

## 7 STEPS TOWARDS TAKING CONTROL OF YOUR GAMBLING AND YOUR LIFE



1 E-mail [betcare@tabcorp.com.au](mailto:betcare@tabcorp.com.au) or call 1800 882 876 or write to BetCare, GPO Box 4168 Sydney, NSW 2001 for a Self-Exclusion application form or go to [www.tab.com.au](http://www.tab.com.au) and click on the self-exclusion link



2 Obtain a copy of a form of photo ID (eg: Driver's Licence of Passport) and a passport sized photograph



3 Read all of the documentation



4 Choose the venues you wish to exclude from



5 Complete the Self-Exclusion Application form and send to BetCare, C/O Tabcorp GPO Box 4168 Sydney NSW 2001. Remember to enclose a photograph and a copy of your photo ID



6 Contact a counselling service in your state for support  
Gamblers Help (VIC)  
Gambling Help (NSW)



7 Congratulate yourself for taking a major step in regaining control of your gambling behaviour.

## IS GAMBLING A PROBLEM FOR YOU? THINK! ABOUT YOUR CHOICES

In NSW call Gambling Help 1800 858 858  
or visit [www.gamblinghelp.nsw.gov.au](http://www.gamblinghelp.nsw.gov.au)

In VIC call Gamblers Help 1800 858 858  
or visit [www.responsiblegambling.vic.gov.au](http://www.responsiblegambling.vic.gov.au)

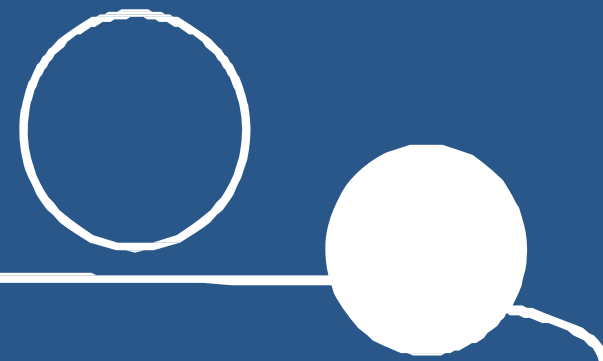
Alternatively, visit [gamblinghelponline.org.au](http://gamblinghelponline.org.au) for  
confidential online counseling

Congratulations. By inquiring about BetCare  
you have taken a major step in regaining  
control of your gambling behaviour.



# BETCARE

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 **BETCARE**  
Helping you turn your gambling problem around

**TAB TAB**

## WHAT IS BETCARE?

BetCare is a voluntary self-exclusion program managed by Tabcorp Wagering.

The aim of the program is to assist customers who have an acknowledged gambling problem to manage their gambling behaviour.

As a member of BetCare, customers can exclude themselves from up to 15 TAB Agencies and 15 Hotels and Clubs in either Victoria or New South Wales. Customers can also apply to have their TAB betting account (telephone and online) closed.



## HOW LONG DOES BETCARE LAST?

Customers have the option to exclude themselves from nominated TAB outlets for a minimum period of 12 months to an indefinite period.

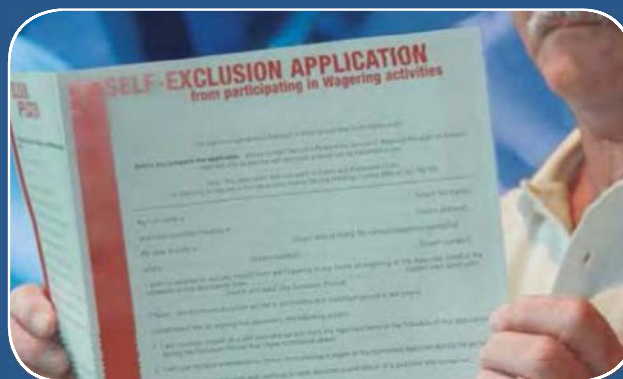
Customers must tell us of any changes to their contact details so that we can contact them re their self-exclusion.

## HOW DO I JOIN BETCARE?

If you wish to participate in BetCare you are required to complete and sign a Self-Exclusion Application. To obtain an application form call BetCare 1800 882 876 or email [betcare@tabcorp.com.au](mailto:betcare@tabcorp.com.au) or visit [www.tab.com.au](http://www.tab.com.au) and click on Self Exclusion.

To be included in the program you will also need to supply:

- 1 passport-sized photograph;
- A photocopy of a form of photo ID (e.g. current Passport or Driver's Licence).



## WHAT WILL TABCORP DO WITH MY INFORMATION AND PHOTOGRAPH?

Tabcorp will provide the nominated TAB outlets / venues with a copy of your photograph and your Self Exclusion Application.

Your photograph will assist TAB staff in recognising you if you attempt to enter an outlet that you have excluded from.



## WHAT ARE MY RESPONSIBILITIES WHILE I AM ON BETCARE?

While Tabcorp is committed to helping all participants of the BetCare program it cannot guarantee that TAB staff will always be able to identify persons who have self-excluded. Your commitment to the program is therefore essential. To this end, if you enter a TAB outlet that forms part of your exclusion agreement you are required to identify yourself.

## WHAT ARE THE RESPONSIBILITIES OF THE TAB OPERATOR AND STAFF IN SUPPORTING ME ON THIS PROGRAM?

If you attempt to enter and/or place bets in a TAB, and TAB staff identify you or you identify yourself to them, the TAB staff are obliged to refuse you service and ask you to leave the TAB.



## WHAT WILL TABCORP PROVIDE WHILE I AM ON BETCARE?

Tabcorp is committed to supporting participants of BetCare.

We recommend you contact your state based counseling service for additional support.