

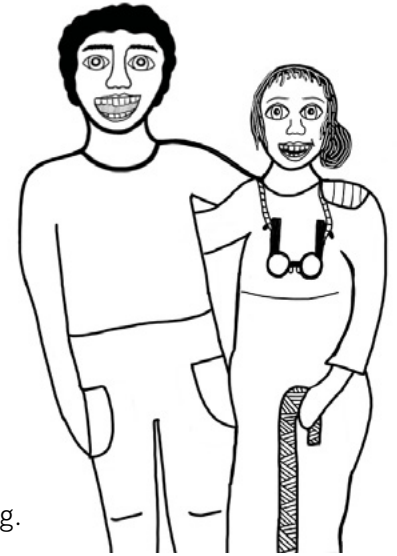


# Banning yourself from online gambling

Online gambling is gambling you do on your phone or computer. Apps and websites allow you to bet on horses or sports and play casino games and pokies.

Some people gamble without problems. Others find gambling leads to money worries, arguments at home and stress.

If you are having problems with online gambling, there are things you can do to stop playing so much or even ban yourself from playing altogether.



## What options are available?

Many online betting providers have ways to help you reduce your gambling.

- **Deposit limits** – limit how much money you can put into your account.
- **Take a break** – turn off your account for short periods.
- **Permanent closure** – close your account and ask the provider not to contact you again.
- **Account statement** – get a record of how much money you are spending.
- **Set maximum bet** – agree to limit on how much money you can spend on an individual bet.

## How do I ban myself from online gambling?

Each gambling site or app is slightly different.

There are two ways to ban yourself from gambling online:

### 1. Ban yourself

- Go to the settings on your account or app
- Look for something like ‘manage this account’ or ‘responsible gambling’
- Choose the option/s that best suit you.

### 2. Ask the online gambling provider to help you

- Contact the provider by email, online chat or phone and ask them to help you ban/exclude yourself from the site.

## Account settings and alerts

You can stop receiving online gambling ads. Have a look in the settings in your betting account or app for something called alerts or messages. Choose ‘no messages or notifications’.

## Can my bank help?

Banks can help you to limit how much you spend on online gambling. You can ask them to:

- stop you from using your credit or debit card to gamble
- help you put in place a plan for managing financial problems or payments.

Talk to your bank to see how they can assist you and/or have a look on their website for this information before contacting them.

If you are not comfortable contacting the bank yourself, you can ask a financial counsellor to assist you – call 1800 858 858 for free, confidential advice and assistance.


## What about gambling sites that are overseas?

Gambling websites or apps based overseas are not allowed to operate in Australia, but some do.

To block these sites or apps:

- try to cancel your account
- stop payments to the account from your bank or credit/debit card
- install software filtering products that block access to international gambling websites
- install ad blockers that help stop ads and pop-up promotions.

Information about software filtering and ad blockers is available at

 [gamblinghelponline.org.au/making-a-change/self-exclusion](https://gamblinghelponline.org.au/making-a-change/self-exclusion).

## Who can I yarn with?

If you're worried, yarning about gambling can help you to understand why you do it and find ways to stop or slow down.

Yarning with family or friends is helpful for some people. Other people like a private chat with a professional. Some people like to fix things themselves using online tools.

These services are **all free and confidential**. You can use them for yourself or if you are worried about someone else's gambling.

- There are gambling workers at some Aboriginal co-ops – Rumbalara, GEGAC, MDAS and VAHS. Contact details are available at  [gamblershelp.com.au/aboriginal-help](https://gamblershelp.com.au/aboriginal-help).
- Make an appointment with a financial counsellor in your local area and get any money problems sorted – call 1800 858 858.
- Talk to a telephone counsellor about your gambling worries any time of the day or night – call 1800 858 858.
- Chat online to get advice  [gamblinghelponline.org.au](https://gamblinghelponline.org.au).
- Join the online 100 Day Challenge to fix the problem yourself – find out more at  [100dc.com.au](https://100dc.com.au).

### COVID-19 update


**All these services are still operating in your local area. Some services will be provided online or by phone, rather than face-to-face, to protect your health.**

## How can I find out more?



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A range of fact sheets for people in Aboriginal communities who gamble is available at  [gamblershelp.com.au/aboriginal](https://gamblershelp.com.au/aboriginal).

General information about gambling issues is available at  [gamblershelp.com.au](https://gamblershelp.com.au).



**Gambler's Help** 1800 858 858  
[gamblershelp.com.au/aboriginal](https://gamblershelp.com.au/aboriginal)