

TABCARE PROGRAM

A retail self-exclusion program with TAB



NSW

GambleAware

1800 858 858

www.gambleaware.nsw.gov.au

VIC

Gambler's Help

1800 858 858

www.gamblershelp.com.au

SIGNS THAT YOU MAY WANT TO TAKE A BREAK FROM GAMBLING

Betting with TAB should be an enjoyable, leisurely activity, however signs that this may no longer be the case include:

- feeling stressed, frustrated, anxious, or upset about gambling
- losing control of how much time or money is spent on gambling
- withdrawing from others, e.g. family and friends
- trying to win back losses by continuing to gamble
- borrowing money, having multiple loans, or selling valuables to gamble
- falling behind with expenses, bills
- thinking about gambling every day
- lying and/or being secretive about gambling
- gambling affecting other everyday activities e.g. family or work

If you or someone you know is experiencing any of these signs, it's important to reach out for information and support. It is never too late to take proactive action and get help.



WHAT IS THE TABCARE PROGRAM?

TABCare is a voluntary program that allows you to self-exclude from betting with TAB in nominated retail venues, in Victoria and New South Wales.

The aim of the program is to assist you to take control of your gambling behaviour to minimise the potential of gambling harm.

As noted above, TABCare is for retail self-exclusion, however if you would like to self-exclude from your TAB account, please call **1800 646 132**. If you would like to self-exclude from all Australian online wagering services, please register yourself with BetStop – The National Self-Exclusion Register™ at [Betstop.gov.au](https://betstop.gov.au) or call **1800 238 786**.

HOW DOES THE TABCARE PROGRAM WORK?

TAB's TABCare Program allows you to self-exclude from up to 15 TAB Agencies and/or 15 Licensed Venues in either Victoria or New South Wales.

You can opt to be excluded from betting with TAB for a period of between 6 months to 24 months.

TAB will contact you prior to your self-exclusion expiring and provide information regarding extending.

HOW DO I JOIN THE TABCARE PROGRAM?

You can join the TABCare Program in two easy steps:

1 Complete and submit your request to be enrolled in the TABCare Program

Head to <https://responsiblegambling.tab.com.au/help> to download a copy of the enrolment form or contact the TABCare team at TABCare@tabcorp.com.au or **1800 882 876**.

Complete the form and attach the requested documents and send to TAB:

Via email: TABCare@tabcorp.com.au

Via post: C/O Tabcorp
GPO Box 4168
Sydney NSW 2001.

Remember to review the terms and conditions associated with your participation in the TABCare Program, and feel free to seek legal or professional advice.

2 Finalise your TABCare Program Enrolment

A TABCare representative will contact you to verify and finalise your request for enrolment in the TABCare Program. Once your enrolment is finalised, we'll send you written notification that you are formally enrolled.

WHAT HAPPENS ONCE MY ENROLMENT IN THE TABCARE PROGRAM IS FINALISED?

Once we confirm your enrolment, TAB will provide the nominated TAB agencies and/or licensed venues with a copy of your photograph and personal information. This will allow venues to be aware of your self-exclusion and assist them in recognising you if you enter their venue.

WHAT ARE MY RESPONSIBILITIES WHILE I AM ENROLLED IN THE TABCARE PROGRAM?

Voluntary and good faith participation

Whilst TAB is committed to supporting you and taking all reasonable steps to implement your participation in the TABCare Program, your commitment and good faith participation is essential.

The onus is on you as the voluntary participant to abide by the self-exclusion as we can't guarantee that venue staff will always be able to identify you.

Keep details current

You must ensure that TAB is updated with any changes to your contact details. This is important so that we can check-in and provide you with additional options such as extending your self-exclusion period.



CAN I ENTER TAB VENUES?

You must not enter a TAB venue (agency or licensed venue) that you are self-excluded from. If you do enter a TAB venue, you are required to notify the management that you are a TABCare participant and have self-excluded from gambling with TAB.

As part of acting on your TABCare Program participation and self-excluded status, a venue may at its discretion take appropriate action such as:

- Allow you to enter a licensed venue for non-TAB wagering purposes, e.g. eating a meal. If venue management has allowed you to remain for other purposes, you must not use the TAB facilities.
- Prevent you from entering a venue;
- Refuse service; and
- Ask you to leave the venue.

WHAT WILL HAPPEN TO MY TAB BETTING ACCOUNT?

Any online TAB account/s identified in your details will be suspended for the duration of your retail self-exclusion period.

If you would like to self-exclude online with TAB you can do so via our website, App or by calling **1800 646 132**.

WHEN DOES MY SELF-EXCLUSION PERIOD END?

If you have nominated to self-exclude for 6 months, your self-exclusion period ends at the end of the nominated period.

If you have excluded for 12 months or more, we'll offer you the option to extend around the time that your nominated self-exclusion period is due to end. You must confirm you want your exclusion to end, otherwise we will extend your self-exclusion by 6 months and remind you again then.

CAN I END MY PARTICIPATION IN THE TABCARE PROGRAM EARLY?

If you wish to revoke your self-exclusion before your self-exclusion period ends, you must complete a revocation application form which is downloadable on the following website: <https://responsiblegambling.tab.com.au/help>.

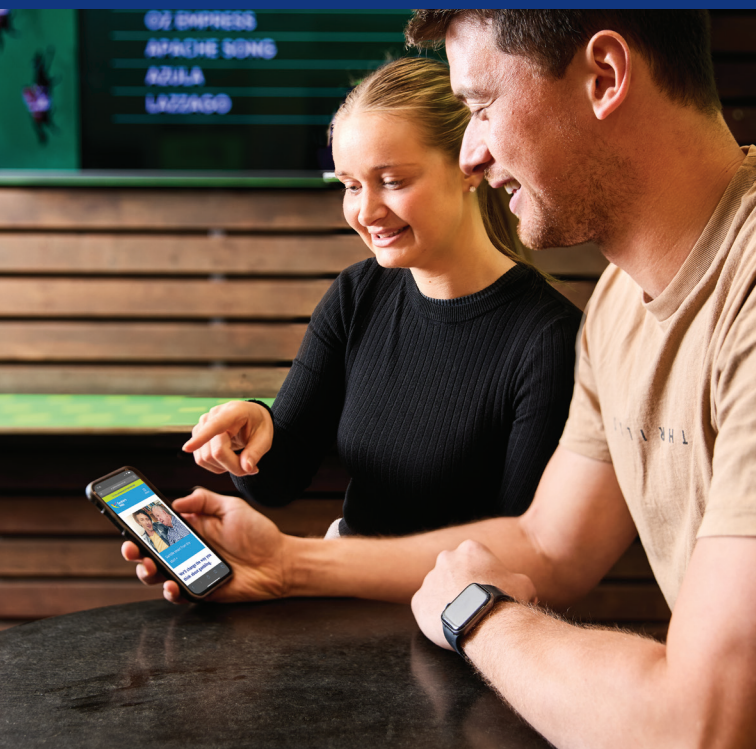
This form must be accompanied by supporting documentation, including a letter of support from a recognised NSW/VIC Gambling Counsellor.

WHAT DOES TAB DO WITH MY INFORMATION?

TAB handles your information in accordance with its privacy policy, available online here <https://www.tabcorp.com.au/privacy>.

WHERE ELSE CAN I ACCESS SUPPORT?

TAB is committed to empowering our customers to make informed and proactive decisions to minimise gambling harm. As a result, we would like to take this opportunity to remind you of some of the available responsible gambling support services.



- National Gambling Helpline
1800 858 858
available 24 hours a day,
7 days a week
- Gambler's Help **1800 858 858**
www.gamblershelp.com.au
- Gambler's Help Youth
Hotline for under 25s
1800 262 376
- Gambling Helpline
Interpreter Service
131 450
- GambleAware NSW
1800 858 858
www.gambleaware.com.au
- Gambler's Anonymous
www.gaaustralia.org.au
- Relationships Australia
1300 364 277
- Lifeline **13 11 14**

STAY IN CONTROL

Sometimes you need support to help manage your gambling activity. A range of independent Support Services which provide free and confidential advice are available 24 hours a day, 7 days a week for anybody impacted by gambling. This includes family and friends that might be impacted by a loved one's gambling.

IN NSW CALL

GambleAware 1800 858 858

or visit

www.gambleaware.nsw.gov.au

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