



Is your gambling becoming harmful?

How to get help for yourself, friends and family for gambling-related harm.

When does gambling become harmful?

For most people, gambling is an enjoyable leisure and entertainment activity, but for some people it can get out of control, affecting many aspects of their lives.

Harm from gambling isn't just about losing money. Gambling can affect self-esteem, relationships, physical and mental health, work performance and social life. It can hurt family, friends, workplaces and communities.

- Do you bet more than you can really afford to lose?
- Do you need to gamble with larger amounts of money to get the same excitement?
- Do you go back to try to win back the money?

- Do you borrow money or sell things to get money to gamble?
- Do you feel that your gambling might be harming yourself or your loved ones?
- Do people criticise your betting or tell you that you have a gambling problem?
- Do you feel guilty about the way you gamble or what happens when you gamble?
- Does your gambling cause you any health problems, including stress or anxiety or financial problems for you or your household?
- Is gambling affecting your work or study?
- Has your gambling impacted your relationships?

If so, it's time to make some changes.

What is a voluntary barring order?

A voluntary barring order allows you to bar yourself from specific gambling providers, products or services such as specific pubs and clubs with gambling machines, or from specific activities such as betting on racing, sport and lotteries (including online).

How do I bar myself?

Contact Consumer and Business Services (CBS) or the gambling provider directly (such as the pub or club at which you gamble, or the online provider).

CBS' contact details are set out below. Please note that all barrings are strictly confidential and your details will not be shared with anyone other than the venues or provider you choose to be barred from.

You can ask to be barred from one venue, various venues, multiple gambling products or from all venues within your local area (such as the Adelaide metropolitan area).

Contact

Call or text: 0427 051 300

Email: gamblingadministration@sa.gov.au

Complete the form at:
<https://www.sa.gov.au/topics/family-and-community/safety-and-health/help-with-gambling/i-need-help-with-my-gambling>

Or attend in person at the CBS office:
95 Grenfell Street, Adelaide.

You can also speak to a staff member at a gambling venue or contact a gambling provider and ask them to bar you from gambling immediately.

You can also request to be barred from additional venues or forms of gambling.

Can I remove my barring order?

You can apply to remove a barring order after a minimum amount of time written in the order (usually 12 months where the barring is made by CBS, and three months where the barring is made by a venue), by contacting CBS.

What happens next?

If you have contacted CBS directly, staff will talk to you about:

- your circumstances
- where you want to be barred from and for how long
- what the barring involves
- the best ways to help you take back control.

CBS staff can make the barring orders the same day.

If you have approached staff at a venue and asked to be barred from only one venue, you don't need to do anything more. CBS will only contact you if you have requested to be barred from additional gambling providers.

Can I bar a spouse, family member or friend?

Anyone who is concerned about another person's gambling behaviour can initiate a barring order – you don't need their permission.

To make a request, contact CBS

Call or text: 0427 051 300

Email: gamblingadministration@sa.gov.au

Complete the form at:

<https://www.sa.gov.au/topics/family-and-community/safety-and-health/help-with-gambling/i-need-help-with-my-gambling>

Or attend in person at the CBS office:
95 Grenfell Street, Adelaide

CBS staff will explain the process and help you with your application. You can also approach venues and ask them to bar the person.

How do I get help?

Talk to someone

The Gambling Helpline offers free, confidential advice and counselling 24/7.

1800 858 858

Meet a counsellor

Gambling help services operate in a range of South Australian metropolitan and country locations, providing free and confidential personal, financial and family counselling and support.

problemgambling.sa.gov.au

Support for family and friends

If someone else's gambling is affecting you, the Gambling Helpline offers advice and counselling.

1800 858 858

Get help with your finances

Financial counsellors can help you address financial problems related to gambling.

1800 858 858

Support online

Email or live chat with a counsellor 24/7.

gamblinghelponline.org.au

For more information

Gambling Helpline

1800 858 858

24/7 – FREE – CONFIDENTIAL

Consumer and Business Services

Telephone 0427 051 300

cbs.sa.gov.au