financial counselling australia

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INDEPENDENT ONLINE REGISTER

Aggregated Account Data

National Online Exclusion Register (self-exclusion & 3rd party)

Algorithm - early identification of problem gambler



Set my **"Loss Limit"**



- My gambling balance sheet
- My gambling profile (charted against problem gambling algorithms)
- The gambling impact test
- My gambling profile



- Self-exclusion register
- 3rd party initiated exclusion
- Gamblers Help
- Financial counselling help (gambler & family)



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STAGES GAMBLER HEALTH			
	EARLY	MID	LATE
CUSTOMER	GAMBLING PLAN ON INDEPENDENT ONLINE REGISTER	HEALTH CHECK	ADDICTED OR IN DEBT
	Set goals: Gambler nominates annual loss limit and annual income.	Gambling balance sheet reporting.	Self-exclusion via national online self-exclusion register (directly or via company).
	Pop up guides: 'Reality check' e.g. you may lose 30% of your income.	Government approved algorithms to identify emerging problem gambling patterns.	 Referral referral for self-help to: Gamblers Help for therapeutic counselling and Gambling financial counselling for 'debt status check'. (online tool)
	Set gambling frequency limits e.g. 5 bets per day/week	Online self assessment tool: impact of gambling on family, work, sleep, etc.	Suicide prevention health check – for all people on national online exclusion register.
	Payment plan I will pay using: Salary Savings Credit card Other credit Other	Targeted public health messages based on the above.	Targeted public health messages for gambling addiction & debt self-help.
COMPANY	Verify ID on accredited ID checker (100 points)	Implement National Guidelines for preventing 'at risk' user becoming a problem gambler	Restrict bets and/or close account
COMPANY	Wash data through self- exclusion Register	Wash data through exclusion register.(each time payment is made (money into account)	 Follow guidelines for 3rd party exclusion Refer to professional support
FAMILY and FRIENDS	Gambler Directive Gambler nominates future support person: "if I get into trouble, I want this person to know' Select: • Early signs of gambling addiction • Progressed gambling addiction	May share health check reports with nominee.	 May share health check reports with nominee. May initiate a third party exclusion process (regulator hearing).
PROFESSIONAL SUPPORT	X	Aggregated data access to authorised third parties (with current or ongoing authority)	 Aggregated data access to authorised third parties (with current or ongoing authority). May initiate a third party exclusion process (regulator hearing).