



Responsible Gaming Centre



CROWN

Responsible Gaming Centre

CROWN MELBOURNE RESPONSIBLE GAMING CENTRE

For the majority of people, gambling is an enjoyable form of entertainment.

Some people may experience difficulties with their gambling behaviours, and the Crown Melbourne Responsible Gaming Centre has been established to offer assistance and support for those seeking information or help.

The Crown Melbourne Responsible Gaming Centre is open 24 hours a day, seven days a week and provides a range of free and confidential services to assist customers, their family members and friends. Interpreters can be arranged.

LOCATION

The Crown Melbourne Responsible Gaming Centre is located at the Crown Melbourne Complex, Level B1, directly below the main ground floor food court. Please refer to the map located on the back of this brochure.

ARE YOU CONCERNED ABOUT YOUR GAMBLING BEHAVIOURS?

Here is a quick check:

- Do you think about gambling every day?
- Do you hide your gambling from loved ones?
- Do you ever borrow money to gamble?
- Do you let bills go unpaid?
- Is your gambling affecting your work or your role as a parent?
- Do you think you can use skill to win on a pokie machine?
- Do you gamble to forget your problems?

If you answered yes to any of these questions, you may have a problem with your gambling behaviour.*

(*source: Gambler's Help brochure 'Concerned about your gambling?', 2014)

WHO CAN I SPEAK TO IF I AM CONCERNED ABOUT MY GAMBLING?

Our Responsible Gaming Advisors are available 24 hours a day, seven days a week to discuss any responsible gaming programs and services. They can be contacted on 1800 801 098.

Counselling services are available via our Responsible Gaming Psychologists. For further information call 1800 801 098.

Also available is Crown Melbourne's Chaplaincy Support Service. For further information call 1800 456 228.

Additionally, you can call Gambler's Help directly on 1800 858 858.

CROWN MELBOURNE RESPONSIBLE GAMING CENTRE

• Responsible Gaming Information

General information regarding responsible gaming in a range of languages.

• Responsible Gaming Advisors

Responsible Gaming Advisors are specially trained staff who can assist customers with responsible gaming information, assistance and referral to help services. They are available 24 hours a day, seven days a week and can be contacted on 1800 801 098.

• Self Exclusion

Self Exclusion is a program where a person voluntarily bans themselves from gaming areas at Crown Melbourne and Crown Perth casinos. This prohibits you from entering or remaining in any gaming areas. Applications for Self Exclusion can be made at any time with a Responsible Gaming Advisor. You will need to provide photo identification to apply for self exclusion. No appointment is necessary.

• Third Party Exclusion

Where a family member, friend or other person with a close personal interest in the welfare of another individual has concerns about the effects the person's gambling may be having on themselves and/or others, the Third Party Exclusion Program may be an option.

Third Party Exclusion is a process where Crown Melbourne can provide support to concerned third parties who are adversely affected by someone's gambling behaviour.

Through the process, Crown Melbourne will consider excluding a customer involuntarily as a direct consequence of their gambling behaviour, a Third Party Exclusion.

• Counselling

Free, confidential counselling is provided by our Responsible Gaming Psychologists, in person at the Crown Melbourne Responsible Gaming Centre or over the telephone.

• Referral

Staff at the Crown Melbourne Responsible Gaming Centre can provide information about Gambler's Help and other Government funded community based support services.

• Chaplaincy Support Service

The Crown Melbourne Responsible Gaming Centre hosts an inter-faith Chaplaincy Support Service. The Chaplain can be contacted on 1800 456 228.

- **Money and/or Time limit setting and tracking - YourPlay**

The Victorian State government has introduced a state-wide voluntary money and time limit setting scheme called YourPlay. YourPlay can also give you a running total of the money and time you are spending. This is available for gaming machine customers.

Information about YourPlay is available at the Responsible Gaming Centre, Crown Rewards information desks and on-line at yourplay.com.au

- **Play Safe Limits**

Play Safe Limits is Crown Melbourne's voluntary money and time limit setting program and allows Crown Rewards members to set money and time limits for their Fully Automated Table Game play. To take advantage of Play Safe Limits you will need a Crown Rewards card.

Information about Play Safe Limits is available at the Responsible Gaming Centre and at Crown Rewards information desks.

- **Internet**

For further information please visit Crown Melbourne website Responsible Gaming page

www.crownmelbourne.com.au/responsible-gaming

CONTACT US

Our Responsible Gaming Advisors are available 24 hours a day, seven days a week to discuss any responsible gaming programs and services. They can be contacted on 1800 801 098. Alternatively, you can email us at rgc@crownmelbourne.com.au

Some tips for responsible gambling include:

- Stay in control
- Setting money and time limits
- Leaving your credit and debit cards at home
- Gambling for fun, not because you need the money
- Knowing the odds and chances of winning
- Learning from past gambling experiences

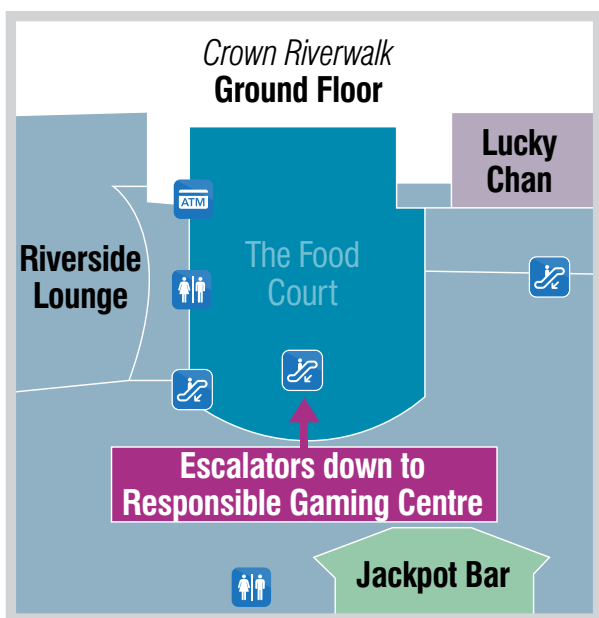
(adapted from 'Tips to avoid BetRegret', Victorian Responsible Gambling Foundation, 2014)

The Crown Melbourne Responsible Gaming Centre is located within the Crown Melbourne Complex.

The Centre is open 24 hours a day, seven days a week and provides a range of free and confidential services including:

- Responsible Gaming Information**
- Self Exclusion**
- Counselling**
- Chaplaincy Support Service**
- Third Party Exclusion**
- Referral to external support services**

Interpreters can be arranged if required.



**Crown Melbourne
Responsible Gaming Centre**

1800 801 098

Email: rgc@crownmelbourne.com.au

www.crownmelbourne.com.au/responsible-gaming

Crown Melbourne

Chaplaincy Support Service

1800 456 228

Gambler's Help

1800 858 858

www.gamblinghelponline.org.au



AWARENESS. ASSISTANCE. SUPPORT