



## **Instructions for submitting an Application for Self Exclusion from Crown Casinos**

### **Conditions of Application for Self Exclusion**

The terms and conditions of an *Application for Self Exclusion from Crown Casinos* (**Application**) are set out at paragraphs 1-7 of the Application (**Conditions**). Prior to making an Application, it is important that you understand the Conditions.

If you require clarification or explanation of the Conditions, please contact the Responsible Gaming Team at Crown Melbourne on 1800 801 098 or seek independent legal advice. By submitting an Application to Crown Melbourne Limited (**'Crown Melbourne'**), you acknowledge and agree that you have read the Conditions and agree to abide by them.

### **Making an Application**

To make an Application, you must submit the following documents in accordance with these instructions:

- a copy of your Application which has been signed by you and your signature witnessed by an individual authorised to witness statutory declarations in Victoria (**'Authorised Witness'**) (please refer to <http://www.justice.vic.qiv.au/statdecs> for the list of authorised individuals); and
- a colour copy of your current photo identification which has been certified as being a true copy of the original identification by an Authorised Witness; and
- a recent high resolution photograph of you.

### **Certifying your photo identification**

The copy of your photo identification must be certified as a true copy by having an Authorised Witness write these words on the copy and signing the copy:

*"I certify that this is a true and accurate copy of the identification of [your name] sighted by me on [insert date]."*

*[Signature]*

*[Name]*

*[Qualification]*

### **Submitting your Application**

Your completed Application, certified identification and photograph can be submitted via email to [rgc@crownmelbourne.com.au](mailto:rgc@crownmelbourne.com.au). Alternatively if you would prefer to return your application via mail please contact the Responsible Gaming Team on 1800 801 098 for instructions. Please include a phone number on which we can contact you with your Application.

Once we receive your Application we will contact you to:

- Verify your identity;
- Discuss the reasons for your Application;
- Confirm your nominated time period during which you cannot apply to revoke your self exclusion;
- Check your understanding of the Conditions of the Application; and
- To offer support.

We will then finalise your Application and send you copies of your *Application for Self Exclusion* together with your *Self Exclusion Agreement for Crown Perth* and your *Exclusion Order for Crown Melbourne*.

Your *Self Exclusion Agreement* and *Self Exclusion Order* issued pursuant to your Application, once finalised, takes immediate effect and will be maintained until it is revoked in writing by Crown.

### **Revoking (ending) an Application for Self Exclusion**

An application to revoke a Self Exclusion may be made after the minimum nominated period stated in the Self Exclusion Agreement or Order has passed by submitting an Application for Revocation of Self Exclusion. Applicants are required to successfully complete the revocation process before being permitted to return to the Casino.

### **Support and assistance**

We would like to take this opportunity to remind you that Crown Melbourne has a dedicated Responsible Gaming Team on site. The team is available 24 hours a day, seven days a week and can provide information, support, assistance and/or referral to community and government services in a confidential and discrete manner. You may also like to visit their website at [www.gamblershelp.com.au](http://www.gamblershelp.com.au)

We appreciate that changing your gaming behaviour can be difficult, but obtaining external support can make a difference to your success. Some options for external support include:

- Gamblers Help is a free and confidential counselling service offered by the Victorian Responsible Gambling Foundation. The counsellors at Gamblers Help specialise in assisting with problem gambling behaviours and can also help with a variety of other life issues, including relationship and financial counselling. Gamblers Help can be contacted on 1800 858 858.
- Support, information, and counselling services are available 24 hours a day, seven days a week online at [www.gamblershelp.com.au](http://www.gamblershelp.com.au) or by telephoning 1800 858 858.
- Alternatively, you may prefer to seek assistance from a psychologist, psychiatrist, counsellor, medical practitioner or other person suitably qualified. If you would like a referral to a psychologist or psychiatrist we recommend making an appointment with your General Practitioner for more information.

If you have any queries or questions regarding these matters, please do not hesitate to contact the Responsible Gaming Team on 1800 801 098.

**Yours sincerely,**

**The Responsible Gaming Team  
Crown Melbourne**

