



# Third Party Exclusion



**CROWN**

# Third Party Exclusion

## WHAT IS A 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 (Crown) can provide support to concerned third parties who are adversely affected by someone's gambling behaviour.

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

## THIRD PARTY APPLICATION FOR CUSTOMER EXCLUSION

Submitting a Third Party Exclusion Application is a serious undertaking and Crown always encourages the Applicant seeking to have a person excluded to discuss voluntary Self Exclusion with the person they are concerned about. Crown's Responsible Gaming Advisors can assist you with this.

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.

Crown also makes available the services and programs at the Responsible Gaming Centre (RGC), which 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.

If you would like to submit a Third Party Exclusion Application, please refer to the following:

- Contact a Responsible Gaming Advisor via phone on 1800 801 098, via email at [rgc@crownmelbourne.com.au](mailto:rgc@crownmelbourne.com.au), or visit the RGC
- A copy of the Third Party Exclusion brochure and the Application Form is available in person at the RGC, via email or online at [www.crownmelbourne.com.au/casino/responsiblegaming/about-responsible-gaming](http://www.crownmelbourne.com.au/casino/responsiblegaming/about-responsible-gaming)

- The Third Party Exclusion Application Form contains a Statutory Declaration which must be completed by an authorised witness
- If there is sufficient evidence to indicate that the person you are concerned about is causing harm to themselves or others, the customer may be contacted by Crown.

## **WHO CAN I SPEAK TO FOR SUPPORT DURING THE APPLICATION PROCESS?**

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.

The following services are also available if you are seeking counselling assistance:

- Crown Responsible Gaming Psychologists. For further information call 1800 801 098.
- Crown's Chaplaincy Support Service. For further information call 1800 456 228.

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

The Application form can be downloaded or obtained at the RGC (in person or via email), completed and returned to the Responsible Gaming Centre at Crown. If there is any difficulty in completing the form, a Responsible Gaming Advisor will be happy to help.

## **WHAT IS A 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 the person from entering or remaining in any gaming areas. Applications for Self Exclusion can be made at any time with a Responsible Gaming Advisor. Photo identification is required to apply for self exclusion. No appointment is necessary.

# THIS FLOWCHART SETS OUT THE PROCESS OF THIRD PARTY EXCLUSION

**1** Contact the Responsible Gaming Centre or download and complete an Application Form.

**2** Return the Application Form as an attachment to [RGC@crownmelbourne.com.au](mailto:RGC@crownmelbourne.com.au) or by post: Responsible Gaming Manager, 8 Whiteman Street, Southbank VIC 3006.

**3** A letter will be sent to you outlining the details of the process (Application Form will be included if you have not already completed one).

**4** We will acknowledge receipt of your Application and you will have the opportunity to discuss your application with a Responsible Gaming Advisor.

**5** Upon receipt of the required documentation, if consent is provided by the applicant, the Customer will be contacted.

**6** The Application will be considered by the Third Party Exclusion Committee.

**7** You will be advised when the process is complete, but not of the outcome.

**8** Contact a Responsible Gaming Advisor at any time on tel. 1800 801 098.

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**

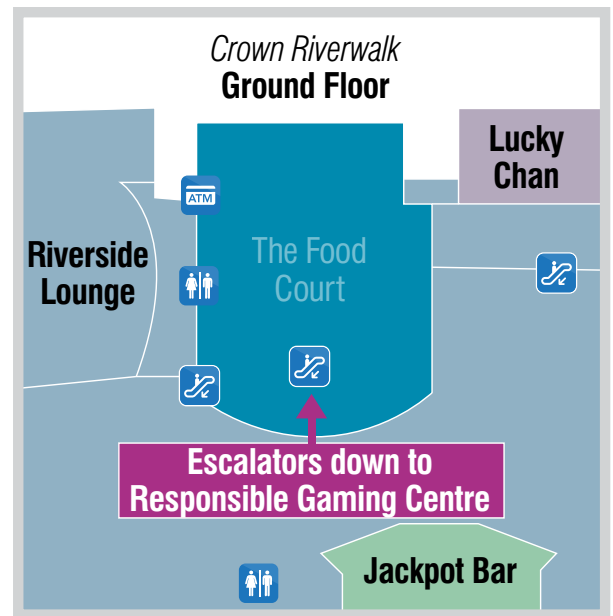
**Counselling**

**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](mailto:rgc@crownmelbourne.com.au)

[www.crownmelbourne.com.au/responsible-gaming](http://www.crownmelbourne.com.au/responsible-gaming)

#### **Crown Melbourne**

Chaplaincy Support Service

1800 456 228

#### **Gambler's Help**

1800 858 858

[www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)



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