

Self Exclusion

WHAT IS A SELF EXCLUSION?

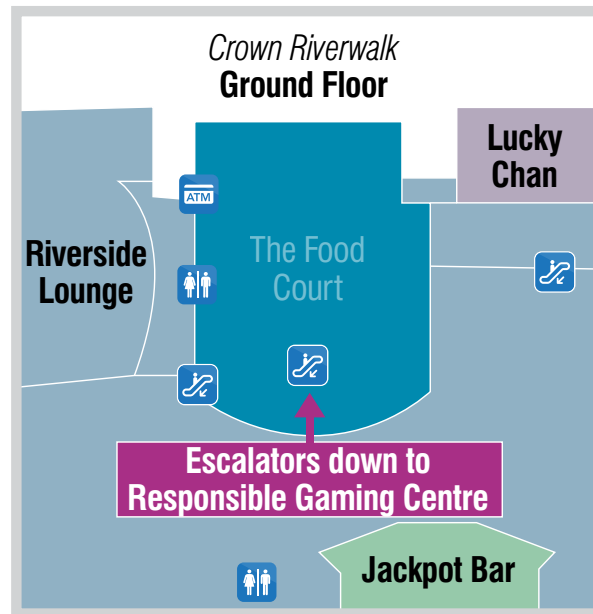
Self Exclusion is a program where a person voluntarily bans themselves from gaming areas at Crown Melbourne and Crown Perth casinos. This prohibits you from entering or remaining in any gaming areas.

To contact a Responsible Gaming Advisor, please call 1800 801 098 or you can speak to any Crown Melbourne employee.

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

Self Exclusion

HOW DO I SELF EXCLUDE FROM THE CASINO?

Self exclusion at Crown Melbourne is undertaken at the Responsible Gaming Centre, 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. You will need to provide photo identification to apply for self exclusion. No appointment is necessary.

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.

The Self Exclusion process is facilitated by Responsible Gaming Advisors who are available 24 hours a day, seven days a week.

HOW LONG IS A SELF EXCLUSION?

A Self Exclusion is for a minimum of 12 months, with other options available. These options can be discussed with a Responsible Gaming Advisor.

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. Alternatively, you can email us at rgc@crownmelbourne.com.au

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.

You can also call Gambler's Help directly on 1800 858 858.

OTHER SELF EXCLUSION PROGRAMS

For information about the Betfair Self Exclusion Program, you can call Betfair directly on 1800 238 324.

For information about Self Exclusion Programs for hotels and clubs in Victoria, speak to their venue staff or call (03) 8851 4949 for Community Clubs Victoria or (03) 9654 3491 for the Australian Hotels Association.