



## Application for Revocation of Withdrawal of Licence

By signing and submitting this Application for Revocation of Withdrawal of Licence (“**Application**”) you request that Crown Melbourne Limited (“**Crown Melbourne**”) revoke the Withdrawal of Licence that Crown Melbourne issued you.

**NOTE: Your Withdrawal of Licence is not automatically revoked following lodgement of this Application. You must successfully complete all requirements of the revocation process and receive written notification from Crown Melbourne of your Application being approved and the Withdrawal of Licence being revoked prior to being permitted entry in to the Crown Entertainment Complex (the ‘Complex’).**

For Crown Melbourne to process your Application, you are required to agree with the following:

1. You acknowledge that Crown Melbourne has not encouraged you to seek revocation of your Withdrawal of Licence.
2. By submitting this Application you agree and acknowledge that revocation counselling is a requirement of the revocation process and you will provide Crown Melbourne with a report to verify your attendance as outlined in item 3.

We recommend Gamblers Help, they offer a free and confidential service.

3. A report by a professional must be provided to Crown Melbourne in relation to your gaming behaviours. The following guideline for the report writer will be provided by Crown Melbourne for you to provide directly to your report writer so that any report provided to Crown Melbourne has sufficient information upon which it can assess your Application.
4. You authorise Crown Melbourne to discuss with the report writer the grounds and circumstances surrounding your Withdrawal of Licence as well as the result of this Application if required and you further consent to your personal and sensitive information being collected, used and disclosed for the purposes of processing this Application or other related purposes.
5. You will contact Crown Melbourne immediately, if, at any time, you have any concern about your Application or, if the Application is successful, your use of Crown Melbourne’s gaming facilities.
6. You agree to release and indemnify Crown Melbourne, its officers, employees, agents and contractors from any liability, including any losses associated with any gaming you undertake, which may arise in connection with any revocation of your Withdrawal of Licence and any use by you of Crown Melbourne’s gaming facilities.
7. You acknowledge and agree that Crown Melbourne retains sole discretion whether or not to revoke your Withdrawal of Licence. Your Withdrawal of Licence remains in force unless and until it is revoked in writing by Crown Melbourne.
8. You confirm you are not currently subject to a Bankruptcy Order or are a party to a Part IX debt agreement under the Bankruptcy Act 1966 (Cth).



As soon as practicable after a signed copy of this Application and the written report referred to in item 3 above have been received by Crown, you will be notified by Crown Melbourne of the progress of your Application.

Please sign this document and return it to our office confirming you have read and understood the contents. Applications can be emailed to [cps@crownmelbourne.com.au](mailto:cps@crownmelbourne.com.au) or mailed to:

Crown Melbourne PlaySafe  
8 Whiteman Street  
Southbank, Victoria 3006

**This is an important document.** It is strongly recommended that prior to signing this document below, you discuss this matter with your legal advisor, counsellor and members of your family if you have not already done so.

Yours faithfully  
Crown PlaySafe Team  
Crown Melbourne

I acknowledge that I have read, understood and agree with the information at points 1 to 8 above.

**Privacy Collection Statement:** Crown collects your personal information to process your revocation application and to communicate with you. If you do not provide this information you cannot apply to revoke your Withdrawal of Licence. Your personal information may be disclosed to associated entities and any professional you engage as described in this application. Please refer to Crown's privacy policy at [www.crownmelbourne.com.au](http://www.crownmelbourne.com.au) for full details including how you may access your personal information and/or complain about a privacy breach.

**Signed**

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**Print Name:**

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**Date of Birth**

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**Contact Number**

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**Email Address**

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**Residential Address**

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**Date**

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## Revocation Process

### How counselling can help you

Crown requires you to attend a counsellor and obtain a report as part of the information reviewed by Crown's Revocation Committee to decide if you are ready to have access to the gaming floor.

For many people gambling is a form of recreation. However, sometimes the money and time spent on gambling can affect many aspects of someone's life including relationships with family and friends.

Since your Withdrawal of Licence you may have forgotten the impact that gambling was having on your life at that time. Counselling sessions will help you understand why your gambling became excessive and help you avoid difficulties in the future.

You and your counsellor will be able to discuss what will assist you to return to the Casino in a safe and controlled manner and put in place strategies to help you reduce the risks of developing excessive gambling behaviour again.

It is likely that counselling sessions will cover the following:

- ▶ your previous gaming behaviour;
- ▶ the circumstances of your Withdrawal of Licence;
- ▶ counselling you have had since your Withdrawal of Licence, if any;
- ▶ any breaches of your Withdrawal of Licence
- ▶ why you would like to revoke (end) your Withdrawal of Licence;
- ▶ your current situation and readiness to return to gambling;
- ▶ what strategies (plan) you have for a safe and controlled return to gambling; and
- ▶ your support network for your application and return to gambling.

Problem gambling is often related to life stressors or emotional issues. If you wish, your Counsellor can also assist with these and help you to improve your personal relationships, which may have been damaged by problematic gambling. The overall experience can have a very positive impact on your quality of life.

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## **Guidelines for Report Writer**

Dear Report Writer,

The individual presenting to you is applying for the revocation of a Withdrawal of Licence which was issued by Crown Melbourne Limited ("Crown Melbourne"), the owner and operator of Crown Casino.

The information provided by you forms part of the material considered by the Revocation Committee in reviewing the Application.

The following matters are suggested as some things you may wish to address in your Report:

- ▶ Your expertise in the field of problem gambling.
- ▶ Has the Applicant for Revocation of Withdrawal of Licence sought any professional assistance in relation to their gambling behaviour following the Exclusion from Crown Melbourne, through:
  - Individual Counselling/Therapy
  - Financial Counselling/Management
  - Family Counselling
  - Group Counselling/Therapy
  - a General Practitioner.
- ▶ How long you have known the Applicant prior to his or her approach relating to this Report?
- ▶ What treatment and sessions did the Applicant undertake?
- ▶ Does the treatment appear to have been of benefit to the Applicant?
- ▶ Have formal Problem Gambling screening tests have been administered and if so the results of testing;
- ▶ Has the Applicant undertaken any formal education about gambling?
- ▶ Does the Applicant report discussing the application for Revocation of Withdrawal of Licence with other family members or friends?
- ▶ Has the Applicant disclosed breaching the conditions of his or her Exclusion by entering the Complex at Crown Melbourne?
- ▶ Has the Applicant gambled at gaming venues other than Crown Melbourne whilst being excluded?
- ▶ Do you consider that the Applicant has been open and honest with you in relation to information provided during counselling?
- ▶ Does the Applicant show insight about what led to their excessive gambling?
- ▶ Does the presentation of the Applicant give you confidence that the Applicant can responsibly manage his or her future gambling behaviour?
- ▶ Any other relevant observations on the mental or physical health of the Applicant.

Thank you for your assistance.