



AWARENESS. ASSISTANCE. SUPPORT.

Responsible Gaming Centre 1800 801 098

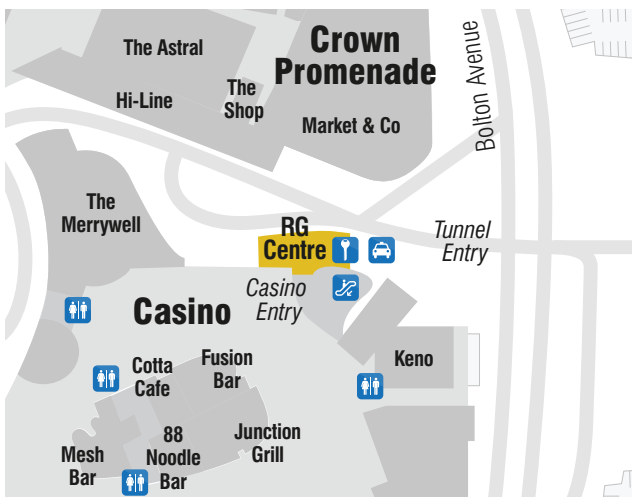
Helpline 1800 858 858

gamblinghelponline.org.au

Responsible Gaming

Crown has a dedicated and trained Responsible Gaming (**RG**) Team, which is available 24 hours a day, seven days a week to assist guests who are experiencing problems due to gaming. You can speak to an RG team member by calling 1800 801 098, by emailing rgc@crownpertth.com.au or by visiting the Responsible Gaming Centre (**RG**) located on the lower level of the eastern Tunnel Entrance.

Interpreters will be provided on request.



For further information, including free and confidential counselling, you can contact the following services:

- Call Gambling Help on 1800 858 858 (24hr)
- Visit Gambling Help Online at gamblinghelponline.org.au (24hr chat support)
- Contact Gambling Help WA on 08 9325 6644 (during business hours) or visit centrecare.com.au
- Visit Gamble Aware at gambleaware.com.au

Self Exclusion

Self Exclusion is a program where a person voluntarily prohibits themselves from entering or remaining in the gaming areas at Crown Perth, Crown Melbourne and Crown Sydney. A Self Exclusion is for a minimum period of twelve (12) months, with longer options available. Guests may seek to self exclude from the Casino for a number of reasons including (but not limited to):

- Creating an opportunity to stop or control their gaming;
- To take a break from gaming therefore preventing the risk of increased financial loss and other associated problems;
- To take a break from gaming to focus on other aspects of life such as family, work or study;
- To support a family member or friend who may be experiencing problems with their gaming.

Following this period, an application to revoke a Self Exclusion may be made after the nominated period 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.

Third Party Exclusion Application

The Third Party Exclusion Application is a process where a family member, friend or other person, can apply to have Crown review a person's gaming behaviour due to concerns about the effects their gaming may be having on themselves and/or others.

Submitting a Third Party Exclusion Application is a very serious undertaking and Crown always encourages the third party seeking to have a person excluded, to discuss voluntary Self Exclusion with this person prior to lodging a Third Party Exclusion Application.

If you want further advice about this process, please contact Crown's RG Team who can provide information on how to commence the process.

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CROWN