

Self Exclusion

  **responsible gaming**

AWARENESS. ASSISTANCE. SUPPORT.



Self Exclusion

Crown Perth (**Crown**) welcomes numerous guests every day, with many enjoying the wide variety of games on offer. Playing the games at Crown is intended to be an enjoyable leisure activity, set in a safe and comfortable environment.

However, Crown appreciates and understands the problems associated with excessive gaming, and therefore promotes a responsible and balanced approach to gaming.

If you would like to discuss your gaming, or that of someone you care about, we urge you to discuss your concerns with the Responsible Gaming (**RG**) Team.

The RG Team is available 24 hours a day, seven days a week. For more information, visit the Responsible Gaming Centre located on the lower level of the eastern Tunnel Entrance, call 1800 801 098 or visit gamblersresponsibly.com.au



AWARENESS. ASSISTANCE. SUPPORT.

Responsible Gaming Centre 1800 801 098

Helpline 1800 858 858

gamblinghelponline.org.au

Who can I speak to about my Gaming?

The Responsible Gaming (**RG**) Team is located on-site and are available 24 hours a day, seven days a week to assist guests wishing to discuss our responsible gaming programs and services.

You can speak to a member of the RG Team at the Responsible Gaming Centre, located on the lower level of the eastern Tunnel Entrance. You can also contact the RG Team on 1800 801 098 or at rgc@crownpertth.com.au

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

- Call Gambling Help on 1800 858 858 (24hr service)
- Visit Gambling Help Online at gamblinghelponline.org.au (24hr online service)
- Call Gambling Help WA on 08 9325 6644 (during business hours) or visit centrecare.com.au

You can also visit gambleaware.com.au for more information about responsible gaming programs in Western Australia.

What is a 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. These options can be discussed with a Responsible Gaming Advisor.

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.

How do I Self Exclude?

Visit the Responsible Gaming Centre located on the lower level of the eastern Tunnel Entrance; or contact the RG Team on 1800 801 098 or at rgc@crownpertth.com.au. The Responsible Gaming Centre is open 24 hours a day, seven days a week with dedicated Advisors available to assist. Information and Application for Self Exclusion forms are also available online by visiting our website gamblersresponsibly.com.au

Alternatively, approach a Security Officer at the entrances to the Casino, or any Crown team member who will direct you to the Responsible Gaming Centre.

How Long is a Self Exclusion?

Crown will maintain the Self Exclusion until it is revoked in writing by Crown. 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. This is a three step process:

1. Submit a completed Application for Revocation of Self Exclusion;
2. Engage in individual revocation counselling; and
3. Attend a meeting with the RG Team.

Approval of an application is at Crown's sole discretion. Crown will need to be satisfied that the person seeking revocation has appropriately addressed the issues that led to Self Exclusion.

To confirm eligibility for revocation and to obtain a referral to Gambling Help WA for free revocation counselling please contact the RG Team on 1800 801 098 or email rgc@crownpertth.com.au

Other Self Exclusion Programs

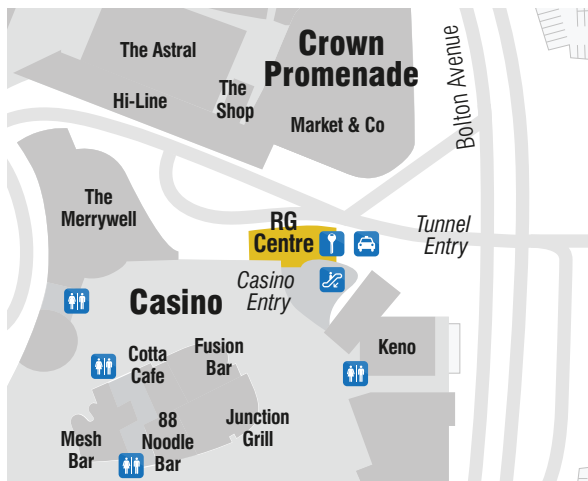
For information about other exclusion programs, including:

- Betfair
- TAB

Please contact the RG Team on 1800 801 098.

All information contained in this brochure is for information purposes only. Crown Perth does not warrant or guarantee the accuracy or completeness of any information in this brochure and is not liable in respect of any loss suffered arising from the guests reliance on the information contained herein.

The Responsible Gaming Centre
is located on the lower level of the
eastern Tunnel Entrance.



Burswood Nominees Limited ABN 24 078 250 307
a.t.f. The Burswood Property Trust ABN 35 491 489 282
trading as Crown Perth managed by Burswood Resort
(Management) Limited ABN 68 009 396 945

Great Eastern Highway,
Burswood, Western Australia
PO BOX 500 Victoria Park,
Western Australia 6979
crownperth.com.au

Responsible Gaming Team

1800 801 098

rgc@crownperth.com.au

gambleresponsibly.com.au

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[responsiblegaming](http://responsiblegaming.com.au) | Helpline 1800 858 858 | gamblinghelponline.org.au

[responsibledrinking](http://responsibledrinking.com.au)