

# Crown PlaySafe Centre

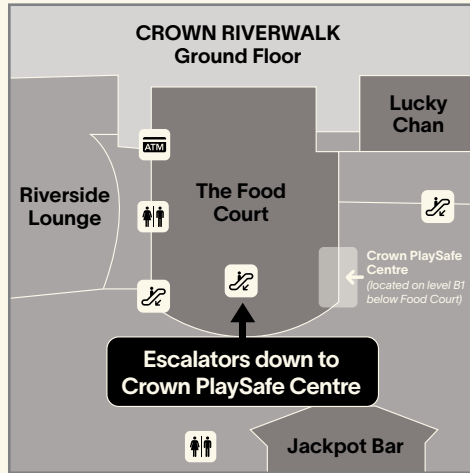
The Crown PlaySafe Centre is located within the Crown Melbourne Complex.

The Centre is open 24-hours a day, seven days a week and provides a range of free and confidential services including:

- Crown PlaySafe Information
- Self-Exclusion
- Counselling
- Third-Party Exclusion
- Referral to external support services

Interpreters can be arranged if required.

## CROWN PLAYSAFE CENTRE LOCATION



### Crown PlaySafe Centre

1800 801 098

Email: [cps@crownmelbourne.com.au](mailto:cps@crownmelbourne.com.au)

[www.crownmelbourne.com.au/crownplaysafe](http://www.crownmelbourne.com.au/crownplaysafe)

### Gambler's Help

1800 858 858

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

## Crown PlaySafe

A more enjoyable way to play

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Gambler's/Gambling Help 1800 858 858

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# Self-Exclusion

Stay on top of your gaming

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A more enjoyable way to play

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## Self-Exclusion

### WHAT IS A SELF-EXCLUSION?

Self-Exclusion is a program where a guest voluntarily excludes themselves from the casino. Guests who choose to self-exclude will exclude themselves from all Crown properties in one request.

To contact a Crown PlaySafe Advisor, please call 1800 801 098 or you can speak directly to any Crown Melbourne staff member.

## How do I Self-Exclude from the Casino?

Self-Exclusion is now available through Crown's website and can be done entirely online without any requirement to speak with a Crown team member: ([www.crownmelbourne.com.au/crown-playsafe/making-a-change](http://www.crownmelbourne.com.au/crown-playsafe/making-a-change)). The website contains an online form which includes all the necessary steps to successfully exclude. The process requires a completed Self-Verification Photo. Once complete, Crown will process and confirm the exclusion via email.

The Crown PlaySafe Centre is open 24-hours a day, seven days a week and provides a range of free and confidential services to assist guests, their family members and friends.

## 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 Crown PlaySafe 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 specialist team members at the Crown PlaySafe Centre are available 24-hours a day, seven days a week, to assist guests who wish to voluntarily exclude themselves from the casino or have questions about Crown's PlaySafe programs and services.

Counselling services are available via our Crown PlaySafe Psychologists. For further information call 1800 801 098.

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.