

Crown PlaySafe Centre

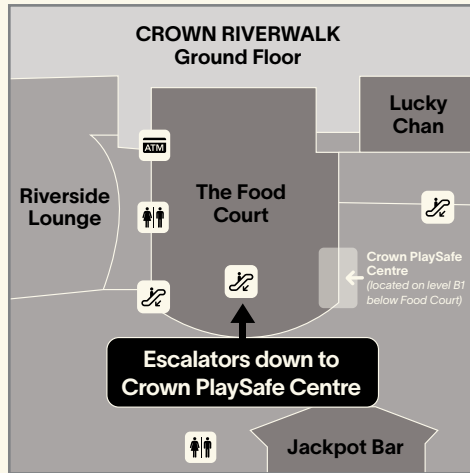
The Crown PlaySafe Centre is located within the Crown Melbourne Complex.

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

www.crownmelbourne.com.au/crownplaysafe

Gambler's Help

1800 858 858

www.gamblinghelponline.org.au

Crown PlaySafe

A more enjoyable way to play

Crown PlaySafe Centre 1800 801 098

Gambler's/Gambling Help 1800 858 858

gamblershelp.com.au



CROWN PLAYSAFE CENTRE

P: 1800 801 098 | E: cps@crownmelbourne.com.au

www.crownmelbourne.com.au

Printed October 2023

Third-Party Exclusion

Looking out for someone? We'll help you help them

Crown PlaySafe

A more enjoyable way to play

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Gambler's/Gambling Help 1800 858 858

gamblershelp.com.au



Third-Party Exclusion

WHAT IS THIRD-PARTY EXCLUSION?

Our Third-Party Exclusion program provides significant others the opportunity to apply for a review of a guest's gambling behaviour where there are concerns about that individual's gambling.

It is not a requirement that the guest under review is made aware of the application. However, we highly recommend that concerns about the guest, as well as the voluntary self-exclusion program, are discussed with the guest prior to applying.

Third-Party Application for Guest Exclusion

Submitting a Third-Party Exclusion Application is a serious undertaking and Crown always encourages the Applicant seeking to have a person excluded to discuss voluntary Self-Exclusion with the person they are concerned about. Crown's PlaySafe Advisors can assist you with this.

PlaySafe Advisors are available 24-hours a day, seven days a week to discuss any PlaySafe programs and services. They can be contacted on 1800 801 098.

Crown also makes available the services and programs at the Crown PlaySafe Centre (CPC), which is located at the Crown Melbourne Complex, Level B1, directly below the main floor food court. Please refer to the map located on the back of this brochure.

HOW TO LODGE A THIRD-PARTY EXCLUSION APPLICATION:

- 1 Get a copy of the application form from our website or Crown PlaySafe Centre.
- 2 Complete the Statutory Declaration section and ensure the application is signed by an authorised witness.
- 3 Submit the application with a recent photo of the person you are applying for third-party exclusion alongside evidence to support information contained in the application.

The Application form can be downloaded or obtained at the CPS (in person or via email), completed and returned to the Crown PlaySafe Centre at Crown. If there is any difficulty in completing the form, a PlaySafe Advisor will be happy to help.

Who can I speak to for support during the application process?

Our Crown PlaySafe Advisors are available 24-hours a day, seven days a week to discuss any PlaySafe programs and services. They can be contacted on 1800 801 098.

Crown PlaySafe Psychologists are also available if you are seeking counselling assistance. For further information call 1800 801 098.

Additionally, you can call Gambler's Help directly on 1800 858 858.

What is a Self-Exclusion?

Self-Exclusion is a program where a person voluntarily excludes themselves from gaming areas at the casino. Guests who choose to self-exclude will exclude themselves from all Crown properties in one request. Applications for Self-Exclusion can be made at any time with a Crown PlaySafe Advisor or online through Crown's website (www.crownmelbourne.com.au/crown-playsafe/making-a-change). The process requires a completed Self-Verification Photo. Once completed, Crown will process and confirm the exclusion via email.

This flowchart sets out the process of Third-Party Exclusion



Contact the Crown PlaySafe Centre or download and complete an Application Form.



Return the Application Form as an attachment to cps@crownmelbourne.com.au or by post: Crown PlaySafe Manager, 8 Whiteman Street, Southbank VIC 3006.



A letter will be sent to you outlining the details of the process (Application Form will be included if you have not already completed one).



We will acknowledge receipt of your Application and you will have the opportunity to discuss your application with a Crown PlaySafe Advisor.



Upon receipt of the required documentation, if consent is provided by the applicant, the guest will be contacted.



The Application will be considered by the Third-Party Exclusion Committee.



You will be advised when the process is complete, but not of the outcome.