



Instructions for submitting an Online Application for Self-Exclusion from Crown Casinos

This document outlines the instruction on how to apply for a Self-Exclusion online. Your application will only be considered once you have completed, signed, and submitted all required documents. If your documents are not correctly submitted, the Crown PlaySafe Team may reach out to you.

Before submitting your online Application

Please ensure that you read the terms and conditions of the Application carefully and that you understand them before submitting your Application.

If you have any questions about the Application, the Self Exclusion process or these instructions, please contact the Crown PlaySafe Team at Crown Melbourne on 1800 801 098, available 24 hours a day, seven days a week.

It is strongly recommended that, prior to completing this application, you discuss this matter with your legal advisor, counsellor and members of your family if you have not already done so.

Making an online Application

To make an Application, you must complete the following steps in accordance with these instructions:

- Upload a photo of you holding your identification documents, this must be clear enough for Crown to compare the ID document to yourself.
- Attach a recent high-resolution headshot photograph of yourself.
- If you also wish to self-exclude from the Star Sydney Casino, you must submit a completed copy of the New South Wales Casinos Application for Self-Exclusion. (Note: Even if you do not elect to self-exclude from the Star Sydney Casino, Crown is required by law to share your exclusion status with the Star Sydney Casino); and
- Complete the Online Self Exclusion Questionnaire (please answer every question where indicated).

Submitting your online Application

Once you have completed your Application, press the Submit Application button at the end of the form. Any errors or incomplete questions will be flagged at this time. You will receive notification that your Application has been submitted via your requested method of communication.

Your Application will then be reviewed by the Crown PlaySafe Team, if there are any issues, we will contact you to help complete the Application.

What happens next?

If you have indicated in the Online Self Exclusion Questionnaire that you would like us to contact you to discuss your Application, we will contact you when we receive it. If you have indicated that you do not wish to be contacted to discuss your Application, we will not contact you.





Regardless of whether you have indicated that you wish for us to contact you to discuss your Application, you will be issued with the Self Exclusion Orders once we receive your completed Application.

You will no longer receive marketing and gambling related promotional material from Crown. We recommend you unfollow all Crown social media.

Revoking (ending) an Application for Self Exclusion

An application to revoke a Self Exclusion may be made after the minimum nominated period stated in the Self Exclusion Agreement or Orders 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.

Support and assistance

We would like to take this opportunity to remind you that Crown Melbourne has a dedicated Crown PlaySafe Team on site. The team is available 24 hours a day, seven days a week and can provide information, support, assistance and/or referral to community and government services in a confidential and discrete manner. You may also like to visit our website at crownmelbourne.com.au/crown-playsafe

We appreciate that changing your gambling behaviour can be difficult, but obtaining external support can make a difference to your success. Some options for external support include:

- Gambler's Help Financial Counselling, providing support, information, and counselling services which are available 24 hours a day, seven days a week online at www.gamblershelp.com.au or by calling 1800 858 858.
- Alternatively, you may prefer to seek assistance from a psychologist, psychiatrist, counsellor, medical practitioner or other person suitably qualified. If you would like a referral to a psychologist or psychiatrist, we recommend making an appointment with your General Practitioner for more information.

If you have any queries or questions regarding these matters, please do not hesitate to contact the Crown PlaySafe Team on 1800 801 098.

Yours sincerely,

Crown PlaySafe Team
Crown Melbourne

