



SUBJECT: Responsible Gaming Department Policy and Procedures
POLICY TITLE: Self Exclusion from Crown Casinos
APPROVED BY: Sonja Bauer **REVIEWED:** October 2019
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1. Policy Statement

Crown Melbourne Limited (**Crown Melbourne**) and the casino operated by Burswood Nominees Limited (**Crown Perth**) (each a **Crown Casino**) operate a Self Exclusion program. A Self Exclusion will legally prohibit a self excluded person from entering or remaining in any Crown Casino.

The Responsible Gaming Advisors (**RGAs**) will facilitate the Self Exclusion program. Information gathered during the facilitation will not be disclosed to a third party unless legally obliged or with the self excluded person's consent. RGAs are authorised to issue Exclusion Orders by Power of Attorney.

Definition of Self Exclusion

Self Exclusion at Crown Casinos is a program, enacted by law and administered by Crown Casinos, where a person voluntarily applies to ban themselves from the casino gaming floor.

Definition of casino

Casino refers to the gaming floor which is a defined, Victorian Commission for Gambling and Liquor Regulation (**VCGLR**) approved boundary. For the purposes of this document and for clarity for the customer/person, the term 'casino gaming floor' will be used and take on the definition of casino.

1.1 The Self Exclusion interview and supporting documents

The person applying for Self Exclusion (the **applicant**) will be interviewed by the RGA. The interview will be conducted according to the protocols and guidelines set out in this policy document.

Upon completion of the Self Exclusion process, the RGAs will provide the self excluded person with information about various problem gambling support services and welfare organizations. They will also be issued with the copy of the Application for Self Exclusion from Crown Casinos, the original Self Exclusion Order for Crown Melbourne (**Order**) and Self Exclusion Agreement for Crown Perth (**Agreement**).

1.2 Self Exclusion information provision

RGAs and other Responsible Gaming Department employees will provide the relevant details and information to a person making an enquiry about Self Exclusion.

1.3 Administrative compliance for the Self Exclusion program and notifying the VCGLR

In accordance with relevant documents listed below, the RGAs will apply the appropriate Stop Codes to a person's Crown Rewards account at the time of Self Exclusion, to facilitate the cessation of advertising and promotional material being sent to self excluded persons.

All documents associated with the Self Exclusion process will be sent to the VCGLR.

Scope

RGAs and any other Responsible Gaming Department employees involved in the process of Self Exclusion, including related compliance functions and providing customers with information, and those who hold Power of Attorney may be called on to assist with the facilitation of the Self Exclusion program at Crown Casinos.

Procedures

1. Responding to requests from customers to apply for Self Exclusion

- 1.1 If the customer is not at the Responsible Gaming Centre ('RGC'), attend location, meet the customer and relocate to RGC.
- 1.2 Determine if the customer is affected by medication, drugs or alcohol. RGA will determine if the customer is capable of making an informed decision. If the customer is unable to do so, RGA is to request the customer return at a later date.
- 1.3 If the customers' English comprehension is limited, offer the assistance of an interpreter. Where an interpreter is required, source from staff pool first.
- 1.4 Provide the following Self Exclusion pre-interview information about the process:
 - Self Exclusion is voluntary
 - There is an interview and they will need to allow time for this
 - Photo identification (ID) is required - if the customer does not have photo ID, conduct an electronic search for scanned ID and attach this to customer's other, non-photo, ID
 - RGA will explain that membership will be cancelled and all points deleted

If in doubt, contact the Responsible Gaming Manager for direction.
- 1.5 Provide the following Self Exclusion pre-interview information about the Order and Agreement:
 - It is legally binding and effective immediately,
 - Choose between a minimum 1 year, 2 year or 3 year Self Exclusion period
 - The Self Exclusion is ongoing until revoked.
 - Revocation is available only after the nominated Self Exclusion period has concluded

- An option is available to elect to have the Self Exclusion automatically rescind after seven years having met the terms of the Self Exclusion Order
- It prohibits access to the casino gaming floor and it is the responsibility of the individual to comply
- Entering or remaining on the casino gaming floor may result in a government issued fine and/or withholding of any winnings
- All Crown Rewards points are removed at the time of Self Exclusion
- A photo will be taken and provided to Crown Melbourne's Surveillance Department and Facial Recognition Technology is active
- Crown Melbourne is required by law to notify the VCGLR of all Self Exclusions

1.6 If the customer does not wish to proceed:

- Provide the RGC and Self Exclusion brochures and external support service information as required
- RGA will advise the customer of all RGC services including 3 and 6 month Time-Out options

1.7 If the customer chooses to apply:

- Prepare for, and proceed with, the Self Exclusion interview

2. What to prepare before the interview and photographing the applicant

- 2.1** Obtain appropriate ID from the applicant and make a photocopy of this on the Identification Presented form.
- 2.2** If the applicant's details are not current, ask the applicant to complete and sign the relevant section of the Identification Presented form.
- 2.3** Ascertain, using the ID provided, if the applicant is subject to a current Self Exclusion Order or any Crown sanctions and progress accordingly.
- 2.4** Take two photos of the applicant and proceed with the interview.

3. Interviewing the applicant

- 3.1** Conduct the Self Exclusion interview, ideally, with only the applicant present to encourage open and honest responses to questions.
- 3.2** Allow the applicant to have a support person present, including a counsellor, only if they are comfortable and it is their preference.
- 3.3** Do not allow a second person in the interview room if there is any indication that the presence of that person may cause the applicant duress.
- 3.4** Explain, prior to commencement of questioning, that you will be recording, in writing, answers to the interview questions.
- 3.5** Explain any absence from the interview room to the applicant.
- 3.6** Write all the applicant's responses verbatim and have them initial where necessary.
- 3.7** Do not embellish or alter any statement made by the applicant.

4. Arranging a witness and completing the Self Exclusion documents

- 4.1** All Crown Casino employees with a Casino Special Employee Licence can witness the Application for Self Exclusion from Crown Casinos, Order and Agreement.
- 4.2** Print the Application for Self Exclusion from Crown Casinos, Order and Agreement on Crown letterhead.
- 4.3** Check the documents for accuracy of following details:
 - correct spelling of names
 - correct spelling and details of the applicant's address
 - accurate date and time on the Order and Agreement at the point of issue
- 4.4** Ask the applicant to sign the Application for Self Exclusion from Crown Casinos prior to it being witnessed.
- 4.5** Ensure the witness sights the applicant's ID before signing the Application for Self Exclusion from Crown Casinos.
- 4.6** Sign, and have witnessed, the Order and Agreement.

5. Providing the relevant documents and support information to the self excluded person

- 5.1** The RGA will make a copy of the document:
- Provide a copy of the Application for Self Exclusion from Crown Casinos to the applicant
- 5.2** Provide the original Order and Agreement to the applicant.
- 5.3** Provide the applicant with the following information/referrals where appropriate:
- RGC business card and brochures, incorporating Gambler's Help details
 - Any other relevant welfare/community support service details
- 5.4** Remind the person of the ongoing availability of the RGC and RGAs.
- 5.5** Set up an appointment with the Responsible Gaming Psychologist (**RGP**) or Chaplain if requested.

6. Completing Self Exclusion paperwork to ensure compliance

- 6.1** Search for any secondary accounts the applicant may have in LUI.
- 6.2** Remove the assigned host from the applicant's account/s.
- 6.3** Place Stop Codes to the primary account and all secondary accounts of the applicant. In the case of all program players, please advise Mahogany hosts to finalise all accounts before placing Stop Codes.
- 6.4** Add the subject to the Self Excluded watch list in NEOFACE. Refer to NEOFACE S.O.P doc.
- 6.5** Prepare the Self Exclusion Photo file with the photograph and relevant information.
- 6.6** Type the interview statement and save in the Responsible Gaming database
- 6.7** Provide the following paperwork to the Responsible Gaming Office Coordinator who will scan and forward to the VCGLR:
- The Application for Self Exclusion from Crown Casino

- A copy of the Order and Agreement
- Typed interview statement
- Self Exclusion photo file
- Scanned identification of applicant

6.8 Have the interview statement witnessed by an authorised person as soon as practicable.

6.9 Provide the following documents (in this order) to Crown Perth by sending it to rsg@crownpertth.com.au

- Self Exclusion Photo file
- Application for Self Exclusion from Crown Casinos
- Self Exclusion Order
- Self Exclusion Agreement
- Identification Presented
- Crown Casinos Self Exclusion Statement
- Jurat Statement (Male or Female)

7. Responding to enquiries about Self Exclusion

7.1 Ascertain the personal details, if possible, of the enquirer:

- Name
- DOB
- Address

7.2 Do not prescribe Self Exclusion. The individual must make this determination.

7.3 Provide the following information about the process:

- Self Exclusion is voluntary
- No appointment is necessary – RGAs available 24 hours, 7 days a week
- There is an interview process and they need to set aside some time for this
- Approved identification is required and a photo will be taken

7.3 Provide the following information about the Order and Agreement:

- It is legally binding and effective immediately
- Once the period of Self Exclusion has concluded, if you wish to return to Crown Casinos gaming floor you must apply for revocation.
- It prohibits access to the casino gaming floor and it is the responsibility of the individual to comply
- Entering or remaining on the casino gaming floor may result in a government issued fine and/or withholding of any winnings
- All Crown Rewards points and benefits are removed at the time of Self Exclusion

7.4 Advise that support is always available through the RGC, including for the duration of the Self Exclusion.

7.5 Provide the following information upon request:

- Crown Melbourne has a revocation process, considered once the Self Exclusion period has concluded and the terms are met of a 12 month breach free period from the date the applicant applies for revocation
- Applicants receive a copy of their Application for Self Exclusion from Crown Casinos
- Applicants received the original Order and Agreement
- Crown is required by law to notify the VCGLR of all Self Exclusions
- the right to appeal the Order, via the VCGLR, within 28 days from the date of application and issue

Recording information

Interaction is to be documented in SEER as per the guidelines. Details of the incident will be recorded in a register held at the RGC in accordance with the Responsible Gambling Code of Conduct.

Use of customer information

Employees in the Responsible Gaming Department will use customer information only to facilitate ongoing support for that customer or for a purpose otherwise outlined in policies regarding disclosure.