



**SUBJECT:** Responsible Gaming Department Policy and Procedures  
**POLICY TITLE:** Advice of previous or current exclusion order in any jurisdiction  
**APPROVED BY:** Sonja Bauer **REVIEWED:** May 2019  
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## 1. Policy Statement

Responsible Gaming Advisors (RGAs) will liaise and coordinate with Crown Rewards staff and or Security to determine whether a customer should be provided a Crown Rewards membership if they advise they have previously been or are currently subject to an exclusion order in another jurisdiction.

### Types of Exclusion Orders at Crown Melbourne (Crown)

Self-exclusion: A self-imposed ban from the Casino floor.

Exclusion: Issued by Crown generally for incidents that impact on gaming integrity and applies to the Casino floor.

Withdrawal of Licence (WOL): Crown's banning document known as 'Withdrawal of License' to enter all or part of Crown premises.

Chief Commissioner Exclusion: Issued by Victoria Police and applies to the entire complex, including hotels.

Interstate Exclusion Order: Issued by the Chief Commissioner of a police force outside Victoria and applies to the entire complex, including hotels

## 2. Procedures

In all instances where a customer responds 'yes' to the question, "*Are you or have you ever been subject to any type of exclusion order (voluntary or*

*otherwise) in any Australian state or territory?"* the Crown Rewards application will be suspended and a RGA contacted. The RGA will then determine if any other staff member needs to be involved/called.

Taking into account that all interactions will be individual, there is a requirement for flexibility with the decision being escalated to the Senior Operations and Service Manager Gaming Machines, Responsible Gaming Manager and/or Security Operations Manager as required.

Below are the proposed actions required by Crown Rewards or Responsible Gaming staff called to one of these situations (although there may be others):

**i. Customer discloses in their Crown Rewards application they were subject to an exclusion**

RGA contacted to determine what (if any) further action is required.

**ii. Customer identifies in their Crown Rewards application the exclusion was of a Responsible Gaming nature or is self-excluded at Crown Perth**

The customer is provided with the services available through the Responsible Gaming Centre (RGC). The attending RGA will then make a decision based on the presented information whether to permit sign up to Crown Rewards or not. If the customer has been identified as self-excluded from Crown Perth (potentially also as attempting to enter a premium room), all responsible gaming programs and services are to be discussed with the customer to make them aware of the support available at Crown.

**iii. Customer identifies in their Crown Rewards application they were subject to an involuntary banning by Security or Law Enforcement in another jurisdiction or Crown**

The RGA will contact Security who will make a decision based on the presented information whether to permit sign up to Crown Rewards or not and

whether any other action (e.g. further Law Enforcement Agency enquiries to be made; WOL/Exclusion) is to be taken.

**iv. Customer discloses in their Crown Rewards application they are subject to an interstate exclusion order issued by Law Enforcement**

The RGA will attempt to confirm with Security Manager if banning is an interstate exclusion order. Customer will be advised that if they are subject to any exclusion order issued by Law Enforcement in another jurisdiction, Crown are obliged to not permit access to the Crown Melbourne complex, including hotels and no access will be provided unless and until the customer can prove no such order exists.

**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 Responsible Gaming Centre 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.

**Relevant documents**

- National Privacy Principles of the *Privacy Act 1988* (Cth)
- Crown Limited Privacy Policy
- Crown Employee Code of Conduct
- Responsible Gambling Code of Conduct