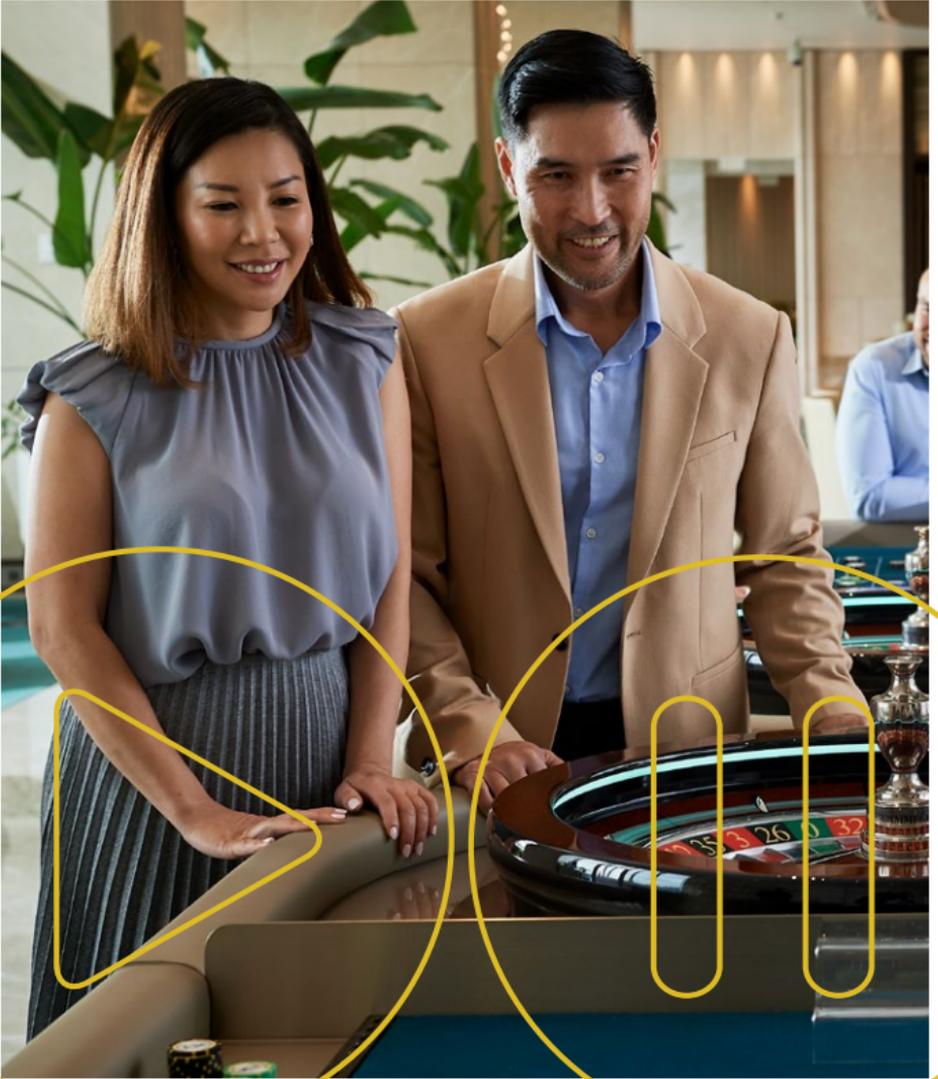


RESPONSIBLE GAMING

Crown Sydney



  **responsiblegaming**

AWARENESS. ASSISTANCE. SUPPORT

Responsible Gaming Centre 1800 801 098

Help is close at hand

GAMBLEAWARE 1800 858 858

gambleaware.nsw.gov.au

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Responsible Gaming Centre

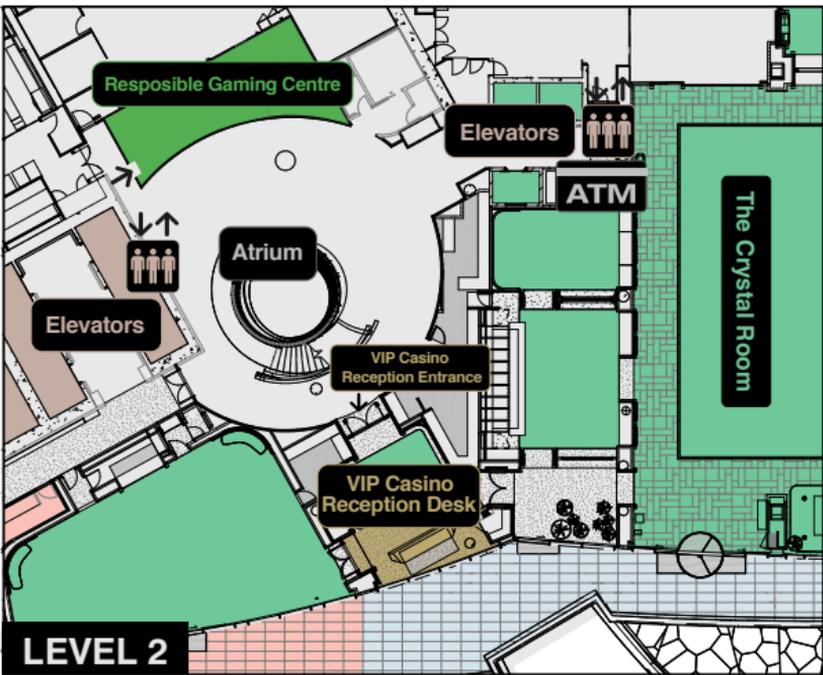
For the majority of people, gaming is an enjoyable source of entertainment. However, some people can experience difficulties with their gambling behaviours.

The Crown Sydney Responsible Gaming Centre has been established to offer assistance and support, and provides a range of free and confidential services to assist Members and guests, their families and friends including:

- Responsible Gaming Information
- Self Exclusion
- Third Party Exclusion
- Referral to external support services including counselling

The Responsible Gaming Centre is conveniently and discreetly located on Level 2 within Crown Sydney and is open 24-hours a day, seven days a week. They can be contacted on 1800 801 098.

Interpreters can be arranged if required.



Gambling Behaviour Checklist

Here is a quick check:

- Do you struggle to control gambling impulses?
- Are you spending more money on gambling than you plan to?
- Are you spending more time gambling than you plan to?
- Are you chasing your losses?
- Do you feel like gambling has taken over?
- Are you neglecting other areas of your life such as relationships or work commitments?
- Has gambling become an escape from problems or negative emotions?
- Over time, are you placing bigger bets to get the same feeling?
- Do you think about gambling, when doing other things?

If you answered yes to any of these questions, you may have a problem with your gambling behaviour.

(from www.gambleaware.nsw.com.au accessed October 2020)

Gaming Assistance

There are a number of options to discuss any gaming related issues or concerns that you may have including:

- **Responsible Gaming Advisors** are specially trained staff who can assist customers with responsible gaming information, assistance and referral to help services. They are available 24-hours a day, seven days a week and are available to be contacted via one of the following ways:

Visit: Crown Sydney Responsible Gaming Centre -
Level 2, Crown Sydney

Phone: (02) 8871 6029 or 1800 801 098

Email: rgc@crownsydney.com.au

- **Drake Workwise** is Crown Sydney's Specialist Counselling Provider and they offer Clinical services. Responsible Gaming Advisors can assist with any enquiries about this service.
- **GambleAware** can additionally be contacted directly and at any time on 1800 858 858.

Responsible Gaming Information

Responsible Gaming

General information regarding responsible gaming and Crown Sydney's responsible gaming services and programs, are available in a range of languages including:

- English
- Arabic
- Chinese (Cantonese & Mandarin)
- Korean
- Thai
- Turkish
- Vietnamese

Self Exclusion

Self Exclusion is a program where a person voluntarily bans themselves from all the gaming areas at Crown Sydney, Crown Melbourne and Crown Perth casinos, with the added option of self excluding from The Star Sydney.

Third Party Exclusion

Third Party Exclusion is a program where Crown Sydney can provide support to a concerned family member, friend or other person with a close personal interest, on the welfare of another individual, if the person's gambling behaviour is having an effect on themselves and/or others.

Through the process, Crown Sydney will consider excluding a person involuntarily as a direct consequence of their gaming behaviour.

Counselling Support and Referral

Crown Sydney has established relationships with specialist gambling treatment and financial counselling services throughout the metropolitan region. Counselling support is free and available over the phone or face-to-face.

Responsible Gaming Advisors can facilitate contact with a service or Members can obtain support directly via GambleAware.

Play Safe Limits

Play Safe Limits is Crown's voluntary money and time limit setting program and allows Crown Rewards Members to set money and time limits for their Electronic Table Game play when using their Crown Rewards membership card.

Player Activity Statements

Player Activity Statements provide information about Electronic Table Games Play including all wins and losses for the period of the statement when Members use their Crown Rewards membership card when playing.

Player activity Statements can be collected via request at any VIP Casino Reception Desk.

Further information regarding all of Crown Sydney's responsible gaming services is available within this guide.

Additionally, you can visit the Responsible Gaming Centre, VIP Host Desks or www.crownsydney.com.au/general/rules-policies/responsible-gaming

Responsible Gaming Tips

- **Have Fun** - If you're not enjoying it, it might be time to stop.
- **Know the Rules** - Understand how the game works and read the terms and conditions.
- **Set a Limit** - Decide how much you're going to spend and leave your bank cards at home.
- **Game Plan** - Decide how long you're going to game for and plan what to do when you reach your limit.
- **Peer Pressure** - Don't get caught up in the moment, especially when friends are around gaming too. Stand firm and don't succumb.
- **Alcohol & Drugs** - Gaming under the influence is not a good idea.
- **Mood** - Don't game when you're depressed or angry. It's hard to make good decisions if you're feeling this way.

(Extract from responsiblegambling.nsw.gov.au - October 2020)What is a Self Exclusion?

What is Self Exclusion?

Self Exclusion is undertaken at the Responsible Gaming Centre.

No appointment is necessary and you will need photo identification to apply.

For Self Exclusion options without attending Crown Sydney, contact a Responsible Gaming Advisor by phone or email.

How long is Self Exclusion?

Self Exclusion at Crown Sydney is for a minimum of 18 months, with further options available. These options can be discussed with a Responsible Gaming Advisor.

Other Self Exclusion Programs

- For information about the Betfair Self Exclusion Program, call Betfair directly on 1800 238 324.
- For further information about The Star Sydney's Self Exclusion Program, contact the Responsible Gaming Department or the The Star Responsible Gaming Manager on duty on (02) 9777 9000.
- For information about Self Exclusion Programs for hotels and clubs in NSW, speak to their venue staff or contact GameCare or ClubSafe.

Third Party Exclusion

Applying for a Third Party Exclusion is a serious undertaking and Crown Sydney always encourages the applicant seeking to have a person excluded to firstly explore a voluntary Self Exclusion with the person they are concerned about.

Further information regarding Self Exclusion is outlined within this guide.

To submit a Third Party Exclusion application

- Contact a Responsible Gaming Advisor.
- Obtain a copy of the Third Party Exclusion Application Form from the Responsible Gaming Centre, via email or online by visiting www.crownsydney.com.au/general/rules-policies/responsible-gaming. Responsible Gaming Advisors are happy to assist in completing the form if you have any difficulties.
- The Third Party Exclusion Application Form contains a Statutory Declaration which must be completed by an authorised witness.

Third Party Exclusion Process

1. Contact the Responsible Gaming Centre or download and complete an Application Form.
2. Return the Application Form as an attachment to:
Email: rgc@crownsydney.com.au
Mail: General Manager
Responsible Gaming Crown Sydney
1 Barangaroo Avenue
Sydney NSW 2000
3. 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).
4. Receipt of your application will be acknowledged and you will have the opportunity to discuss your application with a Responsible Gaming Advisor if consent has been provided.
5. The application will be considered by the Third Party Exclusion Committee.
6. You will be advised when the process is complete, but, will not be advised of the outcome.

During the Third Party Exclusion process, there are a number of options to discuss any gaming related issues or concerns that you may have. Please refer to the 'Gaming Assistance' section of this guide on Page 4.

Play Safe Limits

Crown Rewards Members can set a Play Safe Limit by visiting any VIP Casino Reception Desk and presenting their membership card.

What Limit Can I Set?

Play Safe Limits allows you to set a daily limit on the time and money you spend playing Electronic Table Games.

Please note that Crown will not advise you on the amount of your Play Safe Limits. This must be decided by yourself based on your own circumstances.

What Happens When I Reach My Play Safe Limit?

Once you have reached any set Play Safe Limit, a message will appear on the point display indicating that your limit has been reached.

If you have reached any daily limit, you will no longer earn Crown Rewards points on Electronic Table Games until 6am the following day.

How Can I Change or Remove my Play Safe Limit?

You can request a change or removal to your Play Safe Limit/s at any time by contacting a Responsible Gaming Advisor.

A decrease of any limit will take effect immediately.

An increase to any limit will not apply until 24 hours after you have made the change.

Conditions

- Play Safe Limits for Electronic Table Games is available to Crown Rewards Members who are not excluded from Crown for any reason.
- Play Safe Limits are optional for Crown Rewards Members.
- Play Safe Limits can only be set by the Crown Rewards Member whose name appears on the Crown Rewards membership card.
- Appropriate identification is required to set or change the Play Safe Limits.
- Play Safe Limits may be a money limit only or a time limit only or both a money and time limit.
- Daily money and daily limits apply from 6am until 6am the following day.
- Should a limit be reached, a message will appear on the Electronic Table Game point display.
- Increasing any limit will take effect 24 hours from when the new limit is set.
- Decreasing any limit will take effect immediately.
- Any Electronic Table Game activity recorded on your Crown Rewards membership card between 6am and 6am the following day will be recorded as a 'visit.'
- Play Safe Limits conditions may be amended at any time by Crown Sydney Limited without notice at its discretion or as requested by law.
- These conditions should be read in conjunction with the Crown Rewards Rules.
- Crown Sydney Limited shall not be liable to any person in any way if Play Safe Limits fails to perform properly and accurately or is unavailable as a result of a technical malfunction or operator fault, subject to law.

Important Contact Information

Crown Sydney Responsible Gaming Centre / Responsible Gaming Advisors

- **Visit:** Level 2, Crown Sydney, 1 Barangaroo Avenue, Sydney NSW 2000
- **Phone:** (02) 8871 6029 or 1800 801 098
- **Email:** rgc@crownsydney.com.au

Drake Workwise

- **Phone:** 1300 367 536

GambleAware

- **Phone:** 1800 858 858

Betfair

- **Phone:** 1800 238 324

The Star Responsible Gaming Department

- **Phone:** (02) 9777 9000



Crown Sydney Responsible Gaming Centre
P: 1800 801 098 | E: rgc@crownsydney.com.au
www.crownsydney.com.au



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