



## APPLICATION FOR REVOCATION OF SELF-EXCLUSION

By signing and submitting this Application for Revocation of Self Exclusion ("**Application**") you request that Crown Melbourne Limited ("**Crown Melbourne**") revoke your voluntary Self Exclusion.

**NOTE: Your Self Exclusion is not automatically revoked following lodgment of this Application. You must successfully complete all requirements of the revocation process and receive written notification from Crown Melbourne of your Application being approved prior to being permitted entry in to the Casino.**

For Crown Melbourne to process your Application, you are required to agree with the following:

- 1) You acknowledge that Crown Melbourne has not encouraged you to seek revocation of your Self Exclusion.
- 2) At the time of applying for your Self Exclusion, you made an undertaking to seek assistance from a professional in the field of problem gaming and to follow the process required by Crown Melbourne if you wished to apply for the Self Exclusion to be revoked. By submitting this Application you agree and acknowledge that revocation counselling is a requirement of the revocation process and you will provide Crown Melbourne with a report to verify your attendance as outlined in item 3.  
We recommend Gamblers Help, they offer a free and confidential service.
- 3) A report by a professional must be provided to Crown Melbourne in relation to your gaming behaviours. The following guideline for the report writer will be provided by Crown Melbourne for you to provide directly to your report writer so that any report provided to Crown Melbourne has sufficient information upon which it can assess your Application.
- 4) You authorise Crown Melbourne to discuss with the report writer the grounds and circumstances surrounding your Self Exclusion as well as the result of this Application if required and you further consent to your personal and sensitive information being collected, used and disclosed for the purposes of processing this Application or other related purposes.
- 5) You will contact Crown Melbourne immediately, if, at any time, you have any concern about your Application or, if the Application is successful, your use of Crown Melbourne's gaming facilities.
- 6) You agree to release and indemnify Crown Melbourne, its officers, employees, agents and contractors from any liability, including any losses associated with any gaming you undertake, which may arise in connection with any revocation of your Self Exclusion and any use by you of Crown Melbourne's gaming facilities.

- 7) You acknowledge and agree that Crown Melbourne retains sole discretion whether or not to revoke your Self Exclusion. Your Self Exclusion remains in force unless and until it is revoked in writing by Crown Melbourne.
- 8) You confirm you are not currently subject to a Bankruptcy Order or are a party to a Part IX debt agreement under the Bankruptcy Act 1966 (Cth).

As soon as practicable after a signed copy of this Application and the written report referred to in item 3 above have been received by Crown, you will be notified by Crown Melbourne of the progress of your Application.

Please sign this document and return it to our office confirming you have read and understood the contents. Applications can be emailed to [rgc@crownmelbourne.com.au](mailto:rgc@crownmelbourne.com.au) or mailed to:

Responsible Gaming  
8 Whiteman Street  
Southbank, Victoria 3006

**This is an important document.** It is strongly recommended that prior to signing this document below, you discuss this matter with your legal advisor, counsellor and members of your family if you have not already done so.

Yours faithfully  
Responsible Gaming Team  
Crown Melbourne

I acknowledge that I have read, understood and agree with the information at points 1 to 8 above.

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Signed

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Print Name

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Date of Birth

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Contact Number

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Email Address

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Residential Address

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Date



**Privacy Collection Statement:** Crown collects your personal information to process your revocation application and to communicate with you. If you do not provide this information you cannot apply to revoke your Self-Exclusion. Your personal information may be disclosed to associated entities and any professional you engage as described in this application. Please refer to Crown's privacy policy at [www.crownmelbourne.com.au](http://www.crownmelbourne.com.au) for full details including how you may access your personal information and/or complain about a privacy breach.

Crown Melbourne Limited, 8 Whiteman Street, Southbank, 3006, +613 9292 8888.

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### **Counselling Guidelines**

For many people gaming is a form of recreation. However, for some, the time and money spent on gaming can affect many aspects of their life including relationships with family and friends.

Having not gambled for a long period of time it is easy to forget the impact that gaming was having in your life when you opted to self exclude. Through counselling you will be able to explore this and understand why your gaming became problematic. With your counsellor you will be able to discuss your readiness to return to the Casino in a safe and controlled manner and put in place strategies which will help you reduce the risks of returning to problematic gaming behaviour.

During counselling you will need to discuss openly:

- ✓ your previous gaming behaviour;
- ✓ the circumstances of your self exclusion and why you decided to self exclude;
- ✓ counselling you have had since self excluding, if any;
- ✓ any breaches of your self exclusion;
- ✓ why you would like to revoke (end) your self exclusion;
- ✓ your current situation and readiness to return to gaming;
- ✓ what strategies (plan) you have for a safe and controlled return to gaming; and
- ✓ your support network for your application and return to gaming.

Problem gaming is often related to life stressors or emotional issues. If you decide, your Counsellor can also assist with these and help you to improve your personal relationships, which are often damaged due to problem gaming. The overall experience can have a very positive impact on your quality of life.