

Responsible Gaming



AWARENESS. ASSISTANCE. SUPPORT.



Responsible Gaming

As a leading provider of entertainment in Western Australia, Crown Perth is committed to providing guests with gaming services in a responsible manner. Crown recognises that whilst the vast majority of its guests enjoy their gaming activities in a safe and responsible manner, there is a small percentage of guests who may experience difficulties.

If you would like to discuss your gaming, or that of someone you care about, we urge you to discuss your concerns with the Responsible Gaming (RG) Team.

The RG Team are on-site 24 hours a day, seven days a week to assist guests who are experiencing problems due to gaming. The RG Team is located in the Responsible Gaming Centre on the lower level of the eastern Tunnel Entrance and can be contacted on 1800 801 098 or at rgc@crownpertth.com.au



AWARENESS. ASSISTANCE. SUPPORT.

Responsible Gaming Centre 1800 801 098

Helpline 1800 858 858

gamblinghelponline.org.au

Problem Gaming

Problem gaming generally refers to a situation where a person's gaming behaviour creates harm for themselves, and/or to their family, and may extend into the community. If you, or someone you are concerned about, display signs of problem gaming, help is available.

Are You Concerned About Your Gaming?

Here is a quick check:

- Do you spend too much time gaming, or at the Casino?
- Do you spend more money than you can afford on gaming?
- Do you find it difficult to stop gaming?
- Do you think about gaming every day?
- Do you hide your gaming from loved ones?
- Do you ever borrow money to game?
- Do you let bills go unpaid?
- Is your gaming affecting your work or your role as a parent?
- After losing, do you feel that you have to try and win back your losses as soon as possible?
- Do you game to avoid thinking about or dealing with difficult issues you are facing?

If You Are Concerned About Your Gaming

Crown Perth has a dedicated and trained RG Team which is available 24 hours a day, seven days a week to assist you. To speak with a member of the RG Team, visit the Responsible Gaming Centre located on the lower level of the eastern Tunnel Entrance, contact the RG Team on 1800 801 098, or email rgc@crownpertth.com.au

For further information, including free and confidential counselling, you can contact the following services:

- Call Gambling Help on 1800 858 858 (24hr)
- Visit Gambling Help Online at gamblinghelponline.org.au (24hr)
- Call Gambling Help WA on 08 9325 6644 (during business hours) or visit centrecare.com.au

You can also visit gambleaware.com.au for more information about responsible gaming programs in Western Australia.

Self Exclusion

Self Exclusion is a program where a person voluntarily prohibits themselves from entering or remaining in the gaming areas at Crown Perth, Crown Melbourne and Crown Sydney. A Self Exclusion is for a minimum period of twelve (12) months, with longer options available. These options can be discussed with

a Responsible Gaming Advisor. Information and Application for Self Exclusion forms are also available online by visiting our website gamblersresponsibly.com.au

Guests may seek to self exclude from the Casino for a number of reasons including (but not limited to):

- Creating an opportunity to stop or control their gaming;
- To take a break from gaming therefore preventing the risk of increased financial loss and other associated problems;
- To take a break from gaming to focus on other aspects of life such as family, work or study;
- To support a family member or friend who may be experiencing problems with their gaming.

Crown will maintain the Self Exclusion until it is revoked in writing by Crown. An application to revoke a Self Exclusion may be made after the nominated period has passed by submitting an Application for Revocation of Self Exclusion.

Third Party Exclusion

The Third Party Exclusion Application is a process whereby a family member, friend or other person, can apply to have Crown review a person's gaming behaviour due to concerns about the effects it may be having on themselves and/or others.

Submitting an application is a very serious undertaking and Crown always encourages the

third party seeking to have a person excluded, to discuss voluntary Self Exclusion with this person prior to lodging the application. Crown's RG Team can assist and advise on this.

Know Your Odds of Winning

Crown Perth is Western Australia's only legal Casino and is governed by strict rules administered by the Gaming and Wagering Commission of Western Australia.

These rules determine the level of house margins, which is the overall percentage of monies invested that the Casino can keep. All Casinos keep a percentage of the amount wagered in all the gaming activities conducted.

To assist guests in making informed decisions about their gaming choices, we provide information on how to play and the odds of winning, for all games available in the Casino.

General gaming information and specific information for each Casino game is available at a Crown Rewards desk as well as at Gaming Information Terminals throughout the Casino.

Your thoughts about gaming can influence your decision making. If you find yourself thinking the following, you could be experiencing harm as a result of your gaming:

- Your skills and knowledge will influence the outcome of play
- You can make money (income) from gaming
- Playing longer will allow you to recoup your losses
- Predictable outcomes are bound to occur over time
- Superstitions and rituals will influence outcomes (of the game) or increase the likelihood of you winning

Breaks in Play

Guests are encouraged to take regular breaks whilst gaming. Guests who are deemed to have not taken sufficient breaks in play or are displaying observable signs, may be asked to leave the Casino and not return for a period of 12 hours.

Responsible Service of Alcohol

At Crown, we would like all of our guests and team members to enjoy a safe environment at all times.

To ensure we maintain this environment throughout Crown, we are committed to serving alcohol responsibly in accordance with the Liquor Control Act 1998 (WA).

Crown discourages practices that lead to rapid or excessive consumption of alcohol across Crown Perth.

If you wish to discuss your gaming, or any aspect of Crown's responsible gaming practices, please visit gamblerresponsibly.com.au or contact the RG Team.

All information contained in this brochure is for information purposes only. Crown Perth does not warrant or guarantee the accuracy or completeness of any information in this brochure and is not liable in respect of any loss suffered arising from the guests' reliance on the information contained herein.

Crown Perth is governed by privacy legislation; consequently Crown Perth cannot release any information about a guest without express written consent from that guest.

Crown Perth Responsible Gaming Mission Statement

Crown is committed to providing responsible gaming services through the provision of effective and responsible gaming programs, information, assistance and services.

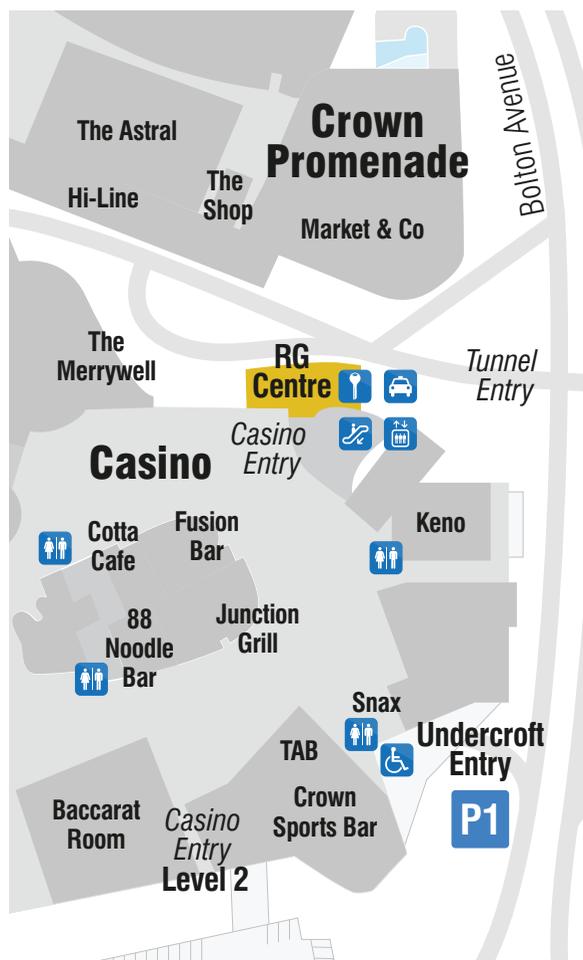
Crown Perth Responsible Gaming Code Of Conduct

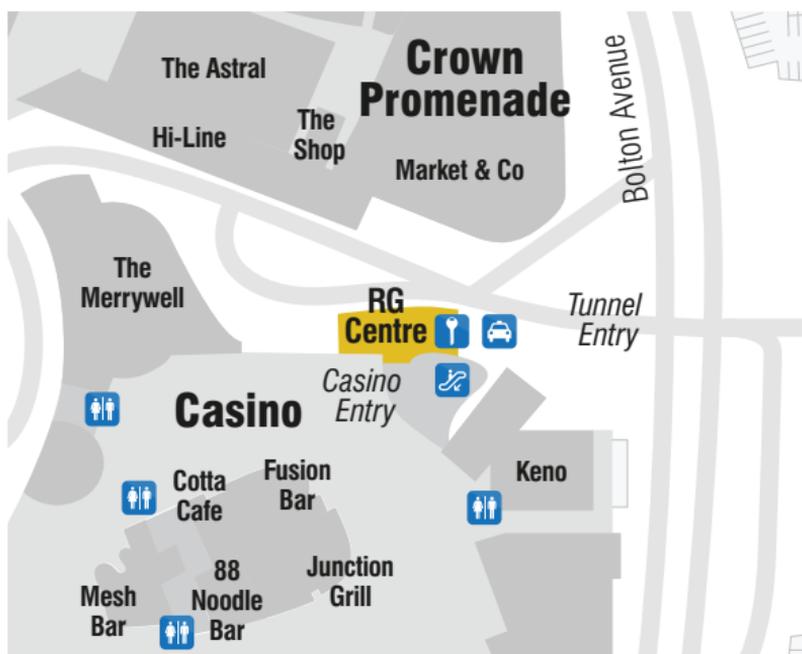
The Crown Perth Responsible Gaming Code of Conduct (**Code**) provides information on Crown's responsible gaming programs, services and assistance and demonstrates Crown's commitment to responsible gaming. Information about Crown's responsible gaming program is further detailed in the Code which has been endorsed by the Gaming and Wagering Commission of Western Australia.

At Crown, all advertising and promotional activity is in line with this commitment, and all relevant team members, undertake a comprehensive training program to ensure the continuation of Crown's commitment to responsible gaming.

Location

The Responsible Gaming Centre is located on the lower level of the eastern Tunnel Entrance.





Burswood Nominees Limited ABN 24 078 250 307
a.t.f. The Burswood Property Trust ABN 35 491 489 282
trading as Crown Perth managed by Burswood Resort
(Management) Limited ABN 68 009 396 945

Great Eastern Highway,
Burswood, Western Australia
PO BOX 500 Victoria Park,
Western Australia 6979
crownperth.com.au

Responsible Gaming Team

1800 801 098
rgc@crownperth.com.au
gamblersresponsibly.com.au

Version 6 | December 2022



CROWN

responsiblegaming | Helpline 1800 858 858 | gamblinghelponline.org.au

responsibledrinking