



SUBJECT: Responsible Gaming Department Policy and Procedures
POLICY TITLE: Revocation of the Self Exclusion Order
APPROVED BY: Luke Overman **REVIEWED:** January 2021
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1. Policy Statement

Self Excluded persons may apply in writing or online to withdraw from the Crown Melbourne (Crown) Self Exclusion program. This will require completion of the *Application for Revocation of Self Exclusion*. An application will generally only be accepted after 12 months or the nominated period from the start date of Self-Exclusion and after other Crown criteria has been satisfied.

The Crown Self Exclusion Revocation Committee (the **Committee**) will consider these applications and can either approve the application, further qualify the requirements of a subsequent application, or decline the application, meaning the person remains Self Excluded.

Responsible Gaming Department employees are responsible for the administration of the revocation applications as well as the provision of information, participation in, and professional advice to the Committee.

What is Revocation?

Revocation is the repeal of both the *Exclusion Order* that is issued pursuant to the *Application for Self Exclusion from Crown* (the **Application**), and the conditions of the Application.

In accordance with the relevant documents listed below and Crown criteria, the *Exclusion Order* issued in this capacity, referred to as the Self Exclusion

Order, is for an indefinite period. Revocation is approved at the sole discretion of Crown.

Applications for revocation of the Self Exclusion Order

Upon enquiry, or via the online application, Responsible Gaming Advisors (RGAs) and other Responsible Gaming Department employees will advise Self-Excluded persons of the process of revocation. The Self Excluded person will be advised of the need to have counselling and provide a report from the counsellor in support of their application.

The Responsible Gaming Office Coordinator will send the Application upon receipt of the written request.

Guidelines for the assessment of the counsellor's report

Guidelines for the Report Writer will be included in the Application. The counselling report must be written by a psychiatrist, psychologist or GH counsellor. (A relationship with GH Connecthealth as provider of these reports is in train, however not yet operational).

Interview By RGA

Upon receipt of the counsellor's report, the RGA will contact the applicant to establish a face to face interview.

This interview takes place in the Responsible Gaming Centre and requires the applicant to present to the interview in person (unless there are circumstances that prevent it – then the interview may be conducted via telephone).

The content of the RGA interview is informed by the counsellor's report and the applicant's history of gambling at Crown.

The interview includes a return to gambling strategy by the applicant, detailing money spent per visit, frequency of attendance and hours spent on site.

The RGA is required to raise and discuss issues relevant to the applicant's gambling behaviour, that are flagged either by their gambling history, or the counsellor's report.

Following the interview, the RGA writes a comprehensive report outlining the responses of the applicant in the interview, the RG history of the applicant as well as comparisons with what the applicant tells them and has disclosed to the counsellor.

Presentation to the Committee

All information (counsellor's report, and the RGA's report) is sent to members of the Committee within a week of the set meeting date. A summary of the application details and any relevant history will be provided to the Committee by the Chair of the Committee (the General Manager Responsible Gaming) or delegate.

All Committee members are required to discuss the application and reach agreement on how to proceed.

Customer notification of the Committee's decision

Where a decision to revoke a Self Exclusion Order is made, the Responsible Gaming Office Coordinator will contact the applicant and arrange an appointment for them at the Responsible Gaming Centre (**RGC**).

A Gambling Resumption Information Program (**GRIP**) will be facilitated, by the RGA, where the gambling resumption strategies established in the RGA interview are reiterated, information is given as to what may occur should they not adhere to their strategy and information about GH is given.

The applicant is then required to sign an agreement to the conditions of entry. Written notification of the Revocation will be provided to the successful applicant at this time.

Where a decision is made to decline the application, the Responsible Gaming Office Coordinator will send the applicant written notification. Reasons for the Committee's decision may be provided, including recommendations to seek further counselling.

Notifying the VCGLR of the Revocation

The Responsible Gaming Office Coordinator will notify the VCGLR when a Self Exclusion Order is revoked as soon as practicable, in accordance with relevant documents. The VCGLR will receive electronic confirmation, as well as a copy of the letter given to the applicant stating that their Self-Exclusion has been revoked.

Scope

Responsible Gaming Department employees, who are involved in the administration of revocation applications, liaise with Self-Excluded persons applying for revocation or the counsellors who provide the reports, and those who attend the Committee meeting.

Procedures

1. Review of the counselling report provided with the Application for Revocation (by RGPs)

- 1.1 If further information is required from the counsellor, the correspondence is via email.

1.2 The following guidelines and considerations relate to the counsellor's report where applicable;

- the qualifications of the report writer
- the relationship of the person applying for Revocation (applicant) to the counsellor, including length of time known to the applicant,
- whether the applicant has sought any support or counselling in the period after self-excluding, over what course of time, and any apparent benefit to the applicant,
- self- disclosure by the applicant of their level of compliance with the conditions of the Self Exclusion Order,
- the engagement level of the applicant in the counselling process, behavioural change and future ability to apply responsible gaming strategies, and
- the overall findings of the report writer.

1.3 Should the report be deemed to be inadequate (for the purposes of the Revocation process), the applicant is contacted and advised to seek the report from another recommended person (preferably GH).

2. Facilitating the Gambling Resumption Information Program

2.1 Advise the customer of the Committee's decision

2.2 Present the customer with the official documents advising of their successful application to revoke the Self Exclusion Order

2.3 Note to the customer the time and date that revocation comes into effect

2.4 Discuss the customer's attitudes to revocation and reiterate the established strategies they nominated in order to gamble responsibly.

2.5 Remind the customer of the availability of services through the RGC should they require them in the future

2.6 Discuss with the customer the option of being contacted by Responsible Gaming staff after three months of re-instatement to discuss their return to gambling

- 2.7 Advise the customer they will be unable to receive any promotional materials or be upgraded to any VIP status within the first six months of re-instatement
- 2.8 Provide the customer with Crown responsible gaming information, external problem gambling service providers such as Gambler's Help and other support service details as required
- 2.9 The customer is required to sign an agreement detailing the gambling resumption strategies they have set and the consequences of not adhering to those limits.

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