

**VICTORIAN RESPONSIBLE GAMBLING FOUNDATION  
CROWN & GAMBLERS HELP SERVICE/S**

Crown Melbourne has had a long history with GH Services in Victoria in relation to general referral, counselling and assessment services provided to customers at the time of revocation.

We are seeking to ensure transparency and consistency in our approach to revocation applications as well as to provide a more direct pathway to counselling for our customers at time of self exclusion.

**Current Process:**

Requirement that the Revocation applicant seek counselling (and subsequently a report) through GH, an independent psychologist or their GP to accompany their application.

This has resulted in widely different experiences for applicants and the information presented in reports, which in turn has both disadvantaged applicants or has not provided them with any opportunity to reflect on their past gambling behaviour.

This report forms part of the information that is presented to the Revocation Committee in order for the committee to make a decision regarding the applicant.

**What we are seeking:**

To establish a relationship with a GH Service/s to collaborate on best practice in harm minimisation for customers seeking to return to the gaming floor following Self Exclusion or Exclusion (and potentially Third Party Exclusions).

To ensure counselling and review is undertaken by a professional with expertise in gambling issues, ensuring:

- All applicants for revocation receive specialist expertise and guidance at time of considering re-entry to gaming floor. This may support them in deciding whether or not they are ready to return to the gaming floor
- Review of an individual's application is undertaken by a professional with expertise in problem gambling prior to returning to the gaming floor.

To establish some measure of consistency of reports written for Revocation applications to allow for fairness and transparency in decisions made by the Revocation Committee.

**Referral**

Create direct referral of customers to counselling support following Self Exclusion (Research indicates this is an opportune time for gamblers

experiencing problems to seek help: Blaszczyński, Ladouceur, Nower – Self Exclusion A *proposed gateway to treatment* Model 2007)

- Treatment at time of SE indicates a willingness to seek help and could be useful for reflection if/when the SE customer seeks revocation.

Allows for the development of ongoing improvements in all referrals of customers.

Crown clinicians are currently exploring initiatives for harm minimisation such as:

The development of a risk assessment tool to be used in Revocation applications – we would seek consultation with GH clinicians if acceptable.

The development of a Likert Scale to be used in report writing

Post revocation monitoring

Collaboration and consultation with the expertise of GH clinicians would be of immense value.

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