



**SUBJECT:** Corporate Policy Statement  
**POLICY TITLE:** Withdrawal of Licence – Exclusion/Self Exclusion Policy  
**APPROVED BY:** Craig Walsh      **REVIEWED:** November 2019  
**VERSION:** Version 8-19      **ISSUE DATE:** July 2005

## 1. Statement of Purpose

- 1.1 The aim of this policy is to provide an understanding of the policies and procedures associated with a Withdrawal of Licence, Exclusion~~s~~ and Self-Exclusion~~s~~ Order.

## 2. Policy Statement

- 2.1 Withdrawal of Licence (**WOL**) is the Common Law right of an owner and occupier of land to restrict a person from entering or remaining on his/her property and is relied upon in the majority of cases involving non-gaming behavioural issues. This right relates to all ~~or part of~~ the Crown Melbourne Limited (**Crown**) Complex including ~~all or part of~~ the licensed gaming area~~casino floor~~ dependent on the seriousness of the offence.
- 2.2 A WOL will be issued under (but not limited to) the following circumstances:
- 2.2.1 Persons displaying unacceptable behaviour;
- 2.2.2 Where there is an unacceptable risk to other customers or the operation of the business; and
- 2.2.3 Ex-staff where deemed appropriate.
- 2.3 The “Exclusion” provisions of the *Casino Control Act 1991* (Vic) are applied where behaviour significantly impacts on gaming integrity and in appropriate cases, for significant unacceptable conduct within the licensed gaming area~~casino floor~~.
- 2.4 In appropriate cases, Crown may elect to issue both a WOL and an Exclusion Order.
- 2.5 Only authorised persons with a delegated Power of Attorney are permitted to issue a WOL and Exclusion or Self-Exclusion Orders.
- 2.56 Files relating to WOLs, Excluded players and players restricted from ~~all or part of~~ the licensed gaming area~~casino floor~~ are held by the Security Investigation Unit (**SIU**) and are available for inspection by authorised personnel. Self-Exclusion files are maintained by Crown’s Responsible Gaming Support Centre (**RSGC**).

### 3. Procedure

- 3.1 Where it is deemed that behaviour does not warrant the immediate issuance of a WOL or an Exclusion Order, a warning letter may be issued advising the customer that any repetition will not be tolerated.
- 3.2 WOL
- 3.2.1 A WOL may be issued verbally and accompanied by an information card by authorised staff or served by Certified Mail. Reasons for a WOL need not be specified.
- 3.2.2 WOL's may be issued for a defined or, when required, an indefinite period. Where requested, Crown Management may review particular cases.
- 3.2.3 When there is evidence of a breach or breaches of a WOL, the WOL will be reviewed at the expiration date and, at the discretion of Crown Management, the WOL may be extended.
- 3.3 Exclusion Orders
- 3.3.1 Part 5 of the *Casino Control Act 1991* (Vic) details the legal requirements in regard to Exclusion Orders.
- 3.3.2 Exclusion Orders may be issued by authorised staff ~~in response to gaming integrity issues~~ either verbally or in writing at the time of the incident or served by Certified Mail.
- 3.3.3 Exclusion Orders may only be revoked after a review, an appeal or expiry of the Order.
- 3.4 Voluntary Self-Exclusion Orders
- 3.4.1 Self-Exclusions must be in writing and signed by the applicant in the presence of an authorised person.
- 3.4.2 A person seeking to vary, amend or rescind a Self-Exclusion Order must make a formal written submission that includes documentation from an accredited psychologist, psychiatrist, counsellor or medical practitioner in support of the request.
- 3.4.3 The Self-Exclusion Revocation Committee will, when requested by a Self-Excluded person, undertake a review of an application for revocation of his/her Exclusion Order, taking into account all the relevant facts.

## 1. Revision History

Issue Date	Version	Author Initials	Section changed	Change Details
19 May 2016	6.0	CW	2.5	General tidy up
8 May 2017	7.0	CW	No changes	No changes
18 June 2018	8.0	CW	No changes	No changes
<u>November 2019</u>	<u>9.0</u>	<u>MF</u>	<u>Various</u>	<u>General tidy up and Recommendation 19 of the Sixth Casino Review.</u>

## 2. Certification

Responsibility	Name	Business Unit	Signature	Date
<b>Prepared By</b>	Jacqueline Couch	Regulatory and Compliance		<del>18 June 2018</del>
<b>Approved By</b>	Craig Walsh	Security		