



Application for Revocation of Exclusion

I make this Application for Revocation of Self Exclusion ("**Application**") to Crown Melbourne Limited ("**Crown Melbourne**"), Burswood Nominees Limited ("**Crown Perth**") and Crown Sydney Gaming Pty Ltd ("**Crown Sydney**") (together referred to as **Crown**). By signing and submitting this Application, I request that Crown Melbourne, Crown Perth and Crown Sydney revoke my voluntary Self Exclusion Order(s) and Self Exclusion Agreement (collectively referred to as the **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, or on behalf of, Crown Melbourne, Crown Perth and Crown Sydney of your Application being approved prior to being permitted entry into the relevant Casino.

To allow Crown to process my Application, I agree with the following:

1. I acknowledge that Crown has not encouraged me to seek revocation of my Self-Exclusion,
2. At the time of applying for my Self-Exclusion, I made an undertaking to seek assistance from a professional in the field of problem gaming support and to follow the process required by Crown if I wished to apply for the Self-Exclusion to be revoked. By submitting this Application I agree and acknowledge that revocation counselling is a requirement of the revocation process, and I will provide Crown with a report to verify my attendance as outlined in item 3.

We recommend the following:

- In Victoria: Gamblers Help offers a free and confidential service. To contact them, please call 1800 858 858 or online at www.gamblershelp.com.au
 - In Western Australia: Gambling Help WA, offers a free and confidential service. Please note you will require a direct referral from Crown Perth to attend revocation counselling at Gambling Help WA. To obtain a referral please contact the Crown PlaySafe Team on 1800 801 098.
 - In New South Wales: GambleAware offers a free and confidential service on 1800 858 858 or online at www.gambleaware.nsw.gov.au which offers a free and confidential service.
3. A report by a qualified professional must be provided to Crown in relation to my gaming behaviours. A separate guideline for the report writer will be provided by Crown for me to provide directly to my report writer so that any report provided to Crown has sufficient information upon which it can assess my Application.
 4. I authorise Crown to discuss with the report writer the grounds and circumstances surrounding my Self-Exclusion as well as the result of this Application if required and I further consent to my personal and sensitive information being collected, used and disclosed for the purposes of processing this Application or other related purposes.
 5. I will contact Crown immediately, if, at any time, I have any concern about my Application or, if the Application is successful, my use of any of Crown's gaming facilities.
 6. I agree to release and indemnify Crown Melbourne, Crown Perth and Crown Sydney and each of their officers, employees, agents and contractors from any liability, including any losses associated with any gaming I undertake, which may arise in connection with any revocation of my Self-Exclusion and any use by me of any of Crown's gaming facilities.
 7. I acknowledge and agree that Crown retains sole discretion whether or not to revoke my Self-Exclusion. My Self-Exclusion remains in force unless and until it is revoked in writing by Crown.
 8. I confirm I am not currently subject to a Bankruptcy Order or 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, I will be notified by Crown of the progress of my Application.

Applicant Initials _____



Please sign this document and return it to Crown confirming the contents have been read and understood. Applications can be sent to any one of the following and will be received and processed on behalf of all Crown entities:

	<u>Crown Melbourne</u>	<u>Crown Perth</u>	<u>Crown Sydney</u>
By email:	cps@crownmelbourne.com.au	cps@crownperth.com.au	cps@crownsydney.com.au
By mail:	Crown PlaySafe Team 8 Whiteman Street Southbank VIC 3006	Crown PlaySafe Team PO Box 500 Victoria Park WA 6979	Crown PlaySafe Team 1 Barangaroo Ave Sydney NSW 2000

This is an important document. It is strongly recommended that prior to signing this document below, this matter is discussed with a legal advisor, counsellor and family members if this has not already been done.

In signing and submitting this Application, I acknowledge that I have read, understood and agree with the information at points 1 to 8 above.

Privacy Collection Statement: Crown 'uses' (by collecting, recording, storing, using and disclosing) your personal information and sensitive information (including without limitation your full name, date of birth, patron ID number, image and address) to process, manage and enforce the exclusion and your application for revocation and to communicate with you. Crown uses facial recognition technology at its premises to identify, exclude or remove individuals who may lawfully be denied access to its premises, and for other purposes relating to gaming integrity and compliance, safety and security and preventing illegal or undesirable activities. Your image (whether already held or obtained in relation to your exclusion order, obtained from surveillance or facial recognition cameras at Crown, or obtained from law enforcement or regulatory bodies), may be 'used' by Crown for the purpose of facial recognition. Crown collects from and discloses your personal information and sensitive information to third parties including: Crown's associated entities; The Star Casinos (including The Star Sydney); Liquor and Gaming NSW and/or the NSW Independent Casino Commission, the Victorian Gambling and Casino Control Commission and the Gaming and Wagering Commission of Western Australia; any third parties that provide services to Crown relating to your exclusion; and overseas recipients including Crown London Aspinalls. If you do not agree to the 'use' of this information, Crown will be unable to process your application for revocation. Please refer to Crown's respective privacy policies for full details. Crown's privacy policies are available at each property's website and contain information about how you may access or correct your personal information and/or complain about a privacy breach and how Crown will deal with such a complaint. Crown Melbourne Limited, +613 9292 8888, Burswood Nominees Limited trading as Crown Perth +61 8 9362 7777, Crown Sydney Gaming Pty Ltd +61 2 8871 6666. A reference to Crown includes Crown Sydney Gaming Pty Ltd, Crown Melbourne Limited and Burswood Nominees Limited.

Date _____

Full Name _____

Residential Address _____

Date of Birth _____

Contact Number _____

Email Address _____

Signature _____

Applicant Initials _____



Revocation Process – How counselling can help you

Crown requires you to attend a counsellor and obtain a report as part of the information reviewed by Crown's Revocation Committee to decide if you are ready to have access to the gaming floor.

For many people gambling is a form of recreation. However, sometimes the money and time spent on gambling can affect many aspects of someone's life including relationships with family and friends.

Since you self-excluded you may have forgotten the impact that gambling was having on your life at that time. Counselling sessions will help you understand why your gambling became excessive and help you avoid difficulties in the future.

You and your counsellor will be able to discuss what will assist you to return to the Casino in a safe and controlled manner and put in place strategies to help you reduce the risks of developing excessive gambling behaviour again.

It is likely that counselling sessions will cover the following:

- 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 gambling;
- what strategies (plan) you have for a safe and controlled return to gambling; and
- your support network for your application and return to gambling.

Problem gambling is often related to life stressors or emotional issues. If you wish, your Counsellor can also assist with these and help you to improve your personal relationships, which may have been damaged by problematic gambling. The overall experience can have a very positive impact on your quality of life. Problem gambling is often related to life stressors or emotional issues. If you wish, your Counsellor can also assist with these and help you to improve your personal relationships, which may have been damaged by problematic gambling. The overall experience can have a very positive impact on your quality of life.



Guidelines for Report Writer

Dear Report Writer,

The individual presenting to you is applying for the revocation of a Self-Exclusion Order which was issued by Crown **PROPERTY** Limited ("Crown **PROPERTY**"), the owner and operator of Crown Casino.

The information provided by you forms part of the material considered by the Revocation Committee in reviewing the Application.

The following matters are suggested as some things you may wish to address in your Report:

- Your expertise in the field of problem gambling.
- Has the Applicant for Revocation of Self-Exclusion sought any professional assistance in relation to their gambling behaviour following Self-Exclusion from Crown **PROPERTY**, through:
 - Individual Counselling/Therapy
 - Financial Counselling/Management
 - Family Counselling
 - Group Counselling/Therapy
 - a General Practitioner.
- How long you have known the Applicant prior to his or her approach relating to this Report?
- What treatment and sessions did the Applicant undertake?
- Does the treatment appear to have been of benefit to the Applicant?
- Have formal Problem Gambling screening tests have been administered and if so the results of testing;
- Has the Applicant undertaken any formal education about gambling?
- Does the Applicant report discussing the application for Revocation of Self-Exclusion with other family members or friends?
- Has the Applicant disclosed breaching the conditions of his or her Self-Exclusion by entering the gaming floor at Crown **PROPERTY**?
- Has the Applicant gambled at gaming venues other than Crown **PROPERTY** whilst being Self-Excluded?
- Do you consider that the Applicant has been open and honest with you in relation to information provided during counselling?
- Does the Applicant show insight about what led to their excessive gambling?
- Does the presentation of the Applicant give you confidence that the Applicant can responsibly manage his or her future gambling behaviour?
- Any other relevant observations on the mental or physical health of the Applicant.

Thank you for your assistance.