



AWARENESS. ASSISTANCE. SUPPORT.

Third Party Exclusion Application Process

1. Application for Third Party Exclusion

Crown Perth recognises that applying for a Third Party Exclusion is a serious undertaking. With this in mind, we will investigate your application as quickly as possible. However, the process provides no guarantee that the person you are seeking to exclude will be excluded from Crown Perth.

Crown Perth encourages you to discuss whether the option of voluntary self exclusion is appropriate with the person you are seeking to exclude, prior to lodging a Third Party Exclusion Application. Alternatively, the person is welcome to contact the Responsible Gaming (RG) Team directly on 1800 801 098.

If you wish to proceed, it is important that you complete the Third Party Exclusion Application with as much detailed information as possible, including any documents that support your application. We are unable to give consideration to applications that cannot substantiate claims made within the application.

You are also required to complete the attached Statutory Declaration, which must be signed by you and witnessed by an authorised witness. A list of authorised witnesses is attached.

2. Process to Lodge the Application for Third Party Exclusion

Once you have completed the Application and the Statutory Declaration in full, please return it to the RG Team at the Responsible Gaming Centre (RGC) at Crown Perth. The RGC is located on the lower level of the eastern Tunnel Entrance and is open 24 hours a day, seven days a week.

Please allow some time when dropping off your application to meet with a member of the team to discuss the information included in your Application. Preferably, you could contact our office ahead of your visit to make a time to discuss the Application.

3. Process following Lodgement of the Application for a Third Party Exclusion

Once the Application is lodged with the Crown Perth RG Team, the Application is confidential and contains personal information regarding the customer, which is subject to the requirements of the *Privacy Act* (Cth) 1988.

Crown Perth will therefore not divulge, explain or discuss with you the status of the Third Party Exclusion Application, discussions or meetings it may have had with the person you are requesting to have excluded from the Casino or decisions it has made in this regard.



4. Support Services and Information

We would like to take this opportunity to remind you that Crown Perth has a dedicated Responsible Gaming Team on site. The team is available 24 hours a day, seven days a week and can provide information, support, assistance and/or referrals to community and government services in a confidential and discrete manner. You may also like to visit our website at www.gamblersresponsibly.com.au

We appreciate that trying to assist a loved one to change their gaming behaviour can be difficult, but obtaining external support can make a difference to their success and your ability to support them through the process. Some options for external support include:

- Gambling Help W.A. is a free and confidential counselling service offered by Centrecare Perth. The counsellors at Gambling Help W.A. specialise in assisting with problem gaming behaviours and can also help with a variety of other life issues, including relationship and financial counselling. Gambling Help W.A. can be contacted on 9325 6644.
- Support, information, and counselling services are available 24 hours a day, seven days a week online at www.gamblinghelponline.org.au or by telephoning 1800 858 858.
- Alternatively, you may prefer to seek assistance from a psychologist, psychiatrist, counsellor, medical practitioner or other person suitably qualified. In relation to obtaining a referral to a psychologist or psychiatrist, an appointment with your General Practitioner is required for more information.

If you have any further queries, you may contact the Responsible Gaming Team directly on 1800 801 098.

Yours sincerely
Responsible Gaming Team
Crown Perth



Applying for a Third Party Exclusion is a serious undertaking. Please provide as much detailed and factual information to Crown Perth as possible.

A Statutory Declaration is attached and forms part of the Third Party Exclusion Application. The Statutory Declaration must be signed by you and witnessed by an authorised witness; a list of authorised witnesses is attached.

I _____
(Name of Applicant)

Of _____

(Address of Applicant)

(Contact details)

request that Burswood Nominees Limited trading as Crown Perth consider excluding

(Name of Customer)

(Address of Customer)

(Contact details)

(Date of Birth)

(Relationship to Applicant)

I understand that this Third Party Exclusion Application does not place any obligation, duty or responsibility on any person. I release and indemnify Crown Perth against any claim, liability, loss, damages, costs, fines, penalties, causes of action and expenses including legal costs that Crown Perth may incur, suffer or be required to pay by reason of this Application.

Please either complete this form, or attach additional pages, to answer the questions on the pages that follow. This application must then be attached to the Statutory Declaration, which must be signed and witnessed by an authorised witness. Please note when the term 'the customer' is used throughout this document it refers to the individual you are requesting to have excluded from the Casino.



Is the customer aware that you are seeking to have them excluded from the Casino?

☐ Yes ☐ No

Do you consent to Crown Perth advising the customer that you have contacted us?

☐ Yes ☐ No

In seeking to raise these concerns with the customer, are we able to discuss with them the information that you have provided to us?

☐ Yes ☐ No

Are you concerned about how the customer may act if they learn about your application?

☐ Yes ☐ No

If yes, please describe your concerns:

Are you concerned about your safety in regards to the customer's current behaviour (for example, has their previous gaming caused changes in their behaviour, such as irritability, aggression etc.)?

☐ Yes ☐ No

If yes, please describe your concerns:



Are you concerned about the customer's safety and/or welfare in regards to their current behaviour (for example, has their gaming caused depression, stress or anxiety, do they owe people money they cannot repay etc.)?

☐ Yes ☐ No

If yes, please describe your concerns:

Does the customer believe that he/she has problematic gaming behaviours?

☐ Yes ☐ No

Please describe what you believe to be the customer's view of their own gaming:

Has the customer ever been excluded (either voluntarily or involuntarily) from Crown Perth or any other Casino's?

☐ Yes ☐ No

If yes, please provide details of the exclusion, including which Casino, the period of the exclusion and the reasons for the exclusion:



Please provide some history and background information regarding the customer's gaming (for example, when you believe their gaming began, what may have caused them to start and continue gaming, how often do they gamble etc.):

How does the customer's gaming affect you (consider financially, emotionally, socially, physically, medically)?

Is the customer's gaming negatively impacting their life (again consider financially, emotionally, socially, physically, and medically)?

☐ Yes ☐ No

If yes, please describe:



Is the customer's gaming negatively impacting any other individuals (for example, children, friends, their employer)?

☐ Yes ☐ No

If yes, please describe who it is impacting and how:

Has **the customer** taken any steps to deal with his/her gaming behaviours in the past (for example, attempting to stop or reduce gaming, placing financial limits on bank cards)?

☐ Yes ☐ No

Please provide details:

Have **you** taken any steps to reduce the negative effects of the customer's gaming (for example, reducing their access to financial funds)?

☐ Yes ☐ No

If yes, please describe:



Have you or the customer sought or received any counselling in relation to gaming?

☐ Yes ☐ No

If yes, please provide details (for example, number of sessions, any positive impacts of counselling):

How does the customer afford his/her gaming? Please provide details such as employment, pensions, money borrowed to fund gaming, assets sold to fund gaming:

Are there other issues that the customer is dealing with that may be affecting their gaming behaviour (for example, grief, loss of job, separation etc.)?

☐ Yes ☐ No

If yes, please describe:



Please provide any further information you believe may be useful for Crown Perth to assess the extent to which the customer's gaming is a problem:

The following information can assist us in monitoring the customer's gaming, so please provide as much information as you can:

1) What days does the customer frequent the Casino? _____

2) What times does the customer frequent the Casino? _____

3) What game does the customer play? _____

4) Where in the Casino does the customer normally play? _____

5) Does customer have a Crown Rewards card? _____



Please attach a recent photo of the customer to this application. This will assist with confirmation of the customer's identity.

Signed this _____ day of _____ 20

Before Me:

Signature of Applicant

Signature of Witness

Print Name of Applicant

Print Name of Witness

Address of Witness

Qualifications of Witness

Checklist:

- ☐ Completed Application Form
- ☐ Photo of Customer
- ☐ Photo ID (Applicant)
- ☐ Completed and witnessed Statutory Declaration
- ☐ Other supporting documentation

Important Note: Crown Perth should only be provided with documents you are legally entitled to access.

Privacy Collection Statement: Crown Perth collects your personal information for purposes directly related to our functions or activities, including providing responsible gaming services. If you do not provide this information, we may not be able to provide you with these services. Your personal information may be disclosed to related entities, other companies acting on Crown Perth's behalf and other casinos, which may include those located overseas. Please refer to Crown Perth's privacy policy at www.crownperth.com.au for full details including how you may access your personal information and/or complain about a privacy breach, or contact Crown Perth at 201 Great Eastern Highway, Burswood, 6100, +61 8 9362 7777.



STATE OF WESTERN AUSTRALIA
Statutory Declaration

I[Full Name] of.....
.....[Address] in the State of Western Australia.....
.....[Occupation] sincerely declare as follows: -

1. That the contents and statements made by me in the attached Third Party Exclusion Application which is signed by me, are true to the best of my knowledge, information and belief.
2. That the supporting documentation which is attached to the Third Party Exclusion Application, and forms part of, my application for Third Party Exclusion are true to the best of my knowledge, information and belief.
3. That I make this Statutory Declaration in support of my attached Third Party Exclusion Application.

This declaration is true and I know that it is an offence to make a declaration knowing that it is false in a material particular. This declaration is made under the Oaths, Affidavits and Statutory Declarations Act 2005 at [place] on [day] of [month] 20.... [year] by:

.....[Signature of person making the declaration]

In the presence of,[Signature of authorised witness]

.....[Name of authorised witness] of

..... [address]

.....[qualification as such a witness¹]

¹Choose from the list in Note 1



Note 1 – Authorised witnesses for statutory declarations Oaths, Affidavits and Statutory Declarations Act 2005

| Item | Formal description | Informal description |
|------|---|---|
| 1. | A member of the academic staff of an institution established under any of the following Acts — <ul style="list-style-type: none"> • Curtin University Act 1966; • <i>Edith Cowan University Act 1984</i>; • <i>Murdoch University Act 1973</i>; • <i>University of Notre Dame Australia Act 1989</i>; • <i>University of Western Australia Act 1911</i>; • <i>Vocational Education and Training Act 1996</i> | Academic (post-secondary institution) |
| 2. | A member of any of the following bodies — <ul style="list-style-type: none"> • Association of Taxation and Management Accountants (ACN 002 876 208); • CPA Australia (ACN 008 392 452); • The Institute of Chartered Accountants in Australia (ARBN 084 642 571); • Institute of Public Accountants (ACN 004 130 643); • National Tax & Accountants' Association Limited (ACN 057 551 854). | Accountant |
| 3. | A person who is registered under the <i>Architects Act 2004</i> . | Architect |
| 4. | An Australian Consular Officer within the meaning of the <i>Consular Fees Act 1955</i> of the Commonwealth. | Australian Consular Officer |
| 5. | An Australian Diplomatic Officer within the meaning of the <i>Consular Fees Act 1955</i> of the Commonwealth. | Australian Diplomatic Officer |
| 6. | A bailiff appointed under the <i>Civil Judgments Enforcement Act 2004</i> . | Bailiff |
| 7. | A person appointed to be in charge of the head office or any branch office of an authorised deposit-taking institution carrying on business in the State under the <i>Banking Act 1959</i> of the Commonwealth. | Bank manager |
| 8. | A member of Governance Institute of Australia Ltd (ACN 008 615 950). | Chartered secretary, governance adviser or risk manager |
| 9. | A person who is registered under the <i>Health Practitioner Regulation National Law (Western Australia)</i> in the pharmacy profession. | Chemist |
| 10. | A person who is registered under the <i>Health Practitioner Regulation National Law (Western Australia)</i> in the chiropractic profession. | Chiropractor |
| 11. | A person registered as an auditor or a liquidator under the <i>Corporations Act 2001</i> of the Commonwealth. | Company auditor or liquidator |
| 12. | A judge, master, magistrate, registrar or clerk, or the chief executive officer, of any court of the State or the Commonwealth. | Court officer |



| Item | Formal description | Informal description |
|------|---|--|
| 13. | A member of the Australian Defence Force who is — • an officer within the meaning of the <i>Defence Force Discipline Act 1982</i> of the Commonwealth; or • a non-commissioned officer within the meaning of that Act with 5 or more years of continuous service; or • a warrant officer within the meaning of that Act. | Defence force officer |
| 14. | A person registered under the <i>Health Practitioner Regulation National Law (Western Australia)</i> in the dental profession whose name is entered on the Dentists Division of the Register of Dental Practitioners kept under that Law. | Dentist |
| 15. | A person who is registered under the <i>Health Practitioner Regulation National Law (Western Australia)</i> in the medical profession. | Doctor |
| 15A. | A person appointed under the <i>Parliamentary and Electorate Staff (Employment) Act 1992</i> section 4(1)(b)(i) or (2)(b)(i) | Electorate officer of a member of State Parliament |
| 16. | A member of the Institution of Engineers, Australia, other than at the grade of student. | Engineer |
| 17. | The secretary of an organisation of employees or employers that is registered under one of the following Acts — • <i>Industrial Relations Act 1979</i> ; • <i>Workplace Relations Act 1996 of the Commonwealth</i> . | Industrial organisation secretary |
| 18. | A member of the National Insurance Brokers Association of Australia (ACN 006 093 849). | Insurance broker |
| 19. | A Justice of the Peace. | Justice of the Peace |
| 19A. | A person who is a member of the Authority's staff within the meaning given to that term by the <i>Land Information Authority Act 2006</i> section 3. | Landgate officer |
| 20. | An Australian lawyer within the meaning of that term in the <i>Legal Profession Act 2008</i> section 3. | Lawyer |
| 21. | The chief executive officer or deputy chief executive officer of a local government. | Local government CEO or deputy CEO |
| 22. | A member of the council of a local government within the meaning of the <i>Local Government Act 1995</i> . | Local government councillor |
| 23. | A member of the Australasian Institute of Chartered Loss Adjusters (ACN 074 804 167). | Loss adjuster |
| 24. | An authorised celebrant within the meaning of the <i>Marriage Act 1961</i> of the Commonwealth. | Marriage celebrant |
| 25. | A member of either House of Parliament of the State or of the Commonwealth. | Member of Parliament |
| 25A. | A person registered under the <i>Health Practitioner Regulation National Law (Western Australia)</i> in the midwifery profession. | Midwife |
| 26. | A minister of religion registered under Part IV Division 1 of the <i>Marriage Act 1961</i> of the Commonwealth. | Minister of religion |
| 27. | A person registered under the <i>Health Practitioner Regulation National Law (Western Australia)</i> in the nursing profession. | Nurse |



| Item | Formal description | Informal description |
|------|--|-------------------------------|
| 28. | A person registered under the <i>Health Practitioner Regulation National Law (Western Australia)</i> in the optometry profession. | Optometrist |
| 28A. | A person registered under the <i>Health Practitioner Regulation National Law (Western Australia)</i> in the paramedicine profession. | Paramedic |
| 29. | A registered patent attorney under the <i>Patents Act 1990</i> of the Commonwealth. | Patent attorney |
| 30. | A person registered under the <i>Health Practitioner Regulation National Law (Western Australia)</i> in the physiotherapy profession. | Physiotherapist |
| 31. | A person registered under the <i>Health Practitioner Regulation National Law (Western Australia)</i> in the podiatry profession. | Podiatrist |
| 32. | A police officer. | Police officer |
| 33. | The person in charge of an office established by, or conducted by an agent of, Australia Post within the meaning of the <i>Australian Postal Corporation Act 1989</i> of the Commonwealth. | Post office manager |
| 34. | A person registered under the <i>Health Practitioner Regulation National Law (Western Australia)</i> in the psychology profession. | Psychologist |
| 35. | A public notary within the meaning of the <i>Public Notaries Act 1979</i> . | Public notary |
| 36. | An officer of the Commonwealth public service. | Public servant (Commonwealth) |

