



AWARENESS. ASSISTANCE. SUPPORT.



Third Party Exclusion



CROWN

Third Party Exclusion

Crown Perth is committed to providing gaming services in a manner that minimises the potential for harm. If you are concerned about the gaming behaviour of a member of your family, friend or other person, we urge you to discuss your concerns with the Responsible Gaming (RG) Team.

The RG Team are on-site 24 hours a day, seven days a week to assist customers who may be experiencing problems due to gaming. The RG Team is located in the Responsible Gaming Centre on the lower level of the eastern Tunnel Entrance and can be contacted on 1800 801 098 or at rgc@crownpertth.com.au



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Responsible Gaming Centre 1800 801 098

Helpline 1800 858 858

gamblinghelponline.org.au

What is a Third Party Exclusion?

Third Party Exclusion is a process whereby a family member, friend or other person, can apply to have Crown review a person's gaming behaviour due to concerns about the effects the person's gaming may be having on themselves and/or others.

Third Party Exclusion Application Process

Submitting a Third Party Exclusion Application is a very serious undertaking and Crown always encourages the third party seeking to have a person excluded, to discuss voluntary Self Exclusion with this person prior to lodging a Third Party Exclusion Application. Crown's RG Team can assist and advise on this.

How Do I Lodge a Third Party Exclusion Application?

To lodge a Third Party Exclusion Application:

- Obtain an application form; the form can be downloaded from our website, gamblersresponsibly.com.au or from the Responsible Gaming Centre (in person, via email or by telephone). The Responsible Gaming Centre is open 24 hours a day, seven days a week with dedicated staff available to assist and provide information.
- The Third Party Exclusion Application form contains a Statutory Declaration which must be completed by an authorised witness.
- When submitting the Third Party Exclusion Application form, a recent photo of the person must also be submitted, together with any other evidence that supports the information contained in the Application.
- If there is sufficient evidence to indicate that the subject of the Application is experiencing problems with their gaming, or that gaming is causing harm to themselves or others, they will be contacted by Crown. It is not a requirement that the subject of the Application is made aware of the Application. Crown's RG Team can assist and advise on disclosure options available.

What is the Self Exclusion Program?

Self Exclusion is a program where a person voluntarily prohibits themselves from entering or remaining in the gaming areas at Crown Perth and Crown Melbourne. A Self Exclusion is for a minimum period of twelve (12) months, with longer options available. These options can be discussed with a Responsible Gaming Advisor.

What Additional Help is Available?

For further information on problem gaming, including free and confidential counselling, you can contact the following services:

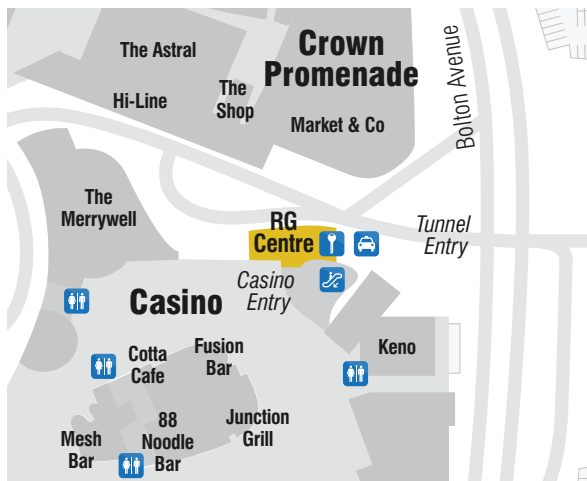
- Call Gambling Help on 1800 858 858 (24hr service)
- Visit Gambling Help Online at gamblinghelponline.org.au (24hr online service)
- Call Gambling Help WA on 08 9325 6644 (during business hours) or visit centrecare.com.au

You can also visit gambleaware.com.au for more information about responsible gaming programs in Western Australia.

All information contained in this brochure is for information purposes only. Crown Perth does not warrant or guarantee the accuracy or completeness of any information in this brochure and is not liable in respect of any loss suffered arising from the customer's reliance on the information contained herein.

Crown Perth is governed by privacy legislation; consequently Crown Perth cannot release any information about a customer without express written consent from that customer.

The Responsible Gaming Centre
is located on the lower level of the
eastern Tunnel Entrance.



Burswood Nominees Limited ABN 24 078 250 307
a.t.f. The Burswood Property Trust ABN 35 491 489 282
trading as Crown Perth managed by Burswood Resort
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crownperth.com.au

Responsible Gaming Team

1800 801 098

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gamblersresponsibly.com.au

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