



Crown PlaySafe

A more enjoyable way to play

Crown PlaySafe Centre 1800 801 098

Helpline 1800 858 858

gamblinghelponline.org.au

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 Crown PlaySafe 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 Crown PlaySafe Team at the Crown PlaySafe Centre. The Crown PlaySafe Centre 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 PlaySafe Team, the Application is confidential and contains personal information regarding the guest, 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 Crown PlaySafe 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 crownperth.com.au/crown-playsafe.

We appreciate that trying to assist a loved one to change their gambling 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 WA is a free and confidential counselling service offered by Centrecare Perth. The counsellors at Gambling Help WA specialise in assisting with problem gambling behaviours and can also help with a variety of other life issues, including relationship and financial counselling. Gambling Help WA 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 Crown PlaySafe Team directly on 1800 801 098.

Yours sincerely,
Crown PlaySafe 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 Guest)

(Address of Guest)

(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 guest' is used throughout this document it refers to the individual you are requesting to have excluded from the casino.



Is the guest aware that you are seeking to have them excluded from the casino?

Yes No

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

Yes No

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

Yes No

Are you concerned about how the guest 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 guest's current behaviour (for example, has their previous gambling caused changes in their behaviour, such as irritability, aggression etc)?

Yes No

If yes, please describe your concerns:



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

Yes No

If yes, please describe your concerns:

Does the guest believe that they are experiencing gambling related harm?

Yes No

Please describe what you believe to be the guest's view of their own gambling:

Has the guest ever been excluded (either voluntarily or involuntarily) from Crown Perth or any other casinos?

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 guest's gambling (for example, when you believe their gambling began, what may have caused them to start and continue gambling, how often do they gamble etc):

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

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

Yes No

If yes, please describe:



Is the guest's gambling 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 guest** taken any steps to address their gambling behaviours in the past (for example, attempting to stop or reduce gambling, placing financial limits on bank cards)?

Yes No

Please provide details:

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

Yes No

If yes, please describe:



Have you or the guest sought or received any counselling in relation to gambling?

Yes No

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

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

Are there other issues impacting the guest which may cause them difficulty to adhere to their gambling plan (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 guest's gambling is concerning:

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

1) What days does the guest frequent the casino? _____

2) What times does the guest frequent the casino? _____

3) What game does the guest play? _____

4) Where in the casino does the guest normally play? _____

5) Does the guest have a Crown Rewards Card? _____



Please attach a recent photo of the guest to this application. This will assist with confirmation of the guest'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 Guest
- 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 and the information contained in this application 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 WA 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 witness]

¹Choose from the List of Authorised Witnesses



List of Authorised Witnesses

Schedule 2 to the Oaths, Affidavits and Statutory Declarations Act 2005 (WA):

| 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"> • <i>Curtin University Act 1966</i>; • <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 – <ul style="list-style-type: none"> • 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 – <ul style="list-style-type: none"> • <i>Industrial Relations Act 1979</i>; • <i>Workplace Relations Act 1996</i> of the Commonwealth. | 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 |

| Item | Formal description | Informal description |
|-------------|--|-------------------------------|
| 26. | A minister of religion registered under Part IV Division 1 of the <i>Marriage Act 1961 of the Commonwealth</i> . | Minister of religion |
| 27. | A person registered under the <i>Health Practitioner Regulation National Law (Western Australia)</i> in the nursing profession. | Nurse |
| 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) |
| 37. | A person who is employed under the <i>Public Sector Management Act 1994</i> Part 3. | Public servant (State) |
| 38. | The holder of a licence under the <i>Real Estate and Business Agents Act 1978</i> . | Real estate agent |
| 39. | The holder of a licence under the <i>Settlement Agents Act 1981</i> . | Settlement agent |
| 40. | The Sheriff of Western Australia and any deputy sheriff appointed by the Sheriff of Western Australia. | Sheriff or deputy sheriff |
| 41. | A licensed surveyor within the meaning of the <i>Licensed Surveyors Act 1909</i> . | Surveyor |
| 42. | A person registered under the <i>Teacher Registration Act 2012</i> . | Registered teacher |
| 43. | A member, registrar or clerk, or the chief executive officer, of any tribunal of the State or the Commonwealth. | Tribunal officer |
| 44. | A registered veterinary surgeon within the meaning of the <i>Veterinary Surgeons Act 1960</i> . | Veterinary surgeon |