



## Third Party Application for Customer Exclusion

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

A Statutory Declaration is attached and forms part of the Third Party Application for Customer Exclusion. 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)

\_\_\_\_\_

(telephone and email contact details)

Request that Crown Melbourne consider excluding

\_\_\_\_\_

(Name of Customer)

\_\_\_\_\_

(Address of Customer)

\_\_\_\_\_

(telephone contact details)

\_\_\_\_\_

(Date of Birth)

\_\_\_\_\_

(Relationship to Applicant)

I understand that this Third Party Application for Customer Exclusion does not place any obligation, duty or responsibility on any person. I release and indemnify Crown Melbourne against any claim, liability, loss, damages, costs, fines, penalties, causes of action and expenses including legal costs that Crown Melbourne may incur because 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.

Please be advised we will need to contact you in relation to this application. This will be via telephone, and also via documentation, which will need to be mailed or emailed. Please circle your preferred mail delivery method:

email                      mail

1. Is the Customer aware that you are seeking to have them excluded from the Casino?

Yes                          No   

2. Do you consent to Crown Melbourne advising the Customer that you have contacted us?

Yes                          No   

3. 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   

4. Are you concerned about how the Customer may react if they learn about your application?

Yes                          No   

If yes, please describe your concerns:

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

Yes                          No   

If yes, please describe your concerns:

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6. Are you concerned about **the Customer'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:

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7. Does the Customer believe that he/she has problematic gambling behaviours?

Yes  No  Unsure

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

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8. Has the Customer ever been excluded (either voluntarily or involuntarily) from Crown Melbourne or any other Casino that you are aware of?

Yes  No  Unsure

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

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9. Please provide some history and background information regarding the Customer's gambling (for example, when you believe their gambling problems began, what may have caused them to have problems with their gambling, how often do they gamble etc.):

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10. How does the Customer's gambling affect you, your family or those close to you (consider financially, emotionally, socially, physically, medically)?

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11. Do you believe the Customer's gambling is negatively impacting their life (again consider financially, emotionally, socially, physically, and medically)?

Yes  No

If yes, please describe:

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12. Is the Customer's gambling negatively impacting any other individuals (for example, children, friends, their employer, etc.)?

Yes  No

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

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13. Has **the Customer** taken any steps that you are aware of to deal with his/her gambling behaviours in the past (for example, attempting to stop or reduce gambling, placing financial limits on credit cards, etc.)?

Yes  No  Unsure

Please provide details:

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14. Have **you** taken any steps to reduce the negative effects of the Customer's gambling (for example, reducing their access to funds, etc.)?

Yes  No

If yes, please describe:

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15. Have you or the Customer sought or received any counselling or financial support in relation to gambling?

Yes  No  Unsure

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

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

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

Yes  No

If yes, please describe:

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18. Please provide any further information you believe may be useful for Crown Melbourne to assess the extent to which the Customer's gambling is a problem:

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

a) What days does the Customer frequent the casino? \_\_\_\_\_

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b) What times does the Customer frequent the casino? \_\_\_\_\_

\_\_\_\_\_

c) What games does the Customer play? \_\_\_\_\_

\_\_\_\_\_

d) Where in the casino does the Customer normally play? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

e) Does customer have a Crown Loyalty Program card? \_\_\_\_\_

**\*\* Please also attach a recent photo of the Customer to this application. This will assist confirmation of the customer's identity.**

Signed this \_\_\_\_\_ day of \_\_\_\_\_ 20

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Print Name of Applicant

**Checklist:**

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

**Important Note – Crown Melbourne should only be provided with documents you are legally entitled to access and that have not been obtained surreptitiously.**

Privacy Collection Statement: Crown Melbourne 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 Melbourne's behalf and other casinos, which may include those located overseas. Please refer to Crown Melbourne's privacy policy at [www.crownmelbourne.com.au](http://www.crownmelbourne.com.au) for full details including how you may access your personal information and/or complain about a privacy breach, or contact Crown Melbourne at 8 Whiteman Street, Southbank VIC 3006, +61 3 9292 8888.



## Statutory Declaration

I, \_\_\_\_\_  
[full

of \_\_\_\_\_  
[address]

\_\_\_\_\_  
[occupation]

do solemnly and sincerely declare that:-

**I acknowledge that this declaration is true and correct, and I make it with the understanding and**

Declared at \_\_\_\_\_

this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

.....

Signature of person making this declaration  
[to be signed in front of an authorised witness]

Before me,

.....  
Signature of Authorised Witness

The authorised witness must print or stamp his or her name, address and title under section 107A of the *Evidence (Miscellaneous Provisions) Act 1958* (as of 1 January 2010), (previously *Evidence Act 1958*), (eg. Justice of the Peace, Pharmacist, Police Officer, Court Registrar, Bank Manager, Medical Practitioner, Dentist)

**Under Section 30 of the *Oaths and Affirmations Act 2018* (as of 1 March 2019), previously *Evidence (Miscellaneous Provisions) Act 1958*, the list of persons who may witness statutory declarations includes:**

- A person currently licensed or registered to practice in Australia as one of the following occupations:
  - Architect
  - Chiropractor
  - Conveyancer
  - Dentist
  - Financial adviser or financial planner
  - Legal practitioner
  - Medical practitioner
  - Midwife
  - Migration agent
  - Nurse
  - Occupational therapist
  - Optometrist
  - Patent attorney
  - Pharmacist
  - Physiotherapist
  - Psychologist
  - Trade marks attorney
  - Veterinary surgeon



- An accountant who meets at least one of the following criteria:
  - Fellow of the National Tax Accountants' Association
  - Member of Chartered Accountants Australia and New Zealand
  - Member of the Association of Taxation and Management Accountants
  - Member of CPA Australia
  - Member of the Institute of Public Accountants
- Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- Australian Public Service employee engaged on an ongoing basis with 5 or more years of continuous service who is not otherwise authorised
- Australian Consular Officer or Australian Diplomatic Officer
- Bailiff
- Bank officer with 5 or more continuous years of service
- Building society officer with 5 or more years of continuous service
- Chief executive officer of a Commonwealth court
- Clerk of a court
- Commissioner for Affidavits
- Commissioner for Declarations
- Credit union officer with 5 or more years of continuous service
- Employee of a Commonwealth authority engaged on a permanent basis with 5 or more years of continuous service who is not otherwise authorised
- Employee of the Australian Trade and Investment Commission who is authorised in writing by the Secretary of DFAT to collect fees under s 3(d) of the *Consular Fees Act 1955*, if at a place outside Australia and in the course of the employee's duties at that place
- Employee of the Commonwealth who is authorised in writing by the Secretary of DFAT to collect fees under s 3(c) of the *Consular Fees Act 1955*, if at a place outside Australia and in the course of the employee's duties at that place
- An engineer who meets at least one of the following criteria:
  - A member of Engineers Australia, other than a student
  - A Registered Professional Engineer of Professionals Australia
  - Registered as an engineer under a law of the Commonwealth or a State or Territory
  - Registered on the National Engineering Register by Engineers Australia
- Finance company officer with 5 or more years of continuous service
- Holder of a Commonwealth statutory office not otherwise specified
  - For example, Director of the Australian Institute of Family Studies
- IBAC Officers
- Judge
- Justice of the Peace
- Local government Councillor
- Magistrate
- Registered marriage celebrant
- Master of a court
- Member of the Australian Defence Force who meets at least one of the following criteria:
  - An officer
  - A non-commissioned officer with 5 or more years of continuous service
  - A warrant officer
- Member of the Australasian Institute of Mining and Metallurgy
- Member of the Governance Institute of Australia Ltd
- Member of the Parliament of a State
- Member of a Territory legislature
- Member of a local government authority
- Registered minister of religion



- Notary public, including a notary public exercising functions at a place outside either the Commonwealth or the external Territories of the Commonwealth
- Permanent employee of the Australian Postal Corporation with 5 or more years continuous service who is employed in an office providing postal services to the public
- Permanent employee with 5 or more years of continuous service who is not otherwise specified, if employed at one of the following:
  - State
  - Territory
  - State authority
  - Territory authority
  - Local government authority
- Police officer
- Police reservist
- Protective service officer (PSO)
- Registrar, or Deputy Registrar, of a court
- A school principal
- Senior executive employee of a Commonwealth authority
- Senior executive employee of a State or Territory
- Senior Executive Service employee of the Commonwealth
- Sheriff
- Sheriff's officer
- State Trustees officer or employee with a classification level of 2 or above
- Teacher employed on a permanent full-time or part-time basis at a school or tertiary education institution
- Transport Accident Commission officer or employee with a classification of level 2 or above
- VicRoads officer or employee with a classification of level 2 or above
- Victorian Inspectorate Officer
- A Victorian Public Service employee with a prescribed classification level of 2 or above
  - For example, a project officer employed as a VPS4 or an administrative assistant employed as a VPS2
- Victorian WorkCover Authority officer or employee with a classification of band 2 or above
- Any authorised affidavit taker, including:
  - A judicial officer
    - For example, a judge or magistrate
  - An associate to a judicial officer
  - An honorary justice
  - The prothonotary or a deputy prothonotary of the Supreme Court
  - The registrar of probates or an assistant registrar of probates
  - The registrar or a deputy registrar of the County Court
  - The principal registrar, a registrar or a deputy registrar of the Magistrates' Court
  - The principal registrar, a registrar or a deputy registrar of the Children's Court
  - The principal registrar, a registrar or a deputy registrar of VCAT
  - The principal registrar or a registrar of the Coroners Court
  - A member of VCAT
  - A member or former member of either House of the Parliament of Victoria
  - A member or former member of either House of the Parliament of the Commonwealth
  - A public notary
  - A senior officer of a Victorian municipal Council who meets one of the following criteria:
    - Chief Executive Officer
    - A member of Council staff with management responsibilities and reporting directly to the Chief Executive Officer
    - Any other member of Council staff earning a salary of at least \$124,000 (or a higher threshold, if specified by the Minister under s 97B of the *Local Government Act 1989*)
  - A fellow of the Institute of Legal Executives (Victoria)
  - A person acting judicially
    - For example, an arbitrator or any person or body with authority to hear, receive and examine evidence
  - Any other officer or person empowered, authorised or permitted by or under any Act or rules of a court or rules of a tribunal to administer affidavits