

## Annexure XX

### Responsible Gaming Register

The Responsible Gaming Register (*The Register*) is an electronic database used by Responsible Gaming personnel to log activities pertaining to the service of responsible gaming at Crown Melbourne.

The electronic database used for the register is the Surveillance Event Entry Register (SEER). SEER is also used by other departments within Crown Melbourne as an event logging database and a repository for intelligence about persons (patrons and employees). Departments that use SEER include:

- Surveillance
- Security
- Responsible Gaming
- Compliance
- Gaming

While there is crossover with regards to access to generic person information and low-level event reporting, SEER access is partitioned based on a user's department and role. This provides a layer of security that ensures only relevant personnel can access role specific and sensitive information.

Event types recorded into The Register by Responsible Gaming personnel are listed in Table 1 below, along with an explanation of each and any changes made to event types. These events are referred to as *Nature of Service*.

For each Nature of Service entry there are mandatory fields which stipulate who referred the event to the Responsible Gaming team (*Referred By*) and any referral to an external service (or other Crown department) subsequent to the Responsible Gaming interaction (*Referral Location*). The *Referred By* and *Referral Location* options are listed in Tables 2 and 3 below, respectively. In addition to this, each event entry has scope for free-text commentary to describe the details of the event/interaction and is linked to the relevant person file. Date/time stamps are also included, and user information is embedded in each entry for auditing purposes.

The register has inbuilt search capabilities allowing end users to locate persons and events. These search fields are accessed in the front-end of SEER and are available to users as per the access determined by their department/role. In addition to this, information entered into SEER is stored in the Corporate

Data Warehouse (CDW). Using data mining software, a suite of reports is available to draw historical data from the register. These reports are also available to users based on their department and role. Bespoke reports can also be created by specially trained staff within the organisation.

The reports that Responsible Gaming personnel can generate from the register include, but are not limited to:

- Banned List
- RGA Contact report
- Nature of Service report
- Referral Location report
- Referred By report
- Responsible Gaming Daily Operational Report

Some reports (e.g. Daily Operational Report) are automatically run on a schedule and disseminated throughout the department.

The VCGLR conducts routine audits of Responsible Gaming which include auditing the register. Items included in these audits include:

- The details of RGA contact with patrons
- Interactions with unattended children incidents
- Referrals made to the Chaplaincy and Psychologist

In addition, the VCGLR conducts spot audits of the register and the recording of patron breaches of Self Exclusion.

Table 1:

<b>Nature of Service</b>	<b>Date Added</b>	<b>Date of <u>Name Change</u></b>	<b><u>Name Changed From</u></b>	<b>Description</b>
3rd Party Assistance / Inquiry	-	-	-	All persons requesting Responsible Gambling information on behalf of someone else
3rd Party SE Inquiry	-	-	-	All persons requesting Self Exclusion information on behalf of someone else
Alert Notice Generated	-	-	-	Alert Notice has been generated and circulated to all Casino staff
Attempted Breach	6/04/2018	-	-	A Self Excluded person stopped by security at a gaming floor for attempting to enter
Breach of Self Exclusion	-	-	-	Detected Self Exclusion Breaches
Card Misuse	23/01/2019	-	-	Identifying a person using someone else's Crown Rewards Card
Chaplaincy	-	-	-	All interactions regarding chaplaincy program
Complaint	13/04/2021			All patron complaints related to Responsible Gaming
Counselling	-	-	-	Counselling session conducted
Counselling Information	-	-	-	Counselling information requested/ provided
Crown Rewards / Previous Exclusion	-	20/08/2017	Sig. Club / Previous Exclusion	Patrons who indicated previous exclusion from other casinos when signing up as a new member through Crown Rewards
Data Follow up	-	-	-	An interaction conducted on a customer who is part of the S25 data follow up list
Domestic	-	-	-	Altercations between family members
Exclusion Order Served	-	-	-	Exclusion Order served to patron
Exclusion Recommendation to SIU (Security Investigation Unit, formerly SIMU (Security Investigation Management Unit))	-	-	-	A recommendation submitted to the Security Investigation Unit to issue an Exclusion Order
Gaming Equipment Damage	-	-	-	Incidents involving damage to Gaming Equipment

GM/TG/Staff & FATG focus	-	29/01/2019	GM & FATG focus	Gaming machine, table game, fully automated table games and casino staff focus whilst canvassing the Casino
GRIP SE	5/05/2017	5/05/2017	GRIP session	Gambling Resumption Information Pack facilitated after successfully revoking Self Exclusion
GRIP TO	5/05/2017	5/05/2017	GRIP session	Gambling Resumption Information Pack facilitated after completion of the 90 day Time Out program
Illegal Act	-	-	-	Any action deemed to be illegal eg. Theft, damage to property
Mail Suspension	17/10/2018	-	-	All advertising and promotional material is suspended from being sent to a person
Medical	-	13/10/2018	Medical Emergency	Patron or staff having a medical emergency
Missing Persons	-	-	-	A person reported as missing
Mistaken Identity	11/03/2018	-	-	When a patron is mistaken for another
Observable Signs	-	10/12/2017 - 28/08/2018	Welfare and Observable Signs	Patrons displaying observable signs
Operational Overview	-	-	-	Miscellaneous information regarding the operations in Responsible Gaming Support Centre
Other	-	-	-	These would include all entries that do not fit into any specified 'Nature of Service'
Play Periods	-	-	-	All interactions with patrons regarding length of play
Play Periods Break	4/01/2020			Interactions regarding patrons' length of play when they have taken a break of 6+ hours and return to play
Remote Self-Exclusion	-	-	-	A Self Exclusion that has been facilitated offsite
Report Writer Contact - RGP	-	-	-	Contacts between Responsible Gambling Psychologists and other counsellors
Request for Revocation	-	-	-	An official request to revoke Self Exclusion has been received
Revocation Application	-	-	-	Revocation Application form has been forwarded to the applicant

Revocation Approved	-	-	-	Revocation application approved by the Responsible Gaming Revocation Committee
Revocation Cancelled	-	-	-	Cancellation Revocation of Self Exclusion application due to 12 months no contact
Revocation Declined	-	-	-	Revocation application declined by the Responsible Gaming Revocation Committee
Revocation Follow Up	-	-	-	Follow up call made after 3 months of revoking Self Exclusion
Revocation Information	-	-	-	All contacts regarding Revocation not including the request, application, approved, pending, denied, cancelled, follow up and paperwork received
Revocation Interview	7/01/2020			When a revocation applicant attends a Revocation Interview with a Responsible Gaming Advisor
Revocation Paperwork Received	-	-	-	Revocation paperwork such as application or report that has been received
RG WOL	1/07/2019	-	-	RG Welfare WOL issued and served to the person
Seeking other Assistance	-	-	-	Interactions where a person has requested assistance with a non-Responsible Gambling matter
Self Exclusion	-	-	-	A Self Exclusion that has been conducted and processed
Self Exclusion Alleged Breach	-	-	-	Verbal information received about a person allegedly breaching their Self Exclusion Order
Self Exclusion follow up	-	-	-	Follow up call made after 3 months of Self Excluding
Self Exclusion Information	-	-	-	All interactions regarding information relating to Self Exclusions
Self Harm / Suicide / Deceased	-	7/01/2016	Self Harm / Suicide	Interactions that involves self harm, suicide or a deceased person
Time Out	29/01/2017	-	-	A Time Out program that has been conducted and processed
Time Out Breach	19/06/2017	-	-	A person who has breached their Time Out agreement

TPE Application	1/07/2019			Third Party Exclusion application successfully submitted to be reviewed by the TPE committee
TPE Application Received	9/10/2019			Third Party Exclusion Received
TPE Approved		8/10/2019	TPE	Third Party Exclusion approved, issued and served to a person
TPE Declined	8/10/2019			Third Party application declined by the Third Party Exclusion Committee
TPE Information	1/07/2019			All interactions regarding information relating to Third Party Exclusion
Unattended Child	-	-	-	A child found unattended on Crown premises
Unpaid Parking	-	-	-	A person unable to pay for parking
VCGLR Appeal	-	28/09/2017	VCGR Appeal	An official appeal of Self Exclusion Order to the Victorian Commission for Gambling and Liquor Regulation
VCGLR Appeal declined	-	28/09/2017	VCGR Appeal declined	Appeal of Self-Exclusion Order to the Victorian Commission for Gambling and Liquor Regulation has been declined
VCGLR Appeal upheld	-	28/09/2017	VCGR Appeal upheld	Appeal of Self-Exclusion Order to the Victorian Commission for Gambling and Liquor Regulation has been successful
VCGLR Audit	28/11/2018	-	-	Responsible Gaming is audited by the VCGLR
Website Enquiry	19/03/2018	-	-	Information received about a complaint through our website
Welfare	-	10/12/2017 - 16/08/2018	Welfare and Observable Signs	Welfare check on a patron
WOL	-	-	-	All interactions regarding patrons issued with a Withdrawal of Licence
WOL recommendation to SIU (Security Investigation Unit, formerly SIMU (Security Investigation Management Unit))		-		A recommendation submitted to the Security Investigation Unit to issue a Withdrawal of Licence

Table 2:

<b>Referred By</b>
AHA
Cage & Count
Car Parks
Cleaning Services
Compliance
Crown Perth
Crown Rewards
First Aid
Food & Beverage
Gaming Machines
Guest Services
Host
Hotels
Law Enforcement
Maintenance
MIS
Responsible Gaming
Security
Self
Splunk
Surveillance
Table Games
Third Party
Unknown
VCGLR

Table 3:

<b>Referral Location</b>
AHA
Chaplaincy
Chinese Peer Connection (East)
Crown Perth
Emergency Housing
Gaming Machines
GH City
GH Eastern
GH Northern
GH Regional
GH Southern
GH Western
GHTel Service
Host
Legal
No Referral
RGA
RGC
RGP
Security
Student Care Service



Table Games
VCGLR
Vic Pol
Vietnamese (AVWA)