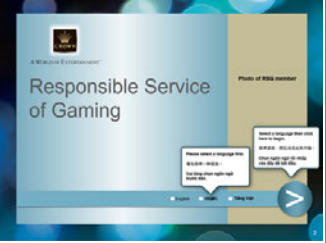


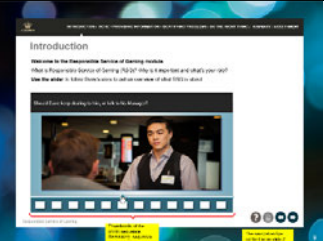
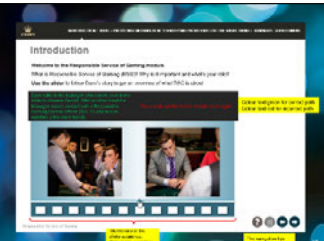
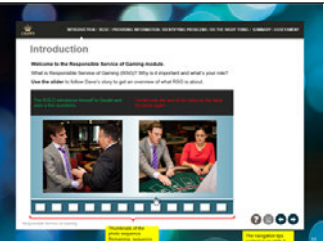



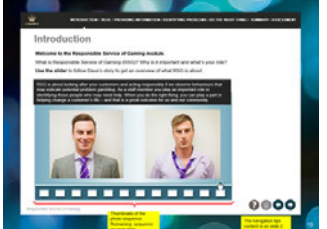
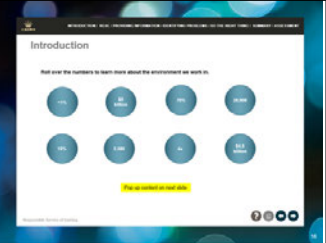

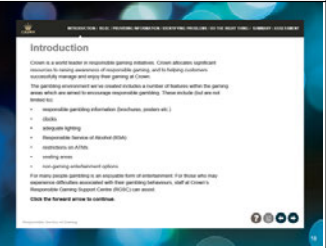


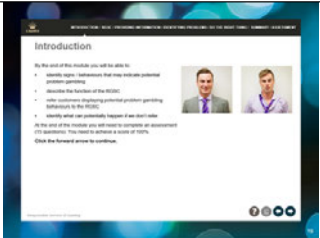
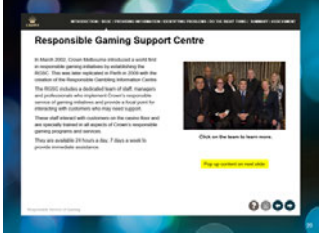
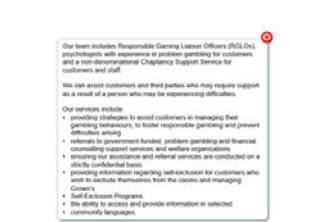
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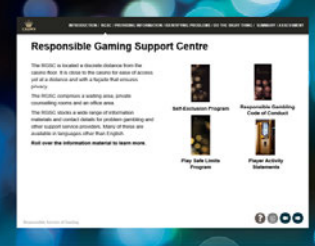
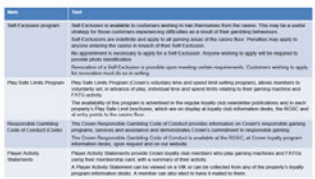
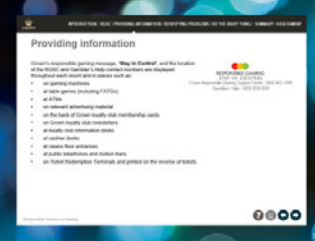
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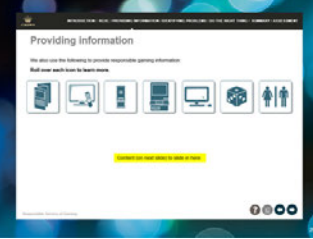
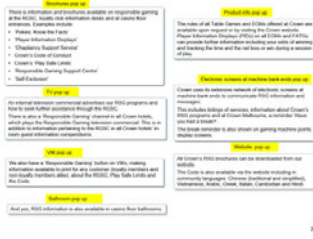
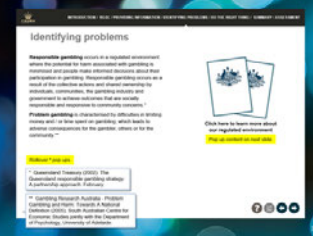

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Slide 10	<p><b>04/08/2015</b></p> 	No change	No change	No change	No change

<p>Slide 11</p>		<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 12</p>		<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
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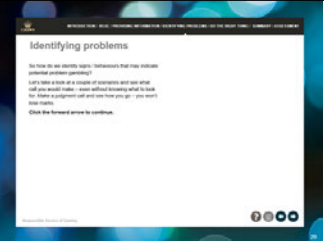
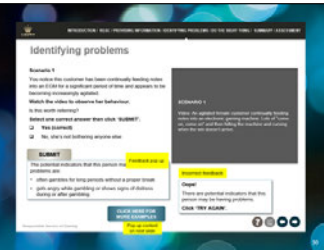

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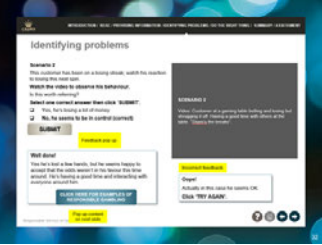
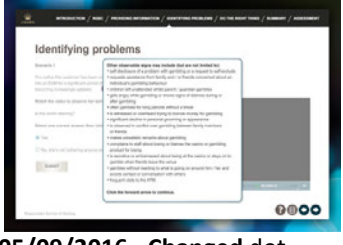

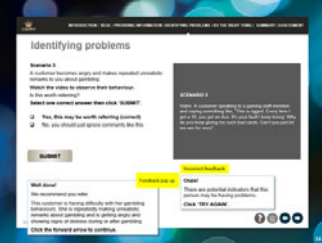
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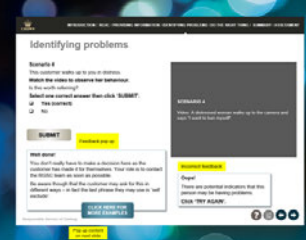

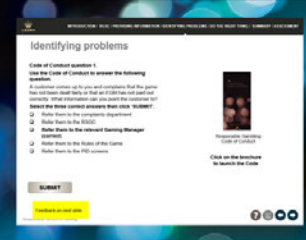
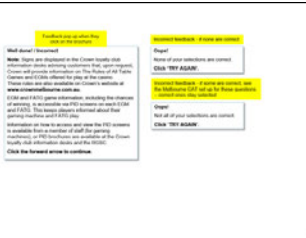
<p>Slide 21</p>	 <p>04/08/2015</p>	<p>05/09/2016 - <b>Changed</b> to new brochure covers for Self-Exclusion Program, Responsible Gambling Code of Conduct  <b>Added</b> Responsible Gaming Support Centre brochure, Play Safe Limits brochure, Chaplaincy Support Service brochure  <b>Changed</b> can be viewed on a VIK (gaming machines only) or can be collected ....</p>	<p>No change</p>	<p><b>v2019</b> - Responsible Gaming Centre. The word 'indefinite' replaced with 'for a minimum 12-months with other options available'   <b>Added</b> Responsible Gambling Code of Conduct brochure cover</p>	<p>No change</p>
<p>Slide 22</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
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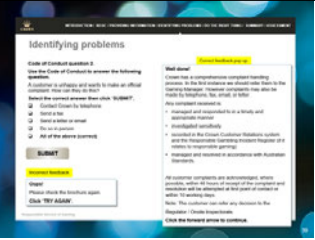
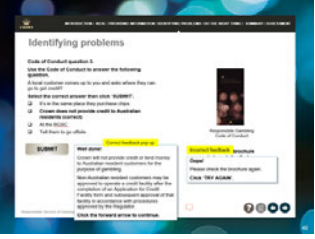

<p>Slide 24</p>	 <p><b>04/08/2015</b></p>	<p><b>05/09/2016 - Added 'Play Safe Limits' in the dot points</b>  <b>Added Player Information Displays (PIDs) on all EGMs and FATGs can provide further information</b></p>	<p>No change</p>	<p><b>v2019 - Removed the word and comma ' , Cambodian'</b></p>	<p>No change</p>
<p>Slide 25</p>	 <p><b>04/08/2015</b></p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 26</p>	 <p><b>04/08/2015</b></p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 27</p>	 <p><b>04/08/2015</b></p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>

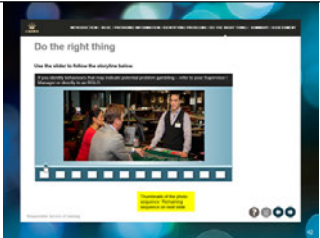
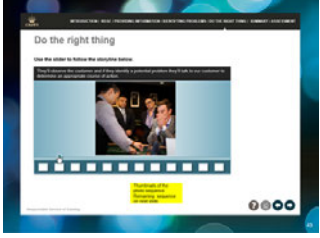
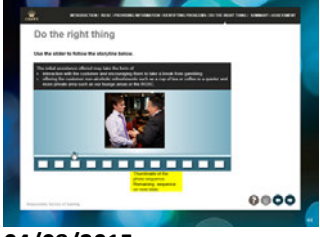



<p>Slide 28</p>	<p><b>04/08/2015</b></p> 	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 29</p>	<p><b>04/08/2015</b></p> 	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 30</p>	<p><b>04/08/2015</b></p> 	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>

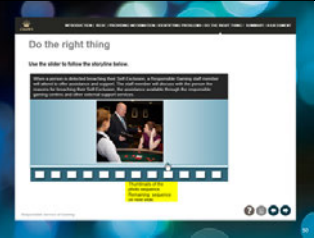
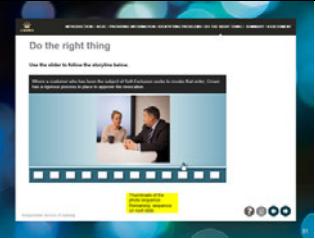
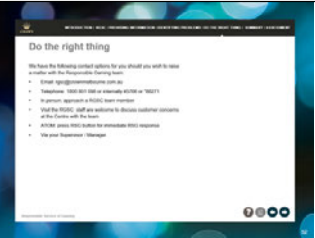
<p>Slide 31</p>	 <p>04/08/2015</p>	 <p>05/09/2016 - Changed dot point 2 requests for assistance from family and/or friends concerned about individual's gambling behaviour</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 32</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 33</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>

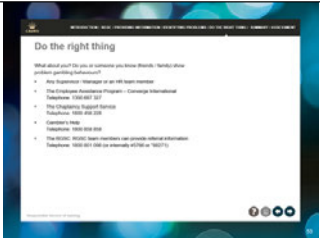
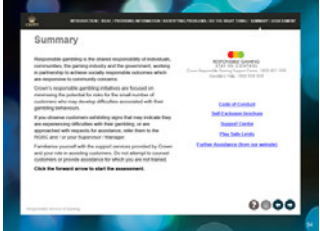
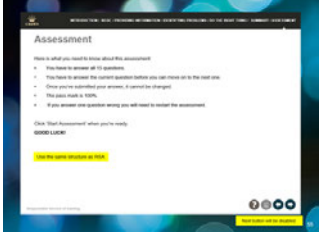
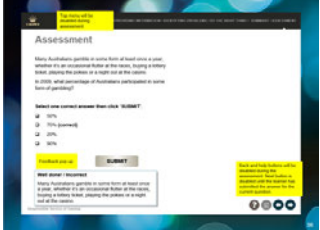
<p>Slide 34</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 35</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 36</p>	 <p>04/08/2015</p>	<p>05/09/2016 - Changed to new brochure cover for the Code</p>		<p>v2019 - Added the Responsible Gambling Code of Conduct brochure cover  RGSC changed to RGC</p>	<p>No change</p>
<p>Slide 37</p>	 <p>38</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>

<p>Slide 38</p>	<p>04/08/2015</p>  <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p><b>v2019 – Added</b> the Responsible Gambling Code of Conduct brochure  <b>Removed</b> the fourth bullet point and sentence continued from the third bullet point on the line below.</p>	<p>No change</p>
<p>Slide 39</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p><b>v2019 - Added</b> the Responsible Gambling Code of Conduct brochure cover</p>	<p>No change</p>
<p>Slide 40</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p><b>v2019 - Added</b> the Responsible Gambling Code of Conduct brochure cover</p>	<p>No change</p>

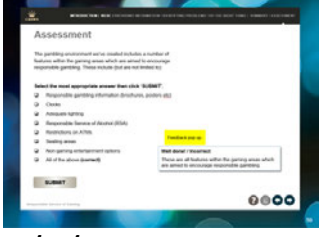
<p>Slide 41</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 42</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 43</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
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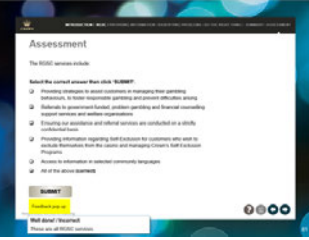
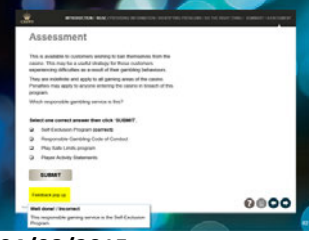
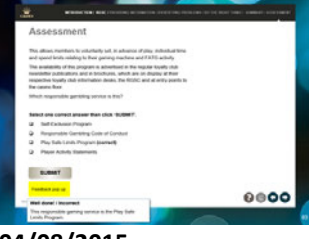
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Slide 46	 <p>04/08/2015</p>	No change	No change	No change	No change
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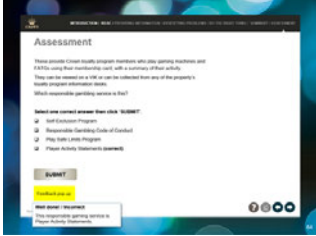
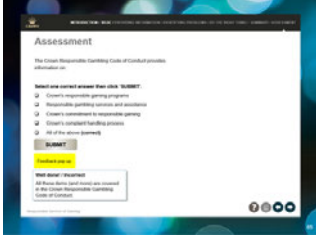
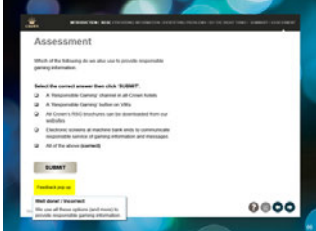
	<b>04/08/2015</b>				
Slide 49	 <p>04/08/2015</p>	No change	No change	No change	No change
Slide 50	 <p>04/08/2015</p>	No change	No change	No change	No change
Slide 51	 <p>04/08/2015</p>	No change	No change	<b>v2019</b> - Changed the abbreviation 'RGC' to the words 'Responsible Gaming'	No change

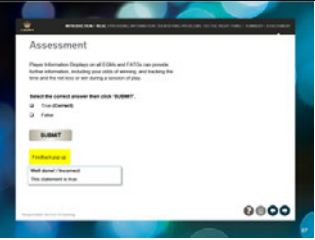
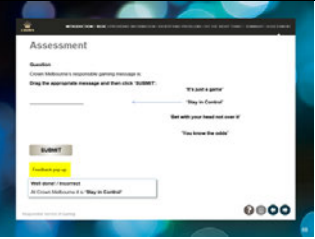
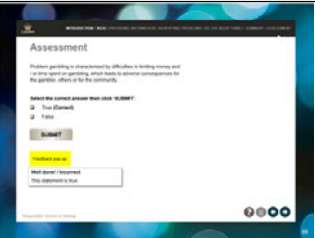
<p>Slide 52</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 53</p>	 <p>04/08/2015</p>	<p>05/09/2016 - Added Chaplaincy Support Service and Play Safe Limits links</p>	<p>No change</p>	<p>v2019 - Added the link for 'Third Party Exclusion'  <a href="https://www.crownmelbourne.com.au/casino/responsible-gaming/responsible-gaming-centre/third-party-exclusion">https://www.crownmelbourne.com.au/casino/responsible-gaming/responsible-gaming-centre/third-party-exclusion</a></p>	<p>No change</p>
<p>Slide 54</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 55</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>

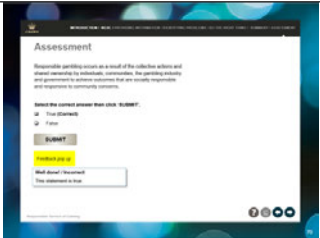
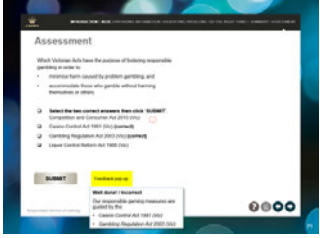
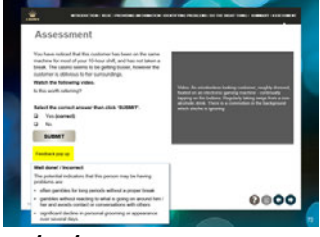



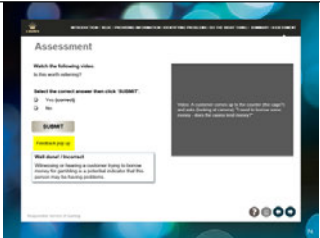
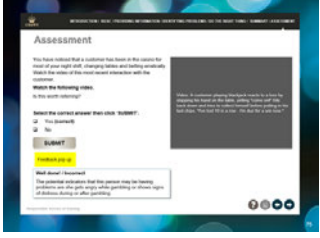
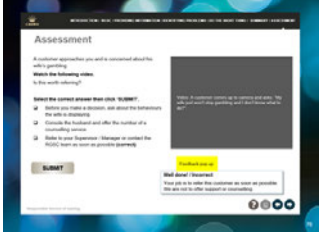
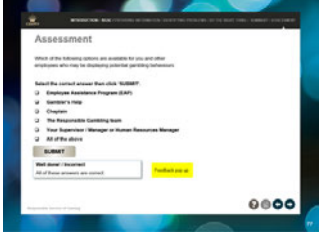
<p>Slide 56</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 57</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 58</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 59</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>

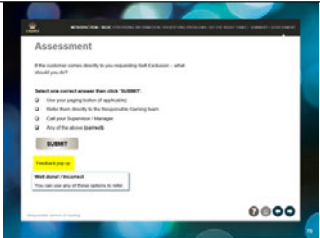
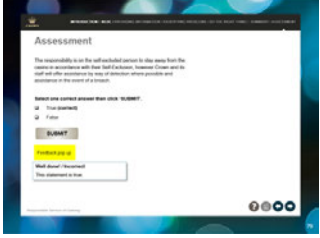
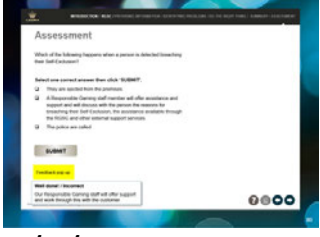
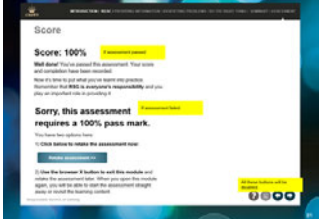
<p>Slide 60</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 61</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>v2019 - The word 'indefinite' replaced with 'for a minimum 12-months with other options available'</p>	<p>No change</p>
<p>Slide 62</p>	 <p>04/08/2015</p>	<p>05/09/2016 - Changed question to 'This allows gaming machine customers to voluntarily set money and time limits, as well as track their play. This scheme is available throughout the state of Victoria. The availability of this scheme is advertised via brochures at casino entrances, at Loyalty Program information desks and electronic advertising. What is the name of this responsible gaming feature?</p> <ul style="list-style-type: none"> <li>• Self-Exclusion Program</li> <li>• Play Safe Limits</li> </ul>	<p>No change</p>	<p>No change</p>	<p>No change</p>

		<p>Program</p> <ul style="list-style-type: none"> <li>YourPlay scheme <b>(correct)</b></li> <li>Player Activity Statement</li> </ul> <p>Correct / incorrect Well done, this is the YourPlay scheme'</p>			
<p>Slide 63</p>	 <p>04/08/2015</p>	<p>05/09/2016 - <b>Changed</b> They can be viewed on a VIK (<u>gaming machines only</u>) or can be collected ....</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 64</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 65</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>

	<b>04/08/2015</b>				
Slide 66	 <p>04/08/2015</p>	No change	No change	No change	No change
Slide 67	 <p>04/08/2015</p>	No change	No change	No change	No change
Slide 68	 <p>04/08/2015</p>	No change	No change	No change	No change

<p>Slide 69</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 70</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 71</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 72</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>

<p>Slide 73</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 74</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 75</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>v2019 - Changed the abbreviation 'RGC' to the words 'Responsible Gaming'</p>	<p>No change</p>
<p>Slide 76</p>	 <p>04/08/2015</p>	<p>05/09/2016 - Changed to Chaplaincy Support Service Changed to The Responsible Gaming Team</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>

<p>Slide 77</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 78</p>	 <p>04/08/2015</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 79</p>	 <p>04/08/2015</p>	<p>05/09/2016 - Changed to 'They are removed from the casino gaming floor and a Responsible Gaming .....</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>
<p>Slide 80</p>		<p>No change</p>	<p>No change</p>	<p>No change</p>	<p>No change</p>

	04/08/2015				
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