Slide No.	2015	2016	2017-2018	2019	2020-2021
Slide 1	Responsible Service of Gaming	No change	No change	No change	No change
Slide 2	The series of th	No change	No change	No change	No change
Slide 3		No change	No change	No change	No change

Slide 4		No change	No change	No change	No change
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	04/08/2015				
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Slide 9	Address of the second s	No change	No change	No change	No change
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Slide 16	Overvoor Overv	No change	No change	No change	No change
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Slide 21	<page-header><page-header><page-header><text><text><text><text><text><text></text></text></text></text></text></text></page-header></page-header></page-header>	05/09/2016 - Changed to new brochure covers for Self- Exclusion Program, Responsible Gambling Code of Conduct Added Responsible Gaming Support Centre brochure, Play Safe Limits brochure, Chaplaincy Support Service brochure Changed can be viewed on a VIK (gaming machines only) or can be collected	No change	 v2019 - Responsible Gaming Centre. The word 'indefinite' replaced with 'for a minimum 12- months with other options available' Added Responsible Gambling Code of Conduct brochure cover 	No change
Slide 22	No No A state of the state of th	No change	No change	No change	No change
Slide 23		No change	No change	No change	No change

Slide 24	Providing information Providing information The second s	05/09/2016 - Added 'Play Safe Limits' in the dot points Added Player Information Displays (PIDs) on all EGMs <u>and</u> <u>FATGs</u> can provide further information	No change	v2019 - Removed the word and comma ', Cambodian'	No change
Slide 25	<section-header><section-header><section-header><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></section-header></section-header></section-header>	No change	No change	No change	No change
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	04/08/2015				
Slide 33	<page-header><section-header></section-header></page-header>	No change	No change	No change	No change

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Slide 37	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	No change	No change	No change	No change

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Slide 39	<complex-block></complex-block>	No change	No change	v2019 - Added the Responsible Gambling Code of Conduct brochure cover	No change
Slide 40		No change	No change	v2019 - Added the Responsible Gambling Code of Conduct brochure cover	No change

Slide 41	De the right thing The transmission of the right the second seco	No change	No change	No change	No change
Slide 42	Do the right thing The result of the right thing The result of the right thing The result of the	No change	No change	No change	No change
Slide 43	Vertice of the second s	No change	No change	No change	No change
Slide 44	Control (gal) Control	No change	No change	No change	No change

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Slide 45	Do the right thing The	No change	No change	No change	No change
Slide 46	Vertical and the second and the seco	No change	No change	No change	No change
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	04/08/2015				
Slide 49	De the right thing The track the row of the	No change	No change	No change	No change
Slide 50	Do the right thing The two the function of th	No change	No change	No change	No change
Slide 51	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	No change	No change	v2019 - Changed the abbreviation 'RGC' to the words 'Responsible Gaming'	No change

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

Slide 56		No change	No change	No change	No change
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Slide 58		No change	No change	No change	No change
Slide 59	Accession of the second	No change	No change	No change	No change

Slide 60	<page-header></page-header>	No change	No change	No change	No change
Slide 61	A de la de l	No change	No change	v2019 - The word 'indefinite' replaced with 'for a minimum 12-months with other options available'	No change
Slide 62	<page-header><page-header></page-header></page-header>	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? • Self-Exclusion Program • Play Safe Limits	No change	No change	No change

		Program • YourPlay scheme (correct) • Player Activity Statement Correct / incorrect Well done, this is the YourPlay scheme'			
Slide 63		05/09/2016 - Changed They can be viewed on a VIK (<u>gaming</u> <u>machines only</u>) or can be collected	No change	No change	No change
Slide 64	And And And And And And And And And	No change	No change	No change	No change
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	04/08/2015				
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Slide 67	Assessment Market State	No change	No change	No change	No change
Slide 68		No change	No change	No change	No change

Slide 69	Version of the state of the sta	No change	No change	No change	No change
Slide 70		No change	No change	No change	No change
Slide 71	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	No change	No change	No change	No change
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Slide 73	Accession of the second	No change	No change	No change	No change
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Slide 75	<page-header></page-header>	No change	No change	v2019 - Changed the abbreviation 'RGC' to the words 'Responsible Gaming'	No change
Slide 76	Version of a second sec	05/09/2016 - Changed to Chaplaincy <u>Support Service</u> Changed to The Responsible <u>Gaming</u> Team	No change	No change	No change

Slide 77	Version of every series of the	No change	No change	No change	No change
Slide 78	Assessment Assessment The market was been dealed based to also be the dealed based to also based to also based t	No change	No change	No change	No change
Slide 79	Annual Constant and Consta	05/09/2016 - Changed to ' <u>They</u> <u>are removed from the casino</u> <u>gaming floor and a</u> Responsible Gaming'	No change	No change	No change
Slide 80	<page-header><image/><section-header></section-header></page-header>	No change	No change	No change	No change

	04/08/2015				
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