



# Responsible Service of Gaming

Senior Manager Training

(Advanced)



# TRAINING OVERVIEW



- Training Aims
- Crown Principles
- Crown Stakeholders
- What is Responsible Gaming & Gambling Harm
- The Responsible Gaming Message
- Responsible Gaming Centre (RGC)
- Data Analytics & CCTV
- Play Periods
- Brochures, Signage & Advertising
- Responsible Gambling Code of Conduct (**Code of Conduct**)
- Odds of Winning & Mythical Thinking
- Observable Signs
- Your Role
- Self Care
- Recap
- Scenarios
- Questions

# TRAINING AIMS



- Understand Crown's responsible gaming principles and stakeholders
- Build understanding of responsible gaming and problem gambling
- Describe Crown's Responsible Gaming programs and services
- Comply with and exceed the aims of the Code of Conduct
- Increase knowledge of observable signs
- Develop further staff awareness and support

# RESPONSIBLE GAMING PRACTICES



- Responsible Gaming shared ownership by the individual, government, community and the gaming industry
- The decision to gamble rests with the individual
- Customers need to be informed about gaming products and be aware of support services and programs

# RESPONSIBLE GAMING PRACTICES



- Acknowledgement of relevant, peer reviewed research
- Pursuit of excellence in customer service
- Enhancement of Crown's reputation as an industry leader in Responsible Gaming
- Relevant synergies with Crown Resorts' controlled properties (including Crown Perth)

# CROWN STAKEHOLDERS



# WHAT IS RESPONSIBLE GAMING & GAMBLING HARM?



**Responsible Gaming:** Exercising control and informed choice to ensure that gambling is kept within affordable limits of money and time, is enjoyable, in balance with other activities, and avoids gambling related harm

Professor Nerilee Hing 2016

**Gambling Harm:** Harm from gambling isn't just about losing money. Gambling can affect self esteem, relationships, physical and mental health, work performance and social life. It can harm not only the person who gambles, but also family, friends, work places and communities.

\*Gamblers Help Website 2019

# THE RESPONSIBLE GAMING MESSAGE



## Awareness

Supporting harm minimisation by building awareness of responsible gaming programs and services for staff and customers

## Assistance

Contributing to harm minimisation by providing assistance to customers in managing their gaming behaviours

## Support

Delivering a supportive environment where the potential for harm is minimised and a culture of responsible gaming is embedded in the organisation



AWARENESS. ASSISTANCE. SUPPORT



# RGC



The RGC:

- Launched in 2002, a world first
- Onsite support service for Crown customers (their family and friends) who may be experiencing problems with their gambling behaviours
- Operates 24 hours a day, 7 days a week



AWARENESS. ASSISTANCE. SUPPORT

**Gambler's/Gambling Help 1800 858 858**  
**Responsible Gaming Centre 1800 801 098**



AWARENESS. ASSISTANCE. SUPPORT

# RGC



## Staff & Services:

- Responsible Gaming Advisors
- Responsible Gaming Psychologists
- Chaplaincy Support
- Referral

## Programs:

- Self Exclusion, Third Party Exclusion, Revocation and Gambling Resumption Information Program
- YourPlay and Play Safe Limits (voluntary pre-commitment), Player Activity Statements, Data Analytics (Crown Model) & CCTV(Neoface)

# RGC



Responsible Gaming Advisors (RGAs):

- Specially selected and trained staff
- All RGAs have extensive casino/gaming experience
- Assist/refer customers on available services (problem gambling and welfare)
- Facilitate Crown's Self Exclusion Program
- Manage customer welfare issues/crisis intervention and diffusion/unattended children
- Manage reporting requirements (internal, SYCO and Responsible Gambling Register)

RGC



Responsible Gaming Psychologists:

- Psychologists - Kate Earl, Susan McNulty and Thai Ohtsuka
- Counselling, crisis intervention, diffusion, assessment, referral to external problem gambling support services and welfare organisations
- Support the RGAs and management
- Assist with training

Chaplaincy Support Program:

- Father James Grant
- Customer and employee service

RGC



Cross Property Self Exclusion Program:

- Compulsory to have Self Exclusion program - s72 of the *Casino Control Act 1991*(Vic)
- Minimum length of 12 months with other options available
- Revocation may be considered after the minimum Self Exclusion term has been completed as well as the condition of 12 breach free months.
- Option available to have Self Exclusion automatically rescind after 7 years having met all terms and conditions of the Self Exclusion order.

RGC



YourPlay Scheme (State-wide voluntary pre-commitment):

- Available for Electronic Gaming Machine (EGM) customers, the Victorian State Government has introduced a state-wide voluntary individual money and time limit setting scheme called YourPlay
- YourPlay can also provide a running total of the money and time spent
- Information about YourPlay is available at the RGC, Crown Rewards locations, Voucher Issuance Kiosk (VIKs) and on- line at [yourplay.com.au](http://yourplay.com.au)

# RGC



Play Safe Limits (voluntary pre-commitment):

- Crown Rewards members may set individual money and time limits relating to their Fully Automated Table Games (FATG) play
- Customers can set a daily time limit, a daily spend limit
- Limits can be set at Crown Rewards locations

RGC



Player Activity Statement:

- A summary of EGM activity when using Crown Rewards Card
- Records time played and net amount won and lost during the statement period
- Members must view or collect at least once per annum or Crown Rewards membership will be suspended
- Also available for FATG activity



# DATA ANALYTICS & CCTV



## Data Analytics:

- Development of Crown Model
- Analytic tool to proactively identify patrons at risk of harm from gambling
- Utilises historical data and real time monitoring of play periods

## CCTV:

- Facial recognition software to assist in the detection of banned patrons

# PLAY PERIODS

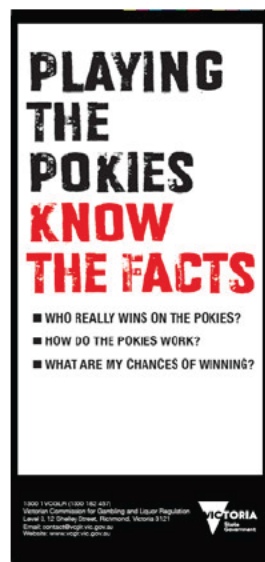


- Action alerts regarding customers' activity
- Remind customers to take a substantial break
- Monitor customers for observable signs
- Ensure customers do not exceed 24 hours continuous play without a substantial break
- Partnership with RGA in ensuring customers leave the gaming floor prior to breach of policy

# BROCHURES, SIGNAGE, ADVERTISING



- Availability of brochures
- Motiontrans
- Cammeghs
- Talkers
- VIK



AWARENESS. ASSISTANCE. SUPPORT

# CODE OF CONDUCT



## The Code of Conduct:

- describes Crown's commitment to responsible gaming practices and its obligations in delivering responsible service of gaming
- financial transactions & ATMs
- is a condition of Crown's casinolicense
- based on Ministerial Directions
- includes obligations for employees
- is available in seven other languages
- must be supplied on request
- breaches of the Code of Conduct can result in disciplinary action against Crown

# CODE OF CONDUCT



Available at:

- RGC/by contacting a RGA
- Crown Rewards locations
- Crown Melbourne website and Intranet (Compass)
- Brochure stands near Cashier locations and at casino entrances

# CODE OF CONDUCT



## Responsible Gambling Register:

- Maintained by RGC staff
- Compulsory to record all responsible gaming interactions

# CODE OF CONDUCT



## Financial Transactions and ATMs:

- Cheque cashing facility
- Payment of winnings
- Withdrawals and location of ATMs

# ODDS OF WINNING



## Player Information Display

- Rules of play
- Chance of a win or a loss
- How to track money and time

**PLAYING  
THE  
POKIES  
KNOW  
THE FACTS**

- WHO REALLY WINS ON THE POKIES?
- HOW DO THE POKIES WORK?
- WHAT ARE MY CHANCES OF WINNING?

1300 1 VIGOR (1300 142 457)  
Victorian Government for Gambling and Status Regulation  
Level 3, 12 Shelley Street, Richmond, Victoria 3121  
Email: contact@vige.vic.gov.au  
Website: www.vige.vic.gov.au

**Keep track  
of your time  
and money**

Press the **i** button  
on the pokie and it will  
help you keep track.



# MYTHICAL THINKING



## Mythical thinking about gambling

Over 80% of people with problem gambling behaviours nominated EGMs as the form of gambling with which they had a problem. (PC 2010\*)

Research has found that Faulty Beliefs are held by many gamblers not necessarily those with problem gambling behaviour (Nower Blaszczynski 2010). Research has also found that people believe they acquire more knowledge when they play more often. Therefore regular players are more certain about their false cognitions (beliefs). (PC 2010\*)

\* Productivity Commission 2010, *Gambling*, Report no. 50, Canberra.

# MYTHICAL THINKING



## Mythical thinking about gambling

Mythical thinking is apparent in all forms of gambling, including Table Games (live), FATGs and Semi Automated Table Games.

# MYTHICAL THINKING



## EGMs pay out in cycles

- After losing many times in a row you are more likely to win
- You can make up for past losses by continuing to gamble
- It is always bad to play on an EGM that's just paid out
- If I keep gambling my luck will change and I'll win back the money I've lost

# MYTHICAL THINKING



You could win more if you had a certain system/strategy

- There are certain ways of playing EGMs that give you a better chance of winning, I'm smart, I have a system to beat the odds
- If I play more than one EGM at a time – I'll increase my chances of winning
- I have a special strategy that helps me win. I pick certain numbers for the lottery and press the stop button on an EGM at exactly the right time (RGC Ontario)
- If I'm a skilled enough gambler, I can beat the odds

# MYTHICAL THINKING



You can confuse EGMs into paying out by altering patterns of play

- You can influence the outcome of a game by touching the EGM or pushing buttons in a particular way
- I almost won – I must be due for a win
- EGMs are more likely to pay out at certain times of the day

# MYTHICAL THINKING



## Superstition

- I have a feeling today is my lucky day. I just know I'm going to win
- I'm good at picking winning EGMs
- You can influence the outcome of a game through concentration or positive thought
- Certain EGMs are just luckier than others
- I'm a lucky person
- Someday I'll score a really big win

# MYTHICAL THINKING



## Personal Power

- I can win it back
- I always win
- I can stop any time
- My gambling will be under control as soon as I have a big win
- This is the last time I will gamble
- Gambling is an easy way to make money

# MYTHICAL THINKING



## Desperation

- I can't stop
- Even if I only have a few bucks, I'm better off taking a chance
- Gambling will be the solution to my problems



# OBSERVABLE SIGNS



Observable Signs have been identified through research. They occur in context and are seen or reported behaviours, or patterns of behaviours, displayed by customers that may indicate potential problems with gambling. Usually more than one is displayed to indicate a potential problem with gambling.

# OBSERVABLE SIGNS



## Low level signs

Sometimes these signs can signal the potential development of a gambling problem. For example, regularly shifting between machines/tables, always playing on their own or not talking to anyone, looking sad, sighing.

## What you need to do

Monitor and observe and notate when you can.

# OBSERVABLE SIGNS



## High level signs

Sometimes these signs can signal that the customer is experiencing problems with their gambling. These include the observable signs listed earlier.

For example, obvious signs of distress such as crying or holding their head in their hands. Anger, swearing and aggressive behaviour to the machine/table and others around them.

## What you need to do

Contact your Manager/RGA immediately.

# OBSERVABLE SIGNS



## Loss of Control

- Self - disclosure of a problem with gambling or request to self exclude
- Secretive or embarrassed about being at the casino or stays on to gamble when friends leave the venue

## Money Seeking

- Frequent visits to the ATM
- Witnessed or heard that a customer was trying to borrow money for gambling

## Intensity/Duration

- Often gambles for long periods without a break
- Gambles without reacting to what is going on around him/her and avoids contact or conversation with others

# OBSERVABLE SIGNS



## Mythical

- Complains to staff about losing or blames the casino or gambling product for losing
- Unrealistic remarks about gambling

## Emotional

- Gets angry while gambling or shows signs of distress during or after gambling
- Threats of self harm

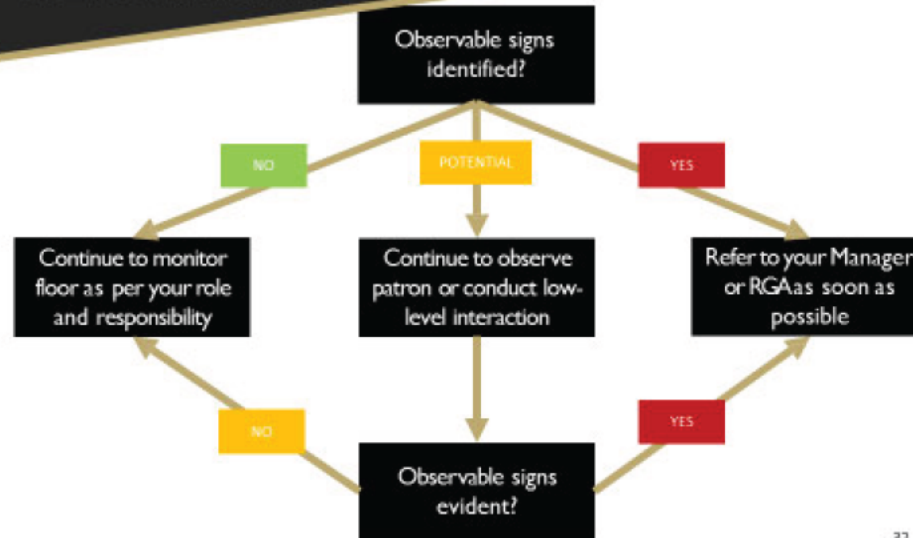
## Social

- Requests assistance from family and or/ friends concerned about an individual's gambling behaviour
- Significant decline in personal grooming or appearance
- Observed conflict over gambling between family members or friends
- Children left unattended whilst parent/guardian gambles

# OBSERVABLE SIGNS



## RESPONDING TO POTENTIAL PROBLEM GAMBLING ROLES AND RESPONSIBILITIES



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POTENTIAL

The low level interaction is conducted by Customer Service Attendants, Gaming Machines

# OBSERVABLE SIGNS



## POTENTIAL

The low level interaction is conducted by a Customer Service Attendant, Gaming Machines

Observable Signs Identified?	Potential	Yes
Refer	<p>Continue to observe patron or conduct low-level interaction to determine if there are signs of problem gambling which may include:</p> <ul style="list-style-type: none"> <li>▪ Introducing yourself;</li> <li>▪ Engaging in small conversation; and</li> <li>▪ Offer a free non-alcoholic beverage</li> </ul> <p>Refer to Manager or RGA if observable signs are identified.</p>	To Manager or RGA
Record	Notate interaction and action taken and pass on information to your Manager	Manager or RGA to record referral on the RG register
Review	Review if there is anything you could do better and help identify signs of problem gaming	RGA to review register to review trends and assist in the service of RG

# YOUR ROLE



- Partnership with Responsible Gaming
- Convey to our customers that action is taken in their best interests/welfare
- Encourage responsibility in customers' time management and adequate breaks
- If you have any concerns or if our customers require further assistance contact the RGA or Responsible Gaming Management
- Maintain compliance with the Code of Conduct and relevant legislation at all times



# YOUR ROLE



Research has shown that early recognition and intervention can help reduce harm associated with gambling

## Low level signs

- Understand and recognise early warning behavioral indicators
- Identify customers potentially experiencing problems with their gambling
- Monitor, observe and record

## High level signs

- Recognise behavioural signs indicating a problem
- Approach and offer assistance
- Call a RGA

# YOUR ROLE



## Supporting staff with RG responsibilities

- Remind and encourage staff to relay and record information regarding customers they have observed with low level signs
- Reinforce their role in immediate escalation when observing indicators of problem gambling behaviours
- Encourage staff to report to their manager if unsure of low/high level indicators
- Discuss RG in relation to customerservice
- Ask directly for observations of customers inbriefings
- Demonstrate commitment to RG through proactive interactions
- Recognise and reward staff through Crown's Recognition Program

# YOUR ROLE



Your role in high level interventions:

## Self Exclusion

Advise customer of the process

- Provision of photo id
- Photo and personal details taken for RGC records
- Explanation of obligations and boundaries of the Self Exclusion Order
- Minimum term 12 months with other options available
- Statement will be taken
- Exclusion Order witnessed and issued

# YOUR ROLE



Your role in high level interventions:

## Dealing with challenging customer behaviours and actions

- Evaluate the behaviour in the context of observable signs in order to recognise the difference between security related incidents and RGA involvement
- Engage in conversation where safe to do so
- Determine level of threat to staff and customers
- Refer to RGA/Security where appropriate

# SELF CARE



- Crown recognises that some employees (like other members of the community) may experience personal difficulties, including with their gambling behaviour outside their employment at Crown, and may benefit from counselling support.
- Crown employees are encouraged to seek professional assistance through the Employee Assistance Program
- This is a free service for all employees and their immediate family.



# RECAP



- Crown has a comprehensive Responsible Gaming Program and is recognised by stakeholders
- The Code of Conduct
- Refer customers displaying Observable Signs directly to a RGA
- Ensure you contact a RGA for Responsible Gaming matters
- Awareness

# SCENARIOS



- A staff member refers a customer displaying observable signs. Describe the observable signs  
What would you do?
- A customer approaches you asking about Self Exclusion Describe the process
- Describe a difficult customer  
What behaviours are they displaying?  
How do you differentiate whether to call Security or the RGA.
- Describe ways you can raise awareness of behavioural indicators with your staff.

# QUESTIONS

