



# Responsible Service of Gaming

Induction



AWARENESS. ASSISTANCE. SUPPORT

# OVERVIEW



- Our responsibilities
- Digital information
- Relevant Acts
- What is Responsible Gaming
- Responsible Gaming Centre (**RGC**)
- Crown's Responsible Gaming Message
- Self Care
- Responsible Gambling Code of Conduct (**Code of Conduct**)
- Observable Signs
- Your Responsibility
- Assessment
- Remember



AWARENESS. ASSISTANCE. SUPPORT

# OUR RESPONSIBILITIES



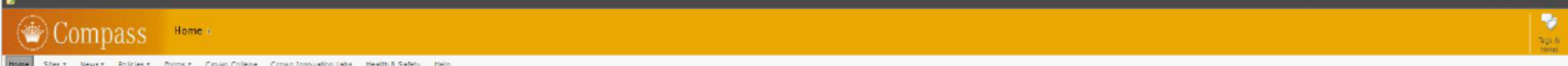
AWARENESS. ASSISTANCE. SUPPORT

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



AWARENESS. ASSISTANCE. SUPPORT

# DIGITAL INFORMATION



- Quick Links**
- URL
- [Alert Line](#)
  - [Ask Seen](#)
  - [Borby Tivvatt](#)
  - [Cico 'Conference Now' user guide](#)
  - [Compliance](#)
  - [Contact Officer Network](#)
  - [Crown Employee benefits](#)
  - [Crown Learn](#)
  - [Crown Melbourne website](#)
  - [Crown Perth website](#)
  - [Crown Reports](#)
  - [Crown Resorts RAP](#)
  - [Crown Resorts website](#)
  - [Crown Rewards](#)
  - [Crown Rewards FAQ](#)
  - [Crown Staff Club](#)
  - [Crown Suspicious Activity Report](#)
  - [CROWN EARTH](#)
  - [EA Information](#)
  - [Emergency assembly areas - Crown Melbourne](#)
  - [Employee Assistance Program](#)
  - [Employee Car Parking Guide](#)
  - [Employee Consultative Committee](#)
  - [ESCS](#)
  - [Jabber Quick User Guide](#)
  - [Mobile BRIC - How to download and install](#)
  - [Nobu Bento Box order form](#)
  - [O bits](#)
  - [Performance Evaluation Plan](#)
  - [Responsible Gaming](#)
  - [Showbiz](#)
  - [Staff photo shoot registry](#)
  - [VIP International Service Awards](#)
  - [Work-Life Rostering Committee](#)



**Feature News**

[Employee Benefits](#)

## CROWN EMPLOYEE BENEFITS

TAKE ADVANTAGE OF THE GREAT BENEFITS WORKING AT CROWN MELBOURNE

**Employee Search**

Enter search criteria:

Search by Department or Position Title Only



**CLICK HERE TO VIEW**

- On Your Break**
- [The Sanctuary Health Club](#)
  - [The Age](#)
  - [The Herald Sun](#)
  - [Medlink](#)
  - [Movie Times](#)
  - [Ticketek](#)
  - [Ticketmaster](#)
  - [Whereis.com](#)
  - [Fox Sports](#)

- MY PERSONAL DETAILS**
- [Online Payroll](#)
  - [Payroll Deductions](#)
  - [My Personal Details](#)

**CROWN IT**

URL

Crown IT are in the process of launching a new portal which will make it easier to request IT services or report IT issues. During this change over period, please email helpdesk@crownmelbourne.com.au or contact 4740 to report IT issues.

[Personal Message Manager](#)

- Partial Login**
- [Login](#)

**Nominate a Superstar**

Click here to nominate a

# DIGITAL INFORMATION



MENU



CROWN

LOG IN JOIN NOW

You are here: [Home](#) > [Casino](#) > [Responsible Gaming](#) > [Responsible Gaming](#)



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



LOG IN



BOOK



OFFERS



CONTACT



SHARE



INFO

- Responsible Gaming
- Responsible Gaming Centre
  - Self Exclusion Program
  - Third Party Exclusion
  - Counselling
  - Chaplaincy Support
- Crown Responsible Gambling Code of Conduct
- YourPlay

## ABOUT RESPONSIBLE GAMING

### Crown's commitment to Responsible Gaming

We are committed to providing and promoting gaming in a responsible manner. A number of responsible gaming initiatives have been introduced. Including:

- The Responsible Gaming Centre
- Referral to a range of support services
- A Self Exclusion Program
- Third Party Exclusion
- The Chaplaincy Support Service for anyone seeking Spiritual support
- Responsible Gambling Code of Conduct

Responsible gaming occurs in a regulated environment where the potential for harm associated with gambling is minimised as customers are informed and can therefore make sensible and rational choices based on their individual circumstances.



VISIT CROWN PERTH

OPEN SITE MAP



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# RESPONSIBLE GAMING LEGISLATION



*Casino Control Act 1991 (Vic) and Gambling Regulation Act 2003 (Vic)*

Ensuring gaming is conducted:

- honestly;
- free from criminal influence;
- to foster responsible gaming; and
- for the promotion of tourism, employment, and economic development.

*Liquor Control Reform Act 1998 (Vic)*

- Responsible Service of Alcohol

Regulated by the Victorian Commission for Gambling and Liquor Regulation (**VCGLR**)

# RESPONSIBLE GAMING



One definition of Responsible Gaming is :

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**



# RESPONSIBLE GAMING CENTRE



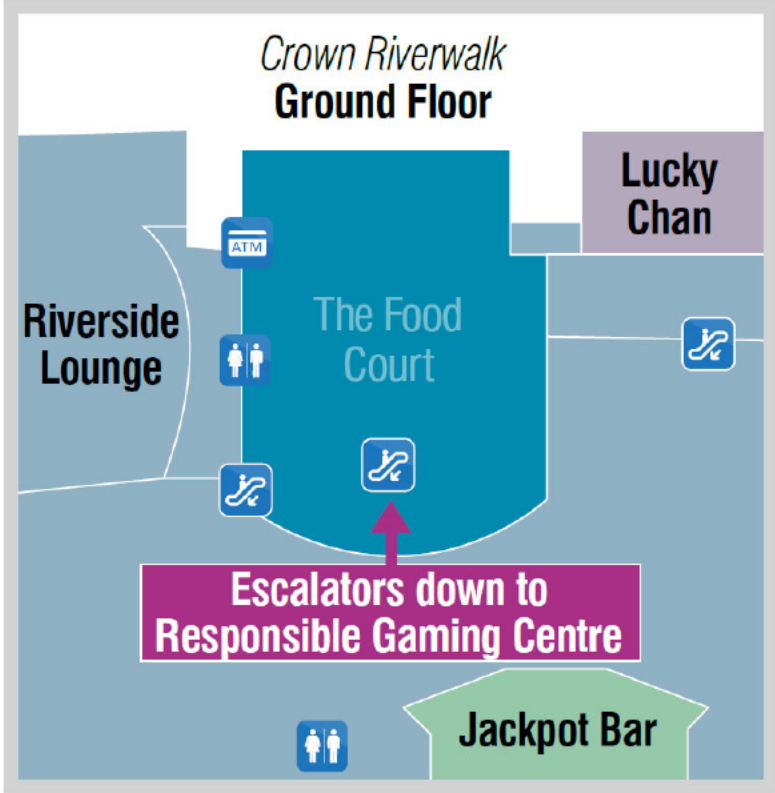
## RGC

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

# RESPONSIBLE GAMING CENTRE



Location - Level B1, underneath main Food Court and above the Poker Room



# RESPONSIBLE GAMING CENTRE



# RESPONSIBLE GAMING



## Responsible Gaming Staff

- Responsible Gaming Advisors (**RGAs**)
- Responsible Gaming Psychologists
- Responsible Gaming Management

## Programs

- Self Exclusion (cross-property, revocation, gambling resumption)
- Third Party Exclusion
- Data Analytics & CCTV (Play Periods, Crown Model & Neoface)
- YourPlay /PlaySafe (voluntary time and spend limits)
- Player Activity Statements
- Referral to Support Services – i.e. Gambler’s Help
- Counselling
- Chaplaincy Support Services
- Information in Languages other than English and Interpreters are available



AWARENESS. ASSISTANCE. SUPPORT

# ACCESSING GAMBLING PRODUCT INFORMATION



## Gambling Product Information:

Crown displays signs at the Crown Rewards locations advising customers that upon request, Crown will provide information on the Rules of all Table Games and EGMs offered for play at the Casino.

Gambling product information can also be located at:

- Crown website
- Player Information Display screens

# 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.



# CODE OF CONDUCT



## Code of Conduct

- Crown's commitment to responsible gaming practices and its obligations
  - Financial transactions & ATMs
  - Minors in the casino and unattended children
  - Includes obligations for all employees
  - Must be supplied upon request
  - Available in seven other languages
  - Responsible Gambling Incident Register
- ## Available at:
- RGC
  - By contacting a RGA
  - Crown Rewards locations
  - Crown Melbourne website and Intranet (Compass)
  - Brochure stands near Cashier locations
  - Casino floor entrances

# 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

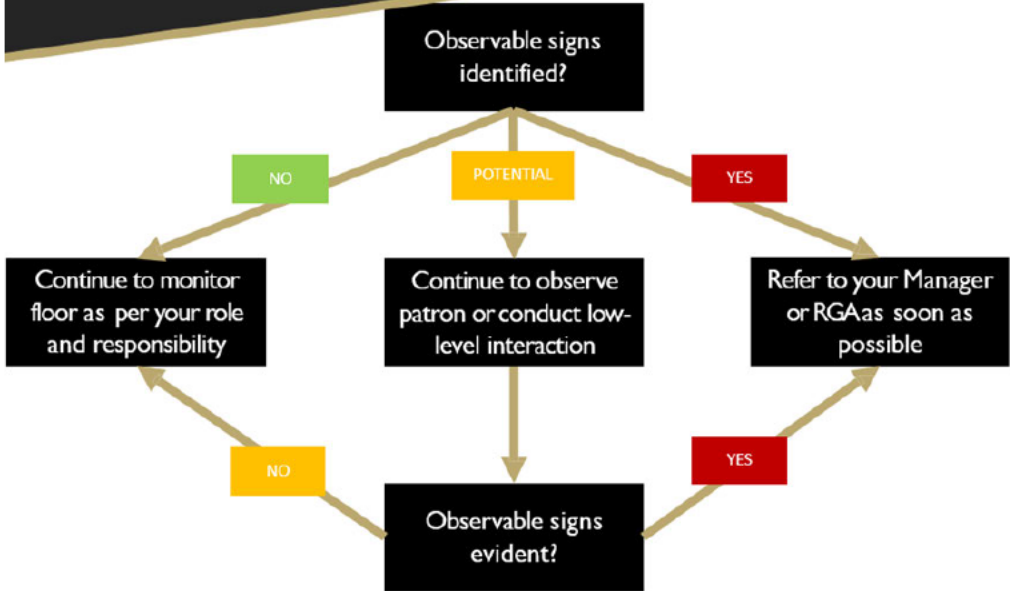
## Social

- 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



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

# OBSERVABLE SIGNS



## Pocket Guide

### RESPONSIBLE GAMING INFORMATION FOR EMPLOYEES



AWARENESS, ASSISTANCE, SUPPORT

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



Assistance from the Responsible Gaming Centre (RGC) is available 24/7 on 1800 801 098 or ext. 5766



The Responsible Gambling Code of Conduct is available from the RGC, all casino entrances, Crown Rewards desks, Cashier desks and the website



The RGC is located on Level B1, below the Main Food Court (above the Poker Room)



If someone is displaying potential signs of problem gambling, contact the RGC directly or speak to your manager

### OBSERVABLE SIGNS

**Self-disclosure** – self-disclosure of a problem with gaming or request to self-exclude

**Family concerns** – requests for assistance from family and/or friends concerned about an individual's gaming behaviour

**Unattended children** – children left unattended while a parent/guardian gambles

**Aggression** – gets angry while gaming or shows signs of distress during or after gaming

**Excessive time** – often gambles for long periods without a break

**Borrowing money** – witnessed or heard that a customer was trying to borrow money for gaming

**Changes in appearance** – significant decline in appearance

**Conflict** – observed conflict over gaming between family or friends

**Unrealistic** – unrealistic remarks about gaming

**Complaints/Blaming** – complains to staff about losing or blames the casino or gaming product for losing

**Secretive** – secretive or embarrassed about being at the casino or stays on to gamble when friends leave the venue

**Avoidance** – gambles without reacting to what is going on around them and avoids contact or conversation with others

**ATM** – frequent visits to the ATM



AWARENESS. ASSISTANCE. SUPPORT

## GAMBLING AS AN EMPLOYEE OF CROWN



- It is a condition of employment that employees of the Crown Group do not gamble at or with the property or business at which they are ordinarily employed (nor may any employee cause other persons to gamble or place bets on their behalf) during their period of employment and for a period or six months (or for any alternate period stipulated in their employment contract), after their employment ceases.
- Failure of employees to comply with this policy may result in disciplinary action up to and including termination of employment.
- For further information regarding gambling as an employee, refer to: Crown Resorts Gambling by Employees Policy located on Compass; and Code of Conduct - Interaction With Staff (Page 17).



# YOUR RESPONSIBILITY



All Crown staff have a responsibility to provide exceptional customer service, which includes customer care regarding their experiences with gambling.

If you are going to work on the gaming floor, you have an opportunity to watch your customers and observe their behaviour over time.

# ASSESSMENT



1. What is Crown's Responsible Gaming message?
2. Name at least two locations where you can direct customers to a copy of the Code of Conduct.
3. Where can you access the Code of Conduct in Languages other than English?
4. Name at least two services offered at the RGC.
5. RGAs are available to assist customers and provide information and referral. What times are they available?
6. Where is the RGC located?
7. Observable Signs are seen or reported behaviours or patterns of behaviours which are potential indicators that a person may be experiencing problems with their gambling behaviours. Name at least five of these.
8. What is the process to follow should you observe a customer displaying any of the Observable Signs?

# REMEMBER



- Make the Code of Conduct available
- Self care
- Where to access information – Intranet, brochure stands, wardrobe, staff club, RGC
- Refer customers displaying Observable Signs to your supervisor/manager or directly to the RGC/RGA

# QUESTIONS



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