

Session Plan

Responsible Service of Gaming (RSG) – Induction

Content	<ol style="list-style-type: none"> 1. Our responsibilities 2. Digital information 3. Relevant Acts 4. What is Responsible Gaming 5. Responsible Gaming Centre (RGC) 6. Accessing Gambling Product Information 7. Self Care 8. Responsible Gambling Code of Conduct (Code of Conduct) 9. Observable Signs 10. Your Responsibility 11. Assessment 12. Remember
Training Outcomes	At the end of this session, participants will be able to demonstrate an awareness and understanding of the Responsible Gaming (RG) framework at Crown Melbourne (Crown), observable signs, their responsibilities and available assistance
Training Method	<ul style="list-style-type: none"> ▪ Face-to-Face Facilitated Session
Participants	<ul style="list-style-type: none"> ▪ All staff commencing employment at Crown including all staff who perform any of the functions of a special employee in relation to gaming machines.
Duration	<ul style="list-style-type: none"> ▪ This session is 45 minutes in duration
Assessment	<ul style="list-style-type: none"> ▪ Group assessment – verbal assessment – 8 questions ▪ Checks for understanding during session delivery ▪ Verbal assessment conducted during session delivery
Training Support Materials	<ul style="list-style-type: none"> ▪ Responsible Gambling Code of Conduct brochures ▪ Pocket card – ‘Responsible Gaming Information For Employees’ ▪ PowerPoint Presentation – RG Induction

Estimated Time	Learning Outcomes / Discussion Points	Resources / Aids
2 mins	<p>Overview and Our Responsibilities</p> <p>Welcome, Introduce self</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ Understand the company commitment to RG ▪ Understanding and knowledge of the Code and relevant compliance ▪ Know the behavioural indicators potentially linked to problem gambling ▪ Understand role in RG as employees and successfully facilitate Crown RG processes ▪ Refresh knowledge of Crown's RG programs and understanding of key RG roles ▪ Responsible Gaming Logo (Slide 3): Employees can recognise the Responsible Gaming Logo and message ▪ Employees understand Crown's Responsible Gaming message ▪ <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Explain Crown's commitment to Responsible Gaming (RG) ▪ Explain the Responsible Gaming Framework at Crown ▪ Responsible Gaming Logo (Slide 3): Ask participants if they have seen this anywhere ▪ Discuss the responsible gaming message and the two telephone numbers and how they assist customers <p>State assessment method</p> <p>Display the RG logo and ask participants to think about what they see and it will be discussed later</p>	PowerPoint Slides 1 to 3
2 mins	<p>Digital Information</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ Know that information is available on a number of platforms including Intranet, Internet, across the gaming floor and back of house <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Responsible Gaming resources and information for employees can be located on Crown's Intranet, (Compass) ▪ Crown's guests can find Responsible Gaming information on the Crown website 	PowerPoint Slides 4 & 5

3 mins	<p>Responsible Gaming Legislation</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ Describe the Acts governing casino operations and responsible gaming, and the duties of the Victorian Commission for Liquor and Gambling Regulation (VCGLR) Inspectors <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Explain the links between the Act ▪ Explain that we cannot knowingly allow an intoxicated customer to gamble 	PowerPoint Slide 6
3 mins	<p>What is Responsible Gaming and Gambling Harm</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ Describe Responsible Gaming definition ▪ Describe Gambling Harm definition <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Explain the importance of keeping within affordable limits of money and time, and avoiding gambling related harm ▪ Explain the harm gambling can have on an individual and the people's lives around them 	PowerPoint Slides 7 & 8
5 mins	<p>Responsible Gaming Centre (RGC)</p> <p>Learning Outcomes</p> <ul style="list-style-type: none"> ▪ Provide a brief history and function of the RGC and describe the location ▪ Know Crown's RG programs ▪ Identify and understand the roles of key RG staff, especially the Responsible Gaming Advisor (RGA) ▪ Customer interaction and RG matters ▪ Know the availability of the RGC ▪ Describe how Responsible Gaming uses data analytics to identify potential problem gamblers ▪ Understand that Crown has a facial recognition system <p>Discussion:</p> <ul style="list-style-type: none"> ▪ The RG various programs and services available at Crown and how to access ▪ Invite participants to share any experience of knowledge they already have in relation to RG at Crown ▪ Understand Play Periods at Crown ▪ Explain the Responsible Gaming Crown Model ▪ Understand how Crown has a facial recognition system to identify banned patrons. 	PowerPoint Slides 9 to 12
2 mins	<p>Accessing Gambling Product Information</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ Employees are informed about the availability of Gambling Product Information ▪ Employees understand Crown's Responsible Gaming message <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Refer to the initial question posed at the start of the session and ask participants if they have seen this anywhere 	PowerPoint Slide 13

<p>2 mins</p>	<p>Self Care</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ Employees understand options available if experiencing problem gambling <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Describe the four elements on the slide and how they relate to employee and customer assistance should they be experiencing difficulties with gambling behaviours ▪ Understanding how contact can be made 	<p>PowerPoint Slide 14</p>
<p>3 mins</p>	<p>Code of Conduct</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ Provisions of the Code of Conduct ▪ How it is implemented at Crown ▪ Obligations and compliance ▪ Code availability ▪ Minors and children in the casino and its immediate surrounds (including unattended children) ▪ Limitations relating to cash facilities ▪ Providing credit and lending money ▪ Describing the importance of the Responsible Gambling Incident Register <p>Discussion:</p> <ul style="list-style-type: none"> ▪ The importance of the Code and employee obligations ▪ Discuss availability including in Languages other than English (LOTE) ▪ The Code will also be covered in the RSG online training ▪ What to do in the event of an unattended child or minor ▪ Explain Crown's Policies in regards to cash facilities and providing credit/lending money ▪ Explaining the Responsible Gambling Incident Register and how entries are made/the role of staff in helping us make those entries 	<p>PowerPoint Slide 15</p>
<p>9 mins</p>	<p>Observable Signs</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ Describe what is meant by observable signs and their background in research and experience ▪ Know the behavioural indicators that are commonly associated with problem gambling behaviours ▪ Describe the hierarchy of responses to potential gambling harm ▪ Understand the different obligation for a Customer Service Attendant, Gaming Machines <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Describe examples of each observable sign, tailoring to the participants ▪ Invite questions ▪ Provide participants with their pocket card 	<p>PowerPoint Slides 16 to 20</p>



AWARENESS. ASSISTANCE. SUPPORT



1 min	<p>Observable Signs</p> <p>Training Support Material - Pocket card – ‘Responsible Gaming Information For Employees’ is handed out and discussed</p>	Power Point Slide 21
1 min	<p>Gambling as an Employee of Crown</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> • An understanding of Crown’s staff gambling policy <p>Discussion:</p> <ul style="list-style-type: none"> • Explain the policies and procedures relating to gambling as an employee and where participants can access these 	PowerPoint Slide 22
3 mins	<p>Your responsibility</p> <p>Learning outcomes:</p> <ul style="list-style-type: none"> ▪ Employees understand the scope of their responsibility in our commitment to responsible gaming at Crown <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Discuss the referral model at Crown and the role of employees 	PowerPoint Slide 23
3 mins	<p>Assessment</p> <p>Learning outcomes:</p> <ul style="list-style-type: none"> ▪ Facilitator to confirm knowledge of responsible gaming at the conclusion of the session <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Facilitator to ask the group 8 verbal assessment questions 	PowerPoint Slide 24 – Verbal Assessment
2 mins	<p>Remember</p> <p>Learning outcomes:</p> <ul style="list-style-type: none"> ▪ Reinforce key messages and responsibilities from the session <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Discuss the key points and how easy it is to engage with RG at Crown via the referral model 	PowerPoint Slide 25
4 mins	<p>Questions</p> <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Facilitator to address any questions from the group 	PowerPoint Slide 26