




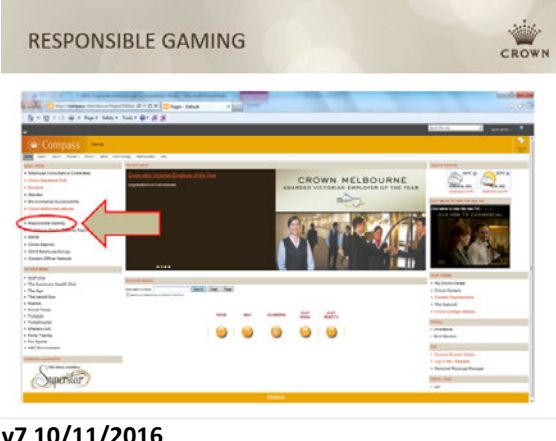


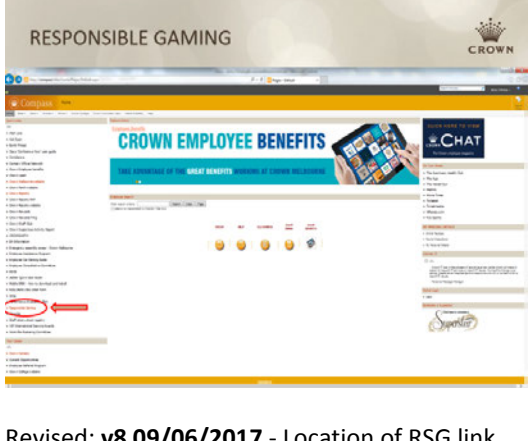

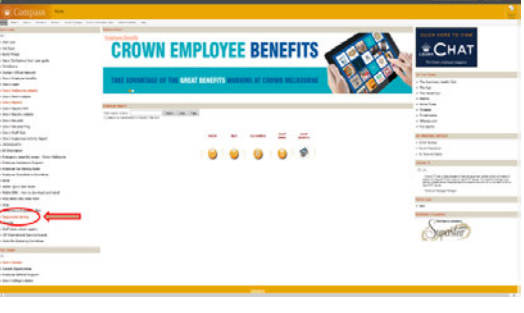
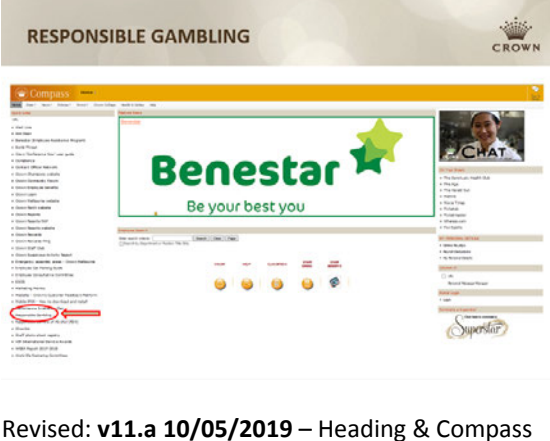

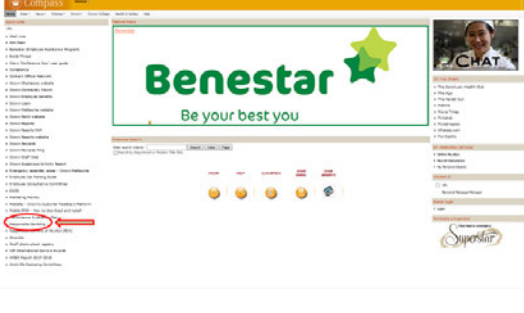
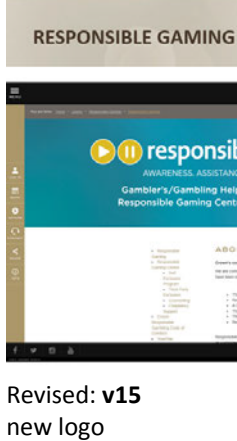

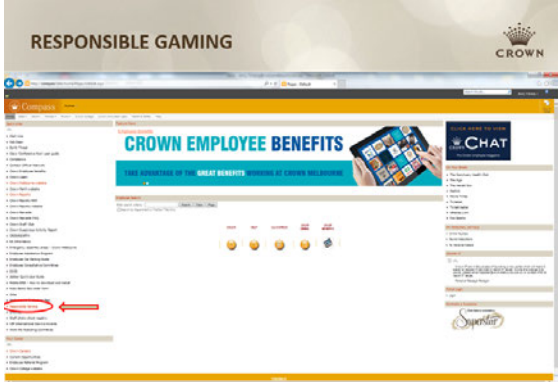
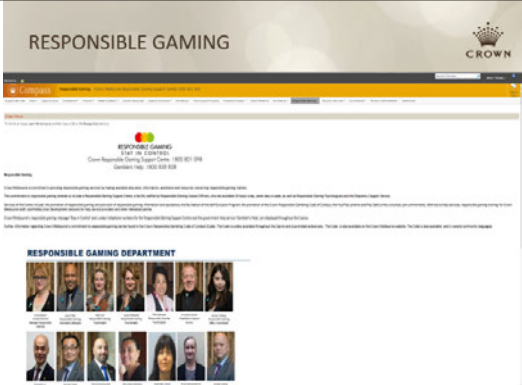
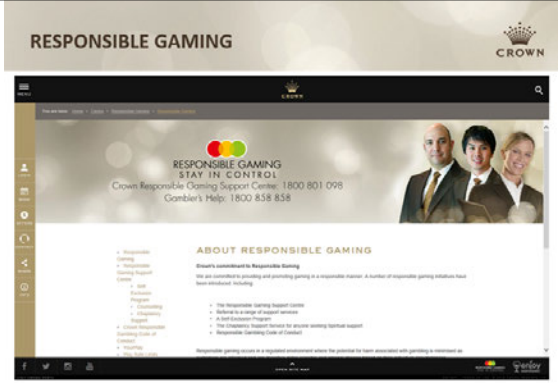


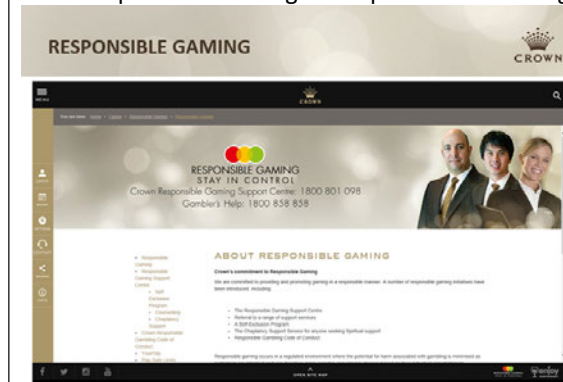
Slide No.	2016	2017	2018	2019
Slide 1	 <p>OUR RESPONSIBILITIES </p> <p> RESPONSIBLE GAMING STAY IN CONTROL Crown Responsible Gaming Support Centre: 1800 801 098 Gambler's Help: 1800 858 858</p> <p>v7 10/11/2016</p>	<p>No change</p>	<p>No change</p>	 <p>OUR RESPONSIBILITIES</p> <p> resp AWARENESS Gambler's/Gam Responsible Ga</p> <p>Revised: v14 logo change</p>
Slide 2	 <p>RESPONSIBLE GAMING </p> <p></p> <p>v7 10/11/2016</p>	 <p>RESPONSIBLE GAMING </p> <p></p> <p>Revised: v8 09/06/2017 - Location of RSG link</p>	 <p>RESPONSIBLE GAMBLING </p> <p></p> <p>Revised: v11.a 10/05/2019 – Heading & Compass</p>	 <p>RESPONSIBLE GAMING</p> <p> responsi AWARENESS ASSISTANCE Gambler's/Gambling Help Responsible Gaming Centre</p> <p>Revised: v15 new logo</p>

		<p>on Compass has moved</p>	<p>title changed from Responsible Gaming to Responsible Gambling</p>  <p>Revised: v13 04/06/2019 – Heading & Compass title changed from Responsible Gaming to Responsible Gambling</p>	
<p>Slide 3</p>		 <p>Revised: v9 17/11/2017 - Additional slide added for RSG department on Compass</p>	 <p>Revised: v10 04/01/2018 – Removal of Compass slide and replaced with RSG webpage from</p>	




crownmelbourne.com.au






Revised: v11.a 10/05/2019 – Heading changed from Responsible Gaming to Responsible Gambling



Revised: v13 04/06/2019 – Heading changed from Responsible Gaming to Responsible Gambling

<p>Slide 4</p>	<p>RESPONSIBLE GAMING </p> <p><i>Casino Control Act 1991 (Vic) and Gambling Regulation Act 2003 (Vic)</i></p> <p>Ensuring gaming is conducted:</p> <ul style="list-style-type: none"> • honestly; • free from criminal influence; • to foster responsible gambling; and • for the promotion of tourism, employment, and economic development. <p><i>Liquor Control Reform Act 1998 (Vic)</i></p> <ul style="list-style-type: none"> • Responsible Service of Alcohol <p>Regulated by the Victorian Commission for Gambling and Liquor Regulation (VCGLR)</p> <p>v7 10/11/2016</p>	<p>No change</p>	<p>RESPONSIBLE GAMBLING </p> <p><i>Casino Control Act 1991 (Vic) and Gambling Regulation Act 2003 (Vic)</i></p> <p>Ensuring gaming is conducted:</p> <ul style="list-style-type: none"> • honestly; • free from criminal influence; • to foster responsible gambling; and • for the promotion of tourism, employment, and economic development. <p><i>Liquor Control Reform Act 1998 (Vic)</i></p> <ul style="list-style-type: none"> • Responsible Service of Alcohol <p>Regulated by the Victorian Commission for Gambling and Liquor Regulation (VCGLR)</p> <p>Revised: v11.a 10/05/2019 – Heading changed from Responsible Gaming to Responsible Gambling</p> <p>RESPONSIBLE GAMING </p> <p><i>Casino Control Act 1991 (Vic) and Gambling Regulation Act 2003 (Vic)</i></p> <p>Ensuring gaming is conducted:</p> <ul style="list-style-type: none"> • honestly; • free from criminal influence; • to foster responsible gambling; and • for the promotion of tourism, employment, and economic development. <p><i>Liquor Control Reform Act 1998 (Vic)</i></p> <ul style="list-style-type: none"> • Responsible Service of Alcohol <p>Regulated by the Victorian Commission for Gambling and Liquor Regulation (VCGLR)</p> <p>Revised: v13 04/06/2019 – Heading changed from Responsible Gaming to Responsible Gambling</p>	<p>No change</p>
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<p>Slide 5</p>	<div data-bbox="297 256 851 327"> <p>RESPONSIBLE GAMING </p> </div> <p data-bbox="342 368 801 544"> Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of the collective actions and shared ownership by individuals, communities, the gambling industry and Government to achieve outcomes that are socially responsible and responsive to community concerns.* </p> <p data-bbox="349 600 790 612"> <small>* Queensland Treasury (2002). The Queensland responsible gambling strategy: A partnership approach. February.</small> </p> <p data-bbox="297 644 461 671"> v7 10/11/2016 </p>	<p>No change</p>	<div data-bbox="1417 256 1971 327"> <p>RESPONSIBLE GAMBLING </p> </div> <p data-bbox="1462 368 1921 544"> Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of the collective actions and shared ownership by individuals, communities, the gambling industry and Government to achieve outcomes that are socially responsible and responsive to community concerns.* </p> <p data-bbox="1469 600 1910 612"> <small>* Queensland Treasury (2002). The Queensland responsible gambling strategy: A partnership approach. February.</small> </p> <p data-bbox="1417 644 1966 703"> Revised: v11.a 10/05/2019 – Heading changed from Responsible Gaming to Responsible Gambling </p> <div data-bbox="1417 708 1971 778"> <p>RESPONSIBLE GAMING </p> </div> <p data-bbox="1462 820 1921 995"> Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of the collective actions and shared ownership by individuals, communities, the gambling industry and Government to achieve outcomes that are socially responsible and responsive to community concerns.* </p> <p data-bbox="1469 1051 1910 1064"> <small>* Queensland Treasury (2002). The Queensland responsible gambling strategy: A partnership approach. February.</small> </p> <p data-bbox="1417 1099 1966 1158"> Revised: v13 04/06/2019 – Heading changed from Responsible Gaming to Responsible Gambling </p>	<p>No change</p>
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Slide 6

RESPONSIBLE GAMING



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

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

v7 10/11/2016

No change

RESPONSIBLE GAMBLING



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Revised: v11.a 10/05/2019 – Heading changed from Responsible Gaming to Responsible Gambling

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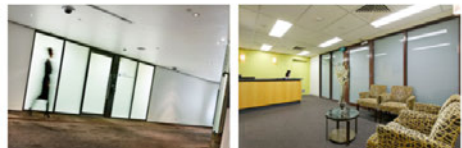
Location - Level B1, underneath main Food Court and above the Poker Room

Revised: v13 04/06/2019 – Heading & titles changed from Responsible Gaming to Responsible Gambling

No change

Slide 7

RESPONSIBLE GAMING



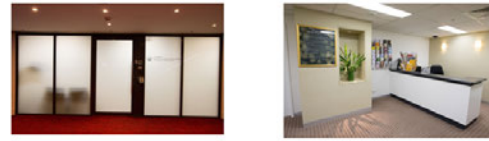
v7 10/11/2016

RESPONSIBLE GAMING



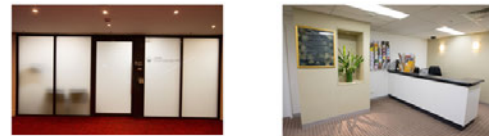
Revised: v8 09/06/2017 - RSG location photos updated

RESPONSIBLE GAMBLING



Revised: v11.a 10/05/2019 – Heading and titles changed from Responsible Gaming to Responsible Gambling & RGSC (Responsible Gaming Support Centre) to RGC (Responsible Gambling Centre)

RESPONSIBLE GAMING



Revised: v13 04/06/2019 – Heading changed from Responsible Gaming to Responsible Gambling

No change

Slide 8

RESPONSIBLE GAMING



Responsible Gaming Staff

- Responsible Gaming Liaison Officers (RGLOs)
- Responsible Gaming Psychologists
- Responsible Gaming Management

Programs

- Self-Exclusion (including revocation, gambling resumption)
- YourPlay (voluntary time and spend limits)
- Player Activity Statements
- Referral to Support Services – I.e. Gambler's Help
- Counselling
- Chaplaincy Support Service

v7 10/11/2016

No change

RESPONSIBLE GAMBLING



Responsible Gambling Staff

- Responsible Gambling Advisors (RGAs)
- Responsible Gambling Psychologists
- Responsible Gambling Management

Programs

- Cross Property Self-Exclusion (including revocation, gambling resumption)
- YourPlay (voluntary time and spend limits)
- Player Activity Statements
- Referral to Support Services – I.e. Gambler's Help
- Counselling
- Chaplaincy Support Service

Revised: **v11.a 10/05/2019** – Heading changed from Responsible Gaming to Responsible Gambling & Self Exclusion changed to 'Cross Property self exclusion'

RESPONSIBLE GAMING



Responsible Gaming Staff

- Responsible Gaming Advisors (RGAs)
- Responsible Gaming Psychologists
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Programs

- Cross Property Self-Exclusion (including revocation, gambling resumption)
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Revised: **v13 04/06/2019** – Heading changed from Responsible Gaming to Responsible Gambling & all words mentioning gambling changed to gaming

No change

Slide 9

RESPONSIBLE GAMING




RESPONSIBLE GAMING
 STAY IN CONTROL
 Crown Responsible Gaming Support Centre: 1800 801 098
 Gambler's Help: 1800 858 858

Crown's Responsible Gambling Message

v7 10/11/2016

No change

RESPONSIBLE GAMBLING




RESPONSIBLE GAMING
 STAY IN CONTROL
 Crown Responsible Gaming Support Centre: 1800 801 098
 Gambler's Help: 1800 858 858

Crown's Responsible Gambling Message

Revised: v11.a 10/05/2019 – Heading changed from Responsible Gaming to Responsible Gambling

RESPONSIBLE GAMING




RESPONSIBLE GAMING
 STAY IN CONTROL
 Crown Responsible Gaming Support Centre: 1800 801 098
 Gambler's Help: 1800 858 858

Crown's Responsible Gambling Message

Revised: v13 04/06/2019 – Heading changed from Responsible Gaming to Responsible Gambling

RESPONSIBLE GAMING


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 Responsible G

Crown's Res

Revised: v14 27/06/20 logo changed

Slide 10

RESPONSIBLE GAMING 


Davidson Trahaire Corpsych
Employee Assistance Program
A confidential & free service








Gambler's Help
1800 858 858
gamblershelp.com.au

v7 10/11/2016

RESPONSIBLE GAMING 

Davidson Trahaire Corpsych
Employee Assistance Program
A confidential & free service

Gambler's Help
1800 858 858
gamblershelp.com.au

Revised: v10 17/11/2017 – Team photo update

RESPONSIBLE GAMING 

Benestar 
Be your best you





Gambler's Help
1800 858 858
gamblershelp.com.au

Revised: v11 24/10/2018 – Team photo change & EAP provider changed from Davidson Trahaire Corpsych to Benestar

RESPONSIBLE GAMBLING 

Benestar 
Be your best you

















Gambler's Help
1800 858 858
gamblershelp.com.au




Revised: v11.a 10/05/2019 – Heading changed from Responsible Gaming to Responsible Gambling






No change




			<p>RESPONSIBLE GAMING </p>    <p>Revised: v13 04/06/2019 – Heading changed from Responsible Gaming to Responsible Gambling</p>	
<p>Slide 11</p>	<p>RESPONSIBLE GAMING </p> <p>Responsible Gambling Code of Conduct</p> <ul style="list-style-type: none"> • Crown's commitment to responsible gaming practices and its obligations • Includes obligations for all employees • Must be supplied upon request • Available in eight languages <p>Available at:</p> <ul style="list-style-type: none"> • Responsible Gaming Support Centre • By contacting a Responsible Gaming Liaison Officer • Crown Rewards desks • Crown Melbourne website and Intranet (Compass) • Brochure stands near Cashier locations • Casino floor entrances <p>v7 10/11/2016</p>	<p>No change</p>	<p>RESPONSIBLE GAMBLING </p> <p>Responsible Gambling Code of Conduct</p> <ul style="list-style-type: none"> • Crown's commitment to responsible gambling practices and its obligations • Includes obligations for all employees • Must be supplied upon request • Available in eight languages <p>Available at:</p> <ul style="list-style-type: none"> • Responsible Gambling Centre • By contacting a Responsible Gambling Advisor • Crown Rewards desks • Crown Melbourne website and Intranet (Compass) • Brochure stands near Cashier locations • Casino floor entrances <p>Revised: v11.a 10/05/2019 – Heading changed from Responsible Gaming to Responsible Gambling & all words mentioning gaming changed to gambling. Job title for contact is changed from Responsible gaming liason officer to Responsible Gambling Advisor</p>	<p>No change</p>


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<p>Slide 12</p>	<p>RESPONSIBLE GAMING </p> <p>Observable Signs</p> <p>Observable Signs 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.</p> <p>v7 10/11/2016</p>	<p>No change</p>	<p>RESPONSIBLE GAMBLING </p> <p>Observable Signs</p> <p>Observable Signs 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.</p> <p>Revised: v11.a 10/05/2019 – Heading changed from Responsible Gaming to Responsible Gambling</p>	<p>No change</p>

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<p>Slide 13</p>	<p>RESPONSIBLE GAMING </p> <ul style="list-style-type: none"> • Self-disclosure of a problem with gambling or request to self-exclude • Requests for assistance from family and/or friends concerned about an individual's gambling behaviour • Children left unattended whilst parent/guardian gambles • Gets angry while gambling or shows signs of distress during or after gambling • Often gambles for long periods without a break • Witnessed or heard that a customer was trying to borrow money for gambling • Significant decline in personal grooming or appearance • Observed conflict over gambling between family members or friends • Unrealistic remarks about gambling • Complains to staff about losing or blames the casino or gambling product for losing • Secretive or embarrassed about being at the casino or stays on to gamble when friends leave the venue • Gambles without reacting to what is going on around him/her and avoids contact or conversation with others • Frequent visits to the ATM <p>v7 10/11/2016</p>	<p>No change</p>	<p>RESPONSIBLE GAMBLING </p> <ul style="list-style-type: none"> • Self-disclosure of a problem with gambling or request to self-exclude • Requests for assistance from family and/or friends concerned about an individual's gambling behaviour • Children left unattended whilst parent/guardian gambles • Gets angry while gambling or shows signs of distress during or after gambling • Often gambles for long periods without a break • Witnessed or heard that a customer was trying to borrow money for gambling • Significant decline in personal grooming or appearance • Observed conflict over gambling between family members or friends • Unrealistic remarks about gambling • Complains to staff about losing or blames the casino or gambling product for losing • Secretive or embarrassed about being at the casino or stays on to gamble when friends leave the venue • Gambles without reacting to what is going on around him/her and avoids contact or conversation with others • Frequent visits to the ATM <p>Revised: v11.a 10/05/2019 – Heading changed from Responsible Gaming to Responsible Gambling</p>	<p>No change</p>

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<p>Slide 14</p>	<p>RESPONSIBLE GAMING </p> <p>Your Responsibility</p> <p>Customers displaying these types of behaviours must be referred to a RGLO directly or via your supervisor/manager.</p> <p>v7 10/11/2016</p>	<p>No change</p>	<p>RESPONSIBLE GAMBLING </p> <p>Your Responsibility</p> <p>Customers displaying these types of behaviours must be referred to the RGC/RGA directly or via your supervisor/manager.</p> <p>Revised: v11.a 10/05/2019 – Heading changed from Responsible Gaming to Responsible Gambling & Job title changed from RGLO to RGC/RGA</p>	<p>No change</p>

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<p>Slide 15</p>	<p>RESPONSIBLE GAMING </p> <p>Assessment</p> <ol style="list-style-type: none"> 1. What is Crown's Responsible Gambling message? 2. Name at least two locations where you can direct customers to a copy of the Code. 3. Where can you access the Code in Languages other than English? 4. Name at least two services offered at the Responsible Gaming Support Centre (RGSC). 5. Responsible Gaming Liaison Officers (RGLOs) are available to assist customers, and provide information and referral. What times are they available? 6. What is the name of the Employee Assistance Program at Crown? 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? <p>v7 10/11/2016</p>	<p>No change</p>	<p>RESPONSIBLE GAMBLING </p> <p>Assessment</p> <ol style="list-style-type: none"> 1. What is Crown's Responsible Gambling message? 2. Name at least two locations where you can direct customers to a copy of the Code. 3. Where can you access the Code in Languages other than English? 4. Name at least two services offered at the Responsible Gambling Centre (RGC). 5. Responsible Gambling Advisors (RGAs) are available to assist customers, and provide information and referral. What times are they available? 6. What is the name of the Employee Assistance Program at Crown? 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? <p>Revised: v11.a 10/05/2019 – Heading changed from Responsible Gaming to Responsible Gambling & all words relating to gaming changed to gambling</p>	<p>RESPONSIBLE GAMING </p> <p>Assessment</p> <ol style="list-style-type: none"> 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. 3. Where can you access the Code in Languages other than English? 4. Name at least two services offered at the Responsible Gaming Support Centre (RGSC). 5. Responsible Gaming Advisors (RGAs) are available to assist customers, and provide information and referral. What times are they available? 6. Where is the Responsible Gaming Centre 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? <p>Revised: v17 01/11/2017 – 'what is the name of the Employee Assistance program?' to 'Where is the Employee Assistance Centre located?'</p>

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<p>Slide 16</p>	<p>RESPONSIBLE GAMING </p> <p>Remember.....</p> <ul style="list-style-type: none"> ➤ Make the Code available ➤ Self care ➤ Refer customers displaying Observable Signs to your supervisor/manager or directly to a RGLD <p>v7 10/11/2016</p>	<p>No change</p>	<p>RESPONSIBLE GAMBLING </p> <p>Remember.....</p> <ul style="list-style-type: none"> ➤ Make the Code available ➤ Self care ➤ Refer customers displaying Observable Signs to your supervisor/manager or directly to the RGC/RGA <p>Revised: v11.a 10/05/2019 – Heading changed from Responsible Gaming to Responsible Gambling</p>	<p>No change</p>

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