



Minutes of Meeting

TRIM ID: CD/19/9477

Meeting details		
Meeting title:	Responsible Service of Gaming (RSG) training at Crown Casino	Meeting #1
Date:	16 May 2019	Time: 10am
Location:	VCGLR, meeting room 3.03	

Attendees	
Tim O'Farrell	Manager, Regulatory Strategy & Research, VCGLR
Erika Russell	Senior Regulatory Strategy Officer, VCGLR
Seona March	Senior Regulatory Strategy Officer, VCGLR
Tony Phillips	Head of Knowledge & Policy, VRGF
Lindsay Shaw	Knowledge & Policy Officer, VRGF
Brett Hetherington	Senior Industry Engagement Coordinator, VRGF
Sonja Bauer	Group General Manager, Responsible Gambling, Crown
Susan McNulty	Responsible Gambling Psychologist, Crown
Leon Pillai	Responsible Gambling Manager, Crown

Item	Subject
1.	<p>Opening/apologies</p> <ul style="list-style-type: none"> An initial report on the RSG training will be presented to the Commission next week. The report outlines the training requirements and proposed timelines. The <i>Casino Control Act 1991</i> (CCA) outlines RSG training requirements (initial and refresher) for special employees at section 58A and 58B. The definition of a special employee was outlined, as per section 37(1)(a) and 37(1)(b) of the CCA. Several of the Sixth Casino Review recommendations are relevant to Responsible Gambling (RG) and potential future RSG training requirements. There is a need to explore what new content may be required since the previous approval in 2015 (such as matters covered in venue RSG and validated signs) and what RSG training format is appropriate.
2.	<p>Issues for discussion</p> <ul style="list-style-type: none"> As part of the 2015 approval of RSG training, the VCGLR provided a set of competencies that must be met. The new legislative requirements as per section 58A and 58B of the CCA provide broad discretion for the approval. It was agreed that the VCGLR will provide a list of competencies that must be met for RSG training for special employees. Crown agreed with this principle based approach and will demonstrate how the requirements are

met. Meetings will be held on a regular basis to ensure expectations are being met and that approval is achieved within the required timeframe.

- Crown acknowledged that there had been changes since 2015 (such as the addition of YourPlay) that should be reflected in new RSG training but also emphasised that the VCGLR should be mindful of the existing referral system and additional RSG training arrangements (i.e. those in addition to the RSG training), as well as the different context to venues. Crown stated that these differences mean that the current venue training, as a whole, is not necessarily a suitable model to adopt as the content only provides information about gaming venues. Additionally, the high volume of staff and different job roles means that not everyone could or should be trained to the same level, and that is one of the reasons the existing referral and RSG training model is used, leveraging Crown's RG framework, the professional support and employee welfare it provides.
- The extent of the approval was discussed. Crown stated that the current RSG training provided is in line with the 2015 competencies and that this was a good base from which they provide additional RSG training depending on roles and responsibilities. This layered model allows for flexibility (as there is no need to go back for VCGLR approval for the other RSG training such as that included in the induction and senior management training), is targeted, allows for responsiveness to industry changes, and goes beyond the base requirements of 2015.
- VCGLR acknowledged the existing model Crown has in place, but emphasised that the legislation relates to special employees and therefore the Commission needs to be satisfied that the base level of RSG training approved for special employees is appropriate. The structure of the approval will be considered further. This will include whether there is a need for advanced RSG training which may align with the intent of the senior management training.
- VRGF stated that while the content may be different to venues (due to the casino environment having more patrons and additional products that require other RG considerations), the outcomes sought would be the same (i.e. the necessary staff being able to identify and respond). The RSG training should reflect responsibilities and acknowledge that staff should expect to see people with RG issues.
- Crown sought clarification as to the roles of the VCGLR and VRGF in considering and approving the RSG training. The VCGLR confirmed that the VCGLR is responsible for approval as per the relevant legislation, and that the VRGF would provide expert advice.
- Crown stated that while the legislation applied to special employees, the different roles within the definition varied vastly in terms of function, customer contact, time on the gaming floor, and opportunities for observing and responding to RG concerns. The example of a count team member vs a dealer was provided. Currently dealers are provided with more RG training content compared to people who count money. Crown queried whether there could be different requirements for different types of special employees. Additionally, Crown explained that whilst not all roles had the same customer contact, that the current training format should not be considered redundant. This will be considered further.
- Crown confirmed that RGLOs are now referred to as Responsible Gambling Advisors (RGAs). The RGAs have discussions with staff on the gaming floor, and regularly attend musters and briefings. This provides opportunities for staff to learn about issues and to raise concerns about patrons. RG issues are recorded in incident registers by RGAs (as

reported by staff). Amongst other communication methods, table game issue logs are also used and staff can press a button located at table games to call for RGAs.

- In regard to the Sixth Casino Review recommendation 6, Crown confirmed they are reviewing which staff respond to RG concerns. Staffing levels for RGAs working at any one time have increased from one to up to three, and overall numbers have increased to twelve. This has occurred prior to the 2020 timeline. Increased staffing levels has assisted with workload as Crown has implemented a number of changes, and has provided greater flexibility. It was noted that the number of referrals received is not always a good indication of required RGA resources as some responses are simple and quick whereas others are complex and timely.
- In regard to the Sixth Casino Review recommendation 14, the draft strategy is being reviewed internally by Crown management. The VRGF stated that many of the items in this recommendation would require staff training. Crown stated that many components would be operational and may not necessarily be required in RSG training. More information about this recommendation should be able to be provided by Crown at future meetings.
- The potential format of any approved RSG training was discussed. Crown stated that the current RSG training is online and augmented by the facilitator led Induction and additional RSG training, a similar format to venue RSG training, which allows the necessary flexibility for staff completion given the 24 hour workforce.
- The VRGF stated that having both online and face to face components in the venue RSG training is considered beneficial for different learning styles. The assessment component is face to face as this provides the ability to adequately assess if requirements are met (this would not be achieved online).
- Crown asked whether the VCGLR requires RSG training to be undertaken prior to dealer training. VCGLR to check and confirm. Concerns were about the amount of training having to be undertaken in a short timeframe. The VCGLR will consider this in relation to any transitional arrangements for the new training.
- The Crown RSG refresher training is done every two years and is the same as the initial online training. The VRGF stated that the venue RSG refresher training is scheduled to be in place by 2020 and is likely to be required every three years. The benefits associated with refresher training not repeating initial training but instead building on experience was noted by the VRGF.

3. Forward planning and next scheduled meeting

The next meeting will take place in approximately one month. VCGLR to circulate an invite.

No	Action to be taken	Assigned to	Due date
1.	VCGLR to communicate the scope of the project to Crown and the VRGF.	VCGLR	24 May 2019
2.	VCGLR to clarify with Crown as to whether there is a requirement for RSG training to be undertaken prior to other VCGLR required training.	VCGLR	24 May 2019
3.	VCGLR to circulate draft minutes for review.	All	24 May 2019

4.	VCLGR to circulate invite for next meeting.	VCGLR	24 May 2019
5.	VCGLR to circulate final minutes.	VCGLR	7 June 2019
6.	VCGLR to provide a draft set of competencies for consideration.	VCGLR	At least one week prior to the next meeting