

Responsible Gaming Register

The Responsible Gaming Register (*The Register*) is an electronic database used by Responsible Gaming personnel to log activities pertaining to the service of responsible gaming at Crown Melbourne.

The electronic database used for the register is the Surveillance Event Entry Register (SEER). SEER is also used by other departments within Crown Melbourne as an event logging database and a repository for intelligence about persons (patrons and employees). Departments that use SEER include:

Surveillance
Security
Responsible Gaming
Compliance
Gaming

While there is crossover with regards to access to generic person information and low-level event reporting, SEER access is partitioned based on a user's department and role. This provides a layer of security that ensures only relevant personnel can access role specific and sensitive information.

Events recorded into The Register by Responsible Gaming personnel are listed in Table 1 below. These events are referred to as *Nature of Service*.

For each Nature of Service entry there are mandatory fields which stipulate who referred the event to the Responsible Gaming team (*Referred By*) and any referral to an external service (or other Crown department) subsequent to the Responsible Gaming interaction (*Referral Location*). The *Referred By* and *Referral Location* options are listed in Tables 2 and 3 below, respectively. In addition to this, each event entry has scope for free-text commentary to describe the details of the event/interaction and is linked to the relevant person file. Date/time stamps are also included, and user information is embedded in each entry for auditing purposes.

The register has inbuilt search capabilities allowing end users to locate persons and events. These search fields are accessed in the front-end of SEER and are available to users as per the access determined by their department/role. In addition to this, information entered into SEER is stored in the Corporate Data Warehouse (CDW). Using data mining software, a suite of reports is available to draw historical data from the register. These reports are also available to users based on their department and role. Bespoke reports can also be created by specially trained staff within the organisation.

The reports that Responsible Gaming personnel can generate from the register include, but are not limited to:

- Barred List
- RGA Contact report
- Nature of Service report
- Referral Location report

- Referred By report
- Responsible Gaming Daily Operational Report

Some reports (eg Daily Operational Report) are automatically run on a schedule and disseminated throughout the department or broader organisation, as appropriate.

The VCGLR conducts routine audits of Responsible Gaming which include auditing the register. Items included in these audits include:

- The details of RGA contact with patrons
- Interactions with unattended children incidents
- Referrals made to the Chaplaincy and Psychologist

In addition, the VCGLR conducts spot audits of the register and the recording of patron breaches of Self Exclusion.

Table 1:

Nature of Service
3 rd Party Assistance/Inquiry
3 rd Party SE Inquiry
Alert Notice generated
Attempted Breach
Breach of Self Exclusion
Card Misuse
Chaplaincy
Complaints
Counselling
Counselling Information
Crown Rewards / Previous Exclusion
Data Follow Up
Domestic
Exclusion Order Served
Exclusion Recommendation to SIU
Gaming Equipment Damage
GM/TG Staff & FATG focus
GRIP SE
GRIP TO
Illegal Act
Mail Suspension
Medical
Missing Persons

Mistaken Identity
Observable Signs
Operation Overview
Other
Play Periods
Play Periods Break
Remote Self Exclusion
Report Writer Contact – RGP
Request for Revocation
Revocation Application
Revocation Approved
Revocation Cancelled
Revocation Cancelled
Revocation Declined
Revocation Follow Up
Revocation Information
Revocation Interview
Revocation Paperwork Received
RG WOL
Seeking other Assistance
Self Exclusion
Self Exclusion Alleged Breach
Self Exclusion follow up
Self Exclusion Information
Self Harm / Suicide / Deceased
Time Out
Time Out Breach
TPE Application
TPE Application Received
TPE Approved
TPE Declined
TPE information
Unattended Child
Unpaid Parking
VCGLR Appeal
VCGLR Appeal declined
VCGLR Appeal upheld
VCGLR Audit
Website Enquiry
Welfare
WOL
WOL recommendation to SIU

Table 2:

Referred By
AHA
Cage & Count
Car Parks
Cleaning Services
Compliance
Crown Perth
Crown Rewards
First Aid
Food & Beverage
Gaming Machines
Guest Services
Host
Hotels
Law Enforcement
Maintenance
MIS
Responsible Gaming
Security
Self
Splunk
Surveillance
Table Games
Third Party
Unknown
VCGLR

Table 3:

Referral Location
AHA
Chaplaincy
Chinese Peer Connection (East)
Crown Perth
Emergency Housing
Gaming Machines
GH City
GH Eastern
GH Northern
GH Regional

GH Southern
GH Western
GHTel Service
Host
Legal
No Referral
RGA
RGC
RGP
Security
Student Care Service
Table Games
VCGLR
Vic Pol
Vietnamese (AVWA)