

Session Plan

Responsible Service of Gaming (RSG) for Senior Managers (Advanced)

Content	<ol style="list-style-type: none"> 1. Training Overview 2. Training Aims 3. Crown Principles 4. Crown Stakeholders 5. What is Responsible Gaming / Problem Gambling? 6. The Responsible Gaming Message 7. Responsible Gaming Centre (RGC) 8. Data Analytics & CCTV 9. Play Periods 10. Brochures, Signage & Advertising 11. Responsible Gambling Code of Conduct (Code of Conduct) 12. Odds of Winning & Mythical Thinking 13. Observable Signs 14. Your Role 15. Self Care 16. Recap 17. Scenarios 18. Questions
Training Outcomes	At the end of this session, participants will be able to demonstrate a greater 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 working in the RG work area, including Responsible Gaming Advisors (RGAs) • All staff employed or working in a managerial capacity who meet all the following criteria: <ul style="list-style-type: none"> - Perform any of the functions of a special employee in relation to gaming machines; and - Have direct contact with customers; and - Receive RSG related referrals from other staff.
Duration	<ul style="list-style-type: none"> ▪ This session is 60 minutes in duration
Assessment	<ul style="list-style-type: none"> ▪ Interactive session delivery ▪ Checks for understanding during session delivery ▪ Question and answer time during session delivery ▪ Recap



AWARENESS. ASSISTANCE. SUPPORT



Training Support Materials	<ul style="list-style-type: none"> ▪ Participant Sign In Sheet ▪ Code of Conduct brochures ▪ PowerPoint presentation (Slides)
----------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------

Estimated Time	Learning Outcomes / Discussion Points	Resources / Aids
3 mins	<p>Introduction to Program</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ Enhancing strong reflection of company commitment to RG through training session ▪ Understanding and knowledge of the Code of Conduct and relevant compliance ▪ Refresh knowledge of behavioural indicators potentially linked to problem gambling ▪ Understand role in RG as managers and successfully facilitate Crown RG processes ▪ How to support staff ▪ Refresh knowledge of Crown's RG programs and understanding of key RG roles <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Welcome, Introduce self ▪ State assessment method ▪ Safety and housekeeping 	PowerPoint Slide 1
3 mins	<p>Training Overview and Aims</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ Maintaining up to date knowledge of RSG for managers ▪ Refresh knowledge of problem gambling behaviours and operational processes ▪ Refresh knowledge of Crown's RG programs ▪ Refresh knowledge of the Code of Conduct <p>Discussion:</p> <ul style="list-style-type: none"> ▪ Build understanding of responsible gaming and problem gambling ▪ Understand Crown's RG principles and stakeholders ▪ Describe Crown's RG programs and services ▪ Comply with and exceed the aims of the Code of Conduct ▪ Increase knowledge of observable signs ▪ Develop further staff awareness and support 	PowerPoint Slides 2 & 3
3 mins	<p>Responsible Gaming Practices and Stakeholders</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ Ability to explain Crown's RG principles and position within all stakeholders and relationships <p>Discussion:</p> <ul style="list-style-type: none"> ▪ How RG principles and stakeholder relationships lead to best practice and positive customer outcomes 	PowerPoint Slides 4, 5 & 6

3 mins	What is Responsible Gaming/Gambling Harm Learning Outcomes: <ul style="list-style-type: none"> ▪ Describe Responsible Gaming ▪ Describe Gambling Harm Discussion: <ul style="list-style-type: none"> ▪ Explain how Crown responds to each definition 	PowerPoint Slide 7
3 mins	The Responsible Gaming Message Learning Outcomes: <ul style="list-style-type: none"> ▪ The link between Harm Minimisation and the RG Message Discussion: <ul style="list-style-type: none"> ▪ Explain the three elements of the RG Message 	PowerPoint Slide 8
5 mins	RGC Learning Outcomes: <ul style="list-style-type: none"> ▪ Know Crown's RG programs; in particular Self Exclusion, Revocation and voluntary pre-commitment ▪ Identify and understand the roles of key RG staff, especially the RGAs ▪ Customer interaction and RG matters ▪ Know the availability of the RGC Discussion: <ul style="list-style-type: none"> ▪ Inquire about participants' experience of the RGC and programs ▪ Invite discussion on the coordinated process of customer interaction for RG matters and ask for feedback ▪ Provide relevant feedback from RG 	PowerPoint Slides 9 to 16
3 mins	Data Analytics & CCTV Learning Outcomes: <ul style="list-style-type: none"> ▪ Describing the RG Data Analytics tool ▪ Understand how we can identify banned patrons through Crowns facial recognition system, Neoface Discussion: <ul style="list-style-type: none"> ▪ Explain the development of Crown Model and its use ▪ Explain the use of Crowns facial recognition system Neoface 	PowerPoint Slide 17
3 mins	Play Periods Learning Outcomes: <ul style="list-style-type: none"> ▪ Know the processes in relation to Play Periods ▪ How to have conversations in relation to breaks Discussion: <ul style="list-style-type: none"> ▪ Ask for participants' feedback with regard to their own experiences ▪ Invite questions about the examples 	PowerPoint Slide 18

3 mins	Brochures, Signage & Advertising Learning Outcomes: <ul style="list-style-type: none"> ▪ Describing availability of RG brochures (some pictured) ▪ Know where we promote and advertise RG Signage Discussion: <ul style="list-style-type: none"> ▪ Explain the locations of where RG brochures are readily available ▪ Increase knowledge of RG signage locations around the complex 	PowerPoint Slide 19
5 mins	Code of Conduct Learning Outcomes: <ul style="list-style-type: none"> ▪ Genesis of the Code of Conduct ▪ Provisions of the Code of Conduct ▪ How it is implemented at Crown ▪ Legal obligations and compliance ▪ Knowledge of financial transactions and cash facilities Discussion: <ul style="list-style-type: none"> ▪ Do the participants know the processes to follow to ensure compliance with the Code of Conduct ▪ Invite questions and feedback on experiences with the Code of Conduct 	PowerPoint Slides 20 to 23
3 mins	Odds of Winning Learning Outcomes: <ul style="list-style-type: none"> ▪ Know the Player Information Displays ▪ Awareness of how to access information on Electronic Gaming Machines and where brochures are located Discussion: <ul style="list-style-type: none"> ▪ Ask for participants' feedback with regard to their own experiences ▪ Invite questions about the examples 	PowerPoint Slide 24
3 mins	Mythical Thinking Learning Outcomes: <ul style="list-style-type: none"> ▪ Know the concept of Mythical Thinking in relation to gambling ▪ Awareness of the potential trajectory Discussion: <ul style="list-style-type: none"> ▪ Ask for participants' feedback with regard to their own experiences ▪ Invite questions about the examples 	PowerPoint Slides 25 to 32

5 mins	Observable Signs Learning Outcomes: <ul style="list-style-type: none"> ▪ Know the behavioural indicators that are potentially linked to problem gambling ▪ Awareness of research in the field of problem gambling ▪ Understand the different obligation for a Customer Service Attendant, Gaming Machines Discussion: <ul style="list-style-type: none"> ▪ Ask for participants' feedback with regard to their own experiences ▪ Invite questions about the examples 	PowerPoint Slides 33 to 37
3 mins	Your Role Learning Outcomes: <ul style="list-style-type: none"> ▪ Understand the nexus between business units and RG and the importance of working together ▪ Supporting staff with RG responsibilities ▪ Understanding your role in high level interventions ▪ Detailed knowledge of the Self Exclusion process ▪ Dealing with challenging customer behaviours Discussion: <ul style="list-style-type: none"> ▪ Understanding leads to compliance, exceeding obligations, best practice and good reputation 	PowerPoint Slides 38 to 42
3 mins	Self Care Learning Outcomes: <ul style="list-style-type: none"> ▪ Understand help services available to self and employees Discussion: <ul style="list-style-type: none"> ▪ Participants' understanding of referral and other options available 	PowerPoint Slide 43
3 mins	Recap Learning outcomes: <ul style="list-style-type: none"> ▪ Reinforce key messages and responsibilities from the session Discussion: <ul style="list-style-type: none"> ▪ Recap the session, check for further questions/discussion 	PowerPoint Slide 44
3 mins	Scenarios and Assessment Discussion: <ul style="list-style-type: none"> ▪ Facilitator to run through a list of scenarios with the group ▪ Assessment through group discussion 	PowerPoint Slide 45
3 mins	Questions Discussion: <ul style="list-style-type: none"> ▪ Facilitator to address any questions from the group 	PowerPoint Slide 46