



A WORLD OF ENTERTAINMENT™

Responsible Service of Gaming

Please select a language
first.

请先选择一种语言。

Vui lòng chọn ngôn ngữ
trước tiên.

Select a language then
click here to begin.

选择语言，然后点击此处
开始。

Chọn ngôn ngữ rồi nhấp
vào đây để bắt đầu.



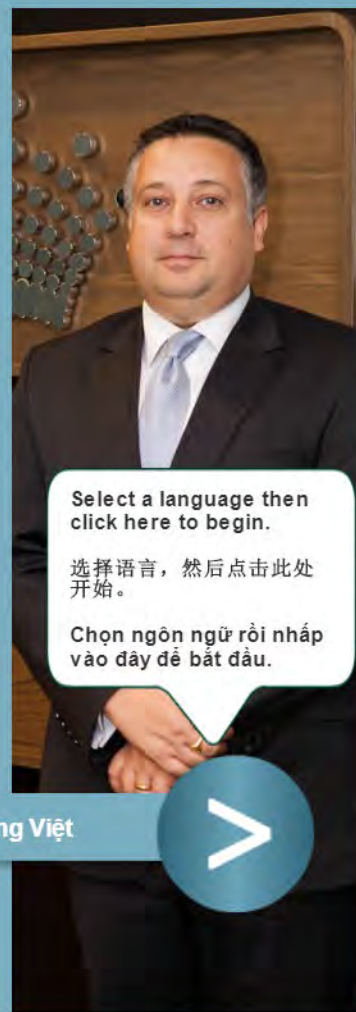
English



中国的



Tiếng Việt





Introduction

Welcome to the Responsible Service of Gaming module.

What is Responsible Service of Gaming (RSG)? Why is it important and what's your role?

Use the slider to follow Dave's story to get an overview of what RSG is about.

Dave is a dealer working on a Blackjack table.
It's 10am on a Thursday and Gerald has walked up to his table.



Responsible Service of Gaming

First time using
this online
learning?
Click here for
navigation tips.





INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Introduction

Welcome to the Responsible Service of Gaming module.

What is Responsible Service of Gaming (RSG)? Why is it important and what's your role?

Use the slider to follow Dave's story to get an overview of what RSG is about.

Gerald is on a losing streak and as the day progresses he continually leaves the table only to return a few moments later. Dave suspects he's going to the ATM to get more money.



Responsible Service of Gaming

First time using
this online
learning?
Click here for
navigation tips.





INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Introduction

Welcome to the Responsible Service of Gaming module.

What is Responsible Service of Gaming (RSG)? Why is it important and what's your role?

Use the slider to follow Dave's story to get an overview of what RSG is about.

Dave deals another hand and Gerald loses. Gerald slumps hard into his chair and puts his head in his hands.



Responsible Service of Gaming

First time using
this online
learning?
Click here for
navigation tips.





INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Introduction

Welcome to the Responsible Service of Gaming module.

What is Responsible Service of Gaming (RSG)? Why is it important and what's your role?

Use the slider to follow Dave's story to get an overview of what RSG is about.

He composes himself and puts more chips on the table. He loses again and stares at the ceiling.



Responsible Service of Gaming

First time using
this online
learning?
Click here for
navigation tips.





Introduction

Welcome to the Responsible Service of Gaming module.

What is Responsible Service of Gaming (RSG)? Why is it important and what's your role?

Use the slider to follow Dave's story to get an overview of what RSG is about.

Dave is feeling really uncomfortable now. Gerald is obviously not enjoying himself but seems determined to keep going. He puts another stack of chips on the table.



Responsible Service of Gaming

First time using
this online
learning?
Click here for
navigation tips.



The screenshot shows a web-based learning interface. At the top, a dark navigation bar contains the 'CROWN' logo on the left and a series of menu items: 'INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT'. The 'INTRODUCTION' item is highlighted with a white arrow pointing to it. Below the navigation bar, the main content area has a large heading 'Introduction'. Underneath, there is a short paragraph: 'Welcome to the Responsible Service of Gaming module. What is Responsible Service of Gaming (RSG)? Why is it important and what's your role? Use the slider to follow Dave's story to get an overview of what RSG is about.' Below this text is a video player. The video frame shows a man in a dark vest and light shirt talking to another person whose back is to the camera. Above the video frame, a dark box contains the question: 'Should Dave keep dealing to him, or talk to his Manager?'. Below the video frame is a progress slider with a blue circle indicating the current position. At the bottom of the video player, there is a row of small thumbnail images representing different scenes from the video. In the bottom right corner of the main content area, there is a dark teal speech bubble containing the text: 'First time using this online learning? Click here for navigation tips.' Below the speech bubble are four circular icons: a question mark, a document, and two arrows pointing outwards.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Introduction

Welcome to the **Responsible Service of Gaming** module.
What is Responsible Service of Gaming (RSG)? Why is it important and what's your role?
Use the **slider** to follow Dave's story to get an overview of what RSG is about.

Should Dave keep dealing to him, or talk to his Manager?

First time using this online learning? Click here for navigation tips.

Responsible Service of Gaming



INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Introduction

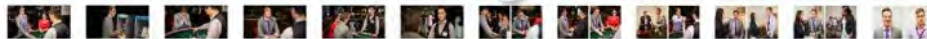
Welcome to the Responsible Service of Gaming module.

What is Responsible Service of Gaming (RSG)? Why is it important and what's your role?

Use the slider to follow Dave's story to get an overview of what RSG is about.

Dave talks to his Manager who comes over to the table to observe Gerald. After another hand the Manager makes contact with a Responsible Gaming Advisor (RGA) who in turn watches a few more hands.

Dave deals another hand. Gerald loses again.



Responsible Service of Gaming

First time using
this online
learning?
Click here for
navigation tips.





Introduction

Welcome to the Responsible Service of Gaming module.

What is Responsible Service of Gaming (RSG)? Why is it important and what's your role?

Use the slider to follow Dave's story to get an overview of what RSG is about.

The RGA introduces himself to Gerald and asks a few questions.



Gerald puts the last of his chips on the table. He loses again.



Responsible Service of Gaming

First time using
this online
learning?
Click here for
navigation tips.





Introduction

Welcome to the Responsible Service of Gaming module.

What is Responsible Service of Gaming (RSG)? Why is it important and what's your role?

Use the slider to follow Dave's story to get an overview of what RSG is about.

The RGA takes Gerald to the Responsible Gaming Centre (RGC) and talks to him about his situation and about the support options. Gerald decides to apply for Self-Exclusion.

Gerald slams his fists onto Dave's table and swears at him for stealing all his money. He walks out quickly to avoid the Security Officers.



First time using this online learning? Click here for navigation tips.





INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Introduction

Welcome to the Responsible Service of Gaming module.

What is Responsible Service of Gaming (RSG)? Why is it important and what's your role?

Use the slider to follow Dave's story to get an overview of what RSG is about.

Gerald goes home and sits down with his partner to talk about what he's done and the plan he has to address his gambling behaviour.

Gerald goes home and gets into a massive argument with his partner about money.



Responsible Service of Gaming

First time using
this online
learning?
Click here for
navigation tips.





Introduction

Welcome to the Responsible Service of Gaming module.

What is Responsible Service of Gaming (RSG)? Why is it important and what's your role?

Use the slider to follow Dave's story to get an overview of what RSG is about.

His partner holds his hand and says "We're in this together".

Two months later he loses his job because of his deteriorating appearance and manner. This is the last straw for his partner and she leaves him. Later he loses his house.



Responsible Service of Gaming

First time using
this online
learning?
Click here for
navigation tips.



The screenshot shows a web-based learning interface. At the top, a dark navigation bar contains the 'CROWN' logo and a menu with items: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The main content area has a white background with a large 'Introduction' heading. Below the heading, there is introductory text and a text box explaining the purpose of Responsible Service of Gaming (RSG). A video player is embedded, showing two frames of a man in a suit. A progress bar is visible below the video. At the bottom left, the text 'Responsible Service of Gaming' is displayed. On the right side, there is a dark teal speech bubble with white text and a set of four circular navigation icons (question mark, list, lightbulb, right arrow).

CROWN

INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Introduction

Welcome to the **Responsible Service of Gaming** module.
What is Responsible Service of Gaming (RSG)? Why is it important and what's your role?
Use the **slider** to follow Dave's story to get an overview of what RSG is about.

RSG is about looking after your customers and acting responsibly if we observe behaviours that may indicate potential problem gambling. As a staff member you play an important role in identifying those people who may need help. When you do the right thing, you can play a part in helping change a customer's life – and that is a great outcome for us and our community.

Responsible Service of Gaming

First time using this online learning? Click here for navigation tips.

? [List Icon] [Lightbulb Icon] [Right Arrow Icon]



Introduction

Roll over the numbers to learn more about the environment we work in.

13

10.5
Million

39%

\$8.6
Billion

Australian Casinos

As at 2016-17 financial year there are 13 Casinos in Australia with a combined total of 1645 Tables and 13583 EGM's. All 13 of Australia's casinos have self exclusion programs available for customers.

IAGA Best Practices Institute at G2E 2019 – Nadine Grinblat - AGC
(www.auscasinos.com)

\$4.7
Billion





Introduction

Roll over the numbers to learn more about the environment we work in.





Introduction

Roll over the numbers to learn more about the environment we work in.

13

10.5
Million

39%

\$8.6
Billion

Gambling Participation

An estimated 39% of Australian adults - 6.8 million people - gambled in a typical month of 2015 (i.e. regularly).

(www.aifs.gov.au)

\$4.7
Billion





Introduction

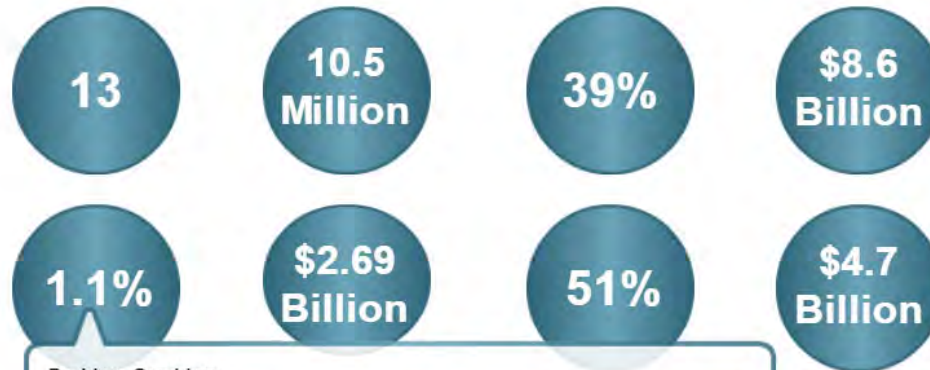
Roll over the numbers to learn more about the environment we work in.





Introduction

Roll over the numbers to learn more about the environment we work in.



Problem Gamblers

1.1% or 193,000 of Australian adults could be classified as "problem gamblers" (PGSI scores of 8+) - those with the most severe problems and most at risk of further problems.

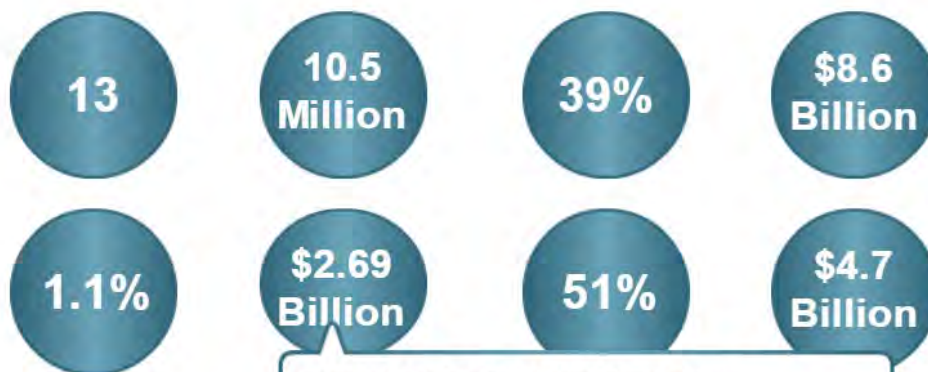
www.aifs.gov.au





Introduction

Roll over the numbers to learn more about the environment we work in.



Electronic Gaming Machine (EGM) Expenditure

On 26 July 2019, the Victorian Commission for Gambling and Liquor Regulation released figures on EGM expenditure for the 2018-2019 financial year. In total, \$2.69 billion was lost in Victoria on EGM's between 1 July 2018 and 30 June 2019

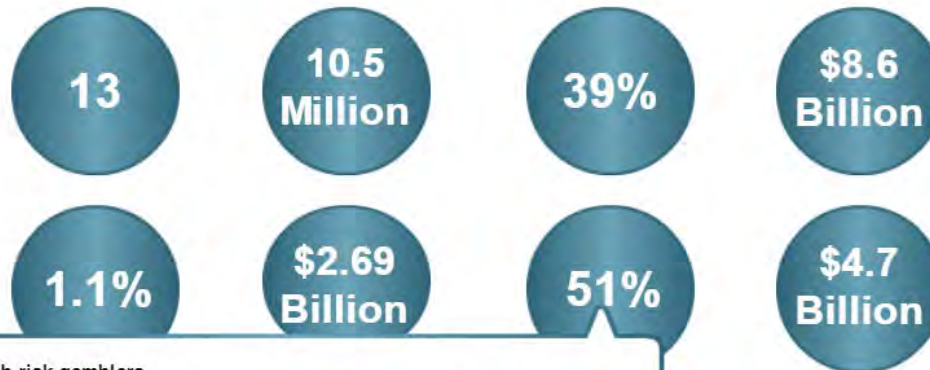
www.responsiblegambling.vic.gov.au





Introduction

Roll over the numbers to learn more about the environment we work in.



High risk gamblers

Households containing higher risk gamblers experienced a much higher rate of stressful financial events than those of lower risk gamblers. 51% of problem gamblers lived in households where someone had to ask for financial help; 27% were unable to pay the mortgage or rent on time.

www.aifs.gov.au





Introduction

Roll over the numbers to learn more about the environment we work in.



National Casino Gambling Expenditure

Casino gambling expenditure in Australia for the 2016-2017 period totalled over \$4.7 billion.

Source: Government Statistician, Queensland Department of Treasury and Trade (2018) Australian Gambling Statistics 2016-17, 34th Edition





Introduction

Crown is a world leader in responsible gaming initiatives. Crown allocates significant resources to raising awareness of responsible gaming, and to helping customers successfully manage and enjoy their gaming at Crown.

The gambling environment we've created includes a number of features within the gaming areas which are aimed to encourage responsible gaming. These include (but are not limited to):

- responsible gaming information (brochures, posters etc.)
- clocks
- adequate lighting
- Responsible Service of Alcohol (RSA)
- restrictions on ATMs
- seating areas
- non-gaming entertainment options.

For many people gambling is an enjoyable form of entertainment. For those who may experience difficulties associated with their gambling behaviours, staff at Crown's Responsible Gaming Centre (RGC) can assist.

Click the forward arrow to continue.





Introduction

By the end of this module you will be able to:

- identify signs / behaviours that may indicate potential problem gambling
- describe the function of the RGC
- refer customers displaying potential problem gambling behaviours to the RGC
- identify what can potentially happen if we don't refer.

At the end of the module you will need to complete an assessment (15 questions). You need to achieve a score of 100%.

Click the forward arrow to continue.





INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Responsible Gaming Centre

In March 2002, Crown Melbourne introduced a world first in responsible gaming initiatives by establishing the RGC. This was later replicated in Perth in 2009 with the creation of the Responsible Gambling Information Centre.

The RGC includes a dedicated team of staff, managers and professionals who implement Crown's responsible service of gaming initiatives and provide a focal point for interacting with customers who may need support.

These staff interact with customers on the casino floor and are specially trained in all aspects of Crown's responsible gaming programs and services.

They are available 24 hours a day, 7 days a week to provide immediate assistance.



Click on the team to learn more.






Responsible Gaming Centre

In March 2002, Crown Melbourne introduced a world first in responsible gaming initiatives by establishing the RGC. This was later replicated in 2009 with the creation of the Responsible Gambling Information

The RGC includes a dedicated team of staff, managers and professionals who implement Crown's responsible service of gaming initiatives and provide a focal point for interacting with customers who may need

These staff interact with customers on the casino floor and are specifically trained in all aspects of Crown's responsible gaming programs and

They are available 24 hours a day, 7 days a week to provide immediate assistance.

Our team includes Responsible Gaming Advisors (RGAs), psychologists with experience in problem gambling for customers and a non-denominational Chaplaincy Support Service for customers and staff. 

We can assist customers and third parties who may require support as a result of a person who may be experiencing difficulties.

Our services include:

- providing strategies to assist customers in managing their gambling behaviours, to foster responsible gaming and prevent difficulties arising
- referrals to government-funded, problem gambling and financial counselling support services and welfare organisations
- ensuring our assistance and referral services are conducted on a strictly confidential basis
- providing information regarding self-exclusion for customers who wish to exclude themselves from the casino and managing Crown's Self-Exclusion Programs
- Third Party Exclusion
- the ability to access and provide information in selected community languages.





Responsible Gaming Centre

The RGC is located a discrete distance from the casino floor. It is close to the casino for ease of access yet at a distance and with a façade that ensures privacy.

The RGC comprises a waiting area, private counselling rooms and an office area.

The RGC stocks a wide range of information materials and contact details for problem gambling and other support service providers. Many of these are available in languages other than English.

Roll over the information material to learn more.



Self-Exclusion Program



YourPlay



Player Activity Statements



Play Safe Limits



Third Party Exclusion Program

Self-Exclusion is available to customers wishing to ban themselves from the casino. This may be a useful strategy for those customers experiencing difficulties as a result of their gambling behaviours.

Self-Exclusions are for a minimum 12-months with other options available, and apply to all gaming areas of the casino floor. Penalties may apply to anyone entering the casino in breach of their Self-Exclusion.

No appointment is necessary to apply for a Self-Exclusion. Anyone wishing to apply will be required to provide photo identification.

Revocation of a Self-Exclusion is possible upon meeting certain requirements. Customers wishing to apply for revocation must do so in writing.





Responsible Gaming Centre

The RGC provides access to responsible gaming information and assistance to ensure...

The Crown Responsible Gambling Code of Conduct provides information on Crown's responsible gaming programs, services and assistance and demonstrates Crown's commitment to responsible gaming.

The RGC provides...

The Crown Responsible Gambling Code of Conduct is available at the RGC, at Crown loyalty program information desks, upon request and on our website.

The RGC provides materials and contact details for problem gambling and other support service providers. Many of these are available in languages other than English.

Roll over the information material to learn more.



Responsible Gambling Code of Conduct



Responsible Gaming Centre



Chaplaincy Support Service



YourPlay



Player Activity Statements



Play Safe Limits



Third Party Exclusion Program





Responsible Gaming Centre

The RGC is located a d casino floor. It is close t access yet at a distance ensures privacy.

The RGC comprises a v counselling rooms and

The RGC stocks a wide materials and contact o gambling and other sup Many of these are avail than English.

The Responsible Gaming Centre is located on Level B1, directly below the main food court and above the Poker Room. It is open 24 hours a day, seven days a week and provides a range of free and confidential services including:

- Responsible gaming information
- Self-exclusion
- Third Party Exclusion
- Counselling
- Chaplaincy Support Service
- YourPlay and Play Safe Limits information

Roll over the information material to learn more.



YourPlay



Player Activity Statements



Responsible Gaming Centre



Chaplaincy Support Service



Play Safe Limits



Third Party Exclusion Program





Responsible Gaming Centre

The RGC is located a discrete distance from the casino floor. It is close to the casino for ease of access yet at a distance and with a façade that ensures privacy.

The RGC comprises a waiting area, private counselling rooms and an office area.

The RGC stocks a wide range of information materials and contact details for problem gambling and other support service providers. Many of these are available in languages other than English.

Roll over the information material to learn more.



Self-Exclusion Program



YourPlay

The Chaplaincy Support Service is available through the Responsible Gaming Centre. The service is available for customers and includes:

- Pastoral services and assistance
- Prayer and meditation
- Discussion of issues
- Referral to other support services

Responsible Gambling Code of Conduct



Player Activity Statements



Play Safe Limits



Chaplaincy Support Service



Third Party Exclusion Program





Responsible Gaming Centre

The RGC is located a discrete distance from the casino floor. It is close to the casino for ease of access yet at a distance and with a façade that ensures privacy.

The RGC comprises a waiting area, private counselling rooms and an office area.

The RGC stocks a wide range of information materials and contact details for problem gambling and other support service providers. Many of these are available in languages other than English.

Roll over the information material to learn more.



Self-Exclusion Program



Responsible Gambling Code of Conduct



Responsible Gaming Centre



Chaplaincy Support Service



YourPlay

YourPlay is the Victorian State Government's state-wide voluntary money and time limit setting scheme for gaming machine customers. Gaming machine customers can also track the total of the money and time spent. Both can be done via a card that can be used at any Victorian gaming machine venue, including the Casino.

Information about YourPlay is available at the Responsible Gaming Centre, Crown Loyalty Program information desks and on-line at yourplay.com.au

Statements

Limits

Program





Responsible Gaming Centre

The RGC is located a discrete distance from the casino floor. It is close to the casino for ease of access yet at a distance and with a façade that ensures privacy.

The RGC comprises a waiting area, private counselling rooms and an office area.

The RGC stocks a wide range of information materials and contact details for problem gambling and other support service providers. Many of these are available in languages other

Player Activity Statements provide Crown loyalty club members who play gaming machines and FATGs using their membership card, with a summary of their activity.

A Player Activity Statement can be viewed on a VIK (gaming machines only) or can be collected from any of the property's loyalty program information desks. A member can also elect to have it mailed to them.



Self-Exclusion Program



Responsible Gambling Code of Conduct



Responsible Gaming Centre



Chaplaincy Support Service



Player Activity Statements



Play Safe Limits



Third Party Exclusion Program



YourPlay





Responsible Gaming Centre

The RGC is located a discrete distance from the casino floor. It is close to the casino for ease of access yet at a distance and with a façade that ensures privacy.

The RGC comprises a waiting area, private counselling rooms and an office area.

The RGC stocks a wide range of information materials and contact details for problem gambling and other support service providers. Many of these are available in languages other than English.

Roll over the informati

Play Safe Limits is Crown Melbourne's voluntary money and time limit setting program and allows Crown Loyalty Program members to set money and time limits for their Fully Automated Table Game play (for example, 'Vegas Star', and 'Lucky Big Wheel'). To take advantage of Play Safe Limits customers need a Crown Loyalty Program membership card. Crown Loyalty Program members can set Play Safe Limits by visiting any Crown Loyalty Program information desk.



Self-Exclusion Program



Responsible Gambling Code of Conduct



Responsible Gaming Centre



Chaplaincy Support Service



Play Safe Limits



Third Party Exclusion Program

YourPlay

Player Activity Statements





Responsible Gaming Centre

The RGC is located a discrete distance from the casino floor. It is close to the casino for ease of access yet at a distance and with a façade that ensures privacy.

The RGC comprises a waiting area, private counselling rooms and an office area.

The RGC stocks a wide range of information materials and contact details for problem gambling and other support service providers. Many of these are available in languages other than English.

Roll over the information material to learn more.



Self-Exclusion Program



Responsible Gambling



Responsible Gaming



Chaplaincy Support Service



You're Not Alone

The Third Party Exclusion Program is where a family member, friend or other person with a close personal interest in the welfare of another individual has concerns about the effects the person's gambling may be having on themselves and/or others, the Third Party Exclusion Program may be an option. Third Party Exclusion is a process where Crown Melbourne (**Crown**) can provide support to concerned third parties who are adversely affected by someone's gambling behaviour. Through the process, Crown will consider excluding a customer involuntarily as a direct consequence of their gambling behaviour, a Third Party Exclusion.



Third Party Exclusion Program

Your Way

Statements

Limits





Providing information

Crown's responsible gaming message, '**Awareness Assistance Support**', and the location of the RGC and Gambler's Help contact numbers are displayed throughout each resort and in places such as:

- on gaming machines
- at table games (including FATGs)
- at ATMs
- on relevant advertising material
- on Crown loyalty club newsletters
- at loyalty club information desks
- at cashier desks
- at casino floor entrances
- on Ticket Redemption Terminals and printed on the reverse of tickets.

Click the forward arrow to continue.



AWARENESS. ASSISTANCE. SUPPORT

Gambler's/Gambling Help 1800 858 858
Responsible Gaming Centre 1800 801 098





Providing information

We also use the following to provide responsible gaming information:

Roll over each icon to learn more.





Providing information

We also use the following to provide responsible gaming information:

Roll over each icon to learn more.



There is information and brochures available on responsible gaming at the RGC, loyalty club information desks and at casino floor entrances. Examples include:

- 'Pokies: Know the Facts'
- 'Player Information Displays'
- 'Chaplaincy Support Service'
- Crown's Code of Conduct
- Crown's 'YourPlay' brochures
- 'Responsible Gaming Centre'
- 'Self-Exclusion'
- 'Play Safe Limits'





Providing information

We also use the following to provide responsible gaming information:

Roll over each icon to learn more.



We also have a 'Responsible Gaming' button on VIKs, making information available to print for any customer (loyalty members and non-loyalty members alike), about the RGC, YourPlay and the Code.





Providing information

We also use the following to provide responsible gaming information:

Roll over each icon to learn more.



Crown uses its extensive network of electronic screens at machine bank ends to communicate RSG information and messages.

This includes listings of services, information about Crown's RSG programs and at Crown Melbourne, a reminder 'Have you had a break?'

The break reminder is also shown on gaming machine points display screens.





Providing information

We also use the following to provide responsible gaming information:

Roll over each icon to learn more.



All Crown's RSG brochures can be downloaded from our website.

The Code is also available via the website including in community languages: Chinese (traditional and simplified), Vietnamese, Arabic, Greek, Italian and Hindi.





Providing information

We also use the following to provide responsible gaming information:

Roll over each icon to learn more.



The rules of all Table Games and EGMs offered at Crown are available upon request or by visiting the Crown website. Player Information Displays (PIDs) on all EGMs and FATGs can provide further information including your odds of winning and tracking the time and the net loss or win during a session of play.





Providing information

We also use the following to provide responsible gaming information:

Roll over each icon to learn more.



And yes, RSG information is also available in casino floor bathrooms.





Identifying problems

Responsible Gaming: Exercising control and informed choice to ensure that gambling is kept within affordable limits of money and time, is enjoyable, in balance with other activities, and avoids gambling related harm.

Professor Nerilee Hing 2016

Gambling Harm: Harm from gambling isn't just about losing money. Gambling can affect self esteem, relationships, physical and mental health, work performance and social life. It can harm not only the person who gambles, but also family, friends, work places and communities.

*Gamblers Help Website 2019



[Click here to learn more about our regulated environment.](#)





Identifying problems

Responsible Gaming: Exercising control and informed choice to ensure gambling is kept within affordable limits of money and time, is enjoyed in balance with other activities, and avoids gambling related harm.

Professor Nerilee Hing 2016

Gambling Harm: Harm from gambling isn't just about losing money. It can affect self esteem, relationships, physical and mental health, work performance and social life. It can harm not only the person who gambles but also family, friends, work places and communities.

*Gamblers Help Website 2019

In Melbourne's case it's covered by *The Casino Control Act 1991 (Vic)* and *Gambling Regulation Act 2003 (Vic)*.

The purposes of these Acts include:

- ensuring that the management and operation of casinos remains free from criminal influence or exploitation;
- ensuring that gaming in casinos is conducted honestly;
- promoting tourism, employment, and economic development generally in the State;
- to foster responsible gambling in order to -
 - minimise harm caused by problem gambling; and
 - accommodate those who gamble without harming themselves or others.

Click the forward arrow to continue.





Identifying problems

So how do we identify signs / behaviours that may indicate potential problem gambling?

Let's take a look at a couple of scenarios and see what call you would make – even without knowing what to look for. Make a judgment call and see how you go – you won't lose marks.

Click the forward arrow to continue.



The screenshot shows a training interface with a dark blue header. On the left is the 'CROWN' logo. The header contains a navigation menu with the following items: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The 'IDENTIFYING PROBLEMS' item is highlighted with a white triangle. The main content area has a white background and features the title 'Identifying problems' in a large, bold, black font. Below the title is 'Scenario 1' followed by a paragraph: 'You notice this customer has been continually feeding notes into an EGM for a significant period of time and appears to be becoming increasingly agitated.' This is followed by the instruction 'Watch the video to observe her behaviour.' Below that is the question 'Is this worth referring?' and the instruction 'Select one correct answer then click 'SUBMIT''. There are two radio button options: 'Yes' and 'No, she's not bothering anyone else'. A 'SUBMIT' button is located below the options. To the right of the text is a video player with a black screen and a progress bar at the bottom showing '00:00 / 00:22'. At the bottom left of the page is the text 'Responsible Service of Gaming'. At the bottom right are four circular icons: a question mark, a list, a left arrow, and a right arrow.

CROWN

INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Scenario 1

You notice this customer has been continually feeding notes into an EGM for a significant period of time and appears to be becoming increasingly agitated.

Watch the video to observe her behaviour.

Is this worth referring?

Select one correct answer then click 'SUBMIT'.

Yes

No, she's not bothering anyone else

SUBMIT

00:00 / 00:22

Responsible Service of Gaming

?

☰

←

→

The screenshot shows a training interface for 'Identifying problems'. At the top, a navigation bar includes the 'CROWN' logo and a menu with items: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The main heading is 'Identifying problems'. Below it, 'Scenario 1' is introduced with a video player. A 'Well done!' notification box is overlaid on the video, indicating a correct answer. The notification lists indicators for gambling problems: often gambling for long periods without a proper break, and getting angry while gambling or showing signs of distress. A 'SUBMIT' button is visible at the bottom left of the video player area. A 'CLICK HERE FOR MORE EXAMPLES' button is located at the bottom right of the notification box. The video player shows a timestamp of 00:22 / 00:22. At the bottom right of the page, there are icons for help, a list, a back arrow, and a refresh icon. The footer text reads 'Responsible Service of Gambling'.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Scenario 1

You notice this customer has had a significant period of absence from the casino.

Watch the video to observe the customer's behavior.

Is this worth referring?

Select one correct answer.

Yes

No, she's not

Well done!

The potential indicators that this person may be having problems are:

- often gambles for long periods without a proper break
- gets angry while gambling or shows signs of distress during or after gambling.


[CLICK HERE FOR MORE EXAMPLES](#)

00:22 / 00:22

SUBMIT

Responsible Service of Gambling

? [List] [Back] [Refresh]

 INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Scenario 1

You notice this customer has been at the casino for a significant period of time and appears to be in a state of distress.

Watch the video to observe her behaviour.

Is this worth referring?

Select one correct answer then click the forward arrow to continue.

Yes





No, she's not bothering me

SUBMIT

Other observable signs may include (but are not limited to):

- self-disclosure of a problem with gambling or a 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
- is witnessed or overheard trying to borrow money for gambling
- significant decline in personal grooming or appearance
- is observed in conflict over gambling between family members or friends
- makes unrealistic remarks about gambling
- complains to staff about losing or blames the casino or gambling product for losing
- is 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.

Click the forward arrow to continue.



Identifying problems

Scenario 2

This customer has been on a losing streak; watch his reaction to losing this next spin.

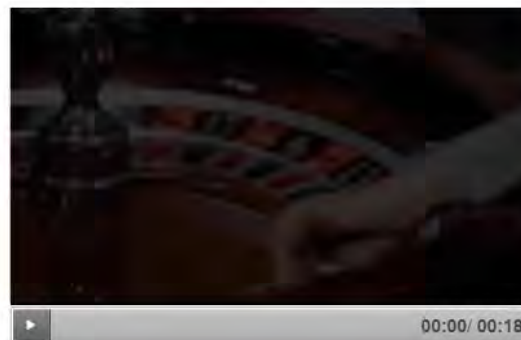
Watch the video to observe his behaviour.

Is this worth referring?

Select one correct answer then click 'SUBMIT'.

- Yes, he's losing a lot of money
- No, he seems to be in control

SUBMIT



The screenshot shows a training interface for 'Responsible Service of Gaming'. At the top, a dark navigation bar contains the 'CROWN' logo and a breadcrumb trail: 'INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT'. The main heading is 'Identifying problems'. Below it, 'Scenario 2' is introduced with the text 'This customer has lost a few hands. Watch the video to observe how he reacts. Is this worth referring?' and a question 'Select one correct answer'. Two radio button options are visible: 'Yes, he's lost a few hands and seems happy to accept that the odds weren't in his favour this time around. He's having a good time and interacting with everyone around him.' (selected) and 'No, he seems to be having a bad time and is starting to get angry.' A 'SUBMIT' button is at the bottom left. A 'Well done!' notification box with a green checkmark icon is overlaid on the right, containing the text 'Yes he's lost a few hands, but he seems happy to accept that the odds weren't in his favour this time around. He's having a good time and interacting with everyone around him.' and a button that says 'CLICK HERE FOR MORE EXAMPLES OF RESPONSIBLE GAMING'. A video player on the right shows a timestamp of '00:18 / 00:18'. At the bottom left, the text 'Responsible Service of Gaming' is visible. At the bottom right, there are four circular icons: a question mark, a list, a back arrow, and a refresh icon.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Scenario 2

This customer has lost a few hands. Watch the video to observe how he reacts. Is this worth referring?

Select one correct answer

Yes, he's lost a few hands and seems happy to accept that the odds weren't in his favour this time around. He's having a good time and interacting with everyone around him.

No, he seems to be having a bad time and is starting to get angry.

Well done!

Yes he's lost a few hands, but he seems happy to accept that the odds weren't in his favour this time around. He's having a good time and interacting with everyone around him.

[CLICK HERE FOR MORE EXAMPLES OF RESPONSIBLE GAMING](#)

00:18 / 00:18

SUBMIT

Responsible Service of Gaming

?, List, Back, Refresh

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Scenario 2

This customer has been on a losing streak; watch his reaction to losing this next spin.

Watch the video to observe his reaction to losing. Is this worth referring?

Select one correct answer then click the forward arrow to continue.

- Yes, he's losing a lot of money.
- No, he seems to be in control.

Submit

The responsible gambler:

- is in control
- sees gambling as entertainment, not a job
- doesn't take gambling too seriously
- only gambles with the money set aside for entertainment, not for household essentials
- never borrows money to gamble
- sets limits on the amount of time and money they will spend
- sticks to these limits and walks away when they are reached
- doesn't chase losses
- takes frequent breaks.

Click the forward arrow to continue.

00:13:00:18

Responsible Service of Alcohol

? [List] [Back] [Forward]



Identifying problems

Scenario 3

A customer becomes angry and makes repeated unrealistic remarks to you about gambling.

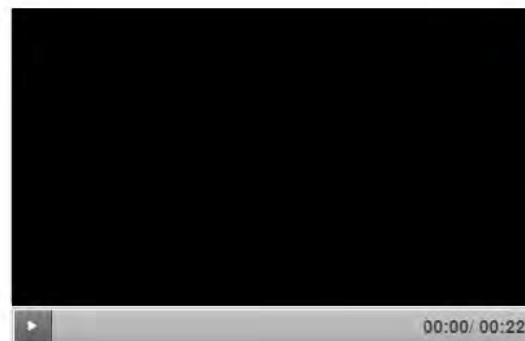
Watch the video to observe his behaviour.

Is this worth referring?

Select one correct answer then click 'SUBMIT'.

- Yes, this may be worth referring
- No, you should just ignore comments like this

SUBMIT



The screenshot shows a training interface for 'Identifying problems'. At the top, a dark navigation bar contains the 'CROWN' logo and a breadcrumb trail: 'INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT'. The main title 'Identifying problems' is displayed in a large, bold font. Below the title, the text 'Scenario 3' is followed by a partially visible question: 'A customer becomes... gambling.' Below this, there is a video player area with the text 'Watch the video to observe...' and 'Is this worth referring?'. A 'Select one correct answer' section contains two radio button options: 'Yes, this may...' and 'No, you should...'. A 'SUBMIT' button is located at the bottom left of the question area. A large, semi-transparent notification box with a blue header and white body is overlaid on the right side of the screen. The notification contains a green checkmark icon, the text 'Well done!', and a congratulatory message: 'We recommend you refer. This customer is having difficulty with her gambling behaviours. She is repeatedly making unrealistic remarks about gambling and is getting angry and showing signs of distress during or after gambling. Click the forward arrow to continue.' A video player interface is partially visible behind the notification, showing a progress bar at '00:23 / 00:23'. At the bottom right of the screen, there are four circular icons: a question mark, a list icon, a left arrow, and a right arrow. The text 'Responsible Service of Gaming' is visible at the bottom left of the page.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Scenario 3

A customer becomes... gambling.

Watch the video to observe...
Is this worth referring?

Select one correct answer

Yes, this may...
 No, you should...

Well done!

We recommend you refer.

This customer is having difficulty with her gambling behaviours. She is repeatedly making unrealistic remarks about gambling and is getting angry and showing signs of distress during or after gambling.

Click the forward arrow to continue.

00:23 / 00:23

SUBMIT

Responsible Service of Gaming

? [List] [Left Arrow] [Right Arrow]

The screenshot shows a training interface for 'Identifying problems'. At the top, a dark navigation bar contains the 'CROWN' logo and a breadcrumb trail: 'INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT'. The main heading is 'Identifying problems'. Below it, 'Scenario 3' is introduced with a video player. A 'Well done!' notification box is overlaid on the video, indicating a correct answer. The video player shows a progress bar at 00:23 / 00:23. The question asks if a customer's behavior is worth referring to, with two radio button options: 'Yes, this may be' (selected) and 'No, you should'. A 'SUBMIT' button is at the bottom left. The footer includes 'Responsible Service of Gaming' and navigation icons for help, list, back, and forward.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Scenario 3

A customer becomes increasingly aggressive while gambling.

Watch the video to observe the customer's behaviour.

Is this worth referring?

Select one correct answer.

Yes, this may be worth referring to.

No, you should refer to the manager.

Well done!

We recommend you refer.

This customer is having difficulty with her gambling behaviours. She is repeatedly making unrealistic remarks about gambling and is getting angry and showing signs of distress during or after gambling.

Click the forward arrow to continue.

00:23 / 00:23

SUBMIT

Responsible Service of Gaming

? [List] [Back] [Forward]

The screenshot shows a training interface for 'Identifying problems'. At the top, a navigation bar includes the 'CROWN' logo and a menu with items: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The main heading is 'Identifying problems'. Below it, 'Scenario 4' is introduced with the text 'This customer walk'. A video player is partially visible, with a text overlay that reads: 'You don't really have to make a decision here as the customer has made it for themselves. Your role is to contact the Responsible Gaming team as soon as possible. Be aware though that the customer may ask for this in different ways – in fact the last phrase they may use is 'self exclude'. Click the forward arrow to continue.' A 'SUBMIT' button is located at the bottom left of the main content area. A 'CLICK HERE FOR MORE EXAMPLES' button is positioned at the bottom right of the text overlay. A video progress bar at the bottom right of the video player shows a timestamp of 00:02:00:00. In the bottom right corner of the interface, there are four icons: a question mark, a list, a back arrow, and a refresh symbol. The footer text 'Responsible Services of Gaming' is visible at the bottom left.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Scenario 4

This customer walk

Watch the video to observe

is this worth referring?

Select one correct answer

Yes

No

SUBMIT

You don't really have to make a decision here as the customer has made it for themselves. Your role is to contact the Responsible Gaming team as soon as possible.

Be aware though that the customer may ask for this in different ways – in fact the last phrase they may use is 'self exclude'.

Click the forward arrow to continue.

CLICK HERE FOR MORE EXAMPLES

00:02:00:00

Responsible Services of Gaming

?

☰

←

↻

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Scenario 4

This customer walks up to you in distress.

Watch the video to observe his behavior. Is this worth referring?

Select one correct answer then click the forward arrow to continue.

- Yes
- No

SUBMIT

What people may say when they mean self exclude:


- Can I be banned?
- I need to stop gambling.
- I need help.
- I've had enough.
- How do I ban myself?
- I never want to come back.
- I want to exclude myself.

Click the forward arrow to continue.

00:00:00:00

Responsible Service of Gambling

?, List, Back, Forward



INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Code of Conduct question 1.

Use the Code of Conduct to answer the following question.


A customer comes up to you and complains that the game has not been dealt fairly or that an EGM has not paid out correctly. What information can you point the customer to?

Select the three correct answers then click 'SUBMIT'.

- Refer them to the complaints department
- Refer them to the RGC
- Refer them to the relevant Gaming Manager
- Refer them to the Rules of the Game
- Refer them to the PID screens

SUBMIT


Responsible Service of Gaming



Responsible Gambling Code of Conduct


Click on the brochure to launch the code

? [] [] []

 INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Code of Conduct question 1.

Use the Code of C 





A customer comes up to you and asks for information about the Responsible Gambling Code of Conduct. What information do you provide?

Select the three correct answers.

- Refer them to the RGC.
- Refer them to the Code of Conduct.
- Refer them to the Responsible Gambling Code of Conduct.
- Refer them to the EGM game information.
- Refer them to the PID screens.

Responsible Gambling Code of Conduct

Click on the brochure to launch the code


Well done!

Note: Signs are displayed in the Crown loyalty club information desks advising customers that, upon request, Crown will provide information on The Rules of All Table Games and EGMS offered for play at the casino. These rules are also available on Crown's website at www.crownmelbourne.com.au.

EGM game information, including the chances of winning, is accessible via PID screens on each EGM. This keeps players informed about their gaming machine.

Information on how to access and view the PID screens is available from a member of staff (for gaming machines), or PID brochures are available at the Crown loyalty club information desks and the RGC.

Click the forward arrow to continue.





Identifying problems

Code of Conduct question 2.

Use the Code of Conduct to answer the following question.

A customer is unhappy and wants to make an official complaint. How can they do this?

Select the correct answer then click 'SUBMIT'.

- Contact Crown by telephone
- Send a letter or email
- Do so in person
- All of the above


SUBMIT



Responsible Gambling
Code of Conduct

Click on the brochure
to launch the code



 INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Code of Conduct question 2.

Use the Code of Conduct

A customer is unhappy


Select the correct answer

Contact Crown

Send a letter

Do so in person

All of the above

 **Well done!**

Crown has a comprehensive complaint handling process. In the first instance we should refer them to the Gaming Manager. However complaints may also be made by telephone, fax, email, or letter.


Any complaint received is:

- managed and responded to in a timely and appropriate manner
- investigated sensitively
- recorded in the Crown Customer Relations system and the Responsible Gambling Incident Register (if it relates to responsible gaming)
- managed and resolved in accordance with Australian Standards.

All customer complaints are acknowledged, where possible, within 48 hours of receipt of the complaint and resolution will be attempted at first point of contact or within 10 working days.





Note: The customer can refer any decision to the Regulator / Onsite Inspectorate.

Click the forward arrow to continue.




Responsible Gambling Code of Conduct

Click on the brochure to launch the code

Responsible Gambling Code of Conduct



INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Code of Conduct question 3.


Use the Code of Conduct to answer the following question.

A local customer comes up to you and asks where they can go to get credit?

Select the correct answer then click 'SUBMIT'.

- It's in the same place they purchase chips
- Crown does not provide credit to Australian residents
- At the RGC
- Tell them to go offsite


SUBMIT




Responsible Gambling Code of Conduct

Click on the brochure to launch the code


Responsible Service of Gaming



 INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Code of Conduct question 3.

Use the Code of C 

A local customer comes

Select the correct answer

- It's in the same
- Crown does not
- At the RGC
- Tell them to g

Well done!

Crown will not provide credit or lend money to Australian resident customers for the purpose of gambling.

Non-Australian resident customers may be approved to operate a credit facility after the completion of an Application for Credit Facility form and subsequent approval of that facility in accordance with procedures approved by the Regulator.





Click the forward arrow to continue.


SUBMIT

Responsible Gambling Code of Conduct

Click on the brochure to launch the code

Responsible Service of Casino



INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Identifying problems

Code of Conduct question 4.


Use the Code of Conduct to answer the following question.

A customer has just won \$15,000 from an EGM in a cheque. Can the customer cash the cheque at Crown?

Select the correct answer then click 'SUBMIT'.

- Yes, we can hand over the cash immediately
- No, Crown Melbourne will not cash a gaming machine cheque that has been given to a customer


SUBMIT



Responsible Gambling Code of Conduct

Click on the brochure to launch the code

Responsible Service of Gaming





Identifying problems

Code of Conduct question 4.

Use the Code of C



A customer has just wo

Select the correct ans

- Yes, we can h
 - No, Crown M
- has been give

SUBMIT

Well done!

Any cheques issued by Crown for a payout won from an EGM play will not be cashed by Crown. Any customer attempting to cash EGM payout cheques will be advised of Crown's policy by staff at the Cashier's location at the time they attempt to present that cheque.

Click the forward arrow to continue.



Responsible Gambling
Local Conduct

the brochure
to launch the code





Do the right thing

Use the slider to follow the storyline below.

If you identify behaviours that may indicate potential problem gambling – refer to your Supervisor / Manager or directly to an RGA.



Responsible Service of Gaming





Do the right thing

Use the slider to follow the storyline below.

They'll observe the customer and if they identify a potential problem they'll talk to our customer to determine an appropriate course of action.





Do the right thing

Use the slider to follow the storyline below.

The initial assistance offered may take the form of:

- interaction with the customer and encouraging them to take a break from gambling
- offering the customer non-alcoholic refreshments such as a cup of tea or coffee in a quieter and more private area such as our lounge areas or the RGC.



Responsible Service of Gaming





INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Do the right thing

Use the slider to follow the storyline below.

The RGA talks to the customer about the behaviours they're displaying and then talks about the support options available.



Responsible Service of Gaming





Do the right thing

Use the slider to follow the storyline below.

Responsible gaming interactions are recorded. This register and all personal information recorded by Crown is held in accordance with Australian privacy laws.



Responsible Service of Gaming





INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Do the right thing

Use the slider to follow the storyline below.

If the customer comes directly to you requesting Self-Exclusion – use your paging button (if applicable) or refer them directly to the Responsible Gaming team or call your Manager.



Responsible Service of Gaming





Do the right thing

Use the slider to follow the storyline below.

On a customer's successful application to self-exclude, Responsible Gaming staff will provide the customer with a Self-Exclusion Kit, which contains information tailored to the individual presenting for assistance or referral.





INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Do the right thing

Use the slider to follow the storyline below.

Whilst the onus is on the self-excluded person to stay away from the casino in accordance with their Self-Exclusion, Crown and its staff will offer assistance by way of detection where possible and assistance in the event of a breach.



Responsible Service of Gaming





INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Do the right thing

Use the slider to follow the storyline below.

When a person is detected breaching their Self-Exclusion, a Responsible Gaming staff member will attend to offer assistance and support. The staff member will discuss with the person the reasons for breaching their Self-Exclusion, the assistance available through the responsible gaming centre and other external support services.



Responsible Service of Gaming





INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Do the right thing

Use the slider to follow the storyline below.

Where a customer who has been the subject of Self-Exclusion seeks to revoke that order, Crown has a rigorous process in place to approve the revocation.



Responsible Service of Gaming





Do the right thing

We have the following contact options for you should you wish to raise a matter with the Responsible Gaming team:

- Email: rgc@crownmelbourne.com.au
- Telephone: 1800 801 098 or internally #5766 or *88271
- In person: approach a Responsible Gaming team member
- Visit the RGC: staff are welcome to discuss customer concerns at the Centre with the team
- ATOM: press RSG button for immediate RSG response
- Via your Supervisor / Manager

Click the forward arrow to continue.





Do the right thing

What about you? Do you or someone you know (friends / family) show problem gambling behaviours?

- Any Supervisor / Manager or an HR team member
- The Employee Assistance Program – Benestar
Telephone: 1300 360 364
- The Chaplaincy Support Service
Telephone: 1800 456 228
- Gambler's Help
Telephone: 1800 858 858
- The RGC: Responsible Gaming team members can provide referral information
Telephone: 1800 801 098 (or internally #5766 or *88271)

Click the forward arrow to continue.





Summary

Responsible gaming is the shared responsibility of individuals, communities, the gaming industry and the government, working in partnership to achieve socially responsible outcomes which are responsive to community concerns.

Crown's responsible gaming initiatives are focused on minimising the potential for risks for the small number of customers who may develop difficulties associated with their gambling behaviours.

If you observe customers exhibiting signs that may indicate they are experiencing difficulties with their gambling, or are approached with requests for assistance, refer them to the RGC and / or your Supervisor / Manager.

Familiarise yourself with the support services provided by Crown and your role in assisting customers. Do not attempt to counsel customers or provide assistance for which you are not trained.

Click the forward arrow to start the assessment.



AWARENESS. ASSISTANCE. SUPPORT

Gambler's/Gambling Help 1800 858 858
Responsible Gaming Centre 1800 801 098

[Code of Conduct](#)

[Self-Exclusion brochure](#)

[Third Party Exclusion](#)

[Responsible Gaming Centre](#)

[YourPlay](#)

[Chaplaincy Support Service](#)

[Play Safe Limits](#)

[Further Assistance \(from our website\)](#)





Assessment


Here is what you need to know about this assessment:

- You have to answer all 15 questions.
- You have to answer the current question before you can move on to the next one.
- Once you've submitted your answer, it cannot be changed.
- The pass mark is 100%.
- If you answer one question wrong you will need to restart the assessment.

Click 'Start Assessment' when you're ready.


GOOD LUCK!



 INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

Our Industry is a major training provider employing how many Australians a year?

Select one correct 

Well done!

Our Industry is a major training provider, employing 25,000 Australians a year.

Click the forward arrow to continue.

1,000 a year





25,000 a year

300,000 a year

15,000 a year

SUBMIT

Responsible Service of Gaming



Assessment

These provide Crown loyalty program members who play gaming machines and FATGs using their membership card, with a summary of their activity.

They can be viewed on a VIK (gaming machines only) or can be collected from any of the property's loyalty program information desks.

Which responsible gaming service is this?

Select one correct answer then click 'SUBMIT'.

- Self-Exclusion Program
- Responsible Gambling Code of Conduct
- YourPlay scheme
- Player Activity Statements

SUBMIT



The screenshot shows a digital assessment interface for Crown. At the top, a dark navigation bar contains the Crown logo and a breadcrumb trail: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The main content area is titled 'Assessment' and contains a question about Crown loyalty program members. A notification box with a green checkmark icon and the text 'Well done!' is overlaid on the question. The notification also states: 'This responsible gaming service is the Player Activity Statements. Click the forward arrow to continue.' Below the question, there are four radio button options: 'Self-Exclusion', 'Responsible Gaming', 'YourPlay schedule', and 'Player Activity Statements', with the last one selected. A 'SUBMIT' button is located at the bottom left of the question area. At the bottom right of the interface, there are four circular icons: a question mark, a list icon, a refresh icon, and a forward arrow icon. The footer text 'Responsible Service of Gaming' is visible at the bottom left.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

These provide Crown loyalty program members who play gaming machines and FATGs using their membership card, with a summary of their activity.

They can be viewed on gaming machine
desks.

Which responsible gaming service provides this information?

Select one correct answer

- Self-Exclusion
- Responsible Gaming
- YourPlay schedule
- Player Activity Statements

Well done!

This responsible gaming service is the Player Activity Statements.

Click the forward arrow to continue.

SUBMIT

Responsible Service of Gaming

? [List] Refresh [Forward Arrow]



Assessment

This allows gaming machine customers to voluntarily set money and time limits, as well as track their play. This scheme is available throughout the state of Victoria.

The availability of this scheme is advertised via brochures at casino entrances, at Loyalty Program information desks and electronic advertising.

What is the name of this responsible gaming feature?

Select one correct answer then click 'SUBMIT'.

- Self-Exclusion Program
- Play Safe Limits Program
- YourPlay Scheme
- Player Activity Statements

SUBMIT



The screenshot shows a quiz interface with a dark blue header containing the 'CROWN' logo and a navigation menu: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The main content area is titled 'Assessment' and contains text about gaming machine customers and a question: 'What is the name of this scheme?'. Below the question are four radio button options: 'Self-Exclusion', 'Play Safe Limits', 'YourPlay Scheme', and 'Player Activity Statements'. A 'SUBMIT' button is at the bottom left. A 'Well done!' notification box is overlaid on the right, containing a green checkmark icon, the text 'Well done!', 'This is the YourPlay Scheme.', and 'Click the forward arrow to continue.'. At the bottom right, there are four circular icons: a question mark, a list, a refresh, and a right-pointing arrow.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

This allows gaming machine customers to voluntarily set money and time limits, as well as track their play. This scheme is available throughout the state of Victoria.

The availability of this scheme is subject to the terms and conditions of the scheme and the availability of advertising.

What is the name of this scheme?

Select one correct answer.

- Self-Exclusion
- Play Safe Limits
- YourPlay Scheme
- Player Activity Statements

Well done!

This is the YourPlay Scheme.

Click the forward arrow to continue.

SUBMIT

Responsible Service of Gaming

? [List] Refresh [Right Arrow]

The screenshot shows a web application interface for a Responsible Service of Gaming assessment. At the top, there is a dark navigation bar with the 'CROWN' logo on the left and a breadcrumb trail: 'INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT'. The 'ASSESSMENT' link is highlighted with a white arrow. Below the navigation bar, the main content area has a white background. The title 'Assessment' is displayed in a large, bold, black font. Below the title, there are two paragraphs of text. The first paragraph states that the assessment is available to customers wishing to ban themselves from the casino. The second paragraph states that the assessment is for a minimum 12-months and applies to all gaming areas. Below the text, there is a question: 'Which responsible gaming service is this?'. Underneath the question, there is a bold instruction: 'Select one correct answer then click 'SUBMIT''. Below this instruction, there are four radio button options: 'Self-Exclusion Program', 'Responsible Gambling Code of Conduct', 'YourPlay scheme', and 'Player Activity Statements'. The 'Self-Exclusion Program' option is selected, indicated by a filled radio button. At the bottom left of the main content area, there is a grey 'SUBMIT' button. At the bottom right, there are four circular icons: a question mark, a list icon, and two light blue icons. At the bottom left of the page, there is a footer: 'Responsible Service of Gaming'.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

This is available to customers wishing to ban themselves from the casino. This may be a useful strategy for those customers experiencing difficulties as a result of their gambling behaviours.

They are for a minimum 12-months with other options available and apply to all gaming areas of the casino. Penalties may apply to anyone entering the casino in breach of this program.

Which responsible gaming service is this?

Select one correct answer then click 'SUBMIT'.

- Self-Exclusion Program
- Responsible Gambling Code of Conduct
- YourPlay scheme
- Player Activity Statements

SUBMIT

Responsible Service of Gaming

? [List Icon] [Light Blue Icon] [Light Blue Icon]

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

This is available to customers wishing to ban themselves from the casino. This may be a useful strategy for those customers experiencing difficulty as a result of their gambling behaviours.

They are for a minimum of 30 days for anyone entering the casino.

Which responsible gaming service is the Self-Exclusion Program?

Select one correct answer

- Self-Exclusion Program
- Responsible Gaming
- YourPlay schedule
- Player Activity Statements

Well done!


This responsible gaming service is the Self-Exclusion Program.

Click the forward arrow to continue.

SUBMIT

Responsible Service of Gaming

? [] [] [] []

 **INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT**

Assessment





The RGC services include:

Select the correct answer then click 'SUBMIT'.

- Providing strategies to assist customers in managing their gambling behaviours, to foster responsible gaming and prevent difficulties arising
- Referrals to government-funded, problem gambling and financial counselling support services and welfare organisations
- Ensuring our assistance and referral services are conducted on a strictly confidential basis
- Providing information regarding Self-Exclusion for customers who wish to exclude themselves from the casino and managing Crown's Self-Exclusion Programs
- Access to information in selected community languages
- All of the above

SUBMIT

Responsible Service of Gaming


   

The screenshot displays a web-based assessment interface for CROWN. At the top, a dark navigation bar contains the CROWN logo and a breadcrumb trail: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The main content area is titled 'Assessment' and contains a question: 'The RGC services include:'. Below the question, a 'Select the correct' prompt is followed by a list of radio button options. The option 'All of the above' is selected, and a green checkmark icon is placed over the selection. A large, semi-transparent notification box with a blue header and white body is overlaid on the right side of the question. The notification reads 'Well done!' in bold, followed by 'These are all RGC services.' and 'Click the forward arrow to continue.' in bold. Below the notification, a 'SUBMIT' button is visible. At the bottom right of the interface, there are four circular icons: a question mark, a list icon, a refresh icon, and a right-pointing arrow. The footer text 'Responsible Service of Gambling' is partially visible at the bottom left.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

The RGC services include:

Select the correct 

- Providing strategies to help people with gambling difficulties arise
- Referrals to gambling treatment services
- Ensuring our services are accessible to all
- Providing information and managing Crown's reputation
- Access to information and advice
- All of the above

Well done!

These are all RGC services.

Click the forward arrow to continue.

SUBMIT

Responsible Service of Gambling

? [List Icon] [Refresh Icon] →



Assessment

Which of the following do we also use to provide responsible gaming information.

Select the correct answer then click 'SUBMIT'.

- A 'Responsible Gaming' channel in all Crown hotels
- A 'Responsible Gaming' button on VIKs
- All Crown's RSG brochures can be downloaded from our websites
- Electronic screens at machine bank ends to communicate responsible service of gaming information and messages
- All of the above

SUBMIT




The screenshot displays a web-based assessment interface for Crown's Responsible Gaming. At the top, a dark navigation bar contains the Crown logo and a breadcrumb trail: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The main heading is 'Assessment'. Below it, the question asks, 'Which of the following do we also use to provide responsible gaming information.' The user has selected the option 'All of the above', which is indicated by a green checkmark in a circle. A large, semi-transparent notification box is overlaid on the right side of the page, containing the text 'Well done!' and 'We use all these options (and more) to provide responsible gaming information.' Below this, it instructs the user to 'Click the forward arrow to continue.' A 'SUBMIT' button is visible at the bottom left of the question area. In the bottom right corner, there are four circular icons: a question mark, a list icon, a refresh icon, and a forward arrow icon. The footer text 'Responsible Service of Gaming' is partially visible at the bottom left.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

Which of the following do we also use to provide responsible gaming information.

Select the correct 

- A 'Responsible Gaming' logo
- A 'Responsible Gaming' sign
- All Crown's Responsible Gaming information
- Electronic screen displays
- All of the above

Well done!


We use all these options (and more) to provide responsible gaming information.

Click the forward arrow to continue.

SUBMIT

Responsible Service of Gaming

? [List Icon] [Refresh Icon] [Forward Arrow Icon]

 **INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT**

Assessment

Player Information Displays on all EGMs can provide further information, including your odds of winning, and tracking the time and the net loss or win during a session of play.





Select the correct answer then click 'SUBMIT'.

True

False

SUBMIT

Responsible Service of Gaming

The screenshot shows a web interface for a Crown Casino assessment. At the top, a dark navigation bar contains the Crown logo and a breadcrumb trail: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The main heading is 'Assessment'. Below it, a paragraph states: 'Player Information Displays on all EGMs can provide further information, including your odds of winning, and tracking the time and the net loss or win during a session of play.' A notification box with a green checkmark icon and the text 'Well done!' is overlaid on the page. The notification contains the text: 'This statement is true.' and 'Click the forward arrow to continue.' Below the notification, there are two radio button options: 'True' (selected) and 'False'. A 'SUBMIT' button is located below the options. In the bottom right corner, there are four icons: a question mark, a list, a refresh, and a forward arrow. The text 'Responsible Service of Gaming' is visible in the bottom left corner.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

Player Information Displays on all EGMs can provide further information, including your odds of winning, and tracking the time and the net loss or win during a session of play.

Select the correct answer.

True

False

Well done!


This statement is true.

Click the forward arrow to continue.

SUBMIT

Responsible Service of Gaming

? [List Icon] [Refresh Icon] [Forward Arrow Icon]

 **INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT**

Assessment

A customer approaches you and is concerned about his wife's gambling.

Watch the following video.

Is this worth referring?

Select the correct answer.

- Before you make a decision, you should refer the customer to your supervisor.
- Console the husband and refer the customer to your supervisor.
- Refer to your Supervisor as soon as possible.

Well done!





Your job is to refer this customer as soon as possible. We are not to offer support or counselling.

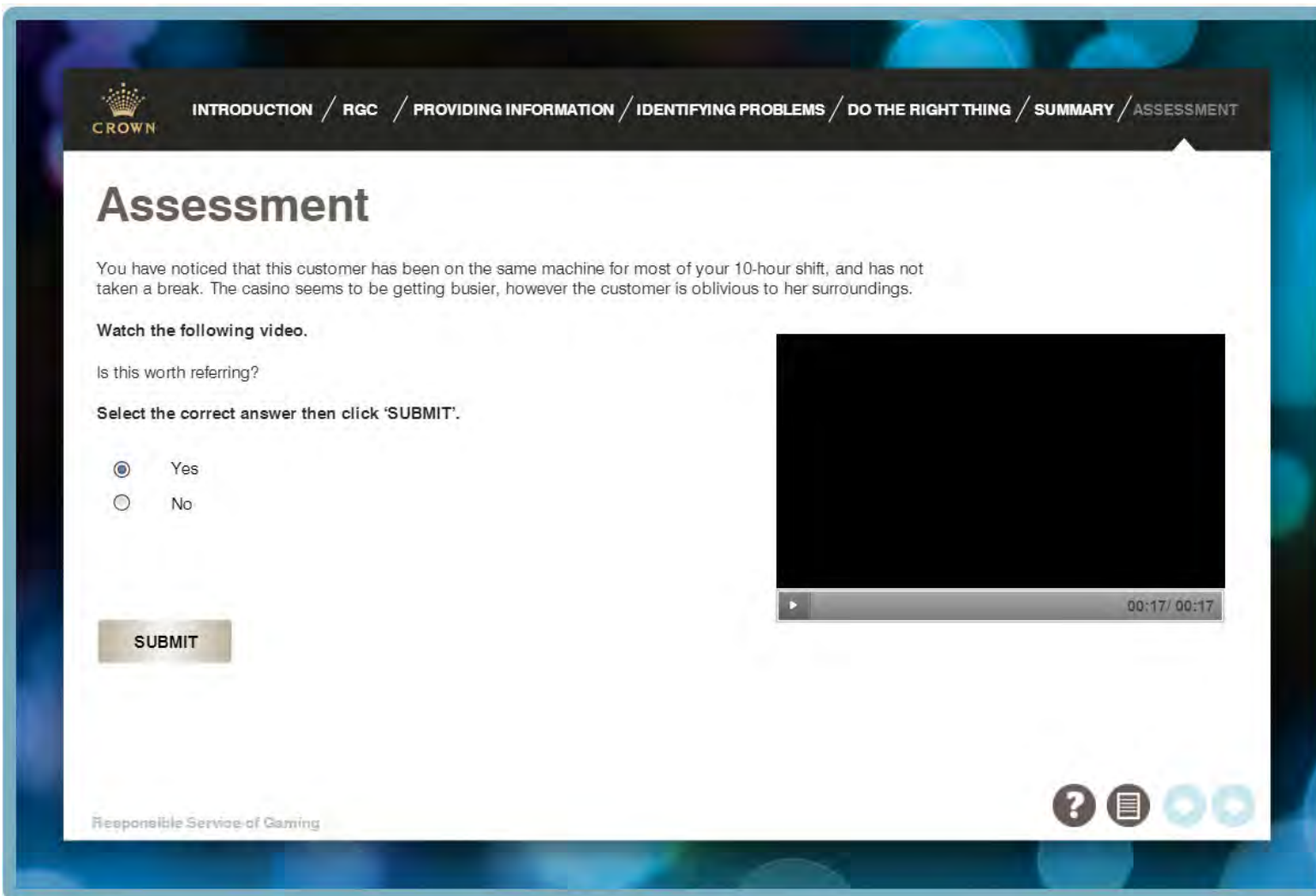
Click the forward arrow to continue.

00:00 / 00:08

SUBMIT

Responsible Service of Gambling



The screenshot shows a training assessment interface for Crown Casino. At the top, a dark navigation bar contains the Crown logo and a breadcrumb trail: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The main content area is white and features the title "Assessment" in a large, bold font. Below the title, a paragraph of text describes a scenario: "You have noticed that this customer has been on the same machine for most of your 10-hour shift, and has not taken a break. The casino seems to be getting busier, however the customer is oblivious to her surroundings." This is followed by the instruction "Watch the following video." and the question "Is this worth referring?". Below the question, there are two radio button options: "Yes" (which is selected) and "No". A "SUBMIT" button is located below the options. To the right of the text is a video player with a black screen and a progress bar at the bottom showing "00:17 / 00:17". At the bottom left of the interface, the text "Responsible Service of Gaming" is visible. At the bottom right, there are four circular icons: a question mark, a document, and two circular arrows.

CROWN

INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

You have noticed that this customer has been on the same machine for most of your 10-hour shift, and has not taken a break. The casino seems to be getting busier, however the customer is oblivious to her surroundings.

Watch the following video.

Is this worth referring?

Select the correct answer then click 'SUBMIT'.

Yes

No

SUBMIT

00:17 / 00:17

Responsible Service of Gaming

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

You have noticed that this customer has been on the same machine for most of your 10-hour shift, and has not taken a break. The customer seems to be getting busier, however the customer is oblivious to her surroundings.

Watch the following video.

Is this worth referring?

Select the correct answer.

Yes

No

Well done!

The potential indicators that this person may be having problems are:

- often gambles for long periods without a proper break
- gambles without reacting to what is going on around him / her and avoids contact or conversations with others
- significant decline in personal grooming or appearance over several days.

Click the forward arrow to continue.

SUBMIT

Responsible Service of Gaming

00:17:00:17

?

☰

↻

➔



Assessment

These customers have been on a losing streak; watch their reaction to losing this next spin.

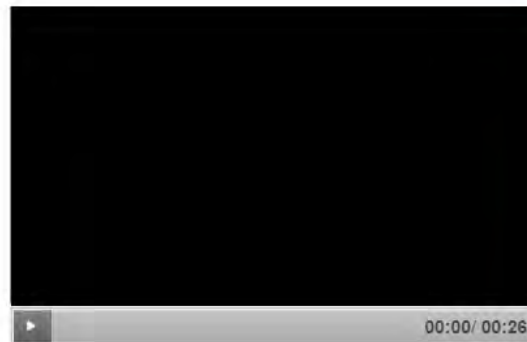
Watch the following video.

Is this worth referring?

Select the correct answer then click 'SUBMIT'.

- Yes
- No

SUBMIT



CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

These customers have been on a losing streak; watch their reaction to losing this next spin.

Watch the following video.

Is this worth referring?

Select the correct answer.

Yes

No

SUBMIT

Well done!

The potential indicators that this couple is gambling responsibly are:

- They're not taking the gambling too seriously – having a good time.
- They appear to have a set limit on the amount of money they will spend.
- They've stuck to this limit and walked away when they reached that limit.

Click the forward arrow to continue.

00:28 / 00:29

Responsible Service of Gaming

? [List Icon] [Refresh Icon] [Next Arrow Icon]

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

Responsible Gaming is exercising control and informed choice to ensure that gambling is kept within affordable limits of money and time, is enjoyable, in balance with other activities, and avoids gambling related harm.

Select the correct answer then click 'SUBMIT'.

True

False

SUBMIT

Responsible Service of Gaming



Assessment

Responsible Gaming is exercising control and informed choice to ensure that gambling is kept within affordable limits of money and time, is enjoyable, in balance with other activities, and avoids gambling related harm.

Select the correct answer.

- True
 False

SUBMIT



Well done!

This statement is true.

Click the forward arrow to continue.





Assessment

Which Victorian Acts have the purpose of fostering responsible gambling in order to:

- minimise harm caused by problem gambling; and
- accommodate those who gamble without harming themselves or others.

Select the two correct answers then click 'SUBMIT'.

- Competition and Consumer Act 2010 (Vic)
- Casino Control Act 1991 (Vic)
- Gambling Regulation Act 2003 (Vic)
- Liquor Control Reform Act 1988 (Vic)

SUBMIT



CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

Which Victorian Acts have the purpose of fostering responsible gambling in order to:

- minimise harm caused by gambling
- accommodate those who are at risk of gambling harm

Select the two correct answers.

- Competition and Consumer Act 2010 (Vic)
- Casino Control Act 1991 (Vic)
- Gambling Regulation Act 2003 (Vic)
- Liquor Control Act 1998 (Vic)

SUBMIT

Correct

Our responsible gaming measures are guided by the:

- *Casino Control Act 1991 (Vic)*
- *Gambling Regulation Act 2003 (Vic)*

Click the forward arrow to continue.

Responsible Service of Gambling

? [Menu] [Refresh] →



Assessment


Which of the following options are available for you and other employees who may be displaying potential gambling behaviours:

Select the correct answer then click 'SUBMIT'.

- Employee Assistance Program (EAP)
- Gambler's Help
- Chaplaincy Support Service
- The Responsible Gaming team
- Your Supervisor / Manager or Human Resources Manager
- All of the above


SUBMIT



 **INTRODUCTION** / **RGC** / **PROVIDING INFORMATION** / **IDENTIFYING PROBLEMS** / **DO THE RIGHT THING** / **SUMMARY** / **ASSESSMENT**

Assessment

Which of the following options are available for you and other employees who may be displaying potential gambling behaviours:

Select the correct 

Well done!





All of these answers are correct.

Click the forward arrow to continue.

- Employee Assistance
- Gambler's Help
- Chaplaincy Support
- The Responsible Gambling Strategy
- Your Supervisor
- All of the above

SUBMIT

Responsible Service of Alcohol



Assessment

Which of the following happens when a person is detected breaching their Self-Exclusion?

Select one correct answer then click 'SUBMIT'.

- They are ejected from the premises
- They are removed from the casino gaming floor and a Responsible Gaming staff member will offer assistance and support and will discuss with the person the reasons for breaching their Self-Exclusion, the assistance available through the RGC and other external support services
- The police are called

SUBMIT




The screenshot displays a web-based assessment interface for Crown. At the top, a dark navigation bar contains the Crown logo and a breadcrumb trail: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The main content area is titled 'Assessment' and poses the question: 'Which of the following happens when a person is detected breaching their Self-Exclusion?'. Below the question, there are three radio button options: 'They are ejected', 'They are removed with the person', and 'The police are'. A 'SUBMIT' button is located at the bottom left of the question area. A large, semi-transparent notification box is overlaid on the right side of the screen, featuring a green checkmark icon and the text 'Well done! Our Responsible Gaming staff will offer support and work through this with the customer. Click the forward arrow to continue.' In the bottom right corner, there are four circular icons: a question mark, a list icon, a refresh icon, and a forward arrow icon. The footer of the page reads 'Responsible Service of Gaming'.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

Which of the following happens when a person is detected breaching their Self-Exclusion?

Select one correct 

- They are ejected
- They are removed with the person
- The police are





Well done!

Our Responsible Gaming staff will offer support and work through this with the customer.

Click the forward arrow to continue.

SUBMIT

Responsible Service of Gaming



Assessment

If the customer comes directly to you requesting Self-Exclusion – what should you do?

Select the correct answer then click 'SUBMIT'.

- Use your paging button (if applicable)
- Refer them directly to the Responsible Gaming team
- Call your Supervisor / Manager
- Any of the above

SUBMIT




The screenshot shows a web-based assessment interface for Crown. At the top, a dark navigation bar contains the Crown logo and a breadcrumb trail: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The main content area is titled 'Assessment' and contains a question: 'If the customer comes directly to you requesting Self-Exclusion – what should you do?'. Below the question, there is a 'Select the correct' prompt followed by four radio button options: 'Use your page...', 'Refer them dire...', 'Call your Super...', and 'Any of the abo...'. A 'SUBMIT' button is located below the options. A large, semi-transparent notification box is overlaid on the right side of the page, featuring a green checkmark icon and the text 'Well done! You can use any of these options to refer. Click the forward arrow to continue.' At the bottom right of the interface, there are four circular icons: a question mark, a list icon, a refresh icon, and a forward arrow icon. The footer text 'Responsible Service of Gaming' is visible at the bottom left.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Assessment

If the customer comes directly to you requesting Self-Exclusion – what should you do?

Select the correct 

- Use your page...
- Refer them dire...
- Call your Super...
- Any of the abo...

Well done!

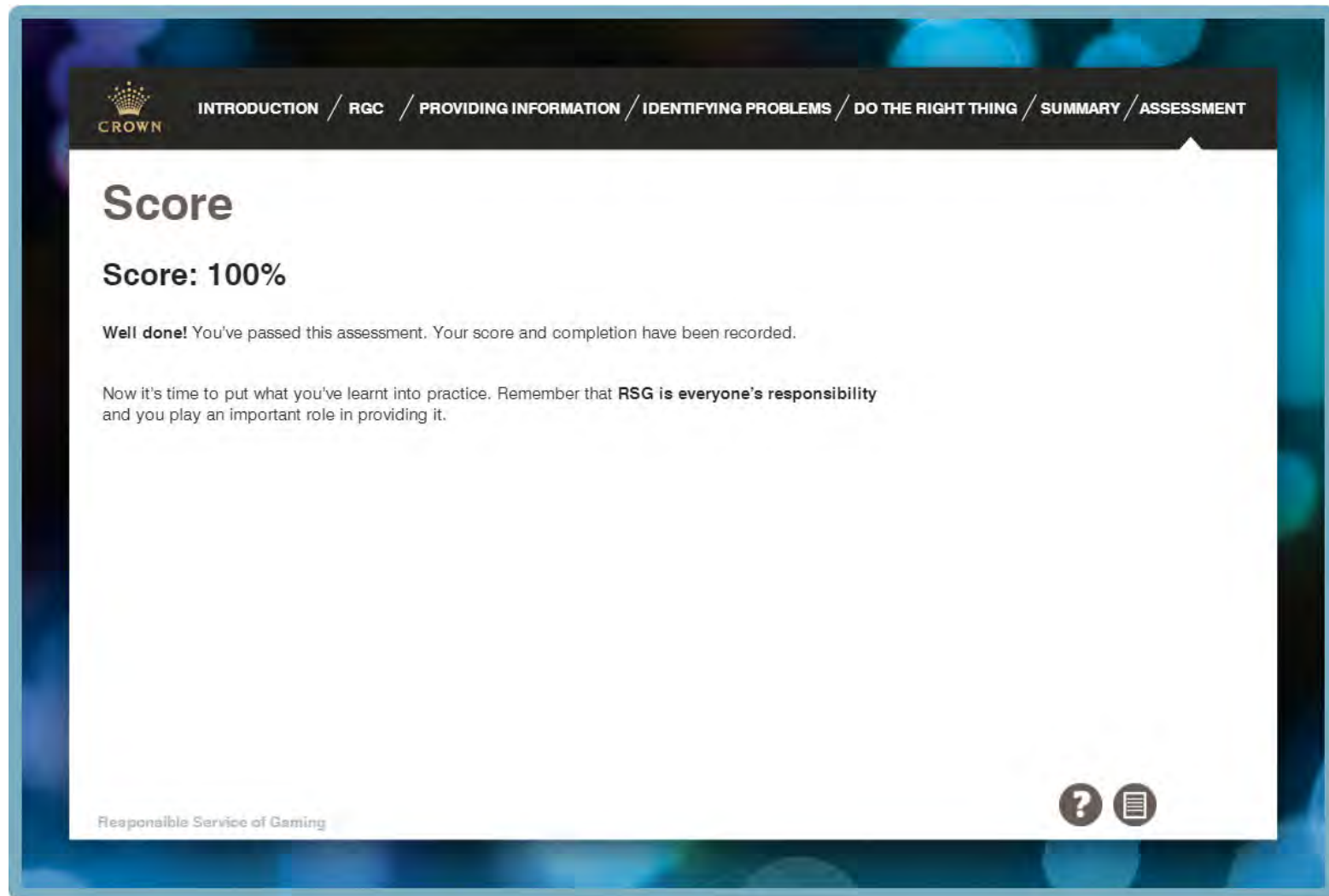
You can use any of these options to refer.

Click the forward arrow to continue.

SUBMIT

Responsible Service of Gaming

? [List Icon] [Refresh Icon] →



The screenshot shows a digital assessment interface. At the top, a dark navigation bar contains the CROWN logo on the left and a breadcrumb trail: INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT. The main content area is white and features the word "Score" in a large, bold font. Below it, the text "Score: 100%" is displayed in a bold font. A congratulatory message follows: "Well done! You've passed this assessment. Your score and completion have been recorded." Below this, a paragraph of text reads: "Now it's time to put what you've learnt into practice. Remember that **RSG is everyone's responsibility** and you play an important role in providing it." In the bottom right corner of the white area, there are two circular icons: a question mark and a document icon. At the bottom left of the white area, the text "Responsible Service of Gaming" is visible.

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Score

Score: 100%

Well done! You've passed this assessment. Your score and completion have been recorded.

Now it's time to put what you've learnt into practice. Remember that **RSG is everyone's responsibility** and you play an important role in providing it.

Responsible Service of Gaming

?

☰

CROWN INTRODUCTION / RGC / PROVIDING INFORMATION / IDENTIFYING PROBLEMS / DO THE RIGHT THING / SUMMARY / ASSESSMENT

Score

Score: 100%

Well done! You've passed this assessment.

Now it's time to put what you've learned into practice and you play an important role in responsible gaming.

Glossary:

- EGM** = Electronic Gaming Machine
- FATG** = Fully Automated Table Game
- PID** = Player Information Display
- RGA** = Responsible Gaming Advisor
- RGC** = Responsible Gaming Centre
- RSG** = Responsible Service of Gaming
- VCGLR** = Victorian Commission for Gambling and Liquor Regulation (the Regulator)
- VIK** = Voucher Issuance Kiosk

Support Us Responsibly

?

☰