GUIDANCE MATERIAL: RSG – Harm minimisation

Introduction

All casino employees working within Gaming Machines and Table Games have responsibilities in relation to harm minimisation which is part of the Responsible Service of Gaming (RSG) framework.

This guidance document is to be used alongside the Performance Evaluation Plan (PEP) documents when assessing an employee's performance in relation to RSG. Compulsory KPOs will be included in all relevant PEP documents.

This document does not replace the other compliance requirements as set out in the PEP documents.

Measures

The below are measures that can be used to evaluate an employee's performance in relation to RSG compulsory KPOs. Not all aspects need to be assessed but those that are suitable and relevant to the position of the employee. Please refer to the Responsible Gaming Information for Employees card for more information.

- Can the employee name <u>at least two</u> observable signs of potential problem gambling (i.e. self-disclosure, excessive time, frequent visits to the ATM)?
- Is the employee able to describe the process of referral?
- Does the employee know where the Responsible Gaming Support Centre is located at Crown Melbourne?
- Can the employee describe <u>at least two</u> of the services that the Responsible Gaming Support Centre provides (i.e. responsible gaming psychologists, chaplaincy support, self-exclusion program etc).
- Does the employee know where copies of the Responsible Gambling Code of Conduct are readily available?
- Has the employee completed any online RSG compliance training assigned to them by the due date (if applicable)?
- Can the employee describe a recommendation they made and implemented, or the implementation of a recommendation they were involved in, to increase the awareness towards RSG compliance within their team or department?
- Can the employee describe a time over the last 12 months, where they have identified observable signs of potential problem gambling and what steps they took?
  If no, can the employee describe what steps they would take in the event that they identified observable signs of problem gambling in the casino?