



Victorian Commission for
Gambling and Liquor Regulation

Level 3, 12 Shelley Street, Richmond VIC 3121
GPO Box 1988, Melbourne VIC 3001
T: 1300 182 457
www.vcglr.vic.gov.au

9 April 2020

Our ref: CD/20/4109

Sonja Bauer
Group General Manager Responsible Gaming
Crown Resorts Limited

By email: [REDACTED]

Dear Ms Bauer

Responsible Service of Gaming training for Crown Special Employees - approval of training and further research and evaluation

I am pleased to advise that on 26 March 2020 the Commission approved Responsible Service of Gaming (RSG) training courses for Crown Special Employees in accordance with sections 58B(1)(a) and 58B(1)(b) of the *Casino Control Act 1991* (CCA). The approval remains in force for five years unless sooner revoked. Please find the instrument of approval attached.

In reviewing the adequacy of the RSG training, and in particular the inclusion of observable signs for potential gambling harm, it is apparent there are some key differences in the casino operational and policy context when compared to other venues that operate electronic gaming machines. Some validated observable signs of problem gambling outlined in the 2014 report titled *Validation study of in-venue problem gambler indicators* (validation study) appeared to be less relevant given these differences and the report did not specifically address the casino environment.

As part of the considering the approval of the RSG training, the Commission determined that it would write to the Victorian Responsible Gambling Foundation (VRGF) advising that it would be beneficial to undertake further research on observable signs specific to the casino context.

Second, it is requested that Crown conduct an evaluation of the effectiveness of the approved training courses, conducted by an independent third party and that the results be provided to the Commission after conclusion of the evaluation and completed prior to the next training course approval process. Both measures will ensure that any future RSG training approved by the Commission for Crown Special Employees is informed by evidence and best practice. In relation to the requested evaluation to be conducted, I note that the VRGF has completed an evaluation of venue based RSG training and summarised its findings.¹

¹ Victorian Responsible Gambling Foundation 2020, Responsible Service of Gaming training evaluation summary 2017-2018, Victorian Responsible Gambling Foundation, Melbourne, Victoria.
(<https://responsiblegambling.vic.gov.au/resources/publications/responsible-service-of-gaming-training-evaluation-summary-2017-2018-745/>)

If you wish to discuss this further or require any further information please contact Scott May,
Director Legal Services & General Counsel on [REDACTED] or at
[REDACTED]

Yours sincerely

[REDACTED]

Ross Kennedy
Chairperson
Victorian Commission for Gambling and Liquor Regulation