

## Responsible Gaming

Logo and message



- Awareness – supporting harm minimisation by building awareness of responsible gaming programs and services for staff and customers;
- Assistance – contributing to harm minimisation by providing assistance to customers in managing their gaming behaviours; and
- Support - delivering a supportive environment where the potential for harm is minimised and a culture of responsible gaming support is embedded in the organisation.

## Responsible Gaming

Responsible Gaming and Gambling Harm



**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.

Gambler's Help Website 2019

# Responsible Gaming

## Stakeholders



## Responsible Gaming

### Principles



- Responsible Gaming and harm minimisation requires collective ownership by the gaming industry, government, community and the individual
- Customers need to be informed about gaming products and be aware of support services and programs
- Responsible gaming employee training at all levels
- Discretion and confidentiality in customer service
- To be an industry leader in delivering the gaming experience in a responsible environment
- Commitment to our stakeholders and uphold the Crown Values – *Together we create memorable experiences*

*We act respectfully We are passionate We work together We do the right thing*

## Responsible Gaming

### Responsible Gaming Centres



- Crown is committed to the responsible service of gaming and harm minimisation.
- Crown demonstrates this via responsible gaming initiatives, training, programs and services that are available at its Resorts.
- All Australian Resorts operate Responsible Gaming Centres. These are the focal point for responsible gaming initiatives and:
  - are customer focused and staffed by Crown Responsible Gaming employees
  - provide customer assistance, support and referral, access to responsible gaming programs and services;
  - operate 24 hours a day, seven days a week; and
  - provide all services confidentially and free of charge.

## Responsible Gaming

Useful Information



- Gaming staff perform and record 'low level' interactions and refer customers who ask or may be displaying signs that they are experiencing difficulties with gambling to their manager or directly to a Responsible Gaming Advisor
- Self Exclusion, Third Party Exclusion, Revocation and Gambling Resumption Information Programs
- YourPlay (Melbourne) and Play Safe Limits (voluntary pre-commitment), Player Activity Statements, Data Analytics, Facial Recognition Technology
- Customers are encouraged to take regular breaks in their play – Play Periods
- Responsible Gambling Codes of Conduct outline our commitment to responsible gaming as employees and towards our customers.
- The Crown Resorts Limited Board Responsible Gaming Committee.

# Responsible Gaming

Responsible Gaming Team - Melbourne



<b>Steph Bevan</b> Group General Manager Responsible Gaming	<b>Luke Overman</b> General Manager Responsible Gaming	<b>Neil Latt</b> Responsible Gaming Psychologist	<b>Joan McBurn</b> Responsible Gaming Psychologist	<b>Tim O'Rourke</b> Responsible Gaming Psychologist	<b>Travis Grant</b> Chaplaincy Support Service
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<b>Anna Young</b> Responsible Gaming Office Coordinator	<b>Joan Fitzgerald</b> Responsible Gaming Advisor	<b>Olivia Wrightman</b> Responsible Gaming Advisor	<b>Shirley Lee</b> Responsible Gaming Advisor	<b>George King</b> Responsible Gaming Advisor	<b>Michael Young</b> Responsible Gaming Advisor
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<b>David Anwar</b> Responsible Gaming Advisor	<b>Nina MarisLudlow</b> Responsible Gaming Advisor	<b>Florina Flynn</b> Responsible Gaming Advisor	<b>Deah Vio</b> Responsible Gaming Advisor	<b>Victoria Mack</b> Responsible Gaming Advisor	<b>Jo Villaver</b> Responsible Gaming Advisor
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# Responsible Gaming

Responsible Gaming Team - Perth



Helpline 1800 858 858  
Responsible Gaming Centre 1800 801 098



**Sanja Bauer**  
Group General Manager  
Responsible Gaming

**Melanie Strelein Faulks**  
General Manager  
Responsible Gaming



**Jo Henley**  
Responsible Gaming  
Advisor 247

**Temara Melrose-Sweeney**  
Responsible Gaming  
Advisor 247

**Christina Handuff**  
Responsible Gaming  
Advisor 247

**Madison Gallitt**  
Responsible Gaming  
Advisor 247

**Cathy Ho**  
Responsible Gaming  
Advisor 247

**Hao Ts**  
Responsible Gaming  
Advisor 247



**Mitchell Johnston**  
Responsible Gaming  
Advisor 247

**Annabel Keyward**  
Responsible Gaming  
Advisor 247

**Louise Pope**  
Responsible Gaming  
Advisor 247

**Linda Thomas**  
Responsible Gaming  
Advisor - Part Time

**Mel Howard**  
Responsible Gaming  
Advisor - Part Time



# Responsible Gaming

Responsible Gaming Team - Sydney



[Redacted]				
Sonja Bauer Group General Manager	Rowan Cameron General Manager	Perry Allison Advisor	Ronald NG Advisor	
[Redacted]				
Jordan Owen Advisor	Abhishek Seth Advisor	Shania Vella Advisor	Eric Lenh Advisor	Kristan Blazeovski Advisor



AWARENESS ASSISTANCE SUPPORT

Help is close at hand  
GAMBLEAWARE 800 858 858  
gambleaware.nsw.gov.au