



SUBJECT: Responsible Gaming Department Policy and Procedures
POLICY TITLE: Unattended Children
APPROVED BY: Luke Overman **REVIEWED:** January 2021
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Policy Statement

Children under the age of 12, located without an accompanying parent or guardian in or around the complex, are deemed unattended. Responsible Gaming Advisors (RGAs) will manage any incidents of unattended children with the support of Security Services Officers (SSOs).

Procedures

1. Responding to reports of unattended children and using Crown's database to locate the parent or guardian

- RGA will attend the location and liaise with the SSO
- At all times the welfare and comfort of the child will be monitored and prioritized
- Obtain any details from the caller and/or, upon arrival, the Security Services Manager (SSM) and/or SSO
- Promptly determine whether or not the child is unattended
- Reassure and comfort the child if distressed
- Attempt to determine the child's name, age and if possible, the parents details, including a contact number and address
- Explain to the child you are going to look for their parents and will be back soon

- Leave the child in the care of the attending SSO
- Use Crown's database and, with any details given, attempt to locate the parents through a Loyalty Program account
- Liaise with Surveillance to determine how long the child has been unattended
- In cases where it is deemed necessary to relocate to the Responsible Gaming Centre (RGC), request a SSO of the same gender as the child, to be present
- RGA will liaise with the SSM to determine what action should be taken, for example, a verbal warning or Withdrawal of Licence (WOL)
- Customers who leave a child unattended to gamble may be issued with a WOL
- Where appropriate, refer the matter to the Police and/or Child Protective Services
- In cases where a child of a hotel guest is located without an accompanying parent or guardian, in or around the complex, including hotel rooms, the Hotel Duty Manager will also be contacted

2. Approaching the parent or guardian on the gaming floor and determination of action

- Attend the location of the parent if you are successful in ascertaining this through the database search
- Request coverage from Surveillance
- Approach the parent, explain your role and that you need to speak with them
- Relocate off the gaming floor and ask for identification and record the details
- Request an explanation for their actions
- Escort the parent back to the child and attempt further discussion away from the child to minimise their distress
- Resist any attempts by the parent to use the child as an interpreter and organise an employee to do this if required
- Explain Crown's policy on leaving children unattended to gamble and provide an RGC business card

3. Locating the child's/children's parent by phone and determination of action

- Attempt to speak to the parent away from the child to minimise their distress
- Request an explanation as to why the child was left unattended
- If they admit they were gambling, a WOL may be issued in liaison with SSM
- If the parent denies gambling, but you reasonably expect this to be untrue, a WOL may be issued
- Resist any attempts by the parent to use the child as an interpreter and organise an employee to do this if required
- Explain Crown's policy on leaving children unattended to gamble and provide an RGC business card

Recording information

Interaction to be documented in SEER as per guidelines. Details of the incident will be recorded in a register held at the Responsible Gaming Centre in accordance with the Responsible Gambling Code of Conduct.

Use of customer information

Employees in the Responsible Gaming Department will use customer information only to facilitate ongoing support for that customer or for a purpose otherwise outlined in policies regarding disclosure.

Relevant documents

- National Privacy Principles of the *Privacy Act 1988* (Cth)
- Crown Limited Privacy Policy
- Crown Employee Code of Conduct
- Responsible Gambling Code of Conduct

