



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

Responsible Gaming Advisors (RGAs), working alone need to be mindful of personal safety. This policy is for customers attending the Responsible Gaming Centre (RGC) or being brought to the RGC by staff.

Procedures

1. The RGA must be wearing the personal duress alarm.
2. Customers should remain in the reception area at all times.
3. Surveillance may be contacted for coverage.
4. Counselling rooms may be used in the following scenarios, an assessment must be made whether there is a requirement for Security to be present:
 - (a) If there is a group/family,
 - (b) If there is more than one party waiting for assistance.
5. Customers are to be seated furthest from any egress point.
6. RGA will advise Surveillance COMMS if a customer is aggressive, abusive or intoxicated. Request coverage and/or a Security & Services Officer (SSO) to be present.
7. In case of emergency, duress buttons are located [REDACTED]
[REDACTED]
8. If a customer becomes aggressive, your safety is a priority.

- (a) Remove yourself from the area. Proceed to the admin office and lock the door. Press the duress button and wait for Security.
- (b) Call Surveillance Comms or Surveillance and use the phrase [REDACTED]
[REDACTED] This will alert Comms/Surveillance to the fact that you need Security to attend immediately.

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