



**SUBJECT:** Responsible Gaming Department Policy and Procedures  
**POLICY TITLE:** Unpaid Parking  
**APPROVED BY:** Luke Overman      **REVIEWED:** January 2021  
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### **Policy Statement**

Parking Services or Surveillance COMMS will advise the Responsible Gaming Advisor (RGA) when a customer alleges they have lost all their money gambling and are unable to pay for parking.

### **Procedures**

1. RGA will attend the location and stand by for Security.
2. Upon arrival of Security, RGA will approach the customer and request identification in order to check the customer's status.
3. If the customer is Self-Excluded, inform Surveillance.
4. If the customer is a Withdrawal of License (WOL), remind the customer that they are not permitted to be on site, then inform Surveillance COMMS.
5. Welfare check to be conducted and offer all Responsible Gaming Centre (RGC) services.
6. The customer will then be referred to Security.

### **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