



SUBJECT: Responsible Gaming Department Policy and Procedures
POLICY TITLE: Sleepers in cars
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 is found sleeping in their car.

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 onsite, then inform Surveillance COMMS.
5. Welfare check to be conducted and offer all RGC services.
6. Advise the customer that it is unacceptable to sleep in their car.
7. The customer will then be referred to Security.

Recording information

Interaction to be documented in SEER as per the guidelines in the policy for documentation. 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