



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

Surveillance or Surveillance COMMS will advise the Responsible Gaming Advisor (RGA) when a customer, who commits an illegal act, is apprehended. The customer will be taken to the interview room and spoken to by Crown Melbourne (Crown) staff when appropriate.

### **Procedures**

1. RGA will obtain the customer's details from Security or Surveillance.
2. Check for any information on the customer in SEER or SYCO.
3. Attend the interview room.
4. RGA will speak to the customer and offer all RGC services.

### **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