http://rgcheck.com/gaming-venues/standards-and-criteria - 17/2/15 (draft copy from the webpage – not authorized copy)

About RG Check

RG Check is an accreditation program created by the Responsible Gambling Council (RGC) based on its Responsible Gambling Standards for gaming venues and for Internet gambling sites. The program offers gaming companies the opportunity of an independent assessment of the quality of their responsible gambling safety net.

The Standards provide objective and independent benchmarks for the content, quality, and breadth of responsible gambling (RG) programs delivered by gambling providers. They represent RGC's view of the gold standard of efforts by gaming providers to reduce the risk of problem gambling among players.

The RG Check accreditation program offers gambling providers an objective means of assessing their RG initiatives. The program promotes a high standard of customer protection by supporting the adoption of meaningful responsible gambling initiatives by gambling providers.

Standards and criteria

Standard	Criteria		Melbourne	Perth
Responsible Gambling Policies The venue/corporation demonstrates awareness of problem gambling and creates integrated corporate policies and strategies to actively address it.	i.	*Policy Commitment to RG* - Corporate policy statements make a clear commitment to address problem gambling and identify corporate expectations for RG actions.	• Crown Corporate Policy – Responsible Gaming, internal, reviewed annually.	• Crown Corporate Policy – Responsible Gaming, internal, reviewed annually.
	ii.	*Strategy for Responsible Gambling* - The corporation has a strategy for RG with defined goals and a clear plan of action.	• Responsible Gambling Risk Register • Responsible Gaming Policies and Procedures • Responsible Gambling Code of Conduct	• Responsible Gambling Risk Register • Responsible Gambling Operations Manual • Responsible Gambling Code of Conduct
	iii.	*Senior Staff Focused on RG* - Executive staff member is accountable for RG policies and programs.	• Chief Legal Officer Australian Resorts; Responsible Gambling Management Committee.	• Chief Legal Officer Australian Resorts; Responsible Gambling Management Committee.
	iv.	*RG Integration* - Responsible gaming programs are embedded across all the activities of the organization.	• Crown Resorts Board Committee; Code; Induction; Responsible Service of Gaming (RSG) Training and refreshers for relevant staff; Senior Manager Training.	• Crown Resorts Board Committee; Code; Induction; Responsible Service of Gaming (RSG) Training and refreshers for all staff.
	v.	*Staff Information* -	• Frontline; Compass access;	• Responsible Gambling Awareness

	There are regular reminders to staff about RG actions.	Responsible Gaming (RG) Notice Board; attendance at staff briefings; Gambling Harm Awareness Week.	Week; RSG FACES communication; adhoc attendance at staff briefings; alert emails and communication.
Employee Training Staff understand the importance of RG and are knowledgeable about their role and the corporation's expectations of their actions.	i. *Reflecting Corporate Policies* - Corporate RG policies are explained to employees along with local (e.g., venue-based) codes of practice, self-exclusion procedures and regulations.	• Via Induction; RSG Training and refreshers for relevant staff; Senior Manager Training; Casino Awareness Training; gaming staff as part of Performance Management Guidelines.	• Via Induction; RSG Training and refreshers for all staff; Targeted Training for front line staff.
	ii. *Understanding Problem Gambling and Key RG Concepts* - Staff learn about problem gambling and its impact as well as key RG information.	• Via Induction; RSG Training and refreshers for relevant staff; Senior Manager Training.	• Via Induction; RSG Training and refreshers for all staff.
	iii. *Understanding Job Skills and Procedures* - Staff are taught skills and procedures required of them for assisting patrons who may have problems with gambling.	• Via Induction; RSG Training and refreshers for relevant staff; Senior Manager Training.	• Via Induction; RSG Training and refreshers for all staff
	iv. *Avoid Misleading Information* - Staff are	• Via Induction; RSG Training and refreshers for relevant staff;	• Via Induction; RSG Training and refreshers for all staff; in

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	trained to avoid messaging that reinforces misleading or false beliefs.	Senior Manager Training; Mythical Thinking training for gaming staff.	accordance with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers.
	v. *All Staff Receive Mandatory Training* - All staff are trained upon hiring and are retrained regularly.	• Via Induction; RSG Training and refreshers for relevant staff; Senior Manager Training.	• Via Induction; RSG Training and refreshers for all staff.
	vi. *Staff Training is Based on Key Adult Education Principles* - Objectives are clear and accessible to learners, training accommodates different learning styles, and is tested or reviewed with staff.	• Crown College, a Registered Training Organisation, advises on Training delivery.	• Crown College, a Registered Training Organisation, advises on Training delivery.
	vii. *Training is Evaluated* - A formal evaluation process is in place.	• RSG Training is reviewed annually.	• RSG Training is reviewed annually.
	viii. *Training is Based on Current Research and Expertise* - The training program and/or evaluation is informed by the best available evidence.	• RSG Training is based on the Victorian Commission for Liquor and Gambling Regulation (VCGLR) Guidelines; reviewed annually; Cert III delivered by Crown College, a RTO, which also advises on other training	• Crown College, a Registered Training Organisation, advises on Training delivery.

Self-Exclusion A well managed and communicated self-exclusion program is in place that facilitates access to counselling and other supports.	i. *Self-exclusion Policy* - A comprehensive written policy is in place.	• No Corporate Policy as based on the *Casino Control Act 1991* (Vic) (CCA).	• No Corporate Policy as based on the *Agreement*
	ii. *Promotion of the SE Program* - The SE program is well promoted.	• VIKs; Brochures; Motion Trans/Cammegh Billboards throughout the casino gaming floor; website; RG ad; information available in LOTE.	• Gaming Information Terminals (GITs); Brochures; Electronic Back Ends; Back of Toilet Doors and Gaming Stickers throughout the casino gaming floor; website; some information available in LOTE.
	iii. *Registration Process* - The process is managed in a timely and respectful way by specially trained personnel.	• Facilitated by RGLO, who are specially trained and hold Company Power of Attorney as is a legally binding process via the CCA; Persons who self-exclude have option of being contacted 3 months into Self-Exclusion by RGLO; RGP counselling available; Chaplaincy Support Service available; Referral to Gambler's Help and other welfare organisations where applicable.	• Facilitated by RGA, who are specially trained; Persons who self-exclude have option of being contacted 3 months into Self-Exclusion by RGA; Referral to Gambling Help and other welfare organisations where applicable.
	iv. *Ban Length* - The ban length is variable and patrons have options in their length of ban.	• Self-Exclusion is indefinite; option to revoke after a 12 month breach free period and supply of relevant documentation by appropriate health care professional. *Time Out Program.*	• Self-Exclusion is indefinite; option to revoke after a 12 months and supply of relevant documentation by appropriate health care professional.

	v. *Promotional Materials Discontinued* - Those who are banned do not receive any promotional materials.	• Persons who self-exclude are suspended from Loyalty Program with stop codes for no mail; non-members have account created and suspended so cannot join whilst self-excluded.	• Persons who self-exclude are suspended from Loyalty Program with stop codes for no mail; non-members have account created and suspended so cannot join whilst self-excluded.
	vi. *Access to Community Resources* - Patrons receive information about help resources.	• Referral to Gambler's Help and other welfare organisations where applicable.	• Referral to Gambling Help and other welfare organisations where applicable.
	vii. *Conditions of Ban Length* - Patrons receive clearly worded information that outlines the conditions of the ban and consequences of breaching.	• Self-Exclusion Kit (containing all relevant information) provided at time of self-exclusion.	• Self-Exclusion information provided at time of self-exclusion.
	viii. *Data Collection* - Data collection includes adequate information to enable effective detection and enforcement.	• All patron interaction captured in SEER; Self-Exclusion data audited regularly. • Neoface to assist with breach detection	• All patron interaction captured in iTrak; Self-Exclusion data audited regularly. Regular updates of self excluded persons or persons of interest sent to relevant departments to assist with detection.
	ix. *Enforcement* - A strong enforcement process is in place to identify and	• Emphasis is on self-regulation and support; Self-Excluded person photos forwarded to	• Emphasis is on self-regulation and support; Self-Excluded person photos forwarded to

		remove self-excluded patrons.	Surveillance and relevant departments; Photo boards of recidivist breachers in relevant department muster/briefing rooms; RGLO attends breaches and offers assistance; Offer of updating photographs.	Surveillance and relevant departments; Regular updates of self excluded persons or persons of interest sent to relevant departments to assist with detection; RGA attends breaches to offer assistance and referrals to Gambling Help and other welfare organisations where applicable.
	x.	*Reinstatement* - There is an active reinstatement process in place.	• Person must apply to have Self-Exclusion revoked; Application considered after a 12 month breach free period and supply of relevant documentation by health care professional; Relevant documentation checked by RGPs; Self-Exclusion Revocation Committee considers Applications; GRIP for successful applicants.	• Person must apply to have Self-Exclusion revoked; Application considered after a 12 month period and supply of relevant documentation by health care professional; RGA interviews Applicant and compiles file; Applications considered by member of RGMC; Mandatory three month face to face follow up required for successful applicants.
	xi.	*Renewal* - Ban renewal is straightforward and offered both off and on site.	• Not applicable.	• Not applicable.
Assisting Patrons who may have Problems with Gambling Assistance to patrons who may have problems with gambling is	i.	*Policies* - Clear policies are in place for assessing and handling situations where there	• Code; Induction; RSG Training; Senior Manager Training; Regular formal meetings – VIP, Operational Management and	• Code; Induction; RSG Training; Regular formal meetings – VIP, Operational Management and Responsible Gambling

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readily available, systematically provided and documented.	is evidence that a patron may have a gambling problem.	Responsible Gaming Management Committee.	Management Committee.
	ii. *Responding to Information Requests* - All staff are knowledgeable about the helpline, self-exclusion, RGRCs and local treatment resources and provide that information to patrons on request.	• Code; Induction; RSG Training; staff briefing attendance; RGSC services and programs (referral etc)	• Code; Induction; RSG Training; staff briefing attendance; RGIC services and programs (referral etc). Staff are trained to refer enquiries to the RGA who will respond to the patron.
	iii. *Responding to Distress* - Staff respond appropriately to a distraught customer.	• Code; Induction; RSG Training; RGLOs; RGSC services and programs.	• Code; Induction; RSG Training; RGAs; RGIC services and programs.
	iv. *Initiating Interactions* - Staff initiate discrete discussions with patrons who show patterns or behaviours that may be signs of a gambling problem.	• Code; Induction; RSG Training; Responsible Gaming Support Centre services and programs; RGLOs.	• Code; Induction; RSG Training; Responsible Gaming Information Centre services and programs; RGAs.
Informed Decision Making Venue provides substantial and readily available information to enable patrons to make informed decisions.	i. *Information about Gambling* - The venue provides a variety of information that will assist patrons in making	• RGSC services and programs and printed information; 'Pokies: Know the facts brochure'; Player Information Displays (PID) on all gaming machines and FATGs;	• RGIC services and programs brochures; GITs; PAS; Play Safe Limits; Know the Table Games and Know the Electronic Gaming Machines brochures; Rules of the

	informed decisions about their gambling.	PAS; Play Safe Limits; YourPlay; Rules of the Game available on request.	Games available on EGM's and at Tables Games on request.
	ii. *Specialized Information Provision* - The venue has designated player information or support services (e.g., RGRCs).	• RGSC programs and services available 24 hours a day, seven days a week.	• RGIC programs and services available 24 hours a day, seven days a week.
	iii. *Personalized Information Provision (e.g., Player Feedback)* - Venue provides patrons access to information about their own play.	• PAS for Loyalty scheme members and members who play FATGs.	• PAS for Loyalty Program members who play EGMs and FATGs.
Advertising and Promotion Advertising and promotion does not mislead or misrepresent products or target potential vulnerable patrons.	i. *Advertising Policy Statement* - The company has a clearly articulated commitment to advertising that does not mislead, target people with gambling problems or minors.	• Code; Government advertising restrictions adhered to.	• Code; Government advertising restrictions adhered to.
	ii. *Screening Process* - An RG screening process is in place for all advertising to ensure adherence to the policy.	• Code; Advertising checked by Legal and Compliance departments; RG as required.	• Code; Advertising checked by Legal and Compliance departments; RG as required.

	iii. *Not Misleading* - Advertising is not misleading about outcomes of gambling or misrepresent the odds of winning/losing.	• Code; Advertising checked by Legal and Compliance departments; RG as required.	• Code; Advertising checked by Legal and Compliance departments; RG as required.
	iv. *Not Targeting Problem Gamblers* - Advertising does not target or depict people with gambling problems.	• Code; Advertising checked by Legal and Compliance departments; RG as required.	• Code; Advertising checked by Legal and Compliance departments; RG as required.
	v. *Loyalty Program* - Loyalty program limits promotions for patrons identified with gambling problems.	• Code; Persons who self-exclude are suspended from Loyalty Program with stop codes for no mail; non-members have account created and suspended so cannot join whilst self-excluded.	• Code; Persons who self-exclude are suspended from Loyalty Program with stop codes for no mail; non-members have account created and suspended so cannot join whilst self-excluded.
Access to Money Money and money services are provided to patrons in a responsible manner that does not encourage excessive spending.	i. *ATMs* - The placement of ATMs in the venue does not encourage excessive spending.	• No ATMs within 50 metres of any casino gaming floor entrance and restrictions.	• No ATMs within 40 metres of any casino gaming floor entrance and restrictions.
	ii. *Credit* - Access to credit is prohibited or restricted.	• No credit for Australian customers for the purpose of gambling; may provide chips on credit to non-Australian residents in circumstances prescribed by legislation and in accordance with controls and procedures approved by the VCGLR.	• No credit for Australian customers for the purpose of gambling; may provide chips on credit to non-Australian residents in circumstances prescribed by legislation and in accordance with controls and procedures approved by the GWC.

	iii.	*Cheque Cashing* - Cheque cashing is prohibited or restricted.	• Except for lawful exceptions, gaming machine winnings or accumulated credits above $2,000 are paid by cheque and not made out to cash; Customers who have received large payments have the opportunity to take payment in part or full by cheque.	• Crown Perth will not provide credit or lend money to customers for the purpose of gambling other than as approved by the Gaming and Wagering Commission of Western Australia. Customers who have received large payments have the opportunity to take payment in part or full by cheque
	iv.	*Accessing Money while Playing Games* - Patrons cannot access direct electronic fund transfers at machines or gaming tables.	• No access.	• No access.
Venue and Game Features Venue and game design promotes awareness of the passage of time, breaks in play, and the responsible use of alcohol.	i.	*Passage of Time* - Patrons have ample opportunities to take note of the passage of time.	• Lighting Regulations; Clocks on all EGMs and ETGs; Announcements of time when entertainment commences.	• Clocks on EGMs, ETGs, Table Games screens and Bank Ends; Announcements of time when entertainment commences.
	ii.	*Hours of Operation* - The venue is not open 24 hours per day.	• Casino is required by legislation to operate 24 hours a day, 365 days per year with three exceptions per annum.	• Legislation permits 24 hour/ seven days a week operation
	iii.	*Alcohol Restrictions* - Access to alcohol is well-controlled and	• Relevant staff complete Responsible Service of Alcohol (RSA) training with refresher	• Relevant staff complete Responsible Service of Alcohol (RSA) training with refresher

		never free.	every two years; RSA Officers on duty at most times; Legislation that can't knowingly allow a person to gamble whilst intoxicated.	every two years; RSA Officers on duty at most times; Legislation that can't knowingly allow a person to gamble whilst intoxicated.
	iv.	*Display Credits as Cash* - Machines are designed to display spending as cash.	• Yes.	• Yes.
	v.	*Gaming Machine Features* - Machines display RG messaging during play. Stop buttons are disabled.	• Display 'Have you had a break?' message as part of attract; display Government Harm Minimisation talkers and posters; display 'If you have a Gambling problem …' and contact numbers for RGSC and Gambler's Help; PIDs.	• Gaming product display stickers include messaging and phone numbers for help; GITs.
	vi.	*New Game Screening* - All new games are screened to assess their problem gambling implications if any.	• All new EGM and ETG games, as well as new gaming equipment independently tested and also verified by the VCGLR. • Traditional Table Games changes to rules or new game rules approved by the VCGLR.	• EGMs must comply with national Standards
	vii.	*No Reinforcement of Myths and Misconceptions* - Practices and	• Mythical Thinking and RSG Training for all gaming staff; PIDs.	• RSG Training for all gaming staff; PIDs

	procedures in the gaming venue do not reinforce myths and misconceptions.		