responsiblegaming
AWARENESS. ASSISTANCE. SUPPORT

Crown Melbourne Responsible Gaming

Statistic Explanation

Harm Minimisation Overview

1.1   Total Patron Contact with RGC (Responsible Gaming Centre)

This comprises all entries from the Responsible Gambling Register, which records program and service information. The Admin Services section refers to those entries that are administrative such as change of address.

1.2   Main Activities of RGC Staff

This denotes the top five activities Responsible Gaming staff engage in. Note that Facial Recognition Technology was implemented in February 2018. Additionally, changes in the Play Periods technology and process commenced from late 2018.

1.3   Services by Harm Minimisation Categories

The Responsible Gaming Operations Manager and Responsible Gaming Psychologists worked to categorise the various activities recorded in the Responsible Gambling Register. These are defined by the following harm minimisations categories:

Harm minimisation category	Main activities
Exclusion Related events	Includes Self Exclusions issued, breach and attempted breach of self exclusion, Time Outs issued, Time Outs breached, Bans issued and Third Party Exclusion issued
Initiating intervention	Includes Gaming Machines, Table Games, staff interaction and Fully Automated Table Games focus, Observable signs, Exclusion/Revocation follow up
Responding to Information	Includes Self exclusion and Third Party Exclusion inquiries, Revocation information, Missing persons, Unattended Children
Service and Assistance	Includes Counselling, Chaplaincy, Counselling information, Revocation contact

Excludes Play Periods as the volumes would affect the visual representation. These are depicted in 1.2.

1.4 Referral from Crown Staff and Customers/Other

The 'Internal RG' category incorporates activities that are initiated by Responsible Gaming staff such as proactive presence on the gaming floor (includes Gaming Machines, Table Games, staff interaction and Fully Automated Table Games focus), program follow up, observable signs and welfare follow up. The other 'Internal' staff categories are referrals from gaming machines, table games, security, surveillance, hotel staff etc. 'External' referrals are mainly where customers have 'referred' themselves.

Excludes Play Periods as the volumes would affect the visual representation. These are depicted in 1.2.

1.5 External Service Providers Referred To

In these, 'Gambler's Help Facility' denotes the direct referral to the Gambler's Help offices such as Southern, City, Northern et al; 'Gambler's Help TeleServ' means the customer was referred to the 24/7 telephone counselling service; and 'Other' refers to specialised services including Chinese Peer Connection, Australian Vietnamese Women's Association, other industry Self Exclusion Programs and law enforcement (such as in the case of Missing persons).

Exclusion Related Events

Data Follow up - Relates to the conversations initiated by the Responsible Gaming Advisors on information provided by the Customer Analytics team as part of the Crown Model Trial.

Appeals Financial Year Comparison – Relates to Self Exclusion Appeals received by the VCGLR and the status, either upheld, declined or pending.

The rest of the tables are a visual representation of the data contained in Section 2.2 (Self Exclusion and Revocation Statistics) of the Australian Resorts Responsible Gaming Report.