ATTACHMENT 5

Crown Melbourne Limited statistics re use of observable signs

1. To gain an insight into the use of observable signs, Licensing requested Crown to provide for analysis the number of occasions when Responsible Gaming staff have acted where there have been observable signs of problem gambling for the last three years.

2. Due to changes to the recording of the 'Nature of Gaming Services' (observable signs, welfare signs and welfare checks) in the Responsible Gambling Register during the last three years,[1] it was necessary to combine these services as one category to highlight the total of services recorded (observable signs). Details are provided in the table below:

Nature of Gaming Staff Service	2017	2018	2019	Total
Observable signs (includes welfare signs & checks)	542	958	1214	2714
Percentage change		76.8%	26.7%	

3. In light of the changes made to the recording of the 'Nature of Gaming Staff Services' during 2017 and 2018, Licensing is unable to isolate the numbers just for observable signs. Notwithstanding, the total number of responsible gaming staff services provided to patrons which relate predominantly to observable signs increased by 26.7% from 2018 to 2019.

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[1] Changes were made to the Responsible Gambling Register in relation to the recording of the 'Nature Gaming Staff Service' during the period of 2017 and 2018:

➢ Observable signs and welfare signs were combined to Observable/Welfare signs from 10 December 2017 to 29 August 2018.

➢ From 30 August 2018 onwards:

• Generally, in circumstances where the RGA is unable to make contact with the customer displaying observable signs, the Nature of Service will be recorded as Observable Signs. LMA notes the RGA would place the customer on pager to ensure a welfare chat is conducted upon their next visit.

• Generally, in circumstances where the RGA conducts a welfare check due to customer displaying observable signs, the Nature of Gaming Staff Service will be recorded as Welfare.