

## NOTICE OF FILING

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### Details of Filing

Document Lodged: Affidavit - Form 59 - Rule 29.02(1)  
File Number: VID1274/2016  
File Title: Shonica Guy v Crown Melbourne Limited & Anor  
Registry: VICTORIA REGISTRY - FEDERAL COURT OF AUSTRALIA



Dated: 10/08/2017 8:45:18 AM AEST

A handwritten signature in blue ink, reading 'Warwick Soden'.

Registrar

### Important Information

As required by the Court's Rules, this Notice has been inserted as the first page of the document which has been accepted for electronic filing. It is now taken to be part of that document for the purposes of the proceeding in the Court and contains important information for all parties to that proceeding. It must be included in the document served on each of those parties.

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FEDERAL COURT OF AUSTRALIA  
DISTRICT REGISTRY: VICTORIA  
DIVISION: GENERAL



NO VID 1274 OF 2016

**SHONICA GUY**

Applicant

**CROWN MELBOURNE LIMITED**

(ACN 006 973 262)

First Respondent

**ARISTOCRAT TECHNOLOGIES AUSTRALIA**

PTY LTD (ACN 001 660 715)

Second Respondent

**Affidavit of :** Sonja Bauer  
**Address:** 8 Whiteman Street, Southbank  
**Occupation:** Manager  
**Date:** 9 August 2017

I, **SONJA BAUER** of 8 Whiteman Street, Southbank, in the State of Victoria, **MAKE OATH** and say as follows:

1. I hold the position of Group General Manager Responsible Gaming at Crown Melbourne Limited (**Crown**).

**My experience and qualifications**

2. I obtained a Bachelor of Arts from the University of Melbourne in 1991. Since this time I have held a number of positions and have obtained various experience within the gaming industry, in particular:

Filed on behalf of	Crown Melbourne Limited, First Respondent
Prepared by	Michelle Power
Law firm	MinterEllison
Tel	Personal [REDACTED]
Fax	Personal [REDACTED]
Email	Personal Information [REDACTED]
Address for service (include state and postcode)	Rialto Towers, 525 Collins Street, MELBOURNE VIC 3000 Our reference: MSP 1144467

Form approved 01/08/2011

- (a) between 1992 -1993, I was the Gaming Manager of a gaming machine venue, The Grand Hotel, in Frankston;
  - (b) between 1993 – 1994, I was employed at Tabcorp as a Gaming Training and Venue Set-up Officer and subsequently as a Co-ordinator;
  - (c) in 2006 I obtained a Certificate III in Security Operations;
  - (d) in 2016 I completed the Williamson Community Leadership Program; and
  - (e) I am a member of the National Association for Gambling Studies Australia, the International Think Tank on Gambling Research, Policy and Practice and a Leadership Victoria Alumni member.
3. I commenced my employment at Crown in 1994 and have held a number of positions since this time, including:
  - (a) from 1994, Gaming Machine Supervisor;
  - (b) from 1995, Gaming Machines Shift/Operations Manager;
  - (c) from 2002, Senior Gaming Machines Operations Manager;
  - (d) from around June 2008, General Manager Community Affairs. Two restructures took place in 2009 and 2011 and my role was re-named General Manager Responsible Gaming & Community Affairs and then General Manager Responsible Gaming; and
  - (e) from about 1 April 2017, I became the Group General Manager Responsible Gaming. This role encompasses responsible gaming at both the Melbourne casino (**Casino**) and Crown Perth.
4. My current day to day responsibilities involve, amongst other things, ensuring Crown is compliant with all relevant government legislation pertaining to the responsible service of gaming and overseeing the operation of the Crown Responsible Gaming Support Centre (**Centre**). My role includes overseeing the implementation of Crown's Responsible Service of Gaming Policy. The current policy [CRW.500.001.0708] is dated May 2016 and was approved by me.

### Crown Responsible Gaming Support Centre

5. The Centre was established in 2002. At the time of establishment, it was the world's first responsible gaming centre operating in a casino.
6. The purpose of the Centre is to ensure that gaming is delivered at Crown in a responsible manner in recognition of the small proportion of the community for which gambling can be a harmful activity. Centre services and programs are also aimed at customers who may feel they are at risk of developing problems with their gaming behaviour. The Responsible Service of Gaming Policy states that responsible gaming:
  - (a) means each person exercising a rational and sensible choice based on his/ her individual circumstances;
  - (b) is in the interest of Crown's customers, employees, the industry, government and the community; and
  - (c) is a leisure activity consistent with community values whilst recognising customer rights and freedom of choice.
7. Responsible gaming staff work from the Centre. The Centre is also where customers can seek support, which I depose to further below. The Centre is located in the Crown complex, approximately 26 metres away from the nearest gaming floor entrance. It is on the B1 floor and is located off to the side, in a discrete area. The Centre has a subtle, discreet front window display, which is intended to prevent people feeling stigmatised or experiencing any embarrassment about attending. Photos of the Centre are at CRW.500.001.0146 of document CRW.500.001.0022. The location of the Centre is shown on the interactive Wayfinding kiosks which are throughout the Casino.
8. Under my supervision, the Centre undertakes the following functions, which I depose to in further detail below:
  - (a) staff training about responsible service of gaming;
  - (b) providing support for people who may be experiencing difficulties associated with their gaming behaviours;

- (c) facilitation of referrals to problem gambling and financial counselling support services as well as welfare organisations and providing information about these bodies;
  - (d) delivery of information regarding Self-Exclusion for customers who wish to ban themselves from the casino gaming floor and managing the Self-Exclusion Program;
  - (e) providing the services of Responsible Gaming Psychologists and the Chaplaincy Support Service;
  - (f) raising awareness of 'YourPlay' and other responsible gaming information; and
  - (g) participating in stakeholder engagement.
9. Many of the services and programs Crown provides are above those required under the State regulation, or were implemented by Crown before they became a regulatory requirement. For example:
- (a) the Centre itself is not a legislative requirement;
  - (b) in 2003 Crown introduced a voluntary time and money limit setting program, Play Safe Limits (which I depose to in greater detail below at paragraph 34). In 2015, it was replaced by YourPlay, the State Government regulated pre-commitment scheme;
  - (c) Crown introduced the Chaplaincy Support Service in 2007 (which I depose to in greater detail below at paragraphs 23 to 26), which is not a legislative requirement.

### **Staff Training**

10. Crown requires all employees to complete responsible gaming training and to abide by its responsible gaming policies. The on-line Responsible Service of Gaming Training is approved by the VCGLR. This training is based on guidelines provided by the VCGLR and incorporates additional information about Crown's responsible gaming practices.
11. All employees undertake induction training that includes a training program on responsible gaming followed by a group assessment. This initial training covers:

- (a) what responsible gaming is;
  - (b) what the Centre is and how it works;
  - (c) the Crown Responsible Gambling Code of Conduct (**Code**); and
  - (d) indicators of behaviour that may be related to problem gambling and how to respond to and refer these customers to the Responsible Gaming department.
12. In the induction training, staff are provided with a copy of the Code [CRW.500.001.0696].
13. Following this training, staff must then complete the VCGLR approved online training course. This course looks in more detail at the 13 'observable signs' (as described at paragraph 14) and what assistance is available to people who may be experiencing difficulties with their gaming behaviours. The 13 observable signs are drawn from the experience of Centre staff and research papers including:
- (a) C. Allcock (Ed.) (2002), '*Current issues related to identifying the problem gambler in the gambling venue*', Australian Gaming Council [CRW.500.003.3736];
  - (b) Delfabbro, P.H., Osborn, A., McMillen, J., Neville, M., & Skelt, L. (2007), '*The identification of problem gamblers within gaming venues: Final report*', Melbourne, Victorian Department of Justice [CRW.500.003.0273]; and
  - (c) Thomas A., Delfabbro, P. Armstrong, A. (2014), '*Validation study of in-venue problem gambler indicators*', Gambling Research Australia [CRW.500.003.8236].
14. Observable signs occur in context and are seen or reported behaviours, or patterns of behaviours, displayed by customers that may indicate potential problems with gambling. Usually more than one is displayed to indicate a potential problem with gambling. The 13 observable signs that Crown employees are trained to recognise are:
- (a) Self-disclosure by an individual of a problem with gaming or a request to self-exclude;
  - (b) Requests for assistance from family and/or friends concerned about an individual's gaming behaviours;
  - (c) Children left unattended while their parent/guardian gambles;

- (d) An individual becoming angry while gaming or showing signs of distress during or after gaming;
  - (e) An individual who gambles for long periods without a break;
  - (f) Signs (for example, witnessing or hearing) that that an individual was trying to borrow money for gaming;
  - (g) Complaints by an individual to staff about losing or blaming the Casino or gaming product for losing;
  - (h) Unrealistic remarks by an individual about gaming;
  - (i) Observed conflict over gaming between family members or friends;
  - (j) Significant decline in an individual's personal grooming or appearance;
  - (k) Secretive or embarrassed behaviour about being at the Casino or staying on to gamble when friends leave the venue;
  - (l) Gambling without the individual reacting to what is going on around him/her and avoiding contact or conversations with others; and
  - (m) Frequent visits to the ATM.
15. Senior managers complete more advanced training which further focuses on indicators that may relate to problem gambling. This training is provided to operational managers from Gaming Machines, Table Games, Food and Beverage, Hotels, Security Services and Surveillance and Customer Relations departments. It is developed and delivered by the Responsible Gaming department at Crown approximately every two years. The training incorporates further information in relation to observable signs, how to respond to a person who may be exhibiting the observable signs, Centre services, self and employee care, referral (where appropriate) and recording requirements.
16. Crown also provides advanced training to RGLOs [CRW.500.001.0706].
17. Employees completing a nationally recognised and accredited Certificate III in Hospitality are required to complete a national unit of competency '*SITHGAM001 - Provide responsible gambling services*'. The Australian Skills Quality Authority (**ASQA**) (the national regulator for the vocational education and training sector) ensures that Crown

College (which is a Registered Training Organisation) delivers and assesses the nationally accredited unit of competency according to unit standards.

18. Sections 58A and 58B of the *Casino Control Act (Vic)* require that gaming machine staff undertake the Responsible Service of Gaming training course every three years. Crown requires that relevant employees complete the training every two years.

### **Support to Customers**

19. Crown currently employs seven Responsible Gaming Liaison Officers (**RGLOs**).
20. RGLOs are generally present on the Casino floor and are visible and accessible to all customers and staff members 24 hours a day, seven days a week. At any time, there is at least one RGLO rostered on at Crown. RGLOs report to the Responsible Gaming Operations Manager, who in turn reports to me.
21. Under the Code, if a staff member is concerned by a customer's behaviour, or they recognise that 'observable signs' are being exhibited by a customer, they are to contact their manager or the Centre directly and speak with one of the RGLOs. The RGLO will observe the customer him or herself, and then decide whether to approach the customer and take steps to assist the customer. It is the responsibility of the RGLO to consider the most appropriate way to discreetly approach the customer, introduce themselves and ask them if they have a moment to have a chat. There is no set script for these conversations. The RGLOs may encourage the customer to attend the Centre for a more private conversation and may discuss various options including Gambler's Help.
22. The services the Centre offers are not compulsory. RGLOs are trained to suggest the services of the Centre where appropriate. RGLOs do not attempt to force or coerce customers into taking any particular steps. It is up to the customer to decide whether he or she wants to accept any of the services offered by the Centre.

### **Responsible Gaming Psychologists and the Chaplaincy Support Service**

23. Crown currently employs three Responsible Gaming Psychologists and one religious counsellor.
24. The Responsible Gaming Psychologists are registered with the Australian Health Practitioner Regulation Agency, the regulating body for psychologists in Australia.



25. The Responsible Gaming Psychologists collectively provide counselling, support to RGLOs, referrals to external support agencies, input into the development and delivery of training, self-exclusion revocation follow-up with counsellors, review of research, stakeholder engagement and comprise part of the day to day operation of the Centre. Responsible Gaming Psychologists are on site generally Monday to Friday and are available on call 24 hours a day, seven days a week.
26. A religious counsellor is available as well, to provide support to those patrons who may feel that they would be helped by a form of spiritual support.
27. Counselling sessions undertaken by the Responsible Gaming Psychologists or the religious counsellor are provided on a confidential 'one on one' basis. The support offered can be for a range of emotional and psychological problems including gambling problems, mental health, physical health, financial difficulties, depression, anxiety, relationship difficulties, social isolation, immigration difficulties, sexual assault and domestic violence.
28. Patrons are generally only seen once by a Responsible Gaming Psychologist. If the psychologist considers it appropriate, they will then refer the patron to external health services or specialist support agencies. A person presenting with gambling related problems is usually referred to Gambler's Help services.
29. In the calendar year 2016, approximately twenty persons formally participated in counselling services at the Centre.
30. On occasion, Responsible Gaming Psychologists will also attend self-exclusion applications at the request of the RGLO and offer counselling to patrons. The self-exclusion applications take place in one of the counselling rooms in the Centre. These counselling sessions are generally conducted on an ad hoc and informal basis.
31. The files and notes kept by the Responsible Gaming Psychologists and religious counsellor are strictly confidential. Apart from the System Administrator, no one, including me, has access to these records.

### **YourPlay and Responsible Gaming Information**

32. Part of my responsibilities include ensuring that the Code is kept on display and available at the Casino at Crown Rewards information desks, the Casino gaming floor entry points

and in brochure stands located near Cage Cashier booths. Responsible gaming information is also variously available at these locations, which includes Victorian Government brochures such as 'Playing the Pokies Know the Facts', 'Play Your Way' and 'Keep track of your time and Money' as well as Crown brochures such as 'Responsible Gaming Support Centre', 'Self-Exclusion', 'Chaplaincy Support Service' and the Code. Now produced and shown to me, marked 'SB-1', is a bundle containing copies of the information available at the Casino at Crown Rewards information desks, the Casino gaming floor entry points and in brochure stands located near Cage Cashier booths.

33. YourPlay is the Victorian State Government's state-wide voluntary money and time limit setting scheme for gaming machine customers. It aims to enable and encourage self-monitoring of gaming. It was introduced in November 2015.
34. From June 2003 until the introduction of the YourPlay scheme, Crown initiated and operated its own time and money limit setting program called "Play Safe Limits", available to gaming machine players who were a member of the loyalty scheme. Such players could voluntarily set limits on time or spend during a session with respect to gaming machines. Legislation introducing YourPlay prohibited the operation of more than one pre-commitment scheme/program at a time for the operation of gaming machines.
35. Crown has its own responsible gambling message, which is 'Stay in Control' and is part of the Crown Responsible Gaming logo, which is on the bottom page CRW.500.001.0140 of document CRW.500.001.0022. The logo is displayed (amongst other places) on gaming machines, at table games, near Automatic Teller Machines, Cage Cashier booths, at Casino gaming floor entrance points, Crown's responsible gaming webpage and on all gaming related advertising. The 'Stay in Control' logo was introduced at Crown in June 2007.
36. In 2011, a further responsible gaming message, "Have you had a break?", was introduced to gaming machines. The message displays on the machines at a regular interval.

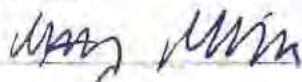
### Stakeholder engagement

37. The Centre helps facilitate and maintain regular contact between Crown and problem gambling support services and stakeholders. In particular, Crown, through the Centre,

has developed relationships with Gambler's Help metropolitan and Geelong services, Gambler's Help Northern – Peer Connection, Chinese Peer Connection, Chinese Gambling Concern, Study Melbourne, Australian Vietnamese Women's Association and The Salvation Army 614 Project. Employees of the Centre, including myself, meet with or have telephone or email contact with these organisations.

38. Customers attending the Centre, or who are assisted by RGLOs, if appropriate will be referred to Gambler's Help, whose details are printed on Crown's responsible gaming material. Customers may also be given information about relevant community organisations as required.
39. Crown offers Gambler's Help the opportunity to attend professional development sessions at the Centre, which includes an information session on the Crown responsible gaming services and programs, as well as a Casino tour.
40. Employees of the Centre participate in a number of peak industry bodies (including the National Association of Gambling Studies) and consultative groups, in order to remain alert to relevant responsible gaming issues.
41. The Centre also works closely with the VCGLR in the development of its training program, in conducting joint operations and in undertaking the annual review of the Code.
42. A summary of the initiatives undertaken by the Centre and a record of meetings and sessions attended/provided by the Centre is outlined on pages 60 - 63 and Appendix B of document CRW.500.001.0022.

SWORN by Sonja Bauer at Melbourne in )  
 Victoria on 9 August 2017 )  
 Before Me: )





**ANTHONY JAMES MIDDLETON**  
 of 525 Collins Street, Melbourne  
 An Australian Legal Practitioner  
 within the meaning of the Legal  
 Profession Uniform Law (Victoria)

**Exhibit certificate**

No. VID 1274 of 2016

Federal Court of Australia  
 District Registry: Victoria  
 Division: General

**Shonica Guy**

Applicant

**Crown Melbourne Limited (ACN 006 973 262)**

First Respondent

**Aristocrat Technologies Australia Pty Ltd (ACN 001 660 715)**

Second Respondent

This is the exhibit marked '**SB-1**' now produced and shown to Sonja Bauer at the time of swearing her affidavit on 9 August 2017 before me



**ANTHONY JAMES MIDDLETON**  
 of 525 Collins Street, Melbourne  
 An Australian Legal Practitioner  
 within the meaning of the Legal  
 Profession Uniform Law (Victoria)

Filed on behalf of	Crown Melbourne Limited, First Respondent
Prepared by	Michelle Power
Law firm	MinterEllison
Tel	Personal [REDACTED]
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Email	Personal Information [REDACTED]
<b>Address for service</b> (Include state and postcode)	Rialto Towers, 525 Collins Street, MELBOURNE VIC 3000 Our reference: MSP 1144467

# THESE SIGNS MIGHT MEAN YOU HAVE A GAMBLING PROBLEM

- DO YOU GAMBLE TO HIDE FROM YOUR PROBLEMS?
- DO YOU THINK ABOUT GAMBLING EVERY DAY?
- DO YOU HIDE YOUR GAMBLING LOSSES FROM PEOPLE?
- DO YOU EVER BORROW MONEY FOR GAMBLING?
- DOES YOUR GAMBLING AFFECT YOUR WORK OR ROLE AS A PARENT?
- DO YOU SPEND MORE TIME OR MONEY THAN YOU CAN AFFORD?
- DO YOU THINK YOU CAN USE SKILL TO WIN ON A POKER MACHINE?

## WHAT CAN YOU DO IF YOUR GAMBLING IS BECOMING A PROBLEM

- STAY IN CONTROL
- SET YOURSELF A LIMIT AND DO NOT EXCEED IT
- DON'T CHASE YOUR LOSSES - WALK AWAY



If you are concerned about your gambling, support is available. Gambler's Help is available 24 hours a day, 7 days a week and are completely confidential and free. Find the way that's right for you.

**THIS BROCHURE CONTAINS IMPORTANT INFORMATION ABOUT YOUR CHANCES OF WINNING ON POKER MACHINES. IF YOU HAVE ANY COMPLAINTS ABOUT THE CONDUCT OF GAMING IN VICTORIA, PLEASE CONTACT THE VICTORIAN COMMISSION FOR GAMBLING AND LIQUOR REGULATION ON 1300 182 457.**

**GREEK** Αυτό το φυλλάδιο περιέχει σημαντικές πληροφορίες σχετικά με τις πιθανότητες που έχετε να κερδίσετε στις μηχανές τύπου "φρουτάκια" (poker machines). Αν έχετε οποιαδήποτε παράπονα σχετικά με τη διεξαγωγή τυχερών παιχνιδιών στη Βικτώρια, παρακαλούμε να επικοινωνήσετε με την επιτροπή Victoria Commission for Gambling Regulation στο 03 9651 3333.

**ITALIAN** Questo opuscolo contiene importanti informazioni sulle tue probabilità di vincita al videopoker. Se vuoi lamentarti della condotta del gioco d'azzardo in Victoria, chiama la Victoria Commission for Gambling Regulation al numero 03 9651 3333.

**CROatian** Ova brošura sadrži važne informacije o tome kakve su šanse dobijta na poker automatima. Ako imate ikakvu pritužbu na način kako se igra na sreću vode u Viktoriji, molimo nazovite Victoria Commission for Gambling Regulation na 03 9651 3333.

**ARABIC** يحتوي هذا المنشور على معلومات مهمة عن فرصك في الربح من آلات القمار. إذا كانت لديك أية شكاوى عن عمال القمار في ولاية فيكتوريا، يرجى الاتصال بـ Victoria Commission for Gambling Regulation على الرقم 03 9651 3333.

**TURKISH** Bu broşur, poker makinelerinde kazanma şansını konusundaki önemli bilgiler içermektedir. Eğer Viktorya'da kumar işletmelerinin yönetimi konusundaki herhangi bir şikayetiniz varsa, lütfen 03 9651 3333 noju telefon kanalıyla Victoria Commission for Gambling Regulation ile irtibat kurunuz.

**CHINESE** 本小冊子載有重要資訊，關於玩角子老虎機的高級機會。如果您對在維多利亞州的博彩業經營有任何投訴，請聯絡Victoria Commission for Gambling Regulation。電話 03 9651 3333。

**VIETNAMESE** Tài liệu này bao gồm những chi tiết quan trọng về cơ may thắng khi kéo máy. Nếu quý vị muốn khiếu nại về việc chơi bài bạc ở Victoria, xin liên lạc với Victoria Commission for Gambling Regulation (Ủy Ban Đặc Trách Luật và Cơ Bạc), số điện thoại 03 9651 3333.

**RUSSIAN** В настоящем информационном проспекте содержится важная информация о ваших шансах выиграть на игровых автоматах. Если у вас есть жалобы на проведение азартных игр в штате Виктория, просьба обращаться в Victoria Commission for Gambling Regulation тел. 03 9651 3333.

**SPANISH** Este folleto contiene información importante sobre su oportunidad de ganar en las máquinas tragaperras. Si tiene alguna queja sobre la conducción de los juegos de azar en Victoria, llame a la Victoria Commission for Gambling Regulation al 03 9651 3333.

**MACEDONIAN** Oва брошура содржи важни информации во врска со вашите шансови да добиете пари на покер машините. Ако имате поплаки во врска со начинот на кој се регулира коцкањето во Викторија, во молиме контактирајте ја Victoria Commission for Gambling Regulation на 03 9651 3333.

**SERBIAN** Ova brošura sadrži važne informacije o verovatnošni dobijanja na poker mašinama. Ako imate neki prigovor o sprovođenju koцkања u Viktoriji, molimo vas da se obratite Victoria Commission for Gambling Regulation na 03 9651 3333.

**POLISH** Niniejsza broszura zawiera istotne informacje dotyczące szans na wygrana w grze na automatach do gier. Wszelkie skargi związane z zasadami funkcjonowania gier hazardowych w stanie Wiktorja kierowac należy do Victoria Commission for Gambling Regulation pod numer 03 9651 3333.

**KHMER** ក្នុងប្រតិបត្តិការនេះមានព័ត៌មានសំខាន់ៗអំពីការសង្កេតឃើញលទ្ធផលនៃការដកដាក់លុយចេញពីម៉ាស៊ីនប្រកួតប្រជែងលើកម្រិតទាបបំផុត។ ប្រសិនបើអ្នកមានការប្រកាសណាមួយអំពីការប្រតិបត្តិការនេះសូមទាក់ទងនឹងមន្ទីរព័ត៌មានព្រឹត្តិការណ៍កម្ពុជា Victoria Commission for Gambling Regulation លេខទូរស័ព្ទលេខ 03 9651 3333.

**ROMANIAN** Ova brošura sadrži važne informacije o tome kakve šanse imate da dobijete na poker mašinama. Ako imate bilo kakvih žalbi na to kako se igra na sreću vode u Viktoriji, molimo nazovite Victoria Commission for Gambling Regulation na 03 9651 3333.

**INDONESIAN** Această broşură conţine informaţii importante privind şansele dumneavoastră de a câştiga la mesele electronice de poker. Dacă aveţi reclamaţii privind modul în care se desfăşoară jocurile de noroc în Victoria, vă rugăm să luaţi legătura cu Victoria Commission for Gambling Regulation la telefonul 03 9651 3333.

**PORTUGUESE** Este folheto contém informações importantes sobre as probabilidades de ganhar em máquinas de póquer. Se tiver qualquer queixa sobre a conduta do jogo em Vitória, contacte a Victoria Commission for Gambling Regulation através do 03 9651 3333.

**THAI** เอกสารฉบับนี้มีข้อมูลสำคัญเกี่ยวกับโอกาสที่คุณจะเล่นบนเครื่องเล่นให้เงินออก หากคุณมีข้อร้องเรียนเกี่ยวกับการดำเนินการพนันในรัฐวิกตอเรีย กรุณาติดต่อ Victoria Commission for Gambling Regulation ที่หมายเลขโทรศัพท์ 03 9651 3333

**SOMALI** Waqooyan waxay ka kooban lahay macluumaad muhim ah oo ku saabsan fursad ead ku guuleysato mishiinada khamaarka. Haddii aad qabto wax cabasno ah oo ku saabsan anshaha cayaaraha khamaarka ee Victoria, laadlaa la xiriir Victoria Commission for Gambling Regulation 03 9651 3333

# PLAYING THE POKIES KNOW THE FACTS

- WHO REALLY WINS ON THE POKIES?
- HOW DO THE POKIES WORK?
- WHAT ARE MY CHANCES OF WINNING?

1300 182 457  
Victorian Commission for Gambling and Liquor Regulation  
49 Elizabeth Street, North Richmond, Victoria 3121  
Email: contact@vcglr.vic.gov.au  
Website: www.vcglr.vic.gov.au



Information correct as at June 2010

## WHO REALLY WINS?

Poker machines are a form of entertainment that you pay to use. The longer you play a poker machine, the more likely you are to lose all the money you have put in the machine.

**THIS BROCHURE PROVIDES THE FACTS ABOUT POKIES AND YOUR CHANCES OF WINNING.**

**FICTION:** Poker machines are more likely to pay out at particular times of the day.

**FACT:** The result of each game is entirely random and is not affected by anything going on around you. The game has no way of knowing the amount of money the machine contains.

**FICTION:** You can confuse poker machines into paying out by altering play patterns.

**FACT:** No matter what you do, the computer program determining the result does not change. The machine responds only to you pushing the button.

**FICTION:** You can influence the outcome of a game by touching the poker machine or pushing buttons in a particular way.

**FACT:** No matter what you do, the computer program determining the result does not change. The machine responds only to you pushing the button.

**FICTION:** You can influence the outcome of a game through concentration or positive thought.

**FACT:** No matter what you do, the computer program determining the result does not change. The machine responds only to you pushing the button.

**FICTION:** You can make up for past losses by continuing to gamble.

**FACT:** The result of your last game has no bearing on the result of your next game. It is illegal for poker machines in Victoria to base outcomes of games on previous outcomes. Poker machines cannot react to the frequency of wins or losses. The games operate randomly at all times no matter how many wins or losses have occurred in the past.

**WHEN YOU'RE PLAYING THE POKIES,  
THE ONLY THING YOU CAN CONTROL IS YOU.**

## HOW DO GAMING MACHINES WORK?

### IT'S RANDOM, YOU CAN'T INFLUENCE THE MACHINES

Most poker machines in Victoria have five 'reels' and three visible rows of symbols. Each time you play a poker machine, the computer program controls which symbols appear. Nothing you can do can influence the symbols that appear.

The computer's choice of symbol is entirely random. The symbol chosen for each reel is also determined independently of each other reel.

### THE MACHINE IS NEVER 'DUE' TO PAYOUT

Poker machines cannot react to the frequency of wins or losses. The games operate randomly at all times no matter how many wins or losses have occurred in the past.

A machine that has not paid out for some time has no higher chance of paying out in the future.

Nothing you can do can influence the symbols that appear when the reels stop spinning.

### THE POKER MACHINE IS THE WINNER

The 'return to player' setting is the average amount won by players as a share of the cumulative amount staked. By law, Victorian poker machine venues and the casino must return to players at least 85 per cent of the total amount that is bet each calendar year.

It takes millions of games for a machine to tend towards its 'return to player' setting.

There is no individual requirement for an individual poker machine actually to return the expected rate in any given period of play.

### WHAT ARE THE ODDS OF WINNING?

Smaller value prizes are more common than larger prizes. However, the total value of prizes paid to all players will always be less than the total amount of money gambled on any machine.

The table opposite contains the prizes and odds for a typical poker machine.

**IN THE END THE MACHINES WILL WIN.**

## THE REAL CHANCE OF WINNING.

CHANCE OF WINNING	
Prize value in credits	Chance of prize in a single play (the frequency of play)
	One chance in
More than 500 credits	10,198
200 to 499 credits	2,669
100 to 199 credits	1,458
50 to 99 credits	450
20 to 49 credits	246
10 to 19 credits	106
5 to 9 credits	53
1 to 4 credits	10
Prize type in credits	Chance of prize in a single play (the frequency of play)
	One chance in
5 of a kind	4,784
4 of a kind	490
3 of a kind	45
2 of a kind	9

**AT THESE ODDS YOU HAVE TO PLAY SEVEN GAMES IN A ROW TO HAVE A 50:50 CHANCE OF WINNING FOUR CREDITS.**

**BUT YOU HAVE TO PLAY MORE THAN 7,000 GAMES IN A ROW TO HAVE THE SAME CHANCE OF WINNING 500 CREDITS.**



## Gambler's Help

1800 858 858  
gamblershelp.com.au

### Many ways to get support

If you or someone you care about is experiencing problems with gambling, help is available.

Find the support that is right for you.

Call 1800 858 858

or visit: [gamblinghelponline.org.au](http://gamblinghelponline.org.au)



Interpreting services available




If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information, visit:  
<http://www.relayservice.gov.au>



Victorian Responsible Gambling Foundation



# Keep track of your time and money


Press the  button on the pokie and it will help you keep track.

## Before you play the pokies, plan how much you will spend and how long you will play.

Also, find out your chances of winning and losing.

The pokies have something to help you do this called the Player Information Display.



Press the  button on the machine and the Player Information Display will show you:

- the rules of play for this machine
- your chance of a win or loss
- how to track the money you spend on this machine
- how long you play on this machine

This brochure was made with the assistance of the Scope Communication Resource Centre Easy English experts. [scopevic.org.au](http://scopevic.org.au)

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## Where is the **i** button?



Different machines have different looking buttons and screens.

The **i** button is usually just beside, above or below the screen. Sometimes you press it on the screen.

## What happens when you press the **i** button?

When you press the **i** button, look at the screen. The words and arrows on the screen will show you which buttons to press on the machine or screen.



The picture above is an example of what you may see, but different screens will look different.

You can look at all the information before you start playing.

## Find out the rules and your chances of winning or losing.

The **Game Rules** and **Pay Table** screens will show you how this machine works.

The **Electronic Game Information** screen shows you:

- how much money you can bet each time you push the play button. This is called **minimum and maximum bet**.  
Minimum Bet might be 1c  
Maximum Bet might be \$5.00
- the chance this game will let you get a credit. This is called **Theoretical Return to Player of this Game**.
- how many times you push the play button before you might get a credit. This is called **Theoretical number of individual games played at minimum bet per win**.

## What 'Return to Player' means.


In Victoria the law requires that each venue pay out at least 85% of the total amount wagered at that venue **over a 12 month period.**


This means that over time you are more likely to win less money than you spend.

**Keep a diary of your spending on gambling** to compare your wins to what you spend over time.

## Track the time and money you spend on this machine.

To start tracking:

1. put your money in
2. then press the  button
3. look at the screen. It will show you which button to press to **Start New Tracking Session.**

You can press the  button to go in and out of your game at any time.

**Press Stop Tracking** when you want the machine to stop tracking.

The machine will stop tracking by itself if you stop playing for more than 60 seconds or you run out of credits.

The information is not stored anywhere after you leave.

## Check how much you have won and lost.

1. press the **i** button
2. look at the screen. It will show you which button to press to bring up the **Electronic Player Information for Current Session** screen.

This **Electronic Player Information for Current Session** screen will show you:

- how much money you have put in the machine. This is called **Cash In**
- how much money you have played. This is called **Credits Played**
- how much money you have won. This is called **Credits Won**
- how much money you have won minus how much money you have lost. This is called **Session Win** or **(Loss)**. A loss is shown in brackets.

### For example:

You put \$10 in a machine and over thirty minutes you win \$10 and lose \$10. When you check your session screen it will show **Win or (Loss) \$0**. You still have your original \$10 left, which you can spend or cash out.

Now say you play on and lose another \$5. When you check your session screen again it will show a loss of \$5 like this: **Win or (Loss) (\$5)**. So now you only have \$5 of your original \$10 left which you can spend or cash out.

## Check how long you have been playing.

This same **Electronic Player Information for Current Session** screen shows you:

- what time you started this game. This is called **Session Started**
- how much time you have played. This is called **Total Time Played**.

## GAMBLE RESPONSIBLY. STAY IN CONTROL.

The Victorian Responsible Gambling Foundation wants you to gamble responsibly, with knowledge of how much money you are spending and how much time you are spending.

Player Information Displays are a way to help you stay informed and stay in control.

To find out more about gambling responsibly visit:  
**[responsiblegambling.vic.gov.au](http://responsiblegambling.vic.gov.au)**

To find out how gambling is regulated in Victoria visit:  
**[vcglr.vic.gov.au](http://vcglr.vic.gov.au)**

## If playing the pokies stops being fun, it may be time to get help.

Pokies are a way to spend time that costs you money. Pokies are **not** a way for you to make money.

If playing the pokies stops being fun, there is help available.



**Many ways to get support**

Self-Exclusion is an industry-operated program for people who want to ban themselves from accessing electronic gaming machines.

For more information on Self-Exclusion please contact:

- AHA (Vic): **Phone 03 9654 3491**
- Clubs VIC: **Phone 1800 641 503**
- Crown Responsible Gambling Support Centre:  
**Phone 1800 801 098**



Register for YourPlay at [yourplay.com.au](http://yourplay.com.au), at the venue counter or at kiosks in any licensed gaming venue in Victoria.

For more information:  
Call the YourPlay Help Desk on 1300 838 031,  
10am to 6pm (AEST) 7 days a week.

[yourplay.com.au](http://yourplay.com.au)

YourPlay is supported by the Victorian Government  
through the Community Support Fund.



Your free personal  
gaming tracker.



## What is YourPlay?

### Track money and time spent

YourPlay gives you the power to track how much money and time you're spending as you play. The screen at your gaming machine displays your running total, so you always know where you're at. Screens can be turned on or off at any time to protect your privacy.



Check the display to see how you're tracking

### Set limits and reminders

To get the full benefit of YourPlay, you can choose to set limits on the money or time you spend - or both. The display will give you a reminder as you get to 70% and 90% of your limit. You can even type in your own personal reminder message as encouragement to stick to your set limit.



Set your own limits and personal reminders

### Check out your playing history

YourPlay users will receive annual statements. So you can see your playing activity over a session, a week, a month or a year. You can access statements online, receive them via email or have them posted to your home address.



Personal statements allow you to see your playing activity over time



## With YourPlay you can

- > Track the money and time you spend while you play
- > Choose to set personal limits and reminder messages
- > Get statements of your playing activity

## How do I start using YourPlay?



You can register for YourPlay online at [yourplay.com.au](http://yourplay.com.au) or via the kiosk at your local gaming venue. If you want to track your play without registering your details, ask for a casual YourPlay card in venues. If you need any assistance, ask a member of staff.



You can set time and spending limits when you register. If you need time to think about it, you can always set them later. If you just want to track your play, simply choose 'no limit'.



You need a card to access YourPlay. You can pick up your card at any gaming venue in Victoria. Insert your card into the card reader at the gaming machine, enter your PIN and you're ready to go.

Don't forget, you will get an annual statement showing your playing activity. You can also view all your information on the YourPlay website or at kiosks in venues.

### #1 Top tip

You'll need to show ID (e.g. driver's licence or recent utility bill) to collect your registered card. The first and last names on your ID must be identical to the name you used to register for YourPlay.

### #2 Top tip

Set or change your limits at any time. Go to [yourplay.com.au](http://yourplay.com.au) or use the kiosks in venues.

### #3 Top tip

Remember your PIN. You'll need to enter it when you insert your card in the card reader.

## Want to know more?

- > Visit [yourplay.com.au](http://yourplay.com.au)
- > Talk to venue staff
- > Call the YourPlay Help Desk on 1300 838 031  
10am to 6pm (AEST) 7 days a week
- > Email [support@yourplay.com.au](mailto:support@yourplay.com.au)

## Need more help?

### Ask at your local venue

Victoria's licensed gaming venue Code of Conduct requires staff to help you use YourPlay. If you need more information, help with registration or YourPlay kiosk operation, please ask a venue staff member.

### Accessibility

Contact the Department of Justice & Regulation Strategic Communication Branch on 03 8684 0334 or email [editor@justice.vic.gov.au](mailto:editor@justice.vic.gov.au) if you need this information in an accessible format.

### Any concerns about your gaming level?

There are many ways to get support. Gambler's Help offers a free and confidential 24-hour service. Call Gambler's Help on 1800 858 858.

### Concerned about gaming conduct?

If you have any concerns about the conduct of gaming in Victoria, please contact the Victorian Commission for Gambling and Liquor Regulation on 1300 182 457.

## Protecting your privacy

When you register with YourPlay, all your information is confidential and protected by laws including the *Privacy and Data Protection Act 2014*. For our Privacy Policy, please visit [yourplay.com.au](http://yourplay.com.au)

The pre-commitment scheme is provided under licence to the State of Victoria. This brochure is published by the Department of Justice & Regulation © State of Victoria.

## Questions about YourPlay

### Where do I get a card?

You can get a card to access YourPlay at any gaming venue, including the Melbourne casino.

### Can I add YourPlay to a loyalty card?

Yes. If you already have a loyalty card, just ask venue staff to have YourPlay added. The YourPlay account information is always completely private and separate from any other data stored on the card.

### Can I have multiple cards with YourPlay?

You can access YourPlay through as many cards as you need. The YourPlay registration will be linked across each card so you can track your play at each venue.

### What happens if I lose my card?

If you're registered, you can get a replacement card. Casual cards cannot be replaced, so if you lose your card, you will lose the history of your play.

### Can I register my casual card?

Yes. Just ask venue staff. You'll need to show ID to register the card. Registering means you can keep the history of play to date.

### What happens if I reach a limit?

The gaming machine will be disabled to give you time to decide whether you want to keep playing or not. Remember too, if you want to *increase* your limits after you've started play, you'll have to wait at least 24 hours for your new limit to be applied.

### What happens to loyalty points if I set a limit and reach it?

If you're using a loyalty card with YourPlay added, and you've chosen to set money and/or time limits, you will stop earning loyalty points when you reach your limit. They'll start again once a new limit period has begun.

### Can I load money onto my YourPlay card?

No. Your YourPlay card cannot hold any credit. It's purely there to give you the power to track your play and set your own limits.



## CONTACT US

Our Responsible Gaming Liaison Officers are available 24 hours a day, seven days a week to discuss any responsible gaming programs and services. They can be contacted on 1800 801 098. Alternatively, you can email us at [rgsc@crownmelbourne.com.au](mailto:rgsc@crownmelbourne.com.au)

### Some tips for responsible gambling include:

- Stay in control (Crown Melbourne's responsible gaming message)
- Setting money and time limits
- Leaving your credit and debit cards at home
- Gambling for fun, not because you need the money
- Knowing the odds and chances of winning
- Learning from past gambling experiences

(adapted from 'Tips to avoid BetRegret', Victorian Responsible Gambling Foundation)

## CROWN MELBOURNE RESPONSIBLE GAMING SUPPORT CENTRE

The Crown Melbourne Responsible Gaming Support Centre is located within the Crown Melbourne Complex.

The Centre is open 24 hours a day, seven days a week and provides a range of free and confidential services including:

- Responsible Gaming Information
- Self-exclusion
- Counselling
- Chaplaincy Support Service
- YourPlay and Play Safe Limits Information
- Referral to external support services Interpreters can be arranged if required.

## LOCATION



### Crown Melbourne Responsible Gaming Support Centre

1800 801 098

Email: [rgsc@crownmelbourne.com.au](mailto:rgsc@crownmelbourne.com.au)

[www.crownmelbourne.com.au/responsible-gaming](http://www.crownmelbourne.com.au/responsible-gaming)

### Crown Melbourne Chaplaincy Support Service

1800 456 228

### Gambler's Help

1800 858 858

[www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)



RESPONSIBLE GAMING  
STAY IN CONTROL

Crown Responsible Gaming Support Centre: 1800 801 098

Gambler's Help: 1800 858 858

  
RESPONSIBLE GAMING  
Support Centre



## **CROWN MELBOURNE RESPONSIBLE GAMING SUPPORT CENTRE**

For the majority of people, gaming is an enjoyable form of entertainment.

Some people may experience difficulties with their gaming behaviours, and the Crown Melbourne Responsible Gaming Support Centre has been established to offer assistance and support for those seeking information or help.

The Crown Melbourne Responsible Gaming Support Centre is open 24 hours a day, seven days a week and provides a range of free and confidential services to assist customers, their family members and friends. Interpreters can be arranged.

### **LOCATION**

The Crown Melbourne Responsible Gaming Support Centre is located at the Crown Melbourne Complex, Level B1, directly below the main ground floor food court. Please refer to the map located on the back of this brochure.

### **ARE YOU CONCERNED ABOUT YOUR GAMING BEHAVIOURS?**

Here is a quick check:

- Do you think about gambling every day?
- Do you hide your gambling from loved ones?
- Do you ever borrow money to gamble?
- Do you let bills go unpaid?
- Is your gambling affecting your work or your role as a parent?
- Do you think you can use skill to win on a pokie machine?
- Do you gamble to forget your problems?

If you answered yes to any of these questions, you may have a problem with your gambling behaviour.\*

(\*source: Gambler's Help brochure 'Concerned about your gambling?', 2014)

### **WHO CAN I SPEAK TO IF I AM CONCERNED ABOUT MY GAMING?**

Our Responsible Gaming Liaison Officers are available 24 hours a day, seven days a week to discuss any responsible gaming programs and services. They can be contacted on 1800 801 098.

Counselling services are available via our Responsible Gaming Psychologists. For further information call 1800 801 098.

Also available is Crown Melbourne's Chaplaincy Support Service. For further information call 1800 456 228.

Additionally, you can call Gambler's Help directly on 1800 858 858.

### **CROWN MELBOURNE RESPONSIBLE GAMING SUPPORT CENTRE**

#### **• Responsible Gaming Information**

General information regarding responsible gaming in a range of languages.

#### **• Responsible Gaming Liaison Officers**

Responsible Gaming Liaison Officers are specially trained staff who can assist customers with responsible gaming information, assistance and referral to help services. They are available 24 hours a day, seven days a week and can be contacted on 1800 801 098.

#### **• Self-Exclusion**

Self-Exclusion is a program where a person voluntarily bans themselves from gaming areas at the Crown Melbourne Complex. This prohibits you from entering or remaining in any gaming areas. The Self-Exclusion Order is a legal document. Applications for self-exclusion can be made at any time with a Responsible Gaming Liaison Officer.

#### **• Counselling**

Free, confidential counselling is provided by our Responsible Gaming Psychologists, in person at the Crown Melbourne Responsible Gaming Support Centre or over the telephone.

#### **• Referral**

Staff at the Crown Melbourne Responsible Gaming Support Centre can provide information about Gambler's Help and other Government funded community based support services.

#### **• Chaplaincy Support Service**

The Crown Melbourne Responsible Gaming Support Centre hosts an inter-faith Chaplaincy Support Service. The Chaplain can be contacted on 1800 456 228.

#### **• Money and/or Time limit setting and tracking - YourPlay**

The Victorian State government has introduced a state-wide voluntary money and time limit setting scheme called YourPlay. YourPlay can also give you a running total of the money and time you are spending. This is available for gaming machine customers.

Information about YourPlay is available at the Responsible Gaming Support Centre, Crown Rewards information desks and on-line at [yourplay.com.au](http://yourplay.com.au)

#### **• Play Safe Limits**

Play Safe Limits is Crown Melbourne's voluntary money and time limit setting program and allows Crown Rewards members to set money and time limits for their Fully Automated Table Game play (for example, 'Vegas Star', and 'Lucky Big Wheel'). To take advantage of Play Safe Limits you will need a Crown Rewards card.

Information about Play Safe Limits is available at the Responsible Gaming Support Centre and Crown Rewards information desks.

#### **• Internet**

For further information please visit the Crown Melbourne website Responsible Gaming page [www.crownmelbourne.com.au/responsible-gaming](http://www.crownmelbourne.com.au/responsible-gaming)

## CROWN MELBOURNE RESPONSIBLE GAMING SUPPORT CENTRE

The Crown Melbourne Responsible Gaming Support Centre is located within the Crown Melbourne Complex.

The Centre is open 24 hours a day, seven days a week and provides a range of free and confidential services including:

- Responsible Gaming Information
- Self-exclusion
- Counselling
- Chaplaincy Support Service
- YourPlay information
- Referral to external support services

Interpreters can be arranged if required.

## LOCATION



### Crown Melbourne Responsible Gaming Support Centre

1800 801 098

Email: [rgsc@crownmelbourne.com.au](mailto:rgsc@crownmelbourne.com.au)

[www.crownmelbourne.com.au/responsible-gaming](http://www.crownmelbourne.com.au/responsible-gaming)

### Crown Melbourne Chaplaincy Support Service

1800 456 228

### Gambler's Help

1800 858 858

[www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)



RESPONSIBLE GAMING  
STAY IN CONTROL

Crown Responsible Gaming Support Centre: 1800 801 098

Gambler's Help: 1800 858 858

  
RESPONSIBLE GAMING  
Self Exclusion

  
CROWN

**WHAT IS A SELF-EXCLUSION?**

Self-exclusion is a program where a person voluntarily bans themselves from gaming areas at the Crown Melbourne Complex. This prohibits you from entering or remaining in any gaming areas. The Self-Exclusion Order is a legal document.

**HOW DO I SELF-EXCLUDE FROM THE CASINO?**

Self-exclusion is undertaken at the Crown Melbourne Responsible Gaming Support Centre, which is located at the Crown Melbourne Complex, Level B1, directly below the main ground floor food court. Please refer to the map located on the back of this brochure. You will need to provide photo identification to apply for self-exclusion. No appointment is necessary.

The Crown Melbourne Responsible Gaming Support Centre is open 24 hours a day, seven days a week and provides a range of free and confidential services to assist customers, their family members and friends.

The self-exclusion process is facilitated by Responsible Gaming Liaison Officers who are available 24 hours a day, seven days a week.

To contact a Responsible Gaming Liaison Officer, please call 1800 801 098 or you can speak to any Crown Melbourne employee.

**HOW LONG IS A SELF-EXCLUSION?**

If you apply for a self-exclusion, it will be in place until you choose to revoke the Self-Exclusion Order. You can apply to revoke the Self-exclusion Order after 12 breach free months. The Self-Exclusion Order is a legal document with significant penalties if breached.

**ARE YOU CONCERNED ABOUT YOUR GAMBLING BEHAVIOURS?**

Here is a quick check:

- Do you think about gambling every day?
- Do you hide your gambling from loved ones?
- Do you ever borrow money to gamble?
- Do you let bills go unpaid?
- Is your gambling affecting your work or your role as a parent?
- Do you think you can use skill to win on a pokie machine?
- Do you gamble to forget your problems?

If you answered yes to any of these questions, you may have a problem with your gambling behaviour.\*

\*[source: Gambler's Help brochure 'Concerned about your gambling?' 2014]

**WHO CAN I SPEAK TO IF I AM CONCERNED ABOUT MY GAMBLING?**

Our Responsible Gaming Liaison Officers are available 24 hours a day, seven days a week to discuss any responsible gaming programs and services. They can be contacted on 1800 801 098. Alternatively, you can email us at [rgsc@crownmelbourne.com.au](mailto:rgsc@crownmelbourne.com.au)

Counselling services are available via our Responsible Gaming Psychologists. For further information call 1800 801 098.

Also available is Crown Melbourne's Chaplaincy Support Service. For further information call 1800 456 228.

You can also call Gambler's Help directly on 1800 858 858.

**OTHER SELF-EXCLUSION PROGRAMS**

For information about the Crown Perth Self-Exclusion Program you can speak with one of our Responsible Gaming Liaison Officers by telephoning 1800 801 098.

For information about Self-Exclusion Programs for hotels and clubs in Victoria, speak to their venue staff or call 1800 641 503 or (03) 9654 3491 and Clubs Victoria or the Australian Hotels Association will assist you with their Self-Exclusion Program.

## CROWN MELBOURNE RESPONSIBLE GAMING SUPPORT CENTRE

The Crown Melbourne Responsible Gaming Support Centre is located within the

Crown Melbourne Complex.

The Centre is open 24 hours a day, seven days a week and provides a range of free and confidential services including:

- Responsible Gaming Information
- Self-exclusion
- Counselling
- Chaplaincy Support Service
- YourPlay information
- Referral to external support services

Interpreters can be arranged if required.

## LOCATION



### Crown Melbourne Responsible Gaming Support Centre

1800 801 098

Email: [rgsc@crownmelbourne.com.au](mailto:rgsc@crownmelbourne.com.au)

[www.crownmelbourne.com.au/responsible-gaming](http://www.crownmelbourne.com.au/responsible-gaming)

### Crown Melbourne Chaplaincy Support Service

1800 456 228

### Gambler's Help

1800 858 858

[www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)



RESPONSIBLE GAMING  
STAY IN CONTROL

Crown Responsible Gaming Support Centre: 1800 801 098

Gambler's Help: 1800 858 858



RESPONSIBLE GAMING

Chaplaincy  
Support Service



### **CHAPLAINCY SUPPORT SERVICE**

A Chaplaincy Support Service is available at the Crown Melbourne Complex through the Crown Melbourne Responsible Gaming Support Centre. For further information about available responsible gaming services and programs, refer to the section opposite.

The Chaplaincy Support Service is available to customers and staff and remains faithful to the tradition of community service found in all religious teachings.

This service at Crown Melbourne respects all religious beliefs and traditions. Whilst its foundation is Christian, people of other faiths have strong links to the chaplaincy and participate in the fullness of its activities.

The Chaplaincy Support Service enables people to seek guidance and peace in their own way and aims to be relevant to the particular problems and life situations of the individual.

The service is free and confidential. Appointments can be made by calling 1800 456 228.

### **CHAPLAINCY SUPPORT SERVICES INCLUDE THE FOLLOWING:**

- Pastoral services and assistance
- Prayer and Meditation
- Discussion of issues
- Referral to other support services

Information and support may also be provided in relation to personal relationships and pastoral services.

All inter-faith enquiries welcome.

To contact the Chaplaincy Support Service for an appointment, please phone 1800 456 228.

### **CROWN MELBOURNE RESPONSIBLE GAMING SUPPORT CENTRE**

For the majority of people, gambling is an enjoyable form of entertainment.

Some people may experience difficulties with their gambling behaviours, and the Crown Melbourne Responsible Gaming Support Centre has been established to offer assistance and support for those seeking information or help.

The Crown Melbourne Responsible Gaming Support Centre is open 24 hours a day, seven days a week and provides a range of free and confidential services to assist customers, their family members and friends. Interpreters can be arranged.

### **LOCATION**

The Crown Melbourne Responsible Gaming Support Centre is located at the Crown Melbourne Complex, Level B1, directly below the main ground floor food court. Please refer to the map located on the back of this brochure.

### **CONTACT US**

Our Responsible Gaming Liaison Officers are available 24 hours a day, seven days a week to discuss any responsible gaming programs and services. They can be contacted on 1800 801 098. Alternatively, you can email us at [rgsc@crownmelbourne.com.au](mailto:rgsc@crownmelbourne.com.au)

## LOCATION

### Crown Melbourne Responsible Gaming Support Centre

The Crown Melbourne Responsible Gaming Support Centre is located within the Crown Melbourne Complex.

The Centre is open 24 hours a day, seven days a week and provides a range of free and confidential services including:

- Self Exclusion
- Responsible Gaming Information
- Counselling
- Chaplaincy Support Service
- Referral to external support services

Interpreters can be arranged if required.



### Crown Melbourne Responsible Gaming Support Centre

1800 801 098

Email: [rgsc@crownmelbourne.com.au](mailto:rgsc@crownmelbourne.com.au)

[t.crownmelbourne.com.au/responsible-gaming](http://t.crownmelbourne.com.au/responsible-gaming)

### Crown Melbourne Chaplaincy Support Service

1800 456 228

### Gambler's Help

1800 858 858

[www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)



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RESPONSIBLE GAMING

# Responsible Gambling Code of Conduct

October 2016  
Version 5



## CROWN'S COMMITMENT TO

## RESPONSIBLE GAMBLING

## RESPONSIBLE GAMBLING CODE OF CONDUCT – OVERVIEW

This section provides an overview of the Crown Melbourne Limited (**Crown**) Responsible Gambling Code of Conduct (**Code**).

The full version of the Code follows and is available at various locations throughout the Casino and on the Crown Melbourne website [www.crownmelbourne.com.au](http://www.crownmelbourne.com.au)

Chinese (Simplified and Traditional), Vietnamese, Arabic, Greek, Italian, Cambodian and Hindi versions are also available online or on request at any Crown Rewards desk.

For further information, please contact any member of staff or phone the Responsible Gaming Support Centre on 1800 801 098.



### Crown's Commitment to Responsible Gambling

Crown is committed to providing responsible gaming services by making available information, assistance and resources regarding responsible gaming matters.

Crown's responsible gaming message is: 'STAY IN CONTROL'.

### Gambling Product Information

The rules of all Table Games and Electronic Gaming Machines (**EGMs**) offered at Crown are available upon request or by visiting the Crown website. Player Information Displays on all EGMs and Fully Automated Table Games (**FATGs**) can provide further information including the odds of winning.

### Crown Rewards (Customer Loyalty Program) Information

The Crown Rewards terms and conditions (including information about how to join, resign, account balances and the accrual and redemption of benefits) are provided to all new members.

Further information is available at any Crown Rewards desk or by calling the Crown Rewards Hotline on 1300 8 CROWN (1300 827 696).

### Pre-commitment – Voluntary Money and/or Time Limits

The Victorian State Government has introduced a state-wide voluntary money and/or time limit setting and tracking scheme called YourPlay. This is available for EGM customers. Crown encourages and supports customers who play EGMs to set money and/or time limits. EGM customers can select to use a casual card, where limits can be set and changed at the Voucher Issuance Kiosk (**VIK**), or a registered card, where limits can be set and changed on-line at [yourplay.com.au](http://yourplay.com.au) or at the Crown Rewards or the VIK. YourPlay brochures are available throughout the Casino and on request.

Play Safe Limits is a separate and Crown operated money and/or time limit setting program available only for FATGs. Play Safe Limits allows Crown Rewards members to set voluntary money and/or time limits when playing FATGs and does NOT integrate with the EGM money and/or time limit setting scheme, YourPlay. Crown encourages and supports customers who play FATGs to set money and/or time limits. Play Safe Limits Brochures are available throughout the Casino and on request.



## CROWN'S COMMITMENT TO

## RESPONSIBLE GAMBLING

### Interaction with Customers

All relevant Crown staff complete the approved Responsible Service of Gaming training. Training is regularly reviewed to ensure that customers can be provided with the most appropriate service(s) for their individual circumstances.

Responsible Gaming services available to customers include (but are not limited to):

- Responsible Gaming Support Centre;
- Responsible Gaming Liaison Officers;
- Self-Exclusion;
- Information about YourPlay for EGMs;
- Information about Play Safe Limits for FATGs;
- Information and assistance (including in Languages other than English);
- Referral to other support providers;
- Responsible Gaming Psychologists;
- Chaplaincy Support Service; and
- Brochures (including Languages other than English).

All services are provided confidentially and free of charge, 24 hours a day, seven days a week.

### Interaction with Staff

Crown employees are not permitted to gamble at the Casino at any time. A free, confidential Employee Assistance Program is available to any staff member requiring assistance.

### Problem Gambling Support Services

Crown maintains regular contact with the principal problem gambling support services through attendance at meetings, professional development sessions, seminars and conferences.

### Customer Complaints

Crown has a comprehensive complaint handling process. Complaints may be made in person, via telephone, fax, email, or by letter. All complaints will be acknowledged and responded to promptly.

Complaints about the Code can be raised with a Responsible Gaming Liaison Officer on tel: 1800 801 098.

### Prohibition on Gambling by Minors/Persons under 18 Years

The Casino is an adult environment and as such, no person under the age of 18 is permitted entry to the Casino. If any doubt exists, appropriate identification will be requested. If appropriate identification cannot be provided, entry is refused.

Any parent or guardian bringing a child to any part of the Complex must ensure that the child is not left unattended. If a child is unattended, the parent or guardian may be banned from entering the Complex and the matter may be referred to the police.

### The Gambling Environment

A number of features exist within the Casino which are aimed to encourage responsible gaming. These include (but are not limited to):

- Responsible gaming information (brochures, posters etc.)
- Clocks
- Adequate lighting
- Responsible Service of Alcohol
- Locating Automatic Teller Machines (ATMs) away from the Casino in accordance with relevant legislation

## CROWN'S COMMITMENT TO

## RESPONSIBLE GAMBLING

**Financial Transactions**

A number of restrictions apply to financial transactions. These restrictions include matters such as cheque cashing, payment of winnings and identification requirements.

Full details are available by contacting staff at any Cashier's location.

**Responsible Advertising and Promotions**

Advertising and/or promotions will comply with all requirements described in the 'Responsible Advertising and Promotions' section in this Code, including the Australian Association of National Advertisers Code of Ethics and applicable laws.

**Implementation and Review of the Code**

The Code is reviewed regularly. All customers and staff are welcome to provide feedback at any time by writing to:

General Manager  
Responsible Gaming  
Crown Melbourne Limited  
8 Whiteman Street  
SOUTHBANK, VIC 3006

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## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

### FOREWORD

Crown Melbourne Limited (**Crown**) is the operator of the Crown Melbourne Integrated Resort including the Casino at the Complex and Crown is the appointed Victorian Casino Licence holder. The Complex is one of the world's largest and most diverse integrated resorts and entertainment destinations. Crown is renowned for excellence in all aspects of its services and facilities. Our commitment to providing gaming services for our customers in a responsible manner is no exception. This Responsible Gambling Code of Conduct (**Code**) is an important reflection of that commitment.

Our entertainment and gaming experiences are enjoyed by the vast majority of our customers. However, we recognise that some of our customers have difficulties with gaming responsibly and this may cause them personal and financial difficulties, and potentially their family, friends and the wider community may also be impacted.

While the decision to gamble lies with the individual and represents a choice based on an individual's circumstances, we recognise that to make that choice responsibly, our customers need to be informed about our gaming products and information regarding the services and support available to them should they need or seek help with their gaming behaviours.

As the industry's and community's understanding of the causes of problem gambling and the appropriate responses further develop, our Code will be reviewed and updated over time. It is our goal to work with all interested sections of the community including Government, counsellors and gaming customers themselves to ensure that there is appropriate input into such developments.

This Code represents our commitment to our customers and employees regarding responsible gaming. We want you to enjoy your experiences with us.

As always, we welcome your feedback on any issue at any time and particularly with respect to our continued efforts to ensure that our gaming services are enjoyed by all who choose to participate.

Barry Felstead  
Chief Executive Officer  
Australian Resorts

## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

### CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

#### Responsible Gaming

Responsible gaming occurs in a regulated environment where the potential for harm associated with gaming is minimised and customers can make informed decisions when they participate in gaming, based on their individual circumstances.

Responsible gaming is the shared responsibility and actions of individuals, communities, the gaming industry and the Government, working in partnership to achieve socially responsible outcomes which are responsive to community concerns.

Crown's responsible gaming initiatives are focused on minimising the potential for risks for the small number of customers who may develop difficulties associated with their gaming behaviours.

#### Crown's Responsible Gaming Commitment

Crown is committed to providing responsible gaming services by making available information, assistance and resources regarding responsible gaming matters.

Crown's Code describes and demonstrates how we execute this commitment. It is our objective to ensure that Crown remains a world leader in responsible gaming practices and, at a minimum, that we comply with the legal requirements regarding responsible gaming as contained in the *Casino Control Act 1991 (Vic)* and the *Gambling Regulation Act 2003 (Vic)*.

Crown's commitment to the responsible service of gaming includes the Responsible Gaming Support Centre (RGSC), a purpose built facility where responsible gaming programs, services and resources are available, including a dedicated and specially trained team of staff, managers and professionals. They deliver Crown's responsible service of gaming initiatives and provide a focal point for interacting with customers who may need support.

#### Crown's Responsible Gaming Message

Crown's responsible gaming message is simple yet meaningful – 'STAY IN CONTROL'. The accompanying 'traffic lights' logo reinforces this message. Our message is found clearly visible throughout the Casino, including being placed on Electronic Gaming Machines (EGMs), table games and near Automatic Teller Machines (ATMs) throughout the Complex.

Crown's responsible gaming message is printed on all gaming related advertising.



RESPONSIBLE GAMING  
STAY IN CONTROL

Crown Responsible Gaming Support Centre: 1800 801 098  
Gambler's Help: 1800 858 858

## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

### AVAILABILITY OF THE CODE

The Code is available to customers, in written form and on request. Copies are available at Crown Rewards desks, brochure stands near Cashier locations and the RGSC or by contacting a Responsible Gaming Liaison Officer (RGLO) on 1800 801 098. The Code is also available on Crown's website at [www.crownmelbourne.com.au](http://www.crownmelbourne.com.au)

Customers are notified about the Code and its availability via signage placed at the RGSC and Crown Rewards desks. An example of that signage follows:

**The Crown Responsible Gambling Code of Conduct is available at the Crown Responsible Gaming Support Centre, at Crown Rewards desks, upon request and via the Crown Melbourne website at [www.crownmelbourne.com.au](http://www.crownmelbourne.com.au)**



RESPONSIBLE GAMING  
STAY IN CONTROL

Crown Responsible Gaming Support Centre: 1800 801 098  
Gambler's Help: 1800 858 858

Our Code is also made available on our website (and in written form on request) in the following languages:

- Chinese (Traditional and Simplified)
- Vietnamese
- Arabic
- Greek
- Italian
- Cambodian
- Hindi

Crown employs staff from linguistically diverse backgrounds capable of interpreting this Code to assist customers. We encourage our customers to ask for this assistance if they require it.

## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

### RESPONSIBLE GAMBLING INFORMATION

In addition to our own responsible gaming message, Crown displays responsible gaming information throughout the Casino in a variety of forms including brochures, posters, in-house TV and on screen Player Information Displays (PIDs) on EGMs and Fully Automated Table Games (FATGs).

Crown complies with current and future signage requirements.

For further information or assistance, customers are encouraged to contact the RGSC or a RGLO on 1800 801 098.

Information and some examples of key Crown responsible gaming messages found at the Casino follow.

#### a) Availability of gaming support services and Crown's RGSC



#### b) Payment of winnings, credit and lending

Except for lawful exceptions, EGM winnings or accumulated credits above \$2,000 must be paid by cheque and not made out to cash. Crown will not provide credit or lend money to Australian customers for the purpose of gaming.

Crown may provide chips on credit to non-Australian residents in circumstances prescribed by legislation and in accordance with controls and procedures approved by the Victorian Commission for Gambling and Liquor Regulation (VCGLR).

Customers have the opportunity to take large winnings payments in part or full by cheque.

More detailed information is available on request.

#### c) Crown's Self-Exclusion Program

In addition to observing its existing legislative requirements regarding Exclusion orders, Crown has a Self-Exclusion Program. Self-Exclusion is a process available to customers to voluntarily ban themselves from the Casino. This may be an option useful to those customers who may be experiencing difficulties as a result of their gaming behaviours.

Self-Exclusions are:

- facilitated by trained staff in the RGSC;
- available 24 hours a day, seven days per week; and
- provided free of charge.

Crown will not disclose information gathered during the facilitation of a Self-Exclusion to any third party unless legally obliged to do so or with the customer's consent.

Crown will not knowingly send any advertising or other promotional material relating to gaming to Self-Excluded or excluded customers.

## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

Brochures containing information about Self-Exclusion are provided to customers on request, and made available at various locations throughout the Complex and at the RGSC.

### Additional Information

Crown's responsible gaming programs include:

- The establishment of the Crown RGSC as a world first responsible gaming initiative, which operates 24 hours a day, seven days a week;
- A Self-Exclusion Program available for customers to ban themselves from the Casino, that informs and encourages applicants to seek counselling and assistance;
- Information about YourPlay. The Victorian State Government has introduced a state-wide voluntary money and/or time limit setting and tracking scheme called YourPlay. This is available for EGM customers. Crown encourages and supports customers who play EGMs to set money and/or time limits. EGM customers can select to use a casual card, where limits can be set and changed at the Voucher Issuance Kiosk (VIK) or a registered card, where limits can be set and changed on-line at [yourplay.com.au](http://yourplay.com.au) or at the Crown Rewards desks or the VIK. YourPlay brochures are available throughout the Casino and on request;
- Information about Crown's Play Safe Limits. Play Safe Limits is a separate and Crown operated money and/or time limit setting program available only for FATGs. Play Safe Limits allows Crown Rewards members to set voluntary money and/or time limits when playing FATGs and does NOT integrate with the EGM money and/or time limit setting scheme, YourPlay. Crown encourages and supports customers who play FATGs to set money and/or time limits. Play Safe Limits Brochures are available throughout the Casino and on request;

- The provision of Player Activity Statements for EGM play or FATG play (see 'Customer Loyalty Program' information in this Code);
- The availability of Psychologists experienced in the field of problem gambling to assist customers and family members;
- A robust process that applies to the application by a customer for the revocation of their Self-Exclusion. This process includes satisfying criteria whereby the applicant demonstrates the ways in which they have addressed their gaming behaviours (such that they are back 'in control');
- A Gaming Resumption Information Program (GRIP), designed for customers who are successful in satisfying the criteria for revoking their Self-Exclusion, to assist them in developing strategies when resuming gaming at Crown; and
- A Chaplaincy Support Service.

Additionally, customers may attend the RGSC in person or free call 1800 801 098 to speak to our experienced staff or obtain more information about any of the services or information contained in this Code.

Crown complies with all relevant government legislation pertaining to the Responsible Service of Gaming.

Crown wants its customers to enjoy their gaming in a responsible manner and encourages customers to gamble within their means and budget.

Customers can obtain free information on household budgeting from websites such as the Commonwealth Government's website 'Understanding Money' [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

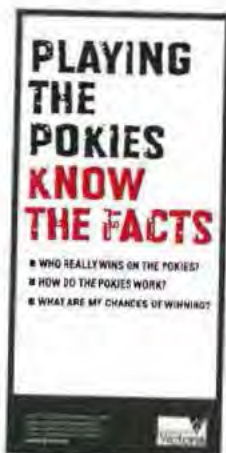
The State Government's problem gambling support website can be found at [www.problemgambling.vic.gov.au](http://www.problemgambling.vic.gov.au)

## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

### GAMBLING PRODUCT INFORMATION

Signs are displayed in the Casino at Crown Rewards desks advising customers that, upon request, Crown will provide information on the Rules of all Table Games and EGMs offered for play at the Casino.

Those Rules are also available on Crown's website at [www.crownmelbourne.com.au](http://www.crownmelbourne.com.au)



The following Brochure explains the chances of winning on EGMs and is available at the Casino.



**Keep track of your time and money**

Press the **i** button on the pokie and it will help you keep track.

EGM and FATG game information, including the chances of winning, is accessible via PID screens on each EGM and FATG, which allows players to keep informed about their EGM and FATG play. Information on how to access and view the PID screens is available from a member of staff or PID brochures (for EGMs), at Crown Rewards desks and the RGSC. Left is an example of the kind of brochure that is available.

### CUSTOMER LOYALTY PROGRAM INFORMATION

Crown operates a Complex wide Loyalty Program called Crown Rewards that entitles its members to certain benefits and privileges. The EGM Loyalty Scheme that forms part of the Crown Rewards program is provided to customers in accordance with relevant legislation.

Customers can obtain information on how to join or resign from the Crown Rewards program, benefits they may accrue, account balances and the manner in which points may be redeemed for rewards:

- at any Crown Rewards desk;
- by contacting the Crown Rewards Information Hotline on 1300 8 CROWN (1300 827 696); and
- in the terms and conditions available on application for membership (or on request).

When joining Crown Rewards, EGM customers are supplied with the required information and are given the opportunity to set YourPlay Limits, relevant to EGMs and separately, Crown's Play Safe Limits, relevant to FATG play.

The Victorian State Government has introduced a state-wide voluntary money and/or time limit setting and tracking scheme called YourPlay. This is available for EGM customers. Crown encourages and supports customers who play EGMs to set money and/or time limits. EGM customers can select to use a casual card, where limits can be set and changed at the VIK, or a registered card, where limits can be set and changed on-line at [yourplay.com.au](http://yourplay.com.au) or at the Crown Rewards desk or the VIK. YourPlay brochures are available throughout the Casino and on request.



## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

Play Safe Limits is a separate and Crown operated money and/or time limit setting program available only for FATGs. Play Safe Limits allows Crown Rewards members to set voluntary money and/or time limits when playing FATGs and does NOT integrate with the EGM money and/or time limit setting scheme, YourPlay. Crown encourages and supports customers who play FATGs to set money and/or time limits. Play Safe Limits Brochures are available throughout the Casino and on request.

Further information regarding YourPlay and Play Safe Limits is provided in this Code under 'Pre-commitment – Voluntary Money and/or Time Limits.

Crown will not knowingly send or direct any advertising or other promotional material relating to gaming to any person who is excluded or Self-Excluded from the Casino.

Player Activity Statements provide information on each member's EGM or FATG play, including all wins and losses for the period of the statement and are available for EGM play and/or FATG play, these are separate statements. Crown's responsible gaming message 'Stay in Control', as well as information regarding the availability of the Code, is incorporated in and forms part of Player Activity Statements.

At least once a year, Player Activity Statements are made available to EGM Crown Rewards members.

Members who play FATGs are able to collect their Player Activity Statement on request, at any Crown Rewards desk.

### PRE-COMMITMENT – VOLUNTARY MONEY AND/OR TIME LIMITS

The Victorian State Government has introduced a state-wide voluntary money and/or time limit setting and tracking scheme called YourPlay. This is available for EGM customers. Crown encourages and supports customers who play EGMs to set money and/or time limits.

EGM customers can select to use a casual card, where limits can be set and changed at the VIK or a registered card, where limits can be set and changed on-line at [yourplay.com.au](http://yourplay.com.au), at the Crown Rewards desks or the VIK. YourPlay brochures are available throughout the Casino and on request.

Additionally, YourPlay is a card-based personal gaming tracker that provides a running total of money and time spent playing EGMs across all gaming venues in Victoria, including the Casino.

Customers can also set personal reminder messages as encouragement to stick to their set limit.

Crown cannot advise customers on the quantum of their personal money and time limits. This is a choice an individual should make according to their own circumstances. Crown does not have access to an individual's YourPlay data.

Play Safe Limits is a separate and Crown operated money and/or time limit setting program available only for FATGs. Play Safe Limits allows Crown Rewards members to set voluntary money and/or time limits when playing FATGs and does NOT integrate with the EGM money and/or time limit setting scheme, YourPlay. Crown encourages and supports customers who play FATGs to set money and/or time limits. Play Safe Limits Brochures are available throughout the Casino and on request.

## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

The YourPlay brochure is provided to all customers joining the Crown Rewards scheme. The Play Safe Limits brochure is provided to customers joining the Crown Rewards program who indicate they will play Table Games. Staff are also available to provide information regarding YourPlay and Play Safe Limits at locations throughout the Casino, including at the Crown Rewards desks and the RGSC.



Crown cannot advise customers on the quantum of their personal money and time limits. This is a choice an individual should make according to their own circumstances.

RGLOs are available on request to assist and support a customer with strategies for keeping within their YourPlay and Play Safe Limits or any other pre-commitment strategy.

In addition, all EGMs and FATGs enable a player to use the PID to track the time and the net loss or win during a session of play. Information on how to activate session tracking is available from staff and the PID brochure (for EGMs) is available on request.

*Example PID screen information follows:*



### INTERACTION WITH CUSTOMERS

Crown is committed to providing a world-class entertainment experience for our customers and exceptional levels of customer service in all areas. This includes being aware of our customers and our responsibility to foster responsible gaming. All relevant staff, including Crown management, are trained in the responsible service of gaming when they are inducted into the business and on an ongoing basis. Crown's staff training meets national competency standards and is approved by the VCGLR. Training is subject to ongoing review so that any proven initiatives or programs in the responsible service of gaming are included, ensuring relevant staff, are at the forefront of responsible gaming.

Crown employees are instructed that, when approached by customers who request information or assistance with a gaming problem; request information on Self-Exclusion; or display other observable signs that may be related to their gaming behaviours, to refer them, as soon as practicable, to Crown specialist assistance via their supervisor/manager to the RGSC.

Crown's RGSC, located within the Complex but away from the Casino, provides a range of services to customers and others.

The RGSC is staffed by RGLOs who are specially trained in all aspects of Crown's responsible gaming programs, including recognising observable signs which may be related to potential problem gaming behaviour. The RGLOs are supported by Psychologists and a Chaplain to assist those customers who may be experiencing difficulties with their gaming behaviours.

## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

### The RGSC:

- provides strategies to assist customers in managing their gaming behaviours, to foster responsible gaming and prevent difficulties from arising;
- offers professional support, assistance and referral, which is available 24 hours a day, seven days a week, free of charge;
- facilitates referrals to problem gambling and financial counselling support services and welfare organisations and provides contact with and information about these bodies;
- ensures its assistance and referral services are conducted on a strictly confidential basis;
- has available Psychologists experienced in the field of problem gambling to assist customers and family members;
- provides information regarding Self-Exclusion for customers who wish to exclude themselves from the Casino and manages Crown's Self-Exclusion Program;
- provides information about YourPlay for EGMs;
- provides information about Play Safe Limits for FATGs;
- is able to access and provide information in selected community languages; and
- provides a Chaplaincy Support Service for customers and staff.

As part of delivering exceptional customer service, our staff are encouraged to engage with our customers. A customer displaying observable signs that may be related to potential problem gaming behaviours or unacceptable behaviour will be approached by a staff member who will offer assistance and referrals to specialist support as required.

Observable Signs are seen or reported behaviours or patterns of behaviours which are potential indicators that a person may be experiencing problems with their gaming behaviours. These are seen or reported in context and

usually more than one is displayed to indicate potential problems with gaming. Observable signs are included in Crown's Responsible Service of Gaming training and may include, but are not limited to\*:

- Self-disclosure of a problem with gaming or request to self-exclude
- Requests for assistance from family and/or friends concerned about an individual's gaming behaviour
- Children left unattended whilst parent/guardian gambles
- Gets angry while gaming or shows signs of distress during or after gaming
- Often gambles for long periods without a break
- Witnessed or heard that a customer was trying to borrow money for gaming
- Significant decline in personal grooming or appearance
- Observed conflict over gaming between family members or friends
- Unrealistic remarks about gaming
- Complains to staff about losing or blames the casino or gaming product for losing
- Secretive or embarrassed about being at the casino or stays on to gamble when friends leave the venue
- Gambles without reacting to what is going on around him/her and avoids contact or conversation with others
- Frequent visits to the ATM

The assistance offered by staff may take the form of:

- interaction with the customer and encouraging them to take a break from gaming;
- offering the customer non-alcoholic refreshments such as a cup of tea or coffee in a quieter and more private area such as our lounge areas or the RGSC.

Persons displaying these types of behaviours will be referred to RGLOs or senior management, who have undergone advanced responsible gaming training.

## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

Responsible gaming interactions are recorded in the Responsible Gambling Register. This register and all personal information recorded by Crown is held in accordance with Australian privacy laws.

\*These signs are adapted from 'Validation study on in-venue problem gambler indicators', Thomas, A., Delfabbro, P. and Armstrong, A. (2014), *Gambling Research Australia: Identifying Problem Gamblers in Gambling Venues*, Delfabbro et al. 2007 and 'Current Issues related to identifying the problem gambler in the gambling venue' various authors, Australian Gaming Council, 2002.

### INTERACTION WITH STAFF

Crown employees are not permitted to gamble at the Casino at any time. Crown also has policies in place which restrict certain staff from gaming at affiliated properties.

Crown recognises that some employees (like other members of the community) may develop difficulties associated with their gaming behaviours, outside of their employment at Crown. Crown employees so affected are encouraged to seek professional assistance through Crown's Employee Assistance Program. This is a free service for all employees and their immediate family, which is run by independently employed professional counsellors and details of all discussions are treated confidentially.

Where appropriate, employees are also encouraged to seek professional assistance from external support services and RGSC staff can provide relevant information.

### PROBLEM GAMBLING SUPPORT SERVICES

As a major stakeholder in the gaming industry, Crown is a member of and participates in industry peak bodies and consultative groups to enable it to maintain awareness of responsible gaming issues, practices and procedures.

Crown maintains regular contact with principal problem gambling support services. This is achieved through

professional development sessions and meetings, in addition to attending seminars and/or conferences with support service staff.

Examples of these may include:

- participation in meetings with Gambler's Help Services occurring when Gambler's Help staff agree and at mutually convenient times;
- various Gambler's Help Services meetings arranged and held as required;
- National Association for Gambling Studies annual conference;
- the Victorian Responsible Gambling Foundation; and
- telephone contact with Gambler's Help and other support agencies as required.

Details of all meetings with problem gambling support services are retained in the Responsible Gambling Register located in the RGSC and attendance details include:

- time and date of the meeting;
- attendees at the meeting;
- topics discussed;
- outcomes/action items from the meeting (where applicable); and
- next meeting/attendance date (where applicable).

The Gambler's Help contact number is 1800 858 858 and online assistance is available at [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)



**Gambler's  
Help**  
1800 858 858  
[gamblershelp.com.au](http://gamblershelp.com.au)

**Many ways to get support**

## CROWN'S COMMITMENT TO

## RESPONSIBLE GAMBLING

**CUSTOMER COMPLAINTS**

Crown has comprehensive processes in place for managing and resolving issues relating to customer complaints received by Crown, including complaints related to the provision of gaming and this Code.

All relevant staff are trained to manage and resolve customer complaints.

Complaints from customers may be received by Crown's Customer Relations Department, other Crown Departments directly, or frontline staff.

To register a complaint, customers may:

- contact Crown by telephone;
- send a fax, letter or email; or
- do so in person.

Any complaint received is:

- managed and responded to in a timely and appropriate manner;
- investigated sensitively;
- recorded in the Crown Customer Relations system and the Responsible Gambling Register; and
- managed and resolved in accordance with Australian Standards.

All customer complaints are acknowledged, where possible, within 48 hours of receipt of the complaint and resolution will be attempted at first point of contact or within 10 working days.

During the investigation of a complaint, a Crown manager may seek information from the staff member concerned on the subject matter of the complaint.

The appointed Crown manager will seek to establish whether the customer has been treated reasonably.

Where contact details have been provided to Crown, the customer will be informed of the outcome of their complaint.

In the management and resolution of customer complaints, Crown will comply with relevant legal obligations, including our obligations to protect the customer's privacy.

Complainants in all unresolved gaming disputes will be advised of the presence of and their right to consult, a VCGLR Inspector.

Information about complaints will be provided to the VCGLR if requested. Customer complaints relating to gaming matters will also be received and investigated by the VCGLR as an independent body for investigations and resolution.

**COMPLIANCE WITH THE PROHIBITION ON GAMBLING BY MINORS/PERSONS UNDER 18 YEARS**

Gaming by persons under 18 years is prohibited by law. Signs are located at every entry point to the Casino prohibiting minors from entering. Casino entry point staff are located at all entrances 24 hours a day, seven days a week and are vigilant and responsible for monitoring Casino customers and will request appropriate proof of age documentation if they are uncertain whether a customer is at least 18 years. Entry is refused if appropriate identification is not produced upon request.

In addition, all staff share the responsibility of asking for proof of age when they are uncertain whether a customer is a minor and all staff members are trained to alert a Security Services Representative in these circumstances. If the relevant identification cannot be produced, the customer will be asked to leave the Casino, or removed as the situation requires.

## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

### Unattended Children

A parent or guardian who brings a child or young person to the Complex must not leave the child or young person unattended in or around the Complex.

Crown's staff and tenants are instructed to monitor and report the presence of any unaccompanied child or young person in or around the Complex to a Security Services Representative.

Where a parent or guardian leaves a child or young person unattended (particularly in order to participate in gaming activities) Crown may ban the customer from the Complex.

The RGLO with the support of a Security Services Representative will attempt to:

- ascertain the identity of the child or young person;
- establish the whereabouts of the parent or guardian in order to reunite them; and
- require proof that the located adult is the parent/guardian of the child.

The RGLO may also refer the matter to the police.

### THE GAMBLING ENVIRONMENT

#### Breaks in Play

Customers are encouraged to take regular breaks from gaming. This may take various forms including:

- announcing a draw, including those relating to a trade promotion;
- the announcement of any entertainment occurring;
- verbal encouragement by staff for customers to take refreshment breaks;
- 'Have you had a break?' reminders on the displays of EGMs, FATGs and EGM bank end advertising;
- the opportunity to take large winnings payments in part or full by cheque;
- lounge facilities, available throughout the Casino and Complex; and
- the availability of the RGSC located away from the Casino.

#### Clocks

Clocks are displayed on individual EGMs so that customers can be aware of the passage of time. Staff will mention the time when making announcements about entertainment activities occurring in the Casino.

#### Lighting

Adequate lighting is provided in the Casino and complies with relevant gambling legislation.

#### Responsible Service of Alcohol

Crown is committed to the responsible service of alcohol and will not knowingly allow a person who is in a state of intoxication to gamble or bet in the Casino. Under relevant legislation, a person is intoxicated if his or her speech, balance, co-ordination or behaviour is noticeably affected and there are reasonable grounds for believing that this is the result of the consumption of alcohol.

## CROWN'S COMMITMENT TO

## RESPONSIBLE GAMBLING

### ATMs

ATMs are located away from the Casino and are positioned and/or restricted in accordance with relevant legislation.

### Credit

Crown will not provide credit or lend money to Australian resident customers for the purpose of gaming. Non Australian resident customers may be approved to operate a credit facility after the completion of an Application for Credit Facility form and subsequent approval of that facility in accordance with procedures approved by the VCGLR.

### Agencies

Crown has a TAB agency (and TAB Electronic Betting Terminals) in the Casino, and the TAB is required to adhere to its own Tabcorp Wagering Responsible Gambling Code of Conduct. Customers can ask the TAB agency about accessing Tabcorp Wagering's Responsible Gambling Code of Conduct.

## FINANCIAL TRANSACTIONS

### Cheque Cashing Facilities

A Cheque Cashing Facility may be made available to customers who have completed an Application for Cheque Cashing Facility form and are approved to operate such a facility in accordance with Crown's internal processes and the relevant Regulatory Rules.

A summary of the rules that apply to Cheque Cashing Facilities can be found on the relevant Application Form. Customers can enquire about applying for a Cheque Cashing Facility with Crown Staff at any Cashier's location.

### Accepting Cheques other than through a Cheque Cashing Facility

Customers of Crown may cash negotiable instruments including, but not limited to, Bank Cheques, Bank Drafts and personal cheques (collectively referred to as **cheques**) under certain circumstances. Customers who wish to cash cheques at Crown may open their own Casino deposit account. The following (for example) can be credited as a deposit to that account:

- cash (or cash equivalent);
- a cheque payable to Crown; or
- Traveller's cheques.

Customers may withdraw from their deposit account by way of Crown issued Chip Purchase Vouchers or withdrawals of cash (or cash equivalent) up to the value of the amount in the customer's deposit account.

Customers can enquire about opening a deposit account and cashing cheques with Crown staff, at the Cashier's location.

## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

Customer cheques are cashed in accordance with Casino legislative requirements. Customers attempting to cash such cheques will be advised of Crown's policy by staff at the Cashier's location, at the time they present the relevant cheque.

Any cheques issued by Crown for a payout won from EGM play will not be cashed by Crown. Any customer attempting to cash EGM payout cheques will be advised of Crown's policy by staff at the Cashier's location at the time they present that cheque.

All cheques cashed by Crown are recorded against the customer's name in Crown's confidential and secure customer database and/or a copy of the cheque is retained by Crown.

### Payment of Winnings

Customers who are the recipient of wins may take payment in part or full by:

- cash (or cash equivalent);
- cheque;
- chips; or
- credits.

Staff can provide information on the options for payment of winnings that are available.

By law, all winnings or accumulated credits exceeding \$2,000 from EGMs at Crown must be paid by cheque (unless the relevant EGM is legally operated in an area specified with the consent of the VCGLR).

### RESPONSIBLE ADVERTISING AND PROMOTIONS

The advertising or promotion of EGMs to the general public outside the Casino is prohibited by law in Victoria.

All permitted gaming advertising and promotions will:

- Comply with the Advertising Code of Ethics, (as adopted by the Australian Association of National Advertisers (AANA)) and all applicable laws;
- Not give unrealistic expectations of the prospects of winning or encourage irresponsible gambling behaviour;
- Not give the impression that gambling is a reasonable strategy for financial betterment;
- Not be false, misleading or deceptive about odds, prizes or the chances of winning;
- Have the consent of any person identified as winning a prize, prior to any publication of the result;
- Not be offensive or indecent in nature;
- Not promote the irresponsible consumption of alcohol while gambling;
- Be in good taste and not offend prevailing community standards
- Not intentionally be directed at or expressed indirectly at minors or vulnerable or disadvantaged groups.

Advertising or other promotional material relating to gaming will not knowingly be sent to excluded customers or customers suspended or removed from Crown Rewards.

Each prospective advertisement and promotion is checked by relevant marketing staff against a checklist based upon the AANA Advertising Code of Ethics and also checked against relevant legal requirements, including compliance with the Australian Consumer Law by Crown's Legal department.



## CROWN'S COMMITMENT TO RESPONSIBLE GAMBLING

### IMPLEMENTATION AND REVIEW OF THE CODE

The Code is provided to all new gaming staff when they commence employment at Crown.

Staff members who effectively implement and adopt the practices in the Code will be recognised by Crown management as part of our ongoing assessment of our staff in providing excellent customer service in all areas.

The Code will be internally reviewed, at least annually, to ensure that it complies with relevant legislation and any other relevant Ministerial Directions and Guidelines as they exist from time to time.

The content, operation and effectiveness of the Code for the preceding 12 months will also be reviewed at this time.

This review will involve seeking feedback from all relevant stakeholders, including Crown staff, customers and problem gambling support services. The Crown Responsible Gaming Department will obtain that feedback, collate and report on the data collected and where relevant, that report will include recommendations for improvement of the Code and/or its operation.

Within three months of the commencement of the relevant review, a meeting of the Crown Responsible Gambling Management Committee (**RGMC**) will be held to consider and review the report, and where relevant, agree to recommendations for change and/or improvement. The RGMC will also make a plan for actioning accepted recommendations. If the Code is updated it will be provided to the VCGLR.

The report and recommendations and all actions are recorded by the Chair of the RGMC.

Customers and staff are encouraged to provide feedback at any time and for inclusion into this annual review by writing to:

General Manager  
Responsible Gaming  
Level 6  
8 Whiteman Street  
Southbank Vic 3006

## CROWN'S COMMITMENT TO

## RESPONSIBLE GAMBLING

## GLOSSARY

<b>Complex</b>	means the Crown entertainment complex and integrated resort and Casino and all parts of it including gaming and non gaming areas, hotels and retail tenancies, all located at the site known as 8 Whiteman Street, Southbank in the State of Victoria	<b>Responsible Gambling Management Committee</b>	is an internal committee comprising Crown senior management, including the Chief Operating Officer, Executive General Manager Legal and Regulatory Services; Executive General Manager Gaming Machines, Executive General Manager Table Games, General Manager Responsible Gaming, Responsible Gaming Operations Manager and Responsible Gaming Psychologist(s)
<b>Casino</b>	means the area in the Complex licensed by the VCGLR to conduct gaming, known as the Casino gaming floor	<b>RGLOs</b>	Responsible Gaming Liaison Officers are Crown staff members who have undergone specific and advanced responsible gaming training and are experienced in the provision of responsible gaming services and identifying and dealing with observable signs that may be related to potential problem gaming behaviour. RGLOs are directly involved and trained in Crown's Self-Exclusion process
<b>Gaming</b>	means all legal forms of gaming permitted at the Casino and operated by Crown and gambling has the same meaning	<b>Unacceptable Behaviour</b>	means any customer behaviour that endangers the safety of any customer, themselves or others, or affects the enjoyment of others at Crown
<b>Loyalty Program</b>	means Crown Rewards, which is a membership program that entitles members to certain benefits and privileges		
<b>Loyalty Scheme</b>	means the Crown operated EGM component of Crown Rewards, operated in accordance with relevant legislation		
<b>Problem gambling</b>	exists when a gambling activity results in a range of adverse consequences including, where the safety and well-being of gaming customers, or their friends and families, is placed at risk and/or negative impacts extend to the broader community		
<b>Regulatory Rules</b>	means those rules agreed to or imposed by the VCGLR with respect to Casino operations and processes		