

## Proactive Responsible Gaming Proposals

PROPOSAL	RECOMMENDATION
<b>STATE-WIDE EXCLUSION REGISTER</b>	<p>Crown would be supportive of a state-wide exclusion register. This would include:</p> <ul style="list-style-type: none"> <li>• Self-exclusion</li> <li>• Third Party Exclusion</li> </ul> <p>There are some complexities with the establishment of this including but not limited to privacy considerations.</p>
<b>RED CARPET PROGRAM</b>	Crown will no longer offer the Red Carpet Program.
<b>TIME LIMITS ON PLAY</b>	<p>Crown would propose the following time limits on playing at EGM, ETG, FATG, Table Games:</p> <ul style="list-style-type: none"> <li>• Domestic Players – 12 hours in a 24 hour period with interventions at hours 8 and 10. Customers will not be able to play for more than 48 hours in a week.</li> <li>• International Players – staying less than 7 days - 18 hours in a 24 hour period with interventions at hours 12, 14 and 16. Players staying for longer than 7 day would revert to Domestic Player policies.</li> </ul>
<b>BINGO</b>	Crown will no longer offer bingo.
<b>RECRUITMENT OF CALD RESPONSIBLE GAMING STAFF</b>	Crown will recruit a further 4 staff from CALD backgrounds including language skills that are underrepresented in the staff profile but overrepresented in problem gamers.
<b>CASHLESS</b>	<p>Crown would move to a cashless gaming with approval from the Victorian Government.</p> <p>The main way to bet would be via the introduction of a digital wallet for all games.</p> <p>For casual players – this would be via a ticket that can be purchased at the cage or ticket machines.</p> <p>ATM's would still be placed no closer than 50m from the gaming floor.</p>

	Note acceptors would not allow for more than \$500 to be inserted at any one time.
<b>INDUCEMENTS</b>	Crown will cease with stretch targets.
<b>CROWN REWARDS</b>	Crown will replace gaming vouchers on signing up to the Crown Rewards Program with a non-gaming voucher instead.