



**SUBJECT:** Responsible Gambling Department Policy and Procedures  
**POLICY TITLE:** Play Periods  
**APPROVED BY:** Sonja Bauer                      **REVIEWED:** May 2019  
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### **Policy Statement**

Customers who have confirmed continuous ratings for a 24-hour period without appropriate breaks will not be allowed to remain on the gaming floor and will be directed to take a 24-hour break.

Customers with significant continuous ratings without appropriate breaks under 24 hours will be reminded to take substantial regular breaks.

### **Procedures**

1. Reports are generated and reviewed by the Responsible Gambling Advisor (RGA) group.
2. The RGA will check all ratings of 12 hours or greater.
3. Gaming staff or a RGA will interact with customers at the 12, 16 and 20 hour mark to encourage customers to take a break from play.
4. If a customer is displaying any observable signs during the conversation, staff will request the customer to take a break and offer all Responsible Gambling Centre (RGC) services.
5. If a customer has continuous ratings for 24 hours or more without a substantial break, the RGA will attend. Surveillance is to be contacted for coverage before approaching the customer.
6. The customer is to be spoken to discreetly, and where possible, in the presence of the appropriate gaming staff. In VIP areas, an Assistant Casino Manager

(ACM) must be present and every effort must be made to involve a host. The RGA will direct the customer to take a 24-hour break.

7. The Play Periods policy will be explained in detail outlining customer welfare as a priority.
8. Customers who return prior to their allotted time will be asked to leave the gaming floor. RGAs are to use their discretion when reminding customers of their break or enforcing an extended period.
9. Gaming staff will be advised as a courtesy.

### **Recording information**

1. Interaction to be documented in SEER with 'PP' as the nature of service.
2. Log will contain details of location, source of information, enforced break or reminder and ownership/tier where applicable.
3. When enforcing a 24-hour break the following template is to be used when placing a message in SYCO:

*Customer has been requested to take a break from the gaming floor after a welfare check by RGA. Not to return before (time) on (date).*

*If customer returns before this time, or you have any questions, please contact the RGA on \*88271.*

*(RGA initials)*

*Ext 5766*

4. Details of the incident will be recorded in a register held at the Responsible Gambling Centre in accordance with the Responsible Gambling Code of Conduct.

### **Use of customer information**

Employees in the Responsible Gambling Department will use customer information only to facilitate ongoing support for that customer or for a purpose otherwise outlined in policies regarding disclosure.