



Minutes of Meeting

TRIM ID: CD/19/10897

Meeting details		
Meeting title:	Responsible Service of Gaming (RSG) training at Crown Casino	Meeting #2
Date:	20 June 2019	Time: 10:30am
Location:	Victorian Responsible Gambling Foundation - Boardroom 6.22	

Attendees	
Tim O'Farrell	Manager, Regulatory Strategy & Research, VCGLR
Erika Russell	Senior Regulatory Strategy Officer, VCGLR
Seona March	Senior Regulatory Strategy Officer, VCGLR
Tony Phillips	Head of Knowledge & Policy, VRGF
Lindsay Shaw	Knowledge & Policy Officer, VRGF
Brett Hetherington	Senior Industry Engagement Coordinator, VRGF
Susan McNulty	Responsible Gambling Psychologist, Crown
Leon Pillai	Responsible Gambling Manager, Crown

Item	Subject
1.	<p>Opening/apologies</p> <ul style="list-style-type: none"> • Sonja Bauer (Crown) was an apology. • VCGLR reiterated that the training is limited to special employees in relation to gaming machines. • No changes were required to the minutes from the 16 May 2019 meeting. • All action items arising from the May meeting were noted as being completed.
2.	<p>Issues for discussion</p> <p><i>Overview of the draft RSG training competencies (initial, advanced and refresher modules)</i></p> <ul style="list-style-type: none"> • The VCGLR provided an overview of the draft RSG training competencies. • Initial, advanced and refresher RSG training modules are proposed. • In preparing the draft competencies consideration has been given to the content of the 2015 approval, venue based RSG training model, Sixth Casino Review recommendations, discussions with internal and external stakeholders, the context of the Casino environment, and how Crown's current practices compare to club/hotel practices in relation to gaming machines.

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- Each module has six competencies. The aims and assessments differ across the modules and there is a mix of online and face-to-face delivery modes proposed.
 - The majority of the proposed content is already covered within the existing mix of training provided (i.e. induction, RSG, senior manager, and RGA).

Initial training module

- The intended participants, delivery mode and aim of the training were identified. The online component has a focus on knowledge, whereas the face-to-face component is focused on skills. This is similar to the venue based RSG training where module 1 is online and focuses predominately on knowledge and module 2 which is face-to-face and focusses predominately on skills.
 - The initial training includes a list of topics outlining what is expected to be covered under each competency.
 - A number of new requirements were highlighted including:
 - Gaming machine requirements including any differences between Crown gaming areas (for example relating to maximum bets and spin rates) - this has had regard to the Casino environment
 - Data analytics and CCTV (including how these support responsible gambling) - this has had regard to the Sixth Casino Review
 - Roles and responsibilities of different staff in relation to identifying and responding to potential gambling harm, particularly in relation to the recording of observations, interactions, and responses - this recognises the referral model that is in place and the need for staff to understand their role and the role of other staff
 - Observable signs and reported signs (grouped into categories e.g. loss of control, money seeking, intensity and duration) that may indicate potential gambling harm - this has had regard to venue based RSG training
 - Policies and procedures relating to play periods - there is an awareness of a policy relating to time periods which appears relevant to RSG training
 - Hierarchy of responses to potential gambling harm (from low level interventions such as observing patrons to high level interventions such as self-exclusion) - this is to ensure that staff are aware of a range of options available to them
 - Responding to observable and reported signs (including scenarios that demonstrate the benefits of early intervention) - this is to ensure that staff are aware of interventions across the spectrum
 - Opportunities for conducting low level interventions (for example observing patrons, non-alcoholic drink offers, engaging in conversation) by all staff and associated recording of observations, interactions, and responses - this has had regard to the Sixth Casino Review and venue based RSG training
 - Purpose of the incident register, how entries are made, and the role of all staff in making and informing entries - this is to ensure that all staff have a role in recording information and to ensure that all relevant matters are recorded
 - The online assessment is focussed on knowledge and the face-to-face assessment is focussed on skills.
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- Printed resources and ongoing access to the online training is required, along with course evaluation feedback.

Advanced training module

- The intended participants, delivery mode and aim of the training were identified. There is an opportunity to further define “managerial capacity” to ensure that advanced training only applies to relevant staff. The training has a focus on advanced skills and knowledge.
- The advanced training includes the same competencies as the initial training (with some additions to competency number three). The topics are not listed, allowing for flexibility in what should be covered. This is in acknowledgment that some matters will be adequately covered in the initial training.
- Competency three also includes “undertake significant customer and staff interactions” and lists four items including “conducting high level interventions such as self-exclusion” and “using de-escalation and conflict management techniques”. This is in recognition of the referral model where senior staff have greater RSG responsibilities.
- The assessment is a face-to-face group assessment with a focus on skills.
- Printed resources and ongoing access to the online training is required, along with course evaluation feedback.

Refresher training module

- The intended participants, delivery mode and aim of the training were identified. The online component has a focus on knowledge, whereas the face-to-face component is focused on skills.
- The refresher training includes the same competencies as the initial training but has a focus on experiences and learning from other staff, and therefore not just repeating the initial training.
- The online assessment is focussed on knowledge and the face-to-face assessment is focussed on skills and building and reflecting on work experience.
- Printed resources and ongoing access to the online training is required, along with course evaluation feedback.

Discussion and feedback on the draft RSG training competencies (initial, advanced and refresher modules)

Advanced training module

- The existing format of Advanced RSA and the proposed format of Advanced RSG was discussed. Advanced RSA is delivered face-to-face by William Angliss over one day. Advanced RSG is likely to be a mix of online and face-to-face.
- Crown agreed that there is an opportunity to further define “managerial capacity” to ensure that advanced training only applies to relevant staff. This is to be considered further.
- Competency 3, dot point 1 - Crown sought clarification on who would be expected to undertake high level interventions (such as self-exclusions). VCGLR stated that the main priority is for lower level interventions by all staff but also queried whether there is sufficient capacity for RGAs to complete all necessary self-exclusions given limited resources. Crown stated that RGAs have capacity to process self-exclusions and that

it is not practical for managers to take the 2-3 hours required for processing. Crown stated that they process approximately 300-350 self-exclusion per year. VRGF stated that the self-exclusion process and referral requirements need to be clear in the training. This is to be considered further.

- Competency 3, dot point 4 - Crown sought clarification on the requirement relating to using de-escalation and conflict management techniques. Crown stated that these are matters for security. It was agreed that dot point 3 potentially covers the relevant matters. This is to be considered further.
- Competency 3 - the VRGF requested that a requirement relating to interpreting observable and reported signs to formulate assessments is included. This is in acknowledgement that there is a need to take into account various considerations when determining responses. This is to be considered further.

Initial training module

- Crown acknowledged that the majority of content is already covered in existing training.
 - Competency 2, dot point 9 - Crown advised that information on data analytics can be incorporated into the training.
 - Competency 2, dot point 18 - Crown confirmed that other training already covers staff assistance and that this can be included in the RSG training.
 - Competency 2, dot point 19 and 20 - Crown confirmed that other training already covers resources relating to responsible gambling and gambling products and that this can be included in the RSG training.
 - Competency 2, dot point 7 - Crown stated that matters relating to gaming machines and differences in requirements (such as spin rates and maximum bets) are covered already in gaming training and queried whether it was necessary to repeat this. The VRGF stated that it is important to consider these matters from a responsible gambling perspective in addition to in a technical manner. It was agreed to include this within the RSG training.
 - Competency 3, dot point 3 - Crown stated that they will review venue based RSG training for guidance on how to refine and group observable and reported signs. VRGF to provide Crown with the venue based RSG training factsheets relating to identifying the signs of gambling related harm.
 - Competency 3, dot point 7 - Crown stated that all staff are already required to do low level interventions and that this can be included in the RSG training.
 - Competency 3, dot point 8 - Crown stated that there are difficulties with all EGM staff recording (in the register or elsewhere) as there is currently no capacity for them to do so. The VCGLR raised current expectations within venues for all staff to have this role, raised concerns about some observations not being recorded, and queried whether staff can record at the end of their shifts noting it is necessary to ensure relevant incidents are captured and recorded. It was acknowledged that Crown is undertaking more than what is currently being recorded but also that this non-recording reduces opportunities to identify gambling harm related patterns. A discussion was had on what constitutes low level interventions and what should be recorded. The VRGF confirmed that responding does not necessarily mean approaching as it can include observing and recording information. Crown stated that they will need to consider opportunities
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for recording by all staff further, along with observable and reported signs that staff should be looking for and recording. This is to be considered further.

- Competency 4, dot point 2 - Crown queried whether it was necessary to include a requirement relating to EFTPOS as it may have responsible gambling implications. Currently you can withdraw cash using EFTPOS at food and beverage areas when a purchase is made, however only food and beverage staff are actively made aware of this. Crown confirmed that EFTPOS is not currently an issue and that the practice is to advise people to use an ATM if they require cash. VRGF queried whether this can be considered from a responsible gambling perspective in the RSG training (i.e. discuss EFTPOS restrictions and the rationale behind them, indicating that patrons should not be encouraged to use this facility). This is to be considered further.

Refresher training module

- Crown advised that the comments relating to the initial module are relevant to the refresher module.

Other matters

- Crown stated that they are considering how the face-to-face requirements could fit within existing face-to-face training and meetings but that it is difficult due to staff availability, including at musters which may not include all staff. The VCGLR stated that the training may require new face-to-face sessions to be established. The VCGLR also stated that face-to-face is considered the most appropriate method for developing the required skills and for sharing experiences and learnings between staff.
 - Crown stated that it will take time to incorporate new requirements, particularly those that are face-to-face. VRGF confirmed that the venue based RSG training online component must be completed within one month of commencing work in a gaming venue and that the face-to-face component must be completed within six months of commencing work in a gaming venue. This is to be considered further.
 - Crown stated that they are working on developing performance evaluations and KPIs in relation to responsible gambling, with a commencement of next financial year. The VRGF stated that it would be beneficial to link this with the training. This is to be considered further.
 - Crown stated that they already have videos in relation to gaming machines which may be appropriate for the RSG training.
 - The VRGF stated that having the training material available after the training is important so that staff can refer back where necessary, and that the refresher module should include real work examples that staff have experienced at Crown (including from start to finish and observing and escalating).
 - The VRGF stated that the training needs to set the expectation that staff will see observable signs and that they will be required to respond. The training requirement relating to gambling harm (including statistics) should demonstrate how the harm relates to patrons. The VRGF stated that they will provide this information to Crown.
 - The VRGF stated that skills based gaming and odds of winning need to be considered. The VCGLR confirmed that this is expected to be included in the requirement relating to how gambling and gaming machines work.
 - The VCGLR encouraged Crown to refer to the venue based RSG training for guidance on how to address and deliver the content required. VRGF stated that they will provide
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Crown with the venue based RSG training course material and instructions for accessing module 1 of the training.

3. Forward planning and next scheduled meeting

The VCGLR will circulate draft minutes which identify outstanding matters for consideration. Crown will consider the minutes and provide a response to the matters that require further consideration.

The next meeting is to be determined.

A paper seeking approval of competencies will go to the Commission in August 2019. After this Crown will develop course content and provide cross-checking of the course content against the competencies. The competencies and course content will form part of the final approval.

No	Action to be taken	Assigned to	Due date
1.	VCGLR to circulate draft minutes.	VCGLR	21 June 2019
2.	Crown and VRGF to provide feedback on draft minutes.	Crown VRGF	28 June 2015
3.	Crown to provide a response to the matters that require further consideration, as identified in the minutes.	Crown	28 June 2019
4.	VRGF to provide Crown with the venue based RSG training factsheets relating to identifying the signs of gambling related harm.	VRGF	28 June 2019
5.	VRGF to provide Crown with venue based RSG training course materials and instructions for accessing module 1 of the training.	VRGF	28 June 2019
6.	VRGF to provide Crown with gambling harm statistics (including how the harm relates to patrons).	VRGF	28 June 2019
7.	VCGLR to circulate final minutes.	VCGLR	5 July 2019
