



Minutes of Meeting

TRIM ID: CD/19/16517

Meeting details		
Meeting title:	Responsible Service of Gaming (RSG) training at Crown Casino	Meeting #3
Date:	2 October 2019	Time: 10am
Location:	VCGLR, meeting room 3.03	
Attendees		
Tim O'Farrell	Manager, Regulatory Strategy & Research, VCGLR	
Erika Russell	Senior Regulatory Strategy Officer, VCGLR	
Tony Phillips	Head of Knowledge & Policy, VRGF	
Susan McNulty	Responsible Gambling Psychologist, Crown	
Leon Pillai	Responsible Gaming Operations Manager, Crown	
Brett McCallum	Gaming Machine Operations Manager, Crown	
Dean Giles	Training Manager - Gaming, Crown	

Item	Subject
1.	<p>Opening/apologies</p> <ul style="list-style-type: none"> Sonja Bauer (Crown), Brett Hetherington (VRGF), Lindsay Shaw (VRGF) and Seona March (VCGLR) were apologies. VCGLR provided an overview of the project. The Commission approved the initial, advanced and refresher modules at its meeting in August. Intend on seeking final Commission approval (to consist of the course content and cross-checking of course content against the modules) at the December meeting. Seeking final material from Crown by the end of October to allow this deadline to be met.
2.	<p>Issues for discussion</p> <ul style="list-style-type: none"> Crown provided a status update on the development of the course content. Currently undertaking a mapping exercise to identify gaps within the existing training compared to the required training. Gaming Machines do not run accredited training, however, will develop assessments for face-to-face CSA Induction in a consistent format with accredited training run in other areas of gaming. Developing a better understanding of operational implications for new training. Crown are considering competency number 6, particularly relating to the assessments. Crown launched an online assessment trial in December last year that only contained questions (not content). Looking to see if staff can adequately remember and recall information. Want to ask the same questions over a defined period to measure impact. Will focus more on legislation as it is important for staff to understand the context they are working in. For the face-to-face component this is likely to be embedded in the existing 8 day training (may increase to 9 days) and will be a formative style

assessment (questions daily or every second day), rather than a summative assessment at the end of the training. Seeking to bring the required training and existing training together.

- Crown stated that the most challenging competencies to address from an operational perspective are those relating to all staff undertaking low level interventions and recording. Crown stated that staff undertake 25,000 interactions per day. It was acknowledged that only a very small proportion of these would need to be recorded and that not all would relate to RSG matters. Crown stated that most staff do not have the capacity to record while working as they do not have computer access. Instead they refer to their managers where required. The VRGF discussed how it was important to ensure the right information is captured so that patterns could be recognised and questioned whether it was possible to have debrief sessions where managers meet with their staff to record their observations. The VRGF and VCGLR reiterated that requirements need to be clear for all staff and that practices should reflect the venue based RSG requirements and encourage proactive early intervention. Crown will setup a meeting with VRGF to discuss this further. Notes of meeting outcomes will be sent to the VCGLR.
- The VRGF discussed how it is important to create a positive culture for staff that encourages reporting. Crown stated that they would explore what is currently reported. The VCGLR confirmed that the training also requires Crown to review the observable signs and to group these into categories.
- Crown queried the timing requirements for the training and discussed some of the ways the requirements may be accommodated within the existing training offering. The VCGLR stated that in previous meetings the potential limitations of trying to fit existing structures into the required training and the need to meet legislative requirements were discussed. Crown to seek further clarification from the VCGLR on required timeframes for staff undertaking the training (reference was made to a timeframe cited in a previous email).
- Crown will start developing course content next week.
- VCGLR encouraged Crown to submit any content on a modular basis if possible.
- Crown will map out timeframes for the development of course content and cross-checking of course content and circulate to the VCGLR and VRGF.

3. Forward planning and next scheduled meeting

- The VCGLR will circulate draft minutes for feedback.
 - Crown to advise if further meetings are required.
 - Crown to develop course content and provide cross-checking of the course content against the competencies. This is to be provided to the VCGLR by the end of October.
 - VCGLR officers will need to complete papers for consideration at the December Commission meeting by mid-November 2019.
 - Commission consideration of the detailed course content is scheduled for early December 2019.
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No	Action to be taken	Assigned to	Due date
1.	VCGLR to circulate draft minutes.	VCGLR	3 October 2019
2.	Crown and VRGF to provide feedback on draft minutes.	Crown VRGF	10 October 2019
3.	Crown to arrange a meeting with VRGF to discuss venue based RSG and low level interventions. Notes of meeting outcomes to be sent to the VCGLR.	Crown VRGF	11 October 2019
4.	Crown to seek further clarification from the VCGLR on required timeframes for staff undertaking the training.	Crown	9 October 2019
5.	Crown to circulate proposed timeframes for the development of course content and cross-checking of course content to the VCGLR and VRGF.	Crown	9 October 2019
6.	VCGLR to circulate final minutes.	VCGLR	15 October 2019