

ATTACHMENT 4

RESPONSIBLE GAMBLING AWARENESS WEEK INITIATIVES:

Casinos participate in annual Responsible Gambling Awareness Week activities in their respective states and territories. Responsible Gambling Awareness Week (RGAW) is a state-wide initiative involving government, industry and community groups to raise awareness of responsible gambling and responsible gambling practices.

- i. For example, Crown Melbourne has been an active supporter of this initiative since inception. As in past years, Crown Melbourne is planning an event as part of RGAW 2012. Stakeholders will be invited to a morning tea at Crown Melbourne where RGAW Ambassadors and Crown Melbourne highlight the importance of responsible gambling and Crown Melbourne's ongoing commitment. Crown Melbourne supports RGAW through information sessions, print and electronic collateral and through participation in the Department of Justice RGAW Steering Committee.
- ii. As another example, the Echo Entertainment Group properties hold an annual RGAW program as part of the staff education process for employees at their four casino properties – The Star, Jupiters God Coast, Treasury Brisbane and Jupiters Townsville. Booths are set up "back of house" in the employee dining rooms and are manned by representatives of the company's Responsible Gambling Department, Gambling Help Services, and NSW and Queensland Government Inspectors. Specially designed printed exclusive collateral is used to link to the Gambling Regulators' Responsible Gambling Awareness Campaigns in both jurisdictions. The 2011 RGAW focused particularly on provision of information, awareness of Responsible Gambling Liaison Officers (RGLOs) in each property and where to get help for people experiencing difficulties with their gambling behaviour.