



## Responsible Gaming Committee

Minutes of a Meeting of the Committee held at  
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on  
12 February 2019 at 11.45am

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**Members Present:**

John Horvath (Chair)  
John Alexander  
Toni Korsanos

Mary Manos (Secretary)

**By Invitation:**

Ken Barton (Crown Resorts Limited)  
Sonja Bauer (Group GM Responsible Gaming – Australian Resorts)  
Barry Felstead (CEO – Australian Resorts)  
Lauren Harris (Crown Resorts Limited)  
Kevin Hong (Senior Manager – Strategy) (Agenda Item 4 only)  
Leon Pillai (RG Operations Manager)  
Josh Preston (CLO – Australian Resorts)  
David Skene (Betfair)  
Melanie Strelein (Crown Perth) (by telephone)

**Apologies:**

Nil

### BUSINESS

**Minutes of Meeting held on 15 November 2018:**

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 15 November 2018 be approved.

**Matters Arising:**

The Matters Arising paper was taken as read.

**Betfair Responsible Gaming Report:**

The Betfair Responsible Gaming Report was taken as read.

Of the matters set out in the Report, David Skene noted among others, the following:

- the launch of Betfair's new Responsible Gambling Webpage which has resulted in an increase in webpage views;
- the processes which have been advanced to cease sending marketing/promotional material to Betfair customers who have self-excluded from Crown Melbourne/Crown Perth; and
- progress on the implementation of the National Consumer Protection Framework for Online Wagering (NCPF) measures.

It was noted that it is expected that the National Self-Exclusion Register will commence operation in May 2020 and that the Australian Communications and Media Authority will be responsible for maintaining the Register.

The Committee requested that management monitor the proposed self-exclusion regime for wagering operators and consider its impact, if any, on Crown Melbourne and Crown Perth.

It was **RESOLVED** that the Betfair Responsible Gaming paper be noted.

**Australian Resorts Responsible Gaming Report:**

The Australian Resorts Responsible Gaming Report was taken as read.

Kevin Hong was invited to attend the meeting to provide an update on the Crown Model Trial.

It was noted that:

- the Responsible Gaming team is currently working with the fifth data set of 100 members that has been provided by the Customer Analytics team;
- with each data set, data and operational refinements are being made which are a product of the monthly meetings with the Customer Analytics and Responsible Gaming teams; and
- it was noted that the Trial is still in an early phase with a small sample size and the nature of the model requires some time to pass for a proper analysis.

The Committee considered that it would be appropriate that Professor Blaszczyński be requested to provide an independent review of the Crown Model Trial.

Sonja Bauer spoke to the balance of the Australian Resorts Responsible Gaming Report, noting among other matters, the following:

- the progress made against each of the Victorian Commission for Gambling and Liquor Regulation's (VCGLR) 11 Responsible Gaming Recommendations made in the Section 25 Review;
- subject to finalisation of terms, Professor Blaszczyński has verbally agreed to act as Chair the Responsible Gaming Advisory Panel; and
- the status of the proposed Community Engagement Group.

It was noted that one of the roles of the Chair of the Responsible Gaming Advisory Panel would be to assist in recruiting two further panel members and that Professor Blaszczyński would be provided with an orientation program to familiarise himself with the Company's business.

It was noted that following the receipt of approval from the VCGLR and Department of Local Government, Sport and Cultural Industries (WA), Crown Melbourne and Crown Perth commenced a mandatory cross property self exclusion process. As part of that process, Betfair will cease sending promotional and marketing materials to Crown Melbourne and Crown Perth self excluded individuals.

It was **RESOLVED** that the Australian Resorts Responsible Gaming Report be noted.

**Crown Melbourne Licence Review Update:**

The Crown Melbourne Licence Review Update paper was taken as read.

It was noted that the establishment of the Responsible Gaming Advisory Panel will be a key component in the implementation of the recommendations.

It was **RESOLVED** that the Crown Melbourne Licence Review Update be noted.

**Gaming Environment Scan:**

The Gaming Environment Scan paper was taken as read.

It was **RESOLVED** that the Gaming Environment Scan be noted.

**Other Business:**

***Review of Committee Charter:***

The Committee noted the proposed changes to the Charter recommended by management.

Having reviewed its Charter in accordance with Article 5, the Committee **RESOLVED** to recommend to the Board that the Responsible Gaming Committee Charter be amended in line with the changes included in the paper with respect to this item.

***Future Meetings:***

The future meeting dates were noted.

**Closure:**

There being no further business, the meeting was declared closed at 12.30pm.

