



Responsible Gaming Committee

Minutes of a Meeting of the Committee held by teleconference on
3 April 2019 at 9.30am

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)
Leon Pillai (RG Operations Manager)
Josh Preston (CLO – Australian Resorts)
David Skene (Betfair)
Melanie Strelein (Crown Perth)

Apologies:

Nil

BUSINESS

Minutes of Meeting held on 12 February 2019:

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 12 February 2019 be approved.

Matters Arising:

The Matters Arising paper was taken as read.

In relation to the Advisory Panel, the Chairman noted that:

- Professor Blaszczynski had accepted the position as Chair of the Advisory Panel; and
- he had met with Professor Delfabbro and had a teleconference with Professor Nower who had both indicated their interest in joining the Advisory Panel as members;

- Professor Blaszczyński was supportive of the proposed appointments of Professor Delfabbro and Professor Nower as members of the Advisory Panel;
- having regard to the skill set of each of Professor Delfabbro and Professor Nower, it was recommended that they each be appointed as members of the Advisory Panel.

The Committee **RESOLVED** that Professor Delfabbro and Professor Nower be invited to join the Advisory Panel as members.

The Chairman requested that, following the appointment of Professor Delfabbro and Professor Nower as members of the Advisory Panel, a meeting of the Advisory Panel be convened to determine the initial focus areas of the Panel.

Barry Felstead advised the Committee that Professor Blaszczyński would be attending a meeting at Crown Melbourne on 4 April 2019 to discuss a number of matters, including the Crown Model Trial.

Betfair Responsible Gaming Report: The Betfair Responsible Gaming Report was taken as read.

Amongst other matters, David Skene noted the following:

- Commencement of the National Self-Exclusion Register has been delayed until December 2020.
- In relation to the proposed new Betfair policy for the identification of red flag behaviours, representatives from Betfair met with Sonja Bauer and Kevin Hong to discuss the proposal having regard to the learnings from the Crown Model Trial. The Committee was advised that personal interaction with customers by phone and email to assist with the identification of red flag behaviours would continue.

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.

Sonja Bauer spoke to the Australian Resorts Responsible Gaming Report noting, among other matters, that the VCGLR's investigation into the use of button picks by patrons at Crown Melbourne had completed in early March 2019 with the VCGLR issuing a direction to Crown Melbourne to cease and prevent the use of button picks.

Barry Felstead advised the Committee that Crown Melbourne had introduced a number of processes to ensure compliance with the

direction.

Sonja Bauer noted the general property updates and statistics.

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

Crown Melbourne Licence Review Update:

Josh Preston led a page turn of the Crown Melbourne Licence Review Update paper, noting the progress made against each recommendation.

The Committee discussed the progress made against each recommendation and, in particular, those with a due date of 1 July 2019 to ensure that management had sufficiently progressed each of the required actions. Management confirmed that sufficient progress had been made against each of those recommendations.

The Committee requested that, following each meeting with the VCGLR, management appropriately document the meeting by providing the VCGLR with email correspondence noting the discussion topics and outcomes of the meeting.

It was noted that Crown Perth would introduce facial recognition technology in the future.

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.

Future Meetings:

The future meeting dates were noted.

Closure:

There being no further business, the meeting was declared closed at 10.11am.

Signed

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Chair
John Horvath