



Responsible Gaming Committee

Minutes of a Meeting of the Committee held on Wednesday, 10 June 2020
by teleconference at 12.00pm

Members Present:

John Horvath (Chair)
Andrew Demetriou
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)
Alan McGregor (Crown Resorts Limited)
Josh Preston (CLO – Australian Resorts)
David Skene (Betfair)
Melanie Strelein (Crown Perth)

BUSINESS

Minutes of Meeting held on 1 April 2020:

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 1 April 2020 be approved.

Matters Arising:

The Matters Arising paper was taken as read.

In relation to the Responsible Gaming Advisory Panel, Josh Preston advised that the Panel should be in a position to present its findings on the Crown Resorts Responsible Gaming Framework at the next meeting of the Committee.

Betfair Responsible Gaming Report:

The Betfair Responsible Gaming Report was taken as read.

Amongst other matters, David Skene provided the Committee with an update on the following matters:

- In relation to the investigation by the Australian Communications and Media Authority (**ACMA**) regarding the suspected acceptance of online in-play bets from a customer located in Australia, ACMA found that Betfair did not contravene the *Interactive Gambling Act 2001*.
- Betfair had assisted ACMA for the purposes of developing the National Self Exclusion Register for online wagering.
- Betfair promoted, on its social media channels, the online survey conducted by the University of Sydney's Gambling Treatment & Research Centre regarding the impacts of COVID-19 on gambling.
- Over the COVID-19 period, Betfair's revenue had increased as had website and responsible gambling webpage visits.

It was **RESOLVED** that the Betfair Responsible Gaming Report 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:

- During the closure period, although the Responsible Gaming Centres were closed, customers were still being offered support as detailed in the paper with respect to this item.
- The harm minimisation statistics had not been produced due to employee stand downs, however the statistics for this period and the next will be presented to the Committee at its next meeting, subject to the relevant staff returning to work.

The Committee discussed the proposed re-opening planning process and associated messaging, noting that communication planning was being considered from a health & safety, responsible service, compliance and marketing perspective.

The Committee also discussed the Crown Sydney Responsible Gaming planning, including the location of the Responsible Gaming Centre, responsible gaming branding and cross property self-exclusion and revocation processes.

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

Crown Melbourne Licence Review Update:

The Crown Melbourne Licence Review Update was taken as read.

Josh Preston advised the Committee that, during the period, the Company had responded to additional enquiries from the VCGLR as detailed in the paper.

It was also noted that the meeting to address Recommendation 20 was in the process of being rescheduled.

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

Crown Resorts Responsible Gaming Report:

Crown Aspinalls Responsible Gaming Report

The Crown Aspinalls Responsible Gaming Report was taken as read.

It was **RESOLVED** that the Crown Aspinalls Responsible Gaming Report be noted.

Aspers Responsible Gaming Report

The Aspers Responsible Gaming Report was taken as read.

Lauren Harris advised the Committee that the Gambling Commission was reviewing the Aspers Online (a 50% joint venture between Aspers and Stride Gaming) operating licence, in relation to a number of matters, including safer gambling controls, particularly in relation to customer interaction. It was noted that a remediation plan had been agreed with progress being monitored by the Aspers Online Regulatory Compliance Committee and Board.

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

Gaming Environment Scan:

The Australian Resorts and United Kingdom Gaming Environment Scan papers were 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 12.31pm.

Signed

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Chair
John Horvath

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