



Responsible Gaming Committee

Minutes of a Meeting of the Committee held at
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on
16 November 2017 at 10.35am

Members Present:	John Horvath (Chair) John Alexander
By Invitation:	Ken Barton (Crown Resorts Limited) Sonja Bauer (Crown Melbourne/Australian Resorts) Andy Carr (Crown Resorts Limited) Leon Pillai (Crown Melbourne) Barry Felstead (CEO – Australian Resorts) Lauren Harris (Crown Resorts Limited) Andrew Menz (Betfair/CrownBet) Josh Preston (CLO – Australian Resorts) Melanie Strelein (Crown Perth) (by telephone)
Apologies:	Mary Manos (Crown Resorts Limited)

B U S I N E S S

Minutes of Meeting held on 24 July 2017: It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 27 September 2017 be approved.

Matters Arising: The Matters Arising paper was taken as read and it was noted that:

- the Minister for Racing and Gaming in WA had been invited to visit the Crown Perth property and Management was awaiting confirmation of a suitable time from the Minister; and
- the self-exclusion pilot developed by CrownBet and Sportsbet would be demonstrated at the next meeting of the Committee.

**CrownBet, Draftstars & Betfair
Responsible Gaming Reports:**

The CrownBet, Draftstars & Betfair Responsible Gaming Reports were taken as read.

CrownBet

Of the matters set out in the Report, Andrew Menz noted the following items:

- the technical solution developed by CrownBet and Sportsbet is capable of serving as the National Self-Exclusion Register and has been demonstrated to State ministers. It is expected that each State will enact the same legislation in relation to participation with the Register; and
- CrownBet participated in Responsible Gambling Awareness Week.

Betfair

Andrew Menz advised the Committee that Betfair has hired 8 new call centre operators to work in its Darwin office, all of which have received comprehensive responsible gambling training from an experienced Betfair trainer. It was also noted the Responsible Wagering Australia had conducted an audit of Betfair in September 2017 with no issues identified.

John Horvath noted that there had been a drop in the number of page views on the Betfair Responsible Gambling website and requested that Management consider the reasons for this and ensure that the website is properly promoted.

It was **RESOLVED** that the CrownBet, Draftstars and Betfair Responsible Gaming Reports be noted.

**Crown Melbourne and Crown Perth
Responsible Gaming Report:**

The Crown Melbourne and Crown Perth Responsible Gaming Report was taken as read.

Sonja Bauer and Melanie Strelein thanked John Horvath for attending the Responsible Gambling Awareness Week events that were hosted by Crown Melbourne and Crown Perth.

Sonja Bauer noted that Responsible Gaming and the VCGLR conducted a joint operation in relation to the detection of self-exclusion breaches on the casino gaming floor.

John Horvath requested that the findings of the joint operation be presented at the next meeting of the Committee.

Of the matters set out in the Report, Josh Preston, Melanie Strelein and Sonja Bauer noted the following items:

- Sonja Bauer had been appointed to the Responsible Gambling Ministerial Advisory Council; and
- the Responsible Gaming webpage statistics would be provided to the Committee on a bi-annual basis.

Barry Felstead advised the Committee that the casino in Canberra is looking to introduce 200 poker machines at the venue with mandatory pre-commitment and maximum bets limits lower than those in pubs and clubs.

It was **RESOLVED** that the Crown Melbourne and Crown Perth Responsible Gaming Report be noted.

At the request of the Board, Sonja Bauer tabled a paper in relation to self-exclusion procedures at Crown Melbourne and Crown Perth. Sonja Bauer spoke to the paper and the Committee discussed the current self-exclusion procedures at each property and the interaction between self-exclusion across the properties.

The Committee recommended that consideration be given for patrons who elect to self-exclude from a property to be automatically self-excluded from both properties with the ability to opt-out of self-exclusion at the other property at the time of application.

It was noted that Sonja Bauer and Melanie Strelein would make contact with Mark Robley.

It was also noted that currently the two properties have slightly different branding and self-exclusion and revocation processes, and that Management is looking at ways to align these between the properties.

Gaming Environment Scan:

The Gaming Environment Scan paper was taken as read.

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

2018 Meeting Dates:

The 2018 Committee meeting dates were noted.

Closure:

There being no further business, the meeting was declared closed at 11.15am.

Signed

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Chairperson
John Horvath