



## Responsible Gaming Committee

Minutes of a Meeting of the Committee held at  
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on  
10 April 2018 at 10.00am

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**Members Present:**

John Horvath (Chair)  
John Alexander

Mary Manos (Secretary)

**By Invitation:**

Ken Barton (Crown Resorts Limited) (by telephone)  
Sonja Bauer (Crown Melbourne/Australian Resorts)  
Leon Pillai (Crown Melbourne)  
Josh Preston (CLO – Australian Resorts)  
David Skene (Betfair)  
Melanie Strelein (Crown Perth) (by telephone)

**Apologies**

Barry Felstead (CEO – Australian Resorts)  
Lauren Harris (Crown Resorts Limited)

### **B U S I N E S S**

**Minutes of Meeting held on 14  
February 2018:**

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 14 February 2018 be approved.

**Matters Arising:**

The Matters Arising paper was taken as read it being noted that a number of the matters had been dealt with as part of the agenda items for the meeting.

The Committee requested that management continue to monitor self-exclusion processes, and in particular the interaction between online self-exclusion and self-exclusion at Crown's casino properties.

**Betfair Responsible Gaming Reports:**

The Betfair Responsible Gaming Reports were taken as read.

Of the matters set out in the Report, David Skene noted that a significant amount of work had been done since the last meeting to review the responsible gambling webpage of Betfair with a view to improving its content. The list of identified improvements, as set out in the Report, were noted.

It was also noted that Betfair was in the process of liaising with Crown Melbourne to obtain its input on the proposed amendments to the Betfair website.

The Committee considered the number of page views to the responsible gambling help page on the Betfair website.

Management confirmed that they had investigated the spike in views in March 2017 and could not identify any particular reason (such as a particular promotion) which could account for the spike.

Finally, David Skene informed the Committee that he would keep it updated on the status of the National Consumer Protection Framework and Betfair's implementation of any recommended measures.

It was **RESOLVED** that the 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.

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

*Victorian Commission for Gambling and Liquor Regulation – s25 Review*

Sonja Bauer noted that the Victorian Commission for Gambling and Liquor Regulation is continuing its sixth review of the casino operator licence (s 25 Review).

It was noted that a number of presentations have been made to the Commission and that the next stage involved interviewing directors, executives and Crown staff.

The timing for completion of the report was noted.

#### *Product Innovation*

It was noted that Crown is party to a joint venture, Chill Gaming, which will focus on innovation and providing new product options.

Management will continue to monitor the focus of the Victorian Responsible Gambling Ministerial Advisory Council "Emerging Gambling Products" working group for relevance to the Chill Gaming products.

#### *Stakeholder Engagement*

It was noted that Ken Barton and other members of Crown's management team had met with Tim Costello, Steven Mayne and Anna Bardsley as a follow up from discussions held during the 2017 Crown Resorts Annual General Meeting.

Ken Barton informed the Committee that the focus of the discussion was on whether additional responsible gaming data could be published by Crown. It was noted that management were exploring appropriate options for disclosure.

#### *Allegations – Australian Leisure and Hospitality Group*

The allegations against Australian Leisure and Hospitality Group were noted. It was noted that management would be monitoring developments in this matter and would provide updates as appropriate.

#### *Statistics*

The increase in detected self-excluded persons at Crown Melbourne was noted. Josh Preston commented that this was largely as a result of additional facial recognition software which had been installed.

The Committee requested a Report for the next meeting which focuses on how the facial recognition software is working and the effects on workloads.

In relation to self-exclusion revocations, it was noted that Crown Perth had a larger proportionate number of revocations to Crown Melbourne. The Committee requested that the volumes of application for self-exclusion revocation process at the properties be compared.

In relation to the statistics on unattended children, the Committee noted that a number of instances included non-gaming related detections. The Committee requested that the statistics separately identify instances where children have been left unattended while parents and carers are utilising gaming facilities of each of the properties.

**Gaming Environment Scan:**

The Gaming Environment Scan paper was taken as read.

The Committee noted the new format of the paper with approval.

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

**Future Meetings:**

The 2018 Committee meeting dates were noted.

**Closure:**

There being no further business, the meeting was declared closed at 11.00am.

Signed

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Chairperson  
John Horvath