



## Responsible Gaming Committee

Minutes of a Meeting of the Committee held at  
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on  
17 February 2016 at 12.30pm

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### Members Present:

John Horvath (Chair)  
Rowen Craigie (by telephone)  
Rowena Danziger

Michael Neilson (Secretary)

### By Invitation:

Debra Tegoni (Crown Melbourne)  
Sonja Bauer (Crown Melbourne)  
Josh Preston (Crown Perth) (by telephone)  
Melanie Strelein (Crown Perth) (by telephone)  
Andrew Menz (Betfair/CrownBet) (by telephone)  
Mary Manos (Crown Resorts Limited)

### Apologies:

Nil

### B U S I N E S S

### Minutes of Meeting held on 12 November 2015:

It was **resolved that** the Minutes of the Responsible Gaming Committee Meeting held on 12 November 2015 be approved.

### Matters Arising:

Sonja Bauer informed the Committee that the analysis of the self-exclusion procedures across Crown Melbourne, Crown Perth, Betfair and CrownBet was continuing. For now, it was noted that the priority is to ensure that processes are in place across Crown Melbourne and Crown Perth which would prevent Crown from marketing to a person who is self-excluded from either property during the period of self-exclusion and this is a project which has priority and is being undertaken within Crown marketing.

**Betfair / CrownBet Responsible Gaming Report**

The Betfair and CrownBet Reports were taken as read.

*Federal Government's Review into Illegal Offshore Wagering*

Andrew Menz spoke to the Report, focussing in particular, on the Federal Government's Review into Illegal Offshore Wagering. It was noted that CrownBet and Betfair had been heavily involved in the Federal Government's review and that their joint submission, which was made in December 2015, had been well received by Government and regulatory stakeholders.

It was noted that Crown's preference would be for governments to take a national approach to the regulation of offshore wagering, whether via the introduction of Commonwealth legislation or mirror legislation adopted by each of the States and Territories.

It was noted that the Government Review Report could be delayed on account of the recent Federal Government Cabinet membership changes, with the current expectation that the Report should be released around March 2016.

*NSW Office of Liquor, Gaming and Racing*

Andrew Menz informed the Committee that CrownBet is continuing to work in a collaborative way with the NSW Office of Liquor, Gaming and Racing as regards the compliance of certain of CrownBet's advertising with applicable NSW regulation.

*"Take a Break"*

It was noted that in December 2015, CrownBet launched the first phase of its "Take a Break" feature, which allows customers to lock their CrownBet account for a certain period between one day and six months and that the program had been well received to date.

It was **resolved that** the Betfair / CrownBet Responsible Gaming Report be noted.

**Crown Perth Responsible Gaming Report:**

The Crown Perth Responsible Gaming Report was taken as read.

It was **resolved that** the Crown Perth Responsible Gaming Report be noted.

**Crown Melbourne Responsible Gaming Report:**

The Crown Melbourne Responsible Gaming Report was taken as read.

Sonja Bauer noted the following items:

- The establishment of a network for Australasian Casino Responsible Gaming Managers and the co-hosting of the inaugural Australasian Casino Responsible Gaming Forum; and

- The attendance of Crown representatives (both Melbourne and Perth) at the National Association of Gambling Studies conference in Adelaide.

Observations from attendance at the conferences included the theme that problem gambling is a shared responsibility between the gambler, the industry and the community and the focus on gambling related harm.

Sonja Bauer also noted that the research report by Michael O'Neil regarding gaming in casinos, in which Crown participated, is due to be released shortly.

It was **resolved that** the Crown Melbourne Responsible Gaming Report be noted.

**Gaming Environment Scan:**

The Gaming Environment Scan papers were taken as read.

The completion of the Victorian Gambling Study was noted.

It was **resolved that** the Gaming Environment Scan Report be noted.

**Other Business:**

*Review of Committee Charter*

Having reviewed its Charter in accordance with Article 5, it was **RESOLVED** that the Charter of the Responsible Gaming Committee remain unchanged.

*2016 Meeting Dates*

The 2016 Committee meeting dates were noted.

**Closure:**

There being no further business, the meeting was declared closed at 12.55pm.

Signed

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Chairperson  
John Horvath