



## Responsible Gaming Committee

Minutes of a Meeting of the Committee held at  
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on  
31 May 2018 at 11.11am

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**Members Present:**

John Horvath (Chair)  
John Alexander

Mary Manos (Secretary)

**By Invitation:**

Ken Barton (Crown Resorts Limited)  
Sonja Bauer (Crown Melbourne/Australian Resorts)  
Barry Felstead (CEO – Australian Resorts)  
Lauren Harris (Crown Resorts Limited)  
Josh Preston (CLO – Australian Resorts)  
David Skene (Betfair)  
Melanie Strelein (Crown Perth) (by telephone)

**Apologies:**

Leon Pillai (Crown Melbourne)

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

**Minutes of Meeting held on 10  
April 2018:**

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 10 April 2018 be approved.

**Matters Arising:**

The Matters Arising paper was taken as read.

Sonja Bauer noted the following:

- in relation to the cross property self-exclusion process, there is a meeting scheduled with the VCGLR in the coming week. The WA regulator has indicated that it is comfortable with the cross property self-exclusion proposal;
- Surveillance has indicated that facial recognition technology is identifying almost twice the number of banned and excluded

patrons on site, noting that these patrons are typically identified before entering the gaming floor. It is anticipated that use of facial recognition technology in detecting banned and excluded persons will reduce the number of repeat breaches.

John Horvath noted that if a patron is prevented from entering the gaming floor, this is not considered a breach and requested that data be split to differentiate between detected breaches and non-breaches.

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

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

It was noted that at the meeting with Tim Costello, Stephen Mayne and Anna Bardsley, the following three requests were made of the Company:

- consider the establishment of an external Customer Advisory Panel to consult with on responsible gaming matters;
- consider the distribution practices for promotional materials to patrons; and
- disclose the Company's revenue from electronic gaming machines in its results.

In relation to the above requests, the Committee discussed the following:

- the proposal for the Customer Advisory Panel to meet on a quarterly basis (or as otherwise agreed), with the first meeting to be scheduled prior to the Company's 2018 Annual General Meeting;
- a Charter for the Customer Advisory Panel is to be prepared by Sonja Bauer for presentation to Tim Costello, Stephen Mayne and Anna Bardsley in July;
- in relation to the distribution practices for promotional materials, it had been suggested that if someone is identified as having problem gambling behaviours they be removed from the Company's promotional mailing list for a set period of time. The Committee discussed this at length, noting that the suspension period should be between one and six months depending on the behaviours displayed by an individual; and
- the Board has considered the request to disclose the Company's revenue for electronic gaming machines and is likely to commence this disclosure practice in its 2018 full year results release.

The Committee also discussed a number of responsible gaming continuous improvement initiatives that have recently been

implemented, including:

- the recruitment of an additional five Responsible Gaming Liaison Officers commencing in late May / early June;
- the observation and interaction by Gaming and Responsible Gaming staff members of Crown Rewards members who have recorded play of 12 hours or more with touch points continuing at 16 and 20 hours, or earlier as required due to observable signs; and
- gaming machines and electronic table games wins/accumulated credits of \$10,000 or greater will not be automatically dispensed via a redeemable ticket (with the exception of the Mahogany Room).

**Betfair Responsible Gaming Reports:**

The Betfair Responsible Gaming Report was taken as read.

David Skene noted the following:

- Betfair has signed a statement of work with Paddy Power Betfair Plc, pursuant to which a weekly deposit limit option will be included on the Betfair customer registration page which is expected to be completed by the end of August 2018. This will satisfy one of the National Consumer Protection Framework requirements; and
- there has been an increase in the number of views of the Betfair Responsible Gaming webpage following the introduction of new initiatives to increase the promotion of the webpage.

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

**Crown Resorts Responsible Gaming Report:**

The Crown Aspinalls and Aspers Responsible Gaming Reports were taken as read.

In relation to the FOCAL UK Casinos ALERT Trial that Aspers is participating in, the Committee noted that it would monitor the trial to determine if it adds value to patrons.

The Committee requested that FOCAL be invited to present its capabilities to the Company.

**Crown Melbourne Licence Review Update:**

The Crown Melbourne Licence Review Update paper was taken as read.

It was noted that John Alexander had been taken through the draft Section 25 Review Report and that John Horvath had a meeting scheduled with Mary Manos and Josh Preston following the

Committee meeting to discuss the draft Section 25 Review Report.

The Committee discussed the concerns regarding Recommendation 8 of the Draft Section 25 Review Report, particularly in relation to tracking un-carded play.

While the Committee was very supportive of the recommendations and suggestions to enhance its responsible gaming framework, its concern was that tracking of un-carded play has a number of challenges, both practical and legal. It was noted that a comprehensive review of relevant legislation, including that governing privacy, data management and consent should be undertaken as part of this proposal. The particular challenge of dealing with the practical issue of un-carded players moving machines and disrupted play was also noted.

It was noted that the Company would bring these concerns to the attention of the VCGLR as part of the process to finalise the Section 25 Review Report and that a meeting had been planned for later in the day to present this matter as well as the Company's other comments on the Draft Section 25 Review Report.

**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 2018 Committee meeting dates were noted.

It was noted that 2 August 2018 Committee meeting will be rescheduled as John Horvath will be unavailable on that date.

**Closure:**

There being no further business, the meeting was declared closed at 12.00pm.

Signed

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Chairperson  
John Horvath