



Responsible Gaming Committee

Minutes of a Meeting of the Committee held at
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on
12 April 2016 at 5.00pm

Members Present:

John Horvath (Chair)
Rowen Craigie

Michael Neilson (Secretary)

By Invitation:

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

Apologies:

Rowena Danziger
Debra Tegoni (Crown Melbourne)
Josh Preston (Crown Perth)

BUSINESS

Minutes of Meeting held on 12 November 2015:

It was **resolved that** the Minutes of the Responsible Gaming Committee Meeting held on 17 February 2016 be approved.

Matters Arising:

Sonja Bauer provided an update on the self-exclusion revocation procedures across Crown Melbourne and Crown Perth. It was noted that a joint self-exclusion procedure had been implemented so that patrons now have the option to self-exclude from one or both of Crown Melbourne and Crown Perth.

Andrew Menz reported that CrownBet and Betfair are also looking at implementing an online and offline exclusion process.

Crown Melbourne Responsible Gaming Report:

Sonja Bauer presented the Crown Melbourne Responsible Gaming Report, noting, in particular, the following items:

- The attendance of representatives from Crown Melbourne and Crown Perth at the 2016 International Gambling Conference and subsequent Auckland University of Technology Think Tank on Gambling Research;
- The release of the Gambling Research Australia 2015 Report on Responsible Gambling and Casinos;
- the conduct of the first Victorian Responsible Gambling Foundation Industry engagement Forum aimed to inform the Victorian Responsible Gambling Foundation's policy and advocacy role; and
- the completion of a joint operation between Responsible Gaming staff and the Victorian Commission for Gambling and Liquor Regulation in relation to the detection of self-exclusion breaches.

Sonja Bauer provided an update on the themes emerging from the 2016 International Gambling Conference and Think Tank on Gambling Research including the view that gambling should be viewed as a public health issue and consideration of the effect of gambling using a "burden of harm" measure.

It was noted that the Crown Melbourne self-exclusion statistics were trending broadly in line with the 2015 financial year statistics.

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

Crown Perth Responsible Gaming Report:

Melanie Strelein presented the Crown Perth Responsible Gaming Report, noting, in particular, the following items:

- The establishment of a 2016 Responsible Gambling Awareness Week working group consisting of representatives from, among others, Crown Perth, Gambling Help WA and the Department of Racing, Liquor and Gambling;
- The delivery of a number of responsible gaming training programs across various Crown Perth departments; and
- The various stakeholder engagement activities as listed in the Report including the co-operation between Crown Perth and Langford Aboriginal Association.

The patron feedback received during the period was noted.

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

CrownBet Responsible Gaming Report

Andrew Menz presented the CrownBet Responsible Gaming Report, noting, in particular, the following items:

- The naming of CrownBet as the winner of the Socially Responsible Operator award at the eGaming Review Australia Awards in February;
- The preparation for the implementation of the second phase of the “Take A Break” facility which provides customers with the ability to impose betting restrictions on themselves for a period at their election ranging from “the rest of the day” up to 6 months; and
- The development of a CrownBet Responsible Gambling message and logo, as set out in the Report.

It was noted that Federal Government’s Review into Illegal Offshore Wagering is expected to be considered by Cabinet shortly, but that on account of the current election timetable, a national framework is unlikely to be developed until later in the year.

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

Betfair Responsible Gaming Report

Andrew Menz presented the Betfair Responsible Gaming Report, noting, in particular, the following items:

- The transition of Betfair’s gaming licence from Tasmania to the Northern Territory;
- The use of social media to promote responsible gambling; and
- The review of Betfair’s self –exclusion and re-activation process.

It was noted that as part of the transition to a Northern Territory gaming licence, Betfair will now need to comply with the NT Code of Practice for Online Gambling and that a compliance statement was in the process of being prepared and would be shared with the Committee when complete.

The requirement for Betfair to maintain a Responsible Gambling Register of all actions by staff assisting customers and provide a copy to the Regulator upon request was considered. It was noted that the Crown Melbourne licence imposes a similar condition and that Crown Melbourne and Betfair would work together to ensure consistency across the businesses in the maintenance of the Register.

The move to Betfair Group Plc hosting the Betfair website was also noted.

The Committee noted the establishment by CrownBet of the Draftstars business as a 50:50 joint venture with Fox Sports Australia. It was noted that advice had been received that fantasy sports should be considered a form of gambling and that accordingly a Northern Territory gaming licence had been obtained by the business.

As the holder of a Northern Territory gaming licence, it was noted that Draftstars will also need to comply with the NT Code of Practice for Online Gambling, including in relation to responsible gambling measures.

The Committee requested that the topic of responsible gambling measures for Draftstars be raised at its next Board meeting and that a report on progress be included in this Report going forward.

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

Gaming Environment Scan:

The Gaming Environment Scan papers were taken as read. It was noted that the Scan included an article regarding the use of facial recognition technology in Macau and that Michael Neilson had sought clarification from Melco Crown Entertainment on the content of the Article.

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

Other Business:

Future Meeting Dates

The 2016 Committee meeting dates were noted.

Closure:

There being no further business, the meeting was declared closed at 5.50pm.

Signed

.....
Chairperson
John Horvath