



Responsible Gaming Committee

Minutes of a Meeting of the Committee held at
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on
8 June 2016 at 10.00am

Members Present: John Horvath (Chair)
Rowen Craigie
Rowena Danziger

Michael Neilson (Secretary)

By Invitation: Debra Tegoni (Crown Melbourne)
Joe Bufalino (Crown Melbourne)
Josh Preston (Crown Perth) (by telephone)
Melanie Strelein (Crown Perth) (by telephone)
Andrew Menz (Betfair/CrownBet)
Mary Manos (Crown Resorts Limited)

Apologies: Sonja Bauer (Crown Melbourne)

B U S I N E S S

Minutes of Meeting held on 12 April 2016: It was **resolved that** the Minutes of the Responsible Gaming Committee Meeting held on 12 April 2016 be approved.

Matters Arising: It was noted that reports on the development of a responsible gaming program at Draftstars would be included in future CrownBet Reports.

Crown Perth Responsible Gaming Report:

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

- The various presentations and training programs undertaken at Crown Perth during the period; and
- The attendance and presentation of a Crown Perth representative at an educational workshop for members of the Australian Association of Social Workers.

It was noted that Crown Perth had achieved an “Excellent” rating in the internal audit conducted on the Responsible Service of Gambling department.

The Committee was provided with an update on the Joint Self-exclusion Program across Melbourne and Perth. The potential interaction between self-exclusion from land based casinos and online wagering / exchange businesses was considered.

Management undertook to consider the options for extending the self-exclusion program and to report a collective view at a future meeting.

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

Crown Melbourne Responsible Gaming Report:

Joe Bufalino presented the Crown Melbourne Responsible Gaming Report, noting, in particular, the following items:

- The continued delivery of updated Senior Manager refresher training;
- The implementation of an additional training initiative for Traineeship Dealers who have been employed in excess of 12 months which re-iterates the importance of responsible gaming
- The success of the joint operation between the VCGLR and Crown Melbourne in relation to the detection of self-exclusion breaches; and
- The coordination of a Gambler’s Help Seminar for Gambler’s Help Services.

In relation to Joint Self-exclusion Program, Joe Bufalino noted that to date, only six people had nominated to be excluded from both Melbourne and Perth casinos and that this statistic would be added to future reports for the Committee’s information.

Debra Tegoni provided an update for the Committee on the presentation made by Crown Melbourne to the VCGLR to present the findings from Recommendation 5 of the Section 25 Review of the Crown Melbourne’s Casino Operator Licence.

It was noted that the VCGLR would continue to engage with Crown Melbourne as appropriate while the matter remained open and incomplete.

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

CrownBet Responsible Gaming Report:

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

- The release of the Government's response to the 2015 Review of the Impact of Illegal Offshore Wagering; and
- The preparation for implementation of a number of Responsible Gambling enhancements including the second phase of the "Take a Break" Facility.

The key points from the Government's response to the 2015 Review of the Impact of Illegal Offshore Wagering, as set out in the Report, were noted.

It was also noted that a number of the recommendations accepted by Government included proposals which CrownBet already complies with, including the self-deposit limits, 45 day client verification period and staff training requirements.

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

Betfair Responsible Gaming Report:

Andrew Menz presented the Betfair Responsible Gaming Report. It was noted that Betfair continues to work through its transition from Tasmanian licencing to the Northern Territory and that as part of that transition, Betfair will be required to comply with the Northern Territory Code of Practice for Responsible Online Gambling 2016 (NT Code).

It was noted that Betfair has undertaken a comprehensive audit to determine whether it will be fully compliant with the NT Code, and has also produced a Compliance Report which:

- was provided to the Northern Territory Government as part of the Licence Application; and
- which concluded that save for minor amendments to its policies and procedures, Betfair will be fully compliant with the NT Code.

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

- Crown Resorts Responsible Gaming Report:** Michael Neilson presented the Crown Resorts Responsible Gaming Report, noting the focus by the UK Gambling Commission on anti-money laundering and anti-money lending. It was noted that this theme was also a feature in a number of the Gaming Environment Scan articles.
- It was **resolved that** the Crown Resorts Responsible Gaming Report be noted.
- Gaming Environment Scan:** The Gaming Environment Scan papers were taken as read.
- The Committee requested that for future meetings, those of the reports which in Management's opinion could impact on Crown, be highlighted at the front of the Report.
- It was **resolved that** the Gaming Environment Scan Report be noted.
- Future Meetings:** The 2016 Committee meeting dates were noted.
- Closure:** There being no further business, the meeting was declared closed at 11.05am.

Signed

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Chairperson
John Horvath