



## Responsible Gaming Committee

Minutes of a Meeting of the Committee held at  
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on  
26 September 2018 at 11.00am

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### Members Present:

John Horvath (Chair)  
John Alexander  
Toni Korsanos

Mary Manos (Secretary)

### By Invitation:

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

### Apologies:

## BUSINESS

### Minutes of Meeting held on 1 August 2018:

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 1 August 2018 be approved.

### Matters Arising:

The Matters Arising paper was taken as read.

It was noted that the matters arising were addressed in other agenda items.

The Committee noted and discussed the proposed mailing suspension process that was developed following a recommendation put forward by Tim Costello, Stephen Mayne and Anna Bardsley. John Horvath recommended that the Company keep statistics

related to this proposed mailing suspension once it is introduced.

**Crown Melbourne Licence Review Update:**

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

Barry Felstead, Josh Preston and Sonja Bauer provided the Committee with an update on the progress made against the Victorian Commission for Gambling and Liquor Regulation's (VCGLR) 11 Responsible Gaming Recommendations as part of its recent Section 25 Review Report.

In relation to the proposed appointment of Professor Blaszczyński to the Responsible Gaming Advisory Panel, John Horvath requested that the appointment letter be sent to Professor Blaszczyński.

In relation to Recommendation 14, the development and implementation of a responsible gaming strategy, Toni Korsanos requested that the Committee be provided with the opportunity to participate in defining the strategy at a macro level.

It was noted that Josh Preston and Sonja Bauer recently met with the VCGLR as part of their usual management meetings where they discussed at a high level the progress made in relation to each of the VCGLR's Recommendations noting that the first formal progress report on each of the Recommendations is due to be submitted to the VCGLR in February 2019.

Josh Preston advised the Committee that a written request will be made to the VCGLR for Barry Felstead and himself to meet with the VCGLR on a more frequent basis.

It was noted that John Horvath would be invited to attend an upcoming next meeting with the VCGLR to discuss the progress against the Responsible Gaming Recommendations.

John Horvath requested that management continue to report back to each meeting of the Committee on the progress made against the Responsible Gaming Recommendations.

**Australian Resorts Responsible Gaming Report:**

The Australian Resorts Responsible Gaming Report was taken as read.

Among other matters, the Committee discussed the VCGLR's proposal to include an opt-out for the cross property self-exclusion initiative, noting that the Company may write to the VCGLR to articulate its position.

It was agreed that Toni Korsanos would be separately briefed by Sonja Bauer in relation to the different responsible gaming bodies and stakeholder groups that Crown is currently engaged with.

Josh Preston provided the Committee with an update on his recent

discussions with the Gaming and Wagering Commission of Western Australia noting that he would be presenting on Crown Perth's responsible gaming framework, including where responsible gaming has come from, its current status and possible initiatives moving forward.

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

**Crown Resorts Responsible Gaming Report:**

The Crown Resorts Responsible Gaming Report was taken as read.

It was noted that FOCAL (a behavioural analytics tool) is expected to be rolled out across the Aspers Group in October 2018.

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

**Betfair Responsible Gaming Report:**

The Betfair Responsible Gaming Report was taken as read.

Among other matters, David Skene noted the following:

- Betfair recently launched a new Spring Racing marketing campaign which includes responsible gaming messaging;
- the recent closure of the Hobart office;
- the National Consumer Protection Framework has continued to be delayed; and
- the responsible gaming statistics have improved with increased responsible gambling webpage views and an increase in the number of deposit limits set.

It was agreed that Toni Korsanos would separately be briefed by David Skene to better understand Betfair's operations.

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

**Gaming Environment Scan:**

The Gaming Environment Scan paper was taken as read.

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

**Other Business:**

**Responsible Gaming Community Engagement Group:**

The Committee noted the draft Charter (**Charter**) of the Responsible Gaming Community Engagement Group (**Engagement Group**) that was included in the paper with respect to this item.

The Committee requested that the Charter be clarified in the following respects:

- the Chief Executive Officer – Australian Resorts be required to approve the nomination *and* appointment of Engagement Group members;
- the Company be expressly authorised to review the effectiveness of the Engagement Group; and
- the provision of information to Engagement Group members be at the sole and absolute discretion of Crown.

It was noted that once the Charter had been settled, it would be presented to Anna Bardsley.

***Future Meetings:***

The future meeting dates were noted.

**Closure:**

There being no further business, the meeting was declared closed at 11.56am.

