



Responsible Gaming Committee

Minutes of a Meeting of the Committee held at
Level 2, Crown Towers, 8 Whiteman Street, Southbank, Victoria on
15 November 2018 at 12.00pm

Members Present:

John Horvath (Chair)
John Alexander
Toni Korsanos

Mary Manos (Secretary)

By Invitation:

Ken Barton (Crown Resorts Limited)
Sonja Bauer (Group GM Responsible Gaming – Australian Resorts)
Barry Felstead (CEO – Australian Resorts) (Agenda Item 1 only)
Lauren Harris (Crown Resorts Limited)
Leon Pillai (RG Operations Manager)
Josh Preston (CLO – Australian Resorts)
Tony Schellinck (Focal Research) (Agenda Item 1 only)
Tracy Schrans (Focal Research) (Agenda Item 1 only)
David Skene (Betfair)
Melanie Strelein (Crown Perth) (by telephone)

Apologies:

Nil

BUSINESS

FOCAL Presentation:

It was noted that Focal Research had been invited to present on the Focal ALERT™ capability as part of Crown Melbourne's consideration of its response to Recommendations 7 and 8 of the Section 25 Review.

Dr Tony Schellinck and Tracy Schrans presented to the Committee.

Following the presentation, the Committee discussed Focal Research's capability having regard to the Crown Model Trial and Recommendations 7 and 8 of the Section 25 Review, noting that, amongst other things, the Committee would require evidence based data in order to satisfy itself of the effectiveness of any proposed

model.

Minutes of Meeting held on 26 September 2018:

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 26 September 2018 be approved.

Matters Arising:

The Matters Arising paper was taken as read.

Betfair Responsible Gaming Report:

The Betfair Responsible Gaming Report was taken as read.

David Skene informed the Committee of the following:

- On 2 November 2018, the Northern Territory Commission (**Commission**) determined that Betfair had failed to adhere to the Northern Territory Responsible Gaming Code by not having reasonably recognised red flag behaviours of a complainant who had successfully requested to cancel a \$150,000 withdrawal in February 2018.
- The Commission fined Betfair \$13,175 and ordered Betfair to refund the complainant \$150,000.
- On Monday, 5 November 2018, Betfair lodged a submission with the Commission, which had not yet responded, seeking confirmation that its decision was not enforceable on the basis that the Code contains no positive obligation to draw out red flag behaviours. It was also noted that Betfair was, in any event, agreeable to refund the \$150,000 to the complainant.
- Betfair had since amended its policies to prohibit the cancellation of withdrawal requests.

It was noted that Betfair's competitors allow the cancellation of withdrawal requests.

Among other matters, David Skene noted the following:

- Betfair participated in Gambling Harm Awareness Week in Victoria.
- Following a review of the new Responsible Gambling webpage by Sonja Bauer, it is expected that the webpage will be launched shortly thereafter.
- In relation to the National Consumer Protection Framework, Queensland is the only remaining State that has not yet signed-off on the proposal.

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

Australian Resorts Responsible Gaming Report:

The Australian Resorts Responsible Gaming Report was taken as read.

Sonja Bauer spoke to the paper, noting among other matters, the following:

- It is expected that the cross property self-exclusion proposal will be implemented in December 2018.
- Anna Bardsley has advised that she is still considering the offer to chair the Community Engagement Group.
- A letter of offer was sent to Professor Alex Blaszczynski on 14 November 2018 for the role of Chair and member of the Responsible Gaming Advisory Panel.
- Gambling Harm Awareness Week / Responsible Gambling Awareness Week was well received at both Crown Melbourne and Crown Perth.
- A formal submission had been sent to the Gaming and Wagering Commission of Western Australia setting out the Company's responsible gaming framework, both historical and current, and an overview of the Section 25 Review Recommendations and how they may be relevant to Crown Perth.

The Committee noted the recent appointment of the interim Victorian Responsible Gambling Foundation CEO. John Horvath advised Management that he would be happy to attend a Crown Melbourne property tour with the interim CEO.

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

Crown Melbourne Licence Review Update:

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

Josh Preston and Sonja Bauer provided the Committee with an update on the progress made against each of the Victorian Commission for Gambling and Liquor Regulation's (VCGLR) Responsible Gaming Section 25 Review Recommendations, noting that Management had continued to meet with the VCGLR to discuss the progress and implementation of the Recommendations.

The Committee recommended that, following each meeting with the VCGLR, Management provide minutes of meeting to the VCGLR for its record.

Josh Preston advised the Committee that the development of the Responsible Gaming strategy was progressing well.

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 future meeting dates were noted.

Closure: There being no further business, the meeting was declared closed at 1.22pm.

Signed

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Chair
John Horvath

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