



Responsible Gaming Committee

Minutes of a Meeting of the Committee held on Wednesday, 4 December 2019
at Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria at 11.15am

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)
(by telephone)
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:

Nil

B U S I N E S S

**Minutes of Meeting held on 9
October 2019:**

It was **RESOLVED** that the Minutes of the Responsible Gaming
Committee Meeting held on 9 October 2019 be approved.

Matters Arising:

The Matters Arising paper was taken as read.

It was noted that there were no matters arising from the previous
meeting which remained outstanding.

Betfair Responsible Gaming Report: The Betfair Responsible Gaming Report was taken as read.

Amongst other matters, David Skene noted the following:

- Betfair participated in a research project undertaken by Sally Gainsbury at the Gambling Treatment & Research Clinic which involved sending different 'deposit limit' messages to selected groups of customers, and assessing which messages were most effective by monitoring wagering activity over the following 90 days.
- Betfair representatives recently met with the Australian Media and Communications Authority to report known illegal offshore gambling websites which ACMA intends to block through Australian internet service providers.
- Betfair representatives recently met with Licensing NT to discuss a number of matters, including the Northern Territory inducement laws.
- Betfair heavily promoted its Responsible Gambling webpage during the 2019 Spring Racing Carnival and noticed an increase in the number of Responsible Gambling webpage views.

The Committee discussed the above matters, including the research project undertaken by Sally Gainsbury and the possible methods of communication with customers.

David Skene noted that he would consider whether communications with customers could occur by way of SMS.

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

Australian Resorts:

Australian Resorts Responsible Gaming Report:

The Australian Resorts Responsible Gaming Report was taken as read.

Josh Preston spoke to the Australian Resorts Responsible Gaming Report noting, among other matters, that:

- Recommendations 6, 7 and 8 of the Section 25 Review Recommendations were due to be submitted by 1 January 2020.
- A meeting with the Advisory Panel would be scheduled with management in mid-January 2020 to review the Crown Resorts Responsible Gaming Framework and Strategy.
- The Crown Model Trial Report has been completed and has been provided to an external expert for review and will be presented to the Committee at a future meeting.
- The events held for Gambling Harm Awareness Week at Crown Melbourne and Responsible Gambling Awareness Week at Crown Perth were successful.

- The Company had lodged a complaint with the Australian Press Council in relation to the Royce Millar article published in The Age regarding self-excluded patron, Stuart McDonald, noting that both Mr Millar and Mr McDonald had committed offences under the Crimes Act and the Casino Control Act respectively. In addition, a brief was being prepared for submission to the police regarding the offences. It was also noted that Mr McDonald was not stopped by security/surveillance as he accessed the property during a shift change, however, additional processes had been implemented to address this.

In relation to Deakin University's *GamblingLess: Curb Your Urge* app, Toni Korsanos requested that management pursue discussions with Deakin University to better understand the proposal and potential for the Company to provide support.

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

Crown Melbourne Responsible Gaming Statistics:

The Crown Melbourne Responsible Gaming Statistics Commentary paper was taken as read.

The Committee noted the Self Exclusion, Revocation and Unattended Children Statistics as well as the Harm Minimisation Overview and Exclusion Related Events Reports.

The Committee discussed the unattended children statistics, particularly at Crown Perth noting the split between gaming and non-gaming incidents.

It was **RESOLVED** that the Responsible Gaming Statistics be noted.

Crown Resorts Responsible Gaming Report:

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

Mary Manos advised the Committee that these reports would be refined to separate out the gaming environment scan matters from the business matters.

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

Crown Melbourne Licence Review Update:

The Committee noted the progress made against each responsible gaming recommendation in the Crown Melbourne Licence Review Update paper.

The Committee thanked Josh Preston and his team for their efforts progressing the Recommendations.

It was **RESOLVED** that the Crown Melbourne Licence Review Update be noted.

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 11.43am.

Signed

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Chair
John Horvath

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