



Responsible Gaming Committee

Minutes of a Meeting of the Committee held at
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on
17 November 2016 at 11.30am

Members Present:

John Horvath (Chair)
Rowen Craigie
Rowena Danziger

Michael Neilson (Secretary)

By Invitation:

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

Apologies:

Nil

BUSINESS

Minutes of Meeting held on 9 August 2016:

It was **resolved that** the Minutes of the Responsible Gaming Committee Meeting held on 28 September 2016 be approved.

Matters Arising:

Self-exclusion communication procedures

Sonja Bauer provided the Committee with a summary of self-exclusion communication processes noting that a policy is being developed in relation to the practical aspects and purpose for sharing exclusion and ban information across properties.

Stevens v MTR Gaming Group Inc.

The judgment in *Stevens v MTR Gaming Group Inc* was noted, which concluded that no duty of care under West Virginia law on the part of manufacturers of video lottery terminals or the casinos in which the terminals are located, exists to protect users from compulsively gambling.

Crown Melbourne Responsible Gaming Report:

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

- The completion of Crown's response to the Victorian Commission for Gambling and Liquor Regulation's Recommendation 5;
- The release of the updated Responsible Gambling Code of Conduct;
- The various Responsible Gambling Awareness Week activities conducted across the property;
- The attendance of representatives of Credit Suisse at the Responsible Gaming Support Centre; and
- The successful completion of Crown Melbourne's FY17 Internal Audit on 'Responsible Service of Gaming – Review of Compliance'.

Crown Melbourne's response to various patron feedback issues was also noted.

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 Crown Perth Responsible Gaming brand refresh;
- The presentation by Crown Perth and Gambling help WA regarding the recent joint review of the Self Exclusion Revocation Program;
- The various other activities conducted by Crown Perth as part of Responsible Gambling Awareness Week;
- The increase in detected self-exclusion breaches at Crown Perth.

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

**CrownBet/Betfair
Responsible Gaming Report:**

CrownBet

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

- The launch of a national advertising campaign to promote responsible wagering using “The Bench” analogy of sport;
- The rebranding of the “Take a Break” functionality to “Bet Lock Out” to create a sporting analogy;
- The employment of digital, social media and customer relationship management channels to promote Responsible Gambling Awareness Week to customers.

It was noted that the launch of CrownBet’s dedicated responsible gambling website in partnership with the responsible gambling campaign saw an unprecedented increase in customer access and use of CrownBet’s responsible gambling website and tools.

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

Draftstars

It was noted Draftstars has commenced work to “re-skin” a replica of the CrownBet responsible gambling website.

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

Betfair

It was noted that new websites had been developed and that these new websites contain all required and voluntary responsible gambling tools including deposit/loss limits, time-out and self-exclusion.

The development of a new Responsible Gambling skill Program was also noted. Andrew Menz undertook to provide some statistics on the number of employees who were required to and who have undertaken the new training program.

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

Future Meetings:

It was noted that the proposed 2017 Committee meeting dates would need to be revised as some Committee members would not be available on all proposed dates.

Closure: There being no further business, the meeting was declared closed at 12.15pm.

Signed

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Chairperson
John Horvath

DRAFT