



Responsible Gaming Committee

Minutes of a Meeting of the Committee held at
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on
10 April 2017 at 10.00am

Members Present: John Horvath (Chair)
Michael Neilson (Secretary)

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

Apologies: Rowena Danziger

BUSINESS

Quorum: It was noted that given Rowen Craigie had resigned as a director and that Rowena Danziger was not able to attend the meeting, a quorum of the Committee was not present for this meeting. It was agreed that the meeting would proceed notwithstanding.

Minutes of Meeting held on 15 February 2017: The Minutes of the Responsible Gaming Committee Meeting held on 15 February 2017 were noted, it being acknowledged that these would need to be put to the next quorate meeting of the Committee for approval.

Matters Arising:

It was noted that at the previous meeting, the Committee had requested a breakdown from Crown Perth by type of instances of unattended children detected.

Josh Preston provided a summary of the various categories of instances of unattended children, ranging from minors detected in the food court, reception areas of the hotel and around pool areas. It was noted that there had been a spike in detections following completion of the pool redevelopment.

The Committee requested that the situation continue to be monitored.

Crown Perth Responsible Gaming Report:

The Crown Perth Responsible Gaming Report was taken as read.

Of the matters set out in the Report, Melanie Strelein noted the following:

- That preparations had commenced for Responsible Gambling Awareness Week (RGAW);
- The various training programs which had been completed and the stakeholder engagement activities undertaken; and
- That the Responsible Gaming statistics were tracking as expected with 19 joint self-exclusions noted.

While it was acknowledged that it was yet to be confirmed whether RGAW would proceed this year, should it do so, the Committee requested that events at Crown Perth and Crown Melbourne be planned on separate dates (which do not clash with Crown's Annual General Meeting) so that representatives of the Committee can attend.

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

CrownBet, Draftstars & Betfair Responsible Gaming Report

The CrownBet, Draftstars & Betfair Reports were taken as read.

CrownBet

Of the matters set out in the Report, Andrew Menz noted the following items:

- The responsible gaming development pipeline had now largely been completed;
- That CrownBet had made further enhancements to its website including to fully translate the site into common non-English languages; and

- The completion of by all new staff of updated training modules.

In terms of statistics, it was noted that the Bet Lockout feature had gained in popularity but that the “today” breaks did not appear as popular. It was noted that a review of the “today” break feature was in progress to understand the reasons why.

It was also noted that a review of self-excluded customers was being undertaken to ensure that only unique customers were being recorded rather than the potential multiple identifiers for those customers, for example, those that have used more than one email address.

Draftstars

It was noted that Draftstars continues to focus on ensuring its ongoing compliance with the requirements of the NT Code of Practice for Responsible Online Gambling.

It was further noted that a full re-skin of the Draftstars Responsible Gambling webpage to align with the CrownBet features was underway.

Betfair

Of the matters set out in the Report, Andrew Menz noted the following:

- The delivery by Marianne Howard (Consultant Psychologist) of responsible gaming training sessions to Hobart office staff members;
- The review of Betfair’s Responsible Gambling Policy; and
- The improved Responsible Gambling website interaction statistics.

It was **resolved that** the Betfair, CrownBet and Draftstars Responsible Gaming Reports be noted.

Crown Melbourne Responsible Gaming Report:

The Crown Melbourne Responsible Gaming Report was taken as read.

Sonja Bauer noted the following items:

- The introduction of a trial “time-out” program as an additional service;
- That Crown Melbourne had met with the Victorian Commission for Gambling and Liquor Regulation to discuss their summary of issues arising from their review of Codes of Conduct generally; and

- The focus on “measuring harm” at the meeting of the Responsible Gambling Ministerial Advisory Council meeting held during the period.

The Committee considered the proposed features of the trial “time-out” program. It was noted that:

- the program would only be available once an offer for self-exclusion had been declined;
- the program would only be able to be utilised once in any 12 month period; and
- depending on the outcome of the trial, Crown Perth would also consider implementing the program.

The Committee stressed the need to monitor the trial to ensure that instances of multiple time outs are appropriately dealt with. In addition, the Committee requested that it be provided with a copy of the trial protocol for the next meeting.

It was noted that the position of Crown Melbourne Responsible Gaming Operations Manager had been filled by Leon Pillai (from Crown Melbourne’s Responsible Gaming Liaison Officer team).

John Horvath requested that Crown write to former Responsible Gaming Operations Manager, Joe Bufalino to express the Committee’s appreciation for his service to Crown.

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

Gaming Environment Scan:

The Gaming Environment Scan papers were taken as read. The focus on advertising, in particular on-line gaming advertising, was noted.

Andrew Menz noted that Crown had been in discussions with the Communications Minister to develop an agreed approach to advertising which might include reducing advertising during live sporting events. It was noted that it is expected that the Government will likely seek to codify the issue in the future.

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

Other Business:

2017 Meeting Dates

The 2017 Committee meeting dates were noted.

Committee Composition

It was noted that Board would be reviewing the composition of all Committees following the resignation of Rowen Craigie.

Closure:

There being no further business, the meeting was declared closed at 11.00am.

Signed

