



## Responsible Gaming Committee

Minutes of a Meeting of the Committee held on Wednesday, 1 April 2020  
by teleconference at 10.00am

---

**Members Present:**

John Horvath (Chair)  
Andrew Demetriou  
Toni Korsanos

Mary Manos (Secretary)

**By Invitation:**

Ken Barton (Chief Executive Officer)  
Sonja Bauer (Group GM Responsible Gaming – Australian Resorts)  
Helen Coonan (Chairman)  
Barry Felstead (CEO – Australian Resorts)  
Lauren Harris (Crown Resorts Limited)  
Alice Mak (Crown Resorts Limited)  
Josh Preston (CLO – Australian Resorts)  
David Skene (Betfair)  
Melanie Strelein (Crown Perth)

**Apologies:**

Nil

### **BUSINESS**

**Minutes of Meeting held on 11 February 2020:**

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 11 February 2020 be approved.

**Matters Arising:**

The Matters Arising paper was taken as read.

In relation to the RG Advisory Panel, Sonja Bauer advised the Committee that the Panel was continuing to progress with its review of the Crown Resorts Responsible Gaming Framework and would be invited to present its findings at a future meeting.

In relation to the Crown Trial Model, Sonja Bauer and Josh Preston advised that the preliminary analysis was complete and

the data would be audited by an external expert. The Committee acknowledged that the model will continue to evolve.

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

Amongst other matters, David Skene provided the Committee with an update on the following matters:

- In respect of the investigation commenced by the Australian Communications and Media Authority, Betfair would be lodging its submission before the due date, noting that Betfair had not accepted online in-play bets on sport from a customer located in Australia as the customer was located in New Zealand when the bets were placed.
- A majority of Betfair's employees were working from home having regard to the Covid-19 developments but this was not impacting on Betfair's responsible gambling measures.
- It was expected that implementation of the National Consumer Protection Framework measures would be delayed due to Covid-19.

The Committee noted that Betfair's website usage had increased, reflective of marketing activities during events and sporting seasons.

Ken Barton advised the Committee that the Company's Risk Management Committee had approved the addition of Japanese and Korean racing events to Betfair's platform. It was noted that the offering of Japan racing events commenced over the weekend and had been well received. In respect of Korean racing, it was noted that the racing markets had been suspended as a result of Covid-19 and the offering would commence once the racing markets re-opened.

It was also noted that Martin Pakula would be consulted in respect of the proposed offering of Hong Kong racing events to Betfair's platform and the decision to pursue this market would then be referred back to the Company's Risk Management Committee for further consideration.

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

**Australian Resorts:**

***Australian Resorts Responsible Report***

The Australian Resorts Responsible Gaming Report was taken as read.

Josh Preston, Sonja Bauer and Melanie Strelein spoke to the Australian Resorts Responsible Gaming Report noting, among

other matters, that:

- Having regard to the impacts of Covid-19 on the Company, a number of stand-downs were made in the Responsible Gaming teams across Melbourne and Perth however, Sonja Bauer, Melanie Strelein and two psychologists were continuing to work (albeit on reduced hours) through the responsible gaming initiatives.
- Following the introduction of facial recognition technology at Crown Perth, there had been an initial 25% increase in self-exclusion detections at the property.

The Committee expressed its support of maintaining employees in the Responsible Gaming team to ensure continuity and preparedness for reopening.

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

***Crown Melbourne Responsible Gaming Statistics***

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

It was **RESOLVED** that the statistics be noted.

**Crown Melbourne Licence Review Update:**

The Crown Melbourne Licence Review Update was taken as read.

Josh Preston advised the Committee that the 22 April 2020 meeting in respect of Recommendation 20 would proceed by way of video conference, noting that relevant directors would be provided with required materials prior to the meeting.

It was also noted that during the stand down, some employees were due to renew their VCGLR special employee licences and that Victorian Treasury would liaise with Justice to ensure that the VCGLR had sufficient support to facilitate the maintenance and subsequent renewal of these licences.

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 10:33am.

Signed

.....  
Chair  
John Horvath

DRAFT