



Responsible Gaming Committee

Minutes of a Meeting of the Committee held at
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on
9 August 2016 at 12.30pm

Members Present: John Horvath (Chair)
Rowen Craigie
Rowena Danziger

Michael Neilson (Secretary)

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

Apologies: Melanie Strelein (Crown Perth)

B U S I N E S S

Minutes of Meeting held on 8 June 2016: It was **resolved that** the Minutes of the Responsible Gaming Committee Meeting held on 8 June 2016 be approved.

Matters Arising: There were no matters arising from the previous meeting.

CrownBet/Betfair Responsible Gaming Report: *CrownBet*

Andrew Menz presented the CrownBet Responsible Gaming Report, noting, in particular, the Take-A-Break Phase 2 launch which is planned in advance of the Spring Racing Carnival.

He also reported on the current Draftstars responsible gambling program. It was noted that Draftstars is currently in the process of developing a more comprehensive suite of responsible gambling measures and tools modelled upon those of CrownBet. Andrew Menz confirmed for the Committee that the Draftstars product is only available to persons over the age of 18.

Andrew Menz explained to the Committee that the increase in self-exclusion numbers in June was influenced by the removal of a number of duplicate betting accounts from the system.

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

Betfair

Andrew Menz presented the Betfair Responsible Gaming Report. It was noted that Betfair has received its conditional Betting Exchange Licence from the Northern Territory Racing Commission and that it was likely that all conditions would be satisfied and the licence become effective around the end of the month.

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

Crown Melbourne Responsible Gaming Report:

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

- The outcomes of the Australasian Casino Responsible Gaming Forum discussion, including the renewed focus on harm minimisation concepts as well as consideration of the definition of responsible gambling;
- The launch of the remote self-exclusion program whereby a person wishing to self-exclude but cannot attend Crown Melbourne, can do so remotely;
- The approval by the VCGLR of version four of the Crown Melbourne Responsible Gambling Code of Conduct; and
- The data provided by Crown Digital Marketing which provides information on the number of times certain parts of the Responsible Gaming website are accessed.

It was noted that the Crown Melbourne Responsible Gambling Code of Conduct had been approved without any material amendments required by the VCGLR.

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

Crown Perth Responsible Gaming Report:

Josh Preston presented the Crown Perth Responsible Gaming Report in Melanie Strelein's absence, noting, in particular, the following items:

- That the DRGL had confirmed the theme for Responsible Gambling Awareness Week would again be "When does the fun stop for you", and that Crown Perth's focus would be on raising awareness of the RSG Team and programs available; and
- The various stakeholder engagement initiatives undertaken during the period, including participation in Victim Awareness training presented by angelhands (which offers support to victims of trauma) and the review of the newly introduced revocation framework at Centrecare in conjunction with Gambling Help WA.

The documentary produced by Linkwest as part of its Beyond Gambling project which highlights the realities of problem gambling was also noted.

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

Gaming Environment Scan:

The Gaming Environment Scan papers were taken as read.

Michael Neilson acknowledged that the Report had not yet been reformatted as was discussed at the previous meeting but would be updated for the next meeting.

It was noted that a number of articles included in the pack dealt with several pre and post-election issues. It was also noted that Canadian Courts had concluded that there is no duty of care to problem gamblers which is consistent with the position taken by Australian Courts.

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

Future Meetings:

The 2016 Committee meeting dates were noted.

Closure:

There being no further business, the meeting was declared closed at 12.55pm.

Signed

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Chairperson
John Horvath