



Victorian Commission for Gambling and Liquor Regulation

Item ID: 58/20/1.993

Meeting details

Meeting title:	VCGLR Executive / Crown Licence Management Meeting	Meeting:	15
Date:	Thursday, 20 August 2020	Time:	2.30 pm – 4.30 pm
Location:	Skype for business		

Attendees Title and Business unit/Branch

VCGLR:

Alex Fitzpatrick	Director, Licensing (AF)
Adam Ockwell	Director, Compliance (AO)
Scott May	Director, Legal Services & General Counsel (SM)
Jason Cremona	Manager, Licence Management and Audit (JC)
Steve Thurston (Chair)	Licence Manager, Licence Management and Audit (ST)
Rowan Harris	Principal Major Licence Officer, Licence Management and Audit (RH)

Crown:

Joshua Preston	Chief Legal Officer – Australian Resorts (JP)
Xavier Walsh	Chief Operating Officer, Crown Melbourne Limited (XW)
Michelle Fielding	Group General Manager, Regulatory and Compliance (MF)
Sonja Bauer	Group General Manager, Responsible Gambling (SB)
Anne Siegers	Group General Manager, Risk and Audit (AS)

Apologies

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Item	Subject	Speaker
1.	Welcome. No apologies.	VCGLR
2.	<p>Minutes from the previous meeting (4 December 2019) were accepted inclusive of Crown's feedback and amendments.</p> <p>Action item 1 (Briefing session for new VCGLR inspectors on Third Party Exclusions) was closed.</p> <p>Action item 2 (Crown presentation to VCGLR Compliance on Crown's new joint AML program) is on hold until casino inspectors return to casino site.</p>	VCGLR/Crown

3.	<p>VCGLR Updates</p> <p>a) Licensing update</p> <p>AF advised that the VCGLR is putting arrangements in place for recommencement of gaming post easing of Covid-19 restrictions.</p> <p>b) Compliance update</p> <p>AO advised:</p> <p>(a) Inspector operations at the casino have been suspended.</p> <p>(b) On-site inspections were suspended for eight weeks due to the initial Covid-19 restrictions, then recommenced, but have again been suspended due to stage 4 restrictions.</p> <p>(c) Inspectors from the Compliance Division have been seconded to the Department of Human Services, to assist with quarantine enforcement, and assistance is being provided to the Chief Health Officer.</p> <p>(d) AO is representing the VCGLR on the Department of Justice and Community Safety Joint Enforcement Committee which is chaired by Joel Williams. All VCGLR compliance inspectors have been authorised under the Public Health & Wellbeing Act with delegated powers (limited to licenced premises and gaming venues) to assist with enforcement of the Chief Health Officer directions.</p> <p>(e) AO is following up matters with MF re historical compliance matters that remain outstanding.</p> <p>c) Legal update</p> <p>SM advised on various Covid-19 related matters:</p> <p>(a) Enforcement of change of direction: VCGLR's Legal Services has been providing interpretation of the Chief Health Officer's directions applying to industry.</p> <p>(b) Commission as Tribunal: Despite lockdown, a number of internal /disciplinary action matters are still occurring.</p> <p>(c) Legal Services is working with DJCS on its review of the <i>Liquor Control Reform Act 1998</i>. It is not known when legislative changes may occur.</p> <p>(d) VCGLR is aware of a Victorian Court of Appeal decision containing comments regarding how Crown staff interviewed persons allegedly cheating at the casino. There are also old provisions in casino game rules relevant to this that may require amendment. VCGLR may look to consult with Crown regarding this matter.</p> <p>(e) Sixth Casino Review recommendation 17. VCGLR is looking to consult with Crown to amend Internal Control Statements. Crown has nominated MF as the contact person. VCGLR is aware of a report by Deloitte regarding this and it may be helpful to receive a copy. Crown indicated this report was requested by its Audit Committee.</p> <p>(f) VCGLR is aware that Federal Court proceedings against Crown Resorts Limited director Harold Mitchell have concluded. SM enquired whether ASIC is appealing the court's decision? JP advised that there has been no appeal so far, but this matter is still open.</p> <p>(g) Player Activity Statements (PASs). If PASs are not collected within three months, patrons are required to be removed from a gaming venue/Crown loyalty program. VCGLR Legal Services has</p>	VCGLR
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4.	<p>Casino licence</p> <p>a) Overview of casino licence performance, including international and local business:</p> <ul style="list-style-type: none"> • 2020 gaming revenue was down 31.4%, notwithstanding that gaming revenue tracked well in the first half of the financial year. • VIP program play revenue was down 49.1% year on year. • Crown Melbourne has incurred ongoing expenses post temporary closure of the casino in relation to Information Technology, Human Resources etc. Crown Melbourne is operating with approximately 100 staff with a mixture of full and part time hours. • Crown Melbourne closure costs are somewhat mitigated by the reopening of Crown Perth on 27 June 2020. • Crown is in discussion with the Department of Justice regarding a proposal for a staged reopening of the casino floor which includes operating with 1,000 patrons in the VIP rooms (i.e. Teak, Mahogany and Riverside), then followed by opening of the East and West Ends with restricted patron numbers – one patron per five square meters. Crown is waiting for a formal response. <p>b) Update re preparation for recommencement of gaming post the Covid-19 shutdown:</p> <ul style="list-style-type: none"> • Crown has put in place hygiene protocols for its Food & Beverage and Back of House areas. • Crown has end to end staff and patron tracking systems in place. • Crown has developed staff training packages for operating in the Covid-19 environment which includes compliance and refresher training. • AO enquired whether the casino would operate 24/7 hours upon reopening. XW advised the casino would operate as such. • SM enquired whether Crown was part of the 'Hotel quarantine inquiry'. JP advised that Crown submitted information and provided a statement and documentation. • JP spoke to the reopening of Crown Perth and Covid-19 protocols. Key points: <ul style="list-style-type: none"> ○ Covid-19 and refresher training was provided to staff. ○ Covid-19 signage is located around the property, along with provision of hand sanitiser dispensers. ○ Introduction of safe distancing polices to handle patrons, including forming lines. 'Lining up' is the new norm. ○ In Perth, some staff had concerns about returning to work, either due to health concerns or are taking up other employment during the layoff. A number of food and beverage and gaming staff elected not to return. Non-return of gaming staff was approximately 20%. ○ Crown Perth has a dedicated 'Covid-19' response team and security has been increased. <p>c) Emerging issues, risks and trends:</p>	
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5.	<p>Sixth Casino Review report recommendations – update</p> <ul style="list-style-type: none"> • Recommendation 9 RH referred to the Commission’s 18 August 2020 letter provided to Crown in relation to recommendations 7, 8 and 9 of the Sixth Casino Review, and advised that a meeting will be organised late next week to discuss the matters relating to the external independent assessment. MF advised that an extension may be required in relation to implementation of recommendation 9 given the impact of Covid-19 and the need to have the casino open to enable a satisfactory assessment. A submission will be forthcoming. • Recommendation 20 meeting This meeting was scheduled for 1 September 2020, however this will be rescheduled in light of the ILGA inquiry and the number of Crown board members summoned to give evidence. 	VCGLR/Crown
6.	<p>Responsible Gambling</p> <ul style="list-style-type: none"> • Update on initiatives to identify problem gambling post implementation of Sixth Casino Review recommendations 6, 7, 8, 13 and 14, including responsible gambling training. SB advised that an update on responsible gambling initiatives has been restricted due to Covid-19. <i>Recommendation 6</i> SB advised that one of the 12 Responsible Gambling Advisors (RGAs) has resigned. Delivery of the advanced level ‘Senior Manager Training’ (advanced level training) to the ‘Table Games’ Area Managers (Area Managers) which will take up to 12 months to complete is progressing. The Commission approved Responsible Service of Gaming (RSG) training courses for Crown Special Employees on 26 March 2020 in accordance with s.58(b) of the <i>Casino Control Act 1991</i>. JP advised that the number of RGAs on the gaming floor post reopening of the casino will be commensurate with the number of patrons. <i>Recommendations 7 and 8</i> SB advised in relation to the third limb of part (b) of recommendation 8 (data player analytics tool for un-carded play) that SPLUNK Technology could be used for un-carded gaming machine play. <i>Recommendation 13</i> SB advised that Crown’s rebranding or refreshing of responsible gambling messaging together with Crown’s new logo and message has been provided throughout the casino, and in all Crown publications, including all online and social media platforms. <i>Recommendation 14</i> SB provided an update of the implementation of a responsible gambling strategy focusing on the minimisation of gambling related harm to persons attending the casino. 	Crown

7.	<p>Other business</p> <p>MF advised that the number of Crown Melbourne internal committee meetings held has been impacted by Covid-19. As a result, Crown Melbourne may not reach its meeting targets as set in the Sixth Casino Review recommendations.</p>	
8.	<p>Next scheduled quarterly licence management meeting:</p> <ul style="list-style-type: none"> • 16 December 2020 	VCGLR/Crown

The meeting closed at 3.50pm.

No	Action to be taken	Assigned to	Due date	Status
	There were no action items arising from this meeting.			