



RESPONSIBLE GAMING COMMITTEE

Meeting of the Committee

Chairman's Office Boardroom, Crown Towers

Wednesday, 1 August 2018 at 3.00pm



Responsible Gaming Committee

Meeting of the Committee to be held on 1 August 2018 at Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria at 3.00pm

Attendees

Committee: John Horvath (Chair)
John Alexander
Toni Korsanos

Mary Manos (Secretary)

By Invitation: Ken Barton (Crown Resorts Limited)
Sonja Bauer (Crown Melbourne)
Barry Felstead (CEO, Australian Resorts)
Lauren Harris (Crown Resorts Limited)
Josh Preston (CLO, Australian Resorts)
David Skene (Betfair)
Melanie Strelein (Crown Perth)

AGENDA

1. [Minutes of Meeting held on 31 May 2018](#)
2. [Matters Arising](#)
3. [Crown Melbourne Data Analytics – Crown Model](#)
4. [Betfair Responsible Gaming Report](#)
5. [Australian Resorts Responsible Gaming Report](#)
6. [Crown Melbourne Licence Review Update](#)
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AGENDA ITEM 1:
Minutes of Committee Meeting
held on 31 May 2018



Responsible Gaming Committee

Minutes of a Meeting of the Committee held at
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on
31 May 2018 at 11.11am

Members Present: John Horvath (Chair)
John Alexander

Mary Manos (Secretary)

By Invitation: Ken Barton (Crown Resorts Limited)
Sonja Bauer (Crown Melbourne/Australian Resorts)
Barry Felstead (CEO – Australian Resorts)
Lauren Harris (Crown Resorts Limited)
Josh Preston (CLO – Australian Resorts)
David Skene (Betfair)
Melanie Strelein (Crown Perth) (by telephone)

Apologies: Leon Pillai (Crown Melbourne)

BUSINESS

Minutes of Meeting held on 10 April 2018: It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 10 April 2018 be approved.

Matters Arising: The Matters Arising paper was taken as read.

Sonja Bauer noted the following:

- in relation to the cross property self-exclusion process, there is a meeting scheduled with the VCGLR in the coming week. The WA regulator has indicated that it is comfortable with the cross property self-exclusion proposal;
- Surveillance has indicated that facial recognition technology is identifying almost twice the number of banned and excluded

patrons on site, noting that these patrons are typically identified before entering the gaming floor. It is anticipated that use of facial recognition technology in detecting banned and excluded persons will reduce the number of repeat breaches.

John Horvath noted that if a patron is prevented from entering the gaming floor, this is not considered a breach and requested that data be split to differentiate between detected breaches and attempted breaches.

Crown Melbourne and Crown Perth Responsible Gaming Report:

The Crown Melbourne and Crown Perth Responsible Gaming Report was taken as read.

It was noted that at the meeting with Tim Costello, Stephen Mayne and Anna Bardsley, the following three requests were made of the Company:

- consider the establishment of an external Customer Advisory Panel to consult with on responsible gaming matters;
- consider the distribution practices for promotional materials to patrons; and
- disclose the Company's revenue from electronic gaming machines in its results.

In relation to the above requests, the Committee discussed the following:

- the proposal for the Customer Advisory Panel to meet on a quarterly basis (or as otherwise agreed), with the first meeting to be scheduled prior to the Company's 2018 Annual General Meeting;
- a Charter for the Customer Advisory Panel is to be prepared by Sonja Bauer for presentation to Tim Costello, Stephen Mayne and Anna Bardsley in July;
- in relation to the distribution practices for promotional materials, it had been suggested that if someone is identified as having problem gambling behaviours they be removed from the Company's promotional mailing list for a set period of time. The Committee discussed this at length, noting that the suspension period should be between one and six months depending on the behaviours displayed by an individual; and
- the Board has considered the request to disclose the Company's revenue for electronic gaming machines and is likely to commence this disclosure practice in its 2018 full year results release.

The Committee also discussed a number of responsible gaming continuous improvement initiatives that have recently been

implemented, including:

- the recruitment of an additional five Responsible Gaming Liaison Officers commencing in late May / early June;
- the observation and interaction by Gaming and Responsible Gaming staff members of Crown Rewards members who have recorded play of 12 hours or more with touch points continuing at 16 and 20 hours, or earlier as required due to observable signs; and
- gaming machines and electronic table games wins/accumulated credits of \$10,000 or greater will not be automatically dispensed via a redeemable ticket (with the exception of the Mahogany Room).

Betfair Responsible Gaming Reports:

The Betfair Responsible Gaming Report was taken as read.

David Skene noted the following:

- Betfair has signed a statement of work with Paddy Power Betfair Plc, pursuant to which a weekly deposit limit option will be included on the Betfair customer registration page which is expected to be completed by the end of August 2018. This will satisfy one of the National Consumer Protection Framework requirements; and
- there has been an increase in the number of views of the Betfair Responsible Gaming webpage following the introduction of new initiatives to increase the promotion of the webpage.

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

Crown Resorts Responsible Gaming Report:

The Crown Aspinalls and Aspers Responsible Gaming Reports were taken as read.

In relation to the FOCAL UK Casinos ALERT Trial that Aspers is participating in, the Committee noted that it would monitor the trial to determine if it adds value to patrons.

The Committee requested that FOCAL be invited to present its capabilities to the Company.

Crown Melbourne Licence Review Update:

The Crown Melbourne Licence Review Update paper was taken as read.

It was noted that John Alexander had been taken through the draft Section 25 Review Report and that John Horvath had a meeting scheduled with Mary Manos and Josh Preston following the

Committee meeting to discuss the draft Section 25 Review Report.

The Committee discussed the concerns regarding Recommendation 8 of the Draft Section 25 Review Report, particularly in relation to tracking un-carded play.

While the Committee was very supportive of the recommendations and suggestions to enhance its responsible gaming framework, its concern was that tracking of un-carded play has a number of challenges, both practical and legal. It was noted that a comprehensive review of relevant legislation, including that governing privacy, data management and consent should be undertaken as part of this proposal. The particular challenge of dealing with the practical issue of un-carded players moving machines and disrupted play was also noted.

It was noted that the Company would bring these concerns to the attention of the VCGLR as part of the process to finalise the Section 25 Review Report and that a meeting had been planned for later in the day to present this matter as well as the Company's other comments on the Draft Section 25 Review Report.

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 2018 Committee meeting dates were noted.

It was noted that 2 August 2018 Committee meeting will be rescheduled as John Horvath will be unavailable on that date.

Closure:

There being no further business, the meeting was declared closed at 12.00pm.

Signed

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Chairperson
John Horvath



AGENDA ITEM 2:
Matters Arising



Responsible Gaming Committee

Memorandum

To: Responsible Gaming Committee
From: Mary Manos
Date: 27 July 2018
Subject: **Matters Arising**

Dear Committee Members

The following matters arose from the previous Committee Meetings:

Matters Arising	Status
Split the banned and excluded patron data to differentiate between breaches and attempted breaches.	Please refer to agenda item 5.
Provide an update on the Customer Advisory Panel meeting schedule, with the first meeting to be scheduled prior to the Company's 2018 Annual General Meeting.	Please refer to agenda item 5.
Prepare a Charter for the Customer Advisory Panel for presentation to Tim Costello, Stephen Mayne and Anna Bardsley in July.	An initial draft Charter and participant recommendations have been submitted to the CEO – Australian Resorts for consideration. Once this has been settled, it is proposed an update meeting will be scheduled with TC, SM and AB.
Provide an update on the suspension period for promotional mailing to patrons identified as having problem gambling behaviours.	Crown Perth and Crown Melbourne recommend that this option is presented to patrons as an option/recommendation when Responsible Gambling Advisors/Responsible Gaming Liaison Officers have individual discussions with patrons. Further, customers whose gambling behaviours are concerning and are escalated to management will have their mail status reviewed. A three month period is recommended, with an option to extend.
Invite FOCAL to present its capabilities to the Company.	The Group General Manager Responsible Gaming met with FOCAL representatives, who have advised they will be in Australia in November 2018 and

	should be able to present at the November 2018 Committee meeting.
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In addition to the above matters which arose from the previous Committee meeting, John Horvath has requested the following:

Matters Arising	Status
Include a paper on the Crown Melbourne Data Analytics.	Please refer to agenda item 3.
Include a "Third Party Exclusion" heading in the Crown Melbourne RSG Report and provide a progress report update.	Please refer to agenda item 5.

Kind regards

Mary Manos
General Counsel and Company Secretary



AGENDA ITEM 3:
Crown Melbourne Data Analytics –
Crown Model

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Crown Melbourne Data Analytics The Crown Model

Background

Crown Melbourne's (**Crown**) Customer Analytics Team, with assistance from the Responsible Gaming Team, has developed a predictive data modelling tool, the 'Crown Model', to assist in identifying potential problem gambling behaviours amongst Crown Rewards members who are using their Rewards card whilst playing Table Games or Gaming Machines.

This paper provides an overview of the Crown Model and implementation plan.

In summary, continued analysis and enhancements will be required to refine, gauge accuracy, usefulness and reliability and it is proposed that the Committee be updated from time to time on the progress of the development of the Crown Model.

Overview of the Crown Model

Crown Melbourne's current process for identifying potential problem gambling behaviours is through the use of observable signs commonly associated with problem gambling behaviours. These observable signs are based on research.¹ Where a Crown employee witnesses the observable signs, they are instructed to refer customers who display these behaviours to a Responsible Gaming Liaison Officer (**RGLO**).

Additionally, through the work completed by the Crown Cash Transaction Reporting Manager as part of the transaction monitoring program, from time to time the Responsible Gaming Team is provided with information that may indicate problem gambling behaviours. As part of the Reporting Manager's review, the following information is considered which may suggest a responsible gaming issue: comments in regard to responsible service of gaming, responsible service of alcohol, aggressive, argumentative or unusual behaviour or begging and change in gaming patterns including increased visitations, increase in average bet or increase in losses etc. As this is based solely on data, a follow up of observation and possible intervention is completed by RGLOs.

The Crown Model used criteria extracted from historical gaming activity and demographic information of Crown Rewards members who have self-excluded to develop a tool in identifying potential problem gambling behaviours.

It is proposed that the Crown Model act to supplement the existing robust Crown Melbourne Responsible Gaming framework, where observable signs are viewed as an effective means of identifying potential problem gaming behaviours.

¹ 'Validation study on in-venue problem gambler indicators', Thomas, A., Delfabbro, P. and Armstrong, A. (2014), Gambling Research Australia; 'Identifying Problem Gamblers in Gambling Venues', Delfabbro et al (2007) and 'Current Issues related to identifying the problem gambler in the gambling venue' various authors, Australian Gaming Council (2002).

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Crown Model Methodology

In developing the Crown Model, the total number of self-excluded patrons between July 2012 and December 2016 (of ~1100) were split evenly between model build and validation datasets.

This means that the data from 560 of the ~1100 persons who self excluded were used to develop the Crown Model, and when it came to test the Crown Model that was built, the remaining data from the approximately 559 persons who self excluded were used to test for initial accuracy of the model.

	Model Build Dataset	Model Validation Dataset
Number of self excluded patrons	560	559
Number of randomly selected patrons from database	5,000	5,000
Total number of Patrons	5,560	5,559

Two separate models were built for each of Table Games and Gaming Machines due to the different nature of the gaming products.

A combination of patron information and gambling behaviours (18 months up until the point of self-exclusion) was used, and over 200 variables were analysed, out of which the 50 most suitable variables were chosen to build the models. The 50 chosen variables are based on machine learning algorithms which are designed to identify the best features. Set out in the Annexure are some examples of the adopted variables.

Crown Model Validation Results

The Crown Model validation results capture between ~35% and ~52% of all self-exclusions depending on Model Threshold percentage applied. The Model Threshold percentage represents the percentage of variables/indicators. The data also identifies patrons who are potentially showing problem gambling behaviours, but have not self-excluded. Based on the results, the Crown Model has the potential to enhance the services the Responsible Gaming team can provide to Crown patrons.

The validation results are set out in the tables below.

Table Games (TG)

Total TG self exclusions in validation set: 418 Patrons

Model Threshold	60%	70%	80%
Correctly predicted to self exclude	219	200	175
% of self excluded patrons identified by mode	52%	48%	42%
Self excluded patrons not captured by model	199	218	243
% of self excluded patrons not identified by model	48%	52%	58%
Incorrectly predicted to self exclude	27	20	10
% of patrons wrongly identified by model	11%	9%	5%

TG results at 70% model threshold:

- Model is able to identify 48% of all self-exclusions (200 out of 418)
- In total the model identified 220 patrons, of which 20 patrons did not-self exclude, but potentially displayed problem gaming behaviour

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Gaming Machines (GM)

Total GM self exclusions in validation set: 141 Patrons

Model Threshold	60%	70%	80%
Correctly predicted to self exclude	73	61	50
% of self excluded patrons identified by model	52%	43%	35%
Self excluded patrons not captured by model	68	80	91
% of self excluded patrons not identified by model	48%	57%	65%
Incorrectly predicted to self exclude	28	17	7
% of patrons wrongly identified by model	28%	22%	12%

GM results at 70% model threshold:

- Model is able to identify 43% of all self- exclusions (61 out of 141)
- In total the model identified 78 patrons, of which 17 patrons did not-self exclude, but potentially displayed problem gaming behaviour

The Crown Model Trial

A 12 month trial which commenced on 25 June 2018 is being run to determine if the Crown Model can be utilised as an additional tool to identify Crown Rewards members who may benefit from responsible gaming intervention.

The trial involves the preparation of a monthly report by the Customer Analytics Team, identifying Crown Rewards members who have been identified as displaying problem gambling behaviours through the Crown Model, which is then provided to the Responsible Gaming Department. The Responsible Gaming Department will be required to review the report and action accordingly.

Set out below is the process to be undertaken by the Responsible Gaming Department following receipt of the monthly reports from the Customer Analytics Team:

- Upon receipt of the report, a RGLO will place the member identifiers on a pager that will alert the RGLO team when the member next uses their Crown Rewards card to participate in gaming activity.
- When a RGLO receives an alert that a member identified on the report has inserted their member card into a gaming machine, or has been logged on to a table game, they will attend that location and endeavour to engage with the member.
- If the member is not in a position to be approached in a discreet manner, the RGLO will notate and re-attempt an approach at another time.
- If a member is able to be approached discreetly, the RGLO will do so and engage in conversation.
- The interaction will provide an opportunity for the RGLO to provide information about the services and programs of the Responsible Gaming Support Centre, consider whether there are any responsible gaming issues and take further appropriate action as required.
- If the member is at Black or Platinum Tier level, the relevant gaming or hosting manager will be advised.
- The interaction will be recorded in the database, as well as a separate spreadsheet, which will assist in analysing the effectiveness of the trial and to also provide feedback to the Customer Analytics Team at monthly meetings in order to refine the Crown Model if so required.

Representatives from the Customer Analytics Team and Responsible Gaming Team will also meet monthly to discuss the Crown Model, provide feedback from staff about the member interactions and be updated on any refinements.

Limitations of the Crown Model

There are a number of limitations to the Crown Model (including that it is in a trial phase only), and it should therefore not be considered to be a replacement to the existing robust framework of paying attention to observable signs.

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The Crown Model can only predict potential problem gambling behaviours, therefore, not everyone identified will experience problem gambling behaviours. It is also possible that persons who experience problem gambling behaviours are not identified.

In order to validate results, time would be required to compare the Crown Model predictions against actual results (as a prediction is made regarding a future event).

Continued analysis and enhancements will be required to refine, gauge accuracy, usefulness and reliability.

It is proposed that the Committee be updated from time to time on the progress of the development of the Crown Model.

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Annexure A
Sample Set of Variables

The leading indicators of self-exclusion are predominantly based on gaming behaviour with a heavy weighting towards volatility in behaviour. These indicators may evolve over time.

Example list of variables indicating problem gaming behaviour
Average amount spent
Average amount won/lost
Average bet amount
Average hours played
Distance from casino
Maximum amount of amount spent
Maximum number of amount won/lost
Maximum number of hours played
Patron age
Patron tenure
Total amount spent
Total amount won/lost
Total hours played
Total number of bets
Total number of gaming areas visited
Variance/volatility in amount spent
Variance/volatility in amount won/lost
Variance/volatility in average bet amount
Variance/volatility in hours played
Variance/volatility in number of bets



AGENDA ITEM 4:
Betfair Responsible Gaming Report



SUBMISSION TO THE CROWN RESORTS RESPONSIBLE GAMBLING COMMITTEE

OVERVIEW

The following activities have been completed since the last meeting in May 2018:

- the 2018 FIFA World Cup took place in Russia between 14 June 2018 – 15 July 2018. Betfair took the opportunity to run a responsible gambling campaign during the tournament. The campaign is discussed below;
- on 5 July 2018, a 'weekly deposit limit' option was placed onto Betfair's customer registration page. A new customer of Betfair can now set a weekly deposit limit as part of the registration process. A new customer is not able to click on the 'Join Now' button and become fully registered until he/she has either set a weekly deposit limit or chosen not to set a limit;
- on 8 July 2018, Betfair emailed an online survey to 2,000 (randomly selected) active customers. The online survey was prepared by Dr Sally Gainsbury (Deputy Director, Gambling Treatment & Research Centre, School of Psychology, the University of Sydney), and contained questions about the use of responsible gambling tools. It is noted that the other members of Responsible Wagering Australia (**RWA**) also sent the online survey to their customers; and
- the RWA is continuing to liaise with the Commonwealth Department of Social Services (**DSS**) and officials from the States/Territories about the status of the National Consumer Protection Framework (**NCPF**). On 18 July 2018, the RWA advised Betfair that the NCPF was likely to be finalised/announced by September 2018.

RESPONSIBLE GAMBLING CAMPAIGN DURING THE 2018 FIFA WORLD CUP

The 2018 FIFA World Cup took place in Russia between 14 June 2018 – 15 July 2018. Betfair placed substantial wagering content (e.g. analysis of upcoming World Cup games) on the Betfair Hub website during the World Cup. Betfair also took the opportunity to run a responsible gambling campaign during the tournament. Betfair published a number of tweets containing responsible gambling messaging during June/July 2018. We also included responsible gambling messaging in emails sent to customers during the World Cup. Examples are set out below.



Screenshot of tweet published on 12 June 2018



Screenshot of email sent to Betfair customers on 22 June 2018



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WEEKLY DEPOSIT LIMIT OPTION ON CUSTOMER REGISTRATION PAGE

As the Committee is aware, customers of Betfair can, at any time, set deposit and loss limits with Betfair.

On 5 July 2018, a 'weekly deposit limit' option was placed onto Betfair's customer registration page.

Screenshot of customer registration page

It is noted that:

- a new customer of Betfair can now set a weekly deposit limit as part of the registration process. If the new customer does not want to set a weekly deposit limit, he/she needs to click on the option '*I choose not to set any limit*'; and
- a new customer is not able to click on the 'Join Now' button and become fully registered until he/she has either set a weekly deposit limit or chosen not to set a limit.

As a result of the 'weekly deposit limit' option being added to the customer registration page, we expect to see an increase in the percentage of our customers that are using deposit limits. This will obviously be a positive result from a responsible gambling perspective.



ONLINE SURVEY PREPARED BY DR SALLY GAINSBURY AND DISTRIBUTED BY RWA MEMBERS

On Friday 8 July 2018, Betfair emailed an online survey (**the Survey**) to 2,000 (randomly selected) active customers. It is noted that the other members of the RWA (including CrownBet, SportsBet, Ladbrokes and Bet365) also sent the Survey to their customers on 8 July 2018.

The Survey was prepared by Dr Sally Gainsbury (Deputy Director, Gambling Treatment & Research Centre, School of Psychology, the University of Sydney), and the following introductory statements appeared in the Survey:

What are we doing?

We want to learn about how Australians are using online wagering sites/apps to bet money on sporting or racing events. This research will form part of an Honours thesis and is part of an ongoing effort to research gambling and online gambling in Australia.

Why are we doing this?

We want to understand use of websites and apps, and the features of these, so that we can develop policies and practices to enhance wellbeing and health.

The Survey contained questions about the use of responsible gambling tools. For example, the following questions appeared in the Survey:

'Do you know about the Deposit Limits tool on your wagering website/app, where you can set a personal deposit limit for a 24 hour, weekly, or monthly period?'

'Have you ever set a Deposit Limit?'

'Do you know about the Take a Break tool (also called Time Out or temporary self-exclusion) on your wagering website/app, where you can temporarily suspend your gambling account for a period of time?'

'Have you ever used Take a Break (also called Time Out)?'

Overall, I think that using the Activity Statement, Deposit Limits, and Take a Break tools is.....

1 2 3 4 5 6 7
Useless ○ ○ ○ ○ ○ ○ ○ Useful

Whether I use the Activity Statement, Deposit Limits, and Take a Break tools in the next six months is entirely up to me.

1 2 3 4 5 6 7
Strongly Disagree ○ ○ ○ ○ ○ ○ ○ Strongly Agree

Dr Sally Gainsbury will analyse the results of the Survey and will report back to Betfair and the other RWA members in due course.



UPDATE ON THE STATUS OF THE NCPF

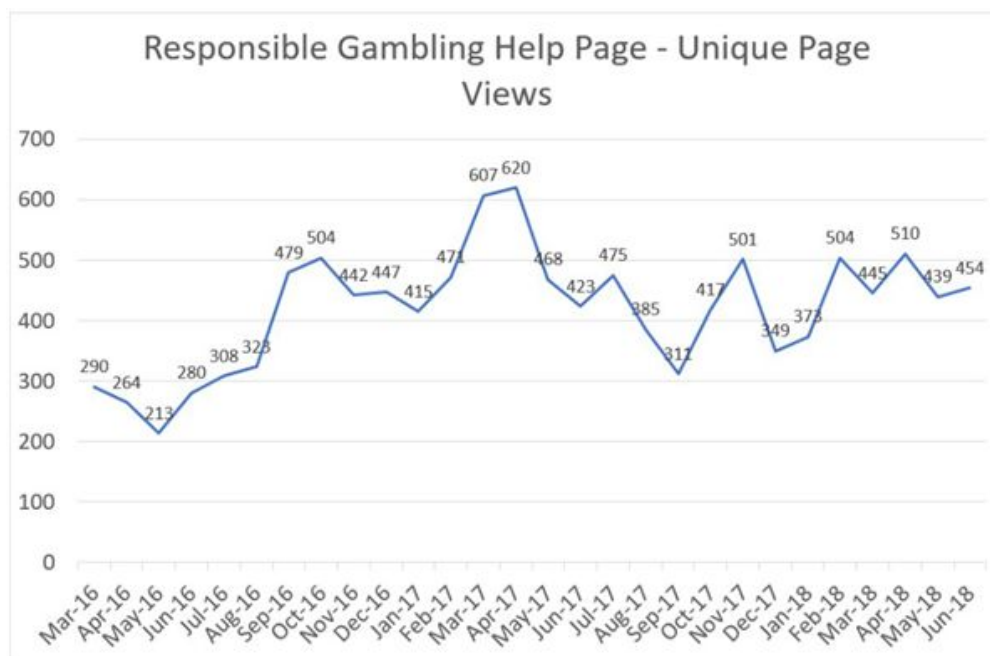
The RWA is continuing to liaise with DSS and officials from the States/Territories about the status of the NCPF. On 18 July 2018, the RWA advised Betfair (and the other RWA members) that:

- DSS had indicated to the RWA that the NCPF was likely to be finalised/announced by September 2018;
- Northern Territory officials had indicated that the NCPF measures would be implemented via:
 - new clauses being inserted into the existing *NT Code of Practice for Responsible Online Gambling 2016*; and
 - changes to the licence conditions which apply to wagering operators licensed in the Northern Territory;
- at this stage, it is unlikely that specific legislation addressing the NCPF will be introduced in the Northern Territory.

We will keep the Committee updated on the status of the NCPF and Betfair's implementation of the NCPF measures (including the National Self-Exclusion Register for online wagering).

TRAFFIC VISITING BETFAIR'S RESPONSIBLE GAMBLING WEBPAGE

The below graph shows how many people have been visiting Betfair's Responsible Gambling Webpage between March 2016 and 30 June 2018.



We note the number of page views for June 2017 was 423, while the number of page views for June 2018 was 454.



2017-18 Statistics

Deposit Limits

A total of 14,807 Australian/NZ Betfair customers are utilising deposit limits as of 30 June 2018, compared to 13,582 which used the tool during the 2016-17 financial year. This represents an **increase** of 9%. Please see the table below for further information.

Deposit Limit Breakdown by Amount

Deposit Limit	Daily	Weekly	Monthly	Total 2017/18	Total 2016/17
Less than \$101	1958	2364	2413	6735	6300
\$101 - \$500	1550	1556	1057	4164	3971
\$501 - \$1000	797	587	428	1812	1705
Over \$1000	1219	511	365	2096	1903

Loss Limits

A total of 9,154 Australian/NZ Betfair customers are utilising loss limits as of 30 June 2018, compared to 8,750 from 1 July 2017. This represents an **increase** of 4.6%. Please see the table below for further information.

Loss Limit Breakdown by Amount

Loss Limit	Daily	Weekly	Monthly	Yearly	Total 2017/18	Total 2016/17
Less than \$101	81	1858	939	367	3245	3147
\$101 - \$500	89	1906	774	139	2908	2837
\$501 - \$1000	142	833	296	97	1368	1342
Over \$1000	550	760	235	88	1633	1543

A total of 16,858 Australian/NZ accounts are utilising either a deposit or loss limit as of 30 June 2018 (some accounts use both limit types and are represented in both tables above). This represents a total of approximately 9.3% of all of Betfair's Australian/New Zealand customers.

These tools are successfully promoting responsible gambling amongst Betfair's customers and Betfair believes these limits play a key role in mitigating any social negative consequences associated with wagering.

Self-Exclusion

A total of 1,484 Australian/NZ Betfair customers have made use of the self-exclusion functionality between 1 July 2017 and 30 June 2018.

For the same period, Betfair has received 187 self-exclusion reactivation requests. Of these requests, 16 accounts were reactivated and 144 were permanently closed.



Self-Exclusion Breakdown by State

Self-Exclusion By State	Total 2017/18	Total 2016/17
Victoria	421	381
New South Wales	413	366
Tasmania	75	58
ACT	36	25
South Australia	85	67
Queensland	236	250
Western Australia	144	125
Northern Territory	24	10
New Zealand	50	67

Time Out

A total of 560 Australian/NZ customers have made use of the timeout functionality between 1 July 2017 and 30 June 2018.

Time Out Breakdown by State

Time Out By State	Total 2017/18	Total 2016/17
Victoria	157	105
New South Wales	173	108
Tasmania	23	16
ACT	12	11
South Australia	24	22
Queensland	101	65
Western Australia	49	23
Northern Territory	4	5
New Zealand	17	19



AGENDA ITEM 5:
Australian Resorts
Responsible Gaming Report



Australian Resorts Responsible Gaming Report

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1. Australian Resorts Key Updates

Section 25 Review

The Section 25 Review conducted by the Victorian Commission for Gambling and Liquor Regulation (VCGLR) was completed in June 2018.

In its Review Report, the VCGLR made 20 Recommendations, with 11 of those Recommendations focusing on Responsible Gaming.

A detailed update on the progress of those Recommendations is included at agenda item 6.

Cross Property Self Exclusion

Crown Melbourne and Crown Perth have continued working towards a Cross Property Self Exclusion position. Crown Melbourne has applied for approval from the VCGLR to share self exclusion lists with Crown Perth.

The VCGLR has requested meetings to discuss the change and how it would be effected with two meetings held so far (one in June and one in July). The VCGLR has raised the following concerns in relation to the concept of self exclusion across both properties:

- One is in relation to the concept of individuals declining self exclusion as they may not wish to be excluded from both properties for personal or business reasons. This has previously been assessed by Crown and has been addressed with an exception rule, whereby in special circumstances (to be approved at senior management levels), a person can be self excluded from one property only.
- The other relates to privacy matters. The VCGLR wants participants to be fully informed that the information will be shared between properties. The Crown Privacy Officer has reviewed these concerns, and is satisfied that they are met, however, additional information will be included in the application form to assuage this concern.

We are currently working with the VCGLR in relation to its concerns and expect that the Cross Property Self Exclusion can be implemented within the next couple of months.

Crown Model

Crown Melbourne's Customer Analytics Team has developed a predictive data modelling tool entitled 'Crown Model' in conjunction with the Responsible Gaming team. A trial commenced on 25 June 2018. The tool uses data available from loyalty program members in the lead up to self exclusion.

Details of this project have been discussed on several occasions with VCGLR representatives, including a VCGLR data subject matter expert.

Progress reports will be provided on an ongoing basis to the Committee. A detailed update on the progress of those Recommendations is included at agenda item 3.

Play Periods – Gaming and RSG Interactions

In early May (Melbourne) and mid-June (Perth), the Gaming team and Responsible Gaming team commenced monitoring Crown Rewards members who have recorded 12 hours of play or more, with touchpoints at 12, 16 and 20 hours (or earlier as required depending on patron behaviours).

At these touchpoints, Gaming or RSG staff converse with members and, in some cases, require members to leave or to have breaks in play depending on the assessment made while interacting with members. In accordance with existing processes, members are required to leave if their play extends to 24 hours (excluding international VIPs).

In addition, the report supporting Play Periods, which is generated from loyalty program data, is being reassessed and refined. These assessments and refinements include how data is presented in the report for an easier user experience, and data sorting to prioritise action. Furthermore, a different IT platform called Splunk is being considered as it may provide for a more user friendly and detailed report, which subsequently may be able to be incorporated into a mobile application.

Chill Gaming Products

The Minister for Consumer Affairs, Gaming and Liquor Regulation, the Hon Marlene Kairouz MP, has asked the Responsible Gambling Ministerial Advisory Council (**RGMAC or Council**) to provide her with advice on any risks from a consumer protection or gambling-related harm perspective associated with emerging gambling products. The Council established a Working Group to advise it on the risks associated with emerging gambling products.

Since late last year, over several meetings, the Working Group considered emerging products in three main areas: gaming machine products, wagering products and other products, including the potential risks that may be associated with the emerging products.

Several recommendations were developed, and in relation to emerging gaming machine products, many achieved no consensus.

The findings of the Working Group may be relevant to products Chill Gaming products which are currently being developed.

The Final Working Group Report is expected to be presented to the RGMAC at its 26 July 2018. A verbal update will be provided at the meeting as to the status of this Report and its impact, if any, on Chill Gaming products.

Stakeholder Engagement

A draft Customer Advisory Panel membership composition, Charter and meeting schedule has been submitted to the CEO – Australian Resorts. Once this has been settled, it is proposed that an initial meeting be scheduled with Tim Costello, Stephen Mayne and Anna Bardsley to discuss Crown's proposal, with the first formal meeting to be held prior to the 2018 Annual General Meeting.

2. Tables and Statistics

2.1. General Property Updates

UPDATE	CROWN MELBOURNE	CROWN PERTH
INITIATIVES AND ACTIVITIES	<ul style="list-style-type: none"> • Responsible Gaming and Security Services have continued focussed joint operations in relation to car park patrols, on average conducted once per week. • YourPlay week awareness hosted in May 2018 with a themed promotional booth established on the casino gaming floor. • The Briefings and Muster campaign, which runs every three months, and focuses on aspects of the Responsible Gambling Code of Conduct (Code), was delivered in May 2018 to gaming employees by Responsible Gaming Liaison Officers. The focus was on the Code commitment and its availability - including the various languages and locations. • Participation in the Victorian Responsible Gambling Foundation's Gambling Industry Forum in May 2018. Key highlights included the roundtable discussion about emerging issues, challenges and areas of common interest for collaboration, updates on campaigns and discussions focusing mainly on cooperation on responsible service improvements, examining impacts on staff, signage, messaging and effectiveness of harm minimisation measures. • In May 2018, Paul Newson, Deputy Secretary of the NSW Regulator attended a briefing on Crown's RSG programs and services as part of a general property tour. • RSG staff met with the Service Co-ordinator and Counsellors from the Springvale Indo Chinese Mutual Association in May 2018. Crown Melbourne refers to this in-language service, as well as receiving reports from the service's counsellors for those seeking revocation of their self exclusion. These meetings are an important direct link to the help services to ensure relationships continue. • New volunteers from the Chinese Peer Connection service attended the RSG Centre in May. 	<ul style="list-style-type: none"> • 3 June to 15 July 2018 – Problem Gambling Campaign advertising period for FIFA World Cup – collateral (previously approved by the Committee) was promoted on back of toilet doors across the gaming floor.

UPDATE	CROWN MELBOURNE	CROWN PERTH																											
<p>REGULATORY</p>	<ul style="list-style-type: none"> Andrew Wilkie has raised additional allegations of compliance breaches relating to the use of Crown issued picks for continuous play and multiple cards issued to patrons. Since the last Report, the VCGLR attended Crown and requested (and was provided with) a number of linked Rewards Cards to test the functionality of continuous play and multiple accounts. Crown has not received any information or outcome resulting from the testing. Note – the 2007 VCGLR Rules for the Casino authorise the playing of up to three gaming machines at a time. <p>On 18 July 2018, the VCGLR provided Crown with a notice pursuant to s 26 of the <i>Casino Control Act 1991 (Vic)</i>, requiring that Crown provide any authorisations it has in relation to the picks by 27 July 2018, and by 10 August 2018 it provide a response to a number of enquiries from the VCGLR (including, who manufactured the picks, why Crown produced them, manufacture date etc).</p> <p>Note: the original 1997 VCGLR Rules for the Casino specifically authorised the use of a device for depressing gaming machine buttons in order to permit continuous gaming – this clause was removed from the Rules in the early 2000s.</p> <p>The VCGLR is investigating the allegations in progress. Crown had already ceased the practice of issuing picks to patrons and has sought legal advice on the issues raised by Wilkie.</p> <p>(refer to Section 1 in the Gaming Environment Scan)</p>	<ul style="list-style-type: none"> In relation to the article in WA Today as detailed in Section 1 in the Gaming Environment Scan, Crown Perth did not receive any information request from the Gaming & Wagering Commission of Western Australia. Note that the WA Department of Racing, Gaming and Liquor provided a media statement for inclusion in the article. The following data was provided to the WA Commission: <table border="1" data-bbox="1361 667 1890 1246"> <tbody> <tr> <td data-bbox="1361 667 1487 858">April 2018</td> <td data-bbox="1487 667 1805 858">Third Party Referrals</td> <td data-bbox="1805 667 1890 858">12</td> </tr> <tr> <td></td> <td data-bbox="1487 858 1805 1050">Concerning Behaviour Reports from licensed casino employees</td> <td data-bbox="1805 858 1890 1050">77</td> </tr> <tr> <td></td> <td data-bbox="1487 1050 1805 1241">Concerning Behaviour Reports from other non-licensed casino employees</td> <td data-bbox="1805 1050 1890 1241">0</td> </tr> <tr> <td data-bbox="1361 858 1487 1050">May 2018</td> <td data-bbox="1487 858 1805 1050">Third Party Referrals</td> <td data-bbox="1805 858 1890 1050">6</td> </tr> <tr> <td></td> <td data-bbox="1487 1050 1805 1241">Concerning Behaviour Reports from licensed casino employees</td> <td data-bbox="1805 1050 1890 1241">72</td> </tr> <tr> <td></td> <td data-bbox="1487 1241 1805 1433">Concerning Behaviour Reports from other non-licensed casino employees</td> <td data-bbox="1805 1241 1890 1433">0</td> </tr> <tr> <td data-bbox="1361 1050 1487 1241">June 2018</td> <td data-bbox="1487 1050 1805 1241">Third Party Referrals</td> <td data-bbox="1805 1050 1890 1241">13</td> </tr> <tr> <td></td> <td data-bbox="1487 1241 1805 1433">Concerning Behaviour Reports from licensed casino employees</td> <td data-bbox="1805 1241 1890 1433">82</td> </tr> <tr> <td></td> <td data-bbox="1487 1433 1805 1596">Concerning Behaviour Reports from other non-licensed casino employees</td> <td data-bbox="1805 1433 1890 1596">2</td> </tr> </tbody> </table>	April 2018	Third Party Referrals	12		Concerning Behaviour Reports from licensed casino employees	77		Concerning Behaviour Reports from other non-licensed casino employees	0	May 2018	Third Party Referrals	6		Concerning Behaviour Reports from licensed casino employees	72		Concerning Behaviour Reports from other non-licensed casino employees	0	June 2018	Third Party Referrals	13		Concerning Behaviour Reports from licensed casino employees	82		Concerning Behaviour Reports from other non-licensed casino employees	2
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UPDATE	CROWN MELBOURNE	CROWN PERTH
PATRON FEEDBACK / MATERIAL PATRON ISSUES	<ul style="list-style-type: none"> • Nil 	<ul style="list-style-type: none"> • Nil
INTERNAL AUDIT ACTIVITY	<ul style="list-style-type: none"> • CURA, Crown Melbourne's new reporting, recording and compliance management tool, was introduced in February 2018. RSG has been integrated into CURA, which will assist in tracking compliance with and analysing Crown Melbourne's RSG obligations. • Whilst CURA is being embedded, the RSG Code of Conduct Compliance Program has continued with several aspects to be incorporated into CURA. 	<ul style="list-style-type: none"> • Fortnightly audit of Responsible Gaming collateral across the casino gaming floor. • CURA has been successfully operating at Crown Perth for over eight years.
THIRD PARTY EXCLUSION	<ul style="list-style-type: none"> • Policy and procedure for Third Party Exclusions obtained from Crown Perth and is being adapted for Crown Melbourne. Following a review by the Legal department of the Crown Melbourne processes, the Program will be effected, with implementation expected in August 2018. 	<ul style="list-style-type: none"> • Nil
TRAINING (1 APRIL TO 30 JUNE 2018)	<ul style="list-style-type: none"> • Corporate Induction – Facilitated session with 318 new employees. • Senior Manager Training – Facilitated session with 39 employees. • Other additional Training – Facilitated session with 33 employees. 	<ul style="list-style-type: none"> • Orientation Training – Facilitated session with 217 new employees. • Security Training – Facilitated session with 17 employees.

2.2. Self Exclusion and Revocation Statistics

(a) Total Statistics

TOTAL	CROWN MELBOURNE (SINCE 1994)	CROWN PERTH (SINCE 2009)
Current Self Excluded	4,917	2,875
Total Revocations	634	676

(b) Self Exclusion Statistics (Financial Year Comparison)

	FY15		FY16		FY17		FY18	
	Melbourne	Perth	Melbourne	Perth	Melbourne	Perth	Melbourne	Perth
Self Exclusion	337	294	339	326	357	305	358	278
Joint Self Exclusions	-	-	7	2	22	11	16	9
Detected Self Exclusion Breaches	1226	537	1297	580	1623	552	2581	576
Attempted Self-Exclusion Breaches*	-	-	-	-	-	-	93	-

*Attempted breaches recorded from 7 April 2018

(c) Detected Self Exclusion Breaches (1 April – 30 June 2018)

	APRIL		MAY		JUNE	
	Melbourne	Perth	Melbourne	Perth	Melbourne	Perth
Total Breaches	373	53	323	50	287	43
Total Persons	213	50	174	47	163	41
Persons with Unique breaches	145	47	124	44	111	39
Persons with multiple breaches	68 persons totalling 228 breaches	3 persons totalling 6 breaches	50 persons totalling 199 breaches	3 persons totalling 6 breaches	52 persons totalling 176 breaches	2 persons totalling 4 breaches
Total attempted breaches*	16	-	42	-	35	-

*Attempted breaches recorded from 7 April 2018

(d) Revocation Statistics (Financial Year comparison)

	FY15		FY16		FY17		FY18	
	Melbourne	Perth	Melbourne	Perth	Melbourne	Perth	Melbourne	Perth
Applications Received	-	-	70	102	89	116	66	124
Applications Approved	-	-	53	73	70	88	50	102
Applications Declined	-	-	17	18	19	16	16	12

(e) Revocation Statistics (1 April – 30 June 2018)

	APRIL		MAY		JUNE	
	Melbourne	Perth	Melbourne	Perth	Melbourne	Perth
Applications Received	7	11	2	6	6	7
Applications Approved	4	11	2	12	4	10
Applications Declined	3	-	-	-	2	1

(f) Welfare Statistics (Financial Year comparison)

	FY15		FY16		FY17		FY18	
	Melbourne	Perth	Melbourne	Perth	Melbourne	Perth	Melbourne	Perth
Welfare WOL Issued	9	-	16	-	17	-	35	-
Third Party / Welfare Banning Issued	-	-	-	9	-	22	-	30

2.3. Unattended Children Statistics

(a) Unattended Children Statistics (Financial Year comparison)

	FY15		FY16		FY17		FY18	
	Melbourne	Perth	Melbourne	Perth	Melbourne	Perth	Melbourne	Perth
Unattended Children	82	-	71	-	64	-	75	92

(b) Unattended Children Statistics (1 April – 30 June 2018)

	APRIL		MAY		JUNE	
	Melbourne	Perth	Melbourne	Perth	Melbourne	Perth
Crown Towers	2	0	0	0	0	0
Crown Metropol	1	3	0	0	0	3
Crown Promenade	1	0	1	0	1	0
Complex	5	0	2	3	5	1
Car Park	1	1	1	0	0	0
Total Incidents	10	4	4	3	6	4
Total Bans Issued*	0	3	2	1	0	2
Total Warnings Issued*	10	1	2	2	4	2
Gaming Related*	4	2	2	2	0	7
Non-Gaming Related*	6	2	2	0	6	0

* Indicates total individuals

3. Website Report

Attached is a copy of the website data for the period 1 January to 30 June 2018.



**CROWN
RESORTS**

**Crown RSG Report
Melbourne & Perth
Jan – June 2018**

5

All Channels



Perth



responsiblegambling | Phone 1800 801 098

- Responsible Gaming
- Problem Gambling
- Self-Exclusion
- Gamblers' Help

About Us
Responsible Service of Gambling Team
 Crown Perth has a dedicated Responsible Service of Gambling (RSG) team on site 24 hours a day, 7 days a week. The team is located in the Responsible Gambling Information Centre (RGIC), which is at the Fremantle entry, near the food court. The centre offers a variety of resources and information, including booklets about responsible gaming. In-club of the RGIC, visitors can receive help.

The RSG team also has a great connection with their gambling partners. They are closely linked in all aspects of Crown's responsible gaming programs and can provide support, assistance and referrals for customers who may be experiencing difficulties controlling their gambling.

The RSG team can be contacted in person by visiting the RGIC, by phone on 1800 801 098, or via email at rgs@perth.crown.com.au.

Crown Perth is committed to providing Responsible Gaming services through the provision of effective and responsible gaming support, information, education and services. The role is designed to provide members of the community with essential information and assistance to deal with problem gambling. Crown Perth recognises that there are a number of risk factors associated with their gambling customers. To help reduce the potential harm to our customers, we have implemented policies and procedures related to responsible gaming, including:

- Problem gambling
- underage gambling
- Responsible marketing and advertising
- Responsible gaming
- Responsible service of alcohol

Melbourne



RESPONSIBLE GAMING
 STAY IN CONTROL
 Crown Responsible Gaming Support Centre: 1800 801 098
 Gamblers' Help: 1800 858 858

ABOUT RESPONSIBLE GAMING

Crown's commitment to Responsible Gaming
 We are committed to providing and promoting gaming in a responsible manner. A number of responsible gaming initiatives have been introduced, including:

- The Responsible Gaming Support Centre
- Referral to a range of support services
- A Self-Exclusion Program
- The Chaplaincy Support Service for anyone seeking spiritual support
- Responsible Gaming Code of Conduct

Responsible gaming occurs in a regulated environment where the potential for harm associated with gambling is minimised as customers are:

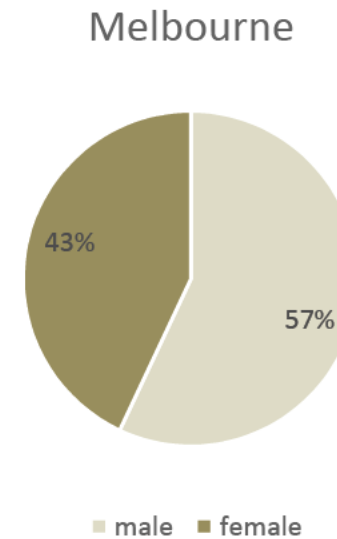
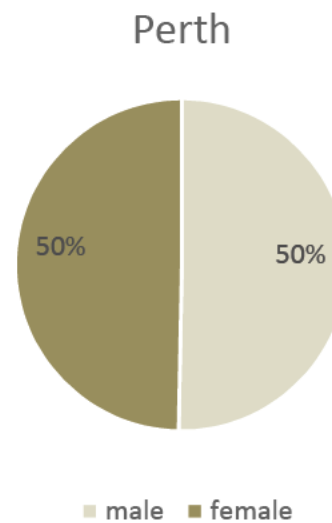
- Responsible Gaming
- Responsible Gaming Support Centre
- Self-Exclusion Program
- Counseling
- Chaplaincy
- Support
- Crown Responsible Gaming Code of Conduct
- Hotline
- Play Safe Limits
- Further assistance

- The following analysis breaks down the audience to both pages and their respective sub-pages

Gender



Gender	Perth	Melbourne
Male	169	371
Female	167	280
Total	336	651



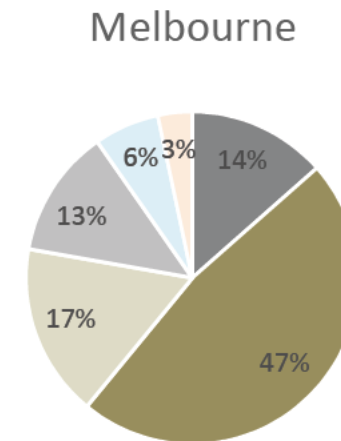
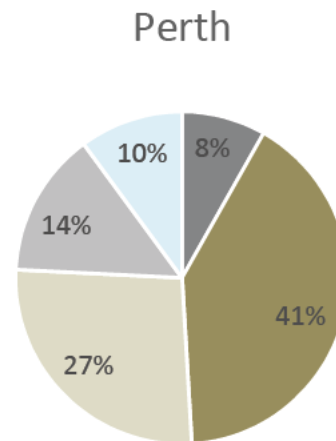
5

- The above represents sessions by gender to the overall RSG section for both Perth and Melbourne
- Male % ratio of gender is greater for both locations however, gender gap is almost equal in Perth

Age



Age	Perth	Melbourne
18-24	26	85
25-34	130	299
35-44	85	106
45-54	45	79
55-64	32	40
65+	0	21
Total	318	630



■ 18-24 ■ 25-34 ■ 35-44 ■ 45-54 ■ 55-64 ■ 65+

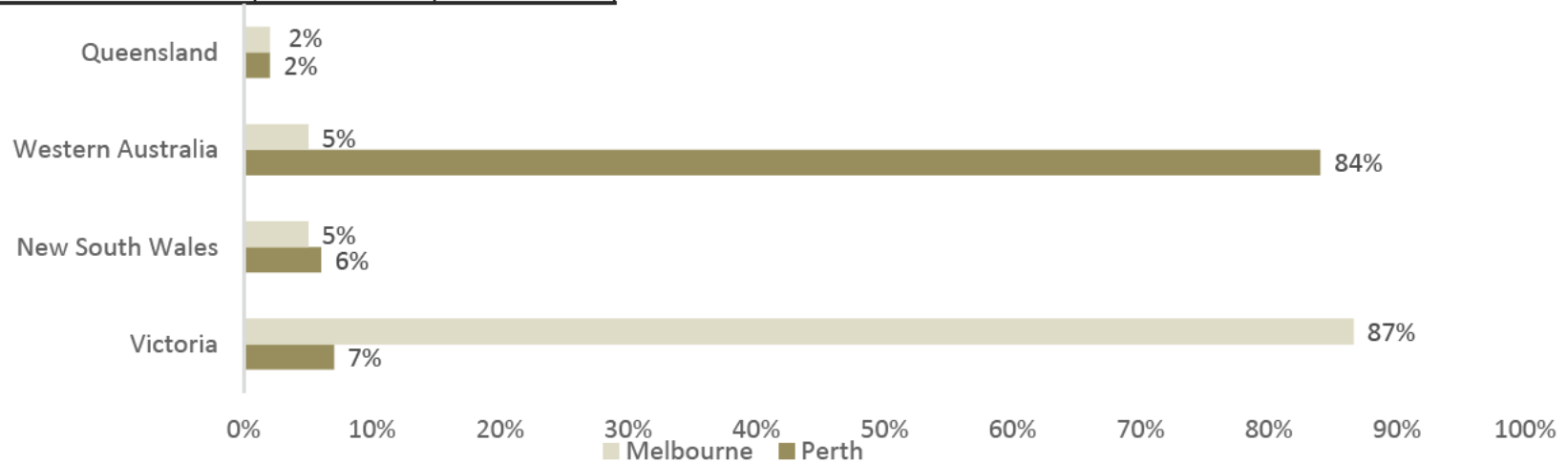
- The above represents sessions by age to the respective RSG section
- The '25-34' age group represents the highest % of searchers at 41% for Perth and 47% for Melbourne

Region:



Region	Perth	Melbourne
Victoria	50	1,387
New South Wales	47	82
Western Australia	614	74
Queensland	18	38
South Australia	3	10
Tasmania	2	6
Northern Territory	0	3
Australian Capital Territory	1	2
Total	735	1,602

- The above represents sessions by region (in Australia only) to the respective RSG section
- Both Western Australia and Victoria comprise more 84% and 87% for their audiences respectively

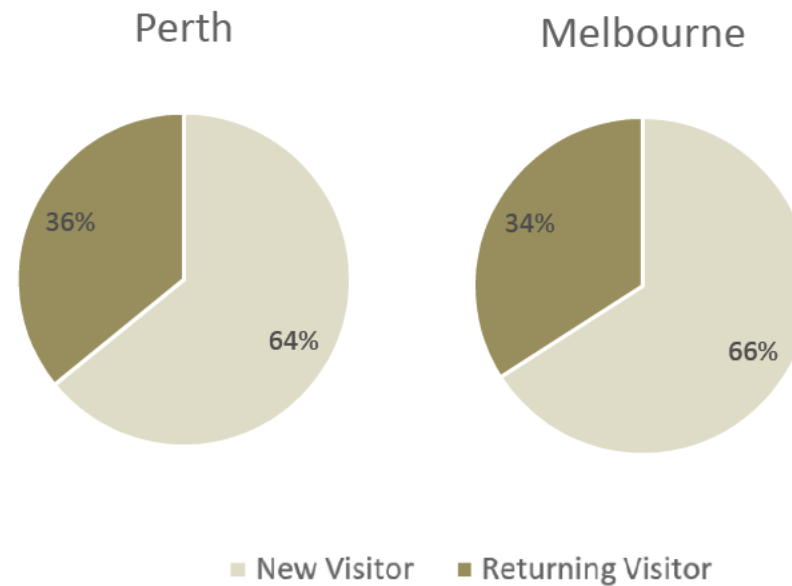


Google Analytics data Jan 1st – Jun 30th 2018

New Vs. Returning - Sessions



Sessions	Perth	Melbourne
New Visitor	463	1,076
Returning Visitor	259	556



- The above represents new vs. returning sessions to the overall RSG section for both Perth and Melbourne
- Slightly higher % of new visitors in Melbourne compared to Perth
- New visitor & returning rate is very similar across both locations.

Google Analytics data Jan 1st – Jun 30th 2018

New Vs. Returning – Avg Session Duration



Sessions	Perth	Melbourne
New Visitor	00:01:35	00:01:42
Returning Visitor	00:02:23	00:02:15



5

- The above represents average session duration by new vs. returning visitors to the overall RSG section for both Perth and Melbourne
- Both locations have fairly similar time on site for new visitors vs returning visitors
- Melbourne has slightly longer new visitor times, while Perth has longer returning visitor times



5



AGENDA ITEM 6:
Crown Melbourne
Licence Review Update



Responsible Gaming Committee

Memorandum

To: Responsible Gaming Committee

From: Mary Manos

Date: 27 July 2018

Subject: **Crown Melbourne Licence Review Update**

Dear Committee Members

As you are aware, the VCGLR has now completed its Section 25 Review Report (the **Report**). The Report includes 20 Recommendations of which 11 relate to Responsible Gaming.

Earlier this month, John Horvath met with Barry Felstead, Josh Preston and Mary Manos to commence an implementation program to address the Responsible Gaming related Recommendations. The progress against each Responsible Gaming related Recommendation has been recorded in the attached table.

It is proposed that this be a standing agenda item until all the Responsible Gaming Recommendations have been progressed and an updated version of the table will be presented at each meeting.

In addition, a table setting out the progress against all 20 Recommendations will be presented to the full Crown Melbourne Board as it is the licence holder the subject of the review.

Kind regards

Mary Manos
General Counsel and Company Secretary



Section 25 — Responsible Gaming Recommendations July 2018

Recommendation	Crown's Response	Proposed Action/Progress Update	Responsibility	Target/Action Dates	Completed Yes/No
<p>Recommendation 6</p> <p>The VCGLR recommends that, by 1 January 2020, Crown Melbourne review its allocation of <u>staffing resources</u> to increase the number of work hours actually available to responsible gambling and intervention with patrons. This might be achieved by <u>training more gaming staff</u> to undertake assessments and then approach patrons identified as at risk, without the need to contact a RGLO. However, this will only be effective if those staff have sufficient time aside from their gaming duties.</p>	<p>Recommendation Accepted</p> <p>Crown has already commenced the process of employing an additional five Responsible Gaming staff members. Additionally, there will be a review of training for gaming and other related staff.</p>	<ul style="list-style-type: none"> In progress 5 x staff increase – engaged 3 Review of training programs to be undertaken Reporting to be focused on proactive activities as well as those activities that are reactive 	Sonja Bauer (SB)	1 January 2020	In progress
<p>Recommendation 7</p> <p>The VCGLR further recommends that Crown Melbourne use <u>observable signs</u> in conjunction with other harm minimisation measures such as <u>data analytics</u> to identify patrons at risk of being harmed from gambling.</p>	<p>Recommendation Accepted</p> <p>A new data analytics trial has commenced in relation to carded players.</p>	<ul style="list-style-type: none"> New Crown Data Analytics Model (Model) has commenced. First report on findings expected in first quarter F19. Findings will be used in conjunction with existing observable signs that Crown RG use. Development of appropriate tools to assess/review/measure outcomes of Model, for example No. of interactions and No. of discussions. 	SB/Responsible Gaming Advisory Panel (see note at end of document re Panel)	Ongoing	In progress
<p>Recommendation 8</p> <p>The VCGLR recommends that Crown Melbourne proceed with <u>development and implementation of comprehensive data analytics tools for all patrons, to proactively identify for intervention patrons at risk of harm from gambling</u>. These tools would utilise both historical data (with parameters developed from the second player model), and <u>real-time monitoring of play periods</u>. Crown Melbourne should look to models in <u>other jurisdictions</u>, and consult with external data analytics</p>	<p>As referenced above, Crown has commenced a data analytics trial in relation to carded players.</p> <p>Further, work will be undertaken on systems to explore and implement real-time concepts by 1 January 2020.</p> <p>Crown also supports reviewing the extent to which further data analytics tools might enhance the framework into the future. In this respect, the use and reliability of data from uncarded play is new ground for the</p>	<p>Recommendation 8(a):</p> <ul style="list-style-type: none"> Model for carded players currently being rolled out IT to be engaged to determine what can be achieved on real-time reporting. Determine how RGLOs are to record observations / conversations, eg iPhone 8 or similar. Consider use of Salesforce as a recording/collation platform Consider what communications, if any, are required to be made to carded players once s25 Report released re Data 	SB/JH/JP/BF/ Panel	Recommendation 8(a) 1 January 2020	No

Section 25 – Responsible Gaming Recommendations

Recommendation	Crown’s Response	Proposed Action/Progress Update	Responsibility	Target/Action Dates	Completed Yes/No
<p>experts, with a view to implementing world-class, proactive approaches with <u>real-time (or near-real time) operational effectiveness</u>. In particular—</p> <p>(a) for <u>carded play</u> (that is, player activity which can be systematically tracked), Crown Melbourne will have in operation a comprehensive real-time player data analytics tool by 1 January 2020, and</p> <p>(b) for <u>uncarded play</u> (that is, all other player activity), Crown Melbourne will, by 1 January 2019, commence a comprehensive study of all the practical options for a real time player data analytics tool, with a view to reporting in detail (including legal, technical and methodological issues) to the VCGLR by 1 January 2020 and the tool being in operation by 1 July 2022.</p>	<p>land based gaming industry which is not yet supported by reliable research and evidence.</p> <p>Crown will commit to carrying out a study of the options available and assess and analyse the research and expert evidence available with a view to exploring appropriate tools and options available to it for uncarded play.</p>	<p>Analytics</p> <ul style="list-style-type: none"> Consider appropriate level of administration support in RGSC to ensure the RGLOs are not spending too much time on admin duties Consider Prof Horvath (JH) and SB visiting different jurisdictions to assess other RG models Consider sending Panel to different jurisdictions to assess other RG models <p>Recommendation 8(b):</p> <ul style="list-style-type: none"> Work to commence in due course 		<p>Recommendation 8(b)</p> <p>Commence study by 1 January 2019</p> <p>Report to the VCGLR by 1 January 2020</p> <p>Commence operation by 1 July 2022</p>	
<p>Recommendation 9</p> <p>The VCGLR recommends that Crown Melbourne arrange, at its expense, for an <u>independent assessment of the real-time player data analytics tool for carded play</u> (see Recommendation 8(a)), to be completed 12 months after implementation of the tool. The independent assessment is to be undertaken by a person approved by the VCGLR, after consultation with Crown.</p>	<p>Recommendation Accepted</p>	<ul style="list-style-type: none"> Work to commence in due course 	<p>SB/JP/Panel</p>	<p>1 July 2023</p>	<p>No</p>

6

Section 25 – Responsible Gaming Recommendations

Recommendation	Crown's Response	Proposed Action/Progress Update	Responsibility	Target/Action Dates	Completed Yes/No
<p>Recommendation 10</p> <p>The VCGLR recommends that, by 1 July 2019, Crown Melbourne undertake a comprehensive review of its policy for the making and <u>revocation of voluntary exclusion orders</u> under section 72(2A) of the Casino Control Act. The comprehensive review should be undertaken in conjunction with the VCGLR, VRGF and other relevant external stakeholders. The review should be undertaken with a view to implementing policies that facilitate:</p> <ul style="list-style-type: none"> • Crown Melbourne issuing <u>short term exclusion orders</u> for 3, 6, 12 or 24 months under section 72 of the Casino Control Act, considering the specific circumstances of the person and their preferred time period for exclusion, and conditional on the person undertaking to comply with the order and with other matters (such as obtaining treatment), and • Crown Melbourne <u>reviewing voluntary exclusion orders which are more than 10 years old</u> to consider whether the continued operation of these orders serves a useful purpose, with a view to retaining only those orders that are beneficial to the persons who are subject to them, and can be adequately enforced. The VCGLR further recommends that the review of such orders occurs in an orderly manner between 1 July 2019 and 30 June 2020. 	Recommendation Accepted	<p>Short term exclusion orders</p> <ul style="list-style-type: none"> • Proposal to keep 3 month "Time out" as an RG tool • Develop framework for short term exclusions for 6, 12 and 24 months 	SB	1 July 2019 (10(b) also commenced by 1 July 2019 and finalised by 30 June 2020)	No
		<p>Review of voluntary exclusion orders:</p> <ul style="list-style-type: none"> • Put to Panel for advices 	SB/Panel		
<p>Recommendation 11</p> <p>The VCGLR recommends that, by 1 July 2019, Crown Melbourne develop and implement a policy and procedure to facilitate Crown Melbourne issuing <u>involuntary exclusion orders under section 72(1) of the Casino Control Act at</u></p>	Recommendation Accepted	<ul style="list-style-type: none"> • Use Crown Perth Third Party Exclusion process as a template • Various collateral and other information mediums require redrafting to support this new process • Panel to review in due course 	SB/JP/BF/Committee/Panel	1 July 2019	No

Section 25 – Responsible Gaming Recommendations

Recommendation	Crown's Response	Proposed Action/Progress Update	Responsibility	Target/Action Dates	Completed Yes/No
the request of family members and friends in appropriate cases. The policy and procedure should be developed in conjunction with the VCGLR, VRGF and other external stakeholders. Crown Melbourne should include information about this option in all its responsible gambling publications, website and regularly provide information to relevant stakeholders, such as Gambler's Help and other similar organisations, about this option.					
Recommendation 12 The VCGLR recommends that, by 1 July 2019, Crown Melbourne <u>expand facial recognition technology to cameras on all entrances to the casino</u> and that Crown Melbourne provide written updates on a quarterly basis on its effectiveness to the VCGLR.	Recommendation Accepted Crown notes that it has already expanded its facial recognition capabilities and proposes to continue to do so in FY20.	<ul style="list-style-type: none"> Cameras to be increased during F19 Process to be reviewed and enhanced as to engagement with identified people and how we record it 		1 July 2019 (and ongoing quarterly reports)	In progress
Recommendation 13 The VCGLR recommends that, as part of <u>developing a new responsible gambling strategy</u> by 1 July 2019, Crown Melbourne <u>rebrand or refresh its responsible gambling messaging</u> and publish new responsible gambling messages throughout the casino, in all Crown Melbourne publications, including online and social media platforms.	Recommendation Accepted	<ul style="list-style-type: none"> Work to commence in due course with support of Panel and Committee 	SB/JP/BF/Panel/Committee	1 July 2019	No
Recommendation 14 The VCGLR recommends that, by 1 July 2019, Crown Melbourne <u>develop and implement a responsible gambling strategy</u> focusing on the minimisation of gambling related harm to persons attending the casino. The strategy should address: (a) early proactive intervention initiatives (b) player data analytics (c) proactive engagement with pre-	Recommendation Accepted	<ul style="list-style-type: none"> Use Panel to advise on strategy Strategy to be developed by management and signed off by Panel and Committee 	SB/JP/BF/Panel/Committee	1 July 2019	No

Section 25 – Responsible Gaming Recommendations

Recommendation	Crown's Response	Proposed Action/Progress Update	Responsibility	Target/Action Dates	Completed Yes/No
<p>commitment</p> <p>(d) intervening with local players with continuous play based on shorter timeframes which are more reflective of responsible gambling</p> <p>(e) the role of all staff in minimising harm</p> <p>(f) the effective use and monitoring of exclusion orders</p> <p>(g) internal reporting arrangements</p> <p>(h) integrating responsible gambling into proposals for trialing or introduction of new products and equipment</p> <p>(i) performance measures to assess the performance of the RGLOs, RGSC and casino staff in relation to harm minimisation</p> <p>(j) the roles of the Crown Resorts Responsible Gambling Committee and the Responsible Gambling Management Committee in driving harm prevention strategies based on world's best practice</p> <p>(k) the objectives of the RGSC in relation to minimising harm to patrons, and</p> <p>(l) the responsible service of gambling as a fundamental core business consideration when making strategic decisions regarding casino operations.</p>					
<p>Recommendation 15</p> <p>The VCGLR recommends that, within three months of implementing the new responsible gambling strategy (Recommendation 14), there is regular reporting to the Crown Resorts Responsible Gambling Committee for it to maintain oversight of Crown Melbourne's harm minimisation strategy for responsible gambling.</p>	Recommendation Accepted	<ul style="list-style-type: none"> To be actioned in due course 	SB/JP/BF/Committee	1 October 2019	No

Section 25 – Responsible Gaming Recommendations

Recommendation	Crown's Response	Proposed Action/Progress Update	Responsibility	Target/Action Dates	Completed Yes/No
Regular reports every two months should include numbers and types of interventions and other harm minimisation activities of RGSC and other staff, details of the number and nature of referrals to external service providers, exclusion orders, breaches, revocation and appeals, as well as results from player data analytics and other initiatives to minimise gambling related harm. These reports should also be made available to the VCGLR for monitoring purposes. (The VCGLR intends to share this information, as appropriate, with the VRGF).					
<p><u>Recommendation 16</u></p> <p>The VCGLR recommends that within three months of implementing the strategy, a charter is developed for the Crown Melbourne Responsible Gambling Management Committee (staff committee) which includes reference to the role and responsibility of driving a harm minimisation culture.</p>	Recommendation Accepted	<ul style="list-style-type: none"> To be actioned in due course including considering all current Crown Melbourne and Crown Perth management and business level RG committees 	SB/JP/BF	1 October 2019	No
<p><u>Recommendation 19</u></p> <p>The VCGLR recommends that, by 1 July 2019, Crown Melbourne implement a policy to make an exclusion order under section 72 of the Casino Control Act in appropriate cases where a person has engaged in significant unacceptable conduct in the casino or is the subject of serious criminal charges.</p>	Recommendation Accepted	<ul style="list-style-type: none"> To be reviewed in due course. 		1 July 2019	No

Section 25 – Responsible Gaming Recommendations**NOTES:****Prof John Horvath/VCGLR and GWC**

Arrange for Prof Horvath to meet with the VCGLR and GWC to present on RG matters.

Responsible Gaming Advisory Panel (Panel)

It is proposed that a Panel be established to provide an independent source of support for Crown's RG framework. The proposed composition of the Panel to include appropriately qualified and experienced persons in the field of Responsible Gaming (eg behavioural scientists, consumers). The Panel will report to Crown senior management and advise on RG initiatives, research, emerging issues and such other matters as deemed appropriate by either management or the RG Sub-Committee.

Management is currently considering potential Panel members for consideration by JH/BF/JP.



AGENDA ITEM 7:
Gaming Environment Scan



Crown Resorts Limited Responsible Gaming Committee Gaming Environment Scan – May and June 2018

1. Media Releases

1.1 Australia

Crown Melbourne was in the media in May and June following a request by Independent MP Andrew Wilkie for the VCGLR to investigate the use of continuous play devices/picks and multiple loyalty cards at Crown Melbourne. Additionally, The Age obtained a video showing the increased spin rate function on an unrestricted gaming machine in a specified area. (refer to Agenda item 2.1 for the regulatory update in relation to this)

<http://www.abc.net.au/news/2018-05-23/crown-casino-whistleblower-posts-pick-autoplay-video/9792020>

<https://www.smh.com.au/business/companies/crown-s-turbo-charged-pokies-deal-cops-heat-20180701-p4zoti.html>

In June, the Victorian Government and the Victorian Responsible Gambling Foundation (VRGF) made a series of announcements in relation to funding research to reduce gambling harm. This included the VRGF's launch of its research agenda 2018 – 2022; \$300,000 in grants for early career researchers to study Victoria's gambling behaviours and ways to reduce harm; and \$250,000 in programs to prevent and reduce gambling harm in regional and rural Victoria.

<https://responsiblegambling.vic.gov.au/research/research-agenda/>

<https://www.premier.vic.gov.au/more-research-funding-to-reduce-gambling-harm/>

<https://www.premier.vic.gov.au/tackling-gambling-harm-in-regional-and-rural-victoria/>

Crown Perth was in the media in June in relation to a customer who had self-excluded and subsequently gained access to the casino gaming floor on several occasions, allegedly gambling more than \$50,000.

(refer to Agenda item 2.1 for the regulatory update in relation to this)

<https://www.watoday.com.au/national/western-australia/she-banned-herself-but-crown-casino-still-let-perth-gambling-addict-blow-10-000-in-two-weeks-20180606-p4zjs0.html>

1.2 United Kingdom

In mid-May the UK Government announced that the maximum stake on fixed-odds betting terminals (FOBTs) will be reduced to £2 under new rules. An exact timetable for the introduction has not yet been set.

<https://www.bbc.com/news/business-44148285>



Crown Resorts Limited Responsible Gaming Committee Gaming Environment Scan – May and June 2018

2. Australasian Gaming Council (AGC) Research Updates

AGC Research Update 175 – Fourth Social and Economic Impact Study of Gambling in Tasmania (2017): Volume 1: Industry Trends and Impacts

Volume 1 focuses on the policy context and structure of the gambling industry, trends in gambling expenditure and government revenue, and the economic footprint of the gambling industry.

The number of Tasmanian adults who participate in any gambling activity has declined from 61.2% in 2013, to 58.5% in 2017. The survey found that 0.6% of Tasmanian adults were classified as problem gamblers, similar to the 2013 and 2011 results.

See also Volume 2 for full prevalence survey results.

AGC Research Update 176 – Fourth Social and Economic Impact Study of Gambling in Tasmania (2017): Volume 2: Prevalence Survey

Volume 2 details the 2017 SEIS prevalence survey results and reports on interviews with gamblers and affected others. Sections include: gambling participation; frequency and individual expenditure; problem gambling prevalence; and quantifying gambling harms. See also Volume 1: Industry Trends and Impacts

Further information about this study:

This study is a comprehensive work that encompassed a number of analytical methods with sources including data in relation to gambling expenditure (non-public), industry data, interstate and national data, consultation with industry, industry associations, gambling help services, local government bodies, the Tasmanian Liquor and Gaming Association, a public submission process and information from the 2017 prevalence survey.

In addition to the information noted above, other findings note that real gaming expenditure on casinos in Tasmania (including casino EGMs) peaked in 2008-09 and has trended downwards since. Between 2008-09 and 2015-16, real casino gaming expenditure has declined at an average of 5% per annum. It also notes that the gambling industry in Tasmania employed approximately 1,086 full-time equivalents (FTE) across the state in the delivery of gambling services in 2017. This is approximately 0.5% of total Tasmanian FTE employment (this estimate is based on limited industry employment data and stakeholder insights, not data collected by government or in a robust manner by industry).

The overall use of gambling social services has declined from 2014-15 to 2016-17. Over this period, the number of counselling sessions fell from 727 to 707. There has been an increase in the number of new clients and new client sessions over the same period.



Crown Resorts Limited Responsible Gaming Committee Gaming Environment Scan – May and June 2018

The 2017 prevalence survey results note the average annual spend among gamblers in Tasmania in 2017 was \$950; this figure was not statistically significantly different to figures from the 2011 (\$1,054) and 2013 (\$927) surveys.

The 2017 survey found that 0.6% of Tasmanian adults were classified as problem gamblers, 1.4% were considered to gamble at a moderate level of risk and 4.8% were low risk gamblers. These estimates are comparable to those seen in 2011 and 2013; the slight decrease in the proportion of low risk gamblers noted in the 2013 survey has not been sustained.



Number 175, May 2018

Fourth Social and Economic Impact Study of Gambling in Tasmania (2017)

Volume 1: Industry Trends and Impacts

Tasmanian Government Department of Treasury and Finance

Overview

The Tasmanian Department of Treasury and Finance engaged a consortium to carry out the 2017 Social and Economic Impact Study (SEIS).

The 2017 Tasmanian SEIS is comprised of two volumes. Volume 1 (Industry trends and impacts) focuses on the policy context and structure of the gambling industry, trends in gambling expenditure and government revenue, and the economic footprint of the gambling industry.

Method

The analysis comprised of 5 steps:

1. Analysis of key trends in the Tasmanian gambling industry

Sources used were:

- Non-public data on gambling expenditure, taxation and other statistics from the Tasmanian Department of Treasury and Finance,
- Industry data provided by gambling operators, and
- Interstate and national data from the Queensland Treasury's publication *Australian Gambling Statistics*.

2. Consultation with industry and other stakeholders

Consultations with 23 organisations:

- Businesses in the gambling industry,
- Relevant industry associations,
- Organisations providing services to people affected by gambling,
- Local government bodies, and
- Tasmanian Liquor and Gaming Association.

The discussions focussed on trends and employment in the industry and the impact of gambling.

3. A public submission process

Eight public submissions were received, including from industry, support services and local government.

4. Modelling of the economic footprint of the Tasmanian gambling industry

An input/output model generated an estimate of the direct and indirect contribution that player expenditure makes to the Tasmanian economy.

5. Summarising the 2017 prevalence survey results

5,000 telephone interviews with persons 18 years and over were conducted between June and August 2017.

Policy and Regulatory Environment

Since the 3rd SEIS, the most significant developments in the policy environment have been:

- the release of the 2016 Ministerial statement outlining the Government's policy on the future of gaming markets post 2023,
- the introduction of a community interest test for gaming machines,
- the in-progress review of the Responsible Gambling Mandatory Code of Practice, and
- the establishment of a Joint Select Committee on Future Gaming Markets.

Gambling Industry Structure and Characteristics

The major suppliers in Tasmania's gambling industry are Federal Group and UBET. The major change in the industry since the 3rd SEIS was Betfair surrendering its Tasmanian Gaming Licence and moving to the Northern Territory.

The proposal of a MONA casino, and the conclusion of the Federal Group's exclusivity deed in 2023, means the industry could see significant change over the coming years.

Venues

- As of May 2017, there were 3,596 EGMs in Tasmania.
- The two casinos operate 40 table games.
- Keno is offered in the casinos as well as in 25 clubs and 140 hotels.
- UBET supplied wagering products through 126 outlets.

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- 352 minor gaming permits were issued in 2015/16.
- In 2017 there were 92 outlets offering lottery products.

Expenditure on Gambling Activities

From 1990/91 to 2015/16, real expenditure on gambling in Tasmania rose from \$188 million to \$326 million.

Between 2008/09 to 2012/13, total real gambling expenditure fell 27% from \$463 million to \$336 million.

The lack of growth in expenditure since 2012/13 is likely due to factors including the introduction of harm minimisation measures, some gambling activity moving online (and not being captured in these expenditure data) and changing customer preferences.

There has been a noticeable decline in Tasmania's real per adult expenditure since 2008/09. It fell from \$1,206 in 2008/09 to \$808 in 2015/16.

Real Expenditure by Gambling Activity

EGMs are trending steadily downwards, falling from \$262 million in 2008/09 to \$191 million in 2015/16.

Race Wagering has gone from a low point of \$34 million in 2003/04, to a peak of \$111 million in 2011/12. It was back to \$42 million in 2012/13. There has been a steady increase since then to \$45 million in 2015/16.

Casino Gaming peaked in 2008/09 and has trended downwards since. From 2008/09 to 2015/16, the decline has been at an average of 5% per annum.

Keno has risen from \$4 million in 1994/95 to \$36 million in 2015/16. Real per adult expenditure in keno was \$83 in 2015/16.

Lotteries decreased significantly in the mid-1990's when EGMs, Keno and sports betting were introduced. From 2005/06 to 2015/16, the increase was only \$37 million to \$40 million. There was a temporary spike in 2012/13 to \$47 million.

Sports Betting peaked in 2008/09 at \$7 million due to TOTE Tasmania growing its sports betting business. It fell to \$1 million in 2009/10 and since then has gradually risen to \$3.3 million in 2015/16.

Employment in the Gambling Industry

The gambling industry in Tasmania employed approximately 1,086 full-time equivalents (FTEs) in

2017. This is approximately 0.5% of total Tasmanian FTE employment.

The additional indirect employment was estimated between 676 and 916 FTEs. Therefore the total employment contribution of the Tasmanian gambling industry is between 1,762 and 2,002 FTEs.

The majority of FTEs are related to EGMs and Keno in hotels and clubs (46%), and casinos (33%). 19% are employed in wagering and sports betting and 2% in lottery sales.

These estimates are larger than recorded gambling workers in the 2016 census. The census categorises workers based on their major role. It does not include people for whom gambling is not their primary role.

Gambling Taxation and Other Revenue

Taxation rates for Tasmanian casinos are applied to gross profits from gaming activities. The rate is 0.88% for table gaming and 5.88% for keno.

EGMs are taxed at 25.88% of annual gross profits. EGMs on the Spirit of Tasmania ferries are taxed at 17.91% of annual gross profits.

There is a Totalisator Wagering Levy of 4.7 million fee units on on-course and off-course betting. This amounted to \$7.097 million in 2015/16. Bets placed with bookmakers are not subject to taxation.

A 4% Community Services Levy applies to EGM gross profits in clubs and hotels and Tasmania's betting exchange commission. In 2015/16 \$4.59 million was allocated to the CSL.

Real gambling revenue in 2015/16 was \$96.4 million. Revenue from gaming activities was approximately \$86.2 million (89.4% of the total). Race wagering was \$9.9 million (10.3%) and sports betting was \$0.3 million (0.3%).

In 2015/16, gambling revenue was 9.0% of yearly taxation revenue. Tasmania's share of total state taxation revenue generated from gambling is higher than average for other jurisdictions.

Economic Footprint of the Tasmanian Gambling Industry

The contribution of the gambling industry to the Tasmanian economy is estimated by using the Input-Output approach.

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The *direct* economic contribution of the Tasmanian gambling industry from the operational expenditure of gambling service providers in 2015/16, is estimated to have been \$151.6 million (0.57% of Tasmania's GSP).

The *indirect* impact was estimated between \$82.5 million and \$115.4 million (0.31% to 0.44% of GSP in 2012/16).

Therefore, the *total* economic contribution of the industry to Tasmanian GSP is between \$234 million (0.89% of GSP) and \$267 million (1.01% of GSP).

Provision of Gambling Support Services

Face-to-face gambling support services are provided by Anglicare and Relationships Australia. Also available are online and telephone Gambling Help services (delivered by Turning Point). Funding is sourced from the Community Support Levy.

The Department of Health and Human Services also engages in a range of community education activities to help prevent gambling addiction and to encourage more problem gamblers to seek help.

The use of these services has declined from 2014/15 to 2016/17. The number of counselling sessions fell from 727 to 707. However, there was an increase in new clients and new client sessions over the same period.

Those accessing gambling support services are likely to have experienced harms associated with gambling for two years or more. They are likely to have gambling issues stemming from the use of EGMs, particularly in hotels/clubs.

83% of Gamblers Helpline clients identified financial impact as a consequence of gambling. 56% identified social consequences and 17% identified mental health consequences.

Overview of the 2017 prevalence survey results

Gambling participation and problem gambling prevalence

The number of Tasmanian adults who participate in any gambling activity has declined from 61.2% in 2013, to 58.5% in 2017.

However, the number of adults participating in online gambling has increased from 7.0% in the 2013 survey, to 10.8% in 2017.

Playing the lotteries was the most commonly reported gambling activity (38.5%). The exception to this is the 18-24 and 25-34 age groups. The second most commonly reported gambling activity was keno (25.9%) followed by instant scratch tickets (20.5%) and EGMs (18.6%).

One in five Tasmanian adults had participated in some form of gambling at least once a week. On average, Tasmanian adults had participated in 24.3 gambling sessions per year.

Gamblers' average annual spend in 2011 was \$1,054. In 2013 it was \$927 and in 2017 it was \$950.

The 2017 survey found that 0.6% of Tasmanian adults were classified as problem gamblers. 1.4% were moderate risk gamblers and 4.8% were low risk gamblers. These figures are similar to 2011 and 2013.

Quantifying gambling harms

There remain open questions as to the most reliable and unbiased methodology to assess population-level gambling harm.

The 2017 survey data show either a slightly positive or negative net effect with regard to how gambling affects gamblers lives. Most indicated neither an increase nor a decrease.

Net harms nominated by affected others was large.

Identification of low-risk gambling limits

Using endorsement of 2 or more items on the SGHS (Short Gambling Harms Scale) as a definition of harm, proposed gambling limits for Tasmania are:

- 30 times a year (2.5 times/month) for gambling frequency,
- \$510 per year (\$43/month) for gambling expenditure,
- 10.24% gambling expenditure as a proportion of gross personal income,
- 400 minutes per year (33 minutes/month) for gambling duration, and
- 2 gambling activities for number of gambling activities.

These are broadly consistent with limits based on the PGSI using the 2011 and 2013 SEIS surveys.

Full prevalence survey results are contained in Volume 2 of the report.

[Click here to access the full report](#)

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Number 176, May 2018

Fourth Social and Economic Impact Study of Gambling in Tasmania (2017)

Volume 2: Prevalence Survey

Tasmanian Government Department of Treasury and Finance

Overview

The Tasmanian Department of Treasury and Finance engaged a consortium to carry out the 2017 Social and Economic Impact Study (SEIS).

The 2017 Tasmanian SEIS is comprised of two volumes. Volume 2 (Prevalence survey) details the 2017 SEIS prevalence survey results and reports on interviews with gamblers and affected others.

Method

The method for the Volume 2 survey had four components:

1. Prevalence Survey

Data was collected through 5,000 telephone interviews with persons 18 years and over across Tasmania.

Interviews were conducted between June and August 2017.

The objectives were to examine:

- trends in gambling consumer behaviour,
- characteristics of Tasmanian gamblers,
- distribution of the Tasmanian population across the PGSI (Problem Gambling Severity Index),
- health and wellbeing of gamblers,
- whether gamblers sought help for gambling related issues,
- harms experienced by gamblers and affected others, and
- low-risk gambling limits.

2. Analysis of harms

The incidence and quantum of gambling harms were analysed. This included analysis of the costs and benefits of gambling to gamblers and affected others. A set of empirically based low-risk gambling limits were developed.

3. Ecological Momentary Assessment (EMA)

EMA involves repeated sampling of symptoms, affect, behaviour and cognitions close to the time at which they were experienced and in natural environments. 98 monthly gamblers were administered the EMA, for a four week duration.

4. Interviews with Gamblers and Affected Others

Qualitative interviews were conducted with 20 monthly gamblers. Their experiences of gambling-related harms were explored using the Gambling Harms Checklist. 20 affected others were also interviewed using the Gambling Harms Checklist for Affected Others.

Gambling Participation, Frequency and Individual Expenditure

Gambling Participation

58.5% of the Tasmanian population reported participating in some form of gambling in the past 12 months. This has declined since the 2013 survey (61.2%).

Past Year Participation in Different Gambling Activities Over Time – Tasmanian Adults

Gambling Activity	2011	2013	2017
	%		
EGMs	20.7	18.6	18.6
Horse/Greyhound Races	14.5	10.5	9.9
Instant Scratch Tickets	24.4	20.6	20.5
Lotteries	46.3	43.0	38.5
Keno	24.4	26.0	25.9
Casino Table Games	5.8	6.3	5.1
Bingo	1.9	1.7	1.9
Betting on sports or other events	4.1	4.4	3.6
Informal private games	3.2	2.6	2.8
Any other gambling activity	0.4	0.6	0.4

However, in 2017, significantly higher gambling participation was seen among people aged 45 to 54 (65.2%) and 55 to 64 (64.1%). Participation was 67% for those in full time employment.

Low overall gambling participation was evident in the 18-24 age group (45.1%) and 65+ (55.3%). It was also low for those with annual incomes of less than \$20,000 (51.8%) and university graduates (44.1%).

Lotteries continue to be the most commonly reported gambling activity (38.5%) across all socio-demographic groups. The exception was 18-24 year olds and 25-34 year olds.

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Keno was the second most commonly reported at 25.9%, followed by instant scratch tickets (20.5%) and EGMs (18.6%).

Gambling frequency

18.8% of Tasmanian adults had participated in some form of gambling at least once a week. On average, they participated in 24.3 gambling sessions per year. 41.5% reported in 2017 that they had not participated in any gambling activity in the previous 12 months.

The most common weekly gambling activity was lottery tickets (35.1%), followed by horse/greyhound racing (20.3%), bingo (18.7%) and sporting and other events (17.2%).

The most common gambling activities among regular gamblers were keno (74.9%), horse/greyhound racing (62.0%) and EGMs (60.8%).

Regular gamblers represented 5.7% of the Tasmanian adult population and 9.5% of gamblers. Regular gambling was significantly higher in males (6.2%) and those in paid full-time employment (7.9%). It was also higher in those born in Australia (6.2%), those who did not complete Year 12 (7.4%) and those with incomes between \$80,000 and \$119,999 (9.6%).

Online Gambling

10.8% of Tasmanian adults had participated in some form of online gambling. This is up from 7.0% in the 2013 survey.

The most common forms of online gambling were lottery tickets (6.2%), horse and greyhound racing (3.8%) and betting on sporting or other events (2.6%).

Individual Gambling Expenditure

In 2017, the average annual spend among gamblers was \$950. In 2011 it was \$1,054 and in 2013 it was \$927.

Males had higher annual spends (\$1,288). For females it was \$616 per annum. Those born in Australia had an annual spend of \$985. Higher gambling expenditure was also seen in those who had not completed Year 12. They had an average annual spend of \$1,196.

Purchase of lottery tickets was the most common highest spend activity in 2017. 48.1% of gamblers reported lotteries as their highest spend activity. This was followed by EGMs (15.3%), keno (12.7%), instant scratch tickets (10.1%) and horse/greyhound races (7.0%).

The rank order of highest spend activities did not change between 2013 and 2017.

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In 2017, the highest mean annual spend was for betting on horse/greyhound races (\$2,775), EGMs (\$1,148) and betting on sporting or other events (\$1,011). A significant increase in mean annual expenditure on lotteries was noted between 2013 and 2017 (from \$431 to \$615).

Problem Gambling Prevalence

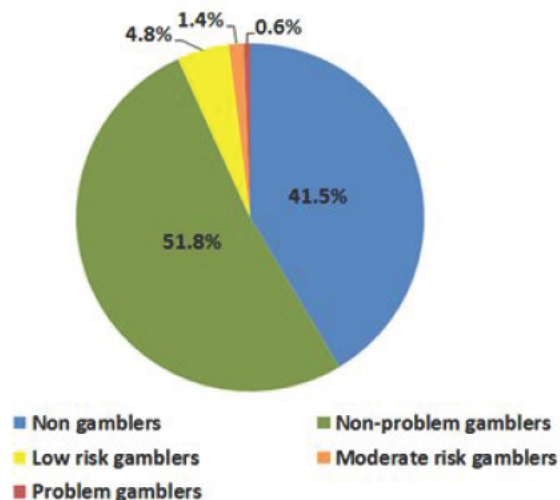
The 9 item PGSI (Problem Gambling Severity Index) was used to evaluate problem gambling severity.

Problem Gambling Results from the 2017 Prevalence Survey

Gambling Severity Among Tasmanian Adults (2011, 2013 and 2017)

PGSI Category	2011	2013	2017
	%		
Non-gamblers	35.2	38.8	41.5
Non-problem gamblers	56.7	54.9	51.8
Low risk gamblers	5.2	3.9	4.8
Moderate risk gamblers	1.6	1.8	1.4
Problem gamblers	0.7	0.5	0.6

Gambling Severity Among Tasmanian Adults - 2017



0.6% of Tasmanian adults were classified as problem gamblers with a further 1.4% considered moderate-risk and 4.8% low-risk. These figures are comparable to the results in 2011 and 2013.

The slight decrease in the proportion of low-risk gamblers noted in the 2013 survey has not been sustained.

The proportion of non-gamblers in 2017 (41.5%) is significantly higher than in 2011 and 2013. The proportion of non-problem gamblers in 2017 is significantly lower (51.8%).

Comparisons with other states and territories

0.6% problem gambling in the 2017 Tasmanian survey is towards the middle of the range of problem gambling estimates compared to 0.4%-0.8% in other states and territories.

The estimate of 1.4% for moderate-risk gambling in the Tasmanian survey is at the lower end the range of moderate risk estimates for the other states and territories (1.1%-2.9%).

51.8% estimated non-problem gambling in the 2017 Tasmanian study is at the lower end of estimates for the other states and territories (48.7%-66.3%).

The Tasmanian study estimate of 41.5% for non-gambling is at the higher end of the range for other states and territories (24.0% to 46.0%).

The average total annual spend on gambling activities by non-problem gamblers was \$682. For low-risk gamblers it was \$2,466, moderate-risk gamblers it was \$2,625 and for the combined group of moderate risk/high risk gamblers it was \$4,363.

10.2% of total annual gambling expenditure was spent by problem gamblers. They represent 1.0% of all gamblers in Tasmania.

By comparison, low-risk gamblers spent 20.2% and represent 8.1% of all gamblers. 6.6% was spent by moderate-risk gamblers who represented 2.3% of all gamblers.

Quantifying Gambling Harms

The 2017 survey measured harms in 3 ways:

Time-Tradeoff (TTO) asked respondents the amount of time they would be prepared to give up in order to avoid the harmful effects, or gain the beneficial effects, of gambling.

The vast majority of gamblers indicated that gambling neither significantly helped nor hurt their quality of life. For those for whom gambling does affect their quality of life, four times as many gamblers indicated that their life had been improved rather than harmed by gambling.

Direct inquiry on the impact of gambling. Respondents were asked whether their life had been made better or worse by gambling.

Approximately half of affected others indicated that gambling had made their lives worse. Less than 6% said their lives were made better.

Short Gambling Harms Scale (SGHS) and disability weights

Estimates were that 5,531 years of life were lost per annum in Tasmania due to gambling-related impact on quality of life.

Other findings included:

- Older and female participants tended to have lower gambling harm, and
- The strongest risk factor is EGM play.

Results indicate that more attention needs to be paid to the burden of harm on those related to the gambler.

Ecological Momentary Assessment

The variables that *positively* predicted the subsequent occurrence of gambling episodes were excitement, stress, gambling urge and magnitude of urge, and situational self-efficacy. Anger *negatively* predicted the subsequent occurrence of gambling episodes.

Expenditure during a gambling event *positively* predicted subsequent boredom, occurrence of gambling urge, gambling urge magnitude, punishment appraisals (made mood worse), financial gambling-related harms and emotional gambling-related harms.

It *negatively* predicted subsequent excitement, positive reinforcement appraisals (that gambling was pleasurable), and negative reinforcement appraisals (that gambling relieved unpleasant feelings).

The duration of a gambling event *positively* predicted the occurrence of gambling urge, gambling urge magnitude, subjective alcohol intoxication, positive reinforcements appraisals (gambling relieves unpleasant feelings), negative reinforcement appraisals (that gambling relieved unpleasant feelings), punishment appraisals (gambling made mood worse), financial gambling-related harms and emotional gambling-related harms.

Interviews on Harms

Interviews with gamblers

Financial impacts were the most common. 75% of gamblers reported impacts relating to reduction in available spending money. Just over 50% of these reported a reduction in savings and just under 50% reported less spending on recreational activities.

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Impacts include late bill payment, selling personal items and increased credit card debt.

Emotional impacts were also common. Just under 50% reported feelings of distress about their gambling. 25% of the sample reported feelings of shame, anger, hopelessness and failure. Common themes were feelings of distress and shame due to perceived lack of willpower and self-control.

Health impacts were less common. Less than 25% reported a loss of sleep due to stress or worry about gambling, not eating as much or as often, and increased alcohol consumption.

Relationship impacts were also less common. Less than 25% reported less time with loved ones or experiencing greater tension in relationships.

Work/study and other impacts were the least commonly reported impacts. However, these impacts could be severe e.g. stealing to fund gambling.

Interviews with affected others

Relationship impacts were the most common. At least 50% of affected others reported impacts such as spending less time with loved ones, lowered enjoyment of time spent with loved ones, less time attending social events, greater tension and conflict in relationships and feeling belittled in relationships.

Emotional impacts were also very common. At least 50% reported that they felt distressed and ashamed about the gambling, felt angry about the lack of control over the gambling, felt hopeless and felt extreme distress.

Financial impacts were also relatively common. At least 50% reported impacts related to reduced savings and available spending money and spending less on recreational activities. Some of the financial impacts were severe with several affected others indicating that they had lost significant assets or had declared bankruptcy.

Health impacts included loss of sleep due to worry/stress, neglected self-care, family violence, attempted suicide, increased consumption of alcohol, depression and overeating.

Work/study impacts were less common. They could however be severe e.g. two affected others reported they had lost their job due to the gambling behaviour of their ex-husbands.

A common theme across gambling-related harms in affected others was lying. This included lying about

finances, lying to other family members and friends and hiding their loved one's gambling behaviour.

The extent and levels of harm experienced by affected others indicates the importance of the availability of help services and resources for affected others, and the awareness of these services promoted.

[Click here to access the full report](#)



AGENDA ITEM 8:
Future Meetings



Responsible Gaming Committee Memorandum

To: Responsible Gaming Committee
From: Mary Manos
Date: 27 July 2018
Subject: **Future Meetings**

Dear Committee Members

Committee meetings for 2018 have been scheduled as follows:

Meeting Date	Time (Melb time)
Wednesday, 26 September 2018	11.00am
Thursday, 15 November 2018	12.00pm

The meetings will be held in the Chairman's Office, Level 3, Crown Towers.

Kind Regards

Mary Manos
General Counsel & Company Secretary