



Responsible Gaming Management Committee

Crown Melbourne

Agenda

Attendees Josh Preston, Xavier Walsh, Sean Knights, Mark Mackay, Kierren Gersbach, Tom Rickard, James Egan, Peter Lawrence, Leon Pillai, , Susan McNulty, Sonja Bauer

Apologies Matthew Christie, Kate Earl

Date: 2 July 2019

1. Previous meeting's minutes

- a. The Minutes from the meeting held 28 March 2019, were confirmed.

2. Responsible Gambling Code of Conduct

- a. The Committee was updated in relation to the changes that were to be made to the Responsible Gambling Code of Conduct in line with the Recommendations from the Sixth Review of the Casino Operator and Licence June 2018, and other administrative updates.

3. Responsible Gambling Ministerial Advisory Council

- a. There have been no RGMAC meetings.
- b. Sonja Bauer has resigned from her position on RGMAC. Chris Reilly, General Manager Tourism, has been appointed to RGMAC.

4. Australasian Gaming Council (AGC)

- a. Articles of interest summaries are attached in the Environmental Scan
- b. There have been no updates in relation to the AGC strategy work.

5. Responsible Gaming Support Centre updates

The following updates were noted by the Committee:

- a. Statistics and Play Periods updates - these were discussed and noted by the Committee.
- b. Patron Welfare – VIP and Operational Management meeting updates have now been amalgamated, increasing the frequency for the Operational Management meetings to align with that of the VIP Management meetings.
- c. Play Period observations using Splunk – work on a mobile alert is progressing.
- d. Victorian Responsible Gambling Foundation – the new CEO visited the RGC and Crown Melbourne.
- e. Cross Property Self Exclusions update – both properties have introduced more options for customers as per Recommendation 10 of the Sixth Review of the Casino Operator and Licence June 2018
- f. Training update – Crown has been working with the VRGF and VCGLR in updating Crown’s RSG online training for the approval by the Commission.

6. Other updates and business

- a. Crown Melbourne is continuing to progress the implementation of the 11 Responsible Gaming related Recommendations made by the Victorian Commission for Gambling and Liquor Regulation in its Section 25 Review. The Committee was updated on the following:
 - i. S25 Marketing refresh – including the updated logo and implementation.
 - ii. S25 – RGMC going forward - a new draft Charter will be presented to the Committee at the next meeting
- b. Other business – there was no other business.