



MINUTES
RSA STRATEGIC PLANNING MEETING
1400hrs, Thursday 28 March 2019 | Executive Office Meeting Room

Present: Xavier Walsh, Joshua Preston, Peter Crinis, Mark Holmes, Craig Walsh, Cameron Harbour, Jan Williamson, Sarina Persall (*Agenda Item 1. only*)

Apologies: Barry Felstead

Minutes: Nicki Wendt

BUSINESS:

Actions arising from previous meeting dated There was no further discussion required of the action items from the February meeting.

7 February 2019:
1. "Ask Angela" Poster Development Update:


Sarina Persall was invited to update the Committee on the development of the posters since the February meeting. Concerns have been raised that the purpose of the posters was getting lost:

(1) Food & Beverage Managers and Supervisors expressed concern that whilst that principal works in smaller venues, to get it across to all Crown employees and get a good consistent message would be quite difficult, so should it be simplified;

(2) the purpose of the document was to make customers aware of how important Crown takes their safety overall and all the pre-emptive measures they can implement.

The Committee discussed the programme at length and resolved to make the messaging more about general safety; reconsidering the initial poster approval to now move to broad based messaging in the first instance and then develop further once the message is embedded (via staff briefings, training, onboarding). Posters would then be placed in all bathrooms.

Sarina is to further develop the concept and circulate to the Committee for final approval in due course.

2. RSA Officer Compliance Audits:

Craig informed the Committee that over 40 face-to-face training sessions have been conducted with F&B staff during February and March. Craig went on to confirm 14 crash packs have been audited during the January to March period, with further audits ongoing.

3. RSA Officer Roster:

Xavier raised that Sarina and Craig had been tasked to review the history of how Crown has been tracking on Intox reports and RSA Officer staffing levels and if there is any opportunity to adjust levels, where hours worked had been increased from 389 to 484 hours. On review of the Intox report it was noted there was a decrease in the number of incidents. Xavier suggested that trial period be conducted reducing hours to 424 hours which is still above the previous 389 hours. The Committee discussed at length, resolving to implement the trial period and re-evaluate in the May Committee meeting.



- 4. 21st Birthday at Level 28 Skybar:** Jan advised that on occasions Events receive customer requests for casino theming and games for fun (no gambling), for which Compliance have a process of managing. Two coming events have minors in attendance, which Xavier has confirmed prior to the meeting of the Committee, that Crown will not allow this theming at either event due to the perception and social media risk. Peter expressed his view that it is much cleaner for all concerned, for Crown not to allow gaming themes, unless it's a specific corporate event with adults and Crown is providing the regulatory framework. The Committee discussed and agreed to take a conservative view on this matter. Jan confirmed she will have Compliance amend the policy.
- 5. Amenity Discussion (EPA No.2) on Friday:** Following a Compliance meeting held in the prior week, Cam updated the Committee on the current EPA amenity on Crown's licence i.e. the effect, in particular noise levels that might impact surrounding residents. Cam will subsequently meet with Jan, Natasha and Sue to see that it aligns with Health & Safety. Currently Crown venues with external terraces scale down the volume (Lumia, Groove, Merrywell). Club 23 is always at a constant level. Internal noise levels are managed as an OHS piece with measures implemented that include decibel readers, sound boards and curtains to minimise internal noise.
- 6. Noise Complaint – Received from VCGLR:** Jan continued the EPA discussion to inform the Committee that Cam, together with Michelle Fielding, is meeting with VCGLR on 29 March 2019. The VCGLR are investigating a noise complaint from early March. Josh went on to suggest Crown engage an external consultant to advise what the levels are and what measures Crown requires in place for adherence with the ranges, acknowledging there will always be interference subject to other external (to Crown) noise factors, to understand what Crown's position is and explain there is something in place to respond to complaints – similar to what is in place for Indoor Air Quality.
- Cam went on to provide some further background on the complaint and investigation to date by VCGLR investigators.
- 7. VCGLR Inspectors Activity in Venue:** Cam reported that VCGLR Inspectors have been very active, engaging with F&B teams and had inspected Palladium, Long Chim and Mr Hive on 28 March 2019, with no issues.
- 8. Melbourne Licensing Forum Steering Committee Update:** Cam updated the Committee on the most recent MLFSC attended by representatives from Platform 1, AHA, Carlton Club, Daniel Russian/Cherry Bar, Spice Market, Inflation, Section 8, Mail Exchange, Welcome Stranger, VicPol, VCGLR and Melbourne City Council. General tone to work on an agenda for 2019 that is positive for the industry and to continue improving. The Committee agreed it is good for Crown to be involved in this committee. Jan enquired on current status of APRA/APPI, to which Cam confirmed the industry is still fighting it and there is no update on the matter.

General Business / Other Business

- 9. Greek Concert:** The proposed Giannis Ploutarhos Greek concert to be held on 5 May in The Palms and the Greek culture of having bottles of spirits on the tables at this type of event was raised. The Committee discussed at length RSA and procedures of managing bottle service between tables/booths; increased RSA/Security Officer numbers for monitoring. The Committee resolved to convene a meeting between Xavier, Peter, Mark, Craig, Jan, Joe Scaringi and Chris Sheldon to further discuss.



- 10. RSA Intox Review Report & Stats:** The Committee discussed the latest report and statistics. Peter questioned the Committee's view on Jackpot Bar, which appears to be trending but not to say it is an issue. The request was made to consider 18 months of data and to include assisted removals on the same graph to enable the Committee to consider.
- 11. VCGLR / Intox Gambling allegation:** Josh noted that Crown had received a request from the VCGLR to review footage of a player who is alleged to have been provided gambling services whilst intoxicated.

ACTIONS:

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| 1. RSA Officer Roster to be placed on the May agenda for reassessment following trial reduction of hours. | Craig |
| 2. Compliance to amend the policy and procedure on gaming themed event requests. | Jan |
| 3. Schedule a meeting with the relevant stakeholders to further discuss RSA and planning for the 5 May Greek concert. | Xavier |
| 4. Retrieve 18 months of data on Jackpot Bar, including assisted removals, for further review of trends. | Craig |

Next Meeting: Rescheduled for Thursday, 16 May 2019 at 1630hrs