



Responsible Gaming Committee

Minutes of a Meeting of the Committee held at
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on
24 July 2017 at 11.30am

Members Present:

John Horvath (Chair)
John Alexander (by telephone)
Rowena Danziger (by telephone)

Mary Manos (Secretary)

By Invitation:

Sonja Bauer (Crown Melbourne)
Lauren Harris (Crown Resorts Limited)
Andrew Menz (Betfair/CrownBet)
Josh Preston (CLO – Crown Resorts)
Melanie Strelein (Crown Perth) (by telephone)

Apologies:

Nil

B U S I N E S S

Minutes of Meeting held on 2 June 2017:

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 2 June 2017 be approved.

Matters Arising:

The Actions Register in relation to the December 2016 Crown Perth Internal Audit Report action items was noted.

Melanie Strelein advised the Committee that all action items have been completed.

John Horvath requested that Management report to the Committee on a regular basis in relation to data on unattended children at Crown Perth.

It was noted that Crown Perth is progressing its updated Responsible

Gambling Code of Practice which is in its final stages of review.

**CrownBet, Draftstars & Betfair
Responsible Gaming Reports:**

The CrownBet, Draftstars & Betfair Responsible Gaming Reports were taken as read.

CrownBet

Of the matters set out in the Report, Andrew Menz noted the following items:

- CrownBet has continued to work on the live chat functionality “Zendesk” which is expected to be implemented in September, with scripts for staff and messaging being a key focus;
- Management is considering a number of improvements to the Bet Lock Out functionality and user experience to make this tool more prominent on the website and smartphone app; and
- CrownBet is conducting a self-exclusion from wagering pilot study with Sportsbet.

It was also noted that CrownBet has scheduled quarterly Responsible Gaming Committee Meetings that will be held in the week prior to meetings of the Crown Resorts Responsible Gaming Committee.

Draftstars

Andrew Menz noted that CrownBet had taken over of the development of the Draftstars website with updates expected to be rolled out post the conclusion of the AFL season.

Betfair

Sonja Bauer advised the Committee that Betfair is working with Crown to create and deliver a responsible gaming seminar to Betfair staff.

It was also noted that following receipt of an invitation from the Victorian Responsible Gambling Foundation, Betfair will participate in the upcoming Responsible Gambling Awareness Week.

It was **RESOLVED** that the CrownBet, Draftstars and Betfair Responsible Gaming Reports be noted.

**Crown Melbourne and Crown Perth
Responsible Gaming Report:**

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

Of the matters set out in the Report, Josh Preston, Melanie Strelein and Sonja Bauer noted the following items:

- Crown Perth will shortly roll out its newly refreshed Responsible Gambling Brochures; and
- In late May 2017, Crown Melbourne Responsible Gaming staff attended a Victorian Responsible Gambling Foundation seminar where the speaker was challenged on the 'Responsible gambling codes of conduct: Lack of harm minimisation intervention in the context of venue self-regulation' paper.

It was **RESOLVED** that the Crown Melbourne and Crown Perth Responsible Gaming Report be noted.

Gaming Environment Scan:

The Gaming Environment Scan paper was taken as read.

In relation to the article entitled "Online support needs and experiences of family members affected by problem gambling", the Committee discussed the differences in third party exclusion processes at Crown Perth and Crown Melbourne.

It was **RESOLVED** that the Gaming Environment Scan be noted.

2017 Meeting Dates:

The 2017 Committee meeting dates were noted.

It was also noted that the next meeting of the Committee will be held by teleconference.

Closure:

There being no further business, the meeting was declared closed at 11:59am.

Signed

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Chairperson
John Horvath