



Responsible Gaming Committee

Minutes of a Meeting of the Committee held at
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on
29 May 2019 at 11.00am

Members Present:

John Horvath (Chair)
John Alexander
Toni Korsanos

Mary Manos (Secretary)

By Invitation:

Ken Barton (Crown Resorts Limited)
Sonja Bauer (Group GM Responsible Gaming – Australian Resorts)
Lauren Harris (Crown Resorts Limited)
Leon Pillai (RG Operations Manager)
Josh Preston (CLO – Australian Resorts)
David Skene (Betfair) (by telephone)
Melanie Strelein (Crown Perth) (by telephone)

Apologies:

Barry Felstead (CEO – Australian Resorts)

BUSINESS

Minutes of Meeting held on 3 April 2019:

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 3 April 2019 be approved.

Matters Arising:

The Matters Arising paper was taken as read.

In relation to the composition of the Advisory Panel, Sonja Bauer noted that Professor Delfabbro and Professor Nower had accepted their appointment as members of the Panel and that the first meeting of the Advisory Panel would be held in June or July 2019.

The Chairman requested that he and the Executive Chairman be invited to attend the first meeting of the Advisory Panel, together

with members of management as appropriate.

Josh Preston explained that Crown Melbourne has been working with the VCGLR to ensure that communications and agreed actions are appropriately documented. It was further noted that, as a matter of practice, Crown Melbourne provides feedback to the VCGLR on its draft minutes of meetings held with Crown Melbourne.

Betfair Responsible Gaming Report: The Betfair Responsible Gaming Report was taken as read.

Amongst other matters, David Skene noted the following:

- Paddy Power Betfair Plc had added a 'Close My Account' section to the 'My Account' section of the Betfair websites.
- The customer registration page had been updated to enable a customer to set a daily, weekly or monthly deposit limit.
- The ban on 'sign-up' offers had commenced and Betfair had removed all such offers from its websites and requested the same of its affiliates.
- Marianne Howard, a psychologist who practices in the area of gambling addiction, delivered responsible gambling training sessions to Betfair staff.

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

Australian Resorts Responsible Gaming Report:

The Australian Resorts Responsible Gaming Report was taken as read.

Sonja Bauer noted the proposal to align Crown Melbourne and Crown Perth, following a recommendation made from Professor Blaszczynski, which would result in a transition from the concept of responsible *gaming* at Crown Melbourne to responsible *gambling*.

The Committee discussed the proposed alignment in detail, noting that at a meeting with senior management following the 15 November 2018 Committee meeting, the Chairman and Toni Korsanos expressed their preference for responsible *gaming*.

The Committee requested that it retain the term responsible *gaming* at Crown Melbourne and transition from responsible *gambling* at Crown Perth to responsible *gaming* to align the properties for the following reasons:

- 'gaming' is the term used for the products offered at Crown Melbourne and Crown Perth and is referred to in the Crown Melbourne Casino Licence and associated agreements including the Casino Agreement between Crown Melbourne

and the VCGLR; and

- industry convention is to use the term 'gambling' as an umbrella term for wagering and gaming, while separately, 'wagering' refers to online and sports betting and gaming refers to land based licensed gaming products.

It was noted that Professor Blaszczyński be notified of this decision and the reasons for the decision.

Amongst other matters, Sonja Bauer and Josh Preston advised the Committee of the following:

- Chris Reilly, General Manager – Tourism, Crown Resorts, has been appointed to the RGMAC in place of Sonja Bauer.
- Following his appointment as CEO of the Victorian Responsible Gambling Foundation, Shane Lucas visited Crown Melbourne for a tour of the property on 28 May 2019 and met with Crown Senior Management and received a presentation on Responsible Gaming.
- Since the last meeting of the Committee, a number of Parliamentary tours were conducted at Crown Melbourne with positive feedback received from all visitors.

Josh Preston advised the Committee that there had been several tours of Crown Melbourne undertaken with politicians and other stakeholders with positive feedback having been received. It was noted that those tours would continue on an ongoing basis.

The Chairman noted that consideration should also be given to inviting the Premier of Victoria, Daniel Andrews, and, should the Premier agree to attend a tour, he and the Executive Chairman should be involved in the tour.

The Committee also requested that invitations to tour Crown Melbourne be extended to the Prime Minister and the Federal Treasurer.

Sonja Bauer noted the general property updates and statistics.

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

Crown Resorts Responsible Gaming Report:

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

Mary Manos advised the Committee that Aspers had adopted the term 'safe' gambling and was trialling Focal ALERT.

Crown Melbourne Licence Review Update:	<p>It was RESOLVED that the Crown Aspinalls and Aspers Responsible Gaming Reports be noted.</p> <p>The Committee noted the progress made against each recommendation in the Crown Melbourne Licence Review Update paper.</p> <p>Josh Preston noted that work is continuing to finalise the actions for each recommendation with a due date of 1 July 2019 approaching for several of the recommendations. It was also noted that the Strategic Plan would be circulated to the Committee for review in the coming weeks.</p> <p>The Committee requested that:</p> <ul style="list-style-type: none"> • it be provided with the draft responses to each RSG related recommendation that are due to be submitted to the VCGLR on 1 July 2019; and • a meeting of the Committee be scheduled for 12 June 2019, immediately following the Crown Resorts Limited Board meeting. <p>It was RESOLVED that the Crown Melbourne Licence Review Update be noted.</p>
Gaming Environment Scan:	<p>The Gaming Environment Scan paper was taken as read.</p> <p>It was RESOLVED that the Gaming Environment Scan be noted.</p>
Future Meetings:	<p>The future meeting dates were noted.</p>
Other Business:	<p>The Chairman noted the compliance matters reported to the Crown Melbourne Compliance Committee. It was noted that statistical detail on the numbers of reports would be included in the Crown Melbourne Compliance Committee papers going forward in order to assess any trends and that a reporting dashboard would be considered for presentation to the Compliance Committee.</p>
Closure:	<p>There being no further business, the meeting was declared closed at 11.59am.</p>

Signed

.....
Chair
John Horvath

DRAFT