



Responsible Gaming Committee

Minutes of a Meeting of the Committee held on
Wednesday, 9 October 2019 at 10.00am by teleconference

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)
Barry Felstead (CEO – Australian Resorts)
Leon Pillai (RG Operations Manager)
Josh Preston (CLO – Australian Resorts)
David Skene (Betfair)

Apologies:

Lauren Harris (Crown Resorts Limited)
Melanie Strelein (Crown Perth)

BUSINESS

Minutes of Meeting held on 13 August 2019:

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 13 August 2019 be approved.

Matters Arising:

The Matters Arising paper was taken as read.

It was noted that there were no matters arising from the previous meeting which remained outstanding.

Betfair Responsible Gaming Report:

The Betfair Responsible Gaming Report was taken as read.

Amongst other matters, David Skene noted the following:

- Liquor and Gaming NSW had not pursued the show cause notice issued in relation to NSW inducement laws;
- a considerable spike in the number of customers that have a deposit limit in place was observed following a campaign to remind all its existing customers that they could set a deposit limit on their account;
- Betfair had recorded a record number of page views on its Responsible Gambling Webpage for the month of September; and
- Betfair provided deidentified customer transactional data to a research project relating to online wagering/harm minimisation being completed by the Gambling Treatment & Research Clinic and will receive a draft report prior to its general release.

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

Crown Model Trial:

Kevin Hong was invited to attend the meeting to provide an update on the Crown Model Trial.

Among other things, it was noted that:

- the twelve-month Crown Model Trial had concluded for FY19, with the report on the Trial yet to be finalised; and
- as requested by the Committee, Professor Alex Blaszczyński had provided some observations on the Trial and his comments were to be included in the final report.

The Committee requested that the integrity of the data produced in the trial be carefully tested. It was noted that high accuracy was a focus of the trial.

Australian Resorts Responsible Gaming Report:

The Australian Resorts Responsible Gaming Report was taken as read.

Sonja Bauer spoke to the Australian Resorts Responsible Gaming Report noting, among other matters, that:

- Crown had responded to seven of the 11 Responsible Gaming Recommendations made by the Victorian Commission for Gambling and Liquor Regulation (**VCGLR**) in the Sixth Review of the Casino Operator and Licence and that the remaining recommendations were on track to meet their respective deadlines; and
- in some instances, the VCGLR had requested additional information in connection with Crown's responses which were being responded to as appropriate.

Josh Preston advised the Committee that a meeting between members of the Responsible Gaming Committee, Senior Management and Advisory Panel representatives had been scheduled for November.

The Committee noted the Self Exclusion and Revocation Statistics and was presented with the Harm Minimisation Overview and Exclusion Related Events Reports, which comprise the activities requested for inclusion by the VCGLR in Recommendation 15 of the Sixth Review of the Casino Operator and Licence. Management noted that the higher engagement levels in FY19 reflected a change in elements including the introduction of Facial Recognition Technology and the increase in responsible gaming staffing levels, and as such an increase in activity for that period.

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

Crown Melbourne Licence Review Update:

The Committee noted the progress made against each responsible gaming recommendation in the Crown Melbourne Licence Review Update paper.

The timing for the recommendation that the Crown Resorts Board should meet the VCGLR Commissioners between November 2019 and March 2020 to review the implementations of the recommendations was noted.

It was **RESOLVED** that the Crown Melbourne Licence Review Update be noted.

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 future meeting dates were noted.

Closure:

There being no further business, the meeting was declared closed at 10:40 am.

Signed

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Chair
John Horvath