



Responsible Gaming Committee

Minutes of a Meeting of the Committee held at
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on
15 February 2017 at 12.00pm

Members Present:

John Horvath (Chair)
Rowen Craigie
Rowena Danziger

Michael Neilson (Secretary)

By Invitation:

Debra Tegoni (Crown Melbourne)
Sonja Bauer (Crown Melbourne)
Josh Preston (Crown Perth) (by telephone)
Melanie Strelein (Crown Perth) (by telephone)
Andrew Menz (Betfair/CrownBet)
Mary Manos (Crown Resorts Limited)

Apologies:

Nil

BUSINESS

Minutes of Meeting held on 17 November 2016:

It was **resolved that** the Minutes of the Responsible Gaming Committee Meeting held on 17 November 2016 be approved.

Matters Arising:

There were no Matters Arising from the previous meeting.

Crown Melbourne Responsible Gaming Report:

The Crown Melbourne Responsible Gaming Report was taken as read.

Sonja Bauer noted the following items:

- The conduct of a joint operation by the Responsible Gaming team and the Victorian Commission for Gambling and Liquor Regulation (VCGLR) in relation to the detection of self-exclusion breaches on the casino gaming floor;
- The approval and launch of the updated Responsible Gambling Code of Conduct, version 5; and
- The Forum held by the Australasian Casino Responsible Gaming Group which discussed general responsible gaming themes and updates in various jurisdictions including the potential uses of player data as well as differing approaches to responsible gaming messaging.

John Horvath requested that information received from the Australasian Casino Responsible Gaming Group Forum be shared with CrownBet/Betfair as many of the themes also have application to non-casino gambling.

In addition, Sonja provided an update on presentations made at the National Association for Gambling Studies Conference including the continuing focus on harm minimisation concepts.

It was **resolved that** the Crown Melbourne Responsible Gaming Report be noted.

Crown Perth Responsible Gaming Report:

The Crown Perth Responsible Gaming Report was taken as read.

Melanie Strelein noted the results of the internal audit which had been conducted to assess Crown Perth's level of compliance with key aspects of its Responsible Gambling Code of Practice.

The Committee noted the information which had been included in the internal audit report regarding instances of unattended children. For the next meeting, the Committee requested a breakdown by type of instances of unattended children detected.

In addition to the results of the audit report, Melanie noted the following:

- The delivery of training to new employees during orientation as well as to Security employees;
- The customer feedback matter, as described in the report; and
- The Crown Perth exclusion statistics.

It was **resolved that** the Crown Perth Responsible Gaming Report be noted.

Betfair, CrownBet and Draftstars Responsible Gaming Report

The Betfair, CrownBet and Draftstars Reports were taken as read.

CrownBet

Andrew Menz noted the following items:

- The addition of a three month option to the Take A Break functionality as a result of customer demand;
- The enhancements to the Bet Lock Out function to include an ability to remove certain sport or racing markets; and
- The intention to apply the various responsible gaming tools developed for CrownBet to its operations in New South Wales Clubs.

The industry comparison on RSG tools included at Image 3 of the Report was discussed, it being noted that CrownBet meets all of the listed RSG requirements.

Betfair

Andrew Menz noted the following items:

- Betfair's membership in Responsible Wagering Australia (RWA), the new industry body which has replaced the Australian Wagering Council; and
- The operation of a new 72-hour 'timeout' option for Betfair's customers.

Draftstars

The continued focus on ensuring ongoing compliance with the NT Code of Practice for Responsible Online Gambling 2016 was noted.

It was **resolved that** the Betfair, CrownBet and Draftstars Responsible Gaming Report be noted.

Gaming Environment Scan:

The Gaming Environment Scan papers were taken as read.

It was **resolved that** the Gaming Environment Scan Report be noted.

Other Business:*Review of Committee Charter*

Having reviewed its Charter in accordance with Article 5, it was **RESOLVED** that the Charter of the Responsible Gaming Committee remain unchanged.

2017 Meeting Dates

The 2017 Committee meeting dates were noted. Michael Neilson undertook to consult with Committee members in relation to the proposed 10 April 2017 meeting to see if an alternative date could be arranged.

Resignation of Joe Bufalino

The Committee expressed its appreciation and congratulations to Joe Bufalino, Crown Melbourne's Responsible Gaming Operations Manager, who after 22 years at Crown was leaving Crown to pursue an opportunity in Singapore.

Closure:

There being no further business, the meeting was declared closed at 12.45pm.

Signed

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Chairperson
John Horvath