



## Responsible Gaming Committee

Minutes of a Meeting of the Committee held on Tuesday, 11 February  
at Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria at 11.00am

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**Members Present:**

John Horvath (Chair)  
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)  
Lauren Harris (Crown Resorts Limited)  
Kevin Hong (Senior Manager – Strategy) (Agenda Item 5.1 only)  
Josh Preston (CLO – Australian Resorts)  
David Skene (Betfair)  
Melanie Strelein (Crown Perth) (by telephone)

**Apologies:**

John Alexander

### BUSINESS

**Minutes of Meeting held on 4  
December 2019:**

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 4 December 2019 be approved.

**Matters Arising:**

The Matters Arising paper was taken as read.

**Crown Perth Initiatives:**

The privileged and confidential Crown Perth – Debit Card Chip Facility paper was taken as read.

John Horvath informed the Committee that, in consultation with the Chair of the Risk Management Committee, it was determined that consideration of this initiative would be deferred.

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

Amongst other matters, David Skene noted the following:

- The Australian Banking Association had released a consultation paper regarding the use of credit cards for gambling transactions which, having regard to the unique nature of Betfair's betting exchange, Betfair would make a submission seeking an exemption. It was recommended that a documented account of the differences between a betting exchange and other online wagering accompany that submission.
- Betfair is currently in the process of building a new mobile app which will be owned and controlled by Betfair.
- Betfair continued its involvement in the research project being undertaken by Gambling Treatment & Research Clinic.
- Betfair considered whether responsible gambling messages could be sent via SMS and on advice from the marketing team, it was determined that this was not an appropriate method of communication for Betfair.
- Betfair's Responsible Gambling webpage statistics were trending well.

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

**Australian Resorts:**

***Australian Resorts Responsible Report***

The Australian Resorts Responsible Gaming Report was taken as read.

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

- The Company had submitted its responses to all the responsible gaming Recommendations of the Section 25 Review Recommendations apart from Recommendation 9.
- The Responsible Gaming Advisory Panel was undertaking a review of the Company's Responsible Gaming Framework and Strategy with feedback expected in March 2020, noting that the Panel would be invited to present its recommendations to the Committee.
- The Company was awaiting the VCGLR's approval for its Responsible Gaming training program.
- Leon Pillai, Crown Melbourne Responsible Gaming Operations Manager, had resigned.

Kevin Hong provided the Committee with an update on the Crown

Model Trial, noting that it was tracking well. At an appropriate time during the Trial, the Committee requested that actuarial review in relation to processes and outcomes be considered.

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

***Crown Melbourne Responsible Gaming Statistics***

The Crown Melbourne Responsible Gaming Statistics paper was taken as read.

It was **RESOLVED** that the statistics be noted.

**Crown Melbourne Licence Review Update:**

The Crown Melbourne Licence Review Update was taken as read.

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.

**Other Business:**

***Review of Committee Charter***

The Review of Committee Charter paper was taken as read.

Having reviewed the Charter, it was **RESOLVED** that the Committee recommend the Charter in the form presented to the Committee for approval by the Board.

***Future Meetings***

The future meeting dates were noted.

**Closure:**

There being no further business, the meeting was declared closed at 11.47am.

Signed

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Chair  
John Horvath