



## Minutes

### Sixth Casino Review – VCGLR/VRGF/Crown Tripartite Meeting – Recommendations 10 and 11

TRIM ID: CD/18/37877

Meeting details	
<b>Meeting title:</b>	Sixth Casino Review – VCGLR/VRGF/Crown Tripartite Meeting – Recommendations 10 and 11
<b>Date:</b>	Tuesday, 18 December 2018
<b>Time:</b>	3.00 pm – 5.00 pm
<b>Location:</b>	Crown, Level 6, Executive Office and Legal Services Office
Attendees	Title and Business unit/Branch
<b>VCGLR:</b>	
Jason Cremona	Manager, Licence Management and Audit (JC)
Steve Thurston	Licence Manager, Licence Management and Audit (ST)
Rowan Harris	Principal Major Licence Officer, Licence Management and Audit (Chair) (RH)
<b>VRGF:</b>	
Tony Phillips	Strategic Industry Engagement Coordinator (TP)
Lindsay Shaw	Project Officer, Knowledge and Information (LS)
<b>Crown:</b>	
Michelle Fielding	Group General Manager, Regulatory and Compliance (MF)
Sonja Bauer	Group General Manager, Responsible Gaming (SB)
<b>Apologies:</b>	
Brett Hetherington	Strategic Advisor, Knowledge and Policy (BH)

Item	Subject	Speaker
1.	<p><b>Opening/apologies</b></p> <p>The chair opened the meeting. One apology was noted. Feedback on the draft minutes for the first Tripartite meeting were not yet finalised by Crown.</p> <p>There were no action items arising from the first tripartite meeting.</p>	VCGLR

Item	Subject	Speaker
2.	<p><b>Recommendation 10</b></p> <p><u>Bullet point one</u></p> <p>Main points:</p> <ul style="list-style-type: none"> <li>• What do other jurisdictions do?</li> <li>• What are the variables in terms of length of voluntary exclusion orders?</li> <li>• There is a variety of responses in the evidence.</li> <li>• When to complete a revocation process (i.e. at the end of all terms or only some) (patron wants flexibility)?</li> <li>• The revocation process. There is a minimum of 12 months now for self-exclusion. Could have three month self-exclusions.</li> <li>• What are the best options?</li> <li>• It is a matter of distilling the information.</li> </ul> <p>The VRGF advised that it has corresponded with counsellors to canvass their views on issuing short term exclusion orders and preferable time periods. Responses are due mid-January 2019.</p> <p>SB requested background to drafting the recommendation in relation to the optimal term length/s.</p> <p><u>Bullet point two</u></p> <p>SB requested background to drafting the recommendation. RH advised there were more than 4,500 voluntary exclusion orders as at 24 July 2017. More than 500 self-exclusion orders were issued before 1 January 2000. (i.e. are more than 18 years old).</p> <p>Crown raised the risks (legal, clinical and unintended consequences) associated with revoking exclusion orders that are more than 10 years old.</p>	VCGLR/VRGF/ Crown
3.	<p><b>Recommendation 11</b></p> <p>Crown referred to the Draft Third Party Exclusion Policy documents emailed to the VCGLR on 7 December 2018. The draft documents represent the first draft of the policy and procedure to be implemented to address Recommendation 11.</p> <p>SB enquired as to what best practice programs were observed by the VCGLR Sixth Casino Review Team. RH advised that there is substantial experience in South Australia with third party instigated exclusions and related interventions. Refer to action item 1.</p> <p>Crown Perth offers third party exclusion orders, and the review could test the Crown Perth experience. Refer to action item 2.</p> <p>RH quoted the following number of enquiries the RGSC responded to from third parties during the Sixth Casino Review period from the Sixth Casino Review Report: 98 in 2013; 54 in 2014; 88 in 2015; 42 in 2016 and 23 between 1 January and 30 September 2017. The VCGLR enquired about how many of these patrons had their licence withdrawn (i.e. were 'WOL'ed'). Refer to action item 3.</p> <p>TP enquired what evidence was required to issue voluntary exclusion orders at the request of family and friends. Refer to action item 4. TP expressed the need to manage their expectations.</p>	VCGLR/VRGF/ Crown

Item	Subject	Speaker
4.	<b>Responsible Gambling literature searches</b> SB advised that literature searches are still in progress. TP also referred to South Australian Centre for Economic Studies research.	
5.	<b>Next scheduled tripartite meeting:</b> <ul style="list-style-type: none"> <li>3.00pm, Friday 15 February 2019 at Crown.</li> </ul>	VCGLR/VRGF/ Crown

Meeting closed at 4.45pm

No	Action to be taken	Assigned to	Due date	Status
1.	VCGLR and Crown to enquire about South Australia's experience with third party exclusions and related interventions. Both parties to make a coordinated approach. RH to follow up on South Australian Independent Gambling Authority information.	RH and SB		
2.	SB to request Crown Perth statistics in relation to Third Party Exclusion volumes over the past 12 months and any other information which may be useful and appropriate to share with the group. The VCGLR will confer with the Western Australia regulator on third party exclusions.	SB		
3.	Crown to advise how many patrons had their licences withdrawn and other Third Party statistics which may be useful and appropriate to share with the group.	SB		
4.	Crown to provide what evidence is required to issue exclusion orders at the request of family and friends.	SB		