



# Responsible Gaming Management Committee

## Crown Melbourne

### Minutes

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**Attendees** Xavier Walsh, Tim Barnett, Mark Mackay, Kierren Gersbach, Tom Rickard, Matthew Christie, Chris Reilly, Joe Scaringi, Kate Earl, Susan McNulty, Sonja Bauer

**Apologies** Josh Preston, Peter Lawrence, Leon Pillai

**Date:** 18 December 2019

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#### 1. Previous meeting's minutes

- a. The Minutes from the meeting held 19 September 2019 were confirmed
- b. The new Committee members, Chris Reilly and Joe Scaringi were welcomed

#### 2. Responsible Gambling Code of Conduct

- a. Feedback from Committee members
  - i. The Committee reported no feedback in relation to the introduction of the updated Responsible Gambling Code of Conduct (v6)

#### 3. Responsible Gambling Ministerial Advisory Council

- a. Updates
  - i. The Responsible Gambling Ministerial Advisory Council met on 6 December 2019. Discussion included the imminent formation of the Responsible Gambling Code of Conduct – non-venue Working Group, which is Crown's classification, and to which the Group General Manager Responsible Gaming has been nominated for participation. The first meeting will be held in February 2020

#### 4. Australasian Gaming Council (AGC)

- a. Research summaries are attached in the Environmental Scan
  - i. The Committee noted the various AGC Research Reports:

- Strategies to Customize Responsible Gambling Messages: a Review and Focus Group Study
- Sports Betting Incentives Encourage Gamblers to Select the Long Odds: an Experimental Investigation Using Monetary Rewards
- The Prevalence and Correlates of Gambling in Secondary School Students in Victoria, Australia 2017
- Use of Consumer Protection Tools on Internet Gambling Sites: Customer Perceptions, Motivators and Barriers to Use
- The 2019 ACT Gambling Survey
- NSW Gambling Survey 2019

## **5. Responsible Gaming Centre updates**

- a. Statistics and Play Periods
  - i. The statistics for the period were reviewed
  - ii. A Committee member requested that reporting be updated to include 'rolling year' data
- b. VIP/Operational meeting update
  - i. A general update was provided to the Committee, the meetings continue to track well and provide a forum for discussion and harm minimisation opportunities
- c. VCGLR Training update
  - i. The Committee was updated on the most recent work being completed by the Responsible Gaming and the VCGLR and VRGF in relation to RSG Training for Gaming Machines staff that require approval every five years
- d. Stakeholder update
  - i. Gambler's Help interactions included Responsible Gaming staff visiting Gambler's Help Eastern on 3 October 2019, as well as attending the Chinese Peer Connection Team, also on 3 October 2019
  - ii. As a long-standing supporter of the Chinese Peer Connection Program, Crown Melbourne was invited to attend the special celebration of the 10-year milestone for the Chinese Peer Connection Program on 27 November 2019
  - iii. Crown Melbourne participated in the State-wide YourPlay day held 26 September 2019. Crown Melbourne extended this promotion to four days. YourPlay day/s seek to promote YourPlay to gaming machines players as a tool to budget and keep track of their play

## **6. Other updates and business**

- a. Victorian Commission for Gambling and Liquor Regulation Section 25 Review - updates
  - i. Recommendation 6, Recommendation 7 and 8
    1. These are on track for submission late December 2019

- b. Gambling Harm Awareness Week 7 – 14 October 2019
  - i. Crown Melbourne participated in a range of activities relating to Gambling Harm Awareness Week (GHAW), which was held between 7 and 13 October 2019. Responsible Gaming staff attended various events including the launch event held at The Wheeler Centre on 7 October 2019, which included a Panel discussion entitled ‘I thought it was just me’ – Fighting stigma with the talking cure’.  
GHAW was delivered as part of a State-wide initiative supported by industry, government and the community and led by the Victorian Responsible Gambling Foundation (**VRGF**). It is designed to encourage community discussions about why gambling harm matters.  
Crown Melbourne has supported this initiative since its inception in 2006, which was previously known as Responsible Gambling Awareness Week. This year Crown Melbourne supported the week with customer and employee communications and events, including a special afternoon tea at Groove Bar on Thursday 10 October, which was well attended by stakeholders, Executive, management, employees and customers. Crown Resorts Limited non-executive Director, Professor John Horvath, was the guest speaker at this event.  
For customers, a staffed GHAW booth was located on the main gaming floor while employees had access to an information desk outside IDs, as well as the opportunity to participate in a competition via the employee kiosk, ERIKA. This attracted 1623 entries, a 108.3% increase on last year at 779 entries.
- c. Responsible Gaming Management Committee Charter
  - i. The Charter was re-confirmed.
- d. *GamblingLess* – Curb Your Urge
  - i. Deakin University has developed a smartphone-delivered self-help intervention for managing gambling urges (*GamblingLess: Curb Your Urge*), a new and innovative self-help program for managing gambling urges delivered via a smartphone app. The intervention content was adapted from the **GAMBLINGLESS** program, which is an evidence-based online CBT (Cognitive Behaviour Therapy) program for gambling developed by leading clinical gambling researchers at Deakin University. The intervention can be used as a standalone urge curbing activity or as an adjunct to formal treatment.  
Deakin is currently evaluating in a pilot trial of its acceptability and feasibility. They approached Crown Melbourne for support in advertising for the recruitment of participants. Crown Melbourne and Crown Perth are both supporting this.
- e. Australasian Casino Responsible Gaming Forum
  - i. Crown chaired the Australasian Casino Responsible Gaming Forum, which precedes the National Association for Gambling Studies Conference (see below) and is attended by Australasian casino executives with a responsible gaming portfolio, as well as the Australasian Gaming Council.

The Forum encourages open dialogue between all attendees, with discussion focussing on Host Responsibility/ Responsible Gaming programmes across the different jurisdictions; common issues/solutions regarding responsible gaming/host responsibility; new initiatives; and updates in the regulatory environment.

Key discussion points included the increase in Facial Recognition Technology being trialled or introduced in Australasian casinos; the introduction of a 'Guest Support Centre' at The Star Sydney (unstaffed at this stage); and the use of the terminology 'Responsible Gaming/Gambling', which other jurisdictions are reviewing, with changes to 'Safer Gambling' in the UK.

The Australasian Gaming Council (AGC) presented on the changes within the AGC (as briefed in a previous report), and the update on the AGC Responsible Gaming Strategy document.

- f. National Association for Gambling Studies conference
  - i. The General Manager Responsible Gaming (Perth) and Group General Manger Responsible Gaming attended this conference. Presentations, papers and research updates spanned a range of topics. The conference theme was 'Intersections: Where new technologies inform traditional practices'. Presentations and panels covered a range of information and topics. Of most interest were presentations in relation to responsible gaming staff training, self exclusion and the NSW Gambling Study.
- g. Other business
  - i. A Committee member proposed the Responsible Gaming and Gaming departments coordinate operationally the feedback received in Medallia that may be related to responsible gaming matters to ensure the a whole of customer approach in harm minimisation.