



## Responsible Gaming Committee

Minutes of a Meeting of the Committee held at  
Level 3, Crown Towers, 8 Whiteman Street, Southbank, Victoria on  
14 February 2018 at 10.44am

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### Members Present:

John Horvath (Chair)  
John Alexander

Mary Manos (Secretary)

### By Invitation:

Ken Barton (Crown Resorts Limited)  
Sonja Bauer (Crown Melbourne/Australian Resorts) (by telephone)  
Barry Felstead (CEO – Australian Resorts)  
Lauren Harris (Crown Resorts Limited)  
Andrew Menz (Betfair/CrownBet) (by telephone)  
Leon Pillai (Crown Melbourne)  
Josh Preston (CLO – Australian Resorts)  
David Skene (Betfair)  
Melanie Strelein (Crown Perth) (by telephone)

### B U S I N E S S

### Minutes of Meeting held on 16 November 2017:

It was **RESOLVED** that the Minutes of the Responsible Gaming Committee Meeting held on 16 November 2017 be approved.

### Matters Arising:

The Matters Arising paper was taken as read and it was noted that:

- the demonstration of the CrownBet/Sportsbet self-exclusion pilot has been postponed until the outcome of the proposed divestment of the Company's interest in CrownBet is known;
- the review of the interaction between self-exclusion procedures at each property is continuing, it being noted that any changes to procedure will not apply retrospectively; and
- self-excluded patrons from 2016 onwards have had their Crown Rewards loyalty status downgraded to a membership tier which

minimises marketing to those patrons.

The Committee requested that management consider whether self-exclusion procedures are capable of extending to include Betfair (and CrownBet if the divestment does not proceed).

Leon Pillai advised the Committee that the Victorian Commission for Gambling and Liquor Regulation has ceased the joint operation in relation to the detection of self-exclusion breaches on the Crown Melbourne casino gaming floor.

The findings of the three inspections with the VCGLR which were conducted prior to the cessation of the joint operation and the four inspections undertaken by security were presented to the Committee.

**Crown Melbourne and Crown Perth Responsible Gaming Report:**

The Crown Melbourne and Crown Perth Responsible Gaming Report was taken as read.

Of the matters set out in the Report, Josh Preston, Melanie Strelein and Sonja Bauer noted the following items:

- the request from the Gaming and Wagering Commission to report monthly on the Crown Perth Responsible Gaming statistics of third party enquiries and the nature of those enquiries; and
- the call for research by the Victorian Responsible Gambling Ministerial Advisory Council on ticket in / ticket out data and cashless gaming in Victoria.

Sonja Bauer and Josh Preston advised the Committee of the nature of the responsible gaming enquiries received from the VCGLR as part of the Section 25 Review. The Committee requested that it be appraised of any updates in relation to the responsible gaming aspects of the Section 25 Review.

The Committee discussed the recent incident that occurred in the Crown Melbourne Responsible Gaming Centre with a patron that self-harmed on the premises.

The Committee requested that, going forward, the Crown Melbourne and Crown Perth Responsible Gaming Report include key issues.

**Digital Responsible Gaming Reports:**

The CrownBet, Draftstars & Betfair Responsible Gaming Reports were taken as read.

*CrownBet*

Of the matters set out in the Report, Andrew Menz noted that CrownBet is in the process of implementing a number of changes to its website to improve the accessibility to, and use of, the responsible wagering tools.

*Betfair*

John Horvath welcomed David Skene, Head of Legal – Betfair, to the meeting.

David Skene advised the Committee of the new initiatives introduced by Betfair to promote its responsible gambling webpage following a recent drop in webpage views and noted that the number of webpage views is correlated to the number of active punters.

The Committee requested that Betfair:

- review the content included on its responsible gambling webpage and work with the Crown responsible gaming team in updating the content; and
- consider the reasons for the spike in webpage views in March and April 2017.

The Committee discussed the new legislative provisions which are to come into effect on 17 February 2018 that will make it illegal for wagering operators to provide credit to customers in Australia.

REDACTED - PRIVILEGE



It was **RESOLVED** that the CrownBet, Draftstars and Betfair Responsible Gaming Reports be noted.

**Gaming Environment Scan:**

The Gaming Environment Scan paper was taken as read.

It was **RESOLVED** that the Gaming Environment Scan be noted.

The Committee requested that, going forward, the Gaming Environment Scan be streamlined to only include updates relevant to Crown's business in Australia.

**Other Business:**

***Review of Committee Charter:***

The Committee noted the proposed changes to the Charter recommended by management.

Having reviewed its Charter in accordance with Article 5, the Committee **RESOLVED** to recommend to the Board that the Responsible Gaming Committee Charter be amended in line with the changes included in the paper with respect to this item.

***Future Meetings:***

The 2018 Committee meeting dates were noted.

**Closure:**

There being no further business, the meeting was declared closed at 11.45am.

Signed

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Chairperson  
John Horvath