

Our ref: CD/19/21596

15 January 2020

Ms Michelle Fielding
Group General Manager – Regulatory and Compliance
Crown Resorts Limited
8 Whiteman Street
SOUTHBANK VIC 3006

By email: [REDACTED]

Dear Ms Fielding

Data requirements in relation to Crown's trial of three and six-month Time Out Program Agreements (TOPAs)

I refer to our letter dated 13 November 2019 (enclosed) in which the Victorian Commission for Gambling and Liquor Regulation (the Commission) requests Crown Melbourne (Crown) provide data from its twelve-month trial (TOPA trial) of three and six-month TOPAs.

Thank you for meeting on 8 January 2020 to clarify the Commission's data requirements in relation to the TOPA trial to assist the Commission in its assessment of the ongoing suitability of TOPAs.

Following the meeting, I provide details below of the VCGLR's quantitative data requests from the TOPA trial:

1. Number of self-exclusion conversations in first instance, including details of the outcomes of the conversations (self-exclusion, TOPA or no action).
2. Number of active TOPAs and self-exclusions at start and end of the reporting period.
3. Number of three-month TOPAs extended for a further three months.
4. Number of TOPAs which extended to self-exclusion.
5. Number of players detected and interviewed by Crown after returning to gambling post the conclusion of the TOPA, including the outcome of the interview (permitted to return to gambling or a further TOPA/self-exclusion imposed).
6. Number of resumptions of TOPAs (ie. patrons whose TOPA has expired, resumed gambling, and then requested a further TOPA).
7. Number of TOPA breaches detected.
8. Any other data that Crown captures that would assist the Commission.


I also provide the following in relation to the Commission's qualitative data requirements in relation to the TOPA trial:

1. An indication of the gambling profile of patrons agreeing to TOPAs, if available.

2. Any useful information gathered during the initial interview with patrons where the TOPA was offered and accepted, in particular the reasons for patrons agreeing to TOPAs, instead of self-exclusion.
3. Available feedback from patrons in relation to TOPA service delivery and outcomes.
4. Results from the periodic monitoring of randomly selected persons who returned from a TOPA, as far as any observable signs and data can allow.
5. A report on Crown's own assessments of its TOPA trial.

Crown also advised the Commission in the meeting on 8 January 2020 that its TOPA trial commenced on 1 July 2019, and furthermore, it could provide the data requested in this letter for the first six months of the trial.

The Commission requires that the above TOPA trial data is provided in two six-month tranches, the first tranche by 28 February 2020 (representing 1 July 2019 to 31 December 2019), and the second six-month tranche by 31 August 2020 (representing 1 January 2020 to 31 July 2020).

Should you wish to discuss this matter, please contact me on 

Yours sincerely



Jason Cremona
Manager, Licence Management & Audit, Licensing

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