

9 - JAN 2020

Our ref: CD/19/21531

Mr Joshua Preston  
Chief Legal Officer – Australian Resorts  
Crown Melbourne Limited  
8 Whiteman Street  
SOUTHBANK VIC 3006

By email: [REDACTED]

Dear Mr Preston

**Sixth Casino Review Recommendations 3 and 15**

I refer to Crown Melbourne Limited's (Crown's) submissions dated 13 September 2019 and 1 October 2019 in relation to recommendations 3 and 15 of the Sixth Casino Review (Review) respectively.

At its meeting on 19 December 2019, the Commission considered Crown's submissions and noted that Crown has:

- implemented recommendation 3 of the Review after considering the Deloitte report provided by Crown, and further sought that the VCGLR monitor implementation of the three outstanding recommendations in the Deloitte report,
- implemented recommendation 15 of the Review by providing the first Responsible Gambling (RG) report to Crown Resorts Responsible Gaming Committee (CRRGC) on 9 October 2019, subject to Crown continuing to provide RG reports to the Victorian Commission for Gambling and Liquor Regulation (VCGLR) after each CRRGC meeting, and the RG reports including 'results from player analytics' post completion of recommendation 8, and
- provided its first written quarterly report on the effectiveness of facial recognition technology, in line with recommendation 12.

Should you wish to discuss this matter, please contact Steven Barnes-Loh, Acting Director Licensing, on 9098 5215.

[REDACTED]

Ross Kennedy  
Chair