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1 October 2019

Ms Catherine Myers
Chief Executive Officer
Victorian Commission for Gambling and Liquor Regulation
Level 3, 12 Shelley Street
RICHMOND VIC 3121

cc: Rowan Harris

By Email

Dear Ms Myers

Sixth Review of the Casino Operator and Licence (Sixth Review) - Recommendation 15

I refer to Recommendation 15 of the Sixth Review and our response dated 2 July 2018.

Recommendation 15 provides:

The VCGLR recommends that, within three months of implementing the new responsible gambling strategy (Recommendation 14), there is regular reporting to the Crown Resorts Responsible Gambling Committee for it to maintain oversight of Crown Melbourne's harm minimisation strategy for responsible gambling. Regular reports every two months should include numbers and types of interventions and other harm minimisation activities of RGSC and other staff, details of the number and nature of referrals to external service providers, exclusion orders, breaches, revocation and appeals, as well as results from player data analytics and other initiatives to minimise gambling related harm. These reports should also be made available to the VCGLR for monitoring purposes. (The VCGLR intends to share this information, as appropriate, with the VRGF).

In addressing Recommendation 15, Crown Melbourne Limited (**Crown**) has previously advised that the Crown Resorts Limited Responsible Gaming Committee (**Committee**) meets six (6) times per annum, and the reporting periods may therefore vary from one to three months as the case may be.

Notwithstanding the temporal anomalies, regular reporting to the Committee is being expanded to include the types of interventions that comprise harm minimisation activities, referrals, player data and other activity as comprises the functions of the Responsible Gaming Centre.

By way of an update, the next Committee meeting will be held on 9 October 2019, at which the first of such additional reporting will be presented.

Please do not hesitate to contact me or Joshua Preston if you have any queries.

Yours sincerely



Barry Felstead
Chief Executive Officer – Australian Resorts