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8 January 2020

Mr Rowan Harris
Principal Major Licence Officer
Licence Management and Audit
Victorian Commission for Gambling and Liquor Regulation
Level 3, 12 Shelley Street
RICHMOND VIC 3121

By Email

Dear Mr Harris

Sixth Review of the Casino Operator and Licence (Sixth Review) - Recommendation 12 Quarterly Update

I refer to Recommendation 12 of the Sixth Review, which provides:

'The VCGLR recommends that, by 1 July 2019, Crown Melbourne expand facial recognition technology to cameras on all entrances to the casino and that Crown Melbourne provide written updates on a quarterly basis on its effectiveness to the VCGLR.'

See attached the Quarterly Update for the period October to December 2019. By way of overview we note that of the 743 breaches/attempted breaches detected during the quarter (committed by 553 unique persons), Neoface identified 608 of the instances or 81.83% of all detections.

[REDACTED]

Please let me know if you have any queries of concerns.

Yours sincerely



Michelle Fielding
Group General Manager – Regulatory and Compliance