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27 May 2019

Ms Catherine Myers  
Chief Executive Officer  
Victorian Commission for Gambling and Liquor Regulation  
49 Elizabeth Street  
**RICHMOND VIC 3121**

cc: Rowan Harris

**By Email**

Dear Ms Myers

**Sixth Review of the Casino Operator and Licence (Sixth Review) - Recommendation 19**

I refer to Recommendation 19 of the Sixth Review, which provides:

*'The VCGLR recommends that, by 1 July 2019, Crown Melbourne implement a policy to make an exclusion order under s 72 of the Casino Control Act in appropriate cases where a person has engaged in significant unacceptable conduct in the casino or is the subject of serious criminal charges.'*

Crown Melbourne Limited (**Crown Melbourne**) replied to this Recommendation in its response to the s 25 Review, dated 2 July 2018:

*'Crown notes that it has had a policy in place to issue Exclusion Orders for unacceptable behaviour for over ten years and does issue Exclusion Orders for this purpose in appropriate circumstances. Crown also notes that it issues withdrawal of licence notices to persons in appropriate circumstances, as it is entitled to do as a common law right, as those notices cover broader areas of the Crown property than the more limited area covered by Exclusion Orders.'*

Please find attached Crown Melbourne's Unacceptable Behaviour Policy (which is currently in DRAFT to highlight the relevant changes to you, but a signed final version will be posted to Crown Melbourne's Intranet for staff), with slight modifications to align its language with that of Recommendation 19. Crown respectfully considers that the requirement to have an Unacceptable Behaviour Policy, which includes provision to make an exclusion order in appropriate cases where a person has engaged in significant unacceptable conduct in the casino or is the subject of serious criminal charges, has been completed in satisfaction of Recommendation 19 of the Sixth Review.

Please do not hesitate to contact me or Joshua Preston if you would like to discuss this matter or if there is any further information that can be provided to assist.

Yours sincerely



**Barry Felstead**  
Chief Executive Officer – Australian Resorts

Encl.