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3 December 2019

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

cc: Jason Cremona

By Email

Dear Mr Harris

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

I refer to the letter from Mr Ross Kennedy dated 6 August 2019 (**Commission's Letter**) and subsequent meetings and communications between the VCGLR and Crown Melbourne, regarding proposed changes to be made to Crown Melbourne's 'Unacceptable Behaviour Corporate Policy Statement'.

The Commission's Letter requests that Crown Melbourne make further amendments to its Unacceptable Behaviour Corporate Policy Statement, to provide greater clarity to its staff about when to issue an exclusion order, withdrawal of licence or both.

As discussed in our meeting of 24 October 2019, it was thought that Crown Melbourne's Corporate Policy Statement 'Withdrawal of Licence – Exclusion/Self-Exclusion', which we tabled at that meeting, may already clarify the circumstances for issuance of an exclusion order or withdrawal of licence.

Accordingly, as discussed, please find attached in response to the Commission's Letter, an amended DRAFT version of Crown Melbourne's:

1. Unacceptable Behaviour Corporate Policy Statement; and
2. Withdrawal of Licence – Exclusion/Self-Exclusion Corporate Policy Statement.

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

[Redacted signature]

Michelle Fielding
Group General Manager – Regulatory and Compliance

Encl.

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