



Victorian Commission for
Gambling and Liquor Regulation

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20 FEB 2020

Our ref: CD/20/1064

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 Recommendation 19

I refer to my letter to Crown Melbourne Limited (Crown) dated 6 August 2019 and your submissions dated 3 December 2019 and 20 January 2020 in relation to recommendation 19 of the Sixth Casino Review, and in particular the further amendments requested by the Commission to Crown's "Unacceptable Behaviour Policy".

At its meeting on 23 January 2020, based on the further submission provided by Crown, the Commission noted that the amendments proposed by Crown to its "Unacceptable Behaviour Policy" and its "Withdrawal of Licence – Exclusion/Self Exclusion Policy" provide greater clarity about when to issue an exclusion order, withdrawal of licence or both.

The VCGLR will monitor Crown's implementation of the proposed amendments to both policies.

Should you wish to discuss the matter further, please contact Alex Fitzpatrick, Director Licensing, [REDACTED]

Yours sincerely

[REDACTED]
Ross Kennedy
Chair