



Victorian Commission for
Gambling and Liquor Regulation

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13 NOV 2019

Our ref: CD/19/18587

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 Recommendations 10, 11 and 14

I refer to Crown Melbourne Limited's (Crown's) submissions of 28 June 2019 in relation to recommendations 10 and 11 of the Sixth Casino Review (the Review), and Crown's submission of 29 June 2019 in relation to recommendation 14 of the Review.


At its meeting on 24 October 2019 the Commission considered Crown's submissions and noted that Crown has:

- implemented recommendation 10 by undertaking a comprehensive review of its policy for the making and revocation of voluntary exclusion orders under section 72(2A) of the *Casino Control Act 1991* (the CCA)
- implemented recommendation 11 by developing and implementing a policy and procedure to facilitate issuing involuntary exclusion orders under section 72(1) of the CCA, at the request of family members and friends in appropriate cases, and
- implemented recommendation 14 by developing and implementing a responsible gambling strategy focusing on the minimisation of gambling related harm to persons attending the casino.

In considering Crown's submission in relation to recommendation 10, the Commission noted Crown's twelve-month evaluation trial of three and six-month Time Out Program Agreements (TOPAs) and seeks to monitor the use of TOPAs to:

- a) assess their benefit in assisting players taking a voluntary exclusion from Crown in addition to a formalised exclusion order under section 72(2A) of the CCA, and
- b) determine whether it may be necessary for TOPAs, or three and six-month exclusion orders, to transition to a formalised exclusion order under section 72(2A) of the CCA.

To assist the Commission in monitoring the use of TOPAs, the Commission requests Crown to provide data from this evaluation trial, following the conclusion of the trial. The Licensing Division will consult with Crown to clarify the data required and the expected deadline for provision of the data.

Should you wish to discuss this matter, please contact Alex Fitzpatrick, Director Licensing,


Yours sincerely



Ross Kennedy
Chair