

**From:** Rowan Harris  
**Sent:** Wed, 14 Oct 2020 14:05:07 +1100  
**To:** Michelle Fielding  
**Cc:** Jason Cremona; Steve Thurston  
**Subject:** FW: Sixth Casino Review - recommendation 10 (2017/18 trial data request)  
**Attachments:** Attachment 3 - TOPAs - second tranche - 31 August 2020.pdf

Hi Michelle

I would appreciate an update on the request below post mentioning at the Operations meeting last week that you would discuss the request with Sonja.

Thanks

**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 Australia

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**From:** Rowan Harris  
**Sent:** Friday, 25 September 2020 12:47 PM  
**To:** 'Michelle Fielding' [REDACTED]  
**Cc:** 'Sonja Bauer' [REDACTED]; Jason Cremona [REDACTED]; Steve Thurston [REDACTED]  
**Subject:** Sixth Casino Review - recommendation 10 (2017/18 trial data request)

Hi Michelle

Thank you for your time on the phone earlier. As discussed, the VCGLR requests information from the previous 2017/18 TOPA trial to assist with preparation of the Commission paper on the 2019/20 TOPA trial evaluation. The following text from the Sixth Casino Review report is provided for reference:

*"...As part of this, the customer must attend a GRIP session. Between January 2017 and 30 September 2017, 29 persons participated in the Time Out trial, including 16 loyalty member patrons.*

*In November 2017, Crown Melbourne advised the Review Team that the trial would cease in January 2018 and that a full evaluation would be conducted. As at April 2018, Professor Horvath*

*indicated that no information was available regarding the evaluation of the trial."* (Reference: page 112)

Crown provided the following information for the 2019/20 trial evaluation (attachment):

- a. Number of self-exclusion conversations in the first instance, including details of the outcomes of the conversations (self-exclusion, TOPA or no action) to determine the percentage of patrons (including the 29 patrons) taking up TOPAs
- b. Number of active TOPAs and self-exclusions at start and end of the reporting period
- c. Number of TOPAs extended for a further three months.
- d. Number of TOPAs which extended to self-exclusion.
- e. Interview outcomes of patrons who participated in GRIP
- f. Number of resumptions of TOPAs (i.e. patrons whose TOPA has expired, resumed gambling, and then requested a further TOPA).
- g. Number of TOPA breaches detected.
- h. Any other data that Crown captures that would assist the Commission (ie. the Dashboard provided for 2019/20 trial)
- i. An indication of the gambling profile of patrons agreeing to TOPAs, if available.
- j. Any useful information gathered during the initial interview with patrons where the TOPA was offered and accepted, in particular the reasons for patrons agreeing to TOPAs, instead of self-exclusion
- k. Available feedback from patrons in relation to TOPA service delivery and outcomes
- l. Results from the periodic monitoring of randomly selected persons who returned from a TOPA, as far as any observable signs and data can allow
- m. A report on Crown's own assessments of its TOPA trial.

The VCGLR appreciates that the same data/information may not be available from the 2017/18 trial, however, please advise and provide what is available.

Please note the Commission paper on the TOPAs evaluation trial has been pushed out to the November 2020 meeting.

Happy to discuss further.

Regards

**Rowan Harris** | Principal Major Licence Officer | Licence Management and Audit  
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**From:** Jason Cremona  
**Sent:** Wednesday, 16 September 2020 2:52 PM  
**To:** Michelle Fielding [redacted]  
**Cc:** Rowan Harris [redacted]; Sonja Bauer [redacted]  
[redacted]; Steve Thurston [redacted]  
**Subject:** RE: Recommendation 10 - Tranche 2 [CM-COMP.FID19086]

Michelle,

Thank-you for the second tranche of TOPA data as attached.

In consultation with the VRGF, Licensing will assess the data and advise if any further information is required. At this stage, the available data appears suffice to assist the Commission in:

- a) assessing the benefits of TOPAs 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) determining 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.

Should any further data be request we will come back to you.

I am hoping to present this information to the Commission in its October meeting, and will advise you of their decision.

Regards

**Jason Cremona CPA**  
**Manager, Licence Management & Audit**  
Licensing Division  
[redacted]

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**From:** Michelle Fielding [mailto:[redacted]]  
**Sent:** Monday, 31 August 2020 8:41 PM  
**To:** Jason Cremona <[redacted]>  
**Cc:** Rowan Harris <[redacted]>; Sonja Bauer <[redacted]>  
**Subject:** Recommendation 10 - Tranche 2 [CM-COMP.FID19086]

Hi Jason

I hope you're well. Please see attached a letter regarding Tranche 2 data, for Recommendation 10. Please let me know if you have any queries or would like to discuss.

Regards

Michelle Fielding | Group General Manager – Regulatory and Compliance | Crown Resorts Limited  
[redacted] | w:  
[www.crownmelbourne.com.au](http://www.crownmelbourne.com.au)

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