



20 October 2020

Our ref: CD/20/14517

Mr Shane Lucas
Chief Executive Officer
Victorian Responsible Gambling Foundation
14–20 Blackwood Street
NORTH MELBOURNE VIC 3051

By email: [REDACTED]

Dear Mr Lucas

Sixth Casino Review – Recommendation 15 - Crown Responsible Gambling reports

I refer to the above.

As discussed at your meeting on 8 August 2020 with Catherine Myers, the Victorian Commission for Gambling and Liquor Regulation (the VCGLR) is receiving copies of Responsible Gambling reports (the Reports) provided to the Crown Resorts Limited Responsible Gambling Committee, as required by recommendation 15 of the Sixth Casino Review (Review).

Recommendation 15 of the Review provides:

The VCGLR recommends that, within three months of implementing the new responsible gambling strategy (Recommendation 14), there is regular reporting to the Crown Resorts Responsible Gaming Committee for it to maintain oversight of Crown Melbourne’s harm minimisation strategy for responsible gambling. Regular reports every two months should include numbers and types of interventions and other harm minimisation activities of RGSC and other staff, details of the number and nature of referrals to external service providers, exclusion orders, breaches, revocation and appeals, as well as results from player data analytics and other initiatives to minimise gambling related harm. These reports should also be made available to the VCGLR for monitoring purposes. (The VCGLR intends to share this information, as appropriate, with the VRGF”).

The Reports comprise the following information:

- a) responsible gaming Harm Minimisation Overview
- b) exclusion statistics, and
- c) explanation of the statistics provided in a) and b) above.

Considering the nature of the information contained in the Reports, the VCGLR considers it appropriate to share the Reports with the VRGF. The Reports are provided as “Commercial in Confidence” and for internal use only by the VRGF.

Please find attached Reports that were considered by the Responsible Gambling Committee at the following meeting dates:

- 9 October 2019

- 4 December 2019
- 11 February 2020
- 1 April 2020, and
- 20 October 2020.

Please advise, if at any stage, the VRGF no longer wishes to receive copies of the Reports.
Should you have any further enquiries, please contact Jason Cremona, Manager, Licence Management and Audit on [REDACTED] or [REDACTED]

Yours sincerely

A handwritten signature in black ink, appearing to be 'Alex Fitzpatrick', written over a horizontal line.

Alex Fitzpatrick
Director Licensing

Enc.