



Victorian Commission for
Gambling and Liquor Regulation

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Our ref: CD/19/14633

3 SEP 2019

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 3, 4 and 13

I refer to Crown Melbourne Limited's (Crown's) submissions to the Victorian Commission for Gambling and Liquor Regulation (the Commission) dated 29 June 2019 and 1 July 2019, in relation to the completion of recommendations 3, 4 and 13 of the Sixth Casino Review.

At its meeting on 22 August 2019, based on the submissions provided by Crown, the Commission noted that:

- in relation to recommendation 4, Crown has undertaken a robust review of internal controls to ensure that Crown's regulatory and compliance department is aware of all projects and works in progress for which regulatory approvals might be relevant, and
- in relation to recommendation 13, Crown has developed a new responsible gambling strategy which includes rebranding or refreshing its responsible gambling messages throughout the casino, in all Crown Melbourne publications, including online and social media platforms.

In relation to recommendation 3, the Commission decided to defer its consideration of Crown's completion of recommendation 3 until members have had the opportunity to review the external advisor's report completed by Deloitte, which informed the assessment of Crown's risk framework and systems. The Commission requests that the external advisor's report is provided within seven days of receiving this letter.

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

Yours sincerely

[REDACTED]
Ross Kennedy
Chair