



Contact: Barry Felstead / Joshua Preston  
Direct Line: [REDACTED]  
E-mail: [REDACTED]  
Document No: COMPLIANCE\_520433.2

1 October 2019

Ms Catherine Myers  
Chief Executive Officer  
Victorian Commission for Gambling and Liquor Regulation  
Level 3, 12 Shelley Street  
RICHMOND VIC 3121

cc: Rowan Harris

**By Email**

Dear Ms Myers

**Sixth Review of the Casino Operator and Licence (Sixth Review) - Recommendation 16**

I refer to Recommendation 16 of the Sixth Review and our response dated 2 July 2018.

Recommendation 16 provides:

*The VCGLR recommends that within three months of implementing the strategy, a charter is developed for the Crown Melbourne Responsible Gambling Management Committee (staff committee) which includes reference to the role and responsibility of driving a harm minimisation culture.*

Crown Melbourne Limited (**Crown**) has developed the recommended Charter, which addresses the prescribed elements and is enclosed with this letter.

Please do not hesitate to contact me or Joshua Preston if you have any queries.

Yours sincerely

Barry Felstead  
**Chief Executive Officer – Australian Resorts**

Encl