

From: Rowan Harris
Sent: Mon, 16 Sep 2019 17:45:34 +1000
To: Michelle Fielding
Cc: Sonja Bauer;Michelle Fielding;Jason Cremona;Steve Thurston
Subject: Sixth Casino Review - follow-up matters re rec.s 10 and 11

Hi Michelle,

As discussed, the VCGLR is the process of reviewing Crown's submissions (with input from the VRGF) in respect of Sixth Casino Review recommendations 10 and 11, ahead of being considered by the Commission at its 24 October 2019 meeting, and has raised the following matters and questions for follow-up.

Recommendation 10

- 1/ The VCGLR requests a copy of the independent expert advice or report provided to Crown (reference: bullet point three, second paragraph, page 2).
- 2/ The VCGLR requests a copy of a Time Out Program three month or six month agreement application form.
- 3/ What features of a Time Out agreement are common to a self-exclusion order pursuant to s.72(2A) of the *Casino Control Act 1991* (the CCA)?
- 4/ How does Crown administer Time Out Program agreements in comparison to self-exclusions pursuant to section 72(2A) of the CCA?
- 5/ What is Crown's case for not formalising Time Out agreements (ie. treating them as a private agreement between Crown and the person, instead of including them under a regulatory scheme pursuant to s.72(2A)?
- 6/ Does Crown believe there could be extra regulatory burden if Time Out agreements were formalised (ie. included as part of the statutory scheme pursuant to s.72(2A) of the CCA)? If so, please provide details.
- 7/ Does Crown actively promote Time Out Agreements?
- 8/ What governs Crown's self-exclusion program/process? What dictates why it appears to be formal and structured? ICS/SOPs?

Recommendation 11

Further to the last tripartite meeting on 16 June 2019:

- 1/ Please confirm that the Third Party Exclusion (TPE) brochure and application form is available on Crown's website to enable prospective applicants to access the TPE application process without physically attending the casino. (ie. making clear to the TPE applicant that required contact does not require visiting the casino).
- 2/ TPE application form. It would appear there is no provision on the TPE form for the third party to nominate how they wish to be contacted (i.e. email, hard mail or other). Please address.

3/ The two Crown notification letters (receipt of application, notification of completion of process) are designed to be sent by post. If the applicant wishes to be notified by email (or alternative address) for safety reasons, there is no method to advise Crown of this. Please address.

The VCGLR would appreciate Crown's responses to the above by this Friday.

Thanks

Rowan

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