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28 May 2019

Ms Catherine Myers
Chief Executive Officer
Victorian Commission for Gambling and Liquor Regulation
49 Elizabeth Street
RICHMOND VIC 3121

cc: Rowan Harris

By Email

Dear Ms Myers

Sixth Review of the Casino Operator and Licence (Sixth Review) - Recommendation 12

I refer to Recommendation 12 of the Sixth Review, which provides:

'The VCGLR recommends that, by 1 July 2019, Crown Melbourne expand facial recognition technology to cameras on all entrances to the casino and that Crown Melbourne provide written updates on a quarterly basis on its effectiveness to the VCGLR.'

Crown Melbourne Limited (**Crown**) confirms that it has now completed the installation of Facial Recognition Cameras at all public entrances to the casino. Please also note that in addition to the Recommendation, Crown has commenced installation of a number of Facial Recognition Cameras to external entrances to the Complex.

Pursuant to Recommendation 12, Crown is also to commence providing quarterly written updates to the VCGLR on the effectiveness of Facial Recognition Technology. In this respect Crown will provide its first update to the VCGLR for the quarter commencing 1 July 2019 in October 2019 and quarterly thereafter.

Please let myself, or in my absence Joshua Preston, know if you would like to discuss this matter or if there is any further information that can be provided to assist.

Yours sincerely


Barry Felstead
Chief Executive Officer – Australian Resorts