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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 12 Quarterly Update

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.'

Pursuant to Recommendation 12, Crown is to provide quarterly written updates to the VCGLR on the effectiveness of Facial Recognition Technology (or Neoface).

The attached Quarterly Update for the quarter July to September 2020, covers the period in which Crown has been closed to the general public as a result of the COVID-19 pandemic. The report does not contain any data as the entrances to the casino have been closed.

Please let me know if you would like to discuss the attached Quarterly Update or if there is any further information that can be provided to assist.

Yours sincerely

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Michelle Fielding
Group General Manager – Regulatory and Compliance