

**From:** Michelle Fielding  
**Sent:** Fri, 22 Nov 2019 20:10:28 +1100  
**To:** Rowan Harris  
**Cc:** Steve Thurston; Jason Cremona  
**Subject:** RE: Sixth Casino Review questions - Rec. 12 [CM-COMP.FID19108]

Hi Rowan

Please see my responses below and feel free to call if you would like to discuss.

Regards

Michelle Fielding | Group General Manager – Regulatory and Compliance | Crown Resorts Limited

 w:  
[www.crownmelbourne.com.au](http://www.crownmelbourne.com.au)

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**From:** Rowan Harris [mailto:Rowan.Harris@vcglr.vic.gov.au]  
**Sent:** Friday, 22 November 2019 4:26 PM  
**To:** Michelle Fielding  
**Cc:** Steve Thurston; Jason Cremona  
**Subject:** Sixth Casino Review questions - Rec. 12

Hi Michelle,

I refer to Crown's 4 October 2019 submission on recommendation 12 (quarterly update).

Questions:

1. In the covering letter, Crown indicates 679 overall breaches/attempted breaches in the quarter, compared with 1067 overall breaches/detected breaches for the same quarter last year. Is Crown able to provide a breakdown of breaches and attempted breaches for each quarter (ie. 679 this year and 1067 last year) so we can see if there has been an improvement in preventing breaches? From memory no, as my understanding is that they weren't collecting data in the same level of detail (breakdown) prior to the period in which it was collected for the Quarterly Update. However, I'm happy to go back to Surveillance and double-check to be certain – will update you.
2. Could an over-reliance on Neoface reduce Crown's regular efforts at detecting breaches or attempted breaches? No, as none of our existing processes were altered as a result of the implementation of Neoface.
3. How will Crown know if Neoface has just replaced the current processes and not added additional detections? As above.

Thanks

Rowan

**Rowan Harris** | Principal Major Licence Officer | Licence Management and Audit

**Victorian Commission for Gambling and Liquor Regulation**  
 Level 3, 12 Shelley Street, Richmond Vic 3121 Australia

[www.vcglr.vic.gov.au](http://www.vcglr.vic.gov.au)

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**From:** Michelle Fielding [mailto: [REDACTED]]  
**Sent:** Wednesday, 13 November 2019 10:20 AM  
**To:** Steve Thurston < [REDACTED] >  
**Cc:** Jason Cremona < [REDACTED] >; Rowan Harris  
 [REDACTED]  
**Subject:** RE: Sixth Casino Review Prompts [CM-COMP.FID3650]

Hi Steve

Thanks for your email, with respect to your points below please see my responses following:

1. Yes that's correct, I hope to have something to you shortly;
2. I will follow-up with Sonja and revert, note however, that the issue of there being six meetings a year (i.e. averaging out as every two months but not occurring every two months) is not a new proposal, this was clarified with Robert at the time of the s 25 review; and
3. 2pm on the 12<sup>th</sup> has been proposed, can you confirm whether this suits and whether the Commissioners would prefer to come to Crown or the Directors to go to the VCGLR offices?

Thanks Steve. I've been in Sydney (heading to London in the new year), but am back in the office now.

Regards

Michelle Fielding | Group General Manager – Regulatory and Compliance | Crown Resorts Limited  
 [REDACTED] | w:  
[www.crownmelbourne.com.au](http://www.crownmelbourne.com.au)

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**From:** Steve Thurston [REDACTED]  
**Sent:** Tuesday, 12 November 2019 7:35 PM  
**To:** Michelle Fielding  
**Cc:** Jason Cremona; Rowan Harris  
**Subject:** Sixth Casino Review Prompts

Hi Michelle

Just some prompts/friendly reminders, for your consideration:

1. **Recommendation 19:** When Jason and I last met with you and Josh, I think you found you had some words about WOLs versus s.72(2) Exclusion Orders in other procedural documentation that



seemed to clarify to Crown staff the application of the Corporate Policy Statement to assist them in determining when to issue an Exclusion Order, WOL, or both. I recall you talked about sharing that text with us by way of response to the Commission's follow-up request.

2. **Recommendation 15:** Your letter of 1 October on this matter said that the next CRL Responsible Gaming Committee Meeting was to be held on 9 October, at which the first of the additional responsible gambling reporting was to be presented. Are you in a position to share that first report with us in order that we can present this recommendation to the Commission at its December meeting? Also, we note Crown's proposal that, because the meeting schedules are not 2 monthly, the reports should be presented with the same frequency as each meeting (i.e. a report to every meeting). If there is a calendar for these meetings, could we have a copy to present to the Commission to support this proposal?
3. **Recommendation 20:** I only emailed you on this yesterday. Just wanting to see if we can pencil in a 2 hour placeholder for the meeting between directors and Commissioners on 12 December when they are free, but not sure whether to put this as a morning meeting or an afternoon meeting.

(Just wondering - Are you in the UK at the moment?)

Best regards

Steve Thurston | Licence Manager | Licence Management & Audit

Victorian Commission for Gambling and Liquor Regulation

Level 3, 12 Shelley St Richmond Vic 3121

Ph. 1300 1VCGLR (1300 182 457)

[www.vcglr.vic.gov.au](http://www.vcglr.vic.gov.au)

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