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5 May 2020

Our ref: CD/20/6666

Mr Joshua Preston  
Chief Legal Officer – Australian Resorts  
Crown Melbourne Limited  
8 Whiteman Street  
SOUTHBANK VIC 3006

By email [REDACTED]

Dear Mr Preston

#### **Sixth Casino Review Recommendation 6**

I refer to Crown Melbourne Limited's (Crown's) submission dated 23 December 2019 in relation to recommendation 6 of the Sixth Casino Review (Review).

At its meeting on 30 April 2020, the Commission considered Crown's submission and noted that, in implementing recommendation 6, Crown has reviewed its allocation of staffing resources to increase the number of work hours actually available to responsible gambling and intervention with patrons.

Notwithstanding that Crown has implemented recommendation 6, the Commission expects that Crown continue to assess and make improvements in relation to its' responsible gambling practices (RG). VCGLR staff will continue to monitor and assess the ongoing suitability of Crown's RG approach on behalf of the Commission and engage with the Victorian Responsible Gambling Foundation, where relevant.

Should you wish to discuss this matter, please contact Alex Fitzpatrick, Director Licensing, on [REDACTED]

