

Our ref: CD/21/1144

15 April 2021

Ms Michelle Fielding  
Group Executive General Manager – Regulatory and Compliance  
Crown Resorts Limited  
8 Whiteman Street  
SOUTHBANK VIC 3006

By email: [REDACTED]

Dear Ms Fielding

### **Section 26 Notice – Request for information – Time Out Program Agreements**

I refer to correspondence dated 24 February and 31 August 2020 providing the data from Crown Melbourne Limited's (Crown's) evaluation trial of three and six-month Time Out Program Agreements (TOPAs), as requested by the Commission in response to its consideration of Crown's implementation of recommendation 10 of the Sixth Casino Review.

At its meeting on 28 January 2021, the Commission noted the results of the TOPAs evaluation trial, and determined that TOPAs could continue to be offered by Crown in their current form and do not need to transition to an exclusion order under section 72(2A) of the *Casino Control Act 1991* (CCA).

However, the Commission would like to continue monitoring TOPAs, and directs Crown in accordance with section 26 of the CCA to provide it with data to assist with ongoing monitoring of three and six-month TOPAs.

Accordingly, Crown is required to continue to provide the following TOPA data, consistent with the data previously provided in relation to the TOPA trial:

1. *Quantitative data:*

- a) Number of self-exclusion conversations in the first instance, including details of the outcomes of the conversations (self-exclusion, TOPA or no action).
- a) Number of active TOPAs and self-exclusions at the start and end of the reporting period.
- b) Number of three-month TOPAs extended for a further three months.
- c) Number of TOPAs which extended to self-exclusion.
- d) Number of players detected and interviewed by Crown after returning to gambling post the conclusion of the TOPA, including the outcome of the interview (eg permitted to return to gambling or a further TOPA/self-exclusion imposed).

- e) Number of resumptions of TOPAs (i.e. patrons whose TOPA has expired, resumed gambling, and then requested a further TOPA).
- f) Number of TOPA breaches detected.
- g) Any other data that Crown captures that would assist the Commission.

2. *Qualitative data and information:*

- a) An indication of the gambling profile of patrons agreeing to TOPAs, if available.
- b) Any useful information gathered during the initial interview with patrons where the TOPA was offered and accepted, in particular the reasons for patrons agreeing to TOPAs, instead of self-exclusion.
- c) Available feedback from patrons in relation to TOPA service delivery and outcomes.
- d) Results from the periodic monitoring of randomly selected persons who returned to the casino at the expiration of the TOPA, as far as any observable signs and data can allow.

In addition, I require Crown also provide:

- a) Average spend levels by carded players who enter a TOPA arrangement in the three months prior to commencement of their TOPA, and in the three months following their return to gambling at the expiration of the TOPA. This is to be compared with spend levels by average loyalty program members (allowing for the tier they are in). This data is to be broken down by length of the completed TOPA.
- b) Breakdown of the length of TOPAs
- c) For self-excluded patrons who have previously been on a TOPA, how long a period has elapsed between the patron finishing their TOPA and deciding to self-exclude.

The Commission requires that the above TOPA data is provided in six-month tranches, commencing with the first tranche by 31 January 2022 (representing 1 July 2021 to 31 December 2021). The second tranche by 31 July 2022 (representing 1 January 2022 to 30 June 2022) and so on.

If you have any questions, please contact Mr Jason Cremona (Manager, Licence Management and Audit) on [REDACTED] or via email [REDACTED].

Yours sincerely

[REDACTED]

Alex Fitzpatrick  
**Director Licensing**

Cc: Stuart McClelland, Manager, Casino Operations, VCGLR