


Minutes
**Victorian Commission for
Gambling and Liquor Regulation**
**Sixth Casino Review – VCGLR/VRGF/Crown Tripartite
Meeting – Recommendations 10 and 11**

TRIM ID: CD/19/7628

Meeting details	
Meeting title:	Sixth Casino Review – VCGLR/VRGF/Crown Tripartite Meeting – Recommendations 10 and 11 Meeting: 4
Date:	Wednesday 17 April 2019 Time: 3.00 pm – 5.00 pm
Location:	Crown, Level 6 – Administration
Attendees	Title and Business unit/Branch
VCGLR:	
Jason Cremona	Manager, Licence Management and Audit
Steve Thurston	Licence Manager, Licence Management and Audit
Rowan Harris	Principal Major Licence Officer, Licence Management and Audit (Chair)
VRGF:	
Tony Phillips	Strategic Advisor, Knowledge and Policy
Brett Hetherington	Senior Industry Engagement Coordinator
Lindsay Shaw	Knowledge and Policy Officer
Crown:	
Michelle Fielding	Group General Manager, Regulatory and Compliance
Sonja Bauer	Group General Manager, Responsible Gambling
Kate Earl	Responsible Gambling Psychologist
Apologies:	
None	

Item	Subject	Speaker
1.	Opening/apologies Meeting opened. Draft minutes from the previous meeting held on 15 February 2019 were accepted inclusive of Crown's amendments. Outstanding action item number 1 was closed. The VCGLR advised that the Western Australian regulator was not able to provide any information in relation to third party exclusions.	VCGLR

2.	<p>Recommendation 10</p> <ul style="list-style-type: none"> Progress update and strategy for completion. <p>Bullet point one: Crown advised that the final draft of the submission is currently being reviewed internally at senior manager level.</p> <p>Bullet point two: Crown advised that it has drafted a letter which is soon to be signed off.</p>	VCGLR/VRGF/ Crown
3.	<p>Recommendation 11</p> <p>a) Discussed Crown's third-party exclusion policy (TPE) and review draft TPE documents provided to the VCGLR and VRGF on 1 April 2019.</p> <p>Key discussion points:</p> <ol style="list-style-type: none"> I. The VCGLR and VRGF are of the view that the TPE Policy and Procedures document does not go far enough in terms of detailing the key processes required to inform the end-to-end TPE process, in particular, but not limited to, the decision-making processes of the Committee, communicating outcomes of the process, etc. Crown was concerned about not being overly prescriptive, to ensure it has the scope to consider each individual/unique application on a case-by-case basis. II. <i>Crown's legal concerns and risks regarding the TPE policy.</i> Could the TPE process be a disincentive for any applicant? We can understand Crown not entering into these processes lightly but the process has been made so legalistic as to be potentially off-putting to genuine applicants? Crown should consider this in its re-draft. Crown responded that it needed to safe-guard the process against potential vexatious applicants. III. <i>The TPE process.</i> What criteria does the TPE Committee apply in assessing TPEs? What is the process to be used by the TPE Committee? What information/evidence does it rely on in making a recommendation? (i.e. to 'progress or not to progress?'). Crown responded that each application would be unique and based on individual circumstances and so the process requires scope to consider matters on a case-by-case basis. IV. <i>Insight into investigations undertaken by Crown</i> (observable signs, review and analysis of data, extra surveillance, RGLO input etc.) in processing a TPE application. Considering the document is internally facing, clarity to the process in this regard is important and necessary. V. <i>Appeals process</i> for person who is excluded. <p>b) Strategy for completion</p> <p>The VCGLR will provide a follow-up email to the meeting summarising the TPE policy discussion points above, and the VCGLR and the VRGF's suggestions re meeting their expectations of the TPE Policy and Procedures. Refer to new action item 1.</p> <p>The VCGLR and VRGF suggested that Crown redraft the TPE Policy and Procedures and expressed a need for more TPE procedural detail.</p> <p>The parties agreed to undertake detailed 'page turn review' of revised documents at next tripartite meeting.</p>	VCGLR/VRGF/ Crown

4.	Next scheduled tripartite meeting: <ul style="list-style-type: none"> Monday 6 May 2019 at Crown. 	VCGLR/VRGF/ Crown
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Meeting closed at 4.45pm

No	Action to be taken	Assigned to	Due date	Status
1.	VCGLR to provide follow-up email re summary of the TPE policy discussion points and expectations of the TPE Policy Procedures. <i>Email provided to Sonja Bauer on 23 April 2019.</i>	RH	23 April 2019	Closed

Track Changes

1 Insert *Author*