To: 'Tony Phillips (DJCS)' ███████████████████████████████████████

Cc: Jason Cremona███████████████████████████; Steve Thurston ████████████████████

From: Rowan Harris[/o=VCGLR/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=5c51ae9757da4279b9540abd945a2353-Rowan Harris]

Sent: Wed 4/29/2020 6:25:35 PM (UTC+10:00)

Subject: VRGF's views re Sixth Casino Review recommendations 7 & 8 - Commercial in Confidence

Request for VRGF s views re rec.s 7 and 8 - 20200429.pdf

Hi Tony,

As discussed today.

Thanks again for providing the VRGF's views on recommendation 6. At its meeting on 30 April 2020, the Commission will consider a paper on recommendation 6 which includes the VRGF's views. We will be in contact regarding further engagement with the VRGF to discuss its views on recommendation 6, including ongoing evaluation of the adequacy of Responsible Gaming Advisor numbers.

The VCGLR is presently assessing Crown's submissions in relation to responsible gambling recommendations 7 and 8 parts (a) and (b) second limb, ahead of preparing a paper for the Commission. Like recommendation 6, these recommendations do not require direct consultation with the VRGF, however we would be interested in the VRGF's views on the actions and initiatives Crown has taken in relation to implementing recommendations 7 and 8.

Recommendation 7 provides:

> *The VCGLR recommends that Crown Melbourne use observable signs in conjunction with other harm minimisation measures such as data analytics to identify patrons at risk of being harmed from gambling.*

Recommendation 8 provides:

> *The VCGLR recommends that Crown Melbourne proceed with development and implementation of comprehensive data analytics tools for all patrons, to proactively identify for intervention patrons at risk of harm from gambling. These tools would utilise both historical data (with parameters developed from the second player model), and real-time monitoring of play periods. Crown Melbourne should look to models in other jurisdictions, and consult with external data analytics experts, with a view to implementing world class, proactive approaches with real-time (or near-real time) operational effectiveness. In particular:*
>
> *(a) for carded play (that is, player activity which can be systematically tracked), Crown Melbourne will have in operation a comprehensive real-time player data analytics tool by 1 January 2020, and*
>
> *(b) "first limb"] for un-carded play (that is, all other player activity), Crown Melbourne will, by 1 January 2019, commence a comprehensive study of all the practical options for a real-time player data analytics tool, "second limb"] with a view to reporting in detail (including legal, technical and methodological issues) to the VCGLR by 1 January 2020 and "third limb"] the tool being in operation by 1 July 2022.*

Crown has taken the following key actions/initiatives in relation to recommendations 7 and 8 which are:

a) using observable signs in conjunction with data analytics to identify patrons at risk of being harmed from gambling

b) proceeding with the ongoing development and implementation of Crown's data analytics tools which utilise both historical data ('Player data analytics Model') and real-time monitoring of play periods

c) speaking to the legal, technical and methodological issues regarding the practical options for a real-time data analytics tool for un-carded play.

An overview of the key actions/initiatives taken in relation to recommendations 7 and 8 is provided in the attached file for your consideration (password for attached file is provided in a separate email). We would appreciate the VRGF providing its views by COB Friday 8 May 2020.

Please note the contents of this email and attachment are provided commercial-in-confidence and are strictly for the internal use of the VRGF.

We look forward to receiving the VRGF's views.

Happy to discuss.

Regards

Rowan

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