



Media Release

Wednesday 14 August 2013

Review of Crown Casino licence released

The Victorian Commission for Gambling and Liquor Regulation (VCGLR) has completed its major review of the casino operator and found Crown Melbourne Limited suitable and compliant.

The review's key purpose under section 25 of the *Casino Control Act* is to investigate the casino operator's suitability once every five years and report this to the Minister, as part of VCGLR's ongoing regulatory oversight of the licence.

This is the fifth review of the casino operator and licence, and is the first conducted by the VCGLR.

VCGLR Chairman Bruce Thompson said four areas were investigated – suitability, compliance with statutory obligations, compliance with contractual obligations, and public interest.

"VCGLR carried out a thorough investigation and formed the opinion that Crown Melbourne remains suitable to hold a casino licence," Mr Thompson said.

"In addition, the review makes 10 recommendations for improvement, particularly in the area of responsible gambling."

Commissioner Robbie Kerr, who led the review, said six of the key recommendations related to responsible gambling, and welcomed Crown's acceptance of these recommendations.

"VCGLR regulates the casino with a strong emphasis on harm minimisation and responsible gambling," Mr Kerr said.

"The recommendations reinforce this. We are saying to the casino – use and analyse player data as an initial indicator to identify players who may be having problems with their gambling, and to better detect excluded persons who try to enter gaming areas."

Mr Kerr said this review has taken a new approach.

"A responsible gambling code of conduct was introduced in the casino in 2009, and we require the casino to stick to these standards.

"VCGLR expects Crown to implement the recommendations and we will monitor this as part of our ongoing licence oversight of the casino."

Other recommendations related to enhancing Crown's corporate governance arrangements to implement best-practice auditing.

The review also recommended better display of game rules at the casino and an investigation into making them available via smart phones.

Victorian Commission for Gambling and Liquor Regulation

Media contact: John Smith on telephone (03) 9098 5133