

Royal Commission into Crown Melbourne

From: Robert Ingmire Confidential
To: Contact (RCCOL) <contact@rccol.vic.gov.au>
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Attachments: Submission- cover-sheet_4.pdf (711.54 kB)

Good Afternoon,

My submission relates to gambling harm and the VCGLR representative allocated to Crown Casino Melbourne.

I will try to keep this brief, after much frustration with the failed self exclusion program run by the Australian Hotels Association I escalated my concerns to the VCGLR.

My enquiry was directed to Confidential the on site representative allocated to Crown Melbourne, my first contact with the VCGLR representative was a phone call on a Sunday afternoon, I explained my situation and asked for Co's assistance to have my non entry into gaming rooms enforced, I mentioned I was a witness at 2017 Shonica Guy v Crown trial case, Confidential denied any knowledge of the case... although Co's was based on site at Crown.

Confidential assured me Co's would look into my concerns, after many phone calls Co's attitude became blunt and somewhat rude, accusing me of dying my hair to avoid detection by venue staff.

The contempt in which I was treated with by the regulator was appalling, this leaves me to wonder how effective the dedicated on site regulator appointed to Crown Melbourne actually was "effectively regulating".

Poker machine addiction has destroyed my life, I have attended suicide prevention clinic, lost my home, become bankrupt and reduced to living in a park cabin.

Kind regards,

Rob Ingmire.