

17/5/2021

Re: Royal Commission into the Casino Operator and Licence

I would like to submit my experience with Crown Melbourne Ltd in respect to their suitability to hold a casino licence.

In February 2015, I found myself gambling to a worrying degree, frequenting Crown's table games often several times a week and gambling money I couldn't afford to lose.

I decided to make use of Crown's Self Exclusion Program, and signed all the necessary paperwork late at night on one visit.

After some changes in my personal life, about 18 months later I approached Crown with a view to revoking my self-exclusion, and went through the necessary process, including visits to a designated counsellor.

Revocation was approved, and notification was made from Crown by letter. However, Crown asked me to attend the casino to 'collect' the letter.

Entrance to the office I was asked to attend was via the gaming floor. When I arrived, I noticed that the letter was in an envelope and could have been posted to me, so it was initially confusing why I had been asked to visit the casino to collect it, given nothing of any substance was said and I was simply handed the letter.

When I left the office, the employee representing Crown opened the door from the office to the gaming floor, winked at me and said "good luck".

It was then I realised that Crown had used the very first opportunity they had to coax me back to the casino, literally ushering me straight back into the environment that had previously caused the issues I had struggled with.

I appreciate that following a revocation of self-exclusion, Crown's duty of care towards me was significantly diminished, however this process of opportunistic exploitation betrays a commercial interest at the expense of the well being of patrons.

It does not reflect the standards of an organisation fit to hold a casino licence.