

To whom it may concern

I would like to make a submission regarding actions by the members of Crown Casino gaming staff management, actions I would consider to be in breach of the directives from the Victorian Commission for Gambling and Liquor Regulation (V.C.G.L.R) and some of them possibly illegal. Equally concerning is that V.C.G.L.R refused to investigate, effectively saying that my complaints were about conduct of a criminal nature and hence should be made to the police.

In effect the organisation in charge of overseeing the casino and ensuring integrity and honesty, chose to ignore complaints that they admitted fell into that category.

If the V.C.G.L.R wouldn't investigate such a complaint then Crown had little to fear from them

On around Saturday the Confide February 2108 I travelled to Crown Casino in Melbourne after having organised a complimentary room and food deal in exchange for my gambling play. Over the course of a few days I and two others played an electronic gaming machine (EGM) . On around the fifth day of betting we started to make a profit. The next day in my hotel room in the Crown complex a woman who identified herself as a casino manager came to my room accompanied by a uniformed members of the security staff. They entered my room and informed me that my " licence to gamble" had been withdrawn and that I was required to check out and leave the premises. I asked why and was told it was because I was considered " an advantage player" . I asked what that means and she said " that's all I am going to tell you"

and the security agent warned me not to ask any questions .The manager then tried to get me to hand over the winning tickets from the EGM I had been playing (These tickets can be cashed out by anyone and are as good as cash).Not knowing why they would even need to enter my room let alone want my tickets left me suspect of their intentions. I refused and was then escorted into the corridor where my face was photographed by the uniformed security agent against my will.

My friends in another room had a similar experience and the casino also refused to pay their 0.25% cash commission on gambling turnover that they had been promised.

I have since researched the term “advantage player” and discovered that it means anyone capable of winning at gambling by lawful methods such as card counting in BlackJack or by being skillful at poker. A former government inspector in Crown Casino had informed me that Crown casino is directed not to ban or discriminate against any player because they can win. One exception to that rule was for blackjack card counters who may be restricted to the minimum bet but after approval of the V.C.G.L.R

The EGM that I played has inbuilt electronic accounting and hence the casino knows there is nothing irregular about the payouts or winnings on that machine during my play.

I thought Crown’s conduct was so disgraceful , with potentially a casino manager also using the situation to try and take cash tickets from me, that I wrote to the VLGCR about this incident and also took

the opportunity to report a prior situation in Crown Casino's poker room, where one of the gaming staff in the poker room had asked for and taken tens of thousands of dollars in tips from tournament winners. An incident that the VLGCR could not have interpreted as anything other than a situation they were mandated to remedy .

Their reply shocked me. The text of their email was

Confidential [REDACTED]

Confidential [REDACTED]
2018,
Confidential [REDACTED]

to me

Dear Confidential [REDACTED]

Thank you for contacting the Victorian Commission for Gambling and Liquor Regulation (VCGLR).

The Victorian Commission for Gambling and Liquor Regulation (VCGLR) takes complaints very seriously and we appreciate the time you have taken to raise your concerns.

Unfortunately this issue is outside the Jurisdiction of the VCGLR and should be referred to Victoria Police.

Kind regards

Compliance Division"

Clearly the VLGCR, the organization in charge of overseeing two conditions, namely; ensuring the integrity of casino operations and also of ensuring that it only licenced gaming staff of suitable character as employees, was refusing to investigate an incident where there seemed to be a failure to comply with both of these conditions.

If desired I can make available my full correspondence with the VCGLR and also an audio recording of the incident with the casino manager and security in my hotel room

I can only imagine that Crown Casino knows that the VLGCR is not going to investigate incidents where the integrity and moral conduct of Crown Casino are lacking. That Crown has nothing to fear from those appointed to watch over it has no doubt contributed greatly to the conduct that has given rise to this Royal commission .

Sincerely

Confidential

.

