

Submission for Royal Commission into Crown Melbourne

From: REDACTED
To: Contact (RCCOL) <contact@rccol.vic.gov.au>
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Attachments: _Submission- cover-sheet_4.pdf (691.07 kB)

Dear Sir / Madam

“PRIVATE + CONFIDENTIAL”

I hold a black card membership at Crown Melbourne which is a membership by Invitation only. This membership relates to table games and I have held this membership for REDACTED REDACTED I have grown concerned with the many instances I have witnessed the following in the Mahoney Room of Crown Melbourne. REDACTED REDACTED

1. In 2017/2018 special salons were built in the Mahoney Room to accommodate ‘Sun City’ junkets and players. These salons were identified by signage at the front of each salon showing SUN CITY. These rooms were closed to the general players in the Mahoney Room and each had their own special casino chips and staff. They also appeared to have their own money changing areas for the players. These rooms have now been changed in late 2018/early 2019 to other gambling areas and the SUN CITY signage removed.
2. The ability to purchase drugs is well known in the Mahoney Room and has not seemed to be discouraged by the senior staff.
3. There has been a culture to borrow money from various players where the repayment of these funds has been at highly inflated interest rates e.g. Borrow \$1000 and the interest is \$100 per day until the original amount borrowed is repaid. If funds are not repaid then threats against the player, family and friends is made. The senior staff appear to be aware of this and do not seem to be concerned that players who cannot afford to continue to play are subject to these offers.
4. Numerous instances where players are approached by other players to change chips so that the funds which have been won cannot be traced back to the original player.
5. Some Platinum players are encouraged to introduce players from the main floor to the higher limit rooms where temporary cards are issued to ensure the new players are gambling their money in these particular areas of Crown. This then allows the Platinum player to maintain their current card level.
6. Black card players are informed that the Casino prefers them to play in the Mahoney Room or the Mahoney Suite. If players choose to play in other areas of the Casino then the ‘freebies’ seem to disappear. There is blatant mixing of senior hosts and players outside of the Casino at players personal functions.

Should Crown loose their Melbourne Licence maybe not but their problems are not only with the Board of Directors but also with Senior management of Crown Melbourne and the VIP areas and these issues will continue as they have in the past until something is investigated.

Regards

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