

## Royal Commission into the Casino Operator and Licence

## Schedule 1

No	Provision(s) of the legislation / contracts which have or may have been breached	Details of acts or things which constitute breach or potential breach	Steps taken to remedy the breach or potential breach	Date of relevant conduct	Steps taken to ensure that the conduct will not be repeated
1	<i>Gambling Regulation Act 2003 (Vic), s 8.2.4A</i>	The VCGR alleged that Crown had advertised Bingo on Crown's website in contravention of the <i>Gambling Regulation Act 2003</i> .	Crown responded to the VCGR advising that at all times Crown's Bingo was compliant with the <i>Gambling Regulation Act 2003</i> .	2010	N/A
2	<i>Gambling Regulations 2015 (Vic), r 12(3), (5) – (6)</i>	The VCGR conducted an audit of the placement of player information posters on the gaming floor. The audit found that a number of posters were not visible from the gaming machine or were obscured.		2010	The VCGR requested a response confirming that this matter has been rectified. A response was sent to the VCGR on 25 June 2010. The matter was closed.
3	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A Table Games employee escorted a male and his son who was approximately 14 years old off the gaming floor. It was established that they entered via Monte Carlo entry.		15 January 2010	
4	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A child was detected leaving the gaming floor with his mother. The mother had entered via Food Court entry a few minutes earlier.		26 January 2010	
5	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A minor jumped the barrier near Western entry and entered the gaming floor.	He was removed by Security then escorted off site by Victoria Police for being intoxicated.	30 January 2010	
6	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A child was detected on the gaming floor with her mother. It was established that they entered via Sante entry.		7 February 2010	

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7	<i>Casino Control Act 1991 (Vic), s 60</i>	A game of Texas Hold'em Poker was played with less than the required number of cards for a period of 12 minutes due to a fault in an Automatic Shuffling Machine ( <i>ASM</i> ).	The VCGR advised that there would be no further action on this matter.	7 February 2010	
8	<i>Casino Control Act 1991 (Vic), s 60</i>	The game of Pontoon was played with blue backed cards (instead of orange or purple), and with more than the required number of cards.	An investigation was carried out by inspectors from the VCGR, who conducted interviews with the staff members involved.	13 February 2010	Both Dealers, Game Supervisors and the Pit Boss involved received disciplinary action for failing to observe the Table Games' Rules and their training.  The VCGR advised that no further action would be taken and the matter was closed.
9	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A baby in a pram was detected on the gaming floor. The parents had entered via Western entry.		17 February 2010	
10	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A minor was found exiting the gaming floor at the Sports entry.	The minor and family left before being spoken to by Security.	18 February 2010	
11	<i>Casino Control Act 1991 (Vic), s 60</i> <i>Roulette Rules 3.2, 5.4 and 5.5</i>	A game of Roulette was played in breach of Roulette Rules which resulted in a losing wager becoming a winning wager, and losing wagers being returned to a patron.	The matter was investigated by the VCGR and Crown was notified that the dealer involved should be provided with further table games training.  The VCGR advised that there would be no further action on this matter.	18 February 2010	

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12	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	A child was detected on the gaming floor with her parents. It was established that they entered via Western entry.		23 February 2010	
13	<i>Casino Control Act 1991 (Vic)</i> , s 60	A game of Blackjack was played with less than the required number of cards. The ASM malfunctioned and failed to provide the dealer with an error warning. The error was only noticed when a patron observed a card stuck to the side wall of the shuffle machine.	The incident was investigated by the VCGR who reminded Crown of the importance of ensuring that ASMs are checked fully when removing cards for game play.  The VCGR advised that there would be no further action on this matter.	26 February 2010	
14	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	A baby was detected on the gaming floor by a Pit Boss. It was established that the parents entered via Sante entry.		12 March 2010	
15	<i>Gambling Regulations 2015 (Vic)</i> , r 10	The Electronic Gaming Machines on the gaming floor operated for nine hours with the incorrect time displayed on 4 April 2010, as the clocks failed to update with the cessation of daylight savings time.	The VCGR advised that there would be no further action on this matter.	4 April 2010	
16	<i>Casino Control Act 1991 (Vic)</i> , s 60(2)(c)	The game of Blackjack was played with less than the required number of cards after a dealer dropped a card on the floor but proceeded to deal for a further nine minutes, despite being aware that the card was on the floor. When the dealer went on his break, he picked up the card and placed it in the discard rack. A total of 15 hands were dealt using 122 cards.	The dealer was disciplined by Crown and reminded of the importance of following the correct procedures.	4 April 2010	

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17	<i>Casino Control Act 1991 (Vic)</i>	A float from a poker table was stolen by a male patron, who was able to remove the entire float without any tools. The reason for the ease of the theft was traced to how the float was attached to the table.		21 April 2010	Maintenance undertook a review of the attachment of floats to poker tables, and all tables were inspected to ensure the floats were secured. The Victorian Police and VCGR were notified of the incident.
18	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A child crawled through the honeycomb wall onto the gaming floor at the Western entry.		25 April 2010	
19	<i>Casino Control Act 1991 (Vic), s 60</i>	A game of Pontoon was played with less than the required number of cards.	The VCGR advised that there would be no further action on this matter.	25 April 2010	
20	<i>Casino Control Act 1991 (Vic), s 60</i>	A game of Blackjack was played with less than the required number of cards for a total of 29 minutes when one card became lodged in the ASM despite no warning from the machine of any malfunction.	The VCGR advised that there would be no further action on this matter.	6 May 2010	
21	<i>Casino Control Act 1991 (Vic), s 64(1)(e)</i>	The VCGR investigated a complaint made by a patron surrounding the non-payment of winnings on the game of Roulette.	The VCGR determined that an opportunist thief identified himself as the owner of the winnings and was paid, however this was through no fault on behalf of Crown. It was identified that no breach of gaming legislation had occurred and that no further action would be taken by the VCGR.	20 May 2010	

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22	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	A baby was detected on the gaming floor. It was established that the parents entered via Western entry		7 June 2010	
23	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	A child ran onto the gaming floor at Sports entry.	The family refused to provide any details and left.	11 June 2010	
24	<i>Casino Control Act 1991 (Vic)</i> , s 121	A soft drop trolley was escorted to the count room by four Security Services Officers and a Table Games Supervisor whilst the count was in progress	The VCGR advised that there would be no further action on this matter.	12 June 2010	
25	<i>Casino Control Act 1991 (Vic)</i> , s 60	VCGR investigation concluded a game of Pontoon was played otherwise than in accordance with the rules of the game on BJ0412 and therefore a breach of section 60 of the <i>Casino Control Act 1991 (Vic)</i> .	The VCGR investigation found a dealer for a game of Pontoon removed cards from the continuous suffer machine and one card slipped from his hand lodging itself under the shuffle machine. Following a change of dealer, the table was closed and whilst counting down the cards the dealer determined that one card was missing. The card was subsequently located.	15 June 2010	
26	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)  Internal Control Statement	Two minors entered the gaming floor.	The minors were escorted off the floor by Crown security.	19 June 2010	

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27	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	A minor entered the gaming floor at sports entry.	He was removed by Security but left immediately with friends.	22 June 2010	
28	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	A baby was detected on the gaming floor. The mother had entered via Sante entry approximately 2 minutes before.		26 June 2010	
29	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	A child ran onto the gaming floor at Sante entry. The family refused to provide any details and left.		6 July 2010	
30	<i>Casino Control Act 1991 (Vic)</i> , s 60	The VCGR conducted an investigation after a game of Blackjack was dealt one card short of the required number for 18 hands as the result of a shuffling machine incident.	The VCGR, on 4 November 2010, concluded that no further action will be taken. The matter was closed.	7 July 2010	
31	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	A minor entered the gaming floor via Sante Entry Point.	No further details could be obtained from the family which did not speak English.	11 August 2010	
32	<i>Gambling Regulation Act 2003 (Vic)</i>  Internal Control Statement	A minor accompanied by his father entered the gaming floor via the Sante entry.	The minor and his father were escorted from the gaming floor.	11 August 2010	
33	<i>Casino Control Act 1991 (Vic)</i> , s 60  Blackjack Rule 3.1	The game of Blackjack was dealt with less than the required number of cards (both occurring on BJ0909).	A letter was received from the VCGR concluding that no further action will be taken, however advice was requested as to what action Crown proposed to	11 August 2010 and 28 September 2010	Crown has undertaken and is monitoring the result of the ASM program, including the review of footage and processes that may identify an erroneous assumption by

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			address the issue. On 7 January 2011 Crown's advice was provided.		staff and a replacement of some ASMs with continuous shufflers, which encounter far fewer malfunctions.
34	<i>Gambling Regulation Act 2003</i> (Vic), s 10.7.6(3)	A couple walked off the gaming floor at the Sante Entry Point with a baby.	The couple were informed of the conditions of entry to the gaming floor. The couple then left the area with the child.	21 August 2010	
35	VCGR-approved Terms and Conditions of the promotion	The 'Win an International Gold Class Experience' promotion was not drawn on time.	The VCGR advised that there would be no further action on this matter.	1 September 2010	
36	<i>Casino Control Act 1991</i> (Vic), s 60	A game of Pontoon was played one card short as the result of an undetected card spill. An investigation conducted by the VCGR determined that when the dealer placed cards into the discard rack, one card disengaged and fell behind the discard rack in front of the table limit sign. The card was discovered by a games supervisor 12 minutes later. In total, 11 hands were played with less than the required number of cards for that game.	The VCGR advised that there would be no further action on this matter.	12 September 2010	
37	<i>Gambling Regulation Act 2003</i> (Vic), s 10.7.6(3)	A minor had entered the gaming floor via the food court entry. He was detected at Diamond Signature Crown Club when he presented his passport as ID and was then escorted from the gaming floor.		15 September 2010	

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38	<i>Casino Control Act 1991 (Vic), s 60</i>	A game of Blackjack was played with less than the required number of cards for 19 minutes.	An investigation conducted by the VCGR determined that the dealer identified a card had become stuck in the ASM. At no time did the machine indicate that there was a problem.  The VCGR advised that there would be no further action on this matter.	16 September 2010	
39	<i>Casino Control Act 1991 (Vic), s 60</i>	A game of Blackjack was dealt one card short of the required number for 18 hands after the card fell from the Dealer's grasp and was subsequently found on the floor	The VCGR advised that there would be no further action on this matter.	18 September 2010	
40	<i>Casino Control Act 1991 (Vic), s 60</i>	A game of Casino War was dealt one card short of the required number for 119 hands after the dealer knocked one card from the table.	The VCGR advised that there would be no further action on this matter.	18 September 2010	
41	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A minor entered the gaming floor via the Western Entry, accompanied by his father.	The minor exited the gaming floor via the Sante Entry. The father acknowledged he was aware of the age requirement for entering the gaming floor, however he refused to disclose any details.	25 September 2010	
42	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	Two minors entered the gaming floor at the Sante Entry accompanied by their parents.	The minors were observed shortly after at Pit 11 Table 15 and were immediately escorted off the gaming floor with their parents.	27 September 2010	



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43	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A minor entered the gaming floor at the Promenade Air-Bridge Entry accompanied by two adults.		29 September 2010	
44	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	An eight year old minor was observed leaving the gaming floor via the Sante entry with her parents at 1755hrs. A review of footage revealed the child entered the gaming floor via the Food Court entry with her parents at 1753hrs.	. Details were unable to be obtained as Security Officers were removing another patron at the time.	October 2010	
45	<i>Gambling Regulation Act 2003 (Vic), s 3.5.21</i>	The EGM game 'Blockbuster' was defective on two occasions. Crown allegedly failed to report the defect in a timely manner and remove the game from operation	The VCGR advised that there would be no further action on this matter.	October 2010	
46	<i>Casino Control Act 1991 (Vic), s 60</i>	A game of Blackjack was played with less than the required number of cards for 28 consecutive hands, as the result of an ASM incident.	The VCGR concluded that no further action would be taken and the matter was closed.	8 October 2010	Dealer and the Game Supervisor were issued File Notes.
47	<i>Casino Control Act 1991 (Vic), s 60</i>	The game of Blackjack was played with less than the required number of cards for 11 hands, as the result of an ASM incident.	The VCGR advised that there would be no further action on this matter.	12 October 2010	Crown has investigated/implemented numerous measures to mitigate the occurrence of ASM incidents; including Perspex covers to see into the machine; Perspex covers to prevent the ejection of cards and moving the indicator light (which notifies of an error with the cards)

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					from behind the dealer, onto the layout of the table.
48	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A 17 year old minor entered the gaming floor via the Sante entry at approximately 0312hrs.	The minor was later detected by a Crown Security Officer on the gaming floor near the Food Court and was escorted out via Food Court entry point at approximately 0555hrs.	22 October 2010	The minor was issued a Withdrawal of Licence ( <i>WOL</i> ).
49	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Texas Hold'em was played without the shuffling of the cards between hands, for 10 hands.	The VCGR concluded that no further action would be taken and the matter was closed.	28 October 2010	The Dealer received immediate on the spot retraining as to the correct procedure and was also issued with a Verbal Warning for failing to observe the Table Games' Rules and their training.
50	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Blackjack was played with less than the required number of cards due to issues with Crown's ASMs.	While the VCGR did not recommend further action be taken on that occasion, it was formally noted that the incident highlighted an ongoing issue with ASMs. The VCGR also noted their concern that Crown took 7 and a half hours to notify the Commission of this error.  The VCGR advised that there would be no further action on this matter.	28 October 2010	
51	<i>Casino Control Act 1991 (Vic), s 81AAC</i>	An intoxicated patron entered Crown Melbourne and placed a bet at a Big Wheel table. The patron was subsequently arrested by the police, who then returned to the Big Wheel table to	The VCGR investigated the incident and conducted interviews with the dealer as well as the supervisor on duty at the time. The dealer claimed that the man did not display any signs of	30 October 2010	Certain Table Games staff were required to attend VCGR offices for interviews. However, Crown did not take any disciplinary action against the dealer or his supervisor in

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	<p><i>Gambling Regulation Act 2003 (Vic), r 3.5.33A</i></p> <p><i>Responsible Gambling Code of Conduct (Version 6, July 2019), pp21-23 re: the Gambling Environment</i></p>	question the dealer about why he served an intoxicated patron.	intoxication before or during the game, although the dealer did suspect the was intoxicated after he lost his bet and displayed unusual behaviour. The supervisor was only alerted to the incident after the police arrive and did not witness the patron's behaviour before or during play.		relation to this matter and did not require them to undertake any further RSA or RSG training.
52	<i>Casino Control Act 1991 (Vic), s 60</i>	<p>VCGR investigation concluded a game of Blackjack was played otherwise than in accordance with the rules of the game of BJ0909 and therefore a breach of section 60 of the <i>Casino Control Act 1991 (Vic)</i>.</p> <p>The VCGR investigation found that 39 hands were dealt with less than the required number of cards</p>		6 November 2010	
53	<i>Casino Control Act 1991 (Vic)</i>	A blue 5 of spades was located in the ASM on BA0813.	<p>The VCGR was unable to determine where the card had originated from and did not recommend any further action..</p> <p>The VCGR advised that there would be no further action on this matter.</p>	9 November 2010	<p>Following a number of incidents in relation to operation of ASMs, Crown implemented the following mitigation and compliance measures, including:</p> <ul style="list-style-type: none"> <li>increased training of Table Games staff on a scheduled and regular basis in addition to induction;</li> </ul>

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					<ul style="list-style-type: none"> <li>• compliance review of different ASM models;</li> <li>• provision of an 'troubleshooting guide' to relevant staff operating ASMs; and</li> <li>• compliance reporting at board meetings on a quarterly basis.</li> </ul>
54	<i>Casino Control Act 1991 (Vic), s 60</i>	Correct table opening procedures were not followed on the game of Big Wheel.		9 November 2010	Table Games received Disciplinary Action from the VCGR in the form of a fine of \$5,000.
55	<i>Casino Control Act 1991 (Vic), s 60</i> Poker Rule 3.1	A game of Poker was played otherwise than in accordance with the Rules of the game on PK3318.	An investigation by the VCGR determined that no further action should be taken in relation to the incident, but it was again noted that Crown has had ongoing issues with its ASMs, particularly in relation to display any warnings when an error has occurred.	17 November 2010	The dealer was issued with a Verbal Warning and was coached on the importance of correctly completing Stub Counts in poked and understood his obligations.
56	<i>Casino Control Act 1991 (Vic), s 60</i>	VCGR investigation concluded a game of Blackjack was played otherwise than in accordance with the rules of the game of BJ 11715 and therefore a breach of section 60 of the <i>Casino Control Act 1991 (Vic)</i> in that a game of blackjack was played with one card less than the required number of cards for that game.		23 November 2010	
57	<i>Casino Control Act 1991 (Vic), s 60</i>	A game of Pontoon was played with less than the required number of cards, as the result of an ASM incident.	The VCGR concluded that no further action would be taken and the matter was closed.	28 November 2010	Crown investigated / implemented numerous measures to mitigate the occurrence of ASM incidents;

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					<p>including Perspex covers to see into the machine; Perspex covers to prevent the ejection of cards and moving the indicator light (which notifies of an error with the cards) from behind the dealer, onto the layout of the table.</p> <p>The Dealer was issued with a File Note and two other employees received a First Written Warning.</p>
58	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	A child (approximately two years old) along with three males and one female was detected in the Tangerine Bar. It was established they had entered via the alley door. After further investigation by Security it was found that the alley door was not secured despite it being shown in COMMS to be secured.	The patrons were escorted by a Security Officer back through the alley doors into Steakout and a short while later they all left of their own accord. The 'Break Glass' panel was broken which caused the doors to be unsecured.	7 December 2010	
59	<i>Casino Control Act 1991 (Vic)</i> , s 121(4) or s 60(3)(c);	In games of Blackjack, a dealer and their supervisor failed to offer insurance to players, causing the game to be conducted in breach of the approved Blackjack Standard Operating Procedures, which require players to be offered the option to take an insurance wager where the dealer's first card is an Ace. The matter was formally investigated by the VCGR, who wrote to Crown, the supervisor and the dealer and	The VCGR did not recommend prosecution and subsequent disciplinary action in this instance and the matter was closed.	12 December 2010	The dealer was issued with a File Note for failing to observe the Table Games' Rules and training.

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		<p>informed them that the actions of the dealer and the supervisor could constitute a breach of s121(4) of the <i>Casino Control Act</i>.</p> <p>Crown replied on behalf of the employees and noted that s121(4) is applicable to the casino operator only, and in any event, the conduct was more likely a breach of s60(3)(c).</p>			
60	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	A Security Officer found a 7 year old child on the gaming floor with their family at the Sante entry point.	The child and her mother were requested to leave the gaming area at which point they proceeded to do so. Details of the mother and daughter were obtained.	28 December 2010	
61	<i>Gambling Regulation Act 2003 (Vic)</i>  Internal Control Statement	Two minors entered the gaming floor. A Crown security officer deliberately allowed the two minors to enter the gaming floor as he was resigning the next day.		2011	Crown raised with its security contactor the prospect of security staff who had resigned being transferred to another site or removed from duties at Crown.
62	Junkets and Premium Player Programs (Including Introduction of Players) Internal Control Statement, s 2.7	The VCGR conducted an investigation after it was alleged that Crown failed to notify the VCGR of 15 non-resident Junket Operators (over the prior 7 years).	Crown was able to establish that 13 of the 15 notices were provided but was unable to locate the remaining two as the notifications were years old.  The VCGR advised that there would be no further action on this matter.	2011	

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63	<p><i>Casino Control Act 1991 (Vic)</i>, ss 60(2)(c) and 121(4)</p> <p>Internal Control Statement, cl 2.1(d)(v)</p>	<p>During Internal Audit a review of Main Bank Close Out Sheets for the month of January 2011 noted 1 instance (of 62 sampled) where the Main Bank Close Out Sheet was not signed as verified and approved by the incoming Main Bank Cashier at shift commencement. Additionally, 3 of 62 Main Bank Close Out Sheets sampled were not signed as verified and approved by the outgoing Main Bank Cashier.</p>		January 2011	<p>Copies of the isolated Main Bank Close Out Sheets in question forwarded and the relevant staff members counselled verbally on the correct procedure. Procedures for the completion of Main Bank Close Out Sheets were reinforced by Cage management.</p>
64	<p><i>Casino Control Act 1991 (Vic)</i>, ss 60(2)(c) and 121(4)</p> <p>Internal Control Statement, cl 2.1(d)(vii)</p>	<p>During Internal Audit a review of Chip Runner Inventory Forms for the month of January 2011 noted 1 instance (of 31 sampled) where the Chip Runner Inventory Form was not signed as verified and approved by the incoming Cashier at shift commencement. Additionally, 5 of 31 Chip Runner Inventory Forms sampled were not signed as verified and approved by the outgoing Cashier.</p>		January 2011	<p>Copy of the isolated Chip Runner Inventory Form in question forwarded and the relevant staff member counselled verbally on the correct procedure. Procedures for the completion of Chip Runner Inventory Forms were reinforced by Cage management.</p>
65	<p><i>Casino Control Act 1991 (Vic)</i>, ss 60(2)(c) and 121(4)</p> <p>Internal Control Statement, cl 2.1(d)(xiv)</p>	<p>During Internal Audit a review of Redemption Vouchers for the period 25 to 31 January 2011 noted 1 instance (of 20 sampled) where the Redemption Voucher was not signed as approved by Cage management.</p>		January 2011	<p>Copy of the isolated Redemption Voucher in question forwarded and the relevant staff member was counselled verbally on the correct procedure.</p>

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66	<p><i>Casino Control Act 1991 (Vic)</i>, ss 60(2)(c) and 121(4)</p> <p>Internal Control Statement, cl 2.1(d)(xxvi)</p>	<p>During Internal Audit a review of Preliminary Deposit Report (personal / counter cheques) and Cage Daily Banking Report (other deposits) for the month of January 2011 noted 6 instances (of 15 sampled) and 2 instances (of 20 sampled) respectively not signed as approved by Cage management.</p>		January 2011	<p>Copies of the Preliminary Deposit Reports (personal/counter cheques) and Cage Daily Banking Reports in question forwarded and the relevant staff members were counselled verbally on the correct procedure.</p>
67	<p><i>Casino Control Act 1991 (Vic)</i>, ss 60(2)(c) and 121(4)</p> <p>Internal Control Statement</p>	<p>During Internal Audit a review of Telegraphic Transfer Log / Acknowledgement Forms for the month of January 2011 noted 1 instance (of 20 sampled) where the early release of funds was not approved in accordance with the Early Release of Funds Approvals Matrix.</p>		January 2011	<p>Copy of the isolated Telegraphic Transfer Log / Acknowledgement Form in question forwarded and the relevant staff member was counselled on the correct procedure.</p>
68	<p><i>Casino Control Act 1991 (Vic)</i>, s 121(4).</p> <p>Junket and Premium Player Programs Internal Control Statement, Part 2.7</p> <p>Standard Operating Procedures for Junket and Premium Player Programs, Part 9.6</p>	<p>A VCGR audit of Junket Operators who had visited Crown Casino since 2006 found that the VCGR had not been notified of certain Non-Executive Overseas Gaming Promotion Agreements (NEOGPAs) between the parties and had not been notified of certain new non-resident Junket Operators.</p>		January 2011	



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69	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	Two minors were detected by gaming staff in the Mahogany Black area. The minors did not enter any of the gaming salons.	The incident occurred due to the 'Break Glass' panel being broken which caused the doors to be unsecured. This was rectified by Security a short time later.	3 January 2011	
70	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Blackjack was played with one card short of the required number for 58 minutes.	The VCGR advised that there would be no further action on this matter.	7 January 2011	
71	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	Two minors entered the Gaming Floor via Sante entry point with adult family members who were tourists from Brazil.	The minors were detected by a Crown staff member and the family was escorted out via Sante entry point.	10 January 2011	Possible view of minor may have been obscured by adults when walking past officer. Officer counselled and received a letter of warning.
72	<i>Casino Control Act 1991 (Vic), s 60</i>	A dealer of a card game failed to visually inspect a shuffler for any remaining cards when changing decks. It was later found one card from the previous deck had not been removed and was used for the game in conjunction with the new deck		15 January 2011	
73	<i>Casino Control Act 1991 (Vic), ss 60(2)(c) and 121(4)</i> Internal Control Statement, cl 2.1(d)(iii)	During Internal Audit a review of Window Bank Count Sheets for 24 January 2011 noted 5 instances (of 20 sampled) where the Window Bank Count Sheet was not signed as verified and approved by the incoming Front Window Cashier.		24 January 2011	Copies of the isolated Window Bank Count Sheets in question forwarded and the relevant staff members counselled verbally on the correct procedure.

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74	<i>Casino Control Act 1991 (Vic)</i> , ss 60(2)(c) and 121(4)  Internal Control Statement, cl 2.1(d)(ii)	During Internal Audit a review of Chip Transfer Slips for 25 January 2011 noted 1 instance (of 32 sampled) where the Chip Transfer Slip was not signed as verified and approved by a Chip Bank Cashier.		25 January 2011	Copy of the isolated Chip Transfer Slip in question forwarded and the relevant staff member counselled verbally on the correct procedure.
75	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	Two minors (5 and 2 years old) with parents were detected by gaming staff in the Mahogany Black area however the minors did not enter any of gaming salons.	This incident occurred due to break glass on the door being pushed in which was rectified and fixed by Security a short time later.	30 January 2011	
76	<i>Casino Control Act 1991 (Vic)</i> , ss 60(2)(c) and 121(4)  Internal Control Statement, cl 2.1(f)(vi)	During Internal Audit it was found that reconciliations for the month of February 2011 were not completed on a timely basis.		February 2011	Review of daily reconciliation of Cage non-negotiable chip movements for the month of April 2011 noted no exceptions. All reconciliations completed daily (at the completion of each trading day) in accordance with Internal Control Statement requirements.
77	<i>Casino Control Act 1991 (Vic)</i> , s 60	A red card was in the shoe whilst a Blue set of cards were in play on BJ 0922.	A surveillance employee stated that the dealer had done all the correct procedures when changing cards. Statements taken from all staff involved.	1 February 2011	

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78	<i>Casino Control Act 1991 (Vic)</i> , ss 60(2)(c) and 121(4)  Internal Control Statement	During Internal Audit a review of Document Transfer Slips and Acknowledgement Slips for 6 February 2011 noted 1 instance (of 30 sampled) where the Acknowledgement Slip was not signed by a Front Window Cashier or Table Games representative.		6 February 2011	Procedures for the completion of Document Transfer Slips and Acknowledgement Slips reinforced by Cage management.
79	<i>Casino Control Act 1991 (Vic)</i> , s 60	VCGR investigation found a game of blackjack was played with one card less than the required number of cards for that game.	The VCGR advised that there would be no further action on this matter.	7 February 2011	The Dealer received disciplinary action from Crown for failing to thoroughly check the ASM.
80	<i>Casino Control Act 1991 (Vic)</i> , s 60	The game of WSOP Bonus Texas Hold'em was played with less than the required number of cards, due to a card falling into the float.	The VCGR advised that there would be no further action on this matter.	13 February 2011	The Dealer had failed to notify the Game Supervisor of the initial incident and received conduct / counselling for this error.
81	<i>Casino Control Act 1991 (Vic)</i> , s 77	A patron appeared before the Magistrates' Court of Victoria to answer the charge of breaching a Casino Exclusion Order.	On 25 March 2011, Victoria Police escorted the patron from the Complex and advised that she may receive a summons to appear in court with regard to her continual breach.	14 February 2011; 26 February 2011 & 25 March 2011	
82	<i>Casino Control Act 1991 (Vic)</i> , s 64(1)(e)	In a letter from his solicitors to Crown Melbourne dated 7 February 2012, a high-roller patron claimed that on eight separate occasions he suffered the wrongful removal of winning wages from his table while playing Baccarat. On each occasion, he lodged a formal complaint and was stood down from the game	On each occasion, Crown apologised to the patron and reimbursed him for the winnings which were mistakenly removed from his table but did not offer any additional compensation.  The Crown staff involved in the errors received disciplinary action.	March 2011 – January 2012	After an incident which occurred during a trip in June 2011, Crown's Responsible Gaming Operations Manager requested that Crown's Responsible Gaming Team to ensure that the patron takes regular breaks and leaves the casino for at

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		<p>pending an internal investigation by gaming staff. The patron claimed that he suffered severe humiliation and embarrassment on each occasion which caused him ongoing psychiatric harm, as well as certain financial losses. He also alleged that he was intentionally targeted and victimised by gaming staff. The letter requested an informal round table conference to mediate the patron's grievances.</p> <p>In a reply letter dated 5 March 2012, Crown denied the allegations. Crown noted that any dealer errors were immediately rectified by payment of the winning bets so that the patron did not suffer any loss as a result of the errors. Crown also noted that each complaint was investigated appropriately and denied all allegations of victimisation by Crown staff.</p> <p>Internal emails between Crown employees during the relevant period indicate that errors were in fact made where the dealer accidentally removed winnings from the patron's table by mistake. Crown acknowledged that its dealers and supervisors were failing to recognise errors due to a loss of focus</p>	<p>Crown's Responsible Gaming Liaison Officer met with the patron to discuss the matter, and staff at the time provided him with information on Crown's responsible gaming services and the importance of taking regular breaks. The patron was informed of his right to raise any dispute with the VCGR for review directly.</p>		<p>least 12 hours as per the procedure for interstate and internal players.</p> <p>After a number of errors occurred on the patron's trip in January 2012, Crown's General Manager of Table Games (Premium and VIP) asked his team to ensure that 2 supervisors watch the patron's play for the remainder of his trip to ensure no further errors were made.</p> <p>In January 2012, Crown's Table Games team appear to have discussed at length measures that could be taken to prevent staff errors from occurring. In an internal email with the Table Games team, it was noted that all managers should consider, among other things:</p> <ul style="list-style-type: none"> <li>• whether appropriate staff were being used on the appropriate games;</li> <li>• the state of mind or health of gaming staff; and</li> <li>• whether the employee has had recently taken leave.</li> </ul>

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		and the use of inappropriate staff in its high stake areas.			
83	<i>Casino Control Act 1991 (Vic), s 60</i> Poker Rule 3.1	The game of Texas Hold'em was dealt manually with 4 red cards short for approx. 45 minutes from approx. 11:15pm – 11:57pm before it was discovered when maintenance staff found 4 red cards in the auto shuffler during routine maintenance.	The VCGR advised that there would be no further action on this matter.	5 March 2011	The Dealer consequently received disciplinary action for this failure and the Game Supervisor received disciplinary action for failing to notice this error.
84	<i>Gambling Regulation Act 2003 (Vic), s 10.7.7(2)</i>	A minor entered the main gaming floor via Monte Carlo Entry.	The minor was detected by a VCGR inspector and was immediately escorted off the gaming floor via the Sante entry point.	18 March 2011	
85	<i>Casino Control Act 1991 (Vic), s 60</i>	The game of Roulette was played other than in accordance with the Rules, as the Dealer failed to collect the losing wagers.	The VCGR advised that there would be no further action on this matter.	28 March 2011	
86	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A minor in a pram was located with parents on the Gaming Floor. Parents and child were escorted off the floor through the Sante entry point. The group entered via the Western Entry point at 1637 hrs.	The footage was reviewed and shown to the staff member involved and counselling conducted. Due to the busy nature of the entry point at the time and the fact the officer was engaged with a patron there was no disciplinary action taken.	1 April 2011	A recommendation was made to Security Management to review manning levels for Friday afternoons at the busier entry points.
87	<i>Casino Control Act 1991 (Vic), s 60</i>	The game of Blackjack was played with one less card than the required amount, for approximately 40 minutes.	The VCGR advised that there would be no further action on this matter.	13 April 2011	

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88	<i>Casino Control Act 1991 (Vic), s 60</i>	VCGR investigation concluded that a game of blackjack was played with one card less than the required number of cards for that game.		13 April 2011	
89	<i>Casino Control Act 1991 (Vic), s 60</i>	The game of Blackjack was played with an insufficient number of cards for nearly thirty minutes. The missing card was found lodged in the top of the ASM.	The VCGR advised that there would be no further action on this matter.	14 April 2011	
90	<i>Casino Control Act 1991 (Vic), s 60</i>	VCGR investigation concluded a game of blackjack was played with one card less than the required number of cards for that game.		14 April 2011	
91	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	Three minors entered the gaming floor via Sante Entry and were later located by a Security Officer in between Sante Entry and the Velvet Bar.	The minors were escorted from the gaming floor via Sante Entry at 1447hrs. A review of the footage indicated that the MSS Officer at Sante Entry was occupied with checking the identification of other patrons when the minors entered.	22 April 2011	
92	<i>Casino Control Act 1991 (Vic), ss 60(2)(c) and 121(4)</i>  Internal Control Statement	During Internal Audit a review noted 2 of 9 instances where Emergency Drop Box Slip was signed by a Game Supervisor but not a Pit Boss. Another review of Emergency Drop Box Slips for the period 15 to 30 June 2011 noted 3 instances (of 4) where the Emergency Drop Box Slip		June 2011	Requirement for Emergency Drop Box Slips to be signed by Game Supervisor and Pit Boss reinforced with General Manager Main Gaming Floor.

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		was signed by a Games Supervisor but not a Pit Boss.			
93	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	An adult male had pushed a pram with a minor through the food court entry point onto the gaming floor at approximately 1407hrs.	The father and child exited at approximately 1410hrs through the same entry point.  The two Security Officers were counselled and issued formal warnings regarding their performance.	8 June 2011	
94	<i>Casino Control Act 1991 (Vic)</i> , s 60(2)(c)  Blackjack Rule 3.1	The game of Blackjack was played one card short of the required number for approximately 15 minutes.	The VCGR advised that there would be no further action on this matter.  All losing wagers were returned to the players, totalling \$1,350.	11 June 2011	
95	<i>Casino Control Act 1991 (Vic)</i> , s 60	The game of Baccarat was played with one card less than the required number for 50 coups.	The VCGR advised that there would be no further action on this matter.	23 June 2011	The Dealer was issued with a Verbal Warning and the Game Supervisor was issued with a First Written Warning for not following procedure.
96	<i>Casino Control Act 1991 (Vic)</i> , s 60	VCGR investigation found that, for an hour, a game of Baccarat was played in circumstances where the dealer failed to place cards into a dealing shoe correctly.		23 June 2011	
97	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	A Pit Boss requested the identification of two males sitting at Pit 22 Table 25. The males had entered the gaming floor via the Sports Entry 15 seconds apart at 1451hrs and were on the gaming floor at the 'Learn to Play' tables for 19 minutes	The VCGR was called to attend and the minors were then escorted off the gaming floor via the Sports Entry. Details of the minors were taken and they were then allowed to depart.	24 June 2011	The Security Officer gave an undertaking that he was aware of his responsibilities at the entry point and that he should withdraw himself from his duties should he not be fit

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		before being approached by Security. The males had no identification but made admissions to the Security Officers that they were under age.			enough to conduct them effectively. He was issued a formal warning.
98	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i> Blackjack Rule 3.1	The game of Blackjack was played one card short of the required number for approximately 25 minutes.	The VCGR advised that there would be no further action on this matter.	25 June 2011	
99	<i>Casino Control Act 1991 (Vic), s 60</i>	A dealer likely dealt a game wherein 8 decks were used in play minus one card.		25 June 2011	
100	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	An MSS Officer alerted a Crown Security Officer of a patron on the gaming floor that had been refused entry the day before as he was a minor. When approached and asked for ID at Pit 7 the patron told the Security Officer he was 18 years of age, however, his passport confirmed that he was a minor.	The minor, accompanied by an adult was peacefully removed.	19 July 2011	
101	<i>Casino Control Act 1991 (Vic), s 60</i>	A game of Blackjack was played one card short of the required number for approximately 14 minutes.	The VCGR advised that there would be no further action on this matter.	20 July 2011	
102	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 1855hrs, at the Food Court Entry, a female was observed leaving the gaming floor carrying a young child in a 'sling' on the front of her stomach. Female approached by security regarding child and details were taken. The mother is believed to have entered	Officers at the entry point advised they believed the female was pregnant as she had the baby wrapped up inside the sling and covered it with her clothing. Officers counselled and warning issued.	21 August 2011	



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		via the Sports Casino Entry and was estimated to have been on the gaming floor for approximately 1 hour.			
103	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i> Blackjack Rule 3.1	The game of Blackjack was played one card short of the required number for approximately 2 minutes.	The VCGR advised that there would be no further action on this matter.	25 August 2011	
104	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A minor entered the gaming floor with a guardian via B2 entry point at 1812hrs and exited a short time later via Las Vegas main entry point at 1813hrs.	Crown Security Officer was stationed outside the lift lobby and did not notice the child until after he had directed the guardian towards the car park pay station via the gaming floor. The Security Officer was issued a Verbal Warning.	29 August 2011	
105	<i>Casino Control Act 1991 (Vic), s 60</i>	The game of Blackjack was played one card short of the required number for approximately 23 minutes.	The VCGR advised that there would be no further action on this matter.	8 September 2011	
106	<i>Casino Control Act 1991 (Vic), s 121(4).</i> Junket and Premium Player Programs Internal Control Statement, Part 2.7	The VCGR conducted an investigation after it was alleged that Crown failed to notify the VCGR of two new non-resident Junket Operators.	The VCGR advised that there would be no further action on this matter.	8 September 2011	
107	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A family with a 10 year old child had pushed through the TAB emergency exit doors and entered the gaming floor. The Poker Room Manager called the family back and they soon exited. Security then	Maintenance attended shortly after the incident but were unable to repair the doors at the time, however, the doors were barred off to ensure no other patrons could access the gaming floor.	11 September 2011	

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		attended and spoke with the adult couple who became hostile in their interaction with the Security Officer. It was estimated that the minor was on the gaming floor for approximately 30 seconds.			
108	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	The Security Communications Centre alerted Security to a female with a pram who entered via Western Entry heading East on the gaming floor.	The female and pram were approached by Security near East to West and were escorted off the gaming floor via Sante Entry.	21 September 2011	The Security Officer at the Western Entry point was engaged with another patron at the time the minor entered. The Security Officer received counselling regarding the incident.
109	<i>Casino Control Act 1991 (Vic), s 60</i>	The game of Texas Hold'em was played with one card less than the required number for 46 minutes.	The VCGR advised that there would be no further action on this matter.	24 September 2011	
110	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Blackjack was played with one card short of the required number for 36 minutes.	The VCGR advised that no further action would be taken in regards to this incident and the matter was closed.	2 October 2011	
111	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A family entered via the Sports Casino entry at approximately 1519hrs and were later detected on the gaming floor by a Gaming Machine Area Manager.	The Gaming Area Manager escorted them off the gaming floor via the Food Court entry point. No details were obtained from the family.	2 October 2011	Both MSS Officers involved were counselled and issued with a warning.
112	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 10.30am two minors were observed inside Club 23 by Security Officers commencing their shift at the venue. As the venue had not officially opened, there were no security officers manning the door at the time the minors	In consultation with Club 23 management the parents of the minors were approached by Security and the group were escorted out of the venue and off the gaming floor.	24 October 2011	Security has liaised with Club 23 management to review and reduce access to staff opening and closing the venue. Club 23 will ensure that Security staff are booked for all future events held at the venue.

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		entered, however, the entry was open and accessible to the public.			Faulty entry doors have also been fixed.
113	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Baccarat was played with one card short of the required number.	The VCGR advised that there would be no further action on this matter.	5 November 2011	
114	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 2100hrs, a minor entered the gaming floor via the Food Court entry point.	The minor was detected by a Security Officer and immediately escorted off the gaming floor.	15 November 2011	
115	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A male was permitted entry to the gaming floor after presenting ID to the MSS Officer at the Vegas entry point. Approximately one hour after gaining entry, it was discovered that the male was a minor.	The minor was escorted off the gaming floor and counselled by the attending Security Officers.  The minor had produced a Probationary Driver's Licence that belonged to his friend. The friend was issued a Letter of Warning.	18 November 2011	
116	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 0020hrs, a male was stopped by Security Officers at the Tangerine Bar entry point and requested to produce ID. The male failed to produce ID and advised that he was 16 years of age.	The minor was escorted out the Sports entry point and left peacefully.	20 November 2011	
117	<i>Casino Control Act 1991 (Vic), s 64(1)(e) and (j)</i>	An individual entered Crown Melbourne unlawfully as a trespasser. Crown Melbourne became aware of the individual's presence in the complex when he was required to identify himself while attempting to claim a jackpot prize. Crown Melbourne asked the man to	It appears that the individually formally complained to Crown via his solicitors, but Crown upheld its decision by reference to their Crown Signature Club Rules and their common law right to withdraw the implied licence for a person to enter its premises.	5 December 2011	

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		leave the casino and made him forfeit his purported winnings.			
118	<i>Casino Control Act 1991 (Vic), s 121(4)</i>	A VCGR investigation found that although a dealer's first card was an ace, that dealer failed to offer the players the option to take an insurance wager.		12 December 2011	
119	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A staff member from MIS (Manager Technical Systems) was required to come into work to assist with a system issue, however, as he did not have someone to care for his daughter during this time he brought her into the MIS Office on the gaming floor (Mezzanine Level). A Security Officer exiting the COMMS room observed the child and spoke with the staff member. The staff member then brought her out to the Promenade Hotel Reception where she was left in the care of Promenade staff.	The staff member then brought the minor out to the Promenade Hotel Reception where she was left in the care of Promenade staff.  No further action was taken.	15 December 2011	
120	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A minor (17 years of age) joined Signature Club with identification that had a tampered date of birth (1994 was made to look like 1991).	The minor was then stopped and questioned at Western Entry point by a Security Officer to which the minor admitted to tampering with his ID.	17 December 2011	Stop codes were applied to his Signature Club account pending further investigation.
121	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Baccarat was played otherwise than in accordance with the Rules of the game.	The VCGR advised that there would be no further action on this matter.	19 December 2011	The Dealer concerned no longer works at Crown (as the result of a different matter).

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122	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Pontoon was played with one card short of the required number for 16 minutes.	The VCGR advised that no further action would be taken in regards to this incident and the matter was closed.	24 December 2011	
123	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	<p>During a game of Baccarat, an error occurred when the dealer placed the cutting card in the incorrect place in the dealing shoe. Following this, gaming commenced as normal with the error remaining un-noticed until the 21<sup>st</sup> hand of the shoe. At this point, gaming ceased, and surveillance were contacted to ascertain what had occurred. The two complaining patrons lost \$367,800 and \$175,050 for the shoe respectively. A dealer and supervisor were present at the table for this error.</p> <p>In a letter sent by the solicitors acting for the two patrons dated 7 February 2012, both patrons requested the repayment of all monies wagered on the defective deck as well as an informal round table conference to mediate the grievances.</p>	<p>In a reply letter dated 5 March 2012, Crown denied the allegations. The letter acknowledged that an error occurred when the dealer placed the cutting card in the incorrect place in the dealing shoe, but insisted the deck was not defective because the dealing shoe contained the correct number of cards shuffled in accordance with the Rules of Baccarat and due to the nature of the game, the error had no impact on game play or any betting outcome.</p> <p>The VCGR investigated the matter and recommended that no further action be taken against Crown.</p>	24 December 2011	The dealer involved was issued a first written warning by Crown. The two patrons were denied their request for repayment of all monies wagered by them until the error was discovered on the basis that the error did not impact on the outcome of the game.
124	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 1507hrs a minor accompanied by her mother entered the gaming floor via the Mings Entry point and proceeded up the escalators to Level 1 Mings gaming area. Upon reaching the top of the escalators they returned back	Upon reaching the top of the escalators they returned back down the escalators where they were escorted out via the Mings Entry point by an unknown staff.	28 December 2011	The Security Officer at the Mings Entry point was conversing with another patron at the time the minor entered. The Security Officer has been counselled and issued with a written warning.

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		down the escalators where they were escorted out via the Mings Entry point by an unknown staff.			
125	<i>Gambling Regulation Act 2003 (Vic)</i> , s 3.5.34AA	The VCGLR made contact with Crown Melbourne after the airing of a Crown television advertisement promoting Crown's recent refurbishment, achievements, entertainment facilities, etc. The VCGR believed that the specific reference in the advertisement to '...gaming...' was contrary to s 3.5.34AA of the Gambling Regulation Act 2003 (Vic).	On 7 September 2012, the VCGLR issued Crown with an Official Warning and concluded that no further action will be taken on the basis that Crown only air the modified version of the commercial that did not refer to 'gaming' going forward.  Crown retracted the advertisement and went forward using the version that omitted the reference to gaming.	2012	
126	<i>Gambling Regulation Act 2003 (Vic)</i>  Internal Control Statement	A parent with a young child entered the casino floor. The parent and child proceeded past security at the foot of the escalator before a Crown Security Officer stopped them at the top of the escalator. The child was approximately four years old.	The incident was reported to the Manager of Security Services and the Compliance Manager.  The Officers were issued with letters of awareness.	2 January 2012	
127	<i>Casino Control Act 1991 (Vic)</i> , s 60	VCGR investigation found for an hour, a game of Baccarat was played with one card less than the required number of cards for that game.		7 January 2012	
128	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	An infant entered the gaming floor via the Monte Carlo Entry Point at approximately 1458hrs. The infant was strapped to its mother's chest and was	The family exited the gaming floor via the Mings Entry Point at approximately 1503hrs.	9 January 2012	

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		not clearly visible in the position it was carried at the time they had entered. The family exited the gaming floor via the Mings Entry Point at approximately 1503hrs.	The footage was reviewed and the MSS Officer was counselled in relation to the incident.		
129	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 1450hrs four minors were observed by a cleaner scaling up and over the Clarendon Street barrier into the Western Smoking Balcony Area.	The incident was reported to Crown Staff and upon the minors becoming aware that they had been detected they immediately exited the Gaming Floor via the Western Entry Point.	20 January 2012	The Clarendon Street barrier was assessed by the Compliance, Security and Projects Departments including Executive Management on 20 January 2012. It was decided that the existing height of the glass barrier was to be extended to remove potential for further breaches. A panel was immediately installed above the existing glass as a temporary fix. The permanent extended glass barrier was installed 21 March 2012.
130	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	On two occasions a minor entered the gaming floor.  The first incident occurred at approximately 0028hrs, when the minor was observed jumping over the handrail of the escalator ascending to Level 1 Mings. Prior to this incident, the minor had been refused entry at the Mings Entry Point.	The first minor refused to produce ID to establish his age and was consequently escorted off the gaming floor via Mings Entry.  The second minor was escorted to the Security Interview Room and questioned by the Duty Security Manager. Details of the minor were confirmed and a photo taken before he was peacefully escorted out onto Whiteman Street.	22 January 2012	

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No	Provision(s) of the legislation / contracts which have or may have been breached	Details of acts or things which constitute breach or potential breach	Steps taken to remedy the breach or potential breach	Date of relevant conduct	Steps taken to ensure that the conduct will not be repeated
		The second incident occurred at approximately 0114hrs, when the minor was detected at the Velvet Bar.			
131	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A minor gained access to the Level 1 Mings Gaming Floor at approximately 1440hrs whilst the Mings Entry Point MSS Officer was checking the ID of another group of patrons. The minor was accompanied by his family and was detected by a Security Officer on Level 1. The minor and family were escorted off the gaming floor via Mings Entry Point at approximately 14:46hrs	The MSS Officer has been provided with refresher training and a Letter of Awareness.	23 January 2012	<p>Recommendations were made to Security Management in relation to the configuration of this Entry Point.</p> <p>The Mings Entry Point is newly formed after renovations. Issues with access through the entry point were detected early by the Compliance and Security Departments. After negotiations with Projects, the following amendments to this entry point were made:</p> <ol style="list-style-type: none"> <li>1. Glass barriers / gates were installed to contain the opening and allow the Security &amp; Services Officers greater control;</li> <li>2. An additional glass panel has been added beside the escalator, to ensure that the escalator is less scalable;</li> <li>3. The direction of the escalator was changed, to render it more difficult to climb upon; and</li> </ol>



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					4. Additional glass panels in-filled large gaps though which minors could gain access.
132	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	During a game of Baccarat, the dealer neglected to burn one card after the shuffle at the start of the shoe as is required by the Rules. The error was immediately brought to the attention of the gaming staff, and there were no bets on the table at the time. The patron sustained no financial loss due to this error.		4 February 2012	
133	<i>Casino Control Act 1991, s 60(2)(c)</i>	A complaint was made by several patrons in relation to a card cutting process on the Crown Melbourne gaming floor. An investigation by the VCGLR determined that the dealer failed to place cards into a dealing shoe correctly. The VCGLR determined that no disciplinary action was warranted as no players were disadvantaged by the errors.	Crown wrote to the complainants to advise them of the outcome of the VCGLR's investigation and advised them that if they had any issues with the outcome then an appeal could be made to the VCGLR.	7 February 2012	
134	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Baccarat was played with less than the required number of cards when a dealer dropped some cards on the floor.	The VCGLR advised that there would be no further action on this matter. However, the VCGLR formally reminded Crown of the importance of ensuring that all staff are fully aware of their obligations to comply with all the	8 March 2012	

## Schedule 1

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			applicable rules and procedures of the games.		
135	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 1440hrs, a minor gained access to the Mings Level 1 gaming floor whilst the Mings Entry Point Security Officer was checking the ID of another group of patrons.	he minor was accompanied by his family and was detected by a Security Officer on level 1. The minor and family were escorted off the gaming floor via the Mings Entry Point at approximately 1446hrs.	23 March 2012	The Security Officer was shown the footage and provided with refresher training and a letter of awareness.  Recommendations were made to Security Management in regard to the configuration of this entry point.
136	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At 1553hrs, two minors (both under the age of 5) walked through Mings entry with an adult male and female and proceeded up the escalators to the Mings Level 1 gaming floor. The group then descended down the escalators shortly after, returning to the Mings Entry Point again at 1557hrs.		26 March 2012	
137	<i>Casino Control Act 1991, s 60(2)(b)</i>	An audit conducted by the VCGLR of the Crown Melbourne website detected the publication of more than one version of table game rules for Baccarat, Big Wheel and Sic Bo. The VCGLR noted that rule duplication has the potential to mislead a member of the general public who may access the website to view the rules of the games.	Crown investigated the issue and identified that when new versions of the rules were uploaded, the system added old versions of the rules to its archive library. Crown immediately removed the out-dated versions of the rules from its website.	to April 2012	Members of Crown's Compliance team met with relevant Crown employees to show them how to permanently remove old versions of game rules when updated versions are added to the website.
138	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 1315hrs, a minor, (17 years of age) produced a learners permit to gain access to the Ming's Entry Point.	The Security Officer viewed the identification but misread the date of birth and allowed the minor entry. The	9 April 2012	

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			<p>minor was escorted away from the gaming floor after attempting to obtain a Signature Club membership.</p> <p>The Ming's Entry Point Security Officer was issued a Verbal Warning and was counselled in relation to the incident.</p>		
139	<i>Responsible Gambling Code of Conduct (Version 6, July 2019) – Responsible Advertising and Promotions and Interaction with Customers</i>	Several patrons submitted formal complaints to Crown Melbourne when the winner of a prize draw for a BMW car was not present at the draw, and Crown informed those present that the winner would be contacted by telephone. The complainants alleged that the advertising of the competition was misleading, as it suggested to members that they would need to be present for the draw in order to win the prize. One patron also claimed that when he made a complaint to the manager on duty at the time, the manager threatened him with forcible removal from the premises and touched his arm without permission.		15 April 2012	
140	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of WSOP Bonus Texas Hold'em Poker was played with less than the required number of cards when a dealer erroneously dealt hands with one card missing from the pack.	<p>The VCGLR advised that no further action would be taken in regards to this incident and the matter was closed.</p> <p>The losing players were refunded their losses for the three hands and winning</p>	18 April 2012	

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			players were permitted to retain their winnings.		
141	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Texas Hold'em Poker was played with two cards short of the required number for 8 minutes	The VCGLR advised that there would be no further action on this matter.	21 April 2012	
142	<i>Casino Control Act 1991 (Vic), s 28A(2)</i>	The VCGLR indicated that Crown may have failed to: <ul style="list-style-type: none"> <li>notify the VCGLR of a person's status as an associate under the <i>Casino Control Act</i>; and/or</li> <li>obtain the written approval required from the Commission under the Act in respect of those associates,</li> </ul> in situations where there was ambiguity as to whether the person was an associate of Crown Limited or Crown Melbourne.		May 2012	
143	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of WSOP Bonus Texas Hold'em Poker was played with two cards short of the required number for 8 minutes.	The VCGLR advised that there would be no further action on this matter.  The two rounds of play were declared void and a PR payment was paid to the player effected.	6 May 2012	
144	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Baccarat was played with less than the required number of cards due to an error in the ASMs.	The VCGLR conducted a formal investigation into this incident, which found that the ASMs had illuminated warning lights indicating a malfunction, but Crown staff failed to notice or act in	15 May 2012	

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			<p>relation to these warnings. This was noted as a matter of concern. Staff also failed to count down the cards in accordance with procedure. Had they been counted down correctly, it would have been determined that one card was missing from the decks over 24 hours earlier.</p> <p>The VCGLR advised that there would be no further action on this matter.</p>		
145	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 1844hrs, a minor (5 years old) was located at Sho Noodle Restaurant in the company of his parents.	Security escorted the family off the gaming floor via the Monte Carlo Entry Point. The parents of the minor refused to provide their details to Security.	16 May 2012	
146	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At 1553hrs, a minor was located at Pit 8 after Table Games staff reported the minor's unusual behaviour to Security. When Security attended, the minor stated he was afraid that he was going to be assaulted. Security suspected the minor was under the influence of an illicit substance. The minor confirmed that he had taken ecstasy and speed.	Security requested the minor to leave the gaming floor, at which time he stated he was 17 years old and had gained entry by producing his friend's driver's licence. The minor was peacefully escorted from the gaming floor.	26 May 2012	
147	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of WSOP Bonus Texas Hold'em Poker was played with two cards short of the required number for 8 minutes.	The VCGLR advised that there would be no further action on this matter.	6 June 2012	

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148	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 1752hrs, two minors (approximately 6-7 years old) entered the gaming floor via the Monte Carlo Entry Point with a group of adults.	The minors were detected by a Security Officer stationed at the Mings Entry Point as the group were exiting the gaming floor at 1755hrs.	6 June 2012	The Security Officer received a written warning and underwent counselling and re-training.
149	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At 1139hrs, a minor (2 years old), entered the gaming floor via the Food Court Entry Point.	The minor was later detected by a Security Officer stationed at the Western Entry Point as the minor exited with family at 1143hrs.	16 June 2012	The Security Officer was issued with a Written Warning.
150	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 1810hrs, a minor entered the gaming floor with his parents via the Mings Entry Point. Upon entering, they went up the escalators to Pit 12 where they were approached by a table games staff member and requested to leave.	The minor was detected by a Security Officer stationed at the Mings Entry Point as the group were exiting the gaming floor.	3 July 2012	The Security Officer at the entry point received a Written Warning, for failing to detect the minor prior to entry of the gaming floor.
151	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A minor (approximately 8 years old), in the company of family, was detected on the gaming floor by a staff member, who consequently reported the incident to the Security Officer stationed at the Sports Casino Entry Point.	The minor exited with the family and was on the gaming floor for approximately 1 minute and 30 seconds.	5 July 2012	
152	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 0142hrs, a minor was approached by Victoria Police at the Velvet Bar on the gaming floor. The minor produced identification that did not	The minor was escorted off-site via the Mings Entry Point. A review of the footage revealed that the minor entered the gaming floor via the Food Court Entry at 0142hrs was served alcohol at	7 July 2012	MSS management instructed all staff to remain vigilant in relation to the identification of persons entering the gaming floor.

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		belong to him and then produced a learner's permit with his details.	the Velvet Bar and participated in gaming (pokie machine and roulette).		
153	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	<p>At approximately 0101hrs, a minor removed 2 x \$100 chips that had been placed on a roulette table layout by another patron. The minor then exited the gaming floor via the Monte Carlo Entry Point at 0103hrs. Surveillance was contacted by table games staff immediately after the theft occurred. A review of the footage showed that the minor had entered the gaming floor via Mings Entry Point at 2257hrs. Whilst being on the gaming floor, the minor wagered on several tables. The minor was identified as a minor when he re-entered the gaming floor at 0106hrs and was located at the Velvet Bar.</p> <p>The next day, the minor re-entered the gaming floor via Sports Entry Point at 0106hrs and was located by Surveillance at 0120hrs at the Velvet Bar</p>	. Security approached at 0134hrs, a review was conducted by the Duty Security Manager of the chip theft incident. It was at this time that it was established that the minor was 17 years old. A review of footage found that upon re-entering the gaming floor, the minor attended the Level 1 Cage to cash chips at 0111hrs but no further gaming occurred. The minor attended the Velvet Bar with an unknown associate.	7 July 2012 and 8 July 2012	The minor had entered gaming floor twice in January 2012 and has now been issued a WOL. An alert notice relating to the minor was disseminated by Security on 9 July 2012 to assist in future detection.
154	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	A card was located inside an ASM (MD2) unit.	The VCGLR advised that there would be no further action on this matter.	12 July 2012	
155	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 1323hrs, a minor (approximately 8 years old) was detected exiting the Food Court Entry with their parent.		14 July 2012	

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156	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Blackjack was played with less than the required number of cards.	The VCGLR advised that there would be no further action on this matter.	15 July 2012	The Dealer was issued with a first and final written warning by Crown and a letter of censure by the VCGLR for the blatant disregard of table game procedure.
157	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i> Blackjack Rule 3.1	The game of Blackjack was played with one more card than the required number.	The VCGLR advised that there would be no further action on this matter.	20 July 2012	
158	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Pontoon was played with less than the required number of cards.	The VCGLR advised that there would be no further action on this matter.	29 July 2012	
159	<i>Gambling Regulation Act 2003 (Vic), s 10.7.7(2)</i>	At approximately 1405hrs, a minor (approx. 18 months old) was observed exiting the gaming floor via the Western Entry Point with their family. The parents of the minor advised that they had entered through the Food Court Entry Point at approximately 1400hrs. It was later ascertained that the Security Officer at the Food Court Entry Point was momentarily checking the curtained off area for unauthorised personnel when the minor entered. The family resided in Japan and were in Australia on holiday, they were unaware that they had entered a gaming area.	The VCGLR reviewed the entry point and supported the issues that MSS Security outlined with regard to the change of entry conditions.  The VCGLR advised that there would be no further action on this matter.	16 August 2012	



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160	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A minor (approx. 10 years old) was detected by staff on the gaming floor at East To West and was then monitored exiting the gaming floor via the Food Court Entry Point. A review of footage found that the minor had entered with an adult female via the Food Court Entry Point at approximately 1327hrs and exited at 1331hrs.		20 August 2012	
161	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	The game of Blackjack was played with less than the required number of cards. The Dealer mishandled the cards and as a consequence a number of cards fell into the float and a single card fell to the floor.	The VCGLR advised that there would be no further action on this matter.	15 September 2012	The Dealer responsible for the initial incident received Disciplinary Action for failing to notify her Area Manager of the card spill.
162	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 1251hrs, a minor (approx. 4 years old) in the company of a female guardian entered the gaming floor via the Food court Entry Point.	They were approached by a table games staff member and escorted off the gaming floor via the Western Entry Point.	25 September 2012	MSS Management issued the Officer with a First Written Warning.
163	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	Two males were requested to produce identification by an MSS Security Officer at the Mings Entry Point. One of the males presented identification that did not belong to him and then admitted that he was 17 years of age and had been on the gaming floor previously, presenting chips in his hand as evidence. The MSS officer then called for Surveillance coverage,		28 September 2012	

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		handed back the identification to the minor and issued him a verbal warning. The minor walked away via the retail strip towards the Food Court. A review of footage revealed that the minor had previously entered the gaming floor with his companion via the Air Bridge Entry Point at 1928hrs. He is seen descending the escalators from Mings gaming level 1 at 1940hrs, exiting the entry point and then immediately turning and attempting to re-enter through Mings at which time he is asked for identification.			
164	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A minor (8 years old) entered the gaming floor via the Food Court Entry Point at 2030hrs.	The minor was unaccompanied and was approached by table games staff at 2031hrs and escorted off the Gaming Floor via the Food Court Entry Point at 2031hrs. The minor was on the gaming floor for 1 minute 22 seconds in total.	30 September 2012	
165	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 1717hrs, a minor (approx. 1 year old) was carried onto the gaming floor via the Atrium Entry Point in the company of three adults.	The minor and adults were escorted off the gaming floor at approximately 1721hrs via the Mings Entry Point by Security and the Table Games EGM.	10 October 2012	The MSS Security Officer was counselled and re-trained to assist with his performance in this area.
166	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	Two minors (under 5 years of age) were each strapped to the back of two adults in harnesses as they entered the Food Court Entry Point.	They were located by staff at the Western Cage and escorted from the gaming floor shortly after.	14 October 2012	The MSS Security Officer was counselled and re-trained to assist with his performance in this area.

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167	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i> Blackjack Rule 3.1	The game of Blackjack was played with one less card than the required.	The VCGLR advised that there would be no further action on this matter.	27 October 2012	The Dealer received a verbal warning for failing to properly check the ASM for stray cards.
168	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At 1800hrs, the Club 23 Manager opened the door to Club 23 (which was closed at the time) and allowed a minor entry (approximately 14 years old). There was no security at the entrance at the time of entry, as the venue was closed. The minor proceeded to walk through the venue with her companions. The minor then greeted another patron who was already at the bar.	The minor was detected by Security at 1813hrs and was escorted out of the venue with a Security Officer at 1818hrs.	12 November 2012	Crown's Security Operations Manager liaised with the Club 23 management concerning this matter.
169	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A minor (approximately 11 years old) entered the gaming floor via the Mings Entry Point at 1656hrs accompanied by his father.	The minor and his father proceeded up the escalators to Pit 12 where they were detected by staff and escorted back down off the gaming floor via the Mings Entry Point at 1659hrs. Security Officers at the entry point were unaware that the minor had entered the gaming floor.	25 November 2012	The Security Officers were both issued with a formal written warning in relation to the incident.
170	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A female with an infant in a pram entered the gaming floor via the Promenade Bridge Entry Point at approximately 1515hrs.	The female and infant were detected by a staff member and were escorted off the gaming floor via the Mings Entry Point at 1517hrs.	26 November 2012	The Security Officer received a formal written warning in relation to the incident.

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171	Casino Licence Conditions, clause 8	<p>Failure to assign a Table Licence Number (<i>TLN</i>) to a fully automated table game</p> <p>The gaming table was decommissioned about 6:30am on 5/12/12 and repositioned and enabled during the day. Play was commenced without a TLN at 2pm on 5/12/12 and was stopped at about 3:45am on 6/12/12.</p>		5-6 December 2012	
172	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	At 1839hrs, a minor (approximately 5 years old) ran through the Monte Carlo entry point, approximately 1-2 metres past the control zone.	The mother of the minor ran onto the gaming floor behind the minor to retrieve him.	29 December 2012	Both Security Officers counselled concerning procedures.
173	<i>Gambling Regulation Act 2003 (Vic)</i> , s 10.7.6(3)	At approximately 1457hrs the Security Communications Centre was notified of a family who were exiting the gaming floor through the Mings entry point with a minor (approximately 10 months old) in the pram. The father of the minor explained to Security Officers upon exiting the gaming floor that he went into the lifts from ground floor and went to Mezzanine (above Promenade Bridge entry point) where his child and wife and child were waiting and entered. The family then made their way back down to ground level in the lift emerging from the lift and onto the gaming floor at 1456hrs.		29 December 2012	

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		They then made their way across the gaming floor to go out to the retail strip where they were intercepted at Mings entry point at 1457hrs.			
174	<i>Gaming Regulation Act 2003 (Vic),</i> r 3.5.18	<p>Patrons may have been allowed to play on gaming machines that were not located in an approved area.</p> <p>On 24 October 2013, Crown Melbourne sought formal approval from the VCGLR to link the approved Specified Areas for Gaming Machines with the approved Casino Boundary Plans.</p> <p>On 16 June 2014, the VCGLR notified Crown that given their requests for further information were not received, the submission could not be progressed and was now deemed to be withdrawn.</p> <p>Emails between employees at Crown in 2015 suggests that Compliance was not aware of this 16 June 2014 letter, or at least had not acted in accordance with that finding.</p>		2013 – 2015	In July 2015, Crown proposed by way of a formal letter to the VCGLR that the number of machines be the regulating factor, rather than the location of those machines. The VCGLR appears to have approved this proposal on 2 July 2015.
175	<i>Gambling Regulation Act 2003</i>	Staff members were allegedly taking points for themselves, rather than putting points on Signature Club members' cards.		2013	An internal investigation took place and relevant staff members have been moved on.

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176	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At approximately 1320hrs, a female patron and her 9 year old child entered the gaming floor via the Monte Carlo entry point without being detected by security at the entry point. The female stated that they were unaware of the conditions of entry as they were overseas guests from New Zealand.		7 April 2013	The Officer involved was counselled regarding procedures.
177	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	A male suspected to be a minor was located at Pit 7 Table 5 by a Table Games Manager at approximately 2038hrs. Security approached the male, conducted an ID check and confirmed that the male was under 18 years of age (he was 17). A review by Surveillance located the minor entering the Food Court entry point at 1942hrs.		10 April 2013	
178	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	At 1636hrs a young male and female briskly walked through the Merrywell entry point located on level 1. A further two males that were part of the group followed shortly behind them, however, they were stopped by the Security Officer at the entry point. Whilst the Security Officer engaged with one of the males, the other male walked through the entry point and onto the gaming floor. The Security Officer then attempted to physically stop the other male on the	A review of footage showed that all four persons in the group exited the gaming floor via the Sports entry point at 1636hrs and were on the gaming floor for approximately 40 seconds in total. Four youths were located at Village Cinemas by Security shortly after the incident (believed to be the same youths that entered the gaming floor earlier but unconfirmed) at which time their identification established the four persons were under the age of 18.	18 June 2013	

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		gaming floor at which time the male previously engaging with the Security Officer at the entry point also entered the gaming floor.			
179	<i>Gambling Regulation Act 2003 (Vic)</i> , ss 10.7.3 and 10.7.6(3)	A minor of 16 years age entered the casino around 1047 hrs and gambled at multiple gaming tables, during which time he claimed to have lost \$5000. The minor was not stopped by security officers or asked for identification. Security officers on duty claim that the minor appeared to be of an age greater than 18.	At around 1623 hrs, the minor identified himself as such and sought a refund of the money he had lost gambling on the basis that he should not have been permitted entry as a minor.  On 24 July 2013, VCGLR requested an interview and witness statements from Crown regarding the incident, which were provided in August 2013.	4 July 2013	Security officers were reminded to be vigilant around checking IDs.
180	<i>Casino Control Act 1991 (Vic)</i> , s 60(2)(c) Poker Rules	A patron made a complaint in relation to the conduct of a poker game concerning another player exposing his cards to the complainant during a live hand.		17 September 2013	
181	<i>Casino Control Act 1991 (Vic)</i> , ss 78(2) and 78B(2)	A patron subject to a self-exclusion order entered the casino and gambled, winning a total of \$1,250.	After Crown became aware that the patron was self-excluded, it notified the VCGLR and removed the patron's winnings in accordance with s78B(2) of the <i>Casino Control Act 1991</i> .  However, the VCGLR inspector was advised that the winnings were returned to the patron.	21 October 2013	

## Schedule 1

No	Provision(s) of the legislation / contracts which have or may have been breached	Details of acts or things which constitute breach or potential breach	Steps taken to remedy the breach or potential breach	Date of relevant conduct	Steps taken to ensure that the conduct will not be repeated
182	<i>Gambling Regulation Act 2003 (Vic)</i> , ss 10.7.6(1) and (3)	Minors entering the casino		Various dates	<p>In late November:</p> <p>a) Crown increased its emphasis on the subject of minors at the induction, refresher and remedial training of Security Services Officers. The specific training includes entry point positioning, eye contact, visual parity in relation to scanning and how to identify and deal with false identifications. This training not only involves Security Services Officers commencing at entry level, but is also incorporated through induction at all levels up to the position of Duty Shift Manager;</p> <p>b) MSS Management in consultation with Crown, appointed a dedicated Service Manager who is now responsible for monitoring and managing Casino entry point Security Staff performance; and</p> <p>c) The monitoring of entry point staff is also undertaken by Team Leaders, Shift Managers, Service Managers and Operations Managers to ensure the highest level of supervision as is possible in this area.</p>



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183	<i>Casino Control Act 1991 (Vic), s 60(2)(c)</i>	A patron alleged that a second patron at his gaming table was given the incorrect information by one of Crown's dealers in respect of certain gaming rules that applied to what wager the second patron had to put down during the game. The first patron believed that the second patron should have wagered an extra \$300 in accordance with the rules of the game.		18 January 2014	
184	<i>Gambling Regulation Act 2003 (Vic)</i>  Internal Control Statement	One minor was able to enter the gaming floor. A minor was with their family near the Lucky Chan entry. The minor was able to run around the back of the Security Officer and momentarily breach the control zone area.	The minor was immediately returned to his parents.  There was a delay in reporting the incident as it was initially not believed to be a breach. However, after reviewing footage it was confirmed that the minor was just able to enter the gaming floor.	19 January 2014	
185	<i>Gambling Regulation Act 2003 (Vic)</i>  Internal Control Statement	Three minors were able to enter the gaming floor. The minors had entered the gaming floor via the lift. The minors said they had been attempting to make their way to the Towers Hotel pool.	Crown Security Operations were advised of the incident. It was established that the minors had not entered the licensed gaming area and were within the control area for the entry.	24 January 2014	Crown arranged for an officer to be stationed at the mezzanine level to address the issue of minors entering the floor via the lift.
186	<i>Gambling Regulation Act 2003 (Vic), s 10.7.6(3)</i>	Minors entering the casino		Various	In April 2015, Crown continued to exercise and implement a number of strategies to mitigate the opportunity for minors to enter the casino, including, but not limited to:

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					<ul style="list-style-type: none"> <li>• Ensuring casino entry points are adequately staffed (including rostering additional labour during peak times);</li> <li>• Ensuring all Security Services staff receive training in relation to acceptable proof of age and the prevention of minors entering the casino;</li> <li>• Ensuring Crown employees and contractors within the Complex are encouraged to challenge or alert Security Services to any patrons they are concerned may be under age;</li> <li>• Active assessments of the design and function of new casino entry points to minimise risks associated with the entry of minors to the casino;</li> <li>• Rotating Security Services Officers between entry points and other duties if possible with the aim of ensuring ongoing alertness; and</li> <li>• Regularly monitoring Security Officers at the casino floor entry points via live reviews and any</li> </ul>

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					<p>performance issues are addressed in a timely manner.</p> <p>As a result of Crown's diligence, the number of minors detected within the casino boundary remains significantly low.</p>
187	<i>Casino Control Act 1991 (Vic), s 78(A)</i>	A banned Crown Perth patron received mail from Crown. An investigation into the matter found that Crown Direct (Hotel Marketing) had used data that had not been screened against banned patron lists.	Marketing from Crown Direct was ceased until the Hotel Marketing database was checked against banned patrons.	July 2019	Hotel Marketing database is now screened daily against the banned patrons list.
188	<i>Casino Control Act 1991 (Vic)</i>	<p>An installation error was detected on EGMs C0606 and C0608, whereby the limits set were not those planned by Crown. The limits installed were still, however, within the parameters approved by the VCGLR.</p> <p>The install checklist was found to have been inaccurately completed with the EGM configuration screen (button panel set up) not properly confirmed.</p>	Discrepancy was discovered and investigated. Responsible staff member received counselling.	19 July 2019	Additional step has been added whereby the supervisor from Amtek (a contractor providing technical services for gaming machines) is required to check and sign off the work completed by the installer.
189	<i>Gambling Regulations 2015 (Vic)</i>	A clock was not positioned clearly on EGM C2022 as it was partially obstructed by the monitor shroud.	Gaming Machines recalibrated the EGM in issue when notified of the matter.	23 July 2019	An audit of the install checklist was provided to the Regulatory and Compliance Department. Daily clock audits were implemented.

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190	<i>Casino Control Act 1991 (Vic)</i> , ss 60(2)(c) and 121(4)  Internal Control Statement	During Internal Audit it was found that 1 of 41 manual hand pays sampled were not approved in accordance with established approval limits. Additionally, 8 of 41 manual hand pays sampled were not signed by the patron as confirmation of payment.			Procedures for completion of manual hand pays were reinforced by Gaming Machines management.
191	<i>Casino Control Act 1991 (Vic)</i> , s 28A(2)	Crown might have failed to notify the VCGLR of a person's likelihood of becoming an associate of Crown, and then failed to obtain the Commission's approval in writing prior to that person actually becoming an associate of Crown.			