

DA Register

A	B	C	D	E	F	G	H	I	J	K	L	M	N
OBJECTIVE/WORKSITE FILE NO.	INCIDENT	DESCRIPTION OF INCIDENT	DATE OF INCIDENT (or Notice)	DATE OF SHOW CAUSE NOTICE	REQUIRED RESPONSE DATE	DATE OF CROWN'S SUBMISSION TO VCGLR	DECISION / OUTCOME	DATE FINE PAID	CROWN CONTACT	Fines per FY	Cumulative Fine Total	Per s 25 Review Period	Acceptance by Crown of Finding
<b>FY 1996</b>													
1	DA 28/001	Licensed employees gambling in the Casino	Two licensed casino employees participated in the Call of the Card in the Sante Brasserie which was within the defined casino premises thereby breaching section 79(2) of the CCA.	06-Nov-95	15-Dec-95	04-Jan-96	08-Dec-95	A police investigation was undertaken and both the police and the VCGA decided not to proceed with any action.	N/A				
2	DA 28/002	Breach of the Rules of Baccarat	Baccarat rules 7.1 & 10 were breached by a dealer not retaining the dealing shoe which resulted in a card being dealt to an incorrect hand	06-07/07/1995	19-Dec-95	04-Jan-96	04-Jan-96	\$5,000 Fine	Nothing on File				
3	DA 28/003	Minor in the Casino	An international gofer and his 4 month child were given access back go house to a restaurant on the gaming floor after initially being refused entry by Security	23-Nov-95	19-Dec-95	04-Jan-96	04-Jan-96	\$15,000 Fine	19-July-96			DA's Received for FY96 (based on date Notice to Show Cause received): 1	
4	DA 28/004	Minor in the Casino	A minor was detected on the gaming floor and removed approximately 5 minutes after having entered	05-Feb-97	21-May-97	04-Jun-97	04-Jun-97	\$3,000 Fine	No later than 13 Feb 1998				
5	DA 28/005	Minor in the Casino	A minor was detected on the gaming floor and removed approximately three hours after having entered	22-Feb-97	21-May-97	04-Jun-97	04-Jun-97	\$6,000 Fine	No later than 13 Feb 1998			DA's Received for FY97 (based on date Notice to Show Cause received): 2	
6	DA 28/006	Numerous minors in the Casino	Between the 8th and the 31st of May 1997 45 minors entered the casino and on 5 occasions Crown did not notify an inspector thereby breaching section 85(2) of the CCA.	01-May-97	05-Aug-97	19-Aug-97	19-Aug-97	\$59,000 Fine (\$1,311 per minor)	24-Dec-97				
7	DA 28/007	Breach of the shuffle procedures for Baccarat	Cards on Baccarat 0915 were not reshuffled as required and were put into play after only one riffle thereby not sufficiently randomly intermixing the cards	16-Feb-97	04-Sep-97	18-Sep-97	18-Sep-97	\$10,000 Fine	24-Dec-97				
8	DA 28/008	Minor in the Casino	A minor gained entry to the casino via the Map Room doors after a patron had exited and left the door ajar despite previous assurances from Crown to the VCGR that the doors could not be accessed by patrons.	05-Jul-97	04-Sep-97	18-Sep-97	18-Sep-97	\$7,000 Fine (\$1,000 per Minor)	24-Dec-97				
9	DA 28/009	Failure to obtain VCGA approval for alteration works	Crown failed to seek & obtain the VCGR's prior approval for alterations to the casino layout before commencing work in the Mahogany Room to remove part of the Settlement Room adjacent to the Cashier's Cage	16-Jul-97	04-Sep-97	22-Oct-97	18-Sep-97	\$15,000 Fine	24-Dec-97				
10	DA 28/010	Failure to place a Drop Box on a gaming table	A defective drop box was removed from BJ 2303 and sent for repair without a replacement box being fitted. The table was subsequently opened without a drop box fitted and \$290 in cash was dropped before it was realised by the staff that no drop box was present.	15-Sep-97	26-Feb-98	12-Mar-98	12-Mar-98	\$25,000 Fine and a Letter of Censure	No later than 13 April 1998	Barry Felstead			
11	DA 28/011	Minor in the Casino	A minor was allowed into the Mahogany Room by a Mahogany Host	03-Dec-97	26-Feb-98	12-Mar-98	12-Mar-98	\$15,000 Fine	No later than 13 April 1998				
12	DA 28/012	Breach of Internal Controls	A number of drop boxes were removed from Pit 4 by the Drop Team in the absence of the Pit Boss and Surveillance failed to monitor the drop	11-Sep-97	01-Apr-98	17-Apr-98	17-Apr-98	\$15,000 Fine	18-Mar-99	Barry Felstead			
13	DA 28/013	Breach of the Rules and Procedures for Baccarat	On the first day of play for a Baccarat Tournament 8 x \$5,000 chips were found to be missing at the completion of Round 1 on BA 2515. During Round 2, four (4) of the chips had been re-introduced into play. The next day the remaining four (4) chips were re-introduced into the Grand Final. Surveillance could not pinpoint where or when the chips went missing or were returned	11-12/10/1997	02-Apr-98	16-Apr-98	16-Apr-98	\$40,000 FINE	18-Mar-99				
14	DA 28/014	Breach of the Rules for Caribbean Stud	Cards were dealt in an anti-clockwise rather than a clockwise direction on CS 1009 for 20 minutes before a Games Supervisor noticed and stopped play	12-Dec-97	02-Apr-98	16-Apr-98	16-Apr-98	\$5,000 FINE	18-Mar-99				
15	DA 28/015	Breach of the Rules and Procedures for Baccarat	Cards were put into play without having been reshuffled resulting in the cards being dealt in sequence for approximately 35 minutes.	02-Jan-98	02-Apr-98	08-Jul-98	08-Jul-98	\$15,000 FINE	18-Mar-99				

Personal Information

DA Register

A	B	C	D	E	F	G	H	I	J	K	L	M	N		
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1	DA 28/016	Breach of Internal Controls	A Security Officer circumvented the access requirements of the Count Room by using his own as well as a borrowed swipe card and then removed drop boxes for placement on the respective tables while the court was in progress (although on a break).	04-Mar-98	02-Jun-98	08-Jul-98	08-Jul-98	\$15,000 FINE	18-Mar-99	Barry Felstead	FY 1998 \$221,000	\$250,000	DA's Received for FY98 (based on date Notice to Show Cause received): 55  60 DA's received for 1st s25 review period, totalling \$245,000 in fines.		
20	FY 1999														
21	DA 28/017	Alleged breach of the Controlled Contract Provisions	Crown advised the VCGA that it intended to enter into a contract with Capital Golf Club but did not wait until the conclusion of the investigation period before doing so. The investigation was subsumed into an inquiry involving a former Associate, Peter Ranec, but this inquiry came to an end on 3 May 2000. The VCGA advised Crown that the Notice to Show Cause also concluded on the same day.	04-Feb-98	23-Jul-98	23-Jul-98	05-Aug-98	On 8 October 2001 the Office of Gambling Regulation advised Crown that the matter had concluded when the inquiry into the former Associates of Crown concluded in May 2000.	N/A	Personal Information					
22	DA 28/018	Breach of Rules and Procedures for Poker	A game of Poker was played for approximately three (3) hours with one card missing from the deck and the procedures for 'stub counting' the decks was not followed thereby extending the time the short deck remained in play.	08-Sep-98	01-Dec-98	15-Dec-98	15-Dec-98	\$5,000 Fine	16-Jul-99						
23	DA 28/019	Breach of the Procedures for Baccarat	A game of Baccarat was dealt with the 16 Jokers still included in the set of cards being used.	18-Nov-98	01-Feb-99	15-Feb-99	10-Feb-99	Letter of Censure	N/A			FY 1999 \$5,000	\$255,000	DA's Received for FY99 (based on date Notice to Show Cause received): 3	
24	FY 2000														
25	DA 28/020	Breach of the Procedures of Blackjack	Cash used in exchange for chips in the middle of the game was placed over the dealer's first card and the card was subsequently picked up with the cash and dropped into the drop box.	27-Feb-99	28-Sep-99	15-Oct-99	08-Oct-99	\$8,000 Fine	No later than 3 May 2000						
26	DA 28/021	Breach of Internal Controls	A Security Officer twice circumvented the access requirements of the Count Room by using his own as well as a borrowed swipe card from two different employees) and then removed drop boxes for placement on gaming tables.	08-Jun-99	29-Aug-00	28-Sep-00	28-Sep-99	\$50,000 FINE	9-Oct-01						
27	DA 28/022	Breach of the Controlled Contract Provisions	The issue of a Purchase Order in the sum of \$2,293,116 by Crown to EMC constituted a breach of the controlled contract provision for expenditure exceeding \$200,000.	21-Jun-00	12-Dec-00	26/12/02 - At the VCGRs request additional information was provided on 21/05/02	28-Dec-02	\$6,000 Fine	10/07/02		FY 2000 \$63,000	\$310,000	DA's Received for FY00 (based on date Notice to Show Cause received): 3		
28	FY 2002														
29	DA 28/023	Breach of the Rules and Procedures for Pontoon	A game of Pontoon was conducted using Blackjack cards for approximately 50 minutes.	02-Jul-00	25-Sep-01	09-Oct-01	09/10/2001	\$10,000 Fine	05/04/02						
30	DA 28/024	Minor in the Casino	A minor was detected on the gaming floor and removed approximately twenty minutes after having entered.	30-Dec-00	25-Sep-01	09-Oct-01	09-Oct-01	\$5,000 Fine	18/03/02						
31	DA 28/025	Breach of the Rules and Procedures for Blackjack	A game of Blackjack was played with Pontoon cards for approximately 10 hours.	13-Jan-01	11-Dec-01	25-Dec-01	24-Dec-02	\$10,000 Fine	05/04/02						
32	DA 28/026	Breach of Internal Controls	Crown failed on a number of occasions to implement Internal Control requirements for obtaining a bank opinion or verifying outstanding balances and indebtedness in regard to a patron's Cheque Cashing facility.	September 1997 to February 1998	27-Sep-01	28-Feb-02	14-Dec-01	\$1,000 Fine	12/06/02						
33	DA 28/027	Breach of the Controlled Contract provisions	Crown entered into a contract with Stargames Corporation for the development and supply of Rapid Roulette Semi-Automated table games without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract.	06-Mar-00	31-Oct-01	28-Feb-02	28-Feb-02	\$5,000 FINE	09/07/02						
34	DA 28/028	Using unlicensed personnel working in positions requiring a casino special employee's licence	Two Purchasing Dept. employees were promoted to positions requiring a casino special employee licence but did not obtain the licences.	01-Jan-98	02-Nov-01	14-Nov-01	07-Jan-02	\$20,000 Fine	22/03/02						
35	DA 28/029	Breach of the Controlled Contract Provisions	Crown entered into a contract with Dedicated Micros for non gaming equipment for a value in excess of \$200,000 without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract.	During 2000	04-Dec-01	28-Feb-02	28-Feb-02	\$5,000 Fine	21/06/02						
36	DA 28/030	Breach of the Rules of Baccarat	A junket player moved a \$200,000 wager from Player to Banker after the first card had been drawn from the shoe.	07-Aug-00	23-Jan-02	01-May-02	01-May-02	\$25,000 Fine	20/06/02						
37	DA 28/031	Breach of Internal Controls	Crown failed to provide the VCGA with two external audit reports by 31 October 2001 as is required by the Internal Controls.	31-Oct-01	11-Dec-01	07-Jan-02	07-Jan-02	Letter of Censure	N/A						
38	DA 28/032	Breach of Rules of Poker	A game of Poker was played for approximately two hours with a card missing from the deck.	30-Jan-01	23-Jan-02	12-Apr-02	12-Apr-02	\$10,000 Fine	10/07/02						
39	DA 28/033	Breach of Internal Controls	Crown failed, for four (4) months, to provide monthly Patron Comments Reports as required by the Internal Controls. When the reports were provided in the fifth month they were deemed by the VCGA to be deficient.	August to November 2001	23-Jan-02	03-May-02	03-May-02	Letter of Censure	N/A						
40	DA 28/034	Breach of Controlled Contract provisions	Crown entered into a contract with Safegames & Mikoha without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract.	05-Feb-00	23-Jan-02	03-May-02	03-May-02	\$2,500 Fine	21/06/02						
41	DA 28/036	Breach of Controlled Contract provisions	Crown entered into a contract with Netstar without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract.	05-Nov-99	23-Jan-02	03-May-02	03-May-02	\$5,000 Fine	21/06/02						
42	FY 2003														

DA Register

A	B	C	D	E	F	G	H	I	J	K	L	M	N	
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1	DA 28/037	Breach of Controlled Contract provisions	This file is a continuation of files DA 035 and DA 036		As for files 035 & 036	As above	As above	As above	As set out in files 035 & 036	Personal Information				
43	DA 28/038	Breach of Controlled Contract provisions	1999 - 2001	28-Feb-02	24-Apr-02	24-Apr-02	\$5,000 Fine	21/06/02						
44	DA 28/039	Breach of section 58(2)(e) of the Casino Control Act	06-Aug-99	28-Feb-02	12-Apr-02	12-Apr-02	Letter of Censure	N/A						
45	DA 28/040	Breach of the provisions of the Casino Agreement	The VCGA served Crown with a Notice under the provisions of s 31.2 of the Casino Agreement (CA) for a failure to provide five Directors Quarterly Reports on the Series 2 Unsecured Notes between September 2000 and September 2001		September 2000 to September 2001	07-Mar-02	05-Apr-02	05-Apr-02	The matter was rectified within the 60 day cure period in the CA and the Compliance Alerter system was developed and implemented to ensure on going compliance		N/A			
46	DA 28/041	Numerous Minors in the Casino	Between 17 February and 22 July 2001 seven (7) minors were detected in the casino		FEBRUARY - JULY 2001	28-Mar-02	25-Jun-02	25-Jun-02	\$7,000 Fine (\$1,000 per Minor)		10/07/02			
47	DA 28/042	Minor in the Casino	A minor of approximately 12 months of age was detected in the casino in the arms of an adult patron		13-Oct-01	30-Apr-02	16-May-02	16-May-02	\$1,000 Fine		10/07/02			
48	DA 28/043	Breach of Controlled Contract provisions	Crown entered into a contract with Classic Blue Computers without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract		DURING 2000	02-May-02	13-Jun-02	13-Jun-02	Letter of Censure		N/A			
49	DA 28/044	Breach of Controlled Contract provisions	Crown entered into a contract with Bunbury Holdings Pty Ltd without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract		DURING 2000	02-May-02	13-Jun-02	13-Jun-02	\$5,000 Fine		11/09/02			
50											FY 2002 \$116,500	\$434,500	DA's Received for FY02 (based on date Notice to Show Cause received): 48  64 DA's received for 2nd s25 review period, totalling \$184,500 in fines.	
51	DA 28/045	Alleged failure to pay winnings to a patron	It was alleged that Crown contravened s 64(e) of the CCA by not paying an excluded patron who had won a Jackpot of \$10,769.05 on gaming machine D2102		22-Aug-01	02-Jul-02	05-Aug-02	05-Aug-02	VCGA determined that Disciplinary Action was not warranted after consideration of Crown's submission which included REDACTED - PRIVILEGE		N/A	Barry Felstead		
52	DA 28/046	Breach of Internal Controls	A Crown Security and Service Officer breached the Internal Controls by escorting two electrical contractors into the Hard Count Room while the count was in progress		28-Jun-01	29-Aug-02	31-Oct-02	21-Oct-02	\$10,000 Fine	03/12/02	Personal Information			
53	DA 28/047	Breach of the Rules of Blackjack	A game of Blackjack was played with Pontoon cards for nearly two hours		30-Jul-01	29-Aug-02	31-Oct-02	21-Oct-02	\$10,000 Fine	03/12/02				
54	DA 28/048	An alleged breach of Internal Controls end of section 59 of the CCA	It was alleged in the Show Cause Notice that Crown used unapproved digital surveillance equipment to monitor and record some gaming related operations and failed to retain the images for the required retention period		13 MAY - 3 JULY 2001	29-Aug-02	31-Oct-02	Numerous discussions but no formal submission was lodged	VCGA determined to withdraw the Disciplinary Notice at its meeting of 25 March 2003	N/A				
55	DA 28/049	Minor in the Casino	A minor of approximately 18 months of age was detected in the casino in the arms of an adult patron		16-Apr-02	29-Aug-02	31-Oct-02	21-Oct-02	\$1,000 Fine	03/12/02				
56	DA 28/050	Breach of the Rules of Blackjack	A game of Blackjack was played with Pontoon cards for approximately four (4) minutes		20-Apr-02	31-Oct-02	23-Nov-02	22-Nov-02	\$5000 Fine	20/12/02				
57	DA 28/051	Minors in the Casino	Four (4) minors aged between 14 and 16 years of age entered and remained in the casino for approximately 7 minutes before being detected		13-May-02	04-Feb-03	01-Apr-03	01-Apr-03	\$1,000 Fine	14/05/03				
58	DA 28/052	Minor in the Casino	A six (6) year old was lifted over the railing of the Saccarat Bar thereby entering the defined casino premises		05-Dec-01	04-Feb-03	01-Apr-03	01-Apr-03	\$1,000 Fine	14/05/03				
59	DA 28/053	Minor in the Casino	A seventeen (17) year old entered the casino and gambled for approximately two (2) hours		14-Sep-02	04-Feb-03	01-Apr-03	01-Apr-03	\$10,000 Fine	14/05/03				
60	DA 28/054	An alleged breach of Internal Controls	Crown used two (2) Security Officers to assist in the running of the Surveillance Room while the majority of the Surveillance team met in relation to threatened industrial action		20-Dec-01	27-Feb-03	15-Apr-03	15-Apr-03	VCGA determined that Disciplinary Action was not warranted after consideration of Crown's submission	N/A				
61	DA 28/055	Breach of the Rules of Blackjack	A game of Blackjack was played with Pontoon cards for approximately two and a half hours		06-Jul-02	25-Mar-03	01-May-03	28-Apr-03	\$10,000 Fine	12/08/03				
62	DA 28/056	Breach of the Rules of Baccarat	A shoe of Baccarat cards missing 44 cards was used for play for approximately 30 minutes		02-Sep-02	06-May-03	16-Jun-03	16-Jun-03	\$5,000 Fine	12/08/03				
63	DA 28/057	Breach of the Rules of Blackjack	A game of Pontoon was played with Blackjack cards for approximately 16 minutes		08-Dec-02	26-Jun-03	31-Jul-03	25-Jul-03	\$5,000 Fine	08/09/03				
64										FY 2003 \$58,000	\$492,500	DA's Received for FY03 (based on date Notice to Show Cause received): 13  60 DA's received for 3rd s25 review period, totalling \$237,500 in fines.		
65	DA 28/058	Breach of the Rules of Blackjack	A game of Blackjack was played with Pontoon cards for approximately three and a half hours		16-Feb-03	23-Oct-03	15-Dec-03	12-Dec-03	\$10,000 Fine	27/01/04				
66										FY 2004 \$10,000	\$502,500	DA's Received for FY04 (based on date Notice to Show Cause received): 1		
67	DA 28/059	Minors in the Casino	A patron accompanied by two minors entered the casino from Promenade Hotel. They were detected approximately one minute after entry		19-Mar-04	11-Aug-04	11-Oct-04	04-Oct-04	\$1,000 Fine	28/10/04				
68														
69	DA 28/060	Breach of Internal Controls	Crown failed to obtain a patron's signature on various withdrawal/deposit slips as is required by the Internal Controls		04-Oct-00	16-Dec-04	30-Mar-06	29-Mar-06	\$10,000 Fine	21/06/06				

DA Register

A	B	C	D	E	F	G	H	I	J	K	L	M	N
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1													
70	DA 28/061	Breach of Internal Controls	Gaming Machines personnel failed to manually adjust the Prize Percentage Increment Rate on the "Win This Prize" Jackpot which led to over accruing for the prize and an understatement of revenue and therefore tax paid	05-Jul-04	18-May-05	24/06/2005 and 20/09/2005	23/06/2005 and 19/09/2005	Letter of Censure	N/A	FY 2005 \$11,000	\$ 513,500	DA's Received for FY05 (based on date Notice to Show Cause received): 1	
71													
72	DA 28/062	Minors in the Casino	1. -10:23pm on 25/12/04 a minor in a pram entered the gaming floor via the Promenade entry after the parents spoke to the security officer on duty 2. - 3:39pm on 14/3/05 a 15 yr old male entered through Sante entry without being asked for ID	Incident 1 was on 25/12/04 Incident 2 was on 14/3/05	16-Aug-05	17-Oct-05	17-Oct-05	Incident 1 - No Action Incident 2 - \$1,000 Fine	28/11/05				
73	DA 28/063	Minor in the Casino	A two (2) year old in a pram was allowed access to the gaming floor from Vegas Lift Lobby by a Property Services Officer	25-Mar-05	29-Sep-05	30-Nov-05	30-Nov-05	Letter of Censure	N/A				
74	DA 28/064	Minors in the Casino	1. -On 29/07/05 a minor in a pram entered the gaming floor via the Promenade entry after the parents spoke to the security officer on duty 2. - On 02/06/05 a 10 yr old male entered through the Food Court entry without being asked for ID	Incident 1 was on 29/07/05 Incident 2 was on 02/06/05	30-Nov-05	21-Dec-05	20-Dec-05	Incident 1 - Letter of Censure Incident 2 - \$2,000 Fine	16/3/06				
75	DA 28/065	Unauthorised access to a sensitive area	An unlicensed security officer escorted an unlicensed cleaner into the Change Booth 4	02-Jun-05	27-Mar-05	29-May-05	29-May-05	\$2,000 Fine	02/08/06	FY 2006 \$5,000	\$518,500	DA's Received for FY06 (based on date Notice to Show Cause received): 6 10 DA's received for 4th s25 review period, totalling \$26,000 in fines.	
76													
77	DA 28/066	Minor in the Casino	On 3 October 2005 a minor aged approx 2 years of age entered in her father's arms via the Food Court entry and remained in the casino for approx 49 seconds	03-Oct-05	07-Jun-06	31-Jul-06	28-Jul-06	Letter of Censure	N/A				
78	DA 28/067	Minors in the Casino	1. A minor (approx. 2 yrs of age) entered the casino in a pram via the Las Vegas entry after the child's mother asked the security officer on duty for directions. 2. A minor (approx. 4 months of age) entered the casino in a pram via the Monte Carlo entry while the security officers on duty attended to others at the entry point.	Incident 1 was on 17-08-05 Incident 2 was on 08-01-06	07-Aug-05	06-Oct-06	09-Oct-06	Incident 1 - \$1500 Fine Incident 2 - \$1000 Fine	01/12/06				
79	DA 28/068	Unlawful advance of gaming chips	A patron was advanced gaming chips by a Pit Boss without cash or a CPV being tendered on three occasions in the amounts of \$100K, \$200K & \$200K.	18-Mar-06	16-Aug-06	13-Oct-06	13-Oct-06	\$15,000 Fine	01/12/06				
80	DA 28/070	Minor in the Casino	On 5 April 2006 a minor 14 years of age entered the casino via the Monte Carlo entrance and remained in the casino for approx. 40 minutes	05-Apr-06	22-Nov-06	05-Jan-07	04-Jan-07	\$2,500 Fine	19/02/07	FY 2007 \$20,000	\$538,500	DA's Received for FY07 (based on date Notice to Show Cause received): 5	
81													
82	DA 28/071	Breach of game rules (poker) on three occasions	The game of Texas Hold'em poker was conducted in each occasion with incomplete deck of cards containing less than the required 52 cards.	Incident 1 28/09/06 Incident 2 24/11/06 Incident 3 13/12/06	05-Jul-07	31-Aug-07	31-Aug-07	\$15,000 Fine	04/10/07				
83	DA 28/072	Unmanned entry point on two occasions	Incident 1 On 20 October 2006 the Promenade bridge entry was left unmanned for a period of 11 minutes. Incident 2 On 13 November 2006 Sante entry was left unmanned for a period of 7 minutes.	Incident 1 20/10/06 Incident 2 13/11/06	06-Jul-07	31-Aug-07	31-Aug-07	\$10,000 Fine	01/10/07				
84	DA 28/073	Minor in the Casino	A minor aged 18 months entered the casino via the Vegas entry.	11-Jan-07	05-Jul-07	31-Aug-07	31-Aug-07	\$1,000 Fine	01/10/07				
85	DA 28/074	Breach of game rules (pontoon)	The game of pontoon was conducted with an incorrect number of cards being the required eight decks of 48 cards, plus and additional card.	14-Nov-06	05-Jul-07	31-Aug-07	31-Aug-07	\$7,500 Fine	04/10/07				
86	DA 28/075	Breach of game rules (blackjack)	The game of blackjack was conducted with an incomplete shoe of cards being eight decks of 52 cards, minus the 15 cards which remained stuck in the shuffle machine	17-Dec-06	05-Jul-07	31-Aug-07	31-Aug-07	\$5,000 Fine	04/10/07				
87	DA 28/076	Two minors in the Casino	Two minors aged 9 and 16 years entered the casino via Western entry.	14-Jan-07	06-Jul-07	31-Aug-07	31-Aug-07	\$1,000 Fine	01/10/07				
88	DA 28/077	Breach of rules of Pai Gow	The game of Pai Gow on table PG 1703 was conducted with a set of tiles containing an extra "white nine" and missing a "low 8" for approximately 27 minutes.	15-Feb-07	20-Jul-07	14-Sep-07	14-Sep-07	\$7,500 Fine	04/10/07				
89	DA 28/078	Breach of the rules of Texas Hold'em Poker	The game of Poker was played with one card missing for approximately 12 minutes	08-Feb-07	20-Nov-07	25-Jan-08	25-Jan-08	\$5,000 Fine	04/03/08				
90	DA 28/079	Breach of the rules of Texas Hold'em Poker	The game of Poker was played with one card missing for approximately 5 minutes	28-Jun-07	06-Feb-08	28-Mar-08	27-Mar-08	\$1,000 Fine	14/05/08				
91	DA 28/080	Breach of the rules of Texas Hold'em Poker	The game of Poker was played with an incomplete deck of cards for approximately 6 minutes	13-Jun-07	28-Feb-08	11-Apr-08	08-Apr-08	\$2,000 Fine	17/07/08				
92	DA 28/081	Use of unapproved gaming equipment	Crown used gaming equipment, namely an incorrect and unapproved version of software, on Rapid Roulette without obtaining the approval to use that equipment	12 to 30 April 2007	05-May-08	11-Jul-08	11-Jul-08	VCGR determined that Disciplinary Action was not warranted after consideration of Crown's submission	N/A	FY 2008 \$55,000	\$593,500	DA's Received for FY08 (based on date Notice to Show Cause received): 12	
93													
94	DA 28/082	Breach of game rules (Blackjack) on one occasion	The game of blackjack was conducted with an incomplete shoe of cards containing 6 less than the required number.	28-Oct-07	14-Aug-08	03-Oct-08	02-Oct-08	Letter of Censure	N/A				
95	DA 28/083	Controlled contract - Aquanas	Crown entered into a controlled contract with Aquanas Foods when notice in writing had not been given to the Commission 28 days before entering into the contract.	July - November 2006	14-Aug-08	21-Nov-08	21-Nov-08	VCGR determined that Disciplinary Action was not warranted after consideration of Crown's submission	N/A				
96	DA 28/084	Breach of game rules (poker) on one occasion	The game of WSP Bonus Texas Hold'em poker was conducted with an incomplete deck of cards	05-Jul-07	14-Aug-08	14-Nov-08	13-Nov-08	\$2,000 Fine	14/01/2009				
97	DA 28/085	Breach of game rules (poker) on one occasion	The game of Omaha Poker was conducted with an incomplete deck of cards	15-Jan-08	10-Nov-08	30-Jan-09	29-Jan-09	\$7,500 Fine	29/04/09				Stored in hardcopy (BPQ1393)
98	DA 28/086	Breach of game rules (poker) on one occasion	The game of Manila Poker was conducted with an incomplete deck of cards	31-May-08	01-Jun-09	14-Aug-09	10-Aug-09	Letter of Censure	N/A	FY 2009 \$9,500	\$603,000	DA's Received for FY09 (based on date Notice to Show Cause received): 5	Stored in hardcopy (BPQ1393)
99													
100	DA 28/087	Minor in the Casino	On 11 October 2008 a minor aged 16 years of age entered via the Sports entry and remained in the casino for approx. fifty (50) minutes	11-Oct-08	21-Jul-09	01-Oct-09	10-Oct-09	\$2,500 fine	24/12/09				Stored in hardcopy (BPQ1393)
101	DA 28/088	Breach of game rules (poker) on two occasions	1. A game of Texas Hold'em Poker was conducted with an incomplete deck of cards. 2. A game of Texas Hold'em Poker was conducted with an incomplete deck of cards.	Incident 1 7 September 2008 Incident 2 4 January 2009	21-Jul-09	01-Oct-09	28-Sep-09	\$7,500 fine for incident 1 & \$5,000 fine for incident 2	24/12/09				Stored in hardcopy (BPQ1393)
102	DA 28/089	Minors in the Casino	1. A minor (approx. 3 months of age) entered the casino in a pram via the Monte Carlo entry. 2. A minor (approx. 9 years of age) entered the casino via the Food Court entry. 3. A minor (infant) entered the casino in a pram via Sante entry after the mother asked for directions to the Promenade air bridge.	Incident 1 16 July 2008 Incident 2 14 August 2008 Incident 3 5 September 2008	21-Aug-09	01-Nov-09	01-Nov-09	\$2,500 fine	26/02/2010				Stored in hardcopy (BPQ1393)

Personal Information

DA Register

A	B	C	D	E	F	G	H	I	J	K	L	M	N	
OBJECTIVE/WORKSHEET FILE NO.	INCIDENT	DESCRIPTION OF INCIDENT	DATE OF INCIDENT (or Notice)	DATE OF SHOW CAUSE NOTICE	REQUIRED RESPONSE DATE	DATE OF CROWN'S SUBMISSION TO VCGLR	DECISION / OUTCOME	DATE FINE PAID	CROWN CONTACT	Fines per FY	Cumulative Fine Total	Per s 25 Review Period	Acceptance by Crown of Finding	
1	DA 28/010	Breach of game rules (poker) on one occasion	The game of Texas Hold'em Poker was conducted with an incomplete deck of cards	01-Jan-09	19-Dec-09	31-Mar-10	17-Mar-10	VCGR determined that Disciplinary Action was not warranted after consideration of Crown's submission	N/A				Stored in hardcopy (BPQ1393)	
103	DA 28/091	Minors in the Casino	1. A minor (baby) entered the casino in a pram via the Las Vegas entry. 2. A minor (approx. 9 months old) entered the casino via the Food Court entry. 3. A minor (baby) entered the casino in a pram via Promenade air bridge entry.	Incident 1 5 November 2008 Incident 2 6 February 2009 Incident 3 24 May 2009	18-Mar-10	28-May-10	24-May-10	\$2,500 fine	29/06/10				Stored in hardcopy (BPQ1393)	
104	DA 28/092	Breach of game rules (Blackjack) on one occasion	The game of blackjack was conducted with an incomplete shoe of cards containing 7 less than the required number.	23-Apr-09	31-Mar-10	01-Jun-10	28-May-10	\$10,000 fine	29/06/10				Stored in hardcopy (BPQ1393)	
105	DA 28/093	Breach of game rules (poker) on one occasion	The game of Texas Hold'em Poker was conducted with an incomplete deck of cards	06-Jun-09	31-Mar-10	01-Jun-10	20-May-10	\$15,000 fine	29/06/10				Stored in hardcopy (BPQ1393)	
106	DA 28/094	Controlled contract - Advanced Catering	Crown entered into a controlled contract with Advanced Catering when notice in writing had not been given to the Commission 28 days before entering into the contract.	January and June 2008 and March and May 2009	31-Mar-10	01-Jun-10	01-Jun-10	\$15,000 fine	29/06/2010	Michelle Fielding	\$50,000	\$651,000	Stored in hardcopy (BPQ1393)	
107	DA 28/095	Breach of ICS on 2 occasions	1. Poker was played on a table that had no TLN displayed. 2. A Security officer left his post on the Promenade Air Bridge entry.	Incident 1 15 April 2009 Incident 2 25 April 2009	08-Apr-10	07-Jun-10	07-Jun-10	1. \$5,000 fine 2. VCGR determined that Disciplinary Action was not warranted after consideration of Crown's submission	22/09/2010				Stored in hardcopy (BPQ1393)	
108	DA 28/096	Breach of game rules (poker) on one occasion	The game of Caribbean Stud Poker was dealt incorrectly breaching the Rules of the game.	07-Dec-09	30-Apr-10	28-Jun-10	24-Jun-10	VCGR determined that Disciplinary Action was not warranted after consideration of Crown's submission	N/A				Stored in hardcopy (BPQ1393)	
109	DA 28/097	Breach of game rules (poker) on one occasion	The game of WSOP Bonus Texas Hold'em Poker was dealt incorrectly breaching the Rules of the game.	11-Mar-09	21-May-10	12-Jul-10	12-Jul-10	\$5,000 fine	22/09/2010				Stored in hardcopy (BPQ1393)	
110	FY 2010													
111	DA 28/098	Failure to ensure gaming equipment is securely stored.	Cards were left in a shuffle machine after a Baccarat table had been closed, breaching rule 2.2.2. of the TG ICS.	05-Sep-09	09-Aug-10	11-Oct-10	11-Oct-10	05/12/2010 - VCGR determined that Disciplinary Action was not warranted after consideration of Crown's submission	N/A				Stored in hardcopy (BPQ1393)	
112	DA 28/099	Breach of game rules (poker) on one occasion	The game of Three Card Poker was conducted with an incomplete shoe of cards containing 2 less than the required number.	02-Dec-09	09-Aug-10	11-Oct-10	11-Oct-10	4/11/10 - VCGR determined that Disciplinary Action was not warranted after consideration of Crown's submission	N/A				Stored in hardcopy (BPQ1393)	
113	DA 28/100	Alleged Breach of ICS and s 121 (4) of the Act	The game of Big Wheel commenced gaming prior to the table being opened in the ATOM System	03-Nov-09	09-Nov-10	18-Jan-11	17-Jan-11	4/04/11 - VCGR issued Crown with a \$5,000 fine.	07/04/11		\$5,000	\$661,000	Stored in hardcopy (BPQ1393)	
114	DA 28/102	Alleged Breach of ICS and s 60 (2)c and s 121 (4) of the Act.	The game of Ponton was dealt one card short, the missing card was later found under the ASM. It is further alleged that Crown failed to notify the VCGR of the matter until 5 days after the incident had occurred	15-May-10	03-May-11	19-Aug-11	19-Aug-11	25/10/11 - VCGR determined that Disciplinary Action was warranted, however, after consideration of Crown's submission, the VCGR issued Crown with a Letter of Censure	N/A				Stored in hardcopy (BPQ1393)	
115	DA 28/103	Alleged Breach of ICS and s 60 (2)c and s 121 (4) of the Act.	The game of Texas Hold'em Poker was dealt three hands with 51 rather than 52 cards - the missing card was subsequently located in the ASM.	10-Jun-10	03-May-11	19-Aug-11	19-Aug-11	22/09/11 - VCGR issued Crown with a \$10,000 fine.	29/09/11				Stored in hardcopy (BPQ1393)	
116	DA 28/104 #54363	Alleged Breach of ICS and s 60 (2)c and s 121 (4) of the Act.	The game of Poker was played with less than the required number of cards for 8 hands, due to a Dealer error.	21-Oct-10	21-Jun-11	31-Aug-11	26-Aug-11	07/10/11 - VCGR determined that Disciplinary Action was warranted, however, after consideration of Crown's submission, the VCGR issued Crown with a Letter of Censure	N/A				Stored in hardcopy (BPQ1393)	
117	FY 2011													
118	DA 28/105	Alleged Breach of the ICS and s 10.7.6(3) of the Gambling Regulation Act 2003 (VIC).	Two minors accompanied by their mother (tourists from Germany), were detected at the Atrium Bar by a VCGR Inspector.	17-Jan-11	05-Sep-11	04-Nov-11	04-Nov-11	28/11/11 - VCGR issued Crown with a \$5,000 fine.	12/12/11	Craig Walsh	FY 2012 \$5,000	\$693,000	DA's Received for FY12 (based on date Notice to Show Cause received): 1  +6 DA's received for 5th s25 review period totalling \$174,500 in fines.	Stored in hardcopy (BPQ1393)
119	DA 28/086	Alleged breach of s 60 of the CCA and the Rules	The game of WSOP Bonus Texas Hold'em was dealt with two cards missing.	06-May-12										
120	FY 2012													
121	No DAs Received												DA's Received for FY13 (based on date Notice to Show Cause received): 0	
122	FY 2013													
123	DA 28/106	Alleged Breach of s 10.7.6(1) and 10.7.6(3) of the Gambling Regulation Act 2003 (VIC).	Three minors were detected on the gaming floor by a VCGLR inspector, two of who were alleged to have gambled.	01-Jan-13	11-Oct-13	06-Nov-13	06-Nov-13	20/12/13 - VCGLR issued Crown with a \$35,000 fine (\$5,000 for each minor having entered the casino and \$10,000 for each minor that gambled). The Commission also expects a response in relation to 'improvements to its processes to overcome such occurrences.'	23-Dec-13	Craig Walsh	FY 2014 \$35,000	\$728,000	DA's Received for FY14 (based on date Notice to Show Cause received): 4	
124	DA 28/107	Alleged Breach of s 10.7.6(3) of the Gambling Regulation Act 2003 (VIC).	A VCGLR Inspector requested that a Security Officer conduct an ID check of a patron they suspected to be a minor (now known as [redacted] near Pit 8 at the Atrium Bar. The Security Officer confirmed that [redacted] was a minor (12 years of age) and was escorted off the casino floor via the Monte Carlo Entry point at 2020hrs.  The minor entered via the Monte Carlo Entry point, accompanied by his father at approximately 2018hrs. The two Security Officers at the Entry when the minor had entered were engaged with checking a patron's ID. The minor sat at an EGM but did not play. A Gaming Machine Attendant approached the EGM to cancel the service button but did not notice the minor as she did not address him and he left the machine immediately after. The Gaming Machine staff member was counseled regarding the incident and one of the two Security Officers received a First Written Warning and the other received a Verbal Warning. Matter closed.	14-Dec-2013	17-Apr-14	22-May-14	22-May-14	18/07/14 (received 22/07/14), the VCGLR determined that Disciplinary Action was warranted and issued Crown with a fine for \$20,000. A cheque was requested for payment on 22 July 2014 - matter closed.	29-Jul-14		\$20,000	\$748,000	Cost split between Security (for allowing the minor to enter) and Gaming Machines (for failing to detect the minor at the EGM).	
125	FY 2014													

Personal Information

Personal Information

Personal Information

DA Register

A	B	C	D	E	F	G	H	I	J	K	L	M	N
OBJECTIVE/WORKSITE FILE NO.	INCIDENT	DESCRIPTION OF INCIDENT	DATE OF INCIDENT (or Notice)	DATE OF SHOW CAUSE NOTICE	REQUIRED RESPONSE DATE	DATE OF CROWN'S SUBMISSION TO VCGLR	DECISION / OUTCOME	DATE FINE PAID	CROWN CONTACT	Fines per FY	Cumulative Fine Total	Per s 25 Review Period	Acceptance by Crown of Finding
1	DA 20/100	Alleged Breach of s 10.7.6(3) of the Gambling Regulation Act 2003 (Vic).	A minor (now known as ██████████) was detected on the Mahogany Room terrace by a VCGLR Inspector.	31-Dec-13	17-Apr-14	22-May-14	22-May-14	18/07/14 (received 22/07/14), the VCGLR determined that Disciplinary Action was warranted and issued Crown with a fine for \$20,000. A cheque was requested for payment on 22 July 2014	29-Jul-14	Perso	\$20,000	\$766,000	
126	DA 20/100	Alleged Breach of s 10.7.6(3) of the Gambling Regulation Act 2003 (Vic).	At approximately 1941 hours on 31 January 2014, a VCGLR Inspector contacted Surveillance to advise that they had located a minor on the Mahogany Room Terrace. Footage revealed that ██████████ had entered the Mahogany Room via the ground floor reception desk adjacent to the Crown Towers Lobby at 1558 hours, accompanied by two females, at least one being a Mahogany Room member. The reception desk was manned by two staff members at the time. One staff member was occupied with another patron and the other greeted the group including ██████████ and viewed a membership card produced by each ██████████ and his female companions.  On 3 January 2014, communication was circulated to Mahogany staff regarding Mahogany Room Entry procedures and the vigilance around checking ID. The Mahogany Room Receptionist at the ground floor entry when the minor entered was counselled regarding the matter. Matter closed.	31-Dec-13	17-Apr-14	22-May-14	22-May-14	18/07/14 (received 22/07/14), the VCGLR determined that Disciplinary Action was warranted and issued Crown with a fine for \$20,000. A cheque was requested for payment on 22 July 2014	29-Jul-14	Perso	\$20,000	\$766,000	
127	DA 20/100	Alleged Breach of s 10.7.6(3) of the Gambling Regulation Act 2003 (Vic).	The VCGLR contacted Security advising they had detected 2 minors at Pit 7. The VCGLR escorted the minors off the casino floor at 0239hrs via the Promenade Air Bridge Entry point. Footage revealed that a male, now known as ██████████ entered the casino floor via the Promenade Air Bridge Entry at approximately 0218hrs. ██████████ immediately proceeded to the lift next to Margo's cafe which allowed the two minors waiting at the Mezzanine level to enter the lift and gain access to the casino floor. ██████████ was issued with a WOL for assisting the minors (both aged 17 at the time of the incident) in gaining access to the casino floor. This incident is allegedly in breach of s 10.7.6(3) of the Gambling Regulation Act 2003 (Vic).  As the minors did not enter the casino floor via the escalators and the lift access is managed by the Security Communications Centre, the Security Officer was not counselled regarding the incident.  On 24 January 2014, Security re-evaluated the position of the Security Officer stationed at the Promenade Air Bridge Entry point. It was decided the Security Officer will be repositioned to the front of the control zone (in line with all other casino entries) which is situated at the top of the escalators. This vantage point will allow the Security Officer to better monitor the persons entering the casino floor (via the lift or the escalators). Matter closed.	16-Jan-14	17-Apr-14	22-May-14	22-May-14	18/07/14 (received 22/07/14), the VCGLR determined that Disciplinary Action was warranted and issued Crown with a \$10,000 fine (\$5,000 for each minor having entered the casino).	29-Jul-14	Craig Walsh	\$10,000	\$778,000	
128	DA 28/110	Alleged Breach of s 60(2)(c) and 60(3)(c) of the Casino Control Act 1991 (Vic).	The matter relates to an alleged breach of Rule 2.2.2 of the Semi-Automated Table Games (SATG) Rules (Rules). It is specifically alleged that there is no Dealer Terminal connected to SATG table 2608.  Crown Melbourne does not agree that it has contravened Rule 2.2.2 of the SATG Rules. Table 2608 is and always was, connected to a Dealer Terminal. The terminals at 2608 cannot operate without connectivity to a Dealer Terminal because the Dealer Terminal relays the results for the game. The terminals at 2608 are connected to two Dealer Terminals remotely, being those located at tables 1701 and 2201. Rule 2.2.2 of the SATG Rules does not state the required proximity of the Dealer Terminal to the table.  There is no reference in the Rules, SOPs or otherwise that requires each TLN to have a unique Dealer Terminal. Multi-gaming is permitted on SATGs, whereby multiple Dealer Terminals can connect to the terminals for patrons to choose between – which is the current situation arrangement for table 2608.  Crown had discussed the placement of terminals geographically separate from the Dealer Terminals with the Commission's predecessor, the VCGR, when multi-gaming was initially raised by Crown. It was the VCGR's advice that the terminal bank should have its own TLN to ensure that the bank is not overlooked/omitted when table closing and revenue calculation is completed. Crown accepted this cautious approach and placed a TLN at the bank of terminals to give the VCGR comfort that sufficient TLNs were allocated and that revenue would be correctly and appropriately calculated.	NA	18-Aug-14	15-Sep-14	1-Sep-14	On 18 August 2014, the VCGLR issued Crown with a Notice to Show Cause and on 1 September 2014, Crown provided a response.  On 16 October 2014, the VCGLR agreed that Crown was not in breach as Rule 2.2.2 of the SATG Rules which does not state the required proximity of the Dealer Terminal to the table.  A review of Rule 2.2.2 of the SATG Rules to provide clarity regarding Dealer Terminals and the removal of the TLN at table 2608 is currently under consideration - matter closed.	N/A	Perso	0	\$778,000	DA's Received for FY15 (based on date Notice to Show Cause received): 2
129	DA 28/112 (Worksite)	Alleged Breach of s 60(2) of the Casino Control Act 1991 (Vic).	On 1 August 2014 at approximately 2252hrs, a minor, now known as ██████████ accompanied by 4 other patrons entered the casino floor presenting the ID of another person by the name of ██████████. ██████████ was detected by the VCGLR and escorted from the casino floor at 2259hrs.  ██████████ was previously refused entry by the Security Officer at the Mings Entry point at 2040hrs. Footage revealed that an ID inspection took place prior to the Promenade Air bridge Security Officer allowing the Minor to enter the casino floor. At the time of entry the Security Officer was in no doubt that the ID produced belonged to ██████████.  Crown submits its defence under Section 10.7.12 of the GMA, which provides:  Defences a) It is a defence to a prosecution for an offence under section 10.7.3, 10.7.4 or 10.7.6 if— a. the minor was above the age of 14 years at the time the acts constituting the offence were committed; and b. immediately before the acts constituting the offence were committed, there was produced to the accused acceptable proof of age for the minor.  As such and in this case: 1. The minor presented valid ID; and 2. Was over 14 years of age (she was 17).	01-Aug-14	24-Mar-15	14-Apr-15	13-Apr-15	On 23 June 2015, the Commission considered Crown's submission and has determined to issue Crown with a Letter of Censure.  Matter closed.	N/A	Craig Walsh	0	\$778,000	
130													
131													







VCGLR Invest&Letters

	A	B	C	D	E	F	G	H
1	File Number	DATE OF INCIDENT	INCIDENT	DESCRIPTION OF INCIDENT	FY 11 DATE OF DECISION / OUTCOME	DECISION / OUTCOME	REASON FOR INCIDENT	ACCEPTANCE BY CROWN OF FINDING
2	VCGR Investigation DA 28/101	15/06/2010	Alleged breach of s 60 of the Act.	The game of Blackjack was played with one card missing for 45 minutes, as a result of an Automatic Shuffle Machine incident.	26/08/2010	The VCGR concluded no further action will be taken.	Automatic Shuffling Machine	
3	VCGR Investigation DA 28/101	28/06/2010	Alleged breach of s 60 of the Act.	The game of Baccarat was played with one card missing for 19 hands, as a result of an Automatic Shuffle Machine incident.	27/08/2010	The VCGR concluded no further action will be taken.	Automatic Shuffling Machine	
4	VCGR Investigation DA 28/101	03/08/2010	Alleged breach of s 60 of the Act.	The game of Blackjack was played with less than the required number of cards as the result of an Automatic Shuffle Machine issue, for thirty-five consecutive hands.	06/09/2010	The VCGR concluded no further action will be taken.	Automatic Shuffling Machine	
5	VCGR Investigation DA 28/101	10/08/2010	Alleged breach of s 60 of the Act.	The game of Blackjack was played with less than the required number of cards as the result of an Automatic Shuffle Machine issue, for forty-two consecutive hands – no further action will be taken.	06/09/2010	The VCGR concluded no further action will be taken.	Automatic Shuffling Machine	
6	VCGR Investigation DA 28/101	30/04/2010	Alleged breach of s 60 of the Act.	The game of Blackjack was played without the cards being shuffled, for five consecutive hands.	14/09/2010	The VCGR concluded no further action will be taken.	Negligence - Procedural violation	
7	VCGR Investigation DA 28/101	23/08/2010	Alleged breach of s 76 of the Act.	The excluded persons list was not posted prior to 6 am.	27/09/2010 - Michelle responded to the VCGR.	Matter closed.	N/A - Previous agreements between Security & the VCGR were not taken into consideration	
8	VCGR Investigation DA 28/101	9/07/2010	Non compliance with regulations s 38 (1)(a) and 38(1)(n).	FAS failed to contain the Responsible Gambling Message, etc.	09/08/10 - Michelle responded to the VCGR	Matter closed.	N/A	
9	VCGR Investigation DA 28/101	11/08/2010 & 28/09/2010	Alleged breach of s 60 of the Act.	Two alleged breaches of the Game Rules, for matters relating to Automatic Shuffle Machine errors.	07/01/11 - Michelle responded to the VCGR.	Matter closed.	Automatic Shuffling Machines	
10	Worksite 106 - Media Review Allegations #614953 #614954 (email)	5/10/2015	Section 121 CCA ICS Junket & Premium Players Programs V.4.0	On 5 October 2015, the VCGLR wrote to Crown to formally request CML immediately cease its relationship with ██████████	06/11/2015 - Michelle Fielding spoke to Ralph MONTEPAONE of the VCGLR about the letter and Crown's dealings with ██████████. Subsequently, Mr. Montepaone asked the Crown does not action any part of their letter for now, until he comes back to Michelle.			
11								
12					FY 2018			
13	Worksite 06 #305224 #336335	8/11/2017	On 8 November 2017, the VCGLR issued Crown with a Section 26(1) Notice (Notice) pursuant to the Casino Control Act 1991 (Vic), requesting information pertaining to EGM Bank D21.	Allegation: Button Trial on EGM D21 On 8 November 2017, the VCGLR issued Crown with a section 26 Notice to provide information relating to an alleged breach of the GRA 2003 regarding a trial of min. and max bet selection on EGM Bank D21.	On 22 November 2017, Crown responded to the VCGLR's Notice dated 8 November 2017, by providing all requested information. Information related to Reports, Memorandums, Minutes etc. On 8 December 2017, Crown was issued with a Show Cause Notice relating to D21. Crown responded to the Commission on 5 January 2018, and included F23 in its response. Please refer to the DA tab. The matter is now closed.	Matter closed.	This trial never took place.	See Button Blanks
14	Worksite 06 #336318 #362338	8/12/2017	On 8 December 2017, the VCGLR issued Crown with a letter for information in relation to a Trial (Blanking Plate) for May 2016 on D46 and F37.	Allegation: Button Trial on EGM F23 On 12 December 2017, Crown responded to the Commission, by way of an explanation that the Trial did indeed not commence at that point in time and it was apart of the preparation/pitch for the March 2017 Trial. Crown responded on 19 December 2017.	On 8 December 2017, Crown was issued with a Show Cause Notice relating to D21. Crown responded to the Commission on 5 January 2018, and included F23 in its response. Please refer to the DA tab. The matter is now closed.	Letter of Censure and fine \$300,000	Blanking Plate	Crown accepted this finding. Any variation to a gaming machine must be approved via Gaming Initiative Form.
15	Worksite 06 #314420 #336318	8/12/2017	On 8 December 2017, the VCGLR issued Crown with a Section 20(2) Notice to Show Cause (Notice) pursuant to the Casino Control Act 1991 (Vic), requesting information pertaining to EGM Bank F21.	Allegation: Crown held an earlier 'Trial' relating to Blanking Plates. Refer to DA tab	19 December 2017, Crown responded to the s 26 request for information, confirming that the trial undertaken on D21 and F23 was the one (same) trial across two banks (17 EGMs). Matter is now closed.	Letter of Censure and fine \$300,000	Blanking Plate	Crown accepted this finding (as above)
16	VCGLR Letter of Warning #341770	18/02/2018	Alleged Breach of s 19 of the Gambling Regulations 2015	Clock on C8604 was only particularly visible on the screen (18/02/2018)	14/03/2018	Matter is closed.	Screen calibration	Accepted.
17	VCGLR Reported through CURA and onto ERCC	18/05/2018	Chip Rotation (Cage procedure) SOP	On 1 June 2018, seeking footage of a Chip Rotation in the Main Cage on 25 May 2018 – as a VCGLR audit revealed that the log of rotations was not completed on that date. Footage from the day did not show the chips being rotated. The matter has revealed a peculiarity in the interpretation of the word 'rotation' in the context of the Cage – it is not applied as moving chips to the front from the back, but rather as rippling the chips with the staff member's hand in order to see if there are any discrepancies with the chips.	The matter is currently pending with the VCGLR.	Pending with the VCGLR	The procedural submission update was approved to alter the rotation requirement.	Accepted.
18	VCGLR Investigation 06/DA	21/06/2018	Unexplained System Variance	SYCO and DACOM alleged discrepancy between records	On 6 July 2018, Crown responded to the matter accounting for the deviation (TG not recorded in DACOM).		IT	
19					FY 19			



VCGLR Invest&Letters

	A	B	C	D	E	F	G	H
	File Number	DATE OF INCIDENT	INCIDENT	DESCRIPTION OF INCIDENT	DATE OF DECISION / OUTCOME	DECISION / OUTCOME	REASON FOR INCIDENT	ACCEPTANCE BY CROWN OF FINDING
2	VCGLR Letter for explanation 06/DA	1-Mar-19	s 81AAC Gambling or betting by intoxicated persons prohibited	On 26 March 2019, the VCGLR requested that Crown provide footage of a patron who they allege was gambling whilst intoxicated. It is alleged that the patron placed a bet on Roulette 3112 at approximately 05:28 hours. The VCGLR has also requested a statement from the Dealer and an F&B employee involved.	The matter is currently pending with the VCGLR.	Pending with the VCGLR		
31	VCGLR Letter #478519	21-Mar-19		On 21 March 2019, the VCGLR wrote to Crown regarding allegations made about the use of multiple player cards on EGMs.		On 21 March 2019, the VCGLR concluded that the use of multiple player loyalty cards does not contravene any applicable gaming laws.		
32	VCGLR Letter	27-Apr-19	Player Information Display could not be accessed on 12 EGMS	On 2 May 2019, the VCGLR wrote to Crown requesting an explanation of action taken by Crown in relation to the Player Information Display (PID) buttons on the bank of D15 and D1603. The request relates to the PID not being available on the first tap of the 'i' button when the button panel is asleep (that is, it requires X2 button taps to activate the 'i' button – one to 'wake' the button panel and again to activate the selected button).	Crown responded to the matter, noting the machine is operating as approved.	Pending with the VCGLR	The EGM is operating as approved.	Not Accepted.
33	VCGLR Letter for explanation 06/DA	1-May-19	Big Wheel alleged significant bias	On 2 May 2019, the VCGLR wrote to Crown requesting an explanation as to what action Crown had taken regarding the bias/balance of Big Wheel Table BW3109. The matter relates to a VCGLR inspection of BW3109 on 19 April 2019, with an alleged finding of a 'significant bias'.	On 5 June 2019, Crown responded to the matter, noting the remedial action that was taken at the time.	On 6 June 2019, the VCGLR on-site Inspectorate verbally advised Crown that the matter was closed.		
34								
35					FY 20			
36	DA -06	1-Jul-19	Poker Rules 14.9.5	On 4 July 2019, the VCGLR wrote to Crown requesting an explanation in relation to a patron complaint. The matter relates to an allegation that on 14 May 2019, the Dealer on PK3311 exposed the cards too early on the River.	On 23 July 2019, Crown responded to the letter defending Crown's position that the Area Managers had made the correct decision given the circumstances. Crown relied on Poker Rules 1.1, 8.8, 18.11 and the patron's behaviour at the time (refusing to comply with a direction to reveal his cards).	Pending with the VCGLR		Pending Finding
37	90/10 500058	3-Jul-19	Patron Complaint - Jackpot Relocation	On 16 July 2019, the VCGLR emailed Crown requesting information pertaining to EGM M1104. A complaint was received by the VCGLR stating that the patron had been playing EGM - M1104 the night before and had returned to play the machine the next day, however, the EGM had been removed and the jackpots retired. The VCGLR sought information on the EGMs movements and Jackpot values (inclusive of jackpot configuration sheets).	On 2 August 2019, Crown responded to the request, noting EGM M1104 had a moved planned several weeks in advance. Crown supplied all requested information.	Pending with the VCGLR	Patron complaint	Pending Finding
38	Worksite	1/07/2019	Section 60 Casino Control Act 1991 (Vic)	On 25 June 2019, Crown made a submission to the VCGLR to approve updates to Spreadbet Roulette (an electronic side wager system that runs off Cammehg screens linked to Cammehg Roulette Wheels). During this process, it was identified that the system was proposed to run off Cammehg Mercury 360 and Cammehg Mercury 2 Roulette Wheels, however, Crown was unable to locate a prior specific approval for Mercury 2. It was revealed that the term Mercury was used interchangeably by Cammehg to refer to both the Mercury and Mercury 2 products – only minor differences existed between both wheels, neither of which impacted in any way on the running of the game (primarily, components which consisted of sensors used to detect the numbers and porray them on a display screen). This was communicated to the VCGLR.	Pending with the VCGLR.	Pending with the VCGLR		Pending Finding
39	Worksite 81	1/07/2019	Responsible Gaming	On 24 July 2019, Crown received a complaint from a patron ██████████ in relation to an alleged 'failure to identify and respond to problem gambling behaviours displayed by myself...'. The patron requested that Crown reimburse \$15,120.00 as compensation. ██████████ also made a complaint to the VCGLR, and Crown was requested to provide information relating to ██████████ gaming records and interactions with Crown.	Pending with the VCGLR.	This is not a matter for Crown, as the complaint was raised with the VCGLR.	Patron complaint	Pending Finding
40	Worksite 81	1/07/2019	Responsible Gaming	A VIP patron ██████████ made a complaint to the VCGLR alleging that she gambled for 34 hours (with breaks of 2 – 4.5 hours). The patron was on an enforced break of 24 hours, but through negotiations was able to return to the gaming floor after 8 hours.	Pending with the VCGLR.	Pending with the VCGLR	The VCGLR alleged a patron was sleeping at a gaming table.	Pending Finding
41	Worksite 81	1/08/2019	Responsible Gaming	On 31 August 2019, the VCGLR wrote to Crown requesting information relating to patron ██████████. The request required all records, including any records of conversations held by Responsible Gaming, records of interactions with Mahogany Room EGM personnel and ██████████ complete SYCO Ratings report (1 January 2016 – present) and a complete DACOM card play report for the same period. Furthermore, ██████████ alleged staff corruption, allowing payment to a Crown employee to serve alcohol against responsible service of alcohol practices.	Pending with the VCGLR.	As at 2 February 2021, the VCGLR have not responded to the matter.	Patron complaint	Not Accepted.
42	Worksite 106 #614948 (email)	2/08/2019	ICS - Junket and Premium Player Programs	On 2 August 2019, the VCGLR wrote to Crown seeking information in reference to section 2.5.1 of the Junket and Premium Player Programs Internal Control Statement which provides:- "Crown will ensure that it has robust processes in place to consider the ongoing probity of its registered junket operators, junket players and premium players". Can you advise what the robust probity processes are for each type? 1 Registered junket operators 2 Junket players 3 Premium players"	Crown responded to the email on 7 August 2019, setting out Crown's process.	As at 22 March 2021, the VCGLR have not responded to the matter.	VCGLR Investigation	Pending Finding
43	Worksite 06 #614390	7/08/2019	Junket Operator / Program Key Players ICS 2.2.1(a)(iii)	On 14 November 2019, the VCGLR wrote to Crown alleging that during the course of an audit, it was found that three junket players, namely ██████████ were not recorded as Key Players on Program Agreement #319609 or on the SYCO Key Player list. The VCGLR requested why the names were not documented as required.	On 9 December 2019, Crown responded to the letter, noting that all three players, played under #2776101, Program #319609 (a Hong Kong Dollar Program), not Program #31906 as noted in the letter.	As at 22 March 2021, the VCGLR have not responded to the matter.	VCGLR Investigation	Pending Finding

VCGLR Invest&Letters

	A	B	C	D	E	F	G	H
	File Number	DATE OF INCIDENT	INCIDENT	DESCRIPTION OF INCIDENT	DATE OF DECISION / OUTCOME	DECISION / OUTCOME	REASON FOR INCIDENT	ACCEPTANCE BY CROWN OF FINDING
2	Worksite 106 - Media Allegations #614721	7/11/2019	Request for Information - <b>Parse</b>	On 7 November 2019, the VCGLR emailed Crown requesting information on <b>Parse</b> of the back of a media article published in the 'Sydney Morning Herald'. On 12 November 2019, Crown responded to the email, with a letter providing information as requested.	Pending with the VCGLR.	As at 22 March 2021, the VCGLR have not responded to the matter.	VCGLR Investigation	Pending Finding
44	Worksite 106 - Media Review Allegations #614406 #614405	14/11/2019	Junket Probity Audit - <b>Parse</b>	On 14 November 2019, the VCGLR wrote to Crown alleging that during the course of an audit (October 2019 in relation to s2.5.1of the Junket ICS), documents provided detailed adverse media reports and a Patron Risk Rating report as 'significant.' The VCGLR requested an explanation into what consideration the Casino Operator gave when deciding to engage with <b>Parse</b> .	On 18 December 2019, Crown responded to the letter, providing information as requested.	As at 22 March 2021, the VCGLR have not responded to the matter.	VCGLR Investigation	Pending Finding
45	Worksite 06	13/01/2020	Gaming Machine Advertising out	On 13 January 2020, the VCGLR wrote to Crown requesting an explanation as to why the publication of a gaming machine advertisement was permitted to be displayed outside of the casino boundary contrary to the GRA. A Pillar located on Level One near the Village entry contained the words "1c&2c Pokies."	On 11 February 2020, Crown responded to the letter noting that it is permissible for directional signage within the complex to be displayed under clause 30(f) of the <i>Gambling Regulations 2015</i> (Vic)	As at 22 March 2021, the VCGLR have not responded to the matter.		Crown does not accept this to be a breach of the GRA. Crown submits that it is compliant with clause 30(f) of the <i>Gambling Regulations 2015</i> (Vic) to display a directional sign.
46	Worksite 106 s 26 Notice/Junket #615513	3/01/2020	Via email (In relation to Notices previously issued under s 26)	(a) your email dated 3 January 2020, in relation to notices previously issued under section 26 of the <i>Casino Control Act 1991</i> (Vic), requesting certain additional information and clarification; (b) the email from Amy Rudolph dated 6 January 2020; (c) our subsequent conversation on 17 January 2020; (d) our letter dated 20 January 2020; and (e) your email dated 21 January 2020. Crown's response to your question in relation to <b>Parse</b> together with responses to the additional questions outlined in your email dated 21 January 2020 is set out below.	On 22 January 2020, Crown responded to the email.	TBC	VCGLR Investigation	Pending Finding
47	Worksite 106 s 26 Notice/Junket #615514	3/02/2020	Via email Query regarding Enhanced Customer Due Diligence at Crown Casino	On 3 February 2020, the VCGLR emailed Crown requesting information on three (3) questions put to Crown regarding ECDD. Q. Does Crown classify Junket Players as 'high risk' customers under AML/CTF Program? Q. When does Crown undertake its PEP, sanction and other screenings on Junket Players? Q. Putting aside PEP, sanction and other screenings as referred to above, does Crown undertake any other ECDD processes in relation to Junket Players, prior to commencement of junket play? If so, are you able to provide any details of what these processes entail.	On 7 February 2020, Crown wrote to the VCGLR, setting out responses to three (3) questions put to Crown regarding ECDD.	TBC		
48	Worksite 06	13/02/2020	Credit File - RFI	On 13 February 2020, the VCGLR wrote to Crown requesting to comment and provide an explanation regarding alleged anomalies within <b>Parse</b> credit File.	On 24 February 2020, Crown responded to the letter, replying to each of the five (5) alleged breaches, as set-out by the VCGLR. Crown disputed each point and provided a valid response to each matter.	As at 22 March 2021, the VCGLR have not responded to the matter.		Crown does not accept that a breach under s 2.1 of the ICS - Cheque Cashing and Credit Facilities has occurred. Crown maintains that <b>Parse</b> was approved to AUD\$7.5M, as per his International Crown Melbourne and Crown Perth Application. Crown submits that it is compliant with section s 121 of the <i>Casino Control Act 1991</i> (Vic).
49	Worksite 106 #577540 #582598	12/03/2020	s166 CCA - Direction for Information (to be provided to Vicpol via the VCGLR)	On 12 March 2020, the VCGLR wrote to Crown requesting Crown provide information under s 166 of the <i>Casino Control Act 1991</i> (Vic), to provide information to Victoria Police. The requested related to <b>Parse</b> and <b>Parse</b> (and Suncity).	On 26 March 2020, Crown responded to the Letter, providing information as requested.	As at 22 March 2021, the VCGLR have not responded to the matter.		Patron, Junket Operator and Suncity.
50	Worksite 90/10 #586690 #586617	1/04/2020	Supply liquor to a minor at Crown Promenade during government sanction quarantine on 1 April 2020.	On 7 April 2020, a VCGLR Inspector made enquiries into allegations that a minor was able to procure alcohol during government sanctioned quarantine (COVID-19) in a Crown hotel on 1 April 2020.	14 January 2021.	The following matters are considered finalised and are not subject to any enforcement action		Hotel Quarantine
51	<b>FY 21</b>							
52	Worksite 06 #668231 #686099	Letter dated 4 February 2021	Request For Information Southbank Investments (Singapore and HK)	On 4 February 2021, the VCGLR wrote to Crown requesting information on accounts allegedly held by Southbank Investments Pty Ltd in Singapore and Hong Kong. The request is off the back of evidence given to the inquiry (NSW).	On 12 February 2021, Crown responded to the letter, providing information (as requested) regarding Southbank accounts.	As at 11 March 2021, the VCGLR have not responded to the matter.	Mr. Kenneth Barton gave evidence to the inquiry established under section 143 of the <i>Casino Control Act 1992</i> (NSW) regarding the closure of ANZ bank accounts held.	(Southbank Investments Pty Ltd did not hold accounts in Singapore or Hong Kong). These were held in the name of Crown Australia Pty Ltd).
53	Worksite 06 #669427 #675827	Letter dated 2 February 2021	CSEL Employee Conduct	On 2 February 2021, the VCGLR wrote to Crown in respect of the Conduct (as defined in Ms. Fitzpatrick's letter) of casino special employees referred to in the decision of the Victorian Court of Appeal.	On 23 February 2021, Crown responded to the Letter, providing all requested information.	As at 11 March 2021, the VCGLR have not responded to the matter.	This was the first time, as far as Crown was aware, that Security and Surveillance personnel were defined as an IO under the Act.	

VCGLR Info Requests

A	B	C	D	E	F	G	H
OBJECTIVE/ WORKSITE FILE NO.	INCIDENT	DESCRIPTION OF INCIDENT	DATE OF INCIDENT	REQUEST TYPE	DATE OF Request	VCGLR CONTACT	Other Information (i.e. further investigation/DA etc.)
1							
2				FY 19			
3	15/01 Rapid Terminal - Faulty Touch Screen	Patron Complaint - Alleged faulty touch screen on RR3154 Terminal	20/09/2018	Footage & Statements (ACM #012748 & GM Tech)	28/09/2018	Allan LeToille	
4	15/01 Alleged breach of Rules	VCGLR - Alleged breach of Rules by the Dealer (#393035 & AM #377942)	16/10/2018	Footage & Statements (Dealer #393035 & AM #377942)	18/10/2018	Allan LeToille	On 14 January 2019, the VCGLR wrote to Crown in relation to the alleged breaches of Rule 7.5.3, 7.5.1(a) & 7.6.2
5	15/01 Alleged breach of SOPs	VCGLR - "Possible breach of SOP's PK17"	31/10/2018	Footage - 21:50-22:10 (Cameras 3145 and 3368)	1/11/2018	Brett Paton	
6	15/01 Racing Card Derby Pit 22	VCGLR - Require CCTV footage covering game trial of "Racing Card Derby" located in Pit 22 on 2/11/2018 and 03/11/2018 from 18:00 to 02:00 hours	2/11/2018 & 03/11/2018	Footage 18:00 - 02:00	8/11/2018	Brett Paton	
7	15/01 Alleged breach of SOPS PK10	VCGLR - Alleged breach of the SOPs in PK10. 01:20 - 01:40 hours on 16/11/18	16/11/2018	Footage Request camera 3368	16/11/2018	Brett Paton	
8	15/01 Patron complaint Big Wheel	Patron alleges to have placed a wager on Joker, however the Dealer returned the wager (\$100). The Joker was spun. BW0728 @ 23:28	8/11/2018	Footage, Statements (Dealer, AM & ACM)	20/11/2018	Allan LeToille	
9	15/01 Patron complaint BA 0837 Colour Change	Patron did a colour change and left chips on betting area where the Dealer had placed them. The patron subsequently lost the bet.	18/11/2018	Footage & Statements (Dealer #28213)	18/11/2018	Julia Kerry	
10	15/01 Alleged procedural error BJ0736	Dealer error during subsequent deal on Table BJ0736.	23/11/2018	Footage & Statements (Dealer #397352 & Dealer #24621 HD)	24/11/2018	Julia Kerry	
11	15/01 Brawl - Western Entry	Brawl between patrons and Security personnel at Western Entry & The Pub (2310 hrs)	24/11/2018	Footage	26/11/2018	Julia Kerry	
12	15/01 Alleged breach of Poker Rules PK17	VCGLR - Alleged breach of Poker Rules on PK17 1 December 2018, 10:30 - 10:40.	1/12/2018	Footage (Camera 3147 and 3368)	27/11/2018	Brett Paton	
13	15/01 Alleged breach of Poker Rules 8.10 PK10	VCGLR - Alleged breach of Poker Rules 8.10 on PK10 3 December 2018 10:00 - 10:20.	3/12/2018	Footage (Camera 3145 and 3368)	03.12.2018	Brett Paton	on 20 December 2018, the VCGLR wrote to Crown requesting an explanation as to why Poker Rule 8.10 was disregarded. Document #426686
14	15/01		8/01/2019	Footage (Camera 3368)	09.01.19	Brett Paton	Alleged breach of PR 17.4.1 (on PK16) 17.4.1 At the commencement of a Round of Play, the Dealer will activate the jackpot button indicating that the Round of Play has started, causing the jackpot system to increment.
15	15/02 Alleged breach of Poker Rule 17.4.1 PK11	VCGLR - Alleged breach of Poker Rule 17.4.1 on PK10 9 January 2019 (12:58 -13:41)	9/01/2019	Footage (Camera 3368 and 3145)	11.01.19	Brett Paton	Alleged breach of PR 17.4.1 17.4.1 At the commencement of a Round of Play, the Dealer will activate the jackpot button indicating that the Round of Play has started, causing the jackpot system to increment.
16	15/01 Alleged breach Generic SOPs BJ2221 Section 9.2.1	VCGLR - Alleged breach of Generic SOPs s 9.2.1- General Payout Procedures	11/01/2019	Footage (21:55 - 22:20)	12/01/2019	Julia Kerry	Dealer: 391340 David (Michelle Fielding spoke with Stuart (VCGLR) re: no action against a SOP. Stuart replied to proceed with the request.
17	15/01 Audit Review (Pit 8 BA0823)	VCGLR - Review of Baccarat audit conducted @ above times.	18/01/2019	Footage (0345 -0445)	21/01/2019	Julia Kerry	
18	15/01 Past Posting	VCGLR - Past Posting by patron and accomplice on CW2210 (0030 - 0140hrs)	25/01/2019	Footage and Statements	25/01/2019	Susie Robertson	
19	15/01 Audit Review (Pit 8 BA0823)		4/03/2019				
20	15/01 Poker	Patron Complaint - Allegation of a Dealer exposing a card too early on the river. Pit 3311 @ approx. 01:30	14/05/2019			Mark Sexton	
21	15/01 Excluded Patron	VCGLR wish to issue a infringement notice to [Person] Coverage of Pit 8, Pit 4 and Western Entry.	8/06/2019	Footage (CCTV Ref#1663729)	8/06/2019	Brett Paton	
22	15/01 Audit Review (0807)	VCGLR Audit Review (AR 31112). Employees #31127 & #350260	5/07/2019	Footage (18:50 - 19:20)	5/07/2019	Mark Sexton	
23	15/01 Audit Review (AR3112)	VCGLR Audit Review (0807).	23/11/2019	Footage (09:00 - 09:15hrs)	22/11/2019	Rohin Barker	
24	15/01 Alleged RSA matter	On 15 November 2019, the VCGLR allege three males appeared to be intoxicated.					
25	15/01 RFI - Surveillance Camera Info	On 14 August 2020, the VCGLR requested information pertaining to type, number and recording capabilities of Crown's surveillance cameras.	N/a	Information	14/08/2020	Antony Paatsch	
26	15/01 RFI - Hotel Channels (Advertising)	On 7 August 2020, the VCGLR emailed a requested information on in-house advertising at Crown hotels. This was responded to on 21 August 2020.	N/a	Information	7/08/2020	Antony Paatsch	
27	15/01						

DA's & Investigations - HAPPY

	A	B	C	D	E	F	G	H	I	J	K	L
1	FY10 & 11											
2	File Number	DATE OF INCIDENT	INCIDENT	DESCRIPTION OF INCIDENT	DATE OF DECISION / OUTCOME	DECISION / OUTCOME	REASON FOR INCIDENT	ACCEPTANCE BY CROWN OF FINDING				
3	VCGLR Investigation	25/12/2009	Alleged breach of s 60 of the Act.	Blackjack at BJ2222 was played for 16 minutes with one card short.	22/03/2010	The VCGR will not be taking any further action.	Single card ejected from the machine, coming to rest on the gaming table at the rear of the shuffler.					
4	VCGLR Investigation	?	Request for more information.	Request for information regarding Crown's use of Automatic Shuffle Machines.	?	?	?					
5	VCGLR Investigation	7/10/2009	Alleged breach of s 60 of the Act.	Blackjack at Table BJ091 was played with 2 cards short.	15/06/2010	The VCGR will not be taking any further action.	Automatic Shuffle Machine					
6	VCGLR Investigation	1/09/2010	Trade Promotion 10/2053	Trade promotion permit no. 10/2053 scheduled to be drawn at 2:00pm was not drawn at the scheduled time due to an administrative error.	19/10/2010	The VCGR will not be taking any further action.	Administrative error.					
7	VCGR Investigation DA 28/101	12/06/2010	Alleged breach of SOPs for the Count Room and Drop Bucket and Note Stacker Collection 2.2.1	Four Security Officers and one Table Games' Supervisor were given entry to the Count Room by Surveillance, whilst the count was in progress.	26/08/2010	The VCGR concluded no further action will be taken.	The Security Light of the Count Room had not been activated and the 'Count in Progress' sign had not been displayed.					
8	VCGR Investigation DA 28/101	15/06/2010	Alleged breach of s 60 of the Act.	The game of Blackjack was played with one card missing for 45 minutes, as a result of an Automatic Shuffle Machine incident.	26/08/2010	The VCGR concluded no further action will be taken.	Automatic Shuffling Machine					
9	DA 28/095	25/04/2009	Breach of ICS occasions	A Security officer left his post on the Promenade Air Bridge entry.	6/09/2010	VCGR determined that Disciplinary Action was not warranted after consideration of Crown's submission	The Security Officer manning the air bridge had assisted another Security Officer that was in an altercation with a patron.					
10	VCGR Investigation DA 28/101	18/04/2009	Alleged breach of s 3.5.21 of the Gambling Regulation Act 2003	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.	5/10/2010	The VCGR concluded no further action will be taken.	Crown was not convinced a defect existed until the report came back from the manufacturer.					
11	VCGR Investigation DA 28/101	12/09/2010	Alleged breach of s 60 of the Act	The game of Pontoon was played with one card short, for 12 minutes, as the result of an undetected card spill.	26/10/2010	The VCGR concluded no further action will be taken.	Undetected card spill.					
12	VCGR Investigation DA 28/101	16/09/2010	Alleged breach of s 60 of the Act	The game of Blackjack was played with only 51 cards for 19 minutes as a result of an Automatic Shuffle Machine incident.	26/10/2010	The VCGR concluded no further action will be taken.	Automatic Shuffling Machine					
13	VCGR Investigation DA 28/101	4/04/2010	Alleged breach of regulation 10 of the Gambling Regulation Regulations 2005.	The EGMs on the gaming floor operated for nine hours with the incorrect time displayed, after the clocks failed to update with the cessation of daylight savings time.	15/11/2010	The VCGR concluded no further action will be taken.	Technical Fault					
14	VCGR Investigation DA 28/101	10/08/2010	Alleged breach of s 60 of the Act	The game of Blackjack was played with less than the required number of cards as the result of an Automatic Shuffle Machine issue, for forty-two consecutive hands -- no further action will be taken.	06/09/2010	The VCGR concluded no further action will be taken.	Automatic Shuffling Machine					
15	VCGR Investigation DA 28/101	03/08/2010	Alleged breach of s 60 of the Act	The game of Blackjack was played with less than the required number of cards as the result of an Automatic Shuffle Machine issue, for thirty-five consecutive hands	06/09/2010	The VCGR concluded no further action will be taken.	Automatic Shuffling Machine					
16	VCGR Investigation DA 28/101	30/04/2010	Alleged breach of s 60 of the Act	The game of Blackjack was played without the cards being shuffled, for five consecutive hands	14/09/2010	The VCGR concluded no further action will be taken.	Negligence - Procedural violation					
17	VCGR Investigation DA 28/101	28/06/2010	Alleged breach of s 60 of the Act.	The game of Baccarat was played with one card missing for 19 hands, as a result of an Automatic Shuffle Machine incident.	27/08/2010	The VCGR concluded no further action will be taken.	Automatic Shuffling Machine					
18	VCGR Investigation DA 28/101	23/08/2010	Alleged breach of s 76 of the Act.	The excluded persons list was not posted prior to 6 am.	27/09/2010 - Michelle responded to the VCGR.	Matter closed.	N/A - Previous agreements between Security & the VCGR were not taken into consideration					
19	DA 28/099	02/12/2009	Breach of game rules (poker) on one occasion	The game of Three Card Poker was conducted with an incomplete shoe of cards containing 2 less than the required number.	4/11/2010	VCGR determined that Disciplinary Action was not warranted after consideration of Crown's submission	Negligence - Procedural violation					
20	VCGR Investigation DA 28/101	07/07/2010	Alleged breach of s 60 of the Act.	The game of Black Jack was dealt one card short of the required number for 18 hands.	04/11/2010	The VCGR concluded no further action will be taken.	Automatic Shuffling Machine - Negligence - Procedural violation by Dealer.					
21	VCGR Investigation DA 28/101	18/09/2010	Alleged breach of s 60 of the Act.	The game of Casino War was played without the 3 of hearts for approximately 119 rounds of play.	10/12/2010	The VCGR concluded no further action will be taken.	Undetected card spill.					
22	VCGR Investigation DA 28/101	18/09/2010	Alleged breach of s 60 of the Act.	The game of Black Jack was played without the 3 of hearts for approximately 18 rounds of play.	6/12/2010	The VCGR concluded no further action will be taken.	Undetected card spill.					
23	VCGR Investigation DA 28/101	6/11/2010	Alleged breach of s 60 of the Act.	The game of Black Jack was played without the required number of cards for a total of 39 hands.	24/12/2010	The VCGR concluded no further action will be taken.	Automatic Shuffling Machine - the ASM did not indicate there was a problem.					
24	VCGR Investigation DA 28/101	19/11/2010	Blue 5 of spades was found in the Automatic Shuffling Machine.	A card was found in the Automatic Shuffling Machine and it could not be determined where the card had come from or when the card went missing.	24/12/2010	The VCGR concluded no further action will be taken.	Card missing and undetected.					
25	VCGR Investigation DA 28/101	12/10/2010	Alleged breach of s 60 of the Act.	The game of Black Jack was played without the required number of cards for a total of 11 hands after a card was ejected from the Automatic Shuffling Machine and later discovered by the Games Supervisor.	6/01/2011	The VCGR concluded no further action will be taken.	Automatic Shuffling Machine - the ASM did not indicate there was a problem.					
26	VCGLR Investigation	5/03/2011	Alleged breach of s 60 of the Act.	Game of Texas Holdem Poker TH2237 was played for 43 minutes with four cards short.	19/07/2011	The VCGLR concluded no further action will be taken.						
27	VCGLR Investigation	14/04/2011	Alleged breach of s 60 of the Act.	Game of Blackjack BJ0923 played with one card less between 21:56 and 22:24.	19/05/2011	The VCGR will not be taking any further action.						
28	VCGLR Investigation	28/04/2011	Alleged breach of s 60 of the Act.	Game of Roulette on AR0402 where dealer did not clear all of the losing wagers for the game.	21/04/2011	The VCGR will not be taking any further action.						
29	VCGLR Investigation	17/05/2011	Alleged breach of s 60 of the Act	Game of Blackjack on BJ2203 was played with one card less between 09:04 and 09:45.	17/05/2011	The VCGR will not be taking any further action.						
30	VCGLR Investigation	11/06/2011	Alleged breach of s 60 of the Act.	Game of Blackjack on BJ0915 was played with one card less than the required number of cards for the game.	7/07/2011	The VCGR will not be taking any further action.						
31	VCGLR Investigation	16/06/2011	Alleged breach of s 60 of the Act.	Roulette dealer did not place Mr [REDACTED] chip on the number when requested.	24/08/2011	No breach of the Rules of the Game of Roulette or legislation. No further action.						
32	VCGLR Investigation	25/08/2011	Alleged Breach of s 60 of the Act	Blackjack table BJ2619 played with one less card for a complete shoe plus 14 hands of a second shoe.	14/09/2011	The VCGR will not be taking any further action.						
33	Worksite 106 #613954	unknown	Alleged breach of s2.7 of the ICS - Junket and Premium Players.	Failure by Crown to notify the VCGR of two, new non-resident junket operators and Premium Players - Junket Operators.	Sep-11	The VCGR will not be taking any further action.	Failure to notify.					
34	VCGLR Investigation	23/06/2011	Alleged Breach of s 60 of the Act	Baccarat table BA2607 played with one card less for 50 coups.	19/12/2011	The VCGR will not be taking any further action.						
35	VCGLR Investigation	25/06/2011	Alleged Breach of s 60 of the Act	Blackjack table BJ0908 played with one card less for 25 minutes.	7/10/2011	The VCGR will not be taking any further action.	Missing card was located on its side in the Automatic Shuffling Machine.					
36	FY12											
37	VCGLR Investigation	24/12/2011	Alleged Breach of s 60 of the Act	Pontoon at PH0403 was played with one less than between 21:52 and 22:06.	13/02/2012	The VCGR will not be taking any further action.						
38	VCGLR Investigation	24/12/2011	Alleged Breach of s 60 of the Act	Baccarat table BA2604 the dealer failed to place card into a dealing shoe correctly.	13/02/2012	The VCGR will not be taking any further action.						
39	Worksite	12/07/2012	Card found in MD2 BJ1724	A red backed queen of club card was located on the bottom of the unit.	29/08/2012	The VCGR will not be taking any further action.	unknown					

DA's & Investigations - HAPPY

	A	B	C	D	E	F	G	H	I	J	K	L
	File Number	DATE OF INCIDENT	INCIDENT	DESCRIPTION OF INCIDENT	DATE OF DECISION / OUTCOME	DECISION / OUTCOME	REASON FOR INCIDENT	ACCEPTANCE BY CROWN OF FINDING				
2	Worksite	18/04/2012	Breach of WSDP Bonus Texas Holdem Rules - TH2411	A game was played with less than the required number of cards for that game.	30/08/2012	The VCGR will not be taking any further action.	New Dealer error					
40	VCGR Investigation DA 28/85	27/10/2012	Blackjack - Alleged breach of s60(2) of the CCA.	The VCGLR conducted an investigation after the game of Blackjack was played with one less card than the required number on 27 October 2012, allegedly in breach of s 60(2)(c) of the Casino Control Act 1991 (Vic).	17/12/2012	VCGLR concluded that no further action will be taken.	Crown attributes this incident to an Automatic Shuffle Machine (ASM) malfunction and human error.	Stored in hardcopy (BPO1393)				
41	Worksite 06 #69447	1/08/2015	Alleged breach of 9.1 of the Rapid Roulette Rules MT1021 Patron Complaint	Alleged offence: Dealer fails to announce 'no more bets'. Upon review of footage, the VCGLR determine that the Dealer does not correctly place the ball back to the last winning number.	11/11/2015	No further action taken. (Inspectors are unable to confirm a breach of the game rules has occurred).	N/a	N/a				
42												
43	<b>FY 17</b>											
44	Worksite 06 #684048 #264267	02/09/2015 - 25.8.26/08/2016	Alleged breaches of s121(4) of the Act	Alleged offence: Failing to maintain an audit trail for monitoring of gaming equipment in accordance with the Gaming Equipment Internal Control Statement and Gaming Equipment Standard Operating Procedures.	15/06/2017	Letter of Warning. The VCGR concluded no further action will be taken.	Failing to maintain an audit trail for the monitoring of gaming equipment.					
45	Worksite 87 Taxes	Aug-15	Penalty interest Rate	Understated tax was corrected by an adjustment raised and processed in the calculation of taxes for September 2015.	20/11/2015	Payment by Crown to the VCGLR of \$326.72	Jackpot wins calculation error	Accepted				
46	Worksite	8/08/2016	Alleged breach of Rule 6.1.2 Baccarat Rule	Alleged offence: Table 1704, the Dealer incorrectly handed the Player Cards to the player who had placed the highest wager on 'Banker', whilst the 'Banker cards' remained on the table and were then played face up.	22/02/2017	No further action to be taken.						
47	#292638	10/10/2016	Alleged breach of s 60(2)(c) of the CCA. Patron Complaint	A Dealer on Roulette table 1012 refused to allow a valid bet to be placed. The Dealer was also found to have failed to call 'no more bets'.	13/10/2017	Written Warning						
48		1/03/2017	Unapproved Software Installation - Minister Roulette	The impacted software was not part to the approved CRC and HMAC-SHA1 values, had no impact on player fairness or integrity of the game, Crown self-reported.	15/03/2017	No further action						
49	VCGLR Request for Information #375944	19/03/2017	Trade Promotion "Crowns Million Dollar Cash Draw"	Investigation into Trade Promotions and the 24 hour rule.	The VCGLR is investigating 'Crowns Million Dollar Cash Draw' which occurred on 19 March 2017.	21/06/2018 No further action to be taken.	No further action to be taken by the VCGLR in relation to this matter.					
50	Worksite 06 #684045	27/05/2017	Alleged breach of Rule 4.3.4(a)	Alleged Breach: Dealer failed to burn a card at the commencement of a Baccarat shoe on Table BA8907	17/08/2017	Letter of Warning	Dealer error.					
51	Worksite 06	29/11/2017	Alleged breach of s64(1)(a)(ii) of the CCA.	Alleged Breach: A Table had the incorrect game identifier BJ0443 instead of DL0443 (Dice Duel). Breach of the ICS.	20/03/2018	Letter of Warning. The VCGR concluded no further action will be taken.	In breach of 2.1e(ii) of the Gaming Equipment Internal Control Statement 4.0. "Processes and Procedures - Numbering of selected gaming equipment (e.g. serial number, location number, specific asset number) for ready identification and/or tracking including but not limited to: Commissioned gaming tables."					
52	VCGLR Request for Information	6/03/2018	Trade Promotion "Lucky Lotto Jackpot"	Request for information. 06/03/2018 Crown responded to Julia Kerry re: This was not a TP, it was a EGM Jackpot.	The VCGLR is investigating their understanding of a Jackpot vs. Trade Promotion. Julia has stated (15/03/2018) that if she requires any further action from us that she will advise. Julia was shown the definition of a Jackpot and advised that this was approved by the Commission.	17/05/2018 Withdrawn	A misunderstanding in relation to what constitutes a Trade Promotion	Crown did not accept the allegation, but accepted the finding (withdrawn).				
53	<b>FY 18</b>											
54	VCGLR Letter of Warning	27/11/2017	Breach of s10.7.6 of the GRA	A Minor entered the gaming floor on 27/11/2017. A VCGLR inspector was present at the time.	30/08/2018	30/08/2018	No further action to be taken by the VCGLR in relation to this matter.					
55	VCGLR Letter for explanation 06/DA #452721	09/01/2018 (Letter dated 29 January 2019)	Poker Rule 17.4.1 & 17.8.1	On 29 January 2019, the VCGLR wrote to Crown requesting an explanation as to why Poker Rules 17.4.1 & 17.8.1 were (allegedly) disregarded.	On 14 January 2021, the VCGLR issued Crown with a Notice of Non-Compliance. No further action will be taken by the VCGLR.	Notice of Non-compliance - No further action taken						
56	VCGLR Letter for explanation 06/DA #454910	1/12/2018 (Letter dated 29 January 2019)	Poker Rule 7.7	On 29 January 2019, the VCGLR wrote to Crown requesting an explanation as to why Poker Rule 7.7 was (allegedly) disregarded.	On 14 January 2021, the VCGLR issued Crown with a Notice of Non-Compliance. No further action will be taken by the VCGLR.	Notice of Non-compliance - No further action taken						
57	VCGLR Letter for explanation 06/DA #457989	08/01/2018 (Letter dated 29 January 2019)	Poker Rule 17.4.1	On 29 January 2019, the VCGLR wrote to Crown requesting an explanation as to why Poker Rule 17.4.1 was (allegedly) disregarded.	On 14 January 2021, the VCGLR issued Crown with a Notice of Non-Compliance. No further action will be taken by the VCGLR.	Notice of Non-compliance - No further action taken						
58	<b>FY 19</b>											
59	VCGLR 06/05 Letter of Non-compliance #684117	21/09/2018 (letter 27 September 2018)	Regulation 18(6) of the Gambling Regulation (Pre-commitment and Loyalty Scheme) Regulations 2014 (Regulations)	As a consequence of the C8303 matter (VCGLR letter dated 27 September 2018), on 19 November 2018 the VCGLR (Director, Compliance) responded to Crown advising that they are continuing to investigate the circumstances relating to the malfunction of EGM C8308. The VCGLR sought further information from Crown as to whether regulation 18(6) of the Gambling Regulation (Pre-commitment and Loyalty Scheme) Regulations 2014 (Regulations) have been complied with.	On 14 January 2021, the VCGLR issued Crown with a Notice of Non-Compliance. No further action will be taken by the VCGLR.	Notice of Non-compliance - No further action taken		Accepted				
60	VCGLR Letter of Warning	17/10/2018	Debt Write-off notification dated 26 June 2018. (Crown responded to the matter on 8 November 2018)	Debt Written-off in relation to patron [REDACTED] 26 June 2018). Exchange rate fluctuation caused the amount to exceed \$5M and impact on the GGR calculation.	17/10/2018	17/10/2018 GGR Adjustment to be processed. Crown to strengthen its ICS	Re-calculating the debt at point of GGR calculation.	Accepted				
61	VCGLR Letter for explanation 06/DA #426202 #426686	11/08/2018 (Letter dated 25 October 2018)	Minor located on Gaming Floor	[REDACTED] was located on the gaming floor by a VCGLR inspector on 11 August 2018. [REDACTED] used his brother's ID to gain access.	19/12/2019	No action taken	[REDACTED] was two days shy of his 18th birthday and using his brother's ID.					
62	VCGLR Warning Letter 06/05 #426661	1 November 2018	Late lodgement of 2018 annual financial statements	Crown lodged the 2018 Annual Financial Statement on 1 November 2018, instead of 31 October 2018. This occurred due an administrative error. On 19 November 2018, the VCGLR wrote to Crown to note the late lodgement and reminded Crown to ensure that date based obligations are met in a timely manner.	19/11/2018	No action taken	Administrative oversight (i.e. the email was not sent, although the document was prepared).	Accepted				
63	VCGLR Letter for explanation 06/DA #458006 #426686	23/11/2018 (Letter dated 28 February 2019)	Blackjack Rule 7.5.1	On 28 February 2019, the VCGLR wrote to Crown noting no further action would be taken against Crown in regards to an incident that occurred on BJ0736 on 23 November 2018. A patron claimed to have been denied the opportunity to indicate his intentions during a hand.		On 28 February 2019, the VCGLR wrote to Crown advising that no further action will be taken against Crown for an alleged breach of Blackjack Rule 7.5.1.	Dealer error					
64	VCGLR Letter for explanation 06/DA	16/12/2018	Poker Rule 14.2.5	The VCGLR requested an explanation from Crown in relation to an incident that occurred on PK3316 on 20 October 2018. The Dealer identified a boxed card and treated it as 'non-existent' and isolated the card; however as per Pokie Rule 14.2.5, the card should have been placed in the Muck.	On 14 January 2021, the VCGLR issued Crown with a Notice of Non-Compliance. No further action will be taken by the VCGLR.	Notice of Non-compliance - No further action taken	Dealer error	Accepted				

DA's & Investigations - HAPPY

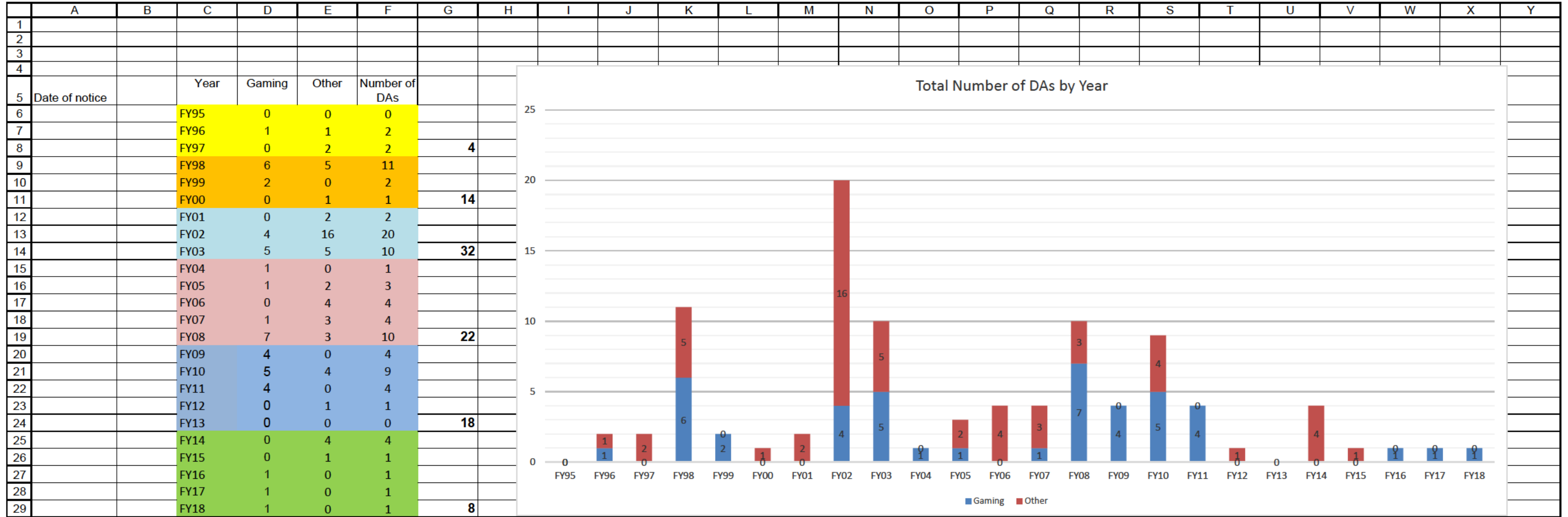
	A	B	C	D	E	F	G	H	I	J	K	L
	File Number	DATE OF INCIDENT	INCIDENT	DESCRIPTION OF INCIDENT	DATE OF DECISION / OUTCOME	DECISION / OUTCOME	REASON FOR INCIDENT	ACCEPTANCE BY CROWN OF FINDING				
2	VCGLR Letter for explanation 06/DA #444004	16/10/2018 (letter dated 14/01/2019)	Caribbean Stud Poker alleged breach of Rules 7.5.3, 7.5.1(a) & 7.6.2	On 14 January 2019, the VCGLR wrote to Crown requesting explanations as to why 7.5.3, 7.5.1(a) & 7.6.2 were not adhered to. The alleged breaches (63 of Rule 7.5.3, 3 of 7.6.2 and 1 of 7.5.1(a)) occurred on CS0718	On 14 January 2021, the VCGLR issued Crown with a Notice of Non-Compliance. No further action will be taken by the VCGLR.	Notice of Non-compliance - No further action taken	Dealer error	Accepted				
65	VCGLR Letter for explanation 06/DA	21/08/2018 (letter dated 15/01/2018)	Pai Gow Rule 10.2.1	On 15 January 2019, the VCGLR wrote to Crown requesting an explanation as to why on 21 August 2018, multiple (alleged) breaches of s10.2.1 of the Pai Gow Rules occurred on PG8910 (between 3.00am - 4.00am), subsequently a breach s60(2)(c) of the Act.	On 14 January 2021, the VCGLR issued Crown with a Notice of Non-Compliance. No further action will be taken by the VCGLR.	Notice of Non-compliance - No further action taken	Crown does not accept that a breach has occurred.	Crown does not accept that a breach has occurred.				
66	DA's 07	18/02/2019	Roulette Rule 5.3	On 2 May 2019, the VCGLR wrote to Crown requesting an explanation as to why on 18 February 2019, Roulette Rule 5.3 was not adhered to on AR2504. It is alleged that the Dealer failed to signal 'no more bets' prior to the ball dropping on a single occasion.	On 12 June 2019, Crown received a Letter of Warning for a breach under s 60(2)(c) of the Casino Control Act 1991 (Vic). The matter is now considered closed.	Letter of Warning. The VCGR concluded no further action will be taken.	Dealer error	Accepted				
67	Worksite 06 VCGLR Letter for explanation #545360	Sep-19	Employee Licensing s56(1)(a)	In September 2019, the VCGLR conducted an audit of Employee Licences. The VCGLR noted an one employee that was working on shift, but had a 'cessation' marked on their VCGLR profile.	19-Dec-19	No action taken	The Compliance team were not notified when staff ECAs were rescinded.	Accepted				
68	VCGLR Letter for explanation 06/DA #457960	1/03/2019	Poker Rule 17.4.1 and 17.6.1	On 28 March 2019, the VCGLR wrote to Crown seeking an explanation as to why on 10 March 2019 an alleged breach of Poker Rule 17.4.1 and 17.6.1 occurred on PK17 between 04:30 and 05:44. It was alleged that the Dealer failed to activate the Jackpot Button on multiple occasions and did not alert the TG AM (or above) to remedy the situation.	On 14 January 2021, the VCGLR issued Crown with a Notice of Non-Compliance. No further action will be taken by the VCGLR.	Notice of Non-compliance - No further action taken	Employee error	Accepted				
69	VCGLR Letter #77060 #481816	11/03/2019	Liquor Licence Display s 101 Liquor Control Reform Act 1998	Crown failed to display the correct Liquor Licence at the TWR Bar.	29/04/2019	No further action to be taken.	Employee error	Accepted A change was also implemented to the displayed Liquor Licence audit checklist. The checklist now contains pre-				
70	VCGLR Letter for explanation 06/DA #457961	1/05/2019	Roulette Rule 5.3	On 2 May 2019, the VCGLR wrote to Crown requesting an explanation as to why on 18 February 2019, Roulette Rule 5.3 was not adhered to on AR0903. It is alleged that the Dealer failed to signal 'no more bets' prior to the ball dropping on a single occasion.	On 12 June 2019, Crown received a Letter of Warning for a breach under s 60(2)(c) of the Casino Control Act 1991 (Vic). The matter is now considered closed.	Letter of Warning	Dealer error	Accepted				
71	VCGLR Letter	1/04/2018	gaming tax adjustments Casino Management Agreement Act 1993 (Vic)	On 21 May 2019, the VCGLR wrote to Crown advising of penalty interest on a late payment of gambling taxes. A jackpot configuration issue was detected by Crown, which had resulted in a miscalculation of the April 2018 tax assessment (Crown rectified the amount when identified). Taxes in relation to April 2018 were due and payable within 7 days, being on or before 7 May 2018 and as a result, the gaming tax due for the period was paid on 7 November 2018 (\$2279.90) resulting in penalty interest of \$117.86 being payable. The VCGLR have waived the penalty payment on this occasion, but have warned that any	21/05/2018	No further action to be taken.	Crown rectified the discrepancy at the time of the incident.	Accepted				
72	VCGLR Letter for explanation	1/10/2019	5.3 Roulette Rules	On 3 October 2019, Crown received a letter dated 9 September 2019 from the VCGLR. The VCGLR requested an explanation as to why the Dealer on AR3112 disregarded Roulette Rule 5.3 on two (2) occasions by not signalling or announcing 'no more bets' whilst the ball was still rotating around the wheel.	On 14 January 2021, the VCGLR issued Crown with a Notice of Non-Compliance. No further action will be taken by the VCGLR.	Notice of Non-compliance - No further action taken	Dealer error	Accepted				
73	VCGLR Letter for explanation #532458 #536576	1/11/2019	s 60(3)(c) Casino Control Act 1991 (Vic) Baccarat Rule 6.4	On 14 November 2019, Crown received a letter from the VCGLR requesting an explanation as to why the Dealer on BA 9901 permitted a patron to move a wager from Banker to Player after the player cards had been exposed. The patron was permitted to remove his losing wager.	On 14 January 2021, the VCGLR issued Crown with a Notice of Non-Compliance. No further action will be taken by the VCGLR.	Notice of Non-compliance - No further action taken	Crown believes the hand was a Dummy Coup and the course of action taken by the staff aligned with the Rules.	Crown does not accept that a breach has occurred.				
74												
75												
76	Worksite 106 #163954	13/02/2020	Premium Player Audit - Alleged anomalies	On 13 February 2020, the VCGLR wrote to Crown seeking an explanation on two anomalies found during a Premium Player audit for [REDACTED] (i) The Premium Player Settlement Sheet for program #331151 recorded a turnover of \$1,217,867 whereas turnover as calculated from the Player Rating Transaction Report for the program period was \$1,302,677 -- a difference of \$84,810. (ii) The Premium Player Settlement Sheet for program #331151 recorded "over comps" of \$2,000 whereas expenses recorded for [REDACTED] stay at Crown Towers was \$2,259.45.	On 14 January 2021, the VCGLR wrote to Crown to advise that no further action will be taken by the VCGLR.	No further action taken, the matter has been finalised.	No alleged breach occurred	Accepted				
77	6 DA's	7/04/2020	Supply of liquor to a Minor	On 7 April 2020, VCGLR Inspector Rohin Barker phoned the Hotel Duty Manager at Crown Promenade to make enquiries into allegations that a minor was able to procure alcohol during government sanctioned quarantine (COVID-19) on 1 April 2020. The Duty Manager responded to Mr Barker's questions and emailed him a copy of records, including the alcohol purchase receipt, as requested.	On 14 January 2021, the VCGLR wrote to Crown to advise that no further action will be taken by the VCGLR.	No further action taken, the matter has been finalised.	Unaccompanied Minor during Hotel quarantine (COVID-19). Crown did not have oversight of the ages of checked in persons.	Accepted				



VCGLR Interactions with Staff

	A	B	C	D	E
	OBJECTIVE/W ORKSITE FILE NO.	DATE OF INTERACTION	VCGLR INTERACTION	DESCRIPTION OF INTERACTION	
1	90/10	email dated 11/02/20 MF to SM.	Rohin Barker - F&B	<p>Hi Stuart</p> <p>It may be that Rohin unintentionally caused some confusion for our staff on the floor this weekend with regard to the law for intoxication vs drunk. He spoke with staff at the Merrywell about the difference between intoxicated and drunk, stating that someone that is intoxicated can stay in the venue as long as they are not given any more alcohol, they can get something to eat/drink water etc. He said that they only need to leave if drunk.</p> <p>Although we understand that this is legally correct, it is not consistent with Crown's internal process and the training provided to our staff, which is to remove persons as soon as they are deemed intoxicated. This is because the Casino Control Act creates an offence for Crown if it permits someone to gamble whilst intoxicated. As we cannot monitor all persons once deemed intoxicated to ensure that they don't gamble, we instead generally require them to leave.</p> <p>Just hoping you can clarify Crown's process with Rohin, as we want our staff to operate according to our more conservative approach. Thanks Stuart, please let me know if you would like to discuss. (MF)</p>	On 11 February 2020, Stuart McClelland from the VCGLR responded to the email.
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DA graph 2





DA Graph

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO								
OBJECTIVE/ WORKSITE FILE NO.	INCIDENT	DESCRIPTION OF INCIDENT	DATE OF INCIDENT	DATE OF SHOW CAUSE NOTICE			Gaming	Other	Numbr er of DAs	Year																																						
1	DA 28/024	Minor in the Casino	A minor was detected on the gaming floor and removed approximately twenty minutes after having entered	30-Dec-00	25-Sep-01																																											
30	DA 28/025	Breach of the Rules and Procedures for Blackjack	A game of Blackjack was played with Pontoon cards for approximately 10 hours	13-Jan-01	11-Dec-01																																											
31	DA 28/026	Breach of Internal Controls	Crown failed on a number of occasions to implement Internal Control requirements for obtaining a bank opinion or verifying outstanding balances and indebtedness in regard to a patron's Cheque Cashing facility	September 1997 to February 1998	27-Sep-01																																											
32	DA 28/027	Breach of the Controlled Contract provisions	Crown entered into a contract with Stargames Corporation for the development and supply of Rapid Roulette Semi-Automated table games without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract	06-Mar-00	31-Oct-01																																											
33	DA 28/028	Using unlicensed personnel working in positions requiring a casino special employee's licence	Two Purchasing Dept employees were promoted to positions requiring a casino special employee licence but did not obtain the licences	01-Jan-98	02-Nov-01																																											
34	DA 28/029	Breach of the Controlled Contract Provisions	Crown entered into a contract with Dedicated Micros for non gaming equipment for a value in excess of \$200,000 without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract	During 2000	04-Dec-01																																											
35	DA 28/031	Breach of Internal Controls	Crown failed to provide the VCGA with two external audit reports by 31 October 2001 as is required by the Internal Controls.	31-Oct-01	11-Dec-01	8																																										
36																																																
37																																																
38	DA 28/030	Breach of the Rules of Baccarat	A junket player moved a \$200,000 wager from Player to Banker after the first card had been drawn from the shoe	07-Aug-00	23-Jan-02																																											
39	DA 28/032	Breach of Rules of Poker	A game of Poker was played for approximately two hours with a card missing from the deck	30-Jan-01	23-Jan-02																																											
40	DA 28/033	Breach of Internal Controls	Crown failed, for four (4) months, to provide monthly Patron Comments Reports as required by the Internal Controls. When the reports were provided in the fifth month they were deemed by the VCGA to be deficient	August to November 2001	23-Jan-02																																											
41	DA 28/034	Breach of Controlled Contract provisions	Crown entered into a contract with Safegames & Mikohn without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract	09-Feb-00	23-Jan-02																																											
42	DA 28/036	Breach of Controlled Contract provisions	Crown entered into a contract with Netstar without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract	09-Nov-99	23-Jan-02																																											
43	DA 28/037	Breach of Controlled Contract provisions	This file is a continuation of files DA 035 and DA 036	As for files 035 & 036	As above																																											
44	DA 28/038	Breach of Controlled Contract provisions	Crown entered into a contract with Flight Centre without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract	1999 - 2001	28-Feb-02																																											
45	DA 28/039	Breach of section 68(2)(e) of the Casino Control Act	Crown discharged a debt owing by a patron without first seeking and obtaining the VCGAs approval in writing	06-Aug-99	28-Feb-02																																											
46	DA 28/040	Breach of the provisions of the Casino Agreement	The VCGA served Crown with a Notice under the provisions of s 31.2 of the Casino Agreement (CA) for a failure to provide five Director's Quarterly Reports on the Series 2 Unsecured Notes between September 2000 and September 2001	September 2000 to September 2001	07-Mar-02																																											
47	DA 28/041	Numerous Minors in the Casino	Between 17 February and 22 July 2001 seven (7) minors were detected in the casino	FEBRUARY - JULY 2001	28-Mar-02																																											
48	DA 28/042	Minor in the Casino	A minor of approximately 12 months of age was detected in the casino in the arms of an adult patron	13-Oct-01	30-Apr-02																																											
49	DA 28/043	Breach of Controlled Contract provisions	Crown entered into a contract with Classic Blue Computers without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract	DURING 2000	02-May-02																																											
50	DA 28/044	Breach of Controlled Contract provisions	Crown entered into a contract with Bunbury Holdings Pty Ltd without first giving 28 days prior notice in writing to the VCGA of the details of the proposed contract	DURING 2000	02-May-02																																											
51	DA 28/045	Alleged failure to pay winnings to a patron	It was alleged that Crown contravened s 64(e) of the CCA by not paying an excluded patron who had won a Jackpot of \$10,769.06 on gaming machine D2102	22-Aug-01	02-Jul-02																																											
52	DA 28/046	Breach of Internal Controls	A Crown Security and Service Officer breached the Internal Controls by escorting two electrical contractors into the Hard Count Room while the count was in progress	29-Jun-01	29-Aug-02																																											
53	DA 28/047	Breach of the Rules of Blackjack	A game of Blackjack was played with Pontoon cards for nearly two hours	30-Jul-01	29-Aug-02																																											
54	DA 28/048	An alleged breach of Internal Controls and of section 59 of the CCA	It was alleged in the Show Cause Notice that Crown used unapproved digital surveillance equipment to monitor and record some gaming related operations and failed to retain the images for the required retention period	13 MAY - 3 JULY 2001	29-Aug-02																																											
55	DA 28/049	Minor in the Casino	A minor of approximately 18 months of age was detected in the casino in the arms of an adult patron	10-Apr-02	29-Aug-02																																											
56	DA 28/050	Breach of the Rules of Blackjack	A game of Blackjack was played with Pontoon cards for approximately four (4) minutes	20-Apr-02	31-Oct-02	18																																										
57																																																
58	DA 28/051	Minors in the Casino	Four (4) minors aged between 14 and 16 years of age entered and remained in the casino for approximately 7 minutes before being detected	13-May-02	04-Feb-03																																											







DA Graph

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO		
	<b>OBJECTIVE/ WORKSHEET FILE NO.</b>	<b>INCIDENT</b>	<b>DESCRIPTION OF INCIDENT</b>	<b>DATE OF INCIDENT</b>	<b>DATE OF SHOW CAUSE NOTICE</b>			Gaming	Other	Number of DAs	Year																															
1	DA 28/104	Alleged Breach of ICS and s 60 (2)c and s 121 (4) of the Act.	The game of Poker was played with less than the required number of cards for 8 hands, due to a Dealer error.	21-Oct-10	21-Jun-11																																					
117	DA 28/105	Alleged Breach of the ICS and s 10.7.6(3) of the Gambling Regulation Act 2003 (Vic).	Two minors accompanied by their mother (tourists from Germany), were detected at the Atrium Bar by a VCGR Inspector.	17-Jan-11	05-Sep-11	4																																				
118																																										
119	No DAs Received				2012	1																																				
120																																										
121																																										
122	DA 28/106	Alleged Breach of s 10.7.6(1) and 10.7.6(3) of the Gambling Regulation Act 2003 (Vic).	Three minors were detected on the gaming floor by a VCGLR Inspector, two of who were alleged to have gambled.	01-Jan-13	11-Oct-13	1																																				
123																																										
124	DA 28/107	Alleged Breach of s 10.7.6(3) of the Gambling Regulation Act 2003 (Vic).	A VCGLR Inspector requested that a Security Officer conduct an ID check of a patron they suspected to be a minor (now known as ██████████) near Pit 8 at the Atrium Bar. The Security Officer confirmed that ██████████ was a minor (12 years of age) and was escorted off the casino floor via the Monte Carlo Entry point at 20:28hrs.	14-Dec-2013	17-Apr-14																																					
125	DA 28/108	Alleged Breach of s 10.7.6(3) of the Gambling Regulation Act 2003 (Vic).	A minor (now known as ██████████) was detected on the Mahogany Room terrace by a VCGLR Inspector.  At approximately 1941 hours on 31 January 2014, a VCGLR Inspector contacted Surveillance to advise that they had located a minor on the Mahogany Room Terrace. Footage revealed that Mr ██████████ had entered the Mahogany Room via the ground floor reception desk adjacent to the Crown Towers Lobby at 1558 hours, accompanied by two females, at least one being a Mahogany Room member. The reception desk was manned by two staff members at the time. One staff member was occupied with another patron and the other greeted the group including ██████████ and viewed a membership card produced by each ██████████ and his female companions.  On 3 January 2014, communication was circulated to Mahogany staff regarding Mahogany Room Entry procedures and the vigilance around checking ID. The Mahogany Room Receptionist at the ground floor entry when the minor entered was counselled regarding the matter. Matter closed.	31-Dec-13	17-Apr-14																																					
125	DA 28/109	Alleged Breach of s 10.7.6(3) of the Gambling Regulation Act 2003 (Vic).	The VCGLR contacted Security advising they had detected 2 minors at Pit 7. The VCGLR escorted the minors off the casino floor at 02:39hrs via the Promenade Air Bridge Entry point. Footage revealed that a male, now known as ██████████, entered the casino floor via the Promenade Air Bridge Entry at approximately 02:15hrs. ██████████ immediately proceeded to the lift next to Margo's cafe which allowed the two minors waiting at the Mezzanine level to enter the lift and gain access to the casino floor. ██████████ was issued with a WOL for assisting the minors (both aged 17 at the time of the incident) in gaining access to the casino floor. This incident is allegedly in breach of s 10.7.6(3) of the Gambling Regulation Act 2003 (Vic).  As the minors did not enter the casino floor via the escalators and the lift access is managed by the Security Communications Centre, the Security Officer was not counselled regarding the incident.  On 24 January 2014, Security reevaluated the position of the Security Officer stationed at the Promenade Air Bridge Entry point. It was decided the Security Officer will be repositioned to the front of the control zone (in line with all other casino entries) which is situated at the top of the escalators. This vantage point will allow the Security Officer to better monitor the persons entering the casino floor (via the lift or the escalators). Matter closed.	18-Jan-14	17-Apr-14																																					
126	DA 28/110	Alleged Breach of s 60(2)(c) and 60(3)(u) of the Casino Control Act 1991 (Vic).	The matter relates to an alleged breach of Rule 2.2.2 of the Semi-Automated Table Games (SATG) Rules (Rules). It is specifically alleged that there is no Dealer Terminal connected to SATG table 2606.  Crown Melbourne does not agree that it has contravened Rule 2.2.2 of the SATG Rules. Table 2606 is and always was, connected to a Dealer Terminal. The terminals at 2606 cannot operate without connectivity to a Dealer Terminal because the Dealer Terminal relays the results for the game. The terminals at 2606 are connected to two Dealer Terminals remotely, being those located at tables 1701 and 2201. Rule 2.2.2 of the SATG Rules does not state the required proximity of the Dealer Terminal to the table.  There is no reference in the Rules, SOPs or otherwise that requires each TLN to have a unique Dealer Terminal. Multi-gaming is permitted on SATGs, whereby multiple Dealer Terminals can connect to the terminals for patrons to choose between - which is the current situation arrangement for table 2606.  Crown had discussed the placement of terminals geographically separate from the Dealer Terminals with the Commission's predecessor, the VCGR, when multi-gaming was initially raised by Crown. It was the VCGR's advice that the terminal bank should have its own TLN to ensure that the bank is not overlooked/omitted when table closing and revenue calculation is completed. Crown accepted this cautious approach and placed a TLN at the bank of terminals to give the VCGR comfort that sufficient TLNs were allocated and that revenue would be correctly and appropriately calculated.	N/A	18-Aug-14	4																																				
127																																										
128																																										









## Costs

	A	B	C	D	E	F
1	<i>Fines per FY</i>	Cumulative Fine Total	Per Year	Per s 25 Review Period		
2	FY 1996 \$20,000	\$20,000	DA's Received for FY96 (based on date Notice to Show Cause received): 3			
3	FY 1997 \$9,000	\$29,000	DA's Received for FY97 (based on date Notice to Show Cause received): 2			
4	FY 1998 \$221,000	\$250,000	DA's Received for FY98 (based on date Notice to Show Cause received): 55			
5	FY 1999 \$5,000	\$255,000	DA's Received for FY99 (based on date Notice to Show Cause received): 3			
6	FY 2000 \$63,000	\$318,000	DA's Received for FY00 (based on date Notice to Show Cause received): 3	61 DA's received for 1st s25 review period, totalling \$289,000 in fines.		
7	FY 2002 \$116,500	\$434,500	DA's Received for FY02 (based on date Notice to Show Cause received): 48			
8	FY 2003 \$58,000	\$492,500	DA's Received for FY03 (based on date Notice to Show Cause received): 13			
9	FY 2004 \$10,000	\$502,500	DA's Received for FY04 (based on date Notice to Show Cause received): 1	64 DA's received for 2nd s25 review period, totalling \$184,500 in fines.		
10	FY 2005 \$11,000	\$ 513,500	DA's Received for FY05 (based on date Notice to Show Cause received): 3			
11	FY 2006 \$5,000	\$518,500	DA's Received for FY06 (based on date Notice to Show Cause received): 6			
12	FY 2007 \$20,000	\$538,500	DA's Received for FY07 (based on date Notice to Show Cause received): 5	14 DA's received for 3rd s25 review period, totalling \$26,000 in fines.		
13	FY 2008 \$55,000	\$593,500	DA's Received for FY08 (based on date Notice to Show Cause received): 12			
14	FY 2009 \$9,500	\$603,000	DA's Received for FY09 (based on date Notice to Show Cause received): 5			
15	FY 2010 \$70,000	\$673,000	DA's Received for FY10 (based on date Notice to Show Cause received): 17			
16	FY 2011 \$15,000	\$688,000	DA's Received for FY11 (based on date Notice to Show Cause received): 6			
17	FY 2012 \$5,000	\$693,000	DA's Received for FY12 (based on date Notice to Show Cause received): 1	41 DA's received for 4th s25 review period totalling \$154,500 in fines.		
18	<i>FY 2013</i>					
19	<i>FY 2014</i>					
20	<i>FY 2015</i>					
21	<i>FY 2016</i>					
22	<i>FY 2017</i>				Trade Promotion Application -	\$325.80
23	<i>FY 2018</i>				Trade Promotion Amendment Application -	\$200.50
24	<i>FY 2019</i>					
25	<i>FY 2020</i>					

VCGLR Requests

	A
1	Date