

File Note

Sixth Review of the Casino Operator and Licence

Author:	M Holmes, Senior Legal Policy Officer	Date:	December 2017
Subject:	Review of CML Papers – Agenda and Minutes of Meetings between Security Services and Victoria Police – 2013 – 2017.		

Summary

1. Crown Melbourne Limited (CML) provided to the Victorian Commission for Gambling and Liquor Regulation (VCGLR) the agenda and minutes for the liaison meetings between CML Security services and Victoria Police from 19 February 2013 until 26 June 2017. These papers were provided on 20 November 2017 in response to a VCGLR request under section 26 of the *Casino Control Act 1991* issued for the purposes of the review under section 25 of the *Casino Control Act*.
2. Between 19 February 2013 and 26 June 2017 the liaison meetings have been held irregularly. (see Appendix A) Over the period:
 - In 2013 - 6 meetings were held – five between February and June 2013 and one in November 2013
 - In 2014 - 11 meetings were held – the meetings were held monthly (except July 2014)
 - In 2015 - 9 meetings were held – the meetings were held monthly (except May, September and December 2015)
 - In 2016 – 4 meetings were held – the meetings were held quarterly.
 - In 2017 – 2 meetings were held between January 2017 and September 2017.
3. It appears that the meetings were held mostly monthly in 2013, 2014 and 2015 but became quarterly in 2016. A notable number of the agendas and minutes for meetings in the period 2013 – 2015 were not provided to the VCGLR. This is noted in the Appendices. In the circumstances, due to the lack of documentation, it is difficult to ascertain if meetings were held but no documents were provided (for example September or October 2013). By letter to the VCGLR from Crown, Crown advised that there are no minutes for some meetings as the meetings were not held.
4. All meetings were held at the office of Mr C Walsh, General Manager Security and Surveillance (previously General Manager Security Services). Mr Walsh is the chair of all meetings in the period, except when he was an apology.
5. The CML attendees at the meetings are set out in Appendix B. The attendees from the Victoria Police and Australian Federal Police included a range of different individuals during the period, save for Confidential [REDACTED] St Kilda Rd station) and there was usually a representative from the Sporting Integrity Intelligence Unit from the Victoria Police and representatives from the Intelligence and Organised Crime and Cyber units of the Australian Federal Police. For meetings from April 2016 a representative from the VCGLR also attended (Mr S Berriman or Mr W Hollis).

6. A summary of the key issues in each meeting is set out in Appendix C. In brief, the CML representatives provided [REDACTED] [REDACTED] Victoria Police provided an update of their statistics for crime in the area (in some early meetings) and updates on other matters and the Australian Federal Police provided an update on various matters.
7. I have identified the following significant matters that were regularly discussed:
- [REDACTED]

File Note



File Note

Appendix A

Liaison Meetings between CML Security services and Victoria Police from 19 February 2013 until 26 June 2017

2013	2014	2015	2016	2017
-	15 January 2014	19 January 2015	16 January 2016	30 March 2017
19 Feb 2013	21 February 2014	16 February 2015	-	-
19 March 2013	19 March 2014	23 March 2015	-	-
16 April 2013	16 April 2014	27 April 2015	18 April 2016	26 June 2017
21 May 2013	20 May 2014	-	-	-
18 June 2013#	18 June 2014	1 June 2015	20 June 2016	-
No meeting held	16 July 2014##	30 July 2015	-	-
20 August 2013##	18 August 2014	24 August 2015	-	-
-	15 September 2014	No meeting held	-	-
-	20 October 2014	26 October 2015	24 October 2016	-
20 November 2013#	24 November 2014	16 November 2015	-	-
18 December 2013 ##	15 December 2014	-	-	

No minutes provided; ## no minutes or agenda provided.

Appendix B CML Attendees at Liaison Meetings

CML representatives
General Manager Security Services (now described as General Manager, Security & Surveillance)
General Manager Compliance (now described as Group General Manager Compliance)
General Manager Surveillance
Head of Security (previously Senior Operations Manager)

Appendix C – Summary of Minutes

Meeting date	Key subject matter discussed
19 Feb 2013	<ul style="list-style-type: none"> - Lagerfield Management Plan provided to Police - CML Issues: thefts from Sunglass Hut; glassing at fusion note - plastic glass introduced throughout the clubs and tempered glass removed; complex violence and patrons fighting numbers have decreased this month - this confirmed by police numbers; intoxication figures for January are down ; [REDACTED] - Police: all crime stats have decreased over the last three months without any robberies; police statistics are updated every Tuesday; occasional car park thefts and damaged machines have occurred. <p>Crown update:</p> <ul style="list-style-type: none"> - [REDACTED] on Whiteman and Carolyn streets and so far has worked very well. - Recent counterfeit chip arrest discussed where offender was arrested at Melbourne airport by AFP. Discussed other issues of chip theft including by recent staff member. - Confidential [REDACTED] - Discussed recent retail fraud and reluctance of employers to fire employees and Crown decision to issue WOL instead. - [REDACTED] Craig commented that the system is expected to be expensive but there is no formal conclusion yet. - [REDACTED] <p>Police Update</p> <ul style="list-style-type: none"> - police will look at adjusting foot patrol times but will undertake daytime patrols - [REDACTED] - Interstate exclusion orders from New South Wales are now coming through to Victoria police. The process of photos is also coming through. Michelle advised that once the interstate orders are received

File Note

	<ul style="list-style-type: none"> - they can be reviewed by the person of interest committee to identify if they are unfavourable.
19 Mar 2013	<p>Previous Business</p> <ul style="list-style-type: none"> - Sunglass Hut thefts - this is an ongoing issue police advise retailer [REDACTED] - interstate exclusion orders: to date Crown has received information regarding five Chief Commissioner exclusions from Sydney <p>CML issues: antisocial behaviour has increased with patrons fights increasing by 50% this month and unacceptable behaviour by 16% intoxication by 10% and assisted removals of 83%. Stolen card details were provided to police which were picked up at a scanner at fusion. Spate of burglaries at venues along the riverfront resulting in property damage.</p> <p>Crown Update</p> <ul style="list-style-type: none"> - facial recognition trial ongoing and it has been coming up with reasonable results. <p>Police Update</p> <ul style="list-style-type: none"> - [REDACTED] - Police have charged some patrons with chip thefts - Police participated in interview by the Herald Sun about Southbank area and Crown, media interested in number of assaults at Crown with their reports of 18 million per year visiting Crown and only 78 assaults over two years. - [REDACTED] - In relation to banning notices there was discussion about the ability to ban people for an extended period - [REDACTED] - Late night venues: Safe streets initiative is ongoing. Also discussed new ID scanners that have been purchased with better technologies which record all photos and take a snapshot of the person. - Bike patrol has issue of shared pathways on their task list. Craig requested special effort be made between 7 and 9 AM.
16 April 2013	<p>Previous Business</p>

File Note

	<ul style="list-style-type: none"> - car park tailgating resulted in 20 offenders with 188 charges. Next stage to focus on prevention as operation took up a lot of time. - Glassing at Merrywell - Merrywell will not be moving to plastic. - WOLs – will not work for area outside Crown. <p>Crown Update</p> <ul style="list-style-type: none"> - retail thefts are down; intoxication has increased; assaults increased by 42% year-on-year; glassing at Merrywell with offender being charged; recidivist theft from pit 28 float theft entered property against bail conditions and may be connected to African group that burglarised the riverfront. - Cyber threat issue on the weekend offender yet to be picked up. Phone line and Internet went down however nothing else was compromised. Gaming integrity was maintained. - Craig to meet Confidential to discuss fusion licence conditions. - Lagerfield moving away from operating as a late-night venue and moving towards a sports bar. <p>Police Update</p> <ul style="list-style-type: none"> - Victoria police have experienced extended wait time for ambulance's recently - [REDACTED] - AFP have agreed to presentation from Crown compliance. Michelle noted how processes inside the complex require signature club members to sign or pin. Signature club has the highest uptake of loyalty programs in the world. She noted that the rostering systems can be compared to the gaming system to look for collusion. She noted people do try to get more than one account same name however different drivers licences utilising errors made by VicRoads. Compliance do record this.
21 May 2013	<p>New Business</p> <ul style="list-style-type: none"> - [REDACTED] - [REDACTED] - Drug activity in the clubs: discussed issues raised in recent RSA steering committee meeting regarding drugs in clubs. At present


File Note

	<ul style="list-style-type: none"> - [REDACTED] <p>[REDACTED] Last offender allegedly worked for the promoter.</p> <ul style="list-style-type: none"> - Sgt phone numbers. Craig requested that sergeants going to the complex to provide info mobile number to the communications centre when they come on shift so they can be contacted quickly. Police confirm 90% of crew returning to the complex are from St Kilda Road and this is being briefed. - Trespass and arrest powers: Security will now either invoke trespass or arrest. If arrest Crown security will hold in an interview room until police arrived. Currently awaiting QC check. New process will mean Vic police be called on site more often. Discussed power to hold and satisfying that the patrons put before the court JP or the police in reasonable time. <p>Crown Update</p> <ul style="list-style-type: none"> - assaults down 26%, intoxication has also decreased, fighting has increased 131% and thefts have doubled. Counterfeit cash offender caught- more notes found in his house with up to \$25,000 found. One table games dealer has been terminated and another arrested. <p>Police Update</p> <ul style="list-style-type: none"> - [REDACTED] - [REDACTED] - [REDACTED]
18 June 2013	Agenda provided No minutes
20 August 2013	No Agenda or Minutes provided
20 November 2013	Agenda provided No minutes
18 December 2013	No Agenda or Minutes provided
15 January 2014	<p>Crown Update</p> <ul style="list-style-type: none"> - [REDACTED]

File Note

	<ul style="list-style-type: none"> - [REDACTED] - NYE: no major incidents with 3000 people present at nightclubs with no issues or fights. Only three arrests for drunken behaviour. <p>Police Update</p> <ul style="list-style-type: none"> - Removals: plastic cuffs Crown security are using and working very well for the Victorian police officers when required to put their own cuffs on the patron. Crown security working extremely well with Vic police when assisting with removals and major issues. - Information requests: requests for information from Victoria police has increased by 40% since last year with there being 2000 requests. This creating a heavy workload for Crown and added trouble when officers requesting specific employees to sign statements when providing evidence. - [REDACTED]
21 February 2014	<p>Previous Business</p> <ul style="list-style-type: none"> - Information requests – no recent requests received - CCP exclusions: Victoria Police following up on issuing CCP exclusions for recidivist WOLs. <p>Crown Update</p> <ul style="list-style-type: none"> - requests for information from Victoria police; Michelle suggested Crown Melbourne could be the basis for all information requests relating to Crown Melbourne, Perth and Macau. This would be to ensure information can be gathered from correct places to avoid miscellaneous requests. <p>Police Update</p> <ul style="list-style-type: none"> - [REDACTED]
19 March 2014	<p>Previous Business</p> <ul style="list-style-type: none"> - CCP Exclusions: police currently working on top 11 gang members with Confidential [REDACTED] being the 1st to be the subject to chief Commissioner exclusion order. - New South Wales have served about 200 exclusion orders. New South Wales police will forward all details of excluded people so Victoria can issue same exclusion letter.

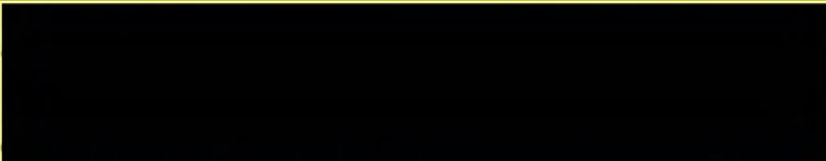
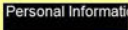
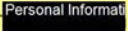
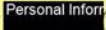

File Note

	<p>Crown Update</p> <ul style="list-style-type: none"> - <p>Police Update</p> <ul style="list-style-type: none"> -
16 April 2014	<p>Previous Business</p> <ul style="list-style-type: none"> - CCP Exclusions: discussed Crown to issue WOL til CCP exclusions made. - Information requests: Michele advises not to send to Crown Melbourne because too much work for Crown Melbourne. <p>Crown Update</p> <ul style="list-style-type: none"> - theft a prominent issue at the moment within Crown. Persons causing issues constantly already have WOLs in place. - Antisocial behaviour is going well only had a brawl on a footy club night resulting in seven arrests <p>Police Update</p> <ul style="list-style-type: none"> -
20 May 2014	<p>Previous Business</p> <ul style="list-style-type: none"> - CCP exclusions – anti-social behaviour being incorporated into CCP orders so repeat offenders can be charged. - Information requests – Michele will investigate to streamline process <p>Crown Update</p> <ul style="list-style-type: none"> - rope barriers between tables are being left down which is causing the potential for anyone to be able to walk behind the tables into the pits and have easy access for stealing chips. - Fines that Vic police are issuing for the behaviour of patrons is working well as the message seems to be getting out there regarding expected behaviour. <p>Police Update</p> <ul style="list-style-type: none"> -  -



File Note

18 June 2014	<p>Previous Business</p> <ul style="list-style-type: none"> - CCP exclusions: more being issued and sent out. - [REDACTED] <p>Crown Update</p> <ul style="list-style-type: none"> - Sunglass Hut not willing to change procedures to prevent thefts. <p>Police Update</p> <ul style="list-style-type: none"> - thefts on property still an issue with patrons in the car parks being the main concern. Has not been a huge amount of assaults as of lately at Crown. - [REDACTED] - [REDACTED]
16 July 2014	No Agenda or Minutes provided
18 August 2014	<p>Previous Business</p> <ul style="list-style-type: none"> - Duress button – a duress button was pushed by WOL patron – Pers Personal In Potential exclusion order to be issued to patron. <p>Crown Update</p> <ul style="list-style-type: none"> - [REDACTED] - Trend analysis report. Crown requests Vic police send trend analysis report before each meeting. To be resumed. <p>Police Update</p> <ul style="list-style-type: none"> - [REDACTED]
15 September 2014	<p>Previous Business</p> <ul style="list-style-type: none"> - CCP exclusions: Police request Crown to send through additional names for CCP exclusion - Duress button patron – discussed additional information and police to consider issuing a CCP exclusion. - Information sharing: Crown have concerns re privacy laws, but amendments sent through for review. - Pro – fight at Crown - delayed <p>Crown Update</p>


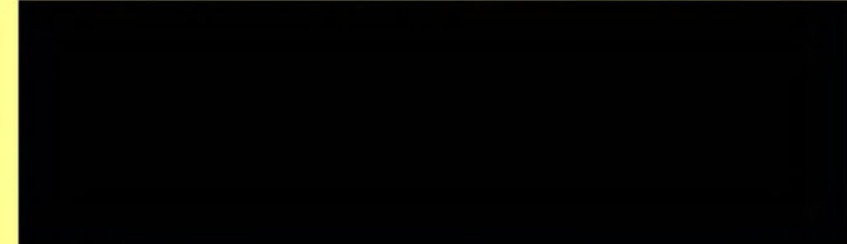

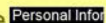


File Note

	<ul style="list-style-type: none"> -  - Assaults on security officers – SOs received higher number of assaults lately, such as spitting. Police suggest Crown staff have masks for such situations. Police support SOs taking action against assault and pressing charges. <p>Police Update</p> <ul style="list-style-type: none"> -
<p>20 October 2014</p>	<p>Previous Business</p> <ul style="list-style-type: none"> - CCP exclusions: CCP for  sent to CCP for approval. <p>Crown Update</p> <ul style="list-style-type: none"> - Crown made submission to VCGLR not to do police checks and fingerprint checks as the “fit to work system” gives a police record instantly instead of six weeks. VCGLR has approved this change. <p>Police Update</p> <ul style="list-style-type: none"> - Exercise “red hat’ to go ahead
<p>24 November 2014</p>	<p>Previous Business</p> <ul style="list-style-type: none"> - CCP exclusion: CCP exclusion for  has been approved. There are 5 other persons processes and CCP exclusions ready to be served. Michelle states that for all WOL’s and the top 20 self –exclusion breaches – on the spot fines are being re-introduced. <p>Crown Update</p> <ul style="list-style-type: none"> - Trend analysis report – Patrons intoxicated (1211- up 18%); Unacceptable behaviour (482 – up 22%); thefts (76 – down by 20%); drug related incidents in SED (16 – up 46%); - Exercise red hat; to be actioned <p>Police Update Previous Business</p> <ul style="list-style-type: none"> -
<p>15 December 2014</p>	<p>Previous Business</p> <ul style="list-style-type: none"> - CCP for  (WOL) – not approved -  <p>Crown Update</p> <ul style="list-style-type: none"> - Trend analysis report- thefts stable (53); counterfeit notes (8 – up 60%); SED (20 – up 54%); Intoxicated persons (672 down 11%),; unacceptable behaviour (287 down 22%); assault including fight (23

File Note

	<ul style="list-style-type: none"> - up 53%); Drug related incidents (9 down 10%). - Police requested Crown access maps – Crown will provide - Few investigations underway – including use of replica gun in Lumia bar. - Facial recognition pilot is well underway with it looking to be a successful piece of equipment. Police and Craig may be able to assist in future with high alert suspects. Demo shown to meeting attendees. <p>Police Update</p> <ul style="list-style-type: none"> - Cases being dismissed by Magistrate when money owed to Crown – deemed that credit cannot be refunded. Needs to be monitored in future.
19 January 2015	<p>Previous Business</p> <ul style="list-style-type: none"> - Information sharing: Amendments are in for review. - Crown Pro-Fight to be held in 2016 <p>Crown Update</p> <ul style="list-style-type: none"> - Trend Analysis Report discussed - Facial recognition – Crown provided update of facial technology pilot currently running discussing rate of matches and accuracy. AFP note it is similar to software used for conference in which President Obama attended. <p>Police Update</p> <ul style="list-style-type: none"> - AFP update – there is a spike of counterfeit notes in circulation across Australia. Currency is Euros. - Vic Police- need to obtain access maps – for incident response - Discussion re assaults and subsequent management – ie whether move to other locations nearby or if could be sent home in cabs? -  - Paul Phua – being proposed for CCP exclusion. He is an associate of Hui Tang. - AFP provided name of dealer (employee) with disproportionate money in his account.
16 February 2015	<p>Previous Business</p> <ul style="list-style-type: none"> - CCP –  – further information to be provided to police - Crown Access Maps – provided to attendees <p>Crown Update</p> <ul style="list-style-type: none"> - Trend analysis reports – stats discussed. - Receiving payments from thefts. Craig states there has been couple of

File Note

	<ul style="list-style-type: none"> - incidents where patrons agreed to pay for items taken or damaged in police presence which resulted in no charges being pursued. Police agreed where Crown request criminal action then should proceed accordingly. -  <p>Police Update</p> <ul style="list-style-type: none"> - Familiarisation exercise – 20 – 25 police to attend 2 hour meeting including relevant information, site tour, will include Crown’s emergency management plan. Will consider separate session for detectives. - Active shooter simulation: Crown say should proceed and agreed to conduct on a Tuesday. - Witness Statements: Discussion re ability to obtain timely witness statements. Crown happy to assist if there are any issues or witnesses that cannot be located or identified. - Discussed White Night (public event) planning.
23 March 2015	<p>Previous Business</p> <ul style="list-style-type: none"> - Active shooter simulation: been referred to X Walsh for consideration <p>Crown Update</p> <ul style="list-style-type: none"> - Trend analysis report. Stats presented and discussed. - Chip thefts – Crown report a few thefts lately by recidivist offenders. Crown to notify police of the offender. -  -  <p>Police Update</p> <ul style="list-style-type: none"> - thefts have decreased since the last meeting.
27 April 2015	<p>Previous Business</p> <ul style="list-style-type: none"> - Crown Pro – fight - to be held in July - CCP – Crown forwarded further information to Police re  Madafari has been excluded from The Star in Sydney. Mr Walsh states that they do reference checks but not allowed to discuss WOL patrons with other casinos. Police to follow up re Madafari. - Chip Thefts –  attended casino again on weekend. Escalated behaviour and scissors found in jacket.  wanted for sexual assault and is a POI. <p>Crown Update</p>

File Note

	<ul style="list-style-type: none"> - WOL list – discussed removing deceased persons from WOL list and excluded persons lists. Police will send list of deceased person to remove from WOL list. - 1 SO – been charged with false imprisonment for issue at Crown. - Crown raised attitude of 1 police officer who attended Crown. <p>Police Update</p> <ul style="list-style-type: none"> - Crime Prevention messages. Police suggest few more signs in car park near the entrance doors. Discussed electronic flyer to be sent to patrons to have effect of reducing theft from motor vehicles. - AFP – 10 counterfeit \$50 notes produced a month ago.
1 June 2015	<p>Previous Business</p> <ul style="list-style-type: none"> - Crime prevention messages: nothing new came out on inspection of meeting and car park viewing. <p>Crown Update</p> <ul style="list-style-type: none"> - nil <p>Police Update</p> <ul style="list-style-type: none"> - [REDACTED] - Club 23 incident – police comment that handled well by SO considering [REDACTED]
30 July 2015	<p>Previous Business</p> <ul style="list-style-type: none"> - 1 SO – been charged with false imprisonment for issue at Crown. Found guilty and got a diversion. - Tailgating through car park – no further action - Club 23 incident- [REDACTED] <p>Crown Update</p> <ul style="list-style-type: none"> - Metropol incident – Steve received great feedback about Crown response and good combined response by police and Crown. - Handling drugs policy: Licensing Steering Cmte gave advice to Crown ensuring the drugs are packaged appropriately for police to collect. Evidence bags used when dealing with seized drugs. - Chip theft – man walked through and swiped chips and walked out. Crown not seen before – request police run him through iface. Crown to send picture to police for check. - Counterfeit chips - \$1000 counterfeit chips currently circulating - Dealer arrested – 1 dealer and 2 patrons caught colluding and were arrested. Picked up \$75K so far but will be more. <p>Police Update</p> <ul style="list-style-type: none"> - Police request information session on junket operators – and how recorded in Crown databases. Time and date to be arranged.

File Note

24 August 2015	<p>Previous Business</p> <ul style="list-style-type: none"> - Junket operators – arrangements to be made to arrange a session for police. <p>Crown Update</p> <ul style="list-style-type: none"> - Discussed Crown Stats - Police collection – seizure of drug items and weapons: Discussion re procedures. [REDACTED] - [REDACTED] - [REDACTED] - Brownlow traffic management – request assistance. (Police agree to provide traffic assistance). <p>Police Update</p> <ul style="list-style-type: none"> - Police provided Crown with list of deceased persons on exclusion list – to be removed.
26 October 2015	<p>Previous Business</p> <ul style="list-style-type: none"> - Facial tattoos – see note above <p>Crown Update</p> <ul style="list-style-type: none"> - Discussed Crown statistics - Sleepers in car parks lately – who seem to have committed a burglary but under control - Caulfield Cup day- quiet no dramas - Confidential [REDACTED] Confidential [REDACTED] <p>Police Update</p> <ul style="list-style-type: none"> - AFP – junket operators – Vietnamese man on watch list is believed to be laundering money however not through casino. Request background information on person as he is currently excluded and AFP want to know why. - Vic police – crime dropped by 2% in last 8 weeks with van’s in the area. Bike stealing up. - Vic police – planning for Christmas/New Year and white night.
16 November 2015	<p>Previous Business</p> <ul style="list-style-type: none"> - <p>Crown Update</p> <ul style="list-style-type: none"> - Discussed Crown stats. Drug related incidents 921 – up 50%. Patrons intoxicated 1097 (up 2%); unacceptable behaviour (371 – up .5%); assault (21 up 40%)

File Note

	<ul style="list-style-type: none"> - Investigation re assault of Vic Police and SO staff at nightclub. 5 of 7 identified to receive WOL. <p>Police Update</p> <ul style="list-style-type: none"> - Training for police officers re CCP exclusions - Looking to penalty notice for exclusions - Working on interstate CCP police exclusions with NSW.
18 January 2016	<p>Previous Business</p> <ul style="list-style-type: none"> - Facial tattoos- [REDACTED] <p>Crown Update</p> <ul style="list-style-type: none"> - Crown statistics discussed; Patrons fighting (23 up 91%) and staff abuse (83 up 26%) have increased significantly but intoxication has decreased ((992 down 9%). Unacceptable behaviour (376 up 1.35%) - New head of security starting 1 Feb 2016 - Confidential [REDACTED] – no major incidents - Confidential [REDACTED] – 2 offenders broke into L6 BOH – police investigating - Confidential [REDACTED] – burnout in car park activated smoke alarms. Police interview offender. - Confidential [REDACTED] – mobile phone theft from toilets. - <p>Police Update</p> <ul style="list-style-type: none"> - Training officers re CCP exclusions. Looking into ICS penalty notice created for exclusion orders. Working on interstate exclusion orders with NSW. - Police found 2 guys in stolen car with illegal substance
18 April 2016	<p>Previous Business</p> <ul style="list-style-type: none"> - Facial tattoos – [REDACTED] <p>Crown Update</p> <ul style="list-style-type: none"> - Discussed Crown statistics - Security working with other depts. in running an emergency exercise – where leaving suspect package in Crown and looking at response time from staff. [REDACTED] - Will be sending out alert to staff about awareness of suspect packages in the workplace. - Patron [Personal Informat] [REDACTED] – made threats to Crown and said he would kill himself at Crown. Vic Police working on this. - Waiting times for footage is slower than usual as the demand for requests has increased in the past couple of weeks.

File Note

	<ul style="list-style-type: none"> - Note stacker containing money was stolen on Confidential – offender known to police - Drug Force eagle – 7 offenders arrested - 660gm of drugs found in Crown Towers room - Drink spike in Velvet bar – bar staff noted staff spiking woman's drink. <p>Police Update</p> <ul style="list-style-type: none"> - Police to be in contact with Crown regarding training - Running ops in “theft other”, there will be an increase of uniformed officers – there will be 4 groups of uniformed and 1 group uninformed.
20 June 2016	<p>Previous Business</p> <ul style="list-style-type: none"> - Facial tattoo – policy is that no patron with gang or offensive tattoos from there neck or higher can enter the gaming floor. Implemented 2 weeks ago. <p>Crown Update</p> <ul style="list-style-type: none"> - Police officer attempted to enter the Mahogany room by showing police credentials. He was denied access. Following evening he returned in uniform and tried to gain details about why he was denied. Formal letter of complaint sent by Crown to police. - Request Safe Streets let comms know their mobile phone numbers at the start of shift. - Crown waited 58 mins for police to arrive to remove patron offsite. Safe streets had finished for the night. <p>Police Update</p> <ul style="list-style-type: none"> - Stats are reasonable good. - Crown tour for police to be booked - Confidential is running an operation in relation to patrons not paying for car parking- will start in July. <p>VCGLR</p> <ul style="list-style-type: none"> - special casino inspectors to start in a couple of months. Will be for gaming and liquor.
24 October 2016	<p>Crown Update</p> <ul style="list-style-type: none"> - Crown getting good service from Safe Streets on weekends - On Saturday night VCGLR requested footage from surveillance but due to incidents around the complex surveillance could not assist. Thank you to VCGLR for understanding that they could not assist straight away. <p>Police Update</p> <ul style="list-style-type: none"> - Danny Nikolic has applied to the High Court regarding race tracks exclusion. Danny excluded from Crown Melbourne. <p>VCGLR</p>

File Note

	<ul style="list-style-type: none"> - Spring Racing carnival has started - Had an excluded person with 8-9 infringement notices waiting to be served. Police assisted and notices were served. - Excluded person threatened to blow Crown up. Vic police were called and person taken off site. .
30 March 2017	<p>Previous Business</p> <ul style="list-style-type: none"> - <p>Crown Update</p> <ul style="list-style-type: none"> - discussion re Crown stats - Investigations- theft of contractor's bag; burglary and theft of alcohol by 2 patrons; Police impersonator has received WOL and sent to police for investigation; theft from staff club – staff member terminated; 2 suspicious males in the car park – additional security in place by cash in transit company, investigators conducted an operation to assist with security during cash collection; investigation of burglary at Karma plumbing. - Looking into conduct a trial of metal detectors at nightclubs entrance - New tattoo policy – no entry to any part of complex (including hotel) if face or head tattoo - Have developed a counter –terrorism plan – reviewed critical infrastructure and all risks – around \$1m to mitigate risks <p>Police Update</p> <ul style="list-style-type: none"> - NSW exclusions – comms required to make 2 calls when a NSW exclusion patron – first to Vic police then to VCGLR. - Arrests in car park - firearm found, drug and large amount of cash found. - Good feedback re turnaround time with footage - Increase in AFP inquiries – SIU been very helpful with request <p>VCGLR</p> <ul style="list-style-type: none"> - New staff roster. Dedicated manager and 2 team leaders.
26 June 2017	<p>Crown Update</p> <ul style="list-style-type: none"> - Discussion re Crown statistics. Thefts increasing (305 up 26%); Intoxication up (2899 up 2%); unacceptable behaviour 1483 up by 12% from 1324. Drug related (59 – case as previous 13 weeks). Decrease in assisted removals, person arrested at Crown, assaults decreased. - Security assisted police with shooting – 15 patrons sent WOLs - Police tour and presentation will be booked later in year <p>Police Update</p> <ul style="list-style-type: none"> - Personal Information exclusion order revoked by police but Crown issued

File Note

	<ul style="list-style-type: none">- WOL. VCGLR <ul style="list-style-type: none">- Issues with NSW exclusion – no photos issued with the exclusion sent to VCGLR
--	---