

To Commissioner Ray Finkelstein,

Re: My experience of harm at Crown Casino

My name is **Confident** I am a gambling harm lived experience advocate. I gambled at Crown Casino from 1995, since they had the temporary Casino set up at the World Trade Centre. I self excluded in 2013 although kept going back for two more years about once a week before I sought counselling from Gamblers Help in 2015.

There are a lot of things that happened at Crown Casino that were not supporting 'responsible gambling.'

When I was winning, I would be offered free drinks until I would get drunk and lose all that I had won in the first place. I had a \$1000 limit on my EFTPOS card daily, and if I reached that limit at 11pm I would wait around until midnight so I could access cash again. Once midnight hit I could lose my \$1000 limit within half an hour. Not once was I approached to ask if I was okay despite waiting around the ATMs.

When I was desperate and had spent everything I had, I would ask people/ patrons in the Casino for money or chips so that I could make my way home by bus or train. Rather than going straight home I would lose that money and keep asking people for more money for the journey home. The only times I would get approached by staff is when someone complained about me asking for money, and instead of asking if I was okay, they would throw me out. At one point six security guards escorted me out saying foul things to me as I walked away from the Casino. Where is their duty of care? How do these people not get trained to understand gambling harm? They take all of the money and then when you're a pain they kick you on the street.

When I told staff I wanted to self exclude, I was taken into a small office near the Crown basement car park by security officers. The staff in the office tried to talk me out of the self exclusion making it clear that 'if you win, you won't be able to take the money, we'll have to give you a fine.' They kept asking if I was certain that I wanted to self exclude, I was. The process took a long time, I remember waiting for someone to arrive at the office with a camera to take my photo. I wasn't once referred to a Gamblers Help service by these staff.

I kept returning when I self excluded and I always felt like they knew who I was but were choosing to turn a blind eye because I kept losing money. I never won after I self excluded.

There are also a few things that always seemed suspicious but it's difficult to know if the Casino played a role. I have two examples. Firstly, it seemed like the Casino had 'coolers' walking around who put stupid bets on tables which were winning big to put that table out of wack and make sure they wouldn't win as much. Secondly, when a table is winning they would often change dealers and often once that happened everyone would start losing. I don't know if you can prove this, although it was always something that didn't sit right with me.

I had a loyalty card and through that I would get free parking. It is a significant perk and encourages people to spend.

The staff at Crown Casino did nothing to help my gambling harm. They encouraged it. Right now people are there experiencing the same thing I did. All I want is for Crown to be properly regulated and for them to be held accountable.

Thank you for reading my submission.

Regards,

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