

Confidential**submission to Royal Commission: Crown Casino**

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I am a former gambling addict. Two days ago I hit Confidential without touching a poker machine. Confidential and Confidential. I attended a wedding at Crown Casino in Melbourne. Confidential and was excited to experience it at Crown. During the reception, I went downstairs to use the bathroom. I counted in excess of 12 poker machines in the short distance between myself and the bathroom. In the ten minutes I was downstairs, I lost almost \$500. These machines were completely unchecked, no staff were present and they almost appeared an afterthought from the main casino floor. It was clear during the time I was losing the money that I was becoming increasingly distressed, yet these machines were not set up where staff were able to watch them or monitor the players. Although this was not long term gambling harm that many who have gambled at Crown have experienced, I remain shocked at the utter disregard for the service of responsible gambling that I experienced while gambling at Crown. The harm I suffered during that short period of time affected my recovery immeasurably - and I am glad to not live in the state where I would be able to have regular access to this venue.

I urge the Commission to consider the lived experience of everyone who reports gambling harm to the Commission. Please ensure that the owners and managers of Crown take into account that something as simple and low level as the geographic location of machines in the venues has the potential to raise issues for people - and help them recognise that responsible service of gambling affects not only their bottom line but the lives of everyone who walks in the door.

Kind Regards

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