

Royal Commission into the Casino Operator and Licence

Schedule 3

No	Identification of the conduct	Circumstances in which the conduct occurred	Steps taken to remedy the breach or steps taken to report the conduct	Date of relevant conduct	Steps taken to ensure that the conduct will not be repeated
1	Self-excluded persons entering the casino floor.	Self-excluded persons enter the casino in breach of self-exclusion orders.	Crown took various steps in these situations, including: <ul style="list-style-type: none"> • escorting patrons off the premises (including allowing VCGLR inspectors to escort patrons off the gaming floor and conducting exit interviews); and • notifying internal surveillance teams. 	Various dates between 1 January 2010 and the present.	Crown takes a range of steps including: <ul style="list-style-type: none"> • advising patrons to seek counselling; • providing details for gambling help contacts; • explaining the revocation procedure for self-exclusion orders; • advising patrons of the repercussions of breaching exclusion orders; and • providing patrons with verbal warnings.
2	Various incidents of unattended children.	Children were present on the casino floor, unattended.	These incidents were generally resolved promptly.	Various dates between 1 January 2010 and the present.	
3	Failure to display responsible gambling information.	During an Internal Audit spot-check, it was found that: <ul style="list-style-type: none"> • 14 out of 38 ATMs did not display Crown's responsible gambling message (stickers are frequently removed by patrons); and • Player Information Display brochures were 		22 February 2010	Weekly audits performed by the Responsible Gaming Support Centre Manager, who replaces stickers as necessary. Additional Player Information Display brochures were requested from the State Government by the General Manager Responsible Gaming.

Schedule 3

No	Identification of the conduct	Circumstances in which the conduct occurred	Steps taken to remedy the breach or steps taken to report the conduct	Date of relevant conduct	Steps taken to ensure that the conduct will not be repeated
		not available at two of three Loyalty Program Information Desks.			
4	The VCGR audited Player activity Statements and found they did not contain the required responsible gambling message.		A response has been provided advising that Crown is compliant with the PAS requirements. The VCGR believed that the receipt printed from the Voucher Issuance Kiosk (<i>VIK</i>) was a PAS, whereas the PAS at the VIK is delivered electronically on the screen. The receipt is ancillary. Other minor issues have been rectified.	2010	
5	Failure to display responsible gambling information.	<p>During Crown's Internal Audit spot-check:</p> <ul style="list-style-type: none"> despite a copy of the Responsible Service of Gaming Code in simplified Chinese being requested at Central Loyalty Program Information Desk, Crown staff failed to refer the Internal Audit to the Crown website or provide a follow up in accordance with RSG Code; and signs notifying of the availability of the Rules 		1 July 2011 – 31 January 2013	The General Manager of Responsible Gaming reinforced the RSG Code requirements and the Responsible Gaming Department performed follow-up spot audits, as required.

Schedule 3

No	Identification of the conduct	Circumstances in which the conduct occurred	Steps taken to remedy the breach or steps taken to report the conduct	Date of relevant conduct	Steps taken to ensure that the conduct will not be repeated
		<p>of all table games and gaming machines offered for play were not displayed at the West Loyalty Program Information Desk or Central Loyalty Program Information Desk.</p> <p>The Responsible Gaming Department Spot Audit noted two non-compliances relating to the availability of self-exclusion brochures and the display of signs notifying of the availability of the rules of all table games and gaming machines offered for play.</p>			
6	Inadequate or incomplete RSG training or training records.	The Responsible Gaming Department Spot Audit noted that four Departments (Table Games, Security, Customer Contact Centre, VIP International) had inadequate training records or incomplete training.		1 July 2011 – 31 January 2013	The Responsible Gaming Department liaised with department training managers to ensure relevant staff were appropriately trained and adequate training records were maintained.
7	Failure to display responsible gambling information.	Non-compliance issues were noted by Crown's Internal Audit in relation to:		2014	Responsible Gaming reinforced the RSG Code requirements and performed spot audits to reduce the risk of non-compliance.

Schedule 3

No	Identification of the conduct	Circumstances in which the conduct occurred	Steps taken to remedy the breach or steps taken to report the conduct	Date of relevant conduct	Steps taken to ensure that the conduct will not be repeated
		<ul style="list-style-type: none"> • the display of responsible gaming talkers, stickers and signage at 1 Crown Signature Club Booth; • responsible gaming signage or message required on the ATMs located outside the Clarendon Street entrance; • the consistency in the display of RSG brochures on Cage windows throughout the casino complex; and • the introduction of 'pop-up' Crown Signature Club Booths, which did not have responsible gaming signage and brochures readily available. 			<p>Relevant departments were advised of the importance of ensuring compliance with brochure and signage requirements.</p> <p>'Pop-up' Crown Signature Club Booths were provided with the required brochures.</p>
8	Inadequate or incomplete RSG training.	24 employees were reported as having not completed the required training by the due date.	Non-compliance issues were identified and resolved appropriately as part of Crown's Responsible Gaming Compliance Program.	2014	Advice provided to departments regarding the importance of ensuring staff are compliant with their RSG training requirements.

Schedule 3

No	Identification of the conduct	Circumstances in which the conduct occurred	Steps taken to remedy the breach or steps taken to report the conduct	Date of relevant conduct	Steps taken to ensure that the conduct will not be repeated
9	Failure to display responsible gambling information.	<p>Non-compliance issues were noted by Crown's Internal Audit in relation to:</p> <ul style="list-style-type: none"> • the display of responsible gaming talkers, stickers and signage required on the gaming floor / gaming machines; • the provision of the required brochures; and • the availability of Game Rules via Crown Melbourne's website. 	<p>Non-compliance issues were identified and resolved appropriately as part of Crown's Responsible Gaming Compliance Program.</p> <p>The Responsible Gaming Compliance Program is administered by the General Manager of Responsible Gaming, and is designed to ensure Crown's adherence to the Responsible Gambling Code of Conduct.</p>	2015	<p>The frequency of spot audits conducted by Gaming Audit was increased to reduce the risk of non-compliance.</p> <p>Internal Audit would then complete a further set of spot audits of compliance with the Responsible Gambling Code of Conduct.</p>
10	Inadequate or incomplete RSG training.	Two employees were reported as having not completed the required training by the due date.	Non-compliance issues were identified and resolved appropriately as part of Crown's Responsible Gaming Compliance Program.	2015	Following the introduction of 'CrownLearn' in February 2016, the Responsible Gaming management, in conjunction with relevant department training managers, investigated methods of reviewing department training records to ensure consistency of presentation and verification of training records.
11	Patron is requesting self-exclusion be imposed remotely, which was opposed by Crown.	Crown required the individual to come to Melbourne (from Canberra) to register for self-exclusion in person.	Crown engaged with VCGLR in an attempt to find a resolution for the applicant, as well as for future applicants in similar circumstances.	April-May 2016	<p>Crown proposed a process for remote self-exclusion for use on very rare occasions.</p> <p>As at 17 June 2016, Crown was still settling the process and was going to provide the VCGLR with an overview of the process once ready.</p>

Schedule 3

No	Identification of the conduct	Circumstances in which the conduct occurred	Steps taken to remedy the breach or steps taken to report the conduct	Date of relevant conduct	Steps taken to ensure that the conduct will not be repeated
12	Crown staff may have missed observable signs of potential problem gaming behaviour.	<p>Alleged incident reported in <i>The Age</i> on 23 October 2017 concerning a patron who was not self-excluded from Crown Melbourne but was self-excluded from Crown Perth.</p> <p>The patron allegedly had suicidal thoughts and allegedly took drugs while on premises.</p> <p>The patron allegedly flew from Perth to Melbourne for the sole purpose of gambling at Crown Melbourne and then to commit suicide. The financial losses he had suffered whilst at Crown Melbourne and alleged inaction by Crown to assist the patron.</p>		At some point in 2017	
13	Lighting on some electronic gaming machines (EGMs) did not meet the required minimum illuminance levels.	<p>VCGLR Inspectors conducted a lighting audit at Crown Melbourne to establish compliance.</p> <p>The audit found that five out of 15 EGMs audited were below the required illuminance levels.</p>		20 November 2018	The lighting matter subsequently formed part of the monthly CURA (Crown's internal compliance) reporting.

Schedule 3

No	Identification of the conduct	Circumstances in which the conduct occurred	Steps taken to remedy the breach or steps taken to report the conduct	Date of relevant conduct	Steps taken to ensure that the conduct will not be repeated
14	Allegation of Crown allowing a patron to gamble whilst intoxicated.	<p>Incident observed at 5:10am</p> <p>A male person was observed to be asleep at a large table opposite the Vegas Bar.</p> <p>VCGLR requested footage from the time of the event, including when he first entered the casino to when he left.</p>		23 March 2019	
15	Crown was alleged by the VCGLR to have imposed an insufficient break from play period for a patron.	<p>The VCGLR noted that a customer who has a continuous rating for 24 hours or more without a substantial break will be directed to take a 24-hour break.</p> <p>Crown noted that the customer in issue did not play continuously for 24 hours and had taken short breaks. The customer also did not show any observable signs or distress during her play.</p> <p>The Crown employee who decided to impose an 8-hour break had undertaken RSG training including Responsible Gaming for Senior Managers. He had deemed this break from play period appropriate after he had reviewed the customer's</p>	The Crown employee formed the view that a break of shorter than 24 hours was appropriate in the circumstances.	24 May 2019	

Schedule 3

No	Identification of the conduct	Circumstances in which the conduct occurred	Steps taken to remedy the breach or steps taken to report the conduct	Date of relevant conduct	Steps taken to ensure that the conduct will not be repeated
		gaming, her meal and rest breaks, and was familiar with her history with Crown.			
16	A patron alleged that he was allowed to gamble whilst intoxicated, and subsequently lost a lot of money			14 November 2019	