

# Decision

In the matter of disciplinary action against Crown Melbourne Ltd pursuant to section 20 of the *Casino Control Act 1991* (Vic).

<b>Commission</b>	<b>Chris O'Neill APM, Chair</b> <b>Andrew Scott, Deputy Chair</b> <b>Dr Ron Ben-David, Deputy Chair</b> <b>Claire Miller, Commissioner</b>
<b>Date of decision and reasons</b>	19 August 2025
<b>Date of reasons</b>	19 August 2025
<b>Decision</b>	For the reasons attached to this decision, the Victorian Gambling and Casino Control Commission has determined:  a. to take disciplinary action against Crown Melbourne Ltd under section 20(4) of the <i>Casino Control Act 1991</i> (Vic), for contraventions of Regulations 8(1) and 20(5) of the <i>Casino Control Regulations 2023</i> (Vic); and  b. that the appropriate disciplinary action is a letter of censure addressed to Crown Melbourne Ltd.

**Signed**

A handwritten signature in blue ink, appearing to read 'C. O'Neill', is positioned above the printed name and title.

**Chris O'Neill APM**  
Chair

# Reasons for Decision

## BACKGROUND

On 29 April 2025, the Victorian Gambling and Casino Control Commission (**Commission**) issued a notice to show cause to Crown Melbourne Limited (**casino operator**) as to why disciplinary action should not be taken pursuant to section 20(2) of the *Casino Control Act 1991* (Vic) (**Act**) (**Notice**) regarding contraventions of the *Casino Control Regulations 2023* (Vic) (**Regulations**) where in particular:

1. Between 23 December 2023 and 21 July 2024, 22 patrons had reached a limit under the pre-commitment system and were able to play at a gaming machine at the casino before a new limit period commenced, contrary to regulation 8(1) of the Regulations; and
2. Between 23 December 2023 and 4 August 2024, 10 patrons were issued a player card linked to an account within the pre-commitment system in a name that was not the legal name of that patron, contrary to regulation 20(5) of the Regulations.

(collectively, the **Breaches**)

On 13 May 2025, the casino operator provided a submission to the Commission setting out the circumstances of the Breaches, acknowledging that the Breaches had occurred and outlining matters in mitigation such as improvements implemented (undertaken post the period of the Breaches) for consideration.

The Commission has determined that the grounds for disciplinary action as set out in the Notice have been established. Each of the 32 total instances underpinning the Breaches constitute a breach of the Regulations.

## OUTCOME

The Commission finds that each time a patron who reached a limit under the pre-commitment system and was able to play at a gaming machine at the casino before a new limit period commenced, and each time a patron was issued a player card linked to an account within the pre-commitment system in a name that was not the legal name of that patron, amounted to a contravention of the Regulations.

A contravention of a provision of 'this Act', which includes the Regulations as defined in s 3(1) of the Act, is one of the grounds for disciplinary action per section 20(1)(b) of the Act. Therefore, each of the 32 instances of the Breaches amount to a contravention of a provision of 'this Act'.

The Regulations were introduced in Victoria in December 2023 as part of the legislative framework mandating the use of pre-commitment limits to minimise gambling harm.

## REASONS

The Commission has decided to take disciplinary action against the casino operator for the Breaches. In determining the appropriate outcome the Commission considered imposing a fine however has decided to issue a letter of censure (attached). This decision took into account a number of factors, including a number of factors in mitigation:

- a. Mandatory pre-commitment limits on gaming machines at the casino commenced as a first in Victoria on 14 December 2023 under the Regulations. Some of the breaches occurred 9 days after the introduction of the regulations.

- b. The submission of the casino operator in response to the Notice;
- c. The casino operator reported the 22 breaches under regulation 8(1) to the Commission, investigated the breaches and implemented remedial actions before the Notice was issued, including;
  - a. training of staff to reinforce the mandatory pre-commitments limit requirements;
  - b. disciplining of staff involved in the Breaches;
  - c. introducing weekly monitoring reports relating to changes to pre-commitments account limits;
  - d. ensuring each of the identified patrons flagged in the Breaches engages with a player welfare team member on their next return to Crown.
- d. The casino operator's co-operation with the Commission's investigation over a period of months;
- e. The small number of patrons who were able to play after reaching their limits compared to the total number of patrons playing on gaming machines during the relevant period of the Breaches; and
- f. The Breaches occurred as a result of inadequate staff training rather than any systemic issues or deliberate actions by the casino operator.