



**Responsible Gaming Liaison Officer**  
**Daily Operations Report**

<b>Day/Date</b> :	Sunday 3 <sup>rd</sup>	<b>Month:</b>	June	<b>Year:</b>	2007
<b>Responsible Gaming Liaison Officers</b>					
<b>Day:</b>	Vincent	<b>Personal</b>			
<b>Night:</b>	Panos	<b>Information</b>			

<b>Self Exclusions/Revocation Inquiries</b>					
Issued:	Nil	Inquiries	Nil	Revocation Inquiries:	Nil
Breaches:	Nil	Located by:			
<b>Unattended Children</b>					
Incidents:	Nil	WOL Issued:		Number of Minors:	
<b>Other Incidents</b>					
Incidents:	5				
<b>Intervention Incidents</b>					
Incidents:	Nil				

<b>1800 Calls</b>	
Time:	Type:

<b>Issues/Follow Up/Administration Tasks</b>				
<i>Please state recipients initials and provide full details:</i>				
<b>Duties</b>		<b>Time Spent (Min)</b>		<b>RGLO</b>
		Day	Night	D N
Unattended Children		Nil	Nil	VA P M
RSG Floor Duties		3 hours	5 hours	VA P M
RSG Duties		3 hours	30 min	VA P M
Missing Persons/Lost Patrons		Nil	Nil	VA P M

GFIT Duties	Nil	Nil	VA	P M
Administration Duties	3 hours	4 hours	VA	P M
B2 Walk Way Check	10:15	21:00/04:30	VA	P M

RG – Responsible Gaming TG -Table Games GM – Gaming Machines SV – Surveillance SS – Security and Service  
CC – Crown Club UK – Unknown OR – Other (refer DOR).

### Day Shift Report

Responsible Gaming Liaison Officer			
Name: Vincent	Personal	Date:	03/06/07

Please choose from the following categories (Provide heading, time and full details):

<b>General Comments</b>	<b>Training</b>
<b>Self-Exclusion</b>	<b>Briefing Attended</b>
<b>Unattended Children</b>	<b>Staff Liaison</b>
<b>Intervention Incidents</b>	<b>Police/Human Services</b>
<b>Other Incidents</b>	<b>GFIT or SYCO Matters</b>
<b>Revocation Inquiry</b>	<b>Breach of Self-Exclusion</b>

#### 09:10 – B1 Disabled Toilets:

Pathway clear and well lit, toilet door functioning correctly

#### 10:15 - Vegas Disabled Pathway:

Area checked and found clear of hazards/obstructions.

#### 11:35 - Other Incidents:

Received a call from Pit Boss Chris Personal advising of a patron who had expressed his difficulties with gambling after being involved in a gaming dispute.

Upon my arrival at Pit 17 (Teak Room) I met with the male who introduced himself as [REDACTED] and offered him the use of the RGSC to discuss his concerns, the male declined and stated that he just wanted to ask a few questions. [REDACTED] stated that that due to his gambling activity he incurred a great deal of debt and was no worried that his business was in also in trouble, [REDACTED] said that when involved in the gaming dispute and asked to payback the money the he was over payed by the dealer in error he became very angry as he was not able to pay back the amount of \$50.

I explained the role of the RGSC and provided him with an explanation of S/E and also offered him RGSC counselling, I particularly encouraged him to make an appointment with a financial counsellor [REDACTED] declined to take any action at this point but accepted a CAP card and stated that he would make contact in the near future. [REDACTED] continued on the Teak Room lounge.

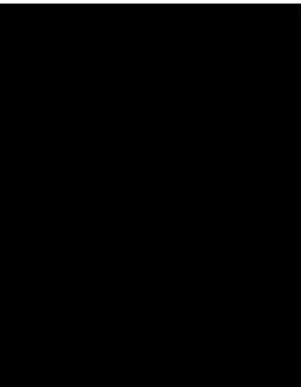


#### 13:00 – General Comments:

Attended level 6 to continue with POI filing

**17:40 – Other Incidents**

Teak Room Host Jade Person calls to advise that [REDACTED] (known to RGSC) is on site around the TEAK room area but not currently in view. Syco account message advises that RGLO would like to speak to [REDACTED] re her gambling activity. I made my way to the area but was not able to locate [REDACTED].

**17:45 – Other Incidents**

Whilst on my way to look for [REDACTED] I received a call from Teak Room Host Jade Person stating that a patron identifying himself as [REDACTED] had attended and asked to Speak with Alvin or Nadine from RGSC. I took the call and asked if I could be off assistance [REDACTED] insisted that he would prefer to speak with AE or NG but after informing him that I perform the same duties he began to provided me with an overview of his situation.

[REDACTED] stated that he had called to identify patrons whom he believes to be “loan sharks”, he stated that his wife had been troubled by these alleged “loan sharks” in the past and that he has since been provided with their details. I took the details and advised [REDACTED] that the conversation would remain confidential and that his allegations would be investigated further by the appropriate parties. Details of alleged “loan sharks” are as follows:

[REDACTED] (alleged “loan shark”)  
[REDACTED]

DSM Craig Person advised soon after phone call, and email sent to Rod Person



**Night Shift Report**

Responsible Gaming Liaison Officer		
Name: Panos <b>Personal</b>	Date:	03/06/07

Please choose from the following categories (Provide heading and full details):

<b>General Comments</b>	<b>Training</b>
<b>Self-Exclusion</b>	<b>Briefing Attended</b>
<b>Unattended Children</b>	<b>Staff Liaison</b>
<b>Intervention Incidents</b>	<b>Police/Human Services</b>
<b>Other Incidents</b>	<b>GFIT or SYCO Matters</b>
<b>Revocation Inquiry</b>	<b>Breach of Self-Exclusion</b>

**21:00-04:30-B2:**

No hazards.

**23:00-Other Incidents:**

Patron known as [REDACTED] (Clinical Psychologists) attended RGSC in regards to his brother known as [REDACTED]. Per [REDACTED] alleged that his brother who is suffering from Bipolar has a serious gambling problem.

[REDACTED] claimed that [REDACTED] has lost his company due to his gambling and is in denial. He claimed that numerous attempts to talk about the issue proved unsuccessful and wanted to know if Crown would exclude him due to his illness at the family's requests. I explained to [REDACTED] the voluntary/indefinite nature of the order and that third party exclusion is not possible.

[REDACTED] claimed that he understands and is aware of the above since he has made contact with RGSC in the past. [REDACTED] alleged that his brother, who would not acknowledge his gambling problem, also believes that he has developed a winning system on roulette.

The services of RGSC/GH were offered and for an RGLO to approach [REDACTED] and advice him of his family's concerns was suggested.

[REDACTED] claimed that he would attempt to discuss the matter with his brother during the week as he felt that his brother should know that he has made contact with RGSC. RGSC/GH brochures, "Strategies for change" booklet along with a CAPS card was provided to [REDACTED].

[REDACTED] claimed that he would be in contact with RGSC and advice of progress or a possible approach by an RGLO.

[REDACTED] also provided a photo of his brother along with his business card.

Checks show that [REDACTED] has made contact with RGSC in the past including [REDACTED] wife and a family friend about the matter.

**Articles of Interest:**

"Nevada gaming licence on cards for Packer's PBL" – The Age