



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

<b>Day/Date</b> :	Saturday 3 <sup>rd</sup>	<b>Month:</b>	November	<b>Year:</b>	2007
<b>Responsible Gaming Liaison Officers</b>					
<b>Day:</b>	Alvin Personal				
<b>Night:</b>	Amanda Personal				

<b>Self Exclusions/Revocation Inquiries</b>					
Issued:	2	Inquiries	1	Revocation Inquiries:	Nil
Breaches:	Nil	Located by:			
<b>Unattended Children</b>					
Incidents:	Nil	WOL Issued:		Number of Minors:	
<b>Other Incidents</b>					
Incidents:	Nil				
<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>	

Duties	Time Spent (Min)		RGLO	
	Day	Night	D	N
Unattended Children	Nil	Nil	AE	AK
RSG Floor Duties	3 hours	3 hours	AE	AK
RSG Duties	2 hours	1.5 hours	AE	AK
Missing Persons/Lost Patrons	Nil	Nil	AE	AK
GFIT Duties	Nil	Nil	AE	AK
Administration Duties	7 hours	6 hours	AE	AK
B2 Walk Way Check	08:00/17:00		AE	AK

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**

<b>Responsible Gaming Liaison Officer</b>		
Name: Alvin <b>Personal</b>	Date:	03/11/07

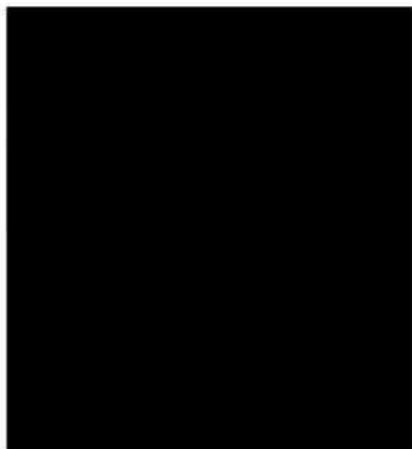
Please choose from the following categories (Provide heading, time and full details):

<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>

**Self-Exclusion**

**07:00** at the commencement of my shift RGLO **Personal** was explaining the Self Exclusion process in the reception area of the RGSC to a male who identified himself using his Australian Passport as **██████████**

The S/E and revocation was once again reinforced to **██████** prior to proceeding with S/E.



Duty Security Manager Mohammed **Personal** was utilised to witness the order at approximately 7:35am

Cargo # 4485

**B2**

**08:00** all clear, no hazards. However a very offensive fishy stench was evident. The storage room closest to the stacked pallets was being mopped and disinfected.

**General Comments**

**08:00-09:00** canvassed gaming floor, no breaches detected

**Administrative duties**

**09:00-13:00**

**Self-Exclusion Inquiry**

13:00 received a call from an Asian male who introduced himself as [REDACTED] inquiring about the Self Exclusion process so he may assist his sister in-law (no name provided) who is allegedly experiencing difficulties with her gambling behaviour.

It was alleged by the caller that his sister in-law is in debt \$60,000 to loan sharks operating with the casino. It was further alleged that she has been in debt in the past, for smaller amount but the family has always come to her aid and paid the amounts owed.

The S/E and revocation process was explained in detail as were the possible consequences for breaching a S/E Order.

The services of the RGSC and in particular the availability of a RGC to family members of people experiencing difficulties with their gambling was offered.

Location and contact details of the RGSC were provided and it was implied by the caller that he will endeavour to discuss the benefits of proceeding with S/E with his sister in-law.

**General Comments**

13:30-14:45 canvassed gaming floor, no breaches detected

**Administrative duties**

14:45-17:00

**B2**

17:00 all clear, no hazards. However the very offensive fishy stench was still evident. .

**Administrative duties**

17:00-19:00

**Night Shift Report**

<b>Responsible Gaming Liaison Officer</b>		
Name: Amanda <b>Person</b>	Date:	03/11/07

*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>

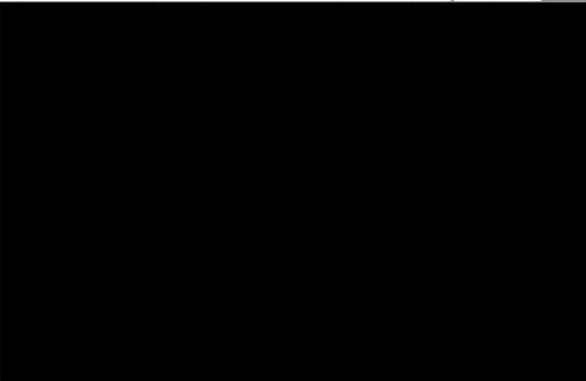
**General Comments**

Attended to outstanding emails and follows ups.  
 Canvassed gaming floor  
 Worked on October VIP S/E Stats

**23:20 - Self-Exclusion**

Received a call from Caroline in Diamond CC advising that there were two males at the desk inquiring about S/E. I attended and met with [REDACTED]. Patrons informed me that [REDACTED] wished to S/E so the process was explained. [REDACTED] alleged that his English was fine when I offered to have an interpreter assist but during the explanation of S/E he looked somewhat confused. I relocated both patrons back to the RGSC and after numerous calls, was able to secure TG Host Bransom **Person** to act as Mandarin Interpreter.

Process was successfully completed and witnessed by TG Op's Manager, Mark **Person**. [REDACTED] declined to answer most questions during the interview and checks of his SYCO account shows no activity since January 2007. [REDACTED] sat in on the entire interview at the request of [REDACTED].

**Staff Liaison**

Sonja Bauer, Nick **Person**, Tom **Person**, Penny **Person**, Mark **Person**, David **Person**