



Responsible Gaming Liaison Officer
Daily Operations Report

Date:	Thursday 1 st	Day	June	Month	2006	Year
Responsible Gaming Liaison Officers						
Day:	Panos Personal					
Night:	Alvin Personal					

Self Exclusions/Revocation Inquiries						
Issued:	2	Inquiries	Nil	Revocation Inquiries:	2	
Breaches:	2	Located by:	1xSV	1xRG		
Unattended Children						
Incidents:	Nil	WOL Issued:		Number of Minors:		
Other Incidents						
Incidents:	3					
Intervention Incidents						
Incidents:	Nil					

1800 Calls	
Time:	Type:

Issues/Follow Up/Administration Tasks				
<i>Please state recipients initials and provide full details:</i>				
Duties	Time Spent (Min)		RGLO	
	Day	Night	D	N
Unattended Children	Nil	Nil	P M	AE
RSG Floor Duties	1 hour	4 hours	P M	AE
RSG Duties	3 hours	1 hour	P M	AE
Missing Persons/Lost Patrons	Nil	Nil	P M	AE
GFIT Duties	Nil	Nil	P	AE

			M	
Administration Duties	4 hours	6 hours	P	AE
			M	
B2 Walk Way Check	08:35/14:30	21:30/03:30	P	AE
			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: Panos Personal		Date:	01/06/06

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

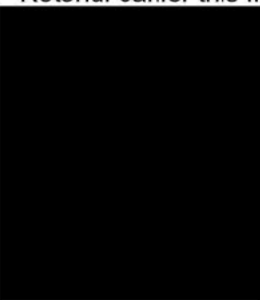
General Comments	Training
Self-Exclusion	Briefing Attended
Unattended Children	Staff Liaison
Intervention Incidents	Police/Human Services
Other Incidents	GFIT or SYCO Matters
Revocation Inquiry	Breach of Self-Exclusion

08:35-14:30-B2:

No hazards.

11:00-Self-Exclusion:

Received a call from Rob **Person** advising that patron known as **Person** located at central CC wished to apply for Self-Exclusion. Due to **Person** limited English, CC attendant Mai **Personal** assisted with translation. The S/E and revocation procedure were explained in detail along with CCSC services. **Person** was successfully issued with the order at approximately 11:40am in the presence of Mo **Person**. **Person** declined to counselling when offered but was provided with GH brochures and CAPS card. Note: **Person** has a history of multi-card abuse and was spoken about the matter by Rotondi earlier this morning.

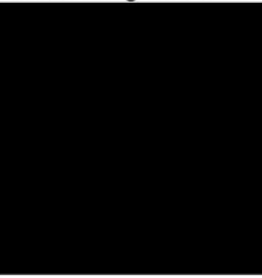


14:05-Other Incidents:

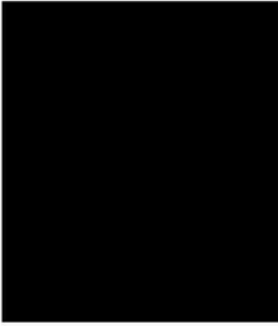
Received a call from Trevor (Comms) advising that a heavily intoxicated male located outside Number 8 Restaurant had made claims of harming himself. Attended in company of KE and spoke with Phil **Person** (CHUBB Shift Manager) who informed that VicPol was on the way. KE spoke to patron who identified himself as **Person**. Di Pierro also advised that **Person** claimed to harm himself due to the loss of his son. John **Person** and Wayne **Person** from Melbourne West attended the scene. **Person** was assisted to police van and transferred to St Vincent's for further observation.

15:10-Other Incidents-Self-Exclusion Inquiry:


Patron known as ██████████ attended CCSC in regards to his gambling behaviour. ██████████ a student from Indonesia claimed that he has gambled his tuition at Crown. ██████████ alleged that he also borrowed \$10K from his sister and lost playing baccarat. Explained to ██████████ S/E and strongly suggested counselling and financial advice through GH. ██████████ also made allegations of money lending to a friend in the amount of \$24k and was interested if Crown would take action. Privacy and Confidentiality considerations were explained to ██████████ who was also advised that allegations of that sort were a personal matter. KE spoke to ██████████ in length about his gambling behaviour. It was arranged by KE for ██████████ to attend GH city at 17:00 for a counselling and financial advice session.

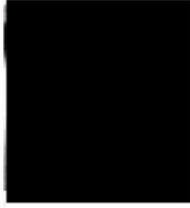
**16:00-Revocation Inquiry:**

Self-Excluded patron known as ██████████ called in regards to revocation. ██████████ advised that he denied employment with CHUBB due to his S/E status. The revocation process was explained in detail and PC's info provided.

**17:30-Revocation Inquiry:**

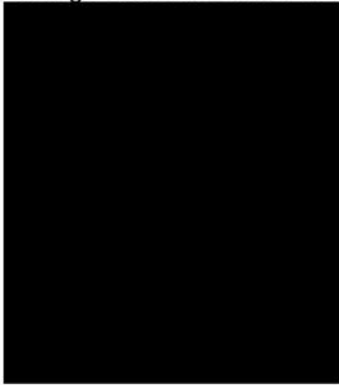
Patron known as ██████████ called on behalf of her S/E brother ██████████ in regards to revocation. Privacy confidentiality protocols were explained to ██████████ along with revocation procedure. ██████████ who claimed that her brother does not speak any English was also provided with PC's details.





18:00-Self-Exclusion:

Patron known as [REDACTED] attended CCSC wishing to apply for Self-Exclusion. [REDACTED] a student from China claimed that she has been gambling heavily at Crown and wished to put a stop to it. The voluntary nature of the order along with repercussions of breaching was explained to [REDACTED] declined to CCSC/GH services when offered. The order was witnessed by Travis Perso [REDACTED] was provided with "Strategies for change" brochure and a CAPS card.



Night Shift Report

Responsible Gaming Liaison Officer		
Name: Alvin Persona	Date:	01/06/06

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

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

Administrative duties

19:00-20:00

Breach of Self-Exclusion

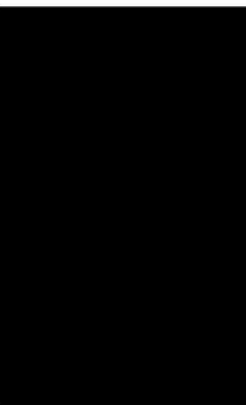
20:00 advised by Surveillance Operator June that Self Excluded patron **██████████** is currently playing on BA0801.

██████████ was escorted off the main gaming floor via Monte Carlo entry by VCGR Inspectors Greg **Pers** and Rod **Personal**. At the conclusion of their interview **Pers** indicated **██████████** wishes to speak with RGLO regarding revoking his S/E Order.

The revocation process was detailed as was the preferred 12 breach free period. Paul **Personal** correspondence details were provided as requested by patron.

No monies withheld.

Security Officer (Sandra **Person**) in attendance.

**General Comments**

20:00-21:30 canvassed gaming floor, no breaches detected

B2

21:30 all clear, no hazards

Administrative duties

21:30-23:35

Other Incidents

23:35 received a call from Mahogany Room Manager Matthew [Personal] wishing to advise the CCSC of an Asian Mahogany Room Member who will be refused re-entry into the Mahogany Room due to undesirable behaviour which may be caused by his gaming activity. Advised by [Personal] the patron was currently playing Baccarat in pit 8.

On arrival I was met by [Personal] and Executive Host Leanne [Personal] who identified patron known as [redacted] seated on BA0806. It was alleged that [redacted], a Korean national currently residing in NSW has a tendency of gambling until he loses every thing and then approach Mahogany Management for assistance claiming he is penny less. [Personal] alleged that [redacted] was in tears as he explained that his wife had just died in Korea and requested Crown pay for his airfare home. [Personal] stated she did not believe his story as [redacted] then requested Crown pay for his train ticket back to NSW as he has a fear of flying.

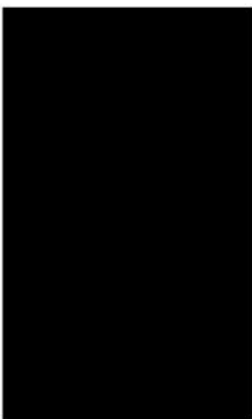
[redacted] was observed on BA0806 for a period of 15 minutes. He did not place a wager and did not have any chips or cash in front of him. He was seated next to an Asian female who visible had approximately \$20,000 in chip in her possession.

Surveillance Operator Melanie was advised of the situation and requested to monitor for undesirable behaviour.

System checks (Patron ID) conducted indicates [redacted] came to notice on 08/05/2006 for allegedly being involved in loansharking.

No POI file.

Patron was not approached by RGLO.



NFA.

General Comments

00:30-01:45 canvassed gaming floor, no breaches detected

Administrative duties

01:45- 03:30

B2

03; 30 all clear, no hazards

General Comments

03:30-04:30 canvassed gaming floor, no breaches detected

Breach of Self-Exclusion

04:30 whilst canvassing the gaming floor, S/E patron [REDACTED] was detected engaged in table play on BJ0905. Surveillance Operator Melanie advised.

VCGR Inspectors Max Person and Co. attended and escorted [REDACTED] off the gaming floor via Sante entry. [REDACTED] was dismissive and uncooperative when questioned by Person.

No monies withheld.

[REDACTED] refused to speak to RGLO.



Administrative duties

05:00-06:30