



Responsible Gaming Liaison Officer Daily Operations Report

Day/Date :	Saturday 2 nd	Month:	June	Year:	2007
Responsible Gaming Liaison Officers					
Day:	Alvin	Personal			
Night:	Nadine	Personal			

Self Exclusions/Revocation Inquiries					
Issued:	Nil	Inquiries	Nil	Revocation Inquiries:	Nil
Breaches:	Nil	Located by:			
Unattended Children					
Incidents:	Nil	WOL Issued:		Number of Minors:	
Other Incidents					
Incidents:	Nil				
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		AE	
RSG Floor Duties	3 ½ hours		AE	
RSG Duties	1 hours		AE	
Missing Persons/Lost Patrons	Nil		AE	
GFIT Duties	Nil		AE	
Administration Duties	7 hours		AE	
B2 Walk Way Check	07:30/17:45		AE	

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

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Day Shift Report

Responsible Gaming Liaison Officer		
Name: Alvin Personal	Date:	02/06/07

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

B2

07:30 all clear, no hazards

Administrative duties

07:30-09:15

General Comments

09:15-10:30 canvassed gaming floor, no breaches detected

Administrative duties

10:30-11:30

POI Filing

11:30-13:20 attended to and filed all POI'S in Alfa Board (A-T)

KPO Project

13:30-15:15

General Comments

15:30-16:30 canvassed gaming floor, no breaches detected

Administrative duties

16:30-17:45

B2

17:45 all clear, no hazards

General Comments

17:45-19:00 canvassed gaming floor, no breaches detected

Night Shift Report

Responsible Gaming Liaison Officer		
Name: Nadine Personal	Date:	02/06/07

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

07:00 – Staff Liaison:

Spoke with DSS Wayne **Person** and DSM Glenn **Pers**, Security Comms, Surveillance, GM and TG Ops to inform of RGLO shift change.

20:35 – Breach of Self-Exclusion:

Received a call from Surveillance to advise that current SE patron:

[REDACTED]

had been located in breach at EGM C1511. Attended immediately to find the EGM vacant and was subsequently advised that [REDACTED] had already cashed out at Main Cage and departed via Sante. Attending VCGR Inspectors, Garry **Personal** and Rod **Personal** were informed of [REDACTED] departure after their arrival some 5 minutes later.

[REDACTED]

20:55 – B2:

Checked the B2 Disabled Access Area and found it clean and clear of any potential hazards.

21:00 – Unattended Child/Other Incidents:

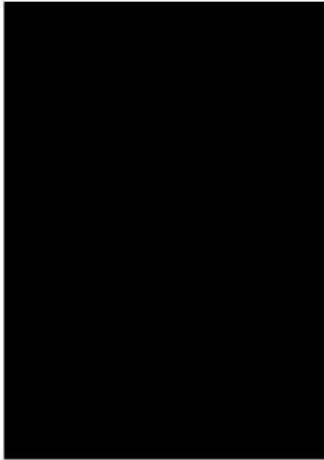
Advised by Security Comms that a 7 y/o female minor had been located outside the entry point to the Sports Casino at Level One. Attended to find the child had been first noticed to be unattended at approximately 20:55 by CHUBB Door Security Officer Darlene **Personal Information** recalled that the child had been in the company of an Asian male. The child gave her name as

[REDACTED]

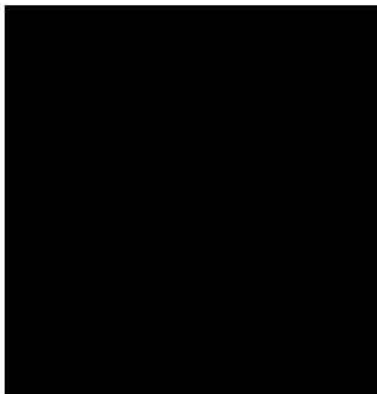
and could recall no further identification information for her parents besides their names [REDACTED] and her mother's mobile contact [REDACTED]. The child stated that her father had left her unattended to locate her mother within the casino and that her mother had failed to pick her up from school yesterday afternoon as planned and subsequently had not returned home for another day causing great worry within

her family. The child did not wish to be relocated and searches of Crown databases for her parents' details and of the gaming floor, following a physical description of her father, were fruitless. Numerous calls were placed to the mothers' mobile (which was switched off) and a voicemail message requesting that the [REDACTED] return call regarding their daughter was left.

DSM [REDACTED] and CHUBB Security Supervisor Phil [REDACTED] subsequently spoke with the child's father upon his return at approximately 21:25:



Crown's policy regarding unattended children was detailed to [REDACTED] who was initially to be served with a WOL but subsequently issued with a strict warning following his explanation, which tallied with statements made by the child, that he had left the girl unattended only to search for his wife:



[REDACTED] claimed that his spouse suffers from TB and additionally neglects her care of their young daughter and the family finances to pursue her gambling activities. [REDACTED] claimed that he has argued with his partner for over six years regarding her behaviours and is now in contact with the DHS given his concerns for her treatment of their child. [REDACTED] was calmed and informed of the services and facilities of the RGSC additionally being provided with brochures and contact details for further discussion with his spouse. [REDACTED] remained adamant that his wife would not consider the management of her own gambling behaviours and asked that Crown inform her of the incident and speak with her when she next presents with a view to barring her from the premises. [REDACTED] was escorted to his vehicle with his daughter at approximately 21:50. [REDACTED] understood that despite his concerns for his spouse leaving his daughter unattended, even in full view of Security, also placed the child at risk.

Later checks showed rated play to cease for [REDACTED] at 17:37. Jim Person has been advised and this patron's account marked to request RGLO notification when patron next presents.

Note: Checks of CARGO show an entry for a [REDACTED] in May 2006 who collapsed on the gaming floor and whose husband alleged that problems with her gaming behaviours affected her health – it's suspected that the two entries relate to the same woman however no further details were able to be obtained regarding the [REDACTED] of the earlier incident.

UAK Log# 823

23:50 – Other Incidents:

Call received from the Teak Room Host Desk who advised that a patron had requested to be connected to the RGLO. Subsequently spoke with a man who identified himself as [REDACTED] and went on to state that he was currently in the casino searching for his wife:



[REDACTED] stated that he had previously spoken to the RGSC about his wife's gambling behaviours, including her selling her wedding ring and interactions with alleged 'loan sharks'. [REDACTED] asked if he could be advised of his wife's location via her loyalty ratings and was informed of Crown's strict adherence to privacy and confidentiality protocols. [REDACTED] was advised that the RGSC would seek to speak with his wife if and when she was next on site and communicate his concerns as well as canvassing RSG issues and the services and facilities available at the RGSC with his spouse. [REDACTED] then asked to be informed when Crown had spoken with [REDACTED] and was again advised that privacy principles would not allow such a course of action. [REDACTED] is aware of the location and services of the RGSC and added that whilst he would stay and search for his wife he would, after their next discussion, attempt to persuade her to attend the RGSC for counselling or to consider Self-Exclusion. Teak Room hosts were advised of [REDACTED] inquiries regarding his wife and asked to call the RGSC if she should present. SYCO has also been annotated with this request and Jim Person notified.

CARGO ref: 4105

01:15 – Self-Exclusion:

Received a call advising that two patrons waiting at the Atrium Information Desk had requested Self-Exclusion. Attended and met with both young men, international students from India, who advised that whilst they had been patronising Crown for only the last 12 months and had not adversely affected their finances to any great degree they were concerned that time spent gambling was impacting upon their studies.

Both males attended the RGSC and after a discussion concerning the indefinite nature of the order as well as the prohibitions and penalties applicable to breach decided to proceed. The interviews were conducted separately with the Application and Order for both witnessed by DSM Grant Person at approximately 02:58am.

Neither of the students was interested in attending counselling or accepting counselling referrals - stating that as they usually only gambled at Crown and had each other as support that they would consider referrals only at a later stage if they found further difficulty in remaining away from the casino. Both stated that they had heard of Self-Exclusion from a friend, also a student, who had experienced financial and familial difficulty after gambling all the funds provided to him by his parents and felt Self-Exclusion to be a good pre-emptive measure to take before they developed the same issues.



Both [redacted] exited the RGSC at approximately 03:30am.