



Responsible Gaming Liaison Officer Daily Operations Report

Date:	Tuesday 6th	Day	June	Month	2006	Year
Responsible Gaming Liaison Officers						
Day:	Nadine Person	(07:00-12:00)	/Alvin Person	(12:00-07:00)		
Night:	Vinnie Person					

Self Exclusions/Revocation Inquiries					
Issued:	Nil	Inquiries	1	Revocation Inquiries:	1
Breaches:	1	Located by:	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	AE	VA
RSG Floor Duties		2 hours	4 Hours	AE	VA
RSG Duties		Nil	6 Hours	AE	VA
Missing Persons/Lost Patrons		Nil	Nil	AE	VA
GFIT Duties		Nil	Nil	AE	VA
Administration Duties		5 hours	Nil	AE	VA
B2 Walk Way Check		08:30-15:00	19:40	AE	VA

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: Nadine Person/Alvin Person	Date:	06/06/06

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

07:00 – Staff Liaison:

Advised DSM Glenn Person Security Comms and Surveillance of RGLO shift change.

08:30 – B2:

Checked the area and found nil puddling or spillage however portions of the walkway near the door area show pitting and gouging in the concrete through wear and tear. Retail tenancy crates and refuse stacked in the area adjacent to the walkway, whilst not hazardous at current, remain an ongoing eyesore.

09:00 – Administrative Duties:

Attended CCU Offices for completion of jurats for current S/Exc statements:

- [REDACTED]
- [REDACTED]
- [REDACTED]

Administrative duties

12:0015:00

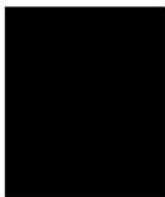
Revocation Inquiry

14:00 received a call from a male who verbally identified himself as Self Excluded patron [REDACTED]

[REDACTED] stated he is currently employed by [REDACTED] and has been advised by his employer that he is not permitted to work at Crown Casino because of his S/E status.

The revocation process was outlined in detail to [REDACTED] who was hopeful that the formalities could be overlooked as he alleged that his employment was in jeopardy if the matter was not resolved asap.

Paul Person correspondence details provided.



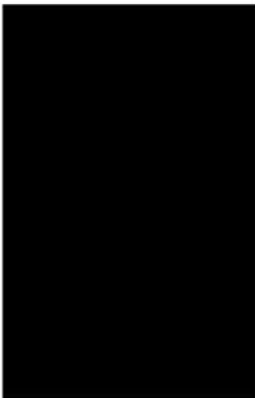
**Breach of Self-Exclusion**

15:20 whilst canvassing the gaming floor and casino complex I observed Self Excluded and WOL patron [REDACTED] on the food court escalator ascending to level 1.

Security Communications Officer Andrew was advised and requested to monitor. [REDACTED] was observed walking towards the multi-deck car park whereby he disappeared from sight, presumably to his motor car.

15:25 received a call from GFIT Paula Personal stating [REDACTED] was detected cashing out at main cage. Surveillance notified but [REDACTED] exited the main gaming floor shortly there after without being approached by VCGR inspectors.

NFA.

**B2**

15:00 checked the area and found nil puddling or spillage however portions of the walkway near the door area show pitting and gouging in the concrete through wear and tear. Retail tenancy crates and refuse stacked in the area adjacent to the walkway, whilst not hazardous at current, remain an ongoing eyesore.

General Comments

15:00-17:00 canvassed gaming floor, no breaches detected other than [REDACTED] (as above)

Administrative duties

17:00-19:00

Night Shift Report

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

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

19:40 - B2 Vegas Disabled pathway:

Area checked and found to be clear of hazards and spillages. I did notice that there was a small amount water forming around one of the holes in the corridor wall. This was monitored throughout the shift.

20:05 - Other Incidents:

I received a call from Acting Pit Boss Kirsten at Pit 10 informing that she had been approached by a non-English speaking Greek patron who presented her with a business card of [REDACTED]. I attended shortly after met with S&S Officer Arthur #75 who was conversing with the patron in Greek; he stated that the patron was complaining about another patron who was swearing in Greek whilst playing at the gaming table that they were both playing at, she told Arthur that she took offence to his language and became in argument with him.

DSS Mo informed me that the male in question had been spoken to regarding his language usage and he agreed to curb his behaviour. I approached the patron under SV coverage and discussed the incident, I asked him if he had been swearing at the table due to gambling becoming a problem, he stated that he had been losing and had become frustrated by this, when asked if he the CCSC could assist him he gave thanks for the concern and said that he didn't have a problem.

I asked S&S Officer Arthur to confirm my questions to the male in Greek; he told Arthur that he would speak to S&S Officer Angelo with regard to any gambling problems that arise and if further advised by Angelo #181 he would speak to the RGLO duty if any problems arose.

**20:45 – 23:15 General Comments:**

Canvassed the gaming floor for patrons in breach of S/E whilst liaising with various staff members.

23:30 - General Comments:

Attended to CCSC to complete various administrative tasks

01:55 - Other Incidents:

I received a call from Comms Operator Tania informing that I had been requested by TG staff to attend Pit 17 for a distressed Female. Upon arrival I spoke with Pit Boss Rebecca who pointed out the female in question and identified her as **Personal**. Rebecca explained that **Pers** been involved in an argument between two other patrons regarding a money lending issue. **Pers** had stated that the man she was arguing with had loaned her money a few days ago and that she had repaid the loan yesterday. Rebecca told me that **Pers** started crying and said that she had lost so much money and all of her diamonds because of her gambling. The male was identified as **Person**.
Personal

Once all parties had separated from the table I approached **Pers** and asked to speak to her, she said "I don't want to talk", a friend next to her then said to me "she don't want" and gestured to me that I go away. I moved away from the table and approached the front of the Teak room where **Person** beverage was talking to **Personal**, he denied that he had lent money to **Pers** but admitted that he had been involved in an argument with her because he had witnessed her borrow money from another male on Monday and he was not happy with **Pers** claim that the money had been repaid.

Person informed **Person** that money lending would not be tolerated at Crown and that if he was found to be involved in money lending, he would not be welcome back again.

Personal Information

Personal Information

02:40 - Police/Human Services:

I received call Comms Operator Steve requesting that I attend the front of "Barcode" for a group of 3 minors. I attended shortly after and recognised one of the males as **Person**. **Personal** (under care of DHS), one of the male stated that he was 18 and the other stated that he was 14 and also under the care of DHS, I explained to the group that they should be with their cares, they said they were bored didn't want to go home. Whilst trying to keep the group together I attempted to make contact with DHS after hours but was unsuccessful, I then requested that Comms call Vic Pol to confirm if **Pers** had an outstanding Warrant. I tried to encourage the Group into the CCSC but **Pers** refused despite his friends supporting the idea. **Pers** then said "you can't keep me here, I know you can't" he then said that he was leaving and headed out to western entry with the other 2 males.

I managed to stall **Pers** for a few more moments as I was informed by Comms that Vic Pol were on their way, but the group departed north along Clarendon Street before they could arrive. A few minutes later a Vic Pol unit arrived at western entry, asked for the group's direction of travel and exited the area.

Personal Information

03:40 - Other Incidents:

I received a call from Central Crown Club requesting that I attend for a patron wishing to be Self-excluded. I attended shortly after and met with the patron who introduced himself as [REDACTED]. I escorted [REDACTED] to the CCSC and along the way he explained that he was in debt of \$4000 on Credit card and wanted to be Self-excluded before his situation got out of hand. I began to explain the S/E process to [REDACTED] and half way through he interrupted me and apologised for taking up my time, he then said that he wanted a day to think things over and stated that he would come back to the CCSC tomorrow. Before [REDACTED] made a hasty exit from CCSC I reminded him of the issues that he described to me earlier. Chubb Officer Jamil was present at the event.

[REDACTED] declined on two occasions when asked for identification

[REDACTED]

04:00 - General Comments:

Attended to CCSC to complete various administrative tasks

05:15 - B2 Vegas Disabled pathway:

Area checked and found to be clear of hazards and spillages.

Staff Liaison:

S&S- Mo [REDACTED] Travis [REDACTED]

TG- David [REDACTED], Kirsten, Sam [REDACTED], Michael [REDACTED], Rebecca [REDACTED], Chris [REDACTED]

Comms-Tania [REDACTED] Steve [REDACTED]

VIP Slots- Andy [REDACTED] Information [REDACTED]

GM- Kylie [REDACTED]

VCGR – Susanne [REDACTED] Information [REDACTED]