



Responsible Gaming Liaison Officer
Daily Operations Report

Day/Date :	Tuesday 8 th	Month:	April	Year:	2008
Responsible Gaming Liaison Officers					
Day:	Alvin Personal				
Night:	Damien Personal				

Self Exclusions/Revocation Inquiries					
Issued:	Nil	Inquiries	1	Revocation Inquiries:	Nil
Breaches:	Nil	Located by:			
Unattended Children					
Incidents:	Nil	WOL Issued:		Number of Minors:	
Other Incidents					
Incidents:	1				
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	DJ
RSG Floor Duties	6 hours	6 hours	AE	DJ
RSG Duties	1 hours	1 hour	AE	DJ
Missing Persons/Lost Patrons	Nil	Nil	AE	DJ
GFIT Duties	Nil	Nil	AE	DJ
Administration Duties	5 hours	5 hours	AE	DJ
B2 Walk Way Check	07:30/16:15	20:45/00:15	AE	DJ

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:	08/04/08

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

General Comments

07:30-09:45 canvassed gaming floor, no breaches detected

Administrative duties

10:00-13:40

Third party Self-Exclusion inquiry

13:40-14:00 received a call from an Asian male who introduced himself as [REDACTED]. The caller stated he was calling on behalf of his sister who's English is very limited. [REDACTED] stated that his brother in-law [REDACTED] (previous S/E) is gambling excessively and that his actions are destroying his family, both financially and emotionally.

[REDACTED] requested that Crown Casino exclude [REDACTED] in the hope of stopping the alleged destruction of his family.

The voluntary nature of the S/E process was explained in detail. [REDACTED] stated he was aware of the S/E process as he accompanied [REDACTED] when he S/E in 2005. It was alleged that he revoked his S/E approximately 12 months later without the knowledge of his family.

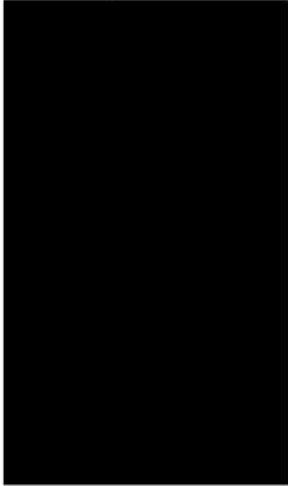
[REDACTED] pleaded that he be permitted to write a letter to Crown Casino explaining the circumstances, in the hope that "something" could be done. Bill **Personal** [REDACTED] correspondence details were provided.

[REDACTED] appeared reluctant to give staff permission to approach [REDACTED] to discuss his families concerns to explain the benefits of Self Exclusion, claiming he will not listen.

It was alleged that [REDACTED] visits Crown Casino almost every evening after the closure of their family restaurant and gambles the night's takings. It was also suggested that he borrows money from alleged loan sharks allegedly operating in the Casino. [REDACTED] stated that prior to [REDACTED] S/E in 2005 he paid off the existing debts to loan sharks on the proviso he S/E. It was alleged that his family was receiving threats for monies owed by [REDACTED] to alleged loan sharks.

████ stated that he will attempt to discuss S/E with █████ this evening and if he is unsuccessful in convincing him, he will give permission for RGSC staff to approach him and discuss the services available.

Subsequent system checks indicate █████ S/E on 17/08/2005 and revoked his Order on 10/01/2007 with three recorded rating on 16/02/2008. Buy in of \$500 and a total loss of \$200.



General Comments

14:30-16:15 canvassed gaming floor, no breaches detected

B2

16:15 all clear, no hazards

Administrative duties

16:30-19:00

Night Shift Report

Responsible Gaming Liaison Officer		
Name: Damien Personal	Date:	08/04/08

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

Staff Liaison

Chris **Personal**, Wayne **Person**, Shane **Pers**, Darren **Perso**, Shady **Person**, Barry **Person**, T. Kath (Surveillance), Rina **Person**, Steve, (Sec. Comms), SSO's, Chubb Officers and various Pitbosses.

General Comments

20:00-22:00 canvassed gaming floor, no breaches detected

B2

20:45/00:15 All Correct

Punters – Lift Aide

20:40 All Correct

B1 East

20:30 All Correct

General Comments

00:00-02:00 canvassed gaming floor, no breaches detected

Administrative duties

22:00 – 00:00

03:26 - Other Incident – Alleged Breach of Self-Exclusion

Received a call from Stuart in Surveillance regarding an alleged SE breach. He stated that a female patron had been an assisted removal from B2 Las Vegas exit and when she departed the female patron kicked her heels into a car parked just outside the entrance (Red Toyota Camry, **Personal**). The Camry happened to belong to SE patron **Information**.

I attended and was met by Chubb Ops Mgrs Barry **Person** and Shady **Person**. VicPol were also present. They took a statement from **Information** and charged the female aggressor. **Person** questioned whether **Information** had been on the gaming floor. He initially denied this claiming he had been waiting 5 hours having coffee while his mother played Baccarat. Later in the conversation he stated he had been on the gaming floor when told we would check our systems.

Information was keen to show his sincerity in wanting to revoke and produced recent correspondence and revocation material that he was in the process of submitting to Crown. The 12 month breach-free period was emphasised and I informed him this incident would be noted on our files.

