



Responsible Gaming Liaison Officer
Daily Operations Report

Date:	Friday, 18 th	Day	August	Month	2006	Year
Responsible Gaming Liaison Officers						
Day:	Gareth Persona					
Night:	Alvin Persona					

Self Exclusions/Revocation Inquiries						
Issued:	Nil	Inquiries	Nil	Revocation Inquiries:	Nil	
Breaches:	8	Located by:	TGx4	SVx1	CCx1	RGx2
Unattended Children						
Incidents:	Nil	WOL Issued:	Nil	Number of Minors:	Nil	
Other Incidents						
Incidents:	8					
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	G H	AE
RSG Floor Duties	3 hours	4 hours	G H	AE
RSG Duties	2 hours	4 hours	G H	AE
Missing Persons/Lost Patrons	Nil	Nil	G H	AE
GFIT Duties	3 hours	1 hours	G	AE

			H	
Administration Duties	4 hours	4 hours	G	AE
			H	
B2 Walk Way Check	07:30/17:45	20:30/04:00	G	AE
			H	

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: Gareth [Person]		Date:	18/08/06

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

Staff Liaison

DSM Wayne [Person], Paul/Tania/Martin (Sec. Comms), Melanie (Surveillance), Quang [Person] (CC Sft Mgr), David [Person], Phil [Person] (Chubb Sec. Sft Mgr's), Brett [Person], Nicole [Person] (GM Ops Mgr's), Rob [Person] (GFIT – GMach), Mark [Person] (GFIT Mgr – Table Games), Rod [Person], Tim [Person], Jo [Person] (SIU), Mal [Person], Phil [Person], Jason [Person] (SIMU), Angus [Person] (TG Ops Mgr), Matt [Person] (GM GMach Ops), various Pitbosses, SSO's and Chubb Officers.

Staff Liaison / General Comments

07:15-08:00 Patrolled the gaming floor for POI's/G-FIT matters. Nil breaches detected.

B2 Walkway / Level 3 Signage

07:30/17:45 No other hazards/leaks to note. I attended to signage.

George's Disabled Lift Cage

07:35 Clear of obstructions and possible hazards (easily accessible).

Administrative Duties / General Comments

08:00-09:20 Attended to pending Administrative Tasks and manned the CCSC.

Staff Liaison / General Comments

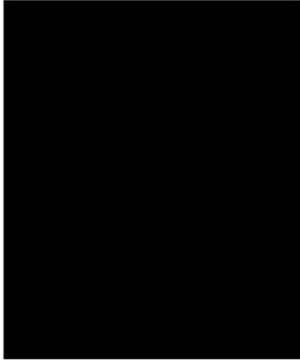
09:30-11:30 Patrolled the gaming floor for POI's/G-FIT matters. Nil breaches detected.

GFIT or SYCO Matters

10:15 When walking the floor with Rob [Person] he pointed out a male POI known as [Person] who was emuing through EGM's in the Central Area. RR

placed a call to Melanie (Surveillance) and arranged for SSO's Ian (S30) and Sandra (#93) to attend.

██████████ was then approached near Kings Buffet Exit from the gaming floor and informed that his behaviour was unacceptable and escorted peacefully off the property by SSO's and told that he was to remain off-site for a 24 hour period by S30 Ian at 10:30hrs.



Other Incidents

10:35 When I was with Rob Personal ██████████ and SSO's, I observed current WOL male known as ██████████ seated asleep in the Seniors Lounge. I advised Chris (Surveillance) and Personal ██████████ was approached (under coverage) by SSO's Ian (S30) and Sandra (#93) and walked off the gaming floor, via Sante Exit at 10:40hrs.



Other Incidents

10:45 When at Central Crown Club, Attendant Tupi Personal ██████████ passed on details to RR and I regarding female known as ██████████ and concerns raised by other patrons/staff re: offensive body odour.

Tupi told us that ██████████ may need to be spoken to in relation to this and would document concerns and pass them onto her manager's for them to communicate to relevant parties. I informed Quang Per (CC Sft Mgr) as to discussion with Tupi and I also advised WJH. Per will ensure that details provided by Tupi will be forwarded onto WJH as to make appropriate recommendation.

Checks found that ██████████ has not come under notice previously and her last rated play was recorded on 10/08/2006 playing EGM's in the West End of the complex.





Self-Exclusion – Breach

10:55 Received a call from Simon (Surveillance), to attend Pit 9 Table 8 (BJ), as current Self-Excluded male [REDACTED] was currently engaged in play. He advised that Simone Person (Pit Boss) had contacted hi when [REDACTED] had bought in for \$10,000 cash and had not provided a Crown Club Card, so a Suspect Transaction Summary was completed, using [REDACTED] Drivers Licence as ID. When Person had contacted Surveillance to obtain a photograph of Person, he was then identified as being Self-Excluded.

I attended and was met by SSO Nelson (#43) and VCGR Inspectors Allan Person and Peter Person arrived at 10:57hrs. [REDACTED] was then walked off the gaming floor, via Sante Exit and interviewed by the VCGR. He gave SSO Nelson \$7,000 in chips to have cashed in at the Main Cage which was done and then he was referred to me to speak with.

[REDACTED] told me that he applied for S/E 10 years ago and had not come in since applying at the old casino. He claimed that the reason why he was gambling this morning was because he had a break for a couple of hours, before catching a plane back to Launceston in Tasmania. He asked as to how he could apply to come back and gamble and the revocation procedure, along services provided through the CCSC were explained in detail.

He told me that he would most likely not apply and stay S/E at this stage. He accepted a CAPS's card and then left at 11:15hrs.

Checks found that Person applied for S/E on 21/04/1996 (10 years ago) and this is his first noted breach. Person has completed a TG Issue Log regarding the incident.



Administrative Duties / General Comments

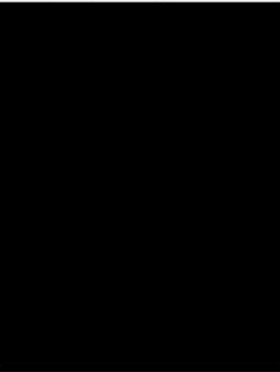
11:30-13:00 Attended to pending Administrative Tasks and manned the CCSC.

Self-Exclusion – Breach

12:40 Received a call from Simon (Surveillance) wishing to advise that current Self-Excluded and WOL male ██████████ had been detected by GSUP playing at Pit 8 Table 2 (BA), but had decamped via Sante Exit, once Gordon Person (Pit Boss) had made his way over to speak with the GSUP. VCGR Inspector Allan Person was informed.

14:08 When at Pit 8, Gordon Person (Pit Boss) advised that ██████████ had just got up from Table 10 (BA) and was making his way towards the Main Cage after sighting me. He advised that Person Michelle Personal Information had been the one to detect him and that Simon (Surveillance) had again been advised.

I then made my way towards the Main Cage and observed ██████████ make his way off the gaming floor, via Sante Exit at 14:12hrs. SSO's were in attendance and ensured that he was walked off the property. ██████████ didn't wish to speak with the RGLO and VCGR Inspector Allan Person was informed. Person has completed a TG Issue Log regarding the breach.

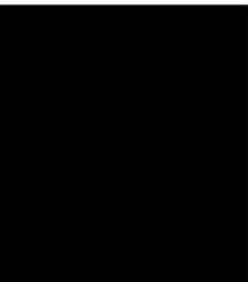


GFIT or SYCO Matters

13:05 Received a call from Tania (Sec. Comms) advising that she had Crown Club Attendant Ann from Carnivale Crown Club on the line, regarding male POI known as ██████████. She advised that he had SYCO Account ██████████ flagged and KOMMENT as follows:

*"27/12/2002 - Please contact Security Shift Manager *88287. When this person requests a new card or presents himself at the Crown Club booth. Involved in a Cashless Theft. ██████████"*

Tania told me that there was nothing she could find in relation to ██████████, so I conducted checks and advised Rob Person as to details and what checks had found. We attended Carnivale Crown Club at 13:15hrs and Person had discussion with ██████████ regarding the matter. He has placed an updated KOMMENT on ██████████ SYCO Account and matter has been resolved.



Staff Liaison / General Comments

13:30-15:00 Patrolled the gaming floor for POI's/G-FIT matters.

Administrative Duties

15:00-16:00 Attended to pending Administrative Tasks.

Self-Exclusion - Breach

16:05 Received a call from Damian (Surveillance), advising that he had just located current Self-Excluded male ██████████ engaged in playing at Pit 10 and 11 AR Tables. I attended with Mark ██████████ Personal ██████████ and ██████████ was already at the Main Cage with VCGR Inspectors Sharon ██████████ Personal ██████████ and Simon ██████████ Pers ██████████. He was then walked off the gaming floor, via Sante Exit by SSO Sade (#145) and interviewed by the VCGR.

He was then referred onto me and I provided ██████████ with Gamblers Help Information and encouraged him to contact the CCSC, if he felt the urge to breach, as to be discouraged for doing so. He told me that he is still driving taxi's and is not in debt, but still can't control himself from attending the gaming floor. He told me that he would consider looking into support service/s and proceeded to leave at 16:20hrs.

Self-Exclusion - Breach

16:30 Received a call from Simon (Surveillance), wishing to advise that current Self-Excluded male ██████████ had just attempted to have a card re-print at Carnivale Crown Club. Crown Club Attendant Patrick ██████████ Personal ██████████ had entered details into SYCO and found account flagged and proceeded to contact Surveillance.

██████████ had then become suspicious of Patrick being on the telephone and proceeded to make his way off the gaming floor, via Western Porte Cochere Exit at 16:32hrs. No contact made by VCGR or RGLO. VCGR Inspector Simon ██████████ Pers ██████████ was advised by Simon as to the breach. Checks found that this is ██████████ first breach since applying for S/E on 09/03/2006. He used to play in the Poker Room predominately.

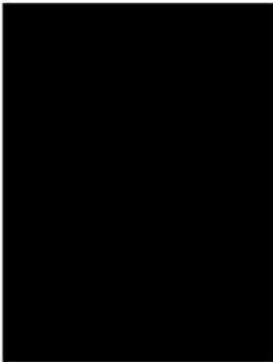


Self-Exclusion - Breach

17:20 Received a call from Rhonda (Surveillance) advising that current Self-Excluded male [REDACTED] had been located by GSUP, engaged in play at Pit 11 Table 5 (AR). I attended and [REDACTED] was already at the Main Cage with VCGR Inspectors Sharon [REDACTED] and Simon [REDACTED]. He was then walked off the gaming floor, via Sante Exit by SSO Chris (#177) and interviewed by the VCGR.

He was then referred onto me and [REDACTED] became quite argumentative about the revocation process and that he should be allowed back now, as he allegedly sent correspondence to PC and but had been advised that his application had been declined due to breaching. I asked [REDACTED] what was it that he didn't understand about staying off the gaming floor for twelve months, to which he told me I can't stay away.

I explained the revocation procedure in detail again to [REDACTED] and he acknowledged that he understood all information provided and then left at 17:35hrs. A TG Issue Log has been forwarded by Nigel [REDACTED] (Pit Boss) in relation to the breach.



Administrative Duties

18:00-19:00 Attended to pending Administrative Tasks.

Night Shift Report

Responsible Gaming Liaison Officer		
Name: Alvin Person	Date:	18/08/06

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

Self-Exclusion inquiry/other incident

19:10 received a call from a male who verbally identified himself as [REDACTED] inquiring about Self Exclusion on behalf of a female friend named [REDACTED].

The S/E process was explained in detail as were the possible consequences of breaching a S/E Order. The services of the CCSC and the RGC were detailed. [REDACTED] stated that he will most likely be attending the CCSC on Monday 21/08/2006, hopefully in the company of [REDACTED].

It was explained to [REDACTED] that the services of the RGC were also available to him and he stated that if [REDACTED] would not attend he will make an appointment with a RGC to discuss the impact [REDACTED] gambling behaviour is having on him.

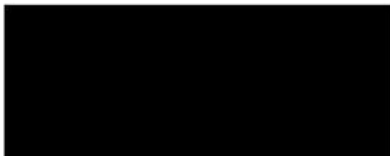
[REDACTED] stated that [REDACTED] gambling escalated after she allegedly discovered her sister was involved with people using and dealing in the drug "Ice". It was alleged that her sister was an addict and as a result [REDACTED] began socialising with her sisters friends and in due course began living with them (names not provided).

[REDACTED] stated that he has over the last 6-8 months lent [REDACTED] approximately \$15,000 to allegedly keep at bay loan sharks at Crown Casino. [REDACTED] could only identify the loan sharks/spotter as [REDACTED].

[REDACTED] stated that [REDACTED] was a prostitute working at a brothel named [REDACTED] located on [REDACTED] but to his knowledge was not soliciting within the Casino Complex. He alleged that 2 days ago she stole \$1,000 from her place of employment and lost it gambling at Crown.

[REDACTED] stated he reported his predicament and concerns to the police who allegedly advised him to document and if possible record any conversations with [REDACTED]. Person claims to have detailed information about [REDACTED] activities which he is prepared to supply the appropriate people at Crown Casino with copies.

[REDACTED] indicated that he is currently involved in a legal battle with [REDACTED] to recover money owed. He was non specific about what proceeding he had instigated.



**B2**

20:30 all clear, no hazards

General Comments

20:30-22:00 canvassed gaming floor, no breaches detected

Other Incidents

22:15 received a call from Pit 4 Pit Boss Mathew Person requesting RGLO attend due to his concern for a patron.

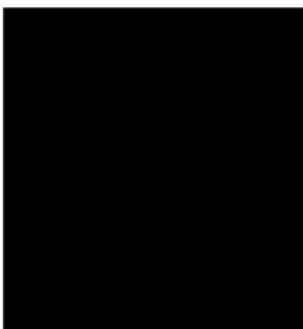
On arrival the male patron in question had depart.

Person explained that a patron who he knows to be deaf was very aggressive in nature, which was determined by Person's ability to Sign read and communicate.

It was determined that it was the same male patron which was requested to leave the premises for 24 hours on Tuesday 15/08/2006. Refer to DOR (GH).

ERBS' was advised to contact Security if the patron returned and posed a threat.

Patron details were not obtained.

**Breach of Self-Exclusion**

01:15 whilst canvassing the gaming floor, Self Excluded patron [redacted] was detected engaged in table play on BA0808.

Surveillance Operator Brian advised.

VCGR Inspectors Susan [Personal] and Tony [Personal] attended and escorted [redacted] off the gaming floor via Sante entry. [redacted] did not acknowledge VCGR or attending staff, entering the B1 Sante car park.

[redacted] was detected waiting at the base of the escalator whereby I approached him and explained the possible consequences of continually breaching his S/E Order in light of his recent application for revocation.

[redacted] stated that his car was parked in the multi deck car park. He was advised to leave the complex indicating he will comply with the request.

[redacted] was observed walking along retail and then stopped by security staff from re-entering the gaming floor via food court entry in front of VCGR Inspectors.



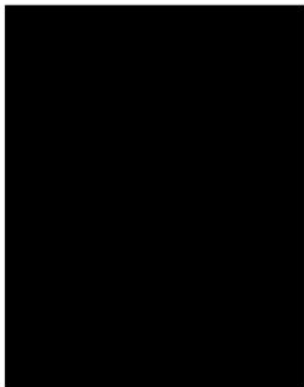
Other Incidents/WOL

02:40 WOL patron [redacted] was detected engaged in table play on BA0808 after receiving a call from her husband who alleged that [redacted] was at Crown Casino.

It was also alleged that [redacted] had left her children unattended at home for an unspecified period of time.

[redacted] was removed from the gaming floor via Sante entry after trying to avoid detection, moving from pit 8 to pit 9.

DSM Glenn [Personal] in attendance, cautioning [redacted] in relation to breaching her Withdrawal of Licence.



B2

04:00 all clear, no hazards

Administrative duties

04:00-07:00