



Responsible Gaming Liaison Officer
Daily Operations Report

Day/Date :	Tuesday 15 th	Month:	May	Year:	2007
Responsible Gaming Liaison Officers					
Day:	Amanda Pers / Alvin Person				
Night:	Gareth Person				

Self Exclusions/Revocation Inquiries					
Issued:	Nil	Inquiries	1	Revocation Inquiries:	1
Breaches:	1	Located by:	GMx1		
Unattended Children					
Incidents:	2	WOL Issued:	Nil	Number of Minors:	Nil
Other Incidents					
Incidents:	5				
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	G H
RSG Floor Duties			2 hours	AE	G H
RSG Duties			3 hours	AE	G H
Missing Persons/Lost Patrons			1 hour	AE	G H

GFIT Duties		Nil	AE	G H
Administration Duties		6 hours	AE	G H
B2 Walk Way Check		19:50/06:30	AE	G 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: Amanda Per / Alvin Person		Date:	15/05/07	

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

Self-Exclusion inquiry

Received a call from a male who identified himself as ██████████ requesting to be S/E. I explained the process to ██████████ and he stated that he would attend today or tonight to proceed with an application.

██████████

B2

12:30 all clear, no hazards

General Comments

12:30-14:15 canvassed gaming floor, no breaches detected

Other Incidents

14:15 received a call from Pit 8 Pit Boss Paul ██████████ (Personal Information) requesting the RGLO to attend in reference to a SYCO message for ██████████

System checks indicates her husband made contact with the RGSC on 06/05/2007 alleging she is experiencing difficulties with her excessive gambling and has giving staff permission to make contact with ██████████

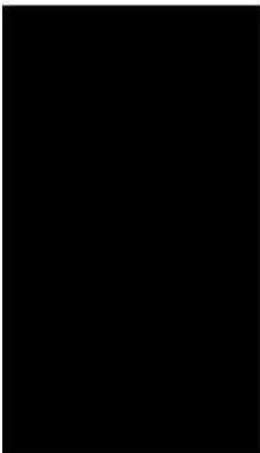
Surveillance operator Andrew was contacted and a photo of ██████████ was requested and achieved whilst she was engaged in table play on BA0802.

██████████ was approached and during the course of our conversation admitted to allegedly gambling beyond her means, borrowing money from her parents and loan sharks operating within the Casino Complex. She stated her parents were under the impression she is investing the money in her husbands business.

██████████ admitted to pawning her wedding ring to a loan shark on her birthday, allegedly for \$4,500. She stated the ring has, as yet not been recovered and is accruing an interest rate of 10 % per week. ██████████ stated she knew the identity of the loan shark but stopped short of naming him for the fear of causing trouble.

The services of the RGSC and the RGC were made available to [REDACTED]. The Self Exclusion and revocation process was explained in detail as were the possible consequences of breaching a S/E Order. CAPS card provided and accepted by patron.

[REDACTED] was asked to leave the complex for the day and encourage to consider the ramifications of her actions prior to meeting her husband, as scheduled at his office on Collins Street at 5:00pm. She was advised to openly discuss her gambling behaviour with him asap and to contact the RGSC if they required and addition assistance.



Other Incidents

15:10 contacted by Rob [REDACTED] Personal to canvass possible RSG issues for a patron who has come to prior notice for undesirable behaviour (looking for coins in EGM trays).

The services of the RGSC were explained and a CAPS card provided. Patron indicated she no longer has gambling issues but did state she has received counselling for excessive gambling prior to arriving in Melbourne from Queensland some years ago.

Patron stated she spends a combined average of \$60 per week on the pokies (Crown Casino and the Boundary Hotel, East Bentleigh)

NFA



Other Incidents

16:00 received a call from Pit 10 Pit Boss Matthew [REDACTED] Perso requesting RGLO attendance for a patron who may be experiencing gambling difficulties.

On arrival I was introduced to an OZ male who preferred to only verbally identified himself as [REDACTED]

████████ stated he has a Roulette system which has been successful for the past 21 days, winning for him a total of \$5,000.

████████ appeared baffled as to why his system failed him today, resulting in a \$1,400 loss.

The services of the RGSC and the predominant role of a RGLO were explained in detail. CAPS card provided.

████████ was encouraged to cease playing and go home, which he stated he would do.

████████ alleged to be a musician and a semi-professional punter, mainly concentrating on horse racing.



RGC counselling appointment

16:55 ██████████ called wishing to reschedule her 10:30am Wednesday 16/05/2007 appointment to 11:00am Friday 18/05/2007.



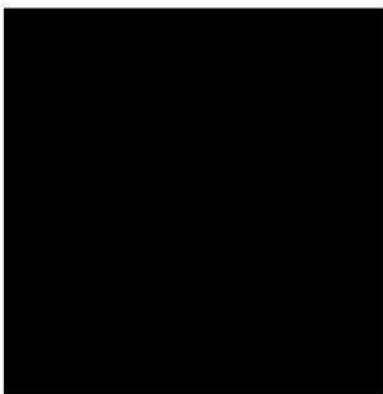
Revocation Inquiry

17:20 Self Excluded patron ██████████ attended the RGSC wishing to revoke his S/R Order.

The revocation process was explained in detail as was the preferred 12 breach free period before an application for revocation would be considered.

████████ requested PC correspondence details regardless, indicating he may challenge the preferred 12 months, having only being S/E of just over 6 months.

Subsequent system check conducted indicate patron S/E on 11/11/2007 with no recorded breaches.



Administrative duties

17:00-19:00

Night Shift Report

Responsible Gaming Liaison Officer		
Name: Gareth PersonA	Date:	15/05/07

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

Staff Liaison

Paula **PersonA**, Milos **PersonA**, Mo **PersonA**, Darren **PersonA**, Paula **PersonA**, Angus **PersonA**, Mario **PersonA**, Brendan **PersonA**, Andrew, Craig (Surveillance), Martin, Trevor (Sec. Comms), Verona **PersonA**, Rob **PersonA**, Kim **PersonA**, Fyto **PersonA**, Tony **PersonA**, John **PersonA**, Graeme **PersonA**, Bryan (RSA), various Pitbosses, SSO's, Chubb Officers and various Pitbosses.

B2

19:50/06:30 All Correct

George's

19:55 All Correct

B1 East

21:40 All Correct

Other Incidents

20:00-21:30 Received a call from 80 year old male known as [REDACTED] asking if his son known as [REDACTED] could be located and then asked to call his father.

[REDACTED] claimed that he had just heard from his ex-wife [REDACTED] who had alleged that [REDACTED] had called her to say he had "lost all his money gambling at Crown today" and "didn't have any money to catch a taxi home". He asked that if his son was located to tell him to call his father and that he would be able to pay for the taxi home from Crown. Privacy and confidentiality protocols were explained and [REDACTED] provided me with all relevant personal information.

I conducted checks and found that [REDACTED] didn't hold a SYCO Account and had not come under notice prior to 15/05/2007. I liaised with CFAO Brendan **PersonA** who advised there had not been any medical incidents regarding [REDACTED] DSM Milos **PersonA** did a broadcast to all Security Officers to KALOF [REDACTED] and to advise the RGLO if he is located. Kim **PersonA** (CC Ops Mgr) also advised, incase he presented himself at any of the CC Booths, or to the Hosts.

A thorough search of the gaming floor was conducted by me and at 21:30hrs I spoke with [REDACTED] who told me he had just got off the phone with [REDACTED] and to disregard his previous call. I encouraged [REDACTED] to pass on the RGSC 1800 number to his son if he wanted any further assistance. Relevant staff notified.

[REDACTED]

Other Incidents

20:45 I observed current WOL and RGLO POI female known as [REDACTED] engaged in play at 0412 (AR), whilst in the company of DSM Milos [Person] DSM [Person] notified Craig (Surveillance) and I advised Mark (PB).

No money was withheld and [REDACTED] cashed in \$990 in chips at the Western Cage and was then walked off the gaming floor, via Western Porte Cochere Exit by DSM [Person] and SSO's. She didn't wish to speak with the RGLO.

**Self-Exclusion – Breach**

02:05-03:35 Received a call from Rob [Person] (GM Ops Mgr) at the Riverside Slots Room advising that current S/E female known as [REDACTED] had just won a jackpot on EGM R1203 (\$10, 127.95). I conducted checks and advised that she was still currently subject of the S/E and [Person] placed a call to Craig (Surveillance) to inform him as to the breach.

Checks found that [REDACTED] applied for S/E on 24/06/2002 and has no recorded breaches. I advised DSM Mo [Person] as to incident details and attended Riverside Slots and met [Person]. He told me that Surveillance had informed the VCGR who was on-route to the location.

At 02:30hrs, VCGR Gary [Person] and Barry [Person] attended and advised that it was up to Crown as to if the money from the jackpot was going to be withheld and after discussion between [Person] and Surveillance, it was confirmed that it was indeed [REDACTED] playing at EGM R1203 and had won the jackpot from footage reviewed. It was then decided that the money not be paid out to [REDACTED] as per Section 78B Casino Control Act 1991 (Forfeiture of winnings) and that she could attend the RGSC this evening (16/05/2007) at 23:30hrs as to a final discussion regarding the payment of the jackpot (72 hours Gaming Machines Control Act 1991 Part 3 Sec. 7). I contacted WJH and advised him as to incident details.

VCGR then advised that they would like to interview [REDACTED] using the Interview Room (Ground Floor) at 02:45hrs and issue her with her first warning notice. Interview concluded at 03:10hrs and I then relocated [REDACTED] back to the RGSC with SSO Paul (#95) in attendance.

[REDACTED] stated that she had come to Crown with her husband last night and come into Riverside Slots Room as his guest. She claimed that he had become upset and left her gambling with \$200 and he had gone home. She told me that she wished to stay S/E and didn't want to have revocation details provided as she was happy to stay S/E as she still felt she had "problems with gambling". She alleged that she had breached maybe "12-13 times" previously and liked to dine at "Margo's" when she came to Crown.

She told me that she would attend the RGSC at 23:30hrs tonight (16/05/2007) in relation to a decision regarding the jackpot and provided her mobile telephone number

██████████ and asked that she be contacted if required. ██████████ was then walked to Western Porte Cochere and left in 13MAXI ██████████ at 03:35hrs. Separate note sent to appropriate parties regarding the incident and follow-up required.



Other Incidents

04:05-04:25 Received a call from Julie ██████████ (PB) at the Teak Room, advising that she was about to ask an unknown female to leave the room, due to asking at least 2 patrons for money. She asked that I attend from a RSG perspective and when I arrived she advised that the two patrons had made a complaint about her asking them for money.

██████████ then placed a call to Susan (Surveillance) and asked for a photo to be achieved and she then approached the female at 1706 (BA) at 04:13hrs and she walked her out of the room and had a discussion. The female was warned about asking other patrons for money and told that it was unacceptable and she apologised. She claimed that she was waiting for her sister and just wanted \$75 to gamble with and could pay them back when her sister arrived. She was again reminded as to it being U/B and was then referred onto me by ██████████.

The female verbally identified herself as ██████████ and I explained what my role was as RGLO and the services provided by the RGSC. ██████████ accepted a CAPS's card but told me she didn't have any need for assistance through the RGSC and had "made a mistake asking the other patrons for money". She again apologised and made her way off the gaming floor, via Sante Exit at 04:25hrs.

Susan (Surveillance) and ██████████ advised as to details and checks found that ██████████ has not come under the notice of the RGSC prior to 16/05/2007.



Other Incidents

04:45-05:15 Received a call from Chris ██████████ (TG Ops Mgr) to attend the Las Vegas Room as to speak with a Poker GSUP who had some "concerns" about one of his colleagues and possible "gambling problem". Separate note sent to WJH, NG, SMcN and KE regarding the incident.