

Day Shift Report

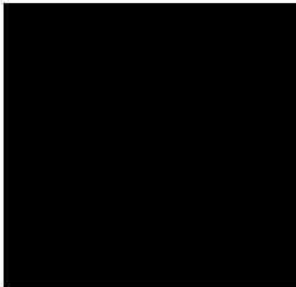
Responsible Gaming Liaison Officer		
Name: Vincent [Redacted]	Date:	26/11/07

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

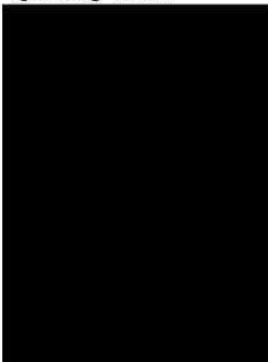
11:00 - Revocation Inquiry:

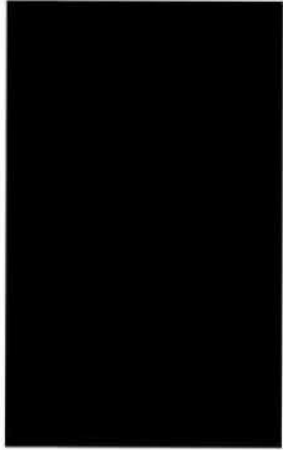
Received a call from S/E patron [Redacted] enquiring about his request for revocation, he stated that he has not received response to his application. After liaising with PC I called [Redacted] and advised him that his application was declined, I suggested that seek further assistance through counselling.

**16:40 – Other Incidents - Alleged breach advice**

Switch operator called to advise that S/E patron [Redacted] was on the line alleging that his S/E partner [Redacted] was on the gaming floor, the call was lost twice when transferred to RGLO mobile.

VCGR/SV Operator Tanya advised of the alleged breach advice and I began canvassing the gaming floor a short time later. I was not able locate [Redacted] on the gaming floor.





Night Shift Report

Responsible Gaming Liaison Officer		
Name: Alvin Personal	Date:	26/11/07

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

B2

19:30 all clear, no hazards

Administrative duties

19:30-21:10

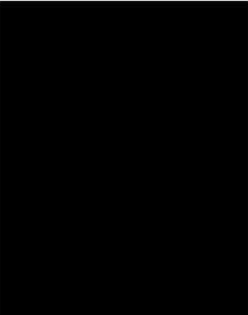
Self-Exclusion Inquiry

21:10 An Asian female who introduced herself as [REDACTED] and her boyfriend (name unknown) attended the RGSC inquiring about third party Self Exclusions.

[REDACTED] stated that her mothers gambling is way out of control and is was further alleged that this was mainly due to the exorbitant interest being charged by loan sharks operating at the casino. It was alleged that her mother is in debt approximately \$50,000.

The S/E process was out lined in detail as were the consequences of breaching a S/E Order. [REDACTED] indicated that her mother is prepared to Self Exclude and they will most likely attend the RGSC some time on Saturday 01/12/2007.

RGSC brochures were provided to [REDACTED]

**General Comments**

22:00-23:00 canvassed gaming floor, no breaches detected

Administrative duties

23:00-00:00

Breach of Self-Exclusion

00:20 I observed Self Excluded patron [REDACTED] engaged in table play on BA1210.

Surveillance Operator Mark advised.

VCGR Inspectors Stuart [Personal] and Mark [Personal] attended and [REDACTED] was escorted off the gaming floor via Sante entry. \$100 was cashed out. After being interviewed, [REDACTED] walked off indicating he did not wish to speak to the RGLO.

No monies with held

**Breach of Self-Exclusion**

00:30 I observed a Self Excluded Asian female patron engaged in table play on BA1206. Name unknown.

Surveillance Operator Mark advised but was unable to identify patron.

VCGR Inspectors Stuart [Personal] and Mark [Personal] advised of the female and crown security was given permission to approach her and conduct an ID check.

The patron stated she did not have any identification but openly admitted to being S/E patron [REDACTED]

VCGR advised and attended. [REDACTED] was escorted off the gaming floor via Sante Entry.

A Cantonese interpreter was requested and gaming machines attendant ENG # 33033 was utilised.

The revocation process was explained in detail as were the possible consequences of breaching a S/E Order.

No monies with held

**General Comments**

01:00-02:30 canvassed gaming floor, no breaches detected

B2

02:30 all clear, no hazards

Administrative duties

02:30-04:30

General Comments

04:30-05:30 canvassed gaming floor, no breaches detected

Articles of interest

The Age – Nil

Herald Sun – Nil