



**Responsible Gaming Liaison Officer**  
**Daily Operations Report**

<b>Day/Date</b> :	Sunday 29 <sup>th</sup>	<b>Month:</b>	April	<b>Year:</b>	2007
<b>Responsible Gaming Liaison Officers</b>					
<b>Day:</b>	Alvin Person				
<b>Night:</b>	Gareth Person				

<b>Self Exclusions/Revocation Inquiries</b>					
Issued:	1	Inquiries	2	Revocation Inquiries:	3
Breaches:	5	Located by:	RGx2	SVx3	
<b>Unattended Children</b>					
Incidents:	1	WOL Issued:	Nil	Number of Minors:	1
<b>Other Incidents</b>					
Incidents:	2				
<b>Intervention Incidents</b>					
Incidents:	Nil				

<b>1800 Calls</b>	
Time:	Type:

<b>Issues/Follow Up/Administration Tasks</b>					
<i>Please state recipients initials and provide full details:</i>					
<b>Duties</b>		<b>Time Spent (Min)</b>		<b>RGLO</b>	
		Day	Night	D	N
Unattended Children		Nil	30 minutes	AE	G H
RSG Floor Duties			2 hours	AE	G H
RSG Duties			2 hours	AE	G H
Missing Persons/Lost Patrons			Nil	AE	G H

GFIT Duties		½ hour	AE	G H
Administration Duties		7 hours	AE	G H
B2 Walk Way Check		20:00/05:00	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: Alvin Person		Date:	29/04/07

Please choose from the following categories (Provide heading, time and full details):

<b>General Comments</b> <b>Self-Exclusion</b> <b>Unattended Children</b> <b>Intervention Incidents</b> <b>Other Incidents</b> <b>Revocation Inquiry</b>	<b>Training</b> <b>Briefing Attended</b> <b>Staff Liaison</b> <b>Police/Human Services</b> <b>GFIT or SYCO Matters</b> <b>Breach of Self-Exclusion</b>
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#### **B2**

**07:30** small pools of water present. Spotless Cleaning advised and area mopped up within minutes. Crates were randomly and poorly pile along wall. Crates restacked for safety.

#### **General Comments**

**08:00-09:30** canvassed gaming floor, no breaches detected

#### **Administrative duties**

**10:00-11:45**

#### **Revocation Inquiry**

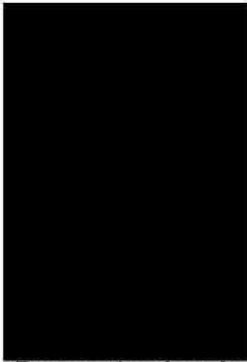
**10:25** received a call from recently Self Excluded patron [REDACTED] (S/E 17/04/2007) wishing to revoke her S/E but was unsure if she should direct her request to the VCGR or Crown Casino.

[REDACTED] stated she has since S/E changed her mind and would like to come to Crown Casino.

[REDACTED] was advised that she has a right to appeal in writing to the VCGR outlining the reasons for her appeal. Patron requested assistance formulating the content and possible reasons of her letter appeal. The request for assistance was declined by the RGLO.

[REDACTED] was advised that if she wishes to revoke her S/E, Crown Casino prefer a breach free period of 12 months before an application for revocation would be considered.

[REDACTED] indicated she will make further inquiries with the VCGR as to the best course of action for a successful result.

**Revocation Inquiry**

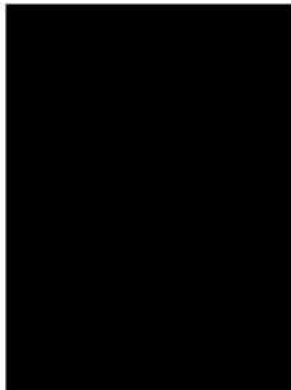
11:25 received a call from S/E patron [REDACTED] requesting revocation of his S/E Order.

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

[REDACTED] Self Excluded on the 19/11/2006 with no recorded breaches.

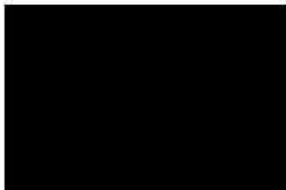
Patron stated he S/E because he was attending the Poker Room on a daily basis for a period of approximately one month due to sheer boredom whilst on school holidays. He was advised that regardless of the reasons for S/E he must follow the correct processes and meet the required criteria for revocation.

PC correspondence details provided as requested by patron.

**Self-Exclusion**

11:45 received a call from the Atrium Information Desk attendant requesting an RGLO for a patron wishing to Self Exclude.

On arrival I met an Asian female who identified herself using her Mahogany Room Members card and her Australian passport and her Oz husband who verbally introduced himself as





The self exclusion and revocation process was explained in detail as were the possible consequences of breaching an Order.

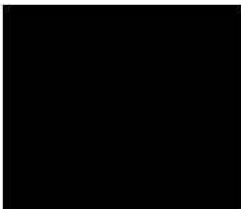
██████████ stated she wished to proceed with S/E and was escorted to the RGSC.

██████████ successfully S/E at 12:46pm and Duty Security Manager Glen Person ██████████ was utilised as a witness.

At the conclusion of the S/E process and in the company of DSM Person ██████████ expressed his concerns and level of frustration at the alleged ramped loan sharking activities in the Mahogany Room. He alleged that his wife was under the impression that she was in danger if she did not repay back money borrowed at a rate of 10% per week.

██████████ claimed that the loan sharks only prefer to deal directly with Asian patrons and that any contact he has had in order to repay an alleged \$30,000 loan was most likely via a third party which he met next to the Poker Machines near the Monte Carlo Entry. It was alleged that the loan sharks were insistent on not dealing with him in the Mahogany Room.

Prior to departing the RGSC, ██████████ was provided with a business card and encouraged to pass on any additional information such as names etc.



#### **General Comments**

13:00-14:30 canvassed gaming floor, no breaches detected

#### **Self-Exclusion Inquiry**

14:20 received a call from a male who introduced himself as ██████████ wishing to be Self Excluded.

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

██████████ stated he will attend the RGSC tomorrow to proceed with S/E.

Subsequent system checks provided indicate patron has not come to prior notice.



**Administrative duties**

14:30-17:00

**B2**

17:00 all clear, no hazards

**Revocation Inquiry**

17:00 Self Excluded patron [REDACTED] attended that RGSC wishing to revoke her S/E Order in the company of her live in boyfriend (name unknown).

The revocation process was explained in detail and PC correspondence details provided.

System checks conducted indicate [REDACTED] S/E 16/12/2003 with no recorded breaches.



**General Comments**

17:10 two 20 year old Oz male students who introduced themselves as [REDACTED] [REDACTED] attended the RGSC wishing to speak to a RGC in relation to an assignment on problem gambling and effective communication.

They were informed that they were more than welcome to any brochure on display in the RGSC but any request for additional information should be directed to the General Manager – Community affairs Bill [REDACTED]. Correspondence detail provided.

**Night Shift Report**

Responsible Gaming Liaison Officer		
Name: Gareth Person	Date:	29/04/07

Please choose from the following categories (Provide heading and full details):

<b>General Comments</b>	<b>Training</b>
<b>Self-Exclusion</b>	<b>Briefing Attended</b>
<b>Unattended Children</b>	<b>Staff Liaison</b>
<b>Intervention Incidents</b>	<b>Police/Human Services</b>
<b>Other Incidents</b>	<b>GFIT or SYCO Matters</b>
<b>Revocation Inquiry</b>	<b>Breach of Self-Exclusion</b>

**Staff Liaison**

Glenn Person, Mo Person, Darren Person, Paula Person, Tony Person, John Person, Martin, Trevor (Sec. Comms), Susan, Craig (surveillance), Adam Person, Dave Person, Quang Person, Phoebe Person, Susan Person, Verona Person, Chris Person, Kylie Person, Shane (RSA), various Pitbosses, SSO's and Chubb Officers.

**B2**  
20:00/05:00 All Correct

**George's**  
20:10 All Correct

**B1 East**  
21:35 All Correct

**Unattended Children**

**20:11-20:35** Received a call from Trevor (Sec. Comms) to attend Galactic Circus, as a 10 year old Asian boy had been found unattended. I attended and was met by Chubb Officers Ben (#879) and Adam (#884) who were with the boy known as Person relocated to the RGSC at 20:13hrs (Trevor – Sec. Comms advised) as to be able to provide his parents details and stated that he had been left alone down in Galactic Circus for approximately 20-30 minutes. He was able to provide his father's mobile telephone number Person and he placed a call to him using the RGLO Duty Mobile. At this point John Person (Chubb Sec. Sft Mgr) arrived at the RGSC and I advised him as to incident details.

Person father known as Person arrived at the RGSC at 20:18hrs and provided me with his Vic. D/L and Crown Club Card Person. I conducted checks and found that he had rated play today (29/04/2007) from 15:00-16:47hrs. He had not come under notice prior to 29/04/2007. I advised Person as to what checks had found and then asked Person as to where he had been while his son was alone at Galactic Circus. Person claimed to have left his son for approximately 20-30 minutes at Galactic Circus while he "went to his office briefly". He stated that he had been gambling earlier in the afternoon and that his wife had been caring for his son. He told us that he had not been gambling after 17:00hrs.

When advised as to Crown's policies regarding unattended children he claimed "ot to know" that he couldn't leave his son unattended down in Galactic Circus and felt that his son was responsible enough to "look after himself" and "knew what to do if he needed to get in contact" with his parents. Both Person and I then had a discussion and at 20:30hrs Person was given a verbal warning by Person regarding the incident and advised that any future incidents would result in him being made subject of a WOL. Person acknowledged that he understood and they left the RGSC at 20:35hrs. DSM Mo Person advised as to incident details.

**Self-Exclusion – Breach**

20:40 I observed current S/E & WOL female [REDACTED] at 0803 (BA), whilst with Paula [Personal] [REDACTED] became aware of me and proceeded to get up and make her way off the gaming floor, via Sante Exiit. I advised Susan (Surveillance), along with Ross [Personal] [REDACTED] (PB) as to the breach.

SSO's Ian (#127) and Ben (#164) walked [REDACTED] off the property, via Café Baci's Exit onto the Riverside Promenade. She declined to speak with the RGLO and made her way over Kingsway Pedestrian Bridge at 20:44hrs. Susan (Surveillance) advised VCGR Simon [Personal] [REDACTED] as to the breach.

**Self-Exclusion – Breach / Self-Exclusion – Alleged Breach Advice**

22:35-23:05 Received a call from Craig (Surveillance), advising that he had located current S/E male [REDACTED] engaged in play at 2502 (AR) in the Mahogany Room. He advised that the VCGR had been informed and that he also suspected that current S/E female known as [REDACTED] was with [REDACTED] at the same location. He asked if I could sight [REDACTED] when [REDACTED] was approached, as to confirm identity.

I contacted Adam [Personal] [REDACTED] (TG Ops Mgr), along with Amy [Personal] [REDACTED] (PB) and advised as to the breach and awaited VCGR attendance at Mahogany Reception. VCGR Robin [Personal] [REDACTED] and Simon [Personal] [REDACTED] attended at 22:54hrs and [REDACTED] was approached at 2614 (BA). He wasn't engaged in play at the time, so no monies were withheld. When being approached the female Craig believed to be [REDACTED] ran out of the Mahogany Room, before I could establish her identity.

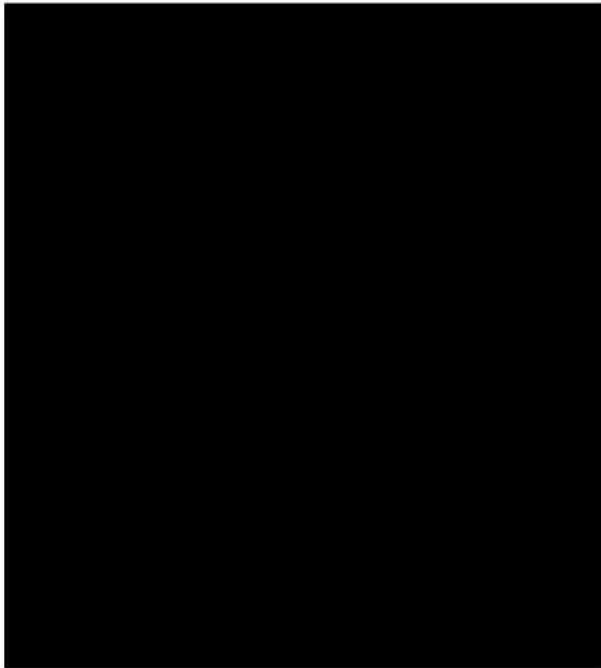
[REDACTED] was walked out of the Mahogany Room by Hotel SSO Dianne (#124) and interviewed briefly by the VCGR at Mahogany Reception Area. He was then referred onto me and we walked down to the Atrium and had a discussion.

[REDACTED] claimed that he had not yet received any correspondence back from PC regarding his application for revocation letter that he had given on 13/03/2007. He stated that he thought he was now allowed back in since he had not heard anything. I again reminded him of the revocation procedure and that I would pass on details to PC.

He claimed that he could provide supporting documentation and would await correspondence from PC and stay off the gaming floor. He told me that he had "got into the Mahogany Room with a friend" and was "not gambling using his own money". I reminded him of possible ramifications of breaching and he then made his way out, via Prada Exit onto the Riverside Promenade at 23:05hrs.

Craig (Surveillance) achieved a photo and it appears as though the female with [REDACTED] is indeed [REDACTED]. Both [REDACTED] applied for S/E on 18/12/2005 and at the time of applying claimed to be husband and wife. [REDACTED] has no recorded breaches since applying.

[Personal] [REDACTED] advised that the card being used by the female, who may have been [REDACTED] was [Personal] [REDACTED] [REDACTED]



#### Self-Exclusion – Inquiry

**02:00-02:30** Received a call from Martin (Sec. Comms), to attend Monte Carlo Exit, as a male wished to apply for S/E. I attended and was met by male known as [REDACTED] [REDACTED] who stated that he was in a hurry and wanted to go ahead with applying right away.

We relocated to the RGSC at 02:06hrs (Trevor – Sec. Comms) advised) and Chubb Officer attended. I arranged for Verona [REDACTED] (GM Ops Mgr) to attend as Category A witness and prior to her arrival and commencing the process, I explained the S/E procedure in detail. When advised as to the indefinite nature of the order, [REDACTED] told me that he would prefer to think about it and maybe apply at a later date. He claimed that he had been "losing a lot over the past six months" and didn't want to go "bankrupt" but felt he could control himself rather than applying for S/E at this stage. He stated that he plays EGM's and I also explained the PSL program.

He told me that he runs his own cleaning business and has 40 employees that work for him. He didn't wish to look into Counselling, but accepted a CAPS's card. I told him that he was very welcome to make contact with my management and discuss applying for S/E with them also if he wished. He then told me that he had to be at work at 03:00hrs and left the RGSC at 02:30hrs. I thanked [REDACTED] for making herself available to attend as witness and advised Trevor (Sec. Comms) as to incident details.

Checks found that [REDACTED] has not come under notice prior to 30/04/2007.

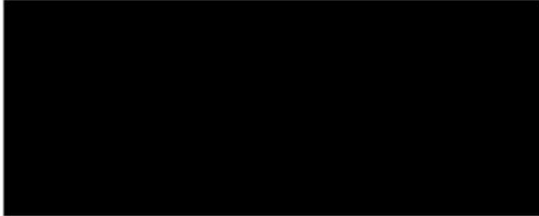


#### Self-Exclusion – Breach

**05:20-05:30** I observed current S/E & WOL male [REDACTED] engaged in play at 0904 (BJ). I advised Rohan (Surveillance), along with Brett [REDACTED] (PB). [REDACTED] became aware of SSO's presence and made his way off the gaming floor, via Sante Exit prior to VCGR attendance.



DSS Darren [Personal], SSO's Neroli (#62) and Sam (#41) walked him down to his vehicle (Red SAAB – [Personal]) located on B2 Las Vegas Carpark. [Redacted] declined to speak with me and drove off with his female friend at 05:30hrs.

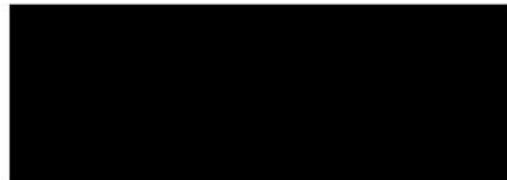


#### **Self-Exclusion - Breach**

**05:55-06:10** Received a call from Susan (Surveillance), advising that she had located current S/E & WOL female [Redacted] engaged in play at 1115 (AR). Brett [Personal] (PB) advised by me and VCGR Simon [Personal] and Ralph [Personal] attended at 05:57hrs. No monies were withheld and [Redacted] was walked off the gaming floor, via Sante Exit by SSO Tony (#31).

She was briefly interviewed by the VCGR and was then walked to her vehicle on B2 Sante Carpark by SSO Tony. I asked as to why she had breached and she told me that she was "bored". She then claimed that she had contacted the RGSC "a couple of weeks ago" and asked to be able to speak with a RGC. She claimed that she had been told that "we can't help you". I asked as to whom she had spoken with and [Redacted] was unable to tell me.

I then told her that she could contact GHelp at anytime and that if she would like assistance in relation to referral, I could have one of the RGC call her and discuss her situation. She asked that one of the RGC please call her on Thursday, 3<sup>rd</sup> May 2007 at 15:00hrs on her mobile number [Personal]. I sent a reminder to RGC KE who is working that day and also noted it in the RGSC Diary. [Redacted] then left the property in her vehicle at 06:10hrs.



#### **General Comments / Administrative Duties**

- Attended to various Administrative Tasks during the course of the shift.
- Articles of Interest:
  - *"Business washed drug cash"* - 30/04/2007 - The Herald Sun - Page: 4
  - *"Voteline"* - 30/04/2007 - The Herald Sun - Page: 17
  - *"Fallen star heads home"* - 30/04/2007 - The Herald Sun - Page: 3