



Responsible Gaming Liaison Officer
Daily Operations Report

Date:	Monday, 31 st	Day	July	Month	2006	Year
Responsible Gaming Liaison Officers						
Day:	Gareth Person					
Night:	Alvin Person					

Self Exclusions/Revocation Inquiries						
Issued:	Nil	Inquiries	2	Revocation Inquiries:	Nil	
Breaches:	1	Located by:	TGx1			
Unattended Children						
Incidents:	Nil	WOL Issued:	Nil	Number of Minors:	Nil	
Other Incidents						
Incidents:	4					
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	2 hours	3 hours	G H	AE
RSG Duties	2 hours	1 hour	G H	AE
Missing Persons/Lost Patrons	½ hour	Nil	G H	AE
GFIT Duties	1 hour	Nil	G	AE

			H	
Administration Duties	7 hours	6 hours	G	AE
			H	
B2 Walk Way Check	07:35/17:30	23:30/04:00	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:	31/07/06

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 Mo Person, DSM Glenn Person, DSS Lois Person, Rob Person (GFIT – GMach), Mark Person (GFIT Mgr – Table Games), Martin/Michael (Sec. Comms), Bryan (Surveillance), Zoran Person (Chubb Sec. Serv Mgr), Peter Person/Sash Person (Chubb Sec. Sft Mgr's), Verona Person (GM Ops Mgr's), Robyn Person/Fyto Person (CC Sft Mgr's), Chris Person/Dave Person (TG Ops Mgr's), Peter Person (GM TG Ops), Person (PSSM), Peter Person (Emp. Relt Mgr), Rod Person/Tim Person/Lorraine Person/Jo Person/Mal Person, Simon Person (Riverside Slots Mgr), Kim Person (Gst Serv. Hst Mgr), various Pitbosses, SSO's and Chubb Officers.

Administrative Duties

07:00-07:30 Attended to pending Administrative Tasks.

Staff Liaison / General Comments

07:30-08:10 Patrolled the gaming floor for POI's/G-FIT matters. Nil breaches detected.

B2 Walkway / Level 3 Signage

07:35/17:30 No other hazards/leaks to note. I attended to signage.

George's Disabled Lift Cage

07:40 Clear of obstructions and possible hazards (easily accessible).

B1 East Disabled Toilet

07:55 Automated Door still shut (won't re-open). I advised DR and then informed Graham Person (PSSM) at 07:55hrs and advised him of the issue. Maintenance Help Desk Job has been logged with Martin Person (x4888) and the job number is: **Z0649875** (separate note sent to PC/DR). CCSC Mgr NG and I then posted appropriate signage re-directing patrons to alternate facilities (JJ's Level 1).

Administrative Duties

08:15-09:30 Attended to pending Administrative Tasks.

09:30-10:45 Alpha boarded all POI's and commenced POI filing (Lvl 6) – A – B.

10:45-11:00 Attended VicPol Gaming and Racing Crime Unit with CCSC Mgr [redacted] and had Self-Exclusion statements witnessed for the following:

**Self – Exclusion – Inquiry**

11:00 Received a call from male known as [redacted] asking as to how he can apply for Self-Exclusion. The S/E procedure, along with the services provided by the CCSC were explained in detail and [redacted] told me that he would most likely attend the CCSC today with a male friend known as [redacted] who also wished to apply. [redacted] claimed that they would most likely attend (31/07/2006) between 15:00-16:00hrs.

Checks found that neither [redacted] nor [redacted] have come under notice prior to 31/07/2006.

**Self-Exclusion – Inquiry / Other Incidents**

11:15 Received a call from female known as [redacted] calling in relation to her father known as [redacted] who she claimed has a “gambling problem”. [redacted] wished to be provided with information about what the CCSC offers and I explained the S/E procedure, along with the services of the CCSC in detail.

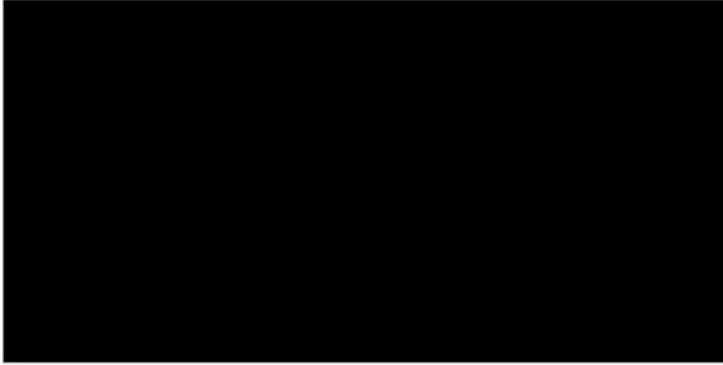
She told me that her father was currently overseas and allegedly was in “a lot of debt” that she claimed had now fallen into the hands of her family to clear up. She stated that her father would never voluntarily apply to S/E and asked as to, who else has the power to exclude. I advised that the VCGR and CCOP have the power to exclude and that she would have to direct written correspondence to them, as Crown doesn't facilitate third party exclusion's.

[redacted] then claimed that her father had been borrowing money from “various loan sharks” and as to who she should report this information to. I told her that such claim/s would need to be directed in writing to the GM S&S PF. She told me that she would put something writing, as the family had allegedly been receiving “threats” and that consideration had been made in relation to involving VicPOL.

I then encouraged [redacted] to consider attending Gamblers Help, or the CCSC in relation to support/strategies to assist with problem gambling. She asked that I advise appropriate parties as to the situation and provided all relevant personal information.

She asked if her father's "Mahogany Room Records" could be provided and I explained privacy and confidentiality protocols. She claimed that she may look into Legal advice regarding the situation her father has allegedly created. CCSC Mgr **Per** advised as to incident details and separate e-mail sent to WJH/NG.

Usual checks found that **[REDACTED]** has not come under notice prior to 31/07/2006. **[REDACTED]** is currently a T200 (Mahogany) player and came under notice on 13/09/2003 as a possible associate or recipient of Teak/Maple Scam (refer to Patron ID **[REDACTED]**).



Administrative Duties

11:45-13:30 Attended to pending Administrative Tasks, as directed by CCSC Mgr **Personal**

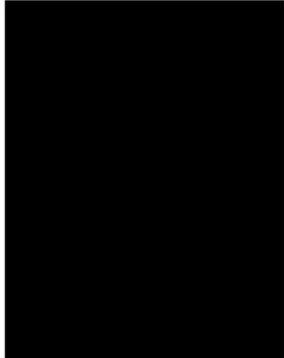
13:45-14:50 Assisted WJH with tasks as requested.

15:00-15:45 KPO Project.

Self-Exclusion – Breach

15:45 Received a call from David (Surveillance) advising that George (Teak Host) had located current Self-Excluded female **[REDACTED]** initially playing at Pit 12 and now within the Teak Room (Pit 17). I attended and was advised by Bryan (Surveillance) that **[REDACTED]** had decamped the gaming floor, via Monte Carlo Exit prior to VCGR and RGLO attendance. SSO Alex (#128) was provided with details and Paula **Personal** (Pit Boss) has completed a TG Issue Log in relation to the breach.

Checks found that **[REDACTED]** applied for S/E on 15/07/2004 and this is her first recorded breach. She only just attended the CCSC on 26/07/2006 and was provided with revocation information (at her request) by RGLO VA (refer to Cargo).



Staff Liaison / General Comments

16:30-17:35 Patrolled the gaming floor with Mark **Personal** for POI's/G-FIT matters. Nil breaches detected.

Administrative Duties

17:45-18:40 Attended to pending Administrative Tasks.


Other Incidents

18:40 Received a call from female known as [REDACTED] wishing to have her father known as [REDACTED] located. She advised that she had been trying to contact him, but his mobile telephone was switched off and it was now urgent. She provided all relevant personal details and privacy and confidentiality protocols were explained. I conducted checks and found a SYCO Account for [REDACTED] with live rating at Pit 17 Table 19 (BA). I also noted that he had come under notice with the CCSC previously (refer to Cargo Ref [REDACTED]).

After sighting his photo from Patron ID [REDACTED] I attended the Teak Room and approached [REDACTED] with TG Host George (assisted as Chinese Interpreter) and advised him of the call from his daughter.

[REDACTED] then placed a call (using his own mobile) to his daughter at 18:52hrs and thanked me for passing on the message. He told us that he would be returning home after 20:30hrs and he then resumed play at Pit 17 Table 19 (BA). I advised Paula **Personal** (Pit Boss) as to incident details.

[REDACTED] then contacted me to advise that her father had just called her and that she wished to be provided with information about what the CCSC provides. She stated that he has been gambling a lot recently and not responding to phone calls and concentrating on gambling, rather than work and family. I explained the services available through the CCSC and she told me that she may attend in the future as to make further inquiries about support service/s.



Night Shift Report

Responsible Gaming Liaison Officer		
Name: Alvin Person	Date:	31/07/06

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

Other Incidents

19:00 patron ██████████ attended the CCSC stating he wishes to be banned from the casino.

It was evident that ██████████ perhaps did not have the mental capacity to fully understand the Self Exclusion process.

When asked, ██████████ stated that he suffers from epilepsy and that he did not take his prescribed medication at 4:00pm. He appeared to be slightly agitated and somewhat confused. Water was provided when requested and he produced his medication (an assortment of tablets) from his wallet which he took.

The Self Exclusion process was discussed at length as were the possible ramifications of breaching a S/E Order. ██████████ became agitated and concerned at the possibility of being prosecuted and receiving a fine if he breaches.

When asked if he understood what had been explained to him he stated that he rarely understands things.

DSM Glenn Person was requested to attend the CCSC and was subsequently briefed on the incident. A 14 day verbal exclusion was issued with the understanding that the CCSC will make contact with him on the 01/08/2006 and arrange for him to attend the Centre for a counselling session with a RGC in the company of a person that he wishes to nominate prior to proceeding with Self Exclusion.

██████████ stated that he will most likely arrange for his house mate ██████████ to accompany him.

Contact details provided.





██████████ stated that he arrived at Crown by bus. Due to his demeanour, combined with the fact that he had just taken his medication, a taxi voucher was provided.

CCSC contact details provided.

20:00 ██████████ **Personal Information** was escorted to Western Porte and placed in taxi ██████████ and departed the complex.

BH advised.

Chubb Security Officer in attendance, **Personal Information**



Georges/Lift Aide

21:00 and 21:50 requested to attend Georges to assist disabled patron.

General Comments

22:00-23:30 canvassed gaming floor, no breaches detected.

B2

23:30 all clear, no hazards

Administrative duties

23:30-02:30

General Comments

02:30-04:00 canvassed gaming floor, no breaches detected.

B2

04:00 all clear, no hazards

Administrative duties

04:00-07:00

Articles of interest

Herald Sun – nil

The Age – nil

