



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

<b>Day/Date</b> :	Sunday, 6 <sup>th</sup>	<b>Month:</b>	May	<b>Year:</b>	2007
<b>Responsible Gaming Liaison Officers</b>					
<b>Day:</b>	Gareth <del>Personal</del>				
<b>Night:</b>	Alvin <del>Personal</del>				

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

GFIT Duties	Nil	Nil	G H	AE
Administration Duties	8 hours	6 hours	G H	AE
B2 Walk Way Check	08:25/16:30	19:30/05:00	G H	AE

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:	06/05/07	

Please choose from the following categories (Provide heading, time 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

"Lucky" Phill Person, Paula Person, Craig Person, Shane Person, John Person, Phoebe Person, Andy (Surveillance), Tania Person (Sec. Comms), Chris Person, Yuri Person, Rob GORDON, Matt Person, Susan Person, David Person, Brett Person, Susan Person, Tony (RSA), various Pitbosses, SSO's, Chubb Officers and various Pitbosses.

**B2**  
08:25/16:30 All Correct

**George's**  
08:30 All Correct

**B1 East**  
09:25 All Correct

*Note:* 08:30hrs - As passed on by nightshift RGLO AK, Georges Cage has table and chairs inside creating problems as far as accessing the lift aide. I will follow-up with Georges staff and advise.

14:30 – I spoke with George's on-duty Supervisor and she advised that the table and chairs would be relocated later this afternoon. 16:45hrs – I checked the cage and it was all clear (Table & Chairs removed).

#### General Comments / Administrative Duties

- Attended to various Administrative Tasks during the course of the shift, as directed by WJH, including:
  - Binding of "Governor's Report on Compulsive Gambling ". Placed in the RGSC Office for all to view.
  - Checks of [www.knowthescore.ca](http://www.knowthescore.ca) website – new schools program.
- Usual Thorough Checks done for WJH re:
  - 1) [REDACTED]  
(refer to S&S Shift Summ. Nightshift 05/05/2007)
  - 2) [REDACTED]  
Aged 29 years  
Cairns, QLD
  - 3) [REDACTED]  
54 years  
of Danila Dilba, NORTHERN TERRITORY

Findings sent via separate e-mail communication.

- Canvassed the gaming floor with Paula **PersonA**/DSM Craig **PersonA** for POI's/G-FIT Matters.
- Attended to POI filing (Level 6). B-M actioned and completed. Alpha boarded new POI's.
- Attended to e-mail follow-ups.
- "Lucky" Phill **PersonA** disability access report placed on PW's desk (Level 6) at 18:30hrs

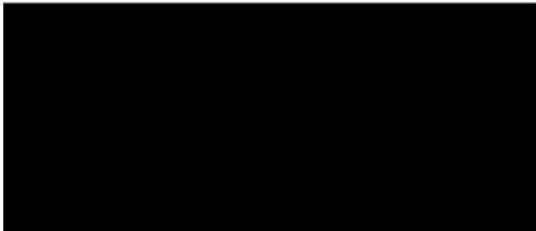
**Self-Exclusion**

**16:58-17:40** Received a call from Dave (Sec. Comms) to meet Chubb Officer Rad (#521) at the front of the RGSC, as two Asian females were with him inquiring about S/E.

I attended and was met by 22 year old female I now know as [REDACTED] who had her mother with her for support. We sat at RGSC Reception (Tania – Sec. Comms coverage) and [REDACTED] told me she wished to proceed with applying for S/E. She asked that her mother also be present for the process, again for support. She claimed that she is a student and is getting herself behind in studies due to spending too much time at Crown gambling. The procedure was explained in detail and I arranged for Susan **PersonA** (GM HD Ops Mgr) to attend as Category A witness.

The application and order were completed at 17:30hrs and I provided [REDACTED] with all relevant documentation. She told me that she is already attending counselling, but accepted "Strategies for Change" booklet and GHelp brochures. She also wished to be provided with AHA contact details, as she wanted to go ahead and do the Deeds of S/E tomorrow (07/05/2007). This was all provided and [REDACTED] stated that she would call the RGSC 1800 number if she had any problems regarding AHA. They left the RGSC at 17:40hrs. Tania (Sec. Comms) advised.

Checks found that [REDACTED] has not come under notice prior to 06/05/2007.



**Night Shift Report**

Responsible Gaming Liaison Officer		
Name: Alvin <b>Persona</b>	Date:	06/05/07

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>

**B2**

19:30 all clear, no hazards

**Administrative duties**

20:00-22:00

**Self-Exclusion**

19:45 received a call from Nadine **Personal** advising that known patron **[REDACTED]** has been issued with a Self Exclusion off site at Melbourne Airport.

RGLO was requested to advise surveillance of change in status for **[REDACTED]**

19:50 Surveillance Operator Teresa advised.

**Other Incidents**

21:30 received a call from a male who introduced himself as **[REDACTED]** wishing to have his wife **[REDACTED]** "banned" from Crown Casino.

**[REDACTED]** stated that **[REDACTED]** gambling is out of control, having allegedly lost in excess of 40K in 2007 and over 100k in 2006. He claims that she is depressed and that as a result of her losses **[REDACTED]** comes home in an agitated and aggressive state. It was alleged that she attended Crown last night 05/05/2007 and pawned her wedding ring to loan sharks operating within the Teak Room so she could gamble. **[REDACTED]** claimed **[REDACTED]** lost approximately 10k.

Note – **[REDACTED]**



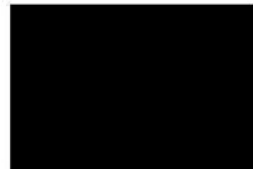
The Self Exclusion and revocation process was explained in detail as were the consequences of breaching a S/E Order. ██████████ was encouraged to speak to his wife and explain to her the advantages of S/E and make an appointment for his wife to attend the RGSC and speak with a RGC. Contact details provided.

██████████ stated he was more than happy for an RGLO to approach ██████████ and inform her of his concerns and explain and try to encourage her to S/E.

██████████ claimed that his wife left home approximately 1 hour ago and believes her to be at Crown Casino.

Periodical system checks conducted throughout the shift indicate patron did not engage in any rated play for 06/05/2007 and has not come to prior notice.

NFA.



Cargo # 4105

#### General Comments

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

#### Administrative duties

00:30-04:45

#### B2

05:00 all clear, no hazards

#### Articles of interest

Herald Sun – nil

The Age – It's just the Casino isn't it. If you don't like it, don't come. Page 4

- Packer launches charity foundation. Page 3 (Business daily)

- Bubbly by the schooner pops up after 82 years in the drink. Page 3