



Responsible Gaming Liaison Officer
Daily Operations Report

Day/Date :	Thursday, 24 th	Month:	May	Year:	2007
Responsible Gaming Liaison Officers					
Day:	Gareth Person				
Night:	Alvin Person				

Self Exclusions/Revocation Inquiries					
Issued:	2	Inquiries	Nil	Revocation Inquiries:	Nil
Breaches:	Nil	Located by:			
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 AE
RSG Floor Duties		1 hour	5 hours	G AE
RSG Duties		4 hours	2 hours	G AE
Missing Persons/Lost Patrons		1 hour	Nil	G AE

GFIT Duties	Nil	Nil	G H	AE
Administration Duties	6 hours	5 hours	G H	AE
B2 Walk Way Check	14:30	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: 24/05/07

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

Staff Liaison

Wayne **Person**, Craig **Person**, Rod **Person**, Joe **Person**, Brett **Person**, Nicole **Person**,
Damian, Melanie (Surveillance), Dave, Tania (Sec. Comms), Rob **Person**, Kim **Person**, Phil **Person**,
Person, Sam **Person**, Darren **Person**, SSO's, Chubb Officers and various Pitbosses.

B2

14:30 All Correct

George's

14:35 All Correct

B1 East

14:45 All Correct

RGLO Staff Meeting - RGSC

07:00-08:30 – Attendees: RGSC Mgr NG, RGLO VA, (RDO), RGLO AK (Admin) and RGLO GH (Dayshift). Apologies: RGLO AE (Nightshift) and RGLO PM (RDO).

Self-Exclusion

08:07-10:10 Received a call from Change Booth 5 (West) asking I attend regarding an Indian male who was asking for problem gambling assistance. I attended and was met by male I now know as **Person**. When I asked as to how I could be of assistance, he said "I just want to kill myself. I have lost everything. I am better off dead now".

I relocated **Person** to the RGSC at 08:13hrs (Dave – Sec. Comms advised) and he spoke at length about his history. He told me he came to Australia 10 years ago from India/Sri Lanka and lived in Sydney. He stated that he had become "addicted to Black Jack at Star City" and as a result had Self-Excluded himself from there.

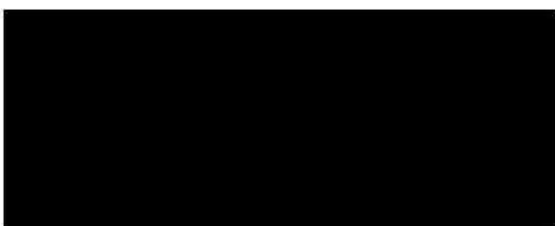
Person told me that due to his problems in Sydney and allegedly had attempted to commit suicide on 3-4 occasions and had been admitted into **Person** for Psychiatric Assessment and been prescribed Antidepressants. He stated that he didn't have any medical conditions and wasn't on any medication at the moment. He told me that he had attended counselling at the **Person** and ceased the counselling sometime ago. He told me that he is currently unemployed and on Centrelink Benefits (fortnightly) and decided to "come to Melbourne to change his life". He told me that he had been staying in Maidstone for the past three weeks and been coming to gamble at Crown regularly and lost over \$18, 000 playing Black Jack.

I asked as to if he had any family or friends in Australia and he responded with "No. I have not seen my family for 16 years". He told me he had no money now until next Friday when he gets his Centrelink Benefit. I explained the services available through the RGSC, including S/E and he wished to proceed with applying. I arranged for Nicole **PersonA** (GM Ops Mgr) to attend as Category A witness and the application and order was completed at 09:15hrs. Checks found that he had not come under notice prior to 24/05/2007.

I then explained the GHelp support service and financial counselling details to **PersonA** began to behave erratically and broke down in tears constantly during our conversation and continued to make claims about self-harm. He particular highlighted as to how he wished to go about "killing himself with a metal pole through his neck" and described particulars as to how he had previously allegedly attempted to "commit suicide".

I then contacted WJH at 09:30hrs and had a discussion regarding **PersonA** welfare. After discussion I informed DSM Wayne **PersonA** and RGSC Mgr NG as to details and organised for VicPOL to attend the RGSC via Dave (Sec. Comms). I also arranged for CFAO Tess **PersonA** to observe **PersonA** with Chubb Officer Adam (#884) whilst I spoke with RGC KE over the phone regarding the incident.

Melbourne West VicPOL Snr. Const Dean **PersonA** and Const. Chris **Perso** attended the RGSC at 09:50hrs and after being briefed as to incident details by both **PersonA** and I, **PersonA** spoke with **PersonA** who agreed that due to duty of care/welfare he would be transported by them to St. Vincent Hospital for further assessment at 10:10hrs. He was provided with all relevant documentation and support services brochures and encouraged to call the RGSC 1800, or attend if he wished to make an appointment to see a RGC for referral. All relevant staff informed as to incident details.



General Comments

12:30 Attended VicPOL Gaming & Racing (Mezzanine) as arranged with M. T. **PersonA** and had S/E statements witnessed for the following:



I have placed all three in RGSC Mgr **Pers** in-tray for appropriate action (RGSC Office).

Other Incidents

14:15 I observed current WOL female **PersonA** engaged in play at 1207 (BA). I advised both Chris (Surveillance) and Kirsten **PersonA** (PB) and awaited SSO's

attendance. At 14:25hrs, ██████████ made her way off the gaming floor, via Sante Exit and down to B1 Sante Carpark. No SSO's attended.



Other Incidents

15:10-15:50 Greek married couple ██████████ attended the RGSC wanting to pass on details (to assist with Person) regarding ██████████ 80 year old father known as ██████████ who allegedly was last seen at Lonsdale Street in the CBD yesterday (23/05/2007) at approximately 10:00hrs.

██████████ told me that they had attended Preston VicPOL today and made a missing report regarding her father. She told me that he had only been in Australia for 3 months and had previously had heart problems and was "a little bit forgetful". I explained privacy and confidentiality protocols in detail and ██████████ provided all relevant personal information, along with a photo of her father that I made a copy (see attached).

I conducted checks and found that ██████████ had not come under notice prior to 24/05/2007 and didn't hold a SYCO Account. ██████████ told me that if he was to gamble it would only be on EGM's. We then all did a thorough search of the entire gaming floor and were unable to locate ██████████ as at 15:50hrs. ██████████ were provided with a CAPS's card and advised they would call if ██████████ had been located, as to call off Person. DSM Craig Person advised.

17:05 ██████████ call me to advise that they had just heard from ██████████ and that he had actually just arrived back in Greece and decided to leave the country without them being aware. NFA.



General Comments / Administrative Duties

- Attended to various Administrative Tasks during the course of the shift.
- POI Archiving (done down in the RGSC Office).
- Attended to e-mail follow-ups.

Night Shift Report

Responsible Gaming Liaison Officer		
Name: Alvin Persona	Date:	24/05/07

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

B2

19:30 all clear, no hazards

General Comments

19:30-20:00 canvassed gaming floor, no breaches detected

Administrative duties

20:00-23:00

General Comments

23:00 received a call from a male who introduced himself as [REDACTED] the husband of female patron [REDACTED]

[REDACTED] claimed he was on route to Crown Casino in search of his wife, as it was alleged that she is not answering her mobile phone after leaving home without stating where she was going.

[REDACTED] said that he discussed the Self Exclusion program with [REDACTED] and that she was upfront about her lengthy conversation with me on the 08/05/2007. Unfortunately [REDACTED] allegedly declined to proceed with S/E.

[REDACTED] wanted to know if [REDACTED] was currently at the casino. I explained our confidentiality protocols, which [REDACTED] appeared to accept.

It was decided that when [REDACTED] arrives and after locating his wife, he will make contact with me to reiterate the S/E process and to hopefully convince her to make an appointment with a RGC.

It was alleged that [REDACTED] has not retrieved her wedding ring after allegedly pawning it to a loan shark on the 05/05/2007.

[REDACTED] stated that he was prepared to identify by sight known loan sharks operating in the casino if it could be guaranteed that the information will remain confidential.

Lorraine **Pers** advised and indicated she was prepared to meet with [REDACTED] on his arrival.

The gaming floor was canvassed and [REDACTED] was observed engaged in table play on BA0809. Ratings indicate [REDACTED] commenced play at 19:36.

At approximately 00:15 after receiving a call from Lorraine, curious if [REDACTED] had presented, I canvassed the gaming floor and was unable to detect [REDACTED]

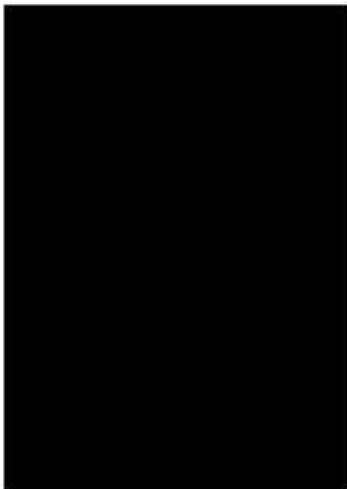
No phone call was received by [REDACTED] advising RGLO he had actually arrived on site.



Self-Exclusion

01:20 received a call from Security Communications Officer Andrew requesting RGLO attend Sante entry for an Asian female wishing to Self Exclude.

On arrival I was introduced by attending security staff to a female patron who identified himself using her Victorian Driver Licence as



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

[REDACTED] was escorted to the RGSC where she successfully Self Excluded at approximately 02:35 am. Duty Security Manager Mohammed Persona [REDACTED] was utilised as the Category "A" witness.+

Administrative duties

03:00-05:00

B2

05:00 all clear, no hazards

Articles of Interest

The Age – Nil

Herald Sun – Nil