

# Responsible Gaming Liaison Officer Daily Operations Report

Day/Date :	Monday 26 <sup>th</sup>	Month:	November	Year:	2007
Responsib	le Gaming Liaison	Officers	\$\frac{1}{2}	At 1	169
Day: Vince	nt Rersonal.				
Night: Alv	n Personal				

Self Exclusions/Revoc	ation Inc	quiries			
Issued:	Nil	Inquiries	1	Revocation Inquiries:	
Breaches:	2	Located by:	2xrg		
Unattended Children	to .			<del> </del>	-
Incidents:	Nil	WOL Issued:		Number of Minors:	
Other Incidents					
Incidents:	1				
Intervention Incidents		-			
Incidents:	Nil				

1800 C	alls	
Time:	alls Type:	

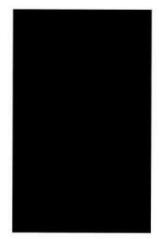
ssues/Follow Up/Administration Tasks	
Please state recipients initials and provide full details:	

Duties	Time S	Time Spent (Min)		RGLO	
	Day	Night	D	N	
Unattended Children	Nil	Nil	VA	AE	
RSG Floor Duties	3.5	4 hours	VA	AE	
RSG Duties	1 hour	2 hours	VA	AE	
Missing Persons/Lost Patrons	Nil	Nil	VA	AE	
GFIT Duties	Nil	Nil	VA	AE	
Administration Duties	1 hour	6 hours	VA	AE	
B2 Walk Way Check	08:20	19:30/02:30	VA	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**

Please choose from the following categories (Provide heading, time and full details):  General Comments Training Self-Exclusion Briefing Attended Unattended Children Intervention Incidents Other Incidents Revocation Inquiry Received a call from S/E patron revocation, he stated that he has not received response to his application. After liais with PC I called 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 alleging that his S/E partner 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	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 enquiring about his reque revocation, he stated that he has not received response to his application. After lia with PC I called 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 alleging that his S/E partner was on the gaming floor, the call value when transferred to RGLO mobile.  VCGR/SV Operator Tanya advised of the alleged breach advice and I began	ama: Vincent Bernard	Doto: 26/44//
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TRANSPORT MENTALS	canvassing the gaming floor a short time later. I was not able locate gaming floor.	nvassing the gaming floor a short time	



#### Night Shift Report

Responsible Gaming Liaison Officer		
Name: Alvin Personal	Date:	26/11/0 7

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

**General Comments** Training

**Briefing Attended** Self-Exclusion Unattended Children Staff Liaison

Intervention Incidents Police/Human Services Other Incidents **GFIT or SYCO Matters Breach of Self-Exclusion** Revocation Inquiry

19:30 all clear, no hazards

# Administrative duties

19:30-21:10

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

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 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



### **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 engaged in table play on BA1210.

Surveillance Operator Mark advised.

VCGR Inspectors Stuart Personal and Mark Personal attended and escorted off the gaming floor via Sante entry. \$100 was cashed out. After being interviewed, 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

VCGR advised and attended. 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



<u>General Comments</u> 01:00-02:30 canvassed gaming floor, no breaches detected

<u>B2</u> 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