



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2021

Daily Workload by Time of Day (for Report Period)



Report Summary

Total Contacts	110
Self Exclusion Breaches	5
Self Exclusion Inquiries	0
Self Exclusions Issued	2
Missing Persons	0
Unattended Children	0

Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2021 6:00:00 AM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Perso</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Operational Overview</p> <p>Referral Location No Referral</p> <p>RGA B1017908</p>	Checked Splunk and Webex throughout the shift.	 <p>PHOTO REQUIRED</p>
<p>Date / Time 27/01/2021 6:00:00 AM</p> <p>Person Name Responsible Gaming Audit</p> <p>Person ID Perso</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service GM/TG/Staff & FATG focus</p> <p>Referral Location No Referral</p> <p>RGA B1017908</p>	Canvassed gaming floor. Liaised with patrons, SSOs, TG AMs, ACM and GM CSAs. Asked a tired locking patron to leave.	<p>PHOTO REQUIRED</p> 
<p>Date / Time 27/01/2021 6:12:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA jv031797</p>	<p>PP15 VIP Tables</p> <p>Mah ACM Para advised that he spoke to [REDACTED] who advised that she is leaving at 7 am.</p> <p>06:31 [REDACTED] pinged pn GM PP channel for 16hrs 49mins</p> <p>VOSM Tien was notified via SMS, later replied that patron's last rating was at 3am and appeared to have left the complex. [REDACTED] appeared to have rating from 6:29 at P1205 according to SYCO.</p>	[REDACTED]
<p>Date / Time 27/01/2021 6:37:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Crown Perth</p> <p>Nature of Service Self Exclusion</p> <p>Referral Location RGC</p> <p>RGA ov360590</p>	<p>Issued by: CP</p> <p>Min Term of SE: 1 year</p> <p>7 Year Drop off: Yes</p> <p>[REDACTED] applied to be self excluded from Crown Perth and Crown Melbourne on 27 January 2021.</p>	[REDACTED]
<p>Date / Time 27/01/2021 6:38:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA ov360590</p>	<p>PP15 MGF Machines</p> <p>RGA attended and observed.</p>	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 27/01/2021 6:57:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	PP15 VIP Machines VOSM Tien was advised via SMS and later replied that patron has been spoken to and will leave soon after.	
Date / Time 27/01/2021 7:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP15 PRE Tables Attended where patron was no longer in the area.	
Date / Time 27/01/2021 7:10:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP17 VIP Tables TG ACM Mahogany_1 7:09 AM ██████████ has left the building . I have seen her leave I will look at the rating and close it	
Date / Time 27/01/2021 7:52:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	PP17 VIP Machines VOSM Tien was notified by SMS, ██████████ has a 6hrs and 17mins break. VOSM Tien later replied that ██████████ is staying in house and has been reminded to take a min 8hrs break in the future.	
Date / Time 27/01/2021 7:55:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	PP17 VIP Machines VOSM Tien was notified by SMS, ██████████ has a 6hrs and 27mins break. VOSM Tien later replied that ██████████ is staying in house and has been reminded to take a min 8hrs break in the future.	
Date / Time 27/01/2021 8:31:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP12 MGF Machines PP Policy and min 8 hr break explained. Leaving soon.	



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<p>Date / Time 27/01/2021 8:33:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA ov360590</p>	<p>PP15 MGF Tables</p> <p>TG ACM Central_1 8:33 AM</p> <p>Thanks. Will continue to monitor. Regards Matthew.</p>	[REDACTED]
<p>Date / Time 27/01/2021 8:39:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA ov360590</p>	<p>PP17 MGF Machines</p> <p>RGA attended to advised [REDACTED] to take a break, [REDACTED] stated that she has lost 5900 today and hated herself for coming to Crown and that the total of \$4000 was lost for the month.</p> <p>RG services has been offered to her many time in the past and again talking about seeking assistant from GH and or having TO or SE. [REDACTED] stated nothing can be done and that she doesn't want to do anything.</p> <p>RGA explained to her that if she doesn't keep track of her time and have regular break she will be issue a WelfareWOL [REDACTED] stated that won't help her either because she will then go to the local pokie.</p>	[REDACTED]
<p>Date / Time 27/01/2021 9:23:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA jc017687</p>	<p>PP17 MGF Machines</p> <p>Patron claimed to have taken a 6 hr break followed by a 2 hr break. Reiterated PP poilicy and min 8hr continuous break explained. He is leaving in 30 mins.</p>	[REDACTED]
<p>Date / Time 27/01/2021 10:22:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA da027675</p>	<p>PP12 MGF Machines</p> <p>Unable to speak with [REDACTED] as he has already left the EGM.</p>	[REDACTED]
<p>Date / Time 27/01/2021 10:24:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA jc017687</p>	<p>PP15 MGF Tables</p> <p>Leaving in 2 hrs.</p>	[REDACTED]
<p>Date / Time 27/01/2021 10:25:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA jc017687</p>	<p>PP15 PRE Machines</p> <p>RGA talked to patron. She is booking into hotel later. Leaving in 2 hrs. Advised her to have proper rest afer checking in as she dd not have any sleep last night.</p>	[REDACTED]



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Date / Time 27/01/2021 10:28:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jc017687	PP12 PRE Tables No observable signs.	[REDACTED]
Date / Time 27/01/2021 10:37:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Cage & Count Nature of Service Other Referral Location Table Games RGA jt380953	Rhonda from Main Cage called asking for more information around comment placed on [REDACTED] account. Account frozen by Mahogany Room DSM. Referred Rhonda to Mahogany. No RG concerns here.	[REDACTED]
Date / Time 27/01/2021 11:00:00 AM Person Name Chaplaincy Services RGC Person ID [REDACTED] Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA da027675	[REDACTED] Patron]	PHOTO REQUIRED
Date / Time 27/01/2021 11:49:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Seeking other Assistance Referral Location RGC RGA ov360590	Received an email from [REDACTED] concerning that [REDACTED] has been gambling at Crown using someone else ID, RG and GH services offered to [REDACTED] where she doesn't need any support but all she need is for RG to removed [REDACTED] from the GF if sighted on site. RG phone number given and asked [REDACTED] to call if she think [REDACTED] at Crown.	[REDACTED]
Date / Time 27/01/2021 11:51:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA ov360590	Called [REDACTED] to come to RGC to sign his revocation paper. [REDACTED] stated his is out of town at the moment and will come to RGC on his return. [REDACTED] letter printed and left on the revocation tray.	[REDACTED]
Date / Time 27/01/2021 12:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGC RGA ov360590	Amos from SV advised that [REDACTED] has breach his SE and currently playing in pit 11. SSOs #216 and #289 and RGA approached and removed via Ming's. SE conditions and boundaries explained. SSO exchanged \$1300.	[REDACTED]



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Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2021 12:17:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA jv031797</p>	<p>PP15 MGF Machines</p> <p>Unable to speak to [REDACTED] as she is no longer at the EGM.</p>	[REDACTED]
<p>Date / Time 27/01/2021 12:20:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location Security</p> <p>RGA ov360590</p>	<p>Sighted [REDACTED] was playing in pit 11, SV Renee was notified where [REDACTED] saw RGA on the phone he decamped via Ming's.</p>	[REDACTED]
<p>Date / Time 27/01/2021 12:26:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Revocation Information</p> <p>Referral Location RGA</p> <p>RGA jt380953</p>	<p>Spoke to [REDACTED] and advised him that his application to revoke his self exclusion order has been approved. Invited him to make a GRIP appointment before resuming normal activities on the gaming floor. [REDACTED] has decided to attend on 4th February at 12:30pm.</p>	[REDACTED]
<p>Date / Time 27/01/2021 12:34:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA ov360590</p>	<p>PP17 MGF Tables</p> <p>RGA approached and request [REDACTED] to take a substantial break of 8hrs. [REDACTED] was hesitant to leave and asked if she could stay past 18hrs, RGA advised against it and removed via Ming's.</p>	[REDACTED]
<p>Date / Time 27/01/2021 12:35:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Revocation Information</p> <p>Referral Location RGC</p> <p>RGA jt380953</p>	<p>Spoke to [REDACTED] and advised him that his application to revoke his self exclusion order has been approved. Invited him to make a GRIP appointment before resuming normal activities on the gaming floor. [REDACTED] explained that he has moved to NSW and is not in a hurry to return to Crown. Contact details provided and reminded him to get in touch with us before he resumes the gaming floor even if it is not for a while.</p>	[REDACTED]
<p>Date / Time 27/01/2021 12:37:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Revocation Information</p> <p>Referral Location RGC</p> <p>RGA jt380953</p>	<p>Spoke to [REDACTED] and advised him that his application to revoke his self exclusion order has been approved. Invited him to make a GRIP appointment before resuming normal activities on the gaming floor. [REDACTED] will come in this afternoon for his GRIP.</p>	[REDACTED]



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<p>Date / Time 27/01/2021 12:38:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Observable Signs Referral Location RGC RGA ov360590</p>	<p>Responded to a Medallia Alert referred by RGOM, RGA has called the phone number provided by [REDACTED] many time but was unsuccessful.</p>	<p>PHOTO REQUIRED</p>
<p>Date / Time 27/01/2021 12:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location RGC RGA jt380953</p>	<p>Spoke to [REDACTED] and advised him that his application to revoke his self exclusion order has been approved. Invited him to make a GRIP appointment before resuming normal activities on the gaming floor. [REDACTED] will come in this tonight around 6:30pm for his GRIP [REDACTED]</p>	
<p>Date / Time 27/01/2021 12:42:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location RGC RGA jt380953</p>	<p>Spoke to [REDACTED] and advised him that his application to revoke his self exclusion order has been approved. Invited him to make a GRIP appointment before resuming normal activities on the gaming floor. [REDACTED] will come in on 1st Feb at 6pm.</p>	
<p>Date / Time 27/01/2021 1:02:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Welfare Referral Location RGC RGA ov360590</p>	<p>Renee advised that [REDACTED] was at Degani finishing his meal; RGA attended where [REDACTED] talked at length about his decision to SE was a mistake and should have chosen a shorter period of time. SE conditions and boundaries explained and advised to stay away from Crown until he is eligible to apply for revocation. [REDACTED] promised RGA that he understood and won't be returning until he could have his SE removed.</p>	
<p>Date / Time 27/01/2021 1:04:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jc017687</p>	<p>PP12 MGF Machines</p> <p>No observable signs.</p>	
<p>Date / Time 27/01/2021 1:07:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA ov360590</p>	<p>Revocation process explained and RG business card issued, advised to contact RGA in Dec 2022 to apply for revocation if no further breaches occur.</p>	



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Person Registration Details	Comments	Photo
Date / Time 27/01/2021 1:21:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA jt380953	Revocation result notification emailed to Kathryn [REDACTED]	[REDACTED]
Date / Time 27/01/2021 1:23:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA jt380953	Revo notification mailed to Report Writer.	[REDACTED]
Date / Time 27/01/2021 1:24:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA jt380953	Revo notification emailed out to Trina [REDACTED]	[REDACTED]
Date / Time 27/01/2021 1:27:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA jc017687	Received call from [REDACTED] inquiry about his Revo application. He wants to know "the maximum time he needs to wait for the application to process". Advised him that no time frame can be given. Advised to be patient for the process to take its course.	[REDACTED]
Date / Time 27/01/2021 1:28:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA jt380953	Revocation notification emailed to Lirelle [REDACTED]	[REDACTED]
Date / Time 27/01/2021 1:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Request for Revocation Referral Location RGC RGA ov360590	[REDACTED] attended RGC with [REDACTED] to enquired of revocation, revocation process explained [REDACTED] requested to have her SE lifted, Revocation Application letter issues, and referred to GH for counselling.	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 27/01/2021 1:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Application Referral Location RGC RGA ov360590	Revocation Application letter issues.	[REDACTED]
Date / Time 27/01/2021 1:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA jt380953	Mailed revo notification to Louise Perso	[REDACTED]
Date / Time 27/01/2021 1:42:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location RGC RGA jt380953	Emailed revo notification to Jose Perso	[REDACTED]
Date / Time 27/01/2021 1:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Paperwork Received Referral Location Chinese Peer Connection (East) RGA ov360590	Revocation Application letter signed and handed to RGA. Referred to GH and CPC for counselling.	[REDACTED]
Date / Time 27/01/2021 1:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location RGC RGA jt380953	Spoke to [REDACTED] is and advised him that his application to revoke his self exclusion order has been approved. Invited him to make a GRIP appointment before resuming normal activities on the gaming floor. [REDACTED] will come in tomorrow at 11am.	[REDACTED]
Date / Time 27/01/2021 1:59:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Host RGA jc017687	PP17 PRE Machines SMS sent to VOSM to remind patron to take break. VOSM replied : "patron has spoken in regards to play period. Patron advised she is leaving now".	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 27/01/2021 2:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP17 PRE Tables SMS sent to Teak ACM to remind patron to take breaks. ACM replied "cannot locate patron as the moment." Patron later moved to table 1601. Teak ACM informed. Teak ACM replied : "spoke to patron who has now left the property for minimum 8 hours break".	[REDACTED]
Date / Time 27/01/2021 2:19:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA jt380953	Rang and asked [REDACTED] if she can attend the RGC to sign her agreement letter after her revocation has been approved. She will attend this Friday afternoon. Letter in GRIP tray.	[REDACTED]
Date / Time 27/01/2021 2:38:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA jt380953	Received a filled in online application but of poor picture quality. Asked [REDACTED] if she can resend it please.	[REDACTED]
Date / Time 27/01/2021 2:41:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA jt380953	[REDACTED] had emailed twice on 21st and 27th January 2021 enquiring about the progress of her application. Responded to her advising that I don't have a timeframe but thanked her for her patience and that we will be in touch as soon as it is possible.	[REDACTED]
Date / Time 27/01/2021 2:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jc017687	PP17 VIP Tables Patron had a 5h 51m break and claimed to have stayed at Metropol hotel with friends. She was unable to provide the room number. Advised her to take a 8 hr break. Patron left soon after.	[REDACTED]
Date / Time 27/01/2021 2:53:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Paperwork Referral Location RGA RGA jt380953	Received both signed application and revocation report from [REDACTED] via email, Responded with acknowledgment and report sent for vetting.	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 27/01/2021 3:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Application Referral Location RGC RGA jt380953	Revocation Application emailed to [REDACTED]	[REDACTED]
Date / Time 27/01/2021 3:03:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA jt380953	Received a photo of application from [REDACTED] that is of poor quality. Responded to [REDACTED] email asking if she can resend this and to let me know if she has any problems.	[REDACTED]
Date / Time 27/01/2021 3:04:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service WOL Referral Location Security RGA ov360590	Crown TG staff enquired about [REDACTED] situation on behalf of [REDACTED]. Advised to contact SIU on *5211 or an online feedback form to be submit to security.	[REDACTED]
Date / Time 27/01/2021 3:08:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA jc017687	Pager alert : patron had a 10 hr break. Deleted from pager.	[REDACTED]
Date / Time 27/01/2021 3:09:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA jc017687	Pager alert : patron had a 10 hr break. Deleted from pager.	[REDACTED]
Date / Time 27/01/2021 3:28:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location RGC RGA ov360590	PP15 VIP Tables TG ACM Mahogany_1 5:12 PM [REDACTED] s agreed to take an 8 hour break from 6pm onward.	[REDACTED]



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Date / Time 27/01/2021 3:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Request for Revocation Referral Location RGC RGA jc017687	While at Food Court entry, a SSO informed RGA that [REDACTED] would like to enquire about SE Revo. [REDACTED] was relocated to RGC. The Revo process explained. RGA accepted [Per] verbal request for Revocation.	[REDACTED]	
Date / Time 27/01/2021 3:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Paperwork Received Referral Location RGA RGA jt380953	Received both signed application and revocation report from [REDACTED] via email, Responded with acknowledgment and report sent for vetting.	[REDACTED]	
Date / Time 27/01/2021 3:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Revocation Paperwork Received Referral Location RGA RGA jt380953	Received a report for revocation of WOL from counsellor Joshi [Per] Responded to Josh's email with acknowledgement.	[REDACTED]	
Date / Time 27/01/2021 3:38:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA jt380953	Emailed Revo notification to Jana [Perso].	[REDACTED]	
Date / Time 27/01/2021 3:39:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Self Exclusion Referral Location RGC RGA ov360590	Issued by: CP Min Term of SE: 3 years 7 Year Drop off: No [REDACTED] applied to be self excluded from Crown Perth and Crown Melbourne on 27 January 2021.	[REDACTED]	
Date / Time 27/01/2021 3:44:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA jt380953	[REDACTED] emailed enquiring about the progress of his applicaiton as he'd like to use all of Crown's facilities for his function in February. Explained that it is in progress and that we will be in touch once we have progressed further.	[REDACTED]	



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Person Registration Details		Comments	Photo
Date / Time 27/01/2021 3:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By [REDACTED] Nature of Service Revocation Application Referral Location GHTel Service RGA jc017687	RGA handed [REDACTED] the Revo Application form and the Report writing guide. He will go away and read and sign the application form which will be returned to RGC by email later. Advised to seek counselling from GH.	[REDACTED]	
Date / Time 27/01/2021 3:49:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Observable Signs Referral Location RGC RGA ov360590	[REDACTED] was observed by Mah staff for avoiding using their membership card and was confirmed with SV that they has been wearing the same clothing since yesterday. RGA approached where RGPP explained [REDACTED] claimed that she is staying at Crown Hotel but could not provide room number or which hotel, then she said she went to her boyfriend's apartment in the city for a couple of hours. RG advised [REDACTED] to leave for an 8hrs break not to return before midnight 28/01/2021. TG ACM Andrew and DSM Wind [REDACTED] were notified. Added to RGPP to monitor. 1:00AM 28/1/21 Taken off pager	[REDACTED]	
Date / Time 27/01/2021 3:51:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Observable Signs Referral Location RGC RGA ov360590	[REDACTED] was observed by Mah staff for avoiding using their membership card and was confirmed with SV that they has been wearing the same clothing since yesterday. RGA approached where RGPP explained [REDACTED] claimed that she is staying at Crown Hotel but could not provide room number or which hotel, then she said she went to her boyfriend's apartment in the city for a couple of hours. RG advised [REDACTED] to leave for an 8hrs break not to return before midnight 28/01/2021. TG ACM Andrew and DSM Wind [REDACTED] were notified. Added to RGPP to monitor. 1.00AM 28/1/21 Taken off pager.	[REDACTED]	
Date / Time 27/01/2021 3:52:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP18 VIP Tables [REDACTED] self disclosed that she has been playing at Crown since around 6pm, matched with SYCO date and left around 10am then returned to play at around 2pm. [REDACTED] was playing uncarded therefore she did not appeared on WEBEX.	[REDACTED]	
Date / Time 27/01/2021 3:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP18 VIP Tables [REDACTED] self disclosed that she has been playing at Crown since around 6pm, matched with SYCO date and left around 10am then returned to play at around 2pm. [REDACTED] was playing uncarded therefore she did not appeared on WEBEX.	[REDACTED]	
Date / Time 27/01/2021 4:02:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA jt380953	[REDACTED] emailed asking if he can write his own report for his own application. Responded to him and referred him to Gamblers Help for profession, confidential and free counselling.	[REDACTED]	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2021

Person Registration Details	Comments	Photo
Date / Time 27/01/2021 4:25:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location Security RGA ov360590	Sighted ██████ in Maple, once noted RGA on the phone ██████ and her friend decamped via Atrium, SV Renee was notified.	██████████
Date / Time 27/01/2021 4:32:00 PM Person Name Responsible Gaming DOR Person ID ██████████ Referred By Responsible Gaming Nature of Service Operational Overview Referral Location RGC RGA ov360590	Checked Splunk and Webex throughout the shift.	 <small>PHOTO REQUIRED</small>
Date / Time 27/01/2021 4:54:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service GRIP SE Referral Location RGC RGA jc017687	SE Grip session conducted.	██████████
Date / Time 27/01/2021 5:20:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA jc017687	█████ attended RGC to enquire about SE Revo. The process explained. Advised that he cannot start the process before 20 Feb 2021. Reminded him to be open and honest to his counsellor should he restart his Revo application again.	██████████
Date / Time 27/01/2021 5:36:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Attempted Breach Referral Location RGC RGA jc017687	Informed by Ed in SV that ██████ was refused entry at Mings entrance. Nil contact by RGA.	██████████
Date / Time 27/01/2021 5:47:00 PM Person Name ██████████ Person ID ██████████ Referred By Table Games Nature of Service Play Periods Referral Location RGC RGA ov360590	PP17 VIP Tables TG ACM Mahogany_1 5:45 PM He is still active and leaving at 6pm.	██████████



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2021

Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2021 5:49:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Spunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA ov360590</p>	<p>PP18 PRE Tables</p> <p>TG ACM Premium_2 5:45 PM. After 24 hr break, pls return to SS2 pager.</p> <p>[REDACTED] is cashing in and has been asked to take an 8 hour break.</p> <p>You 5:45 PM</p> <p>Sorry, he must take a 24hrs break as he is a regular breaches and overstay RGA Joseph is on his way, Thanks you</p> <p>TG ACM Premium_1 5:47 PM</p> <p>Ok he is in the bathroom currently. I am waiting for him TG ACM Premium_2 5:48 PM</p> <p>Warning message has been added to his card for a 24 hour break.</p>	
<p>Date / Time 27/01/2021 6:07:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Revocation Information</p> <p>Referral Location RGC</p> <p>RGA ov360590</p>	<p>RGA attempted to call [REDACTED] regarding her Revocation Application but she was unavailable, RG phone number provided to her niece and asked if [REDACTED] could return call to RGC when possible. Information regarding her application will pass on to RGA Brendan if she call back.</p>	
<p>Date / Time 27/01/2021 6:50:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID Personal</p> <p>Referred By Table Games</p> <p>Nature of Service Observable Signs</p> <p>Referral Location RGC</p> <p>RGA BI017908</p>	<p>TG Joanna in pit 16 advised that dealer overheard patron borrowing money to gamble. Dealer Matthew 390769 overheard in Vietnamese that [REDACTED] had borrow \$1000 on the phone and won back \$2000. I spoke with [REDACTED] and she claimed that she's playing with her money and she's not in any debt or borrowed money to gamble. She's not staying for extended period and had been a member from the old casino. No prior interaction with RG.</p> <p>RG services and observable signs explained as possible indication or RG concern to patron. She thanks our interaction and patron was allowed to resume gaming.</p>	
<p>Date / Time 27/01/2021 7:00:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service Observable Signs</p> <p>Referral Location RGA</p> <p>RGA BI017908</p>	<p>AM Lyn notified RGA about an un-carded senior Asian player who had been here for 7+hours on the same spot on TG. Patron was not showing any observable sign but AM Lyn was concern about how long she will remain.</p> <p>Spoke with patron in Vietnamese, she is comfortable with her gaming but did not have a membership and doesn't want to make one. She's aware of her limit and time. RG services explained. Lyn will continue to monitor and passed onto incoming shift to monitor her time.</p>	<p>PHOTO REQUIRED</p> <p>responsible gaming LIMITED BY TIME & MONEY PLEASE CEASING AND STOPPING ALL PLAYING BEHIND YOUR BACKS TO THE</p>
<p>Date / Time 27/01/2021 8:15:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service GRIP SE</p> <p>Referral Location RGC</p> <p>RGA BI017908</p>	<p>[REDACTED] also know as [REDACTED] attended the RGC for his GRIP. He signed the agreement and did not required a copy of it. Restriction 6 months upgrade and VIP access informed. [REDACTED] is aware that he needs to do a 3 months follow up.</p>	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2021

Person Registration Details		Comments	Photo
Date / Time 27/01/2021 8:30:00 PM Person Name Responsible Gaming Audit Person ID Pers. Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA jv031797	Canvassed gaming floor. Liaised with patrons, GM CSAs, Cleaners, GM Technicians, and TG AMs.		
Date / Time 27/01/2021 10:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA da027675	PP15 MGF Tables Attended, explained PP policy [REDACTED] replied that he is leaving in an hour.		
Date / Time 27/01/2021 10:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA da027675	PP12 MGF Machines Attended Explained PP policy. She replied that she is leaving around midnight.		
Date / Time 27/01/2021 10:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA da027675	PP12 VIP Tables Observed no observable signs		
Date / Time 27/01/2021 10:53:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA da027675	PP12 PRE Tables Observed no observable signs		
Date / Time 27/01/2021 11:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA da027675	PP12 MGF Tables Observed no observable signs		



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2021

Person Registration Details		Comments	Photo
Date / Time 27/01/2021 11:52:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP12 MGF Tables No observable signs noted.	[REDACTED]	
Date / Time 28/01/2021 12:07:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP12 PRE Tables Unable to observe [REDACTED] as he was no longer at the EGM.	[REDACTED]	
Date / Time 28/01/2021 1:12:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP12 MGF Tables Unable to observe [REDACTED] as he is no longer at the table.	[REDACTED]	
Date / Time 28/01/2021 1:14:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP12 PRE Tables Unable to observe [REDACTED] as he is not currently rated. 1:46 am; Attended [REDACTED] and advised [REDACTED] of PP policy. No observable signs noted.	[REDACTED]	
Date / Time 28/01/2021 1:20:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Security RGA BI017908	Minh in SV informed that [REDACTED] went in through Sport and out via Mings before everyone could be notified.	[REDACTED]	
Date / Time 28/01/2021 1:21:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP12 MGF Tables Attended pit 04/27 and observed [REDACTED] no observable signs noted.	[REDACTED]	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2021

Person Registration Details	Comments	Photo
Date / Time 28/01/2021 1:32:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA BI017908	PP15 VIP Tables MSM Ralph spoke to patron and he will depart by 3am.	██████████
Date / Time 28/01/2021 1:49:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP12 MGF Tables Attended 1101; Unable to observe ██████ as he is no longer at the table.	██████████
Date / Time 28/01/2021 1:52:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP12 PRE Tables Attended pit 08/38 and observed ██████; no observable signs noted.	██████████
Date / Time 28/01/2021 1:57:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP15 PRE Tables Approached ██████ at pit 8 and reminded him of his length of play. ██████ straight away said, "I'm going home." He left Maple room straight away. ACM Pauline advised.	██████████
Date / Time 28/01/2021 2:30:00 AM Person Name ██████████ Person ID ██████████ Referred By Car Parks Nature of Service Unpaid Parking Referral Location RGA RGA BI017908	Mark in SV informed that ██████ was allowed out twice from the carpark tonight due to losing all his money on the gaming floor. There is no record of play. ██████ had been warned by Mark. ██████ put on pager for a welfare chat regarding unpaid parking consequences and indication of problem gaming by leaving himself short. ██████ WOL had expired on 11/2020. Pls return to pager MR02 once welfare chat done.	██████████
Date / Time 28/01/2021 2:47:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP15 VIP Tables Mah Service Manager Ralph advised, ██████ will depart before 5am. AM has been advised to take note and remind patron."	██████████



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2021

Person Registration Details	Comments	Photo
Date / Time 28/01/2021 2:53:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA BI017908	PP15 MGF Tables Spoke to patron, she will leave soon.	[REDACTED]
Date / Time 28/01/2021 3:02:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA BI017908	PP15 MGF Tables Spoke to patron with help from dealer in Mandarin. Patron is aware to leave by 5am for 8+hrs break. AM Rui informed.	[REDACTED]
Date / Time 28/01/2021 3:10:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA BI017908	PP15 MGF Tables Reminded patron that he must leave by 5am for 8+hrs break.	[REDACTED]
Date / Time 28/01/2021 3:58:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP15 VIP Tables Mah ACM advised that [REDACTED] leaving at 6 am.	[REDACTED]
Date / Time 28/01/2021 4:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA BI017908	[REDACTED] end in revocation request in Vietnamese, I have translated it to English for Jenny.	[REDACTED]
Date / Time 28/01/2021 5:04:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA jv031797	PP15 MGF Machines Attended C bank and advised [REDACTED] PP policy. [REDACTED] advised that he is leaving at 5:30 am.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2021

Person Registration Details		Comments	Photo
Date / Time 28/01/2021 5:05:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Security RGA BI017908	Steve in SV informed that [REDACTED] was in the Maple room and need ID check. SSM Wayne and Halal asked for ID and patron departed. [REDACTED] did not want to talk with RGA.	[REDACTED]	
Date / Time 28/01/2021 5:07:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP12 MGF Tables Attended N0112; Unable to observe [REDACTED] as she is no longer at the EGM.	[REDACTED]	
Date / Time 28/01/2021 5:14:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP12 PRE Tables Unable to observe [REDACTED] as he left the table as soon as RGA arrived. TG dealer and AM confirmed.	[REDACTED]	
Date / Time 28/01/2021 5:18:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP12 MGF Tables Attended pit 11 and observed [REDACTED]. No observable signs noted.	[REDACTED]	
Date / Time 28/01/2021 5:40:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA BI017908	PP18 VIP Tables Patron did not leave as promised, ACM Nicole had directed patron to take a 24hrs break.	[REDACTED]	
Date / Time 28/01/2021 6:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA BI017908	PP17 MGF Tables No prior interaction, spoke to patron and explained about PP (had a 6.09hrs break). Patron will depart by 6.30am. AM Pas to monitor.	[REDACTED]	

Registration Date/Time	Operational Overview	Created By
27/01/2021 6:00:00 AM	Checked Splunk and Webex throughout the shift.	BI017908
27/01/2021 4:32:00 PM	Checked Splunk and Webex throughout the shift.	ov360590