

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2016	1:00	Responsible Gaming	DOR	Personal		No Data Available		DOR	Operational Overview
27/01/2016	2:15			Personal Information		MEMBER	MGT	Self Barring	Breach of Self Exclusion
27/01/2016	4:20	RGC Male	Unknown	Personal Information		No Data Available		Patron Welfare	Welfare
27/01/2016	5:45	Unknown	DAMAGE 73867			No Data Available		Unknown Nature of Service	Gaming Equipment Damage
27/01/2016	8:15	RGC Male	Unknown			No Data Available		Unknown Nature of Service	Observable Signs
27/01/2016	8:35	RGC Male	Unknown			No Data Available		Patron Welfare	Welfare
27/01/2016	9:00	Chaplaincy Services	RGC			No Data Available		Counselling Services	Chaplaincy
27/01/2016	9:30	RGC Male	Unknown			No Data Available		Unknown Nature of Service	Observable Signs
27/01/2016	9:30					No Data Available		Patron Welfare	Welfare
27/01/2016	9:43			Personal Information		MEMBER	MGT	Unknown Nature of Service	WOL recommendation to SIMU
27/01/2016	10:39					MEMBER	MGT	Unknown Nature of Service	Alert Notice Generated
27/01/2016	11:00	Chaplaincy Services	RGC	Personal Information		No Data Available		Counselling Services	Chaplaincy
27/01/2016	11:05					MEMBER	MGT	Unknown Nature of Service	WOL
27/01/2016	11:18					MEMBER	MGT	Unknown Nature of Service	Revocation Follow Up

Comments	Referral Location	RGLO	ReferredByDesc
Uploaded scanned revocation files into Seer.	No Referral	km003968	Responsible Gaming
Advised by Craig in surveillance that [REDACTED] was on the smoking balcony of pit 12. He was escorted from the gaming floor and interviewed by the VCGLR. [REDACTED] was told that he would be receiving an infringement notice for today's breach. When I spoke with [REDACTED] he admitted that he was gambling beyond his means and that he saw it as a way to make enough money to pay his mounting debts. He has been urged to seek counselling and advised that he would receive an infringement notice at the very least for every subsequent breach from today.	Gambler's Help Telephone Service	km003968	Surveillance
Advised by Comms that security were about to wake a male at 0720 after TG staff had been unable to wake him. When I arrived the security officer was unable to provide very much information other than the male had been woken - but not asked to leave.	No Referral	km003968	Security
Advised by Kath in surveillance of an earlier incident where EGM F8002 was damaged by a male who has not yet been identified. Nil contact.	No Referral	km003968	Surveillance
Advised TG AM Ben in pit 8 of a male patron asleep on BA0814.	No Referral	lp025083	Responsible Gaming
Jackpot bar staff Garland advised that [REDACTED] (Caucasian male, late 40s, grey t-shirt) was showing sign of intoxication and was slow down in service. Garland said that [REDACTED] told him that had been in the casino in the last 4 days and had nothing to eat. Patron walked off. RGLO canvassed the floor but was unable to locate.	No Referral	BI017908	Food & Beverage
John - Staff	Chaplaincy	nm018947	Self
While canvassing for another patron, observed a fatigue Asian patron at the Western smoking lounge, directed him to go home and have a substantial break.	No Referral	BI017908	Responsible Gaming
Jackpot bar staff Garland advised that [REDACTED] (Caucasian male, late 40s, grey t-shirt) was showing sign of intoxication and was slow down in service. Garland said that [REDACTED] told him that had been in the casino in the last 4 days and had nothing to eat. Patron walked off. RGLO canvassed the floor but was unable to locate.	No Referral	BI017908	Food & Beverage
11:00 Jackpot bar supervisor Garland [REDACTED] rang to inform that patron came back to the bar. [REDACTED] said that he's not a member and is in control of his gaming. He was exaggerated about how long he's been here and said that he came in last night about 11:00pm. Informed [REDACTED] that staff takes all statements seriously. [REDACTED] was served with water and said that he will leave shortly. [REDACTED] admitted to take depression medication that does not have side effect when combined with alcohol.  Observed [REDACTED] heading toward the Western exit.	No Referral	BI017908	Food & Beverage
WOL recommendation supported for indefinite WOL due to the interactions RG has had with this customer.	No Referral	jb000227	Responsible Gaming
Alert Notice Generated.	No Referral	lp025083	Responsible Gaming
[REDACTED] Patron	Chaplaincy	nm018947	Self
Observed [REDACTED] at Jackpot bar, he walked up to me and said that he's going. Informed Jason in SV, he patron walked off the gaming floor.	No Referral	BI017908	Responsible Gaming
Emailed [REDACTED] to re-confirm postal address so another application form can be resent.	RGSC	jt380953	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2016	12:00				Personal Information	MEMBER	MGT	Unknown Nature of Service	WOL
27/01/2016	12:06					MEMBER	MGT	Revocation	Revocation Application
27/01/2016	13:39					MEMBER	MGT	Self Barring	Breach of Self Exclusion
27/01/2016	14:05					MEMBER	MGT	Self Barring	Self Exclusion
27/01/2016	14:25	Responsible Gaming	DOR		Personal Information	No Data Available		DOR	Operational Overview
27/01/2016	14:57					PLATINUM	MGT	Unknown Nature of Service	Observable Signs
27/01/2016	14:57					GOLD	MGT	Revocation	Revocation Information
27/01/2016	15:25					PLATINUM	MGT	Self Barring	Self Exclusion Information
27/01/2016	16:10					SILVER	MGM	Unknown Nature of Service	WOL
27/01/2016	16:17					MEMBER	MGT	Self Barring	Self Exclusion Information
27/01/2016	17:10					GOLD	MGT	Revocation	GRIP session
27/01/2016	17:30	Responsible Gaming	Audit		Personal Information	No Data Available		Unknown Nature of Service	GM & FATG focus
27/01/2016	18:05					BLACK	MGT	Patron Welfare	Play Periods
27/01/2016	18:10					MEMBER	MGM	Patron Welfare	Play Periods
27/01/2016	18:45					MEMBER	MGT	Self Barring	Self Exclusion
27/01/2016	23:40	Responsible Gaming	Audit		Personal Information	No Data Available		Unknown Nature of Service	GM & FATG focus
05/03/2016	0:01					MEMBER	MGT	Unknown Nature of Service	Unpaid Parking
05/03/2016	1:20					MEMBER	MGT	Self Barring	Breach of Self Exclusion
05/03/2016	2:30					MEMBER	MGT	Self Barring	Breach of Self Exclusion
05/03/2016	3:15					MEMBER	MGT	Unknown Nature of Service	Unpaid Parking

Comments	Referral Location	RGLO	ReferredByDesc
GS transferred phone call from █████ stated that he wanted to speak to some one re his WOL status. I advised him of the correct procedure, which is to direct this to Security dep. Offered him to call or write in but █████ insisted on speaking to someone or to come in himself. Advised him not to come in as he is excluded from the entire complex. Eventually he said he will get in touch with Security himself. Security phone number was given to █████	No Referral	jt380953	Guest Services
Revocation application letter sent out today.	RGSC	jt380953	Responsible Gaming
Stuart in SV advised of █████ in the Maple room. VCGLR Allan and Peter attended. █████ walked off the gaming floor via Atrium exit without talking with the VCGLR or RGLO.	No Referral	BI017908	Surveillance
█████ and his brother █████ attended the RGSC to ask for SE. The process and legal obligation of SE Order explained in details. █████ applied and the SE Order was issued at 14:15 27/01/2016 by RGLO Leon Perso with RGLO Brendan █████ acting as witness.	Gambler's Help Telephone Service	BI017908	Self
ATM Audit completed.	No Referral	jt380953	Responsible Gaming
Stuart in SV informed that SSO Anthony asked for RGLO to speak with █████ (gold/GM) as she was hitting the █████ called to make an appointment for GRIP at 5pm tonight. Advised BL RGLO.	No Referral	BI017908	Surveillance
█████ Teak room manager Tien Perso informed that █████ would like information about SE. Patron left the Teak	No Referral	BI017908	Teak Service Executive
SSO Brett Perso asked for █████ name as he knew that patron had been WOL but could not remember details. █████ was on the gaming floor but had walked away.	No Referral	BI017908	Security
Responded to a third party inquiry re self-exclusion. Have requested the third party call me to discuss further	No Referral	jb000227	Third Party
█████ attended for his GRIP. All relevants details passed on. █████ did not required a follow up call.	No Referral	BI017908	Self
Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	BI017908	Responsible Gaming
Syco alert, informed (Dol) Ammy to monitor █████ (GT, Black) and reminded her break.	No Referral	BI017908	Responsible Gaming
Syco alert, reminded █████ (Silver/GM) to take a substantial break from the Poker room. Informed TG AM Gavin	No Referral	BI017908	Responsible Gaming
Central SC informed that █████ would like to SE. Relocated █████ and wife to the RGSC. The process and legal	No Referral	BI017908	Self
Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	va022995	Responsible Gaming
Received call from Car Park Manager Nathan advising that █████ was at Level one parking paystation unable to pay for parking. RGLO attended. Advised █████ to always have sufficient funds with him at the end of his Crown visit : funds for F&B, parking etc. Mobile unit issued notice to pay later. RGLO business card issued.	RGLO	jc017687	Car Parks
Sighted █████ in pit 12. Once spotted RGLO, █████ decamped thru Mings entry. Jordan in Surv informed.	No Referral	jc017687	Responsible Gaming
Sighted █████ in pit 8. Jordan in Surv informed. VCGLR Paul and Matt attended and escorted █████ out thru Atrium entry. VCGLR interviewed █████ RGLO then talked to █████ has had a counselling session with GH on 28/2/2016. Advised █████ to continue to seek counselling from GH. █████ claimed to have lost \$50K in the last 2 months, now he only wants to win back 25% of what he lost. Reminded █████ the conditions and boundaries of SE. █████ said he might go back to his home country to stay away from the casino.	Gambler's Help Counselling Service	jc017687	Responsible Gaming
Received call from Car Park Manager Mark advising that █████ was at the exit of Mezz Basement level of Multi-level Car Park unable to pay for parking. According to Mark, █████ was unable to pay for parking the previous night. RGLO attended and advised █████ to have sufficient fund at the end of his Crown visit to pay for F&B, parking etc. RGSC business card issued.	Gambler's Help Telephone Service	jc017687	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
05/03/2016	3:16					MEMBER	MGT	Self Barring	Self Exclusion Alleged Breach
05/03/2016	6:31	Responsible Gaming	Audit			No Data Available		Unknown Nature of Service	GM & FATG focus
05/03/2016	8:15	RGC Male	Unknown			No Data Available		Self Barring	Self Exclusion Information
05/03/2016	11:10	Responsible Gaming	Audit			No Data Available		Unknown Nature of Service	GM & FATG focus
05/03/2016	12:30					MEMBER	MGT	Revocation	Revocation Information
05/03/2016	13:15					MEMBER	MGT	Unknown Nature of Service	Gaming Equipment Damage
05/03/2016	13:50					GOLD	MGT	Patron Welfare	Play Periods
05/03/2016	16:45	Responsible Gaming	Audit			No Data Available		Unknown Nature of Service	GM & FATG focus
05/03/2016	22:50					SILVER	MGT	Unknown Nature of Service	Unpaid Parking
10/06/2016	4:33					MEMBER	MGT	Self Barring	Breach of Self Exclusion
10/06/2016	5:30	Responsible Gaming	Audit			No Data Available		Unknown Nature of Service	GM & FATG focus
10/06/2016	7:00	RGC Male	Unknown			No Data Available		Revocation	Revocation Information
10/06/2016	9:28	Chaplaincy Services	RGC			No Data Available		Counselling Services	Chaplaincy
10/06/2016	10:43	Responsible Gaming	Audit			No Data Available		Unknown Nature of Service	GM & FATG focus
10/06/2016	11:28	Chaplaincy Services	RGC			No Data Available		Counselling Services	Chaplaincy
10/06/2016	12:05					MEMBER	MGT	Other Assistance	Seeking other Assistance
10/06/2016	15:40					MEMBER	MGT	Unknown Nature of Service	Illegal Act
10/06/2016	16:30	Responsible Gaming	DOR			No Data Available		DOR	Operational Overview
10/06/2016	16:50					MEMBER	MGT	Revocation	Revocation Information
10/06/2016	16:54					GOLD	MGT	Unknown Nature of Service	Revocation Paperwork Received
10/06/2016	17:12					PLATINUM	MGT	Unknown Nature of Service	Revocation Paperwork Received

Comments	Referral Location	RGLO	ReferredByDesc
While dealing with unpaid park by [REDACTED] then admitted that he has lost all his money playing on AR table for 3 hours tonight. Reminded [REDACTED] the conditions of the SE order and consequence of breaches. Advised [REDACTED] to seek counselling from GH.	Gambler's Help Counselling Service	jc017687	Responsible Gaming
Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	jc017687	Responsible Gaming
Middle Eastern male enquired about S/E program at Pit 11, he declined to proceed for the moment as he was advised the process would take 10 minutes. Male claimed he would return when he has more time.	RGSC	va022995	Table Games
Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	va022995	Responsible Gaming
Patron contacted RGSC advising that he sent Revocation letter to RGSC 8 weeks ago and has not had a reply. After checking records patron was phoned back and advised that RGSC Office Coordinator would look into enquiring and call him back on Monday. Patron was strongly reminded that in order to apply for revocation he would need to provide a report from Counsellor, Doctor or Psychologist.	RGSC	va022995	Self
Patron offered RGSC assistance after damaging Pit 7 ATS 25. Male admitted to ongoing gambling issues and claims he plans to visit Hypnotist for assistance. Nil charges laid as patron approached staff to disclose what had taken place. Patron accepted RGSC contact details and was issued WOL by SSM.	RGSC	va022995	Security
[REDACTED] (GT Gold) was asked to leave the Teak Room at 14:00 due to insufficient break. Must not return prior to 22:00 on 05/03/16.	RGSC	va022995	Table Games
Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	va022995	Responsible Gaming
Gerry from parking informed of unpaid parking. Spoke with [REDACTED] who advised that she hasn't gamble in 4 years and her friends from interstate were staying at the hotel. She had withdrawn \$600 from her ATM card and play tonight with her friends. Explained that she may still be able to charge on her MasterCard but not withdraw cash. This prove successful. NFA.	No Referral	BI017908	Car Parks
EGM AM Josh informed that [REDACTED] had a cancelled credit for \$10097 on FATG which he had to provide ID. It was	No Referral	bi017908	Gaming Machines
Canvassed the floor around EGM and FATG areas with no issues.	No Referral	bi017908	Responsible Gaming
An Asian patron had approached me while canvassing on gaming floor. He enquired about revocation for his friend. All relevant information has been passed on. He accepted RGSC's card.	No Referral	gj014394	Third Party
Per [REDACTED] - Staff	No Referral	jt380953	Self
Canvassed the floor around EGM and FATG areas with no issues.	No Referral	gj014394	Responsible Gaming
[REDACTED] Patron	No Referral	jt380953	Self
Received a call from [REDACTED] wanting to know if he is allowed to go to the night clubs at Crown. I advised [REDACTED] not comes via gaming floor if he attends night clubs.	No Referral	gj014394	Self
RGLO assisted with VCGLR Peter and Garry to deal with [REDACTED] for her breach the exclusion Order at Food Court entry.	Security	gj014394	VCGLR
Received a call from Michelle Persa (Compliance) regarding a register change on gaming. I advised Michelle to call Joe [REDACTED].	Joe Person	gj014394	Compliance
[REDACTED] presented at RGSC enquiring about revocation. I explained that he is not eligible to apply for revocation	No Referral	gj014394	Self
Revocation application and report received. Forwarded report to RGP's.	RGP's	jt380953	Self
New report received. Forwarded to RGP's for vetting.	No Referral	jt380953	Self

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
10/06/2016	17:46	Responsible Gaming	DOR	Personal	Personal	No Data Available		DOR	Operational Overview
10/06/2016	21:30				Personal	MEMBER	MGT	Other Assistance	Other
10/06/2016	21:45				Personal	PLATINUM	MGT	Patron Welfare	Play Periods
10/06/2016	22:50				Personal	MEMBER	MGM	Other Assistance	Other
08/08/2016	1:15				Personal	PLATINUM	MGT	Revocation	Revocation Information
08/08/2016	4:55				Personal	MEMBER	MGT	Self Barring	Breach of Self Exclusion
08/08/2016	8:15				Personal	PLATINUM	MGT	Self Barring	Breach of Self Exclusion
08/08/2016	9:31				Personal	MEMBER	MGT	Unknown Nature of Service	Alert Notice Generated
08/08/2016	11:00	Chaplaincy Services	RGC	Personal	Personal	No Data Available		Counselling Services	Chaplaincy
08/08/2016	12:00	Chaplaincy Services	RGC	Personal	Personal	No Data Available		Counselling Services	Chaplaincy
08/08/2016	14:15				Personal	MEMBER	MGT	Self Barring	Breach of Self Exclusion
08/08/2016	15:02				Personal	MEMBER	MGT	Unknown Nature of Service	Alert Notice Generated
08/08/2016	15:15				Personal	MEMBER	MGT	Self Barring	Breach of Self Exclusion
08/08/2016	15:42				Personal	PLATINUM	MGT	Other Assistance	Seeking other Assistance
08/08/2016	16:50	Responsible Gaming	Audit	Personal	Personal	No Data Available		Unknown Nature of Service	GM & FATG focus
08/08/2016	17:36	Unknown	ILLEGAL ACT 77597	Personal	Personal	No Data Available		Unknown Nature of Service	Gaming Equipment Damage
08/08/2016	17:38	Responsible Gaming	DOR	Personal	Personal	No Data Available		DOR	Operational Overview
08/08/2016	22:40	Responsible Gaming	DOR	Personal	Personal	No Data Available		DOR	Operational Overview
08/08/2016	23:59	Responsible Gaming	Audit	Personal	Personal	No Data Available		Unknown Nature of Service	GM & FATG focus

Comments	Referral Location	RGLO	ReferredByDesc
Brochure Audit completed.	No Referral	jt380953	Responsible Gaming
Craig in SV ask if RGLO have interaction with █████ on 8/6/16. █████ was spotted by KM outside Ming's entry and notified Comms.	No Referral	bl017908	Surveillance
Mahogany AM Jack informed that █████ (Domcomp NSW) was informed to take a substantial break. ACM	No Referral	bl017908	Table Games
Mobile alert, informed Zoe in SV to update photo. Patron may be related to █████ Patron taken off pager.	No Referral	bl017908	Responsible Gaming
P █████ presented at RGSC enquiring about revocation. He said that he had sent a letter to us last week. I told him we had received his letter and the application of revocation was sent back to his address.	No Referral	gj014394	Self
Joel (Surv) advised that █████ was in BA0833. I attended and █████ was removed off complex by VCGLR.	No Referral	gj014394	Surveillance
Sighted █████ in pit 8. John in Surv informed. █████ then moved to pit 12. VCGLR Rohin attended and escorted █████	No Referral	jc017687	Responsible Gaming
Alert Notice generated due to unpaid parking on 2/7/16. █████ claimed to have lost all his money on the gaming floor.	No Referral	lp025083	Responsible Gaming
█████ Patron	No Referral	jt380953	Self
█████ - Patron	No Referral	jt380953	Self
Received call from Alfonso in West Sig Club that █████ was the counter wanting to talk to RGLO. VCGLR and RGLO attended and escorted █████ out thru Western entry. VCGLR interviewed █████ RGLO then talked to █████ He admitted to entering the casino last Wednesday staying from 4pm to 2pm. He has also come in twice a week in the last 4 months. Reminded █████ the consequence of SE breaches and his responsibility of not entering the casino. Email sent to Leon to generate an alert notice.	Gambler's Help Counselling Service	jc017687	Crown Perth
Alert Notice generated due to self disclosure of multiple visits to the gaming floor.	No Referral	lp025083	Responsible Gaming
Informed by John in Surv that █████ was in pit 8. VCGLR Peter and Rohin attended and escorted █████ out thru Atrium entry. █████ walked off without talking to anyone.	No Referral	jc017687	Surveillance
P █████ called enquiring about his Sig Club tier and having access to VIP rooms. Referred him to Sig Club to explain conditions.	No Referral	jt380953	Self
Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	jc017687	Responsible Gaming
Advised after the fact - Damage was noticed on RC1450 ATS unit 7 by CSA Rachael █████ at approximately 08:30. On surveillance review an unknown male offender was observed to have deliberately damaged the ETG on the 07/08/2016 at approximately 05:45. Damage was also noted on ATS unit 21 the cause of this is still under review. The table was not in operation whilst the incident was investigated as initially it was thought Victoria Police would be attending. Down time was approximately 7 hours; ETG terminals featuring the same products were available in Pit 22. GM AM Andrea █████ TG ACM Dean █████ █████ █████ Justin █████ Surveillance Amos DSM Brett	No Referral	lp025083	Surveillance
Duress test completed.	No Referral	jt380953	Responsible Gaming
Received a pager from BJ0440. I attended and met with Karen (AM) who stated that a couple were arguing loudly to each other near the Jackpot bar area. But patron had left gaming floor before being approached.	No Referral	gj014394	Table Games
Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	gj014394	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
19/10/2016	1:05				Personal Information	MEMBER	MGT	Other Assistance	Seeking other Assistance
19/10/2016	4:00	Responsible Gaming	DOR		Personal Information	No Data Available		DOR	Operational Overview
19/10/2016	4:30	Responsible Gaming	Audit			No Data Available		Unknown Nature of Service	GM & FATG focus
19/10/2016	5:50					PLATINUM	MGT	Unknown Nature of Service	Observable Signs
19/10/2016	7:15					MEMBER	MGT	Self Barring	Breach of Self Exclusion
19/10/2016	7:45					MEMBER	MGT	Self Barring	Breach of Self Exclusion
19/10/2016	10:12	Responsible Gaming	DOR		Personal Information	No Data Available		DOR	Operational Overview
19/10/2016	10:34	Responsible Gaming	Audit			No Data Available		Unknown Nature of Service	GM & FATG focus
19/10/2016	11:14	Responsible Gaming	DOR			No Data Available		DOR	Operational Overview
19/10/2016	12:03					PLATINUM	MGT	Unknown Nature of Service	Report Writer Contact - RGP
19/10/2016	12:04					MEMBER	MHT	Revocation	Revocation Information
19/10/2016	12:30					MEMBER	MGT	Unknown Nature of Service	Revocation Paperwork Received
19/10/2016	12:46					MEMBER	MHT	Revocation	Revocation Information
19/10/2016	13:00					MEMBER	MGT	Unknown Nature of Service	WOL
19/10/2016	13:00					No Data Available		Unknown Nature of Service	WOL
19/10/2016	13:30					MEMBER	MGT	Self Barring	Self Exclusion
19/10/2016	15:15					MEMBER	MGT	Revocation	Revocation Information
19/10/2016	16:19					MEMBER	MGT	Self Barring	Breach of Self Exclusion
19/10/2016	16:55					MEMBER	MGT	Revocation	Request for Revocation
19/10/2016	19:00					SILVER	MGT	Other Assistance	Seeking other Assistance
19/10/2016	19:00					MEMBER	MGT	Revocation	Revocation Information
19/10/2016	23:00	Responsible Gaming	Audit		Personal Information	No Data Available		Unknown Nature of Service	GM & FATG focus

Comments	Referral Location	RGLO	ReferredByDesc
accompanied his friend to the RGSC. gave support to his friend with SE. He then requests a copy of his SE's paperwork. After sighting his ID, a copy of his Application and Order provided.	No Referral	BI017908	Self
Periodically check on RG Awareness Week Display in ID.	No Referral	BI017908	Responsible Gaming
Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	BI017908	Responsible Gaming
TG AM Patrick in the Maple informed that a patron was showing observable signs. was wearing the same	No Referral	BI017908	Table Games
Informed by Troy in Surv that was in pit 12. VCGLR Susy and Candice attended and escorted down to Mings entry. was kept at Mings entry as he removed a bet mid-way thru a hand on BA table in pit 12. RGLO and Susy went up to pit 12 and clarify with TG AM. According to Tg Dealer removed a \$500 wager after the hand has begun, the bet happened to be a winning bet. A SSO came up with 5x\$25 chips and by that time has left. Later SSM Mehmet came up to pit 12 and talked to Susy. A while later ACM Jeff came to pit 12 and talked to Susy. RGLO provided ACM Jeff with name and SYCO number.	No Referral	jc017687	Surveillance
Sighted in pit 8. Steve in Surv informed. decamped before being approached.	No Referral	jc017687	Responsible Gaming
Completed Online Crown Rewards, and booked into Ergonomics training session in November	No Referral	km003968	Responsible Gaming
Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	jc017687	Responsible Gaming
Observed and deleted from pager: <b>Personal</b>	No Referral	jc017687	Responsible Gaming
TT Shereen <b>Personal</b> GH Northern. Left message to return our call.	No Referral	de027841	Self
Received a call from the Sydney Office on behalf of. Have suggested that direct any queries to the RGSC rather than seeking assistance through a 3rd party. JT to make contact.	RGSC	km003968	Third Party
attended the RGSC to submit extra documentation to support her application for revocation.	No Referral	km003968	Self
Spoke to and his son and have explained that we are still verifying his report at this stage and that we will contact him once his application has progressed. He had no further enquiries.	No Referral	jt380953	Responsible Gaming
Sighted in pit 4. TG AM Karen informed who contacted Surv for removal.	No Referral	jc017687	Responsible Gaming
Sighted in pit 4. TG AM Karen informed who contacted Surv for removal.	No Referral	jc017687	Responsible Gaming
successfully applied for self-exclusion. The SE Order was served at 14:00 with JC witnessing the documents.	Gambler's Help Telephone Service	km003968	Security
called enquiring about revocation. All relevant details were explained. RG email provided to him. NFI.	No Referral	jt380953	Self
Advised by surveillance that was in pit 8. She was removed from the gaming floor before I arrived. Apparently she refused to speak with the VCGLR.	No Referral	km003968	Surveillance
Received email request for revocation.	No Referral	jt380953	Self
Informed by ACM Megan in pit 10 that as thrown her handbag away and looked upset. RGLO attended and had a lengthy talk with. She explained that she is upset because his husband of 55 years and one of her sons passed away within a 2 week period. Advised to visit her other son and daughter to seek family support. She still has one son living with her. RGSC services offered. RGSC business card issued.	RGSC	jc017687	Table Games
Patron called to request revocation information. After all relevant details were provided patron claimed that he would send email making request.	RGSC	va022995	Security
Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	va022995	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
23/12/2016	0:10					MEMBER	MGT	Unknown Nature of Service	Exclusion Order Served
23/12/2016	3:36					MEMBER	MGT	Unknown Nature of Service	WOL
23/12/2016	4:00	Responsible Gaming	Audit			No Data Available		Unknown Nature of Service	GM & FATG focus
23/12/2016	6:10					SILVER	MGT	Unknown Nature of Service	Observable Signs
23/12/2016	6:15					PLATINUM	MGT	Self Barring	Breach of Self Exclusion
23/12/2016	8:15	Responsible Gaming	Audit			No Data Available		Unknown Nature of Service	GM & FATG focus
23/12/2016	11:00					MEMBER	MGT	Revocation	GRIP session
23/12/2016	11:15					No Data Available		Unknown Nature of Service	Self Harm / Suicide / Deceased
23/12/2016	11:36					MEMBER	MGT	Revocation	Revocation Information
23/12/2016	13:00	Chaplaincy Services	RGC			No Data Available		Counselling Services	Chaplaincy
23/12/2016	13:15					MEMBER	MGT	Self Barring	Breach of Self Exclusion
23/12/2016	13:45					MEMBER	MGT	Self Barring	Breach of Self Exclusion
23/12/2016	13:45					MEMBER	MGT	Self Barring	Self Exclusion
23/12/2016	13:56					MEMBER	MGT	Revocation	Revocation Information
23/12/2016	14:01					MEMBER	MGT	Revocation	Revocation Information
23/12/2016	15:15					MEMBER	MGT	Self Barring	Breach of Self Exclusion
23/12/2016	15:30					PLATINUM	MGT	Other Assistance	Other
23/12/2016	16:30					MEMBER	MGT	Self Barring	Breach of Self Exclusion
23/12/2016	17:26					MEMBER	MGT	Self Barring	Self Exclusion follow up
23/12/2016	18:30					MEMBER	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
Exclusion Order served by RGLO Brendan.	No Referral	bl017908	Responsible Gaming
Received 2 calls from [REDACTED] wanting to speak with security. On the second call he stated he wished to speak to someone in person and not leave a message. He claims that he does not know why he is banned. I told him that he would receive written notification in due course.	Security	km003968	Self
Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	bl017908	Responsible Gaming
Maple room AM Glen informed that [REDACTED] had been napping in the room again. Patron was recently woken up by another staff. [REDACTED] said that he will go home very soon. [REDACTED] was directed to take a substantial break. He now understand that he will be asked to leave the gaming floor if he showed observable sign again. [REDACTED] claimed that his gaming is in control.	No Referral	bl017908	Table Games
Observed [REDACTED] in the Maple room, patron decamped via Monte Carlo exit when he saw me.	No Referral	bl017908	Responsible Gaming
Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	nm018947	Responsible Gaming
[REDACTED] attended the RGSC for her Grip Session. She does not want a follow up call.	No Referral	nm018947	Self
Received a call from SSM George that there was a suicide in Clarke St. He requested I attend the Security debrief at 11:30am.	No Referral	nm018947	Security
Attended the Security debrief. [REDACTED] jumped from the 29th floor of an apartment building on Clarke St near the taxi rank under the Kings Way bridge. He was 45 years old. He left a suicide note in his pocket with his ID. There were a couple of staff members that walked past as the incident happened. These staff seeked counselling from EAP as they were on site. Security and VICPOL were on the scene within minutes as they were around the corner dealing with another job.			
[REDACTED] emailed regarding progress of application. Advised we are still in vetting stages. Have emailed RGP's as he [REDACTED] - Patron	No Referral	jt380953	Self
[REDACTED] - Patron	No Referral	nm018947	Self
Advised by Surveillance that [REDACTED] was in Pit 8. I was unable to attend as I was involved in a SE.	No Referral	nm018947	Surveillance
Advised by Surveillance that [REDACTED] was in Pit 8 again. I was unable to attend as I was involved in a SE.	No Referral	nm018947	Surveillance
[REDACTED] attended the RGSC with his daughter to SE. The process, obligations and consequences of SE was explained to [REDACTED] who opted to apply for SE. The SE was issued at 1:23pm on the 23/12/2016 as [REDACTED] requested. Jenny Person acted as CAT A witness.	No Referral	nm018947	Self
[REDACTED] called to book GRIP appointment in tomorrow 24/12 between 4-5pm. RGLO Joseph advised.	No Referral	jt380953	Self
[REDACTED] responded to previous email asking why it's taking so long. Responded to email.	No Referral	jt380953	Self
Advised by Surveillance that [REDACTED] was in Pit 8. She ran off the gaming floor as soon as she saw the VCGLR.	No Referral	nm018947	Surveillance
Matt from Teak called enquiring when [REDACTED] can upgrade Tiers. Matt was told it will be February 2017.	No Referral	nm018947	Gaming Machines
Received an information call from John in surveillance advising that [REDACTED] had returned to pit 8 but had left the gaming floor of her own accord.	No Referral	km003968	Surveillance
SE follow up - 2nd attempt. Went to voicemail. No message left.	No Referral	km003968	Responsible Gaming
Advised by Teak staff that [REDACTED] was wearing the same clothes as yesterday and was known to sleep on the balcony. Patron left the room during the call. I have directed staff to notify us if he returns. Ratings suggest he has been here since midday yesterday. Nightshift advised. [REDACTED] was spoken to last week regarding play periods.	RGSC	km003968	Table Games



Comments	Referral Location	RGLO	ReferredByDesc
Replenished all brochures in Casino and VIP rooms.	No Referral	jt380953	Responsible Gaming
Teak AM Angela informed that [REDACTED] had returned to the Teak room. He left the room by the time I had arrived. Canvassed the premium area but was unable to locate. I spoke with Teak room Bar manager Caide who is aware of [REDACTED] and had initially come to notice for napping in the balcony and his behaviours may indicate substance affect. [REDACTED] was wearing the same clothes from yesterday. He is on VIP1 program from Darwin. No accomodation found.	No Referral	bl017908	Table Games
Cathy in SV informed that [REDACTED] was in pit 4. VCGLR Peter HO, Gary and Robert escorted him out via Western Porte. [REDACTED] claimed that his name is [REDACTED] and had no ID. He left the complex and did not want to talk with RGLO.	No Referral	bl017908	Surveillance
Witness major incidence at Atrium bar. Details with security.	No Referral	bl017908	Responsible Gaming