

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category
27/01/2017	5:40		RGLO 27012016		Personal Information	No Data Available		Patron Welfare
27/01/2017	10:12					MEMBER	MGT	Other Assistance
27/01/2017	10:28					MEMBER	MGT	Revocation
27/01/2017	10:29					GOLD	MGT	Revocation
27/01/2017	13:15	Chaplaincy Services	RGC		Personal Information	No Data Available		Counselling Services
27/01/2017	13:20					GOLD	MGT	Revocation
27/01/2017	13:45					MEMBER	MGT	Self Barring
27/01/2017	14:15	Responsible Gaming	Audit		Personal Information	No Data Available		Unknown Nature of Service
27/01/2017	15:00	Chaplaincy Services	RGC			No Data Available		Counselling Services
27/01/2017	15:57					MEMBER	MGT	Unknown Nature of Service
27/01/2017	16:30	RGC Female	Unknown		Personal Information	No Data Available		Patron Welfare
27/01/2017	16:46	Responsible Gaming	DOR			No Data Available		DOR
27/01/2017	16:49	Responsible Gaming	DOR			No Data Available		DOR

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Welfare	Informed by Matthew at Main Cage that ██████ (provided verbally) was complaining about his losses tonight to several staff at the Main Cage. RGLO attended and conducted a welfare check on ██████. He explained that he had some winnings earlier but has lost it all. He does still have \$100 with him. RG strategies explained. He admitted to be loner. He claimed to have no gaming issues but is upset about losing his winnings. ██████ appeared defensive and refused to accept RGSC business card.	No Referral	jc017687	Cage & Count
Change of Address	Old address - ██████ New address ██████ Mobile number also added to SEER.	No Referral	jt380953	Self
Revocation Application	Revocation Application sent via email.	No Referral	jt380953	Responsible Gaming
Revocation Information	Responded to request for revocation email asking for current address before proceeding.	No Referral	jt380953	Responsible Gaming
Chaplaincy	██████████ - Patron	No Referral	nm018947	Self
Revocation Application	██████████ responded to previous email confirming address. Revo Application sent via email.	No Referral	jt380953	Self
Self Exclusion	Received a call from Central Crown Rewards re male wishing to Met ██████ and relocated to the RGSC where the ██████ was processed.	No Referral	jb000227	Crown Rewards
GM & FATG focus	Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	jb000227	Responsible Gaming
Chaplaincy	Person ██████ - Staff	No Referral	nm018947	Self
Revocation Paperwork Received	██████████ attended the RGSC to inquire about revocation process and requirement for counselling report. All relevant details provided as was the timeframe for the revocation to be processed. Signed Application paperwork handed in to us.	No Referral	jb000227	Self
Welfare	Comms called re female in tears in the high lit EGM area adjacent to Food Crt entry. Attended with Security and female claimed it was the anniversary of her sisters death and this is why she was upset. Asked to compose herself before coming back. Female complied with this request and left via Western entry.	No Referral	jb000227	Security
Operational Overview	Completed casino brochure audit.	No Referral	jt380953	Responsible Gaming
Operational Overview	Electronic signs at cage/cc audit completed. There are some that are not updated (still states Signature Club) which has been escalated to Cage Team.	No Referral	jt380953	Responsible Gaming

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27/01/2017	18:50			Personal Information		MEMBER	MGT	Self Barring
27/01/2017	19:35			Personal Information		MEMBER	MGM	Other Assistance
27/01/2017	19:55			Personal Information		MEMBER	MGM	Other Assistance
27/01/2017	20:00	Responsible Gaming	Audit	Personal Information		No Data Available		Unknown Nature of Service
27/01/2017	21:30			Personal Information		MEMBER	MGT	Self Barring
05/03/2017	0:20			Personal Information		MEMBER	MGT	Revocation
05/03/2017	1:02			Personal Information		MEMBER	MGT	Unknown Nature of Service

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Breach of Self Exclusion	Received a call from Surveillance re ██████████. Attended Pit 16 where ██████████ was escorted off the Gaming Floor. He did not want to engage in conversation with me but VCGLR, Danny and Danny indicated they will send another infringement notice.	No Referral	jb000227	Surveillance
Seeking other Assistance	Received a call from GM AM asking for a welfare check on female patron who had been hitting the machine for 4 hours. I established that no one from GM had spoken to her yet about UB - I suggested that this occur first and I would be happy to follow up if she ignored direction from gaming staff.	RGSC	km003968	Gaming Machines
Seeking other Assistance	<p>Advised by GM AM that female's behaviour and drawn complaints from other patrons. Surveillance notified. I approached ██████████ who has a history of this sort of behaviour. She rudely shoved her card into my hands and said "Good. I hate this place." When I attempted to talk to her about RG issues she continually spoke over the top of me say things like "I've lost \$1000 and no free spins. It's criminal. Look! Everyone hates it here. I am never coming back." I told her that if she required assistance with her gambling levels, I was here to speak with her. She was warned that any further instances of bashing the EGMs and she would be directed to leave by security. She then stormed off. Surveillance advised. Given that our interactions with ██████████ had not changed since 2014, I would recommend an enforced break from the gaming floor. Email sent to GM management and RGSC.</p> <p>GM/Gold</p>	RGSC	km003968	Gaming Machines
GM & FATG focus	Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	km003968	Responsible Gaming
Breach of Self Exclusion	Advised by Vinh in surveillance that ██████████ was in pit 8. He called back 2 minutes later to say that she had left the gaming floor. Nil contact.	No Referral	km003968	Surveillance
Revocation Information	Bauc (Surv) advised that a male patron enquiring about revocation at Mings entry. I attended and explained to ██████████ that he has to wait for 12 months after applying for SE. I told ██████████ not to try to enter gaming floor.	No Referral	gj014394	Surveillance
Self Harm / Suicide / Deceased	Received a call from Walley (Comms) advising a female was found in the garden area in front of Promenade Hotel threatening self harm. I attended and met with Spiro (SSO) who provide patron's details. ██████████ seemed to be influenced by certain substance and threatened to jump from level 11 to death. Vicpol was called. ██████████ was taken to Alfred Hospital by Vicpol for a further examination.	Vic Pol	gj014394	Surveillance

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category
05/03/2017	1:21				Personal Information	MEMBER	MGT	Self Barring
05/03/2017	2:10				Personal Information	MEMBER	MGT	Self Barring
05/03/2017	2:43	Responsible Gaming	Audit		Personal Information	No Data Available		Unknown Nature of Service
05/03/2017	3:30				Personal Information	MEMBER	MGT	Self Barring
05/03/2017	4:25				Personal Information	MEMBER	MGT	Unknown Nature of Service
05/03/2017	6:46				Personal Information	SILVER	MGM	Patron Welfare
05/03/2017	8:05				Personal Information	MEMBER	MGT	Self Barring
05/03/2017	9:34	Responsible Gaming	Audit		Personal Information	No Data Available		Unknown Nature of Service
05/03/2017	13:15				Personal Information	MEMBER	MRT	Self Barring
05/03/2017	15:00				Personal Information	MEMBER	MGT	Self Barring
05/03/2017	16:59				Personal Information	No Data Available		Other Assistance

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Breach of Self Exclusion	Maria (Surv) advised that [redacted] was playing at BA0807. I attended and met with VCGLR Peter and Alan. [redacted] decamped via Atrium entry before being approached. Nil contact.	No Referral	gj014394	Surveillance
Breach of Self Exclusion	Maria (Surv) advised that [redacted] was playing at BA0824. I attended and met with VCGLR Peter and Alan. [redacted] was escorted out off gaming floor via Atrium entry. He refused to talk and walked away.	No Referral	gj014394	Surveillance
GM & FATG focus	Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	gj014394	Responsible Gaming
Breach of Self Exclusion	Joel (Surv) advised that [redacted] was removed from Poker Room by security after identifying by staff.	No Referral	gj014394	Surveillance
Illegal Act	Andy (Surv) advised that [redacted] had took \$100 chip from AR1105 and \$5 chip from AR1103. He was removed from Complex by security.	Security	gj014394	Surveillance
Welfare	Received email from Teak Rm Manager Nicole Persi that [redacted] claimed "she was having some personal issues and she was losing a lot of money and her pension was always going to Crown". [redacted] is put on RGLO mobile pager for a welfare check.	No Referral	jc017687	Teak Service Executive
Breach of Self Exclusion	Sighted [redacted] heading up the escalator towards pit 12. Once spotted RGLO, [redacted] decamped thru Mings entry. Steve in Surv informed.	No Referral	jc017687	Responsible Gaming
GM & FATG focus	Canvassed the gaming floor around EGM and FATG areas with no issues.	No Referral	jc017687	Responsible Gaming
Self Exclusion Information	[redacted] called RGSC to enquire about SE. Boundaries and conditions of SE explained. [redacted] said her gambling has brought her financial difficulties and she does not want to gamble anymore. She said she will be in either today or tomorrow to apply for SE. Email sent to George, Joseph and Nina who will be on duty in the next two days. Location and opening hours of RGSC informed.	RGSC	jc017687	Self
Self Exclusion	[redacted] attended RGSC, accompanied by his son [redacted] SYCO. [redacted] requested to apply for S/E. Application successfully processed.	Chinese Peer Connectin (East)	jc017687	Self
Seeking other Assistance	Received call from Teak Service Exec Richard to check for any stop code on [redacted]. Confirmed that there is no stop code from RGSC. [redacted] did display UB in the past. RGLO attended and talked to [redacted]. She mainly complained about the difficulty in obtaining cash advances from Velvet Bar. Suggest [redacted] withdraw from ATM as an alternative. Advised Teak Service Exec Richard to check with Room Manager and monitor [redacted] behaviour in future. RGSC business card issued. Photo updated.	RGSC	jc017687	Teak Service Executive

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05/03/2017	17:15				Personal Information	PLATINUM	MGM	Patron Welfare
05/03/2017	18:40				Personal Information	MEMBER	MGT	Patron Welfare
05/03/2017	19:10	Unknown			Personal Information	No Data Available		Other Assistance
05/03/2017	19:25	Unknown			Personal Information	No Data Available		Other Assistance
05/03/2017	19:56	Unknown			Personal Information	No Data Available		Other Assistance
05/03/2017	20:07				Personal Information	MEMBER	MGT	Self Barring
05/03/2017	20:11				Personal Information	MEMBER	MGT	Revocation
05/03/2017	20:31				Personal Information	GOLD	MGT	Self Barring

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Play Periods	Syc0 alert, RGLO directed [REDACTED] (GM Plat) to take a 24 hrs break, not to return before 5:15pm 06/03/17. Riverside Rm Manager Sam informed. [REDACTED] claimed to have no gaming issues. RGSC business card issued. Komment updated.	RGSC	jc017687	Responsible Gaming
Play Periods	In response to SYCO, RGLO reminded [REDACTED] (GT Plat), to take a break. ACM Haig informed.	RGSC	jc017687	Responsible Gaming
Seeking other Assistance	Received a call from Michael (AM) in pit 12 seeking RGLO for assistance. I attended and met with Michael (AM) and Andrew (ACM) who informed that a Vietnamese Female had won a jackpot of \$12,686 at 7pm. Her behaviour had brought staff attention. because the patron claimed she did not have any identification. after trying to make few calls. this patron provided her name as [REDACTED] then she walked away from pit 12 before I approached.	Northem	gj014394	Table Games
Other	I made a call to Naiasha (Surv) requesting create a PID file on this patron. Also, I requested Surveillance to monitor this patron if she comes back.	No Referral	gj014394	Responsible Gaming
Other	<p>Natasha advised that This patron had returned to pit 12. I attended and met her near the cash change booth. Dealer Thi Perso acted as a Vietnamese interpreter. I requested the patron provide her full name, date of Birth and any valid identification to proof who she is. This patron declined to provide any Identification by saying that her daughter had held all her identification because she did not wish her mother come to casino.</p> <p>This patron reluctant wrote her name as [REDACTED] which were not matched with the previous one. I explained that we were not able to give the jackpot to her due to no valid identification provided. Patron decamped quickly via Food Court.</p> <p>Michael (AM) , Andrew (ACM) and Gordan (ACM) had been informed. I requested them to passed onto relevant staff and noitced RGLO if patron's returns.</p>	No Referral	gj014394	Surveillance
Breach of Self Exclusion	Surveillance advised the [REDACTED] was playing at BA0808. I attended and met with VCGLR. [REDACTED] decamped via Atrium before being approached. nil contact.	No Referral	gj014394	Surveillance
Revocation Information	Received a call from [REDACTED] enquiring about revocation. All relevant information has been passed on.	No Referral	gj014394	Self
Breach of Self Exclusion	Surveillance advised [REDACTED] was removed from gaming floor after security checking his ID in Maple Room at 8:25pm. nil contact.	No Referral	gj014394	Surveillance

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05/03/2017	20:40	[REDACTED]	[REDACTED]	[REDACTED]	Personal Information	MEMBER	MGT	Self Barring			
05/03/2017	22:10					MEMBER	MGT	Patron Welfare			
05/03/2017	23:00					No Data Available		Self Barring			
05/03/2017	23:45					MEMBER	MGT	Unknown Nature of Service			
10/06/2017	0:35					MEMBER	MGT	Self Barring			
10/06/2017	0:45					MEMBER	MGT	Unknown Nature of Service			
10/06/2017	2:10					Responsible Gaming	DOR	Personal	No Data Available		DOR
10/06/2017	2:40					[REDACTED]	[REDACTED]	[REDACTED]	MEMBER	MGT	Unknown Nature of Service
10/06/2017	4:45					[REDACTED]	[REDACTED]	[REDACTED]	MEMBER	MGM	Other Assistance
10/06/2017	4:50					[REDACTED]	[REDACTED]	[REDACTED]	MEMBER	MGT	Unknown Nature of Service
10/06/2017	6:00	Responsible Gaming	DOR	Personal	No Data Available		DOR				
10/06/2017	7:05	[REDACTED]	[REDACTED]	[REDACTED]	MEMBER	MGT	Self Barring				
10/06/2017	7:10	[REDACTED]	[REDACTED]	[REDACTED]	MEMBER	MGM	Other Assistance				
10/06/2017	7:24	Responsible Gaming	Audit	68298	No Data Available		Unknown Nature of Service				
10/06/2017	8:16	[REDACTED]	[REDACTED]	[REDACTED]	MEMBER	MGT	Revocation				
10/06/2017	8:28	[REDACTED]	[REDACTED]	[REDACTED]	MEMBER	MGT	Revocation				

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Breach of Self Exclusion	Joel (Surv) advised that [REDACTED] was playing at BA0809. I attended but [REDACTED] decamped via Mings entry before being approached. Nil contact.	No Referral	gj014394	Surveillance
Play Periods	In response to Syco Alert, I attended Teak Room requesting [REDACTED] (TG/Plat) to take a break. Not to return gaming floor before 11pm 08/03/2017. Patron left immediately. Adam (AM) advised..	No Referral	gj014394	Responsible Gaming
Self Exclusion Information	Received a call from Mark (AM) in pit 4 advising a male patron requesting for self exclusion. I attended and escorted [REDACTED] back to RGSC. I explained the process, obligation and consequence of SE to [REDACTED] who opted to think about it because he was not 100% understand the English. He will ask his friend to come with him as a interpreter and supporter in the next few days. RGSC's business card and brochures provided.	No Referral	gj014394	Table Games
WOL	Received a call from Andy (Surv) advised that [REDACTED] as removed from BA1227 by security.	No Referral	gj014394	Surveillance
Breach of Self Exclusion	Emily in SV informed that [REDACTED] was in pit 12. VCGLR Neil and Danny attended but [REDACTED] walked away without speaking with anyone.	No Referral	bl017908	Surveillance
WOL	Observed WOL VD in pit 12, patron walked off the gaming floor as I contacted Emily in SV for removal.	No Referral	bl017908	Responsible Gaming
SYCO Report	SYCO report checked - 2.00am	No Referral	bl017908	Responsible Gaming
Illegal Act	Mathew in SV informed of theft of \$100 in pit 7. Offender left the complex via Western entry.	No Referral	bl017908	Surveillance
Other	Several pages for [REDACTED] for unpaid parking but patron was no longer at the EGM.	No Referral	bl017908	Responsible Gaming
WOL	Observed [REDACTED] walking in the retail strip and I spoke with him at the CT atrium. [REDACTED] worked in the Port Melbourne and is waiting for the first train. We had a long chat and some strategies discussed. [REDACTED] admitted that the sheriff encourage him to work for all the fines that he'd racked up. Encourage him to see us after hour if he can't control himself and can't get to counselling.	No Referral	bl017908	Responsible Gaming
SYCO Report	SYCO report checked - 6.00am	No Referral	bl017908	Responsible Gaming
Breach of Self Exclusion	Sighted [REDACTED] leaving the gaming floor towards CP walk bridge. Michael in Surv informed.	No Referral	jc017687	Responsible Gaming
Other	Pager Alert, [REDACTED] already left the machine. Nil contact.	No Referral	jc017687	Responsible Gaming
GM & FATG focus	Canvassed the gaming floor around EGM and FATG areas.	No Referral	jc017687	Responsible Gaming
Revocation Information	[REDACTED] called RGSC to enquire about SE revocation. The process explained. [REDACTED] stated that he might send in his request by email. Email of RGSC provided.	Gambler's Help Counselling Service	jc017687	Self
Request for Revocation	SE revocation request has been received by email. Initial response sent.	RGSC	jc017687	Self

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10/06/2017	9:30				Personal Information	MEMBER	MGT	Revocation
10/06/2017	10:24	Responsible Gaming	DOR		Personal Information	No Data Available		DOR
10/06/2017	11:00					BLACK	MGT	Patron Welfare
10/06/2017	11:02					MEMBER	MGM	Self Barring
10/06/2017	11:03					MEMBER	MGM	Self Barring
10/06/2017	11:45					MEMBER	MGT	Unknown Nature of Service
10/06/2017	14:25	Responsible Gaming	DOR		Personal Information	No Data Available		DOR
10/06/2017	16:00					MEMBER	MGT	Unknown Nature of Service
10/06/2017	16:20					MEMBER	MGT	Self Barring
10/06/2017	18:25	Responsible Gaming	DOR		Personal Information	No Data Available		DOR
10/06/2017	19:45					PLATINUM	MGT	Patron Welfare

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Revocation Information	Patron attended RGSC and requested VCGLR appeal information. After providing the information P discussed her gaming activity and also issues her friends are experiencing with their gaming, RGLO provided Financial counselling info to pass onto friends.	VCGLR	va022995	Self
SYCO Report	SYCO report checked - 10.00am	No Referral	jc017687	Responsible Gaming
Play Periods	- In response to SYCO, advised TG AM in Mah Rm to remind (GT Plat), to take a break. -Reminder for substantial Break -SYCO information -Pit 25 -Plat/TG	No Referral	jc017687	Responsible Gaming
Self Exclusion	and attended RGSC together. requested to apply for S/E. Application successfully processed. AHA business card issued.	Gambler's Help Counselling Service	jc017687	Self
Self Exclusion	and attended RGSC together. requested to apply for S/E. Application successfully processed. Holder of 2 accounts : Freeze Stop Code is put on second account.	Gambler's Help Counselling Service	jc017687	Self
WOL	Informed by Surv that was at Teak Rm Reception Desk enquiring about her WOL status. RGLO Vinnie and Joseph attended and confirmed WOL status. After a lengthy conversation, SSM George escorted out of the casino.	No Referral	jc017687	Surveillance
SYCO Report	SYCO report checked - 2.00pm	No Referral	jc017687	Responsible Gaming
WOL	Male issued WOL due to \$10 ticket theft.	Security	va022995	Responsible Gaming
Breach of Self Exclusion	Sighted playing in pit 8. Once spotted RGLO, headed toward Main cage to cash out her \$1,500 chips and then decamped thru Mings entry. She said to RGLO "I am going home, no need to call". Advised to seek counselling. Teresa in Surv informed.	Gambler's Help Counselling Service	jc017687	Responsible Gaming
SYCO Report	SYCO report checked - 6.00pm	No Referral	jc017687	Responsible Gaming
Unattended Child	Crown Towers Duty Manager called for an FYI. 3 unattended minors were in a hotel room. The eldest was 15. and his partner were on the gaming floor. Duty Manager said RGLO not required and Host was going to get the at least one of the parents to stay in the room. Duty Manager also said the 15 year old sounded mature enough.	No Referral	nm018947	Hotels

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category
10/06/2017	21:00				Personal Information	MEMBER	MGT	Self Barring
10/06/2017	22:15	Responsible Gaming	DOR		Personal	No Data Available		DOR
10/06/2017	23:00					MEMBER	MFB	Self Barring
10/06/2017	23:05					MEMBER	MGT	Self Barring
10/06/2017	23:45	Responsible Gaming	Audit		Personal Information	No Data Available		Unknown Nature of Service
08/08/2017	2:30	Responsible Gaming	DOR			No Data Available		DOR
08/08/2017	4:00	Responsible Gaming	Audit			No Data Available		Unknown Nature of Service
08/08/2017	5:16					SILVER	MGT	Revocation
08/08/2017	5:54					MEMBER	MGT	Revocation
08/08/2017	6:15	Responsible Gaming	DOR		Personal	No Data Available		DOR
08/08/2017	9:24					MEMBER	MGT	Other Assistance
08/08/2017	9:43					MEMBER	MGT	Revocation
08/08/2017	9:44					MEMBER	MGT	Revocation
08/08/2017	10:00	Chaplaincy Services	RGC		Personal Information	No Data Available		Counselling Services
08/08/2017	10:00	Responsible Gaming	DOR			No Data Available		DOR
08/08/2017	10:21					MEMBER	MGT	Other Assistance
08/08/2017	11:00					MEMBER	MGT	Self Barring
08/08/2017	11:10					No Data Available		Self Barring

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Self Exclusion	Phone call received from Rewards Club Level One advising █████ requested for SE. Escorted patron back to RGSC and explained the process, obligations and consequences of SE to █████ who opted to apply for SE. The SE was issued at 9:16pm on the 10/06/2017 as █████ requested. Natarsha █████ acted as CAT A witness.	No Referral	nm018947	Gaming Machines
SYCO Report	SYCO report checked - 10pm	No Referral	nm018947	Responsible Gaming
Self Exclusion	Phone call received from the Poker Room advising █████ requested for SE. Escorted patron back to RGSC and explained the process, obligations and consequences of SE to █████ who opted to apply for SE. The SE was issued at 11:16pm on the 10/06/2017 as █████ requested. Miles █████ acted as CAT A witness.	No Referral	nm018947	Table Games
Breach of Self Exclusion	SV informed that █████ had breach her SE and is in the Maple room. Due to conducting a SE I was unable to attend. █████ is removed from the gaming floor.	No Referral	nm018947	Surveillance
GM & FATG focus	Canvassed the gaming floor around EGM and FATG areas.	No Referral	nm018947	Responsible Gaming
SYCO Report	Syco report checked 2am.	No Referral	nm018947	Responsible Gaming
GM & FATG focus	Canvassed the gaming floor around EGM and FATG areas.	No Referral	nm018947	Responsible Gaming
Request for Revocation	Received request for revocation email.	No Referral	jt380953	Responsible Gaming
Request for Revocation	A █████ emailed re a revocation enquiry. I was unable to find him on SYCO or SEER as he only provided his name and no DOB. A response was emailed and requested male to provide DOB, address and to call us as he wants to be revoked by next month.	No Referral	lp025083	Self
SYCO Report	Syco report checked 6am.	No Referral	nm018947	Responsible Gaming
Change of Address	Address and phone number updated.	No Referral	lp025083	Self
Request for Revocation	Received email requesting revocation.	No Referral	lp025083	Responsible Gaming
Revocation Application	Revocation Application sent via email.	Gambler's Help Counselling Service	lp025083	Responsible Gaming
Chaplaincy	█████ Patron	No Referral	nm018947	Self
SYCO Report	Syco report checked 10am.	No Referral	BI017908	Responsible Gaming
Change of Address	Address updated.	No Referral	lp025083	Self
Self Exclusion Alleged Breach	█████ friend █████ rang to inform that █████ is still breaching his SE. It's alleged that █████ had sold everything. No particular visiting time. Email to Leon and Jenny for Alert notice.	No Referral	BI017908	Third Party
Self Exclusion Information	█████ rang asking about SE. He asked whether it is an effective method. All relevant details explained and some strategies suggested. █████ was reported as missing in June. Referral to GH and online for more information.	RGLO	BI017908	Self

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08/08/2017	11:30				Personal Information	UNKNOWN	UN	Self Barring
08/08/2017	11:55					MEMBER	MGT	Unknown Nature of Service
08/08/2017	12:00	Chaplaincy Services	RGC		Personal	No Data Available		Counselling Services
08/08/2017	13:00					MEMBER	MGT	Self Barring
08/08/2017	13:00					UNKNOWN	UN	Self Barring
08/08/2017	14:40					MEMBER	MGT	Other Assistance
08/08/2017	15:00					MEMBER	MGT	Unknown Nature of Service
08/08/2017	15:00					SILVER	MGT	Patron Welfare
08/08/2017	15:41					PLATINUM	MGT	Unknown Nature of Service
08/08/2017	15:47					MEMBER	MGT	Self Barring
08/08/2017	16:23					MEMBER	MGT	Self Barring
08/08/2017	16:37					PLATINUM	MGT	Unknown Nature of Service

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Breach of Self Exclusion	Andrew in SV informed that [redacted] was at the Diamond booth. VCGLR Anthony and Julia attended. [redacted] was given a warning, she came in to ask about the revocation since she claimed that her friend had encourage her to SE. I acted as Vietnamese translator. [redacted] escorted back to the RGSC to explain the revocation process.	No Referral	BI017908	Surveillance
VCGR Appeal declined	Advised by Compliance that the VCGLR had declined the Appeal.	No Referral	lp025083	Compliance
Chaplaincy	Per [redacted] Staff	No Referral	nm018947	Self
Breach of Self Exclusion	Rohan in SV informed that [redacted] was spotted in pit 10. VCGLR Anthony and Julia attended. [redacted] claimed that he's trying to chase money. Referral to GH explained and accepted.	No Referral	BI017908	Surveillance
Breach of Self Exclusion	Joel in SV informed that [redacted] was gaming in the Maple room. VCGLR Anthony and Julia attended. [redacted] said that he went pass the casino but could not help himself. He had been working to keep busy. Fortunately he didn't lose any money today. [redacted] said that he's having problem at home with his wife. Encourage [redacted] to keeping busy and get counselling.	No Referral	BI017908	Responsible Gaming
Other	[redacted] rang to say that he would like to bring a friend in to have a conversation with RGLO [redacted] and his wife said that it was most useful talking with me the last time and he would like to bring his friend along. [redacted] had taken out a Time out that expire on 12/7/17 and this will be an affirmation talk that [redacted] is on the right track. Time arrangment organise and they may come in a couple weeks time.	No Referral	BI017908	Self
Revocation Follow Up	3rd revo follow up. In a meeting will call back later.	No Referral	BI017908	Responsible Gaming
Play Periods	Syco alert, GT/Gold, Pit 17, Reminder. Alert TG AM Alex to KALOF SX and remind patron to take a substantial break. Patron was located and explained to take a break.	No Referral	BI017908	Responsible Gaming
Report Writer Contact - RGP	Spoke with Johnny [redacted] counsellor. Report for Revocation Committee pending.	No Referral	sm029276	Self
Self Exclusion	Teak EH Teresa informed that [redacted] would like to SE. Patron and husband [redacted] relocated to the RGSC. Legal boundaries of SE explained. [redacted] applied and the SE Order was issued at 16:26pm 08/08/17 with RGP Kate [redacted] acting as witness.	No Referral	BI017908	Teak Service Executive
Breach of Self Exclusion	Rowan in Surv advised [redacted] was in pit 8. RGLO unable to attend due to SE in progress.	No Referral	lp025083	Surveillance
Report Writer Contact - RGP	TT [redacted] Chinese Gamblers Help. Report prepared for consideration of the Revocation Committee.	No Referral	de027841	Self

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category
08/08/2017	16:40				Personal Information	MEMBER	MGT	Patron Welfare
08/08/2017	17:00					PLATINUM	MGT	Unknown Nature of Service
08/08/2017	17:00	Responsible Gaming	Audit		Personal	No Data Available		Unknown Nature of Service
08/08/2017	17:15					SILVER	MGT	Revocation
08/08/2017	17:50					PLATINUM	MGT	Other Assistance
08/08/2017	18:05					MEMBER	MGT	Revocation
08/08/2017	18:37	Responsible Gaming	DOR		Personal	No Data Available		DOR
08/08/2017	20:00					MEMBER	MGT	Patron Welfare
08/08/2017	20:10					MEMBER	MGT	Self Barring
08/08/2017	22:15	Responsible Gaming	DOR		Personal	No Data Available		DOR
08/08/2017	22:20	RGC Female	Unknown		Personal Information	No Data Available		Patron Welfare
08/08/2017	22:47					MEMBER	MGT	Patron Welfare

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Play Periods	Syco alert, GT/Gold, Pit 17, Reminder. Spoke with [REDACTED] and remind patron to take a substantial break. Patron left with her friend.	No Referral	BI017908	Responsible Gaming
Observable Signs	TG AM Chris in the Maple room informed of patron showing fatigue. Security had spoken with lady who provided her details, GT Platinum member. Patron was waiting for her friend to give her back her money in about an hour time (from mobile text). Patron claimed that her gaming is in control and promise to leave soon after 6pm. Informed TG AM Alma and Thao to monitor.	No Referral	BI017908	Table Games
GM & FATG focus	Canvassed the gaming floor around EGM and FATG areas.	No Referral	BI017908	Responsible Gaming
Revocation Information	[REDACTED] asked about revocation. All details explained.	No Referral	BI017908	Self
Other	Observed [REDACTED] treated by CFA at the BA table in pit 8 while canvassing. Patron alleged to have a reaction to a "smell". No RGLO required.	No Referral	BI017908	Responsible Gaming
Revocation Information	Personal [REDACTED] email in request for revocation. He is currently living in NZ. Acknowledgement email send. Per [REDACTED] rang from NZ as requested. Revocation process explained.	RGLO	BI017908	Self
SYCO Report	Syco report checked 6PM.	No Referral	nm018947	Responsible Gaming
Welfare	Received a call from [REDACTED] wife [REDACTED]. She says her husband spends too much time in the Casino. She is pregnant and wants him to spend more time at home. [REDACTED] hasn't had ratings since 2015. I requested a photo be emailed. Per [REDACTED] doesn't want us to let her husband know she called. She has no idea what or where he plays in Crown. Once a photo is received I will do a floor walk and attempt to find him.	No Referral	nm018947	Guest Services
Breach of Self Exclusion	Advised by surveillance that [REDACTED] was in pit 8. She walked out of Ming's Entry, refusing to stop to be interviewed by the VCGLR, or to speak with RGLO.	No Referral	nm018947	Surveillance
SYCO Report	Syco report checked 10pm.	No Referral	nm018947	Responsible Gaming
Welfare	Received a call from paul in COMMS that there was a young female at Mings entry and SSM Theo asked for assistance. My understanding of the call was an unattended child. I attended and met with Theo who said this 17 year old was bit distressed and feeling unwell because she hadn't eaten. She was with a male who left her at Crown and her family were on their way to pick her up. Theo said RGLO was initially required but when I got there all was under control and I was not required. I left as there were many around assisting.	No Referral	nm018947	Security
Welfare	Canvassed the gaming floor and was unable to locate [REDACTED] Patron placed on pager.	No Referral	nm018947	Self

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category
19/10/2017	2:35	Responsible Gaming	DOR	Personal	Personal	No Data Available		DOR
19/10/2017	4:35	Responsible Gaming	Audit	Information	Information	No Data Available		Unknown Nature of Service
19/10/2017	5:15					MEMBER	MGT	Unknown Nature of Service
19/10/2017	6:12	Responsible Gaming	DOR	Personal		No Data Available		DOR
19/10/2017	8:51					PLATINUM	MGT	Unknown Nature of Service
19/10/2017	9:31					MEMBER	MGT	Unknown Nature of Service
19/10/2017	10:00	Chaplaincy Services	RGC	Personal		No Data Available		Counselling Services
19/10/2017	10:28	Responsible Gaming	DOR	Information		No Data Available		DOR
19/10/2017	10:30					MEMBER	MGT	Patron Welfare
19/10/2017	10:47					MEMBER	MGT	Revocation
19/10/2017	10:48					MEMBER	MGT	Other Assistance
19/10/2017	10:58	Responsible Gaming	DOR	Personal		No Data Available		DOR
19/10/2017	11:05					MEMBER	MGT	Revocation
19/10/2017	11:14					MEMBER	MGM	Unknown Nature of Service
19/10/2017	11:17					MEMBER	MGT	Self Barring
19/10/2017	12:30					No Data Available		Other Assistance
19/10/2017	13:05					MEMBER	MGT	Other Assistance

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
SYCO Report	SYCO Report checked 2.00am	No Referral	gj014394	Responsible Gaming
GM & FATG focus	Canvassed gaming floor around EGM and FATG areas.	No Referral	gj014394	Responsible Gaming
WOL	Observed [REDACTED] playing at BA0822. Surveillance advised.	Security	gj014394	Responsible Gaming
SYCO Report	SYCO Report checked 6.00am	No Referral	gj014394	Responsible Gaming
Revocation Pending Committee	Revocation vetting complete. File ready for Committee meeting 19/10/2017.	No Referral	jt380953	Responsible Gaming
Revocation Paperwork Received	Received signed Application and Report via mail. Report sent to RGP's for vetting.	No Referral	jt380953	Self
Chaplaincy	[REDACTED] - Patron	No Referral	nm018947	Self
Operational Overview	Maintenance manager attended with a locksmith to secure the back storage room.	No Referral	km003968	Maintenance
Play Periods	Syco, pit 25, GT/Platinum, reminder	RGSC	km003968	Responsible Gaming
Request for Revocation	Received request for revocation email.	No Referral	jt380953	Self
Other	Mobile number updated.	No Referral	jt380953	Self
SYCO Report	SYCO Report checked 10.00am	No Referral	km003968	Responsible Gaming
Revocation Application	Emailed Revocation Application.	No Referral	jt380953	Responsible Gaming
Revocation Paperwork Received	Received signed Application via email. Responded with acknowledgment.	No Referral	jt380953	Self
Self Exclusion Information	[REDACTED] called RGSC informing that she will be in to apply for SE on Tuesday 24 Oct 2017 at 11am. Email sent to George and Vinnie who are on duty on that day.	RGSC	jc017687	Self
Other	[REDACTED] claimed to be from Credit Suisse attended RGSC with another male patron wanting to know "if there is a limit a pokie machine can pay out". [REDACTED] showed his [P] but the other male did not identify himself and only said "I work for him". [REDACTED] claimed to have visited RGSC a year ago with [REDACTED] and talked to RG Manager by the name of Rachael. Advised [P] to call switchboard for information. Issued Yourplay and RGSC leaflets to both patrons.	No Referral	jc017687	Responsible Gaming
Seeking other Assistance	[REDACTED] attended the RGSC to check he was allowed to enter the gaming floor today. I confirmed that his [P] was complete and I asked if he required any further assistance from us. [REDACTED] stated that he liked to visit socially and he knew that he should limit his expenditure. He understands that he can attend the RGSC at any time with RG concerns.	RGSC	km003968	Self

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	
19/10/2017	13:32				Personal Information	No Data Available		Unknown Nature of Service	
19/10/2017	14:50					MEMBER		MGT	Self Barring
19/10/2017	15:39					GOLD		MGM	Unknown Nature of Service
19/10/2017	16:06					GOLD		MGM	Unknown Nature of Service
19/10/2017	16:10					GOLD		MGM	Unknown Nature of Service
19/10/2017	16:17					GOLD		MGM	Revocation
19/10/2017	16:20					MEMBER		MGT	Revocation
19/10/2017	16:20					PLATINUM		MGT	Revocation
19/10/2017	16:20					PLATINUM		MGT	Revocation
19/10/2017	16:21					MEMBER		MGT	Revocation
19/10/2017	16:22	MEMBER		MGT	Revocation				

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
3rd Party SE Inquiry	I received a 3rd party SE query from the father of [REDACTED]. I have been advised that [REDACTED] is 19yo and has recently received a 400K payout from the TAC and has already gambled 90K in a few months. [REDACTED]'s father claimed he was going with his son to SE from the local clubs around Cranbourne and they had a 2pm appointment. They were considering attending Crown after this - I have provided location details. In my conversation with the father, claims were also made about [REDACTED] attending Crown Casino with a couple of underage friends who had fake ID - possibly under the name of [REDACTED]	RGSC	km003968	Third Party
Breach of Self Exclusion	I was asked by TG staff to assist with identifying a patron that they believed may be self-excluded. I did not recognise her but asked her for ID - she claimed not to have any ID on her but verbally provided her name to RGLO Joseph as [REDACTED]. We have been unable to find any account in this name. Joseph believed he recognised her, but we were unable to locate an SE photo at the time. Her identity only came to light on 26/10 when [REDACTED] breached again.	No Referral	km003968	Table Games
Illegal Act	Advised by surveillance of an earlier illegal act. Patron was responsible for a chip theft. The money has been retrieved and [REDACTED] has been issued with a WOL.. Nil contact with the RGLO.	No Referral	km003968	Surveillance
Revocation Paperwork Received	Received counselling report via email. Shortly afterwards I received a call from [REDACTED] checking whether or not I have received the counselling letter. He also asked about what else happens from here on. Explained RGP's will be vetting his report via contacting his counsellor. Advised there is no other actions he needs to take now.	No Referral	jt380953	Self
Revocation Paperwork Received	Received report from Jose [REDACTED] (Counsellor) via email. Responded with acknowledgment and advised RGP's will make contact.	RGP's	jt380953	Third Party
Revocation Approved	Revocation approved as per the Committee. Effective as of Friday 20 October 2017 at 10am.	No Referral	jt380953	Responsible Gaming
Revocation Approved	Revocation approved as per the Committee. Effective as of Friday 20 October 2017 at 10am.	No Referral	jt380953	Responsible Gaming
Revocation Approved	Revocation approved as per the Committee. Effective as of Friday 20 October 2017 at 10am.	No Referral	jt380953	Responsible Gaming
Revocation Approved	Revocation approved as per the Committee. Effective as of Friday 20 October 2017 at 10am.	No Referral	jt380953	Responsible Gaming
Revocation Declined	Revocation declined as per Committee due to need for further counselling. May resubmit new counsellor's report.	No Referral	jt380953	Responsible Gaming
Revocation Declined	Revocation declined as per Committee due to need for further counselling. May resubmit new counsellor's report.	No Referral	jt380953	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category
19/10/2017	16:35	RGC Male	Unknown	Personal Information	Personal Information	No Data Available		Unknown Nature of Service
19/10/2017	16:40					MEMBER	MGT	Self Barring
19/10/2017	17:04					No Data Available		Self Barring
19/10/2017	17:09					MEMBER	MGT	Self Barring
19/10/2017	17:15	Responsible Gaming	Audit	Personal Information		No Data Available		Unknown Nature of Service
19/10/2017	18:16	Responsible Gaming	DOR	Personal Information		No Data Available		DOR

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Observable Signs	TG AM Chris in pit 9 advised of a male patron that had admitted to playing for 14 hours and was a bit loud. Patron was spoken to TG staff. Observed male - no observable signs. Requested TG call RGLO if further assistance required. Kylie informed.	No Referral	lp025083	Table Games
Self Exclusion Alleged Breach	I received an information call from surveillance advising that a lost wallet belonging to [REDACTED] had been handed in - [REDACTED] self-excluded in April this year and has had 1 recorded breach. An email has been sent recommending an Alert Notice.	RGSC	km003968	Surveillance
Self Exclusion Information	<p>Responded to the email below from [REDACTED]</p> <p>Hi,</p> <p>Please find my attached passport.</p> <p>I would like to self exclude myself from Crown Melbourne and also Crown Perth. This really is the hardest thing i have ever done as i haven't even visited your casino, but i do know what will happen if i walk through your doors without getting help first.</p> <p>Im not sure if Adelaide casino is part of your extended family, but as i cant find a email please also include them.</p> <p>If there is any other information you require, please just let me know.</p> <p>Please disregard my red nails, that's another story.</p> <p>Kindest Regards,</p> <p>[REDACTED]</p>	RGSC	km003968	Self
Breach of Self Exclusion	Advised by surveillance that [REDACTED] was in pit 8. She sprinted out of the Maple Room as soon as she sighted the VCGLR officers. Nil contact.	No Referral	km003968	Surveillance
GM & FATG focus	Canvassed gaming floor around EGM and FATG areas.	No Referral	km003968	Responsible Gaming
SYCO Report	SYCO Report checked 18:00	No Referral	km003968	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category
19/10/2017	19:00				Personal Information	No Data Available		Self Barring
19/10/2017	19:20					MEMBER	MGT	Self Barring
19/10/2017	20:00	Responsible Gaming	DOR		Personal Information	No Data Available		DOR
19/10/2017	20:34					MEMBER	MGT	Self Barring
19/10/2017	22:10					MEMBER	MGT	Self Barring
19/10/2017	22:32	Responsible Gaming	DOR		Personal Information	No Data Available		DOR
23/12/2017	2:07	Responsible Gaming	DOR			No Data Available		DOR
23/12/2017	3:12	RGC Male	Unknown			No Data Available		Unknown Nature of Service
23/12/2017	4:20					MEMBER	MGT	Self Barring
23/12/2017	4:25	Responsible Gaming	DOR		Personal Information	No Data Available		DOR
23/12/2017	5:45					MEMBER	MGT	Other Assistance

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Self Exclusion Information	<p>responded with the following message.</p> <p>Hi,</p> <p>Sincerely appreciate the fast reply and the information. Next time I am down there I'll make sure that is sorted out.</p> <p>Regards,</p>	No Referral	jc017687	Self
Breach of Self Exclusion	Informed by Kattie in Surv that [REDACTED] was playing on BA0817. VCGLR Julia and Greg attended. Once spotted VCGLR approaching, [REDACTED] ran out and decamped thru Atrium entry.	No Referral	jc017687	Surveillance
Operational Overview	Briefing RGAW for TG at Maple Room at 7:45pm.	No Referral	gj014394	Responsible Gaming
Self Exclusion	[REDACTED] attended RGSC and successfully applied for SE with George [REDACTED] as witness. Crownbet phone # provided.	Gambler's Help Counselling Service	jc017687	Self
Breach of Self Exclusion	Tim (Surv) advised that [REDACTED] was playing at BA1219. I attended and met with VCGLR Julie and Greg. [REDACTED] was removed via Mings entry. He was spoken to by VCGLR and RGLO.	No Referral	gj014394	Surveillance
Operational Overview	SYCO Report checked 10:00pm	No Referral	gj014394	Responsible Gaming
SYCO Report	SYCO Report checked - 2am	No Referral	km003968	Responsible Gaming
Welfare/Observable Signs	Received a call from TG staff in pit 9 advising that a male had been talking to the AM about having reached his withdrawal limit and asking if he could transfer money to her account so she could get it out. I waited in pit 9 for nearly 40 minutes for a security officer to approach with me - in this time, the male had gone off the gaming floor towards the ATMs and returned with cash and continued to play. Comms were unable to give me an ETA on a security officer and male appeared to be playing with no observable signs. No approach made.	No Referral	km003968	Table Games
Breach of Self Exclusion	Advised by Renee in surveillance that [REDACTED] was in pit 9. I told her I would attend if required once Vicpol arrived. Renee called back 20 minutes later to inform me that [REDACTED] had left with Vicpol.	Vic Pol	km003968	Surveillance
Operational Overview	A couple of security officers attended my office with 5 people in their early 20s who claimed one of their friends had run off and was possibly suicidal. I spoke to the officer separately and told him to refer them to Vicpol if they had real concerns. I also advised that I didn't want a group of alcohol affected people in the office when I was the only staff member on.	No Referral	km003968	Security
Other	Pager alert [REDACTED] is using the card. NFA	No Referral	km003968	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category
23/12/2017	6:02	RGC Male	Unknown	Personal Information	Personal Information	No Data Available		Other Assistance
23/12/2017	6:13	Responsible Gaming	DOR			No Data Available		DOR
23/12/2017	7:30					PLATINUM	MGT	Patron Welfare
23/12/2017	7:45					MEMBER	MGT	Self Barring
23/12/2017	8:12	Responsible Gaming	Audit	Personal Information		No Data Available		Unknown Nature of Service
23/12/2017	9:00	Responsible Gaming	DOR			No Data Available		DOR
23/12/2017	10:50	Responsible Gaming	DOR			No Data Available		DOR
23/12/2017	12:15					MEMBER	MGT	Self Barring
23/12/2017	12:20					MEMBER	MGT	Unknown Nature of Service
23/12/2017	14:27					MEMBER	MGT	Self Barring
23/12/2017	14:50	Responsible Gaming	DOR	Personal Information		No Data Available		DOR
23/12/2017	18:51	Responsible Gaming	DOR			No Data Available		DOR
23/12/2017	19:00	Responsible Gaming	Audit			No Data Available		Unknown Nature of Service

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Seeking other Assistance	Young male of Asian descent attended the RGSC. He has recently moved to Melbourne from Adelaide. He claims to have a long term issue with gambling. RGSC services explained and male then stated his real issue was with Sportsbet. Advised to seek counselling. He also states he may contact the office to speak with FJG soon.	Gambler's Help Telephone Service	km003968	Self
SYCO Report	SYCO Report checked - 6am	No Referral	jc017687	Responsible Gaming
Play Periods	█ was reminded to take a substantial break. RGSC business card issued. - Substantial Break - SYCO alert - Teak Rm - GM/Plat	RGSC	jc017687	Responsible Gaming
Breach of Self Exclusion	Sighted █ coming down the escalator from pit 12. She then went to the Main Cage. █ decamped thru Miings entry before RGLO could served the exclusion order. Nil contact by RGLO.	No Referral	jc017687	Responsible Gaming
GM & FATG focus	Canvassed gaming floor around EGM and FATG areas.	No Referral	jc017687	Responsible Gaming
Operational Overview	Reported suspicious male to SV. Male observed at EGM sifting material possibly drug related.	Security	va022995	Responsible Gaming
SYCO Report	SYCO Report checked - 10am	No Referral	jc017687	Responsible Gaming
Breach of Self Exclusion	SV Josh advised that male was at interview room assisting Vic Pol. He produced ID indicating that he subject to S/E. Male was strong advised to seek counselling. Male is believed to be associated with theft suspect.	Gambler's Help Counselling Service	va022995	Surveillance
WOL	Informed by Ricky in Car Park after the incident that █ was at Multi Car-park exit this morning at 10:30am refusing to pay for parking. She claimed that she has run out of cash even though Parkig Staff saw cash in her bag. █ became violent and verbally abused Car Park staff. █ attempted to lift the gate to exit. Mobile unit was called and █ was issued a pay later notice. Nil contact by RGLO.	No Referral	jc017687	Car Parks
Breach of Self Exclusion	Informed by TG AM in Thao after the incident that █ was in pit 16. Once █ saw TG AM Thao, he decamped the gaming floor immediately. Caroline in Surv informed. Nil cotnact by RGLO	No Referral	jc017687	Responsible Gaming
SYCO Report	SYCO Report checked - 2pm	No Referral	jc017687	Responsible Gaming
SYCO Report	SYCO Report checked - 6pm	No Referral	jc017687	Responsible Gaming
GM & FATG focus	Canvassed gaming floor around EGM and FATG areas.	No Referral	nm018947	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category
23/12/2017	22:05	RGC Female	Unknown	Personal Information		No Data Available		Unknown Nature of Service
23/12/2017	22:10	Responsible Gaming	DOR			No Data Available		DOR

Nature of Service	Comments	Referral Location	RGLO	ReferredByDesc
Welfare/Observable Signs	Received a call from TG AM in the Poker Room that a female was complaining that she has lost too much money. I attended and met and elderly female who said she didn't have a gambling issue but has just lost too much money tonight. She didn't want to provide ID and did not want our business card.	Gambler's Help Counselling Service	nm018947	Table Games
SYCO Report	SYCO Report checked - 10pm	No Referral	nm018947	Responsible Gaming