



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

## Daily Workload by Time of Day (for Report Period)



## Report Summary







Total Contacts	85
Self Exclusion Breaches	4
Self Exclusion Inquiries	0
Self Exclusions Issued	2
Missing Persons	0
Unattended Children	0

Person Registration Details	Comments	Photo
<b>Date / Time</b> 23/12/2020 6:00:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> Security <b>RGA</b> da027675	John (SV) advised that [REDACTED] attempted to enter the gaming floor via Atrium entry but was refused by SSO's when he produced his ID. Nil contact with RGA.	[REDACTED]
<b>Date / Time</b> 23/12/2020 8:00:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Crown Perth <b>Nature of Service</b> Self Exclusion <b>Referral Location</b> GHTel Service <b>RGA</b> BI017908	[REDACTED] applied to be self excluded from Crown Perth and Crown Melbourne on 22 December 2020. SE Minimum period: 1 year 7 year opt out?: Yes RGA: Mel [REDACTED]	[REDACTED]
<b>Date / Time</b> 23/12/2020 8:01:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> vm370923	PP18 VIP Tables  SM Ralph is happy with 7.5hr length of break and will allow patron to play.	[REDACTED]
<b>Date / Time</b> 23/12/2020 8:25:00 AM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> vm370923	Canvassed gaming floor, liased with TG/GM and Security.	<p><b>PHOTO REQUIRED</b></p> <p>Perth's Responsible Gaming Responsible Gaming Centre, W02 501 000</p>
<b>Date / Time</b> 23/12/2020 8:36:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Gaming Machines <b>RGA</b> vm370923	PP15 PRE Machines  VOSM asked customer to take 8hr break.	[REDACTED]



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

Person Registration Details		Comments	Photo
<b>Date / Time</b> 23/12/2020 8:38:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Gaming Machines <b>RGA</b> vm370923	PP17 PRE Machines  VOSM unable to locate patron.		
<b>Date / Time</b> 23/12/2020 8:41:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> vm370923	PP15 MGF Tables  ██████ was carded in closed table.		
<b>Date / Time</b> 23/12/2020 8:47:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> vm370923	PP17 VIP Tables  When I approached ██████ she was already on her way out, she is aware of the new PP policy.		
<b>Date / Time</b> 23/12/2020 8:54:00 AM <b>Person Name</b> Chaplaincy Services RGC <b>Person ID</b> ██████████ <b>Referred By</b> Self <b>Nature of Service</b> Chaplaincy <b>Referral Location</b> No Referral <b>RGA</b> nm018947	██████████		
<b>Date / Time</b> 23/12/2020 9:29:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> vm370923	PP17 PRE Tables  ██████ was asked to take an 8 hour break, play periods policy explained. ██████ left immediately.		
<b>Date / Time</b> 23/12/2020 9:49:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Self <b>Nature of Service</b> Request for Revocation <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Received a request for revocation email from ██████. He explained that he has been self excluded for one year now and would like to revoke it. Updated address.		



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

Person Registration Details	Comments	Photo
<b>Date / Time</b> 23/12/2020 10:09:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Application <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Revocation application emailed to [REDACTED]	[REDACTED]
<b>Date / Time</b> 23/12/2020 10:13:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> jt380953	[REDACTED] tried to submit application and report via email but due the poor quality of the photograph, have asked if he can try to scan them instead.	[REDACTED]
<b>Date / Time</b> 23/12/2020 10:29:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> jt380953	[REDACTED] emailed asking for an update on his application. Rang and spoke with [REDACTED] and just explained that our applications came to a halt during covid and that we will actually have news for him quite soon. Application to be heard this afternoon at the Committee.	[REDACTED]
<b>Date / Time</b> 23/12/2020 10:32:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Paperwork Received <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Received signed application via email from [REDACTED]. Responded with acknowledgment and explained to [REDACTED] that we still require his report.	[REDACTED]
<b>Date / Time</b> 23/12/2020 10:40:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Paperwork Received <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Received signed application via email from [REDACTED]. Responded with acknowledgment and reminded [REDACTED] that we still require his report.	[REDACTED]
<b>Date / Time</b> 23/12/2020 10:53:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Application <b>Referral Location</b> No Referral <b>RGA</b> jt380953	[REDACTED] responded confirming his personal details. Revocation application then emailed to [REDACTED]	[REDACTED]



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 23/12/2020 10:56:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Splunk</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> Gaming Machines</p> <p><b>RGA</b> vm370923</p>	<p>PP18 VIP Machines</p> <p>VOSM is happy with the 7.17hr break and will allow patron to continue playing.</p>	[REDACTED]
<p><b>Date / Time</b> 23/12/2020 11:00:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Self</p> <p><b>Nature of Service</b> Revocation Information</p> <p><b>Referral Location</b> RGC</p> <p><b>RGA</b> BI017908</p>	<p>[REDACTED] rang to ask about his revocation progress. Explained that all his paperwork is in order and just wait to hear back from us.</p>	[REDACTED]
<p><b>Date / Time</b> 23/12/2020 11:07:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Third Party</p> <p><b>Nature of Service</b> Revocation Paperwork Received</p> <p><b>Referral Location</b> RGA</p> <p><b>RGA</b> jt380953</p>	<p>Received report via email from Mr <b>Perso</b> (Gamblers Help) Responded with acknowledgment. Report filed for vetting.</p>	[REDACTED]
<p><b>Date / Time</b> 23/12/2020 11:09:00 AM</p> <p><b>Person Name</b> Responsible Gaming Audit</p> <p><b>Person ID</b> <b>Perso</b></p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> GM/TG/Staff &amp; FATG focus</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> BI017908</p>	<p>Canvassed gaming floor. Liaised with patrons, TG AM, TG ACMs and Security. Spoke with VIP SE Agnes about PP.</p>	<p><b>PHOTO REQUIRED</b></p> <p>responsible gaming Gambler's Gambling Help: 0204 234 433 Responsible Gaming Centre: 2020 01 1998</p>
<p><b>Date / Time</b> 23/12/2020 11:16:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Self</p> <p><b>Nature of Service</b> Revocation Information</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> jt380953</p>	<p>[REDACTED] emailed asking for an update because he wanted to spend Christmas at Crown. Explained that things haven't progressed since our last email and that we were looking at results in the new year. Clearly explained that if he was to come into Crown that he is still allowed to use facilities such as retail, restaurants, food court ect just not the Casino gaming floor.</p>	[REDACTED]
<p><b>Date / Time</b> 23/12/2020 11:25:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Self</p> <p><b>Nature of Service</b> Revocation Paperwork Received</p> <p><b>Referral Location</b> RGA</p> <p><b>RGA</b> jt380953</p>	<p>Received a scanned copy of application and report in much better format. Responded with thanks. Report sent for vetting.</p>	[REDACTED]



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DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

Person Registration Details	Comments	Photo
<b>Date / Time</b> 23/12/2020 11:43:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Paperwork Received <b>Referral Location</b> No Referral <b>RGA</b> jt380953	<p>Received an email from [REDACTED] attached is his application and report. Wasn't able to open the report in pdf as it was "corrupted". Report filed for now. Asked [REDACTED] to please resend his application to us.</p>	[REDACTED]
<b>Date / Time</b> 23/12/2020 12:15:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Paperwork Received <b>Referral Location</b> No Referral <b>RGA</b> jt380953	<p>Received both the signed application and report from [REDACTED]. Responded with acknowledgement and report filed for vetting.</p>	[REDACTED]
<b>Date / Time</b> 23/12/2020 12:17:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> jt380953	<p>At Luke's request, declined [REDACTED] request to revoke due to attempted breach on 29/12/2019. [REDACTED] eligible on 29/12/2020. Letter attached. Also stated "We do encourage you to continue counselling to be able to produce a substantial report in the near future."</p>	[REDACTED]
<b>Date / Time</b> 23/12/2020 12:18:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> BI017908	<p>PP15          VIP          Tables          MSM Ralph spoke with patron and reminded break.</p>	[REDACTED]
<b>Date / Time</b> 23/12/2020 12:20:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> BI017908	<p>PP17          PRE          Table</p> <p>No previous interaction of PP, 6.5hrs break ACM Jeff informed and will speak with patron. Jeff has spoken with patron and is happy to allow her to play.</p>	[REDACTED]
<b>Date / Time</b> 23/12/2020 12:36:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> jt380953	<p>[REDACTED] responded asking if there were any other breaches that he doesn't know about. Responded that all breaches and attempts count towards his eligibility and that it still stands that he will qualify after 29 Dec 2020. [REDACTED] also had enquiries around reporting.</p>	[REDACTED]



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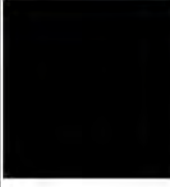





DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

Person Registration Details	Comments	Photo
<b>Date / Time</b> 23/12/2020 12:57:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> jt380953	<p>[REDACTED] emails " How long dose it take from the moment you get the report from my doctor? " Responded accordingly.</p>	[REDACTED]
<b>Date / Time</b> 23/12/2020 1:10:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> BI017908	<p>PP15 VIP Tables</p> <p>TG ACM John informed. John has spoken to patron and has asked her to leave by 1500.</p>	[REDACTED]
<b>Date / Time</b> 23/12/2020 1:16:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Application <b>Referral Location</b> Vietnamese (AVWA) <b>RGA</b> vm370923	<p>[REDACTED] attended RGC to obtain revocation paperwork. Provided Hard Copy to patron, Brendan explained in Vietnamese the revocation process. Patron signed her application.</p>	[REDACTED]
<b>Date / Time</b> 23/12/2020 1:20:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Request for Revocation <b>Referral Location</b> No Referral <b>RGA</b> jt380953	<p>Received a request for revocation from [REDACTED]. She also explains that the recent attempted breach "I have called and unblock my self in 2018 they told me to wait for year and I filled the form already today I came in casino 2020 dec after 6 years because my friend is giving party in casino on this Saturday I park my car in basement so abt to go to information center to ask have they clear everything on record but they just stop me on the gate I was shocked because I came back afte 6 years so i just wanna say unblock me from this restriction I came to pick my friend but they haven't let me in so do it as it's already six years and I filled the form 2 years ago to unbanned I feel embarrassed as I can't go inside to cal my friend so it's not fair anyway :/ so just unblock me and check my record thanks "</p> <p>Confirmation from Luke to waive attempted breach making [REDACTED] eligible to apply.</p>	[REDACTED]
<b>Date / Time</b> 23/12/2020 1:22:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> vm370923	<p>PP17 VIP Tables</p> <p>ACM John has spoken to [REDACTED] and she has left the room to take a substantial break.</p>	[REDACTED]
<b>Date / Time</b> 23/12/2020 1:22:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Application <b>Referral Location</b> RGC <b>RGA</b> jt380953	<p>Revocation Application emailed to [REDACTED]</p>	[REDACTED]



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

Person Registration Details		Comments	Photo
<b>Date / Time</b> 23/12/2020 2:03:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Approved <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Revocation approved by Committee effective 10am 24th December 2020.		
<b>Date / Time</b> 23/12/2020 2:04:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Approved <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Revocation approved by Committee effective 10am 24th December 2020.		
<b>Date / Time</b> 23/12/2020 2:05:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Approved <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Revocation approved by Committee effective 10am 24th December 2020.		
<b>Date / Time</b> 23/12/2020 2:05:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Approved <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Revocation approved by Committee effective 10am 24th December 2020.		
<b>Date / Time</b> 23/12/2020 2:05:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Approved <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Revocation approved by Committee effective 10am 24th December 2020.		
<b>Date / Time</b> 23/12/2020 2:06:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Declined <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Revocation declined by Committee on 23 December 2020, Can reapply in 6 months with a new report.		



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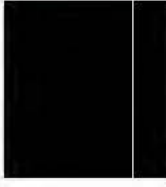
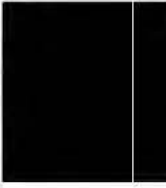

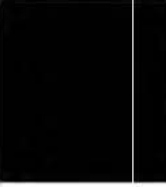
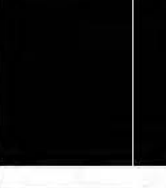
Person Registration Details	Comments	Photo
<b>Date / Time</b> 23/12/2020 2:06:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Declined <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Revocation declined by Committee on 23 December 2020. Can reapply in 12 months with a new report that is written by Gamblers Help and not current clinical psychologist [REDACTED]	[REDACTED]
<b>Date / Time</b> 23/12/2020 2:08:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Approved <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Revocation approved by Committee effective 10am 24th December 2020.	[REDACTED]
<b>Date / Time</b> 23/12/2020 2:15:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> B1017908	PP20 PRE Table No previous interaction of PP, 7hrs break and 4hrs break. ACM Andy informed and patron will take another 8 hours break.	[REDACTED]
<b>Date / Time</b> 23/12/2020 2:20:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Person <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> vm370923	Canvassed gaming floor, liased with TG/GM and Security.	
<b>Date / Time</b> 23/12/2020 2:23:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> RGC <b>RGA</b> jt380953	[REDACTED] was picked up in Pit 12 and then exited via Monte Carlo.	[REDACTED]
<b>Date / Time</b> 23/12/2020 2:23:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> jt380953	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 make contact with RGC when he is ready to return to Crown.	[REDACTED]





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Person Registration Details	Comments	Photo
<b>Date / Time</b> 23/12/2020 2:25:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> B1017908	PP15 PRE Tables  ACM Maple Sam informed. Spoke with patron to remind 8hrs break before 4.30pm. AM Darren to monitor.	
<b>Date / Time</b> 23/12/2020 2:33:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Spoke to ██████████ and advised her that her application to revoke her self exclusion order has been approved. Invited her to make a GRIP appointment before resuming normal activities on the gaming floor. ██████████ will be attending on Thursday 24/12/20 at 1pm. She wants to show her appreciation	
<b>Date / Time</b> 23/12/2020 2:37:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Person. <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> vm370923	Attended Revocation Meeting.	
<b>Date / Time</b> 23/12/2020 2:40:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Self <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> B1017908	██████████ rang to ask about coming for his GRIP tonight. His revocation was approved on 23/1/20.	
<b>Date / Time</b> 23/12/2020 2:55:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Spoke to ██████████ 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. ██████████ will make contact with RGC in the New Year after he returns from QLD.	
<b>Date / Time</b> 23/12/2020 2:55:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Information <b>Referral Location</b> RGC <b>RGA</b> jt380953	Spoke to ██████████ 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. ██████████ will come into RGC on Friday 25th Dec at 11am ██████████	Personal Information



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

Person Registration Details		Comments	Photo
<b>Date / Time</b> 23/12/2020 3:00:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> vm370923	Facilitated RGSM Training Session.	 PHOTO REQUIRED	
<b>Date / Time</b> 23/12/2020 3:56:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> jt380953	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 make contact with RGC when he is ready to return to Crown.	[REDACTED]	
<b>Date / Time</b> 23/12/2020 5:29:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> WOL <b>Referral Location</b> Security <b>RGA</b> vm370923	Patron called asking to revoke her self exclusion, realised patron was WOL referred to Security.	[REDACTED]	
<b>Date / Time</b> 23/12/2020 6:00:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> BI017908	Check Splunk and Webex and canvassed the gaming floor interacting with staff and patrons.	 PHOTO REQUIRED	
<b>Date / Time</b> 23/12/2020 7:18:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 MGF Machines  Approached [REDACTED] at R16; she showed no observable signs. [REDACTED] stated she would be having dinner shortly and then leaving. Reminded [REDACTED] of minimum 3hr break.	[REDACTED]	
<b>Date / Time</b> 23/12/2020 7:25:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> fb022711	Attended Pit 8 / 35 where live rating for [REDACTED] showing; [REDACTED] not present at table. AM advised [REDACTED] must have left 'hours ago', but ATOM wasn't allowing her rating to be closed. SYCO shows [REDACTED] exited car-park at 5PM.	[REDACTED]	



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

Person Registration Details		Comments	Photo
<b>Date / Time</b> 23/12/2020 7:54:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> nm018947	Advised by SV that [REDACTED] was in Pit 8. While PF and I were attending we received a call from SV to say he had left the complex. NIL contact.	[REDACTED]	
<b>Date / Time</b> 23/12/2020 8:10:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> GRIP SE <b>Referral Location</b> RGC <b>RGA</b> fb022711	[REDACTED] attended RGC for his GRIP session; was provided with a mask upon entry to office. [REDACTED] advised he SE'd as more of a 'precautionary' measure and was happy to be back. Provided [REDACTED] with information pack; he had no further questions. Advised [REDACTED] of limits to membership tiers for 3 and 6 months.	[REDACTED]	
<b>Date / Time</b> 23/12/2020 8:24:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> pf370890	SV (Aaron) advised [REDACTED] was in maple but had decamped before any contact could be made by either RGA or security.	[REDACTED]	
<b>Date / Time</b> 23/12/2020 9:05:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Gaming Machines <b>Nature of Service</b> Self Exclusion <b>Referral Location</b> Chinese Peer Connection (East) <b>RGA</b> pf370890	Teak VIP Reception called to advise [REDACTED] was at Teak wanting to SE. RGA attended and relocated [REDACTED] back to RGC. T&Cs of SE were explained, [REDACTED] decided to proceed. RGA <b>Confidential</b> acted as witness and papers were served at 21.05pm. RGC BC, GH/Chinese Peer brochure were accepted.  Issued BY: CM Term of SE: 3 years 7 year drop off: NO	[REDACTED]	
<b>Date / Time</b> 23/12/2020 9:15:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> GHTel Service <b>RGA</b> nm018947	[REDACTED] called to enquire about Revocation. The process was explained. GH recommended.	[REDACTED]	
<b>Date / Time</b> 23/12/2020 9:45:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> <b>Person</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> nm018947	Canvassed gaming floor, liaised with TG/GM and Security.	PHOTO REQUIRED  	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

Person Registration Details	Comments	Photo
<b>Date / Time</b> 23/12/2020 9:59:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> nm018947	Advised by SV that [REDACTED] attempted to gain entry to the gaming floor via Mings. ID was checked and he was refused entry. Nil contact with RGA.	[REDACTED]
<b>Date / Time</b> 23/12/2020 10:45:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Gaming Machines <b>RGA</b> pf370890	PP12 Pre Machines RGA attended G3407, [REDACTED] had no observable signs	[REDACTED]
<b>Date / Time</b> 23/12/2020 11:30:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Crown Rewards <b>Nature of Service</b> Other <b>Referral Location</b> Gaming Machines <b>RGA</b> pf370890	[REDACTED] came to CR desk wanting to print his card. Card frozen SFP [REDACTED] have to release, GMAM ( Greg) will send an email to action.	PHOTO REQUIRED 
<b>Date / Time</b> 23/12/2020 11:49:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> fb022711	Surveillance (Aaron) called to advise [REDACTED] in Pit 16 / 09; attended with Security and escorted off gaming floor via Monte entrance. [REDACTED] denied identification and said he had no ID on him to dispute; NF at 91% and confident ID was correct.	[REDACTED]
<b>Date / Time</b> 24/12/2020 12:07:00 AM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> fb022711	Canvassed gaming floor. Liaised with patrons; TG AMs; Security; GM SEs and GM VOSM.	PHOTO REQUIRED 
<b>Date / Time</b> 24/12/2020 12:16:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Gaming Machines <b>RGA</b> pf370890	PP12 Pre Machines RGA observed G1403, [REDACTED] had no observable signs	[REDACTED]



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

Person Registration Details	Comments	Photo
<b>Date / Time</b> 24/12/2020 12:28:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> pf370890	PP12 VIP Tables RGA attended 2502, [REDACTED] had no observable signs	[REDACTED]
<b>Date / Time</b> 24/12/2020 12:52:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> pf370890	PP12 VIP Tables RGA attended 2521, [REDACTED] had no observable signs	[REDACTED]
<b>Date / Time</b> 24/12/2020 12:52:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> pf370890	PP12 VIP Tables RGA attended 2513, [REDACTED] had no observable signs	[REDACTED]
<b>Date / Time</b> 24/12/2020 1:50:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> nm018947	PP12 VIP Tables RGA spoke with [REDACTED] via an interpreter and explained PP policy and RG services. [REDACTED] said he was going to leave soon. [REDACTED] didn't display any observable signs.	[REDACTED]
<b>Date / Time</b> 24/12/2020 2:00:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> nm018947	PP12 VIP Tables RGA spoke with [REDACTED] and explained PP policy and RG services. [REDACTED] said he was going to leave in a couple of hours. [REDACTED] didn't display any observable signs.	[REDACTED]
<b>Date / Time</b> 24/12/2020 3:10:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 MGF Tables Attended Pit 7 / 01 ad spoke to [REDACTED] she showed no observable signs. [REDACTED] agreed to leave shortly and was reminded to take a minimum 8hr break.	[REDACTED]



# RESPONSIBLE GAMING





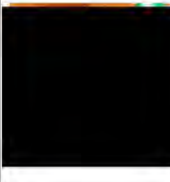
DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

Person Registration Details		Comments	Photo
<b>Date / Time</b> 24/12/2020 3:15:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> nm018947	PP15 VIP Tables  DSM Dehar P had a chat with [REDACTED], he said he will leave in an hour.  No live rating at 5:16am 24/12	[REDACTED]	
<b>Date / Time</b> 24/12/2020 3:15:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP15 PRE Machines  Approached [REDACTED] at G17 and reminded him of hours on-site; [REDACTED] stated he would leave in the next 'hour or so'. Advised GM VOSM (Nhi) of conversation.	[REDACTED]	
<b>Date / Time</b> 24/12/2020 3:20:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> fb022711	Attended Pit 17 / 15 to observe [REDACTED] for PP but patron had left room; advised TG AM (Sam) to close rating.	[REDACTED]	
<b>Date / Time</b> 24/12/2020 3:20:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> fb022711	Attended Pit 3 / 39 to conduct PP conversation with [REDACTED] ATOM showed patron's rating as frozen; patron appears to have left several hours earlier.	[REDACTED]	
<b>Date / Time</b> 24/12/2020 3:50:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> nm018947	PP15 MGF Machines  RGA spoke with [REDACTED] and explained PP policy and RG services. [REDACTED] said he will leave in an hour or two. No observable signs.	[REDACTED]	
<b>Date / Time</b> 24/12/2020 4:02:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> fb022711	PP15 PRE Tables  Approached [REDACTED] at Pit 8 / 05; requested she leave by 6am; [REDACTED] agreed. Reminded [REDACTED] to take a minimum 8hr break and TG will monitor.	[REDACTED]	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2020

Person Registration Details	Comments	Photo
<b>Date / Time</b> 24/12/2020 4:21:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> pf370890	PP12 VIP Tables  5 hr Break 14:29-19:47 23/12  TG ACM Mahogany_1 4:21 AM  I have spoken to ██████████ personally and he has agreed to leave at 7am and not return before 3pm	
<b>Date / Time</b> 24/12/2020 4:50:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> pf370890	PP15 VIP Tables  TG ACM Mahogany_1 4:23 AM  ██████████ s leaving the premises now	
<b>Date / Time</b> 24/12/2020 4:59:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> fb022711	PP15 PRE Tables  Approached ██████████ at Pit 8 / 31 with TG ACM and requested he leave by 6am; ██████████ agreed. Reminded ██████████ to take a minimum 8hr break and TG will monitor.	
<b>Date / Time</b> 24/12/2020 5:14:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> pf370890	PP17 VIP Tables  RGA spoke to ACM (Para) advising ██████████ requires a 8 hours break.	
<b>Date / Time</b> 24/12/2020 5:16:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Gaming Machines <b>RGA</b> fb022711	PP17 PRE Machines  Advised GM VOSM (Agnes) ██████████ had been playing for 17hrs without a break; VOSM to speak with patron.	

Registration Date/Time	Operational Overview	Created By
23/12/2020 2:37:00 PM	Attended Revocation Meeting.	vm370923
23/12/2020 3:00:00 PM	Facilitated RGSM Training Session.	vm370923
23/12/2020 6:00:00 PM	Check Splunk and Webex and canvassed the gaming floor interacting with staff and patrons.	BI017908