



# RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2017

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



## Report Summary

Total Contacts	33
Self Exclusion Breaches	5
Self Exclusion Inquiries	3
Self Exclusions Issued	2
Missing Persons	0
Unattended Children	0

Person Registration Details	Comments	Photo
<b>Date / Time</b> 08/08/2017 6:15:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Person <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> nm018947	Syco report checked 6am.	 PHOTO REQUIRED
<b>Date / Time</b> 08/08/2017 9:24:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Change of Address <b>Referral Location</b> No Referral <b>RGA</b> lp025083	Address and phone number updated.	[REDACTED]
<b>Date / Time</b> 08/08/2017 9:43:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Request for Revocation <b>Referral Location</b> No Referral <b>RGA</b> lp025083	Received email requesting revocation.	[REDACTED]
<b>Date / Time</b> 08/08/2017 9:44:00 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> Gambler's Help Counselling Service <b>RGA</b> lp025083	Revocation Application sent via email.	[REDACTED]
<b>Date / Time</b> 08/08/2017 10:00:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Person <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> BI017908	Syco report checked 10am	 PHOTO REQUIRED



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2017

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 08/08/2017 10:00:00 AM  <b>Person Name</b> Chaplaincy Services RGC  <b>Person ID</b> [REDACTED]  <b>Referred By</b> Self  <b>Nature of Service</b> Chaplaincy  <b>Referral Location</b> No Referral  <b>RGA</b> nm018947</p>	<p>[REDACTED] Patron</p>	<p>PHOTO REQUIRED</p> <p> responsiblegaming  <small>Responsible Gaming logo: 100 118 818            Address: 180 South Centre, 100 118 818</small></p>
<p><b>Date / Time</b> 08/08/2017 10:21:00 AM  <b>Person Name</b> [REDACTED]  <b>Person ID</b> [REDACTED]  <b>Referred By</b> Self  <b>Nature of Service</b> Change of Address  <b>Referral Location</b> No Referral  <b>RGA</b> lp025083</p>	<p>Address updated.</p>	<p>[REDACTED]</p>
<p><b>Date / Time</b> 08/08/2017 11:00:00 AM  <b>Person Name</b> [REDACTED]  <b>Person ID</b> [REDACTED]  <b>Referred By</b> Third Party  <b>Nature of Service</b> Self Exclusion Alleged Breach  <b>Referral Location</b> No Referral  <b>RGA</b> BI017908</p>	<p>[REDACTED] friend Per [REDACTED] rang to inform that [REDACTED] is still breaching his SE. It's alleged that [REDACTED] had sold everything. No particular visiting time. Email to Leon and Jenny for Alert notice.</p>	<p>[REDACTED]</p>
<p><b>Date / Time</b> 08/08/2017 11:10:00 AM  <b>Person Name</b> [REDACTED]  <b>Person ID</b> [REDACTED]  <b>Referred By</b> Self  <b>Nature of Service</b> Self Exclusion Information  <b>Referral Location</b> RGLO  <b>RGA</b> BI017908</p>	<p>[REDACTED] rang asking about SE. He asked wether it is an effective method. All relevant details explained and some strategies suggested. [REDACTED] was reported as missing in June. Referral to GH and online for more information.</p>	<p>[REDACTED]</p>
<p><b>Date / Time</b> 08/08/2017 11:30:00 AM  <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> BI017908</p>	<p>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.</p>	<p>[REDACTED]</p>
<p><b>Date / Time</b> 08/08/2017 11:55:00 AM  <b>Person Name</b> [REDACTED]  <b>Person ID</b> [REDACTED]  <b>Referred By</b> Compliance  <b>Nature of Service</b> VCGR Appeal declined  <b>Referral Location</b> No Referral  <b>RGA</b> lp025083</p>	<p>Advised by Compliance that the VCGLR had declined the Appeal.</p>	<p>[REDACTED]</p>



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2017

Person Registration Details	Comments	Photo
<b>Date / Time</b> 08/08/2017 12:00:00 PM <b>Person Name</b> Chaplaincy Services RGC <b>Person ID</b> [Redacted] <b>Referred By</b> Self <b>Nature of Service</b> Chaplaincy <b>Referral Location</b> No Referral <b>RGA</b> nm018947	Pe - Staff	
<b>Date / Time</b> 08/08/2017 1:00:00 PM <b>Person Name</b> [Redacted] <b>Person ID</b> [Redacted] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> BI017908	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.	
<b>Date / Time</b> 08/08/2017 1:00:00 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> BI017908	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.	
<b>Date / Time</b> 08/08/2017 2:40:00 PM <b>Person Name</b> [Redacted] <b>Person ID</b> [Redacted] <b>Referred By</b> Self <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> BI017908	[Redacted] ang 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 arrangement organise and they may come in a couple weeks time.	
<b>Date / Time</b> 08/08/2017 3:00:00 PM <b>Person Name</b> [Redacted] <b>Person ID</b> [Redacted] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> BI017908	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.	
<b>Date / Time</b> 08/08/2017 3:00:00 PM <b>Person Name</b> [Redacted] <b>Person ID</b> [Redacted] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Follow Up <b>Referral Location</b> No Referral <b>RGA</b> BI017908	3rd revo follow up. In a meeting will call back later.	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2017

Person Registration Details	Comments	Photo
<b>Date / Time</b> 08/08/2017 3:41:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Self <b>Nature of Service</b> Report Writer Contact - RGP <b>Referral Location</b> No Referral <b>RGA</b> sm029276	Spoke with Johnny <b>Pers</b> - counsellor. Report for Revocation Committee pending.	██████████
<b>Date / Time</b> 08/08/2017 3:47:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Teak Service Executive <b>Nature of Service</b> Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> BI017908	Teak EH Teresa informed that ██████ would like to SE. Patron and husband ██████ relocated to the RGSC. Legal boundaries of SE explained. ██████ applied and the SE Order was issued at 16:26pm 08/08/17 with RGP Kate <b>Per</b> acting as witness.	██████████
<b>Date / Time</b> 08/08/2017 4:23:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> lp025083	Rowan in Surv advised ██████ was in pit 8. RGLO unable to attend due to SE in progress.	██████████
<b>Date / Time</b> 08/08/2017 4:37:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Self <b>Nature of Service</b> Report Writer Contact - RGP <b>Referral Location</b> No Referral <b>RGA</b> de027841	TT Ning <b>Pe</b> Chinese Gamblers Help. Report prepared for consideration of the Revocation Committee.	██████████
<b>Date / Time</b> 08/08/2017 4:40:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> BI017908	Syco alert, GT/Gold, Pit 17, Reminder.  Spoke with ██████ and remind patron to take a substantial break. Patron left with her friend.	██████████
<b>Date / Time</b> 08/08/2017 5:00:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Table Games <b>Nature of Service</b> Observable Signs <b>Referral Location</b> No Referral <b>RGA</b> BI017908	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.	██████████



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Person Registration Details	Comments	Photo
<b>Date / Time</b> 08/08/2017 5:00:00 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 & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> BI017908	Canvassed the gaming floor around EGM and FATG areas.	
<b>Date / Time</b> 08/08/2017 5:15:00 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> No Referral <b>RGA</b> BI017908	asked about revocation. All details explained.	[REDACTED]
<b>Date / Time</b> 08/08/2017 5:50:00 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> bI017908	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.	[REDACTED]
<b>Date / Time</b> 08/08/2017 6:05:00 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> RGLO <b>RGA</b> BI017908	P. AKA Per email in request for revocation. He is currently living in NZ. Acknowledgement email send. Per rang from NZ as requested. Revocation process explained.	[REDACTED]
<b>Date / Time</b> 08/08/2017 6:37:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Person <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> nm018947	Syco report checked 6PM.	
<b>Date / Time</b> 08/08/2017 8:00:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Guest Services <b>Nature of Service</b> Welfare <b>Referral Location</b> No Referral <b>RGA</b> nm018947	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. [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.	[REDACTED]



## RESPONSIBLE GAMING

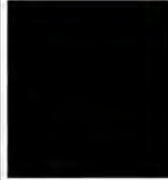

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2017

Person Registration Details		Comments	Photo
<b>Date / Time</b> 08/08/2017 8:10:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> nm018947	<p>Advised by surveillance that ██████ 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.</p>		
<b>Date / Time</b> 08/08/2017 10:15:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Person ██████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> nm018947	<p>Syco report checked 10pm.</p>	 <p>PHOTO REQUIRED</p>	
<b>Date / Time</b> 08/08/2017 10:20:00 PM <b>Person Name</b> RGC Female Unknown <b>Person ID</b> ██████████ <b>Referred By</b> Security <b>Nature of Service</b> Welfare <b>Referral Location</b> No Referral <b>RGA</b> nm018947	<p>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.</p>	<p>PHOTO REQUIRED</p>  <p>responsiblegaming  <small>UNIVERSITY OF WASHINGTON   10/2017      London's Gambling Help: 800 818 838      Hudson's Bay Gaming Centre: 800 607 098</small></p>	
<b>Date / Time</b> 08/08/2017 10:47:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Self <b>Nature of Service</b> Welfare <b>Referral Location</b> No Referral <b>RGA</b> nm018947	<p>Canvassed the gaming floor and was unable to locate ██████ Patron placed on pager.</p>		
<b>Date / Time</b> 09/08/2017 1:20:00 AM <b>Person Name</b> RGC Male Unknown <b>Person ID</b> ██████████ <b>Referred By</b> Security <b>Nature of Service</b> Self Exclusion Information <b>Referral Location</b> No Referral <b>RGA</b> nm018947	<p>Asian middle aged male approached 2 RSA officers on the gaming floor requesting SE. The 2 officers brought the male to the RGSC. I invited the male in and had a brief chat about the SE process. Just as the male was about to produce his NZ ID he asked me about the consequences of breaching his SE. I explained what can happen and the male said "is that all, the consequences are much harsher in NZ". He then went on to say because of that he won't SE. I asked him if that he did SE would he breach and he said yes. The male got up and said he wasn't interested SE and left the office.</p>	<p>PHOTO REQUIRED</p>  <p>responsiblegaming  <small>UNIVERSITY OF WASHINGTON   10/2017      London's Gambling Help: 800 818 838      Hudson's Bay Gaming Centre: 800 607 098</small></p>	
<b>Date / Time</b> 09/08/2017 1:44:00 AM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Person ██████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> nm018947	<p>Canvassed the gaming floor around EGM and FATG areas.</p>	<p>PHOTO REQUIRED</p>  <p>responsiblegaming  <small>UNIVERSITY OF WASHINGTON   10/2017      London's Gambling Help: 800 818 838      Hudson's Bay Gaming Centre: 800 607 098</small></p>	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2017

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 09/08/2017 2:12:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Gaming Machines</p> <p><b>Nature of Service</b> Self Exclusion</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> nm018947</p>	<p>Phone call received from Rewards Club Central advising [REDACTED] requested for SE. Escorted patron back to RGSC and explained the process, obligations and consequences of SE to [REDACTED] who opted to apply for SE. The order of SE was served and issued at 2:12am m on the 09/08/2017 as [REDACTED] requested. Heather [REDACTED] acted as CAT A witness.</p>	
<p><b>Date / Time</b> 09/08/2017 2:35:00 AM</p> <p><b>Person Name</b> Responsible Gaming DOR</p> <p><b>Person ID</b> Perso</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> SYCO Report</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> nm018947</p>	<p>Syco report checked 2am.</p>	
<p><b>Date / Time</b> 09/08/2017 3:30:00 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> Self Exclusion Information</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> nm018947</p>	<p>Male attended the RGSC to SE. The interview was completed then MG opted out.</p>	<p>Personal Information</p>

Registration Date/Time	SYCO Report	Created By
08/08/2017 6:15:00 AM	Syco report checked 6am.	nm018947
08/08/2017 10:00:00 AM	Syco report checked 10am	BI017908
08/08/2017 6:37:00 PM	Syco report checked 6PM.	nm018947
08/08/2017 10:15:00 PM	Syco report checked 10pm.	nm018947
09/08/2017 2:35:00 AM	Syco report checked 2am.	nm018947