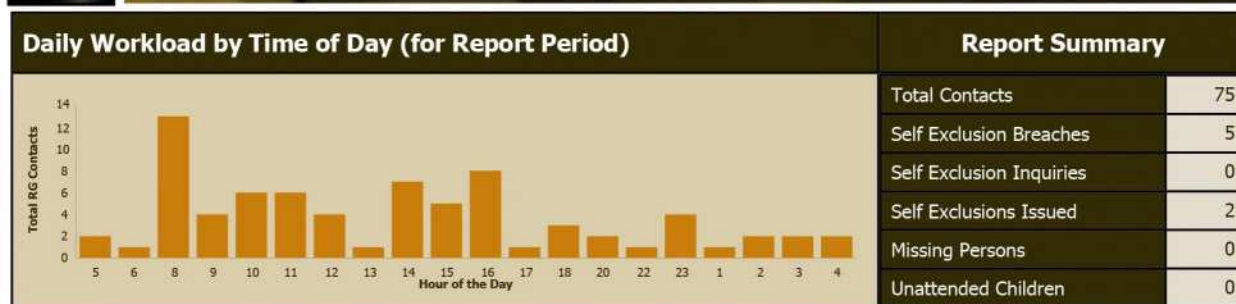




RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019



Person Registration Details	Comments	Photo
Date / Time 23/12/2019 8:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Welfare Referral Location No Referral RGA ov360590	Sighted ██████ was in pit 12, I had a breift chat to ██████ and asked how she was, when she arrived at Crown where she stated she has just arrived. Reminded her to keep track of her time and to make sure she take substantial break between play.	██████████
Date / Time 23/12/2019 8:15:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Observable Signs Referral Location No Referral RGA ov360590	Observed ██████ looking very tired and could barely kept her eyes open, I approached for a welfare chat where RGA Joseph spoke to ██████ over the phone in Chinese, RGA Joseph advised ██████ to take an 8hrs break, TG AM Lyn was notified and will monitor ██████ has a very unpleasant breath when talking.	██████████
Date / Time 23/12/2019 8:32:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Revocation Paperwork Received Referral Location No Referral RGA mo386705	Received signed Application via email from ██████ Responded with acknowledgment and advised that we still require report.	██████████
Date / Time 23/12/2019 8:36:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP12 PRE Machines Attended and observed.	██████████
Date / Time 23/12/2019 8:37:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP20 PRE Tables Attended but patron was no longer in the area.	██████████



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details	Comments	Photo
Date / Time 23/12/2019 8:37:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP12 PRE Tables Attended and observed.	[REDACTED]
Date / Time 23/12/2019 8:38:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP20 PRE Tables Attended but patron was no longer in the area.	[REDACTED]
Date / Time 23/12/2019 8:40:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP12 PRE Tables RGA attended and observed.	[REDACTED]
Date / Time 23/12/2019 8:43:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP16 PRE Tables RGA attended and observed.	[REDACTED]
Date / Time 23/12/2019 8:44:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP20 PRE Machines Attended G23 and reminded [REDACTED] to take substantial break soon. [REDACTED] stated he will leave in 1 hour.	[REDACTED]
Date / Time 23/12/2019 8:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location No Referral RGA mo386705	[REDACTED] sent an email to the RGC with his counsellors report attached as a PDF. The counsellors report is dated 16/09/2019.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details	Comments	Photo
<p>Date / Time 23/12/2019 8:48:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Observable Signs</p> <p>Referral Location Table Games</p> <p>RGA ov360590</p>	<p>Refer to previous comment –</p> <p>[REDACTED] husband [REDACTED] appeared on Webex for PP20, approached [REDACTED] in pit 12 after conducted a welfare chat with [REDACTED].</p> <p>Once I asked if she came to Crown with her husband she stated "yes"</p> <p>Then I asked "could you tell me of the time that you came to Crown with your husband?"</p> <p>[REDACTED] stated "Oh I forgot, we came sometime last night"</p> <p>I then asked "try again, what time did you come to Crown?"</p> <p>[REDACTED] then gone silent for a good 30sec then stated 11am, I then asked her why did she tell me that she just arrived when I talked to her last, she stated that she has forgotten or don't remember. I then asked why she hasn't been using her card, and is it to avoiding detecting from RGA? She went silent.</p> <p>I advised [REDACTED] and her husband [REDACTED] to leave for a break and she will be receiving letter from Crown, Welfare WOL will be recommend again to RGOC.</p>	[REDACTED]
<p>Date / Time 23/12/2019 8:50:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Revocation Paperwork Received</p> <p>Referral Location No Referral</p> <p>RGA mo386705</p>	<p>Received signed Application via email from [REDACTED] Responded with acknowledgment and advised to remain patient whilst we try to reach his counsellor.</p>	[REDACTED]
<p>Date / Time 23/12/2019 9:00:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location Gaming Machines</p> <p>RGA ov360590</p>	<p>PP20 VIP Machines</p> <p>Advised VOSM to follow up with patron.</p> <p>[REDACTED] moved to table</p> <p>Brett Per [REDACTED] advised at 9:48 AM</p> <p>I've just spoken to him He's ok atm, I'm ware of his history and will continue to monitor him Thanks</p>	[REDACTED]
<p>Date / Time 23/12/2019 9:14:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA ov360590</p>	<p>PP16 PRE Tables</p> <p>Attended and observed.</p>	[REDACTED]
<p>Date / Time 23/12/2019 9:43:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Request for Revocation</p> <p>Referral Location No Referral</p> <p>RGA mo386705</p>	<p>Revocation request received via email.</p>	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details	Comments	Photo
Date / Time 23/12/2019 9:44:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Application Referral Location No Referral RGA mo386705	Emailed revocation application to [REDACTED]	[REDACTED]
Date / Time 23/12/2019 10:00:00 AM Person Name Chaplaincy Services RGC Person ID [REDACTED] Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	Pe - Staff	
Date / Time 23/12/2019 10:14:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location No Referral RGA mo386705	Received a revocation request via email from [REDACTED] Responded via email advising we sent him an email on 15/11/2019 with a Revocation Application and attached this in the new email.	[REDACTED]
Date / Time 23/12/2019 10:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP20 MSF Tables Informed by TG AM Scott in Pit 12 that [REDACTED] and [REDACTED] have admitted to staying for nearly 24 hrs. RGA attended and talked to both patrons. Advised them to go home for rest whenever they feel tired or think about leaving at 20 hr mark. RGA Oanh had an earlier conversation with them.	[REDACTED]
Date / Time 23/12/2019 10:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP20 MSF Tables Informed by TG AM Scott in Pit 12 that [REDACTED] and [REDACTED] have admitted to staying for nearly 24 hrs. RGA attended and talked to both patrons. Advised them to go home for rest whenever they feel tired or think about leaving at 20 hr mark. RGA Oanh had an earlier conversation with them.	[REDACTED]
Date / Time 23/12/2019 10:53:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service RG WOL Referral Location No Referral RGA mo386705	RG WOL issued by CP [REDACTED] was issued with an upgraded NRL barring on 23 December 2019. She was upgraded due to RG concerns.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details		Comments	Photo
Date / Time 23/12/2019 10:57:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare Referral Location RGA RGA jc017687	<p>Informed by Sonja to give TG EGM Tim Pers a call regarding [REDACTED] RGA talked to Tim Pers who has concerns about [REDACTED] asking different staff members for freebies, like free hotel. He has brought in \$4m and has been recycled the same money over and over again. He cashed in and out his money two times a day. He has been in Crown for 6 weeks now. Tim would like RGA to conduct a welfare check on him.</p>	[REDACTED]	
Date / Time 23/12/2019 11:05:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service RG WOL Referral Location No Referral RGA mo386705	<p>RG WOL issued by CP - [REDACTED] was issued a Barring Notice under section 26(2) of the Casino Control Act 1984 on 23 December 2019. Reason: Breaches</p>	[REDACTED]	
Date / Time 23/12/2019 11:20:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA ov360590	<p>Amos advised that [REDACTED] was refused entry at Sport Entrance after ID checked [REDACTED] claimed that his ban was lifted.</p>	[REDACTED]	
Date / Time 23/12/2019 11:20:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service RG WOL Referral Location No Referral RGA mo386705	<p>RG WOL issued by CP - [REDACTED] was issued a Barring Notice under section 26(2) of the Casino Control Act 1984 on 23 December 2019. Reason: Breaches</p>	[REDACTED]	
Date / Time 23/12/2019 11:35:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Welfare Referral Location RGC RGA ov360590	<p>Amos advised that [REDACTED] is sitting at the food court and asked if we could approach to remind [REDACTED] to stay off GF.</p> <p>I approached [REDACTED] at Balaclava where SE conditions and boundaries explained. Reminded [REDACTED] to stay off GF where [REDACTED] complied.</p>	[REDACTED]	
Date / Time 23/12/2019 11:40:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Sell Nature of Service Revocation Information Referral Location RGC RGA ov360590	<p>[REDACTED] enquired about Revo, T&C of Revo explained and advised to contact RGC in 12months without any further breaches to apply. RG business card issued.</p>	[REDACTED]	



RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details	Comments	Photo
Date / Time 23/12/2019 11:59:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service WOL Referral Location Security RGA jc017687	[REDACTED] called to enquire his WOL status. Advised him to call [Per] for assistance.	[REDACTED]
Date / Time 23/12/2019 12:16:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16 PRE Tables Attended and observed.	[REDACTED]
Date / Time 23/12/2019 12:22:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Report Writer Contact - RGP Referral Location No Referral RGA sm029276	Spoke with [Per] [Pers] (GH Southern) re her sessions with [REDACTED]. She was clarifying [REDACTED] history, but also discussed how the sessions were progressing.	[REDACTED]
Date / Time 23/12/2019 12:24:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP20 PRE Tables 12:37 : Brett replied "She is not there" 12:40 ; RGA checked with ACM Andrew [REDACTED] could not be found, Will monitor.	[REDACTED]
Date / Time 23/12/2019 12:43:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA jc017687	[REDACTED] called to enquire about SE Revo. Revo process and 12 mth breach free period explained. He need to wait until Aug 2020 before able to apply for SE. He did choose min 1 year of SE.	[REDACTED]
Date / Time 23/12/2019 1:00:00 PM Person Name Chaplaincy Services RGC Person ID [Per] [Pers] Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	[Per] Staff	PHOTO REQUIRED <small> Cambridge Gambling Centre 0505 838 838 Auckland Gambling Centre 0202 462 039 </small>



RESPONSIBLE GAMING







DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details	Comments	Photo
Date / Time 23/12/2019 1:32:00 PM Person Name Responsible Gaming DOR Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA mo386705	Duress testing conducted in RGC	 PHOTO REQUIRED
Date / Time 23/12/2019 2:02:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location RGC RGA ov360590	PP24 VIP Tables Brett [REDACTED] 1:33 PM Leaving soon Spoken to her about taking a minimum 8hr break in the future. Thanks	[REDACTED]
Date / Time 23/12/2019 2:07:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP12 PRE Machines RGA attended but patron was no longer in the room. RGA later observed him but did not have to chance to talk to him due other incident.	[REDACTED]
Date / Time 23/12/2019 2:09:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Chinese Peer Connection (East) RGA jc017687	[REDACTED] called RGA to enquire about SE Revo. The process and 12 min breach free period explained. Advised to seek counselling from CPC. CPC phone # provided.	[REDACTED]
Date / Time 23/12/2019 2:30:00 PM Person Name Chaplaincy Services RGC Person ID [REDACTED] Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	[REDACTED] - Staff	PHOTO REQUIRED  responsiblegaming HARMFUL ASSISTANCE SERVICE Casino's Gambling Help: 800 888 888 Responsible Gaming Centre: 800 807 098
Date / Time 23/12/2019 2:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGC RGA ov360590	Amos from SV advised that [REDACTED] was playing in pit 8, RGA approached with SSO #140, escorted to cashier to cash in her chips and removed via Atrium. [REDACTED] claimed that she came with her dad and her children for the Christmas show. Advised [REDACTED] to stay off GF and seek GH.	[REDACTED]



RESPONSIBLE GAMING




DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details	Comments	Photo
Date / Time 23/12/2019 2:45:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Information Referral Location RGC RGA ov360590	██████ asked to be Revoke from her SE, 12months breach free and process of Revo explained, business card issued and advised to contact RGC in 12 months with no further breaches to apply.	
Date / Time 23/12/2019 2:50:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA ov360590	Amos from SV advised that ██████ was playing in pit 9 and removing out via Ming's after ID check. Sighted SSO #140 and #292 walked ██████ out, No interaction to RGA as ██████ was on the phone.	
Date / Time 23/12/2019 3:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP20 PRE Tables ACM Andrew was notified where RGA attended and reminded ██████ to take a substantial break. ██████ agreed to take break at 5pm.	
Date / Time 23/12/2019 3:08:00 PM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP20 PRE Tables RGA approached with TG AM Thao to remind patron to take break, ██████ agreed to take break at 5pm, TG AM Thao will monitor.	
Date / Time 23/12/2019 3:10:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service WOL Referral Location Security RGA jc017687	██████ called to enquire about his ban. Advised to call ██████ Person or go Crown website and put thru his enquiry.	
Date / Time 23/12/2019 3:10:00 PM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16. PRE Tables Attended and observed.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details	Comments	Photo
Date / Time 23/12/2019 3:31:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare Referral Location RGC RGA jc017687	<p>Pager Alert : RGA talked to patron on a dead table in pit 28. He claimed to have no gaming issues but admitted to "spending too much time here". He also revealed that he has separated from his partner in September 2018 so he is leading a carefree single life now. He said he is contemplating leaving Melbourne tomorrow. After Melbourne, he might head up to Sydney to visit friends before returning to Brisbane. He is now staying in a serviced apartment about 5 min walk from Crown. Advised him to take regular breaks. Crown play-period policy informed. Responsible Gaming strategies explained, especially on setting time limit spent in casino. RGC services offered and business card issued. Deleted from pager.</p>	[REDACTED]
Date / Time 23/12/2019 4:06:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service TPE Information Referral Location RGC RGA mo386705	<p>TPE Application paperwork received via email from husband [REDACTED]. Statutory Declaration is incomplete. Responded to [REDACTED] via email advising to return the completed Stat Dec when possible. Submitted to RGOM for review.</p>	[REDACTED]
Date / Time 23/12/2019 4:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service WOL Referral Location Security RGA ov360590	<p>[REDACTED] called to enquired about his WOL, referred [REDACTED] to call [REDACTED] or fill out an online contact form from Crown website.</p>	[REDACTED]
Date / Time 23/12/2019 4:17:00 PM Person Name Responsible Gaming DOR Person ID Persq Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA jc017687	<p>Checked SPLUNK and WEBEX throughout shift.</p>	
Date / Time 23/12/2019 4:17:00 PM Person Name Responsible Gaming DOR Person ID Persq Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA ov360590	<p>Checked SPLUNK and WEBEX throughout shift.</p>	
Date / Time 23/12/2019 4:17:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA jc017687	<p>Canvassed gaming floor around EGM, TG and FATG areas.</p>	<p>PHOTO REQUIRED</p> 



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details	Comments	Photo
Date / Time 23/12/2019 4:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP20 PRE Tables RGA approached to remind patron to take substantial break. Patron acknowledge and will leave soon.	[REDACTED]
Date / Time 23/12/2019 4:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location RGC RGA ov360590	Renee from SV advised that [REDACTED] was refused entry at Village. Nil contact to RGA	[REDACTED]
Date / Time 23/12/2019 4:49:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA ov360590	[REDACTED] attended RGC after refused entry at Village, Revo T&C and process explained and advised that he has chosen the 3 years min period so he has to wait until 11/2022 to apply for his Revo. Business card issued.	[REDACTED]
Date / Time 23/12/2019 4:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location RGC RGA jc017687	[REDACTED] will come into RGC to do the TO Grip before he attends Kitchen Workshop restaurant on Xmas Day 25/12/2019 for lunch. He will come in at 11:30am. Email sent to George, Perth, Victoria.	[REDACTED]
Date / Time 23/12/2019 4:58:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion Referral Location GHTel Service RGA jc017687	Received email from Lora in Perth that [REDACTED] has applied for SE today and chose 3 years min SE period.	[REDACTED]
Date / Time 23/12/2019 5:13:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Welfare Referral Location GHTel Service RGA ov360590	CSA escorted [REDACTED] to RGC where [REDACTED] was upset and distress, claiming that she has lost all the money (\$3000) and doesn't know what to do, RG services explained and GH phone number provided. SE T&C explained where she said it's no use as she was going back to NSW after the holiday. Financial counselling and Centrelink Crisis assistant cash advised where she claimed she has already borrowed the \$500 cash assistant to buy the ticket to Melbourne and she won't get pay until after the New Year. She is upset because she has no cash to buy Christmas gift for her grandchildren, RGA referred [REDACTED] to ROP Susan, RGP Susan talked to [REDACTED] for a few minutes where [REDACTED] stated she want to use the restroom and left. [REDACTED] did not return to RGC after.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details	Comments	Photo
Date / Time 23/12/2019 6:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Revocation Information Referral Location No Referral RGA jc017687	<p>Mah Host Martin called to enquire about lifting the SE for [REDACTED]. Advised Mah Host Martin to ask patron to contact RGA directly to discuss the appeal process. Martin said [REDACTED] will call RGA shortly.</p>	[REDACTED]
Date / Time 23/12/2019 6:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location VCGLR RGA BI017908	<p>[REDACTED] rang to ask about cancelling his SE. Information explained about appealing with the VCGLR within 28 days and contact given. [REDACTED] thought that we have the power to review his case. [REDACTED] said that he was bored already and wanted to spend Christmas and New Year with his friends at Crown.</p>	[REDACTED]
Date / Time 23/12/2019 6:44:00 PM Person Name RGC Female Unknown Person ID [REDACTED] Referred By Security Nature of Service Seeking other Assistance Referral Location Security RGA BI017908	<p>Maltida in Comms rang advising of lost child at Village entry. Once I arrived SSO said that the boy had already reunited with his mother. Boy went to the toilet and walked back to Village ticket while his mother waited for him at McDonald toilet. NFA.</p>	<p>PHOTO REQUIRED</p>
Date / Time 23/12/2019 8:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	<p>PP20 MGF Tables Spoke to patron at RR pit 4, patron accompanied his friend and was not playing but watched videos on his mobile. He had 2 x 5+hrs breaks and claimed that he had been home. Allowed to stay but to take at least 8hrs break next time.</p>	[REDACTED]
Date / Time 23/12/2019 8:52:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location GHTel Service RGA da027675	<p>Brian advised that [REDACTED] is in D Bank. On my way Brian again advised that he moved to pit 6. He saw me and decamped via Lucky Chan exit. Encourage him to seek counselling form GH</p>	[REDACTED]
Date / Time 23/12/2019 10:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	<p>PP16 MGF Machines Observed patron. All's ok.</p>	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details		Comments	Photo
Date / Time 23/12/2019 11:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location GHTel Service RGA da027675	Simon SV advised that [REDACTED] is near topit4. RGA arrived with SSO#138. Removed [REDACTED] via Food court exit. Referred him to GH for counselling. [REDACTED] apologised.	[REDACTED]	
Date / Time 23/12/2019 11:41:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location Security RGA da027675	Simon SV advised that [REDACTED] tried to enter via Food Court entry point, refused by SSO. Nil contact by RGA.	[REDACTED]	
Date / Time 23/12/2019 11:42:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location Security RGA da027675	Simon SV advised that [REDACTED] tried to enter via Food Court entry point, refused by SSO. Nil contact by RGA.	[REDACTED]	
Date / Time 23/12/2019 11:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Self Exclusion Referral Location GHTel Service RGA BI017908	[REDACTED] successfully applied for CPSE at Crown Perth with RGA Tamara [REDACTED] today 23/12/2019. Coding applied to CM.	[REDACTED]	
Date / Time 24/12/2019 1:03:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location GH Eastern RGA BI017908	<p>Ben in SV informed that [REDACTED] was at level 1 cashier. [REDACTED] denied been a SE patron and would not provide his D/L for me to verify again after the cashier Karen [REDACTED] gave back his D/L. He claimed to enter weekly and had never been removed (originally SE on 1/8/2004). Patron presented a TITO ticket of \$6370.00.</p> <p>I'd contacted the VCGLR Neil [REDACTED] to explain the situation and BULL and SSM Tim attended as well. [REDACTED] was satisfied that it was the same patron after he provided his D/L to him (A copy of his original D/L provided at SE has the same details as his current one including D/L number). [REDACTED] interview [REDACTED] and he claimed that he brought in about \$1500 today and play on RR.</p> <p>Patron was issued with a cheque for full amount and escorted out at Level 1.</p> <p>[REDACTED] eventually admitted that it was him and I had explained about the revocation process. Ben in SV updated his photo and added him to NF.</p> <p>[REDACTED] previously was withheld a jackpot of \$48,326.13 on 6/8/2007.</p>	[REDACTED]	



RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details	Comments	Photo
Date / Time 24/12/2019 2:07:00 AM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA da027675	██████ attended the RGC and inquired revocation. All information passed on in details. Advised him to seek counselling from GH.	
Date / Time 24/12/2019 2:12:00 AM Person Name ██████████ Person ID ██████████ Referred By Table Games Nature of Service Play Periods Referral Location Table Games RGA BI017908	PP24 MGF Tables Received from ACM Adnan, Patron looked refreshed, however we agreed that given the amount of time spent on site, a 12hr break would suffice. Patron is allowed to return @ 2pm 24/12/19 Patron had 2x 5hrs + break.	
Date / Time 24/12/2019 3:42:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP12 MGF Tables Observed on 719. All's good.	
Date / Time 24/12/2019 3:43:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP12 MGF Tables Observed on 722. All's good. Nil interaction about PP prior.	
Date / Time 24/12/2019 4:30:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA BI017908	PP24 VIP Machines GM VOSM Sav advised ██████ had been spoken to take another break as 5hrs+ was not substantial.	
Date / Time 24/12/2019 4:55:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP16 MGF Tables Spoke to patron at pit 7 and another patron help to interpret about taking 8 hrs break minimum and to not stay too long.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2019

Person Registration Details	Comments	Photo
Date / Time 24/12/2019 5:00:00 AM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA BI017908	Checked SPLUNK and WEBEX throughout shift.	
Date / Time 24/12/2019 5:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP16 MGF Tables Spoke with patron about PP. [REDACTED] is aware.	[REDACTED]
Date / Time 24/12/2019 5:33:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP16 MGF Machines Observed and reminded her about substantial break.	[REDACTED]
Date / Time 24/12/2019 6:00:00 AM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA BI017908	Canvassed gaming floor around EGM, TG and FATG areas.	

Registration Date/Time	Operational Overview	Created By
23/12/2019 1:32:00 PM	Duress testing conducted in RGC	mo386705
23/12/2019 4:17:00 PM	Checked SPLUNK and WEBEX throughout shift.	jc017687
23/12/2019 4:17:00 PM	Checked SPLUNK and WEBEX throughout shift.	ov360590
24/12/2019 5:00:00 AM	Checked SPLUNK and WEBEX throughout shift.	BI017908