







RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2017


Daily Workload by Time of Day (for Report Period)	Report Summary												
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Total Contacts</td><td style="text-align: right;">36</td></tr> <tr><td>Self Exclusion Breaches</td><td style="text-align: right;">5</td></tr> <tr><td>Self Exclusion Inquiries</td><td style="text-align: right;">3</td></tr> <tr><td>Self Exclusions Issued</td><td style="text-align: right;">1</td></tr> <tr><td>Missing Persons</td><td style="text-align: right;">0</td></tr> <tr><td>Unattended Children</td><td style="text-align: right;">0</td></tr> </table>	Total Contacts	36	Self Exclusion Breaches	5	Self Exclusion Inquiries	3	Self Exclusions Issued	1	Missing Persons	0	Unattended Children	0
Total Contacts	36												
Self Exclusion Breaches	5												
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Missing Persons	0												
Unattended Children	0												

Person Registration Details	Comments	Photo
<p>Date / Time 19/10/2017 6:12:00 AM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Person</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service SYCO Report</p> <p>Referral Location No Referral</p> <p>RGA gj014394</p>	SYCO Report checked 6.00am	
<p>Date / Time 19/10/2017 8:51:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Revocation Pending Committee</p> <p>Referral Location No Referral</p> <p>RGA jt380953</p>	Revocation vetting complete. File ready for Committee meeting 19/10/2017.	PHOTO REQUIRED
<p>Date / Time 19/10/2017 9:31:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Revocation Paperwork Received</p> <p>Referral Location No Referral</p> <p>RGA jt380953</p>	Received signed Application and Report via mail. Report sent to RGP's for vetting.	PHOTO REQUIRED
<p>Date / Time 19/10/2017 10:00:00 AM</p> <p>Person Name Chaplaincy Services RGC</p> <p>Person ID Person</p> <p>Referred By Self</p> <p>Nature of Service Chaplaincy</p> <p>Referral Location No Referral</p> <p>RGA nm018947</p>	[REDACTED] Patron	
<p>Date / Time 19/10/2017 10:28:00 AM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Person</p> <p>Referred By Maintenance</p> <p>Nature of Service Operational Overview</p> <p>Referral Location No Referral</p> <p>RGA km003968</p>	Maintenance manager attended with a locksmith to secure the back storage room.	



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Person Registration Details	Comments	Photo
Date / Time 19/10/2017 10:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location RGSC RGA km003968	Syco, pit 25, GT/Platinum, reminder	[REDACTED]
Date / Time 19/10/2017 10:47:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Request for Revocation Referral Location No Referral RGA jt380953	Received request for revocation email.	[REDACTED]
Date / Time 19/10/2017 10:48:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Other Referral Location No Referral RGA jt380953	Mobile number updated.	[REDACTED]
Date / Time 19/10/2017 10:58:00 AM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA km003968	SYCO Report checked 10.00am	
Date / Time 19/10/2017 11:05:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Application Referral Location No Referral RGA jt380953	Emailed Revocation Application.	[REDACTED]
Date / Time 19/10/2017 11:14:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Paperwork Referral Location Received RGA jt380953	Received signed Application via email. Responded with acknowledgment.	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 19/10/2017 11:17:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Information Referral Location RGSC RGA jc017687	<p>[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.</p>	[REDACTED]
Date / Time 19/10/2017 12:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA jc017687	<p>[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 DL 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 [REDACTED] to call switchboard for information. Issued Yourplay and RGSC leaflets to both patrons.</p>	
Date / Time 19/10/2017 1:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location RGSC RGA km003968	<p>[REDACTED] attended the RGSC to check he was allowed to enter the gaming floor today. I confirmed that his TO 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.</p>	[REDACTED]
Date / Time 19/10/2017 1:32:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service 3rd Party SE Inquiry Referral Location RGSC RGA km003968	<p>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] 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].</p>	
Date / Time 19/10/2017 2:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	<p>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]. [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.</p>	[REDACTED]
Date / Time 19/10/2017 3:39:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Illegal Act Referral Location No Referral RGA km003968	<p>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.</p>	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 19/10/2017 4:06:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Paperwork Received Referral Location No Referral RGA jt380953	Received counselling report via email. Shortly afterwards I received a call from ██████████ 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.	██████████
Date / Time 19/10/2017 4:10:00 PM Person Name ██████████ Person ID ██████████ Referred By Third Party Nature of Service Revocation Paperwork Received Referral Location RGP's RGA jt380953	Received report from ██████████ (Counsellor) via email. Responded with acknowledgment and advised RGP's will make contact.	██████████
Date / Time 19/10/2017 4:17:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Revocation Approved Referral Location No Referral RGA jt380953	Revocation approved as per the Committee. Effective as of Friday 20 October 2017 at 10am.	██████████
Date / Time 19/10/2017 4:20:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Revocation Approved Referral Location No Referral RGA jt380953	Revocation approved as per the Committee. Effective as of Friday 20 October 2017 at 10am.	██████████
Date / Time 19/10/2017 4:20:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Revocation Approved Referral Location No Referral RGA jt380953	Revocation approved as per the Committee. Effective as of Friday 20 October 2017 at 10am.	██████████
Date / Time 19/10/2017 4:20:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Revocation Approved Referral Location No Referral RGA jt380953	Revocation approved as per the Committee. Effective as of Friday 20 October 2017 at 10am.	██████████



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DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2017

Person Registration Details	Comments	Photo
Date / Time 19/10/2017 4:21:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Declined Referral Location No Referral RGA jt380953	Revocation declined as per Committee due to need for further counselling. May resubmit new counsellor's report.	[REDACTED]
Date / Time 19/10/2017 4:22:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Declined Referral Location No Referral RGA jt380953	Revocation declined as per Committee due to need for further counselling. May resubmit new counsellor's report.	[REDACTED]
Date / Time 19/10/2017 4:35:00 PM Person Name RGC Male Unknown Person ID Person Referred By Table Games Nature of Service Observable Signs Referral Location No Referral RGA lp025083	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.	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>www.responsiblegamings.com.au Gambling Helpline 1800 888 888 Responsible Gaming Centre 1800 801 088</small></p>
Date / Time 19/10/2017 4:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Self Exclusion Alleged Breach Referral Location RGSC RGA km003968	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.	[REDACTED]
Date / Time 19/10/2017 5:04:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Information Referral Location RGSC RGA km003968	<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, [REDACTED]</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>www.responsiblegamings.com.au Gambling Helpline 1800 888 888 Responsible Gaming Centre 1800 801 088</small></p>



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Person Registration Details	Comments	Photo
Date / Time 19/10/2017 5:09:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	<p>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.</p>	[REDACTED]
Date / Time 19/10/2017 5:15:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA km003968	<p>Canvassed gaming floor around EGM and FATG areas.</p>	
Date / Time 19/10/2017 6:16:00 PM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA km003968	<p>SYCO Report checked 18:00</p>	
Date / Time 19/10/2017 7:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Information Referral Location No Referral RGA jc017687	<p>[REDACTED] responded with the following message. Hi, Sincerely appreciate the fast reply and the information. Next time I am down there I'll make sure that is sorted out. Regards, [REDACTED]</p>	
Date / Time 19/10/2017 7:20:00 PM Person Name Personal Information Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA jc017687	<p>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.</p>	[REDACTED]
Date / Time 19/10/2017 8:00:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA gj014394	<p>Briefing RGAW for TG at Maple Room at 7:45pm.</p>	



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Date / Time 19/10/2017 8:34:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location Gambler's Help Counselling Service RGA jc017687	<p>[REDACTED] attended RGSC and successfully applied for SE with George as witness. Crownbet phone # provided.</p>	[REDACTED]
Date / Time 19/10/2017 10:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA gj014394	<p>Tim (Surv) advised that [REDACTED] was playing at BA1219. I attended and met with VCGLR Julie and Creg. [REDACTED] was removed via Mings entry. He was spoken to by VCGLR and RGLO.</p>	[REDACTED]
Date / Time 19/10/2017 10:32:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA gj014394	<p>SYCO Report checked 10.00pm</p>	 <p>PHOTO REQUIRED</p>
Date / Time 20/10/2017 1:30:00 AM Person Name Responsible Gaming DOR Person ID Person Referred By Security Nature of Service Operational Overview Referral Location No Referral RGA gj014394	<p>Security Comms tested the duress buttons at RGSC.</p>	 <p>PHOTO REQUIRED</p>
Date / Time 20/10/2017 2:07:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA gj014394	<p>SYCO Report checked 2.00am</p>	 <p>PHOTO REQUIRED</p>
Date / Time 20/10/2017 2:40:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare Referral Location No Referral RGA gj014394	<p>In response to Mobile alert. I attended G2405 for a welfare check. I explained Crown's policy and advised [REDACTED] to take a regular break. Surveillance advised to take a photo.</p>	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 20/10/2017 2:54:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	Syso alert, TG/Black, Mahogany, Reminder. I called Peter in pit 25 for advising ██████ to take a regular break.	
Date / Time 20/10/2017 3:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service WOL Referral Location Security RGA gj014394	I Observed ██████ playing at BA0813. Surveillance advised.	
Date / Time 20/10/2017 4:19:00 AM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA gj014394	Canvassed gaming floor around EGM and FATG areas.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">PHOTO REQUIRED</p> <p style="text-align: center;"> responsiblegaming <small>AMNESIA ASSOCIANCE SUPPORT Gambler's Assistance Helpline 1800 888 888 Responsible Gaming Centre 1800 901 098</small> </p> </div>
Date / Time 20/10/2017 5:46:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA gj014394	Tim (Surv) advised that ██████ was playing at BA1212. I attended and met with VCGLR Daniel who escorted ██████ out of gaming floor via Mings entry. ██████ was spoken to by VCGLR and RGLO.	

Registration Date/Time	Operational Overview	Created By
19/10/2017 10:28:00 AM	Maintenance manager attended with a locksmith to secure the back storage room.	km003968
19/10/2017 8:00:00 PM	Briefing RGAW for TG at Maple Room at 7:45pm.	gj014394
19/10/2017 10:32:00 PM	SYCO Report checked 10.00pm	gj014394
20/10/2017 1:30:00 AM	Security Comms tested the duress buttons at RGSC.	gj014394

Registration Date/Time	SYCO Report	Created By
19/10/2017 6:12:00 AM	SYCO Report checked 6.00am	gj014394
19/10/2017 10:58:00 AM	SYCO Report checked 10.00am	km003968
19/10/2017 6:16:00 PM	SYCO Report checked 18:00	km003968
20/10/2017 2:07:00 AM	SYCO Report checked 2.00am	gj014394