



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2015

Daily Workload by Time of Day (for Report Period)	Report Summary																																										
<table border="1"> <caption>Total RG Contacts by Hour of the Day</caption> <thead> <tr> <th>Hour of the Day</th> <th>Total RG Contacts</th> </tr> </thead> <tbody> <tr><td>10</td><td>1</td></tr> <tr><td>11</td><td>2</td></tr> <tr><td>12</td><td>2</td></tr> <tr><td>13</td><td>1</td></tr> <tr><td>14</td><td>6</td></tr> <tr><td>15</td><td>6</td></tr> <tr><td>16</td><td>3</td></tr> <tr><td>17</td><td>1</td></tr> <tr><td>18</td><td>1</td></tr> <tr><td>19</td><td>1</td></tr> <tr><td>20</td><td>3</td></tr> <tr><td>21</td><td>1</td></tr> <tr><td>22</td><td>1</td></tr> <tr><td>4</td><td>1</td></tr> </tbody> </table>	Hour of the Day	Total RG Contacts	10	1	11	2	12	2	13	1	14	6	15	6	16	3	17	1	18	1	19	1	20	3	21	1	22	1	4	1	<table border="1"> <tr> <td>Total Contacts</td> <td>29</td> </tr> <tr> <td>Self Exclusion Breaches</td> <td>3</td> </tr> <tr> <td>Self Exclusion Inquiries</td> <td>0</td> </tr> <tr> <td>Self Exclusions Issued</td> <td>2</td> </tr> <tr> <td>Missing Persons</td> <td>0</td> </tr> <tr> <td>Unattended Children</td> <td>1</td> </tr> </table>	Total Contacts	29	Self Exclusion Breaches	3	Self Exclusion Inquiries	0	Self Exclusions Issued	2	Missing Persons	0	Unattended Children	1
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Person Registration Details	Comments	Photo
<p>Date / Time 19/10/2015 10:33:00 AM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA nm018947</p>	<p>Canvassed the gaming floor around EGM and FATG areas with no issues.</p>	<p>PHOTO REQUIRED</p>
<p>Date / Time 19/10/2015 11:00:00 AM Person Name Chaplaincy Services RGC Person ID Person Referred By Self Nature of Service Chaplaincy Referral Location Chaplaincy RGA km003968</p>	<p>Person staff</p>	<p>PHOTO REQUIRED</p>
<p>Date / Time 19/10/2015 11:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Observable Signs Referral Location No Referral RGA lp025083</p>	<p>Observed [REDACTED] asleep on the couch by the toilets in pit 12. Brad in Sury provided coverage. [REDACTED] was very unsteady when I woke her up. [REDACTED] claimed she had been at Crown all night and denied any gaming issues. Advised [REDACTED] to take a break.</p>	
<p>Date / Time 19/10/2015 12:16:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Paperwork Received Referral Location RGP's RGA jc353419</p>	<p>Counsellor report received. File sent to RGP for vetting</p>	
<p>Date / Time 19/10/2015 12:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location RGP's RGA jc353419</p>	<p>Letter was sent to [REDACTED] to inform him that he needs to send RGSC a formal request for revocation. Counsellor letter was given to RGP to call counsellor to ask for [REDACTED] address. If [REDACTED] calls please ask for new address.</p>	



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Date / Time 19/10/2015 1:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare Referral Location No Referral RGA lp025083	Observed [REDACTED] on the gaming floor. [REDACTED] was asked to take a break and not return before 1:15pm on 20/10/15.	[REDACTED]
Date / Time 19/10/2015 2:00:00 PM Person Name Chaplaincy Services RGC Person ID Perso [REDACTED] Referred By Self Nature of Service Chaplaincy Referral Location Chaplaincy RGA km003968	[REDACTED] - patron	
Date / Time 19/10/2015 2:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA nm018947	Attended Teak and spoke with TG AM Donna that [REDACTED] (Pat/GT) will need to take a break from the gaming floor and not to return before 2pm on the 20/10. Donna was happy to speak with [REDACTED] as she knows him quite well. [REDACTED] left the gaming floor without any issues.	[REDACTED]
Date / Time 19/10/2015 2:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA lp025083	SE follow up - 2nd attempt. Went to voicemail, no message left.	[REDACTED]
Date / Time 19/10/2015 2:47:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA lp025083	SE follow up - 2nd attempt. Went to voicemail, no message left.	[REDACTED]
Date / Time 19/10/2015 2:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA lp025083	SE follow up - 2nd attempt. No answer, no voicemail.	[REDACTED]



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Date / Time 19/10/2015 2:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA lp025083	SE follow up - 2nd attempt - [REDACTED] is happy with SE and has also banned herself from other Pokie venues. Counselling has helped and she has the support of her partner and friends.	[REDACTED]	
Date / Time 19/10/2015 3:06:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA lp025083	SE follow up - 1st attempt - number disconnected.	[REDACTED]	
Date / Time 19/10/2015 3:09:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA lp025083	SE follow up - 1st attempt - number disconnected.	[REDACTED]	
Date / Time 19/10/2015 3:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA lp025083	[REDACTED] is happy with SE and has regained control of his life. He is working and is continuing to see the same counsellor prior to SE.	[REDACTED]	
Date / Time 19/10/2015 3:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	[REDACTED] was observed in Pit8 by TG. [REDACTED] left the gaming floor in a hurry once the VCGLR was approaching her. Nil contact.	[REDACTED]	
Date / Time 19/10/2015 3:33:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA lp025083	SE follow up - 1st attempt. Went to voicemail, no message left.	[REDACTED]	



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Date / Time 19/10/2015 3:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGSC RGA nm018947	<p>Received a call from Surveillance that [REDACTED] was in the Teak salon Pit8602. VCGLR escorted [REDACTED] from the salon. [REDACTED] asked to come back onto the gaming floor, the revocation process was explained in detail.</p>	[REDACTED]
Date / Time 19/10/2015 4:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA lp025083	<p>Observed [REDACTED] on BA1707. Advised Brad in Surv. TG AM Donna in Teak advised that [REDACTED] was using Signature Card [REDACTED]. VCGLR Greg and Neil attended. Chip change done at Teak Cage. Verbal warning issued. [REDACTED] claimed Teak staff did not ask him for id. Surv confirmed [REDACTED] had the membership card in his possession. Oscar #156 confiscated the card. Reminded [REDACTED] of the consequences of breaching.</p>	[REDACTED]
Date / Time 19/10/2015 4:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare Referral Location No Referral RGA lp025083	<p>Observed [REDACTED] on the gaming floor. [REDACTED] was asked to take a break and not return before 4:30pm on 20/10/15.</p>	[REDACTED]
Date / Time 19/10/2015 4:20:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA nm018947	<p>Canvassed the gaming floor around EGM and FATG areas with no issues.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>UNIVERSITY ASSISTANCE & SUPPORT London's Gambling Help: 800 838 838 Responsible Gaming Centre: 800 838 838</small></p>
Date / Time 19/10/2015 5:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Self Exclusion Referral Location No Referral RGA nm018947	<p>Phone call received from Mahogany 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 SE was issued at 5:57pm on the 19/10/2015 as [REDACTED] requested. Susan Perso acted as CAT A witness.</p>	[REDACTED]
Date / Time 19/10/2015 7:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location Gambler's Help Telephone Service RGA km003968	<p>[REDACTED] attended the RGSC with his wife and asked to be self-excluded. The legal boundaries were outlined and [REDACTED] opted to proceed. The SE Order was served at 20:19 with Simon Perso witnessing the documents. GHelp details provided.</p>	[REDACTED]



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Date / Time 19/10/2015 8:22:00 PM Person Name RGC Male Unknown Person ID Person Referred By Security Nature of Service Unattended Child Referral Location No Referral RGA km003968	Comms rang to advise of an unattended child near Monte Carlo entry. Unable to attend immediately as I was facilitating a SE. The incident was over by the time I was available. I was advised that the child's guardian had received a verbal warning.	
Date / Time 19/10/2015 8:23:00 PM Person Name RGC Male Unknown Person ID Person Referred By Guest Services Nature of Service Seeking other Assistance Referral Location RGSC RGA km003968	Guest Services rang with a query from a male asking whether his Perth SE prevented him from playing at Crown. Male did not wish to provide details.	
Date / Time 19/10/2015 8:56:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Revocation Information Referral Location Gambler's Help Telephone Service RGA km003968	Advised by surveillance that [REDACTED] attended the Mahogany Reception on the ground floor requesting information about revocation. I attended and spoke with [REDACTED]. All relevant information and GHelp details provided.	
Date / Time 19/10/2015 9:52:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA km003968	Page received on the RGLO phone for [REDACTED]. There is nothing in Seer to say why she is on the pager.	
Date / Time 19/10/2015 10:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Car Parks Nature of Service Unpaid Parking Referral Location Financial Service RGA km003968	Advised by parking services that a male was unable to pay for parking. I attended multilevel Mezz B where I recognised [REDACTED] from a previous incident. [REDACTED] was initially belligerent and when I attempted to obtain a photo he refused. He stated that even if he was banned he would continue to come to Crown and that lots of other banned patrons came without being removed by Security. I requested SSM George to attend and [REDACTED] was issued with a WOL. SSM George and I spoke with [REDACTED] for some time about RG services, in particular financial counselling.	
Date / Time 20/10/2015 4:07:00 AM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA km003968	Canvassed the gaming floor around EGM and FATG areas with no issues.	