



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2015



Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2015 3:00:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Revocation Information</p> <p>Referral Location Gambler's Help Counselling Service</p> <p>RGA va022995</p>	<p>Patron attended RGSC to enquire about revocation of his S/E. The process was explained and patron was advised he may apply in September 2015.</p>	[REDACTED]
<p>Date / Time 27/01/2015 5:00:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Third Party</p> <p>Nature of Service Welfare</p> <p>Referral Location RGSC</p> <p>RGA va022995</p>	<p>Patrons friend called advising that he was concerned for patrons welfare. He advised that he had attended Crown late last night and had not returned. Patron located at Pit12 and welfare check conducted as per request of friend. Patron claims he is in control of his gambling and is not gambling more than he can afford. Patron reminded he must take regular breaks in his play.</p>	[REDACTED]
<p>Date / Time 27/01/2015 5:15:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Data Follow up</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>In response to Pager, welfare check conducted on [REDACTED] playing in Central area. He claimed he is in control of his gaming activities and has no gaming issues. RGSC information provided. Offer declined.</p>	[REDACTED]
<p>Date / Time 27/01/2015 5:16:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Report Writer Contact - RGP</p> <p>Referral Location No Referral</p> <p>RGA sm029276</p>	<p>Report prepared for revocation committee.</p>	[REDACTED]
<p>Date / Time 27/01/2015 5:35:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Data Follow up</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>In response to Pager, welfare check conducted on [REDACTED] playing in Mahogany Rm. [REDACTED] claimed to have his gaming activities under control and has no gaming issues. RGSC information provided. Offer declined.</p>	<p>PHOTO REQUIRED</p> <p>NO PHOTO TAKEN <small>THE INFORMATION CONTAINED HEREIN IS UNCLASSIFIED DATE 08/20/2015 BY 60322 UCBAW</small></p>



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<p>Date / Time 27/01/2015 6:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Welfare Referral Location RGSC RGA va022995</p>	<p>Patrons brother [REDACTED] called, he was highly concerned about [REDACTED] level of gambling and claimed that [REDACTED] had spoken about self harm. [REDACTED] was pleading to have his brother Excluded from gaming floor. RGLO offered to make another attempt to speak with [REDACTED] on his behalf but he strongly declined. [REDACTED] was advised to attend counselling at RGSC to form a strategy to speak with his brother but he declined claiming that it does not help. Patron claimed that he could prove that [REDACTED] was not gambling with in his means and that he will send RGSC supporting document of his claims.</p>	[REDACTED]
<p>Date / Time 27/01/2015 7:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location No Referral RGA jc017687</p>	<p>In response to Pager, welfare check conducted on [REDACTED] playing in Diamond area. [REDACTED] visits the casino with her brother. She always sets spending limits and does not exceed them. She has no gaming issues. RGSC information provided. Offer declined.</p>	[REDACTED]
<p>Date / Time 27/01/2015 7:17:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location No Referral RGA jc017687</p>	<p>In response to Pager, welfare check conducted on [REDACTED] playing in Mahogany Rm. No gaming issues. RGSC information provided. Offer declined.</p>	[REDACTED]
<p>Date / Time 27/01/2015 7:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location No Referral RGA jc017687</p>	<p>In response to Pager, welfare check conducted on [REDACTED] playing in Mahogany Rm. No gaming issues. Her only request is to receive Aus Open Tennis tix. Request passed on the Service Exec. RGSC information provided. Offer declined.</p>	[REDACTED]
<p>Date / Time 27/01/2015 7:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location No Referral RGA jc017687</p>	<p>In response to Pager, welfare check conducted on [REDACTED] playing in Mahogany Rm. She claimed that she is in control with her gaming activities and has no gaming issues. RGSC information provided. Offer declined.</p>	[REDACTED]
<p>Date / Time 27/01/2015 7:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Seeking other Assistance Referral Location No Referral RGA lp025083</p>	<p>Vicki from Diamond Signature Club requested RGLO assistance. Joseph and myself attended. Met with elderly female who gave her name as [REDACTED] refused to speak to both of us. [REDACTED] advised me that she came to Crown with her daughter and other family members. [REDACTED] claimed she was abandoned. I offered to assist her in locating her daughter. [REDACTED] refused, saying if I gave her a couple of panadeine, she would be fine. Offered to get a medic. [REDACTED] walked away saying she did not want to speak to anyone else. Teresa in Surv updated photo.</p>	[REDACTED]



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Date / Time 27/01/2015 8:41:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location No Referral RGA jc017687	<p>In response to Pager, welfare check conducted on [REDACTED] playing in Central area. He claimed to have no gaming issues and he is in control of his gaming activities. RGSC information provided. Offer declined.</p>	[REDACTED]	
Date / Time 27/01/2015 9:30:00 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] in pit 12. Advised Courtney in Surv. [REDACTED] saw me and walked down the escalator. I spoke with [REDACTED] at Tia To entry. [REDACTED] apologised and left.</p>	[REDACTED]	
Date / Time 27/01/2015 10:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location No Referral RGA jc017687	<p>In response to Pager, welfare check conducted on [REDACTED] playing in Teak Rm. She claimed she is in control of her gaming activities. No gaming issues. RGSC information provided. Offer declined</p>	[REDACTED]	
Date / Time 27/01/2015 10:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location Table Games RGA lp025083	<p>[REDACTED] attended RGSC to make enquiries about a chip theft in the Poker Room on 26/1/15. Personal [REDACTED] requested to see footage of the incident as he was the victim. [REDACTED] also wanted to know if Crown would refund his money. Both requests denied. Advised [REDACTED] to speak with Poker Room ACM.</p>	<p>PHOTO REQUIRED</p> <p>100% CROWN 24 Hr. Call Centre 130 96 389 Crown Res. 130 96 389</p>	
Date / Time 27/01/2015 10:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Self Harm / Suicide Referral Location No Referral RGA jc017687	<p>Received call from Brian (from Comms) that [REDACTED] was threatening self-harm by overdosing in Crown Towers Rm1509. SSM and hotel duty manager attended. VicPol and Ambulance were called and attended to assess the mental condition of [REDACTED]. Met up with SSM George who advised that there are no mention of gaming issues by [REDACTED]. [REDACTED] was taken to hospital for further assessment.</p>	<p>PHOTO REQUIRED</p> <p>100% CROWN 24 Hr. Call Centre 130 96 389 Crown Res. 130 96 389</p>	
Date / Time 27/01/2015 11:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location Gambler's Anonymous RGA lp025083	<p>Observed [REDACTED] in pit 24. Advised Kevin in Surv. [REDACTED] walked out Sports Entry when she saw me. Security assisted in cashing her ticket \$575.</p>	[REDACTED]	



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Date / Time 28/01/2015 12:02:00 AM Personal Information Referred By Responsible Gaming Nature of Service WOL Referral Location No Referral RGA lp025083	Advised Courtney in Surv that P was in pit 02.	Personal Information
Date / Time 28/01/2015 2:42:00 AM Personal Information Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA lp025083	Regularly canvassed the gaming floor. Assisted staff and patrons with enquiries.	
Date / Time 28/01/2015 3:20:00 AM Personal Information Referred By Responsible Gaming Nature of Service Data Follow up Referral Location No Referral RGA lp025083	In response to pager, welfare check conducted. No observable signs. Removed from pager.	
Date / Time 28/01/2015 5:10:00 AM Person Name RGC Female Unknown Person ID Person Referred By Responsible Gaming Nature of Service Welfare Referral Location No Referral RGA lp025083	Observed female fast asleep on gaming table in pit 7. AM advised patron was spoken to earlier. Attempted to wake patron up. SSM George assisted in peaceful removal.	

Registration Date/Time	Operational Overview	Created By
28/01/2015 2:42:00 AM	Regularly canvassed the gaming floor. Assisted staff and patrons with enquiries.	lp025083