



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Sep 16, 2019

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



## Report Summary

Total Contacts	64
Self Exclusion Breaches	3
Self Exclusion Inquiries	2
Self Exclusions Issued	1
Missing Persons	0
Unattended Children	0

Person Registration Details	Comments	Photo
<b>Date / Time</b> 16/09/2019 6:20:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Craig SV advised that [REDACTED] was stopped by security at Promenade entry due to attempted breach of SE.	[REDACTED]
<b>Date / Time</b> 16/09/2019 6:31:00 AM <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> gj014394	PP20 MGF Tables  I attended F1202 to advised [REDACTED] to go home for a break.	[REDACTED]
<b>Date / Time</b> 16/09/2019 7:10:00 AM <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> Table Games <b>RGA</b> jv031797	PP12 VIP Tables  Advised Mah ACM Steve that patron has been playing for 15 hrs with no significant break.	[REDACTED]
<b>Date / Time</b> 16/09/2019 7:15:00 AM <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> Table Games <b>RGA</b> jv031797	PP12 PRE Tables  Advised ACM Deb that patron has been playing for 15 hrs with no significant break.	[REDACTED]
<b>Date / Time</b> 16/09/2019 7:19:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Cancelled <b>Referral Location</b> RGC <b>RGA</b> jt380953	Revocation report retracted as per below request from the patron;  "To whom it may concern,  As per conversation with Fiona on the 14th September 2019 at 10:51 am, i've reconsidered my decision to have my self exclusion order revoked.  Please document this for your records. I've wish to have no further contact regarding this matter.  [REDACTED]	[REDACTED]



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DAILY OPERATIONS REPORT FOR GAMING DATE Sep 16, 2019

Person Registration Details	Comments	Photo
<b>Date / Time</b> 16/09/2019 8:28:00 AM <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> Table Games <b>RGA</b> jv031797	PP20 VIP Tables  Advised DSM Ben that ██████ has been playing for 20 hours with no significant breaks.	
<b>Date / Time</b> 16/09/2019 8:50:00 AM <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> Table Games <b>RGA</b> jv031797	PP12 VIP Tables  Advised Mah ACM Steve that ██████ has been playing for 13 hours with no significant breaks.	
<b>Date / Time</b> 16/09/2019 8:55:00 AM <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> Table Games <b>RGA</b> jv031797	PP16 VIP Tables  Advised Mah ACM Steve that ██████ has been playing for 16 hours with no significant breaks.	
<b>Date / Time</b> 16/09/2019 8:57:00 AM <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> Table Games <b>RGA</b> da027675	PP16 PRE Tables  Advised TG ACM Matthew to remind patron to take a substantial break.	
<b>Date / Time</b> 16/09/2019 9:02:00 AM <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> Table Games <b>RGA</b> jv031797	PP12 VIP Tables  Advised Mah ACM Steve that ██████ has been playing for 12 hours with no significant breaks.	
<b>Date / Time</b> 16/09/2019 9:15:00 AM <b>Person Name</b> RGC Male Unknown <b>Person ID</b> <b>Person</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Self Exclusion Information <b>Referral Location</b> GHTel Service <b>RGA</b> da027675	A male phoned to ask for SE programe. Explained in detail. Referred him to GH. At the end of conversation he introduced himself as ██████ but refused to provide his full name. He is also stated that he is a visitor in Australia.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>PHOTO REQUIRED</b></p> <p style="text-align: center;"> <b>responsiblegaming</b>  <small>ANALYSIS SERVICES SUPPORT</small>  <small>Customer's Grandday Help 800 600 888</small>  <small>Responsible Gaming Centre 1800 691 056</small> </p> </div>



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Sep 16, 2019

Person Registration Details	Comments	Photo
<b>Date / Time</b> 16/09/2019 9:29:00 AM <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> Table Games <b>RGA</b> jv031797	PP12 VIP Tables  Advised Mah ACM Steve that [REDACTED] has been playing for 12 hours with no significant breaks.	[REDACTED]
<b>Date / Time</b> 16/09/2019 10:11:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Report Writer Contact - RGP <b>Referral Location</b> RGC <b>RGA</b> sm029276	Spoke with Kim (Pers) [REDACTED] (psychologist) to update her on [REDACTED] Welfare WOL.	[REDACTED]
<b>Date / Time</b> 16/09/2019 10:13:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Request for Revocation <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Received request for revocation email.	[REDACTED]
<b>Date / Time</b> 16/09/2019 10:15:00 AM <b>Person Name</b> RGC Female Unknown <b>Person ID</b> Perso [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Observable Signs <b>Referral Location</b> Security <b>RGA</b> da027675	Vikas AM phoned and advised that an unknown young lady was sleeping in pit 8. Phoned COMMS for SSO. SSO 245,142 arrived, I went to wake her up. She was apologetic and said that she is leaving soon after having water.	PHOTO REQUIRED  <small>             ANTI-BLINDING EQUIPMENT SUPPLIER              Customer's Gaming Help 1800 850 858              Responsible Gaming Centre 1800 001 198           </small>
<b>Date / Time</b> 16/09/2019 10:15:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Observable Signs <b>Referral Location</b> Security <b>RGA</b> da027675	Vikas AM phoned that unknown senior citizen was sleeping in pit 8. Phoned COMMS for SSO. SSO 245,142 arrived, I went to wake him up. He was apologetic and said that he is leaving soon after having coffee.	PHOTO REQUIRED  <small>             ANTI-BLINDING EQUIPMENT SUPPLIER              Customer's Gaming Help 1800 850 858              Responsible Gaming Centre 1800 001 198           </small>
<b>Date / Time</b> 16/09/2019 10:20:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Mistaken Identity <b>Referral Location</b> No Referral <b>RGA</b> da027675	Advised by Brian SV that [REDACTED] tried to enter via Ming's and stopped by SSO, after SSO checked her ID they found out that she has a same name with different DOB. Tracy TG dealer acted as an interpreter.	[REDACTED]



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Sep 16, 2019

Person Registration Details		Comments	Photo
<b>Date / Time</b> 16/09/2019 10:30:00 AM <b>Person Name</b> RGC Male Unknown <b>Person ID</b> Pers <b>Referred By</b> Table Games <b>Nature of Service</b> Observable Signs <b>Referral Location</b> Security <b>RGA</b> da027675	<p>Vikas AM phoned that unknown male was showing observable signs. Phoned Michael for coverage, I observed him for few minutes and saw that he was napping on BA table. Spoke to him. He was apologetic and said that he is leaving soon after having honey lemon water.</p>		
<b>Date / Time</b> 16/09/2019 10:35:00 AM <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> GHTel Service <b>RGA</b> jv031797	<p>[REDACTED] phoned to enquire about revocation. [REDACTED] claimed to be on the gaming floor last night and was escorted off the gaming floor by security at approximately at 9 pm. He claimed that he advised security that he is SE and was only waiting for his friends. Due to [REDACTED] disclosure of his most recent breach, I have advised [REDACTED] of the 12 months breach free requirement. Referred [REDACTED] to GH for counselling.</p>		
<b>Date / Time</b> 16/09/2019 10:54:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Third Party <b>Nature of Service</b> 3rd Party Assistance / Inquiry <b>Referral Location</b> GHTel Service <b>RGA</b> da027675	<p>A third party phoned on behalf of [REDACTED] and acted as an interpreter asked for the revocation process. Explained revocation process in details eg: 1 year breach free period. At present she is not eligible for application until Aug 2020. Referred her to GH for counselling.</p>		
<b>Date / Time</b> 16/09/2019 10:58:00 AM <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> GHTel Service <b>RGA</b> jv031797	<p>[REDACTED] phoned to enquire about revoking her SE. [REDACTED] advised that she would like to revoke so she can join her friends when they come on the gaming floor. Advised [REDACTED] that she has to start the revocation process again due to inactivity for more than 12 months of her initial revocation enquiry. [REDACTED] was explained of revocation process and requirements and was provided with RGC email address.</p>		
<b>Date / Time</b> 16/09/2019 11:12:00 AM <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> Table Games <b>RGA</b> jv031797	<p>PP20 MGF Tables</p> <p>Advised ACM Craig that [REDACTED] has been playing for 22 hours with a single 6- hour break.</p>		
<b>Date / Time</b> 16/09/2019 11:26:00 AM <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> Gaming Machines <b>RGA</b> jv031797	<p>PP20 VIP Machines</p> <p>Advised VOSM that [REDACTED] has been playing for 23 hours with a single 6-hour break.</p> <p>VOSM replied shortly via SMS; "Spoken to patron, patron is fine and happy for him to continue to play. Also patron is now aware in future that a substantial break will require a minimum of 8hrs"</p>		



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<b>Date / Time</b> 16/09/2019 11:28:00 AM <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> Gaming Machines <b>RGA</b> da027675	PP20 PRE Machines  A text message sent and advised VOSM to remind patron to take substantial break.	
<b>Date / Time</b> 16/09/2019 11:40:00 AM <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> Table Games <b>RGA</b> jv031797	PP12 VIP Tables  Advised Mah ACM Andy that ██████ has been playing for 15 hours with no significant breaks.	
<b>Date / Time</b> 16/09/2019 12:30:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Self <b>Nature of Service</b> Counselling <b>Referral Location</b> No Referral <b>RGA</b> sm029276	██████ called - spoke with her for 35 minutes. She was arguing against receiving the WOL.	
<b>Date / Time</b> 16/09/2019 12:40:00 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> Table Games <b>RGA</b> jv031797	PP12 PRE Tables  Advised ACM Nigel that ██████ has been playing for 15 hours with no significant breaks.	
<b>Date / Time</b> 16/09/2019 12:47:00 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> Table Games <b>RGA</b> jv031797	PP12 VIP Tables  Advised Mah ACM Andy that ██████ has reached 13 hours with no significant break.	
<b>Date / Time</b> 16/09/2019 12:56:00 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> Table Games <b>RGA</b> jv031797	PP20 PRE Tables  SPLUNK has indicated ██████ to be onsite for 22h57m with 1 x 6h31m and 1x 4h22m breaks. Suggested ACM Nigel to explain to ██████ that a substantial break is a single break of a minimum of 8 hours within 24 hours.	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Sep 16, 2019

Person Registration Details	Comments	Photo
<b>Date / Time</b> 16/09/2019 1:04:00 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> Table Games <b>RGA</b> jv031797	PP24 MGF Tables  Advised ACM Craig that WEBEX has shown that [REDACTED] has been playing for 24h4m and that her longest break was 4h24m. Apologized to Craig tht the 6-hour break I have advised him earlier was a miscalculation I made using Syco.  Advised Bing ACM TEAK to remind patron to take a substantial break soon. 15:12	[REDACTED]
<b>Date / Time</b> 16/09/2019 1:33:00 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> Table Games <b>RGA</b> jv031797	PP16 VIP Tables  Advised Mah ACM Andy that [REDACTED] has been playing for 18 hours with no substantial break.	[REDACTED]
<b>Date / Time</b> 16/09/2019 1:45:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> jv031797	Canvassed gaming floor around EGM, TG and FATG areas	
<b>Date / Time</b> 16/09/2019 1:57:00 PM <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> No Referral <b>RGA</b> jt380953	[REDACTED] came into RGC with a male friend wanting to enquire about the Self Exclusion program. Unsure if he was enquiring about himself as I asked him and he did not want to answer. He only said that he's making a "general enquiry". He asked about how the program works, the conditions and how to revoke it. Advised that we will refer him to Gamblers Help to which he said "They are useless. They don't do anything." He asked if there was any "incentive or reward" for taking out the SE and insisted he should be rewarded with a restaurant voucher ect. He asked about the difference between a Security ban and a SE ban. He asked for more information so a SE brochure was provided. He refused to take a business card but I've advised of RGC availability.	[REDACTED]
<b>Date / Time</b> 16/09/2019 2:14:00 PM <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> No Referral <b>RGA</b> jt380953	Emailed Revocation Application to [REDACTED]	[REDACTED]
<b>Date / Time</b> 16/09/2019 2:19:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Paperwork Received <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Received signed application via email from [REDACTED] Responded with acknowledgment and advised that we still require his report before proceeding. Reminded him to remain away from the gaming floor until written notification from Crown.	[REDACTED]



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Person Registration Details	Comments	Photo
<b>Date / Time</b> 16/09/2019 2:22:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <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 [REDACTED] (report writer, Arabic Welfare Inc) - report prepared for revocation committee.	[REDACTED]
<b>Date / Time</b> 16/09/2019 2:24:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Request for Revocation <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Received request for revocation email.	[REDACTED]
<b>Date / Time</b> 16/09/2019 2:29:00 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> Table Games <b>RGA</b> da027675	PP20 PRE Tables  A text message sent and advised TG ACM Nigal to remind patron to take a substantial break.	[REDACTED]
<b>Date / Time</b> 16/09/2019 2:35:00 PM <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> No Referral <b>RGA</b> jt380953	Revocation Application emailed to [REDACTED]	[REDACTED]
<b>Date / Time</b> 16/09/2019 3:16:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Cancelled <b>Referral Location</b> No Referral <b>RGA</b> jt380953	This is to note that the patron has discontinued contact for more than 12 months in relation to their Application for Revocation. If contact is resumed, given the elapsed time since receiving the original application, this patron will be required to re-apply and a fresh application sent.	[REDACTED]
<b>Date / Time</b> 16/09/2019 3:21:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Report Writer Contact - RGP <b>Referral Location</b> No Referral <b>RGA</b> sm029276	Left message for [REDACTED] to call back.	[REDACTED]



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Person Registration Details		Comments	Photo
<b>Date / Time</b> 16/09/2019 3:37:00 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> Table Games <b>RGA</b> da027675	PP16 VIP Tables  A text message sent and advised Mah ACM Andy to remind patron to take a substantial break.	[REDACTED]	
<b>Date / Time</b> 16/09/2019 3:42:00 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> Table Games <b>RGA</b> da027675	PP12 PRE Tables  A text message sent and advised ACM Nigel that [REDACTED] has been playing for 18 hours with no significant breaks.	[REDACTED]	
<b>Date / Time</b> 16/09/2019 3:45:00 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> Security <b>RGA</b> da027675	Spotted [REDACTED] in pit 4 and advised SV. He saw me and started walking. Went to main cage and exited through Atrium exit. No interaction with him.	[REDACTED]	
<b>Date / Time</b> 16/09/2019 3:48:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Seeking other Assistance <b>Referral Location</b> RGC <b>RGA</b> jv031797	[REDACTED] phoned and advised that his friend took his DRVL and money and he believes that his friend came to the casino to spend his money. I have advised [REDACTED] to file a report to his local police station. Advised [REDACTED] RG services, availability and location.	[REDACTED]	
<b>Date / Time</b> 16/09/2019 3:51:00 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> RGC <b>RGA</b> da027675	[REDACTED] called to enquire about the progress of his Revocation application, advised [REDACTED] that it is still waiting for our RGP to contact his Report writer and will advise him as soon as we have the result. Remind him in mean time stay away from GF.	[REDACTED]	
<b>Date / Time</b> 16/09/2019 4:08:00 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> Table Games <b>RGA</b> jv031797	PP16 VIP Tables  Advised Mah ACM Andy that [REDACTED] has been playing for 16 hours with no significant breaks.	[REDACTED]	





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Person Registration Details	Comments	Photo
<b>Date / Time</b> 16/09/2019 4:13:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Report Writer Contact - RGP <b>Referral Location</b> No Referral <b>RGA</b> sm029276	Spoke with Mr <b>Personal</b> (report writer EACH). Report for revocation committee pending.	[REDACTED]
<b>Date / Time</b> 16/09/2019 4:24:00 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> Table Games <b>RGA</b> jv031797	PP16 VIP Tables  Advised Mah ACM Andy that [REDACTED] has reached 17 hours of play with no significant breaks.	[REDACTED]
<b>Date / Time</b> 16/09/2019 4:44:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Seeking other Assistance <b>Referral Location</b> Security <b>RGA</b> da027675	[REDACTED] attended RGC and informed that there is a guy who lends money to other patron and charge high interest. Referred him to Security. SSM Leo attended RGC and spoke to [REDACTED]	[REDACTED]
<b>Date / Time</b> 16/09/2019 5:03:00 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> Table Games <b>RGA</b> jv031797	PP20 VIP Tables  Advised Mah ACM Andy that [REDACTED] has been playing for 21 hours with a single 5h24m break.  TG Mah Host Raymond phoned to clarify the ratings on Syco for [REDACTED] ratings. Advised Raymond that 5h24m break is not a substantial break within 24 hours period.	[REDACTED]
<b>Date / Time</b> 16/09/2019 5:09:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> <b>Person</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> jv031797	VCGLR (Mark) came to the office and requested to view Contact Register dating from 31 Aug to 16 Sept. Mark advised he will be coming back tomorrow between 2-3 in the afternoon.	 PHOTO REQUIRED
<b>Date / Time</b> 16/09/2019 5:42:00 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> GH Southern <b>RGA</b> da027675	[REDACTED] attended RGC and inquired revocation process. Revocation process explained in details. EG. 1 year breach free period. Remind him to stay away from MGF. Referred him to GH for counselling.	[REDACTED]



## RESPONSIBLE GAMING




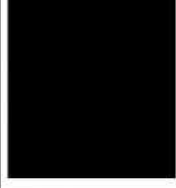


DAILY OPERATIONS REPORT FOR GAMING DATE Sep 16, 2019

Person Registration Details	Comments	Photo
<b>Date / Time</b> 16/09/2019 6:22:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Person <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> jv031797	Checked SPLUNK and WEBEX.	
<b>Date / Time</b> 16/09/2019 6:33:00 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> Table Games <b>RGA</b> pf370890	DSM (Ross) called RGA back about [REDACTED] requiring a substantial break. Ross advised that [REDACTED] had had a sufficient break (5 hours) and was happy for [REDACTED] to continue playing.	[REDACTED]
<b>Date / Time</b> 16/09/2019 7:05:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> pf370890	SV (Paul) advised [REDACTED] was refused entry at Village. [REDACTED] had nil contact with RGA.	[REDACTED]
<b>Date / Time</b> 16/09/2019 7:16:00 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> pf370890	SV (Aaron) advised that [REDACTED] was ID checked on GF. [REDACTED] had no ID and was removed from GF via Monte by Security. [REDACTED] had nil contact with RGA	[REDACTED]
<b>Date / Time</b> 16/09/2019 7:29:00 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> Table Games <b>RGA</b> pf370890	Spoke to ACM (Jeff) advising [REDACTED] requires a substantial break	[REDACTED]
<b>Date / Time</b> 16/09/2019 7:52:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Crown Perth <b>Nature of Service</b> Self Exclusion <b>Referral Location</b> GHTEL Service <b>RGA</b> fb022711	Joint SE issued to [REDACTED] by CP RGA Carissa P; stopcode added to CM account.	[REDACTED]



# RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE Sep 16, 2019

Person Registration Details	Comments	Photo
<b>Date / Time</b> 16/09/2019 8:09:00 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> GHTel Service <b>RGA</b> fb022711	Surveillance (Paul) advised ██████ in Pit12; attended with Security and escorted off gaming floor via Ming's entry. ██████ believed that because he wasn't betting he was allowed on the gaming floor; conditions of SE reiterated to patron.	
<b>Date / Time</b> 16/09/2019 10:44:00 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> Host <b>RGA</b> fb022711	PP20 VIP Tables  Local Host manager (Ralph) advised ██████ playing for 23hrs with no break longer than 3hrs (staying in-house).	
<b>Date / Time</b> 17/09/2019 12:15:00 AM <b>Person Name</b> RGC Female Unknown <b>Person ID</b> Perso. ██████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Observable Signs <b>Referral Location</b> Security <b>RGA</b> pf370890	Will canvassing the Casino Floor, observed a female asleep Level 1 MGHY. Advised SV (Aaron) and he called security to attend.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>PHOTO REQUIRED</b></p>  <p style="font-size: 8px; text-align: center;">             Casino's Gaming Help: 800-600-888              Responsible Gaming Centre: 902-691-796           </p> </div>
<b>Date / Time</b> 17/09/2019 1:17:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> fb022711	Surveillance (Paul) advised ██████ attempted entry to gaming floor via Food Court entry at 1:05AM; ID check and ██████ refused entry. RGA advised after the event.	
<b>Date / Time</b> 17/09/2019 2:00:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> Table Games <b>RGA</b> pf370890	Spoke to DSM (Ralph) ██████ still had not taken another substantial break, 30mins off 24 hours with only a 4 hour break. Ralph called back to advise ██████ had left MGHY and rating at table 2519 removed.  2:11am - Spoke to DSM (Ralph) ██████ still had not taken another substantial break, 30mins off 24 hours with only a 4 hour break.	
<b>Date / Time</b> 17/09/2019 2:53:00 AM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Perso. ██████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> pf370890	Canvassed gaming floor around EGM, TG and FATG areas	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>PHOTO REQUIRED</b></p>  <p style="font-size: 8px; text-align: center;">             Casino's Gaming Help: 800-600-888              Responsible Gaming Centre: 902-691-796           </p> </div>



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Sep 16, 2019

Person Registration Details		Comments	Photo
<b>Date / Time</b> 17/09/2019 2:54:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> pf370890	Checked SPLUNK and WEBEX.		
<b>Date / Time</b> 17/09/2019 4:55:00 AM <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> Table Games <b>RGA</b> fb022711	PP16 VIP Tables  TG ACM (Para) advised [REDACTED] playing for 16hrs with no break longer than 3hrs (staying in-house).		
Registration Date/Time	Operational Overview	Created By	
16/09/2019 05:09:00 PM	VCGLR (Mark) came to the office and requested to view Contact Register dating from 31 Aug to 16 Sept. Mark advised he will be coming back tomorrow between 2-3 in the afternoon.	jv031797	
16/09/2019 06:22:00 PM	Checked SPLUNK and WEBEX.	jv031797	
17/09/2019 02:54:00 AM	Checked SPLUNK and WEBEX.	pf370890	