



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Dec 14, 2019

Daily Workload by Time of Day (for Report Period)



Report Summary

Total Contacts	76
Self Exclusion Breaches	3
Self Exclusion Inquiries	2
Self Exclusions Issued	8
Missing Persons	0
Unattended Children	0

Person Registration Details	Comments	Photo
Date / Time 14/12/2019 6:09:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Self Exclusion Referral Location GHTel Service RGA fb022711	<p>[REDACTED] issued 3yr joint SE by CP RGA Jo [REDACTED] stopcode added to CM account.</p>	[REDACTED]
Date / Time 14/12/2019 6:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location GH Northern RGA BI017908	<p>[REDACTED] and his friend attended the RGC for his friend to SE. He talked about his financial situation (owing about \$50K to the bank and \$100K to family and friends). I had referred him to GH Northern.</p>	[REDACTED]
Date / Time 14/12/2019 7:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location GHTel Service RGA da027675	<p>[REDACTED] attended the RGC to enquire about the SE program, outlined the legal boundaries of the SE Order and [REDACTED] opted to proceed for . The SE Order was served at 07:01 with RGA Jo [REDACTED] witnessing the documents. Stop-code added to account and notification made to CP. Referred to GH for Support and Counselling.</p>	[REDACTED]
Date / Time 14/12/2019 9:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Seeking other Assistance Referral Location RGC RGA BI017908	<p>Email from Jo [REDACTED] CP asking confirmation of [REDACTED] WOL had been lifted. Patron issued with WOL on 28/10/19 and rescinded on the same day that his CPSE was put in place 11/12/19.</p>	[REDACTED]
Date / Time 14/12/2019 9:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA jt380953	<p>RG WOL rescinded.</p>	[REDACTED]



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Date / Time 14/12/2019 9:03:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Self Exclusion Referral Location GHTel Service RGA jv031797	GM CSA Dan phoned to advise that [REDACTED] was in Crown Rewards Central wanting to SE. [REDACTED] advised that he has a business and is in the process of having another business venture that he wants to protect from gambling. SE process and legal boundaries were explained to [REDACTED] applied for and was issued with CPSE today, 14/12 with a minimum exclusion period of 1 year with RGA Brendan [REDACTED] acting as a witness. He was referred to GH for counselling.	[REDACTED]	
Date / Time 14/12/2019 9:23:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 MGF Machines Approached [REDACTED] and reminded her to take a substantial break. Patron agreed. [REDACTED] did not show any observable signs.	[REDACTED]	
Date / Time 14/12/2019 9:25:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP20 PRE Tables Splunk alert, patron was rated but no longer in the room.	[REDACTED]	
Date / Time 14/12/2019 9:26:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP16 MGF Tables Approached [REDACTED] and reminded her to take a substantial break. [REDACTED] advised that she is leaving at 1 pm. Patron did not show any observable signs.	[REDACTED]	
Date / Time 14/12/2019 9:28:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location RGC RGA jv031797	[REDACTED] phoned to confirm if her WOL has been revoked. Due to being on the floor, advised [REDACTED] that I'll call her back as soon as I get to the office to check.	[REDACTED]	
Date / Time 14/12/2019 9:33:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location No Referral RGA jv031797	[REDACTED] phoned to enquire about SE revocation. Due to being on the floor, [REDACTED] was explained of standard revocation process and was advised that I will call him back to check his eligibility to apply. [REDACTED] provided me with his details.	[REDACTED]	



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Date / Time 14/12/2019 9:36:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP12 MGF Tables Observed [REDACTED] as he was playing with several players at 0718. [REDACTED] did not show any observable signs. TG AM as advised of [REDACTED] PP.	[REDACTED]
Date / Time 14/12/2019 9:39:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA jv031797	Returned [REDACTED] call and confirm that her WOL has been rescinded. [REDACTED] wanted to confirm if her complimentary \$20 credit and 17.50 F&B voucher were in her CR account. Advised [REDACTED] that she has to confirm with Crown Rewards. [REDACTED] is aware of the premium lockout for 3 months.	[REDACTED]
Date / Time 14/12/2019 9:54:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location GHTEL Service RGA jv031797	Returned [REDACTED] phone call. [REDACTED] advised that he was not sure if he attempted to gain entry into the casino but remembered being at the retail strip. Advised [REDACTED] of revocation requirements and process. [REDACTED] was provided with RGC email. I have advised him that RGOC will get back to him whether he is eligible to apply or not which he understood. [REDACTED] was reminded of the legal boundaries and to stay away from the casino while he is still SE. He was referred to GH for counselling.	[REDACTED]
Date / Time 14/12/2019 10:17:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Cage & Count Nature of Service Seeking other Assistance Referral Location No Referral RGA jv031797	Rosette (CAGE) phoned to request [REDACTED] WOL status to be removed temporarily for her to be able to remove funds to give back to [REDACTED]. Rosette advised that request has been authorised by Investigation Manager [REDACTED] Personal [REDACTED] 10:32 WOL stop code has been restored.	[REDACTED]
Date / Time 14/12/2019 12:30:00 PM 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 jv031797	Canvassed gaming floor around EGM, TG 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> APPAREL & ACCESSORIES SUPPORT Casino's Standard No Help 800 850 850 Responsible Gaming Centre 1800 001 008 </small> </p> </div>
Date / Time 14/12/2019 12:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location Table Games RGA BI017908	PP20 VIP Tables VVIP sends via Webex that patron had 5hrs break and had gone for another break.	[REDACTED]



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Date / Time 14/12/2019 1:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP16 PRE Machines Approached [REDACTED] while paying in Teak. Advised [REDACTED] to take a substantial break. [REDACTED] advised that she is going for a break soon.	[REDACTED]
Date / Time 14/12/2019 1:46:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Card Misuse Referral Location No Referral RGA jv031797	[REDACTED] was using Pay card (Personal). She was explained membership's T's and C's and card was confiscated.	[REDACTED]
Date / Time 14/12/2019 1:46:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Card Misuse Referral Location No Referral RGA jv031797	Data Follow Up was not conducted as [REDACTED] claiming to be [REDACTED] mother was using his card.	[REDACTED]
Date / Time 14/12/2019 2:01:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP20 PRE Tables Webex message received from TG ACM Premium advising that [REDACTED] has been spoken to and that he appears to be alert and showing no signs of fatigue. [REDACTED] was advised to leave at 5 pm to take an 8-hour break.	[REDACTED]
Date / Time 14/12/2019 2:06:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Information Referral Location RGC RGA jv031797	[REDACTED] phoned and advised that he is in Crown wanting to SE. Advised [REDACTED] that I will meet him in RGC. [REDACTED] is aware of RGC location.	[REDACTED]
Date / Time 14/12/2019 3:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP16 MGF Tables Spoke to patron and remind her to take break. Patron thanks for reminder.	[REDACTED]



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Person Registration Details	Comments	Photo
<p>Date / Time 14/12/2019 3:15:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Self Exclusion</p> <p>Referral Location GHTel Service</p> <p>RGA jv031797</p>	<p>[REDACTED] attended RGC a few minutes shortly after his phone call. [REDACTED] advised that he won a big jackpot in the casino which he has now lost. Explained to [REDACTED] SE legal boundaries, requirements and process. [REDACTED] decided to proceed. He applied for and was issued with CPSE today, 14/12 with a minimum exclusion of 1 year, witnessed by RGA Dinesh. [REDACTED] Person was referred to GH for counselling.</p>	[REDACTED]
<p>Date / Time 14/12/2019 3:30:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service WOL</p> <p>Referral Location Security</p> <p>RGA BI017908</p>	<p>[REDACTED] came to the RGC to ask about his WOL, patron speak Vietnamese. Explained to him about appealing it via writing to SIU for to wait until next year. Notified Comms and SSO escorted him out via foodcourt.</p>	[REDACTED]
<p>Date / Time 14/12/2019 3:38:00 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 RGC</p> <p>RGA da027675</p>	<p>[REDACTED] called RGC and requested a Chinese-speaking RGA. Did not disclose reason for call (assuming it is regarding his revocation application). Advised him that someone will call him on Monday.</p>	[REDACTED]
<p>Date / Time 14/12/2019 4:15:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Seeking other Assistance</p> <p>Referral Location GH Southern</p> <p>RGA BI017908</p>	<p>[REDACTED] rang to ask if he was SE in CP. Advised him that he only signed with CM and he will have restricted access in premium room if he visited Perth. [REDACTED] also asked about counselling for his revocation and referred him to Southern.</p>	[REDACTED]
<p>Date / Time 14/12/2019 5:27:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Self Exclusion Information</p> <p>Referral Location RGC</p> <p>RGA da027675</p>	<p>[REDACTED] Phoned & inquired about SE. SE information explained in details. [REDACTED] replied that she will be attending RGC centre in next few hours.</p>	[REDACTED]
<p>Date / Time 14/12/2019 5:50:00 PM</p> <p>Person Name Responsible Gaming Audit</p> <p>Person ID [REDACTED] Person</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service GM/TG/Staff & FATG focus</p> <p>Referral Location No Referral</p> <p>RGA BI017908</p>	<p>Canvassed gaming floor around EGM, TG and FATG areas.</p>	<p>PHOTO REQUIRED</p> <p> responsiblegaming</p> <p><small>ANALYSIS SERVICES SUPPORT Casino's Gaming Help 1300 630 630 Responsible Gaming Centre 1800 001 006</small></p>



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Date / Time 14/12/2019 6:27:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 MGF Machines Observed [REDACTED] at D02; no observable signs noted.	[REDACTED]
Date / Time 14/12/2019 6:29:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 MGF Tables Observed [REDACTED] at D11; no observable signs noted.	[REDACTED]
Date / Time 14/12/2019 6:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location RGC RGA fb022711	PP20 PRE Machines [REDACTED] currently at 23hrs. Advised by TG ACM: Spoke to Perso . She is waiting for her daughter to pick her up. Expects her by 19:00. Understands she cannot return before 19:00 tomorrow.	[REDACTED]
Date / Time 14/12/2019 6:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA fb022711	Returned [REDACTED] to SB01 pager group.	[REDACTED]
Date / Time 14/12/2019 6:47:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Self Exclusion Referral Location GHTel Service RGA fb022711	[REDACTED] issued 2yr joint SE by CP RGA Danneil Perso stopcode added to CM account.	[REDACTED]
Date / Time 14/12/2019 6:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location GHTel Service RGA nm018947	[REDACTED] attended the RGC to SE. The CPSE was issued at 6:20 pm by JV with a minimum exclusion period of 3 years, Pe acted as witness. Patron referred to GH for counselling.	[REDACTED]



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Date / Time 14/12/2019 6:56:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA fb022711	<p>[REDACTED] called RGC to enquire about revocatoin; advised [REDACTED] that his 3yr minimum ban stood and that any request for revocation would be declined. Reminded [REDACTED] of conditions of SE and encouraged him to stay away from Crown altogether.</p>	[REDACTED]
Date / Time 14/12/2019 7:17:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA fb022711	<p>Surveillance (Lauren) advised [REDACTED] attempted entry to gaming floor via Western entry at 7:16PM; was refused by Security. No contact with RGA.</p>	[REDACTED]
Date / Time 14/12/2019 7:45:00 PM Person Name Responsible Gaming Audit Person ID Perso [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA nm018947	<p>Canvassed gaming floor around EGM, TG and FATG areas.</p>	<p>PHOTO REQUIRED</p>
Date / Time 14/12/2019 7:53:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Observable Signs Referral Location Security RGA fb022711	<p>COMMS (Andrew) advised [REDACTED] at Ming's entry; he had been approached by two females [REDACTED] claiming he owed them money. According to [REDACTED] AM [REDACTED] who had been observing them in Maple, they had been disputing the loan for some time and matters escalated when [REDACTED] attempted to leave the gaming floor. [REDACTED] confirmed he accepted \$1000 in chips from [REDACTED] and in return was to transfer \$1000 electronically to her account; the dispute started when the transfer was unsuccessful, despite [REDACTED] apparently showing a text message of the transfer. [REDACTED] confirmed he had participated in the practice 'several times' but claimed he had no gambling problem and was just reaching his withdrawal maximum and working around it. [REDACTED] issued a WOL card by Security (SSM Michael) and escorted off-site via BOH to Whiteman Street.</p>	[REDACTED]
Date / Time 14/12/2019 7:54:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Illegal Act Referral Location Security RGA fb022711	<p>[REDACTED] advised [REDACTED] and friend ([REDACTED]) had lent [REDACTED] \$1000 in chips and expecting repayment of funds via FFT. [REDACTED] believes that unidentified associates of [REDACTED] and [REDACTED] had implied that if [REDACTED] wouldn't pay them the matter would be resolved by other means; parties seemed aware of the importance of settling the matter off-site. With assistance from Perso [REDACTED] advised that this was undesirable behaviour and any further incidents of a similar nature would result in a WOL.</p>	[REDACTED]
Date / Time 14/12/2019 7:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Illegal Act Referral Location Security RGA fb022711	<p>[REDACTED] and associate [REDACTED] lent funds totalling [REDACTED] to [REDACTED]. [REDACTED] advised this was undesirable behaviour and that any further similar incidents would result in a WOL being issued.</p>	[REDACTED]



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Date / Time 14/12/2019 8:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Seeking other Assistance Referral Location No Referral RGA lp025083	Person report forwarded to Daniel Perso and Tom Perso as requested by Theo P.	[REDACTED]
Date / Time 14/12/2019 8:07:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA nm018947	Checked SPLUNK and WEBEX throughout shift.	
Date / Time 14/12/2019 8:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare Referral Location RGC RGA fb022711	Spoke to [REDACTED] to confirm he had taken a sufficient break. [REDACTED] had taken a significant break and looked well-rested; was reminded of the importance of taking regular breaks.	[REDACTED]
Date / Time 14/12/2019 8:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP12 MGF Machines Attended, no observable signs.	[REDACTED]
Date / Time 14/12/2019 8:34:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	Advised by Huck in SV that P was in Pit 8. Entered the gaming floor at 20:34 and left at 20:51. NIL contact with RGA.	[REDACTED]
Date / Time 14/12/2019 9:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP12 MGF Tables RGA spoke with patron briefly. No observable signs. SV called to get a photo removed from the patrons SEER account as a male pic was put in there by accident. Updated photo requested.	[REDACTED]



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Date / Time 14/12/2019 9:02:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service WOL Referral Location Security RGA fb022711	Surveillance (Katie) advised possible sighting of [REDACTED] in Atrium; had not breached conditions of SE. Advised Surveillance to have Security complete ID check and escort off-site.	[REDACTED]
Date / Time 14/12/2019 9:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP12 MGF Machines Attended. Observed.	[REDACTED]
Date / Time 14/12/2019 10:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 MGF Machines Observed [REDACTED] at J12; no observable signs noted.	[REDACTED]
Date / Time 14/12/2019 10:16:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 PRE Machines Observed [REDACTED] at G03; no observable signs noted.	[REDACTED]
Date / Time 14/12/2019 10:18:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 PRE Machines Observed [REDACTED] at G03; no observable signs noted.	[REDACTED]
Date / Time 14/12/2019 10:28:00 PM 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 fb022711	Canvassed gaming floor around EGM, TG and FATG areas. Liaised with Teak VOSM, Teak SEs, Security, TG AMs.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">PHOTO REQUIRED</p> <p style="text-align: center;"> responsiblegaming <small>ANALYSIS SERVICES SUPPORT</small> <small>Customer's Confidentiality Help: 800 832 888</small> <small>Responsible Gaming Centre: 1800 691 056</small> </p> </div>



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Person Registration Details	Comments	Photo
Date / Time 14/12/2019 10:44:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP12 MGF Machines Observed.	[REDACTED]
Date / Time 14/12/2019 10:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Self Exclusion Alleged Breach Referral Location Security RGA nm018947	Son in law called to say [REDACTED] is 100% on the gaming floor. SV was contacted and RGA will walk the floor. Patron plays Roulette.	[REDACTED]
Date / Time 14/12/2019 10:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP12 MGF Machines Observed.	[REDACTED]
Date / Time 14/12/2019 11:35:00 PM Person Name RGC Male Unknown Person ID Perso Referred By Table Games Nature of Service Observable Signs Referral Location GHTel Service RGA nm018947	Received a call from TG AM Troy in Central advising there was an un-carded male hitting a RT terminal. Troy said SV was providing coverage. I approached the male and had a chat with him. He didn't want to provide ID and said his name was [REDACTED]. He admitted to having a gambling issue, is considering SE and was seeking assistance with GH. I explained our services and our location and encouraged him to make contact with us when ready. He did not want our business card and said he will contact us when he decides to SE. He said he will have one more spin and leave. Relayed my conversation with [REDACTED] to TG AM Troy. While chatting with Troy [REDACTED] left the terminal and headed towards the West end.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">PHOTO REQUIRED</p> <p style="text-align: center;"> responsiblegaming <small>AMBIENET RESPONSABLE ALPINE</small> Casino's Gaming Help 800 551 888 Responsabilité Gaming Centre 1812 951 198 </p> </div>
Date / Time 15/12/2019 12:02:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP12 MGF Machines Attended. Observed.	[REDACTED]
Date / Time 15/12/2019 12:35:00 AM Person Name RGC Male Unknown Person ID Perso Referred By Self Nature of Service Seeking other Assistance Referral Location No Referral RGA fb022711	Unidentified male with strong Vietnamese accent called RGC; provided a membership number that showed nothing in SEER and couldn't clearly communicate what he wanted - except that he'd been given a 'card' and had been at the casino for an hour. Explained our services, which didn't seem to resonate with the male; provided him with GS number.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">PHOTO REQUIRED</p> <p style="text-align: center;"> responsiblegaming <small>AMBIENET RESPONSABLE ALPINE</small> Casino's Gaming Help 800 551 888 Responsabilité Gaming Centre 1812 951 198 </p> </div>



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Date / Time 15/12/2019 1:00:00 AM Person Name RGC Male Unknown Person ID Pers. [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location RGA RGA nm018947	<p>A Vietnamese male called, who was very difficult to understand, was making some sort of enquiry about his card. The male was finding it difficult to understand me also. Advised the male to call back tomorrow morning as Oanh is on shift.</p>	
Date / Time 15/12/2019 1:10:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	<p>Advised by Katie in SV that [REDACTED] entered the gaming floor via Village with a female friend. SV lost sight of him soon after. NIL contact with Security and RGA.</p>	
Date / Time 15/12/2019 1:13:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	<p>Katie in SV advised that [REDACTED] entered the gaming floor via Village and left soon after via the West. NIL contact with Security and RGA.</p>	
Date / Time 15/12/2019 1:43:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	<p>PP12 MGF Machines Observed [REDACTED] at D01; no observable signs noted.</p>	
Date / Time 15/12/2019 1:49:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	<p>PP16 MGF Machines Observed [REDACTED] at C80; no observable signs noted.</p>	
Date / Time 15/12/2019 1:51:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	<p>PP12 MGF Machines Observed [REDACTED] at N02; no observable signs noted.</p>	



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Person Registration Details	Comments	Photo
Date / Time 15/12/2019 2:37:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Play Periods Referral Location RGC RGA fb022711	P20 VIP Machines GM VOSM (Kevin) requested [REDACTED] take break; patron retired to his room.	[REDACTED]
Date / Time 15/12/2019 3:10:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP12 MGF Machines Attended. Observed. [REDACTED] contacted for a photo.	[REDACTED]
Date / Time 15/12/2019 3:16:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA fb022711	Surveillance (Huck) advised [REDACTED] attempted to enter gaming floor via Western entry at 2:56AM; denied entry by Security. No contact with RGA.	[REDACTED]
Date / Time 15/12/2019 3:38:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Self Exclusion Referral Location GHTel Service RGA fb022711	[REDACTED] issued 1yr joint SE by CP RGA Jo [REDACTED] stopcode added to CM account.	[REDACTED]
Date / Time 15/12/2019 4:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP12 MGF Tables observed.	[REDACTED]
Date / Time 15/12/2019 4:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP16 MGF Tables Observed.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Dec 14, 2019

Person Registration Details		Comments	Photo
Date / Time 15/12/2019 4:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP12 MGF Machines Observed.	[REDACTED]	
Date / Time 15/12/2019 5:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Observable Signs Referral Location No Referral RGA nm018947	Woke [REDACTED] up from a Rapid Terminal in the West. She said she was waiting for public transport.	[REDACTED]	
Date / Time 15/12/2019 5:35:00 AM Person Name RGC Male Unknown Person ID Perso. Referred By Self Nature of Service Revocation Information Referral Location RGC RGA fb022711	Male called RGC regarding his revocation application; as he was unable to scan the document as a PDF he offered to visit RGC to hand in paperwork; was reminded of centre's location and advised to visit anytime.		
Date / Time 15/12/2019 5:44:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Self Exclusion Referral Location GHTel Service RGA fb022711	issued 3yr joint SE by CP RGA Tamara [REDACTED] Person stopcde added to CM account.	[REDACTED]	
Date / Time 15/12/2019 5:55:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP12 MGF Machines Observed.	[REDACTED]	
Date / Time 15/12/2019 5:57:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP12 MGF Machines Observed.	[REDACTED]	
Registration Date/Time 14/12/2019 08:07:00 PM	Operational Overview Checked SPLUNK and WEBEX throughout shift.	Created By nm018947	