



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Sep 29, 2019

Daily Workload by Time of Day (for Report Period)



Report Summary

Total Contacts	96
Self Exclusion Breaches	5
Self Exclusion Inquiries	0
Self Exclusions Issued	2
Missing Persons	1
Unattended Children	0

Person Registration Details	Comments	Photo
Date / Time 29/09/2019 6:06:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 VIP Tables Advised Mah ACM Steve that patron has been playing for 14 hrs with no significant break.	[REDACTED]
Date / Time 29/09/2019 6:46:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service GRIP SE Referral Location GHTel Service RGA vm370923	[REDACTED] attended the RGC for his GRIP. Patron was explained about restriction in upgrade membership. No follow up required.	[REDACTED]
Date / Time 29/09/2019 7:14:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA vm370923	PP16 MGF Machines Patron had left his card in the FATG.	PHOTO REQUIRED
Date / Time 29/09/2019 8:02:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA vm370923	PP20 PRE Machines Advised VOSM that [REDACTED] has reached 20hrs with a 5hrs break.	[REDACTED]
Date / Time 29/09/2019 8:07:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA vm370923	PP16 PRE Machines VOSM informed patron played for 16hrs.	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 29/09/2019 8:32:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA vm370923	<p>Patron called asking about revocation information, as he breached yesterday. Explained he has to wait another year before applying and advised him to stay away from gaming floor. Patron could not speak english very well so I asked him to call back with a friend who could act as persian interpreter.</p>	[REDACTED]
Date / Time 29/09/2019 8:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Card Misuse Referral Location No Referral RGA vm370923	<p>Patron had reached 20hrs of play. Found another patron playing with [REDACTED] card, claimed to be her partner. Confiscated card and explained the T&Cs of Crown Rewards.</p>	[REDACTED]
Date / Time 29/09/2019 9:32:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service WOL Referral Location Security RGA vm370923	<p>Husband attended RGC and informed that [REDACTED] was playing at the FATGs near main cage. Attended with SSO#92 and spoke with [REDACTED] who after cashing her ticket in, immediately left the Casino via Mings. SV and COMMS informed.</p>	[REDACTED]
Date / Time 29/09/2019 9:37:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Welfare Referral Location Security RGA vm370923	<p>[REDACTED] attended RGC and informed us that his wife [REDACTED] has not come home. [REDACTED] then explained that he saw her playing at the FATG near main cage. [REDACTED] was very upset that Crown had let her into the Casino to play as he knows she is RG WOL. I explained that we do our best to stop people from coming to play if they are banned from the Casino although rarely people do slip through. [REDACTED] then showed us where his wife was playing and RGA removed her with [REDACTED].</p>	[REDACTED]
Date / Time 29/09/2019 10:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Self Exclusion Referral Location Chinese Peer Connection (East) RGA vm370923	<p>Christian from Teak called to inform that [REDACTED] was sleeping at table 1713. Attended and spoke with [REDACTED] who then exclaimed that she wanted to ban herself. Explained T&Cs with Dan (Dealer Perso) assisting with Mandarin interpretation and as witness.</p>	[REDACTED]
Date / Time 29/09/2019 10:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	<p>PP20 PRE Tables</p> <p>[REDACTED] informed patron has played for 20hrs. Deb spoke with [REDACTED] again and said he will leave soon - asked RGA to monitor as her shift finished soon.</p>	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 29/09/2019 10:59:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA bp354596	PP20 VIP Machines Advised DSM Ben patron has reached 20 hrs and half with 4 hrs and 48 mins as his longest break. Location at M0604.	[REDACTED]
Date / Time 29/09/2019 11:06:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA bp354596	PP16 PRE Machine Advised VOSM patron has reached 17 hrs with no substantial break. VOSM advised that already have a welfare chat with patron.	[REDACTED]
Date / Time 29/09/2019 11:08:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Mistaken Identity Referral Location No Referral RGA vm370923	DSM Ben called to inform that an Area Manager had accidently thought [REDACTED] was playing at the table when it was in fact another player (confirmed by SV). This resulted in [REDACTED] accumulating ratings that were not hers.	[REDACTED]
Date / Time 29/09/2019 11:16:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP16 VIP Tables ACM Mghy informed patron has reached 19hrs with 30mins break only.	[REDACTED]
Date / Time 29/09/2019 11:23:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare Referral Location No Referral RGA vm370923	In respose to pager I conducted a welfare check. [REDACTED] said she was alright and she has a walking stick with her now. [REDACTED] said that she sometimes get dizzy due to her medication. I advised her to take regular breaks away from the machine where she can have a drink of water or some food. [REDACTED] was grateful for the chat.	[REDACTED]
Date / Time 29/09/2019 11:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA bp354596	PP16 PRE Machines Approached patron to advise for PP policy. Patron only speak Chinese. [REDACTED] acting assist for the translation. Location G2107. Patron will leave in half and hour. Patron will reach 20 hrs in 20 mins. SV Mark provided coverage.	[REDACTED]



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Person Registration Details		Comments	Photo
Date / Time 29/09/2019 11:34:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA bp354596	PP24 MGF Machines Approached patron to request to leave for 24 hrs break. Patron at first said already have a break and will wait to play Bingo this afternoon. Advised she can't stay in the gaming anymore and her break is only 2 hrs was not adequate. Escorted her out via Atrium exit and advised not to return prior 11:30 tomorrow 30/09/19. SV Mark provide coverage.	[REDACTED]	
Date / Time 29/09/2019 11:46:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA bp354596	PP16 PRE Machines Advised ACM Teak patron has reached 19 hrs with no substantial break. Location at G5801.	[REDACTED]	
Date / Time 29/09/2019 11:48:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA bp354596	PP16 PRE Machines Advised VOSM patron has reached 17 hrs and 40 mins with no substantial break. VOSM advised that patron has been spoken to.	[REDACTED]	
Date / Time 29/09/2019 11:49:00 AM Person Name Responsible Gaming Audit Person ID Pers. Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA bp354596	Canvassed gaming floor around EGM, TG and FATG areas.	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>PHOTO REQUIRED</p> <p>responsiblegaming <small>ANALYSIS OPERATIONS SUPPORT Number 1 Control by Help 800-000-000 Responsible Gaming Centre 905-900-090</small></p> </div>	
Date / Time 29/09/2019 12:03:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location GHTEL Service RGA bp354596	SV Mathew advised [REDACTED] was at pit 8. RGA attended with SSO 124 presented. When [REDACTED] saw RGA he started to move; walked with [REDACTED] to cashier to cash out his and escorted out via Ming entrance. Advised [REDACTED] to seek for counselling. RG Business card accepted.	[REDACTED]	
Date / Time 29/09/2019 1:01:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA bp354596	PP16 PRE Tables Approached patron to advise for PP policy. Patron has played for 19 hrs and said will leave around 2 pm. AM Thao has been advised. SV Lori provided coverage.	[REDACTED]	



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Date / Time 29/09/2019 1:06:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA bp354596	PP20 PRE Tables Approached [REDACTED] to remind for break. [REDACTED] knew her time and said she will leave in an hour. [REDACTED] has reached 20 hrs. AM Thao advised and will monitor. SV Lori provided coverage.	[REDACTED]
Date / Time 29/09/2019 1:11:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP20 PRE Tables Talked to patron about play periods. Explained that he must take a break and patron left immediately. AM Clare informed. Not to return before 9pm on 29/09/19.	[REDACTED]
Date / Time 29/09/2019 1:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA bp354596	SV Mathew advised [REDACTED] attempted breach at Village entry. Denied access. Nil contact with RGA.	[REDACTED]
Date / Time 29/09/2019 1:17:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA vm370923	[REDACTED] attended RGC asking if he could go to Kitchen Workshop for lunch today, advised that he cannot. Passed on RGC email as he would like to revoke his exclusion. Referred to GH for counselling.	[REDACTED]
Date / Time 29/09/2019 2:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare Referral Location RGC RGA vm370923	In response to pager I conducted a welfare check. Patron said he had spent \$2000 today, I asked if his gambling was ok and he said yes. It was difficult to conduct a more indepth conversation as he speaks limited English. Requires Afghani translator.	[REDACTED]
Date / Time 29/09/2019 2:36:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA bp354596	[REDACTED] called to query for revocation process. [REDACTED] said she just sent us a revocation application signed via an email. Confirmed with her that we had received the document. Next step is she has to seek for counselling to obtain the counselling report. [REDACTED] said she doesn't want to go to counselling. She said it is not fair; she chose to SE by herself and she didn't have a big problem gambling. Advised her this is the revocation standard process. [REDACTED] said so leave it then; she doesn't want to process her revocation application further due to not wanting to seek counselling. Advised her again that; the application signed will be kept till the counselling report received then we can process her revocation further if she have changed her mind.	[REDACTED]



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Date / Time 29/09/2019 2:46:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA bp354596	PP12 PRE Machines Advised VOSM patron has reached 15 hrs with no substantial break.	[REDACTED]
Date / Time 29/09/2019 2:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA bp354596	PP16 PRE Machines Advised VOSM patron has reached 17 hrs in 15 mins with no substantial break.	[REDACTED]
Date / Time 29/09/2019 3:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service 3rd Party Assistance / Inquiry Referral Location RGC RGA vm370923	[REDACTED] mother [REDACTED] called today concerned about his gambling habits. She said that her [REDACTED] has dropped out of uni, is rarely home and his behaviour has changed a lot. She states that [REDACTED] had borrowed up to \$230,000 from family and friends. Is suspicious that he has borrowed from Vietnamese patrons at the Casino. [REDACTED] mother has helped her son pay off some of the debt yet [REDACTED] denies that he still gambles. His mother will try to fill out TP Exclusion application. Permission for RGA to conduct welfare check on [REDACTED] has been granted. Please return to pager LD when welfare check completed.	Personal Information
Date / Time 29/09/2019 3:04:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location GHTel Service RGA bp354596	SV Matthew called to advise [REDACTED] was at pit 31. RGA attended with SSO 94 presented. Advised [REDACTED] to seek for counselling and do not enter the gaming floor. RG Business card accepted; advised him to contact RGC after 12 months (breach free) in order to start revocation process.	[REDACTED]
Date / Time 29/09/2019 3:23:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP20 MGF Tables Patron advised that she must take a break soon. Husband will pick her up at 5pm and agreed to take 24hr break (using Chinese translator tool), not to return before 6pm on 30/09/19. Passed on to AM Brad.	[REDACTED]
Date / Time 29/09/2019 4:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA bp354596	SV Matthew called to advise that [REDACTED] attempted breach at Food court entry. Denied access. Nil contact with RGA.	[REDACTED]



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Date / Time 29/09/2019 4:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA bp354596	SV Matthew advised [REDACTED] breached via the sport entry and walked off at the same entrance. Nil contact with RGA.	Personal Information
Date / Time 29/09/2019 4:28:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service WOL Referral Location Security RGA bp354596	[REDACTED] (partner) visited RGC to query for his wife's ban status. Advised him we can't disclose any information. [REDACTED] provided his id and his wife's ID to check. Found out [REDACTED] was WOL. Advised [REDACTED] is the contact number for further query. [REDACTED] understood.	
Date / Time 29/09/2019 4:29:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA bp354596	Delete from RGPP 24.	
Date / Time 29/09/2019 4:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA bp354596	PP12 VIP Machines Advised VOSM patron has reached 12 hrs with no substantial break.	
Date / Time 29/09/2019 4:45:00 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 vm370923	Canvassed gaming floor around EGM, TG and FATG areas.	
Date / Time 29/09/2019 5:08:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA vm370923	PP20 MGF Machines Explained play periods to [REDACTED] Patron will take a break before 8pm.	



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<p>Date / Time 29/09/2019 5:11:00 PM</p> <p>Personal Information</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA bp354596</p>	<p>PP24 MGF Tables</p> <p>Approached P to request her to leave for 24 hrs break. Walked her out thru Atrium exit. Placed on to RGPP not to return prior 18:00 on 30/09/2019. AM Blad advised. SV Lori provided coverage.</p>	Personal Information
<p>Date / Time 29/09/2019 5:15:00 PM</p> <p>Personal Information</p> <p>Referred By Security</p> <p>Nature of Service Self Harm / Suicide / Deceased</p> <p>Referral Location Security</p> <p>RGA vm370923</p>	<p>SSM Michael asked RGA to attend Crown College. Staff member P had disclosed to her manager that she cannot work today and had previously thoughts of self harm. I gave her Benestar card, Beyond Blue and Headspace phone number. I also gave her Father James' card and explained services for staff. SSO Rebecca & F&B Manager Cameron also attended and will have First Aid assess her.</p>	Personal Information
<p>Date / Time 29/09/2019 5:20:00 PM</p> <p>Personal Information</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Other</p> <p>Referral Location No Referral</p> <p>RGA bp354596</p>	<p>Delete from RGPP 24 hrs break.</p>	Personal Information
<p>Date / Time 29/09/2019 5:22:00 PM</p> <p>Personal Information</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Welfare</p> <p>Referral Location RGC</p> <p>RGA bp354596</p>	<p>RG Welfare chat pager alert; RGA attended to have a conversation with Perso said he doesn't have any gambling concern. Advised him his mother called to address the concern of him. He stated he will sort this out with his mother. RG service advised. RG business card accepted. SV Lauren provided coverage.</p>	Personal Information
<p>Date / Time 29/09/2019 5:24:00 PM</p> <p>Personal Information</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Other</p> <p>Referral Location No Referral</p> <p>RGA bp354596</p>	<p>In response to SPLUNK alert; attempted to speak to patron but unable to locate patron. Place on RGPP. Patron has reached 24 hrs with no substantial break. pls return to AB02 accordingly.</p> <p>Carpark entry at 16:25 28/09 and exited at 21:18 29/08. Added to RGA mobile to have a chat to patron regarding her time on site.</p> <p>Patron removed from pager after taking over 24hr break.</p>	Personal Information
<p>Date / Time 29/09/2019 5:31:00 PM</p> <p>Personal Information</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Host</p> <p>RGA bp354596</p>	<p>PP20 VIP Tables</p> <p>Advised DSM Brett patron has reached 21 hrs and half with 5 hrs as his longest break. DSM Brett responded will have a chat to him.</p> <p>Brett replied "Spoke to him, advised to take a minimum 8hrs break in play, Will continue to monitor"</p>	Personal Information



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Date / Time 29/09/2019 5:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA bp354596	PP16 MGF Machines Approached to advise for PP policy and remind patron to have regular break. Patron has reached 19 hrs with no substantial break. Patron understood and will leave in 1 hr. SV Lori provided for coverage.	[REDACTED]
Date / Time 29/09/2019 5:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA bp354596	PP16 PRE Machines Advised VOSM patron has reached 18 hrs with no substantial break.	[REDACTED]
Date / Time 29/09/2019 6:08:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA bp354596	In response to RGPP; patron was playing at pit 4; RGA approached to request her to leave not to return prior 5 pm tomorrow. If she still comes back by tonight; please advise her to leave longer than 24 hrs. Patron is very resistant to leave. SV Maria provided for coverage.	[REDACTED]
Date / Time 29/09/2019 6:12:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA bp354596	PP20 PRE Tables Advised ACM Maple patron has reached 21 hrs with 5 hrs as his longest break. Sighted [REDACTED] in pit 8, Notified ACM Andrew of [REDACTED] PP. Andrew will monitor.	[REDACTED]
Date / Time 29/09/2019 6:58:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP20 PRE Tables RGA approached with SV coverage from Melisa to advise [REDACTED] of his PP. PP policy explained and he will leave at 07:30pm. ACM Andrew was notified and will monitor. Added to RGPP to monitor, please return to RS01 once completed.	[REDACTED]
Date / Time 29/09/2019 7:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 PRE Tables RGA approached [REDACTED] to advise him of his PP. PP policy explained where [REDACTED] stated he will have another drink and will leave for the night. AM Goeff will monitor,	[REDACTED]



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Date / Time 29/09/2019 7:15:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA nm018947	Cleaned up RG mobile phone pager.	 PHOTO REQUIRED
Date / Time 29/09/2019 7:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location RGC RGA ov360590	PP20 VIP Machines Advised DSM Brett of [REDACTED] PP, 30hrs with a 4hrs and a 5hrs break. Brett and RGA talked to [REDACTED] and advise him to take a 12hrs break not to return prior to 7am 30/09/2019. Added to RGPP to monitor. 1:59pm - TG ACM Webex message [REDACTED] Perso has said he will be leaving for an 8 hour break at around 4pm.	Personal Information
Date / Time 29/09/2019 7:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	PP16 VIP Machines Advised VOSM patron has reached 16hrs with no substantial break.	[REDACTED]
Date / Time 29/09/2019 8:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Welfare Referral Location No Referral RGA nm018947	Amos from COMMS called to advise that [REDACTED] had another fall at this afternoon and refused assistance. VM performed a welfare check at 11:30 this morning prior to the fall. Amos was concerned about the amount of Code Blues this patron has had. Email sent to LP and Riverside Manager Andrea Bates. [REDACTED] placed on the pager for another welfare check.	[REDACTED]
Date / Time 29/09/2019 8:33:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 PRE Tables Advised ACM Andrew that [REDACTED] has been playing for 14 hours with no significant breaks.	[REDACTED]
Date / Time 29/09/2019 8:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Time Out Referral Location GHTel Service RGA nm018947	Received a call from Poker that [REDACTED] wishes to SE. Brought patron to RGC and discussed SE. Patron decided to enrol in 3 month TO.	[REDACTED]



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Date / Time 29/09/2019 8:48:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA ov360590	PP24 VIP Tables Advised DSM Brett that [REDACTED] has been playing for 25hrs with a 5hrs break. Brett has advised [REDACTED] to take a longer break next time and will monitor.	[REDACTED]
Date / Time 29/09/2019 8:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Observable Signs Referral Location No Referral RGA ov360590	FYI call from Melisa from SV advised that [REDACTED] was removed from Poker due to aggressive behaviour when losing and seems very agitated when playing. [REDACTED] was removed off complex. Added to RGA pager for Welfare chat.	[REDACTED]
Date / Time 29/09/2019 9:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location GHTEL Service RGA ov360590	Patron attended RGC and requested to apply for S/E. SE conditions, boundaries and obligations explained. Application successfully processed with Nina acting as witness. SV and COMMS was notified regarding [REDACTED] WOL. SSO attended RGC to remove [REDACTED] when SE process completed but [REDACTED] has left premises.	[REDACTED]
Date / Time 29/09/2019 9:02:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Missing Persons Referral Location No Referral RGA ov360590	SSOs #259 attended RGA asked if RGA have had any interaction with [REDACTED] before as he has been reported as a missing person. No interaction with [REDACTED] prior and has walked the floor but unable to locate.	[REDACTED]
Date / Time 29/09/2019 9:32:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA ov360590	[REDACTED] Passport was found on the photocopy Machines. RGA contacted [REDACTED] to notify her and she said she will come to pick it up at 22:00.	[REDACTED]
Date / Time 29/09/2019 9:41:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGC RGA jt380953	Surveillanc Source and Information: Victim in an alleged theft in Pit 12. Outline of event: [REDACTED] claimed she had dropped \$2000 cash from her bra and someone else had picked it up. A review was conducted but the claims weren't able to be substantiated. Pers. 42 attended and took details. Later it was discovered the [REDACTED] is Self Excluded and she was removed form the gaming floor.	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 29/09/2019 9:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	PP20 PRE Machines Advised VOSM Ni that patron is reaching 24hrs with no substantial break. VOSM Carmen advised that [REDACTED] wasn't aggressive but refused to leave and demand to talk to RGA.	[REDACTED]
Date / Time 29/09/2019 10:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	PP24 PRE Machines RGA attended G5220 to talk to [REDACTED] regarding his PP. SSOs #259 and #78 was present when RGA approached, he stated that he does not want to leave as he has 1 more point to earn his Plat level. PP policy reinstated and advised [REDACTED] to leave for a 24hrs break returning no sooner than 10 pm 30/09/2019. [REDACTED] was complaining "This is great customer service" while walking off and was using aggressive language toward RGA. Removed via Atrium where [REDACTED] pull out his phone and asked who he can talk to regarding this. RGA Nina advised [REDACTED] to leave where [REDACTED] and his GF walked off.	[REDACTED]
Date / Time 29/09/2019 10:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP20 MGF Machines RGA attended F1804 to advise [REDACTED] of his PP. PP policy explained and advise [REDACTED] to take an 8hrs break. Added to RGPP to monitor.	[REDACTED]
Date / Time 29/09/2019 10:37:00 PM Person Name RGC Female Unknown Person ID Pers [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location No Referral RGA ov360590	Unknown female approached RGA at Food Court Entrance to asked about ATM, Advised her to check her card balance and to contact her bank. Pointed out the phone number on the terminal for her to call.	PHOTO REQUIRED <small> Gambling's Standing Helpline 1800 858 858 Responsible Gaming Centre 1800 001 000 </small>
Date / Time 29/09/2019 11:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA nm018947	PP24 MGF Tables With the permission of DSM Bec RGA spoke with Black Member [REDACTED]. She had been here since 11:15 yesterday but had a few breaks, she lives in the CBD. Patron was asked to take a substantial break. She said she will go have dinner and then go home.	[REDACTED]
Date / Time 29/09/2019 11:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	Raf in SV advised that [REDACTED] was in Pit 8. I attended with Security and SSM Shane. [REDACTED] was removed and RGA did not speak with him. He claimed to Security he was allowed on the gaming floor because it's been a year and his counsellor said so. Chips were cashed in and then he left.	[REDACTED]



RESPONSIBLE GAMING

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Person Registration Details	Comments	Photo
Date / Time 29/09/2019 11:30:00 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 nm018947	Canvassed gaming floor around EGM, TG and FATG areas.	<p>PHOTO REQUIRED</p> <p>responsible gaming <small>MANAGED RESPONSIBLE GAMING SUPPORT</small> Casino's Check My Play 900 900 888 Responsible Gaming Centre 1800 900 000</p>
Date / Time 30/09/2019 12:35:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA ov360590	Checked SPLUNK and WEBEX.	<p>PHOTO REQUIRED</p>
Date / Time 30/09/2019 12:46:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	PP12 PRE Machines VOSM notified via SMS.	[REDACTED]
Date / Time 30/09/2019 12:47:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	PP12 PRE Machines VOSM notified via SMS.	[REDACTED]
Date / Time 30/09/2019 12:48:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 PRE Tables ACM Andrew was notified and will follow up with patron.	[REDACTED]
Date / Time 30/09/2019 1:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Observable Signs Referral Location RGC RGA nm018947	Received a call from TG AM Zoe that there was a patron who asked a Dealer if he could pawn items for cash here at the Casino. I attended and spoke with [REDACTED]. He said he's in control of his gambling and his bank card was locked by his bank because it was fraudulently used. He said he didn't have access to cash until tomorrow. I explained our services and offered him a business card but he declined to accept it. Chris in SV was notified for coverage and a photo.	[REDACTED]



RESPONSIBLE GAMING

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Person Registration Details	Comments	Photo
Date / Time 30/09/2019 1:22:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 VIP Tables Advised Mah ACM Chris that [REDACTED] has been playing for 15 hours with no significant breaks.	[REDACTED]
Date / Time 30/09/2019 1:29:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 MGF Tables ACM Andrew was notified and will follow up	[REDACTED]
Date / Time 30/09/2019 1:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 MGF Tables ACM Andrew was notified and will follow up	[REDACTED]
Date / Time 30/09/2019 1:36:00 AM 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 ov360590	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="font-size: small;"> A MEMBER OF THE GAMES GROUP Gambling & Gaming Help: 800 898 888 Responsible Gaming Centre 1800 001 108 </p> </div>
Date / Time 30/09/2019 1:55:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	PP16 PRE Machines VOSM was advised via SMS. 18hrs with no significant break.	[REDACTED]
Date / Time 30/09/2019 1:57:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 Pre Tables Spoke to and txt ACM (Jeff) that [REDACTED] needs a reminder to take a substantial break.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Sep 29, 2019

Person Registration Details	Comments	Photo
Date / Time 30/09/2019 3:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Observable Signs Referral Location RGC RGA ov360590	<p>GM AM Ross advised that CSA has observed [REDACTED] is wearing the same set of clothings and has fallen asleep at the terminal VM105032. RGA approached with [REDACTED] coverage from Chris. RGA advised [REDACTED] to be alert and to leave for breaks when tired and to keep track of time. [REDACTED] seemed very tired and told RGA he came to Crown around 12pm 29/09 and is waiting for the 1st train.</p> <p>[REDACTED] claimed to have no problem gambling and only come to Crown for fun. RG services explained and reminded [REDACTED] that if any further interaction regarding him sleeping onsite will result in a welfare WOL.</p>	[REDACTED]
Date / Time 30/09/2019 3:19:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	<p>PP12 VIP Tables</p> <p>Mah ACM Steve informed thru SMS to remind patron to take breaks.</p>	[REDACTED]
Date / Time 30/09/2019 3:21:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	<p>PP12 VIP Tables</p> <p>Mah ACM Steve informed thru SMS to remind patron to take breaks.</p>	[REDACTED]
Date / Time 30/09/2019 3:23:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	<p>PP16 MGF Machines</p> <p>Advised VOSM for remind patron to take a break.</p>	[REDACTED]
Date / Time 30/09/2019 3:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	<p>PP12 VIP Tables</p> <p>ACM Steve was notified and will follow up.</p>	[REDACTED]
Date / Time 30/09/2019 3:35:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	<p>PP12 PRE Machines</p> <p>Advised VOSM [REDACTED] has reached 15hours of play with no significant breaks.</p>	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Sep 29, 2019

Person Registration Details		Comments	Photo
Date / Time 30/09/2019 3:35:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16 MGF Tables RGA approached with SV coverage from Eamon to advise [REDACTED] of his PP.PP policy explained [REDACTED] is staying at Metropol and will take a break soon.	[REDACTED]	
Date / Time 30/09/2019 3:55:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP20 PRE Tables ACM Matthew was notified, RGA approached with SV coverage from Eamon to advise [REDACTED] of her PP, PP policy explained and reminded [REDACTED] to take substantial break soon. Matthew will monitor.	[REDACTED]	
Date / Time 30/09/2019 4:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 PRE Tables AM Mathew was notified where AM Phillip reminded [REDACTED] to take substantial break.	[REDACTED]	
Date / Time 30/09/2019 4:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 MGF Tables Advised TG ACM Maple Matthew to follow up with [REDACTED]	[REDACTED]	
Date / Time 30/09/2019 5:18:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16 VIP Tables ACM Steve informed to remind patron to take a break. Patron details sent via SMS.	[REDACTED]	
Date / Time 30/09/2019 5:19:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16 VIP Tables ACM Steve informed to remind patron to take a break. Patron details sent via SMS.	[REDACTED]	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Sep 29, 2019

Person Registration Details		Comments	Photo
Date / Time 30/09/2019 5:19:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 VIP Tables ACM Steve informed to remind patron to take a break. Patron details sent via SMS.	[REDACTED]	
Date / Time 30/09/2019 5:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 PRE Tables Advised ACM Matthew that [REDACTED] has been playing for 14hours with no significant breaks.	[REDACTED]	
Date / Time 30/09/2019 5:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP12 PRE Tables Advised ACM Matthew that [REDACTED] has been playing for 15 hours with no significant breaks.	[REDACTED]	
Registration Date/Time	Operational Overview	Created By	
29/09/2019 07:15:00 PM	Cleaned up RG mobile phone pager.	nm018947	
30/09/2019 12:35:00 AM	Checked SPLUNK and WEBEX.	ov360590	