



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Nov 19, 2020

Daily Workload by Time of Day (for Report Period)



Report Summary

Total Contacts	24
Self Exclusion Breaches	0
Self Exclusion Inquiries	0
Self Exclusions Issued	2
Missing Persons	0
Unattended Children	0

Person Registration Details	Comments	Photo
<p>Date / Time 19/11/2020 7:42:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Third Party</p> <p>Nature of Service TPE Information</p> <p>Referral Location RGA</p> <p>RGA jt380953</p>	<p>[REDACTED] a concerned friend of [REDACTED] called wanting to "report" [REDACTED] to Crown. [REDACTED] advised me that [REDACTED] is involved in illegally obtained money and borrowing money from shark loaners at Crown. [REDACTED] advised that [REDACTED] is not caring for his disabled wife and is using her insurance money to fund his gambling. [REDACTED] advised that [REDACTED] had been approached by Crown questioning his source of money recently. Advised [REDACTED] that as part of RG we can take these concerns and offer her a Third Party Exclusion application. [REDACTED] is happy to hear more about this and will come into RGC on 20/11 at 4pm to discuss it further. Have pointed out more information on the Crown website for now. RGA advised.</p>	[REDACTED]
<p>Date / Time 19/11/2020 8:31:00 AM</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 No Referral</p> <p>RGA jt380953</p>	<p>[REDACTED] called wanting to grab an update on his revocation application. Advised [REDACTED] that we still have his application in vetting stages and that we will make contact with him when we have some results.</p>	[REDACTED]
<p>Date / Time 19/11/2020 8:49:00 AM</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 No Referral</p> <p>RGA jt380953</p>	<p>[REDACTED] emailed her request to revoke which had been responded to with a declined letter due to the attempted breach on 16/03/2020. [REDACTED] is eligible to apply again on or after 16/03/2021.</p>	[REDACTED]
<p>Date / Time 19/11/2020 8:58:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Crown Perth</p> <p>Nature of Service Self Exclusion</p> <p>Referral Location RGC</p> <p>RGA jt380953</p>	<p>Patron, [REDACTED] applied to be self excluded from Crown Perth and Crown Melbourne on 19 November 2020.</p> <p>Please see attached ID and photo.</p> <p>Excluded by - CP SE period: 1 year 7 year opt out?: Yes RGA: Maddison Person</p>	[REDACTED]



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Date / Time 19/11/2020 9:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Paperwork Received Referral Location No Referral RGA jt380953	Received signed application via email. Responded to let [REDACTED] know that we still require his report before we can proceed.	[REDACTED]
Date / Time 19/11/2020 10:20:00 AM Person Name [REDACTED] Person ID 5075 Referred By Self Nature of Service Revocation Paperwork Received Referral Location No Referral RGA jt380953	Received two reports electronically from [REDACTED]. 1) Report from [REDACTED] 2) WaveCare Counsellor. Both reports forwarded to RGP's for vetting.	[REDACTED]
Date / Time 19/11/2020 11:49:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA fb022711	[REDACTED] removed from RG Unpaid Parking pager; 17 months since reported unpaid parking.	
Date / Time 19/11/2020 11:51:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA fb022711	[REDACTED] removed from RG Unpaid Parking pager; 14 months since reported unpaid parking.	
Date / Time 19/11/2020 11:58:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location No Referral RGA jt380953	[REDACTED] emailing about progress of revocation application. Explained delays due to covid and Crown's closure. Will reach out to customer when I have his results.	[REDACTED]
Date / Time 19/11/2020 12:03:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA jv031797	[REDACTED] phoned to confirm if the revocation application form has been sent to him via post. Confirmed that it has been sent. He advised that he may return the signed forms to RGC in person. Standard revocation process explained. Referred to GH for counselling.	[REDACTED]



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Date / Time 19/11/2020 12:22:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA fb022711	[REDACTED] removed from RGA pager; [REDACTED] issued a WOL.	[REDACTED]
Date / Time 19/11/2020 12:37:00 PM Person Name Responsible Gaming Audit Person ID [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA jv031797	Canvassed VIP areas. Liaised with patrons on/off gaming floor, VIP Exec hosts, VOSMs, and Security Officers.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><u>PHOTO REQUIRED</u></p>  <p style="font-size: 8px;"> APPROVED ACCOUNTS SUPPORT Gambling Warranting No. 1002 888 888 Responsible Gaming Centre 1002 800 038 </p> </div>
Date / Time 19/11/2020 12:43:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA fb022711	[REDACTED] removed from RGA pager group - Exclusion Order issued.	[REDACTED]
Date / Time 19/11/2020 12:52:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA fb022711	[REDACTED] removed from RGA pager group; welfare check completed 26/01/20.	[REDACTED]
Date / Time 19/11/2020 12:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA fb022711	[REDACTED] called to enquire about revocation; provided [REDACTED] with RGC email address to initiate application.	[REDACTED]
Date / Time 19/11/2020 1:52:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Other Referral Location No Referral RGA jt380953	[REDACTED] called wanting to confirm WOL status. Informed [REDACTED] that WOL rescinded in April 2020.	[REDACTED]



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Date / Time 19/11/2020 2:37:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service RG WOL Referral Location RGC RGA jt380953	Please be advised that patron [REDACTED] has been issued an NRL for RG Welfare Concerns. Reason: RG CONCERNS	[REDACTED]
Date / Time 19/11/2020 2:53:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Request for Revocation Referral Location No Referral RGA jt380953	Received request for revocation email from [REDACTED] Updated address.	[REDACTED]
Date / Time 19/11/2020 4:43:00 PM Person Name Responsible Gaming Audit Person ID [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA pf370890	Canvassed VIP areas. Liaised with patrons on/off gaming floor, ACM, VOSMs, cleaners and GM Area Managers.	PHOTO REQUIRED responsiblegaming <small>WARRIOR RESPONSIBLE GAMING Customer's Gambling Help 1800 858 858 Responsible Gaming Centre 1800 001 198</small>
Date / Time 19/11/2020 4:54:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Application Referral Location No Referral RGA jt380953	Revocation Application emailed to [REDACTED]	[REDACTED]
Date / Time 19/11/2020 6:22:00 PM Person Name Responsible Gaming Audit Person ID [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA fb022711	Canvassed VIP areas. Liaised with patrons on/off gaming floor, GM Area Managers, VIP Service Execs, VOSMs, and gaming technicians.	PHOTO REQUIRED responsiblegaming <small>WARRIOR RESPONSIBLE GAMING Customer's Gambling Help 1800 858 858 Responsible Gaming Centre 1800 001 198</small>
Date / Time 19/11/2020 7:28:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Self Exclusion Referral Location GHTel Service RGA fb022711	[REDACTED] applied for SE from CM & CP on on 19/11/2020; stopcodes added to account. Excluded by - CP SE period: 1 year 7yr opt out? Yes RGA: Tamara [REDACTED] Personal	[REDACTED]



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Date / Time 19/11/2020 7:30:00 PM Person Name Responsible Gaming Audit Person ID [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA jv031797	Canvassed VIP areas. Liaised with patrons on/off gaming floor, ACM, VOSMs, cleaners and GM Area Managers.		
Date / Time 19/11/2020 8:11:00 PM Person Name Responsible Gaming DOR Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA fb022711	Several patrons called to query their Crown Rewards membership, access to the car-park and other general enquiries.		
Date / Time 19/11/2020 11:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Other Referral Location RGC RGA BI017908	RGA Jo Pers advised that [REDACTED] had his revocation approved on 19 November 2020. Coding removed for CM.		
Registration Date/Time	Operational Overview	Created By	
19/11/2020 08:11:00 PM	Several patrons called to query their Crown Rewards membership, access to the car-park and other general enquiries.	fb022711	