

CROWN RESPONSIBLE GAMING
 DAILY OPERATIONS REPORT FOR GAMING DATE Aug 3, 2018





Person Registration Details	Comments	Photo
Date / Time: 03/08/2018 8:53:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Responsible Gaming Nature of Service: Breach of Self Exclusion Referral Location: No Referral RGA: pf370890	SV (Cathy) advised that [REDACTED] was in Vegas. SSO#156 attended. Recommended seeking counselling [REDACTED] was removed via Vegas entrance.	
Date / Time: 03/08/2018 9:00:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Responsible Gaming Nature of Service: Data Follow up Referral Location: No Referral RGA: gj014394	Data follow up. Patron was relaxed and showed no observable signs. No gambling issues.	
Date / Time: 03/08/2018 9:35:00 AM Person Name: Responsible Gaming DOR Person ID: Perse Referred By: Responsible Gaming Nature of Service: SYCO Report Referral Location: No Referral RGA: gj014394	Syco report checked-9am	
Date / Time: 03/08/2018 10:15:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Responsible Gaming Nature of Service: Play Periods Referral Location: No Referral RGA: pf370890	24hrBREAK VIP Table-Games Advised ACM (Glenn) [REDACTED] was requested to take 24 hours break not to return to gaming floor before 11am on 04/08/18.	
Date / Time: 03/08/2018 10:36:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Responsible Gaming Nature of Service: Play Periods Referral Location: No Referral RGA: pf370890	PP12hrs VIP Table-Games Advised ACM Jeff [REDACTED] to take regular breaks.	



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Date / Time 03/08/2018 11:19:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Paperwork Received Referral Location No Referral RGA mo386705	Signed revocation application received from [REDACTED] via post. Awaiting on counsellors report.	
Date / Time 03/08/2018 12:04:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA lp025083	[REDACTED] SE from Perth. [REDACTED] has 3 SYCO accounts. Business Development Mgr NSW, Person [REDACTED], has been advised that [REDACTED] can no longer be on a program or use any member areas in CM.	
Date / Time 03/08/2018 12:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Self Exclusion Referral Location Gambler's Help Counselling Service RGA pf370890	COMMs advised that [REDACTED] was at Foodcourt entry wanting to SE. I collected [REDACTED] and I then outlined the legal boundaries of the SE Order and [REDACTED] opted to proceed. The SE Order was served at 12:53. Phionna [REDACTED] witnessing the documents. [REDACTED] was provided with contact details for GHelp, Crownbet and the RGSC.	
Date / Time 03/08/2018 2:36:00 PM Person Name Responsible Gaming DOR Person ID Person [REDACTED] Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA gj014394	Syco report checked - 1pm	 PHOTO REQUIRED
Date / Time 03/08/2018 2:54:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Vietnamese (AVWA) RGA lp025083	[REDACTED] called regarding her application for revocation. Referred [REDACTED] to Vietnamese Women's Association. BL to call [REDACTED] and explain in detail.	
Date / Time 03/08/2018 3:00:00 PM Person Name Responsible Gaming Audit Person ID Perso [REDACTED] Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA gj014394	Canvassed gaming floor around EGM and FATG areas.	PHOTO REQUIRED  <small>AMBERG ASSISTANCE SUPPORT Gambler's Assist by Help 1800 900 888 Responsible Gaming Online 1800 900 888</small>



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Date / Time 03/08/2018 3:58:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Compliance Nature of Service VCGLR Appeal Referral Location No Referral RGA Ip025083	At the request of the VCGLR via Compliance, Self-Exclusion documents forwarded to the VCGLR for SE Appeal purposes.	[REDACTED]
Date / Time 03/08/2018 4:17:00 PM Person Name Responsible Gaming DOR Person ID Persc Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA mo386705	Audited all cage and reward desk electronic signage codes. All compliant.	 PHOTO REQUIRED
Date / Time 03/08/2018 4:17:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA mo386705	Brochure audit conducted and completed for the entire casino.	 PHOTO REQUIRED
Date / Time 03/08/2018 5:09:00 PM Person Name RGC Male Unknown Person ID Persc Referred By Self Nature of Service Self Exclusion Information Referral Location No Referral RGA pf370890	An unknown male called the RGLO mobile while I was on the MGF. Asked if I could call back as not in the office, asked for their mobile number so i could call back however the male then disconnected the call.	PHOTO REQUIRED 
Date / Time 03/08/2018 5:10:00 PM Person Name RGC Female Unknown Person ID Persc Referred By Self Nature of Service Other Referral Location No Referral RGA pf370890	Received a phone call on the RGLO mobile from an unknown female asking if Crown did loans. I advised her that Crown did not do loans. She then said that a friend said that Crown has Loan Sharks that loaned money and you could pay back with interest. I once again said the information that she had been told was incorrect and that Crown did not facilitate loans of any sort for any of their patrons. She then hung up the call.	PHOTO REQUIRED 
Date / Time 03/08/2018 5:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service WOL Referral Location No Referral RGA pf370890	Called SV (Scotty) as I sighted [REDACTED] in pit 4. SV (Scotty) said they would follow up on the sighting and action accordingly.	[REDACTED]



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<p>Date / Time 03/08/2018 5:19:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA pf370890</p>	<p>SV (Renee) advised [REDACTED] in Pit 4. SSO# 255/257 attended. [REDACTED] removed via west end.</p>	
<p>Date / Time 03/08/2018 5:39:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Other</p> <p>Referral Location No Referral</p> <p>RGA pf370890</p>	<p>SV (Cathy) advised [REDACTED] was in Pit 8. SSO#255 attended. Patron said he was [REDACTED] (international Card) sighted ID confirming that he was [REDACTED]. No further action.</p> <p>[REDACTED]</p>	
<p>Date / Time 03/08/2018 5:45:00 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 Gambler's Help Counselling Service</p> <p>RGA gj014394</p>	<p>[REDACTED] presented at RGSC requesting for self exclusion. I explained the process, obligation and consequence of SE to [REDACTED] who opted to apply for. The Order of SE was served and issued at 17:54 on 03/08/2018. Phionna [REDACTED] acted as Cat A witness.</p>	
<p>Date / Time 03/08/2018 5:54:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA pf370890</p>	<p>SV (Cathy) advised [REDACTED] in pit 8. [REDACTED] decamped via Mings entrance. Nil Contact.</p>	
<p>Date / Time 03/08/2018 7:17:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods Pager</p> <p>Referral Location No Referral</p> <p>RGA rz034057</p>	<p>[REDACTED] taken off the PP20 pager.</p>	
<p>Date / Time 03/08/2018 7:37:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA rz034057</p>	<p>SV advised that [REDACTED] was at Pit 1611. RGLO and SSO # 265 and 22 attended. [REDACTED] removed via Monte Carlo Entry and turned left to sit down next to Palladium escalators. RGLO and SSO followed and escorted [REDACTED] off the property. SSO alleged that this was her second breach tonight as she was seen earlier. Business card was offered but denied by [REDACTED].</p>	



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Date / Time 03/08/2018 8:58:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA rz034057	Canvassed gaming floor around EGM and FATG areas.	
Date / Time 03/08/2018 8:59:00 PM Person Name RGC Female Unknown Person ID Person Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA rz034057	While canvassing the gaming floor I talked to a female patron about gambling. She claimed she does not have any problems with gambling. Services offered to the patron and no card was issued.	
Date / Time 03/08/2018 9:00:00 PM Person Name RGC Male Unknown Person ID Person Referred By Table Games Nature of Service Seeking other Assistance Referral Location No Referral RGA km003968	Bjorn from Poker rang to ask with assistance as a couple of players had pointed out a male and stated concern for his "intellectual capacity" to be playing. I monitored the male for some time and stated to Bjorn that, at this stage, the male was displaying no observable signs and was not intoxicated. I believed he probably had an ABI. I suggested that TG staff continue to monitor throughout the evening and call the RGLO with any concerns. Male left after a few hours of play. No RG concerns.	
Date / Time 03/08/2018 9:47:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA rz034057	[REDACTED] completed 30 hours of play while taking 1 break of 7.5 hours. Placed on RGLO phone in case he returns. No open rating at the moment.	[REDACTED]
Date / Time 03/08/2018 9:54:00 PM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA rz034057	Syco report checked - 9pm	
Date / Time 03/08/2018 9:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA rz034057	[REDACTED] taken off RGLO phone.	[REDACTED]



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<p>Date / Time 03/08/2018 10:01:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA rz034057</p>	<p>PP20hrs VIP Table-Games TG ACM (Steve) asked to remind [REDACTED] to take regular breaks. Patron completed over 30 hours of play, while taking 1 break of 7 hours. Patron placed on RGLO phone.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>ANALYSIS SERVICES SUPPORT Casino's Grand Day Help 800.632.888 Responsible Gaming Center 800.691.056</small></p>
<p>Date / Time 03/08/2018 10:51:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA rz034057</p>	<p>Pager alert on RGLO phone, [REDACTED] was in Pit 1208. RGLO attended as [REDACTED] was meant to take a break of 24 hours. [REDACTED] was asked to go home and return the following day at 22:30.</p>	
<p>Date / Time 03/08/2018 11:04:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA rz034057</p>	<p>Received a call from Peter in SV that [REDACTED] was in Vegas room. RGLO and SSO #143 attended and escorted [REDACTED] out via Vegas room to the carpark. [REDACTED] was advised not to come back until 23:00 on 04/08/2018, and to take a full 24 hours break.</p>	
<p>Date / Time 03/08/2018 11:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA rz034057</p>	<p>Talked to ACM Steve again advising him to remind [REDACTED] to take a substantial break as she appeared on RGLO pager again. [REDACTED] has been active for 38 hours now, and only took 1 break of 7 hours.</p>	
<p>Date / Time 03/08/2018 11:26:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location No Referral RGA rz034057</p>	<p>ACM Steve called to say he is happy to let [REDACTED] play as he observed her and believe she can continue to play.</p>	
<p>Date / Time 04/08/2018 12:28:00 AM Person Name Responsible Gaming Audit Person ID Personal Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA rz034057</p>	<p>Canvassed gaming floor around EGM and FATG areas.</p>	



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Date / Time 04/08/2018 12:40:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA km003968	http://www.abc.net.au/news/2018-08-03/crowns-problem-gambling-programs-but-licence-renewed/10071460	 PHOTO REQUIRED	
Date / Time 04/08/2018 1:11:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA rz034057	SYCO Report 1:00am -(error) message ".cannot be displayed using 9999"	 PHOTO REQUIRED	
Date / Time 04/08/2018 1:51:00 AM Person Name ██████████ Person ID ██████████ Referred By Gaming Machines Nature of Service Other Referral Location No Referral RGA rz034057	Received a call from Michael from Riverside (room manager) advising that ██████ was in the room. RGLO was called to make sure this was the right person as ██████ has a brother ██████ who is not excluded. Surveillance was called to make sure, but in the meantime Riverside room manager asked the patron for ID that the patron did not produce. The patron left the room.		
Date / Time 04/08/2018 3:35:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Other Referral Location No Referral RGA rz034057	SV (Luke) called to advise ██████ was in Pit 1211 and wanted to do an ID check. RGLO was meant to meet security at the bottom of the escalators in Pit 12, but was advised by surveillance to disregard due to security being busy. No contact was made.		
Date / Time 04/08/2018 3:57:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA rz034057	Peter SV called and advised P█ was in Pit 8. RGLO was on his way, when surveillance called again to say P█ left the floor.		
Date / Time 04/08/2018 4:35:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA rz034057	Peter SV called and advised ██████ was in Pit 8. RGLO and SSO #262 attended and escorted ██████ out via Atrium entry. Services offered and RGSC card taken by ██████		



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Date / Time 04/08/2018 5:02:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA rz034057		SYCO Report 5:00am -(error) message ".cannot be displayed using 9999"	
Date / Time 04/08/2018 5:19:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA rz034057		[REDACTED] removed from the pager.	[REDACTED]
Date / Time 04/08/2018 5:41:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA rz034057		Chris (SV) advised that [REDACTED] was in Pit 821. By the time RGLO arrived to Pit 8, [REDACTED] left the floor.	
Registration Date/Time	Operational Overview	Created By	
03/08/2018 09:35:00 AM	Syco report checked-9am	gj014394	
03/08/2018 02:36:00 PM	Syco report checked - 1pm	gj014394	
03/08/2018 04:17:00 PM	Audited all cage and reward desk electronic signage codes. All compliant.	mo386705	
03/08/2018 04:17:00 PM	Brochure audit conducted and completed for the entire casino.	mo386705	
03/08/2018 09:54:00 PM	Syco report checked - 9pm	rz034057	
04/08/2018 12:40:00 AM	http://www.abc.net.au/news/2018-08-03/crowns-problem-gambling-programs-but-licence-renewed/10071460	km003968	
04/08/2018 01:11:00 AM	SYCO Report 1:00am -(error) message ".cannot be displayed using 9999"	rz034057	
04/08/2018 05:02:00 AM	SYCO Report 5:00am -(error) message ".cannot be displayed using 9999"	rz034057	