



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 5, 2019

Daily Workload by Time of Day (for Report Period)



Report Summary

Total Contacts	40
Self Exclusion Breaches	7
Self Exclusion Inquiries	0
Self Exclusions Issued	1
Missing Persons	0
Unattended Children	1

Person Registration Details	Comments	Photo
<p>Date / Time 05/01/2019 8:20:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Attempted Breach</p> <p>Referral Location No Referral</p> <p>RGA ov360590</p>	<p>SV (Steven) called to inform that [REDACTED] was refused entry at Ming's. Nil contact to RGLO</p>	[REDACTED]
<p>Date / Time 05/01/2019 8:50:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA jc017687</p>	<p>PP20 PRE Tables</p> <p>Played for 23 hrs. RGLO approached patron and talked to him in Mandarin. He first claimed that his son used his card yesterday morning. RGLO advised him that his card is strictly not transferrable. He then said he was unable to go home in a taxi last night because he lost the note with his address on it. RGLO wrote down his address on sticky note and stuck on his Senior card. Also advise him to seek assistance from Asian staff at Teak Desk. [REDACTED] then cashed in his chips and left soon after. Maple ACM informed.</p>	
<p>Date / Time 05/01/2019 9:21:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA ov360590</p>	<p>PP20 MGF Machines</p> <p>[REDACTED] played for 23hrs with 2x5hrs break where he claimed to go to the doctor and had a short break for foods and coffee. required [REDACTED] to take an 8hrs break returning no prior to 5pm 05/01/2019. [REDACTED] has a very strong body odour and appeared to be tired, he claimed that he can not sleep at all and also asked when he come back at 5pm how long he can stay for.</p>	
<p>Date / Time 05/01/2019 9:33:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Gaming Machines</p> <p>RGA jc017687</p>	<p>PP20 MGF Machines</p> <p>Played for 20 hours. RGLO talked to [REDACTED] in Mandarin. He said he will be leaving soon. GM AM informed.</p>	



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Date / Time 05/01/2019 9:34:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16 PRE Tables ACM (Dean) informed that patron has played for 19hrs, ACM will remind patron to take a substantial break.	
Date / Time 05/01/2019 9:35:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA jc017687	PP20 MGF Machines Played for 20 hours. RGLO talked to [REDACTED] She said he will be leaving soon. GM AM informed.	
Date / Time 05/01/2019 9:36:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP20 PRE Tables [REDACTED] was playing in F bank. RGLO talked to [REDACTED] and escorted him out thru West exit.	
Date / Time 05/01/2019 9:43:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP20 VIP Table DSM (Beck) informed that patron has played for 23hrs, DSM will remind patron to take a substantial break.	
Date / Time 05/01/2019 10:10:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location Security RGA ov360590	Noticed [REDACTED] in front of Jackpot bar when canvassing the GF, he decamped the area via food court entry. Laurie from SV was notified.	
Date / Time 05/01/2019 10:57:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare Referral Location Salvation Army RGA jc017687	Pager Alert : RGLO approached [REDACTED] and escorted him to RGSC. Reminded [REDACTED] any unacceptable behaviour of sleeping in Crown again, he will be WOL. [REDACTED] has been sleeping at Salvo on Bourke St in the last three nights. Advised him to seek shower facilities, counselling and computer/internet facilities at the Salvo as well. [REDACTED] has lost his mobile phone and hopefully he can buy a new phone when he gets paid on Wednesday. Info on shower/laundry facility in Ringwood provided. Appointment has been made for [REDACTED] to see RGP on Friday at 10am. Deleted from pager.	



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Person Registration Details	Comments	Photo	
<p>Date / Time 05/01/2019 11:03:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590</p>	<p>PP20 VIP Tables</p> <p>DSM (Beck) informed that patron has played for 21hrs, ACM will remind patron to take a substantial break.</p>		
<p>Date / Time 05/01/2019 12:03:00 PM Person Name ██████████ Person ID ██████████ Referred By Hotels Nature of Service Unattended Child Referral Location RGSC RGA jc017687</p>	<p>Informed by CT Duty Mgr Tony that there was an unattended child (██████████) in Rm2804. RGLO attended with Host Jerry and Duty Manager Tony. ██████████ claimed that he only went to check-out and close program. ██████████ wife went to shopping herself leaving the child in the room. Verbal warning message issued. Advised ██████████ that one adult has to be with the child at all time. ██████████ is taking flight back to NZ at 1:30pm this afternoon.</p>		
<p>Date / Time 05/01/2019 1:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA jc017687</p>	<p>██████████ called to enquire if "his self-exclusion has expired". Advised that Crown SE is indefinite. He then enquired about SE Revo. All relevant information explained. He then stated "it could be better that I stay excluded because if I come in I will lose all my money again". Advised to seek counselling from GH whenever he has the urge to gamble.</p>		
<p>Date / Time 05/01/2019 1:26:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Seeking other Assistance Referral Location Vic Pol RGA jc017687</p>	<p>Mr ██████████ attended RGSC to report that Mr ██████████ has allegedly borrowed \$1,400 from ██████████ on 2 Jan 2019 and he has left his passport to ██████████ as collateral. But now Mr ██████████ is nowhere to be found and he is not answering his mobile. Advised Mr ██████████ to never loan money to anyone in the casino. He should report his incident to VICPOL.</p>		
<p>Date / Time 05/01/2019 1:42:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA ov360590</p>	<p>Canvassed gaming floor around EGM and FATG areas.</p>		<p>PHOTO REQUIRED</p> <p> responsiblegaming <small>PROVIDES ASSISTANCE SUPPORT Tel: 0800 456 789 / 0800 123 456 Responsible Gaming Centre (RGC) 001 200</small></p>
<p>Date / Time 05/01/2019 1:56:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687</p>	<p>PP20 PRE Tables</p> <p>Played for 21 hrs. Teak ACM Matthew will remind patron to take substantial break. Matthew called to inform that she went to GM area, she then printed out the ticket and left soon after.</p>		



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Date / Time 05/01/2019 1:58:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP20 PRE Tables Played for 21 hrs. Teak ACM Matthew will remind patron to take substantial break.	
Date / Time 05/01/2019 1:59:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP20 PRE Tables Played for 20 hrs. Teak ACM Matthew will remind patron to take substantial break. Patron has already left.	
Date / Time 05/01/2019 2:02:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP20 MGF Tables Approached [REDACTED] at Pit11/02 advised her about her time of play, [REDACTED] understood our concern and stated that she will be leaving soon.	
Date / Time 05/01/2019 2:42:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA ov360590	Checked both Splunk and SYCO Reports during shift.	
Date / Time 05/01/2019 3:32:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP24 PRE Table MatthewTG ACM Teak/ Maple informed that [REDACTED] has directed to take 24hrs break, returning no prior to 3:30pm 06/01/19. SYCO Komment added.	
Date / Time 05/01/2019 3:43:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA ov360590	Steven from SV called to advised that [REDACTED] was in pit 10/12, he then moved to pit 12 smoking terrace. RGLO and SSO 159 escorted [REDACTED] but, he then proceed to walk toward the GF, SSO and RGLO directed [REDACTED] to exit via Ming's but he refused claiming that he park at Multi - level and wanted to walk through the GF. [REDACTED] got agitated and abusive toward SSO when advised to walk to car park via Air Bridge.	



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Date / Time 05/01/2019 4:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA ov360590	Noticed [REDACTED] was in pit6/12 when canvassing the GF, notified Tony from SV and with SSO 33 and SSM Josh escorted out via Ming's entry, [REDACTED] claimed that she wasn't playing. T&C of SE explained and advised her to seek GH.	
Date / Time 05/01/2019 4:11:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA jc017687	[REDACTED] attended RGSC and talked to RGLO. He claimed that he only signed the SE order for 12 months. RGLO reprinted a copy of SE Application and SE order for [REDACTED] and reiterated the indefinite nature of SE. [REDACTED] enquired about SE Revo. The process and 12 mths breach free period explained. RGSC business card and GH brochure issued.	
Date / Time 05/01/2019 4:33:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA jc017687	Informed by Steve in SV that [REDACTED] was refused entry at Mings by SSO. Nil contact by RGLO.	
Date / Time 05/01/2019 4:48:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP20 VIP Tables Mah Rm DSM Andrew [REDACTED] will remind patron to take breaks.	
Date / Time 05/01/2019 5:32:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Attempted Breach Referral Location No Referral RGA jc017687	Informed by Steve in SV that [REDACTED] was refused entry at Crown Promenade Bridge entrance. Nil contact by RGLO.	
Date / Time 05/01/2019 5:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location RGLO RGA ov360590	Steven from SV called to inform that [REDACTED] was refused entry at Food Court. Nil contact to RGLO.	



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Person Registration Details		Comments	Photo
Date / Time 05/01/2019 7:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service WOL Referral Location No Referral RGA BI017908	Create new FID for [REDACTED] as he admitted to using fraud ID. Patron had been using this CAGE account for transaction. Messaged place on SYCO comment. Patron is SE under [REDACTED]	[REDACTED]	
Date / Time 05/01/2019 7:59:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Chinese Peer Connection (East) RGA BI017908	Brian in SV informed that [REDACTED] was in pit 8. She wore black glasses without lenses. Patron walked out via Mings once she saw RGLO approached. \$2100 chips exchanged by SSO and advised her to get counselling. Patron claimed that she had lost about \$10K in Sydney last year.		
Date / Time 05/01/2019 8:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA BI017908	Observed [REDACTED] walking around Monte and escorted him out via Mings. SV Josh informed. [REDACTED] said that he doesn't have chips to exchange. Refer him to GH.		
Date / Time 05/01/2019 9:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Breach of Self Exclusion Referral Location No Referral RGA BI017908	Tash in SV informed that [REDACTED] was ID in the Teak room. Patron decamped and SV lost sight of him. Nil contact.		
Date / Time 05/01/2019 10:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA BI017908	PP20 PRE Tables Informed ACM John that [REDACTED] need a break soon. John rang back advising that patron has hotel booking and had taken a 4 hours break, she will take another break later.		
Date / Time 05/01/2019 11:30:00 PM Person Name RGC Female Unknown Person ID Pers. Referred By Security Nature of Service Other Referral Location No Referral RGA pf370890	SS#42 attended RSGC with a couple. Upon talking to the unknown female it was obtained their issue was to do with a payout on machine C8204 and not for RGLO. I was unsure where they needed to be and COMMS also understood they were to be taken to the RSGC. I took them back to the machine C8204 and GM AM (Natasha) was still at the machine. She confirmed that they need to be taken to VCGLR. I then called the VCGLR and spoke to Brett asking if they could come down and assist. VCGLR Neil and Brett arrived and I left the couple with VCGLR and Natasha. Doing a follow up with Natasha afterwards, she had not obtained any names and they were not CR members. Everything was settled with the payout.		<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>PHOTO REQUIRED</p> <p>RESPONSIBLE GAMING SUPPORT Gambler's Questioning Help 855-850-888 Responsible Gaming Centre 7810 001-008</p> </div>



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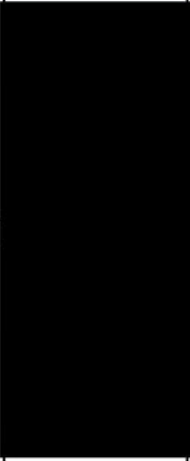
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Person Registration Details	Comments	Photo
Date / Time 05/01/2019 11:31:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA jv031797	Canvassed gaming floor around EGM and FATG areas.	<p>PHOTO REQUIRED</p> <p>responsiblegaming</p> <p>MANAGED ACCOUNTS SUPPORT Casino's Gaming Help 800-500-886 Responsible Gaming Center 782-500-0506</p>
Date / Time 06/01/2019 12:02:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA BI017908	Scotty in SV informed that [REDACTED] was in pit 4. Patron decamped via Vegas before SSO #267 and #37 could catch up. Nil interaction again.	
Date / Time 06/01/2019 1:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA BI017908	PP20 VIP Tables Advised DSM Brett that [REDACTED] need a break. VIP 1 patron from NT.	
Date / Time 06/01/2019 2:40:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGSC RGA jv031797	Data follow up. Patron alerted [REDACTED] was in E Bank. Spoke to [REDACTED] and stated that he comes more often to the casino now due to the holiday season and does not have gambling issues. RGSC services explained and business card accepted. Requested John from SV to upload a photo. Patron was taken off pager.	
Date / Time 06/01/2019 2:58:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA da027675	PP16 PRE Tables Advised Teak Manager GM Simon to remind patron to take a substantial break. The patron is playing EGM 4404.	
Date / Time 06/01/2019 4:45:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA jv031797	Checked Splunk during shift.	<p>PHOTO REQUIRED</p>



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Person Registration Details		Comments	Photo
Date / Time 06/01/2019 5:15:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA jv031797	PP20 MGF Machines Approached ██████ and reminded him to take a substantial break. ██████ stated that he is aware of the time but he is just waiting for his last chance of winning bonus points on the Birthday Bonus promo. Requested SV to update photo, VOSM Simon was informed.		
Date / Time 06/01/2019 5:49:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Self Exclusion Referral Location Gambler's Help Counselling Service RGA jv031797	Received an email notification from Tamara ██████ (Perth) advising that ██████ had completed a CPSE on the 05/01/2019.		
Registration Date/Time	Operational Overview		Created By
05/01/2019 02:42:00 PM	Checked both Splunk and SYCO Reports during shift.		ov360590
06/01/2019 04:45:00 AM	Checked Splunk during shift.		jv031797