



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2018




Daily Workload by Time of Day (for Report Period)	Report Summary																																												
<table border="1"> <caption>Total RG Contacts by Hour of the Day</caption> <thead> <tr> <th>Hour of the Day</th> <th>Total RG Contacts</th> </tr> </thead> <tbody> <tr><td>5</td><td>1</td></tr> <tr><td>6</td><td>1</td></tr> <tr><td>7</td><td>5</td></tr> <tr><td>11</td><td>3</td></tr> <tr><td>12</td><td>2</td></tr> <tr><td>13</td><td>2</td></tr> <tr><td>14</td><td>1</td></tr> <tr><td>15</td><td>3</td></tr> <tr><td>16</td><td>2</td></tr> <tr><td>18</td><td>1</td></tr> <tr><td>19</td><td>1</td></tr> <tr><td>20</td><td>1</td></tr> <tr><td>23</td><td>1</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> </tbody> </table>	Hour of the Day	Total RG Contacts	5	1	6	1	7	5	11	3	12	2	13	2	14	1	15	3	16	2	18	1	19	1	20	1	23	1	1	1	2	2	<table border="1"> <tr> <td>Total Contacts</td> <td>27</td> </tr> <tr> <td>Self Exclusion Breaches</td> <td>7</td> </tr> <tr> <td>Self Exclusion Inquiries</td> <td>1</td> </tr> <tr> <td>Self Exclusions Issued</td> <td>0</td> </tr> <tr> <td>Missing Persons</td> <td>0</td> </tr> <tr> <td>Unattended Children</td> <td>0</td> </tr> </table>	Total Contacts	27	Self Exclusion Breaches	7	Self Exclusion Inquiries	1	Self Exclusions Issued	0	Missing Persons	0	Unattended Children	0
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Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2018 6:10:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGSC</p> <p>RGA km003968</p>	<p>TG/Plat, Pit 17, Staff, Break</p> <p>Advised by TG staff in pit 8 that [REDACTED] had been playing for well in excess of 24 hours. I attended pit 8 first and then managed to locate her in pit17. She has been directed to take a 24 hour break from the gaming floor. Staff say that [REDACTED] is not putting in card and she has not appeared at all on nightshit's syco reports. I asked her if she wished to reconsider self-exclusion and she declined.</p>	[REDACTED]
<p>Date / Time 27/01/2018 7:04:00 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 fb022711</p>	<p>SYCO Pit 30 Black / TG Break</p> <p>With assistance from TG AM, [REDACTED] advised to take a 24hr break; she is to return no sooner than 7AM 28/01/2018.</p>	[REDACTED]
<p>Date / Time 27/01/2018 7:22:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA fb022711</p>	<p>TG ACM (Para) advised a suspected SE patron was in Pit 25 using another member's membership card. Attended and identified [REDACTED] playing on table 34; escorted to Cage to cash-in over \$75K in chips and escorted off gaming floor at Mahogany entry. Card used by [REDACTED] belonged to Platinum TG member [REDACTED] ACM to confer with Local Host team regarding [REDACTED] membership; email to be sent to Mahogany Reception to alert to card misuse.</p>	[REDACTED]
<p>Date / Time 27/01/2018 7:25:00 AM</p> <p>Person Name RGC Male Unknown</p> <p>Person ID Person [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Welfare/Observable Signs</p> <p>Referral Location No Referral</p> <p>RGA fb022711</p>	<p>Observed Asian male asleep on lounge along Riverwalk; woke and requested he move along.</p>	<p>PHOTO REQUIRED</p> <p> responsiblegaming</p> <p><small>Cambridge Gaming Help: 800 838 838 Responsible Gaming Centre: 800 801 098</small></p>
<p>Date / Time 27/01/2018 7:32:00 AM</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 fb022711</p>	<p>Surveillance (Troy) called to advise [REDACTED] in Pit 8. RGLO unable to attend; Security escorted [REDACTED] off gaming floor.</p>	[REDACTED]



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Person Registration Details		Comments	Photo
Date / Time 27/01/2018 7:40:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Other Referral Location No Referral RGA fb022711	[REDACTED] identified as giving his CR membership card to SE patron [REDACTED] TG to follow up regarding course of action for membership.	[REDACTED]	
Date / Time 27/01/2018 8:17:00 AM Person Name Responsible Gaming DOR Person ID [REDACTED] Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA fb022711	SYCO Report checked - 6am	 PHOTO REQUIRED	
Date / Time 27/01/2018 9:05:00 AM Person Name Responsible Gaming DOR Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA fb022711	Upgrade report completed for 27/01/2018	 PHOTO REQUIRED	
Date / Time 27/01/2018 10:45:00 AM Person Name Responsible Gaming DOR Person ID [REDACTED] Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA fb022711	SYCO Report checked - 10am	 PHOTO REQUIRED	
Date / Time 27/01/2018 11:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service WOL Referral Location No Referral RGA fb022711	Riverside staff (Laura) called to advise [REDACTED] at reception with Security; RGLO called to explain 'welfare WOL'. [REDACTED] expressed great distress and began crying when told of her ban; she said she "might as well kill" herself if she wasn't allowed back (as translated by Riverside staff member Vicky). Explained reasons for ban; [REDACTED] claimed she was mourning her son and that was the only reason for her distress when on-site. Reiterated reasons for ban, encouraged [REDACTED] to seek counselling and advised of 12-month WOL. [REDACTED] questioned this decision all the way to the car-park, and claimed when she spoke with an RGLO previously they had said "come back anytime".	[REDACTED]	
Date / Time 27/01/2018 11:21:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA fb022711	Surveillance (Mark) advise [REDACTED] at Pit 8; attended with Security. [REDACTED] spotted Security and quickly walked off gaming floor via Ming's entry without speaking to staff.	[REDACTED]	



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DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2018

Person Registration Details	Comments	Photo
Date / Time 27/01/2018 11:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711	SYCO Pit 25 / 08 Platinum / TG Reminder With assistance from TG AM (Sarah) [REDACTED] reminded to take regular breaks.	[REDACTED]
Date / Time 27/01/2018 12:12:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711	SYCO RT0461 Platinum / TG Reminder Approached [REDACTED] and reminded her to take regular breaks; [REDACTED] agreed to leave shortly.	[REDACTED]
Date / Time 27/01/2018 12:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA fb022711	Surveillance (Wally) advised [REDACTED] in Pit 8; attended with Security and observed patron walking out Ming's entry without any interaction with staff.	[REDACTED]
Date / Time 27/01/2018 1:09:00 PM Person Name RGC Male Unknown Person ID Person [REDACTED] Referred By Table Games Nature of Service Other Referral Location No Referral RGA fb022711	TG AM (Zoe) called to advise there was a male at Pit 10 / 08 who may be "a WOL"; apparently a dealer had said that RGSC manager Leon had been "looking for this patron earlier in the week". Attended Pit 10; patron did not look familiar [REDACTED] and [REDACTED]. Surveillance was also unable to identify him (patron left area shortly after). Advised Surveillance (Joel) that Security may wish to conduct an ID check if patron reappears.	
Date / Time 27/01/2018 1:15:00 PM Person Name Responsible Gaming Audit Person ID Person [REDACTED] Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA fb022711	Canvassed gaming floor around EGM and FATG areas.	
Date / Time 27/01/2018 2:21:00 PM Person Name Responsible Gaming DOR Person ID Person [REDACTED] Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA fb022711	SYCO Report checked - 2pm	



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DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2018

Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2018 2:49:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA fb022711</p>	<p>SYCO Pit 25 / 19 Platinum / TG Reminder</p> <p>With assistance from local host (Lerina) [REDACTED] reminded to take regular breaks.</p>	
<p>Date / Time 27/01/2018 3:30:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA fb022711</p>	<p>SYCO A0506 Platinum / GM Reminder</p> <p>Approached [REDACTED] at A05 and requested she take a significant break; [REDACTED] agreed to do so.</p>	
<p>Date / Time 27/01/2018 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 Gambler's Help Counselling Service</p> <p>RGA fb022711</p>	<p>[REDACTED] called RGSC to enquire about revocation; specifically, he wished to place a date on when he could return. When advised this was not possible, [REDACTED] disclosed that he asked only so that he could avoid having to seek counselling.</p>	
<p>Date / Time 27/01/2018 3:44:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Gaming Machines</p> <p>Nature of Service Self Exclusion Information</p> <p>Referral Location RGSC</p> <p>RGA fb022711</p>	<p>Local host (Elizabeth) called to advise [REDACTED] in Mahogany and wished to SE; attended and spoke to [REDACTED] in the lounge area just outside the room. Explained process and procedure of SE, and asked [REDACTED] about his motivation; [REDACTED] has a number of (non-specified) issues outside gambling, and felt these issues were pushing him into Crown to an unhealthy level. [REDACTED] stated he had a lengthy call to make and would visit RGSC shortly afterwards; in the interim he accepted an RGSC business card.</p>	
<p>Date / Time 27/01/2018 4:15:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA fb022711</p>	<p>SYCO Pit 7 / 26 Gold / TG Reminder</p> <p>Approached [REDACTED] and requested he take a significant break; [REDACTED] attempted to negotiate for more time. Advised [REDACTED] of benefits of having a break, and advised that longer than 24hrs play would result in a 24hr break from Crown. [REDACTED] returned to his table; TG will monitor and advise if patron refuses to leave.</p>	
<p>Date / Time 27/01/2018 4:45:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Revocation Information</p> <p>Referral Location RGSC</p> <p>RGA fb022711</p>	<p>Email sent to [REDACTED] reminding of revocation process and that paperwork from a previous revocation application is valid; [REDACTED] does still need to attend counselling.</p>	



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Date / Time 27/01/2018 6:05:00 PM Person Name RGC Female Unknown Person ID Person Referred By Security Nature of Service Other Referral Location No Referral RGA fb022711	Security officer (Michael) requested RGLO attend female patron toilets at B1; patron complaints made about two young females in toilets. Attended and observed young females; waited with Security until females left so an ID check could be completed and females questioned about the complaints.	<p>responsiblegaming <small>UNLICENSED ASSISTANCE SERVICE Casino's Gambling Help: 1800 818 818 Responsible Gaming Centre: 1800 801 038</small></p>
Date / Time 27/01/2018 6:48:00 PM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA fb022711	SYCO Report checked - 6pm	
Date / Time 27/01/2018 7:56:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA km003968	Canvassed gaming floor around EGM and FATG areas.	<p>responsiblegaming <small>UNLICENSED ASSISTANCE SERVICE Casino's Gambling Help: 1800 818 818 Responsible Gaming Centre: 1800 801 038</small></p>
Date / Time 27/01/2018 8:20:00 PM Person Name ██████████ Person ID ██████████ Referred By Gaming Machines Nature of Service Breach of Self Exclusion Referral Location Study Melbourne RGA km003968	Advised by Jodie in surveillance that ██████ was at Riverside reception. I escorted him off the gaming floor and spoke to him in the Food Court. He stated that he hadn't come in to play but was hoping to sit in the Riverside Room and have some free coffee. I have reiterated the terms of his SE Order and he acknowledged that he understood. He has been advised to focus on his studies.	
Date / Time 27/01/2018 11:14:00 PM Person Name ██████████ Person ID ██████████ Referred By Third Party Nature of Service Self Exclusion Alleged Breach Referral Location RGSC RGA km003968	Received advice from the daughter of ██████ that she was onsite. Surveillance informed and I will canvass the gaming floor.	
Date / Time 28/01/2018 1:30:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	Advised by surveillance that ██████ was in pit 6. As I was unable to attend at this time I asked for him to be escorted out by security.	



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Person Registration Details	Comments	Photo
Date / Time 28/01/2018 2:13:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA km003968	SYCO Report checked - 2am	
Date / Time 28/01/2018 2:25:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	Advised that [REDACTED] was in pit 12 by Emily in surveillance. I was unable to attend at this time and asked for him to be escorted off the gaming floor by security.	[REDACTED]
Date / Time 28/01/2018 2:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service WOL Referral Location No Referral RGA km003968	Advised by Maria that [REDACTED] was at BW0901 - informed her that as he did not have an SE in place and that I would not be attending.	[REDACTED]
Date / Time 28/01/2018 5:16:00 AM Person Name Responsible Gaming DOR Person ID 45141 Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA km003968	Updated photos in NF	
Date / Time 28/01/2018 5:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Alleged Breach Referral Location Gambler's Help Telephone Service RGA km003968	Attended the RGSC and asked to 'renew' his exclusion. [REDACTED] self-excluded in 2010 and has no recorded breaches. I have updated his photo in Seer and also put it in Neoface. [REDACTED] has been provided with contact details for counselling.	[REDACTED]

Registration Date/Time	Operational Overview	Created By
27/01/2018 9:05:00 AM	Upgrade report completed for 27/01/2018	fb022711
28/01/2018 5:16:00 AM	Updated photos in NF	km003968

Registration Date/Time	SYCO Report	Created By
27/01/2018 8:17:00 AM	SYCO Report checked - 6am	fb022711
27/01/2018 10:45:00 AM	SYCO Report checked - 10am	fb022711
27/01/2018 2:21:00 PM	SYCO Report checked - 2pm	fb022711
27/01/2018 6:48:00 PM	SYCO Report checked - 6pm	fb022711
28/01/2018 2:13:00 AM	SYCO Report checked - 2am	km003968