

RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2016



Person Registration Details	Comments	Photo
<p>Date / Time 19/10/2016 7:15:00 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 jc017687</p>	<p>Informed by Troy in Surv that [REDACTED] was in pit 12. VCGLR Susy and Candice attended and escorted [REDACTED] down to Mings entry. [REDACTED] was kept at Mings entry as he removed a bet mid-way thru a hand on BA table in pit 12. RGLO and Susy went up to pit 12 and clarify with TG AM. According to Tg Dealer [REDACTED] removed a \$500 wager after the hand has begun, the bet happened to be a winning bet. A SSO came up with 5x\$25 chips and by that time [REDACTED] has left. Later SSM Mehmet came up to pit 12 and talked to Susy. A while later ACM Jeff came to pit 12 and talked to Susy. RGLO provided ACM Jeff with [REDACTED] name and SYCO number.</p>	
<p>Date / Time 19/10/2016 7:45:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>Sighted [REDACTED] in pit 8. Steve in Surv informed. [REDACTED] decamped before being approached.</p>	
<p>Date / Time 19/10/2016 10:12:00 AM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Pers</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Operational Overview</p> <p>Referral Location No Referral</p> <p>RGA km003968</p>	<p>Completed Online Crown Rewards, and booked into Ergonomics training session in November</p>	
<p>Date / Time 19/10/2016 10:34:00 AM</p> <p>Person Name Responsible Gaming Audit</p> <p>Person ID Pers</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service GM & FATG focus</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>Canvassed the gaming floor around EGM and FATG areas with no issues.</p>	
<p>Date / Time 19/10/2016 11:14:00 AM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Person</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Operational Overview</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>Observed and deleted from pager : [REDACTED]</p>	



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Date / Time 19/10/2016 12:03:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Report Writer Contact - RGP Referral Location No Referral RGA de027841	TT Shereen (Darc), GH Northern. Left message to return our call.	[REDACTED]
Date / Time 19/10/2016 12:04:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Revocation Information Referral Location RGSC RGA km003968	Received a call from the Sydney Office on behalf of [REDACTED]. Have suggested that [REDACTED] direct any queries to the RGSC rather than seeking assistance through a 3rd party. JT to make contact.	[REDACTED]
Date / Time 19/10/2016 12:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Paperwork Received Referral Location No Referral RGA km003968	[REDACTED] attended the RGSC to submit extra documentation to support her application for revocation.	[REDACTED]
Date / Time 19/10/2016 12:46:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location No Referral RGA jt380953	Spoke to [REDACTED] and his son and have explained that we are still verifying his report at this stage and that we will contact him once his application has progressed. He had no further enquiries.	[REDACTED]
Date / Time 19/10/2016 1:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service WOL Referral Location No Referral RGA jc017687	Sighted [REDACTED] in pit 4. TG AM Karen informed who contacted Sury for removal.	[REDACTED]
Date / Time 19/10/2016 1:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service WOL Referral Location No Referral RGA jc017687	Sighted [REDACTED] in pit 4. TG AM Karen informed who contacted Sury for removal.	[REDACTED]



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Date / Time 19/10/2016 1:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Self Exclusion Referral Location Gambler's Help Telephone Service RGA km003968	<p>[REDACTED] successfully applied for self-exclusion. The SE Order was served at 14:00 with JC witnessing the documents.</p>	[REDACTED]
Date / Time 19/10/2016 3:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location No Referral RGA jt380953	<p>[REDACTED] called enquiring about revocation. All relevant details were explained. RG email provided to him. NFI.</p>	[REDACTED]
Date / Time 19/10/2016 4:19:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	<p>Advised by surveillance that [REDACTED] was in pit 8. She was removed from the gaming floor before I arrived. Apparently she refused to speak with the VCGLR.</p>	[REDACTED]
Date / Time 19/10/2016 4:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Request for Revocation Referral Location No Referral RGA jt380953	<p>Received email request for revocation.</p>	[REDACTED]
Date / Time 19/10/2016 7:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Revocation Information Referral Location RGSC RGA va022995	<p>Patron called to request revocation information. After all relevant details were provided patron claimed that he would send email making request.</p>	[REDACTED]
Date / Time 19/10/2016 7:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Seeking other Assistance Referral Location RGSC RGA jc017687	<p>Informed by ACM Megan in pit 10 that [REDACTED] has thrown her handbag away and looked upset. RGLO attended and had a lengthy talk with [REDACTED]. She explained that she is upset because his husband of 55 years and one of her sons passed away within a 2 week period. Advised [REDACTED] to visit her other son and daughter to seek family support. She still has one son living with her. RGSC services offered, RGSC business card issued.</p>	[REDACTED]



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Date / Time 19/10/2016 11:00:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA va022995	Canvassed the gaming floor around EGM and FATG areas with no issues.	
Date / Time 20/10/2016 1:05:00 AM Person Name [Redacted] Person ID [Redacted] Referred By Car Parks Nature of Service Unpaid Parking Referral Location RGSC RGA va022995	Patron unable to pay for parking at Multideck, claimed he his having difficulties with his gambling and will attend RGSC to apply for S/E.	[Redacted]
Date / Time 20/10/2016 5:00:00 AM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA va022995	Canvassed the gaming floor around EGM and FATG areas with no issues.	

Registration Date/Time	Operational Overview	Created By
19/10/2016 10:12:00 AM	Completed Online Crown Rewards, and booked into Ergonomics training session in November	km003968
19/10/2016 11:14:00 AM	Observed and deleted from pager : [Redacted]	jc017687