

RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Mar 5, 2021



Person Registration Details	Comments	Photo
<p>Date / Time 05/03/2021 7:21:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA jv031797</p>	<p>PP15 VIP Tables</p> <p>TG ACM WVIP advised that they are tracking [REDACTED] and subsequently advised that he is no longer in the room.</p>	[REDACTED]
<p>Date / Time 05/03/2021 7:21:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA jv031797</p>	<p>PP15 VIP Tables</p> <p>TG ACM WVIP advised that they are tracking [REDACTED] and subsequently advised that she is no longer in the room.</p>	[REDACTED]
<p>Date / Time 05/03/2021 7:22:00 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 RGC</p> <p>RGA da027675</p>	<p>[REDACTED] called he would like reschedule his revocation meeting with FB; advised to call in today after 19:00 to speak to Freya to arrange for the interview. [REDACTED] will call in again later today.</p>	[REDACTED]
<p>Date / Time 05/03/2021 8:00:00 AM</p> <p>Person Name Chaplaincy Services RGC</p> <p>Person ID Perso</p> <p>Referred By Self</p> <p>Nature of Service Chaplaincy</p> <p>Referral Location No Referral</p> <p>RGA nm018947</p>	<p>Per Staff</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>PHOTO REQUIRED</p> <p style="font-size: 8px;"> PLAY RESPONSIBLY Call the 1-800-522-2236 Responsible Gaming Call Center 1-800-522-2236 </p> </div>
<p>Date / Time 05/03/2021 8:20:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods Break</p> <p>Referral Location Table Games</p> <p>RGA BI017908</p>	<p>PPBR MGF Tables</p> <p>[REDACTED] is staying inhouse, had 2 short breaks. Patron advised to take another 1.5hr break and can come back. ACM Nicole informed.</p>	[REDACTED]



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Date / Time 05/03/2021 9:00:00 AM Person Name Chaplaincy Services RGC Person ID Pers Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	Pers - Staff	
Date / Time 05/03/2021 10:00:00 AM Person Name Chaplaincy Services RGC Person ID Pers Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	Pers - Staff	
Date / Time 05/03/2021 10:34:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP15 VIP Tables ACM Andrew was reminded of [REDACTED] length of play.	[REDACTED]
Date / Time 05/03/2021 11:00:00 AM Person Name Chaplaincy Services RGC Person ID Perso Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	[REDACTED] Patron	
Date / Time 05/03/2021 11:25:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Break Referral Location Gaming Machines RGA jv031797	PPBR VIP Machines VOSM Simon advised of [REDACTED] length of play and will be advising her of PP policy. Simon advised shortly that [REDACTED] is staying inhouse.	[REDACTED]
Date / Time 05/03/2021 11:35:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Welfare Referral Location RGC RGA jv031797	TG AM Darren phone to advise that [REDACTED] advised that [REDACTED] allegedly owes money from him. Approached [REDACTED] at pit 17 who advised that [REDACTED] is an acquaintance whom he met in the casino. [REDACTED] stated that he lent [REDACTED] money a few times in the past where she paid immediately through pay ID. [REDACTED] also alleges that there are 4 more people who [REDACTED] allegedly borrowed money from. Advised [REDACTED] that lending/borrowing money in the casino is not permitted and that he can pursue this matter up with VicPol. [REDACTED] advised that he will encourage the other 4 people to speak with an RGA regarding similar issues with [REDACTED]	[REDACTED]



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Date / Time 05/03/2021 11:35:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Observable Signs Referral Location RGC RGA jv031797	TG AM Darren phoned and advised that [REDACTED] claims that [REDACTED] allegedly owes him money. [REDACTED] is placed on RGA chat for a welfare chat about allegations around her borrowing money and must be advised she may potentially be banned should there be more allegations that may arise regarding the same matter.	[REDACTED]	
Date / Time 05/03/2021 12:00:00 PM Person Name Chaplaincy Services RGC Person ID Pers Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	[REDACTED] Patron	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">PHOTO REQUIRED</p> <p style="text-align: center;"> responsiblegaming <small> #MAGNETIC2021CSL2021 Gambling Operations Unit 2021 000 000 Responsible Gaming Centre 1812 001 000 </small> </p> </div>	
Date / Time 05/03/2021 12:06:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service GRIP SE Referral Location RGC RGA da027675	[REDACTED] attended the RGC for his GRIP. Patron was explained about restriction in upgrade membership. 3 Month follow up required. Profile picture is updated. Agreement paper signed by patron and placed in outgoing tray. GRIP Survey completed and placed in outgoing tray.	[REDACTED]	
Date / Time 05/03/2021 12:08:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Chinese Peer Connection (East) RGA gj014394	Pater Surv advised that [REDACTED] was seen in front of Teak Room. RGA attended and met with SSO Tim #63. [REDACTED] was removed from gaming floor via Food Court entry and advised seeking counselling.	[REDACTED]	
Date / Time 05/03/2021 12:30:00 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 [REDACTED] was issued a Barring Notice under section 26(2) of the Casino Control Act 1984 on 5 March 2021. Reason: Breaches	[REDACTED]	
Date / Time 05/03/2021 12:31:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP12 MGF Machines Observed; no observable signs noted.	[REDACTED]	



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Date / Time 05/03/2021 12:51:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service 3rd Party Assistance / Inquiry Referral Location RGC RGA jv031797	<p>[REDACTED] wife, [REDACTED] phoned to enquire regarding a missed call that [REDACTED] received on Monday, 01 March at 10:30 pm. I was on loudspeaker where [REDACTED] was speaking in the background confirming his identity (DOB). I was with a patron at that time and advised him that I will call him back.</p>	<p>PHOTO REQUIRED</p> <p>Cambridge's Gaming Support Responsible Gaming Centre 1802 001 006</p>	
Date / Time 05/03/2021 12:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location RGA RGA jv031797	<p>[REDACTED] phoned to ask if she can speak to Joseph. Advised that she can speak with any RGA's. [REDACTED] queried about her WOL status and stated that she finds it unfair for her membership privileges to be taken away. She added that she booked a hotel stay this coming weekend to spend time with her family and now it is all cancelled. [REDACTED] was also not happy having a WOL status as she will not be able to go non-gaming facilities to take her family with her. She reiterated to pass this message on and that she will be writing a complaint regarding this matter. [REDACTED] was explained that points and other privileges automatically gets removed for banned patrons.</p>		
Date / Time 05/03/2021 12:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Compliance Nature of Service Revocation Paperwork Received Referral Location RGC RGA jt380953	<p>VCGLR had received an online revocation application from [REDACTED]. This was forwarded to Crown Compliance and then to RG. Recorded new details from application into SEER. [REDACTED] not eligible to apply for revocation.</p>		
Date / Time 05/03/2021 1:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Host Nature of Service Other Referral Location RGC RGA BI017908	<p>Riverside Host Helen informed that [REDACTED] was at the Riverside. Patron had been spoken to and informed about her 6months welfare WOL. Patron admitted to love gambling and was upset by the decision. Patron refused RG services and said that she can still go to the local venues. Encouraged her to engage in more activities and seek counselling if she's feel that her gambling is out of control. [REDACTED] went to the RGC and RGA Jo reiterated about Crown's decision. Brian in SV updated photo and provide coverage.</p>		
Date / Time 05/03/2021 1:00:00 PM Person Name Chaplaincy Services RGC Person ID [REDACTED] Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	<p>[REDACTED] - Patron</p>	<p>PHOTO REQUIRED</p> <p>Cambridge's Gaming Support Responsible Gaming Centre 1802 001 006</p>	
Date / Time 05/03/2021 1:16:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA jv031797	<p>Phoned [REDACTED] and advised that I could not find out who tried to call him on Monday, 1st of March and what the call was for. [REDACTED] advised that he called looking for his wife [REDACTED] and not wanting for her to be banned. [REDACTED] was next to him and I continued speaking to her regarding her query earlier on.</p>	<p>PHOTO REQUIRED</p> <p>Cambridge's Gaming Support Responsible Gaming Centre 1802 001 006</p>	



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Date / Time 05/03/2021 2:13:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP17 VIP Tables MAH ACM Craig advised that he will follow up on [REDACTED]	
Date / Time 05/03/2021 2:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location GHTEL Service RGA da027675	Brian SV advised that [REDACTED] is in pit 1010. RGA arrived with SSO#166. \$1750 winning money was withheld at the table1010. Original \$50 bet was handed over to [REDACTED] Melissa [REDACTED] ACM is notified regarding withheld money. Removed him via Ming's ext. Advised him to seek counselling from GH.	
Date / Time 05/03/2021 2:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA BI017908	PP18 PRE Tables Patron did not have substantial break. No other alert due to short active ratings. ACM Bing and I direct patron asked to leave for another 8hrs break due to only 5.42hrs break previously.	
Date / Time 05/03/2021 2:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location RGC RGA jv031797	[REDACTED] phoned asking for RGA Oanh. [REDACTED] requested for RGC's location in Crown to be sent to her. SMS sent with RGC's location [REDACTED] was also warned to stay away from the entrances of the casino on the day of her revocation interview and was encouraged to call RGC in case she needs assistance in finding the location.	
Date / Time 05/03/2021 3:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service GRIP SE Referral Location RGC RGA da027675	[REDACTED] attended the RGC for his GRIP. Patron was explained about restriction in upgrade membership. 3 Month follow up required. Profile picture is updated. Agreement paper signed by patron and placed in outgoing tray. GRIP Survey completed and placed in outgoing tray. Lin [Mandarin] acted as an interpreter	
Date / Time 05/03/2021 4:13:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP18 VIP Tables Splunk alerted 18h Time On Site for [REDACTED] without any prior alerts. Advised MAH Service Manager Wind [REDACTED] and sent him [REDACTED] details via SMS. Wind will be speaking to patron. Wind advised shortly, "We had our conversation with [REDACTED] it's his first time unfamiliar with the new PP. He now understood about a substantial break and concluded his play now. Given he had 4hrs and just over 18hrs we encouraged he takes a good substantial break before he returns. Luke also aware about this situation." [REDACTED] is staying inhouse.	



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Date / Time 05/03/2021 5:26:00 PM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP12 PRE Machines Observed; no observable signs.	
Date / Time 05/03/2021 5:30:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location RGC RGA BI017908	Checked Splunk and Webex throughout the shift.	
Date / Time 05/03/2021 5:34:00 PM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP17 PRE Tables ACM Andrew advised of ██████ length of play. Andrew advised that he will be speaking to ██████ Andrew advised shortly, "Patron has been asked to leave for an 8 hour break until at least 0200 6/3/21. Patron has also been advised that if she continues to play elsewhere in the casino that a 24 hour break will be required." ██████ left immediately and placed on RGPP pager for monitoring. Please return to AK pager once break is completed.	
Date / Time 05/03/2021 6:08:00 PM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA jv031797	PP12 MGF Machines Observed; no observable signs noted.	
Date / Time 05/03/2021 6:10:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Application Referral Location GH Southern RGA da027675	Central Key booth phoned and informed that ██████ is here for revocation. ██████ relocated to RGC. He informed me that he is here for an application for revocation. Explained him T&C of SE. He replied that because he can't speak English and his friend who acted as a translator & He mistakenly took me there. Online application is printed, signed and placed in outgoing tray. Previous interaction with him it confirmed that he is coming to collect his application. Referred her to GH for counselling. Notified Steve SV it wasn't record as a breach.	
Date / Time 05/03/2021 6:10:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Welfare Referral Location RGC RGA BI017908	Pager alert for ██████ spoke with patron in pit 16 for welfare and rg concern follow up. Patron again reiterated that he has no issue with controlling his finance and gaming. He's on dialysis and only come to the casino every second day. Patron taken off pager and email send to GM VIP.	



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Date / Time 05/03/2021 6:12:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Request for Revocation Referral Location GHTel Service RGA ov360590	<p>P [REDACTED] attended RGC wanted to apply for revocation.</p>	
Date / Time 05/03/2021 6:14:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA jv031797	<p>Phoned [REDACTED] to see his availability for a revocation interview appointment but was unable to speak to him.</p> <p>[REDACTED] report returned to folder to be processed by next RGA.</p> <p>Jenny has also sent [REDACTED] and email stipulating that we have been unsuccessful in contacting him.</p>	
Date / Time 05/03/2021 6:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Paperwork Received Referral Location GHTel Service RGA ov360590	<p>Signed revocation application received.</p>	
Date / Time 05/03/2021 7:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service WOL Referral Location RGC RGA pf370890	<p>SV (Scotty) advised [REDACTED] was in pit 7. SSO#28 attended. [REDACTED] removed via Ming's. RGC BC accepted Patron not SE, currently Excluded & WOL Pers. [REDACTED]</p>	
Date / Time 05/03/2021 7:51:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA pf370890	<p>[REDACTED] presented at RGC to enquire about revocation. T&Cs were explained and RGC BC accepted.</p>	
Date / Time 05/03/2021 8:18:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location Table Games RGA pf370890	<p>[REDACTED] deleted from RGPP completed required break.</p>	



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Date / Time 05/03/2021 8:27:00 PM Person Name Responsible Gaming Audit Person ID Pers Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA nm018947	Canvassed gaming floor. Liaised with patrons and staff.	
Date / Time 05/03/2021 8:43:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Self Exclusion Referral Location GHTEL Service RGA fb022711	<p>[REDACTED] applied to be self-excluded from Crown Perth and Crown Melbourne on 5 March 2021.</p> <p>Excluded by - CP SE period: 3 years 7 year opt out?: No RGA: Cathy Pe</p>	[REDACTED]
Date / Time 05/03/2021 8:51:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Self Exclusion Referral Location GHTEL Service RGA fb022711	<p>[REDACTED] applied to be self-excluded from Crown Perth and Crown Melbourne on 5 March 2021.</p> <p>Excluded by - CP SE period: 1 year 7 year opt out?: Yes RGA: Jo Person</p>	
Date / Time 05/03/2021 9:01:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA pf370890	[REDACTED] called wanting Vietnamese speaking. RGA explained that revocation paperwork had been received. [REDACTED] requested that a Vietnamese speaker return her call. Message passed on to Brendan via email	
Date / Time 05/03/2021 9:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	<p>PP18 MGF Machines</p> <p>Attended RC102128 but [REDACTED] not present; unidentified Asian female at ETG (not appearing to be playing) who stated [REDACTED] had 'gone to the VIK', and 'maybe gone to dinner'. Confiscated card from female.</p> <p>[REDACTED] added to RGPP pager group - please return to LTN pager group once patron spoken to.</p>	
Date / Time 05/03/2021 9:41:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location RGC RGA fb022711	Surveillance (Scott) advised [REDACTED] entered gaming floor via Baci's at 9:39PM and straight after exited gaming floor via Prom Bridge entry. No contact with RGA.	



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Date / Time 05/03/2021 10:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service GRIP SE Referral Location RGC RGA fb022711	<p>[REDACTED] attended RGC for GRIP; all information provided, updated photo taken (loaded to NF), questionnaire answered, conditions of membership reiterated.</p>	
Date / Time 05/03/2021 10:28:00 PM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA nm018947	<p>Scanned SE files.</p>	
Date / Time 05/03/2021 11:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service GRIP SE Referral Location GHTEL Service RGA nm018947	<p>[REDACTED] attended RGC for GRIP; all information provided, updated photo taken (loaded to NF), questionnaire answered, conditions of membership reiterated.</p>	
Date / Time 05/03/2021 11:11:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA fb022711	<p>[REDACTED] called RGC to reschedule his revocation interview - now to take place on Saturday 13th March at 11PM.</p>	
Date / Time 05/03/2021 11:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Rewards Nature of Service Breach of Self Exclusion Referral Location RGC RGA bp354596	<p>Riverside Leane called to request for RGA to attend for a welfare check on patron. No details advised. RGA attended and found out patron was WOL and SE. Contacted SV John for coverage and requested for SSO. SSO63 and 123 attended. RGA spoke to patron and requested him to leave. Escorted out via Western entrance.</p>	
Date / Time 05/03/2021 11:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGC RGA pf370890	<p>SV (Scotty) advised that [REDACTED] was in Sho Noodle. SSO#159 attended. [REDACTED] became aggressive when asked for ID, wasn't going to leave made comments "I'm in the restaurant not on gaming floor", "I've ordered food so can't leave" I excluded 15 years ago. Due to [REDACTED] resistance to leave SSM (Wayne) and multiply SSO were called for backup. After lengthy discussion with SS, [REDACTED] was removed via atrium peacefully. SV (Scotty) obtained an updated photo.</p>	



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<p>Date / Time 06/03/2021 12:03:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location Gaming Machines</p> <p>RGA fb022711</p>	<p>PP18 VIP Machines</p> <p>VOSM (Rachel) advised and will have conversation with [REDACTED]</p> <p>12:14AM: VOSM advised [REDACTED] will be leaving in 10min.</p>	
<p>Date / Time 06/03/2021 12:05:00 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 Security</p> <p>RGA pf370890</p>	<p>SV (Scotty) advised [REDACTED] was refused entry at sports. Nil interaction with RGA</p>	
<p>Date / Time 06/03/2021 1:45:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA nm018947</p>	<p>PP12 MGF Machines</p> <p>Attended Riverside and spoke with [REDACTED] reminded her to take a break. She is staying in house. PP policy explained.</p>	
<p>Date / Time 06/03/2021 1:45:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA nm018947</p>	<p>PP12 MGF Machines</p> <p>Attended Riverside and spoke with [REDACTED] reminded her to take a break. She is staying in house. PP policy explained.</p>	
<p>Date / Time 06/03/2021 1:58:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service Observable Signs</p> <p>Referral Location Table Games</p> <p>RGA pf370890</p>	<p>RGA pager Alert: required at table 0827. AM (Phil) advised [REDACTED] was falling asleep at 0827, RGA observed and [REDACTED] was having trouble keeping her eyes open while sitting at table. RGA asked [REDACTED] to leave the GF with an 8 hour break not to return till 10am 06/03/21</p> <p>6.30am: AM Pas advised that [REDACTED] present Freeplay voucher at the table alert RGA. Patron informed to return no earlier than 10am and sleeping in the car is also unacceptable.</p>	
<p>Date / Time 06/03/2021 2:48:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA fb022711</p>	<p>PP15 MGF Machines</p> <p>Attended D11 and spoke to [REDACTED] reminded her of length-of-play and advised her to leave by 5:30AM (enough time to catch the first train). [REDACTED] acknowledged the conversation.</p>	



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Date / Time 06/03/2021 2:49:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP15 MGF Machines Attended D11 and spoke to [REDACTED] reminded her of length-of-play and advised her to leave by 5:30AM (enough time to catch the first train). [REDACTED] acknowledged the conversation.	
Date / Time 06/03/2021 2:51:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP15 MGF Tables Attended RT0852 and spoke with [REDACTED] reminded her of length-of-play and urged her to leave by 4AM.	
Date / Time 06/03/2021 2:53:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP15 PRE Tables Attended Pit 16 / 05 and spoke to [REDACTED] she stated she would leave shortly. TG ACM subsequently advised [REDACTED] had cashed-in and left area.	
Date / Time 06/03/2021 2:59:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 PRE Machines Attended G17 but [REDACTED] had left area - unable to observe patron.	
Date / Time 06/03/2021 3:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	Advised by Scott in SV that [REDACTED] was walking the gaming floor around the West, he said he will call back when he stops moving. I walked onto the gaming floor and I observed [REDACTED] walking through Central/Diamond. Scott called back to say he had coverage of me, I said I'd find a guard and get ID. [REDACTED] headed towards Mings and I stopped him and he confirmed who he was. I asked him to leave; he did not want to stick around for a chat. Security at the door was advised and SV notified of the confirmed ID.	
Date / Time 06/03/2021 3:05:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA fb022711	PP15 PRE Tables Attended Pit 17 / 12 but [REDACTED] had left area - unable to observe patron.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Mar 5, 2021

Person Registration Details	Comments	Photo
Date / Time 06/03/2021 3:10:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA fb022711	PP15 VIP Tables TG ACM advised ██████ had left area - unable to be observed.	
Date / Time 06/03/2021 3:25:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Break Referral Location Gaming Machines RGA fb022711	PPBR VIP Machines ██████ playing for 19hrs with a 6hr break - staying in-house as confirmed by VOSM (Alison).	
Date / Time 06/03/2021 3:33:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA fb022711	PP18 PRE Machines ██████ approached by VOSM (Alison) at A07 and asked to leave; ██████ advised she would leave shortly.	
Date / Time 06/03/2021 4:57:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP15 MGF Machines Attended E83 and spoke with ██████ requested she leave by 6AM. ██████ acknowledged conversation.	
Date / Time 06/03/2021 4:59:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP18 MGF Tables Attended D39 and requested ██████ to leave and take a 24hr break, returning no sooner than 5AM on 07/03/2021. ██████ collected her gaming ticket and left the area. Comments added to SYCO; added to RGPP pager to monitor.	
Date / Time 06/03/2021 5:03:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP15 PRE Tables Attended Pit 8 / 09 but ██████ had left area - unable to observe patron.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Mar 5, 2021

Person Registration Details		Comments	Photo
Date / Time 06/03/2021 5:05:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 PRE Tables Observed LS at Pit 17 / 08; no observable signs noted.		
Date / Time 06/03/2021 5:08:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA fb022711	PP17 PRE Tables Attended Pit 16 / 05 with TG ACM (Dean) but patron had clearly left - rating still active on table.		
Date / Time 06/03/2021 5:11:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 PRE Machines Observed ██████ at G51; no observable signs noted.		
Date / Time 06/03/2021 5:30:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA fb022711	██████ removed from RGPP pager and returned to LTN pager group - completed minimum 8hr break and didn't return to gaming floor.		
Date / Time 06/03/2021 5:32:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA fb022711	██████ removed from RGPP pager and returned to AK pager group - completed required break.		
Registration Date/Time	Operational Overview	Created By	
05/03/2021 05:30:00 PM	Checked Splunk and Webex throughout the shift.	BI017908	
05/03/2021 10:28:00 PM	Scanned SE files.	nm018947	