

RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Dec 21, 2019



Person Registration Details	Comments	Photo
<p>Date / Time 21/12/2019 7:33:00 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 Legal</p> <p>RGA jv031797</p>	<p>PP16 MGF Machines</p> <p>Patron is no longer at the EGM and is not currently rated.</p>	[REDACTED]
<p>Date / Time 21/12/2019 7:40:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Gaming Machines</p> <p>Nature of Service Seeking other Assistance</p> <p>Referral Location Gaming Machines</p> <p>RGA fb022711</p>	<p>GM VOSM (Nicole) advised [REDACTED] observed in Teak Room; [REDACTED] had previously been advised that she is not allowed in Teak Room. [REDACTED] husband has dementia and has previously upset customers with requests for money and assistance; [REDACTED] reminded that her room restrictions would stand. It was later determined that her husband had wandered into Teak Room without being stopped by staff. Recommend that VOSM reiterate room restrictions.</p>	[REDACTED]
<p>Date / Time 21/12/2019 7:43:00 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 No Referral</p> <p>RGA jv031797</p>	<p>PP12 PRE Tables</p> <p>Observed [REDACTED] in pit 8. She did not show any observable signs.</p>	[REDACTED]
<p>Date / Time 21/12/2019 7:48:00 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 No Referral</p> <p>RGA jv031797</p>	<p>PP16 PRE Machines</p> <p>Approached [REDACTED] in Teak and reminded him to take a substantial break. [REDACTED] advised that he is leaving at 8 am.</p>	[REDACTED]
<p>Date / Time 21/12/2019 7:49:00 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 No Referral</p> <p>RGA jv031797</p>	<p>PP20 MGF Machines</p> <p>Approached [REDACTED] and reminded her to take a substantial break. [REDACTED] advised she is leaving soon.</p> <p>@1:18pm no longer rated.</p>	[REDACTED]



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Date / Time 21/12/2019 7:51:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 PRE Machines Observed [REDACTED] while playing at G1602. She did not show any observable signs.	[REDACTED]
Date / Time 21/12/2019 7:53:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 PRE Machines Patron no longer at the EGM. Not currently rated.	[REDACTED]
Date / Time 21/12/2019 7:55:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 PRE Machines Observed [REDACTED] in Teak room. Patron did not show any observable signs.	[REDACTED]
Date / Time 21/12/2019 8:00:00 AM Person Name Responsible Gaming Audit Person ID [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA jv031797	Canvassed gaming floor around EGM, TG and FATG areas.	
Date / Time 21/12/2019 8:36:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Seeking other Assistance Referral Location Table Games RGA da027675	Ralph DSM phoned and asked for advice for [REDACTED]. Patron has two accounts on one account he was WOL by Perth as confirmed by Tamara that he is WOL by Security. Advised him we should TU and [REDACTED]. Ralph DSM agreed. Patron advised regarding TU & MU status. Email sent to [REDACTED] to merge two accounts. Asked Steve SV to update his picture. Two accounts are [REDACTED] and [REDACTED].	[REDACTED]
Date / Time 21/12/2019 9:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location GH Southern RGA da027675	Brian SV advised that [REDACTED] is in pit 12. RGA arrived with [REDACTED]. Removed [REDACTED] via Ming's exit. Revocation process explained in details. \$600 chips exchange by [REDACTED]. Referred him to GH for counselling. [REDACTED] apologised.	[REDACTED]



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Date / Time 21/12/2019 10:05:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location GHTel Service RGA jv031797	<p>[REDACTED] attended RGC with his wife, [REDACTED] wanting to SE. [REDACTED] was explained SE legal boundaries and interview was conducted without his wife's presence. [REDACTED] proceeded with SE. He was issued with CPSE today, 21/12 with a minimum exclusion period of 3 years with RGA Brendan [REDACTED] acting as a witness. He was referred to GH for counselling.</p>	[REDACTED]	
Date / Time 21/12/2019 10:35:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location No Referral RGA jv031797	<p>PP20 VIP Tables</p> <p>Message via Webex sent by DSM Ralph advising that [REDACTED] has been advised to take an 8-hour break and agreed to depart within the next 30 minutes. At 09:15; advised by Ben on check up; [REDACTED] has left the room.</p>	[REDACTED]	
Date / Time 21/12/2019 11:21:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location No Referral RGA jv031797	<p>PP20 VIP Tables</p> <p>Message from DSM Ralph via Webex; Patron from Sydney - Will advise sales and marketing</p>	[REDACTED]	
Date / Time 21/12/2019 11:40:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA BI017908	<p>[REDACTED] rang about his revocation. Its pending RGP contact. Reminded him to stay off the gaming floor and will advise him once process is completed.</p>	[REDACTED]	
Date / Time 21/12/2019 12:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location No Referral RGA da027675	<p>[REDACTED] rang to enquire about his WOL and if it had been lifted. SYCO and SEER checked and patron is not a WOL anymore. That information was passed on to patron. New address and his Telephone number is updated in SEER. Old address was. Personal [REDACTED]</p>	[REDACTED]	
Date / Time 21/12/2019 12:32:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Seeking other Assistance Referral Location Table Games RGA da027675	<p>Sam SV advised that AM from pit 8 phoned and informed that there is a patron who is same in cloth as she wore in yesterday. According to her she was in casino for 1-2 hours. And left around 7 PM and today she came 10:00AM. [REDACTED] acted as a translator, and confirmed that she is using different clothes than yesterday. RG services explained.</p>	[REDACTED]	



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Date / Time 21/12/2019 12:33:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA jt380953	Neoface and Surveillance info - Patron detected on gaming floor and escorted out by oscar #292 via monte carlos.	[REDACTED]	
Date / Time 21/12/2019 12:43:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Chinese Peer Connection (East) RGA da027675	[REDACTED] rang to enquire about revocation. All information passed. Include VCGLR appeal. Advised her to seek counselling from GH. [Chinese Peer]	[REDACTED]	
Date / Time 21/12/2019 1:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location RGA RGA BI017908	PP12 MGF Machines Observed [REDACTED] in level. Actively playing without any observable sign.	[REDACTED]	
Date / Time 21/12/2019 1:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location RGC RGA BI017908	PP12 MGF Machines No longer on EGM and not currently rated.	[REDACTED]	
Date / Time 21/12/2019 1:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 MGF Machines Approached [REDACTED] and advised her to take a substantial break. [REDACTED] advised that she just had a meal.	[REDACTED]	
Date / Time 21/12/2019 2:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP20 MGF Tables [REDACTED] is no longer at RT076003 and not currently rated.	[REDACTED]	



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Person Registration Details	Comments	Photo
Date / Time 21/12/2019 2:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP20 PRE Machines Approached [REDACTED] and advised her to take a substantial break. [REDACTED] advised she is leaving shortly. She did not show any observable signs.	[REDACTED]
Date / Time 21/12/2019 2:14:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP20 PRE Machines Approached [REDACTED] and reminded him to take a substantial break. [REDACTED] advised that he just came back from 5h48m break. Explained to him PP policy.	[REDACTED]
Date / Time 21/12/2019 2:38:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 MGF Machines Approached [REDACTED] in Riverside and reminded her to take a substantial break. [REDACTED] advised that she is aware of PP policy.	[REDACTED]
Date / Time 21/12/2019 2:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 MGF Machines Approached [REDACTED] and reminded her to take a substantial break. [REDACTED] did not show any observable signs.	[REDACTED]
Date / Time 21/12/2019 2:41:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Unknown Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP20 VIP Tables Message from TG ACM VVIP_1 via Webex; "Spoke with patron accompanied by SOE Penny. Patron asked Penny to book a car for him and he left room/property. Indicated he would be back tomorrow. Regards Glenn."	[REDACTED]
Date / Time 21/12/2019 2:42:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 MGF Machines Approached [REDACTED] and advised her to take a substantial break. [REDACTED] advised she is going for lunch soon.	[REDACTED]



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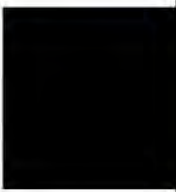





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<p>Date / Time 21/12/2019 2:55:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Self Exclusion</p> <p>Referral Location GH Regional</p> <p>RGA BI017908</p>	<p>[REDACTED] attended the RGC to ask for SE. CPSE boundaries and process explained. [REDACTED] applied for minimum 3 years and the SE Order/ Agreement issued on 21/12/19 with RGA Dinesh [REDACTED] acting as witness. Referred him to GH Geelong for counselling.</p>	[REDACTED]
<p>Date / Time 21/12/2019 3:13:00 PM</p> <p>Person Name Responsible Gaming Audit</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service GM/TG/Staff & FATG focus</p> <p>Referral Location No Referral</p> <p>RGA da027675</p>	<p>Canvassed gaming floor around EGM, TG and FATG areas.</p>	<p>PHOTO REQUIRED</p> <p></p> <p>RESPONSIBLE GAMING <small>APR 2015 ACCREDITED (L0001)</small> <small>300 Moorabool Street, Moorabool VIC 3257</small> <small>Responsible Gaming Centre (MGC) 001 906</small></p>
<p>Date / Time 21/12/2019 3:17:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Gaming Machines</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA jv031797</p>	<p>Riverside host Michael advised that female patron named [REDACTED] was looking for [REDACTED] on the gaming floor. Michael confirmed that [REDACTED] is SE. Advised Sam (SV) of the situation. [REDACTED] location was advised by GM AM Bethany due to [REDACTED] looking for [REDACTED]. [REDACTED] admitted to being an SE patron. Advised [REDACTED] and reminded him of SE boundaries and revocation process. [REDACTED] understood and got up his seat and was not able to organize for security to attend straight away. Requested Sam for coverage as I escorted [REDACTED] off the gaming floor via Lucky Chan's entry. Added [REDACTED] on NeoFace.</p>	[REDACTED]
<p>Date / Time 21/12/2019 4:12:00 PM</p> <p>Person Name RGC Male Unknown</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service Welfare</p> <p>Referral Location Table Games</p> <p>RGA da027675</p>	<p>Kate AM informed that there is a patron dosing off on EGM. The patron claimed that he came from Ballarat this morning 10:00 AM by train, it was just feeling tired. Advised him have a coffee, tea, water or Walk around. He stands and left the gaming floor via food court to have a coffee.</p>	<p>PHOTO REQUIRED</p> <p></p> <p>RESPONSIBLE GAMING <small>APR 2015 ACCREDITED (L0001)</small> <small>300 Moorabool Street, Moorabool VIC 3257</small> <small>Responsible Gaming Centre (MGC) 001 906</small></p>
<p>Date / Time 21/12/2019 6:00:00 PM</p> <p>Person Name Responsible Gaming Audit</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service GM/TG/Staff & FATG focus</p> <p>Referral Location No Referral</p> <p>RGA BI017908</p>	<p>Canvassed gaming floor around EGM, TG and FATG areas.</p>	<p>PHOTO REQUIRED</p> <p></p> <p>RESPONSIBLE GAMING <small>APR 2015 ACCREDITED (L0001)</small> <small>300 Moorabool Street, Moorabool VIC 3257</small> <small>Responsible Gaming Centre (MGC) 001 906</small></p>
<p>Date / Time 21/12/2019 6:25:00 PM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Operational Overview</p> <p>Referral Location No Referral</p> <p>RGA jv031797</p>	<p>Checked SPLUNK and WEBEX throughout shift.</p>	<p>PHOTO REQUIRED</p> <p></p>



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Person Registration Details	Comments	Photo
<p>Date / Time 21/12/2019 7:14:00 PM</p> <p>Person Name ██████████</p> <p>Person ID ██████████</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location Vietnamese (AVWA)</p> <p>RGA BI017908</p>	<p>Observed ██████ at pit 7 watching BJ and notified Jody in SV. ██████ and ██████ escorted him out via Mings. Encouraged ██████ to get counselling but patron just smile and said he's too lonely and bored at home.</p>	
<p>Date / Time 21/12/2019 7:18:00 PM</p> <p>Person Name ██████████</p> <p>Person ID ██████████</p> <p>Referred By Security</p> <p>Nature of Service Unattended Child</p> <p>Referral Location Security</p> <p>RGA BI017908</p>	<p>Renee in SV informed of UAC at Mings. The ██████ (GT Silver) had return but SSM Glen request RGA. Girl 12 and boy 10 were at Baci waiting while the ██████ went inside to get them bottle of water. The girl was crying and a bit distressed at SSO presence (thought that the ██████ and they were going to get in trouble). No ratings from ██████. Explained about our UAC policy and Glenn gave him a warning. NFA.</p>	
<p>Date / Time 21/12/2019 7:45:00 PM</p> <p>Person Name ██████████</p> <p>Person ID 14290</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location Gaming Machines</p> <p>RGA fb022711</p>	<p>PP24 PRE Machines</p> <p>Consulted with GM VOSM (Nicole); ██████ taken 2 x 5.5hr breaks in 24hrs. Will continue to monitor.</p>	
<p>Date / Time 21/12/2019 8:00:00 PM</p> <p>Person Name ██████████</p> <p>Person ID ██████████</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGA</p> <p>RGA BI017908</p>	<p>PP20 MGF Machines</p> <p>Spoke to patron that 5.5hrs is not substantial and he must make it at least 8hrs + next time. Encouraged him to take another break soon.</p>	
<p>Date / Time 21/12/2019 8:15:00 PM</p> <p>Person Name RGC Male Unknown</p> <p>Person ID Perse</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Unattended Child</p> <p>Referral Location No Referral</p> <p>RGA fb022711</p>	<p>Observed two very young females outside RGC; attended, and saw father (who had been standing some distance away looking elsewhere) approach. Advised male to ensure his attention was given to his children; male acknowledged.</p>	<p>PHOTO REQUIRED</p> 
<p>Date / Time 21/12/2019 8:15:00 PM</p> <p>Person Name RGC Male Unknown</p> <p>Person ID Perse</p> <p>Referred By Self</p> <p>Nature of Service Revocation Information</p> <p>Referral Location RGC</p> <p>RGA fb022711</p>	<p>Unidentified male called RGC to enquire about revocation; provided male with RGC email address and outlined information required for email.</p>	<p>PHOTO REQUIRED</p> 



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<p>Date / Time 21/12/2019 8:22:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Host Nature of Service Seeking other Assistance Referral Location RGC RGA fb022711</p>	<p>Local Host (Terry) called to advise [REDACTED] was pending Platinum upgrade; she wished to confirm that an upgrade could be approved, based on [REDACTED] prior SE. As SE was revoked in 2017, advised Terry she could proceed with the upgrade.</p>	[REDACTED]
<p>Date / Time 21/12/2019 9:44:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Self Exclusion Referral Location GHTEL Service RGA fb022711</p>	<p>[REDACTED] issued 1yr joint SE by CP RGA Louise [REDACTED] stopcode added to CM account.</p>	[REDACTED]
<p>Date / Time 21/12/2019 9:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA fb022711</p>	<p>Surveillance (Steve) advised [REDACTED] at Pit 8; attended with Security and followed [REDACTED] off gaming floor via Ming's entry. [REDACTED] did not wish to speak with staff.</p>	[REDACTED]
<p>Date / Time 21/12/2019 10:07:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711</p>	<p>PP12 PRE Machines Observed [REDACTED] at G20; no observable signs noted.</p>	[REDACTED]
<p>Date / Time 21/12/2019 10:17:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711</p>	<p>PP12 MGF Machines Observed [REDACTED] at C14; no observable signs noted.</p>	[REDACTED]
<p>Date / Time 21/12/2019 10:25:00 PM Person Name Responsible Gaming Audit Person ID [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA fb022711</p>	<p>Canvassed gaming floor around EGM, TG and FATG areas. Liaised with TG ACM, TG AMs, Teak SEs. Assisted patrons with directions.</p>	<p>PHOTO REQUIRED</p> <p> responsiblegaming <small>and responsiblegaming.com.au</small> <small>Customer Careline (toll free) 1300 632 888</small> <small>Responsible Gaming Centre 1800 951 958</small></p>



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Date / Time 21/12/2019 10:55:00 PM Person Name RGC Male Unknown Person ID Pers Referred By Self Nature of Service Seeking other Assistance Referral Location No Referral RGA fb022711	Unidentified male called wishing to speak to "the Perth department"; when advised he had called CM the male finished the call before any referral number could be offered.	
Date / Time 21/12/2019 11:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Unattended Child Referral Location Security RGA fb022711	COMMS (Renee) advised unattended child in Food Court; attended with Security for [REDACTED] had just arrived. [REDACTED] claimed he had gone on the gaming floor briefly but not to play; no live ratings on membership. Verbal warning given to [REDACTED] and reminded him of the importance of attending to his child; [REDACTED] acknowledged this warning.	
Date / Time 21/12/2019 11:37:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA fb022711	PP20 PRE Tables TG ACM (Matthew) advised [REDACTED] playing for 22hrs with 3hr and 4hr breaks in play. Comment in WEBBEX by ACM: Welfare check and patron agreed to leave before 2:00	
Date / Time 21/12/2019 11:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location Host RGA fb022711	DFU completed by DSM (Ben): I have just spoken with Mr [REDACTED]. He is very comfortable with both the time and amounts he plays, and has no problems setting limits. He doesn't chase losses and generally plays with his partner, and when she says it's home time they leave, whether up or down. He has been travelling back and forward between Melbourne and NSW which is why he has short stays, usually 3 days at a time. He will be moving back to NSW full time in the coming months. [REDACTED] returned to JH2 pager group.	
Date / Time 22/12/2019 12:14:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Observable Signs Referral Location Security RGA fb022711	RSA officer (Sonia) called for assistance with [REDACTED] had been approached regarding RSA; it was determined she wasn't intoxicated by alcohol, but may be 'on substances'. During the conversation, [REDACTED] allegedly disclosed (in broken English) disjointed comments about 'man', 'follow', 'atm' and 'money' - leading the RSA officer to believe she may have been borrowing money or being harassed by "loan sharks". Attended and spoke to [REDACTED] she had just queried a hand at Pit 4 / 15 but TG were not concerned by her behaviour. [REDACTED] denied any concerns with money or being followed; she presented as slightly hyperactive but otherwise no observable signs. Advised TG staff to monitor for undesirable behaviour.	



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<p>Date / Time 22/12/2019 1:07:00 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 GHTel Service</p> <p>RGA fb022711</p>	<p>Surveillance (Steve) advised [REDACTED] in Jackpot Bar; attended and followed [REDACTED] into MGF where he was approached [REDACTED] claimed to believe his SE lasted for only 6 months; was advised he would need to wait an additional 12 months before applying for revocation based on tonight's breach. An unidentified friend of [REDACTED] insistently questioned [REDACTED] and then the RGA and Security about the SE; he claimed to be a lawyer and recommended [REDACTED] 'sue' because he hadn't been gambling. After several attempts to generally describe the restrictions of a SE and being met with the same response I stopped talking to the friend. [REDACTED] eventually left gaming floor via Food Court and friend followed - after speaking at some length with SSM about the SE.</p>	[REDACTED]
<p>Date / Time 22/12/2019 1:22:00 AM</p> <p>Person Name RGC Male Unknown</p> <p>Person ID Perso</p> <p>Referred By Gaming Machines</p> <p>Nature of Service Observable Signs</p> <p>Referral Location RGC</p> <p>RGA fb022711</p>	<p>GM AM (Truc) advised male at D30 had been observed hitting an EGM earlier in the evening and complaining about his losses. When he made similar comments to CSAs they asked if he "wanted to speak to someone". Attended and spoke to male [REDACTED]. His complaint was that he 'never' won and that every other patron was winning except him. Estimated he'd spent \$50k at Crown over an undetermined time and had nothing to show for it. Explained to male that his luck was bad, but it was compounded by his admitted returns to Crown to make up his losses. Strongly urged male to take a break - but he refused RGC business card and continued with his complaint about EGMs. Also advised male that if he were to be observed hitting an EGM again he would be WOL'd. After male left area, advised GM AM and CSAs to monitor his behaviour.</p>	<p>PHOTO REQUIRED</p>
<p>Date / Time 22/12/2019 1:51:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Host</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA fb022711</p>	<p>PP20 VIP Tables</p> <p>Advised by TG ACM: Have spoken with patron accompanied by Perso. She will take a break from 01.30-09.00.</p>	[REDACTED]
<p>Date / Time 22/12/2019 1:54:00 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 RGC</p> <p>RGA jt380953</p>	<p>Pinged on Neoface late and successfully entered Lucky Chan and proceeded to pit 4. Nil contact with RGA</p>	Personal Information
<p>Date / Time 22/12/2019 2:06:00 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>PP12 MGF Tables</p> <p>Attended RT0461 and observe [REDACTED] no observable signs noted.</p>	





RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Dec 21, 2019

Person Registration Details	Comments	Photo
Date / Time 22/12/2019 2:09:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA fb022711	PP12 MGF FB Attended D42 but [REDACTED] had left area.	[REDACTED]
Date / Time 22/12/2019 2:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA fb022711	PP12 PRE Machines Attended G5603 but patron had left area.	[REDACTED]
Date / Time 22/12/2019 2:20:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP24 VIP Machines GM VOSM (Alison) advised [REDACTED] had been spoken to earlier in the evening but now had to leave.	[REDACTED]
Date / Time 22/12/2019 2:32:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP24 PRE Machines Attended RT:750 and spoke with [REDACTED]; he advised that he had taken a long break from morning to evening and that he had given a friend his CR card to continue playing. Reminded [REDACTED] that his membership card was not transferable and suggested he leave by 3AM for a break. [REDACTED] acknowledged this conversation.	[REDACTED]
Date / Time 22/12/2019 2:33:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Card Misuse Referral Location No Referral RGA fb022711	[REDACTED] admitted to giving his membership card to a friend to use - [REDACTED] was reminded of the conditions of his membership and that transferring his card was not allowed.	[REDACTED]
Date / Time 22/12/2019 2:35:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA fb022711	PP20 MGF Tables Attended Pit 9 / 30 but [REDACTED] had left area. 10:28 am: Patron was no longer at the table and there's no current rating.	[REDACTED]

CROWN RESPONSIBLE GAMING
 DAILY OPERATIONS REPORT FOR GAMING DATE Dec 21, 2019

Person Registration Details		Comments	Photo
Date / Time 22/12/2019 2:40:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 MGF Machines Observed [REDACTED] at F90; no observable signs noted.	[REDACTED]	
Date / Time 22/12/2019 3:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA fb022711	Caught up with [REDACTED] at R01; advised him to take a significant break, returning no sooner than 2PM 22/12/19. [REDACTED] agreed and left area; added to RGPP pager.	[REDACTED]	
Date / Time 22/12/2019 3:52:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location GHTel Service RGA fb022711	Surveillance (Steve) advised [REDACTED] at Pit 8 / 41; attended with Security and escorted off gaming floor via Ming's entry.	[REDACTED]	
Date / Time 22/12/2019 4:01:00 AM Person Name RGC Male Unknown Person ID Perso Referred By Table Games Nature of Service Observable Signs Referral Location Security RGA fb022711	TG AM (Dan) advised male at ETG bank in Pit 8 had been woken several times; approached and requested male leave gaming floor. Male acknowledged but didn't move on; advised TG staff to contact Security for removal.	PHOTO REQUIRED  Cardless Gaming Help 800 858 858 Responsible Gaming Centre 1800 401 198	
Date / Time 22/12/2019 4:47:00 AM Person Name RGC Male Unknown Person ID Perso Referred By Security Nature of Service Seeking other Assistance Referral Location Security RGA fb022711	RGA observed several Security officers in B1 car-park; attending SSM said it was a male who had been sleeping in his car at Crown for 2-3 days. Attended, but Security advised male did not gamble and had no gambling problem; was possibly disabled and homeless. Provided Perso with Salvation Army card for male.	PHOTO REQUIRED  Cardless Gaming Help 800 858 858 Responsible Gaming Centre 1800 401 198	
Date / Time 22/12/2019 5:26:00 AM Person Name Personal Information Person ID Personal Information Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA fb022711	PP12 MGF Machines Observed P at F13; no observable signs noted.	Personal Information	
Registration Date/Time 21/12/2019 06:25:00 PM	Operational Overview Checked SPLUNK and WEBEX throughout shift.	Created By jv031797	