



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jul 5, 2018

Daily Workload by Time of Day (for Report Period)



Report Summary


Total Contacts	56
Self Exclusion Breaches	13
Self Exclusion Inquiries	1
Self Exclusions Issued	1
Missing Persons	1
Unattended Children	1

Person Registration Details	Comments	Photo
Date / Time 05/07/2018 9:54:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA mo386705	PP16hrs VIP Table-Games Spoke to ACM Para in regards to [REDACTED] playing for 18 hours, Para advised he will follow up with her and have a welfare conversation around extended lengths of play.	[REDACTED]
Date / Time 05/07/2018 10:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Other Referral Location RGSC RGA km003968	Received a call from Minh in Comms advising that GM staff had noticed that [REDACTED] had stop codes for Perth. I have confirmed that these do not apply to Melbourne, but that she should not be granted access to Mahogany or Premium gaming.	[REDACTED]
Date / Time 05/07/2018 10:01:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA mo386705	PP20hrs MGF Table-Games Added to PP20 pager, once removed please add to "DM1" pager.	[REDACTED]
Date / Time 05/07/2018 10:07:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA mo386705	PP20hrs VIP Table-Games Advised Mahogany ACM Para that [REDACTED] has been playing for 22.5 hours and will strictly need to leave before 11.20am so she doesn't exceed 24 hours. Para advised he will have a welfare conversation with [REDACTED] and notate what was said in the PP spreadsheet.	[REDACTED]
Date / Time 05/07/2018 10:17:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA mo386705	PP12hrs VIP Table-Games Added to PP12 pager, patron's last rating was over an hour ago. Patron shouldn't return before 5pm 05/07/2018 if 8 hour break is to be completed. Please return to "SB01" pager once completed.	[REDACTED]



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Person Registration Details	Comments	Photo
<p>Date / Time 05/07/2018 10:28:00 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 mo386705</p>	<p>PP12hrs VIP Table-Games</p> <p>Spoke to Premium ACM Bing and advised that [REDACTED] has been playing for 15 hours. Bing advised he will have a welfare conversation around play periods to the patron and check for any observable signs, he will notate what is said in the PP spreadsheet.</p>	[REDACTED]
<p>Date / Time 05/07/2018 10:30:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service Welfare/Observable Signs</p> <p>Referral Location RGSC</p> <p>RGA km003968</p>	<p>Received a call from TG AM Satit in pit 4 advising that [REDACTED] had returned to the gaming floor prior to the 23:00 directive as per RGLO George. I approached the AR table and [REDACTED] got up quickly and said "I go now". She suddenly turned around and said "I would like to ban myself for a year". I asked for her to accompany me to the RGSC</p>	[REDACTED]
<p>Date / Time 05/07/2018 10:30:00 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 RGSC</p> <p>RGA km003968</p>	<p>PP20hrs MGF Table-Games</p> <p>I attended pit 12 to speak to [REDACTED] about Crown's expectation regarding regular and substantial breaks from the gaming floor. She acknowledged that she understood and stated that she would be leaving shortly.</p> <p>I sighted her wandering around the pit 10/11 area about 20 minutes later. She appeared to be looking for someone. I reminded her that if I sighted her on the gaming floor at 11:00, I would enforce a 24 hour break. She cashed in her chips and walked straight off the gaming floor.</p>	[REDACTED]
<p>Date / Time 05/07/2018 10:33:00 AM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Pers [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service SYCO Report</p> <p>Referral Location No Referral</p> <p>RGA mo386705</p>	<p>SYCO Report checked - 9am</p>	 <p>PHOTO REQUIRED</p>
<p>Date / Time 05/07/2018 10:35:00 AM</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 TAB / AHA</p> <p>RGA km003968</p>	<p>[REDACTED] attended the RGSC and successfully applied for a SE Order. VIP Service Executive Debbie [REDACTED] assisted with Mandarin translation. The SE Order was served at 12:28 with Nina witnessing the documents.</p> <p>[REDACTED] is already SE in Perth. She claims to have lost 3 houses because of gambling. She states that her marriage has failed and that her children live with her husband in Perth. She also alleges that there are "many" loan sharks operating in the casino and that they hold people's passports to ensure payment.</p> <p>[REDACTED] has been provided with AHA contact details.</p> <p>GT/Gold</p>	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 05/07/2018 10:44:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA mo386705	PP20hrs MGF Table-Games Added to PP20 pager. [REDACTED] needs to have a substantial 8 hour break returning no sooner than 6.30pm on 05/07/2018.	[REDACTED]
Date / Time 05/07/2018 10:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA km003968	Advised by Steve in surveillance that [REDACTED] was in the Maple Room. He was removed without issue and advised to seek counselling. Revocation requirements reiterated at his request. \$300 in chips cashed by the SSO.	[REDACTED]
Date / Time 05/07/2018 10:50:00 AM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA nm018947	Canvassed gaming floor around EGM and FATG areas.	
Date / Time 05/07/2018 10:58:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service 3rd Party SE Inquiry Referral Location RGSC RGA mo386705	[REDACTED] (Mother of [REDACTED]) called the RGSC asking for our email as she is very concerned about [REDACTED] gambling addiction. She made comments such as "He has been stealing items from our family home to sell and use as gambling money" and "If you cannot ban my son from coming to Crown I will need to get the police involved". I provided [REDACTED] with the RGSC email address and she will be sending an email with documentation regarding her son. Medical documentation uploaded into SEER. Passed onto Leon [REDACTED] Ops Manager.	[REDACTED]
Date / Time 05/07/2018 11:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location RGSC RGA km003968	PP20hrs MGF Table-Games In response to pager alert I attended AR1105 to speak with [REDACTED] about Crown's expectation regarding regular and substantial breaks from the gaming floor. He acknowledged that he understood. He remains on PP20.	[REDACTED]
Date / Time 05/07/2018 11:10:00 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 Surveillance that [REDACTED] was in Pit 8. I requested ID and it was confirmed she is SE. Security and I removed her via Mings. Her English was poor and she did not want an interpreter.	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 05/07/2018 12:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA nm018947	Advised by Surveillance that [REDACTED] attempted to gain entry to the gaming floor.	Personal Information
Date / Time 05/07/2018 12:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	Advised by Surveillance that [REDACTED] was in Margos having a meal. I was unable to attend as I was witnessing a SE. Surveillance said that Security has allowed [REDACTED] to finish her meal. She will be removed straight after by Security.	[REDACTED]
Date / Time 05/07/2018 1:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP16hrs VIP Table-Games Advised GM Teak Manager Karly.	[REDACTED]
Date / Time 05/07/2018 1:21:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA nm018947	SYCO Report checked - 1pm.	
Date / Time 05/07/2018 1:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP16hrs VIP Gaming-Machines Advised GM Teak Manager Karly.	[REDACTED]
Date / Time 05/07/2018 2:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Unattended Child Referral Location RGSC RGA km003968	Advised by Teresa in Comms that there were 2 UAC in a car parked near B2 Mings. She stated that the father had already arrived. I attended to speak with SSM and [REDACTED] claimed he had dropped his wife in the city for work and he was taking his children to the aquarium today. He had parked at Crown and had used the toilet facilities before returning to the car with water for his children (2yo & 5yo) There were no ratings on his card for today. Security had requested Vicpol attendance. I felt that in the interests of the children, it would be best to move them on and anything uncovered by further investigation into the incident could be followed up via mail. GT/Gold	[REDACTED]



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<p>Date / Time 05/07/2018 2:19:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location No Referral RGA mo386705</p>	<p>Received a request for revocation from [REDACTED] via email. Replied to the email with a declined revocation letter due to [REDACTED] most recent breach being on the 14/05/2018. [REDACTED] can apply for revocation on 14/05/2019 (one year after his most recent breach).</p>	[REDACTED]
<p>Date / Time 05/07/2018 2:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service WOL recommendation to SIMU Referral Location No Referral RGA lp025083</p>	<p>After consultation with legal, WOL recommendation sent to SIU.</p>	[REDACTED]
<p>Date / Time 05/07/2018 3:29:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA km003968</p>	<p>Advised by Steve in surveillance that NF had picked up [REDACTED]. I attended pit 11 and approached male for ID check. He claimed not to have any identification on him. I told him that he needed to provide photo ID as he had been identified as a banned patron. He denied this and was advised that either way he was required to carry photo ID in a licensed venue. I am comfortable that this is [REDACTED].</p>	[REDACTED]
<p>Date / Time 05/07/2018 5:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA km003968</p>	<p>PP16hrs VIP Table-Games Advised ACM Steve [REDACTED] length of play (just short of 20)</p>	[REDACTED]
<p>Date / Time 05/07/2018 5:28:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location RGSC RGA km003968</p>	<p>PP20 VIP Table-Games Patron has no open rating and should not appear on the pager before 23:45 this evening in order to complete a sufficient break from the gaming floor. Please return to paging group LD when complete.</p>	[REDACTED]
<p>Date / Time 05/07/2018 5:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Missing Persons Referral Location Security RGA km003968</p>	<p>Received a call from Constable Aaron [REDACTED] transferred by Minh in Comms) asking for assistance with a missing person. [REDACTED] has sent through a photo which I have placed in the KALOF folder on NF. An email has been sent to Surv/Comms. If sighted, please call 000. She has just been reported as a missing person.</p>	[REDACTED]



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Date / Time 05/07/2018 6:03:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location RGSC RGA km003968	PP20hrs MGF Table-games Patron's ratings only just ceased. Have placed on PP20. Not to return to the gaming floor before 1am tomorrow to complete an acceptable break from the gaming floor.	[REDACTED]
Date / Time 05/07/2018 6:04:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Report Writer Contact - RGP Referral Location No Referral RGA sm029276	Received a call from Person A (Counsellor GH Western) who is currently seeing [REDACTED] as part of his revocation application. She was enquiring whether he had any recorded breaches in his recent history.	[REDACTED]
Date / Time 05/07/2018 6:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	Steve in surveillance advised that [REDACTED] was seen walking through the gaming floor and exited via Food Court entry. Nil contact.	[REDACTED]
Date / Time 05/07/2018 6:28:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA km003968	Responded to [REDACTED] mother via email as I was unable to find a contact number for her. LP requires a confirmation of [REDACTED] postal address and a recent photo of [REDACTED]. If she calls the RGSC over the weekend, advise her that we can not provide information to a 3rd party regarding [REDACTED] and advise that if she provides a contact number LP will speak with her on Monday.	[REDACTED]
Date / Time 05/07/2018 6:35:00 PM Person Name Responsible Gaming DOR Person ID Person A Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA km003968	SYCO Report checked - 5pm.	 PHOTO REQUIRED
Date / Time 05/07/2018 7:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Information Referral Location Gambler's Help Counselling Service RGA da027675	Person A came in RGSC claimed that he is breaching his self-exclusion. Photo is updated in NF/SEER. Encourage him to seek counselling. New driving licence copy placed in his file.	[REDACTED]



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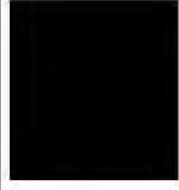



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Person Registration Details	Comments	Photo
Date / Time 05/07/2018 7:10:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Seeking other Assistance Referral Location Security RGA BI017908	██████ attended the RGSC to ask for help in locating her car. She had been looking for the last hour. Security mobile came to drive her around. Later find out that patron had been issued with a WOL today by security.	
Date / Time 05/07/2018 8:11:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA da027675	Advised by RJ SV that ██████ was playing in Pit 12. I removed ██████ via Atrium entry. Encourage ██████ to seek counselling. SSO 124 was present.	
Date / Time 05/07/2018 8:45:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Information Referral Location Vietnamese (AVWA) RGA BI017908	██████ and friend attended the RGSC to ask about revocation. Explained again in Vietnamese about process clearly.	
Date / Time 05/07/2018 8:50:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA BI017908	RJ in SV informed that ██████ was in pit 11. He left of his own accord via Mings before RGLO arrived.	
Date / Time 05/07/2018 9:00:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA BI017908	SYCO Report checked - 9.00pm	
Date / Time 05/07/2018 9:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA BI017908	24hrBREAK VIP Table-Games Informed ACM Nicole that ██████ was approaching 24 hr. Offered to speak with patron but Nicole said that she will direct patron to take a break.	



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Date / Time 05/07/2018 9:40:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA da027675	Advised by RJ SV that ██████ was playing in Pit 8. I removed ██████ via Mings entry. Encourage ██████ to seek counselling. SSO 24/79 was present. SSO #79 cash in his \$635.	
Date / Time 05/07/2018 10:00:00 PM Person Name ██████ Person ID ██████ Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA BI017908	PP20 ██████ place on PP20 due to 24hrs ratings, appear on 12hrs report but patron had already left the room. Informed AM Haidong if patron return.	
Date / Time 05/07/2018 10:50:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGSC RGA BI017908	S25 alert, ██████ was playing in pit 17, I had a chat with her off the BA table. Patron was not showing any observable signs. ██████ claimed that she is in control of her gaming and has no issues. RGSC services explained and card accepted.	
Date / Time 05/07/2018 10:54:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA da027675	Advised by RJ SV that ██████ was playing in Pit 4. I removed ██████ via western entry. Encourage ██████ to seek counselling. SSO 25/75 was present.	
Date / Time 05/07/2018 11:15:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Seeking other Assistance Referral Location No Referral RGA BI017908	Assisted ██████ with retrieving items in the B1 locker due to malfunction. FYI contact 1800 number and security need to be there for staff to open via remote control. SSO Leigh #124 present.	
Date / Time 05/07/2018 11:52:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA da027675	Removed from PP12	



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Date / Time 05/07/2018 11:54:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA da027675	Pager alert for welfare chat, patron already left.	██████████
Date / Time 06/07/2018 12:05:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA da027675	Advised by RJ SV that ██████ was playing in Pit 11. I removed ██████ via Mings entry. Encourage ██████ to seek counselling. SSO# 75 was present and ██████ cashed in his \$300.	██████████
Date / Time 06/07/2018 12:35:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA da027675	Remove from PP 20 and add back to DM 1	██████████
Date / Time 06/07/2018 12:38:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA da027675	Remove from PP 20.	██████████
Date / Time 06/07/2018 12:50:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA da027675	Advised by RJ SV that ██████ was playing in Pit 8. I removed ██████ via Atrium entry. Encourage ██████ to seek counselling. SSO# 268/253 were present. SSO #268 cash in his \$400.	██████████
Date / Time 06/07/2018 12:54:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA BI017908	Observed ██████ and her husband playing on RR in pit 7. She walked away and ignore attempt at conversation. Asked Maria in SV to update her photo. I would recommended for her husband ██████ to be WOL as well as he had knowingly brought his SE wife with him many times.	██████████



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Person Registration Details	Comments	Photo
Date / Time 06/07/2018 12:54:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA BI017908	Due to the frequency of [REDACTED] accompanying his SE wife to the casino and that back in 2008 they had both originally want to SE. I would recommend a WOL for him.	[REDACTED]
Date / Time 06/07/2018 1:00:00 AM Person Name Responsible Gaming DOR Person ID Perso [REDACTED] Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA da027675	SYCO Report checked-1AM	 PHOTO REQUIRED
Date / Time 06/07/2018 1:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGLO RGA BI017908	[REDACTED] assisted as Mandarin interpreter. Patron was playing very happily with friends. Patron is in control of his gaming and appreciated the welfare chat.	[REDACTED]
Date / Time 06/07/2018 2:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA da027675	PP20hrs Table-Games No open rating - put on pager PP20. [REDACTED] removed from DHL3	[REDACTED]
Date / Time 06/07/2018 2:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA BI017908	Patron appeared precisely on the hour as directed by KM. Taken off pager.	[REDACTED]
Date / Time 06/07/2018 3:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare/Observable Signs Referral Location RGLO RGA BI017908	Dealer in pit 7 paged for RGLO. Patron was hitting the RR terminal hard and showed frustration. I spoke with [REDACTED] and explained about our services. [REDACTED] apologised and said that his gaming is ok but he had a bad day. He had stop gaming already.	[REDACTED]



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Person Registration Details		Comments	Photo
Date / Time 06/07/2018 4:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA da027675	Advised by Troy SV that [REDACTED] was playing outside Pit 8. I removed [REDACTED] via Mings entry. Encourage [REDACTED] to seek counselling. [REDACTED] were present	[REDACTED]	
Date / Time 06/07/2018 5:00:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA BI017908	SYCO Report checked-5AM	 PHOTO REQUIRED	
Date / Time 06/07/2018 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 BI017908	Canvassed gaming floor around EGM and FATG areas.	PHOTO REQUIRED 	
Date / Time 06/07/2018 5:20:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA da027675	PP16hrs MGF Table-Games Patron explained and reminded to take a substantial break	[REDACTED]	
Registration Date/Time	SYCO Report	Created By	
05/07/2018 10:33:00 AM	SYCO Report checked - 9am	mo386705	
05/07/2018 01:21:00 PM	SYCO Report checked - 1pm.	nm018947	
05/07/2018 06:35:00 PM	SYCO Report checked - 5pm.	km003968	
05/07/2018 09:00:00 PM	SYCO Report checked - 9.00pm	BI017908	
06/07/2018 01:00:00 AM	SYCO Report checked-1AM	da027675	
06/07/2018 05:00:00 AM	SYCO Report checked-5AM	BI017908	