

**CROWN RESPONSIBLE GAMING**  
 DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021



Person Registration Details	Comments	Photo
Date / Time: 25/01/2021 6:01:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Table Games Nature of Service: Observable Signs Referral Location: RGC RGA: fb022711	TG staff in Teak called to advise [REDACTED] falling asleep at table; attended and spoke to [REDACTED]. She looked and admitted to being tired and agreed to leave, taking a minimum 8hr break.	
Date / Time: 25/01/2021 6:02:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Table Games Nature of Service: Play Periods Referral Location: RGC RGA: fb022711	PP15 PRE Tables  Attended Pit 17 / 13 for [REDACTED] observable signs; ratings showed play from 11:51 to now with a 7hr break. TG staff advised they had seen [REDACTED] during this (break) time on the gaming floor; [REDACTED] was asked to take a minimum 8hr break.	
Date / Time: 25/01/2021 6:10:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Splunk Nature of Service: Play Periods Referral Location: RGC RGA: fb022711	PP15 MGF Machines  Attended RT0751 and spoke with [REDACTED] agreed she would leave by 7:30AM for a minimum 8hr break.	
Date / Time: 25/01/2021 7:15:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Splunk Nature of Service: Play Periods Referral Location: Table Games RGA: jv031797	PP17 MGF Machines  [REDACTED] leaving by 7:30 am. Acknowledged by TG ACM Matthew. Syco indicated last rating at 07:14 am.	
Date / Time: 25/01/2021 8:05:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Splunk Nature of Service: Play Periods Break Referral Location: Gaming Machines RGA: jv031797	PPBR MGF Machines  Attended R8504 and checked in on [REDACTED]. She is staying inhouse and just got back from a 6h18m break. She is looking refreshed and well-rested and was grateful for the chat.VOSM Elmary notified.	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details	Comments	Photo
<b>Date / Time</b> 25/01/2021 8:21:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> jv031797	Patron completed required break. Removed from PP16 pager.	
<b>Date / Time</b> 25/01/2021 9:09:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> Table Games <b>RGA</b> jv031797	<p>Steve (SV) phoned to advise that ██████ was in pit 0914. Approached ██████ with SSO 130 and 77; withheld his winnings and escorted him to Ming's exit. TG AM Chris Person advised that ██████ winnings is \$270 which was withheld. ██████ didn't want to leave unless he gets his \$270. He was reminded of his SE legal boundaries and T's and C's. It was later realized that \$250 was ██████ actual winning. ██████ was contacted to come to RGC so \$10 can be returned to him but he was already on his way home. Reiterated to ██████ to stay away from the gaming floor and come to RGC office to claim back \$10.</p> <p>If ██████ comes back to RGC, RGA has to advise surveillance, advise TG AM on any table, and provide with the Sleeper and Log Nos. and get the chip changed and give back \$10 to ██████ in the office.</p> <p>TG AM Sandra Person provided with Sleeper No Person and Issue log no.#94217</p>	
<b>Date / Time</b> 25/01/2021 10:30:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> Security <b>RGA</b> BI017908	Email of Personal Information ██████ passed onto patron for her WOL enquiry per SIU Diana Person.	
<b>Date / Time</b> 25/01/2021 11:03:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> da027675	PP15 MHG Tables  Advised TG ACM Chris to remind patron to take a substantial break.	
<b>Date / Time</b> 25/01/2021 11:20:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> jv031797	PP18 MGF Machines  ██████ has no open rating. ██████ had 5h55m and 5h3m breaks. ██████ has not been advised of PP policy. Patron is now placed on RGPP pager.	



# RESPONSIBLE GAMING


DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 25/01/2021 11:33:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Splunk</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> Table Games</p> <p><b>RGA</b> jv031797</p>	<p>PP15 MGF Tables</p> <p>[REDACTED] is not currently at Pit 1101; confirmed by TG AM Steph. Syco indicated [REDACTED] last rating was at 0744 am. ACM Dave advised</p>	
<p><b>Date / Time</b> 25/01/2021 11:42:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Splunk</p> <p><b>Nature of Service</b> Play Periods Break</p> <p><b>Referral Location</b> Gaming Machines</p> <p><b>RGA</b> jv031797</p>	<p>PPBR VIP Machines</p> <p>[REDACTED] just came back from 6h14m. VOSM Elmery advised that she is staying inhouse; looking well-rested, comfortably playing with a drink in her hand.</p>	
<p><b>Date / Time</b> 25/01/2021 11:50:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Self</p> <p><b>Nature of Service</b> Revocation Information</p> <p><b>Referral Location</b> RGC</p> <p><b>RGA</b> jv031797</p>	<p>[REDACTED] attended RGC to follow up on his application for revocation. [REDACTED] was advised of the back log and to be patient. [REDACTED] advised that he SE due to choosing his relationship over gambling which he claimed to be the best thing he has done as his business flourished and claimed to save around \$300,000. [REDACTED] was reminded of SE legal boundaries and to stay away from the gaming floor. RGC card provided. Luke (SV) advised.</p>	
<p><b>Date / Time</b> 25/01/2021 12:00:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Splunk</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> Table Games</p> <p><b>RGA</b> BI017908</p>	<p>PP15 VIP Tables</p> <p>Spoke to MSM Dehan to remind patron about new PP. Patron lived across the road and to reiterate about 8hrs break.</p>	
<p><b>Date / Time</b> 25/01/2021 12:25:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Surveillance</p> <p><b>Nature of Service</b> Breach of Self Exclusion</p> <p><b>Referral Location</b> GH Southern</p> <p><b>RGA</b> BI017908</p>	<p>Steve in SV informed that [REDACTED] was on 602. Escorted patron out via foodcourt with SSO 289 who exchanged chips for her. [REDACTED] thought that her SE had finish after 1 year. Reiterated that she must applied before coming in again and she had to wait another 12 months.</p>	
<p><b>Date / Time</b> 25/01/2021 12:30:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Security</p> <p><b>Nature of Service</b> Attempted Breach</p> <p><b>Referral Location</b> Security</p> <p><b>RGA</b> BI017908</p>	<p>Luke in SV informed that [REDACTED] was refused entry at Sport.</p>	



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details	Comments	Photo
<b>Date / Time</b> 25/01/2021 12:49:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Security <b>RGA</b> jv031797	PP16 MGF Machines  Attended D0206 and advised ██████ to take a substantial break. ██████ advised that she will be leaving in 20 minutes. Patron added on RGPP pager for monitoring.	
<b>Date / Time</b> 25/01/2021 2:12:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> GHTel Service <b>RGA</b> jv031797	██████ attended RGC and enquired about applying for revocation. Advised ██████ of his eligibility on or after 18/02/2021 to apply provided no SE breaches occur between today and the said date. Revocation process was explained to ██████ and he was reminded to stay away from the gaming floor. ██████ was referred to GH for counselling. RGC card provided. Luke (SV) advised of ██████ presence in RGC.	
<b>Date / Time</b> 25/01/2021 2:30:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> RGC <b>RGA</b> jt380953	Brochures audited in casino	
<b>Date / Time</b> 25/01/2021 2:38:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> jv031797	PP16 MGF Machines  Approached ██████ at D4910 who advised that he knows that he can stay in the casino for 24 hours. P is now aware of the new PP policy. He was placed on RGPP for monitoring.	
<b>Date / Time</b> 25/01/2021 2:39:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Crown Perth <b>Nature of Service</b> RG WOL <b>Referral Location</b> RGC <b>RGA</b> jt380953	Please be advised that patron ██████████ was issued an CCA s26.2 on 24 January 2021.  Reason: Breach	
<b>Date / Time</b> 25/01/2021 3:06:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> GHTel Service <b>RGA</b> jv031797	██████ phoned to enquire about the email RGOC Jenny sent regarding the report from his psychologist that did not meet the requirements set out in the Revocation Application. I advised ██████ to review the counsellors report guidelines he received and referred him to GH for counselling.	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 25/01/2021 3:16:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Surveillance</p> <p><b>Nature of Service</b> Breach of Self Exclusion</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> jv031797</p>	<p>Luke (SV) advised that [REDACTED] picked by NeoFace at E banks at 13:46 with very low percentage and got picked up again at 15:03 with 90%. Nil contact with RGA.</p>	
<p><b>Date / Time</b> 25/01/2021 3:25:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Surveillance</p> <p><b>Nature of Service</b> Breach of Self Exclusion</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> jv031797</p>	<p>Laurie (SV) advised that [REDACTED] came in at FC entrance and was around pit 7. [REDACTED] could not be located at pit 7 by RGA; Laurie confirmed a couple of minutes later that [REDACTED] walked towards pit 16 and eventually exited via Monte Carlo exit. Nil contact with RGA.</p>	
<p><b>Date / Time</b> 25/01/2021 3:50:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Surveillance</p> <p><b>Nature of Service</b> Breach of Self Exclusion</p> <p><b>Referral Location</b> GHTEL Service</p> <p><b>RGA</b> BI017908</p>	<p>Luke in SV informed that [REDACTED] breached and was in pit 16. Patron removed via Monte with SSO 110 doing chips exchanged for him. [REDACTED] pleaded to be allowed to come back but I had told him that he must stay away and tried to engage in counselling. [REDACTED] had breached 5 times in January this year.</p>	
<p><b>Date / Time</b> 25/01/2021 4:23:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Self</p> <p><b>Nature of Service</b> Revocation Information</p> <p><b>Referral Location</b> RGC</p> <p><b>RGA</b> jv031797</p>	<p>[REDACTED] phoned to confirm whether RGC has received his signed revocation application document and counsellor's report that he sent via email. Unable to access RGC email; email sent to RGOC Jenny to verify. [REDACTED] advised that RGA will call him back to respond to his query.</p>	
<p><b>Date / Time</b> 25/01/2021 4:23:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Surveillance</p> <p><b>Nature of Service</b> Attempted Breach</p> <p><b>Referral Location</b> Security</p> <p><b>RGA</b> BI017908</p>	<p>Luke in SV informed that [REDACTED] attempted to reenter again at Mings and was refused.</p>	
<p><b>Date / Time</b> 25/01/2021 4:28:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Self</p> <p><b>Nature of Service</b> Self Exclusion Information</p> <p><b>Referral Location</b> RGC</p> <p><b>RGA</b> jt380953</p>	<p>Received a request email from [REDACTED] requesting remote self exclusion due to a court order which prevents him from entering Crown.</p>	



# RESPONSIBLE GAMING


DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details	Comments	Photo
<b>Date / Time</b> 25/01/2021 5:00:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> RGC <b>RGA</b> BI017908	<p>[REDACTED] ang to confirm if we have received his revocation report via email. No report had been received and email given again.</p>	[REDACTED]
<b>Date / Time</b> 25/01/2021 5:22:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> RGC <b>RGA</b> jv031797	<p>Phoned [REDACTED] to confirm that his signed application document for revocation and counsellor's report have been received.</p>	
<b>Date / Time</b> 25/01/2021 5:30:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> <b>Perso</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> Table Games <b>RGA</b> BI017908	<p>Canvassed gaming floor. Liaised with patrons, Teak SEs; TG AMs; GM CSAs.</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p><b>PHOTO REQUIRED</b></p> <p><small>Cambridge Gaming Hall RGC Ltd Responsible Gaming, Contact 012 691 096</small></p> </div>
<b>Date / Time</b> 25/01/2021 5:45:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods Break <b>Referral Location</b> Table Games <b>RGA</b> jv031797	<p>PPBR VIP Tables</p> <p>[REDACTED] advised ACM John that she has checked out of the hotel today. Upon agreement, [REDACTED] is allowed to continue playing after 6h28m break as a once off. [REDACTED] is made aware of the new PP policy and the 8-hour minimum break requirement.</p>	[REDACTED]
<b>Date / Time</b> 25/01/2021 6:00:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> BI017908	<p>PPBR PRE Tables</p> <p>TG ACM Bing informed. Patron had 2 breaks and was informed that its inadequate. Patron to depart by another 8hrs break.</p>	
<b>Date / Time</b> 25/01/2021 6:00:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> BI017908	<p>PP18 PRE Tables</p> <p>Patron had not been spoken to about PP had 6hrs break. Patron to depart by 8.00pm ACM Bing informed.</p>	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details	Comments	Photo
<b>Date / Time</b> 25/01/2021 6:08:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Seeking other Assistance <b>Referral Location</b> GHTel Service <b>RGA</b> jv031797	<p>[REDACTED] phoned looking for RGA Bobo or George. He was seeking for counselling. [REDACTED] advised that he is having urges in gambling again but not in the casino but in pokie and TAB venues. [REDACTED] was referred to GH for counselling.</p>	[REDACTED]
<b>Date / Time</b> 25/01/2021 6:22:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Self Exclusion Information <b>Referral Location</b> RGC <b>RGA</b> jv031797	<p>[REDACTED] phoned to enquire about SE. SE information explained to [REDACTED] and encouraged him to look RG up on the website [REDACTED] advised that he could not attend Crown in person to go RGC due to a court order. [REDACTED] advised of Remote Exclusion. He was given RGC email address.</p>	[REDACTED]
<b>Date / Time</b> 25/01/2021 6:30:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> <b>Perse</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> BI017908	<p>Checked Splunk and Webex throughout the shift.</p>	 <p>PHOTO REQUIRED</p>
<b>Date / Time</b> 25/01/2021 6:55:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Host <b>RGA</b> fb022711	<p>PP18 VIP Tables</p> <p>DSM (Brett) advised [REDACTED] playing for 21hrs with a 4.5hr break; [REDACTED] staying in-house and is to be reminded of minimum break requirements.</p>	[REDACTED]
<b>Date / Time</b> 25/01/2021 7:06:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> fb022711	<p>[REDACTED] removed from RGPP pager group - completed required break.</p>	[REDACTED]
<b>Date / Time</b> 25/01/2021 7:07:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> fb022711	<p>[REDACTED] removed from RGPP pager group.</p>	[REDACTED]



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details	Comments	Photo
<b>Date / Time</b> 25/01/2021 7:09:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> fb022711	██████ removed from RGPP pager group and returned to VRSA - completed required break.	
<b>Date / Time</b> 25/01/2021 7:12:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Welfare <b>Referral Location</b> RGC <b>RGA</b> fb022711	Attended VM1051 after being paged for a welfare follow-up with ██████. She vaguely remembered her upset back in January 2020 when she had lost money and had no way of getting home. ██████ presented as open and friendly; she showed no observable signs and said she was 'much better'. ██████ accepted RGC business card; have removed her from RGA pager group.	
<b>Date / Time</b> 25/01/2021 7:14:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> fb022711	██████ removed from RGPP pager group - completed required break.	
<b>Date / Time</b> 25/01/2021 7:30:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 PRE Tables  Attended Pit 8 / 14 and spoke with ██████ (assisted by TG dealer Ming with Chinese translation); advised him of length-of-play and reminded him to take regular breaks. ██████ acknowledged conversation; he is staying in-house.	
<b>Date / Time</b> 25/01/2021 7:45:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 MGF Tables  Attended Pit 6 / 19 and observed ██████ no observable signs noted.	
<b>Date / Time</b> 25/01/2021 8:51:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> fb022711	Surveillance (Paul) advised ██████ attempted entry to gaming floor via Monte Carlo entry at approx. 8:30PM; he was refused entry by Security. No contact with RGA.	





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Person Registration Details		Comments	Photo
<b>Date / Time</b> 25/01/2021 9:01:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> RGC <b>RGA</b> fb022711	<p>[REDACTED] attended RGC wishing to revoke his SE; advised him of earliest possible date his application would be considered and provided him with RGC business card. Advised him to initiate counselling when possible (provided details for GH) and reminded him to stay off the gaming floor.</p>	[REDACTED]	
<b>Date / Time</b> 25/01/2021 9:02:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> RGC <b>RGA</b> fb022711	<p>[REDACTED] attended RGC to enquire about revocation; [REDACTED] selected minimum 3yr SE and was advised of earliest possible date for revocation application. Reminded [REDACTED] of the reasons he initially chose 3yrs and recommended counselling; also reiterated conditions of SE regarding gaming floor access.</p>		
<b>Date / Time</b> 25/01/2021 9:20:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> RGC <b>RGA</b> fb022711	<p>[REDACTED] attended RGC to enquire about his revocation - he presented an RGC business card with the 22/01/21 date on it, claiming he was told his SE would be lifted by then. [REDACTED] has booked into Promenade Hotel with friends and family in anticipation of his SE being lifted. As per JT's request [REDACTED] was advised his SE was still active (as handed over on Sat. 23/01/21); advised he would be contacted shortly with an outcome.</p>		
<b>Date / Time</b> 25/01/2021 9:32:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> da027675	<p>PP12 MGH Machines</p> <p>Patron was no longer there.</p>		
<b>Date / Time</b> 25/01/2021 9:35:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Other <b>Referral Location</b> RGC <b>RGA</b> fb022711	<p>TG AM (Bryce) advised [REDACTED] was playing in Pit 7; wanted to confirm it was not [REDACTED]. Based on SEER photos and previous comments, believe it not to be [REDACTED]. Requested AM monitor for possible PP concerns later in the morning.</p>		
<b>Date / Time</b> 25/01/2021 9:44:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> fb022711	<p>Surveillance (Paul) advised [REDACTED] attempted entry to gaming floor via Level 1 Sports at 9:24PM. [REDACTED] refused entry by Security; no contact with RGA.</p>		



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details	Comments	Photo
<b>Date / Time</b> 25/01/2021 9:45:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> fb022711	<p>[REDACTED] on-site this evening; attempted to approach but patron had left EGM.</p>	
<b>Date / Time</b> 25/01/2021 9:58:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Gaming Machines <b>RGA</b> da027675	<p>PP12 PRE Machines</p> <p>Observed explained PP policy patron replied that she is staying at CT.</p>	
<b>Date / Time</b> 25/01/2021 10:12:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> da027675	<p>PP12 MGH Machines</p> <p>Patron was no longer there.</p>	
<b>Date / Time</b> 25/01/2021 10:20:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> da027675	<p>PP17 PRE Tables</p> <p>Attended Thao AM advised me that [REDACTED] is leaving at 23:00 and it is approved by Steve ACM. Thao AM will monitor her.</p>	
<b>Date / Time</b> 25/01/2021 10:28:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> GHTel Service <b>RGA</b> fb022711	<p>Surveillance (Paul) advised [REDACTED] at Pit 12 smoking terrace - attended with Security and escorted off gaming floor via Ming's entry. [REDACTED] stated his belief that his SE had expired; advised patron that his SE was indefinite.</p>	
<b>Date / Time</b> 25/01/2021 10:44:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> GH Western <b>RGA</b> da027675	<p>Lori SV advised possible [REDACTED] is in Pit 8. RGA attended with SSO#116, and asked for an ID she replied that she don't have an ID with her. Later she admitted that she is [REDACTED]. Removed her via Ming's. Advised her seek counselling from GH.</p>	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details		Comments	Photo
<b>Date / Time</b> 25/01/2021 10:57:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> fb022711	Surveillance (Paul) advised [REDACTED] attempted entry to gaming floor via Level 1 Sports entry at 10:01PM. Patron refused entry by Security; no contact with RGA.	[REDACTED]	
<b>Date / Time</b> 25/01/2021 10:57:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> fb022711	Surveillance (Paul) advised [REDACTED] attempted entry to gaming floor via Monte Carlo entry at 10:49PM. Patron refused entry by Security; no contact with RGA.	[REDACTED]	
<b>Date / Time</b> 25/01/2021 10:58:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> fb022711	Surveillance (Paul) advised [REDACTED] attempted entry to gaming floor via Mings entry at 10:14PM. Patron refused entry by Security; no contact with RGA.	[REDACTED]	
<b>Date / Time</b> 25/01/2021 11:30:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> 107167 <b>Referred By</b> Surveillance <b>Nature of Service</b> WOL <b>Referral Location</b> Security <b>RGA</b> fb022711	Surveillance (Mark) advised [REDACTED] to be removed from gaming floor due to cross-property RGWOL (issued in CP). No contact with RGA.	[REDACTED]	
<b>Date / Time</b> 26/01/2021 12:15:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> da027675	PP18 MGH Machines  Spoke explained PP Policy. Patron left immediately after I spoke. Patrons was here for 20 Hrs, and have a 4.45 Hrs and 3 hrs breaks. But never spoke before regarding PP policy.	[REDACTED]	
<b>Date / Time</b> 26/01/2021 12:17:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods Break <b>Referral Location</b> RGC <b>RGA</b> da027675	Please delete	[REDACTED]	



## RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details		Comments	Photo
<b>Date / Time</b> 26/01/2021 12:17:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> fb022711	PP12 PRE Tables  Attended Pit 17 / 28 but [REDACTED] had left area - unable to observe.	[REDACTED]	
<b>Date / Time</b> 26/01/2021 12:19:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Gaming Machines <b>RGA</b> da027675	PP12 MGH Machines  Observed no observable signs	[REDACTED]	
<b>Date / Time</b> 26/01/2021 12:22:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 PRE Tables  Observed [REDACTED] at Pit 8 / 23; no observable signs noted.	[REDACTED]	
<b>Date / Time</b> 26/01/2021 12:27:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 MGF Tables  Observed [REDACTED] at RT0461; no observable signs noted.	[REDACTED]	
<b>Date / Time</b> 26/01/2021 12:31:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> da027675	PP12 MGH Tables  Observed no observable signs Explained PP policy	[REDACTED]	
<b>Date / Time</b> 26/01/2021 12:45:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> da027675	PP12 PRE Tables  Observed no observable signs.	[REDACTED]	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details		Comments	Photo
<b>Date / Time</b> 26/01/2021 12:58:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> fb022711	Surveillance (John) advised [REDACTED] was part of group at Pit 12 smoking terrace along with [REDACTED] at 10:28PM 25/01/2021; he was not identified as SE at the time but subsequently showed on NF. Exited gaming floor via Mings with [REDACTED] no conversation with RGA.	[REDACTED]	
<b>Date / Time</b> 26/01/2021 1:10:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> da027675	PP12 MGH Machines  Observed no observable signs	[REDACTED]	
<b>Date / Time</b> 26/01/2021 1:36:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> <b>Perso</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> da027675	Checked Splunk and Webex throughout the shift.	 PHOTO REQUIRED	
<b>Date / Time</b> 26/01/2021 1:38:00 AM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> <b>Perso</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> da027675	Canvassed gaming floor. Liaised with patrons, Teak SEs; TG AMs; GM CSAs.	PHOTO REQUIRED   responsiblegaming <small>MEMBER OF CORAL REEF GROUP            Limited Liability Partnership. RGC 838-838            Licensed 5th Gaming Centre 1801 901108</small>	
<b>Date / Time</b> 26/01/2021 1:57:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 PRE Tables  Attended Pit 8 / 35 and spoke with [REDACTED] advised him of length-of-play and expectations around minimum 8hr break. Requested [REDACTED] leave by 5AM; patron acknowledged conversation.	[REDACTED]	
<b>Date / Time</b> 26/01/2021 2:00:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> fb022711	PP12 PRE Tables  Attended Pit 16 / 09 but [REDACTED] had left area - unable to observe.	[REDACTED]	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details	Comments	Photo
<b>Date / Time</b> 26/01/2021 2:02:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> fb022711	PP12 PRE Machines  Attended G52 but [REDACTED] had left area - unable to observe.	[REDACTED]
<b>Date / Time</b> 26/01/2021 2:03:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 PRE Machines  Observed [REDACTED] at G83; no observable signs noted.	[REDACTED]
<b>Date / Time</b> 26/01/2021 2:08:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 PRE Machines  Attended G31 and reminded [REDACTED] of length-of-play; advised her of 8hr minimum break and requested she leave by 5AM. [REDACTED] acknowledged conversation.	[REDACTED]
<b>Date / Time</b> 26/01/2021 2:10:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 PRE Tables  Observed [REDACTED] at Pit 17 / 09; no observable signs noted.	[REDACTED]
<b>Date / Time</b> 26/01/2021 2:11:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> fb022711	PP12 PRE Tables  Attended Pit 17 / 18 but [REDACTED] had left area - unable to observe.	[REDACTED]
<b>Date / Time</b> 26/01/2021 2:14:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 PRE Tables  Observed [REDACTED] at Pit 17 / 18; no observable signs noted.	[REDACTED]



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 26/01/2021 2:19:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Splunk</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> RGC</p> <p><b>RGA</b> fb022711</p>	<p>PP12 MGF Machines</p> <p>Attended E42 and spoke with [REDACTED] reminded him of length-of-play and reminded him to take regular breaks. [REDACTED] acknowledged conversation.</p>	[REDACTED]
<p><b>Date / Time</b> 26/01/2021 2:39:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Surveillance</p> <p><b>Nature of Service</b> Attempted Breach</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> fb022711</p>	<p>Surveillance (Craig) advised [REDACTED] attempted entry to gaming floor via Western entry at 2:32AM; he couldn't produce ID and was refused entry by Security. No contact with RGA.</p>	[REDACTED]
<p><b>Date / Time</b> 26/01/2021 3:15:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Splunk</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> Gaming Machines</p> <p><b>RGA</b> fb022711</p>	<p>PP18 PRE Machines</p> <p>Attended G04 and advised [REDACTED] she needed to leave and take a 24hr break; added to RGPP pager for observation and comments added to SYCO. GM VOSM (Simon) made aware of conversation. Please return patron to KEVZ pager group once break completed.</p> <p>1:00am 28/1/21 Taken off pager and return to KEVZ</p>	[REDACTED]
<p><b>Date / Time</b> 26/01/2021 3:16:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Splunk</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> fb022711</p>	<p>PP12 PRE Machines</p> <p>Attended G52 but [REDACTED] had left area - unable to observe patron.</p>	[REDACTED]
<p><b>Date / Time</b> 26/01/2021 3:16:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Splunk</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> fb022711</p>	<p>PP12 PRE Machines</p> <p>Attended G52 but [REDACTED] had left area - unable to observe patron.</p>	[REDACTED]
<p><b>Date / Time</b> 26/01/2021 3:36:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Splunk</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> Table Games</p> <p><b>RGA</b> fb022711</p>	<p>PP15 VIP Tables</p> <p>TG ACM (Para) advised [REDACTED] was advised to leave by SAM.</p>	[REDACTED]



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details		Comments	Photo
<b>Date / Time</b> 26/01/2021 3:44:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Gaming Machines <b>RGA</b> fb022711	PP18 PRE Machines  Advised GM VOSM (Simon) [REDACTED] had been playing for nearly 24hrs with a 6hr break (staying in-house); requested he approach and ask [REDACTED] to take another minimum 6hr break.	[REDACTED]	
<b>Date / Time</b> 26/01/2021 3:53:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Self Exclusion <b>Referral Location</b> GH Northern <b>RGA</b> da027675	Dan AM phoned and informed that a patron would like to SE. Patron relocated to the RGC. SE boundaries and process explained. Patron applied and the SE Order issued at 03:36 26/01/2021 with [REDACTED] acting as witness. Stop-code added to account and notification made to CP. Referred to GH for counselling.  Issued by: CM Term of SE: min 3 years 7 Year Drop off: No	[REDACTED]	
<b>Date / Time</b> 26/01/2021 4:05:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> fb022711	PP12 MGF Tables  Attended Pit 6 / 18 but [REDACTED] had left area - unable to observe patron.	[REDACTED]	
<b>Date / Time</b> 26/01/2021 4:06:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> fb022711	PP12 MGF Tables  Attended Pit 6 / 19 but [REDACTED] not present - unable to observe patron.	[REDACTED]	
<b>Date / Time</b> 26/01/2021 4:08:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 MGF Machines  Observed [REDACTED] at D08; no observable signs noted.	[REDACTED]	
<b>Date / Time</b> 26/01/2021 4:09:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> fb022711	PP15 PRE Tables  Attended Pit 8 / 33 and (with Mandarin translation assistance from [REDACTED]) advised [REDACTED] she needed to leave by 6AM and take an 8hr break. [REDACTED] acknowledged the conversation; TG ACM (Dale) advised.	[REDACTED]	





## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details	Comments	Photo
<b>Date / Time</b> 26/01/2021 4:23:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 PRE Tables  Observed [REDACTED] at RT1750; no observable signs noted.	[REDACTED]
<b>Date / Time</b> 26/01/2021 4:31:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 MGF Machines  Observed [REDACTED] at N01; no observable signs noted.	[REDACTED]
<b>Date / Time</b> 26/01/2021 4:32:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP12 PRE Machines  Observed [REDACTED] at G04; no observable signs noted.	[REDACTED]
<b>Date / Time</b> 26/01/2021 4:55:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Splunk <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> fb022711	PP17 VIP Tables  TG ACM (Para) advised [REDACTED] to take a 6hr break at 5:30AM - patron is staying in-house.	[REDACTED]
<b>Date / Time</b> 26/01/2021 5:15:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Domestic <b>Referral Location</b> RGC <b>RGA</b> fb022711	TG AM (Brett) requested RGA and Security to Pit 8; male and female arguing over female's gambling and obtaining money from loan-sharks. Female identified as [REDACTED] male is [REDACTED]. Interviewed [REDACTED] separately with assistance from Mandarin translator Nelson ([REDACTED]). She denied having a gambling problem; denied borrowing money from loan-sharks (as alleged by [REDACTED]); stated she had no job and no other source of income than from her parents in China. [REDACTED] stated she always had enough money for rent/bills etc. and that she didn't gamble very often. Alleged she was "scared" of her partner (soon to be ex-boyfriend according to her) but lived with him and had nowhere else to go. Advised her to leave; she replied that she needed to wait until her phone was charged and it was light outside - strongly urged her to leave by 6AM and gave her RGC business card (which she subsequently crumpled up and threw at her partner when he returned to the room).	[REDACTED]



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 25, 2021

Person Registration Details		Comments	Photo
<b>Date / Time</b> 26/01/2021 5:30:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Domestic <b>Referral Location</b> RGC <b>RGA</b> fb022711	<p>[REDACTED] was spoken to by RGA in response to domestic concerns with partner (<b>Personal</b>). He claimed to have had some policy background in RG in NSW and was adamant that his partner was lying, and had a gambling addiction - [REDACTED] was extremely frustrated by this. [REDACTED] was given information about TPE and provided with an RGC business card; he was encouraged to contact RGC with any questions or concerns. [REDACTED] subsequently gave a 'statement' to Security for Surveillance to investigate his allegations regarding his partner's interaction with 'loan-sharks'.</p>	[REDACTED]	
<b>Date / Time</b> 26/01/2021 5:33:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> TPE Information <b>Referral Location</b> RGC <b>RGA</b> fb022711	<p>[REDACTED] was directed to RGC / Crown Melbourne website for information on TPE.</p>	[REDACTED]	
<b>Date / Time</b> 26/01/2021 5:51:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Gaming Machines <b>Nature of Service</b> Self Exclusion <b>Referral Location</b> GH Southern <b>RGA</b> da027675	<p>Teak Reception informed that a patron would like to SE. Patron relocated to the RGC. SE boundaries and process explained. Patron applied and the SE Order issued at 03:36 26/01/2021 with [REDACTED] acting as witness. Stop-code added to account and notification made to CP. Referred to GH for counselling.</p> <p>Issued by: CM            Term of SE: 1 year            7 Year Drop off: Yes</p>	[REDACTED]	
Registration Date/Time	Operational Overview	Created By	
25/01/2021 02:30:00 PM	Brochures audited in casino	jt380953	
25/01/2021 06:30:00 PM	Checked Splunk and Webex throughout the shift.	BI017908	
26/01/2021 01:36:00 AM	Checked Splunk and Webex throughout the shift.	da027675	