



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 6, 2019

Daily Workload by Time of Day (for Report Period)



Report Summary

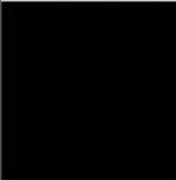
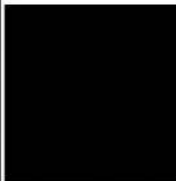

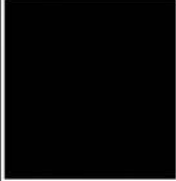

Total Contacts	47
Self Exclusion Breaches	5
Self Exclusion Inquiries	1
Self Exclusions Issued	1
Missing Persons	0
Unattended Children	0

Person Registration Details	Comments	Photo
Date / Time 06/01/2019 7:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP20 PRE Tables ACM (Dean) informed that patron has played for 22hrs, ACM will remind patron to take a substantial break.	
Date / Time 06/01/2019 7:06:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA jc017687	PP20 VIP Machines Played for 19.5 hrs. Rm Mgr Sam will remind patro take breaks. Sam called later to inform that patron has left the area.	
Date / Time 06/01/2019 7:30:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA jc017687	PP16 MGF Machines Been playing to 18 hours. RGLO attended Riverside Rm and talked the patron. He is drinking coffee and will be leaving in one and a half hours. GM AM Greg informed.	
Date / Time 06/01/2019 7:50:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA jc017687	Sighted ██████ on MGF near Lucky Chan exit. RGLO escorted ██████ out thry Lucky Chan exit and out onto Riverwalk. ██████ claimed to have stayed away this holiday. Advised to seek counselling from GH.	



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Person Registration Details	Comments	Photo
Date / Time 06/01/2019 7:55:00 AM Person Name Unknown RGLO06012019 Person ID ██████████ Referred By Teak Service Executive Nature of Service Self Exclusion Information Referral Location RGSC RGA ov360590	<p>Teak reception called referred Unknown female ██████████ to RGLO to apply for SE. RGLO approached ██████████ recognised that RGLO was just talking to her at 07/04 about her being tired and falling asleep at the table, where she explained that she was waiting for the bus. She stated that she was very angry and frustrated that RGLO accused her to fall asleep on the table and asked her to go home. RGLO explained that SE is indefinite and ██████████ have to sign it with her own free will and is not influent by other factor. She stated "I want to sign it because I'm very upset and angry and don't like how I have been treated". RGLO calmed her down asking her to go home for some rest and think about it, if she still willing to SE then comes back later today to apply for SE. RGLO escorted her off GF Via Crown Tower entrance.</p>	
Date / Time 06/01/2019 8:32:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	<p>PP16 PRE Tables</p> <p>Playing for 17.5 hrs. Maple ACM Dean will remind patron to take breaks.</p>	
Date / Time 06/01/2019 9:07:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA jc017687	<p>PP24 MGF Machines</p> <p>RGLO approached ██████████ at F51 bank. ██████████ self-dislosed that he has been in the casino for 3 days. He is going thru divorce proceeding. He also admitted to being ordered out of his house by police and court after a violent outburst at home where his wife and son live. His son is in the process of searching a granny flat for him to live. A house is found and he is going to inspect the place today. In the last 3 days he played in the casino and slept in the car. He hopes to sell his house in coming months after which he can purchahse a house for himself. He has a PhD quailification in Physics. He assured RGLO that this behaviour only happened due to family emergency and will not repeat in future. RGSC services and business card and Salvo business card issued. He left soon after. GM AM Greg informed</p>	
Date / Time 06/01/2019 9:30:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	<p>PP20 PRE Machines</p> <p>Informed VOSM (Chris) that patron has played for 20hrs, VOSM will remind patron to take a substantial break. VOSM called to advised that ██████████ will be leaving soon.</p>	
Date / Time 06/01/2019 10:08:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	<p>PP16 VIP Tables</p> <p>Informed ACM (Para) that patron has played for 18hrs, ACM will remind patron to take a substantial break.</p>	



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Person Registration Details	Comments	Photo
Date / Time 06/01/2019 10:13:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP16 VIP Tables Playing for 18 hrs. Mah ACM Para will remind patron to take break.	[REDACTED]
Date / Time 06/01/2019 10:41:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service 3rd Party SE Inquiry Referral Location RGSC RGA jc017687	[REDACTED] called RGLO stating his [REDACTED] has gaming issues. [REDACTED] alleged [REDACTED] has been borrowing money from loan sharks and the family has paid off \$200K of her loan. [REDACTED] is wanting [REDACTED] to be excluded from Crown. Appt has been made for [REDACTED] to talk to RGP on Monday 14/1/2019 at 10am. RGLO on duty Joseph can be Chinese interpreter. Encourage [REDACTED] to attend the meeting with his wife, if possible. Advised [REDACTED] to provide evidence on [REDACTED] financial situation. [REDACTED] is happy for Crown to do a welfare check on his [REDACTED] and let her know, he is concerning about her. [REDACTED] and [REDACTED] have been separated and by March this year will have separated for 12 months - after which [REDACTED] will seek to divorce from [REDACTED]. Provided GH contact number in case [REDACTED] needs counselling away from Crown. [REDACTED] is put on RG pager for welfare check.	[REDACTED]
Date / Time 06/01/2019 10:42:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service 3rd Party SE Inquiry Referral Location No Referral RGA jc017687	[REDACTED] called RGLO stating his [REDACTED] has gaming issues. [REDACTED] alleged [REDACTED] has been borrowing money from loan sharks and the family has paid off \$200K of her loan. [REDACTED] is wanting [REDACTED] to be excluded from Crown. Appt has been made for [REDACTED] to talk to RGP on Monday 14/1/2019 at 10am. RGLO on duty Joseph can be Chinese interpreter. Encourage [REDACTED] to attend the meeting with his wife, if possible. Advised [REDACTED] to provide evidence on [REDACTED] financial situation. [REDACTED] is happy for Crown to do a welfare check on his [REDACTED] and let her know, he is concerning about her. [REDACTED] and [REDACTED] have been separated and by March this year will have separated for 12 months - after which [REDACTED] will seek to divorce from [REDACTED]. Provided GH contact number in case [REDACTED] needs counselling away from Crown. [REDACTED] is put on RG pager for welfare check.	[REDACTED]
Date / Time 06/01/2019 12:38:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16 VIP Tables Informed ACM (Sam) that patron has played for 19hrs, ACM will remind patron to take a substantial break.	[REDACTED]
Date / Time 06/01/2019 12:41:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16 PRE Tables Advised Premium ACM AJ to remind patron to take a substantial break.	[REDACTED]



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Person Registration Details		Comments	Photo
Date / Time 06/01/2019 12:43:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA jc017687	PP20 MGF Machines RGLO attended and talked to [REDACTED]. Advised her of Crown Play-period policy. She said she will be leaving soon. GM AM Darcy informed.	[REDACTED]	
Date / Time 06/01/2019 12:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16 PRE Tables Advised Premium ACM Sam to remind patron to take a substantial break.	[REDACTED]	
Date / Time 06/01/2019 1:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16 PRE Tables Advised Premium ACM AJ to remind patron to take a substantial break.	[REDACTED]	
Date / Time 06/01/2019 1:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16 PRE Tables Advised Premium ACM AJ to remind patron to take a substantial break.	[REDACTED]	
Date / Time 06/01/2019 1:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service WOL Referral Location Security RGA jc017687	[REDACTED] attended RGSC to enquire about his WOL status. Advised [REDACTED] to call Person [REDACTED] for further assistance. RGLO with SSOs escorted [REDACTED] out to Riverwalk.	[REDACTED]	
Date / Time 06/01/2019 2:06:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service WOL Referral Location No Referral RGA bp354596	RG Welfare WOL (CP) - [REDACTED] was issued a Barring Notice under section 26(2) of the Casino Control Act 1984. Reason: Breach of Self Exclusion	[REDACTED]	



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Date / Time 06/01/2019 2:08:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA ov360590	Canvassed gaming floor around EGM and FATG areas.	
Date / Time 06/01/2019 2:35:00 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 jc017687	Informed by Tony in SV that [REDACTED] was in pit 8. RGLO attended with SSO and escorted [REDACTED] out thru Mings. She still has about 10 x \$100 chips with her but she refused to change them. Advised to seek counselling from GH.	[REDACTED]
Date / Time 06/01/2019 3:08:00 PM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA ov360590	Checked Splunk during shift.	
Date / Time 06/01/2019 4:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location Gambler's Help Counselling Service RGA jc017687	[REDACTED] attended RGSC and successfully applied for SE from Crown Cross-Property with Oanh as witness.	[REDACTED]
Date / Time 06/01/2019 4:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGSC RGA ov360590	[REDACTED] called enquired about Rev, T&C of Rev and 12 months breach free period explained. Advised [REDACTED] to email his Rev enquiries to RGSC.	[REDACTED]
Date / Time 06/01/2019 4:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA ov360590	PP20 VIP Machines [REDACTED] was playing at BA2533, RGLO advised DSM but DSM stated that [REDACTED] was a GM player and asked RGLO to pass on to VOSM. Informed VOSM (Richard) that patron has played for 20hrs, VOSM will remind patron to take a substantial break.	[REDACTED]



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Date / Time 06/01/2019 4:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP20 VIP Tables Advised DSM Brett Per [REDACTED] to remind patron to take a substantial break.	[REDACTED]
Date / Time 06/01/2019 5:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Welfare Referral Location No Referral RGA ov360590	Steven from SV called to advise that a TG AM has reported [REDACTED] was smashing and kicking the FGAT. RGLO and SSO 33 approached [REDACTED] at RT065102 to inform him about his unacceptable behaviour and the consequences of his action. [REDACTED] was apologise and stated he was just a bit frustrated. [REDACTED] claimed to have no gambling problem. RGSC services offered and business card issued but refused.	
Date / Time 06/01/2019 5:58:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA jc017687	Sighted [REDACTED] in pit 8. Once spotted RGLO, [REDACTED] decamped thru Atrium exit without talking to anyone.	[REDACTED]
Date / Time 06/01/2019 6:12:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA jc017687	PP20 MGF Machines Playing for 20.5 hrs. RGLO approached and talked to [REDACTED] Crown Playperiod policy advised. Informed [REDACTED] that sleeping in his card is unacceptable behaviour. He said he will be leaving soon.	[REDACTED]
Date / Time 06/01/2019 6:51:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA da027675	PP20 PRE Tables Advised Teak Manager GM Richard to remind patron to take a substantial break. The patron is playing EGM # G5205.	[REDACTED]
Date / Time 06/01/2019 7:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service 3rd Party Assistance / Inquiry Referral Location Gambler's Help Counselling Service RGA jv031797	[REDACTED] husband came to RGSC to request if we can stop mail being sent to [REDACTED] to their home address. I have advised [REDACTED] that the decision of mail being stopped has to come from [REDACTED] mentioned that he drives [REDACTED] every Sunday to Crown so she can play in the casino while he waits outside by the river for 1-2 hours. [REDACTED] does not want [REDACTED] to know that he raised his concerns. I have suggested [REDACTED] that if he is not comfortable to raise his concerns directly with [REDACTED] that he should try speaking to his two children who are now adults hoping that they can help mediate. [REDACTED] agreed for RGLO to do a welfare chat with [REDACTED] Referred to GH for counselling. [REDACTED] put on RGLO pager.	[REDACTED]



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Date / Time 06/01/2019 7:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA da027675	<p>[REDACTED] attended RG centre for revocation inquiry. Revocation process explained. E.G one year breach free time. Business card is accepted by [REDACTED]. Encourage her to seek counselling.</p>	[REDACTED]
Date / Time 06/01/2019 8:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare Referral Location RGSC RGA jv031797	<p>Approached [REDACTED] while playing on E bank. She stated that she only comes twice every month and that she does not have gambling issues. [REDACTED] was explained of RGSC services and was offered a business card which she gladly accepted. Requested [REDACTED] from SV for an updated photo. Patron removed from pager.</p>	[REDACTED]
Date / Time 06/01/2019 8:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Illegal Act Referral Location No Referral RGA jv031797	<p>Information call received from Aaron from SV regarding a chip theft of \$235.00 on pit 0902.</p>	[REDACTED]
Date / Time 06/01/2019 9:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA jv031797	<p>[REDACTED] came to RGSC with his friend, [REDACTED] to enquire about revocation. [REDACTED] was advised of revocation process and requirements. RGSC card provided for details. Referred to GH for counselling.</p>	[REDACTED]
Date / Time 06/01/2019 9:32:00 PM Person Name RGC Male Unknown Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Observable Signs Referral Location No Referral RGA da027675	<p>While canvassing observed male patron sleeping on the couch in pit 12. Woke him up and advised him to have a water/ coffee or walk around. Male patron left immediately after being spoken to.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>ASSOCIATED BROTHERHOODS & CLUBS</small> Gambler's Counseling Help 1800 833 838 Responsible Gaming Centre 1800 833 838</p>
Date / Time 06/01/2019 10:18:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA da027675	<p>PP20 PRE Tables</p> <p>Advised TG ACM Teak/Maple Bing to remind patron to take a substantial break.</p>	[REDACTED]



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<p>Date / Time 06/01/2019 10:30:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA jv031797</p>	<p>Canvassed gaming floor around EGM and FATG areas.</p>	<p>PHOTO REQUIRED</p>
<p>Date / Time 06/01/2019 11:04:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Welfare Referral Location RGSC RGA da027675</p>	<p>Pager alert, [REDACTED] advised that she used to gamble beyond her limits but in these days I bring limited amount of money. There is no issue regarding gambling. I enjoy my time in casino. RG services explained. Offer her a business card which she accepted. Removed from pager.</p>	
<p>Date / Time 06/01/2019 11:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA da027675</p>	<p>While canvassing observed [REDACTED] was playing in pit 22. Aaron SV notified. Due to security was busy. I escorted [REDACTED] out via Level 1 exit. Encouraged him to seek counselling. [REDACTED] was apologetic. [REDACTED] relocated to RG centre after he spoke to me his personal issues, He left the casino.</p>	
<p>Date / Time 07/01/2019 1:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Welfare Referral Location RGSC RGA jv031797</p>	<p>Received a call from SSM Khaled Person [REDACTED] advising that [REDACTED] had fallen off a chair in front of Westend cashier. SSM Khaled, First Aid Officer Michael, SSO's 86 and 124 were with [REDACTED] when RGLO attended. [REDACTED] had been playing in the casino since 1:49 PM and when asked how he's going home, [REDACTED] said that he will wait for the 5.30 AM tram as he did not have any money left. [REDACTED] started playing at 1.49 pm. He also stated that he does not have any family or friends to contact to pick him up. When asked how he's going with his gambling, he said he is doing ok; he spends half of his pension in the casino and half to himself. First Aid confirmed that he did not obtain any injuries from the fall. [REDACTED] was intoxicated which was the reason he fell off. RGLO Dinesh obtained a cab charge from VOSM Simon. At first, [REDACTED] refused the offer but ended up accepting it. [REDACTED] could barely walk when he was escorted to the taxi ranks. Patron put on the pager for a welfare check on his next visit.</p>	
<p>Date / Time 07/01/2019 2:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Illegal Act Referral Location No Referral RGA da027675</p>	<p>Information called received from Maria SV regarding chip theft. [REDACTED] returned again to the gaming floor. Security recovered all theft money [\$235 and \$200].</p>	



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Date / Time 07/01/2019 2:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location No Referral RGA da027675	PP24 PRE Tables Advised by TG ACM Teak/Maple Bing that the patron directed to have 24 hrs break and should not return earlier than 2:00AM 08/01/19	[REDACTED]	
Date / Time 07/01/2019 2:41:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA da027675	Information called received from Maria SV that [REDACTED] was in poker room and removed by security. Nil contact with RGLO.	[REDACTED]	
Date / Time 07/01/2019 3:40:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Illegal Act Referral Location No Referral RGA lp025083	Information called received from SV that theft of TRT ticket \$85.30 from EGM #E0604. The offender decamped via food court entry.	[REDACTED]	
Date / Time 07/01/2019 3:45:00 AM Person Name RGC Male Unknown Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Observable Signs Referral Location No Referral RGA da027675	While canvassing observed male patron sleeping on the couch in pit 8. Woke him up and advised him to have a water/ coffee or walk around. Male patron left immediately after being spoken to.	PHOTO REQUIRED responsiblegaming <small>ANIMATED ASSISTANCE SUPPORT Gambler's/Gaming Help 1800 858 858 Responsible Gaming Centre 1800 801 098</small>	
Date / Time 07/01/2019 4:50:00 AM Person Name RGC Female Unknown Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Observable Signs Referral Location No Referral RGA da027675	While canvassing observed female patron sleeping on the chair near to pit 9. Woke her up and advised her to have a water/ coffee or walk around. Offer her RGSC services. Female patron left immediately after being spoken to.	PHOTO REQUIRED responsiblegaming <small>ANIMATED ASSISTANCE SUPPORT Gambler's/Gaming Help 1800 858 858 Responsible Gaming Centre 1800 801 098</small>	
Registration Date/Time	Operational Overview	Created By	
06/01/2019 03:08:00 PM	Checked Splunk during shift.	ov360590	