

**CROWN RESPONSIBLE GAMING**  
 DAILY OPERATIONS REPORT FOR GAMING DATE Jan 30, 2020



Person Registration Details	Comments	Photo
<b>Date / Time</b> 30/01/2020 8:46:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> <b>Person</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> jt380953	ATM signs audited.	<p>PHOTO REQUIRED</p>
<b>Date / Time</b> 30/01/2020 9:03:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> <b>Person</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> jt380953	CIMT conducted in Rooms C & D. A few IT issues with the powerports in the tables which have been forwarded to IT.	<p>PHOTO REQUIRED</p>
<b>Date / Time</b> 30/01/2020 9:12:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Paperwork Received <b>Referral Location</b> RGP <b>RGA</b> jt380953	Received new report via email from <b>Person</b> (Gamblers Help Northern). [REDACTED] was declined by the Committee in Aug 2019. Report now sent to RGP's for vetting.	[REDACTED]
<b>Date / Time</b> 30/01/2020 9:28:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> jv031797	PP20 VIP Tables  DSM Beck advised, "Observed - No observable signs." At 12:16 pm; Beck advised that [REDACTED] cannot be located and [REDACTED] has departed on her own accord.	[REDACTED]
<b>Date / Time</b> 30/01/2020 9:29:00 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	PP20 VIP Tables  Cannot locate patron / patron has departed on their own accord by Beck <b>Person</b> .	[REDACTED]



# RESPONSIBLE GAMING

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Person Registration Details	Comments	Photo
<b>Date / Time</b> 30/01/2020 9:30:00 AM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Person <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> jv031797	Canvassed gaming floor around EGM, TG and FATG areas.	
<b>Date / Time</b> 30/01/2020 11:22:00 AM <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> GHTel Service <b>RGA</b> da027675	[REDACTED] phoned and enquires revocation process. All information passed on in details. [REDACTED] replied that he is started going for counselling with GH. I advised him to keep doing that and mean time stay away from GF. Until Aug 2020 he is not eligible for revocation application.	[REDACTED]
<b>Date / Time</b> 30/01/2020 11:50:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> jv031797	PP20 VIP Tables  DSM Beck advised, "Patron has been spoken to. She will leave at 1 pm for an 8hr break."	[REDACTED]
<b>Date / Time</b> 30/01/2020 11:50:00 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> GHTel Service <b>RGA</b> da027675	Brian SV advised that [REDACTED] is in pit 12. RGA arrived with SSO 66. Removed [REDACTED] via Ming's entry. Advised her to seek counselling from GH. Revocation process explained. SSO#66 changed her \$625 chips.	[REDACTED]
<b>Date / Time</b> 30/01/2020 1:10:00 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> Security <b>RGA</b> da027675	Sam SV advised that [REDACTED] is in pit 4. RGA was busy in other duty. Later Sam informed that SSO removed him via food court. Nil contact with RGA.	[REDACTED]
<b>Date / Time</b> 30/01/2020 1:16:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> jv031797	PP20 VIP Tables  DSM Beck advised that [REDACTED] has been spoken to and was advised to take a substantial break 8-10 hour break. [REDACTED] leaving in the next 15 minutes.	[REDACTED]



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 30, 2020

Person Registration Details	Comments	Photo
<b>Date / Time</b> 30/01/2020 1:17:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> jv031797	PP20 VIP Tables  DSM Beck advised, "Observed - No observable signs."	[REDACTED]
<b>Date / Time</b> 30/01/2020 1:17:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> jv031797	PP20 VIP Tables  DSM Beck advised, "Observed - No observable signs."	[REDACTED]
<b>Date / Time</b> 30/01/2020 1:45:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Third Party <b>Nature of Service</b> 3rd Party SE Inquiry <b>Referral Location</b> GHTel Service <b>RGA</b> jv031797	[REDACTED] husband [REDACTED] phoned ask if we can ban [REDACTED] as he claims that she has gambling issues and that he already paid \$10,000 debt due to her gambling. Advised [REDACTED] of CPSE and TPE process and requirements. He requested that RGA's conduct a welfare chat on [REDACTED] and that he would like to remain anonymous. [REDACTED] was placed on RGA pager for a welfare chat. [REDACTED] was referred to GH for individual/family counselling.	[REDACTED]
<b>Date / Time</b> 30/01/2020 1:48:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> jv031797	PP24 VIP Tables  DSM Jaime advised, "Enforced a 24-hour break on the patron."	[REDACTED]
<b>Date / Time</b> 30/01/2020 1:51:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> jv031797	PP24 VIP Tables  DSM Jaime advised, "Enforced a 24-hour break on patron."	[REDACTED]
<b>Date / Time</b> 30/01/2020 2:53:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> jv031797	PP20 VIP Tables  DSM Jaime advised, "Observed - No observable signs. Will leave for a break before 6 pm."	[REDACTED]





# RESPONSIBLE GAMING


DAILY OPERATIONS REPORT FOR GAMING DATE Jan 30, 2020

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 30/01/2020 3:07:00 PM  <b>Person Name</b> RGC Female Unknown  <b>Person ID</b> [REDACTED]  <b>Referred By</b> Self  <b>Nature of Service</b> Seeking other Assistance  <b>Referral Location</b> RGA  <b>RGA</b> jv031797</p>	<p>Unidentified female asking for RGA Brendan. She left her contact number; [REDACTED] Email sent to Oanh and Brendan for Vietnamese speaking RGAs.</p>	<p><b>PHOTO REQUIRED</b></p>
<p><b>Date / Time</b> 30/01/2020 3:49:00 PM  <b>Person Name</b> [REDACTED]  <b>Person ID</b> [REDACTED]  <b>Referred By</b> Third Party  <b>Nature of Service</b> 3rd Party SE Inquiry  <b>Referral Location</b> GHTel Service  <b>RGA</b> jv031797</p>	<p>[REDACTED] phoned raising concerns about her daughter [REDACTED] who she claimed overdose on 27/01 due to her "serious" gambling issues. [REDACTED] was requesting assistance or excluding [REDACTED] from the casino. [REDACTED] said that [REDACTED] acknowledges that she has gambling issues. RGC services were explained to [REDACTED] (counselling and chaplaincy), SE and TPE process and requirements were also explained. She also mentioned that [REDACTED] is vulnerable and ideally would seek counselling outside Crown. Due to not being in the office, advised [REDACTED] that I will call her back as soon as I get more information on the incident that occurred.</p>	
<p><b>Date / Time</b> 30/01/2020 3:49:00 PM  <b>Person Name</b> [REDACTED]  <b>Person ID</b> [REDACTED]  <b>Referred By</b> Third Party  <b>Nature of Service</b> 3rd Party SE Inquiry  <b>Referral Location</b> GHTel Service  <b>RGA</b> jv031797</p>	<p>[REDACTED] mother [REDACTED] phoned raising concerns about her daughter who she claimed overdose on 27/01 due to her "serious" gambling issues. [REDACTED] was requesting assistance on excluding [REDACTED] from the casino. [REDACTED] said that [REDACTED] acknowledges that she has gambling issues. RGC services were explained to [REDACTED] (counselling and chaplaincy), SE and TPE process and requirements were also explained. She also mentioned that [REDACTED] is vulnerable and ideally would seek counselling outside Crown. Due to not being in the office, advised [REDACTED] that I will call her back as soon as I get more information on the incident that occurred.</p>	
<p><b>Date / Time</b> 30/01/2020 4:40:00 PM  <b>Person Name</b> [REDACTED]  <b>Person ID</b> [REDACTED]  <b>Referred By</b> Responsible Gaming  <b>Nature of Service</b> Self Exclusion Information  <b>Referral Location</b> GHTel Service  <b>RGA</b> jv031797</p>	<p>Phoned [REDACTED] after consulting with RGOM LP and RG Coordinator Jenny [REDACTED]. Due to [REDACTED] daughter [REDACTED] being vulnerable and sick, it was agreed that remote SE pack will be sent to them to proceed. [REDACTED] provided her and [REDACTED] email addresses which were updated on both profiles. [REDACTED] was encouraged to contact GH for professional individual/family counselling. [REDACTED] was very thankful for the chat.</p>	
<p><b>Date / Time</b> 30/01/2020 4:40:00 PM  <b>Person Name</b> [REDACTED]  <b>Person ID</b> [REDACTED]  <b>Referred By</b> Responsible Gaming  <b>Nature of Service</b> Self Exclusion Information  <b>Referral Location</b> GHTel Service  <b>RGA</b> jv031797</p>	<p>Phoned [REDACTED] mother, [REDACTED] after consulting with RGOM LP and RG Coordinator Jenny [REDACTED]. Due to [REDACTED] being vulnerable and sick, it was agreed that remote SE pack will be sent to them to proceed. [REDACTED] provided her and [REDACTED] email addresses which were updated on both profiles. [REDACTED] was encouraged to contact GH for professional individual/family counselling. [REDACTED] was very thankful for the chat.</p>	
<p><b>Date / Time</b> 30/01/2020 4:46:00 PM  <b>Person Name</b> [REDACTED]  <b>Person ID</b> [REDACTED]  <b>Referred By</b> Third Party  <b>Nature of Service</b> 3rd Party Assistance / Inquiry  <b>Referral Location</b> GHTel Service  <b>RGA</b> jv031797</p>	<p>[REDACTED] claiming to be [REDACTED] sister phoned to advise that [REDACTED] will be in the casino today claiming that [REDACTED] has a gambling problem with no money and would potentially be borrowing money from loan sharks. [REDACTED] mentioned that [REDACTED] is jobless is on Centrelink payment and that their family is aware that [REDACTED] SE has recently been revoked and that they are in the process of TPE but would like us to do a welfare chat with [REDACTED] [REDACTED] would like to remain anonymous. [REDACTED] was explained RGC services and was referred to GH for counselling. [REDACTED] was placed on RGA pager.</p>	



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 30, 2020


Person Registration Details	Comments	Photo
<b>Date / Time</b> 30/01/2020 6:30:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Third Party <b>Nature of Service</b> TPE Information <b>Referral Location</b> Chinese Peer Connection (East) <b>RGA</b> pf370890	<p>[REDACTED] Husband of [REDACTED] presented himself at RGC asking what he can do to stop his wife coming to Casino. As per previous conversation with RGA earlier today stating options, third party and self exclusion options, also showed [REDACTED] the PDF form for TPE on Crown website. Moreover RGA gave GH Brochure for Chinese Peer and AWA and advised [REDACTED] to contact either for support.</p>	[REDACTED]
<b>Date / Time</b> 30/01/2020 6:30:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Third Party <b>Nature of Service</b> 3rd Party SE Inquiry <b>Referral Location</b> No Referral <b>RGA</b> jt380953	<p>[REDACTED] Husband of [REDACTED] presented himself at RGC asking what he can do to stop his wife coming to Casino. As per previous conversation with RGA earlier today stating options, third party and self exclusion options, also showed [REDACTED] the PDF form for TPE on Crown website. Moreover RGA gave GH Brochure for Chinese Peer and AWA and advised [REDACTED] to contact either for support.</p>	[REDACTED]
<b>Date / Time</b> 30/01/2020 6:41:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Person <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> jv031797	<p>Checked SPLUNK and WEBEX throughout shift.</p>	 PHOTO REQUIRED
<b>Date / Time</b> 30/01/2020 7:28:00 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> No Referral <b>RGA</b> fb022711	<p>Surveillance advised [REDACTED] entered gaming floor via Monte Carlo entry and entered premium EGM room. RGA Phionna attended but Security had already removed him; no contact with RGA.</p>	[REDACTED]
<b>Date / Time</b> 30/01/2020 7:56:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Gaming Machines <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> RGC <b>RGA</b> pf370890	<p>GMAM (Rus) advised [REDACTED] was at CR desk wanting a new card. RGA approached and removed [REDACTED] from GF. [REDACTED] wanted to un-ban herself, T&amp;Cs were explained for revocation, RGC BC accepted and advised had to be 12 months BF to apply. SV (Peter) obtained an updated photo.</p>	[REDACTED]
<b>Date / Time</b> 30/01/2020 8:12:00 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> No Referral <b>RGA</b> pf370890	<p>SV (Raff) advised [REDACTED] was at 1010. SSO#245/230 attended. [REDACTED] was removed via Ming's.</p>	[REDACTED]





## RESPONSIBLE GAMING

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Person Registration Details	Comments	Photo
<b>Date / Time</b> 30/01/2020 8:13:00 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> RGC <b>RGA</b> fb022711	PP16 MGF Machines  Observed [REDACTED] at F79; no observable signs noted.	[REDACTED]
<b>Date / Time</b> 30/01/2020 8:22:00 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> No Referral <b>RGA</b> fb022711	Returned [REDACTED] to JH1 pager group.	[REDACTED]
<b>Date / Time</b> 30/01/2020 8:31:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Pers. <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> fb022711	Received page requesting RGA at Pit 22/10; called pit and was advised button was accidentally pressed - NFA.	 PHOTO REQUIRED
<b>Date / Time</b> 30/01/2020 8:58:00 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> RGC <b>RGA</b> fb022711	PP12 MGF Tables  Observed [REDACTED] at F34; no observable signs noted.	[REDACTED]
<b>Date / Time</b> 30/01/2020 8:59:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Gaming Equipment Damage <b>Referral Location</b> Gaming Machines <b>RGA</b> pf370890	Information Call: (Damage to machine R2904) SV (Peter) advised GMAM reported damage to R2904, SV reviewed footage and [REDACTED] was playing this machine and appeared to be acting aggressively towards machine in the area that was damaged at 20:59 30/01/20. At this time the report of damage in "unconfirmed" by SV.  Placed on the pager for a welfare chat.	[REDACTED]
<b>Date / Time</b> 30/01/2020 9:19:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGC <b>RGA</b> fb022711	PP20 VIP Tables  Advised by TG ACM: Advised patron to take a substantial 8-10 hour break. Patron will be leaving for a substantial break no later than 22:00.	[REDACTED]



# RESPONSIBLE GAMING



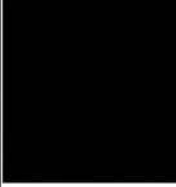
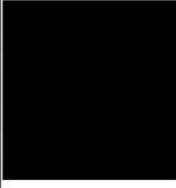
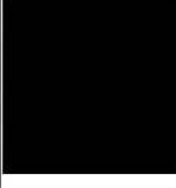

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 30, 2020

Person Registration Details	Comments	Photo
<b>Date / Time</b> 30/01/2020 9:29:00 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> RGC <b>RGA</b> fb022711	PP12 MGF Tables  Observed [REDACTED] at F57; no observable signs noted.	[REDACTED]
<b>Date / Time</b> 30/01/2020 10:35:00 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> RGC <b>RGA</b> fb022711	PP20 VIP Machines  Advised GM VOSMs (Deanna/Kevin) that [REDACTED] approaching 24hrs; advised by GM VOSMs: Spoke to [REDACTED] and explained about needing an 8hr break before returning. SHE left without any issues.	[REDACTED]
<b>Date / Time</b> 30/01/2020 11:15:00 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> pf370890	PP12 Pre Machines  RGA attended G0306, [REDACTED] had no observable signs	[REDACTED]
<b>Date / Time</b> 31/01/2020 12:23:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Host <b>Nature of Service</b> Data Follow up <b>Referral Location</b> RGC <b>RGA</b> fb022711	Platinum DFU by DSM (Brett): This evening I spoke to Mr [REDACTED] Mahogany Platinum Member as a part of the Data Follow up. He wasn't very forthcoming with much information: I asked if he had any issues with his gaming which he said no too, I asked if he chases his losses which he said he occasionally does but has the means to support his gaming action. He often comes to Crown to play with friends and if he has any issues he will let us know.	[REDACTED]
<b>Date / Time</b> 31/01/2020 12:30:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Cage & Count <b>Nature of Service</b> WOL <b>Referral Location</b> Security <b>RGA</b> fb022711	Cage AM (Duc) advised [REDACTED] at Main Cage cashing-in gaming tickets of over \$11k; attended and requested a cheque for [REDACTED] payment. [REDACTED] claimed he had a 'piece of paper' from Crown Perth stating his WOL was expiring in January 2020; have confirmed with CP RGA (Jo) that [REDACTED] is in fact on an indefinite RG WOL. [REDACTED] escorted off gaming floor via Monte Carlo entry; later approached Security at entry because Cage forgot to return his ID, which was retrieved by Security. Business card accepted; [REDACTED] stated he was going to speak to 'your manager'.	[REDACTED]
<b>Date / Time</b> 31/01/2020 1:05:00 AM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Perso <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> fb022711	Canvassed gaming floor around EGM, TG and FATG areas.	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p><b>PHOTO REQUIRED</b></p> <p><small>Customer's Guard to Help 800 002 000 Responsible Gaming, Perth 9453 0001 000</small></p> </div>



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Person Registration Details	Comments	Photo
<b>Date / Time</b> 31/01/2020 1:29:00 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> pf370890	PP20 Pre Tables  RGA attended Maple and with help of AM (Rick) located █████ at 0804. SV (Steve) supplied coverage and obtained a photo for █████ RGA spoke with █████ and advised that an 8 hour break was being enforced and not to return till 9am 31/01. █████ obliged and left the GF. █████ put on pager.	
<b>Date / Time</b> 31/01/2020 3:10:00 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> No Referral <b>RGA</b> fb022711	PP12 MGF Machines  Attended N02 but █████ had left area.	
<b>Date / Time</b> 31/01/2020 3:15:00 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> fb022711	PP12 PRE Tables  Observed █████ at G14; no observable signs noted.	
<b>Date / Time</b> 31/01/2020 3:17:00 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> fb022711	PP12 PRE Machines  Observed █████ at G22; no observable signs noted.	
<b>Date / Time</b> 31/01/2020 3:17:00 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> fb022711	PP12 PRE Machines  Observed █████ at G22; no observable signs noted.	
<b>Date / Time</b> 31/01/2020 3:30:00 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> fb022711	PP12 PRE Machines  Observed █████ no observable signs noted.	





## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 30, 2020

Person Registration Details		Comments	Photo
<b>Date / Time</b>	31/01/2020 4:50:00 AM	Surveillance (Greg) advised [REDACTED] had been spotted on gaming floor and removed via Ming's entry by Security; no contact with RGA.	
<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		
Registration Date/Time	Operational Overview		Created By
30/01/2020 08:46:00 AM	ATM signs audited.		jt380953
30/01/2020 09:03:00 AM	CIMT conducted in Rooms C & D. A few IT issues with the powerports in the tables which have been forwarded to IT.		jt380953
30/01/2020 06:41:00 PM	Checked SPLUNK and WEBEX throughout shift.		jv031797
30/01/2020 08:31:00 PM	Received page requesting RGA at Pit 22/10; called pit and was advised button was accidentally pressed - NFA.		fb022711