



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2019



Person Registration Details	Comments	Photo
Date / Time 19/10/2019 8:10:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA da027675	PP16 PRE Tables RGA approached with SV coverage from Peter to advise [REDACTED] of her PP, she stated that she will be leaving in 30 Min. waiting for her husband.	[REDACTED]
Date / Time 19/10/2019 9:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA BI017908	PP16 PRE Tables Advised ACM Teak and spoke to patron about taking her break.	[REDACTED]
Date / Time 19/10/2019 9:20:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP16 PRE Machines Explained about our PP policy and to take a break soon. SV Amos updated photo.	[REDACTED]
Date / Time 19/10/2019 9:21:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA da027675	PP20 VIP Machines A text message sent and advised VOSM patron has reached 22 hrs with no substantial break.	[REDACTED]
Date / Time 19/10/2019 9:25:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA BI017908	PP20 PRE Tables Advised AM Teak Brendan and spoke to [REDACTED] to remind her to go for her break before noon.	[REDACTED]



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Date / Time 19/10/2019 9:35:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA BI017908	PP20 PRE Tables Advised [REDACTED] that his 4.8 hrs is insufficient for future break and he will leave soon in a couple hours.	[REDACTED]	
Date / Time 19/10/2019 9:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP16 PRE Tables Spoke to patron in Maple she had reached 16hrs. Patron will leave soon.	[REDACTED]	
Date / Time 19/10/2019 10:02:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service GRIP SE Referral Location RGC RGA da027675	[REDACTED] attended the RGC for his GRIP. Patron was explained about restriction in upgrade membership. 3 month follow up required either phone or on gaming floor. Update his picture in SEER	[REDACTED]	
Date / Time 19/10/2019 10:10:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP16 PRE Tables Observed patron in the Teak. All good.	[REDACTED]	
Date / Time 19/10/2019 10:25:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA BI017908	PP20 VIP Tables SSM Beck spoke with patron to take break soon. NSW patron.	[REDACTED]	
Date / Time 19/10/2019 11:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP16 PRE Machines Explained about our PP policy and to take a break soon. SV Teresa updated photo.	[REDACTED]	



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Date / Time 19/10/2019 11:10:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP16 MGF Machines Approached [REDACTED] while playing EGM in Riverside and reminded him to take a substantial break soon. Teresa provide coverage, patron claimed that we can't tell him how long he had to stay home.	[REDACTED]	
Date / Time 19/10/2019 11:40:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Student Care Service RGA BI017908	PP20 PRE Tables DSM Beck spoke with patron and she had been informed to go rest in her room for at least 8 hrs.	[REDACTED]	
Date / Time 19/10/2019 11:48:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA da027675	PP20 MGF Machines RGA approached explained PP policy [REDACTED] stated that he is leaving soon. RGA approached [REDACTED] stated that he is leaving in 30. Min.[17;55]	[REDACTED]	
Date / Time 19/10/2019 12:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Other Referral Location Table Games RGA BI017908	PP alert, unable to locate patron in the Maple room, AM assisted with looking out for patron.	[REDACTED]	
Date / Time 19/10/2019 1:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA BI017908	PP20 VIP Machines Passed onto VOSM Carmen about [REDACTED] PP in the Platinum room. 14:30 Carmen advised that [REDACTED] is staying in house and has a 3 hours and 4 hours break and patron showed no observable signs. She was reminded to take break later.	[REDACTED]	
Date / Time 19/10/2019 1:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location RGA RGA BI017908	[REDACTED] asked to clarify about PP policy. He said that his doctor encouraged him to go out and not stay at home. [REDACTED] admitted to enjoy the atmosphere of Crown. I have reiterated that as long as [REDACTED] take a break from Crown at least 8 hours and doesn't stay beyond 20+hrs then it will be ok. [REDACTED] went home with his friend.	[REDACTED]	



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Person Registration Details	Comments	Photo
Date / Time 19/10/2019 2:07:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA da027675	Canvassing gaming floor around EGM, TG and FATG.	
Date / Time 19/10/2019 2:08:00 PM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA da027675	Checked SPLUNK and WEBEX throughout shift.	
Date / Time 19/10/2019 2:11:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA da027675	Checked SPLUNK and WEBEX throughout shift.	
Date / Time 19/10/2019 2:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA da027675	PP20 VIP Tables VOSM Richard was notified via SMS,	
Date / Time 19/10/2019 3:30:00 PM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA BI017908	Checked SPLUNK and WEBEX throughout shift. Data follow up but was on busy tables.	
Date / Time 19/10/2019 3:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service 3rd Party Assistance / Inquiry Referral Location GHTel Service RGA BI017908	Refer by Dales in communication, [REDACTED] friend [REDACTED] said that [REDACTED] was borrowing \$200 from her for a cab home but was still in the casino drinking and playing (currently live in Port Melbourne but address is NSW). [REDACTED] alleged that [REDACTED] had gone through some personal issue and had threatened self harm to her. [REDACTED] allowed RGA to approach for welfare chat but do not mention that she had call. Support services referred to [REDACTED] Ben in SV updated [REDACTED] photo, she was on the way out and showed neither observable sign nor intoxication. Ben in SV updated photo and email info to Leon and her host (Helen Per.	



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Person Registration Details	Comments	Photo
Date / Time 19/10/2019 4:42:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location Security RGA da027675	Simon SV advised that [REDACTED] tried to enter via Promenade Bridge but refused by SSO. Nil contact RGA.	[REDACTED]
Date / Time 19/10/2019 5:40:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA BI017908	Canvassing gaming floor around EGM, TG and FATG, interacted with patrons and staff.	
Date / Time 19/10/2019 5:56:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA da027675	PP16 PRE Machines RGA approached [REDACTED] stated that she is leaving soon. She is staying with her son (Fitzroy) .[17;56].	[REDACTED]
Date / Time 19/10/2019 6:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location No Referral RGA BI017908	DFU: No concern with his level of play. RG services explained.	
Date / Time 19/10/2019 6:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP16 MGF Tables Spoke with [REDACTED] about taking substantial break length. He had a 5hr break and just came back. Patron will stay for a few hours.	[REDACTED]
Date / Time 19/10/2019 7:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA pf370890	RGA sighted [REDACTED] on GF at 7pm 19/10/19 but lost sight of her. She had not completed 24hour break requested by RGA yesterday. RGA informed Maple team to look out for her as must be playing un-carded. [REDACTED] is on pager but currently there has been no alert for her.	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 19/10/2019 7:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGC RGA BI017908	DFU: Patron only play casually and is happy with his play. RG services informed.	<p>PHOTO REQUIRED</p>
Date / Time 19/10/2019 8:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location Table Games RGA pf370890	ACM (Andrew) advised that [REDACTED] had returned to GF before requested 24 break was completed. Andrew and RGA spoke to [REDACTED] again and advised that she would have to leave for another 24 hours, not returning till 8pm 20/10/19. Andrew also advised [REDACTED] that he would be sending an email recommending another WOL be issued for 1 year due to [REDACTED] continual defiant behaviour when being asked to take breaks. Email sent to Leon.	[REDACTED]
Date / Time 19/10/2019 8:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location RGC RGA fb022711	PP20 VIP Tables As advised by Local Host manager (Brett): Patron claimed to have left her card in a machine down stairs which has been verified so she is ok to keep playing. Thanks.	[REDACTED]
Date / Time 19/10/2019 8:47:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGC RGA fb022711	Surveillance (Steve) advised [REDACTED] in Pit 8; attended as [REDACTED] leaving area and escorted off gaming floor via Promenade Bridge entry. [REDACTED] claimed that a male RGA had advised him "after 3 months you can come back". [REDACTED] categorically advised that no RGA would have given him remotely this advice; was reminded of speaking with female RGA in July when he attempted to gain access to the gaming floor. Began to advise [REDACTED] of 12-month minimum breach-free condition but he walked off without further comment.	[REDACTED]
Date / Time 19/10/2019 10:08:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location GHTel Service RGA fb022711	[REDACTED] attended RGC with friend [REDACTED] wishing to SE. Mandarin translation and witnessing of documents provided by Riverside Service Executive Lian Pers [REDACTED]. Process and conditions explained; interview conducted; paperwork completed; GH and 100-Day Challenge information provided.	[REDACTED]
Date / Time 19/10/2019 10:42:00 PM Person Name RGC Male Unknown Person ID Person [REDACTED] Referred By Table Games Nature of Service Observable Signs Referral Location Table Games RGA da027675	Vikas AM phoned that unknown senior citizen was sleeping in pit 8. Phoned COMMS for SSO. Before SSO arrive he wakes up, asked SV for coverage. He was apologetic and said that he is leaving soon after finishing his coffee. Had no gambling issue. He left soon after I spoke.	<p>PHOTO REQUIRED</p>



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Date / Time 19/10/2019 11:04:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service GRIP SE Referral Location GHTel Service RGA pf370890	<p>█████ presented herself at RGC for Revocation GRIP. RGA went over strategies for staying in control. █████ was happy with the break and now had things outside of Crown. █████ was advised that there would be a follow up call after 3 months and RGA obtained a new photo of █████</p>	██████████
Date / Time 19/10/2019 11:54:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Other Referral Location RGC RGA fb022711	<p>█████ removed from RGPP pager and returned to JN pager group.</p>	██████████
Date / Time 20/10/2019 12:02:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA pf370890	<p>PP16 PRE Machines</p> <p>Spoke to █████ and she was just about to head home.</p>	██████████
Date / Time 20/10/2019 12:28:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Attempted Breach Referral Location RGC RGA fb022711	<p>Surveillance (Steve) advised █████ attempted entry to gaming floor via Food Court entry at 12:26AM and denied entry by Security. No contact with RGA..</p>	██████████
Date / Time 20/10/2019 12:31:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Welfare Referral Location RGC RGA fb022711	<p>Surveillance (Steve) advised █████ in Food Court; attended and completed welfare check. █████ claimed he was only asking Security about his SE at Food Court entry, but Surveillance confirmed his attempted breach at 12:26AM was an attempt as part of a large group of people; he returned to Food Court shortly after to ask the Security officer at the door about his SE. █████ stated he knew the conditions of his SE; it was recommended to █████ that he not 'hang around' in the Food Court for too long and to go home shortly.</p>	██████████
Date / Time 20/10/2019 12:48:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA fb022711	<p>Surveillance (Steve) advised █████ attempted entry to gaming floor via Food Court at 12:42AM; no ID produced and patron denied entry. No contact with RGA.</p>	██████████



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Person Registration Details	Comments	Photo
Date / Time 20/10/2019 1:32:00 AM Person Name RGC Male Unknown Person ID Perso Referred By Responsible Gaming Nature of Service Observable Signs Referral Location Security RGA fb022711	Observed young male at F84 falling asleep at EGM; approached, as Security officer walked past and male woken by Security and advised to move on.	
Date / Time 20/10/2019 1:52:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location RGC RGA fb022711	[REDACTED] attended RGC to enquire about a T/O lift for this evening - his friends were on the gaming floor. [REDACTED] advised his medication (which had apparently contributed to his compulsive gambling) has been adjusted and he no longer has an urge to gamble. Advised [REDACTED] that - while this was positive news - he couldn't enter the gaming floor without risking being removed by Security and possibly being WOL'd. Advised [REDACTED] (who didn't wish to inform his friends of his circumstance) to tell his friends he had been refused entry for reasons unknown and to continue their evening off-site. [REDACTED] acknowledged the conversation and was thankful for the advice.	
Date / Time 20/10/2019 2:29:00 AM Person Name RGC Male Unknown Person ID Perso Referred By Self Nature of Service 3rd Party Assistance / Inquiry Referral Location RGC RGA fb022711	Unidentified male called RGC on behalf of an unidentified alleged SE patron; the male asserted that there were no safeguards to his friend entering the gaming floor and questioned the efficiency of the SE process. Explained that the SE process was most effective when the individual helped themselves in staying away, and that a determined patron may breach the conditions of their SE. Male persisted in complaining about process of detection; RGA recommended male speak with his friend and encourage him to visit RGC for counselling/support. Male was not impressed by this suggestion and requested Customer Relations information to make a complaint about the 'lack of Security' at Crown and it's inability to prevent his friend from breaching. Website information provided to male.	

Registration Date/Time	Operational Overview	Created By
19/10/2019 2:08:00 PM	Checked SPLUNK and WEBEX throughout shift.	da027675
19/10/2019 2:11:00 PM	Checked SPLUNK and WEBEX throughout shift.	da027675
19/10/2019 3:30:00 PM	Checked SPLUNK and WEBEX throughout shift. Data follow up but was on busy tables.	BI017908