

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2020	0:56					GOLD	MGT	Patron Welfare	Play Periods
27/01/2020	1:35					SILVER	MGT	Unknown Nature of Service	Data Follow up
27/01/2020	2:12					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	2:20					PLATINUM	MGM	Patron Welfare	Play Periods
27/01/2020	2:20	RGC Male	Unknown	Confid		No Data Available		Self Barring	Self Exclusion Information
27/01/2020	2:20					PLATINUM	MGM	Patron Welfare	Play Periods
27/01/2020	2:23					PLATINUM	MGM	Patron Welfare	Play Periods
27/01/2020	2:30					PLATINUM	MGT	Unknown Nature of Service	Data Follow up

Comments	Referral Location	RGLO	ReferredByDesc
PP12 PRE Tables I approached to wishes her a Happy Lunar New Year, seem fresh and has no observable signs.	No Referral	ov360590	Splunk
DFU : RGA talked to patron. She claimed to be in control of her gambling. RGC services offered and business card issued.	RGC	jc017687	Responsible Gaming
PP16 MGF Tables RGA attended and observed.	No Referral	ov360590	Splunk
PP20 MGF Machines RGA attended to remind [REDACTED] to take break prior to his 24hrs. [REDACTED] is collecting his birthday bonuses and will leave shortly.	RGC	ov360590	Splunk
TG AM Jarrod advised that an unknown male would like to enquire about SE, I attended where patron seem intoxicated	RGC	ov360590	Table Games
PP12 PRE Machines RGA talked to patron. Crown play-period policy explained. He claimed to be in control of his gambling. Encouraged to take regular break. RGC business card issued.	RGC	jc017687	Splunk
PP12 PRE Machines RGA talked to patron. Crown play-period policy explained. She claimed to be in control of her gambling. Encouraged to take regular break. RGC business card issued.	RGC	jc017687	Splunk
SMS sent to DSM Ralph for DFU. Ralph informed that he has taken EO and requested the RGA approach patron. RGA talked to patron. Patron claimed to be in control of gambling. RGC services offered and business card issued.	Table Games	jc017687	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2020	3:15					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	3:18					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	3:20					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	3:22					BLACK	MGT	Patron Welfare	Play Periods
27/01/2020	3:44					GOLD	MGM	Unknown Nature of Service	Data Follow up
27/01/2020	3:50					No Data Available		Self Barring	Self Exclusion
27/01/2020	4:00					PLATINUM	MGT	Unknown Nature of Service	Observable Signs
27/01/2020	4:44					MEMBER	MGT	Self Barring	Breach of Self Exclusion
27/01/2020	5:11					VIP1	MGT	Patron Welfare	Play Periods
27/01/2020	5:35					PLATINUM	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
PP16 PRE Tables RGA attended and observed.	No Referral	ov360590	Splunk
PP12 PRE Tables Attended. No observable signs.	No Referral	ov360590	Splunk
PP12 PRE Tables RGA attended and observed.	No Referral	ov360590	Splunk
PP12	No Referral	ov360590	Splunk
DFU : RGA talked to patron who claimed to be in control of gambling. RGC services offered and business card issued.	RGC	jc017687	Responsible Gaming
Informed by RGA Perth - Ms Christine [Confidential] that [Redacted] has been issued with CPSE. [Redacted] selected SE Period of 1 year.	RGC	jc017687	Responsible Gaming
Observed [Redacted] looking very tired and could barely kept her eyes open, I approached for a welfare chat where she claimed	RGC	ov360590	Responsible Gaming
Informed by Renee in SV that [Redacted] was at the lounge area. RGA attended with SSO. Patron provided the Learner Permit of [Redacted] whose picture does not resemble the patron in question. Patron could not provide another form of photo ID. RGA escorted patron out thru Vegas exit. Advised him to get an up-to-date ID, eg Keypass, application form is available at police station. Upon checking record in SEER, patron has provided ID of [Redacted] before on 10/10/2019.	No Referral	jc017687	Surveillance
PP20. VIP Tables TG ACM VVIP_1 advised at 5:08 AM Patron had a 7 hour break in between 11:25 and 18:17 and has just returned from a 3 hour break. Patron has been observed and showing no signs of fatigue. Patron will be allowed to remain gaming.	RGC	ov360590	Splunk
PP12	No Referral	ov360590	Splunk

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2020	5:36					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	5:45					GOLD	MGM	Patron Welfare	Play Periods
27/01/2020	6:08					BLACK	MGT	Patron Welfare	Play Periods
27/01/2020	6:12					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	6:13	Responsible Gaming	DOR	Confid		No Data Available		DOR	Operational Overview
27/01/2020	6:14	Responsible Gaming	Audit	Confid		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
27/01/2020	6:20					PLATINUM	MGT	Unknown Nature of Service	Observable Signs
27/01/2020	6:25					BLACK	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
PP12 MGF Tables RGA attended and observed.	No Referral	ov360590	Splunk
PP16 MGF Machines RGA talked to patron. He said he will be leaving at 9:30am (3.5 hr later) to catch the train to Bendigo and then taxi home. Crown play period explained. RGC business card issued.	RGC	jc017687	Splunk
PP20 VIP Tables DSM Ben Conf advised at 5:32 AM I have just walked both levels of Mahogany and couldn't see [REDACTED]	RGC	ov360590	Table Games
PP20 MGF Tables TG ACM EastWest_1 advised at 6:00 AM Patron has been spoken to and is aware of her play period. She has said she will be leaving in the next couple of hours and I'd playing with friends who also seem to be aware.	RGC	ov360590	Table Games
Checked SPLUNK and WEBEX throughout shift.	No Referral	jc017687	Responsible Gaming
Canvassed gaming floor around EGM, TG and FATG areas.	No Referral	jc017687	Responsible Gaming
TG AM Vikks advised that [REDACTED] was sleeping at the table in Maple, RGA attended where RGA Joseph talked to [REDACTED] in Chinese and advised her to leave for a break for 24hrs not to return before 6:30am 28/01/2020. Added to RGPP to monitor, please return to BWPS once completed.	RGC	ov360590	Table Games
PP16 PRE Tables RGA attended and observed.	No Referral	ov360590	Splunk

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2020	6:34					MEMBER	MGT	Self Barring	Breach of Self Exclusion
27/01/2020	7:02					GOLD	MGT	Patron Welfare	Play Periods
27/01/2020	7:14					VIP1	MGT	Patron Welfare	Play Periods
27/01/2020	7:52					SILVER	MGT	Patron Welfare	Play Periods
27/01/2020	8:49					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	8:52	Responsible Gaming	DOR	Conf1		No Data Available		DOR	Operational Overview
27/01/2020	9:02					PLATINUM	MGM	Patron Welfare	Play Periods
27/01/2020	9:03					PLATINUM	MGM	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
Sighted [REDACTED] was in Maple where he saw RGA he walked out of Maple, RGA followed and SV Cathy was notified, removed [REDACTED] via Ming's where he claimed he is no longer [REDACTED] and he has changed his name, would not provide ID or name change, [REDACTED] also stated that his Lawyer said he has paid the fine so he could return to play. SE conditions and boundaries explained in Vietnamese, RG business card issued.	RGC	ov360590	Responsible Gaming
PP16 MGF Tables In response to Splunk, I attended Confi for reminding patron to take an adequate break. The patron left gaming floor shortly.	No Referral	gj014394	Responsible Gaming
PP20 VIP Tables In response to Webex. I sent a message to ACM VVIP for reminding patron to take a break. The ACM VVIP replied: TG ACM VVIP_1 7:24 AM [REDACTED] patron will be told that he can take an extra three hours now to return at 11am or he can play until 9am and take an 8hour break by international hosts.	Table Games	gj014394	Responsible Gaming
PP16 MGF Machines Attend but unable to locate patron.	No Referral	bp354596	Splunk
PP20	No Referral	gj014394	Responsible Gaming
Duress test	No Referral	jt380953	Responsible Gaming
PP12 PRE Machines Attended; patron left already.	No Referral	bp354596	Splunk
PP12 PRE Machines Attended unable to locate patron.	No Referral	bp354596	Splunk

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2020	9:04					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	9:05					GOLD	MGT	Patron Welfare	Play Periods
27/01/2020	9:06					SILVER	MGM	Patron Welfare	Play Periods
27/01/2020	9:06					PLATINUM	MGM	Patron Welfare	Play Periods
27/01/2020	9:07					BLACK	MGT	Patron Welfare	Play Periods
27/01/2020	9:09					BLACK	MGT	Patron Welfare	Play Periods
27/01/2020	9:11	Responsible Gaming	Audit	Confid.		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus

Comments	Referral Location	RGLO	ReferredByDesc
PP12	No Referral	bp354596	Splunk
PP16 PRE Tables Attended to advise of PP policy to patron. Patron will leave shortly. Patron has reached 17 hrs and half.	No Referral	bp354596	Splunk
PP12 MGF Machines Attended and no observable signs.	No Referral	bp354596	Splunk
PP20 MGF Machines Attended to remind patron for regular break. She aware of her time and said will leave by 10 am today.	No Referral	bp354596	Splunk
PP16	No Referral	bp354596	Splunk
PP24 VIP Tables Ben DSM advised ██████ is fine to continue due to taking 2 x 5hr breaks and a 3.5hr break in the last 24hrs. I will remind him to take longer breaks in future. DSM Jaime Con advised at 6:22 PM AS above.... patron is staying in house and has had 2x 5hr and 1x 4hr breaks. DSM Jaime Con advised at 6:37 PM Departing at 8:40pm DSM aime Con advised at 7:30 PM ██████ is currently settling his program and will be departing shortly.	No Referral	bp354596	Host
Canvassed gaming floor around EGM, TG and FATG areas.	No Referral	bp354596	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2020	9:16					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	10:15					SILVER	MGT	Patron Welfare	Play Periods
27/01/2020	10:16					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	10:25					BLACK	MGT	Patron Welfare	Play Periods
27/01/2020	11:18					PLATINUM	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
PP20 VIP Tables Advised by Ben DSM patron has been spoken as a reminder that she will have to leave before 12:00.	No Referral	bp354596	Host
PP20 MGF Tables Attended to advise of PP policy. Patron understood and will leave soon around noon.	No Referral	bp354596	Splunk
PP16 PRE Tables Attended to advise of PP policy. Patron understood and will leave soon. Patron has reached 19 hrs and half. At 11:34am; TG ACM Premium_2 advised [REDACTED] has left the room. AM's have been informed.	No Referral	bp354596	Splunk
PP20 VIP Tables Ben DSM advised [REDACTED] has been made aware of her play length. Her I/S host will follow up and ensure her break is appropriate.	No Referral	bp354596	Host
PP20 VIP Tables Txt to advise Ben regarding her long play period. Patron has reached 20 hrs and half with only 1 hr as her longest break. At 11:23; Ben DSM advised Me [REDACTED] Sydney host has just delivered the message. She is leaving at 14:00. Patron still rated at 2:15pm - Jaime then spoke with patron who has been asked to take a break, not to return before 10pm on 27/01/2020.	Host	bp354596	Splunk

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2020	11:36					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	11:44					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	12:25					MEMBER	MGT	Self Barring	Self Exclusion
27/01/2020	12:38					PLATINUM	MGM	Patron Welfare	Play Periods
27/01/2020	12:40					PLATINUM	MGM	Unknown Nature of Service	Card Misuse
27/01/2020	13:38					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	13:43					BRONZE	Gaming	Self Barring	Breach of Self Exclusion
27/01/2020	13:55					UNKNOWN	UN	Self Barring	Breach of Self Exclusion

Comments	Referral Location	RGLO	ReferredByDesc
PP24 VIP Tables Advised by Ben Patron is going to lunch with host at 12:00. ██████████ has been advised to not return after lunch and take a longer break.	No Referral	bp354596	Host
PP20 VIP Tables Ben DSM advised can't locate patron. Patron has reached 22 hrs with 1 and half hrs as his longest break. Ben has spokem to ██████████ and he will depart at 1pm.	No Referral	bp354596	Host
██████████ attended RGC requesting for self exclusion. I explained the process, obligation and consequence of SE to ██████████ who opted to apply for. The Order of SE was served and issued at 12:29pm on 27/01/2020 as per his request. Victoria ██████████ from RGC acted as Cat A witness.	Chinese Peer Connection (East)	gj014394	Self
PP12 MGF Machines The wife used patron card to play on the machine. Advised of Card policy. She understood. She said the husband sit behind her resting. Advised if this happened again; the card will probably be confiscated. She understood.	No Referral	bp354596	Splunk
Referred to previous 2 entries; the wife used patron card to play on the machine. Advised of Card policy. She understood. She said the husband sit behind her resting. Advised if this happened again; the card will probably be confiscated. She understood.	No Referral	bp354596	Responsible Gaming
PP20 VIP Tables ACM Premium - Ms ██████████ had left the room. AMs have been informed.	Table Games	vm370923	Splunk
Paul SV advised that ██████████ was playing at AR0405. I attended and met with SSO #123. BV was removed from gaming floor via western entry and advised seeking counselling service.	GHTel Service	gj014394	Surveillance
Mark SV informed ██████████ is on the gaming floor. Attended with SSM Michael and SSO # 73, 200. Patron was escorted out of Towers entry. Explained boundaries of self exclusion again.	GHTel Service	vm370923	Surveillance

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2020	14:20	Responsible Gaming	Audit	Confidential		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
27/01/2020	15:07	[REDACTED]	[REDACTED]	[REDACTED]		No Data Available		Patron Welfare	Welfare
27/01/2020	15:19	Responsible Gaming	Audit	Confidential		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
27/01/2020	15:31	[REDACTED]	[REDACTED]	[REDACTED]		UNKNOWN	UN	Self Barring	Self Exclusion
27/01/2020	15:59	[REDACTED]	[REDACTED]	[REDACTED]		GOLD	MGM	Unknown Nature of Service	Illegal Act
27/01/2020	16:00	[REDACTED]	[REDACTED]	[REDACTED]		PLATINUM	MGM	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
Canvassed gaming floor around EGM, TG and FATG areas.	No Referral	vm370923	Responsible Gaming
<p>SSO #123 Glenda attended RGC to report a Medical incident at Lumia Bar balcony this afternoon. ██████ was found unresponsive at the balcony. Later she told SSO that she has taken 5 Valium tablets with alcohol. She has just started work and she blew her money in the casino since 7am this morning. Her mother ██████ was notified by phone. First Aid Officer James attended and moved the patron to the Pub for indoor privacy. Ambulance was called. FAO estimated her weight to be only 40kg and her blood pressure fluctuates greatly. Her mother ██████ then arrived and told SSO that her daughter is suffering from Anorexia. According to SSO, when the mother arrived at the casino, she was not surprised of daughter's medical incident but was worrying. The mother then told SSO that "I thought she (the daughter) is in control of gambling" and she would like to have the information of exclusion for her daughter. The mother then accompanie</p>	RGC	jc017687	Self
Canvassed gaming floor around EGM, TG and FATG areas.	No Referral	gj014394	Responsible Gaming
<p>█████ attended RGC with her friend requesting for self exclusion. I explained the process, obligation and consequence of SE to ██████ who opted to apply for. The Order of SE was served and issued at 3:48pm on 27/01/2020 as per her request. Bob ██████ Confidential from RGA acted as Cat A witness.</p>	GHTel Service	gj014394	Self
Information call - SV Maria called to ██████ illegal act by stolen ██████ wallet from ██████ (\$1000 approx.)	No Referral	bp354596	Surveillance
<p>PP16 MGF Machines</p> <p>Attended to observe ██████ with no observable signs. However; the wife whom had been approached earlier today due to using ██████ reward card to play; presented agitated. She questioned of why we kept an eye on them. Advised of RG services. She did mention some staff advised if they did not put the card in; we would not be able to track on their hour. Advised of this was for their welfare -reminded for regular breaks and not play for long hour. She also complained about the lost they have had and never received any rewards. RGA reminded her to register to have her own reward card so she can earn her points accordingly. Also Informed RGOM of this incident accordingly.</p>	No Referral	vm370923	Splunk

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2020	16:13					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	16:16					GOLD	MGM	Other Assistance	Seeking other Assistance
27/01/2020	16:40					MEMBER	MGT	Revocation	Revocation Information
27/01/2020	16:55					MEMBER	MGT	Patron Welfare	Unattended Child
27/01/2020	17:11					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	17:45					MEMBER	MGT	Unknown Nature of Service	GRIP SE
27/01/2020	17:50					MEMBER	MGM	Patron Welfare	Unattended Child
27/01/2020	17:58	Responsible Gaming	Audit		Confidential	No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
27/01/2020	18:45					GOLD	MGM	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
PP20 PRE Tables TG ACM PREMIUM 2 advised patron left table before being sighted. AM's have been informed.	No Referral	bp354596	Table Games
GM Area manager Robert called to advise the incident at Riverside as an information. Incident details - "Robert was called to a ticket dispute with [REDACTED]. He inserted a \$9.02 ticket into R4404, which he got from R4405 as a result of another player "gift" it too him. He then collected and reinserted the same amount several times, with the EGM displaying the added amounts as collected, as on no play had occurred. When this was explained patron became irritate and could not understand what being explained. After several attempts [REDACTED] refused to look at what being explained and due to his behaviour the discussion ended, [REDACTED] angrily exiting the room" - refer from Syco comment. Nil contact with RGA.	No Referral	bp354596	Gaming Machines
[REDACTED] called to query for revocation. Revocation process explained. RGC email adress provided. Advised to seek for counselling. As well as stated firmly do not come into the gaming floor in the mean time. [REDACTED] understood.	Chinese Peer Connection (East)	bp354596	Self
Luke Comms informed that there were two unattended children (12, 8) outside of village cinemas. George RGA provided interpretation. Mother [REDACTED] denied being on the gaming floor but found open ratings. [REDACTED] (father) also had open ratings on the gaming floor. Both issued a WOL by SSM Michael.	Security	vm370923	Security
PP20 [REDACTED] came to the office for GRIP. Explained 3 month tier lock out and 6 month lockout to VIP rooms.	No Referral	jc017687	Splunk
Luke Comms informed that there were two unattended children (12, 8) outside of village cinemas. George RGA provided interpretation. [REDACTED] (mother) denied being on the gaming floor but found open ratings. Father [REDACTED] also had open ratings on the gaming floor. Both issued a WOL by SSM Michael.	GHTel Service	vm370923	Self
Luke Comms informed that there were two unattended children (12, 8) outside of village cinemas. George RGA provided interpretation. [REDACTED] (mother) denied being on the gaming floor but found open ratings. Father [REDACTED] also had open ratings on the gaming floor. Both issued a WOL by SSM Michael.	Security	vm370923	Security
Canvassed gaming floor around EGM, TG and FATG areas.	No Referral	vm370923	Responsible Gaming
PP12 MGF Machines Attended. No observable signs. Crown play period policy informed. He just won the mini jackpot of \$2,500.	No Referral	jc017687	Splunk

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2020	19:06					MEMBER	MGM	Unknown Nature of Service	Medical
27/01/2020	21:01					PLATINUM	MGT	Other Assistance	Other
27/01/2020	21:02	RGC Male	Unknown	Conf		No Data Available		Other Assistance	Seeking other Assistance
27/01/2020	21:02					MEMBER	MGT	Revocation	Revocation Information
27/01/2020	21:05	Responsible Gaming	DOR	Conf		No Data Available		DOR	Operational Overview
27/01/2020	21:20					PLATINUM	MGM	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
SSO #123 Glenda attended RGC to report a Medical incident at Lumia Bar balcony this afternoon. [REDACTED] was found unresponsive at the balcony. Later she told SSO that she has taken 5 Valium tablets with alcohol. She has just started work and she blew her money in the casino since 7am this morning. Her mother [REDACTED] was notified by phone. First Aid Officer James attended and moved the patron to the Pub for indoor privacy. Ambulance was called. FAO estimated her weight to be only 40kg and her blood pressure fluctuates greatly. Her mother [REDACTED] then arrived and told SSO that her daughter is suffering from Anorexia. According to SSO, when the mother arrived at the casino, she was not surprised of daughter's medical incident but was worrying. The mother then told SSO that "I thought she (the daughter) is in control of gambling" and she would like to have the information of exclusion for her daughter. The mother then accompanie	RGC	jc017687	Security
Pager alert that [REDACTED] has resumed playing 1hr ealier than instructed, DSM Jaime was notified and followed up. Jaime	Host	ov360590	Responsible Gaming
Unknown male called asking for GH phone number, number were given when I wanted to ask if I could help he hanged up.	GHTel Service	ov360590	Self
[REDACTED] attended RGC wanting to apply for SE Revo. She did choose min 2 yr of SE so she cannot apply before 18/8/2021. SE Revo process and 12 mth breach free period explained. She disclosed that she came in 3 times this months. Last time was 25/1/2019 at 11pm playing BA.	GHTel Service	jc017687	Self
Checked SPLUNK and WEBEX throughout shift.	No Referral	ov360590	Responsible Gaming
PP12 PRE Machines Attended. No observable signs.	No Referral	jc017687	Splunk

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2020	21:30					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2020	21:59					GOLD	MGT	Patron Welfare	Play Periods
27/01/2020	22:04	Responsible Gaming	Audit	Confil		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
27/01/2020	22:38					No Data Available		Revocation	Revocation Information
27/01/2020	23:00					MEMBER	MGT	Unknown Nature of Service	3rd Party Assistance / Inquiry
27/01/2020	23:20					GOLD	MGM	Other Assistance	Other
27/01/2020	23:52					No Data Available		Unknown Nature of Service	WOL
27/01/2020	23:57					PLATINUM	MGM	Unknown Nature of Service	Data Follow up
05/03/2020	0:12	Responsible Gaming	Audit	Confil		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
05/03/2020	2:00	Responsible Gaming	DOR	Confil		No Data Available		DOR	Operational Overview
05/03/2020	2:20					MEMBER	MGT	Self Barring	Self Exclusion

Comments	Referral Location	RGLO	ReferredByDesc
PP24 VIP Tables Sighted █████ in Teak playing uncarded, DSM Jaime was notified and attended, DSM Jaime █████ advised at 9:56 PM FYI Mr █████ reappeared in pit17. He has now been instructed to take a 24hr break - not to return until 9:30pm Tuesday. Added to RGPP to monitor, please return to DM pager once completed.	Host	ov360590	Responsible Gaming
PP12 MGF Machines RGA talked to patron. Play-period policy informed. █████ is in for the B'day Bonus. She will have one more shot before returning home.	RGC	jc017687	Splunk
Canvassed gaming floor around EGM, TG and FATG areas.	No Referral	ov360590	Responsible Gaming
█████ called RGC to enquire about SE Revo. The process explained. Photo on RGC business card sent to him by SMS.	GHTel Service	jc017687	Self
█████ cousin, nephew and niece attended RGC wanting to enquire the SE Revo process for █████ because █████ thought that █████ was showing on NF as a WOL patron █████ and █████. Amos in SV informed.	No Referral	jc017687	Third Party
	Security	jc017687	Responsible Gaming
Sighted █████ was playing at F1804, Amos from SV was notified where █████ walked out via West End exit.	No Referral	ov360590	Responsible Gaming
DFU : RGA talked to patron. RGC services offered and business card issued. Patron claimed to be in control of his gambling.	RGC	jc017687	Responsible Gaming
Canvassing gaming floor around EGM, TG and FATG area.	No Referral	jv031797	Responsible Gaming
VCGLR Shawn and Dan came to the RGC to introduce themselves.	No Referral	BI017908	VCGLR
Issued by: CM Minimum exclusion period: 1 year 7 Year Drop off: Yes █████ attended RGC wanting to SE. Boundaries and legal obligations of CPSE were explained. █████ applied for, and was issued with CPSE today with RGA Brendan █████ acting as witness. He was provided with GH brochure, 100-day challenge and RGC card. Stop codes have been applied and he was referred to GH for counselling.	GHTel Service	jv031797	Self

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05/03/2020	3:13					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	3:20					MEMBER	MGT	Self Barring	Breach of Self Exclusion
05/03/2020	3:34					SILVER	MGM	Patron Welfare	Play Periods
05/03/2020	3:37					GOLD	MGT	Unknown Nature of Service	Data Follow up
05/03/2020	3:39					SILVER	MGT	Patron Welfare	Play Periods
05/03/2020	3:50					SILVER	MGM	Patron Welfare	Play Periods
05/03/2020	4:13					GOLD	MGM	Patron Welfare	Play Periods
05/03/2020	4:13					PLATINUM	MGM	Unknown Nature of Service	Data Follow up
05/03/2020	4:16					PLATINUM	MGM	Patron Welfare	Play Periods
05/03/2020	5:00	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
05/03/2020	5:10	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
05/03/2020	5:17					GOLD	MGM	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
PP12 MGF Tables Observed ■ no observable signs noted.	No Referral	lv031797	Splunk
Brian in SV advised that ■ came into the Vegas room and left again after playing a couple spins on EGM and got into his car. RGA did not see him.	Security	BI017908	Surveillance
PP12 PRE Machines Observed ■ no observable signs noted.	No Referral	lv031797	Splunk
DFU using Apps to translate, patron is happy with his gambling and did not require assistance. He thanks us for follow up.	RGC	BI017908	Responsible Gaming
PP12 MGF Tables Patron card was left in the RT06 terminal. Card removed.	Gaming Machines	BI017908	Splunk
PP16	No Referral	BI017908	Splunk
PP12 PRE Machines ■ was no longer at the EGM and not currently rated.	No Referral	lv031797	Splunk
DFU; Spoke to patron in G Bank. ■ said that he's not having fun anymore and "it's not about the money". He may take a short break and only come at the beginning of the month. RG services explained and advised to contact RG or his host if he required any strategies.	RGC	BI017908	Responsible Gaming
PP12 PRE Machines ■ was no longer at the EGM and not currently rated.	No Referral	lv031797	Splunk
Checked SPLUNK and WEBEX throughout shift.	No Referral	BI017908	Responsible Gaming
Completed Online Responsible Service of Gaming on CrownLearn.	No Referral	lv031797	Responsible Gaming
PP12 MGF Machines Approached ■ at E17 and reminded him to take a substantial break. ■ advised that he is leaving soon.	No Referral	lv031797	Splunk

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
05/03/2020	5:27					GOLD	MGM	Patron Welfare	Play Periods
05/03/2020	5:30					PLATINUM	MGM	Patron Welfare	Play Periods
05/03/2020	5:30					PLATINUM	MGM	Patron Welfare	Play Periods
05/03/2020	5:34					MEMBER	MGT	Patron Welfare	Welfare
05/03/2020	5:35					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	5:35					PLATINUM	MGM	Patron Welfare	Play Periods
05/03/2020	5:47					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	6:00	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
05/03/2020	6:25	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview

Comments	Referral Location	RGLO	ReferredByDesc
PP12	No Referral	jv031797	Splunk
PP12 PRE Machines Approached █████ in Teak while playing with his wife █████ and reminded them to take a substantial break. █████ agreed. No observable signs noted.	No Referral	jv031797	Splunk
PP12 PRE Machines Approached █████ in Teak while playing with her husband █████ and reminded them to take a substantial break. █████ agreed. No observable signs noted.	No Referral	jv031797	Splunk
Brian in SV informed that █████ was back and at the ATM in the food court. I spoke with him about entering the gaming floor earlier. He thought it had finished after 2 years as he'd done it with the local venues. Explained about 12 months breach free, counselling requirement and have to apply for revocation.	GHTel Service	BI017908	Surveillance
PP12 PRE Tables Attended pit 17 and observed █████ No observable signs noted.	No Referral	jv031797	Splunk
PP12 MGF Machines █████ is no longer at the EGM.	No Referral	jv031797	Splunk
PP12 PRE Tables Attended pit 17 and observed █████ no observable signs noted.	No Referral	jv031797	Splunk
Canvassing gaming floor around EGM, TG and FATG area.	No Referral	BI017908	Responsible Gaming
Checked SPLUNK and WEBEX throughout shift.	No Referral	jv031797	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
05/03/2020	7:01					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	7:05					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	7:35					PLATINUM	MGT	Patron Welfare	Welfare
05/03/2020	7:37					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	7:38					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	7:40					BLACK	MGM	Patron Welfare	Play Periods
05/03/2020	8:31					MEMBER	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
PP20 VIP Tables 7:00am DSM Ralph replied "██████ has been made aware that she has been in the gaming floor for over 21 hours. She is departing in the next hour for a long break".	No Referral	jc017687	Splunk
PP20 PRE Machines She said she will be leaving soon. She is with two friends from USA. No observable signs.	No Referral	jc017687	Splunk
██████ approached me when I was canvassing in Maple regarding the conversation she had with RGA the day before regarding asking people for money, ██████ claimed she never asked anyone for money and she doesn't have any issue gambling. I explained to her that borrowing/asking for money from other patron and staff are unacceptable at Crown and her actions will be reported to staff member, she claimed that she know the waitress and often make a joke to the waitress regarding borrowing her money but she doesn't mean it and doesn't need to borrow any money. Advised ██████ not to make such comment as it might risk herself being WOL, RG services explained and advise ██████ to approach RGA if she need any assistant.	RGC	ov360590	Self
PP16 PRE Tables No observable signs.	No Referral	jc017687	Splunk
PP16 PRE Tables No observable signs.	No Referral	jc017687	Splunk
PP12 PRE Machines No observable signs.	No Referral	jc017687	Splunk
PP20	No Referral	jc017687	Surveillance

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
05/03/2020	8:45					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	8:48					BLACK	MGT	Patron Welfare	Play Periods
05/03/2020	8:50					BLACK	MGT	Patron Welfare	Play Periods
05/03/2020	9:26					MEMBER	MGT	Unknown Nature of Service	Report Writer Contact - RGP
05/03/2020	9:39					PLATINUM	MGT	Unknown Nature of Service	Observable Signs
05/03/2020	9:50					PLATINUM	MGM	Patron Welfare	Play Periods
05/03/2020	10:06					No Data Available		Unknown Nature of Service	RG WOL
05/03/2020	10:21					No Data Available		Unknown Nature of Service	RG WOL
05/03/2020	10:26	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
05/03/2020	10:27	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
05/03/2020	10:33					PLATINUM	MGM	Unknown Nature of Service	Data Follow up
05/03/2020	10:38					MEMBER	MGT	Self Barring	Breach of Self Exclusion

Comments	Referral Location	RGLO	ReferredByDesc
PP16 MGF Tables Observed [REDACTED] no observable signs noted.	No Referral	jc017687	Splunk
PP16 PRE Tables No observable signs.	No Referral	jc017687	Splunk
PP12 Report writer Marlina [REDACTED] has left GH Southern. A report on [REDACTED] has been prepared for consideration of the Revocation Committee.	No Referral	de027841	Responsible Gaming
Informed by Pit 12 TG AM Pas that [REDACTED] appears to be tired and dosing off at times. RGA then talked to patron on a dead table. [REDACTED] acknowledged to have been in the casino for 14 hrs since 7pm last night. He came to casino straight from work at supermarket. [REDACTED] also has strong body odour. He acknowledged that he has not showed for 4 days. RGC services offered and business card issued. Directed him to go home for a proper rest and to clean and freshen himself up. He left soon after.	RGC	jc017687	Table Games
PP16 PRE Tables RGA observed where [REDACTED] said hi, no observable sign.	No Referral	ov360590	Splunk
Cross Property RG WOL issued by CP - patron [REDACTED] was issued with an upgraded CCA 26.2 barring on 3 March 2020. She was upgraded due to multiple breaches of her self exclusion.	RGC	jt380953	Crown Perth
Cross Property RG WOL issued by CP - patron [REDACTED] was issued with an upgraded CCA 26.2 barring on 25 February 2020. He was upgraded due to multiple breaches of his self exclusion.	RGC	jt380953	Crown Perth
Checked SPLUNK and WEBEX throughout shift.	No Referral	jc017687	Responsible Gaming
Canvassing gaming floor around EGM, TG and FATG area.	No Referral	jc017687	Responsible Gaming
DFU : RGA talked to patron [REDACTED]. She claimed to be in control of her gambling. RGC services offered and business card issued. Returned patron to [REDACTED] pager.	RGC	jc017687	Responsible Gaming
[REDACTED] attended the RGC Office at 12:43pm and disclosed to me and RGA Oanh that he had just been on the Casino floor for the last hour playing BJ (\$100 table on MGF).	No Referral	jt380953	Surveillance

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
05/03/2020	10:42					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	10:59					PLATINUM	MGM	Patron Welfare	Play Periods
05/03/2020	11:25					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	11:33					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	11:56					MEMBER	MGT	Self Barring	Self Exclusion follow up
05/03/2020	11:57					MEMBER	MGT	Self Barring	Self Exclusion follow up
05/03/2020	11:58					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
05/03/2020	11:58					MEMBER	MGT	Self Barring	Self Exclusion follow up
05/03/2020	12:06					MEMBER	MGT	Self Barring	Self Exclusion follow up
05/03/2020	12:10					No Data Available		Revocation	Revocation Information

Comments	Referral Location	RGLO	ReferredByDesc
PP12 MGF Tables No observable signs.	No Referral	jc017687	Splunk
PP12 MGF Machines No observable signs.	No Referral	jc017687	Splunk
PP20 MGF Tables TG ACM Kim advised that [REDACTED] is no longer in the Pit, Kim and I walked around Maple but could not locate patron,	RGC	ov360590	Table Games
PP20 VIP Tables DSM Ralph informed by SMS as Mah Rm WebEx is not working. 3:21pm DSM Jaime replied "Patron has had multiple short breaks and is showing no signs, She has agreed to take break from 5pm".	Table Games	jc017687	Splunk
SE follow up – 3/ No answer. [REDACTED] then returned our call. He is very good and has been seeing his counsellor.	No Referral	jc017687	Responsible Gaming
SE FU : no answer, [REDACTED] returned call later. He is OK now and has no issues.	No Referral	jc017687	Responsible Gaming
[REDACTED] pinged on Neoface, Michael from SV confirmed that [REDACTED] was refused entry at Ming's, ID checked by SSO where [REDACTED] claimed he has no ID and left via B2 car park.	No Referral	ov360590	Surveillance
SE FU : No Answer	No Referral	jc017687	Responsible Gaming
SE FU : Cannot connect the number.	No Referral	jc017687	Responsible Gaming
Host [REDACTED] called on behalf of [REDACTED] wanted a Chinese speaking RGA to call and explained the Revo process for [REDACTED] advised [REDACTED] that [REDACTED] can not apply for Revo until 13/08/2020, RGC phone number was given and asked [REDACTED] to call RGC on or after 13/08 to start process if no further breaches occur.	RGC	ov360590	Host

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
05/03/2020	12:13					MEMBER	MGT	Self Barring	Breach of Self Exclusion
05/03/2020	12:20					MEMBER	MGT	Self Barring	Self Exclusion
05/03/2020	12:42					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
05/03/2020	12:43					MEMBER	MGT	Other Assistance	Other
05/03/2020	13:10					SILVER	MGT	Patron Welfare	Play Periods
05/03/2020	13:11					MEMBER	MGT	Revocation	Request for Revocation
05/03/2020	13:18					MEMBER	MGT	Revocation	Revocation Application
05/03/2020	13:49					MEMBER	MGT	Self Barring	Breach of Self Exclusion
05/03/2020	14:00					MEMBER	MGT	Self Barring	Breach of Self Exclusion

Comments	Referral Location	RGLO	ReferredByDesc
At 03:15 pm on the 6th of March [REDACTED] called to advise he has been visited Crown in the last year and noone stopped him. He even admitted he was in the gaming floor yesterday. Advised will update his photo into our system. He is happy to send his latest photo to rgc email address. RGC email address sent to him via SMS on [REDACTED] accordingly. Contact number updated. Updated the current photos from his SEER account into NEOFACE already and still await for the latest photo from patron. Jenny advised	RGC	bp354596	Self
Issued by: CM Min Term of SE: 3 years 7 Year Drop off: No [REDACTED] attended RGC where he successfully applied to CP SE.	GH Northern	jc017687	Self
Michael from SV advised that [REDACTED] was refused entry at Monte and was directed to RGC by SSO. Nil contact to RGA.	RGC	ov360590	Surveillance
[REDACTED] attended RGC after he got refused entry at Monte. [REDACTED] disclosed that he has been coming to Crown every week the last 5 years and has never been stopped until today and wanted to confirm if his SE is still active. SE indefinite term explained where [REDACTED] wanted to have a copy of his SE order, updated [REDACTED] photo in Neoface.	GHTel Service	ov360590	Self
PP20 MGF Tables RGA approached where [REDACTED] stated "I know and will leave soon".	RGC	ov360590	Splunk
[REDACTED] responded to email confirming all contact details. Officially requested to revoke his SE.	No Referral	jt380953	Self
Emailed Revocation Application	No Referral	jt380953	Responsible Gaming
Aemon advised that [REDACTED] entered the GF and is in pit 12, RGA and SSO #245 approached and removed via Ming's. SE conditions and boundaries explained and reminded she need 12months breach free before she could apply for revocation. RG business card issued and advised to contact rgc on or after 05/03/2021 to apply if no further breaches occur.	RGC	ov360590	Surveillance
Aemon from SV advised that [REDACTED] was playing in pit 12, SSO #36 and I approached to ID check where she claimed to have no ID and confirmed her name and DOB and admitted that she has SE years ago. Removed via Ming's where SE conditions and boundaries explained and advised to contact RGC in 12months to apply for revocation if no further breaches occur. RG business card issued.	RGC	ov360590	Surveillance

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
05/03/2020	14:04					PLATINUM	MGM	Patron Welfare	Play Periods
05/03/2020	14:18					MEMBER	MGT	Revocation	Revocation Information
05/03/2020	14:27					MEMBER	MGT	Revocation	Revocation Information
05/03/2020	14:36					MEMBER	MGT	Revocation	Revocation Information
05/03/2020	15:26					MEMBER	MGT	Revocation	Revocation Information
05/03/2020	15:56					PLATINUM	MGT	Unknown Nature of Service	Observable Signs
05/03/2020	16:26					MEMBER	MGT	Revocation	Revocation Information
05/03/2020	16:37					GOLD	MGT	Patron Welfare	Play Periods
05/03/2020	16:46					SILVER	MGT	Unknown Nature of Service	Data Follow up
05/03/2020	16:52					PLATINUM	MGT	Other Assistance	Other

Comments	Referral Location	RGLO	ReferredByDesc
PP20 PRE Tables RGA approached and required to take substantial break. [REDACTED] left immediately. TG ACM Matthew notified.	No Referral	ov360590	Responsible Gaming
Received an email from [REDACTED] looking to get a "member card so she can go into the room with her friend".	No Referral	jt380953	Self
[REDACTED] emailed enquiring about the progress of his Application. Advised that it is still in progress and to remain patient and off the floor.	No Referral	jt380953	Responsible Gaming
[REDACTED] phoned and enquired about the progress of his Revocation application. Advised him to be patient and let the process take its course. In mean time stay away from GF. [REDACTED] sounded very impatient and aggressively asking why it has been taking too and mentioned that "you're not doing your job well and what if my counsellor die or go somewhere else". Reminded [REDACTED] to be patient, whatever he say and his action will be recorded and it might affect his revocation result as it show his eager to come back to gamble. [REDACTED] stated ok then hanged up.	RGC	ov360590	Self
[REDACTED] called to enquire about obtaining new membership card. Reminded [REDACTED] that her SE is still in place. She has started the Revo process but has not seen any counsellor. Advised her to seek counselling from CPC in Box Hill. CPC phone # provided.	Chinese Peer Connection (East)	jc017687	Self
Melisa from SV advised that Teak reception has found [REDACTED] was sleeping at the smoking terrace, SSO #181 and I attended where I approached [REDACTED] to advise her that sleeping onsite is unacceptable and if found by staff again she might risk herself being WOL. PP policy explained. [REDACTED] information passed on to Teak staff to monitor.	RGC	ov360590	Gaming Machines
Received an email from [REDACTED] confirming if we have received his report. I've confirmed that we have.	No Referral	jt380953	Self
PP16 MGF Tables RGA approached to remind [REDACTED] to take substantial break. [REDACTED] claimed that she wanted to go home but the road got flooded and traffic are bad so she returned to play for a bit longer before leaving, she is aware of PP policy and will leave soon.	RGC	ov360590	Splunk
DFU - RGA approached [REDACTED] where RG services and PP policy explained, [REDACTED] claimed he only coming to Crown everynow and then with his friend, No gaming issue, Removed from pager.	RGC	ov360590	Responsible Gaming
Completed the 24hrs break required, removed from RGPP and returned to SS2 pager.	No Referral	ov360590	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
05/03/2020	17:00					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	17:53					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
05/03/2020	18:17					PLATINUM	MGT	Unknown Nature of Service	Data Follow up
05/03/2020	18:22					GOLD	MGM	Unknown Nature of Service	Data Follow up
05/03/2020	18:26					MEMBER	MGT	Other Assistance	Other
05/03/2020	19:15	RGC Male	Unknown	60744		No Data Available		Other Assistance	Seeking other Assistance
05/03/2020	19:20					MEMBER	MGT	Revocation	Revocation Information
05/03/2020	19:48					GOLD	MGT	Patron Welfare	Play Periods
05/03/2020	20:11					MEMBER	MGT	Other Assistance	Other
05/03/2020	20:13					No Data Available		Patron Welfare	Unattended Child
05/03/2020	20:33					SILVER	MGT	Other Assistance	Seeking other Assistance

Comments	Referral Location	RGLO	ReferredByDesc
PP20 MGF Tables RGA talked to patron. She said she will be leaving in an hour.	No Referral	jc017687	Splunk
Aemon from SV advised that [REDACTED] was refused entry at West End Entrance, Nil contact to RGA.	RGC	ov360590	Surveillance
DFU - Approached [REDACTED] where RG services and PP policy explained, [REDACTED] claimed to have no issue with his gambling. Removed from RGPP.	No Referral	ov360590	Responsible Gaming
DFU - Approached [REDACTED] where RG services and PP policy explained, [REDACTED] claimed to have no issues and only to come to Crown sometime to relax. Removed from pager.	No Referral	ov360590	Responsible Gaming
Michael in SV informed that [REDACTED] came in via Village as alert by NF. SSO 278 and I approached patron who said that his name is [REDACTED] and his passport is in his car. Patron denied been SE and only has a credit card on him. Patron did not exchange his chips and went to the car to get his photo ID. Patron came back via Village and was alert on NF. He showed the security guard his photo ID. Michael in SV saw but lost sight of him. RGA and SSO will copy his ID next time and verify with second ID. Unconfirm if patron is the same or not. He SE in 2012.	RGC	BI017908	Surveillance
Unidentified male patron phoned to book hotel reservation. Advised male of switchboard phone number.	Gaming Machines	fv031797	Self
[REDACTED] rang to ask about revocation. He's from Adelaide and all information explained. [REDACTED] SE in 2007 and have breach on 13/2/20 when he was here for a holiday.	GHTel Service	BI017908	Self
PP20 PRE Tables [REDACTED] is no longer at pit 17 and not currently rated.	No Referral	fv031797	Splunk
Forwarded DSM Brett [REDACTED] details for Platinum DFU.	Table Games	fv031797	Responsible Gaming
Matilda in Comms advised of UAC at CT lobby. [REDACTED] is 12 y.o 27/12/2007 and his parents and older cousin were on the gaming floor. [REDACTED] rang his dad [REDACTED] with his mobile and the party return immediately. Father and mother [REDACTED] were very apologetic and said that they are here for the first time and were showing his older cousin around. No gaming involved. SSM Tim Clement issued them with a warning. Explained about leaving boy unattended. CT DM Page and SSO Frank was also presence.	No Referral	BI017908	Security
[REDACTED] phoned to enquire about the TG promotional material that he received in the mail. Advised [REDACTED] of switchboard number.	Gaming Machines	fv031797	Self

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
05/03/2020	21:00					GOLD	MGT	Unknown Nature of Service	Data Follow up
05/03/2020	21:17					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
05/03/2020	21:20					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
05/03/2020	21:31					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
05/03/2020	21:47					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	22:35					MEMBER	MGT	Other Assistance	Seeking other Assistance
05/03/2020	22:35					MEMBER	MGT	Revocation	Revocation Information
05/03/2020	22:45					MEMBER	MGT	Revocation	Revocation Information
05/03/2020	22:55					PLATINUM	MGM	Patron Welfare	Play Periods
05/03/2020	22:58					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2020	23:02					PLATINUM	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
DFU: ■ was uncommitted about how he feels about his level of comfort. He asked if he had to answer this. Explained about our roles and support available to him. System later showed that RGA had interactions with him regarding SE information in 2015 and counselling in 2016. He had a PP last month as well.	RGA	BI017908	Responsible Gaming
Ben in SV informed that ■ attempted breach at Monte and was declined.	Security	BI017908	Surveillance
Ben in SV informed that ■ attempted breach at Mings and was declined.	Security	BI017908	Surveillance
Surveillance Lesley advised via email that ■ attempted to enter via Vegas.	RGC	jt380953	Surveillance
PP20 MGF Tables ACM EastWest_1 advised; Patron is no longer in area and rated anywhere.	No Referral	jv031797	Table Games
■ and friends attended the RGC to clarify about his SE status (he was refused twice even when he showed his ID). One of his friends from France asked to get an apology. I had explained that it was a mistake and that SV had fixed up his status now. All left in a better mood.	RGC	BI017908	Self
■ and friends attended the RGC to clarify about his friend SE status. Apologised about mistake and said that SV had fixed up his friend status now. Informed ■ not to go near the entrance as he had to wait for another 12 months before eligible for revocation.	GHTel Service	BI017908	Self
■ attended the RGC to ask about revocation. All information explained and referred him to GH Southern. SSO called to exchange his chips that he had from last years ■ just came back from Indonesia for his study at Monash.	GH Southern	BI017908	Self
PP12 MGF Machines Approached ■ and reminded her to take a break. She agreed.	No Referral	jv031797	Splunk
PP12 MGF Tables Attended pit 07 and observed ■ no observable signs noted.	No Referral	jv031797	Splunk
PP12	No Referral	jv031797	Self

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
05/03/2020	23:45					GOLD	MGT	Unknown Nature of Service	Data Follow up
10/06/2020	15:22					MEMBER	MGT	Unknown Nature of Service	Report Writer Contact - RGP
10/06/2020	15:42					MEMBER	MGT	Unknown Nature of Service	Report Writer Contact - RGP
08/08/2020	14:34					No Data Available		Unknown Nature of Service	RG WOL
08/08/2020	15:20					No Data Available		Other Assistance	Other
19/10/2020	22:30					No Data Available		Self Barring	Self Exclusion
23/12/2020	3:13					GOLD	MGM	Other Assistance	Other
23/12/2020	3:15					PLATINUM	MGM	Patron Welfare	Play Periods
23/12/2020	3:25					PLATINUM	MGT	Patron Welfare	Play Periods
23/12/2020	3:58					PLATINUM	MGT	Patron Welfare	Play Periods
23/12/2020	4:00					PLATINUM	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
Data Follow Up. Spoke to [REDACTED] who advised that he comes to the casino 3-5 times a week and spends 3-6 hours on average as he plays poker. [REDACTED] claims that he does not have any gambling issues. RGC services and hours of operation explained. [REDACTED] accepted RGC card.	RGC	jv031797	Responsible Gaming
TT Dr Christopher [REDACTED] unavailable to speak. Will return call.	No Referral	de027841	Responsible Gaming
TT Lyn [REDACTED] report writer. Unavailable. TT to Intake at Southern, Jasminka will pass message on to Lyn that we rang.	No Referral	de027841	Responsible Gaming
Please be advised that [REDACTED] was issued a NRL on 8 August 2020. Reason: Breaches	RGC	jt380953	Crown Perth
[REDACTED] (formerly [REDACTED]) Please be advised that Patron [REDACTED] was issued a NRL on 8 August 2020. Reason: Breaches	RGC	jt380953	Crown Perth
[REDACTED] has applied to be self-excluded from Crown Melbourne and Crown Perth today, 19 October 2020. Excluded by - CP SE Period: 2 year 7 year opt out: No In response to Splunk, RGA attended G0708 for reminding patron to take a break.	RGC	jt380953	Crown Perth
PP12 MGF Tables RGA attended and no observable signs.	No Referral	gj014394	Splunk
PP15 PRE Tables Hai AM informed that patron has played for 15hrs, Advised him to remind patron to take a substantial break.	Table Games	da027675	Splunk
PP16 PRE Tables RGA attended F8507 for reminding patron to take a break. Patron would take the first available train at 5:30am.	No Referral	gj014394	Responsible Gaming
PP12 MGF Tables Attended. No observable signs.	No Referral	gj014394	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
23/12/2020	4:16					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
23/12/2020	4:58					BLACK	MGT	Other Assistance	Other
23/12/2020	5:02					BLACK	MGT	Other Assistance	Other
23/12/2020	5:29					PLATINUM	MGT	Patron Welfare	Play Periods
23/12/2020	5:33					GOLD	MGM	Patron Welfare	Play Periods
23/12/2020	6:00					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
23/12/2020	8:00					No Data Available		Self Barring	Self Exclusion
23/12/2020	8:01					PLATINUM	MGT	Patron Welfare	Play Periods
23/12/2020	8:25	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
23/12/2020	8:36					PLATINUM	MGM	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
John (SV) advised that [REDACTED] attempted to enter the gaming floor via Atrium entry but was refused by SSO's when he produced his ID. Nil contact with RGA.	Security	da027675	Surveillance
Received a call from Para (ACM) in Mahogany Room informing that he was aware of [REDACTED] and her husband playing in pit 23. he was happy that they had 7:30 hrs break. I requested Para to monitor them and advise for regular braek.	No Referral	gj014394	Table Games
Received a call from Para (ACM) in Mahogany Room informing that he was aware of [REDACTED] and her husband playing in pit 23. he was happy that they had 7:30 hrs break. I requested Para to monitor them and advise for regular braek.	No Referral	gj014394	Table Games
PP17 VIP Tables Advised Para ACM MHG patron has reached 17hrs of play with 6.5 hrs as his longest break. Para advised me that patron will leave 08:00 AM.	Table Games	da027675	Splunk
PP12 MGF Machines Observed@ R8801. No observable signs.	Gaming Machines	da027675	Splunk
John (SV) advised that [REDACTED] attempted to enter the gaming floor via Atrium entry but was refused by SSO's when he	Security	da027675	Surveillance
Patron, [REDACTED], applied to be self excluded from Crown Perth and Crown Melbourne on 22 December 2020. SE Minimum period: 1 year 7 year opt out?: Yes RGA: Mel [REDACTED]	GHTel Service	BI017908	Crown Perth
PP18 VIP Tables SM Ralph is happy with 7.5hr length of break and will allow patron to play.	Table Games	vm370923	Splunk
Canvassed gaming floor, liased with TG/GM and Security.	No Referral	vm370923	Responsible Gaming
PP15 PRE Machines VOSM asked customer to take 8hr break.	Gaming Machines	vm370923	Splunk

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
23/12/2020	8:38					PLATINUM	MGM	Patron Welfare	Play Periods
23/12/2020	8:41					MEMBER	MGT	Patron Welfare	Play Periods
23/12/2020	8:47					PLATINUM	MGM	Patron Welfare	Play Periods
23/12/2020	8:54	Chaplaincy Services	RGC	60734		No Data Available		Counselling Services	Chaplaincy
23/12/2020	9:29					GOLD	MGT	Patron Welfare	Play Periods
23/12/2020	9:49					MEMBER	MGT	Revocation	Request for Revocation
23/12/2020	10:09					MEMBER	MGT	Revocation	Revocation Application
23/12/2020	10:13					MEMBER	MGT	Revocation	Revocation Information
23/12/2020	10:29					MEMBER	MGT	Revocation	Revocation Information
23/12/2020	10:32					MEMBER	MGT	Unknown Nature of Service	Revocation Paperwork Received
23/12/2020	10:40					MEMBER	MGM	Unknown Nature of Service	Revocation Paperwork Received
23/12/2020	10:53					MEMBER	MGT	Revocation	Revocation Application

Comments	Referral Location	RGLO	ReferredByDesc
PP17 PRE Machines VOSM unable to locate patron.	Gaming Machines	vm370923	Splunk
PP15 MGF Tables █████ was carded in closed table.	Table Games	vm370923	Splunk
PP17 VIP Tables When I approached █████ she was already on her way out, she is aware of the new PP policy.	No Referral	vm370923	Splunk
█████ patron)	No Referral	nm018947	Self
PP17 PRE Tables █████ was asked to take an 8 hour break, play periods policy explained. █████ left immediately.	Table Games	vm370923	Splunk
Received a request for revocation email from █████ He explained that he has been self excluded for one year now and	No Referral	jt380953	Self
Revocation application emailed to █████	No Referral	jt380953	Responsible Gaming
█████ tried to submit application and report via email but due the poor quality of the photograph, have asked if he can try to scan them instead.	No Referral	jt380953	Self
█████ mailed asking for an update on his application. Rang and spoke with █████ and just explained that our applications came to a halt during covid and that we will actually have news for him quite soon. Application to be heard this afternoon at the Committee.	No Referral	jt380953	Self
Received signed application via email from █████ Responded with acknowledgment and explained to █████ that we still require his report.	No Referral	jt380953	Self
Received signed application via email from █████ Responded with acknowledgment and reminded █████ that we still require his report.	No Referral	jt380953	Self
█████ responded confirming his personal details. Revocation application then emailed to █████	No Referral	jt380953	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
23/12/2020	10:56					PLATINUM	MGM	Patron Welfare	Play Periods
23/12/2020	11:00					MEMBER	MGT	Revocation	Revocation Information
23/12/2020	11:07					No Data Available		Unknown Nature of Service	Revocation Paperwork Received
23/12/2020	11:09	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
23/12/2020	11:16					MEMBER	MGT	Revocation	Revocation Information
23/12/2020	11:25					MEMBER	MGT	Unknown Nature of Service	Revocation Paperwork Received
23/12/2020	11:43					MEMBER	MGM	Unknown Nature of Service	Revocation Paperwork Received
23/12/2020	12:15					MEMBER	MGT	Unknown Nature of Service	Revocation Paperwork Received
23/12/2020	12:17					MEMBER	MGT	Revocation	Revocation Information
23/12/2020	12:18					PLATINUM	MGT	Patron Welfare	Play Periods
23/12/2020	12:20					GOLD	MGT	Patron Welfare	Play Periods
23/12/2020	12:36					MEMBER	MGT	Revocation	Revocation Information
23/12/2020	12:57					MEMBER	MGT	Revocation	Revocation Information

Comments	Referral Location	RGLO	ReferredByDesc
PP18 VIP Machines VOSM is happy with the 7.17hr break and will allow patron to continue playing.	Gaming Machines	vm370923	Splunk
████ rang to ask about his revocation progress. Explained that all his paperwork is in order and just wait to hear back	RGC	BI017908	Self
Received report via email from Mr Josh █████ (Gamblers Help) Responded with acknowledgment. Report filed for vetting.	RGA	jt380953	Third Party
Canvassed gaming floor. Liaised with patrons, TG AM, TG ACMs and Security. Spoke with VIP SE Agnes about PP.	No Referral	BI017908	Responsible Gaming
████ emailed asking for an update because he wanted to spend Christmas at Crown. Explained that things haven't progressed since our last email and that we were looking at results in the new year. Clearly explained that if he was to come into Crown that he is still allowed to use facilities such as retail, restaurants, food court ect just not the Casino gaming floor.	No Referral	jt380953	Self
Received a scanned copy of application and report in much better format. Responded with thanks. Report sent for vetting.	RGA	jt380953	Self
Received an email from █████ attached is his application and report. Wasn't able to open the report in pdf as it was "corrupted". Report filed for now. Asked █████ to please resend his application to us.	No Referral	jt380953	Self
Received both the signed application and report from █████ Responded with acknowledgement and report filed for vetting.	No Referral	jt380953	Self
At Luke's request, declined █████ request to revoke due to attempted breach on 29/12/2019. █████ eligible on 29/12/2020. Letter attached. Also stated "We do encourage you to continue counselling to be able to produce a substantial report in the near future. "	No Referral	jt380953	Responsible Gaming
PP15 VIP Tables MSM Ralph spoke with patron and reminded break.	Table Games	BI017908	Splunk
PP17 ████ responded asking if there were any other breaches that he doesn't know about. Responded that all breaches and attempts count towards his eligibility and that it still stands that he will qualify after 29 Dec 2020. █████ also had enquiries around reporting.	No Referral	jt380953	Self
████ emails " How long dose it take from the moment you get the report from my doctor? " Responded accordingly.	No Referral	jt380953	Self

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
23/12/2020	13:10					PLATINUM	MGT	Patron Welfare	Play Periods
23/12/2020	13:16					MEMBER	MGT	Revocation	Revocation Application
23/12/2020	13:20					MEMBER	MGT	Revocation	Request for Revocation
23/12/2020	13:22					PLATINUM	MGT	Patron Welfare	Play Periods
23/12/2020	13:22					MEMBER	MGT	Revocation	Revocation Application
23/12/2020	14:03					MEMBER	MGT	Revocation	Revocation Approved
23/12/2020	14:04					MEMBER	MGT	Revocation	Revocation Approved
23/12/2020	14:05					MEMBER	MGM	Revocation	Revocation Approved
23/12/2020	14:05					No Data Available		Revocation	Revocation Approved
23/12/2020	14:05					MEMBER	MGT	Revocation	Revocation Approved
23/12/2020	14:06					MEMBER	MGT	Revocation	Revocation Declined

Comments	Referral Location	RGLO	ReferredByDesc
PP15 VIP Tables TG ACM John informed. John has spoken to patron and has asked her to leave by 1500.	Table Games	BI017908	Splunk
PY attended RGC to obtain revocation paperwork. Provided Hard Copy to patron, Brendan explained in Vietnamese the revocation process. Patron signed her application.	Vietnamese (AVWA)	vm370923	Self
Received a request for revocation from [REDACTED]. She also explains that the recent attempted breach "I have called and unblock my self in 2018 they told me to wait for year and I filled the form already today I came in casino 2020 dec after 6 years because my friend is giving party in casino on this Saturday I park my car in basement so abt to go to information center to ask have they clear everything on record but they just stop me on the gate I was shocked because I came back afte 6 years so i just wanna say unblock me from this resctrition I came to pick my friend but they haven't let me in so do it as it's already six years and I filled the form 2 years ago to unbanned I feel embarrassed as I can't go inside to cal my friend so it's not fair anyway :/ so just unblock me and check my record thanks " Confirmation from Luke to waive attempted breach making [REDACTED] eligible to apply.	No Referral	jt380953	Self
PP17 VIP Tables ACM John has spoken to [REDACTED] and she has left the room to take a substantial break.	Table Games	vm370923	Splunk
Revocation Application emailed to [REDACTED]	RGC	jt380953	Responsible Gaming
Revocation approved by Committee effective 10am 24th December 2020.	No Referral	jt380953	Responsible Gaming
Revocation approved by Committee effective 10am 24th December 2020.	No Referral	jt380953	Responsible Gaming
Revocation approved by Committee effective 10am 24th December 2020.	No Referral	jt380953	Responsible Gaming
Revocation approved by Committee effective 10am 24th December 2020.	No Referral	jt380953	Responsible Gaming
Revocation approved by Committee effective 10am 24th December 2020.	No Referral	jt380953	Responsible Gaming
Revocation declined by Committee on 23 December 2020. Can reapply in 6 months with a new report.	No Referral	jt380953	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
23/12/2020	14:06					MEMBER	MGT	Revocation	Revocation Declined
23/12/2020	14:08					MEMBER	MGM	Revocation	Revocation Approved
23/12/2020	14:15					BLACK	MGT	Patron Welfare	Play Periods
23/12/2020	14:20	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
23/12/2020	14:23					MEMBER	MGT	Revocation	Revocation Information
23/12/2020	14:23					MEMBER	MGT	Self Barring	Breach of Self Exclusion
23/12/2020	14:25					PLATINUM	MGT	Patron Welfare	Play Periods
23/12/2020	14:33					MEMBER	MGM	Revocation	Revocation Information
23/12/2020	14:37	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
23/12/2020	14:40					MEMBER	MGT	Other Assistance	Other
23/12/2020	14:55					MEMBER	MGM	Revocation	Revocation Information
23/12/2020	14:55					No Data Available		Revocation	Revocation Information
23/12/2020	15:00	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
23/12/2020	15:56					MEMBER	MGT	Revocation	Revocation Information
23/12/2020	17:29					MEMBER	MGT	Unknown Nature of Service	WOL
23/12/2020	18:00	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
23/12/2020	19:18					PLATINUM	MGM	Patron Welfare	Play Periods
23/12/2020	19:25					PLATINUM	MGT	Other Assistance	Other

Comments	Referral Location	RGLO	ReferredByDesc
Revocation declined by Committee on 23 December 2020. Can reapply in 12 months with a new report that is written by	No Referral	jt380953	Responsible Gaming
Revocation approved by Committee effective 10am 24th December 2020.	No Referral	jt380953	Responsible Gaming
PP20	Table Games	BI017908	Splunk
Canvassed gaming floor, liased with TG/GM and Security.	No Referral	vm370923	Responsible Gaming
Spoke to █████ and advised him that his application to revoke his self exclusion order has been approved. Invited him	No Referral	jt380953	Responsible Gaming
█████ was picked up in Pit 12 and then exited via Monte Carlo.	RGC	jt380953	Surveillance
PP15 PRE Tables ACM Maple Sam informed. Spoke with patron to remind 8hrs break before 4.30pm. AM Darren to monitor.	Table Games	BI017908	Splunk
Spoke to █████ and advised her that her application to revoke her self exclusion order has been approved. Invited her to make a GRIP appointment before resuming normal activities on the gaming floor █████ will be attending on Thursday 24/12/20 at 1pm. She wants to show her appreciation	No Referral	jt380953	Responsible Gaming
Attended Revocation Meeting.	No Referral	vm370923	Responsible Gaming
RS rang to ask about coming for his GRIP tonight. His revocation was approved on 23/1/20.	No Referral	BI017908	Self
Spoke to █████ and advised him that his application to revoke his self exclusion order has been approved. Invited him to make a GRIP appointment before resuming normal activities on the gaming floor. █████ will make contact with RGC in the New Year after he returns from QLD.	No Referral	jt380953	Responsible Gaming
Spoke to █████ and advised him that his application to revoke his self exclusion order has been approved. Invited	RGC	jt380953	Responsible Gaming
Facilitated RGSM Training Session.	No Referral	vm370923	Responsible Gaming
Spoke to █████ and advised him that his application to revoke his self exclusion order has been approved. Invited him to	No Referral	jt380953	Responsible Gaming
Patron called asking to revoke her self exclusion, realised patron was WOL referred to Security.	Security	vm370923	Self
Check Splunk and Webex and canvassed the gaming floor interacting with staff and patrons.	No Referral	BI017908	Responsible Gaming
PP12 MGF Machines Approached █████ at R16; she showed no observable signs. █████ stated she would be having dinner shortly and then leaving. Reminded █████ of minimum 8hr break.	RGC	fb022711	Splunk
Attended Pit 8 / 35 where live rating for █████ showing; █████ not present at table. AM advised █████ must have left 'hours	No Referral	fb022711	Responsible Gaming

Comments	Referral Location	RGLO	ReferredByDesc
Advised by SV that [REDACTED] was in Pit 8. While PF and I were attending we received a call from SV to say he had left the complex. NIL contact.	No Referral	nm018947	Surveillance
[REDACTED] attended RGC for his GRIP session; was provided with a mask upon entry to office. [REDACTED] advised he SE'd as more of	RGC	fb022711	Self
SV (Aaron) advised [REDACTED] was in maple but had decamped before any contact could be made by either RGA or security.	No Referral	pf370890	Surveillance
Teak VIP Reception called to advise [REDACTED] was at Teak wanting to SE. RGA attended and relocated [REDACTED] back to RGC. T&Cs of SE were explained, [REDACTED] decided to proceed. RGA Freya [REDACTED] acted as witness and papers were served at 21.05pm. RGC BC, GH/Chinese Peer brochure were accepted. Issued BY: CM Term of SE: 3 years 7 year drop off: NO	Chinese Peer Connection (East)	pf370890	Gaming Machines
[REDACTED] called to enquire about Revocation. The process was explained. GH recommended.	GHTel Service	nm018947	Self
Canvassed gaming floor, liased with TG/GM and Security.	No Referral	nm018947	Responsible Gaming
Advised by SV that [REDACTED] attempted to gain entry to the gaming floor via Mings. ID was checked and he was refused	No Referral	nm018947	Surveillance
PP12 Pre Machines RGA attended G3407. [REDACTED] had no observable signs	Gaming Machines	pf370890	Splunk
[REDACTED] came to CR desk wanting to print his card. Card frozen SFP SIU have to release, GMAM (Greg) will send an email to action.	Gaming Machines	pf370890	Crown Rewards
Surveillance (Aaron) called to advise [REDACTED] in Pit 16 / 09; attended with Security and escorted off gaming floor via Monte entrance. [REDACTED] denied identification and said he had no ID on him to dispute; NF at 91% and confident ID was correct.	No Referral	fb022711	Surveillance

Comments	Referral Location	RGLO	ReferredByDesc