

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2019	0:52					GOLD	MGT	Patron Welfare	Play Periods
27/01/2019	1:18					GOLD	MGT	Patron Welfare	Play Periods
27/01/2019	1:33					BLACK	MGT	Patron Welfare	Play Periods
27/01/2019	1:35					GOLD	MGT	Patron Welfare	Play Periods
27/01/2019	2:00					GOLD	PGT	Patron Welfare	Play Periods
27/01/2019	5:30					MEMBER	MGT	Self Barring	Breach of Self Exclusion
27/01/2019	5:45					GOLD	MGT	Patron Welfare	Play Periods
27/01/2019	6:24					PLATINUM	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
PP16hrs VIP Table Games I advised Andrew [REDACTED] for reminding patron to take a break.	No Referral	gj014394	Responsible Gaming
PP20 VIP Tables [REDACTED] had played for 23Hrs and 30 minutes while taking 2 breaks (1 x 4Hrs and 1 x 3.5Hrs). Open rating in Pit 8, but patron could not be found. Placed on RGLO's PP20 pager for monitoring.	No Referral	rz034057	Responsible Gaming
PP24 VIP Tables Advised Host manager (Jaime) asked to remind [REDACTED] to take Break.	No Referral	gj014394	Responsible Gaming
PP16 PRE Tables Advised Jaime Host for reminding patron to take a break.	No Referral	gj014394	Responsible Gaming
Deleted from PP16 pager.	No Referral	gj014394	Responsible Gaming
Paul SV advised that [REDACTED] was in Pit 8. RGLO and SSO #130 attended and escorted [REDACTED] out via Monte Carlo entry. [REDACTED] did not want to provide any ID or take RGSC card.	Gambler's Help Counselling Service	rz034057	Surveillance
PP20 VIP Tables [REDACTED] had been playing for 28 hours while taking 2 breaks (1 x 4Hrs and 1 x 3.5Hrs). RGLO attended and talked to [REDACTED] and her partner explaining the play periods. [REDACTED] was very agitated and her partner tried to calm her down. Her partner requested to stay until 18:00 as they will be leaving for Adelaide (this was granted). [REDACTED] kept denying she had been playing for so long and kept saying she had a long break, but RGLO presented her with the timeframe of her play period. [REDACTED] was advised several times about the play periods and this time her partner will make sure she understands. [REDACTED] behaviour towards RGLO was very poor.	Gambler's Help Counselling Service	rz034057	Responsible Gaming
PP20 MGF Gaming Machines I attended RT085007 to advised patron to take a break. Patron left gaming floor immediately.	No Referral	gj014394	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2019	8:21	[REDACTED]				PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2019	9:13	[REDACTED]				PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2019	9:45	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
27/01/2019	10:32	[REDACTED]				MEMBER	MGT	Self Barring	Breach of Self Exclusion
27/01/2019	11:20	[REDACTED]				PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2019	11:23	[REDACTED]				VIP1	MGT	Patron Welfare	Play Periods
27/01/2019	11:28	[REDACTED]				GOLD	MGM	Patron Welfare	Play Periods
27/01/2019	12:07	[REDACTED]				MEMBER	MGT	Unknown Nature of Service	WOL recommendation to SIMU
27/01/2019	13:00	[REDACTED]				MEMBER	MGT	Self Barring	Breach of Self Exclusion
27/01/2019	13:25	[REDACTED]				PLATINUM	MGM	Patron Welfare	Play Periods
27/01/2019	13:37	[REDACTED]				PLATINUM	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
PP16 PRE Tables Advised TG ACM Andrew to remind █████ to take a substantial break.	Table Games	lv031797	Responsible Gaming
PP16 PRE Tables Advised ACM Andrew to remind █████ to take a substantial break.	Table Games	lv031797	Responsible Gaming
Jo and Brendan attended Bloomtopia briefing session.	No Referral	BI017908	Responsible Gaming
RGLO Brendan observed █████ playing at pit 12. Informed Troy from Surveillance. SSO's 65 and 41 attended. A cheque of \$20,975.00 was issued to █████ in exchange for his chips; presenting his DRVL. █████ mentioned that he has not been in the casino for approximately 3 and a half years and he has been busy with his construction business. He was also advised of revocation process. Encouraged █████ to seek counselling. RGSC card was offered but refused. █████ was escorted off the gaming floor via Ming's entry.	Gambler's Help Counselling Service	lv031797	Responsible Gaming
PP16 PRE Tables Informed ACM Andrew and FYI to Mahogany ACM that █████ had been playing for 19hrs without substantial break.	No Referral	BI017908	Responsible Gaming
PP20 VIP Tables Advised Mah Int'l ACM Glen to remind patron to take a substantial break.	Table Games	lv031797	Responsible Gaming
PP16 MGF Tables Advised Central ACM Nigel to remind █████ to take a substantial break.	Table Games	lv031797	Responsible Gaming
12 month WOL recommendation sent to SIU.	No Referral	lp025083	Responsible Gaming
Vinh in SV informed that █████ was in the Maple room. Patron removed via Monte without any chips exchanged. █████ asked how to come back and informed of 12 months breach free and counselling. SSO #218 present.	Gambler's Help Counselling Service	BI017908	Surveillance
PP16 MGF Machines Advised RRM Tommy to remind █████ to take a substantial break.	Gaming Machines	lv031797	Responsible Gaming
PP16 MGF Tables Advised ACM Nigel to remind █████ to take a substantial break.	Table Games	lv031797	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2019	13:44					PLATINUM	MGT	Patron Welfare	Play Periods
27/01/2019	14:17	RGC Male	Unknown	60744		No Data Available		Unknown Nature of Service	3rd Party Assistance / Inquiry
27/01/2019	14:51					No Data Available		Patron Welfare	Welfare
27/01/2019	15:55					GOLD	MGT	Patron Welfare	Play Periods
27/01/2019	16:03					MEMBER	MGT	Patron Welfare	Welfare
27/01/2019	16:08	RGC Female	Unknown	60745		No Data Available		Unknown Nature of Service	3rd Party Assistance / Inquiry
27/01/2019	16:55					BLACK	MGT	Patron Welfare	Play Periods
27/01/2019	17:00	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM & FATG focus
27/01/2019	17:00	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM & FATG focus

Comments	Referral Location	RGLO	ReferredByDesc
PP20 PRE Tables Advised Pit ACM Bing to remind [REDACTED] to take a substantial break.	Table Games	fv031797	Responsible Gaming
An unknown male patron phoned RGSC on behalf of his friend due to language barrier. According to the unknown male, his friend took a 'token' from a table 'by mistake' and put it back again. A few minutes later, Security came and talked to his friend. Advised male patron to ring 9292 5211 and to leave patron's details, contact number and a brief message of the nature of the call.	Security	fv031797	Third Party
SMS message received to attend pit 2218. TG AM Sean advised that the unknown asian male playing on the table was showing observable signs; looking tired/yawning. Approached patron and according to him, he has been playing for around 10 hours. Patron stated that it's time for him to go home. Male patron was uncarded. Patron gave his first name only and refused to give full details. Vinh from Surveillance was asked for coverage and for patron's photo.	No Referral	fv031797	Table Games
PP16 PRE Tables Advised Pit ACM Bing to remind [REDACTED] to take a substantial break. Bing called shortly and advised that patron is going to have dinner before she leaves.	Table Games	fv031797	Responsible Gaming
Michael in Comms informed of assistance required for patron, who I had ID as [REDACTED]. EGM AM Russ stated that [REDACTED] had been making allegation regarding male staff who had offended her verbally. She had been making baseless queries on her EGM payout. [REDACTED] had a history of this and was a previous welfare WOL due to her paranoia and delusion. [REDACTED] said that sometimes she's here too long and chase the jackpot. Russ recommended welfare WOL for her. SSM Shane suggested that this should be action in the mail due to her state of being. RGLO Jo assisted to escorted her out of the complex to go home.	Gambler's Help Counselling Service	BI017908	Gaming Machines
An unidentified female patron phoned to ask regarding an incident involving her husband. According to the unknown female patron, her husband was playing on the EGM, took a TITO ticket and shortly, there was a female patron who claimed it was hers. After a few minutes there were SSO's who came and spoke to her husband. Advised the unknown female caller to phone 9292 5211.	Security	fv031797	Third Party
PP20 VIP Tables Advised DSM Jaime to remind [REDACTED] to take a substantial break.	Table Games	fv031797	Responsible Gaming
Canvassed gaming floor around EGM and FATG areas.	No Referral	BI017908	Responsible Gaming
Canvassed gaming floor around EGM and FATG areas.	No Referral	fv031797	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
27/01/2019	17:50					VIP1	MGT	Patron Welfare	Play Periods
27/01/2019	18:00	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
27/01/2019	18:25					MEMBER	MGT	Revocation	Revocation Information
27/01/2019	19:14					MEMBER	MGM	Self Barring	Self Exclusion Information
27/01/2019	21:01					MEMBER	MGT	Other Assistance	Other
27/01/2019	21:21					BLACK	MGT	Patron Welfare	Play Periods
27/01/2019	22:25					UNKNOWN	JN	Unknown Nature of Service	Illegal Act
27/01/2019	22:58	RGC Female	Unknown	60745		No Data Available		Unknown Nature of Service	Observable Signs
27/01/2019	23:00					No Data Available		Self Barring	Self Exclusion Information
27/01/2019	23:24					MEMBER	MGT	Other Assistance	Other
27/01/2019	23:55					BLACK	MGM	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
<p>PP20 VIP Tables</p> <p>Advised Mah Int'l ACM Glen to remind [REDACTED] to take a substantial break. Glen is aware that [REDACTED] had two short breaks; 1 x 4.12 hours and 1 x 3.25 hours. Glen stated that he will keep an eye and will do welfare check on the patron every now and then.</p>	Table Games	fv031797	Responsible Gaming
<p>Checked Splunk throughout shift.</p> <p>[REDACTED] attended RGSC to enquire about revocation process; explained 12-month breach-free requirement as well as initial application and process. [REDACTED] acknowledged information and has been given information about contacting [REDACTED]</p>	No Referral	fv031797	Responsible Gaming
<p>Teak VIP Service Exec (Sam) advised he had [REDACTED] at Teak reception asking about Self Excluding. [REDACTED] and I talked at length about the process for SE. [REDACTED] was going home to discuss with his wife. [REDACTED] accepted RSGC Business Card.</p>	RGSC	pf370890	Gaming Machines
<p>[REDACTED] called RGSC to see "who was working"; when RGLO identified themselves, [REDACTED] said "oh, you can't help me then". He then said he would "get back to the tennis" and the call concluded.</p>	No Referral	fb022711	Self
<p>PP20 VIP Tables</p> <p>Local Host Manager (Beck) advised [REDACTED] playing for over 22hrs with a single 5.5hr break; LHM to monitor.</p>	No Referral	fb022711	Responsible Gaming
<p>Trudy SV advised that [REDACTED] attempted to steal a \$100 chip on Sic-Bo, 11/16. [REDACTED] attempted to take \$100 from the top of the bet, but was stopped and money was returned to the owner. SSO/SSM issued the WOL to [REDACTED] and RGLO was notified after the fact.</p>	No Referral	rz034057	Surveillance
<p>TG AM in Pit 16 called to advise older European female playing at table 8 and showing observable signs - complaining about the amounts she has lost, concerned that she is "losing" her "grandson's money" and generally causing concern to staff and patrons. Attended and spoke to female - she did not wish to identify herself. Female said she had lost nearly \$2k and had about \$250 in chips remaining; asked her to leave soon, and she said when she finishes her money she would leave. Female said she had sufficient funds to get a taxi home and had money for the rest of the week; she accepted an RGSC business card. Advised TG staff to contact Security if behaviour escalates to abuse, but showed no signs when observed by RGLO.</p>	RGSC	fb022711	Table Games
<p>VOSM (Tien) advised [REDACTED] was at Teak Reception wanting to SE. A translator was present and it was established that [REDACTED] had no current ID on her. A photo was taken and the T&Cs of the SE was explained by translator. [REDACTED] was going to return with current ID as wanted to SE ASAP.</p>	RGSC	pf370890	Gaming Machines
<p>[REDACTED] called RGSC saying he was tempted to visit Crown; advised him to contact GH or look online for other services such as Gambler's Anonymous. [REDACTED] stated he had done so, and that it "hadn't helped". Advised [REDACTED] to find something else to do, and to not even leave his house as he would probably end up at Crown; [REDACTED] agreed this was the best course of action.</p>	Gambler's Help Counselling Service	fb022711	Self
<p>PP20 VIP Machines</p> <p>GM VOSM (Tien) advised [REDACTED] nearly reached 23hrs; he has had a few 5-5.5hr breaks within this timeframe. Requested [REDACTED] be reminded of expectations of 8hrs minimum breaks regardless of action taken.</p>	No Referral	fb022711	Responsible Gaming

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27/01/2019	23:56					MEMBER	MGT	Self Barring	Self Exclusion
05/03/2019	0:07					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2019	0:15					PLATINUM	MGM	Patron Welfare	Play Periods
05/03/2019	0:20					MEMBER	MGT	Self Barring	Breach of Self Exclusion
05/03/2019	0:45					PLATINUM	MGT	Unknown Nature of Service	Data Follow up
05/03/2019	2:13					MEMBER	MGT	Self Barring	Breach of Self Exclusion
05/03/2019	2:52					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2019	4:04					MEMBER	MGT	Unknown Nature of Service	Data Follow up
05/03/2019	4:55					MEMBER	MGT	Unknown Nature of Service	Observable Signs
05/03/2019	5:03					GOLD	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
<p>████ attended the RGSC to enquire about the SE program, outlined the legal boundaries of the SE Order and █████ opted to proceed. The SE Order was served for both CM & CP at 23:31 with RGLO Freya █████ witnessing the documents. █████ was provided with contact details for GHelp and RGSC.</p>	Gambler's Help Counselling Service	pf370890	Responsible Gaming
<p>PP16 PRE Machines</p> <p>Teak VOSM informed to remind patron to take breaks.</p>	Teak Host	jc017687	Responsible Gaming
<p>PP24 VIP Machines</p> <p>RGLO saw █████ at the birthday bonus terminal, approached to advise her about her play period and she stated that she is aware of her time at Crown. █████ also claimed that she has lost a bit of money and trying to win back with the birthday bonus. Advised █████ not to chase her losses and to take substantial break.</p>	No Referral	ov360590	Responsible Gaming
<p>I observed █████ on GF at C bank, She decamped once noticed me. Steve from SV advised with coverage RGLO removed █████ via Ming's.</p>	Security	ov360590	Responsible Gaming
<p>DFU/ Patron claimed to be happy with the level of gambling, sometime he does lost track but not to be concern. RG services explained and removed from pager.</p>	RGSC	ov360590	Responsible Gaming
<p>Informed by Rohan in SV that █████ was at AR2218. RGLO attended with SSO and escorted him out thru Man Tong exit. He was relocated to Food Court entry and SSO assisted with cashing in \$20 at West Cage. Advised to seek counselling from GH. RGSC business card issued.</p>	Gambler's Help Counselling Service	jc017687	Surveillance
<p>PP12 MGF Tables</p> <p>RGLO attended and talked to █████ Crown Play period policy explained. █████ was at the small RR terminal for 7 hours but he had three breaks during the play. No observable signs. RGSC business card issued. Central ACM informed.</p>	RGSC	jc017687	Responsible Gaming
<p>Data Follow Up : RGLO attended and talked to █████ He claimed to have no gaming issues. Play period policy explained. RGSC services offered and business card issued.</p>	RGSC	jc017687	Responsible Gaming
<p>Hannah TG AM called to referred to RGLO that dealer has picked up █████ was wearing the same clothing as yesterday. RGLO observed to see that █████ looked tired, after a welfare check █████ stated that she has been at her friend's house therefore she still wearing the same cloths and came in at around 3pm today and will be leaving at around 9am. RG services and play period explained.</p>	RGSC	ov360590	Table Games
<p>PP24 MGF Tables</p> <p>Informed by Pit 12 TG AM Hannah that TG Dealer spotted uncarded player wearing same clothing as yesterday and required RGLO to check on the patron. RGLO attended and identified patron as █████ RGLO talked to █████ on a dead table. She claimed to only visit Crown once a week and she has been in the casino for 36 hrs with only 2 hr rest. Crown Playperiod policy explained. Direct █████ to take a 24 hr break and not to return before 5am 6/3/2019. RGSC business card issued. She left immediately.</p>	RGSC	jc017687	Table Games

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
05/03/2019	5:46					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2019	8:05					GOLD	MGM	Unknown Nature of Service	Data Follow up
05/03/2019	8:15	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
05/03/2019	8:20					MEMBER	MGT	Unknown Nature of Service	Revocation Paperwork Received
05/03/2019	9:09					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2019	9:15					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2019	9:27					GOLD	MGM	Patron Welfare	Play Periods
05/03/2019	9:30					MEMBER	MGT	Revocation	Request for Revocation
05/03/2019	9:31					MEMBER	MGT	Other Assistance	Change of Address
05/03/2019	9:32					MEMBER	MGT	Revocation	Revocation Application
05/03/2019	10:30					SILVER	MGT	Other Assistance	Other
05/03/2019	10:52	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
05/03/2019	11:00					PLATINUM	MGM	Patron Welfare	Play Periods
05/03/2019	11:08					MEMBER	MGT	Self Barring	Self Exclusion follow up
05/03/2019	11:11					MEMBER	MGT	Self Barring	Self Exclusion follow up

Comments	Referral Location	RGLO	ReferredByDesc
PP16 MGF Tables Played for 17.5 hrs. TG ACM Adnan will remind patron to take breaks.	Table Games	jc017687	Responsible Gaming
Data follow up. ████ playing in Riverside. RGLO attended and talk to the patron who claimed he does not have any gaming issue and only comes here occasionally. RGSC card was provided. Removed from the pager.	Gambler's Help Counselling Service	rz034057	Responsible Gaming
Canvassed gaming floor around EGM, TG and FATG areas.	No Referral	rz034057	Responsible Gaming
Received counsellor report and forward to RGP for consideration accordingly.	No Referral	bp354596	Responsible Gaming
PP20 MGF Tables ACM Adnan informed patron has reached 20hrs, he will tell patron to leave before midday. ACM spoke with patron who said she will leave soon.	Table Games	vm370923	Responsible Gaming
PP16 PRE Tables ACM (Matthew) informed █████ has been playing for 16hrs requires reminder to break.	Table Games	vm370923	Responsible Gaming
PP16 PRE Machines ████ informed she has been playing for 19hrs and should take a break soon. █████ said her husband will pick her up soon and take her home. Did not want RGSC card.	No Referral	vm370923	Responsible Gaming
Received revocation request via an email.	No Referral	bp354596	Responsible Gaming
Updated patron address, mobile number both Aus and Malaysian and email accordingly.	No Referral	bp354596	Responsible Gaming
Sent revocation application to patron via an email.	No Referral	bp354596	Responsible Gaming
Attempted to conduct Data Follow Up but was at table with others, nil contact.	No Referral	vm370923	Responsible Gaming
Canvassed gaming floor around EGM, TG and FATG areas. Liaised with SSO and ACM.	No Referral	vm370923	Responsible Gaming
PP16 PRE Machines VOSM (Carmen) advised patron has been playing for 17hrs and requires reminder to take a break.	Gaming Machines	vm370923	Responsible Gaming
Attempted SE follow up, wrong number.	No Referral	vm370923	Responsible Gaming
SE follow up: No answer.	No Referral	vm370923	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
05/03/2019	12:10					MEMBER	MGT	Self Barring	Breach of Self Exclusion
05/03/2019	12:20					SILVER	MGT	Unknown Nature of Service	Data Follow up
05/03/2019	12:40					MEMBER	MGM	Unknown Nature of Service	Card Misuse
05/03/2019	13:25					MEMBER	MGT	Unknown Nature of Service	Revocation Paperwork Received
05/03/2019	13:45					GOLD	MGT	Other Assistance	Other
05/03/2019	13:54					MEMBER	MGT	Other Assistance	Other
05/03/2019	15:00	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
05/03/2019	15:07					GOLD	MGT	Patron Welfare	Play Periods
05/03/2019	15:09					GOLD	MGT	Patron Welfare	Play Periods
05/03/2019	15:27					GOLD	MGT	Other Assistance	Other
05/03/2019	15:41					MEMBER	MGT	Revocation	Revocation Information
05/03/2019	15:46					MEMBER	MGT	Revocation	Revocation Information
05/03/2019	16:02					SILVER	MGT	Other Assistance	Other
05/03/2019	16:49					MEMBER	MGT	Revocation	Revocation Information
05/03/2019	17:06	RGC Male	Unknown	60744		No Data Available		Other Assistance	Other
05/03/2019	17:18					SILVER	MGM	Patron Welfare	Welfare
05/03/2019	17:25	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus

Comments	Referral Location	RGLO	ReferredByDesc
I observed █████ playing at D0305 while canvassing on gaming floor. Kate SV advised. █████ was removed via Lucky CHAN entry.	No Referral	gj014394	Responsible Gaming
DFU - Observed patron reserve machine then argue with lady when she sat at the machine on his return. Spoke about RGSC services and responsible gambling. Informed patron that he should not leave his card in machine unattended. █████ stated that he did no have gambling issues, issued business card.	RGSC	vm370923	Responsible Gaming
Attempted to conduct data follow up, found male █████ who claimed to be █████ husband misusing her card. Confiscated card and placed message on SYCO.	No Referral	vm370923	Responsible Gaming
Received █████ revocation application signed as well as counsellor report from his report writer; Kathryn █████. The report also is forwarded to RGP accordingly.	No Referral	bp354596	Responsible Gaming
Attempted data follow up but was with friend at FATG. Nil contact.	No Referral	vm370923	Responsible Gaming
After discussing with Leon, I attended Riverside and spoke to Helen. We consider that █████ behavior belongs to the RSA issue based on the facts in Comments. Riverside Room Manager should make the right decision for downgrade his membership tier or issue an RU because █████ already has TU and MU. His behavior had cost more harm to the business.	No Referral	gj014394	Responsible Gaming
Attended VIP meeting.	No Referral	rz034057	Responsible Gaming
PP12 VIP Tables ACM (Andy) informed patron has reached 14hrs and requires reminder to break.	Table Games	vm370923	Responsible Gaming
PP16 PRE Tables ACM (Andy) informed patron has played for 19hrs and requires reminder to take a break.	Table Games	vm370923	Responsible Gaming
Attempted to conduct data follow up but unable to as he was at table with friends. Nil contact.	No Referral	vm370923	Responsible Gaming
█████ called inquiring about revocation of SE. Process explained and patron advised to remain patient during this time. Patron will be eligible to apply on 11/05/2019. █████ wanted to know if he could start the process earlier, he was advised that he could not. █████ sent few emails afterwards including his details and asking the same thing. RGLO called back and advised patron again to remain patient and wait until 11/05/2019.	Gambler's Help Counselling Service	rz034057	Self
Received an email to enquire of the revocation; standard revocation process explained and refer him to GH website in the meantime till he is eligible to apply for revocation.	Gambler's Help Counselling Service	bp354596	Responsible Gaming
Attempted to conduct data follow up but █████ was at busy table. Nil contact.	No Referral	vm370923	Responsible Gaming
Received revocation request via an email (refer to previous email); replied to advise that he is not eligible to apply for the revocation till 11 May 2019 if no further breaches occur. Revocation declined due to BREACH letter attached via an email.	No Referral	bp354596	Responsible Gaming
Received a call from a male who wished to know the reason why he was banned from casino after received a letter from legal department. He did not provide his detail. I advised him to call Legal department during business hours.	No Referral	gj014394	Responsible Gaming
Placed on pager to conduct general welfare check, suggest more responsible gaming strategies. It may be beneficial to appear as though we are randomly selecting █████ as he is paranoid that there is a mark against his name.	No Referral	vm370923	Responsible Gaming
Canvassed gaming floor around EGM, TG and FATG areas. Liaised with F & B.	No Referral	rz034057	Responsible Gaming

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05/03/2019	17:33	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
05/03/2019	18:30					MEMBER	MGT	Revocation	Revocation Information
05/03/2019	18:35					MEMBER	MGT	Self Barring	Breach of Self Exclusion
05/03/2019	18:40					MEMBER	MGT	Unknown Nature of Service	WOL
05/03/2019	19:21					GOLD	MGT	Patron Welfare	Play Periods
05/03/2019	20:20					SILVER	MGM	Unknown Nature of Service	Card Misuse
05/03/2019	20:26					SILVER	MGM	Unknown Nature of Service	Card Misuse
05/03/2019	20:40					MEMBER	MGT	Self Barring	Breach of Self Exclusion
05/03/2019	20:45					MEMBER	MGM	Unknown Nature of Service	Mistaken Identity
05/03/2019	20:46					PLATINUM	MGM	Unknown Nature of Service	Mistaken Identity
05/03/2019	21:11					PLATINUM	MGT	Patron Welfare	Play Periods
05/03/2019	21:40					PLATINUM	MGT	Unknown Nature of Service	Data Follow up
05/03/2019	21:53					PLATINUM	MGT	Other Assistance	Other
05/03/2019	22:00					MEMBER	MGT	Self Barring	Breach of Self Exclusion
05/03/2019	22:09	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
05/03/2019	22:24					PLATINUM	MGM	Patron Welfare	Play Periods
05/03/2019	23:02					MEMBER	MGT	Unknown Nature of Service	Attempted Breach

Comments	Referral Location	RGLO	ReferredByDesc
Checked Splunk throughout shift.	No Referral	vm370923	Responsible Gaming
arrived at RGLO's office wanting to inquire about revocation of SE. Procedure explained and patron advised he will not be eligible to apply until 14/02/2020 as he attempted to breach earlier. patron was advised to seek counselling and stay away from the gaming area. RGSC card was provided.	Gambler's Help Counselling Service	rz034057	Self
Surveillance advised that was in Maple Room. I attended and met with SSO #142. decamped via Atrium entry before being approached. nil contact.	No Referral	gj014394	Surveillance
Steve from SV called to inform that was found on the GF and exited once SSO approached, RGLO found that is a WOL and Excluded patron with no SE status. SV advised.	No Referral	ov360590	Security
PP20 PRE Machines VOSM Richard was informed patron has reached 20hrs with 2 separate 3hrs break and requires reminder to take a min substantial break of 8hrs.	No Referral	ov360590	Responsible Gaming
DFU/ responded to find was using membership card. CR card was confiscated.	RGSC	ov360590	Responsible Gaming
DFU responded to find was using membership card. CR card was confiscated.	RGSC	ov360590	Responsible Gaming
Informed by SV that was at BA0831. RGLO attended with SSO and escorted out thru Atrium. RGLO Oanh was called to provide Vietnamese interpretation. Reiterated the boundaries of SE and consequences of SE breach. RGSC business card issued. Advised to seek counselling from AVWA.	Vietnamese (AVWA)	jc017687	Surveillance
Informed by Teresa in SV that was playing on EGM P0208. RGLO attended with SSO and made the approach. Patron provided the DL and Medicare card of .	No Referral	jc017687	Surveillance
NF confused with SE patron .	No Referral	jc017687	Responsible Gaming
PP20 PRE Tables Advised TG ACM (Pauline) that has been playing for 22hrs with 1x5hrs break. ACM to remind patron for further break.	Table Games	ov360590	Responsible Gaming
DFU stated that he is in better control of his gambling and is happy where he is at the moment, RG services explained and taken off pager.	RGSC	ov360590	Responsible Gaming
DFU/ DSM Brett was advised of patron location but could not locate patron.	Table Games	ov360590	Responsible Gaming
Informed by Teresa in SV that came onto gaming floor and entered Velvet toilet. He then left thru Promenade exit. Nil contact by RGLO.	No Referral	jc017687	Surveillance
Canvassed gaming floor around EGM, TG and FATG areas.	No Referral	jc017687	Responsible Gaming
PP16 MGF Machines Playing for 16.5 hours. Patron said he will play until 23 hour mark. Staying in house. GM AM informed.	Gaming Machines	jc017687	Responsible Gaming
Informed by Teresa in SV that attempted breach several times tonight, thru B2 Vegas, Lucky Chan entry, Promenade bridge entry. Nil contact by RGLO.	No Referral	jc017687	Surveillance

Comments	Referral Location	RGLO	ReferredByDesc
DFU/ DSM (Brett) advised that [REDACTED] claimed to be in control and is happy with his gambling, RG services explained and taken off pager.	RGSC	ov360590	Responsible Gaming
PP16 VIP Machines VOSM informed by SMS.	Host	jc017687	Responsible Gaming
PP16 PRE Machines VOSM informed by SMS.	Host	jc017687	Responsible Gaming
PP16 VIP Machines VOSM informed by SMS.	Host	jc017687	Responsible Gaming
PP24 VIP Machines VOSM informed patron has played for 24hrs with 2x4,5hrs break, VOSM will speak to patron and advise to take longer break.	Gaming Machines	ov360590	Responsible Gaming
PP16 MGF Machines RGA advised [REDACTED] of his PP. He is here claiming his birthday bonuses and will leave before 24hrs reached.	Table Games	ov360590	Responsible Gaming
PP16 VIP Machines VOSM Abi was advised and will remind patron to take substantial break.	Gaming Machines	ov360590	Responsible Gaming
PP16 VIP Machines VOSM Abi was advised and will remind patron to take break.	Gaming Machines	ov360590	Responsible Gaming
PP16 VIP Machines VOSM Abi was advised and will remind patron to take break.	Gaming Machines	ov360590	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
10/06/2019	2:00					GOLD	MGT	Patron Welfare	Play Periods
10/06/2019	2:06					MEMBER	MGT	Self Barring	Self Exclusion
10/06/2019	2:35					MEMBER	MGM	Self Barring	Breach of Self Exclusion
10/06/2019	2:42					GOLD	MHT	Patron Welfare	Play Periods
10/06/2019	2:45					PLATINUM	MGT	Patron Welfare	Play Periods
10/06/2019	2:58					PLATINUM	MGM	Patron Welfare	Play Periods
10/06/2019	3:20					MEMBER	MGT	Self Barring	Breach of Self Exclusion
10/06/2019	3:30	RGC Male	Unknown	60744	No Data Available		Unknown Nature of Service	Observable Signs	
10/06/2019	3:40					GOLD	MGT	Patron Welfare	Welfare
10/06/2019	4:32					UNKNOWN	UN	Self Barring	Self Exclusion
10/06/2019	4:35					BLACK	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
PP24 MGF Tables RGA approached to advise █████ of his PP. PP's policy explained and request █████ to take 8hrs returning no sooner than 10am 10/06/19.	Table Games	ov360590	Responsible Gaming
Informed by TG Am Thao that █████ wanted to apply for SE. RGA attended and escorted █████ to RGC where he successfully applied for SE with Oanh as witness.	Chinese Peer Connection (East)	jc017687	Table Games
Informed by Teresa in SV that █████ walked in thru Monte entry and then straight out thru Mings. Nil contact by RGA.	No Referral	jc017687	Surveillance
PP16 VIP Tables ACM Jeff was advised and will follow up	Table Games	ov360590	Responsible Gaming
PP16 VIP Tables Advised Mah ACM Jeff to remind █████ to take a substantial break.	Table Games	ov360590	Responsible Gaming
PP12 MGF Machines Playing for 15 hrs. RGA talked to patron in D Bank. She claimed to be in control of her gambling and she will be leaving in about an hour. Advised to set time and spending limits which she agreed.	RGC	jc017687	Responsible Gaming
Steve from SV advised that █████ was located at C bank, he then moving toward pit 7 where SSO 262 and I approached. I called out his name and he denied and claimed that he is not █████ I then asked to see his ID where he said " I wasn't even playing" then walked off quicky toward Prom bridge.	No Referral	ov360590	Surveillance
GM attendant advised that Unknown Male was sleeping at High Limit room at D bank. with SV coverage (Jodie) I woke him up and advised to go for a walk and have some water or coffee. UM denied that he was sleeping and said he will leave soon.	Security	ov360590	Gaming Machines
Sighted █████ was in pit 8 where she said hello. I asked if she has been playing for long, she stated that they are waiting until sunrise to go home as her husband doesn't want to drive in the dark. I advised them to take care of themself and keep track of their time spending at Crown.	RGC	ov360590	Responsible Gaming
█████ was escorted by SSO to RGC where he successfully applied for SE.	GHTel Service	jc017687	Self
PP16 VIP Tables ACM Para was informed patron has played for 16hrs and requires reminder to break	Table Games	ov360590	Responsible Gaming

Comments	Referral Location	RGLO	ReferredByDesc
PP12 VIP Tables ACM Para was advised that patron has been playing for 15hrs and to remind patron to take substantial break.	Table Games	ov360590	Responsible Gaming
PP16 VIP Tables TG ACM Para was advised and will remind patron to take substantial break.	Table Games	ov360590	Responsible Gaming
PP16 VIP Machines VOSM Abi was advised and will remind patron to take break.	Gaming Machines	ov360590	Responsible Gaming
PP16 PRE Tables ACM Chris was advised and will remind patron to take break.	Table Games	ov360590	Responsible Gaming
PP16 MGF Tables Playing for 17 hrs. RGA talked to patron at F1103. Crown play period policy explained. [REDACTED] claimed to be in control of her gambling. [REDACTED] left soon after. West GM AM informed.	Gaming Machines	jc017687	Responsible Gaming
PP16 MGF Tables Informed ACM (Deb) that patron has played for 17hrs, ACM will remind patron to take a substantial break.	Table Games	ov360590	Responsible Gaming
PP16 VIP Tables ACM Para was informed and will remind patron to take break.	Table Games	ov360590	Responsible Gaming
PP16 VIP Tables ACM Para was informed and will remind patron to take break.	Table Games	ov360590	Responsible Gaming

Comments	Referral Location	RGLO	ReferredByDesc
PP16 VIP Tables Playing for 17 hrs. Mah Rm ACM informed by SMS.	Table Games	jc017687	Responsible Gaming
PP16 PRE Tables ACM Maple informed to talk to patron.	Table Games	jc017687	Responsible Gaming
PP16 VIP Tables Local Host manager (Brett) advised [REDACTED] playing for 19hrs with no significant break.	Host	fb022711	Responsible Gaming
PP20 PRE Machines Spoke to [REDACTED] and asked her to take a substantial break. [REDACTED] said she would be leaving at 9am as had a friend picking her up. RGA advised [REDACTED] that she needed to take an 8hr break, not to return till 5pm 10/06/19. Put on PP20 pager.	No Referral	pf370890	Responsible Gaming
PP20 VIP Tables Local Host manager (Brett) advised [REDACTED] playing for 20hrs with no significant break.	Host	fb022711	Responsible Gaming
P24 PRE Tables TG ACM (Chris) advised [REDACTED] playing for over 24hrs with no significant break.	Table Games	fb022711	Responsible Gaming
OS Pager Alert: [REDACTED] was playing MGHY 2518 and had just left when I arrived. ACM (Para) said that [REDACTED] was fine, happy and has no observable signs. Para said they will monitor [REDACTED] with future play. [REDACTED] was taken off OS pager.	No Referral	pf370890	Responsible Gaming
AM (Christian) called to say that [REDACTED] was falling asleep on table 0812. [REDACTED] was just leaving Maple when RGA arrived, observed [REDACTED] walking of MGF. [REDACTED] had nil contact with RGA.	No Referral	pf370890	Table Games
VOSM (Elmery) advised that and Proof of Age Card had been found a TEAK for [REDACTED] and that he had 2 Syco numbers [REDACTED] and [REDACTED]. Stop codes were applied to [REDACTED]. Email sent to Chan to merge.	No Referral	pf370890	Gaming Machines
PP16 VIP Machines GM VOSM (Elmery) advised [REDACTED] playing for 19hrs with no significant break.	Gaming Machines	fb022711	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
10/06/2019	10:55					BLACK	MGM	Patron Welfare	Play Periods
10/06/2019	10:57	RGC Female	Unknown	60745		No Data Available		Other Assistance	Other
10/06/2019	11:35					MEMBER	MGT	Self Barring	Breach of Self Exclusion
10/06/2019	11:40					MEMBER	MGT	Other Assistance	Other
10/06/2019	11:40					MEMBER	MGT	Self Barring	Self Exclusion Information
10/06/2019	12:05					MEMBER	MGT	Revocation	Revocation Information
10/06/2019	12:33					PLATINUM	PGT	Patron Welfare	Play Periods
10/06/2019	12:33					PLATINUM	MGT	Patron Welfare	Play Periods
10/06/2019	12:34					BLACK	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
PP16 PRE Machines GM VOSM (Elmery) advised [REDACTED] playing for 18hrs with no significant breaks (staying in-house).	Gaming Machines	fb022711	Responsible Gaming
Unidentified female called RGC wishing to speak with "VIP"; provided female with Crown switchboard number.	No Referral	fb022711	Self
VSE (Melani) advised that [REDACTED] was at TEAK reception looking for a replacement card. RGA called SV (Ben) for coverage and updated photo. [REDACTED] and walked off the MGF via Atrium. [REDACTED] acknowledge he was a SE but that was over 22 years ago. RGA asked how he had obtained a new CR card [REDACTED] said he had signed up at CR Desk a couple of months ago. RGA explained that although he had a new CR card his SE still stands; T&Cs of SE were explained. [REDACTED] understood but was disappointed he now couldn't gamble. [REDACTED] wants to apply for Revocation. RGC BC accepted.	RGC	pf370890	Gaming Machines
[REDACTED] will call today with updated details. [REDACTED] wants to apply for revocation but now waiting to know the outcome of whether his beach on 10/06/19 stands. Email sent to Leon to discuss. Email sent to BoBo to upload photo on NF	No Referral	pf370890	Responsible Gaming
[REDACTED] attended RGC to enquire about SE; when advised of parameters he declined. [REDACTED] wants to become a professional poker player (is studying courses online to this end) and wants to limit his visitation/spend generally and focus on saving enough to enter tournaments. [REDACTED] stated he doesn't have a gambling 'problem' as such but needs to set himself some limits. Suggested he entrust his savings to a family member or friend (he suggested his boss) to restrict his ability to spend money at Crown on a frequent basis. Also recommended staying away from the complex entirely and looking for other ways to spend his time; [REDACTED] watches YouTube videos of poker and then wants to visit Crown to try out his 'skill-set'. Recommended he distract himself with either social catch-ups outside Crown or relaxing with material completely unrelated to poker. [REDACTED] grateful for the advice; was encouraged to return to RGC if any further assistance required.	RGC	fb022711	Self
[REDACTED] called RGC to provide updated mobile contact number. Advised he banned himself years ago because he "was a magnet" to unidentified "bad people"; he was a contractor at Crown (briefly) and gambled, and seemed to have trouble with various unspecified patrons. [REDACTED] admitted to banning himself before he took "action"; he also advised he had frequently visited Jupiter's casino over the years and occasionally found similar problems. [REDACTED] expressed on several occasions his desire to have his SE revoked; advised his circumstances would be forwarded to management and he would be contacted the next day for the next steps required.	RGC	fb022711	Self
PP16 VIP Tables Local Host manager (Brett) advised [REDACTED] playing for 19hrs with no break longer than 3.5hrs.	Host	fb022711	Responsible Gaming
PP20 VIP Tables Local Host manager (Brett) advised [REDACTED] playing for nearly 24hrs with no break longer than 4.5hrs.	Host	fb022711	Responsible Gaming
PP16 VIP Tables Local Host manager (Brett) advised [REDACTED] playing for 19hrs with no significant break.	Host	fb022711	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
10/06/2019	12:56	RGC Male	Unknown	60744		No Data Available		Other Assistance	Other
10/06/2019	13:45	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
10/06/2019	14:58					GOLD	MGT	Patron Welfare	Play Periods
10/06/2019	15:15					BLACK	MGM	Patron Welfare	Play Periods
10/06/2019	15:20					MEMBER	MGM	Revocation	Revocation Information
10/06/2019	16:19					PLATINUM	MGT	Other Assistance	Other
10/06/2019	16:22					MEMBER	MGM	Other Assistance	Other
10/06/2019	16:58					BLACK	MGM	Patron Welfare	Play Periods
10/06/2019	16:58					PLATINUM	MGM	Patron Welfare	Play Periods
10/06/2019	17:21					PLATINUM	MGT	Patron Welfare	Play Periods
10/06/2019	17:22					BLACK	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
Unidentified male called RGC to enquire about parking on his CR card; provided male with Crown switchboard number.	No Referral	fb022711	Self
Canvassed gaming floor around EGM, TG and FATG areas. Liaised with SSO/Teak/RS	No Referral	pf370890	Responsible Gaming
PP24 VIP Tables Local Host manager (Ben) advised [REDACTED] playing for over 24hrs with no significant breaks.	Host	fb022711	Responsible Gaming
PP20 PRE Machines GM VOSM (Rachel) advised [REDACTED] playing for 21hrs with no break longer than 4.5hrs.	Gaming Machines	fb022711	Responsible Gaming
[REDACTED] called RGC enquiring about application for Revocation as she hadn't received any information. I explained that she was required to send an email with all her relevant details and then wait for a reply for how to proceed. T&Cs of SE were explained again and that she mustn't come onto Gaming floor till revocation was approved.	RGC	pf370890	Self
[REDACTED] completed 24hr break - removed from pager and returned to Cq pager group.	No Referral	fb022711	Responsible Gaming
[REDACTED] removed from RGA pager group - patron WOL'd.	No Referral	fb022711	Responsible Gaming
PP24 PRE Machines GM VOSM (Simon) advised [REDACTED] playing for over 24hrs with no significant breaks.	Gaming Machines	fb022711	Responsible Gaming
PP24 VIP Machines GM VOSM (Simon) advised [REDACTED] playing for nearly 29hrs with no break longer than 4.5hrs.	Gaming Machines	fb022711	Responsible Gaming
PP16 VIP Tables Local Host manager (Ben) advised [REDACTED] playing for 19hrs with no significant break.	Host	fb022711	Responsible Gaming
PP16 VIP Tables Local Host manager (Ben) advised [REDACTED] playing for 19hrs with no significant break.	Host	fb022711	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
10/06/2019	17:22					BLACK	MGT	Patron Welfare	Play Periods
10/06/2019	17:23					GOLD	MGT	Patron Welfare	Play Periods
10/06/2019	17:23					PLATINUM	MGT	Patron Welfare	Play Periods
10/06/2019	17:38					BLACK	MGM	Patron Welfare	Play Periods
10/06/2019	18:06					No Data Available		Self Barring	Self Exclusion
10/06/2019	19:30					MEMBER	MGT	Patron Welfare	Play Periods
10/06/2019	19:43					GOLD	MGT	Patron Welfare	Play Periods
10/06/2019	19:45					MEMBER	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
PP16 VIP Tables Local Host manager (Ben) advised [REDACTED] playing for 19hrs with no significant break.	Host	fb022711	Responsible Gaming
PP20 VIP Tables Local Host manager (Ben) advised [REDACTED] playing for 20hrs with no break longer than 4hrs.	Host	fb022711	Responsible Gaming
PP20 VIP Tables Local Host manager (Ben) advised [REDACTED] playing for 20hrs with no significant break.	Host	fb022711	Responsible Gaming
PP24 PRE Machines GM VOSM (Simon) caught up with [REDACTED]; she is staying in-house and celebrating her birthday. VOSM has allowed her to play until 6pm when she will have dinner (comped by VIP) and then asked to take an 8hr break. [REDACTED] applied for joint SE in CP; RGA was Jo [REDACTED] Stopcode added to CM account.	RGC	fb022711	Gaming Machines
PP24 PRE Tables I observed [REDACTED] playing at BA1209 while canvassing on gaming floor. I advised her to go home because she had returned to gaming floor too early. Alma AM advised that She had noticed [REDACTED] playing in pit 12 since 2pm. [REDACTED] left immediately.	GHTel Service	fb022711	Crown Perth
PP24 PRE Tables I observed [REDACTED] playing at BA1209 while canvassing on gaming floor. I advised her to go home because she had returned to gaming floor too early. Alma AM advised that She had noticed [REDACTED] playing in pit 12 since 2pm. [REDACTED] left immediately.	No Referral	gj014394	Responsible Gaming
PP20 VIP Tables ACM informed patron has played for 20hrs.	Table Games	vm370923	Responsible Gaming
PP24 PRE Tables Robert and I noticed [REDACTED] was playing at BA0822 again. She was advised to go home otherwise she would face another 24 hours break. [REDACTED] tried to argue with me. She told me that she had borrowed 10k and lost 3k this afternoon. [REDACTED] was escorted out of gaming floor by security. Surveillance advised. Leon was suggested to issue a welfare WOL.	No Referral	gj014394	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
10/06/2019	19:47					BLACK	MGM	Patron Welfare	Play Periods
10/06/2019	19:50	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
10/06/2019	20:04					MEMBER	MGT	Self Barring	Breach of Self Exclusion
10/06/2019	21:15	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
10/06/2019	21:19					BLACK	MGT	Patron Welfare	Play Periods
10/06/2019	21:24	RGC Female	Unknown	60745		No Data Available		Other Assistance	Other
10/06/2019	21:45	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
10/06/2019	21:53	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
10/06/2019	23:00	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
10/06/2019	23:11	RGC Male	Unknown	60744		No Data Available		Revocation	Revocation Information
10/06/2019	23:25					MEMBER	MGT	Self Barring	Self Exclusion
08/08/2019	0:05	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
08/08/2019	1:16	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
08/08/2019	1:18					PLATINUM	MGT	Patron Welfare	Play Periods
08/08/2019	1:23	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
08/08/2019	2:22	RGC Male	Unknown	60744		No Data Available		Patron Welfare	Welfare
08/08/2019	2:55	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus

Comments	Referral Location	RGLO	ReferredByDesc
PP20 VIP Tables DSM Jaimie informed patron is at 23hrs.	Host	vm370923	Responsible Gaming
Canvassed gaming floor around EGM, TG and FATG areas. Liaised with SSO, TG AM, HD and Host.	No Referral	rz034057	Responsible Gaming
SV Melissa informed patron was seen leaving the gaming floor via village entry. Nil contact by RGA.	No Referral	vm370923	Surveillance
Canvassed gaming floor around EGM, TG and FATG areas. Liaised with SSO, TG AM,	No Referral	gj014394	Responsible Gaming
PP24 VIP Tables DSM Ralph informed patron has played for 24hrs.	Host	vm370923	Responsible Gaming
An unknown female called requesting to speak to Vietnamese staff. RGA advised her to call back on Wednesday when a Vietnamese staff will be on duty. No name was provided.	RGC	rz034057	Self
Canvassed gaming floor around EGM, TG and FATG areas. Liaised with SSO, Riverside, MGHY and assisted patrons.	No Referral	vm370923	Responsible Gaming
Canvassed gaming floor around EGM, TG and FATG areas. Liaised with Hosts, Patrons, ACM and staff.	No Referral	rz034057	Responsible Gaming
Canvassed gaming floor around EGM, TG and FATG areas. Liaised with Teak Hosts, Patrons and SSO.	No Referral	vm370923	Responsible Gaming
An unknown male called regarding revocation of his SE. The process explained, and patron stated he SE 6-7 years ago. Patron was mainly interested in visiting restaurants. RGC details provided.	RGC	rz034057	Self
arrived at RGC wanting to SE. SE was issued on 10/06/2019 where George confi cted as a witness.	GHTel Service	rz034057	Self
Canvassed gaming floor around EGM, TG and FATG areas. While canvassing the floor, RGA observed a female smoking at the balcony (pit 12), who after she finished, just threw the cigarette onto the floor (still lit up) and walked back in to resume playing. RGA talked to TG AM Margaret and Sonia, and Contacted Andrew in SV to provide coverage. RGA attempted to talk to the patron who spoke only Chinese. TG dealer on table 1216 was asked to interpret but the patron went to toilet where she spent another half an hour. RGA did not wait any longer. Not able to make a contact.	No Referral	rz034057	Responsible Gaming
Checked SPLUNK throughout shift.	No Referral	pf370890	Responsible Gaming
PP20 Pre Tables Spoke to ACM (Chris) still requires a substantial break.	Table Games	pf370890	Responsible Gaming
Canvassed gaming floor around EGM, TG and FATG areas. RGA helped a patron with the location of the nearest ATM machine.	No Referral	rz034057	Responsible Gaming
While canvassing the floor, RGA was stopped by the TG dealer who stated an elderly gentleman was displaying frustration after losing a hand. RGA contacted Andrew in SV for coverage and approached a patron on 0617. Patron stated he did make an inappropriate statement and he is very sorry. He does not have any gaming issue and was thankful for the chat. RGC services offered but refused by the patron.	No Referral	rz034057	Table Games
Canvassed gaming floor around EGM, TG and FATG areas. Liaised with SSO, TG ACM, AM Rewards and patrons.	No Referral	rz034057	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
08/08/2019	2:58	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
08/08/2019	3:45	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
08/08/2019	4:00	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
08/08/2019	4:24					PLATINUM	MGT	Patron Welfare	Play Periods
08/08/2019	5:55	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
08/08/2019	7:09					PLATINUM	MGT	Patron Welfare	Play Periods
08/08/2019	8:30					MEMBER	MGT	Self Barring	Breach of Self Exclusion
08/08/2019	8:30					BLACK	MGT	Patron Welfare	Play Periods
08/08/2019	9:00					GOLD	MGM	Patron Welfare	Play Periods
08/08/2019	10:00					GOLD	MGT	Patron Welfare	Play Periods
08/08/2019	10:20					PLATINUM	MGT	Patron Welfare	Play Periods
08/08/2019	10:28					GOLD	MGT	Patron Welfare	Play Periods

Comments	Referral Location	RGLO	ReferredByDesc
Canvased gaming floor around EGM, TG and FATG areas. Liaised with VIP MGHY Domestic & International	No Referral	pf370890	Responsible Gaming
Attended MGHY reception briefing at 3:45am for RGA refresher	No Referral	pf370890	Responsible Gaming
Checked SPLUNK throughout shift.	No Referral	pf370890	Responsible Gaming
PP16 VIP Tables Spoke to ACM (Adam) requires a substantial break.	Table Games	pf370890	Responsible Gaming
Canvased gaming floor around EGM, TG and FATG areas. Liaised with SSO.	No Referral	rz034057	Responsible Gaming
PP16 PRE Tables Advised VOSM Elmer to remind to take a substantial break.	Gaming Machines	da027675	Responsible Gaming
Sam SV advised that at main cage. RGA arrived with SSO 197. had a TITO ticket worth of \$2874.86. claimed that that is her money. Asked Greg GM AM west to confirmed if she win any jackpot. Greg informed that she won \$857.98 worth of Jackpot last night which she admitted too. \$857.98 withholds and \$2016.88 paid. Removed via Atrium exit. Referred her GH for counselling.	GH Eastern	da027675	Surveillance
PP20 VIP Tables Spoke to DSM Brett to alert PP.	Table Games	BI017908	Responsible Gaming
PP16 MGF Machines Spoke with patron at F bank and remind him to take his break.	RGA	BI017908	Responsible Gaming
PP16 PRE Tables Alert ACM Craig of play in the Maple room.	Table Games	BI017908	Responsible Gaming
PP12 VIP Tables Alert Mahogany DSM Brett.	Table Games	BI017908	Responsible Gaming
PP20 PRE Tables A text message sent and advised TG ACM Duncan to remind to take a substantial break.	Table Games	da027675	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
08/08/2019	10:29					MEMBER	MGM	Unknown Nature of Service	RG WOL
08/08/2019	10:30					MEMBER	MGM	Unknown Nature of Service	RG WOL
08/08/2019	11:00	Chaplaincy Services	RGC	60734		No Data Available		Counselling Services	Chaplaincy
08/08/2019	11:10					No Data Available		Unknown Nature of Service	Observable Signs
08/08/2019	11:47	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
08/08/2019	11:49	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
08/08/2019	11:50					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
08/08/2019	12:15					GOLD	MGT	Other Assistance	Other
08/08/2019	12:30					MEMBER	MGT	Revocation	Revocation Information
08/08/2019	13:15					SILVER	MGT	Unknown Nature of Service	WOL
08/08/2019	13:29					MEMBER	MGT	Self Barring	Breach of Self Exclusion
08/08/2019	13:44					PLATINUM	MGT	Patron Welfare	Play Periods
08/08/2019	13:45					PLATINUM	MGT	Unknown Nature of Service	Observable Signs
08/08/2019	13:46	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
08/08/2019	14:00	Chaplaincy Services	RGC	60734		No Data Available		Counselling Services	Chaplaincy
08/08/2019	14:03					BLACK	MGT	Counselling Services	Counselling Information
08/08/2019	14:23					MEMBER	MGT	Revocation	Revocation Information
08/08/2019	15:04					MEMBER	MGT	Unknown Nature of Service	Report Writer Contact - RGP
08/08/2019	15:30					GOLD	MGT	Revocation	Revocation Information

Comments	Referral Location	RGLO	ReferredByDesc
Gaming Recommendations for RG WOL CM ONLY for 3 months due to card misuse until 08/11/2019 - Refer to RGOM Leon	RGC	jt380953	Responsible Gaming
Gaming Recommendations for RG WOL CM ONLY for 3 months due to card misuse until 08/11/2019 - Refer to RGOM Leon	RGC	jt380953	Responsible Gaming
█████ - Patron	No Referral	nm018947	Self
TG AM Nicole informed that █████ had a few drinks and told her that he was chasing his losses. No RSA was present. RGA Dinesh and Brendan spoke with patron who was not a member. Patron claimed he's happy playing and has no issue with his money. RG services explained and patron left as suggested due to his RSA concern. Chris in SV provided coverage.	RGC	BI017908	Table Games
Brochure audit conducted	No Referral	jt380953	Responsible Gaming
Picked up a few signages with the old RG Logo across Casino, Maple and Teak. Have emailed findings to Leon/Mark.	No Referral	jt380953	MIS
Chris in SV informed that █████ was rejected from attempted breach.	Security	BI017908	Surveillance
ACM Mark informed that patron had departed.	Table Games	BI017908	Table Games
█████ rang asking about appealing his SE. He SE 3 days ago. Informed him of the appeal process with the VCGLR.	VCGLR	BI017908	Self
█████ rang regarding his WOL. Passed on █████ contact via █████ or via website.	Security	BI017908	Self
Informed by Sam SV that █████ entered via Ming's went to pit 8 stay there for couple of minutes and exited via Ming's. Nil contact with RGA.	Security	da027675	Surveillance
PP20 MGH Tables	Table Games	da027675	Responsible Gaming
A text message sent and advised DSM Ralph to remind █████ to take a substantial break.			
TG AM Darren in Teak informed that Paigow dealer notice █████ making basic mistake in setting his games. Darren verified his ratings and asked Chris in SV to check when it was discovered that patron had been playing unrated in pit 12 and had exceeded over 24 hours.	RGA	BI017908	Table Games
Chris in SV located █████ in pit 12 playing uncarded, he claimed that he had gone home. Patron also looked dishevelled. Patron was directed to take 24 hours break, not to return before 14:00 9/8/19 and place on pager.			
Canvased gaming floor around EGM, TG and FATG areas. Liaised with SSO.	No Referral	da027675	Responsible Gaming
Dan - Staff	No Referral	nm018947	Self
█████ came into RGC wanting to make a new counselling appointment with RGP Kate. Tentative appointment made for Wed 14 Aug at 4pm. █████ advised he wishes to take on the 100 day challenge or the Time Out as he is not ready to give up his Crown Rewards card. He will be attending with his wife █████ RGP Kate advised via email.	RGP	jt380953	Responsible Gaming
█████ emailed asking on progress of Application. Advised still in progress and we will advised as soon as we have results.	No Referral	jt380953	Self
Spoke with GH counsellor Medina (GH Western) who wished to gain some information regarding █████ (she has seen him on one occasion as part of his revocation application).	No Referral	sm029276	Self
█████ rang to make appointment for GRIP tomorrow at 10am.	RGC	da027675	Self

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
08/08/2019	15:40					MEMBER	MGT	Self Barring	Self Exclusion
08/08/2019	16:14					PLATINUM	MGT	Unknown Nature of Service	Report Writer Contact - RGP
08/08/2019	16:40					PLATINUM	MGT	Patron Welfare	Play Periods
08/08/2019	17:00					PLATINUM	MGT	Patron Welfare	Play Periods
08/08/2019	17:30	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
08/08/2019	17:50	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
08/08/2019	18:46					PLATINUM	MGT	Other Assistance	Other
08/08/2019	19:30	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
08/08/2019	20:08	RGC	STAFF	64792		No Data Available		Other Assistance	Other
08/08/2019	20:25					GOLD	MGT	Unknown Nature of Service	WOL
08/08/2019	20:30	RGC Male	Unknown	60744		No Data Available		Other Assistance	Seeking other Assistance
08/08/2019	20:45					MEMBER	MGM	Self Barring	Self Exclusion
08/08/2019	22:10	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
08/08/2019	22:15					BRONZE	Gaming	Self Barring	Breach of Self Exclusion
08/08/2019	22:15	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
08/08/2019	23:25	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
08/08/2019	23:34	RGC Female	Unknown	60745		No Data Available		Unknown Nature of Service	Observable Signs
08/08/2019	23:41					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
08/08/2019	23:43					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
08/08/2019	23:50	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
19/10/2019	0:34					MEMBER	MGT	Self Barring	Breach of Self Exclusion

Comments	Referral Location	RGLO	ReferredByDesc
Central reward desk phoned and informed that a patron would like to SE. Patron relocated to the RGC. SE boundaries and process explained. Patron applied and the SE Order issued at 15:37 PM 08/08/2019 with RGA Brendan C acting as witness. Stop-code added to account and notification made to CP. Referred to GH.	GHTel Service	da027675	Crown Rewards
Spoke with Ms Kim C (report writer, private psychologist). Report prepared for revocation committee.	No Referral	sm029276	Self
PP24 MGH Tables Spoke to DSM Ralph who had a conversation with already.	Table Games	BI017908	Responsible Gaming
PP20 PRE Tables Alert ACM Adam of PP.	Table Games	BI017908	Responsible Gaming
Canvased gaming floor around EGM, TG and FATG areas. Liaised with SSO.	No Referral	BI017908	Responsible Gaming
SPLUNK was not working in the morning but fixed and checked later through the shift.	No Referral	BI017908	Responsible Gaming
Spoke to ACM (Adam) substantial break required. Adam is actioning request.	Table Games	pf370890	Responsible Gaming
Canvased gaming floor around EGM, TG and FATG areas. Liaised with SSO and TG.	No Referral	rz034057	Responsible Gaming
Jo from Crown Perth transferred the call stating, patron called regarding an ATM issue. Patron was advised to dial the other phone number provided on the ATM.	No Referral	rz034057	Crown Perth
presented herself at RGC asking about her ban, she thinks it's expired. Advised this was correct WOL had been revoked today as per comment on SYCO.	No Referral	pf370890	Self
GS transferred a male caller, who actually wanted to speak to CP. Advised caller he was speaking to CM and redirected him to call again and to press "2" for Perth.	Crown Perth	pf370890	Guest Services
arrived at RGC wanting to SE. T & C of SE explained, and patron decided to proceed. SE was issued on the 08/08.2019, where Phionna acted as a witness.	GHTel Service	rz034057	Self
Canvased gaming floor around EGM, TG and FATG areas. While canvasing the floor, RGA assisted a patron with a Blackjack inquiry.	No Referral	rz034057	Responsible Gaming
Information CALL: SV (Ben) advised that was in pit 10, Security were already attending and ID check preformed before RGA arrived. was removed via Ming's by security.	No Referral	pf370890	Surveillance
Canvased gaming floor around EGM, TG and FATG areas. While canvasing the floor, RGA assisted a patron with the direction to the toilets.	No Referral	rz034057	Responsible Gaming
Canvased gaming floor around EGM, TG and FATG areas. Liaised with SSO and TG.	No Referral	rz034057	Responsible Gaming
RGA Pager ALERT: spoke to AM (Anita). She had woken a female up at a Rapid BA table, the female was with a Male friend. They had started arguing as female wanted to go home. RGA went and spoke to them but they said that all was fine.	No Referral	pf370890	Table Games
Information CALL: SV (Greg) advised had been refused entry at Ming's. had nil contact with RGA	No Referral	pf370890	Surveillance
Information call Surveillance - Patron attempted to breach at Lucky Chan.	No Referral	jt380953	Surveillance
Electronic signages audited. Still alot of these with the old RG logo which is pending to be rectified with Marketing.	No Referral	jt380953	Responsible Gaming
SV (Melissa) advised that picked up on GF at 00:34 but then lost sight of him. had nil contact with RGA.	No Referral	pf370890	Surveillance

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
19/10/2019	1:15					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
19/10/2019	1:36					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
19/10/2019	1:38					MEMBER	MGT	Revocation	Revocation Information
19/10/2019	2:13					GOLD	MGT	Patron Welfare	Play Periods
19/10/2019	3:05					PLATINUM	MGT	Patron Welfare	Play Periods
19/10/2019	3:07					PLATINUM	MGT	Patron Welfare	Play Periods
19/10/2019	3:32					SILVER	MGT	Patron Welfare	Play Periods
19/10/2019	4:20					MEMBER	MGT	Self Barring	Self Exclusion
19/10/2019	4:44					PLATINUM	MGT	Other Assistance	Other
19/10/2019	4:57	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
19/10/2019	5:58	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview

Comments	Referral Location	RGLO	ReferredByDesc
Surveillance (Melissa) advised [REDACTED] attempted to access gaming floor via Ming's entry at approx. 1:13AM and was refused entry by Se	No Referral	fb022711	Surveillance
Surveillance (Melissa) advised [REDACTED] attempted to breach SE at Food Court entry and refused by Security.	RGC	fb022711	Surveillance
Attended Food Court entry and spoke to [REDACTED]; he presented as intoxicated and wanting to enter the gaming floor for his "birthday" (which was over a week ago). Reiterated conditions of SE to patron; advised that he would need to wait a minimum of 12 months breach-free from tonight before applying for revocation. Provided RGC business card; [REDACTED] is also WOL patron so escorted off-site by Security.	RGC	fb022711	Responsible Gaming
PP20 VIP Tables TG ACM Mahogany_1 2:13 PM Patron is aware of his play period, he is not showing any signs of fatigue and was grateful for the check in.	RGC	pf370890	Table Games
PP20 VIP Tables TG ACM Mahogany_1 3:05 AM [REDACTED] departed at 3am and will take a 10 hour break.	RGC	pf370890	Table Games
PP20 VIP Tables Brett [REDACTED] 3:07 AM Patron is leaving the room shortly and departs Crown @9am today, I've asked him not to play again.	RGC	pf370890	Table Games
PP20 MGF Tables Approached [REDACTED] at R88; he was waiting for his last redemption of his Birthday Bonus and was then leaving. Said he "never" stays this long usually - excet to redeem the BB offer.	RGC	fb022711	Splunk
[REDACTED] attended RGC wishing to SE; interview completed; paperwork signed and witnessed by RGA Phionna [REDACTED]; stopcode added to	GHTel Service	fb022711	Self
While RGA doing a floor walk ACM (Vikas) pointed out that [REDACTED] was in Maple. [REDACTED] has been rated in at 4:44am 19/10/19	RGC	pf370890	Table Games
Canvassing gaming floor around EGM, TG and FATG.	No Referral	pf370890	Responsible Gaming
Checked SPLUNK and WEBEX throughout shift.	No Referral	pf370890	Responsible Gaming

Comments	Referral Location	RGLO	ReferredByDesc
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.	RGC	da027675	Splunk
PP16 PRE Tables Advised ACM Teak and spoke to patron about taking her break.	Table Games	BI017908	Splunk
PP16 PRE Machines Explained about our PP policy and to take a break soon. SV Amos updated photo.	RGA	BI017908	Splunk
PP20 VIP Machines A text message sent and advised VOSM patron has reached 22 hrs with no substantial break.	Gaming Machines	da027675	Splunk
PP20 PRE Tables Advised AM Teak Brendan and spoke to [REDACTED] to remind her to go for her break before noon.	Table Games	BI017908	Splunk
PP20 PRE Tables Advised [REDACTED] that his 4.8 hrs is insufficient for future break and he will leave soon in a couple hours.	Table Games	BI017908	Splunk
PP16 PRE Tables Spoke to patron in Maple she had reached 16hrs. Patron will leave soon.	RGA	BI017908	Splunk
[REDACTED] attended the RGC for his GRIP. Patron was explained about restriction in upgrade membership. 3 month follow up required either	RGC	da027675	Self
PP16 PRE Tables Observed patron in the Teak. All good.	RGA	BI017908	Splunk

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
19/10/2019	10:25					BLACK	MGT	Patron Welfare	Play Periods
19/10/2019	11:00					SILVER	MGM	Patron Welfare	Play Periods
19/10/2019	11:10					GOLD	MGM	Patron Welfare	Play Periods
19/10/2019	11:40					BLACK	MGT	Patron Welfare	Play Periods
19/10/2019	11:48					GOLD	MGM	Patron Welfare	Play Periods
19/10/2019	12:10					GOLD	MGT	Other Assistance	Other
19/10/2019	13:00					PLATINUM	MGM	Patron Welfare	Play Periods
19/10/2019	13:30					GOLD	MGM	Other Assistance	Seeking other Assistance
19/10/2019	14:07	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
19/10/2019	14:08	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
19/10/2019	14:11	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview

Comments	Referral Location	RGLO	ReferredByDesc
PP20 VIP Tables SSM Beck spoke with patron to take break soon. NSW patron.	Table Games	BI017908	Splunk
PP16 PRE Machines Explained about our PP policy and to take a break soon. SV Teresa updated photo.	RGA	BI017908	Splunk
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.	RGA	BI017908	Splunk
PP20 PRE Tables DSM Beck spoke with patron and she had been informed to go rest in her room for at least 8 hrs.	Student Care Service	BI017908	Splunk
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]	RGC	da027675	Splunk
PP alert, unable to locate patron in the Maple room, AM assisted with looking out for patron.	Table Games	BI017908	Splunk
PP20 VIP Machines Passed onto VOSM Carmen about [REDACTED]'s 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.	Gaming Machines	BI017908	Splunk
[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.	RGA	BI017908	Self
Canvassing gaming floor around EGM, TG and FATG.	No Referral	da027675	Responsible Gaming
Checked SPLUNK and WEBEX throughout shift.	No Referral	da027675	Responsible Gaming
Checked SPLUNK and WEBEX throughout shift.	No Referral	da027675	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
19/10/2019	14:20					PLATINUM	MGM	Patron Welfare	Play Periods
19/10/2019	15:30	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
19/10/2019	15:45					PLATINUM	MGM	Unknown Nature of Service	3rd Party Assistance / Inquiry
19/10/2019	16:42					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
19/10/2019	17:40	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
19/10/2019	17:56					PLATINUM	MGM	Patron Welfare	Play Periods
19/10/2019	18:10					MEMBER	MGT	Unknown Nature of Service	Data Follow up
19/10/2019	18:50					SILVER	MGT	Patron Welfare	Play Periods
19/10/2019	19:00					SILVER	MGT	Unknown Nature of Service	Data Follow up
19/10/2019	19:00					PLATINUM	MGT	Other Assistance	Other
19/10/2019	20:00					MEMBER	MGT	Other Assistance	Other

Comments	Referral Location	RGLO	ReferredByDesc
PP20 VIP Tables VOSM Richard was notified via SMS, Checked SPLUNK and WEBEX throughout shift.	Gaming Machines	da027675	Splunk
Data follow up but was on busy tables.	No Referral	BI017908	Responsible Gaming
Refer by Dales in communication, [REDACTED]'s friend [REDACTED] said that [REDACTED] was borrowing \$200 from her for a cab home but was still in the casino drinking and playing (currently [REDACTED]). [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]'s 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 [REDACTED].	GHTel Service	BI017908	Third Party
Simon SV advised that [REDACTED] tried to enter via Promenade Bridge but refused by SSO. Nil contact RGA.	Security	da027675	Surveillance
Canvassing gaming floor around EGM, TG and FATG, interacted with patrons and staff.	No Referral	BI017908	Responsible Gaming
PP16 PRE Machines RGA approached [REDACTED]. [REDACTED] stated that she is leaving soon. She is staying with her son [REDACTED]. [17;56]. DFU: No concern with his level of play. RG services explained.	Gaming Machines	da027675	Splunk
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. DFU: Patron only play casually and is happy with his play. RG services informed.	RGA	BI017908	Splunk
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.	No Referral	pf370890	Responsible Gaming
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.	Table Games	pf370890	Responsible Gaming

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
19/10/2019	20:30					BLACK	MGT	Patron Welfare	Play Periods
19/10/2019	20:47					No Data Available		Self Barring	Breach of Self Exclusion
19/10/2019	22:08					MEMBER	MGT	Self Barring	Self Exclusion
19/10/2019	22:42	RGC Male	Unknown	60744		No Data Available		Unknown Nature of Service	Observable Signs
19/10/2019	23:04					PLATINUM	MGT	Unknown Nature of Service	GRIP SE
19/10/2019	23:54					PLATINUM	MGT	Other Assistance	Other
23/12/2019	14:07					PLATINUM	MGM	Patron Welfare	Play Periods
23/12/2019	14:09					MEMBER	MGT	Revocation	Revocation Information
23/12/2019	14:30	Chaplaincy Services	RGC	60734		No Data Available		Counselling Services	Chaplaincy
23/12/2019	14:40					MEMBER	MGT	Self Barring	Breach of Self Exclusion
23/12/2019	14:45					MEMBER	MGT	Revocation	Revocation Information
23/12/2019	14:50					MEMBER	MGT	Self Barring	Breach of Self Exclusion

Comments	Referral Location	RGLO	ReferredByDesc
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.	RGC	fb022711	Table Games
Surveillance (Steve) advised ██████ in Pit 8; attended as ██████ leaving area and escorted off gaming floor via Promenade Bridge entry. ██████ claimed that a male RGA had advised him "after 3 months you can come back". ██████ 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 ██████ of 12-month minimum breach-free condition but he walked off without further comment.	RGC	fb022711	Surveillance
████████ attended RGC with friend ██████████ wishing to SE. Mandarin translation and witnessing of documents provided by Riverside Service Executive Lian ██████. Process and conditions explained; interview conducted; paperwork completed; GH and 100-Day Challenge information provided.	GHTel Service	fb022711	Self
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.	Table Games	da027675	Table Games
████████ 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 ██████.	GHTel Service	pf370890	Self
████████ removed from RGPP pager and returned to C█████ pager group.	RGC	fb022711	Responsible Gaming
PP12 PRE Machines RGA attended but patron was no longer in the room. RGA later observed him but did not have to chance to talk to him due other incident.	No Referral	ov360590	Splunk
████████ called RGA to enquire about SE Revo. The process and 12 mth breach free period explained. Advised to seek counselling from CPC. CPC phone # provided.	Chinese Peer Connection (East)	jc017687	Self
Tye - Staff	No Referral	nm018947	Self
Amos from SV advised that ██████ was playing in pit 8, RGA approached with SSO #140, escorted to cashier to cash in her chips and removed via Atrium. ██████ claimed that she came with her dad and her children for the Christmas show. Advised ██████ to stay off GF and seek GH.	RGC	ov360590	Surveillance
████████ asked to be Revoke from her SE, 12months breach free and process of Revo explained, business card issued and advised to contact RGC in 12 months with no further breaches to apply.	RGC	ov360590	Self
Amos from SV advised that ██████ was playing in pit 9 and removing out via Ming's after ID check. Sighted SSO #140 and #292 walked ██████ out, No interaction to RGA as ██████ was on the phone.	No Referral	ov360590	Surveillance

Date	Time	Given Name	Surname	Person ID	SYCO No	Club Type	Business Unit	Service Category	Nature of Service
23/12/2019	15:00					PLATINUM	MGT	Patron Welfare	Play Periods
23/12/2019	15:08					GOLD	MGT	Patron Welfare	Play Periods
23/12/2019	15:10					GOLD	MGT	Patron Welfare	Play Periods
23/12/2019	15:10					UNKNOWN	UN	Unknown Nature of Service	WOL
23/12/2019	15:31					GOLD	MHT	Patron Welfare	Welfare
23/12/2019	16:06					PLATINUM	MGT	Unknown Nature of Service	TPE Information
23/12/2019	16:15					MEMBER	MHT	Unknown Nature of Service	WOL
23/12/2019	16:17	Responsible Gaming	Audit	68298		No Data Available		Unknown Nature of Service	GM/TG/Staff & FATG focus
23/12/2019	16:17	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
23/12/2019	16:17	Responsible Gaming	DOR	45141		No Data Available		DOR	Operational Overview
23/12/2019	16:30					PLATINUM	MGT	Patron Welfare	Play Periods
23/12/2019	16:40					MEMBER	MGT	Unknown Nature of Service	Attempted Breach
23/12/2019	16:49					MEMBER	MGT	Revocation	Revocation Information

Comments	Referral Location	RGLO	ReferredByDesc
PP20 PRE Tables ACM Andrew was notified where RGA attended and reminded ██████ to take a substantial break. ██████ agreed to take break at 5pm.	Table Games	ov360590	Splunk
PP20 PRE Tables RGA approached with TG AM Thao to remind patron to take break, ██████ agreed to take break at 5pm, TG AM Thao will monitor.	Table Games	ov360590	Splunk
PP16 PRE Tables Attended and observed. ██████ called to enquire about his ban. Advised to call 9292 5211 or go Crown website and put thru his enquiry.	Table Games	ov360590	Splunk
██████ called to enquire about his ban. Advised to call 9292 5211 or go Crown website and put thru his enquiry.	Security	jc017687	Self
Pager Alert : RGA talked to patron on a dead table in pit 28. He claimed to have no gaming issues but admitted to "spending too much time here". He also revealed that he has separated from his partner in September 2018 so he is leading a carefree single life now. He said he is contemplating leaving Melbourne tomorrow. After Melbourne, he might head up to Sydney to visit friends before returning to Brisbane. He is now staying in a serviced apartment about 5 min walk from Crown. Advised him to take regular breaks. Crown play-period policy informed. Responsible Gaming strategies explained, especially on setting time limit spent in casino. RGC services offered and business card issued. Deleted from pager.	RGC	jc017687	Responsible Gaming
TPE Application paperwork received via email from husband ██████ Statutory Declaration is incomplete. Responded to ██████ via email advising to return the completed Stat Dec when possible. Submitted to RGOM for review.	RGC	mo386705	Responsible Gaming
██████ called to enquired about his WOL, referred ██████ to call *5211 or fill out an online contact form from Crown Website.	Security	ov360590	Self
Canvassed gaming floor around EGM, TG and FATG areas.	No Referral	jc017687	Responsible Gaming
Checked SPLUNK and WEBEX throughout shift.	No Referral	jc017687	Responsible Gaming
Checked SPLUNK and WEBEX throughout shift.	No Referral	ov360590	Responsible Gaming
PP20 PRE Tables RGA approached to remind patron to take substantial break. Patron acknowledge and will leave soon.	Table Games	ov360590	Splunk
Renee from SV advised that ██████ was refused entry at Village. Nil contact to RGA	RGC	ov360590	Surveillance
██████ attended RGC after refused entry at Village, Revo T&C and process explained and advised that he has chosen the 3 years min period so he has to wait until 11/2022 to apply for his Revo. Business card issued.	GHTel Service	ov360590	Self

Comments	Referral Location	RGLO	ReferredByDesc
<p>████ will come into RGC to do the TO Grip before he attends Kitchen Workshop restaurant on Xmas Day 25/12/2019 for lunch. He will come in at 11:30am. Email sent to George, Bo, Victoria.</p>	RGC	jc017687	Self
<p>Received email from Lora in Perth that █████ has applied for SE today and chose 3 years min SE period.</p>	GHTel Service	jc017687	Responsible Gaming
<p>CSA escorted █████ to RGC where █████ was upset and distress, claiming that she has lost all the money (\$3000) and doesn't know what to do, RG services explained and GH phone number provided. SE T&C explained where she said it's no use as she was going back to NSW after the holiday. Financial counselling and Centrelink Crisis assistant cash advised where she claimed she has already borrowed the \$500 cash assistant to buy the ticket to Melbourne and she won't get pay until after the New Year. She is upset because she has no cash to buy Christmas gift for her grandchildren, RGA referred █████ to ROP Susan, RGP Susan talked to █████ for a few minutes where █████ stated she want to use the restroom and left, █████ did not return to RGC after.</p>	GHTel Service	ov360590	Gaming Machines
<p>Mah Host Martin called to enquire about lifting the SE for █████. Advised Mah Host Martin to ask patron to contact RGA directly to discuss the appeal process. Martin said █████ will call RGA shortly.</p>	No Referral	jc017687	Table Games
<p>████ rang to ask about cancelling his SE. Information explained about appealing with the VCGLR within 28 days and contact given. █████ thought that we have the power to review his case. ████ said that he was bored already and wanted to spend Christmas and New Year with his friends at Crown.</p>	VCGLR	BI017908	Self
<p>Maltida in Comms rang advising of lost child at Village entry. Once I arrived SSO said that the boy had already reunited with his mother. Boy went to the toilet and walked back to Village ticket while his mother waited for him at McDonald toilet. NFA.</p>	Security	BI017908	Security
<p>PP20 MGF Tables Spoke to patron at RR pit 4, patron accompanied his friend and was not playing but watched videos on his mobile. He had 2 x 5+hrs breaks and claimed that he had been home. Allowed to stay but to take at least 8hrs break next time.</p>	RGA	BI017908	Splunk
<p>Brian advised that █████ is in D Bank. On my way Brian again advised that he moved to pit 6. He saw me and decamped via Lucky Chan exit. Encourage him to seek counselling form GH</p>	GHTel Service	da027675	Surveillance
<p>PP16 MGF Machines Observed patron. All's ok.</p>	RGA	BI017908	Splunk
<p>Simon SV advised that █████ is near topit4. RGA arrived with SSO#138. Removed █████ via Food court exit. Referred him to GH for counselling. █████ apologised.</p>	GHTel Service	da027675	Surveillance
<p>Simon SV advised that █████ tried to enter via Food Court entry point, refused by SSO. Nil contact by RGA.</p>	Security	da027675	Surveillance
<p>Simon SV advised that █████ tried to enter via Food Court entry point, refused by SSO. Nil contact by RGA.</p>	Security	da027675	Surveillance
<p>████ successfully applied for CPSE at Crown Perth with RGA Tamara █████ Confidential █████ today 23/12/2019. Coding applied to CM.</p>	GHTel Service	BI017908	Crown Perth

Comments	Referral Location	RGLO	ReferredByDesc