



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2015

Daily Workload by Time of Day (for Report Period)



Report Summary

Total Contacts	31
Self Exclusion Breaches	5
Self Exclusion Inquiries	0
Self Exclusions Issued	3
Missing Persons	0
Unattended Children	1

Person Registration Details	Comments	Photo
<p>Date / Time 05/03/2015 6:10:00 AM</p> <p>Person Name ██████████</p> <p>Person ID ██████████</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA gj014394</p>	<p>I observed ██████ playing at BA0815 while canvassing gaming floor. Courtney (Surv) advised. VCGLR Mark and Arkan attended but ██████ walked off gaming floor via Atrium entry before being approached. nil contact.</p>	
<p>Date / Time 05/03/2015 8:25:00 AM</p> <p>Person Name ██████████</p> <p>Person ID ██████████</p> <p>Referred By Surveillance</p> <p>Nature of Service Welfare</p> <p>Referral Location No Referral</p> <p>RGA lp025083</p>	<p>Teresa in Surv advised ██████ had been spoken to by security for being aggressive while playing on EGM N0509. ██████ went out for a smoke and returned. He was still hitting the screen. Attended and spoke to ██████. I warned ██████ of the costs involved if he accidentally smashed a screen. All RGSC services offered. ██████ claimed he was frustrated but happy with his level of play.</p>	
<p>Date / Time 05/03/2015 9:20:00 AM</p> <p>Person Name ██████████</p> <p>Person ID ██████████</p> <p>Referred By Guest Services</p> <p>Nature of Service Revocation Information</p> <p>Referral Location Gambler's Anonymous</p> <p>RGA lp025083</p>	<p>GS transferred a call from ██████ regarding revocation. Full details passed on.</p>	
<p>Date / Time 05/03/2015 11:15:00 AM</p> <p>Person Name ██████████</p> <p>Person ID ██████████</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Data Follow up</p> <p>Referral Location No Referral</p> <p>RGA lp025083</p>	<p>In response to pager, welfare check conducted. Patron is happy with her level of play but claims the machines don't pay like they used to. All RGSC services offered. Patron removed from pager.</p>	
<p>Date / Time 05/03/2015 11:20:00 AM</p> <p>Person Name RGC Male Unknown</p> <p>Person ID Pers: ██████████</p> <p>Referred By Table Games</p> <p>Nature of Service Other</p> <p>Referral Location No Referral</p> <p>RGA lp025083</p>	<p>TG AM Bill in pit 7 requested RGLO assist with identifying high action patron. Unable to identify. Teresa in Surv was also unable to assist. Monitored patron, no observable signs.</p>	<p>PHOTO REQUIRED</p> <p> responsiblegaming</p> <p><small>Unethical. Unethical. Unethical.</small></p> <p><small>Gambler's Assistance Help: 1800 433 838</small></p> <p><small>Responsible Gaming Centre: 1800 401 096</small></p>



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Person Registration Details		Comments	Photo
Date / Time 05/03/2015 11:25:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location No Referral RGA lp025083	In response to pager, welfare check conducted. No observable signs. Patron removed from pager.	[REDACTED]	
Date / Time 05/03/2015 11:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Self Exclusion Referral Location Gambler's Anonymous RGA lp025083	Diamond Signature Club advised a patron would like to SE. Attended and met [REDACTED]. Relocated to RGSC where the boundaries and legal obligations were outlined. [REDACTED] opted to proceed and was issued a Self Exclusion Order at 12:05pm. Jade acted as Cat A witness.	[REDACTED]	
Date / Time 05/03/2015 12:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service GRIP session Referral Location No Referral RGA lp025083	[REDACTED] attended RGSC for GRIP. Explained waiting period for membership upgrade. [REDACTED] was happy to have a follow up call in 3 months.	[REDACTED]	
Date / Time 05/03/2015 1:44:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Report Writer Contact - RGP Referral Location No Referral RGA de027841	TT Sandra [REDACTED] report writer. L/M to return our call.	[REDACTED]	
Date / Time 05/03/2015 1:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Report Writer Contact - RGP Referral Location No Referral RGA de027841	T F Sandra [REDACTED] report writer. Report prepared for consideration by the Revocation Committee.	[REDACTED]	
Date / Time 05/03/2015 2:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location Gambler's Anonymous RGA lp025083	[REDACTED] attended RGSC requesting SE. The boundaries and legal obligations were outlined. [REDACTED] opted to proceed and was issued a Self Exclusion Order at 12:05pm. Jade acted as Cat A witness.	[REDACTED]	



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Person Registration Details	Comments	Photo
Date / Time 05/03/2015 3:02:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Request for Revocation Referral Location Gambler's Help Counselling Service RGA jc353419	Application letter sent as per written request.	[REDACTED]
Date / Time 05/03/2015 3:08:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Request for Revocation Referral Location Gambler's Help Counselling Service RGA jc353419	Application letter sent as per written request.	[REDACTED]
Date / Time 05/03/2015 3:32:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Anonymous RGA lp025083	Omar in Surv advised [REDACTED] was at Vegas Cage. VCGLR Peter and Rod attendec. Written warning issued. [REDACTED] claimed he paid \$250 to an agent in Box Hill who assists patrons in having their SE revoked. Revocation process explained. Requested [REDACTED] provide us with contact information for the agent. [REDACTED] was also in possession of Signature Club card belonging to Person [REDACTED]. Person [REDACTED] Signature Club advised.	[REDACTED]
Date / Time 05/03/2015 3:33:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Pending Referral Location No Referral RGA jc353419	Counselor's report vetted by RGP and ready for committee on 19 March	[REDACTED]
Date / Time 05/03/2015 3:34:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Pending Referral Location No Referral RGA jc353419	Counselor's report vetted by RGP and ready for committee on 19 March	[REDACTED]
Date / Time 05/03/2015 3:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Pending Referral Location No Referral RGA jc353419	Counselor's report vetted by RGP and ready for committee on 19 March	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 05/03/2015 3:36:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Pending Committee Referral Location No Referral RGA jc353419	Counsellor's report vetted by RGP and ready for committee on 19 March	[REDACTED]
Date / Time 05/03/2015 3:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Pending Committee Referral Location No Referral RGA jc353419	Counsellor's report vetted by RGP and ready for committee on 19 March	[REDACTED]
Date / Time 05/03/2015 4:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service Self Exclusion Referral Location Gambler's Anonymous RGA lp025083	Central Signature Club advised [REDACTED] would like to SE. The boundaries and legal obligations were outlined. [REDACTED] opted to proceed and was issued a Self Exclusion Order at 16:48. RGP Kate Pa [REDACTED] acted as Cat A witness.	[REDACTED]
Date / Time 05/03/2015 6:05:00 PM Person Name RGC Female Unknown Person ID 60745 Referred By Security Nature of Service Unattended Child Referral Location No Referral RGA lp025083	SSO at Food Court advised he heard over the radio of an unattended child in atrium. Attended and was directed to a female with a 7 year old boy. COMMS provided coverage while I spoke with the female. Crowns UC policy explained. Female advised she left the boy for a few minutes to look for her husband. Verbal warning issued.	<p>PHOTO REQUIRED</p> <p>responsible gaming <small>Responsible Gaming Centre - RGC 100/100A</small></p>
Date / Time 05/03/2015 6:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA lp025083	Observed [REDACTED] in the Maple Room. Advised Darren in Surv. [REDACTED] walked out Monte when she saw me. Attempted to speak with [REDACTED] who refused and walked onto Riverside.	[REDACTED]
Date / Time 05/03/2015 9:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGSC RGA jc017687	In response to Pager, welfare check conducted on [REDACTED] playing in Central area. Advised [REDACTED] to take regular breaks and set spending limits. [REDACTED] stated that it will depend on if he is winning or losing. With no wins, he might stay for only 20 minutes. With winnings, he will stay longer. He confirmed that he is in control of his gaming. No gaming issues. RGSC information provided. Offer declined.	<p>PHOTO REQUIRED</p> <p>responsible gaming <small>Responsible Gaming Centre - RGC 100/100A</small></p>



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Person Registration Details	Comments	Photo
<p>Date / Time 05/03/2015 9:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Welfare Referral Location Gambler's Help Counselling Service RGA jc017687</p>	<p>[REDACTED] husband of [REDACTED] came in to RGSC with female friend [REDACTED] advising that [REDACTED] had gone back to China two weeks ago without any prior notice. Today she text [REDACTED] saying she is not coming back to Australia. Have given RGSC business card to [REDACTED] for him to seek further assistance from GH. [REDACTED] no longer on RGLO pager.</p>	[REDACTED]
<p>Date / Time 05/03/2015 9:24:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Welfare Referral Location Gambler's Help Counselling Service RGA jc017687</p>	<p>[REDACTED] husband of [REDACTED] came in to RGSC with female friend [REDACTED] advising that [REDACTED] had gone back to China two weeks ago without any prior notice. Today she text [REDACTED] saying she is not coming back to Australia. Have given RGSC business card to [REDACTED] for him to seek further assistance from GH. [REDACTED] no longer on RGLO pager.</p>	[REDACTED]
<p>Date / Time 05/03/2015 11:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGSC RGA jc017687</p>	<p>In response to Pager, welfare check conducted on [REDACTED] playing in Teak Rm. Advised [REDACTED] to set spending limits and take regular breaks. She claimed to be in control of her gaming activities. No gaming issues. RGSC information provided.</p>	[REDACTED]
<p>Date / Time 05/03/2015 11:30:00 PM Person Name Responsible Gaming DOR Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA lp025083</p>	<p>Observed and deleted from pager: Personal [REDACTED]</p>	 <p>PHOTO REQUIRED</p>
<p>Date / Time 05/03/2015 11:45:00 PM Person Name Responsible Gaming DOR Person ID Pers [REDACTED] Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA jc017687</p>	<p>Regular canvassing gaming floor including FATGM, no issues.</p>	 <p>PHOTO REQUIRED</p>
<p>Date / Time 06/03/2015 12:11:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGSC RGA jc017687</p>	<p>Received call from Brian in Surv that [REDACTED] is playing on AR0732. VCGLR Mark and Jeet attended and escorted [REDACTED] out of gaming area thru Mings entry. Warning issued by VCGLR. [REDACTED] enquired about revocation process. Process and 12 month breach-free requirement explained. RGSC business card issued.</p>	[REDACTED]



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Person Registration Details	Comments	Photo
<p>Date / Time 06/03/2015 12:11:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service WOL</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>TG AM Eric informed RGLO that a patron is disrupting play on BA1210. RGLO attended and talked to patron. Patron requested to have a reprint card at Diamond Sig Club. He is identified as [REDACTED] who is WOL. He used Plat card of [REDACTED] to enter car park. Brian in Sury informed. SSM Harry attended and confiscated Plat card of [REDACTED] and escorted [REDACTED] out of the premises.</p>	[REDACTED]
<p>Date / Time 06/03/2015 1:00:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Crown Perth</p> <p>Nature of Service Sig. Club / Previous Exclusion</p> <p>Referral Location RGSC</p> <p>RGA jc017687</p>	<p>Received call from Maya in Central Sig Booth that [REDACTED] has ticked exclusion on Sig Club membership application form. RGLO attended and talked to [REDACTED] explained he is SE from The Star Casino in Sydney. Has no gaming issues. Provided RGSC business card should he require assistance. RGLO approved application to proceed.</p>	
<p>Date / Time 06/03/2015 2:30:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>SV Brett advise that patron had been observed at P8 table 01. SV left thru Mings entry before VCGLR could approach him.</p>	
<p>Date / Time 06/03/2015 5:30:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Data Follow up</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>In response to Pager, welfare check conducted on [REDACTED] playing in outside Maple Room. Advised [REDACTED] to set gaming limits, take regular breaks and only use spare cash for gaming activities. [REDACTED] stated that he is in control of his gambling most of the time. He has no gaming issues. RGSC information provided. RGLO business card issued.</p>	

Registration Date/Time	Operational Overview	Created By
05/03/2015 11:30:00 PM	Observed and deleted from pager: Personal [REDACTED]	lp025083
05/03/2015 11:45:00 PM	Regular canvassing gaming floor including FATGM, no issues.	jc017687