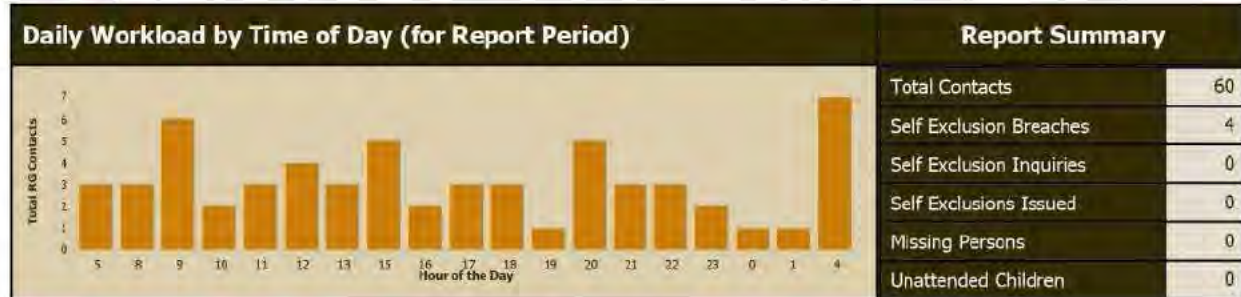



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2019



Person Registration Details	Comments	Photo
<p>Date / Time 05/03/2019 8:05:00 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 Gambler's Help Counselling Service</p> <p>RGA rz034057</p>	<p>Data follow up. [REDACTED] 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.</p>	[REDACTED]
<p>Date / Time 05/03/2019 8:15:00 AM</p> <p>Person Name Responsible Gaming Audit</p> <p>Person ID Perso [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service GM/TG/Staff & FATG focus</p> <p>Referral Location No Referral</p> <p>RGA rz034057</p>	<p>Canvassed gaming floor around EGM, TG and FATG areas.</p>	
<p>Date / Time 05/03/2019 8:20:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Revocation Paperwork Received</p> <p>Referral Location No Referral</p> <p>RGA bp354596</p>	<p>Received counsellor report and forward to RGP for consideration accordingly.</p>	[REDACTED]
<p>Date / Time 05/03/2019 9:09:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA vm370923</p>	<p>PP20 MGF Tables</p> <p>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.</p>	[REDACTED]
<p>Date / Time 05/03/2019 9:15:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA vm370923</p>	<p>PP16 PRE Tables</p> <p>ACM (Matthew) informed [REDACTED] has been playing for 16hrs requires reminder to break.</p>	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2019

Person Registration Details	Comments	Photo
Date / Time 05/03/2019 9:27:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA vm370923	PP16 PRE Machines [REDACTED] informed she has been playing for 19hrs and should take a break soon. [REDACTED] said her husband will pick her up soon and take her home. Did not want RGSC card.	[REDACTED]
Date / Time 05/03/2019 9:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Request for Revocation Referral Location No Referral RGA bp354596	Received revocation request via an email.	[REDACTED]
Date / Time 05/03/2019 9:31:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Change of Address Referral Location No Referral RGA bp354596	Updated patron address, mobile number both Aus and Malaysian and email accordingly.	[REDACTED]
Date / Time 05/03/2019 9:32:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Application Referral Location No Referral RGA bp354596	Sent revocation application to patron via an email.	[REDACTED]
Date / Time 05/03/2019 10:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA vm370923	Attempted to conduct Data Follow Up but was at table with others, nil contact.	[REDACTED]
Date / Time 05/03/2019 10:52:00 AM Person Name Responsible Gaming Audit Person ID Pers Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA vm370923	Canvassed gaming floor around EGM, TG and FATG areas. Liaised with SSO and ACM.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">PHOTO REQUIRED</p> <p style="text-align: center;"> responsiblegaming</p> <p style="text-align: center;"><small>Responsible Gaming Centre - 952 92 039</small></p> </div>



RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2019

Person Registration Details	Comments	Photo
Date / Time 05/03/2019 11:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA vm370923	PP16 PRE Machines VOSM (Carmen) advised patron has been playing for 17hrs and requires reminder to take a break.	[REDACTED]
Date / Time 05/03/2019 11:08:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA vm370923	Attempted SE follow up, wrong number.	[REDACTED]
Date / Time 05/03/2019 11:11:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA vm370923	SE follow up: No answer.	[REDACTED]
Date / Time 05/03/2019 12:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA gj014394	I observed [REDACTED] playing at D0305 while canvassing on gaming floor. Kate SV advised [REDACTED] was removed via Lucky CHAN entry.	[REDACTED]
Date / Time 05/03/2019 12:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGSC RGA vm370923	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. [REDACTED] stated that he did no have gambling issues, issued business card.	[REDACTED]
Date / Time 05/03/2019 12:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Card Misuse Referral Location No Referral RGA vm370923	Attempted to conduct data follow up, found male [REDACTED] who claimed to be [REDACTED] husband misusing her card. Confiscated card and placed message on SYCO.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2019

Person Registration Details		Comments	Photo
Date / Time 05/03/2019 1:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Paperwork Received Referral Location No Referral RGA bp354596	Received [REDACTED] revocation application signed as well as counsellor report from his report writer; Kathryn Person. The report also is forwarded to RGP accordingly.	[REDACTED]	
Date / Time 05/03/2019 1:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA vm370923	Attempted data follow up but was with friend at FATG. Nil contact.		
Date / Time 05/03/2019 1:54:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA gj014394	After discussing with Leon, I attended Riverside and spoke to Helen. We consider that [REDACTED] 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 [REDACTED] already has TU and MU. His behavior had cost more harm to the business.	[REDACTED]	
Date / Time 05/03/2019 3:00:00 PM Person Name Responsible Gaming DOR Person ID Pers Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA rz034057	Attended VIP meeting.		
Date / Time 05/03/2019 3:07:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP12 VIP Tables ACM (Andy) informed patron has reached 14hrs and requires reminder to break.	[REDACTED]	
Date / Time 05/03/2019 3:09:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP16 PRE Tables ACM (Andy) informed patron has played for 19hrs and requires reminder to take a break.	[REDACTED]	



RESPONSIBLE GAMING


DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2019

Person Registration Details	Comments	Photo
Date / Time 05/03/2019 3:27:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA vm370923	<p>Attempted to conduct data follow up but unable to as he was at table with friends. Nil contact.</p>	
Date / Time 05/03/2019 3:41:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA rz034057	<p>[REDACTED] 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. [REDACTED] wanted to know if he could start the process earlier, he was advised that he could not. [REDACTED] 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.</p>	
Date / Time 05/03/2019 3:46:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA bp354596	<p>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.</p>	
Date / Time 05/03/2019 4:02:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA vm370923	<p>Attempted to conduct data follow up but [REDACTED] was at busy table. Nil contact.</p>	
Date / Time 05/03/2019 4:49:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location No Referral RGA bp354596	<p>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.</p>	
Date / Time 05/03/2019 5:06:00 PM Person Name RGC Male Unknown Person ID Perso [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA gj014394	<p>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.</p>	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2019

Person Registration Details	Comments	Photo
Date / Time 05/03/2019 5:18:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare Referral Location No Referral RGA vm370923	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 [REDACTED] as he is paranoid that there is a mark against his name.	[REDACTED]
Date / Time 05/03/2019 5:25:00 PM Person Name Responsible Gaming Audit Person ID Pers [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA rz034057	Canvassed gaming floor around EGM, TG and FATG areas. Liaised with F & B.	
Date / Time 05/03/2019 5:33:00 PM Person Name Responsible Gaming DOR Person ID Pers [REDACTED] Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA vm370923	Checked Splunk throughout shift.	
Date / Time 05/03/2019 6:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA rz034057	[REDACTED] 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.	[REDACTED]
Date / Time 05/03/2019 6:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA gj014394	Surveillance advised that [REDACTED] was in Maple Room. I attended and met with SSO #142. [REDACTED] decamped via Atrium entry before being approached. nil contact.	[REDACTED]
Date / Time 05/03/2019 6:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service WOL Referral Location No Referral RGA ov360590	Steve from SV called to inform that [REDACTED] was found on the GF and exited once SSO approached, RGLO found that [REDACTED] is a WOL and Excluded patron with no SE status. SV advised.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2019

Person Registration Details	Comments	Photo
Date / Time 05/03/2019 7:21:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA ov360590	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.	[REDACTED]
Date / Time 05/03/2019 8:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Card Misuse Referral Location RGSC RGA ov360590	DFU/ responded to find Sister [REDACTED] was using [REDACTED] membership card. [REDACTED] card was confiscated.	[REDACTED]
Date / Time 05/03/2019 8:26:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Card Misuse Referral Location RGSC RGA ov360590	DFU responded to find [REDACTED] was using [REDACTED] membership card. [REDACTED] card was confiscated.	[REDACTED]
Date / Time 05/03/2019 8:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Vietnamese (AVWA) RGA jc017687	Informed by SV that [REDACTED] was at BA0831. RGLO attended with SSO and escorted [REDACTED] 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.	[REDACTED]
Date / Time 05/03/2019 8:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Mistaken Identity Referral Location No Referral RGA jc017687	Informed by Teresa in SV that [REDACTED] was playing on EGM P0208. RGLO attended with SSO and made the approach. Patron provided the DL and Medicare card of [REDACTED].	[REDACTED]
Date / Time 05/03/2019 8:46:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Mistaken Identity Referral Location No Referral RGA jc017687	NF confused [REDACTED] with SE patron [REDACTED].	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2019

Person Registration Details	Comments	Photo
Date / Time 05/03/2019 9:11:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP20 PRE Tables Advised TG ACM (Pauline) that [REDACTED] has been playing for 22hrs with 1x5hrs break. ACM to remind patron for futher break.	[REDACTED]
Date / Time 05/03/2019 9:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGSC RGA ov360590	[REDACTED] 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.	[REDACTED]
Date / Time 05/03/2019 9:53:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location Table Games RGA ov360590	DFU/ DSM Brett was advised of patron location but could not located patron.	[REDACTED]
Date / Time 05/03/2019 10:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA jc017687	Informed by Teresa in SV that [REDACTED] came onto gaming floor and entered Velvet toilet. He then left thru Promenade exit. Nil contact by RGLO.	[REDACTED]
Date / Time 05/03/2019 10:09:00 PM Person Name Responsible Gaming Audit Person ID Pers Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA jc017687	Canvassed gaming floor around EGM, TG and FATG areas.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">PHOTO REQUIRED</p> <p style="text-align: center;"> responsiblegaming <small>RESPONSIBLE GAMING</small> <small>1800-456-4567</small> <small>Responsible Gaming Centre 3021 1st St.</small> </p> </div>
Date / Time 05/03/2019 10:24:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA jc017687	PP16 MGF Machines Playing for 16.5 hours. Patron said he will playing until 23 hour mark. Staying in house. GM AM informed,	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2019

Person Registration Details	Comments	Photo
<p>Date / Time 05/03/2019 11:02:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA jc017687</p>	<p>Informed by Teresa in SV that ██████ attempted breach several time tonight, thru B2 Vegas, Lucky Chan entry, Ptomenade bridge entry. Nil contact by RGLO.</p>	██████████
<p>Date / Time 05/03/2019 11:40:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGSC RGA ov360590</p>	<p>DFU/ DSM (Brett) advised that ██████ claimed to be in control and is happy with his gambling, RG services explained and taken off pager.</p>	██████████
<p>Date / Time 06/03/2019 12:05:00 AM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA jc017687</p>	<p>█████ called RGLO to enquire about SE Revo. RGLO instructed ██████ to come into RGSC for one to one conversation. ██████ attended RGSC shortly afterwards. ██████ acknowledged about trying entering the casino many times tonight. He was only stopped when he realised Security at entrance check on their mobile for SE POI. He also enquired about SE Revo. The process and 12 mth breach free period explained. He cannot start Revo process before 6/3/2020. RGSC business card issued. ██████ is studying the final year Civil Engineering Degree at Melbourne University. He also mentioned that he lent cash to his friends to gamble. Advised not to lend to or borrow from anyone with cash.</p>	██████████
<p>Date / Time 06/03/2019 1:04:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA jc017687</p>	<p>PP16 MGF Machines</p> <p>Playing for 17 hrs. She said she will be leaving at about 4am, ie 21 hr mark. GM AM Bev informed.</p>	██████████
<p>Date / Time 06/03/2019 4:06:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687</p>	<p>PP16 PRE Tables</p> <p>Playing for 16 hours. Maple ACM Matthew will remind patron to take breaks.</p>	██████████
<p>Date / Time 06/03/2019 4:07:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590</p>	<p>PP16 MGF Tables</p> <p>TG ACM (Adnan) was informed that patron has been playing for 17hrs, ACM will advise patron to take substantial break.</p>	██████████



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2019

Person Registration Details	Comments	Photo
Date / Time 06/03/2019 4:15:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16 VIP Table ██████ played for 15hrs with no break. TG AMC Para informed and will advise ██████ to take adequate break.	██████████
Date / Time 06/03/2019 4:15:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP12 VIP Tables Mah Rm ACM Para will remind patron to take break.	██████████
Date / Time 06/03/2019 4:16:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP12 VIP Tables Mah Rm ACM Para will remind patron to take break.	██████████
Date / Time 06/03/2019 4:16:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	PP16 VIP Table ██████ played for 15hrs with no break. TG AMC Para informed and will advise ██████ to take adequate break.	██████████
Date / Time 06/03/2019 4:45:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP16 MGF Tables Sighted ██████ while canvassing that GF, RGLO approached to advise ██████ about her play period, she stated that she will be leaving soon.	██████████
Date / Time 06/03/2019 5:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP16 VIP Tables Playing for 17.5 hrs. She had a 4 hr break yesterday afternoon. Mah Rm ACM Para will assess and monitor the patron.	██████████



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2019

Person Registration Details		Comments	Photo
Date / Time	06/03/2019 5:07:00 AM	PP16 VIP Tables TG ACM (Para) informed patron has played for nearly 18hrs, requires substantial break.	
Person Name			
Person ID			
Referred By	Responsible Gaming		
Nature of Service	Play Periods		
Referral Location	Table Games	PP24 PRE Tables ACM (Matthew) informed patron has played for 24hrs with 1x5hrs break and requires to take a substantial break.	
RGA	ov360590		
Date / Time	06/03/2019 5:38:00 AM		
Person Name			
Person ID			
Referred By	Responsible Gaming		
Nature of Service	Play Periods		
Referral Location	Table Games		
RGA	ov360590		

Registration Date/Time	Operational Overview	Created By
05/03/2019 3:00:00 PM	Attended VIP meeting.	rz034057
05/03/2019 5:33:00 PM	Checked Splunk throughout shift.	vm370923