


RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2018



| Person Registration Details | Comments | Photo |
|---|--|---|
| Date / Time 08/08/2018 6:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA B1017908 | Taken off pager after break. | [REDACTED] |
| Date / Time 08/08/2018 6:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA B1017908 | Taken off pager after break. | [REDACTED] |
| Date / Time 08/08/2018 6:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA B1017908 | Taken off pager. | [REDACTED] |
| Date / Time 08/08/2018 6:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA B1017908 | Taken off pager. | PHOTO REQUIRED  |
| Date / Time 08/08/2018 7:34:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Pager Referral Location No Referral RGA rz034057 | ACM Adnan called to inform that [REDACTED] has been playing since 10AM yesterday morning (nearly 22 hrs). Patron was placed on PP20 pager as he did not have open rating at the time of checking. Please put back on pager JW. | [REDACTED] |


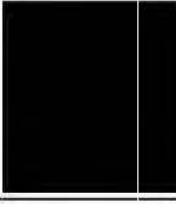

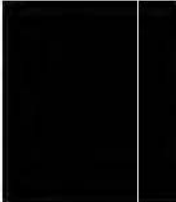
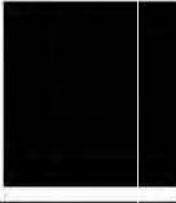
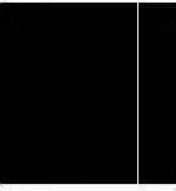


RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2018

| Person Registration Details | Comments | Photo |
|--|--|-----------------------------|
| <p>Date / Time 08/08/2018 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 Welfare/Observable Signs</p> <p>Referral Location No Referral</p> <p>RGA rz034057</p> | <p>[REDACTED] left her dog locked in the car without any water. RGLO and SIU found the dog and called security and police. After some time, [REDACTED] was located and she claimed she was buying some food. Upon checking, it was determined that she was playing machines. The vehicle was parked in Lower car park 26 (Las Vegas at the back), the registration number [REDACTED] Subaru station wagon. Security MSS #959 and 791 attended, Josh SSM, RGLO, SIU and Constable [REDACTED] from VicPol.</p> | <p>Personal Information</p> |
| <p>Date / Time 08/08/2018 9:20:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Welfare/Observable Signs</p> <p>Referral Location No Referral</p> <p>RGA rz034057</p> | <p>[REDACTED] was found sleeping in her car. [REDACTED] was reminded that this was unacceptable behaviour and she was issued with a warning.</p> | |
| <p>Date / Time 08/08/2018 9:25:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Welfare/Observable Signs</p> <p>Referral Location No Referral</p> <p>RGA rz034057</p> | <p>[REDACTED] was found sleeping in the car Range Rover [REDACTED]. [REDACTED] was reminded that this was unacceptable behaviour and she should go home and have a proper rest.</p> | |
| <p>Date / Time 08/08/2018 9:30:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Report Writer Contact - RGP</p> <p>Referral Location No Referral</p> <p>RGA de027841</p> | <p>TT Dr [REDACTED] psychiatrist, report writer. Report prepared for consideration of the Revocation Committee.</p> | |
| <p>Date / Time 08/08/2018 9:48:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Compliance</p> <p>Nature of Service VCGLR Appeal declined</p> <p>Referral Location No Referral</p> <p>RGA lp025083</p> | <p>Advised by Compliance that the VCGLR had declined the Appeal.</p> | |
| <p>Date / Time 08/08/2018 9:53:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Welfare/Observable Signs</p> <p>Referral Location No Referral</p> <p>RGA rz034057</p> | <p>[REDACTED] was found sleeping in the car. She claimed she was working during the night with the Junket player. [REDACTED] was reminded that this was an unacceptable behaviour and patrons should not be sleeping in their vehicles.</p> | |


CROWN RESPONSIBLE GAMING
 DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2018

| Person Registration Details | Comments | Photo |
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| <p>Date / Time 08/08/2018 9:55:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare/Observable Signs Referral Location No Referral RGA rz034057</p> | <p>[REDACTED] was found sleeping in the car Toyota [REDACTED] was reminded that sleeping in the vehicle is unacceptable and she was warned.</p> | <p>PHOTO REQUIRED</p>  |
| <p>Date / Time 08/08/2018 10:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare/Observable Signs Referral Location No Referral RGA rz034057</p> | <p>[REDACTED] was found sleeping in her car (registration [REDACTED]). She claimed she played since 03:00 in the morning and just took short nap before going home.</p> |  |
| <p>Date / Time 08/08/2018 10:05:00 AM Person Name Responsible Gaming DOR Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA rz034057</p> | <p>Joint Ops with Tim [REDACTED]. Walked the carpark and found 6 people sleeping in their vehicles, and an unattended dog in the car. Procedure explained to all patrons and they were reminded that this was unacceptable.</p> | <p>PHOTO REQUIRED</p>  |
| <p>Date / Time 08/08/2018 10:07:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGP's RGA km003968</p> | <p>[REDACTED] attended the RGSC to check on the progress of his revocation. RGPs have left a couple of messages with [REDACTED] report writer but he is yet to return their call. [REDACTED] understands that his application cannot be assessed by the committee until the report writer has been contacted. KE also advised.</p> |  |
| <p>Date / Time 08/08/2018 10:26:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA km003968</p> | <p>PP20hrs VIP Table-Games TG ACM Janette advised.</p> |  |
| <p>Date / Time 08/08/2018 10:27:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location RGLO RGA km003968</p> | <p>Placed on PP20, please return to JW when complete.</p> |  |



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2018

| Person Registration Details | | Comments | Photo |
|--|---|---|-------|
| Date / Time 08/08/2018 11:24:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA mo386705 | PP20hrs VIP Table-Games Advised Mah ACM to have a welfare chat with ██████ as she has been gaming for 20 hours. | | |
| Date / Time 08/08/2018 11:26:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA mo386705 | PP20hrs VIP Table-Games Advised Mah ACM to have a welfare chat with ██████ in regards to her breaks ██████ only took a 6 hour break after playing for 20 hours and has returned. This is not the first time ██████ has been spoken to about taking substantial 8-10 hr breaks. | | |
| Date / Time 08/08/2018 11:29:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA mo386705 | PP20hrs VIP Gaming-Machines Added to PP20 pager as patron had been gaming for 22 hours. Last rating was at 10am on 08/08/2018. Can be removed from pager once substantial break has been completed at 6pm on 08/08/2018. Please return to CHUY pager once removed. | | |
| Date / Time 08/08/2018 11:34:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA mo386705 | PP20hrs VIP Table-Games Added to PP20 pager as patron had been gaming for 21 hours. Last rating was at 9am on 08/08/2018. Can be removed from pager once substantial break has been completed at 5pm on 08/08/2018. | | |
| Date / Time 08/08/2018 11:43:00 AM Person Name Responsible Gaming DOR Person ID Persq Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA mo386705 | SYCO Report checked for 9:00am. |  | |
| Date / Time 08/08/2018 11:50:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location RGSC RGA km003968 | PP20hrs MGF Table-Games In response to the Syco report, I attended the RT bank in pit 6 to speak with ██████ I reminded him that he would need to wind up play shortly if he wished to avoid a 24 hour enforced break. ██████ acknowledged that he understood. | | |



RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2018

| Person Registration Details | | Comments | Photo |
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| Date / Time 08/08/2018 12:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Report Writer Contact - RGP Referral Location No Referral RGA de027841 | TF Dr Pers , GP, report writer. Report prepared for consideration of the Revocation Committee. | [REDACTED] | |
| Date / Time 08/08/2018 1:27:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA rz034057 | PP20hrs VIP Table-Games Please return to AK pager. | [REDACTED] | |
| Date / Time 08/08/2018 1:40:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA rz034057 | Steve SV informed that [REDACTED] was in pit 0904. Patron removed via Mings entry and advised to get counselling. RGLO and SSO #276 were present. [REDACTED] was playing roulette and had a winning bet on a corner that pays 8 to 1. The original bet was returned to patron, while the winning of \$200 was withheld. AM Tien and ACM Seng were present and notified. | [REDACTED] | |
| Date / Time 08/08/2018 2:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Guest Services Nature of Service WOL Referral Location Security RGA km003968 | Received a call through the switchboard from [REDACTED] wishing to query his WOL status and the 35K jackpot that was withheld on 01/08/18 [REDACTED] was highly emotional and there was lots of yelling and threats, including but not limited to, that he was going to throw himself off a bridge, that he was going to talk to the Prime Minister, and that he was going to speak to the United Nations as his human rights were being attacked. After some time he calmed down enough for me to provide him with SIMU's number. He called back 10 minutes later to say the number was not working - I verified that this was the case. I spoke with Joey Per and suggested that someone call [REDACTED] back as a matter of urgency. | [REDACTED] | |
| Date / Time 08/08/2018 3:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA rz034057 | Katie SV called and advised that [REDACTED] was at the bar in Mahogany room. RGLO and ACM Alana attended and [REDACTED] left via Mahogany room entry. [REDACTED] stated that he was not aware that he should not be there, as he was having a lunch with his father. [REDACTED] has not been at the casino since 2012, and he wanted to know the process to come back. The entire revocation process was explained to patron, and per Leon's request, he was advised that his application will be taken into consideration. | [REDACTED] | |
| Date / Time 08/08/2018 3:29:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Revocation Information Referral Location RGSC RGA km003968 | Received a call from a male enquiring about the revocation procedure on behalf of [REDACTED] Privacy constraints explained and all relevant information passed on. [REDACTED] self-excluded in February 2017. She has 2 recorded breaches, the most recent being 20/01/2018. | [REDACTED] | |



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| Date / Time 08/08/2018 3:39:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Report Writer Contact - RGP Referral Location No Referral RGA de027841 | TT Pers Perso , GH Eastern, report writer. Left message to return our call. | [REDACTED] |
| Date / Time 08/08/2018 3:47:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Report Writer Contact - RGP Referral Location No Referral RGA de027841 | TT Pers Perso , GH Norther, report writer. Left message to return our call. | [REDACTED] |
| Date / Time 08/08/2018 3:56:00 PM Person Name Responsible Gaming DOR Person ID Pers Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA rz034057 | SYCO Report checked for 1.00pm. |  PHOTO REQUIRED |
| Date / Time 08/08/2018 3:59:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA rz034057 | PP20hrs VIP Table-Games Patron completed 25 hours of play with taking one break of 5.5 hours. ACM Alana notified and directed to talk to the patron. | [REDACTED] |
| Date / Time 08/08/2018 4:02:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA rz034057 | PP20hrs VIP Table-Games Advised Alana ACM to have a welfare chat with [REDACTED] in regards to her breaks. P took 1 break of 4 hours and another break of 6 hours during 30 hours of play. This is not the first time [REDACTED] has been spoken to about taking substantial 8-10 hr breaks. | [REDACTED] |
| Date / Time 08/08/2018 4:47:00 PM Person Name Responsible Gaming DOR Person ID Pers Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA rz034057 | An unknown elderly gentleman approached me and asked for a direction. He claimed he does not remember where he had parked his vehicle. He appeared to be intoxicated, but upon further discussion (asking if he would be ok to drive), the gentleman stated he was ok and that he had a stroke last year and still recovering. Patron stated he came from Ballarat due to a meeting, and just play for a short period of time. RGLO called comms and ask for a security mobile unit to come and help with the location of the patron's vehicle. Security transported a patron to a level 1 carpark, where it was believed that a patron might have parked his vehicle. |  PHOTO REQUIRED |



RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2018

| Person Registration Details | Comments | Photo |
|--|--|------------|
| Date / Time 08/08/2018 5:19:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Report Writer Contact - RGP Referral Location No Referral RGA de027841 | TT Perso report writer at GH Northern. Report prepared for consideration of the Revocation Committee. | [REDACTED] |
| Date / Time 08/08/2018 5:22:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA rz034057 | Katie SV advised that [REDACTED] was in Pit4, and that security already made a positive ID. [REDACTED] will be escorted by security via food court entry. RGLO did not have time to attend due to being notified while this was happening. | [REDACTED] |
| Date / Time 08/08/2018 5:32:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA km003958 | Patron attended the RGSC to enquire about the revocation process. All relevant information provided. [REDACTED] understands he must stay off the gaming floor before an application for revocation will be considered. GHelp contact details provided. | [REDACTED] |
| Date / Time 08/08/2018 5:33:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA rz034057 | PP20hrs MGF Table-Games No open rating at the time. Placed on PP20 due to completing 23 hours of play. | [REDACTED] |
| Date / Time 08/08/2018 5:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA rz034057 | PP20hrs VIP Table-Games Placed on PP20 due to playing for 26 hours. | [REDACTED] |
| Date / Time 08/08/2018 6:08:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA rz034057 | PP20hrs VIP Table-Games Placed on PP20 pager due to a patron completing 26.5 hours while taking 7 hours break. Please return to 7907 pager. | [REDACTED] |



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2018

| Person Registration Details | Comments | Photo |
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| Date / Time 08/08/2018 6:15:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA rz034057 | SYCO Report checked for 5:00pm. |  |
| Date / Time 08/08/2018 6:17:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA rz034057 | PP20hrs VIP Table-Games ACM Alana was advised that [REDACTED] was playing for 24 hours, while having only 4 hours break. ACM will remind the patron to take a substantial break. | [REDACTED] |
| Date / Time 08/08/2018 6:21:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA rz034057 | PP20hrs VIP Table-Games Patron completed 27.5 hours of play with taking one break of 5.5 hours. ACM Alana notified and directed to talk to the patron. Upon talking to ACM Alana again, RGLO was informed that the patron was from interstate and Table Games are happy for the patron to continue playing. | [REDACTED] |
| Date / Time 08/08/2018 6:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA rz034057 | SV called and informed that [REDACTED] was in pit 8. RGLO and SSO #189 attended and escorted [REDACTED] out via Promenade bridge entry. | [REDACTED] |
| Date / Time 08/08/2018 6:35:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA jc017687 | Canvassed gaming floor around EGM and FATG areas |  |
| Date / Time 08/08/2018 7:09:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location RGSC RGA jc017687 | 24hrsBreak MGF Gaming-Machines RGLO attended Central to talk to [REDACTED] after Nina had an initial conversation with him. [REDACTED] first claimed to have taken a break at 12 midnight but RGLO proved him wrong based on his ratings. Substantial break is min 8hr. Advised [REDACTED] of Crown policy of play-periods. [REDACTED] is having an interview tomorrow morning at 9am but he lost the money he planned to buy construction site clothing. Advised him that he should organise to borrow the clothing needed from friends or family for his interview tomorrow. RGSC services offered and business card issued. | [REDACTED] |



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| Date / Time 08/08/2018 7:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA jc017687 | Deleted from PP20. Put back on CHUY. | [REDACTED] |
| Date / Time 08/08/2018 7:27:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA jc017687 | Deleted from PP20. | [REDACTED] |
| Date / Time 08/08/2018 7:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA jc017687 | Deleted from PP20. | [REDACTED] |
| Date / Time 08/08/2018 7:34:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA jc017687 | Deleted from PP20 | [REDACTED] |
| Date / Time 08/08/2018 7:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare/Observable Signs Referral Location RGLO RGA jc017687 | Patron took a 6.5 hr break after 18 hr of play. Please inform patron that substantial break is min 8-10 hrs. Put on RGLO pager. | [REDACTED] |
| Date / Time 08/08/2018 8:18:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location RGSC RGA jc017687 | PP20hrs VIP Table-Games RGLO attended Mah Rm to direct [REDACTED] to take a substantial break. Reiterated to [REDACTED] that substantial break is min 8-10 hrs. ACM Tom advised. | [REDACTED] |



RESPONSIBLE GAMING




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| Person Registration Details | Comments | Photo |
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| Date / Time 08/08/2018 8:45:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA nm018947 | Removed from PP20 pager and placed back on AK. | ██████████ |
| Date / Time 08/08/2018 8:46:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Pager Referral Location No Referral RGA nm018947 | Removed from PP20 pager. Returned to JW. | ██████████ |
| Date / Time 08/08/2018 9:00:00 PM Person Name Responsible Gaming DOR Person ID Person ██████████ Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA nm018947 | SYCO Report checked for 9:00pm. |  <small>PHOTO REQUIRED</small> |
| Date / Time 08/08/2018 9:13:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA nm018947 | PP20hrs MGF Gaming-Machines Advised GM AM Rusty. | ██████████ |
| Date / Time 08/08/2018 9:45:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGSC RGA jc017687 | Informed by SV that ██████████ was sitting at EGM in front of Jackpot Bar. RGLO attended with SSO and escorted ██████████ out thru Food Court. ██████████ is surprised that she got spotted by Crown. She enquired about SE Revo. All relevant info passed on. Advised to seek counselling from GH. | ██████████ |
| Date / Time 08/08/2018 10:25:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA jc017687 | Informed by Rohan in SV that ██████████ was in pit8. ██████████ decamped thru West entrance before being approached. He left in a taxi. | ██████████ |



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| Person Registration Details | Comments | Photo |
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| Date / Time 08/08/2018 11:03:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location No Referral RGA nm018947 | Removed from RG25 pager. No observable signs. | [REDACTED] |
| Date / Time 09/08/2018 12:43:00 AM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA nm018947 | Canvassed gaming floor around EGM and FATG areas |  |
| Date / Time 09/08/2018 1:04:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA nm018947 | SYCO Report 1:00am -(error) message ".cannot be displayed using 9999" |  |
| Date / Time 09/08/2018 3:43:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Self Exclusion Information Referral Location RGSC RGA jc017687 | AM in pit 7 called RGLO after [REDACTED] told a RR dealer that he has gaming issues and would like to talk to RGLO. RGLO attended and escorted [REDACTED] to RGSC. T&C of SE explained. [REDACTED] then said he wants to think about it first and he will try to control his gaming activities himself. [REDACTED] has gone thru court proceeding after his spouse took a domestic intervention order against him and he was cleared of any wrong doing. He has a 1.5 year old child and is sharing custody with the mother. He is seeing the child every Tue and Wed. He is holding a student and spouse visa. He said he came to casino to find company and it is the only venue open at night. He has a \$14K debt on his credit card. With \$4K of monthly salary, he should be able to pay the debt off in 4 months. RGSC services offered and business card issued. Also issued the brochures of Chaplaincy, SE, RGSC and GH. Advised [REDACTED] to visit RGSC when he decides to proceed with SE application. [REDACTED] is put on RG pager for a follow up welfare c | [REDACTED] |
| Date / Time 09/08/2018 5:02:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA nm018947 | SYCO Report 1:00am -(error) message ".cannot be displayed using 9999" |  |

| Registration Date/Time | Operational Overview | Created By |
|------------------------|--|------------|
| 08/08/2018 10:05:00 AM | Joint Ops with Tim (SIMU). Walked the carpark and found 6 people sleeping in their vehicles, and an unattended dog in the car. Procedure explained to all patrons and they were reminded that this was unacceptable. | rz034057 |
| 08/08/2018 4:47:00 PM | An unknown elderly gentleman approached me and asked for a direction. He | rz034057 |

| Registration Date/Time | Operational Overview | Created By |
|------------------------|---|------------|
| | claimed he does not remember where he had parked his vehicle. He appeared to be intoxicated, but upon further discussion (asking if he would be ok to drive), the gentleman stated he was ok and that he had a stroke last year and still recovering. Patron stated he came from Ballarat due to a meeting, and just play for a short period of time. RGLO called comms and ask for a security mobile unit to come and help with the location of the patron's vehicle. Security transported a patron to a level 1 carpark, where it was believed that a patron might have parked his vehicle. | |

| Registration Date/Time | SYCO Report | Created By |
|------------------------|---|------------|
| 08/08/2018 11:43:00 AM | SYCO Report checked for 9:00am. | mo386705 |
| 08/08/2018 3:56:00 PM | SYCO Report checked for 1.00pm. | rz034057 |
| 08/08/2018 6:15:00 PM | SYCO Report checked for 5:00pm. | rz034057 |
| 08/08/2018 9:00:00 PM | SYCO Report checked for 9:00pm. | nm018947 |
| 09/08/2018 1:04:00 AM | SYCO Report 1:00am -(error) message ".cannot be displayed using 9999" | nm018947 |
| 09/08/2018 5:02:00 AM | SYCO Report 1:00am -(error) message ".cannot be displayed using 9999" | nm018947 |