



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2017




Daily Workload by Time of Day (for Report Period)	Report Summary												
	<table border="1"> <tr> <td>Total Contacts</td> <td>13</td> </tr> <tr> <td>Self Exclusion Breaches</td> <td>4</td> </tr> <tr> <td>Self Exclusion Inquiries</td> <td>0</td> </tr> <tr> <td>Self Exclusions Issued</td> <td>1</td> </tr> <tr> <td>Missing Persons</td> <td>0</td> </tr> <tr> <td>Unattended Children</td> <td>0</td> </tr> </table>	Total Contacts	13	Self Exclusion Breaches	4	Self Exclusion Inquiries	0	Self Exclusions Issued	1	Missing Persons	0	Unattended Children	0
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Self Exclusion Inquiries	0												
Self Exclusions Issued	1												
Missing Persons	0												
Unattended Children	0												

Person Registration Details	Comments	Photo
<p>Date / Time 23/12/2017 6:02:00 AM</p> <p>Person Name RGC Male Unknown</p> <p>Person ID Person</p> <p>Referred By Self</p> <p>Nature of Service Seeking other Assistance</p> <p>Referral Location Gambler's Help Telephone Service</p> <p>RGA km003968</p>	<p>Young male of Asian descent attended the RGSC. He has recently moved to Melbourne from Adelaide. He claims to have a long term issue with gambling. RGSC services explained and male then stated his real issue was with Sportsbet. Advised to seek counselling. He also states he may contact the office to speak with FJG soon.</p>	
<p>Date / Time 23/12/2017 6:13:00 AM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Person</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service SYCO Report</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>SYCO Report checked - 6am</p>	
<p>Date / Time 23/12/2017 7:30:00 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 RGSC</p> <p>RGA jc017687</p>	<p>[REDACTED] was reminded to take a substantial break. RGSC business card issued.</p> <ul style="list-style-type: none"> - Substantial Break - SYCO alert - Teak Rm - GM/Plat 	
<p>Date / Time 23/12/2017 7:45:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>Sighted [REDACTED] coming down the escalator from pit 12. She then went to the Main Cage. [REDACTED] decamped thru Miings entry before RGLO could served the exclusion order. Nil contact by RGLO.</p>	
<p>Date / Time 23/12/2017 8:12:00 AM</p> <p>Person Name Responsible Gaming Audit</p> <p>Person ID Person</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service GM & FATG focus</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>Canvassed gaming floor around EGM and FATG areas.</p>	



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Person Registration Details		Comments	Photo
Date / Time 23/12/2017 9:00:00 AM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service Operational Overview Referral Location Security RGA va022995	Reported suspicious male to SV. Male observed at EGM sifting material possibly drug related.	 PHOTO REQUIRED	
Date / Time 23/12/2017 10:50:00 AM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA jc017687	SYCO Report checked - 10am	 PHOTO REQUIRED	
Date / Time 23/12/2017 12:15:00 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 va022995	SV Josh advised that male was at interview room assisting Vic Pol. He produced ID indicating that he subject to S/E. Male was strong advised to seek counselling. Male is believed to be associated with theft suspect.	[REDACTED]	
Date / Time 23/12/2017 12:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Car Parks Nature of Service WOL Referral Location No Referral RGA jc017687	Informed by Ricky in Car Park after the incident that [REDACTED] was at Multi Car-parc exit this morning at 10:30am refusing to pay for parking. She claimed that she has run out of cash even though Parkig Staff saw cash in her bag. [REDACTED] became violent and verbally abused Car Park staff. [REDACTED] attempted to lift the gate to exit. Mobile unit was called and [REDACTED] was issued a pay later notice. Nil contact by RGLO.	[REDACTED]	
Date / Time 23/12/2017 2:27:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA jc017687	Informed by TG AM in Thao after the incident that [REDACTED] was in pit 16. Once [REDACTED] saw TG AM Thao, he decamped the gaming floor immediately. Caroline in Surv informed. Nil ccontact by RGLO	[REDACTED]	
Date / Time 23/12/2017 2:50:00 PM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA jc017687	SYCO Report checked - 2pm	 PHOTO REQUIRED	



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DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2017

Person Registration Details	Comments	Photo
Date / Time 23/12/2017 6:51:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA jc017687	SYCO Report checked - 6pm	
Date / Time 23/12/2017 7:00:00 PM 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 23/12/2017 10:05:00 PM Person Name RGC Female Unknown Person ID Person Referred By Table Games Nature of Service Welfare/Observable Signs Referral Location Gambler's Help Counselling Service RGA nm018947	Received a call from TG AM in the Poker Room that a female was complaining that she has lost too much money. I attended and met an elderly female who said she didn't have a gambling issue but has just lost too much money tonight. She didn't want to provide ID and did not want our business card.	
Date / Time 23/12/2017 10:10:00 PM 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 checked - 10pm	
Date / Time 24/12/2017 1:00:00 AM Person Name Responsible Gaming Audit Person ID Perso 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 24/12/2017 2:30:00 AM 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 - 2am	



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Person Registration Details		Comments	Photo
Date / Time 24/12/2017 3:45:00 AM Person Name ██████████ Person ID ██████████ Referred By Gaming Machines Nature of Service Self Exclusion Referral Location Gambler's Help Counselling Service RGA nm018947	Phone call received from Rewards Club Central advising ██████ requested for SE. Escorted patron back to RGSC and explained the process, obligations and consequences of SE to ██████ who opted to apply for SE. The order of SE was served and issued at 4am on the 24/12/2017 as ██████ requested. Russell ██████ acted as CAT A witness.		
Date / Time 24/12/2017 4:15:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	Advised by Surveillance that ██████ was in the Vegas Room. He left prior to RGLO being notified.		
Date / Time 24/12/2017 4:25:00 AM Person Name ██████████ Person ID ██████████ Referred By Table Games Nature of Service Play Periods Referral Location No Referral RGA nm018947	SYCO Staff • Pit 25 • VIP1 / GT • Break TG ACM Mark advised ██████ to take a substantial break. Interstate player staying in house. ACM left comment on SYCO.		

Registration Date/Time	Operational Overview	Created By
23/12/2017 9:00:00 AM	Reported suspicious male to SV. Male observed at EGM sifting material possibly drug related.	va022995

Registration Date/Time	SYCO Report	Created By
23/12/2017 6:13:00 AM	SYCO Report checked - 6am	jc017687
23/12/2017 10:50:00 AM	SYCO Report checked - 10am	jc017687
23/12/2017 2:50:00 PM	SYCO Report checked - 2pm	jc017687
23/12/2017 6:51:00 PM	SYCO Report checked - 6pm	jc017687
23/12/2017 10:10:00 PM	SYCO Report checked - 10pm	nm018947
24/12/2017 2:30:00 AM	SYCO Report checked - 2am	nm018947