



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2017


Daily Workload by Time of Day (for Report Period)	Report Summary												
	<table border="1"> <tr> <td>Total Contacts</td> <td>24</td> </tr> <tr> <td>Self Exclusion Breaches</td> <td>3</td> </tr> <tr> <td>Self Exclusion Inquiries</td> <td>1</td> </tr> <tr> <td>Self Exclusions Issued</td> <td>4</td> </tr> <tr> <td>Missing Persons</td> <td>0</td> </tr> <tr> <td>Unattended Children</td> <td>1</td> </tr> </table>	Total Contacts	24	Self Exclusion Breaches	3	Self Exclusion Inquiries	1	Self Exclusions Issued	4	Missing Persons	0	Unattended Children	1
Total Contacts	24												
Self Exclusion Breaches	3												
Self Exclusion Inquiries	1												
Self Exclusions Issued	4												
Missing Persons	0												
Unattended Children	1												

Person Registration Details	Comments	Photo
Date / Time 10/06/2017 6:00:00 AM Person Name Responsible Gaming DOR Person ID Persc Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA b017908	SYCO report checked - 6.00am	
Date / Time 10/06/2017 7:05:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA jc017687	Sighted [REDACTED] leaving the gaming floor towards CP walk bridge. Michael in Surv informed.	[REDACTED]
Date / Time 10/06/2017 7:10:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA jc017687	Pager Alert; [REDACTED] already left the machine. Nil contact.	[REDACTED]
Date / Time 10/06/2017 7:24:00 AM Person Name Responsible Gaming Audit Person ID Persc Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA jc017687	Canvassed the gaming floor around EGM and FATG areas.	<p>PHOTO REQUIRED</p>
Date / Time 10/06/2017 8:16:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA jc017687	[REDACTED] called RGSC to enquire about SE revocation. The process explained. [REDACTED] stated that he might send in his request by email. Email of RGSC provided.	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 10/06/2017 8:28:00 AM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Request for Revocation Referral Location RGSC RGA jc017687	SE revocation request has been received by email. Initial response sent.	██████████
Date / Time 10/06/2017 9:30:00 AM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Information Referral Location VCGLR RGA va022995	Patron attended RGSC and requested VCGLR appeal information. After providing the information, ██████ discussed her gaming activity and also issues her friends are experiencing with their gaming, RGLO provided Financial counselling info to pass onto friends.	██████████
Date / Time 10/06/2017 10:24:00 AM 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 - 10.00am	 <small>PHOTO REQUIRED</small>
Date / Time 10/06/2017 11:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA jc017687	- In response to SYCO, advised TG AM in Mah Rm to remind ██████ (GT Plat), to take a break. -Reminder for substantial Break -SYCO information -Pit 25 -Plat/TG	██████████
Date / Time 10/06/2017 11:02:00 AM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Self Exclusion Referral Location Gambler's Help Counselling Service RGA jc017687	██████████ and ██████████ attended RGSC together. ██████ requested to apply for S/E. Application successfully processed. AHA business card issued.	██████████
Date / Time 10/06/2017 11:03:00 AM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Self Exclusion Referral Location Gambler's Help Counselling Service RGA jc017687	██████████ and ██████████ attended RGSC together. ██████ requested to apply for S/E. Application successfully processed. Holder of 2 accounts : Personal ██████. Freeze Stop Code is put on second account.	██████████



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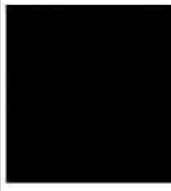





DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2017

Person Registration Details	Comments	Photo
Date / Time 10/06/2017 11:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service WOL Referral Location No Referral RGA jc017687	<p>Informed by Surv that [REDACTED] was at Teak Rm Reception Desk enquiring about her WOL status. RGLO Vinnie and Joseph attended and confirmed [REDACTED] WOL status. After a lengthy conversation, SSM George escorted [REDACTED] out of the casino.</p>	[REDACTED]
Date / Time 10/06/2017 2:25:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA jc017687	<p>SYCO report checked - 2.00pm</p>	
Date / Time 10/06/2017 4:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service WOL Referral Location Security RGA va022995	<p>Male issued WOL due to \$10 ticket theft.</p>	[REDACTED]
Date / Time 10/06/2017 4:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA jc017687	<p>Sighted [REDACTED] playing in pit 8. Once spotted RGLO, [REDACTED] headed toward Main cage to cash out her \$1,500 chips and then decamped thru Mings entry. She said to RGLO "I am going home, no need to call". Advised [REDACTED] to seek counselling. Teresa in Surv informed.</p>	[REDACTED]
Date / Time 10/06/2017 6:25:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA jc017687	<p>SYCO report checked - 6.00pm</p>	
Date / Time 10/06/2017 7:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Hotels Nature of Service Unattended Child Referral Location No Referral RGA nm018947	<p>Crown Towers Duty Manager called for an FYI. 3 unattended minors were in a hotel room. The eldest was 15. [REDACTED] and his partner were on the gaming floor. Duty Manager said RGLO not required and [REDACTED] Host was going to get the at least one of the parents to stay in the room. Duty Manager also said the 15 year old sounded mature enough.</p>	[REDACTED]



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<p>Date / Time 10/06/2017 9:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Self Exclusion Referral Location No Referral RGA nm018947</p>	<p>Phone call received from Rewards Club Level One advising [REDACTED] requested for SE. Escorted patron back to RGSC and explained the process, obligations and consequences of SE to [REDACTED] who opted to apply for SE. The SE was issued at 9:16pm on the 10/06/2017 as [REDACTED] requested. Natarsha [REDACTED] acted as CAT A witness.</p>	
<p>Date / Time 10/06/2017 10:15:00 PM Person Name Responsible Gaming DOR Person ID [REDACTED] Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA nm018947</p>	<p>SYCO report checked - 10pm</p>	 <p>PHOTO REQUIRED</p>
<p>Date / Time 10/06/2017 11:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Self Exclusion Referral Location No Referral RGA nm018947</p>	<p>Phone call received from the Poker Room advising [REDACTED] requested for SE. Escorted patron back to RGSC and explained the process, obligations and consequences of SE to [REDACTED] who opted to apply for SE. The SE was issued at 11:16pm on the 10/06/2017 as [REDACTED] requested. Miles [REDACTED] acted as CAT A witness.</p>	
<p>Date / Time 10/06/2017 11:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947</p>	<p>SV informed that [REDACTED] had breach her SE and is in the Maple room. Due to conducting a SE I was unable to attend. [REDACTED] is removed from the gaming floor.</p>	
<p>Date / Time 10/06/2017 11:45:00 PM Person Name Responsible Gaming Audit Person ID [REDACTED] Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA nm018947</p>	<p>Canvassed the gaming floor around EGM and FATG areas.</p>	<p>PHOTO REQUIRED</p> 
<p>Date / Time 11/06/2017 1:00:00 AM Person Name RGC Female Unknown Person ID [REDACTED] Referred By Gaming Machines Nature of Service Observable Signs Referral Location No Referral RGA nm018947</p>	<p>Received a call from Riverside Host Michael that there was a female walking around the Western area begging for money. I attended but was not able to find the woman.</p>	<p>PHOTO REQUIRED</p> 



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Date / Time 11/06/2017 2:00:00 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 checked - 2am		
Date / Time 11/06/2017 2:40:00 AM Person Name RGC Male Unknown Person ID Perso Referred By Self Nature of Service Self Exclusion Information Referral Location No Referral RGA nm018947	Male called enquiring about SE. All was explained.	 <p>PHOTO REQUIRED</p> <p>responsiblegaming <small>APPROVED ASSISTANCE SUPPORT Casino's/Club's by Help 1800 000 000 Responsible Gaming Centre 1800 000 000</small></p>	
Date / Time 11/06/2017 3:00:00 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 the gaming floor around EGM and FATG areas. Found an unknown substance on the floor near Pit16. SSM Shane was contacted and it was handed to him.	 <p>PHOTO REQUIRED</p> <p>responsiblegaming <small>APPROVED ASSISTANCE SUPPORT Casino's/Club's by Help 1800 000 000 Responsible Gaming Centre 1800 000 000</small></p>	
Date / Time 11/06/2017 3:30:00 AM Person Name RGC Female Unknown Person ID Person Referred By Self Nature of Service Observable Signs Referral Location No Referral RGA nm018947	<p>Female from previous entry was detected and removed by Security. I observed her for 10 minutes and she asked 6 patrons for money.</p> <p>1am entry Received a call from Riverside Host Michael that there was a female walking around the Western area begging for money. I attended but was not able to find the woman.</p>	 <p>PHOTO REQUIRED</p> <p>responsiblegaming <small>APPROVED ASSISTANCE SUPPORT Casino's/Club's by Help 1800 000 000 Responsible Gaming Centre 1800 000 000</small></p>	
Date / Time 11/06/2017 3:30:00 AM Person Name RGC Male Unknown Person ID Person Referred By Car Parks Nature of Service Unpaid Parking Referral Location No Referral RGA nm018947	Mark from Parking Services called in regards to a male who said he lost all his money gambling. I was unable to attend due to other commitments. The card number that the patron gave to PS was incorrect and Mark believes this patron has a history of this behaviour as he said 'just give me the yellow form to fill out'.	 <p>PHOTO REQUIRED</p> <p>responsiblegaming <small>APPROVED ASSISTANCE SUPPORT Casino's/Club's by Help 1800 000 000 Responsible Gaming Centre 1800 000 000</small></p>	
Date / Time 11/06/2017 3:35:00 AM Person Name RGC Female Unknown Person ID Perso Referred By Table Games Nature of Service Seeking other Assistance Referral Location No Referral RGA nm018947	Received a call from TG AM in Pit12 in regards to a patron he believes is SE. Surveillance contacted and patron was not known to them. I was unable to identify her.	 <p>PHOTO REQUIRED</p> <p>responsiblegaming <small>APPROVED ASSISTANCE SUPPORT Casino's/Club's by Help 1800 000 000 Responsible Gaming Centre 1800 000 000</small></p>	



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Date / Time 11/06/2017 4:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service WOL Referral Location No Referral RGA nm018947	<p>[REDACTED] presented at the RGSC asking why do they let him in when he is a banned patron. And why we remove him when he's winning. At first I assumed he was SE. Initially he did not give his name. He then went on saying he has lost a lot of money. He eventually gave a first name only and abruptly left the office. Upon checking the system he was identified as a WOL. Surveillance was notified.</p>	

Registration Date/Time	SYCO Report	Created By
10/06/2017 6:00:00 AM	SYCO report checked - 6.00am	bl017908
10/06/2017 10:24:00 AM	SYCO report checked - 10.00am	jc017687
10/06/2017 2:25:00 PM	SYCO report checked - 2.00pm	jc017687
10/06/2017 6:25:00 PM	SYCO report checked - 6.00pm	jc017687
10/06/2017 10:15:00 PM	SYCO report checked - 10pm	nm018947
11/06/2017 2:00:00 AM	SYCO report checked - 2am	nm018947