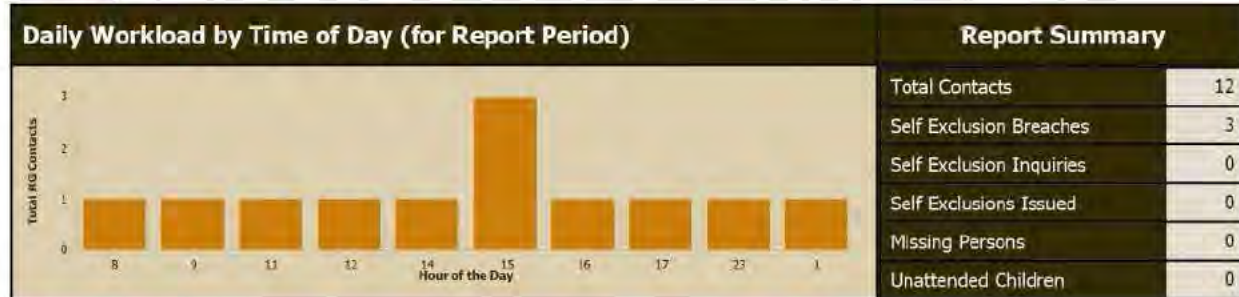


RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2016










Person Registration Details	Comments	Photo
<p>Date / Time 08/08/2016 8:15:00 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] in pit 8. John in Surv informed. [REDACTED] then moved to pit 12. VCGLR Rohin attended and escorted [REDACTED] out thru Mings entry. [REDACTED] walked off without talking to VCGLR.</p>	[REDACTED]
<p>Date / Time 08/08/2016 9:31:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Alert Notice Generated</p> <p>Referral Location No Referral</p> <p>RGA lp025083</p>	<p>Alert Notice generated due to unpaid parking on 2/7/16. [REDACTED] claimed to have lost all his money on the gaming floor.</p>	[REDACTED]
<p>Date / Time 08/08/2016 11:00:00 AM</p> <p>Person Name Chaplaincy Services RGC</p> <p>Person ID Pers [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Chaplaincy</p> <p>Referral Location No Referral</p> <p>RGA jt380953</p>	[REDACTED] - Patron	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>PHOTO REQUIRED</p> <p><small>perth@responsiblegaming.com.au Carnegie Club Gaming Help: 9224 138 838 Spencer St Gaming Centre: 9222 991 036</small></p> </div>
<p>Date / Time 08/08/2016 12:00:00 PM</p> <p>Person Name Chaplaincy Services RGC</p> <p>Person ID Pers [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Chaplaincy</p> <p>Referral Location No Referral</p> <p>RGA jt380953</p>	[REDACTED] Patron	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>PHOTO REQUIRED</p> <p><small>perth@responsiblegaming.com.au Carnegie Club Gaming Help: 9224 138 838 Spencer St Gaming Centre: 9222 991 036</small></p> </div>
<p>Date / Time 08/08/2016 2:15:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Crown Perth</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location Gambler's Help Counselling Service</p> <p>RGA jc017687</p>	<p>Received call from Alfonso in West Sig Club that [REDACTED] was the counter wanting to talk to RGLO. VCGLR and RGLO attended and escorted [REDACTED] out thru Western entry. VCGLR interviewed [REDACTED] RGLO then talked to [REDACTED]. He admitted to entering the casino last Wednesday staying from 4pm to 2pm. He has also come in twice a week in the last 4 months. Reminded [REDACTED] the consequence of SE breaches and his responsibility of not entering the casino. Email sent to Leon to generate an alert notice.</p>	[REDACTED]



RESPONSIBLE GAMING






DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2016

Person Registration Details	Comments	Photo
Date / Time 08/08/2016 3:02:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Alert Notice Generated Referral Location No Referral RGA lp025083	Alert Notice generated due to self disclosure of multiple visits to the gaming floor.	
Date / Time 08/08/2016 3:15:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA jc017687	Informed by John in Surv that ██████ was in pit 8. VCGLR Peter and Rohin attended and escorted ██████ out thru Atrium entry. ██████ walked off without talking to anyone.	
Date / Time 08/08/2016 3:42:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Seeking other Assistance Referral Location No Referral RGA jt380953	██████ called enquiring about his Sig Club tier and having access to VIP rooms. Referred him to Sig Club to explain conditions.	
Date / Time 08/08/2016 4:50:00 PM Person Name Responsible Gaming Audit Person ID ██████████ 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 with no issues.	 <p>PHOTO REQUIRED</p> <p>responsiblegaming</p> <p>SMALLER IS BETTER - 8x800</p> <p>Lambda's Gaming Help: 800 433 833</p> <p>Proven Security & Control: 800 433 833</p>
Date / Time 08/08/2016 5:36:00 PM Person Name Unknown ILLEGAL ACT Person ID ██████████ Referred By Surveillance Nature of Service Gaming Equipment Damage Referral Location No Referral RGA lp025083	Advised after the fact - Damage was noticed on RC1450 ATS unit 7 by CSA Rachael ██████ at approximately 08:30. On surveillance review an unknown male offender was observed to have deliberately damaged the ETG on the 07/08/2016 at approximately 05:45. Damage was also noted on ATS unit 21 the cause of this is still under review. The table was not in operation whilst the incident was investigated as initially it was thought Victoria Police would be attending. Down time was approximately 7 hours; ETG terminals featuring the same products were available in Pit 22. GM AM Andrea ██████ ACM Dean ██████ Justin ██████ Surveillance Amos DSM Brett	
Date / Time 08/08/2016 5:38:00 PM Person Name Responsible Gaming DOR Person ID ██████████ Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA jt380953	Duress test completed.	 <p>PHOTO REQUIRED</p> 



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2016

Person Registration Details	Comments	Photo
Date / Time 08/08/2016 10:40:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Table Games Nature of Service Operational Overview Referral Location No Referral RGA gj014394	Received a pager from BJ0440. I attended and met with Karen (AM) who stated that a couple were arguing loudly to each other near the Jackpot bar area. But patron had left gaming floor before being approached.	 PHOTO REQUIRED
Date / Time 08/08/2016 11:59:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA gj014394	Canvassed the gaming floor around EGM and FATG areas with no issues.	 PHOTO REQUIRED 
Date / Time 09/08/2016 12:39:00 AM Person Name Responsible Gaming DOR Person ID Pers Referred By Surveillance Nature of Service Operational Overview Referral Location No Referral RGA gj014394	Brett (Surv) advised that a patron had a medical situation in Teak Room.	 PHOTO REQUIRED
Date / Time 09/08/2016 1:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service WOL Referral Location No Referral RGA gj014394	Received a call from Comms advising a male patron was sleeping at B2 basement car park under Mings entry. I attended and met with Mo (DM SSM) and Paul (SSM) who informed that an Asian male was found sleeping in his car. We approached the car and found driver side door was fully opened. He was heavily sleeping while his pant was down to his ankle. I identified this patron was [REDACTED] who was woken up by Mo [REDACTED] drove away from basement car park immediately.	

Registration Date/Time	Operational Overview	Created By
08/08/2016 5:38:00 PM	Duress test completed.	jt380953
08/08/2016 10:40:00 PM	Received a pager from BJ0440. I attended and met with Karen (AM) who stated that a couple were arguing loudly to each other near the Jackpot bar area. But patron had left gaming floor before being approached.	gj014394
09/08/2016 12:39:00 AM	Brett (Surv) advised that a patron had a medical situation in Teak Room.	gj014394