



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2016

Daily Workload by Time of Day (for Report Period)



Report Summary

Total Contacts	27
Self Exclusion Breaches	6
Self Exclusion Inquiries	2
Self Exclusions Issued	1
Missing Persons	0
Unattended Children	0

Person Registration Details	Comments	Photo
<p>Date / Time 23/12/2016 6:10:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service Observable Signs</p> <p>Referral Location No Referral</p> <p>RGA b017908</p>	<p>Maple room AM Glen informed that [REDACTED] had been napping in the room again. Patron was recently woken up by another staff [REDACTED] said that he will go home very soon. [REDACTED] was directed to take a substantial break. He now understand that he will be asked to leave the gaming floor if he showed observable sign again. [REDACTED] claimed that his gaming is in control.</p>	[REDACTED]
<p>Date / Time 23/12/2016 6:15:00 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 b017908</p>	<p>Observed [REDACTED] in the Maple room, patron decamped via Monte Carlo exit when he saw me.</p>	[REDACTED]
<p>Date / Time 23/12/2016 8:15:00 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 nm018947</p>	<p>Canvassed the gaming floor around EGM and FATG areas with no issues.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming</p> <p>Customer Services: 1300 300 300 Customer Services: 1300 300 300 Customer Services: 1300 300 300</p>
<p>Date / Time 23/12/2016 11:00:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service GRIP session</p> <p>Referral Location No Referral</p> <p>RGA nm018947</p>	<p>[REDACTED] attended the RGSC for her Grip Session. She does not want a follow up call.</p>	[REDACTED]
<p>Date / Time 23/12/2016 11:15:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Security</p> <p>Nature of Service Self Harm / Suicide / Deceased</p> <p>Referral Location No Referral</p> <p>RGA nm018947</p>	<p>Received a call from SSM George that there was a suicide in Clarke St. He requested I attend the Security debrief at 11:30am.</p> <p>Attended the Security debrief. [REDACTED] jumped from the 29th floor of an apartment building on Clarke St near the taxi rank under the Kings Way bridge. He was 45 years old. He left a suicide note in his pocket with his ID. There were a couple of staff members that walked past as the incident happened. These staff sought counselling from EAP as they were on site. Security and VICPOL were on the scene within minutes as they were around the corner dealing with another job.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming</p> <p>Customer Services: 1300 300 300 Customer Services: 1300 300 300 Customer Services: 1300 300 300</p>



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Person Registration Details	Comments	Photo
<p>Date / Time 23/12/2016 11:36:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Revocation Information</p> <p>Referral Location No Referral</p> <p>RGA jt380953</p>	<p>[REDACTED] emailed regarding progress of application. Advised we are still in vetting stages. Have emailed RGPs as he has submitted paperwork back in October.</p>	[REDACTED]
<p>Date / Time 23/12/2016 1:00:00 PM</p> <p>Person Name Chaplaincy Services RGC</p> <p>Person ID Perso</p> <p>Referred By Self</p> <p>Nature of Service Chaplaincy</p> <p>Referral Location No Referral</p> <p>RGA nm018947</p>	<p>[REDACTED] - Patron</p>	<p>PHOTO REQUIRED</p> <p> responsiblegaming</p> <p><small>Responsible Gaming Centre 1800 807 528</small></p>
<p>Date / Time 23/12/2016 1:15:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA nm018947</p>	<p>Advised by Surveillance that [REDACTED] was in Pit 8. I was unable to attend as I was involved in a SE.</p>	[REDACTED]
<p>Date / Time 23/12/2016 1:45:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA nm018947</p>	<p>[REDACTED] attended the RGSC with his daughter to SE. The process, obligations and consequences of SE was explained to [REDACTED] who opted to apply for SE. The SE was issued at 1:23pm on the 23/12/2016 as [REDACTED] requested. Jenny Perso acted as CAT A witness.</p>	[REDACTED]
<p>Date / Time 23/12/2016 1:45:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA nm018947</p>	<p>Advised by Surveillance that [REDACTED] was in Pit 8 again. I was unable to attend as I was involved in a SE.</p>	[REDACTED]
<p>Date / Time 23/12/2016 1:56:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Revocation Information</p> <p>Referral Location No Referral</p> <p>RGA jt380953</p>	<p>[REDACTED] called to book GRIP appointment in tomorrow 24/12 between 4-5pm. RGLO Joseph advised.</p>	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 23/12/2016 2:01:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location No Referral RGA jt380953	<p>[REDACTED] responded to previous email asking why it's taking so long. Responded to email.</p>	[REDACTED]
Date / Time 23/12/2016 3:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	<p>Advised by Surveillance that [REDACTED] was in Pit 8. She ran off the gaming floor as soon as she saw the VCGLR.</p>	[REDACTED]
Date / Time 23/12/2016 3:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Other Referral Location No Referral RGA nm018947	<p>Matt from Teak called enquiring when [REDACTED] can upgrade Tiers. Matt was told it will be February 2017.</p>	[REDACTED]
Date / Time 23/12/2016 4:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	<p>Received an information call from John in surveillance advising that [REDACTED] had returned to pit 8 but had left the gaming floor of her own accord.</p>	[REDACTED]
Date / Time 23/12/2016 5:26:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA km003968	<p>SE follow up - 2nd attempt. Went to voicemail. No message left.</p>	[REDACTED]
Date / Time 23/12/2016 6:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location RGSC RGA km003968	<p>Advised by Teak staff that [REDACTED] was wearing the same clothes as yesterday and was known to sleep on the balcony. Patron left the room during the call. I have directed staff to notify us if he returns. Ratings suggest he has been here since midday yesterday. Nightshift advised. [REDACTED] was spoken to last week regarding play periods.</p>	[REDACTED]



RESPONSIBLE GAMING



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Person Registration Details		Comments	Photo
Date / Time 23/12/2016 6:41:00 PM Person Name Responsible Gaming DOR Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA jt380953	Replenished all brochures in Casino and VIP rooms.	 PHOTO REQUIRED	
Date / Time 23/12/2016 8:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Welfare Referral Location No Referral RGA b017908	Teak AM Angela informed that [REDACTED] had returned to the Teak room. He left the room by the time I had arrived. Canvassed the premium area but was unable to locate. I spoke with Teak room Bar manager Caide who is aware of [REDACTED] and had initially come to notice for napping in the balcony and his behaviours may indicate substance affect. [REDACTED] was wearing the same clothes from yesterday. He is on VIP1 program from Darwin. No accomodation found.	[REDACTED]	
Date / Time 23/12/2016 9:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA b017908	Cathy in SV informed that [REDACTED] was in pit 4. VCGLR Peter Pe Gary and Robert escorted him out via Western Porte. [REDACTED] claimed that his name is [REDACTED] and had no ID. He left the complex and did not want to talk with RGLO.	[REDACTED]	
Date / Time 23/12/2016 11:00:00 PM Person Name Responsible Gaming DOR Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA b017908	Witness major incidence at Atrium bar. Details with security.	 PHOTO REQUIRED	
Date / Time 24/12/2016 2:14:00 AM Person Name Unknown ILLEGAL ACT Person ID [REDACTED] Referred By Surveillance Nature of Service Illegal Act Referral Location No Referral RGA km003968	Advised by surveillance of an earlier illegal act. There was a float grab of 125K on BA0841 at around 18:22 this evening.	[REDACTED]	
Date / Time 24/12/2016 2:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Information Referral Location Gambler's Help Counselling Service RGA b017908	[REDACTED] attended the RGSC to ask about taking a break from the casino. The process and legal obligation of SE explained. [REDACTED] thought of taking a 12 months break but is hesitant with the indefinite nature of SE. [REDACTED] claimed that he is not a heavy gambler and his gambling had not impact him dramatically. He just want to know what the program entiled. Both said that they will get some strategies with GH first.	[REDACTED]	



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Person Registration Details	Comments	Photo
Date / Time 24/12/2016 2:15:00 AM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Self Exclusion Information Referral Location No Referral RGA b017908	██████████ attended the RGSC to ask about taking a break from the casino. The process and legal obligation of SE explained. ██████████ thought of taking a 12 months break but is hesitant with the indefinite nature of SE. ██████████ claimed that he is not a heavy gambler and his gambling had not impact him dramatically. He just want to know what the program entiled. Both said that they will get some strategies with GH first.	██████████
Date / Time 24/12/2016 2:45:00 AM Person Name ██████████ Person ID ██████████ Referred By Security Nature of Service Seeking other Assistance Referral Location No Referral RGA lp025083	Advised by Comms of a distressed female at Western Signature booth. I brought ██████████ back to the RGSC. She had a fight with her partner and he walked away and left her in the city. ██████████ has only recently arrived to Australia and her phone was in her partner's car. She asked to make a call to the US to speak with a friend and I organised it through Guest Services.	
Date / Time 24/12/2016 2:50:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Illegal Act Referral Location No Referral RGA b017908	Beau in SV informed of illigal act of \$500 from a TITO theft. Patron is ID and flagged for next time as patron left the complex. Victim is ██████████	██████████
Date / Time 24/12/2016 3:50:00 AM Person Name Unknown TICKET THIEF Person ID ██████████ Referred By Surveillance Nature of Service Illegal Act Referral Location No Referral RGA b017908	Maria in SV informed of illigal act by unknown patron. Patron was unable to be located.	██████████
Date / Time 24/12/2016 3:50:00 AM Person Name Unknown CHIP THIEF ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Illegal Act Referral Location No Referral RGA b017908	Maria in SV informed of illigal act by unknown patron. Patron was unable to be located.	██████████
Date / Time 24/12/2016 4:30:00 AM Person Name Responsible Gaming Audit Person ID Perso ██████████ Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA b017908	Canvassed the gaming floor around EGM and FATG areas with no issues.	

Registration Date/Time	Operational Overview	Created By
23/12/2016 6:41:00 PM	Replenished all brochures in Casino and VIP rooms.	jt380953
23/12/2016 11:00:00 PM	Witness major incidence at Atrium bar. Details with security.	b017908