






RESPONSIBLE GAMING







DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2015

Person Registration Details		Comments	Photo
Date / Time 08/08/2015 12:30:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA km003968	http://www.theage.com.au/victoria/pokies-review-sparks-fear-of-more-machines-and-permanent-ownership-20150807-gju9id.html	 PHOTO REQUIRED	
Date / Time 08/08/2015 1:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Gambler's Help Telephone Service RGA km003968	Patron attended RGSC to enquire about the revocation process. All relevant information passed on.	[REDACTED]	
Date / Time 08/08/2015 1:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	Advised by Craig in surveillance that [REDACTED] was in pit 8. I was unable to attend as I was with another patron at the time.	[REDACTED]	
Date / Time 08/08/2015 2:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Seeking other Assistance Referral Location RGSC RGA km003968	Advised by Surveillance that security had asked for RGLO assistance with a distraught female at Mings. SSM Perso informed me that TG management had asked for the female patron to be removed from the gaming floor as she was continually placing her chips on existing bets and causing ownership issues. TG dealer Binh Person assisted with Vietnamese translation. The FAO was also asked to attend as the female had started to hyperventilate. [REDACTED] believed she had been unfairly targeted as she stated she had the original bet and other players had placed their bets on hers. It became clear that [REDACTED] main concern was that she was going to be banned permanently. I assured her that she had just been asked to take a break and was welcome to return tomorrow. I then helped her locate her partner [REDACTED] and the couple left the premises. I later noticed that I had had deal with [REDACTED] a couple of months previously for a play periods incident.	[REDACTED]	
Date / Time 08/08/2015 2:20:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA km003968	Observed substance affected male in the Food Court. Comms advised and security walked the male off site.	 PHOTO REQUIRED	
Date / Time 08/08/2015 2:23:00 PM Person Name RGC Female Unknown Person ID Person Referred By Self Nature of Service Self Exclusion Information Referral Location RGSC RGA km003968	A female rang to enquire whether she needed an appointment to SE. Female states she will attend during the day tomorrow and did not wish to provide details at this time. I have provided her with location details for the RGSC.	PHOTO REQUIRED  <small> RESPONSIBLE GAMING A MEMBER OF THE AUSTRALIAN GAMING ASSOCIATION 100 Market Street, Melbourne VIC 3000 Telephone: 03 9412 1000 Website: www.responsiblegambling.com.au </small>	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2015

Person Registration Details		Comments	Photo
Date / Time 08/08/2015 3:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	Advised by Craig in surveillance that ██████ had returned to pit 8. When I arrived, the VCGLR stated that they would not approach without security present as this was part of their internal processes. While waiting for security to attend, ██████ managed to slip away.		
Date / Time 08/08/2015 4:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA km003968	Canvassed the gaming floor for ██████ but did not locate.		
Date / Time 08/08/2015 4:40:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA km003968	Noticed that ██████ had returned to the gaming floor and would need to be directed to take a 24 hour break. His rating closed 5 minutes prior to me checking, so I have placed him on the RGLO phone pager to monitor for nightshift - NM to be advised. Will return him to Y003 pager tomorrow. GT/Platinum		
Date / Time 08/08/2015 5:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA km003968	In response to a page I attended 0749 but ██████ had already left. GT/Platinum		
Date / Time 08/08/2015 5:06:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	I observed ██████ in the Maple Room. Surveillance advised. VCGLR attended and ██████ walked straight off the gaming floor when she saw them arrive.		
Date / Time 08/08/2015 6:30:00 PM Person Name ██████████ Person ID ██████████ Referred By Host Nature of Service Self Exclusion Information Referral Location RGSC RGA km003968	Received a call from Service Manager Kevin (Per) asking if he needed to book an appointment for a patron to self-exclude so that she wouldn't have to wait. I advised him that with one person on shift I was unable to guarantee no waiting, but it was unlikely. Per said the patron was still in her room in CT and that he would call when she was ready to proceed. Nightshift to be advised.		



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2015

Person Registration Details	Comments	Photo
Date / Time 08/08/2015 9:30:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA nm018947	Canvassed the floor around EGM and FATG areas with no issues.	
Date / Time 08/08/2015 9:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	Received a call from Rohan in Surveillance that [REDACTED] was on table 1104. She left the table and was unable to be found.	[REDACTED]
Date / Time 08/08/2015 10:37:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947	Received a call from Surveillance that [REDACTED] was in Pit 11. RGLO unable to attend.	[REDACTED]
Date / Time 08/08/2015 11:09:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Self Exclusion Alleged Breach Referral Location No Referral RGA nm018947	[REDACTED] daughter [REDACTED] ang advising that [REDACTED] may be in the Casino. Surveillance was contacted and canvassed the floor but unable to locate [REDACTED]	[REDACTED]
Date / Time 08/08/2015 11:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Self Exclusion Referral Location No Referral RGA nm018947	Phone call received from Service Manager Kevin Per [REDACTED] advising that [REDACTED] requested for SE. Kevin escorted [REDACTED] to RGSC and I explained the process, obligations and consequences of SE to [REDACTED] who opted to apply for SE. The order of SE was served and issued at 0015 on the 9/08/2015 as [REDACTED] requested. Service Manager Kevin Per [REDACTED] acted as CAT A witness.	[REDACTED]
Date / Time 09/08/2015 1:10:00 AM Person Name RGC Male Unknown Person ID Person Referred By Guest Services Nature of Service Other Referral Location No Referral RGA nm018947	Received a call from Guest Services that a male was on the phone seeking assistance with his missing father. Staff member said the call may be a prank. I took the call and [REDACTED] said he was in the car park and waiting for his dad [REDACTED] to arrive but is hours late. I asked for [REDACTED] age and [REDACTED] said he didn't know and wanted the f**king C**t found. [REDACTED] also claimed he was under age. [REDACTED] did not sound under age and when I said I need his DOB to look in the system [REDACTED] laughed and hung up on me. I locked up SYCO and there is no [REDACTED] or [REDACTED] in the system.	

Registration Date/Time	Operational Overview	Created By
08/08/2015 12:30:00 PM	http://www.theage.com.au/victoria/pokies-review-sparks-fear-of-more-machines-and-permanent-ownership-20150807-giu9id.html	km003968
08/08/2015 2:20:00 PM	Observed substance affected male in the Food Court. Comms advised and security walked the male off site.	km003968

14/05/2021

4

Responsible Gaming Daily Operations Report Protected - Make No Copy - Not for secondary dissemination

3:23:31 PM