



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2015

Daily Workload by Time of Day (for Report Period)		Report Summary																											
<table border="1"> <caption>Total RG Contacts by Hour of the Day</caption> <thead> <tr> <th>Hour of the Day</th> <th>Total RG Contacts</th> </tr> </thead> <tbody> <tr><td>6</td><td>2</td></tr> <tr><td>8</td><td>2</td></tr> <tr><td>10</td><td>2</td></tr> <tr><td>11</td><td>1</td></tr> <tr><td>12</td><td>3</td></tr> <tr><td>14</td><td>2</td></tr> <tr><td>16</td><td>2</td></tr> <tr><td>17</td><td>4</td></tr> <tr><td>18</td><td>2</td></tr> <tr><td>22</td><td>2</td></tr> <tr><td>23</td><td>1</td></tr> <tr><td>0</td><td>2</td></tr> </tbody> </table>		Hour of the Day	Total RG Contacts	6	2	8	2	10	2	11	1	12	3	14	2	16	2	17	4	18	2	22	2	23	1	0	2	Total Contacts	25
Hour of the Day	Total RG Contacts																												
6	2																												
8	2																												
10	2																												
11	1																												
12	3																												
14	2																												
16	2																												
17	4																												
18	2																												
22	2																												
23	1																												
0	2																												
		Self Exclusion Breaches	5																										
		Self Exclusion Inquiries	2																										
		Self Exclusions Issued	0																										
		Missing Persons	0																										
		Unattended Children	1																										

Person Registration Details	Comments	Photo
<b>Date / Time</b> 23/12/2015 6:07:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Car Parks <b>Nature of Service</b> Unpaid Parking <b>Referral Location</b> RGSC <b>RGA</b> km003968	<p>Advised by parking services that a male was unable to pay after losing all his money on the gaming floor. [REDACTED] admitted that he had gambled beyond his means this evening, but he did not believe he had an issue with RG in general. He accepted a business card.</p>	<p>PHOTO REQUIRED</p>
<b>Date / Time</b> 23/12/2015 6:08:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> km003968	<p>Advised by surveillance that [REDACTED] was at Teak Reception and he was "kicking off". I was unable to attend as I was on my way to another incident. JC rang soon after to say he had arrived at work. I informed him of the breach which he attended. By the time, RGLO Joseph attended, VCGLR Neil and Matt were already present. [REDACTED] claimed that he has never signed SE order but the photo on the SE Photofile is his. Suggested [REDACTED] to call VCGLR for assistance. RGSC business card issued.</p>	
<b>Date / Time</b> 23/12/2015 8:10:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> Gambler's Help Counselling Service <b>RGA</b> lp025083	<p>Observed [REDACTED] in pit 8. Advised Aidan in Surv [REDACTED] walked out Mings when he saw me. I spoke with [REDACTED] who claimed he was heavily in debt and thought he could win some money back. [REDACTED] claimed to have lost \$500 overnight. Urged [REDACTED] to seek counselling.</p>	
<b>Date / Time</b> 23/12/2015 8:32:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Paperwork Received <b>Referral Location</b> No Referral <b>RGA</b> jb000227	<p>Signed consent form received. Counsellor's report forwarded to RGP's.</p>	
<b>Date / Time</b> 23/12/2015 10:45:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> WOL <b>Referral Location</b> No Referral <b>RGA</b> jc017687	<p>Sighted [REDACTED] at B1 locker area underneath Mings. [REDACTED] was asking GM AM Karen to extend his locker use after 24 hrs. KeV in Surv informed. Initially [REDACTED] walked off leaving his locker unlocked. He was escorted back to the locker by Security and asked to empty his locker. He was then led off the premises by Security.</p>	



## RESPONSIBLE GAMING


DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2015

Person Registration Details		Comments	Photo
<b>Date / Time</b> 23/12/2015 10:45:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Self Exclusion follow up <b>Referral Location</b> No Referral <b>RGA</b> lp025083	SE follow up - 1st attempt - ██████ is happy with SE and has not gambled anywhere since.		
<b>Date / Time</b> 23/12/2015 11:40:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> WOL <b>Referral Location</b> No Referral <b>RGA</b> lp025083	Observed ██████ in pit 4. Advised Huck in Surv. ██████ saw me, cashed out at western cage and left.		
<b>Date / Time</b> 23/12/2015 12:05:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Guest Services <b>Nature of Service</b> Self Exclusion Information <b>Referral Location</b> RGSC <b>RGA</b> jc017687	██████ was transferred to RGLO thru GS. ██████ would like information on SE. Boundaries, obligations and conditions of SE explained. RG Strategies advised. ██████ said she will discuss with her husband before proceed with SE. Location and opening hours of RGSC informed.		
<b>Date / Time</b> 23/12/2015 12:20:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Guest Services <b>Nature of Service</b> Self Exclusion Information <b>Referral Location</b> No Referral <b>RGA</b> jc017687	██████ was transferred to RGLO by GS. ██████ wants to know if the SE order he signed back in 2006 is still valid. RGLO confirmed with ██████ the indefinite nature of SE.		
<b>Date / Time</b> 23/12/2015 12:35:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Guest Services <b>Nature of Service</b> Revocation Information <b>Referral Location</b> RGSC <b>RGA</b> jc017687	██████ was transferred to RGLO by GS. ██████ has a copy his counsellor's report. Advised ██████ to send in the report together with his consent form to JB at RGSC.		
<b>Date / Time</b> 23/12/2015 2:30:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGLO <b>RGA</b> jc017687	Syco alert, RGLO directed ██████ (GM Plat) to take a break. Teak Rm Manager David ██████ informed.		



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2015

Person Registration Details		Comments	Photo
<b>Date / Time</b> 23/12/2015 2:42:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> jc017687	<p>Informed by Kev in Surv that [REDACTED] cashed in two set of chips (\$4K and \$2.5K) one after another at the main cage. [REDACTED] has since left the casino. Nil contact by RGLO.</p>	[REDACTED]	
<b>Date / Time</b> 23/12/2015 4:10:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Security <b>Nature of Service</b> Unattended Child <b>Referral Location</b> RGLO <b>RGA</b> jc017687	<p>Received call from Craig in Sec Comms that a 4 yo boy <b>Personal</b> [REDACTED] was wondering around the Western entry. Security Guard Pat was accompanying the child walking towards Lucky Chan. RGLO met up with Security Pat and the boy [REDACTED]. When we walked into Food Court, the mother [REDACTED] was just inside the Food Court. [REDACTED] explained that the family group was walking along the Southbank but the boy [REDACTED] just wandered off when the whole group moving into the Food Court. Advised [REDACTED] to always her children within her sight. [REDACTED] was grateful that her son is sound and safe. RGLO business card issued.</p>		
<b>Date / Time</b> 23/12/2015 4:20:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Guest Services <b>Nature of Service</b> Revocation Information <b>Referral Location</b> Nina <b>Personal</b> [REDACTED] <b>RGA</b> jc017687	<p>[REDACTED] was transferred to RGLO thru GS. [REDACTED] will come in on Monday 28/12/15 at 11am to attend the GRIP session. Email sent to Nina who will be the RGLO on duty that day.</p>	[REDACTED]	
<b>Date / Time</b> 23/12/2015 5:00:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> jc017687	<p>RGLO Leon sighted [REDACTED] playing in pit 12. At first, she went into toilet for 10 mins and then when she came out of the toilet, she tried to hide her face from RGLO Leon. Later RGLO Leon approached [REDACTED] and obtain her name. Surv informed. VCGLR Peter and Rowin attended. After cashing out her chips in Main Cage, she was escorted out of gaming floor thru Mings entry. She told VCGLR Peter that it was her twin sister who is excluded and not her and then she walked off. Nil contact by RGLO. Teresa in Surv informed RGLO that her photo cannot be updated on SEER as not positive ID was made.</p>	[REDACTED]	
<b>Date / Time</b> 23/12/2015 5:10:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Information <b>Referral Location</b> Gambler's Help Counselling Service <b>RGA</b> jc017687	<p>[REDACTED] was transferred to RGLO by GS. [REDACTED] lead out of revocation declined letter. Advised [REDACTED] to contact GH for counselling. He said he would like to take part in Aussie Millions.</p>	[REDACTED]	
<b>Date / Time</b> 23/12/2015 5:45:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> jc017687	<p>[REDACTED] has talked to JB today. They will have further discussion on [REDACTED] revocation application in January 2016.</p>	[REDACTED]	



# RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2015

Person Registration Details	Comments	Photo
<b>Date / Time</b> 23/12/2015 5:50:00 PM <b>Person Name</b> RGC Male Unknown <b>Person ID</b> Perso <b>Referred By</b> Self <b>Nature of Service</b> Self Exclusion Alleged Breach <b>Referral Location</b> No Referral <b>RGA</b> jc017687	<p>A male patron called RGLO stating that he is self excluded and has been in the casino 3-4 times last months. He said that he feels better if he tells casino what he has done. He does not want to identify himself.</p>	<p><b>PHOTO REQUIRED</b></p> <p>responsiblegaming  <small>ANNUAL ASSISTANCE SUPPORT            Casino's Gambling Help: 1800 818 818            Responsible Gaming Centre: 1800 801 038</small></p>
<b>Date / Time</b> 23/12/2015 6:10:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Guest Services <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> jc017687	<p>[REDACTED] was transferred to RGLD thru GS. [REDACTED] wants to check if RGSC has received the counsellor report he sent 7 days ago. RGLO confirmed that report has been received. Advised [REDACTED] to be patient and let the revocation process run its course.</p>	
<b>Date / Time</b> 23/12/2015 6:37:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Person <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> jc017687	<p>Canvassed the gaming floor around EGM and FATG areas with no issues.</p>	<p><b>PHOTO REQUIRED</b></p> <p>responsiblegaming  <small>ANNUAL ASSISTANCE SUPPORT            Casino's Gambling Help: 1800 818 818            Responsible Gaming Centre: 1800 801 038</small></p>
<b>Date / Time</b> 23/12/2015 10:13:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Paperwork Received <b>Referral Location</b> RGSC <b>RGA</b> km003968	<p>[REDACTED] attended the RGSC to hand in his paperwork.</p>	
<b>Date / Time</b> 23/12/2015 10:47:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> km003968	<p>Canvassed the gaming floor around EGM and FATG areas with no issues.</p>	<p><b>PHOTO REQUIRED</b></p> <p>responsiblegaming  <small>ANNUAL ASSISTANCE SUPPORT            Casino's Gambling Help: 1800 818 818            Responsible Gaming Centre: 1800 801 038</small></p>
<b>Date / Time</b> 23/12/2015 11:50:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Host <b>Nature of Service</b> Alert Notice Generated <b>Referral Location</b> RGSC <b>RGA</b> km003968	<p>Advised by Mahogany Reception that [REDACTED] had attempted to enter the Mahogany Room but was declined access. Request by reception for a photo of [REDACTED] to disseminate amongst their staff.</p>	



## RESPONSIBLE GAMING

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Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 24/12/2015 12:45:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Host</p> <p><b>Nature of Service</b> Breach of Self Exclusion</p> <p><b>Referral Location</b> Gambler's Help Telephone Service</p> <p><b>RGA</b> km003968</p>	<p>Advised by reception that [REDACTED] had returned and asked to speak to the RGLO about revocation. When I attended, [REDACTED] was sitting in a chair past the desk so I notified surveillance that it was now a breach. I spoke with [REDACTED] and advised her of the revocation procedure. She has been provided with GHelp contact details. Her friend assisted with translation.</p>	
<p><b>Date / Time</b> 24/12/2015 12:50:00 AM</p> <p><b>Person Name</b> RGC Female Unknown</p> <p><b>Person ID</b> Perso</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Other</p> <p><b>Referral Location</b> Security</p> <p><b>RGA</b> km003968</p>	<p>While on my way to the previous incident, I saw a male with a female who was intoxicated and barely conscious. I spoke with the male [REDACTED] who said she was a work colleague and they had been at the Xmas party. He said he was prepared to drive her home, but he needed assistance getting her to his car. I notified Comms who told me it would be a wait as resources were stretched. I returned there after dealing with the previous incident and security had arrived with a wheelchair. Details were taken from [REDACTED] and the female - and after a long search for [REDACTED] car, the female was assisted into the car.</p>	<p><b>PHOTO REQUIRED</b></p>  <p>responsiblegaming  <small>AMBERLEY ASSISTANCE SUPPORT</small>  Gambler's Gambling Help 1800 838 838  Responsible Gaming Centre 1800 801 098</p>