

RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2018



Daily Workload by Time of Day (for Report Period)	Report Summary																																						
<table border="1" style="display: none;"> <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>5</td><td>1</td></tr> <tr><td>9</td><td>1</td></tr> <tr><td>10</td><td>1</td></tr> <tr><td>11</td><td>3</td></tr> <tr><td>12</td><td>2</td></tr> <tr><td>16</td><td>3</td></tr> <tr><td>19</td><td>1</td></tr> <tr><td>20</td><td>1</td></tr> <tr><td>22</td><td>1</td></tr> <tr><td>23</td><td>2</td></tr> <tr><td>0</td><td>2</td></tr> <tr><td>1</td><td>1</td></tr> </tbody> </table>	Hour of the Day	Total RG Contacts	5	1	9	1	10	1	11	3	12	2	16	3	19	1	20	1	22	1	23	2	0	2	1	1	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Total Contacts</td><td style="text-align: right;">19</td></tr> <tr><td>Self Exclusion Breaches</td><td style="text-align: right;">7</td></tr> <tr><td>Self Exclusion Inquiries</td><td style="text-align: right;">0</td></tr> <tr><td>Self Exclusions Issued</td><td style="text-align: right;">0</td></tr> <tr><td>Missing Persons</td><td style="text-align: right;">1</td></tr> <tr><td>Unattended Children</td><td style="text-align: right;">0</td></tr> </table>	Total Contacts	19	Self Exclusion Breaches	7	Self Exclusion Inquiries	0	Self Exclusions Issued	0	Missing Persons	1	Unattended Children	0
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Person Registration Details	Comments	Photo
Date / Time 05/03/2018 7:09:00 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 - 6am	 PHOTO REQUIRED
Date / Time 05/03/2018 9:45:00 AM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA nm018947	Canvassed gaming floor around EGM and FATG areas.	 PHOTO REQUIRED
Date / Time 05/03/2018 10:00:00 AM Person Name Chaplaincy Services RGC Person ID Perso Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	Perso - Staff	 PHOTO REQUIRED
Date / Time 05/03/2018 10:44:00 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 - 10am	 PHOTO REQUIRED
Date / Time 05/03/2018 11:00:00 AM Person Name Chaplaincy Services RGC Person ID Perso Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	[Redacted] - Patron	 PHOTO REQUIRED



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Person Registration Details	Comments	Photo
Date / Time 05/03/2018 11:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Self Exclusion Alleged Breach Referral Location No Referral RGA nm018947	<p>[REDACTED] was observed in Pit 8. I attended and waited for Security but they didn't arrive as they were busy with another removal. I asked the Security Static and was given table 0825, no one was playing on that table. I asked again for a location, this time I was told on EGMs in the high limit room, I attended and no one was in there. I canvassed Pit 8 and she was not in there.</p>	[REDACTED]
Date / Time 05/03/2018 11:20:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service WOL recommendation to SIMU Referral Location No Referral RGA lp025083	<p>WOL recommendation sent to SIU.</p>	[REDACTED]
Date / Time 05/03/2018 12:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Paperwork Received Referral Location No Referral RGA jt380953	<p>Signed Application received via email. Responded with acknowledgment.</p>	[REDACTED]
Date / Time 05/03/2018 12:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Missing Persons Referral Location No Referral RGA nm018947	<p>Advised by COMMS to assist with a missing person's case. I attended and met with the father of missing person [REDACTED] has been reported missing to the Ararat Police in early February. Father said [REDACTED] has Asperger's and Autism and got mixed up with the wrong crowd back in Ararat. He is 18 years of age. Father said [REDACTED] has had ATM activity here on the complex. Ratings were checked he was last here on 4/03/2018 at 5:42am. [REDACTED] was placed on the mobile phone and if there is a hit to contact COMMS. We are not to approach [REDACTED]. COMMS will contact VICPOL.</p>	[REDACTED]
Date / Time 05/03/2018 2:29:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA nm018947	<p>All duress tested in RGSC</p>	 <p>PHOTO REQUIRED</p>
Date / Time 05/03/2018 2:30:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA nm018947	<p>SYCO Report checked - 2pm</p>	 <p>PHOTO REQUIRED</p>



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DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2018

Person Registration Details	Comments	Photo
<p>Date / Time 05/03/2018 4:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947</p>	<p>Received a call from Surveillance that ██████ was in the Western area walking around the EGMs. I attended and while I was canvassing the gaming floor looking for him I saw ██████. I was unable to locate ██████ and I spoke with ██████ is 'friends' with ██████ was added as an associate.</p>	
<p>Date / Time 05/03/2018 4:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA nm018947</p>	<p>While canvassing the gaming floor looking for SE patron ██████ I observed ██████ speaking with a TG AM. The discussion between the 2 was heated as ██████ was involved in a chip dispute. While waiting for the dispute to resolve I was able to have a lengthy conversation with ██████ about his gambling issues. The chip dispute was resolved and there was \$135 withheld from ██████ who was quite upset about it. SSM Rod attended and ██████ was escorted off the gaming floor. Again I was able to have a lengthy discussion with ██████ who said he has about \$4000 in VCGLR fines to pay. I urged him to go to GH and during the conversation ██████ got very emotional and started to cry. I was able to calm him down and he said he will try to stay away as he said he gets caught pretty much as soon as he walks into the complex. ██████ also said he is friends with SE patron ██████ who was just with him but went outside, I got ██████ to ring ██████ and tell him to stay away as we are aware that he is on site.</p>	
<p>Date / Time 05/03/2018 4:28:00 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</p>	<p>Canvassed gaming floor around EGM and FATG areas.</p>	<p>PHOTO REQUIRED</p> 
<p>Date / Time 05/03/2018 5:15:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA nm018947</p>	<p>Observed and deleted from pager ██████</p>	<p>PHOTO REQUIRED</p> 
<p>Date / Time 05/03/2018 6:22:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA nm018947</p>	<p>SYCO Report checked - 6pm</p>	<p>PHOTO REQUIRED</p> 
<p>Date / Time 05/03/2018 7:05:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Breach of Self Exclusion Referral Location No Referral RGA nm018947</p>	<p>While canvassing the gaming floor I observed ██████ in Pit 4. She saw me and ran out. Surveillance notified.</p>	



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Person Registration Details	Comments	Photo
Date / Time 05/03/2018 8:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA va022995	Female approached at Pit 4, she ran out as soon as RGLO arrived.	[REDACTED]
Date / Time 05/03/2018 10:20:00 PM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA va022995	Syco report checked 10pm	 PHOTO REQUIRED
Date / Time 05/03/2018 10:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service WOL Referral Location Security RGA va022995	[REDACTED] was transferred to RGLO by Mahogany Reception Desk. Advised [REDACTED] to contact security on Person	[REDACTED]
Date / Time 05/03/2018 11:00:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA va022995	Canvassed gaming floor around EGM and FATG areas.	PHOTO REQUIRED  <small>SMASH & BURNED - 8PM Landlord's Gambling Help: 800 438 833 Responsible Gaming Centre: 800 438 833</small>
Date / Time 05/03/2018 11:27:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA va022995	Patron observed at Pit 8 by SV Steve, when approached by S&S for ID check patron gave false name. RGLO asked female to leave gaming floor via Mings Entry, once there she admitted to being S/E patron in question. She was referred to counselling.	[REDACTED]
Date / Time 06/03/2018 12:28:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Gaming Equipment Damage Referral Location RGSC RGA va022995	Welfare check conducted after male allegedly spilled drink on EGM. Male claims nil issues to discuss, he was removed from gaming floor soon after.	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 06/03/2018 12:39:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGSC RGA va022995	SV Andy advised that female had returned to Pit 4. RGLO confronted female at West entry as she decamped, she was unresponsive.	[REDACTED]
Date / Time 06/03/2018 1:55:00 AM 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 va022995	RGLO observed male at Pit 4 Table 2, he was removed soon after and advised to seek counselling.	[REDACTED]
Date / Time 06/03/2018 2:55:00 AM Person Name Responsible Gaming DOR Person ID Personal Referred By Responsible Gaming Nature of Service SYCO Report Referral Location No Referral RGA va022995	SYCO Report checked - 2am	
Date / Time 06/03/2018 5:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Illegal Act Referral Location No Referral RGA va022995	Patron picked up a \$100 note off the floor that belonged to another patron. Male left complex soon after.	[REDACTED]

Registration Date/Time	Operational Overview	Created By
05/03/2018 2:29:00 PM	All duress tested in RGSC	nm018947
05/03/2018 5:15:00 PM	Observed and deleted from pager: Personal	nm018947

Registration Date/Time	SYCO Report	Created By
05/03/2018 7:09:00 AM	SYCO Report checked - 6am	nm018947
05/03/2018 10:44:00 AM	SYCO Report checked - 10am	nm018947
05/03/2018 2:30:00 PM	SYCO Report checked - 2pm	nm018947
05/03/2018 6:22:00 PM	SYCO Report checked - 6pm	nm018947
05/03/2018 10:20:00 PM	Syco report checked 10pm	va022995
06/03/2018 2:55:00 AM	SYCO Report checked - 2am	va022995