



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2016

Daily Workload by Time of Day (for Report Period)	Report Summary												
	<table border="1"> <tr> <td>Total Contacts</td> <td>26</td> </tr> <tr> <td>Self Exclusion Breaches</td> <td>1</td> </tr> <tr> <td>Self Exclusion Inquiries</td> <td>2</td> </tr> <tr> <td>Self Exclusions Issued</td> <td>2</td> </tr> <tr> <td>Missing Persons</td> <td>0</td> </tr> <tr> <td>Unattended Children</td> <td>0</td> </tr> </table>	Total Contacts	26	Self Exclusion Breaches	1	Self Exclusion Inquiries	2	Self Exclusions Issued	2	Missing Persons	0	Unattended Children	0
Total Contacts	26												
Self Exclusion Breaches	1												
Self Exclusion Inquiries	2												
Self Exclusions Issued	2												
Missing Persons	0												
Unattended Children	0												

Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2016 8:15:00 AM</p> <p>Person Name RGC Male Unknown</p> <p>Person ID [Redacted]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Observable Signs</p> <p>Referral Location No Referral</p> <p>RGA lp025083</p>	<p>Advised TG AM Ben in pit 8 of a male patron asleep on BA0814.</p>	<p>PHOTO REQUIRED</p>
<p>Date / Time 27/01/2016 8:35:00 AM</p> <p>Person Name RGC Male Unknown</p> <p>Person ID [Redacted]</p> <p>Referred By Food & Beverage</p> <p>Nature of Service Welfare</p> <p>Referral Location No Referral</p> <p>RGA BI017908</p>	<p>Jackpot bar staff Garland advised that [Redacted] was showing sign of intoxication and was slow down in service. Garland said that [Redacted] told him that had been in the casino in the last 4 days and had nothing to eat. Patron walked off. RGLO canvassed the floor but was unable to locate.</p>	<p>PHOTO REQUIRED</p>
<p>Date / Time 27/01/2016 9:00:00 AM</p> <p>Person Name Chaplaincy Services RGC</p> <p>Person ID [Redacted]</p> <p>Referred By Self</p> <p>Nature of Service Chaplaincy</p> <p>Referral Location Chaplaincy</p> <p>RGA nm018947</p>	<p>[Redacted] - Staff</p>	<p>PHOTO REQUIRED</p>
<p>Date / Time 27/01/2016 9:30:00 AM</p> <p>Person Name [Redacted]</p> <p>Person ID [Redacted]</p> <p>Referred By Food & Beverage</p> <p>Nature of Service Welfare</p> <p>Referral Location No Referral</p> <p>RGA BI017908</p>	<p>Jackpot bar staff Garland advised that [Redacted] was showing sign of intoxication and was slow down in service. Garland said that [Redacted] told him that had been in the casino in the last 4 days and had nothing to eat. Patron walked off. RGLO canvassed the floor but was unable to locate.</p> <p>11:00 Jackpot bar supervisor Garland [Redacted] rang to inform that patron came back to the bar. [Redacted] said that he's not a member and is in control of his gaming. He was exaggerated about how long he's been here and said that he came in last night about 11:00pm. Informed [Redacted] that staff takes all statements seriously. [Redacted] was served with water and said that he will leave shortly. [Redacted] admitted to take depression medication that does not have side effect when combined with alcohol.</p> <p>Observed [Redacted] heading toward the Western exit.</p>	<p>PHOTO REQUIRED</p>



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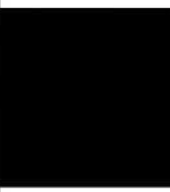




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Person Registration Details	Comments	Photo
Date / Time 27/01/2016 9:30:00 AM Person Name RGC Male Unknown Person ID [Redacted] Referred By Responsible Gaming Nature of Service Observable Signs Referral Location No Referral RGA BI017908	While canvassing for another patron, observed a fatigue Asian patron at the Western smoking lounge, directed him to go home and have a substantial break.	<p>PHOTO REQUIRED</p>
Date / Time 27/01/2016 9:43:00 AM Person Name [Redacted] Person ID [Redacted] Referred By Responsible Gaming Nature of Service WOL recommendation to SIMU Referral Location No Referral RGA jb000227	WOL recommendation supported for indefinite WOL due to it's interactions RG has had with this customer.	[Redacted]
Date / Time 27/01/2016 10:39:00 AM Person Name [Redacted] Person ID [Redacted] Referred By Responsible Gaming Nature of Service Alert Notice Generated Referral Location No Referral RGA lp025083	Alert Notice Generated.	[Redacted]
Date / Time 27/01/2016 11:00:00 AM Person Name Chaplaincy Services RGC Person ID [Redacted] Referred By Self Nature of Service Chaplaincy Referral Location Chaplaincy RGA nm018947	[Redacted] Patron	<p>PHOTO REQUIRED</p>
Date / Time 27/01/2016 11:05:00 AM Person Name [Redacted] Person ID [Redacted] Referred By Responsible Gaming Nature of Service WOL Referral Location No Referral RGA BI017908	Observed [Redacted] at Jackpot bar, he walked up to me and said that he's going. Informed Jason in SV, he patron walked off the gaming floor.	[Redacted]
Date / Time 27/01/2016 11:18:00 AM Person Name [Redacted] Person ID [Redacted] Referred By Responsible Gaming Nature of Service Revocation Follow Up Referral Location RGSC RGA jt380953	Emailed [Redacted] to re-confirm postal address so another application form can be resent.	[Redacted]



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Date / Time 27/01/2016 12:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Guest Services Nature of Service WOL Referral Location No Referral RGA jt380953	<p>GS transferred phone call from ██████████ stated that he wanted to speak to some one re his WOL status. I advised him of the correct procedure, which is to direct this to Security dep. Offered him to call or write in but ██████████ insisted on speaking to someone or to come in himself. Advised him not to come in as he is excluded from the entire complex. Eventually he said he will get in touch with Security himself. Security phone number was given to ██████████</p>	
Date / Time 27/01/2016 12:06:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Revocation Application Referral Location RGSC RGA jt380953	<p>Revocation application letter sent out today.</p>	
Date / Time 27/01/2016 1:39:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA BI017908	<p>Stuart in SV advised of ██████████ in the Maple room. VCGLR Allan and Peter attended. ██████████ walked off the gaming floor via Atrium exit without talking with the VCGLR or RGLO.</p>	
Date / Time 27/01/2016 2:05:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Self Exclusion Referral Location Gambler's Help Telephone Service RGA BI017908	<p>██████████ and his brother ██████████ attended the RGSC to ask for SE. The process and legal obligation of SE Order explained in details. ██████████ applied and the SE Order was issued at 14:15 27/01/2016 by RGLO Leon ██████████ with RGLO Brendan ██████████ acting as witness.</p>	
Date / Time 27/01/2016 2:25:00 PM Person Name Responsible Gaming DOR Person ID ██████████ Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA jt380953	<p>ATM Audit completed.</p>	 <p>PHOTO REQUIRED</p>
Date / Time 27/01/2016 2:57:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Observable Signs Referral Location No Referral RGA BI017908	<p>Stuart in SV informed that SSO Anthony asked for RGLO to speak with ██████████ as she was hitting the EGM on F5904 forcefully. Anthony had asked her not to hit the EGM too hard but patron said that she knows her rights ██████████ was dismissive at first and claimed that her Uncle owed a gaming venue and that if the machine is damaged then you will ban for life but does not have to pay if you are on a pension. I informed her of my role and staff and patrons concern. ██████████ claimed that she is in control of her gaming and does not need assistance. "How come you only come when my money is about to run out?" I told her of our services. I had explained that if the EGM is damaged then she is liable and will be charge and further more my role is to assist with her welfare. ██████████ did not believe that the payout is random. Email sends to ██████████ for discussion at the next VIP.</p>	



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Date / Time 27/01/2016 2:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGSC RGA jt380953	<p>[REDACTED] called to make an appointment for GRIP at 5pm tonight. Advised BL RGLO.</p>	[REDACTED]
Date / Time 27/01/2016 3:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Teak Service Executive Nature of Service Self Exclusion Information Referral Location No Referral RGA BI017908	<p>Teak room manager Tien Perso informed that [REDACTED] would like information about SE. Patron left the Teak room before I arrived. Patron added to RGLO for follow up chat.</p>	[REDACTED]
Date / Time 27/01/2016 4:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service WOL Referral Location No Referral RGA BI017908	<p>SSO Brett Perso asked for [REDACTED] name as he knew that patron had been WOL but could not remember details. [REDACTED] was on the gaming floor but had walked away.</p>	[REDACTED]
Date / Time 27/01/2016 4:17:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Self Exclusion Information Referral Location No Referral RGA jb000227	<p>Responded to a third party inquiry re self-exclusion. Have requested the third party call me to discuss further</p>	[REDACTED]
Date / Time 27/01/2016 5:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service GRIP session Referral Location No Referral RGA BI017908	<p>[REDACTED] attended for his GRIP. All relevants details passed on. [REDACTED] did not required a follow up call.</p>	[REDACTED]
Date / Time 27/01/2016 5:30:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA BI017908	<p>Canvassed the gaming floor around EGM and FATG areas with no issues.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>ANALYSIS, MONITORING & ACTION</small> <small>Customer Helpline: 1800 833 838</small> <small>Responsible Gaming Centre: 1800 402 039</small></p>



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Person Registration Details	Comments	Photo
Date / Time 27/01/2016 6:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA BI017908	Syco alert, informed Person Ammy to monitor [REDACTED] (GT, Black) and reminded her break.	[REDACTED]
Date / Time 27/01/2016 6:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA BI017908	Syco alert, reminded [REDACTED] to take a substantial break from the Poker room. Informed TG AM Gavin to monitor	[REDACTED]
Date / Time 27/01/2016 6:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location No Referral RGA BI017908	Central SC informed that [REDACTED] would like to SE. Relocated [REDACTED] and wife to the RGSC. The process and legal boundaries of SE Order explained. [REDACTED] applied and the SE Order was issued at 19:21pm 27/1/16 with RGLO Vinnie Person acting as witness.	[REDACTED]
Date / Time 27/01/2016 11:40:00 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 the gaming floor around EGM and FATG areas with no issues.	<p>PHOTO REQUIRED</p> <p>ARKADES ASSISTANCE SUPPORT Gambler's Assistance Helpline 1800 838 838 Responsible Gaming Centre 1800 838 838</p>
Date / Time 28/01/2016 5:00:00 AM 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 the gaming floor around EGM and FATG areas with no issues.	<p>PHOTO REQUIRED</p> <p>ARKADES ASSISTANCE SUPPORT Gambler's Assistance Helpline 1800 838 838 Responsible Gaming Centre 1800 838 838</p>

Registration Date/Time	Operational Overview	Created By
27/01/2016 2:25:00 PM	ATM Audit completed.	jt380953