




RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2017









Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2017 10:12:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Change of Address</p> <p>Referral Location No Referral</p> <p>RGA jt380953</p>	<p>Old address [REDACTED]. New address [REDACTED] MOBILE number also added to SEER.</p>	
<p>Date / Time 27/01/2017 10:28:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Revocation Application</p> <p>Referral Location No Referral</p> <p>RGA jt380953</p>	<p>Revocation Application sent via email.</p>	
<p>Date / Time 27/01/2017 10:29:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Revocation Information</p> <p>Referral Location No Referral</p> <p>RGA jt380953</p>	<p>Responded to request for revocation email asking for current address before proceeding.</p>	
<p>Date / Time 27/01/2017 1:15:00 PM</p> <p>Person Name [REDACTED] - Patron</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Chaplaincy Services RGC</p> <p>Referral Location No Referral</p> <p>RGA nm018947</p>		<p>PHOTO REQUIRED</p>  <p><small>Responsible Gaming Help: 800 838 838 Responsible Gaming Centre: 800 501 0380</small></p>
<p>Date / Time 27/01/2017 1:20:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Revocation Application</p> <p>Referral Location No Referral</p> <p>RGA jt380953</p>	<p>[REDACTED] responded to previous email confirming address. Revo Application sent via email.</p>	



RESPONSIBLE GAMING


DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2017

Person Registration Details	Comments	Photo
Date / Time 27/01/2017 1:45:00 PM Person Name ██████████ Person ID ██████████ Referred By Crown Rewards Nature of Service Self Exclusion Referral Location No Referral RGA jb000227	Received a call from Central Crown Rewards re male wishing to SE. Met ██████████ and relocated to the RGSC where the SE was processed.	
Date / Time 27/01/2017 2:15:00 PM Person Name Responsible Gaming Audit Person ID ██████████ Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA jb000227	Canvassed the gaming floor around EGM and FATG areas with no issues.	 <p>PHOTO REQUIRED</p>
Date / Time 27/01/2017 3:00:00 PM Person Name Chaplaincy Services RGC Person ID ██████████ Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA nm018947	██████████ Staff	 <p>PHOTO REQUIRED</p>
Date / Time 27/01/2017 3:57:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Paperwork Received Referral Location No Referral RGA jb000227	██████████ attended the RGSC to inquire about revocation process and requirement for counselling report. All relevant details provided as was the timeframe for the revocation to be processed. Signed Application paperwork handed in to us.	
Date / Time 27/01/2017 4:30:00 PM Person Name RGC Female Unknown Person ID ██████████ Referred By Security Nature of Service Welfare Referral Location No Referral RGA jb000227	Comms called re female in tears in the high lit EGM area adjacent to Food Crt entry. Attended with Security and female claimed it was the anniversary of her sisters death and this is why she was upset. Asked to compose herself before coming back. Female complied with this request and left via Western entry.	 <p>PHOTO REQUIRED</p>
Date / Time 27/01/2017 4:46:00 PM Person Name Responsible Gaming DOR Person ID ██████████ Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA jt380953	Completed casino brochure audit.	 <p>PHOTO REQUIRED</p>



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2017

Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2017 4:49:00 PM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA jt380953</p>	<p>Electronic signs at cage/cc audit completed. There are some that are not updated (still states Signature Club) which has been escalated to Cage Team.</p>	
<p>Date / Time 27/01/2017 6:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA jb000227</p>	<p>Received a call from Surveillance re [REDACTED] Attended Pit 16 where [REDACTED] was escorted off the Gaming Floor. He did not want to engage in conversation with me but VCGLR, Danny and Danny indicated they will send another infringement notice.</p>	[REDACTED]
<p>Date / Time 27/01/2017 7:35:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Seeking other Assistance Referral Location RGSC RGA km003968</p>	<p>Received a call from GM AM asking for a welfare check on female patron who had been hitting the machine for 4 hours. I established that no one from GM had spoken to her yet about UB - I suggested that this occur first and I would be happy to follow up if she ignored direction from gaming staff.</p>	
<p>Date / Time 27/01/2017 7:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Seeking other Assistance Referral Location RGSC RGA km003968</p>	<p>Advised by GM AM that female's behaviour and drawn complaints from other patrons. Surveillance notified. I approached [REDACTED] who has a history of this sort of behaviour. She rudely shoved her card into my hands and said "Good. I hate this place." When I attempted to talk to her about RG issues she continually spoke over the top of me say things like "I've lost \$1000 and no free spins. It's criminal. Look! Everyone hates it here. I am never coming back." I told her that if she required assistance with her gambling levels, I was here to speak with her. She was warned that any further instances of bashing the EGMs and she would be directed to leave by security. She then stormed off. Surveillance advised. Given that our interactions with [REDACTED] had not changed since 2014, I would recommend an enforced break from the gaming floor. Email sent to GM management and RGSC.</p> <p>GM/Gold</p>	
<p>Date / Time 27/01/2017 8:00:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA km003968</p>	<p>Canvassed the gaming floor around EGM and FATG areas with no issues.</p>	
<p>Date / Time 27/01/2017 9:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968</p>	<p>Advised by Vinh in surveillance that [REDACTED] was in pit 8. He called back 2 minutes later to say that she had left the gaming floor. Nil contact.</p>	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2017

Person Registration Details	Comments	Photo
<p>Date / Time 28/01/2017 1:00:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Third Party</p> <p>Nature of Service Self Exclusion Alleged Breach</p> <p>Referral Location RGSC</p> <p>RGA km003968</p>	<p>Received a call from [REDACTED] wife advising that he was at the casino. I notified surveillance and canvassed the gaming floor. I was unable to locate [REDACTED] but found just about every other SE patron.</p>	[REDACTED]
<p>Date / Time 28/01/2017 2:00:00 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 Security</p> <p>RGA km003968</p>	<p>Sighted [REDACTED] on BA2214. Advised surveillance and recommended security officers attend as I would be serving him an Exclusion Order.</p> <p>Initially [REDACTED] refused to leave the table when approached by the VCGLR. He started to walk off only after he saw security. As he walked past me he said "G'day bitch". I advised him that I was serving him an Exclusion Order due to his breaching his SE Order. He refused to acknowledge me as outlined the ramifications of further breaches now that he was fully excluded. I handed him his paperwork and he threw it on the ground. Security officers walked him off site.</p>	
<p>Date / Time 28/01/2017 2:20:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Exclusion Order Served</p> <p>Referral Location Security</p> <p>RGA km003968</p>	<p>Exclusion Order served.</p>	
<p>Date / Time 28/01/2017 3:00:00 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 Security</p> <p>RGA km003968</p>	<p>Sighted [REDACTED] in pit 8. Surveillance advised. While waiting for the VCGLR, [REDACTED] walked out of the Maple Room and saw me. I walked him out to the Atrium and notified surveillance.</p>	
<p>Date / Time 28/01/2017 3:00:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Other</p> <p>Referral Location No Referral</p> <p>RGA km003968</p>	<p>Sighted a patron in pit 8 who resembled [REDACTED]. VCGLR attended a patron provided [REDACTED]. On my return to the office I discovered that this patron was also self-excluded and recorded as [REDACTED]. Surveillance and VCGLR advised.</p>	
<p>Date / Time 28/01/2017 3:40:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location Northern</p> <p>RGA km003968</p>	<p>TG AM Rita sighted [REDACTED] in pit 8. He was eventually approached by the VCGLR in pit 16. He denied it was him and walked straight out Atrium.</p>	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2017

Person Registration Details	Comments	Photo
Date / Time 28/01/2017 3:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	Sighted [REDACTED] walking towards Mings exit. Surveillance advised. Observed him walk on to Riverside.	[REDACTED]
Date / Time 28/01/2017 4:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	Sighted [REDACTED] on the gaming floor. While on the phone to surveillance, he walked off the gaming floor towards the B1 carpark. Nil contact.	
Date / Time 28/01/2017 4:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location RGSC RGA km003968	Attended pit 8 to see if [REDACTED] was still there. He was walking out of the gaming floor. I asked him to wait at Ming's Entry. Surveillance notified. VCGLR attended. His photo has been updated.	

Registration Date/Time	Operational Overview	Created By
27/01/2017 4:46:00 PM	Completed casino brochure audit.	jt380953
27/01/2017 4:49:00 PM	Electronic signs at cage/cc audit completed. There are some that are not updated (still states Signature Club) which has been escalated to Cage Team.	jt380953