

Investigation Detail Report

Investigation Details	
File Ref No: 178851	Title: Sch4/3/3 TREASURY CASINO
Classification: > 3 months	Inv. Status: Finalised
Inv. Group: Inspectorate Controlled	Insp. Referral: No Interest
Source Type: Referral from Inspector	EDRMS Ref.:
Inv. Type: Casino Control	
Inv. Sub-Type:	

Officers	Dates
Allocated: Phill DUNLEVY	Started: 28-JUL-16
Review: Mike MAKEPEACE	Completed: 28-JUL-16
Date: 28-JUL-16	
Date: 28-JUL-16	

Allegation	
Date	Allegation
28-JUL-16	2ND OR SUBSEQUENT BREACH OF SELF-EXCLUSION

Defendants and Breaches				
Type: Person	Ref. No.: [REDACTED]	Defendant Name: [REDACTED]		
Ref. No.	Section	Act	Breach Name	Pin
983	S100	Casino Control Act 1982	PARTICULAR PERSONS NOT TO ENTER OR REMAIN IN CASINO	Y

Sources			
Type	Ref. No.	Name	Received Date
Organisation	145911	INTERNAL OLGR	

Instructions				
Date	Action Officer	Bringup Officer	Description	Notified Date

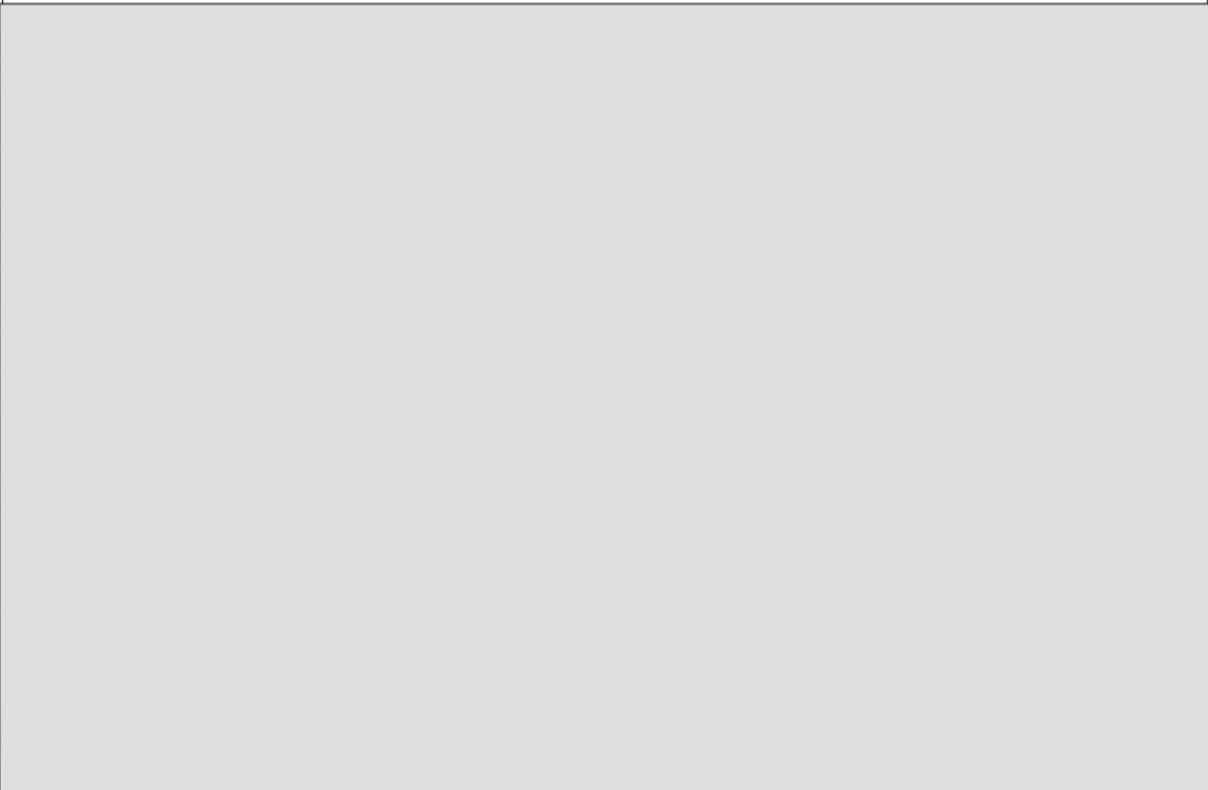
Action Notes			
Date	Officer	Action	Results
28-JUL-16	Mike MAKEPEACE	Investigation Review Bringup (Generated)	Actioned
Investigation 178851 is ready for approval.			
28-JUL-16	Mike MAKEPEACE	File Notes	
Referral documents from BSIR20212 attached			
28-JUL-16	Mike MAKEPEACE	File Notes	No further action
PIN issued by registered mail Copy attached. B/U to RM 5/09/16 for finalisation			
28-JUL-16	Mike MAKEPEACE	Investigation Complete Bringup (Generated)	Actioned
Investigation no. 178851 was closed by officer Mike MAKEPEACE on 28-JUL-2016			
01-AUG-16	John MCANDREW	File Notes	
On todays date there has been numerous phone calls from the offender and his sister. Also, [REDACTED] the RG manager for [REDACTED] has called seeking advice as the pair have called her az number of times.			
They have asked to have the fine cancelled due to [REDACTED] having [REDACTED] and being [REDACTED] My advice to [REDACTED] was to tell them to elect to take the matter to court, as per the back of the ticket. This was unacceptable to them as they wanted to have the PIN cancelled. I then advised [REDACTED] to tell them to write to OLGR via the address on the PIN and request a review of the PIN issuance but to also tell them this may or may not be done as it was not a usual practice, electing a court hearing being the only avenue to overturn the PIN.			
02-AUG-16	Rob GRIMMOND	File Notes	
Received submission from excluded patron seeking review of PIN issued - refer to email thread below.			
From: [REDACTED]			



Investigation Detail Report

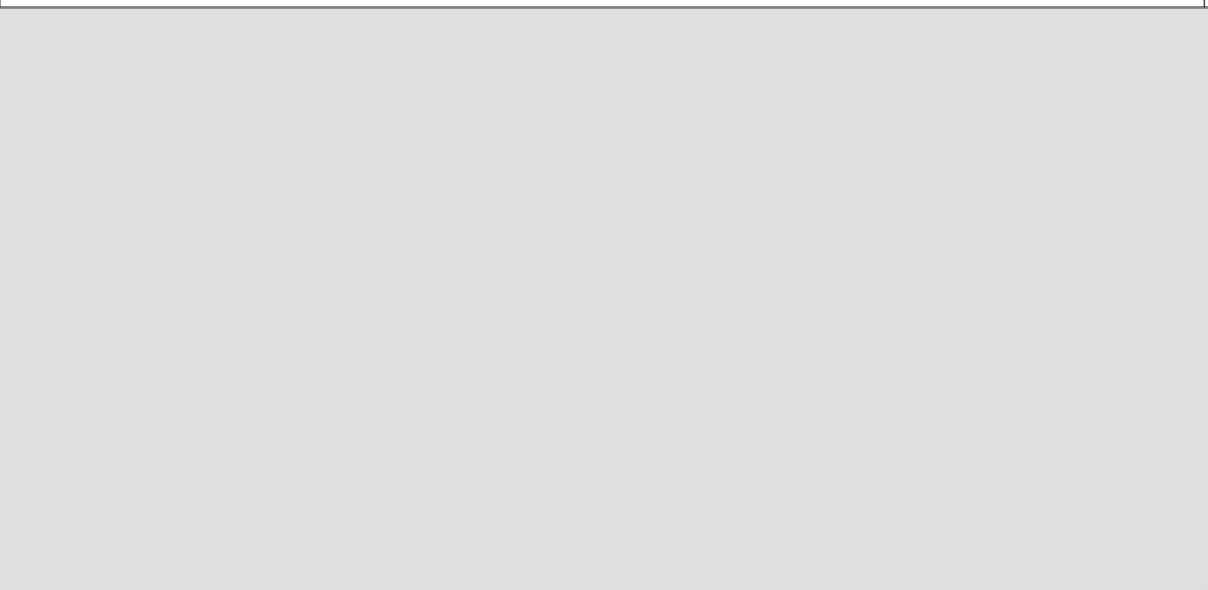
Sent: Tuesday, 2 August 2016 8:44 AM
To: Gaming Compliance <gamingcompliance@justice.qld.gov.au>
Subject: In relation to my fine that I Sch4/3/3 was given due to my Self-exclusion Notice

To whom it may concern,



02-AUG-16 Rob GRIMMOND File Notes

Received submission (part 2) from excluded patron seeking review of PIN issued - refer to email thread below.





Investigation Detail Report

Sch4/3/3

Kind Regards

02-AUG-16 Rob GRIMMOND File Notes

recommmendation made to Director RSB to withdraw PIN based on [redacted] submission and circumstances of matter. see email thread below:-

Hi Rob

As discussed I agree under the circumstances withdrawal is warranted providing the warning letter clearly outlines the repercussions should he contravene again before the expiration of his self-exclusion. In addition to those details, please include some information in the letter about gambling help services (if not clear already in the template).

Brad Wirth
Acting Director
Regional Services Branch
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General
Level 5, 33 Charlotte Street, Brisbane Qld 4000
Locked Bag 180, City East Qld 4002
t: +61 7 3247 5963
f: +61 7 3872 0951
e: brad.wirth@justice.qld.gov.au

Customer Call Centre 13 QGOV (13 74 68)
www.business.qld.gov.au/liquor-gaming

The Office of Liquor and Gaming Regulation is committed to providing you with quality service
If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

From: Robert Grimmond
Sent: Tuesday, 2 August 2016 4:31 PM
To: Brad Wirth <Brad.Wirth@justice.qld.gov.au>
Cc: Mike Makepeace <Mike.Makepeace@justice.qld.gov.au>; Phill Dunlevy <Phill.Dunlevy@justice.qld.gov.au>
Subject: FW: In relation to my fine that I [redacted] was given due to my Self-exclusion Notice

Gday Brad, the purpose of this email is to seek your endorsement of my recommendation to withdraw an infringement notice issued to [redacted] wrt under section 100 of the CCA by virtue of him breaching a self exclusion order from Treasury Casino on 22 July 2016

INV178851 and BSIR20212 refer

In reaching a decision/recommendation in this matter I considered he basis for my decision is as follows:-

[redacted] was issued a self-exclusion order at Treasury Casino on 13/7/12.



Investigation Detail Report

In view of the above, I recommend that the PIN be withdrawn and a further (strongly worded) warning be issued to [redacted] Sch4/3/3 advising that further breaches will likely result in prosecution action so that courts can determine matter.

Submitted for your consideration

Happy to discuss further

Rob

03-AUG-16 Rob GRIMMOND File Notes

further submission received from [redacted] refer below:-

From: [redacted]

Sent: Wednesday, 3 August 2016 1:26 PM

To: Gaming Compliance <gamingcompliance@justice.qld.gov.au>

Subject: Reference: 1610999/178851, Pin Ref: [redacted] In relation to my fine that I [redacted] was given due to my Self-exclusion Notice)

To whom it may concern,

[Large redacted area]

Kind Regards

[Redacted signature]

08-AUG-16 Rob GRIMMOND File Notes

determined to withdraw PIN issued to [redacted] and issue warning in lieu. request sent to Mike to make COGs amendments and forward warning letter to [redacted] copy of warning attached.

Gday Mike, after considerable deliberation I have elected to withdraw PIN for [redacted]

Could you please arrange for the cogs updates and PIN withdrawal Mike? and can you send our mate the attached after you review it

Thanks very much

Let me know if you want to discuss

cheers

11-AUG-16 Mike MAKEPEACE File Notes No further action

Letter withdrawing PIN 1740 sent by bregistered post.
B/U to A/MCG Grimmond for information.
NFA required



Infringement Notice
State Penalties Enforcement Act 1999

Pin Ref: [redacted]
Alleged Offenders Copy

Alleged Offender Details:

Surname: Sch4/3/3 **First Name:** [redacted] **Sex:** [redacted]

Address:
[redacted]

Alleged Offence Details:

Time Of Offence:
[redacted]

Date Of Offence (show between dates if applicable):
22 JUL 2016

Place of Offence:
BRISBANE

Section :
S100

Inspector Involved:
Phill DUNLEVY

Description of Offence:
A PERSON WHO IS PROHIBITED FROM ENTERING OR REMAINING IN A CASINO UNDER A SELF-EXCLUSION ORDER, AN EXCLUSION DIRECTION OR A DIRECTION UNDER SECTION 92 OR 94 MUST NOT ENTER OR REMAIN IN THE CASINO.

Act / Regulation / Rule:
Casino Control Act 1982

Offence Code: 4054 **Fine:** \$487.00

Details Of Service:

Date Of Issue:
28 JUL 2016

Method Of Service:
By Mail

Authorised person's Name:
Mike MAKEPEACE

Authorised person's Signature:

You have only 28 days from the date of issue shown on this notice to choose one of the options overleaf.

If you do not choose an option within 28 days, the infringement notice may be enforced by the State Penalties Enforcement Registry (SPER) and you will be required to pay additional fees.



Casino Incident Details

Casino:	Treasury Casino	Ref No.:	20212
Incident Date:	22 JUL 2016	Create Date:	23 JUL 2016
Incident Time:	18:30	Overall Risk Rating:	High
Inspector:	Jenny EASTWELL	Closed Date:	28 JUL 2016
Source:	Surveillance	Audit Ref No:	
Brief Description:	BR 100 RE 910 CCA - SELF EXCLUSION VIOLATION - 2ND CONTRAVENTION - Sch4/3/3 [REDACTED] - REFER TO REGIONAL MANAGER FOR THE ISSUANCE OF A PIN.		

Detailed Report

Background:

SURVEILLANCE ADVISED THAT SELF EXCLUDED PATRON HAD APPROACHED THE ELIZABETH STREET REWARDS DESK WHERE HE WAS IDENTIFIED AS AN EXCLUDED PATRON. A REVIEW OF THE FOOTAGE SHOWS THAT [REDACTED] HAD BEEN ON THE LICENSED FOOTPRINT. FOOTAGE SHOWS HIM TRAVELLING ALONG THE WILLIAM STREET CORRIDOR BEFORE ATTENDING THE REWARDS DESK.

[REDACTED] SELF EXCLUDED ON 13/07/12 AT TREASURY AND WAS ISSUED A WRITTEN WARNING ON 28/4/13.

Action:

SECURITY SHIFT MANAGER [REDACTED] INTERVIEWED [REDACTED] ALONG WITH OLGR MICHAEL DAY BEFORE ESCORTING HIM FROM THE PREMISES.

RECOMMENDATION

REFER TO BE FORWARDED TO THE REGIONAL MANAGER FOR CONSIDRATION OF ISSUANCE OF A PIN WHEN ALL RELEVANT DOCUMENTS ARE RECEIVED.

Game: Amount Involved:

Outcomes Summary

Outcome	Date	Remedial Action	Issue Type	Issue Class
Issue Pin	28 JUL 2016	Refer for Investigation	S 910 (Self) repeated contravention	Patron Non-conformity

Issues Summary

Issue Ref No	Issue Category	Issue Type	Issue Class	Issue Status	Closed Date
153260	Exclusion Violation	S 910 (Self) repeated contravention	Patron Non-conformity	Closed	28 JUL 2016

Issue Details

Issue Ref No :	153260	Successful Control Point:	
Issue Category:	Exclusion Violation	Location:	
Issue Type:	S 910 (Self) repeated contravention	Game:	
Issue Class:	Patron Non-conformity	Risk Rating:	High
Issue Status:	Closed	Amount:	
Issue Date:	23 JUL 2016		
Closed Date :	28 JUL 2016		
Issue Summary:	BR 100 CCA RE 91(0) - SELF EXCLUSION - 2ND CONTRAVENTION - [REDACTED]		
Issue Details:	BR 100 CCA RE 91(0) - SELF EXCLUSION - 2ND CONTRAVENTION - [REDACTED]		

Breaches

Ref No	Act	Section	Breach Name
983	Casino Control Act 1982	S100	PARTICULAR PERSONS NOT TO ENTER OR REMAIN IN CASINO

Remedial Actions

Action Code	Action Details	Due Date	Outcome	Outcome Date
Refer for Investigation		23 JUL 2016	Issue Pin	28 JUL 2016

People

Person No.	Name	Involvement
[REDACTED]	[REDACTED]	Casino Staff
[REDACTED]	[REDACTED]	Suspect/Defendant

Casino Incident Details

Supervisor Comments

Supervisor: Phill DUNLEVY

Operator Performance Report: N

Comments: THIS IS THE SUSPECTS SECOND BREACH OF SELF EXCLUSION. Sch4/3/3 PREVIOUSLY BREACH HIS SELF EXCLUSION ON 28/4/13 AND WAS ISSUED WITH A WRITTEN WARNING. HE INDICATED AT THE TIME THAT HE WAS AWARE THAT THE ORDER PROHIBITED HIM FROM BEING ON THE LICENSED AREA OF THE CASINO.

ON THIS OCCASION 22/7/16 CCTV FOOTAGE CLEARLY SHOWS HE WAS AGAIN ON THE LICENSED FOOTPRINT IN CONTRAVENTION OF THE EXCLUSION ORDER. THE SUSPECT WAS INTERVIEWED IN THE PRESENCE OF INSPECTOR DAY AND HIS IDENTITY CONFIRMED.

I SUPPORT INSPECTOR EASTWELLS RECOMMENDATION THAT CONSIDERATION BE GIVEN TO ISSUING THE SUSPECT [REDACTED] WITH A PIN FOR BEING IN BREACH OF SEC 100 RE 910 OF THE CCA.

Related Information

Action Date	Action Type	Action Ref.	Action Officer	Notes
27 JUL 2016	File Notes	924842	Jenny EASTWELL	REFERRAL TO REGIONAL MANAGER FOR THE ISSUANCE OF PIN AND ALL RELEVANT DOCUMENTS.
		Attach Date	Attachment Type	Attachment Name
		27 JUL 2016	Final Report	1610796 - BSIR20212 - 2ND CONTRAVENTION SELF EXCLUSION - [REDACTED]
Action Date	Action Type	Action Ref.	Action Officer	Notes
28 JUL 2016	File Notes	925029	Phill DUNLEVY	Referral to RM recommending PIN for 2nd breach of self-exclusion.
		Attach Date	Attachment Type	Attachment Name
		28 JUL 2016	Memorandum	1610870 - FRN:20212 - [REDACTED] REFERRAL FOR PIN
Action Date	Action Type	Action Ref.	Action Officer	Notes
28 JUL 2016	File Notes	925109	Mike MAKEPEACE	I have reviewed the evidence presented and agree sufficient exists to support a PIN being issued to [REDACTED]
				INV178851 created and all relevant documents attached to that file in eDocs and COGS pending further action.
				This IR closed.
		Attachment Name		
Action Date	Action Type	Action Ref.	Action Officer	Notes
01 AUG 2016	File Notes	926709	Jenny EASTWELL	[REDACTED]
		Attachment Name		



Casino Incident Details

Related Information				
Action Date	Action Type	Action Ref.	Action Officer	Notes
01 AUG 2016	File Notes	926967	Jan ALDRICH	Sch4/3/3
				Attachment Name
Action Date	Action Type	Action Ref.	Action Officer	Notes
03 AUG 2016	File Notes	927604	Phill DUNLEVY	Advice received by this office on 2/8/16 from [redacted] Mgr gaming Compliance that endorsement was being sought from Brad Wirth A/Director Regional Services to withdraw the PIN issued to [redacted] fro breach of the self exclusion order. See email and documents in explanation.
Attach Date	Attachment Type	Attachment Name		
03 AUG 2016	External Correspondence	1612558		
03 AUG 2016	External Correspondence	1612561		
03 AUG 2016	External Correspondence	1612563		
03 AUG 2016	External Correspondence	1612564		
03 AUG 2016	External Correspondence	1612557		
03 AUG 2016	External Correspondence	1612562		

**DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
MEMORANDUM**

Office of Liquor and Gaming Regulation
Brisbane South Gaming



EXCLUDED PERSON BREACH REPORT

TO:	Mike Makepeace	RM
THROUGH:	Phil Dunlevy	ARM
FROM:	Jenny Eastwell	CO
Recommendation:	Issue a Penalty Infringement Notice for a 2nd breach of s.100 of the <i>Casino Control Act 1982</i> by a person excluded under s.910.	

Offence

Incident Report Number	[Redacted]	Offence Date	22/07/2016
		Offence Time	18:30
Date Order issued	13/07/2012	Casino	Treasury
1 st Contravention Date	28/04/2013	Casino	Treasury
2 nd Contravention Date	22/07/2016	Casino	Treasury

Defendant

Full Name:	Sch4/3/3	DOB:	[Redacted]
Address:	[Redacted]	Gender:	[Redacted]
		COGS PN:	[Redacted]

Attachments (tick)

1.	Self-exclusion Notice (Form 3A)	<input checked="" type="checkbox"/>
2.	Exclusion Order (Form 3B) / Direction (Form 3D)	<input checked="" type="checkbox"/>
3.	Contravention of Order / Direction (Form 3H) - 1st contravention	<input checked="" type="checkbox"/>
4.	Contravention of Order / Direction (Form 3H) – 2nd contravention	<input checked="" type="checkbox"/>
5.	Information Notice – Exclusion Direction (Form 3I)	<input checked="" type="checkbox"/> N/A
6.	Written warning for previous offence	<input checked="" type="checkbox"/>
7.	QOGR Incident Reports	<input checked="" type="checkbox"/>
8.	Copy of Inspectors Official Note Book entries relating to this incident	<input checked="" type="checkbox"/> N/A
9.	10 questions and responses	<input checked="" type="checkbox"/>
10.	Photograph of Excluded Person from Operator's Exclusion records	<input checked="" type="checkbox"/>
11.	Photograph of Excluded Person in the casino – current contravention	<input checked="" type="checkbox"/>
12.	COGS Person Profile Report	<input checked="" type="checkbox"/>
13.	Operator Incident Report №: LAP 1345428	<input checked="" type="checkbox"/>
14.	CCTV recording DVD №: C160722LAP1345428(1)	<input checked="" type="checkbox"/>

Recommendation – Compliance Officer

The evidence attached to this report proves that on **22 July 2016**, Sch4/3/3 [redacted] (the defendant) breached section 100 of the *Casino control Act 1982* for the second time.


The documents attached clearly show:

1. The defendant, was excluded from Treasury and Jupiters Casinos effective **13 July 2012**.
2. The defendant was interviewed by [redacted] **Security Supervisor** [redacted] Treasury Casino Security Duty Manager on the occasion of the first contravention of their **Exclusion Order** [redacted] on **28 April 2013**. Reports received following the interview show the following were verified or ascertained:
 - a. The defendant's identity and current address
 - b. The defendant is aware they are excluded
 - c. The reason for entering the casino
3. The defendant was issued with a Written Warning dated **28 April 2013** after the first contravention.
4. The defendant contravened their Exclusion Order a second time on **22 July 2016**, and was interviewed by [redacted] **Security Supervisor** [redacted]. Reports received following the interview show the following were verified or ascertained:
 - a. The defendant's identity and current address
 - b. The defendant is aware they are excluded
 - c. The reason for entering the casino

I therefore recommend that, in accordance with the Compliance Enforcement Guideline, a Penalty Infringement Notice should be issued to the defendant pursuant to section 100 of the *Casino Control Act 1982* for the 2nd breach of an Exclusion Order.

Jenny Eastwell (147)

Print name & Insp. No.



Signature

27 / 7 / 16

Date

Comments – Reviewing Assistant Regional Manager

I have reviewed this report, all of the attached documents and viewed the accompanying CCTV footage.

I confirm the evidence presented proves the defendant [redacted] is self-excluded and contravened section 100 of the Act for a second time on **22 July 2016**.

I therefore support the Compliance Officer's recommendation to issue a Penalty Infringement Notice to the defendant in accordance with the Compliance Enforcement Guideline and office precedent.

Print name & Insp. No.

Signature

Date

Self-exclusion Notice

Casino Control Act 1982--S91N, Gaming Machine Act 1991--S201
Keno Act 1996--S154A, Wagering Act 1998--S216A

Applicable to:

- ✓ Casino Operator under the Casino Control Act 1982
- ✓ Agent under the Keno Act 1996
- ✓ General Operator (eg: UNITAB Limited or TAB Agent) under the Wagering Act 1998

To the gambling provider at **TREASURY CASINO:**

I ask that you prohibit me from:

entering or remaining in:

Jupiters Gold Coast/ Treasury Brisbane/ Jupiters Townsville Casinos

and

taking part in keno gaming at:

Jupiters Gold Coast/ Treasury Brisbane/ Jupiters Townsville Casinos

and

taking part in approved wagering at:

Jupiters Gold Coast/ Treasury Brisbane/ Jupiters Townsville Casinos

Patron's Details *(please print)*

Sch4/3/3

Provision of Recent Photo

1. If the self-exclusion relates to a casino, this notice must be accompanied by a recent photo as required by S91N(2) of the Casino Control Act 1982. The casino operator will usually arrange for this photo to be taken.
2. If the gambling provider requests a photo to confirm your identity, you must provide a recent photo.

Recent photo provided:

Yes No

Sch4/3/3

This form combines Approved Form 26A under the Casino Control Act 1982, Form 72A under the Gaming Machine Act 1991, Form 35A under the Keno Act and Form 22A under the Wagering Act 1998.

The information provided by you and included in this notice, and your photograph, are maintained for the purpose of enforcing your exclusion from Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos.

Therefore, information about you (including the information included in this notice and photograph) may be shared between the Echo Entertainment Group Casinos and may also be required to be disclosed to the Office of Liquor & Gaming Regulation. We collect, store, use and disclose personal information in accordance with our Privacy Statement available on each of the Echo Entertainment Group Casinos' websites, or by contacting us using the following details: Jupiters Gold Coast, PO Box 1515, Broadbeach, Qld 4218, Fax: (07) 5592 8767. Treasury Brisbane - GPO Box 2488, Brisbane, Qld, 4001 Fax: (07) 5592 8767. Jupiters Townsville - PO Box 1223, Townsville, Qld, 4810, Fax: (07) 4722 2323.

Office Use Only

Self-exclusion notice received by _____ Position held _____
Location _____ Date ____ / ____ / ____ Exclusion reference number _____
Player loyalty number or equivalent _____ Photo received Yes No
Date self-exclusion order given ____ / ____ / ____
Original to: Gaming Operations Admin Copies to: Patron and Compliance (JGC)

Notice of contravention of self-exclusion order / exclusion direction

Office of Liquor and Gaming Regulation (OLGR)

Office use only

Exclusion reference number:

Player loyalty number or equivalent:

This form combines Approved Form 26H under the Casino Control Act 1982, Form 72H under the Gaming Machine Act 1991, Form 35H under the Keno Act 1996 and Form 22H under the Wagering Act 1998.

Instructions: Please complete in BLOCK letters. If you need help completing this form, visit our website www.olgr.qld.gov.au or contact the Office of Liquor and Gaming Regulation (OLGR) on 13 QGOV (13 74 68) or fax: 07 3872 0827.

Privacy Statement - please read

OLGR is collecting personal information in order to receive a notice of contravention of a self exclusion order or exclusion direction in accordance with Casino Control Act 1982 - s100(D), Gaming Machine Act 1991 - S261(K), Keno Act 1996 - S154(L), Wagering Act 1998 - S216(L) which requires or allows for the collection of the personal information.

Send copy of form to OLGR within seven days of contravention.

Keep a copy on file on site premises.

To: The Executive Director
Office of Liquor and Gaming Regulation
Locked Bag 180, CITY EAST QLD 4002

The following person:

Family Name: Sch4/3/3

Given Name(s): _____ Date of birth: _____

Alias(es): _____

Address: _____ Postcode: _____

Phone No: _____

Mobile: _____

Email: _____

Contravened a self-exclusion order / exclusion direction by: (tick as applicable)

- entering or remaining in the Treasury Brisbane (casino/club/hotel/TAB)
- entering or remaining in the gaming machine area/s of the Treasury Brisbane (club/hotel)
- taking part in keno gaming at; or
- entering or remaining in the following approved place/s of operation for keno gaming
Treasury Brisbane (casino/club/hotel/TAB)
- taking part in approved wagering at; or
- entering or remaining in the following approved place/s of operation for approved wagering
Treasury Brisbane (casino/club/hotel/TAB)

on 28/04/2013 at 5:06 AM

Notice of contravention of self-exclusion order / exclusion direction

Office of Liquor and Gaming Regulation (OLGR)

Office use only

Exclusion reference number:

Player loyalty number or equivalent:

This form combines Approved Form 26H under the Casino Control Act 1982, Form 72H under the Gaming Machine Act 1991, Form 35H under the Keno Act 1996 and Form 22H under the Wagering Act 1998.

Instructions: Please complete in BLOCK letters. If you need help completing this form, visit our website www.olgr.qld.gov.au or contact the Office of Liquor and Gaming Regulation (OLGR) on 13 QGOV (13 74 68) or fax: 07 3872 0827.

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Send copy of form to OLGR within seven days of contravention.

Keep a copy on file on site premises.

To: The Executive Director
Office of Liquor and Gaming Regulation
Locked Bag 180, CITY EAST QLD 4002

The following person:

Family Name: Sch4/3/3

Given Name(s): _____ Date of birth: _____

Alias(es): _____

Address: _____ Postcode: _____

Phone No: _____

Mobile: _____

Email: _____

Contravened a self-exclusion order / exclusion direction by: (tick as applicable)

- entering or remaining in the Treasury Brisbane (casino/club/hotel/TAB)
- entering or remaining in the gaming machine area/s of the Treasury Brisbane (club/hotel)
- taking part in keno gaming at; or
- entering or remaining in the following approved place/s of operation for keno gaming
Treasury Brisbane (casino/club/hotel/TAB)
- taking part in approved wagering at; or
- entering or remaining in the following approved place/s of operation for approved wagering
Treasury Brisbane (casino/club/hotel/TAB)

on 22/07/2016 at 6:10 PM

Details of contravention:

Sch4/3/3



Multiple horizontal lines for writing details of contravention.

(Note: If insufficient space, attach incident report)

Details of self-exclusion order / exclusion direction:

Type of exclusion: (please print) Self-Self Exclusion 1

Period of self-exclusion order/exclusion direction (start) 13/07/2012 to (finish) 13/07/2017

Attach copy of self-exclusion order/exclusion direction to this form.

Signature of authorised person: Sch4/3/3 Date: 25-7-2016

Name of authorised person: [Redacted]

Position of authorised person: Security Supervisor Date: 25-7-2016

1 As per S91O/93A of the Casino Control Act 1982; S261A/S261C of the Gaming Machine Act 1991; S154B/S154D of the Keno Act 1996; S216B/S216D of the Wagering Act 1998.

Office use only:
Original to: OLGR on-site inspectorate
Copies to: Responsible Gambling BRTC, Compliance GCJC and Gaming Operations Admin at GCJC



Exclusion Number:

WRITTEN WARNING FOR PERSONS CONTRAVENING SELF EXCLUSION ORDER/DIRECTION

The following person:

(Family Name)

(Given Name)

(Address)

(Date of Birth)

Who has an Exclusion Order/ Exclusion Direction No. under the Casino Control Act 1982 entered Treasury Brisbane Casino on 28/04/2013 at 5:06 Hours.

It has been explained to me by the Casino Manager that by entering Treasury Brisbane Casino it is a contravention of my exclusion Order/Exclusion Direction that is currently in place. I understand that a Notice of Contravention will be forwarded to the on-site Office of Liquor & Gaming Regulation Inspectorate following my entry.

I understand if I should enter Jupiters Gold Coast, Treasury Brisbane, or Jupiters Townsville Casinos on another occasion another Notice of Contravention will be supplied to the Office of Liquor & Gaming Regulation who are empowered to issue an Infringement Notice and fines and/or to commence prosecution action.

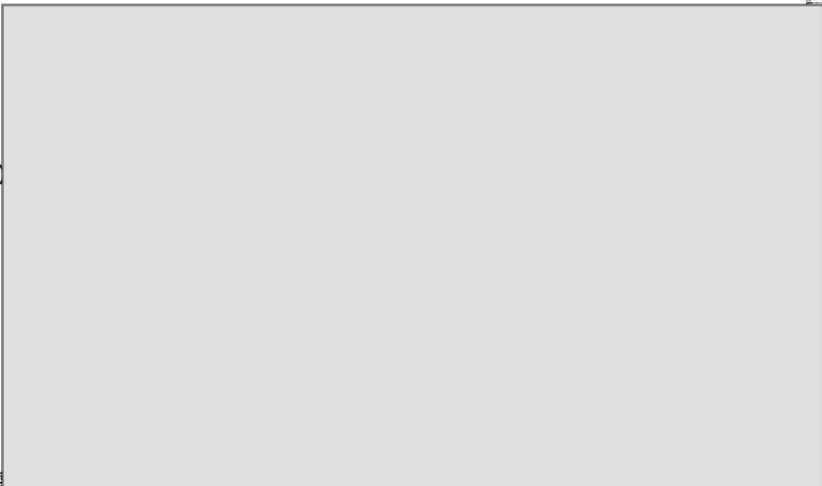
Signed by Casino Operator:

I acknowledge receipt of Written Warning (Print Name)

Signature of Excluded Patron:

Signature of Witness:

Position of Witness:



Office Use Only	
Original Written Warning	Patron
Original Written Warning & Receipt	Gaming Ops Admin Office GCJC & BRIC & Safety & Security Manager TS VI
Copy to:	OLGR & Compliance



Casino Incident Details

Casino:	Treasury Casino	Ref No.:	20212
Incident Date:	22 JUL 2016	Create Date:	23 JUL 2016
Incident Time:	18:30	Overall Risk Rating:	High
Inspector:	Jenny EASTWELL	Closed Date:	
Source:	Surveillance	Audit Ref No:	
Brief Description:	BR 100 RE 910 CCA - SELF EXCLUSION VIOLATION - 2ND CONTRAVENTION - Sch4/3/3 [REDACTED] - REFER TO REGIONAL MANAGER FOR THE ISSUANCE OF A PIN.		

Detailed Report

Background:

SURVEILLANCE ADVISED THAT SELF EXCLUDED PATRON HAD APPROACHED THE [REDACTED] WHERE HE WAS IDENTIFIED AS AN EXCLUDED PATRON. A REVIEW OF THE FOOTAGE SHOWS THAT [REDACTED] HAD BEEN ON THE LICENSED FOOTPRINT. FOOTAGE SHOWS HIM TRAVELLING ALONG THE [REDACTED]

[REDACTED] SELF EXCLUDED ON 13/07/12 AT TREASURY AND WAS ISSUED A WRITTEN WARNING ON 28/4/13.

Action:

SECURITY SHIFT MANAGER [REDACTED] INTERVIEWED [REDACTED] BEFORE ESCORTING HIM FROM THE PREMISES.

RECOMMENDATION

REFER TO REGIONAL MANAGER FOR CONSIDRATION OF ISSUANCE OF A PIN.

Game: Amount Involved:

Outcomes Summary

Outcome	Date	Remedial Action	Issue Type	Issue Class
		Refer for Investigation	S 910 (Self) repeated contravention	Patron Non-conformity

Issues Summary

Issue Ref No	Issue Category	Issue Type	Issue Class	Issue Status	Closed Date
153260	Exclusion Violation	S 910 (Self) repeated contravention	Patron Non-conformity	Open	

Issue Details

Issue Ref No :	153260	Successful Control Point:	
Issue Category:	Exclusion Violation	Location:	
Issue Type:	S 910 (Self) repeated contravention	Game:	
Issue Class:	Patron Non-conformity	Risk Rating:	High
Issue Status:	Open	Amount:	
Issue Date:	23 JUL 2016		
Closed Date :			
Issue Summary:	BR 100 CCA RE 91(0) - SELF EXCLUSION - 2ND CONTRAVENTION - Sch4/3/3		
Issue Details:	BR 100 CCA RE 91(0) - SELF EXCLUSION - 2ND CONTRAVENTION - [REDACTED]		

Breaches

Ref No	Act	Section	Breach Name
983	Casino Control Act 1982	S100	PARTICULAR PERSONS NOT TO ENTER OR REMAIN IN CASINO

Remedial Actions

Action Code	Action Details	Due Date	Outcome	Outcome Date
Refer for Investigation		23 JUL 2016		

People

Person No.	Name	Involvement
[REDACTED]	[REDACTED]	Casino Staff
[REDACTED]	[REDACTED]	Suspect/Defendant



Casino Incident Details

Casino:	Treasury Casino	Ref No.:	16792
Incident Date:	28 APR 2013	Create Date:	28 APR 2013
Incident Time:	05:00	Overall Risk Rating:	
Inspector:	Paul LEGG	Closed Date:	28 APR 2013
Source:		Audit Ref No:	
Brief Description:	BR 100 CCA RE 91(O) CCA - 1ST CONTRAVENTION - SELF EXCLUSION - [Redacted] - Sch4/3/3 [Redacted] - WARNING LETTER ISSUED - NFA		

Detailed Report

Background:

Background

At approximately 5.00hrs Surveillance operator, [Redacted] advised OLGR that Self Excluded patron [Redacted] was observed on the licensed footprint. The Operators records indicate [Redacted] was Self Excluded on 13/07/2012. This is his 1st contravention.

Action

Security Shift Manager [Redacted] approached the suspect on the main gaming floor and established it was [Redacted]. The offender was then escorted back to the Offices of Casino Management by the Security Shift Manager who then proceeded to complete the Self Exclusion Contravention Report (10 Questions). Following this requirement [Redacted] was issued with a Written Warning as a result of his actions, prior to being escorted off the premises.

Patrons current details are:

[Redacted]

Recommendation

NFA required as a Written Warning has been issued.

Action:

Game:

Amount Involved:

Outcomes Summary

Outcome	Date	Remedial Action	Issue Type	Issue Class
Z No Further Action	28 APR 2013	No Remedial Action Required	Z Exclusions under Section 910 (Self)	Z Self Exclusion Violation

Issues Summary

Issue Ref No	Issue Category	Issue Type	Issue Class	Issue Status	Closed Date
18256	Z Exclusion Violation	Z Exclusions under Section 910 (Self)	Z Self Exclusion Violation	Closed	28 APR 2013

Issue Details

Issue Ref No :	18256	Successful Control Point:	
Issue Category:	Z Exclusion Violation	Location:	CASINO LEVEL 1
Issue Type:	Z Exclusions under Section 910 (Self)	Game:	
Issue Class:	Z Self Exclusion Violation	Risk Rating:	N/A
Issue Status:	Closed	Amount:	
Issue Date:	28 APR 2013		
Closed Date :	28 APR 2013		
Issue Summary:	Z Exclusion Violation-Z Exclusions under Section 910 (Self)		
Issue Details:	Z Exclusion Violation-Z Exclusions under Section 910 (Self)		

Remedial Actions

Action Code	Action Details	Due Date	Outcome	Outcome Date
No Remedial Action Required		28 APR 2013	Z No Further Action	28 APR 2013

People

Person No.	Name	Involvement
[Redacted]	[Redacted]	Casino Staff
[Redacted]	[Redacted]	Casino Staff
[Redacted]	[Redacted]	Suspect/Defendant



Casino Incident Details

Supervisor Comments

Supervisor: Phil DUNLEVY

Operator Performance Report: N

Comments: AS THIS WAS THE SUSPECTS FIRST BREACH OF A SELF EXCLUSION THE ISSUE OF A WRITTEN WARNING IS IN ACCORDANCE WITH AGREED PROCEDURES. NFA REQUIRED BY THIS OFFICE.

**DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
MEMORANDUM**

Office of Liquor and Gaming Regulation
Brisbane South Gaming



EXCLUDED PERSON BREACH REPORT

TO:	<u>Mike Makepeace</u>	<u>RM</u>
THROUGH:	<u>Phil Dunlevy</u>	<u>ARM</u>
FROM:	<u>Jenny Eastwell</u>	<u>CO</u>
Recommendation:	Issue a Penalty Infringement Notice for a 2nd breach of s.100 of the <i>Casino Control Act 1982</i> by a person excluded under s.91O.	

Offence

Incident Report Number	Sch4/3/3	Offence Date	22/07/2016
		Offence Time	18:30
Date Order issued	13/07/2012	Casino	Treasury
1st Contravention Date	28/04/2013	Casino	Treasury
2nd Contravention Date	22/07/2016	Casino	Treasury

Defendant

Full Name:		DOB:	
Address:		Gender:	
		COGS PN:	

Attachments (tick)

1.	Self-exclusion Notice (Form 3A)	<input checked="" type="checkbox"/>
2.	Exclusion Order (Form 3B) / Direction (Form 3D)	<input checked="" type="checkbox"/>
3.	Contravention of Order / Direction (Form 3H) - 1st contravention	<input checked="" type="checkbox"/>
4.	Contravention of Order / Direction (Form 3H) – 2nd contravention	<input checked="" type="checkbox"/>
5.	Information Notice – Exclusion Direction (Form 3I)	<input checked="" type="checkbox"/> N/A
6.	Written warning for previous offence	<input checked="" type="checkbox"/>
7.	QOGR Incident Reports	<input checked="" type="checkbox"/>
8.	Copy of Inspectors Official Note Book entries relating to this incident	<input checked="" type="checkbox"/> N/A
9.	10 questions and responses	<input checked="" type="checkbox"/>
10.	Photograph of Excluded Person from Operator's Exclusion records	<input checked="" type="checkbox"/>
11.	Photograph of Excluded Person in the casino – current contravention	<input checked="" type="checkbox"/>
12.	COGS Person Profile Report	<input checked="" type="checkbox"/>
13.	Operator Incident Report №: LAP 1345428	<input checked="" type="checkbox"/>
14.	CCTV recording DVD №: C160722LAP1345428(1)	<input checked="" type="checkbox"/>

Recommendation – Compliance Officer

The evidence attached to this report proves that on **22 July 2016**, [Sch4/3/3] (the defendant) breached section 100 of the *Casino control Act 1982* for the second time.


The documents attached clearly show:

1. The defendant, was excluded from Treasury and Jupiters Casinos effective **13 July 2012**.
2. The defendant was interviewed by [redacted] **Security Supervisor** [redacted] Treasury Casino Security Duty Manager on the occasion of the first contravention of their **Exclusion Order** [redacted] on **28 April 2013**. Reports received following the interview show the following were verified or ascertained:
 - a. The defendant's identity and current address
 - b. The defendant is aware they are excluded
 - c. The reason for entering the casino
3. The defendant was issued with a Written Warning dated **28 April 2013** after the first contravention.
4. The defendant contravened their Exclusion Order a second time on **22 July 2016**, and was interviewed by [redacted] **Security Supervisor** [redacted] Reports received following the interview show the following were verified or ascertained:
 - a. The defendant's identity and current address
 - b. The defendant is aware they are excluded
 - c. The reason for entering the casino

I therefore recommend that, in accordance with the Compliance Enforcement Guideline, a Penalty Infringement Notice should be issued to the defendant pursuant to section 100 of the *Casino Control Act 1982* for the 2nd breach of an Exclusion Order.

Jenny Eastwell (147)

Print name & Insp. No.



Signature

27, 7, 16
Date

Comments – Reviewing Assistant Regional Manager


I have reviewed this report, all of the attached documents and viewed the accompanying CCTV footage.

I confirm the evidence presented proves the defendant [redacted] is self-excluded and contravened section 100 of the Act for a second time on **22 July 2016**.

I therefore support the Compliance Officer's recommendation to issue a Penalty Infringement Notice to the defendant in accordance with the Compliance Enforcement Guideline and office precedent.

P. DUNLEVY 014

Print name & Insp. No.



Signature

28, 7, 16
Date

Investigation Detail Report

Investigation Details

<p>File Ref No: 166483</p> <p>Classification: > 3 months</p> <p>Inv. Group: Inspectorate Controlled</p> <p>Source Type: Complaint from Public</p> <p>Inv. Type: Casino Control</p> <p>Inv. Sub-Type:</p>	<p>Title: JUPITERS LIMITED - TREASURY CASINO</p> <p>Inv. Status: Finalised</p> <p>Insp. Referral: No Interest</p> <p>EDRMS Ref.:</p>
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Officers

Allocated: Mike MAKEPEACE	Date: 21-OCT-15	Dates
Review: Brad WIRTH	Date: 21-OCT-15	Started: 21-OCT-15
		Completed: 24-NOV-15

Allegation

Date	Allegation
21-OCT-15	PROMOTIONAL MATERIAL SENT TO SELF-EXCLUDED PERSON

Defendants and Breaches

Type: Organisation **Ref. No.:** Sch4/3/3 **Defendant Name:** THE STAR ENTERTAINMENT QLD LIMITED

Ref. No.	Section	Act	Breach Name	Pin
1593	S100E	Casino Control Act 1982	DISTRIBUTING PROMOTIONAL OR ADVERTISING MATERIAL ABOUT A CASINO	N

Sources

Type	Ref. No.	Name	Received Date
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Instructions

Date	Action Officer	Bringup Officer	Description	Notified Date
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Action Notes

Date	Officer	Action	Results
21-OCT-15	Mike MAKEPEACE	File Notes	
Email correspondence to date			
21-OCT-15	Mike MAKEPEACE	Investigation Review Bringup (Generated)	
Investigation 166483 is ready for approval.			
27-OCT-15	Mike MAKEPEACE	File Notes	
22/10/15	MCG Wirth & RM Makepeace met with [redacted] Meeting notes attached [redacted] provided the promotional material sent to [redacted] originals on file, copies attached		
Copies of correspondence as follows attached.			
26/10/15 - MCG with [redacted] requesting permission to raise the issue with the operator. and [redacted] assent.			
26/10/15 - MCG to RM requesting discuss with police. 27/10/15 - 26RM reply advising as follows: * Discussed [redacted] with [redacted] and he advises the only time she appears in their system is in relation to a \$700 theft in the casino but only as the victim/witness.			
26/10/15 - MCG with RM requesting discuss with operator and RM reply 27/10/15 as follows: * [redacted] A/Patron Liaison Manager, advised me that when a person is excluded KCMS automatically updates their records to show no			



Investigation Detail Report

<p>mail-outs are to be sent. * If the exclusion is subsequently revoked this option is not automatically reversed; the patron must personally request the mail-out option to be reinstated. * While the system screens available to Sch4/343 not provide definitive proof, it appears that [redacted] attended the Rewards Desk on 12/08/15 and asked for her mail-out option to be reinstated, which it was. This fits with the timing of [redacted] complaint. * As [redacted] appears to have specifically requested mail-outs to be sent to her [redacted] advises the operator would be unlikely to stop them without [redacted] consent. 27/10/15 MCG Response: * I see no reason in pursuing it further with the operator unless there is some obligation for us to do so which I doubt. I will get back to you when I receive the advice.</p>			
28-OCT-15	Mike MAKEPEACE	File Notes	
Advice received from [redacted] concluding information about [redacted] exclusion status [redacted]			
24-NOV-15	Brad WIRTH	File Notes	No further action
Investigation finalised - report at edocs 1558723 (unable to be attached to COGS due to IT issues). [redacted]			
Matter closed. Physical records for this inv file held at Treasury casino inspectorate.			
24-NOV-15	Mike MAKEPEACE	File Notes	No further action
Summary Report attached			
24-NOV-15	Brad WIRTH	Investigation Complete Bringup (Generated)	Actioned
Investigation no. 166483 was closed by officer Brad WIRTH on 24-NOV-2015			

Self-exclusion notice

Office of Liquor and Gaming Regulation (OLGR)

Form 3A/T

<p style="text-align: center;">Office use only</p> <p>Self-exclusion notice received from: Sch4/3/3</p> <p>Position held: <u>PLM</u></p> <p>Location: <u>TREASURY CASINO.</u></p> <p>Date: <u>1, 10, 13</u></p> <p>Exclusion reference number: _____</p> <p>Player loyalty number or equivalent: _____</p> <p>Photo received? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Date self-exclusion order given: <u>1, 10, 13</u></p>	<p>This form combines Approved Form 26A under the <i>Casino Control Act 1982</i>, Form 72A under the <i>Gaming Machine Act 1991</i>, Form 35A under the <i>Keno Act 1996</i> and Form 22A under the <i>Wagering Act 1998</i>.</p> <p>Tick the applicable box</p> <p><input checked="" type="checkbox"/> Casino operator under the <i>Casino Control Act 1982</i></p> <p><input checked="" type="checkbox"/> Licensee under the <i>Gaming Machine Act 1991</i></p> <p><input checked="" type="checkbox"/> Agent under the <i>Keno Act 1996</i></p> <p><input checked="" type="checkbox"/> General operator (e.g. UNITAB Limited or TAB agent) under the <i>Wagering Act 1998</i></p> <p>Instructions Please complete in BLOCK letters. If you need help completing this form, visit our website www.olgr.qld.gov.au or contact the Office of Liquor and Gaming Regulation (OLGR) on 13 QGOV (13 74 68). Form to be completed by gaming/wagering provider/operator. The original is to be kept on file at site premises. Do not send to OLGR unless requested.</p>
<p>To the gaming/wagering provider/operator at: <u>TREASURY CASINO</u> (venue)</p> <p>I ask that you prohibit me from: (choose an option and tick as applicable)</p> <p><input checked="" type="checkbox"/> entering or remaining in: <u>Jupiters Gold Coast/Treasury Brisbane/Jupiters Townsville Casinos</u> (casino)</p> <p>(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)</p> <p>or</p> <p><input type="checkbox"/> entering or remaining in; or</p> <p><input type="checkbox"/> entering or remaining in a gaming machine area/s on the following licensed premises: _____ (club/hotel)</p> <p>(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)</p> <p><input checked="" type="checkbox"/> taking part in keno gaming at: <u>Jupiters Gold Coast/Treasury Brisbane/Jupiters Townsville Casinos</u></p> <p><input checked="" type="checkbox"/> entering or remaining in the following approved place/s of operation for keno gaming: _____ (casino/club/hotel/TAB)</p> <p>(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)</p> <p><input checked="" type="checkbox"/> taking part in approved wagering at: <u>Jupiters Gold Coast/Treasury Brisbane/Jupiters Townsville Casinos</u></p> <p><input checked="" type="checkbox"/> entering or remaining in the following approved place/s of operation for approved wagering: _____ (casino/club/hotel/TAB)</p> <p>(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)</p>	

Patron's details

Sch4/3/3

Provision of recent photo

1. If the self-exclusion relates to a casino, this notice must be accompanied by a recent photo as required by S91N(2) of the *Casino Control Act 1982*. The casino operator will usually arrange for this photo to be taken.
2. If the gaming/wagering provider/operator requests a photo to confirm your identity, you must provide a recent photo.

The information provided by you and included in this notice, together with your photograph, is maintained for the purpose of enforcing your exclusion from Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos.

Therefore, information about you (including the information included in this notice and photograph) may be shared between the Echo Entertainment Group Casinos and may also be required to be disclosed to the Office of Liquor & Gaming Regulation. We collect, store, use and disclose personal information in accordance with our Privacy Statement available on each of the Echo Entertainment Group Casinos' websites, or by contacting us using the following details: Jupiters Gold Coast, PO Box 1515, Broadbeach, Qld 4218, Fax (07) 5592 8767. Treasury Brisbane - GPO Box 2488, Brisbane, Qld, 4001 Fax: (07) 55928767. Jupiters Townsville - PO Box 1223, Townsville, Qld, 4810, Fax: (07) 4722 2323.

Office use only:

Original to: Gaming Operations Admin

Copies to: Patron & Compliance (JGC)

Revocation notice: self-exclusion order

Office of Liquor and Gaming Regulation (OLGR)

Form 3C/T

Office use only

Revocation notice received by: Sch4/3/3

Position held: PLM

Location: Treasury Casino

Date: 20, 10, 14

Exclusion reference number:

Player loyalty number or equivalent:

This form combines Approved Form 26C under the Casino Control Act 1982, Form 72C under the Gaming Machine Act 1991, Form 33C under the Keno Act 1996 and Form 22C under the Wagering Act 1998.

Tick the applicable box

- Checked boxes: Casino operator under the Casino Control Act 1982, Agent under the Keno Act 1996, General operator (e.g. UNITAB Limited or TAB agent) under the Wagering Act 1998.

Instructions

Please complete in BLOCK letters. If you need help completing this form, visit our website www.olgr.qld.gov.au or contact the Office of Liquor and Gaming Regulation (OLGR) on 13 QGOV (13 74 68).

Form to be completed by excluded person.

The original to be kept on file at site premises and a copy to be kept by excluded patron.

Do not send to OLGR unless requested.

To the gaming/wagering provider/operator at: Treasury Brisbane Casino (venue)

I wish to revoke the self-exclusion order given to me at 1:13 am/pm on this date 1, 10, 13. (date)

relating to: Self-exclusion order prohibiting me from entering or remaining in the Casino licensed area. In addition, the exclusion also prohibits me from placing a bet or attempting to place a bet on Keno and Wagering at the TAB within the precinct of Jupiters Gold Coast & Treasury Brisbane casinos.

My details are: (please print)

Large greyed-out area for printing personal details.

This notice is given to you: (tick as applicable)

within 24 hours of my receiving the above self-exclusion order and will take effect immediately the gaming/wagering provider/operator is given the notice;

or

after one year after my receiving the above self-exclusion order and will take effect 28 days after the day it is given to the gaming/wagering provider/operator.

I understand the gaming/wagering provider/operator may give me an exclusion direction if they believe, on reasonable grounds, that I am a problem gambler.¹

Note: problem gambler means a person whose behaviour relating to gambling:

- (a) is characterised by difficulties in limiting the amount of money or time the person spends on gambling; and
- (b) leads to adverse consequences for the person, other persons or the community.

Signature of patron: _____ Sch4/3/3 _____ Date: _____

¹As per S93A of the *Casino Control Act 1982*; S261C of the *Gaming Machine Act 1991*; S154D of the *Keno Act 1996*; S216D of the *Wagering Act 1998*.

Office use only:
Original to: Responsible Gambling Copies to: Patron