

From: Brett S Hetherington (DJCS)  
Sent: Thursday, 1 November 2018 2:06 PM  
To: Leon Pillai  
Cc: Tom Skoroplas (DJCS)  
Subject: RE: FW: Crown referrals to GH Agencies - Information Request

Categories: Folder: Brett Hetherington (Archive)\~SENT

Hey Leon,

Could you please add my colleague Tom to the invitation?

[REDACTED] u

Tom is from our Gambler's Help Team and will be joining me on Monday.

Cheers,

Brett Hetherington  
Senior Industry Engagement Coordinator

Level 6, 14-20 Blackwood Street, North Melbourne, Victoria 3051

[REDACTED]

[REDACTED]

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From: [REDACTED] >  
To: [REDACTED] "  
Date: 01/11/2018 12:33 PM  
Subject: RE: FW: Crown referrals to GH Agencies - Information Request

I've sent you a meeting request. I have amended the initial meeting request. Hope you have received one for 10am on Monday 5/11/18.

Regards,

Leon Pillai | Responsible Gaming Operations Manager | Crown Melbourne Limited

[REDACTED]  
www.crownmelbourne.com.au

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From: [REDACTED]  
Sent: Thursday, 1 November 2018 12:28 PM  
To: Leon Pillai  
Subject: RE: FW: Crown referrals to GH Agencies - Information Request

Brilliant, well I will certainly be there - let me put the feelers out here and see who else is interested in coming. I would hope that one of the members of your Gambler's Help Team will be able to join me.

Thanks,

Brett Hetherington  
Senior Industry Engagement Coordinator

Level 6, 14-20 Blackwood Street, North Melbourne, Victoria 3051

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From: [REDACTED]  
Date: 01/11/2018 12:25 PM  
Subject: RE: FW: Crown referrals to GH Agencies - Information Request

Fantastic. We were thinking 10am.

Regards,

Leon Pillai | Responsible Gaming Operations Manager | Crown Melbourne Limited

[REDACTED]  
[REDACTED].crownmelbourne.com.au

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From: [REDACTED]  
Sent: Thursday, 1 November 2018 12:06 PM  
To: Leon Pillai  
Subject: Re: FW: Crown referrals to GH Agencies - Information Request

Just got out of meeting and saw that missed call Leon, was just about to call.

Monday morning works for me...what time were you guys thinking?

Cheers,

Brett Hetherington  
Senior Industry Engagement Coordinator

Level 6, 14-20 Blackwood Street, North Melbourne, Victoria 3051

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From: [REDACTED]

Date: 01/11/2018 11:38 AM

Subject: FW: Crown referrals to GH Agencies - Information Request

Hi Brett

I've left you a voicemail. Just remembered that I should follow up with an email. Susan, Kate and I would like to catch up with you. We were hoping you would be able to make some time on Monday morning, as that is the only day both Psychs are in.

Regards,

Leon Pillai | Responsible Gaming Operations Manager | Crown Melbourne Limited

[REDACTED] | w:  
www.crownmelbourne.com.au

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From: [REDACTED]

Sent: Wednesday, 31 October 2018 10:02 AM

To: Sonja Bauer; Leon Pillai

Subject: Re: Crown referrals to GH Agencies - Information Request

Hey Sonja and Leon,

I hope that you are well and have recovered from Gambling Harm Awareness Week. I have a quick question for you around Crown referral to Gambler's Help Services.

As you may be aware we are in the process of developing our next round of funding agreements for Gambler's Help Services and something that has come up is where people that are experiencing issues with their gambling at the Casino end up seeking treatment.

I was wondering whether you had and are able to share with us any information on the number of referrals that your RGSC make to the various Gambler's Help Services?

You know something like you refer 50 ppl to GH City each year, 35 to Chinese Peer Connect, 15 to

Banyule etc.

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I am hoping that this is something that you can easily get for us as it would be really helpful in figuring out the appropriate resource allocation to our Agencies.

Would love to know whether it is possible for you to get this information and if so, what kind of timeline would be appropriate.

I am also happy to come down to you and have a chat about this to get your more anecdotal feedback if hard numbers are a bit difficult to come by.

I look forward to hearing back from you.

Cheers,

Brett Hetherington  
Senior Industry Engagement Coordinator

Level 6, 14-20 Blackwood Street, North Melbourne, Victoria  
3051

  
  
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