

From: [Luke Overman](#)
To: [Brett S Hetherington \(DJCS\)](#)
Cc: [Tom Skoroplas \(DJCS\)](#); [Sonja Bauer](#)
Subject: RE: Crown Self-Exclusion and Gambler's Help Services - Meeting Request
Date: Wednesday, 16 September 2020 1:50:51 PM

Hi Brett

Thanks for your email.

I would be more than happy to discuss Revocation in detail with you. We would also like to discuss a few things in relation to potential changes in our processes. I'll be back to you shortly with a proposed time when we can meet. Around the middle of next week would suit us.

Regards

Luke Overman | General Manager Responsible Gaming | Crown Melbourne
 t: [REDACTED] | m: [REDACTED] | e: [REDACTED] | w:
www.crownmelbourne.com.au www.crownperth.com.au



Gambler's/Gambling Help 1800 858 858
 Responsible Gaming Centre 1800 801 098

Please consider the environment before printing my email

From: Brett S Hetherington (DJCS) <[REDACTED]>
Sent: Tuesday, 15 September 2020 11:51 AM
To: Luke Overman [REDACTED]
Cc: Tom Skoroplas (DJCS) [REDACTED]
Subject: Re: Crown Self-Exclusion and Gambler's Help Services - Meeting Request

Hi Luke,

I hope that you are well.

I am writing following a conversation with one of our Gambler's Help Services earlier today. They raised some concerns around clients expectations related to revocation of self-exclusion from Crown and the conduct of some clients with their counsellors.

I thought that it might be a good reason for us to arrange a quick virtual meeting to be able to:

- Introduce ourselves and say g'day (particularly given your recent start in the role and the delay in our intended Gambling Industry Forum meeting)
- Confirm Crown's Self-Exclusion and Revocation process (just to make sure I have it right)
- Discuss the Foundation's advice and direction to GH Agencies around supporting Crown exclusion (particularly revocation)
- Confirm any changes to our current approach.

I trust that you are well and still working given the restrictions - I am happy to be flexible around

times but did wonder when you might be free later this week or into early next week for a conversation.

Please let me know when might work for you and we can go from there.

I look forward to speaking with you soon.

Cheers,

Brett Hetherington

Senior Industry Engagement Coordinator

t [REDACTED]
e [REDACTED]
w responsiblegambling.vic.gov.au
w gamblershelp.com.au



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