

Interaction with Support Services and other services/parties FY2016				
Date	Support Service or other party	Location	Event	Crown Representatives
17 July 2015	Chinese Peer Connection staff meeting	Chinese Peer Support	Overview of Responsible Gaming Support Centre, discussion	George Jiang
11 August 2015	Victorian Commission for Gambling and Liquor Regulation	RGSC	Overview of Responsible Gaming Support Centre, discussion	Sonja Bauer, Joseph Bufalino, Susan McNulty
18 August 2015	Chinese Peer Connection meeting	Chinese Peer Support	Responsible Gaming services discussion	George Jiang, Joseph Cheng
15 September 2015	Visiting Professor from Otani University, Japan	RGSC	Overview of Responsible Gaming Support Centre, discussion	Sonja Bauer, Joseph Bufalino
22 September 2015	Lentara UnitingCare financial counselling program	RGSC	Overview of Responsible Gaming Support Centre, discussion	Sonja Bauer, Joseph Bufalino, Kate Earl, Susan McNulty
10 November 2015	Gambler's Help Southern staff meeting	Gambler's Help Southern	Overview of Responsible Gaming Support Centre, discussion	Kate Earl, Vincent Azzopardi
17 December 2015	Gambler's Help City	Gambler's Help City	Overview of Responsible Gaming Support Centre, discussion	Susan McNulty, Nina Mavrokefalos

17 December 2015	Gambler's Help Western meeting	Gambler's Help Western	Overview of Responsible Gaming Support Centre, discussion	Kate Earl, Brendan Le
4 February 2016	Gambler's Help Southern	RGSC	Responsible Gaming services discussion	Joseph Bufalino, Kate Earl, Susan McNulty
4 February 2016	Vietnamese Women's Association	RGSC	Overview of Responsible Gaming Support Centre, discussion	Sonja Bauer, Joseph Bufalino, Thai Ohtsuka
11 April 2016	Study Melbourne Student Centre	Study Melbourne Student Centre	Overview of Responsible Gaming Support Centre, discussion	Susan McNulty, Kylie McCrohan
5 May 2016	Various Gambler's Help staff	RGSC	Overview of Responsible Gaming Support Centre, discussion	Sonja Bauer, Joseph Bufalino, Kate Earl, Susan McNulty Thai Ohtsuka, Brendan Le, Joseph Cheng
17 May 2016	Victorian Commission for Gambling and Liquor Regulation	RGSC	Overview of Responsible Gaming Support Centre, discussion	Sonja Bauer, Joseph Bufalino
30 May 2016	Study Melbourne Student Centre	RGSC	Responsible Gaming services discussion	Joseph Bufalino, Susan McNulty, Leon Pillai, Brendan Le
6 July 2016	Minister for Consumer Affairs, Gaming and Liquor Regulation and Department of Justice representatives	RGSC	Overview of Responsible Gaming Support Centre, discussion	Joseph Bufalino

18 July 2016	Chinese Problem Gambling Concern	RGSC	Overview of Responsible Gaming Support Centre, discussion	Joseph Bufalino and George Jiang
Weekly	Various Gambler's Help services	Crown – via telephone	Discussion with counsellors in relation to clients or Self-Exclusion Revocation Reports	Kate Earl and Susan McNulty

Interaction with Support Services and other services/parties FY17				
Date	Support Service or other party	Location	Detail	Crown Representatives
6 July 2016	Minister for Consumer Affairs, Gaming and Liquor Regulation and Department of Justice representatives	RGSC	Overview of Responsible Gaming Support Centre, discussion	Joseph Bufalino
18 July 2016	Chinese Problem Gambling Concern	RGSC	Overview of Responsible Gaming Support Centre, discussion	Joseph Bufalino and George Jiang
18 August 2016	Victorian Commission for Gambling and Liquor Regulation	RGSC	Overview of Responsible Gaming Support Centre, discussion	Joseph Bufalino
8 September 2016	Victorian Responsible Gambling Foundation	RGSC	Discussion with a focus on self-exclusion	Joseph Bufalino, Kate Earl
6 October 2016	Gambler's Help Southern	Bentleigh	Gambler's Help Southern staff meeting	Susan McNulty, Kate Earl
14 November 2016	Victorian Commission for Gambling and Liquor Regulation	RGSC	Overview of Responsible Gaming Support Centre, discussion	Joseph Bufalino

17 - 23 October 2016	Responsible Gambling Awareness Week	Various locations	Various discussion	Responsible Gaming department employees attended various events
22 November 2016	Victorian Responsible Gambling Foundation	RGSC	Overview of Responsible Gaming Support Centre, discussion	Joseph Bufalino. Susan McNulty, Sonja Bauer
29 November 2016	Victorian Responsible Gambling Foundation	VRGF	Industry Reference Group meeting	Sonja Bauer
2 December 2016	The Federation of Chinese Associations	RGSC	Overview of Responsible Gaming Support Centre, discussion	Sonja Bauer, Joseph Bufalino, Thai Ohtsuka, George Jiang
13 December 2016	Victorian Commission for Gambling and Liquor Regulation	RGSC	Overview of Responsible Gaming Support Centre, discussion	Joseph Bufalino, Sonja Bauer, Susan McNulty, Leon Pillai
19 December 2016	Southern Responsible Gambling Network	Keysborough	Forum	Sonja Bauer, Joseph Bufalino

8 February 2017	Victorian Responsible Gambling Foundation	RGSC	Discussion with a focus on self-exclusion	Joseph Bufalino, Sonja Bauer, Susan McNulty
22 February 2017	The Federation of Chinese Associations and Chinese Peer Connection	RGSC	Overview of Responsible Gaming Support Centre, discussion	Sonja Bauer, Kate Earl, Joseph Bufalino, George Jiang
2 March 2017	Victorian Responsible Gambling Foundation	Participation in a Venue Support Program Peer Network seminar	Overview of Responsible Gaming Support Centre, discussion	Sonja Bauer
15 March 2017	Gambler's Help Southern	RGSC	Overview of Responsible Gaming Support Centre, discussion with a focus on self exclusion	Sonja Bauer, Vincent Azzopardi, Kate Earl, Susan McNulty
28 March 2017	YourPlay Ambassador Forum	Office of Liquor, Gaming & Racing	Information and discussion about YourPlay	Sonja Bauer
30 March 2017	Korea Center on Gambling Problems	RGSC	Overview of Responsible Gaming Support Centre, discussion	Sonja Bauer, Leon Pillai

22 May 2017	Waiora Clinic Alfred Health (Psychiatry)	RGSC	Overview of Responsible Gaming Support Centre, discussion	Kate Earl, Susan McNulty, Leon Pillai, Brendan Le
27 June 2017	Victorian Responsible Gambling Foundation	RGSC	Discussion with a focus on self-exclusion	Sonja Bauer, Leon Pillai, Susan McNulty
29 June 2017	Australian Hotel Association (Vic and Clubs Victoria	RGSC	Overview of Responsible Gaming Support Centre, discussion with a focus on self exclusion	Leon Pillai
Weekly	Various Gambler's Help services	Crown – via telephone	Discussion with counsellors in relation to clients or Self-Exclusion Revocation Reports	Kate Earl and Susan McNulty

Interaction with Support Services and other services/parties FY18					
Date	Support Service or other party	Attendees	Location	Detail	Crown Representatives
3/7/2017	Gambler's Help Southern	Jasminka	Ringwood	Clinical team meeting	Kate Earl, Susan McNulty
17/07/2017	Federation of Chinese Associations	Bear Lin and Louise Chan	Responsible Gaming Support Centre	Discussion about Self Exclusion Revocation process.	George Jiang and Leon Pillai
25/07/2017	Victorian Responsible Gambling Foundation (VRGF)	Brett Hetherington	VRGF - North Melbourne	Gender Difference in Gambling 'Warning Signs' Lunchtime learning.	Sonja Bauer, Susan McNulty, Nina Mavrokefalos, Thai Ohtsuka
28/07/2017	Victorian Responsible Gambling Foundation	Brett Hetherington	VRGF - North Melbourne	RGAW reference Group	Sonja Bauer and Leon Pillai
10/08/2017	Victorian Responsible Gambling Foundation	Brett Hetherington	VRGF - North Melbourne	Self Exclusion webinar	Sonja Bauer, Susan McNulty, Kate Earl, Leon Pillai
17/08/2017	Gaming and Liquor Regulation	Tim McCurdy (Shadow Minister)	Responsible Gaming Support Centre	Meeting regarding RSG and RSA	Sonja Bauer, Josh Preston and Leon Pillai

24/08/2017	Gambler's Help Northern	Violetta, Jo, Norma	Heidelberg West	Clinical Meeting	Kate Earl and Susan McNulty
30/08/2017	Louise Glanville, CEO of Victorian Responsible Gambling Foundation	Louise Glanville	Responsible Gaming Support Centre	Tour and Crown Melbourne Responsible Gaming presentation.	Sonja Bauer, Barry Felstead and Prof John Horvath
05/09/2017	Gambler's Help Southern	John Mcleland (Speaker), Adam Mckrube (Armed robbery squad), CCV and AHA	Keysborough	Prevention safety measures for venue support workers. Relationship building.	Sonja Bauer, Leon Pillai and Susan McNulty
26/09/2017	Gambler's Help - Financial Counsellors	Anouk Ceppithomas & others	Responsible Gaming Support Centre	Tour and Crown Melbourne Responsible Gaming presentation	Sonja Bauer, Leon Pillai, Freya Benjaminsen and Susan McNulty
28/09/2017	Victorian Responsible Gambling Foundation	Brett Hetherington	VRGF - North Melbourne	Meeting	Leon Pillai
20/11/2017	VCGLR	Judith Lane	Responsible Gaming Support Centre	Audit	Jenny Tchiang and Leon Pillai

21/11/2017	RG Council Centre for the advancement best practices (Ontarion, Canada)	Shelly, Sue, Janine Robinson	Responsible Gaming Support Centre	Meeting and Tour	Sonja Bauer, Melanie Strelein and Leon Pillai
22/11/2017	Dooleys & Twin Towns	Rosie Vranic, Nathan Titmuss, Rob Smith	Responsible Gaming Support Centre	Meeting and Tour	Leon Pillai
22/11/2017	Marina Bay Sands Casino Singapore	Joseph Bufalino and Melanie	Responsible Gaming Support Centre	Tour	Leon Pillai and Jenny Tchiang
5/02/2018	Crown Resorts Non Executive Director	Jane Halton	Responsible Gaming Support Centre	Tour of RGSC and Crown	Sonja Bauer, Leon Pillai, Natasha Stipanov, Josh Preston
10/04/2018	Crown Resorts Non Executive Director	Toni Korsanos	Responsible Gaming Support Centre	Tour of RGSC and Crown	Sonja Bauer, Leon Pillai
03/05/2018	Liquor & Gaming NSW	Paul Newson	Responsible Gaming Support Centre	Tour of RGSC and Crown	Sonja Bauer

08/05/2018	Chinese Peer Connection	Xin Yang, Paul, Lin	Responsible Gaming Support Centre	Presentation and welcome pack of RGSC	George Jiang

Interaction with Support Services and other services/parties FY19				
Date	Support Service or other party	Location	Detail	Crown Representatives
10/7/2018	Springvale Indo Chinese Mutual Assistance	Springvale	RGSC services	Brendan LE
3/09/2018	Australian Vietnamese Women Association	Braybrook	Revocation process	Brendan LE
03/09/2018	Gambler's Help Southern	Braeside	Gambling Harm & Family Violence	George Jiang Susan McNulty
16/08/2018	Rebecca Ruwhiu-Collins National Coordinator Minimisation and Prevention of Grambling Harm: Hapai Te Hauora Maori Public Health www.hapai.co.nz	RGSC	NZ National Gambling Harm and Workforce Development team	Sonja Bauer
08/10/2018	Gambling Harm Awareness Week event: Innovative approaches to tackling gambling harm	Queen Victoria Women's Centre (Victoria Room), 210 Lonsdale Street, Melbourne 3000	The Gambling Harm Awareness Week launch will showcase the challenges and success stories of a selection of our gambling harm prevention partners in different communities across Victoria.	Leon Pillai and Susan McNulty

10/10/2018	Gambling Harm Awareness Week event: Where's the harm in gambling? Exploring gambling comorbidities	The Wheeler Centre (Performance Space) – 176 Little Lonsdale Street, Melbourne	<p>The panel discussion will bring together experts from the areas of mental health, gambling, and alcohol and other drugs to explore:</p> <ul style="list-style-type: none"> • - the co-occurring issues people experiencing gambling harm may present with • - how to tackle stigma and what we can learn from other sectors • - how services can work together more effectively. <p>The event is suitable for professionals working in health and community services</p>	Kate Earl
10/10/2018	Warren Horton – Chief Operating Officer (Melbourne Racing Club) Adrienne Sarkozy – Foundation Manager (Melbourne Racing Club)	RGSC		Leon Pillai
16/10/2018	Tien TRUONG & Phoung Nguyen - AVWA Braybrook	RGSC	Discussed/spoke about the SE and revocation process and referral to	Brendan Le

			patrons. We had a quick tour in the Maple room as well. They brought stacks of Gaming counselling brochures.	
26/10/2018	Cammy KAM: Certified Gambling Counsellor from Macao and her colleague. Both are PHD students at Victoria university; their field is in the Gambling areas.	RGSC	They would like to learn and know more regarding how we operate. RGLO Oanh has explained standard of SE we have had.	Oanh Vo
05/11/2018	Brett Hetherington: Senior Industry Engagement Coordinator and Tom	RGSC	Crown referral to Gambler's Help Services. -To share any information on the number of referrals that RGSC makes to the various Gambler's Help Services -To figure out the appropriate resource allocation to our Agencies.	Leon Pillai, Kate Earl, Susan McNulty

20/11/2018	Deputy Counsellor Preparation Office of Japan Casino Regulatory Commission Cabinet Office 1. Kazuichiro HORI: MD. PhD. 2. Yosuke FUJI 3. Toshin FUJISHIRO Translator: Fumie Ode-Smith @ Japanese Translator Interpreter Melbourne (Cross Cultural Business Solutions)	RGSC	Responsible Gambling information	Susan McNulty
01.02.2019	Ms Sut Mei KAM from Responsible Gambling Macau, PhD student of the University of Victoria visited RGSC.	RGSC	Responsible Gambling information in Brief.	Leon and George
28/02/2019	Meet and Greet with Banyule Peer Connection Program: Rachel Paterson and Lachlan Mckenzie	RGSC	Responsible Gambling information in Brief and latest news.	Leon Pillai, Kate Earl, Susan McNulty
06/03/2019	Visitor from Betfair; David Skene and George from London (Betfair and Crown data Analytic discussion)	RGSC	Betfair and Crown data Analytic discussion	Sonja Bauer, Leon Pillai, Kate Earl, Kevin Hong, C Jay Jayasundara
08/03/2019	SICMAA: My Dung Nguyen and Bic Gresty with 10 volunteers	RGSC	Responsible Gambling information in Brief.	Brendan LE,

14/03/2019	Mr. Anthony Carbines MP – Parliamentary Secretary for Health	RGSC	Responsible Gambling information in Brief.	Sonja Bauer, Joshua Preston, Chris Reilly
20/03/2019	Meeting with Natasha Mann Executive Director Regulatory Policy & Strategy Liquor and Gaming NSW and Natalie Wright Director, Office of Responsible Gambling	RGSC	Responsible Gambling information	Sonja Bauer, Joshua Preston, Michelle Fielding, Leon Pillai, James Grant, Kate Earl.
22/03/2019	Sab Mosley and Peter Mim from Federal Group are coming	RGSC	Responsible Gambling information in Brief.	Sonja Bauer, Leon Pillai
17/04/2019	Tien and Thao who are a counsellor from the AVWA will visit the RGC	RGC	Responsible Gambling information in Brief.	Brendan Le
02/05/2019	Amal El-Khoury: Executive Manager from Arabic welfare incorporated visited RGC Personal Information	RGC	Responsible Gambling information in Brief.	Leon PILLAI, Kate EARL
17/05/2019	Wing-Yin Wong Chinese Peer Connection Program Coordinator NE IE Melb & TAS Region	RGC	Responsible Gambling information in Brief.	George Jiang

28/05/2019	Department of Justice Representatives CEO VRGF Shane Lucas	RGC	Responsible Gambling information in Brief.	Sonja Bauer, Xavier Walsh, Chris Reilly, Josh Preston
30/05/2019	TOUR - VCGLR CEO & Commissioners	RGC	Responsible Gambling information in Brief.	Sonja Bauer, Josh Preston, Xavier Walsh
31/05/2019	Gambler's Help Eastern – Louka	RGC	Responsible Gambling information in Brief.	Kate Earl, Leon PILLAI and George Jiang
11/06/2019	Steph Ryan MP – Shadow Minister for Gaming and Liquor Regulation at 0250-0315	RGC	Responsible Gambling information in Brief.	Sonja Bauer, Chris Reilly, Josh Preston
17/06/2019	Chinese Peer Connection - Bear Lin, Ivy Wong, Kevin Chan, Gary	RGC	Responsible Gambling information in Brief.	Leon Pillai, George Jiang, Robert Zivanovic, Kate Earl
25/06/2019	Simon Cohen – Deputy Secretary of the Department of Justice and Community Safety	RGC	Responsible Gambling information in Brief.	Sonja Bauer, Chris Reilly, Josh Preston

Interaction with Support Services and other services/parties FY20				
Date	Support Service or other party	Location	Detail	Crown Representatives
10/09/2019	Nadine & Michael Lacey - AGC	Responsible Gaming Centre	Presentation on Responsible Gaming	Leon Pillai, Sonja Bauer, Susan McNulty
03/10/2019	Gamblers Help Eastern – EACH Ringwood	Gamblers Help Eastern – EACH Ringwood	Interactive session / GHAW	Leon, Kate, Susan, Brendan, Jo
03/10/2019	Chinese Peer Connection – EACH Doncaster	Chinese Peer Connection – EACH Doncaster	Interactive session / GHAW	Leon, Kate, Susan, Brendan, Jo & George
11/11/2019	Norths Club Sydney – Robert Wong & Robert Lopez	Responsible Gaming Centre	Presentation on Responsible Gaming	Sonja Bauer
27/11/2019	Chinese Peer Connection	Boxhill Townhall	10 Year Anniversary	Leon Pillai, Joseph Cheng, George Jiang
08/01/2020	VCGLR Inspectors	Responsible Gaming Centre	Presentation on Responsible Gaming	Responsible Gaming Operations Manager

Interaction with Support Services and other services/parties FY21				
Date	Support Service or other party	Location	Detail	Crown Representatives
29/09/2020	VRGF – Shane Lucas and Brett Hetherington	Video conference	Outcomes – Crown Melbourne has proposed the “Clinical Collaboration – Gamblers Help Services/Crown” initiative. Ongoing	Chris Reilley, Luke Overman and Sonja Bauer
08/10/2020	VRGF – Brett Hetherington et al	Video conference	To discuss Crown building a relationship with a preferred GH provider with a view to – Developing consultation with GH for strategic direction, where possible, in responsible gaming capacity at Crown and explore initiatives in responsible gaming practice; Enhance service and care of patrons; and Expedite referral to GH services.	Luke Overman, Kate Earl, Susan McNulty

			VRGF to discuss options and advise as soon as practicable what the next steps should be.	
17/11/2020	Gamblers Help – Western	Video confernce	Met with various counsellors and clinical staff through zoom online. Discussions – Self Exclusion and Revocation process. An update on Crown’s reopening. Introduction of General Manager Responsible Gaming	Luke Overman, Kate Earl and Susan McNulty
11/02/2021	VRGF – Land Based Gambling Industry Forum	Video conference	Met with Industry leaders to discuss Covid Re-opening concerns. Such as self-exclusion Staffing, etc	Luke Overman, Sonja Bauer
1/03/2021	SICMAA	RGC	Meeting about current RG Operations/self exclusions/revocations	Luke Overman, Bobo, George

23/03/2021	Connect Health/Gamblers Help Southern Evan Nathanson	RGC	Revocation of Self Exclusion. Facilitating a pathway for self excluded persons to counselling	Luke Overman, Susan McNulty
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