

**CROWN MELBOURNE****RESPONSIBLE GAMING PATRON INTERACTIONS & REFERRALS TO EXTERNAL SERVICE PROVIDERS****(BY YEAR)**

<b>2015</b>	
<b>RG INTERACTIONS (Total)</b>	<b>6367</b>
RGA	6022
RGP	26
Chaplaincy	319
<b>Referrals To External Services (Total)</b>	
Gambler's Help	596
Gambler's Anonymous	186
Chaplaincy	10
Chinese Peer Connection	50
Financial Services	11
General Practitioner	5
Mental Health Service	4
Other Counselling Service	11
Salvation Army	6
AHA	6
Vietnamese (AVWA)	3
VCGLR	21
Victoria Police	49
Other	19

<b>2016</b>	
<b>RG INTERACTIONS (Total)</b>	<b>6329</b>
RGA	6029
RGP	19
Chaplaincy	281
<b>Referrals To External Services (Total)</b>	
Gambler's Help	509
Chaplaincy	2
Chinese Peer Connection	52
Financial Services	4
General Practitioner	3
General Health Services	1
Legal Services	3
Other Counselling Service	8
Salvation Army	9
Suicide Help Line	1
AHA	5
Vietnamese (AVWA)	6
VCGLR	19
Victoria Police	41
Other	11

<b>2017</b>	
<b>RG INTERACTIONS (Total)</b>	<b>6703</b>
RGA	6360
RGP	26
Chaplaincy	317
<b>Referrals To External Services (Total)</b>	
Gambler's Help	606
Chaplaincy	8
Chinese Peer Connection	25
Financial Services	9
General Practitioner	3
General Health Services	1
Legal Services	2
Mental Health Service	2
Other Counselling Service	11
Salvation Army	6
Suicide Help Line	1
AHA	2
Vietnamese (AVWA)	2
VCGLR	30
Victoria Police	37
Other	8

<b>2018</b>	
<b>RG INTERACTIONS (Total)</b>	<b>13882</b>
RGA	13746
RGP	30
Chaplaincy	106
<b>Referrals To External Services (Total)</b>	
Gambler's Help	2274
Gambler's Anonymous	1
Chaplaincy	12
Chinese Peer Connection	79
Financial Services	7
General Practitioner	20
General Health Services	1
Legal Services	1
Mental Health Service	3
Other Counselling Service	40
Salvation Army	10
Suicide Help Line	1
AHA	6
Vietnamese (AVWA)	61
VCGLR	19
Victoria Police	26
Other	16

<b>2019</b>	
<b>RG INTERACTIONS</b>	<b>21450</b>
RGA	21299
RGP	32
Chaplaincy	119
<b>Referrals To External Services (Total)</b>	
<b>2703</b>	
Gambler's Help	2340
Chaplaincy	9
Chinese Peer Connection	172
Legal Services	1
Other Counselling Service	26
Salvation Army	3
AHA	3
Vietnamese (AVWA)	73
VCGLR	27
Victoria Police	42
Other	7

***SELF-EXCLUSION, RG RELATED EXCLUSIONS & REVOCATIONS (BY YEAR)***

<b>2015</b>	
Self-Exclusion	341
Exclusion Order	20
SE Revocations	48

<b>2016</b>	
Self-Exclusion	336
Exclusion Order	20
Withdrawal of Licence	27
SE Revocations	69

<b>2017</b>	
Self-Exclusion	379
Time Out	33
Exclusion Order	20
Withdrawal of Licence	25
SE Revocations	54

<b>2018</b>	
Self-Exclusion	396
Time Out	37
Exclusion Order	9
Withdrawal of Licence	55
SE Revocations	53

<b>2019</b>	
Self-Exclusion	768
Third Party Exclusion	2
Time Out	63
Exclusion Order	1
RG Withdrawal of Licence	123
SE Revocations	64