

To: 'Sonja Bauer [REDACTED]
Cc: Michelle Fielding [REDACTED]; Jason Cremona [REDACTED]; Steve Thurston [REDACTED]
From: Rowan Harris/[o=VCGLR/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=5c51ae9757da4279b9540abd945a2353-Rowan Harris]
Sent: Fri 3/27/2020 12:24:34 PM (UTC+11:00)
Subject: RE: Sixth Casino Review - recommendation 7

Hi Sonja,

Thanks for your responses. I refer to the table below.

Could you please provide the reason(s) for the increase in the number of 'Observable signs' between 2018 and 2019 (226%) (ie. 192 to 626).

Happy to discuss.

Regards

Rowan Harris | Principal Major Licence Officer | Licence Management and Audit
Victorian Commission for Gambling and Liquor Regulation
 Level 3, 12 Shelley Street, Richmond Vic 3121 Australia
 d. [REDACTED] m. [REDACTED]
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From: Sonja Bauer [REDACTED]
Sent: Wednesday, 26 February 2020 2:09 PM
To: Rowan Harris [REDACTED]; Michelle Fielding [REDACTED]
Cc: Jason Cremona [REDACTED]; Steve Thurston [REDACTED]; Sonja Bauer [REDACTED]
Subject: RE: Sixth Casino Review - recommendation 7

Dear Rowan,

In Michelle's absence, see our responses below and please let me know if you have any queries.

Please provide the number of occasions when Responsible Gaming Department staff have acted where there have been observable signs of problem gambling (as defined in the Responsible Gambling Code of Conduct) for 2018 and 2019. In addition, please update 2017.

Changes were made to the Responsible Gambling Register in relation to the recording of the 'Nature of Service' during the period of 2017 – 2018:

- Observable Signs and Welfare were combined to Welfare/Observable Signs from 10 December 2017 to 29 August 2018.
- From 30 August 2018 onwards:

- a. Generally, in circumstances where the Responsible Gaming Advisor (**RGA**) is unable to make contact with the customer displaying observable signs, the Nature of Service will be recorded as Observable Signs. (note, the RGA would place the customer on pager to ensure a welfare chat is conducted upon their next visit)
- b. Generally, in circumstances where the RGA conducts a welfare check due to customer displaying observable signs, the Nature of Service will be recorded as Welfare.

Nature of Service	2017	2018	2019	Total
Observable Signs	184	192	626	1002
Welfare	324	233	588	1145
Welfare/Observable Signs	34	533	–	567
Grand Total	542	958	1214	2714

With kind regards,

Sonja Bauer | Group General Manager Responsible Gaming | Crown Resorts Limited

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

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From: Rowan Harris [REDACTED]
Sent: Wednesday, 19 February 2020 2:48 PM
To: Michelle Fielding [REDACTED]
Cc: Sonja Bauer [REDACTED]; Jason Cremona [REDACTED]; Steve Thurston [REDACTED]
Subject: Sixth Casino Review - recommendation 7

Hi Michelle,

To assist with preparation of the Commission paper on recommendation 7, please provide the number of occasions when Responsible Gaming Department staff have acted where there have been observable signs of problem gambling (as defined in the Responsible Gambling Code of Conduct) for 2018 and 2019. In addition, please update 2017. Previous statistics* provided from the Responsible Gambling Register are:

- 2015 – 14 occasions
- 2016 – 92 occasions
- 2017 – (there were 149 occasions between 1 January and 30 September 2017).

The VCGLR requests that Crown provide its responses by COB Friday 28 February 2020.

Happy to discuss.

Regards

Rowan

* Reference: Sixth Casino Review Report. Page 95

Rowan Harris | Principal Major Licence Officer | Licence Management and Audit

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