

## Introduction

The Gambling Industry Engagement Forum featured an agenda and discussions that aimed at identifying the issues and concerns of the gambling industry in the current gambling environment and that explored areas of mutual interest and opportunities to strengthen efforts aimed at preventing gambling related harm.

## Gambling Industry Engagement Forum Discussion Summary

Foundation CEO, Serge Sardo) provided a brief introduction noting the importance of the forum, the unique nature of the foundation, including the ability to provide policy advice to the Minister and the investment of resources into the prevention of gambling related harm.

Discussion focused on:

- Commonwealth review of the *Interactive Gambling Act* and online/internet betting arrangements.
- The changing gambling environment – particularly a movement from land based to digital gambling.
- There was encouragement to ‘end the blame game’ between traditional (Electronic Gaming Machine) gambling and the online gambling providers, recognising that those that access gambling are likely to engage in gambling on both sets of products and that there is mutually shared interest in responsible gambling practices from both parts of the industry.
- There was a discussion regarding the negative perception of gambling and gambling providers in the community and the pressure that this places on staff members and management of gambling providers.

The Forum moved on to discuss how the meeting participants might best be able to contribute to the achievement of the foundation’s issues agenda and strategic imperatives. Discussion centred on:

- Provision of training to online gambling provider staff (similar in scope to that currently delivered by the Venue Support Program).
- Supporting work to develop empirically validated measures for problematic styles of gambling leading to harm, particularly in the online space.
- The foundation supporting a national self-exclusion program for online betting and wagering.
- More extensive training for Responsible Gambling Officers and gaming venue managers via the Venue Support Program.

Professor Nerilee Hing presented on the stigma of problem gambling: Causes, characteristics and consequences.

The presentation noted that recreational gambling is a popular, socially accepted and normalised activity but problem gambling appears to be highly stigmatised. Problem gambling was perceived by problem gamblers as being very stigmatized.

Reducing stigma should lower barriers for patrons’ problem acknowledgement, help-seeking, propensity to engage in Self-Exclusion and openness to staff interventions & assistance. Further information on this research piece can be accessed from the foundation website [here](#).

## Meeting Outcomes and Actions

- Foundation to continue exploration of how account based betting data can be used to detect and respond to customers experiencing issues with gambling.
- Foundation to look into the potential for the expansion of the training and support offered around other forms of gambling (online, TAB, keno etc.) including to explore the evidence base and ability to develop information on observable signs of distress from gambling within the online space.
- Foundation to examine the possibility for developing higher level Venue Support Program content for Responsible Gambling Offices and gaming venue management.