

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 Head, Prevention and Clinical Development (Tony Clarkson) provided a brief introduction noting the importance of the forum, the aim of exploring areas to work together and an update on recent and upcoming foundation activity.

Tony Phillips, Head Knowledge and Information at the foundation presented on responsible gambling and harm, the latest evidence in this space and the foundation's approach to the area.

The presentation noted the significant level of gambling related harm experienced by low and moderate risk gamblers. Current approaches to responsible gambling feature a limited focus on harm and communications are largely unlikely to influence low and moderate risk gamblers. This points to a need to redefine responsible gambling to focus on harm and make this concept more relevant to those risk groups.

The Forum moved on to discuss issues in the current gambling environment and 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:

- Recent foundation work on responsible gambling and harm - seeking industry views and discussion of implications
- Actions resulting from the Commonwealth review of the Interactive Gambling Act and online/internet betting arrangements.
- Industry wishes to access data on Gambler's Help usage with a particular focus on the results of gambling industry referrals.
- Clear industry wish for the foundation to promote, as far as possible, national consistency around responsible gambling messaging and awareness activities (e.g. RGAW).
- Industry interest in training and support from the foundation in the responsible gambling space.
- Means of strengthen the relationship and consultation between the gambling industry and the foundation.

Meeting Outcomes and Actions

A number of actions related to response to previous action items:

- Working on the evidence base and ability to develop information on observable signs of distress from gambling within the online space.
- Expansion of the training and support offered around other forms of non-EGM gambling and to examine the possibility for developing higher level Venue Support Program content for Responsible Gambling Offices and gaming venue management.

Main action items from the current Forum were:

- To explore joint industry and community forum/meeting to encourage links between these two groups.
- An invitation for the foundation to review and comment upon industry developed responsible gambling training materials.
- Provision of updates on foundation marketing campaign activity and development of online CBT training materials.
- Exploration of the provision of data on Gambler's Help counselling numbers and industry/Self-Exclusion referrals.
- To look to influence, as far as possible, national consistency with responsible gambling messages and RGAW time/dates.
- Provide industry with ability to input into foundation research plans and topics.