

In a nutshell

- Members in attendance (Australian Leisure and Hospitality Group, Australasian Gaming Council (AGC), Community Clubs Victoria, Crown Resorts, Responsible Wagering Australia (RWA), RSL Victoria and Tabcorp).
- Social licence in the context of creating a sustainable gambling environment and industry discussed along with the impact of gambling integrity issues on social licence.
- Discussion of the opportunities afforded by education and by technology to support industry ability to monitor customers and levels of gambling expenditure.
- The Foundation provided updates on recent or upcoming activity including Lived Experience Committee and Gambling Harm Awareness Week.

Key points discussed

- The Foundation's emphasised that the role of the Leaders' Meeting seen as furthering the larger conversation on the creation and maintenance of a sustainable gambling industry and environment – one that reduces and minimises gambling-related harm.
- Members noted the recent coverage of integrity related concerns around gambling provision, recognising the potential impact on social licence and reaffirming the need for industry to respond.
- It was recognised gambling integrity maintenance is in the interest of all parties and along with care for customers and perceived economic benefits, form the basis for existing industry social licence.
- Members noted support for education, of both youth and adults, around risks of gambling and financial literacy. The Foundation highlighted its work in the high school space and educative work with the AFL Players Association.
- The role of local government in the gambling space and increasing the understanding of local government and the media of the operation of gambling businesses was noted by members.
- The Foundation outlined its relationship with the Victorian Local Governance Association (VLGA) and Municipal Association of Victoria (MAV), along with stakeholder relationship with the Alliance for Gambling Reform. This relationship focused around providing advice on evidence and provision of factual information.
- The use of technology and data to monitor gambling involvement and responses to potentially harmful gambling. Members noted the growth of technology in relation to customer interaction and monitoring and the potential to support and deliver customer interventions.
- Facial recognition technology in particular was discussed, with the Foundation noting the increased accessibility and relative affordability of these systems for local venues. Privacy and data storage/access issues were noted by members in the discussion of these technological innovations.

- Ongoing Foundation work and interest in emerging technologies and implications of this on gambling harm and harm minimisation was noted.

Updates from the Foundation

- Noted continued examination of Foundation aims, focus and effectiveness measures, including ongoing efforts to focus on the prevention as well as the amelioration of gambling related harm.
- The Foundation shared an update on its messaging and narrative focusing on reducing stigma associated with gambling harm and encouraging people to talk about gambling and its risks. This included an update on the upcoming Gambling Harm Awareness Week (week beginning 7 October 2019).
- An update on the Foundation Lived Experience Advisory Committee was provided, noting discussion of stigma reduction strategies and potential improvements to programs and treatment accessibility.
- Foundation committed to provide an update on recently published research to members.
Action: Foundation to include research update into circulation of meeting discussion summary by end September 2019.

Next Meeting

- Mid-to-late February 2020.