

In a nutshell

- Members in attendance (Community Clubs Victoria, Crown Casino, Responsible Wagering Australia (RWA), RSL Victoria and Tabcorp) met new Foundation interim CEO who confirmed meeting purpose and value. Apologies were noted from Australasian Gaming Council, Australian Leisure and Hospitality Group, Australian Hotels Association Victoria.
- Moving to cashless gaming in response to an increasingly cashless society including discussion of opportunities and challenges for reducing gambling harm, including use of information in the setting of 'flags' for interaction and intervention with customers.
Action: RWA to arrange for Foundation to attend sports betting provider to witness operation of customer support and monitoring tools before close of 2018.
- Foundation provided updates on campaign and research activities to members, providing information on outcomes from 100 Day Challenge and recent research releases.

Key points discussed

- Challenges impacting industry sustainability; with the regulatory burden of EGM applications highlighted by some members. Discussion also explored the scope for alternative revenue sources and diversification, as well as business drivers.
- Opportunities for technology supporting reduction in gambling harm – forms of cashless gambling and player monitoring were identified as areas for continued discussion. Discussion also explored the use of technology and data to promote gambling without harm and responses to potentially harmful gambling.
- Agreement from members that industry not interested in revenue that might be gained from those experiencing significant gambling harms. Furthermore, a shared interest in actions that will decrease access to gambling products, and, increase access to support services, by these gamblers was noted.
- Shared interest in maximising uptake of support services by those experiencing harm from gambling and in preventing the progression of lower risk gamblers into higher risk groups. Agreed need for continued sharing of examples of effective practices by members and ongoing joint work to better address severe gambling harms, including improved response and referral to support.

Updates from the Foundation

- The Foundation shared an update on the 100 Day Challenge campaign (100dc.com.au) noting the success of online discussion forums in providing a space of peer discussion and support. The intention for further campaign activity associated with the 100 Day Challenge in early 2019 was also noted.
- An update on the Foundation Lived Experience Advisory Committee was provided to members. This update noted membership (both direct lived experience and affected others) and emphasised the advisory role of this Committee on Foundation actions moving forward.

- Foundation provided an update on recently published research noting particularly work done on inducements, direct communication from online sports betting companies and gaming to gambling transition.

Action: Foundation to supply links to relevant recent research by close of November 2018.

Next Meeting

Mid-to-late March 2019.
