

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 was discussed in the context of community/consumer and shareholder expectations of leisure/entertainment business offerings.
- Discussion of the areas for collaboration with clear support for focus on 'customer care' and venue/provider-based initiatives aimed at reducing and preventing harm from gambling.

Key points discussed

- The Foundation noted recent Board member changes and appointments as well as emphasizing the role of the Leaders' Meeting as a major element of engagement with the gambling industry to further joint goals in the reduction of harms associated with gambling.
- Members noted the impact of the recent bushfires and the coronavirus (COVID-19) on the gambling environment and business operations.
- Members noted the significant number of government and non-government bodies involved in the gambling space as well as a concern around the level of 'red tape' and a regulatory environment that is slow to adapt to change.
- Members further noted the importance of engagement with industry and understanding of the leisure/entertainment business environment in the development and implementation of policy and regulation.
- Members noted the effect of changing technology in the gambling space with a focus on consumer expectations around cashless gambling and the challenge for a complex regulatory environment to adapt in a timely fashion.
- Facial recognition technology was highlighted, with the usefulness and use of this technology noted by members along with potential for privacy and data storage/access issues.
- Industry social licence discussed with members noting the significant commercial licensing and compliance arrangements that exist for the industry. Discussion noted the need for regulation to be matched with or compliment community/societal support for those products and industries.

Action – Future meetings to consider best terminology to reflect balancing of community expectation with industry operation and practices.

- Members noted support for current venue-based Foundation activities and programs (i.e. Venue Support Program).
- Discussion of areas for collaboration and focus on Foundation and industry engagement generated endorsement for a focus on customer care and supporting reduction of gambling harm in the provision of gambling.

Action – Agreed area of collaboration identified as concepts of customer care, next meeting to focus on fleshing out this area.

- Updates on research to be included in the discussion of the next Gaming Industry Leader's Forum.

Next Meeting

- Thursday **3 September 2020**.
- Meeting to focus on:
 - Areas of common interest, particularly customer care and appropriate balancing of community expectation with industry operation and practices
 - Update on research to also be included.