

In a nutshell

- Members in attendance (Australian Leisure and Hospitality Group, Australian Hotels Association Victoria, Australasian Gaming Council (AGC), Community Clubs Victoria, Crown Resorts, Responsible Wagering Australia (RWA), RSL Victoria and Tabcorp) met new Foundation CEO (Shane Lucas). The Foundation view was that there is significant value in the meeting.
- Moving to cashless gaming in venues including discussion of opportunities and challenges for reducing gambling harm.
- Discussion of industry ability to monitor and recognize customer capacity to make or sustain levels of gambling expenditure.
- The Foundation provided updates on recent activity including the 100 Day Challenge, Geelong FC stadium signage announcement, and research activity.

Key points discussed

- Members noted the movement towards a 'cashless society'; forms of cashless gambling and player monitoring were identified as areas for continued discussion. The recent introduction of regulations around Ticket In-Ticket Out (TITO) and cashless gaming in venues was noted with no comment from industry members on the impact or effectiveness of these changes.
- Members associated with land-based gambling forms noted their need to innovate to attract a customer base and to compete with the online gambling environment. The Foundation understood these matters may of concern, but noted that its mission required it to be concerned with harm and risk of harm, and that cashless gaming presented challenges in this area.
- The Foundation's emphasised that its approach to changes in the gambling environment (including cashless gaming) is about assessing them in terms of their capacity to enhance or undermine consumer control over spending. Members agreed to continue discussion in the area of cashless gaming.
- Consideration by gambling suppliers of the affordability of gambling for particular customers focusing on their capacity to sustain gambling. Members noted potential privacy concerns as well as the potential for technology to assist in the monitoring of customer capacity. UK developments in this space were noted as worthy of continued observation.
- 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.
- With regard to online gambling it was observed that triggers for intervention were being sought around changes in patterns of play. Limitations around the timelines for detection and discernment of patterns noted. The Foundation noted with interest but observed that in some cases other triggers may demonstrate concerning patterns of activity quickly (e.g. repeated attempts to use credit cards that keep being declined).

Action: RWA to arrange for Foundation to attend sports betting provider to witness operation of customer support and monitoring tools.

- The variety of physical signage within gaming venues was noted by members with an indication that a reconsideration or consolidation may prove more effective in communicating messaging.

Updates from the Foundation

- The Foundation shared an update on the 100 Day Challenge campaign (100dc.com.au) noting the ongoing success of the peer-led online discussion forums.
- The upcoming release of a Foundation-developed online self-directed treatment mobile app was noted
- Along with movement by the Foundation into considering gambling more in the health and well-being space.
- An update on the Foundation Lived Experience Advisory Committee was provided, noting discussion of stigma reduction strategies aimed at increasing help-seeking.
- Industry interest in a customer service approach to messaging to reduce stigma of staff and customers was also noted.
- Foundation provided an update on some recently published research, noting work done on responsible gambling messaging. In addition, recent Early Career Research Grants were outlined.

Action: Foundation to supply links to relevant research and opportunities by early April 2019.

Next Meeting

Mid-to-late September 2019.