

Key discussion points

- Industry referrals to Gambler's Help services – Usefulness of provided industry referral data noted along with commitment to advance work on warm referral processes.
- Gambling Harm Awareness Week (GHAW) - Messaging and industry support.
- Research discussion – Examination of a piece of research and discussion on limit setting and support for customers in setting and sticking to limits.
- New and emerging technology - The risks and potential benefits.

Update on the 100 Day Challenge: Foundation discussed learnings from 100 Day Challenge centered on the value of peer supported forum in creating a community for those affected by gambling harm. Members committed to further linkage and promotion of the 100 Day Challenge and expressed support for peer support programs generally.

Referrals to Gambler's Help: The Foundation thanked industry members for the provision of referral data and noted the usefulness of all members sharing referral data. Members keen to work together to improve referral numbers and provide data where possible. A watching brief to be maintained on referral numbers along with work towards increased 'warm referral' options for industry. This work is aimed at increasing the number of customers referred for treatment and support.

Gambling Harm Awareness Week 2019: GHAW to take place from Monday 7 October 2019. Discussion focused on the creative materials and messaging available for industry to support the week, with a focus on digital and social support from online gambling providers.

Foundation committed to provide materials to members and encouraged use of messages throughout GHAW.

Research Discussion: Discussion of [Intervention to support gamblers to stick to their limits in EGM venues](#) research paper with members expressing some concerns with the responsible gambling limits utilised in the study while remaining supportive of the concept of providing customers with education and information to support maintenance of pre-committed levels of spending.

Member interest in the concept of 'busts' (i.e. exceeding limits) and the potential for supporting customers to both minimize these and to respond effectively when busts take place.

New and Emerging Technology: The noted innovation and developments witnessed at Australasian Gaming Expo (AGE) in mid-2019 with cashless wallets, skill based gaming and facial recognition being most prominent of these. Members encouraged to consider the gambling harm prevention/minimisation potential of emerging technologies

Next steps (actions)

- Members to further promote 100 Day Challenge to their stakeholders and customers.
- Foundation to share information presented on Gambling Harm Awareness Week with members.
- Members to provide the Foundation with referrals data (as available) to build better collective understanding in relation to referrals.

- Members to work with the Foundation to seek improvements in warm referral processes to increase number of referrals completing the journey to treatment.

Next Meeting

Wednesday 25 February 2020 – 12.00pm to 1.30pm