

Key highlights

- Foundation's new stakeholder engagement framework introduced, which focuses on partnering for impact in areas of common interest.
- Roundtable discussion about emerging issues, challenges and areas of common interest for collaboration. (further detail below)
Action: Future forums to be convened focused on issues/interest-based engagement, noting identified areas of common interest.
- Foundation to work with interested parties to understand success of industry and self-exclusion referrals to Gambler's Help, using relevant data.
Action: Those interested to contact Brett Hetherington.
- Responsible Gambling Awareness Week now to be known as Gambling Harm Awareness Week in recognition of Foundation's central focus on gambling harm. Naming and timing will coincide with ACT.
Note: Gambling Harm Awareness Week is 8-13 October 2018.

Emerging issues and challenges

Key points discussed:

- Growth in online gambling participation and expenditure, including implications for terrestrial gambling.
- National Consumer Protection Framework, including associated challenges for industry.
- Increasing the effectiveness of prevention/harm reduction messages, including industry support for these efforts and potential need to increase understanding of gambling harm.
- Influence of products and gambling offers in non-Australian jurisdictions and impact on the Australian market.
- Monitoring of gambling customers, signs of distress and gaps in evidence (particularly around online gambling).
- Evidence basis for in-venue harm minimisation measures - what works and what has limited evidence base.
- Improving clarity for industry in relation to sources of materials and communications for venues (from regulator, Foundation and OLGR) - not always clear who is providing what.
- Support for employees, recognising their heightened risk of gambling harm. Their vulnerability was noted, mention was made of the self-assessment tools that venue staff can use, wagering operators noted their own mindfulness towards this.
- Programmatic and communication-based challenges related to the Responsible Service of Gaming (RSG) program.
- Differences between gambling providers and implications for approaches to responsible gambling; for venue operators, gambling is part of suite of entertainment; for wagering operators, wagering is the sole entertainment.

Areas to explore joint action

Discussion of a number of areas of interest, focusing on where joint action can effectively prevent or reduce gambling harm.

Three major themes were distilled from this:

- Land based venues - Focusing mainly on cooperation on responsible service improvements, examining impacts on staff, signage, messaging and effectiveness of harm minimisation measures.
- Online gambling - Cooperation in developing best practice in identification and response to potentially harmful gambling online - particularly around sharing of data and research findings.
- Coordination of government - Examining issues around consistency of messaging and signage requirements, especially for those operating in multiple jurisdictions. Areas of cooperation in supporting the National Consumer Protection Framework.

Updates from the Foundation

The Foundation updated the group on the following:

- New [Stakeholder Engagement Framework](#) highlighting a movement towards identifying common interest with stakeholders and looking to support efforts to prevent/reduce gambling related harm.
- Recently completed review of the Sporting Clubs Program, noting the success of the program in achieving aims and providing value for money. Highlights of the future direction for the program were also flagged including streamlining and strengthening of the charter, focus on elite clubs reducing reliance on gambling revenue and revised delivery for local clubs.
- Upcoming campaign activity:
 - 1) 100 Day Challenge application/website and related campaign. Campaign designed to support and encourage “taking a break”, either a reduction or suspension of gambling for a period of time. Members provided feedback including: venues to potentially play a role distributing materials for the Challenge and Local council sites (that listed other activities) could be linked from the Challenge site.
 - 2) ['The Talk' campaign](#) expected to be run again in September 2018.
- Gambling Harm Awareness Week change noted as supporting a public health approach, facilitating community conversations and aligning with Foundation focus on harm. Industry participation and support encouraged with regard to communication with gambling customers during the week. Themes for customers may focus on ways to avoid gambling harm. Week to take place **8 to 14 October 2018**.
- [Foundation website](#) has been relaunched with new functionality and increased ease of access for users.