

Key discussion points

- New and emerging technology - The risks and potential benefits.
- Staff training – practice and messages which members found most effective.
- Industry referrals to Gambler's Help services – Update on industry referral data and continued work on improved warm referral processes.
- Recent environmental changes – Responsible Gambling Codes of Conduct and YourPlay.

Member Areas of Interest: Foundation development of in-venue signage promoting staff and customer interaction noted, with members expressing in principle support and interest.

Lived Experience feedback indicating support for awareness of signs of potential harm and expectation of staff member response in customers was noted.

Members expressed an interest in feedback from Venue Support Program and Lived Experience Committee meetings – the Foundation committed to explore avenues for this.

New and Emerging Technology: Ticket In-Ticket Out and facial recognition and opportunities and potential risks of both emerging technologies were discussed. Future updates from members on the implementation of these products was encouraged.

Staff Training – Practice and Messaging: Members were supportive and noted the need for advanced gambling provider training to address escalation of incidents and setting of venue environment and culture, in addition to training for staff members on obligations and identification of potential gambling harm.

Member support for training development based on customer care principles noted.

Referrals to Gambler's Help: The Foundation thanked industry members for the provision of referral data and noted current referral figures. A watching brief to be maintained on referral numbers along with work towards increased 'warm referral' options from industry. This work is aimed at increasing the number of customers referred for treatment and support.

Recent Environmental Changes: Meeting participants noted the recent release of new Responsible Gambling Codes of Conduct Ministerial Directions and the evaluation into YourPlay. Both of these have implications for gaming machine operators, and this will continue to be explored in future meetings.

Next steps (actions)

- Foundation to explore means for communication of relevant elements of Venue Support and Lived Experience meetings with members.
- Foundation to share information on proposed in-venue signage and work with members to develop consumer information on signs of potential harm accessible.
- Members to work with the Foundation to improve warm referral options to support services.

Next Meeting

Wednesday 9 September 2020 – 12.00pm to 1.30pm