

Key discussion points

- Venue staff and risk – the results of RSL Victoria and Foundation pilot project.
- Venue culture and messaging – Identification of some venue staff being under-supported in identification and response to harm due to venue culture/governance issues with a commitment to explore actions to support gaming venue governance.
- Addressing stigma - views on barriers to customers seeking help, including language, and how industry can assist in better linking to support services. Members supported a focus on taking a customer service perspective to gambling harm response and communication.
- Industry referrals to Gambler's Help services – Usefulness of provided industry referral data noted along with the assistance this provides to Foundation planning and communication.

Venue staff and risk: RSL Victoria provided an overview of a pilot project with the Foundation involving delivery of training to staff about their own risk of gambling harm and actions they can take to reduce risk. The Foundation noted positive pilot results. Members interested in further details on the pilot, particularly the content of the training. Noting the potential for incorporation of similar messaging into existing industry training/support.

Discussion focused on staff gambling policies and clear need for venues to consider the risks associated with allowing gambling by staff members within their place of employment. Members also discussed the venue cultural and governance elements required to support staff and customer gambling harm reduction and the potential for venue management/committees requiring further training or support on this.

Gambling related stigma and impact on help seeking: Discussion of the effectiveness of placing communication and messaging around gambling harm and support within a customer service framework in reducing stigma.

Members noted financial counselling as a useful reduced stigma entry point of entry to the support service system, with industry keen to expand referral and direction to these services.

Industry linkages with support services: The Foundation thanked industry members for the provision of referral data and noted its usefulness in grants allocation and other processes. Members keen to work together to improve referral numbers and provide data where possible. A watching brief to be maintained on these referral numbers.

Next steps (actions)

- Foundation to share information on RSL Pilot and staff self-care with members following meeting including training information and principles.
- Foundation and members to explore actions to support gaming venue governance and creation of cultures and environments supportive of gambling harm reduction.
- Members to contact and work with the Foundation during March/April 2019 if interested in contributing to consultation on the Foundation's stigma response strategy.
- Members to provide the Foundation with referrals data (as available) to build better collective understanding in relation to referrals, to be explored further at the next meeting.

Next Meeting

- Wednesday 4 September 2019 – 12.00pm to 1.30pm