

Agenda

Gambling Industry Issues Forum - Prevention and Programs Branch

Meeting details:

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|----------------|---|-----------|-----------------|
| Meeting Title: | Land Based Gambling Industry Issues Forum | No: | 4 |
| Date: | Tuesday 25 February 2020 | Time: | 12.00pm -1.30pm |
| Location: | Victorian Responsible Gambling Foundation Level 6, 14-20 Blackwood Street, Nth Melbourne | Trim Ref: | CD/20/29153 |

Invitees

| Invitees | Title/Business area |
|------------------|---|
| Leigh Barrett | Executive Director, Leigh Barret and Associates |
| Sonja Bauer | General Manager Responsible Gambling, Crown Melbourne Limited |
| Clint Brewster | Governance, Compliance and Risk Manager, RSL Victoria |
| Nadine Grinblat | Chief Executive, Australasian Gaming Council |
| Jacqui Hutchison | Compliance Officer, Mercury Group |
| Andrew Jaynes | Responsible Gambling Manager, Progressive Venue Services |
| Andrew Lloyd | Manager - Operations & Governance, Community Clubs Victoria |
| Glenda Manne | Responsible Gambling Lead – Risk and Compliance, Tabcorp |
| Con Nikitas | National Gaming Manager, ALH Group |

Foundation Attendees

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| Tanya Fletcher | Branch Head Prevention and Programs, General Counsel (Chair) |
| Brett Hetherington | Senior Industry Engagement Coordinator (Secretariat) |
| Heidi Rose | Director, Prevention |
| Lindsay Shaw | Knowledge and Policy Officer |

Apologies

| Apologies | Title/Business area |
|-------------------|--|
| David Baldi | General Manager, Mercury Group |
| Kimberley Malcolm | Senior Manager – Membership & Industry Engagement, Australian Hotels Association (Vic) |
| David McKinnon | Chief Executive Officer, Frontier Hospitality |

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| Item | Subject | Speaker | Time |
|------|--|-----------------|---------|
| 1. | Acknowledgment of Country Opening/apologies & Introduction and Welcome | Chair | 12.00pm |
| 2. | Issues, Items of Interest, Member Agenda Items | - | 12.05pm |
| 3. | Update on New and Emerging Technology <ul style="list-style-type: none"> Detection of Gambling Harm | Members | 12.15pm |
| 4. | Staff Training – Practice and Messaging | Members | 12.45pm |
| 5. | Gambling support service referrals: <ul style="list-style-type: none"> Update on industry referrals Current 'warm referral' processes – improved referral to Gambler's Help services | VRGF Members | 1.10pm |
| 6. | Other business | Chair | 1.25pm |
| 7. | Next scheduled meeting <ul style="list-style-type: none"> Proposed Wednesday 9 September 2020 | Chair | 1.30pm |