

## Key discussion points

- Venue best practice - in the context of a revision of the VRGF Best Practice Guide
- Venue staff and risk – in the context of a pilot project between RSL Victoria and the VRGF in relation to gambling harm
- Industry referrals to Gambler's Help services – do the current numbers reflect what is actually happening?
- Self- exclusion – in the context of the CCV's revised self-exclusion program.

**Venue best practice:** Members were asked for feedback on the current VRGF Best Practice Guide. Members support the green section – which covers best practice implementation of the Responsible Gambling Codes of Conduct in the Guide – noting however that there is scope to further integrate these with other guidance material. Members support a change in approach to the orange section to be principles-based and include examples of current practice.

**Venue staff and risk:** RSL Victoria provided an overview of pilot project with the VRGF looking to present training to staff about: their own risk of gambling harm, actions they can take to reduce risk and current venue risk-management practices. Members noted this as a feature of their own staff training programs and expressed interest in being kept informed about this pilot.

**Industry referrals to Gambler's Help services:** The VRGF provided current data from GH Connect which indicates low levels industry referral. Members keen to work together to improve this where possible and a watching brief to be maintained on these referral numbers.

**Self-exclusion:** Community Clubs Victoria provided an overview of its new EASE Self-Exclusion Program, which enables on-line self-exclusion. Key benefits have been: improved accessibility, improved user satisfaction and better relationships with Gambler's Help services and counsellors.

## Next steps (actions)

- Members to share with VRGF examples of best practice to be considered for the revised Venue Best Practice Guide.
- VRGF to bring revised Guide to next meeting for further consideration.
- RSL to provide update on the venue staff pilot at next meeting, with a view to a wider application for other members.
- Members to provide the VRGF with referrals data (as available) to build better collective understanding in relation to referrals, to be explored further at the next meeting.
- Members to consider warm referral processes to better connect customers with Gambler's Help services and follow up with the VRGF.

## Next Meeting

- Wednesday 20 February 2019 – 10.30am to 12.00pm