

## **Gambling Support Program - face-to-face consultation summary**

### Facial Recognition Technology (FRT):

- Range of issues raised by GSP - privacy, false positives etc. Expectation that these would be resolved to a point that people were comfortable to be listed on the exclusion register.
- If technology is really effective in identifying people as potentially breaching, then it's a matter of placing emphasis on supports available for people breaching exclusion orders - eg via staff training, resources from GSP/Anglicare, clear and thorough process for venues eg to have conversations in private. Important to consider what happens after identification of an excluded person. Would think this would be of benefit to venues.
- Possible consequences:
  - May provide credibility for the exclusion system - person who has exclusion is successfully excluded. Reference to anecdotal comments from excluded people that they've still been able to enter gaming premises.
  - Cost benefits include process is more effective with staff not needing to memorise photos etc.
  - Would anticipate a higher hit rate on people breaching exclusions.
  - May have unintended consequences of someone who may have sought exclusion may now not seek one. Hence, need supports in place to ensure it doesn't become a barrier.
- Emphasised importance of communication associated with any changes especially to lay down fears around privacy and promote benefits.

### Player Card Gaming (PCG):

- Emphasised importance of communication associated with any changes, focus on choice this provides the consumer. Communication could centre around healthy vs. unhealthy behaviours with regards to gambling; incorporation of self-assessment checklist. Provide intervention mechanisms before you experience significant harm.
- PCG provides increase in information, i.e. information statements. Fits well with GSP approach, community-based education, and this data would be useful for messaging efforts.
- Supportive of enforced breaks, deposit limits, time limits, though would want opportunity to comment on specific parameters.
- Focus on PCG as part of a support toolkit that enables individuals to make informed choices about their gambling activity and spend. Referred to a graduated set of tools, ranging from activity statements for all players, to encouragement to place limits (dependent on activity/upwards trend of spend or time), to exclusion. Encourage people identified with having issues to set limits with a counsellor (instead of excluding entirely).
- Supportive of state-wide scheme that is universal with ID requirements and some limits (that may be graduated from warnings, to cool offs and lock outs). Supportive of cool-off periods to change limits. There may be value in setting a default limit with a defined process to increase limits.
- A consequence may be that recreational gambling drops, as those gamblers who participate infrequently don't want to go to the trouble to sign up for a card.

- Consideration will be needed re: cashless element, as it does not feel like real money. Suggestion of limits of how many times a card can be loaded a day may serve as a limit along with dollar limits.
- Discussion re: prompts or messaging and need to identify appropriate trigger points - may be a pop up message, SMS, email. Important the person chooses preferred method of notifications to avoid unintended consequences eg trigger family violence, and need to be mindful that people might be vulnerable at the time they get messages.
- Information access - will need to consider who is able to view data (identified vs de-identified); will provide opportunity to tailor messaging based on specific demographic information.
- In favour of trial of system - smaller remote venues as well as larger venue. Need to get the system right and do it in a timely way.
- Ideally, not supportive of anonymous cards from a harm minimisation view. While allows casual opportunist gaming, the downside will be people sourcing cards from different venues (would need to be monitored). In regard to concerns that people will migrate to other forms of gambling, people that gamble on EGMs are unlikely to gamble on other forms (referenced 3<sup>rd</sup> SEIS).
- Need to consider further: how cash will be loaded onto card (especially concerns with linking to bank accounts); and how limits will be changed (may be an opportunity for people to discuss with counsellors).