

Venue Support Program - Venue Manager Meetings

Presented by:

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**Gambler's Help
Bethany Community Support**

August 15, 2018

Barwon Catchment

- Gambler's Help – Bethany Community Support
- 36 Venues with a total of 1546 EGM's
- 18 Clubs & 18 Pubs / Hotels
- Region includes Geelong, Lara, Bellarine Peninsula, Surf Coast, Colac, Camperdown and Cobden
- Two Venue Support Worker's for the catchment

Manager Meetings started in 2012

- Networking opportunity for managers
- Information sharing opportunity for VSW's
- Originally had separate meetings for clubs and pubs
- 2012 - Held 3 meetings with 20 managers attending.
- 2013 - Held 4 meetings with 19 managers attending

Manager Meetings evolve into combined meetings

- 2014 began having combined meetings with clubs & pubs
- Designed to bring more diversity in speakers and presentations
- Including VCGLR, Intralot, OLGR, VRGF, Vic Police and others

2014 Meetings

- Held 2 meetings in Geelong with 32 managers attending
- Held 1 meeting in Colac with 5 managers attending

Manager Meetings evolve into annual meetings

- 2015 – YourPlay Forums – YourPlay December Launch
- 2016 – 1st annual meeting held at Lord of the Isles Tavern –
16 managers or representatives attended

Guest Speakers

- Rocky Pirrottina – Hume Protection Group – Staff Safety
- Terry McCabe – VCGLR Compliance Officer - Updates

Manager Meetings evolve into annual meetings

2017 – Meeting held at Geelong RSL

27 managers or representatives attended

Guest Speakers

- Maria Marantos – OLGR - YourPlay Updates / YourPlay Days
- Mark & Kelly – VSW's – Responsible Service of Gaming –
New guidelines & information for gaming venue employees

Manager Meetings evolve into annual meetings

- 2018 – Meeting held at Waurin Ponds Hotel –
21 managers or representatives attended

Guest Speakers

- Andrew King – Victoria Police – Armed robbery, managing aggressive and escalating behaviours and personal safety
- Brett Hetherington - VRGF– Program updates
- Tony Curran – VCGLR – General news / Updates
- Maria Marantos – OLGR – YourPlay Updates
- Barb Gear – GH Therapeutic Counsellor – Affected other and managing Stress



Waurin Ponds Hotel 2018

Meeting Structure

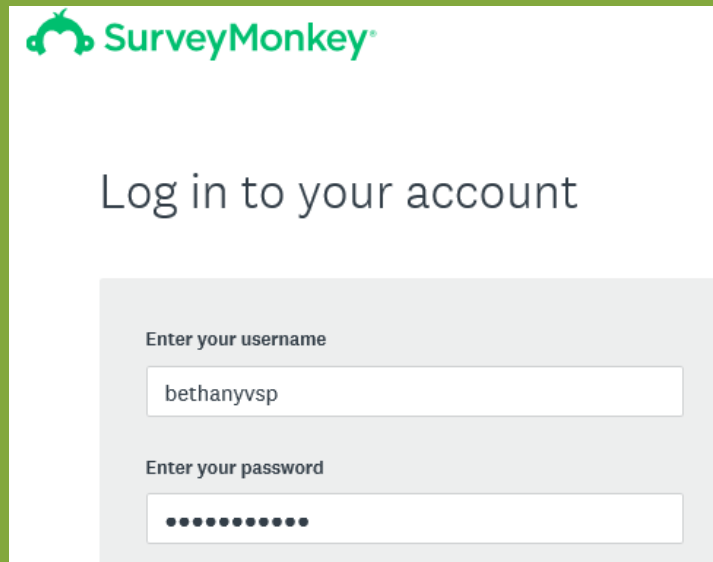
- Meetings run for one and a half to two hours
- Welcome
- Discussion focus – VSW's
- Guest Speakers
- General discussion / other business
- Close / light refreshments and networking for managers
- Feedback forms or links to survey monkey provided

Feedback and Comments



Feedback and Comments cont

Survey Monkey was used to collect feedback from our last Venue Managers meeting on 27th Feb 2018.

A screenshot of the SurveyMonkey login interface. At the top is the SurveyMonkey logo. Below it, the text "Log in to your account" is centered. Underneath, there are two input fields. The first is labeled "Enter your username" and contains the text "bethanyvsp". The second is labeled "Enter your password" and contains a series of dots representing a masked password.

SurveyMonkey®

Log in to your account

Enter your username

bethanyvsp

Enter your password

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Feedback and Comments cont.

Questions were determined by what information we wanted to collect from Venue Managers.

The Survey Monkey link was emailed to the Venue Managers after the meeting was finished.

We designed questions to be short. This was to encourage more responses.

There were 21 managers who attended the meeting, with 14 responses to the Survey Monkey link.

Feedback and Comments cont.

Questions asked on Survey Monkey:

- Was the scheduled day and time of the meeting convenient?
- Was the length of the meeting appropriate?
- Were the speakers informative and engaging?
- Which speaker did you find most engaging and why?

Feedback and Comments cont.

- Rate each speaker from 1 to 5. With 1 being the lowest and 5 the highest.
- Would you attend another Venue Managers Meeting this year?
- What other speakers or topics would you like to have at future meetings?
- Any other comments or suggestions?

Feedback and Comments cont.

1. Was the scheduled day and time of the meeting convenient?

100% yes

2. Was the length of the meeting appropriate?

92.86% yes

0.00% no

7.14% alternative suggestions

3. Were the speakers informative and engaging?

100% yes

Feedback and Comments cont.

4. Which speaker did you find the most engaging and why?

Andrew King from Vic Police – reassess security procedures, a good reminder of what and how to approach things when in difficult situations.

5. Rate each speaker

All 5 speakers were rated from:

<i>Not engaging</i>	<i>Somewhat engaging</i>	<i>Engaging</i>	<i>Awesome</i>
Andrew King rated 70% under awesome			

6. Would you like to attend another Venue Managers Meeting this year?

61.54% yes	7.69% no	30.77% maybe
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Feedback and Comments cont.

7. What other speakers or topics would you like to have at future meetings?

Andrew King, Betting on the TAB and someone talking about the services that Bethany Community Support provides. Policy/decision makers.

8. Any other comments and suggestions

- Great informative morning
- Equal concentration on TAB gamblers as well as Pokie players
- No I thought the whole process was good, perhaps we could've had lunch then gone on with the venue manager discussions.



Our next Barwon Responsible Gambling Network Meeting
will be held on 10th Oct 2018.

Questions

