



# Safer Gambling Network Meetings

## Guideline for Queensland Gambling Help service providers

Supplementary toolkit -

<https://www.publications.qld.gov.au/dataset/gambling-help-safer-gambling-network-sgnet-guide-and-toolkit>

## Contents

Purpose of this document.....	3
What is an SGNet? .....	3
Benefits of SGNets .....	3
Organising SGNets .....	3
Frequency and duration.....	3
Early planning.....	4
When and where?.....	4
In-person or virtual? .....	4
Guest speakers.....	4
Event invitations .....	5
Who to invite?.....	5
Promoting SGNets.....	6
Adding an event to the Gambling Help Queensland website.....	6
Administration .....	6
Suggestions to keep SGNets interesting .....	7
OLGR Interactive Map.....	8
Post event activities .....	8
Reporting and outcomes.....	8
SGAC report .....	8
Evaluation .....	9
Counting Rules .....	9
Appendix 1 - First Nations community .....	10
Appendix 2 - Culturally and linguistically diverse backgrounds.....	11

## Purpose of this document

This document is intended to help Gambling Help service (GHS) providers coordinate successful SGNets as part of their community education activities. The guide is supported by a toolkit of resources (i.e. templates for invitations, posters, LCD displays, social media tiles, direct message headers and footers etc) to support the efficient organisation and running of SGNet events.

The guide is not intended to be exhaustive and may not include all scenarios relevant to a local GHS. It should be read in conjunction with the Gambling Help Program Guidelines and Service Agreement.

## What is an SGNet?

SGNets are events that provide an opportunity for GHS providers, licensees, venue staff, government, and community stakeholders to focus on harm reduction outcomes which prevent and reduce gambling harm in their community.

SGNets also provide attendees with a platform to learn about and engage in discussions about gambling harm minimisation policy and program development. Organisers are encouraged to share feedback or relevant local issues and insights from SGNets with the department and the Safer Gambling Advisory Committee (SGAC).

GHS providers run SGNets in their communities, encouraging relevant stakeholders to share information, and connect and collaborate on gambling harm minimisation initiatives.

## Benefits of SGNets

- Provide a regular forum for industry, community, and government to work together and create positive outcomes by building effective working relationships.
- Improve understanding amongst licensees, gaming nominees, venue managers and staff of their legal and corporate social responsibility obligations.
- Enhance community and industry understanding of the role of GHS providers and government agencies, and the availability of gambling harm minimisation services and resources.
- Provide an opportunity for advice/feedback at a local level to be shared with the department and the SGAC.

## Organising SGNets

### Frequency and duration

GHS providers are contractually required to deliver a minimum of two SGNets per calendar year per Gambling Help region. They should be scheduled at times best suited for broad attendance from the local community.

Events should not be scheduled in January and December or in the first week of each month as they are generally peak times for the liquor and gaming industry.

The duration of meetings will depend on the size of the network and the schedule of events. Ask for feedback from SGNet attendees about what meeting times work best for them and how long meetings should be.

Setting meetings in advance can also help you, licensees, and community representatives plan ahead and commit to attending.

### Early planning

Planning should begin as early as possible. GHS providers should be ready at the beginning of each calendar year (or the commencement of service agreements) to advise industry, government, and community representatives the approximate dates for SGNets, noting the specific date, time and location can be provided closer to the event.

### When and where?

Consider the location and time of day of the meetings—will they suit most people?

Meetings held during busy meal service times can inhibit attendance by stakeholders from licensed gambling venues. Some regions have found success hosting meetings in the morning with start times of 8.30am or 9.30am. It is recommended meeting dates are set a minimum of three months in advance.

It is common to rotate the location of SGNets. Some GHS providers have developed relationships with local clubs, venues, or services to host them. Other services may prefer a neutral location and hire spaces such as community halls or meeting rooms at local libraries or universities.

Consider issues such as parking availability and accessibility for people with disability or mobility issues.

Consider the accessibility of SGNets for gaming licensees and community organisations located outside of metropolitan and regional centres. Holding a virtual meeting or making a live stream or recording of the meeting available can be a way to enable participation in SGNets for stakeholders across the region.

### In-person or virtual?

SGNets can be held in-person, virtually or a mixture of both. Which option you choose should be dictated by what makes sense in the local community and the outcomes you expect from the meeting.

Traditionally, most SGNets have been run as in-person events at clubs and hotels adequately equipped to host. However, virtual events have become more common.

Virtual events can include attendees spread across large geographical areas and be recorded and watched later for those unable to attend. Popular platforms such as Zoom and Microsoft Teams provide free virtual meeting options.

If you are hosting a virtual meeting in a venue or incorporating a live stream, make time to test the technology before the meeting.

### Guest speakers

When inviting a guest speaker to attend, consider their availability and the notice they'll require, particularly if they are a senior executive. Also check what other SGNets are scheduled to take place at a similar time, via the online calendar at <https://gamblinghelpqld.org.au/events/>

To ask a senior DOJ officer to attend, email [OLGRstakeholder@justice.qld.gov.au](mailto:OLGRstakeholder@justice.qld.gov.au) two to three months before the meeting to increase the likelihood of availability.

### Event invitations

Email is a great channel to send out invitations and reminders prior to SGNets. An e-invite template is available in the SGNet toolkit. It is recommended invitations are sent out four to six weeks before the scheduled event, followed by a reminder one to two weeks before. It is important to ensure all contact details are kept up to date.

Some community educators have had success using event ticketing and marketing platforms such as EventBrite which offer email marketing tools, automated event notifications, attendee registration, and audience reports and insights.

OLGR has an engagement officer who may help promote the event. Please inform OLGR of your SGNets so a staff member can attend. This can be done by emailing [OLGRstakeholder@justice.qld.gov.au](mailto:OLGRstakeholder@justice.qld.gov.au)

Who to invite?

Invite those who would benefit from understanding the role of the GHS and who could contribute to discussions and actions that reduce gambling harm in the community. Consider the inclusion of:

- Aboriginal and Torres Strait Islander Community representatives (further details in Appendix 1)
- Alcohol and other drug services (e.g. Lives Lived Well, Qld Health)
- Clubs Queensland
- Community or neighbourhood centres
- Correctional Centres – community engagement/liaison officers
- Counselling Services – Social Workers, Psychologists
- Domestic and family violence support services
- Emergency relief providers
- Ethnic Communities Council of Queensland
- Financial Counsellors Association of Queensland
- Gaming venues
- High School community liaison
- Homeless shelters
- Housing support services
- Licensed Monitoring Operators for gaming machines
- Local Members of Parliament/Council
- Major industrial companies
- Mental health and wellbeing services (e.g. Lives Lived Well, Qld Health)
- Migrant support services/Culturally and Linguistically Diverse communities (further details in Appendix 2)
- OLGR
- QCOSS (Queensland Council of Social Service)
- Queensland Hotels Association
- Safe Night Precinct and local accord representatives
- Wagering industry representatives
- Women’s support services
- Youth networks

**OLGR can provide a list of current licensed gambling premises in the GHS region.**

## Promoting SGNets

Promoting an SGNet to relevant stakeholders can be done through a variety of methods. Emails can be sent to a distribution list you create of community, government and industry contacts. Sending direct emails via email marketing services such as Vision 6, MailChimp or MailerLite can help you track who has received and opened the invitations.

Social media posts on the Queensland Gambling Help and OLGR Facebook page before and after events can build community awareness of SGNets. GHS providers are encouraged to email [OLGRstakeholder@justice.qld.gov.au](mailto:OLGRstakeholder@justice.qld.gov.au) with their event dates and any other relevant information, and OLGR can arrange for the details to be posted on its social media channels.

OLGR can also share contact details of staff within Clubs Queensland and QHA who can add details of the event to their newsletters.

If available locally, attend an Interagency Network Meeting to promote SGNets.

A local Queensland Health Community Health Centre or other State Government agency may be able to help promote the event.

Consider contacting local councils to help spread awareness of SGNets and safer gambling. Many councils host their own network meetings and may have connections or promotional channels that would benefit the group.

### Adding an event to the Gambling Help Queensland website

Relationships Australia Queensland manages the Gambling Help Queensland website and will upload the event details to the online calendar. To have the event added to the calendar, you can request a form via [croy@raq.org.au](mailto:croy@raq.org.au) or [marketing@raq.org.au](mailto:marketing@raq.org.au)

## Administration

There are some documents you should maintain to support delivery and recordkeeping of SGNets.

Prepare meeting agendas to advise members what is will be discussed at meetings, including any guest speakers. An agenda can also help the meeting chair keep a meeting on track.

Minutes are an important tool to record actions and provide an overview of what was discussed to any members unable to attend. Minutes don't have to be extensive — they need to capture the main points, any action items, and who attended the meeting. DoJ may request a copy of the meeting minutes to help evaluate an SGNet.

### **Agenda and minutes templates are available in the toolkit.**

Larger SGNets are sometimes delivered seminar-style, with a number of guest speakers. It may not be possible to record minutes of an event like this, but key messages and any discussion arising from the presentations can be reported on.

A template for an SGNet to report to the Safer Gambling Advisory Committee (SGAC) is also available for any organiser to provide information about a local project or status update, issues or concerns identified in the community, or issues engaging important groups (such as venues or government agencies). **See 'Reporting and outcomes'.**

## Suggestions to keep SGNets interesting

### 1. Remember the event's purpose

Consider establishing a 'terms of reference' and revisit it to ensure objectives are being met.

DoJ strongly encourages SGNets as a forum for discussion and not just an opportunity for people to present. Make sure there's always time available for people to ask questions and discuss how a presentation relates to the region.

### 2. Guest speakers

Having guest speakers can help to maintain interest and present new ideas. Ask SGNet participants what topics they would like to know more about. For example, including a person with lived experience can help people understand the harms from gambling.

### 3. Case studies

Ask licensees to discuss a recent incident at their venue and how they handled it. You could ask an experienced licensee to talk about how they manage safer gambling practices in their venue, or about their safer gambling initiatives.

### 4. Training opportunities

Providing training opportunities is another way to keep SGNet participants engaged.

Training could be delivered as part of an SGNet agenda or professional development sessions can be offered before or after meetings.

For example, offering free venue staff training could make attendance at SGNets more attractive to industry participants. There are venue staff training resources for GHS available at: <https://www.publications.qld.gov.au/dataset/gambling-help-consistent-community-education-gambling-harm-awareness-materials>

The Queensland Government also funds the delivery of a gambling screening and brief intervention training program by Lives Lived Well that may be of interest to community organisations.

### 5. Topics of interest

It is important that presentations and discussions are relevant to the audience. In a review of SGNets, stakeholders provided suggestions of subjects of interest and relevance to them. Suggested topics included:

- the effective management of self-exclusions
- information from OLGR on licensing/regulatory changes
- advice on how to manage patron interventions sensitively
- gambling behaviours and how to identify patrons at risk
- updates on gambling harm initiatives in other states and territories
- Gambling Harm Awareness Week and how community and industry can get involved
- lived experience presentations
- gambling trends in the region

- First Nations or culturally and linguistically diverse cultural capability workshops or presentations to deepen understanding of how to prevent harm or support people experiencing gambling harm.
- SNet-lead initiatives or projects

## 6. DoJ updates

SNet organisers can invite a member of the DoJ leadership team to speak at the event in person or virtually. Email requests to [OLGRstakeholder@justice.qld.gov.au](mailto:OLGRstakeholder@justice.qld.gov.au) at least two to three months in advance to increase the likelihood of availability. Include any specific topics of interest you'd like them to speak about, along with any other requests such as question time or participation in a panel discussion.

A video presentation can also be provided if scheduling does not allow attendance in person.

## 7. Updates from OLGR

OLGR officers can provide updates on current gaming regulation, gambling data for the local area, and gambling harm minimisation programs.

## 8. Tips for running a successful event

- Have a focus for each meeting – choose a topic for the main discussion or presentation.
- If new people are attending, have some icebreakers to create connections and relax the room.
- Focus on inclusion – are there people who always speak and others who don't? Find ways to include all voices.
- If meeting in person, have some refreshments available.

## OLGR Interactive Map

OLGR manages an [interactive map](#) to help licensees, their staff, and the general public access relevant information, including contact details for Liquor Accords, Safe Night Precincts and Gambling Help service networks. Access the map via the link, or search 'OLGR Interactive Map' in a browser.

## Post event activities

- Draft minutes and forward to attendees for any feedback.
- Share presentations with the group where appropriate.
- Follow up on any actions highlighted during the SNet.
- Book a venue for the next SNet (include this in the agenda to see if a member can host).
- Send out date claimer for the next event – then send an official invitation four to six weeks before the scheduled event, followed by a reminder one to two weeks before the day.
- Complete any evaluation.

## Reporting and outcomes

### SGAC report

SNet organisers are strongly encouraged to provide regular updates to the SGAC on activities or local issues.



The SGAC has senior representatives from government, industry and community services, and provides advice to DoJ. The SGAC meets three times a year.

**An SGAC report template is available in the toolkit.** The completed template can be sent to [GHSS@justice.qld.gov.au](mailto:GHSS@justice.qld.gov.au).

## Evaluation

Evaluate the effectiveness of SGNets following meetings, or via email to participants, using an anonymous survey or similar.

DoJ may request an annual update on the following, and strongly recommends you include questions on these in any survey:

1. participants'/attendees' satisfaction
2. if participants feel they've contributed to policy and programs under the Gambling Harm Minimisation Plan.

## Counting Rules

Organising community education events such as SGNets is an output under the GHS community education counting rules. Further detail is outlined in the GHS counting rules document available through from GHS contract manager.

## Resources

A toolkit of resources and templates to help plan and deliver an SNet is available [here](#). These include:

- Meeting minutes template
- SNet signage
- Social media tiles
- Digital newsletter graphics
- LCD display graphics
- PowerPoint template
- SGAC report template
- Meeting invitation template
- Meeting agenda template

## APPENDIX 1

### First Nations community

To increase the participation of the local First Nations community and Traditional Custodians to attend SGNet meetings, there are several points to consider.

#### Respect - for Aboriginal and Torres Strait Islander culture.

- All Gambling Help staff should attend cultural awareness training, preferably delivered by a local provider.
- Know the local Aboriginal and Torres Strait Islander history.
- Know and meet the local language groups and Traditional Custodians of your area.
- Find out local Aboriginal and/or Torres Strait language words.
- Who are the local Aboriginal and Torres Strait Islander organisations? Find out if there is a local community register which can be accessed. Check in with a local Queensland Health Aboriginal and Torres Strait Islander Health Unit as they may have one to share as they have built relationships with local First Nations groups.

#### Relationships – build a relationship and partnership with the local First Nations community

- Arrange to present to local First Nations organisations about the Gambling Help service.
- Arrange a meeting or just a yarn with key local First Nations groups. The meeting could be held at their office or somewhere neutral such as a local park.
- Be aware of local First Nations gambling harm data for the region.
- Which local First Nations organisations may be considered to refer clients to ensure holistic care and wellbeing? This could be the local Aboriginal and Torres Strait Islander medical service, women’s or men’s groups or a family wellbeing service.

#### Communication – effective and sensitive communication strategies

- Is your office culturally safe? First Nations artwork or posters can help to make a space feel culturally safe for First Nations people.
- Do you have any brochures or marketing material that is developed for First Nations people? DoJ offers resources co-designed with First Nations people.
- For cultural events such as Reconciliation Week or NAIDOC week, have a local person come and give a talk to staff, or you can attend a local event. This will not only build your cultural knowledge but strengthen relationships with the local First Nations community.
- Cross-promote your service with appropriate First Nations organisations.

These suggestions are not exhaustive but will provide a starting point to increase participation of First Nations people in SGNets.

## APPENDIX 2

### Culturally and linguistically diverse backgrounds

People from culturally and linguistically diverse (CALD) backgrounds in Queensland come from more than 220 countries and territories and speak over 190 different languages, with over 40 per cent of Queenslanders either born overseas or having a parent who was born overseas, in 2021.

While people from CALD backgrounds tend to gamble less often than the general population, those who do are at higher risk of gambling harm and may be less likely to seek support. This also includes recently arrived migrants, people from refugee backgrounds and international students.

The below suggestions can help you to increase participation of multicultural communities and organisations in SGNets, as well as to deepen your understanding of gambling harm in CALD communities and facilitate effective gambling harm support for multicultural clients.

#### Respect – for culturally and linguistically diverse backgrounds

- Be aware of the CALD groups represented in your local community and issues impacting them.
- Be sensitive to communication preferences and language barriers – use interpreter services if available or seek assistance locally.
- Research, attend and celebrate multicultural events in your local community (e.g. Harmony Day, Refugee Celebration Day, Multicultural Month Queensland events).
- Consider including appropriate local CALD community organisations and service providers in your referral pathways for a holistic approach to support.

#### Relationships – build a relationship with local CALD communities

- Invite the Ethnic Communities Council of Queensland (ECCQ) to be involved in local SGNets. They can help to link you with local multicultural community members and organisations. For more information, email [administration@eccq.com.au](mailto:administration@eccq.com.au).
- Meet with local CALD community organisations, leaders and service providers to learn more about their needs and raise awareness of Gambling Help services and SGNets.
- Cross-promote SGNet meetings with local CALD community organisations and service providers.
- Invite a local CALD community organisation to speak at your next SGNet.

#### Communication – effective communication strategies

- Consider using a co-design approach when developing education materials. Co-design will help you to effectively tailor messaging for CALD groups in your local community, who may each have different cultural values, needs and preferences. DoJ can assist if you need help getting started with co-design, including for translated materials.
- Make sure your signage and materials reflect the cultural diversity of your local community, such as through including translations and images or stories of people from diverse backgrounds.
- Explore learning opportunities through ECCQ or other multicultural organisations on communicating with and supporting CALD clients.

These suggestions are not exhaustive but will provide a starting point to increase participation of multicultural community members and organisations in SGNets.