

**PLAY
WITHIN
YOUR
LIMITS**

**VIKINGS GROUP HARM
MINIMISATION PROGRAM**



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FROM THE VIKINGS GROUP CEO

The Vikings Group strives for excellence in all aspects of services and facilities, and our commitment to providing responsible gaming services for our Members is no exception. Our Harm Minimisation Program is an important reflection of our commitment to our Members and the community.

We understand that Vikings venues are enjoyed by many for numerous entertainment and leisure pursuits. When gambling is restricted to affordable limits, it can be experienced as an enjoyable socially acceptable leisure activity. Gaming provides significant social and economic benefits to the community in terms of entertainment, employment, taxation revenue and funding for social and sporting infrastructure and community organisations.

However we understand for a minority of community members who may be dealing with gambling and other person issues, gaming may

become excessive resulting in significant negative consequences with associated gambling-related harms.

Recognising the potential for harm, The Vikings Group has actively taken responsibility to implement harm-minimisation measures that go above what is legislatively required. A holistic program that focuses on mental health and wellbeing for our community, Members and staff.

The Vikings Groups mission is to make everyone feel welcome in our venues and to ensure an enjoyable experience in our clubs. Our harm minimisation plan aims to ensure this.

We understand our role is ongoing in assisting individuals to overcome mental health and wellbeing issues that may lead to gaming harm and we are extremely proud to be part of the ongoing solution.

Anthony Hill

Chief Executive Officer



FROM THE LIFELINE CEO

Lifeline Canberra is very pleased to be part of the harm minimisation program with the Vikings Group. For 45 years, we have provided Telephone Crisis Support (13 11 14) to the people of Canberra and the surrounding region. This service is possible due to the dedication of over 300 trained volunteers from our community who ensure that the phone will be answered, 24 hours a day, 7 days a week.

As part of an Australia wide network of Lifeline Centres, Lifeline Canberra takes calls from people who are in need of support at times of crisis. The crisis may be large or small, immediate or on-going; whatever the situation, Telephone Crisis Supporters provide non-judgmental support.

One of the main elements of our phone service is suicide prevention and we regularly receive calls from those in desperate need; contemplating taking their own life.

In addition, Lifeline Canberra provides a number of mental health awareness training courses which complement the suicide prevention and crisis support services.

As the Vikings Group have recognised, there will be people in their community who struggle with personal crises, particularly related to excessive gambling. Whatever the crisis, Lifeline Canberra will provide a confidential support service to help that individual.

We believe that working closely with the Vikings Group will enable us to reach out to people in the early stages when issues arise, so that support is available quickly.

This support will form part of the Vikings Group's services to their patrons and visitors in their role as a responsible member of the community.

Carrie Leeson

Chief Executive Officer



BACKGROUND

About The Vikings Group

The Tuggeranong Valley Rugby Union and Sports Club Limited (Vikings Group) is a not-for-profit community based organisation whose purpose is to provide infrastructure and services for the community. The Vikings Group contribute to our local community through employment, financial donations and in-kind contributions, scholarships and through the formation of social capital by mobilising volunteers and providing a diverse and affordable range of services, facilities and goods.

The Tuggeranong Valley Rugby Union and Sports Club Limited had the humblest of beginnings. Conceived over a friendly drink by a few friends with a common interest in Rugby Union Football, the licensed club came to fruition.

The Erindale facility opened on 12 December 1979 - a one room licensed club with 204 Members, five staff members and four affiliated sporting groups. From these modest beginnings, the licensed Club has developed into 4 licensed premises totalling over 15,000 square metres – Erindale Vikings, Chisholm Vikings, Town Centre Vikings and Lanyon Vikings.

The Vikings Group also consist of several first class sporting facilities with 51 affiliated clubs; a membership base exceeding 50,000; a staff body numbering over 200; and have provided assistance of over \$41 million dollars to our community since our inception.

ABOUT HARM MINIMISATION

Harm minimisation aims to address problem gambling issues through the implementation of numerous strategies and procedures. The aim of harm minimisation is to prevent and reduce the prevalence of problem gambling in our community.

Harm Minimisation also looks at strategies to support individuals who may be struggling with problem gambling and give them the tools to help overcome the problem. A successful harm minimisation program incorporates staff education,

so that staff are empowered to identify the early warning signs of problem gambling and refer Members to support services when required.

Harm minimisation acknowledges that some members of the community enjoy gambling and can gamble within their means, and therefore incorporates policies focused on identifying segments of the community that may be at more risk.




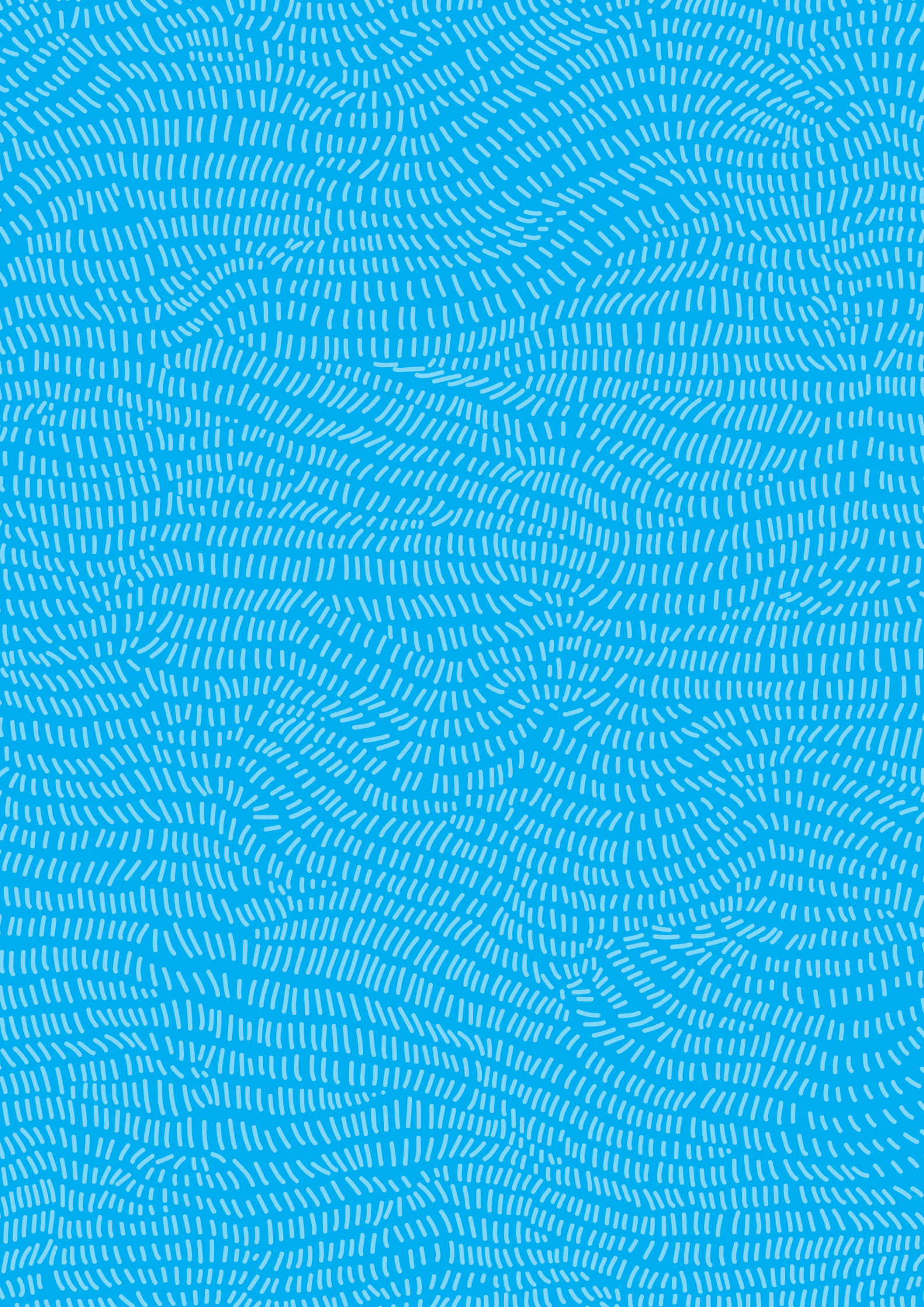
VIKINGS COMMITMENT TO HARM

The Vikings Group has an ongoing commitment to assist the Canberra community in preventing gaming harm.

From the beginning, we've been a business committed to doing the right thing. Looking after our Members and the community is part of our heritage and a part of our core mission and values.

Vikings is committed to providing responsible gambling services by making available education, information, assistance, resources and counselling services.







PLAY WITHIN YOUR LIMITS: HARM MINIMISATION PROGRAM

A Vikings Owned Program

It is our belief that a successful harm minimisation program requires ownership from our staff and Members. In creating, branding and communicating our own internal responsible gaming program and messages we have assured that our staff and Members are working with a program that is genuine and suited to their needs.

A program that our staff and Members understand and feel passionate about ensures program success, as they feel empowered to apply and communicate the program when at work or visiting our venues.

The formation and implementation of our own Harm Minimisation program ensures increased accessibility to support services for our Membership and staff.

Vikings Owned Messages

Our responsible gambling message is **“Play within your limits.”**

Vikings Produced Information Material

Responsible gambling information and information about our counseling services are predominately located throughout all Vikings venues. Providing signage, brochures and messaging in major public traffic areas.



COMMUNITY PARTNERSHIP PROGRAM: LIFELINE CANBERRA

Partnership Background

The partnership between Lifeline Canberra and the Vikings Group was formed in 2016 after many years of an informal partnership. The partnership was formed to provide the community, Members and staff with mental health and wellbeing support, for a range of issues, not just gaming harm.

The partnership brings together Lifeline- a health, community and welfare organisation and The Vikings Group- a business that provides services that can sometimes effect health, community and welfare. The partnership therefore is mutually beneficial as the two organisations can leverage each other's core business facilities to raise awareness of problem gambling, and support the community.

Lifeline Canberra is able to reach groups of people who may be vulnerable to risky gambling behaviours via our venues and Membership base. As a result the Vikings Group are able to provide effective third party assistance and support from Lifeline Canberra to our community.

Partnership Overview

Lifeline and Vikings Group partnership consist of the following:

- > Provision of a dedicated Vikings/Lifeline phone line for patrons and staff to connect with a Lifeline crisis supporter. The Crisis supporter can work with individuals on numerous issues – alcohol, gambling, grief, addictions, relationship breakdowns, trauma, loneliness etc.
- > Lifeline to conduct Mental Health and Wellbeing training sessions for staff, consisting of numerous modules which cover harm minimisation measures and tactics.
- > Lifeline in conjunction with Vikings to host a Mental Health and Wellbeing public event at one of the Vikings venues, annually during the Gambling Harm Awareness Week.
- > Lifeline to provide the Vikings Group with Lifeline National Toolkits which are great information on particular issues including gambling, substance addiction, anxiety and depression.
- > Lifeline to provide Vikings Group executive and senior staff with advice and recommendations regarding harm minimisation and mental health and wellbeing.
- > Vikings Group to support Lifeline Canberra via sponsorships, event and fundraising support.

CRISIS AND PERSONAL SUPPORT PHONE FOR MEMBERS AND STAFF: A VIKINGS GROUP AND LIFELINE INITIATIVE

As the Vikings Group have multiple clubs on the south side of Canberra our staff are often the first point of contact with Members who are struggling with personal issues. These issues can be multi-faceted and may include – alcohol, gambling, grief, addictions, relationship breakdowns, trauma, loneliness etc.

The Vikings Group, will offer patrons and staff the ability to connect with a crisis supporter, via a dedicated phone located at each Reception.

HOW THE CRISIS AND SUPPORT LINE WORKS?

Crisis And Support Phone

A crisis and support phone will be provided at each of the Vikings Clubs Reception. Access and availability of the phone will be communicated via signage to Vikings Members. Any individual who wishes to use the Support Phone will be advised to call 13 11 14 where they will be connected to a Lifeline Crisis Supporter.

Lifeline Crisis Supporters

The crisis supporter's role would be to work with the individual in relieving their distress, focusing on the individuals concerns, providing the individuals with coping skills and empower the client in deciding on their next steps to ensure their wellbeing. The crisis supporter would also check the client's safety in regard to suicide, child safety and domestic violence.

Future Plans For Dedicated Support Rooms

A private, dedicated room will be provided at the refurbished Erindale Vikings club. The private space also contains; refreshments, a comfortable chair, pamphlets on gambling, addictions and relationship breakdown as well as some Lifeline toolkits to assist individuals with depression, anxiety, domestic and family violence etc.

Family Support

Family and friends of individuals with a gambling problem can also access the dedicated phone on offer at Vikings. Family and friends are encouraged to utilise the services and the resources as Vikings understand that problem gambling effects more than the individual.

Staff Support

Vikings Group staff can also access the dedicated phone on offer at Vikings. Staff are encouraged to utilise the services and the resources as Vikings understand that mental health and wellbeing issues effect our staff.

MENTAL HEALTH AND WELLBEING STAFF TRAINING: LIFELINE CANBERRA COMMUNITY PARTNERSHIP PROGRAM

Through our partnership with Lifeline we are able to offer our staff additional training in recognising distress and crisis support. This training enables our staff to effectively monitor and support our Membership. The training is designed to empower our staff to use creditable identifiers and indicators to assess whether a Member is at risk and address the issue via referral and support.

The training aims to be practical in terms of increasing the awareness around mental health. Enhancing our staff skills to identify people at risk and intervene by respectfully engaging with patrons and offering assistance.

Staff Training – Above And Beyond What Is Required

When it comes to helping problem gamblers, club employees are the industry's biggest asset. All Vikings Group staff, irrespective of their areas of operation, receive additional training from Lifeline Canberra.

Ranging from an introductory level of training for all staff, to specialist advanced training in mental health and wellbeing for senior front-of-house staff and management.

Our commitment to staff training results in knowledgeable staff that are skilled to comply with both legislative and code of practice requirements. All Vikings Group staff are required as part of their job descriptions to deliver responsible gambling services, information and assistance to all Members. Our frontline staff are trained in responsible gambling practices and many are equipped with the skills and knowledge to identify and offer assistance to problem gamblers.

Lifeline Facilitated And Developed: Mental Health And Wellbeing Workshops

Lifeline and Vikings understand that at times, staff may be faced with difficult situations at which they find themselves communicating with patrons who may have become distressed, and this is often for multi-faceted reasons. This can be very stressful to deal with, particularly if one feels unprepared to do so.

Lifeline Canberra will deliver a series of various Mental Health Wellbeing workshops to The Vikings Group staff across the four premises.

Mental Health And Wellbeing Workshops Overview

Lifeline Canberra offer four workshops under the heading 'Mental Health Wellbeing'. The four workshops are different in content and length and are tailored to suit job titles and responsibilities. The project aim is to have all Vikings staff trained in some capacity under the

heading, again depending on job title, responsibility and need for upskilling in the area the workshop will focus on.

The four workshops Lifeline Canberra facilitate for our staff are:

Applied Suicide Intervention Skills Training (ASIST)

This is a two day workshop. Participants are taught how to recognise potential signs of suicidal thinking, what to do once you suspect someone may be at risk of suicide and how to keep yourself safe in the process.



Participants

Four senior staff within each club attend this training.

Accidental Counsellor

This can be a one or two day workshop. Participants learn crisis communication skills, mental health awareness, de-escalation of aggressive and abusive behaviour and self-care/stress management techniques.



Participants

All management staff attend this training.

Dealing With People In Difficult Situations

This is a four hour workshop. Participants will learn how to have difficult conversations with patrons, this course focuses on de-escalation of heightened emotions. Also addresses self-care.



Participants

All staff communicating with patrons attend this training.

Mental Health Awareness

This is a two hour session. This covers off basic awareness on what we need to be aware of in the context of Mental Health Illness and some basic communication tips we might use when someone is in a crisis.



Participants

All Vikings Group staff attend this training.

STAFF AS SUPPORT

Clubs Gambling Contact Officers

The Vikings Group currently has forty three (43) Gambling Contact Officers operating across the four Vikings Group venues. The Gambling Contact Officers act as the main point of contact for Members concerning gambling issues.

The Vikings Gambling Contact Officers are readily available to discuss gambling with our Members or provide information about where to get further assistance.

Our Gambling Contact Officers assist Members when filling out a “Self Exclusion from Gambling Deed” and ensure these Members no longer receive any related advertising material.

Dedicated Gaming Personnel

Dedicated gaming personnel including; Customer Service Attendees, Supervisors and Duty Managers are assigned to all Vikings venue gaming floors. These staff members are quickly identifiable to our members and also develop consistent relationships with regular visitors. This assists them in the provision of a responsible environment as they can quickly identify instances of out of character behaviour and address it without confrontation.

Venue Managers

Venue Managers across the Group, in conjunction with the Group Operations Manager monitor problem gambling incidents to ensure that trends involving the same person are not occurring.

STAFF COMMUNICATION

Staff Induction Packs

All new staff are given a staff induction pack when they gain employment with the Group. Included in the pack is the following information for staff in relation to harm minimisation, and resources to assist staff in supporting our Members:

- A copy of this report
- A staff Harm Minimisation Booklet
- “Play within your limits” information
- Staff support information
- Lifeline provided material including handouts from Mental Health and Wellbeing Workshops.

Staff Support

Promoting responsible gambling awareness and setting the right behaviours among employees is an important component of Vikings Group Harm Minimisation Program.

We understand that our staff are not excluded from problem gambling issues. And therefore the Vikings Group ensures employees and their families have access to our Employee Assistance Program, to discuss any actual or potential issues they may be experiencing. The service is free to employees and their families, and is facilitated by an external independent specialist, with specialist advice and assistance provided in a confidential manner.

Problem gaming can also cause our employees concern as they build relationships with our Members. In addition to the Employee Assistance Program, we nurture an environment where all staff are comfortable in seeking advice or support both internally or externally. An open door policy also exists with each Venue Manager.

Vikings Group Staff Awards For Excellence: Play Within Your Limits Advocate Award

The Vikings Group Staff Awards for Excellence is an annual awards night, recognising our staff’s outstanding contribution to the Group.

In 2016 a new award category will be introduced, “Play Within Your Limits Advocate Award” which recognises Vikings staff members that are considerably promoting responsible gambling in the venue.

The award criteria is based on an understanding and implementation of our harm minimisation strategies in conjunction with providing care and support to our Membership.

The awards act as a staff incentive to implement our harm minimisation strategy while also highlighting to our staff the importance we place as an organisation on responsible gaming and harm minimisation.

VIKINGS LEADING COMMUNITY AWARENESS

Gambling Harm Awareness Week

Gambling Harm Awareness Week is an initiative that involves a unique partnership between local governments, the gaming industry and community groups.

The week recognises that those who provide gambling products, consumers, and the broader community all share responsibility for promoting and encouraging responsible gambling.

Community Forum And Seminar: Gambling Harm Awareness Week

Yearly during Gambling Harm Awareness Week Lifeline Canberra will host a community event at Vikings.

The forum will be an opportunity to gather and discuss responsibility in the gaming sector and harm minimisation models in this field.

Interaction With Members And The Community

The Vikings Group employ a full-time Sports and Community Manager who acts as a liaison between the club and the community. The Sports and Community Manager in conjunction with the Vikings Group “Community Crew” attend numerous community and charity events throughout the calendar year, promoting the broad range of services, facilities and support the Group offers.

This is an opportunity for the Vikings Group to engage with our local communities and promote responsible gambling message.

During the Gambling Harm Awareness Week the Vikings Group will promote the event via:

- Gambling Harm Awareness Week posters
- Gambling Harm Awareness Week coasters
- Gambling Harm Awareness Week brochures
- Gambling Harm Awareness Week promotional merchandise (e.g. pens, bags etc.)

Availability Of This Report

This report will be available to Members and guests at all Vikings Venues Receptions.

SUPPORT SERVICES

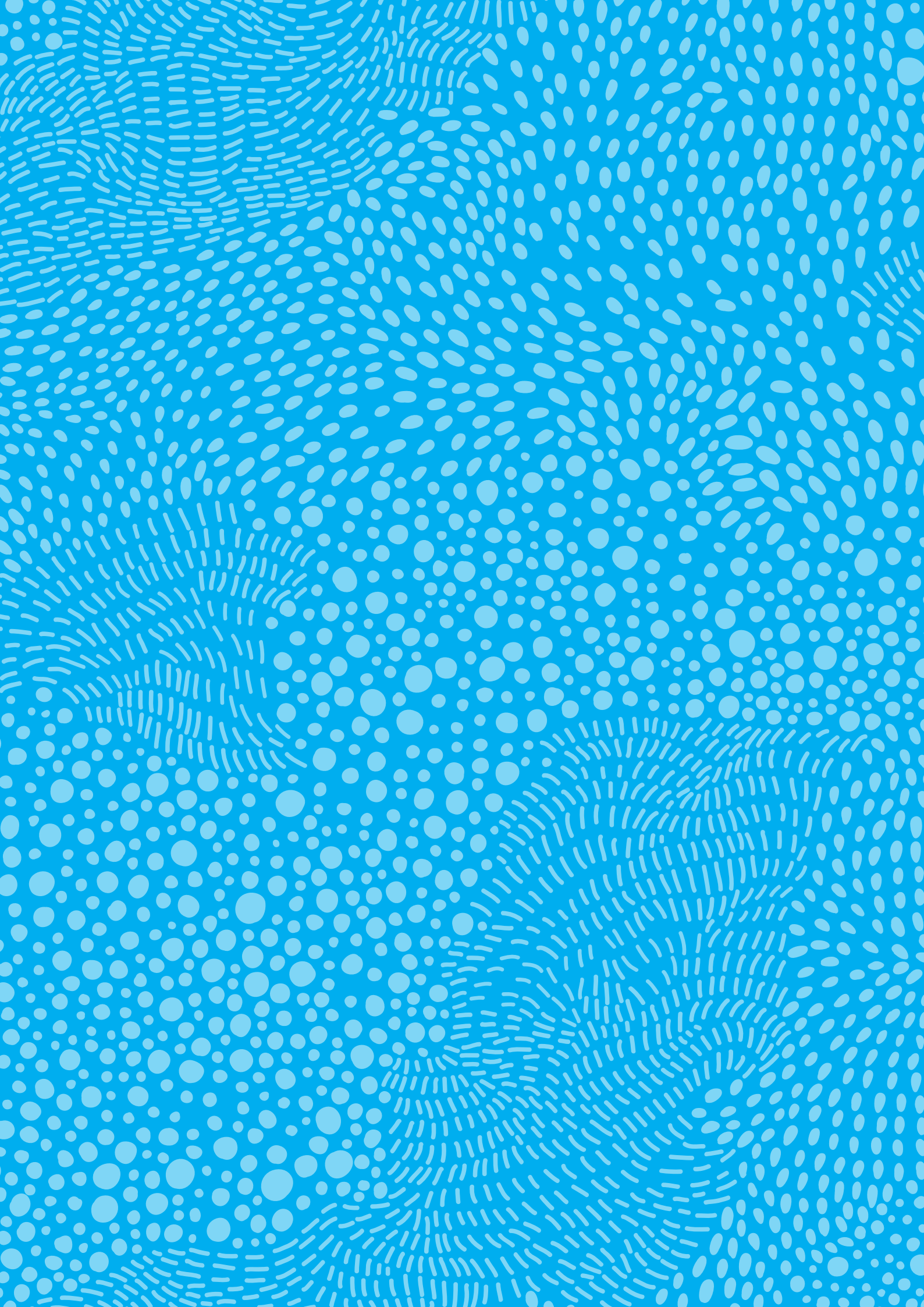
Support Choices

Vikings maintains regular contact with a number of problem gambling support services, including Relationships Australia. Across all four Vikings venues Relationships Australia messaging and collateral is prominently displayed and available for Members.

Relationships Australia has two specialist programs called Break Even and Gambler's Help, both programs are promoted in Vikings venues and more information about these program are available to Members.

The two programs provide:

- > Face-to-face counseling services for people with a gambling problem and/or partners and relatives impacted by problem gambling behaviour.
- > Assistance in overcoming a gambling problem, like exploring the extent and nature of the gambling behaviour and the factors which trigger the behaviour or encourage its continuation.
- > Controlling gambling behaviour through strategies that minimise the harm resulting from gambling and strategies to avoid relapse into uncontrolled gambling behaviour.
- > Financial counseling, to address debts, cope with creditors, and reorganise financial affairs generally.
- > Counseling to address the underlying issues linked to gambling and the impact of gambling on relationships and family life and steps to relieve that impact.



EFFECTIVE IN VENUE STRATEGIES

Transparency Of Information

The rules of all Electronic Gaming Machines ('EGMs') offered at Vikings are available upon request. Player Information Displays on EGMs provide further information including the odds of winning.

Availability Of Information

Vikings make available a comprehensive range of responsible gaming information to Members and extensively advertise Responsible Gaming Programs, services and information availability to our Members. Vikings responsible gaming message "Play Within Your Limits", Lifeline information, counseling service detail and support contact numbers are displayed throughout each Vikings venues and in places such as;

- > On gaming machines
- > At ATMs
- > On relevant advertising material
- > Internal advertising televisions
- > In customer bathrooms
- > In our Club News Magazine
- > At cashier desks;
- > At gaming floor entrances

Prohibition On Gambling By Minors/ Persons Under 18 Years

Vikings advertise on all gaming floor entry points the following detailed warning message:

"Warning – Gaming Area.
Persons under the age of 18 years are not permitted in the gaming area. If you have a gambling problem – contact this venue about available help."

Vikings regulate heavily that no person under the age of 18 is permitted to enter the gaming floor. If any doubt exists, appropriate identification will be requested. If appropriate identification cannot be provided, the Member is refused entry into the area.

Any parent or guardian bringing a child is made aware by staff and signage that children are not permitted on the gaming floor. Children are never to be left unattended. If a child is unattended, the parent or guardian may be asked to leave the venue.

Self-Exclusion Program

The self-exclusion program enables Members to exclude themselves from Vikings venues. Self-exclusion is a concrete tool for Members that feel their gambling is becoming a problem. A self exclusion from gambling is an agreement between the Member and The Vikings Group to prevent the Member from gambling at our venues.

Members are always guided through the process of signing a deed of self-exclusion, nominating the venue/s they will be excluded from and agreeing that they will not enter the venue. The self-exclusion catalogue is available to staff. Member details are treated with discretion at all times.

Recording Problem Gambling

A record of problem gambling incidents is kept current across all venues and lists anyone who shows signs of having a gambling problem. The record includes the date and nature of the problem gambling incident, the name and address of the Member (if known), or a description of the person involved.

The Vikings Group also participate in the Australian Capital Territory Gambling Exclusion Database. This facility allows for members who self-exclude from venues to have their details made available to any or all ACT gaming venues at the time of completing their documentation. This information is uploaded to the ACT Gambling and Racing Commission hosted secure website, where their details remain safe yet their wishes are communicated to all participants quickly. The record also includes details of any action taken by the Club in relation to the Member.

THE ENVIRONMENT

A number of features exist within the Vikings gaming areas which are aimed to encourage responsible gambling. These include (but are not limited to):

Clocks

Clocks are displayed on individual EGMs so that customers can be aware of the passage of time. Staff will mention the time when making announcements about entertainment activities occurring in the venue.

Adequate Lighting

Adequate lighting is provided in all gaming areas.

Responsible Service Of Alcohol

Vikings is committed to the responsible service of alcohol and will not knowingly allow a person who is in a state of intoxication to gamble.

ATM Access

ATM withdrawal restrictions in accordance with relevant legislation.

\$250 daily ATM withdrawal limits, per card for a rolling 24 hour period.

Breaks In Play

Members are encouraged to take regular breaks from gambling. This encouragement may take various forms including:

- > Announcing a draw, including those relating to a trade promotion.
- > The announcement of any entertainment occurring.
- > Verbal encouragement by staff for customers to take refreshment breaks.
- > Lounge facilities, available throughout the Venues.

Financial Transactions

A number of restrictions apply to financial transactions. These restrictions include matters such as cheque cashing, payment of winnings and identification requirements.

Payment Limitations

Member winnings from a gaming machine can be paid by cheque or electronic funds transfer if the winnings are more than \$300 and the patron has requested the winnings be paid by cheque or electronic funds transfer.

Eftpos

Eftpos is only to be used to access cash from savings or cheque (not credit) accounts.

Cheque Cashing

The Vikings Group do not allow Members to cash a cheque within a gaming area or allow a Members to buy back or redeem a previously cashed personal cheque. Cashing personal cheques are limited to 1 cheque to the value of \$100 unless the patron has made arrangements with Vikings on a previous day.

Cooling Off

Relevant staff will be instructed to offer Members, who have received large payouts, the opportunity to 'cool-off' by taking payment in part or full by cheque.

Gambling Beyond Means

The Vikings Group staff and management comply with the Gambling and Racing Control, Code of Practice to not encourage a person to gamble beyond their means.

Restriction Of Alcohol Service

Service of alcohol is restricted within the gaming area. Viking s staff do not serve alcohol to a Member when they are playing a gaming machine or sitting/standing by a gaming machine.

Operating Times

All gaming machines at all Vikings venues are non-operational between 4am – 9am.

RESPONSIBLE ADVERTISING AND COMMUNICATION

One Of Many Services

All of our external marketing seeks to paint the club as a social outlet that offers many facilities and activities, of which gaming is one. We do not target Members discretionary spend on our gaming floors. Our other services provide customers with an environment where Members can gamble in a more responsible way. Time spent enjoying a meal or a band provides a break from gaming, and allows us to remain their venue of choice.

Self-Excluded And Excluded Members

All promotional material gaming related or not is never sent to a Member who is listed on our exclusion register.

No Direct Marketing Of Gaming Services

Aside from the regulatory requirement for non-communication with self-excluded patrons, Vikings do not participate in direct marketing to Members based on rate of gaming play. All marketing material is available to all Members.

Responsible Advertising

We ensure gambling advertising and promotions engage Members in a responsible manner and on balance encourage responsible gambling. When assessing gambling advertising and promotions consideration is always given to the content and the potential impact the content may have on a person with a gambling problem, or a person at risk of developing a gambling problem. Factors such as the target audience selection, themes, imagery and the message is always considered for potential harm.

The Vikings Group do not publish any form of advertising that:

- > Encourages anyone to contravene a gaming law.
- > Shows people under 25 years old gambling.
- > Encourages people under 18 years old to gamble, or targets them.
- > False or misleading, particularly about the chances of winning or the expected return to a gambler.
- > Suggests that gambling is a form of financial investment.
- > Suggests that skill can influence games that are games of chance.
- > Shows or promotes the consumption of alcohol while gambling.

Responsible Gambling Information Online

Vikings Group Members are provided with responsible gambling information via our website including referral details for problem gambling services. This information is intended to ensure that Members who wish to assess information at home are easily able to do so and ensures Members are directed to support services.

Optional Electronic Marketing

Our online newsletter is optional to all Members. Email marketing is not automatic; our Members have the option to choose to opt-in to receive email communication from Vikings. If a Member does select to receive emails from Vikings, they are also given the option to opt-out at any given time. The opt-out option is clearly communicated in all emails and is an extremely simple process.

RESPONSIBLE GAMING PROMOTIONS

Gaming Promotions Terms and Conditions

The Vikings Group never conducts a gaming promotion that requires or encourages:

- > People to gamble at the facility for a minimum period of time to qualify for rewards.
- > Conduct a promotion that entry is solely through gaming.
- > Conduct a promotion for or including gambling at the facility that includes an offer of free or discounted alcohol.
- > Conduct a promotion or offer an inducement that encourages people to increase their intensity of betting at the facility.
- > Induce people to gamble via free or discounted alcohol
- > Induce people to gamble via cash or free discounted gambling credits.

Alternate Entry Methods

Vikings do not offer any promotion that is solely based on gaming play entry. All of our promotions can be entered either by ticket redemption at the front entrance terminal, direct purchases at the bistro and bar or by accumulating points via gaming play.

Availability Of Terms and Conditions

Vikings ensures that all gaming promotional material contains the terms and conditions of the promotion. The terms and conditions are always available for inspection at the venue at all times and are also provided on our website.

Ensuring promotional terms and conditions are available and easily accessible means that all patrons are informed of the various promotions entry methods outside of gaming. All Marketing material in the club clearly highlights that terms and conditions are supplied at Reception.

KEEPING RELEVANT

Stakeholder Consultation

We use various tools and resources to engage with our stakeholders on problem gambling issues and harm minimisation. This includes Members surveys, focus groups and one on one communication to gain an understating of the opinions and concerns of our Members.


Vikings Group Executives attend meetings, participate in forums and conferences that relate to harm minimisation and problem gambling to ensure all senior staff are well versed in the subject.

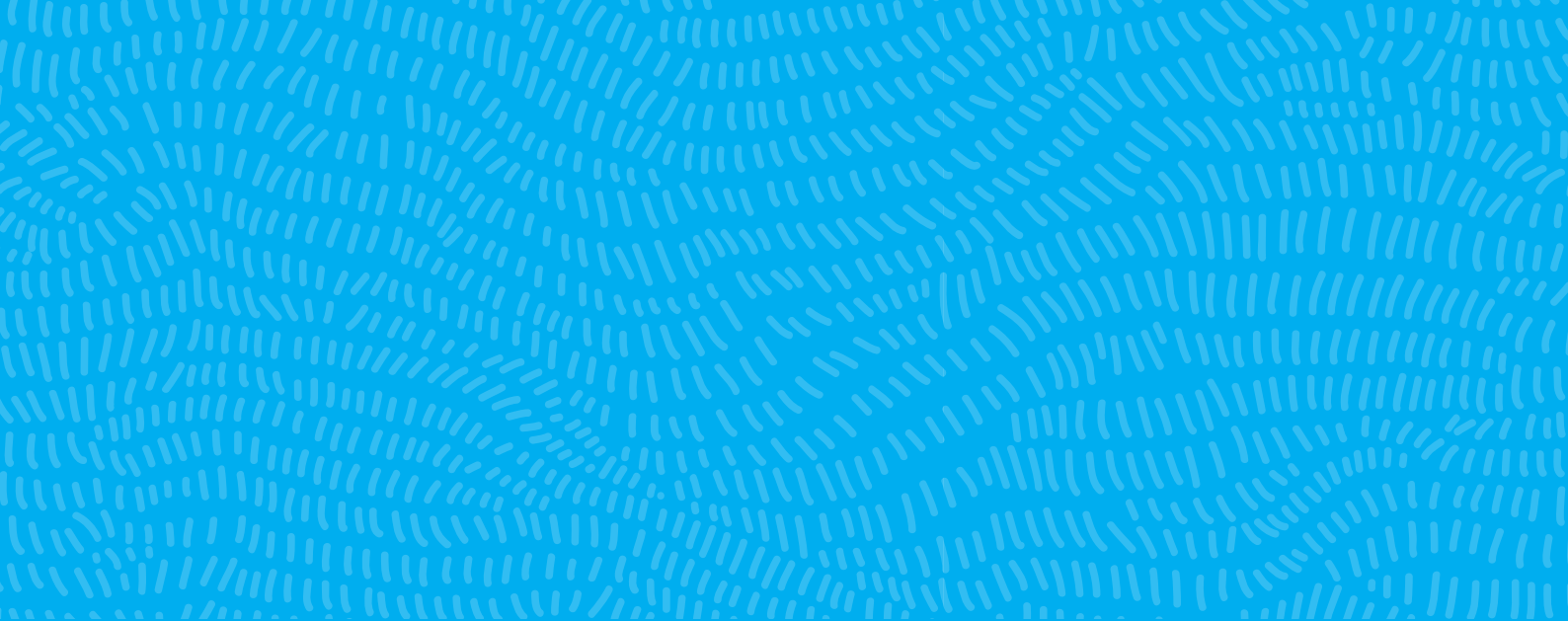


REVIEW

The Vikings Group will continue to review and restructure our Harm Minimisation Plan to meet research developments and discoveries in conjunction with all legislative amendments.

Gambling challenges and harm minimisation strategies are always evolving and we are focused on learning from experts and adapting our operations to maximise the positive impact we can have on our community.





vikings.com.au
