

Collaboration for Supporting Digital Wellbeing & Preventing Online Gambling Harms

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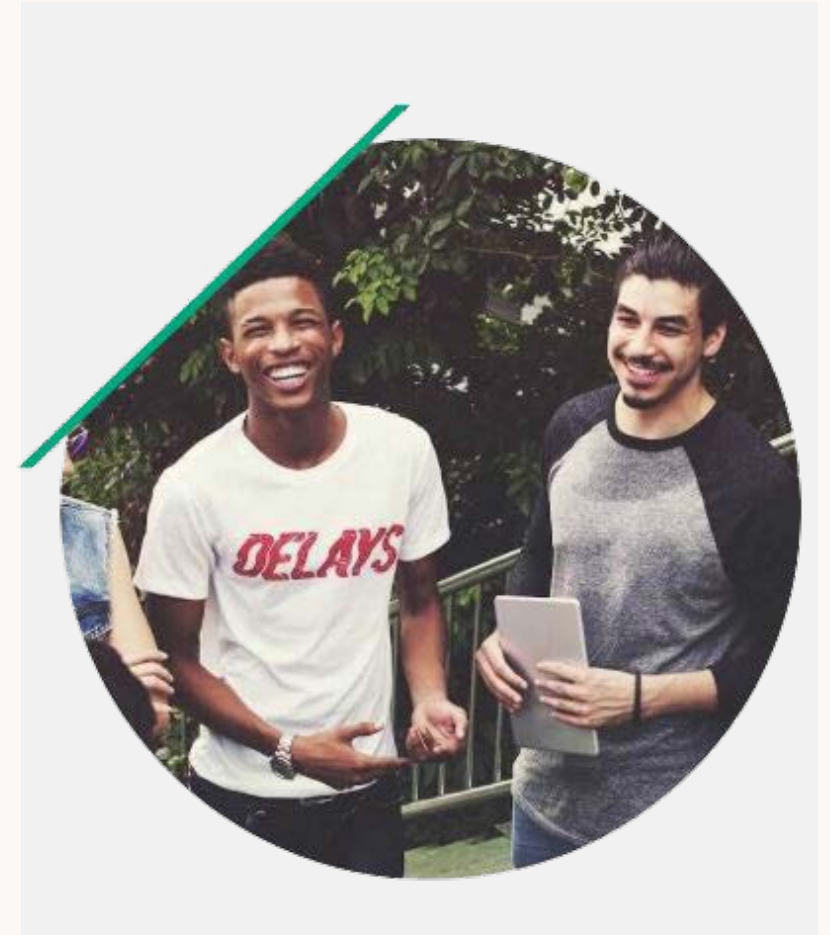
RGC & RG+: All in for Safer Gambling

- **Independent, non-profit** organisation
- **35+ years** of research, prevention, education, and policy guidance
- Providing **global insights** on safer gambling
 - In-depth knowledge of leading practices across many jurisdictions
- Working with **all stakeholders**: regulators, operators, treatment providers, researchers, charities, players, and families to prevent gambling harm and reduce risks



Background

- Current prominence of **safer gambling** and **digital wellbeing**
 - Internationally
 - Time online during COVID-19
 - (Online) gambling expansion
- Prevention can best be achieved through **collaboration**
 - Relevant stakeholders concerned about **same group of high risk people**



Approach

Past 2 Years: Researching promising collaboration approaches across digital spaces and putting them into practice

Research Question	How can stakeholders build purposeful collaborations to advance the digital wellbeing of young people?	How does online gambling relate to digital wellbeing?
Why?	Young adults are high risk group but gaps exist in available support and knowledge across online spaces	Interconnections between digital wellbeing and online gambling are largely unexamined
How?	One-on-one and group discussions with 33 stakeholders representing 27 organisations (Thank you!)	<ul style="list-style-type: none"> Literature review Online survey with adults from UK, Canada, and US
Results	<ul style="list-style-type: none"> Guide for purposeful collaboration Critical success factors 	<ul style="list-style-type: none"> Definition of digital wellbeing (with online gambling) Only population-level look at digital wellbeing First study of links between online gambling and digital wellbeing

Financial support for independent research provided as part of multi-year partnership with Playtech

Five Critical Success Factors

Centre goals around
a shared definition
of digital wellbeing,
consolidating ambitions,
and (industry) insights

1

Assemble stakeholders
from across digital
entertainment spaces,
including young people,
frontline expertise,
and independent
organizations

2

Outline complementary
roles for the digital
entertainment
industry, government,
and independent
organizations

3

Focus activities on
building relationships,
generating shareable
outputs, and addressing
areas of need

4

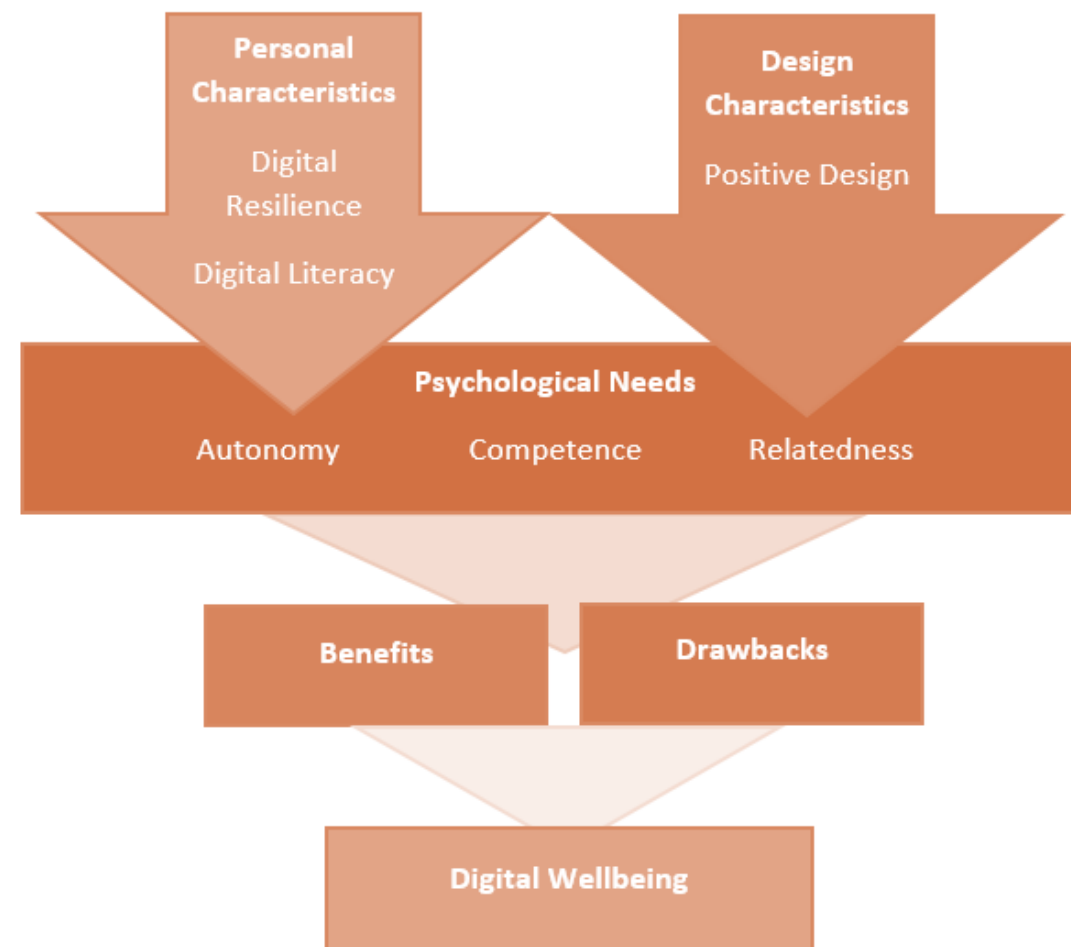
Evaluate emerging
digital initiatives and
share learnings to
maximize impacts from
the front lines to policy

5

Defining Digital Wellbeing

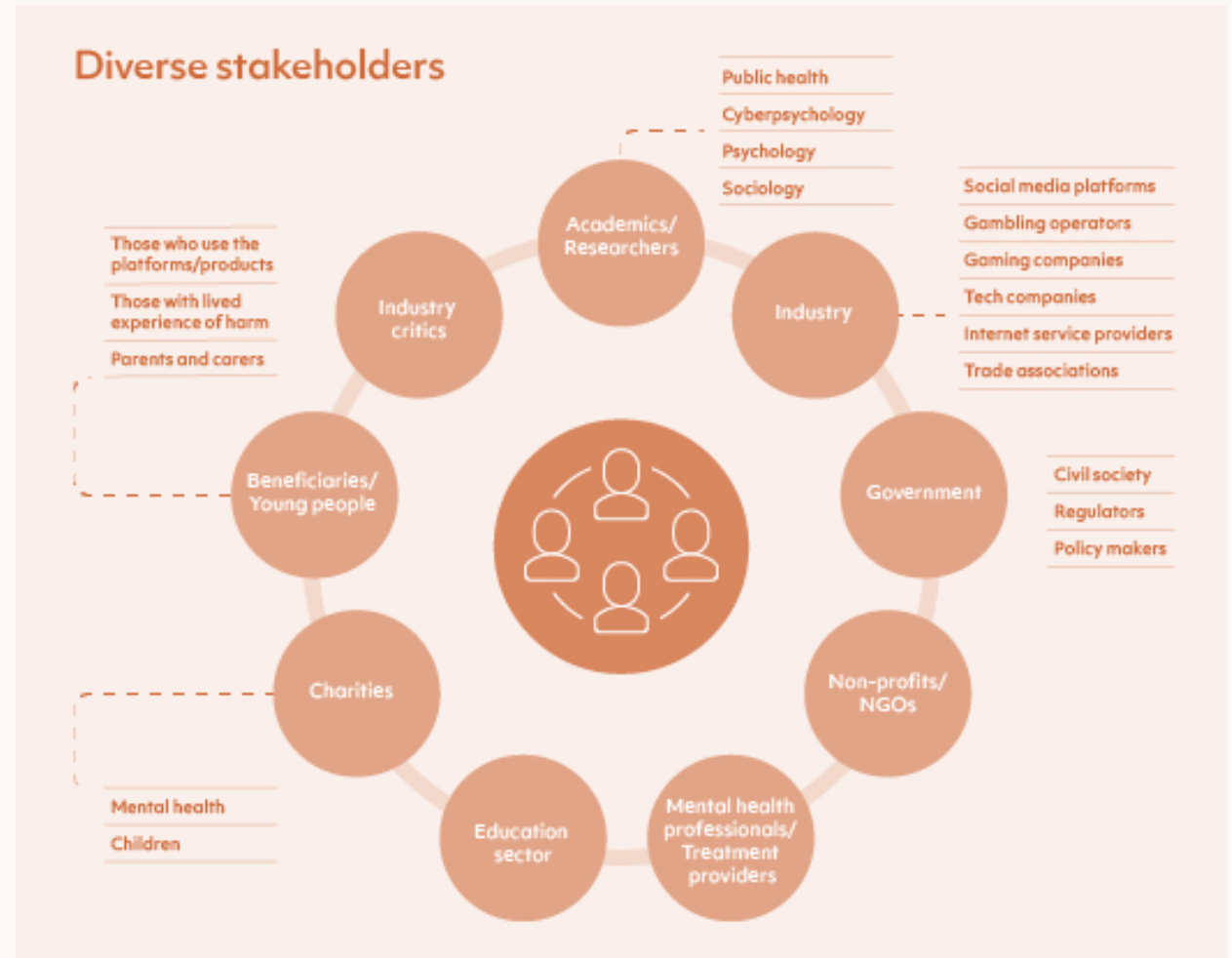
Digital wellbeing is a **personal experience** of both the *positive* and *negative* impacts of spending time in *various* online spaces. It is fostered by **personal factors** and **design factors** that meet **psychological needs**.

Online gambling can be understood within digital wellbeing as a form of **design for pleasure** that meets psychological needs similar to those captured within digital wellbeing.



Multi-Stakeholder Approach

- Mobilises variety of **knowledge, expertise, and perspectives,**
- Leads to **challenging of assumptions,**
- Increases stakeholder **understanding of issues,**
- Permits problems with **complex causes** to be addressed,
- Provides access to **data, insights, and leavers/approaches** otherwise out of reach, and
- Allows for the creation of an **evidence base** for decision making and initiative creation.



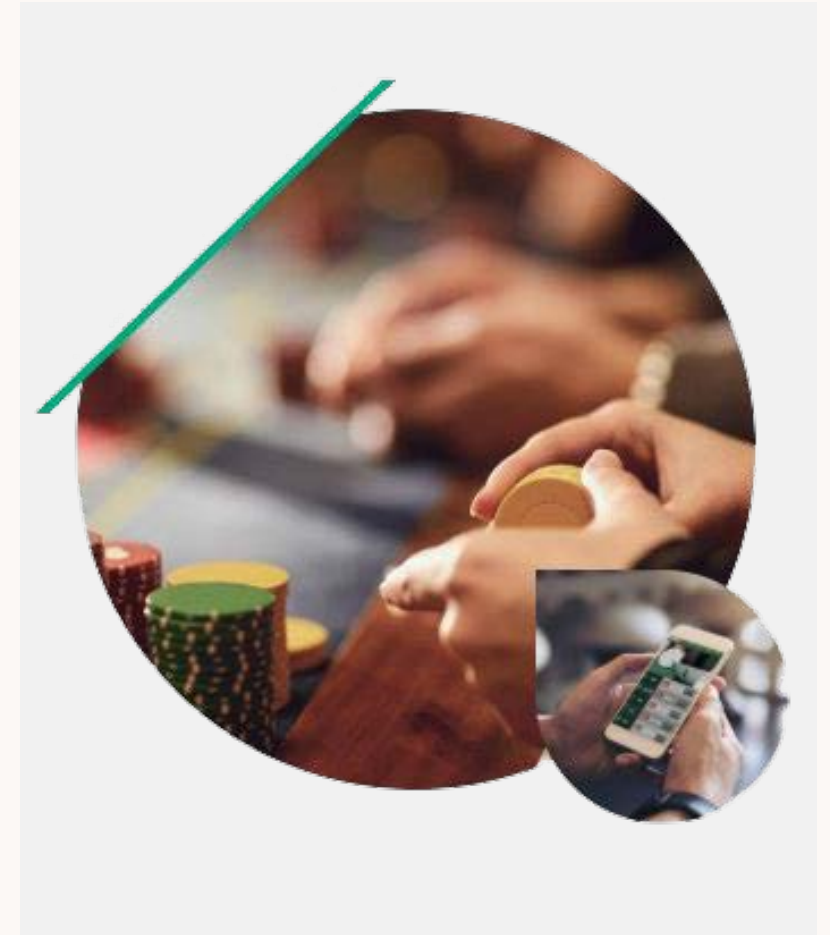
Online Gambling & Digital Wellbeing

Online gambling is associated with digital wellbeing. Lower levels of digital wellbeing are associated with:

- Past year **online gambling**,
- Having **psychological needs** met by online gambling,
- More risky online gambling **beliefs and behaviours**, and
- Online gambling **harms and problems**.

High risk groups for low digital wellbeing **AND** high online gambling harms are:

- **18-24 year olds**,
- Higher level of **involvement** (i.e. time, frequency, accounts, spend),
- Lower positive **beliefs** (i.e. not at expense of other obligations), and
- Lower positive **behaviours** (i.e. setting limits, not more than planned).



Implications

Education programs



Develop holistic education programs that cover risk and risk mitigation strategies **across digital entertainment spaces** and that are targeted at young people, their parents, teachers, and health professionals

More broadly, digital wellbeing initiatives should include **online gambling stakeholders and goals** to allow for a more **holistic focus on the risks, benefits, and overall impacts** of online spaces

Safeguards and support



Digital entertainment platforms should create **broad and tailored safeguards** and tools for young people that are relevant across spaces, particularly during COVID-19 restrictions

Industry should use its insights and resources to **innovate** ways to support those on their platforms in their digital wellbeing

Prioritize **design for pleasure features** in digital entertainment platforms including online gambling, such as limiting unnecessary data collection, implementing user feedback features, and allowing customisation

Implications

Culture



Cultivate a culture of **responsibility** where the wellbeing of those using their platforms is a priority within all digital entertainment industries, including approaches directed to people on their platforms as well as initiatives with external stakeholders

Foster a culture of **evaluation and information sharing** to maximize the use of available resources and inform frontline work as well as policy

Examples include making wellbeing the focus of staff **training, performance assessments, and regulatory requirements**

Through a focus on **evidence-based approaches, speaking engagements, and sector communications**

Regulation



Implement evidence-based regulation that focuses on ensuring **consistency** in supports across online spaces, encouraging stakeholder **collaboration** on key topics, and outlining **safeguards**

Such as **minimum standards** for safeguards, outlining **key topics** for sector collaboration, and encouragement to **innovate**

Thank you

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The logo for Responsible Gambling Council (RGC) features the letters 'RGC' in a bold, dark blue font. A diagonal green-to-white gradient bar cuts across the letters from the bottom-left to the top-right.The logo for Responsible Gambling Plus (RG PLUS) features the letters 'RG' in a bold, dark blue font, with 'PLUS' in a smaller, dark blue font below it. A diagonal blue-to-white gradient bar cuts across the letters from the bottom-left to the top-right.