



SAVE THE DATE FOR BACTA'S SR EXCHANGE 2021

Bacta's third SR exchange will take place on November 10 from 10am to 4pm online. Members can join the event by registering [here](#). Once registered, you will receive a copy of the full agenda by email.

The SR exchange is an invaluable tool for all those with an interest in ways to address, and prevent, gambling-related harms. It is ideal for front-line staff, as well as senior management. This year's event will include a demonstration of the bactaPortal, which went live last month. This web-based platform allows gambling operators to monitor and record exchanges with customers and to follow the correct procedure towards self-exclusion if necessary, according to LCCP guidelines.

The SR Exchange will also feature Elizabeth Speed, Chair of the bacta Social Responsibility Committee, input from the Gambling Commission perspective and do's and don'ts of customer interactions from Gamcare. There will be valuable advice on tackling Age Verification tests and a special focus on conversations with young people from YGAM.

The Zoom format of this year's SR exchange will allow for interaction and questions will be welcome. Make sure you register all participants by following this link [here](#) as there are a limited number of places available.