

**REGULATION OF LICENSED PROVIDERS
UNDER THE GAMING CONTROL ACT 1993**

PROVISION	INTERNAL CONTROLS
SECTION OF THE ACT	76ZX(3) and 76ZZI

EXPLANATION

A licensed provider must submit for approval procedure manuals which cover the gaming and / or wagering operation of the licensed provider.

ACT REQUIREMENTS

A licensed provider must not conduct a gaming activity except where the control system of the provider is approved by the Tasmanian Gaming Commission. The Commission must not approve a control system for a licensed provider unless it is satisfied that it is suitable for use in respect of the gaming and / or wagering business. The Commission may set general control system standards.

TIMEFRAMES

This provision commences immediately a Tasmanian Gaming Licence is issued.

SUGGESTED PROCESS

Control systems are implemented to enable all employees to follow standard processes and procedures in relation to gaming and / or wagering businesses. Below is a list of topics which should be included in a control system.

Document Control

Organisation

- Staff positions
- Organisational chart

Registered Players

- Identification of registered players
- Suspension, freezing and closing accounts
- Deposit and withdrawal procedures
- Trading accounts

Promotions

- Audit processes
- Complaint handling
- Problem gambling

Systems

- Call centre procedures
- Operations centre procedures
- Central computer system
- System software changes
- Disaster recovery

Control systems may be located in one document, with individual parts, or may be contained in separate documents. Any change to a procedure or process must be documented in the control system document, and be approved by the Commission before the new or changed process commences. A senior employee of the licensed provider should be responsible for maintenance of this document and for submitting any changes for approval.

LIQUOR AND GAMING CONTACT DETAILS

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