

## Implementation of new gambling harm minimisation measures

Updated 7 November 2011

The Tasmanian Gaming Commission is currently implementing the following new gambling harm minimisation measures. The measures were announced by the State Government in early 2009. They are being implemented either administratively, by Ministerial Direction (provided in July 2009) or after changes were made to the *Gaming Control Act 1993* in late 2009.

This table summarises the TGC's progress towards implementing the measures.

Measure	Progress	Status	Future actions
<p><b>Enhanced training for gaming and wagering staff</b></p> <p>The existing Responsible Conduct of Gambling course will be enhanced with a specific focus on identification of people with gambling problems and appropriate engagement of patrons by venue staff.</p> <p>Within 12 months of the introduction of the enhanced course, gaming machine venues will be required to have one special employee on duty, when gaming machines are in operation, who has undertaken the enhanced training.</p>	<p>Liquor and Gaming Branch was working towards improving the course prior to the announcement of this measure and this work is now complete. From 1 July 2010 a new requirement exists that permits only Registered Training Organisations to deliver the course. The new course delivers the national competency and is supported by a new resource book and assessment tools. Special Employees must retrain in the new course every five years.</p> <p>RCG training – "E-RCG" is now available online for special employees. The online course is conducted by the Skills Institute. Following on from E-RSA this is the first RCG training course offered online in Tasmania.</p>	Commenced	LAGB is currently updating the RCG workbook to take into account the introduction of the Mandatory Code of Practice and to focus on how to identify people with gambling problems and appropriately engage with them. This updated workbook will be available for Registered Training Organisations to deliver the enhanced course from 1 March 2012.
<p><b>Further limits on the use of cheques</b></p> <p>Casinos will be required to ensure that cheques drawn on Australian banks are banked within five business days in order to minimise the use of un-presented cheques as a form of credit betting.</p>		Completed Required from 1 October 2009	LAGB to monitor compliance and assist licensees.
<p><b>Reduced bet limit on gaming machines</b></p> <p>A maximum bet limit of \$5 per spin will apply across all venues for all gaming machines. Currently there is a \$10 limit in hotels and clubs and none in casinos.</p>	<p>Amendments to the Tasmanian Appendix to the <i>Australian and New Zealand Gaming Machine National Standard</i> have been completed.</p> <p>The new requirement was effective for <b>new</b> games from 1 April 2010.</p> <p><b>Existing</b> games must be updated by no later than 30 June 2013.</p>	Completed  Commenced	LAGB to monitor compliance and assist licensees.

Measure	Progress	Status	Future actions
<p><b>Reduced maximum lines played on gaming machines</b></p> <p>The maximum lines permitted to be played on gaming machines will be reduced from 50 to 30.</p>	<p>Amendments to the Tasmanian Appendix to the <i>Australian and New Zealand Gaming Machine National Standard</i> have been completed.</p> <p>The new requirement was effective for <b>new</b> games from 1 April 2010.</p> <p><b>Existing</b> games must be updated by no later than 30 June 2013.</p>	<p>Completed</p> <p>Commenced</p>	<p>LAGB to monitor compliance and assist licensees.</p>
<p><b>Improved information to players on gaming machines</b></p> <p>Player information displays used on gaming machines in casinos provide more information to players than those in hotels and clubs.</p> <p>The TGC will investigate the possible introduction of the casino display format in all venues.</p>	<p>LAGB sought advice from the Queensland gaming regulator, manufacturers and operators on this proposal and prepared a report for the TGC.*</p> <p>The report was provided to the Treasurer who acknowledged the TGC's findings that while it is desirable and achievable for hotels and clubs to have the same PIDs as casinos, the benefits do not outweigh the costs, and that the current requirements for hotel and club PIDs should remain.</p>	<p>Completed</p>	<p>TGC will focus its efforts on influencing a national PID standard for all gaming machines that will standardise the information displayed. This approach was supported by the Treasurer.</p> <p>* Tasmania utilises the testing services of the Queensland gaming regulator for games in hotels and clubs.</p>
<p><b>Reduced cash input limits on gaming machines</b></p> <p>The cash input limit on note acceptors will be reduced from \$9 899 to \$500. Once a credit meter reaches or goes over the \$500 limit, any further notes will be rejected.</p>	<p>Amendments to the Tasmanian Appendix to the <i>Australian and New Zealand Gaming Machine National Standard</i> have been completed.</p> <p>The new requirement was effective for <b>new</b> games from 1 April 2010.</p> <p><b>Existing</b> games must be updated by no later than 30 June 2013.</p>	<p>Completed</p> <p>Commenced</p>	<p>LAGB to monitor compliance and assist licensees.</p>
<p><b>Measures requiring legislative change</b></p> <p>Measures requiring legislative change will be implemented from the effective date of the amendments. These will:</p> <ul style="list-style-type: none"> <li>clarify the TGC's role on harm minimisation;</li> <li>strengthen and extend penalties to all gaming staff for allowing minors to enter a restricted gaming area;</li> <li>strengthen the gambling exclusions</li> </ul>	<p>Implementation of these measures commenced following changes to the <i>Gaming Control Act 1993</i> in late 2009.</p> <p>The TGC wrote to stakeholders confirming the passage of the legislation.</p> <p>Legislation enabling changes to the gambling exclusions scheme was proclaimed on 18 August 2010. All modified systems (processes and the supporting database) also commenced</p>	<p>Completed (mandatory code commenced, see below)</p>	<p>LAGB to monitor compliance and assist licensees.</p>

Measure	Progress	Status	Future actions
<p>scheme; and</p> <ul style="list-style-type: none"> <li>require the introduction of a new responsible gambling – mandatory code(s) of practice (see below).</li> </ul>	<p>on this day. Information packages were sent to Break Even Network service providers and venue operators prior to the proclamation.</p>		
<p><b>New responsible gambling - mandatory code(s) of practice</b></p> <p>A mandatory code(s) will be introduced and will include provisions relating to:</p> <ul style="list-style-type: none"> <li>advertising gambling products;</li> <li>player loyalty programs;</li> <li>inducements that may lead to problem gambling behaviour;</li> <li>minimum lighting requirements;</li> <li>clocks in gaming areas;</li> <li>further restrictions on access to cash; and</li> <li>improved signage.</li> </ul>	<p>Changes to the <i>Gaming Control Act 1993</i> in late 2009 require mandatory codes to be developed by the TGC.</p> <p>The TGC released a discussion paper on 3 November 2010, describing preliminary measures for inclusion in the code(s), how it will be implemented and how it is likely to operate (including compliance and transition periods).</p> <p>The discussion paper is available at <a href="http://www.gaming.tas.gov.au">www.gaming.tas.gov.au</a>.</p> <p>The closing date for submissions was 20 December 2010. The Commission received 22 submissions from industry, non-government and government stakeholders. These can be found at <a href="http://www.gaming.tas.gov.au">www.gaming.tas.gov.au</a>.</p> <p>The TGC has reviewed the content of the submissions to the discussion paper and identified a number of issues requiring clarification. The TGC has prepared a document addressing these, which can be found at <a href="http://www.gaming.tas.gov.au">www.gaming.tas.gov.au</a>.</p> <p>The TGC released the draft Code on 5 April 2011. Interested parties had until 4 May 2011 to make submissions to the Draft Code. Submissions can be found at <a href="http://www.gaming.tas.gov.au">www.gaming.tas.gov.au</a>.</p> <p>The TGC considered the submissions to the Draft Code and has now released the final version of the Code. The Code can be found at <a href="http://www.gaming.tas.gov.au">www.gaming.tas.gov.au</a>.</p>	<p>Commenced</p>	<p>LAGB is now developing the regulatory framework to support the Code. This will occur over the coming months, and will be finalised by December 2011. Licence holders will then have a period of time to update their internal procedures, prior to the Code commencing on 1 March 2012.</p>