

Tasmanian Liquor and Gaming Commission

Annual Report 2017–18

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COMMISSION CHAIR'S REPORT

Joint Select Committee on Future Gaming Markets

As reported last year, the Tasmanian Liquor and Gaming Commission (the Commission) made submissions to, and appeared before, the Joint Select Committee on Future Gaming Markets in 2016–17. In August 2017, the Commission appeared for a second time to outline the parameters of the Community Interest Test to be used in considering any future applications for Licensed Premises Gaming Licences to operate electronic gaming machines in a hotel or club.

Additionally, we discussed the review of the *Responsible Gambling Mandatory Code of Practice for Tasmania* and tabled a copy of the Options Paper released for public comment (see below).

The Joint Select Committee's Final Report was released in September 2017 and while the nature of the process made it difficult to find consensus on a number of more contentious issues, it was pleasing to note that one of its agreed recommendations was that the Government support the Commission's initiatives to control gaming supply and demand under the Mandatory Code.

First Review of the Responsible Gambling Mandatory Code of Practice for Tasmania

Much of the Commission's time in this period was taken up in working on the second stage of the review of the Mandatory Code as required every five years under the *Gaming Control Act 1993*. Throughout this process, the Commission was mindful of its responsibility to ensure a safe gambling environment and to balance minimising gambling harm with the impact on recreational gamblers.

An Options Paper containing 18 proposed initiatives to strengthen the Mandatory Code was released for public comment in August 2017. Thirty-eight written submissions providing feedback were received and several meetings held with stakeholders across the period.

Following careful consideration of the varied (and often conflicting) views from stakeholders, the Commission determined that, while the review highlighted the Mandatory Code was currently effective in achieving harm minimisation objectives, there were some areas that could be improved to further ensure gambling is offered in a responsible way. To this end, a Final Outcomes Paper was distributed and publicly released in November 2017 outlining the 11 initiatives that have now been, or are in the process of being, implemented to enhance the Mandatory Code's effectiveness.

While the Commission Rules took effect from 1 May 2018, there are some transitional measures, which will become effective in November of this year.

Disciplinary matters

There has been an overall increase in disciplinary actions taken by the Commission

compared with the previous period. In 2017–18, there were 25 operators/licensed premises gaming licence (LPGL) holders (across all licence types) subject to 34 disciplinary actions by the Commission. In addition to disciplinary actions, 176 verbal or written warnings were given for breaches of the Act.

The Commission has seen a significant increase in special employees contravening conditions of their licences. There have been eight breaches throughout the State where special employees have been found playing keno while on duty and on three occasions extending credit to themselves. This indicates the need for greater awareness by special employees and LPGL holders of their licence conditions and legal obligations under the Gaming Control Act.

More seriously, the Commission imposed a significant fine of 65 penalty units (\$10 205) on an LPGL holder for allowing a self-excluded patron to withdraw money from the EFTPOS terminal in a gaming area on three occasions. The Commission took a dim view of this, reflected in the significance of the fine imposed.

Review of the Casinos' Premium Player Program

While not relevant to all stakeholders, the Commission began a review of the casinos' Premium Player Program and this work continues in consultation with the Federal Group. The aim of the review is to ensure that those accessing the benefits of a premium player environment at the casinos are afforded enhanced protections with higher monitoring, allowing players to have full information about their own gambling patterns and to spend what they intend to spend.

Australasian Casino and Gaming Regulators Conference

The theme of the annual Conference, held in May 2018, and attended by Commission member Stuart Barry, was "Gambling in the Digital Age". This highlights the significance this area poses for regulators and was flagged in last year's report, which noted the challenges of online gambling. Some key areas of interest to regulators included:

- the exponential growth of gambling-type products known as "loot boxes" embedded inside video games that require payment of real-world currency. Loot boxes are digital containers of randomised rewards, determined by chance, that may be highly desirable or virtually useless. A concern is that many games now require the player to participate in loot box activities to play or complete the game - effectively compulsory gambling is embedded into a game. Monetised loot boxes present complex issues for governments and regulators both in Australia and overseas, particularly the implications for children who play video games.
- the explosion of interest in eSports (organised, multi formatted video game competitions) amongst people under the age of 30. The Australian eSports fan base has more than doubled in the past two years and it is considered likely that more young people are playing eSports already than any other sport combined. ESports have a natural feed into online gambling, usually with unregulated companies.
- an increase in the use of cryptocurrencies to facilitate unregulated gambling environments. This essentially alternative form of money allows online gambling that

is anonymous and independent of governments and banks.

The Commission has been kept informed of the work of senior officers nationally in developing a National Consumer Protection Framework for online wagering. This work is important and, subject to endorsement by all governments, will go a long way in dealing with some of these significant challenges that will confront regulators everywhere.

Liquor Licensing Matters

The Commission received two appeals in the reporting period against liquor licensing decisions made by the Commissioner for Licensing.

The first of these related to the Commissioner's decision that two stores, the subject of applications for liquor licences, were in fact supermarkets and therefore not able to be granted licences under the *Liquor Licensing Act 1990* (section 25A). In January 2018, the Commission upheld the Commissioner's decision and interested person/s who might seek licences of this nature in the future, should refer to the Commission's written decision which outlines a template for future consideration and use by all parties and which can be found at www.gaming.tas.gov.au.

In March 2018, the Commission heard a further appeal by a venue regarding an application for a variation to an existing on-premises licence to sell take-away liquor. The Commission upheld the Commissioner for Licensing's decision that it was not in the best interests of the community for such a licence to be granted.

Conclusion

As always, the Commission is very grateful for the extremely professional service it receives from the staff of the Liquor and Gaming Branch. Especially, I would like to thank those who assisted us to undertake the review of the Mandatory Code, including the significant job of updating the Commission Rules that give effect to the policy decisions. This is not an easy task and we appreciate the meticulous care taken to ensure the policy intent is achieved practically for all parties.

We acknowledge also the efforts of the many staff we rarely see, such as compliance inspectors and administrative officers. The Branch works in an environment of tight timelines and heavy demands and the Commission acknowledges and thanks all staff for their contribution in assisting us to regulate the liquor and gaming areas according to statutory requirements.



Ms Jenny Cranston
Chair

THE TASMANIAN LIQUOR AND GAMING COMMISSION

The Tasmanian Liquor and Gaming Commission is an independent body responsible for the regulation of gaming and wagering in Tasmania, established under the Gaming Control Act. The Commission is also the appeal body in relation to the Liquor Licensing Act.

The Commission is a three-person body whose members for the 2017–18 year were:

- Ms Jenny Cranston – Chair;
- Mr Stuart Barry; and
- Ms Leanne Topfer.

The Commission:

- regulates and controls gaming and wagering to ensure that it is conducted honestly and is free from criminal influence and exploitation;
- approves internal control, administrative and accounting procedures, rules and conditions in relation to gaming and wagering activities, and determines disciplinary matters;
- investigates and makes recommendations to the Treasurer with regards to matters relating to gaming and other forms of wagering;
- researches and investigates matters relating to the control of gaming and other forms of wagering including the probity and financial security of persons involved in the management of gaming and other forms of wagering;
- liaises with other authorities and people responsible for the regulation and control of the conduct of gaming or other forms of wagering;
- reviews and determines complaints relating to the conduct of gaming or other forms of wagering;
- oversees the administration of the Community Support Levy including recommending and reporting of annual budgets to the Treasurer;
- fosters responsible gambling and seeks to minimise the harm from problem gambling;
- performs such other functions as are imposed on it by the Gaming Control Act, *TT-Line Gaming Act 1993*, Liquor Licensing Act or any other Act or as are prescribed;
- hears liquor licence applications referred to it by the Commissioner for Licensing under the Liquor Licensing Act; and

- hears appeals against decisions of the Commissioner for Licensing under the Liquor Licensing Act.

The Commission is supported by staff of the Liquor and Gaming Branch in undertaking its day-to-day activities. The Branch is located within the Revenue, Gaming and Licensing Division of the Department of Treasury and Finance.

The Branch has offices in Hobart and Launceston, and maintains a presence at Wrest Point Hotel Casino and Country Club Casino.

KEY EVENTS IN 2017–18

Review of the Responsible Gambling Mandatory Code of Practice for Tasmania

The Mandatory Code, introduced in 2012 under the Gaming Control Act, mandates a variety of best practice measures designed to minimise harm from gambling in the Tasmanian community. The Mandatory Code provides conditions under which prescribed licence holders can offer gambling related products to patrons across 10 focus areas:

- advertising;
- inducements;
- player loyalty programs;
- access to cash;
- payment of winnings;
- lighting;
- service of food and alcohol;
- clocks in gaming areas;
- staff training in recognising people with gambling problems; and
- information to players.

While the Commission acknowledges that the vast majority of licence holders are behaving in a responsible manner and observing the requirements of the Mandatory Code, it recognises that the Mandatory Code needs to adapt to the changing environment as issues evolve and new information around gambling and harm minimisation comes to light. For this reason, the Act provides for the Mandatory Code to be reviewed at least every five years.

The Commission commenced phase one of the first review of the Mandatory Code in 2016–17, which involved independent desktop research to identify contemporary harm minimisation policies and initiatives of other Australian and international jurisdictions, and review of a number of general research studies that were relevant for assessing the effectiveness of various harm minimisation measures.

During 2017–18 an extensive body of work was undertaken by the Commission to complete phase two of the review. In August 2017, an Options Paper was released for public comment outlining potential enhancements to harm minimisation measures in the Mandatory Code. The opportunity was also given for input on whether existing Mandatory Code measures were seen to be effective, ineffective or obsolete, and to identify new measures that might make a difference in minimising the harm associated with gambling in the areas related to the Mandatory Code. The Options Paper was also tabled at a hearing of the Joint Select Committee on Future Gaming Markets.



A total of 38 submissions (plus supplementary information) were received from licensed gaming venues, the health sector of Government, peak bodies representing the industry and the community services sector in Tasmania. The submissions, along with feedback from stakeholder meetings, were considered by the Commission between September and October, and another paper was released in November inviting further feedback from the stakeholders who had responded to the Options Paper. This last round of consultation assisted with identifying unforeseen operational implementation issues of the initiatives being considered. A total of 11 responses were received.

Following the Commission's consideration of all the research and stakeholder feedback, a Final Outcomes Paper was released on 30 November 2017 summarising the review findings and the Commission's final position. Overall, while the review highlighted that the Mandatory Code was effective in achieving harm minimisation objectives, it also found there were areas that could be improved to further ensure gambling is offered in a responsible way.

The Commission wrote to licence holders and venues prior to the revised Mandatory Code and the revised Commission Rules that support the Mandatory Code commencing on 1 May 2018. A transition period of six months was agreed for the implementation of some measures to allow operators sufficient time to implement the required changes and allow patrons to adjust to the new practices. Some of the key measures are:

- prohibiting licence holders from providing incentives/benefits to staff or any persons working in the licensed premises as a reward for encouraging patrons to gamble (new requirement);
- prohibiting alcohol being served at any time to customers playing, seated or standing at a gaming machine in hotels and clubs (strengthened requirement);
- gambling related contact must not be initiated with player loyalty program members who have not gambled within the previous six-month activity statement period and any form of non-gambling communication must not refer to gambling in any way (new requirement);
- activity statements for player loyalty programs must contain prescribed minimum information about the player's gambling history, not contain gambling advertising or any other irrelevant information, and must be delivered to the member's home postal address twice yearly (unless the previous dot point applies);
- EFTPOS cash withdrawal transactions at venues are limited to \$200 for payment of accommodation; \$200 for payment of main meals served in prescribed areas; and \$100 per customer per day for any other purpose (strengthened requirement);
- limiting gaming machine jackpot prize amounts in hotels and clubs (new requirement);
- cheques cannot be cashed by the venue unless the customer is an international visitor or an exemption has been approved by the Commission to allow cheques to be cashed (new requirement); and

- requiring that coin change machines be located in the line of sight of the main staffed areas of premises and in the position approved by the Commission (new requirement).

For the rest of 2018, the Commission's focus will be finalising approvals of coin change machine locations and considering exemption requests to allow cheques to be cashed (both these requirements take effect on 1 November 2018).

Social and Economic Impact Study (SEIS)

The Commission was one of a number of stakeholders who provided input into an independent review of the social and economic impact of gambling in Tasmania. The Gaming Control Act requires that a review is conducted every three years, which is the responsibility of the Treasurer. The Treasurer released the report on the fourth SEIS on 16 January 2018.

A consortium comprising ACIL Allen Consulting, Deakin University, Central Queensland University and the Social Research Centre was contracted to undertake the study, which included a focus on the policy context and structure of the gambling industry, trends in gambling expenditure and government revenue and the economic footprint of the gambling industry, together with a standard format population-based gambling prevalence study.

Full details of the fourth SEIS and the public submissions are available at www.gaming.tas.gov.au (under "Reduce harm from gambling" > "Social and Economic Impact Studies").

Update of the Tasmanian Gaming Licence Technical Standards

Under the Commission's delegation, the Branch updated guidance to a Tasmanian Gaming Licence holder regarding how its online gaming system should operate. The new Technical Standards took effect on 1 April 2018.

These Standards replaced the previous Internet Gaming Technical Requirements, which were first published in 2001 and then further developed when betting exchange operations commenced in Tasmania in 2006. This was a substantial task and the new Standards now reflect a more contemporary gaming environment.

Tatts/Tabcorp merger

The Commission oversaw a substantial body of work by the Branch to facilitate the necessary due diligence and regulatory approvals for the Tatts Group and Tabcorp Limited merger, which occurred on 22 December 2017. The Commission has since met with key Tabcorp representatives as part of its stakeholder meetings to establish relationships, convey its priorities and hear about the future direction of Tabcorp.

Tasmanian Gambling Exclusion Scheme

Tasmania's online exclusion scheme to support problem gamblers in managing their gambling activity is one of the longest established in Australia. A number of recent disciplinary breaches of the Mandatory Code and associated Commission Rules has caused the Commission to consider how it might assist venues and licence holders to meet their obligations to minimise harm for some gamblers who may frequent a gambling venue, and to afford the highest protection to those who have chosen to exclude themselves from a venue.

The Commission acknowledges that many gambling venues have a desire to ensure that people with gambling problems (or potential gambling problems) are not gambling at their premises. Gambling venues must remain vigilant in detecting self-excluded problem gamblers and in identifying and offering assistance to people exhibiting warning signs of problem gambling. This will be an ongoing focus in 2018–19.

Communications

The Branch has continued to release information bulletins to bring readers more timely and up-to-date information about new and changed licences, disciplinary actions, reminders, and policy and regulatory initiatives.

In 2017–18, the Branch published two Liquor and Gaming News bulletins on its website, which were emailed to over 800 subscribers. The bulletins are available at www.gaming.tas.gov.au (under "About Us" > "Recent News"). Applications to be added to the subscription list can be made by emailing: gaming@treasury.tas.gov.au.

In addition to the periodic bulletin, the Deputy Secretary Revenue, Gaming and Licensing of the Department of Treasury and Finance often contributes a column to the bi-monthly Tasmanian Hospitality Association's *Hospitality Review*, to inform the industry on changes to liquor and gaming policy and legislation and to provide updates on the industry's legal and regulatory obligations.

The Branch has continued to provide "Industry Alerts" on liquor, gaming and wagering issues and a regular update on new initiatives on its website.

Stakeholder meetings

Each year the Commission conducts monthly meetings with stakeholders. These meetings are designed to allow both parties to raise issues of interest and/or concern, and for key stakeholders to discuss matters of Commission policy.

Key stakeholders with whom the Commission met in 2017–18 include the Tasmanian Hospitality Association; the Federal Group; the Gambling Support Program; Anglicare Tasmania (including its Gamblers Help service / Social Action and Research Centre); Kalis Hospitality; and Tabcorp.

Community Support Levy

The Gaming Control Act requires that a percentage of the gross profit derived from gaming machines in hotels and clubs is paid to the Community Support Levy under the control of the Treasurer. The contribution is four per cent of the gross profit from gaming machines operated in hotels and clubs. The Act also requires, if applicable, four per cent of Tasmanian monthly betting exchange commissions, derived from brokered wagering events held in Australia, to be paid to the CSL.

In 2017–18, \$4 243 444 was paid into the CSL from the profits of gaming machines in clubs and hotels.

Under the Act, the Treasurer must distribute the CSL in the following manner:

- 25 per cent for the benefit of sport and recreation clubs;
- 25 per cent for the benefit of charitable organisations; and
- 50 per cent for the provision of -
 - research into gambling;
 - services for the prevention of compulsive gambling;
 - treatment for the rehabilitation of compulsive gamblers;
 - community education concerning gambling; and
 - other health services.

During 2017–18, the Department of Health and Human Services had administrative responsibility for making recommendations to the Minister for Human Services for expenditure in respect to the 50 per cent CSL component. DHHS also administered 25 per cent of CSL funds dedicated to the benefit of charitable organisations.

Community, Sport and Recreation Tasmania, a business unit of the Department of Premier and Cabinet, is responsible for expending 25 per cent of the CSL for the benefit of sport and recreation clubs. It does this through two grant programs – the Major and Minor Grants Programs.

The Commission performs a strategic oversight function in respect to the CSL, and is responsible for advising the Treasurer that the allocation of funds from the CSL by DHHS and CSRT are in accordance with their respective budgets¹.

A summary of the CSL funds disbursed during 2017–18 is provided in Table 4. A summary of expenditure during 2017–18 is provided below, with further detail provided in Table 5.

Problem gambling category (50 per cent)

In 2017–18, \$1 974 714 was expended by DHHS on the provision of services to communities, including services to assist those persons and their families affected by

¹ Established on 1 July 2018, the new Department of Communities Tasmania will be responsible for administration of the CSL funding for these budgets.

problem gambling. This includes funding of the Gamblers Help counselling service in Tasmania.

Charitable organisations category (25 per cent)

In 2017–18, \$1 069 013 was expended by DHHS under the charitable organisations category (refer also to the Neighbourhood House Program below). A list of the grant recipients for 2017–18 can be identified by visiting the DHHS webpage at www.dhhs.tas.gov.au/gambling/grants.

Sport and recreation category (25 per cent)

In 2017–18, \$1 174 783 was expended by CSRT on sport and recreation charitable grants. A list of grant recipients can be identified by visiting the CSRT webpage at: http://www.dpac.tas.gov.au/divisions/csr/sportrec/funding_grants/community_support_1_evy.

Neighbourhood House Program

During 2014–15, the Treasurer determined to approve the allocation of \$1.5 million per annum to the Neighbourhood House Program from the DHHS CSL budget for a further four years from 2015–16 to 2018–19.

GAMING AND WAGERING TABLES 2017–18

Table 1: Tax rates relating to gaming and wagering activities in Tasmania 2017–18

Gaming activity	Tax rate
Casino table games	0.88 per cent of annual gross profit
Keno	5.88 per cent of annual gross profit
Gaming machines	25.88 per cent of annual gross profit
Additional 4 per cent Community Support Levy derived from the annual gross profit of gaming machines in hotels and clubs.	
TT-Line (Spirit of Tasmania vessels)	
Gaming machines for TT-Line	17.91 per cent of annual gross profit
Lotteries (no state lotteries)	Through revenue sharing arrangements with Victoria and Queensland, Tasmania receives tax collected in those states for all tickets sold in Tasmania.

Table 2: Player expenditure, taxation and fees 1 July 2013 to 30 June 2018

CASINOS	TAXATION AND FEES ^{8 9}					PLAYER EXPENDITURE ^{8 9}				
	2013-14	2014-15	2015-16	2016-17	2017-18	2013-14	2014-15	2015-16	2016-17	2017-18
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Table Gaming	75 078	84 945	86 281	83 091	82 781	8 531 595	9 652 864	9 804 665	9 452 150	9 406 911
Gaming Machine ¹	20 347 579	20 510 135	19 768 938	18 486 881	17 722 797	79 140 442	79 770 682	76 869 111	71 953 573	68 955 464
Keno Gaming	177 001	186 398	184 067	172 556	164 586	2 918 223	3 170 037	3 130 386	2 934 631	2 799 082
Casino Unclaimed Prizes ²	4 221	6 087	5 517	3 865	43 616	n/a	n/a	n/a	n/a	n/a
Total Casinos	20 603 879	20 787 565	20 044 803	18 746 393	18 013 780	90 590 260	92 593 583	89 804 162	84 340 353	81 161 457
HOTELS AND CLUBS										
Gaming Machines	28 739 564	29 466 922	29 566 357	28 552 857	27 455 073	111 049 318	113 859 824	114 244 039	110 327 885	106 086 063
Keno Gaming	1 734 976	1 776 183	1 948 552	1 868 227	1 823 223	29 506 393	30 207 198	33 336 414	31 772 568	31 007 193
Keno Unclaimed Prizes	300 537	268 944	300 868	736 735	- 150 832	n/a	n/a	n/a	n/a	n/a
Total Hotels and Clubs	30 775 076	31 512 049	31 815 777	31 157 818	29 127 465	140 555 711	144 067 021	147 580 453	142 100 453	137 093 256
INTERNET GAMING AND WAGERING										
Betting Exchange Tax ³	2 661 203	2 860 495	2 944 504	724 064	0	n/a	n/a	n/a	n/a	n/a
Total Internet Gaming and Wagering	2 661 203	2 860 495	2 944 504	724 064	0					
LOTTERIES										
Lotteries	28 333 291	28 208 656	30 246 276	28 772 541	29 840 594	37 364 634	37 431 823	40 251 035	38 378 959	39 697 802
Soccer Pools	65 357	55 508	46 738	56 470	65 033	113 624	96 502	81 255	98 174	113 061
Total Lotteries	28 398 648	28 264 164	30 293 014	28 829 010	29 905 626	37 478 258	37 528 325	40 332 290	38 477 133	39 810 863
TOTAL TAXATION / EXPENDITURE	82 438 806	83 424 273	85 098 097	79 457 287	77 046 871	268 624 229	274 188 929	277 716 905	264 917 939	258 065 575
LICENCE FEES AND PENALTIES										
Casino Licence Fees	3 477 600	3 573 600	3 604 800	3 652 800	3 739 200					
Casino Penalties	31 850	30 500	67 550	1 570	11 875					
Hotel and Club Fees	312 860	301 571	318 456	322 913 ⁷	292 065					
Hotel and Club Penalties	10 790	5 622	6 240	32 499 ⁷	15 901					
Minor Gaming Fees	19 709	39 772	20 630	38 066	22 096					
Internet Gaming and Wagering Fees ^{4 5}	438 000	584 143	182 458	164 926	0					
Annual Totalizator Wagering Levy	6 862 000	6 956 000	7 097 000	7 191 000	7 285 000					
Totalizator / Internet Gaming and Wagering Penalties ⁶	0	1 300	4 620	0	22 684					
Total Licence Fees and Penalties	11 152 809	11 492 508	11 301 754	11 403 774	11 388 821					
TOTAL	93 591 615	94 916 782	96 399 852	90 861 060	88 435 692	268 624 229	274 188 929	277 716 905	264 917 939	258 065 575

Notes 2017-18:

1. The figures reported for casino gaming machines includes gaming conducted on the Spirits of Tasmania ferries.
2. Casino unclaimed prizes includes gaming machine unclaimed prizes.
3. Betfair moved its operations interstate in September 2016.
4. Includes non-refundable three year Betting Exchange endorsement fee payment.
5. 2016-17 figure includes pro-rata refund after Betfair surrendered its Tasmanian Gaming Licence in November 2016.
6. Penalties include players winnings forfeited to the Crown.
7. Incorrect allocation of a small number of fees and penalties for 2016-17 resulted in minor amendment to figures previously advised in the 2016-17 annual report.
8. All figures are reported in nominal terms.
9. The tax figures shown in the above table are based on cash received during the period and therefore player expenditure figures are for the corresponding period of June to May in each year.

Table 3: Hotel and club gaming machine player expenditure by municipality 2016–17 and 2017–18

Municipality¹	2016–17 \$	2017–18 \$
Combined Municipalities ²	\$17 711 285	\$17 995 733
Burnie	\$7 096 280	\$6 598 179
Central Coast	\$6 806 183	\$6 387 456
Clarence	\$9 762 612	\$8 976 052
Devonport	\$10 614 734	\$10 268 495
Dorset	\$1 393 899	\$1 174 553
Glenorchy	\$20 139 049	\$19 132 033
Hobart ³	\$5 817 581	\$5 492 151
Launceston ³	\$16 889 342	\$16 414 786
Northern Midlands	\$1 525 701	\$1 341 161
Sorell	\$2 898 717	\$3 058 557
Waratah-Wynyard	\$5 269 424	\$5 154 311
West Coast	\$1 865 797	\$1 834 920
West Tamar	\$2 149 652	\$2 226 125
Total	\$109 940 255	\$106 054 512

Notes:

1. Player expenditure figures have been reported as accrual amounts. Player expenditure is the total amount wagered less the amount won, by people who gamble.
2. Municipalities with less than three premises have been combined to protect information of a highly sensitive commercial nature: Break O'Day, Brighton, Circular Head, Derwent Valley, Huon Valley, Kentish, Kingborough, Latrobe, Meander Valley and Southern Midlands.
3. Figures for Hobart and Launceston exclude gaming machines operating at Wrest Point and Country Club Casinos.

Table 4: Summary of Community Support Levy trust account 2017–18

	DHHS	DHHS	CSRT	
	50 per cent of Levy ¹	25 per cent of Levy ²	25 per cent of Levy ³	TOTAL
	\$	\$	\$	\$
Opening trust account balance	422 588	0	0	422 588
Add CSL receipts 2016–17	2 121 723	1 060 861	1 060 861	4 243 444
Total	2 544 311	1 060 861	1 060 861	4 666 033
Less CSL funds disbursed to DHHS and CSRT in 2017–18	1 796 722	1 060 861	1 060 861	3 918 444
Less funds disbursed to the Department of Treasury and Finance in 2017–18 for:				
Social and Economic Impact Study	591 099			591 099
Tasmanian Gambling Exclusion Scheme	51 548			51 548
Balance of CSL funds in trust account as at 30 June 2018	104 942	0	0	104 942

Notes:

1. Covering support services, research, community education, and other health services.
2. Supporting charitable organisations.
3. Supporting sporting organisations.

Table 5: Summary of Community Support Levy expenditure 2017–18

	DHHS	DHHS	CSRT	
	50 per cent of Levy	25 per cent of Levy	25 per cent of Levy	TOTAL
	\$	\$	\$	\$
CSL monies held from 2016–17 allocation for future expenditure	195 264	(3 877)	202 882	394 269
2017–18 CSL funds received	1 796 722	1 066 470 ¹	1 064 458 ²	3 927 649
Total CSL funds available 2017-18	1 991 986	1 062 593	1 267 340	4 321 918
Less funds allocated for:				
Administration costs	323 295			323 295
Gambling support services	649 328			649 328
Gambling community education	315 210			315 210
Gambling research	25 881			25 881
Neighbourhood House Program	661 000	839 000		1 500 000
Charitable Organisations Grant Program		230 013		230 013
Sport and recreation charitable grants			1 174 783	1 174 783
Total CSL expenditure 2017-18	1 974 714	1 069 013	1 174 783	4 218 510
Carry forward of funds from 2017-18 allocation for future expenditure	17 271	(6 420)	92 557	103 408

Notes:

1. Includes a returned grant of \$5 608
2. Includes a returned grant of \$3 596

Table 6: Hotel and club gaming machine numbers at 30 June 2017 and 30 June 2018

	Hotels		Clubs		Total	
	No of venues	No of machines	No of venues	No of machines	No of venues	No of machines
30 June 2017	89	2 248	7	127	96	2 375
30 June 2018	88	2 218	7	127	95	2 345

Table 7: Special employee and technician licences issued or renewed 2017–18

During 2017–18, 788 special employee licences and 51 technician licences were issued (including renewal applications). The Commission refused to consider 25 applications due to the applications being incomplete.

The total number of licensed special employees increased slightly from 2 864 in 2016–17 to 2 885 in 2017–18.

The total number of licensed technicians decreased from 298 in 2016–17 to 282 in 2017-18.

	Special employees				Technicians
	Casino	Licensed premises gaming operative ²	Gaming operator	Tasmanian gaming licence operatives ³	
Licences Issued for period 2017–18 ¹	78	702	7	1	51
Applications Refused for period 2017–18	0	25	0	0	0
Licences Issued as at 30 June 2018	460	2 299	32	94	282

Notes:

1. Licences issued include all new licences issued, renewed licences as well as existing licences that have been upgraded to a new category of licence.
2. Licensed Premises Gaming Operative includes hotel and club employees.
3. Tasmanian Gaming Licence Operatives includes betting exchange and totalisator employees.

Table 8: Minor gaming permits 2017–18

As at 30 June 2018 there were 315 minor gaming permits issued. The table below lists the approvals for authorised games during 2017–18.

Game	Authorised Game Approvals
Raffles	78
Bingo	43
Lucky Envelopes	43
Calcutta Sweepstakes	11
Instant Draw Bingo	1

Further information on minor gaming, including permit applications, is available at www.gaming.tas.gov.au (under “Apply for a Gaming Licence or Permit”).

Table 9: Complaints received and investigated by the Commission 2017–18

Licence type	Table games	Keno	Gaming machines	Exclusion	Wagering	Other (general)	Minor gaming	Total
Casino	2	1	6	4	0	0	0	13
Hotel/clubs	N/A	8	7	1	0	7	2	25
Gaming operator	N/A	1	0	0	N/A	1	N/A	2
Tasmanian gaming licence	N/A	N/A	N/A	0	4	0	N/A	4
							Total	44

Note: N/A means gambling activity is not applicable to the licence type.

Table 10: Disciplinary action against casino licence holders 2017–18

Licence Holder	Venue	Section of Act	Breach	Outcome
Tasmanian Country Club Casino Pty Ltd	Country Club Casino	92(2)	Allowing non-premium player program members to access premium player program ATMs	Fined \$3 925
Tasmanian Country Club Casino Pty Ltd	Country Club Casino	92(2)	Allowing a non-premium player program member to access a premium player program ATM	Letter of censure
Australian National Hotels Pty Ltd	Wrest Point Hotel Casino	5A(1)	Permitting the live operation of gaming equipment not authorised under the Act	Letter of censure
Tasmanian Country Club Casino Pty Ltd	Country Club Casino	5A(1)	Permitting the live operation of gaming equipment not authorised under the Act	Letter of censure
Tasmanian Country Club Casino Pty Ltd	Country Club Casino	92(2)	Allowing a non-premium player program member to access a premium player program ATM	Fined \$7 950

Table 11: Disciplinary action against gaming operator licence holders 2017-18

Licence Holder	Venue	Section of Act	Breach	Outcome
Australian National Hotels Pty Ltd	Network Gaming	80(2)	Two gaming machines operating contrary to the approved rules	Fined \$3 925
Australian National Hotels Pty Ltd	Network Gaming	5A(1)	Permitting the live operation of a gaming machine not authorised under the Act	Letter of censure

Table 12: Disciplinary action against Tasmanian Gaming Licence holders 2017–18

Licence holder	Section of Act	Breach	Outcome
UBET TAS Pty Ltd	92(2)	Allowing a radio advertisement to be played contrary to the Commission's Rules	Letter of censure
UBET TAS Pty Ltd	67	Allowing persons to perform the duties of a technician when not licensed to do so	Fined \$4 770
UBET TAS Pty Ltd	92(2)	Allowing a television advertisement to be played contrary to Commission's Rules	Fined \$4 770
UBET TAS Pty Ltd	92(2)	Allowing radio advertisements to be played contrary to the Commission's Rules	Fined \$4 770

Table 13: Disciplinary action against licensed premises gaming licence holders 2017–18

Licence Holder	Venue	Section of Act	Breach	Outcome
SE Salter and SG Salter	Star and Garter Hotel	50(2)	Allowing staff to perform the duties of a special employee when not licensed to do so	Letter of censure
SE Salter and SG Salter	Star and Garter Hotel	92(2)	Non-compliance with the Commission's Technical Standards for Recorded Surveillance	Fined \$628
Vantage Hotel Group Pty Ltd	Hotel Tasmania	92(2)	Non-compliance with the Commission's Rules in relation to EFTPOS transactions	Fined \$10 205
CM Aitken, PA Aitken and RD Aitken	Interstate Hotel	50(2)	Allowing staff to perform the duties of a special employee when not licensed to do so	Fined \$1 256
Pin High Investments Pty Ltd	Bridport Bay Inn	50(2)	Allowing staff to perform the duties of a special employee when not licensed to do so	Fined \$1 272
Great Lake Hotel Pty Ltd	Great Lake Hotel	92(2)	Non-compliance with the Commission's Technical Standards for Recorded Surveillance	Licence suspended for 14 days and fined \$3 925
MJ Wade	Nubeena Tavern	92(2) and 79(3)	Failure to ensure staff do not play keno while on duty and failure to ensure a player is present on the premises when entering a game of keno	Letter of censure
Sotroy Pty Ltd	Country Club Hotel	50(2)	Allowing staff to perform the duties of a special employee when not licensed to do so	Fined \$1 272
Australian Leisure and Hospitality Group Ltd	Mowbray Hotel	50(2)	Allowing staff to perform the duties of a special employee when not licensed to do so	Fined \$1 590
Tasmanian Outstanding Property Investments Pty Ltd	Retreat Hotel	92(2)	Non-compliance with the Commission's Technical Standards for Recorded Surveillance	Fined \$1 590
TASCU Pty Ltd	Scamander Beach Resort Hotel Motel	92(2)	Non-compliance with the Commission's Technical Standards for Recorded Surveillance	Fined \$1 590

Table 14: Disciplinary action against special employees 2017–18

Licence Holder	Section of Act	Breach	Outcome
Brooke Davis	Licence condition 2.3.1 and 94(1)	Playing keno while on duty and extending credit to herself	Licence cancelled
Kaylee Hattinger	164(1)(c)	Providing false and misleading information to an inspector	Licence suspended for three months and fined \$3 925
Brett Doyle	Licence condition 2.3.1	Playing keno while on duty	Fined \$3 975
Brett Doyle	94(1)	Extending credit to himself	Letter of censure
Tracey Wade	Licence condition 2.3.1	Playing keno while on duty	Licence suspended for one month
Amanda Dixon	Licence condition 2.3.1 and 94(1)	Playing keno while on duty and extending credit to herself	Letter of censure
Susan Lawrence	Licence condition 2.3.1	Playing keno while on duty	Licence suspended for three months
Lynette Hull	Licence condition 2.3.1	Playing keno while on duty	Letter of censure
Belinda Smart	Licence condition 2.3.1	Playing keno while on duty	Licence suspended for one month
Ian Hunter	Licence condition 2.3.1	Playing keno while on duty	Fined \$1 590

In addition, 355 special employee licences were suspended during 2017–18 for non-attendance at an approved Responsible Conduct of Gambling course in accordance with a condition of their licences (in breach of section 56(1) of the Gaming Control Act).

Table 15: Disciplinary action against those listed on the Roll of Recognized Manufacturers, Suppliers and Testers of Gaming Equipment 2017–18

Licence holder	Section of Act	Breach	Outcome
IGT (Australia) Pty Ltd	112S(1A)(a)	Supply of unsatisfactory gaming equipment	Letter of censure
Ebet Gaming Systems Pty Ltd	112S(1A)(a)	Supply of unsatisfactory gaming equipment	Letter of censure

LIQUOR LICENSING INFORMATION 2017–18

Liquor licensing decisions appealable in 2017–18

During 2017–18, the Commissioner for Licensing made in the order of 3 000 decisions that could be appealed to the Commission. Of these, three decisions were appealed to the Commission by the applicant. Two of these decisions related to the refusal of the Commissioner to grant an application for a special liquor licence, and one decision related to the refusal to vary conditions of an existing liquor licence.

Liquor licensing appeals in 2017–18

In 2017–18, the Commission heard three appeals from decisions made by the Commissioner for Licensing.

On 29 January 2018, the Commission confirmed the decision of the Commissioner that the special liquor licences applied for the Kingston and Huonville premises of Salamanca Fresh should not be granted as the Liquor Licensing Act prohibits the granting of a licence to a supermarket.

The Commission upheld the Commissioner's decision to refuse an application to vary the conditions of a special licence, which was made on the grounds that the Commissioner was not satisfied that the application was in the best interests of the community.

Appeal Date	Applicant	Premises	Municipality	Decision Date	Decision
27 September 2017	Dennis Behrakis	Salamanca Fresh, Kingston	Kingborough	29 January 2018	Not grant the application for a special liquor licence
27 September 2017	Dennis Behrakis	Salamanca Fresh, Huonville	Huon Valley	29 January 2018	Not grant the application for a special liquor licence
18 December 2017	Jonathan Ian Kincaid	Ruckus Fried Chicken, New Town	Hobart	9 March 2018	Refuse the application to vary the conditions of the special licence

GLOSSARY

Betting exchange

A betting exchange means a facility that enables persons to:

- (a) place or accept, through the betting exchange operator, wagers with other persons; or
- (b) place with the betting exchange operator wagers that, on acceptance, are matched with opposing wagers placed with and accepted by the operator (so as to offset all risk to the operator).

Casino gaming

Includes wagers on table games, gaming machines and keno at a casino. Casino games have set rules and fixed odds, designed to return a percentage from each wager to the casino operator.

Electronic gaming machine (EGM)

A device where a player may place a wager on a game of pure chance or a game of both chance and an application of skill, but not pure skill or manual dexterity with potential to win a prize either in cash or in kind. In most jurisdictions, including Tasmania, operators must return at least 85 per cent of wagers to players as winnings, either by cash or a mixture of cash and product. Gaming machines have the capacity to be linked in order to offer major jackpots.

Gamblers Help

A group of gambling support service providers, contracted by the Department of Health and Human Services and funded through the Community Support Levy, offering counselling services and support to anyone affected by gambling. The Gamblers Help services are currently offered through a partnership between Relationships Australia and Anglicare Tasmania.

Gambling

The lawful placement of a wager or bet on the outcome of a game of chance or future uncertain event (for example, horse race or sports event).

Gaming

Gaming is all legal forms of gambling on games of chance or part games of chance, such as lotteries, poker, gaming machines, keno, casino gaming, football pools, minor gaming and some forms of interactive gaming.

Interactive gambling

Interactive gambling is defined as the act of gambling or wagering via a telecommunications device (such as the internet or telephone) in a contingency relating to a sports event, race wagering event (horse or greyhound racing), simulated game, major lottery, pools, brokered wagering (betting exchange) or totalizator wagering.

Keno

A game where a player wagers that their chosen numbers match any of the 20 numbers randomly selected from a group of 80 numbers via a computer system. Keno is linked to all licensed gaming venues in Tasmania enabling the operator to offer large jackpot prizes. Keno has a fixed pay-scale such that the payout for each wager is established by rules, and is independent of the total wagers made on the game.

Lotteries

A lottery is a scheme or device for the distribution of a prize, where the distribution of the prize involves an element of chance for which payment or consideration is given (that is, the sale of a ticket). Lottery products include things such as lotto, pools and instant lotteries and these products are sold by lottery operators at various outlets around Australia such as newsagents.

Minor gaming

The collective name given to raffles, bingo, lucky envelopes and calcutta sweepstakes. The proceeds must be used for a not-for-profit organisation or for charitable reasons and not for the private gain or benefit of any person, except by way of charity.

Player expenditure

The amount of money that players have lost gambling during a given period. It is calculated as the total amount gambled (turnover) less the amount won by players.

Racing

Is the legal conduct of thoroughbred, harness or greyhound racing.

Soccer Pools

Soccer Pools is a numbers game of chance where the winning numbers are based on the results of the United Kingdom or Australian soccer matches.

Special employee

A special employee is the holder of a licence under the *Gaming Control Act 1993* who may be employed by a hotel or club, casino, betting exchange operator or totalizator operator to undertake prescribed duties in relation to gaming or wagering operations.

Technician

A technician is the holder of a licence under the *Gaming Control Act 1993* who may install, repair or maintain gaming equipment in Tasmania, including gaming machines, security systems and gaming and wagering equipment.

Totalizator wagering

A form of wagering that allows bets on runners in a race or an event, with all the bets from that bet type going into a pool. At the end of the race or event, the totalizator operator deducts a commission from the pool and the rest is distributed to all persons with winning bets.

Wagering

Wagering is all legal forms of gambling on racing and sporting events.



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