

Tasmanian Liquor and Gaming Commission

Annual Report 2018-19

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COMMISSION CHAIR'S REPORT

On behalf of the Tasmanian Liquor and Gaming Commission, I present the annual report for the year ending 30 June 2019.

The past year has been both rewarding and challenging for both the Commission and the Liquor and Gaming Branch.

Changes to the membership of the Commission

The membership of the Commission changed significantly in the last year. Long serving member, Stuart Barry, completed two terms of membership comprising nearly nine years. I would like to acknowledge Stuart's significant contribution to gambling regulation in Tasmania. He played a major role in the introduction of the first *Responsible Gambling Mandatory Code of Practice for Tasmania* in 2012 and his focus on ways to minimise harm from gambling in the Tasmanian community and to make gambling environments safer were a commendable characteristic of his time on the Commission.

Leanne Topfer also departed after nearly four years to take up an appointment as a Magistrate in the northwest. This appointment is evidence of the high regard in which Leanne is held in the legal profession and I am very grateful for the specialist skills she brought to the regulatory and policy work of the Commission.

The Commission benefitted greatly from the sharp intelligence of both these members and I thank them for that and for their generous collegial spirit, which I personally enjoyed. They will be sorely missed.

Two new members - David Hudson and Andrew Walker - were appointed to the Commission in April and May 2019, with their first appearance being together at the Commission meeting in May. This unusual timing could have been a little challenging for all concerned but the transition has been smooth and I look forward to working with David and Andrew.

Disciplinary matters

In 2018-19, there were 27 disciplinary actions taken by the Commission affecting 18 licence holders. In addition to disciplinary actions, there were 135 verbal/written warnings and rectification orders given for breaches of the Act. This is a decrease from last year where 176 verbal/written warnings were given.

As mentioned last year, special employees contravening the conditions of their licences continues to be an issue. There have been six individual instances throughout the State where special employees have been found playing keno while on duty and on two occasions extending credit (one occasion to the special employee himself and on the other occasion to a customer). While a slight decrease on last year, the need continues for special employees to be aware of their licence conditions and legal obligations under the *Gaming Control Act 1993*.



Review of the Casinos' Premium Player Program

Most of the Commission's policy focus has centred on the continuation of the review of the operation of the casinos' Premium Player Program 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.

Input into Future Gaming Market Project

In October 2018, the Treasurer wrote to the Commission seeking input into the policy work being undertaken by the Future Gaming Market project team, specifically in two areas:

1. how the increased level of funding available from the Government's proposed doubling of the Community Support Levy (CSL) from 1 July 2023 could best be targeted and whether the current funding allocation is the most appropriate to carry through to the new gaming environment; and
2. how to respond to emerging new technologies which create challenges when designing a new regulatory framework for the future gaming market.

Following consultation with major stakeholder groups, the Commission's view is that the current funding allocation model (apportioning set percentages of CSL funding against a list of categories) be retained but with broader categories and revised allocations aimed to promote flexibility and responsiveness to changes in priorities.

For example, we propose a strong nexus between the location of gambling losses and funding to target community capacity building projects and strengthen available support in locations of identified high player expenditure. We also propose funding be directed to infrastructure projects in lower socio-economic or disadvantaged areas for all age groups and the Government partnering with local councils/groups to run community engagement activities.

Regulating to accommodate emerging technologies is more challenging as the gambling environment is constantly evolving, driven by new technologies which influence the nature of game development, equipment, transactions, security and the location of stored data offsite (for example, the cloud) with the ability to download games to a device. Existing legislation and regulation in all jurisdictions in Australia is struggling to keep pace with this evolution and any future legislation should provide the capacity to respond efficiently and flexibly to the introduction of changes we may not have envisaged yet.

The Commission's view is that this would best be achieved by the introduction of high level, principles-based legislation with clear regulatory objectives, broad definitions and harmonisation with other jurisdictions, where appropriate. Procedural and machinery requirements would best be placed in regulations or other secondary instruments. This is a complex area and one that will require much further discussion by many parties before settlement is reached.



Australasian Casino and Gaming Regulators Conference

The annual Conference was held in May 2019 in Fremantle and attended by Commission member, David Hudson, and Liquor and Gaming Branch Acting Director, Melissa Ford. The topic was "Tackling Change in an Evolving World".

Guest speakers from many areas of the industry – gambling operators and testers, regulators, social and other support networks, communications and media, and technical compliance - provided a wide range of perspectives on the gambling industry, addressing their roles in the changing industry. Specific subjects included leadership in the industry, corporate governance and regulator engagement, mental health and resilience, illegal offshore and online wagering, and public sector reform in the area.

As new technologies emerge, it is easier to access gambling than ever before. With the continued growth of online wagering, particularly in the gaming sports betting sectors and the development of online lotteries, regulators are faced with more complex challenges and also opportunities. To remain effective as regulators, we need to keep informed and constantly explore ways to harness technology to cultivate an innovative, yet safe and responsible industry.

Liquor Licensing Matters

Pursuant to section 24(2)(b) of the *Liquor Licensing Act 1990* (the Act), the Commissioner for Licensing referred an application to the Commission for an off licence for a bottle shop in Smithton. He was of the view that it was in the public interest for the Commission to hear the matter due to the unusually large number of issues raised by over 400 representations objecting to the grant of the licence. After consideration of all submissions, the Commission directed the Commissioner not to grant the licence, as it was not seen to be in the best interests of the community to do so.

Written reasons for this licensing decision can be found at www.liquorlicensing.tas.gov.au.

The Commission received one appeal (pursuant to section 211(1)(b) of the Act) against a decision made by the Commissioner for Licensing regarding an out-of-hours permit for a premises in Hobart. The Commissioner determined not to issue the permit sought and instead to issue an out-of-hours permit with the same hours of operation and with the same lockout condition as the existing permit.

The Commission was of the opinion that the continuation of the existing permit conditions was in the best interests of the community and that the Commissioner was justified in coming to that conclusion in his determination. It confirmed his decision in May 2019.

Conclusion

Again, the Commission expresses its sincere thanks to the members of the Liquor and Gaming Branch who support its work in a diligent and professional manner, often with competing priorities on their time and resources. We are grateful for the development

of a strong team approach between members of the Branch and the Commission which has been a hallmark of this period of operation.

A handwritten signature in black ink that reads "Jenny Cranston". The script is fluid and cursive, with the first letters of each word being capitalized and prominent.

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 2018–19 year were:

- Ms Jenny Cranston – Chair;
- Mr Stuart Barry (until April 2019);
- Ms Leanne Topfer (until April 2019);
- Mr David Hudson (commenced from May 2019); and
- Mr Andrew Walker (commenced from April 2019).

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 2018-19

Implementation of remaining harm minimisation measures from the Review of the *Responsible Gambling Mandatory Code of Practice for Tasmania*

As reported in the 2017-18 Annual Report, the Commission completed its first review of the *Responsible Gambling Mandatory Code of Practice for Tasmania* in that period.

While the majority of measures informed by the review came into force from 1 May 2018, the Commission approved a transition period of six months for the implementation of the remaining measures to allow operators sufficient time to implement the required changes and for patrons to adjust to the new practices. Overall, the reforms were aimed at improving existing harm minimisation measures to ensure gambling is offered in a responsible way.

The measures that took effect on 1 November 2018 were:

- 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;
- 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);
- gaming machine jackpot prize amounts in hotels and clubs have maximum limits;
- 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; and
- coin change machines must be located in the line of sight of the venue's main staffed areas and in the position approved by the Commission.

The last measure was significant, with the approval process for the location of existing coin change machines completed by the Commission in April 2019. As part of the normal inspection program compliance inspectors of the Liquor and Gaming Branch will confirm that the location of the coin machine/s in each venue agrees with the location approved by the Commission.

Effective on 1 June 2019, the Commission approved an amendment replacing the EFTPOS limits with a new requirement restricting EFTPOS cash withdrawals in hotels and clubs to one transaction, per customer, per day up to a maximum \$200 for any purpose.

The amendment was informed by industry concerns of unintended impacts on tourists and patrons unable to withdraw more than \$100 cash for non-gambling purposes (an amendment implemented in May 2018).

The Commission considered that the amended EFTPOS requirement would continue to provide a safeguard against excessive gambling by placing a firm limit on access to cash, and resolve the complexity for venue staff in monitoring multiple transaction types by patrons. In finding a balance to resolve the issues raised by industry, the restriction is still tighter than the measure first introduced in 2012 that only limited cash withdrawals for gambling purposes to \$200.

Implementation of harm minimisation measures under the National Consumer Protection Framework for online wagering

As previously reported in the 2015-16 and 2017-18 Annual Reports, the Commission has been monitoring the Australian Government's implementation of a number of strategies to protect Australians from the harms of illegal offshore gambling activity. This area has been a concern to the Commission and regulators nationally for some time.

One of the key strategies has been the establishment of a National Consumer Protection Framework for online wagering, which was endorsed by all Australian jurisdictions in November 2018. The Commission (as directed by the Tasmania Government) will progressively implement the 10 harm minimisation measures over the next 18 months primarily through amendment to the Tasmanian Liquor and Gaming Commission - Tasmanian Gaming Licence Rules and other technical instruments, with the first six measures now implemented. These measures will provide a minimum level of player protection across Australia and complement Tasmania's existing harm minimisation framework.

Implemented:

1. Prohibition of lines of credit being offered by wagering providers.
2. Prohibition of links between payday lenders and online wagering providers.
3. Reducing the customer verification timeframe to a maximum 14 days for customers opening a wagering account. The *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cwth)* was amended in December 2018 to give effect to a maximum 14 day customer verification period.
4. A harmonised regulatory regime to ensure the offering of inducements are consistent with responsible gambling.
5. Account closure information must be clearly articulated and consideration will be given to ensure the process is simple.
6. A voluntary, opt-out, pre-commitment scheme for online wagering.

Effective 18 months from commencement date of National Framework:

7. The provision of operators to provide activity statements for online wagering on demand and on a regular basis.
8. Nationally consistent responsible gambling messaging.



9. Staff training in the responsible conduct of gambling.
10. A national self-exclusion register for online wagering.

Input into future gaming market policy

The Treasurer sought input from the Tasmanian Liquor and Gaming Commission on implementation of aspects of the Government's future gaming market policy. Specifically, the Commission's view was sought on: how the proposed doubling of the Community Support Levy (CSL) could best be allocated and targeted; and regulating to accommodate emerging gambling technologies in gaming and harm minimisation.

The Commission recognises the future gaming market project as a rare opportunity to contemporise and streamline Tasmania's legislative framework for gaming to better protect and support the Tasmanian community in the new environment. The Commission concluded that a key consideration would be amending the focus of the Gaming Control Act to higher-level outcomes and principles, with procedural and machinery requirements in regulations.

In terms of the CSL, the Commission proposed retaining a funding allocation model but with broader categories and allocations (weightings) to promote flexibility and responsiveness to changes in priorities.

Collectively, these changes would help to ensure the continued relevance and greater effectiveness of the CSL and Tasmania's gaming legislation generally, and would provide the Commission with greater flexibility and adaptability in its decision making. The changes would also provide flexibility for gaming operators in meeting regulatory requirements, as well as support for business innovation.

The Commission canvassed the views of stakeholders from the community sector, as well as the gaming technology sector to inform its position.

Premium Player Program review

The Premium Player Program is a loyalty program in operation in the two casinos for premium players. A review of the Premium Player Program was a key policy initiative of the Commission during 2018-19 and this work will continue into 2019-20.

Tasmanian Gambling Exclusion Scheme and guide on the signs of problem gambling

The Tasmanian Gambling Exclusion Scheme supports problem gamblers in managing their gambling activity and is one of the most established and comprehensive exclusion schemes in Australia. The scheme provides a means for patrons to exclude themselves from gambling, as well as providing for venue operator and third party initiated exclusions. A range of self-help and counselling services supports the scheme.

As reported in the 2017-18 Annual Report, an ongoing focus of the Commission has been the effectiveness of the scheme including: the implications of venues not maintaining appropriate records; and excluded persons not being identified and subsequently

gambling in venues. In 2018-19, disciplinary action was taken against two licence holders for not maintaining appropriate exclusion scheme records. The Commission considers these types of breaches serious and will consider disciplinary action against licence holders found not to have met their responsibilities.

In September 2018, the Commission developed a guide to assist venue staff to identify warning signs of people experiencing gambling-related harm (categorised by severity) and a summary of how to respond and what to do if a suspected excluded person is in the venue. A copy of the “Signs of Problem Gambling Fact Sheet” is available at www.gaming.tas.gov.au > Gambling > Reduce Harm From Gambling > Mandatory Code of Practice.

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 that met with the Commission in 2018-19 include the Gaming Technologies Association; the Gambling Support Program; Anglicare Tasmania (Social Action and Research Centre); Communities, Sport and Recreation; the Tasmanian Hospitality Association; the Federal Group; and Tabcorp.

Communications

The Commission, through the Branch, releases newsletters to bring readers timely and up-to-date information about new and changed licences, disciplinary actions, reminders, and policy and regulatory initiatives.

In 2018-19, three Liquor and Gaming Newsletters were published on the Liquor and Gaming Branch website www.gaming.tas.gov.au and emailed to over 2 000 subscribers. Interested parties can subscribe to the newsletter by emailing: gaming@treasury.tas.gov.au.

Lottery Games - Memorandum of Understanding

On 21 June 2019, the Commission signed a Memorandum of Understanding (MOU) in conjunction with gaming regulators based in New South Wales, Victoria, Queensland, South Australia, the Northern Territory and the Australian Capital Territory formalising the process by which new lottery products will be assessed. The prescribed process will apply to the evaluation of new and existing lottery games and will allow for greater collaboration between participating regulators where games are conducted across multiple jurisdictions. The Queensland Office of Liquor and Gaming Regulation will co-ordinate the activities of the MOU.

Community Support Levy

The Gaming Control Act requires that four per cent 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 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 2018-19, \$4 179 878 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 2018-19, the Department of Communities Tasmania had responsibility for making recommendations to the Treasurer for all CSL expenditure specifically allocated as:

- 50 per cent of the CSL through the Gambling Support Program;
- 25 per cent of the CSL for the benefit of charitable organisations through the Gambling Support Program; and
- 25 per cent for the benefit of sporting organisations through Communities, Sport and Recreation.

A summary of the CSL funds disbursed during 2018-19 is provided in Table 4. A summary of expenditure during 2018-19 is provided below, with further detail provided in Table 5.

Problem gambling category (50 per cent)

In 2018-19, \$1 586 963 was expended by the Department of Communities Tasmania on the provision of services to communities, including services to assist those persons and families affected by problem gambling. This includes funding of the Gamblers Help counselling service in Tasmania.

Charitable organisations category (25 per cent)

In 2018-19, \$1 020 094 was expended by the Department of Communities Tasmania under the charitable organisations category (refer also to the Neighbourhood House



Program below). Due to a reduction in the overall CSL receipts, a grants program was not offered in 2018-19.

Sport and recreation category (25 per cent)

In 2018–19, \$1 060 861 was expended by the Department of Communities Tasmania on sport and recreation charitable grants. A list of grant recipients can be identified by visiting the Department of Communities Tasmania website at:

- For major grants recipients:
http://www.dpac.tas.gov.au/_data/assets/pdf_file/0003/442065/List_of_Successful_Applicants_-_Sport_and_Recreation_Major_Grants_Program_2018-19.pdf
- For minor grants recipients:
http://www.dpac.tas.gov.au/divisions/csr/sportrec/funding_grants/minor_grants/minor_grants_previous_recipients

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 CSL budget for a further four years from 2015-16 to 2018-19. In June 2019, the Treasurer approved continued funding of the Program from the CSL of \$1.5 million per annum until 2022-23.



GAMING AND WAGERING TABLES 2018-19

Table 1: Tax rates relating to gaming and wagering activities in Tasmania 2018-19

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 2014 to 30 June 2019

TAXATION AND FEES ⁷						PLAYER EXPENDITURE ⁷				
CASINOS	2014-15	2015-16	2016-17	2017-18	2018-19	2014-15	2015-16	2016-17	2017-18	2018-19
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Table Gaming	84 945	86 281	83 091	82 781	93 601	9 652 864	9 804 665	9 452 150	9 406 911	10 636 530
Gaming Machines ¹	20 510 135	19 768 938	18 486 881	17 722 797	17 398 244	79 770 682	76 869 111	71 953 573	68 955 464	67 678 271
Keno Gaming	186 398	184 067	172 556	164 586	162 511	3 170 037	3 130 386	2 934 631	2 799 082	2 763 787
Casino Unclaimed Prizes ²	6 087	5 517	3 865	43 616	38 300	n/a	n/a	n/a	n/a	n/a
Total Casinos	20 787 565	20 044 803	18 746 393	18 013 780	17 692 656	92 593 583	89 804 162	84 340 353	81 161 457	81 078 588
HOTELS AND CLUBS										
Gaming Machines	29 466 922	29 566 357	28 552 857	27 455 073	27 043 814	113 859 824	114 244 039	110 327 885	106 086 063	104 496 962
Keno Gaming	1 776 183	1 948 552	1 868 227	1 823 223	1 941 950	30 207 198	33 336 414	31 772 568	31 007 193	33 026 356
Keno Unclaimed Prizes	268 944	300 868	736 735	- 150 832	319 244	n/a	n/a	n/a	n/a	n/a
Total Hotels and Clubs	31 512 049	31 815 777	31 157 818	29 127 465	29 305 008	144 067 021	147 580 453	142 100 453	137 093 256	137 523 318
INTERNET GAMING AND WAGERING										
Betting Exchange Tax ³	2 860 495	2 944 504	724 064	0	0	n/a	n/a	n/a	n/a	n/a
Total Internet Gaming and Wagering	2 860 495	2 944 504	724 064	0	0	n/a	n/a	n/a	n/a	n/a
LOTTERIES										
Lotteries	28 208 656	30 246 276	28 772 541	29 840 594	36 532 231	37 431 823	40 251 035	38 378 959	39 697 802	45 744 440
Soccer Pools ⁴	55 508	46 738	56 470	65 033	6 232	96 502	81 255	98 174	113 061	3 116
Total Lotteries	28 264 164	30 293 014	28 829 010	29 905 626	36 538 464	37 528 325	40 332 290	38 477 133	39 810 863	45 747 556
TOTAL TAXATION / EXPENDITURE	83 424 273	85 098 097	79 457 287	77 046 871	83 536 127	274 188 929	277 716 905	264 917 939	258 065 575	264 349 461
LICENCE FEES AND PENALTIES										
Casino Licence Fees	3 573 600	3 604 800	3 652 800	3 739 200	3 813 600					
Casino Penalties	30 500	67 550	1 570	11 875	59 710					
Hotel and Club Fees	301 571	318 456	322 913	292 065	319 900					
Hotel and Club Penalties	5 622	6 240	32 499	15 901	21 705					
Minor Gaming Fees	39 772	20 630	38 066	22 096	30 117					
Internet Gaming and Wagering Fees ⁵	584 143	182 458	164 926	0	0					
Annual Totalizator Wagering Levy	6 956 000	7 097 000	7 191 000	7 285 000	7 426 000					
Totalizator / Internet Gaming and Wagering Penalties ⁶	1 300	4 620	0	22 684	51 120					
Total Licence Fees and Penalties	11 492 508	11 301 754	11 403 774	11 388 821	11 722 152					
TOTAL	94 916 782	96 399 852	90 861 060	88 435 692	95 258 279	274 188 929	277 716 905	264 917 939	264 917 939	264 349 461

Notes 2018-19

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. The only betting exchange operating from Tasmania moved its operations interstate in September 2016.
4. Taking effect on 1 July 2018, the Tasmanian Liquor and Gaming Commission approved the removal of Soccer Pools from the list of authorised foreign games
5. Includes non-refundable three year Betting Exchange endorsement fee payment.
6. Penalties include players winnings forfeited to the Crown.
7. All figures are reported in nominal terms.

Table 3: Hotel and club gaming machine player expenditure by municipality 2017-18 and 2018-19

Municipality	Hotel and club gaming machine player expenditure ¹	
	2017-18 \$	2018-19 \$
Combined Municipalities ²	\$17 995 733	\$18 322 569
Burnie	\$6 598 179	\$6 592 485
Central Coast	\$6 387 456	\$6 285 304
Clarence	\$8 976 052	\$9 093 876
Devonport	\$10 268 495	\$10 093 530
Dorset	\$1 174 553	\$1 076 190
Glenorchy	\$19 132 033	\$19 149 485
Hobart ³	\$5 492 151	\$5 156 888
Launceston ³	\$16 414 786	\$15 413 907
Northern Midlands	\$1 341 161	\$1 315 312
Sorell	\$3 058 557	\$2 922 470
Waratah-Wynyard	\$5 154 311	\$5 071 541
West Coast	\$1 834 920	\$1 768 597
West Tamar	\$2 226 125	\$2 009 677
Total	\$106 054 512	\$104 271 830

Notes:

1. Player expenditure figures have been reported as accrual amounts. Player expenditure (loss) 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 public account 2018-19

	GSP	GSP	CSR	
	50 per cent of Levy to: Support services, research, community education, other health services \$	25 per cent of Levy to: Charitable organisations \$	25 per cent of Levy to: Sporting organisations \$	TOTAL \$
Opening trust account balance	104 942	0	0	104 942
Add CSL receipts 2018-19	2 089 939	1 044 970	1 044 970	4 179 878
Total	2 194 881	1 044 970	1 044 970	4 284 821
Less CSL funds disbursed to GSP and CSR in 2018-19	1 629 939	1 044 970	1 044 970	3 719 879
Less funds disbursed to the Department of Treasury and Finance in 2018-19 for the following purposes:				
Social and Economic Impact Study	6 902			6 902
Tasmanian Gambling Exclusion Scheme	52 313			52 313
Balance of CSL funds in public account as at 30 June 2019	505 727	0	0	505 727

Table 5: Summary of Community Support Levy expenditure 2018-19

	GSP	GSP	CSR	
	50 per cent of Levy to: Support services, research, community education, other health services \$	25 per cent of Levy to: Charitable organisations \$	25 per cent of Levy to: Sporting organisations \$	TOTAL \$
CSL monies held from 2017-18 allocation for future expenditure	17 271	(6 455)	92 557	103 373
2018-19 CSL funds received	1 629 939	1 044 970	1 044 970	3 719 879
Total CSL funds available 2018-19	1 647 210	1 038 515	1 137 527	3 823 252
Less funds allocated for:				
Administration costs	224 243			224 243
Gambling support services	649 328			649 328
Gambling community education	256 972			256 972
Gambling research ¹	0			0
Neighbourhood House Program	456 420	1 043 580		1 500 000
Charitable Organisations Grant Program		(23 486) ²		(23 486)
Sport and recreation charitable grants			1 060 861	1 060 861
Total CSL expenditure 2018-19	1 586 963	1 020 094	1 060 861	3 667 918
Monies held by GSP and CSR from 2018-19 allocation for future expenditure	60 247	18 421	76 666	155 334

Notes

1. No funds were expended on gambling research for the period.
2. Return against the 2017-18 Grants Program in the first quarter.

Table 6: Hotel and club gaming machine numbers at 30 June 2018 and 30 June 2019

	Hotels		Clubs		Total	
	No of venues	No of machines	No of venues	No of machines	No of venues	No of machines
30 June 2018	88	2 218	7	127	95	2 345
30 June 2019	88	2 218	7	127	95	2 345

Table 7: Special employee's and technician licences issued or renewed 2018-19

During 2018-19, 757 special employee's licences and 76 technician licences were issued (including renewal applications). The Commission refused to consider 37 applications due to the applications being incomplete.

The total number of licensed special employees increased slightly from 2 885 in 2017-18 to 2 932 in 2018-19.

The total number of licensed technicians increased from 282 in 2017-18 to 291 in 2018-19.

	Special employees				Technicians
	Casino	Licensed premises gaming ²	Gaming operator	Tasmanian gaming licence ³	
Licences issued for period 2018-19 ¹	142	603	10	2	76
Applications refused for period 2018-19	0	37	0	0	0
Licences issued as at 30 June 2019	470	2 370	32	60	291

Notes:

- Licences issued include all new licences issued, renewed licences as well as existing licences that have been upgraded to a new category of licence.
- Licensed Premises Gaming is hotel and club employees.
- Tasmanian Gaming Licence is betting exchange and totalizator employees.

Table 8: Minor gaming permits 2018-19

As at 30 June 2019 there were 305 minor gaming permits issued. The table below lists the approvals for authorised games during 2018-19.

Game	Authorised Game Approvals
Raffles	77
Bingo	37
Lucky Envelopes	43
Calcutta Sweepstakes	8
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 2018-19

Licence type	Table games	Keno	Gaming machines	Exclusion	Wagering	Other (general)	Minor gaming	Total
Casino	1	0	2	0	0	0	0	3
Hotel/clubs	N/A	8	7	0	1	2	3	21
Gaming operator	N/A	1	0	0	N/A	0	N/A	1
Tasmanian gaming licence	N/A	N/A	N/A	0	5	1	N/A	6
							Total	31

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

Table 10: Disciplinary action against casino licence holders 2018-19

Licence Holder	Venue	Section of Act	Breach	Outcome
Australian National Hotels Pty Ltd	Wrest Point Hotel Casino	98	Incorrectly configuring an electronic gaming machine's button panel	Fined \$15 900
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
Tasmanian Country Club-Casino Pty Ltd	Country Club Casino	50(2)	Allowing an unlicensed person to perform the functions of a special employee	Fined \$3 260
Australian National Hotels Pty Ltd	Wrest Point Hotel Casino	137(4)	Not complying with the requirements of the Internal Control and Accounting Manual regarding staff movement and the separation of duties	Letter of censure

Table 11: Disciplinary action against Tasmanian Gaming Licence holders 2018-19

Licence holder	Section of Act	Breach	Outcome
UBET TAS Pty Ltd	76ZNF	Providing a mail out of player loyalty program information to excluded customers	Fined \$31 800
UBET TAS Pty Ltd	92(2)	Allowing advertising to occur which did not contain a responsible gambling message	Fined \$9 780

Table 12: Disciplinary action against licensed premises gaming licence holders 2018-19

Licence Holder	Venue	Section of Act	Breach	Outcome
Julfran Pty Ltd	Globe Hotel	92(2)	Failing to access exclusion database and maintain exclusion information	Fined \$3 180
Grassroots Café Pty Ltd	Crown Inn	92(2)	Failing to ensure the Keno and EGM Logbook was satisfactorily maintained	Fined \$795
Grassroots Café Pty Ltd	Crown Inn	92(2)	Failing to access exclusion database and maintain exclusion information	Fined \$3 180
Grassroots Café Pty Ltd	Crown Inn	92(2)	Failing to maintain Responsible Conduct of Gambling register	Letter of censure
Grassroots Café Pty Ltd	Crown Inn	92(2)	Failing to maintain a clock in the keno area that met the regulatory size requirement	Letter of censure
York Cove Investments Pty Ltd	Pier Hotel	50(2)	Allowing staff to perform the duties of a special employee when not licensed to do so	Fined \$1 630
Burnie Club Inc	Burnie Club	92(2)	Failing to provide CCTV surveillance footage	Fined \$1 630
New Norfolk Hotels Pty Ltd & Zeecap (No 102) Pty Ltd	Black Stallion Hotel	50(2)	Allowing three staff to perform the duties of a special employee when not licensed to do so	Fined \$1 630
Garich Pty Ltd	Moonah Hotel	92(2)	Failing to provide CCTV surveillance footage	Letter of censure
Garich Pty Ltd	Moonah Hotel	92(2)	Allowing an employee to undertake gaming duties without holding a current Responsible Conduct of Gambling qualification	Fined \$815
Peter Scollard	Welcome Stranger Hotel	92(2)	Providing multiple EFTPOS transactions to the same customer on the same day	Fined \$1 630
EBC Leisure Limited	Olde Tudor Motor Inn	50(2)	Allowing staff to perform the duties of a special employee when not licensed to do so	Fined \$1 630
J & C Watson Pty Ltd	Midway Point Tavern	50(2)	Allowing staff to perform the duties of a special employee when not licensed to do so	Fined \$1 630

Table 13: Disciplinary action against special employees 2018-19

Licence Holder	Section of Act	Breach	Outcome
Tirie Hall	Licence condition 2.3.1	Playing keno while on duty	Letter of censure
Mandy Jones	Licence condition 2.3.1	Playing keno while on duty	Fined \$1 590
Mandy Lee	Licence condition 2.3.1	Playing keno while on duty	Suspension of special employee's licence for three months
Cecile Graham	Licence condition 2.3.1	Playing keno while on duty	Letter of censure
David Marshall	Licence condition 2.3.1	Playing keno while on duty	Fined \$1 630
David Marshall	94(1)	Extending credit to himself to enable participation in the game of keno	Fined \$815
Sheryl Williams	Licence condition 2.3.1	Playing keno while on duty	Letter of censure
Sheryl Williams	94(1)	Extending credit to a customer to enable participation in the game of keno	Suspension of special employee's licence for one month

In addition, 215 special employee's licences were suspended during 2018-19 for non-attendance at an approved Responsible Conduct of Gambling course in accordance with a condition of their licences.



LIQUOR LICENSING INFORMATION 2018-19

Liquor licensing decisions appealable in 2018-19

During 2018-19, the Commissioner for Licensing made in the order of 2 700 decisions that could be appealed to the Commission. Of these, two decisions were appealed to the Commission by the applicants. One decision related to the refusal by the Commissioner to issue an out-of-hours permit with the conditions sought by the applicant and one decision related to the refusal to grant an application for a special liquor licence.

Liquor licensing appeals in 2018-19

In 2018-19, the Commission heard one appeal from decisions made by the Commissioner for Licensing. On 10 May 2019, the Commission confirmed the decision of the Commissioner to not issue the out-of-hours permit conditions as applied for by The Ivory Lounge.

An appeal was lodged on 12 June 2019 relating to the refusal of the Commissioner to grant an application for a special liquor licence. The appeal was not considered in this financial period.

Appeal Date	Applicant	Premises	Municipality	Decision Date	Decision
22 April 2019	Sancia Porretta	The Ivory Lounge	Hobart	10 May 2019	Confirmed the decision of the Commissioner for Licensing

Liquor licensing applications referred in 2018-19

In 2018-19, the Commissioner for Licensing referred one application to the Commission for determination. The Commissioner's reasons for referring an application for an off licence for Smithton Cellars in Smithton, was essentially due to the significant number of issues raised by the 485 representations in respect of a single application. Given the Commission's greater powers in regard to the conduct of hearings, the Commissioner was of the opinion that it was in the public interest to refer the application to the Commission for a hearing.

The Commission determined that it was not in the community's best interest to direct the grant of the licence.

Referral Date	Applicant	Premises	Municipality	Decision Date	Decision
6 February 2019	Carlton Dixon	Smithton Cellars	Circular Head	5 April 2019	Not grant the off liquor licence

GLOSSARY

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 Communities Tasmania 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 either online or 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.

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.

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, 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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