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Player Card and Cashless Gaming Public Consultation

Holyoake is a specialist service delivering a range of therapeutic interventions for children and adults affected by their own or another person's alcohol or other drug (AOD) use, gambling, or other addictive behaviour.

Long term data collected by Holyoake shows the harm associated with problem gambling affects the whole family. It creates family breakdown, family violence, child neglect, crime, alcohol and drug abuse, anxiety, depression, and suicide.

The Tasmanian Liquor and Gaming Commission intends to introduce a Player Card for poker machines. These cards will be mandatory, account-based, and cashless and for all poker machines in the State.

Holyoake would like to support making all poker machines safer by:

1. Implementing the proposed registration process

ID should be checked at card issue, card reissue, when requesting an increase in loss limits, and when receiving payouts.

2. Implementing a universal, pre-commitment card system with four essential features

- Binding pre-commitment with default loss limits. Players can choose to:
 - use the default loss limits (\$100-day, \$500-month, \$5 000 year); or
 - set lower loss limits; or
 - set higher loss limits up to \$500- day, \$5 000- month, within \$5 000-year limit: or

- request to set higher loss limits above \$500-day, \$5 000- month, or \$5 000- year. Players required to undertake an additional process to determine their capacity to spend the nominated amount.
- Applies to all people using poker machines.
- A single system across all venues.
- A single card per person

3. Introduction of a 24 – hour cooling off period before an increase in loss limit.

4. Introducing safer machine design features, including:

- \$1 bet limits
- Slower spin speeds (six seconds)
- Prohibiting ‘losses disguised as wins’
- Smaller jackpots
- Higher return to player
- Reduced opening hours for poker machine venues.

5. Introducing player activity statements

Player activity statements should be mandatory and issued every 6 months. The statement should contain for that period: the financial losses sustained, and the time spent at machines. The statement must not contain any advertising or promotion but must contain approved messages about the harm caused by gambling and where to seek help.

6. Limit setting of player cards

Player accounts will have default limits of \$100 day / \$500 month / \$5000 year.

Sarah Charlton

CEO, Holyoake Tasmania Inc

Holyoake acknowledges and pays respect to the Palawa people as the traditional owners and continuing custodians of this land.

Holyoake respects and embraces diversity in ethnicity, gender identity, sexual orientation, age, physical or mental ability, religious beliefs, family status and other ideologies