

TASMANIAN LIQUOR AND GAMING COMMISSION CASINO LICENCE RULES

Effective 1 March 2020

CM: 20/17159

I PRELIMINARY

- 1.1 These Rules apply to the conduct of keno gaming, gaming machine gaming and table gaming in all casinos operating under a Casino Licence (Licence) issued under section 13 of the *Gaming Control Act 1993* (the Act) and are in addition to any conditions imposed on the Licence by the Tasmanian Liquor and Gaming Commission and the Act.
- 1.2 A casino operator and their employees (including special employees) must adhere to these Rules. Failure to comply with this requirement may result in disciplinary action against the operator or special employee. Disciplinary actions may include a letter of censure, a fine, and/or the suspension, cancellation or amendment of a licence.
- 1.3 A casino operator must ensure that a copy of these Rules is available for free public inspection and must ensure that they are enforced or caused to be enforced at all times.
- 1.4 A term used in these Rules has the same meaning as the same term used in the Act or the *Responsible Gambling Mandatory Code of Practice for Tasmania*.
- 1.5 These Rules supersede all previous Casino Licence Rules issued by the Commission in relation to the terms explained in section 1.1 of this document.

2 GAMING AREAS

- 2.1 Any gaming area that contains gaming machines must contain the following number of analogue clocks.

Number of gaming machines in gaming areas	Number of clocks required
1 – 20	1
21 – 40	2
41 – 100	3
101 – 200	4
201 plus	5

- 2.2 A clock must also be located in any area where a keno terminal or table gaming is operated outside of any gaming area that contains gaming machines.
- 2.3 Analogue clocks in a gaming area must have a diameter of not less than 30 centimetres with clearly displayed numbers, in good working order and set to, or within, 10 minutes of the correct time. A clock must be clearly visible to patrons participating in gaming in the gaming area.
- 2.4 All gaming areas must have sufficient lighting to enable clocks and signs to be easily read and the faces of people within the area to be easily identified. Where possible, this is to be achieved by maintaining or utilising natural light as a source of lighting.
- 2.5 Food or alcohol must not be served to patrons while they are playing on, seated or standing at, a gaming machine in a gaming area between the hours of 6pm and the close of business each day.

3 DURATION OF HOURS OF GAMING

- 3.1 Unless otherwise approved by the Commission, gaming facilities can only be operated at a casino for a maximum of 20 hours within any 24-hour period. There must be at least four continuous hours each day when table gaming, gaming machines and keno are not operating.

4 PATRONS

- 4.1 Any patron who appears to be intoxicated or has been refused the service of alcohol must not be permitted to participate in keno gaming, gaming machine gaming or table gaming.
- 4.2 No minor (whether employed by the casino operator or working at a casino premises) can take part in the conduct of gaming or enter a gaming area.
- 4.3 A casino operator must not, either directly or indirectly, impose a charge or a levy on a player for the right to take part in any game, other than that provided for in the rules of the game.
- 4.4 A casino operator must not exclude the general public from playing games during gaming hours. However, nothing precludes the casino operator from:
 - restricting entry to the casino private gaming areas; or
 - excluding persons in accordance with these Rules or as required by a notice issued under the Tasmanian Gambling Exclusion Scheme.

5 COMPLIANCE WITH THE ACT, CODE, DIRECTIONS AND RULES

- 5.1 Any matters concerning non-compliance with any requirements of the Act, or any licence, code, directions or rules made under the Act, must be reported to the Commission within 24 hours of being identified.

6 STAFF

- 6.1 All staff performing the duties of a special employee in the casino must have a Special Employee's Licence that is current and appropriate for the duties that the employee is required to undertake.
- 6.2 A casino operator must maintain a record of all special employees employed by the casino operator, detailing their name, date of commencement of employment, special employee licence number, expiry date of licence and expiry date of RCG qualification, and produce this record to a Liquor and Gaming Inspector if requested.
- 6.3 A casino operator must ensure that a person who is employed or working in the casino, whether for remuneration or reward or not, complies with these Rules, the conditions of their Special Employee's Licence (if applicable), the conditions of the Casino Licence and the Act.

7 PROVISION OF CASH TO PATRONS

- 7.1 A casino operator must ensure that all automatic teller machines (ATMs) and any associated signage must not be visible from any gaming area and must not be located within 20 metres from the entrance to a gaming area.
- 7.2 A casino operator must ensure that customers are not able to withdraw more than \$400 per day from any debit or credit card at ATMs located at a casino.
- 7.3 A casino operator must not allow a person to obtain, from a cash facility, a cash advance from a credit account.

- 7.4 A casino operator must not accept bank deposits, electronic funds transfers or any form of digital payments from customers to use for gambling purposes.
- 7.5 Electronic funds transfer point of sale (EFTPOS) terminals must not be located in a coin change or cash desk area at a casino other than for the sole purpose of processing the payment of winnings by electronic bank transfer.
- 7.6 No more than one EFTPOS transaction is permitted to be provided to each patron, each day, for gambling purposes and any EFTPOS transaction that is provided for gambling purposes must not exceed \$200 in value.
- 7.7 If a subsequent EFTPOS cash transaction is provided in good faith for non gambling purposes and the patron then uses the cash for gambling, staff must ensure that the patron leaves the gaming area immediately and does not bet on keno or return to any gaming area during the same day.
- 7.8 Cash provided as part of an EFTPOS transaction for gambling purposes must, where practically possible, be provided as notes, not coins.
- 7.9 Staff must take all reasonable steps to observe the gambling behaviour of their patrons and must not provide funds to a patron requesting any EFTPOS transaction for gambling purposes if that patron appears to be experiencing difficulties controlling their gambling.
- 7.10 A casino operator and their staff must not cash a patron's cheque for any purpose unless the patron is an international visitor or an exemption from this requirement has been approved by the Commission. (For guidance on the exemption process, refer to the *Tasmanian Liquor and Gaming Commission Guidelines for seeking exemption to cash cheques* document.)
- 7.11 In circumstances where cashing a cheque is permissible (ie the casino has been granted prior exemption or the patron is an international visitor) a casino operator and their staff:
- a) must not cash more than one cheque per patron per day for gambling purposes and any cheque cashed must not exceed \$200 in value; and
 - b) must check the name of any patron wishing to complete a cheque cashing transaction for gambling purposes against the Tasmanian Gambling Exclusion Scheme (TGES) database prior to the transaction being completed.
- 7.12 Cheque cashing transactions for gambling purposes must not be completed for any patron who is excluded under the TGES. Staff must ensure that any patron excluded under the TGES who is attempting to cash a cheque for gambling purposes, leaves the casino or gaming area immediately (in accordance with their exclusion requirements) and the details of the exclusion breach entered in the TGES database.

8 PAYMENT OF WINNINGS

For the purposes of these Rules, winnings from gaming machines and keno are defined as any individual gaming machine payout that requires a hand-pay voucher or the payout value of any individual keno ticket.

- 8.1 A casino operator must ensure that the redemption of value chips, keno tickets, gaming machine payouts and gaming tokens shall be drawn on the casino operating account in cash, by cheque or, when requested by a patron and can be accommodated, direct bank transfer.

- 8.2 Payouts to patrons from any individual gaming machine or keno ticket must not exceed \$1 000 cash. Where any required payout exceeds \$1 000, the amount of the payout that is above \$1 000 must be paid by cheque or, when requested by a patron, direct bank transfer if the operator can accommodate the transfer.
- 8.3 Patrons must be provided with the opportunity for any payout from gaming machines or keno in excess of \$300 to be paid by cheque or, when requested by a patron, direct bank transfer if the operator can accommodate the transfer.
- Casinos have up to 24 hours to provide any cheque or bank transfer for the payouts, except in the case of weekends or public holidays, where payment must be made by the next business day.*
- 8.4 All cheques provided to patrons for the payment of payouts from gaming machine or keno gaming must have the words “Gaming Machine Payout” or “Keno Payout” written on the front of the cheque and be crossed “Account Payee Only, Not Negotiable”.
- 8.5 All cheques provided to patrons for an amount which is established as being for table gaming payouts must have the word “Winnings” written on the front of the cheque and be crossed “Account Payee Only, Not Negotiable”.
- 8.6 The details of any patron requiring a cheque or direct bank transfer for a payout must be checked against the TGES database prior to the completion of the transaction. Any patron identified as being excluded under the TGES must be paid their payout and then be required to leave the casino or gaming area immediately (in accordance with their exclusion requirements).

9 INDUCEMENTS, PROMOTIONS & PRIZES

For the purposes of these Rules, an inducement includes a voucher, ticket, token or any other form of reward which can be exchanged or used for gambling purposes.

- 9.1 A casino operator must not offer or provide incentives or benefits to any other licensee and/or persons employed or working in the casino as a reward to encourage patrons to gamble, re-invest or replay winnings. An incentive or benefit includes, but is not limited to, money, salary bonuses and gift vouchers that are designed to encourage those working in the industry to deliberately elicit patrons to gamble.
- 9.2 When checking a keno ticket for a patron, if the ticket has wins and staff offer to replay the ticket they must also offer the patron the option of a payout.
- 9.3 A casino operator must not enter into any incentive based sponsorship arrangement where the level of sponsorship to be provided is linked to the use of gambling products at the casino.
- 9.4 Patrons must not be offered or allowed to use any inducement greater than \$15 for gambling purposes or offered multiple vouchers for gambling at the same time where the combined value would exceed \$15.
- This Rule does not apply to premium players as defined by the Commission.*
- 9.5 Any inducement, regardless of the amount that it is issued for, must be redeemable for services other than just gambling, for example accommodation, dining, entertainment.
- 9.6 Any inducement offered, other than one for a specific event, must be valid for a minimum of 30 days.

- 9.7 Patrons must not be offered the supply of free or discounted alcohol for consumption on the premises (including vouchers for the purchase of alcohol) as an inducement or reward for gambling.

This Rule does not apply to private gambling areas, to players participating in a table gaming tournament or where alcohol is provided with food at a location outside of a gambling area.

- 9.8 Patrons must not be required to gamble in excess of \$10 for a specific period of time in order to receive an inducement, obtain a prize or be eligible to enter a specific prize draw.

This Rule does not apply to premium players as defined by the Commission.

- 9.9 Patrons must not be required to be at a draw, or on the premises at the time of a prize draw, in order to be eligible to win any individual prize that is greater than \$1 000 in value.

10 PLAYER LOYALTY PROGRAMS

For the purpose of these Rules, a player loyalty program (PLP) is a formal arrangement which includes any club, membership or program that provides rewards to patrons for participating in gambling at the premises. An “inactive” PLP member is a patron who has not gambled within the previous six-month activity statement reporting period. An “active” PLP member is a patron who has gambled within the previous six-month activity statement reporting period. “Low gambling activity” is a Tasmanian PLP member who has recorded a gambling loss of \$100 or less during the statement period.

- 10.1 A casino operator must ensure that any PLP which operates at the casino complies with the following:
- a) Patrons must be provided with detailed information about the operation of any PLP at the time of joining the PLP, including but not limited to terms and conditions, points accrual details and rewards.
 - b) Patrons must have the ability to opt out of being a “member” of a PLP at any time.
 - c) PLP members must be able to access any information that the PLP operator holds about them.
 - d) All information held about a PLP and its members must be made available to the Commission upon request.
 - e) PLP points accumulation must not focus exclusively from gambling activities where other activities, such as accommodation or dining, are available under the PLP.
 - f) The accumulation rate of PLP points as a result of gambling and any benefits offered by a PLP must be the same for all PLP members and must not vary.
 - g) Responsible gambling messages, as approved and/or prescribed by the Commission, must be incorporated and prominently displayed in PLP documentation.
 - h) PLPs operating at the premises must not be offered to minors or excluded persons and must not offend prevailing community standards.
 - i) PLP members must not be offered rewards greater than \$15 which can be used for gambling purposes.

- j) With the exception of k) below, and non-Tasmanian residents, gambling related contact must not be initiated by the casino operator or their staff with an inactive PLP member at any time by any method, including in-writing, in-person, by telephone, internet or other electronic means. This includes the issue of player activity statements. Non-gambling communication is permissible so long as the contact or information distributed does not refer to gambling in any way.
- k) Amounts of \$20 or more held in the account of an inactive PLP member (inactive card) must be returned to the player after 11 months of inactivity by means of a cheque delivered to their home postal address or, where available, direct electronic funds transfer. Information unrelated to returning the funds is not allowed to accompany the cheque or the EFT advice.
- l) An active PLP member must be:
 - i) Notified in writing at least once each year of their right to cease participation in the PLP.
 - ii) Sent self exclusion and responsible gambling information that incorporates the name and telephone number for the Gambling Helpline at least once each year.
 - iii) With the exception of (iv) below, sent a player activity statement to their home postal address every six months, where points, or the equivalent, are accrued as a result of the patron gambling.
 - iv) Issued a player activity statement (where a member resides interstate or internationally, or is a low gambling activity Tasmanian member) every six months that is available for collection at the casino premise within 90 days from the end of the statement period. After the 90 days, the PLP membership will be suspended until the player activity statement is collected in person from the casino.
- m) PLP player activity statements must provide concise and meaningful information about the player's gambling history including at a minimum:
 - i) the turnover amount, in dollars, for the previous six months;
 - ii) number of hours spent at gaming machines for the previous six months (where applicable);
 - iii) the net amount, in dollars, won or lost during the previous six months;
 - iv) five year cumulative tallies of the same information above; and
 - v) clearly identify and differentiate points that have been accrued from gambling and non-gambling activities (where applicable).
- n) PLP player activity statements must not contain gambling advertising and any other irrelevant information that is not related to the gambling record of the player.

II INFORMATION TO PLAYERS

A casino operator must ensure that the following signs, brochures, stickers or information is affixed or placed as required.

- 11.1 Sign ORS02 "Minors Warning (Entrance)" must at all times be clearly displayed at every entrance to an area where gaming machines or table gaming operates.

- 11.2 Sign ORS03 “Minors Warning” must at all times be clearly displayed at the location of each keno terminal and self-service keno terminal, unless the keno terminal is staffed and located within an area where gaming machines or table gaming operates.
- 11.3 Poster ORP01 “Gamblers Help” must be displayed throughout the venue as instructed by the Commission from time to time.
- 11.4 Contact Card ORC01 “Gamblers Help” must be displayed throughout the venue in prominent positions and discreet locations, including toilets and gambling areas or as instructed by the Commission from time to time.
- 11.5 Brochure ORB01 “Gambling Regulation” must be available to patrons at all times and supplies of the brochure must be located in prominent positions wherever keno gaming, gaming machine gaming or table gaming occurs.
- 11.6 Brochure ORB03 “Need to Take a Break from Gambling” must be available to patrons at all times and supplies of the brochure must be located in prominent positions wherever keno gaming, gaming machine gaming or table gaming occurs.
- 11.7 Brochure ORB04 “Chances of Winning” must be available to patrons at all times and supplies of the brochure must be located in prominent positions wherever keno gaming, gaming machine gaming or table gaming occurs.
- 11.8 Brochure ORB09 “Complaints” must be available to patrons at all times and supplies of the brochure must be located in prominent positions wherever keno gaming, gaming machine gaming or table gaming occurs.
- 11.9 Sticker ORM01 or ORM02 “Minors Warning (Gaming Machines)” must at all times be displayed in a prominent location on the front of every gaming machine.
- 11.10 Any other sign, brochure, sticker or information as required from time to time by written notice from the Commission.

12 ADVERTISING

- 12.1 All advertising of gambling products by casino operators must:
 - a) comply with the ‘Code of Ethics’ adopted by the Australian Association of National Advertisers.
 - b) be socially responsible and consistent with the expectation that gambling will be conducted responsibly so as to minimise harm.
 - c) not be offensive or indecent in nature, and not offend prevailing community standards.
 - d) not be false, misleading or deceptive, including not misrepresenting the odds, the probability of winning a prize or the prizes that can be won.
 - e) not give the impression that gambling is a reasonable strategy for financial betterment or enhancing social situation.
 - f) not challenge or dare a person to play.

- g) not suggest that skill can influence games that are games of chance.
- h) not encourage or target people under 18 years of age to gamble.
- i) not portray, condone or encourage gambling in combination with the consumption of alcohol.

This does not apply to advertising that shows celebrating a win in a responsible manner outside of a gambling venue.

- j) not show people who are under 25 years of age in gambling advertising unless:
 - their appearance is incidental as part of a natural situation; and
 - they are not located in a gambling venue; and
 - there is no implication that the person will participate in gambling.

This does not apply to a person engaged to advertise or promote gambling as part of a sponsorship agreement, however the person must be over 18 years of age and must not be shown participating in gambling.

- k) not be directed at vulnerable or disadvantaged groups, where people may not have a capacity to fully understand the information, such as refugees or people with intellectual disabilities.
- l) not procure, incite or encourage a person to commit an offence.
- m) include responsible gambling messages in all media (including internet) advertising that incorporates a standalone gambling message, for example, “Gamble Responsibly” and the name and telephone number for the Gambling Helpline, to a size and form which meets the requirements of the *Tasmanian Liquor and Gaming Commission Gambling Product Advertising Standards* document.
- n) not be directed at or provided to excluded persons.
- o) not involve irresponsible trading practices.
- p) not violate the confidentiality of information relating to, or the privacy of, players without the consent of the player.
- q) not occur on television and/or radio between:
 - 6:00am - 8:30am and 4:00pm - 7:00pm weekdays; and
 - 6:00am - 8:30am and 4:00pm - 7:30pm on weekends.

The following forms of advertising are exempt from the above periods:

- *advertising during a racing or sports broadcast; and*
 - *advertising that focuses specifically on entertainment or dining facilities and does not depict or refer to gambling in any way.*
- r) sounds associated with gaming machine operation must not be included in any television or radio advertising.

13 CCTV SURVEILLANCE

- 13.1 A casino operator must ensure that a CCTV surveillance system which meets the requirements of the *Tasmanian Liquor and Gaming Commission Minimum Casino Surveillance Standards* document is in operation at the casino.

14 TABLE GAMING MANAGEMENT SYSTEM

- 14.1 A casino operator must ensure that a table gaming management system is operating at the casino which meets the requirements of the *Tasmanian Liquor and Gaming Commission Table Gaming Management System Technical Standards*.

15 GAMING MACHINE MONITORING SYSTEM

- 15.1 A casino operator must ensure that a gaming machine monitoring system is operating at the casino which meets the requirements of the *Tasmanian Liquor and Gaming Commission Gaming Machine Monitoring System Technical Standards*.
- 15.2 A casino operator must ensure that if card based gaming is operating at the casino, the system meets the requirements of the *Tasmanian Liquor and Gaming Commission Card Based Gaming Systems Technical Standards*.

16 COMPLIANCE WITH INTERNAL CONTROL AND ACCOUNTING MANUAL (ICAM) OPERATIONAL PROCEDURES

- 16.1 The Commission may disallow any part of an operational instruction referred to in the casino ICAM that is:
- a) contrary to law or regulation;
 - b) oppressive, unfair or unjust in its application; or
 - c) of a nature that will undermine the integrity of gaming at the casino.

17 CASINO GAMING AUDITS

- 17.1 A casino operator must ensure that the Internal Control and Accounting Manual contains a system of gaming audits which must be carried out by staff independent of the area being audited, with the results of each audit provided to the Commission.

18 DISPUTES

- 18.1 A casino operator must comply with any request of a patron for a Liquor and Gaming Inspector to:
- a) review the determination of any dispute with a special employee; or
 - b) investigate any gaming related complaint.

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