

Department of Treasury and Finance

LIQUOR AND GAMING BRANCH

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Doc reference 24/88541

Mr s36
Chief Operating Officer - Gaming Services
Maxgaming Tas Pty Ltd
Tower 2, Level 19
727 Collins Street
DOCKLANDS VIC 3008

Sent via e-mail: s36@max.com.au

Dear Mr s36

Ministerial Reporting Requirements - Monitoring Service Deed

I refer to correspondence from Maxgaming Tas Pty Ltd (MAX) dated 8 March 2024, providing details of how MAX proposes to satisfy the requirements under the provisions of the Monitoring Services Deed (the Deed) to periodically provide reports to the Minister in relation to various aspects of its operations.

Specifically, in relation to Clause 17 of the Deed - "Satisfaction Surveys" I can advise that the manner MAX has proposed to conduct its Satisfaction Survey, including the target population, content, criteria and format of the survey has been approved.

It is noted that MAX intends to conduct the first Satisfaction Survey on 1 May 2024. The Minister looks forward to receiving the results of that survey from MAX on or before 20 May 2024, as required under the Deed.

With respect to the manner in which MAX has proposed to satisfy the other Ministerial reporting requirements, these are currently being considered and a response will be provided to MAX in due course.

Should you have any queries or require any further information regarding this matter, please contact s36

Yours sincerely

A large, stylized signature of the number "36" in white on a black background.

for Gary Swain
Secretary

29 April 2024

Department of Treasury and Finance

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Doc reference 24/145583

Mr s36
Chief Operating Officer - Gaming Services
Maxgaming Tas Pty Ltd
Tower 2, Level 19
727 Collins Street
DOCKLANDS VIC 3008

Sent via e-mail: s36@max.com.au

Dear Mr s36

Ministerial Reporting Requirements - Monitoring Service Deed

I refer to correspondence from Maxgaming Tas Pty Ltd (Maxgaming) dated 8 March 2024, seeking approval from the Minister for Finance in relation to the proposed reporting on various aspects of its operations, as required by the Monitoring Services Deed (the Deed) between Maxgaming and the State.

In accordance with Schedule 4 and Schedule 5 of the Deed, the Minister for Finance has considered Maxgaming's proposal and approved:

- the format of each of the proposed Maxgaming reports; and
- the proposed methodologies and tools intended to be used by Maxgaming to measure its performance against each of the required service levels.

Should you have any queries or require any further information regarding this matter, please contact s36

Yours sincerely

A large, stylized signature of "s36" in white text on a black rectangular background.

for Gary Swain
Secretary

8 July 2024

Department of Treasury and Finance

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Doc reference 22/183620

s36

Chief Operating Officer
Maxgaming Holdings Pty Ltd
GPO Box 1943
MELBOURNE VIC 3001

Sent by email: s36@max.co.au

Attention: s36

Dear Mr s36

Request for Tender Licensed Monitoring Operator - compliance with EMS Technical Standard

I refer to the Request for Tender for a Licensed Monitoring Operator for Electronic Gaming Machines in Hotels and Licensed Clubs (LAGB2022-01) as it relates to compliance with the Tasmanian Liquor and Gaming Commission's EMS Technical Standard.

I note that while Maxgaming has stated that it will meet the requirements of the Standard, it also proposes a number of alternatives or departures from the EMS Technical Standard. The Standard has been set by the Tasmanian Liquor and Gaming Commission and the Commission will assess Maxgaming's EMS for compliance with that Standard. Therefore any departures or alternatives proposed cannot be approved through this tender process.

In particular, Attachment 901 of Maxgaming's submission is a letter in response to Tender Response Schedule 4.3: Compliance with EMS Technical Standard, confirming that the Electronic Monitoring System proposed by Maxgaming will be fully compliant with all requirements of the EMS Technical Standard.

It is noted that, in this letter of compliance, a recommendation is made against EMS Technical Standard 4.4.10 (signature checking after remote manual reactivation of an EGM), which the Commission may not agree with because it is not clear that an automatic software check will occur after a logic door has been opened and closed. Tasmania has a requirement for this software checking to occur in this situation and has historically had to introduce manual processes to deal with this type of event.

Further, Maxgaming's recommendation against EMS technical Standard 4.9.5(c) states that dual log on (involving Commission/Treasury personnel) is not required. Dual log on is a long standing requirement of the Tasmanian Liquor and Gaming Commission. Joint password or equivalent controls are required by the Commission to ensure regulatory oversight is maintained particularly with regard to components of the EMS that are relied on for tax calculations. This includes databases that store venue gaming machine meter information.

It is also noted that, in response to RFT schedule 4.1(c) and clarification additional information provided on 16 June 2022, in relation to Section 2.1.1(a)(i) and (ii), Maxgaming has proposed an alternative method to populate the gaming approvals database by deriving information based on initial communications from an EGM at changeover (on the basis that it was previously approved) and store this in the EMS. This approach does not appear to be compliant with the EMS Standard.

Should you have any queries or require any further information regarding this matter, please contact s36

Yours sincerely

s36

for James Craigie
Acting Secretary

16 August 2022

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Department of Treasury and Finance

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Doc reference 23/235057

Mr s36
General Manager
Regulatory Services, Financial Crime Monitoring & Responsible Gambling
Maxgaming Tas Pty Ltd
Tower 2, Level 19
727 Collins Street
DOCKLANDS VIC 3008

Dear Mr s36

Approval of change in Key Personnel

I refer to your letter dated 18 September 2023, seeking approval of Key Personnel changes by Maxgaming Tas Pty Ltd. The Treasurer has considered the proposed changes, and in accordance with section 23.4 of the Monitoring Services Deed, has approved the replacement of s36, Relationship Manager, with s36 and s36 as joint Relationship Managers.

Should you have any queries or require any further information regarding this matter, please contact s36

Yours sincerely

s36

for Fiona Calvert
Acting Secretary

31 October 2023

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Doc reference 23/254589

Mr s36
Chief Operating Officer - Gaming Services
Maxgaming Tas Pty Ltd
Tower 2, Level 19
727 Collins Street
DOCKLANDS VIC 3008

Sent via e-mail: s36@max.com.au

Dear Mr s36

Ministerial Reporting Requirements - Monitoring Service Deed

I refer to the Monitoring Services Deed (the Deed) between Maxgaming Tas Pty Ltd (MAX) and the Treasurer for and on behalf of the Crown in the right of Tasmania. MAX is reminded that there are several requirements under the provisions of the Deed for MAX to periodically provide reports to the Treasurer in relation to various aspects of its operations.

These reporting requirements are specifically contained within the following areas of the Deed:

- **Clause 17 - Satisfaction Surveys**
 - Subclause 17.2 - Content and format of Satisfaction Surveys
 - Subclause 17.3 - Results
- **Schedule 4 - Monitoring Services**
 - Clause 1.5 - Help Desk - subclause (e)
 - Clause 6.1 - Monthly Reports - subclauses (a) to (f)
 - Clause 6.3 - Reports for Treasury - subclauses (a) and (b)
- **Schedule 5 - Service Levels - Part B Service Levels for the Minister**
 - Clause 8 - Measurement and reporting - subclauses (a) and (b)
- **Schedule 5 - Service Levels - Part C Service Levels for Venues**
 - Clause 12 - Measurement and reporting - subclauses (a) and (b)

Under these requirements, the Treasurer is required to approve the content and format of the reports, surveys, and the measurement tools and methodologies used by MAX to measure its performance.

Accordingly, MAX is requested to provide information as to how it intends to satisfy the above Ministerial reporting requirements, including details of the proposed format of the reports to be provided and the measurement tools and methodologies to be used.

This information, once received, will be provided to the Treasurer for consideration and approval.

Should you have any queries or require any further information regarding this matter, please contact s36

Yours sincerely

s36

for Fiona Calvert
Acting Secretary

7 December 2023

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