

Mandatory Code of Practice

Questions and Answers

The Mandatory Code

Q. *How do customers make a complaint about possible breaches of the Code?*

A. If a customer wishes to complain that a venue is not following the Code, provide them with a complaint form that is located at your venue.

Advertising

Q. *Do I need to have a responsible gambling message on media advertising?*

A. Yes. The Code requires that you must include responsible gambling messages in all media advertising that incorporates a standalone gambling message, for example, “Gamble Responsibly” and the name and telephone number for the Gambling Helpline (“Gamblers Help 1800 858 858”) to a size and form approved by the Commission.

Q. *Do I have to put a responsible gambling message on advertising that goes on local community bulletin boards?*

A. Yes. The Code requires that you include a responsible gambling message on all gambling product advertising, including television, radio, newspaper, billboards, brochures, flyers, emails and letters.

Q. *Are there any restrictions on advertising gambling products and alcohol together?*

A. Yes. The Code requires that advertising does 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.

Q. *Do I have to put a responsible gambling message on a sign off my premises, where my hotel name occurs?*

A. Responsible gambling messages need to be included where a gambling product is advertised. If a hotel name only exists on the sign, the responsible gambling messages do not have to be used. If a gambling product is quoted on a sign off your premises (such as Oasis or TASkeno), the responsible gambling messages would need to be listed.

Q. *Do I have to include a responsible gambling message on a sign at my hotel or club premises?*

A. Permanent brand signage on your premises (such as Oasis or TASkeno) does not need a responsible gambling message. However, signage that may change from time to time and advertise a product (such as posters in windows, banners, sandwich boards and billboards) will require responsible gambling messages.

Q. *Do I have to put a responsible gambling message on my website?*

A. Yes. If your website describes gambling products at your venue, the responsible gambling message will need to be listed on the main page which promotes gambling at your venue.

Q. *How do I know what size the responsible gambling message needs to be, or how long it should appear for in an advertisement?*

A. The Commission's Gambling Product Advertising Standards: www.treasury.tas.gov.au/Documents/GamblingProductAdvertisingStandards.pdf details the requirements for responsible gambling messages in all forms of advertising.

Q. *Are there restrictions for television and radio advertising?*

A. Yes. The Code requires that no advertising of gambling products can occur between:

- a) 6.00 am - 8.30 am and 4.00 pm - 7.00 pm weekdays; and
- b) 6.00 am - 8.30 am and 4.00 pm - 7.30 pm on weekends.

Exemptions apply, such as 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.

Inducements

Q. *Can I offer sponsorship to a local sporting team on the basis the team frequents my premises?*

A. Yes. As long as there is no requirement for members of the club to spend a pre-set amount on gambling activities.

Q. *Can a player 'redeem' two \$15 vouchers on the same day?*

A. Yes. If a player 'accumulates' vouchers, a maximum of \$15 can be redeemed at each transaction. However, people must not be 'offered' free vouchers (or tokens and the like) of a value greater than \$15 which can be used for gambling purposes. This includes multiple vouchers at the same time where the combined value would exceed \$15.

Q. *Can I offer incentives to my staff and others for persuading people to gamble?*

A. No. The Code requires that you must not offer or provide incentives or benefits to other prescribed licence holders or staff as a reward to purposefully encourage other people to gamble, re-invest or replay winnings.

This requirement does not apply to arrangements between Foreign Games Permit / Tasmanian Gaming Licence holders and their approved lottery / totalisator outlets.

Q. *Can my staff offer players the choice of replaying their winning keno tickets?*

A. Yes, staff can offer to replay a winning ticket so long as they also offer the patron the option of a payout.



Q. *Can I offer my customers free or discounted alcohol when they're gambling in my venue?*

A. No. The Code states that people must not be offered free or discounted alcohol for consumption on the premises (including vouchers for the purchase of alcohol) as an inducement or a reward for gambling.

Q. *Are there any restrictions on jackpots for gaming machines?*

A. Yes. Jackpot prize amounts that can be won on gaming machines must be limited to:

- a) \$25 000 maximum for stand-alone progressive jackpots; and
- b) \$60 000 maximum for linked jackpot arrangements.

The jackpot limits do not apply to casinos.

Q. *Can I conduct a draw at my premises which requires a person to be present to win where the prize is greater than \$1 000, if entry to the draw is not linked to gambling?*

A. Yes. Weekly draws such as "Joker Jackpots" can still occur, as long as entry to the draw is not linked to participating in gambling or being a member of a gambling related player loyalty program.

Player Loyalty Programs

Q. *Is the Network Gaming "Oasis Rewards Club" a player loyalty program?*

A. No. This program in its current form is not linked to amounts of money spent on gaming machines or keno, so no restrictions apply, other than displaying responsible gambling messages in the newsletters.

Q. *Can I contact inactive loyalty program members?*

A. Gambling related contact must not be initiated with program members who have not gambled within the previous six-month activity statement reporting period (where player activity is recorded). All forms of gambling communication are prohibited including in writing, in-person, by telephone, internet or other electronic means. Any form of non-gambling communication must not refer to gambling in any way.

Access to Cash

Q. *Why can someone withdraw \$400 from a debit or credit card at an ATM in the casinos but only withdraw \$200 from EFTPOS at hotels and clubs?*

A. The two casinos are not just gambling venues – they are large entertainment venues as well. On that basis, the Tasmanian Liquor and Gaming Commission felt it would be too restrictive on patrons of the casinos who are not there for gambling purposes to have the same restrictions imposed on them as those imposed on the patrons of hotels and clubs.



All venues (except casinos) are limited to a maximum amount of \$200 for any purpose and no more than one EFTPOS transaction is permissible, per day, per customer.

This requirement does not apply to the part of the premises that is a bottle shop.

Casinos, for gambling purposes, are limited to a maximum of \$200 and no more than one EFTPOS transaction is permissible, per day, per customer.

Q. *If my venue has a maximum EFTPOS cash out for gaming limit of \$50, do I have to increase that to \$200 under the Code?*

A. No. If you wish to impose a lower EFTPOS cash out limit, you are perfectly free to do so. The limit for casinos will remain at \$200 (for gambling purposes). For all venues, including casinos, no more than one EFTPOS transaction is permissible, per day, per customer.

Q. *If my venue has a lower maximum EFTPOS cash out limit than \$200 (hotels and clubs), do I have to display the Tasmanian Liquor and Gaming Commission sign?*

A. No. This sign is no longer correct and must not be displayed. However, a venue can still display its own sign which details their house policy of a lesser maximum withdrawal amount.

Q. *Can I cash a gaming machine or keno payout cheque in a gaming venue a day after it was issued if it is for more than \$200?*

A. No. All gaming machine and keno payout cheques must be crossed "Account Payee Only, Not Negotiable", and therefore can only be cashed at a financial institution.

Q. *To make it more private for my customers, can I locate a coin change machine in a private area of my venue?*

A. No. Coin change machines must be located in the line of sight of main staffed areas of the venue and in the position approved by the Commission.

Payment of Winnings

Q. *Which forms of gambling require a payout cheque for winnings over \$1 000?*

A. Gaming machines and keno only. However, payments above \$1 000 can also be paid by direct bank transfer where requested by a customer and the venue can accommodate the transfer.

Before a cheque or direct bank transfer for the payment of winnings is issued, the exclusion database must be checked to identify whether the person has been excluded from gambling.



Q. *What do I do if I discover that a patron requiring a cheque for winnings is listed in the Tasmanian Gambling Exclusion Scheme database?*

A. The patron is to be paid their winnings and is then required to leave the gaming room or the venue (depending on the type of exclusion).

Q. *Is the \$1 000 payout limit a daily limit?*

A. No. The \$1 000 payout limit applies to each win greater than \$1 000. If someone has a win on gaming machines and a win on keno in the same venue on the same day, and both wins are each greater than \$1 000, the customer could receive \$2 000 in cash (2 x \$1 000) and the remainder by way of two cheques (one for the gaming machine win and one for the keno win) – unless they request a single cheque or, if the customer requests, payment by direct bank transfer where the venue can accommodate the transfer.

Before a cheque or direct bank transfer for the payment of winnings is issued, the exclusion database must be checked to identify whether the person has been excluded from gambling.

Q. *If someone wins \$1 200 on keno – can they replay \$200 so they don't need to get a cheque?*

A. No. You must pay \$1 000 in cash (if requested) and the remaining \$200 by cheque or, direct bank transfer, if requested by the customer and the venue can accommodate the transfer. A player can still replay keno tickets, but the cost of any ticket replay must be deducted from the cash component of the original win.

Before a cheque or direct bank transfer for the payment of winnings is issued, the exclusion database must be checked to identify whether the person has been excluded from gambling.

Q. *Does the cheque have to be made payable to "cash"?*

A. No. Cheques payable as 'cash' cannot be issued. All cheques provided to customers for the payment of winnings from gaming machine or keno gaming must have the words "Gaming Machine Payout" or "Keno Payout" and be crossed "Account Payee Only, Not Negotiable" on the front of the cheque.

Before a cheque or direct bank transfer for the payment of winnings is issued, the exclusion database must be checked to identify whether the person has been excluded from gambling.

Q. *What if a customer refuses to accept a cheque or a direct bank transfer?*

A. Advise the customer that any payout amount not collected is paid to the Tasmanian Government. Where this occurs, the amount is to be forwarded to Network Gaming who will then remit it to the Tasmanian Government.

Q. *Am I required to issue a cheque to a customer for payment of winnings in excess of \$300?*

A. Yes. People must be provided with an option of having gambling winnings in excess of \$300 paid by cheque or, if requested by a customer, direct bank transfer where the venue can accommodate the transfer.

Before a cheque or direct bank transfer for the payment of winnings is issued, the exclusion database must be checked to identify whether the person has been excluded from gambling.



Venues may take up to 24 hours to provide any cheque or bank transfer for the payment of winnings, except in the case of weekends or public holidays, where payment must be made by the next business day.

Q. Can a venue cash a payout cheque the next day?

A. Payout cheques are required to be crossed “Account Payee Only, Not Negotiable” and therefore must be deposited at a financial institution.

Q. If I have a keno win over \$3 000, how can I collect my winnings?

A. Any wins over \$3 000 will automatically result in a Central Site Voucher (CSV) being produced. If the win was for \$10 000, a maximum of \$1 000 could be paid in cash at the venue. The balance of the win could be either collected at a casino or Network Gaming could send out a cheque or, if requested by a customer, by direct bank transfer if Network Gaming can accommodate the transfer. If a player chooses to collect the CSV from a casino, they could collect a further \$1 000 in cash and the balance would be paid by cheque or, if requested by a customer, by direct bank transfer if the casino can accommodate the transfer.

Q. Does a venue need a sign advising customers that on request, any payout above \$300 can be made by a cheque or direct bank transfer if the venue can accommodate the transfer?

A. No. This information is in the Code and the brochure “Gambling Regulation”. A licence holder may want staff to highlight this to customers at the time of any payout. This is a decision for individual venues.

Lighting

Q. The Code requires venues to provide “adequate lighting” – how is that going to be determined?

A. The Code requires that “there must be adequate lighting ... to enable clocks and signs to be easily read and the faces of people within the room to be easily identified”. The Commission intends taking a “common sense” approach to the issue of lighting – if signs cannot be read and faces cannot be easily identified, the lighting is not adequate.

Service of Food and Alcohol

Q. Can orders for food be taken from gaming machine players after 6:00pm?

A. Yes. Orders can be taken, however, a person must not be served food while playing, or seated at, a gaming machine between 6 pm and the close of gambling each day.

Q. Can gaming machine players be served tea, coffee, soft drink and water?

A. Yes. Only alcohol cannot be served.



Q. *What are the restrictions around alcohol being served to gaming machine players?*

A. A person must not be served alcohol in hotels or clubs while playing, seated or standing at a gaming machine at any time.

A person must not be served alcohol in a casino while playing, seated or standing at a gaming machine between 6 pm and the close of gambling each day.

Any person who appears to be intoxicated must be prevented from gambling.

Q. *Can staff assist customers with mobility issues by carrying alcohol beverages to their seats?*

A. Yes, provided that the person has had a break in play by ordering the drink at the bar, it is reasonable that a staff member is able to subsequently assist by carrying the drink for a person with mobility issues.

Clocks

Q. *Does every gaming machine player have to be able to see a clock while seated at a gaming machine?*

A. No. Clocks have to be clearly visible (i.e. not obscured by pillars, signs etc.) but players can be expected to move in order to view a clock.

Q. *Why do there have to be clocks on the walls in venues when there are already clocks on the machines?*

A. Many gamblers are so engaged in their gambling that they do not notice the clocks on the machines. Highly visible clocks on the walls give gamblers a clear sense of the time as well as a sense of the passage of time. This helps some gamblers recognise that they have been gambling for extended periods and need to take a break.

Q. *Do clocks have to be displayed in outdoor smoking areas where there is a keno screen?*

A. No.

Staff Training

Q. *How many licensed employees need to complete the Responsible Conduct of Gambling (RCG) course?*

A. Gaming machine venues must have one person who has completed the approved RCG course (or equivalent) on duty at all times that gaming machine gaming is available.

All venues must ensure special employees have completed the approved RCG course.

Q. *How often does a licensed employee have to undertake RCG training?*

A. It is a requirement that every special employee undertakes an approved RCG course every five years. Venue operators are required to ensure that this occurs.



Q. *What should staff do to engage with customers whom they believe may have a gambling problem?*

A. If a staff member suspects that a patron has a gambling problem, they should speak to their supervisor immediately. The supervisor should assess the situation and determine an appropriate course of action – this may include suggesting that the person take a break and have a non-alcoholic drink away from the machines or go for a walk outside of the premises. They should also provide the person with the contact phone number for Gamblers Help (1800 858 858).

Information to Players

Q. *Will there be new signs and brochures produced for the revised Code?*

A. The Commission has undertaken a review of the 'Information to Player' ODDSR resources, which has resulted in the consolidation of the brochures and reduction in the number of signs that must be displayed in gaming venues.

From 1 May 2018, the warnings for minors' signs (ORS02 and ORS03) must remain in place. All other signage will no longer be required, however, venues have the discretion to keep them displayed with the exception of EFTPOS withdrawal limits (ORS04) which is no longer correct.

Q. *If I have a keno terminal and a UBET terminal located together, do I need signs at both terminals?*

A. No. One set of signs and brochures only needs to be displayed where terminals are located in close proximity to each other.

Q. *Do I have to use the Tasmanian Liquor and Gaming Commission supplied brochure holders or can I use my own?*

A. A venue can supply brochure holders if it wishes, however, all brochures must be displayed together.

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