

Tasmanian Liquor and Gaming Commission

The Tasmanian Liquor and Gaming Commission is an independent body responsible for the regulation of gambling in Tasmania.

It's the Law

Tasmania's gambling laws are strict. They apply to gambling operators and their staff, and to people who gamble.

Gambling laws ensure that:

- Gambling is fair
- Gambling environments are safe
- Gambling staff have the right training
- Information about gambling is available
- Help is available if gambling becomes a problem
- Complaints can be resolved.

For information and support contact:

Gamblers Help



gamblinghelponline.org.au



1800 858 858



To arrange an in-person counselling session, exclusion or group support call 1800 243 232

Gamblers Help is available at any time, 24/7, 365 days a year. Help is confidential and free.

Gamblers Help supports people who gamble - and their family and friends.

You can access Gamblers Help by scanning here



www.gaming.tas.gov.au



gaming@treasury.tas.gov.au



(03) 6166 4040

What to expect in this gambling venue





Required

Information for players

- Gambling operators must provide information on gambling laws, support services and your chances of winning.

Trained staff

- All staff who are directly involved in gambling must be trained in the responsible conduct of gambling.

Exclusions

- You can arrange to exclude yourself if you are concerned about gambling. Venues can also exclude you. Scan the QR code for more information:



- If you are excluded from a venue and don't follow the exclusion, you have committed an offence and will be asked to leave. The venue will also notify the Commission.

Gambling advertising

- The times that gambling can be advertised on TV and radio are restricted (excluding lotteries) and advertising must carry a responsible gambling message.

Access to cash

- EFTPOS cash withdrawals at a gaming venue are limited to one per day with a maximum of \$200 for any purpose.

Payment of winnings

- Payouts for gaming machine and keno over \$1 000 must be paid by cheque or bank transfer within 24 hours of the win (or by the next business day).

- Patrons must be offered cheque or direct bank transfer for gaming machine and keno over \$300.

Electronic Gaming Machines

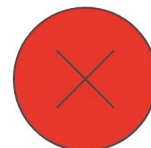
- If you detect that a machine has a fault or error you should bring this to the attention of gaming staff.

Clocks and lighting

- Clocks must be visible in gaming areas and areas where wagering occurs. Clocks, signs and the faces of people around you should be clearly visible.

Complaints

- If you have a gambling related complaint you can talk to staff at the venue or the relevant gambling operator. If you aren't happy with the response, contact the Liquor and Gaming Branch. Refer to the 'Complaints' brochure.



Not Allowed

Access to cash

- You **cannot** cash cheques at a gaming venue except in limited circumstances.
- You **cannot** obtain cash from an ATM using a credit card.
- Venues **cannot** accept bank deposits, electronic fund transfers or similar for gambling purposes.



Offers and giveaways

- You **cannot** be offered rewards that can be used for gambling.
- You **cannot** be required to attend the draw in person for promotional draws where any prize is worth more than \$1 000.

Minors

- People under the age of 18 are **not permitted** to gamble or enter the restricted gaming area of a venue.



Food and alcohol

- You **cannot** be served alcohol at any time while playing, seated or standing at a gaming machine in a venue.
- You **cannot** be served food while you are playing or seated at a gaming machine in a venue after 6pm.
- If you appear intoxicated, you will be **prevented** from gambling.

