

# 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](http://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](http://www.gaming.tas.gov.au)



[gaming@treasury.tas.gov.au](mailto:gaming@treasury.tas.gov.au)



(03) 6166 4040

# What to expect in this casino





# Required

## Information for players

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

## Trained staff

- All gambling staff at a casino must be trained in the responsible conduct of gambling.

## Exclusions

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



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

## Gambling advertising

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

## Access to cash

- EFTPOS cash withdrawals for gambling are limited to one per day; maximum \$200.
- Withdrawals at casino ATMs are limited to \$400 per day.

## Payment of winnings

- Payouts for gaming machine and keno over \$1 000 must be paid by cheque or direct bank transfer within 24 hours of the win (or by the next business day).
- If requested, gaming machine and keno payouts over \$300 must be paid by cheque or direct bank transfer.

## Player loyalty programs

- You must receive detailed information about a loyalty program when you join.
- Activity statements must show information that helps you to keep track of your gambling activity and not contain gambling advertising.

## Electronic Gaming Machines

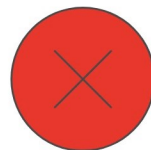
- If you detect that a machine has a fault or error you should bring this to the attention of gaming staff.

## Clocks and lighting

- Clocks must be placed in all areas of the casino where gambling occurs. Clocks, signs and the faces of people around you must be clearly visible.

## Complaints

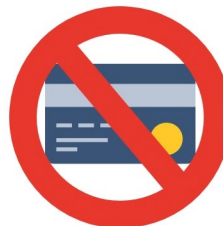
- If you have a gambling-related complaint you can talk to staff or management at the casino. If you aren't happy with the response, contact the Liquor and Gaming Branch. Refer to the 'Complaints' brochure.



# Not allowed

## Access to cash

- Cashing cheques is **not allowed** except in limited circumstances.
- You **cannot** obtain cash from an ATM using a credit card.
- Casinos **cannot** accept bank deposits, electronic fund transfers or similar for gambling purposes.



## Player loyalty programs

- If you have not gambled within six months, the casino **cannot** contact you about gambling.

## 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 casino.



## Food and alcohol

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

