

Player Card and Cashless Gaming

Public Consultation Paper

September 2024

Contents

Introduction.....	1
Purpose of Consultation Paper	2
Consultation timeline	2
Submissions.....	2
How to make a submission	2
Accessibility of submissions.....	3
Important information to note.....	3
The Right to Information Act 2009 and confidentiality.....	3
What is card based gaming?.....	4
Information about player cards	4
A snapshot of the registration process	5
What is cashless gaming?.....	6
What does pre-commitment mean?.....	6
What type of limits will there be?.....	6
Loss limits	7
Time limits.....	7
Mandatory breaks.....	7
Player registration	8
How do I register?.....	8
Online player portal.....	8
Do visitors to Tasmania need to register?	8
Player accounts	9
Identification requirements	9
Player activity statements	10
Consent to use your personal information.....	10
Information collection and storage	10
Limit setting	11
How were the loss limits determined?.....	11
What happens when I reach my loss limit?	11
Can I increase my loss limit?	11
Can I decrease my loss limit?.....	12
Player Cards	12
PIN protected.....	12
Lost PIN/Card.....	12
Change of PIN	13
Funds	13

Collecting funds	13
Exclusions	14
Tasmanian Gambling Exclusion Scheme	14
Self-exclusion	14
System design	14
Hardware requirements	14
Implementation - phased approach	15
Next steps	15
Glossary	16

Introduction

The Tasmanian Government has determined to implement a mandatory account-based cashless card system for Electronic Gaming Machine (EGM) play in Tasmanian hotels, clubs and casinos, including pre-commitment for player loss, breaks in play and optional commitment for time spent playing.

In 2022, the Treasurer issued a [Ministerial Direction](#) to the Tasmanian Liquor and Gaming Commission (Commission) to implement this reform.

The key components of the Government's Direction for EGMs in Tasmania are:

- a common statewide player account for all EGM play, regardless of venue and venue type (hotel, club or casino);
- default pre-commitment limits with a simple change process up to a set limit;
- a comprehensive process to increase pre-commitment above the set limit; and
- statewide cashless gaming.

This reform will require EGM players to preload money onto their player account and set loss limits. Players will be assigned default loss limits of \$100 per day, \$500 per month and \$5 000 per year and can select lower or higher limits after registration. Limits can be decreased at any time. A higher limit may be set should the player choose to, following consideration of their capacity to sustain the loss. Once any limit is reached, the player will be unable to play any EGM until the next limit period starts.

Importantly, players will have choice beyond the default loss limits, and will be able to review their gaming activity, via online or in venue activity statements. There will be minimal impact on recreational gamblers, while those most at risk of gambling harm will be provided increased protection through these harm minimisation measures.

To provide context around the scale of the reform, there are currently 92 hotels and clubs (out of 141 total licensed venues) that are authorised to operate gaming machines in Tasmania (as at 30 June 2024) and 2 270 EGMs. In addition, there are two casinos that operate 988 EGMs.

There will be a phased approach to the introduction of player card gaming in Tasmania. The first phase will see the implementation of the new system in hotels and clubs commencing in December 2025. The second phase will focus on integrating this player card gaming system with the casinos (which already have a player card system for loyalty members). The implementation date for the second phase has not yet been determined.

The Commission, through the Department of Treasury and Finance, has progressed the technical requirements for the implementation of a mandatory cashless player card gaming system with pre-commitment measures including loss limits. The Commission is now able to provide a high-level overview of requirements for players and venues, acknowledging that the ultimate system may vary taking account of consultation feedback and technical requirements that emerge through the design and planning phases.

This document sets out broadly how the systems will operate and gives an overview of the anticipated player and venue experiences in relation to the intended use of a player card, pre-commitment limits and cashless gaming for EGMs.

Purpose of Consultation Paper

In September 2022, with a focus on gambling harm minimisation and the need for strengthened measures to reduce problem gambling, the Government announced its support for the implementation of a statewide player card gaming system with pre-commitment and cashless gaming for EGM play in Tasmanian hotels, clubs and casinos.

The purpose of this consultation is to seek feedback from all interested parties. Consultation is intended to assist the Commission by providing views on the broader player experience and the operational requirements for the system. This is not a forum for feedback on the Government's policy reflected in the Ministerial Direction.

This paper provides an opportunity for you to consider and provide feedback on the new Player Card Gaming (PCG) System and Cashless Gaming System.

Consultation timeline

9 September 2024 Player Card and Cashless Gaming Consultation paper released

18 October 2024 Closing date for submissions regarding the Consultation Paper

The feedback from consultation will be considered and included in system design development and implementation plans as appropriate. The system design will be finalised taking into account feedback from this consultation process.

Submissions

Submissions are invited from interested parties addressing the implementation of the PCG and Cashless Gaming systems.

Matters specific to the Government's policy itself are out of scope of this consultation process.

All written submissions in response to this Consultation Paper must be received by 5pm on 18 October 2024.

How to make a submission

Submissions can be provided to:

Email: player.card.gaming@treasury.tas.gov.au

Mail: The Tasmanian Liquor and Gaming Commission

C/O Department of Treasury and Finance

GPO Box 147

HOBART TAS 7001

Attention: Player Card Gaming Project

Other than as indicated below, submissions will be treated as public information and will be published on the Department of Treasury and Finance website. Submissions will be published once consideration of the submissions has concluded.

No personal information, other than an individual's name or the name of an organisation making a submission, will be published.

Accessibility of submissions

The Commission recognises that not all individuals or groups are equally placed to access and understand information. We are therefore committed to ensuring information is accessible and easily understood by people with diverse communication needs.

Where possible, please consider typing your submission in plain English and providing it in a format such as Microsoft Word or equivalent.

The Commission cannot, however, take responsibility for the accessibility of documents provided by third parties.

Important information to note

Your name (or the name of the organisation) will be published unless you request otherwise.

In the absence of a clear indication that a submission (or parts thereof) is intended to be treated as confidential, the Commission will treat the submission as public.

If you would like your submission to be treated as confidential, whether in whole or in part, please indicate this in writing at the time of making your submission by clearly identifying the parts of your submission you wish to remain confidential and the reasons why. In this case, your submission will not be published to the extent of that request.

Copyright in submissions remains with the author(s), not with the Commission.

The Commission will not publish, in whole or in part, submissions containing defamatory or offensive material. If your submission includes information that could enable the identification of other individuals then all or parts of the submission will not be published.

The Right to Information Act 2009 and confidentiality

Information provided in submissions may be provided to an applicant under the provisions of the *Right to Information Act 2009* (RTI). If you have indicated that you wish all or part of your submission to be treated as confidential, your statement detailing the reasons why may be taken into account in determining whether or not to release the information in the event of an RTI application for assessed disclosure. You may also be contacted to provide any further comment.

What is card based gaming?

Card based gaming is a system that requires a player to obtain a registered player card, where the player's identification is verified, for use on all EGMs across Tasmania, in hotels, clubs and casinos.

A unique registered player account will be established for every player and a physical card will be issued for use by a venue. The physical card will be utilised statewide and EGM game play will commence when the physical card is inserted into the EGM and validation of the player details, exclusion status and limits have been completed. Registered players can access their account information in venue or online. See 'Online player portal' section for more detail.

Player accounts and information will be protected by a PIN established by each person at the time their card is first issued. Additionally, a player will set a username and password for secure access to their online player portal. Only a player will have access to their information.

Card based gaming allows player activity to be tracked, informing the player's choice around their dollar spend, their losses and time spent on EGMs at venues.

Card based gaming already operates at the two Tasmanian casinos. Registered and unregistered cards are available to play casino EGMs. Registered cards are used by members of the casinos' loyalty programs and unregistered cards are not linked to a loyalty program, being used for payout purposes only.

Things to think about

What issues should be considered around how a player can use their carded play account and access their account information?

What information should a player receive from a carded play system and how?

Information about player cards

Many players may already be familiar with the EGM card system that is currently used in Tasmanian casinos.

Like the membership cards that are used in Tasmanian casinos, the player card for PCG will likely be a magnetic stripe card, like a bank credit or debit card, which features unique data on the magnetic stripe enabling the user's account to be identified by the card based gaming system.

No data other than a unique identifier is stored on the card itself – it must be read by and matched with the account held on the central database in order to access the account.

Things to think about

What issues should be considered for other programs, such as membership or loyalty schemes, that might use the same player card?

A snapshot of the registration process

Players will need a player card to play EGMs. The registration process will be simple, secure and able to be done online through a web-based application (a player portal) or at any gaming venue statewide. See 'Player registration' and 'Player accounts' sections for more detail.



STEP 1
Player pre-registers for a player account online OR Player attends venue and staff registers player for a player account



STEP 2
Player selects own limits OR Default loss limits applied



STEP 3
Before registration is activated the Tasmanian Gambling Exclusion Scheme database is checked



STEP 4
Venue staff verify player's ID



STEP 5
Venue staff issues player with a card



STEP 6
Player creates a card PIN number



STEP 7
Player loads funds onto the card using cash or EFTPOS (if allowed by bank)



STEP 8
Player inserts the card into EGM and enters PIN. Player details are validated before EGM permits gaming to start



STEP 9
Player tracks their data via activity statements – spend, loss, time on machine, etc.

What is cashless gaming?

Cashless gaming involves the use of an alternative to cash and coins for EGM play.

The PCG card based system is designed to be cashless only. This means that cash cannot be loaded directly onto the EGM, rather funds for play must be credited to an account associated with a player card.

Funds will be loaded into a player's account using cash or EFTPOS (if allowed by the player's banking institution) at a cashier desk. Options are also being explored to enable funds to be loaded online via the player portal. Cash and coins will no longer be inserted into EGMs at hotels, clubs and casinos.

The features of a cashless gaming system in Tasmania will include:

- customer identification requirements consistent with requirements under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*; and
- systems in place to ensure that limits and exclusions are centrally managed by the Monitoring Operator and applied uniquely for each player.

What does pre-commitment mean?

Pre-commitment is a harm minimisation feature to help players manage their spending behaviour by being able to set limits such as: maximum loss and maximum time of play over certain periods (such as day, month, or year).

Pre-commitment is a key element of Government policy and an integral component of the proposed system in Tasmania. Player accounts will have pre-set default limits that can be lowered by players at any time or increased within certain parameters.

When registering for a player card, each person must commit to a maximum loss and may also set limits on the time they spend gaming (optional). If any pre-committed limit is reached, the system will not allow further gaming to occur until the expiry of the relevant commitment period.

Setting the limits before gaming commences allows players to make rational decisions about the money and time they spend on EGMs, rather than during the gaming session itself when they may be frustrated, disappointed, excited or chasing their losses.

What type of limits will there be?

There will be three types of limits:

- maximum loss;
- maximum time spent playing EGMs; and
- breaks in play.

Mandatory loss limits must be set by the player either in venue or online via the player portal for daily, monthly and annual loss. At time of registration, players will be assigned the default loss limits until such time as they set other limits (higher or lower).

Voluntary gaming time limits may also be set by the player either in venue or online at any time.

Loss limits

Players can choose to:

- use the default loss limits (\$100 day, \$500 month, \$5 000 year); or
- set lower loss limits; or
- set higher loss limits up to \$500 day and \$5 000 month, within \$5 000 year limit; or
- request to set higher loss limits above \$500 day, \$5 000 month or \$5 000 year.

There will be different processes for increasing limits depending upon the extent of the increase. These processes will be developed by the Commission.

A request to decrease pre-commitment loss limits can be made by the player in the player portal or in venue and will take effect immediately.

Further information is provided below in the 'Limit setting' section of this paper.

Time limits

Gaming time limits will enable a player to limit the aggregate amount of time they spend playing an EGM. They are intended to be an additional harm minimisation feature for players if they prefer to set time limits for themselves, in addition to the mandatory loss limits.

A player can choose to limit the total of all time spent gaming during a period of their choice (eg daily, monthly or annually).

Players will be able to alter gaming limits as they choose, either in venue or online via the player portal.

Things to think about

A certification process will be required for higher loss limits requests. How stringent should this certification process be?

What evidence of financial capacity should be provided to support higher loss limits requests? Mechanisms could include such things as a statutory declaration attesting to financial security, completion of a checklist containing information on responsible gambling, endorsement letters from third parties etc.

Mandatory breaks

In addition to loss and time limits, mandatory breaks will be introduced to limit the amount of continuous time that a person can play gaming machines.

Playing gaming machines for prolonged periods of time can impair a person's decision making and is closely linked with gambling harm. The break in play is intended to reduce harm by interrupting play to allow a player to have time to think, away from an EGM.

If a player has played EGMs for two continuous hours a mandatory break will be required. A message will be displayed to the player and their player card will be suspended from enabling play on an EGM for the next 10 minutes.

The player will have the option to end that gaming session on the EGM or to suspend it and reserve the EGM for 10 minutes. If the gaming session ends, the player cannot commence another session on a different EGM within 10 minutes.

Player registration

Players will need a player card to play EGMs and, to ensure only one card is issued per player, they will need to register to receive a unique player identification.

At registration, a check against the Tasmanian Gambling Exclusion Scheme will take place. An excluded player will not be issued with a player card.

How do I register?

The registration process will be simple, secure and able to be done at any gaming venue statewide.

To register for a player card at a venue, the venue staff must ensure the required documentation has been completed and that sufficient identity checks are conducted.

Players will also be able to register online through a web-based application (a player portal) and then attend a venue with identification. The registration will not become active until the player's identification is verified at a venue.

Online player portal

A web-based player portal will be developed to enable players to access all their account information online. The portal will be accessible through a PC, tablet or smartphone.

Players using the player portal will be able to:

- Pre-register for a playing card
- View their activity statement
- Check and change limits
- Set their loss limit to zero
- Report lost player cards
- Reset forgotten PIN
- Set/Change PIN
- Update personal details
- Check account balances and transactions.

Functionality is being explored to enable players using the portal to load funds from a linked bank account onto their player account, and transfer funds from their player account to their linked bank account.

The online player portal will be optional. Players will be able to undertake all the listed functions in person at a venue.

Do visitors to Tasmania need to register?

Under the system, a visitor or tourist is known as a resident outside of Tasmania (ie a person whose normal place of residence is not in Tasmania).

A resident outside of Tasmania will be required to register for a player card in order to use EGMs.

When providing identification during the registration process, a player must also confirm they are a resident outside of Tasmania with photo identification.

The player card for a resident outside of Tasmania will have an end date. The player can choose a default expiry date or the date of departure from Tasmania.

Player accounts

To register for a player account, players will be required to complete an appropriate identification verification process online which may consist of uploading approved documentation for third party verification. During player account activation and card collection in venue, players will be required to show appropriate photo identification and confirm name, address and date of birth.

Identification must be sighted by venue staff, but no copy will be taken and any personal information provided by the player will not be retained by the venue.

It is recognised that there may be a small number of people who do not have any photo identification. Further work is required to address this issue and it is likely that the Commission will develop a set of rules for alternative player identification and verification of identity when a person does not have photo identification.

Identification requirements

Identification (ID) checks will be required to register for a player card. There will be two steps for ID verification:

- Step 1 - a player will register for an account online or in venue by undertaking ID verification; and
- Step 2 - a player collecting their card at a venue will need to provide photo ID to venue staff to verify who they are at time of collection.

For a player to activate the player account and collect the card in venue, the venue staff must verify the player's name plus date of birth or address by sighting any of the following photographic identification documents:

- Driver Licence
- Passport
- Proof of Age Card, or
- Other Government issued ID card

The ID documents will only need to be sighted and no copies will be kept by venues.

To comply with Anti-Money Laundering and Counter-Terrorism rules, at the time of account registration, players will be required to undertake the appropriate identification verification process online.

This personal information is required at registration to ensure those who are excluded, or should not otherwise participate, are not able to do so, and to ensure that people cannot obtain duplicate cards.

Things to think about

At what points in the player card gaming process should a person's identity be verified, for example for card re-issue, when changing limits, loading funds onto cards or receiving payouts?

Player activity statements

Player activity statements will be easily accessible to a player either online through the player portal or via a request at a venue if the player does not wish to access online account facilities.

The information that will be included on player activity statements relates to gaming activity and has yet to be fully determined but may include limits, playing times, wins and losses.

Things to think about

Should player activity statements be mandatory or optional? For example, players can opt-in or opt out of receiving statements.

How often should player activity statements be generated?

What information would you like to see on a player activity statement?

Consent to use your personal information

Players will need to authorise the use of their personal information for the purposes of the player card and cashless gaming system.

Practically this means players will need to provide consent for:

- the collection and use of de-identified gaming data by the Commission; and
- identifiable data to be provided to the Commission on a confidential basis if required for the purpose of investigating complaints or breaches of the rules.

Information collection and storage

The system design will ensure security of personal data.

Appropriate experts will be engaged during the design phase to ensure the system meets the legislative requirements for information protection under the *Privacy Act 1988 (Cth)*.

Personal information will be securely held by the Monitoring Operator and not retained by the venue. No more personal information than is required will be retained.

De-identified activity data will be provided by the Monitoring Operator to the Commission to review the pre-commitment limits.

Personal information and activity data will be provided by the Monitoring Operator to the Commission as needed for investigations on a case-by-case basis.

The Monitoring Operator will not provide venues with access to raw player activity data, however sufficient information will be provided to support the venue providing player activity statements to players on request.

Things to think about

What issues and requirements should be considered in relation to the collection, storage, access and use of information and data collected via the PCG system?

Limit setting

Player accounts will have default loss limits of:

- \$100 per day;
- \$500 per month; and
- \$5 000 per year.

How were the loss limits determined?

The loss limits amounts were informed by national and international research and the 2021 Social and Economic Impact Study of Gambling in Tasmania and recommended by the Commission to Government.

The loss limits and limit setting process will be reviewed by the Commission following 12 months of full operation of the PCG system.

What happens when I reach my loss limit?

When a player reaches a loss limit the gaming session will end, a message will be displayed to the player, the EGM play will be disabled, the venue will be alerted and the player card cannot enable an EGM until expiration of the relevant limit period (day, month or year).

An informative message will be provided to a player via the EGM or card display when the player is approaching a loss limit. Players will also be able to check current balances and game play activity at the venue cashier desk or online via the player portal.

If a limit has been reached, it cannot be increased until the relevant time period has finished. For example, a player sets a monthly loss limit of \$700 and reaches this limit during the month. The player's monthly loss limit cannot be increased until the expiry of that month period.

Can I increase my loss limit?

The default limits can be increased by players, via a simple request within the venue, up to \$500 per day, \$5 000 per month, and \$5 000 per year.

Limits can be lifted multiple times as long as they remain under the thresholds of \$500 daily and \$5 000 monthly and \$5 000 annually, and the limit has not been reached in the relevant period.

Players will be able to further increase their loss limits beyond \$500 per day, \$5 000 per month or \$5 000 per year, but will be required to undertake an additional process (to be set by the Commission) taking account of their capacity to spend the nominated amount. This

additional process is under investigation but will require some form of authorisation and will not be an immediate in-venue approval process. Higher loss limits will require review every 12 months.

While not yet determined, it is likely that there will be a delay required before loss limits can be increased (potentially at least 24 hours). This delay may be required for practical reasons to allow time to action the system change and as a cooling-off period for the player.

Things to think about

From a harm minimisation perspective, how long should a delay be before an increase in a loss limit comes into effect? That is, how long should a cooling off period last?

Can I decrease my loss limit?

The default limits can be lowered by players at any time either online through a web-based application or in venue with staff assistance.

Players can choose to set their limits to zero – this will have the effect that the person’s card will not be able to be used for EGM play.

The decrease of pre-commitment limits will take effect immediately.

Player Cards

The security of player cards is integral to the PCG system.

At the completion of the registration process, the player will receive a player card that for security purposes has no identifying player information printed on the card.

PIN protected

All player cards will be PIN protected. Players will need to set a PIN for the card at the time of registration or in the venue at the time of account activation and card collection.

A gaming session will not commence until the player inserts their card using the card reader on the EGM and enters their PIN.

The PIN will be required to enable deposits and withdrawals and increase and decrease loss limits at the venue cashier desk.

Lost PIN/Card

There will be a process developed to ensure that lost cards are disabled immediately once reported to the Monitoring Operator by a venue, or by a player online via the player portal. The system will prevent game play on a player card that has been disabled.

Once a card is disabled, player funds are effectively protected. A comprehensive confirmation of identity process would be required for a player to receive funds from a disabled card.

If a player wants another card, the player will be required to confirm their identity to a venue, who may then issue another card, once confirming that the previous card has been disabled. Any existing limits on the player’s account will apply to the new card. Players will be required to set a new PIN on a re-issued card.

Change of PIN

There will be a process developed to manage a change of the PIN to ensure the PIN is being changed by the account holder.

Funds

Funds are the money held in a player account. Money is deposited to the account by the player. Money will be transferred from the account to an EGM at the start of a gaming session and transferred from the EGM to the account at the end of a gaming session.

Players will be able to add funds to their player account at the venue cashier desk using cash or EFTPOS (if allowed by the player's banking institution). Functionality to allow players to load funds to their player account online using a linked bank account is also being explored.

EGMs will have no ability to accept cash or deposits other than by transfer from a player account. Adding funds from credit cards will not be allowed. Only debit cards will be permitted.

The funds will not be held on the card itself. Rather, the funds will be held securely in a central account, linked to the identified player account.

Fund load limits may be imposed, however this requires further consideration of harm minimisation and anti-money laundering requirements.

Collecting funds

No cash payouts will be allowed from the EGM under the PCG system. Player funds will remain in the player account until the player chooses to collect those funds.

When a player chooses to collect funds from their player account at a venue, they are required to enter their PIN, and the venue will check their identification. Credits will transfer from the EGM to the player's account and updated balances will show on player card. Funds collected will be paid by the venue in cash (for small wins) or by way of direct bank transfer (for larger wins).

Currently credits of \$1 000 or more must be paid by venue staff in accordance with the Commission's large payment rules. Payouts from an individual EGM must not exceed \$1 000 in cash and where a payout exceeds \$1 000, the amount of the payout that is above \$1 000 must be paid by cheque or direct bank transfer. These rules will likely be reviewed for the PCG system.

Things to think about

Should there be a limit on how much money can be loaded into a player account?

Should there be a limit on the maximum amount that can be transferred to an EGM from a player account?

When a player collects funds, should there be an ID check as well as entering their PIN?

Should there be a maximum amount permitted for cash payouts for small wins?

Exclusions

Tasmanian Gambling Exclusion Scheme

The Tasmanian Gambling Exclusion Scheme allows people to be excluded from gambling venues or from participating in gambling.

The Scheme is supported by the *Gaming Control Act 1993* and is managed by the Commission. The Act allows a person to be excluded from venue-based gambling in four different ways:

- self-exclusion - where a person chooses to exclude themselves from either a venue(s) or from participating in gambling at a venue(s);
- venue operator exclusion - venue operators may exclude a person from entering or remaining on their premises or from participating in gambling at their premises;
- third party exclusion - a person with close personal interest in the welfare of another may apply to the Commission for an order to prevent the person they have an interest in from gambling; and
- exclusion directed by the Commissioner of Police.

Under the Scheme, players can choose to self-exclude from venues for a period of not less than six months and up to three years. The exclusion automatically expires three years after it commences.

Self-exclusion

Self-exclusion is available through card based systems where players have the option to exclude themselves from play for a wide variety of time frames.

The PCG system functionality is being designed to allow players to exclude themselves from play. Players can choose to set their limits to zero.

A number of decisions are still to be made by the Commission around how self-exclusions will be managed in the PCG system.

System design

Work is underway to finalise the system design and implementation plan. Details relating to the system design are available here: [Player Card and Cashless Gaming - Preliminary consultation with industry 2023](#).

The final system will vary taking account of consultation feedback and technical requirements that emerge through the design and planning phases. The Commission is also actively monitoring emerging card based play and cashless gaming trials that are underway in other jurisdictions to ensure that system design adapts to known issues and new technologies.

Hardware requirements

The player card gaming system will require new hardware in hotels and clubs, likely to include:

- card encoder
- pin pad;
- cashier terminal; and
- card reader and display on each EGM.

Implementation - phased approach

There will be a phased approach to the introduction of player card gaming in Tasmania.

The **first phase** will see the implementation of the new system in hotels and clubs commence in December 2025.

The **second phase** will focus on integrating the new player card gaming system with systems operating in the casinos. The implementation date for the second phase has not yet been determined.

Next steps

The feedback from consultation will be considered and included in system design development and implementation plans as appropriate.

The system design will be finalised taking into account feedback from this consultation process. It will take at least nine months to build, followed by a further period allowing for approvals, testing and system refinement before implementation in December 2025.

During the build phase, the Tasmanian Liquor and Gaming Commission will develop detailed regulatory requirements for system operation.

The Government will introduce Regulations to set the applicable fee for monitoring the new systems.

A comprehensive training program for venues and players will be developed in conjunction with industry to support the implementation.

Glossary

Account	There will be a single account for each player recording player information, gaming activity, available funds and pre-commitment limits. Anonymous play will not be permitted.
Annual limit	The limit to apply for a period of one year from the date it is set (not a limit set on a calendar year).
Card reader	A device that reads data embedded on a magnetic strip for player identification.
Cashless	Cash cannot be loaded directly onto the EGM, rather funds for play are accessed via the player card.
Casino	Refers to the two Tasmanian casinos, Wrest Point Casino and Country Club Casino.
Daily limit	The limit to apply to a period of time that equates to a gaming trading day (not a calendar day).
Electronic Gaming Machine (EGM)	An electronic gaming machine is a computerised gambling device approved under the <i>Gaming Control Act 1993</i> that has a video screen displaying symbols on simulated reels. Wins are returned as credits back into the machine. Also known colloquially as poker machines and pokies.
Funds	Player money held in a player account. Money is deposited to the account by the player. Money can be transferred from the account to an EGM at the start of a gaming session and transferred from the EGM to the account at the end of a gaming session.
Gambling	Gambling/betting requires a player to risk losing something of value (usually money) for the chance of winning more. Gambling outcomes may depend on correctly predicting an uncertain outcome (such as a particular horse coming first in a race), or luck (such as a winning combination of symbols on an EGM).
Gaming Control Act 1993	Provides the legislative framework for the licensing and regulation of gambling in Tasmania. The use of EGMs is regulated by the Act.
Gaming session	A period of gaming on an individual EGM that starts when a player card enables the machine and ends when the player card is removed.
Gaming time	The aggregate amount of time a player spends gaming on EGMs over a defined period. This does not have to be continuous play, but a total of all time spent gaming during that period (eg daily, monthly or annually).
Loss Limit	A pre-committed daily, monthly and annual loss limit that applies to gambling on EGMs.
Monitoring Operator	Responsible for the monitoring the network of gaming machines in Tasmanian hotels and clubs. The Monitoring Operator (currently Maxgaming) is required to ensure the integrity of EGM transactions by monitoring EGM activity and providing data and information on EGMs for regulatory and taxation purposes.
Player	A player is any person who gambles on EGMs in Tasmania. Every player must have an Account and a registered card.
Resident outside of Tasmania	The residential address of the person shown on their ID is not in Tasmania.
Player account data	Player account data recorded includes but may not be limited to name, date of birth, contact details, gaming activity, available funds and pre commitment limits.
Player ID	The principal player identification requirement will be an ID that shows a photograph of the player, together with their name, address and date of

	birth, such as a driver's licence or passport. The Commission will publish guidance as to acceptable forms of ID, including requirements where a player does not have access to photo ID.
Player portal	The player portal is a web portal available on a desktop browser, tablet or smartphone and is used by the player to facilitate player card pre-registration and player gaming account management.
Pre-commitment	Before commencing gaming, a player commits to a maximum loss and may also limit the time spent gaming. Once the pre-committed limits are reached, the system will not allow further gaming to occur until the expiry of the relevant period.
Privacy/data consents	Players will need to authorise the use of their personal information for the purposes of the player card and cashless gaming system.