

# TASMANIAN LIQUOR AND GAMING COMMISSION

## PREMIUM PLAYER PROGRAM RULES

**Effective 1 March 2020**

CM: 20/17178

## I PRELIMINARY

- 1.1 These Rules apply to the conduct of a Premium Player Program (PPP) in any casino operating under a Casino Licence (Licence) issued under section 13 of the *Gaming Control Act 1993* (the Act).
- 1.2 These Rules are in addition to the requirements of the Act and any conditions imposed on the Licence by the Tasmanian Liquor and Gaming Commission and must be read in conjunction with the *Tasmanian Liquor and Gaming Commission Casino Licence Rules* as issued by the Commission from time to time.
- 1.3 Where any of these Rules conflicts with a Rule contained within the *Tasmanian Liquor and Gaming Commission Casino Licence Rules*, these Rules will prevail in relation to PPP related matters. For the avoidance of doubt, the following Rules will **not** apply to the conduct of a PPP – *Tasmanian Liquor and Gaming Commission Casino Licence Rules* 2.5, 7.1, 7.2, 7.3, 7.4, 9.4, 9.6, 9.7, 9.8, 9.9, 10.1(l)(iii), 10.1(l)(ii), 10.1(f), and 10.1(i).
- 1.4 A casino operator and their employees (including special employees) must adhere to these Rules. Failure to comply with this requirement may result in disciplinary action against the casino operator or special employee. Disciplinary action may include a letter of censure, a fine, and/or the suspension, cancellation or amendment of a licence.
- 1.5 A casino operator must ensure that a copy of these Rules is available for free public inspection and must ensure that they are enforced or caused to be enforced at all times.
- 1.6 A term used in these Rules has the same meaning as the same term used in the Act.

## 2 PREMIUM PLAYER PROGRAM

- 2.1 A casino operator must ensure that a PPP or aspects of a PPP which operates at a casino have been approved by the Commission and comply with the following:
  - a) Membership in a PPP must only be by way of invitation from a casino operator and the casino operator must not advertise or promote a PPP outside of the membership base.
  - b) A PPP may operate with separate arrangements for Tasmanian and interstate/overseas patrons, otherwise multiple PPPs are not permitted to be operated.
  - c) PPP membership cards, documentation and promotions must be the same for all members that reside in Tasmania.
  - d) The number of PPP members that reside in Tasmania must not exceed the maximum limit approved by the Commission from time to time.
  - e) A patron who resides in Tasmania must not be invited to join a PPP unless the patron has been a member of the Federal Rewards Club (or any replacement rewards program) for a period of at least six months and a casino can verify that the patron's annualised expected spend amount meets the requirements to be defined as a Premium Player, as agreed by the Commission from time to time.
  - f) A patron must not be permitted to become a member of a PPP without first having their identity verified through the completion of a "100 point identification check".
  - g) Prior to admission to a PPP, potential members must declare in writing that they:
    - are not currently excluded from gambling anywhere in Australia;
    - have control over their gambling; and
    - have the capacity to sustain the level of gambling required to become a member of the PPP.

Where any of these declarations are not in the positive, patrons must not be admitted as a member of the PPP.

- h) A patron must also declare whether they have previously been excluded from gambling anywhere in Australia. Where a patron has previously been excluded, the Responsible Gambling Manager must gather evidence to substantiate that the patron is currently in control of their gambling behaviour before the patron is admitted as a member of the PPP. Where such a patron is admitted to the PPP, there will be a higher level of oversight under the player monitoring framework required under Rule 7.1.
- i) Copies of all 100 point identification check documentation used to identify a PPP member, the application form and accompanying declaration must be retained by the casino operator for a period of six months after the expiry of the patron's PPP membership.
- j) A member of the PPP is not permitted to also be a member of any other gambling rewards program conducted by any Tasmanian casino operator.
- k) The PPP membership of a patron who resides in Tasmania must be reviewed for renewal purposes every six months.
  - Where it is identified the member has displayed evidence of not being in control of their gambling, the patron's PPP membership must not be renewed.
  - If the member no longer satisfies the definition of a Premium Player as determined by the Commission, a casino operator may choose to renew the patron's membership for a further six month period where it can demonstrate that extenuating circumstances resulted in a reduction to the patron's expected spend amount for that period. If after the further six month period the member continues not to meet the definition of a Premium Player, membership must not be renewed.

### **3 PREMIUM PLAYER MEMBERS AREA**

- 3.1 A casino operator must provide at the casino a dedicated PPP members' area that consists of a physically separate area that cannot be viewed from any other gambling areas.
- 3.2 A PPP members' area must only be accessible to PPP members and their nominated guest. A PPP member is only permitted to have one nominated guest and the guest is not permitted to:
  - enter the members' area unless in the company of the PPP member;
  - remain in the members' area for a period longer than 20 minutes without the PPP member being present;
  - have access to an Automatic Teller Machine (ATM) located in the PPP members' area.
- 3.3 A casino operator is permitted to serve food and alcohol to PPP members while they are gambling in the dedicated members' area.

### **4 STAFF**

- 4.1 A casino operator must ensure that a person is employed at the casino to perform the functions of a Responsible Gambling Manager. The Responsible Gambling Manager's position must not be located within the organisational structure of the gaming department or any other department involved in revenue generation at the casino.
- 4.2 A Responsible Gambling Manager must report directly to the casino operator's General Manager.

- 4.3 A Responsible Gambling Manager must be the holder of a special employee licence, hold the relevant competency and perform the functions of the position as listed in the casino operator Internal Control and Accounting Manual (ICAM).
- 4.4 A casino operator must ensure that at least one person is on duty at the casino at all times to perform the functions of a PPP host.
- 4.5 A PPP host must be the holder of a special employee licence, with the relevant competency and perform the functions of the position as listed in the casino operator ICAM.

## **5 PROVISION OF CASH TO PPP MEMBERS**

- 5.1 A casino operator is permitted to allow PPP members access to ATMs that operate with standard withdrawal limits and support all account types.
  - 5.1.1 Such ATMs must only be accessible to PPP members, with access gained by the display or swipe of the PPP member's membership card.
  - 5.1.2 Such ATMs must be under constant video surveillance (operating in accordance with the *Tasmanian Liquor and Gaming Commission Minimum Casino Surveillance Standards*) that will enable the PPP member accessing the ATM to be identified.
- 5.2 A casino operator must monitor access to an ATM operated under Rule 5.1 and must be able to provide the Commission with data on the number of times a PPP member has gained access to such ATM during any given period.

## **6 INDUCEMENTS, PROMOTIONS & PRIZES FOR PPP MEMBERS**

- 6.1 A casino operator is permitted to offer PPP members a range of rewards, benefits, discounts, cash rebates or promotions as determined from time to time by the casino operator. Responsible gambling messages must be included on all promotional material.
- 6.2 A casino operator must not conduct direct marketing to a PPP member which encourages the member to sustain an increase in their typical level of gaming expenditure in order to receive an additional reward/benefit.

## **7 REPORTING, MONITORING AND EDUCATION REQUIREMENTS**

- 7.1 A casino operator must have in place, and operate, a best practice system that enables the signs of potential problem gambling behaviours of PPP members to be monitored, reviewed and reported to the Responsible Gambling Manager and a framework for appropriate intervention to be implemented.
  - 7.1.1 The system must include a range of behavioural indicators and measures of gambling-related activity levels, such as playing activity levels, player session length, visitation levels and ATM usage.
- 7.2 A casino operator must ensure that conduct of gambling, harm minimisation and problem gambling information sessions are conducted for casino staff and PPP members at least once every six months.
- 7.3 A casino operator must provide to the Commission by 31 July each year, a report which provides details relating to the conduct of the PPP over the previous twelve month period.
- 7.4 A casino operator must provide officers of the Commission with access to PPP member information or produce reports in relation to the conduct of the PPP, as and when determined by the Commission.

7.5 A PPP Monthly Report, in the format agreed with the Commission, must be submitted to the General Managers of the Wrest Point Hotel Casino and the Country Club Casino, who are required to ensure that the Responsible Gambling Managers have initiated appropriate actions, as required, regarding (at risk) PPP members.

**DATED** 1 March 2020



**Jenny Cranston**  
**Chair**  
**TASMANIAN LIQUOR AND GAMING COMMISSION**

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