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Future of Gaming in Tasmania Public Consultation Paper 2020

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Submitted to

The Secretary
Department of Treasury and Finance
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Prepared by

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The Beach Hotel is a family owned and operated Hotel, currently we employ 26 staff, our hotel offers family dining, public bar, wagering, accommodation and gaming machines. Our family has owned and operated hotels in New South Wales and Tasmania for over 40 years.

Future Gaming Market

We support the Tasmanian Government in creating individual gaming licences for hotels and clubs to operate gaming machines, ensuring returns from gaming are shared appropriately. With increased future funding to improve harm minimisation, and the opportunities this will give individual venues going forward. This will allow for reinvestment into our venues so Tasmania can continue to grow it's hospitality industry, In stating that I wish to put forward some points to consider.

Community Support Levy (CSL)

The increase to the Community Support Levy (CSL) is welcomed but more needs to be done, the majority of this money should be used to support those who have a problem with all forms of gambling like, Online gambling, Lotto, Scratches, Sports betting and Racing. More focus should be put on support for those who have issues, by the help providers. Help providers need to do more follow up with those that have asked for help, also counselling should be mandatory for all self-excluded people and provided by these organizations which the increase to the CSL can pay for.

Harm Minimisation

Tasmania has the most robust harm reduction rules in the country, I believe we need to maintain best practice in this area.

The Mandatory Code of Conduct has many good measures but to put more restrictions on venues will only negatively impact the majority of people who gamble responsibly.

Tasmania has many providers of support for people who have problems with gambling, while the Mandatory Code of Conduct is reviewed for what venues can do to minimise harm, the same should happen with the help providers to ensure that the best possible help is given.

It is my belief that the organizations that are charged with providing help to problem gamblers fall short with keeping in contact and providing support, the help providers need to be more proactive and engaging with those that have asked for help.

Also, a new system for venues to help identify people on the self-exclusion list should be explored. Photo and information updates could be done alongside regular counselling sessions that help providers can provide with the extra money from the increases to the CSL.

Purchasing EGM's

To help individual venues purchase current EGM's, the maximum 30 lines restriction will need to be removed, currently new games are written with 50 lines, Tasmania is the only jurisdiction that has a restriction on the number of lines a EGM can have, Tasmania is less than 2% of the national EGM market so it's not economical for manufacturers to develop separate games only for Tasmania, this puts us at a commercial disadvantage, smaller venues will be the most affected by the 30 line rule in the future, with the majority of these hotels and clubs in regional areas, where employment and a robust hospitality industry is needed the most.

New Technologies

To keep pace with ever-changing technology, the future gaming model should allow for these changes and improvements, by having a system in place that the industry can use to get new technologies online, this will keep Tasmania up to date going forward. The new model should allow venues to have ATM's with the relevant systems in place to meet the Mandatory Code of Conduct or relevant legislation at the time. ATM's are a better option for venue's and would be beneficial in helping to uphold the current Mandatory Code of Conduct by only allowing one transaction per day. Other systems like ticket in ticket out and card-based systems, would allow staff to have more time to service the needs of customers and better manage gaming areas. While also reducing the risks associated with cash handling and reducing staff injuries with regards to lifting heavy coin.

Licensed Machine Operator (LMO)

The future gaming model must ensure that whoever becomes the LMO, venues will be protected from excessive charges. Seeing as only one LMO will be appointed because of the size of the gaming market in Tasmania, all fees charged by the LMO must be approved by the government and the Tasmanian Hospitality Association (THA) . And ensure that service levels in regional areas are of the same standard as the major population centres

Summery

I believe that the Tasmanian Government is correct in moving to an owner operator model, and the removal of the exclusive right agreement to operate casino gaming, EGM's and keno under the deed of 2003.

This move will help to ensure that this state can have a safe and sustainable gaming industry in the years to come. Giving extra revenue that will allow for reinvestment in venues to help grow the hospitality and tourism sector while keeping people employed.