



## Future of Gaming in Tasmania Public Consultation Paper 2020

### Submitted to

The Secretary Department of Treasury and Finance  
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### Prepared by

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Top of the Town Hotel Motel is a family owned and operated Hotel, currently we employ 30 staff, our hotel offers family dining, public bar, wagering, accommodation and gaming machines. Our family built the venue in 1969 and continues to operate 3 generations on.

As a current and future gaming operator I have defined my views in the following dot points for submission for the implementation of the future gaming policy post 2023:

- A future gaming market supporting individual gaming licences to ensure that the industry remains sustainable. Sharing returns appropriately is a fundamental move

for our business, employees and their families, suppliers, service agents, government both state and local, while also providing a platform for community to utilise, enjoy, not only supporting people immediately by way of goods and services but also by way of employment and as an economic driver including capital works and investment commercially and privately.

- With Tasmania already having some of the highest standards of harm minimalization, we will be able to continue to maintain best practice for responsible gambling in the country. Including the community support levy which we believe should support all forms of gambling including online, lotto, scratchies, sports betting and racing. This is a fundamental measure by which problematic people should be cared for appropriately and whereby community reinvestment from this fund can be provided discretionally for the benefit of community. Anglicare use these services exclusively; this is essential to maintain an executable framework for all to coexist. Moving to the new operating model, this funding will increase substantially and should not be taken lightly or overlooked, our expectations as an industry will be that these extra funds are used to support those that need it the most in all forms of gambling.
- Purchasing EGM's –All current and old machines are at a maximum of 30 lines moving forwards these will be not viable or available due to all new games being written with 50 lines. Manufacturers will not be supporting this current restriction making it difficult or even impossible to acquire any current or new machines moving forwards.
- We strongly believe ATM's are a significant and reasonable expectation in this day and age to give efficient service to our business and general trade as we find that with new technology becoming available there will be opportunity for best practice measures to be implemented moving forwards. Being in a regional area, customers utilize eftpos facilities not only for conducting business with us but also access cash for other utilities in our area such as tourism, travel and other business within our area as there are no banking institutions nearby.
- We are also seeing a shift to gambling online which has experienced exponential growth more so now than ever before on an uneven playing field with lucrative

offers and enticements creating an atmosphere that truly conduces people to gamble out of the ordinary, there are no reprimands in place only that persons “credit limit” being the only impediment. This means no bet limits, no cash limits, no responsible service which we implement on a one on one basis.

People are also gambling at work while even sitting in the toilet cubical or even walking down the street with no one monitoring them or providing responsible service. We found it interesting that as industry Tasmania makes up less than 2% of national EGM market, which as an operator puts into perspective that we also have a small opportunity to provide employment for people in a regional area of Tasmania.

- Licenced machine operator – as only one will be appointed, all fees and charges must be approved by government in a commercially minded approach whereby providers must put forward a business case to industry for approval of its rates and intentions of operation, Therefore, the Tasmanian Hospitality Association would be the appropriate body to assess this as they are able to liaise with other state bodies to get an accurate gauge on the appropriate charges moving forwards to guarantee even the smallest operator in the state continue as proposed within the new framework.

Summery

Correct in moving to owner operator to ensure a safe and sustainable gaming and hospitality industry so that we can continue to see growth in Tasmania.

Kind Regards

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Manager

Top of the Town Hotel Motel

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