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14 March 2020

Future of Gaming in Tasmania Public Consultation Paper 2020



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Submitted to:

The Secretary
Department of Treasury and Finance
GPO Box 174
Hobart TAS 7001

Attention: Future Gaming Market Project

future.gaming@treasury.tas.gov.au

Shearwater Resort Tavern is pleased to respond to the Future of Gaming in Tasmania Consultation Paper 2020.

Shearwater Resort Tavern currently employs 30 employees and has a Bottleshop, Sports Bar, Gaming Lounge, Restaurant, Function Rooms and Outdoor Beer Garden.

Responsible Gambling

Shearwater Resort Tavern recognizes that problem gambling is a serious community issue and we take our obligations to promote responsible gambling very seriously.

We are committed to providing responsible gambling in our venue and we ensure that we provide a safe and supportive environment where our clientele make informed decisions about gambling and where appropriate assistance and information is available.

Shearwater Resort Tavern complies with all applicable responsible gambling legislative requirements and we believe that the current responsible gambling measures in place are more than suffice and that any further regulations or restrictions will impact the majority who gamble responsibly.

Future Of Gaming In Tasmania

Shearwater Resort Tavern supports the Tasmanian Government with the creation of individual gaming licenses in hotels and clubs to operate EGM's and a more appropriate distribution of returns. Increased future funding will improve harm minimization and the individual venue growth in share will enable reinvestment into the businesses so we can continue to improve our businesses and the hospitality industry as a whole.

Whilst we support the majority of the changes in the future model we wish to put forward some points to consider.

Community Support Levy (CSL)

The increase to the CSL is supported but we feel more needs to be done with the support and help for problem gamblers. All forms of gambling including: online gambling, sports betting, racing, lotto and scratchies need to be included in this space. Those providing the help need to do more follow up with those that have asked for help and counselling should be mandatory for all self excluded people. The increase to the CSL should see that these organizations can ensure this happens.

Harm Minimization

We understand that Tasmania has the most robust harm reduction laws in Australia and we need to maintain this standard.

The Mandatory Code of Conduct currently has many good measures and as mentioned we believe is the strictest in the nation, but to put further restrictions in place will only negatively impact the majority of people who gamble responsibly.

While the Mandatory Code of Conduct is reviewed for what venues can do to minimize harm, we believe the same should occur with the help providers to ensure that the best help is being given to problem gamblers. We believe that the help providers need to be more proactive and engage more with those that need help.

Purchasing EGM's

Tasmania is the only State or Territory that has a restriction on the number of lines an EGM can have and Tasmania is less than 2% of the National EGM market, it is therefore not economical for manufacturers to develop separate games only for Tasmania. This puts Tasmania at a commercial disadvantage and smaller operators will be the most affected by the 30 line rule. The majority of these hotels and clubs are in regional areas where employment and a strong and healthy hospitality industry is needed the most.

To help individual venues purchase new EGM's the maximum 30 line restriction needs to be removed.

Technology Changes

Shearwater Tavern believes the Government should allow the introduction of Bank Note Acceptors and Ticket In Ticket Out (TITO) technology.

TITO provides the following:

- Increased security as cash clearances from EGM's are no longer required or minimized.
- Increased safety as hopper refills are removed therefore reducing OHS issues.
- Increased efficiency as manual processes such as hand pays are automated, therefore freeing up floor staff.
- Increased customer service levels, due to increased efficiency.
- Reduction in cash handling and the errors associated with this.

ATM's should also be considered with only one transaction per customer per day as this would reduce the amount of cash held in floats and therefore again improve safety.

Licensed Machine Operator (LMO)

Shearwater Resort Tavern would like to see that all fees charged by the LMO are approved by the Government and Industry Representatives to ensure that venues are protected from excessive charges.

It is also essential that service levels in regional areas are to the same standard as Hobart and Launceston.

Thank you for taking the time to read our submission.