

Tasmanian Liquor and Gaming Commission

Annual Report 2020-21

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Chair's Report

On behalf of the Tasmanian Liquor and Gaming Commission, I present the annual report for the year ending 30 June 2021.

A significant focus of the Commission is minimising harm from gambling and the Commission has continued to monitor and review harm minimisation measures across jurisdictions to ensure that Tasmania's measures remain one of the most stringent in Australia.

This has been particularly important in the period following the re-opening of gambling venues in June 2020 with the easing of COVID-19 public health restrictions. During this time, the Commission observed high levels of player expenditure on electronic gaming machines (EGMs), which significantly exceeded player levels for prior comparative periods. It was particularly concerning that this increase continued for many months. Licence holders were reminded to be vigilant in ensuring that harm minimisation measures were in force to protect potentially vulnerable people during this difficult time.

In addition to its regulatory activities in Tasmania, the Commission also took a keen interest in the broader national setting and conversations around gambling integrity and harm minimisation. The Commission participated in a national casino regulators roundtable as part of the New South Wales inquiry into whether Crown Resorts Limited should hold a casino licence in NSW. The report was released in February 2021. Findings included that the processes adopted by Crown facilitated money laundering and that it had partnered with junket operators who had links to organised crime. The Commission considered the recommendations made by the Inquiry, their relevance and desired application to the Tasmanian context.

Casino Premium Player Program

The Commission has introduced rules for mandatory pre-commitment in the loyalty premium player program operated by the Federal Group in the State's two casinos. This scheme is the first of its kind in Australia.

Other pre-commitment schemes trialled or implemented across Australia have been voluntary and limits have not been based on historical losses. In Tasmania, loyalty premium player members must set an annual loss limit based on an average annual loss history. Setting a hard and meaningful limit ensures a person spends what they intend to spend, which is an essential principle for the Commission.

The Commission intends that this scheme will provide the most robust harm minimisation environment in Australia for members of a loyalty program using electronic gaming machines in casinos.

The Commission's new Rules and Standards became fully effective from 1 September 2021.



Australasian Casino and Gaming Regulators forum

The Commission hosted a meeting of Australian and New Zealand regulators and participated in the broader Australasian Casino and Regulators Forum in June 2021. Due to COVID-19 restrictions, the forum was held virtually.

The forum was held at a critical time for gambling regulators and provided an opportunity to discuss existing and emerging issues, such as: use of technology (including facial recognition and cashless card systems) to help minimise harm from gambling; threats to the integrity of gambling and responding to them; and future regulatory frameworks.

Disciplinary Matters

In 2020-21, there were nine licence holders and one permit holder who were subject to disciplinary action by the Commission.

Contraventions relating to non-compliance with the CCTV surveillance standards and the use of unlicensed persons to perform gaming were the most common disciplinary issues dealt with by the Commission.

The Commission is concerned about the number of breaches being discovered in relation to these requirements. Accordingly, it wrote to all licensed premises gaming licence holders during the course of the year to reiterate their obligations under the *Gaming Control Act 1993*, the Commission's Licensed Premises Gaming Licence Rules and the Commission's Technical Standards for Recorded Surveillance in Gaming Premises. The Commission stressed the importance of these requirements in ensuring public confidence and trust in the conduct of gaming in Tasmania.

The Commission will consider whether a higher level of sanction for future breaches is warranted in order to ensure that employees and licence holders understand their obligations to protect their patrons from gambling harm.

Details of gambling disciplinary matters are provided in tables 9-13 below.

Liquor Licensing Matters

The Commission determined five appeals (pursuant to section 211(1)(c) of the *Liquor Licensing Act 1990*) against decisions made by the Commissioner for Licensing (set out in Table 14). Four of the five appeals related to the refusal by the Commissioner to grant an application for a special licence. The Commission confirmed the decisions of the Commissioner to refuse to grant a special licence for these premises.

The fifth appeal related to the Commissioner's decision to refuse an application by the Mt Lyell Motor Inn to amend the designated area under section 84 of the Act. The Commission confirmed the Commissioner's decision.

Written reasons for these decisions of the Commission can be found at [Liquor Licence Decisions](#).

Conclusion

As always, the Commission expresses its sincere thanks to the members of the Liquor and Gaming Branch who support its work in a diligent and professional manner.

Ms Jenny Cranston - **Chair**



Tasmanian Liquor and Gaming Commission

The Tasmanian Liquor and Gaming Commission is an independent body responsible for the regulation of gaming and wagering in Tasmania, established under the *Gaming Control Act 1993*. The Commission is also an appeal body for the *Liquor Licensing Act 1990*.

The Commission has three members. For the 2020–21 year they were:

- Ms Jenny Cranston – Chair;
- Mr David Hudson; and
- Mr Andrew Walker.

The Commission:

- regulates gaming and wagering to ensure that it is conducted honestly and is free from criminal influence and exploitation;
- approves internal control, administrative and accounting procedures, rules and conditions in relation to gaming and wagering activities, and determines disciplinary matters;
- investigates and makes recommendations to the Minister for Finance about matters relating to gaming and wagering;
- researches and investigates matters relating to the control of gaming and wagering including the probity and financial security of persons involved in the management of gaming and wagering;
- liaises with other authorities and people responsible for the regulation of the conduct of gaming or wagering;
- reviews and determines complaints relating to the conduct of gaming or wagering;
- fosters responsible gambling and seeks to minimise the harm from problem gambling;
- reviews the administration of the Community Support Levy including noting and endorsing that annual budget submissions provided to the Minister are in accordance with the *Gaming Control Act*;
- hears liquor licence applications referred to it by the Commissioner for Licensing under the *Liquor Licensing Act*;
- hears appeals against decisions of the Commissioner for Licensing under the *Liquor Licensing Act*; and
- performs such other functions as are imposed on it by the *Gaming Control Act*, *TT-Line Gaming Act 1993*, *Liquor Licensing Act* or any other Act.



The Commission is supported by staff of the Liquor and Gaming Branch in undertaking its day-to-day activities. The Branch is located within the Revenue, Gaming and Licensing Division of the Department of Treasury and Finance and has offices in Hobart and Launceston.



Activities in 2020-21

Stakeholder meetings

Each year the Commission conducts meetings with stakeholders. These meetings are designed to allow both parties to raise issues of interest or concern, and for key stakeholders to discuss matters of Commission policy.

In 2020-21, the Commission met with: the Federal Group, the Gambling Support Program; Tabcorp Holdings Limited; Dr Adrian Reynolds (Alcohol and Drug Service, Tasmanian Health Service), the Tasmanian Hospitality Association (Gaming Sub-committee); and Anglicare Tasmania.

Communications

The Commission, through the Branch, contributes to newsletters to bring readers timely and up-to-date information about policy and regulatory initiatives, disciplinary actions, and reminders.

In 2020-21, three Liquor and Gaming Newsletters were published on the Branch website and emailed to over 2 000 subscribers each time. Interest in subscribing to the newsletter can be registered by emailing: gaming@treasury.tas.gov.au.

Casino inquiries

In addition to the NSW casino inquiry mentioned above, the Commission also closely monitored the progress of inquiries into the integrity of Crown Resort's gaming operations at its casinos in Melbourne and Perth. It continued to share knowledge of best practice casino regulation with other independent regulators from Australia and New Zealand.

While Tasmania has measures in place to identify and guard against suspicious activities and transactions in gambling venues, the Commission's focus on this area has intensified. It will continue to monitor the progress and outcomes of inquiries, to identify opportunities to strengthen the Tasmanian regulatory environment.

Future Gaming Market Policy

The Commission, as a key stakeholder, was also involved in discussions with Treasury's Future Gaming Market project team on the Government's proposed legislative reforms for the gambling industry and awaits the outcome of the Parliamentary process.

Social and Economic Impact Study

The Gaming Control Act requires that an independent review of the social and economic impact of gambling in Tasmania is conducted every three years.

The fifth study was undertaken during 2020-21 by a consortium led by the South Australian Centre for Economic Studies. As a key stakeholder, the Commission participated in the consultation process with the researchers. The Government tabled a report of the fifth study in the Parliament in early July 2021.



Amendments to Rules and Standards

Casino Premium Player Program

The Commission approved a new set of Rules and Standards for the operation of the casino Premium Player Program in November 2019. A start date was set for 1 May 2020 but the impacts of the pandemic delayed the implementation of the new PPP.

The PPP Rules containing mandatory pre-commitment can be found [here](#). The Rules become fully effective from 1 September 2021.

Community Support Levy

At the request of the Minister, the Commission reviews allocation of funds under the Community Support Levy to ensure it is in line with the requirements of the Gaming Control Act. The Act requires that four per cent of the gross profit derived from gaming machines in hotels and clubs is paid as the Community Support Levy.

In 2020-21, \$4 391 600 was paid as CSL from the profits of gaming machines in clubs and hotels.

Under the Act, the Minister must distribute the CSL in the following manner:

- 25 per cent for the benefit of sport and recreation clubs;
- 25 per cent for the benefit of charitable organisations; and
- 50 per cent for the provision of -
 - research into gambling;
 - services for the prevention of compulsive gambling;
 - treatment for the rehabilitation of compulsive gamblers;
 - community education concerning gambling; and
 - other health services.

A summary of the CSL funds receipted and disbursed during 2020-21 is provided in Table 3.

A summary of CSL expenditure during 2020-21 is provided in Table 4. Further detail of grant recipients is provided below.

Problem gambling category (50 per cent)

In 2020-21, expenditure under this category was administered by the Department of Treasury and Finance (refer Table 3) and the Department of Communities Tasmania (refer to Table 4).



Charitable organisations category (25 per cent)

In 2020-21, grant payments of \$301 031 were delayed until 2021-22 due to timing of the 2021 State Election and subsequent appointment of a new Minister to approve the funding. Grant recipients can be found on the Communities Tasmania website at:

https://www.communities.tas.gov.au/disability/gambling/grants/recipients_of_charitable_organisations_grant_programs

Sport and recreation category (25 per cent)

In 2020-21, Communities Tasmania developed two new grant programs to support sport and recreation clubs to meet the ongoing challenges presented by the COVID-19 pandemic. Due to the timing of the 2021 State Election, finalisation of both grant programs was paused and expenditure of \$995 573 has been delayed until 2021-22. Grant recipients can be found on the Communities Tasmania website at:

- COVID-19 Sport and Recreation Grants Program - Tranche 3:
<https://www.communities.tas.gov.au/csr/Grants/covid-19-sport-and-recreation-grants-program-tranche-3>
- COVID-19 Sport and Recreation Grants Program - Tranche 4:
<https://www.communities.tas.gov.au/csr/Grants/covid-19-sport-and-recreation-grants-program-tranche-4>

Neighbourhood House Program

As reported in the 2018-19 Annual Report, the Treasurer approved the allocation of \$1.5 million per annum to the Neighbourhood House Program from the CSL budget until 2022-23.



Gaming and Wagering Tables

Table I: Player expenditure 1 July 2016 to 30 June 2021

Player Expenditure ¹					
CASINOS	2016-17	2017-18	2018-19	2019-20 ²	2020-21
	\$	\$	\$	\$	\$
Table Gaming	9 623 212	9 647 120	10 312 832	7 926 757	7 513 911
Gaming Machines ³	71 294 572	69 247 141	67 331 915	50 800 821	74 658 139
Keno Gaming	2 909 825	2 806 986	2 763 005	2 116 573	3 284 293
Total Casinos	83 827 609	81 701 247	80 407 752	60 844 151	85 456 343
HOTELS AND CLUBS					
Gaming Machines	109 940 255	106 054 512	104 271 830	79 485 431	117 286 007
Keno Gaming	32 254 322	31 588 697	33 082 333	25 644 193	38 263 120
Total Hotels and Clubs	142 194 577	137 643 209	137 354 163	105 129 624	155 549 127
WAGERING					
Betting Exchange ⁴	n/a	n/a	n/a	n/a	n/a
Wagering (based on point of consumption) ⁵	n/a	n/a	n/a	41 161 372	99 888 933
Total Wagering				41 161 372	99 888 933
LOTTERIES					
Lotteries	38 575 651	39 985 185	49 712 890	52 952 298	56 948 473
Soccer Pools ⁶	100 952	113 936	0	0	0
Total Lotteries	38 676 603	40 099 121	49 712 890	52 952 298	56 948 473
TOTAL EXPENDITURE	264 698 789	259 443 577	267 474 805	260 087 445	397 842 877

Notes:

1. Since 2019-20, expenditure and taxation tables were separated to improve clarity and consistency with monthly online reporting. Previous annual reports showed expenditure monthly in arrears to align with tax collected. Expenditure data for each year is now shown in the month the activity occurred. There may be minor differences in totals compared to earlier Annual Reports reflecting the difference in timing of capture of activity.
2. 2019-20 data reflects the closure of gambling venues from 23 March 2020 due to COVID-19 public health restrictions. All forms of gambling were able to reopen from 26 June 2020.
3. The figures reported for casino gaming machines include gaming conducted on the Spirits of Tasmania ferries, which ceased on 21 June 2021.
4. The only betting exchange operating from Tasmania moved its operations interstate in September 2016.
5. The total only includes expenditure for operators who exceeded the tax free threshold of \$150 000 (\$75 000 for 2019-20). Any adjustments relating to a previous annual return lodged after the close of that period are included in the year in which the adjustment occurred.
6. Soccer pools ceased operating in 2018-19.

Table 2: Taxation and fees 1 July 2016 to 30 June 2021

Taxation and Fees¹					
CASINOS	2016-17	2017-18	2018-19	2019-20²	2020-21
	\$	\$	\$	\$	\$
Table Gaming	83 091	82 781	93 601	75 275	60 925
Gaming Machines ³	18 486 881	17 722 797	17 398 244	14 021 095	18 201 372
Keno Gaming	172 556	164 586	162 511	134 123	182 956
Casino Unclaimed Prizes ⁴	3 865	43 616	38 300	36 418	45 328
Total Casinos	18 746 393	18 013 780	17 692 656	14 266 911	18 490 581
HOTELS AND CLUBS					
Gaming Machines	28 552 857	27 455 073	27 043 814	22 382 148	28 413 657
Keno Gaming	1 868 227	1 823 223	1 941 950	1 631 371	2 126 785
Keno Unclaimed Prizes ⁴	736 735	(150 832)	319 244	175 338	421 479
Gaming Machines Unclaimed Prizes ⁴				0	0
Total Hotels and Clubs	31 157 818	29 127 465	29 305 008	24 188 856	30 961 921
WAGERING					
Betting Exchange ⁵	724 064	0	0	0	0
Wagering (based on point of consumption) ⁶	n/a	n/a	n/a	4 711 505 ⁷	14 789 007
Total Wagering	724 064	0	0	4 711 505	14 789 007
LOTTERIES					
Lotteries	28 772 541	29 840 594	36 532 231	40 403 069	43 353 097
Soccer Pools	56 470	65 033	6 232	0	0
Total Lotteries	28 829 010	29 905 626	36 538 464	40 403 069	43 353 097
TOTAL TAXATION	79 457 287	77 046 871	83 536 127	83 570 341	107 594 606
LICENCE FEES AND PENALTIES					
Casino Licence Fees	3 652 800	3 739 200	3 813 600	2 919 600	670 400
Casino Penalties ⁸	1 570	11 875	59 710	(21 190)	16 800
Hotel and Club Fees	322 913	292 065	319 900	244 234	28 350
Hotel and Club Penalties	32 499	15 901	21 705	5 053	8 520
Minor Gaming Fees	38 066	22 096	30 117	18 840	7 922
Wagering Fees ⁹	164 926	0	0	0	0
Tasmanian Gaming Licence Fees	0	0	0	806	162
Annual Totalizator Wagering Levy ¹⁰	7 191 000	7 285 000	7 426 000	4 556 250	1 498 500
Totalizator / Wagering Penalties ¹¹	0	22 684	51 120	0	0
Total Licence Fees and Penalties	11 403 774	11 388 821	11 722 152	7 723 592	2 230 654
TOTAL	90 861 060	88 435 692	95 258 279	91 293 933	109 825 260

Notes:

- All taxes are paid monthly in arrears, except the Annual Totalizator Wagering Levy. Taxation data is shown in the month it is received. This ensures consistency with Tasmania's reporting to the Australian Gambling Statistics. Small variations in totals may be apparent between this Report and other Government financial reporting.
- 2019-20 data reflects the closure of gambling venues from 23 March 2020 due to COVID-19 public health restrictions. All forms of gambling were able to reopen from 26 June 2020.
- The figures reported for casino gaming machines include gaming conducted on the Spirits of Tasmania ferries, which ceased on 21 June 2021.
- Casino unclaimed prizes includes casino gaming machine unclaimed prizes. Prior to 2019-20, it also included gaming machine unclaimed prizes for hotels and clubs (now reported separately). All keno unclaimed prizes including for casinos are reported under hotels and clubs.
- The only betting exchange operating from Tasmania moved its operations interstate in September 2016.
- Any adjustments relating to a previous annual return lodged after the close of that period are included in the year in which the adjustment occurred.

7. The new Wagering tax commenced from 1 January 2020. As paid monthly in arrears, it only captures the first five months of revenue. 2020-21 reflects 12 months of revenue.
8. Includes refund of fines of \$32 600 in 2019-20.
9. Includes three year Betting Exchange endorsement fee payment.
10. Reflects the Totalizator Wagering Levy of 4.7 million fee units up 2019-20. With introduction of the Point of Consumption tax from 1 January 2020, this levy was replaced with the POC tax and a new Annual Levy of 925 000 fee units. The levy is paid annually in advance.
11. Penalties include players winnings forfeited to the Crown.

Table 3: Summary of CSL receipts and disbursements - Public Account

	50 per cent of funds - problem gambling	25 per cent of funds - charitable organisations	25 per cent of funds - sport and rec organisations	TOTAL
	\$	\$	\$	\$
Opening balance	898 282	0	0	898 282
Add CSL receipts 2020-21	2 195 800	1 097 900	1 097 900	4 391 600
Total	3 094 082	1 097 900	1 097 900	5 289 882
Less CSL funds disbursed to GSP and CSR	2 135 800	1 097 900	1 097 900	4 331 600
Less funds disbursed by Treasury ¹	872 081	0	0	872 081
Balance of CSL in Public Account as at 30 June 2021²	86 201	0	0	86 201

Notes:

1. Funds disbursed by Treasury were for the cost of delivering the Fifth Social and Economic Impact Study in 2021 (\$816 077), and administration of the Tasmanian Gambling Exclusion Scheme (\$56 004).
2. An allocation is made annually to meet the cost of the three-yearly Social and Economic Impact Study of Gambling in Tasmania.

Table 4: Summary of Community Support Levy expenditure

	GSP	GSP	CSR	TOTAL
	50 per cent to Problem gambling	25 per cent to Charitable organisations	25 per cent to Sporting organisations	
	\$	\$	\$	
CSL monies held from 2019–20 allocation for future expenditure	0	0	75 673	75 673
2020–21 CSL funds received	2 135 800	1 097 900	1 097 900	4 331 600
Total CSL funds available 2020–21	2 135 800	1 097 900	1 173 573	4 407 273
Less funds allocated for:				
Administration costs			50 000	50 000
Gambling support services	583 575 ¹			583 575
Gambling community education	170 849			170 849
Gambling research				
Neighbourhood House Program	798 250	701 750		1 500 000
Charitable Organisations Grant Program		903		903
Sport and recreation charitable grants				
Total CSL expenditure 2020–21	1 552 674	702 653	50 000	2 305 327
Monies held by GSP and CSR from 2020–21 for future expenditure²	583 126	395 247	1 123 573	2 101 946²

Notes:

- Includes returned support service funding (\$90 000).
- Expenditure approvals of the 2020-21 CSL grant programs were delayed due to the 2021 State Election. The amount held by CSR includes \$995 573 for grants approved in 2020-21 (to be paid in the first quarter of 2021-22) and \$128 000 not allocated due to uncertainty of receipts. The amount held by GSP includes \$347 561 for grants approved in 2020-21 (to be paid in the first quarter of 2021-22). Expenditure of \$480 458 for community education was also delayed until 2021-22 due to a pending evaluation of GSP's 2020-21 online gambling campaign and the findings of the Fifth Social and Economic Impact Study.

Table 5: Hotel and club gaming machine numbers at 30 June 2020 and 30 June 2021

	Hotels		Clubs		Total	
	No of venues	No of machines	No of venues	No of machines	No of venues	No of machines
30 June 2020	87	2 203	6	97	93	2 300
30 June 2021	87	2 208	6	97	93	2 305

Table 6: Special employee's and technician's licences issued or renewed

During 2020-21, 684 Special Employee's Licences and 145 Technician Licences were issued (including renewal applications). As a consequence of incomplete applications, the Commission refused to consider 50 applications.

The total number of licensed special employees increased from 2 822 in 2019-20 to 2 831 in 2020-21.

The total number of licensed technicians increased from 337 in 2019-20 to 425 in 2020-21.

	Special employees				Technicians
	Casino	Licensed premises gaming ²	Gaming operator	Tasmanian gaming licence operatives ³	
Licences Issued for period 2020-21	71	578	15	20	145
Applications Refused for period 2020-21	1	47	0	2	0
Total Licences Issued as at 30 June 2021	424	2 316	36	55	425

Notes:

1. Licences issued include all new licences issued, renewed licences as well as existing licences that have been upgraded to a new category of licence.
2. Licensed premises gaming is hotel and club employees.
3. Tasmanian gaming licence is betting exchange and totalizator employees.

Table 7: Minor gaming permits

As at 30 June 2021 there were 239 minor gaming permits on issue. The table below lists the approvals for authorised games during 2020-21.

Game	Authorised Game Approvals
Raffles	32
Bingo	32
Lucky Envelopes	56
Calcutta Sweepstakes	4
Instant Draw Bingo	3

Further information on minor gaming, including permit applications, is available at www.gaming.tas.gov.au (under “Apply for a Gaming Licence or Permit”).

Table 8: Complaints received and investigated by the Commission

Licence type	Table games	Keno	Gaming machines	Exclusion	Wagering	Other (general)	Minor gaming	Total
Casino	0	0	2	2	0	0	0	4
Hotel/club	N/A	5	7	0	0	1	4	17
Gaming operator	N/A	0	0	0	N/A	0	N/A	0
Tasmanian gaming licence	N/A	N/A	N/A	0	2	0	N/A	2
								23

Note:

1. N/A means gambling activity is not applicable to the licence type.

Table 9: Disciplinary action against casino licence holders

Licence Holder	Venue	Section of Act	Breach	Outcome
Australian National Hotels Pty Ltd	Wrest Point Hotel Casino	98	Allowed a gaming machine to be played whilst it did not function in the manner in which it was designed and programmed to function	Fined \$16 800
Australian National Hotels Pty Ltd	Wrest Point Hotel Casino	92(2)	Premium player program ATM usage by a non-member	Letter of censure
Australian National Hotels Pty Ltd	Wrest Point Hotel Casino	92(2)	Failing to restrict access to cash on the casino premises	Fined \$14 670
Australian National Hotels Pty Ltd	Wrest Point Hotel Casino	92(2)	Failing to report a matter of non-compliance within 24 hours	Letter of censure
Tasmanian Country Club-Casino Pty Ltd	Country Club Casino	92(2)	Failing to restrict access to cash on the casino premises	Fined \$9 780
Tasmanian Country Club-Casino Pty Ltd	Country Club Casino	92(2)	Failing to report a matter of non-compliance within 24 hours	Letter of censure

Table 10: Disciplinary action against Tasmanian gaming licence holders

Licence holder	Section of Act	Breach	Outcome
UBET TAS Pty Ltd	92(2)	Failing to ensure that a non-licensed server of wagering products undertakes a responsible conduct of gambling course at least every five years	Fined \$4 890

Table 11: Disciplinary action against licensed premises gaming licence holders

Licence Holder	Venue	Section of Act	Breach	Outcome
Mornington Inn Pty Ltd	Mornington Inn	50(2)	Using the services of a person to perform a function of a special employee while that person was not authorised by a special employee's licence to perform the function	Fined \$1 680
Donald James Smith	Bush Inn	92(2)	Failure to provide CCTV surveillance footage	Fined \$5 160
Mollie and George Pty Ltd atf Mollie and George Family Trust	Wagon and Horse Restaurant	92(2)	Failure to provide CCTV surveillance footage	Letter of censure
Watson Marx Pty Ltd atf Watson Marx Family Trust	Campbell Town Hotel	50(2)	Using the services of a person to perform a function of a special employee while that person was not authorised by a special employee's licence to perform the function	Letter of censure
Watson Marx Pty Ltd atf Watson Marx Family Trust	Campbell Town Hotel	92(2)	Failure to provide CCTV surveillance footage	Fined \$5 160
Mollie and George Pty Ltd atf Mollie and George Family Trust	Wagon and Horse Restaurant	50(2)	Using the services of a person to perform a function of a special employee while that person was not authorised by a special employee's licence to perform the function	Fined \$1 720

Table 12: Disciplinary action against special employees

Licence Holder	Section of Act	Breach	Outcome
Amanda Marquis	2.3.1	Playing keno in a casino, hotel or club during a shift	Fined \$1 680
Jessica Sills	2.3.1	Playing keno in a casino, hotel or club during a shift	Fined \$1 680

In addition, 170 special employee's licences were suspended during 2020-21 for non-attendance at an approved Responsible Conduct of Gambling course, in accordance with a condition of their licence.

Table 13: Disciplinary action against foreign games permit holders

Licence Holder	Section of Act	Breach	Outcome
Tattersall's Sweeps Pty Ltd	92(2)	Failing to include a responsible gambling message and Gambling Helpline details in advertising	Letter of censure

Liquor Licensing Information 2019-20

Regulation of liquor - Liquor Licensing Act 1990

The object of the *Liquor Licensing Act 1990* is to regulate the sale, supply, promotion and consumption of liquor in Tasmania, so as to:

- minimise harm arising from the misuse of liquor; and
- facilitate the responsible development of the liquor and hospitality industries.

The Act requires that decisions consider what is in the best interests of the community.

Regulatory activities are undertaken by the Commissioner for Licensing and the Commission. The Commissioner is appointed by the Minister under the Act and is responsible for liquor licensing and enforcement. This includes: considering licence and permit applications; granting, refusing, transferring, administering and cancelling licences and permits; investigating complaints about the sale and service of liquor in and around licensed premises; and undertaking disciplinary action.

Under the Act, the Commission can hear appeals against decisions of the Commissioner, and determine licence applications referred to it by the Commissioner, if of the opinion that it is in the public interest to do so.

Liquor licensing appeals

During 2020-21, the Commissioner for Licensing made approximately 2 500 decisions that could be appealed to the Commission. Five appealed decisions were determined by the Commission during the reporting period.

Table 14: Liquor appeals heard by the Commission

Appeal Date	Applicant	Premises	Municipality	Decision Date	Decision
21 May 2020	Pui Man Chiu	York Asian	Hobart	6 July 2020	Refused
2 June 2020	Zexing Wang	Asian Town (CBD)	Hobart	6 July 2020	Refused
2 June 2020	Zexing Wang	Asian Town	Hobart	6 July 2020	Refused
26 August 2020	Ricky Schultz	Mt Lyell Motor Inn	West Coast	5 October 2020	Refused
11 January 2021	Tracey Skeet	Log Cabin General Store	Glamorgan -Spring Bay	12 April 2021	Refused

Liquor licensing applications referred to the Commission

In 2020-21, the Commissioner for Licensing did not refer any applications to the Commission for determination on public interest grounds.

Glossary

Casino gaming

Includes wagers on table games, gaming machines and keno at a casino. Casino games have set rules and fixed odds, designed to return a percentage from each wager to the casino operator.

Electronic gaming machine (EGM)

A device where a player may place a wager on a game of pure chance or a game of both chance and an application of skill, but not pure skill or manual dexterity with potential to win a prize either in cash or in kind. In most jurisdictions, including Tasmania, operators must return at least 85 per cent of wagers to players as winnings, either by cash or a mixture of cash and product. Gaming machines have the capacity to be linked in order to offer major jackpots.

Gamblers Help

A group of gambling support service providers, contracted by the Department of Communities Tasmania and funded through the Community Support Levy, offering counselling services and support to anyone affected by gambling (see the Tasmanian Gambling Exclusion Scheme below). The Gamblers Help services are currently offered through a partnership between Relationships Australia and Anglicare Tasmania.

Gambling

The lawful placement of a wager or bet on the outcome of a game of chance or future uncertain event (for example, horse race or sports event). The term gambling covers both gaming and wagering.

Gaming

All legal forms of gambling on games of chance or part games of chance, such as lotteries, poker, gaming machines, keno, casino gaming, minor gaming and some forms of interactive gaming.

Interactive gambling

The act of gambling or wagering via a telecommunications device (such as the internet or telephone) in a contingency relating to a sports event, race wagering event (horse or greyhound racing), simulated game, major lottery, pools, brokered wagering (betting exchange) or totalizator wagering.

Keno

A game where a player wagers that their chosen numbers match any of the 20 numbers randomly selected from a group of 80 numbers via a computer system. Keno is linked to all licensed gaming venues in Tasmania enabling the operator to offer large jackpot prizes. Keno has a fixed pay-scale such that the payout for each wager is established by rules, and is independent of the total wagers made on the game.

Lotteries

A scheme or device for the distribution of a prize, where the distribution of the prize involves an element of chance for which payment or consideration is given (that is, the sale of a ticket). Lottery products include things such as lotto, pools and instant lotteries and these products are sold either online or by lottery operators at various outlets around Australia, such as newsagents.

Minor gaming

The collective name given to raffles, bingo, lucky envelopes and calcutta sweepstakes. The proceeds must be used for a not-for-profit organisation or for charitable reasons and not for the private gain or benefit of any person.

Player expenditure

The amount of money that players have lost gambling during a given period. It is calculated as the total amount gambled (turnover) less the amount won by players.

Racing

Is the legal conduct of thoroughbred, harness or greyhound racing.

Special employee

The holder of a licence under the *Gaming Control Act 1993* who may be employed by a hotel or club, casino, betting exchange operator or totalizator operator to undertake prescribed duties in relation to gaming or wagering operations.

Tasmanian Gambling Exclusion Scheme (TGES)

A means for patrons to be excluded from gambling venues or from participating in gambling in four different ways; self-exclusion, venue operator exclusion, third party exclusion and exclusion by the Commissioner of Police. The Scheme is supported by the *Gaming Control Act 1993* and is managed by the Tasmanian Liquor and Gaming Commission. Access to exclusion information for venue operators and the Gamblers Help Program is through the TGES online database.

Technician

The holder of a licence under the *Gaming Control Act 1993* who may install, repair or maintain gaming equipment, including gaming machines, security systems and gaming and wagering equipment.

Totalizator wagering

A form of wagering that allows bets on runners in a race or an event, with all the bets from that bet type going into a pool. At the end of the race or event, the totalizator operator deducts a commission from the pool and the rest is distributed to all persons with winning bets.

Wagering

All legal forms of gambling on racing and sporting events.



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