

Tasmanian Liquor and Gaming Commission

Annual Report 2022-23

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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 2023.

Government's gaming reforms

The 2022-23 reporting period has been characterised by an unprecedented series of changes in the regulation of the Tasmanian gaming industry. Every part of the industry has been touched and I want to acknowledge at the outset the significant efforts of all parties in contributing to a substantial shift in the way gaming is operated in this State.

A major focus for the Commission and the Liquor and Gaming Branch (the Branch) - and stakeholders – has been the preparatory work leading to the introduction of the Government's gaming reforms from 1 July 2023, the major components of which were the appointment of a new licensed monitoring operator in Tasmania (Maxgaming) and the ownership and responsibility for operation of electronic gaming machines (EGMs) moving to individual hotel and club licence holders.

Significant legislative changes were required to effect this, along with the review and re-writing of the regulatory rules and standards.

144 venue licence applications were submitted by hotel and club operators, and then assessed and evaluated against rigorous criteria before determination and issue by the Commission. This involved a heavy and time-consuming administrative workload for those concerned.

Maxgaming has worked closely with the Commission and Branch to ensure that the smooth operation of the new system occurred from midnight on 1 July 2023. The transition of the operation of the EGMs from Network Gaming to Maxgaming was complex and without precedent in Australia. I would like to take this opportunity to thank all participants in this transition and to especially acknowledge the patience of venue operators, led by the Tasmanian Hospitality Association, during this challenging time.

Other policy initiatives

September 2022 saw the landmark announcement by the Treasurer that the Government had accepted the recommendations of the Commission's report on a state-wide player card gaming system with mandatory pre-commitment features and cashless gaming for all electronic gaming machines in Tasmania.

The Commission was tasked to implement this system by late 2024. Work has begun to design the system and develop business rules and functional requirements, for consultation initially with Maxgaming then industry stakeholders. The implementation of this system will be a large and complex body of work for the Commission, Branch and Maxgaming over the coming year. The Commission notes that similar work is being undertaken in other jurisdictions and is keen to identify and implement best practice and nationally consistent operations where possible.

The year also saw the completion of the review of the Responsible Gambling Code of Practice. This included new harm minimisation provisions around external advertising, the banning of inducements to gamble and the banning of rewards being redeemed for use in gambling.

On top of that, a new keno system was approved and progressively introduced in venues.

Disciplinary matters

While breaches of the rules relating to special employee licencing remained a focus for disciplinary action by the Commission, the largest area of activity this year has been breaches relating to closed circuit television (CCTV) coverage, particularly the failure to provide CCTV footage to the Commission as and when required. As highlighted last year, the operation and maintenance of a CCTV system is fundamental to ensuring that gambling in venues is carried out lawfully, fairly and provides the necessary harm minimisation protections. The Commission will continue to be vigilant in this area and licence holders who do not ensure that CCTV systems are operating according to the requirements can expect to have disciplinary action taken.

While not large in number, it is concerning that there were separate instances of allowing minors to enter gaming rooms and participate in gaming, and separate instances of persons subject to self-exclusion orders being permitted to gamble in venues. These are extremely serious breaches and the Commission took strong disciplinary action to protect the most vulnerable persons.

Conclusion

As indicated, it has been an extremely busy year. I cannot commend highly enough the staff of the Liquor and Gaming Branch who have brought diligence and intelligence to this work on behalf of the Commission. We are grateful to have such a dedicated group of professional officers to support our work and the Commission thanks them for their efforts.

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 2022-23 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;
- impartially, independently and in the public interest, research, promote, investigate and make recommendations about the impacts of gambling in Tasmania;
- fosters the responsible service of gambling and minimises the harm from gambling;
- investigates and makes recommendations to the responsible Minister 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 operations;
- 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;
- hears liquor licence applications referred to it by the Commissioner for Licensing under the *Liquor Licensing Act 1990*;
- hears appeals against decisions of the Commissioner for Licensing under the *Liquor Licensing Act 1990*; and
- performs such other functions as are imposed on it by legislation.

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 2022-23

Preparing for the new regulatory model

The Government's new gaming market reforms came into effect on 1 July 2023. The Commission undertook a significant amount of work during 2022-23 to ensure that the new model was implemented on time and in accordance with the amended legislation.

Establishment of new regulatory framework

The Commission reviewed and revised its regulatory regime in preparation for 1 July 2023, with a view to ensuring a simple and practical set of regulatory instruments.

The Commission made changes to the prescribed duties for Special Employees. Venue staff are no longer required to be licenced to perform administrative tasks within venues. The Rules, Standards and *Responsible Gambling Code of Practice* reflect this change along with a number of other streamlining measures.

Rules

The Commission made a single set of Rules that apply across all licence holders, replacing the individual sets of rules for each type of licence holder extant under the old regime. The Rules have been contemporised to use clear and concise language and are now less prescriptive in nature.

New requirements have been imposed on venue operators including a requirement to implement and maintain a system to prevent multiple EFTPOS cash withdrawals occurring by the same patron on the same day, and to ensure that staff take reasonable steps to observe patron behaviour while they are gambling.

Standards

The Commission made six sets of new Standards including:

- General Control System Standards that detail general controls that apply to gaming and gaming activities;
- Gaming Equipment Transport, Storage, Installation and Disposal Standards that detail licence holder obligations relating to the transport, storage, installation and disposal of gaming equipment;
- Gaming Equipment Security, Verification, Seal and Passcode Standards that detail licence holder obligations relating to the security and sealing of gaming equipment;
- Gaming Machine Electronic Monitoring System Technical Standards that detail the technical requirements casino and monitoring operators must comply with in relation to monitoring electronic gaming machines;
- Linked Jackpot Equipment Technical Standards that detail the technical requirements casino and monitoring operators must comply with in relation to the operation of gaming machine linked jackpots; and

- Fully Automated Table Game Technical Standards that detail the technical requirements casino operators must comply with in relation to the operation of fully automated table games.

Responsible Gambling Code of Practice

The *Responsible Gambling Code of Practice* has been simplified to more clearly set out what requirement applies to which licence holder.

The Commission made several changes based on the 2022 Code review outcomes report including:

- that inducements must not be offered;
- that rewards must not be redeemed for use in gambling; and
- language changes to reflect contemporary responsible gambling terminology.

A new requirement has been imposed on all licence holders that have a website. Licence holders are now required to display responsible gambling information and a link to the Commission's responsible gambling information webpage on their website.

Assessment and issuing of new licences

The Commission assessed and issued 144 venue licences to hotel and club operators (92 for the operation of keno and EGMs and 52 for the operation of keno only). The Commission developed a number of new procedures and made significant amendments to existing systems to accommodate the new licensing framework. This work included the development of a new application process, website and approval framework that included a robust probity and financial assessment of each applicant.

The Commission also issued two new general casino licences (to the incumbent casino licence holders), a keno licence (to the incumbent gaming operator), and a monitoring operator licence (to Maxgaming Tas Pty Ltd following completion of the Government's tender process).

Establishment of new monitoring operator and approvals of the Electronic Monitoring System

With the requirement in legislation for the establishment of a monitoring operator (Maxgaming), the Commission undertook a significant amount of work during the year to ensure Maxgaming was able to commence its activities from 1 July 2023. This included:

- undertaking regular meetings with Maxgaming;
- working with industry to deliver education and updates to venues on the new system;
- facilitating visitation to gaming machine venues by Maxgaming to support the completion of preparatory cabling work and other infrastructure;
- facilitating meetings between the outgoing gaming operator and Maxgaming to ensure a smooth transition from the old hotel and club gaming machine monitoring system to the new system;
- overseeing the development and testing of Maxgaming's new gaming machine electronic monitoring system, ensuring that the technical solution complied with the Commission's Electronic Monitoring System Standards and contractual arrangements between Maxgaming and the Tasmanian Government;

- approving Maxgaming’s new gaming machine electronic monitoring system and technical solution;
- approving agreements between Maxgaming and venues; and
- overseeing the successful transition of gaming machine information for all hotel and club venues from the incumbent gaming operator to Maxgaming on 30 June 2023.

Approval of new keno system

On 20 December 2022, the Tasmanian Liquor and Gaming Commission approved the Flexsys keno system to replace the Tabcorp keno system, which had been used to conduct the game of keno in Tasmanian casinos, hotels and clubs since 1994. The new Flexsys keno system was approved following the successful completion of independent testing ensuring that the system operates in accordance with Commission’s Standards and approved Keno Rules.

Commencing at Wrest Point Hotel Casino on 15 February 2023, the Flexsys keno system was progressively installed in all venues over a six-week period, with the final transition completed on 23 March 2023. During the transition period, venues continued to operate on the Tabcorp keno system until they had been transferred to the Flexsys keno system. All Tabcorp keno system jackpot increments were transferred to the Flexsys keno system at the completion of transition.

National Consumer Protection Framework

The Commission oversaw the implementation of the final measures under the National Consumer Protection Framework for online wagering in Tasmania. The requirement for wagering service providers to provide customers with meaningful, userfriendly activity statements was implemented from 31 July 2022. Consistent responsible gambling messaging and staff training in responsible conduct of gambling were implemented from 30 March 2023 and the national self-exclusion register (Betstop) commenced on 21 August 2023.

The Betstop measure has been complemented by a further reduction in the customer verification period for opening an online wagering account. From 29 September 2023 wagering service providers are required to verify a customer’s identity prior to any gambling activity occurring. This will enhance protection for underage persons and individuals who have self-excluded through the national self-exclusion register.

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 the activity of the Commission.

In 2022-23, the Commission met with:

- the Tasmanian Hospitality Association (three meetings);
- Tabcorp Holdings Limited;
- representatives from clubs operating EGMs;
- Maxgaming Tas Pty Ltd (two meetings); and
- the Federal Group.

Communications

Industry forums and updates on new venue licensing

In 2022-23, the Branch attended two industry forums to explain the new venue licensing arrangements commencing from 1 July 2023, changes to gaming regulation, timelines and processes. These forums were held in person in Hobart and Launceston, as well as being available online.

Regular venue licensing updates and information packages were provided to gaming venues during 2022-23. As the cutover to the new licensing framework approached, these regular updates provided details for industry about the licensing process, changes that were occurring and important information about the new monitoring system.

Newsletters

In 2022-23, Liquor and Gaming Newsletters were published on the Branch website and emailed to over 2 000 subscribers.

Other activities

Implementation of a player card gaming system

The Treasurer announced in September 2022 that the Government had accepted the Commission's recommendations to implement a state-wide player card gaming (PCG) system with mandatory pre-commitment and cashless gaming for all electronic gaming machines in Tasmania. The media release can be found at https://www.premier.tas.gov.au/site_resources_2015/additional_releases/nation-leading-card-based-gaming-with-pre-commitment-a-first-in-tasmania.

The Commission has been directed by the Government to implement the PCG system.

During 2022-23, work commenced on developing a set of business rules and functional requirements for the system. Now that the new monitoring system has commenced operation, the Commission will engage with Maxgaming to understand technical options for implementation of the policy and will focus on consultation and development of PCG Rules

and Standards, with a view to implementation of the PCG system in late 2024, including the procurement and installation of any required hardware in venues and development of education programs for venues and players.

Ongoing inquiries

The Commission continued to closely monitor the progress and outcomes of various casino inquiries investigating the integrity of casino governance and operations across Australia.

The Commission also provided a submission to the House of Representatives Standing Committee on Social Policy and Legal Affairs inquiry into online gambling and its impacts on those experiencing gambling harm, raising concerns about the increasing prevalence of online gambling advertising and the risk it poses for young and vulnerable people. The Committee released its report in late June 2023 providing 31 recommendations, which included measures to restrict advertising.

The Commission will continue to monitor and consider the findings of current and future inquiries to best identify potential opportunities to strengthen the Tasmanian regulatory environment.

Community Support Levy

At the request of the Treasurer, the Commission reviews the allocation of funds under the Community Support Levy (CSL) 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 CSL.

In 2022-23, \$4 605 560 was paid as CSL from the profits of gaming machines in clubs and hotels.

Under the Act (in force during 2022-23), the Treasurer 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 2022-23 is provided in Table 2.

A summary of CSL expenditure during 2022-23 is provided in Table 3.

At risk gambling category (50 per cent)

In 2022-23, expenditure under this category was administered by the Department of Treasury and Finance (refer to Table 2) and the Department of Premier and Cabinet (refer to Table 3 for details).

Charitable organisations category (25 per cent)

Refer to Table 3 for details of expenditure. Grant recipients can be found on the Department of Premier and Cabinet website at:

https://www.dpac.tas.gov.au/_data/assets/pdf_file/0040/297886/Projects-Funded-Through-the-2022-23-CSL-Grants-Round.PDF.

Sport and recreation category (25 per cent)

Refer to Table 3 for details of expenditure. Grant recipients can be found on the Department of State Growth website at:

https://www.stategrowth.tas.gov.au/_data/assets/pdf_file/0018/447012/equipment_grants_-_successful_applicants.pdf

Neighbourhood Houses Program

As previously reported, the Treasurer approved the allocation of \$1.5 million per annum to the Neighbourhood Houses Program from the CSL budget until 2022-23.

Gaming and Wagering Tables

Table 1: Player expenditure | July 2018 to 30 June 2023¹

	2018-19 \$	2019-20 ² \$	2020-21 \$	2021-22 \$	2022-23 \$
CASINOS					
Table Gaming	10 312 832	7 926 757	7 513 911	8 186 796	9 149 642
Gaming Machines ³	67 331 915	50 800 821	74 658 139	69 488 606	75 106 576
Keno Gaming	2 763 005	2 116 573	3 284 293	3 239 446	3 565 375
Total Casinos	80 407 752	60 844 151	85 456 343	80 914 848	87 821 593
HOTELS AND CLUBS					
Gaming Machines	104 271 830	79 485 431	117 286 007	108 632 079	114 489 587
Keno Gaming	33 082 333	25 644 193	38 263 120	37 795 049	38 181 384
Total Hotels and Clubs	137 354 163	105 129 624	155 549 127	146 427 128	152 670 972
WAGERING					
Wagering (based on point of consumption) ⁴	n/a	41 161 372	99 888 933	104 568 256	106 217 929
Total Wagering	n/a	41 161 372	99 888 933	104 568 256	106 217 929
LOTTERIES					
Lotteries	49 712 890	52 952 298	56 948 473	61 287 807	62 509 129
Total Lotteries	49 712 890	52 952 298	56 948 473	61 287 807	62 509 129
TOTAL EXPENDITURE	267 474 805	260 087 445	397 842 876	393 198 039	409 219 623

Notes:

1. Since 2019-20, expenditure and taxation tables have been separated to improve clarity and consistency with monthly online reporting. Previous annual reports showed expenditure monthly in arrears to align with tax collected. Annual expenditure data 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. In 2019-20, gambling venues were closed between 23 March 2020 and 26 June 2020 due to COVID-19 public health restrictions.
3. Prior to 2021-22, the figures reported for casino gaming machines include gaming conducted on the Spirit of Tasmania ferries, which ceased on 21 June 2021.
4. The total only includes expenditure for operators who exceeded the annual tax free threshold of \$150 000. Adjustments relating to a previous annual return lodged after the close of that period are included in the year in which the adjustment occurred.

Taxation and fees | July 2018 to 30 June 2023

This table is no longer being reported in the Commission's Annual Report as taxation is payable to the Commissioner of State Revenue. This information is now reported on the Treasury website <https://www.treasury.tas.gov.au/liquor-and-gaming/publications-and-research/gambling-industry-data/gaming-and-wagering-industry-data>

Table 2: Summary of Community Support Levy receipts and disbursements – Public Account 2022-23

	50 % of funds - at risk gambling	25 % of funds - charitable organisations	25 % of funds - sport and recreation organisations	Total:
	\$	\$	\$	\$:
Opening balance	387 368	0	0	387 368
CSL receipts 2022-23	2 302 780	1 151 390	1 151 390	4 605 560
Total	2 690 148	1 151 390	1 151 390	4 992 928
Funds disbursed to GSP and CSR ¹	(1 336 569)	(980 805)	(1 100 064)	(3 417 438)
Funds disbursed to Treasury ²	(687 368)	0	0	(687 368)
CSL balance in Public Account at 30 June 2023³	666 211	170 585	51 326	888 122

Notes:

1. Gambling Support Program (GSP) and Community Sport and Recreation (CSR).
2. Funds disbursed by Treasury include the carry forward balance from 2021-22 (\$387 368) which includes prior year annual allocations to meet the cost of the five-yearly Social and Economic Impact Study of Gambling in Tasmania. This balance was disbursed in 2022-23 to ensure it was not paid into the Community Support Fund on 1 July 2023 as part of the CSL balance in the Public Account at 30 June 2023.
3. The balance was paid into the Community Support Fund on 1 July 2023. Funds are available for distribution in 2023-24.

Table 3: Summary of Community Support Levy expenditure 2022-23

	Gambling Support Program (GSP) \$		Communities, Sport and Recreation (CSR) \$	TOTAL \$
	50 % to at risk gambling	25 % to charitable organisations	25 % to sporting organisations	
Carry forward of funds from 2020-21	725 879	508 219	56 255	1 290 353
Funding allocation for 2022-23	2 002 780	1 151 390	1 151 390	4 305 560¹
Total funds available	2 728 659	1 659 609	1 207 645	5 595 913
Funding allocation				
Administration costs	(98 184)	-	(60 940) ²	(159 124)
Gambling support services	(923 190)	-	-	(923 190)
Gambling community education	(179 964)	-	-	(179 964)
Gambling research	(49 500)	-	-	(49 500)
Neighbourhood Houses Program	(811 609)	(688 391)	-	(1 500 000)
Charitable Organisations	-	(800 633) ³	-	(800 633)
Grant Program	-	-	-	-
Sport and recreation charitable grants	-	-	(1 095 379) ⁴	(1 095 379)
Total expenditure 2022-23	(2 062 448)	(1 489 024)	(1 156 319)	(4 707 791)
Residual balance at 30 June 2023⁵	666 211	170 585	51 326	888 122

Notes:

1. Excludes Treasury's 2022-23 allocation of \$300 000.
2. Includes \$23 600 for the 'Smarty Grants' licensing purchase (ie grant administration software).
3. Includes \$409 608 for grants approved in 2021-22 and paid in the first quarter of 2022-23.
4. Includes \$1 091 567 for grants approved in 2022-23 that will be paid in 2023-24.
5. The balance was paid into the Community Support Fund on 1 July 2023. Funds are available for distribution in 2023-24.

Table 4: Authorised hotel and club gaming machine numbers at 30 June 2022 and 30 June 2023

	Hotels		Clubs		Total	
	No. of venues	No. of machines	No. of venues	No. of machines	No. of venues	No. of machines
30 June 2022	87	2 218	6	97	93	2 315
30 June 2023	87	2 229	6	100	93	2 329

Table 5: Total number of excluded persons under the Tasmanian Gambling Exclusion Scheme 2022-23

	As at 30 June 2021	As at 30 June 2022	As at 30 June 2023
Self-exclusions	264	249	261
Third party exclusions	1	1	1
Venue operator exclusions ¹	120	110	93
People with both venue and self-exclusions	9	6	11
TOTAL Excluded people²	376	354	344

Notes:

1. Venue operator exclusions only count excluded people once, regardless of the number of venues they are excluded from.
2. The totals for excluded people do not account for multiple exclusions held by one person (e.g. a person with both venue and self-exclusions are only counted once).

Table 6: Special employee and technician licences issued or renewed 2022-23

	Special Employee	Technician
Licences issued as at 30 June 2022	2 779	511
Licences issued in 2022-23 ¹	614	210
Applications refused in 2022-23	34	8
Licences issued as at 30 June 2023	2 637 ²	668 ³

Notes:

1. Includes all new and renewed licences issued.
2. The decrease compared to 2021-22 is due to the change in the prescribed duties of Special Employees (as discussed in the body of the Report).
3. The increase compared to 2021-22 is due to the need for additional technicians to support the implementation of the new gaming licensing arrangements.

Minor gaming permits information for 2022-23

Minor gaming are gaming activities where the proceeds are used for:

- not-for-profit organisation or for charitable reasons, such as education, welfare, sport and recreation, and
- not for the private gain or benefit of any person, except by way of charity.

Gaming activities including Raffles (prizes over \$5 000), Bingo, Lucky Envelopes and Calcutta's require a minor gaming permit to be conducted in Tasmania.

Minor gaming permits can be issued for up to two years and are predominately held by sporting and community clubs.

Licensed premises may apply for a minor gaming permit to conduct Lucky Envelopes. However, proceeds cannot be retained, they must be distributed to approved not-for-profit or charitable organisations quarterly.

As at 30 June 2023, there were 218 active minor gaming permits. During 2022-23, the Commission approved 83 gaming activities to be conducted.

Table 7: Complaints received and investigated by Commission 2022-23¹

Licence type	Table games	Keno	EGM	Exclusions	Wagering	Other general	Minor gaming	Total
Casino	0	0	3	1	0	0	0	4
Hotel/Club	N/A	4	2	0	1	1	4	12
Gaming Operator	N/A	1	0	0	N/A	0	N/A	1
Tasmanian Gaming Licence	N/A	N/A	N/A	0	3	0	N/A	3
TOTAL								20

Notes:

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

Disciplinary action against casino licence holders 2022-23

There was no disciplinary action taken against a casino licence holder in 2022-23.

Table 8: Disciplinary action against Tasmanian gaming licence holders 2022-23

Licence holder	Section of Act	Breach	Outcome
UBET TAS Pty Ltd	92(2)	Failing to retain CCTV surveillance footage for a minimum period of 14 days Failing to provide CCTV surveillance footage	Fined \$3 460
UBET TAS Pty Ltd	92(2)	Failing to ensure installed software was able to be certified as approved gaming equipment	Fined \$3 460
UBET TAS Pty Ltd	92(2)	Failing to ensure that a CCTV surveillance system was operating at an approved outlet at all times that wagering is available	Fined \$2 595
UBET TAS Pty Ltd	92(2)	Failing to ensure that a CCTV surveillance system was operating at an approved outlet at all times that wagering is available	Fined \$1 730
UBET TAS Pty Ltd	92(2)	Failing to retain CCTV surveillance footage for a minimum period of 14 days	Letter of censure
UBET TAS Pty Ltd	92(2) 92(2)	Failing to provide CCTV surveillance footage Failing to record required CCTV images	Fined \$3 620

Licence holder	Section of Act	Breach	Outcome
UBET TAS Pty Ltd	112J(2)	Allowing a person who is the subject of a self-exclusion notice to participate in a game	Fined \$2 715
UBET TAS Pty Ltd	92(2)	Failing to retain CCTV surveillance footage for a minimum period of 14 days	Fined \$1 810

Table 9: Disciplinary action against licensed premises gaming licence holders 2022-23

Licence holder	Venue	Section of Act	Breach	Outcome
Australian Press Services Pty Ltd	Commercial Hotel (Cygnet)	92(2)	Failing to maintain a record of all special employees employed by the licensed premises gaming licence holder	Letter of censure
Australian Press Services Pty Ltd	Commercial Hotel (Cygnet)	92(2)	Failing to ensure operators of the keno equipment at the venue complete the Keno and EGM Logbook	Letter of censure
Australian Press Services Pty Ltd	Commercial Hotel (Cygnet)	92(2)	Accepting an electronic funds transfer for gambling purposes	Fined \$865
Dover RSL & Ex-Servicemen's Club Inc	Dover RSL Club	92(2)	Having a coin change machine in a location at the venue that was not approved by the Commission	Fined \$6 055
Dover RSL & Ex-Servicemen's Club Inc	Dover RSL Club	92(2)	Failing to maintain a record of all special employees employed by the licensed premises gaming licence holder	Fined \$1 730
Dover RSL & Ex-Servicemen's Club Inc	Dover RSL Club	92(2)	Failing to record required CCTV images	Fined \$1 730
Joswall (Australia) Pty Ltd	The Shoreline Hotel	92(2)	Failing to maintain a record of all special employees employed by the licensed premises gaming licence holder	Letter of censure
Joswall (Australia) Pty Ltd	The Shoreline Hotel	92(2)	Failing to maintain the current date and time on the CCTV surveillance system	Letter of censure
Joswall (Australia) Pty Ltd	The Shoreline Hotel	92(2)	Failing to provide CCTV surveillance footage	Fined \$3 460

Licence holder	Venue	Section of Act	Breach	Outcome
Joswall (Australia) Pty Ltd	The Shoreline Hotel	161	Failing to notify the Commission of the addition of an associate of the licence holder	Letter of censure
St Helens RSL Ex-Servicemen's and Citizens Club Inc	St Helens RSL Ex-Servicemen's and Citizens Club	92(2)	Failing to provide CCTV surveillance footage	Fined \$692
Kaaj Pty Ltd	New Norfolk Hotel	92(2)	Failing to ensure all special employees have completed an RCG course at least every five years from the date of their most recent RCG qualification	Letter of censure
Kaaj Pty Ltd	New Norfolk Hotel	92(2)	Failing to provide CCTV surveillance footage	Fined \$3 460
Vinray Holdings Pty Ltd	Snug Tavern	92(2)	Failing to maintain a record of all special employees employed by the licensed premises gaming licence holder	Fined \$3 460
Vinray Holdings Pty Ltd	Snug Tavern	92(2)	Failing to complete the Keno and EGM logbook as required	Letter of censure
Vinray Holdings Pty Ltd	Snug Tavern	92(2)	Failing to ensure EGM handpays were completed as required	Letter of censure
Australian Leisure and Hospitality Group Limited	Carlyle Hotel	92(2)	Failing to maintain a record of all special employees employed by the licensed premises gaming licence holder	Letter of censure
Blackmans Bay Motors Pty Ltd	Cygnnet Hotel	50(2)	Allowing a person to perform the functions of a special employee without the authorisation of a special employee's licence	Fined \$1 810
Kipep Pty Ltd	TRC Hotel	112J(2)	Allowing a person who is the subject of a self-exclusion notice to participate in a game	Fined \$1 810
Kipep Pty Ltd	TRC Hotel	92(2)	Failing to check the details of a patron requiring a cheque for payout against the exclusion database	Letter of censure
Tasrock Pty Ltd	Shamrock Hotel	92(2)	Failing to maintain a record of all special employees employed by the licensed premises gaming licence holder	Fined \$1 810

Licence holder	Venue	Section of Act	Breach	Outcome
Tasrock Pty Ltd	Shamrock Hotel	112S(1)(da)	Failing to take action as directed by the Commission under section 78 of the Act	Fined \$3 620
Urban Storm Pty Ltd and Doncor Pty Ltd	Commercial Hotel (Launceston)	117(1)	Allowing a minor to enter the restricted gaming area of the approved venue	Fined \$6 920
		118(1)	Allowing a minor to participate in a game	
Langridge Management Pty Ltd ATF Langridge Family Trust	Blenheim Inn	92(2)	Failing to provide CCTV surveillance footage	Fined \$5 430
		135(1)(b)	Failing to produce a copy of records when required so to do by an inspector	
Beachfront Bicheno Pty Ltd	Beachfront at Bicheno	117(1)	Allowing a minor to enter the restricted gaming area of the approved venue	Fined \$5 430
		118(1)	Allowing a minor to participate in a game	
Tasmanian Bottleshops Pty Ltd	Queens Head Hotel	92(2)	Failing to maintain a record of all special employees employed by the licensed premises gaming licence holder	Fined \$3 620
		92(2)	Failing to complete the Keno and EGM Logbook as required	
		92(2)	Failing to complete the Keno and EGM Logbook for the movement of EGM keys	
		92(2)	Failing to ensure EGM handpays are completed as required	
		92(2)	Failing to ensure EGM hopper contents are counted and recorded on a weekly basis	
Michael Clifton and Mark Nicholson	York Hotel and 12 Mile Steakhouse	92(2)	Failing to provide CCTV surveillance footage	Fined \$1 810
John Truscott	Sunnyhill Tavern	92(2)	Failing to ensure all special employees have completed a RCG course at least every five years from the date of their most recent RCG qualification	Letter of censure
Vantage Hotel Group Pty Ltd	Hotel Federal	92(2)	Failing to ensure all special employees have completed a RCG course at least every five	Letter of censure

Licence holder	Venue	Section of Act	Breach	Outcome
		92(2)	years from the date of their most recent RCG qualification Failing to complete the Keno and EGM Logbook as required	
Cascade Pub Pty Ltd	Cascade Hotel & Holiday Units	50(2)	Allowing a person to perform the functions of a special employee without the authorisation of a special employee's licence	Letter of censure
Cascade Pub Pty Ltd	Cascade Hotel & Holiday Units	50(2)	Allowing a person to perform the functions of a special employee without the authorisation of a special employee's licence	Fined \$1 810
Tasrock Pty Ltd	Mornington Inn	92(2)	Failing to complete the Keno and EGM Logbook as required	Fined \$5 430
		92(2)	Failing to ensure EGM handpays are completed as required	
		92(2)	Failing to ensure EGM hopper contents are counted and recorded on a weekly basis	
		92(2)	Failing to maintain a record of all special employees employed by the licensed premises gaming licence holder	
		92(2)	Failing to ensure that a minors warning sign is clearly displayed	
Tasrock Pty Ltd	Mornington Inn	92(2)	Failing to provide CCTV surveillance footage	Fined \$3 620

Table 10: Disciplinary action against special employees 2022-23

Licence holder	Venue	Section of Act or licence condition	Breach	Outcome
Jon Hetherington	St Helens RSL Ex-Servicemen's and Citizens Club	50(1) of Act	Performing the function of a special employee without the authority of a special employee's licence	Letter of censure
Jon Hetherington	St Helens RSL Ex-Servicemen's and Citizens Club	135(1)(c) of Act	Failing to attend an interview without reasonable excuse	Letter of censure
Kristie Pou	St Helens RSL Ex-Servicemen's and Citizens Club	Condition 2.3.1 94(1) of Act 135(1) of Act	Playing keno while on duty Extending credit to oneself by placing bets on games of keno Failing to attend an interview without reasonable excuse	Cancellation of licence
Natalie Tuxworth	The Lighthouse Hotel	Condition 2.3.1	Playing keno while on duty	Letter of censure
Natalie Tuxworth	The Lighthouse Hotel	94(1) of Act	Extending credit to oneself by placing bets on games of keno	Letter of censure

In addition, 177 special employee's licences were suspended during 2022-23 for non-attendance at an approved Responsible Conduct of Gambling course, in accordance with a condition of their licence.

Disciplinary action against foreign gaming permit holders

No disciplinary action was taken against a foreign gaming permit holder in 2022-23.

Liquor Licensing Information 2022-23

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 referrals

During 2022-23, the Commissioner for Licensing did not refer any applications to the Commission for determination.

Liquor licensing appeals

During 2022-23, the Commissioner for Licensing made 1 844 decisions that could be appealed to the Commission. During the reporting period, there were no appeals heard by the Commission.

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 Premier and Cabinet and funded through the Community Support Levy, offering counselling services and support to anyone affected by gambling (see the Tasmanian Gambling Exclusion Scheme below).

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 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

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 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 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* 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.

Tasmanian Liquor and Gaming Commission

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