

# Tasmanian Liquor and Gaming Commission

Annual Report 2023-24

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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 2024.

## Player card and cashless gaming

The key focus of the Commission's work this year has been implementation of the Government's nation leading policy of a state-wide player card gaming system with mandatory pre-commitment and cashless gaming for all electronic gaming machines in Tasmania. The Commission was formally tasked with implementing this policy under *Ministerial Direction (No.1) 2022*.

The Commission's initial estimated timeline for the implementation of this system was revised by the (then) Treasurer with an ambitious timeline set for the end of 2024. The delivery date was later revised by the Minister for Finance to December 2025.

The Commission has progressed the technical requirements for a mandatory cashless player card gaming system with pre-commitment. A high-level overview of requirements for players and venues was developed, acknowledging that the ultimate system will vary taking account of consultation feedback and emerging technical requirements. The Commission invited industry comment on the system design in December 2023 and will undertake public consultation in September 2024.

The implementation of this system is a large and complex body of work for the Commission, the Liquor and Gaming Branch of Treasury and the developers, Maxgaming.

The Commission is excited to be leading the nation in implementing these significant harm minimisation reforms.

## First year of new gaming licensing arrangements

The Future Gaming Market reforms were implemented in Tasmania from 1 July 2023.

The reforms restructured the licensing arrangements and responsibilities for the gaming industry, with the most significant being the move from a single operator for all hotel and club electronic gaming machines to an individual venue operator licensing model and the creation of a new monitoring operator.

A new suite of regulatory arrangements accompanied the commencement of the new licensing model.

The new arrangements have now been in operation for over 12 months.

Businesses should now be familiar with their ongoing responsibilities and the decisions that they can make to adapt their business models and operations to best suit the new regulatory environment.

While there were some issues at the commencement of the new arrangements, as is to be expected with any major reform and system change, the implementation has gone smoothly and has been a success.

## Poker tournaments

Following a complaint, the Commission reviewed the operation of poker tournaments in hotels and clubs in late 2023 and determined that certain practices of some tournaments were likely unlawful, and these tournaments ceased operation. The Commission provided information to assist tournament operators and players to understand how poker might be conducted lawfully and some venues restarted lawful poker games.

During the 2024 State election, the Government advised that it would take action to ensure that social poker could be legally operated in hotels and clubs. The Commission has been advised that the Minister will issue a Direction under the *Gaming Control Act 1993* for the Commission to declare social poker an exempt game under the Act, allowing tournaments to operate, subject to specified conditions. The Ministerial Direction is to be gazetted in July 2024.

## Minor gaming review

In the 2023-24 year, the Commission commenced a review of the minor gaming regime. The regime has not been reviewed for some years and the Commission considered that it was timely to review all aspects of the regime.

The Commission's principles in undertaking the review were to ensure that minor gaming: is contemporary; is accessible and easy to understand; facilitates appropriate charitable fundraising; and ensures a high standard of regulatory oversight.

Minor games include raffles, bingo and the like.

The Commission intends to bring the changes into effect in the first half of the 2024-25 year.

## Disciplinary matters

With the commencement of the new gaming model on 1 July 2023, the Commission took an educational approach with licence holders during the year where matters of non-compliance with new regulatory requirements were detected. However, where repeated non-compliances occurred, disciplinary action was taken. In two instances, the Commission imposed a suspension of a venue licence where significant matters of non-compliance were discovered or where required payments to the State were not made.

The Commission continued to be frustrated by the non-compliance with rules relating to the operation of closed-circuit television (CCTV) in venues. As outlined in previous years, the maintenance of a CCTV system is fundamental to ensuring that gambling in venues is carried out lawfully, protects players from any unfair practices and provides the necessary harm minimisation protections. The Commission took increasingly strong disciplinary action during this year and will continue to do so in the future.

## Conclusion

The focus for the year has been the substantial work needed for the implementation of the cashless player card gaming system (PCG) and the Commission wishes to specifically acknowledge the efforts of the staff of the Liquor and Gaming Branch who have remained focussed on delivering this complex agenda on behalf of Government. The Branch's efforts have been undertaken on top of the already considerable regulatory work that forms the basis of their usual workloads. Branch staff who are not directly involved in the PCG work have felt the extra pressure as work has shifted around to maintain momentum on the PCG program. This has been an extremely busy year of activity for all and the Commission is grateful to be able to work alongside such a talented and professional group of officers.

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 2023-24 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, researches, promotes, investigates 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 of the Department of Treasury and Finance in undertaking its day-to-day activities.

# Key Activities

## Implementation of player card gaming

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 gaming machines in Tasmania.

The Commission was directed by the Government to implement the PCG system.

During 2023-24, work progressed on developing a set of business rules and functional requirements for the system. Now that the new monitoring system has commenced operation, the Commission has engaged with the monitoring operator, Maxgaming Tas Pty Ltd (Maxgaming), to understand the technical options for implementation of the policy.

The technical development of the player card gaming system is well progressed, and industry was invited to comment on the initial design in December 2023. The Commission is undertaking an expanded round of public consultation focused on the broader player experience and practical operation of the system in September 2024.

Following the public consultation, the Commission will consider the submissions and will focus on finalising the design and development of PCG Rules and Standards, with a view to the implementation of the PCG system in late 2025, including the procurement and installation of any required hardware in venues and development of education programs for venues and players.

## First year of new regulatory model

### Licensed monitoring operator

Following the legislated introduction of the individual venue licensing model for gaming machines on 1 July 2023, Maxgaming commenced monitoring gaming machines in hotels and clubs under its monitoring operator's licence.

With the exception of some older machines, Maxgaming was able to successfully transition all of the 2 271 gaming machines that were being operated in hotels and clubs by the existing gaming operator (Network Gaming) within 24 hours of commencing its operations at midnight on 30 June 2023. This was considered by the Commission to be a significant accomplishment, as it enabled hotels and clubs to continue gaming machine operations in their venues in an almost seamless fashion, with minimal impact to their patrons.

While the Commission is aware that venues experienced some initial issues with the Maxgaming electronic monitoring system (EMS), Maxgaming undertook numerous updates to the EMS throughout the year, which were evaluated and approved by the Commission. These updates rectified many of the issues being experienced.

## Keno operator

Following transition from the Tabcorp keno system in March 2023, the keno operator continued its operation of the game of keno in Tasmania during the 2023-24 period using its new Flexsys keno operating system. The move to the new keno system, while relatively seamless, was not without its challenges for the keno operator, with several performance related issues occurring with the new system throughout the year. These issues were progressively overcome through system upgrades and changes, resulting in improved keno system operations.

## Minor gaming review

The Commission has commenced a review of the minor gaming regime and intends to make changes to the regulation of this regime in the second half of 2024. The regime will review the range of authorised games and exempt games, to ensure the regulation of these games is contemporary.

In undertaking the review, the Commission is seeking to ensure the regime facilitates appropriate charitable fundraising and social activity, is streamlined, does not create unnecessary administrative burden, is easy to understand and is accessible, while still ensuring a high standard of regulation is in place.

## Social poker

In 2023, the Commission reviewed the operation of poker tournaments outside of a casino setting, commonly referred to as pub poker or social poker. Through this review, the Commission became aware that some operators were conducting large scale commercial poker tournaments across Tasmania, some involving significant costs of entry and large cash prizes. The Commission was concerned that these tournaments were being conducted in a manner that was likely to be unlawful under the *Gaming Control Act 1993*.

The Commission engaged with the commercial operators regarding its concerns and to better understand their practices before communicating to the tournament operators its decision. In response, all operators ceased operation. Some venues restarted lawful poker games following information from the Commission on how it could be legally conducted.

As part of the 2024 State election, the Government announced that it would take steps to allow for social poker tournaments to be legally conducted. Subsequently, the Minister for Finance has advised that a Ministerial Direction is to be issued in July 2024 requiring the Commission to declare social poker, with certain conditions, an exempt game under the Gaming Control Act.



## Stakeholder meetings

Each year the Commission conducts formal 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 2023-24, the Commission met with:

- Maxgaming Tas Pty Ltd (two meetings);
- Anglicare Tasmania (two meetings);
- Tasmanian Hospitality Association (two meetings);
- Federal Group; and
- UBET TAS Pty Ltd.

## Communications

### *Newsletters*

Throughout the year, the Liquor and Gaming Branch publishes newsletters which are sent to all gaming licence holders. The newsletters include matters of importance and disciplinary actions taken by the Commission.

## Community Support Fund

The Community Support Fund commenced on 1 July 2023 and supports gambling harm minimisation purposes such as support services and programs, early intervention and preventative initiatives, research and community development projects.

The Fund is made up of contributions from the Community Support Levy (see [Gaming and wagering tax rates](#)) and any direct contribution by Government and the Tasmanian monitoring operator, Maxgaming.

The Fund is distributed in accordance with the [Gaming Control \(Community Support Fund\) Regulations 2023](#) and is administered by the Department of Treasury and Finance.

[Ministerial Guidelines - Community Support Fund](#) set out the process for the administration of the Fund and provide guidance to agencies seeking to make a submission.

The Commission reviews the allocation of funds under the Community Support Fund to ensure it is in line with the requirements of the Gaming Control Act and Regulations, before funds are allocated by the Minister.

A summary of the Community Support Fund allocations is provided on the Treasury website at <https://www.treasury.tas.gov.au/liquor-and-gaming/gambling/community-information/community-support-fund>.

Each agency that receives funds must publish approved funding and expenditure information on their respective websites annually, within three months of the end of the financial year.

# Gaming and Wagering Tables

Table I: Player expenditure | July 2019 to 30 June 2024

	2019-20 <sup>1</sup> \$	2020-21 \$	2021-22 \$	2022-23 \$	2023-24 \$
<b>CASINOS</b>					
Table Gaming	7 926 757	7 513 911	8 186 796	9 149 642	9 365 110
Gaming Machines <sup>2</sup>	50 800 821	74 658 139	69 488 606	75 106 576	76 478 033
Keno	2 116 573	3 284 293	3 239 446	3 565 375	3 017 720
<b>Total Casinos</b>	<b>60 844 151</b>	<b>85 456 343</b>	<b>80 914 848</b>	<b>87 821 593</b>	<b>88 860 863</b>
<b>HOTELS AND CLUBS</b>					
Gaming Machines	79 485 431	117 286 007	108 632 079	114 489 587	109 822 777
Keno	25 644 193	38 263 120	37 795 049	38 181 384	33 762 389
<b>Total Hotels and Clubs</b>	<b>105 129 624</b>	<b>155 549 127</b>	<b>146 427 128</b>	<b>152 670 971</b>	<b>143 585 166</b>
<b>WAGERING</b>					
<b>Wagering</b> (based on point of consumption) <sup>3</sup>	<b>41 859 051</b>	<b>100 311 939</b>	<b>105 059 562</b>	<b>107 609 121</b>	<b>105 712 557</b>
<b>LOTTERIES</b>					
Lotteries	52 952 298	56 948 473	61 287 807	62 509 129	69 382 170
<b>TOTAL EXPENDITURE</b>	<b>260 785 124</b>	<b>398 265 882</b>	<b>393 689 345</b>	<b>410 610 814</b>	<b>407 540 756</b>

Notes:

1. In 2019-20, gambling venues were closed between 23 March 2020 and 26 June 2020 due to COVID-19 public health restrictions.
2. 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.
3. The total represents reported net wagering revenue from wagering operators, including those who did not reach the tax-free threshold of \$150 000. Tax is only payable on the amount by which net wagering revenue exceeds \$150 000. Totals for the previous four years have been updated to report any activity under the \$150 000 threshold to ensure accuracy and consistency.

## Taxation

As taxation is payable to the Commissioner of State Revenue, this information is available on the Treasury website <https://www.treasury.tas.gov.au/liquor-and-gaming/gambling/community-information/gambling-data/gambling-taxation>.

Table 2: Authorised hotel and club gaming machine numbers

	Hotels		Clubs		Total	
	No. of venues	No. of machines	No. of venues	No. of machines	No. of venues	No. of machines
<b>30 June 2023</b>	87	2 229	6	100	93	2 329
<b>30 June 2024</b>	87	2 190	5	80	92	2 270

Table 3: Excluded persons under the Tasmanian Gambling Exclusion Scheme

	As at 30 June 2022	As at 30 June 2023	As at 30 June 2024
Self-exclusions	249	261	268
Third party exclusions	1	1	1
Venue operator exclusions <sup>1</sup>	110	93	100
People with both venue and self-exclusions	6	11	11
<b>TOTAL Excluded people<sup>2</sup></b>	<b>354</b>	<b>344</b>	<b>358</b>

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 4: Special employee and technician licences issued or renewed

	Special Employee	Technician
Licences issued as at 30 June 2023	2 637	668
Licences issued in 2023-24 <sup>1</sup>	2 327	807
Applications refused in 2023-24	1	0
Licences issued as at 30 June 2024	2 074	710

Notes:

1. Includes all new and renewed licences issued.

**Table 5: Minor gaming permits and activities**

	2022-23	2023-24
Minor gaming permits active as at 30 June	218	231
Gaming activities approved	83	87

**Table 6: Complaints received and investigated by the Commission**

The following complaints were investigated by the Commission. If it is found a breach has occurred after concluding an investigation, the Commission will determine if there are grounds to take disciplinary action.

Licence type	Table games	Keno	Gaming machine	Exclusions	Wagering	Other general	Minor gaming	Total
<b>Casino</b>	3	0	4	5	0	2	0	<b>14</b>
<b>Hotel/Club</b>	-	3	6	6	0	0	4	<b>19</b>
<b>Monitoring Operator</b>	-	-	1	-	-	0	-	<b>1</b>
<b>Keno Operator</b>	-	0	-	-	-	0	-	<b>0</b>
<b>Tasmanian Gaming Licence</b>	-	-	-	0	3	1	-	<b>4</b>
<b>TOTAL</b>								<b>38</b>

Notes:

1. '-' indicates the gambling activity is not applicable to that licence type.

**Table 7: Disciplinary action against special employee licence holders**

Licence holder	Venue	Section of Act or licence condition	Breach	Outcome
John Smith	Parer's King Island Hotel	Condition 2.3.1	Playing keno prior to or during a shift	Fined \$1 810
John Truscott	Sunnyhill Tavern	Condition 2.3.1 94(1)	Playing keno prior to or during a shift; and Extending credit to a person to participate in a game	Fined \$1 810

**Table 8: Disciplinary action against licensed premises gaming licence holders**

Licence holder	Venue	Section of Act	Breach	Outcome
Donoj Pty Ltd	Somerset Hotel	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
K I Handling Services Pty Ltd	Parer's King Island Hotel	92(2)	Failing to provide CCTV surveillance footage; and	Fined \$5 430
		92(2)	Failing to maintain the current date and time on the CCTV surveillance system	
Joswall (Australia) Pty Ltd	The Shoreline Hotel	92(2)	Failing to maintain a record of all special employees employed	Fined \$1 810
Vinray Holdings Pty Ltd	Snug Tavern	92(2)	Failing to maintain a record of all special employees employed	Fined \$3 620
PGH Tas Operations Pty Ltd	Bayside Inn St Helens	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
Langridge Management Pty Ltd ATF MJL Holding Trust	Ringwood Hotel Cressy	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
Langridge Management Pty Ltd ATF MJL Holding Trust	Ringwood Hotel Cressy	92(2)	Failing to ensure staff complete the Keno and EGM Logbook as required	Letter of censure
Langridge Management Pty Ltd ATF MJL Holding Trust	Ringwood Hotel Cressy	92(2)	Failing to provide CCTV surveillance footage	Fined \$3 620
J & C Watson Pty Ltd	Midway Point Tavern	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
Vantage Hotel Group Pty Ltd	Newstead Hotel	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

Licence holder	Venue	Section of Act	Breach	Outcome
Blue Waters Orford Pty Ltd	Orford Blue Waters 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
St Leonards Village Inn Pty Ltd	Village Inn Hotel	50(2)	Allowing a person to perform the functions of a special employee without the authorisation of a special employee's licence	Fined \$905
Tasrock Pty Ltd	Shamrock Hotel	92(2)	Failing to maintain a record of all special employees employed	Fined \$3 620
Tasrock Pty Ltd	Mornington Inn	92(2)	Failing to maintain a record of all special employees employed	Fined \$5 430

**Table 9: Disciplinary action against Tasmanian gaming licence holder**

Licence holder	Section of Act	Breach	Outcome
UBET TAS Pty Ltd	92(2)	Failing to prevent funds being withdrawn from unverified accounts;	Fined \$7 240
	92(2)	Failing to freeze accounts that had not had satisfactory verification within three days, until positive verification occurs; and	
	92(2)	Failing to report a matter of non-compliance to the Commission within 24 hours of being identified	
UBET TAS Pty Ltd	92(2)	Failing to freeze accounts that had not had satisfactory verification within three days, until positive verification occurs	Fined \$4 525
UBET TAS Pty Ltd	92(2)	Failing to retain CCTV surveillance footage for a minimum period of 14 days	Fined \$2 715
UBET TAS Pty Ltd	112PA(4)	Failing to provide account holders with means to unsubscribe from receiving electronically sent direct marketing materials	Letter of censure
UBET TAS Pty Ltd	92(2)	Failing to retain CCTV surveillance footage for a minimum period of 30 days; and	Fined \$5 850
	92(2)	Failing to provide CCTV surveillance footage	
UBET TAS Pty Ltd	92(2)	Failing to retain CCTV surveillance footage for a minimum period of 30 days;	Letter of censure
	92(2)	Failing to provide CCTV surveillance footage; and	

Licence holder	Section of Act	Breach	Outcome
	92(2)	Failing to ensure that a view of any betting transaction being performed, and a view of the staff and patrons involved in the betting transaction, was recorded by CCTV surveillance	
UBET TAS Pty Ltd	92(2)	Failing to retain CCTV surveillance footage for a minimum period of 30 days; and	Fined \$5 850
	92(2)	Failing to provide CCTV surveillance footage	

**Table 10: Disciplinary action against gaming operator licence holder**

Licence holder	Section of Act	Breach	Outcome
Australian National Hotels Pty Ltd	149	Failing to pay to the Treasurer, on or before the 7th day of each month, an amount equal to unclaimed winnings arising from the conduct of gaming during the preceding month	Letter of censure

**Table 11: Disciplinary action against casino licence holders**

Licence holder	Venue	Section of Act	Breach	Outcome
Australian National Hotels Pty Ltd	Wrest Point Hotel Casino	117(1)	Allowing a minor to enter a restricted gaming area; and	Fined \$3 620
		118(1)	Allowing the participation of a minor in any game	

**Table 12: Disciplinary action against monitoring operator licence holder**

Licence holder	Section of Act	Breach	Outcome
Maxgaming Tas Pty Ltd	112PA(4)	Failing to ensure that all electronic monitoring system components are approved by the Commission	Letter of censure
Maxgaming Tas Pty Ltd	112PA(4)	Failing to ensure an electronic monitoring system was configured with sufficient capacity to meet the Standards and for the monitoring of all gaming machines in licensed venues in Tasmania; and	Fined \$3 900
	112PA(4)		

Licence holder	Section of Act	Breach	Outcome
		Failing to ensure that an electronic monitoring system host and venue electronic monitoring system host was capable of producing cash reconciliation reports for a licensed venue operator and the Commission on request	
Maxgaming Tas Pty Ltd	112PA(4)	Failing to ensure an electronic monitoring system control of gaming machine play, including implementation of venue operating hours	Fined \$3 900
Maxgaming Tas Pty Ltd	112PA(4)	Operating an electronic monitoring system that failed to validate a gaming machine and its game parameters against approved values stored in the electronic monitoring system gaming approvals database	Fined \$3 900
Maxgaming Tas Pty Ltd	98(1)	Allowing gaming equipment installed in the approved venue of a venue operator or casino operator that did not function in the manner in which it was designed and programmed to function, to be played	Letter of censure

**Table 13: Disciplinary action against venue licence holders**

Licence holder	Venue	Section of Act	Breach	Outcome
Pearnsley Pty Ltd	The Valley Sports and Wine Bar	92(2)	Failing to retain CCTV surveillance footage for a minimum period of 30 days; and  Failing to provide CCTV surveillance footage	Fined \$3 900
Primrose Sands RSL Sub Branch Inc	Primrose Sands RSL Sub Branch Inc	112PA(4)	Failing to maintain an up-to-date record of all special employees, and other employees of the licence holder who interact with patrons participating in gaming and wagering	Letter of censure
Tasmanian Bottleshops Pty Ltd	Queens Head Hotel	112PA(4)	Failing to maintain an up-to-date record of all special employees, and other employees of the licence holder who interact with patrons participating in gaming and wagering	Fined \$3 900
The Ravenswood Over 50 Club Association Inc	Ravenswood Over 50 Club	Responsible Gambling Code of Practice 8.2	Failing to ensure all special employees and any staff who interact with patrons participating in gambling have	Letter of censure



Licence holder	Venue	Section of Act	Breach	Outcome
		112PA(4)	completed a RCG course at least every five years from the date of their most recent RCG qualification; and Failing to maintain an up-to-date record of all special employees, and other employees of the licence holder who interact with patrons participating in gaming and wagering	
ADHOPS Pty Ltd	Queenstown Railway Hotel	92(2)	Failing to maintain a system to record cash withdrawal transactions by EFTPOS;	Suspension of provisional venue licence for two months
		92(2)	Failing to ensure that access to the Tasmanian gambling exclusion scheme database is only provided to persons employed by the licence holder;	
		92(2)	Failing to ensure the CCTV surveillance system is in operation at all times;	
		92(2)	Failing to provide CCTV surveillance footage;	
		112PA(4)	Failing to maintain an up-to-date record of all special employees, and other employees of the licence holder who interact with patrons participating in gaming and wagering;	
		112PA(4)	Failing to produce a copy of a RCG certificate for all special employees and other employees who interact with patrons participating in gaming and wagering;	
		Responsible Gambling Code of Practice 8.1	Failing to ensure that special employees and any staff who interact with patrons participating in gambling, undertake a RCG course within 90 days of commencing employment;	
		135(1)(a)	Threatening or intimidating an inspector appointed under the Act when the inspector was exercising his or her functions under the Act; and	
		150AK(3)	Failing to pay the Commissioner of State Revenue tax on the	

Licence holder	Venue	Section of Act	Breach	Outcome
			profits derived from gaming machines each month	
A.D.D.S. Halfwaytav Pty Ltd	Signal Station Tavern	Responsible Gambling Code of Practice 8.2	Failing to ensure all special employees and any staff who interact with patrons participating in gambling have completed a RCG course at least every five years from the date of their most recent RCG qualification	Letter of censure
Boon Huntington Holdings Pty Ltd	Huntington Tavern	112PA(4)	Failing to maintain an up-to-date record of all special employees, and other employees of the licence holder who interact with patrons participating in gaming and wagering	Letter of censure
Froggy & Terri's Bar and Bistro Pty Ltd	Star and Garter Hotel Tasmania	148	Failing to pay the annual licence fee for gaming machine authorities endorsed on the venue licence	Suspension of venue licence for one month
Kings Meadows Hotel Pty Ltd	Kings Meadows Hotel	Responsible Gambling Code of Practice 8.2	Failing to ensure all special employees and any staff who interact with patrons participating in gambling have completed a RCG course at least every five years from the date of their most recent RCG qualification	Letter of censure
Primrose Sands RSL Sub Branch Inc	Primrose Sands RSL Sub Branch Inc	78(2)	Failing to take action as directed by the Commission under section 78 of the Act;	Fined \$3 900
		92(2)	Failing to retain CCTV surveillance footage for a minimum period of 30 days; and	
		92(2)	Failing to provide CCTV surveillance footage	

**Table 14: Disciplinary action against foreign games permit holders**

Licence holder	Section of Act	Breach	Outcome
Tattersall's Sweeps Pty Ltd	Responsible Gambling Code of Practice 1.1(b)	Failing to ensure an advertisement featuring gambling products contains a responsible gambling message, and the name and telephone number for the Gambling Helpline	Fined \$1 950

**Table 15: Disciplinary action against general casino licence holders**

Licence holder	Venue	Section of Act	Breach	Outcome
Australian National Hotels Pty Ltd	Wrest Point Hotel Casino	92(2)	Failing to suspend the player loyalty program membership of Tasmanian low gambling activity members who had not collected their player activity statements from the casino within 90 days	Letter of censure
Tasmanian Country Club-Casino Pty Ltd	Country Club Casino	92(2)	Failing to suspend the player loyalty program membership of Tasmanian low gambling activity members who had not collected their player activity statements from the casino within 90 days	Letter of censure
Australian National Hotels Pty Ltd	Wrest Point Hotel Casino	Premium Player Program Code of Practice 3.3(c)  General Casino Licence Condition	Permitting the guest of a premium player program member to access an automatic teller machine located in the premium player program area of Wrest Point Hotel Casino; and  Failing to notify the Commission in writing within 24 hours of identifying an incident of non-compliance	Fined \$975
Australian National Hotels Pty Ltd	Wrest Point Hotel Casino	117(1)	Allowing a minor to enter a restricted gaming area	Fined \$3 900

**Table 16: Disciplinary action against keno operator licence holder**

<b>Licence holder</b>	<b>Section of Act or Licence</b>	<b>Breach</b>	<b>Outcome</b>
Australian National Hotels Pty Ltd	98(1)  112PA(4)	Allowing gaming equipment installed in the approved venue of a venue operator or casino operator that did not function in the manner in which it was designed and programmed to function, to be played; and  Failing to conspicuously display the minimum information concerning keno games to customers at venues	Letter of censure
Australian National Hotels Pty Ltd	Keno Operator Licence Condition	Failing to notify the Commission in writing of a non-compliance within 24 hours of identifying that non-compliance	Letter of censure
Australian National Hotels Pty Ltd	98(1)  112PA(4)	Allowing gaming equipment installed in the approved venue of a venue operator or casino operator that did not function in the manner in which it was designed and programmed to function, to be played; and  Failing to conspicuously display the minimum information concerning keno games to customers at venues	Letter of censure
Australian National Hotels Pty Ltd	149	Failing to pay to the Commissioner of State Revenue, on or before the 14th day of each month, an amount equal to unclaimed winnings arising from the conduct of gaming by the operator during the preceding month	Letter of censure
Australian National Hotels Pty Ltd	98(1)	Allowing gaming equipment installed in the approved venue of a venue operator or casino operator that did not function in the manner in which it was designed and programmed to function, to be played	Letter of censure
Australian National Hotels Pty Ltd	112PA(4)  112PA(4)  112PA(4)	Failing to ensure that video displays of keno draw results are displayed correctly on connected equipment operating in venues;  Failing to ensure the outcome of a keno game was displayed for a reasonable length within licensed venues and not providing false information; and  Failing to ensure that only numbers applicable to the keno game are displayed during a draw	Letter of censure

# Liquor Licensing Information

## Liquor regulation - 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 2023-24, the Commissioner for Licensing did not refer any applications to the Commission for determination.

## Liquor licensing appeals

During 2023-24, there were no appeals to the Commission from decisions of the Commissioner for Licensing.

# 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.

## **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.

## **Gaming machine**

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 Tasmania, operators must return at least 87 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.

## **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 gambling 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 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.

**Tasmanian Liquor and Gaming Commission**

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