



Tasmanian Liquor and Gaming Commission

# General Control System Standards

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Tasmanian Liquor and Gaming Commission 2024

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For further information please contact:

Liquor and Gaming Branch

Department of Treasury and Finance

GPO Box 147

HOBART TAS 7001

(03) 6166 4040 or [gaming@treasury.tas.gov.au](mailto:gaming@treasury.tas.gov.au)

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## Preliminary

These General Control System Standards are made in accordance with section 112PA of the *Gaming Control Act 1993* and apply to the conduct of gaming and gaming activities. A prescribed licence holder and its employees must adhere to and enforce these General Control System Standards. Failure to comply may result in disciplinary action against the prescribed licence holder.

A term used in these General Control System Standards has the same meaning as the same term used in the Act. A reference in these Standards to 'wagering' means a 'gaming activity' under the Act. For the avoidance of doubt, a reference to an 'employee of the licence holder' includes the licence holder's agent or, where the licence holder is a natural person, itself.

These General Control System Standards are in addition to the conditions imposed on each licence by the Tasmanian Liquor and Gaming Commission and any other requirement under the Act.

# General Control System Standards

## I. General Gaming

The following apply to a venue operator, a casino operator, a keno operator, a monitoring operator and a licensed provider:

### I.1 Responsible conduct of gambling implementation

Employees of the licence holder must act at all times in accordance with, and implement, responsible conduct of gambling course outcomes and skills.

### I.2 Employees to be competent in undertaking duties

Employees of the licence holder must not carry out any duties in relation to gaming equipment unless the employee has demonstrated that they are competent in undertaking those duties.

### I.3 Employee records

A record of all special employees, and other employees of the licence holder who interact with patrons participating in gaming and wagering, must be maintained and kept up-to-date at the approved venue, approved outlet or the operator's premises that details:

- a) employee's full name;
- b) date of commencement of employment (in a gaming role); and
- c) the date five years from the date of issue of the employee's responsible conduct of gambling qualification (responsible conduct of gambling expiry date).

### I.4 Employee records to be produced

The record required under standard I.3 must be produced to an inspector on request.

### I.5 Responsible conduct of gambling certificates

A copy of the responsible conduct of gambling certificate for all special employees, and other employees of the licence holder who interact with patrons participating in gaming and wagering, must be able to be viewed at the approved venue, approved outlet, or the operator's premises upon request by an inspector.

### I.6 Employee access to systems

A licence holder must ensure that any employee who has left the employment of the licence holder has their access disabled to any gaming or wagering systems related to their employment, within 14 days of the cessation.

### I.7 Minors not to undertake gaming duties

A person must be 18 years or over to accept wagers, check tickets or make payments for gaming or wagering.

The following apply to a venue operator and a casino operator:

### **1.8 Keno unique identification number**

Each employee employed to undertake keno must:

- a) only use their allocated unique identification number when operating a keno terminal; and
- b) not provide or share their allocated unique identification number with any other person.

### **1.9 Keno in liquor off-sales areas**

Keno must not be operated in an area that is used primarily for liquor off-sales.

### **1.10 Gaming machine payout form**

A gaming machine payout form must be legibly completed when an employee of the licence holder confirms a cancel credit, shortpay or jackpot payment.

### **1.11 Gaming machine payout form verification**

When confirming a gaming machine payout, the following must be legibly included on the payout form:

- a) venue name;
- b) date;
- c) time;
- d) gaming machine number;
- e) whether a cancel credit, shortpay or jackpot;
- f) payout amount;
- g) patron's name;
- h) patron's signature, except as provided in standard 1.14;
- i) employee of the licence holder's name or special employee's licence number; and
- j) employee of the licence holder's signature.

### **1.12 Gaming machine payout form copy provided to patron**

Where the payment of winnings involves a cheque or direct bank transfer component, a copy of the payout form must be provided to the patron.

### **1.13 Gaming machine payout form confirmation**

When undertaking a gaming machine payout to a patron, the settlement confirmation section of the gaming machine payout form must be legibly completed and include:

- a) patron's signature, except as provided in standard 1.14;
- b) employee of the licence holder's name or special employee's licence number;
- c) employee of the licence holder's signature; and
- d) the breakdown of the payment of winnings paid in cash and non-cash.

#### **1.14 Gaming machine payout form to be signed**

If a patron is unable or unwilling sign their gaming machine payout form, an employee of the licence holder must legibly write the patron's name on the patron's behalf and clearly indicate that this has occurred.

#### **1.15 Gaming machine payout form checked against electronic monitoring system**

Prior to making payment of winnings, an employee of the licence holder must ensure the details on a gaming machine payout form are confirmed against the electronic monitoring system.

#### **1.16 Signatures to be confirmed**

An employee of the licence holder must confirm the signatures of the patron are the same in both the verification section and the settlement confirmation section of the gaming machine payout form, prior to making payment.

#### **1.17 Gaming machine payout forms to be retained by operator**

Gaming machine payout forms must be retained at the approved venue for 12-months after completion and be produced to an inspector on request.

#### **1.18 Gaming machine floor position identification number**

Each gaming machine operating in a restricted gaming area must have a clearly visible floor position identification number affixed to it.

#### **1.19 Gaming machines available for play**

During gaming hours, all gaming machines operating in an approved venue must be available for play, unless there is a technical issue that prevents a gaming machine from being played.

#### **1.20 Jackpot prize pool transfer**

If a gaming machine with a jackpot prize pool has been removed from an approved venue or is non-operational, unless an exemption has been approved by the Commission, the value of the jackpot prize pool must be added to another jackpot prize pool within the approved venue, within 30 days.

Note: A job lodged with the monitoring operator to undertake this work will be considered to meet this requirement.

The following apply to a venue operator:

#### **1.21 Gaming machine hopper count**

Individual gaming machine hopper amounts must be reconciled against the expected figure recorded in the electronic monitoring system at least once every seven days.

#### **1.22 Accounts at authorised deposit-taking institutions**

For the purposes of section 139 of the Act, separate accounts at authorised deposit taking institutions must be kept and maintained for:

- a) all transactions arising from the conduct of gaming; and
- b) to hold the total funds required to satisfy standard 1.23.

### **I.23 Funds for gaming machine jackpot payments**

Where a gaming machine linked progressive jackpot is in operation within the approved venue:

- a) at least fifty per cent of the total ceiling amount of the top-level of a gaming machine linked progressive jackpot in operation within the approved venue must be maintained; and
- b) where the balance of a top-level gaming machine linked progressive jackpot exceeds fifty percent of the ceiling amount, additional funds must be held to cover the total balance of the jackpot, as at the first day of each month.

## 2. Keno Operator

The following apply to a keno operator:

### 2.1 Audits

A Commission approved system of gaming audits must be in place and maintained in operation.

### 2.2 Audit reporting

The gaming audits referred to in standard 2.1 must be undertaken quarterly during the three months ending March, June, September and December, with the results of the audit being provided to the Commission within 14 days of the end of the audit period.

### 2.3 Operating hours

The times that keno may be lawfully conducted at each approved venue must be recorded in the keno operator's system.

### 2.4 Hours to be audited

Keno must not be conducted at an approved venue outside the times referred to in standard 2.3.

### 2.5 Keno terminal commissioning

A keno terminal must not be enabled in a new position without an inspection of the terminal location being conducted by the keno operator to ensure compliance with the Act.

### 2.6 Keno terminal commissioning advice

Within two business days of a keno terminal commissioning, as listed in standard 2.5, the keno operator must submit records to the Commission detailing the inspection, along with providing updated floor plans showing the locations of all keno terminals in the approved venue.

### 2.7 Frozen tickets

A register of any keno ticket that has been frozen and withdrawn from the keno system must be maintained and kept-up-to date by the keno operator that details:

- a) the keno ticket serial number requested to be withdrawn, to include the date and time of the draw(s) impacted;
- b) the reason for the request for the ticket to be withdrawn;
- c) the date and time the request was received by the keno operator; and
- d) the date and time the request was actioned by the keno operator.

### 2.8 Retention of frozen tickets register

The register required under standard 2.7 must:

- a) have each frozen ticket record entered on the register maintained for at least 12 months from the date the frozen ticket request was received; and
- b) be produced to an inspector upon request.



## 3. Licensed Monitoring Operator

The following apply to a monitoring operator:

### 3.1 Operating hours

The times that gaming machines may be lawfully operated at each approved venue must be recorded in the licensed monitoring operator's electronic monitoring system.

### 3.2 Hours to be audited

Gaming machines must not be operated in an approved venue outside the times referred to in standard 3.1.

### 3.3 Gaming machine commissioning

A gaming machine installed at a venue where gaming machines have not operated previously must not be enabled until an approval is received from an inspector.

## 4. Casino Operator

In this section:

- a *surveillance special employee* means a special employee who undertakes surveillance functions in a casino;
- a *security special employee* means a special employee who undertakes security functions in a casino; and
- a *cash desk special employee* means a special employee who undertakes functions in a casino cash desk or coin booth.

The following apply to a casino operator:

### Casino compliance inspection program

#### 4.1 Audits

A Commission approved system of gaming audits must be in place and maintained in operation.

#### 4.2 Audit separation

The gaming audits referred to in standard 4.1 must be managed by the casino's Compliance Department and carried out by employees of the licence holder independent of the area being audited.

#### 4.3 Audit reporting

The gaming audits referred to in standard 4.1 must be undertaken quarterly during the three months ending March, June, September and December, with the results of the audit being provided to the Commission within 14 days of the end of the audit period.

### Casino employee movement restrictions

#### 4.4 Separation of duties in general

Surveillance special employees must not undertake any special employee functions, other than a security special employee function, unless 12 months have passed since they last performed a surveillance special employee function.

### Table Gaming

#### 4.5 Chip movement record

Movement of casino chips must be recorded in the table gaming management system.

#### 4.6 Chip reconciliation

All casino chips must be reconciled in the table gaming management system daily.

#### 4.7 Change in stock to be recorded

Any change to the nominal chip stock must be reflected in the table gaming management system and reported to the Commission.

#### 4.8 Destruction of chips

Destruction of casino chips must be approved by the Commission.

#### **4.9 Playing card movement**

Playing cards being moved between storage facilities within the casino must be undertaken by two special employees or be under constant CCTV coverage.

#### **4.10 Record of casino table game playing cards and roulette balls**

Issue and return of all casino table game playing cards and roulette balls must be recorded and reconciled daily.

#### **4.11 Casino table game playing card pack to be audited**

Casino table game playing card packs must be confirmed as complete:

- a) prior to being used on a table; and
- b) at the completion of being used on a table.

#### **4.12 Casino table game playing card audit record**

Pre-checked and used casino table game playing cards that are confirmed as complete must be sealed and reference the special employee's licence number who undertook the confirmation.

#### **4.13 Replacement casino table game playing cards**

If a casino table game playing card needs to be replaced after it has been issued:

- a) the replacement must occur under CCTV coverage;
- b) the details of the replacement must be recorded in a register; and
- c) the replaced card must be destroyed.

#### **4.14 Lost or damaged equipment**

Any lost or damaged gaming equipment must be reported to the Commission.

#### **4.15 Wheel maintenance**

Each roulette wheel and big wheel being used on a table must have maintenance checks, as approved by the Commission, undertaken every six months and a copy of the results must be forwarded to the Commission.

#### **4.16 Gaming table position identifier**

Each gaming table operating in a restricted gaming area must have a clearly visible identifier.

#### **4.17 Public relations payments at tables**

All public relations payments made to table gaming patrons:

- a) must be made from the casino account; and
- b) must be notified to a surveillance special employee.

## Table Gaming keys

### 4.18 Key storage

All table gaming keys must be stored in a secure location with access controls when not in use.

### 4.19 Access to keys

Access to table gaming keys must be restricted to special employees.

### 4.20 List of access levels

A casino operator must maintain a list of access levels of special employees authorized to access table gaming keys.

### 4.21 Register of key access

A register of all table gaming key movement must be maintained that includes:

- a) the date and time the key was accessed;
- b) the date and time the key was returned; and
- c) the name of the special employee(s) who accessed the key.

### 4.22 Dual access for clearance and count keys

Table gaming keys associated with the table gaming clearance and count must be accessed by two special employees.

### 4.23 Dual access for logic area access keys

Table gaming keys which access logic areas of table gaming equipment and logic areas of fully automated table games must be accessed by two special employees.

### 4.24 Access for other purpose

If the table gaming clearance and count keys are accessed for any purpose other than a clearance or count, a security or surveillance special employee must be notified.

### 4.25 Access to logic areas

Any access to keys under standard 4.24 must be reported to the Commission.

### 4.26 Spare table gaming keys

All spare table gaming keys must:

- a) be securely stored;
- b) have joint access controls; and
- c) have access and issuance recorded.

## Table gaming monitoring

### 4.27 Equipment and float supervision

Table gaming equipment and table floats must be secured, unless a special employee is present.

#### 4.28 Surveillance when tables in operation

If gaming tables are in operation, a surveillance special employee must continuously monitor gaming tables from the surveillance room unless the surveillance operator is required to attend an emergency, take a toilet break or meet other requirements of the Act.

#### 4.29 Table supervision

The below listed table games must not be offered unless the required supervision levels are met as follows:

- a) the number of gaming tables being supervised by a special employee must not exceed six points, based on the following table:

Game	Minimum bet available	Point value
Roulette	Less than \$10	2
	\$10 and over	3
Blackjack/Pontoon	Less than \$50	1
	\$50 and over	2
Minor games	Less than \$50	1
Baccarat (Face up)	Less than \$50	1
	\$50 and over	2
Baccarat (Squeeze)	Any limit	6

- b) the table configuration being supervised must not exceed three game types.

#### 4.30 Failure of table monitoring

If the surveillance special employee leaves the surveillance room, other than as allowed for in standard 4.28, the points value on each table referred to in standard 4.29(a) will double for that period, other than for a baccarat squeeze game.

#### Patron buy-ins over \$10 000

##### 4.31 Authority and identity form

Where a patron purchases chips to the cumulative value of \$10 000 or more on the same trading day, a copy of a form of photo identification of the patron must be supplied to the Commission within seven days.

##### 4.32 Identity forms register

A register of all instances occurring under standard 4.31 must be maintained and must be produced to an inspector on request.

#### Table drop boxes

##### 4.33 Table drop box identifier

Each table drop box must have a clearly visible identifier.

#### **4.34 Table opening**

Each gaming table must have a drop box attached and the number identifying each table drop box listed in standard 4.33 must be clearly displayed to a CCTV surveillance camera prior to the table opening.

#### **4.35 Table drop boxes to be identifiable**

There must be a system in place to identify each set of drop boxes from one gaming day to the next gaming day.

#### **4.36 Table gaming close**

At the conclusion of trade, as drop boxes are removed from all the tables that have been in operation for that gaming day, the number identifying each table drop box listed in standard 4.33 must be clearly displayed to a CCTV surveillance camera.

#### **4.37 Security to be present for drop box removal**

A security special employee must be present while drop boxes are being removed and until securely stored.

#### **4.38 Recording table gaming drop**

The estimated value of cash and chips placed in each drop box must be recorded during table gaming play.

### **Chip movements and floats**

#### **4.39 Float details**

The number and value of chips in a table gaming float must be recorded in the table gaming management system.

#### **4.40 Float location**

Table gaming floats must be either locked in a cash desk or secured to a table in a locked float tray when not in use.

#### **4.41 Void forms**

Any form generated by the table gaming management system that is no longer required, must have a void form printed.

#### **4.42 Void function access**

The table gaming management system void functionality must only be accessible to a special employee working in the cash desk.

#### **4.43 Special employee to sign and record licence number**

When confirming the number and value of chips reflected in a table gaming management system audit record, a special employee must certify the record with their signature and special employee's licence number.

#### **4.44 Movement of chips**

Chips being moved on behalf of the licence holder within the restricted gaming area must be undertaken by a special employee.

#### **4.45 Float contents**

A table gaming management system audit record of the number and value of chips in a float must be produced each time a gaming table opens or closes.

#### **4.46 Float contents confirmation**

A table float must have the number and value of chips confirmed by two special employees each time a gaming table opens or closes.

#### **4.47 Addition of chips to float**

If chips are added to or removed from a table float, the chips must be confirmed against the table gaming management system audit record by two special employees.

#### **4.48 Surveillance to be notified of chip movement**

All movement of chips must be notified to a surveillance special employee.

#### **4.49 Chip discrepancy**

Any discrepancy between the number or value of chips and the table gaming management system audit record must be reported to the Commission.

#### **4.50 Security escort outside gaming area**

Any chips moved through an area outside a restricted gaming area must be undertaken by two special employees, with one being a security special employee.

#### **4.51 Table gaming management system gaming day close**

Each gaming day must be closed in the table gaming management system at the conclusion of trade.

#### **4.52 Rapid roulette note cartridge contents report**

A report showing the contents of each rapid roulette note cartridge must be produced for use at the table count.

#### **4.53 Cumulative daily total**

A special employee must complete a chip purchase voucher that reflects the daily total of all rapid roulette note cartridge contents and record their special employee's licence number and signature, and then place the voucher in the rapid roulette drop box.

#### **4.54 Note cartridges to be identifiable**

Each rapid roulette note cartridge must have a clearly visible identifier.

### **General table count processes**

#### **4.55 Table count area**

A table count must be conducted in an area that is dedicated to the count.

#### **4.56 Number of employees present**

A table count must be conducted by a minimum of two cash desk special employees.

#### **4.57 Additional persons present**

If a person who is not involved in the table count is in the count area, the details of the person must be advised to a security or surveillance special employee.

#### **4.58 Cash desk special employee leaving table count**

If standard 4.56 is unable to be complied with:

- a) the table count must be suspended;
- b) the table count keys must be secured in accordance with standard 4.18 or left on the count table; and
- c) a security or surveillance special employee must be advised.

#### **4.59 Information to be displayed to CCTV cameras**

The number identifying each table drop box or rapid roulette note cartridge must be clearly displayed to CCTV surveillance camera prior to removing the contents.

#### **Rapid roulette note cartridge count**

##### **4.60 Cartridges to be individually counted**

Each rapid roulette note cartridge must be counted individually and the total value agreed by the cash desk special employees conducting the count.

##### **4.61 Reports not to be viewed until completion of count**

Rapid roulette reports must not be viewed by the cash desk special employees conducting the table count until the contents of all note cartridges have been counted.

##### **4.62 Count to be confirmed against reports**

After all cartridges have been counted, the value of notes from each cartridge must be confirmed against the rapid roulette reports.

##### **4.63 Rapid roulette discrepancies**

Any discrepancies must be explained on the rapid roulette report.

##### **4.64 Count, reports and purchase voucher reconciliation**

After the value for each cartridge has been agreed, the total value of all cartridges must be confirmed against the rapid roulette reports and the total of all chip purchase vouchers.

#### **Table count**

##### **4.65 Table count drop box contents**

Contents from each table drop box must be:

- a) counted individually with the total value of any notes, coin, chips, and vouchers agreed by the cash desk special employees conducting the table count;
- b) announced for the audio recording; and
- c) recorded in the table gaming management system.



**4.66 Table count contents to remain in view**

After counting each table drop box, all contents must remain in view of CCTV coverage and all cash desk special employees conducting the table count.

**4.67 Counted drop boxes to be kept separate**

Counted table drop boxes must be placed in a separate area from the uncounted table drop boxes.

**4.68 In event of item falling to floor**

If any item falls to the floor, a cash desk special employee conducting the table count must:

- a) display their hands to the camera;
- b) make a verbal announcement for the audio recording; and
- c) return the item to the count table.

**4.69 Fills and credits to be entered into table gaming management system**

The details of fills and credits must be entered into the table gaming management system.

**4.70 Cumulative totals to be checked against table gaming management system**

After each table drop box has been counted, the total value for notes, coin, chips and vouchers of all table drop boxes must be confirmed against the totals in the table gaming management system.

**4.71 In event of variance**

A variance form must be completed if there is a variance greater than \$5 between the actual count amount and the expected amount for rapid roulette or poker, and the actual count amount in the table gaming management system must be adjusted so that it agrees with the expected amount.

**4.72 Table gaming variances**

Any variance greater than five per cent between the expected amount and the actual count amount must be recorded in the table gaming management system.

**4.73 Variance to be investigated**

Any variance between the expected amount and the actual count amount must be investigated if:

- a) the variance is greater than five per cent;
- b) the variance exceeds \$500; and
- c) the actual count amount is less than the expected amount.

**4.74 Variance and investigation to be reported**

Any variance to which standard 4.72 applies, and the outcome of any investigation required under standard 4.73, must be reported to the Commission.

#### 4.75 Conclusion of table count

At the conclusion of a table count:

- a) the details must be recorded in the table gaming management system;
- b) all cash desk special employees conducting the table count must sign their name and write their special employee's licence number on the table count report; and
- c) the win/loss figure for each table must be reported to the Commission.

#### 4.76 Table count errors to be reported

Any table count errors discovered after the table count has been completed must be reported to the Commission.

### Casino Surveillance

#### 4.77 Surveillance log

A log of the below listed gaming related events must be maintained:

- a) suspected cheating;
- b) suspected card counting;
- c) illegal activity;
- d) table gaming disputes;
- e) the opening of table games tables;
- f) the closure of table games tables;
- g) chip or float movement;
- h) card movement and card replacement;
- i) disabling of playing cards (card drilling);
- j) changes to table inspection levels and table limits;
- k) public relations payments;
- l) surveillance room being unattended during table gaming;
- m) a person leaving the count room while a table count is being conducted;
- n) access to table gaming clearance and count keys, other than for a clearance or count;
- o) CCTV camera outages;
- p) excluded persons detected;
- q) minors detected within a restricted gaming area;
- r) table gaming key movement;
- s) activities undertaken by the surveillance special employee when in the surveillance room; and
- t) any other incident or event that may affect the integrity of gaming.

**4.78 Surveillance log to be provided to Commission**

A copy of the surveillance log required under standard 4.77 must be provided to the Commission at the conclusion of each gaming day.

## 5. Licensed Provider

The following apply to a licensed provider:

### 5.1 Employee records for online wagering service employees

A record of all employees of the licence holder involved in the provision of online wagering services, or with the capacity to influence the online wagering service, must be maintained and kept up-to-date that details:

- a) employee's full name;
- b) date of commencement of employment;
- c) date of completion of training in the provision of responsible online wagering services; and
- d) date of completion of any refresher training (including a date for when completion of upcoming annual refresher training is due).

### 5.2 Employee records for online wagering service employees to be produced

The record required under standard 5.1 must be produced to an inspector on request.

### 5.3 TAB terminal commissioning

A TAB terminal must not be enabled in a new position without an inspection of the terminal location being conducted by the licensed provider to ensure compliance with the Act (this also applies to self-service terminals).

### 5.4 TAB terminal commissioning advice

Within two business days of a TAB terminal commissioning, as listed in standard 5.3, the licensed provider must submit records to the Commission detailing the inspection, along with providing updated floor plans showing the locations of all TAB terminals in the approved outlet.

### 5.5 TAB terminal customer display

A TAB terminal must have a visible customer display unit which shows transactional betting activity to a player.

### 5.6 TAB self-service terminal to be paused from TAB terminal

An employee at an approved outlet who uses the TAB terminal must be able to pause transactions on a TAB self-service terminal in an approved outlet.

### 5.7 TAB self-service terminal responsible gambling messages displayed at intervals

Each TAB self-service terminal must have dynamic warning messages which allows for responsible gambling message pop-ups at 10-minute intervals.

### 5.8 TAB self-service terminal responsible play messages displayed

Each TAB self-service terminal must have responsible play messages displayed at the bottom of the screen that changes at 10-minute intervals.

### 5.9 TAB self-service terminal screensaver

Each TAB self-service terminal must have a screen saver with the message " Gamblers Help - Phone 1800 858 858" and "are you 18 years of age, you must be 18 years of age to use this machine".

### 5.10 TAB self-service terminal to send alerts

Each TAB self-service terminal must have the functionality to send alerts of high-volume transactions to the operator of the TAB terminal for the purpose of monitoring patrons who may be demonstrating behaviors indicative of problem gambling.

### 5.11 TAB self-service terminal to be in prohibited area or in 'buffer zone'

A TAB self-service terminal in an approved outlet must be located in a designated prohibited area of a licensed premises or in an area with a designated 'buffer zone' around the terminal.

### 5.12 TAB self-service terminal 'buffer zone'

The 'buffer zone' designation must be clearly identifiable by a delineated area in front of the TAB self-service terminal with a minimum size of 1.5 x 1.5 metres.

### 5.13 TAB self-service terminal to be in line of sight

A TAB self-service terminal in an approved outlet must be located in clear line of sight of employees operating the employee-assisted TAB terminal.

### 5.14 Monthly activity statement

An activity statement must be issued on a monthly basis and within the required time to an account holder who has made a transaction on their betting account within the statement period. For the purpose of this standard:

- a) the required time is no later than seven days after the conclusion of each calendar month; and
- b) where a statement is requested by an account holder, the required time is no later than seven days after that request is received.

### 5.15 Statement in plain English

The activity statement must provide information using plain English so that it can be clearly and easily understood by account holders.

### 5.16 Previous activity statement

The activity statement for the previous month must be made accessible to an account holder:

- a) on request at any time by email or telephone and in a format of the account holder's choosing (i.e. e-statement or paper statement) within the required time; and
- b) through a betting account at any time, where the betting account is accessed using a website or internet application.

### 5.17 Detail contained in statement

The activity statement must include:

- a) segmented information clearly showing monthly information on betting activity and account transactions about:
- b) amount spent;
- c) wins and losses;
- d) number of bets placed;
- e) overall net win/loss for the specified period of the activity statement;
- f) opening and closing balances;
- g) deposits and withdrawals;
- h) the account balance;
- i) a column graph to illustrate wagering activity comparing amount spent against net result over time for the last six months (cumulative), and shows a clear comparison tracking to the same time from the last year;
- j) a link to an account holder's transaction list; and
- k) links and information on support services and a safe gambling messaging that promotes available consumer protection tools.

### 5.18 Statement not to include promotional or marketing material

The activity statement must not include any promotional or direct marketing information.

### 5.19 Text colour of statement

The activity statement must use red text to show losses and black text to show wins.

### 5.20 Statement to be sent or accessible

The activity statement must be sent to an email or postal address nominated by the account holder and be accessible to the account holder at any time via their online account.

### 5.21 Statements by email

If the activity statement is sent by email, the licensed provider must ensure that:

- a) the statement is included as an attachment to the email or that the email includes a direct link to open the activity statement document; and
- b) the account holder is not required to complete additional security checks to open the activity statement, such as a password.

### 5.22 No charge for statements except postage

The activity statement must be provided free of charge, except where a reasonable cost for postage may be recovered if the statement is to be sent to a postal address.

### 5.23 Account holder records of transactions

In addition to the monthly activity statement, account holders (including those whose betting account has closed) must have access to a record of betting account transactions:

- a) immediately at all times from an account holder's 'My Account' window (or equivalent) where the betting account is accessed using a website or internet application;

- b) by email or post for account holders who bet through other means (e.g. telephone) within 14 days of the account holder's request for a copy of their account transactions; and
- c) for a time period specified by the account holder up to at least the preceding seven years.

#### **5.24 Statement not to be provided where no transaction**

If there are no transactions made by the account holder during the statement period, a statement must not be provided, unless requested by the account holder.

GPO Box 147, HOBART TAS 7001  
Phone: (03) 6166 4040

Email: [gaming@treasury.tas.gov.au](mailto:gaming@treasury.tas.gov.au) Visit: [www.gaming.tas.gov.au](http://www.gaming.tas.gov.au)