Tasmanian Liquor and Gaming Commission

Rules

1 August 2026 Amended

Rules

Tasmanian Liquor and Gaming Commission 2024
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Preliminary

These Rules are made in accordance with section 91 of the *Gaming Control Act 1993* and apply to the conduct of gaming and gaming activities within prescribed licence holder's premises or premises under its control. A prescribed licence holder and its employees must adhere to and enforce these Rules. Failure to comply may result in disciplinary action against the prescribed licence holder.

In accordance with section 92 of the Act, a prescribed licence holder must ensure that a copy of these Rules is available for free public inspection.

A term used in these Rules has the same meaning as the same term used in the Act. A reference in these Rules to 'wagering' means a 'gaming activity' under the Act.

These Rules supersede all previous Rules made under section 91 of the Act by the Commission.

Rules

1. Entry to gaming or wagering areas

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

1.1 Restricted gaming areas (pre 1 October 2024)

The boundary of a restricted gaming area must:

a) be physically separated from other areas of the approved venue;

b) have clearly defined entrances; and

c) not be the only thoroughfare to the exits, toilets or any other part of the approved venue.

1.2 Restricted gaming areas (post 1 October 2024)

After 1 October 2024, where gaming machines have not previously operated at a venue or when an existing restricted gaming area is remodeled, unless otherwise approved by the Commission, a restricted gaming area must:

a) be physically separated from other areas within the approved venue;

b) not be the only thoroughfare to the exits, toilets (including accessible toilets), or any other part of the approved venue;

c) have boundaries so that gaming machines are not visible to patrons from outside the restricted gaming area, except through an entrance;

d) have no more than two entrances; and

e) have entrances no wider than 1.8 metres.

1.3 Access

Patrons must be prevented from interfering with the normal operation of gaming equipment.

1.4 Cost

A charge or levy must not, either directly or indirectly, be imposed on a player for the right to take part in any game, other than that provided for in the rules of the game.

The following applies to a casino operator:

1.5 Patron's ability to participate in gaming

Patrons must not be excluded from participating in gaming except for:

a) restricting entry into a private gaming area;

b) restricting entry to an excluded person; or

c) restricting a person from participating in gaming by issuing an exclusion.

1.6 Maximum gaming hours - casino

Gaming must not be available in each casino for at least four continuous hours within a 24-hour period.

The following apply to a venue operator:

1.7 Licensed premises hours

Gaming must only be conducted at a hotel or licensed club within the hours of operation specified in the liquor licence or liquor permit issued under the *Liquor Licensing Act 1990.*

1.8 Maximum gaming hours - keno

Keno must not be available in each hotel and licensed club for at least four continuous hours within a 24-hour period.

1.9 Maximum gaming hours – gaming machines

Gaming machines must not be available in each hotel and licensed club for at least seven continuous hours within a 24-hour period (closure period).

1.10 Advice of change to closure period

The monitoring operator must be advised of any change to the start time of the closure period, at least seven days before the change is to take effect.

The following applies to a licensed provider:

1.11 Maximum gaming hours - wagering

Wagering must not be available in each approved outlet for at least four continuous hours within a 24-hour period.

2. Sobriety in gaming or wagering areas

The following applies to a venue operator, a casino operator and a licensed provider:

2.1 Intoxicated patrons

Intoxicated persons or persons who have been refused the service of alcohol must not be permitted to participate in gaming or wagering.

3. Security in premises used for gaming or wagering

The following applies to a venue operator, a casino operator and a licensed provider:

3.1 Employee identification

When interacting with patrons participating in gaming or wagering, employees must wear identification that clearly displays their name and ensure the identification is clearly visible at all times.

The following apply to a casino operator:

3.2 Surveillance room entry

Access to a surveillance room must be restricted to persons approved by the casino operator or an inspector.

3.3 Surveillance room entry log

An entry log of all persons entering a surveillance room must be maintained, that details:

a) the name of person admitted;

b) the date and time that the person entered and exited; and

c) the reason for entry.

3.4 Table gaming supervision

At all times while table gaming is operational, a special employee responsible for the conduct of table gaming, must be physically present on the table gaming floor.

4. Services provided by prescribed licence holders

The following applies to a venue operator:

4.1 Amusement machines

A restricted gaming area must not contain pool tables, lucky envelope dispensers, or arcade amusement machines.

5. Procedures for the resolution of disputes concerning payment of winnings

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

5.1 Observation by inspectors

A licence holder and its employees must comply with a request from an inspector to:

a) observe the determination of any gaming related dispute; or

b) be present while any gaming related complaint is being investigated.

6. Exclusion of persons from premises used for gaming or wagering

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

6.1 Tasmanian Gambling Exclusion Scheme database access

Access to the Tasmanian Gambling Exclusion Scheme database must only be provided to:

a) persons employed by a licence holder; and

b) persons employed by an agent of a licensed provider.

6.2 Tasmanian Gambling Exclusion Scheme database operation

At least one person with Tasmanian Gambling Exclusion Scheme database access and employed under rule 6.1, must be able to utilise the functions of the database on behalf of the venue operator, casino operator or licensed provider, including being able to search for excluded persons and produce reports.

6.3 Notification of employees with Tasmanian Gambling Exclusion Scheme database access no longer being employed

The Commission must be advised in writing within 14 days of a person with Tasmanian Gambling Exclusions Scheme database access leaving the employment of a licence holder or an agent of the licensed provider, to enable their access to the system to be disabled.

6.4 Maintain an up-to-date list

An up-to-date list of all persons excluded from an approved venue or approved outlet must:

a) be produced (printed or downloaded) at least every 30 days;

b) have new exclusions added to the list within 24 hours of being received; and

c) clearly indicate the date that the list was produced.

6.5 Removal of obsolete records

Once a new list is produced, obsolete records must be either destroyed in a manner that protects the identity of the excluded persons or stored separately from the up-to-date list.

6.6 List to include images where available

The list referred to in rule 6.4 must include:

a) where an image is available on the Tasmanian Gambling Exclusions Scheme database, it must be accessible to all employees who interact with patrons participating in gaming or wagering; and

b) where a colour image is available on the Tasmanian Gambling Exclusions Scheme database, it must be accessible in colour to all employees who interact with patrons participating in gaming or wagering.

6.7 Access to list

The list referred to in rule 6.4 must:

a) be accessible at all times by all employees who interact with patrons participating in gaming or wagering;

b) not be viewable by the general public; and

c) be produced to an inspector on request.

6.8 Tasmanian Gambling Exclusions Scheme database contravention reporting

Contraventions and suspected contraventions of exclusion notices must be reported to the Commission within 48 hours of being detected, using the reporting feature within the Tasmanian Gambling Exclusions Scheme database, including details of actions taken.

6.9 Tasmanian Gambling Exclusions Scheme database contraventions advised to employees

The details of any contraventions or suspected contraventions reported under rule 6.8 must be advised to all employees who interact with patrons participating in gaming or wagering.

7. Access to cash or the use of gaming tokens in approved venues, approved outlets and approved locations

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

7.1 Electronic Funds Transfer Point of Sale (EFTPOS)

EFTPOS terminals must not be located in a coin change area or cash desk, other than for the sole purpose of processing the payment of winnings by electronic bank transfer.

7.2 Patron behavior

Employees must take all reasonable steps to observe the behavior of their patrons while gaming or wagering.

7.3 Patron not to be provided funds where experiencing difficulties

Employees must not allow a patron to access funds via an EFTPOS transaction if the employee has a reasonable belief that the patron may be experiencing difficulties controlling their gambling and that the funds attempting to be accessed will be used for gaming or wagering purposes.

7.4 Multiple EFTPOS transaction identification

Where EFTPOS facilities are available to patrons, a system must be in place and maintained which records cash withdrawal transactions by EFTPOS, to prevent multiple EFTPOS cash withdrawal transactions on the same day by the same patron within the approved venue (other than a bottleshop) or approved outlet.

7.5 Details of multiple EFTPOS transaction identifier

The system referred to in rule 7.4 must:

a) include the date and time of the transaction;

b) be retained at the approved venue or approved outlet for at least 30 days after the last transaction recorded; and

c) be produced to an inspector on request.

7.6 Coin change machines

Coin change machines must be located in line of sight of the main areas where employees are in regular attendance and able to directly supervise patron use of the machine.

The following apply to a casino operator:

7.7 Redemption

The redemption of value chips, keno tickets, gaming machine payouts and gaming tokens must be drawn on the casino operating account in cash, by cheque or direct bank transfer.

7.8 ATMs not visible from gaming area

ATMs and any associated signage must not be visible from a restricted gaming area.

7.9 ATMs not permitted near gaming area

ATMs and any associated signage must not be located within 20 metres of the entrance to a restricted gaming area.

The following applies to a venue operator and a licensed provider:

7.10 ATMs

ATMs or devices used to access cash, other than EFTPOS terminals, must not be located within a hotel, licensed club or approved outlet, or in any adjoining premises which are owned, operated, occupied or leased by the venue operator or licensed provider.

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