



Tasmanian Liquor and Gaming Commission

Rules

1 July 2023



Rules

Tasmanian Liquor and Gaming Commission 2023

Excerpts of these rules may be reproduced, with appropriate acknowledgement, as permitted under the *Copyright Act 1968*.

An electronic copy of these rules is available at

<https://www.treasury.tas.gov.au/liquor-and-gaming/gambling/regulatory-requirements>

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

Contents

Rules

1. Entry to gaming or wagering areas	1
2. Sobriety in gaming or wagering areas	2
3. Security in premises used for gaming or wagering.....	2
4. Services provided by prescribed licence holders	2
5. Procedures for the resolution of disputes concerning payment of winnings.....	3
6. Exclusion of persons from premises used for gaming or wagering	3
7. Access to cash or the use of gaming tokens in approved venues, approved outlets and approved locations	4

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

I. Entry to gaming or wagering areas

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

I.1 Boundaries

The boundary of a restricted gaming area must have clearly defined entrances and be physically separated from other areas of the approved venue.

I.2 Thoroughfare

A restricted gaming area must not be the only thoroughfare to the exits, toilets, or any other part of the approved venue.

I.3 Maximum gaming hours

Gaming and wagering must not be available in each approved venue or approved outlet for at least four continuous hours within a 24-hour period.

I.4 Access

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

I.5 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:

I.6 Public ability to participate in gaming

The general public 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.

The following applies to a venue operator:

I.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*.

2. Sobriety in gaming or wagering areas

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

2.1 Participation in gaming

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 Staff identification

When interacting with patrons participating in gaming or wagering, staff must wear identification that clearly displays their first name.

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, bingo ticket machines, 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 staff 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 TGES database access

Access to the Tasmanian Gambling Exclusions Scheme (TGES) database must only be provided to persons employed by the licence holder.

6.2 TGES database operation

At least one person employed at the approved venue or approved outlet must be able to access the TGES database, including being able to search for excluded persons and produce reports.

6.3 Notification of staff with TGES access no longer being employed

The Commission must be advised in writing within 14 days of a person with TGES database access leaving the employment of the licence holder.

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 include:

- a) where an image is available on the TGES, it must be accessible to all staff who interact with patrons participating in gaming or wagering;
- b) where a colour image is available on the TGES, it must be accessible in colour to all staff who interact with patrons participating in gaming or wagering; and
- c) a list that has been consolidated:
 - i. once each month; or
 - ii. if no new exclusions are added during the month, when a notification is next received from the TGES advising of a new exclusion.

6.5 List viewable by staff

The list referred to in rule 6.4 must be able to be viewed at all times by all staff who interact with patrons participating in gaming or wagering.

6.6 List not viewable by the general public

The list maintained under rule 6.4 must not be viewable by the general public.

6.7 TGES 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 TGES, including details of actions taken.

6.8 TGES contraventions advised to staff

The details of any contraventions or suspected contraventions reported under rule 6.7 must be advised to all staff who interact with patrons participating in gaming or wagering.

6.9 List to be produced on request

The list maintained under rule 6.4 must clearly indicate the date it was most recently updated and must be produced to an inspector on request.

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 EFTPOS

Electronic funds transfer point of sale (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 behaviour

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

7.3 Patron not to be provided funds where experiencing difficulties

Staff must not allow a patron to access funds via an EFTPOS transaction if the staff member 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

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 or approved outlet.

7.5 Evidence of system to be produced on request

The system referred to in rule 7.4 must be produced to an inspector on request.

The following apply to a casino operator:

7.6 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.

7.7 ATMs not visible from gaming area

Automatic teller machines (ATMs) and any associated signage must not be visible from a restricted gaming area.

7.8 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:

7.9 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.

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

Email: gaming@treasury.tas.gov.au Visit: www.treasury.tas.gov.au