



The South Australian



Adelaide & Flinders Universities

Summary of Australian States and Territories

Self-exclusion Programs and Harm Minimisation Policies/Strategies

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Executive Summary

Report B for the project **Evaluation of Self-Exclusion Programs and Harm Minimisation Measures** provides a comprehensive factual description of the self-exclusion programs and harm minimisation policies and strategies in operation around the country. To compile this compendium of programs and strategies, the South

Section 1: Self-Exclusion Programs

Originally developed in casinos in the United States to control criminal activity, exclusion orders have evolved and are now commonplace as a means of controlling unacceptable behaviour in casinos around the world. The increased availability of gaming activities and, in particular the introduction of electronic gaming machines into multiple venues in any one region, has accentuated and compounded a different form of ‘unacceptable’ behaviour — problem gambling behaviour. However, as distinct from cheating or drunken and disorderly behaviour, problem gambling behaviour is more difficult to diagnose since it is a far more personal problem, both in its external traits and in its consequences. Hence, exclusion orders have expanded to give patrons the choice

Section 2: Harm Minimisation Policies

Victoria

Self-exclusion

Victorian Clubs/Hotels⁵

The Victorian Gaming Machine Industry Accord and Industry Codes of Practice were established in 1997. The Victorian Gaming Machine Industry (VGMI) consists of the Gaming Machine Operators (TABCORP and Tattersall's), Gaming Venue Operators (the Australian Hotels and Hospitality Association (Victoria) (AHA(Vic)), Clubs Victoria and Venue Operators licensed by the Victorian Casino and Gaming Authority (VCGA)) and Crown Casino. The VGMI Accord binds the signatories to abide by their respective Codes of Practice which are:

- Gaming Machine Industry Advertising Code of Ethics;
- Gaming Machine Operators Code of Practice (TABCORP and Tattersall's);
- Licensed Venue Operators Code of Practice (represented by AHA(Vic) and Clubs Victoria); and
- Crown Limited Code of Practice.

The Industry Codes of Practice are **voluntary Codes of self-governance** and augment relevant Acts (the _____ and the _____), regulations, rules, procedures and directions.

As part of the Gaming Machine Operators Code of Practice

The Crown Casino operates under the regulatory framework of the and relevant legislation pertaining to the operation of Crown's self-exclusion program is discussed in the next section. Notwithstanding the legislation and regulatory framework which governs the operations of the Casino, Crown is also a signatory to the VGMI Industry Code of Practice.

- The profile of the gaming industry;
- Relevant legislation and regulations and Industry Codes of Practice;
- Understanding the concept of harm minimisation;
- Appropriate support services available to assist patrons; and
- Some methods to assist distressed patrons or customers displaying unacceptable behaviour in the gaming room.

Staff Training

A Brief History

In 1996, an industry based course in responsible gaming management was established by two industry partners, namely the AHA (Vic) and Clubs Victoria. These two groups designed and delivered the course as an industry initiative.

In 1997, the VGMI formed closer working relationships, particularly through the creation of the Gaming Machine Industry Accord and the creation of four voluntary codes of practice:

- Gaming Machine Industry — Advertising Code of Ethics;
- Gaming Machine Operators Code of Practice (Tabcorp and Tattersall's);
- Licensed Venue Operators Code of Practice (represented by the AHA (Vic) and Clubs Victoria); and
- the Crown Casino Code of Practice.

Through the Gaming Machine Industry Accord of 1997, parties to the Accord were able to work more closely together on a range of industry initiatives. An Industry Secretariat was established, an Independent Complaints Resolution Process was also developed to

1. ***Responsible Service of Gaming:*** half day, incorporates nationally accredited module THHADG03B (ANTA), \$70 per person, GST exempt; course incorporates specific information on Victoria gaming industry; qualification is Certificate with national code of completion (ANTA). Conducted at William Angliss Institute of TAFE and other TAFE Institutes.

2. ***Responsible Service of Gaming (Advanced):*** full day, \$110 per person, GST

“that all members of staff who work in gaming rooms are to complete an accredited responsible service of gaming course and a responsible service of alcohol course. Individuals who have completed such courses will have badges signifying such completion available to them”.

In practice, given the nature of the industry and the high turnover of employees, it is often the case that an individual employee will be employed for a probationary period. During this time they may not have attended a responsible gaming course.

In fact, under the industry code there is no critical time frame for employees to have undertaken a responsible gaming course, as this is something that is often negotiated between the employee and employer. There is no criticism of this arrangement implied here. However, though the code of practice is in place, it remains possible for an individual employee to work in a gaming room without having attended a responsible gaming course.

Data Management

The AHA (Vic) maintains a section of its website which includes SEGO (Self Excluded Gamblers Online) Statistics which is available to AHA (Vic) staff only. The information presented here includes Deeds by Month, Deeds by Location and Deeds by Region. There is also information on the number of currently active Deeds, number of expired Deeds, number of revoked Deeds, a metro/country breakdown and a male/female breakdown.

Since the commencement of the Self-Exclusion Program (in 1997) and as at October 2002, self-exclusion statistics provided by the AHA (Vic) reveal the following:

- total number of interviews conducted — 4,083;
- total number of persons chosen to self-exclude — 2,248;
- current active number of self-excluded patrons — 1,411;
- average period of self-exclusion — 1.7 years;⁷
- average number of venues nominated — 16.4 venues;⁸
- males — 36.0 per cent;
- females — 64.0 per cent; and
- number of revoked deeds — 60.

Up to 30 per cent of self-excluded patrons have more than one deed, where a second deed was taken out to add on a number of venues or to change nominated venues following a change of residence.

A sample survey conducted by the AHA (Vic) of 671 self-excluded patrons who have taken out the Deed of Self-Exclusion with the AHA (Vic) showed the following:

⁷ Derived from a random sample of 100 data units.

⁸ Derived from a random sample of 100 data units.

Crown Casino

The Crown Casino is governed under the _____ and as such, it is required to provide and manage a legislated exclusion program. Details of the relevant legislation and the specific obligations of the Crown Casino are described below.

Relevant Legislation — *Casino Control Act 1991 (S72-78A)*

72. *Exclusion orders*

“Director”

73. *Appeal to Authority*

75. *Duration of exclusion orders*

- the patron contacts or attends the Crown Customer Support Centre;
- an interview is conducted with a Responsible Gaming Liaison Officer (an interpreter can be arranged to attend if required);
- an application for Self-exclusion is completed;
- the application is duly signed by the applicant and the authorised person (witnessed);
- an exclusion order is prepared and issued to the applicant;
-

Data Management

The data that is collected during the process of self-exclusion includes that which is necessary to satisfactorily carry out future identification and to enforce statutory requirements, including, :

- name;
- address;
- date of birth;
- identification required (e.g., valid drivers licence, passport, etc., and verification of residence); and
- a description of the individual, including photographs.

Data provided by Crown Casino for the self-exclusion program only (approved for release by the OGR) indicates that some 933 patrons undertook self-exclusion in the period 1994 to 2002.

Table 1.2
Self-exclusion: Crown Casino
1996 — September 2002

	Male	Female	Total
Total Number	719	214	933
Currently Active	667	193	860
Revocations	52	21	73

Note: Does not include other forms of exclusion or barring initiated by the Crown Casino.

Males rep-3.9 2lw.200.6(e 0 0 al.52u s61.(a)-t)13.4(w1.447st(r)7(rc)-43.4(w1.447perM)-2H1.4/a.52 7ll

Table 1.3
Summary of Breach Data

Male

Female

Total

Australian Capital Territory Self-exclusion

State of Play in the ACT

Gaming machines are permitted in clubs and, to a much lesser extent, hotels in the ACT. In 2000-01 there were:

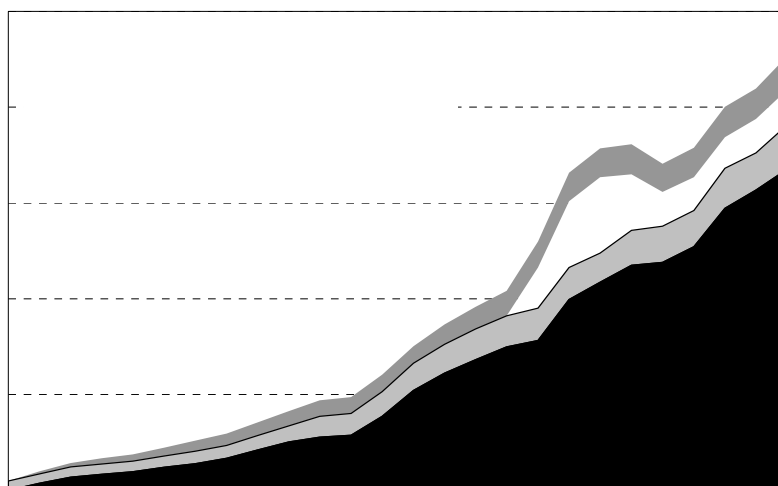
- 4,939 machines in 69 clubs; and
- 60 machines in 6 hotels.

In 2000-01, gamers spent \$168 million on EGM usage in clubs and hotels. To place this in context, this represents on average:

- \$715 spent by each adult in the ACT;
- 2.0 per cent of annual household disposable income; and
- 74 per cent of total gambling expenditure in the ACT.

Much as in New South Wales, the EGM industry in the ACT is mature, with EGMs permitted for the past 25 years, though EGMs have never been permitted in Casino Canberra (no machines are allowed under the Casino Control Act 1988 Section 76). Electronic gaming machine expenditure has grown at an annual average rate of 7.4 per cent in the past five years, the slowest rate in any Australian jurisdiction, from a level of \$118 million in 1995-96.

Figure 1.5
Electronic Gaming Machine and Other Gambling Expenditure — Australian Capital Territory



ACT Clubs

ClubsACT has also introduced its own Code on Responsible Gambling. The objective of the self-exclusion element is:

ClubsACT make available to member clubs relevant information and documentation

information relating to the self-exclusion is divulged to any person except for the

When the patron provides the club with a signed ‘Notice of Revocation of Self-Exclusion’, the patron’s photograph and name are removed and staff are instructed that the patron may re-enter gaming areas and use gaming machines.

Staff Training

Currently, many clubs put their staff through training conducted by accredited responsible gambling service providers such as Club Managers Association, ClubsNSW and more recently Lifeline. However, there are currently no legislated requirements for staff to undertake training in this area.

Staff training is a further area that will be considered with the new mandatory Code of Practice.

Data Management

Individual venues maintain records of participants on the program and gambling

70C ***Requests for revocation of exclusion***

70G *Record of persons excluded from casino*

62-

Administration of the Program

Casino Canberra is the only casino operating in the ACT and section 76 of the [redacted] prohibits the installation or use of gaming machines in the casino. Therefore, there are no gaming machines in Casino Canberra.

However, currently in the ACT, the only self-exclusion programs regulated by legislation relate to Casino Canberra and interactive gambling licence holders. The management of these self-exclusion programs is the responsibility of the Gambling and Racing Commission (by virtue of section 70B of the [redacted] and section 102 of the [redacted]).

As is evident from the legislation, penalties may apply to licensees and self-excluded patrons who do not comply with the requirements of the exclusion.

Neither the [redacted] nor the [redacted] provide for a minimum or a maximum period of self-exclusion.

Revocation of Self-Exclusion

Section 70C of the [redacted] outlines the requirements to request revocation of an exclusion order. To revoke an exclusion order from Casino Canberra, the person must apply in writing to the Gambling and Racing Commission who will consider the application.

Staff Training

Currently, no gambling provider in the ACT is required to maintain procedures or provide training to staff in relation to self-exclusion. As stated earlier, this may change with the introduction of the proposed

. It is proposed that all staff involved in providing or supervising gambling services be required to undertake an approved training program.

Data Management

The Gambling and Racing Commission currently maintains a record of those people that have been self-excluded by virtue of legislation.

As of 30 June 2002, 92 people were self-excluded from Casino Canberra. Of these, 66 were permanent self-exclusions and 26 were time based. In the year to 30 June 2002, 21 time based (non-permanent) self-exclusions expired.¹²

¹²

New South Wales Self-exclusion

State of Play in New South Wales

Gaming machines are permitted in clubs, hotels and casinos in New South Wales. In 2000/01 there were:

- 74,710 machines in 1,391 clubs;
 - 25,452 machines in 1,834 hotels; and
 - 1,500 machines in the Star City Casino, Sydney.
- 1.2396nd,tu0 has grown at1an avera35(Hnual)an21.2396

New South Wales Clubs/Hotels

The _____ and _____ require hotels and clubs in NSW to provide self-exclusion schemes for patrons. By virtue of section 47(1) of the _____, this requirement came into force on 2 October 2002.

Also, section 51 of the _____ requires that all hoteliers, clubs secretaries and employees associated with gaming machine activities have undergone training in responsible practices in relation to gaming machines in a hotel or registered club.

The relevant legislation is presented here.

Relevant Legislation — *Gaming Machines Act 1991* and *Gaming Machine Regulations 2002*

Self-Exclusion Program

Gaming Machines Act 1991

49 *Self-exclusion of patrons from hotels and clubs*

self-exclusion scheme

the participant

the nominated area

responsible person

Gaming Machines Regulation 2002

47 *Self-exclusion schemes*

Staff Training

Gaming Machines Act 1991

47 *Responsible conduct in relation to gaming machines*

New South Wales Hotels (GameChange)

The Australian Hotels Association (New South Wales) (AHA (NSW)) has developed and implemented a self-exclusion program for its members to utilise at their venues.

As of 2 October 2002, it became a legal requirement for all hotels and clubs to enter into an arrangement with a person or body approved by the Minister, to establish and conduct a self-exclusion scheme to allow patrons to exclude themselves from nominated areas of a venue or from the entire venue.

The minimum requirements for the conduct of a self-exclusion scheme are:

- preventing the venue from refusing a participant's request,
- requiring the participant to give a written and signed undertaking that the person will not gamble at the venue for a period specified in the undertaking,
- requiring the participant to be given an opportunity to seek legal or other professional advice, at their own expense, as to the meaning of the undertaking,
- requiring the participant who enters an undertaking to be provided with written information on the name and contact details of a problem gambling counselling service made available to patrons,
- requiring that the venue ensure that venue managers and other responsible persons can readily identify the patron,
- requiring the venue to publicise the availability of the scheme, and information on how it operates, to patrons, and
- preventing a participant from withdrawing from the scheme within three months after requesting participation in the scheme.

Administration of the Program

For gamblers wishing to self-exclude from a gaming venue at a licensed hotel in New South Wales, the process takes place in a numb3a8(mb)4(p5.9nts T*0i6e4.42(eiej/vrnue as ta*(d in—Iron

- the Liquor Administration Board was to approve a course to meet the mandatory training requirements;
- hoteliers and secretary managers must have completed the course by 1 January 2002 (however, from 1 January 2001, the course must have been completed to enable the Board to consider any gaming machine applications made by a hotelier or secretary manager);
- existing staff must have completed the course by the end of 2001; and
- from 1 January 2001, it became a statutory condition for new hoteliers, secretary managers and gaming related staff to have completed the course.

TAFE (NSW) was commissioned to develop the RCG course by the Casino Community Benefit Fund and the course has been approved for hotel and registered club personnel by the Liquor Administration Board.

The RCG course is a one day intensive course (minimum six hour program) with a Certificate of Attainment issued on completion of the course.

The RCG course provides information about:

- the NSW machine gambling industry;
- the indicators and impacts of problem gambling;
- the gambling harm minimisation framework;
- strategies for implementing responsible gambling practices; and
- the benefits of implementing responsible gambling practices.

The courses are available statewide from Registered Training Organisations approved by the Board. Currently, there are over twenty course providers including TAFE (NSW) and AHA (NSW).

The AHA (NSW) course, for example, while covering all the areas indicated above, also includes information about:

- industry codes of conduct;
- minors in hotels and registered clubs;
- hotel gaming room requirements;
- requirements relating to display of gaming-related advertising material;
- counselling, treatment and associated services for problem gambling; and
- the AHA (NSW) Self-Exclusion Scheme.

Courses are conducted by this provider every Monday and Wednesday, 9.30am—4.30pm at the AHA (NSW), Quay Street, Sydney. Cost is \$75 for Association Members and \$105 for Non-Members.

Data Management

The AHA (NSW) keeps contact names, addresses and phone numbers for each of the participants in the GameChange program. This information is soon to be given to Macquarie University and, during the next three years, most participants will be surveyed to obtain information about breaches, counselling history etc..

Since its inception in November 2001, 505 people have self-excluded from hotel gaming areas.

New South Wales Clubs (ClubSafe)

ClubsNSW also runs a responsible gaming program for its member clubs (ClubSafe).

As previously mentioned, on 2 October 2002, legislation took effect that requires all clubs and hotels in NSW to conduct a self-exclusion scheme for patrons. Practices within the ClubSafe program have been approved as being sufficient to satisfy these legislative requirements.

New South Wales Clubs (BetSafe)

BetSafe is an initiative of the BetSafe Group (a coalition of 42 registered clubs in NSW and the ACT). The BetSafe program of responsible conduct of gambling is a program devised and implemented in consultation with responsible gambling experts Paul Symond Consultancy. BetSafe aims to cultivate an environment providing options for people to acknowledge their problems before they reach crisis point, i.e., to create a safety net approach.

BetSafe was officially launched by the Minister for Gaming and Racing at Western Suburbs Leagues Club, Newcastle, on 10 December 1998 and was the first Responsible Service of Gambling program to be put in place in any gambling venue or outlet in NSW with the exception of Star City Casino.

Administration of the Program

BetSafe clubs provide a self-exclusion service for patrons who have gambling problems and want assistance. Self-exclusion is a voluntary process that requires the patron to complete an application form and provide suitable identification.

Complete self-ban from a venue

As part of their commitment to the responsible service of gambling, BetSafe clubs provide a self-exclusion service for patrons who have a gambling problem and want assistance.

The Application for Voluntary Exclusion — Multiple Clubs form provides for an

BetSafe has developed a process to enable clubs to screen applicants who wish to have their self-exclusion revoked.

When an individual approaches the club and asks about ending the self-exclusion period, he/she will be given the following forms:

- Application to End Exclusion; and
- Letter of Support.

When an individual approaches the consultancy directly for readmission the consultancy will provide the appropriate forms and make a recommendation regarding readmission to the club. Until the club receives a recommendation from the consultancy, it should not allow the excluded individual to re-enter the premises.

Staff Training

BetSafe provides training for all staff members in BetSafe clubs. There are currently seven BetSafe training courses available. A short overview of each is presented here.

1) Responsible Conduct of Gaming

This course is mandatory for all secretaries of registered clubs and hotels with gaming machines, as well as employees whose duties are directly concerned with the conduct of gaming machine activities. These will include poker machine attendants, cashiers, duty managers and supervisors.

This is a 6-6.5 hour course that covers the following issues:

- the context of gambling in NSW;
- the indicators and impacts of problem gambling;
- the legislative framework for responsible conduct of gambling;
- implementation of responsible conduct of gambling strategies; and
- the benefits of implementing responsible conduct of gambling practices.

This course only needs to be completed once by each staff member.

2) Problem Gambling Awareness

This course has been developed for all non-gaming staff including catering and cleaning staff, office and clerical and all back of house staff.

It provides an outline of the issue and the size of the problem, as well as providing information on how to assist people through the BetSafe program. The course is structured using the following five topic areas:

- the main indicators and characteristics of problem gambling;
- the scope of problem gambling in Australia;
- the range of treatments and services available to assist problem gamblers through the BetSafe program;
- appropriate methods of assisting problem gamblers and their families; and
- the range of options and procedures for excluding (barring) problem gamblers.

3) Problem Gambling Awareness Refresher

This is a refresher course based on the Problem Gambling Awareness course. This course provides an opportunity for staff members to raise any gambling-related questions or issues, and for any new developments within the industry to be discussed.

This course should be completed one year after the original and once per year thereafter.

4) Intervention Training Course

For all gaming staff, this is a course that provides practical strategies on how to deal with and assist problem gamblers who may approach staff members seeking help.

It covers:

- Self-exclusion procedures.
- Involuntary exclusion.
- Third Party Complaints.
- Re-entry procedures.
- Suicide intervention and prevention.
- Different scenarios in relation to approaches by problem gamblers.

5) Intervention Training Refresher

The refresher course provides opportunities for staff members to refine skills learnt in the original course and covers any new legislation issues as well as new BetSafe policies and procedures.

This course should be completed one year after the original and annually thereafter.

6) Staff Gambling Course

A course developed as a direct result of the 2000/2001 independent evaluation of the BetSafe program by Synaval. One of the key findings of this report was that by self-admission, up to 20% of staff members surveyed by Synaval consider that they may have a gambling problem.

The objective of this course is that staff working in the industry is made aware of the potential problems associated with excessive gambling and how to access available help.

The Staff Gambling Course covers the following areas:

- indicators of a problem gambler;
- unique aspects of gambling;
- the link between alcohol and gambling;
- self-assessment for staff members;
- what is responsible gambling?
- how to gamble responsibly;
- controlled gambling;
- counselling and its benefits;
- the services available to staff members under the BetSafe program; and
- how to access these services.

7) School Education Module

This course is being delivered to high school students from Years 10-12, on behalf of the BetSafe group. It is designed to build community spirit and enhance links with schools and the education department. It aims to increase awareness of the issues surrounding excessive drinking and gambling. The course provides education and information on the differences between social and problem gambling, responsible gambling and how to access available help.

There are also a number of workshops provided by BetSafe. These workshops are designed for staff and management that would be involved in exclusions of members and patrons of the club. At this stage workshops include:

- Human Resources workshop;
- Duty Managers workshop;
- Exclusion Procedure workshop; and
- Marketing Managers workshop.

As is evident from the above, BetSafe are a Registered Training Organisation, approved by the Liquor Administration Board and conduct the accredited Responsible Conduct of Gaming training course which is now required, by legislation, to be undertaken by all staff working in gaming areas.

Data Management

BetSafe publish a quarterly newsletter for club staff and management, "BetSafe News". The aim of this publication is to keep staff and management informed about the responsible service of gambling in BetSafe Clubs. In each issue, some BetSafe statistics are reported. These include cumulative figures since the inception of the program which report:

- the number of BetSafe staff and management who have been trained (with figures for the number who have been trained in the new mandatory Responsible Conduct of Gaming course;
- the number of staff from BetSafe clubs who have been counselled;
- the number of BetSafe club patrons who have been counselled;
- the number of self-exclusions from BetSafe clubs; and
- the number of signs, cards, pamphlets and posters distributed, displayed and/or maintained.

The latest report shows that, in the first four years of operation, the consultancy has:

- delivered staff training in the Responsible Service of Gaming to 8,790 BetSafe

Star City Casino, Sydney

In accordance with section 79(3) of the _____, Star City Casino may exclude a person from the Casino on the person's voluntary application.

Relevant sections of the _____ are reproduced below.

Relevant Legislation — *Casino Control Act 1992*

Exclusion

79 *Exclusion of persons from casino*

83 *List of excluded persons*

84 *Excluded person not to enter casino*

gambling counselling

self-excluded person

85 *Removal of excluded person from casino*

Staff Training

64 *Training courses for employees*

Administration of the Program

Star City Casino, in accordance with section 79 of the conducts a voluntary exclusion program.

As part of its Responsible Gambling and Gambling Harm Minimisation strategy, the Casino displays pamphlets in 13 languages on responsible gaming and problem gambling, the Casino's Voluntary Exclusion Program and G-Line services.

Duration of Self-Exclusion

The minimum exclusion period under Star City's Voluntary Exclusion Program is 12 months.

Staff Training

Star City Casino has developed a Responsible Gaming Training package for Star City employees. The course material is delivered 'on line' and assessed in the training classroom.

Data Management

All exclusions at Star City Casino are reported to the NSW Casino Control Authority and statistics are then reported in the Authority's annual reports.

Northern Territory Hotels/Clubs

There is currently no self-exclusion program for club and hotel patrons in the Northern Territory. The AHA (Northern Territory) (AHA (NT)) is working with various groups to produce a code of practice and, in this context, the topic of self-exclusion will be discussed.

MGM Grand, Darwin

Administration of the Program

MGM Grand Darwin has an approved policy and procedure in place to support self-exclusion of patrons. These procedures include:

- Refusing to cash cheques and other negotiable instruments presented by the self-exclusion patron.
- Removing the self-exclusion patron from the database, player-tracking system and mailing list and otherwise exclude them from participation in any promotional activities.
- Keeping the self-exclusion patron details on file and if they are observed to enter the Casino premises, security staff will:
 - Ask the self-exclusion patron to confirm that they desire to enter the Casino;
 - Provide the self-exclusion patron with a card which will have noted thereon that the self-exclusion patron has previously requested to be excluded from the Casino and contact details for Amity House¹³; and
 - Offer to make available to the self-exclusion patron the use of a Casino telephone to call for a friend, medical adviser, Amity House or other person to assist.

The Casino Operator requires a written request from, or counter-signed by, the player which forms the basis of an agreement with the licensee that, if the player is observed by security staff to approach any Casino gaming areas, that the player may be refused entry.

The player is required to provide a current photograph of a size and quality acceptable to the Casino.

The player is notified in writing when the self-exclusion process is in operation. Once the self-exclusion arrangement is in place, the Casino undertakes to follow the procedure as outlined above.

On the confirmation of a self-exclusion patron being found on the complex, the Security Shift Manager is summoned to approach the self-exclusion patron, issuing them with a card stating,

If all else fails, the person is asked to leave.

Data Management

Each self-exclusion patron is placed onto the surveillance database and each is updated to record their attendance should they enter the complex.

Nine people have been self-excluded since the implementation of the program in mid 1998.

Lasseters Casino, Alice Springs

Queensland Self-exclusion

The patron will be given a copy of the Offer of Self-exclusion and Deed of Self-exclusion (in the case of clubs) or a copy of the Application for Self-exclusion (in the case of hotels)

The officer will record the self-exclusion and all actions undertaken in the Register of Self-exclusion with all documents kept in a secure and confidential place in the venue.

The duration of self-exclusion varies between patrons and is to be mutually agreed upon but it is recommended at a maximum of 12 months and a minimum of 6 months. Once the period has elapsed, the process must be repeated if the patron wishes to continue their self-exclusion.

Third Party Exclusion

As is evident from section 261 of the Gaming Machine Act, third party exclusions are an option in addition to self-exclusion.

Once again, any third party approaching a staff member will be directed to the venue's customer support team.

Queensland Casinos

Casinos in Queensland are regulated under the . Sections 92-100 of this Act make provisions for exclusions from the casino and related penalties.

The relevant legislation is reproduced below.

Relevant Legislation — *Casino Control Act 1982*

92 *Entry to and exclusion of entry from casino*

casino manager

93 *Appeal to Minister*

99 *Excluded person not to enter or remain in casino*

Administration of the Program

In a similar manner to clubs and hotels, Queensland casinos must develop and

South Australia

Self-exclusion

SA Clubs/Hotels

Currently, in South Australia, there are two pieces of legislation relevant to the exclusion (barring) of patrons from gaming areas of clubs and hotels due to gambling-related problems.

Sections 59–61 of the *Gaming Machines Act 1992* make provisions for a licensee to bar a person from the gaming area(s) of a venue if they are satisfied that the welfare of that person (or the person's dependents) is at risk as a result of the person's excessive playing of gaming machines.

Section 15B of the *Independent Gambling Authority Act 1995* also provides for the exclusion of a patron from the casino or gaming areas of any other gaming venue in South Australia. This exclusion order can only be made on the written request of the individual.

The relevant legislation is provided below.

Relevant Legislation — *Gaming Machines Act 1992* and *Independent Gambling Authority Act 1995*

Gaming Machines Act 1992

59 *Licensee may bar excessive gamblers*

60 *Power to remove persons who have been barred*

Independent Gambling Authority Act 1995

15B *Voluntary barring of excessive gamblers*

Sky City Casino, Adelaide

The _____ is the regulating piece of legislation for Sky City Casino. Sections 44-46 make provisions for barring of patrons from the premises.

The relevant legislation is reproduced here.

Relevant Legislation — *Casino Act 1997*

44 *Licensee's power to bar*

—
—
—

Data Management

The Casino collects data on self-excluded patrons including name, address, a description (age, height, weight, hair/eye colour), photograph and preferred game (EGMs or table

Tasmania

Self-exclusion

State of Play in Tasmania

Gaming machines are permitted in clubs, hotels and casinos in Tasmania. In 2000-01 there were:

- 1,606 machines in 95 hotels;
- 231 machines in 13 clubs; and
- 1,154 machines in 2 casinos (the Wrest Point Casino, Hobart, and the Country Club Casino, Launceston).

In 2000-01, gamers spent \$81 million on EGM usage in hotels and clubs. To place this in context, this represents on average:

- \$231 spent by each adult in Tasmania;
- 1.0 per cent of annual household disposable income; and
- 35 per cent of total gambling expenditure in Tasmania.

The availability of EGMs in hotels and clubs is still quite a new phenomenon (having been permitted from 1 January 1997) and is expanding rapidly. In 2000-01, the total number of EGMs in Tasmania was 2,000, an increase of 13 per cent on the 1,750 EGMs in 1999-00.

Tasmanian Clubs/Hotels

Late last year (2001), Tasmania introduced legislation to provide for a broader exclusion framework under Part 5 Division 3 of the . The Act now provides for player exclusion through a number of channels including: a notice of self-exclusion, an exclusion order by the venue operator, and an exclusion order by a third party that has a close personal relationship with the problem gambler.

Problem gamblers can also enter into a formal Deed of Self-Exclusion in addition to a Notice of Self-exclusion. The Deed is a formal contract, which existed prior to the new exclusion provisions but does not have any legislative powers under the Act. The applicant will therefore need to request a Notice of Self-exclusion in order for the new provisions of the Act to apply.

The exclusion program applies to all electronic gaming machines, whether in hotels, clubs or casinos. The Self-exclusion Deed is still in utilisation for wagering in hotels, clubs, track and agency. TOTE Tasmania has agreed voluntarily to maintain a system of self-exclusion. These exclusions do not have any legislative powers but are supported by the same administrative arrangements as for the Notice of Self-exclusion.

112D ***Revocation of section 112C exclusion order***

respondent

112I ***List of excluded persons***

112J ***Excluded persons not to wager or enter gaming premises***

112K ***Removal of excluded persons from gaming premises***

excluded person

excluded premises

gaming premises

person-in-charge

- assist with the completion and signing of the Self-exclusion Deed and the Self-exclusion Notice which will list the chosen excluded gambling venues or

Venue Operator Exclusion

Venue operators may exclude a person from entering or remaining on their premises or from participating in gambling activities. The exclusion is used when an individual is in breach of the _____ or is jeopardising the safety and welfare of themselves, others and/or property.

Breaches by an individual or a venue operator may incur penalties under the Tasmanian _____. In an emergency, an individual may request a venue operator to exclude them, pending commencement of the self-exclusion process.

The process involves a venue operator giving the order to the excluded individual orally or in writing then lodging an Exclusion Order by Specified Licence Holder with the TGC and providing the excluded person with a written order, should it be requested. (An oral order is suspended until a copy of the Order is provided to the individual.)

Once the order is issued, the venue operator should

- as soon as is reasonably practicable, after receiving the notice, advise all employees who may have to enforce the order; and
- prevent entry or remove an excluded person from a nominated venue using no more force than is reasonably necessary shh7e theD08Gaing t0(onab.2(l)-0.8(ulhe the4n 0 TD.

-
- suggest ways to limit unnecessary duress on both parties;
 - prepare a report to the TGC on behalf of the applicant. If the applicant is undergoing counselling the Senior Case Manager will assist the counsellor in preparing the report;
 - send the report, along with the signed Third Party Exclusion Application Form, to the TGC.

On receipt of this application and report, the TGC will provide both the applicant and the gambler with a written notice. The TGC will consider the report and may invite representation from one or more parties. A wide variety of factors are taken into account when considering the application and, ultimately, the TGC needs to be satisfied that this exclusion is in the interest of the affected person and in the public interest.

Revocation of a Third Party Exclusion

Application to revoke a Third Party Exclusion may be made to the TGC.

Staff Training

It is a condition of a gaming employee's licence that the employee undertakes a Responsible Service of Gaming course. Staff are also trained within their venue to manage patrons who are listed on a self-exclusion register.

Wrest Point Hotel Casino, Hobart

Administration of the Program

Wrest Point Hotel Casino provides the option for patrons to exclude themselves from the Casino. The implementation of the self-exclusion program at Wrest Point Hotel Casino

State of Play in WA

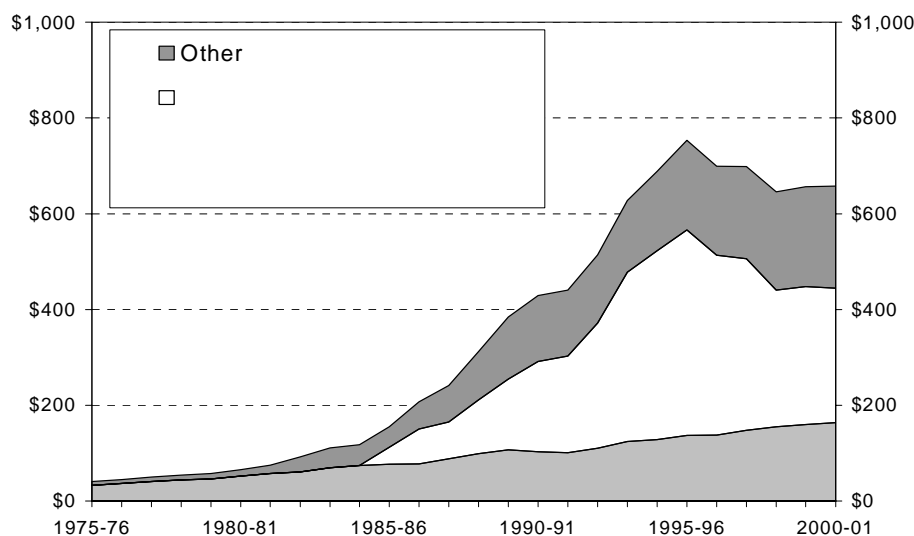
Western Australian legislation does not permit EGMs outside of the Burswood Casino in Perth. In 2000-01, there were 1,383 EGMs in the Burswood Casino. For other states, we have presented expenditure data only for EGM usage outside of Casino's, since the current project focuses on the hotel and club-based gaming industry and the debate over casino gambling is a very distinct. Data on EGM usage in casinos has been excluded.

Nevertheless, by way of comparison, Burswood Casino reported EGM revenue of \$96.5 million in 2000-01 (up from \$89.6 million in 1999-2000, Burswood Limited Annual Report 2001), or approximately one-third of casino gaming revenue. This represents on average:

- \$68 spent by each adult in Western Australia;
- 0.2 per cent of annual household disposable income; and
- 15 per cent of total gambling expenditure in Western Australia.

(Though it should be noted that international tourists represent a larger proportion of the Casino's clientele than most hotels and clubs offering gaming in other states).

Figure 1.11
Electronic Gaming Machine and Other Gambling Expenditure — Western Australia



	VIC	ACT	NSW	NT	QLD ¹	SA	TAS	WA
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Access to cash from ATM and EFTPOS facilities

Withdrawals limited to \$200 per transaction.

No cash/STI Ec/\$2 Cuh9

	VIC	ACT	NSW	NT	QLD ¹	SA	TAS	WA
Minors banned from gaming machine areas	✓	✓	✓	✓	✓	✓	✓	✓
Advertising restrictions	✓		✓	✓	✓	Advertising Code.	Through voluntary codes of practice.	
Lighting	Gaming venues must be adequately lit.							
Clocks	Requirement for clocks on all gaming machines.		All venues must ensure a clock is kept in each part of the venue where gaming machines are located.			Required in Gaming Room.	Installation of clocks in gaming areas required under voluntary codes of practice.	

Restrictions on playing time / hours of opening

Gaming machine licensees that are clubs are only able to operate gaming machines during the hours they are permitted to sell alcohol. That is, gaming machines are not able to be operated for three hours each day.

Legislation prohibits 24-hour gaming venues in regional and rural Victoria.

Metro venues can only apply for a 24-hour licence on certain conditions.

Limited to liquor trading hours and

There is a ban on the 24-hour operation of gaming machines in hotels and clubs.

Victoria

Harm Minimisation Policies

TCa-5.48s/i-5.41(no-5.48sC)-9(o-5.48str)o-5.48sl-5.41(

PGaming37a TD -0.004037c 0.01211.3(), the

Gaming machine spin rates are not to be reduced below current levels

Spin rates of games must not be below 2.14 seconds. This restriction does not apply in

The printed player information is aimed at advising gaming machine players about the odds of winning. The printed material will include information on the Gambler's Help program in 19 community languages.

The regulatory requirements for electronic information state that each gaming machine must be capable of generating and displaying game and player information, including the amount of time and money spent by the player. This information is to be generated and displayed at the request of a player.

The printed information is to be provided in all venues by 1 December 2002, and the electronic information is to be provided on all new games approved after 1 January 2003; for games approved before 1 January 2003, the requirement applies after 1 January 2008.

Limits on access to cash from ATM and EFTPOS facilities

Accountability

There is now mandatory full reporting and accountability by the gambling industry in general and the casino sector in particular to the Parliament. The *Self-Exclusion Act 2000* helps remove secrecy and requires the VCGA to conduct open hearings for the first time.

The *Self-Exclusion Act 2000* also gives the community the right to know details of applications. The VCGA completed and delivered the Report of the Second Triennial Review to the Minister for Gaming on 30 June 2000.

-
- the proportion of gaming machines to be located outside the Melbourne Statistical District is not less than 20 per cent;

Gaming machines transferred from capped regions to other regions, either as an increase in TGM number or through new venues being opened, will be subject to the additional

Australian Capital Territory

Harm Minimisation Policies

Strategies/Policies

Currently, legislation in the Australian Capital Territory makes provisions with respect

-
- where a problem gambler is identified, require a gambling provider to take appropriate action (licensee initiated exclusion);
 - heighten gambling providers' awareness of the need to provide adequate and accurate consumer information;
 - provide protection to those people that have difficulty in controlling their gambling behaviour (cash payout restrictions); and
 - require a gambling provider to provide a self-exclusion program.

Restrictions on playing time, hours of opening and number of gaming machines

Following a recent amendment to the Act, gaming machine licensees that are clubs are only permitted to operate gaming machines during the same period that they are permitted to sell alcohol. This has resulted in gaming machines not being permitted to operate for three hours per day. The Commission is currently assessing the effectiveness of this provision as part of the review of the gaming machine legislation.

There is currently no provision in the Act to enable the Commission to arbitrarily reduce the number of machines held by a licensee (other than cancellation of licence for disciplinary reasons). Furthermore, the Commission has not proposed in its draft Policy Paper any mechanism to reduce the number of machines held by current licensees.

Caps on the number of gaming machines

Currently in the ACT the number of gaming machines permitted is restricted to 5,200 by virtue of section 23B of the Act. This section is the subject of a sunset provision which requires Legislative Assembly support for its continuance. The Legislative Assembly has recently reaffirmed its support for the cap of 5,200 by extending the capping provision of the Act until 30 June 2003.

To assist the Commission in managing the finite number of machines available in the Territory, Section 23B of the Act also specifies that where the Commission is considering an application for new or additional gaming machines, it is to have regard to the following matters:

- where the applicant is a club, the ratio of the membership to the number and type of gaming machine in existing clubs;
- where the applicant is a club, the extent to which the club is likely to support and be beneficial to the community; and
- such other matters that are relevant.

The Commission has made a number of recommendations in the draft Policy Paper it circulated in December 2001 concerning the cap. Primarily the Commission is proposing that rather than the level of the cap being contained in legislation, it should be determined by the Commission by way of a disallowable instrument. It is proposed that in determining the level of the cap the Commission would need to have regard to:

- the usage of current gaming machines;
- the public demand for gambling in the community;
- the incidence of problem gambling in the community;
- the availability of problem gambling support services; and
- any other relevant matters.

Once the level of the cap is determined, the Commission is proposing that to assist it in making an informed decision in allocating the finite number of gaming machines available, all applications for new and additional machines would need to be accompanied by an acceptable social impact statement.

The Commission is not proposing to apply objective formulas such as machines per capita or machines per postcode as a determinant, rather it believes its assessment should be based on the identifiable and sustainable needs of the community.

Allocation of gaming machines between hotels and clubs

Total gaming machines issued within the Territory as at December 2001 was 5,003. This consisted of 4,chiav5Toanieca(ct5To) as(8r asJT*0.08(n(b)5(a)s,niec)62s)5.8(n(b2s23d,4 Tc0.1(m)Tcom)

New South Wales Harm Minimisation Policies

Strategies/Policies

Gambling Reform Package 2002

The _____ and _____ provide for the regulation, control and management of gaming machines in hotels and registered clubs in NSW. Most of the new laws and regulations commenced on 2 April 2002.

Some of the key harm minimisation measures in the reform package include:

A state-wide cap on gaming machine numbers in hotels and registered clubs

The maximum number of approved gaming machines that the Board may authorise to be kept in all hotels and registered clubs in the State is 104,000.¹⁶

The overall State cap comprises:

- (a) a maximum number of 25,980 approved gaming machines in respect of hotels, and
- (b) a maximum number of 78,020 approved gaming machines in respect of registered clubs.

Limits on the number of gaming machines that each individual hotel and registered club may operate

The maximum number of approved gaming machines that the Board may authorise to be kept in any one hotel is 30.

The maximum number of approved gaming machines that the Board may authorise to be kept on any of the premises of a registered club is 450.

A tradeable gaming machine entitlement scheme for the hotel and registered clubs sectors

The Liquor Administration Board has allocated one gaming machine entitlement to every club and hotel for each gaming machine the venue was entitled to keep as at the date of the relevant freeze — 28 March 2000 for clubs and 19 April 2001 for hotels. The freezes ceased to operate from 2 April 2002.

This is further discussed in a later section.

¹⁶ As previously mentioned in this report, actual numbers of gaming machines in clubs and hotels in 2000/01 were 74,710 and 25,452 respectively — within the State cap.

A new social impact assessment process for authorisation of gaming machines

The 2002 Gambling Reform Package (sections 32 to 37A of the) and sections 33-40 of the) introduced new and stricter requirements in regard to social impact assessments to be undertaken and submitted by applicants. In particular, these requirements apply to hotels or clubs seeking authorisation to keep approved gaming machines on any temporary premises or in any new hotel or club.

A requirement for gaming venues to provide a self exclusion scheme and to make formal links with a problem gambling counselling service

A hotelier or registered club is required to enter into an arrangement, with a person or body approved by the Minister, in relation to the establishment and conduct of self-exclusion schemes in the hotel or club.

The prescribed requirements for the conduct of a self-exclusion scheme are that the scheme makes provision for the following:

- (a) preventing the hotelier or registered club, or an employee of the hotelier or club, from refusing a participant's request to participate in the scheme,
- (b) requiring the participant to give a written and signed undertaking that he or she will not gamble in the hotel or club for a period specified in the undertaking (such undertaking may be in a standard form as approved by the Director-General from time to time),
- (c) requiring the participant to be given an opportunity to seek independent legal or other professional advice at his or her own expense as to the meaning and effect of the undertaking before it is given,
- (d) requiring a participant who enters into an undertaking to be provided by the hotelier or club (or an employee of the hotelier or club) with written information outlining the name and contact details of the problem gambling counselling service referred to in clause 46 (3),
- (e) requiring the hotelier or club to ensure that responsible persons for the hotel or the club can readily identify the participant, whether by means of access to a recent photograph of the participant or otherwise,
- (f) requiring the hotelier or club:
 - (i) to publicise the availability of the scheme and information as to how it operates to the patrons of the hotel or club, and
 - (ii) to make available, on request by any patron of the hotel or club, the standard self-exclusion form (if any) referred to in paragraph (b),
- (g) preventing a participant from withdrawing from the scheme within 3 months after requesting participation in the scheme.

It is lawful for a responsible person for a hotel or registered club, using no more force than is reasonable in the circumstances:

- (a) to prevent a participant from entering the nominated area of the hotel or club, and
- (b) to remove a participant from the nominated area or cause a participant to be removed from that area.

A ban on the 24 hour operation of gaming machines in hotels and clubs

From 2 April 2002, all clubs and hotels are required to ensure that all gaming machines in their venue are not operated for gambling purposes between 6am and 9am on each day of the week

From 1 May 2003, the shutdown period is 4am to 10am

Clubs and hotels can apply to the Board to have the general 6-hour shutdown period reduced to three hours from 6am to 9am on a Saturday, Sunday or public holiday on or after 1 May 2003

A hotel or club can apply to the Board for an ‘early opener’ shutdown period different from

mentioned above if the applicant can prove that the venue,

- was open for business before 10am on a regular basis prior to 1 January 1997 on at least one day of the week, and
- was closed for business between midnight and 10 am on a regular basis prior to 1 January 1997 for a minimum of three hours on at least one day of the week, and
- has continued to open and close on that same basis ever since, and
- has the approval of the local consent authority to trade the hours requested.

Prohibitions or strict controls on gaming machine related advertising and signage

See below.

Tighter controls on gaming machine related promotions and player reward schemes

A hotelier or registered club must not:

- (a) offer or present a promotional prize in the form of cash, or
- (b) offer or present a promotional prize that exceeds \$1,000 in value, or
- (c) permit a patron of the hotel or club to exchange a promotional prize for cash, or

-
- (d) permit any bonus or reward points accumulated under a player reward scheme to be redeemed for cash.

If a hotelier or registered club conducts a player reward scheme, the hotelier or club must, in accordance with the regulations:

- (a) advise the participants in the scheme of the availability of player activity statements that relate to the playing of approved gaming machines under the scheme, and
- (b) provide each such participant with a player activity statement.

Further details are outlined in the regulations.

Responsible Gambling Package 1999

One of the most significant amendments made by the _____ to the _____ and the _____ was the introduction of gambling harm minimisation and the responsible conduct of gambling activities as primary objects of these Acts.

The Responsible Gambling Regulations prescribed requirements in the following areas.

Provision of Information

Required clubs and hotels to provide information to patrons on counselling services, the use and operation of gaming machines, the chances of winning and the problems caused from excessive gambling.

Information brochures

Registered clubs and hotels with gaming machines are required to keep copies of an approved player information brochure, display the brochure and make it available in all gaming machine areas of the venue.

Gambling warning notice

The gambling warning notice can best be described as a health — or wealth — warning notice for gamblers. One of the following six messages must be displayed on the front or top of each gaming machine:

- Don't let gambling take control of your life

— Excessive gambling can affect your health

Problem gambling notice

The problem gambling notice must also be displayed on the front or top of each gaming machine. This notice contains the statement “Is gambling a problem for you?”, together with contact information about the G-line (NSW) telephone counselling and referral service.

The problem gambling notice is also required to be displayed on each ATM installed in a club or hotel.

All clubs and hotels with gaming machines are also required to display a counselling sign at their main entrance. The sign lists a series of questions regarding problem gambling, and includes information about the G-line telephone counselling and referral service.

Chances of winning notices

The chances of winning notice on gaming machines advises players that “Your chance of winning the maximum prize on a gaming machine is generally no better than one in a million”. Clubs and hotels with gaming machines must also display a larger notice containing this information in each part of a venue where gaming machines are located.

Limits on the cashing of cheques

The provisions include a prohibition on the cashing of cheques of more than \$400 in value and the cashing of third party cheques.

Limitations placed on the payment of prizes by cash

If a person accumulates more than \$1,000 on a gaming machine, the venue must pay the amount over \$1,000 by cheque payable to the prize-winner.

Cash dispensing facilities to be located away from the poker machine areas

Clubs and hotels with gaming machines are now not permitted to keep ATM and EFTPOS terminals in areas¹⁷ where gaming machines are located.

Place limitations on gambling related advertising (now superseded by the ban on advertising).

¹⁷ In New South Wales and other States “areas” are loosely defined to include where EGMs are located, but an ATM is able to be immediately adjacent or “just outside” where EGMs are located.

Prohibition on the offering of inducements to gamble

Clubs and hotels are now not permitted to offer free or discount liquor as an inducement to gamble.

Clubs and hotels are also no longer permitted to offer free gambling credits by means of letterbox fliers, shopper dockets or any other means.

Require personnel who are involved in the conduct of gambling to undertake an approved training course in the responsible conduct of gambling

All club and hotel managers and staff whose duties are concerned with the conduct of gaming machine activities are now required to complete an approved Responsible Conduct of Gaming course.

Minimum requirement for self-exclusion schemes imposed

Under the [redacted] and from 2 October 2002, every club and hotelier must enter into an arrangement, with a person or body approved by the Minister, to establish and conduct a self-exclusion scheme to allow patrons to exclude themselves from nominated areas of a venue or from the entire venue.

The minimum requirements for the conduct of a self-exclusion scheme are;

- preventing the venue from refusing a participant's request,
- requiring the participant to give a written and signed undertaking that the person will not gamble at the venue for a period specified in the undertaking,
- requiring the participant to be given an opportunity to seek legal or other professional advice, at their own expense, as to the meaning of the undertaking,
- requiring the participant who enters an undertaking to be provided with written information on the name and contact details of a problem gambling counselling service made available to patrons,
- requiring that the venue ensure that venue managers and other responsible persons can readily identify the participant,
- requiring the venue to publicise the availability of the scheme, and information on how it operates, to patrons,
- preventing a participant from withdrawing from the scheme within three months after requesting participation in the scheme.

Some of the more well-known self-exclusion schemes operating in NSW include the Australian Hotels Association (NSW) self-exclusion program, the Betsafe program and Star City Casino's self-exclusion scheme.

That the PID should be available until a relevant button or touch screen icon is pressed again to return to idle mode.

2. The cash input limit for gaming machines be reduced from \$10,000 to \$200.
3. The maximum amount that may be transferred via a CCCE protocol to a gaming machine be reduced from \$10,000 to \$200.
4. The credit meter of gaming machines must display alternating credits and currency value when the machine is in idle mode and this alternating display must remain on the credit meter until the credit meter is cleared.
5. That whenever a machine is connected to a link system there be available a “pull-through” message, which states that currency value displayed on the machine, does not include the value of any win on the applicable link.
6. That machine be required to generate and display:
 - A “pull-through” harm minimisation message that runs across the screen at least once during every 30 minutes of continuous play. “Continuous play” shall mean play without a break of 5 minutes or more.
 - A “pull-through” harm minimisation message that runs across the screen of each machine when the \$200 cash input limit is reached.
 - That whenever a player has a win of \$100 or more that there be an enforced break from play created by the prevention of the machine being played and the display of a message on the screen inviting the

- depicts children,
 - is false, misleading or deceptive,
 - suggests that winning a prize is a likely outcome of participating in gambling activities,
 - suggests that participation in gambling activities is likely to improve a person's social standing or financial prospects,
 - suggests that a player's skill can influence the outcome of a game that is purely a game of chance, and
 - depicts or promotes the consumption of alcohol.
8. That play-through (the facility to cut short the pay cycle by simply playing the next game) and auto-gamble facilities be prohibited.
 9. That there be a redesign of button functions to prevent continuous play without further button press.
 10. That the minimum return to player be increased from 85 to 87.5 per cent.

Restrictions on playing time, hours of opening and number of gaming machines

Changes in play time

None

Changes in operating hours

From 2 April 2002, all clubs and hotels are required to ensure that all gaming machines in their venue are not operated for gambling purposes between 6am and 9am on each day of the week

From 1 May 2003, the shutdown period is 4am to 10am

. Clubs and hotels can apply to the Board to have the general 6-hour shutdown period reduced to three hours from 6am to 9am on a Saturday, Sunday or public holiday on or after 1 May 2003

A hotel or club can apply to the Board for an 'early opener' shutdown period different from _____ and

mentioned above if the applicant can prove that the venue,

- was open for business before 10am on a regular basis prior to 1 January 1997 on at least one day of the week, and
- was closed for business between midnight and 10 am on a regular basis prior to 1 January 1997 for a minimum of three hours on at least one day of the week, and
- has continued to open and close on that same basis ever since, and
- has the approval of the local consent authority to trade the hours requested.

A block of three entitlements may comprise entitlements from more than one club or more than one hotel premises. In the case of a country hotel, no more than one block of entitlements may be transferred to a metropolitan hotel in any one calendar year.

Forfeiture is not required if;

- a hotel is removed to a new venue within one kilometre, or
- in the case of a club that has new or additional premises, the transfer of entitlements is to premises that are within one kilometre.

Country hotels with no more than eight machines may transfer one entitlement in any 12 months to another country hotel without forfeiture. Generally, the country hotel must be located outside the Sydney, Newcastle, Lake Macquarie and Wollongong areas.

A club with ten or less entitlements cannot transfer any of those entitlements unless the transfer has been approved by a majority of the ordinary members, at a general meeting, of the club.

A transfer of gaming machine entitlements by a hotelier must be accompanied by evidence that the transfer is supported by each person who has a financial interest in the hotelier's licence.

The fee on transfer of a gaming machine entitlement is \$250. This is payable to the Board

Northern Territory

Harm Minimisation Policies

Strategies/Policies

The Northern Territory Government has been addressing responsible gambling issues within the Northern Territory gambling industry through legislative provisions since 1996.

Northern Territory Responsible Gambling Advisory Committee

With the encouragement of the Northern Territory Government, key members of the Territory's gambling industry, including gambling service providers, community service providers and associated organisations, formed the Northern Territory Responsible Gambling Advisory Committee in December 2001. The Advisory Committee has been developing the Northern Territory Responsible Gambling Code of Practice. The Code will represent a whole-of-industry commitment to best practice in the provision of responsible gambling.

The Northern Territory Responsible Gambling Code of Practice aims to deliver the following outcomes:

- Harm from gambling to individuals and the broader community will be minimised;
- Customers will be capable of making informed decisions about their gambling practices;
- People adversely affected by gambling will have access to timely and appropriate assistance and information;
- Individuals, communities, the gambling industry and Government will have a

In recognition of the diversity within the gambling industry, the Code of Practice will acknowledge that some practices may apply to all sectors of the industry while others may apply only to particular sectors.

Gambling service providers will be responsible for the implementation of the NT Responsible Gambling Code of Practice and will develop Responsible Gambling Practices documents, specific to their operations. The Code will be supported by amendments to the Gambling Control Act

Note acceptors

Gaming machines with note acceptors are not allowed in clubs and hotels.

Maximum bet

The maximum bet in hotels and clubs is \$5.

Automatic Teller Machines

Advertising an ATM in conjunction with gaming products is not allowed. ATMs cannot be located in close proximity to a gaming area.

Autochange machines

Maximum of one machine per gaming area, limited to exchanging a currency note no greater than \$50.

Minor

A sign must be placed at each entrance to an approved gaming area advising that persons under age of 18 are not permitted to enter.

Services for compulsive gamblers

Within the licenses premises, a sign informing services for problem gamblers should be clearly displayed where the sale or redemption of gaming tokens or any centralised credit transaction is carried out.

Grants for Community Services

The Northern Territory Government, in addressing problem gambling, provides grants to community service organisations such as Amity House and Anglicare with funding sourced from the Community Benefit Levy paid by hotels with gaming machines.

Restrictions on playing time, hours of opening and number of gaming machines

Hours of gaming machine operations

Limited to liquor trading hours and only in the presence of a licensee/employee of licensee. No gaming on Good Friday and Christmas Day. No gaming between 4am and 10am of each day.

Queensland

Harm Minimisation Policies

Credit betting (Lending of Money)

Gambling providers are not to provide credit or lend money to anyone for the purpose of gambling.

Advertising and Promotions

Gambling providers are to develop and implement strategies to ensure advertising and promotions are delivered in a responsible manner with consideration given to the potential impact on people adversely affected by gambling. Specifically, these strategies will ensure that any advertising or promotion:

- complies with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers;
- is not false, misleading or deceptive;
- does not implicitly or explicitly misrepresent the probability of winning a prize;
- does not give the impression that gambling is a reasonable strategy for financial betterment;
- does not include misleading statements about odds, prizes or chances of winning;
- does not offend prevailing community standards;
- does not focus exclusively on gambling, where there are other activities to promote;
- is not implicitly or explicitly directed at minors or vulnerable or disadvantaged groups;
- does not involve any external signs advising of winnings paid;
- does not involve any irresponsible trading practices by the gambling provider;
- does not depict or promote the consumption of alcohol while engaged in the activity of gambling; and
- has the consent of the person prior to publishing or causing to be published anything which identifies a person who has won a prize.

Responsible Gambling Manual

the Code of Practice. Each practice listed in the Resource Manual corresponds with those found in the Code of Practice.

Responsible Gambling Signage

Responsible gambling signage has been produced by Queensland Treasury in collaboration with peak industry bodies to assist gambling providers to meet the provision of information obligations under the Code of Practice. The signs include:

- information display boards outlining venues' responsible gambling policies and practices; and
- posters and take away cards which alert customers to the potential risks of gambling and promote the 24 hour Gambling Help Line Service.

The installation of the signs commenced with the launch of the Code of Practice and will be completed throughout Queensland by the end of July 2002.

Review of the Code of Practice

The Code of Practice is an ongoing document and will be reviewed periodically. The first phase of the review will focus on the effective voluntary implementation of the Code of Practice. The review will contribute to further development of the Code of Practice and may recommend the establishment of minimum standards.

Restrictions on playing time, hours of opening and number of gaming machines

Queensland has not enforced a policy restricting playing time.

Since December 2000, the Queensland Gaming Commission (the Commission) has been setting gaming hours when gaming machine licenses are granted. As a general rule, the Commission considers that gaming during the span of ordinary (liquor) trading hours of 10am to midnight, Monday to Sunday is acceptable. When the applicant has extended

Caps on the number of gaming machines

Policy

On 8 May 2001, the Queensland Government imposed a state-wide cap on the number of EGMs in category 1 licensed premises (primarily hotels). The cap does not apply to clubs. The introduction of the cap was a response by the Government to community concerns about the rapid spread and growth of gaming machines in Queensland.

At the time of announcing the state-wide cap, the Government announced an undertaking to develop a process to reallocate gaming machines within the cap when

Strategies/Policies

The _____ makes provisions for the following harm minimisation strategies.

Gaming venues not to be located under same roof as shops or within shopping complexes

The Commissioner cannot grant an application for a gaming machine licence in respect of licensed premises, or grant any other application under this Act in respect of licensed premises that are subject to a gaming machine licence, if to do so would result in the licensed premises, or the whole or part of a gaming area of the licensed premises, being located:

- under the same roof as a shop, whether or not on the same level or floor as the shop; or
- anywhere within the boundaries of a shopping complex.

Cash facilities not to be provided within gaming areas

The holder of a gaming machine licence must not provide, or allow another person to provide, a cash facility within a gaming area on the licensed premises.

Cash facilities withdrawal limit

The holder of a gaming machine licence must not provide, or allow another person to provide, cash facilities on the licensed premises that allow a person to obtain by means of those facilities, in any one transaction, on any one debit or credit card, an amount of cash that exceeds the sum of \$200.

Prohibition of lending or extension of credit

The holder of a gaming machine licence, a gaming machine manager or a gaming machine employee:

- who lends or offers to lend money to a person who is in or who is about to enter the licensed premises; or
- who allows a person to use a credit card or charge card for the purpose of paying for playing the gaming machines on the licensed premises or in circumstances where the holder, manager or employee could reasonably be expected to know that the use of the card is for that purpose; or
- who otherwise extends or offers to extend credit to any person for the purpose of enabling the person to play the gaming machines on the licensed premises or in circumstances where the holder, manager or employee could reasonably be expected to know that the credit is to be used for that purpose,

is guilty of an offence.

Minors not permitted in gaming areas

A minor must not enter or remain in a gaming area or operate a gaming machine on licensed premises.

Licensee may bar excessive gamblers

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The Sky City Casino is permitted to trade for twenty-four hours per day but again it must be closed on Good Friday and Christmas Day.

The following information has been provided on the restrictions currently in force on gaming machine numbers in hotels and clubs in South Australia:

- the freeze on approval of new gaming machine licences or increases approved number of gaming machines at existing licensed venues came into effect on 7 December 2000,
- as at 30 June 2002, there were 14,647 gaming machines operating in 592 gaming venues throughout the State (please see table over page on allocation of existing machines as at 31 December 2001 between hotels and licensed clubs),

Limits on gaming machines per venue and transfer of machines between venues

There is currently a limit of 40 gaming machines per venue.

Under current legislation the right to operate gaming machines cannot be transferred between licensees. A licensee can, however, shift its machines with a shift in venue within its locality.

Tasmania

Harm Minimisation Policies

Strategies/Policies

The _____ and various codes of practice make provisions for the following harm minimisation strategies.

Self-limit on wagers by player

By written notice provided to a licensed provider, a registered player may set a limit on

Community Services Levy

The Community Services Levy (CSL) on turnover from EGMs in hotels (4 per cent) and clubs (2 per cent) was established with the introduction of EGMs into hotels and clubs. Half the funds raised are used for research into problem gambling; services for the prevention of problem gambling; treatment and rehabilitation of compulsive gamblers; and other health services. The CSL program is administered by the Gambling Support Bureau, Department of Health and Human Services (DHHS).

Cashing of Cheques

Venues will allow the cashing of cheques at the discretion of the licensed premises gaming operator. However, only one cheque per patron can be cashed each day.

Advertising

Voluntary codes of practice exist in relation to responsible advertising of gambling services.

Clocks

Codes of practice now require that clocks are to be located in the main gaming areas of hotels, clubs and casinos.

Gaming Machines

All gaming machine operating must comply with the Australian/New Zealand Gaming Machine National Standard (currently Revision 5.0).

Staff Training

A condition of a gaming employee's licence is that the employee undertakes a Responsible Service of Gaming course.

Harm Minimisation Framework

Tasmania's harm minimisation policy framework as it applies to EGMs includes:

The Department of Treasury and Finance through the Division of Revenue and Gaming provides regulation and compliance policy on electronic gaming machines in Tasmania.

The TGC plays a significant role in approving policy and strategies relating to industry harm minimisation.

The DHHS through the Gambling Support Bureau funds gambling services, grant programs and provides direct service delivery in community education and harm minimisation to the community.

Restrictions on playing time, hours of opening and number of gaming machines

No policy exists on reducing playing time on EGMs. The operating hours for EGMs are determined by the liquor licence held by the venue operator and will vary from operator to operator. A venue operator must not operate EGMs beyond the period stated on the liquor licence held.

Tasmania is party to the National Standards for Gaming Machines Version 5.0, effective in Tasmania on 7 August 2002.

Limits on gaming machines per venue and transfer of machines between venues

The gaming operator is free to relocate the EGMs between venues provided that the number in any one venue does not exceed the maximum number for a hotel or club and that if a venue increases its machine numbers it meets the TGC's standards in terms of venue space.

Strategies/Policies

The policies and strategies that have been developed in Western Australia in relation to harm minimisation from EGMs include the following.

No gaming machines outside Burswood Casino

Gaming machines are not available in hotels and licensed clubs.

Player information

The Gaming Commission of Western Australia recently endorsed the production of a series of brochures by the Burswood International Resort Casino that provide patrons with information on the chances of winning. These brochures will be updated shortly to include information regarding the potential amount that a player can lose. It is also proposed that similar information be provided on the video screen of gaming machines.

Note acceptors

The Gaming Commission recently agreed that all future machines at Burswood would have a note acceptor limit of \$100.

Player interaction

The gaming machines at Burswood require some form of player interaction, which increases the time taken for each game to be played.

Problem gambling information

Information regarding problem gambling and the assistance available for those experiencing difficulties with gambling is available from Burswood.

Minors

No person under 18 years of age is permitted in the casino.

Restrictions on playing time, hours of opening and number of gaming machines

In Western Australia gaming machines are only available from one venue, Burswood Casino. There are no restrictions on the hours of opening, with the exception of Christmas Day, Anzac Day, and Good Friday. As indicated above, it is the policy of the Gaming Commission of Western Australia to require that gaming machines at Burswood

include player interaction. It is also Gaming Commission policy not to approve gaming machines that depict or imitate spinning reels.

As at December 2001, the Burswood Casino had 1,277 gaming machines.

Caps on the number of gaming machines

The Gaming Commission has approved a maximum limit of 1,318 machines.

Allocation of gaming machines between hotels and clubs

As mentioned above, gaming machines are only available from one venue, Burswood Casino and not from hotels or clubs.

Number of gaming machines allocated to casinos

As stated earlier, the Gaming Commission has approved a maximum limit of 1,318 machines for the Burswood Casino.

Limits on gaming machines per venue and transfer of machines between venues

As the casino is the only venue in which gaming machines are available, the transfer of machines between venues is not relevant.