

Extract of Tasmanian Liquor and Gaming Commission minutes of 6 June 2016:

The Commission noted that inducements to wager is an issue that should further be considered as part of the review of the Mandatory Code of Practice in 2017.

Released under RTI

Extract of Tasmanian Liquor and Gaming Commission minutes of 1 August 2016:

DECISION PAPER – FIRST REVIEW OF THE RESPONSIBLE GAMBLING MANDATORY CODE OF PRACTICE FOR TASMANIA

Commission Paper D/0090 was tabled.

DETERMINED

The Commission noted that the first review of the *Responsible Gambling Code of Practice for Tasmania* is due by September 2017, and determined not to adopt the recommendation provided in the Paper, but instead follow an internal process for the Review.

The Branch is to develop an alternative review for the Chair's consideration during September

From: Jenny Cranston <cranston.jenny@gmail.com>
Sent: Tuesday, 6 September 2016 10:11 AM
To: [REDACTED] (Treasury); [REDACTED] (Treasury)
Cc: [REDACTED] (Treasury); [REDACTED] (Treasury); Stuart Barry, Member TLGC; [REDACTED] (Treasury); Leanne Topfer, Member TLGC
Subject: Re: Revised proposed approach to the review of the Responsible Gambling Mandatory Code of Practice

Dear [REDACTED]

As discussed, I am happy with the approach you have proposed (below) re the review of the Mandatory Code. The Terms of Reference are fine and, despite a little concern about the 2 invitees, I think this is as sensible way to go given their past experience in government work.

The timeline is good if we are to use any findings of the desktop review to inform the Parliamentary enquiry (as discussed).

Thanks for your efforts in getting this sorted to the Commission's satisfaction.

Regards Jenny

Jenny Cranston
 Chair
 Tasmanian Liquor and Gaming Commission

On 29 Aug 2016, at 2:45 pm, [REDACTED] (Treasury)
 [REDACTED]@treasury.tas.gov.au> wrote:

Dear Jenny

I refer to the previous Commission meeting and the request for the Liquor and Gaming Branch to develop an alternative approach to the first review of the *Responsible Gambling Mandatory Code of Practice for Tasmania*.

Based on discussions with [REDACTED] at the meeting, we understand the review is to be pared back and thus propose the review be conducted in the following manner:

- Phase 1:
 - Procure a consultant to undertake a desktop review to, in effect, compare how Tasmania's harm minimisation measures compare to other jurisdictions (worldwide) and identify any potential improvements.
- Phase 2

LAGB undertake a stakeholder consultation process seeking comments on the findings/recommendations of the desktop review. The information from the desktop review and stakeholder submissions will be analysed and compiled into a final evaluation report of the harm minimisation measures for the Commission's approval and public release.

The draft Terms of Reference (attached) has been adjusted to reflect the new approach.

We estimate that the reduced scope of consultancy work will result in a cost saving of \$50 000 and therefore the number of quotations that need to be sought at this value is at the discretion of the

Head of Agency (in accordance with Government procurement policy). Given the time constraints of the project, we propose that two quotations be sought to enable a timely process but also ensure best value for money outcome is achieved. We recommend Tasmanian providers Stenning and Associates, and John Ramsay and Associates be invited to bid. I have attached an overview of both firms, which in our view are appropriately experienced to undertake the work. We still consider it appropriate that this cost be funded from the Community Support Levy on the basis that historically the CSL has allocated funds to the Commission for the provision of research into gambling.

We have quickly prepared the following implementation timetable as a guide, and have factored in enough flexibility to counteract delays:

- Procurement process – three months (to be completed by 23 December 2016 at the latest)
- Desktop review – two months (to commence 1 January 2017 at the earliest)
- Stakeholder consultation process – two months
- Preparation of final evaluation report for Commission – one month (submitted to the Commission by August 2017 at the latest)

We would appreciate your views/comments on the above at your earliest convenience, to enable sufficient time to either rework the review approach or commence the formal approval processes.

If you have any questions, please contact [REDACTED] on [REDACTED] or email [REDACTED]@treasury.tas.gov.au.

Kindest regards

[REDACTED]

Principal Policy Analyst
Liquor and Gaming Branch
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<REVISED DRAFT Terms of Reference - Review of the Responsible Gambling Mandatory Code of Practice.DOCX><Precis of consultancy firms.docx>

From: [REDACTED] (Treasury)
To: cranston.jenny [REDACTED]
Cc: [REDACTED] (Treasury); [REDACTED] (Treasury)
Subject: Update - Review of Responsible Gambling Mandatory Code of Practice for Tasmania
Date: Thursday, 8 December 2016 12:47:20 PM

Dear Jenny,

I am pleased to advise that Stenning and Associates was today awarded the contract to undertake the desktop review to assess how Tasmania's harm minimisation measures compare to other jurisdictions.

The Branch is keen to commence the project before Christmas and has organised a meeting with Stenning tomorrow to confirm requirements and refine the methodology for the project (if needed). We anticipate that a project plan will be finalised by Stenning over the next couple of weeks.

All things going smoothly, a draft report of initial findings of the review will be workshopped in early February 2017 to identify any areas or issues that require elaboration, with the final deliverables completed by 28 February 2017. The Branch will then commence the stakeholder consultation process seeking comments on the findings/recommendations of the desktop review.

I would like to take the opportunity, on behalf of the Research and Policy Unit, to wish members of the Commission and their families all the best for the festive season

Regards

[REDACTED]
[REDACTED]
Assistant Director, Liquor and Gaming Branch
Department of Treasury and Finance
Level 2, 80 Elizabeth Street, Hobart TAS 7001
Ph [REDACTED]
Fax (03) 6173 0218

Regulating the sale of liquor and the conduct of gambling for the benefit of the Tasmanian community

Extract of Project Establishment Meeting 'Action's Arising' from external consultant dated 12 December 2016:

- | | | | | |
|----|------------------------------|------------|-------------|-----------|
| 3. | Project Methodology | [REDACTED] | 16 Dec 2016 | Confirmed |
| | - Confirm research questions | | | |

Released under RTI

Extracts of email chain between LAGB and external consultant dated 14 December 2016:

3:14pm from LAGB to external consultant:

In reference to your telephone conversation with [REDACTED] earlier this afternoon, it would be appreciated if you would confirm in writing (for our internal records) the agreed approach to documenting the jurisdictional analysis. It is our understanding that you will provide a table/s comparing Tasmania's harm minimisation measures with similar measures in each jurisdiction and further table/s listing additional measures implemented by each jurisdiction, including any evidence measuring the effectiveness of the measures.

It would also be appreciated that you also advise/confirm this approach will not change the costing structure or fixed price fee quoted.

Thank you for your commitment to ensuring a seamless transition to the consultation phase of the review. It is really appreciated.

Please do not hesitate to phone me if you have any concerns.

Kindest regards

[REDACTED]

4:11pm from external consultant to LAGB:

Hi [REDACTED]

I confirm that broadly you have captured the refinement to the approach I suggested in my earlier call (whether it is in tables or under headings or a combination is still to be determined in consultation with yourselves). I confirm this has no impact on the price (we were not seeking a change to the contract price) You will get to see a draft of the approach shortly as we are developing an example on which to get your feedback.

Regards

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Extract of Tasmanian Liquor and Gaming Commission minutes of 3 February 2017:

Review of the Responsible Gambling Mandatory Code of Practice for Tasmania (1 May 2013)

Discussion was held as to the intended process for the conduct of the desktop review.

DETERMINED

The Commission agreed that following the conduct of the desktop review by Stennings, the resulting report will be provided to the Commission for consideration of further action.

Released under RTI

Extract of Tasmanian Liquor and Gaming Commission minutes of 6 March 2017:

Desktop Review of the Responsible Gambling Mandatory Code of Practice for Tasmania

The Stenning Report was tabled. Commissioners to read the report and canvass the next steps. For further discussion at next meeting.

DETERMINED

Released under RTI

Extract of Tasmanian Liquor and Gaming Commission minutes of 2 June 2017:

Desktop Review of the Responsible Gambling Mandatory Code of Practice for Tasmania - Status update

The Commission noted the status of the desktop review.

DETERMINED

The Commission noted that the work in relation to the desktop review of the Mandatory Code is continuing and on schedule and expressed appreciation for the Branch's input and options paper.

Action arising: The Chair to provide the Branch with a 'skeleton' document with the themes expressed as objectives.

Released under RTI

Extract of Tasmanian Liquor and Gaming Commission minutes of 3 July 2017:

Desktop Review of the Responsible Gambling Mandatory Code of Practice for Tasmania - Status update

The Commission noted the status of the desktop review.

DETERMINED

The document entitled '*Draft Task List and Timeline*' was tabled and the Commission noted that the currently outlined timelines are tight and proposed to review the dates.

It was noted that a draft letter to stakeholders is being prepared.

The Commission requested that the Stenning Report is published to the Branch website as soon as practicable and that it may be brought to the attention of the Chair of the Joint Select Committee on Future Gaming Markets as a document that may be of interest to the JSC.

The draft Discussion paper was discussed in detail with members of the Commission out of session.

Released under the
Official Information Act 1982

Extract of Tasmanian Liquor and Gaming Commission minutes of 7 August 2017:

Mandatory Code of Practice

The Commission noted the tabled documents:

- Draft letter to stakeholders (TRIM Ref: 17/34970), together with suggested stakeholder list;
- 'First Review of the *Responsible Gambling Mandatory Code of Practice for Tasmania* Draft Options Paper August 2017'; and
- 'Interjurisdictional Comparison of EGM Win Limits'.

Following discussion of proposed amendments to the Draft Options Paper and draft letter to stakeholders, the Commission determined to:

- Amend the document as discussed, with the LAGB to insert context around interstate limits on jackpots; and
- Amend the draft letter to stakeholders.

It was noted that there will be five weeks to receive submissions.

Released under the RTI Act



Tasmanian Liquor and Gaming Commission

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Doc reference 17/34970

«Address»

Dear «Salutation»

First Review of the *Responsible Gambling Mandatory Code of Practice for Tasmania – Options Paper*

The *Responsible Gambling Mandatory Code of Practice for Tasmania* was first introduced in 2012 setting out a variety of measures to achieve gambling harm minimisation. The Tasmanian Liquor and Gaming Commission acknowledges these measures are now well embedded within gambling industry practice.

The Commission, as required by legislation, is currently reviewing the Code to ensure that the harm minimisation measures within it continue to be effective, relevant and sufficient. As an important part of the Review, the Commission has released an Options Paper identifying a number of initiatives as potential Code enhancements that might make a difference to minimising harm. The Commission is mindful that the suggestions need to consider what is achievable and practical in Tasmania, while balancing the interests of a diverse group of stakeholders.

The initiatives have been informed by a number of sources including independent studies, the 2010 Productivity Commission inquiry report into gambling, and wide-ranging stakeholder opinions gained through regular face-to-face meetings with the Commission and from views expressed through written (and oral) submissions to the Parliamentary *Joint Select Committee on Future Gaming Markets*. The Commission has also engaged and considered an independent desktop study (completed by Stenning and Associates Pty Ltd in March 2017) to identify contemporary gambling harm minimisation policies and initiatives of other Australian and international jurisdictions, and how similar measures could be applied in Tasmania.

The Commission invites your feedback on the initiatives raised, and any comments on the effectiveness or necessity of existing Code measures not addressed in the Options Paper. Additionally, we invite you to identify any other measures that might make a difference in minimising the harm associated with gambling in the areas related to the Code.

It is not necessary for submissions to respond to every initiative raised. The information received from the consultation process will assist the Commission in completing its assessment of the Code and in determining any enhancements necessary to build on existing industry practice.

The Options Paper is available on the Liquor and Gaming Branch website located at www.gaming.tas.gov.au or by phoning 6166 4040. Submissions must be received by the close of business on 15 September 2017. Please note all submissions will be treated as public documents and will be placed on the Department of Treasury and Finance website, unless clearly specified as confidential (in full or part).

Should you have any queries or require any further information regarding this matter, please contact [REDACTED] on [REDACTED] or email gaming@treasury.tas.gov.au.

Yours «Yours»



Jenny Cranston
Chair

10 August 2017

Released under RTI

Extract of Tasmanian Liquor and Gaming Commission minutes of 2 October 2017:

The Commission has conducted its review of the Mandatory Code.

The Commission tabled its paper entitled 'Mandatory Code of Practice Review - Preliminary Decision on Options'. The Chair spoke to the paper. The following is a list of further information that is required before a final decision is made on the options.

- **Advertising**

- A query was raised by a Commissioner regarding external signage for the future. Brands are not affected. It was determined it was outside the options paper and may be raised at a future review.

- **Inducements**

- Jackpots (linked and stand-alone progressive)

Action arising: The Branch is preparing a matrix on size of different jackpots and will provide the Commission with the details as soon as practicable.

- In addition, the Branch is to provide more information to the Commission on the control of audible sounds on EGMs.

- **Access to cash**

Action arising: The Branch to provide further information to the Commission on the new features of the casino payout cards and Federal Rewards Club cards.

- **Other**

Action arising: The Branch to provide the Commission with historical correspondence on the role of the Responsible Gambling Manager.

Discussion was held as to the form of the next phase of the process. It was agreed that [REDACTED] will assist the Chair with the summary document of the options as posed and the decisions reached and the reasons for that.

The Chair reiterated that the Mandatory Code is about harm minimisation and the measures need to be balanced for the recreational gambler, who doesn't have a gambling problem.

Extract of Tasmanian Liquor and Gaming Commission minutes of 3 November 2017:

The Commission discussed a number of outstanding matters and requested further changes to the Outcomes Paper:

- *Introduction* - reference greater balance by noting that the vast majority of licence holders are complying with the Act and Code; and remove references to the aggregated number of Tasmanians affected by gambling and the 2016 expenditure statistics.
 - *EGM Jackpots (measure 4)* - agreed to apply jackpot limits to hotels and clubs only and not casinos. EGM limits in casinos to remain unspecified, as is the case in casinos in all other jurisdictions.
 - *EGM Audible sounds (measure 5)* - discussed the difficulties of imposing a threshold that is consistent across the board. Agreed the standard decibel level is to be set later in the Tasmanian Appendix to the ANZ Gaming Machine National Standard.
 - *Player loyalty programs (new initiative)* - propose a reduction in current player activity period from 12 months to a six month period for player activity statements.
-
- *Checking patrons accessing EFTPOS withdrawal against TGES (measure 9)* - agreed not to proceed with, in light of the expected impact of initiatives 13 and 14. However, there is an expectation that venues continue to pursue due diligence regarding the TGES.
 - *Coin machines (measure 14)* - acknowledged that some small venues may only have one person on duty, which would make it difficult to comply with locating machines in line of sight of 'permanently' staffed areas. Agreed to amend to 'main areas regularly staffed'.
 - *Next steps* - seek stakeholder feedback on initiatives being progressed, but limit comments to operational and logistical issues with implementation. Two weeks for further consultation and target to the 38 who made submissions.

Extract of Tasmanian Liquor and Gaming Commission letter to stakeholders of 8 November 2017:

First Review of the Responsible Gambling Mandatory Code of Practice for Tasmania – Interim Outcomes Paper

The Tasmanian Liquor and Gaming Commission would like to thank you again for participating in the first review of the *Responsible Gambling Mandatory Code of Practice for Tasmania*.

Following careful consideration of the varied views from 38 diverse stakeholders, the Commission concluded that eight of the 18 initiatives proposed in the initial Options Paper will be progressed as originally intended or adapted to varying degrees to accommodate issues raised in stakeholder feedback. The remaining 10 initiatives will not be progressed in any form. In addition, three new initiatives are being considered as a result of feedback provided by stakeholders.

The attached Interim Outcomes Paper summarises the review process and provides a brief explanation supporting the Commission's position on all the initiatives considered. This interim Paper has been circulated to the 38 stakeholders that have provided feedback on the review.

The Commission now invites general feedback on the three new initiatives stakeholders have not yet had an opportunity to comment on. You are also offered a final opportunity to comment on any unforeseen operational implications regarding implementation of the initiatives which are to proceed. Instruction on how to lodge the feedback is located in the last section of the Interim Outcomes Paper, "Concluding the process - next steps". Feedback must be received by Monday, **20 November 2017** and will be treated as public documents unless clearly specified as confidential.

The Commission will then finalise the revised Code and develop new versions of the Commission Rules for implementation by March 2018.

Your further engagement, particularly at a busy time of year, is appreciated. Should you have any queries or require any further information regarding this matter, please contact [REDACTED] on [REDACTED] or email gaming@treasury.tas.gov.au.

Yours sincerely,



Jenny Cranston
Chair

8 November 2017

Extract of Tasmanian Liquor and Gaming Commission letter to stakeholders of 30 November 2017:

First Review of the *Responsible Gambling Mandatory Code of Practice for Tasmania* - Final Outcomes Paper

The Tasmanian Liquor and Gaming Commission would like to thank all stakeholders who participated in the first review of the *Responsible Gambling Mandatory Code of Practice for Tasmania*. The stakeholder consultation process has been critical in informing this process.

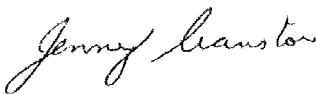
Following careful consideration of the varied views from stakeholders, the Commission has concluded that eight of the 18 initiatives proposed in the initial Options Paper will be implemented as originally intended or adapted to varying degrees to accommodate issues raised in stakeholder feedback (the remaining 10 initiatives will not be progressed in any form). In addition, three new initiatives that are relatively minor in nature, and were considered as a result of feedback provided by stakeholders, will be implemented.

A Final Outcomes Paper, summarising the review process and providing a brief explanation supporting the Commission's final position on all of the initiatives considered, has been published on the Liquor and Gaming website at www.gaming.tas.gov.au > Gambling > Reduce harm from gambling > Mandatory Code of Practice. If you would like a hard copy of the Paper sent to you, please email a request to gaming@treasury.tas.gov.au or telephone (03) 6166 4040.

The Commission is aiming to redraft the Code and relevant Commission Rules for implementation by March 2018.

Should you have any queries or require any further information regarding this matter, please contact [redacted] on [redacted] or email gaming@treasury.tas.gov.au.

Yours sincerely,



Jenny Cranston
Chair

30 November 2017



Tasmanian Liquor and Gaming Commission

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Doc reference 17/188167

Hon Peter Gutwein MP
Treasurer
Parliament House
Salamanca Place
HOBART TAS 7000

Dear Treasurer

First Review of the *Responsible Gambling Mandatory Code of Practice for Tasmania - Final Outcomes Paper*

As you are aware, the *Gaming Control Act 1993* requires the Tasmanian Liquor and Gaming Commission to review the *Responsible Gambling Mandatory Code of Practice for Tasmania* every five years. I am pleased to advise that the first review has been completed.

The review encompassed commissioning an independent desktop review of gambling harm minimisation policies of other Australian and international jurisdictions, consideration of a range of sources including submissions to the Parliamentary *Joint Select Committee on Future Gaming Markets* and the 2010 Productivity Commission Inquiry Report into Gambling, and undertaking stakeholder consultation on a number of initiatives to potentially enhance the Code's effectiveness in minimising harm.

Following careful consideration of the varied views from stakeholders, the Commission determined that while the review highlighted the Code is currently effective in achieving harm minimisation objectives, there are some areas that could be improved to further ensure gambling is offered in a responsible way. To this end, 11 initiatives will be implemented to enhance the Code's effectiveness.

Please find attached a Final Outcomes Paper, further summarising the review process and providing a brief explanation supporting the Commission's final position on all of the initiatives that were considered. This Paper has also been published on the Liquor and Gaming website at www.gaming.tas.gov.au > Gambling > Reduce harm from gambling > Mandatory Code of Practice.

The Commission is aiming to redraft the Code and relevant Commission Rules for implementation by March 2018.

Should you have any queries or require any further information regarding this matter, please contact [REDACTED] on [REDACTED] or email gaming@treasury.tas.gov.au.

Yours sincerely,

Jenny Cranston
Chair

1 December 2017