

Gaming Control

GAMING CONTROL ACT 1993

MINISTERIAL DIRECTION

To: Tasmanian Liquor and Gaming Commission

Pursuant to section 127(6) of the *Gaming Control Act 1993 (Act)*, I hereby revoke the *Tasmanian Gaming Commission Ministerial Direction (No. 1) 2009*, and in substitution I give you the following Direction under section 127(1) of the Act.

15 September 2022

HON MICHAEL FERGUSON, MP
TREASURER

Title

This Direction may be cited as the *Tasmanian Liquor and Gaming Commission Ministerial Direction (No. 1) 2022*.

Commencement

This Direction takes effect on the day after the day on which notice of it is published in the *Tasmanian Government Gazette*.

Direction

Harm minimisation technology

The Tasmanian Liquor and Gaming Commission is to:

1. oversee the development and implementation of a state-wide player card gaming system with pre-commitment for electronic gaming machines in hotels, clubs and casinos; and
2. enforce the implementation of such a system through amendment to the Commission's Rules and other technical instruments.

The system is to be implemented pursuant to the Commission's Report: *Investigation of harm minimisation technologies: facial recognition and player card gaming*, with the following limit setting parameters:

Request to increase daily and monthly limits (within annual limit of \$5 000):

- players can increase the daily limit up to \$500 or the monthly limit up to \$5 000 (but remain within the annual default limit) by completing a simple request at the venue, that is to be provided to the Licensed Monitoring Operator by the venue; and
- the venue will continue to apply responsible service of gambling practices as part of processing the request.

Certification to further increase annual/monthly/daily limits:

- a requirement be imposed on players requesting an increase to either: the annual default loss limit; the daily limit above \$500; or the monthly limit above \$5 000, that they must produce certification to a standard set by the Commission confirming the player's capacity to spend the nominated amount;
- recertification be required every 12 months confirming that the player has capacity to spend the nominated amount;
- requests for further limit increases cannot occur prior to expiry of the relevant default period;
- the certification required by the Commission (including updated certification) is to be provided to the Licensed Monitoring Operator to initiate

the player's limit changes; and

- if updated certification is not provided, the player's account must automatically revert to the default limits.

In implementing the system, the Commission must:

- consult with the Licensed Monitoring Operator, the finance industry and venues;
- consult with the Licensed Monitoring Operator and the casino operators to achieve the integration of respective player card systems to enable the state-wide operation of pre-commitment and player card gaming functionality in all gaming venues; and
- review the limits and limit setting processes after 12 months of operation and provide a report to me on the same, including any recommendations for alterations or enhancements to the process.

Requirements under the Tasmanian Gaming Commission Ministerial Direction (No. 1) 2009

The Tasmanian Liquor and Gaming Commission is to:

3. continue to perform its notification function under section 94(2) of the *Gaming Control Act 1993* so as to stipulate that the required banking time, for a cheque drawn on an Australian bank, is five business days from the date on which the venue operator accepts the cheque;
4. maintain the existing Tasmanian *Responsible Conduct of Gambling* course, as approved by the Tasmanian Liquor and Gaming Commission, so as to continue to include training to assist special employees with problem gambler identification and the determination of an appropriate level of intervention as part of the course curriculum;
5. continue to exercise its powers and perform its functions under the *Gaming Control Act 1993* so as to require of each casino licence and licensed premises gaming licence holder that, whenever a gaming area is in operation at least one special employee who is on duty in that gaming area must have completed the training referred to in section 4;
6. instigate an amendment to the Tasmanian Appendix to the *Australian and New Zealand Gaming Machine National Standard* to:
 - a. permit a maximum limit of 50 possible lines (standard T3.5); and
7. maintain the following elements of the Tasmanian Appendix to the *Australian and New Zealand Gaming Machine National Standard* to:
 - a. limit the maximum bet limit to \$5 per spin in all gaming venues (standard T3.6); and
 - b. limit the maximum cash input limit for banknote acceptors used in gaming machines in Tasmanian casinos to \$500 (standard T2.7).

Unless the contrary intention appears, the actions specified in this section of the Direction are to be taken as soon as practicable after this direction takes effect.

Player Card and Cashless Gaming

Preliminary consultation with industry

Confidential information for discussion

December 2023

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Introduction

The Tasmanian Government has determined to implement a mandatory account-based cashless card system for Electronic Gaming Machine (EGM) play in Tasmanian hotels, clubs and casinos, including pre-commitment for both player loss and time spent playing.

The Treasurer has issued a Ministerial Direction to the Tasmanian Liquor and Gaming Commission (Commission) to implement this reform.

The key components of the Government's Direction for EGMs in Tasmania are:

- a common account across all EGMs regardless of location;
- default pre-commitment limits with a simple change process up to a set limit;
- a more comprehensive process to increase pre-commitment above the set limit; and
- state-wide cashless gaming.

The Commission, through the Department of Treasury and Finance, has further progressed the technical requirements for the implementation of a mandatory cashless player card gaming system with pre-commitment. The Commission is now able to provide a high-level overview of the interaction points by players and venues, acknowledging that the ultimate system may vary subject to the final system design.

This document sets out broadly how the systems will operate and gives an overview of the player and venue experiences in relation to the intended use of a player card, pre-commitment limits and cashless gaming for EGMs.

The paper refers to a new Player Card Gaming (PCG) System and a Cashless Gaming System which will interact with each other but are addressed separately.

The purpose of the overview is to enable discussions and feedback from industry. Preliminary consultation is intended to provide input to the technical and operational requirements for the system and does not focus on the Government's policy reflected in the Ministerial Direction.

To assist in understanding the proposed operation of the systems, an action taken by a player is indicated in red and action by venue staff is indicated in blue.

Definitions

Account-based: *There will be a single account for each player recording player information, gaming activity, available funds, pre-commitment limits etc. Anonymous play will not be permitted.*

Cashless: *Cash cannot be loaded directly onto the EGM, rather funds for play are accessed via the player card.*

Pre-commitment: *Before commencing gaming, a player commits to a maximum financial loss and may also limit the time spent gaming. Once the pre-committed limits are reached, the system will not allow further gaming to occur until the expiry of the relevant period.*

Note: The final system will vary taking account of consultation feedback and technical requirements that emerge through the design phase.

Player Registration

Account Creation

- **Player** commences the registration process through a web-based application and then attends a **venue** with identification and application reference **OR**
Player completes the entire registration process in **venue** with staff assistance.
 - *Venues would use PCG cashier terminal or could choose to purchase an additional tablet/kiosk to have a web-based application on.*
- **Venue** staff retrieve the application record using the reference number, or assist in completing the application, and confirm **Player** ID (sighting the ID but not keeping a copy at the venue).
- PCG system will check age, gambling exclusions, duplicate accounts and that privacy/data consents have been received and will then create the account.

Card Settings and Activation

- Mandatory loss limits must be set by the **Player** either in **venue** or **online** for daily, monthly and annual loss
 - **Player** can choose to:
 - use the default limits (\$100 day, \$500 month, \$5 000 year); or
 - set lower limits; or
 - set higher limits up to \$500 day and \$5 000 month, within \$5 000 year limit; or
 - apply for approval to set higher limits above \$500 day, \$5 000 month or \$5 000 year.
 - *Venues may choose to purchase an additional tablet/kiosk for players to utilise to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- Voluntary gaming time limits may also be set by the **player** either in **venue** or **online**.
- Once the loss limits are set, **venue** staff encode/print the player card.
- **Player** sets a PIN for the card in the **venue** using the PIN pad or similar secured device.
- Player account and card are ready for immediate use.

Additional requirements for Visitor Card Registration

- When providing identification, the **Player** must also confirm they are resident outside of Tasmania, **venue** to sight ID but not retain a copy.
- When loss limits are set, a card expiry date will also be set in **venue**.
 - **Player** to choose a default expiry date or the date of departure from Tasmania.

Definitions

Player ID: *The principal player identification requirement will be an ID that shows a photograph of the player, together with their name, address and date of birth, such as a driver's licence or passport. The Commission will publish guidance as to acceptable forms of ID, including requirements where a player does not have access to photo ID.*

Privacy/data consents: *Players will need to authorise the use of their information for the purposes of the player card and cashless gaming system.*

Resident outside of Tasmania: *The residential address of the person shown on their ID is not in Tasmania.*

Venue equipment

The minimum equipment required in a venue will be:

- a card printer, PIN pad and blank cards;
- cashier terminal; and
- card reader, interface and display installed on each EGM.

The EGM will interact with the PCG and Cashless Gaming systems via the existing site controller.

Venues may choose to use other equipment, such as kiosks or cash redemption terminals, however these will not be required to implement base functionality and cannot be guaranteed to work at implementation without further development by the monitoring operator which may be at the venue's cost.

Definitions

Site controller: *is the in-venue host of the monitoring operator's Electronic Monitoring System and continuously monitors EGMs during play to ensure they are operating in accordance with regulatory requirements.*

Gaming Session

- A brief overview of a gaming session is outlined below. Further details of how the PCG system, EGM and limits interact are provided under 'EGM Play'.
- A gaming session commences when the player inserts their card into an EGM, enters their PIN and a valid account with no exclusion is identified.
- Player account data is transferred from the PCG and Cashless Gaming systems (hosts) to the local site controller.
- The EGM communicates with the site controller and EMS to manage the gaming session and monitor limits. The gaming session is conducted on the local network in the venue.
- The session ends when limits are reached and/or the player removes their card from the EGM.
- At the end of each session, player account data is transferred from the local site controller to update the PCG host system.

Definitions

Player account data: *refers to data that is stored in the host about the player (pre-commitment limits, funds available etc).*

Gaming session: *a period of gaming on an individual EGM that starts when a player card enables the machine and ends when the player card is removed.*

Site controller: *is the in-venue host of the monitoring operator's Electronic Monitoring System and continuously monitors EGMs during play to ensure they are operating in accordance with regulatory requirements.*

EGM Play (EGM play is disabled without an active player card)

Session Start

- **Player** inserts their card using the card reader on the EGM and enters their PIN.
- EGM communicates with PCG which checks for exclusion. If a player is excluded the EGM play remains disabled and the **venue** is alerted.
- If a player is not excluded and the account is valid, the PCG system checks loss limits and displays information to the player at the EGM.
- If a player has reached a loss limit the EGM play will remain disabled and a message will be provided to the player at the EGM.

Game Play

- EGM play is enabled and gaming session commences.
- **EGM reads available Player** funds from the player account.
- **Player** commences gaming.
 - PCG provides a message via the EGM or card display when the player is approaching a loss limit.
 - Where a jackpot win occurs, the **venue** is notified for payout (this is the same as the existing arrangements).
- If a **Player** reaches a loss limit:
 - the gaming session ends;
 - a message is displayed to the player;
 - the EGM play is disabled; and
 - the **venue** is alerted.
- If a **Player** has played EGMs for two continuous hours:
 - a message is displayed to the player;
 - the account / gaming session suspends for 10 minutes; and
 - the EGM play is disabled and reserved for the existing player for 10 minutes.
 - *The player may have the option to end that gaming session on the EGM or to suspend it and reserve the EGM for 10 minutes. If the gaming session ends the player cannot commence another session within 10 minutes.*

Session End

- **Player** ends their gaming session on an EGM (removes card or presses 'collect').
- The PCG system updates the player account and progress against the loss and time limits on the central PCG system, and the **Player** takes their card.
- **Player** collects any credits
 - Credits will transfer to the player account and become available funds.
 - Credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (as currently exist, noting they may be amended for cashless gaming).

Definitions

EGM play disabled: *the EGM will be on and available as normal but game play will not be possible.*

Player management of pre-commitment limits

Decrease Loss Limit

- **Player** chooses to decrease limits **online** through a web-based application **OR**
Player chooses to decrease limits in **venue** with staff assistance.
 - **Player** to enter PIN
 - **Venue** to check ID
 - *Venues may choose to purchase an additional tablet/kiosk for players to use to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- The PCG system will update the limits on the player account and the decrease of pre-commitment limits will take effect immediately.
- **Players** can choose to set their limits to zero.
- While not yet determined, it is likely that there will be a delay required (for practical reasons or as a cooling-off) before limits can be increased (potentially at least 24 hours).

Increase Loss Limit

There will be two processes for increasing limits depending upon the extent of the increase.

Increase Loss Limit - category 1

- This category of limit increases is intended to be simple and will apply to limit increases up to \$500 daily and \$5 000 monthly, both within the \$5 000 annual limit.
- **Player** chooses to increase limits **online** through a web-based application **OR**
Player chooses to increase limits in **venue** with staff assistance.
 - **Player** to enter PIN.
 - **Venue** to check ID.
 - **Venue** to apply Responsible Conduct of Gaming (RCG) requirements.
 - *Venues may choose to purchase an additional tablet/kiosk for players to use to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- If a limit has been reached, it cannot be increased until the relevant time period has finished. For example, a player sets a monthly loss limit of \$3 000 and reaches this limit during the month. The player's monthly loss limit cannot be increased until the expiry of that month period.
- The PCG system will update the limits on the player account and the increase of pre-commitment limits will take effect after a cooling off period. It is proposed to be a minimum period of 24 hours.
- Limits can be lifted multiple times as long as they remain under the thresholds of \$500 daily and \$5 000 monthly and \$5 000 annually, and the limit has not been reached in the relevant period.

Increase Loss Limit - category 2

- This category of limit increases is intended to require a more comprehensive process before it is effective and will require some form of authorisation.
- It will apply to limit increases above \$500 daily, \$5 000 monthly or \$5 000 annually.

- The process for setting limits in this category is under investigation, but it will not be an immediate in-venue approval process.
- A limit cannot be increased again until that time limit period has finished. For example, a monthly limit that is set above \$5 000 cannot be increased a second time within the month.
- Any changes after the time period has expired will require a new certification / authorisation.
- Re-certification / authorisation of the higher limits will be required every 12 months.

Voluntary gaming time limits

- Gaming time limits will enable a player to limit the amount of time they spend playing an EGM. They are intended to be an additional feature for players, if they prefer to set time limits for themselves, in addition to the mandatory loss limits.
- **Players** will be able to alter these limits as they choose.
- **Player** chooses to change their gaming time limits **online** through a web-based application
OR
Player chooses to change their gaming time limits in **venue** with staff assistance.
 - **Player** to enter PIN.
 - **Venue** to check ID.

Definitions

Gaming time:	<i>the amount of time a player spends gaming on EGMs over a defined period. This does not have to be continuous play, but a total of all time spent gaming during that period (eg daily, monthly or annually).</i>
Daily limit:	<i>the limit to apply to a period of time that equates to a gaming trading day (not a calendar day).</i>
Monthly limit:	<i>the limit to apply to a period of one month from the date it is set (not a limit set on calendar months).</i>
Annual limit:	<i>the limit to apply for a period of one year from the date it is set (not a limit set on a calendar year)</i>

Lost PIN/Card or Change of PIN

- There will be a process developed to ensure that lost cards are disabled immediately once reported to the monitoring operator by a **venue**, or by a **player** online.
- Once a card is disabled, player funds are effectively protected. A comprehensive confirmation of identity process would be required for a player to receive funds from a disabled card.
- The system will prevent game play on a player card that has been disabled.
- If a player wants another card, the **player** will be required to confirm their identity to a **venue**, who may then issue another card, once confirming that the previous card has been disabled.
- **Players** will be required to set a new PIN on a re-issued card.
- Any existing limits on the player's account will apply to the new card.
- There will also be a process developed to manage a change of the PIN to ensure the PIN is being changed by the account holder.

Funds

- Funds will be held in a central account by the cashless gaming provider, linked to the identified player card account.
 - Funds will not be held on the card itself.
 - Venue funds will be reconciled in the back end by the cashless gaming provider.
- While the details of the mechanism for loading and retrieving funds in a cashless gaming system will be dependent upon the provider and technology utilised, the following process is likely.

Add Funds

- **Player** adds funds to their account at the **venue** cashier.
 - By cash or EFTPOS.
 - **Players** may be required to swipe player card and enter PIN.
- Adding funds from credit cards will not be allowed.
- Fund load limits may be imposed, however this requires further consideration of harm minimisation and anti-money laundering requirements.

Game Play

- **Player** will transfer funds (load credits) from the player account to the EGM at the start of the session and during the session as desired.
 - **Player** PIN will be required to transfer funds to the EGM.
 - Transfer load limits may be imposed for consistency with current casino requirements.
- **Player** commences gaming within the session on the individual EGM.
 - Current jackpot win requirements will remain with credit transfer to involve **venue** staff.
- **Player** ends their session on the EGM.
 - Credits transfer from the EGM to the player account.
 - No cash payouts are allowed.
 - Credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (likely to be amended).

Collect Funds

- Player funds remain in the player account until the **player** chooses to collect those funds.
- When a **player** chooses to collect funds from their player card account:
 - **Player** to enter PIN.
 - **Venue** to check ID.
 - credits transfer from the player account and updated balances show on player card;
 - credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (likely to be updated).
- Cashless gaming system will reconcile **venue** funds in the background on a regular basis.
 - *For example, assuming funds transfer across venues, if a player has loaded funds or won credits at one venue and then collects funds from another venue, the cashless system will reconcile this and ensure both venues have the correct net funds.*

- *Alternatively, players could be required to load and collect funds at each individual venue.*

Definitions

Funds: *player money held in an account linked to the registered player card. The balance will be money deposited to the account by the player, less money transferred to an EGM, plus any money transferred from the EGM at the end of a gaming session.*

Credits: *refers to the value available for wagering on an EGM. The transfer of money to an EGM creates an equivalent number of credits. Credits are used to place a bet per spin and wins on the EGM increase the number of credits. The credit balance is equivalent to the amount of money transferred to the EGM, less any credits spent on spins, plus any credits won.*

Costs

- The system cost is still under negotiation and will depend on the final design.
- The player card gaming system will require new hardware. The hardware requirements are likely to include:
 - card printer
 - pin pad
 - cashier terminal
 - card reader and display on the EGM (vector).
- It is expected that the cashless gaming system could utilise the same hardware as the PCG system and no further hardware would be required.
- The cost of the hardware may be an upfront cost or an option for lease may be available.
- Once the system is implemented there will be daily ongoing fees payable by venues to the monitoring operator per EGM. The fee will be set by Government in Regulations.

Information collection and storage

- The systems will be implemented to ensure that any personal information and data collected is stored securely by the monitoring operator and cashless gaming provider.
- To establish an account and be issued a player card, **players** will be required to show appropriate photo identification and confirm name, address and date of birth. This will be sighted by **venue** staff, but no copy will be taken and any personal information will not be retained by the venue.
- There will be a requirement for **players** to provide consent for the collection and use of de-identified gaming data by the Commission and for identifiable data to be provided to the Commission on a confidential basis if required for the purposes of investigations.

Next Steps

- The feedback from initial consultation with industry will be considered and included in system design development as appropriate.
- Once a more fully refined design is available and operational requirements have been developed, broader public consultation can occur.
- The outcomes will be used to finalise the design to enable system build to commence.
- Once the system design is confirmed early in 2024, it is likely to take at least nine months to build.
- A progressive rollout is being considered to smooth the implementation process and to ensure venues and players have time to become familiar with the new requirements.
- During the build phase, the Tasmanian Liquor and Gaming Commission will develop detailed regulatory requirements for system operation.
- The Government will introduce Regulations to set the applicable fee for monitoring the new systems.
- A comprehensive training program for venues and players will be developed in conjunction with industry to support the implementation.

Archived: Tuesday, 24 September 2024 8:25:29 AM
From: c2122b3271a34b629a53e2dfaa58031f-Gaming
To: andrew.wilkie.mp@aph.gov.au
Cc: [von Stieglitz, Millie \(A. Wilkie, MP\)](#)
Bcc: [Roberts, Liz](#)

Subject: Response from Chair of Tasmanian Liquor and Gaming Commission

Importance: Normal

Sensitivity: None

Attachments:

[20240521 Letter from TLGC Chair to Andrew Wilkie MP re self exclusion from gaming venues.pdf](#)

Please find attached a reply from the Chair of the Commission to Mr Wilkie's letter dated 7 May 2024.

Kind regards



Liquor and Gaming

Department of Treasury and Finance

p (03) 6166 4040

e gaming@treasury.tas.gov.au
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Tasmanian Liquor and Gaming Commission

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Doc reference 24/104300
Your reference

Andrew Wilkie MP
Independent Member for Clark

Sent by email: Andrew.wilkie.mp@aph.gov.au

Dear Mr Wilkie

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

As you are aware, the Commission is also implementing statewide player card gaming with mandatory pre-commitment for all gaming machines in Tasmania. This system will provide the strongest protection for excluded persons through identification and checking of the exclusion register prior to issue of a player card and through the establishment of loss and time limits.

The Commission will continue to work with venues to ensure that individuals who are at risk of, or experiencing, gambling related harm are appropriately protected.

Thank you for raising this matter.

Yours sincerely

A handwritten signature in blue ink, reading "Jenny Cranston". The signature is written in a cursive style with a long horizontal flourish at the end.

Jenny Cranston
Chair

21 May 2024

Archived: Tuesday, 24 September 2024 8:25:33 AM

From: s36

Sent: Thursday, 22 February 2024 5:17:43 PM

To: [Gaming](#)

Subject: Re: Reply from the TLGC Chair - implementation of player card gaming

Importance: Normal

Sensitivity: None

\cbpat4\q\You don't often get email from s36. [Learn why this is important](#)

Dear Jenny,

Thanks so much for getting back to me with this information. Needless to say, I wish you and the whole implementation team all the very best and will be crossing fingers, toes and my heart that all politicians stay the course. If you can get to the finish line, you will have given us all a reason to be proud to be Tasmanian.

Regards

s36

From: Gaming <gaming@treasury.tas.gov.au>

Sent: Thursday, 22 February 2024 9:15 AM

To: s36

Subject: Reply from the TLGC Chair - implementation of player card gaming

Dear s36

\sb120Thank you for your email and ongoing interest in measures to minimise harm from gaming.

\sb120As you would be aware, the Commission is currently working to implement a player card gaming (PCG) system with mandatory pre-commitment to apply to the operation of all electronic gaming machines in Tasmania. You may be aware that the Commission is undertaking this work under a Ministerial Direction (*Tasmanian Liquor and Gaming Commission Ministerial Direction (No. 1) 2022*) issued under section 127 of the *Gaming Control Act 1993*.

\sb120The Direction requires the Commission to consult with the Licensed Monitoring Operator, the finance industry, and venues in implementing the PCG system and the Commission is well progressed in these matters. As is appropriate, the Commission provides updates to the Minister about the implementation of the Direction.

\sb120While the Act only requires the Commission to provide advice on matters of policy to the Minister, the Commission recognises that there is interest in the implementation of this Direction and has provided status updates more broadly as appropriate. This includes responding to requests for information from members of parliament. As you have specifically mentioned the Labor Party, you should be aware that the Commission has provided written updates to Dean Winter MP on the implementation of the PCG system and invited the party to comment in any future consultation. However, the Commission considers that the parameters of the implementation of a PCG system have been clearly articulated in the Ministerial Direction and, as such, no additional briefing is required.

\sb120As you have noted, with a State Election having been called, it is up to each political party and candidate to state their policies. The Commission has no role in the development of those policies, and it would be inappropriate for it to indicate support or otherwise of a policy position.

\sb120In light of this, and respecting that the Government is now in caretaker mode, it is not appropriate for the Commission to engage with the media or to hold public forums during this time.

\sb120Regards

Jenny Cranston

Chair, Tasmanian Liquor and Gaming Commission

From: s36

Sent: Friday, February 16, 2024 5:29 PM

To: Secretary <secretary@treasury.tas.gov.au>

Subject: Letter Ms Jenny Cranston, Chair TLGC

Dear Ms Cranston,

I am writing to seek clarification concerning the capacity of a MP or MPs to meet with you and the other independent commissioners.

As you know better than me, there is a legitimate question about the solidity of the political commitment to the TLGC's strong and welcome regulatory reforms regarding poker machines.

Some months ago, the Labor Leader, Rebecca White, seemed ambivalent in her answers on her party's policy regarding this matter, stating on ABC mornings that she would seek a meeting with you straight after the election to see what could be realistically achieved and in what timeline.

I advised Leon Compton in the wake of this of your independent status, and that this excuse for not giving a clear commitment to the reforms was weak because of this.

On ABC mornings this week, Rebecca White stated that she had sought a meeting with the TLGC 'a number of times' but had not been granted a meeting.

This is a matter of such urgent public importance that I hope you can clarify whether the Labor Leader, or any other interested MP, can be briefed on the regulatory agenda or not .

The future of these critical policy changes, on which as you know lives literally depend, is very likely to depend on the ALP's position. The majority of the public support the changes. They have the right to know what the ALP position is without any cop out clause based on the ALP leader's supposed inability to get a briefing from the Commission.

I hope it might now be possible to invite any interested MPs and candidates to have a briefing so they can be fully informed. This would be a major non-partisan contribution to public debate, demonstrate the independence of the Commission, and greatly assist in ensuring that the high level of public support for the reforms is reflected by our political representatives.

Yours Sincerely

s36

Archived: Tuesday, 24 September 2024 8:25:36 AM
From: c2122b3271a34b629a53e2dfaa58031f-Gaming
To: s36
Bcc: s36
Subject: Reply from the TLGC Chair - implementation of player card gaming
Importance: Normal
Sensitivity: None

Dear s36

Thank you for your email and ongoing interest in measures to minimise harm from gaming.

As you would be aware, the Commission is currently working to implement a player card gaming (PCG) system with mandatory pre-commitment to apply to the operation of all electronic gaming machines in Tasmania. You may be aware that the Commission is undertaking this work under a Ministerial Direction (*Tasmanian Liquor and Gaming Commission Ministerial Direction (No. 1) 2022*) issued under section 127 of the *Gaming Control Act 1993*.

The Direction requires the Commission to consult with the Licensed Monitoring Operator, the finance industry, and venues in implementing the PCG system and the Commission is well progressed in these matters. As is appropriate, the Commission provides updates to the Minister about the implementation of the Direction.

While the Act only requires the Commission to provide advice on matters of policy to the Minister, the Commission recognises that there is interest in the implementation of this Direction and has provided status updates more broadly as appropriate. This includes responding to requests for information from members of parliament. As you have specifically mentioned the Labor Party, you should be aware that the Commission has provided written updates to Dean Winter MP on the implementation of the PCG system and invited the party to comment in any future consultation. However, the Commission considers that the parameters of the implementation of a PCG system have been clearly articulated in the Ministerial Direction and, as such, no additional briefing is required.

As you have noted, with a State Election having been called, it is up to each political party and candidate to state their policies. The Commission has no role in the development of those policies, and it would be inappropriate for it to indicate support or otherwise of a policy position.

\sb120In light of this, and respecting that the Government is now in caretaker mode, it is not appropriate for the Commission to engage with the media or to hold public forums during this time.

\sb120Regards

Jenny Cranston

Chair, Tasmanian Liquor and Gaming Commission

From: s36
Sent: Friday, February 16, 2024 5:29 PM
To: Secretary <secretary@treasury.tas.gov.au>
Subject: Letter Ms Jenny Cranston, Chair TLGC

Dear Ms Cranston,

I am writing to seek clarification concerning the capacity of a MP or MPs to meet with you and the other independent commissioners.

As you know better than me, there is a legitimate question about the solidity of the political commitment to the TLGC's strong and welcome regulatory reforms regarding poker machines.

Some months ago, the Labor Leader, Rebecca White, seemed ambivalent in her answers on her party's policy regarding this matter, stating on ABC mornings that she would seek a meeting with you straight after the election to see what could be realistically achieved and in what timeline.

I advised Leon Compton in the wake of this of your independent status, and that this excuse for not giving a clear commitment to the reforms was weak because of this.

On ABC mornings this week, Rebecca White stated that she had sought a meeting with the TLGC 'a number of times' but had not been granted a meeting.

This is a matter of such urgent public importance that I hope you can clarify whether the Labor Leader, or any other interested MP, can be briefed on the regulatory agenda or not .

The future of these critical policy changes, on which as you know lives literally depend, is very likely to depend on the ALP's position. The majority of the public support the changes. They have the right to know what the ALP position is without any cop out clause based on the ALP leader's supposed inability to get a briefing from the Commission.

I hope it might now be possible to invite any interested MPs and candidates to have a briefing so they can be fully informed. This would be a major non-partisan contribution to public debate, demonstrate the independence of the Commission, and greatly assist in ensuring that the high level of public support for the reforms is reflected by our political representatives.

Yours Sincerely

s36

Archived: Tuesday, 24 September 2024 8:25:38 AM
From: c2122b3271a34b629a53e2dfaa58031f-Gaming

To: [Dean L. Winter](#)

Bcc: s36

Subject: Response from TLGC to Dean Winter request for a briefing on [REDACTED] and player card and cashless gaming

Importance: Normal

Sensitivity: None

Attachments:

[20231218 Letter from TLGC to Dean Winter - Briefing request - \[REDACTED\] & Player Card and Cashless Gaming systems.PDF](#);

Dear Mr Winter

Please accept my apologies for not responding to you sooner as I have been interstate with my family.

Regarding your follow up request for a briefing on poker and the implementation of the player card and cashless gaming systems, the Commission really has nothing further to add than what is outlined in its letter to you of 18 December 2023. If there are specific questions you have regarding this advice, the Commission would be happy to receive in writing and will endeavour to assist your understanding.

[REDACTED]

[REDACTED]

The Commission has no further update to provide on the player card and cashless gaming systems since our letter of 18 December. You may be aware that a paper outlining the proposed technical implementation of the systems has been issued to industry for its review and consideration. The Commission has not received a response to this from industry. A further paper will be issued to the wider constituency for public comment in due course and I invite your comments at that time.

Jenny Cranston

Chair

Tasmanian Liquor and Gaming Commission

From: Dean L. Winter <Dean.L.Winter@parliament.tas.gov.au>

Sent: Tuesday, January 23, 2024 2:10 PM

To: Gaming <gaming@treasury.tas.gov.au>

Subject: RE: Briefing request

\cbpat6 You don't often get email from dean.l.winter@parliament.tas.gov.au. [Learn why this is important](#)

Dear Sir/Madam

It has been almost a month since your last correspondence. I appreciate there is a Christmas break, but at least one of the businesses impacted by the issue I am seeking a briefing about is currently without any income and under significant stress.

Can you please provide advice on when (if at all) you would be prepared to brief me on the two matters included in my email.

Dean

Dean Winter MP

Labor Member for Franklin

Leader of Opposition Business

Shadow Minister for Economic Development

Shadow Minister for Energy & Emissions Reduction

Shadow Minister for Finance

Shadow Minister for Racing



PO Box 313, Kingston TAS 7051

0427 253 654

dean.winter@parliament.tas.gov.au

www.deanwinter.net

Tasmanian Liquor and Gaming Commission

GPO Box 1374 HOBART TAS 7001 Australia
Email: gaming@treasury.tas.gov.au Web: www.gaming.tas.gov.au



Doc reference 23/270082

Mr Dean Winter MP
Shadow Minister for Finance

Sent by email: dean.winter@parliament.tas.gov.au

Dear Mr Winter

Briefing request - [REDACTED] & Player Card and Cashless Gaming systems

Thank you for your letter dated 3 December 2023 requesting a briefing from the Tasmanian Liquor and Gaming Commission on [REDACTED] and the Commission's implementation of the Player Card and Cashless Gaming systems.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Player Card and Cashless Gaming systems


Development of the Player Card and Cashless Gaming systems is progressing well. The technical requirements for the implementation of a mandatory, cashless, player card gaming system with pre-commitment have been advanced and a high-level overview of the functionality and use of the systems has been developed.

While further detailed investigations and design work continues, preliminary consultation directly with the Tasmanian EGM gaming industry has commenced. This is the first step in the consultation process and will help to further refine the system design.

Following the consideration of feedback from industry and continued investigations by the monitoring operator, a more detailed system specification will be prepared. Once a more fully refined design is available and operational requirements have been developed, broader public consultation can occur.

The Commission trusts that this information is sufficient to update you and thanks you for your interest in these matters.

Yours sincerely



Jenny Cranston
Chair - Tasmanian Liquor and Gaming Commission

18 December 2023

Archived: Tuesday, 24 September 2024 8:25:41 AM

From: [McIntyre, Fiona](#)

Sent: Monday, 18 December 2023 12:10:17 PM

To: s36

Subject: Player card and cashless gaming - preliminary consultation with industry

Importance: Normal

Sensitivity: None

Attachments:

[December 2023 Player Card and Cashless Gaming - preliminary consultation with industry.PDF](#);

Hi s36

As discussed, please find attached *Preliminary consultation with industry - Player Card and Cashless Gaming*.

We would appreciate feedback you have by the end of January 2024.

If you would like to meet and discuss the consultation paper, please let us know and we would be happy to arrange a time. I am the best contact for this until the end of the year, and Jonathon Root is the best contact throughout January.

Thanks
Fiona



Fiona McIntyre | Director
Liquor and Gaming | Department of Treasury and Finance
s36
www.treasury.tas.gov.au
GPO Box 1374, HOBART TAS 7001

Player Card and Cashless Gaming

Preliminary consultation with industry

Confidential information for discussion

December 2023

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Introduction

The Tasmanian Government has determined to implement a mandatory account-based cashless card system for Electronic Gaming Machine (EGM) play in Tasmanian hotels, clubs and casinos, including pre-commitment for both player loss and time spent playing.

The Treasurer has issued a Ministerial Direction to the Tasmanian Liquor and Gaming Commission (Commission) to implement this reform.

The key components of the Government's Direction for EGMs in Tasmania are:

- a common account across all EGMs regardless of location;
- default pre-commitment limits with a simple change process up to a set limit;
- a more comprehensive process to increase pre-commitment above the set limit; and
- state-wide cashless gaming.

The Commission, through the Department of Treasury and Finance, has further progressed the technical requirements for the implementation of a mandatory cashless player card gaming system with pre-commitment. The Commission is now able to provide a high-level overview of the interaction points by players and venues, acknowledging that the ultimate system may vary subject to the final system design.

This document sets out broadly how the systems will operate and gives an overview of the player and venue experiences in relation to the intended use of a player card, pre-commitment limits and cashless gaming for EGMs.

The paper refers to a new Player Card Gaming (PCG) System and a Cashless Gaming System which will interact with each other but are addressed separately.

The purpose of the overview is to enable discussions and feedback from industry. Preliminary consultation is intended to provide input to the technical and operational requirements for the system and does not focus on the Government's policy reflected in the Ministerial Direction.

To assist in understanding the proposed operation of the systems, an action taken by a player is indicated in red and action by venue staff is indicated in blue.

Definitions

Account-based: *There will be a single account for each player recording player information, gaming activity, available funds, pre-commitment limits etc. Anonymous play will not be permitted.*

Cashless: *Cash cannot be loaded directly onto the EGM, rather funds for play are accessed via the player card.*

Pre-commitment: *Before commencing gaming, a player commits to a maximum financial loss and may also limit the time spent gaming. Once the pre-committed limits are reached, the system will not allow further gaming to occur until the expiry of the relevant period.*

Note: The final system will vary taking account of consultation feedback and technical requirements that emerge through the design phase.

Player Registration

Account Creation

- **Player** commences the registration process through a web-based application and then attends a **venue** with identification and application reference **OR**
Player completes the entire registration process in **venue** with staff assistance.
 - *Venues would use PCG cashier terminal or could choose to purchase an additional tablet/kiosk to have a web-based application on.*
- **Venue** staff retrieve the application record using the reference number, or assist in completing the application, and confirm **Player** ID (sighting the ID but not keeping a copy at the venue).
- PCG system will check age, gambling exclusions, duplicate accounts and that privacy/data consents have been received and will then create the account.

Card Settings and Activation

- Mandatory loss limits must be set by the **Player** either in **venue** or **online** for daily, monthly and annual loss
 - **Player** can choose to:
 - use the default limits (\$100 day, \$500 month, \$5 000 year); or
 - set lower limits; or
 - set higher limits up to \$500 day and \$5 000 month, within \$5 000 year limit; or
 - apply for approval to set higher limits above \$500 day, \$5 000 month or \$5 000 year.
 - *Venues may choose to purchase an additional tablet/kiosk for players to utilise to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- Voluntary gaming time limits may also be set by the **player** either in **venue** or **online**.
- Once the loss limits are set, **venue** staff encode/print the player card.
- **Player** sets a PIN for the card in the **venue** using the PIN pad or similar secured device.
- Player account and card are ready for immediate use.

Additional requirements for Visitor Card Registration

- When providing identification, the **Player** must also confirm they are resident outside of Tasmania, **venue** to sight ID but not retain a copy.
- When loss limits are set, a card expiry date will also be set in **venue**.
 - **Player** to choose a default expiry date or the date of departure from Tasmania.

Definitions

Player ID: *The principal player identification requirement will be an ID that shows a photograph of the player, together with their name, address and date of birth, such as a driver's licence or passport. The Commission will publish guidance as to acceptable forms of ID, including requirements where a player does not have access to photo ID.*

Privacy/data consents: *Players will need to authorise the use of their information for the purposes of the player card and cashless gaming system.*

Resident outside of Tasmania: *The residential address of the person shown on their ID is not in Tasmania.*

Venue equipment

The minimum equipment required in a venue will be:

- a card printer, PIN pad and blank cards;
- cashier terminal; and
- card reader, interface and display installed on each EGM.

The EGM will interact with the PCG and Cashless Gaming systems via the existing site controller.

Venues may choose to use other equipment, such as kiosks or cash redemption terminals, however these will not be required to implement base functionality and cannot be guaranteed to work at implementation without further development by the monitoring operator which may be at the venue's cost.

Definitions

Site controller: *is the in-venue host of the monitoring operator's Electronic Monitoring System and continuously monitors EGMs during play to ensure they are operating in accordance with regulatory requirements.*

Gaming Session

- A brief overview of a gaming session is outlined below. Further details of how the PCG system, EGM and limits interact are provided under 'EGM Play'.
- A gaming session commences when the player inserts their card into an EGM, enters their PIN and a valid account with no exclusion is identified.
- Player account data is transferred from the PCG and Cashless Gaming systems (hosts) to the local site controller.
- The EGM communicates with the site controller and EMS to manage the gaming session and monitor limits. The gaming session is conducted on the local network in the venue.
- The session ends when limits are reached and/or the player removes their card from the EGM.
- At the end of each session, player account data is transferred from the local site controller to update the PCG host system.

Definitions

Player account data: *refers to data that is stored in the host about the player (pre-commitment limits, funds available etc).*

Gaming session: *a period of gaming on an individual EGM that starts when a player card enables the machine and ends when the player card is removed.*

Site controller: *is the in-venue host of the monitoring operator's Electronic Monitoring System and continuously monitors EGMs during play to ensure they are operating in accordance with regulatory requirements.*

EGM Play (EGM play is disabled without an active player card)

Session Start

- **Player** inserts their card using the card reader on the EGM and enters their PIN.
- EGM communicates with PCG which checks for exclusion. If a player is excluded the EGM play remains disabled and the **venue** is alerted.
- If a player is not excluded and the account is valid, the PCG system checks loss limits and displays information to the player at the EGM.
- If a player has reached a loss limit the EGM play will remain disabled and a message will be provided to the player at the EGM.

Game Play

- EGM play is enabled and gaming session commences.
- **EGM reads available Player** funds from the player account.
- **Player** commences gaming.
 - PCG provides a message via the EGM or card display when the player is approaching a loss limit.
 - Where a jackpot win occurs, the **venue** is notified for payout (this is the same as the existing arrangements).
- If a **Player** reaches a loss limit:
 - the gaming session ends;
 - a message is displayed to the player;
 - the EGM play is disabled; and
 - the **venue** is alerted.
- If a **Player** has played EGMs for two continuous hours:
 - a message is displayed to the player;
 - the account / gaming session suspends for 10 minutes; and
 - the EGM play is disabled and reserved for the existing player for 10 minutes.
 - *The player may have the option to end that gaming session on the EGM or to suspend it and reserve the EGM for 10 minutes. If the gaming session ends the player cannot commence another session within 10 minutes.*

Session End

- **Player** ends their gaming session on an EGM (removes card or presses 'collect').
- The PCG system updates the player account and progress against the loss and time limits on the central PCG system, and the **Player** takes their card.
- **Player** collects any credits
 - Credits will transfer to the player account and become available funds.
 - Credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (as currently exist, noting they may be amended for cashless gaming).

Definitions

EGM play disabled: *the EGM will be on and available as normal but game play will not be possible.*

Player management of pre-commitment limits

Decrease Loss Limit

- **Player** chooses to decrease limits **online** through a web-based application **OR**
Player chooses to decrease limits in **venue** with staff assistance.
 - **Player** to enter PIN
 - **Venue** to check ID
 - *Venues may choose to purchase an additional tablet/kiosk for players to use to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- The PCG system will update the limits on the player account and the decrease of pre-commitment limits will take effect immediately.
- **Players** can choose to set their limits to zero.
- While not yet determined, it is likely that there will be a delay required (for practical reasons or as a cooling-off) before limits can be increased (potentially at least 24 hours).

Increase Loss Limit

There will be two processes for increasing limits depending upon the extent of the increase.

Increase Loss Limit - category 1

- This category of limit increases is intended to be simple and will apply to limit increases up to \$500 daily and \$5 000 monthly, both within the \$5 000 annual limit.
- **Player** chooses to increase limits **online** through a web-based application **OR**
Player chooses to increase limits in **venue** with staff assistance.
 - **Player** to enter PIN.
 - **Venue** to check ID.
 - **Venue** to apply Responsible Conduct of Gaming (RCG) requirements.
 - *Venues may choose to purchase an additional tablet/kiosk for players to use to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- If a limit has been reached, it cannot be increased until the relevant time period has finished. For example, a player sets a monthly loss limit of \$3 000 and reaches this limit during the month. The player's monthly loss limit cannot be increased until the expiry of that month period.
- The PCG system will update the limits on the player account and the increase of pre-commitment limits will take effect after a cooling off period. It is proposed to be a minimum period of 24 hours.
- Limits can be lifted multiple times as long as they remain under the thresholds of \$500 daily and \$5 000 monthly and \$5 000 annually, and the limit has not been reached in the relevant period.

Increase Loss Limit - category 2

- This category of limit increases is intended to require a more comprehensive process before it is effective and will require some form of authorisation.
- It will apply to limit increases above \$500 daily, \$5 000 monthly or \$5 000 annually.

- The process for setting limits in this category is under investigation, but it will not be an immediate in-venue approval process.
- A limit cannot be increased again until that time limit period has finished. For example, a monthly limit that is set above \$5 000 cannot be increased a second time within the month.
- Any changes after the time period has expired will require a new certification / authorisation.
- Re-certification / authorisation of the higher limits will be required every 12 months.

Voluntary gaming time limits

- Gaming time limits will enable a player to limit the amount of time they spend playing an EGM. They are intended to be an additional feature for players, if they prefer to set time limits for themselves, in addition to the mandatory loss limits.
- **Players** will be able to alter these limits as they choose.
- **Player** chooses to change their gaming time limits **online** through a web-based application
OR
Player chooses to change their gaming time limits in **venue** with staff assistance.
 - **Player** to enter PIN.
 - **Venue** to check ID.

Definitions

Gaming time:	<i>the amount of time a player spends gaming on EGMs over a defined period. This does not have to be continuous play, but a total of all time spent gaming during that period (eg daily, monthly or annually).</i>
Daily limit:	<i>the limit to apply to a period of time that equates to a gaming trading day (not a calendar day).</i>
Monthly limit:	<i>the limit to apply to a period of one month from the date it is set (not a limit set on calendar months).</i>
Annual limit:	<i>the limit to apply for a period of one year from the date it is set (not a limit set on a calendar year)</i>

Lost PIN/Card or Change of PIN

- There will be a process developed to ensure that lost cards are disabled immediately once reported to the monitoring operator by a **venue**, or by a **player** online.
- Once a card is disabled, player funds are effectively protected. A comprehensive confirmation of identity process would be required for a player to receive funds from a disabled card.
- The system will prevent game play on a player card that has been disabled.
- If a player wants another card, the **player** will be required to confirm their identity to a **venue**, who may then issue another card, once confirming that the previous card has been disabled.
- **Players** will be required to set a new PIN on a re-issued card.
- Any existing limits on the player's account will apply to the new card.
- There will also be a process developed to manage a change of the PIN to ensure the PIN is being changed by the account holder.

Funds

- Funds will be held in a central account by the cashless gaming provider, linked to the identified player card account.
 - Funds will not be held on the card itself.
 - Venue funds will be reconciled in the back end by the cashless gaming provider.
- While the details of the mechanism for loading and retrieving funds in a cashless gaming system will be dependent upon the provider and technology utilised, the following process is likely.

Add Funds

- **Player** adds funds to their account at the **venue** cashier.
 - By cash or EFTPOS.
 - **Players** may be required to swipe player card and enter PIN.
- Adding funds from credit cards will not be allowed.
- Fund load limits may be imposed, however this requires further consideration of harm minimisation and anti-money laundering requirements.

Game Play

- **Player** will transfer funds (load credits) from the player account to the EGM at the start of the session and during the session as desired.
 - **Player** PIN will be required to transfer funds to the EGM.
 - Transfer load limits may be imposed for consistency with current casino requirements.
- **Player** commences gaming within the session on the individual EGM.
 - Current jackpot win requirements will remain with credit transfer to involve **venue** staff.
- **Player** ends their session on the EGM.
 - Credits transfer from the EGM to the player account.
 - No cash payouts are allowed.
 - Credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (likely to be amended).

Collect Funds

- Player funds remain in the player account until the **player** chooses to collect those funds.
- When a **player** chooses to collect funds from their player card account:
 - **Player** to enter PIN.
 - **Venue** to check ID.
 - credits transfer from the player account and updated balances show on player card;
 - credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (likely to be updated).
- Cashless gaming system will reconcile **venue** funds in the background on a regular basis.
 - *For example, assuming funds transfer across venues, if a player has loaded funds or won credits at one venue and then collects funds from another venue, the cashless system will reconcile this and ensure both venues have the correct net funds.*

- *Alternatively, players could be required to load and collect funds at each individual venue.*

Definitions

Funds: *player money held in an account linked to the registered player card. The balance will be money deposited to the account by the player, less money transferred to an EGM, plus any money transferred from the EGM at the end of a gaming session.*

Credits: *refers to the value available for wagering on an EGM. The transfer of money to an EGM creates an equivalent number of credits. Credits are used to place a bet per spin and wins on the EGM increase the number of credits. The credit balance is equivalent to the amount of money transferred to the EGM, less any credits spent on spins, plus any credits won.*

Costs

- The system cost is still under negotiation and will depend on the final design.
- The player card gaming system will require new hardware. The hardware requirements are likely to include:
 - card printer
 - pin pad
 - cashier terminal
 - card reader and display on the EGM (vector).
- It is expected that the cashless gaming system could utilise the same hardware as the PCG system and no further hardware would be required.
- The cost of the hardware may be an upfront cost or an option for lease may be available.
- Once the system is implemented there will be daily ongoing fees payable by venues to the monitoring operator per EGM. The fee will be set by Government in Regulations.

Information collection and storage

- The systems will be implemented to ensure that any personal information and data collected is stored securely by the monitoring operator and cashless gaming provider.
- To establish an account and be issued a player card, **players** will be required to show appropriate photo identification and confirm name, address and date of birth. This will be sighted by **venue** staff, but no copy will be taken and any personal information will not be retained by the venue.
- There will be a requirement for **players** to provide consent for the collection and use of de-identified gaming data by the Commission and for identifiable data to be provided to the Commission on a confidential basis if required for the purposes of investigations.

Next Steps

- The feedback from initial consultation with industry will be considered and included in system design development as appropriate.
- Once a more fully refined design is available and operational requirements have been developed, broader public consultation can occur.
- The outcomes will be used to finalise the design to enable system build to commence.
- Once the system design is confirmed early in 2024, it is likely to take at least nine months to build.
- A progressive rollout is being considered to smooth the implementation process and to ensure venues and players have time to become familiar with the new requirements.
- During the build phase, the Tasmanian Liquor and Gaming Commission will develop detailed regulatory requirements for system operation.
- The Government will introduce Regulations to set the applicable fee for monitoring the new systems.
- A comprehensive training program for venues and players will be developed in conjunction with industry to support the implementation.

Archived: Tuesday, 24 September 2024 8:25:43 AM

From: [McIntyre, Fiona](#)

Sent: Monday, 18 December 2023 10:10:41 AM

s36

Subject: Player card and cashless gaming - preliminary consultation with industry

Importance: Normal

Sensitivity: None

Attachments:

[December 2023 Player Card and Cashless Gaming - preliminary consultation with industry.PDF](#);

Hi s36

As discussed, please find attached *Preliminary consultation with industry - Player Card and Cashless Gaming*.

We would appreciate feedback you have by the end of January 2024.

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Thanks
Fiona



Fiona McIntyre | Director
Liquor and Gaming | Department of Treasury and Finance
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www.treasury.tas.gov.au
GPO Box 1374, HOBART TAS 7001

Player Card and Cashless Gaming

Preliminary consultation with industry

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Introduction

The Tasmanian Government has determined to implement a mandatory account-based cashless card system for Electronic Gaming Machine (EGM) play in Tasmanian hotels, clubs and casinos, including pre-commitment for both player loss and time spent playing.

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Cashless: *Cash cannot be loaded directly onto the EGM, rather funds for play are accessed via the player card.*

Pre-commitment: *Before commencing gaming, a player commits to a maximum financial loss and may also limit the time spent gaming. Once the pre-committed limits are reached, the system will not allow further gaming to occur until the expiry of the relevant period.*

Note: The final system will vary taking account of consultation feedback and technical requirements that emerge through the design phase.

Player Registration

Account Creation

- **Player** commences the registration process through a web-based application and then attends a **venue** with identification and application reference **OR**
Player completes the entire registration process in **venue** with staff assistance.
 - *Venues would use PCG cashier terminal or could choose to purchase an additional tablet/kiosk to have a web-based application on.*
- **Venue** staff retrieve the application record using the reference number, or assist in completing the application, and confirm **Player** ID (sighting the ID but not keeping a copy at the venue).
- PCG system will check age, gambling exclusions, duplicate accounts and that privacy/data consents have been received and will then create the account.

Card Settings and Activation

- Mandatory loss limits must be set by the **Player** either in **venue** or **online** for daily, monthly and annual loss
 - **Player** can choose to:
 - use the default limits (\$100 day, \$500 month, \$5 000 year); or
 - set lower limits; or
 - set higher limits up to \$500 day and \$5 000 month, within \$5 000 year limit; or
 - apply for approval to set higher limits above \$500 day, \$5 000 month or \$5 000 year.
 - *Venues may choose to purchase an additional tablet/kiosk for players to utilise to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- Voluntary gaming time limits may also be set by the **player** either in **venue** or **online**.
- Once the loss limits are set, **venue** staff encode/print the player card.
- **Player** sets a PIN for the card in the **venue** using the PIN pad or similar secured device.
- Player account and card are ready for immediate use.

Additional requirements for Visitor Card Registration

- When providing identification, the **Player** must also confirm they are resident outside of Tasmania, **venue** to sight ID but not retain a copy.
- When loss limits are set, a card expiry date will also be set in **venue**.
 - **Player** to choose a default expiry date or the date of departure from Tasmania.

Definitions

Player ID: *The principal player identification requirement will be an ID that shows a photograph of the player, together with their name, address and date of birth, such as a driver's licence or passport. The Commission will publish guidance as to acceptable forms of ID, including requirements where a player does not have access to photo ID.*

Privacy/data consents: *Players will need to authorise the use of their information for the purposes of the player card and cashless gaming system.*

Resident outside of Tasmania: *The residential address of the person shown on their ID is not in Tasmania.*

Venue equipment

The minimum equipment required in a venue will be:

- a card printer, PIN pad and blank cards;
- cashier terminal; and
- card reader, interface and display installed on each EGM.

The EGM will interact with the PCG and Cashless Gaming systems via the existing site controller.

Venues may choose to use other equipment, such as kiosks or cash redemption terminals, however these will not be required to implement base functionality and cannot be guaranteed to work at implementation without further development by the monitoring operator which may be at the venue's cost.

Definitions

Site controller: *is the in-venue host of the monitoring operator's Electronic Monitoring System and continuously monitors EGMs during play to ensure they are operating in accordance with regulatory requirements.*

Gaming Session

- A brief overview of a gaming session is outlined below. Further details of how the PCG system, EGM and limits interact are provided under 'EGM Play'.
- A gaming session commences when the player inserts their card into an EGM, enters their PIN and a valid account with no exclusion is identified.
- Player account data is transferred from the PCG and Cashless Gaming systems (hosts) to the local site controller.
- The EGM communicates with the site controller and EMS to manage the gaming session and monitor limits. The gaming session is conducted on the local network in the venue.
- The session ends when limits are reached and/or the player removes their card from the EGM.
- At the end of each session, player account data is transferred from the local site controller to update the PCG host system.

Definitions

Player account data: *refers to data that is stored in the host about the player (pre-commitment limits, funds available etc).*

Gaming session: *a period of gaming on an individual EGM that starts when a player card enables the machine and ends when the player card is removed.*

Site controller: *is the in-venue host of the monitoring operator's Electronic Monitoring System and continuously monitors EGMs during play to ensure they are operating in accordance with regulatory requirements.*

EGM Play (EGM play is disabled without an active player card)

Session Start

- **Player** inserts their card using the card reader on the EGM and enters their PIN.
- EGM communicates with PCG which checks for exclusion. If a player is excluded the EGM play remains disabled and the **venue** is alerted.
- If a player is not excluded and the account is valid, the PCG system checks loss limits and displays information to the player at the EGM.
- If a player has reached a loss limit the EGM play will remain disabled and a message will be provided to the player at the EGM.

Game Play

- EGM play is enabled and gaming session commences.
- **EGM reads available Player** funds from the player account.
- **Player** commences gaming.
 - PCG provides a message via the EGM or card display when the player is approaching a loss limit.
 - Where a jackpot win occurs, the **venue** is notified for payout (this is the same as the existing arrangements).
- If a **Player** reaches a loss limit:
 - the gaming session ends;
 - a message is displayed to the player;
 - the EGM play is disabled; and
 - the **venue** is alerted.
- If a **Player** has played EGMs for two continuous hours:
 - a message is displayed to the player;
 - the account / gaming session suspends for 10 minutes; and
 - the EGM play is disabled and reserved for the existing player for 10 minutes.
 - *The player may have the option to end that gaming session on the EGM or to suspend it and reserve the EGM for 10 minutes. If the gaming session ends the player cannot commence another session within 10 minutes.*

Session End

- **Player** ends their gaming session on an EGM (removes card or presses 'collect').
- The PCG system updates the player account and progress against the loss and time limits on the central PCG system, and the **Player** takes their card.
- **Player** collects any credits
 - Credits will transfer to the player account and become available funds.
 - Credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (as currently exist, noting they may be amended for cashless gaming).

Definitions

EGM play disabled: *the EGM will be on and available as normal but game play will not be possible.*

Player management of pre-commitment limits

Decrease Loss Limit

- **Player** chooses to decrease limits **online** through a web-based application **OR**
Player chooses to decrease limits in **venue** with staff assistance.
 - **Player** to enter PIN
 - **Venue** to check ID
 - *Venues may choose to purchase an additional tablet/kiosk for players to use to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- The PCG system will update the limits on the player account and the decrease of pre-commitment limits will take effect immediately.
- **Players** can choose to set their limits to zero.
- While not yet determined, it is likely that there will be a delay required (for practical reasons or as a cooling-off) before limits can be increased (potentially at least 24 hours).

Increase Loss Limit

There will be two processes for increasing limits depending upon the extent of the increase.

Increase Loss Limit - category 1

- This category of limit increases is intended to be simple and will apply to limit increases up to \$500 daily and \$5 000 monthly, both within the \$5 000 annual limit.
- **Player** chooses to increase limits **online** through a web-based application **OR**
Player chooses to increase limits in **venue** with staff assistance.
 - **Player** to enter PIN.
 - **Venue** to check ID.
 - **Venue** to apply Responsible Conduct of Gaming (RCG) requirements.
 - *Venues may choose to purchase an additional tablet/kiosk for players to use to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- If a limit has been reached, it cannot be increased until the relevant time period has finished. For example, a player sets a monthly loss limit of \$3 000 and reaches this limit during the month. The player's monthly loss limit cannot be increased until the expiry of that month period.
- The PCG system will update the limits on the player account and the increase of pre-commitment limits will take effect after a cooling off period. It is proposed to be a minimum period of 24 hours.
- Limits can be lifted multiple times as long as they remain under the thresholds of \$500 daily and \$5 000 monthly and \$5 000 annually, and the limit has not been reached in the relevant period.

Increase Loss Limit - category 2

- This category of limit increases is intended to require a more comprehensive process before it is effective and will require some form of authorisation.
- It will apply to limit increases above \$500 daily, \$5 000 monthly or \$5 000 annually.

- The process for setting limits in this category is under investigation, but it will not be an immediate in-venue approval process.
- A limit cannot be increased again until that time limit period has finished. For example, a monthly limit that is set above \$5 000 cannot be increased a second time within the month.
- Any changes after the time period has expired will require a new certification / authorisation.
- Re-certification / authorisation of the higher limits will be required every 12 months.

Voluntary gaming time limits

- Gaming time limits will enable a player to limit the amount of time they spend playing an EGM. They are intended to be an additional feature for players, if they prefer to set time limits for themselves, in addition to the mandatory loss limits.
- **Players** will be able to alter these limits as they choose.
- **Player** chooses to change their gaming time limits **online** through a web-based application
OR
Player chooses to change their gaming time limits in **venue** with staff assistance.
 - **Player** to enter PIN.
 - **Venue** to check ID.

Definitions

Gaming time:	<i>the amount of time a player spends gaming on EGMs over a defined period. This does not have to be continuous play, but a total of all time spent gaming during that period (eg daily, monthly or annually).</i>
Daily limit:	<i>the limit to apply to a period of time that equates to a gaming trading day (not a calendar day).</i>
Monthly limit:	<i>the limit to apply to a period of one month from the date it is set (not a limit set on calendar months).</i>
Annual limit:	<i>the limit to apply for a period of one year from the date it is set (not a limit set on a calendar year)</i>

Lost PIN/Card or Change of PIN

- There will be a process developed to ensure that lost cards are disabled immediately once reported to the monitoring operator by a **venue**, or by a **player** online.
- Once a card is disabled, player funds are effectively protected. A comprehensive confirmation of identity process would be required for a player to receive funds from a disabled card.
- The system will prevent game play on a player card that has been disabled.
- If a player wants another card, the **player** will be required to confirm their identity to a **venue**, who may then issue another card, once confirming that the previous card has been disabled.
- **Players** will be required to set a new PIN on a re-issued card.
- Any existing limits on the player's account will apply to the new card.
- There will also be a process developed to manage a change of the PIN to ensure the PIN is being changed by the account holder.

Funds

- Funds will be held in a central account by the cashless gaming provider, linked to the identified player card account.
 - Funds will not be held on the card itself.
 - Venue funds will be reconciled in the back end by the cashless gaming provider.
- While the details of the mechanism for loading and retrieving funds in a cashless gaming system will be dependent upon the provider and technology utilised, the following process is likely.

Add Funds

- **Player** adds funds to their account at the **venue** cashier.
 - By cash or EFTPOS.
 - **Players** may be required to swipe player card and enter PIN.
- Adding funds from credit cards will not be allowed.
- Fund load limits may be imposed, however this requires further consideration of harm minimisation and anti-money laundering requirements.

Game Play

- **Player** will transfer funds (load credits) from the player account to the EGM at the start of the session and during the session as desired.
 - **Player** PIN will be required to transfer funds to the EGM.
 - Transfer load limits may be imposed for consistency with current casino requirements.
- **Player** commences gaming within the session on the individual EGM.
 - Current jackpot win requirements will remain with credit transfer to involve **venue** staff.
- **Player** ends their session on the EGM.
 - Credits transfer from the EGM to the player account.
 - No cash payouts are allowed.
 - Credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (likely to be amended).

Collect Funds

- Player funds remain in the player account until the **player** chooses to collect those funds.
- When a **player** chooses to collect funds from their player card account:
 - **Player** to enter PIN.
 - **Venue** to check ID.
 - credits transfer from the player account and updated balances show on player card;
 - credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (likely to be updated).
- Cashless gaming system will reconcile **venue** funds in the background on a regular basis.
 - *For example, assuming funds transfer across venues, if a player has loaded funds or won credits at one venue and then collects funds from another venue, the cashless system will reconcile this and ensure both venues have the correct net funds.*

- *Alternatively, players could be required to load and collect funds at each individual venue.*

Definitions

Funds: *player money held in an account linked to the registered player card. The balance will be money deposited to the account by the player, less money transferred to an EGM, plus any money transferred from the EGM at the end of a gaming session.*

Credits: *refers to the value available for wagering on an EGM. The transfer of money to an EGM creates an equivalent number of credits. Credits are used to place a bet per spin and wins on the EGM increase the number of credits. The credit balance is equivalent to the amount of money transferred to the EGM, less any credits spent on spins, plus any credits won.*

Costs

- The system cost is still under negotiation and will depend on the final design.
- The player card gaming system will require new hardware. The hardware requirements are likely to include:
 - card printer
 - pin pad
 - cashier terminal
 - card reader and display on the EGM (vector).
- It is expected that the cashless gaming system could utilise the same hardware as the PCG system and no further hardware would be required.
- The cost of the hardware may be an upfront cost or an option for lease may be available.
- Once the system is implemented there will be daily ongoing fees payable by venues to the monitoring operator per EGM. The fee will be set by Government in Regulations.

Information collection and storage

- The systems will be implemented to ensure that any personal information and data collected is stored securely by the monitoring operator and cashless gaming provider.
- To establish an account and be issued a player card, **players** will be required to show appropriate photo identification and confirm name, address and date of birth. This will be sighted by **venue** staff, but no copy will be taken and any personal information will not be retained by the venue.
- There will be a requirement for **players** to provide consent for the collection and use of de-identified gaming data by the Commission and for identifiable data to be provided to the Commission on a confidential basis if required for the purposes of investigations.

Next Steps

- The feedback from initial consultation with industry will be considered and included in system design development as appropriate.
- Once a more fully refined design is available and operational requirements have been developed, broader public consultation can occur.
- The outcomes will be used to finalise the design to enable system build to commence.
- Once the system design is confirmed early in 2024, it is likely to take at least nine months to build.
- A progressive rollout is being considered to smooth the implementation process and to ensure venues and players have time to become familiar with the new requirements.
- During the build phase, the Tasmanian Liquor and Gaming Commission will develop detailed regulatory requirements for system operation.
- The Government will introduce Regulations to set the applicable fee for monitoring the new systems.
- A comprehensive training program for venues and players will be developed in conjunction with industry to support the implementation.

Tasmanian Liquor and Gaming Commission

GPO Box 1374 HOBART TAS 7001 Australia
Email: gaming@treasury.tas.gov.au Web: www.gaming.tas.gov.au



Doc reference 23/270082

Mr Dean Winter MP
Shadow Minister for Finance

Sent by email: dean.winter@parliament.tas.gov.au

Dear Mr Winter

Briefing request - [REDACTED] & Player Card and Cashless Gaming systems

Thank you for your letter dated 3 December 2023 requesting a briefing from the Tasmanian Liquor and Gaming Commission on [REDACTED] and the Commission's implementation of the Player Card and Cashless Gaming systems.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Player Card and Cashless Gaming systems

Development of the Player Card and Cashless Gaming systems is progressing well. The technical requirements for the implementation of a mandatory, cashless, player card gaming system with pre-commitment have been advanced and a high-level overview of the functionality and use of the systems has been developed.

While further detailed investigations and design work continues, preliminary consultation directly with the Tasmanian EGM gaming industry has commenced. This is the first step in the consultation process and will help to further refine the system design.

Following the consideration of feedback from industry and continued investigations by the monitoring operator, a more detailed system specification will be prepared. Once a more fully refined design is available and operational requirements have been developed, broader public consultation can occur.

The Commission trusts that this information is sufficient to update you and thanks you for your interest in these matters.

Yours sincerely



Jenny Cranston
Chair - Tasmanian Liquor and Gaming Commission

18 December 2023

DEAN WINTER

Labor Member for Franklin

3/12/2023

Ms Jenny Cranston
Chair
Tasmanian Liquor and Gaming Commission

Email to: licensing@treasury.tas.gov.au

Dear Ms Cranston

BRIEFING REQUEST

I am writing to request a briefing on two issues for which I am the Shadow Minister.

[REDACTED]

Second, I seek to understand how the Commission's recommendation to implement a statewide player card gaming system with pre-commitment and cashless gaming is being implemented. In particular, its progress towards implementation by 2024 and more information about how it will work.

My contact details are below and my mobile number is 0427 253 654

Yours sincerely



Dean Winter MP

Shop 86, Channel Court Shopping Centre, Kingston TAS
7050 PO BOX 313, Kingston TAS 7051
Phone: (03) 6212 2361
Email: dean.winter@parliament.tas.gov.au
www.deanwinter.net



Authorised by Dean Winter MP, Shop 86, Channel Court, Kingston 7050



Archived: Tuesday, 24 September 2024 8:25:46 AM
From: [Treasury OTS](#)
Sent: Thu, 12 Oct 2023 01:47:59
To: [Rachel Edwards](#)
Cc: [Treasury OTS](#)
Subject: [#1883] RE: Request for interview - Jenny Cranston
Importance: Normal
Sensitivity: None

Good afternoon Rachel

Thank you for your email.

Jenny Cranston, Chair of the Commission is happy to give another interview on player card gaming.

However, there is a considerable amount of work occurring at the moment to develop a system design with a view to consulting with stakeholders as soon as possible. Jenny has advised that she would prefer to give an interview once consultation has commenced, to provide a detailed update.

Once this occurs, we will be in touch to arrange a time for Jenny to give an interview.

Kind regards



Office of the Secretary

Department of Treasury and Finance

p (03) 6145 0700

e ots@treasury.tas.gov.au

w www.treasury.tas.gov.au
21 Murray Street, Hobart, TAS 7000 | GPO Box 147, Hobart TAS 7001

From: Rachel Edwards <Edwards.Rachel@abc.net.au>
Sent: Friday, 6 October 2023 1:52 PM
To: Treasury OTS <ots@treasury.tas.gov.au>
Subject: Request for interview - Jenny Cranston

Hello,

Can we please line up an interview with the Commissioner in early December on ABC Statewide Mornings, about the status/process of the pre-commitment cards?

Thank you,
Rachel

Rachel Edwards
Producer ABC Statewide Mornings



\itap3P \itap30409 344 679

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\qc

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Department of Treasury and Finance

Briefing

Tasmanian Liquor and Gaming Commission

Subject: ABC radio interview - update on player card gaming system

When: 9am, 31 July 2023 by telephone

Date prepared: 28 July 2023

Key points:

- The Commission has just completed the implementation of the new gaming licensing arrangements and focus has now turned to the implementation of player card gaming.
- The Commission will work with the monitoring operator to develop a system design and consult with industry before settling on the final specifications.

- You have been invited by ABC mornings radio (with Leon Compton) to provide an update on progress with implementation of the PCG system.
- Following commencement of the new gaming licensing arrangements on 1 July 2023, the Commission's focus is now on the implementation of PCG.
- Maxgaming, who is the new monitoring operator for hotel and club EGMs confirmed during the tender process it could perform the function to monitor card-based gaming, and it is intended to implement the card-based gaming system as an add-on to its monitoring system.
- Drafting of initial business process maps for PCG has occurred, which will inform the engagement with MAXgaming.
- MAX has been focussed on ensuring its EGM monitoring system is fully operational following the 1 July 2023 changes. MAX will shortly be in a position to review the requirements and discuss system capabilities and options, noting the new licensing system has only been in place for a month.
- Once initial discussions with Max have taken place to understand its system capabilities, consultation with industry on the final design will occur.
- Once detailed specifications for PCG are developed, the main tasks to be completed prior to the target date of the end of 2024 include:
 - the development of Commission rules and standards for PCG
 - configuration of the Maxgaming PCG system to comply with Tasmania's requirements
 - the procurement and installation of card readers on all EGMs and of card writers in all venues
 - the development and roll-out of education programs for venues and for players; and

- the development of interfaces between the Maxgaming system and the card system in the casinos.
- It is intended to integrate the exclusion scheme into the PCG system, to ensure that excluded players cannot gamble on the PCG system.
- Patrons will be required to provide ID to obtain a card at a venue. However, personal information will be stored by the monitoring operator, not venues. The monitor's systems and processes regarding secure collection and storage of information was tested as part of the LMO tender process.
- The PCG system will support the prevention of money laundering by enabling play to be tracked.
- There will be a cost to venues per EGM per day for the monitor to manage and operate the system.
- The implementation costs, such as for card readers and other supporting infrastructure will be worked through by Government, the monitor and industry.
- The loss limits were developed through local and international research, including Tasmanian data:
 - The 2021 SEIS indicated that:
 - 90 per cent of those playing EGMs spent less than \$100 per session with a median loss of \$30;
 - 81 per cent of those playing EGMs lost \$1 000 or less per year with an overall median loss of \$120;
- The loss limits and the policy settings generally are a good starting point. However, the Commission will be continually monitoring the system and will be formally reviewing it after 12 months of operation.

Data that supports the reason for a PCG system

Of the total Tasmanian population:	%
Adults who gamble	47.1
Adults who are moderate-risk gamblers	1.7
Adults who are problem gamblers	0.4
Of the Tasmanian population that gamble (ie 47.1%)	
Percentage who play EGMs	20
Of the Tasmanian population that play EGMs	
Patrons who are considered moderate-risk gamblers	10
Patrons who are considered problem gamblers	2

Source:

Fifth Social and Economic Impact Study of Gambling in Tasmania (2020), Volume 2: Prevalence Survey Report

- The *Fourth Social and Economic Impact Study of Gambling in Tasmania (2017), Volume 2: Prevalence Survey* suggested that 5 per cent of the total adult Tasmanian population were adversely affected by another person's gambling.

Victoria's announcement

- On 16 July 2023, the Victorian Government announced that it will introduce mandatory pre-commitment, carded play and \$100 load up limits (amount that can be put into a machine at one time) for all EGMS. The measures are intended to reduce gambling harm to patrons while also preventing money laundering.
- A copy of the media release is attached.
- Timing and details of how these measures will operate will be subject to consultation with industry, taking account of trials in other jurisdictions and the Crown Casino implementation of mandated pre-commitment and carded play for EGMs (expected by end of 2023).
- It is unclear how the pre-commitment limits will work and whether the carded play and pre-commitment limits operating for casinos will integrate with the system intended for operation in venues ie a state-wide system.
- Additionally, all new machines will be required to operate at three second spin rates (already occurs in Tasmania) and by mid-2024, all gaming machine areas in a venue (except the casino) will be required to close between 4am and 10am (Tasmania mandates a four-hour closure but not the time of closure).

NSW gambling reforms

The NSW Government pre-election policy committed to gambling reform that includes:

- a 12-month cashless gaming trial covering at least 500 electronic gaming machines across metropolitan areas and regional areas overseen by a panel comprising law enforcement, gambling/health experts and industry;
- a ban on political donations from clubs with gaming machines;
- reducing cash feed-in limits from \$5 000 to \$500 per machine for initially all new/newer machines with a commitment to work to reduce in existing older machines;
- ban all external gaming related signage promoting gaming machines around pubs and clubs;
- proposal to reduce the total number of machines through a one in two forfeiture for all future trades between pubs and clubs;
- immediate reduction in gaming machine entitlement cap to the existing number of entitlements and reset annually as machines are removed from circulation;
- investment of the \$100 million penalty paid by Star Casino into measures to reduce harm caused by problem gambling overseen by an independent panel. Funds will support the mandatory cashless gaming trial and implementing its recommendations;

reduction in gaming machine numbers and extra funding for harm minimisation programs;

- third party exclusions through the court or the regulator and implementation of facial recognition technology in all pubs and clubs by June 2024; and
- requirement for Responsible Gaming Officers in venues with 20 or more machines; and mandatory Anti-Money Laundering/Counter Terrorism and Fraud compliance training for venue managers.

On 13 July 2023, NSW announced the creation of a panel to oversee its upcoming trial of cashless gaming and recommend a roadmap for gaming reforms, led by former liquor, gaming and racing commissioner Michael Foggo. The panel comprises representatives from law enforcement, gambling and health experts, academics and industry. It will provide its advice to Government by November 2024.

Cashless gaming trials - 4 sites and technologies [Liquor and Gaming NSW website](#)

- NSW is trialling slightly different cashless technology in each location to inform the future approach. Participants can set limits (loss and time), access real-time spending data, take a break or self-exclude and access other gambling help services.
- Each trial is expected to run for three months and is being monitored and assessed by an independent researcher to determine effectiveness from both a behavioural change perspective and technology. In July, the Government announced that the number of machines in the trial would increase from 500.
- Newcastle (144 machines) - Aristocrat technology that transfers money directly from the player's 'gaming wallet' on their smartphone (using the mobile app) onto the gaming machine using bluetooth. Players needed to verify their identity when registering for the digital wallet, and transfer money into it from their external bank account. Concluded in June 2023 and under assessment with a final report due in late 2023.
- Sydney CBD (112 machines) - IGT technology with a similar approach as above. Players need to verify their identity when registering for the digital wallet and link an existing bank account debit card to their digital wallet to access funds. Commenced in April 2023.
- Two further sites are under consideration involving technology by Light & Wonder and Utopia.

EGM data for Tasmania

Venue	No of EGMs licensed as at 24 July 2023	Cap prior to 1 July 2023	Current cap
Casinos	988		1 180
Hotel and Clubs	2 309 ¹	2 500	2 350
Venue Total	3 297	3 680	3 530
Cap for each hotel		30	30
Cap for each club		40	40

EGM player expenditure	2022-23 (A) \$m	2021-22 (B) \$m	Difference (A-B) \$m
Hotels and clubs	114.49	108.63	5.86
Casinos	75.11	69.49	5.62
Total	189.60	178.12	11.48

Media Release

The Hon Daniel Andrews MP
Premier



Sunday, 16 July 2023

LANDMARK REFORMS TO REDUCE GAMBLING RELATED HARM

The Andrews Labor Government is introducing sweeping new reforms to protect Victorians from gambling harm – making the state’s gambling harm protections the strongest in Australia.

Premier Daniel Andrews and Minister for Casino, Gaming and Liquor Regulation Melissa Horne today announced new reforms to reduce gambling harm at venues with electronic gaming machines (EGMs) across the state.

An estimated 330,000 Victorians experience harm as a result of gambling each year – costing Victoria around \$7 billion annually and leading to significant financial distress, mental health concerns and relationship issues.

All EGMs in Victoria will require mandatory pre-commitment limits and carded play, putting the power back into the hands of patrons while also ensuring that money is tracked – stopping money laundering through our gaming venues.

Load up limits – how much money an individual can put into an EGM at a time – will be capped at \$100, down from the current limit of \$1,000, helping people make informed decisions about their spending, change their behaviour and reduce the amount that can be lost.

Mandatory pre-commitment, carded play and load up limits will be introduced subject to thorough consultation with industry through an implementation working group – taking into account trials in other jurisdictions and the experience at Crown Melbourne, which will have mandated pre-commitment and carded play on all EGMs by the end of 2023.

By mid-2024, mandatory closure periods will be enforced for all gaming machine areas in a venue, except the casino, between 4am and 10am. This will address evidence showing some venues are implementing staggered opening hours to allow users to move between venues in one area to continue gambling.

The Government will also make it mandatory for all new EGMs to spin at a rate of three seconds per game, slowing the pace of the game down and limiting the amount that can be lost.

These combined reforms will keep pace with emerging technologies gaming machines are using, produce safer gambling environments and help patrons to take a break.

These reforms extend changes the Government introduced after the findings of the Royal Commission to other gaming venues across the state, building on nation-leading protections introduced at Crown and the establishment of the nation’s strongest regulator – the Victorian Gambling and Casino Control Commission (VGCCC).

This year’s Budget includes \$71 million for the VGCCC to take on a larger role in gambling harm minimisation, taking over most of the functions of the Victorian Responsible Gambling Foundation from 1 July 2024.

Anyone affected by their own or someone else’s gambling can call Gambler’s Help 24/7 on 1800 858 858 to access confidential and free advice, support and referral.

Media contact: Nadia Dimattina 0438 701 306 | nadia.dimattina@minstaff.vic.gov.au

Quotes attributable to Premier Daniel Andrews

“These reforms will provide the strongest gambling harm preventions and anti-money laundering measures in Australia – we owe it to all Victorians to take this stance and help those experiencing harm turn their lives around.”

“I look forward to the implementation working group’s input and effort.”

Quotes attributable to Minister for Casino, Gaming and Liquor Regulation Melissa Horne

“Everyone loses when it comes to gambling harm, and it’s not confined to money – people lose their relationships, their jobs and their wellbeing.”

“Our previous reforms have delivered stronger oversight of the gambling industry in Victoria with a regulator unafraid to hold venues to account – now we’re doing more important work to reduce gambling-related harm.”

Document reference: 23/167160

Tasmanian Liquor and Gaming Commission

Stakeholder briefing

Meeting date: 13 November 2023

Subject: Stakeholder meeting with Anglicare Tasmania

Attendees: s36

[Redacted]

Discussion Items

Player Card Gaming (PCG)

- The Commission may wish to discuss with Anglicare its recently released report promoting Tasmania's proposed player card gaming system [The poker machine card. Simple as. - Anglicare \(anglicare-tas.org.au\)](#). The report highlights the benefits and functions of the new PCG system. It provides information as to how the proposed system would work, including the default loss limits and what it sees as the four critical features for harm reduction (binding pre-commitment with default loss limits, the system applies to all gamblers, a single system being used across all venues, and a single card per person).
- Notwithstanding the above report, the Branch anticipates Anglicare may ask some questions about how the card is intended to work. While details of the system design and implementation are currently being refined by the Commission, based on current status, the following could be conveyed:
 - A registered player card will be required to play EGMs anywhere in Tasmania. Before the card is issued, the player's identification will be verified against photographic ID showing the player's name, address and date of birth. It is not intended that there will be any provisions allowing for unregistered player cards.
 - Guest cards for interstate or overseas players will be available with an expiry date that automatically deactivates the card. Guest cards will be registered and non-Tasmanian players will have to satisfy identification requirements.
 - It is intended that players will be able to load funds onto their player card using cash or debit card via EFTPOS only - not by using a credit card.

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Tasmanian Liquor and Gaming Commission

Stakeholder briefing

Meeting date: 5 February 2024

Subject: Stakeholder meeting with Federal Group

Attendees: s36

Discussion Items

Federal Group has requested a meeting with the Commission to demonstrate an updated customer assessment matrix to assess potential gambling related harm.

Federal Group will work through the criteria it uses and demonstrate by applying the matrix to case studies. Federal Group has advised the tool is being used regularly by responsible gambling managers to determine appropriate actions and monitoring for casino customers, especially members of PPP.

The Commission may wish to note or discuss the following during the meeting.

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Player Card Gaming (PCG)

- Federal Group may wish to raise the player card gaming preliminary consultation with industry. Dr s36 advised the Branch that due to key people being away in January, Federal Group would not be able to respond by 31 January 2024. A response is expected in early February.
- Dr s36 raised concerns about this consultation being genuine and wanted to put on the record the frustration with timing. The Branch responded to say there will be several opportunities for the Federal Group to provide feedback and the preliminary consultation is genuine.
- Refer to PCG update in TLGC papers: [Papers for the 1 2024 TLGC Meeting - Paginated and Consolidated - 5 February 2024.pdf](#).

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Tasmanian Liquor and Gaming Commission

Stakeholder Briefing

Meeting date: 8 April 2024

Subject: Stakeholder meeting with Anglicare Tasmania

Attendees: s36

[Redacted]

Discussion Items

The Commission invited Anglicare to meet. You may wish to note or discuss the following:

PCG implementation and status update

- The Government is operating under caretaker conventions which affect some aspects of executive government, such as making major policy decisions that are likely to commit an incoming government and entering into major contracts and agreements.
- During the election campaign, Anglicare was signatory to a joint release with 23 others calling for all political parties to commit to PCG, as well as other gaming machine reforms, including slower spin rates, \$1 maximum bet limits, and prohibition of losses disguised as wins.
- The inclusion of reforms to gaming machine functions in addition to PCG would appear unnecessary as, regardless of the rate of loss of a machine, a player's loss will be capped at a dollar amount.
- The implementation of PCG in its current form and timeline is subject to election policies and the outcome of who will form government. However, the Ministerial Direction requiring the Commission to implement player card gaming remains in place and will continue to do so unless revoked and/or replaced by a future minister.
- Work with the monitoring operator, Maxgaming, to refine the system design and costs is continuing and the project is progressing well.
- It is expected that broader consultation on the operation of the PCG system will be undertaken once this work is complete.

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2024 Tasmanian State Election Joint Statement on Poker Machines in Tasmania

The Facts on Poker Machines:

- **Poker machines are designed to addict.**
- **Poker machines are concentrated in low socio-economic areas.**
- **Four-in-five regular users of poker machines are at risk of harm.¹**
- **Robust consumer protections will reduce harm to Tasmanians.**

Poker machines account for most gambling-related harm in Tasmania and the number of Tasmanians being harmed is increasing.²

Gambling harm is a public health issue because it affects the health and wellbeing of Tasmanians and their families.

Harms related to gambling include relationship and family breakdown, financial hardship, alcohol and drug abuse, crime, anxiety, depression and suicide. Each person's gambling harms up to six other people and when people gamble more than they can afford, it affects all Tasmanians.

The evidence shows that the best consumer protections to prevent and reduce gambling-related harm include a universal, pre-commitment card and safer programming of poker machines. These measures will still allow recreational gambling.³

On the recommendation of the Tasmanian Liquor and Gaming Commission (TLGC), the Tasmanian Government committed to implementing a universal, pre-commitment card system with **four essential features:**⁴

- Binding pre-commitment with default loss limits.
- Applies to all people using poker machines.
- A single system across all venues.
- A single card per person.

A universal, pre-commitment card with these four essential features will prevent and reduce harm to Tasmanians.

¹ Greer, N et al. (2023), [Regular Pokies Gambling in Australia 2022: National Gambling Trends Study](#), Australian Gambling Research Centre, Melbourne.

² Anglicare Tasmania, Gamblers Help data 2023, reported in [The poker machine card. Simple as.](#)

³ Dr Charles Livingstone quoted in Australian Parliament, [Joint Select Committee on Gambling Reform](#); Wilkie, A (2011), [The Design and Implementation of a Mandatory Pre-Commitment System for Electronic Gaming Machines](#), Commonwealth of Australia, Canberra.

⁴ Tasmanian Liquor and Gaming Commission (2022), [Report to the Treasurer: Investigation of Harm Minimisation Technologies: Facial Recognition and Player Card Gaming.](#)

We, the undersigned, call on all parties and candidates to commit to making poker machines safer for all consumers by:

1. Completing the implementation of the universal, pre-commitment card with the four essential features as recommended by the TLGC.
2. Introducing safer machine design features, including:
 - \$1 bet limits;
 - Slower spin speeds (six seconds);
 - Prohibiting 'losses disguised as wins;'
 - Smaller jackpots;
 - Higher return to player; and
 - Reduced opening hours for poker machine venues.

The Current Reality:

- Tasmanians lose over **half a million dollars a day** in poker machines.
- In 2022/23, Tasmanians lost **\$189.6 million in poker machines**.
- **40% of poker machine revenue** is from people experiencing gambling harm.
- Up to **57,000 Tasmanians** are harmed by someone else's gambling.
- Tasmanians contacting **Gamblers Help increased by 33% in 2022/23**. Of Tasmanians contacting Gamblers Help, **four-in-five mainly use poker machines**.
- Poker machines are the form of gambling **most commonly linked to suicide**.⁵ People without a diagnosed gambling disorder **accounted for over 95% of gambling-related suicides**.

Joint statement signatories:

- Anglicare Tasmania
- Australian Education Union (AEU)
- CatholicCare Tasmania
- Community Legal Centres Tasmania
- Devonport Community House
- Engender Equality
- Health and Community Services Union (HACSU)
- Holyoake Tasmania
- Kristie Johnston MP, Independent Member for Clark
- Lifeline Tasmania
- Rev Jeff McKinnon, Baptist Pastor (*retired*)
- Mental Health Council of Tasmania (MHCT)
- Migrant Resource Centre Tasmania
- National Council of Women of Tasmania
- No Interest Loan Scheme (NILS) Tasmania
- Tasmanian Council of Social Service (TasCOSS)
- The Quaker Peace and Justice Committee Tasmania
- The Salvation Army Tasmania
- The Smith Family
- Unions Tasmania
- Uniting Vic.Tas.
- Women's Health Tasmania
- Youth, Family and Community Connection (YFCC)
- Youth Network of Tasmania (YNOT)

Further Reading:

- **Tasmanian Liquor and Gaming Commission:** [*Report to the Treasurer: Investigation of Harm Minimisation Technologies: Facial Recognition and Player Card Gaming*](#)
- **Anglicare Tasmania:** [*The Poker Machine Card. Simple As.*](#) and [*What's the Real Cost*](#)
- [**Productivity Commission Inquiry Report \(Volume 1\): Gambling**](#)

⁵ Rintoul, AC et al. (2023), [Gambling-related suicide in Victoria, Australia: A population-based cross-sectional study](#), The Lancet.

Minutes of Tasmanian Liquor and Gaming Commission Meeting 7/2023 - 7 August 2023

Subject

Minutes of Meeting 7/2023 of the Commission held in kanamaluka, River Tamar Room, first floor, Salamanca Building, Parliament Square, 4 Salamanca Place, Hobart on 7 August 2023 at 9:30 am.

Present

Ms Jenny Cranston, Chair

Mr Andrew Walker, Member

Mr David Hudson, Member

In attendance from Liquor and Gaming Branch

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Apologies

Nil.

Acknowledgement of Country

"On behalf of the Commission, I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners, and continuing custodians of this land on which we gather here today and acknowledge Elders - past, present and emerging."

Conflict of interest declarations

[REDACTED]

Work health and safety

Nil.

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O6/23-7 - Chair updated on player card gaming

114/06/23-7

The Chair discussed the PCG update provided by the Branch for the purposes of a radio interview on ABC on 31 July 2023.

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The meeting closed at 11:14 am.

Minutes of Tasmanian Liquor and Gaming Commission meeting 11/2023-11 December 2023

Subject

Minutes of Meeting 11/2023 of the Commission held in kanamaluka, River Tamar Room, first floor, Salamanca Building, Parliament Square, 4 Salamanca Place, Hobart on 11 December 2023 at 12:00 pm.

Present

Ms Jenny Cranston, Chair

Mr Andrew Walker, Member

Mr David Hudson, Member

In attendance from Liquor and Gaming Branch

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Acknowledgement of Country

"On behalf of the Commission, I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners, and continuing custodians of this land on which we gather here today and acknowledge Elders - past, present and emerging."

Conflict of interest declarations

Jenny Cranston declared she has a conflict of interest with any matters concerning Tasmanian Bridge Association Inc.

Work health and safety

Nil.

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13/23-11 - Status update - Player card and cashless gaming

187/12/23-11

Commission Paper 13/23-11 was tabled.

The Commission noted the contents of the report and sought further information on:

- timing for release of the consultation paper (previously considered out of session O10/23)); and
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Minutes of Tasmanian Liquor and Gaming Commission meeting 2/2024 4 March 2024

Subject

Minutes of Meeting 2/2024 of the Commission held in kanamaluka, River Tamar Room, first floor, Salamanca Building, Parliament Square, 4 Salamanca Place, Hobart on 4 March 2024 at 9:00 am.

Present

Ms Jenny Cranston, Chair

Mr Andrew Walker, Member

Mr David Hudson, Member

In attendance from Liquor and Gaming Branch

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Acknowledgement of Country

"On behalf of the Commission, I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners, and continuing custodians of this land on which we gather here today and acknowledge Elders - past, present and emerging."

Conflict of interest declarations

Nil.

Work health and safety

Nil.

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I3/24-2 - Status update - Player card and cashless gaming

20/12/24-2

Commission Paper I3/24-2 was tabled.

The Commission noted the contents of the report.⁴

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The meeting closed at 12:24 pm.

Tasmanian Liquor and Gaming Commission

Commission Paper No: AI/2023-8

Meeting Date: 4 September 2023

Subject: Administrative Paper

Description: Confirmation of Previous Minutes of Meeting 7/2023

Minutes of Tasmanian Liquor and Gaming Commission Meeting 7/2023 - 7 August 2023

Subject

Minutes of Meeting 7/2023 of the Commission held in kanamaluka, River Tamar Room, first floor, Salamanca Building, Parliament Square, 4 Salamanca Place, Hobart on 7 August 2023 at 9:30 am.

Present

Ms Jenny Cranston, Chair

Mr Andrew Walker, Member

Mr David Hudson, Member

In attendance from Liquor and Gaming Branch

s36

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Apologies

Nil.

Acknowledgement of Country

"On behalf of the Commission, I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners, and continuing custodians of this land on which we gather here today and acknowledge Elders - past, present and emerging."

Conflict of interest declarations

The Commission notes that for item B4/23-7, member Andrew Walker has acted in a legal capacity for the complainant.

Work health and safety

Nil.

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Briefing papers

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O6/23-7 - Chair updated on player card gaming

114/O6/23-7

The Chair discussed the PCG update provided by the Branch for the purposes of a radio interview on ABC on 31 July 2023.

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The meeting closed at 11:14 am.

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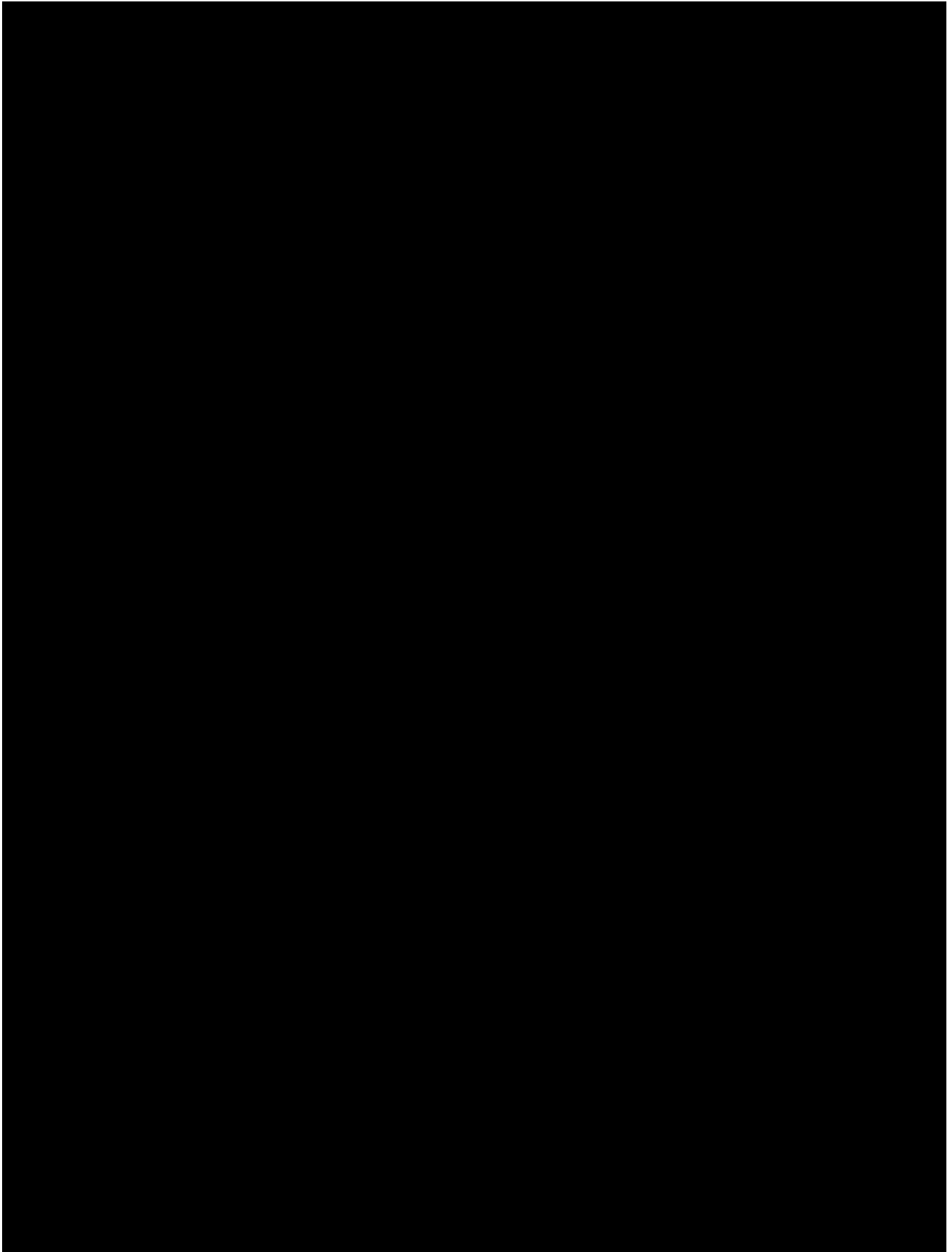
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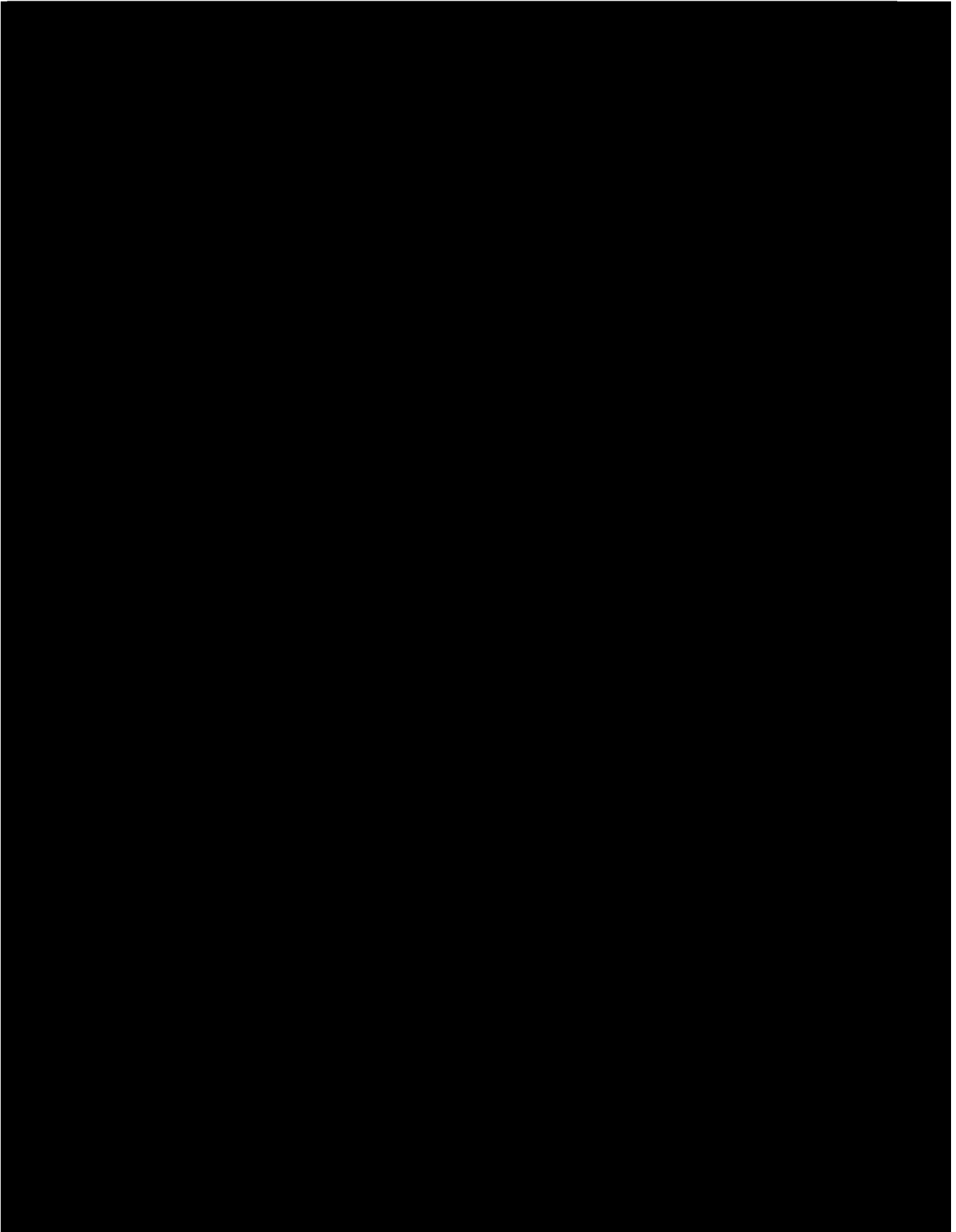
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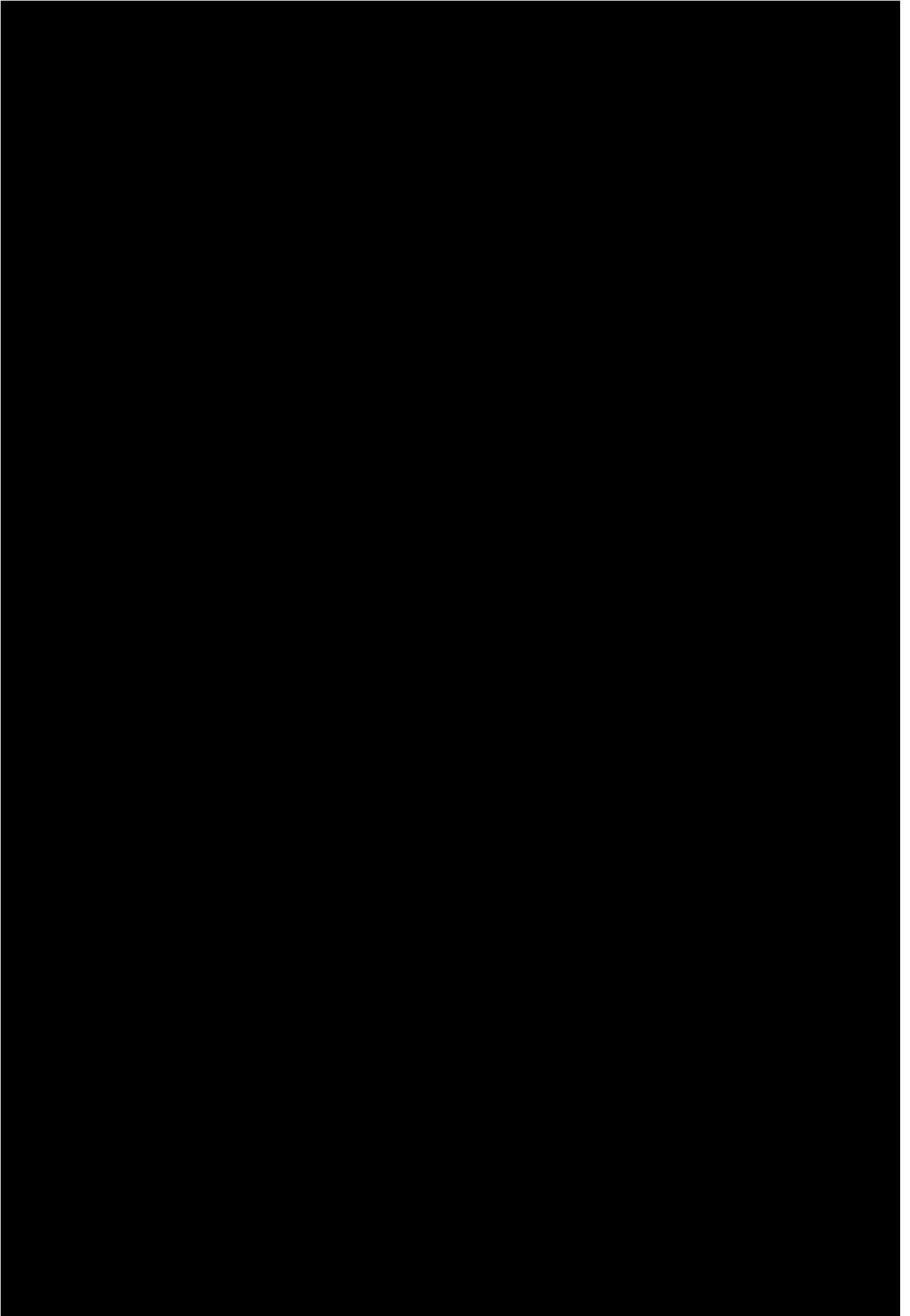
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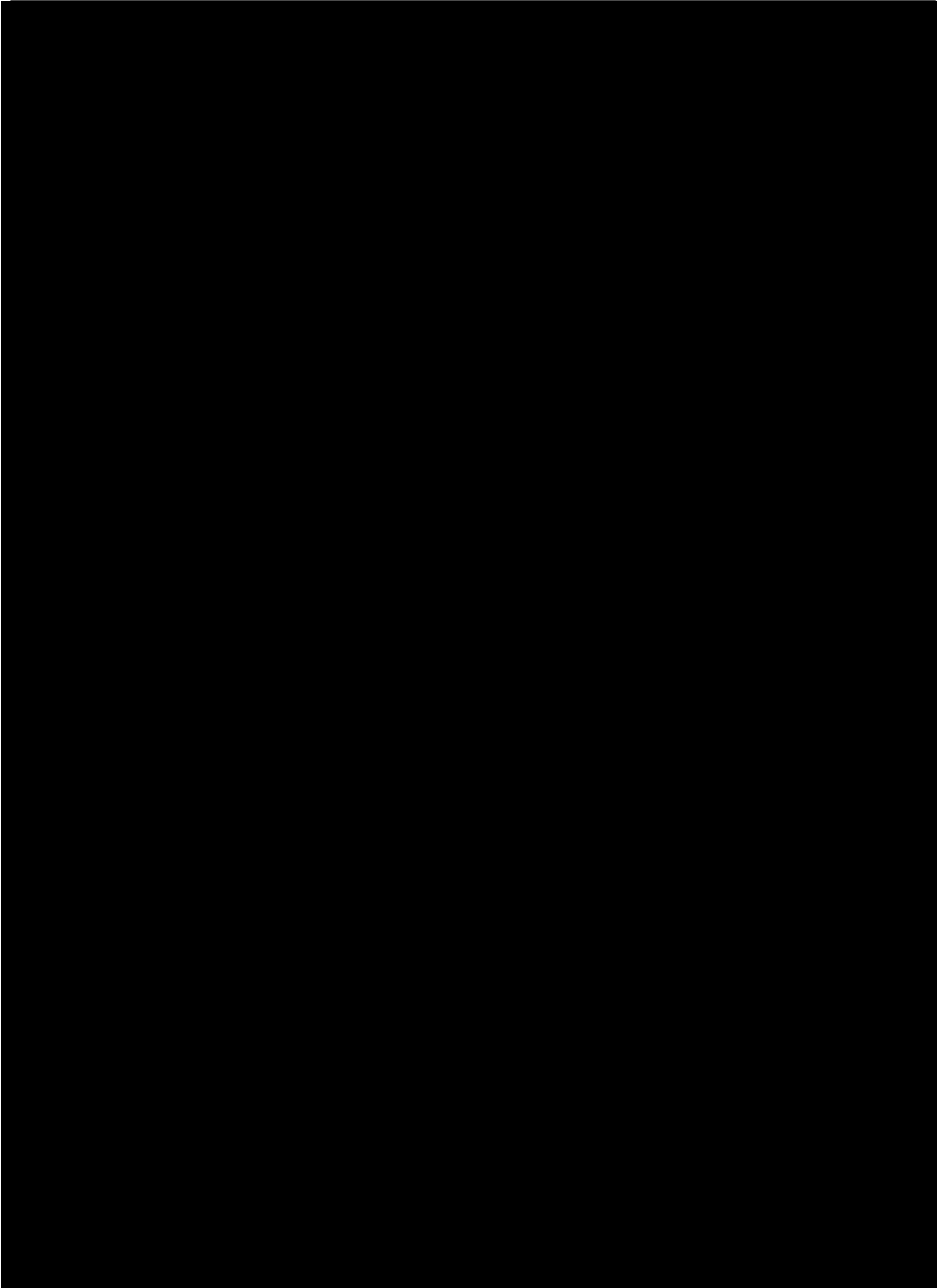
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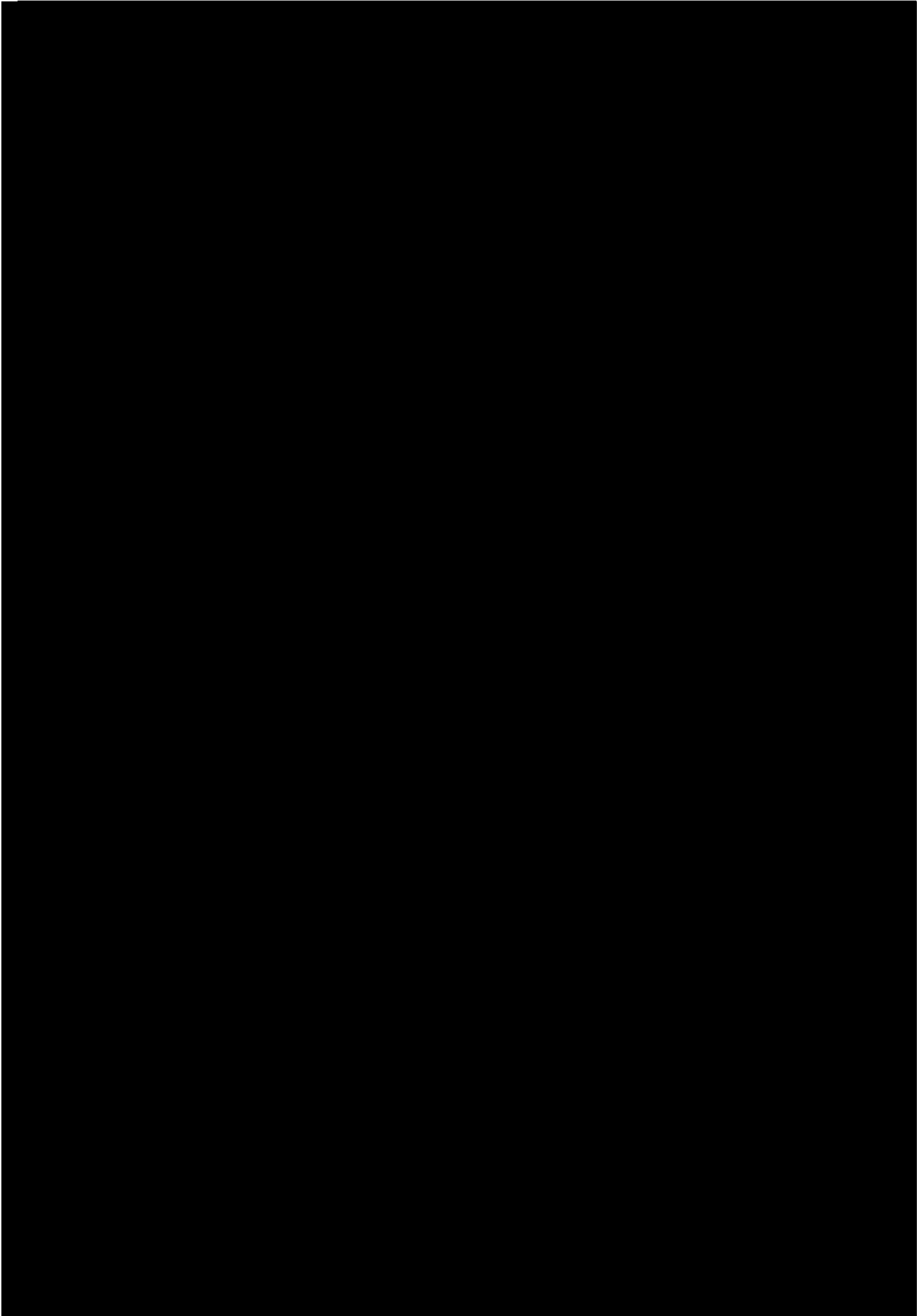
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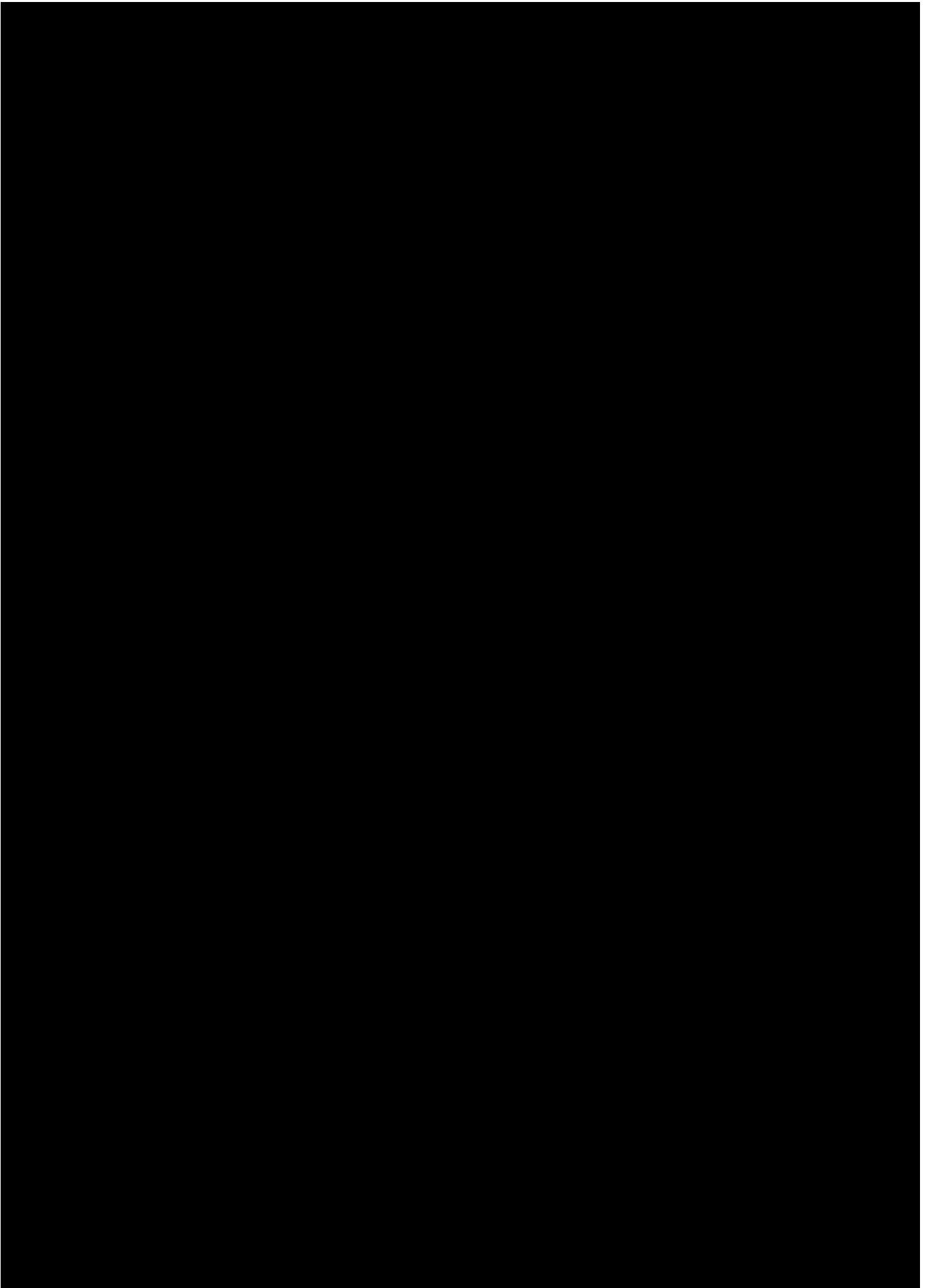
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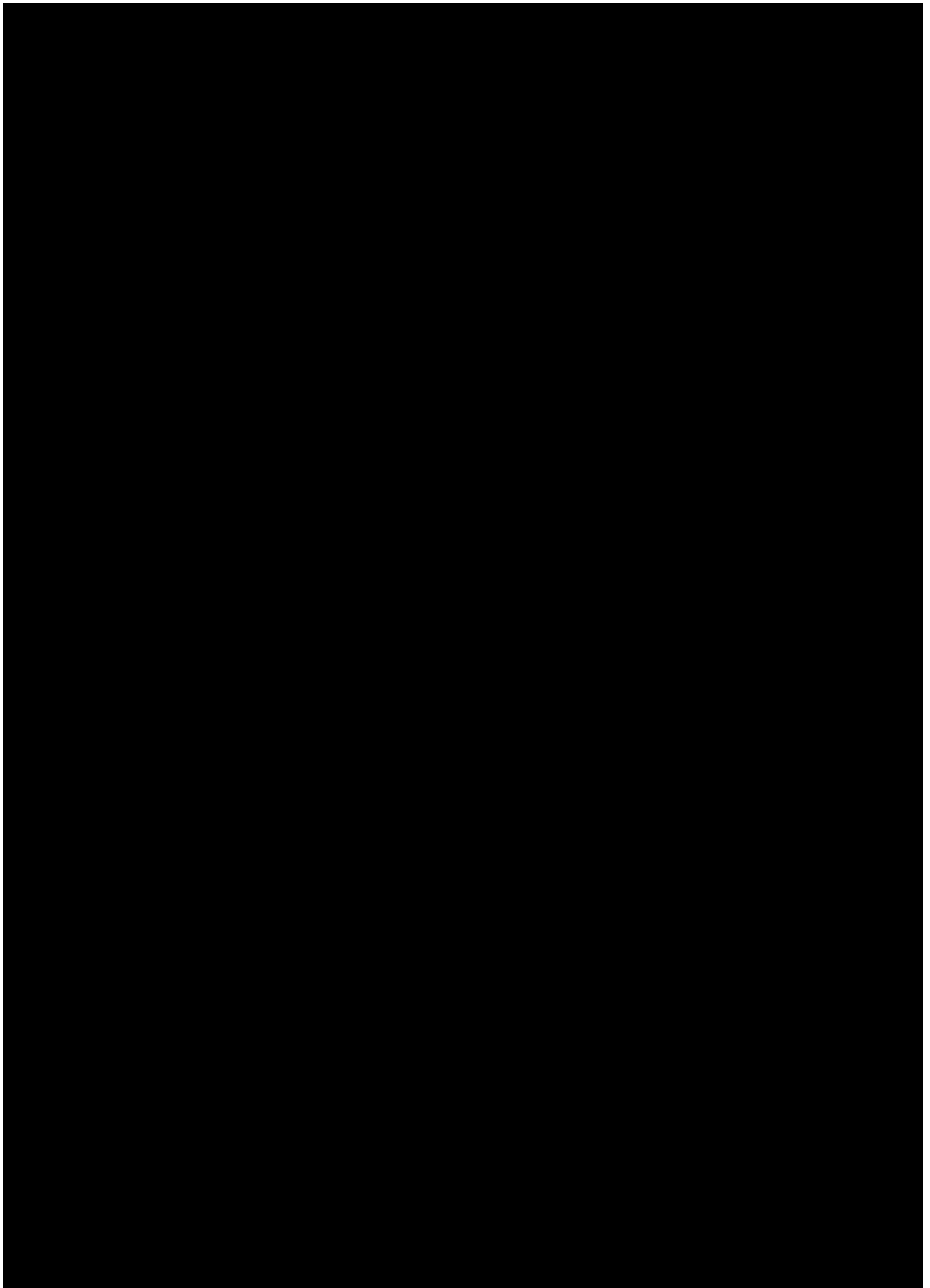


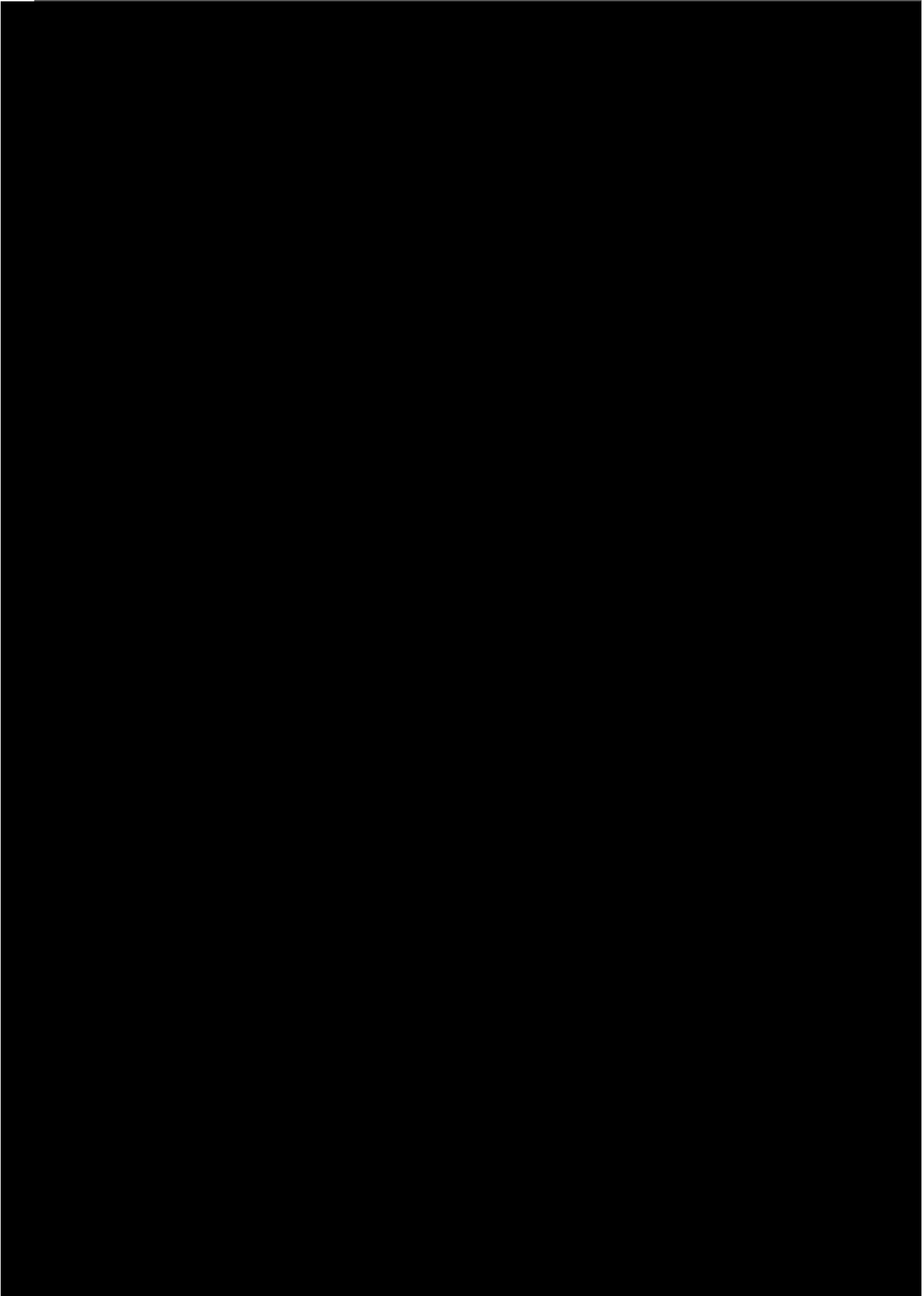


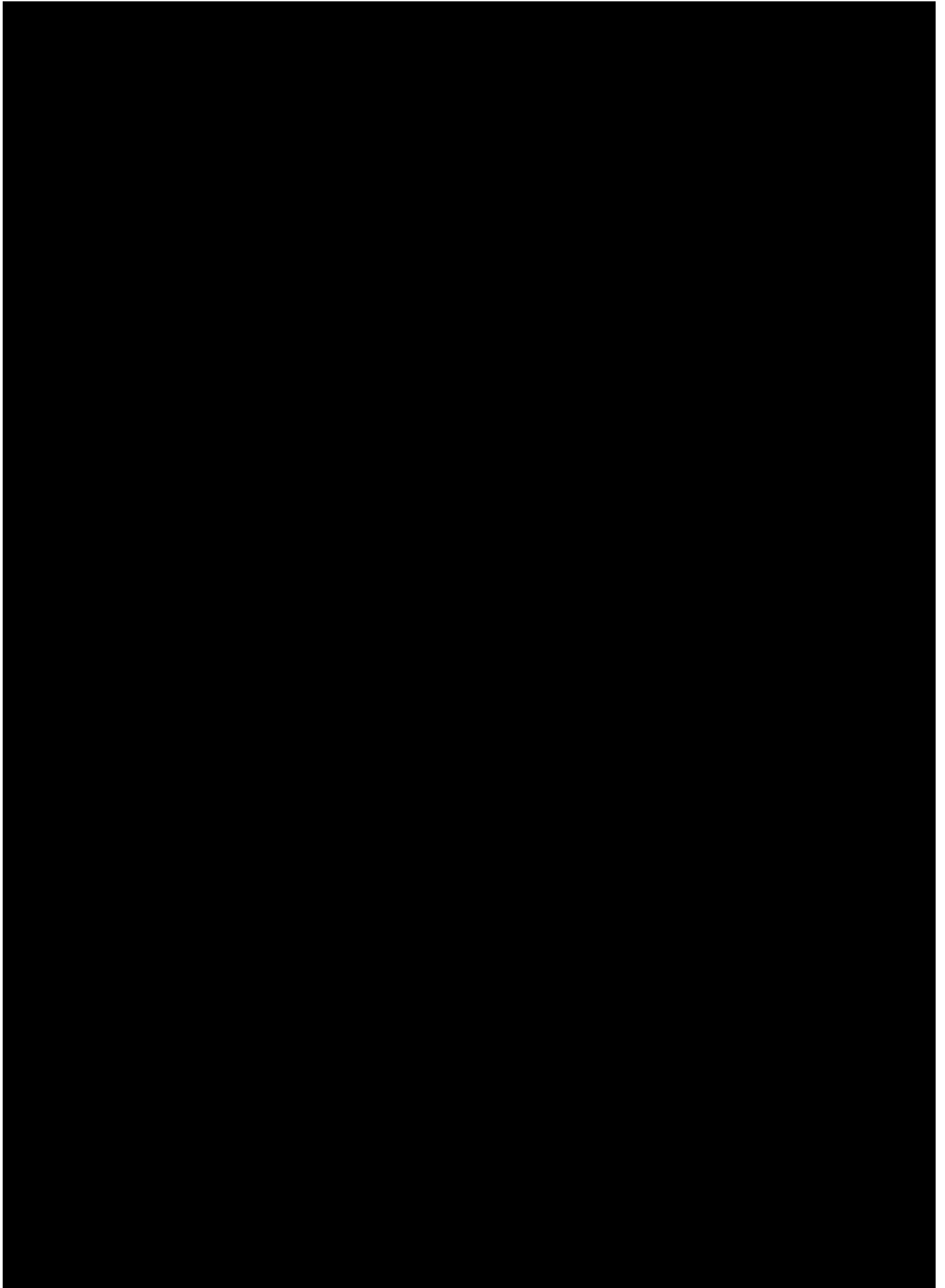


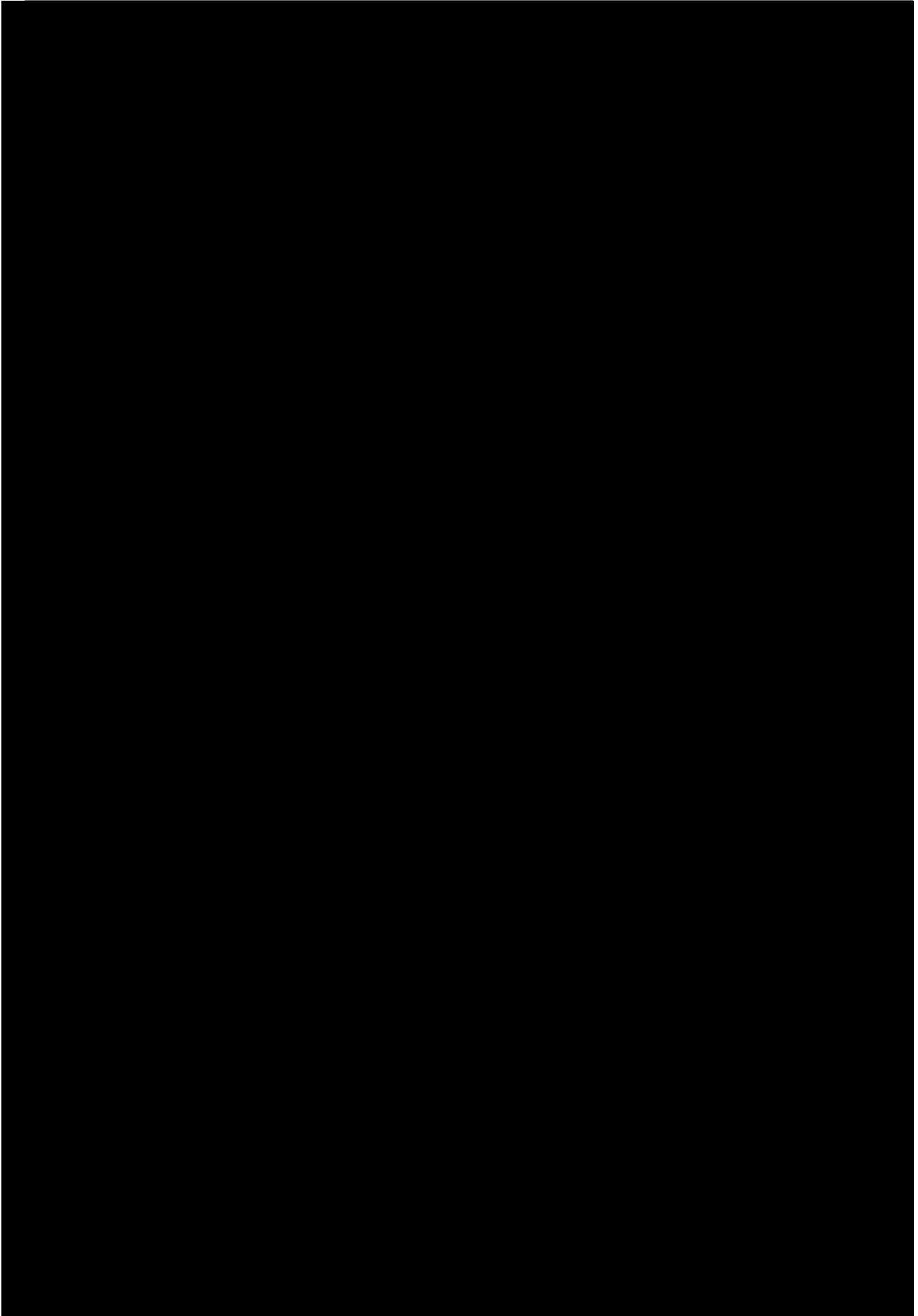


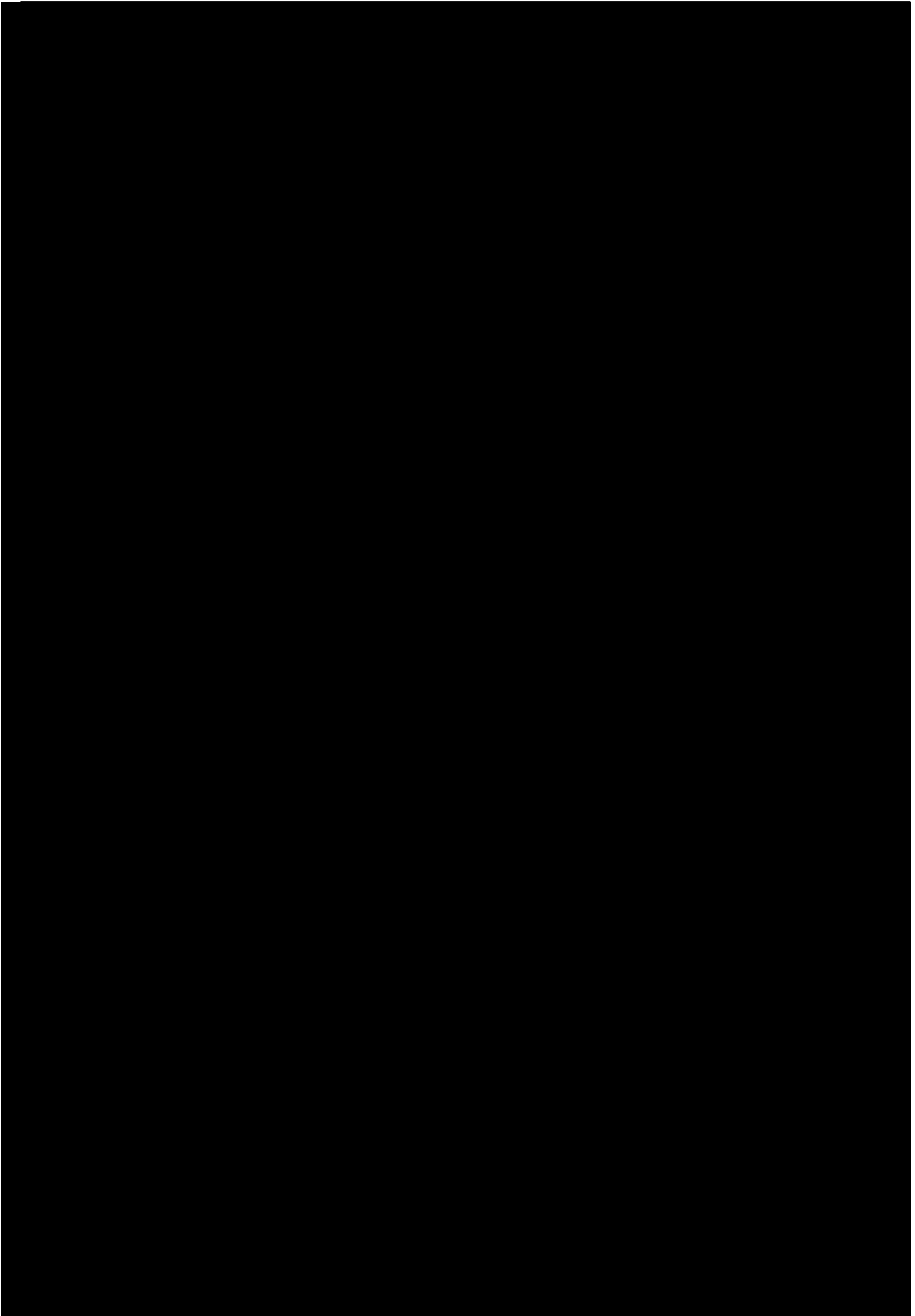


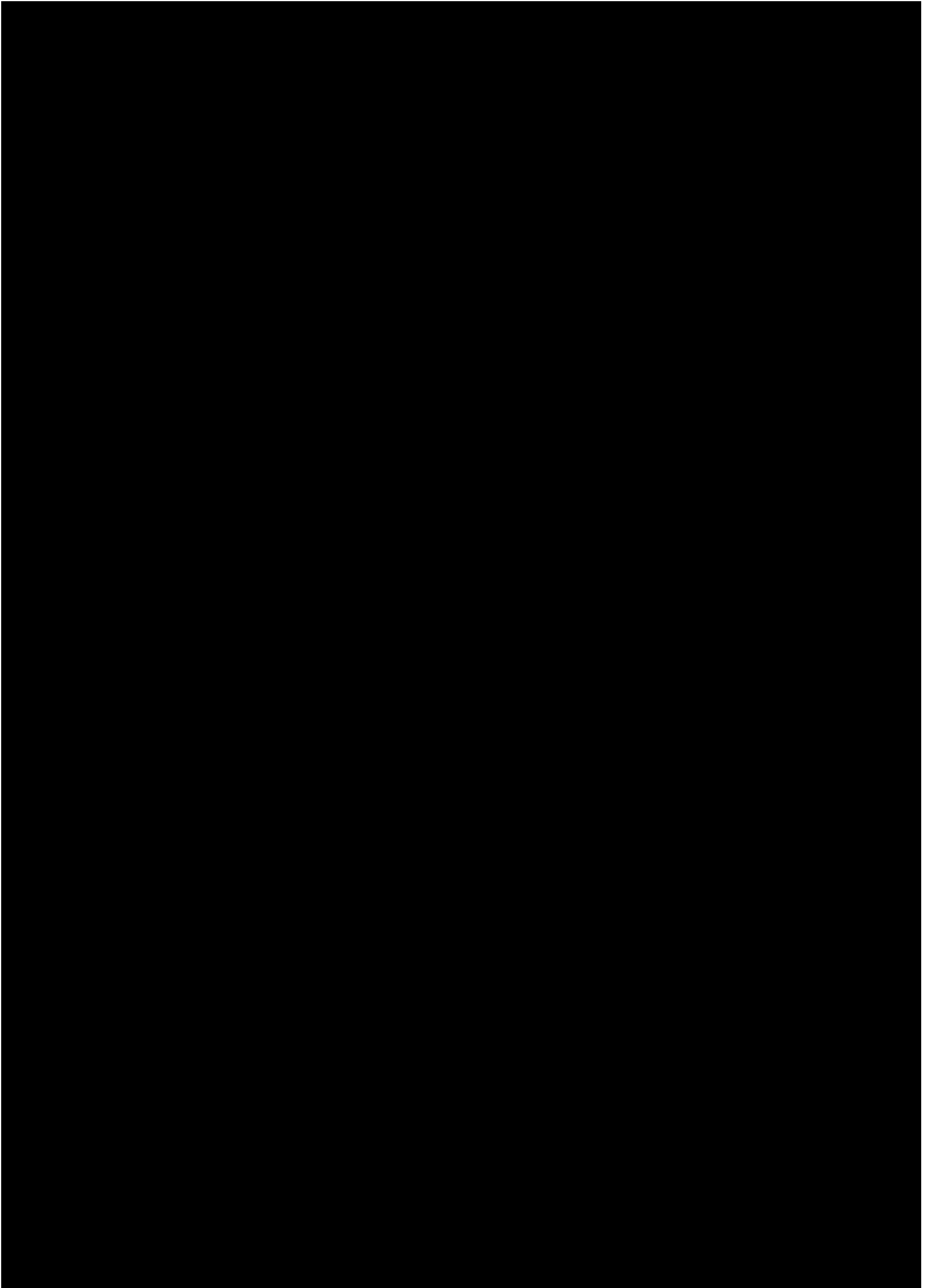


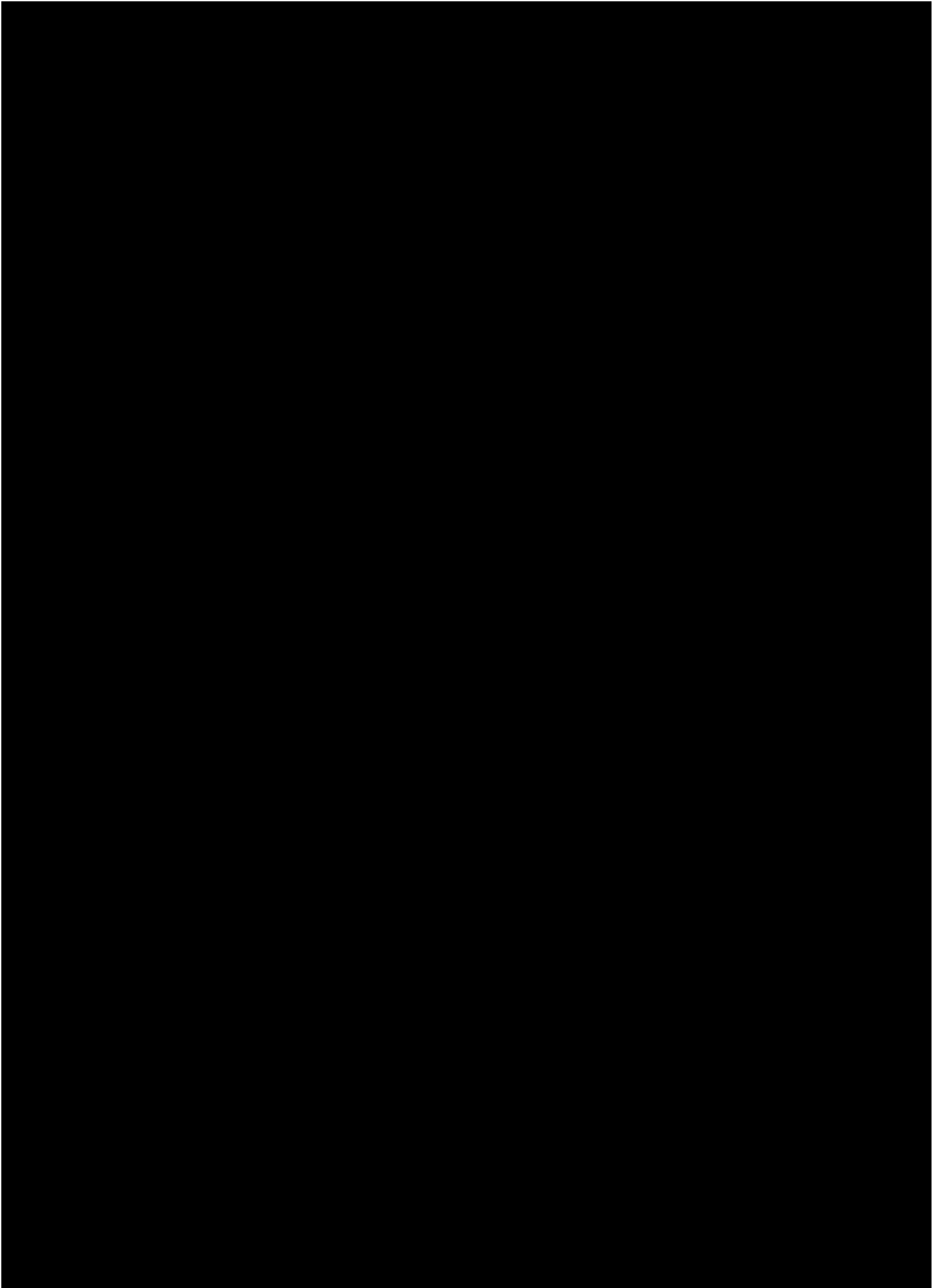


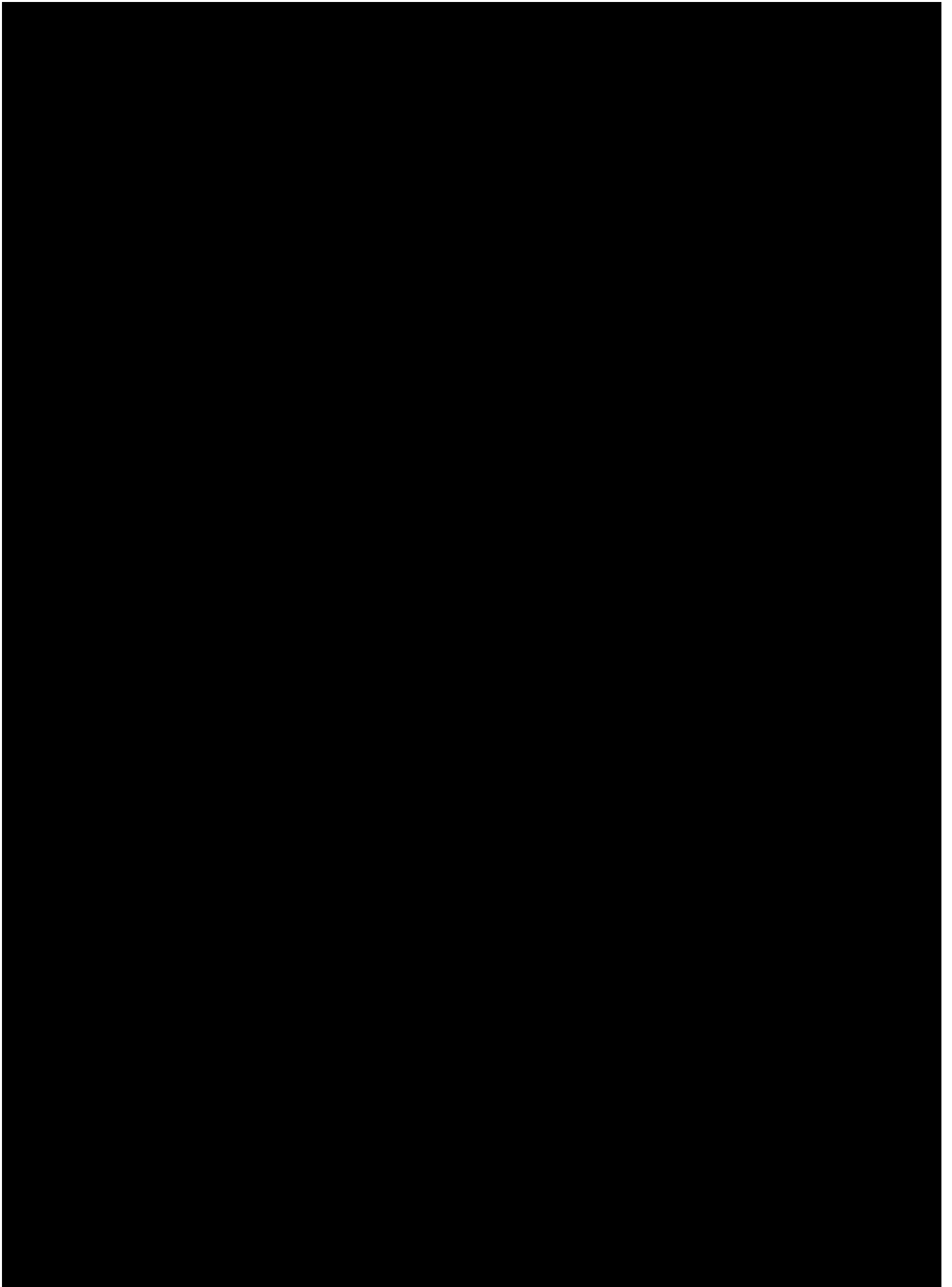


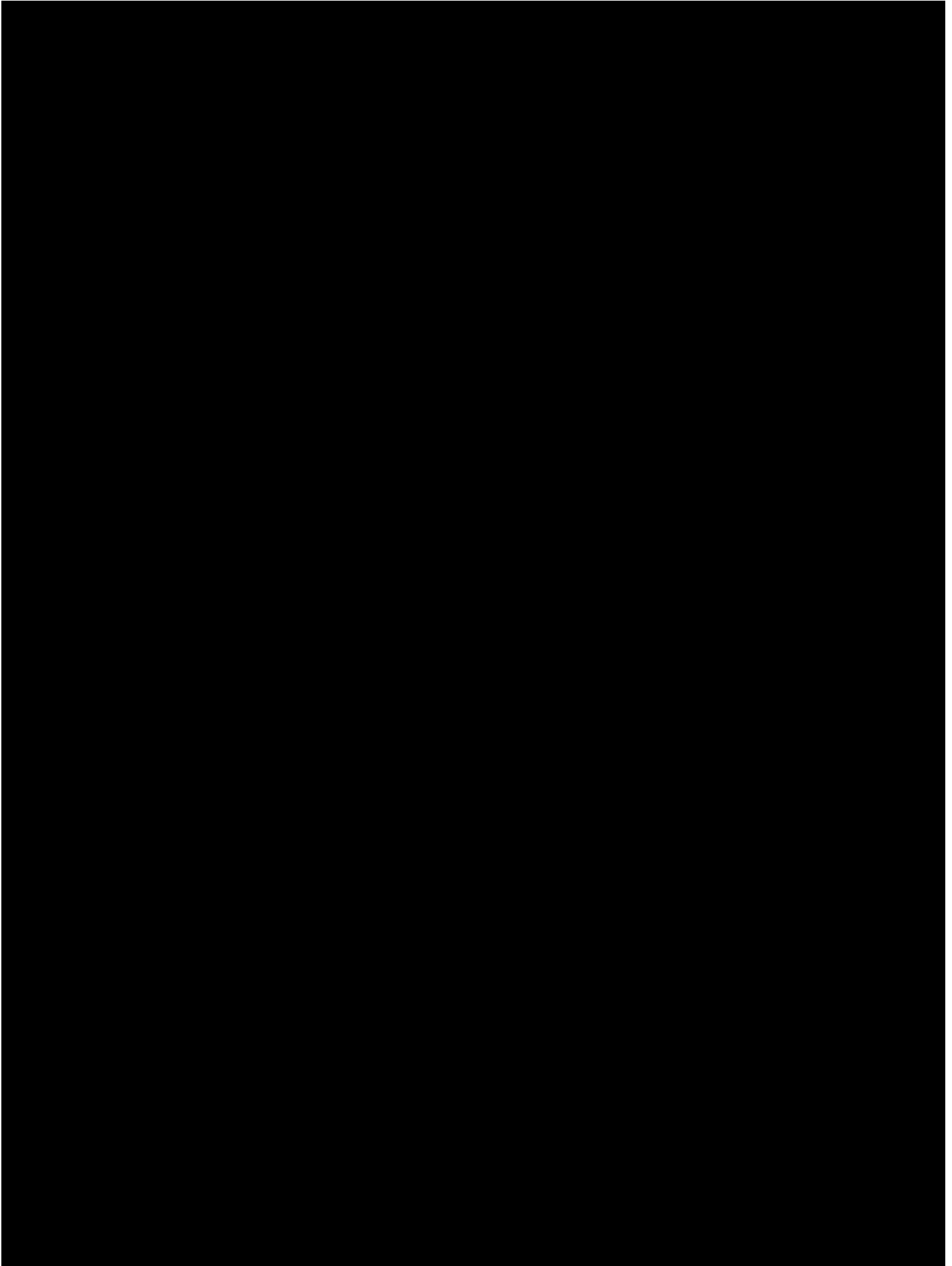


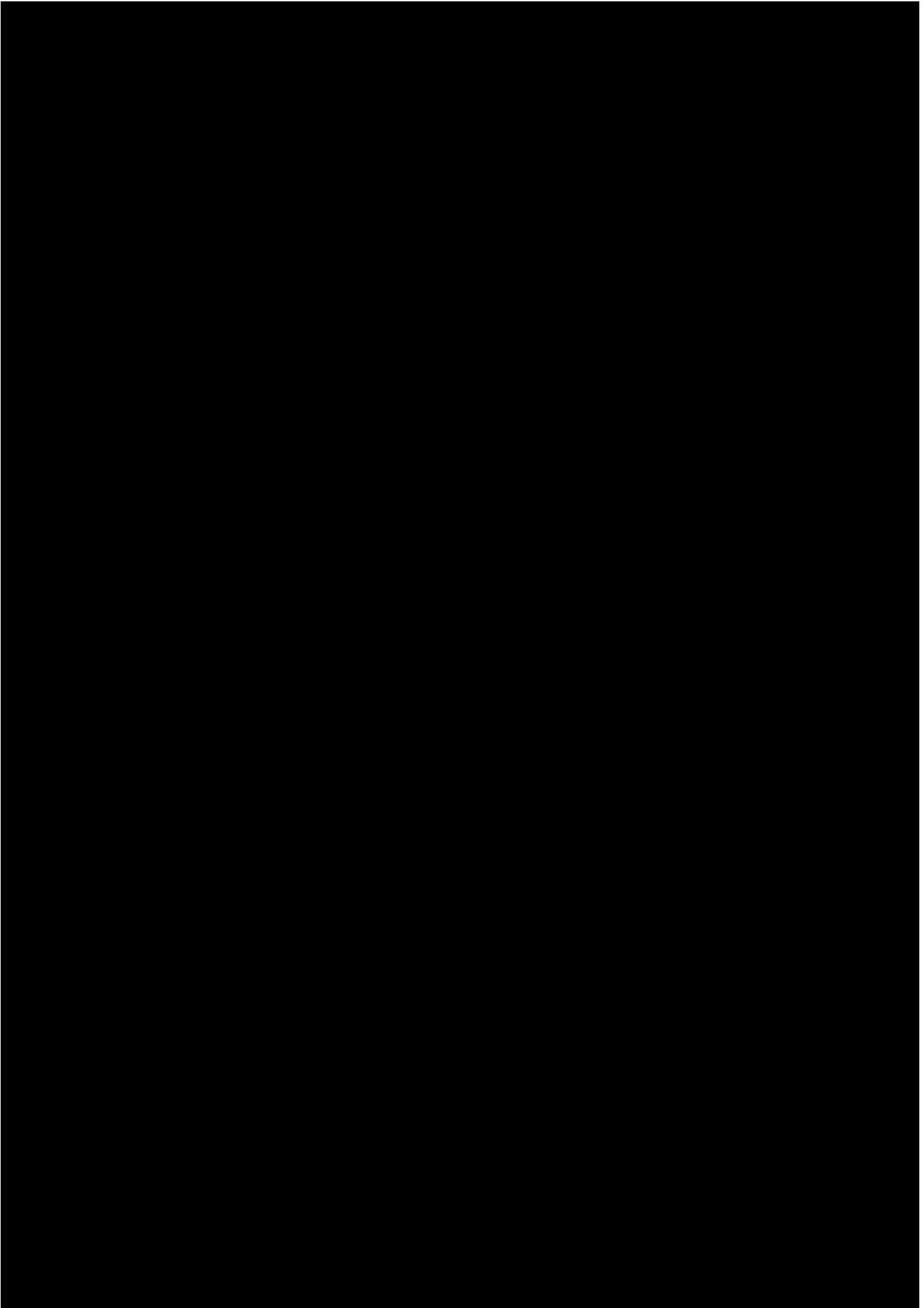


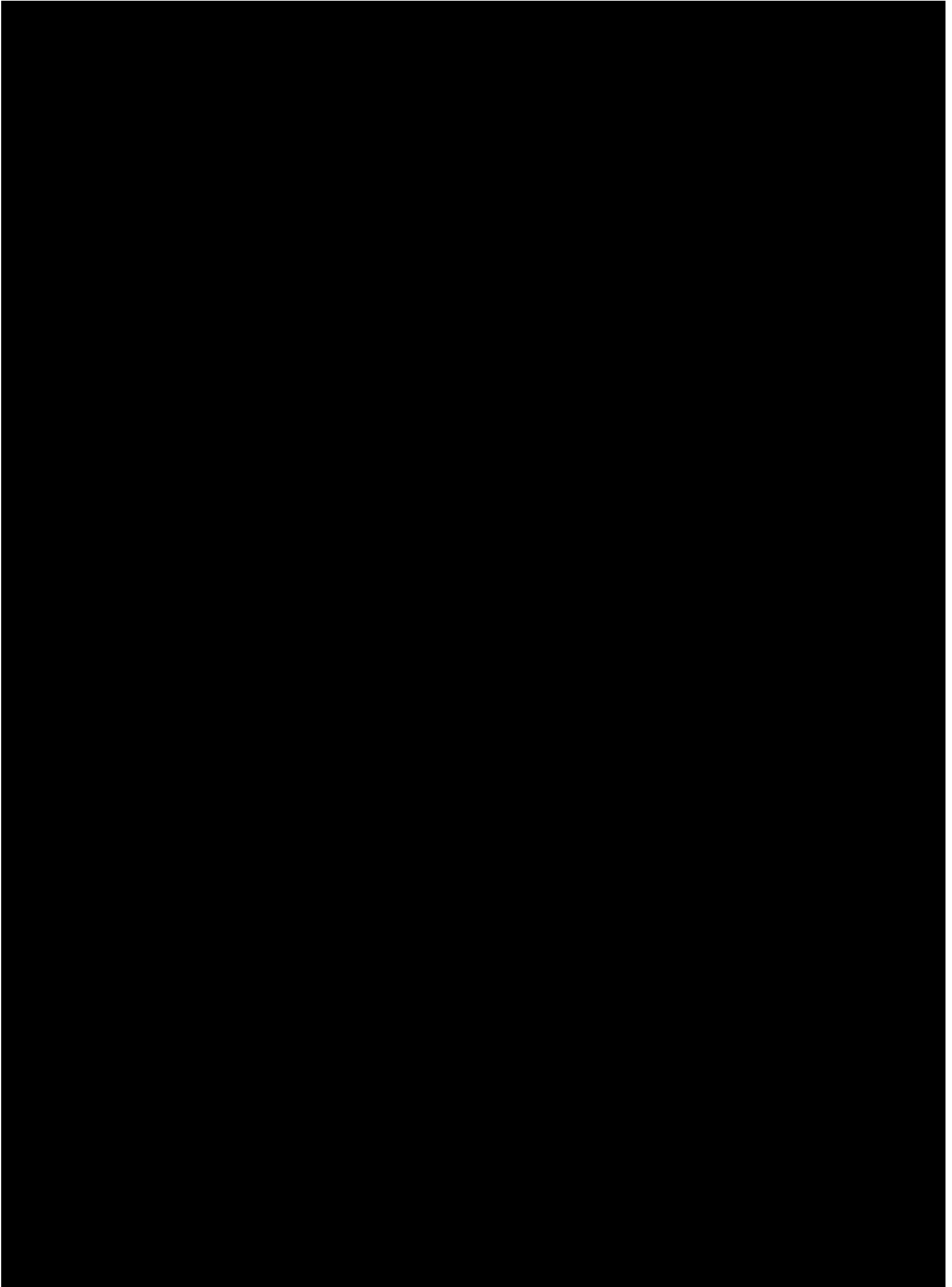


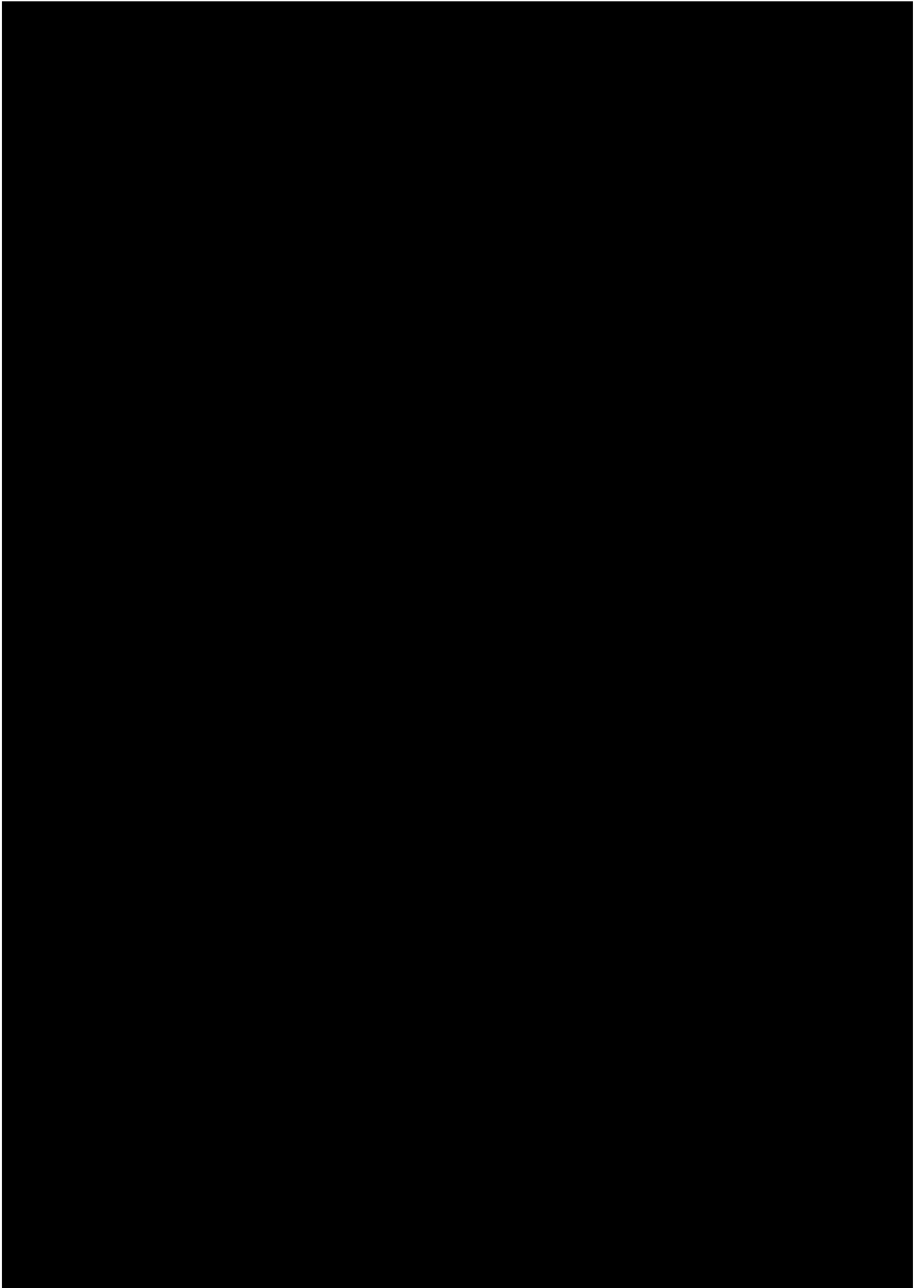


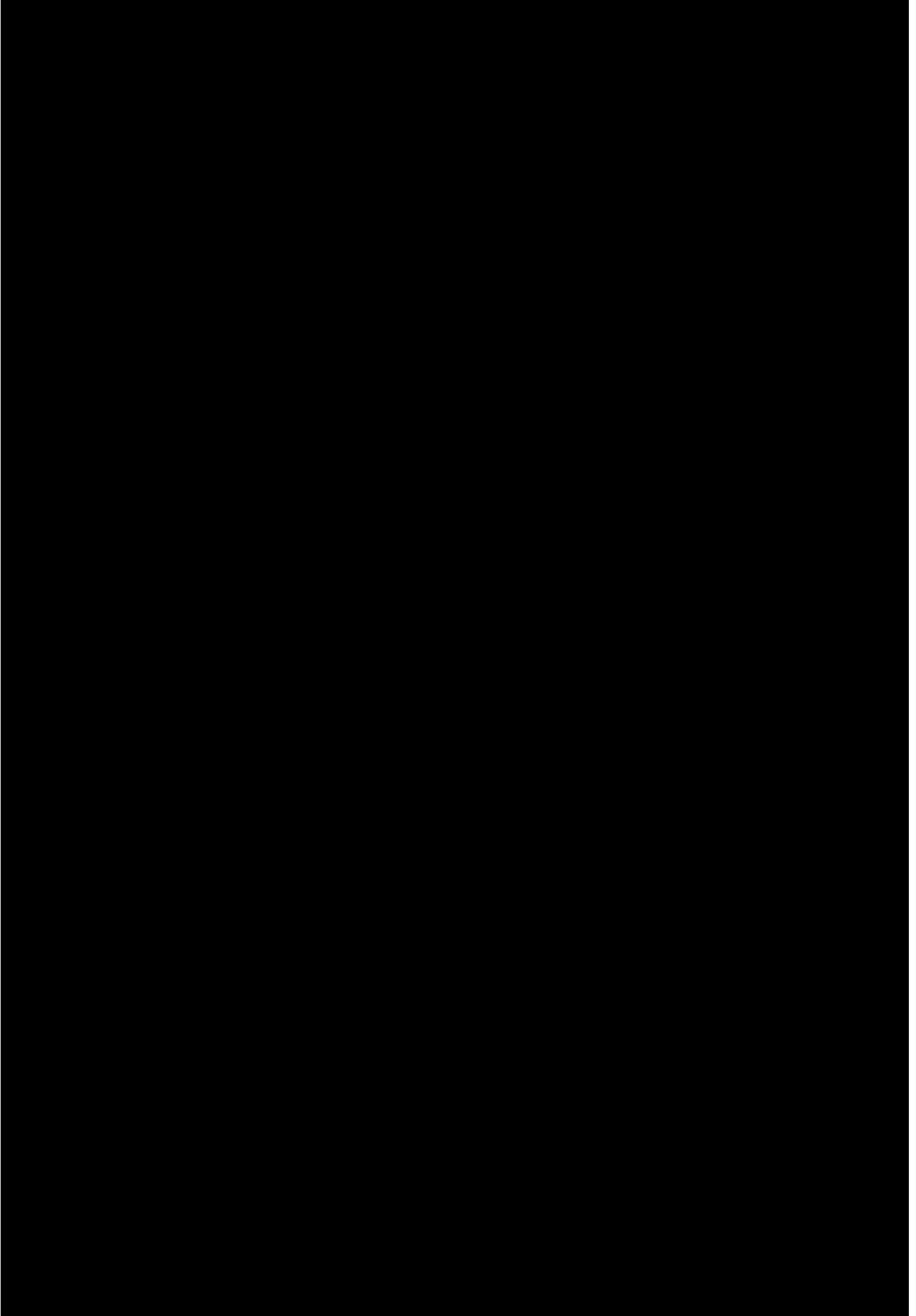




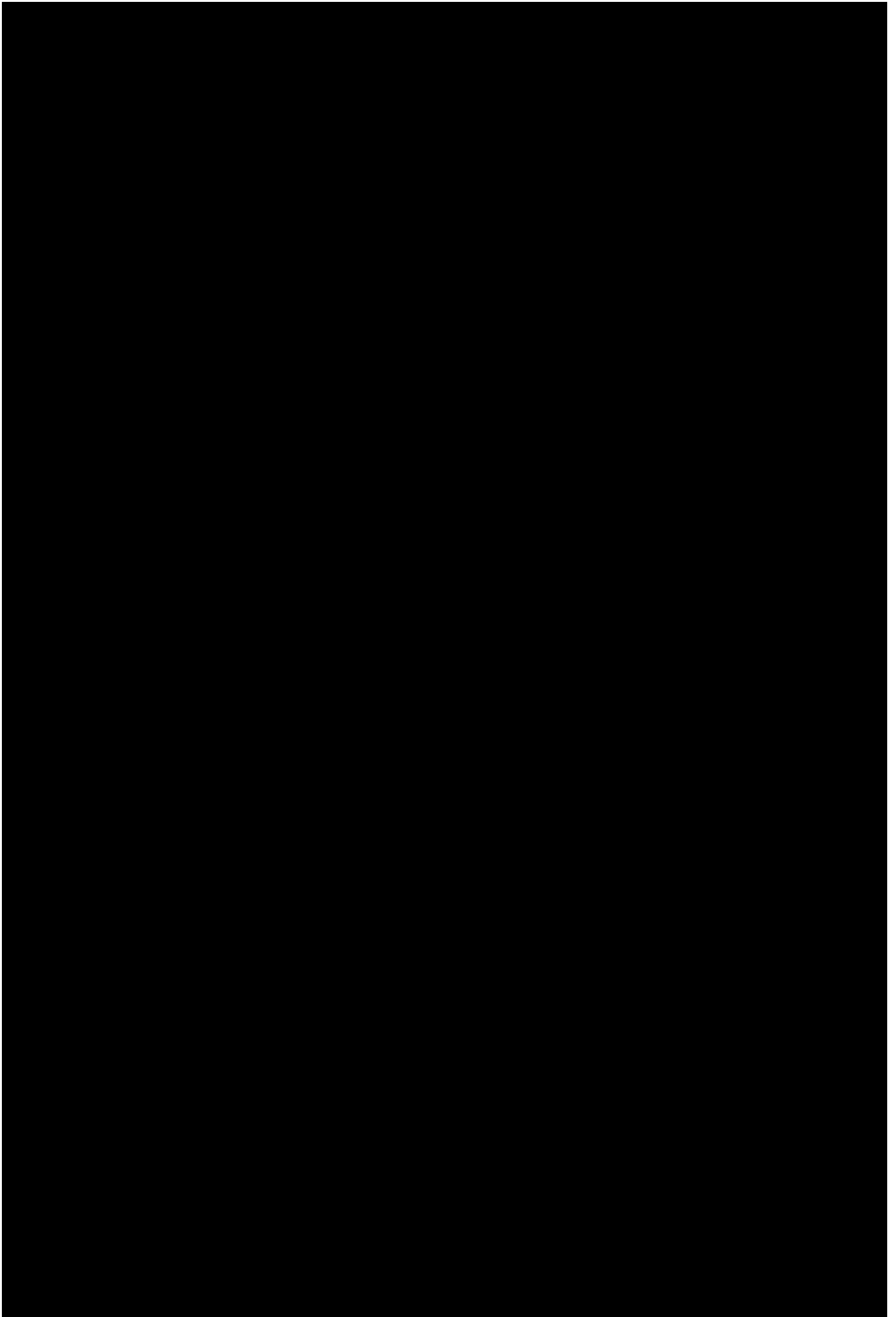


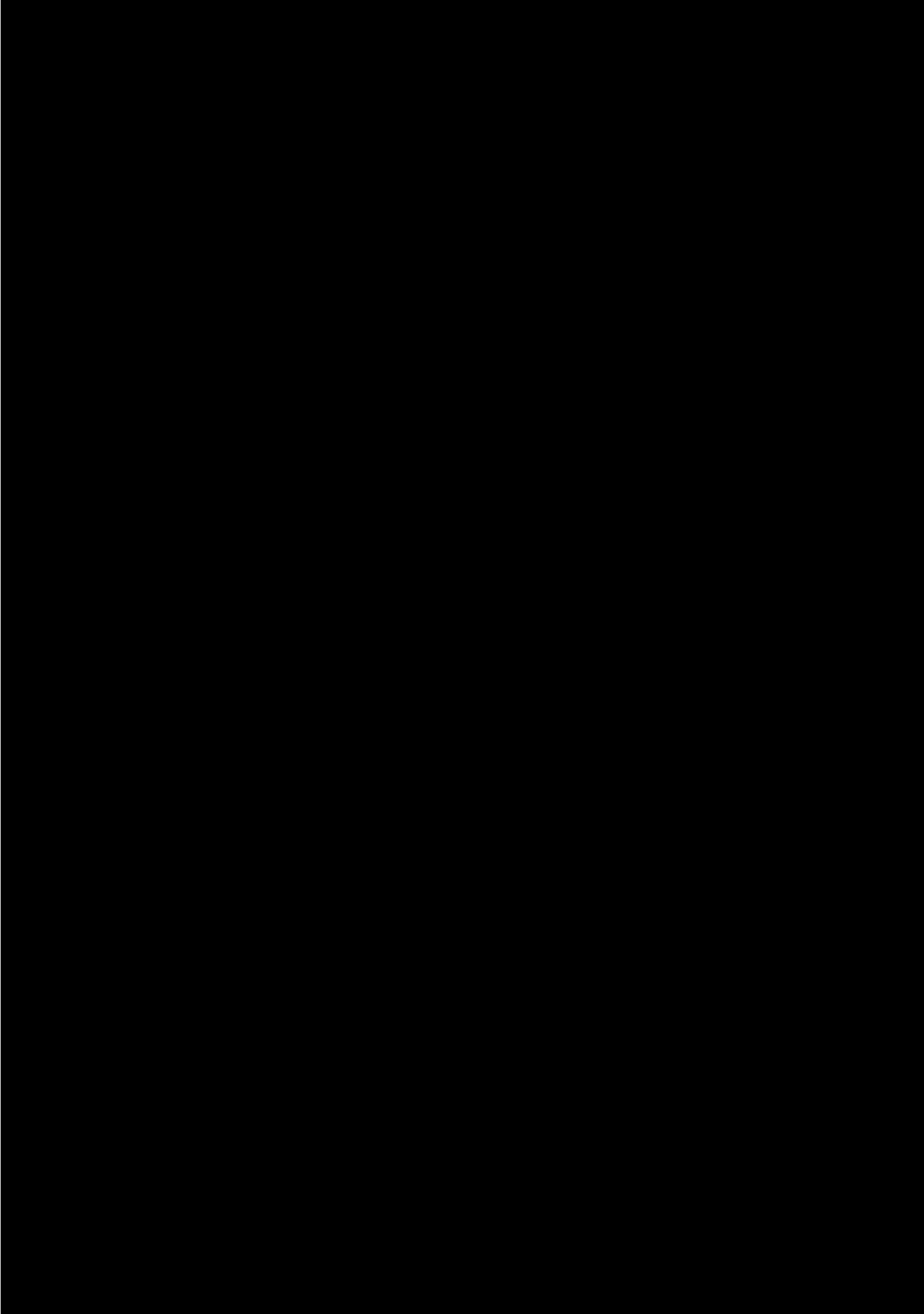


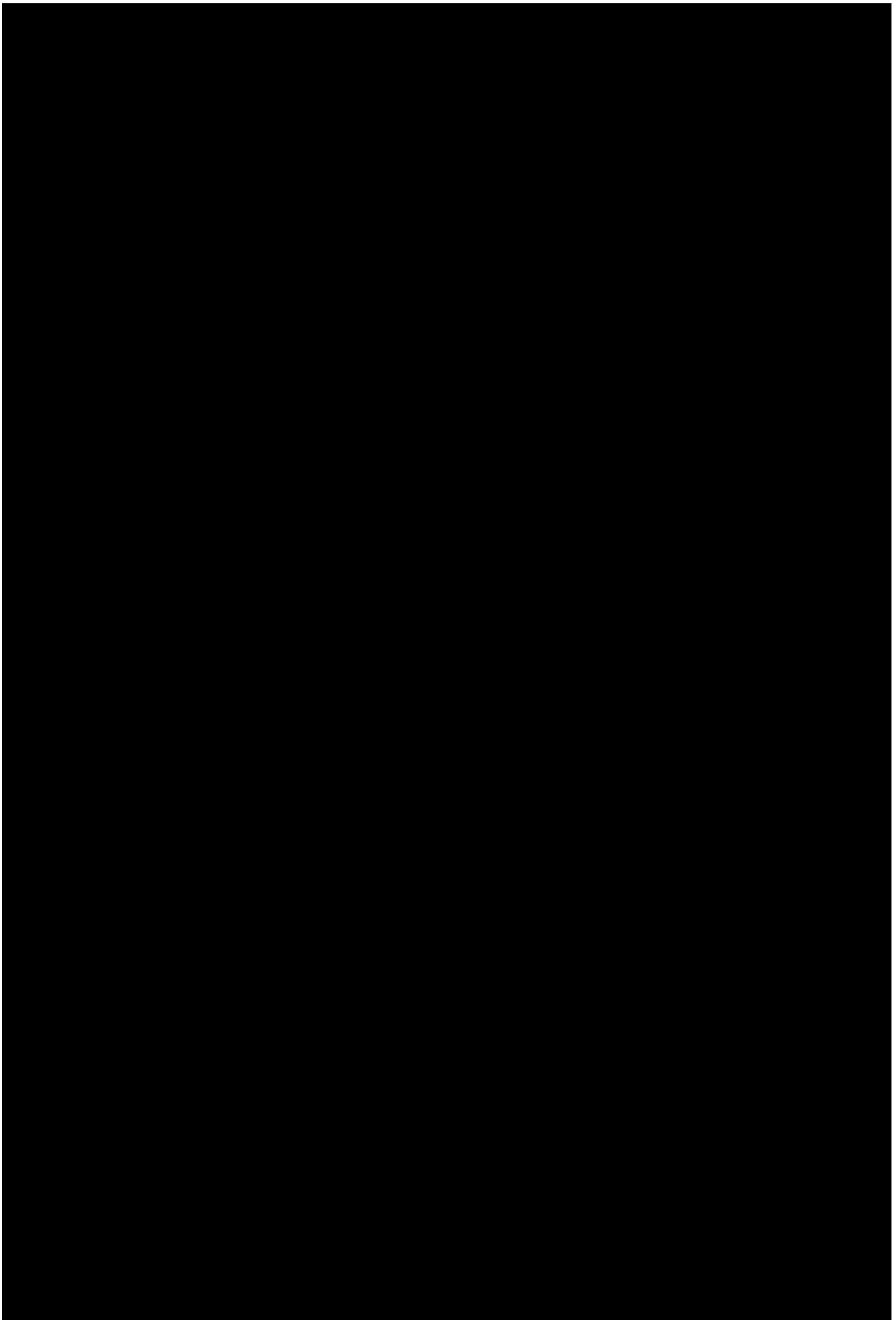


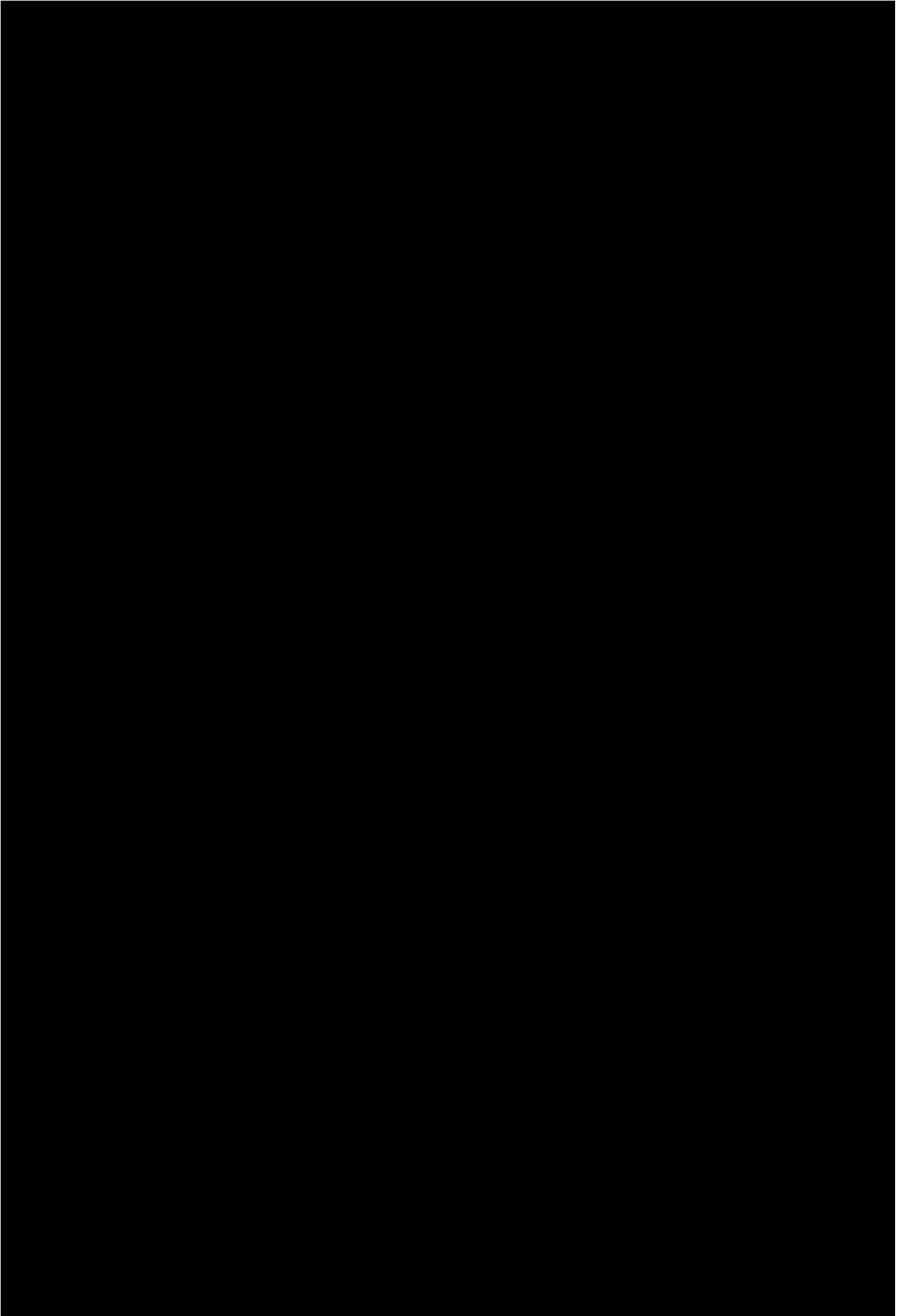


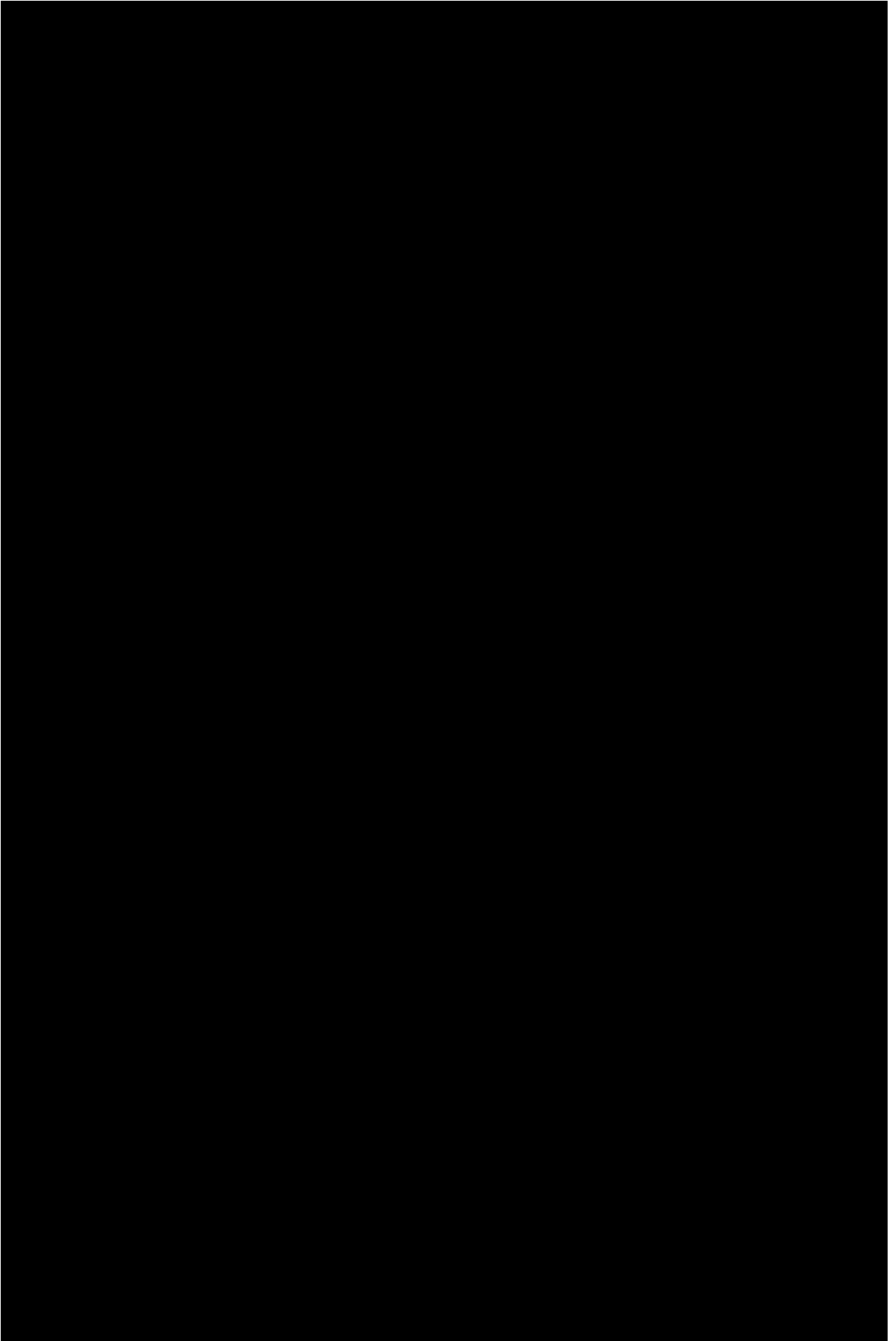


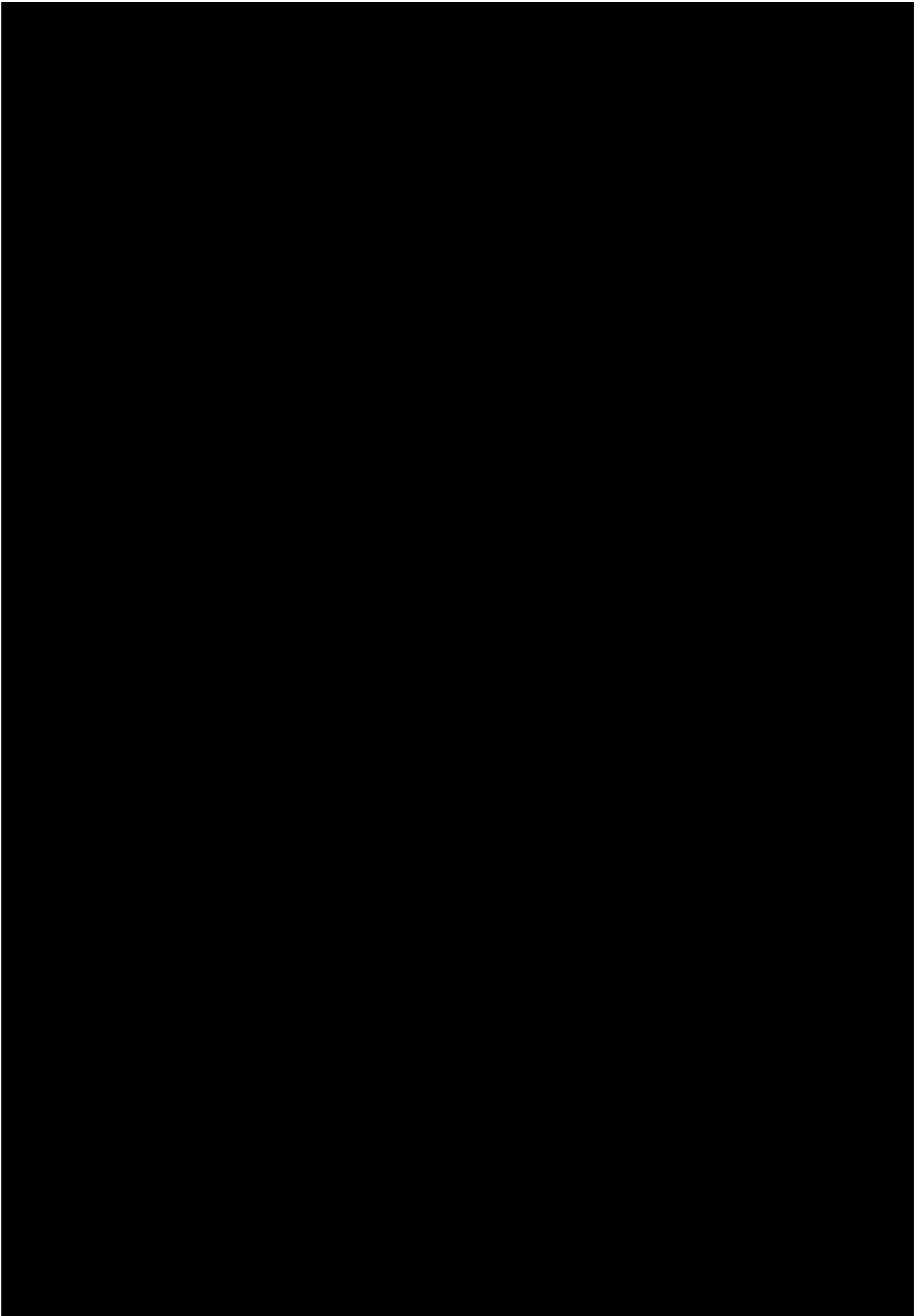


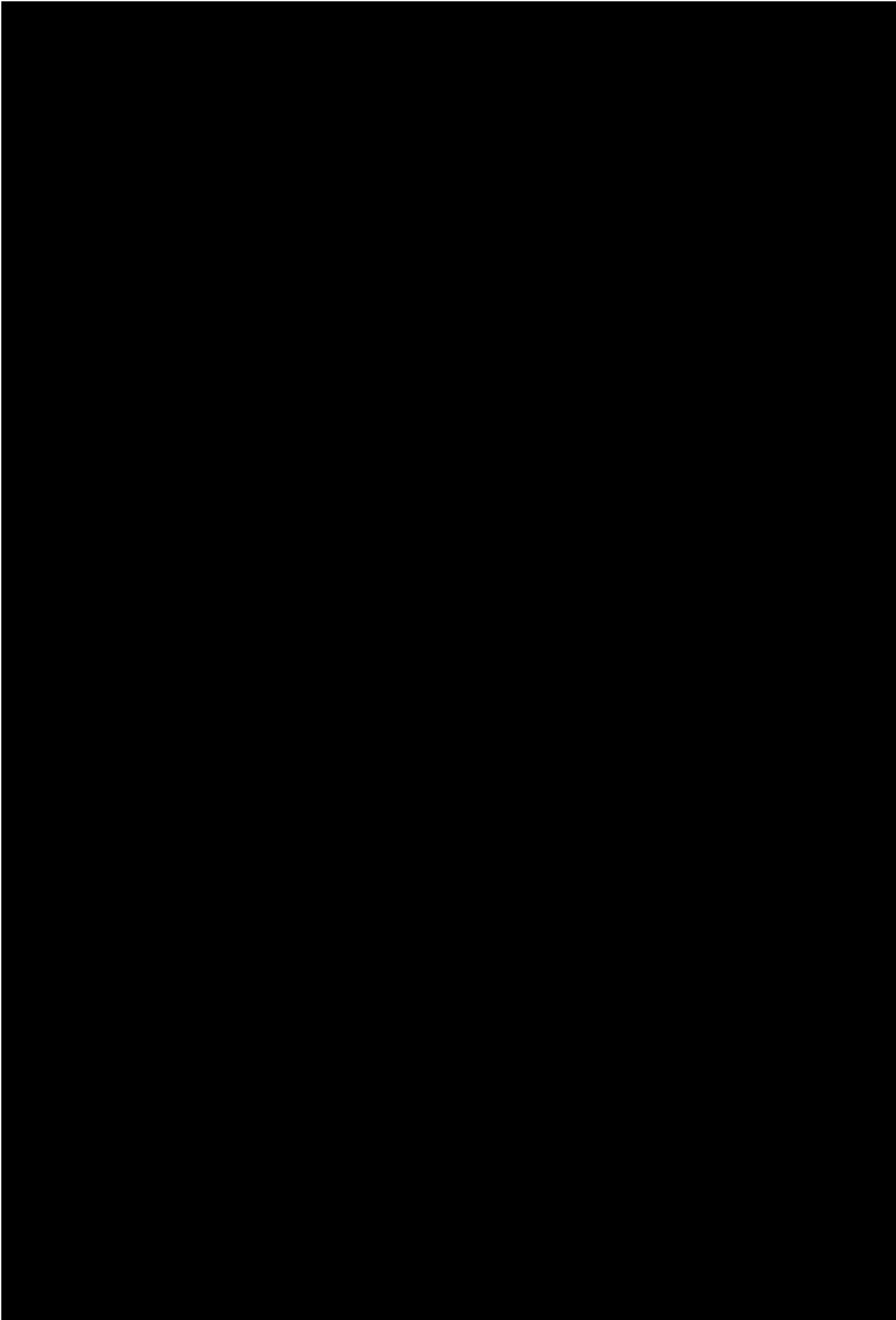


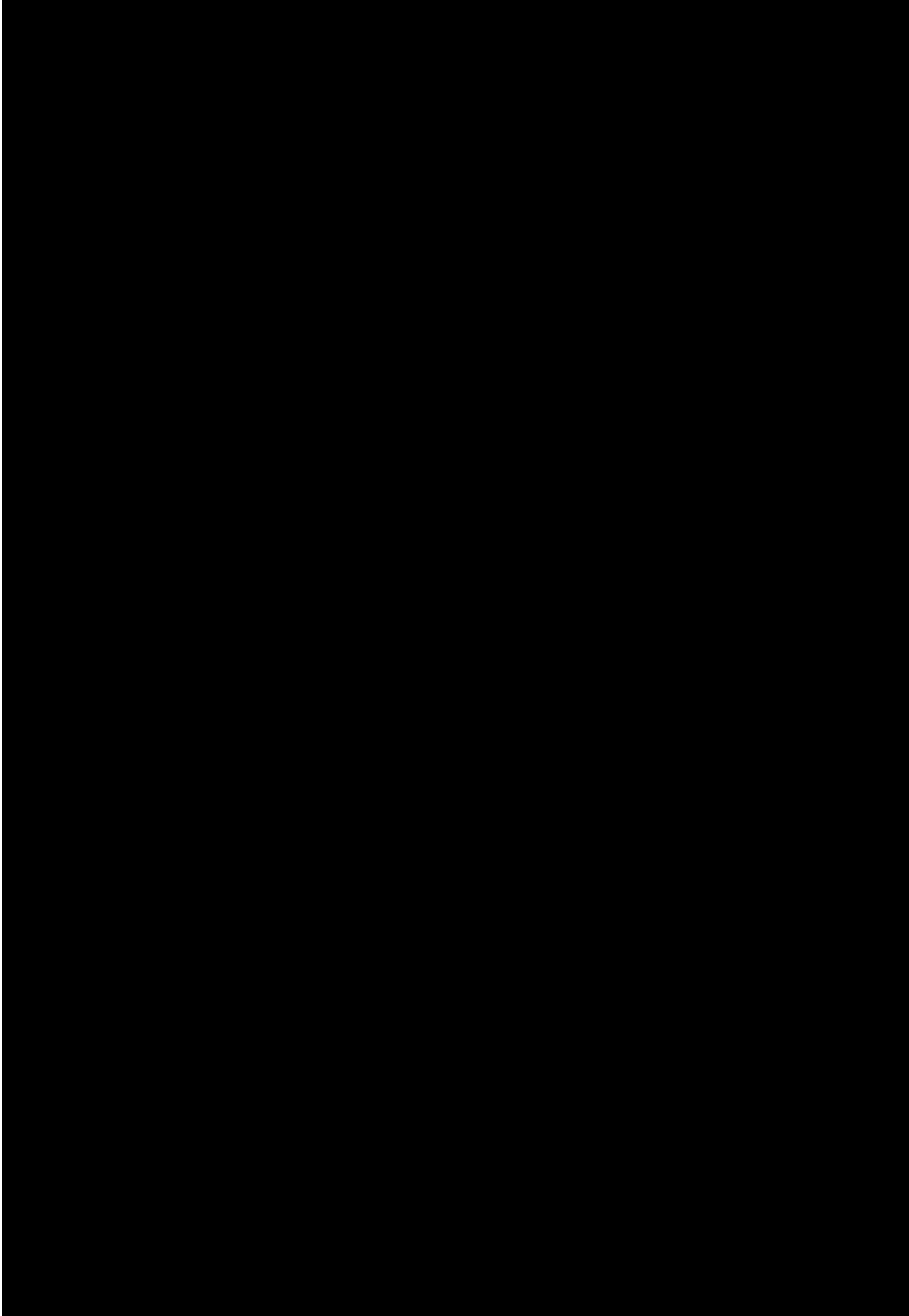


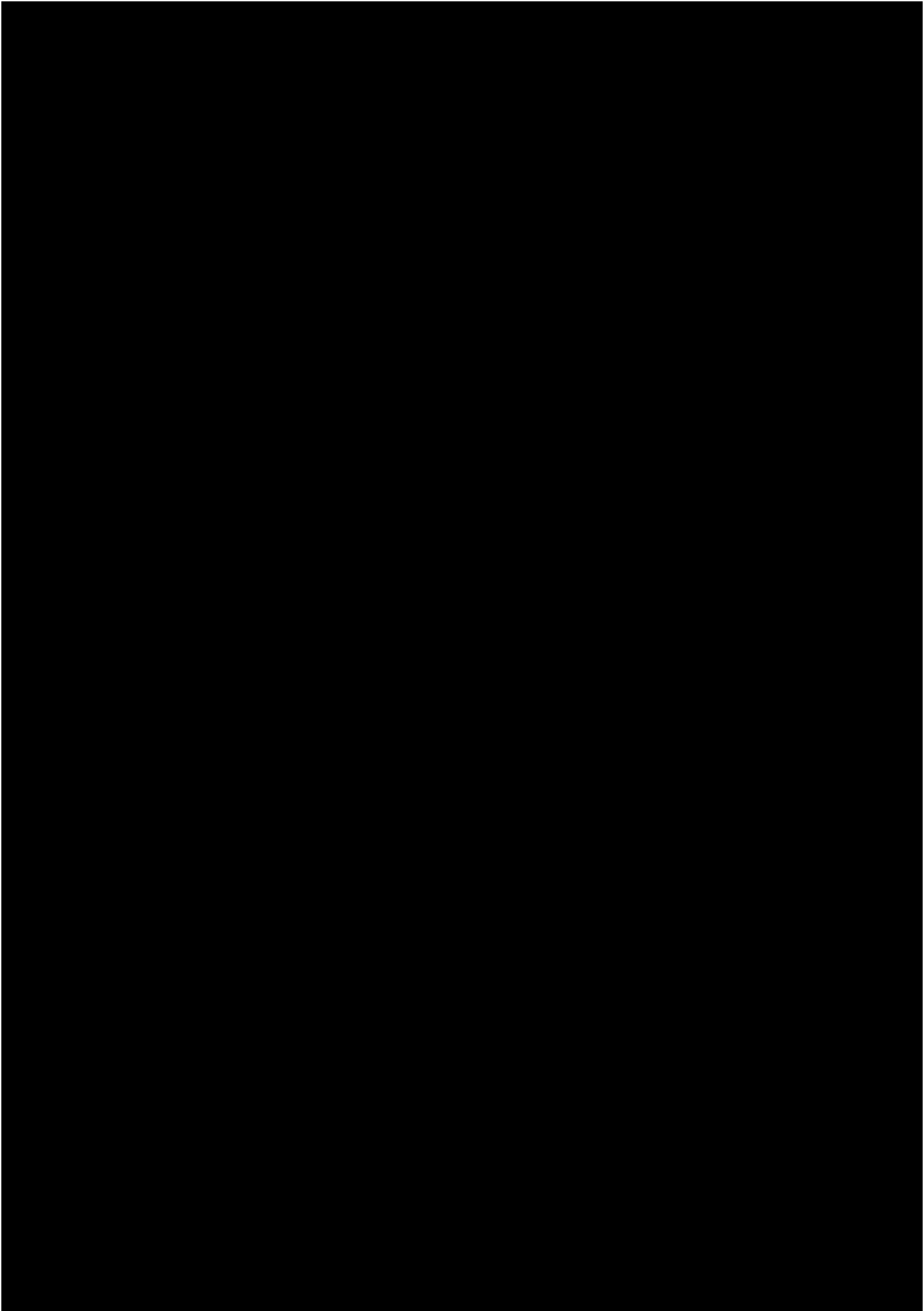


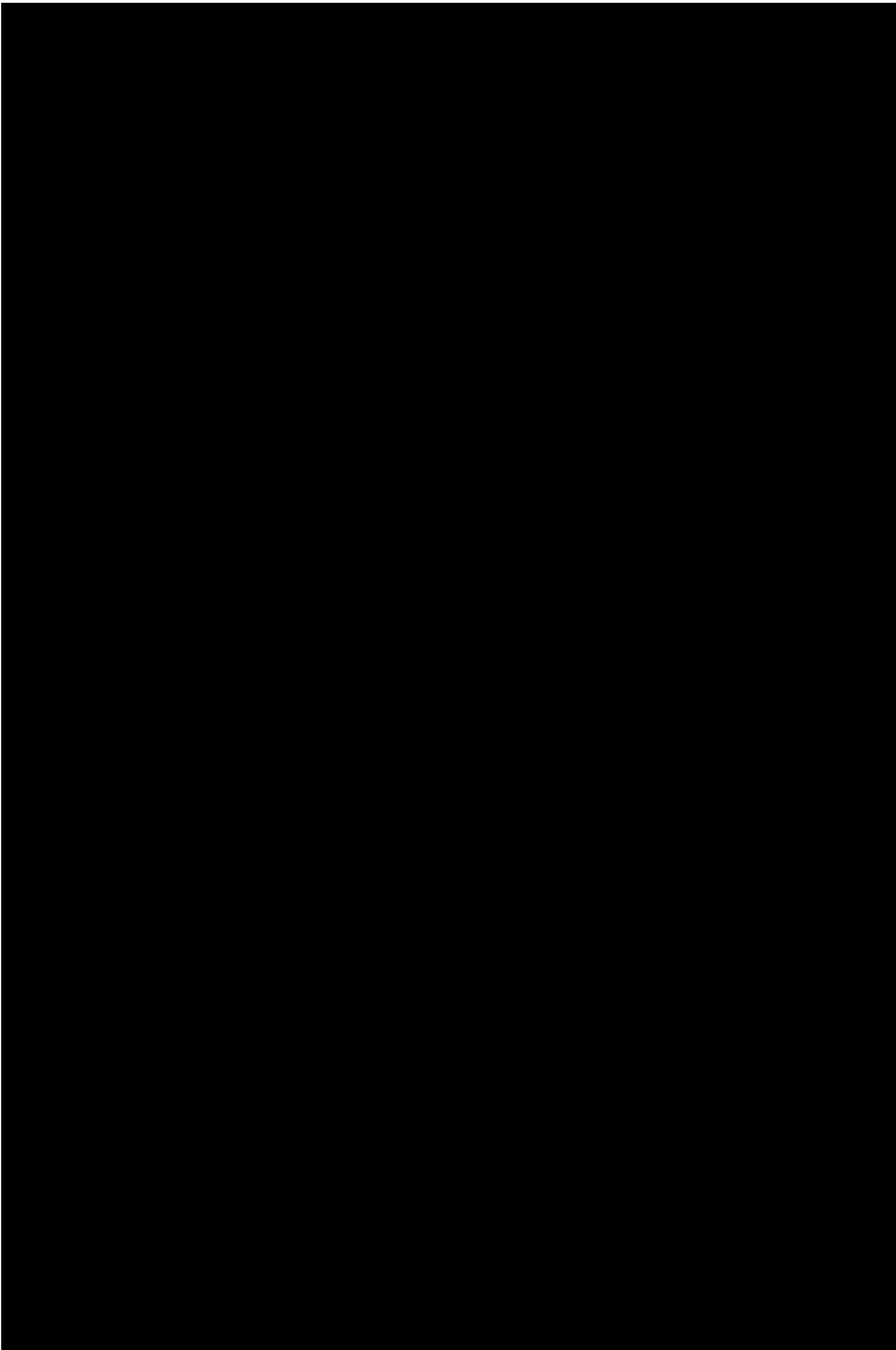


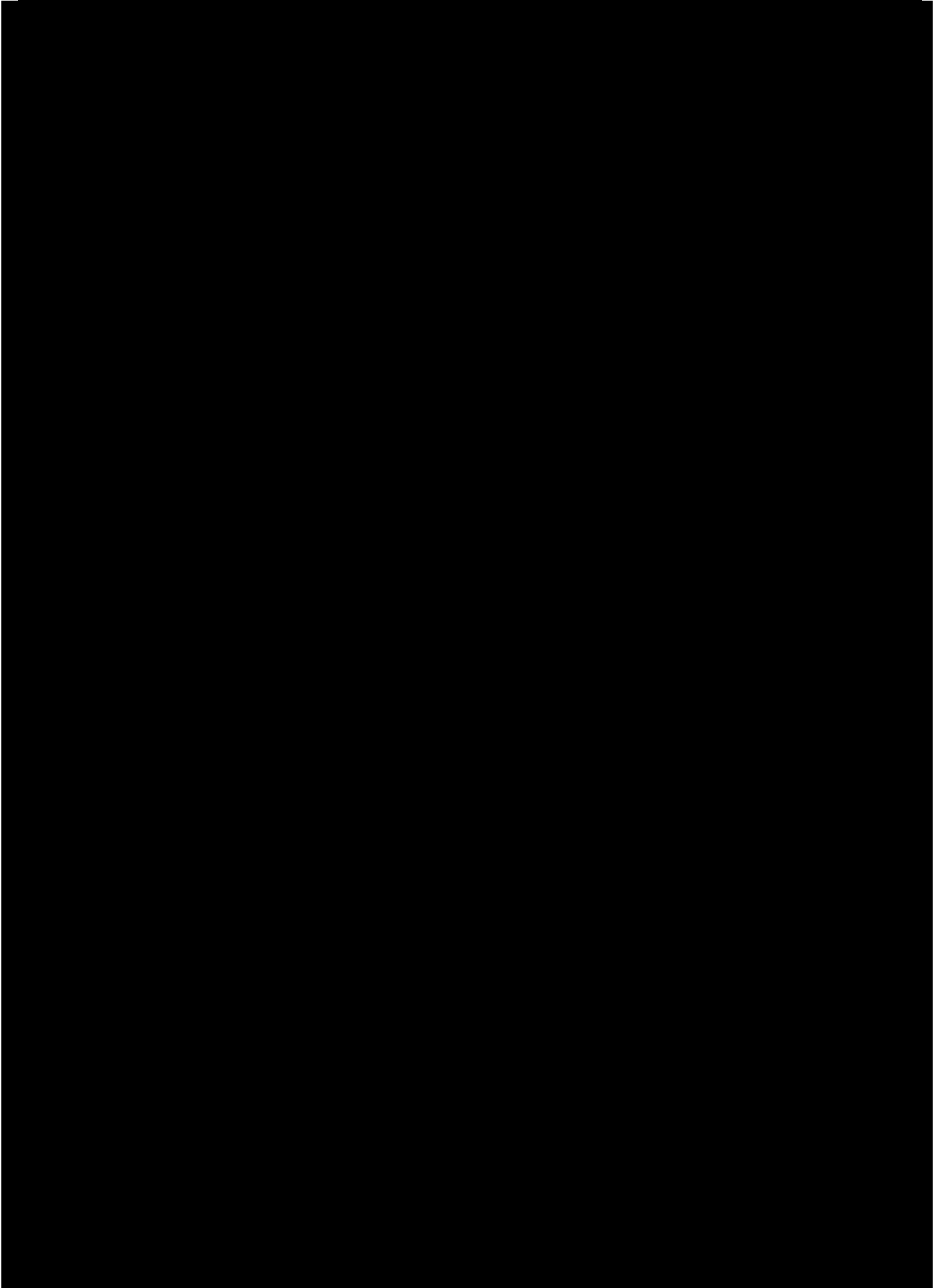












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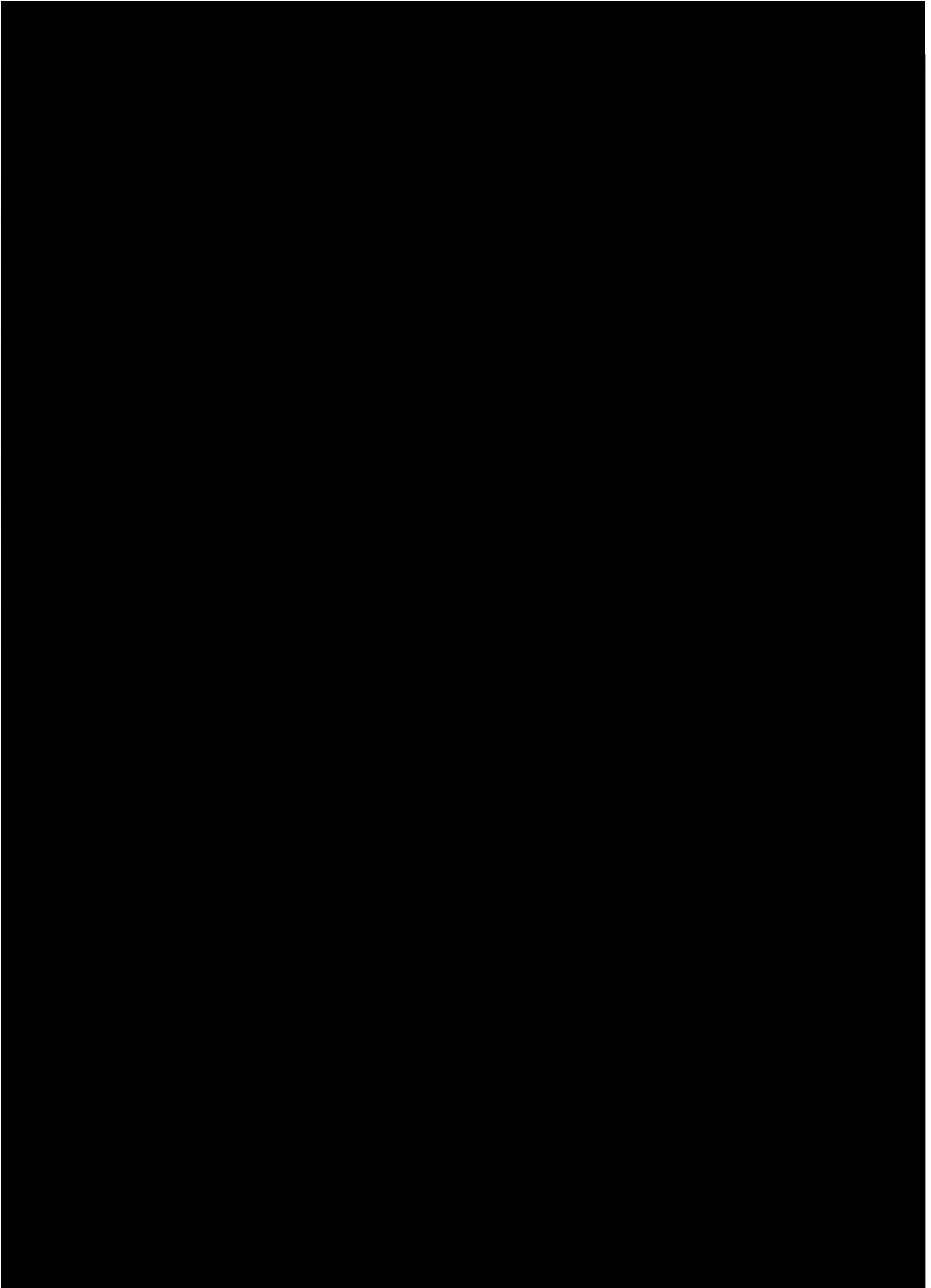
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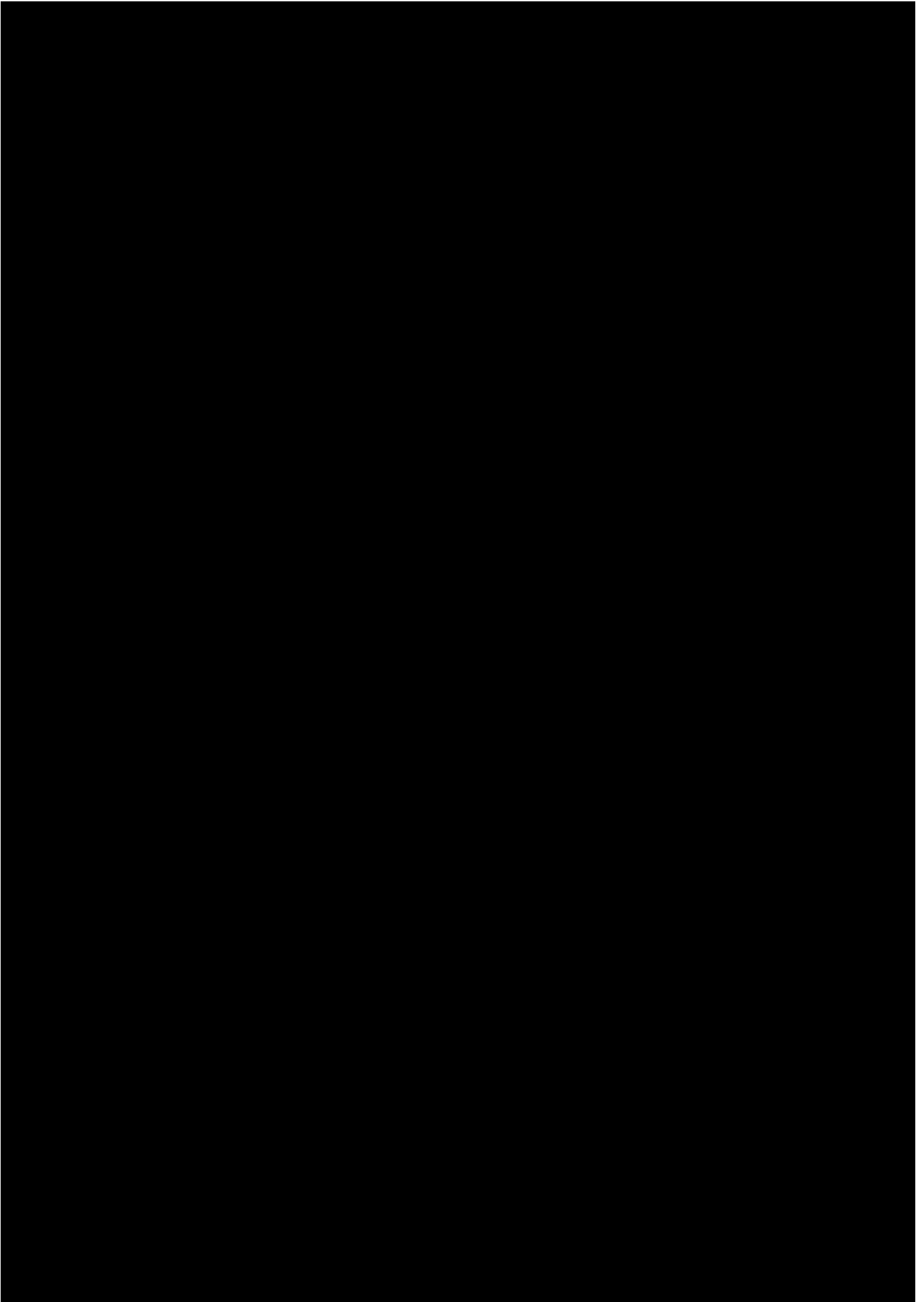
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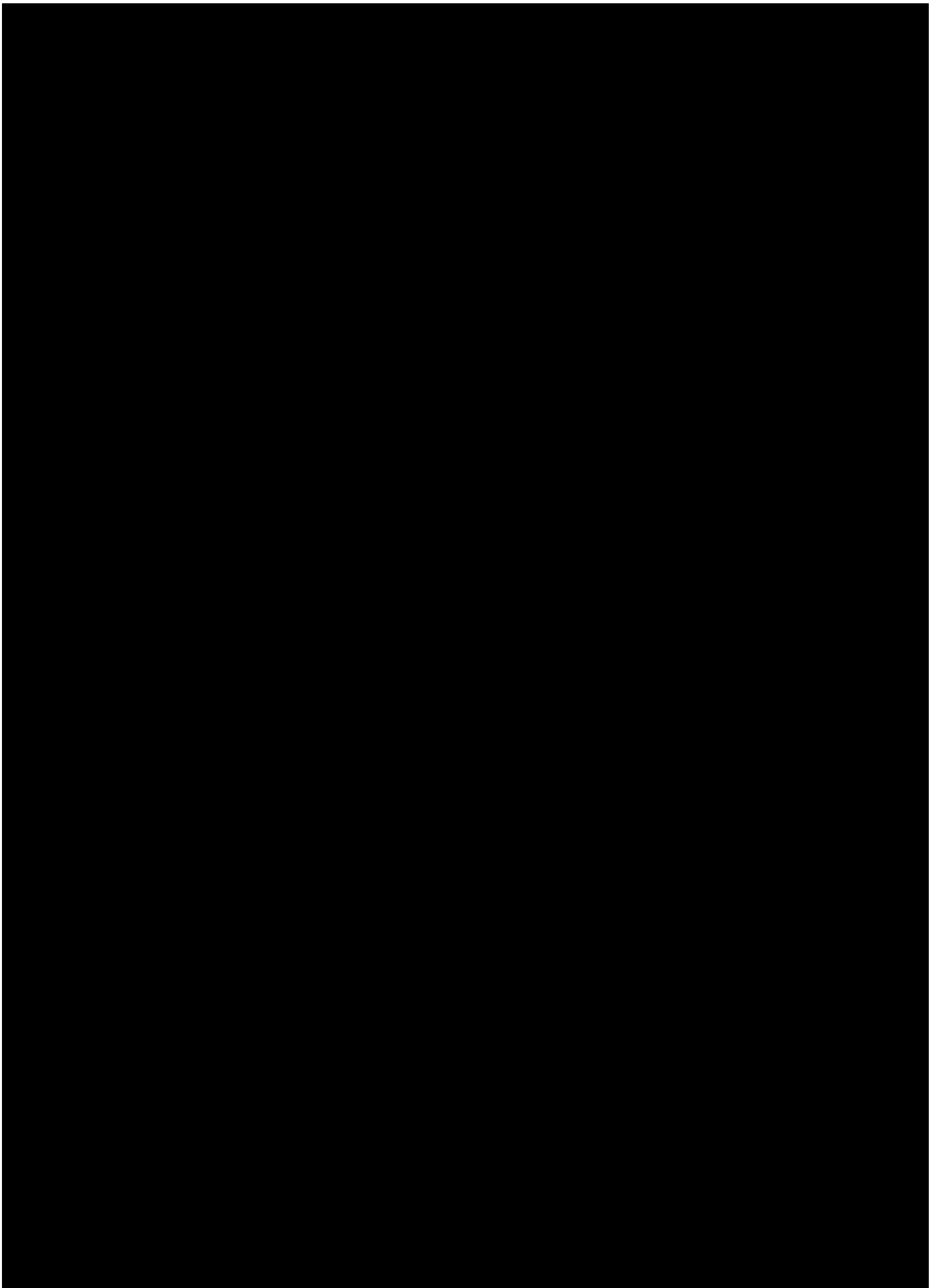
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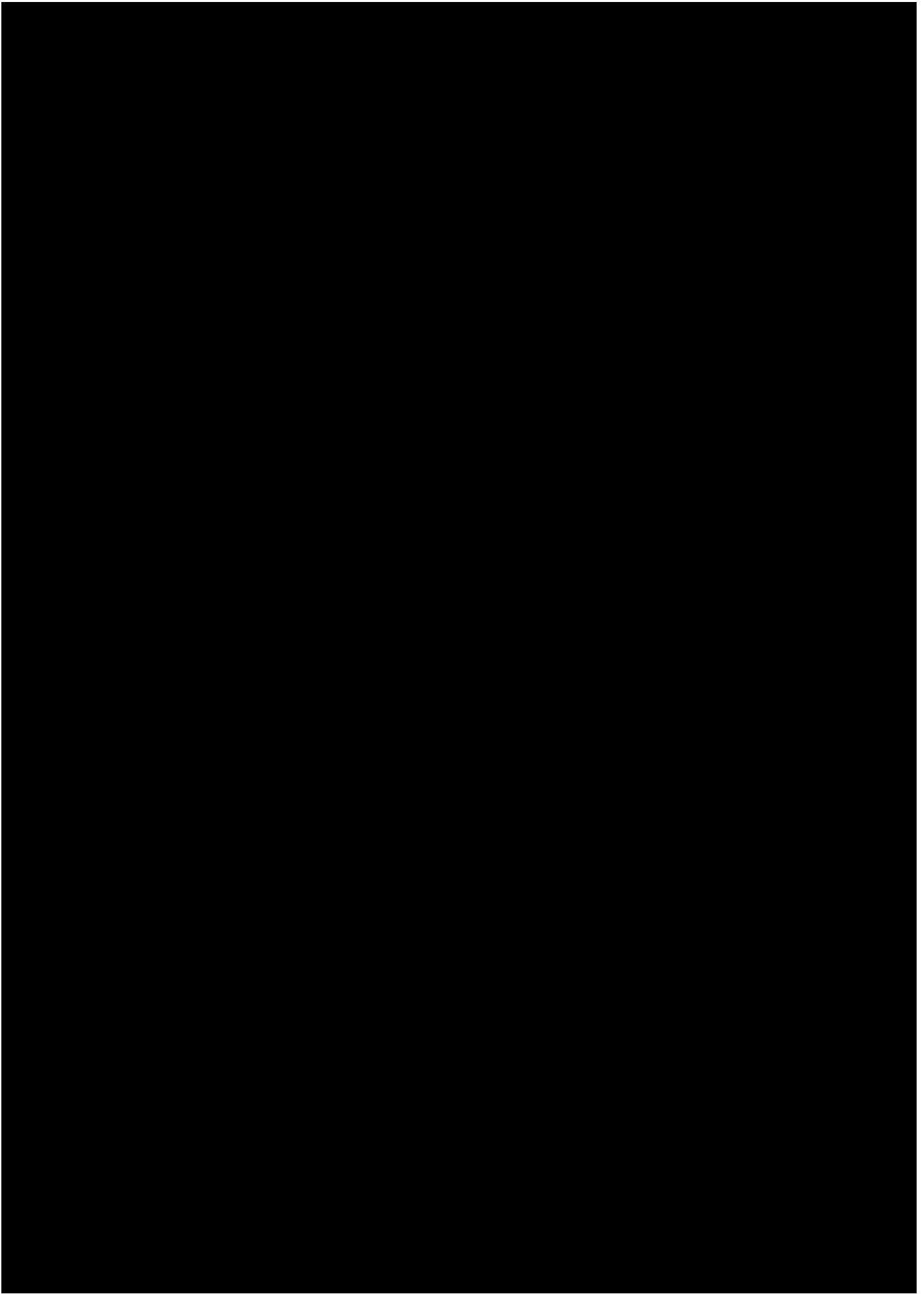
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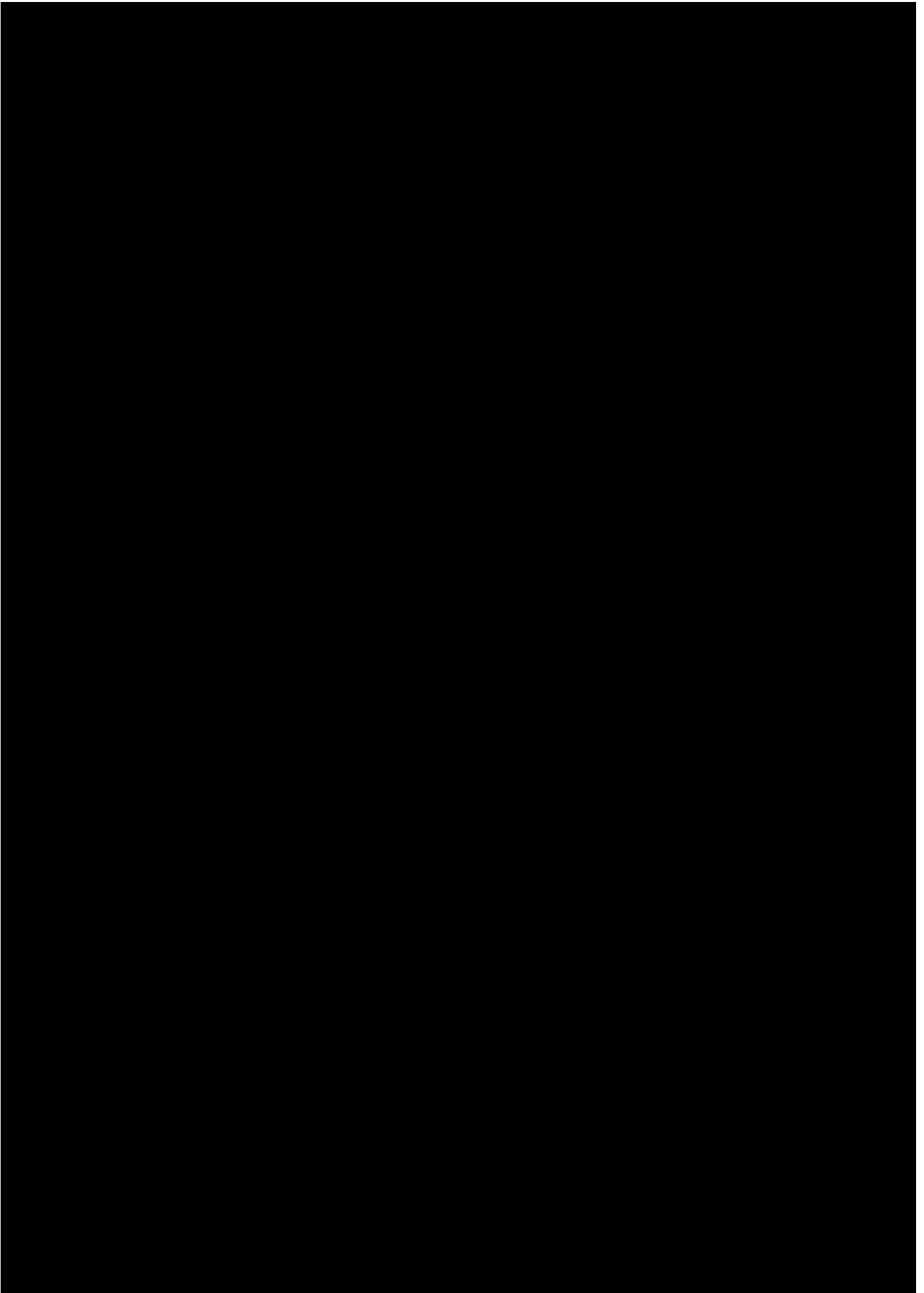
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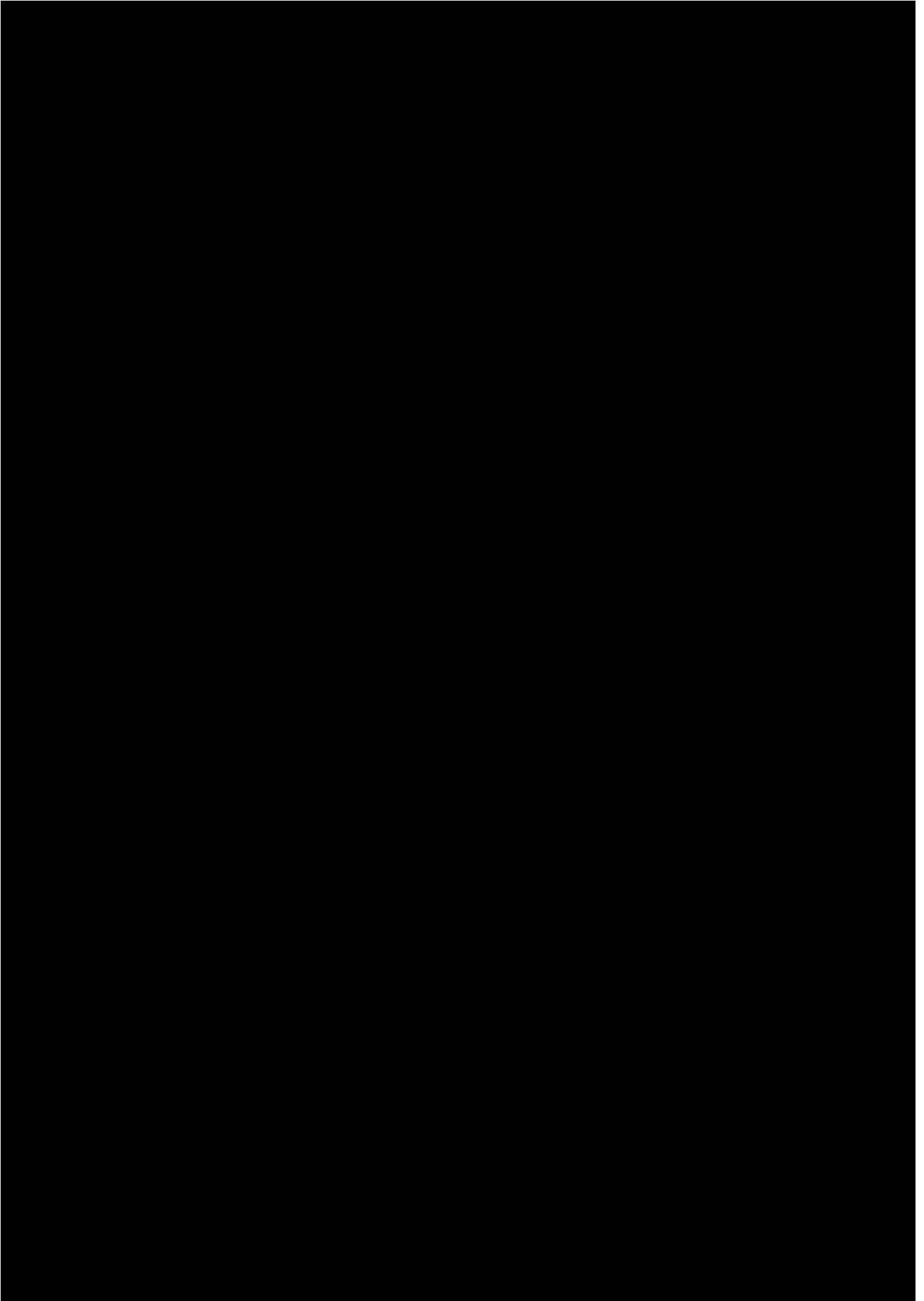














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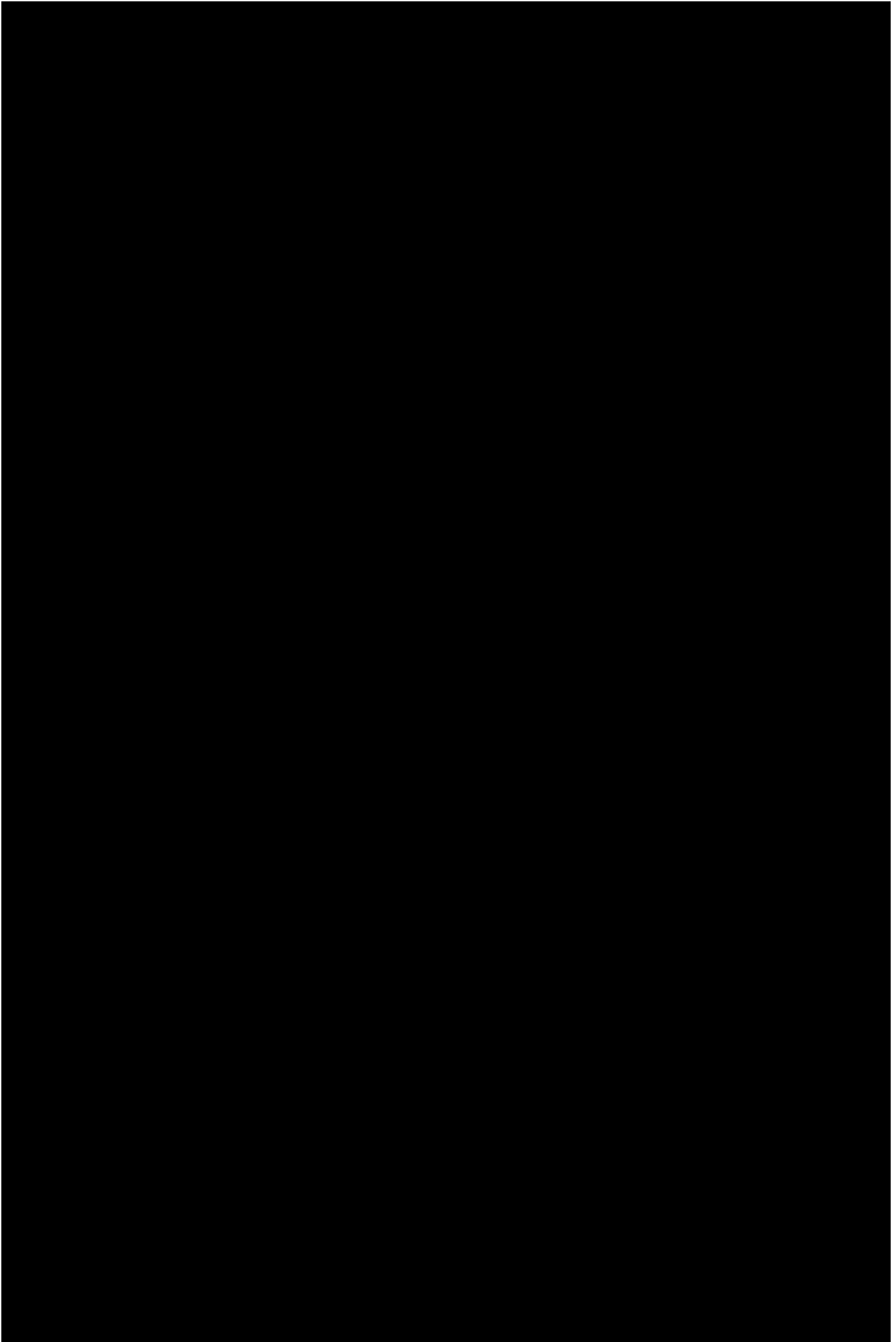
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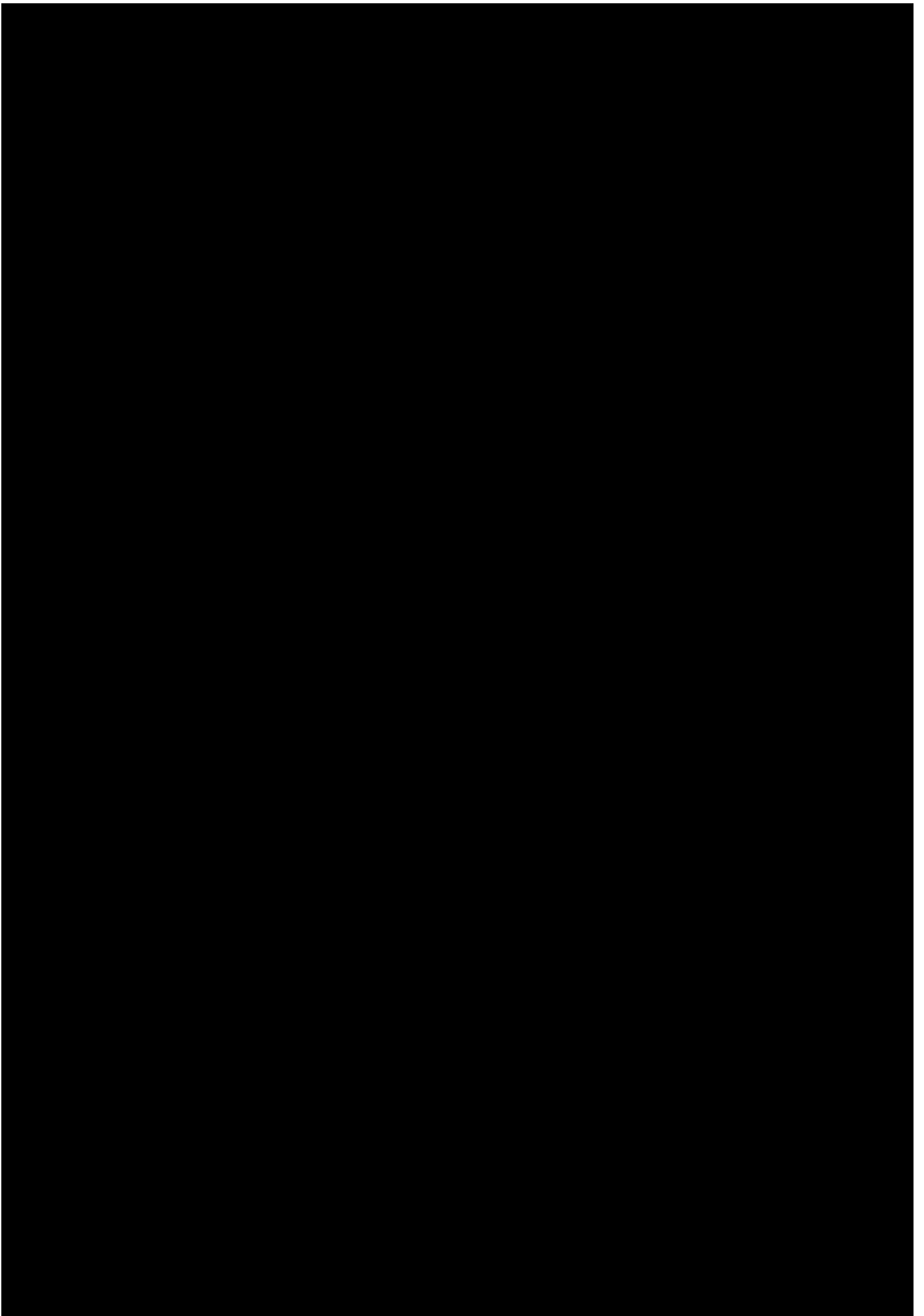
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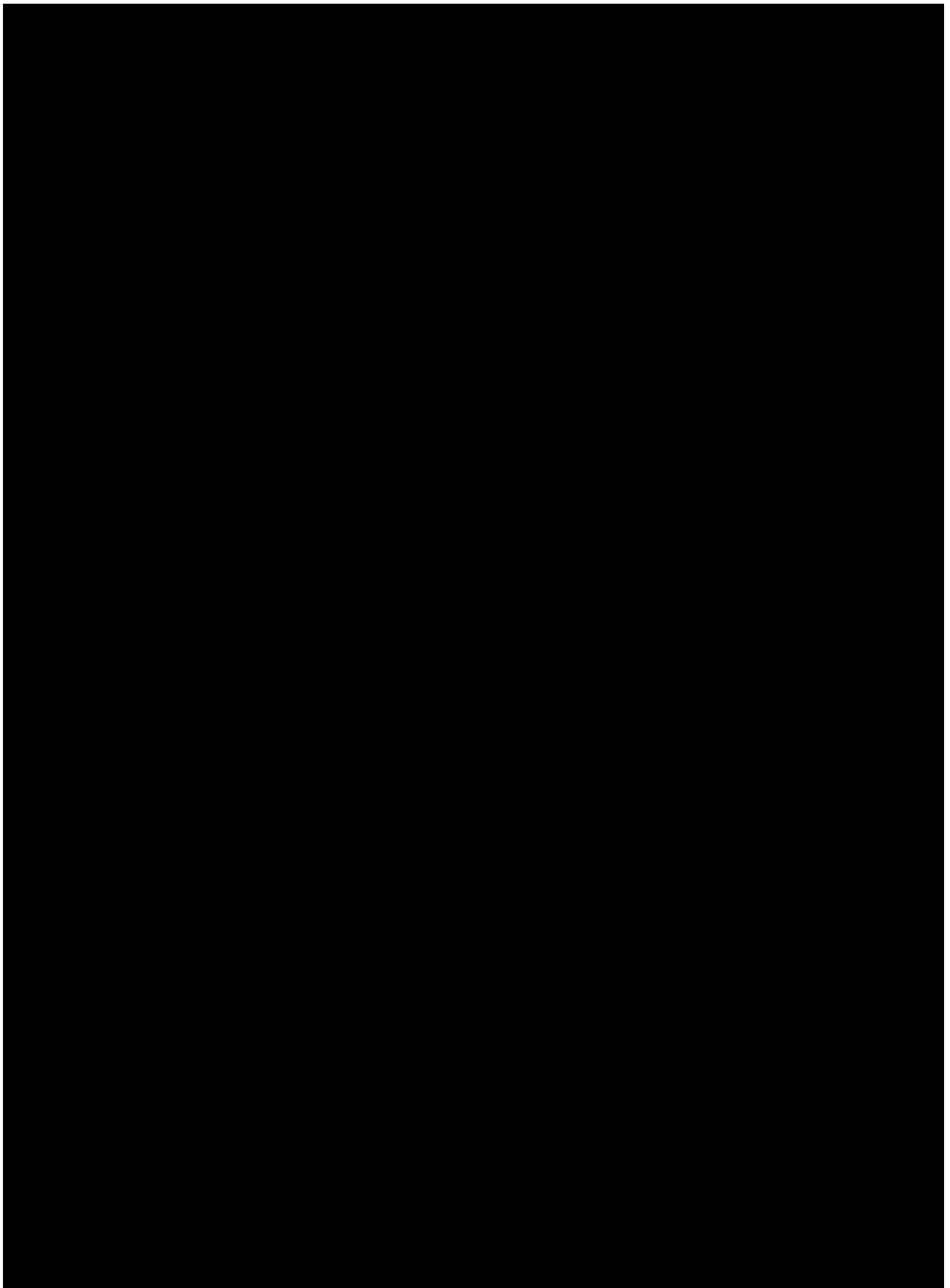
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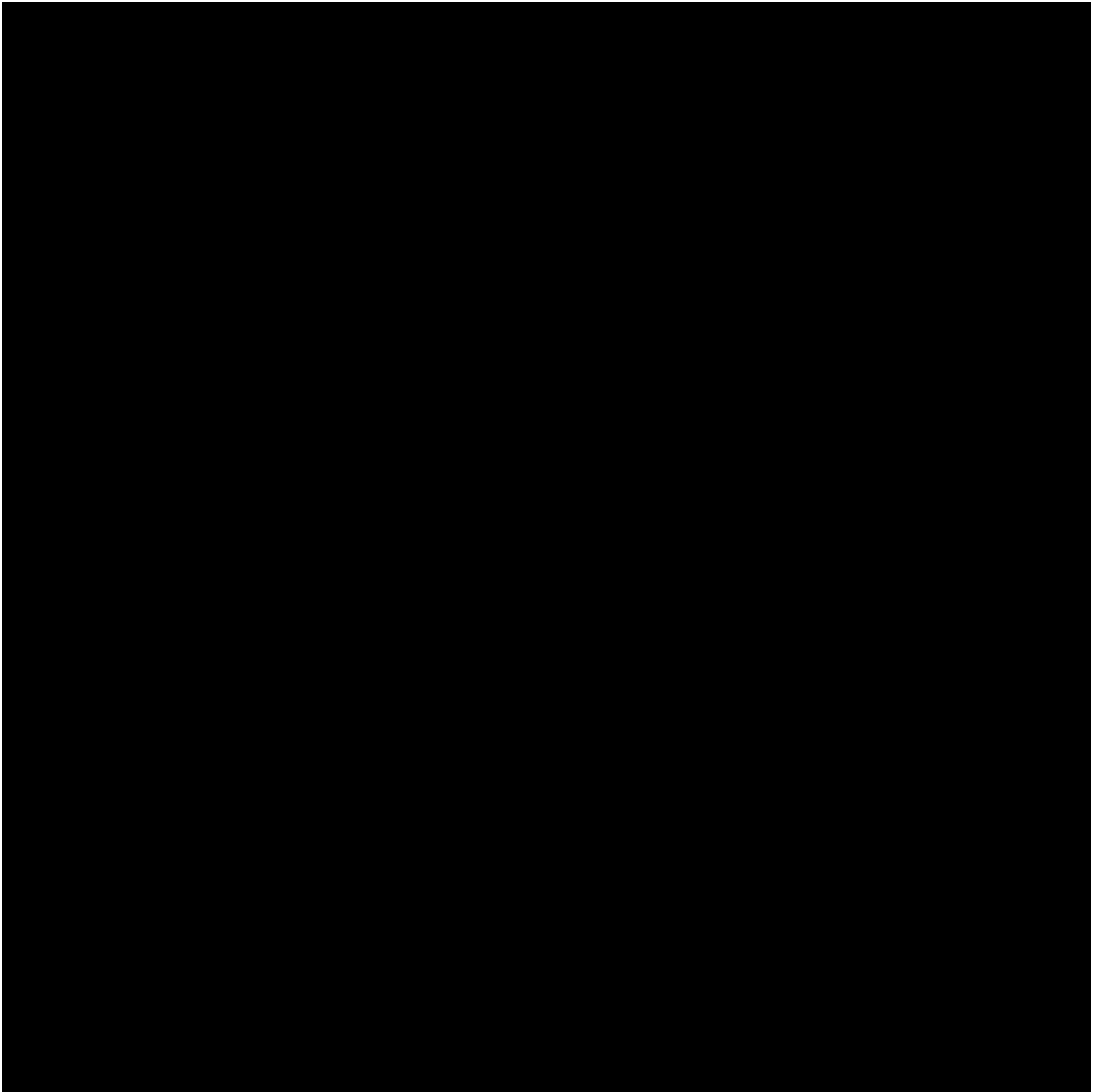
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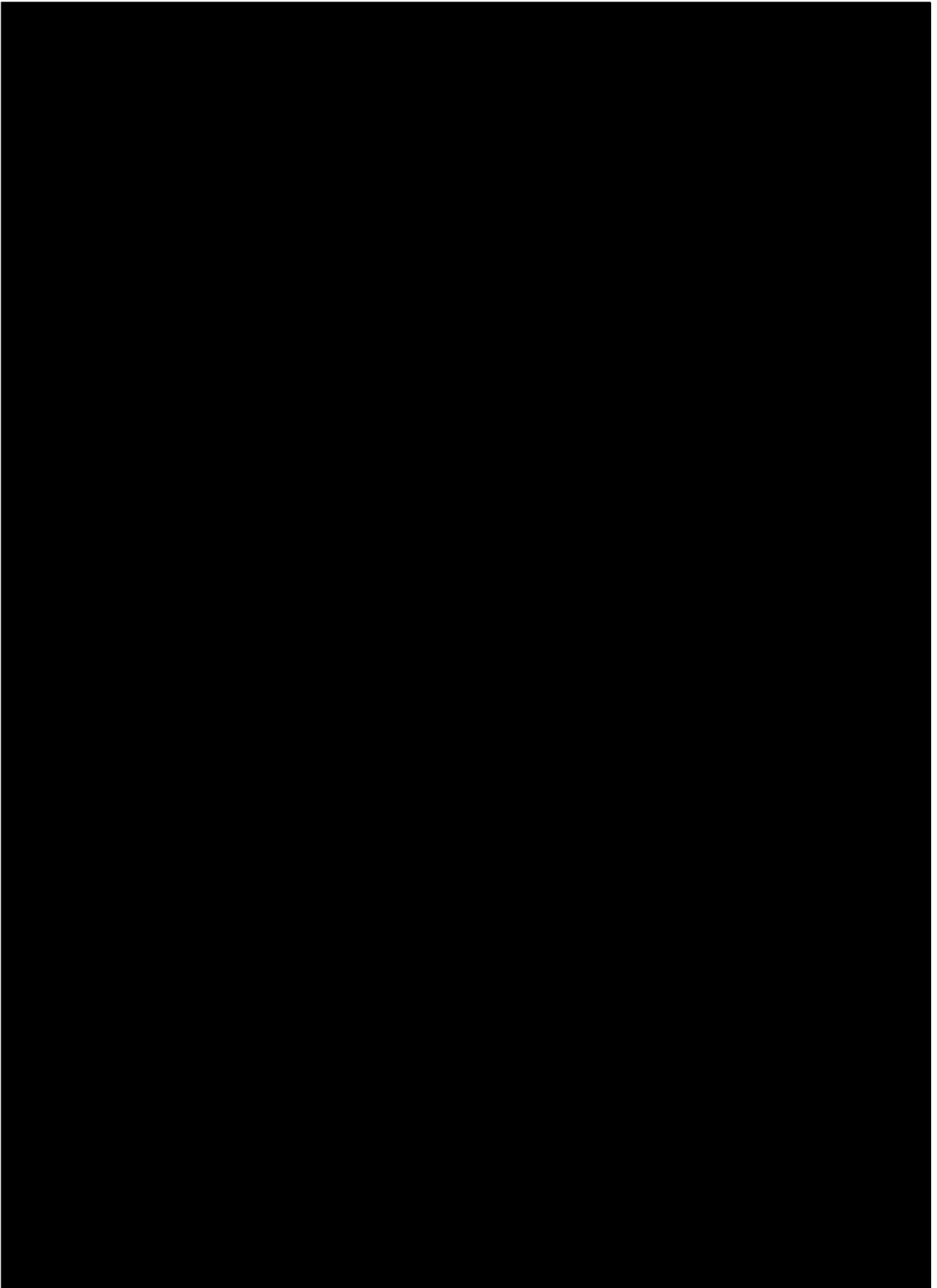
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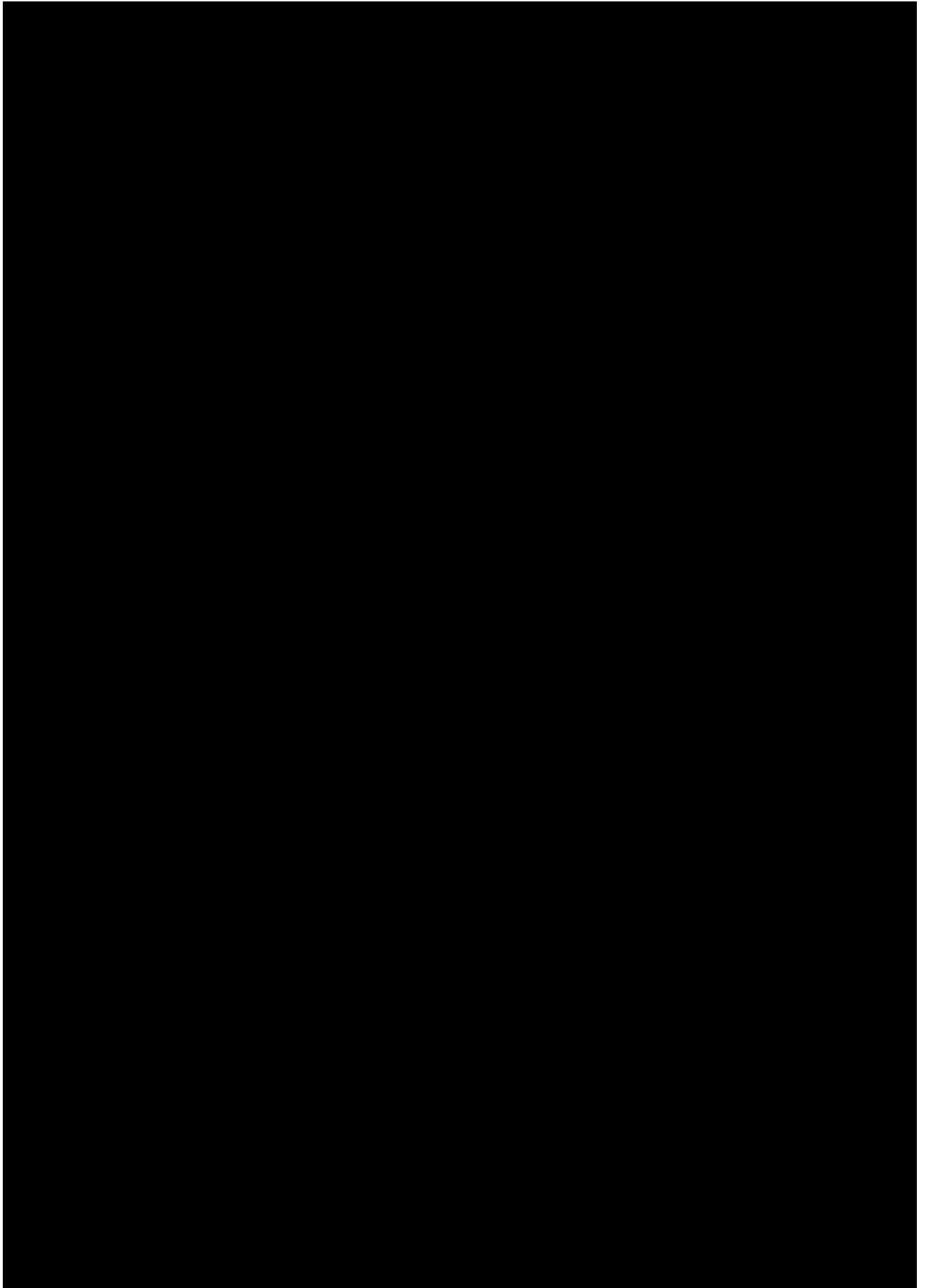


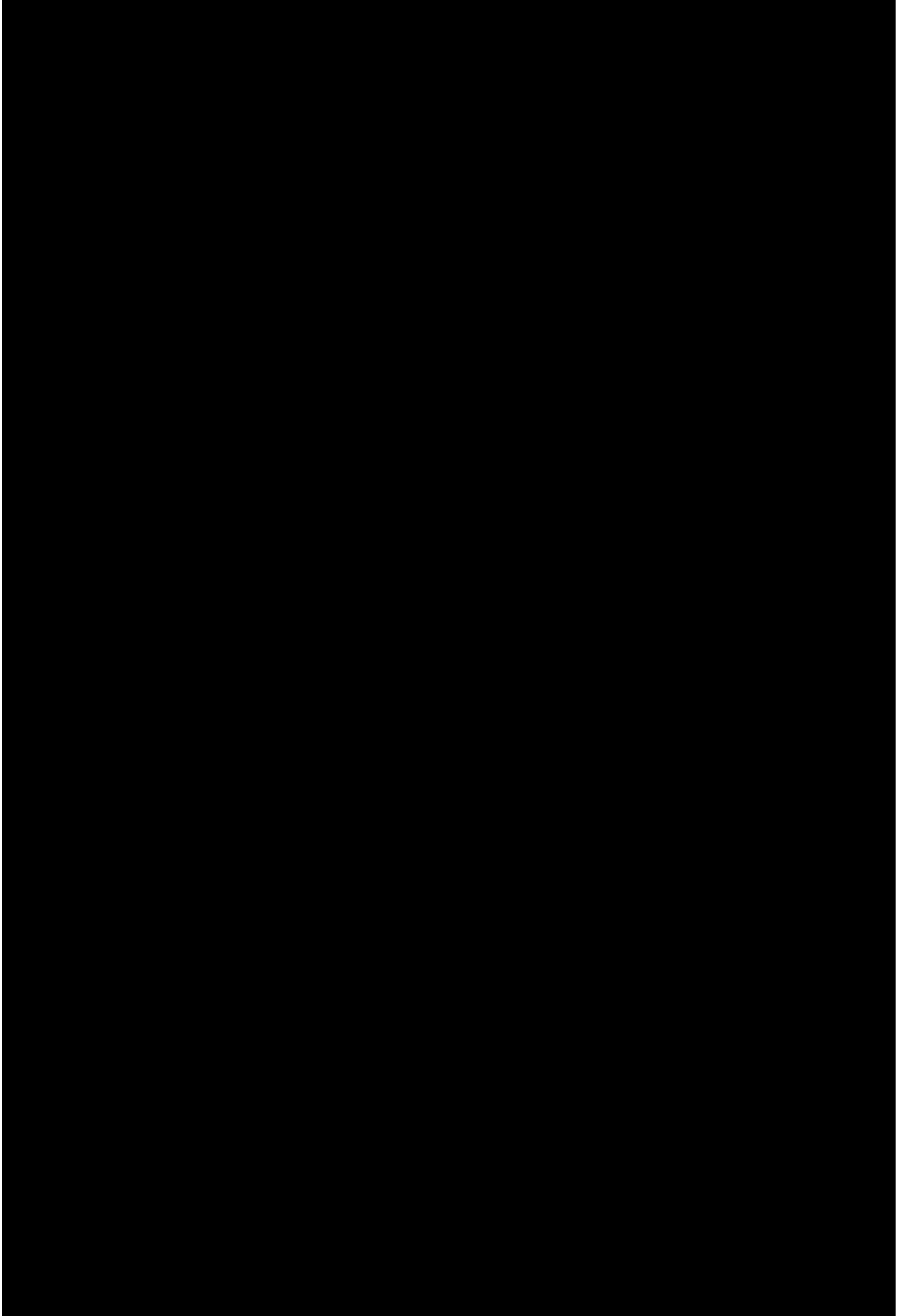












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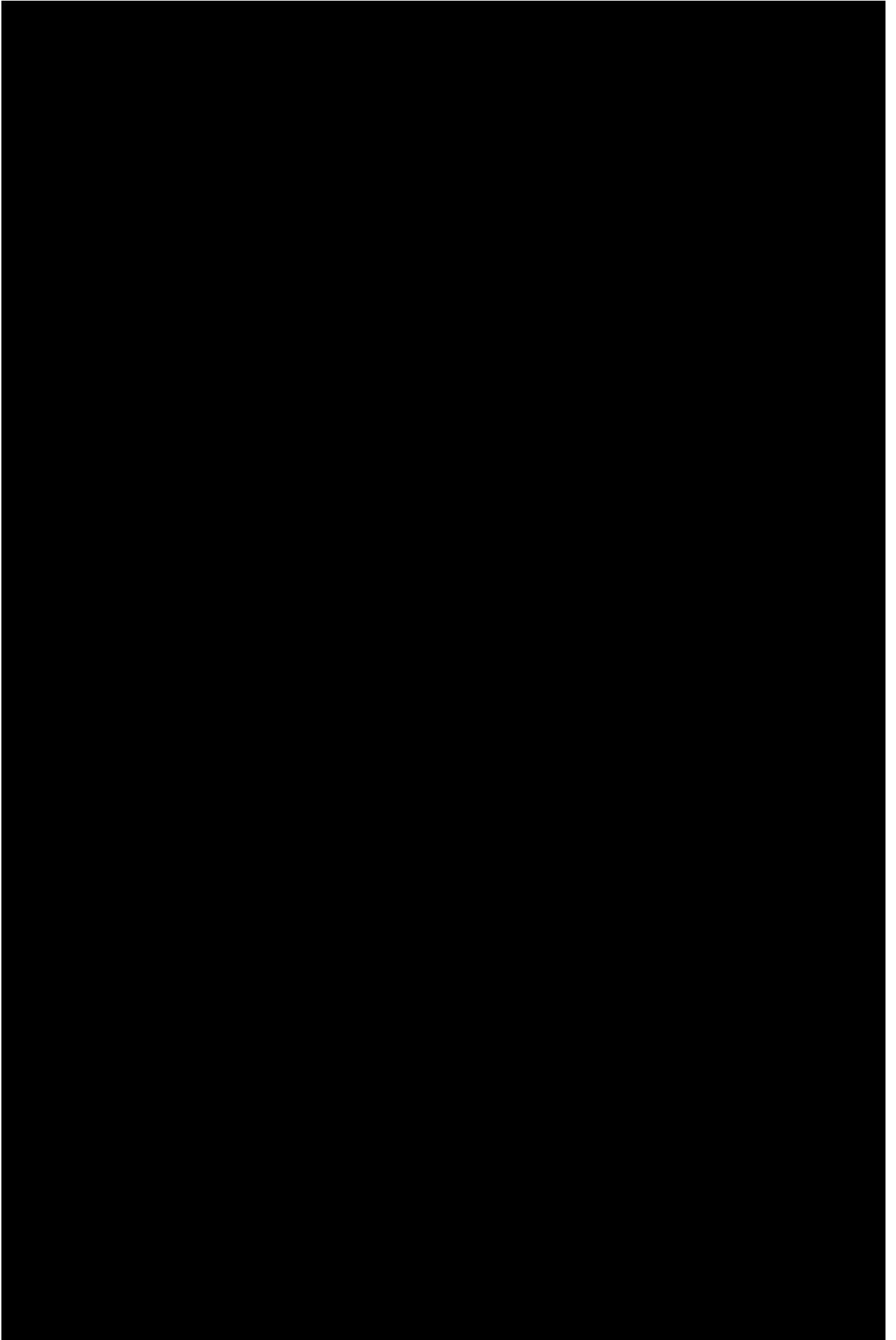
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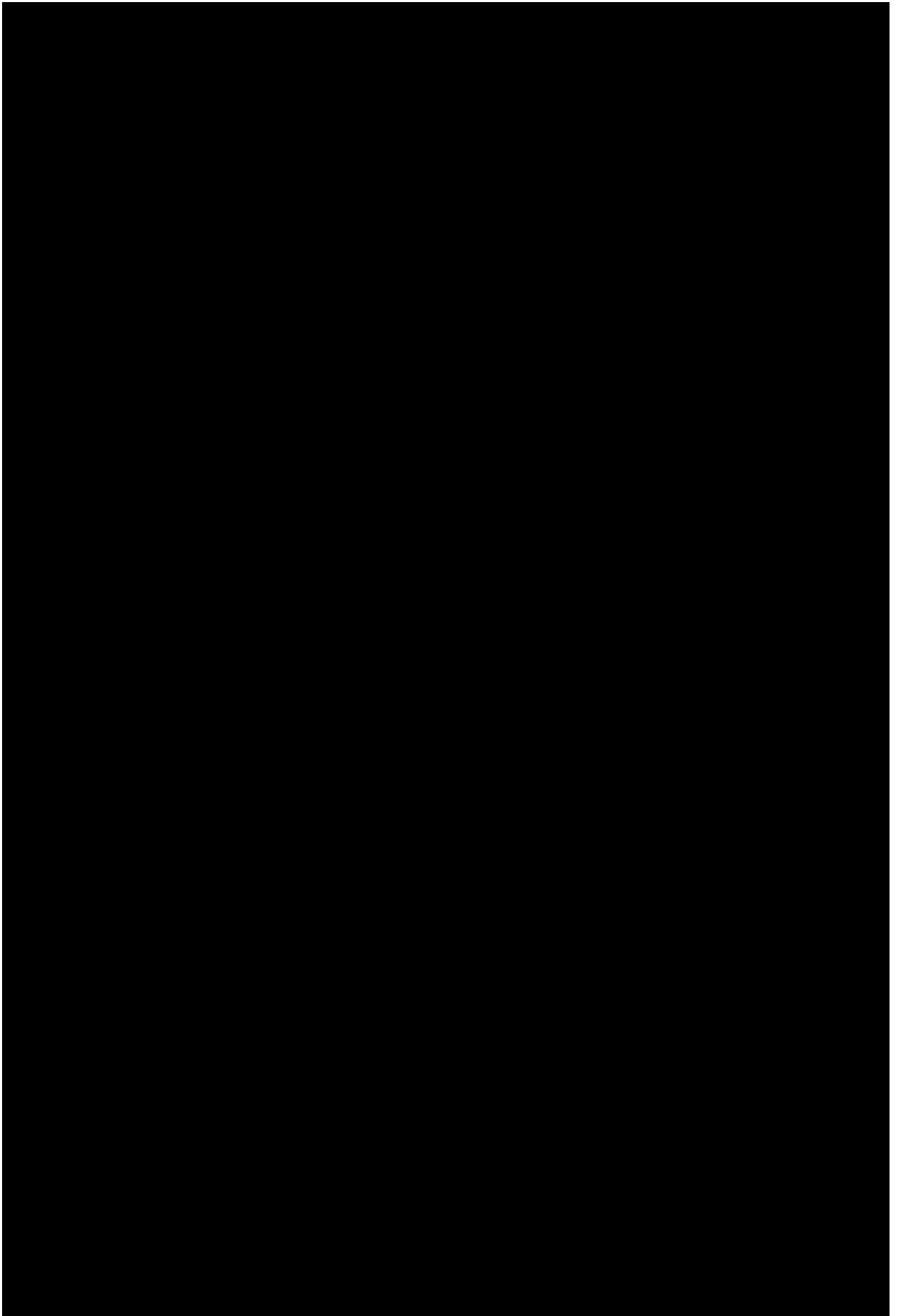
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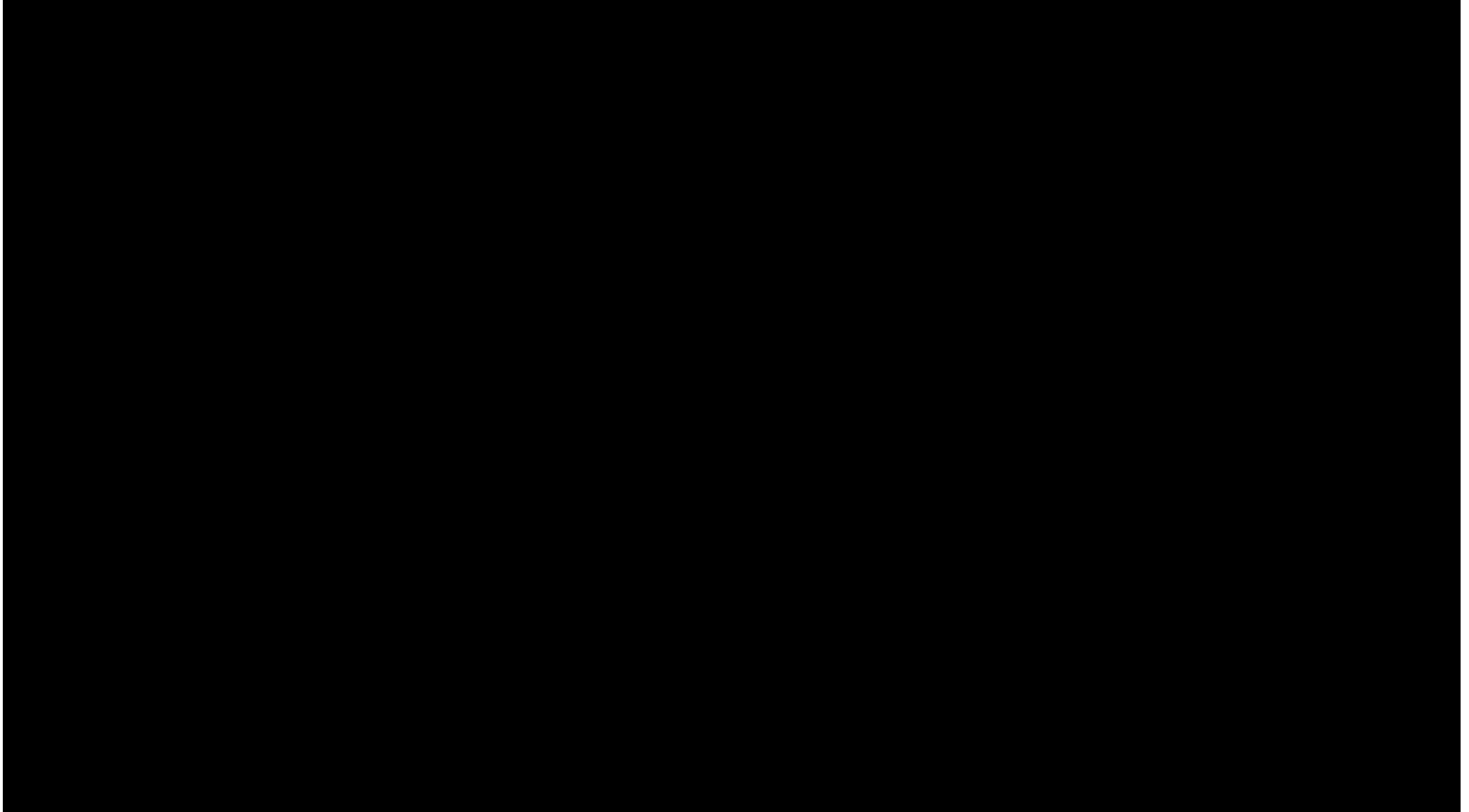
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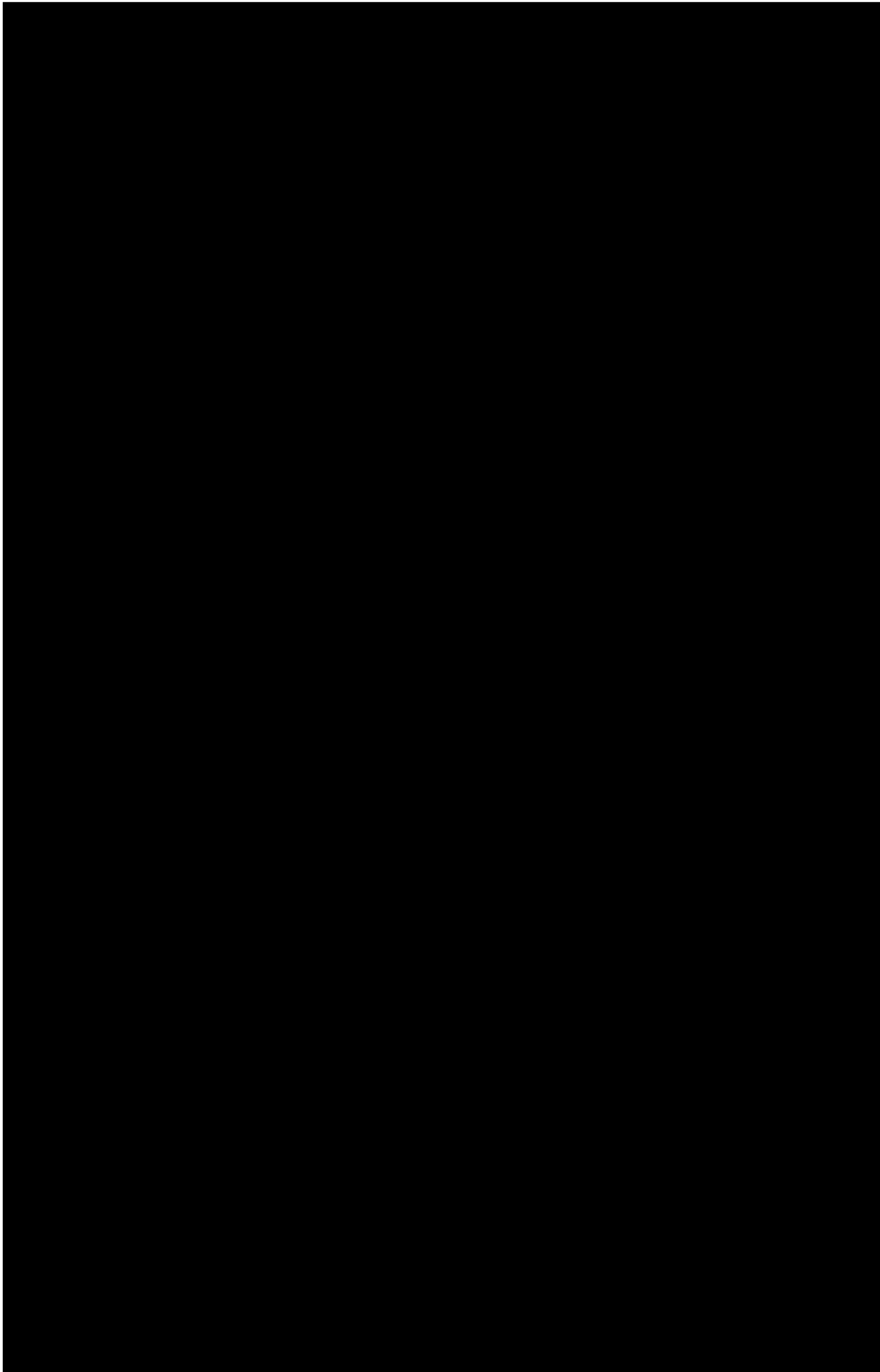
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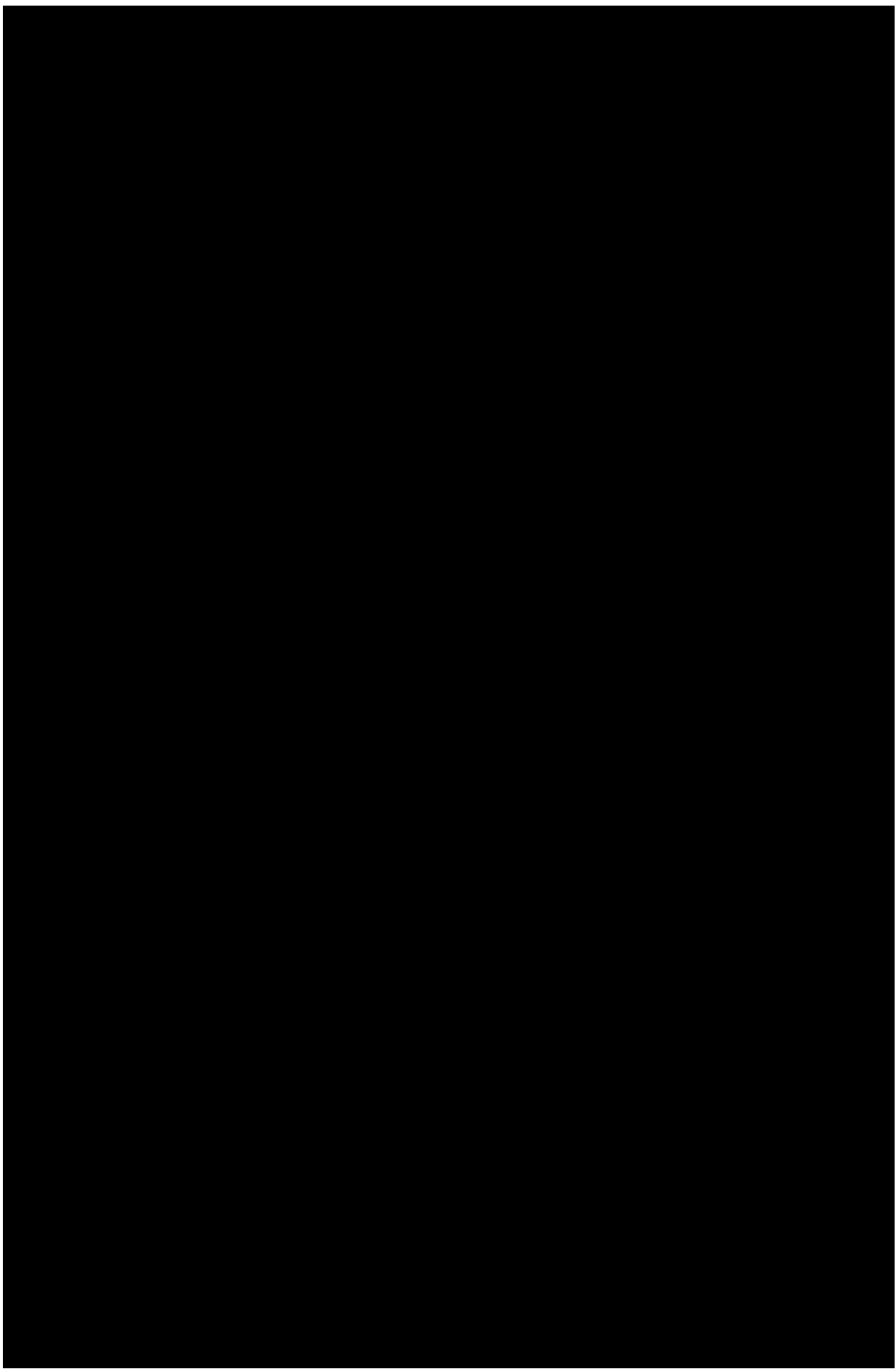
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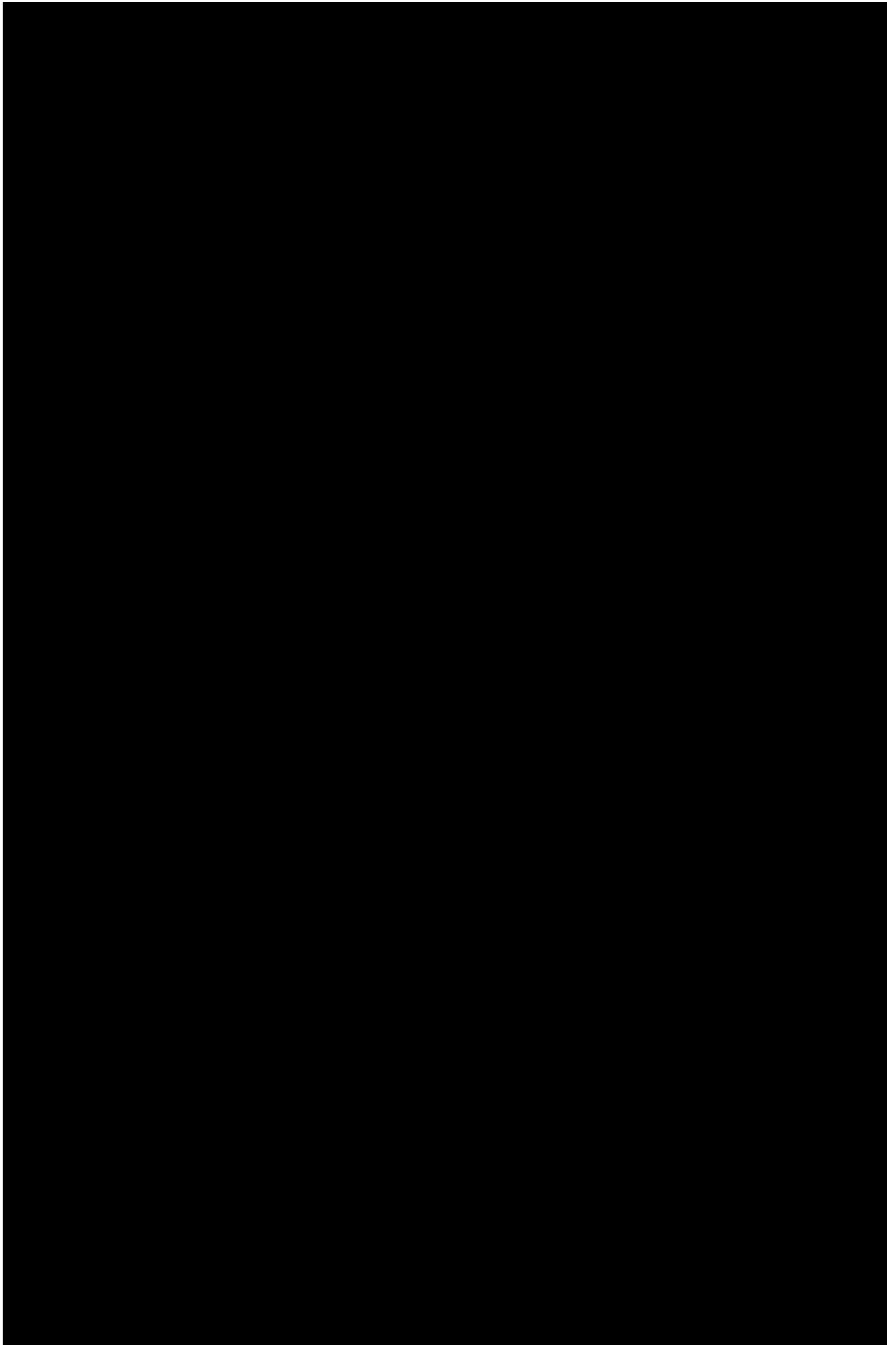


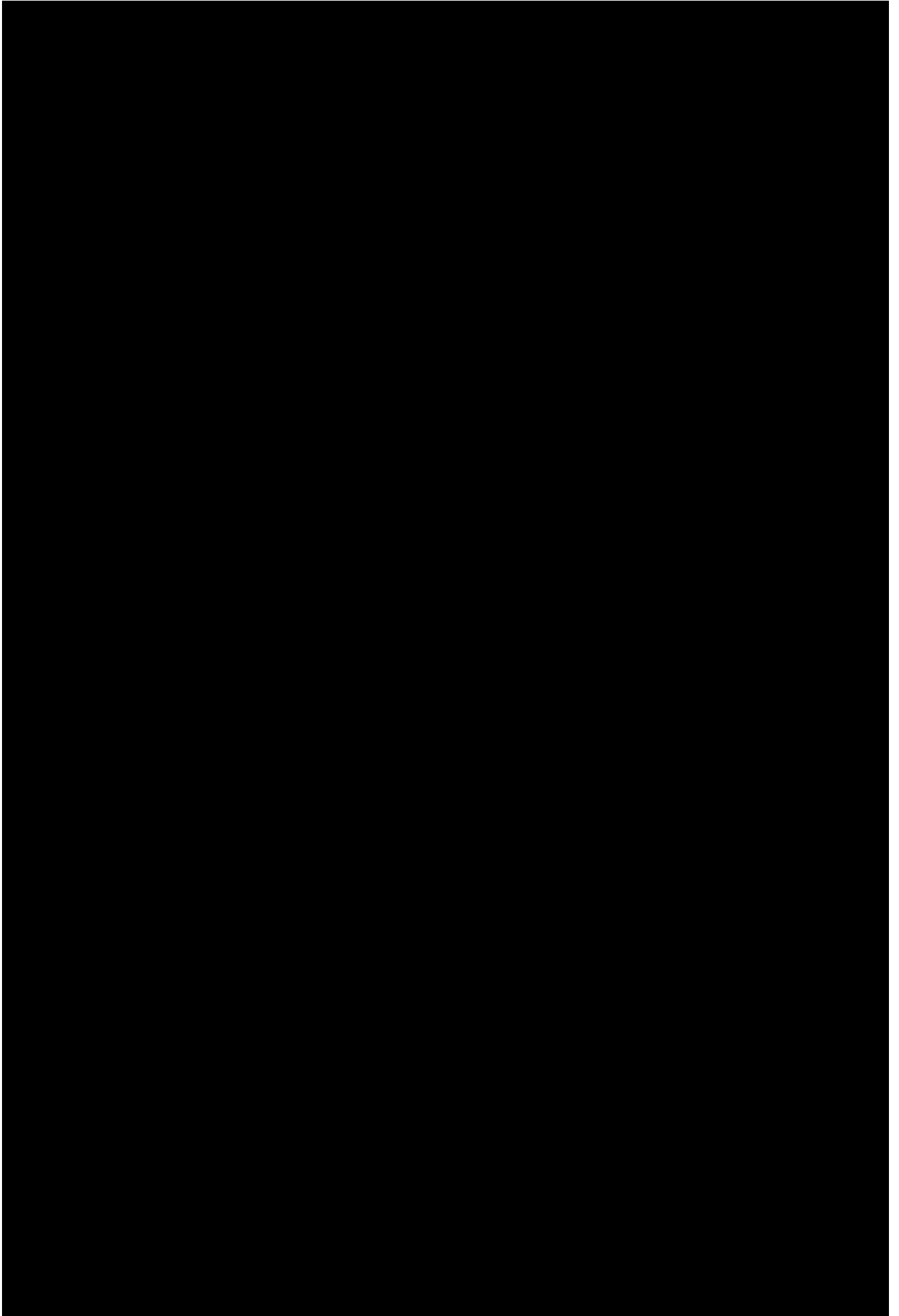


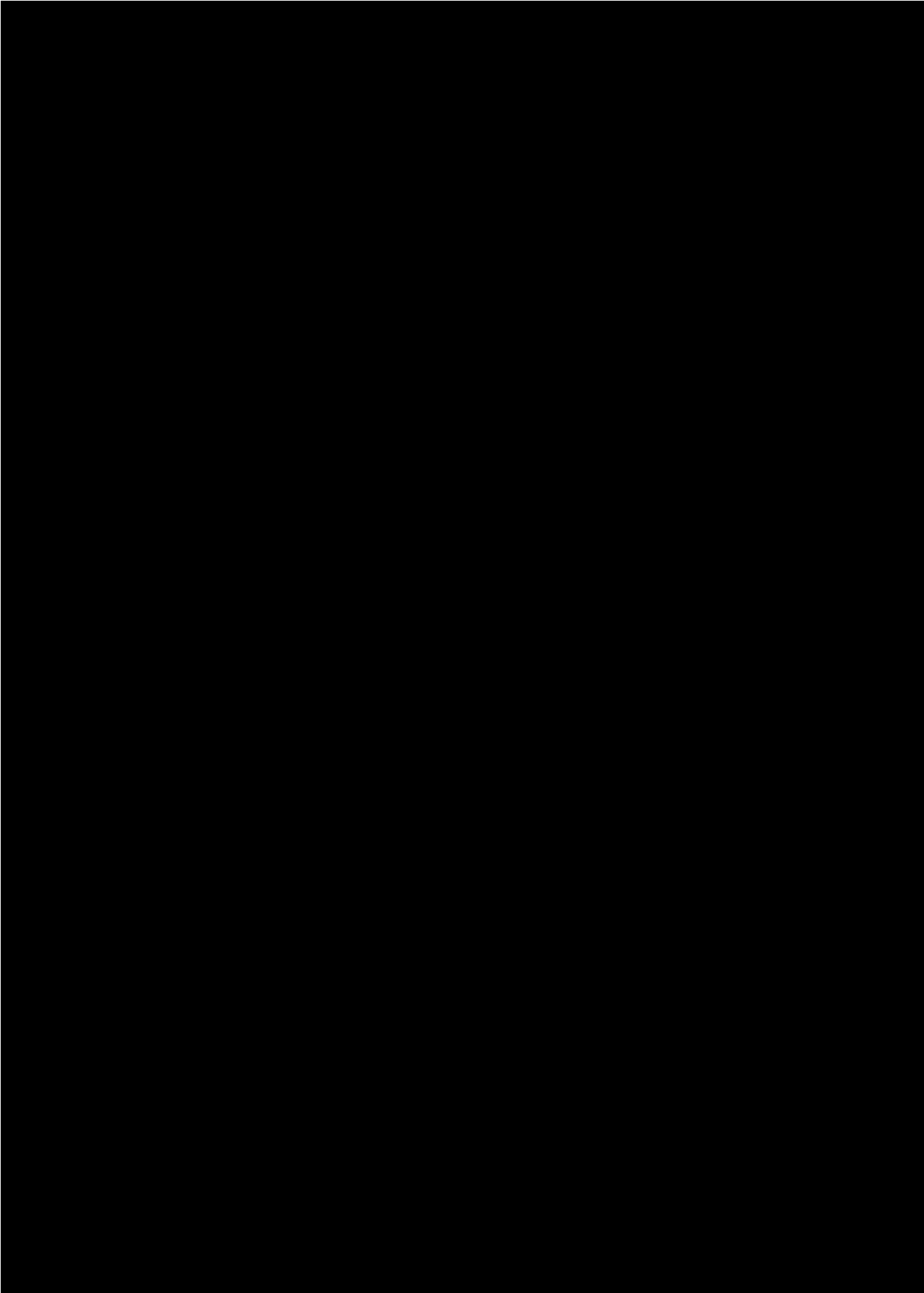


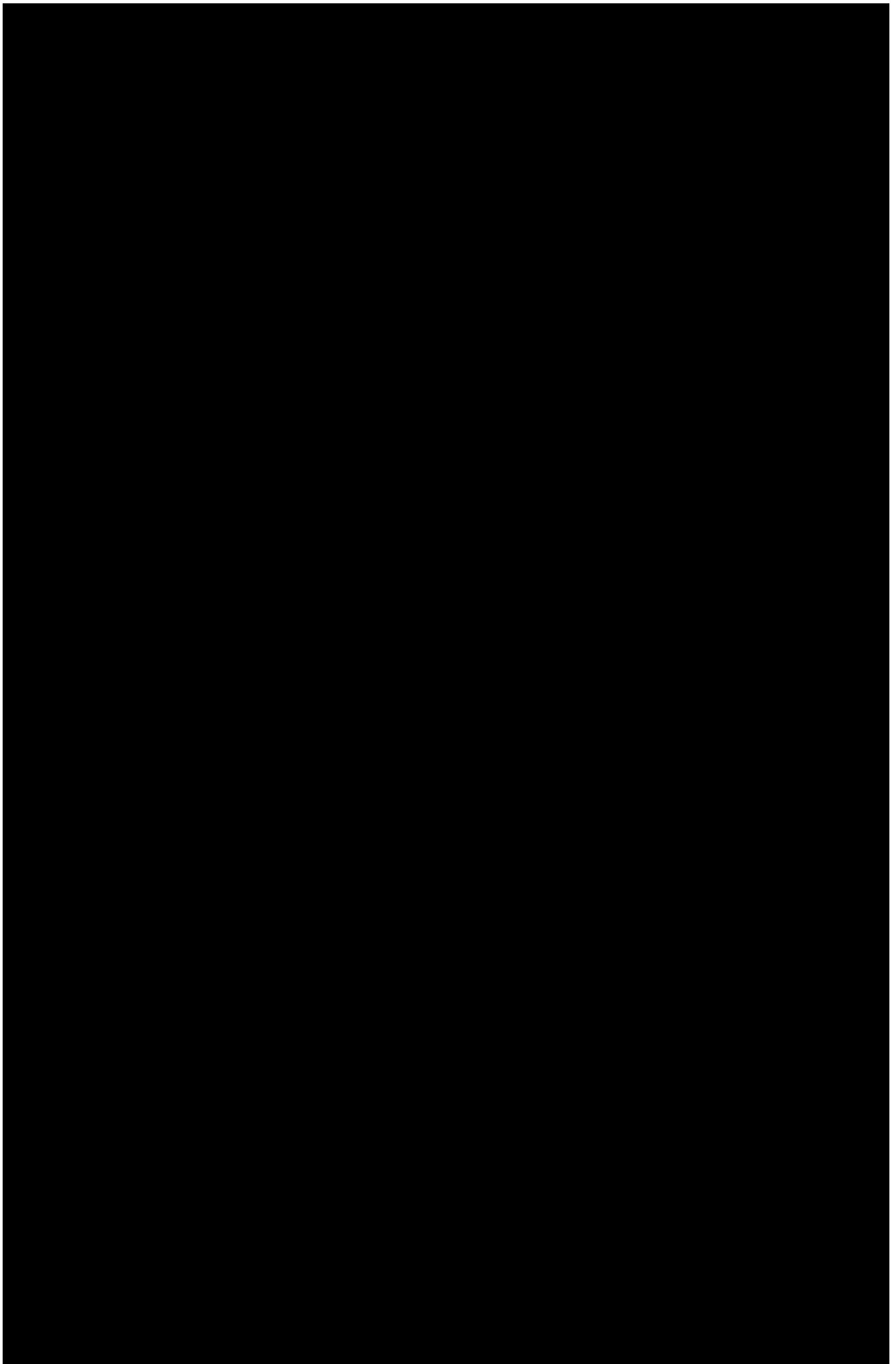




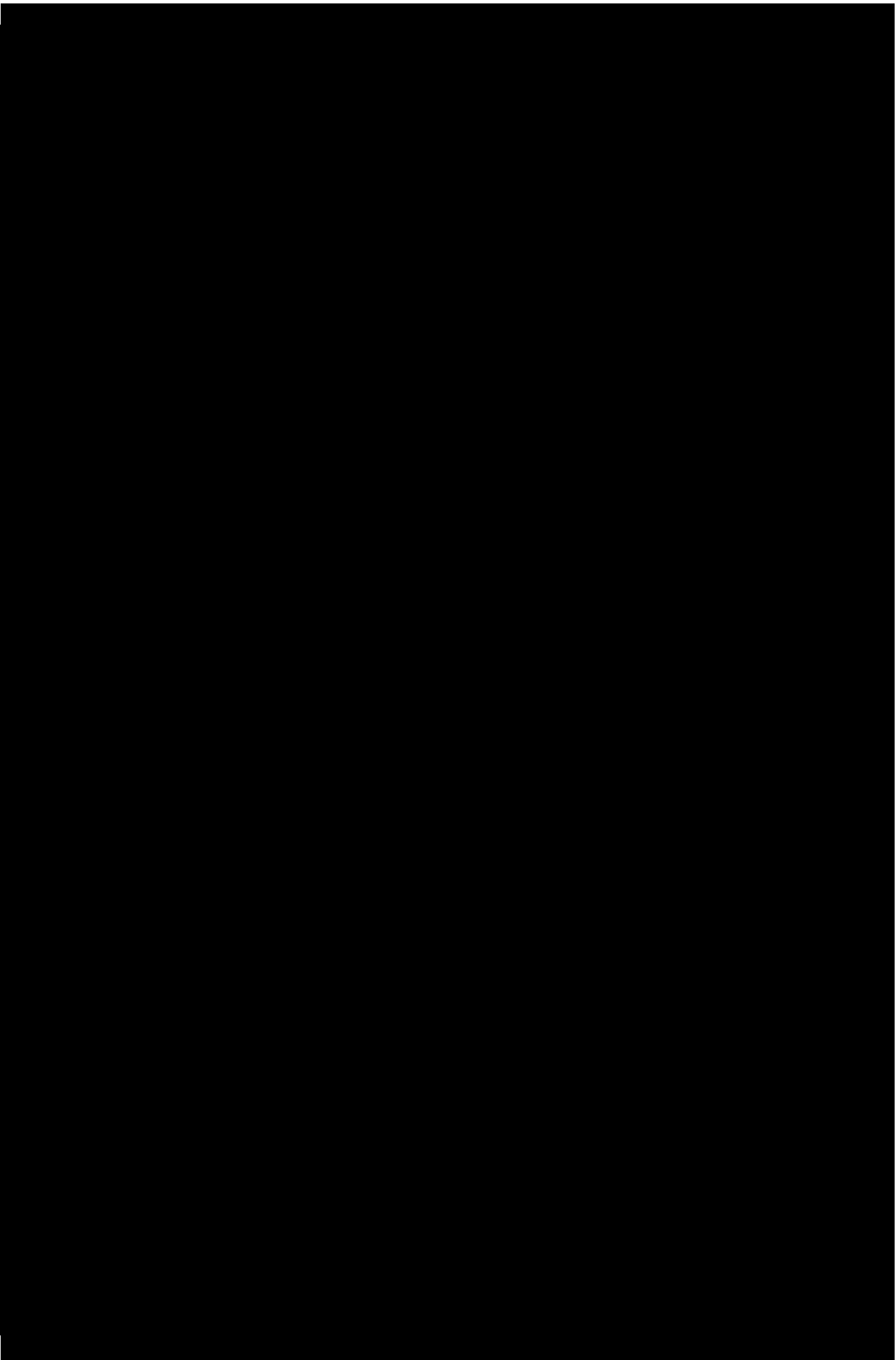


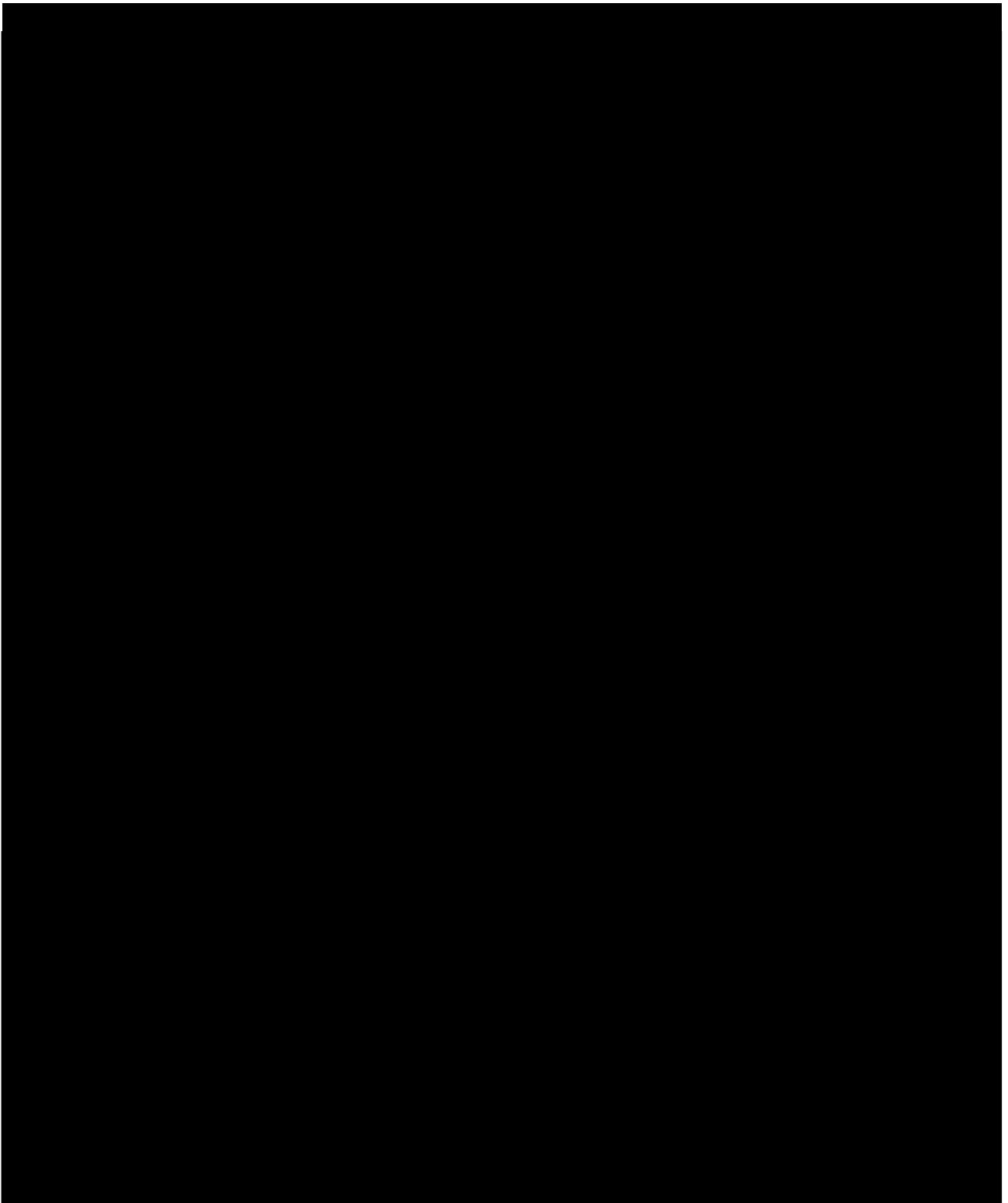


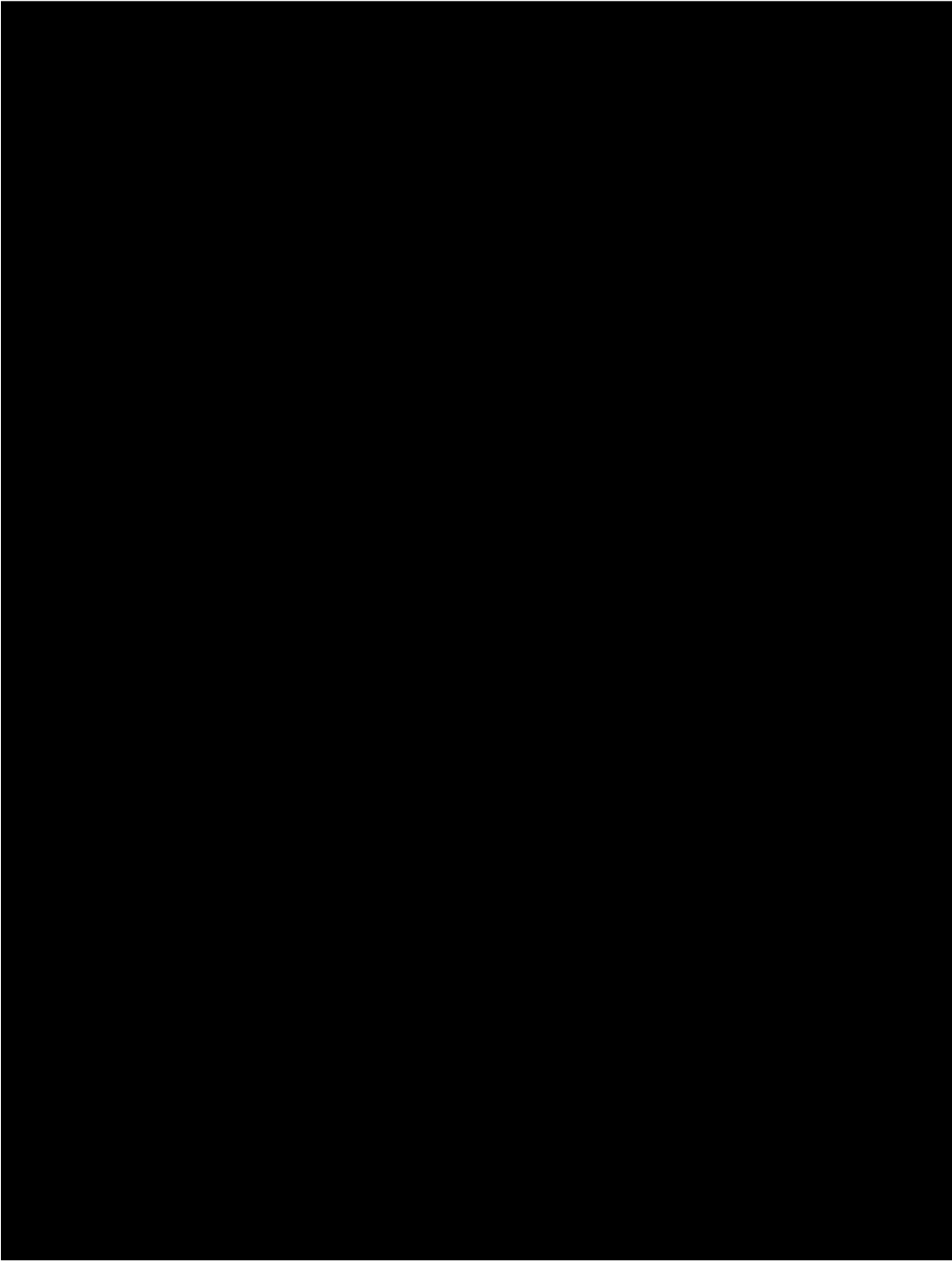


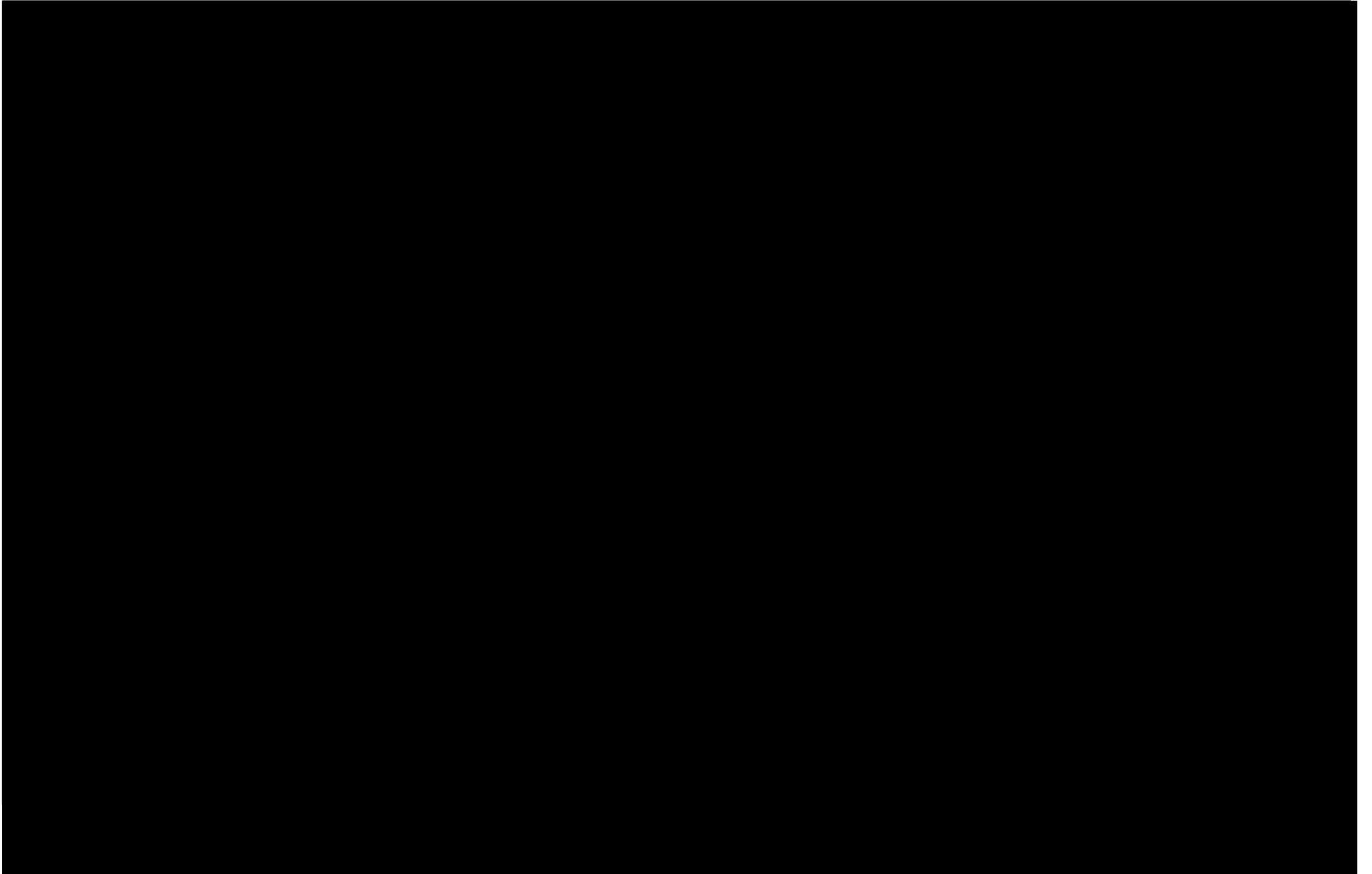




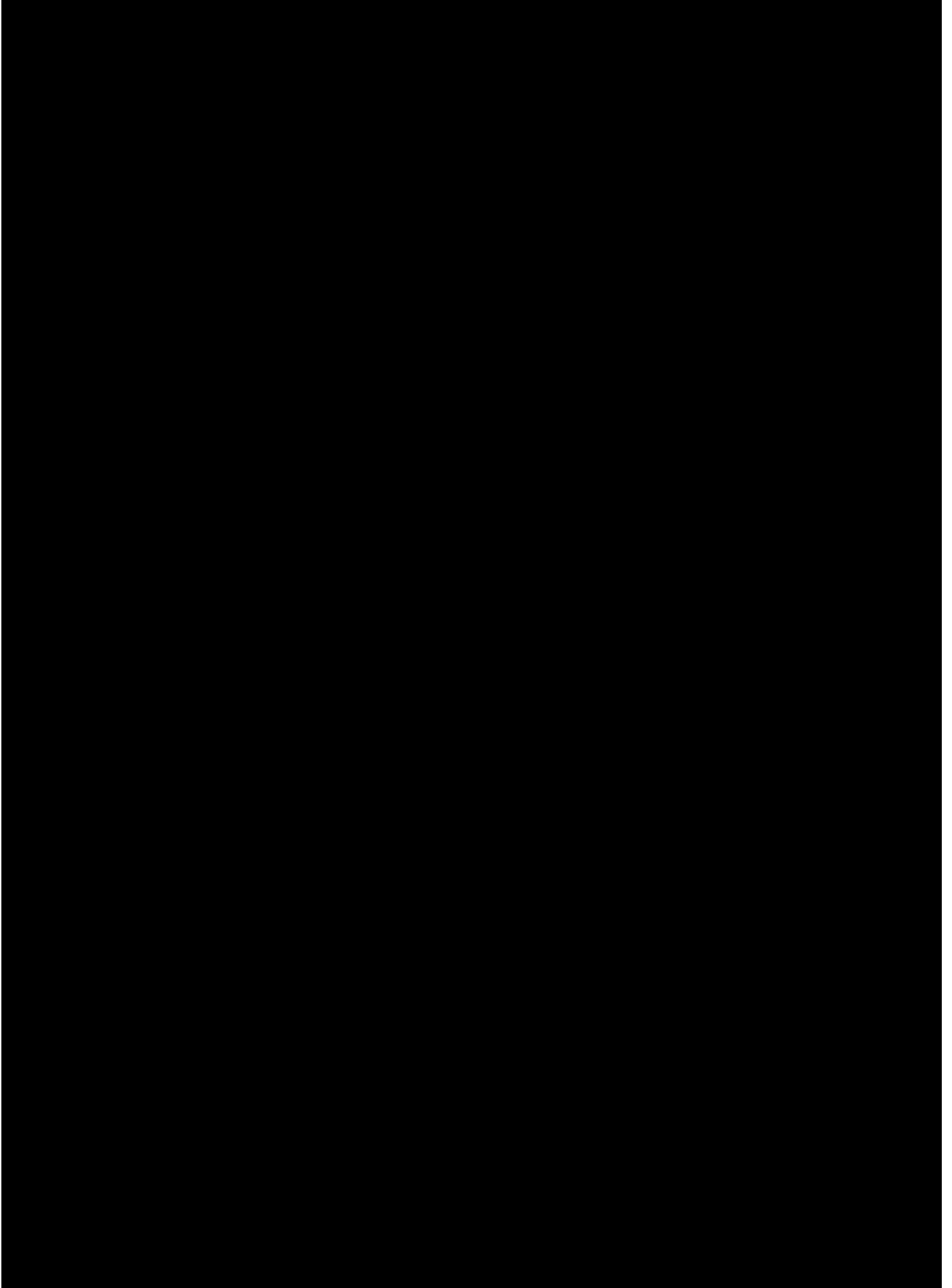


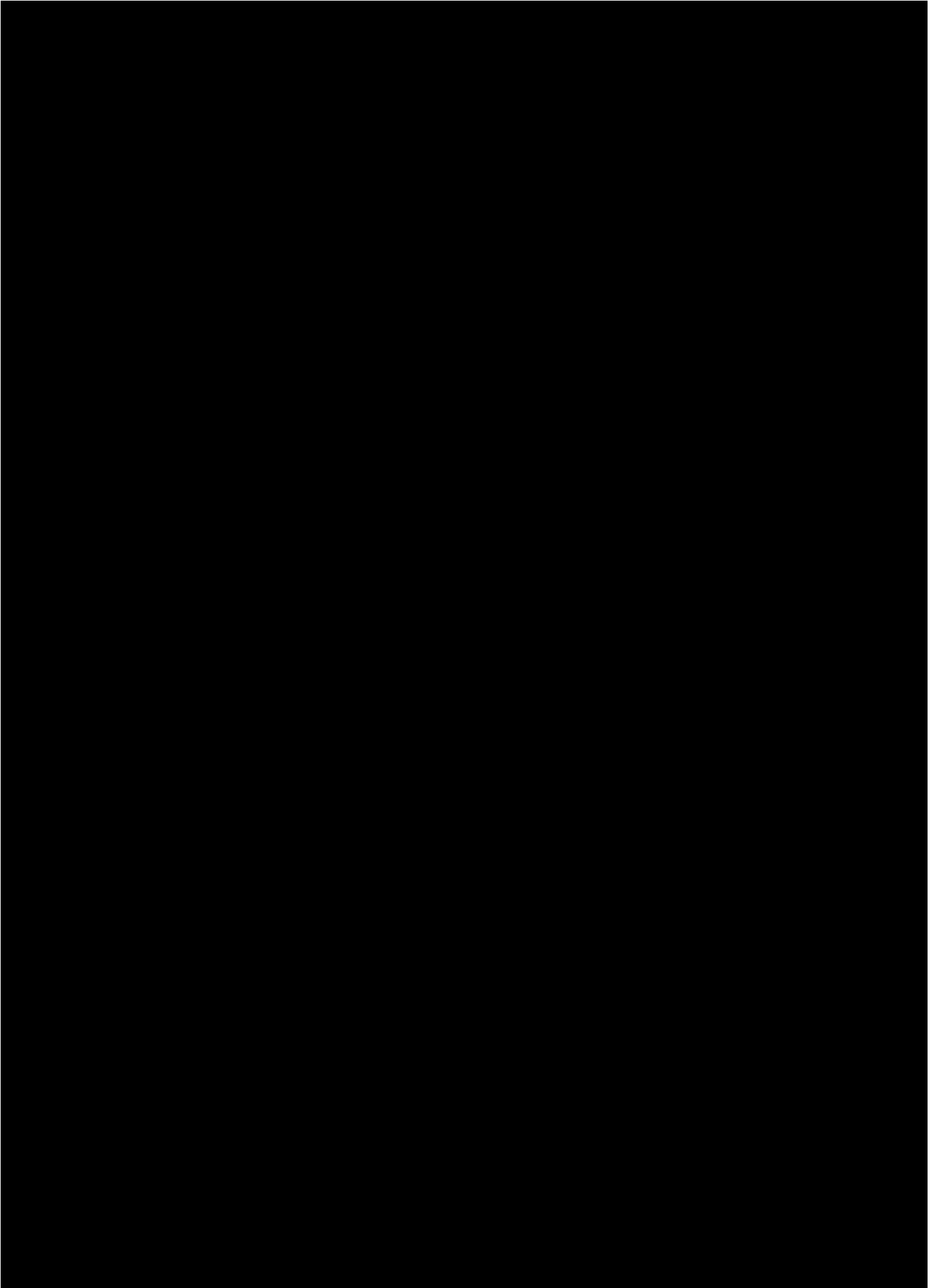


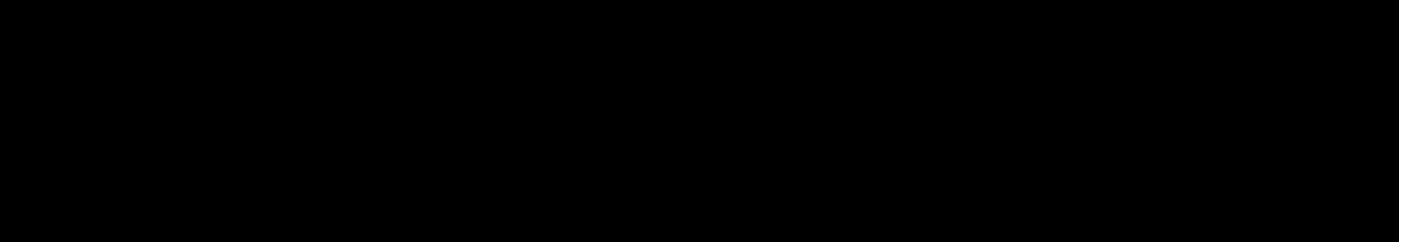


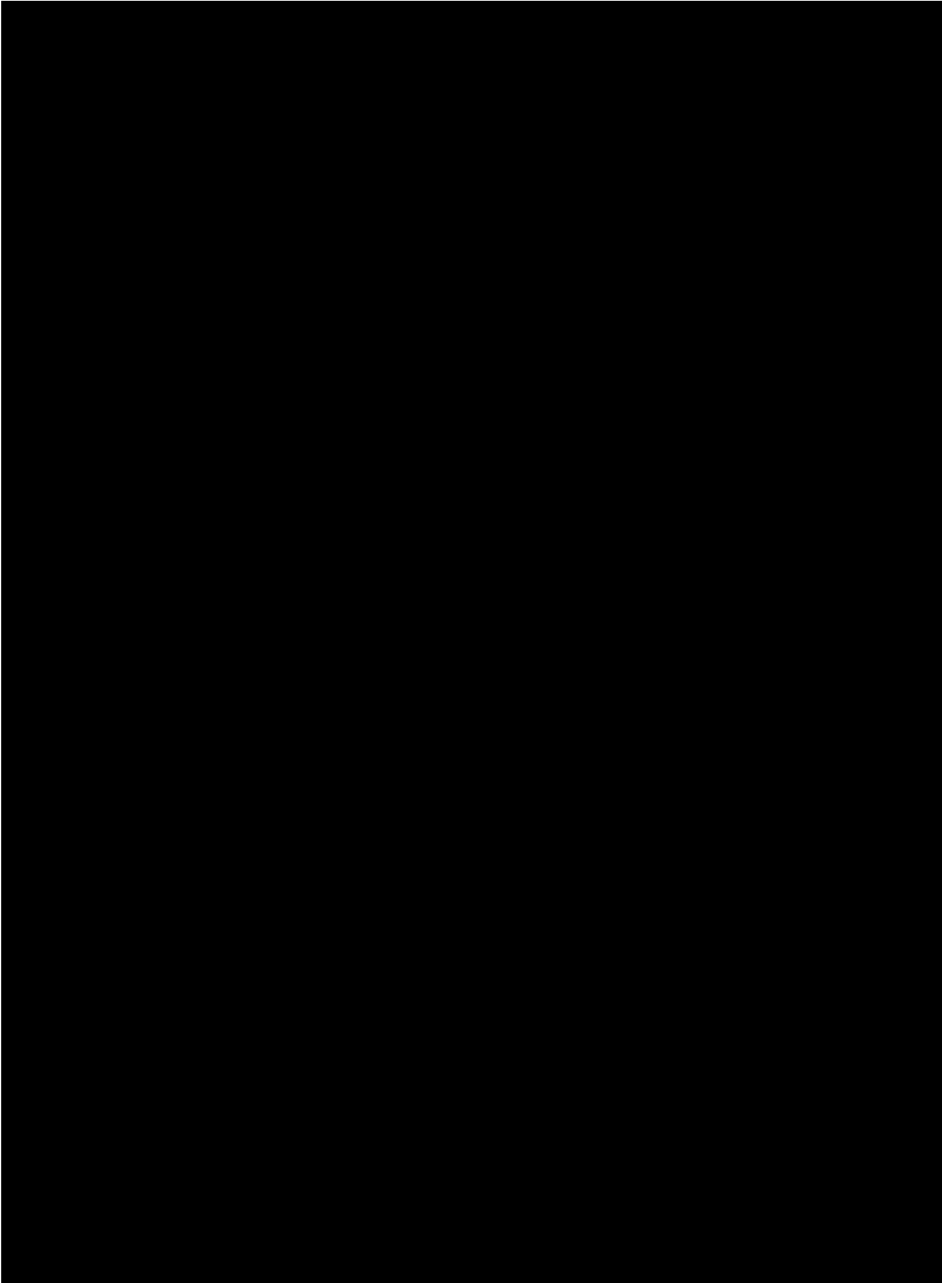


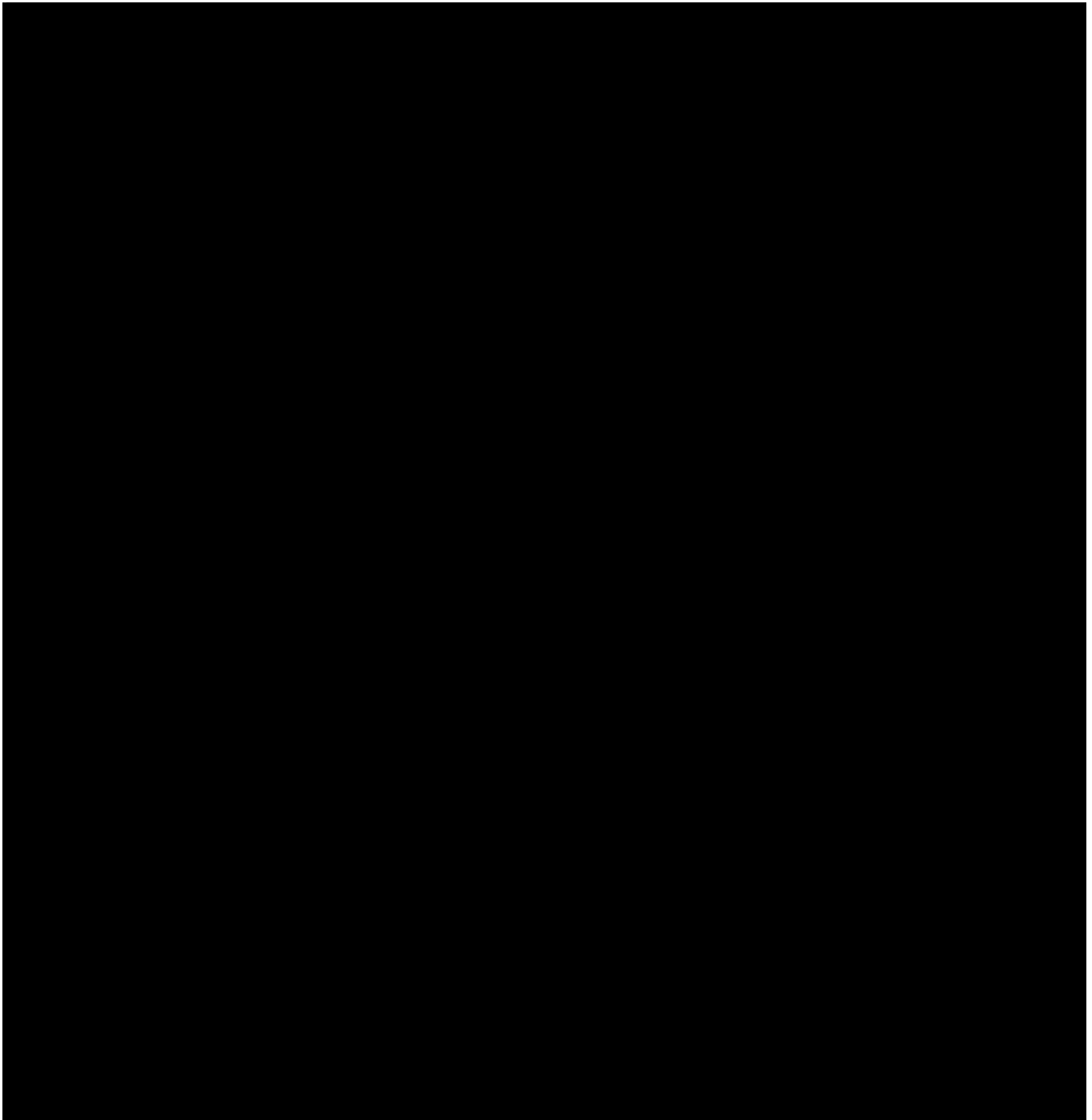


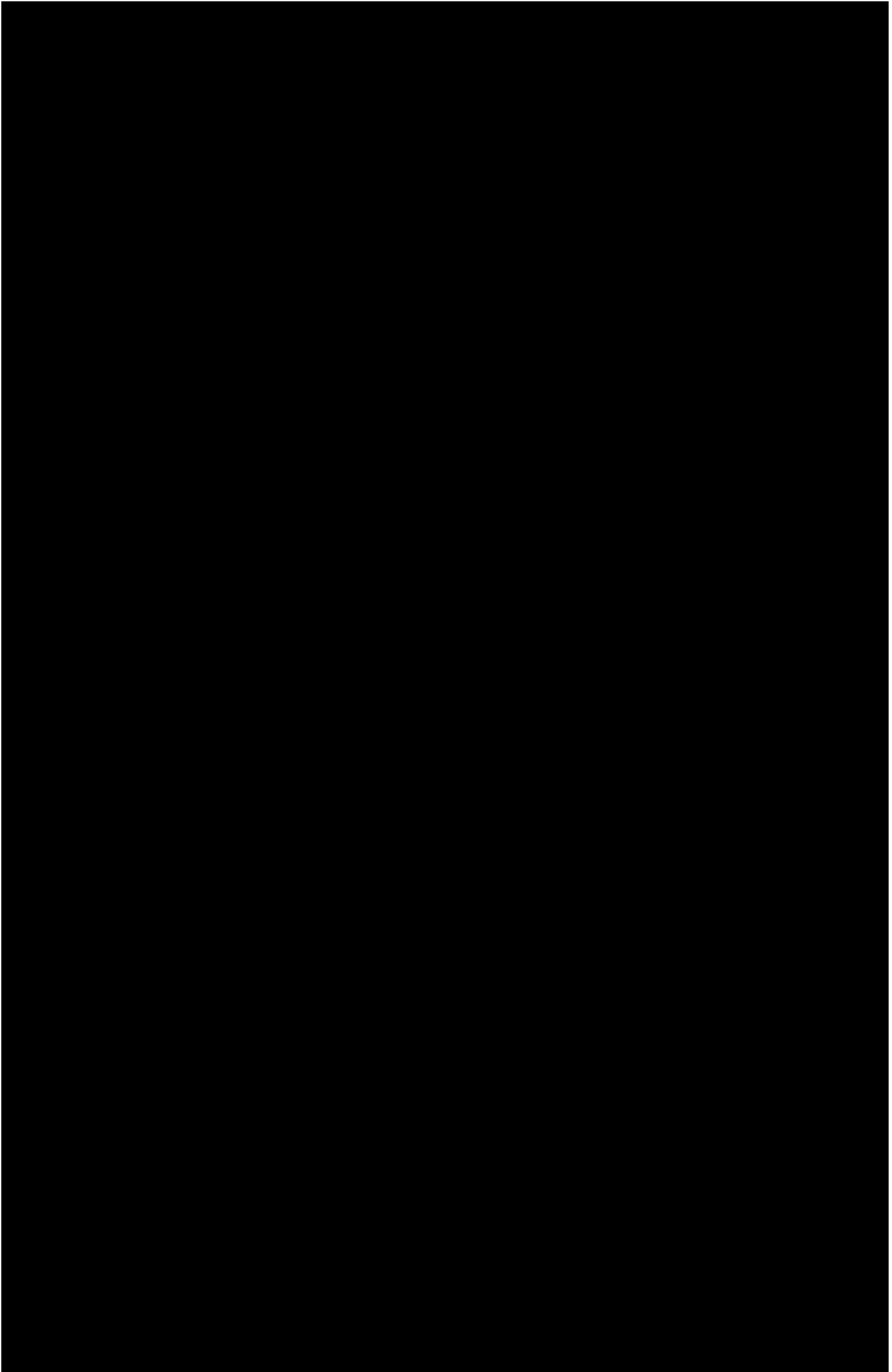


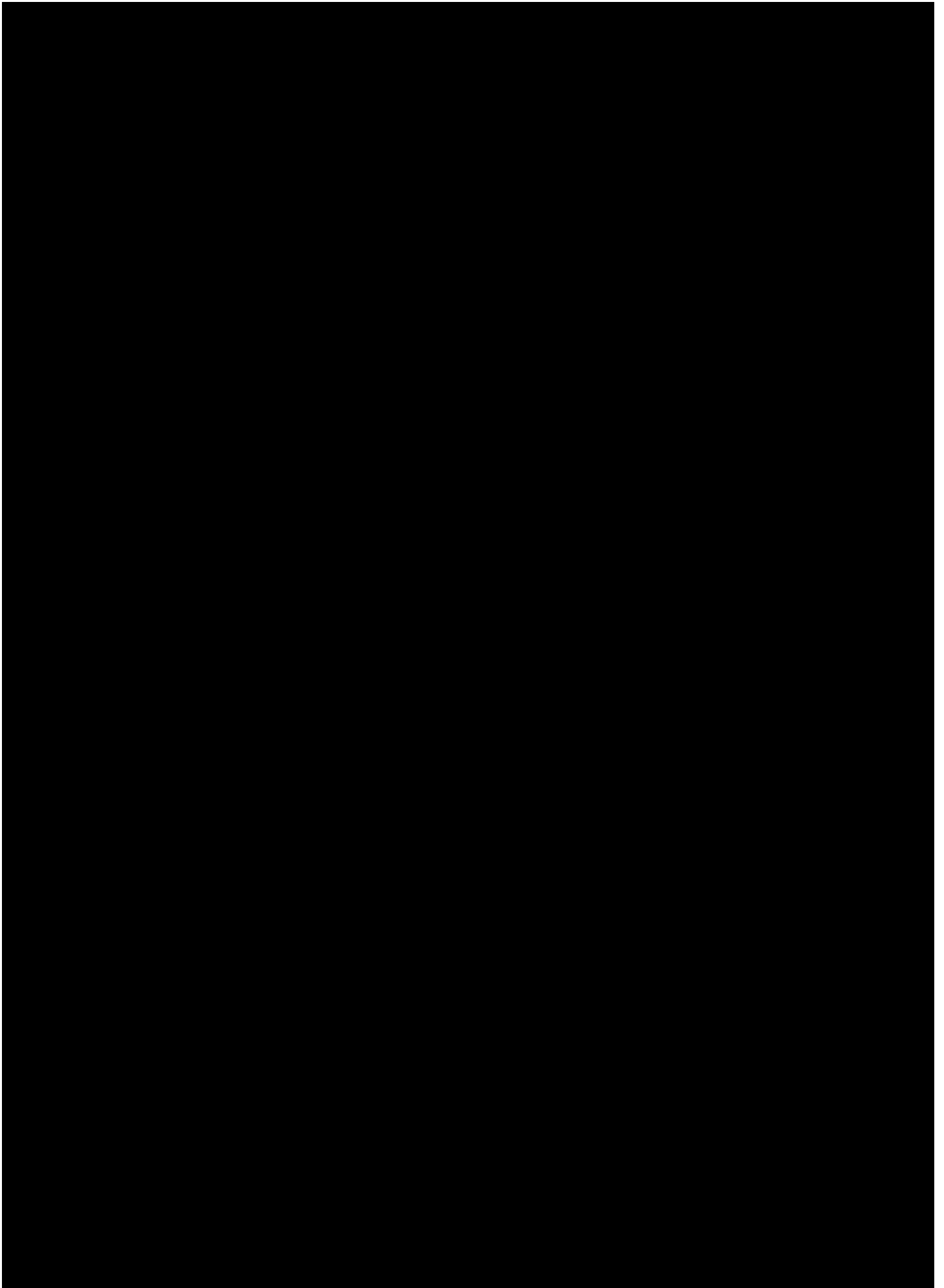


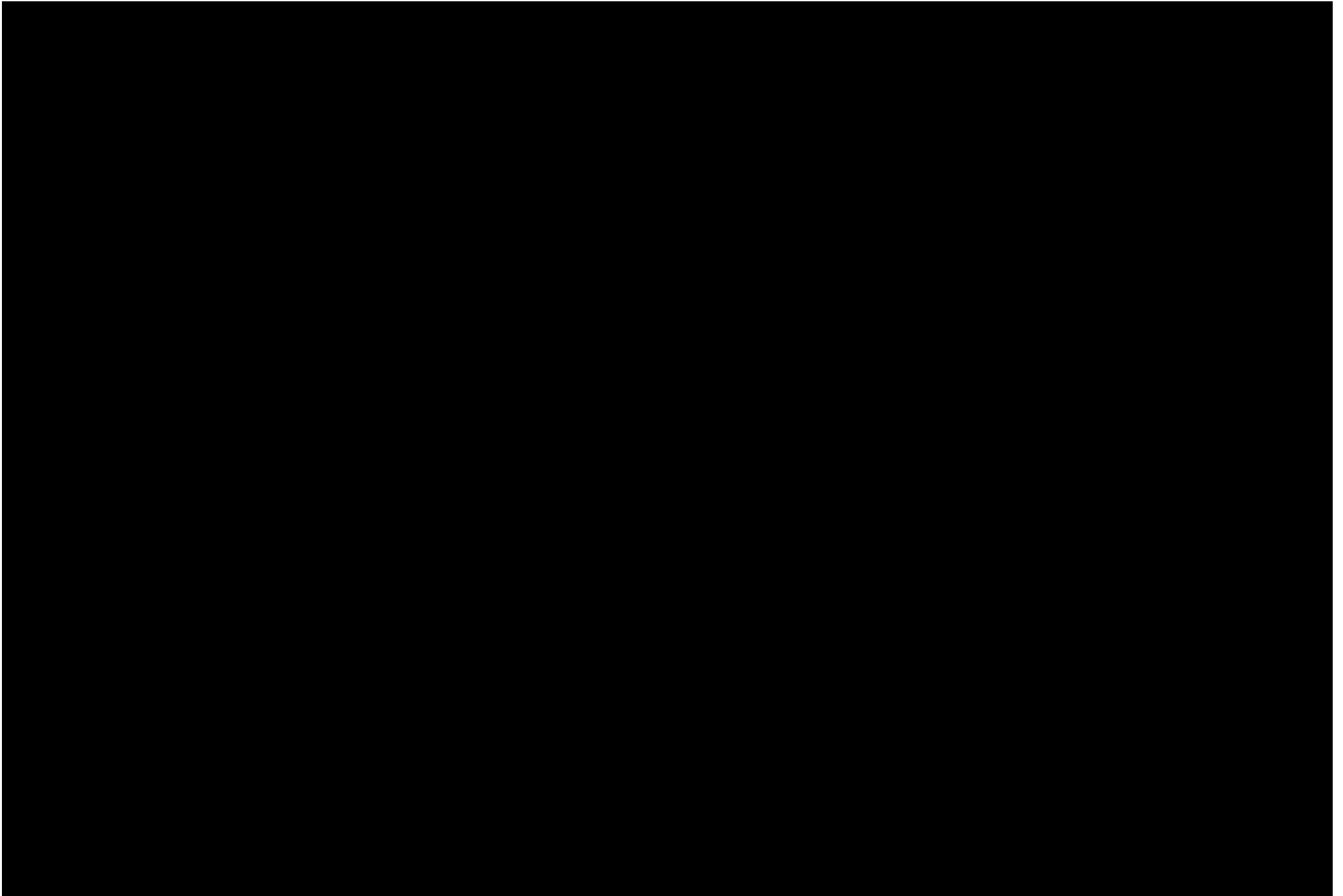


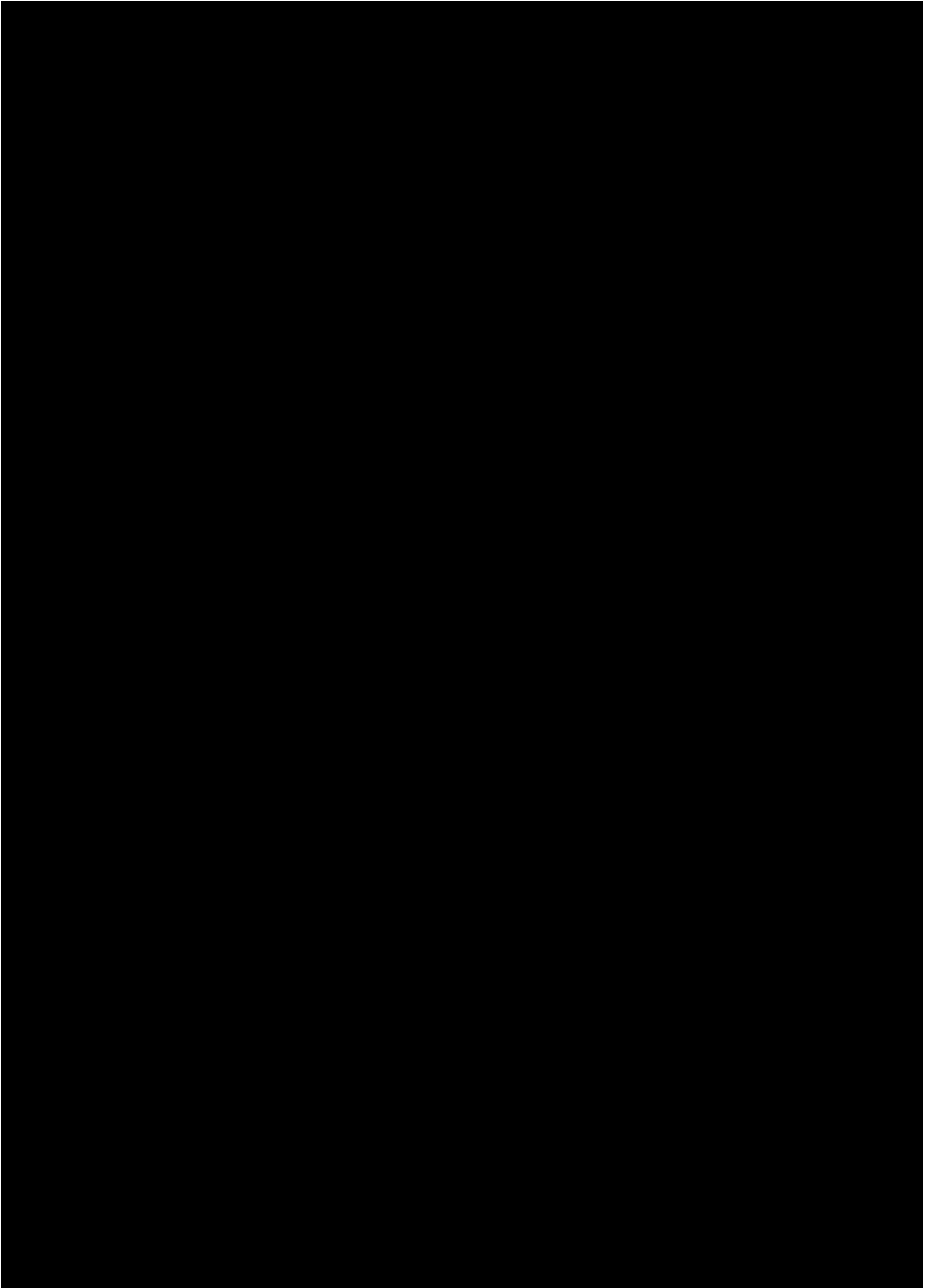


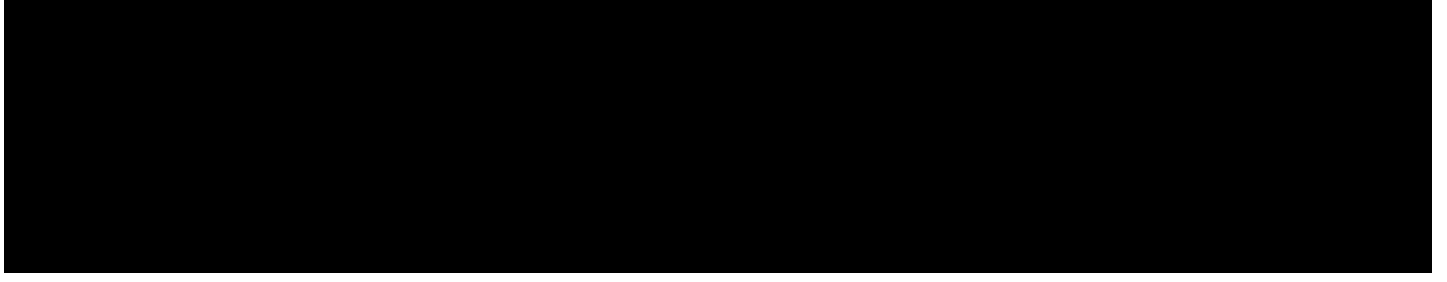


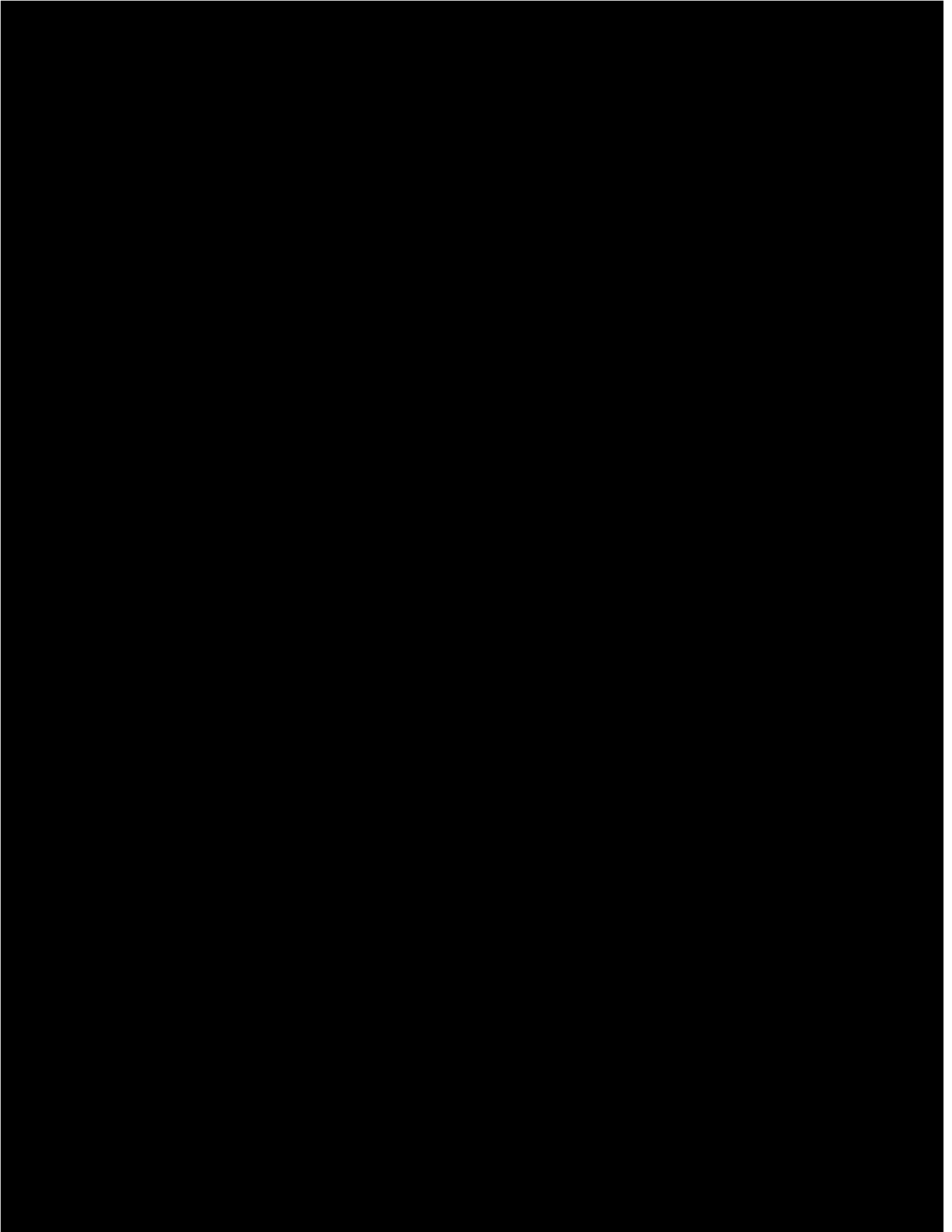


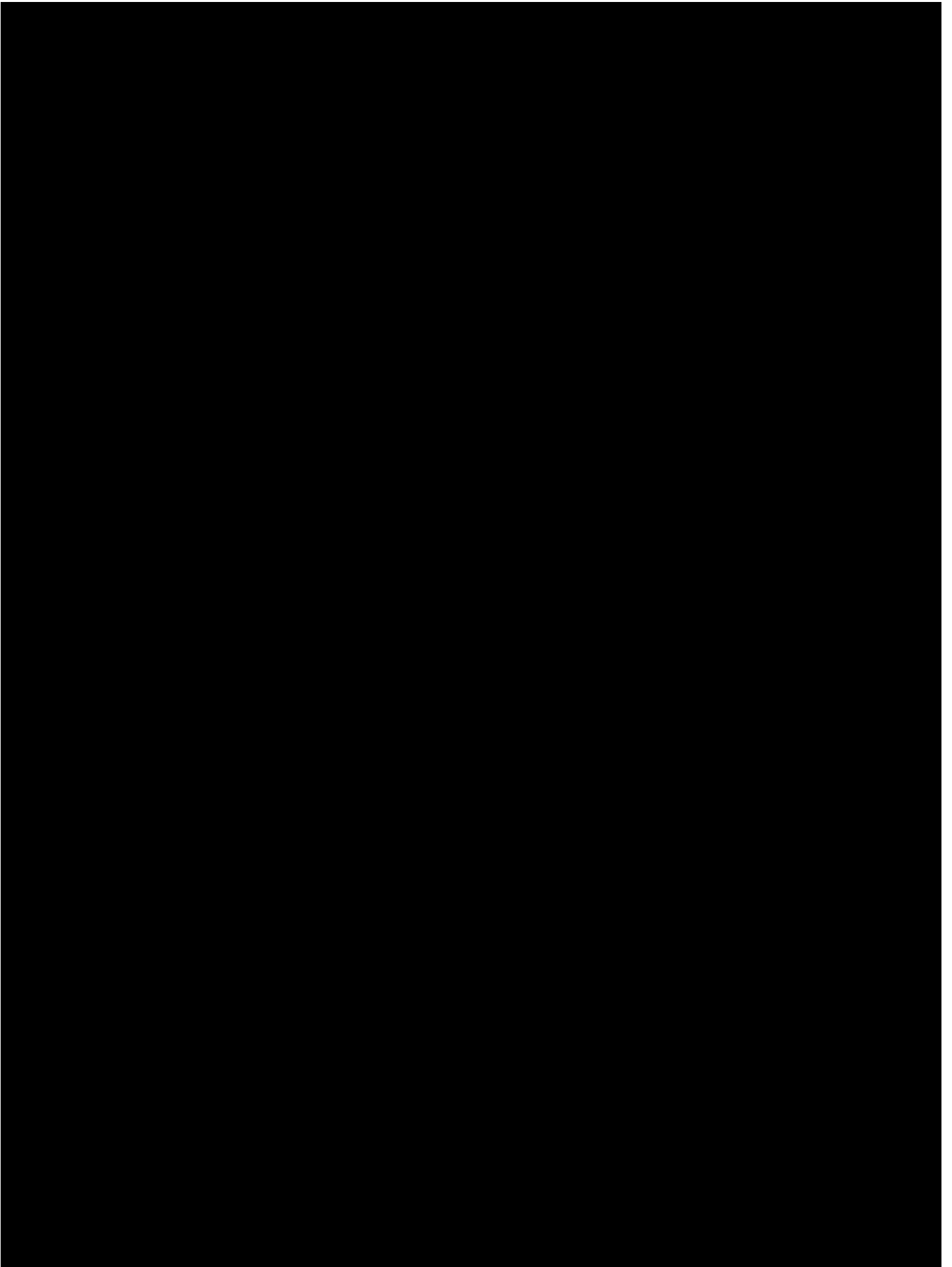








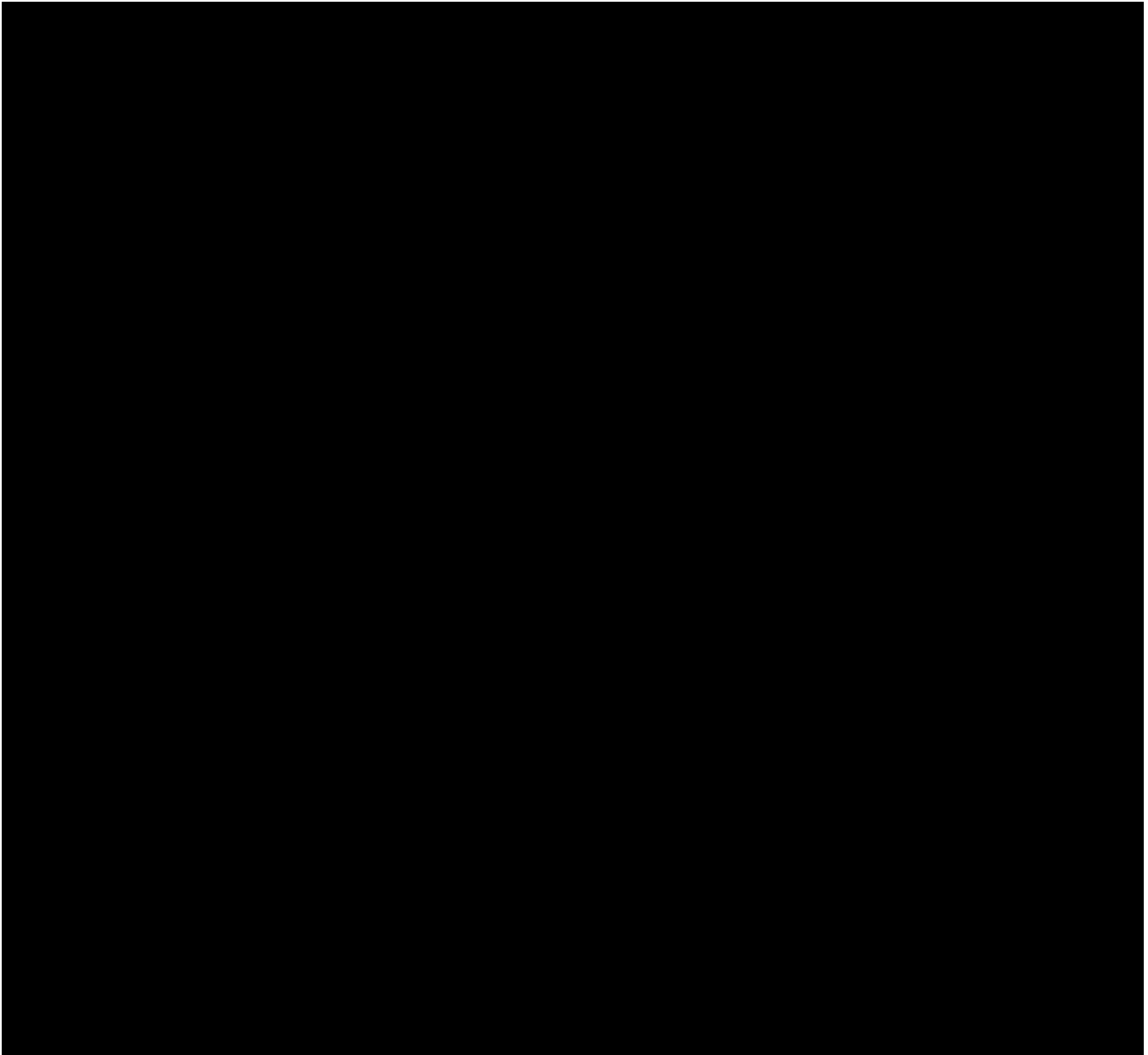


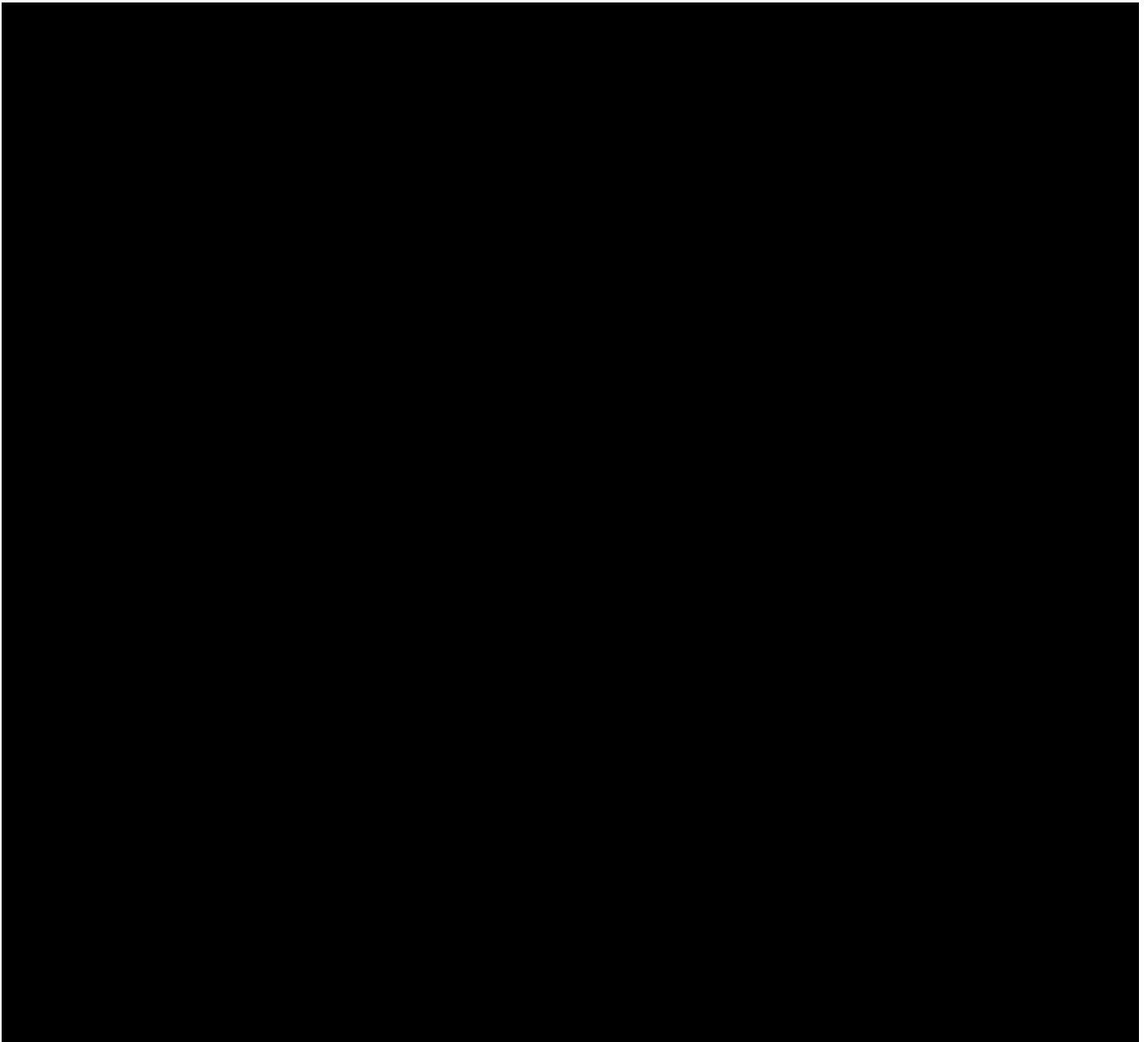


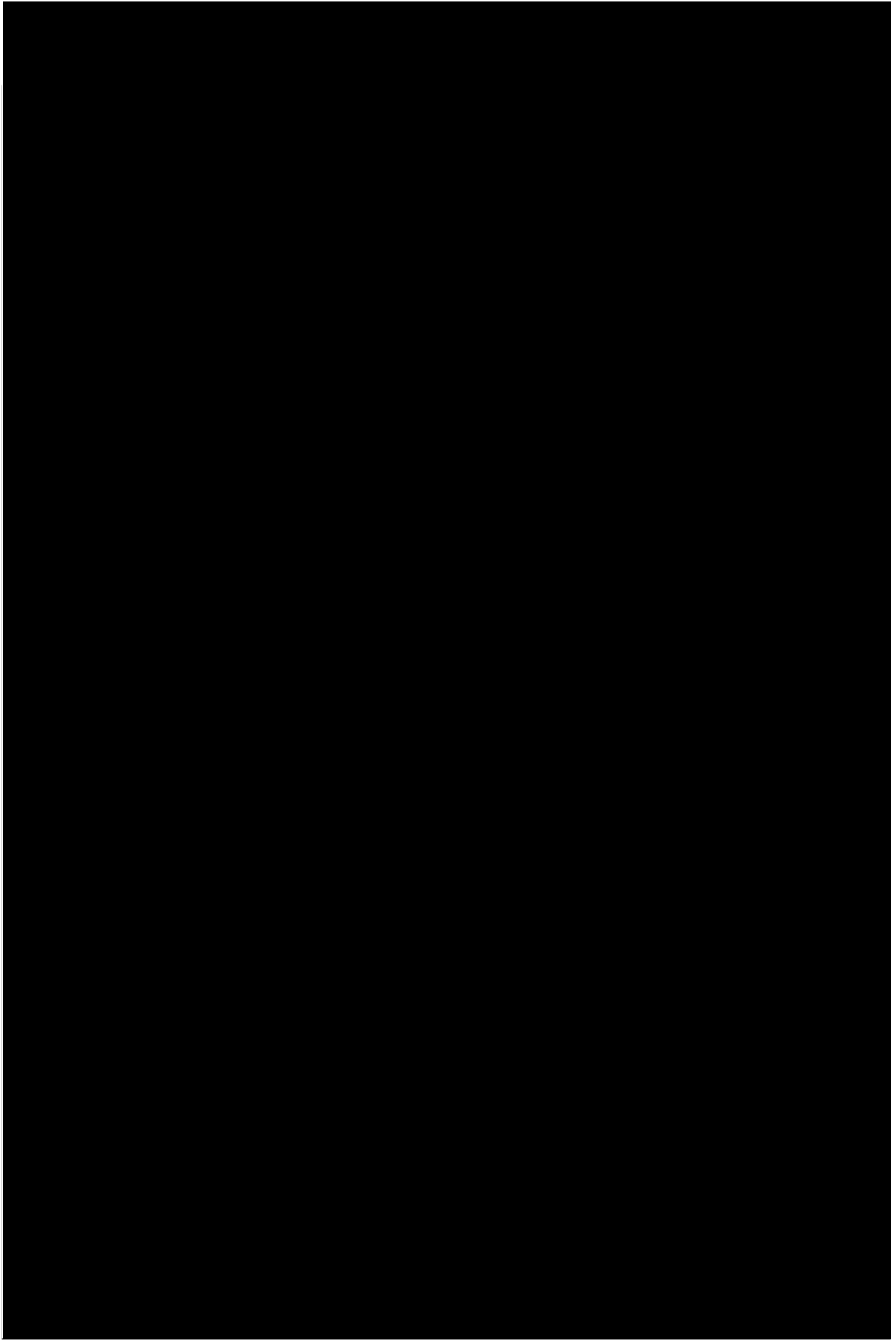












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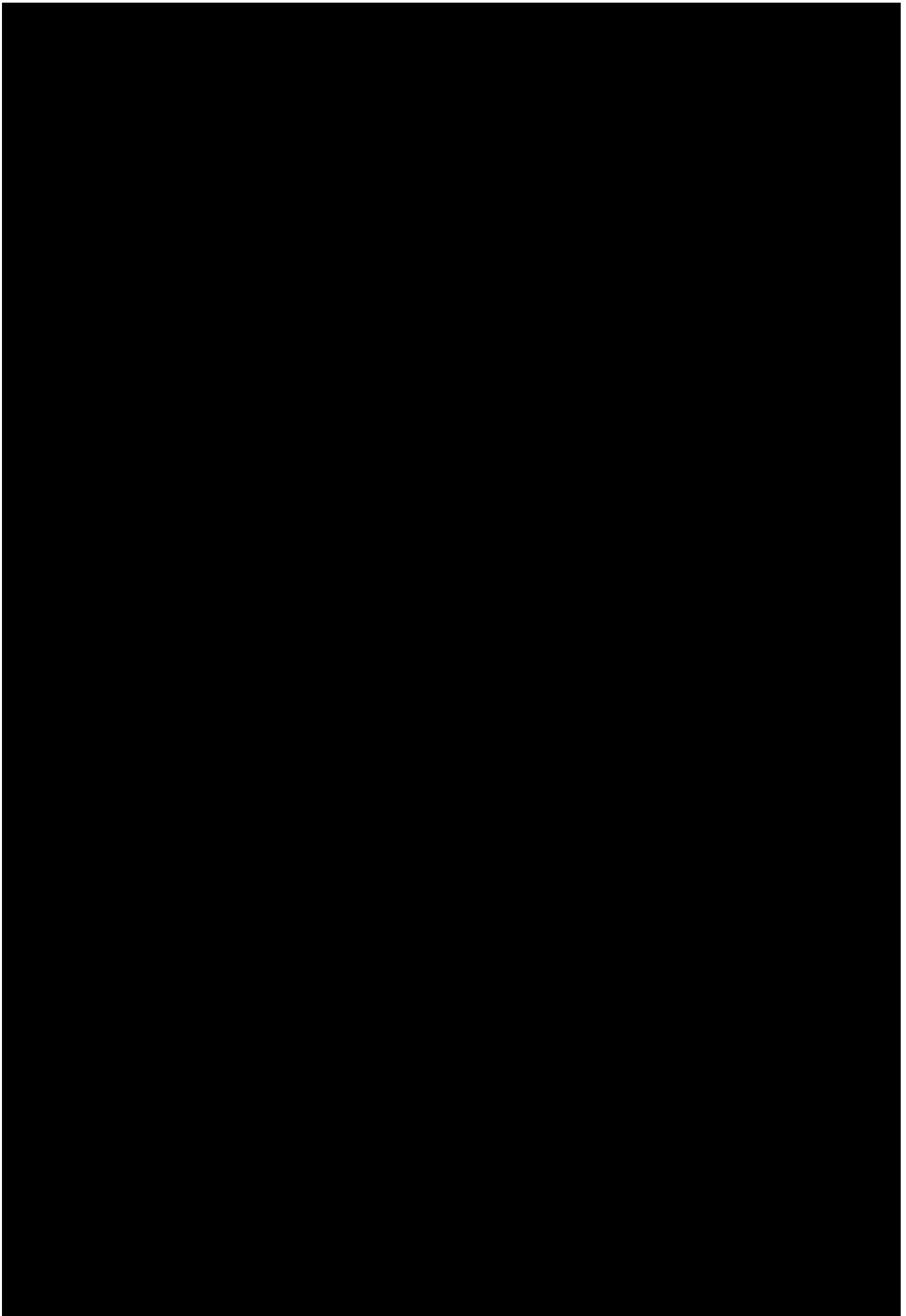
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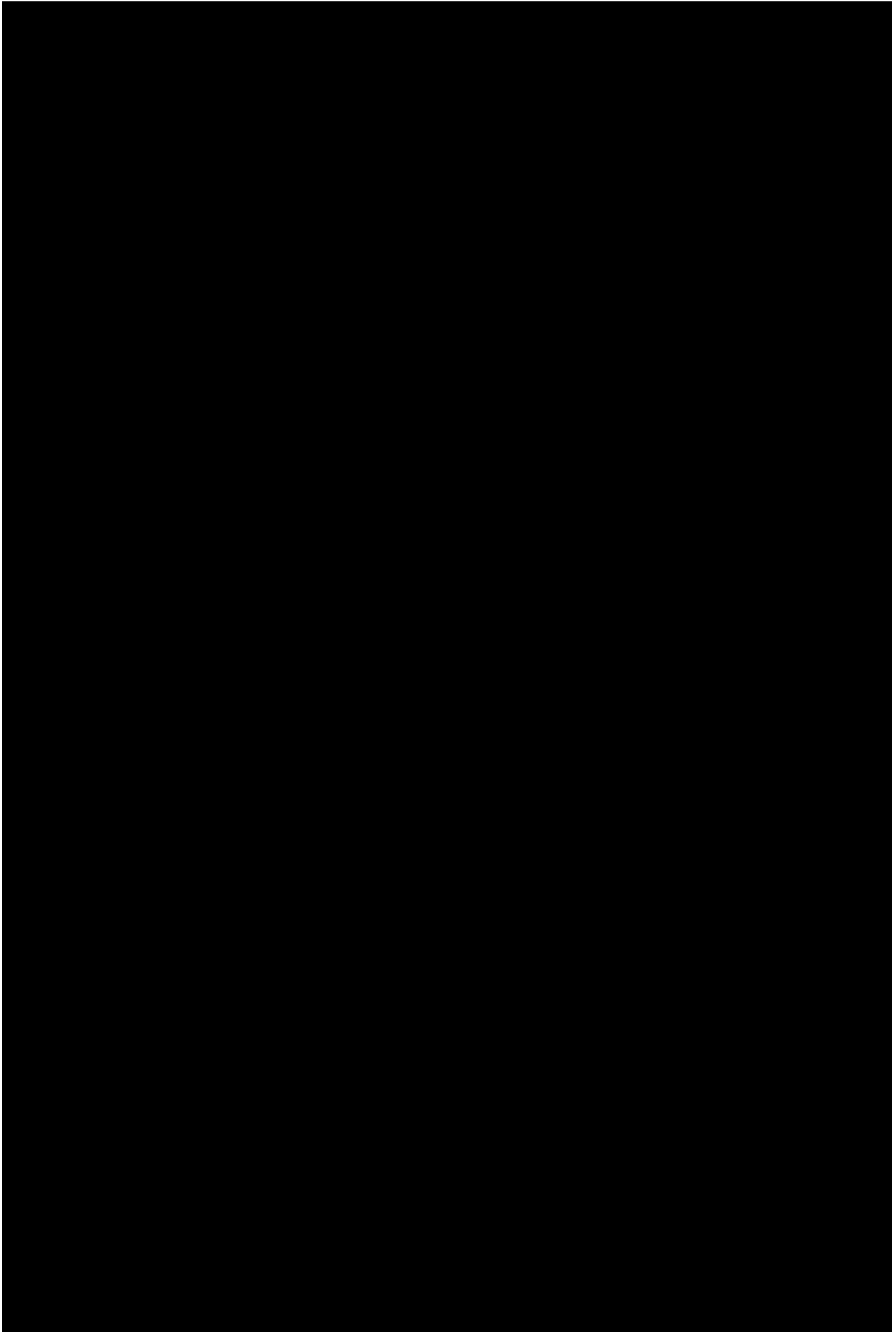
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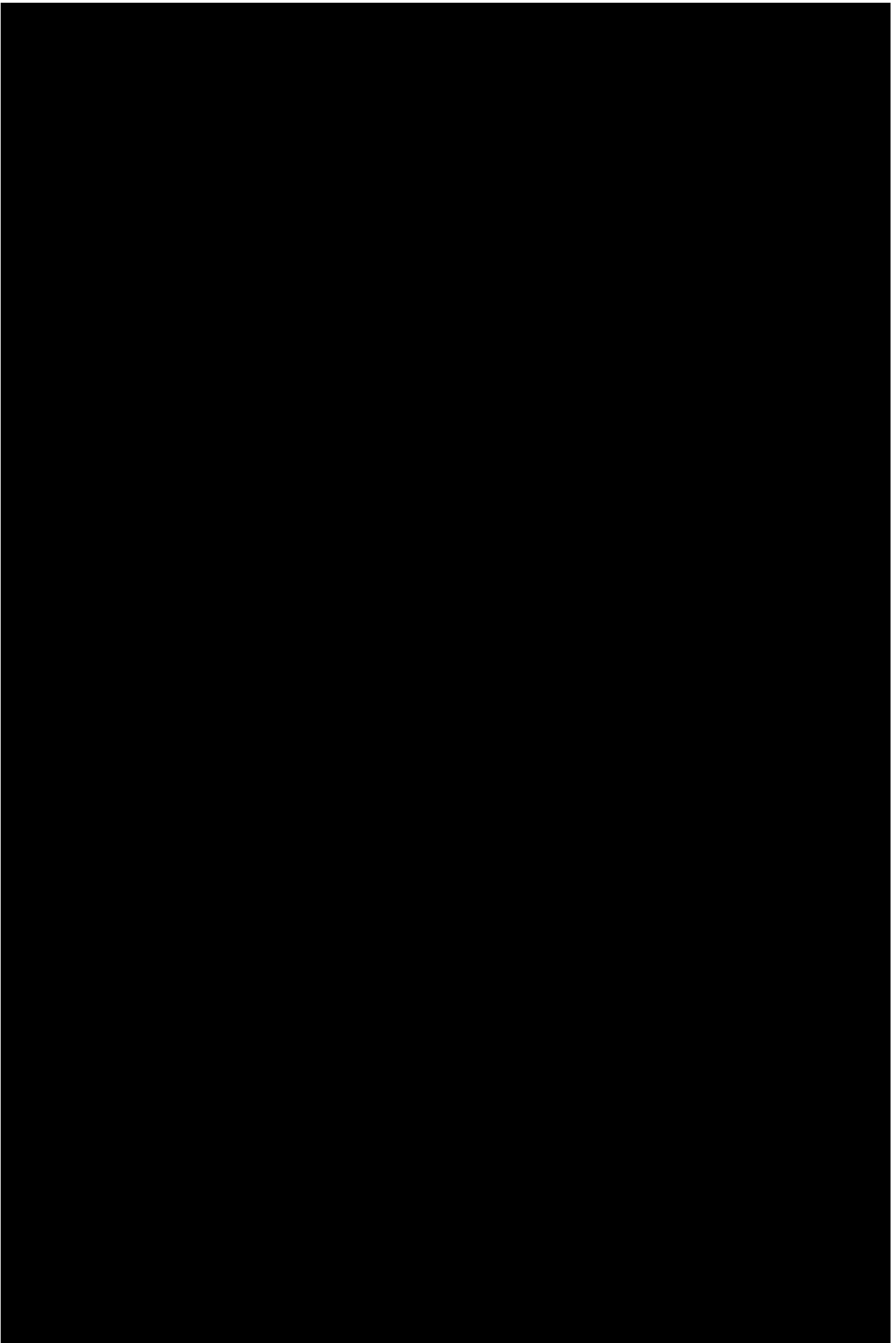
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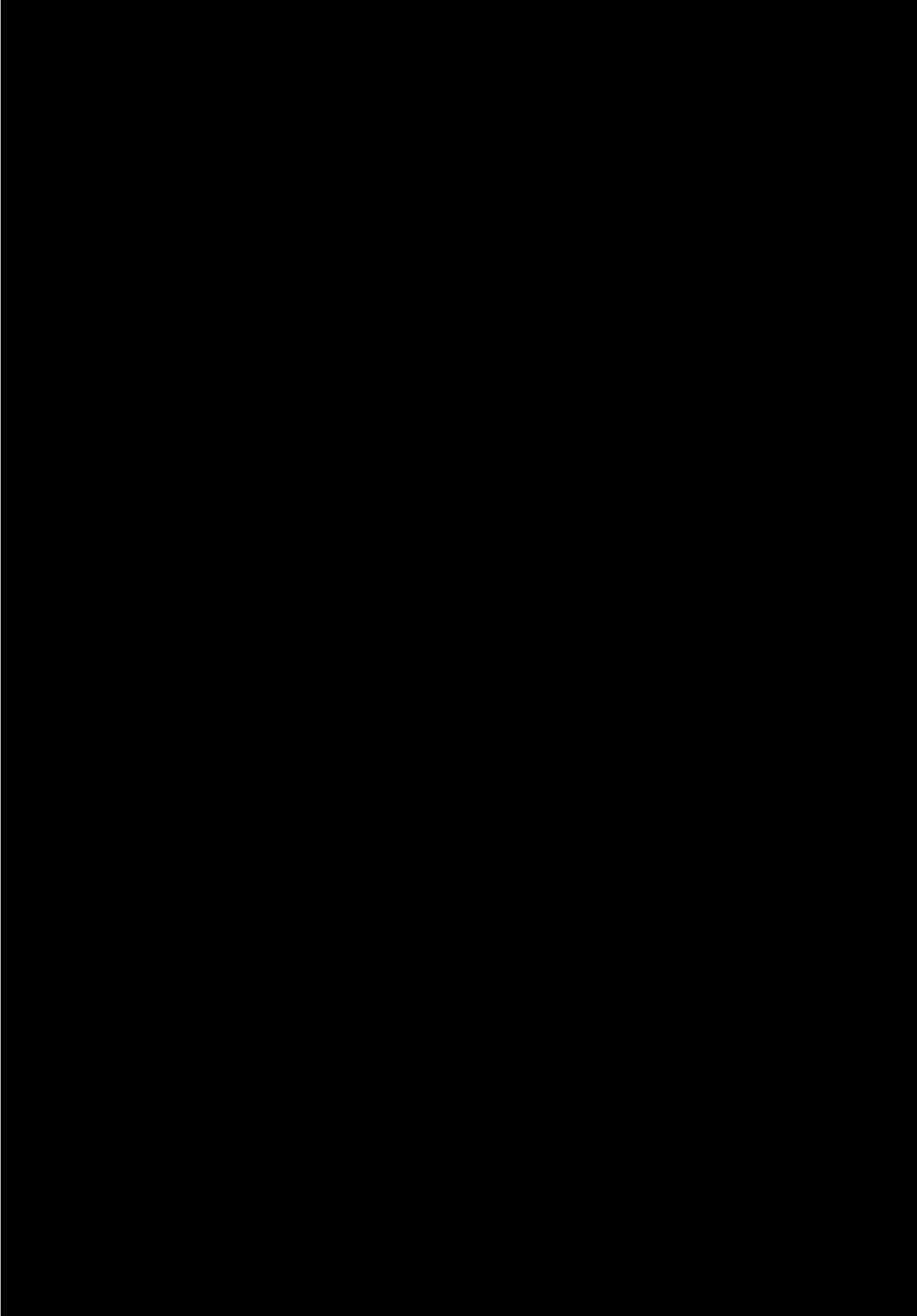
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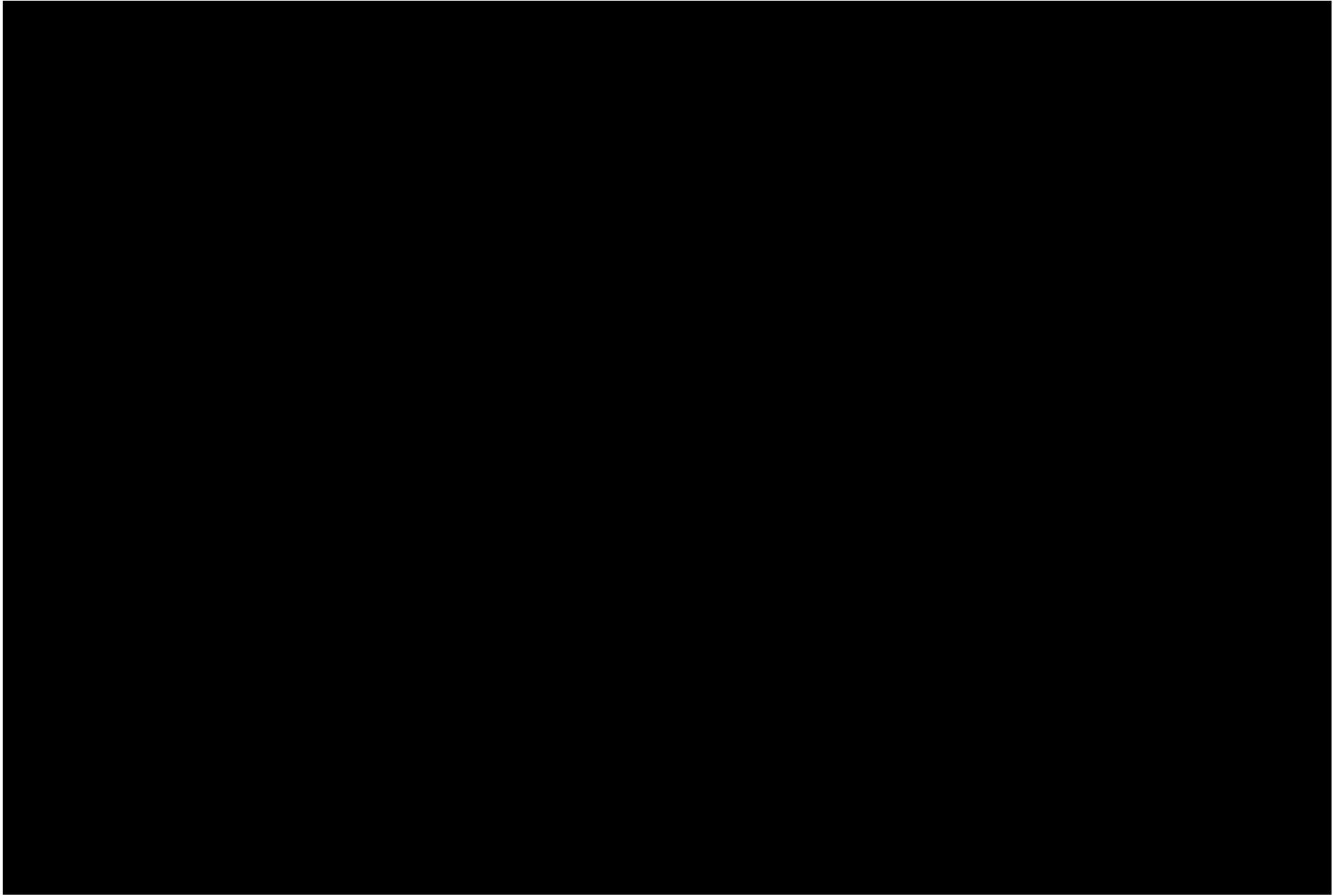
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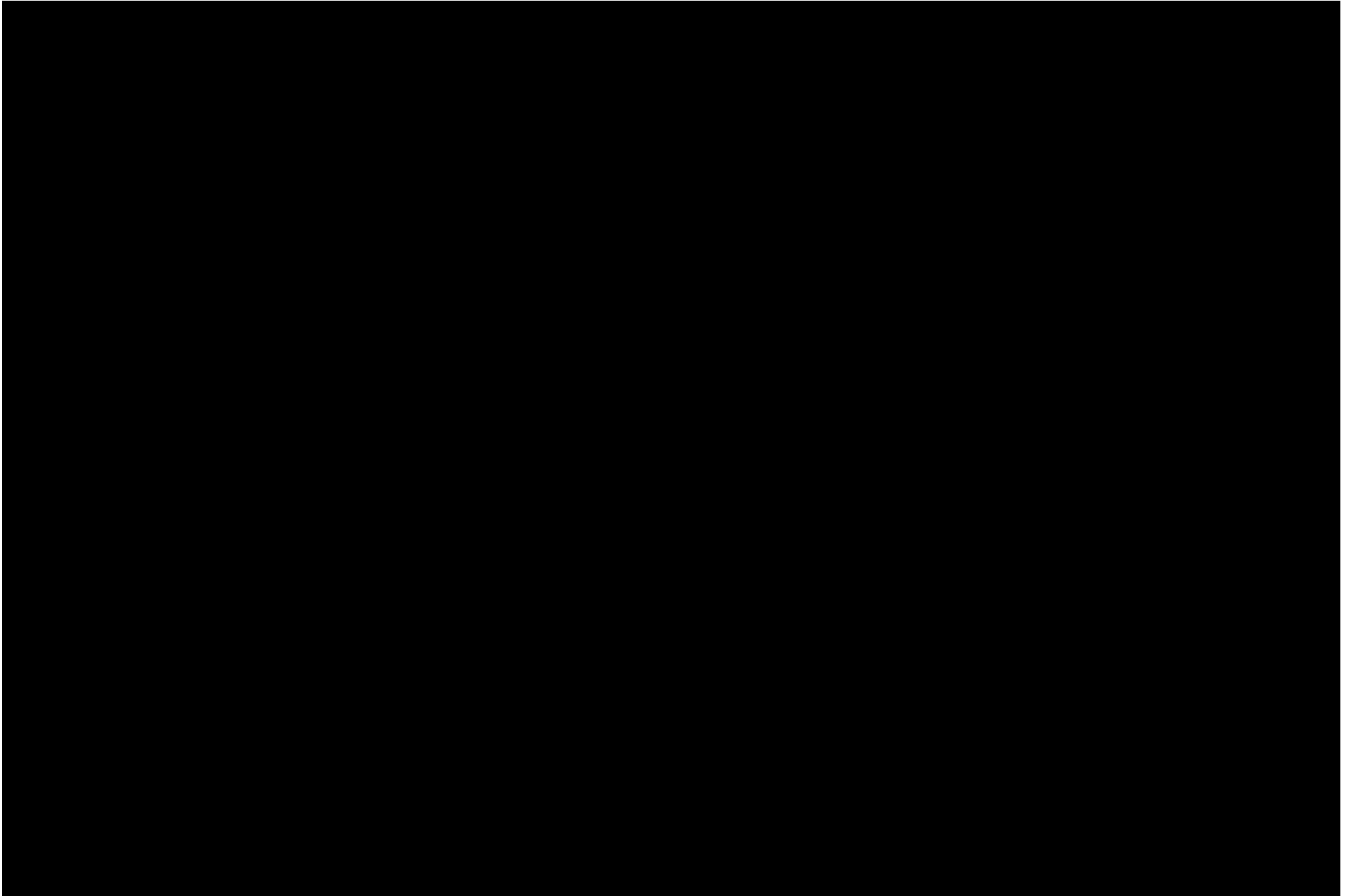


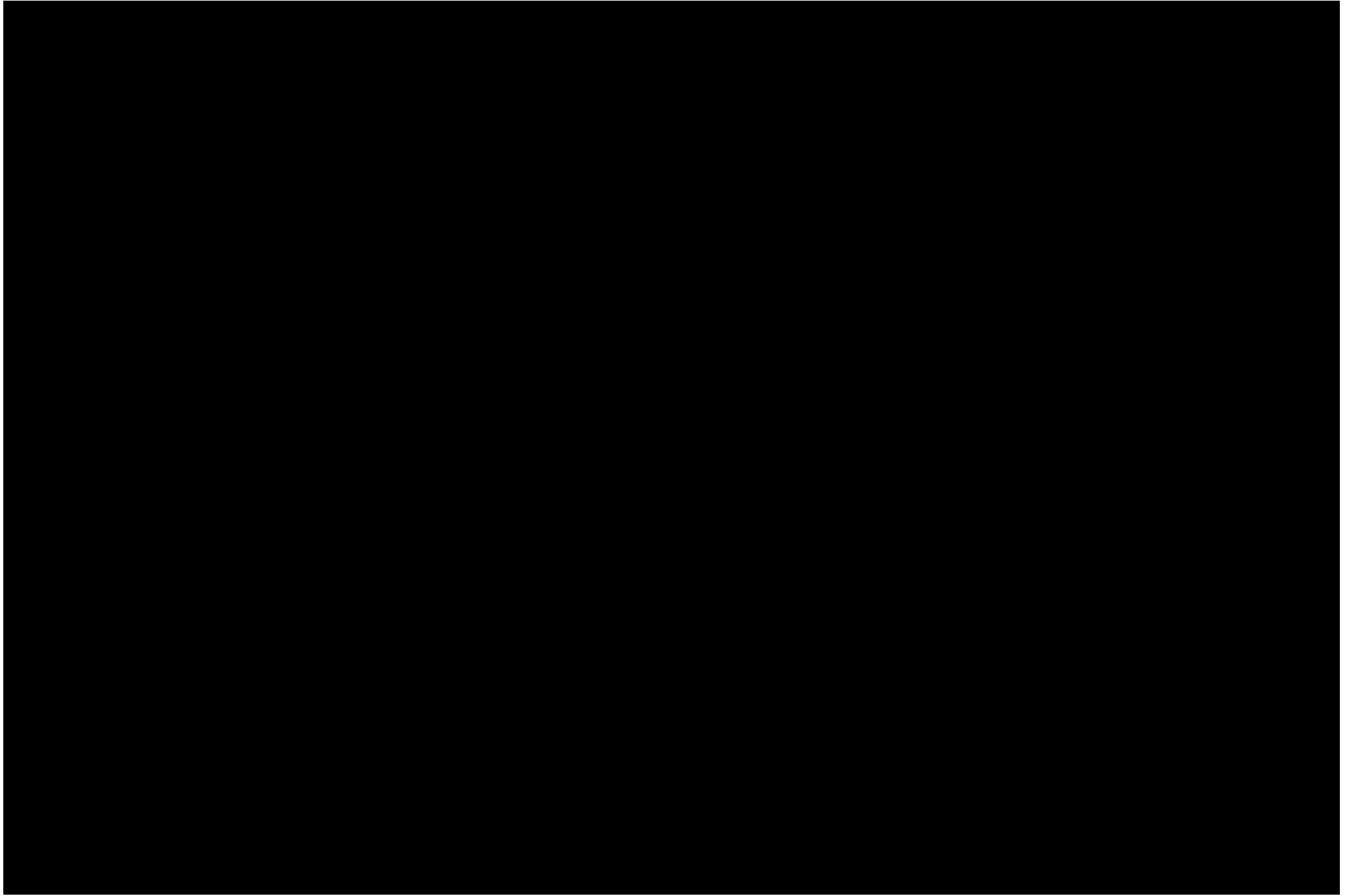














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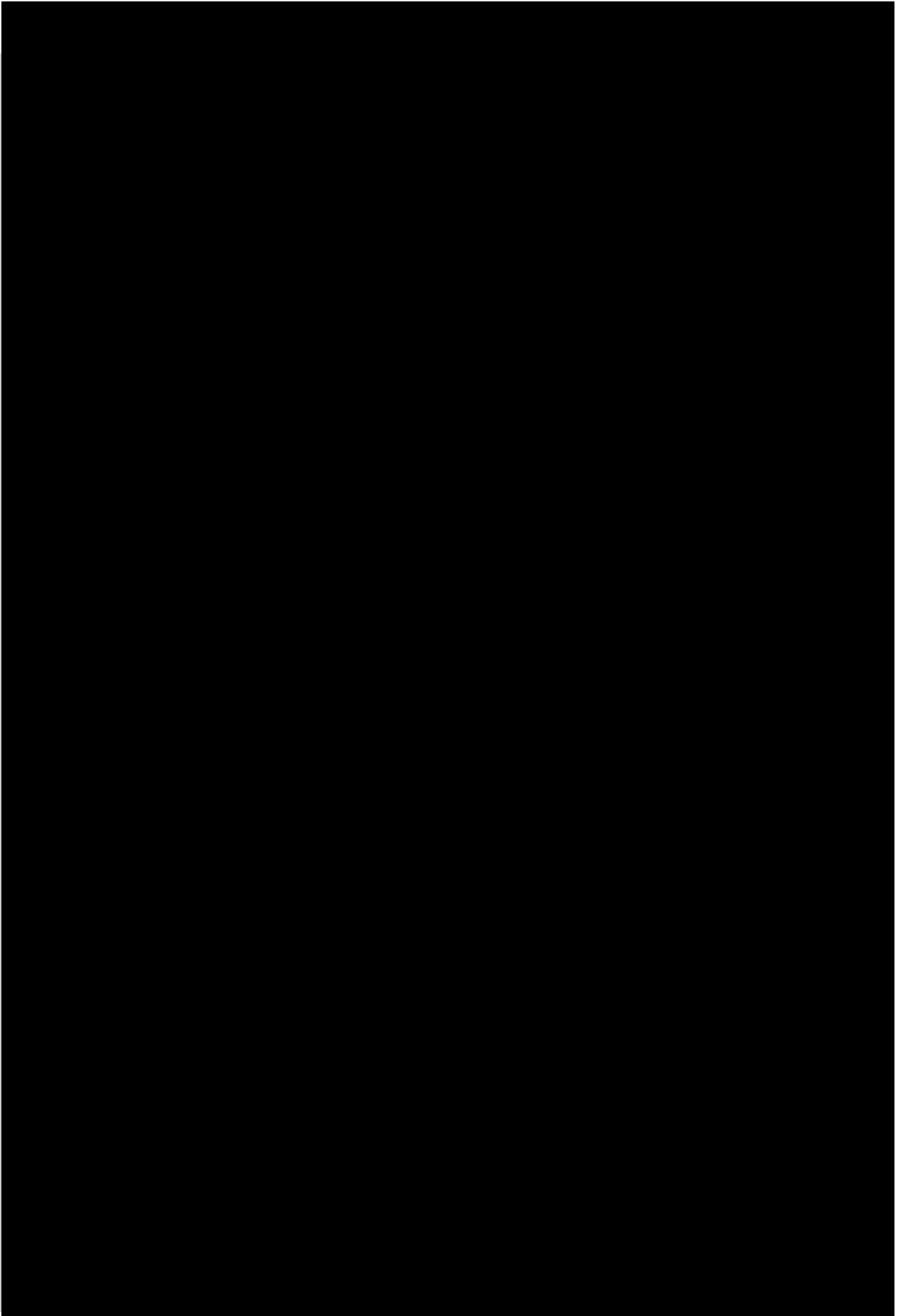
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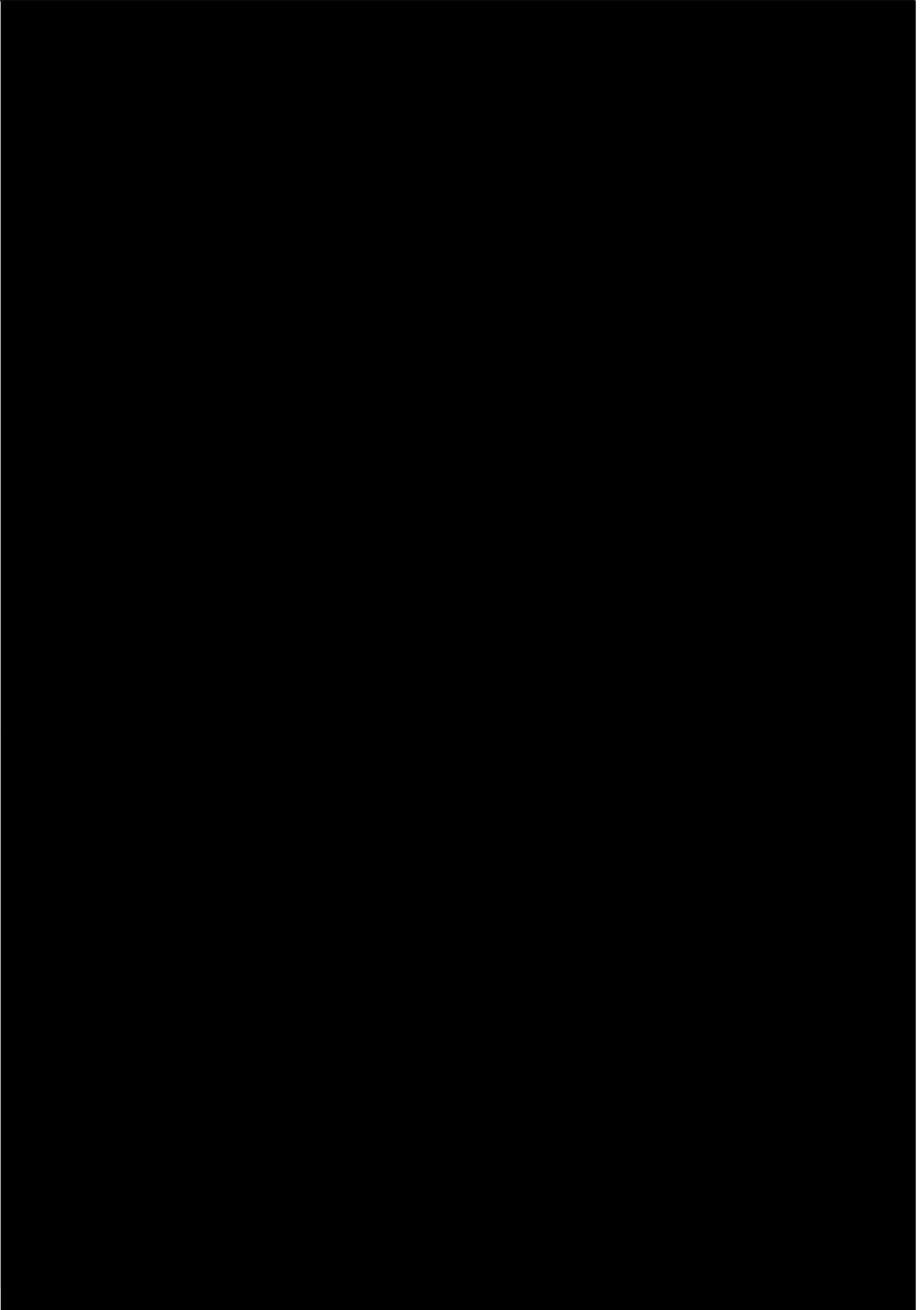
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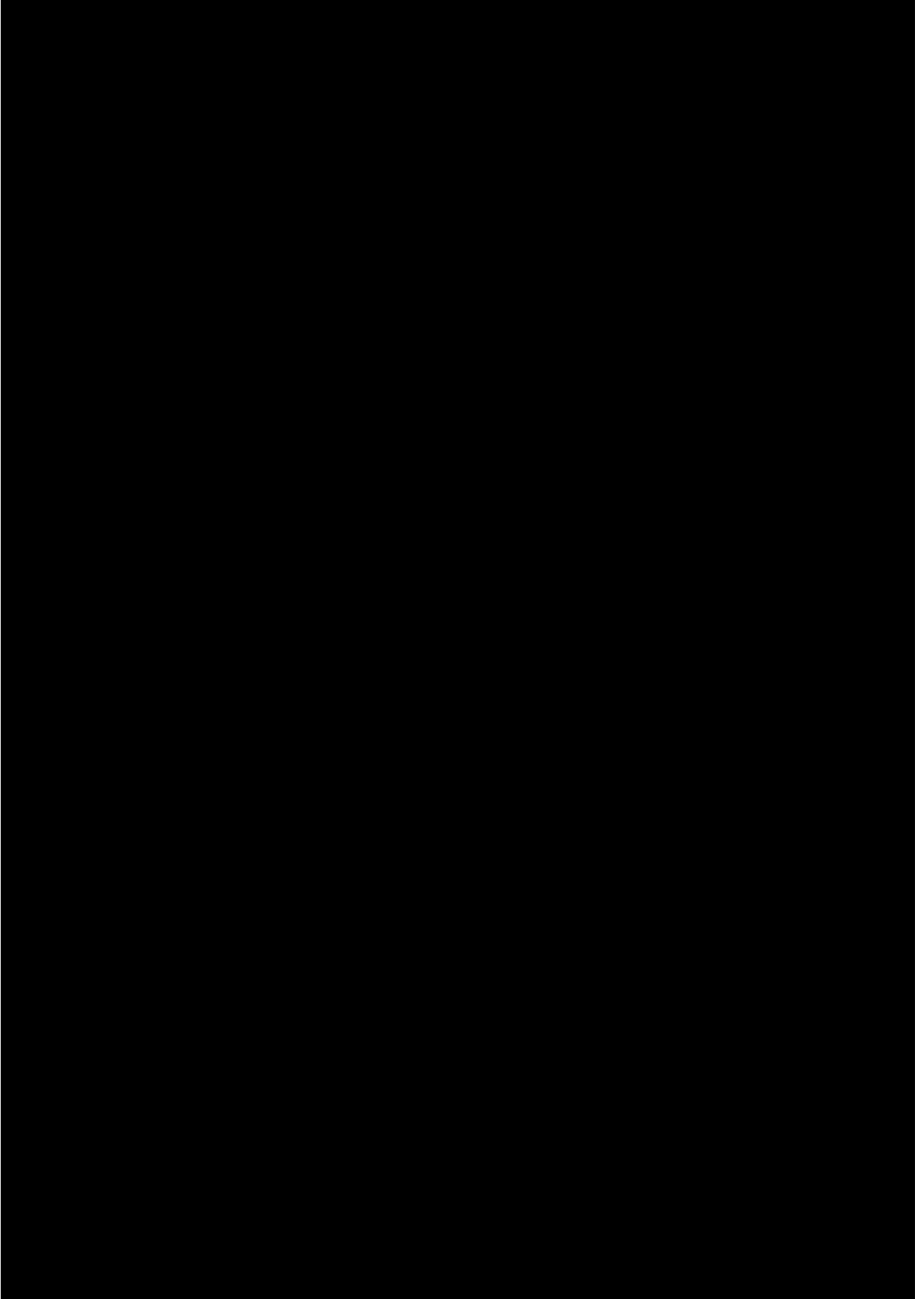
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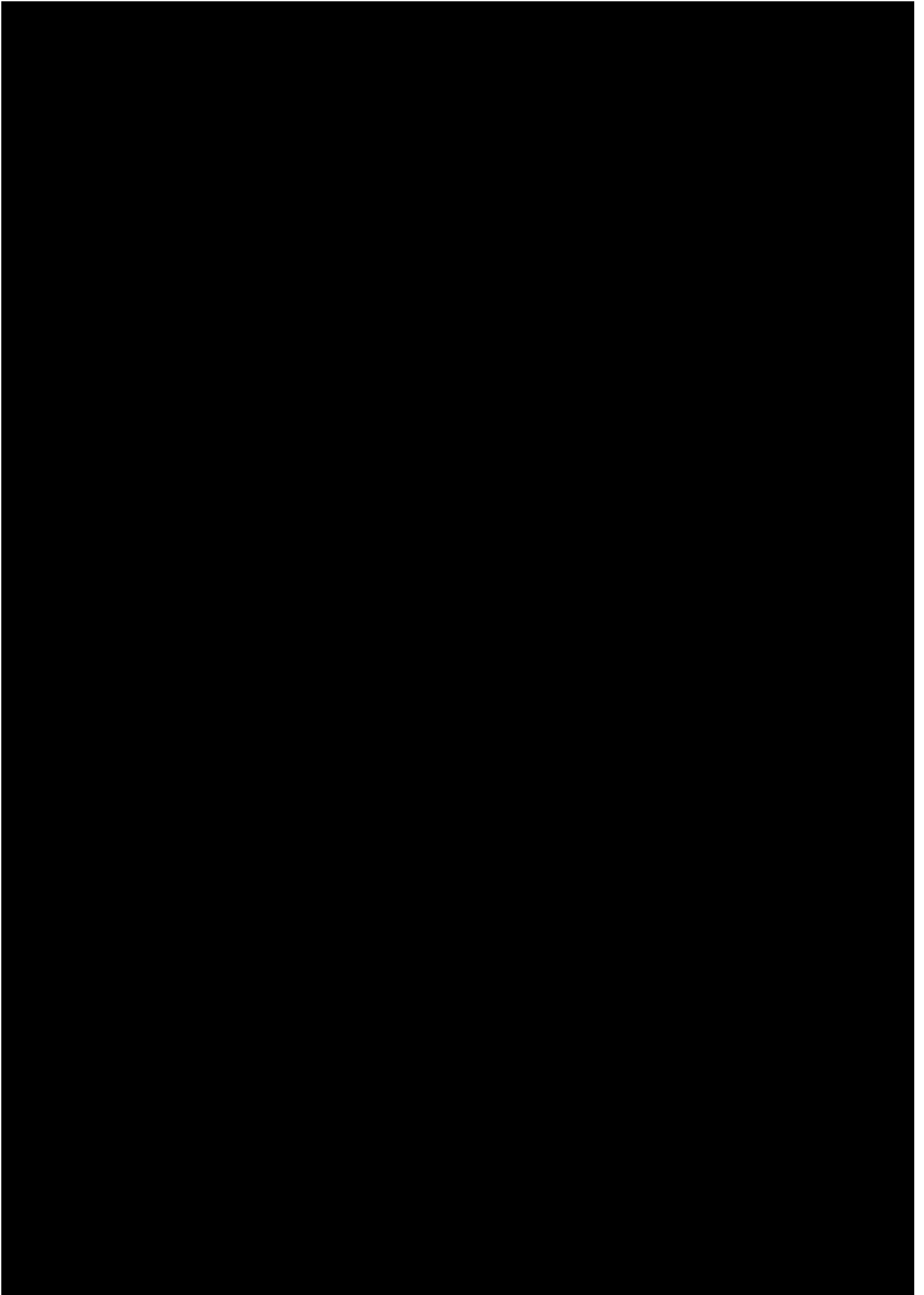
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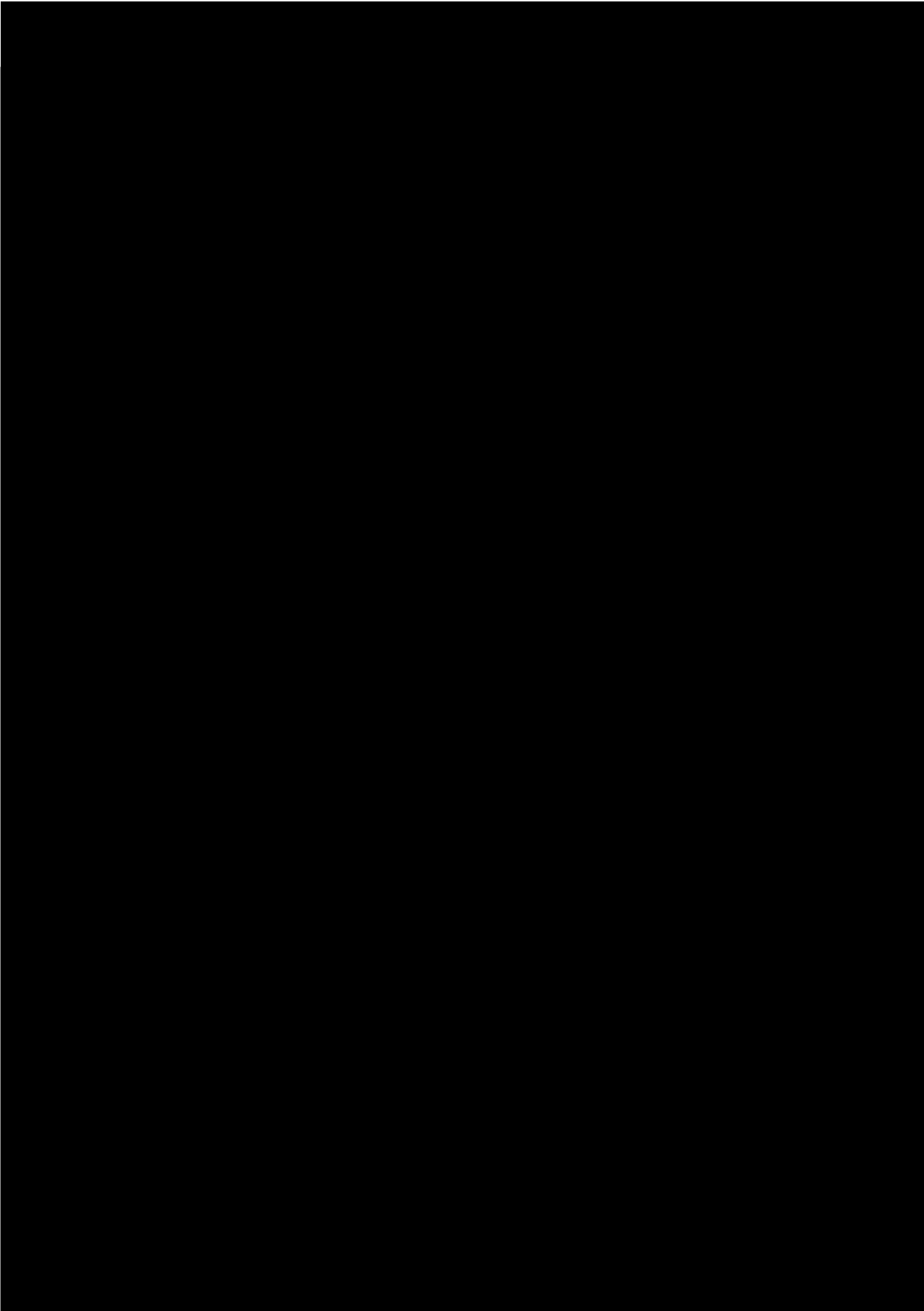
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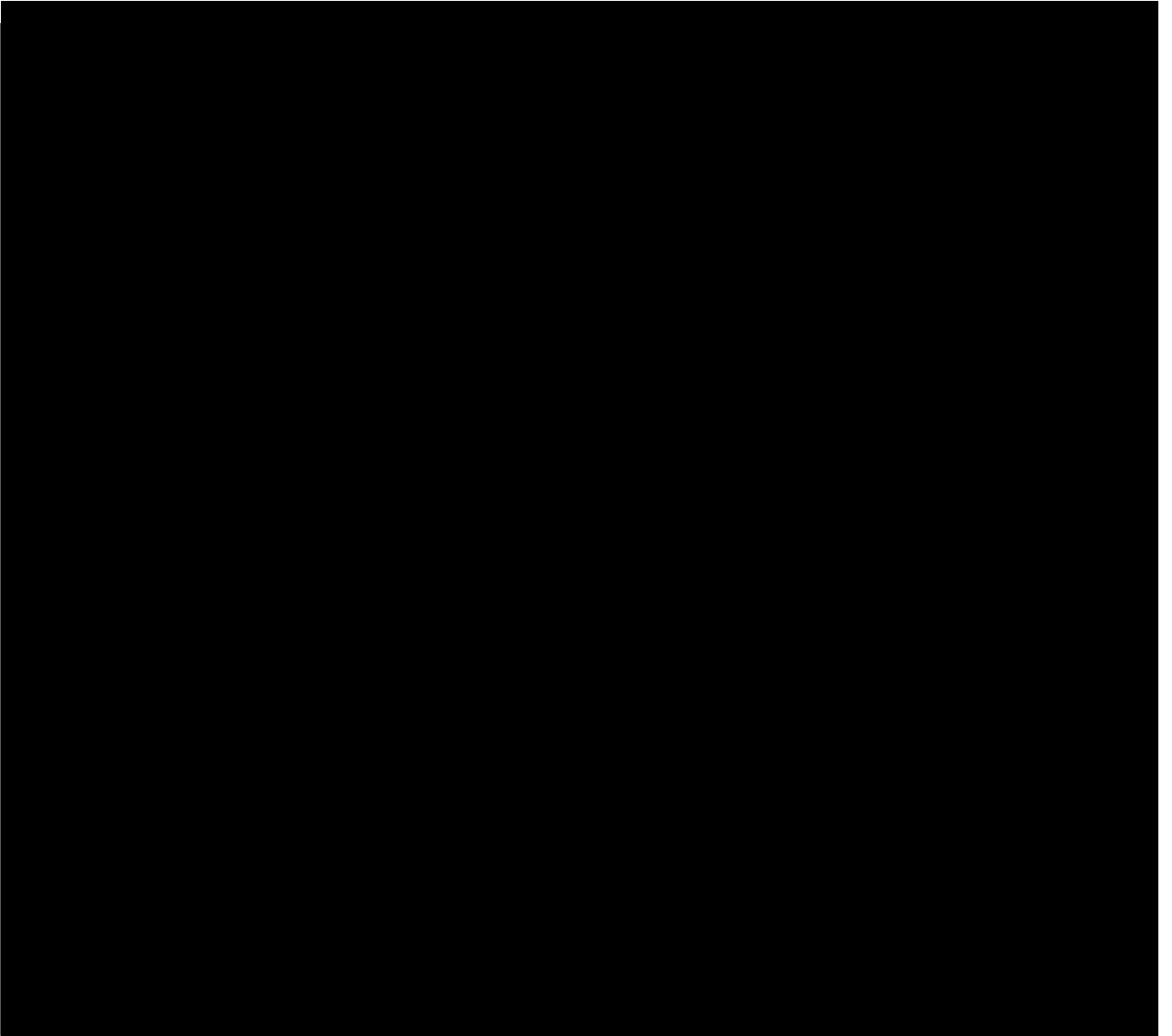
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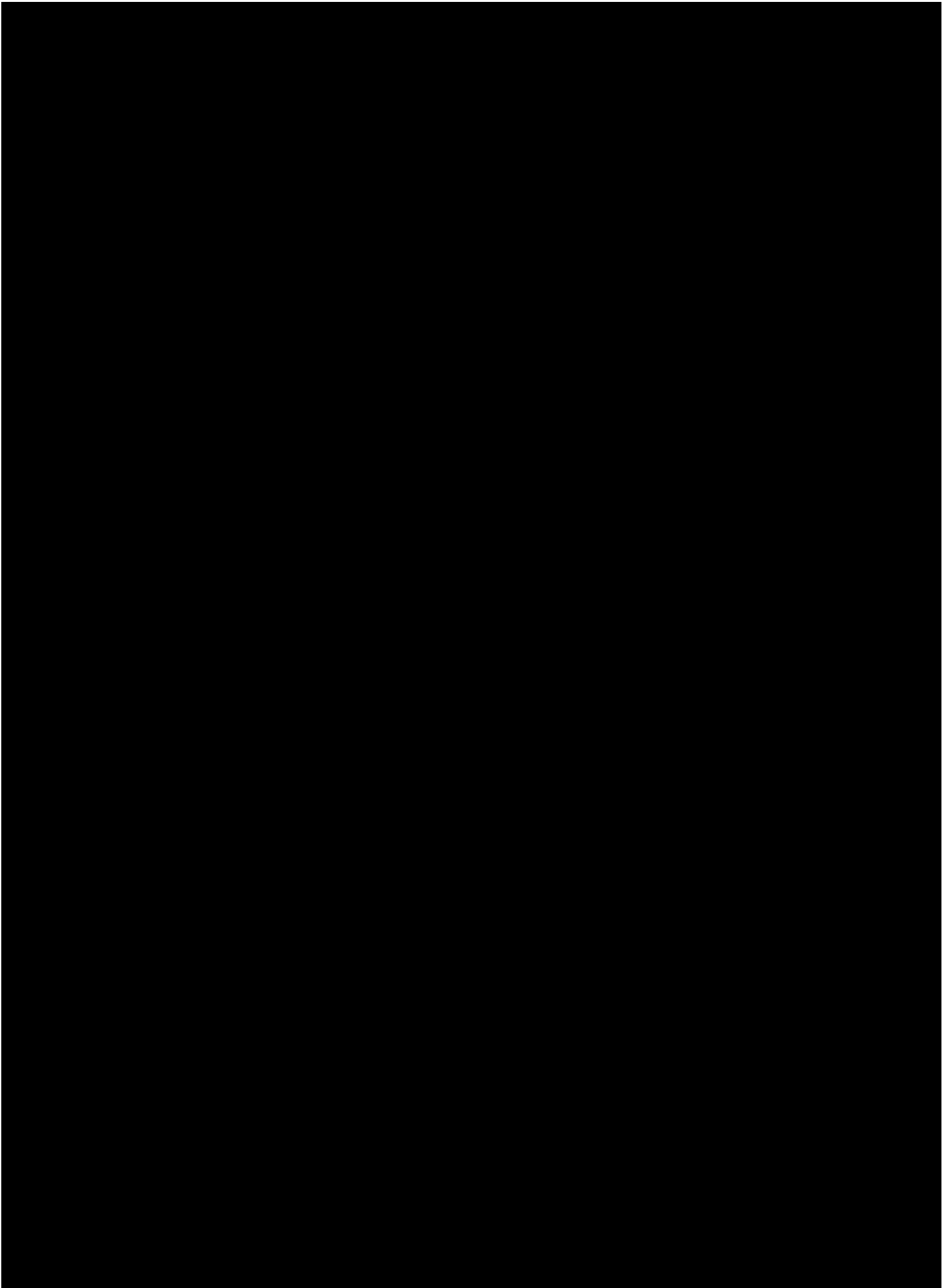
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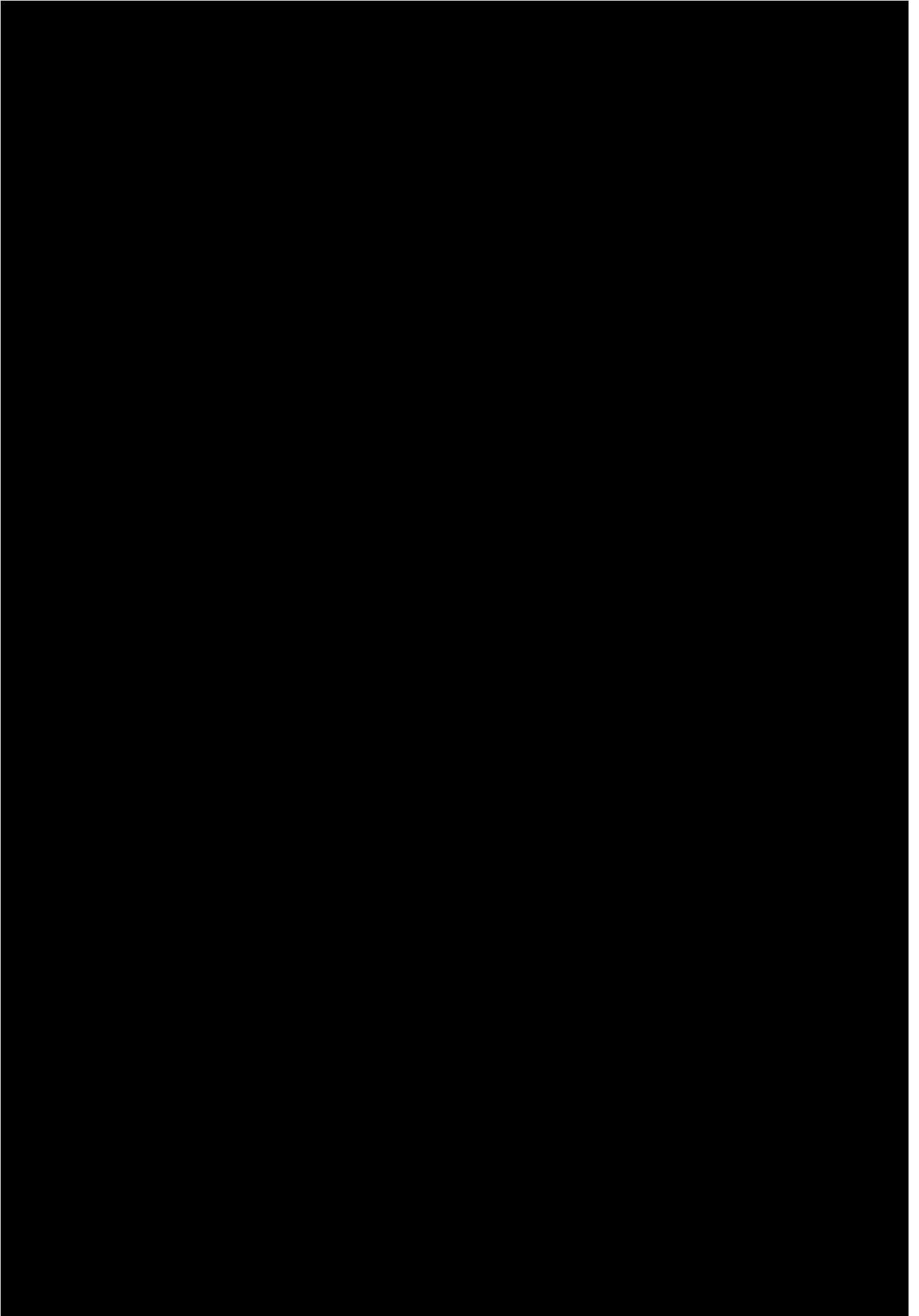
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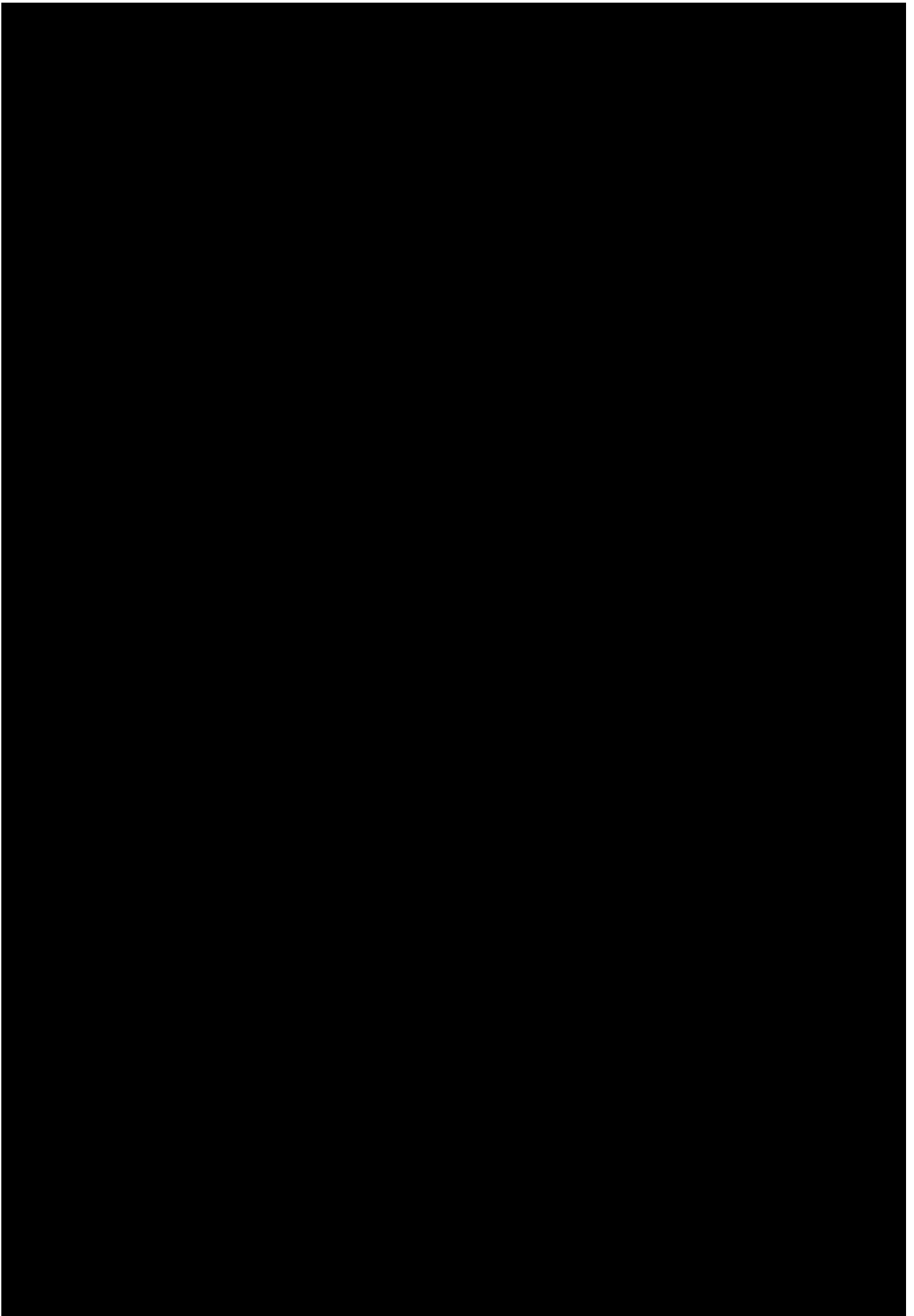
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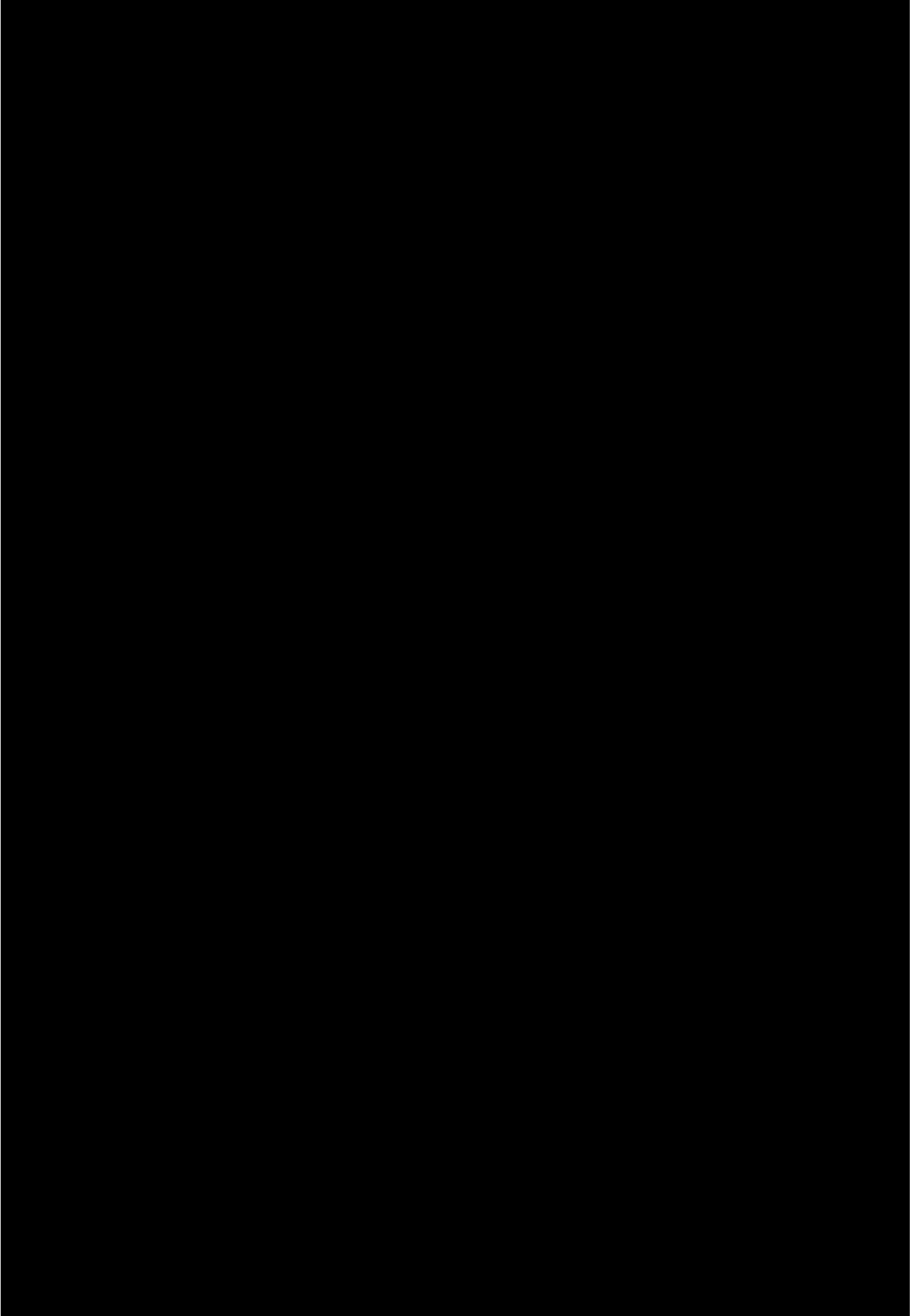
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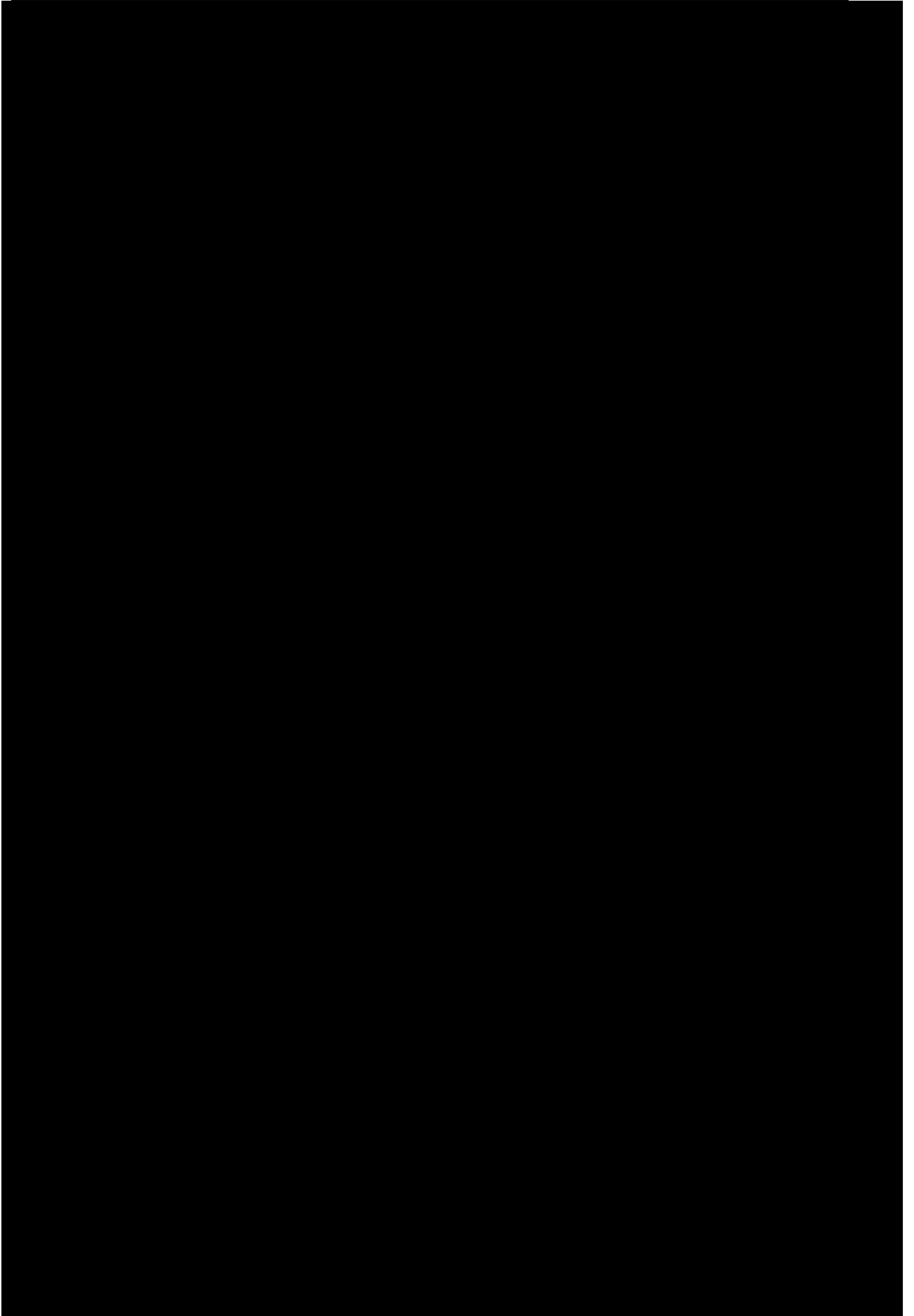
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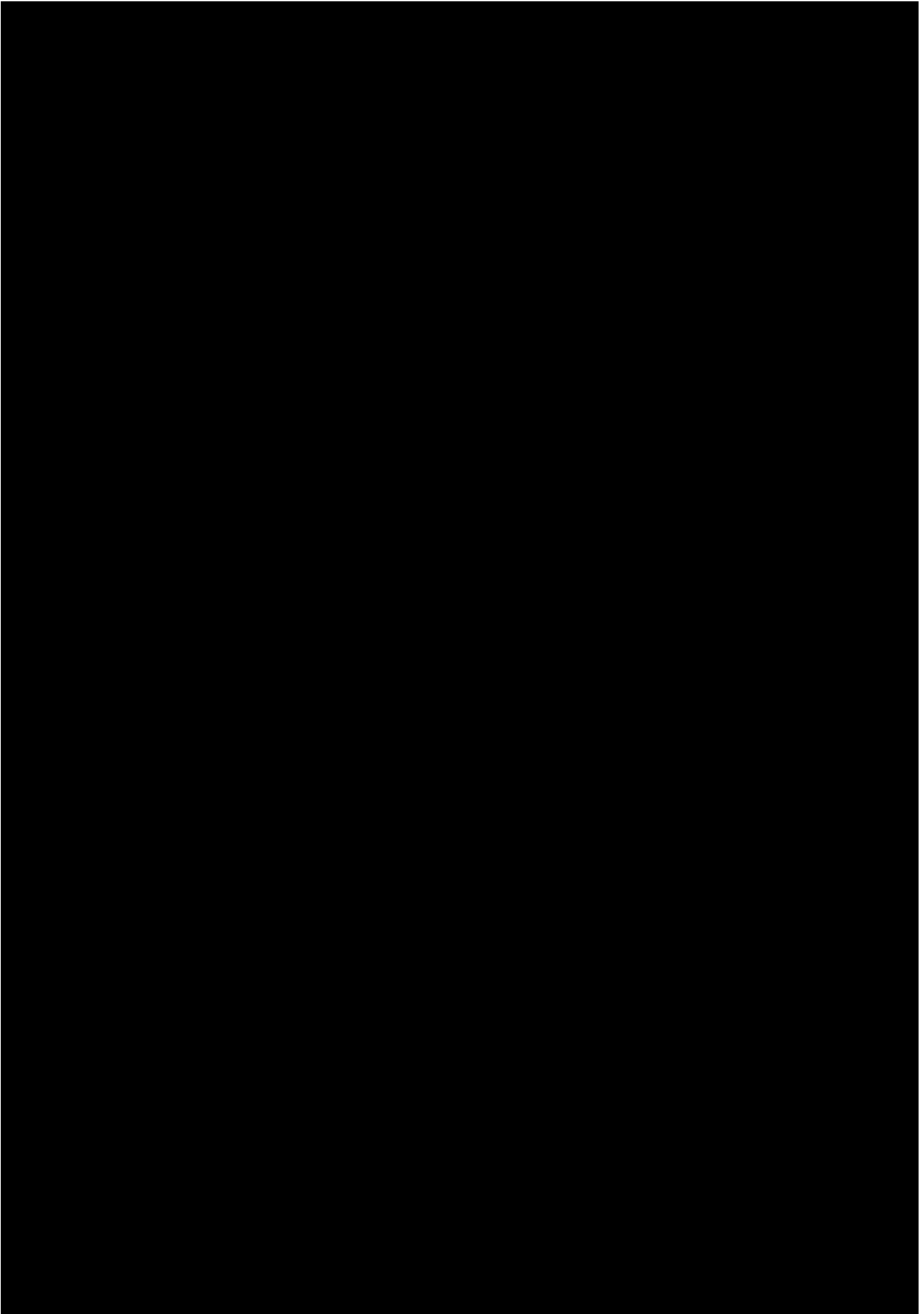


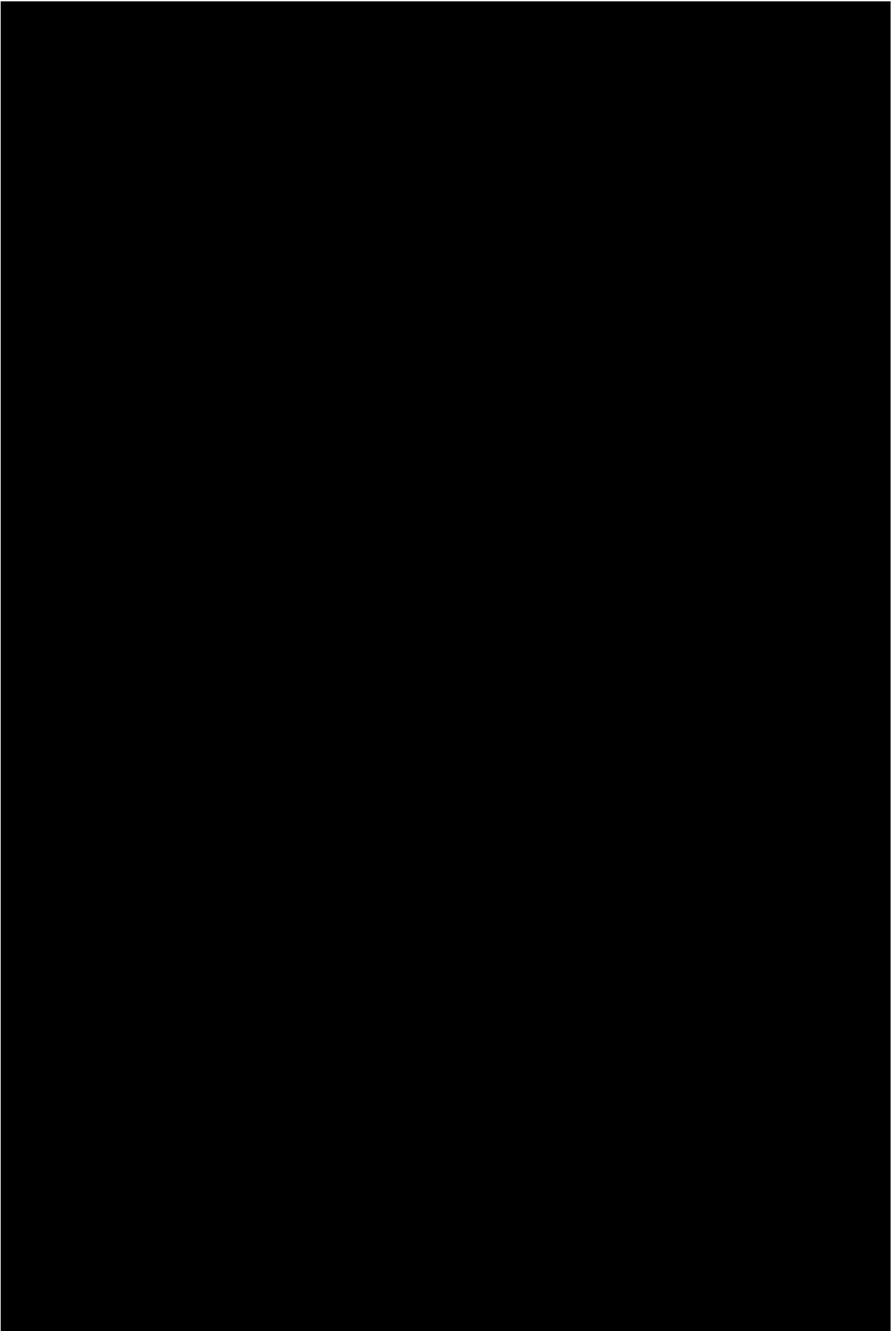


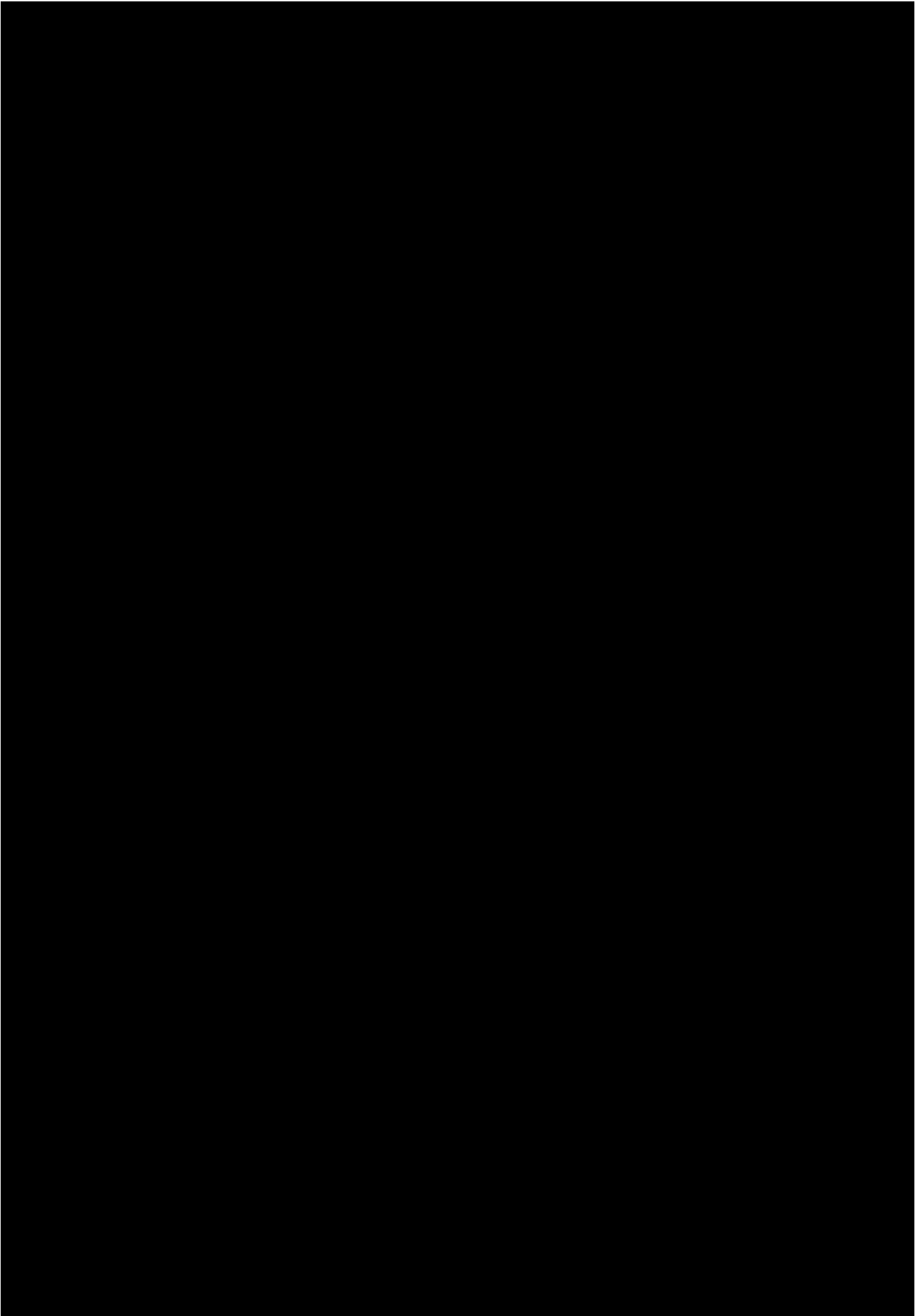


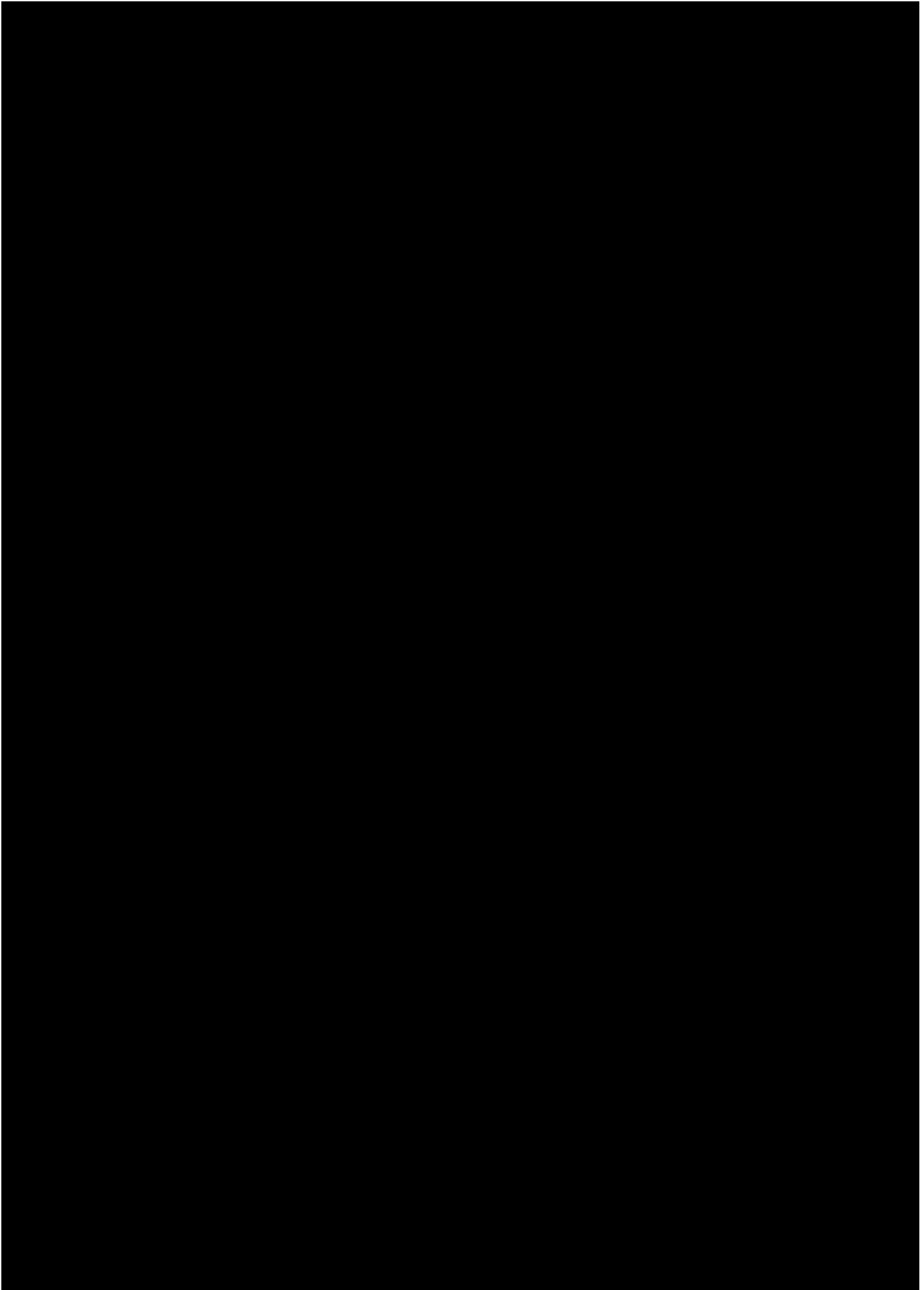


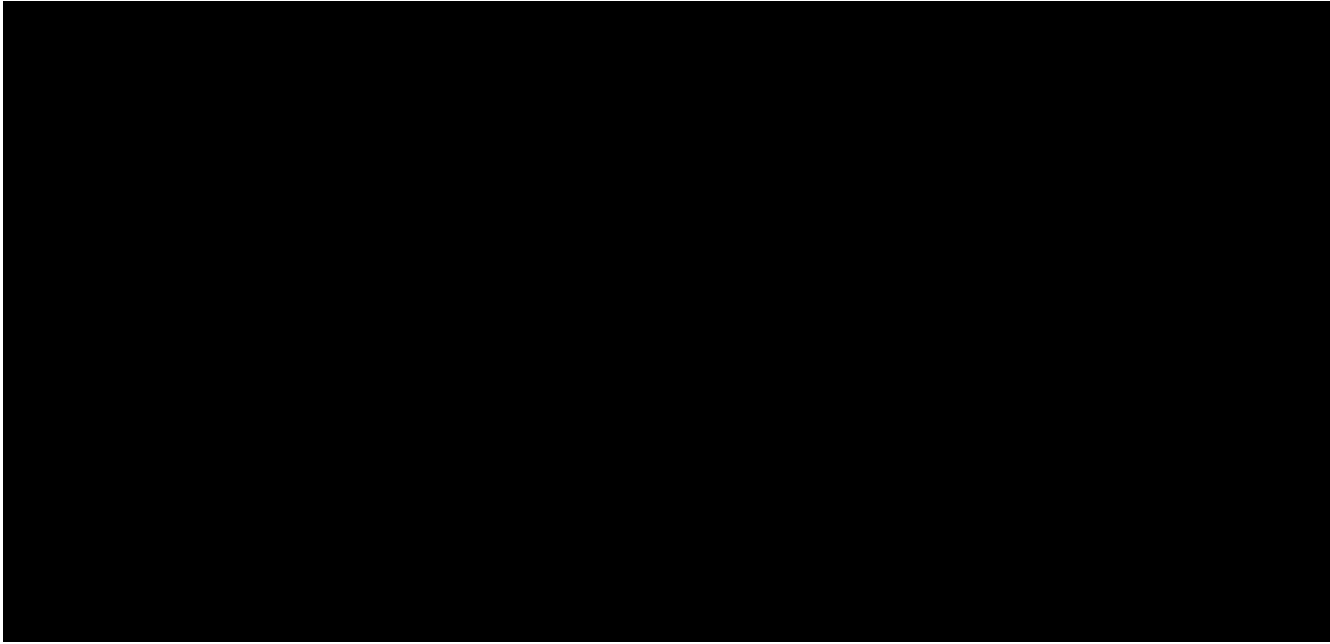




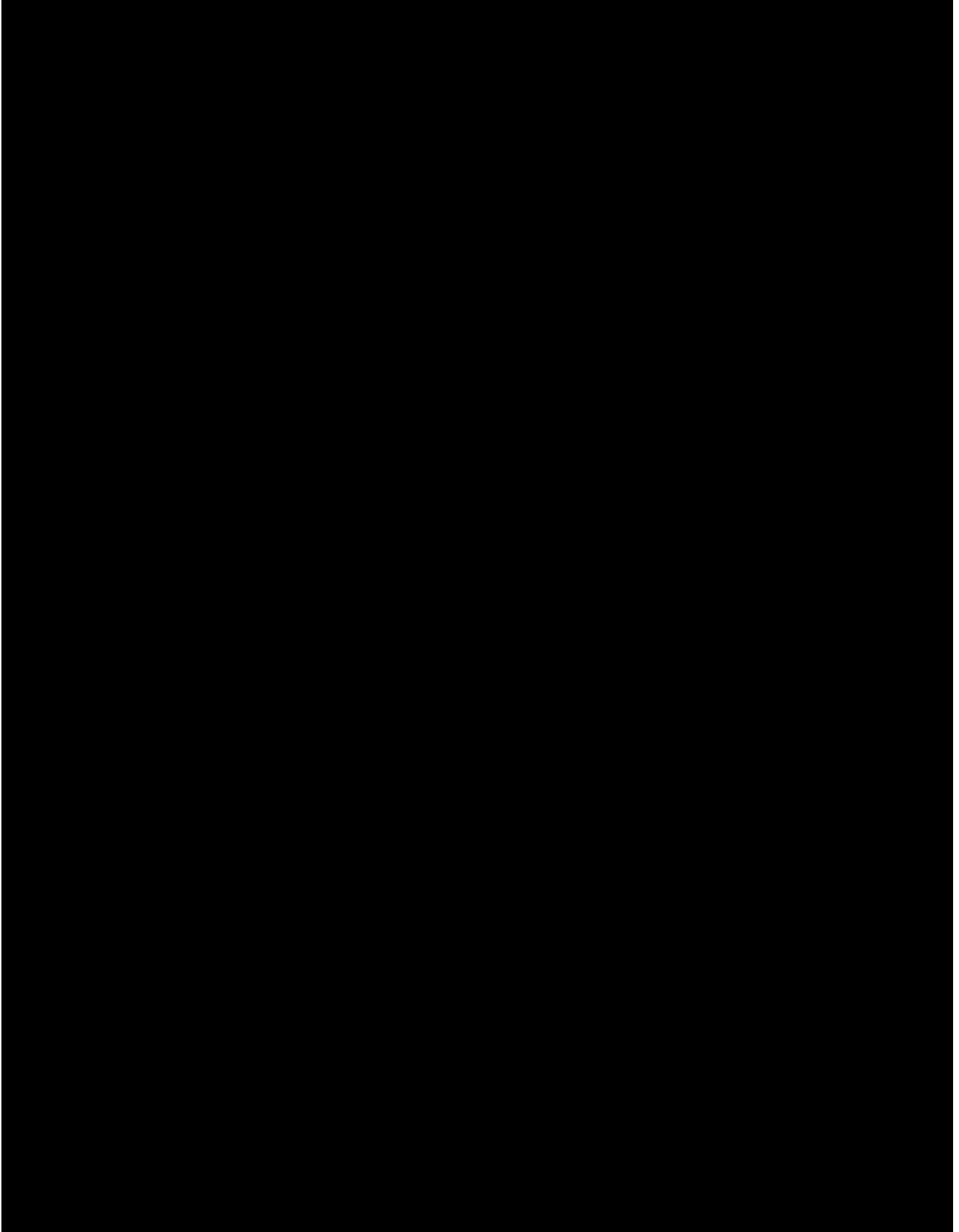


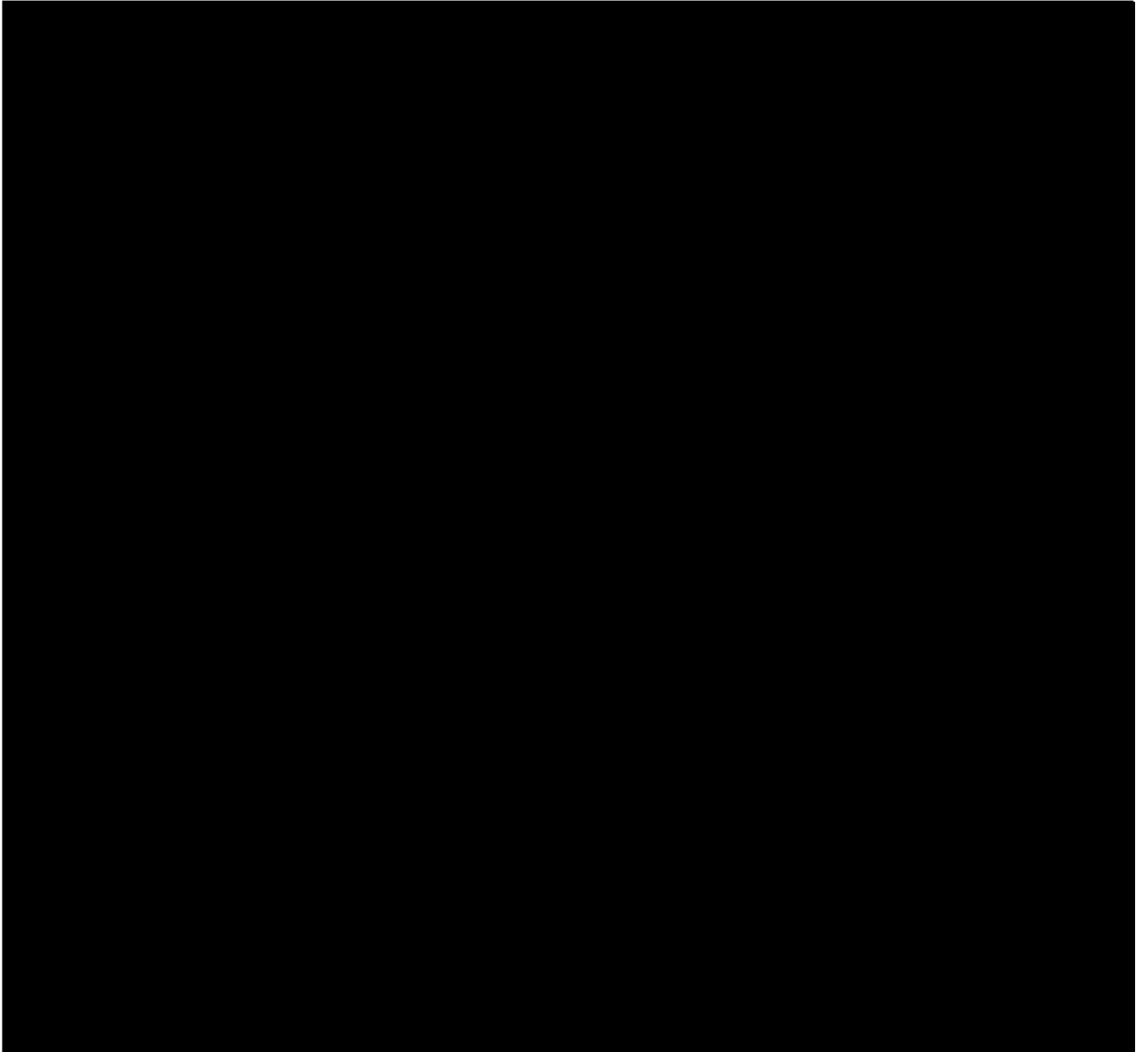


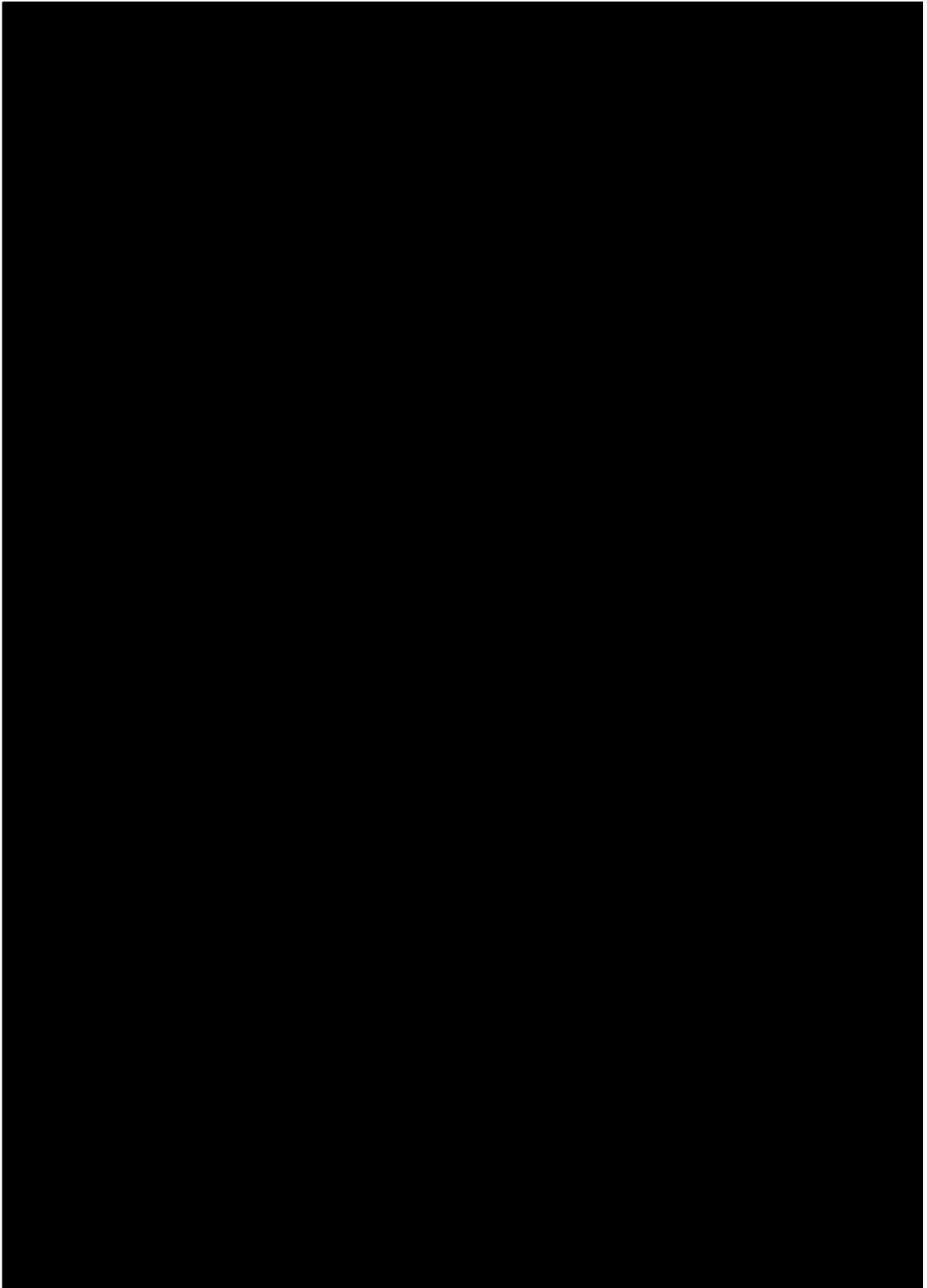


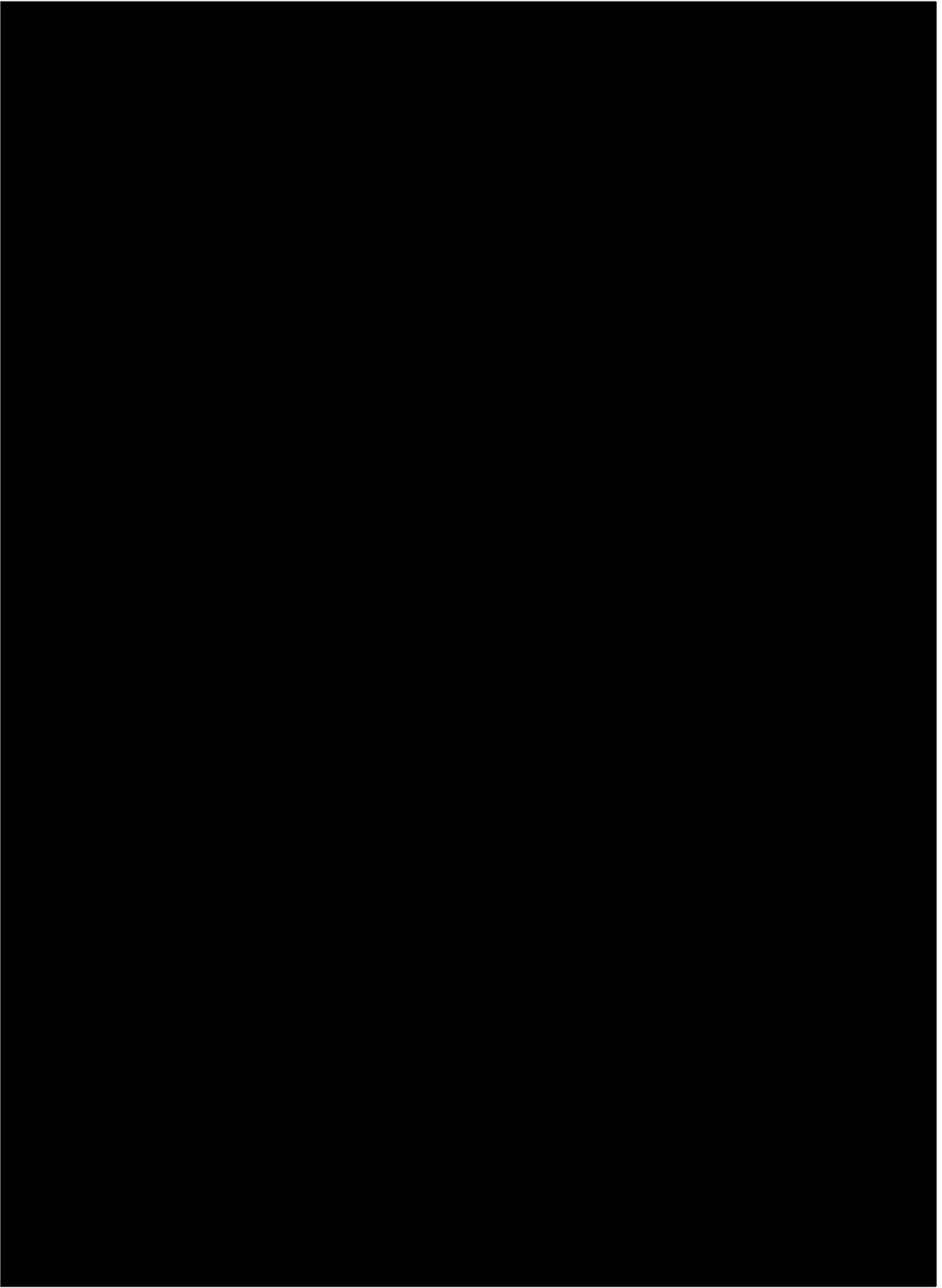


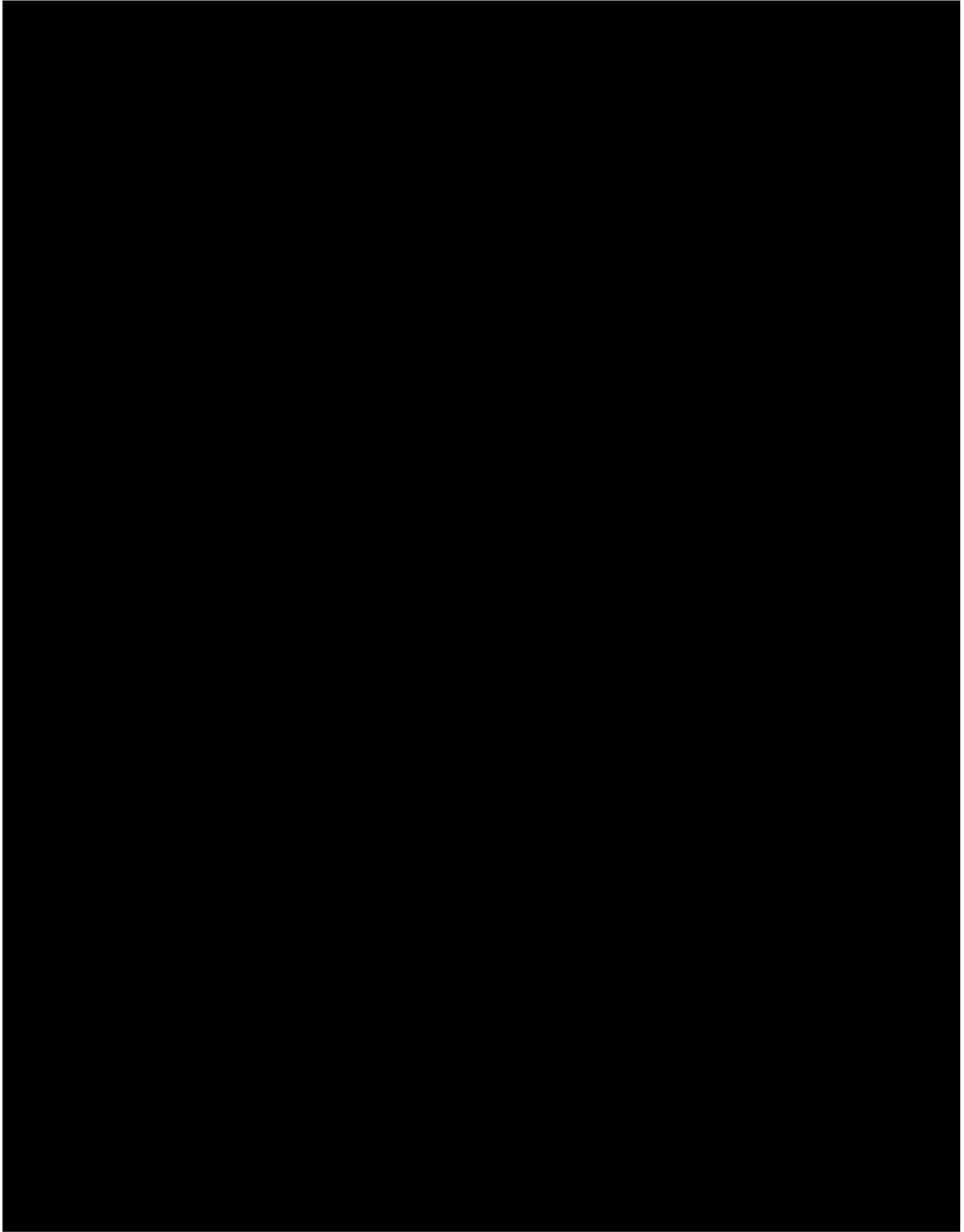


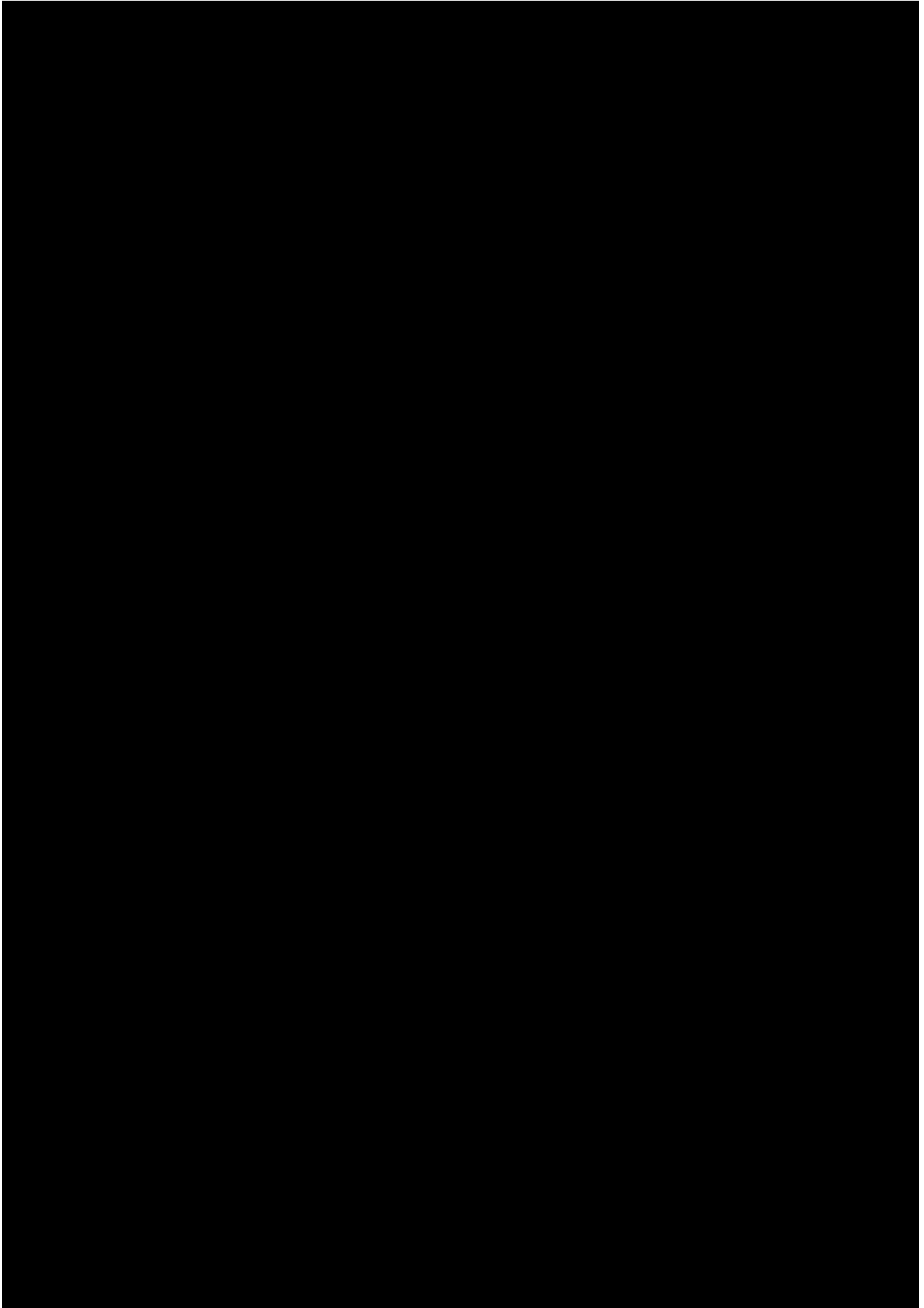














Tasmanian Liquor and Gaming Commission

Commission Paper No: 13/23-9

Meeting date: 2 October 2023

Subject: Information Report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Background

The Treasurer issued the *Tasmanian Liquor and Gaming Commission Ministerial Direction (No. 1) 2022* (Direction) on 15 September 2022. The Direction, inter alia, requires the Commission to:

1. oversee the development and implementation of a state-wide player card gaming system with pre-commitment for electronic gaming machines in hotels, clubs and casinos; and
2. enforce the implementation of such a system through amendment to the Commission's Rules and other technical instruments.

The system is to be implemented pursuant to the Commission's Report: *Investigation of harm minimisation technologies: facial recognition and player card gaming*. However, the Treasurer established the limit setting parameters for daily and monthly limit increases within the \$5 000 annual limit and required that the Commission determine the certification required for any further increase to the annual, monthly and daily limits.

The Government's response to the Commission's Report provides no timeframe. However, the associated media release includes "The Government looks forward to working with the Commission, gaming venues and the new Monitoring Operator to implement a player card gaming system with pre-commitment by December 2024". The Direction requires the actions specified to be taken as soon as practicable.

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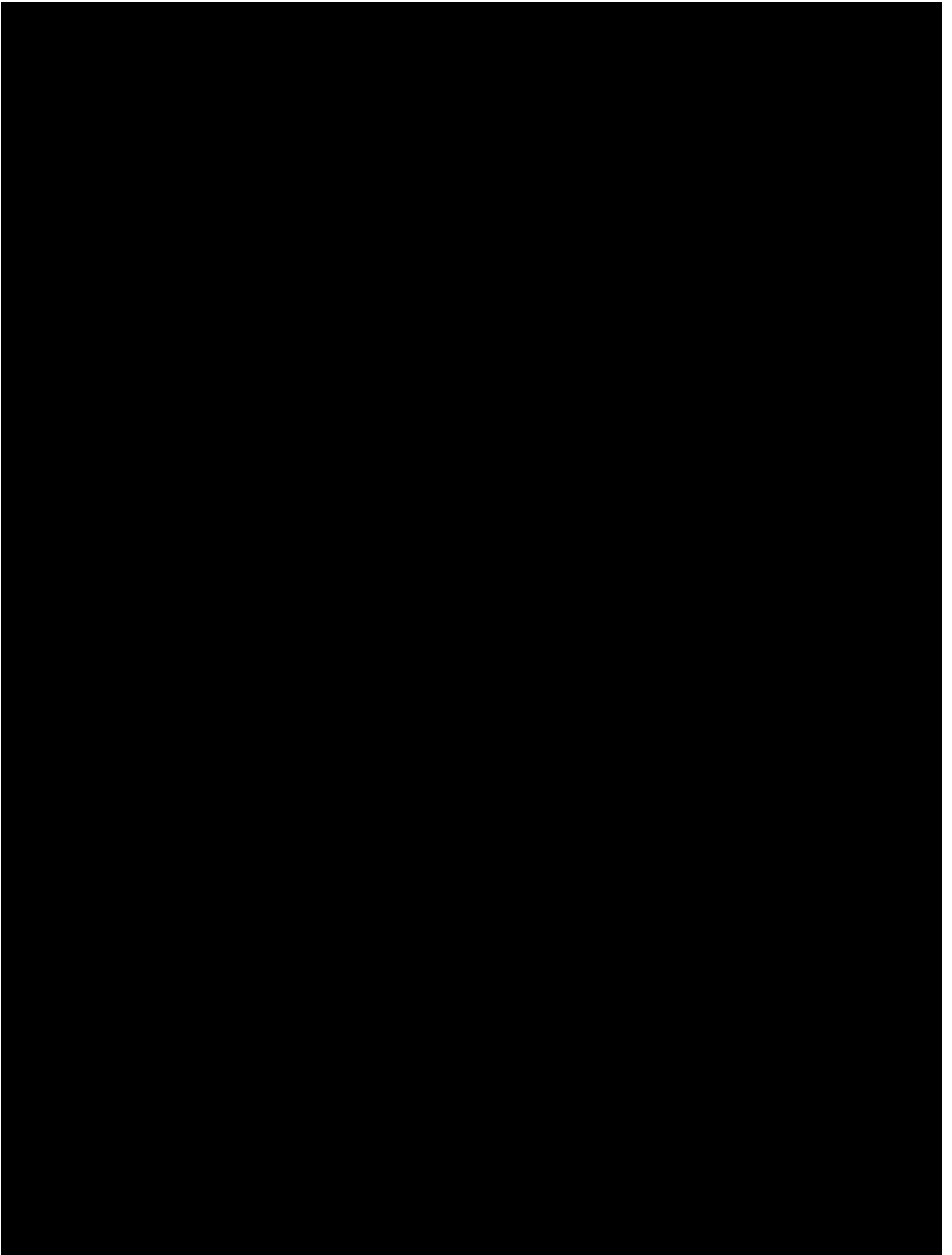
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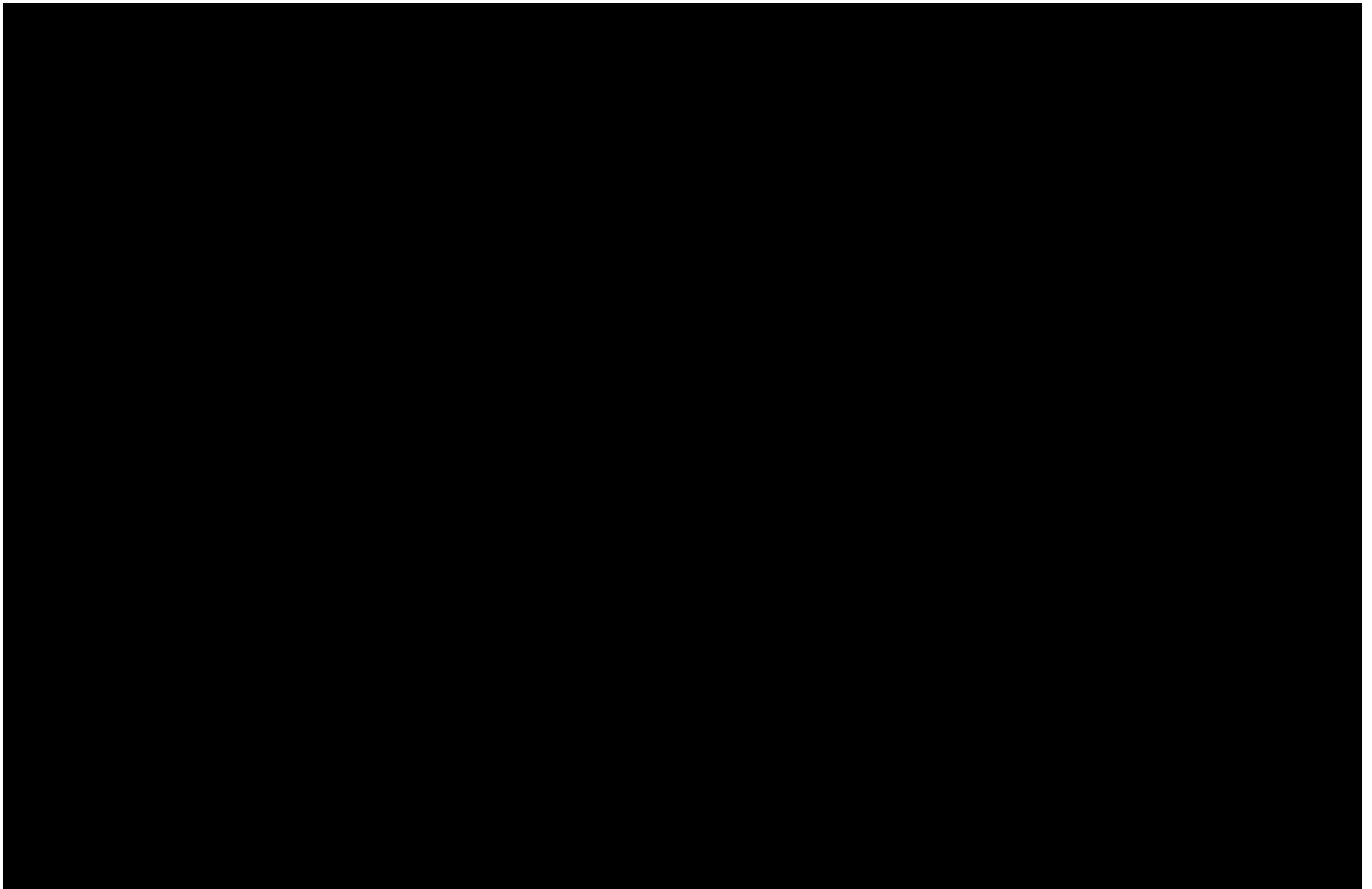
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Tasmanian Liquor and Gaming Commission

Commission Paper No: 13/23-9

Meeting date: 2 October 2023

Subject: Information Report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Background

The Treasurer issued the *Tasmanian Liquor and Gaming Commission Ministerial Direction (No. 1) 2022* (Direction) on 15 September 2022. The Direction, inter alia, requires the Commission to:

1. oversee the development and implementation of a state-wide player card gaming system with pre-commitment for electronic gaming machines in hotels, clubs and casinos; and
2. enforce the implementation of such a system through amendment to the Commission's Rules and other technical instruments.

The system is to be implemented pursuant to the Commission's Report: *Investigation of harm minimisation technologies: facial recognition and player card gaming*. However, the Treasurer established the limit setting parameters for daily and monthly limit increases within the \$5 000 annual limit and required that the Commission determine the certification required for any further increase to the annual, monthly and daily limits.

The Government's response to the Commission's Report provides no timeframe. However, the associated media release includes "*The Government looks forward to working with the Commission, gaming venues and the new Monitoring Operator to implement a player card gaming system with pre-commitment by December 2024*". The Direction requires the actions specified to be taken as soon as practicable.

Issues

Timeframe

Fully implementing card based mandatory pre-commitment and cashless gaming in hotels, clubs and casinos by the end of 2024 will be challenging. Given the need to ensure that the underlying Electronic Monitoring System (EMS) is stable and has sufficient capacity and reliability to support mandatory player cards with hard limits, it will be necessary to consider a staged implementation.

Components of the reform

The original research and report aggregated card-based play, mandatory pre-commitment, cashless gaming and state-wide operation requirements and combined implementation was planned.

While card-based play and mandatory pre-commitment can be considered as one, implementation planning will need to consider that each component may require differing timeframes.

Staged implementation

Given the challenges of full implementation by the end of 2024, options to stage the implementation will be developed with expert advice and in consultation with the provider, MAXgaming and the casino licensees. The implementation of mandatory pre-commitment will be prioritised.

A proposal for staged implementation will be provided to the Commission for consideration and for engagement with the Treasurer as soon as possible.

Certification for limit change

The most challenging component of the reforms outside of system development is the requirement to develop an acceptable certification for those players wishing to increase their daily limit above \$500 or their monthly or annual limits above \$5 000.

Treasury has undertaken consultation with the accounting, financial planning / advisor and financial counselling industries and there is no body or industry prepared to provide a certification that a player has the capacity to sustain any level of loss or discretionary spend capacity, in the context of gambling loss. The counselling sector is also not an appropriate mechanism for such certification.

It may be necessary to consider approval processes that do not require a certification of the capacity for loss. Treasury will continue to investigate this matter and will provide further advice and options for the Commission's consideration.

Integration with casinos

Whilst a statewide pre-commitment system is the aim, it may be necessary to commence with separate arrangements for the hotel/club and casino sectors. Treasury is in consultation with MAXgaming on the implementation and operation of the pre-commitment system and will engage with the casinos as to the most effective method of implementing a single system or cards with a common limit.

The operation of the casino Premium Player Program (PPP) and how this links with the overarching pre-commitment system will also require further consideration given the Government accepted the recommendation that the PPP should continue to operate under a separate regulatory process.

Cashless gaming

Cashless gaming can take many forms and is the subject of investigations in other jurisdictions. In particular, technological advancements such as digital wallets are being considered. It would be prudent to consider national consistency and the risks of introducing technology in Tasmania that will be superseded in the near future.

The introduction of a statewide cashless gaming system is significantly more complex than a venue-based approach and is likely to require the application of banking and financial services industry regulation.

Status

The status of the project to implement this reform is:

- Certification of limits - Treasury has undertaken consultation with the financial services industry which identified that it is unlikely that the preferred approach can be delivered. Treasury will develop options for the Commission's consideration.
- Pre-commitment - Issues identification and technical specifications work have been undertaken. Early engagement has occurred with MAXgaming and a workshop on system implementation is scheduled for 28 September 2023. Engagement with Federal Group in relation to the casino systems will be scheduled following further refinement of the MAXgaming implementation plan.
- Cashless - Issues identification and technical specifications work has been progressed. There are a number of issues to be resolved, including the technology and method for loading and redeeming funds.
- Interjurisdictional - Tasmania has established an interjurisdictional working group for player card and cashless gaming reforms. The aim is to identify opportunities for national consistency and to share learnings and progress on reforms.

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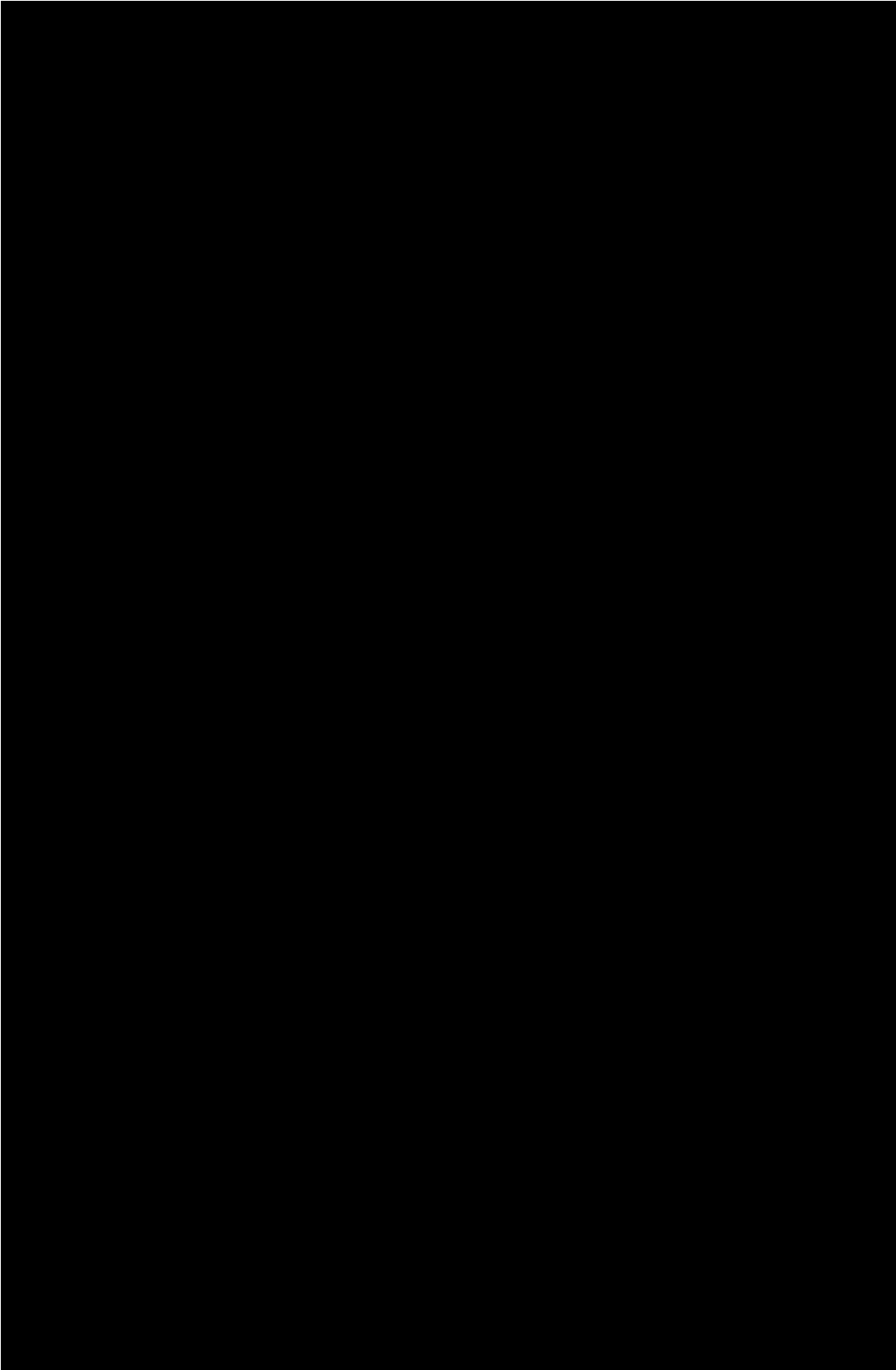
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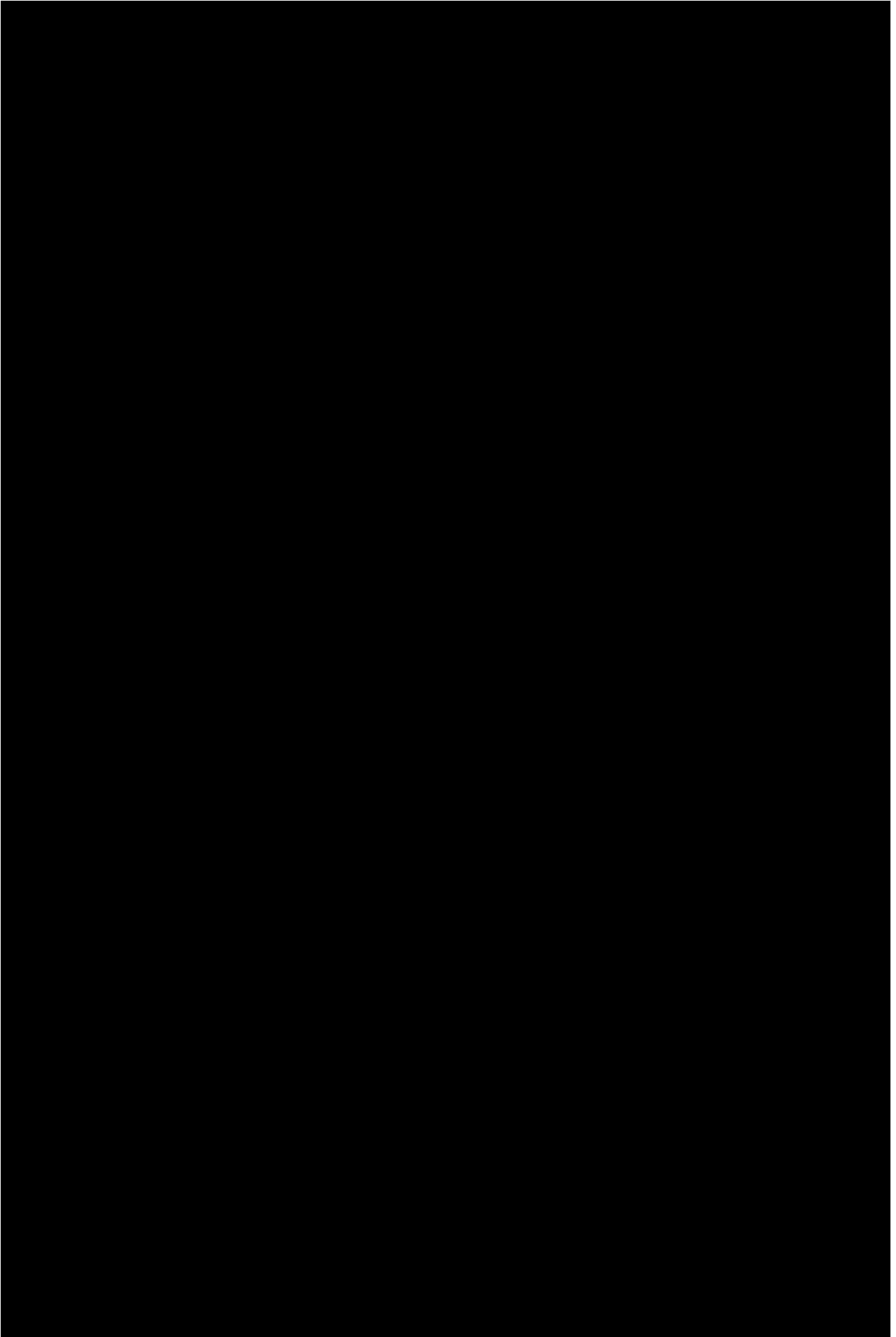
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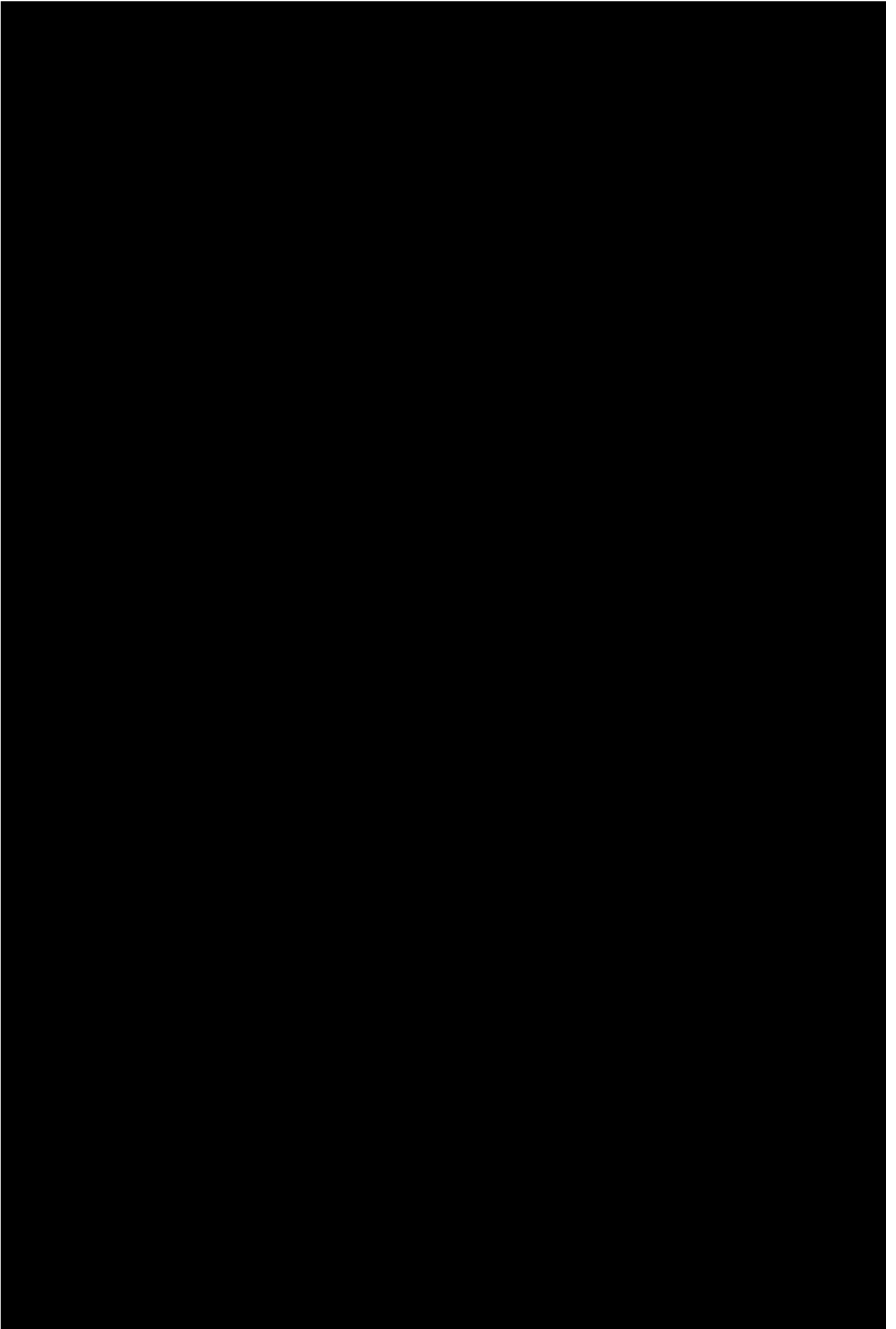
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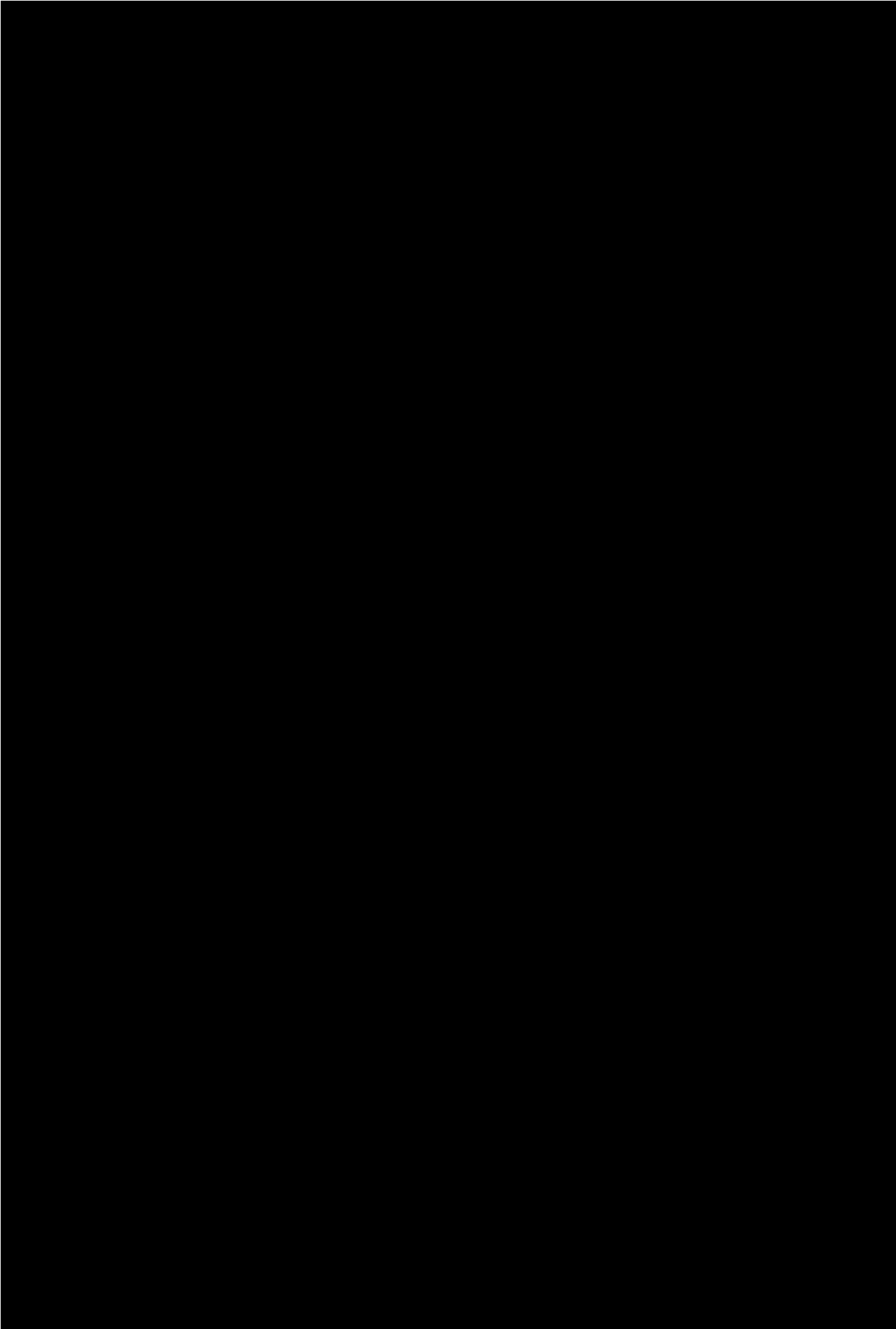
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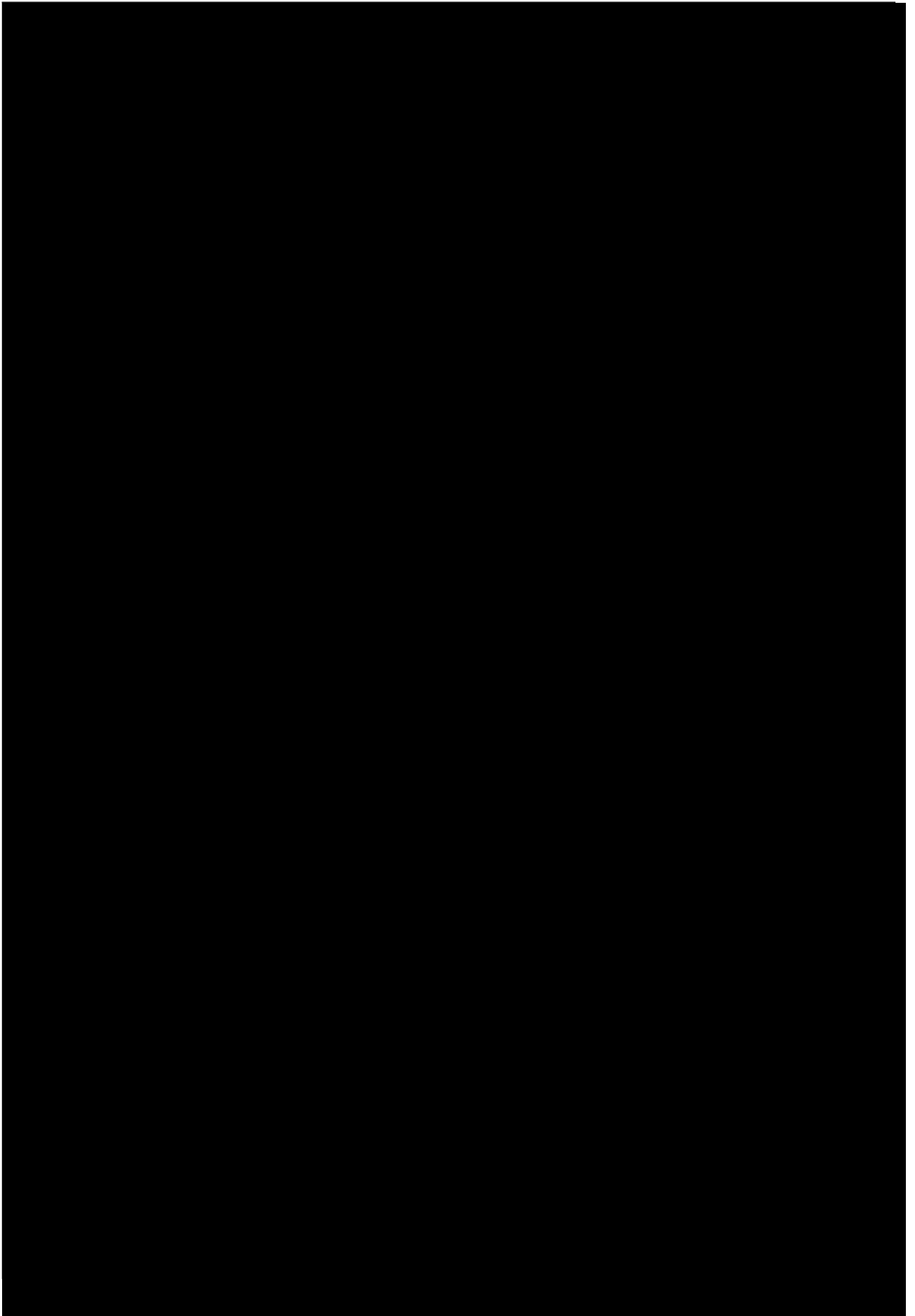
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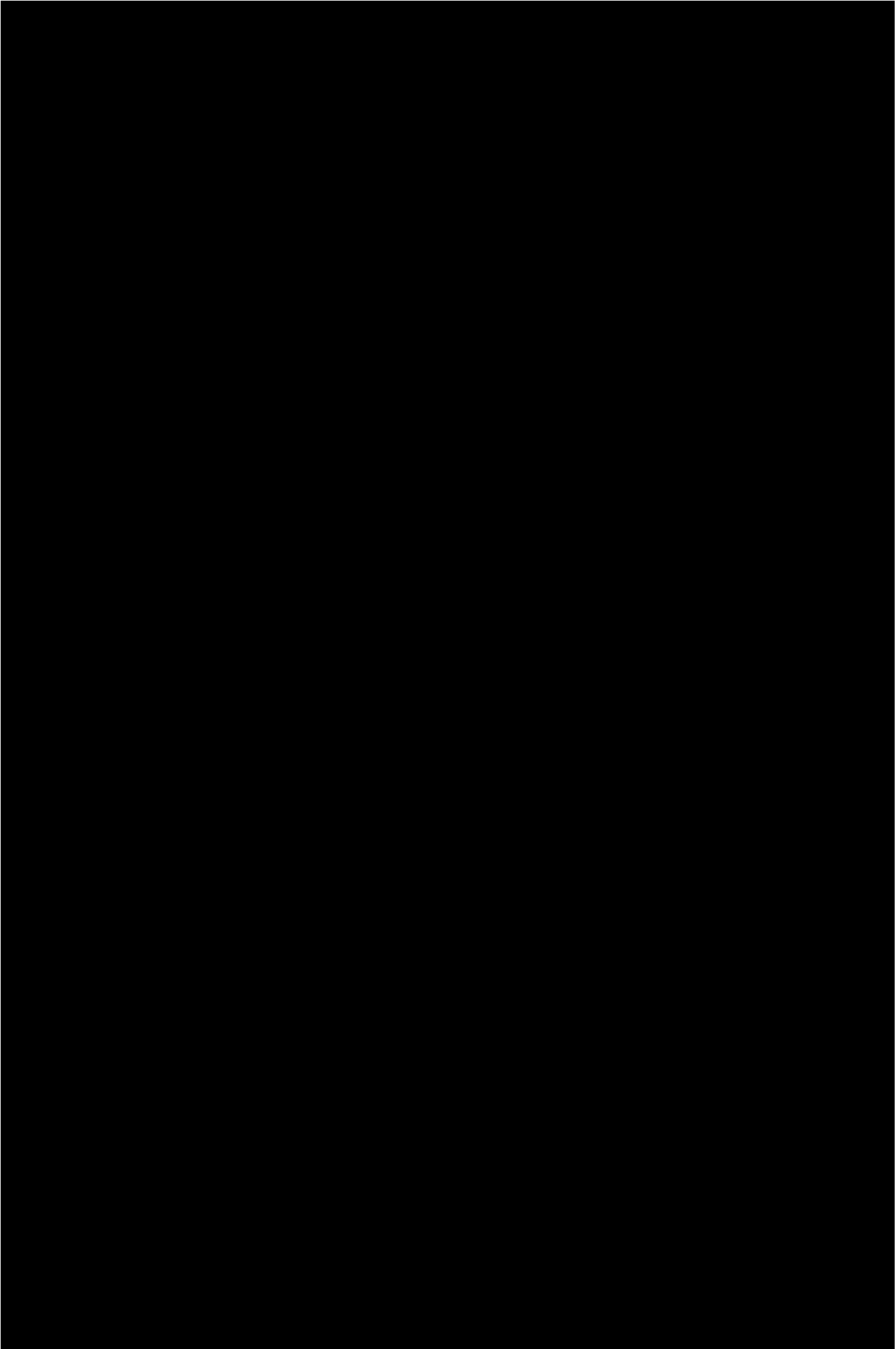




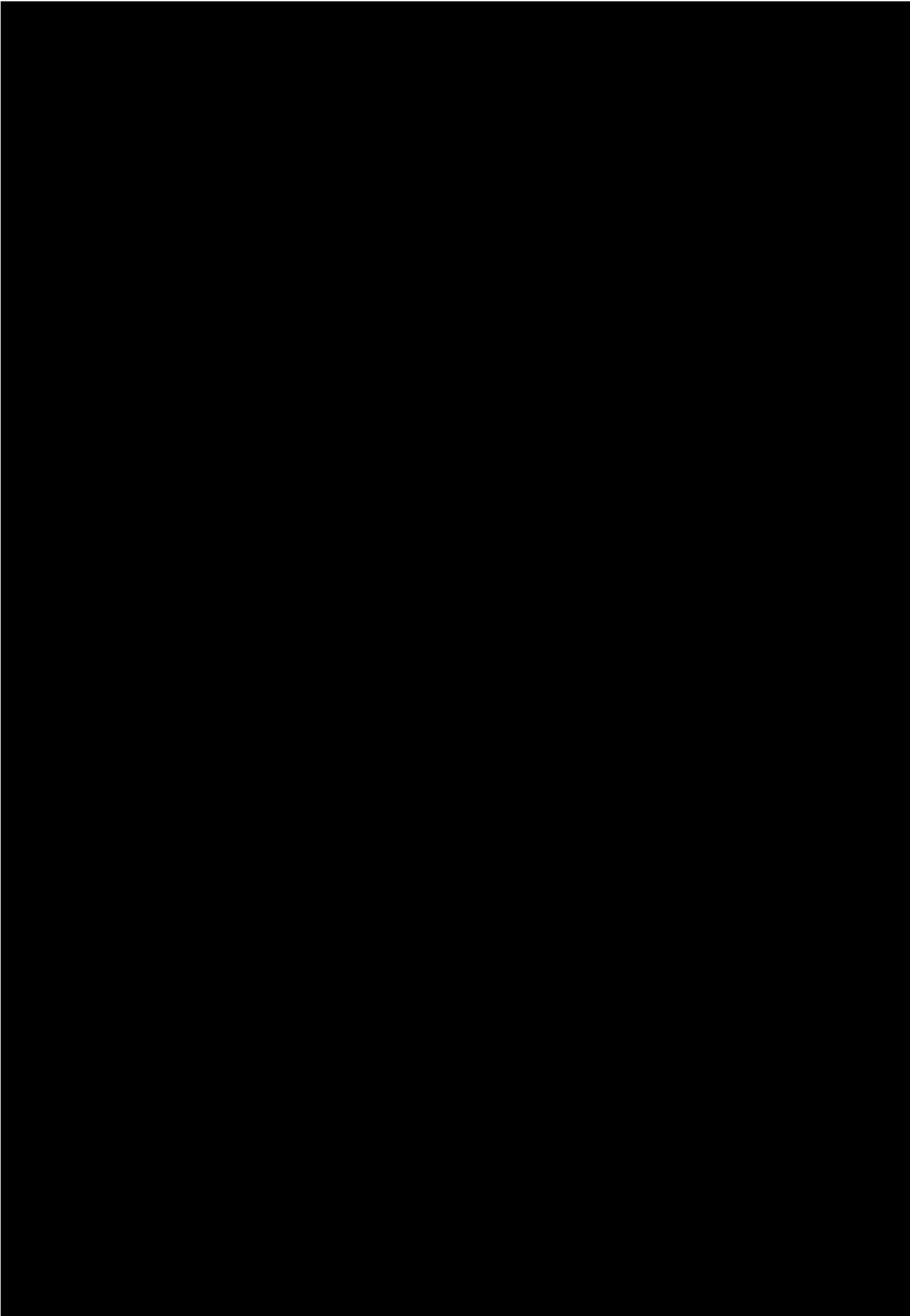


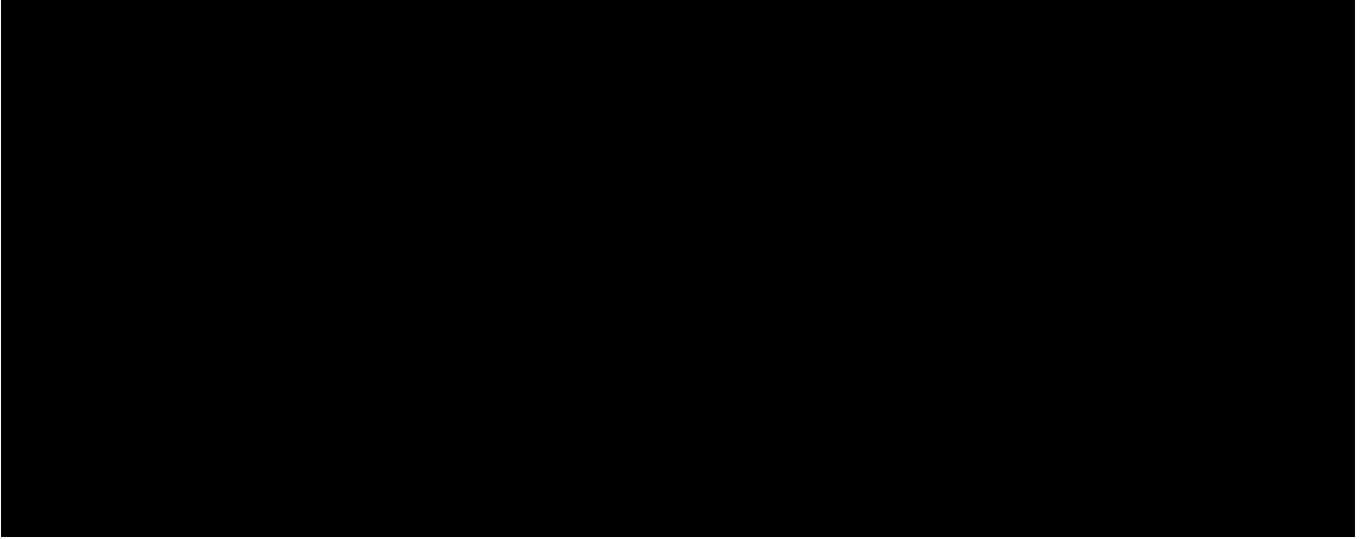


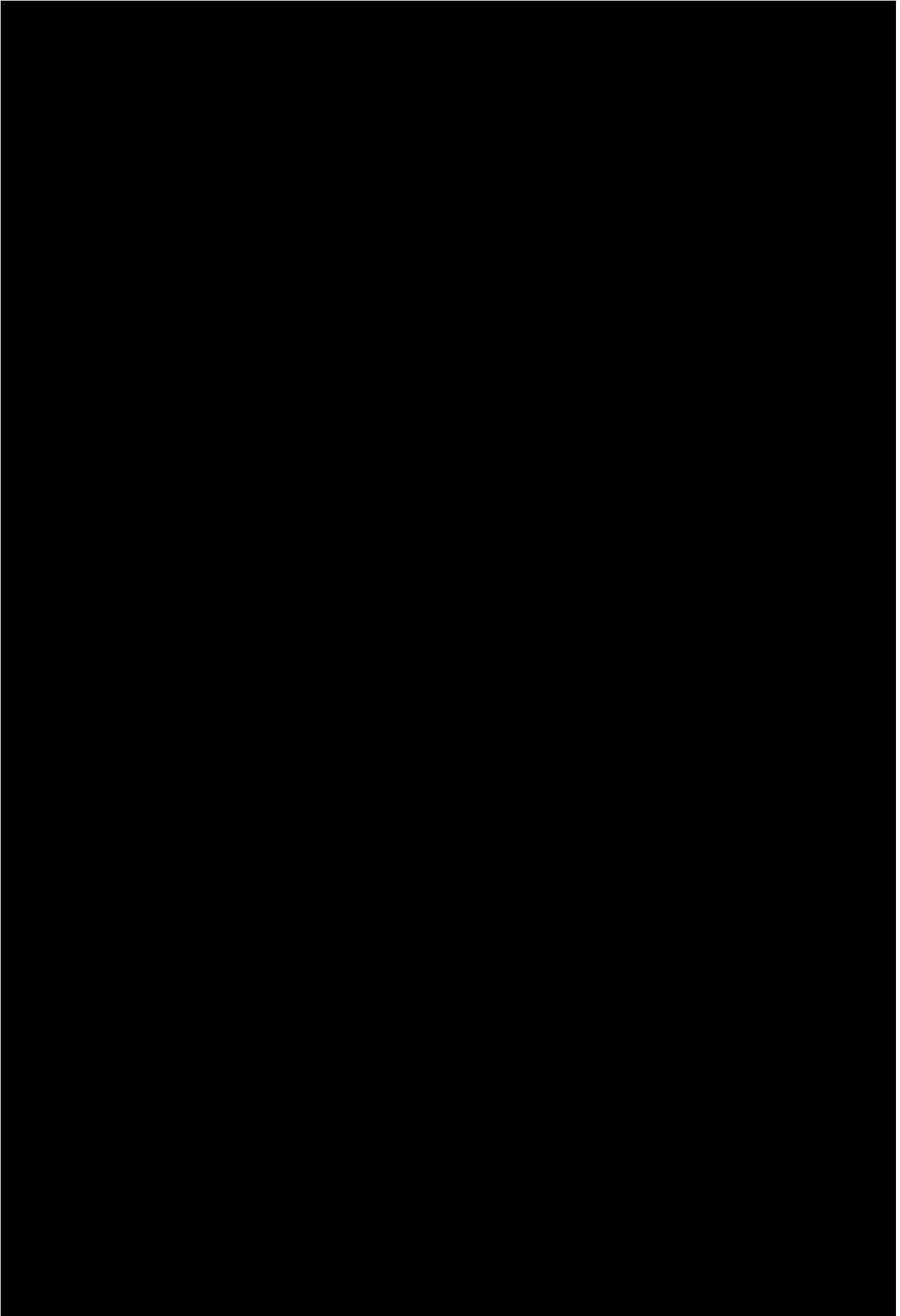


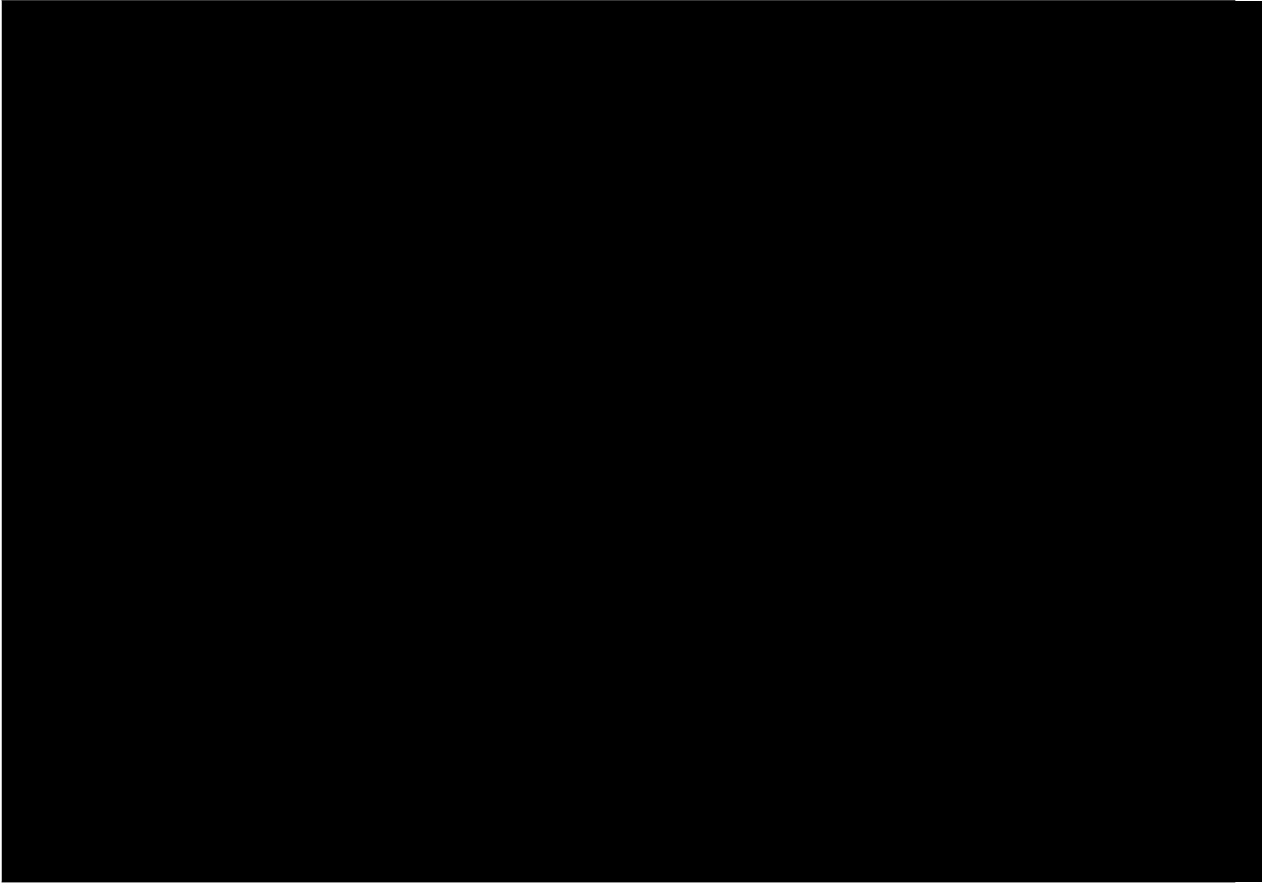












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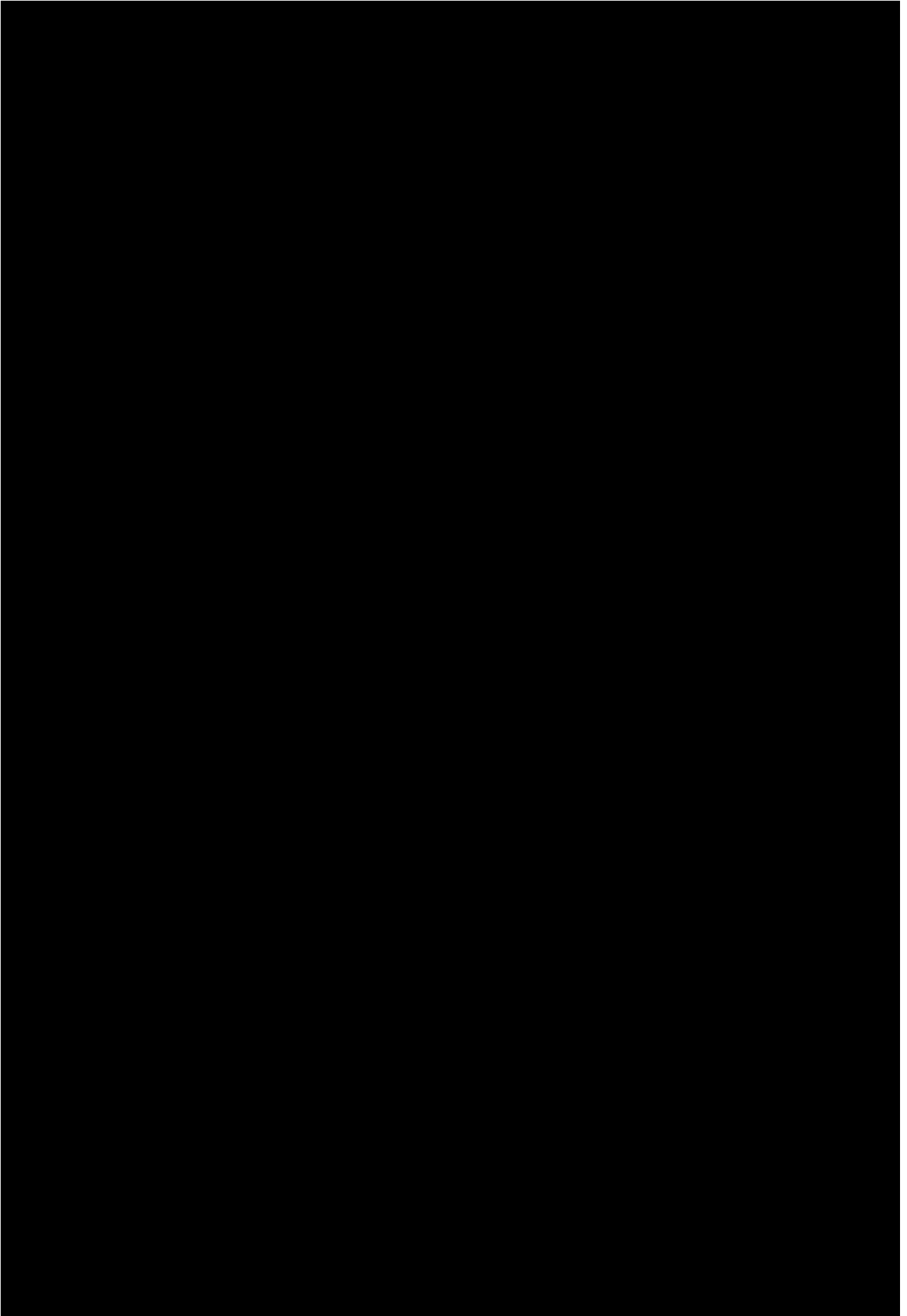
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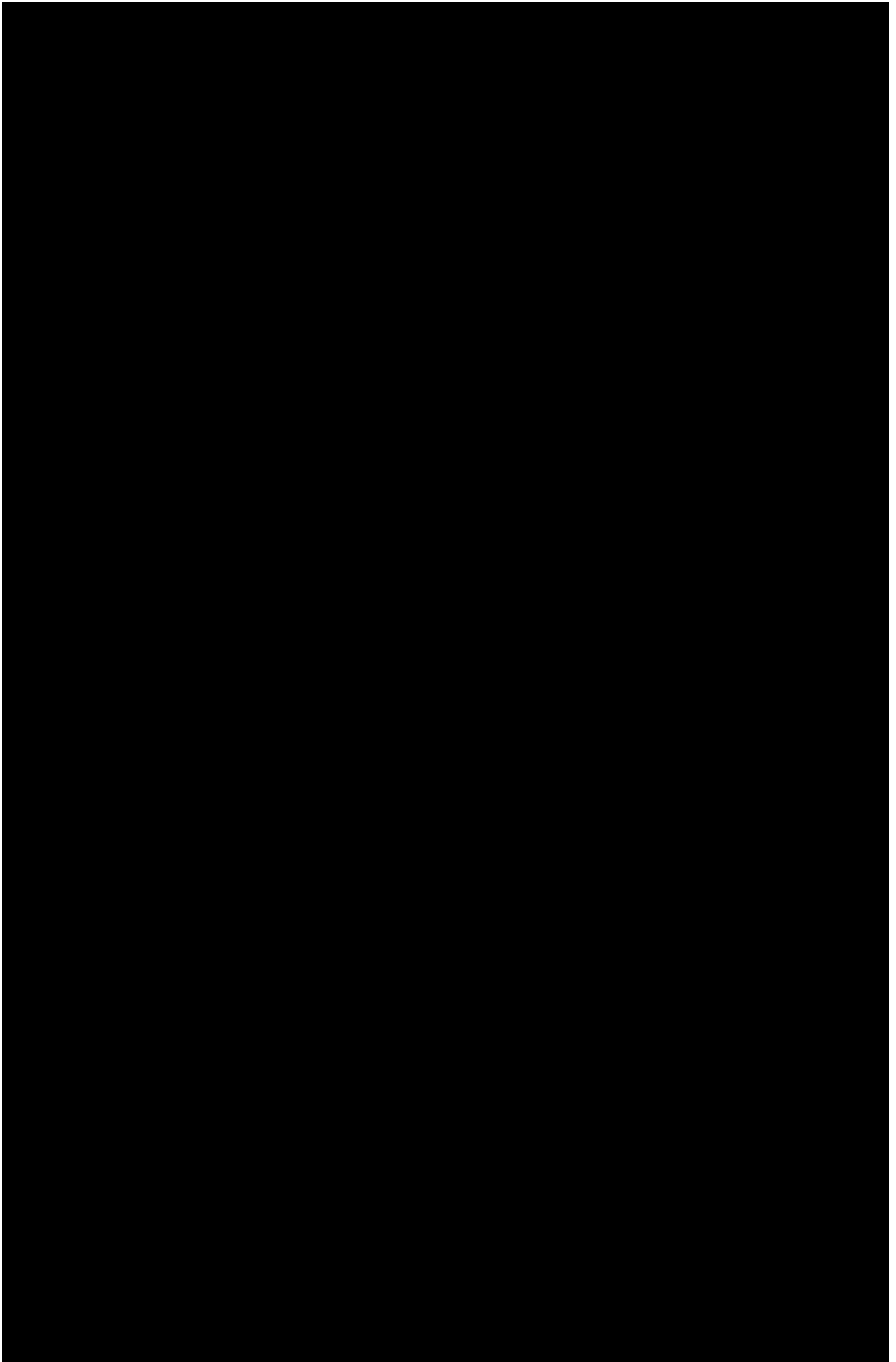
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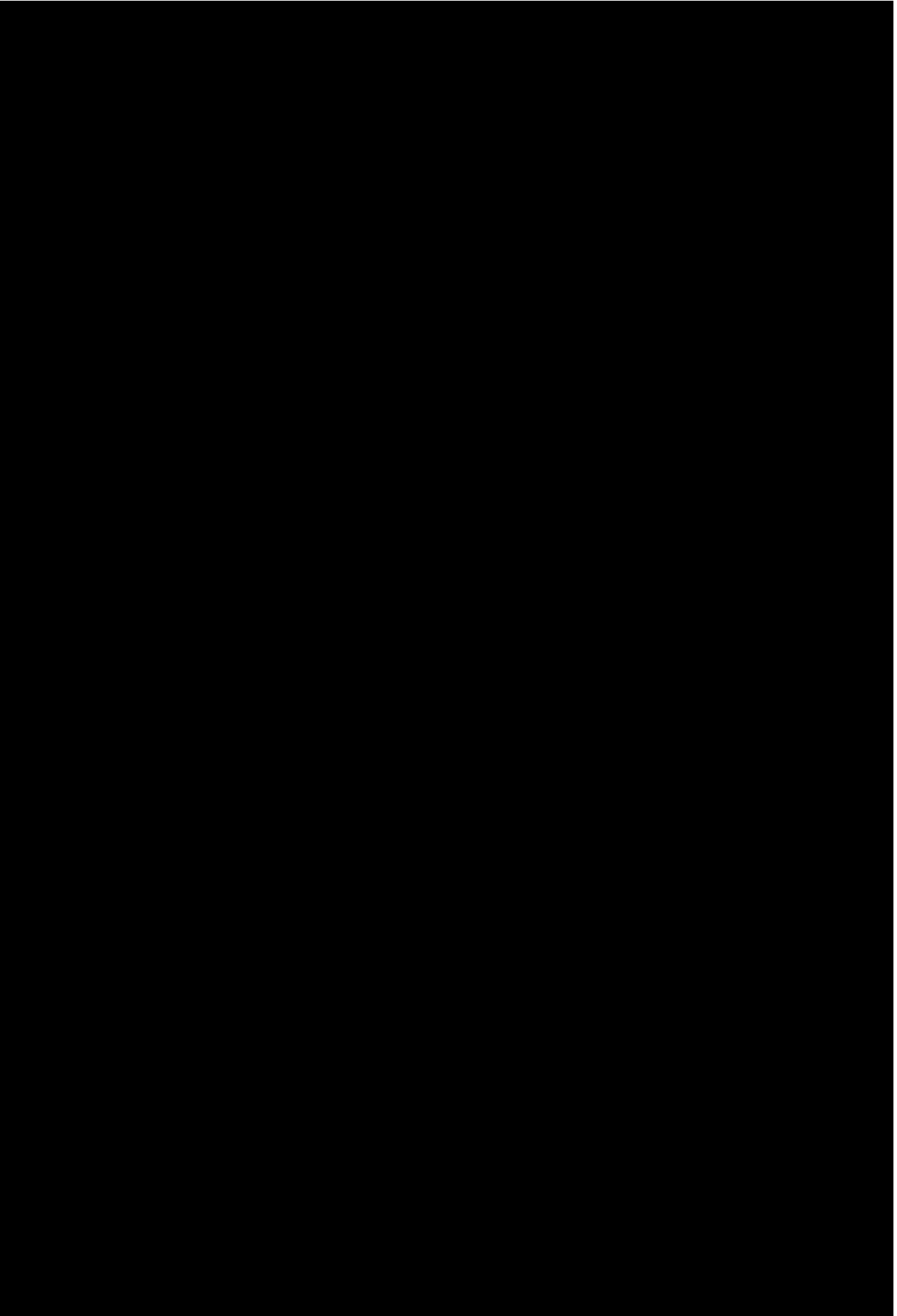
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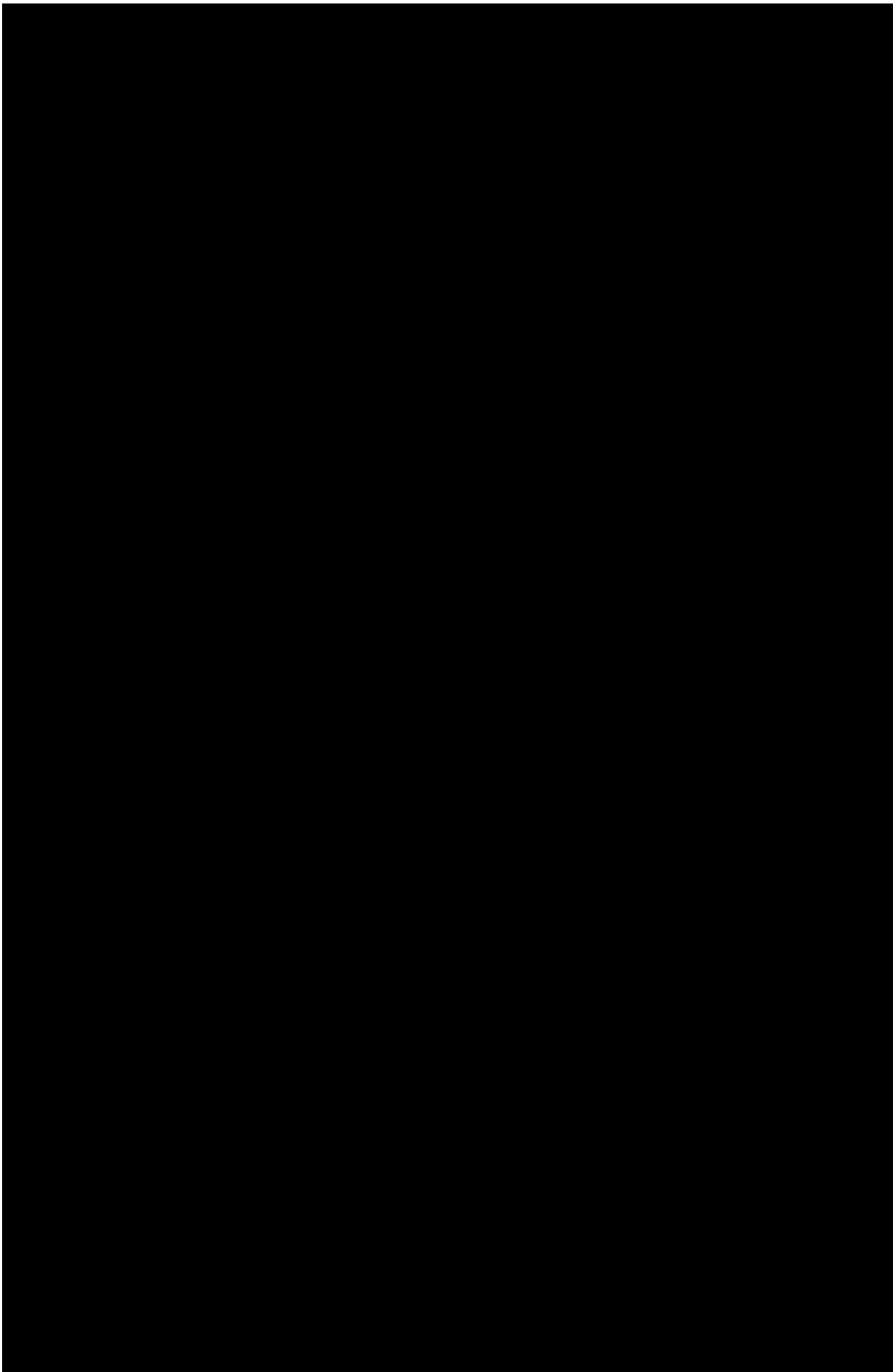
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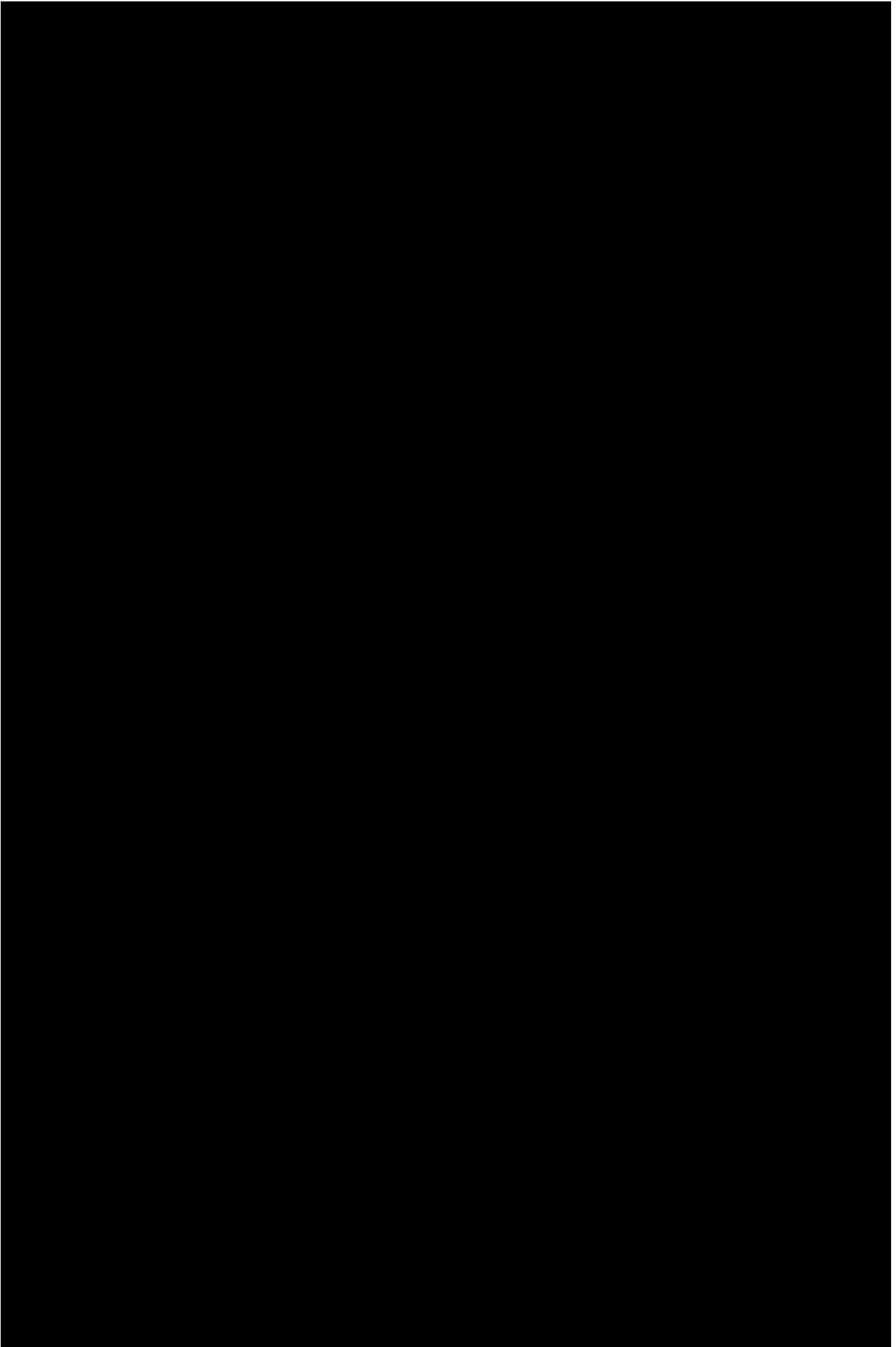
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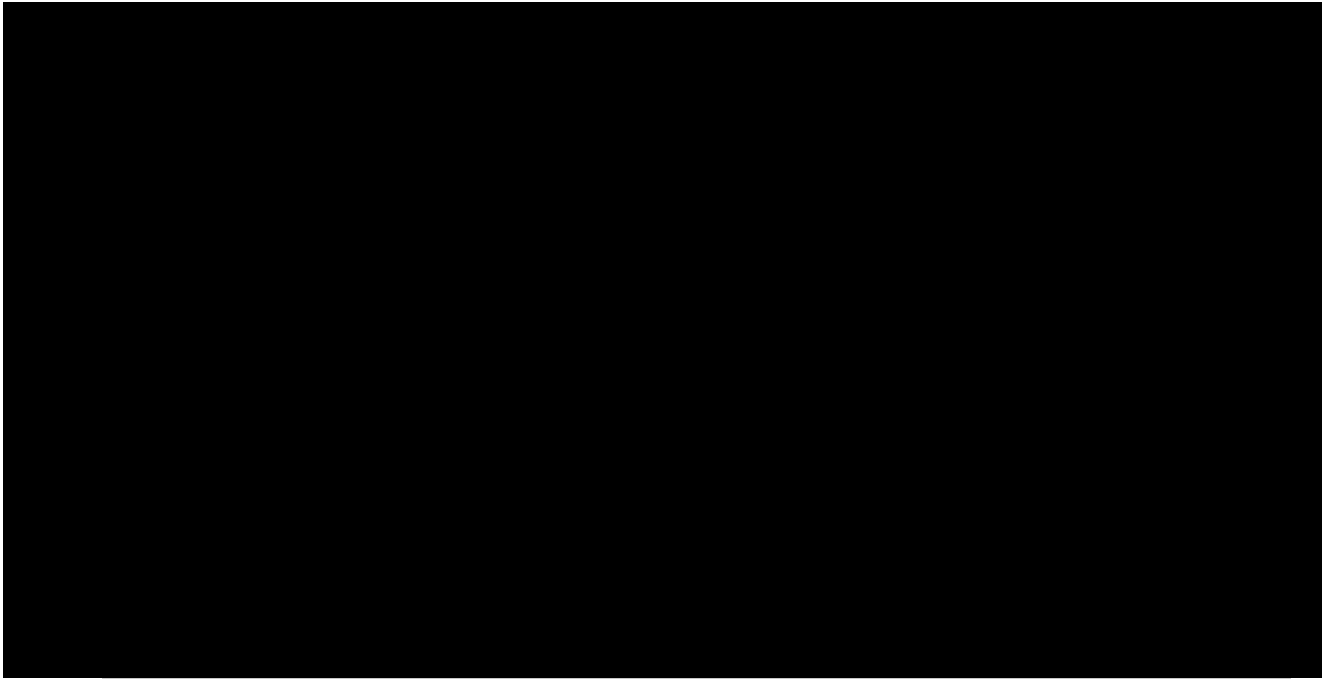


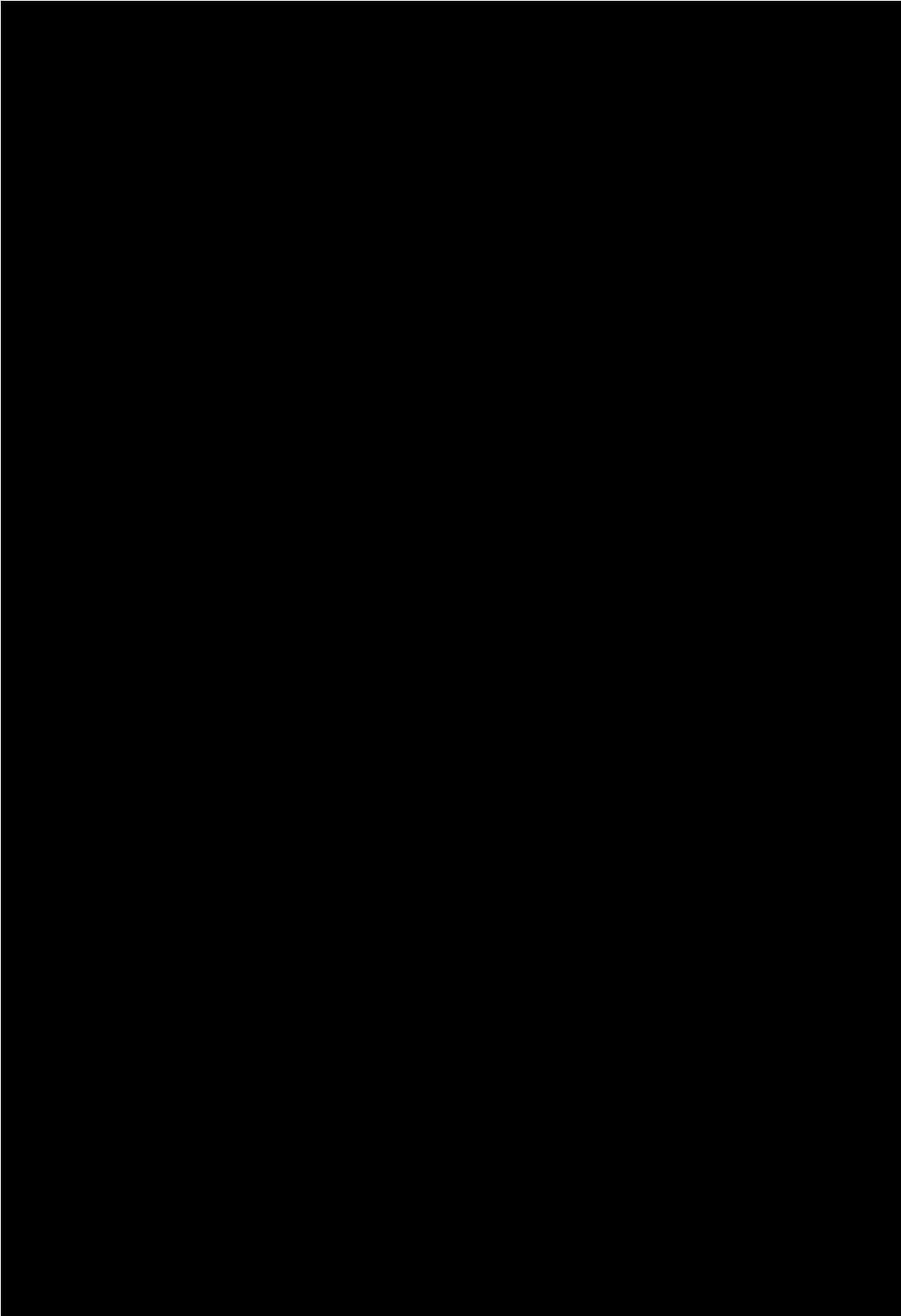


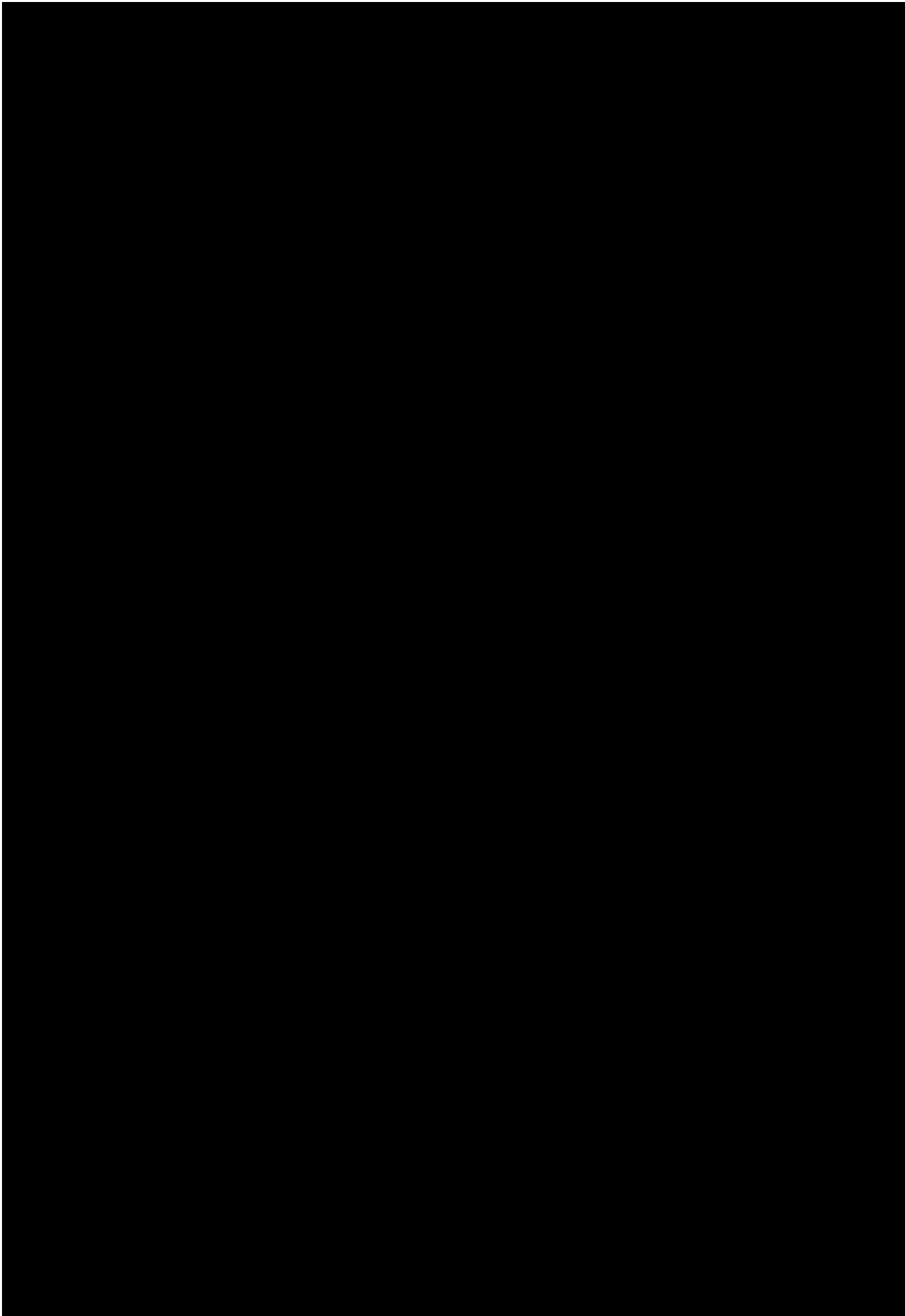












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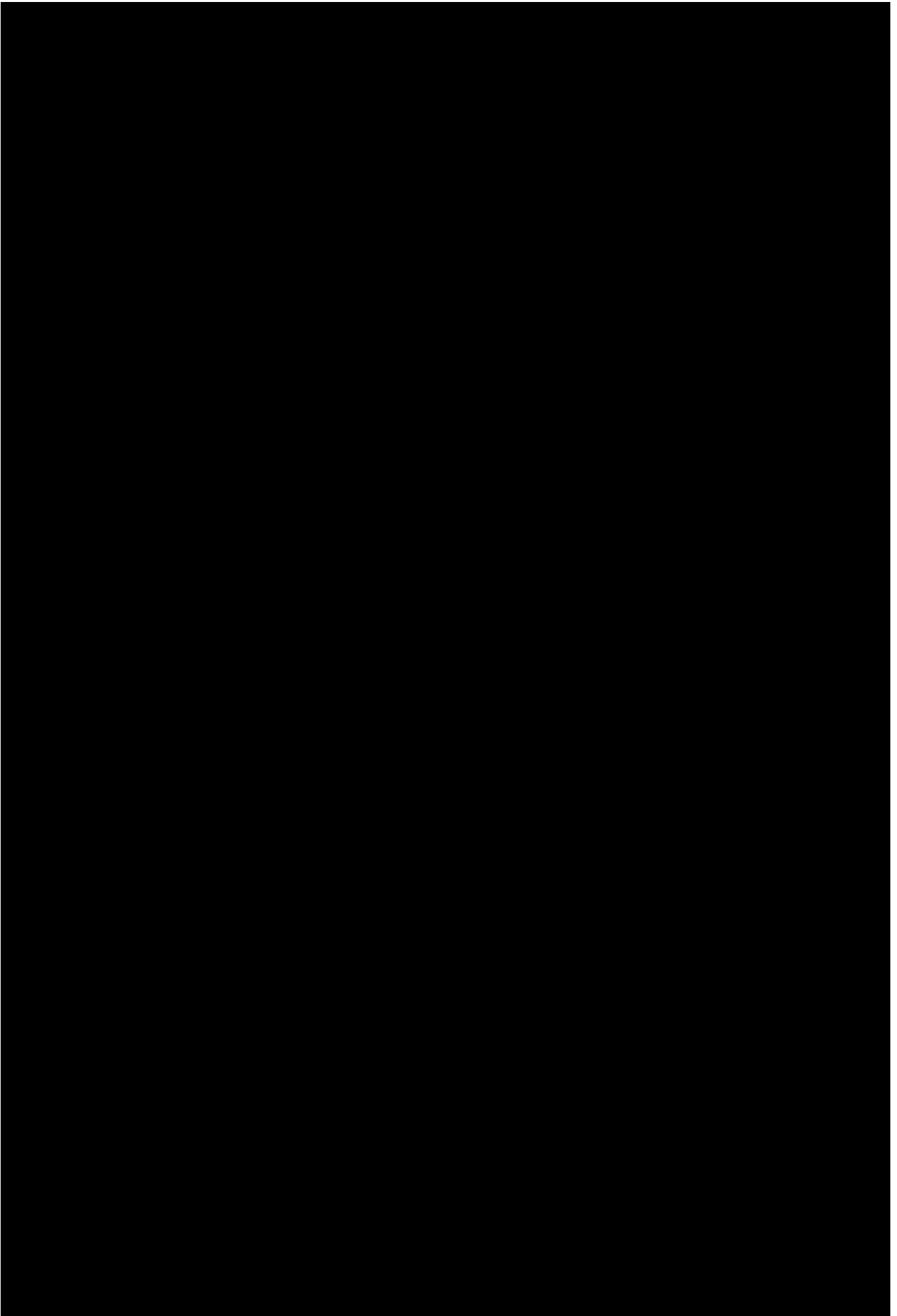
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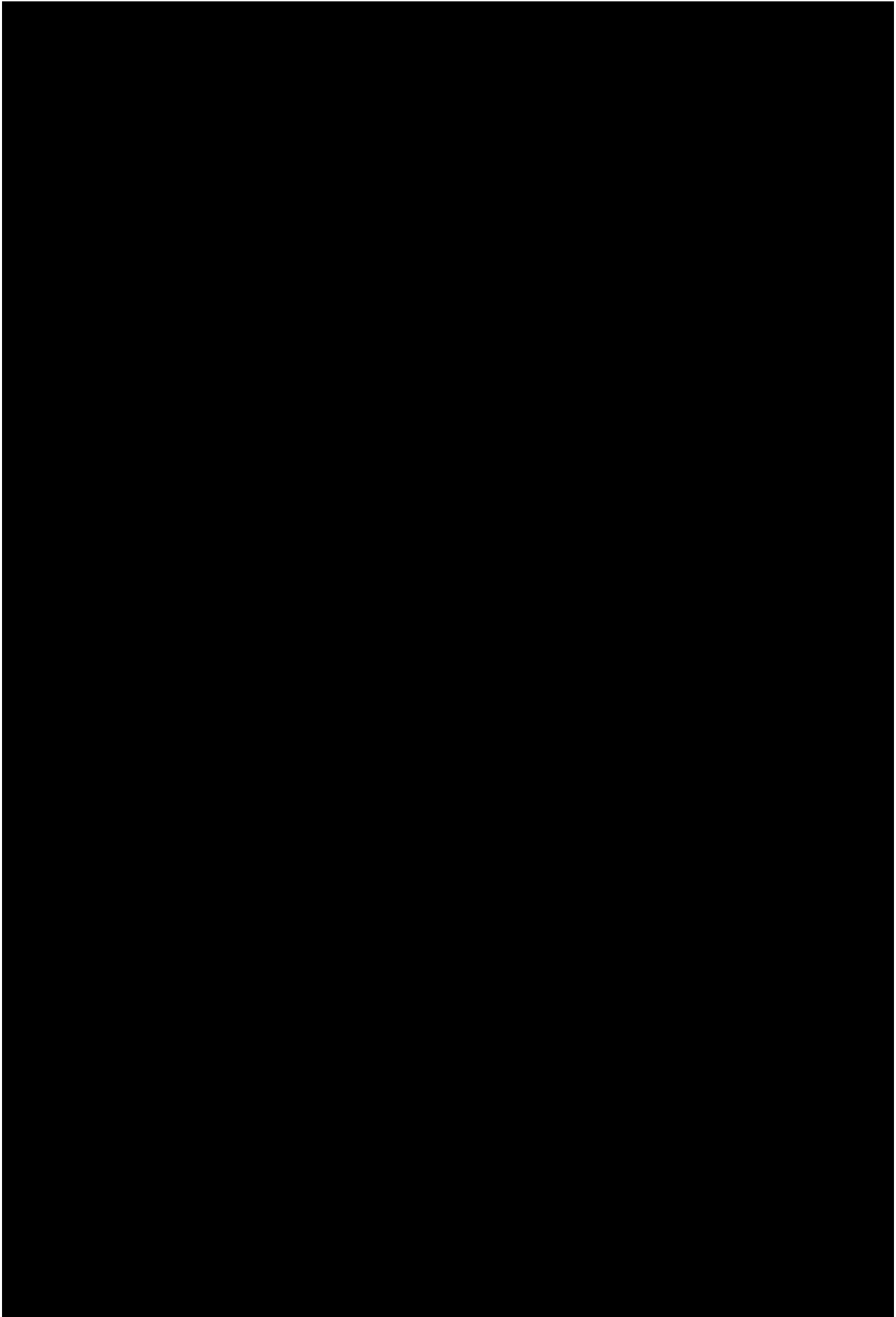
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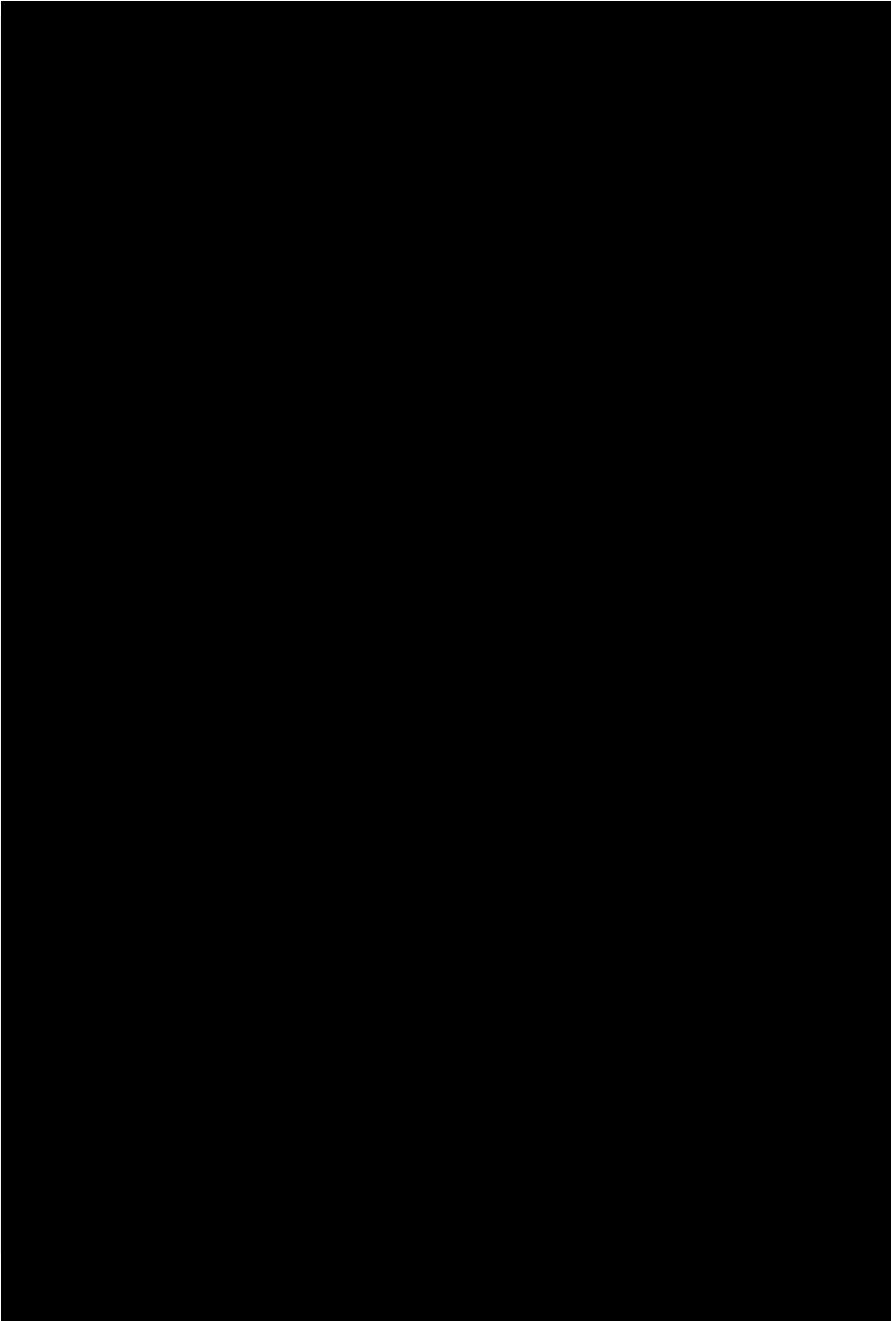
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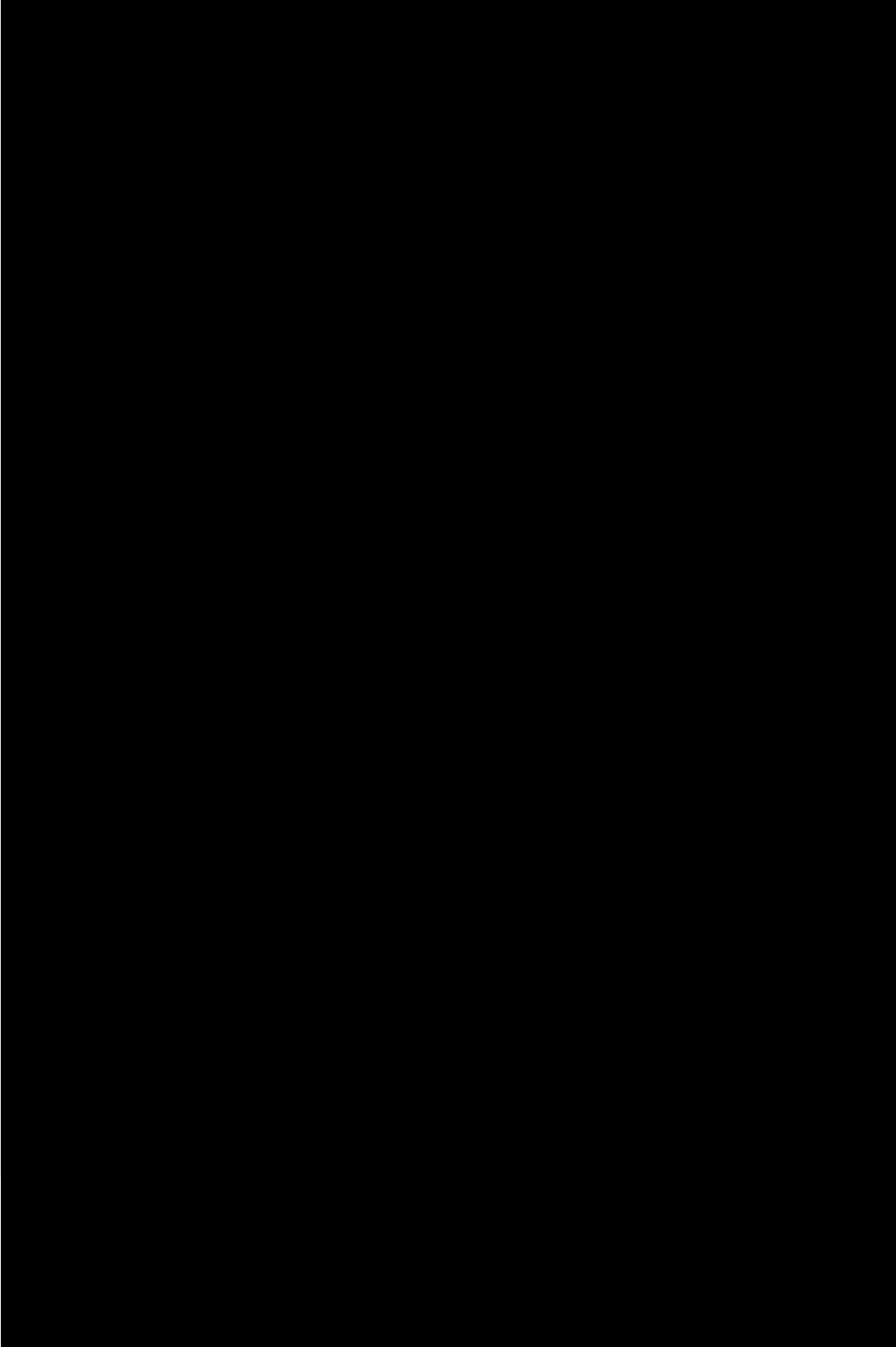
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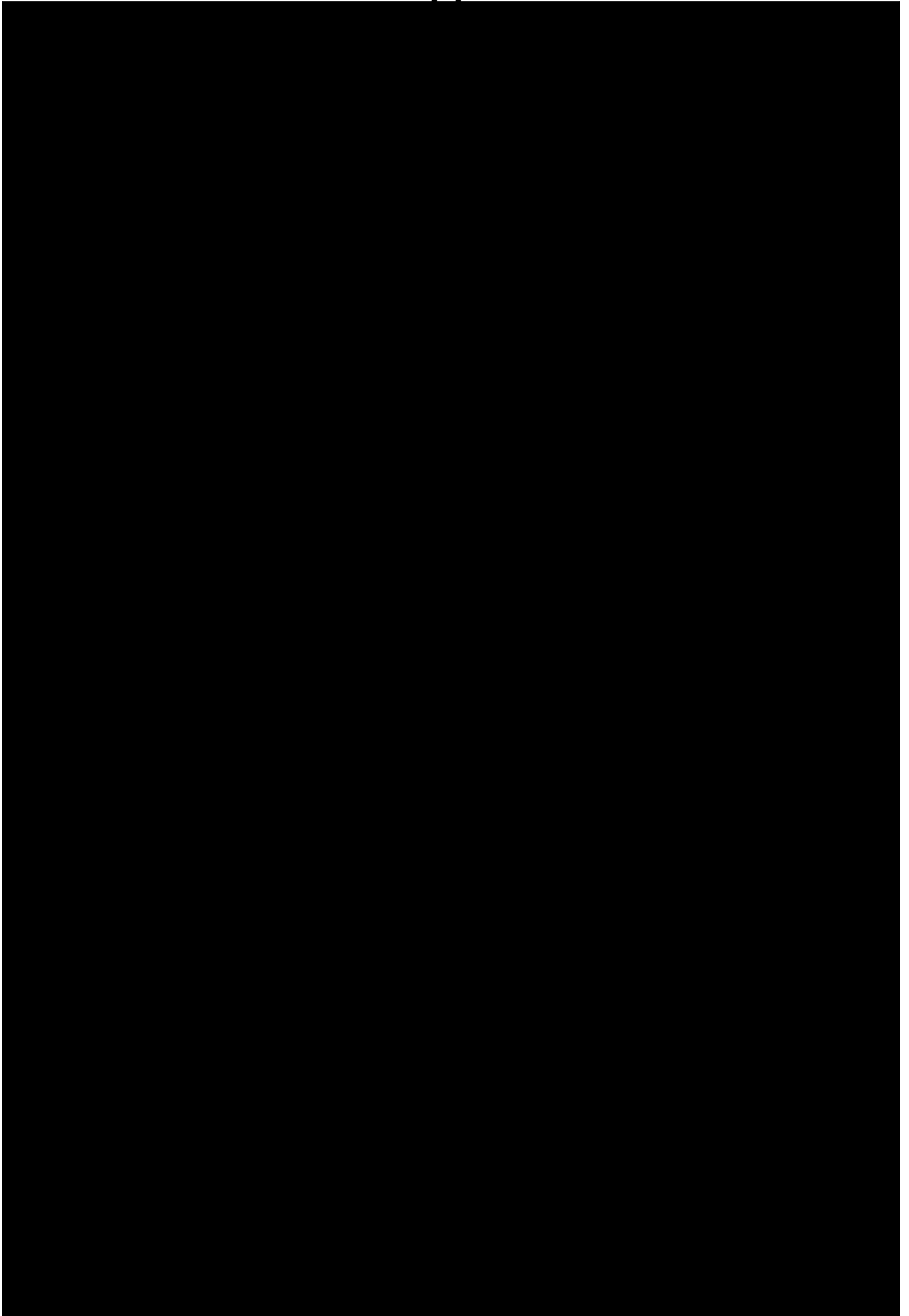
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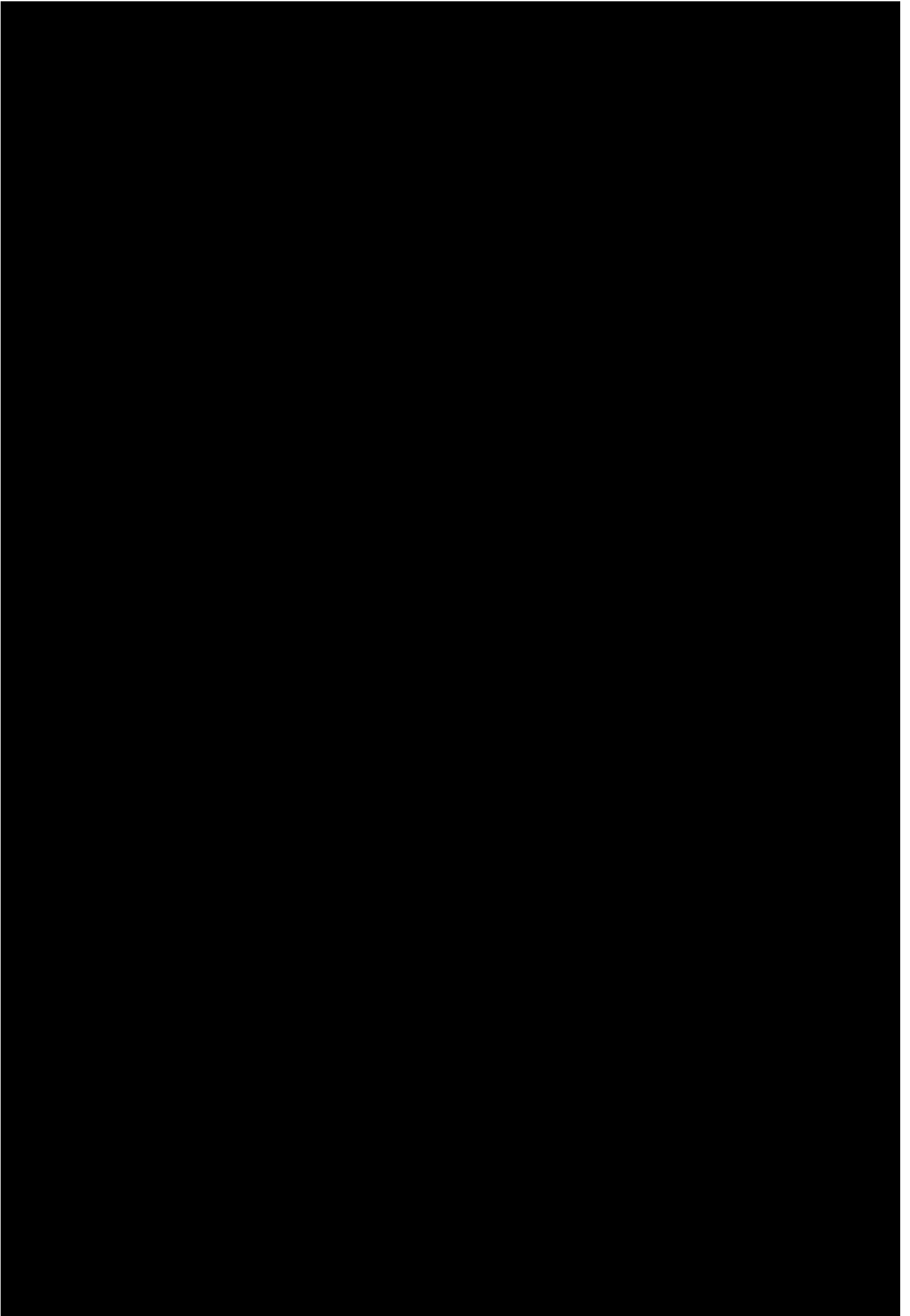


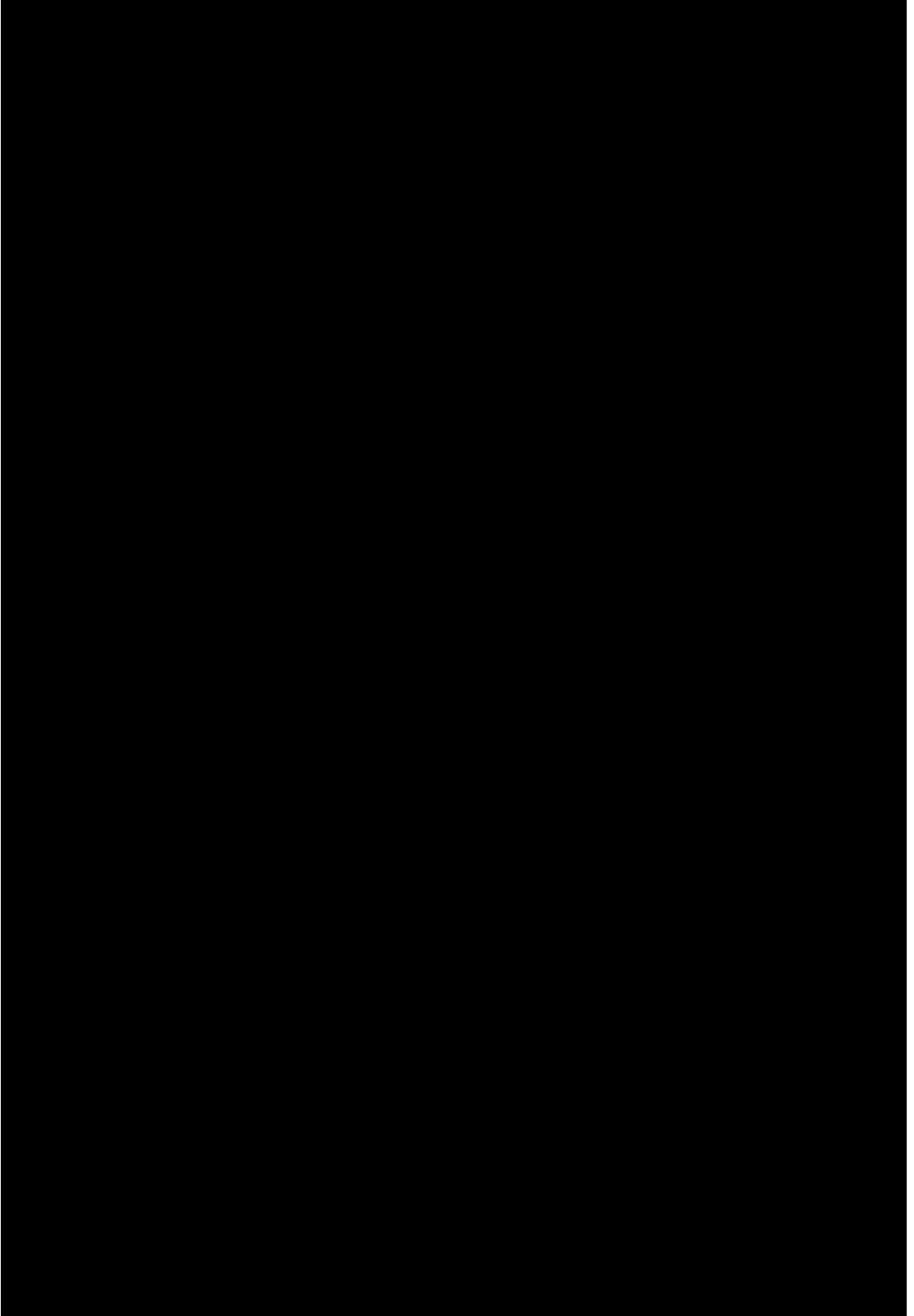


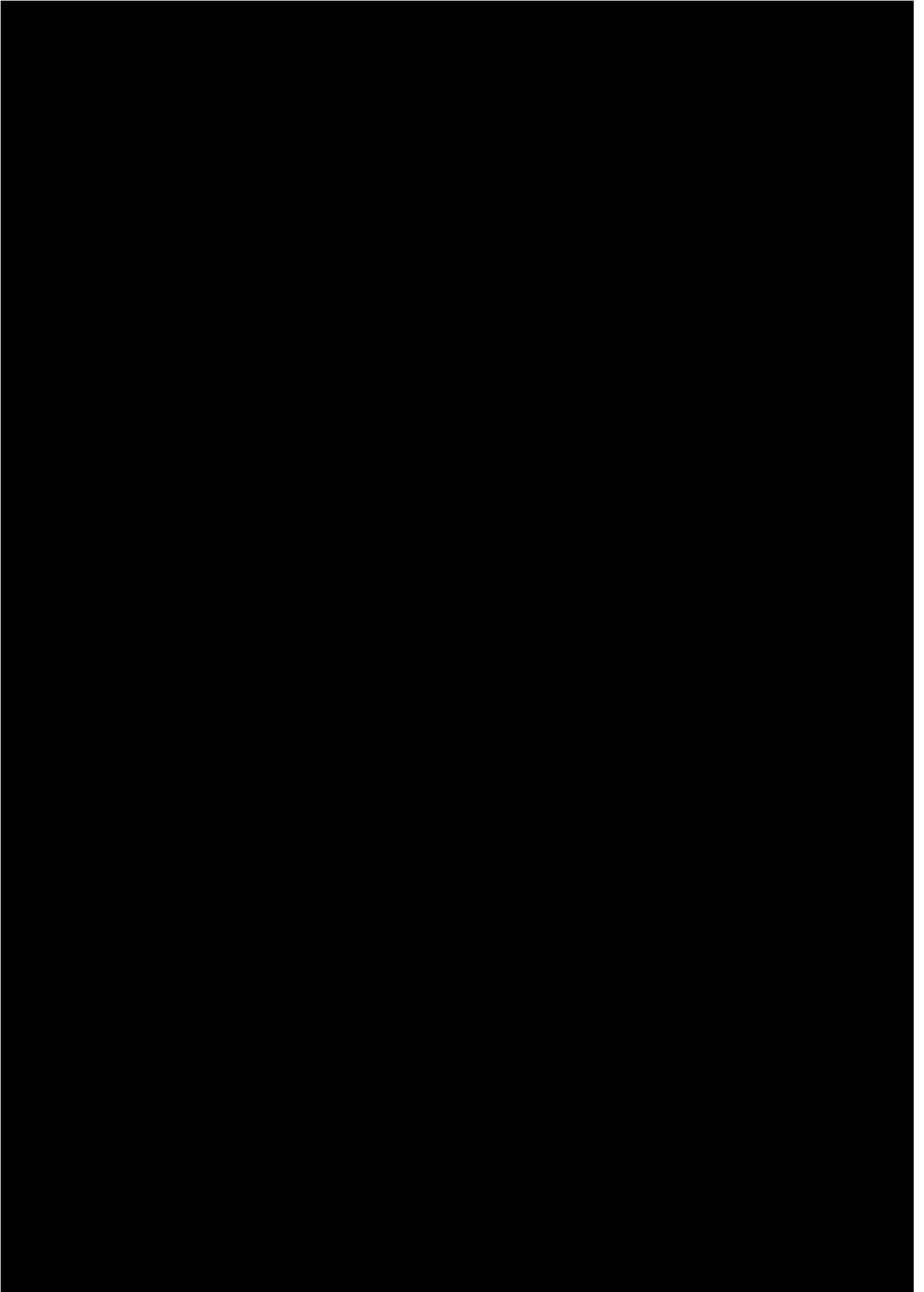


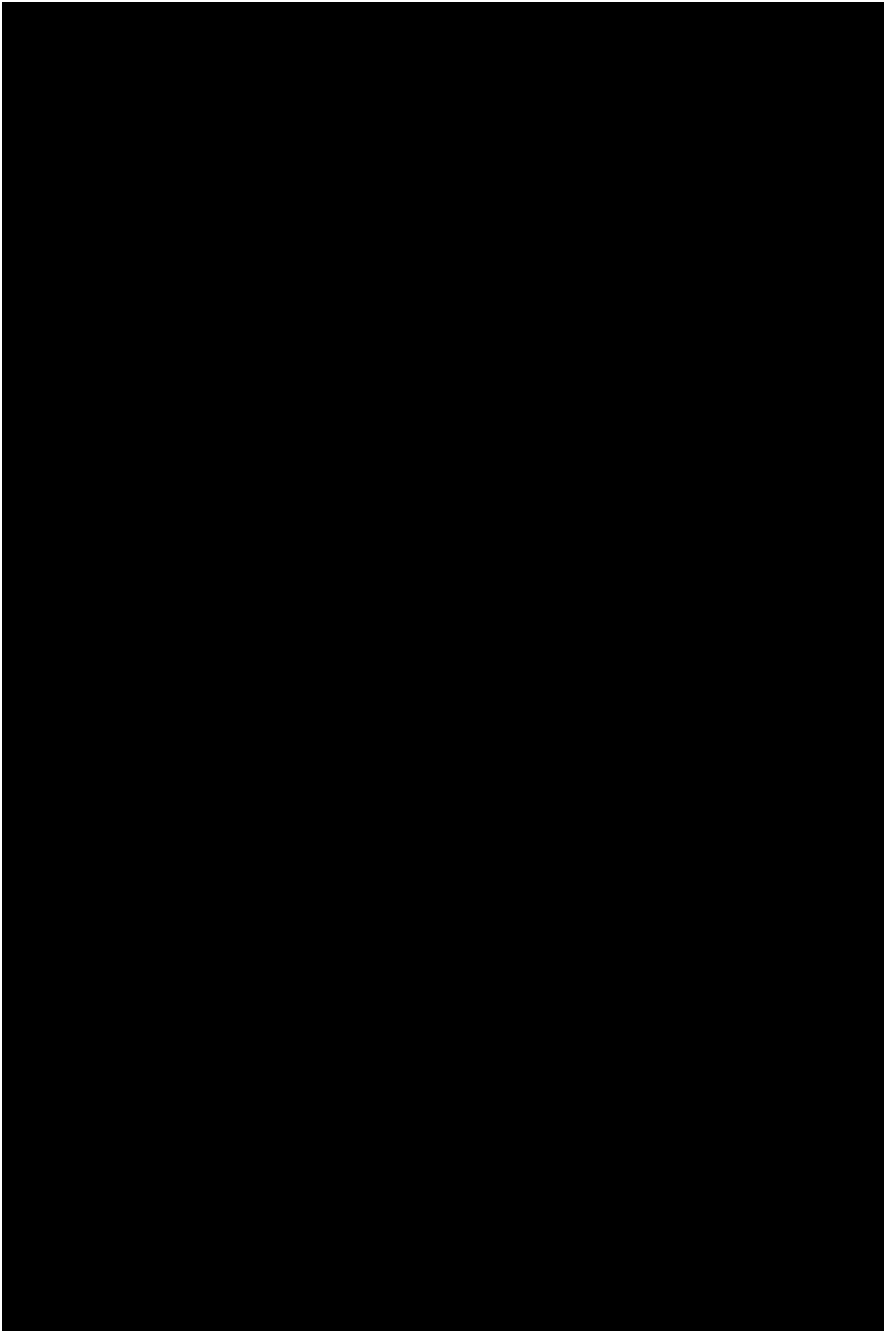


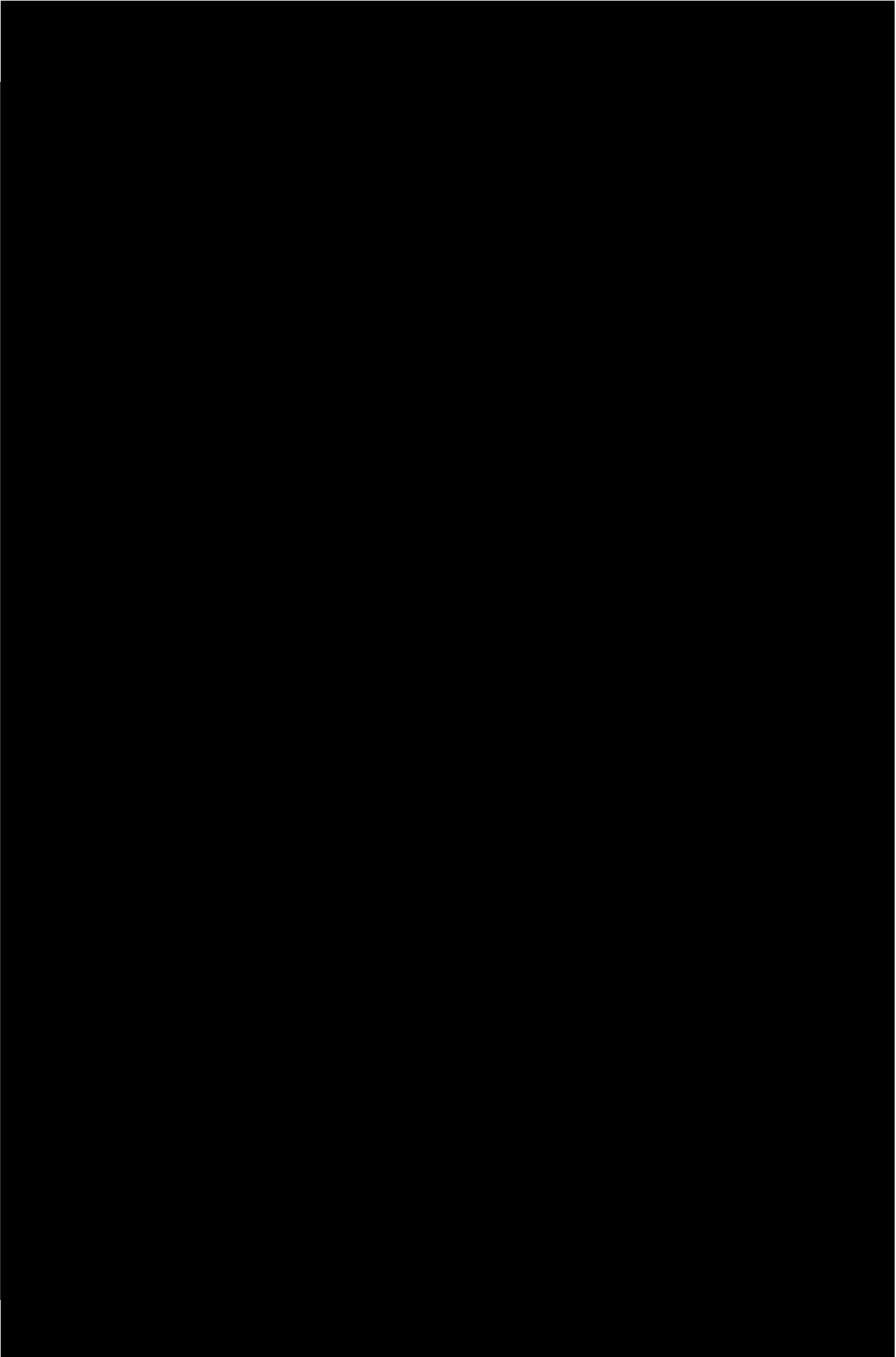


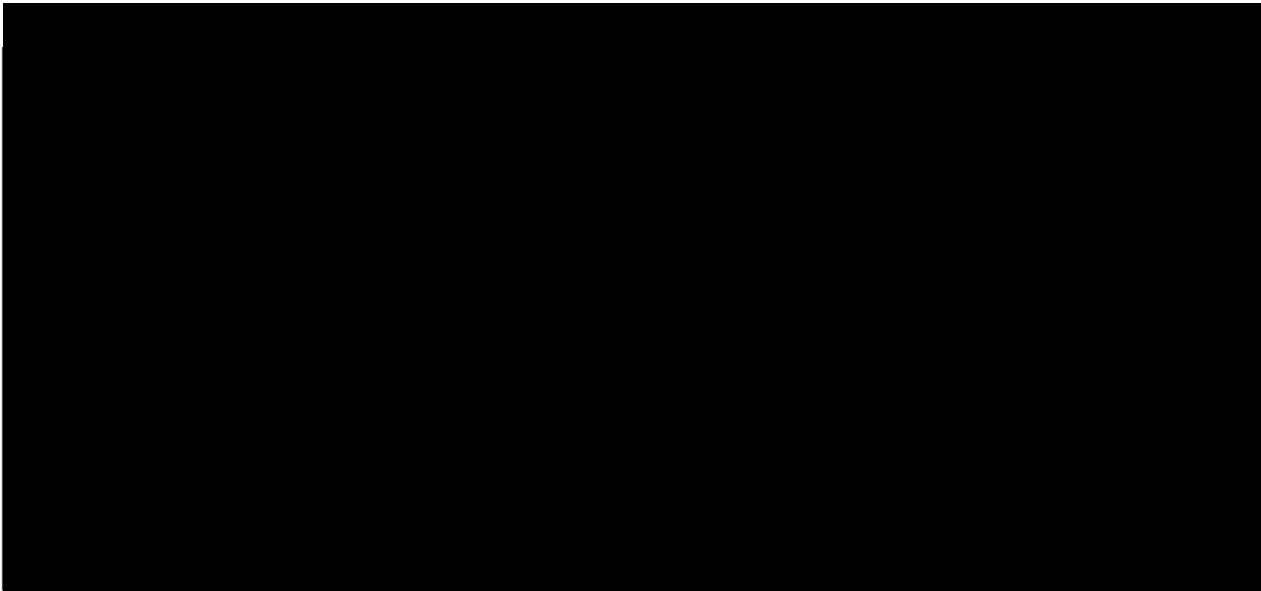


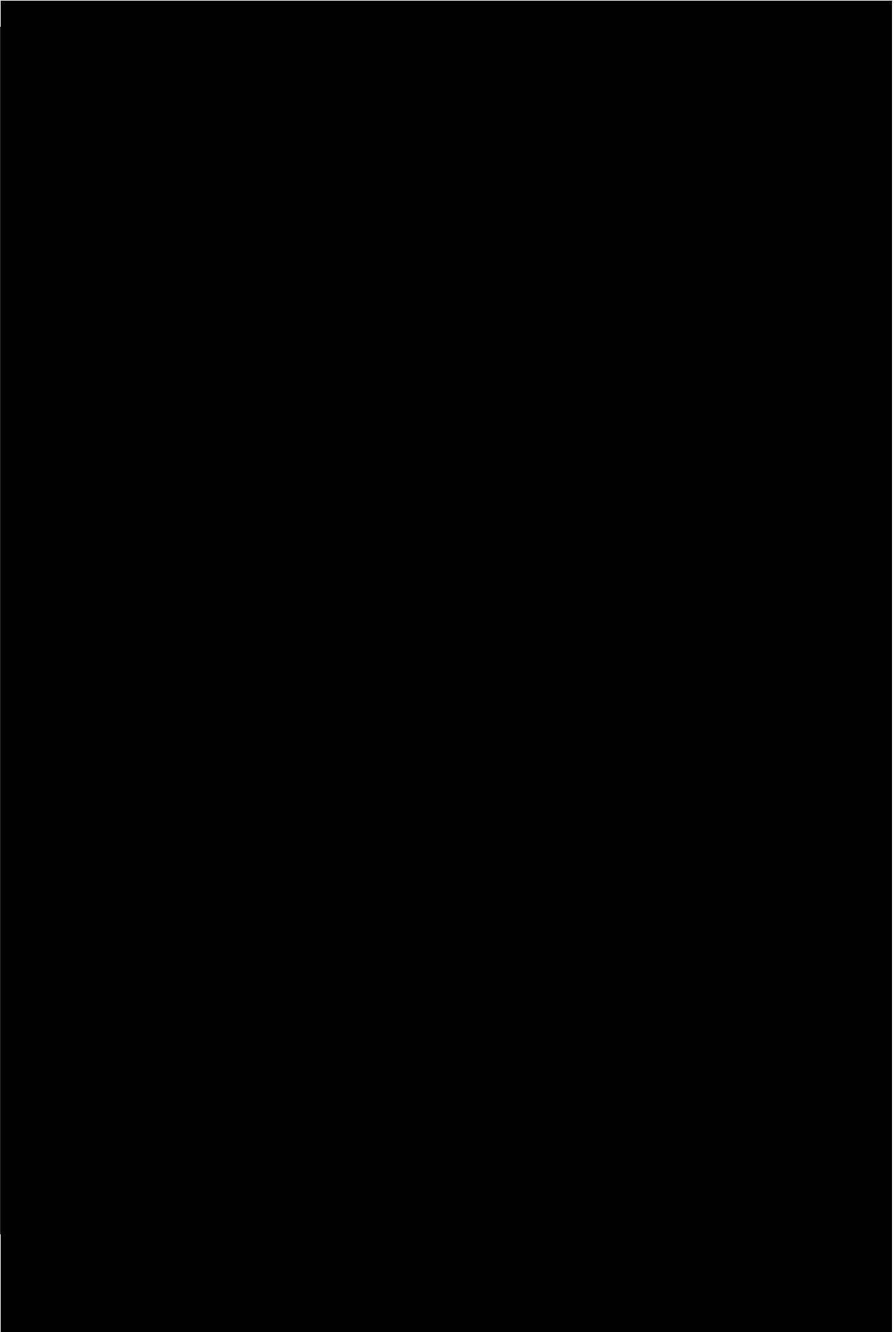


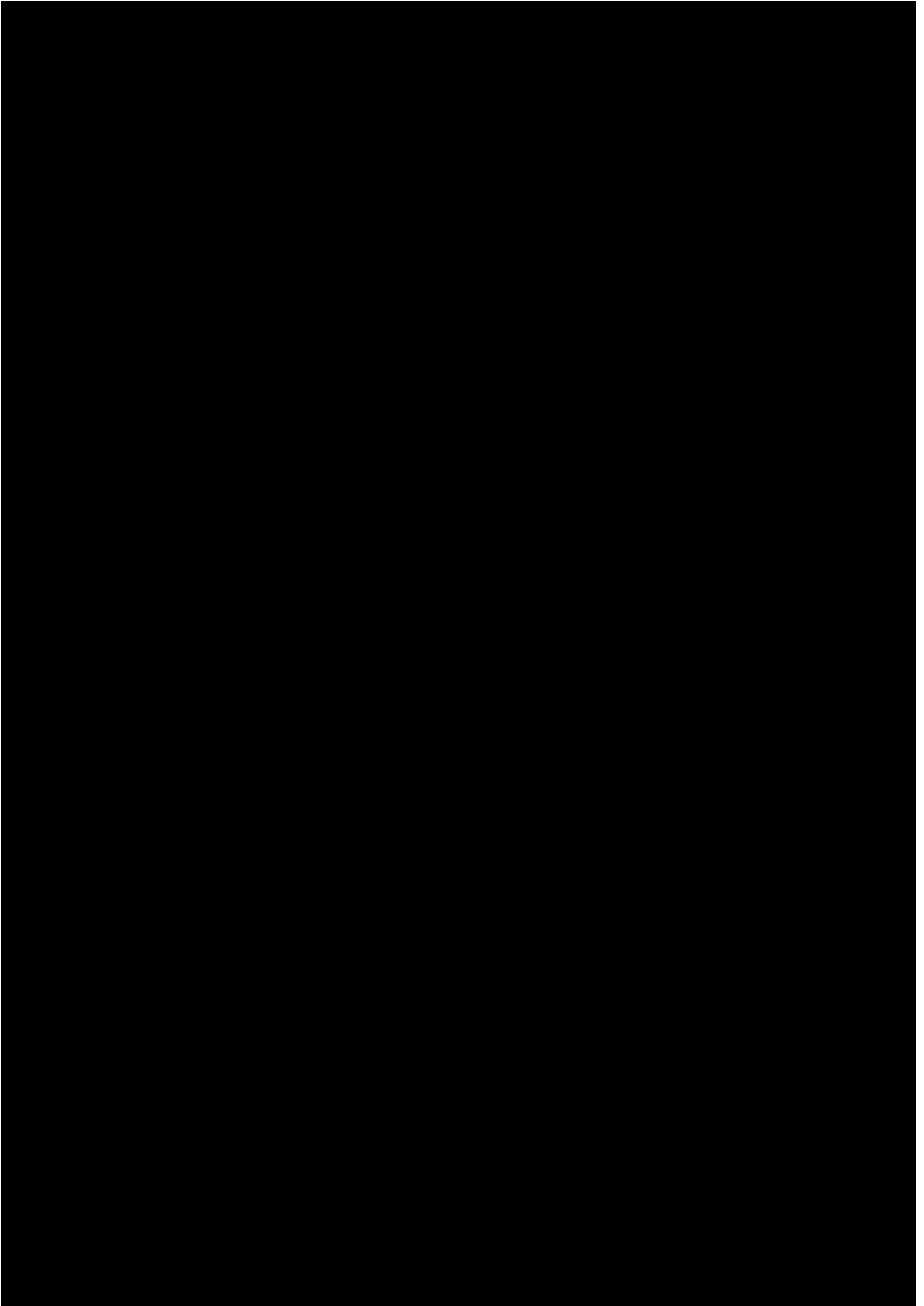


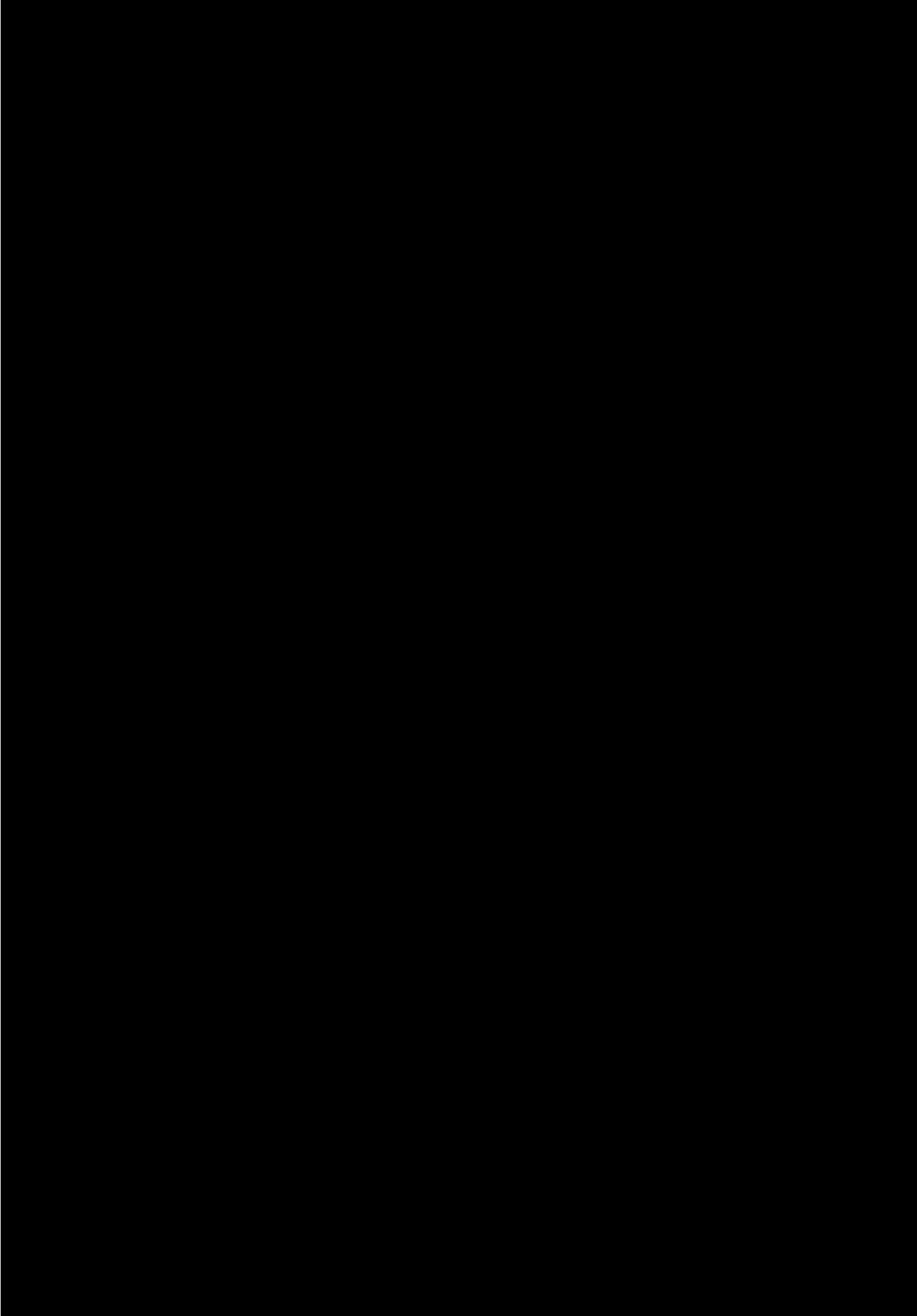


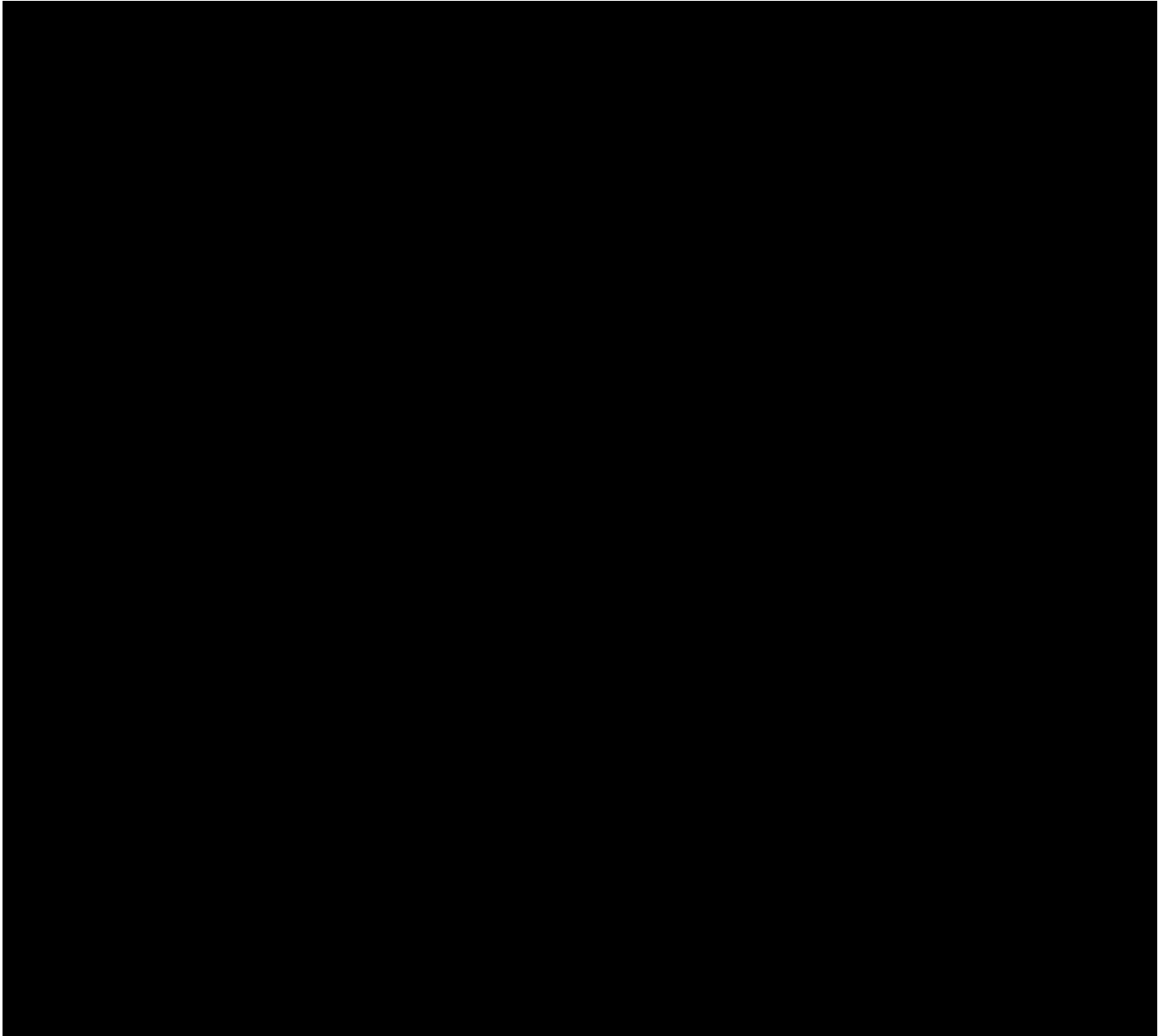


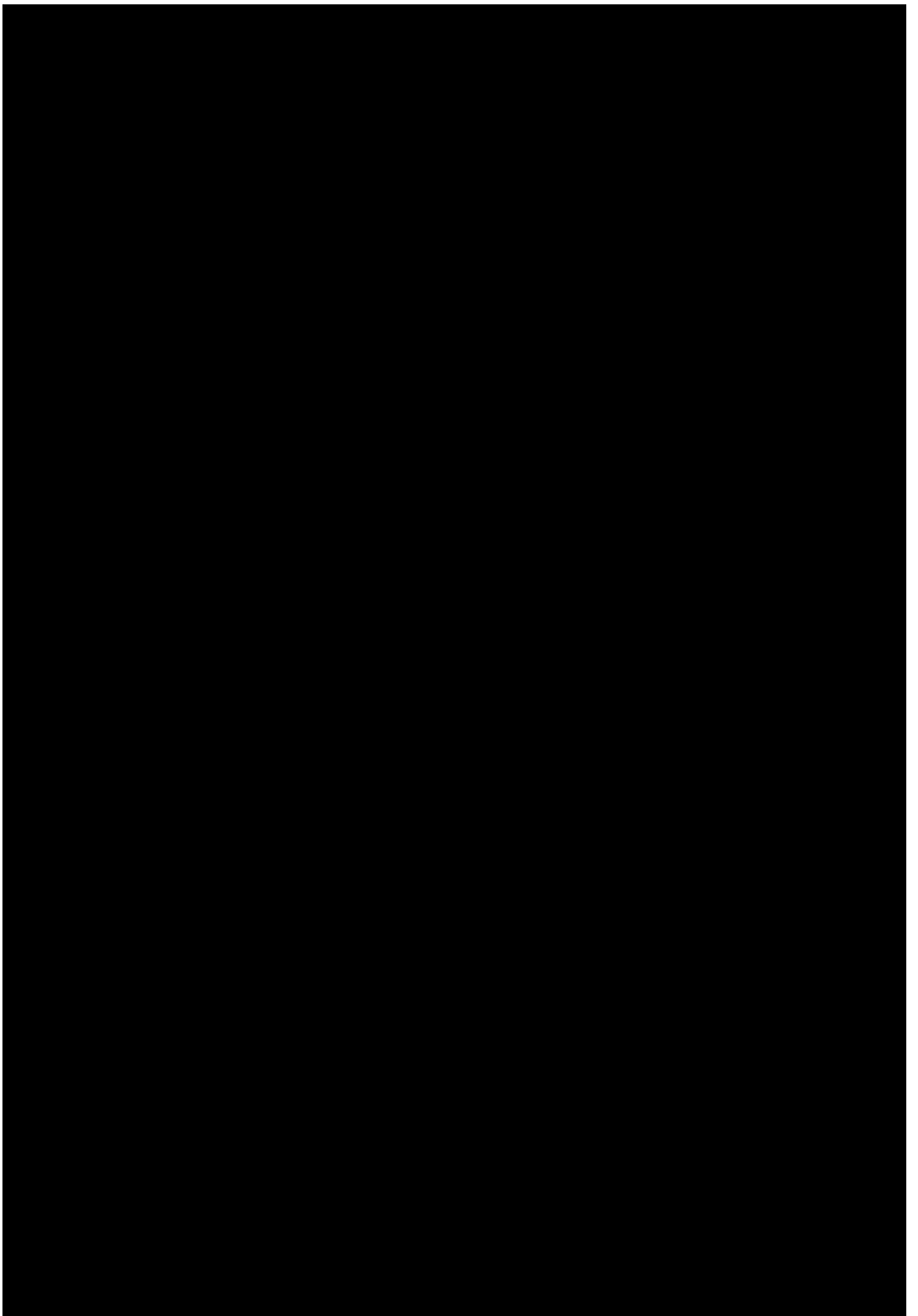


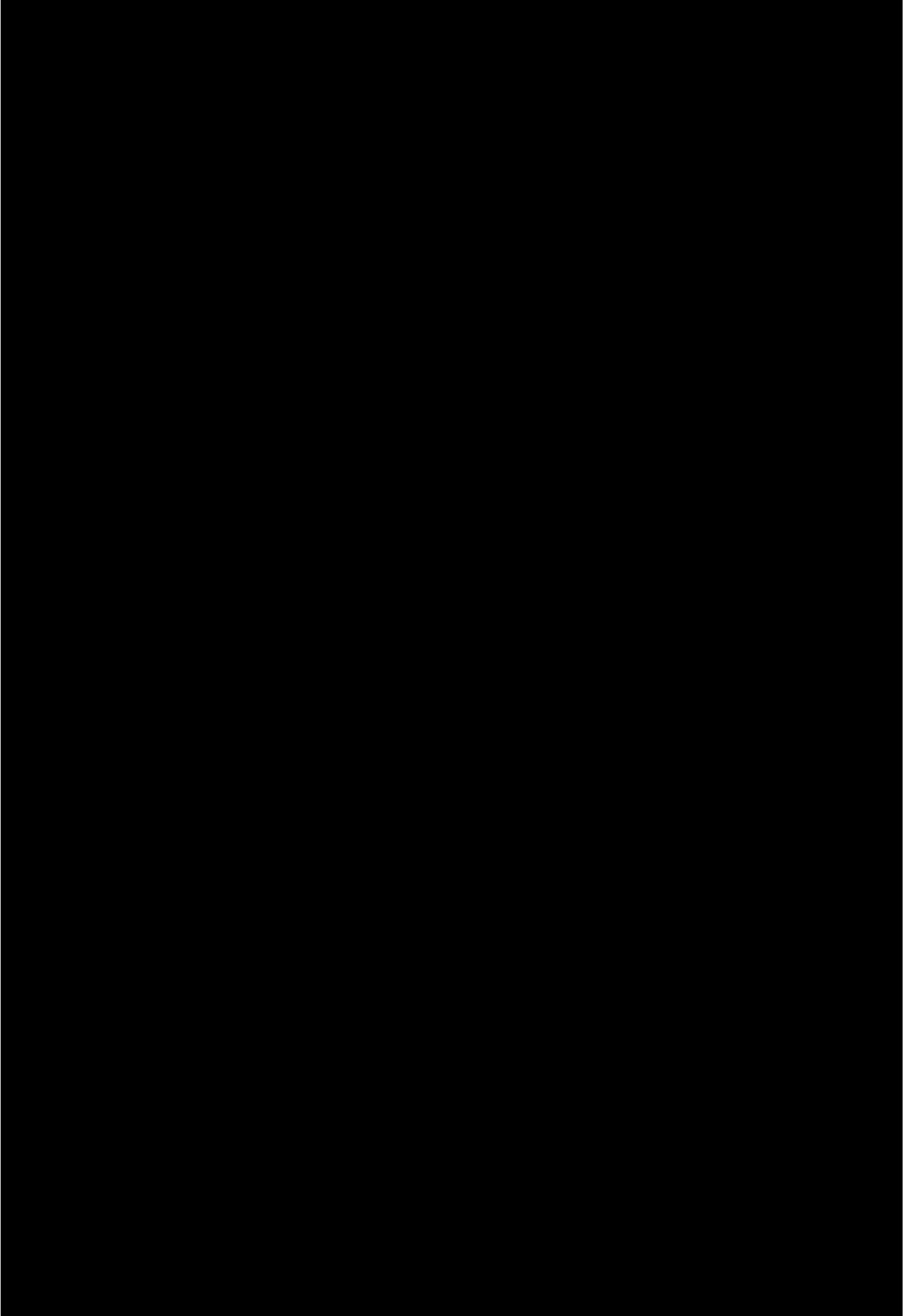


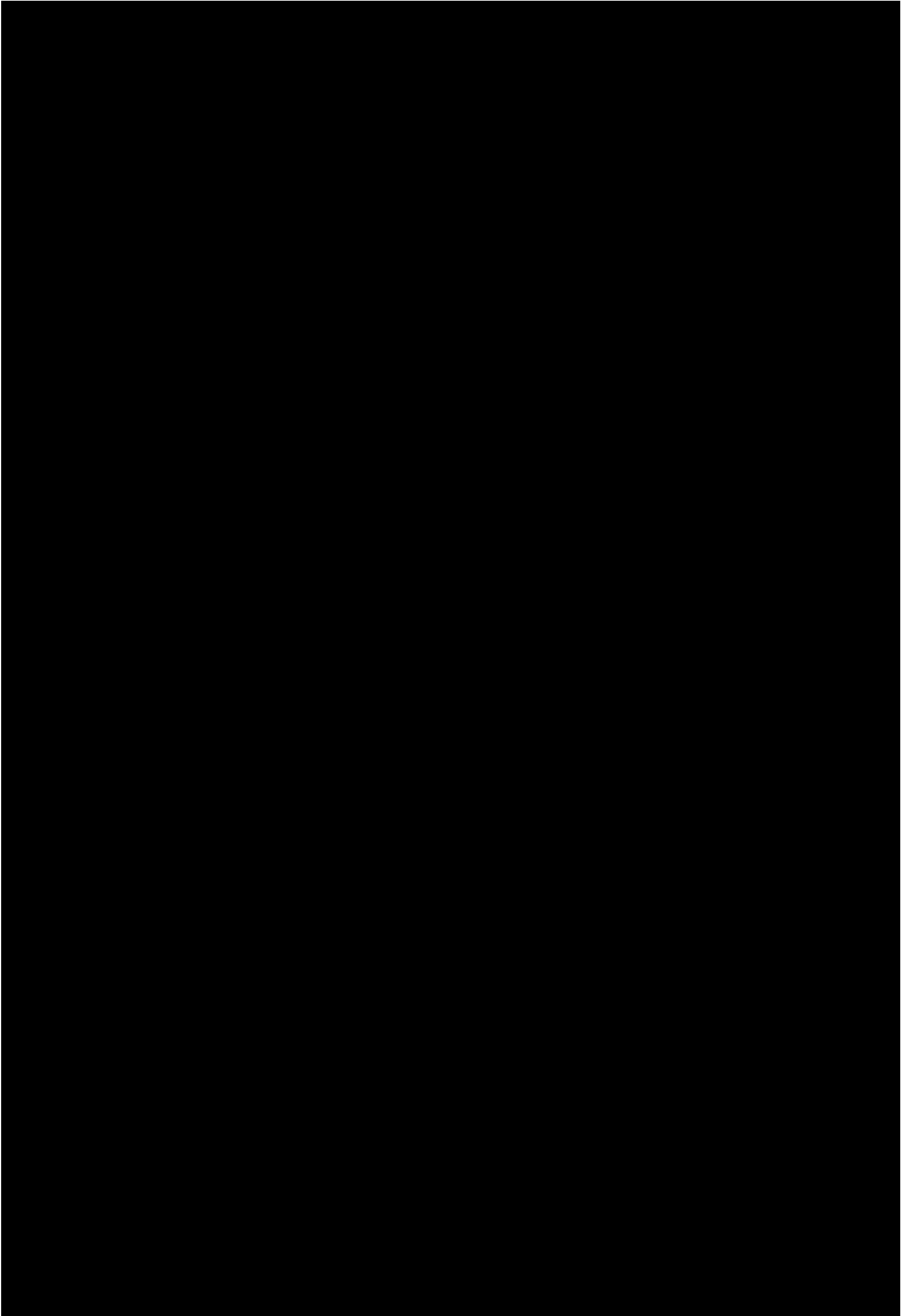


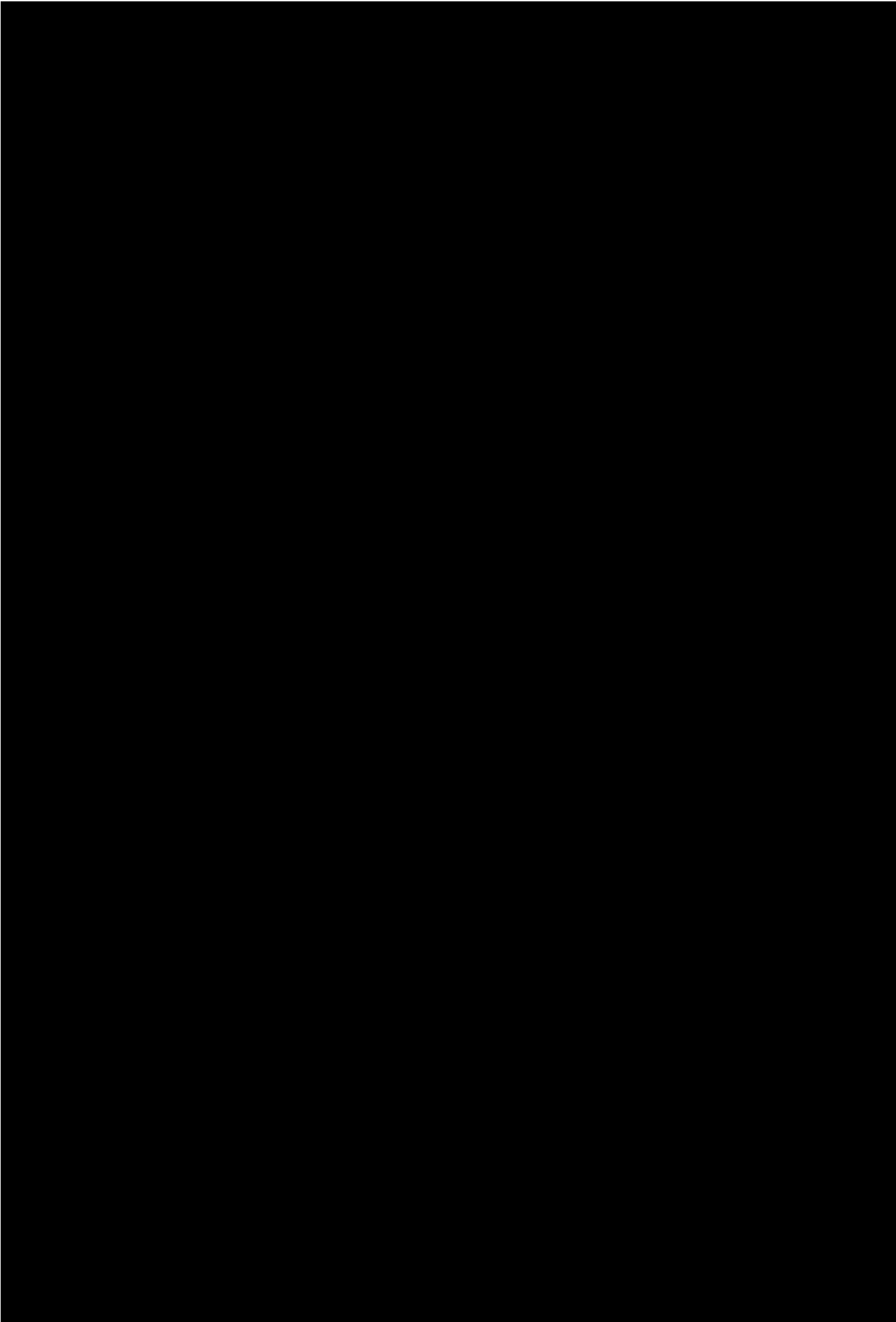


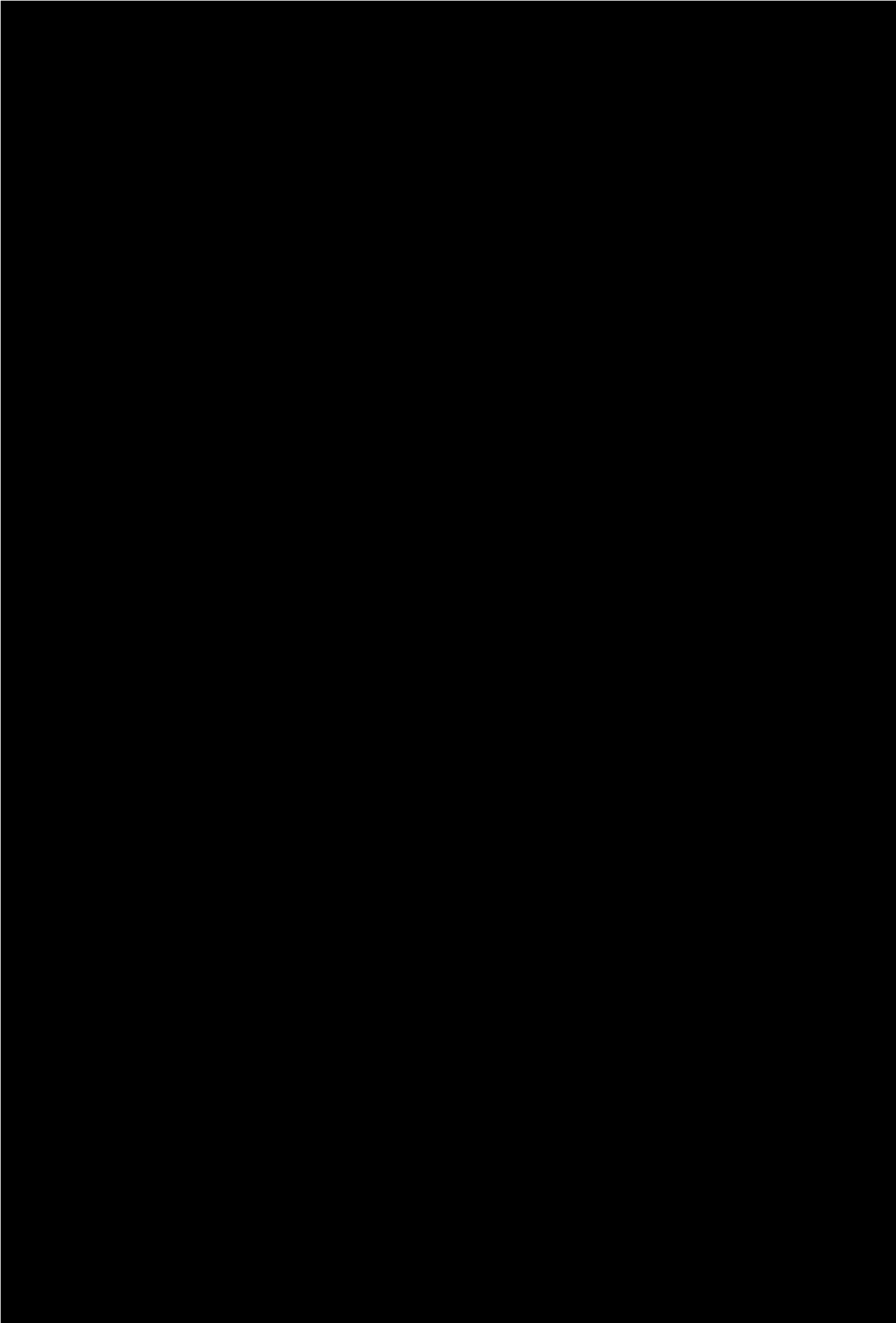


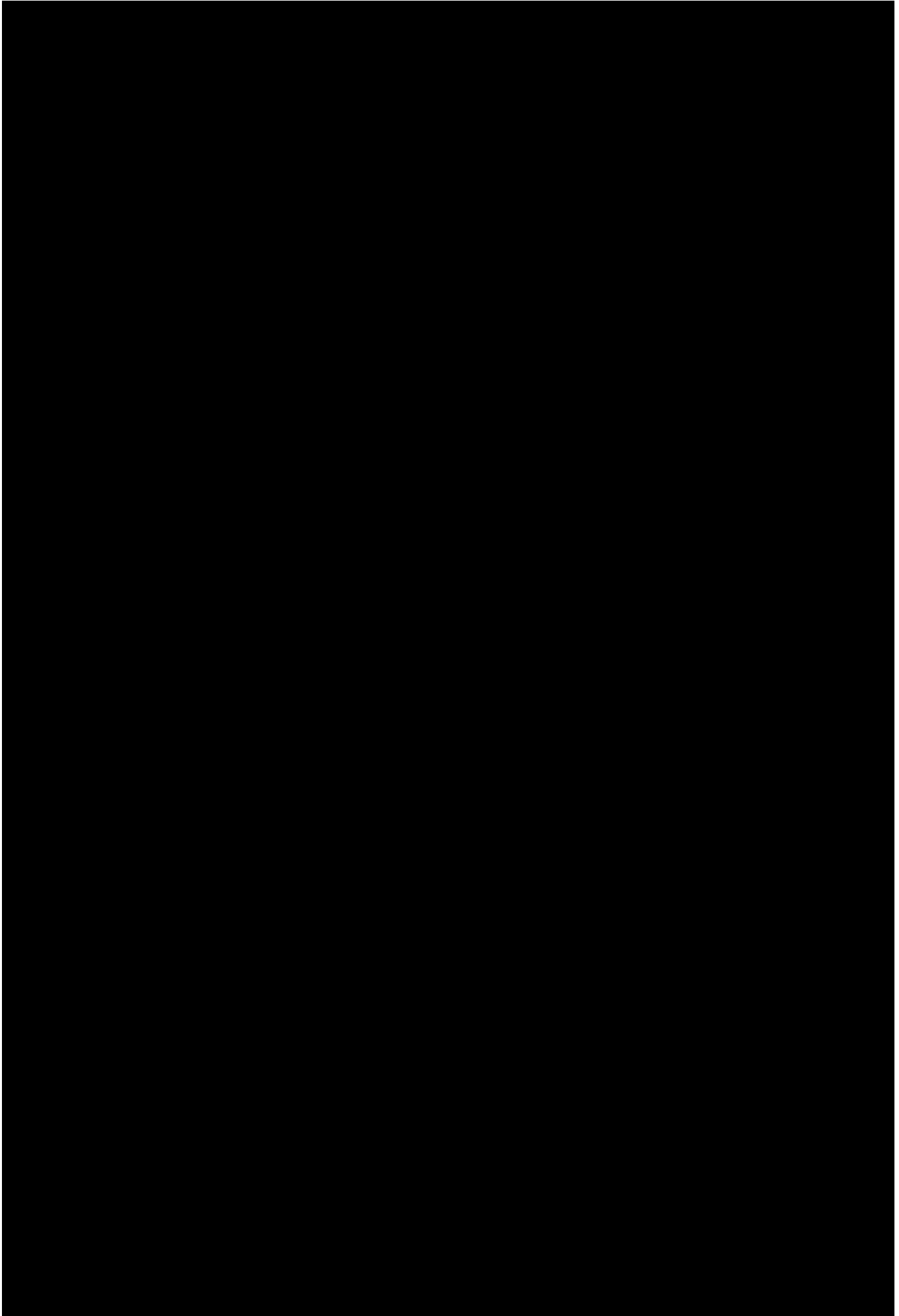


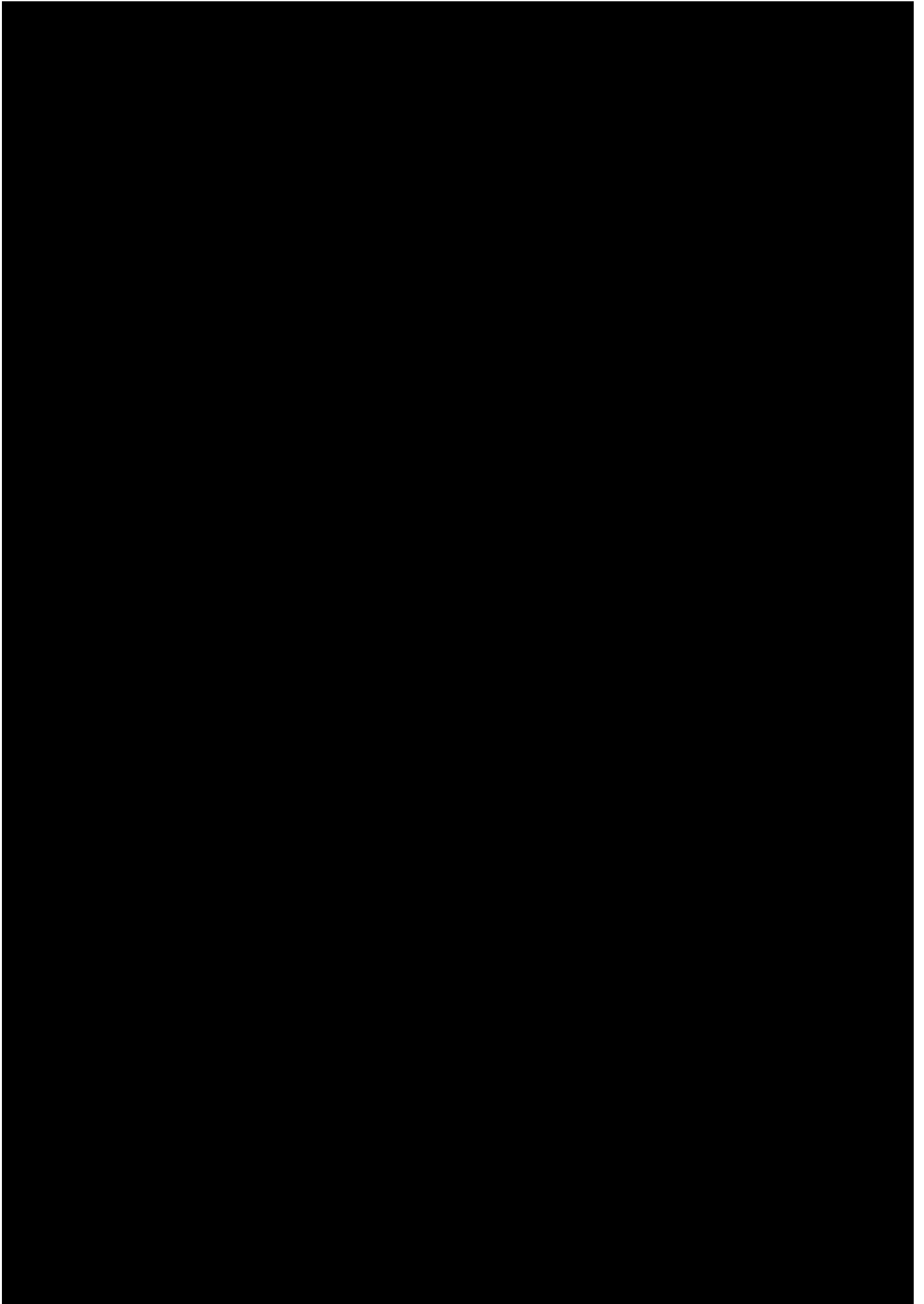


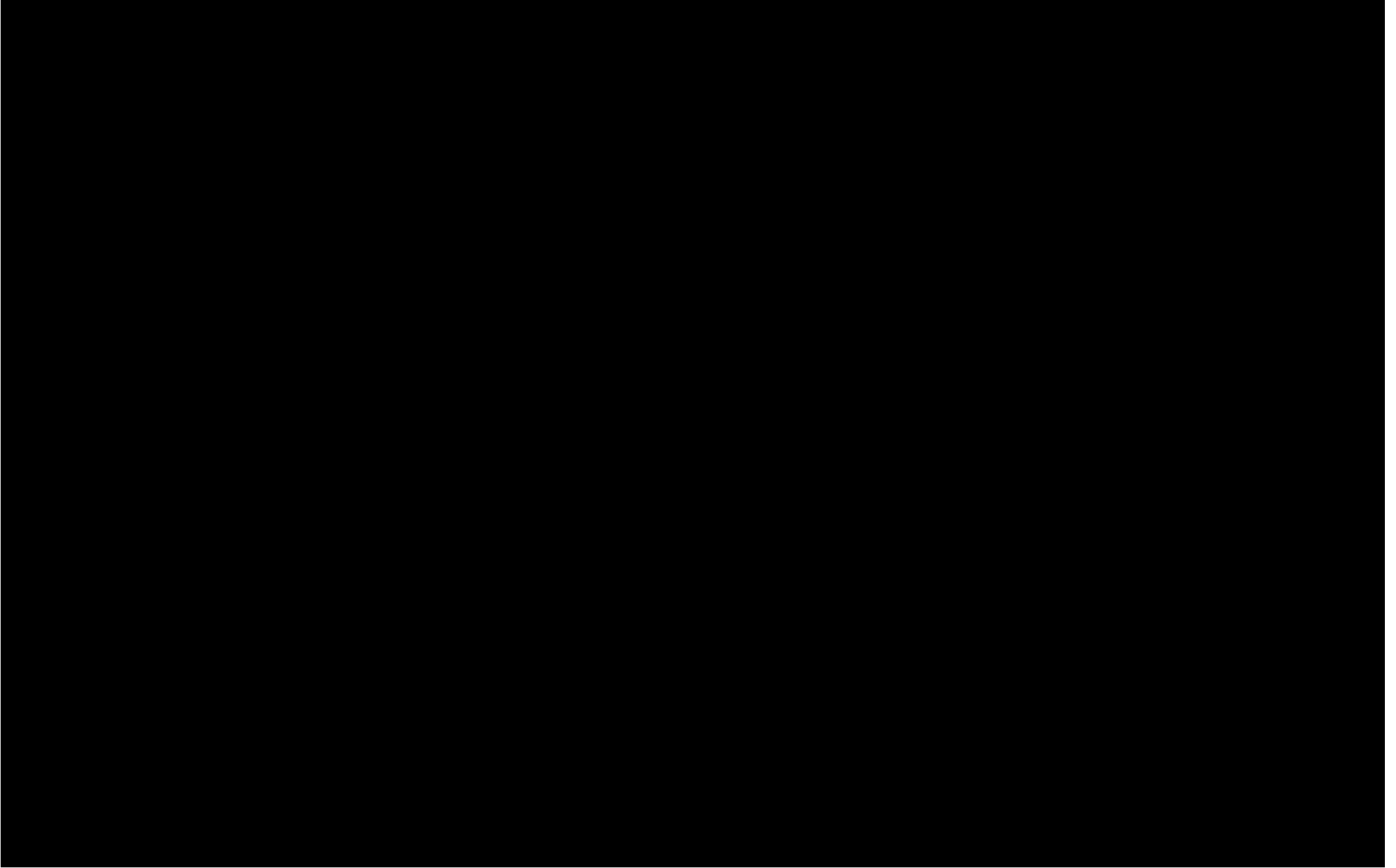


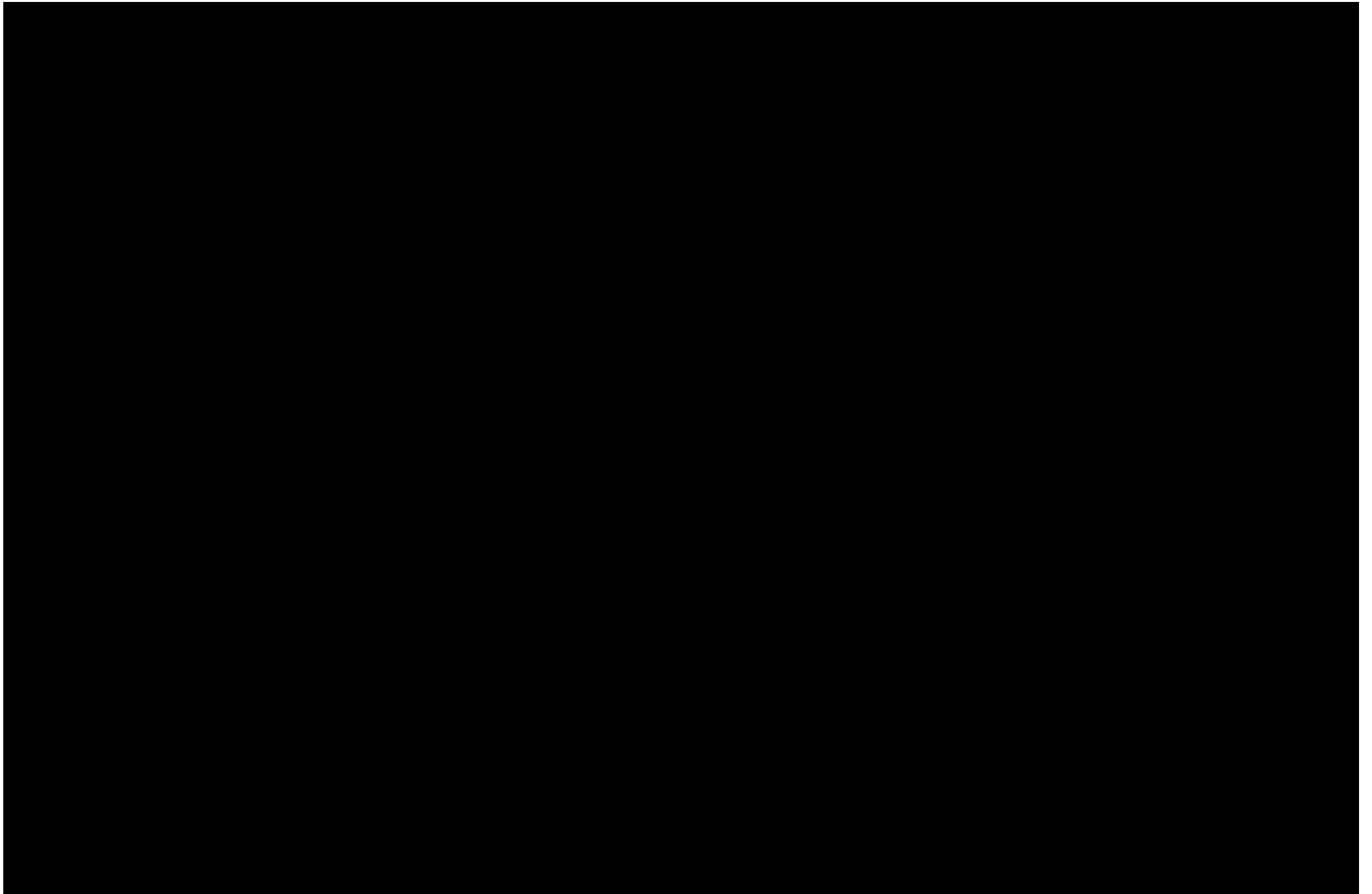


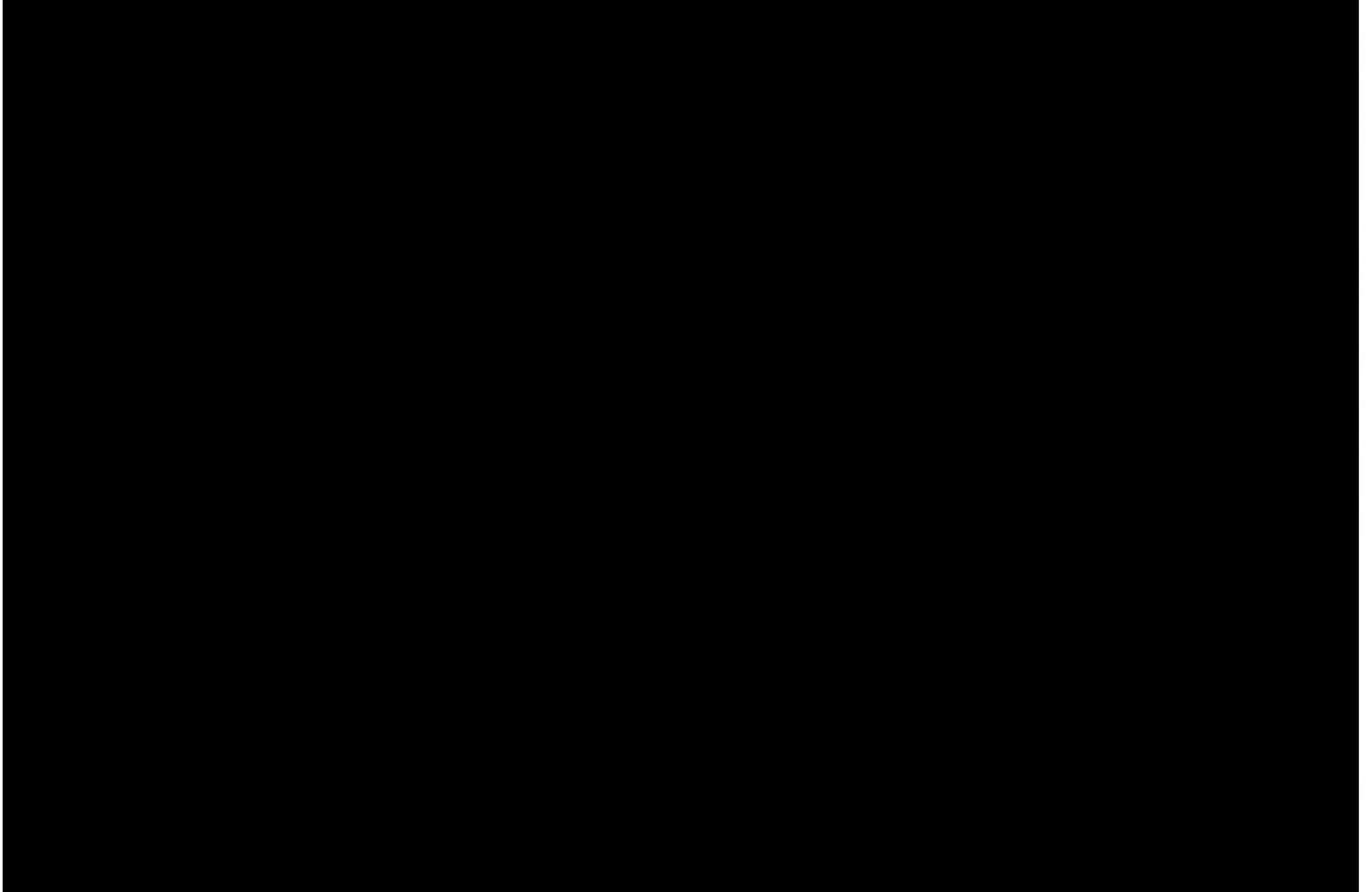


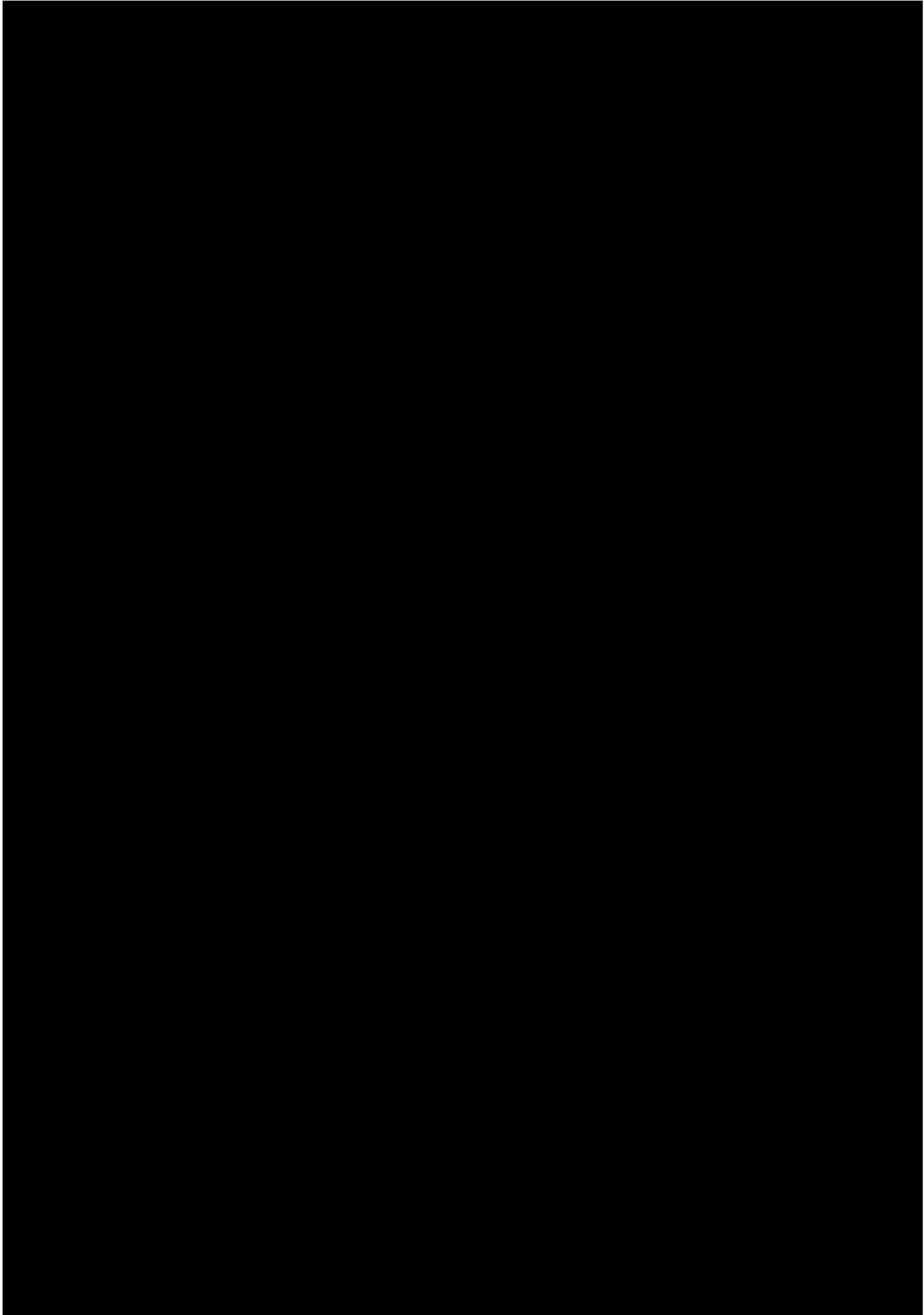


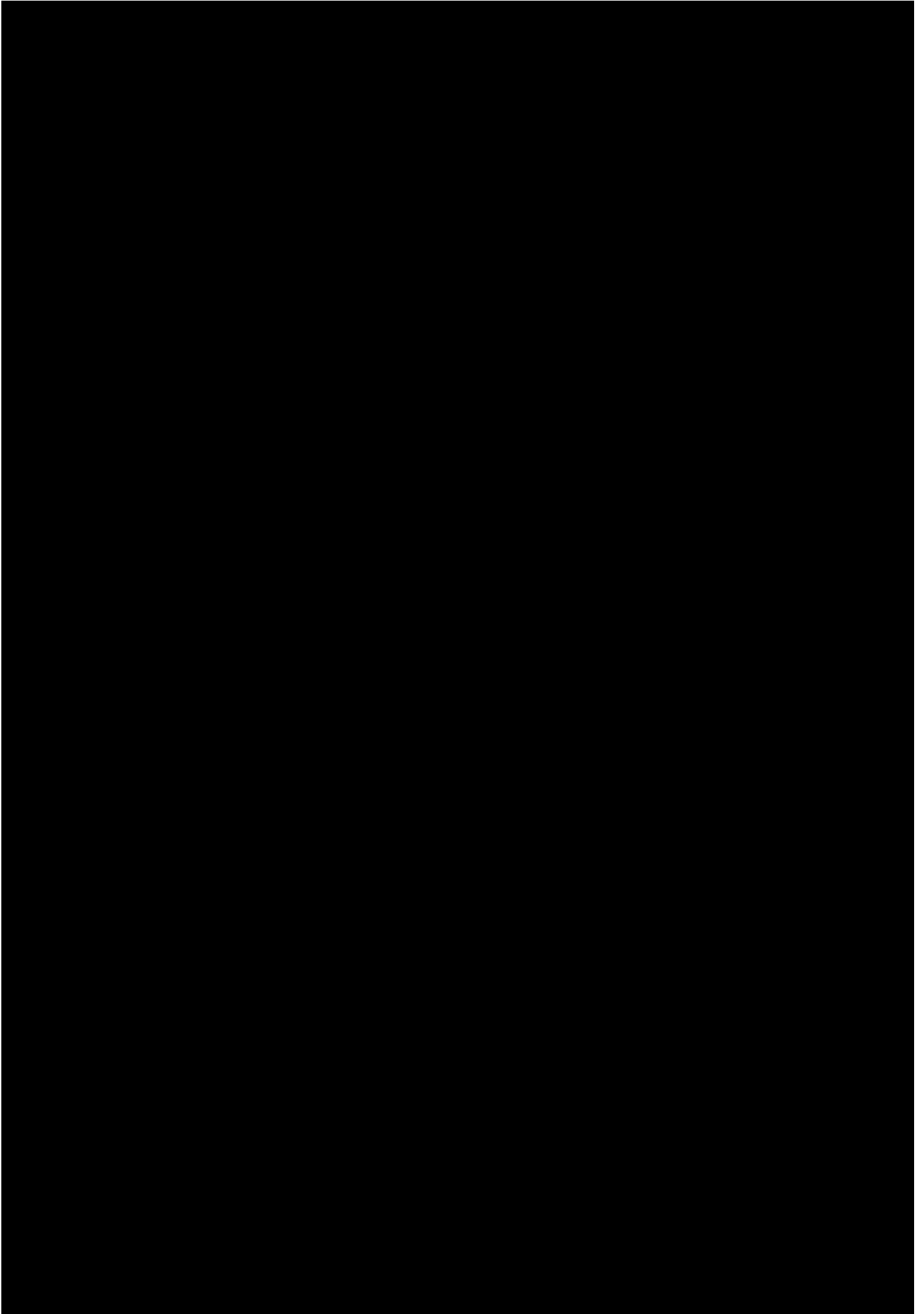












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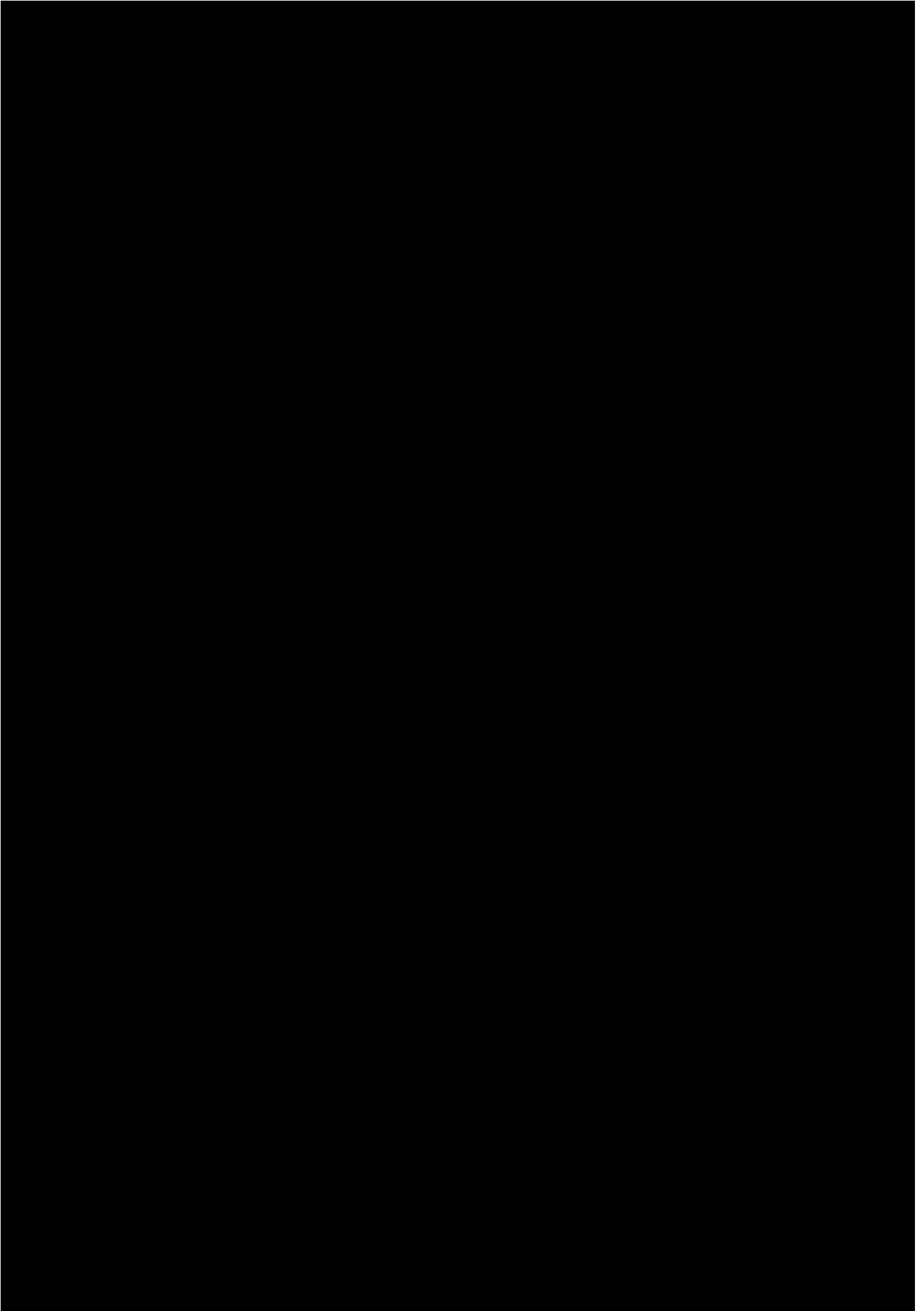
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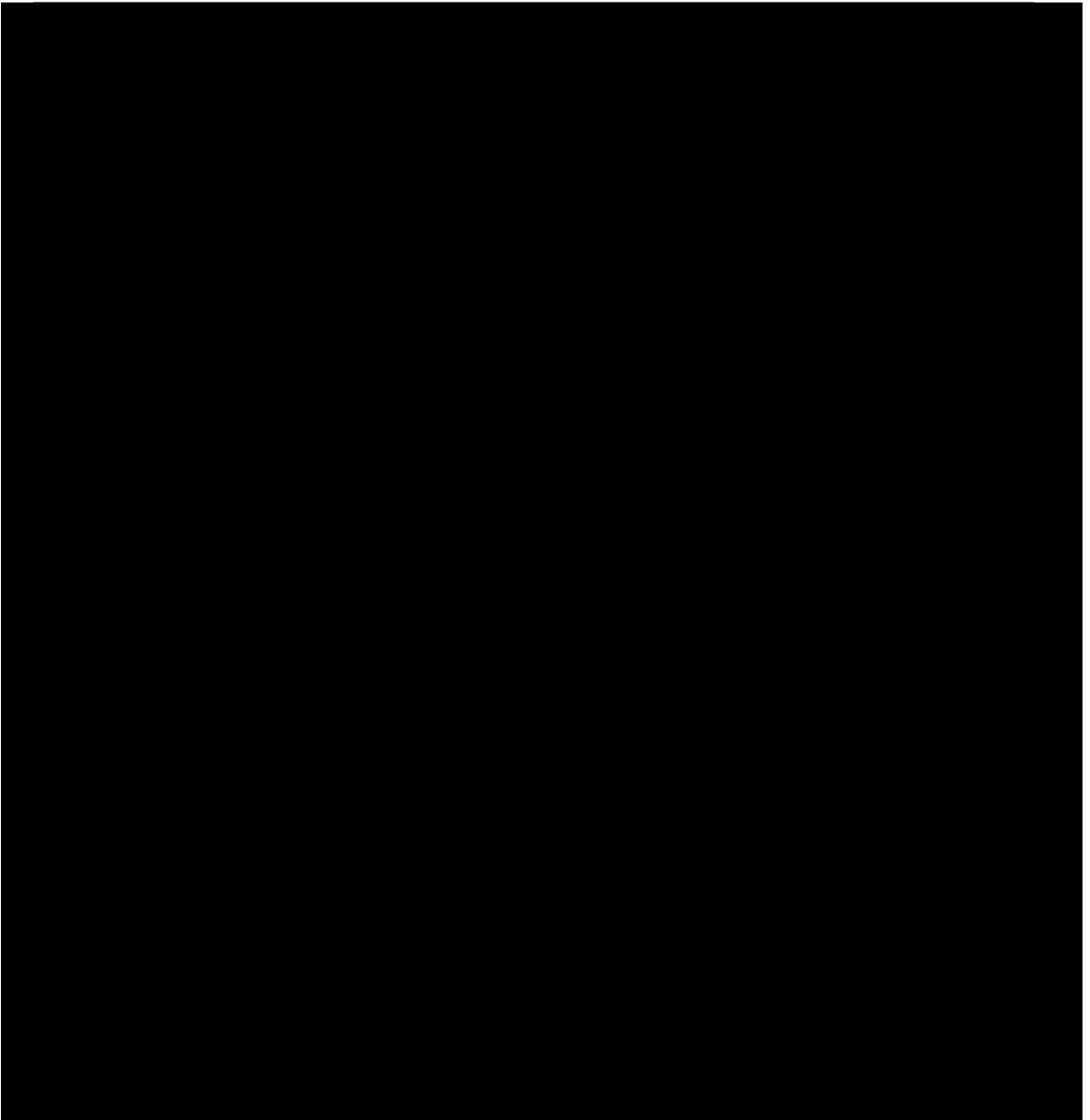
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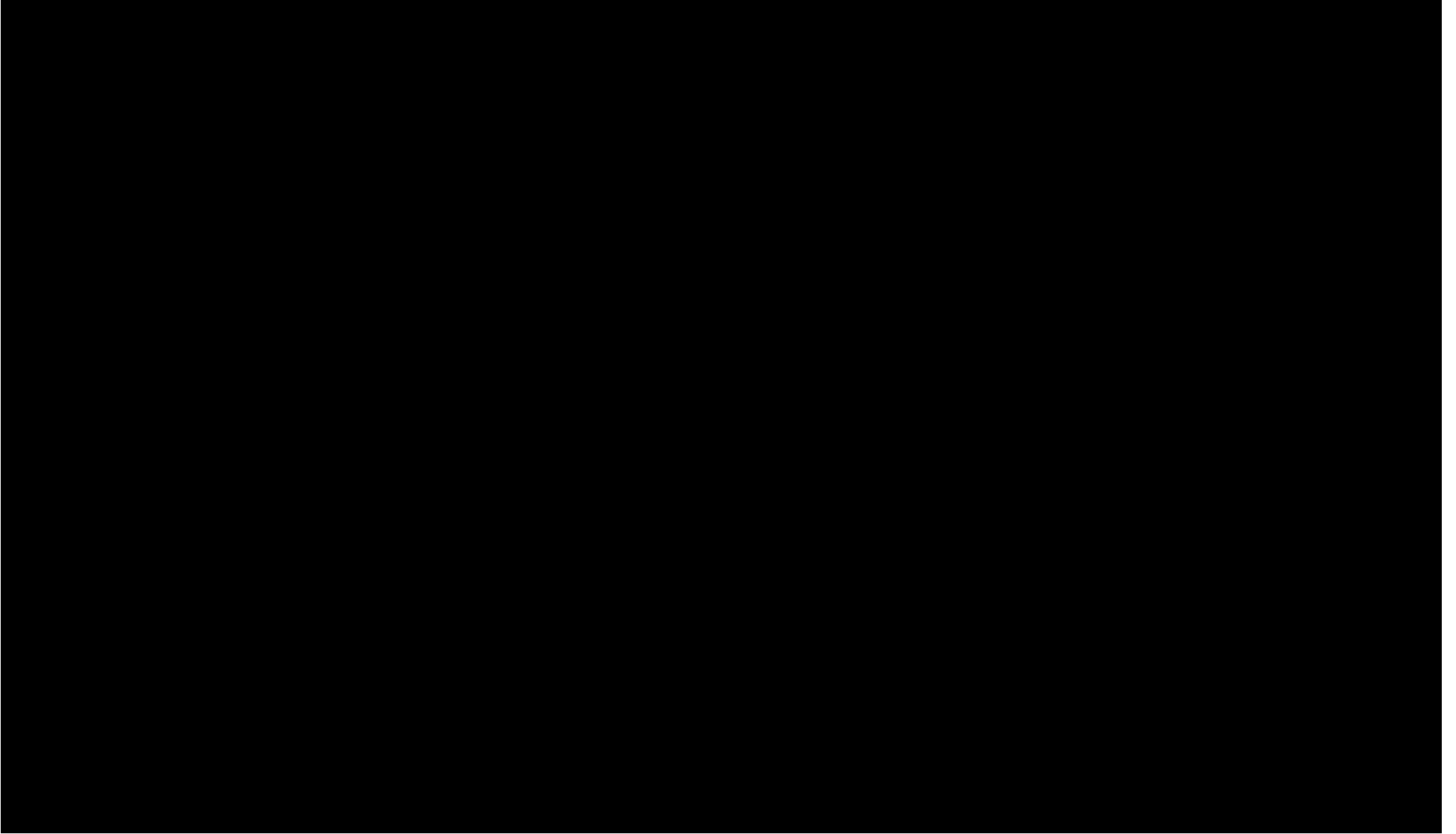
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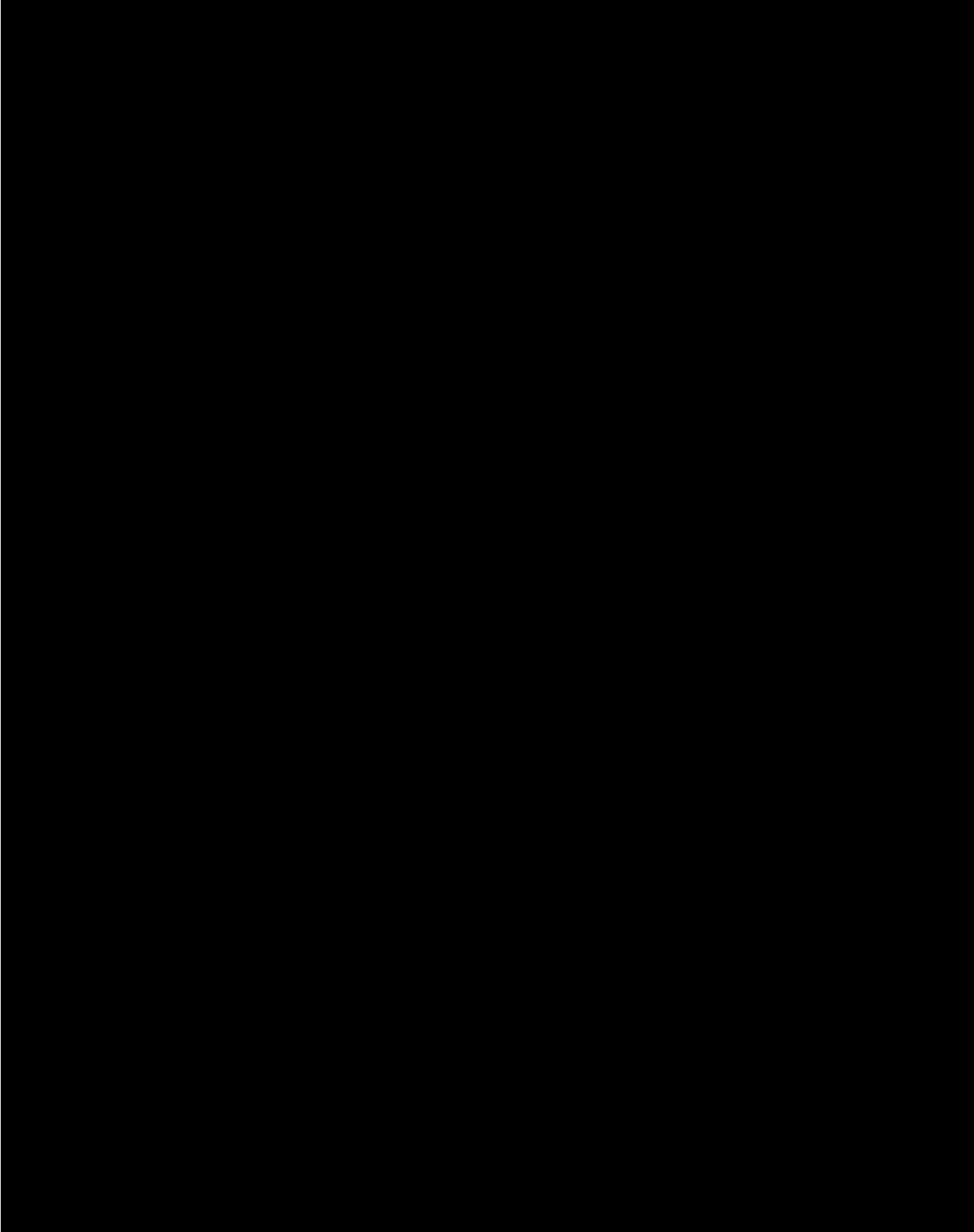


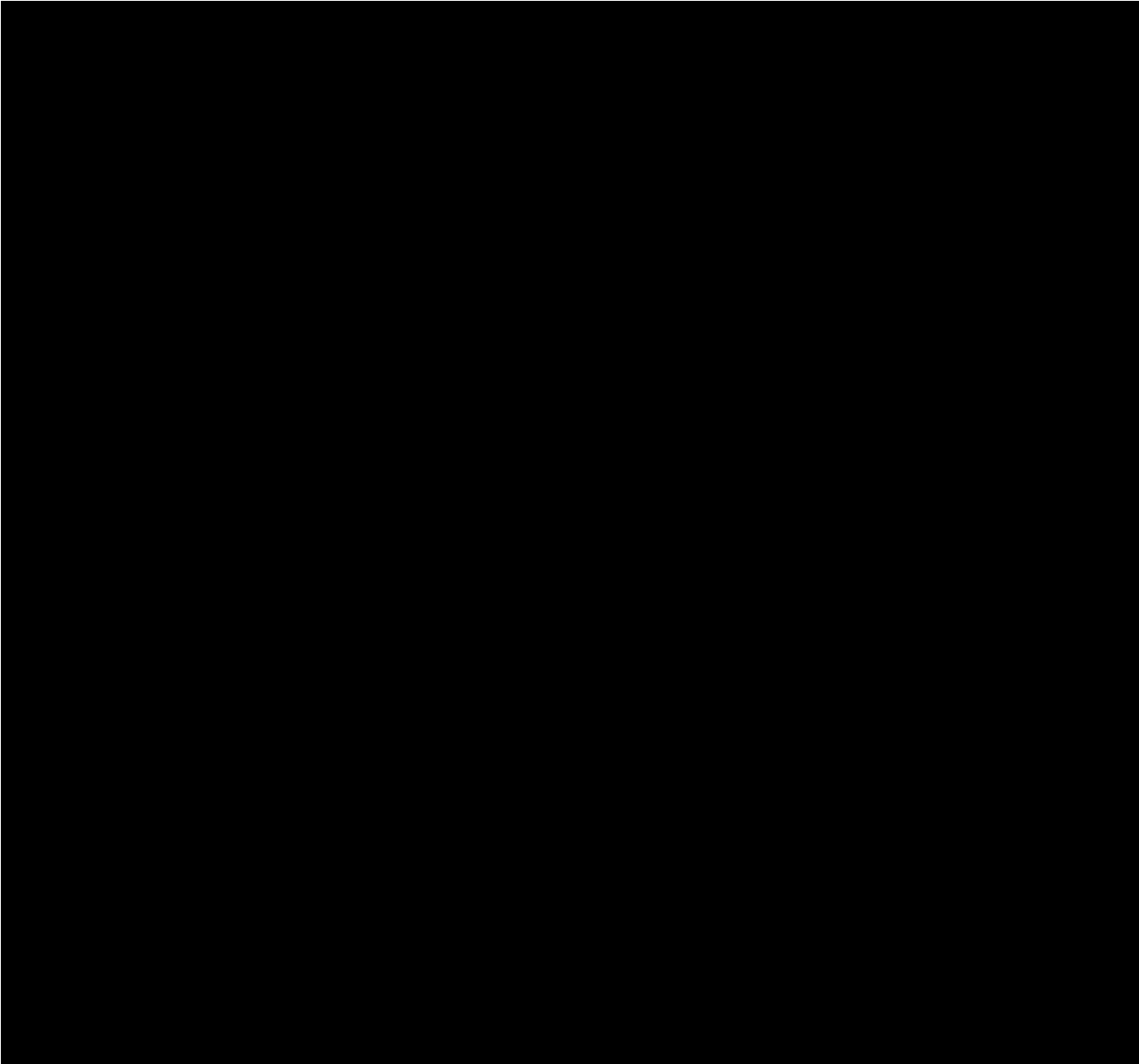
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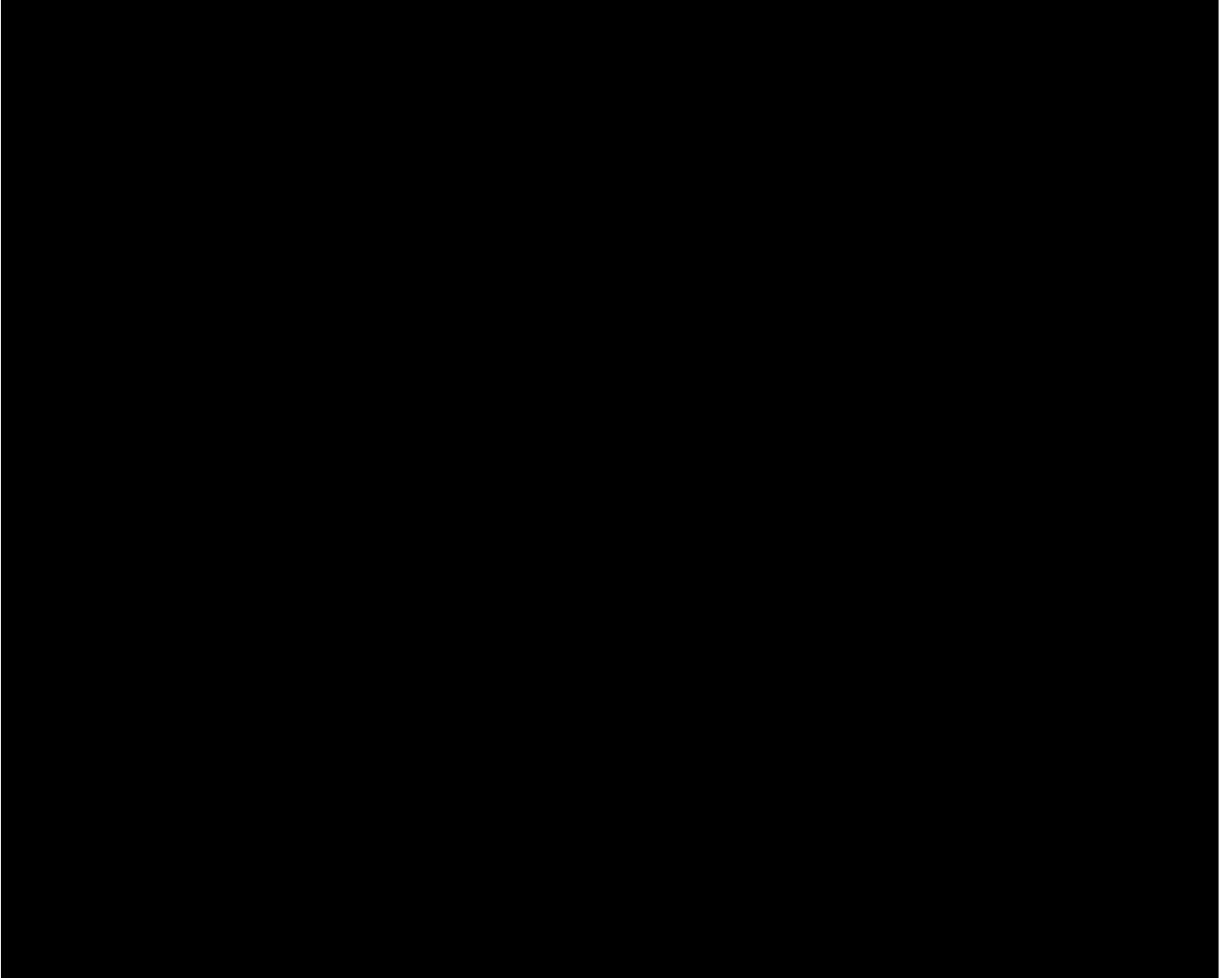
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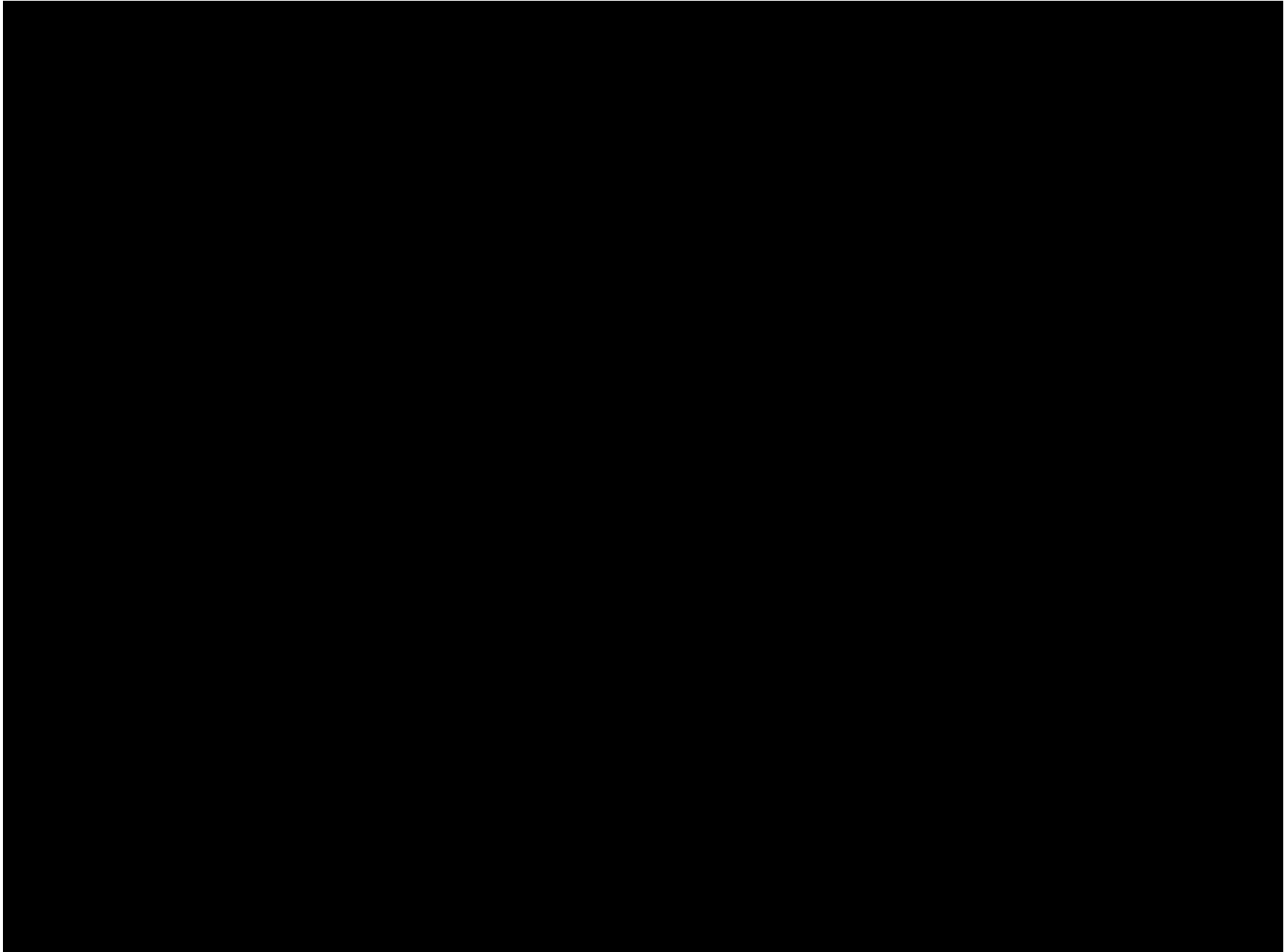


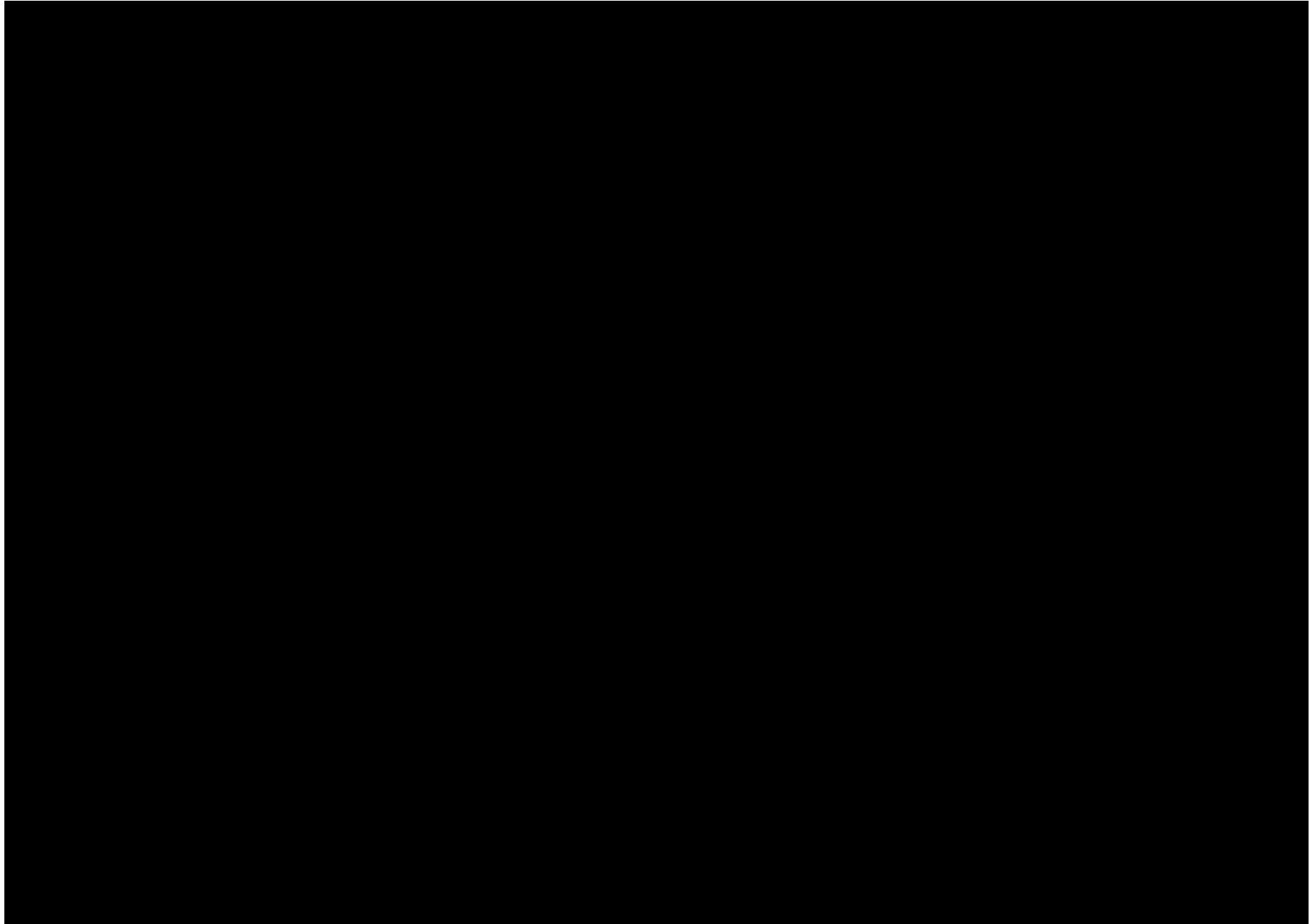












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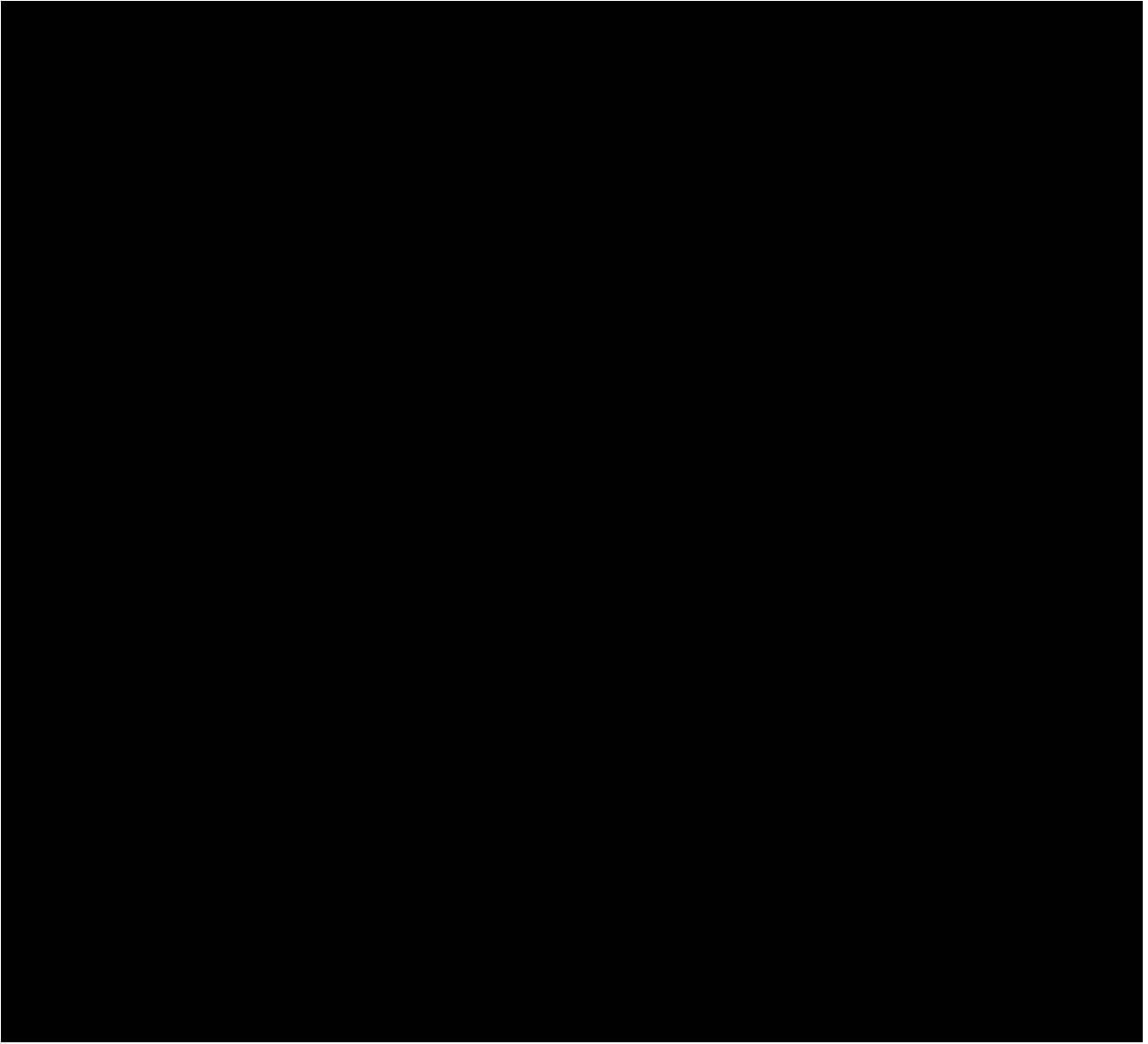
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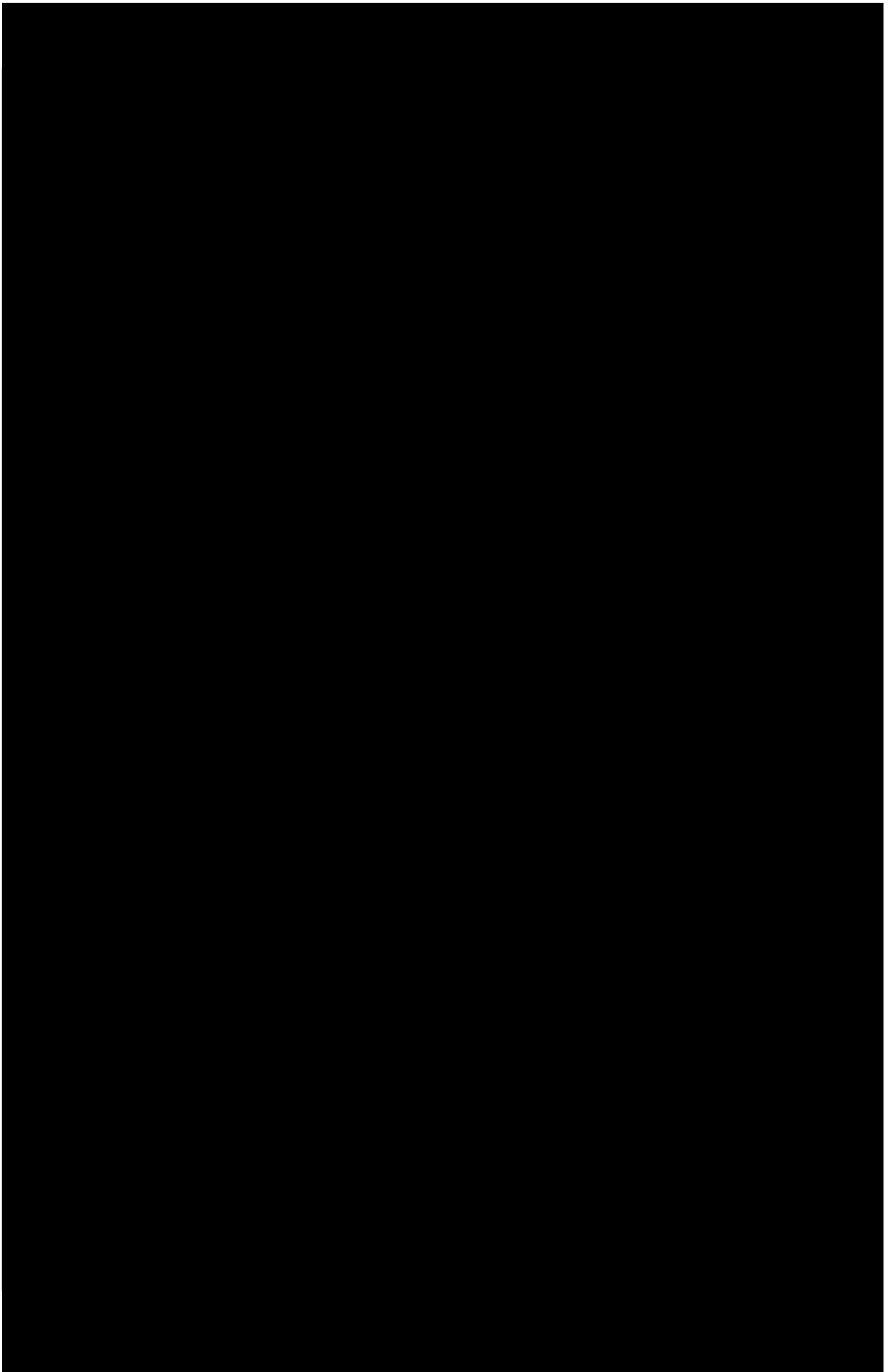
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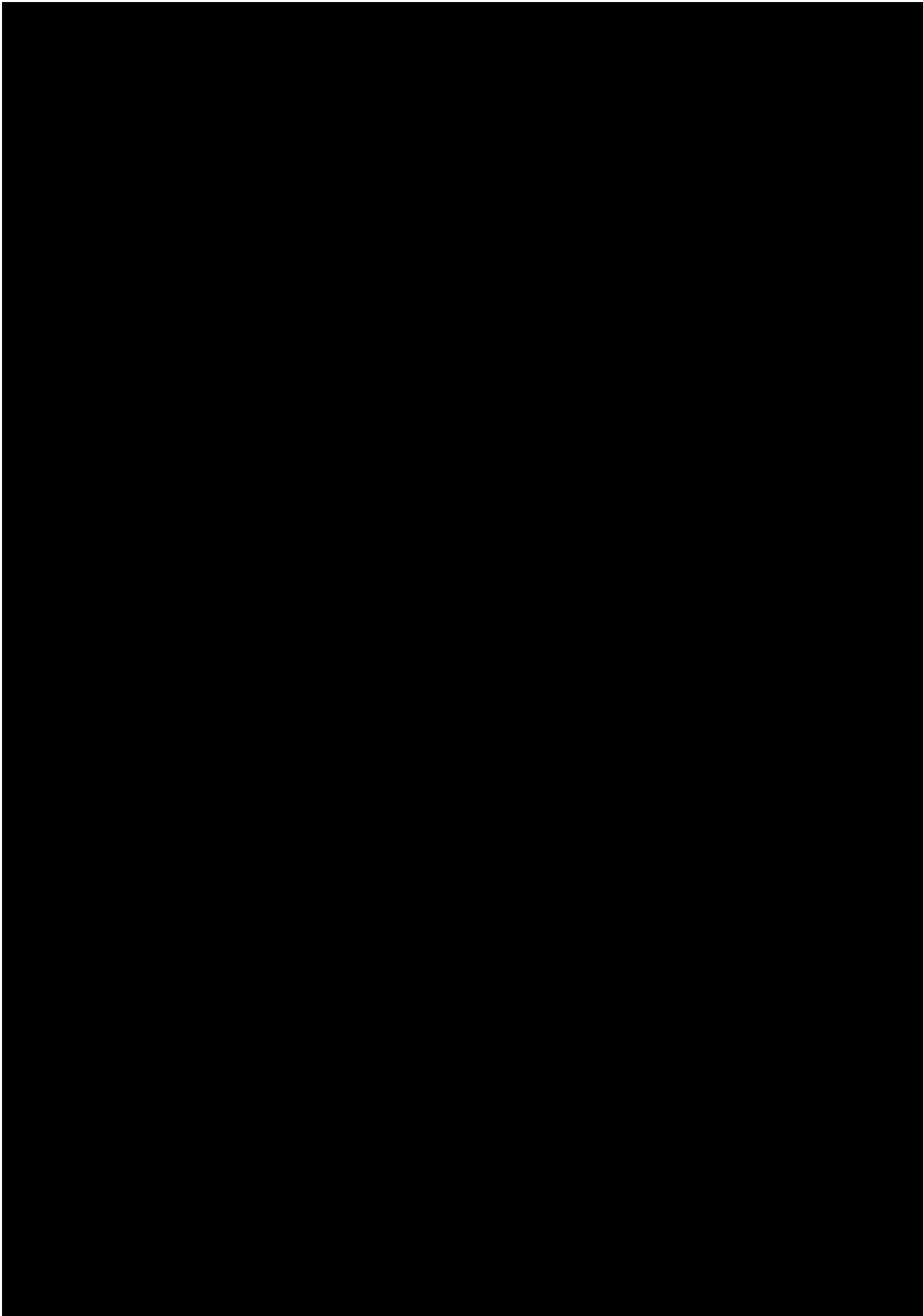
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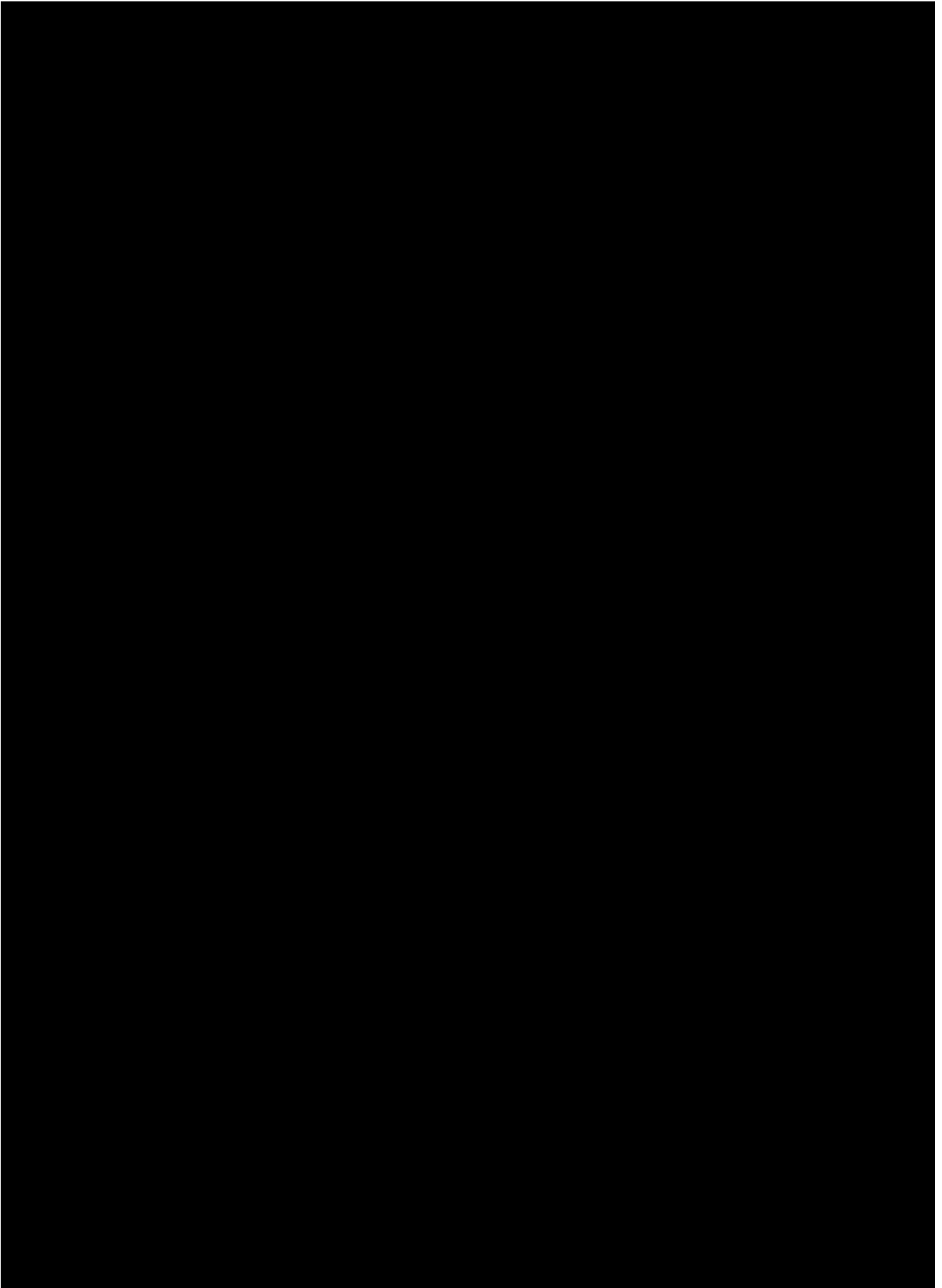
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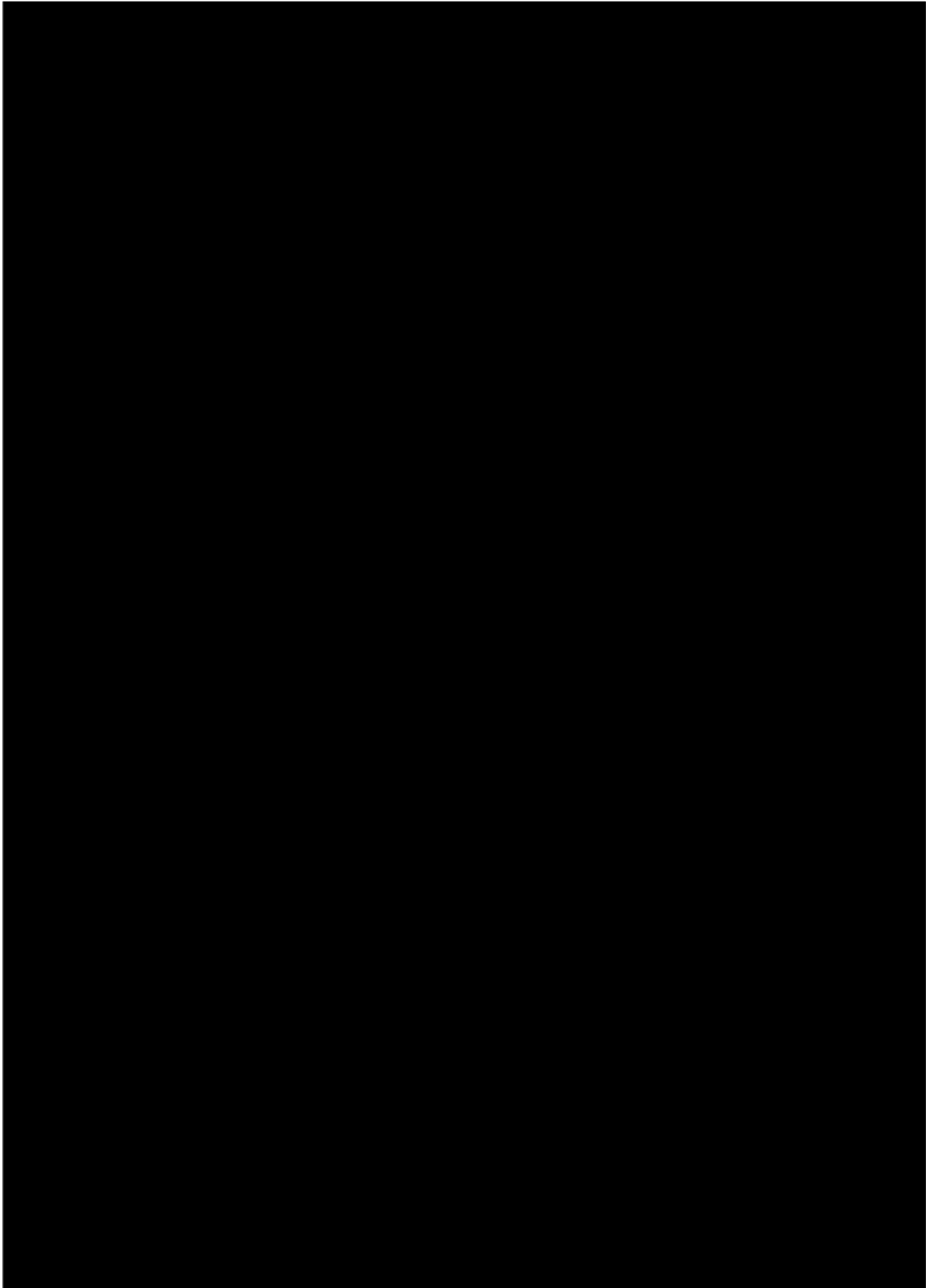
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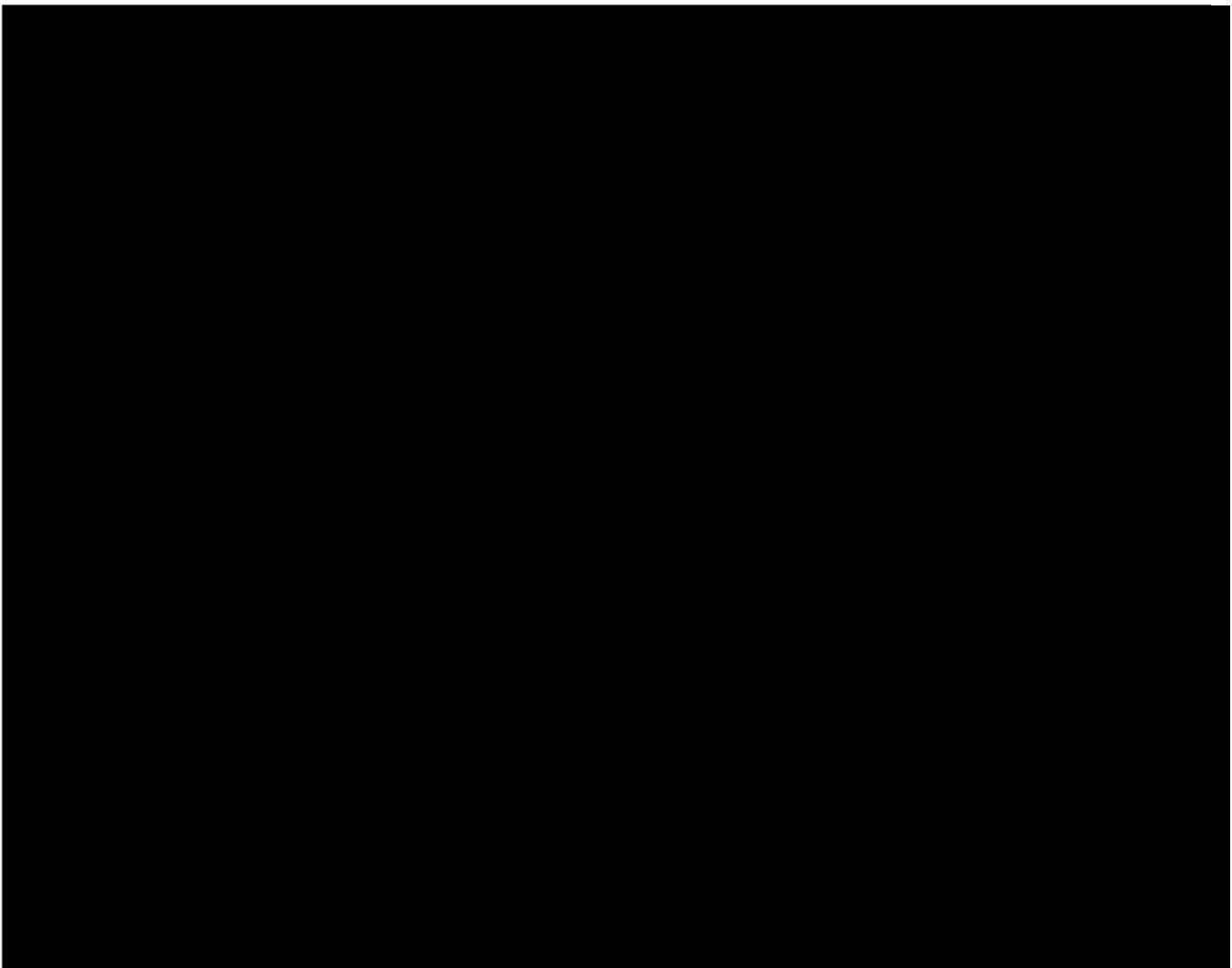
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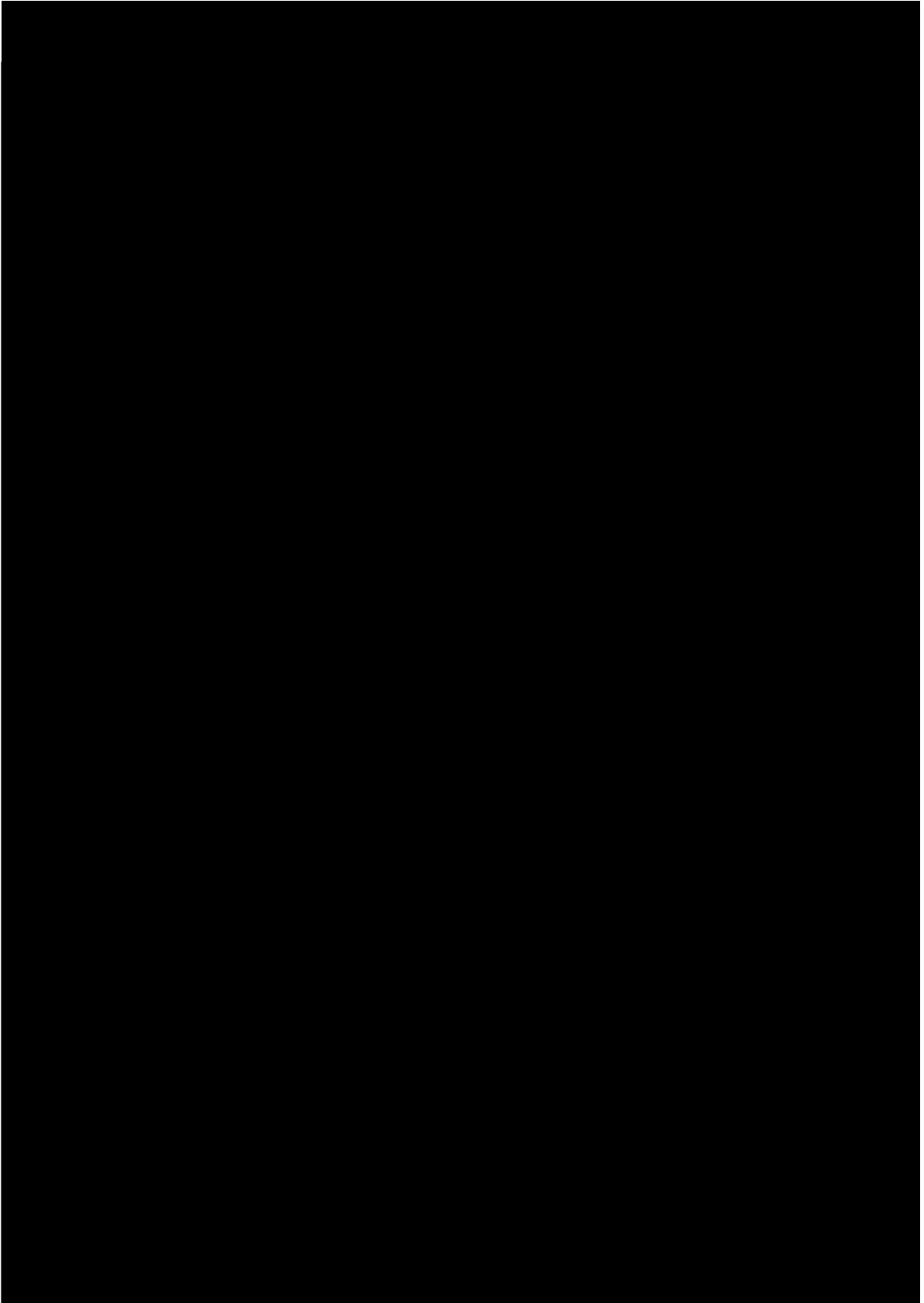
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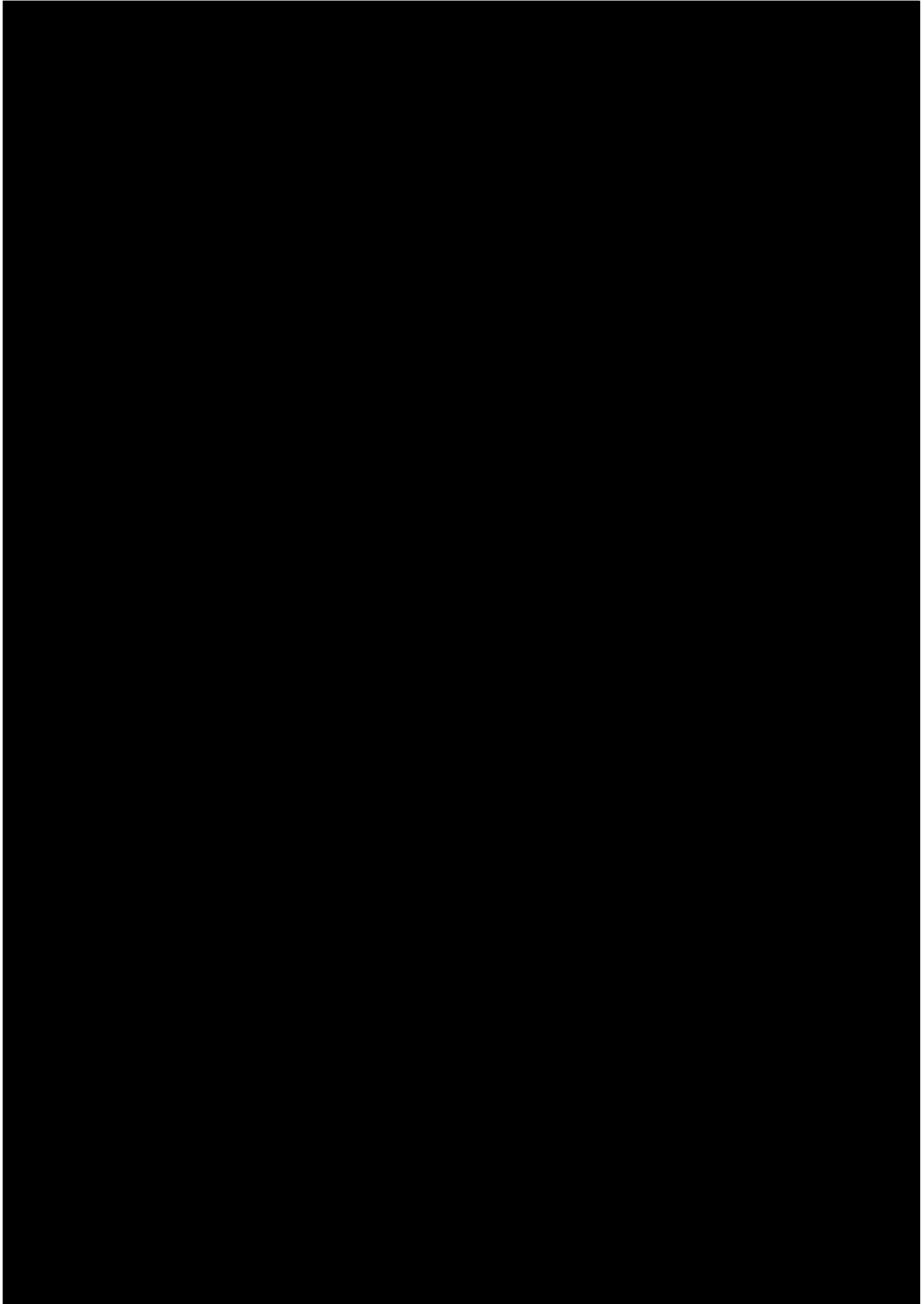
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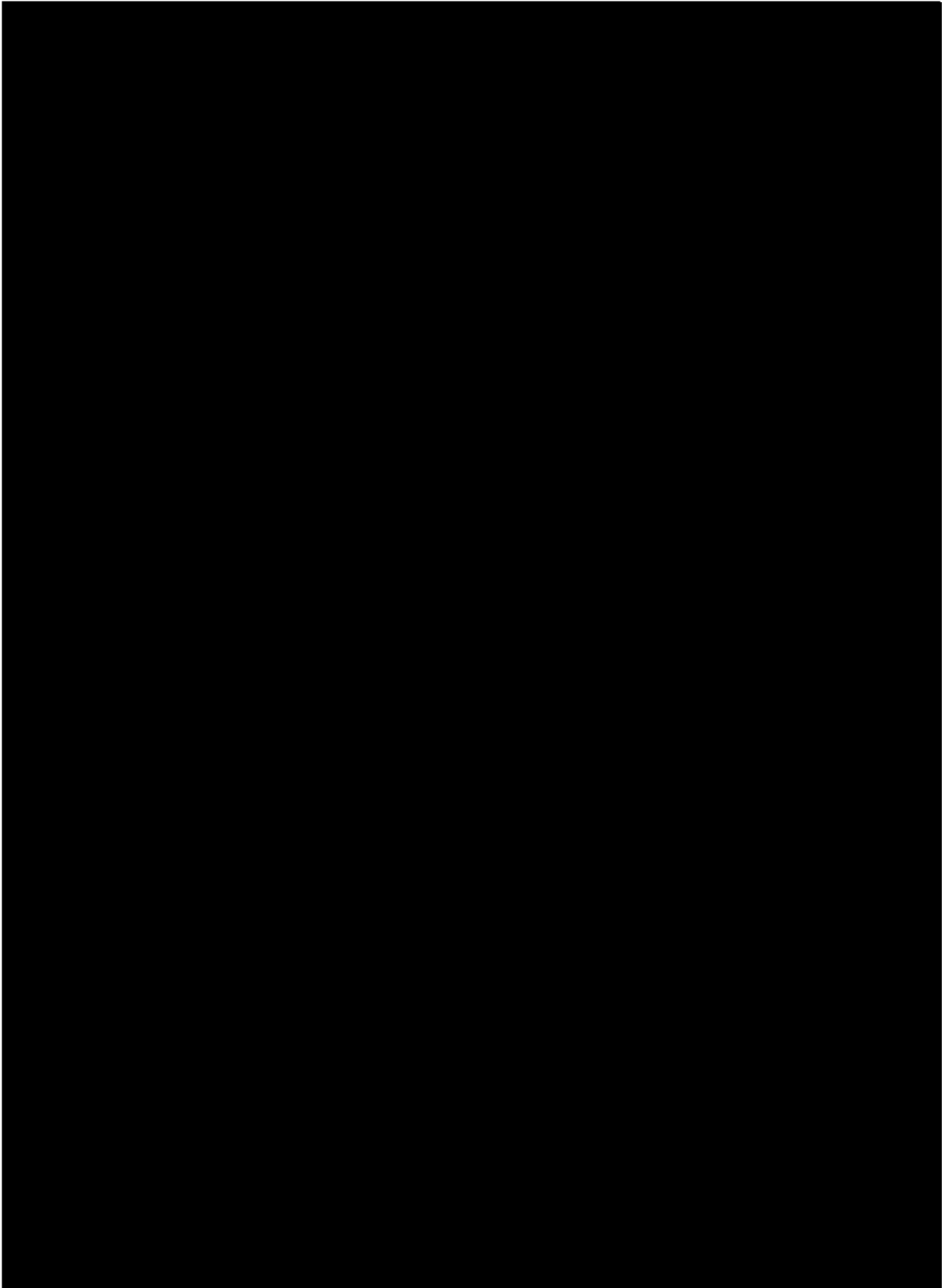
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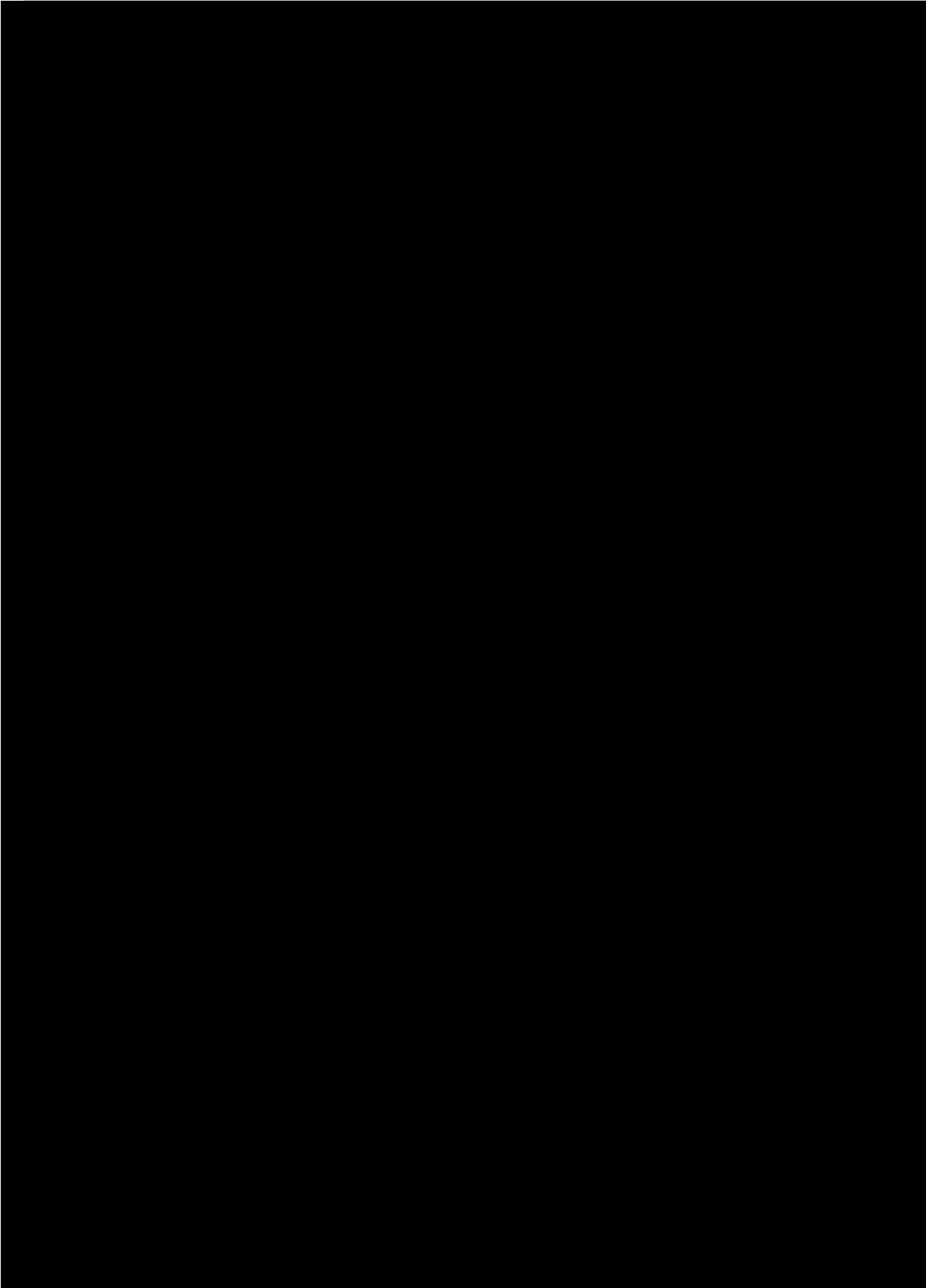
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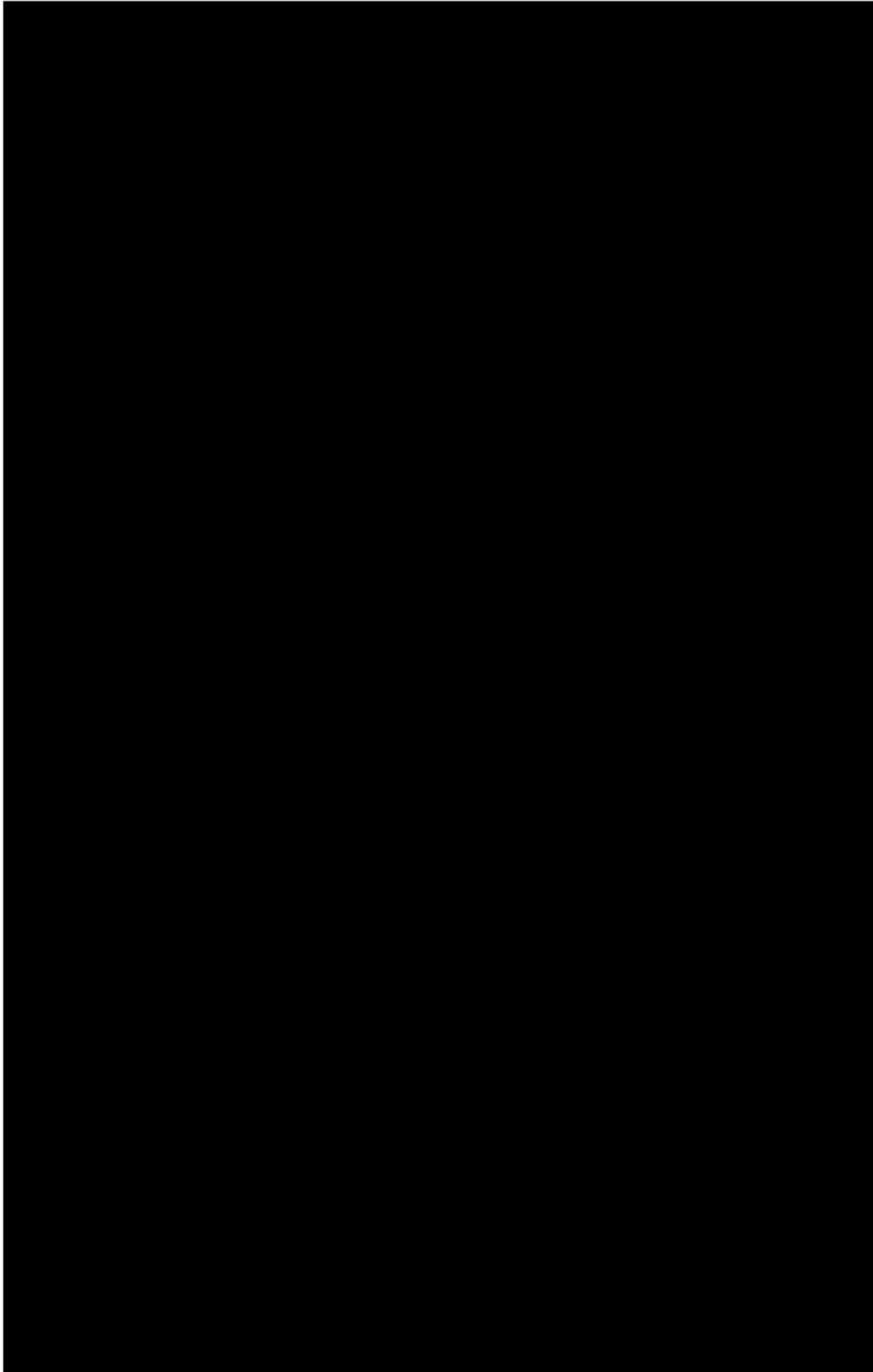














Tasmanian Liquor and Gaming Commission

Commission Paper No: I3/23-10

Meeting date: 13 November 2023

Subject: Information report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Background

The Treasurer issued the *Tasmanian Liquor and Gaming Commission Ministerial Direction (No. 1) 2022* (Direction) on 15 September 2022. The Direction, inter alia, requires the Commission to:

1. oversee the development and implementation of a state-wide player card gaming system with pre-commitment for electronic gaming machines in hotels, clubs and casinos; and
2. enforce the implementation of such a system through amendment to the Commission's Rules and other technical instruments.

The system is to be implemented pursuant to the Commission's Report: *Investigation of harm minimisation technologies: facial recognition and player card gaming*. However, the Treasurer established the limit setting parameters for daily and monthly limit increases within the \$5 000 annual limit and required that the Commission determine the certification required for any further increase to the annual, monthly and daily limits.

The Government's response to the Commission's Report provides no timeframe. However, the associated media release includes "The Government looks forward to working with the Commission, gaming venues and the new Monitoring Operator to implement a player card gaming system with pre-commitment by December 2024". The Direction requires the actions specified to be taken as soon as practicable.

S35

S35

Consultation

Treasury is developing a consultation document on the system design, for discussion with industry. MaxGaming will provide input to this document. The draft consultation document will be shared with the Commission and the Treasurer for consideration as soon as possible, and before initiating discussion with industry.

Consultation with industry will not be on the Government's policy. Rather, it will be on how venues and patrons will be impacted, including the practical impact of the policy on gaming machine play. This will include the design and function of the system, such as the process to register for a card, the setting of pre-commitment limits, the use of a player card for EGM play, the storage and use of data, venue obligations and responsibilities, etc.

Once consultation with industry is complete, and any variations to the system design that result are accounted for, consultation more broadly will occur. This will include consultation on issues such as the process for increasing limits above \$500 daily or \$5 000 monthly or annually, management of exclusions and interaction with gambling harm reductions service providers.

S35

S35

Interjurisdictional

Tasmania continues to lead the interjurisdictional working group for player card and cashless gaming reforms. The working group had its second meeting on 19 October and will meet again in November. At the meeting on 19 October, jurisdictions provided an update on recent consultation and possible cashless technologies. The working group continues to be a useful forum to share information with a view to standardisation across jurisdictions.

Tasmanian Liquor and Gaming Commission

Commission Paper No: AI/2023-10

Meeting date: 13 November 2023

Description: Administrative Paper

Item for: Confirmation of Previous Minutes of Meeting 9/2023

Minutes of Tasmanian Liquor and Gaming Commission Meeting 9/2023 - 2 October 2023

Subject

Minutes of Meeting 9/2023 of the Commission held in kanamaluka, River Tamar Room, first floor, Salamanca Building, Parliament Square, 4 Salamanca Place, Hobart on 2 October 2023 at 9:30 am.

Present

Ms Jenny Cranston, Chair

Mr Andrew Walker, Member

Mr David Hudson, Member

In attendance from Liquor and Gaming Branch

s36

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Apologies

Nil.

Acknowledgement of Country

“On behalf of the Commission, I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners, and continuing custodians of this land on which we gather here today and acknowledge Elders - past, present and emerging.”

Conflict of interest declarations

Nil.

Work health and safety

Nil.

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13/23-9 - Status Update - Player Card and Cashless gaming

140/12/23-9

Commission Paper 13/23-9 was tabled.

The Commission noted the contents of the report.

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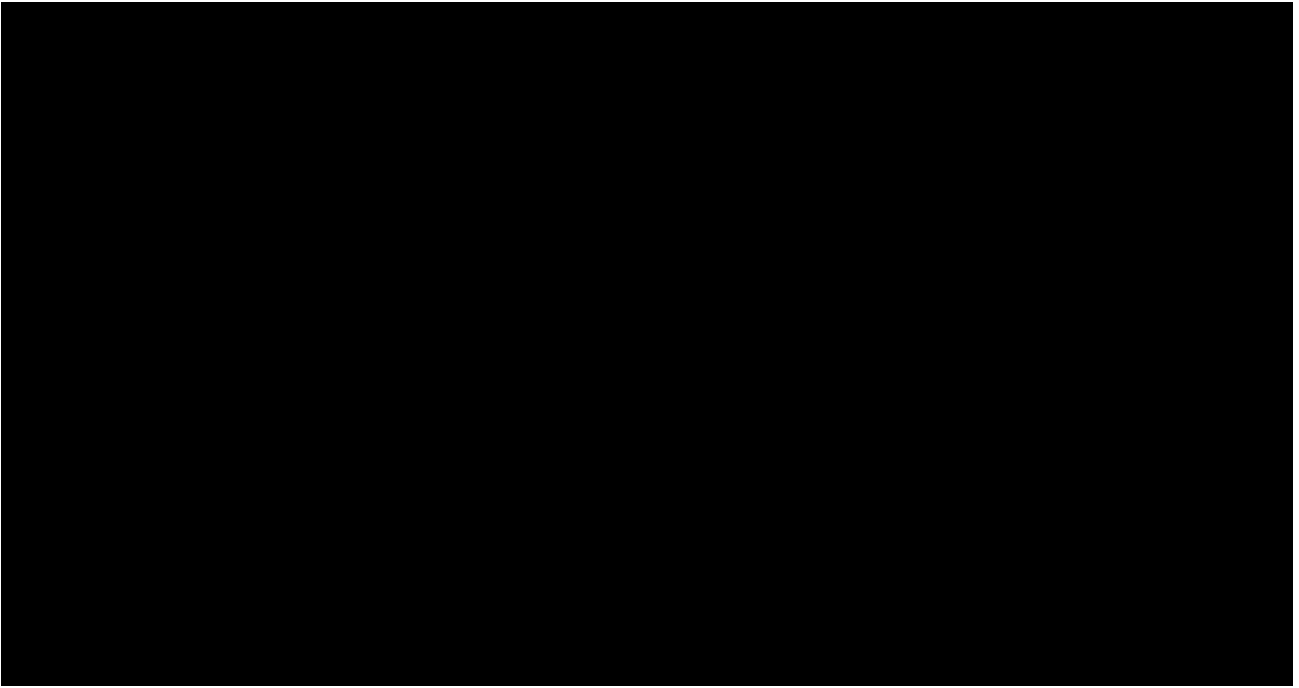
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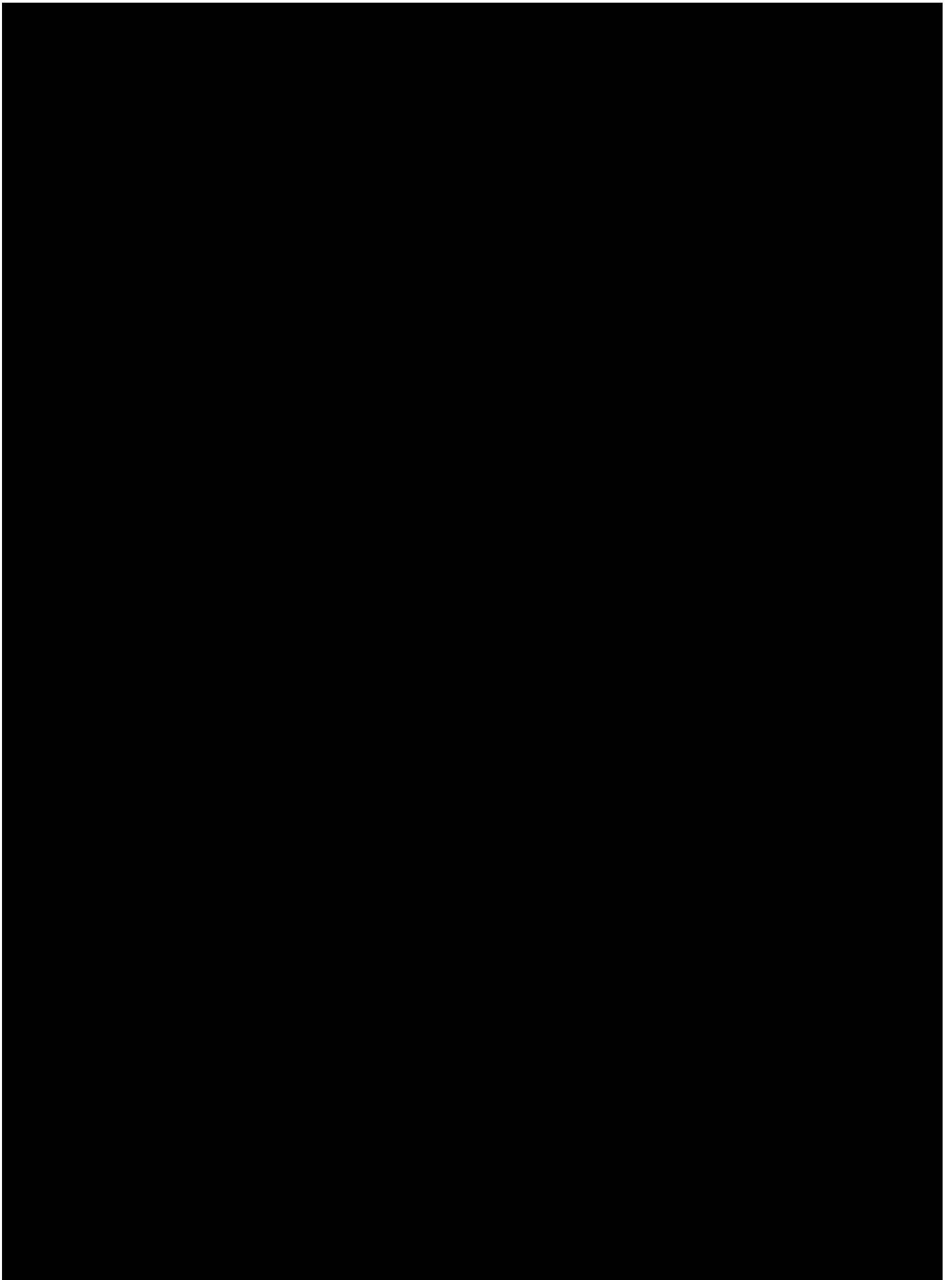
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Tasmanian Liquor and Gaming Commission

Commission Paper No: I3/23-10

Meeting date: 13 November 2023

Subject: Information report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Background

The Treasurer issued the *Tasmanian Liquor and Gaming Commission Ministerial Direction (No. 1) 2022* (Direction) on 15 September 2022. The Direction, inter alia, requires the Commission to:

1. oversee the development and implementation of a state-wide player card gaming system with pre-commitment for electronic gaming machines in hotels, clubs and casinos; and
2. enforce the implementation of such a system through amendment to the Commission's Rules and other technical instruments.

The system is to be implemented pursuant to the Commission's Report: *Investigation of harm minimisation technologies: facial recognition and player card gaming*. However, the Treasurer established the limit setting parameters for daily and monthly limit increases within the \$5 000 annual limit and required that the Commission determine the certification required for any further increase to the annual, monthly and daily limits.

The Government's response to the Commission's Report provides no timeframe. However, the associated media release includes "*The Government looks forward to working with the Commission, gaming venues and the new Monitoring Operator to implement a player card gaming system with pre-commitment by December 2024*". The Direction requires the actions specified to be taken as soon as practicable.

Status Update

System design, development and implementation

Treasury met with MaxGaming on 25 October to progress the system design and to discuss possible technology solutions.

There is now broad agreement between Treasury and MaxGaming on the system design. MaxGaming will continue to refine the proposed technology solution, including ongoing discussions with vendors for the provision of a cashless gaming solution. To facilitate this, Treasury will

continue to provide input and feedback to MaxGaming on possible technology solutions. Treasury and MaxGaming will meet again in November.

There remain several outstanding operational and policy questions which will need to be decided before the system design and technology solution can be finalised. Outstanding policy questions will be brought to the Commission for consideration as soon as possible whilst the development of the system design and technology solution continues.

Regulatory and contractual variations



S31

Consultation

Treasury is developing a consultation document on the system design, for discussion with industry. MaxGaming will provide input to this document. The draft consultation document will be shared with the Commission and the Treasurer for consideration as soon as possible, and before initiating discussion with industry.

Consultation with industry will not be on the Government's policy. Rather, it will be on how venues and patrons will be impacted, including the practical impact of the policy on gaming machine play. This will include the design and function of the system, such as the process to register for a card, the setting of pre-commitment limits, the use of a player card for EGM play, the storage and use of data, venue obligations and responsibilities, etc.

Once consultation with industry is complete, and any variations to the system design that result are accounted for, consultation more broadly will occur. This will include consultation on issues such as the process for increasing limits above \$500 daily or \$5 000 monthly or annually, management of exclusions and interaction with gambling harm reductions service providers.

Timeframes

Fully implementing card based mandatory pre-commitment and cashless gaming in hotels, clubs and casinos by the end of 2024 continues to be challenging. Options to stage the implementation will be developed in consultation with MaxGaming and the casino operator. The implementation of mandatory pre-commitment will be prioritised.

Based on current discussions with MaxGaming, the following targets are being pursued:

- Industry consultation to commence this calendar year. Broader consultation to occur in early 2024.
- Agreement with MaxGaming on the statement of work for the finalisation of the system design and technology solution to be completed this calendar year. Amendment to the Monitoring Services Deed and Venue Agreements, setting out the implementation and ongoing service requirements, to be finalised in 2024.
- Final system design to be signed off in February 2024. Software development, hardware procurement, upgrade rollout, and installation to follow in 2024, with a view to, at a minimum, having pilot sites operational in late 2024.

Interjurisdictional

Tasmania continues to lead the interjurisdictional working group for player card and cashless gaming reforms. The working group had its second meeting on 19 October and will meet again in November. At the meeting on 19 October, jurisdictions provided an update on recent consultation and possible cashless technologies. The working group continues to be a useful forum to share information with a view to standardisation across jurisdictions.

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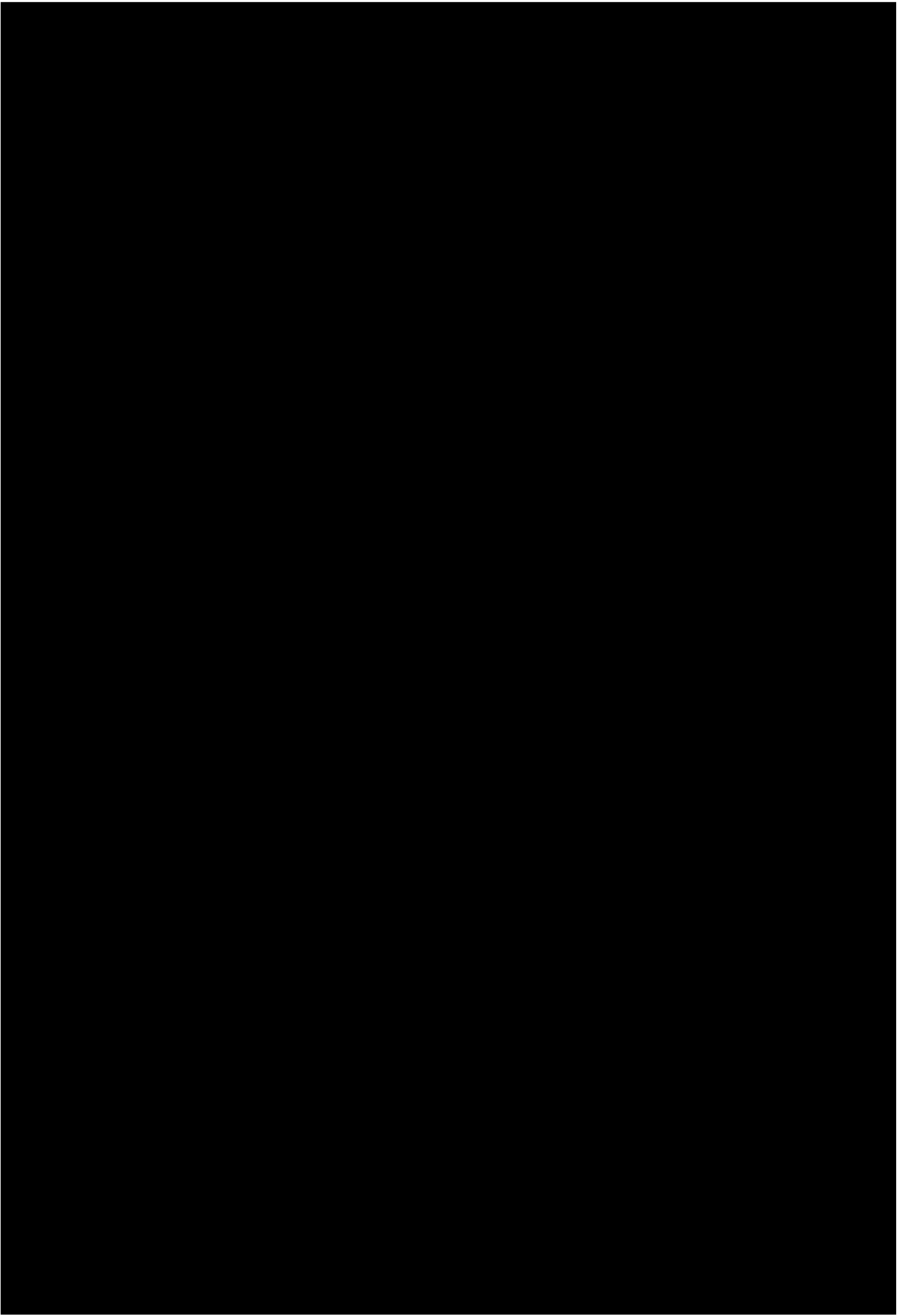
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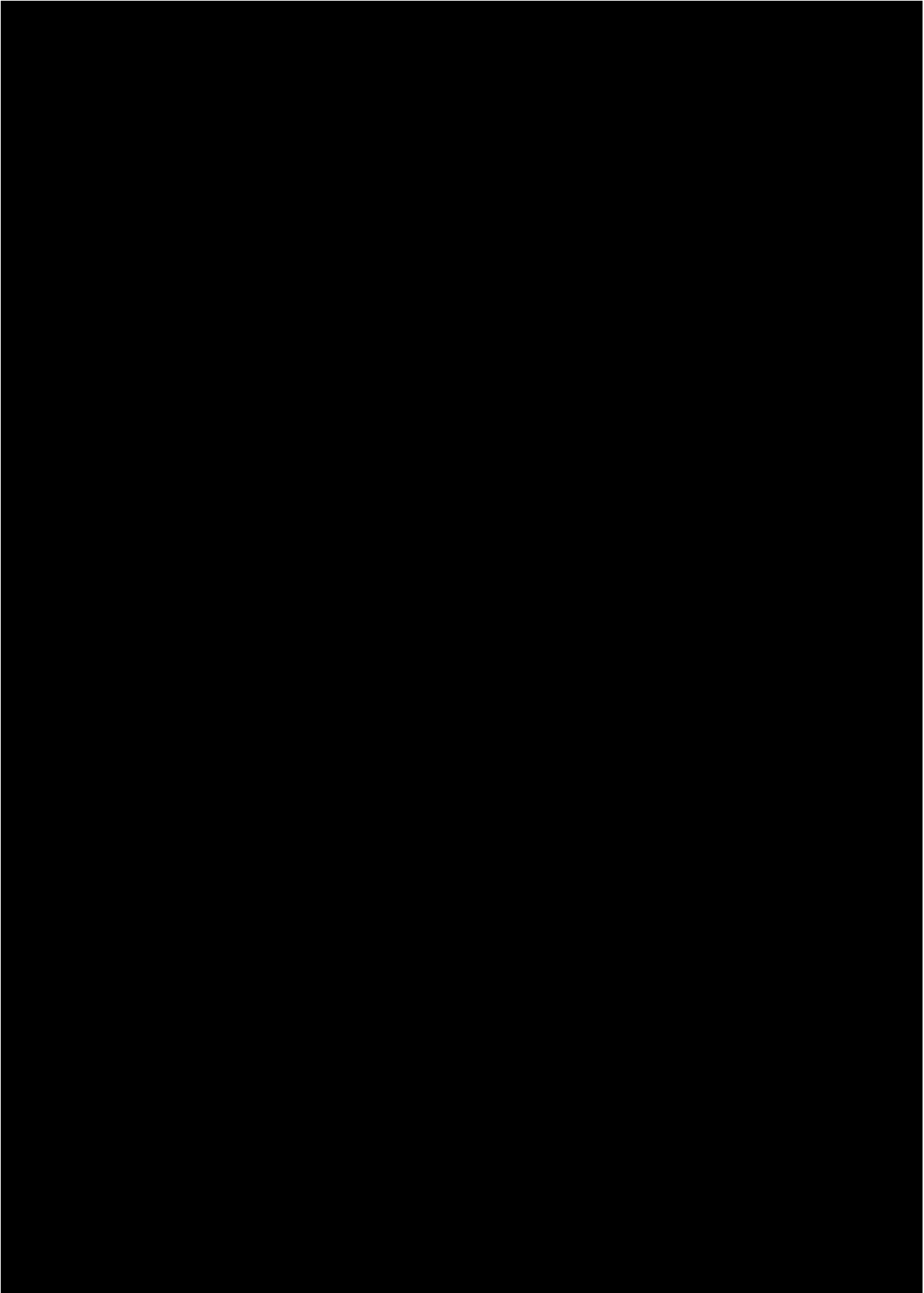
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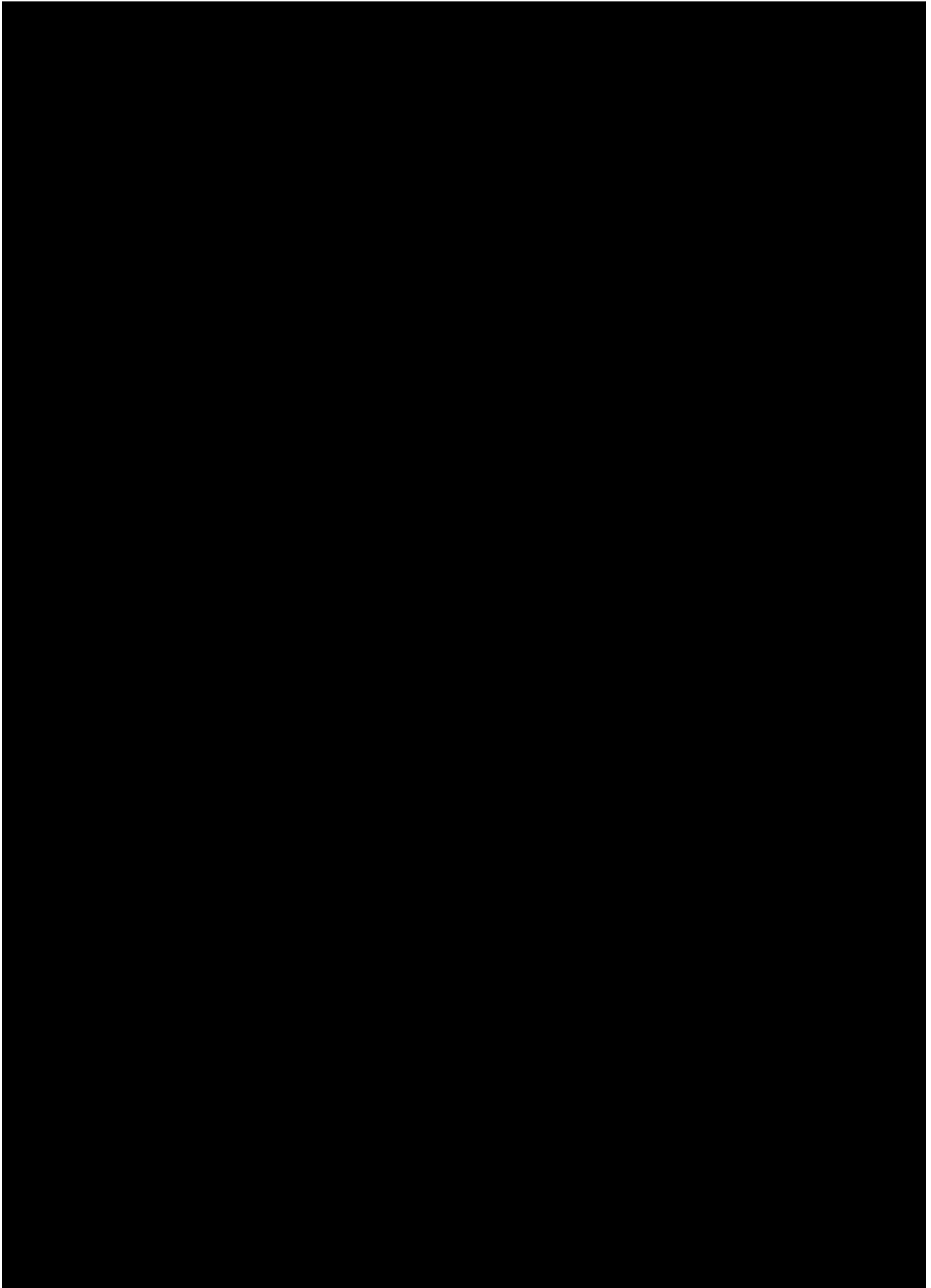
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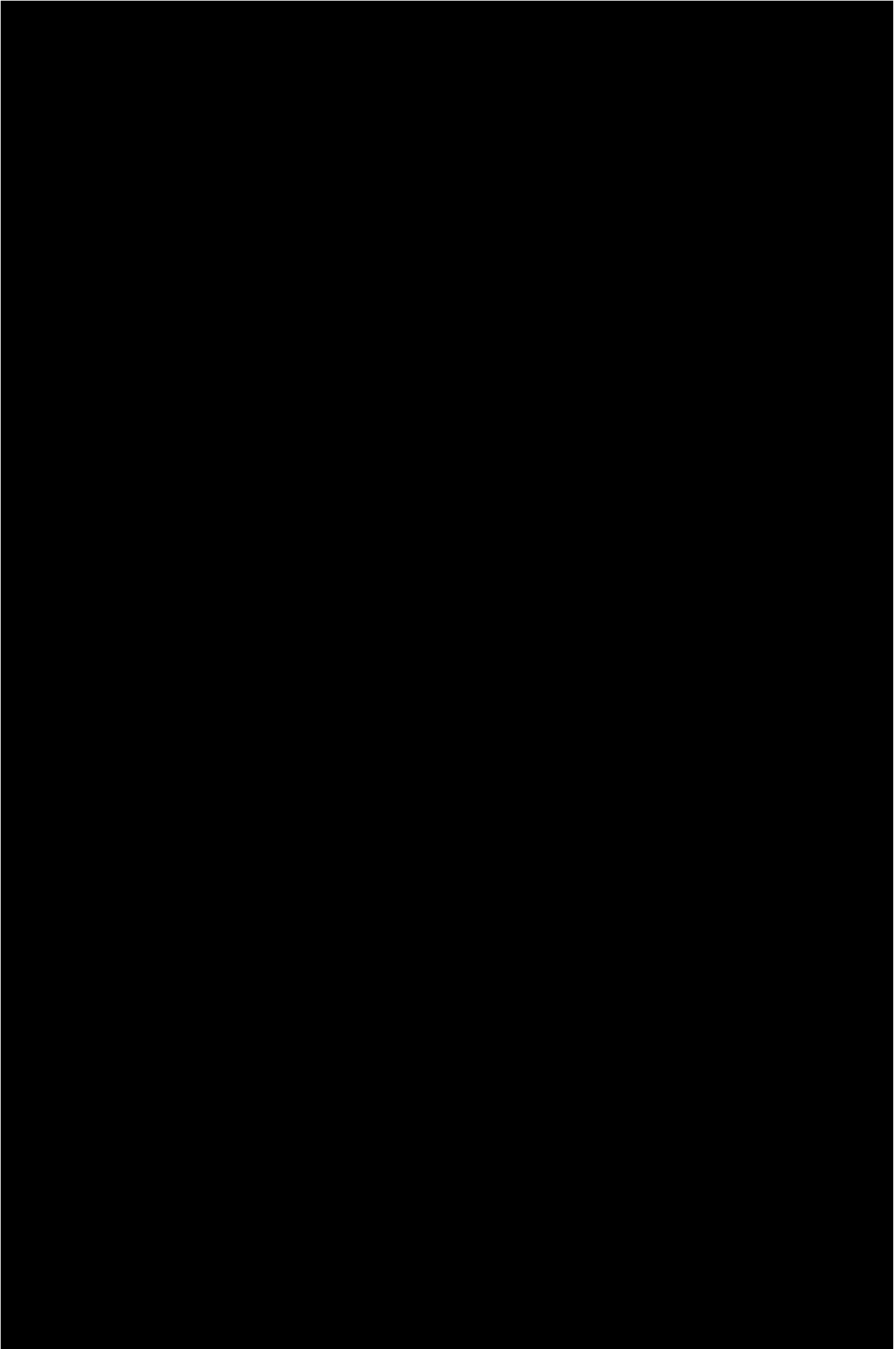
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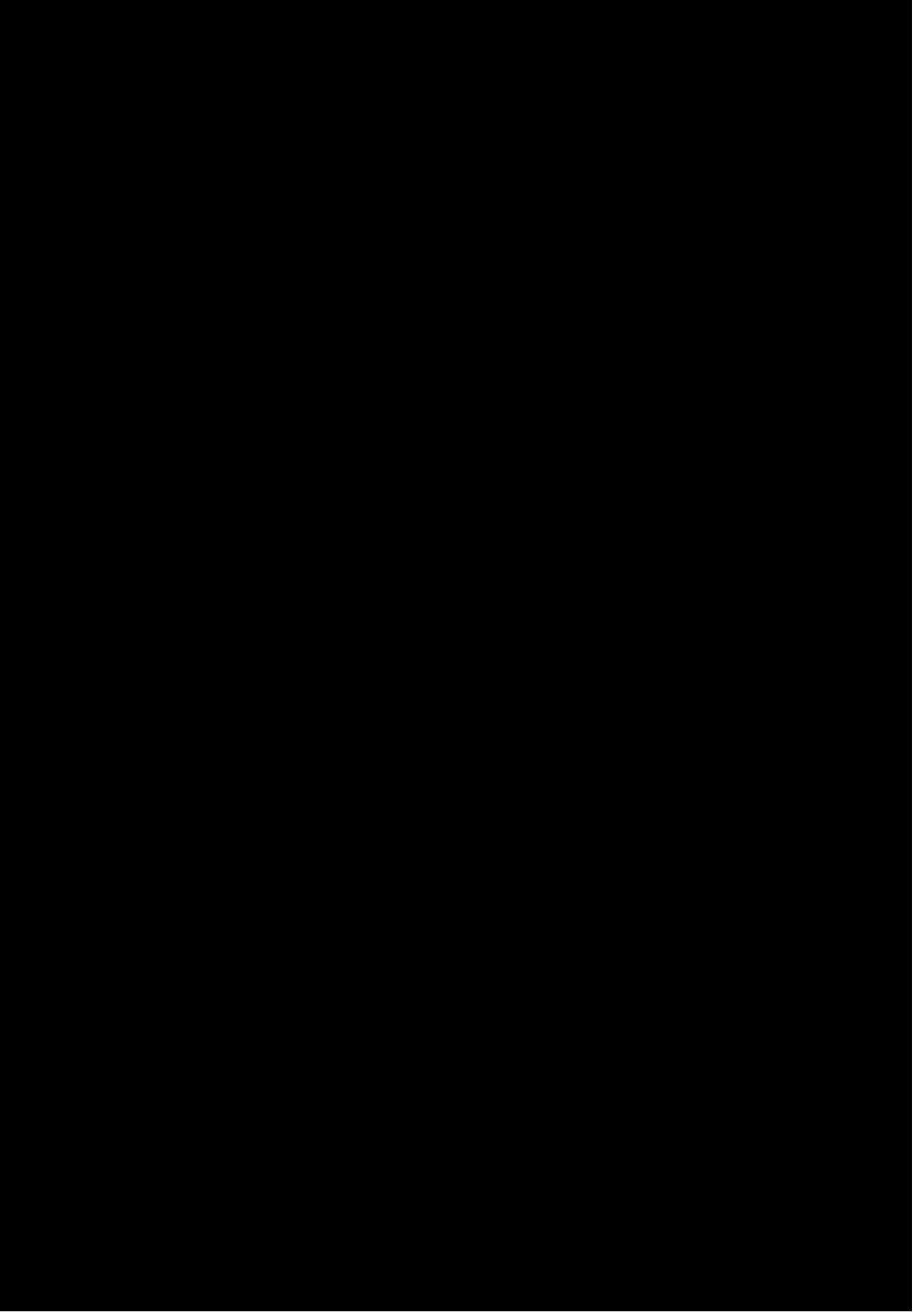
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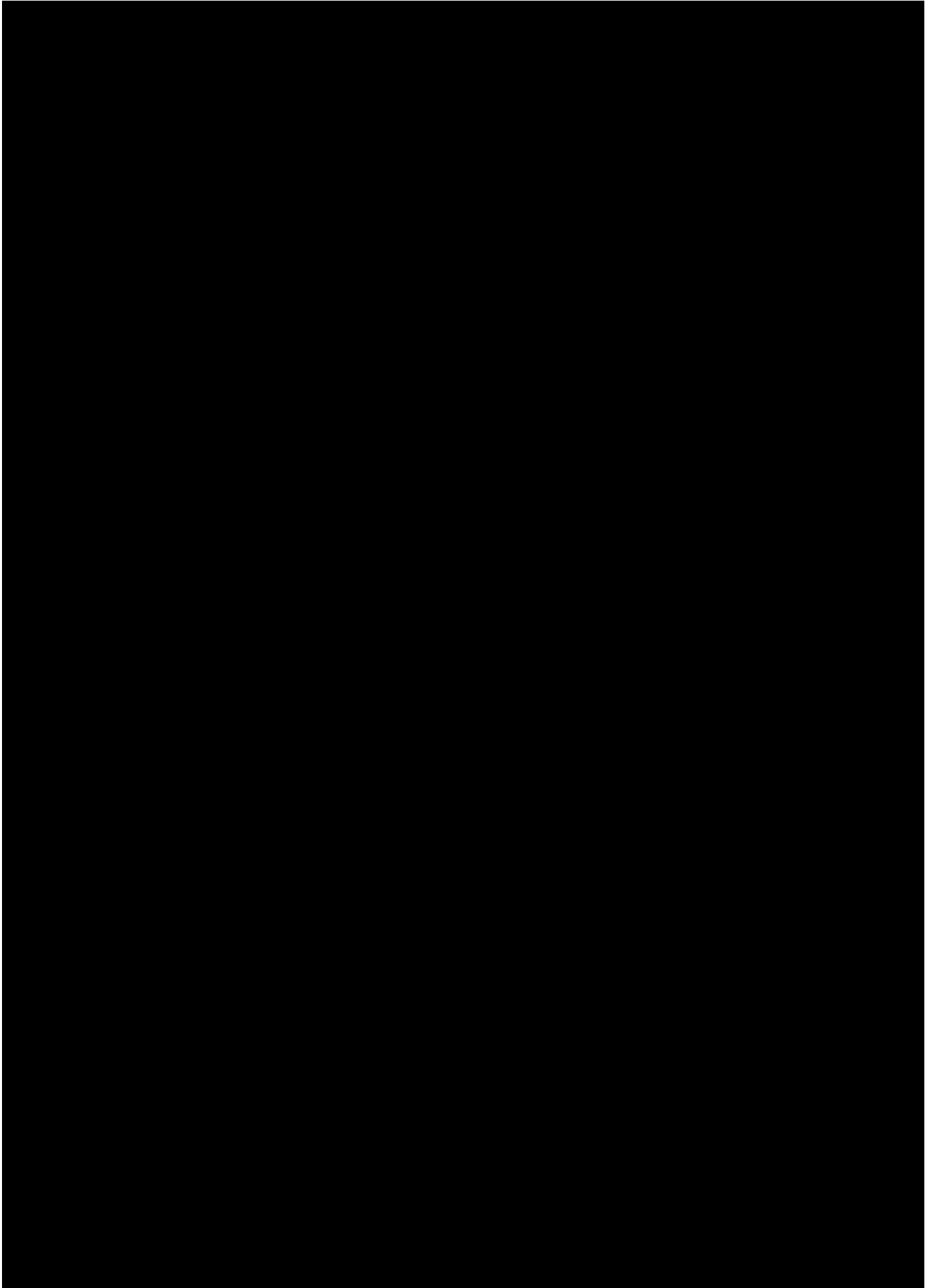


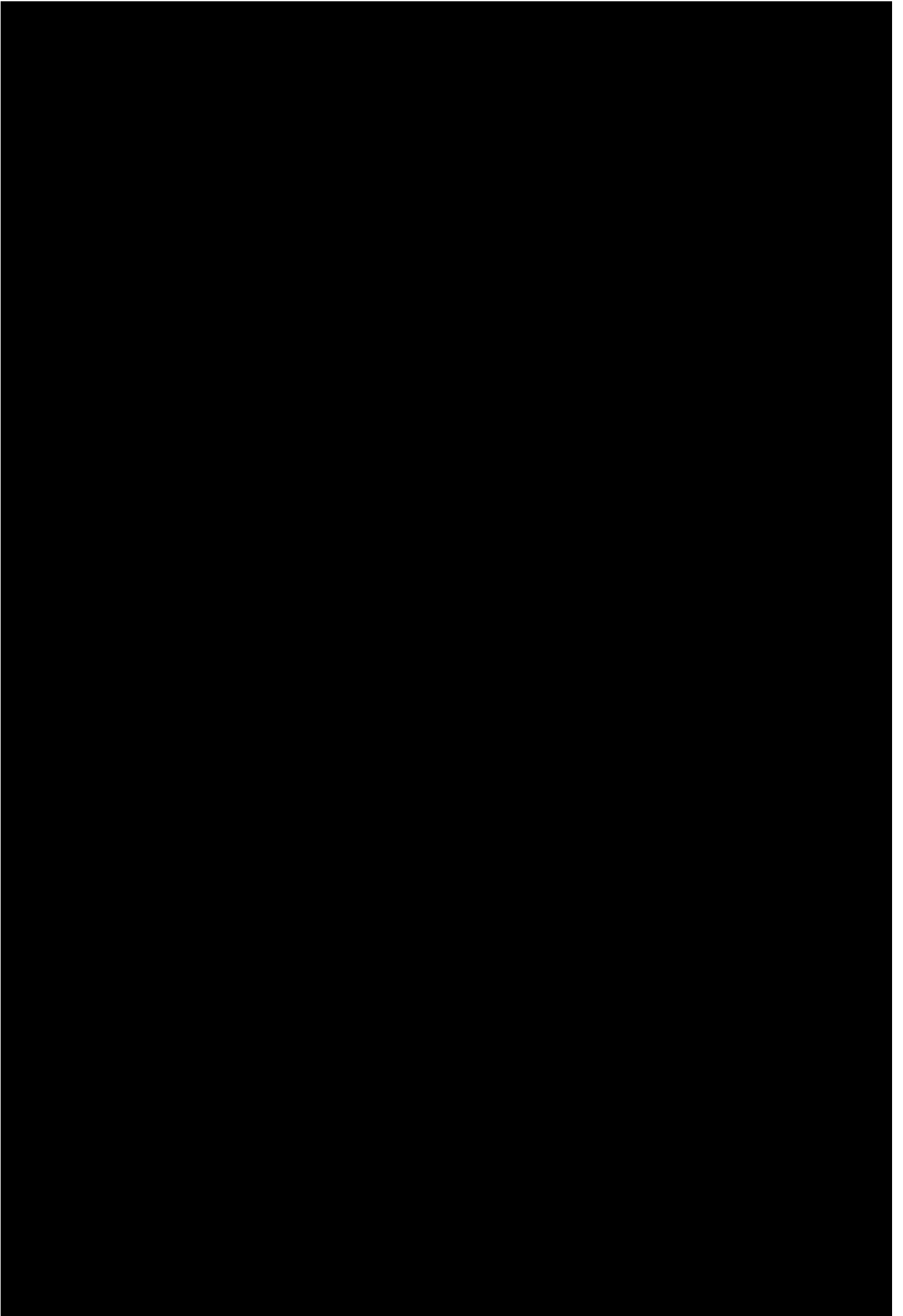












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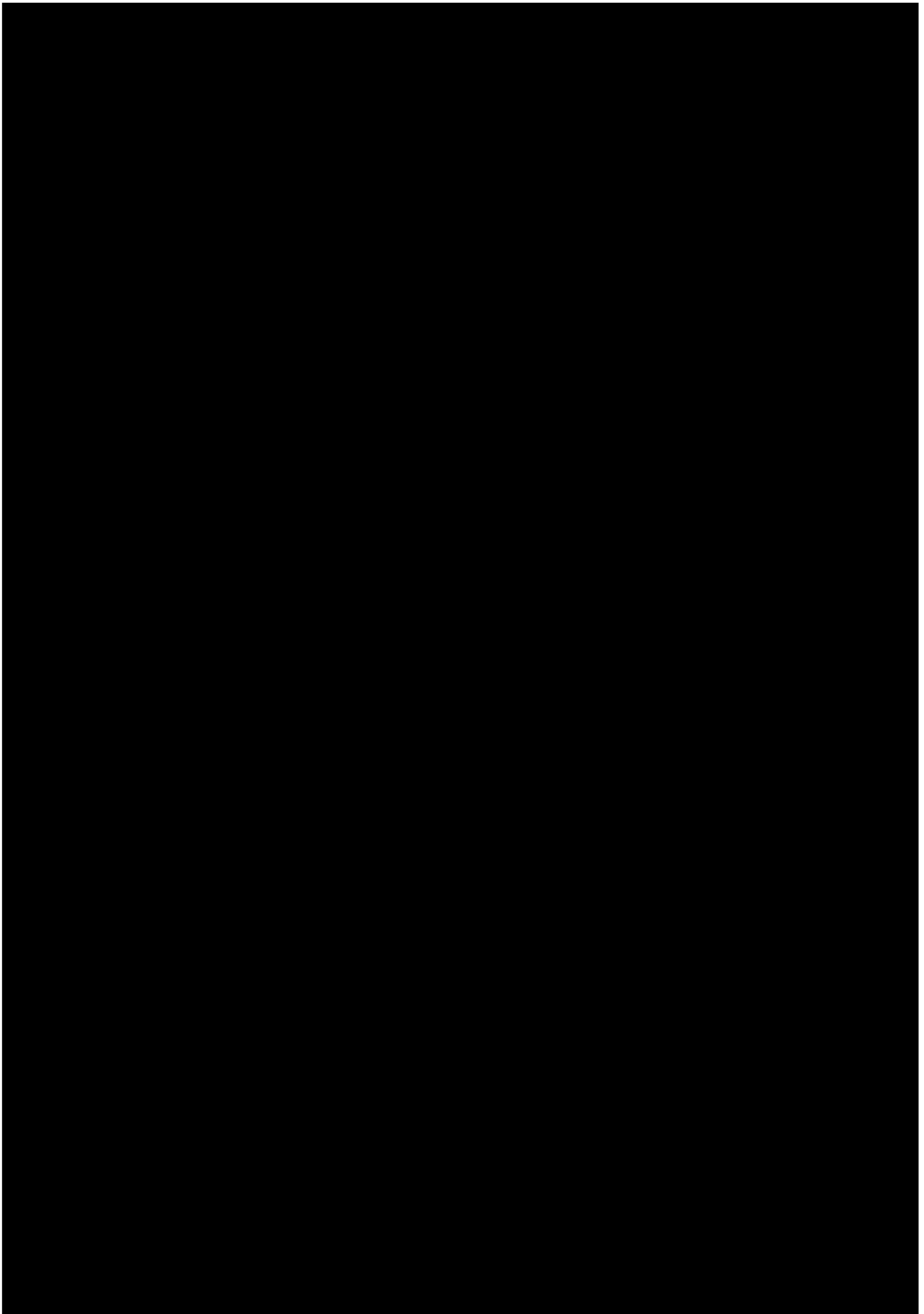
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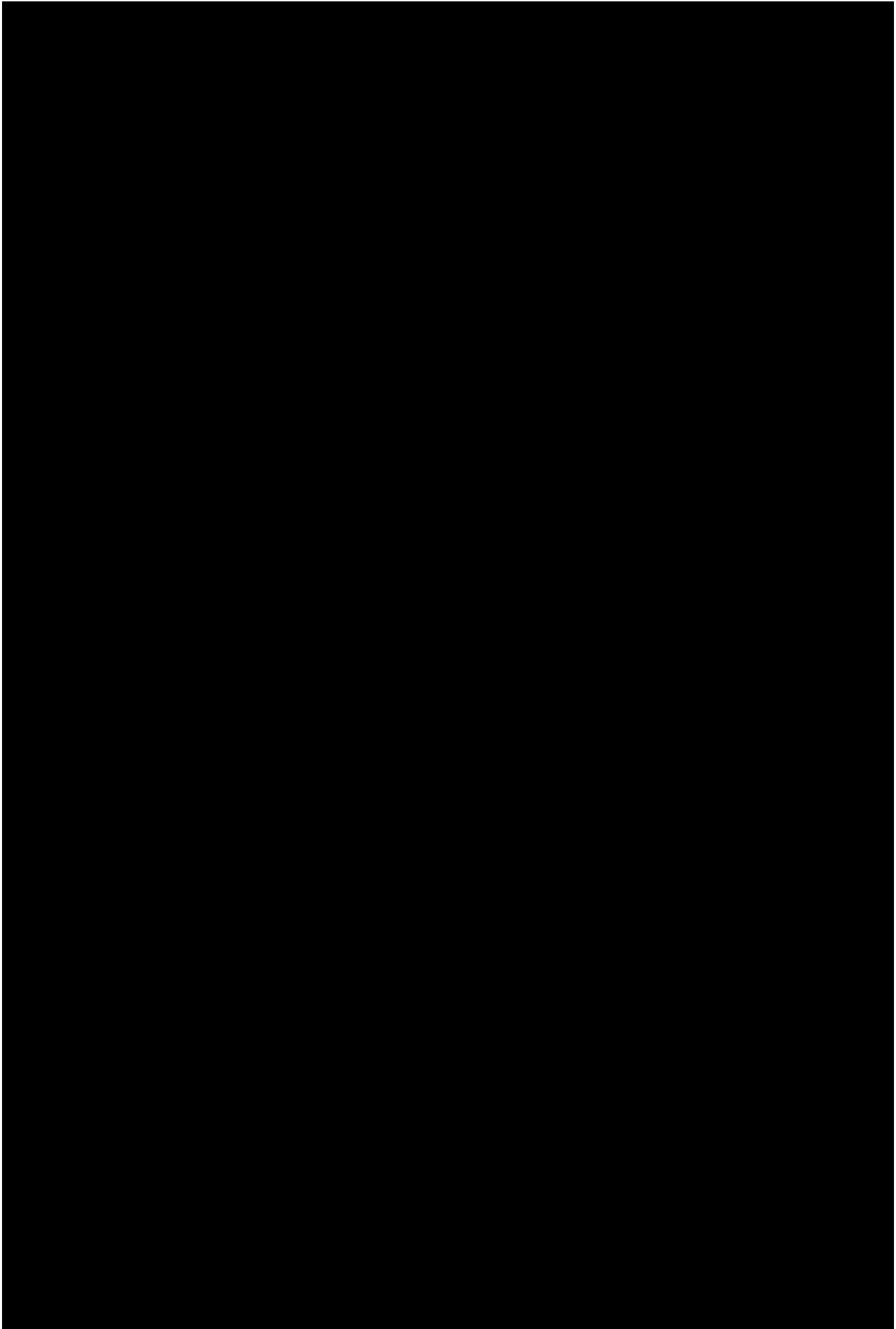
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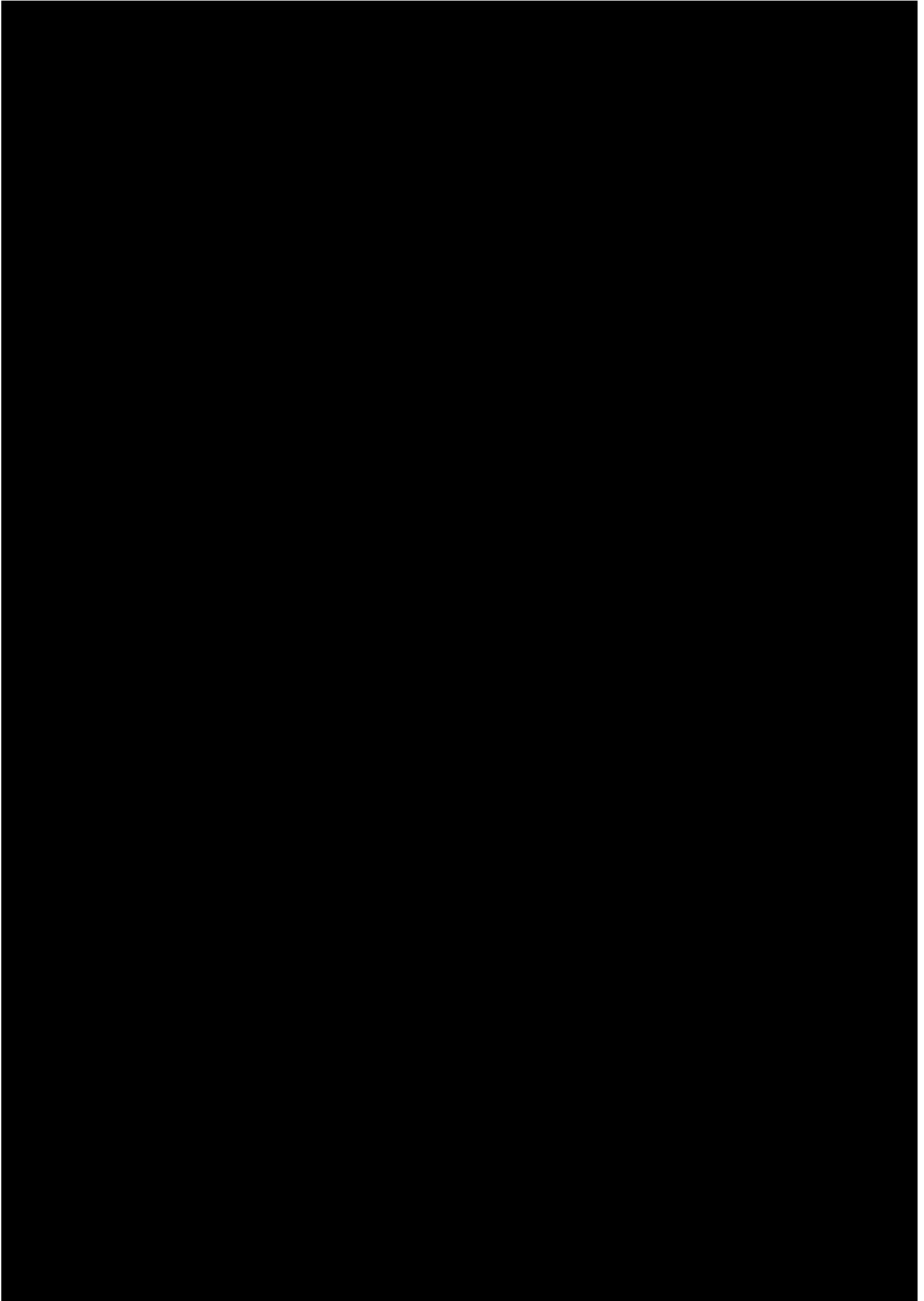
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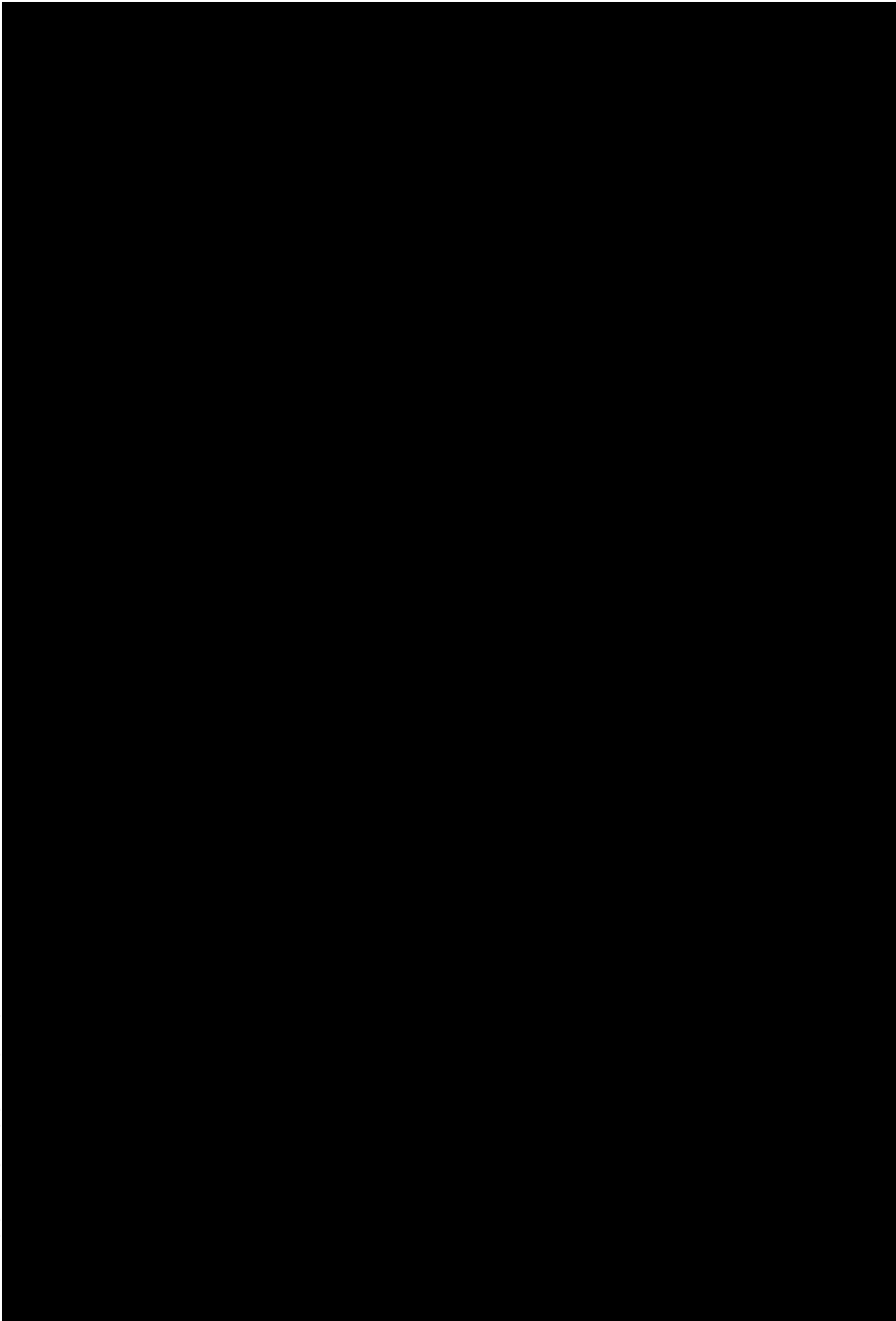
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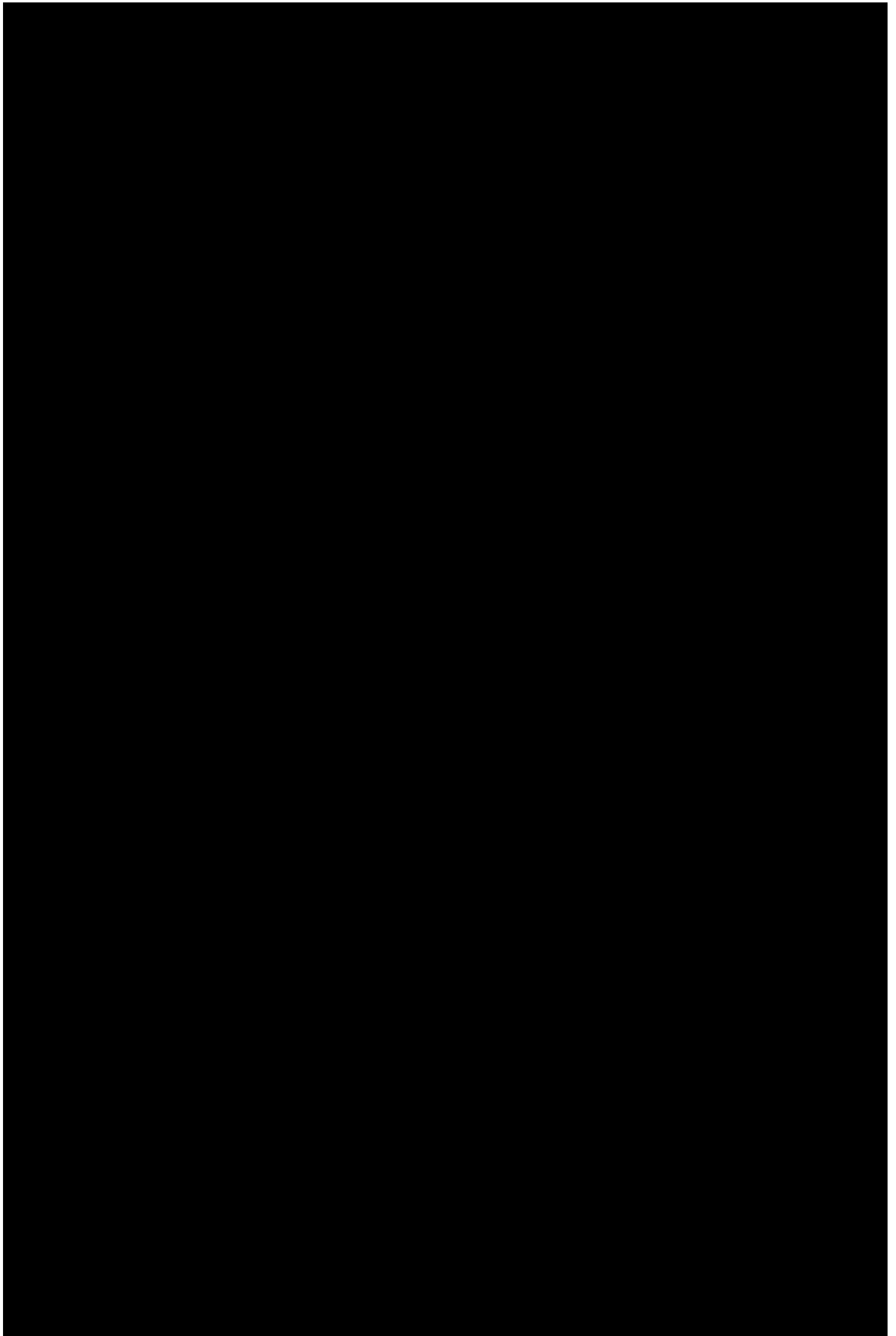
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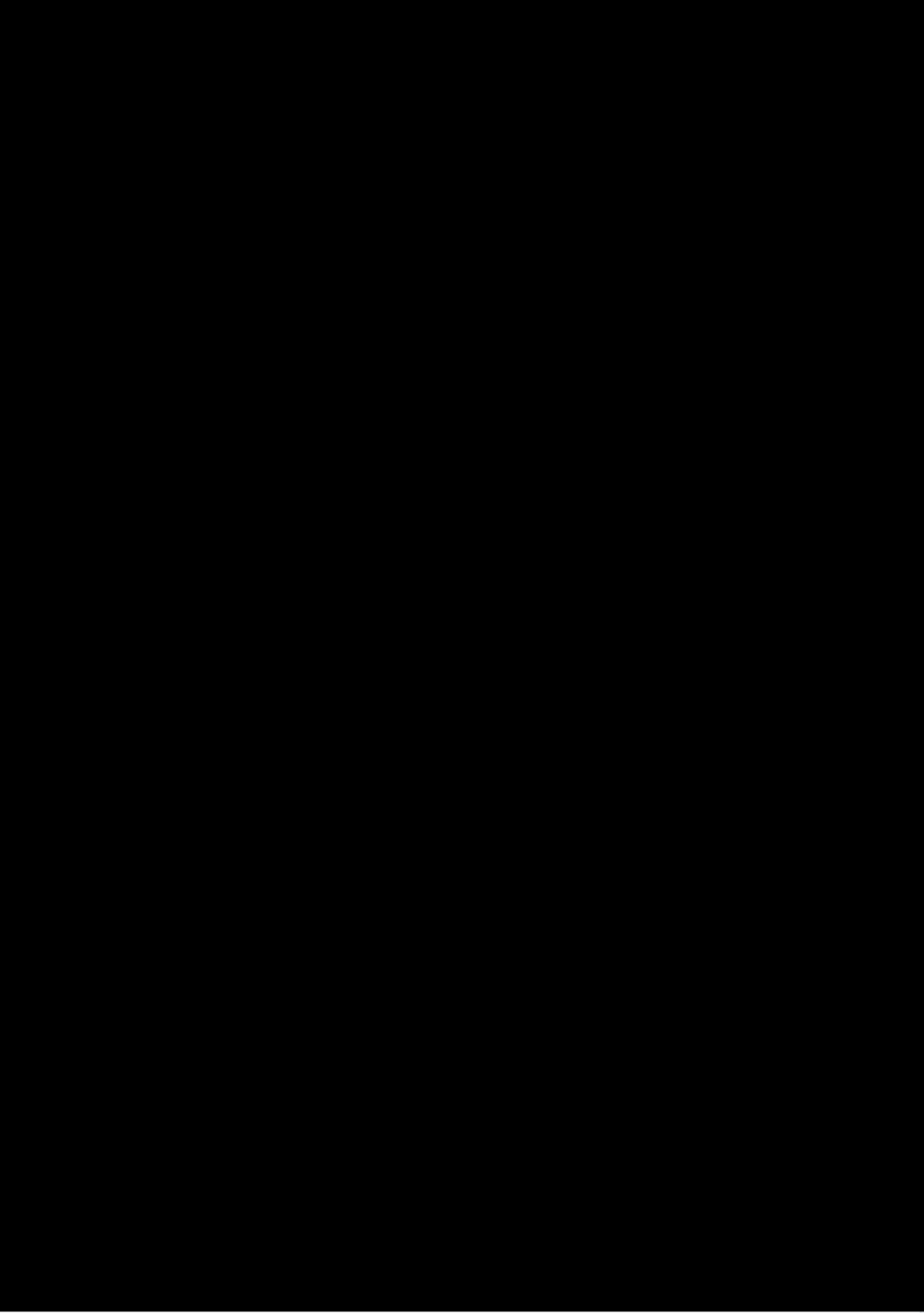
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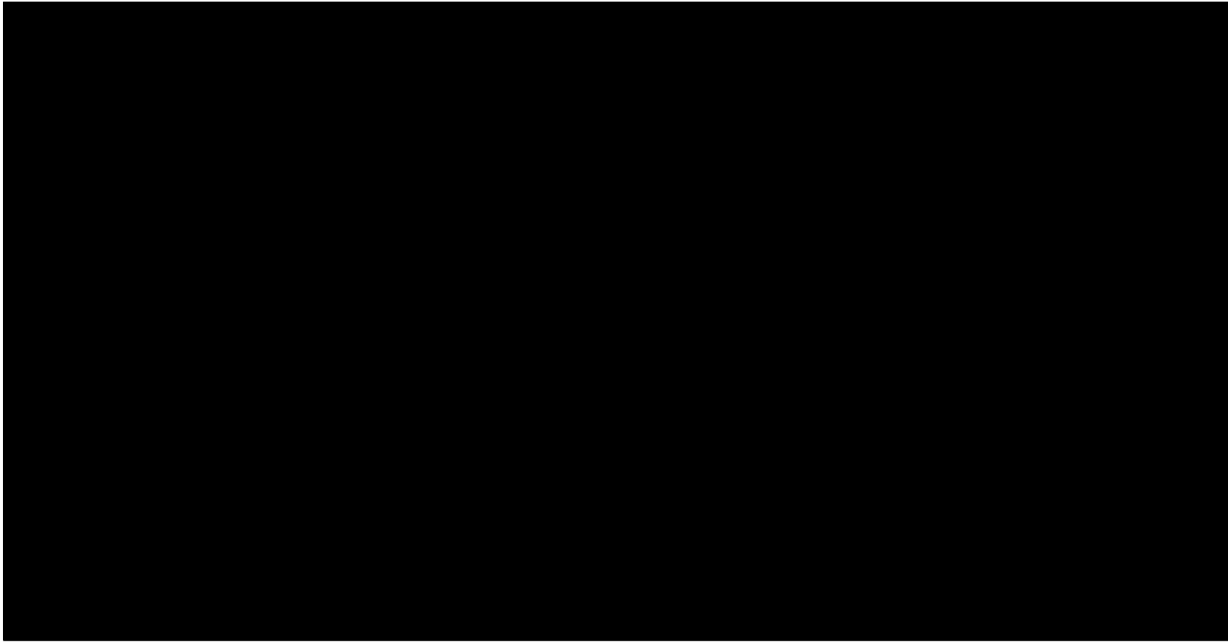
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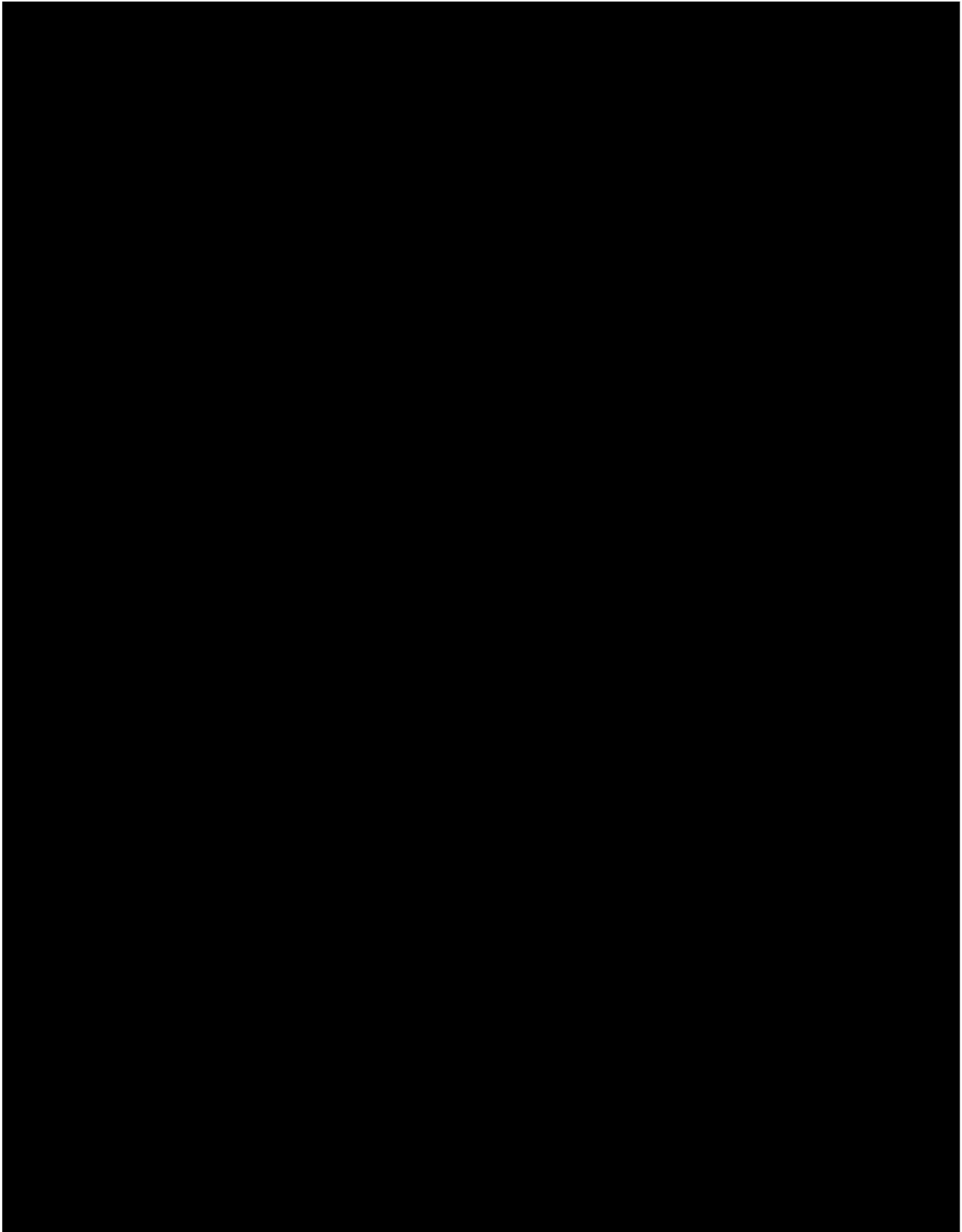
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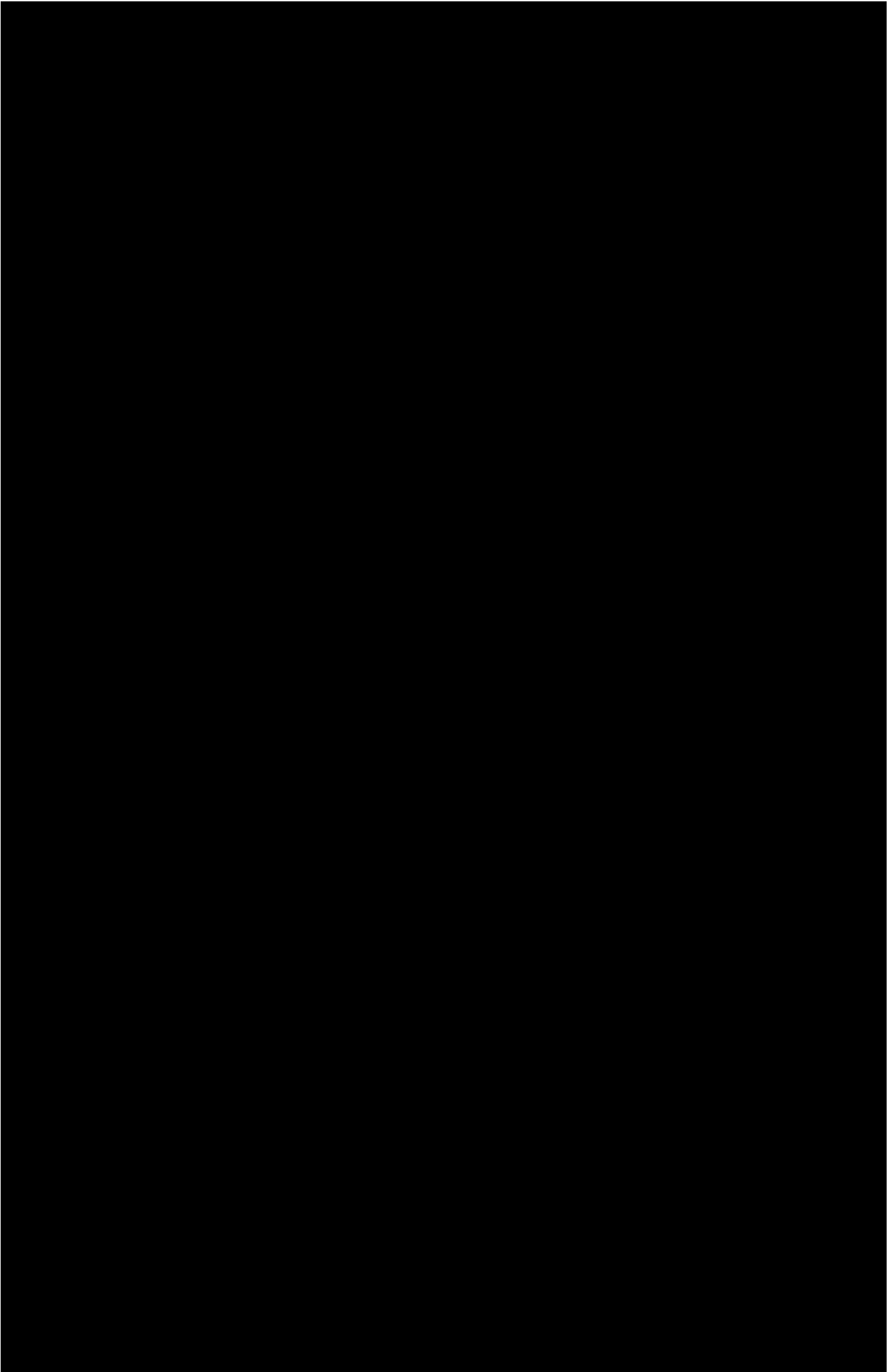
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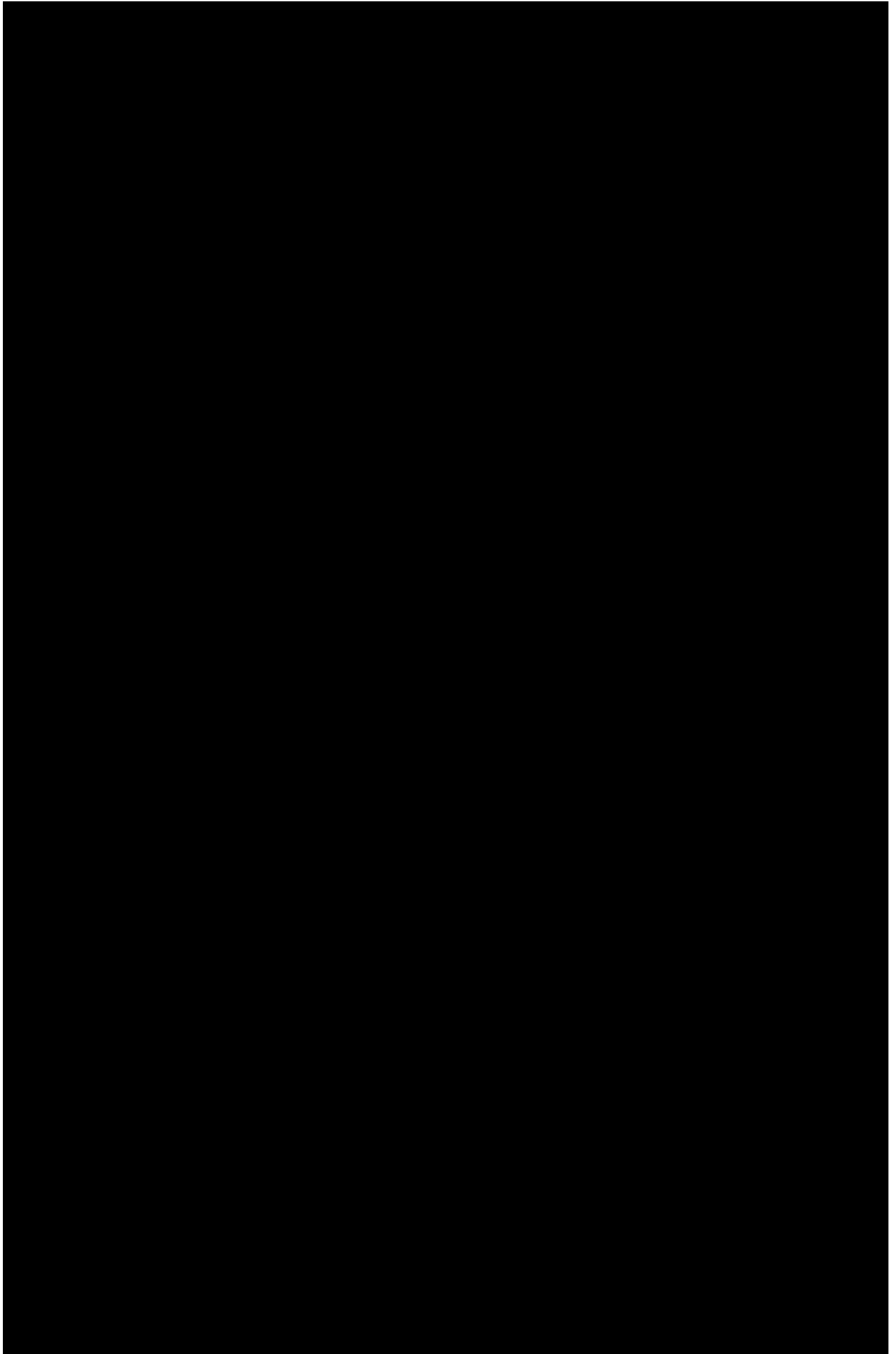
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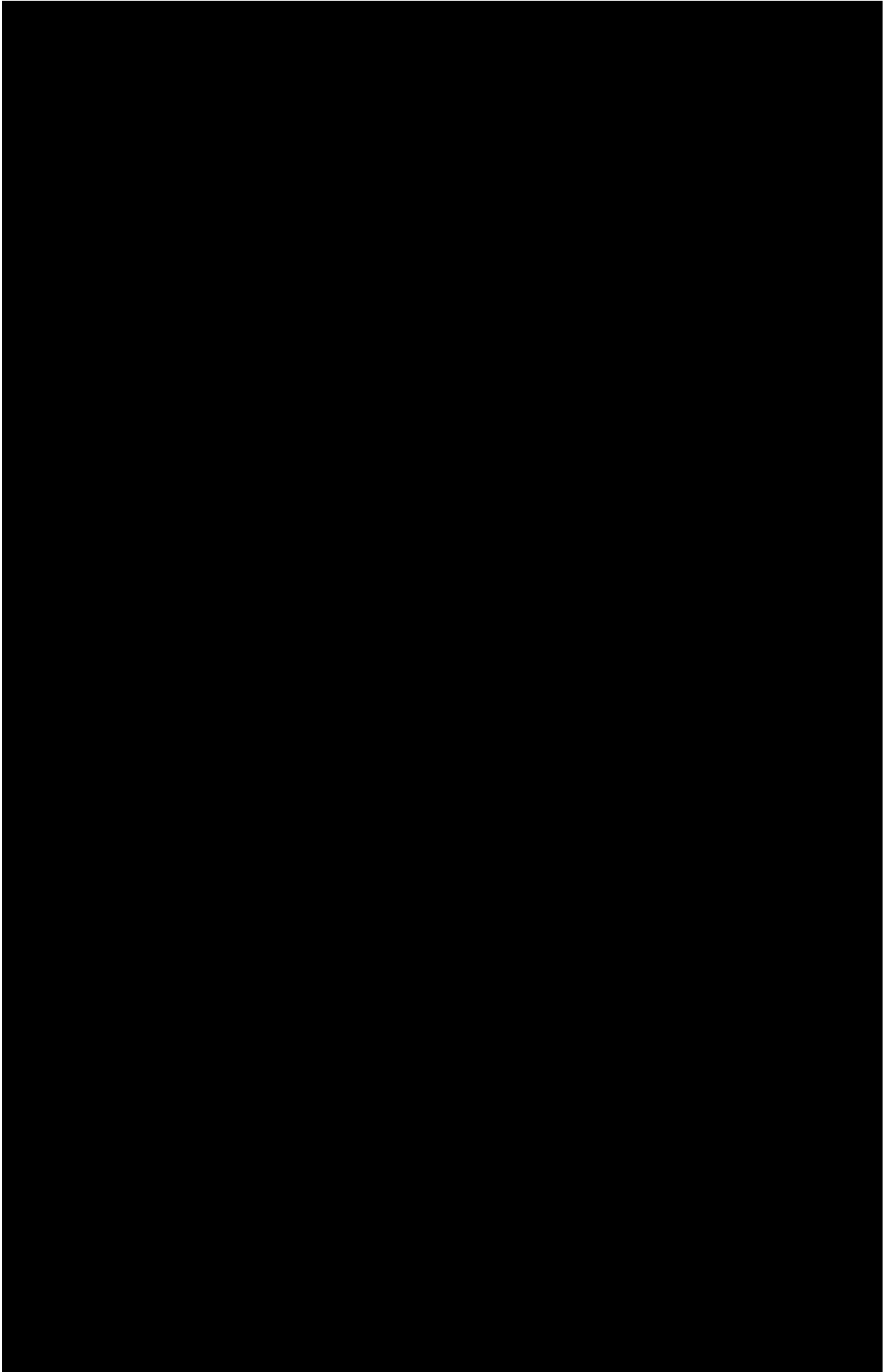
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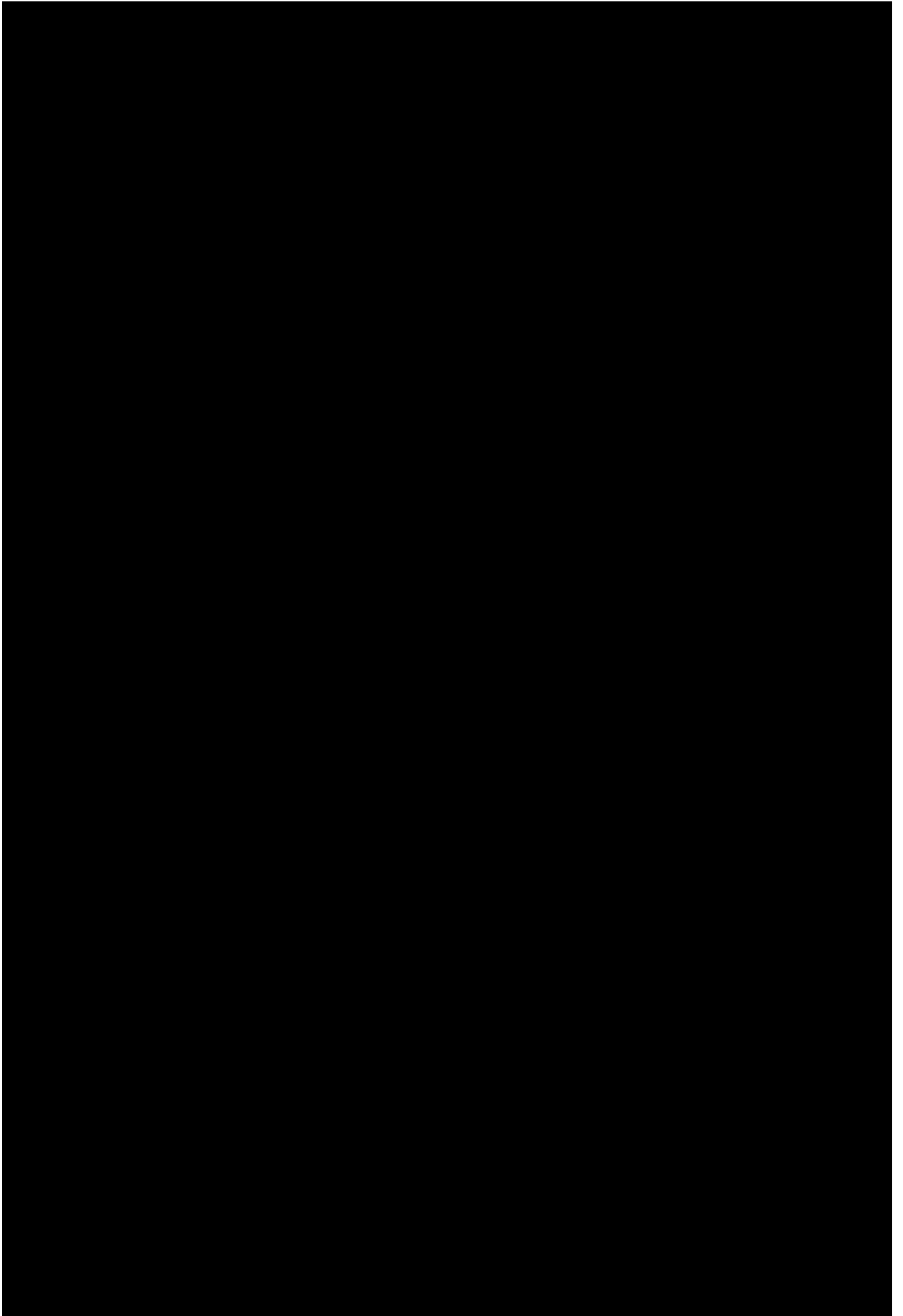
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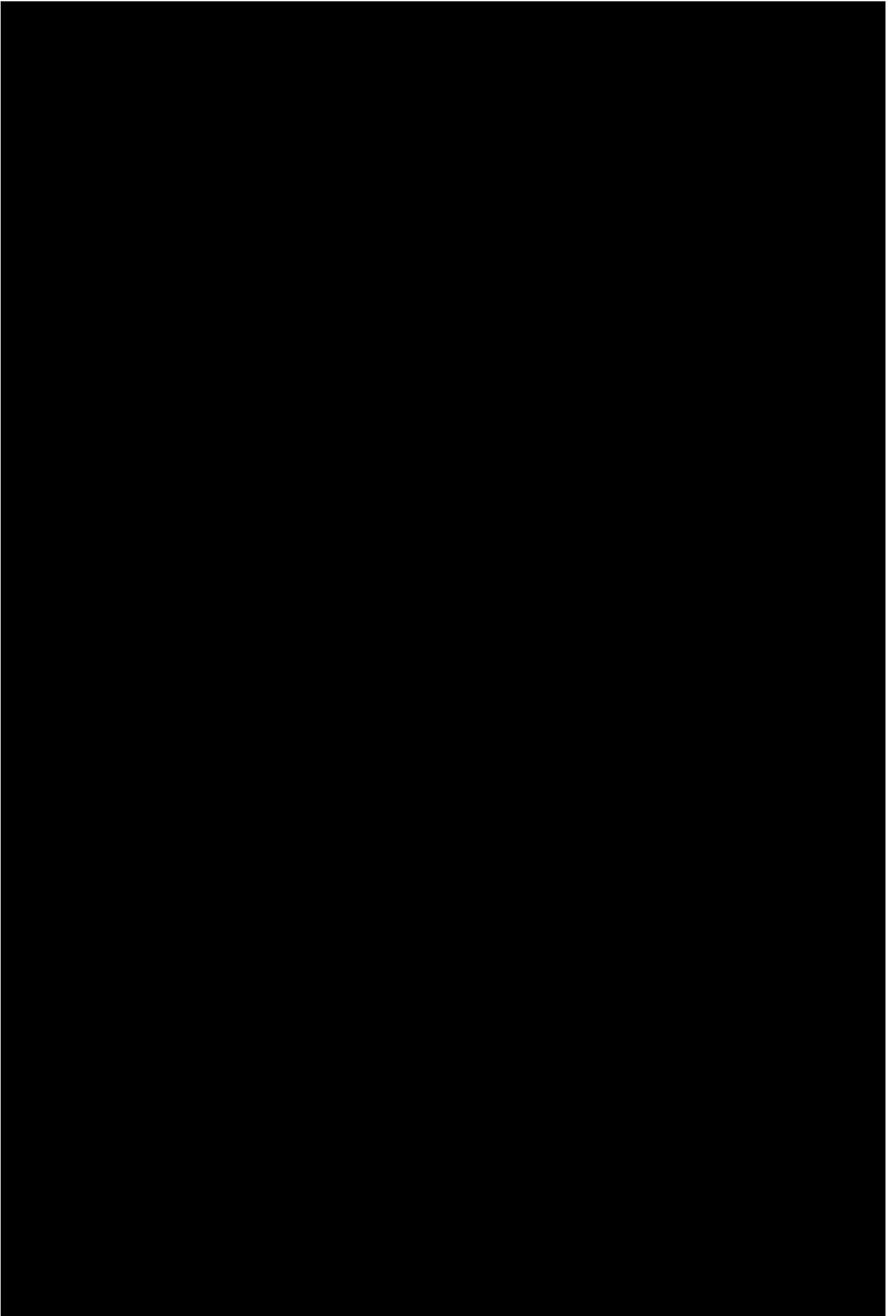
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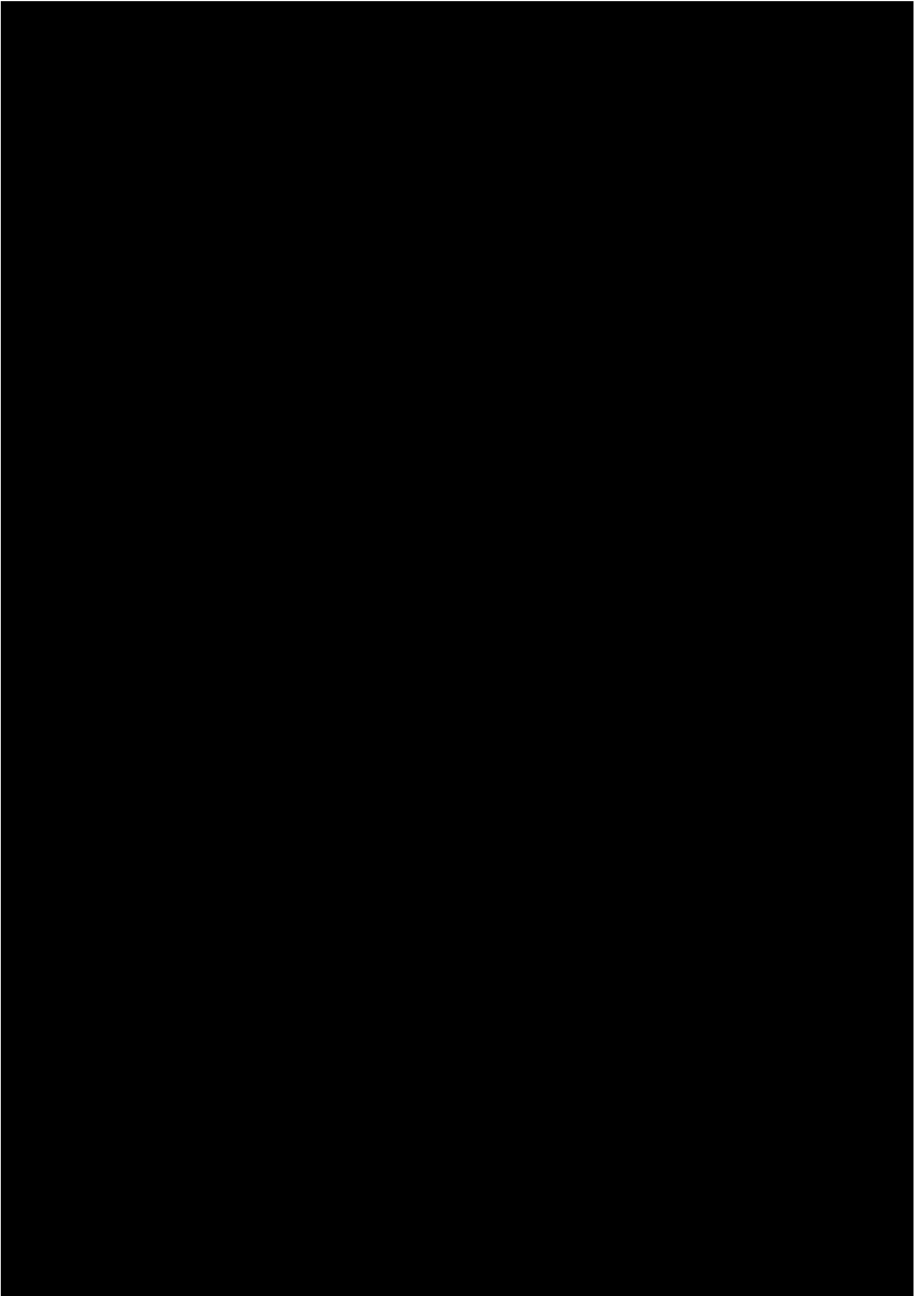


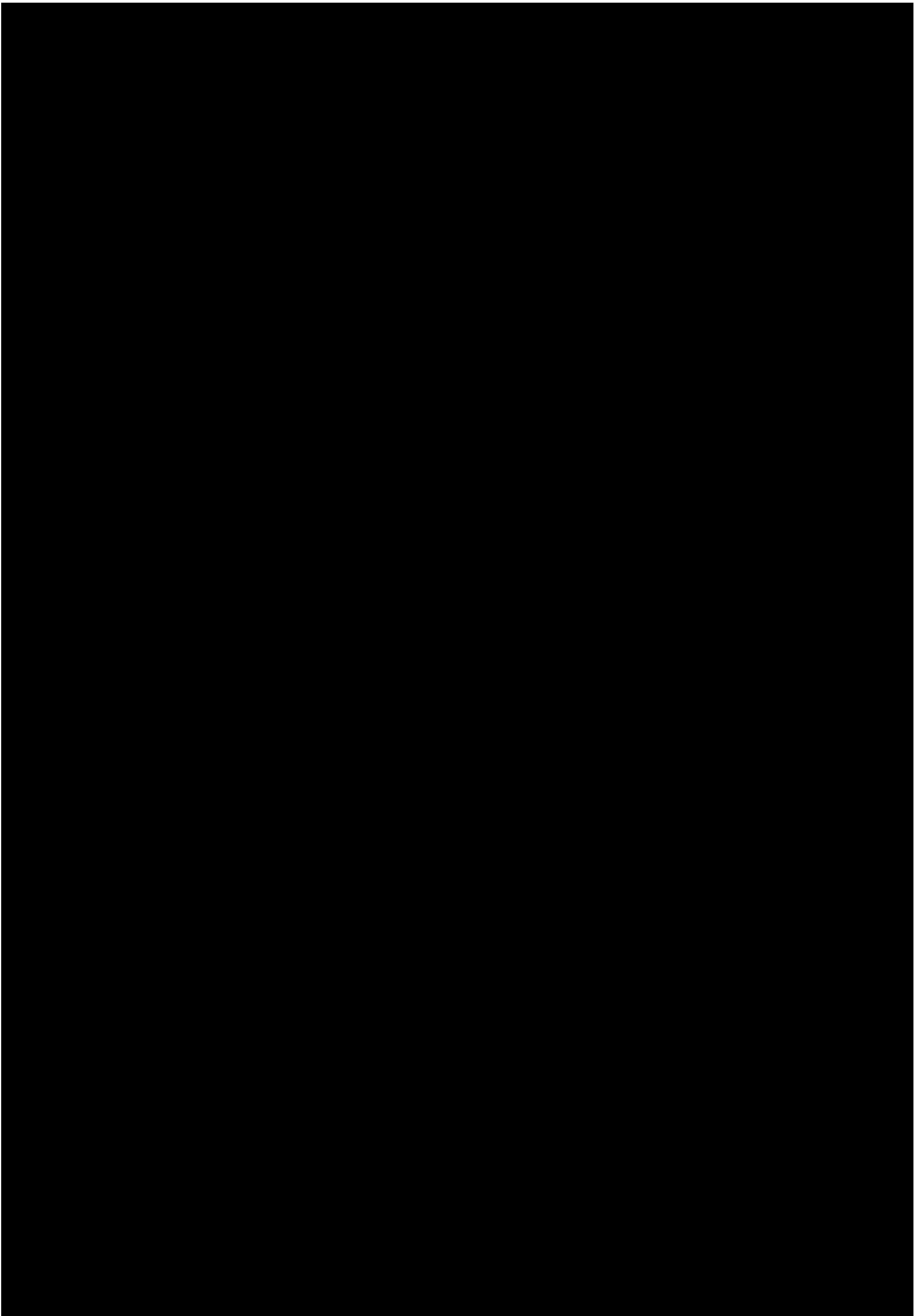












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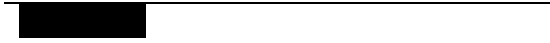
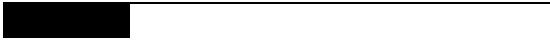
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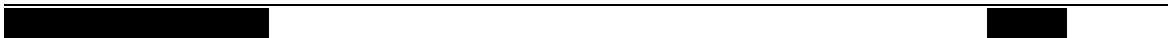
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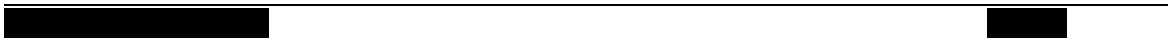
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- (c) UBET TAS has any reason to suspect that irregular betting activities have occurred on the Premises.

19.2 Other remedies not restricted

Nothing in this **clause 19** or in **clause 20** shall restrict the rights of UBET TAS or the Agent pursuant to this Agreement or at law to any other remedies which UBET TAS or the Agent may have, including the right to:

- (a) specific performance of this Agreement; and
(b) damages.

20. TERMINATION

20.1 Without cause

Either party may immediately terminate this Agreement at any time by giving three calendar months' notice in writing and without assigning any reason for termination.

20.2 Termination with cause

A party may by written notice to the other party ("**Defaulting Party**") terminate this Agreement if the Defaulting Party breaches this Agreement and, in the party's reasonable opinion, the breach:

- (a) cannot be remedied; or
(b) can be remedied, but the Defaulting Party does not remedy it within five Business Days after the party gives the Defaulting Party notice of the breach.

20.3 Directions by the Tasmanian Gaming Commission

The parties acknowledge that any action by UBET TAS in pursuance of a lawful direction by the Tasmanian Gaming Commission or any officer of the Tasmanian Gaming Commission pursuant to the Act shall not constitute a breach or default of this Agreement and shall be in accordance with this Agreement.

20.4 Accounting on Termination

On the termination of this Agreement, the Agent shall immediately account to and pay to UBET TAS all monies then held by the Agent for UBET TAS or payable by the Agent to UBET TAS.

20.5 Return of UBET TAS property

On the termination of this Agreement, the Agent must deliver to UBET TAS, in good order and condition subject to normal wear and tear, all property of UBET TAS which may be entrusted to it or which may be in its possession including the Equipment.

20.6 Accrued Rights

Termination of this Agreement shall be without prejudice to any rights which have accrued at the time of termination by either party against the other.

21. PREVIOUS AGREEMENTS

This Agreement shall cancel and be deemed to supersede as from the Commencement Date all prior existing agreements between UBET TAS and the Agent in respect of the Agency.

22. GOODS AND SERVICES TAX

22.1 UBET TAS to Pay GST on Supplies by Agent

If GST is imposed on or in connection with any supply of goods or services by the Agent under this Agreement, the following provisions will apply:

- (a) unless the prices specified in this Agreement are expressly stated to be inclusive of GST, they shall be deemed to be wholly exclusive of any GST, and the Agent may charge and recover from UBET TAS the amount of any GST imposed in addition to (and, subject to the provisions of this **clause 22.1**, at the same time and in the same manner as) the amounts payable to the Agent under the other provisions of the Agreement;
- (b) UBET TAS may issue Recipient Created Tax Invoices in respect of such supplies;
- (c) the Agent shall not issue Tax Invoices in respect of such supplies;
- (d) the Agent hereby acknowledges that it is registered for GST;
- (e) the Agent shall immediately notify UBET TAS in writing if it ceases to be registered for GST;
- (f) UBET TAS hereby acknowledges that it is registered for GST; and
- (g) UBET TAS shall immediately notify the Agent in writing if it ceases to be registered for GST.

22.2 Agent to Pay GST on Supplies by UBET TAS

If GST is imposed on or in connection with any supply of goods, services and/or other things by UBET TAS under this Agreement, unless the prices specified in this Agreement are expressly stated to be inclusive of GST they shall be deemed to be wholly exclusive of any GST, and UBET TAS may charge and recover from the Agent the amount of any GST imposed in addition to (and, at the same time and in the same manner as) the amounts payable to UBET TAS under the other provisions of this Agreement.

23. LIMITATION OF LIABILITY AND ACKNOWLEDGEMENT

23.1 Liability of UBET TAS

- (a) Subject to clause 23.1(b), under no circumstances will UBET be liable to the Agent for any losses, damages, liabilities, claims or expenses (including legal costs) whether direct, indirect, or consequential irrespective of how they were caused (including negligence), suffered or incurred by the Agent arising out of:
- (i) loss or damage to the Equipment or the use of, or any inability to use the Equipment; or
- (ii) any services offered or made available to the Agent by UBET TAS.
- (b) Where any law implies in this Agreement any terms,

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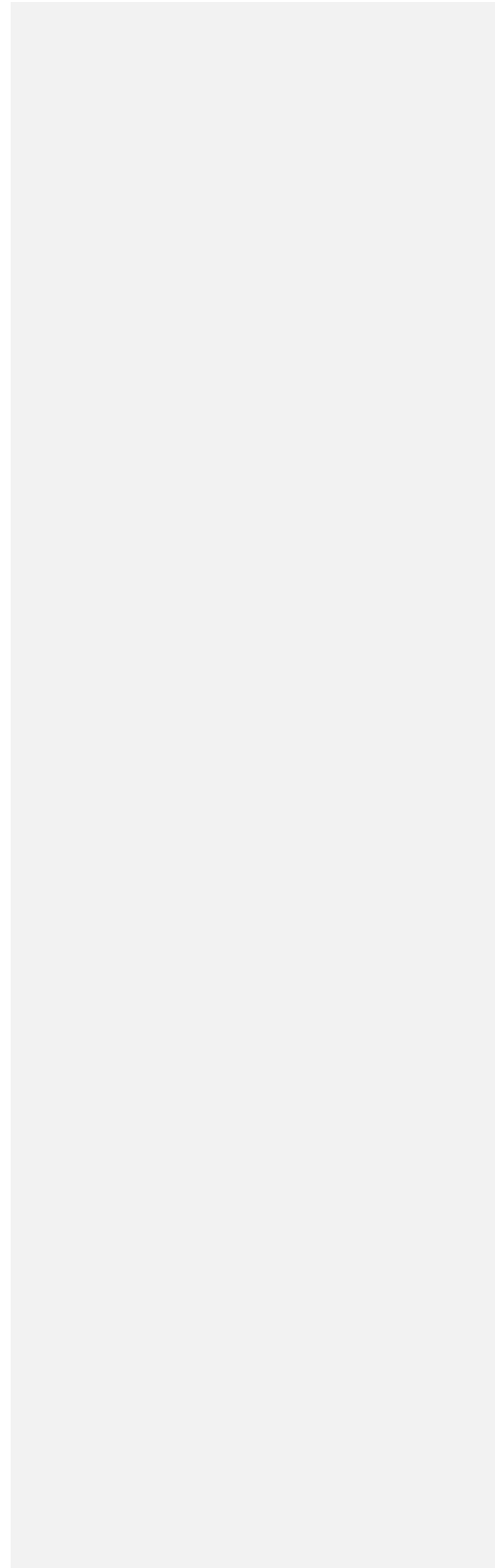
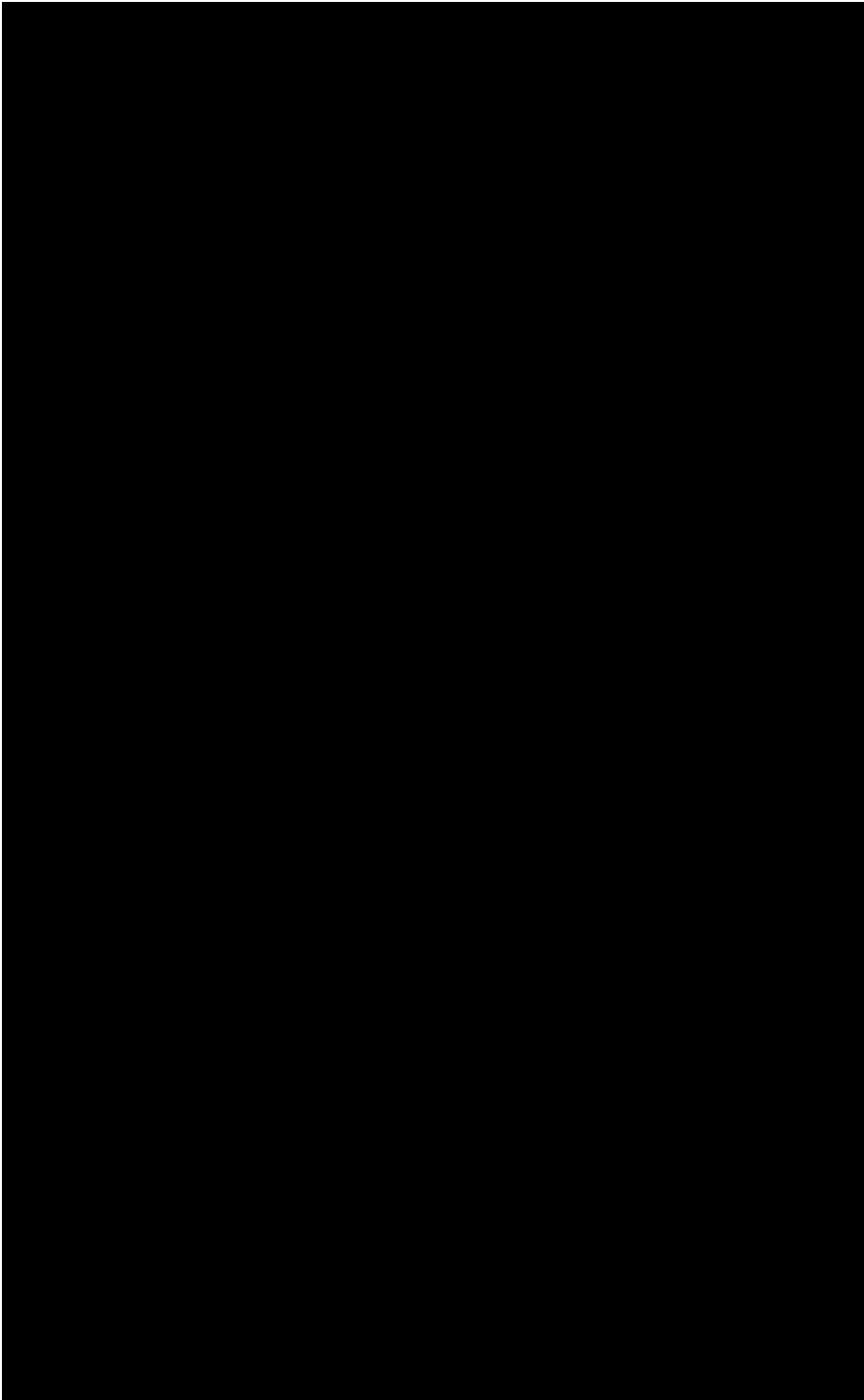
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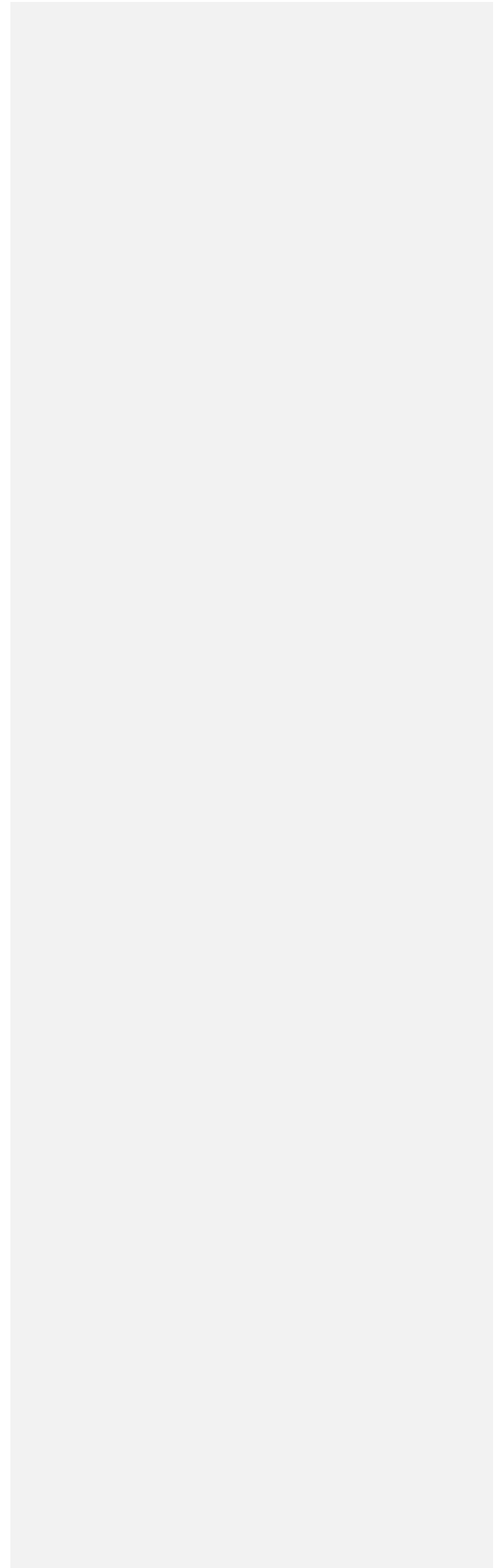
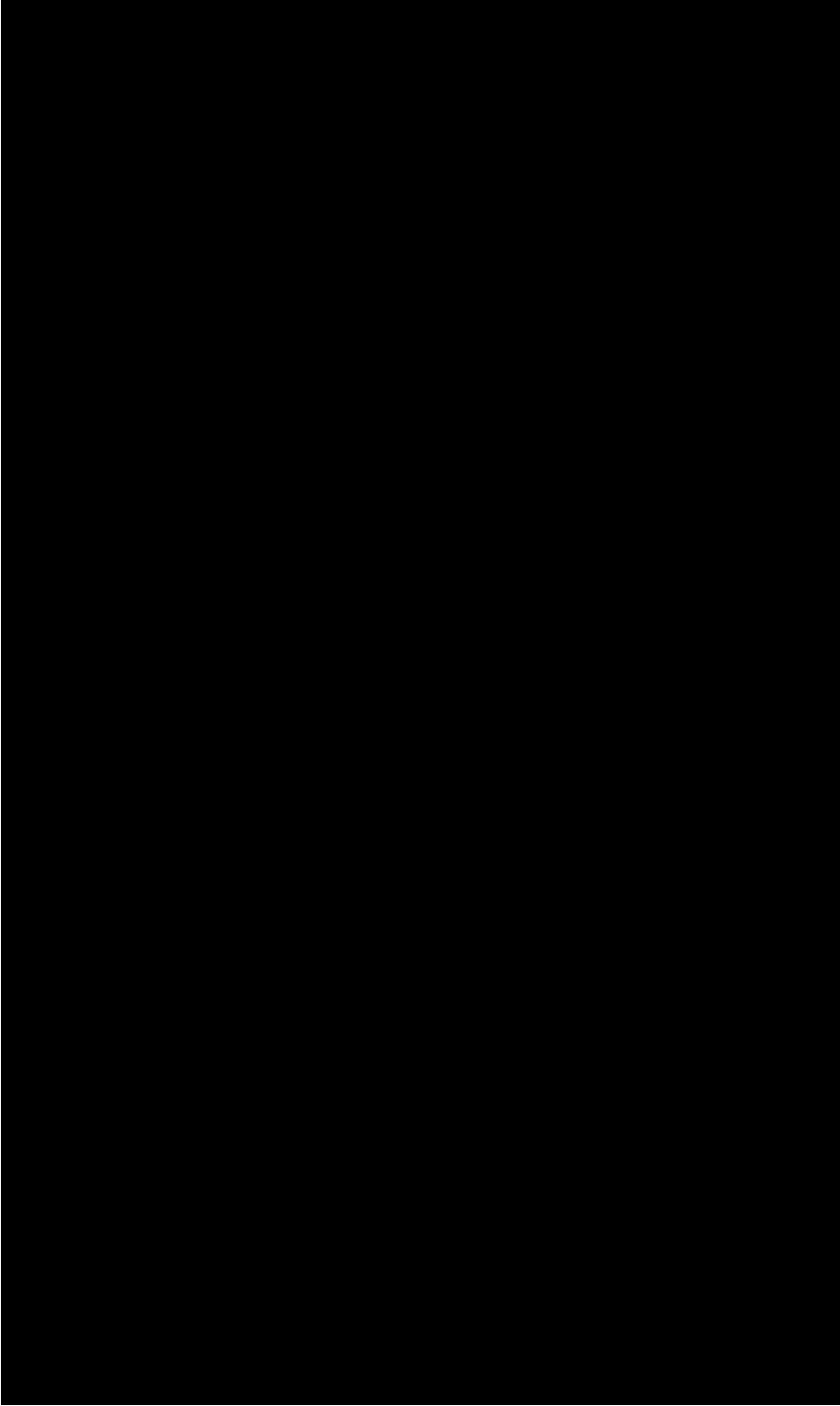
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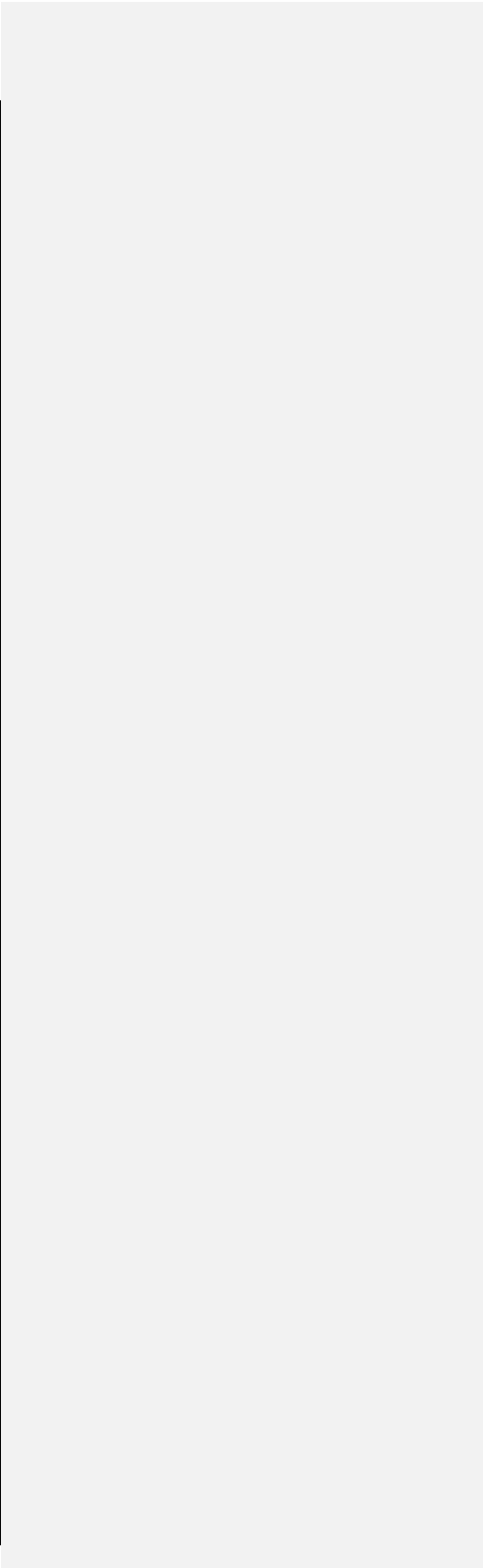
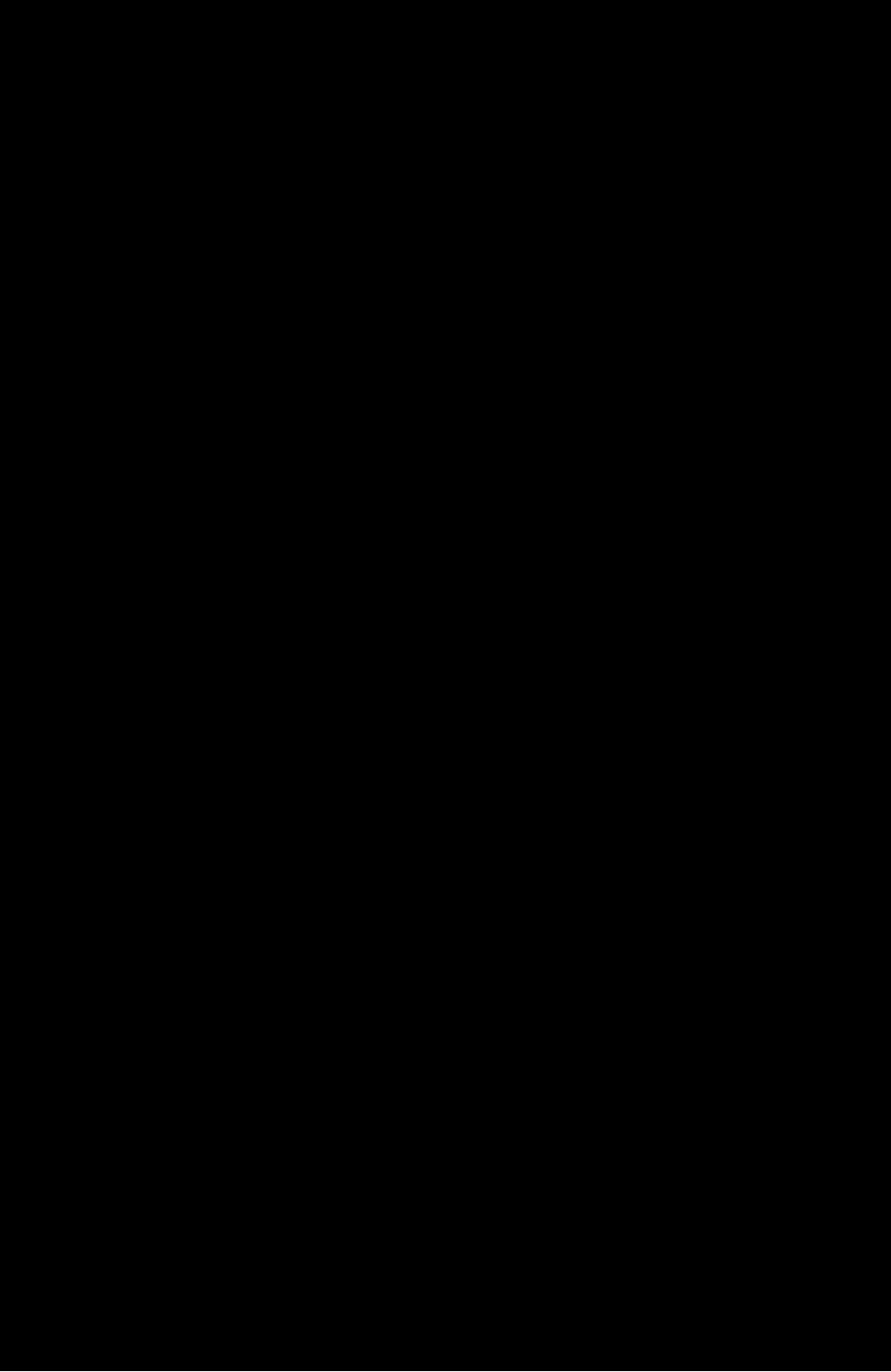
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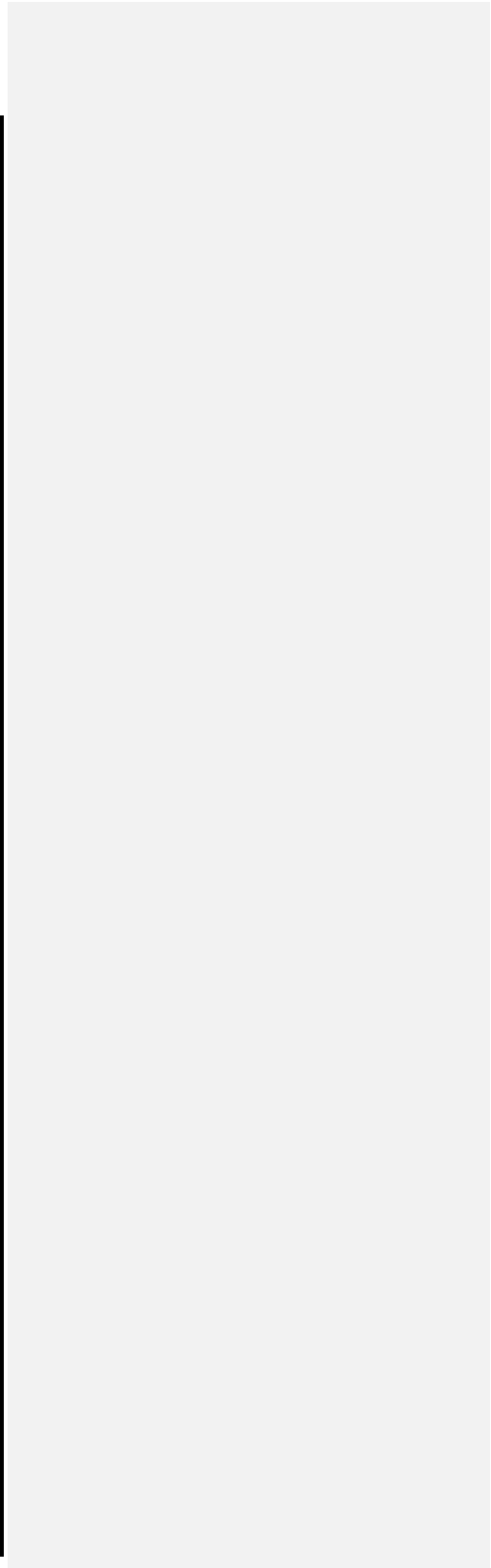
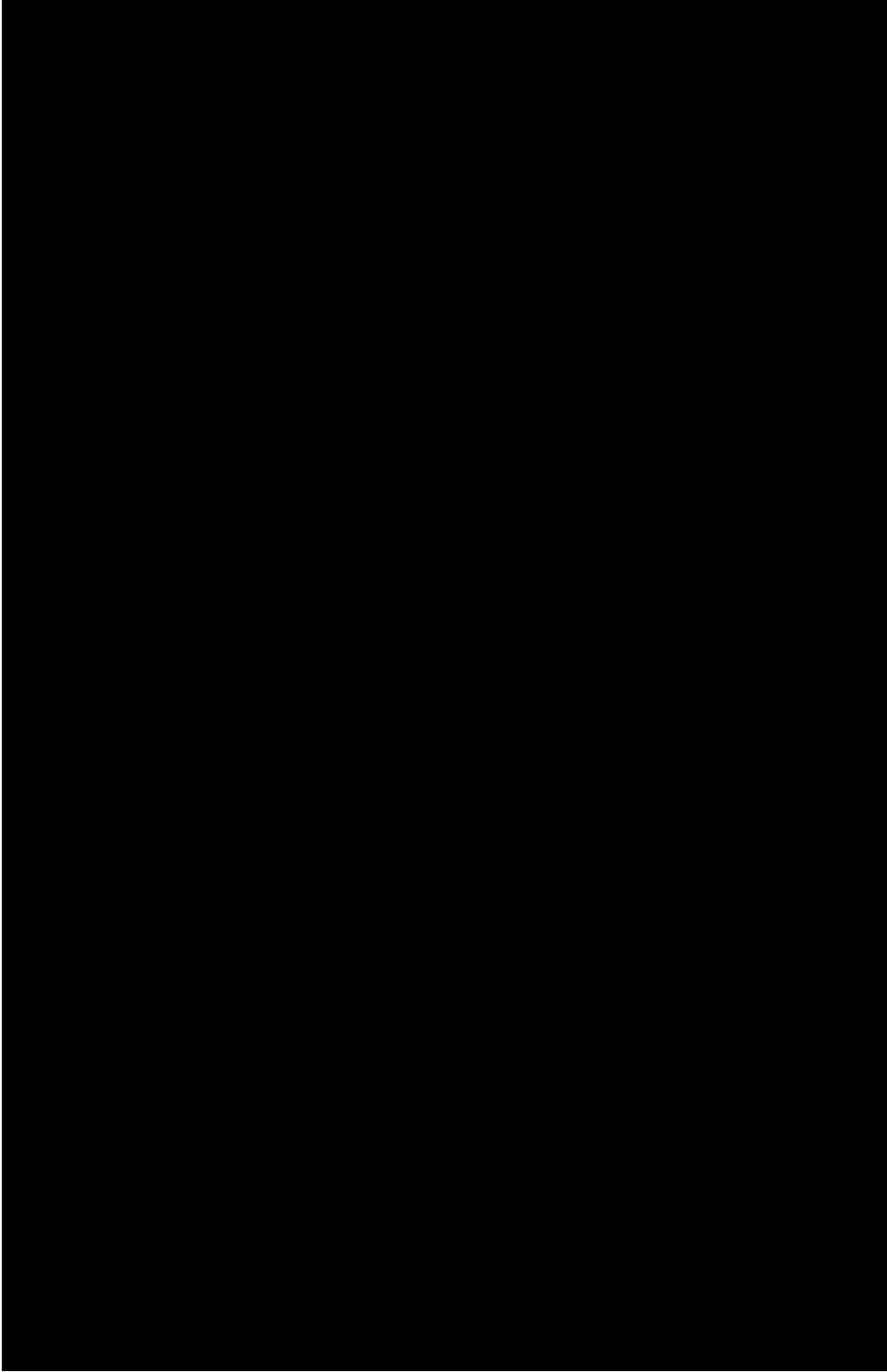
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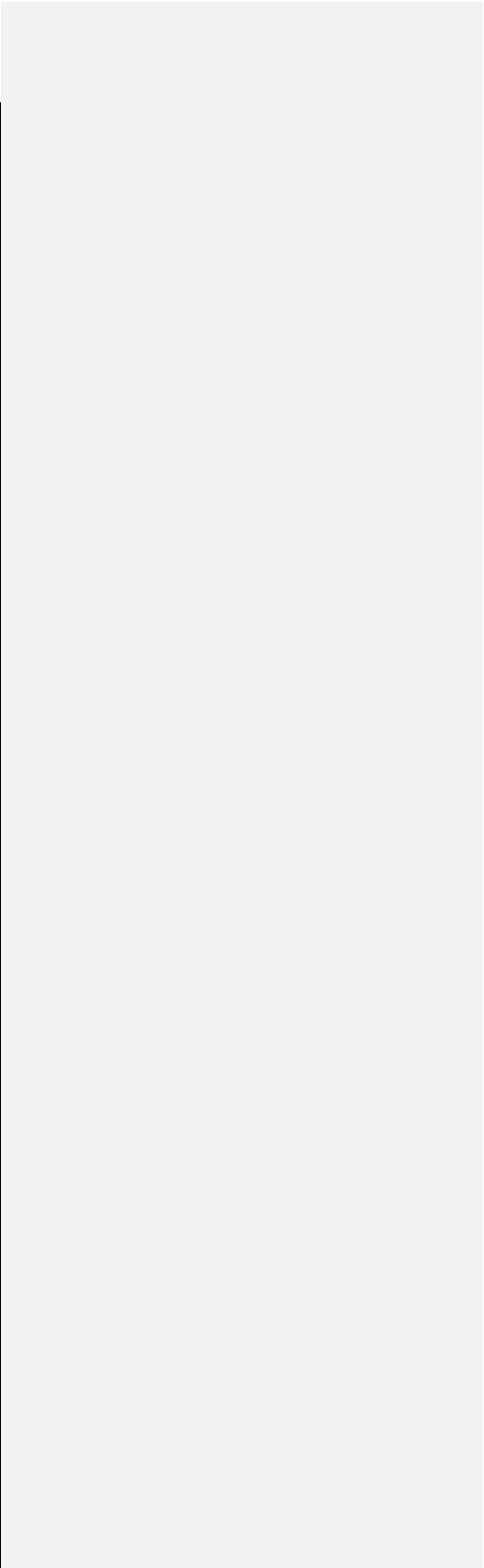
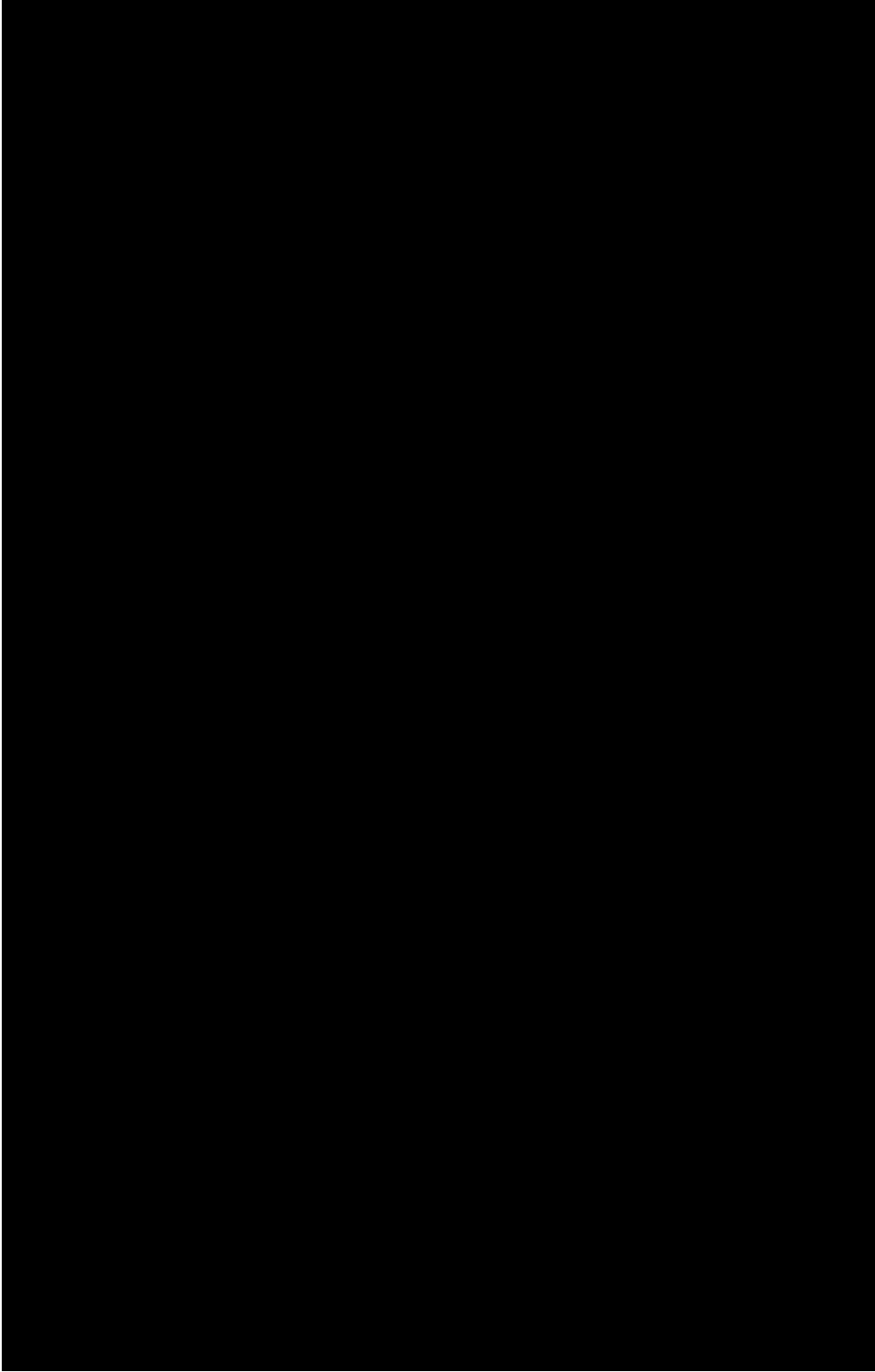
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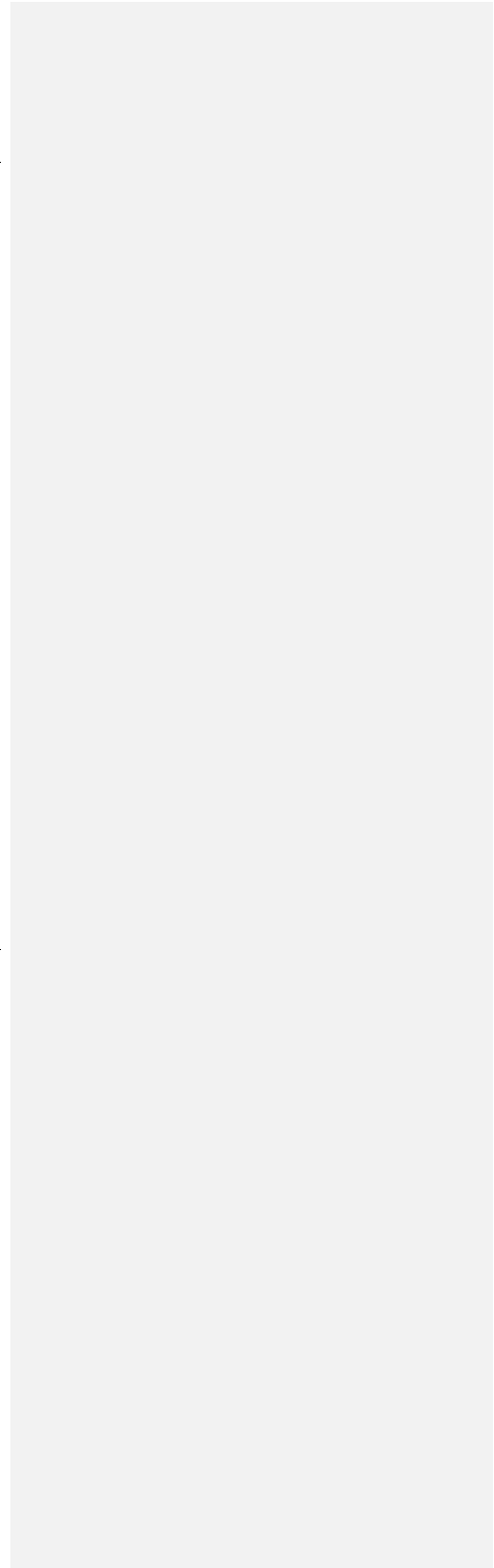
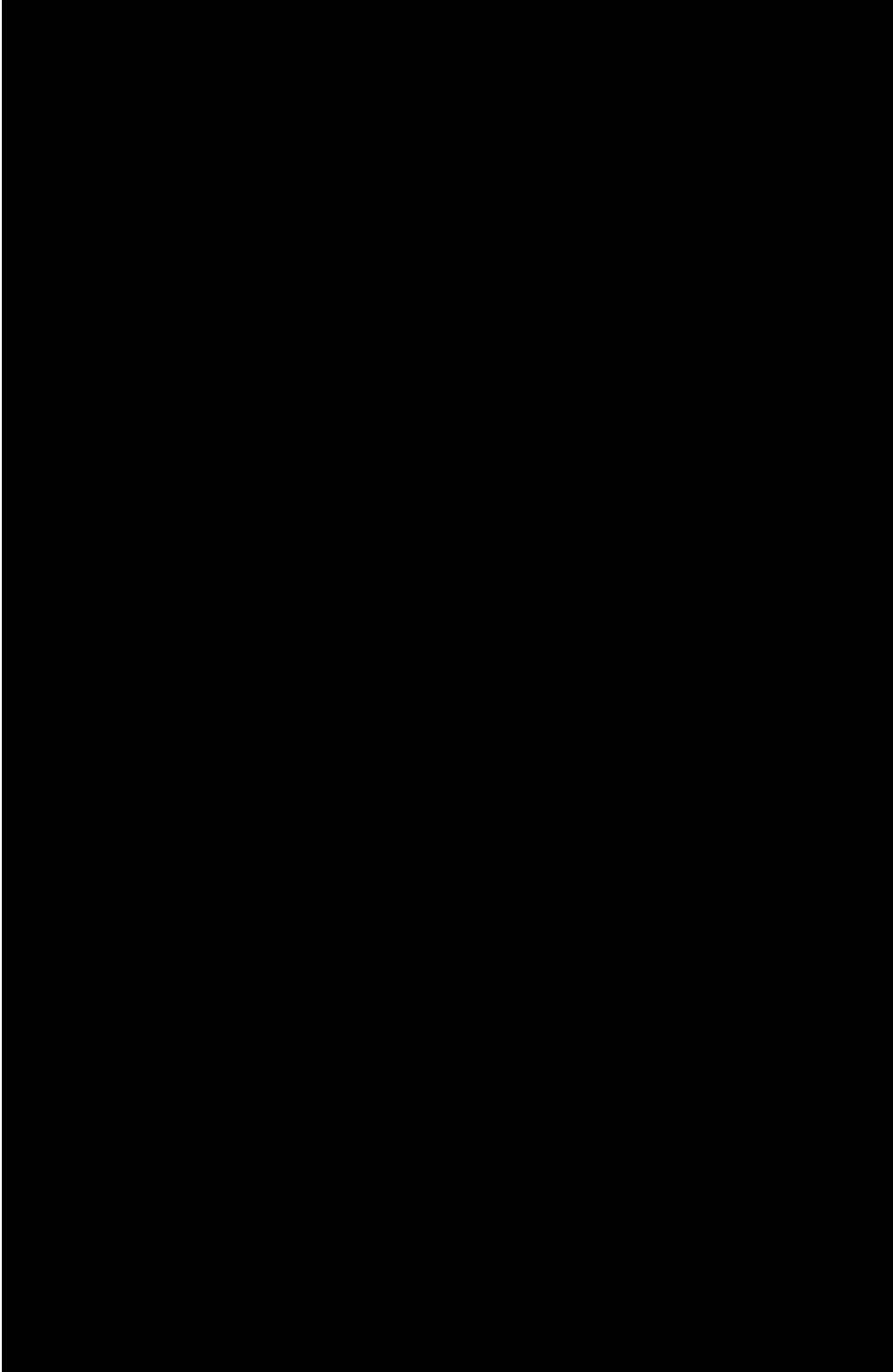


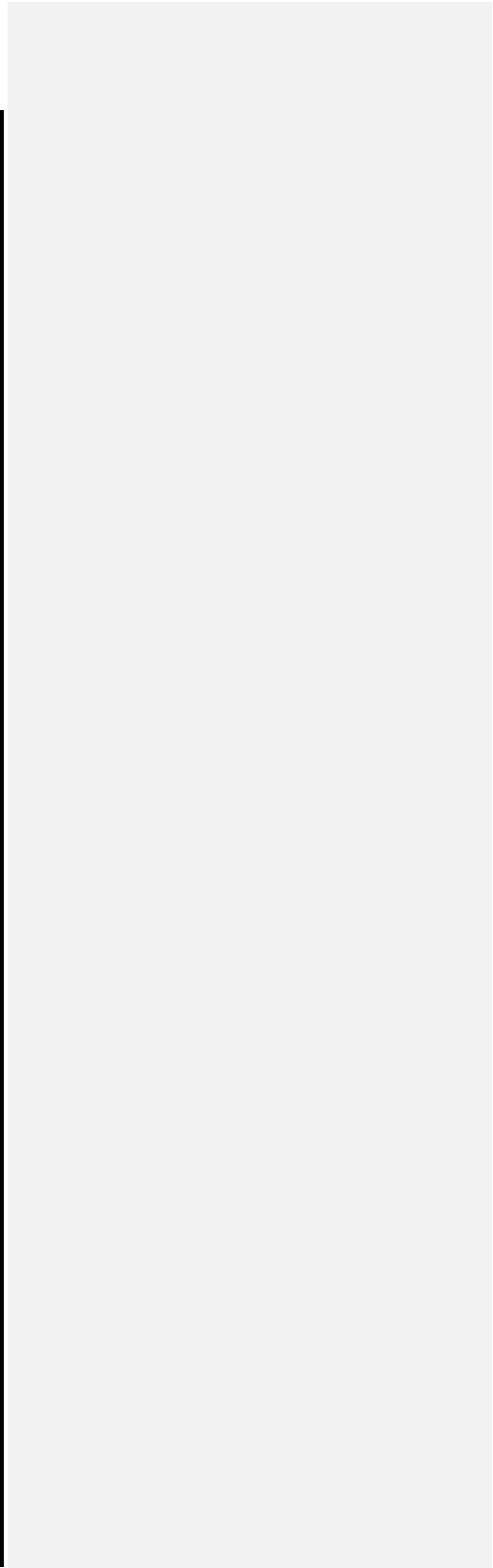
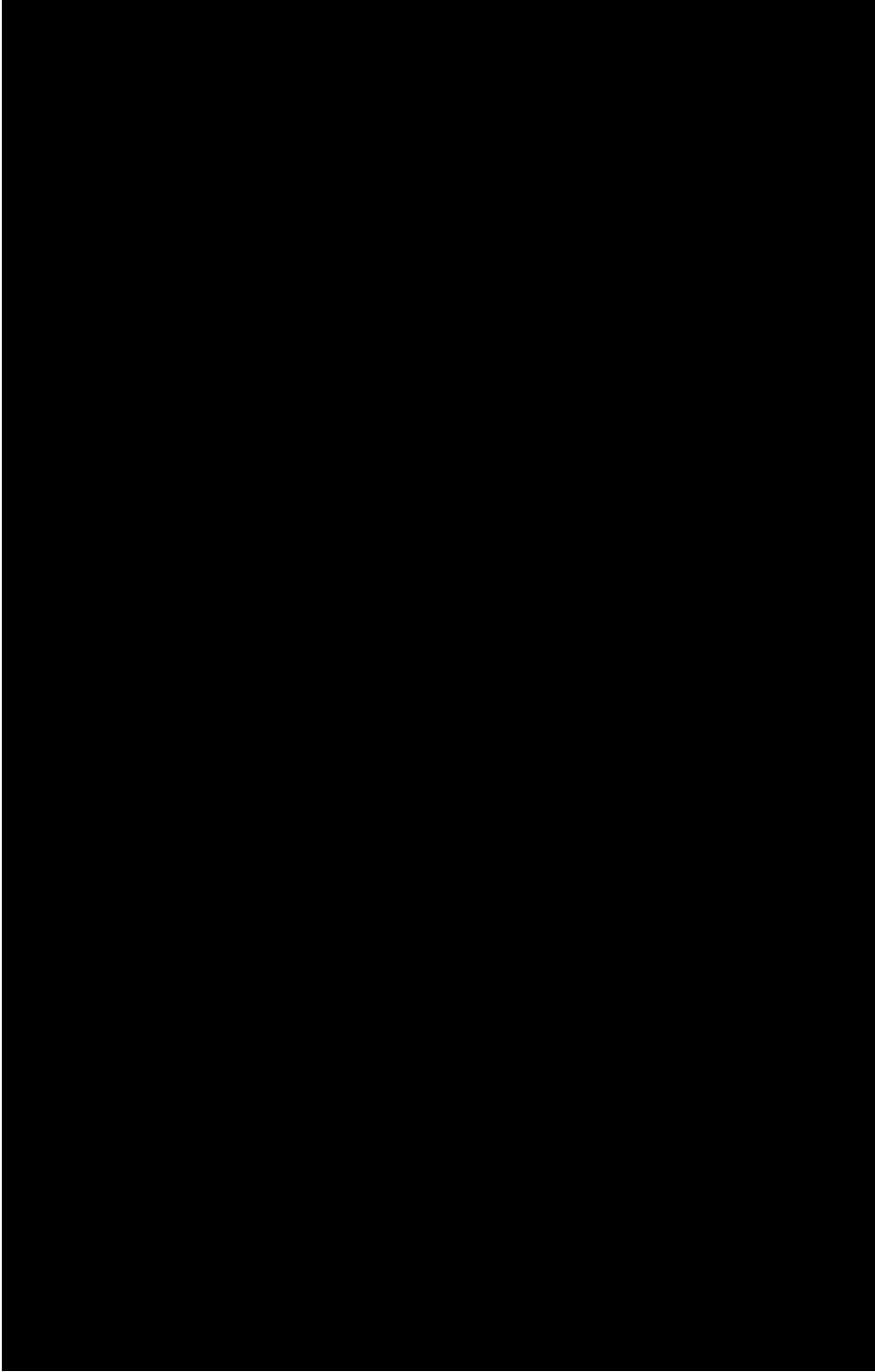




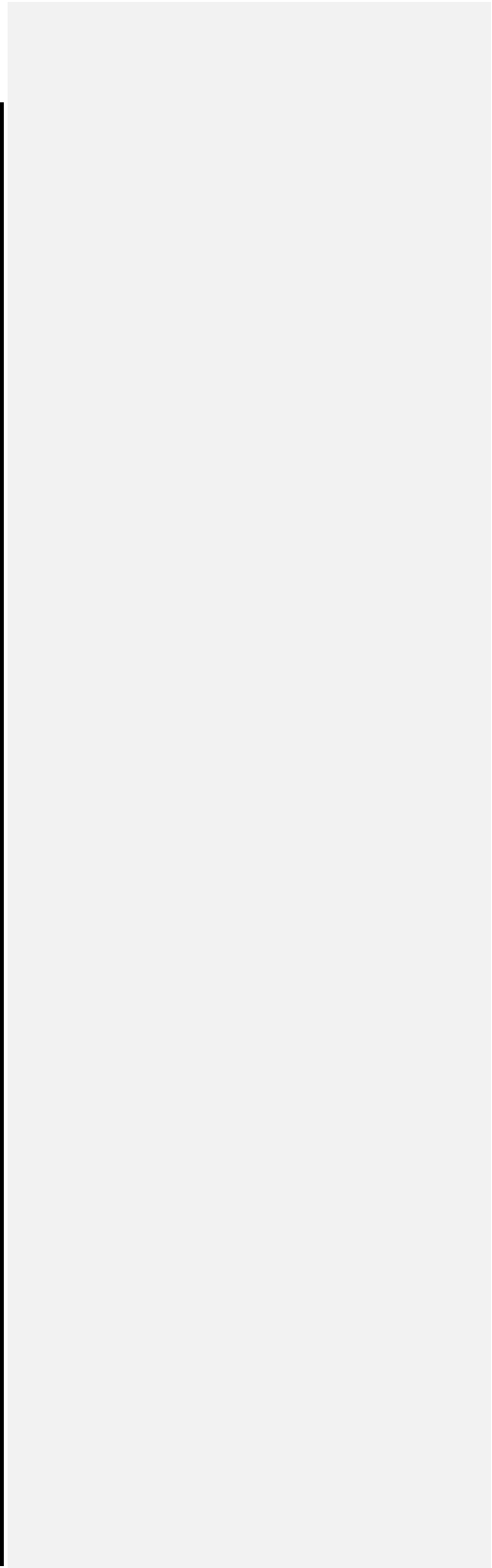
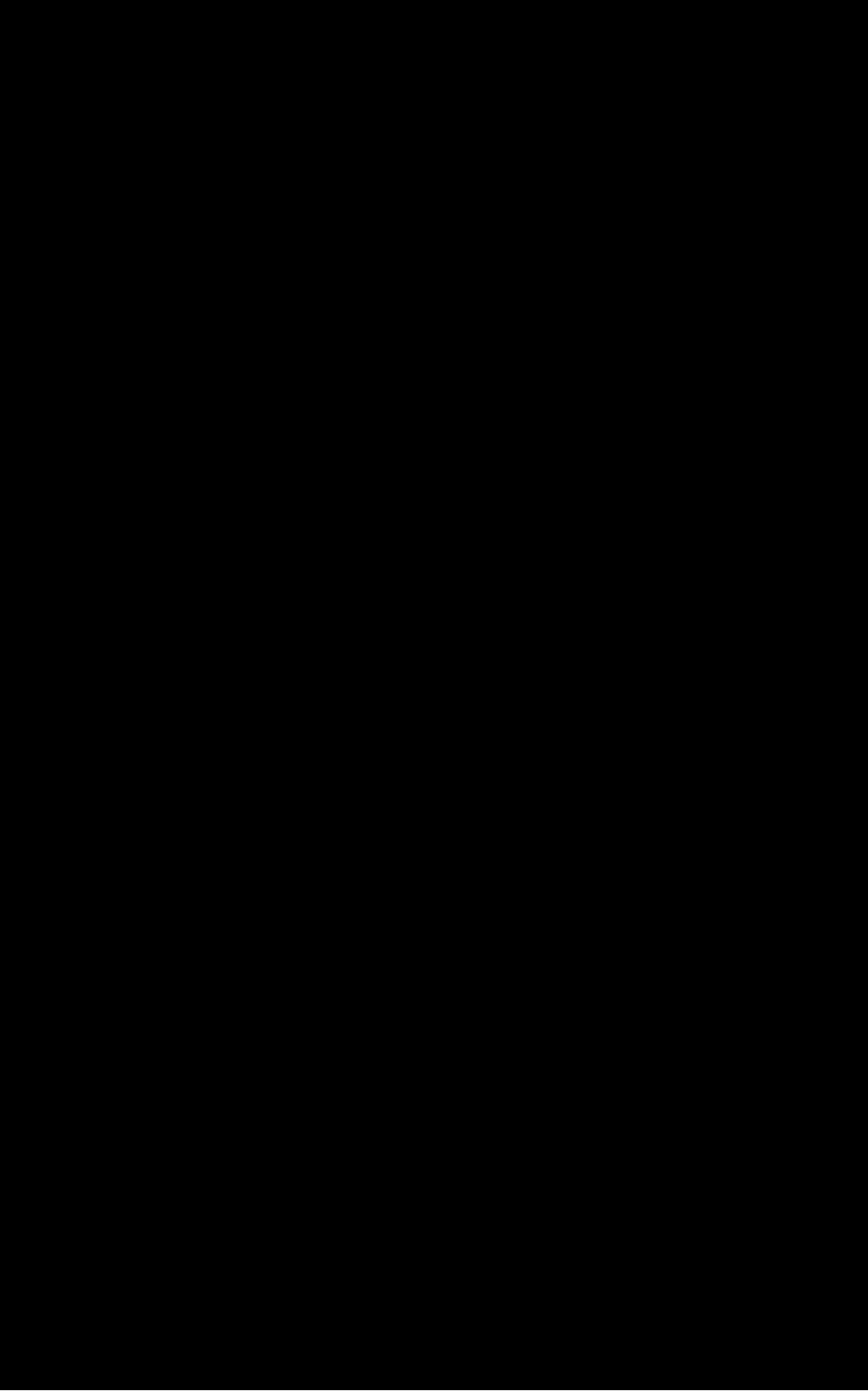


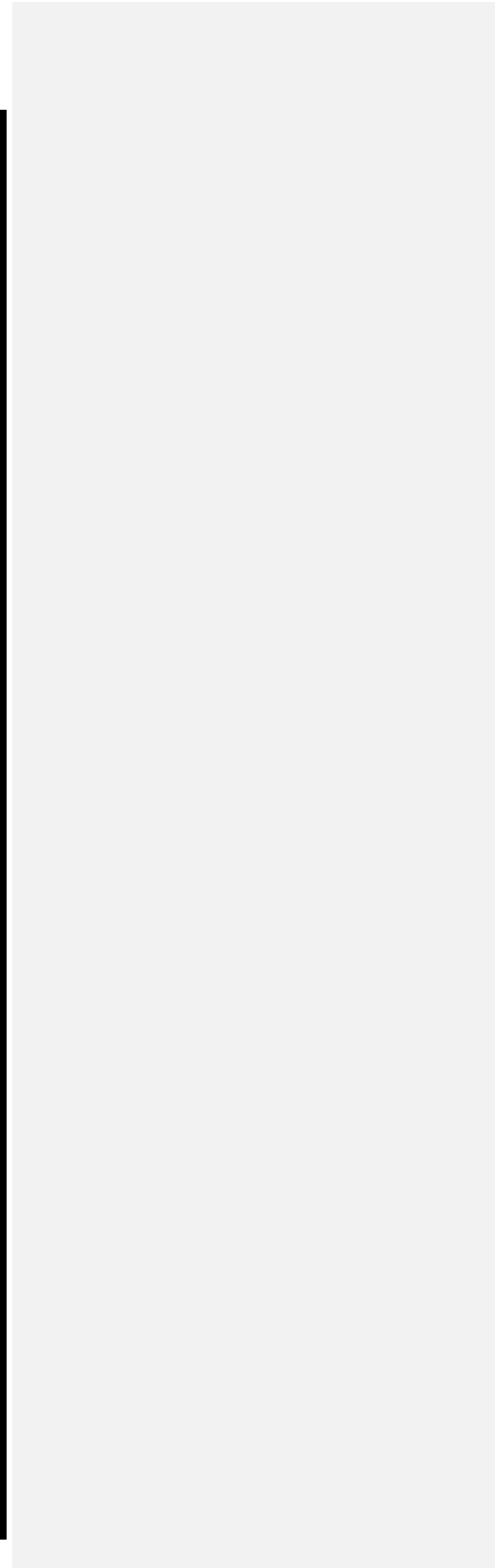
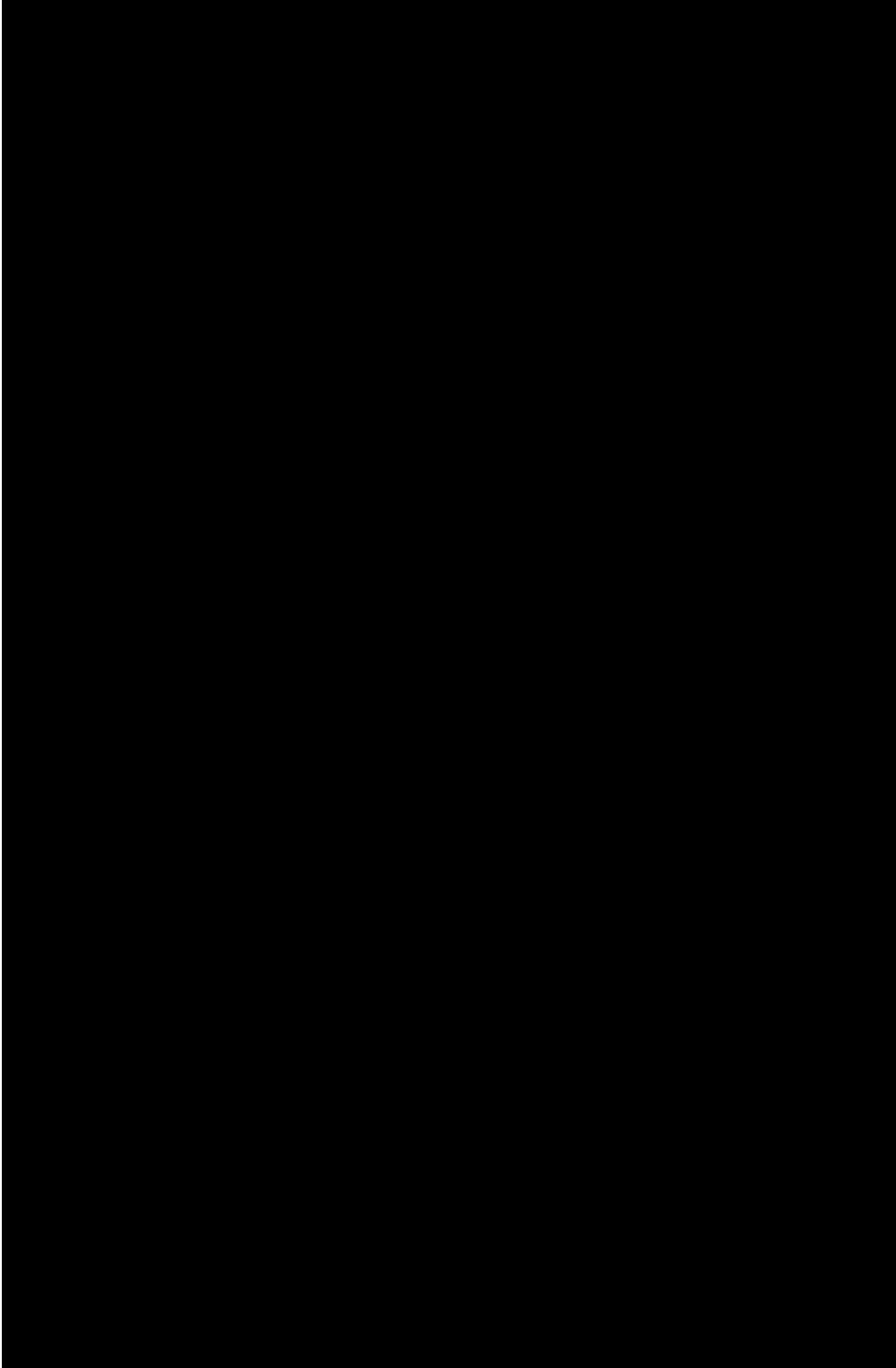
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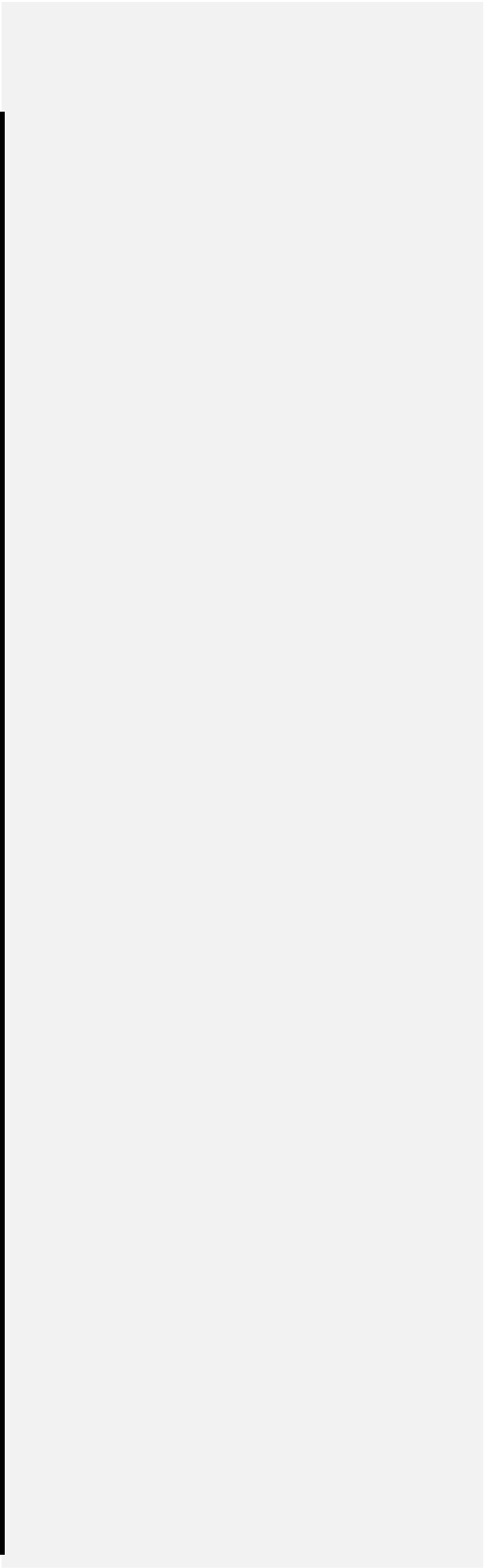


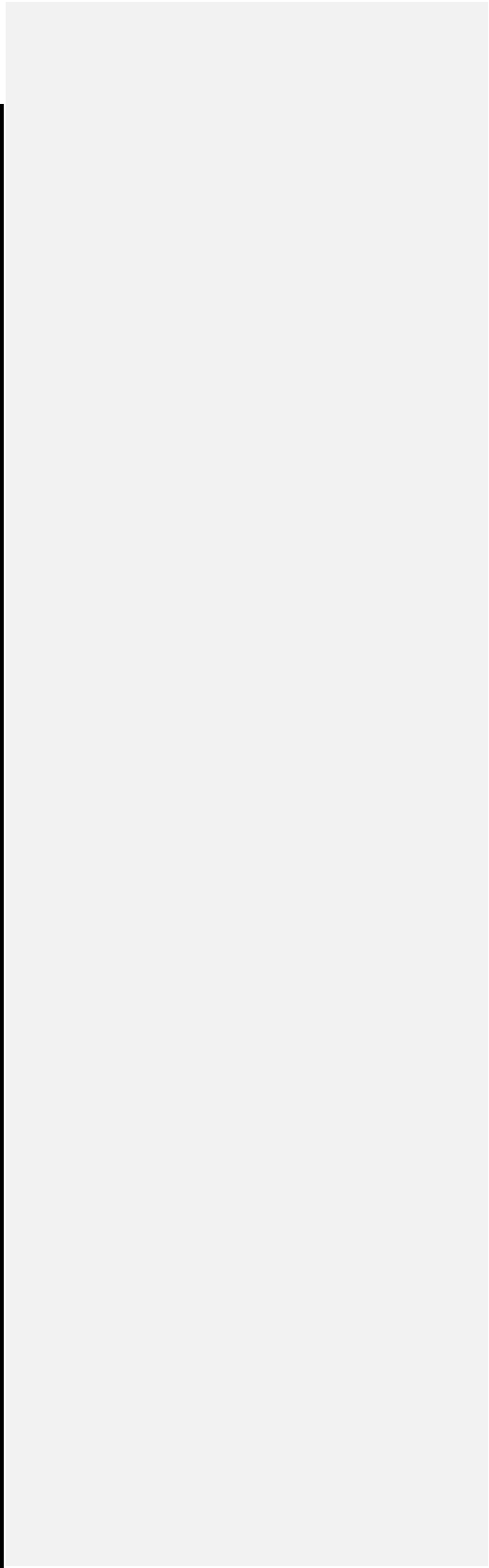
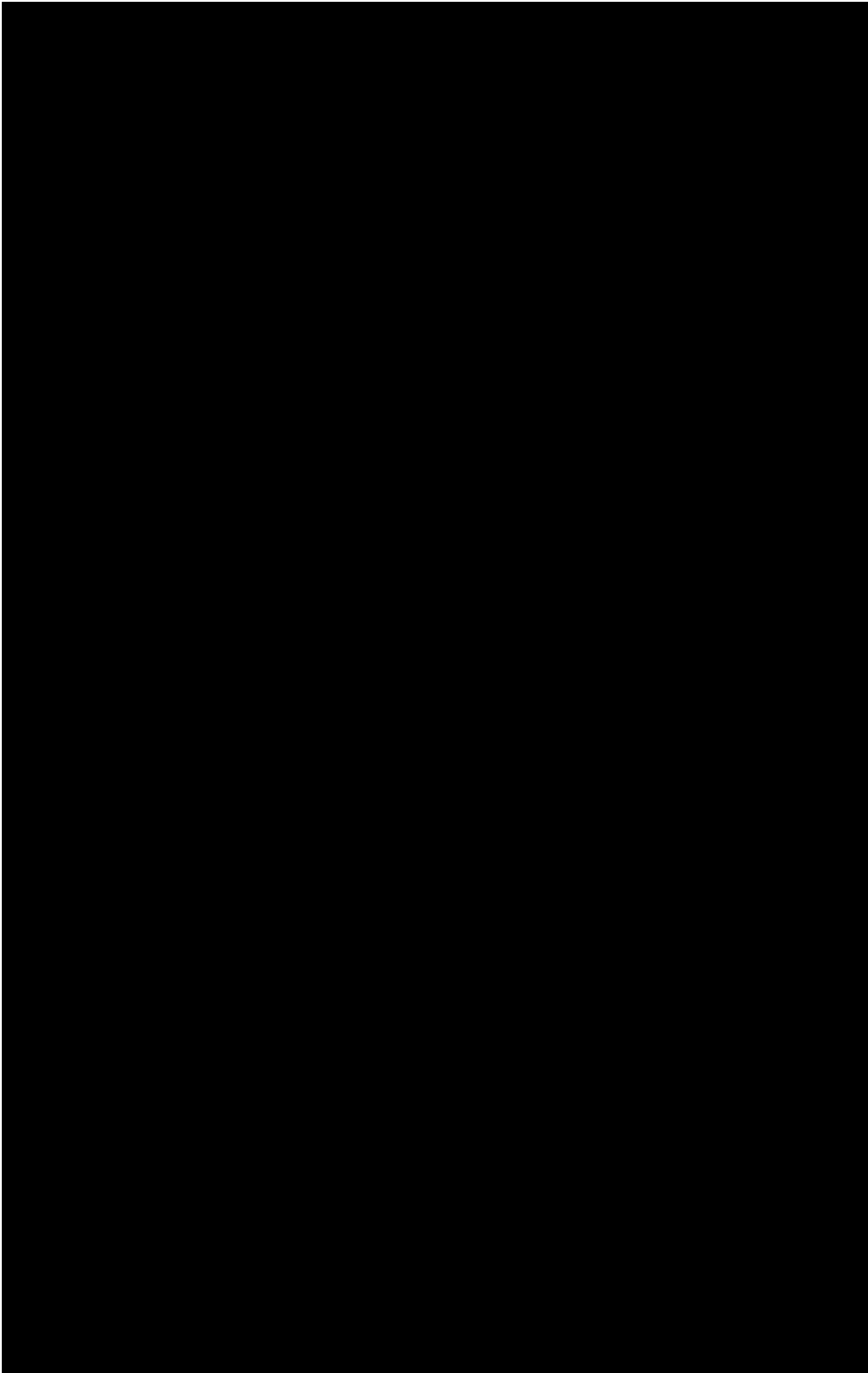


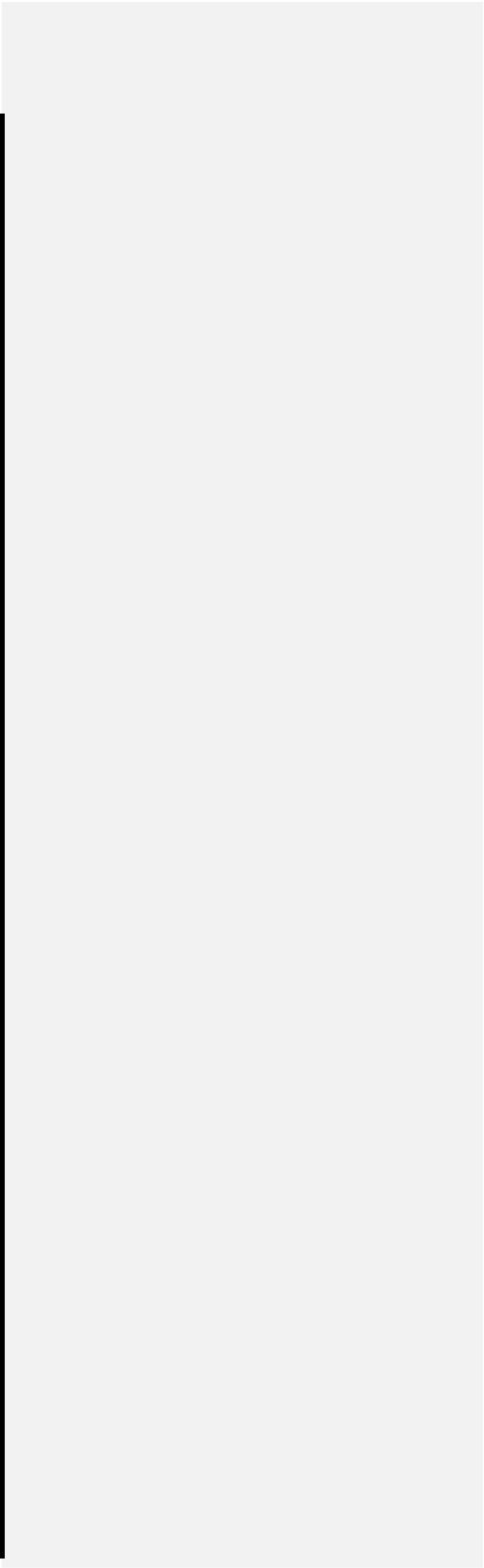
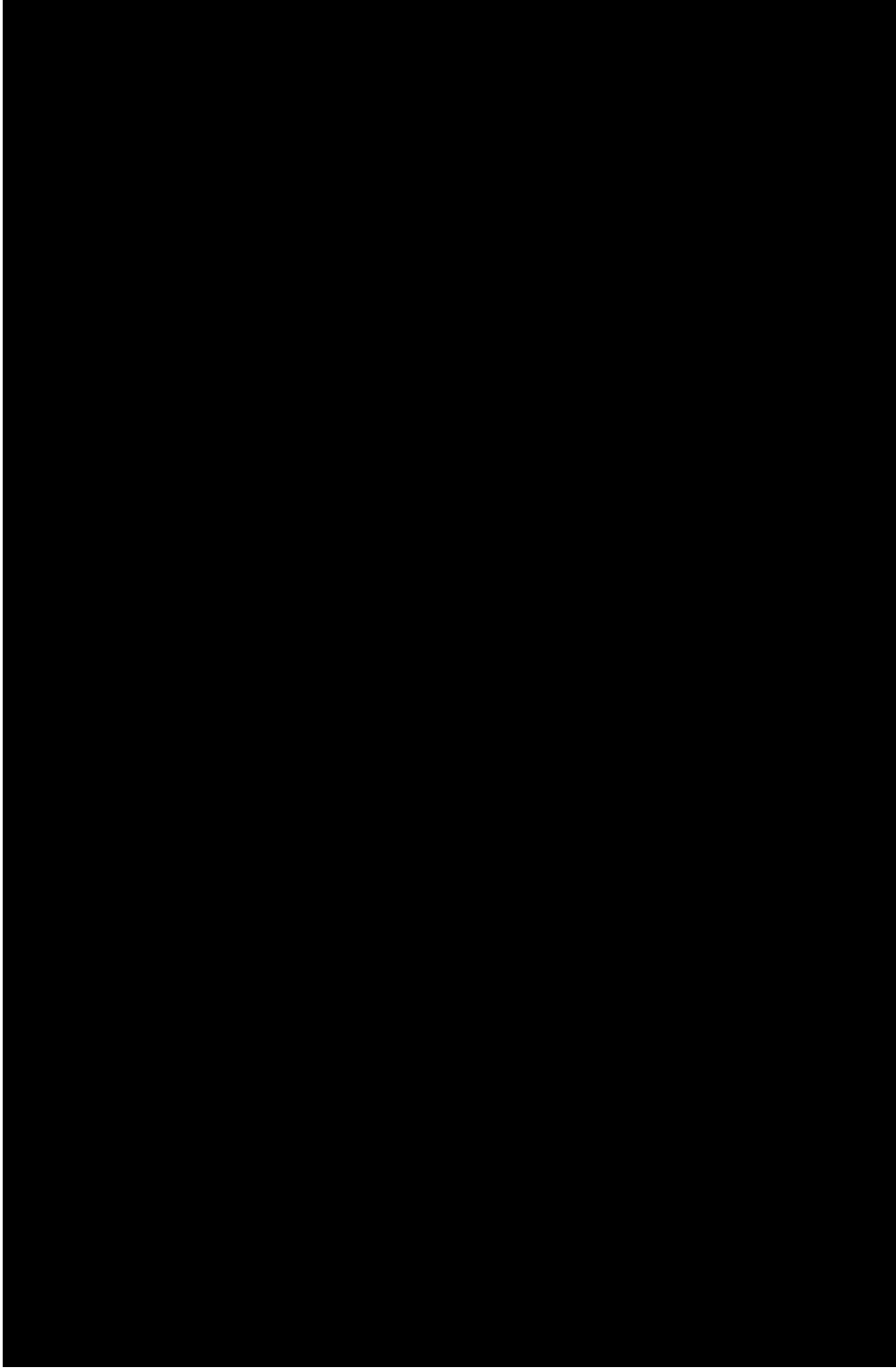
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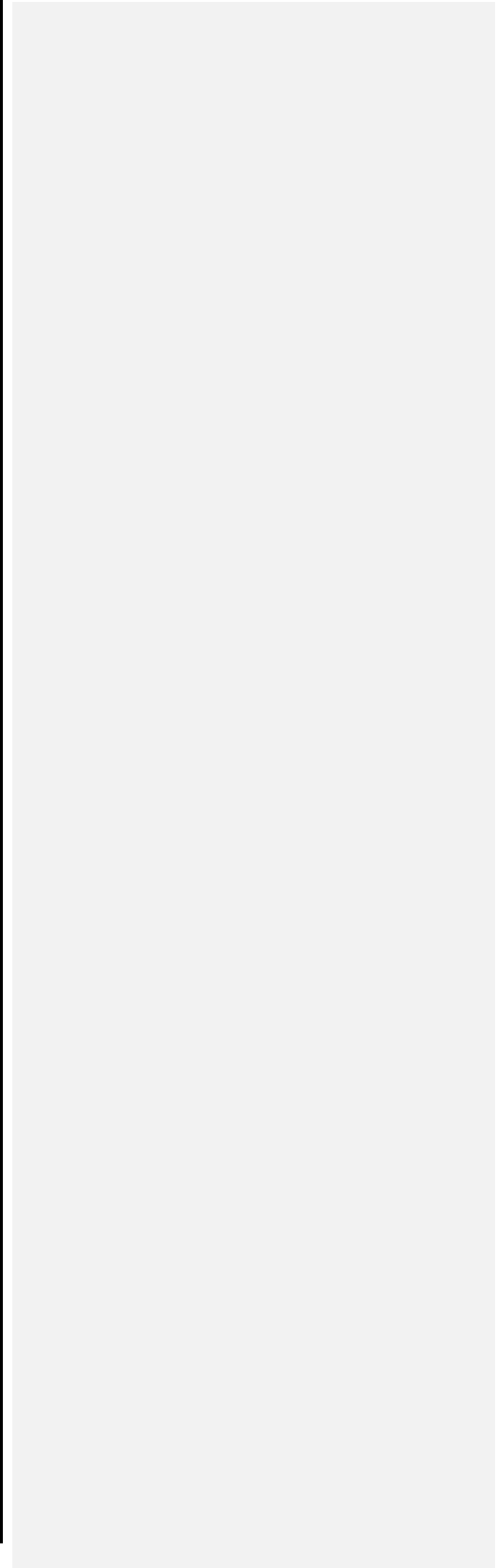
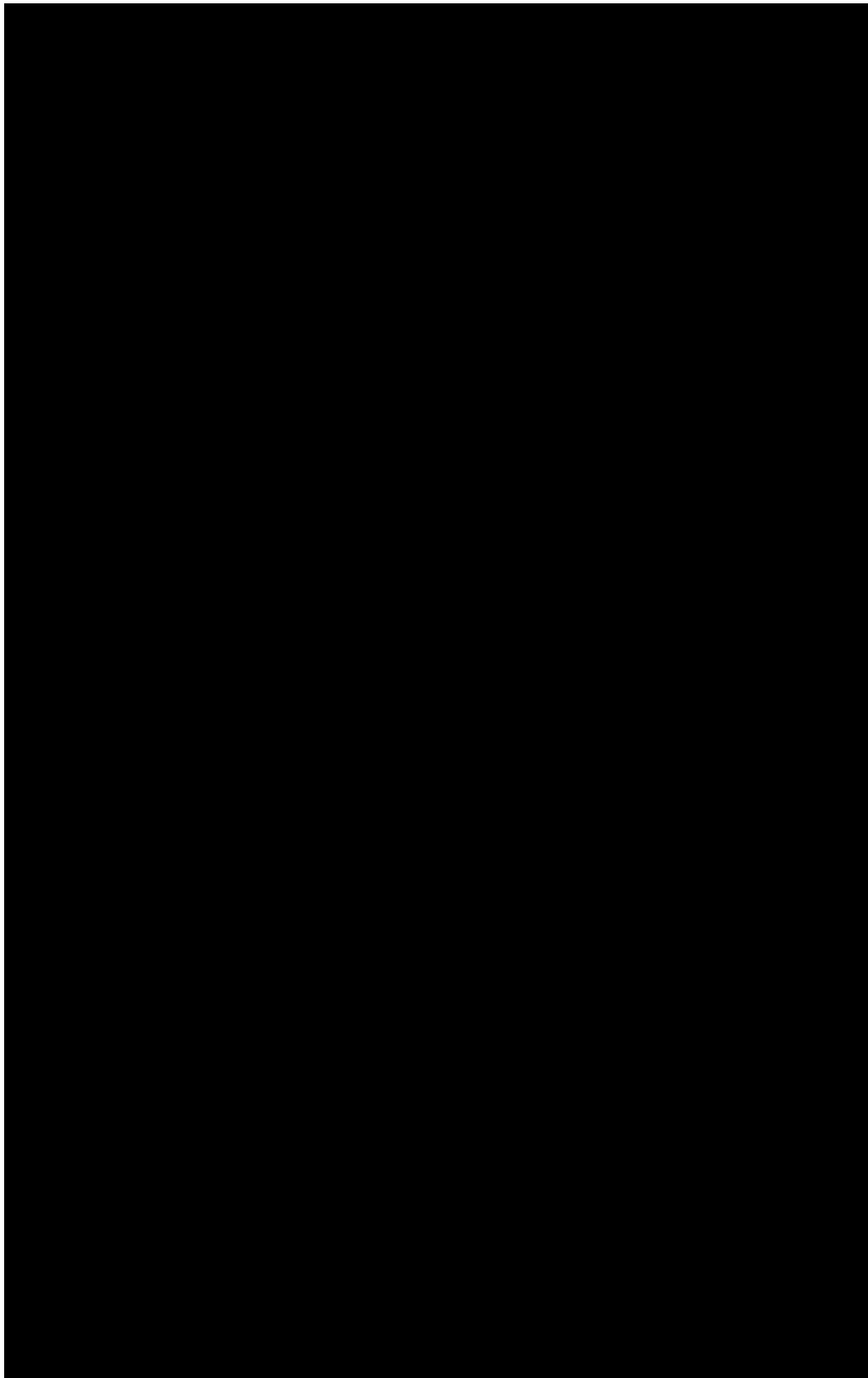


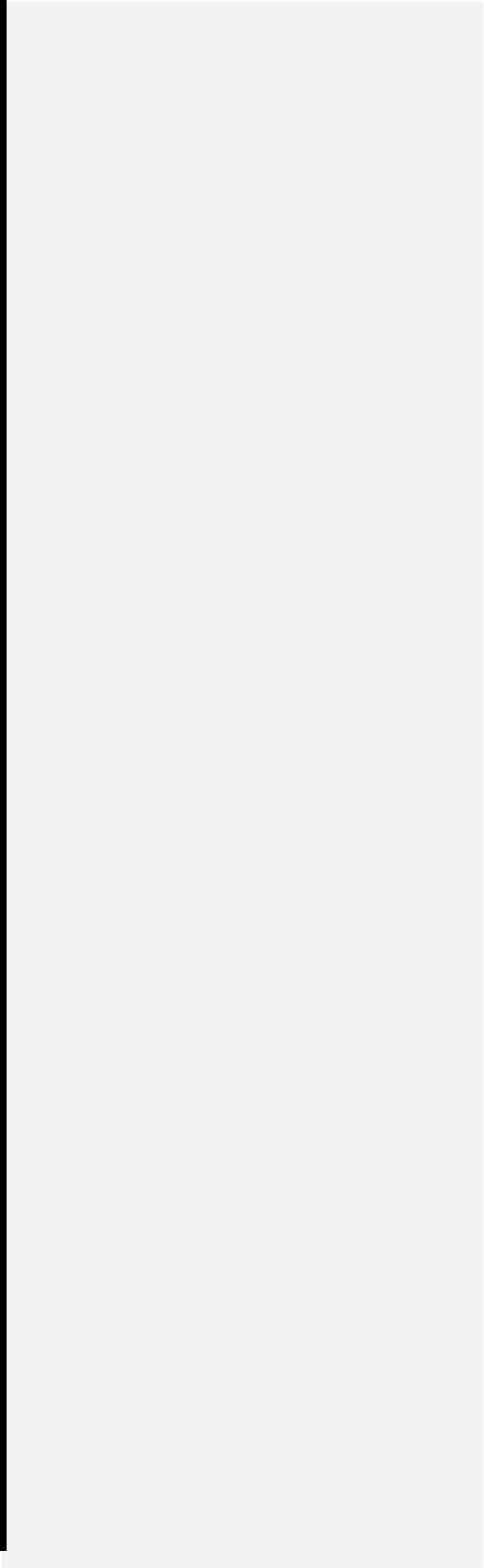
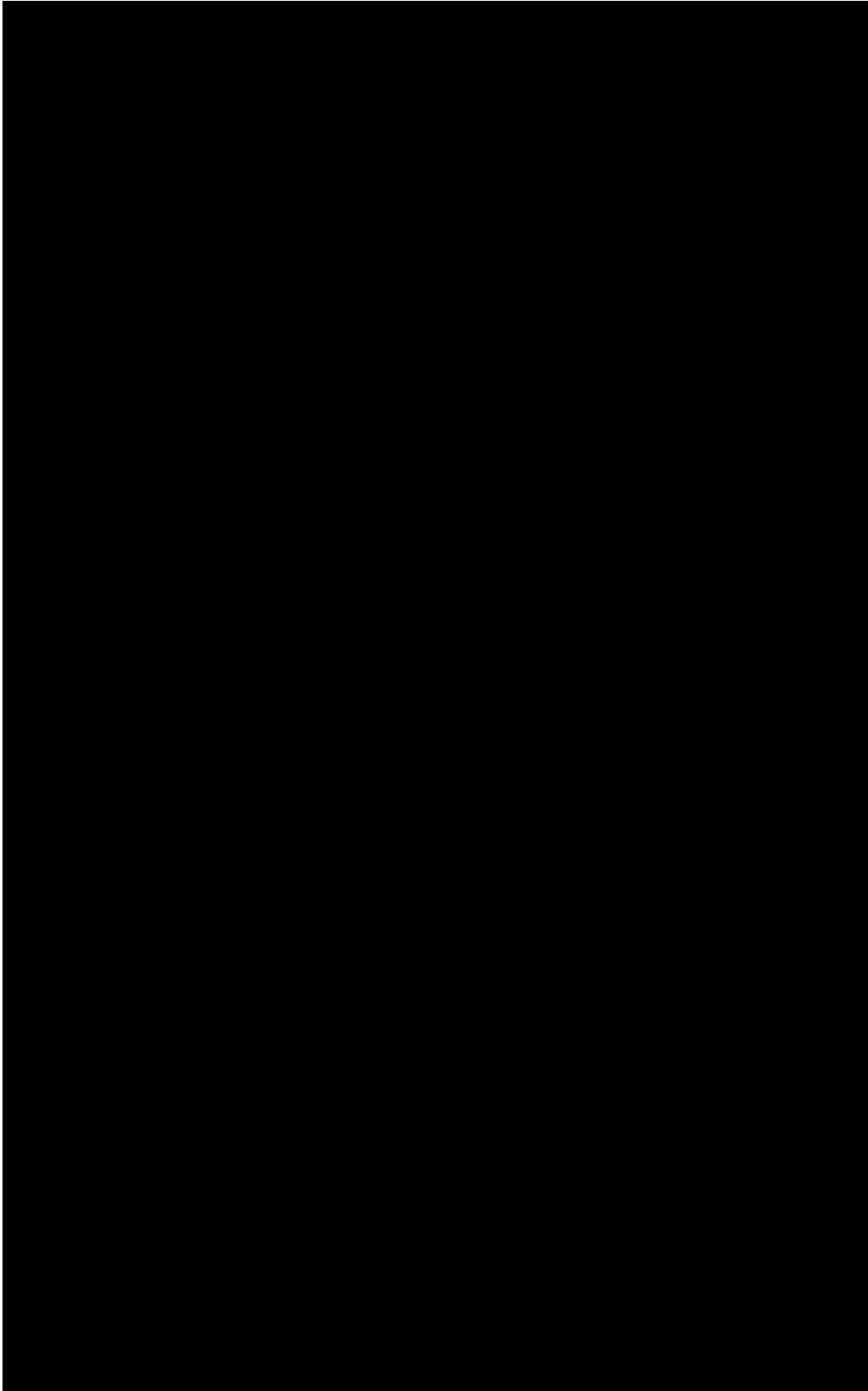


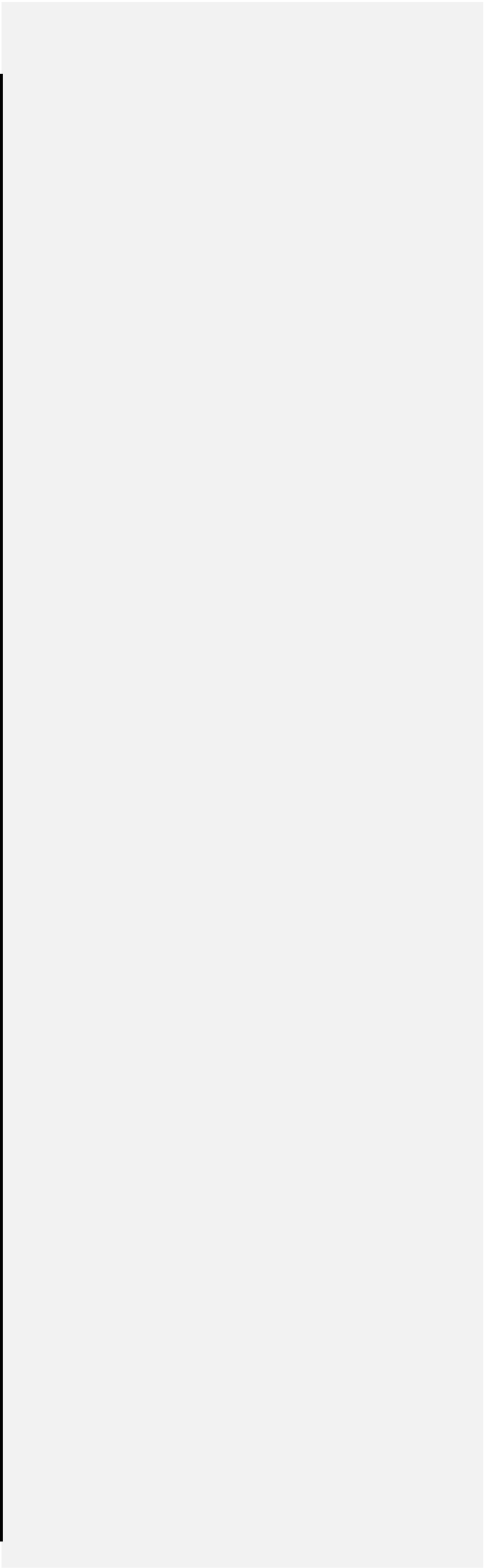
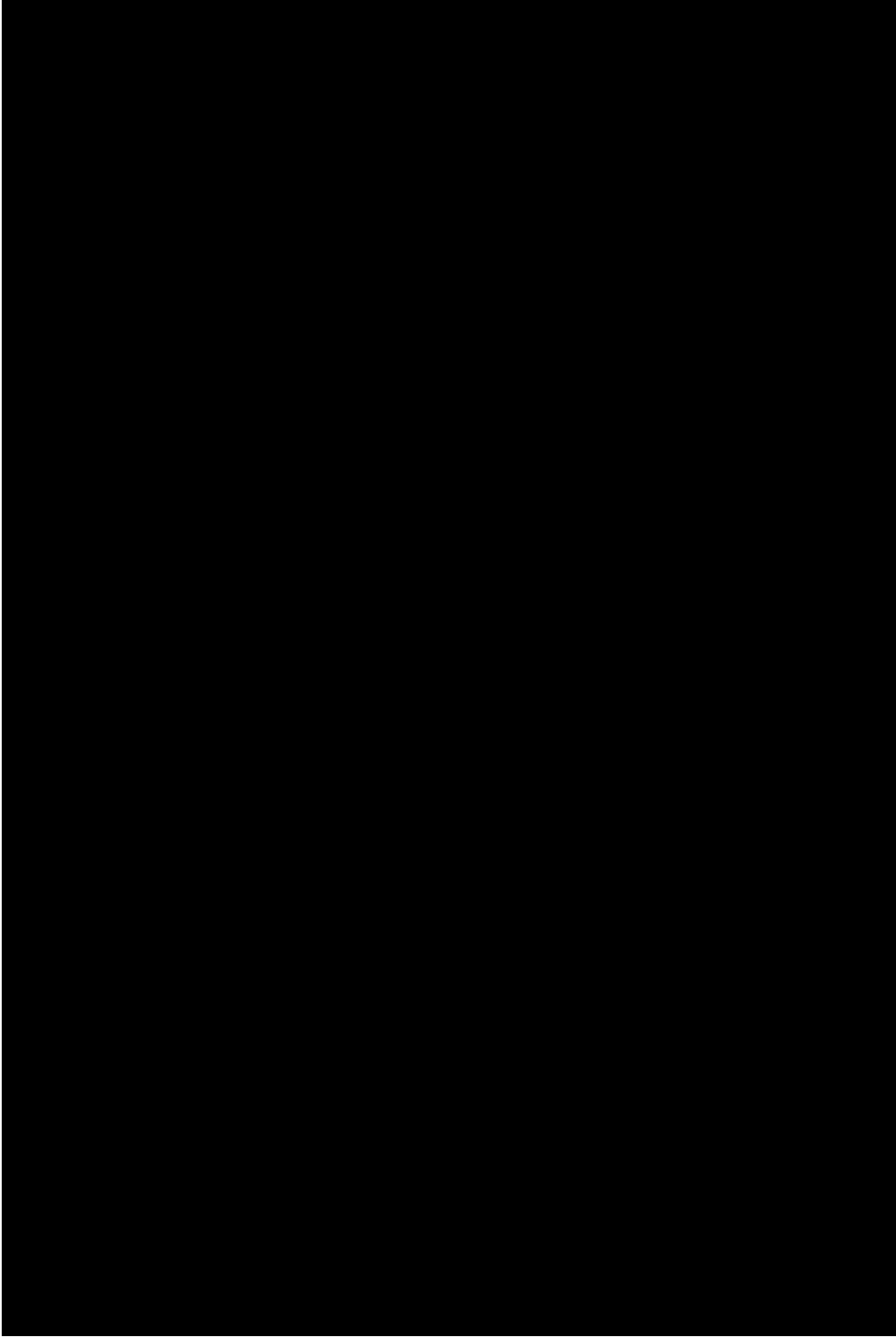


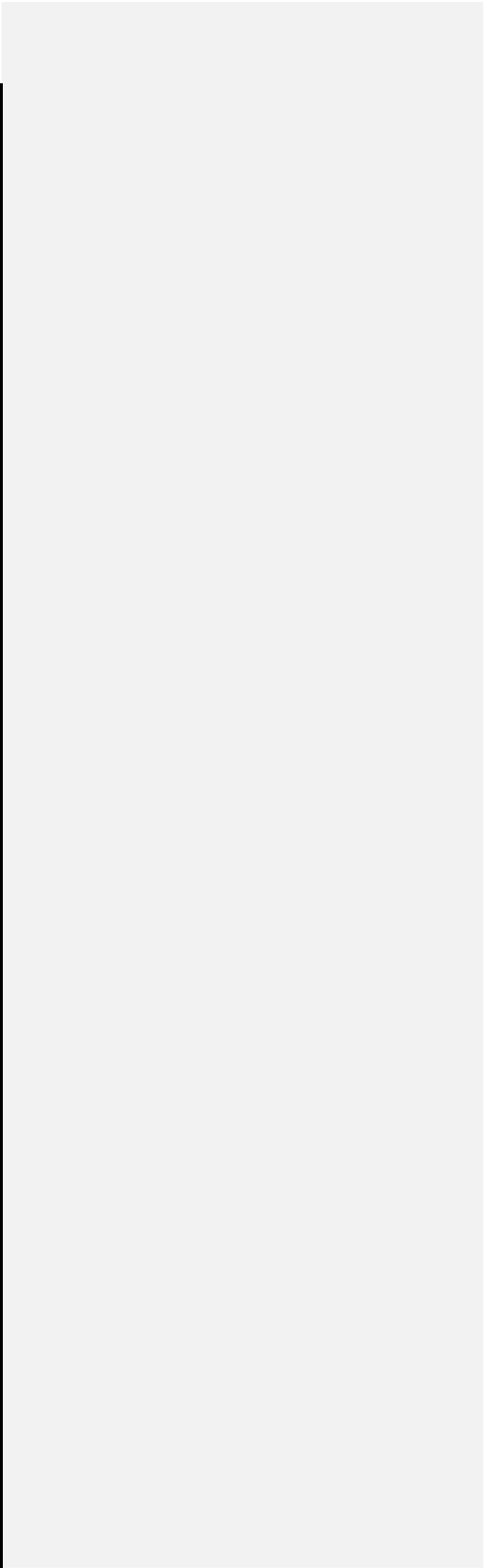
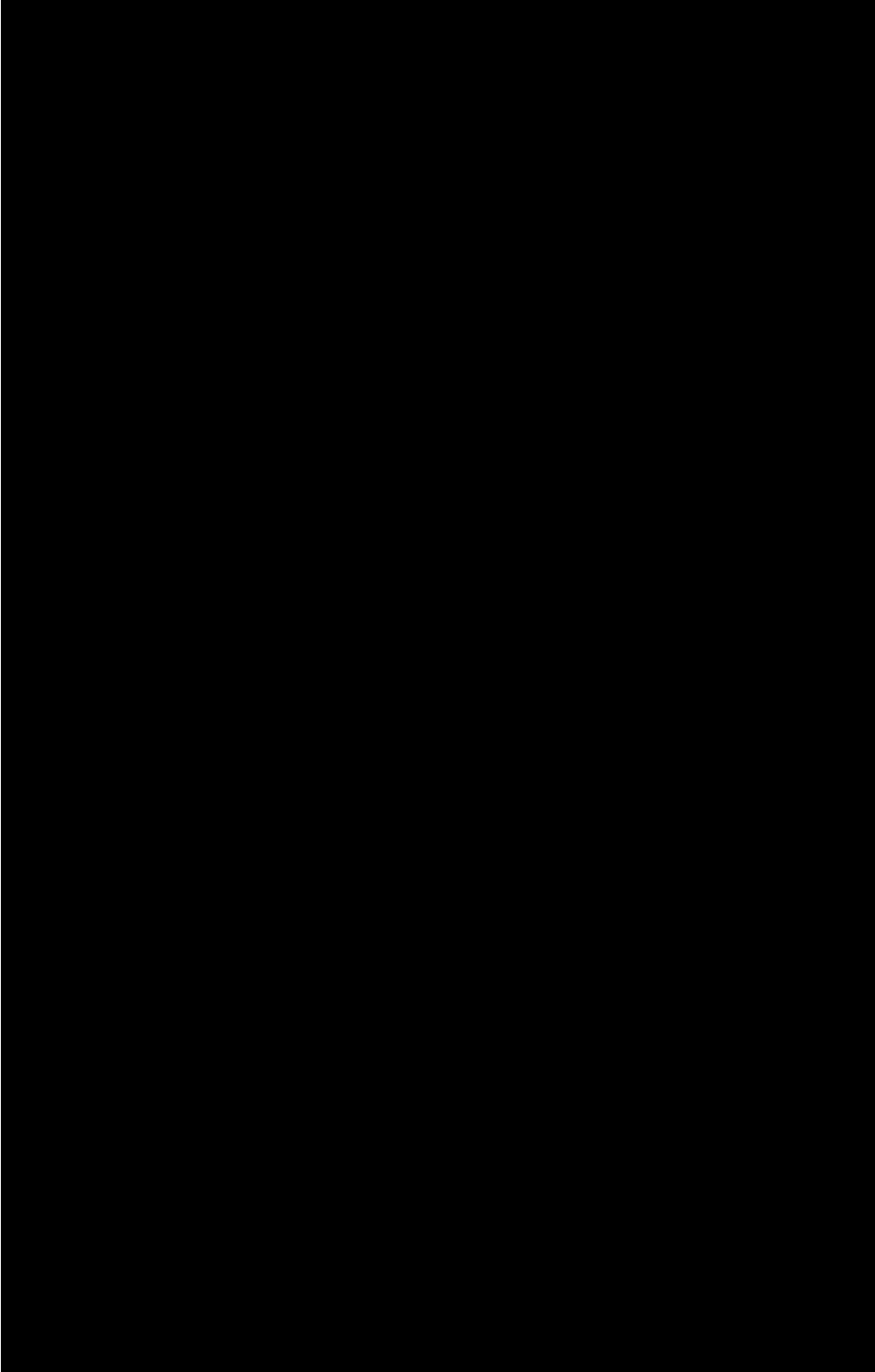


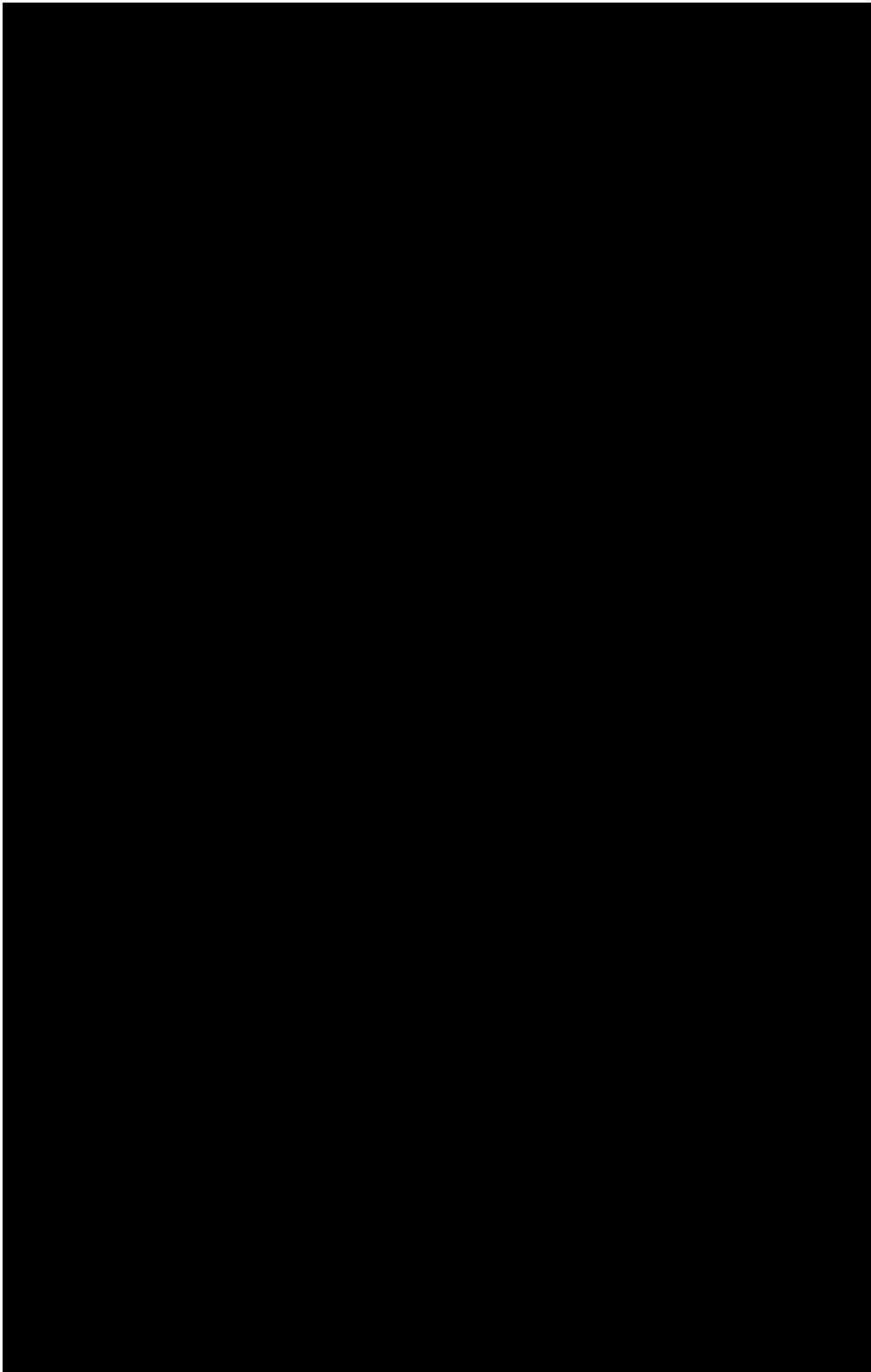


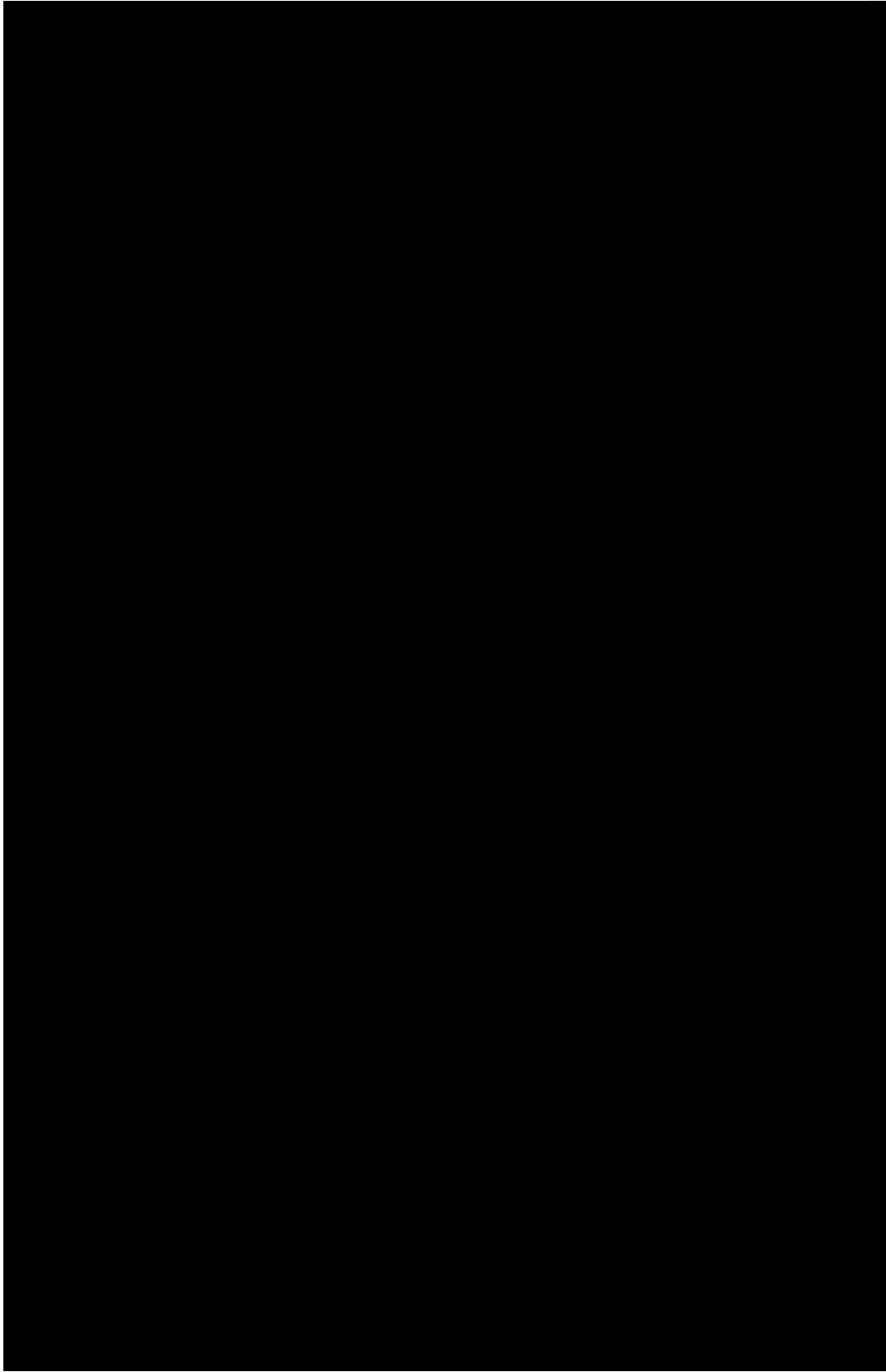


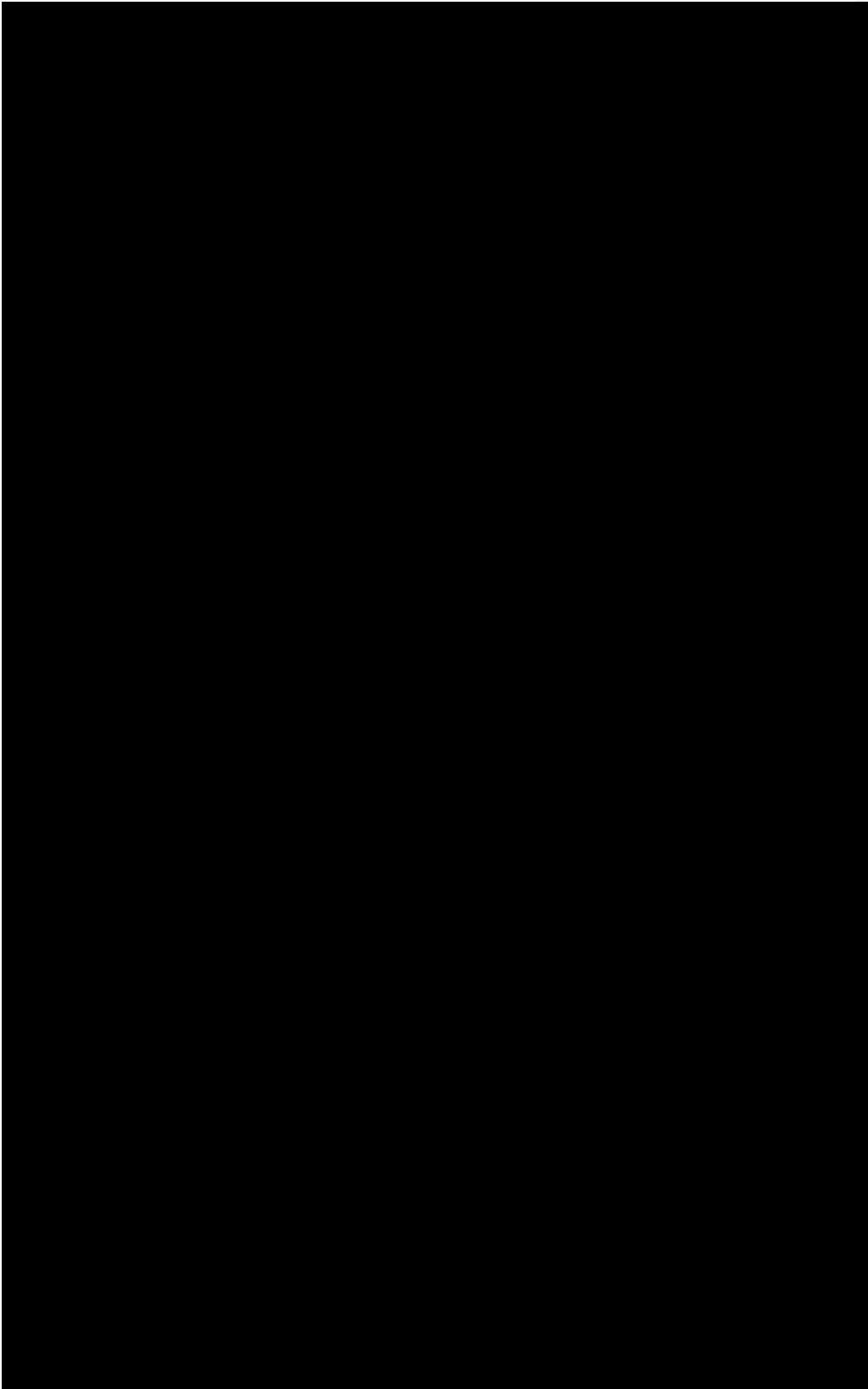


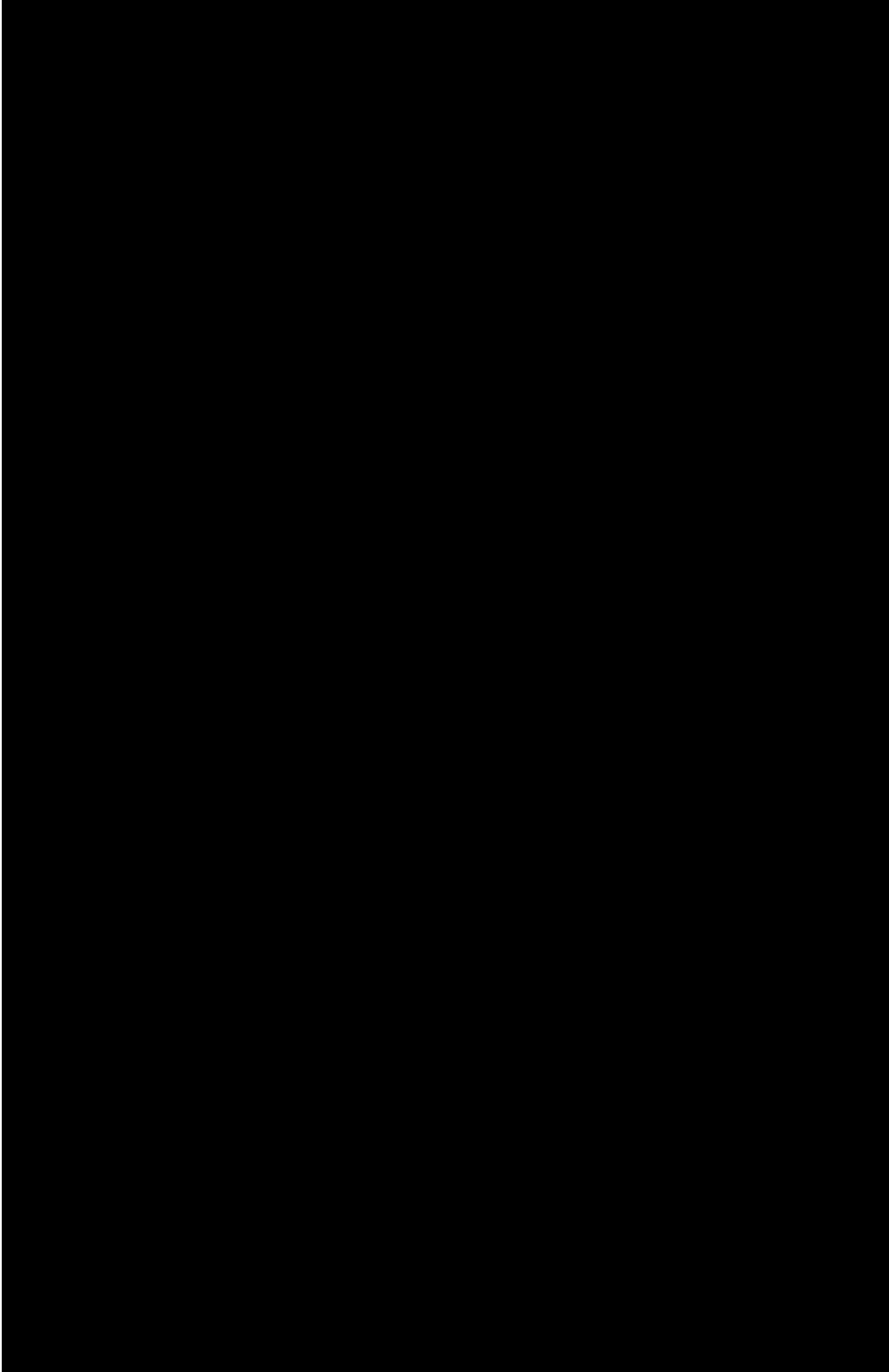


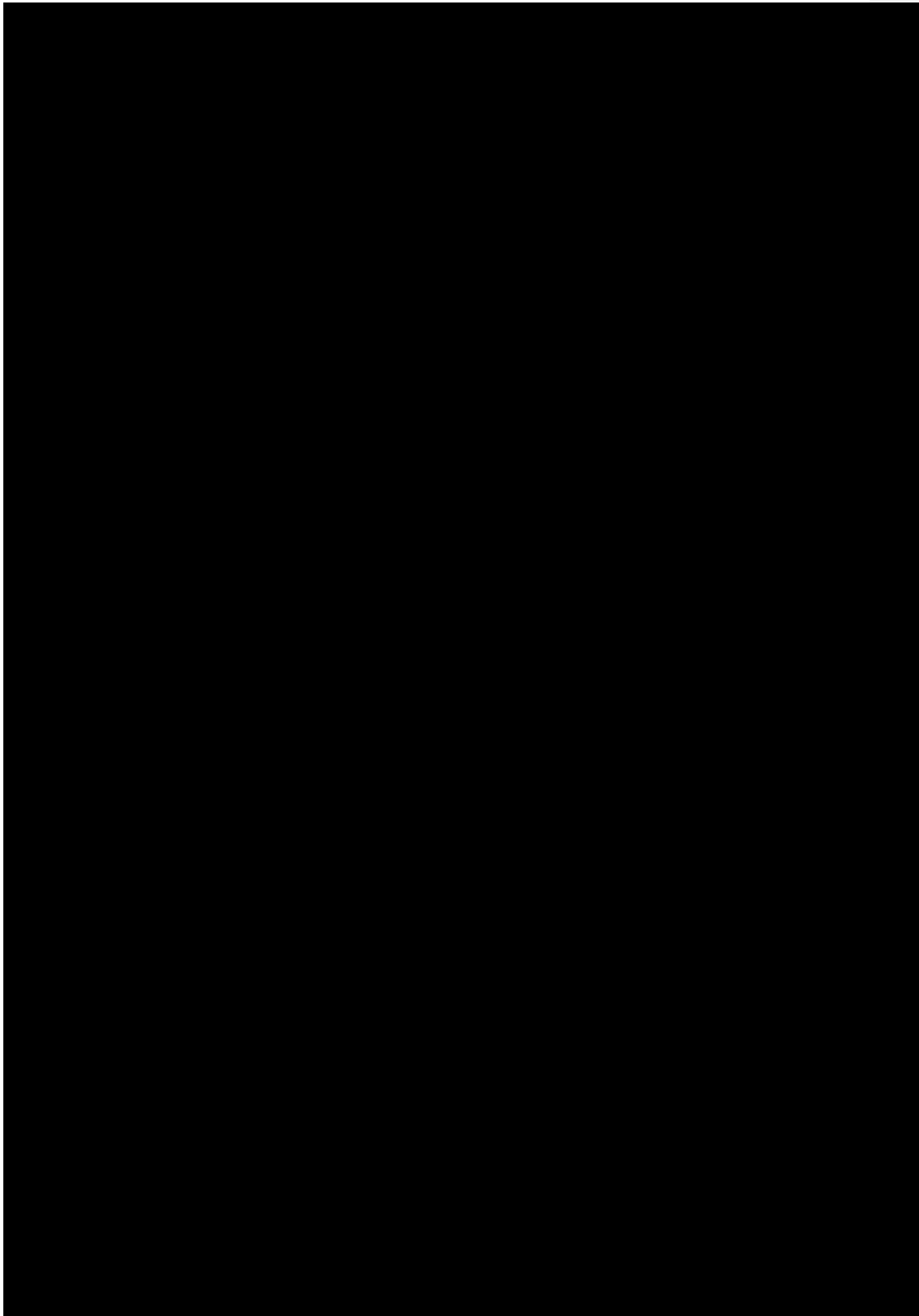


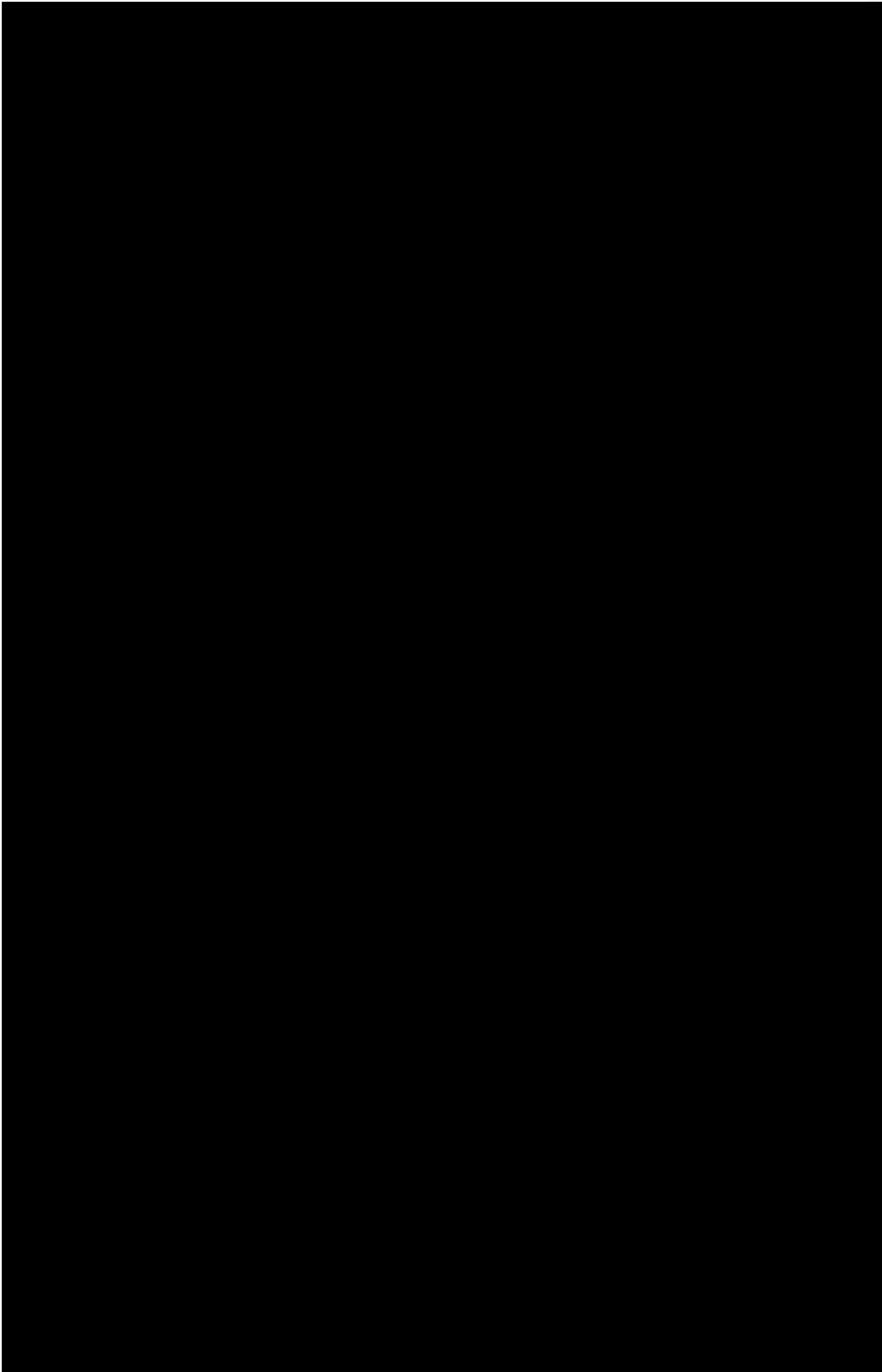


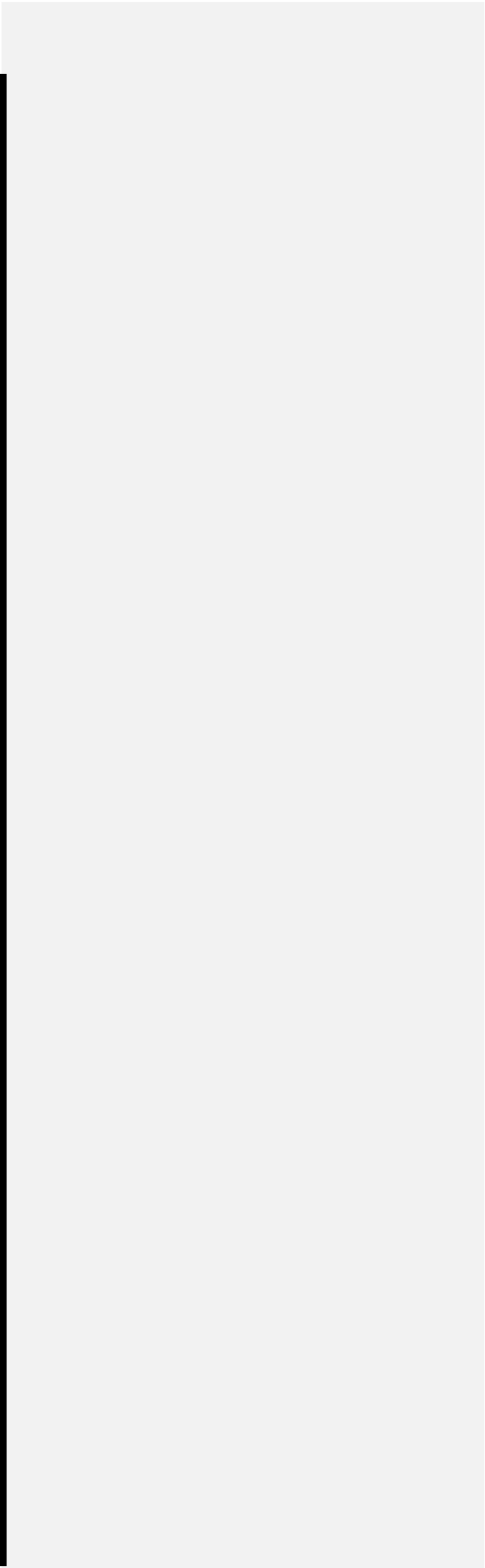
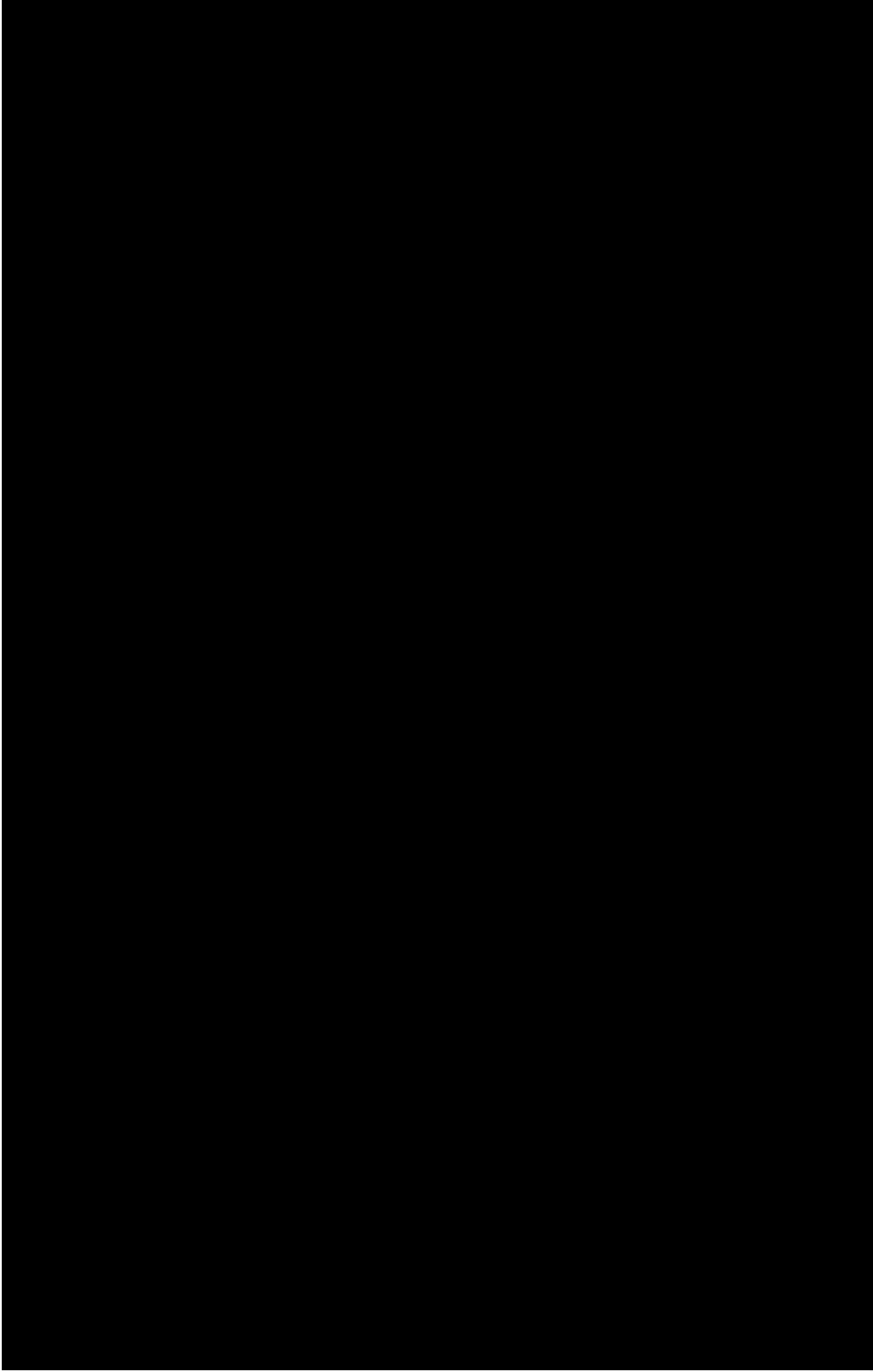


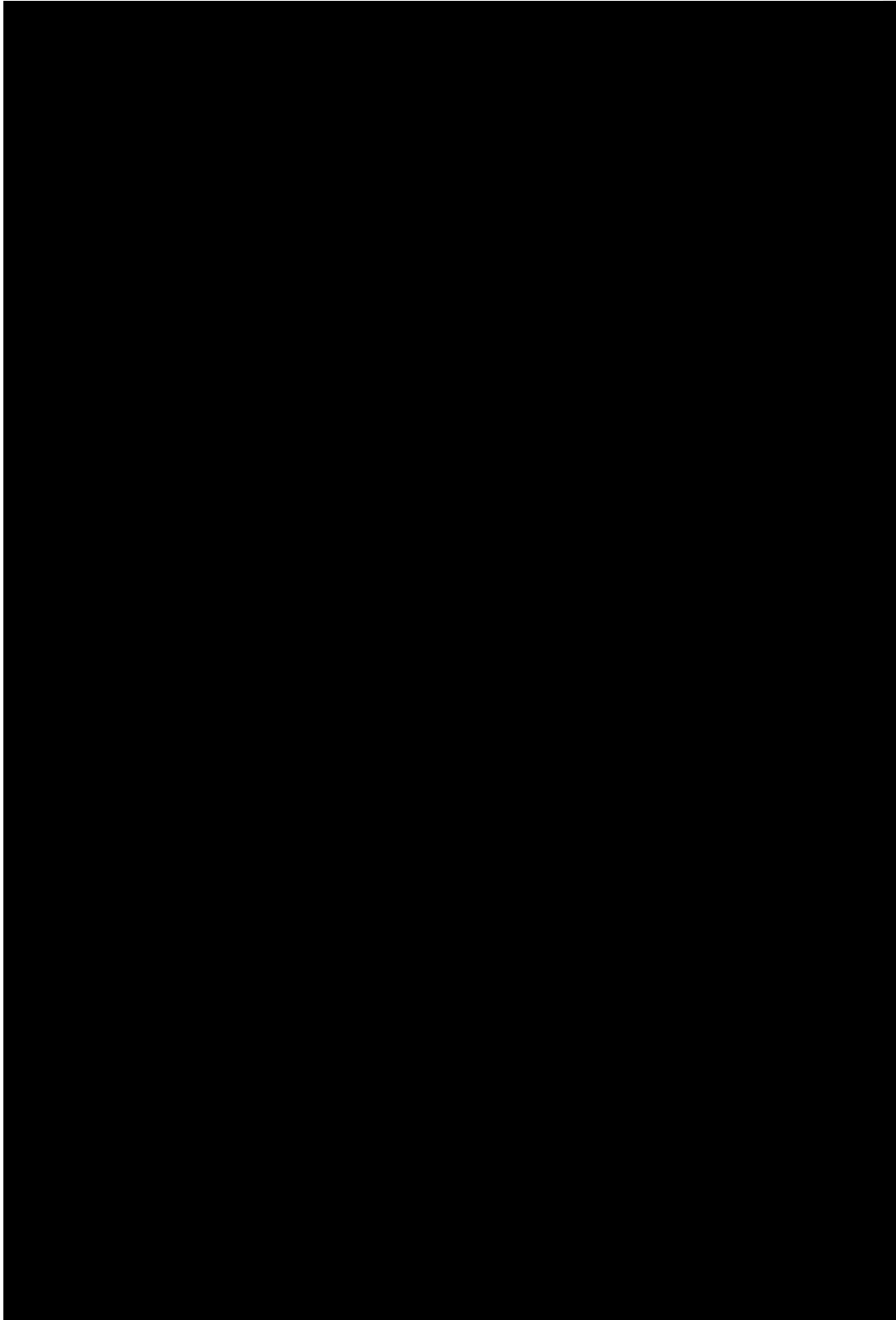


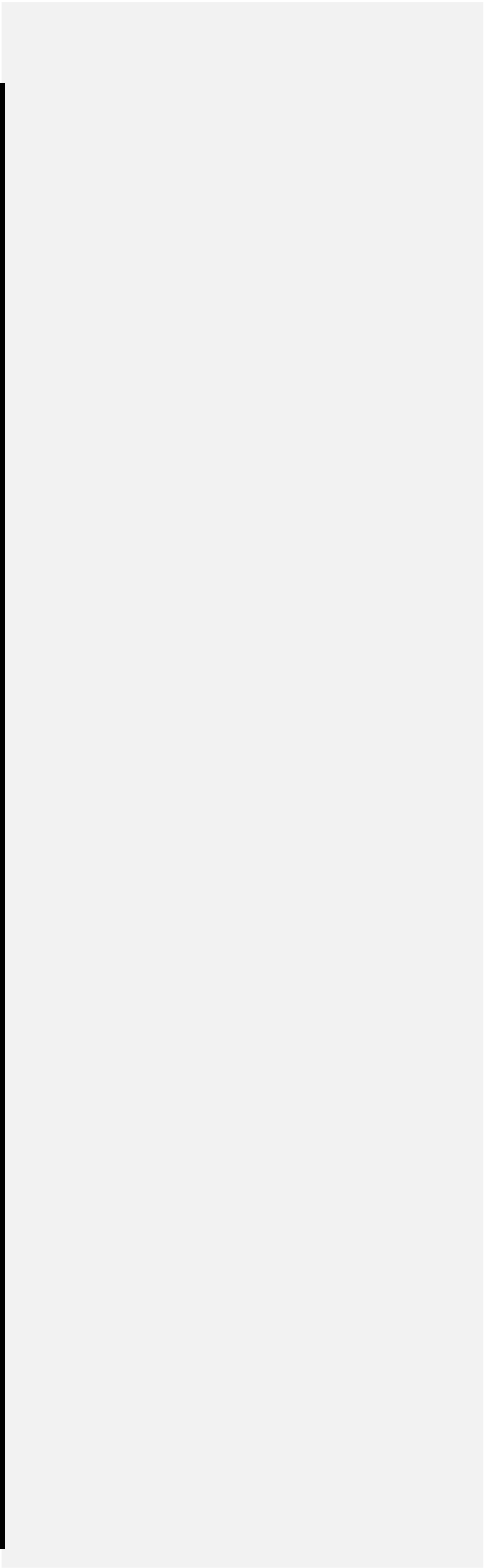
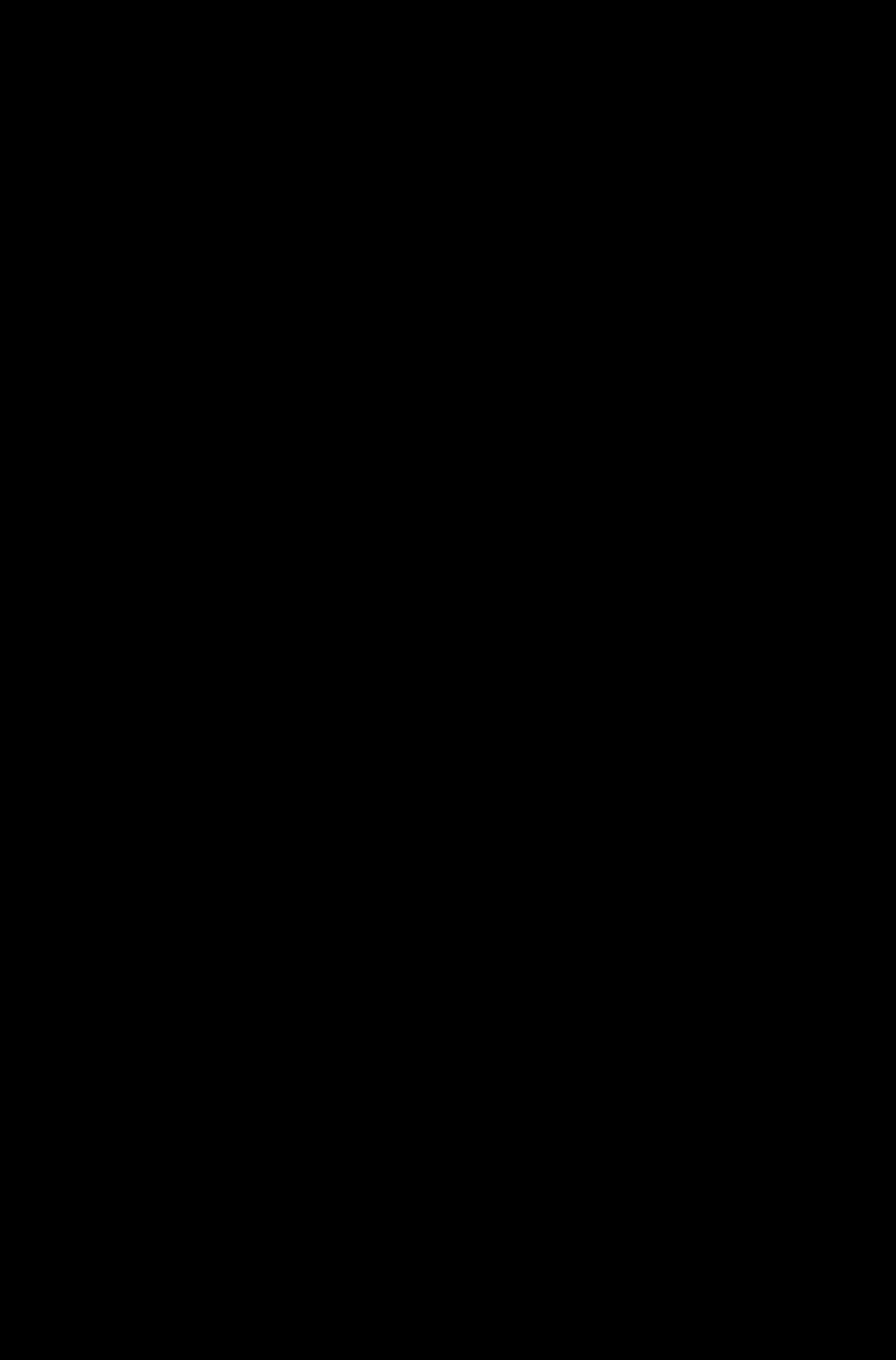


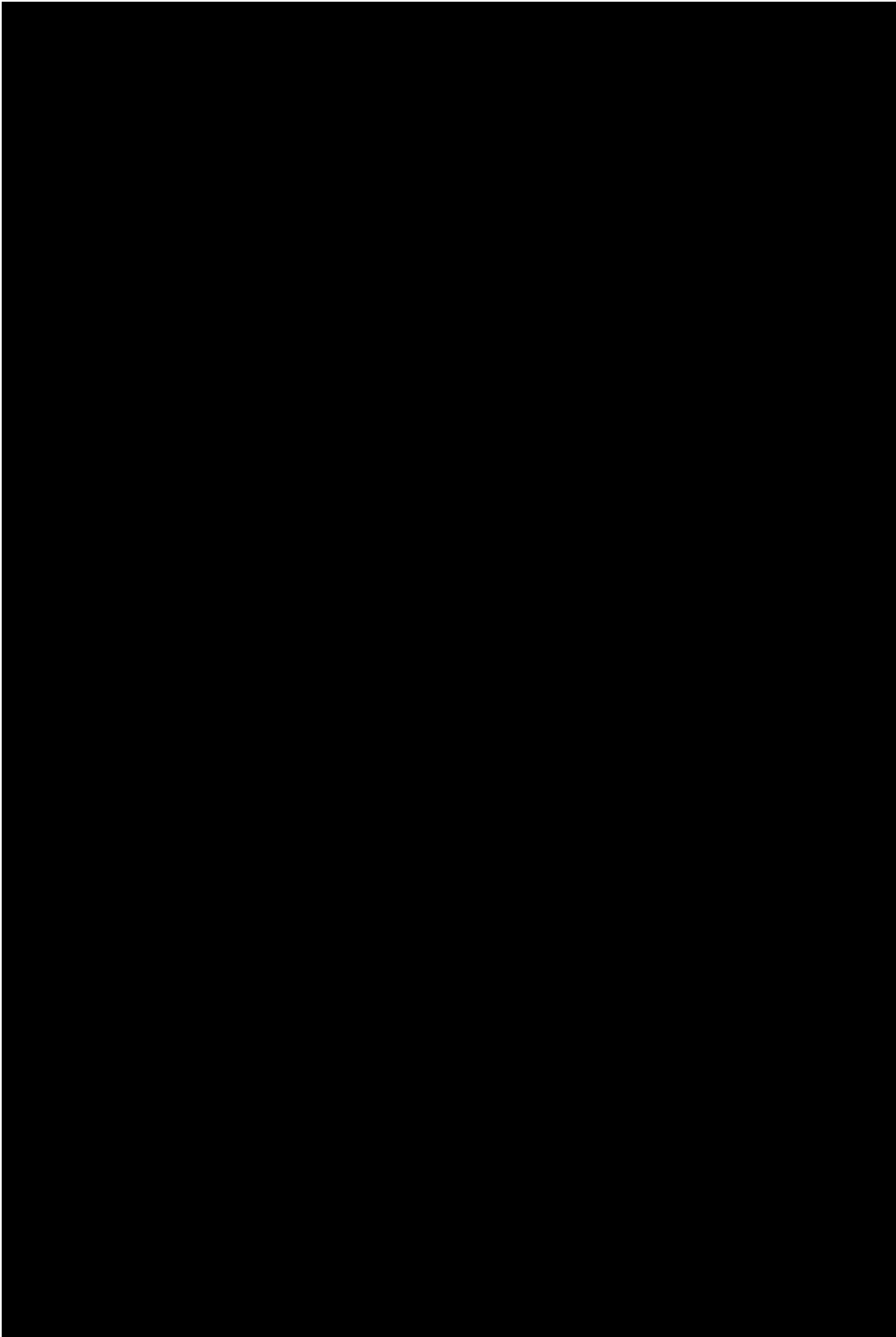


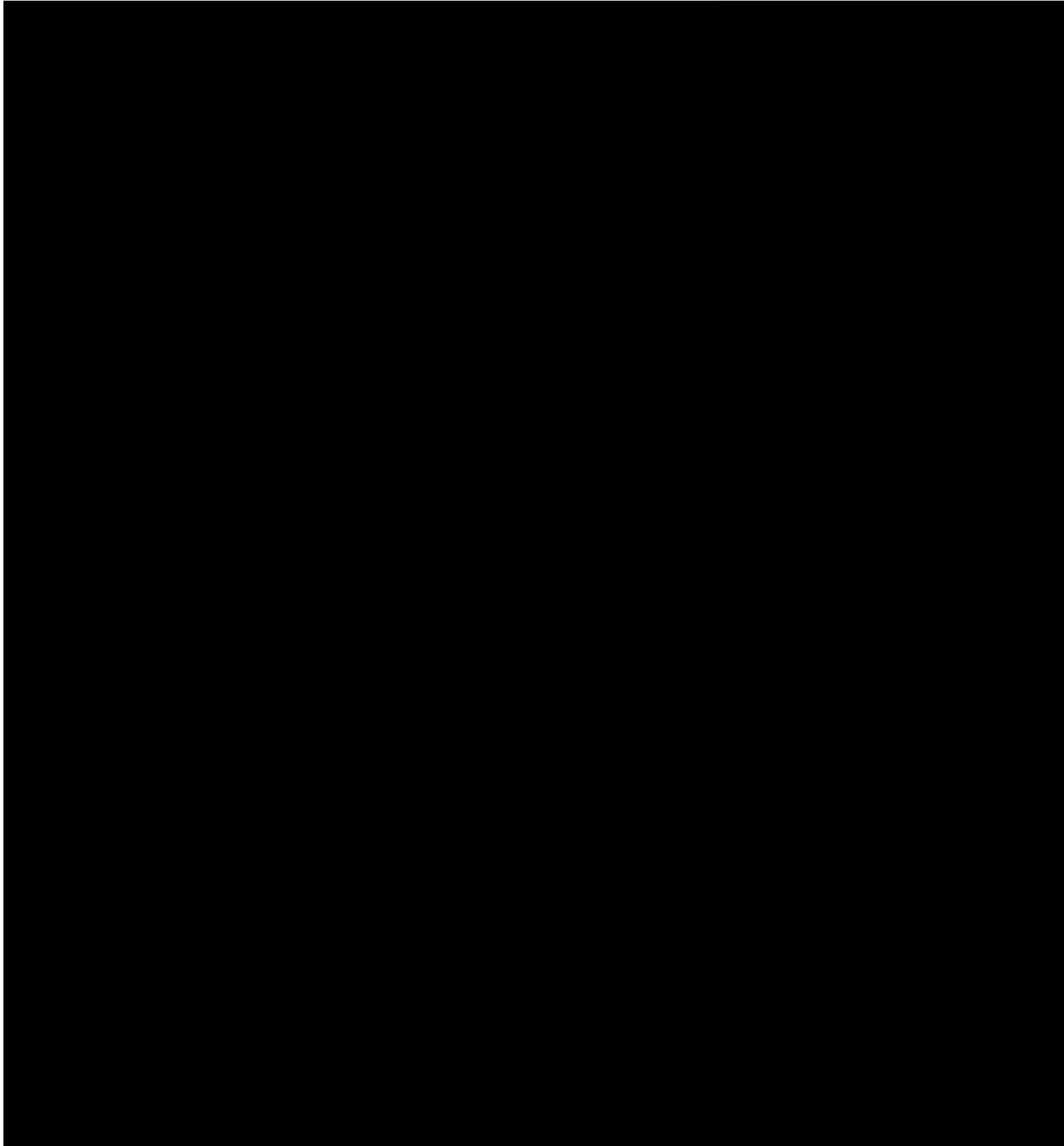


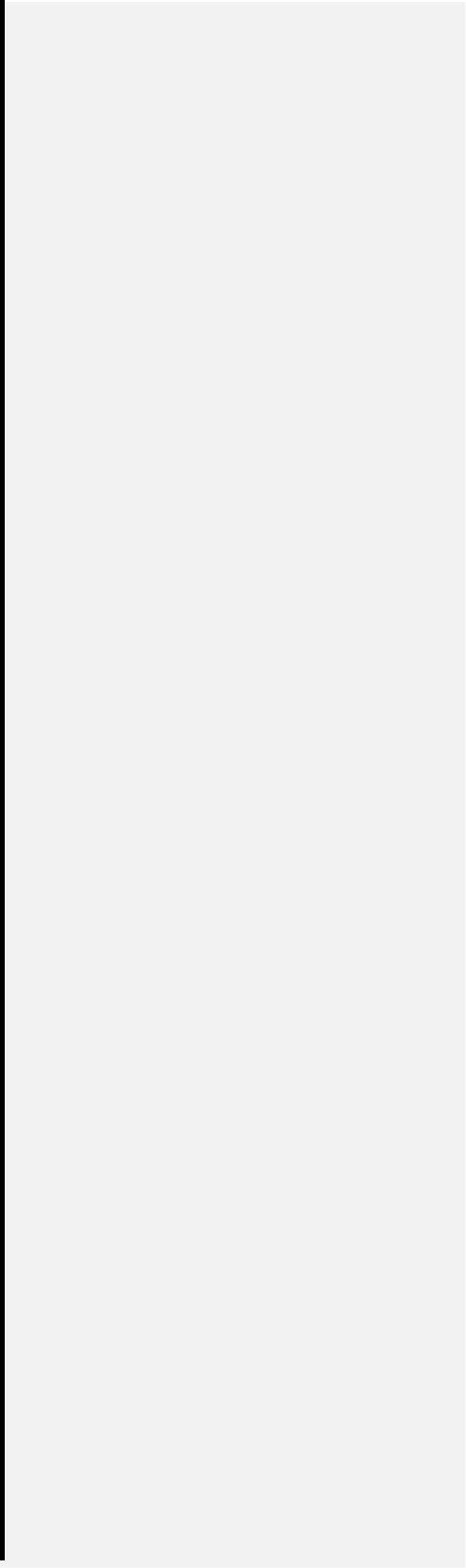
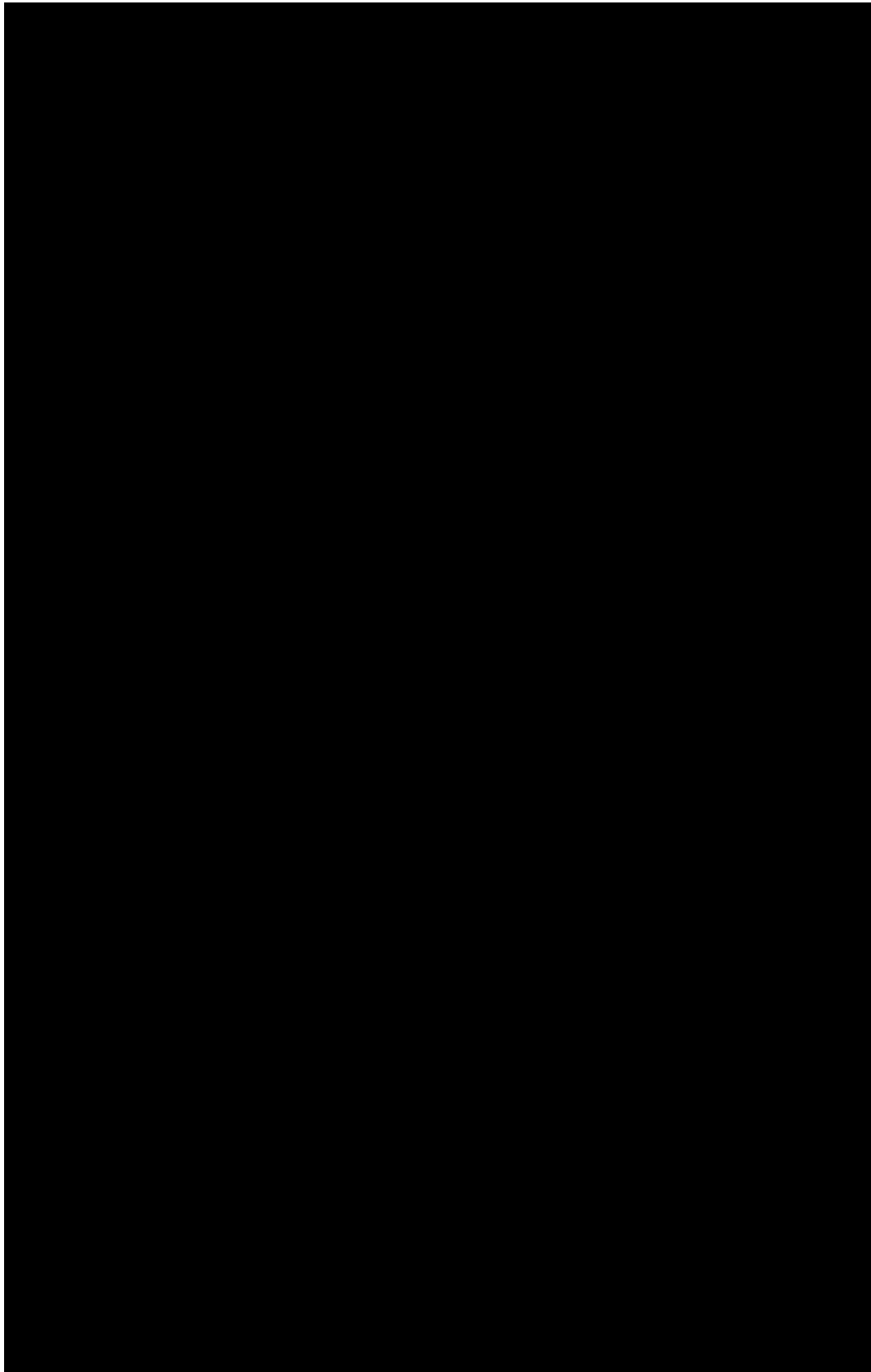


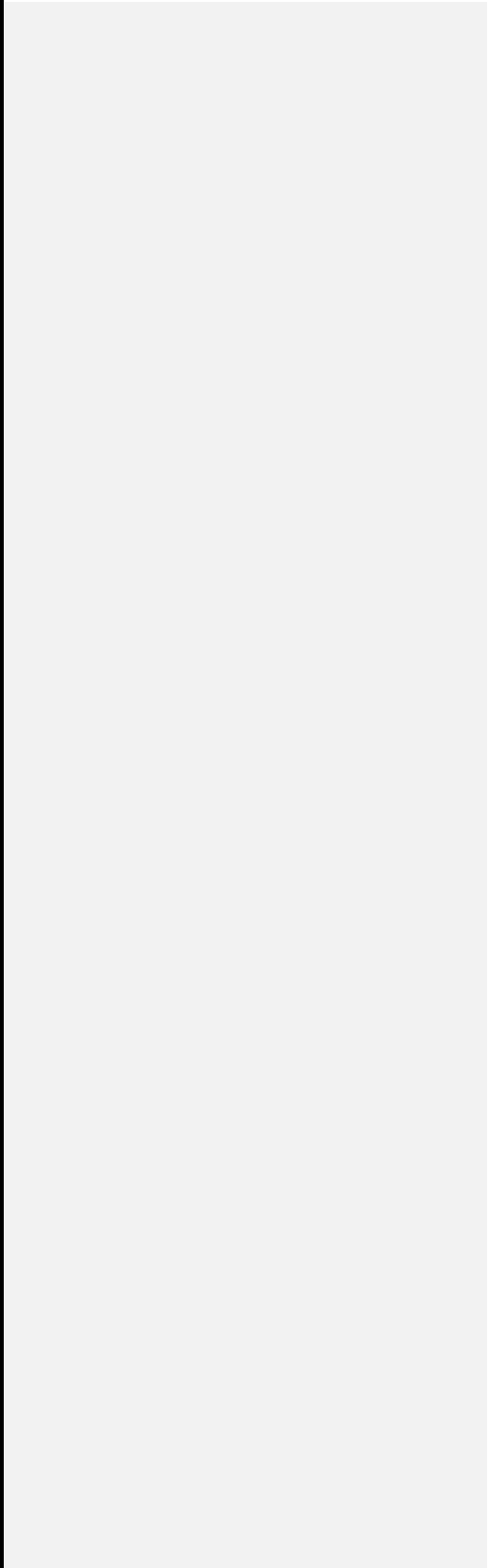
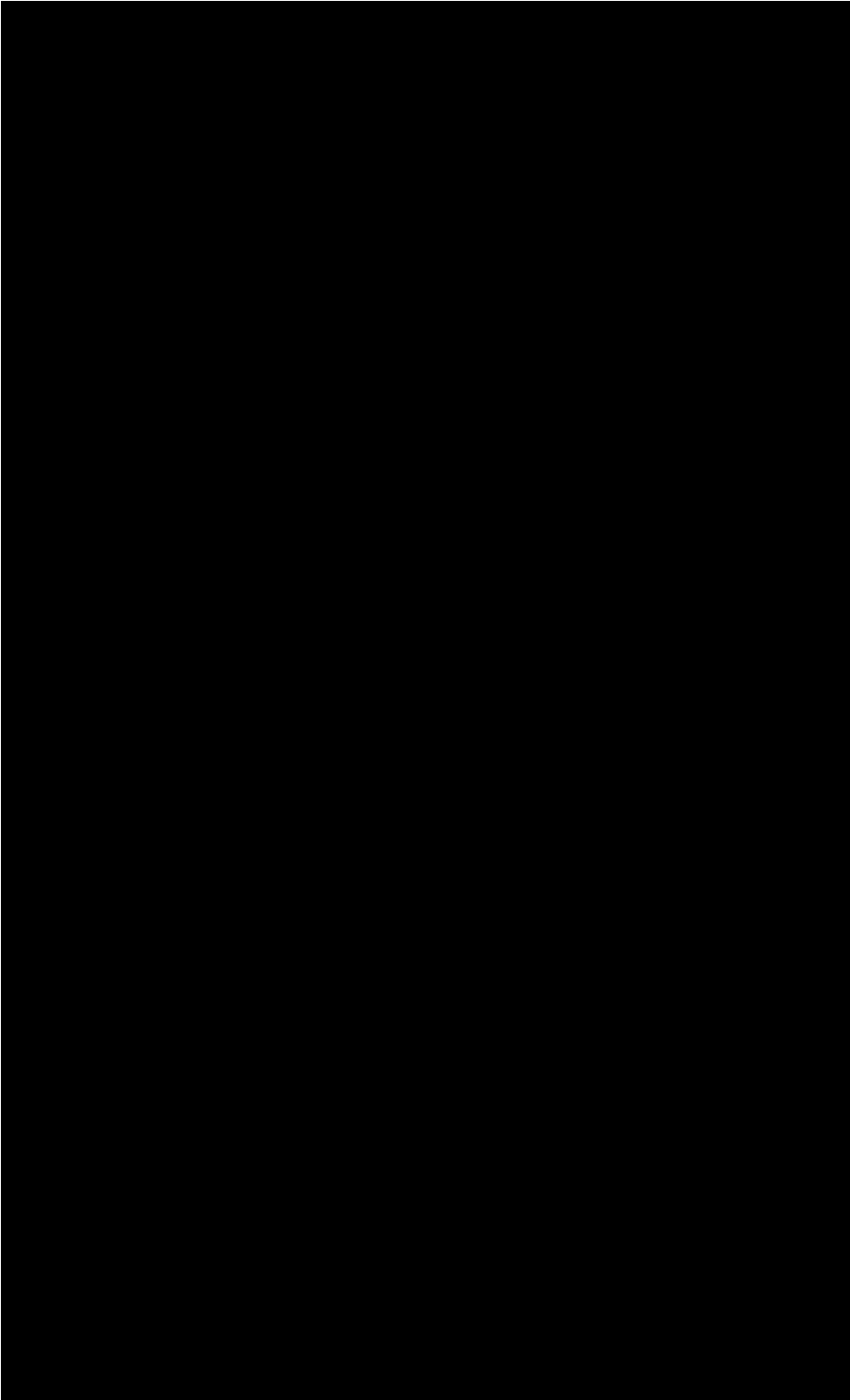


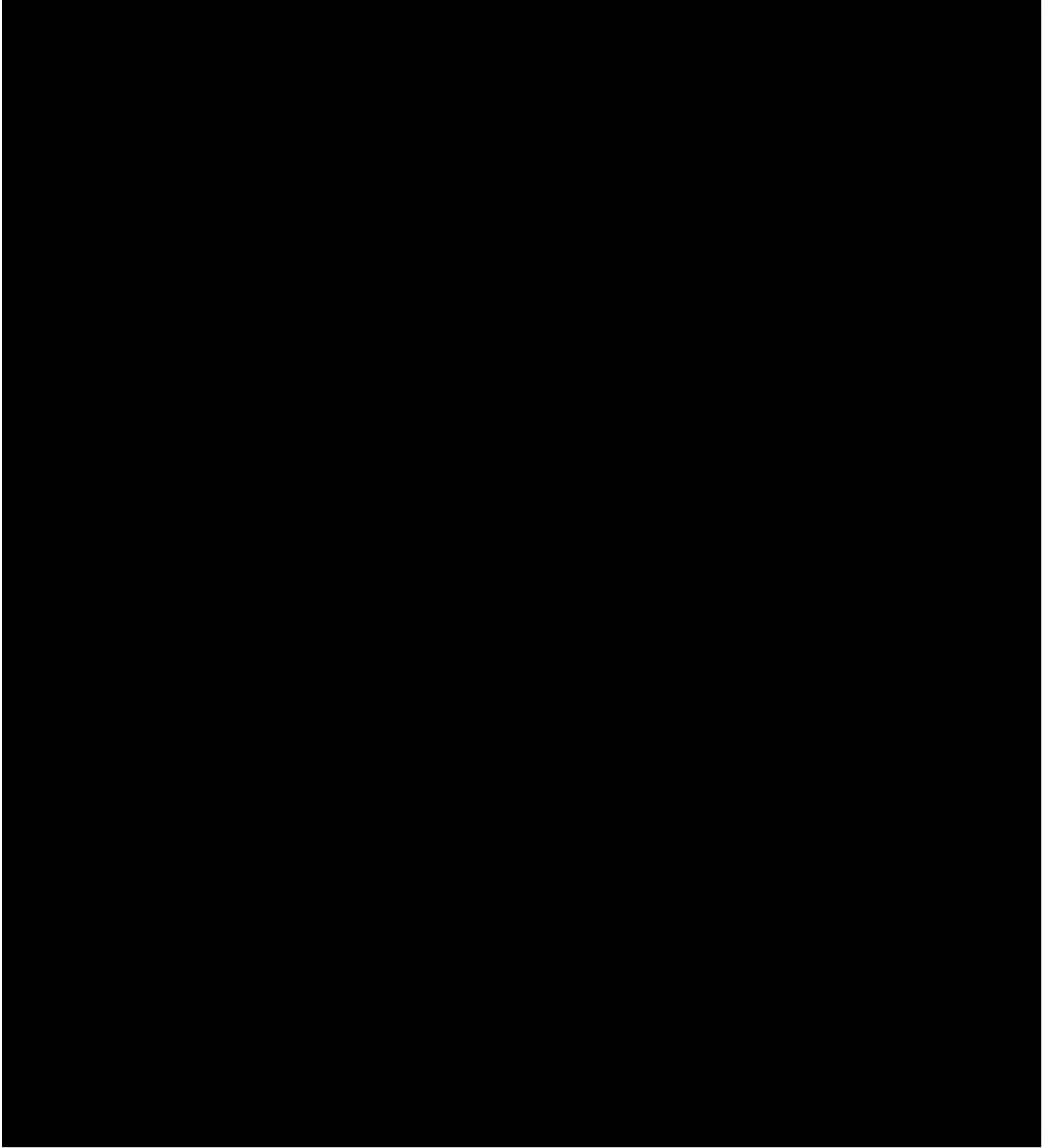


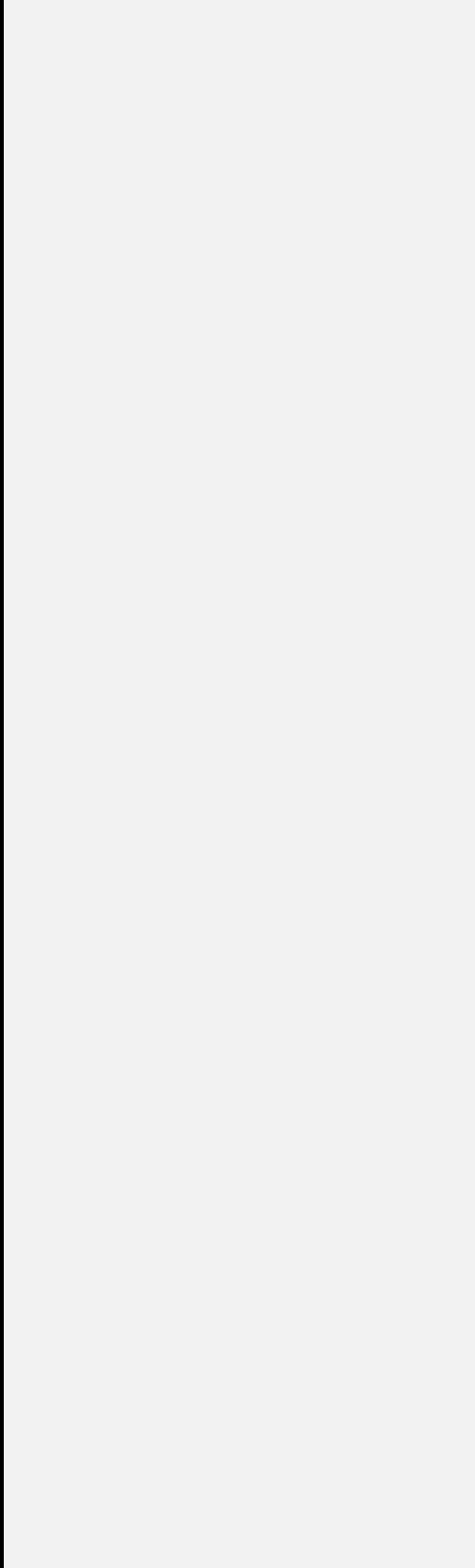
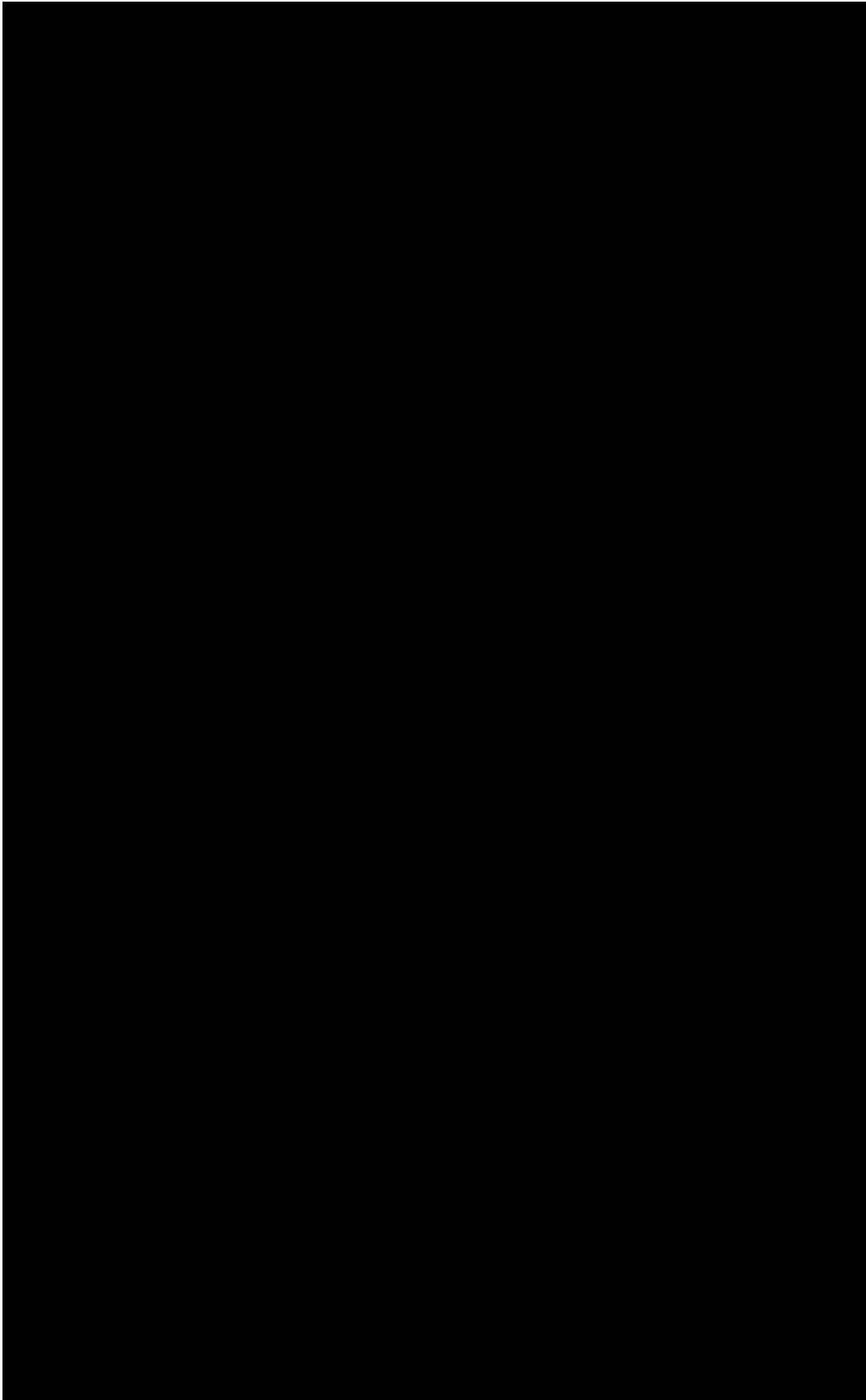


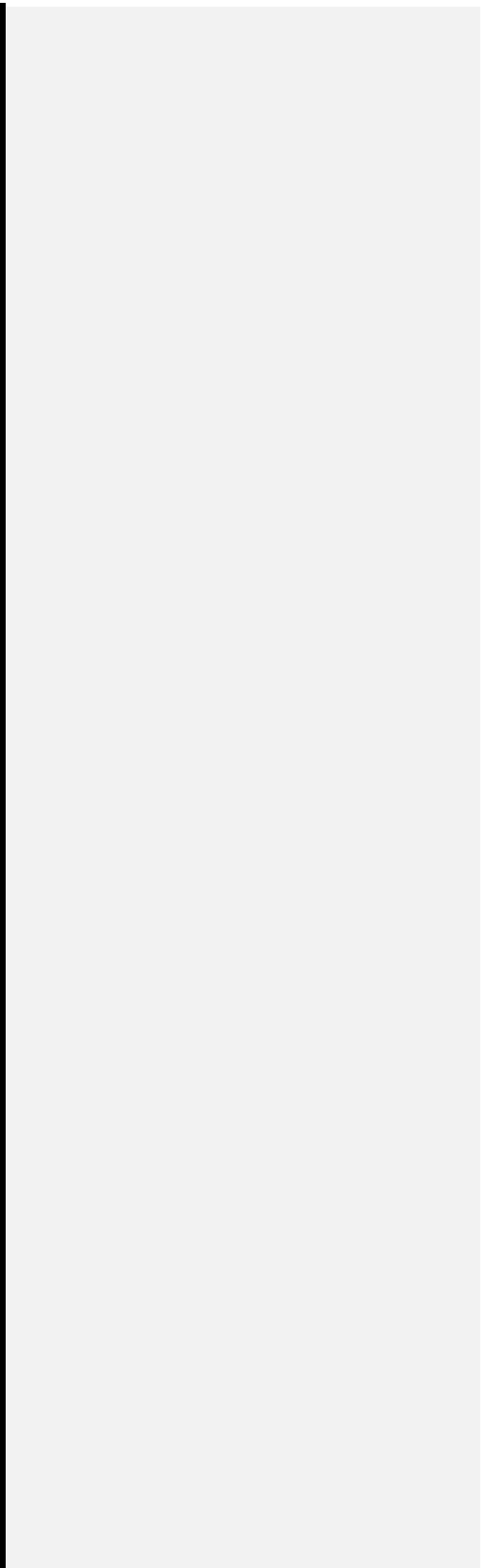
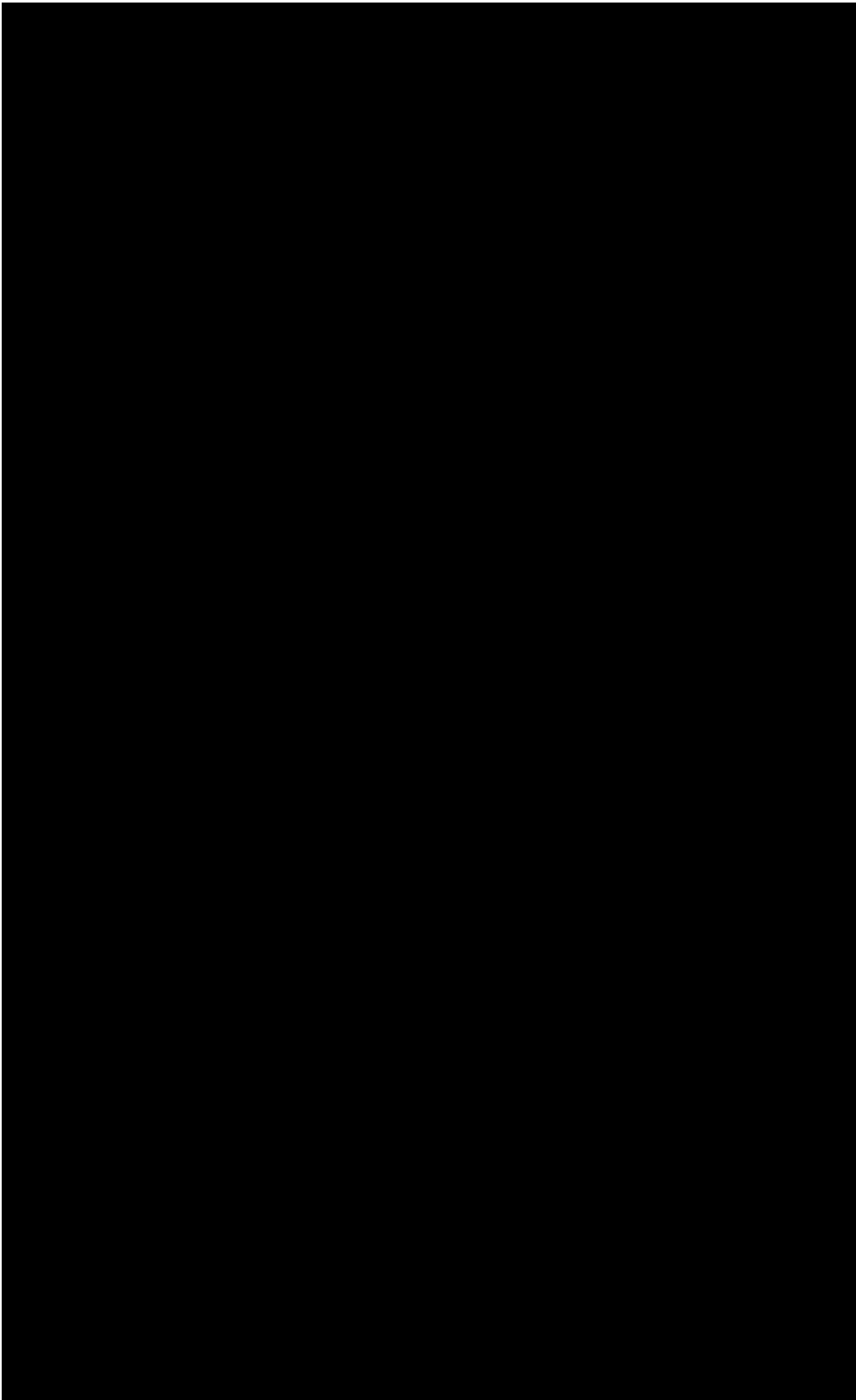


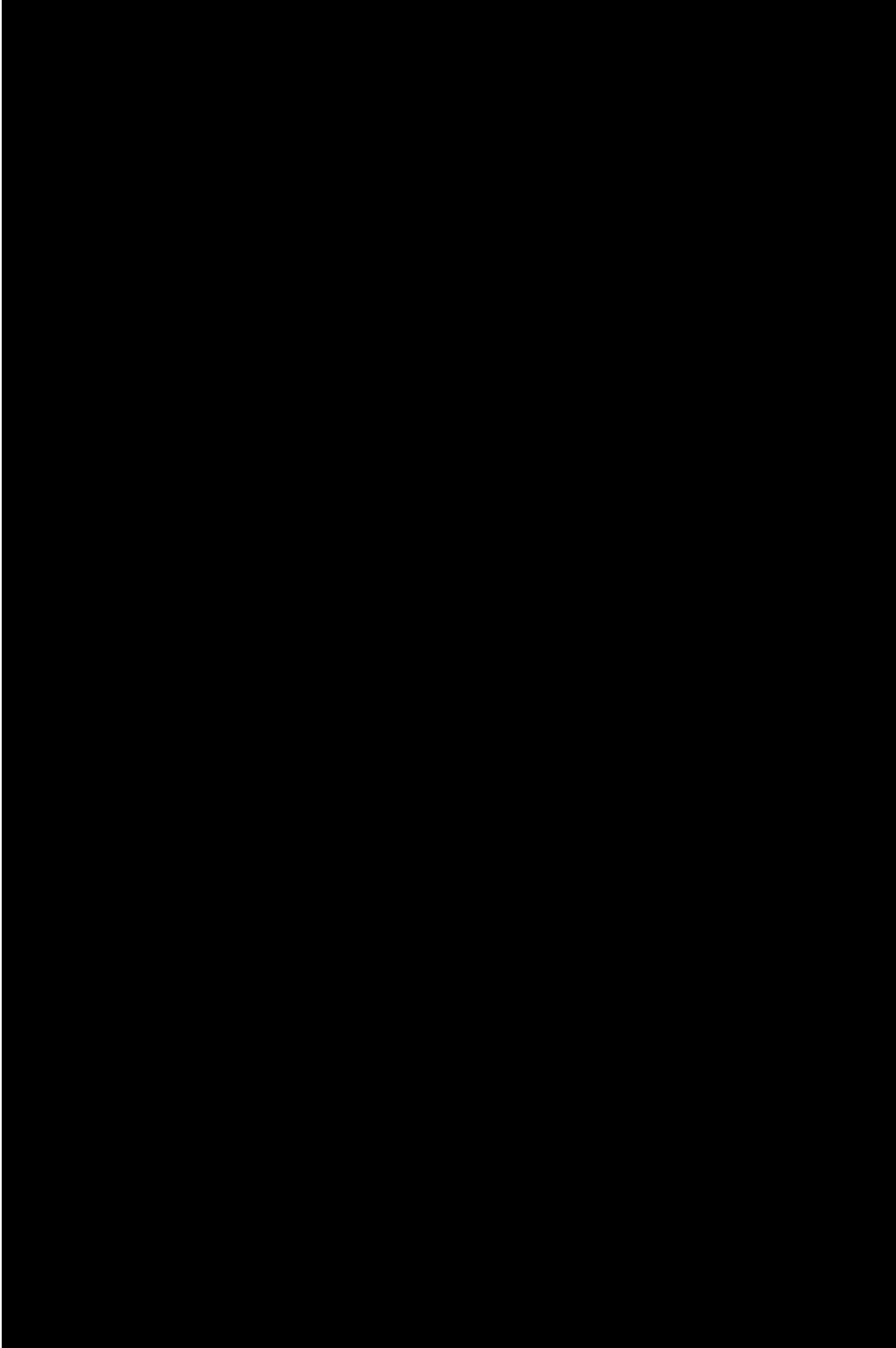


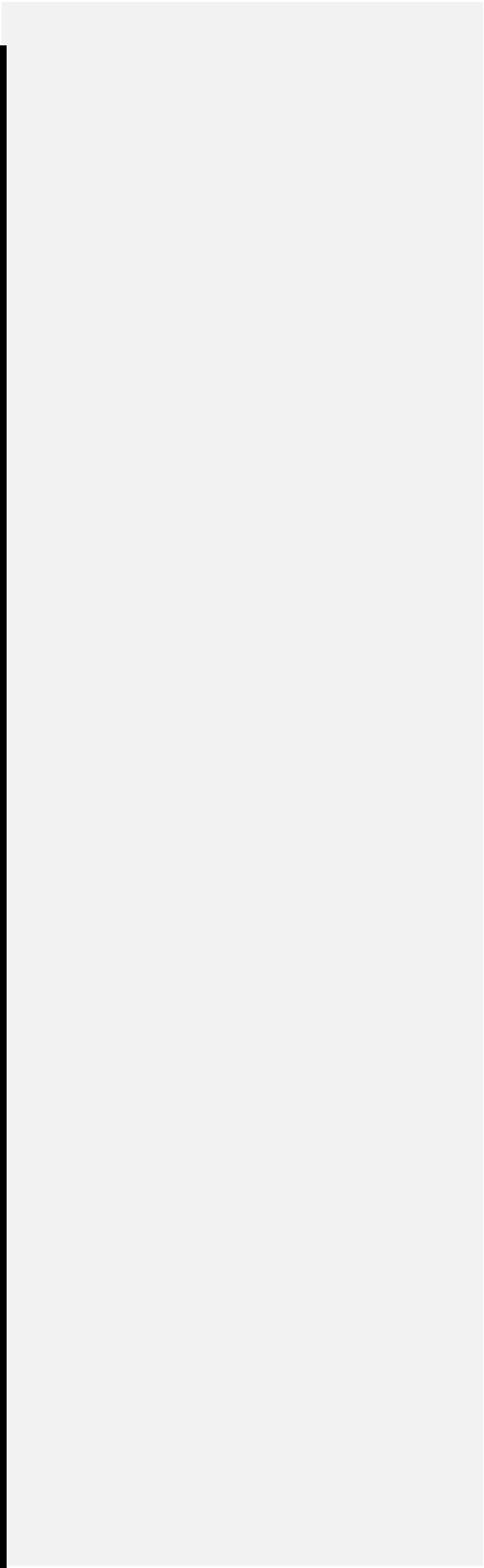
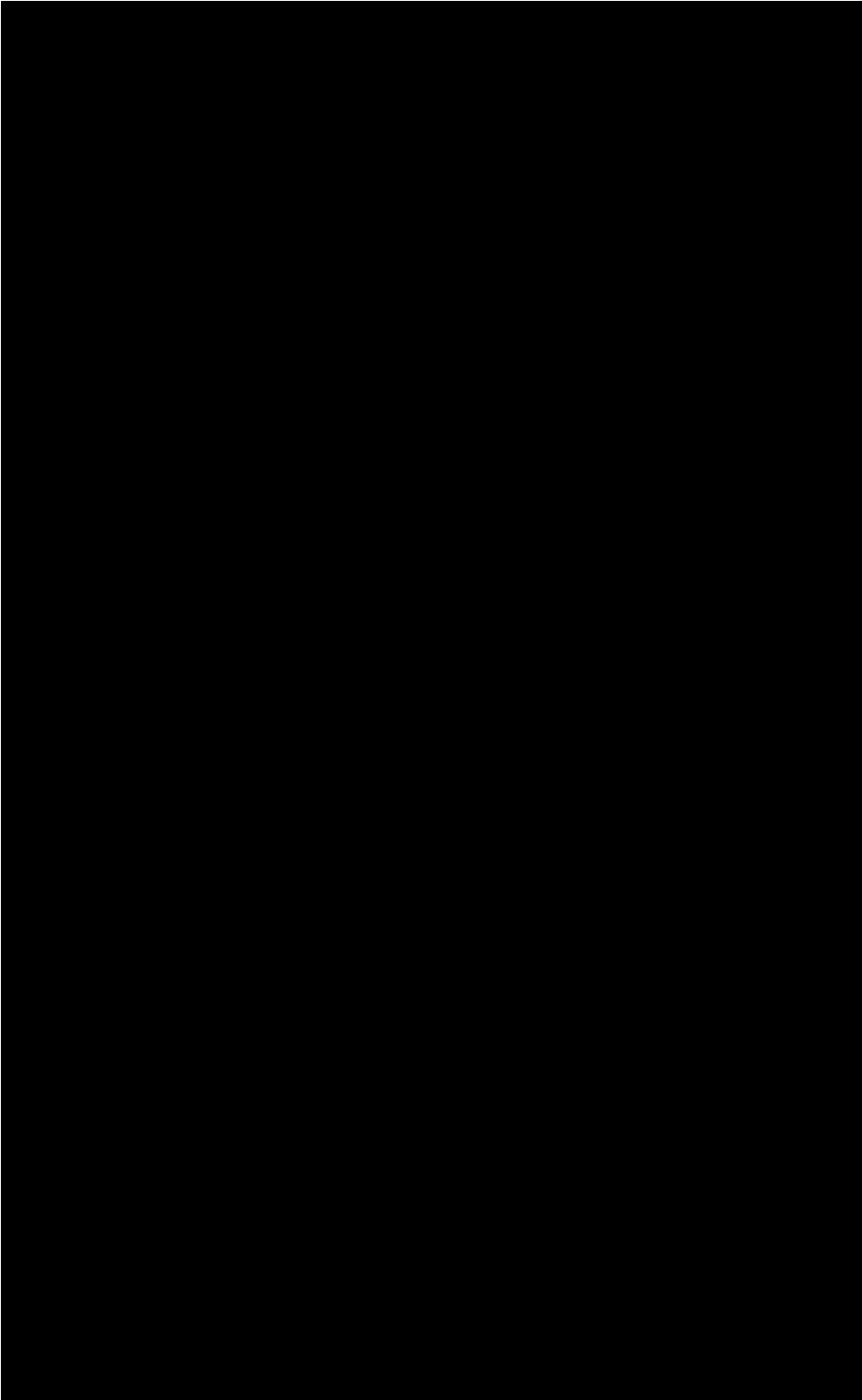




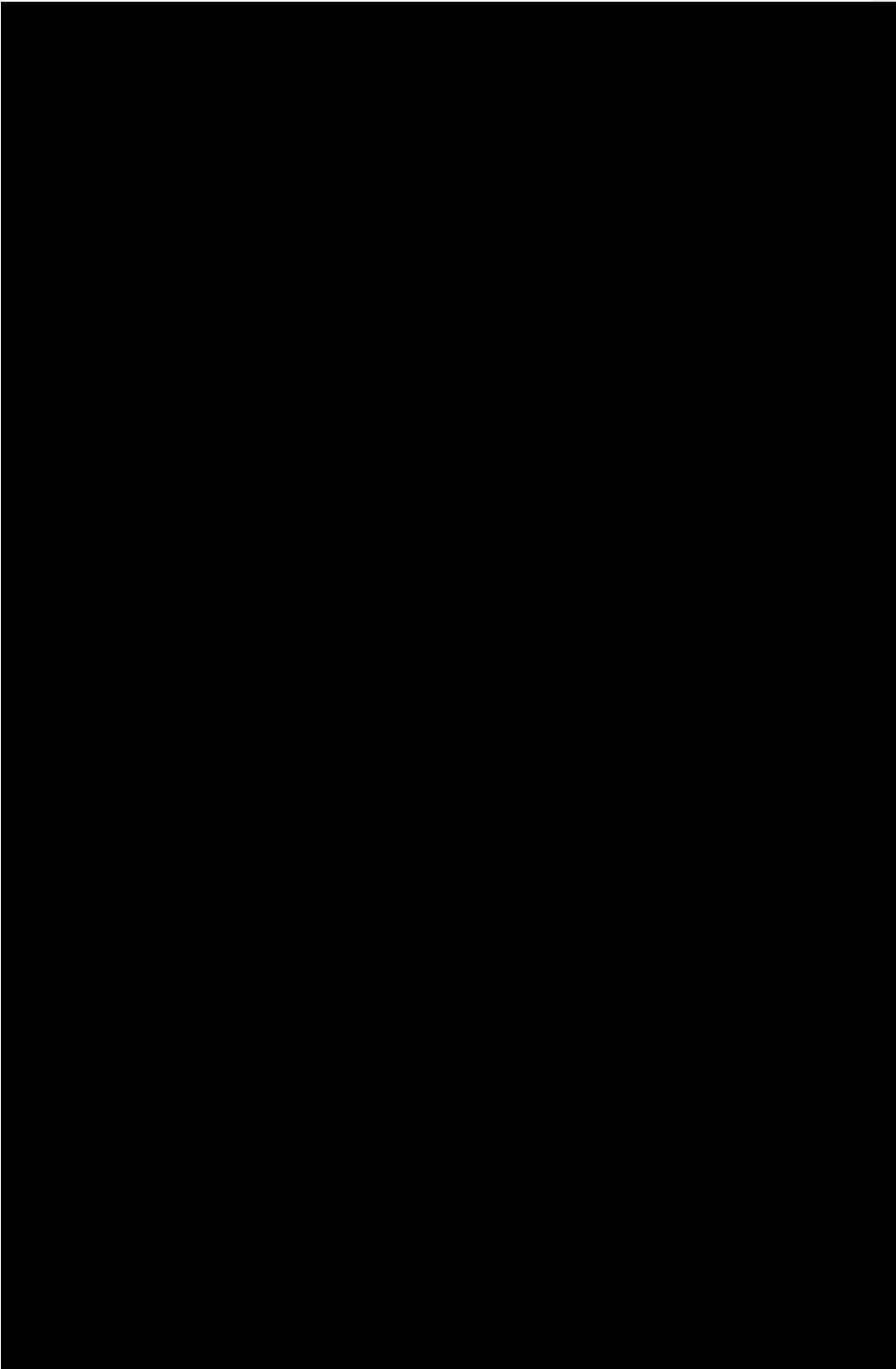


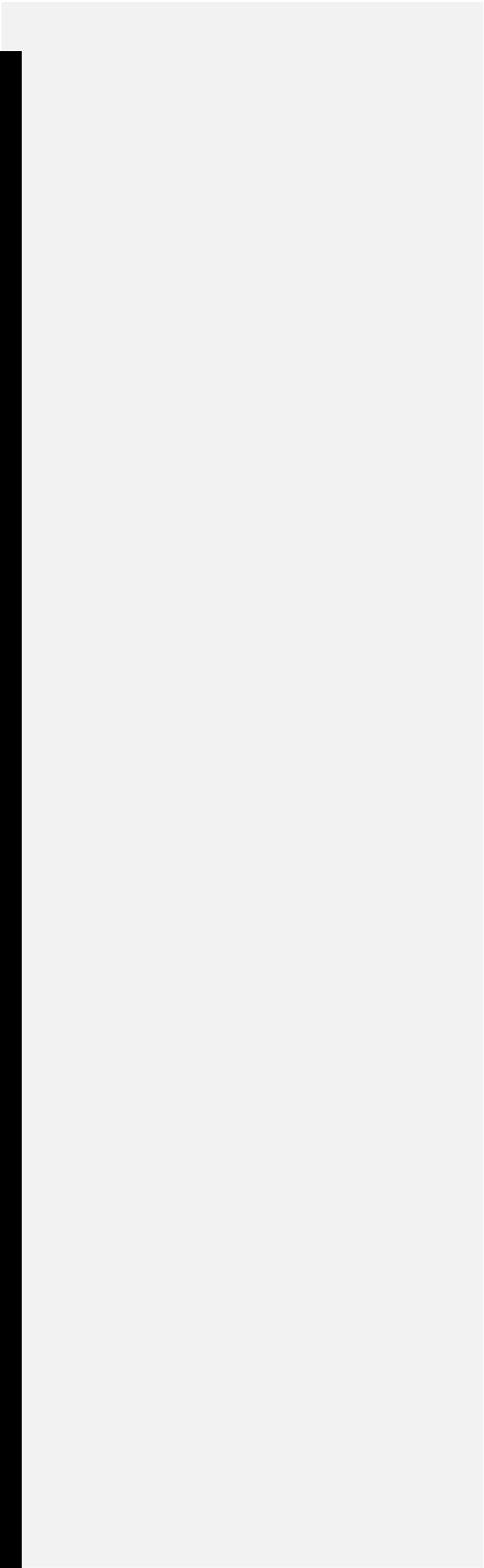
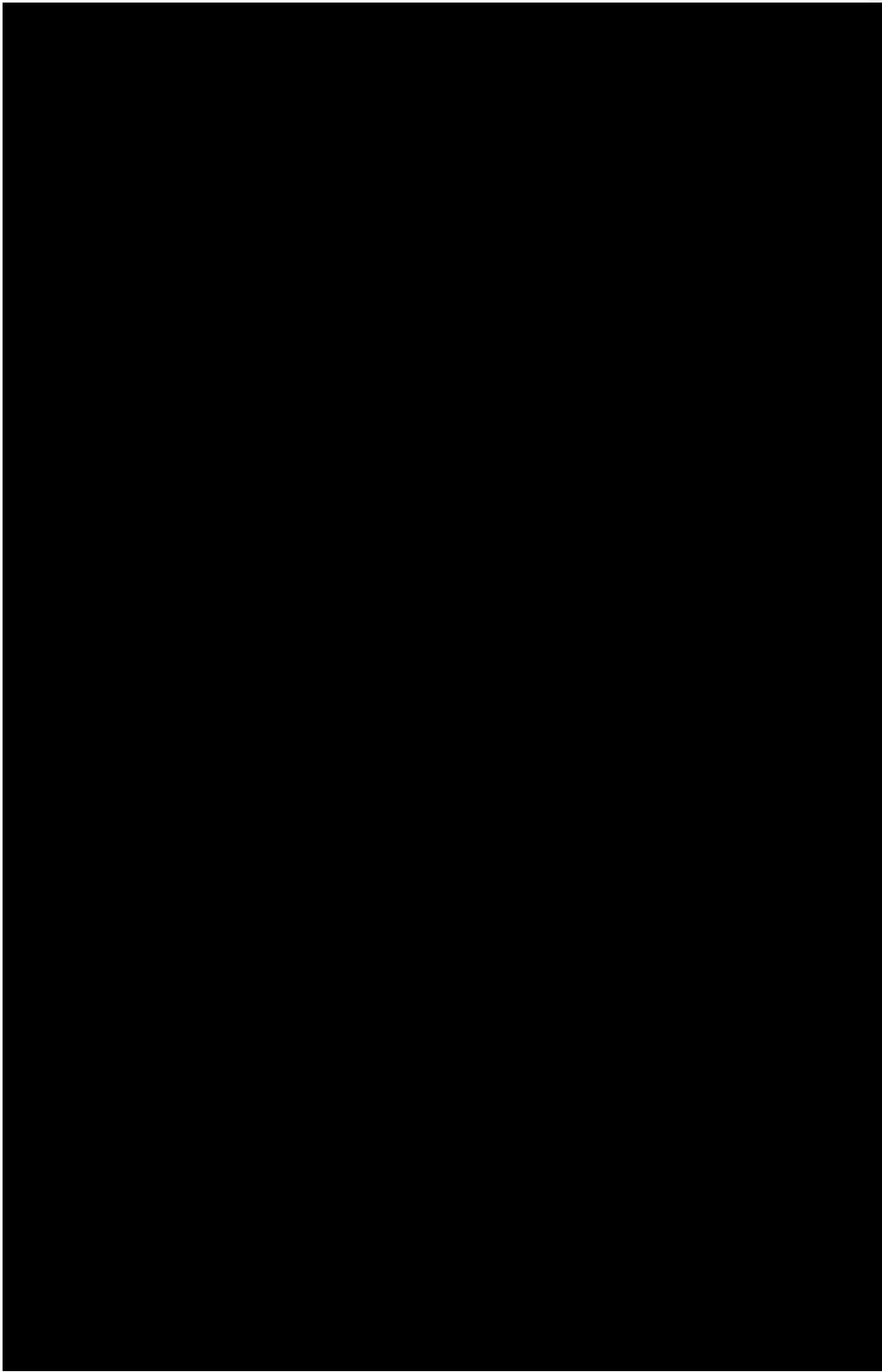


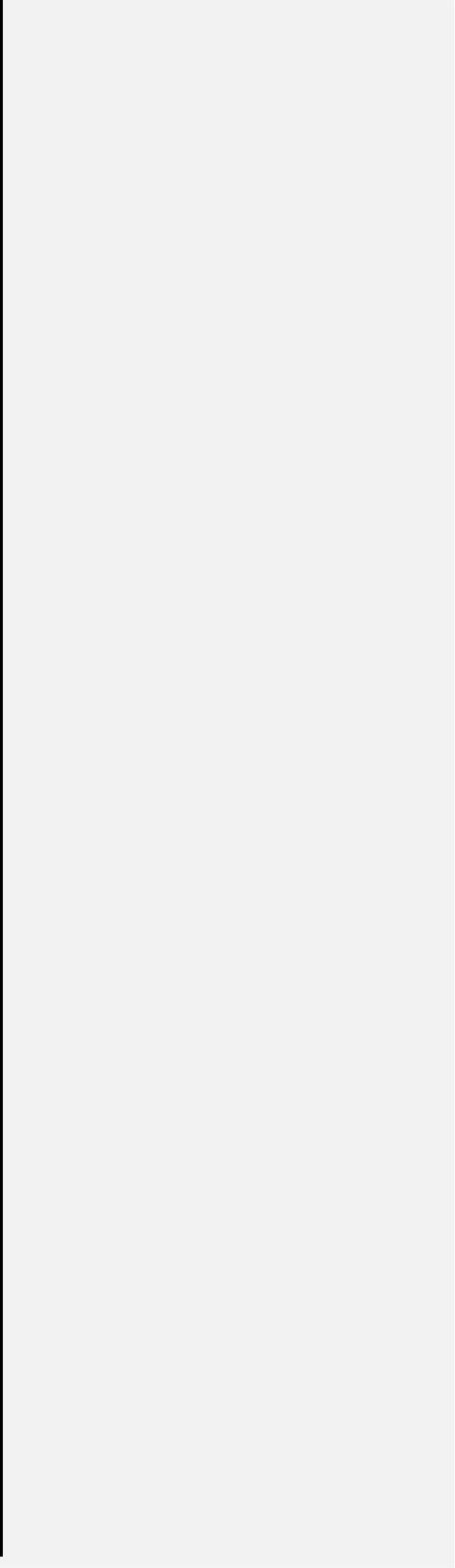
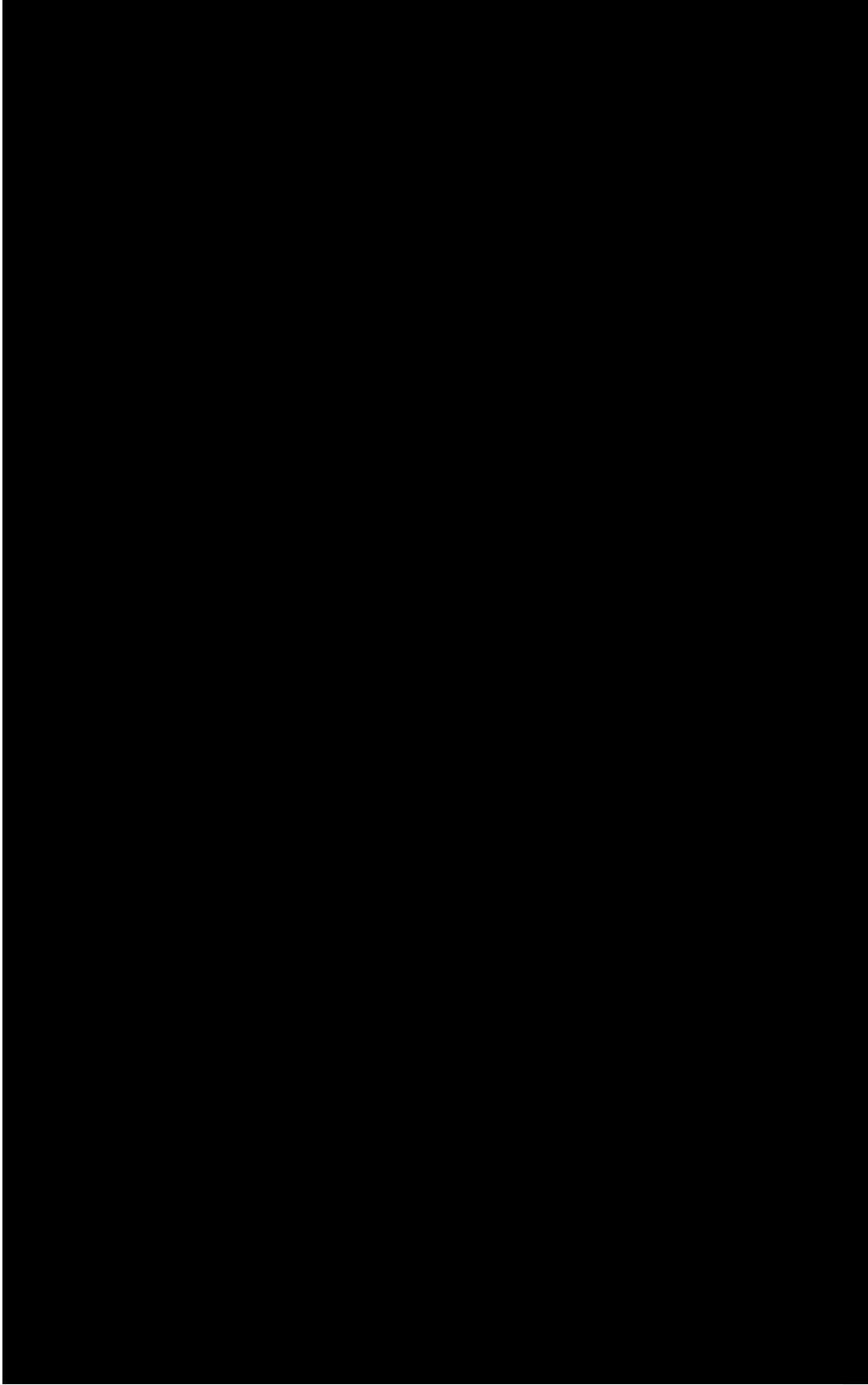


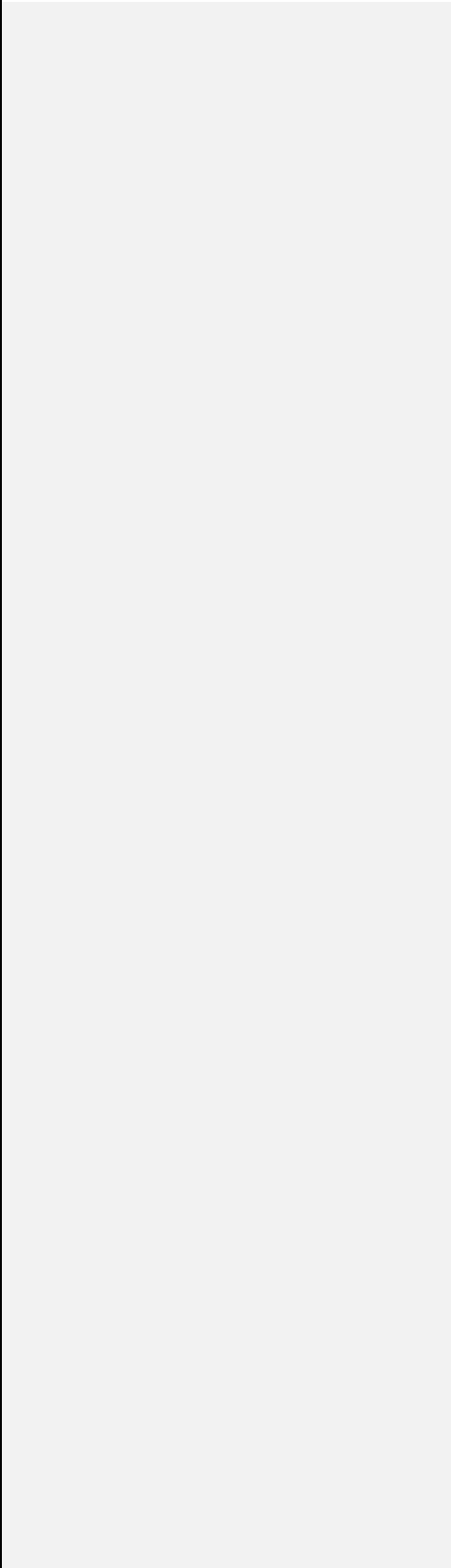
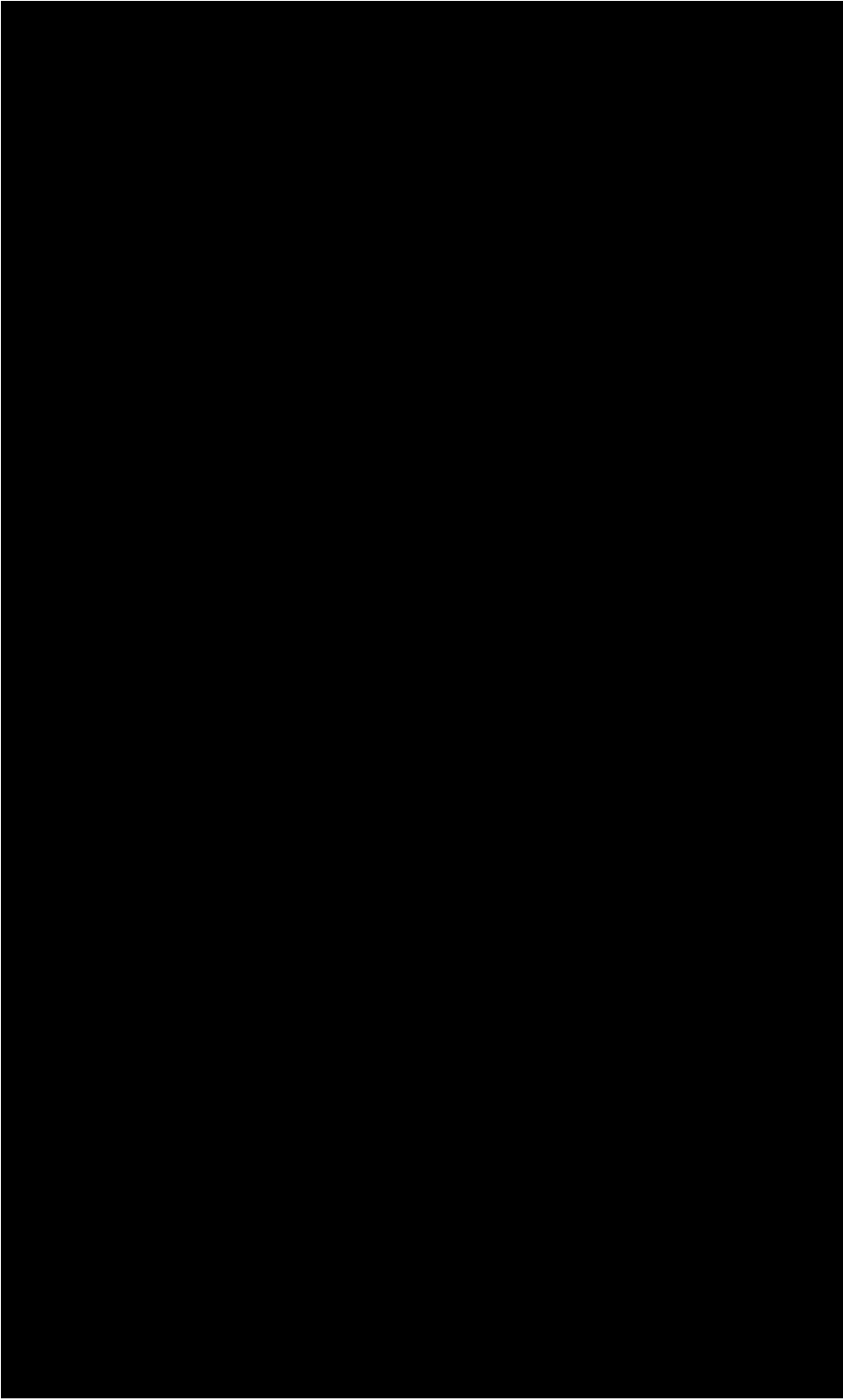


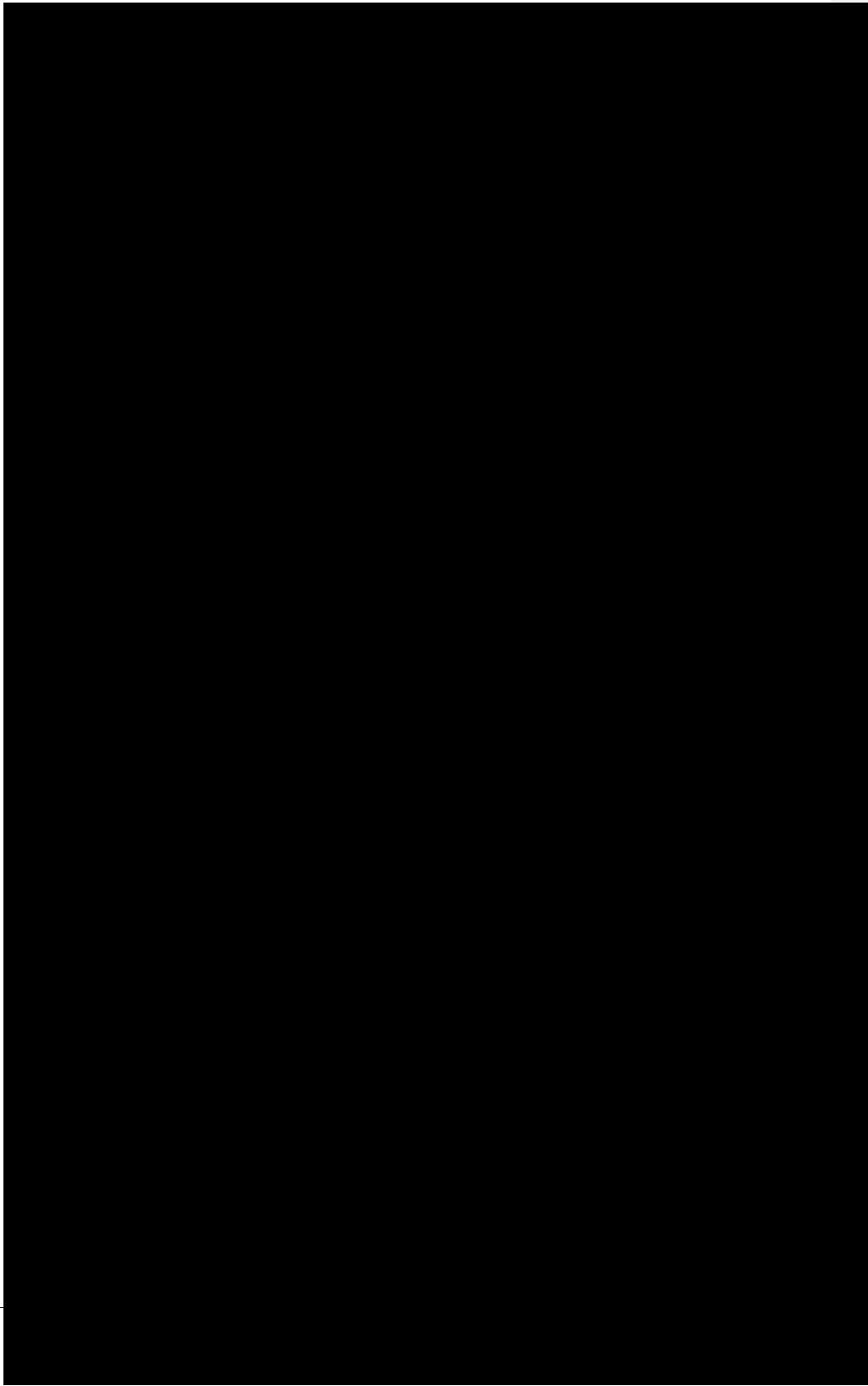
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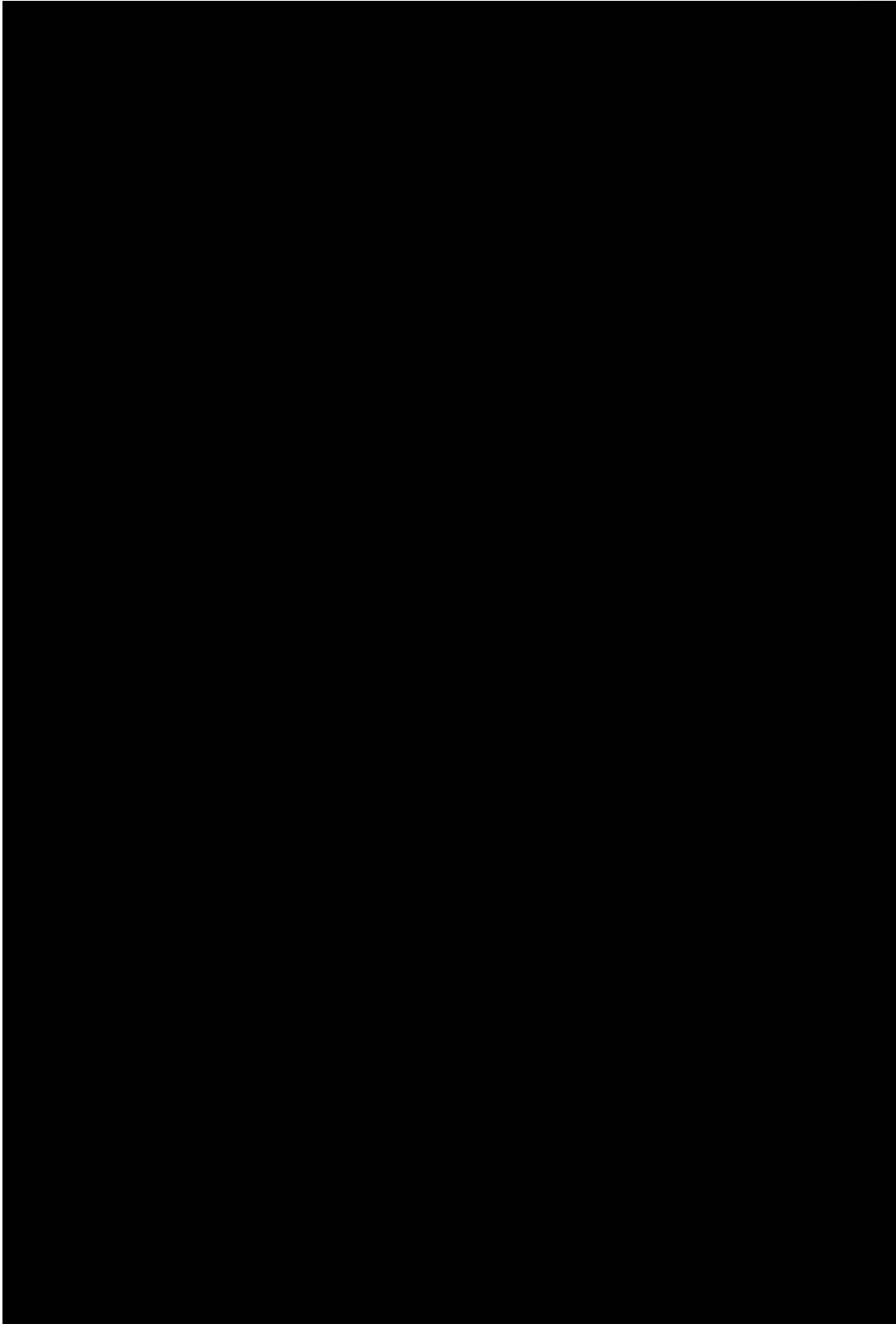


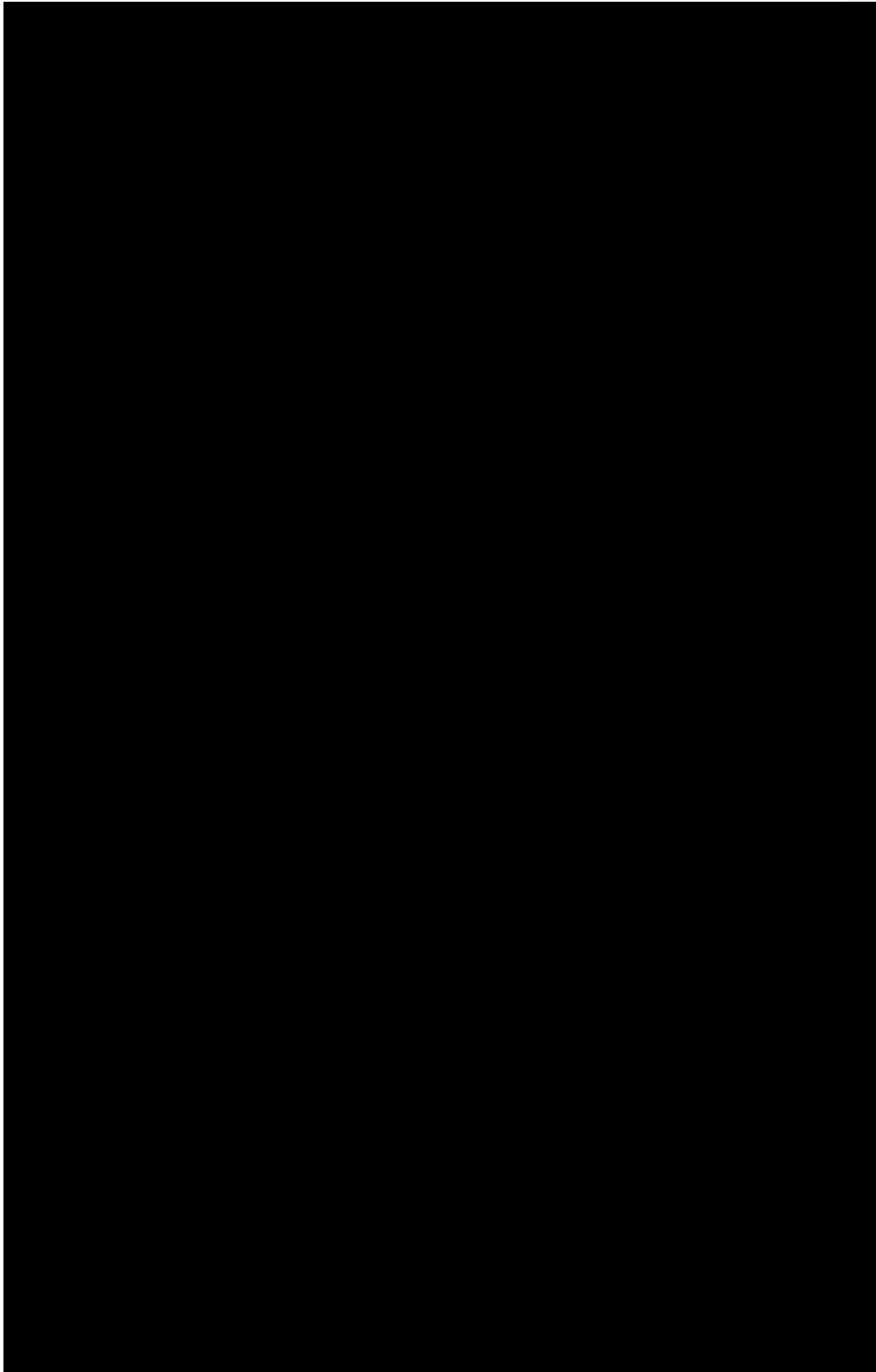


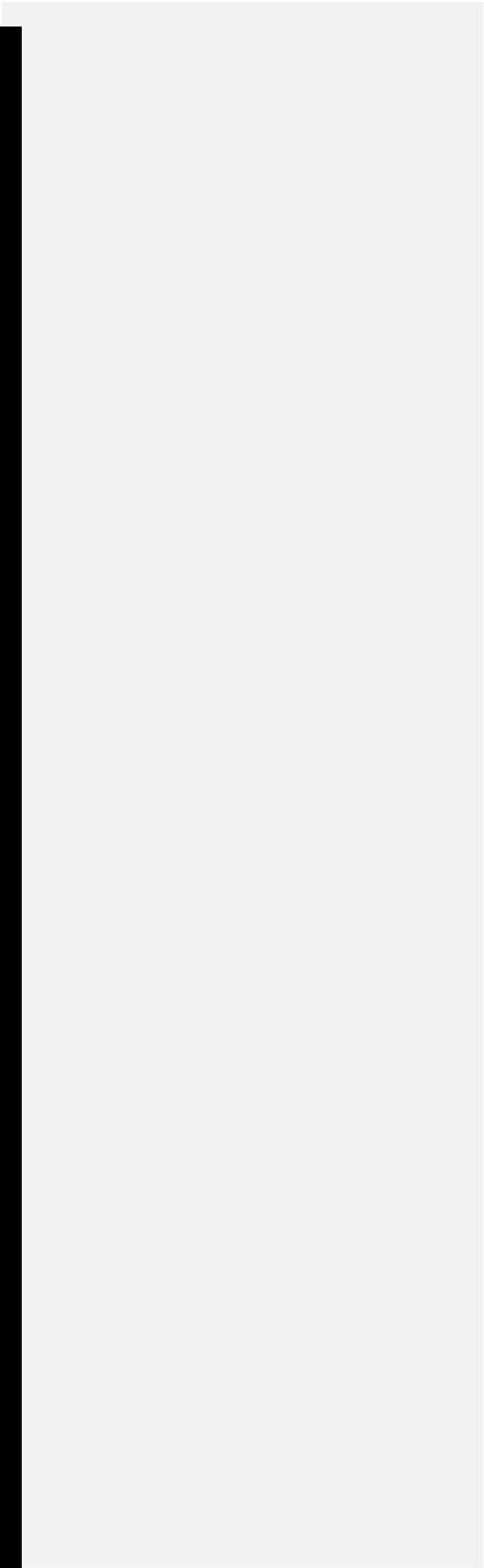
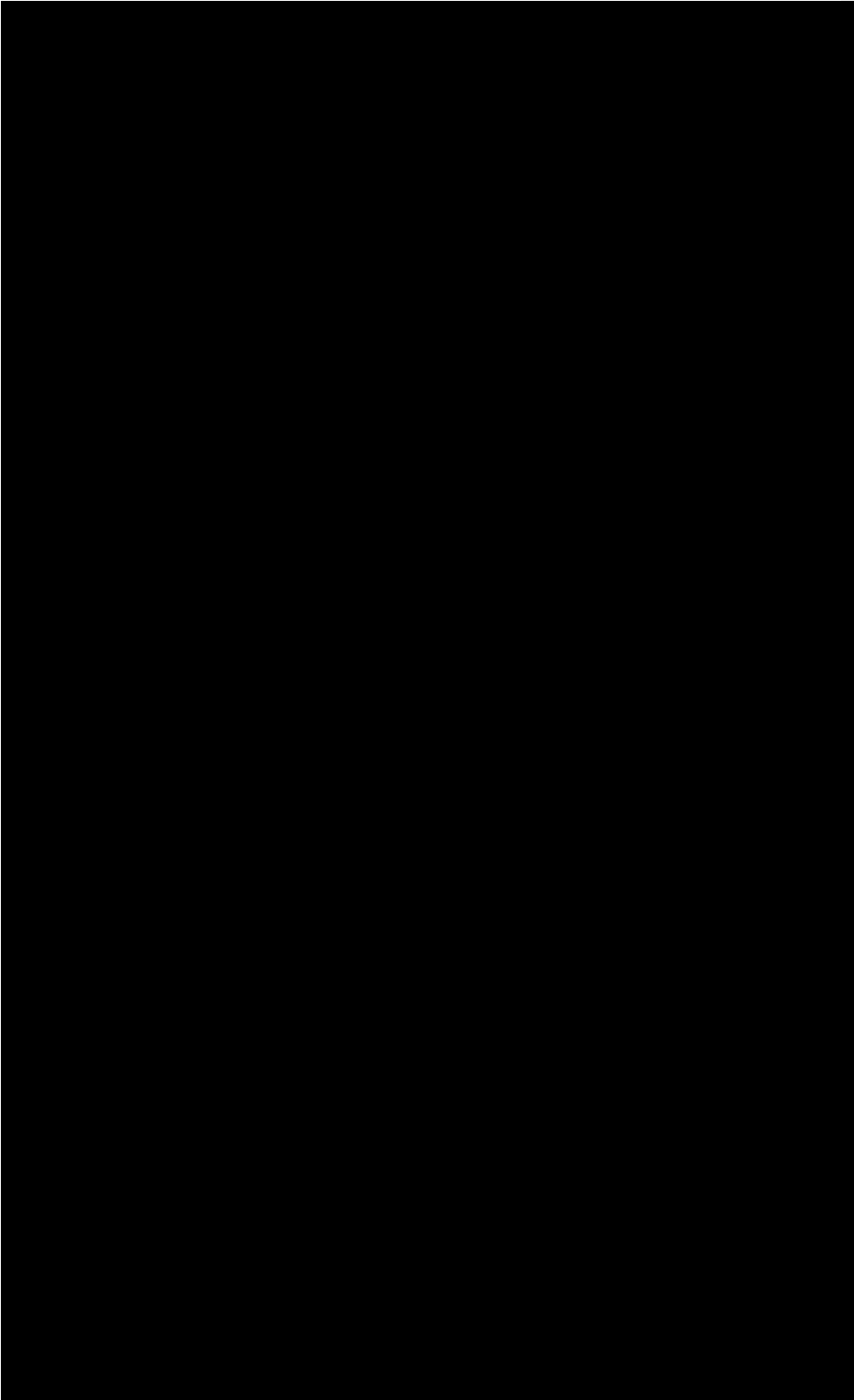


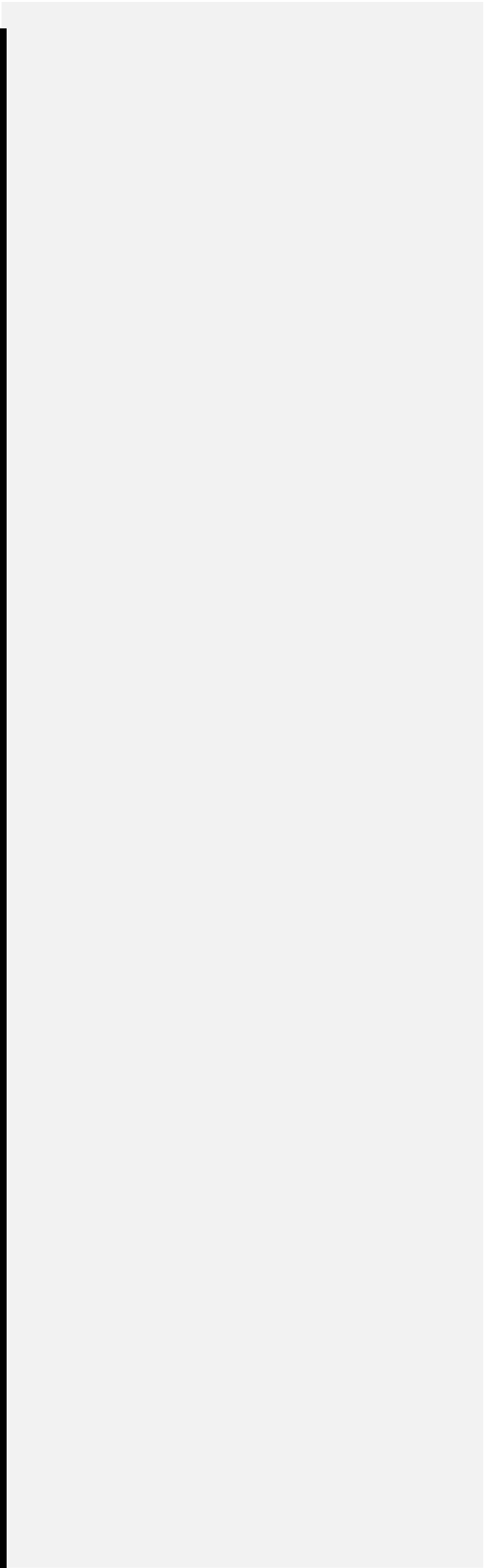
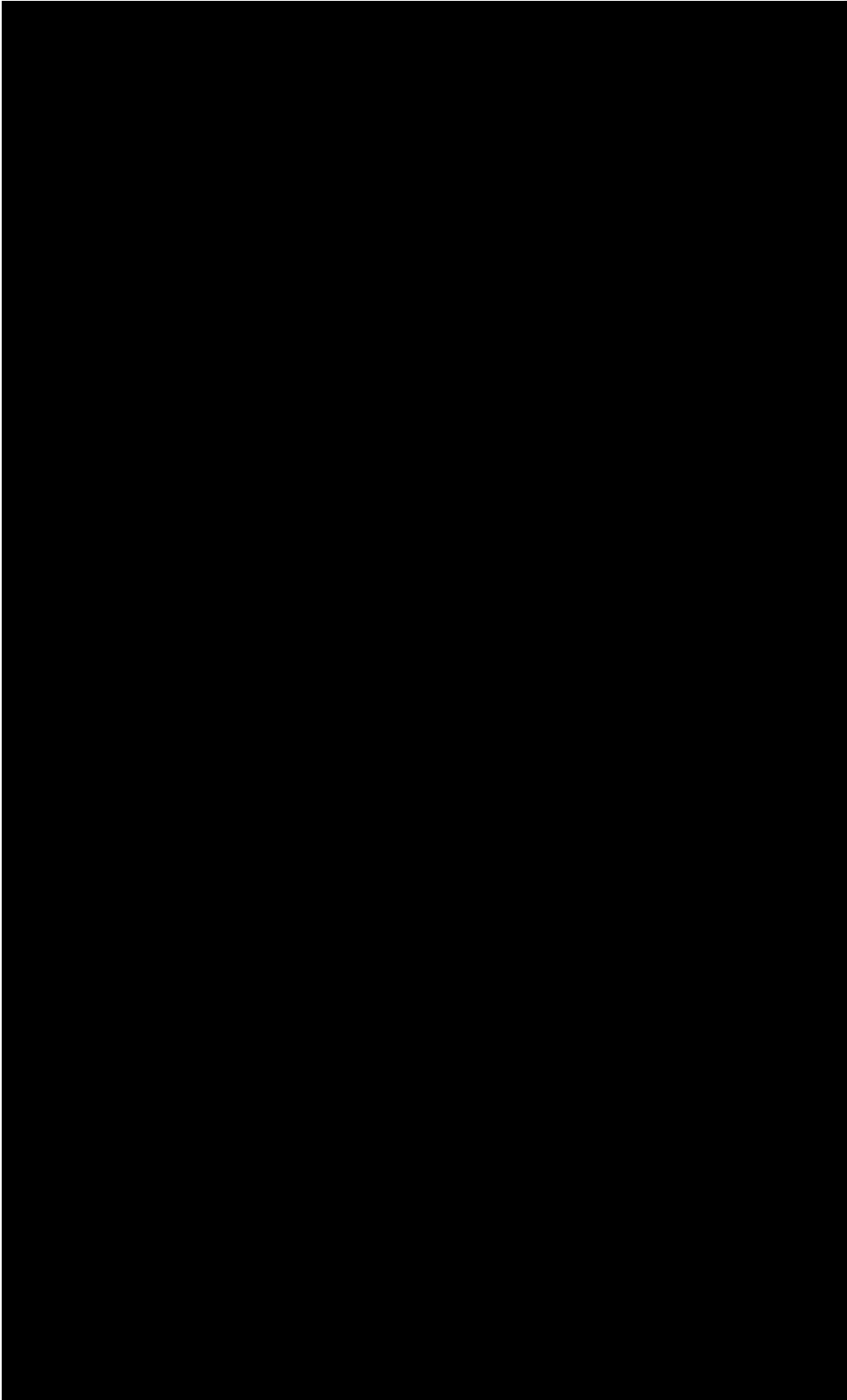


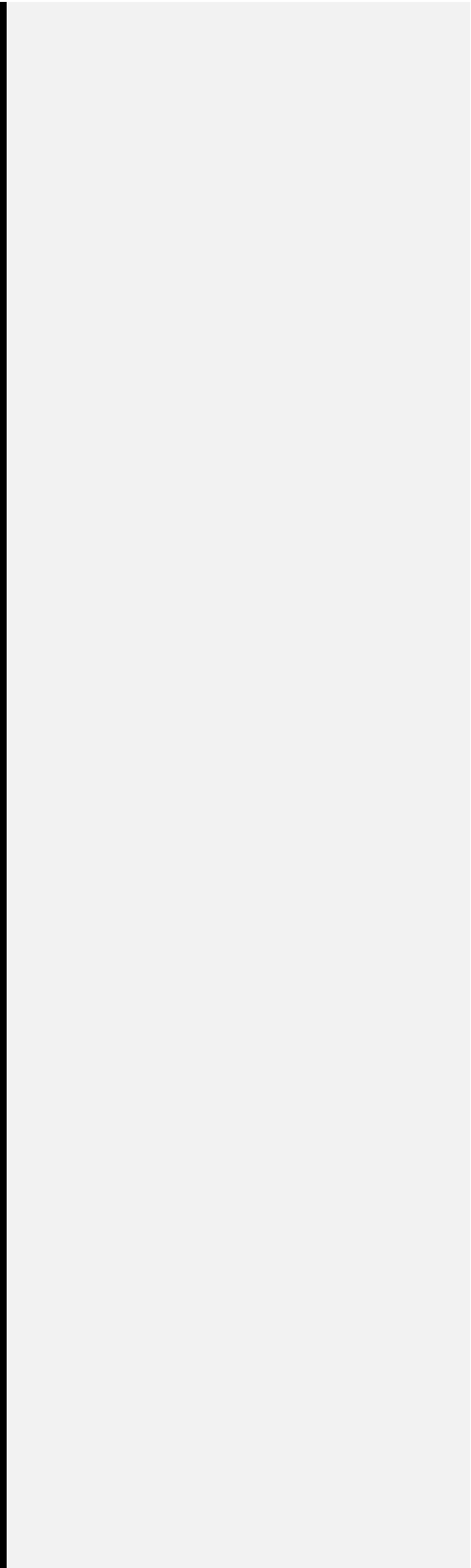
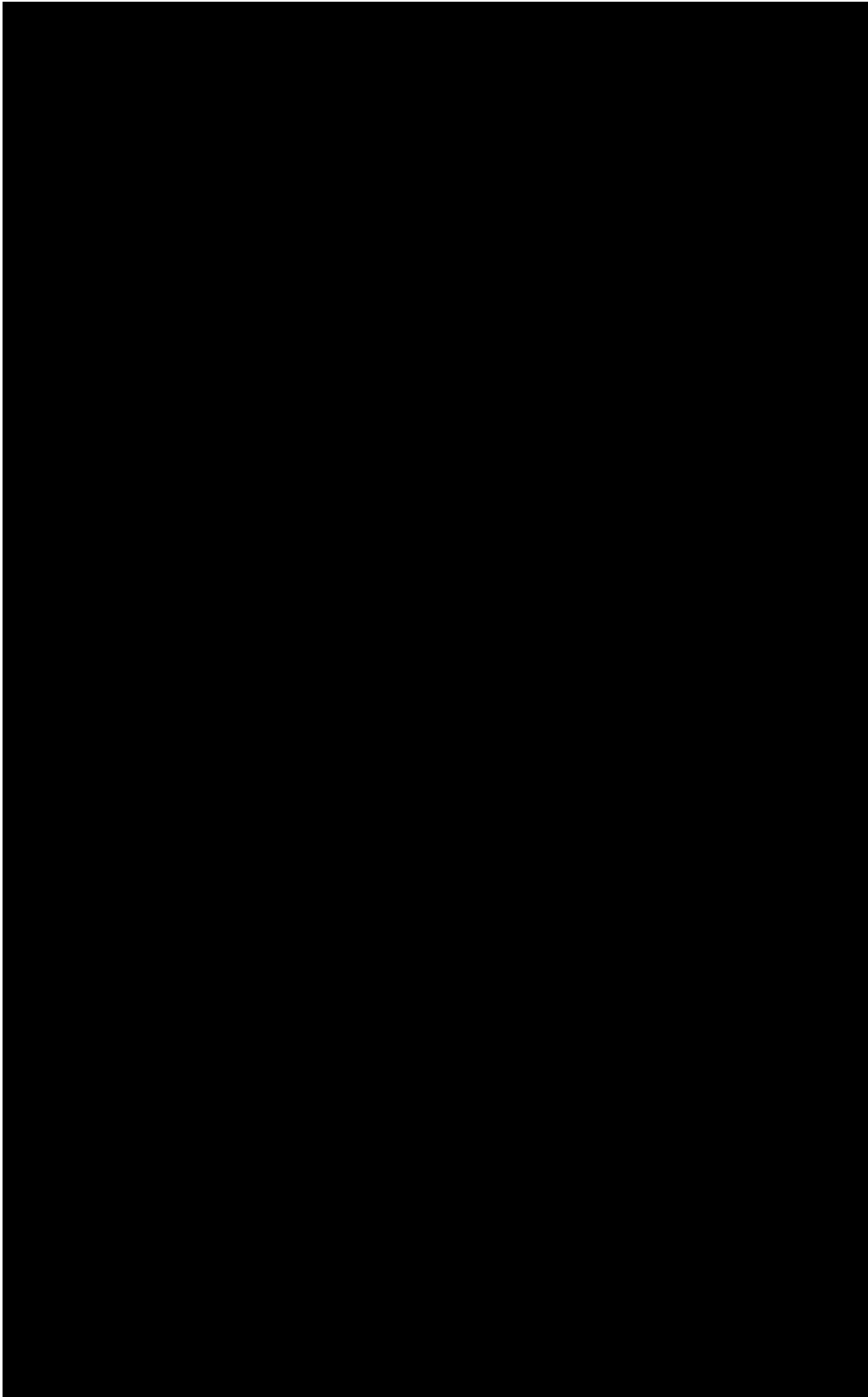


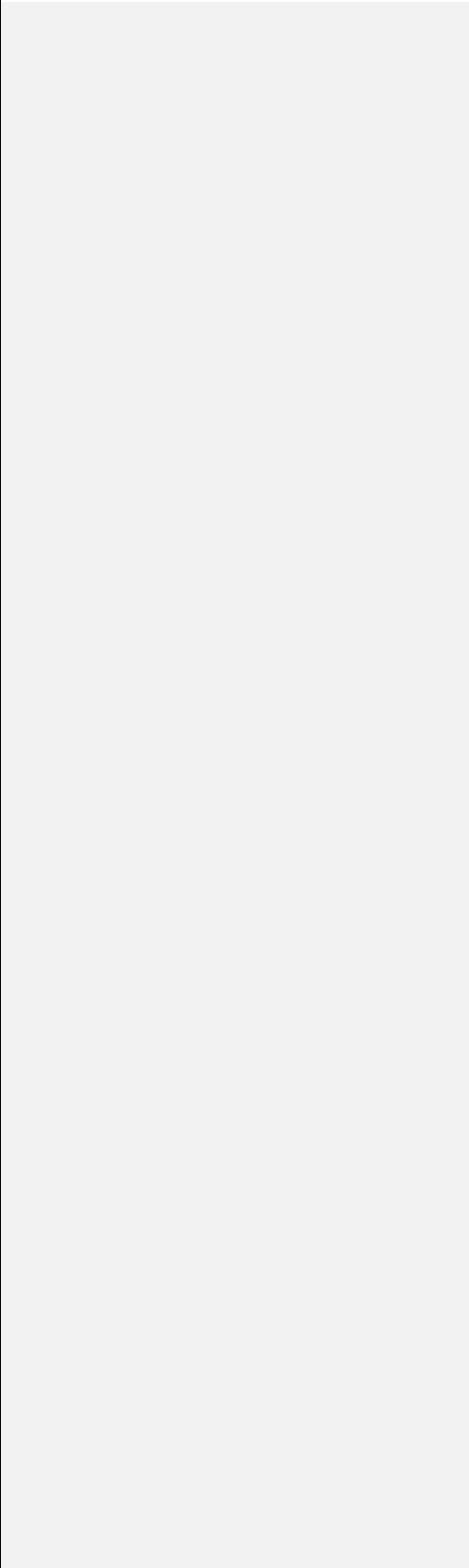
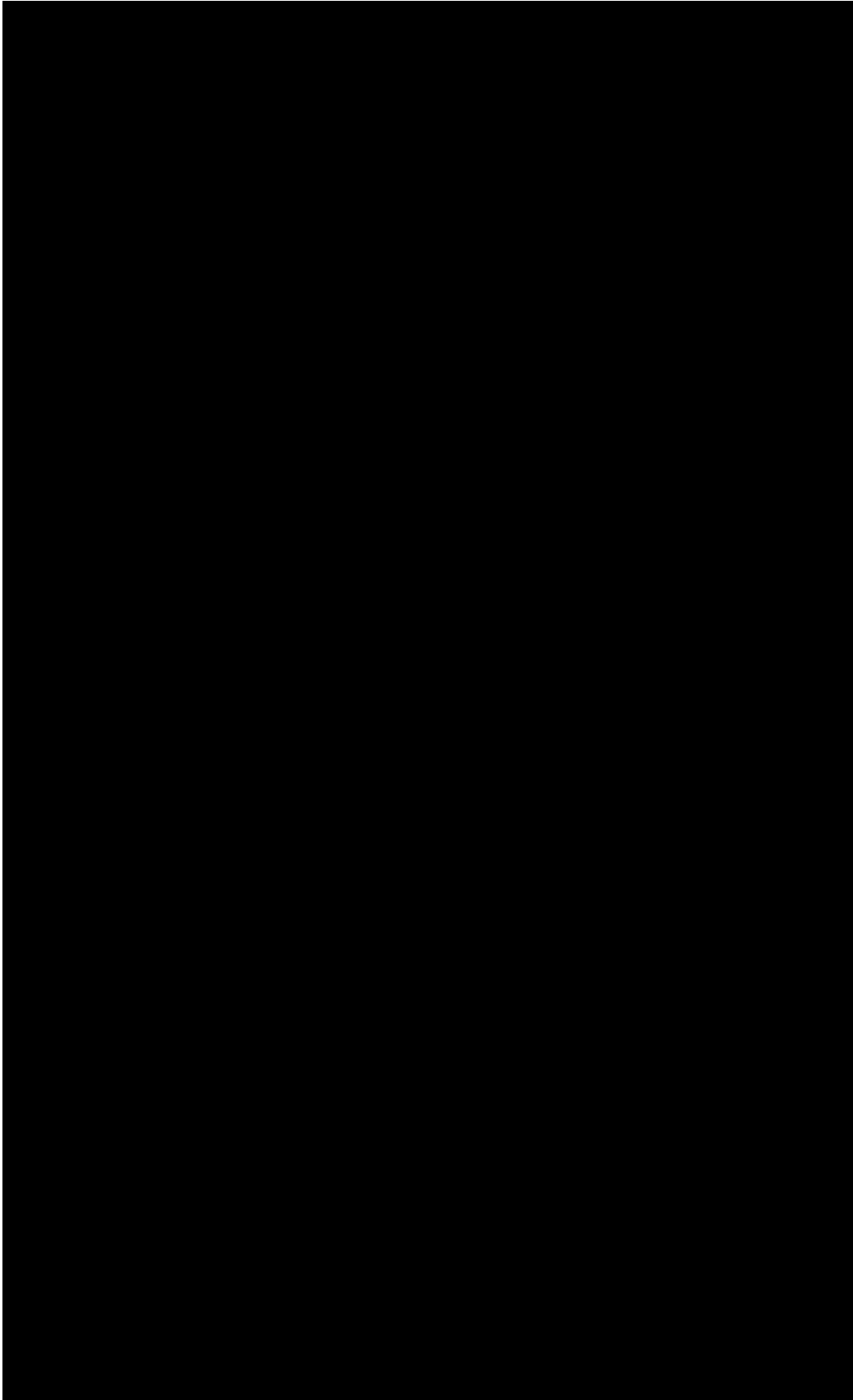


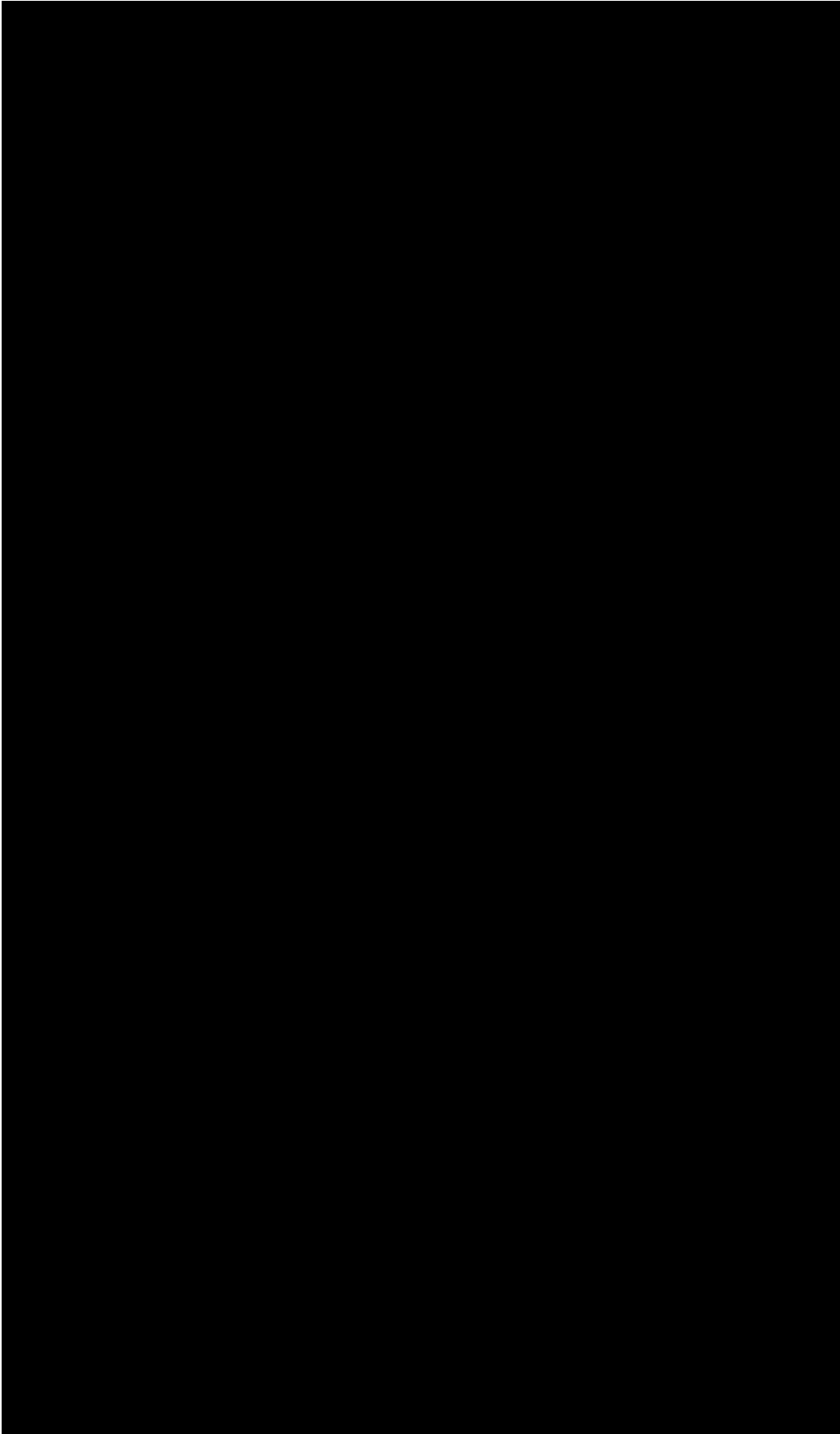


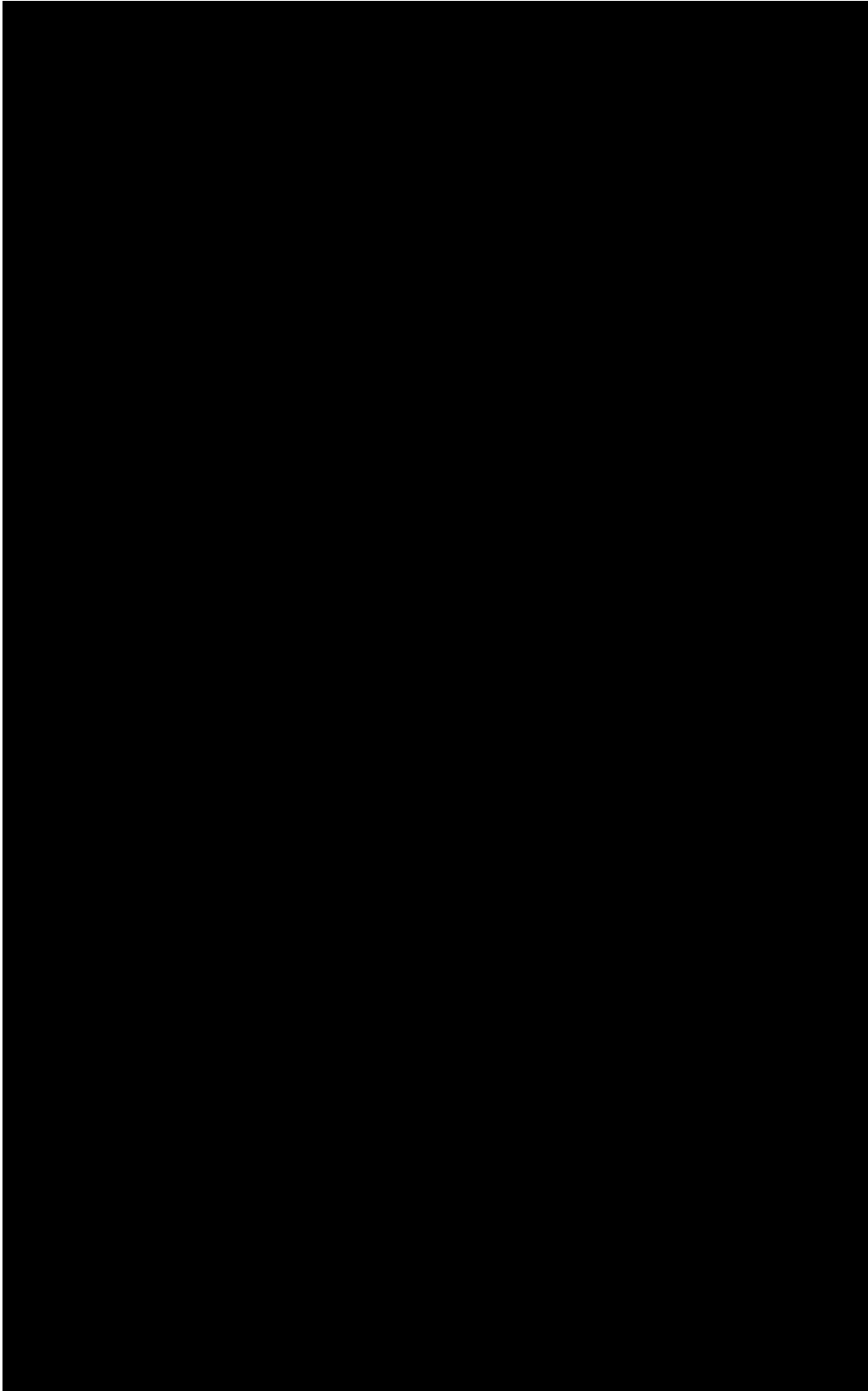


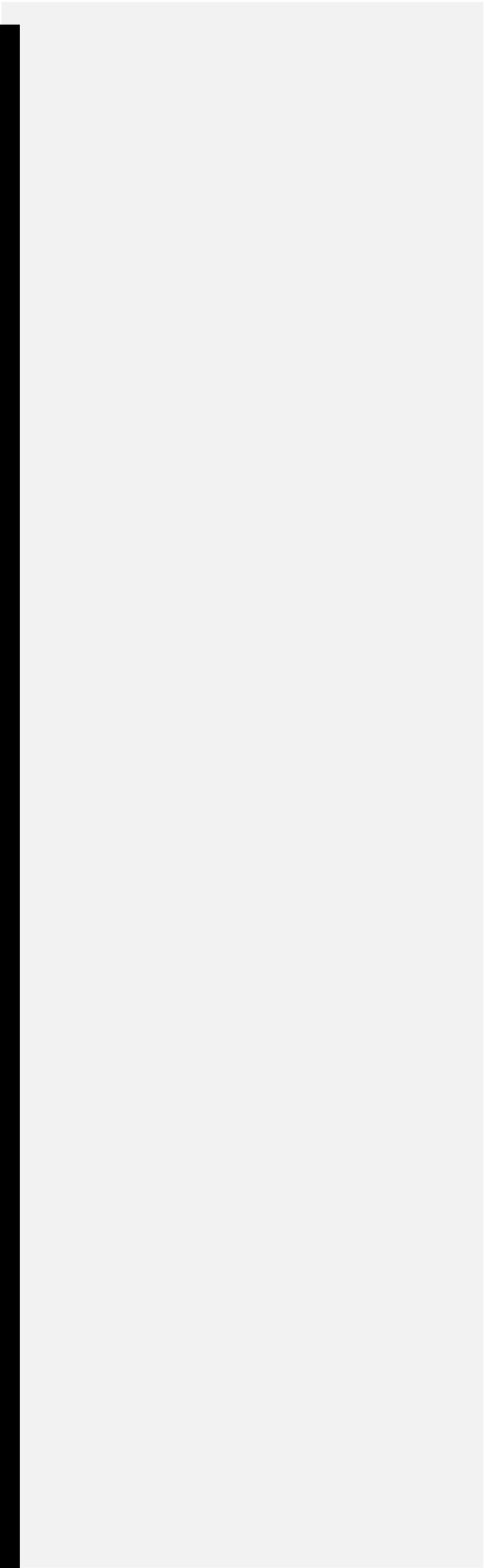
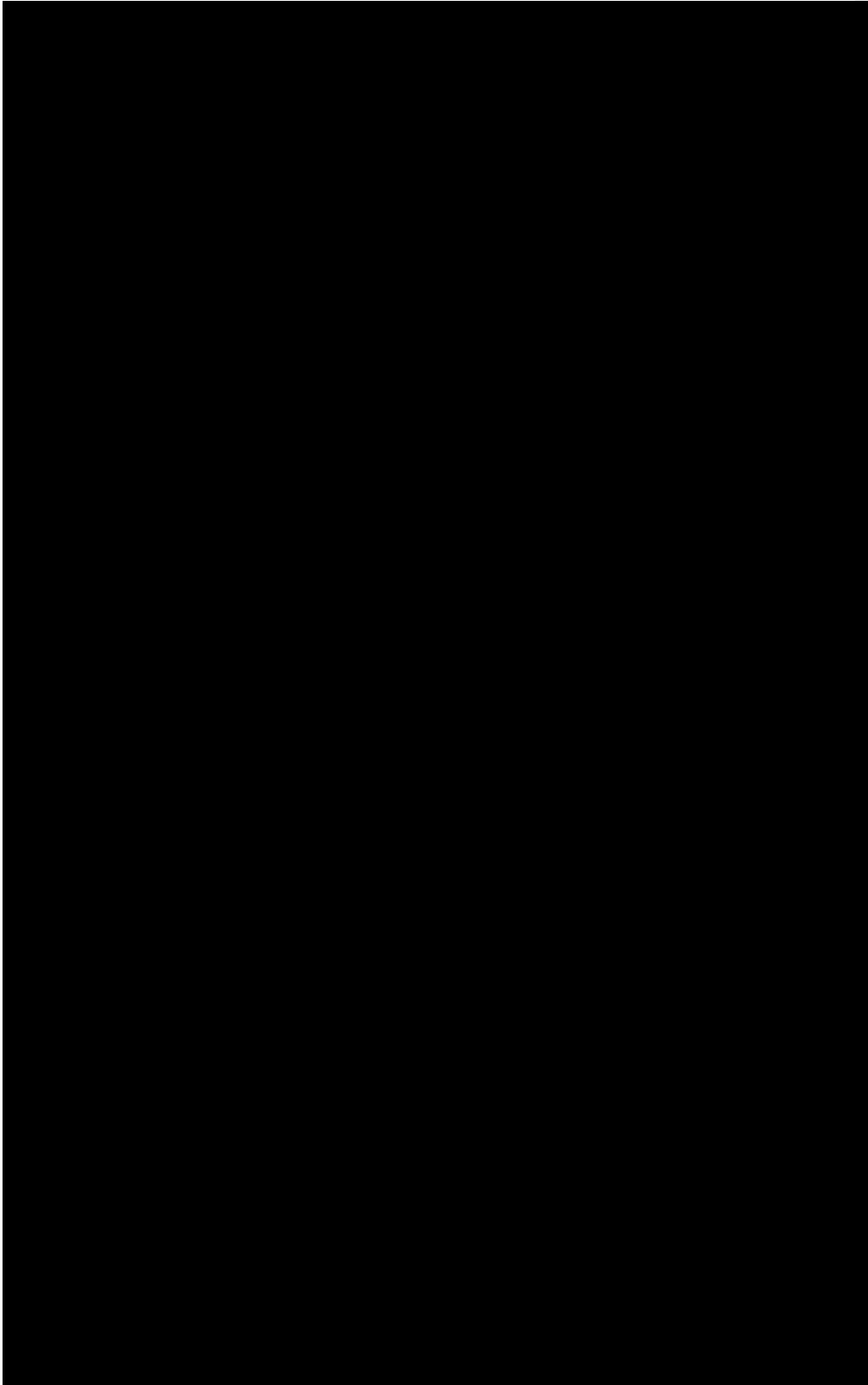


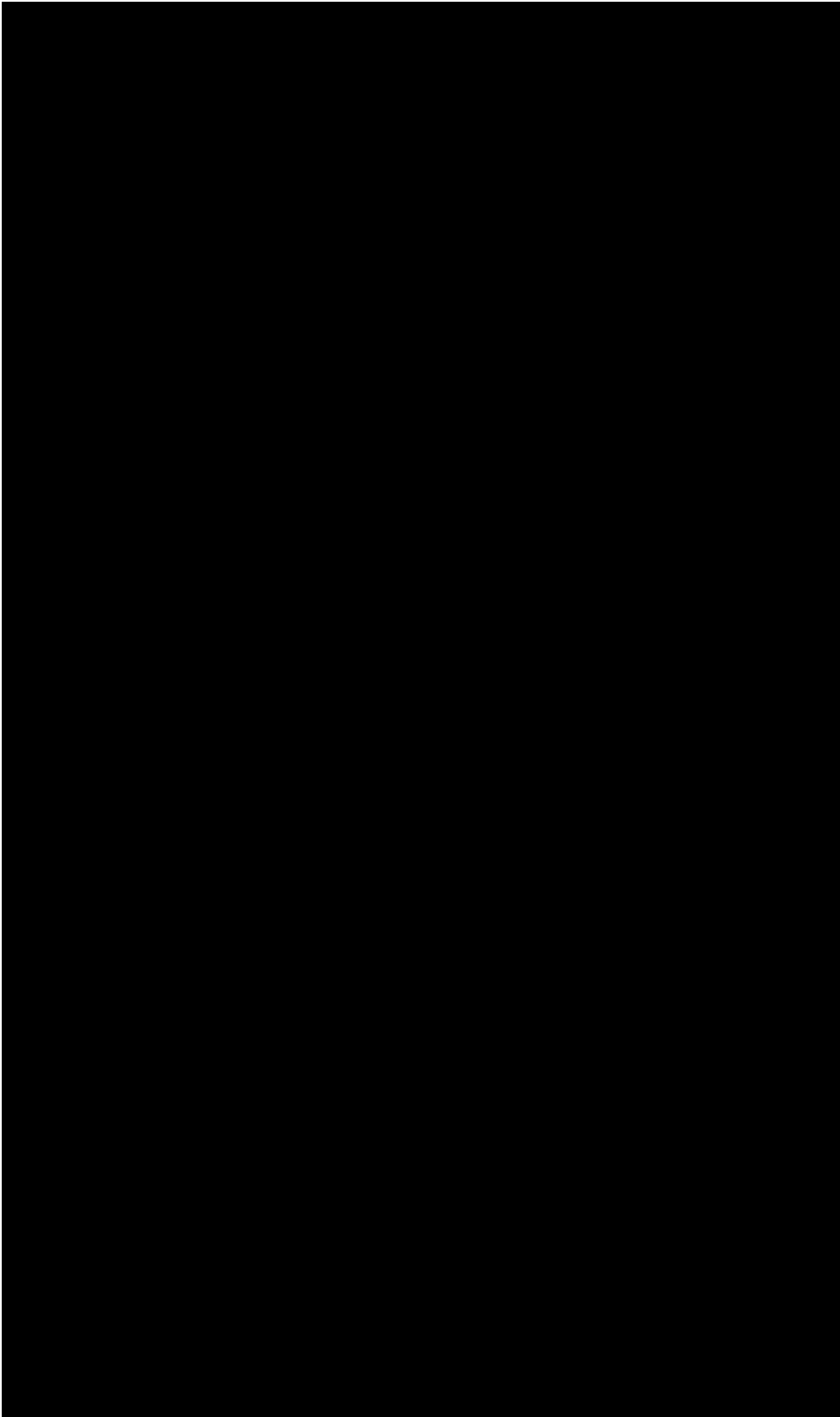


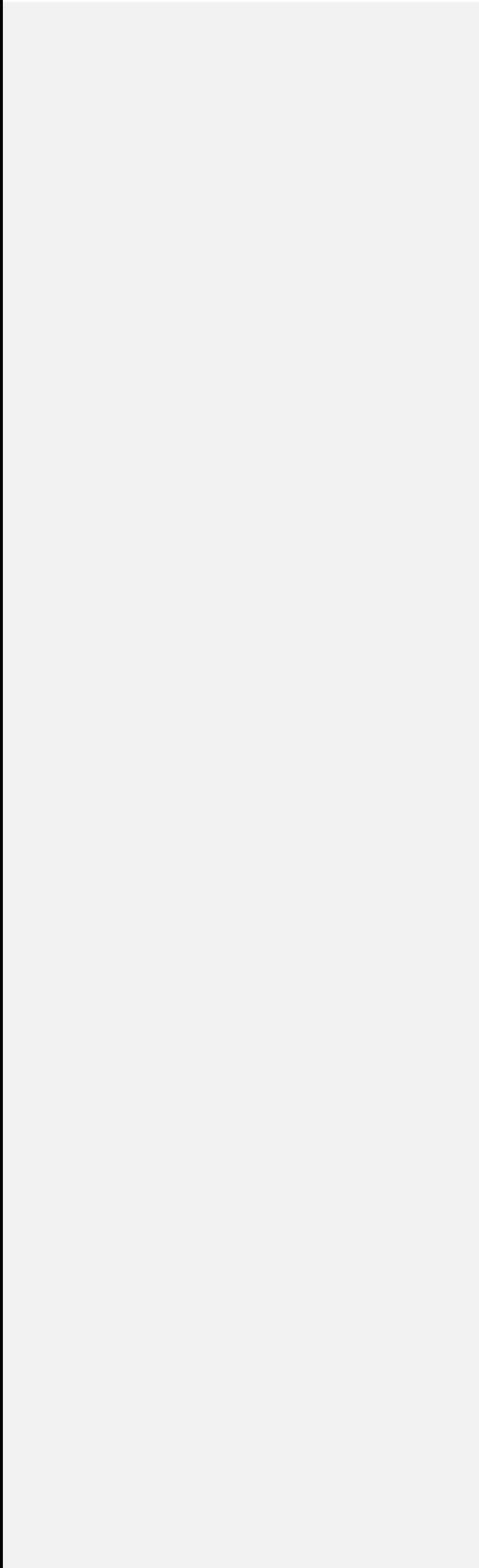
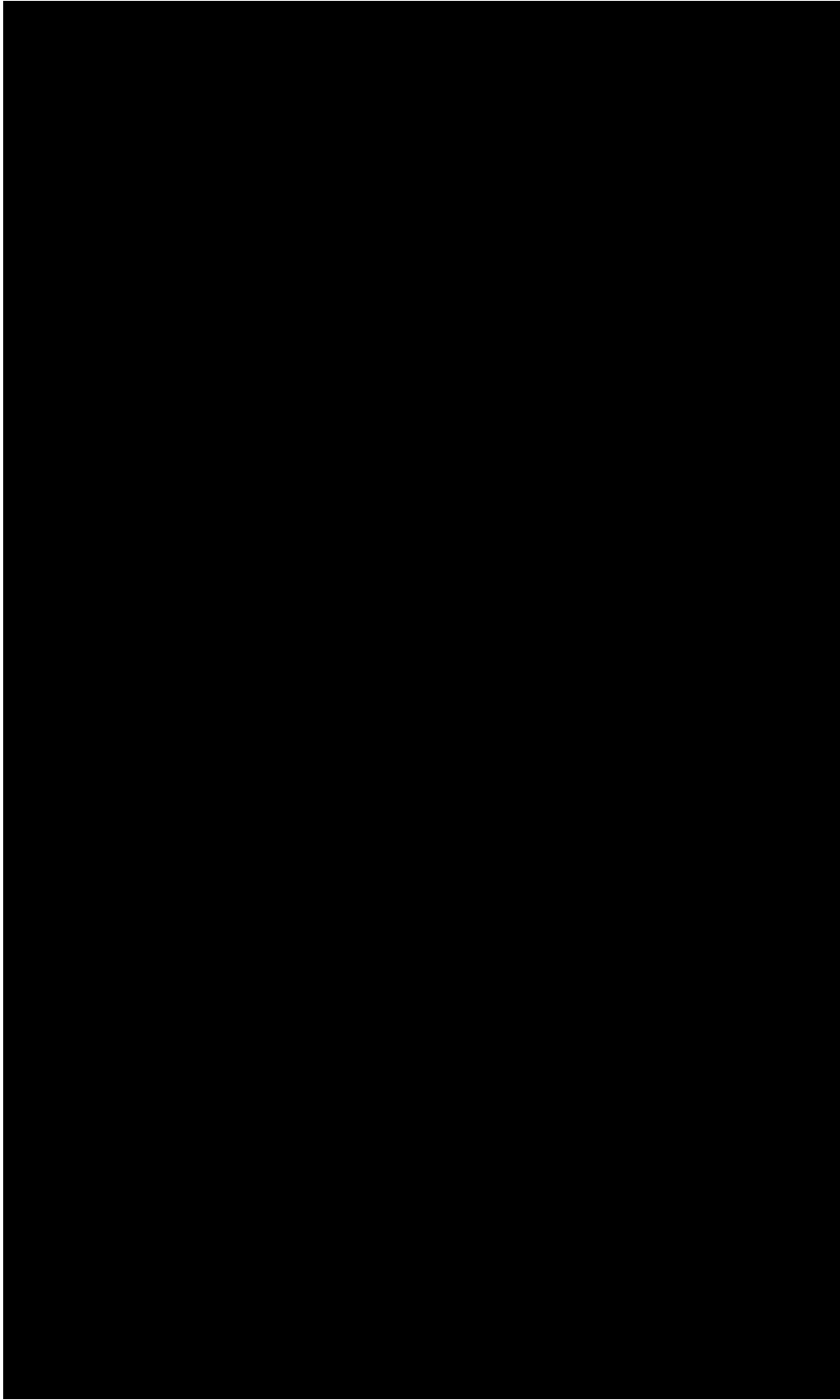


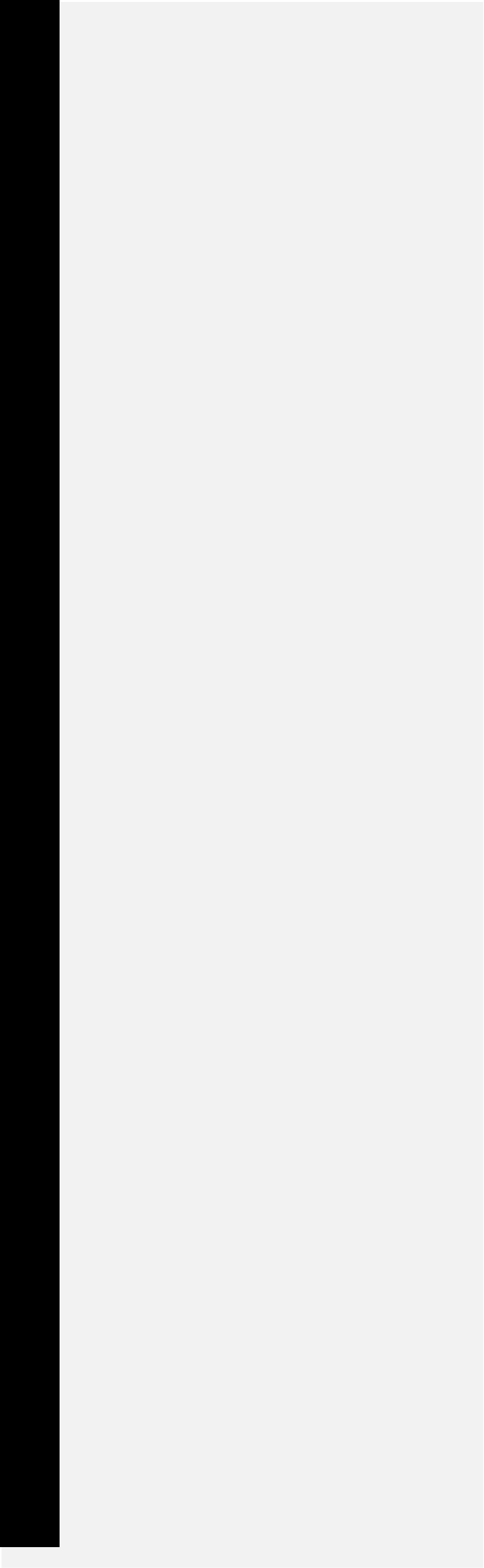
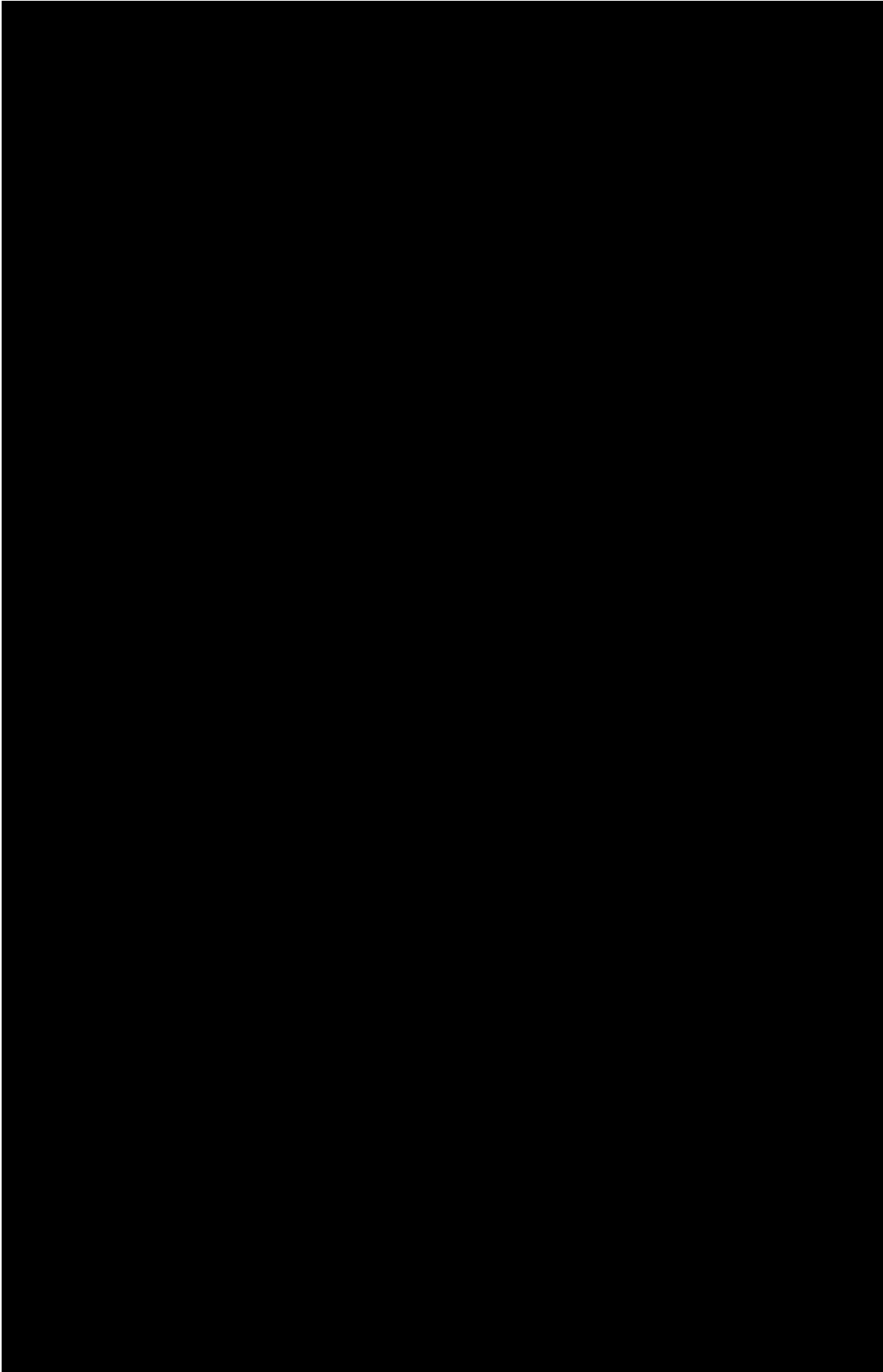


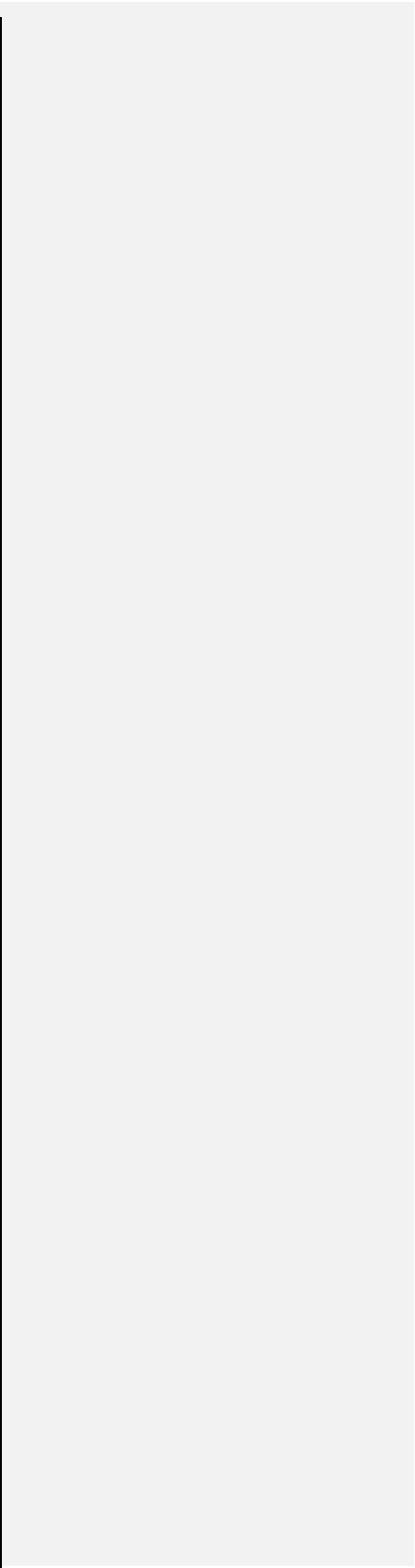
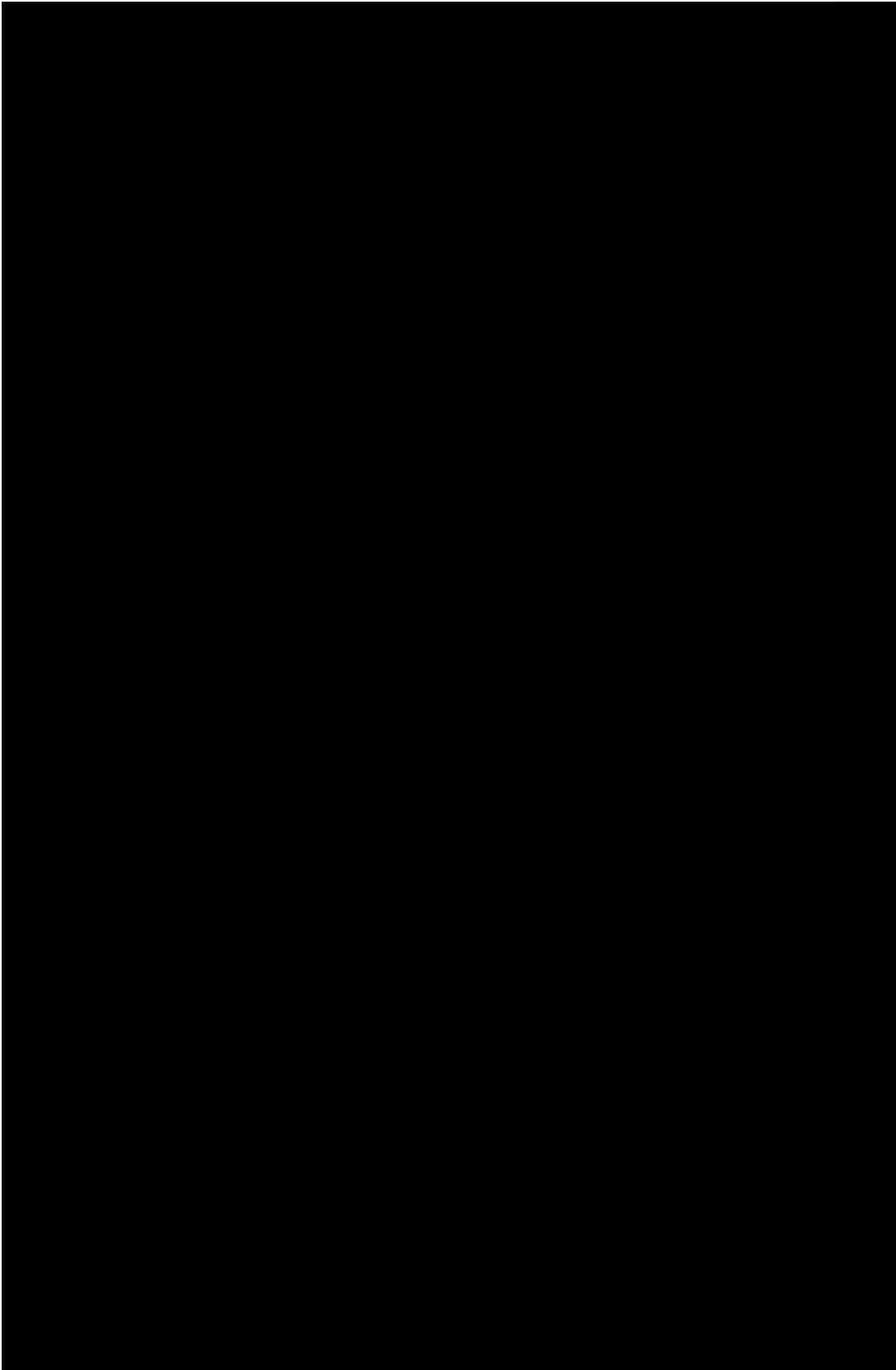


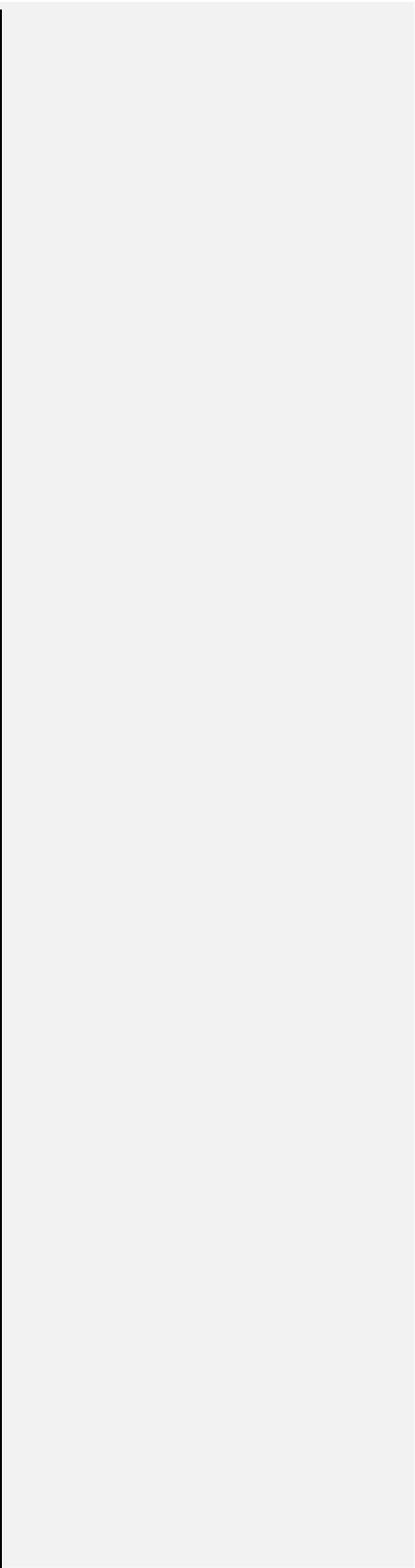
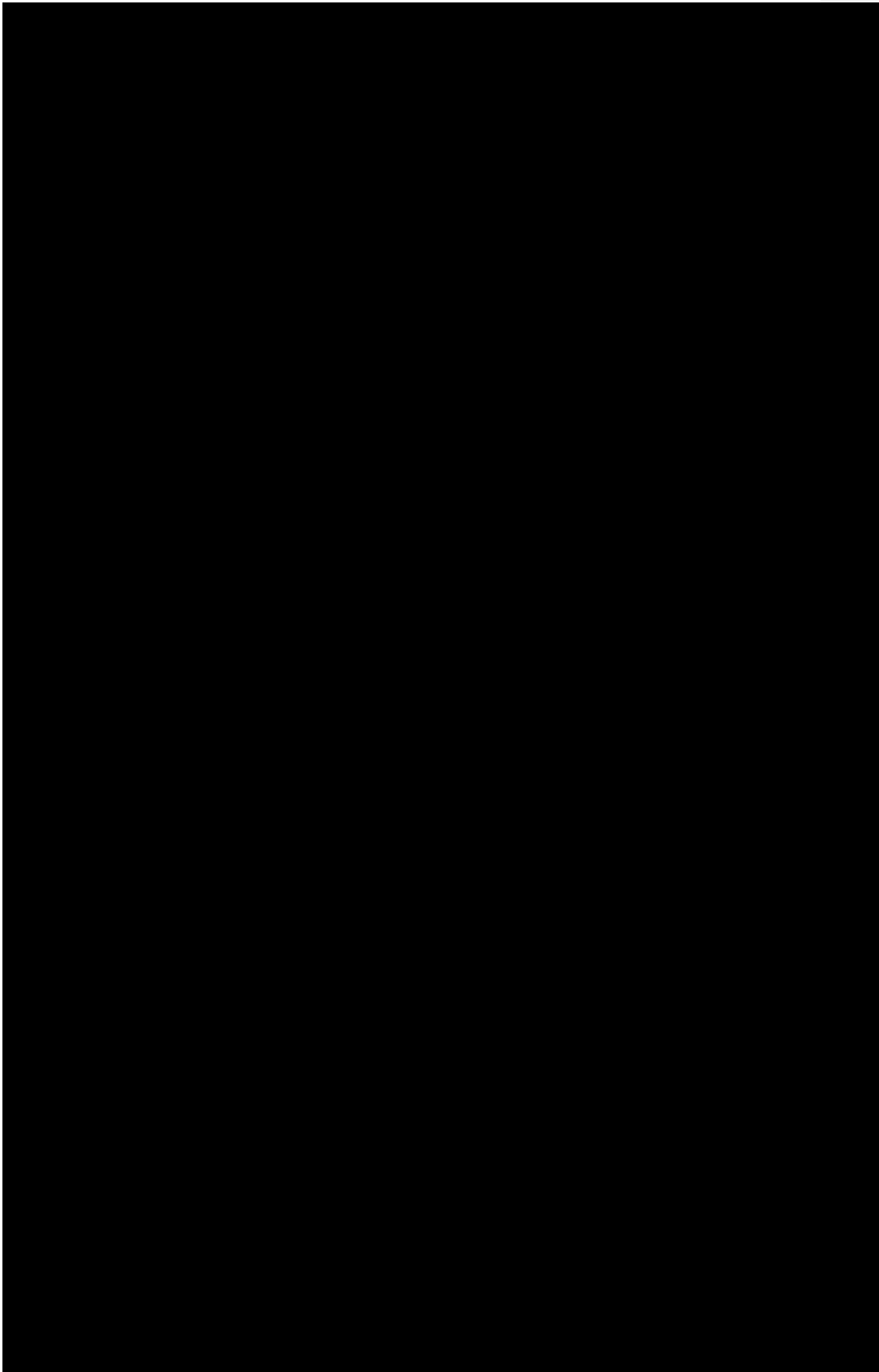


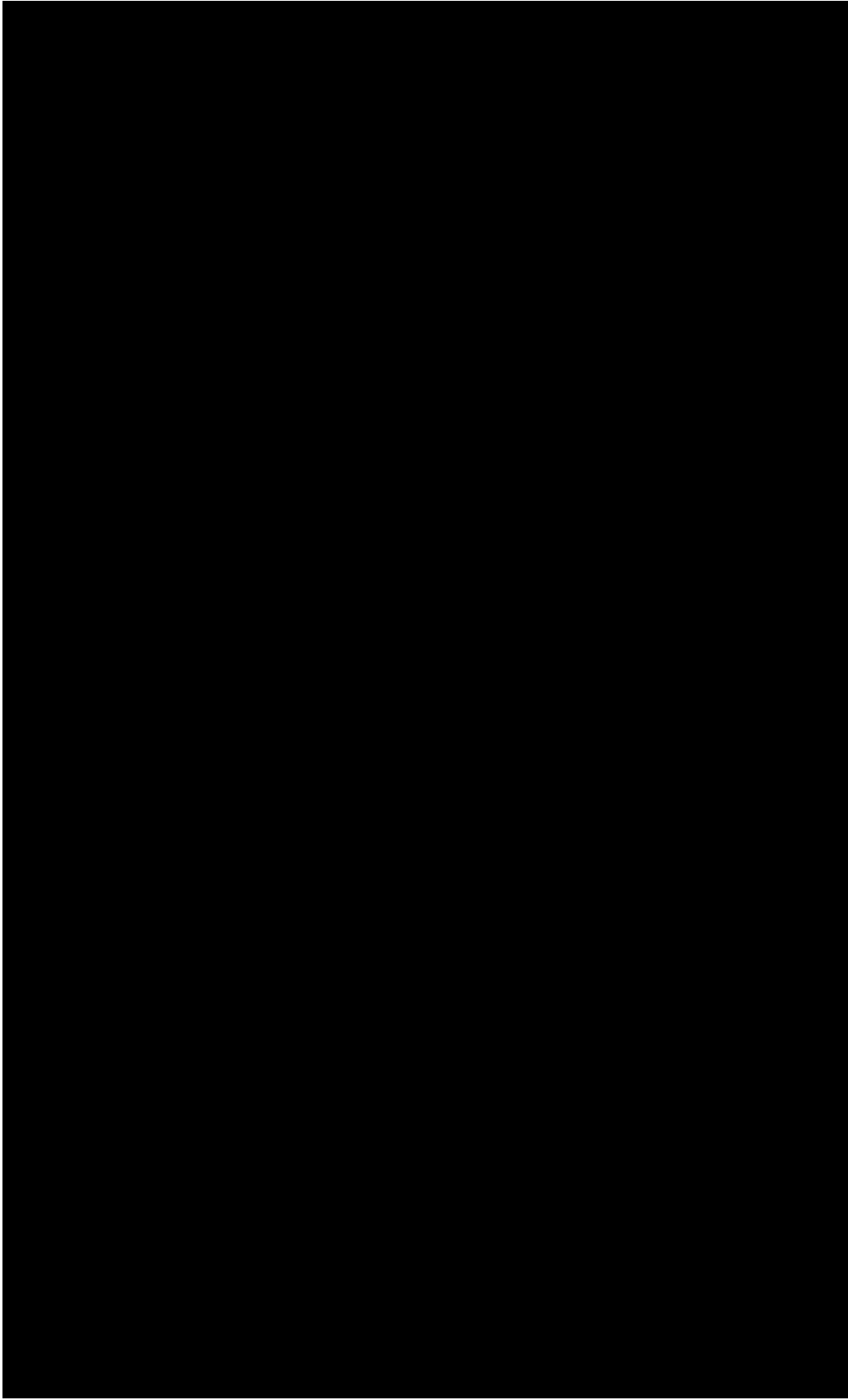


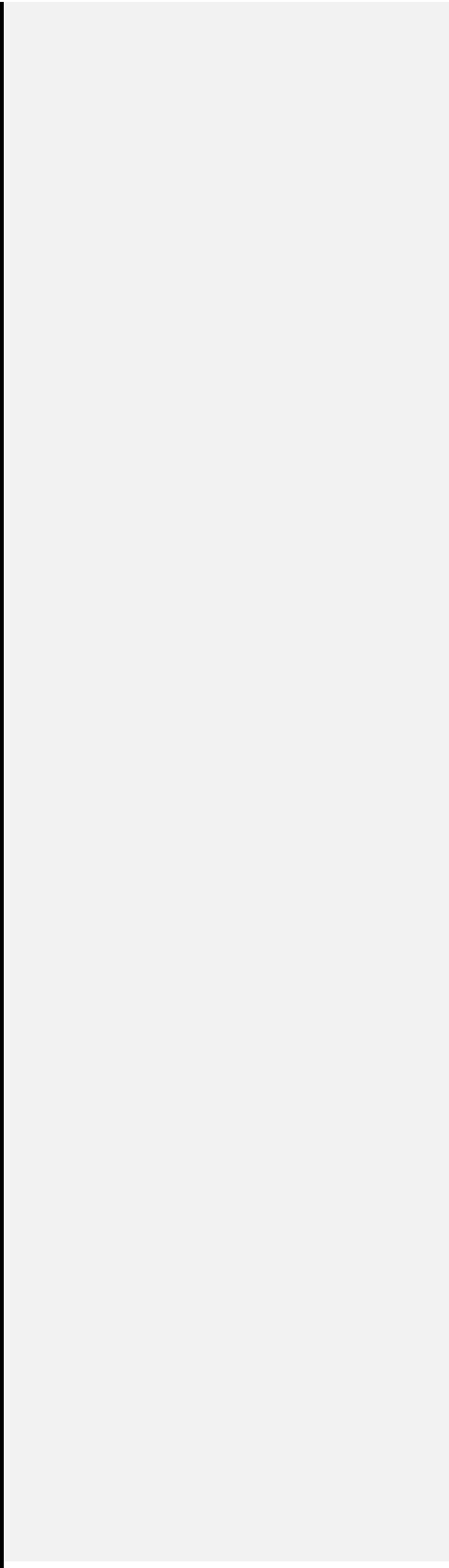
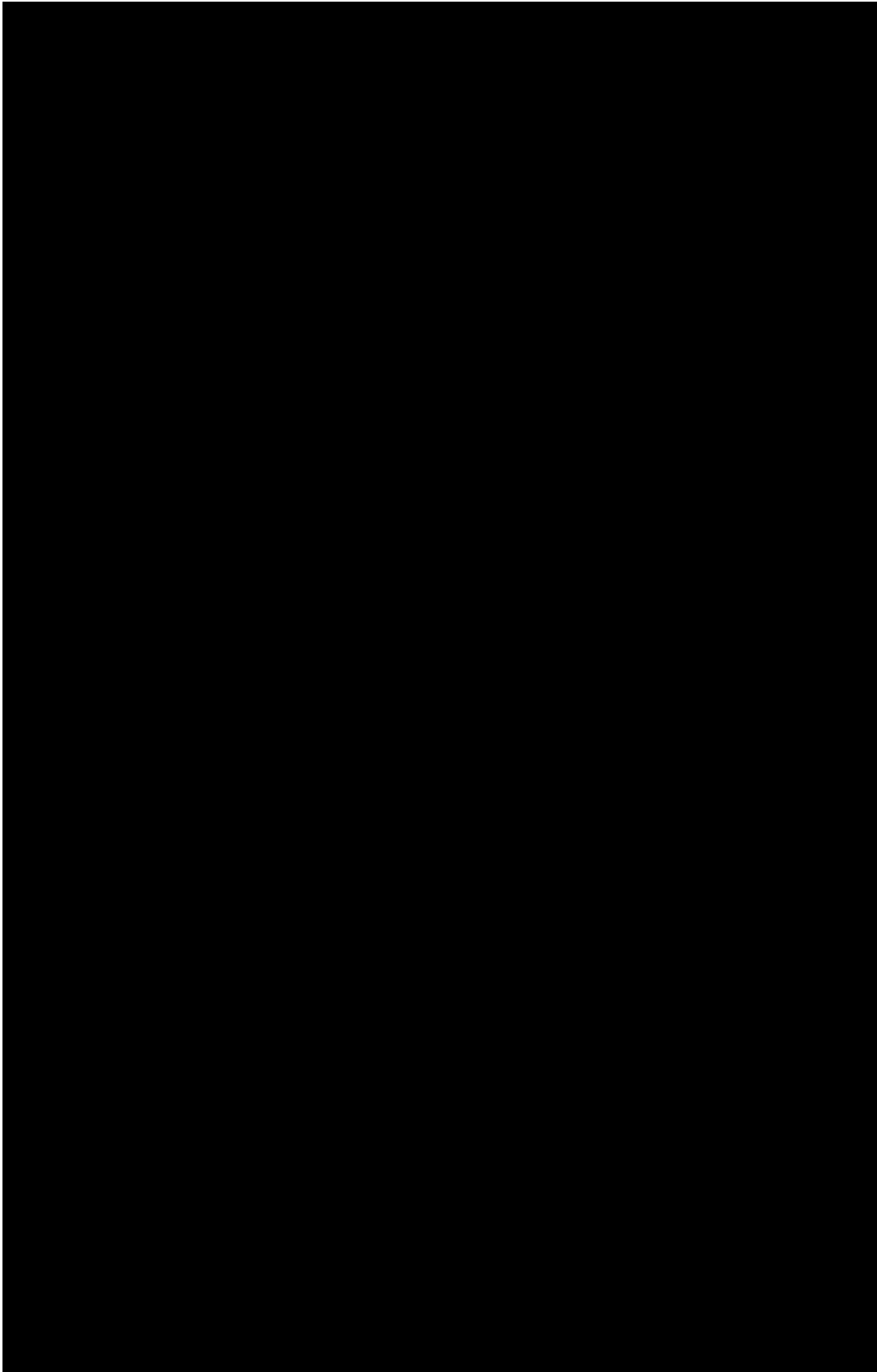


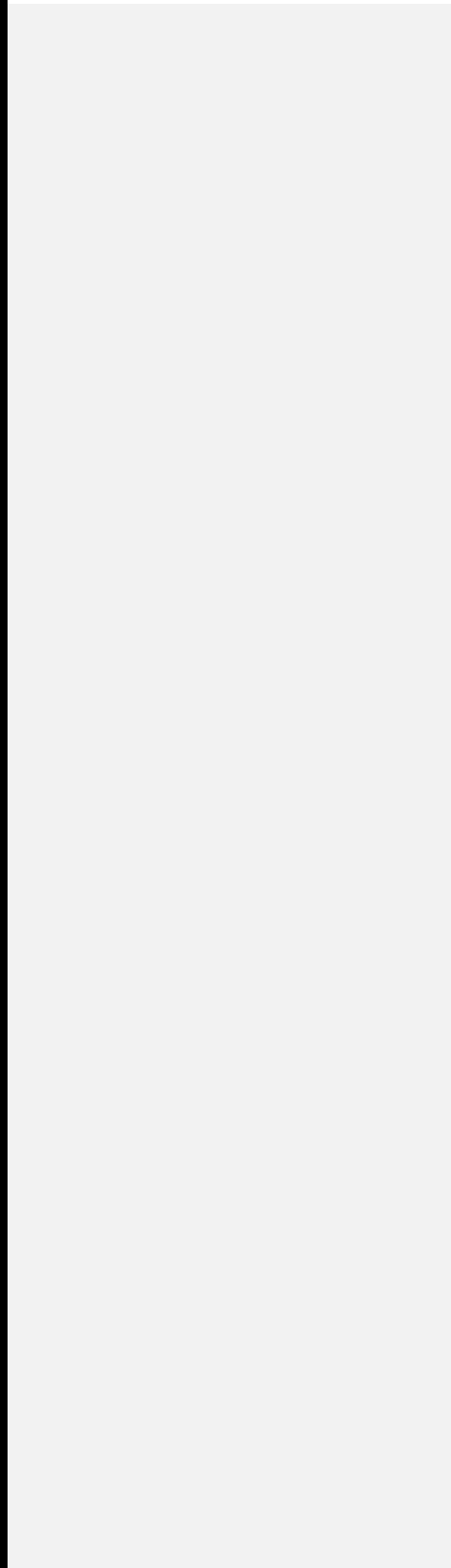
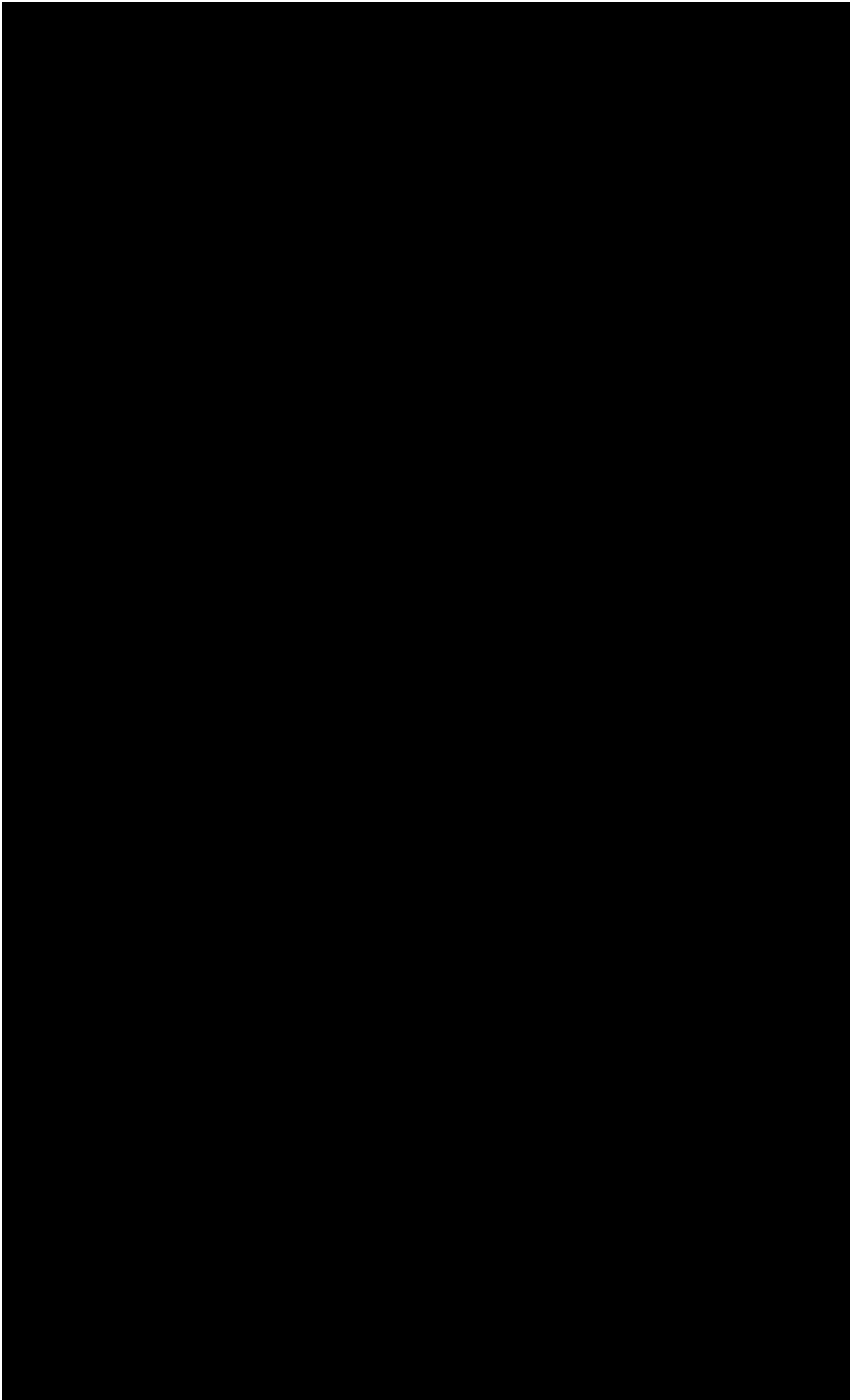


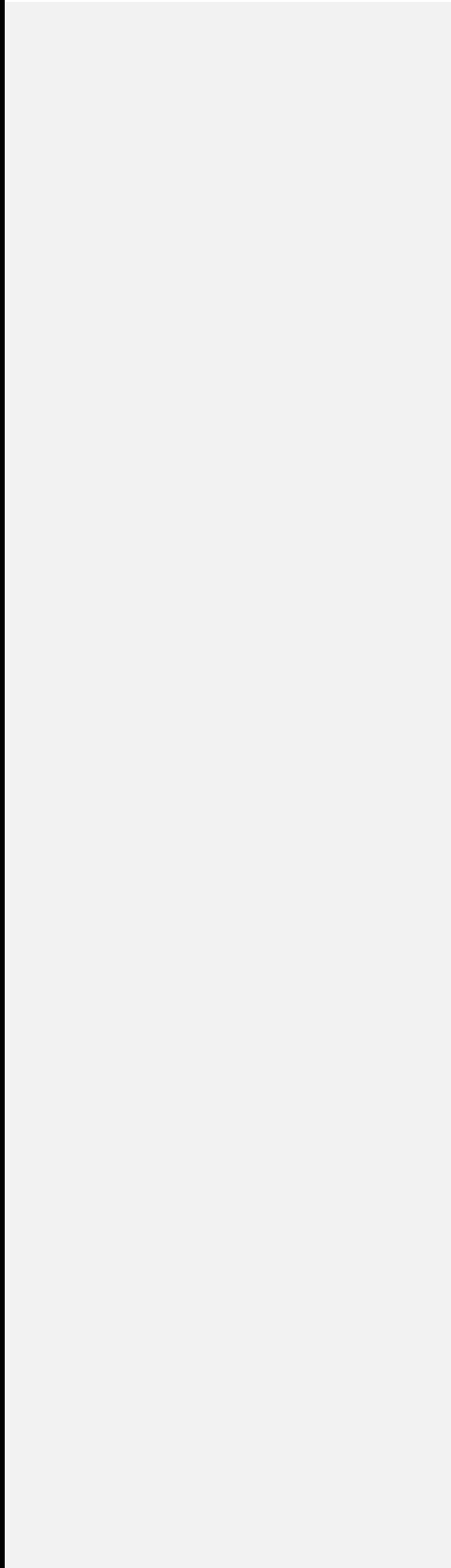
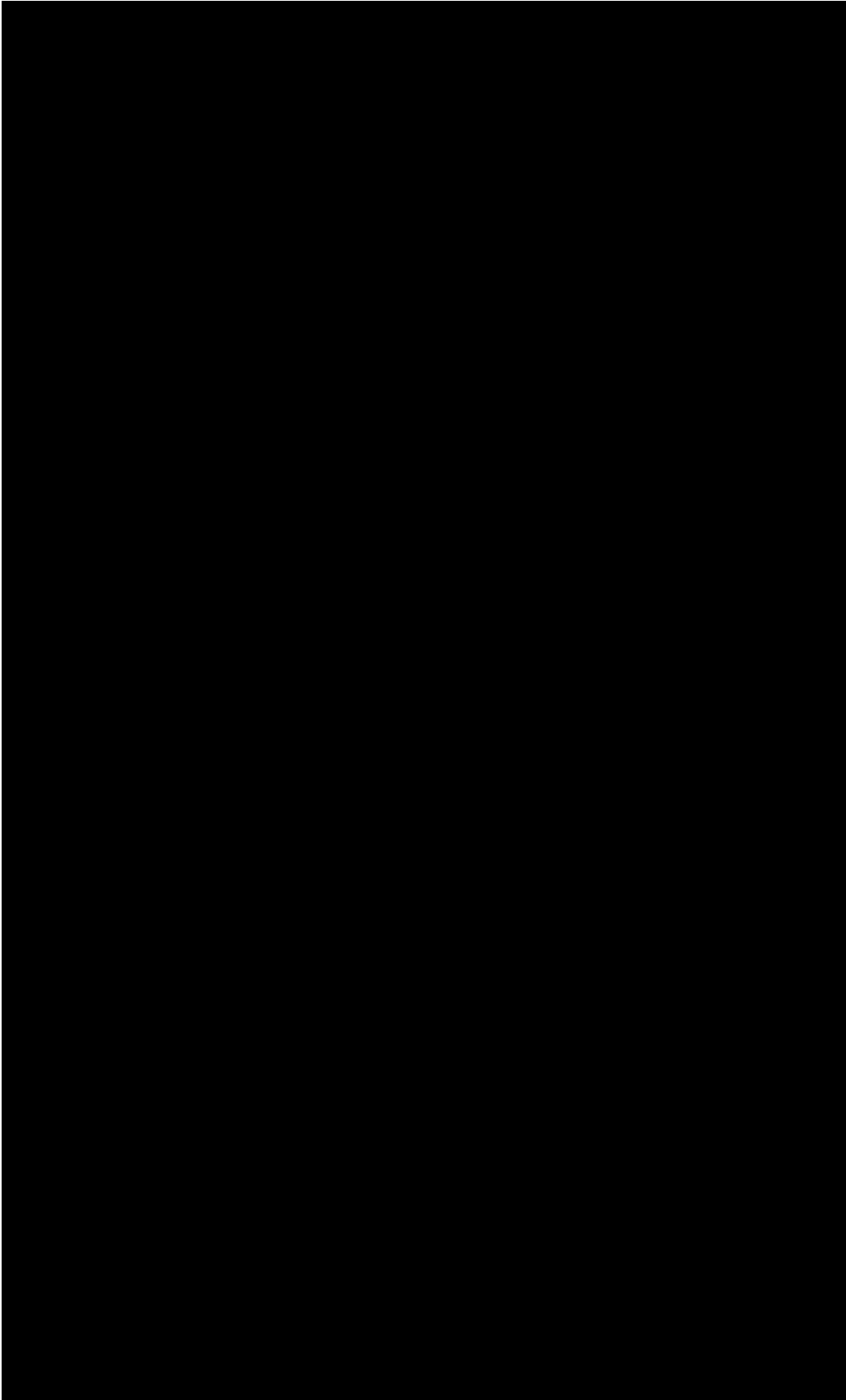


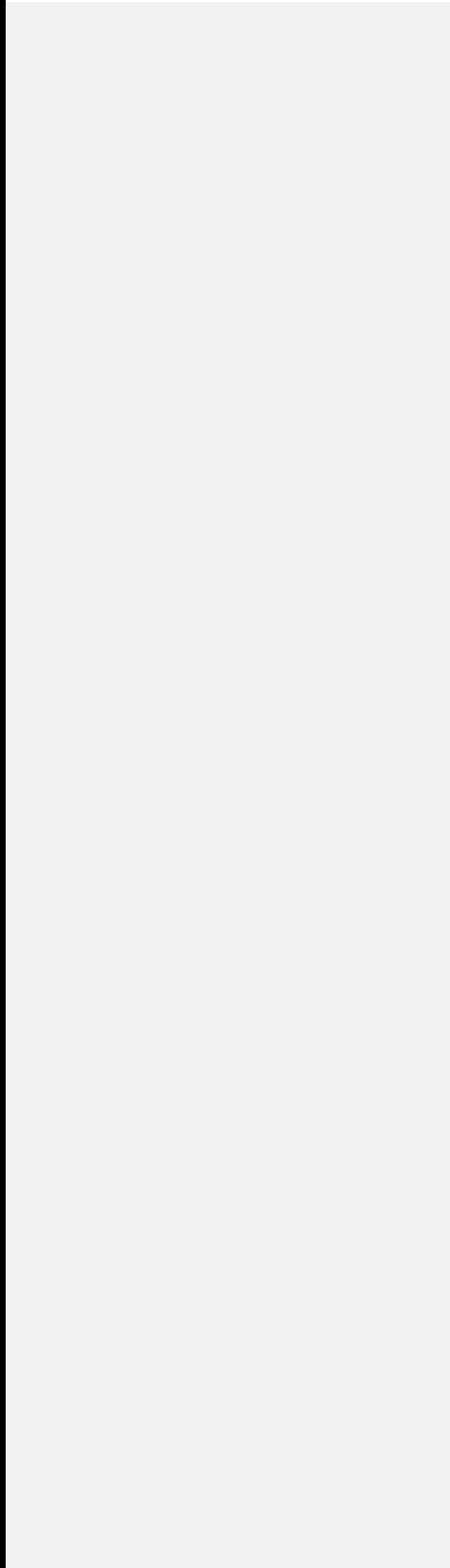
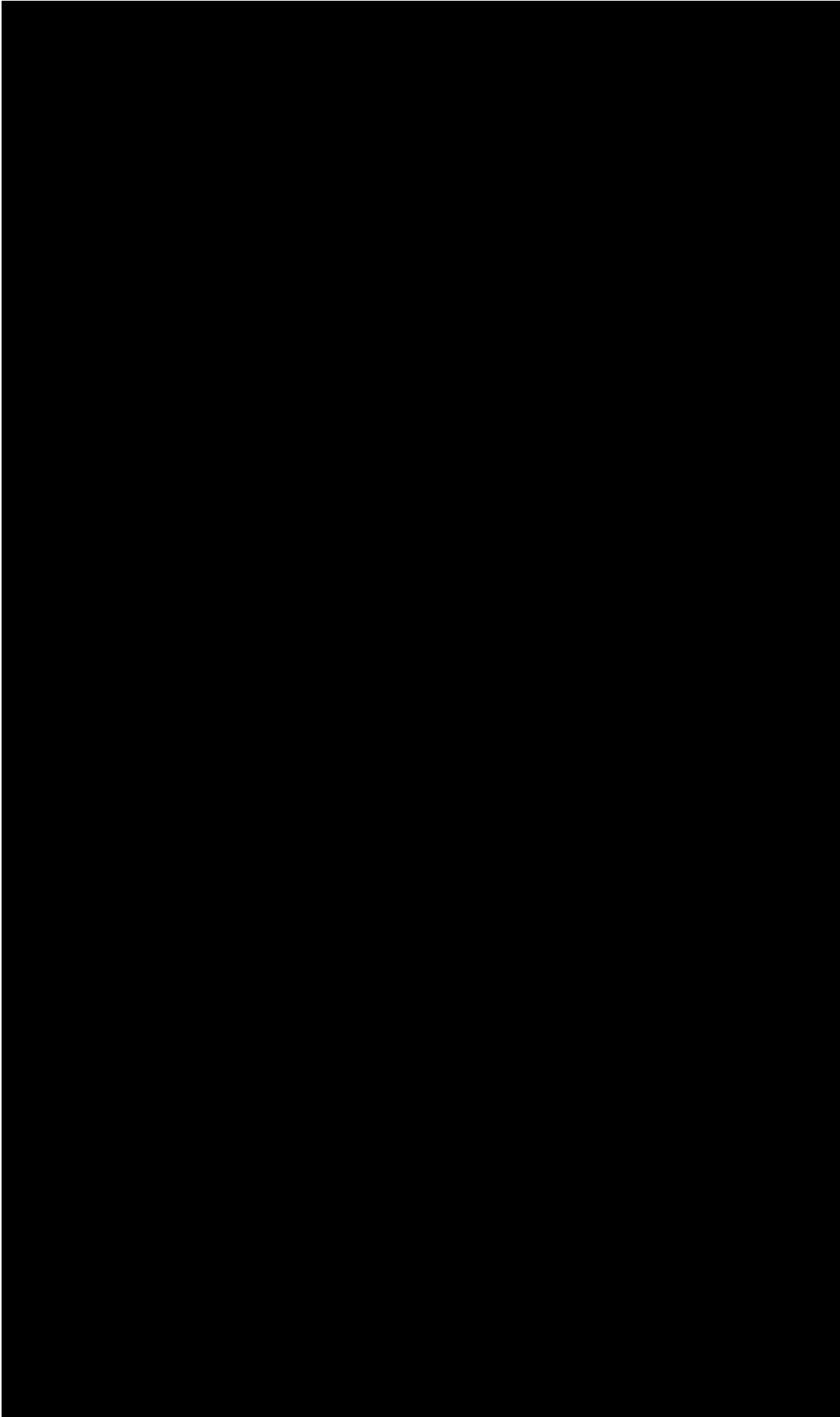


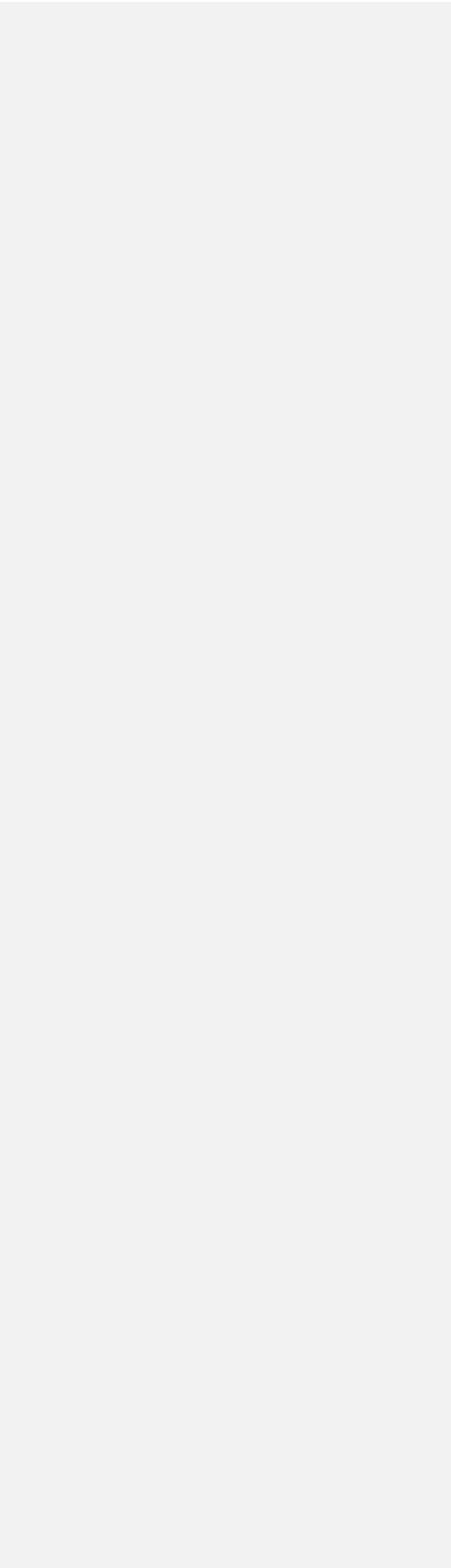
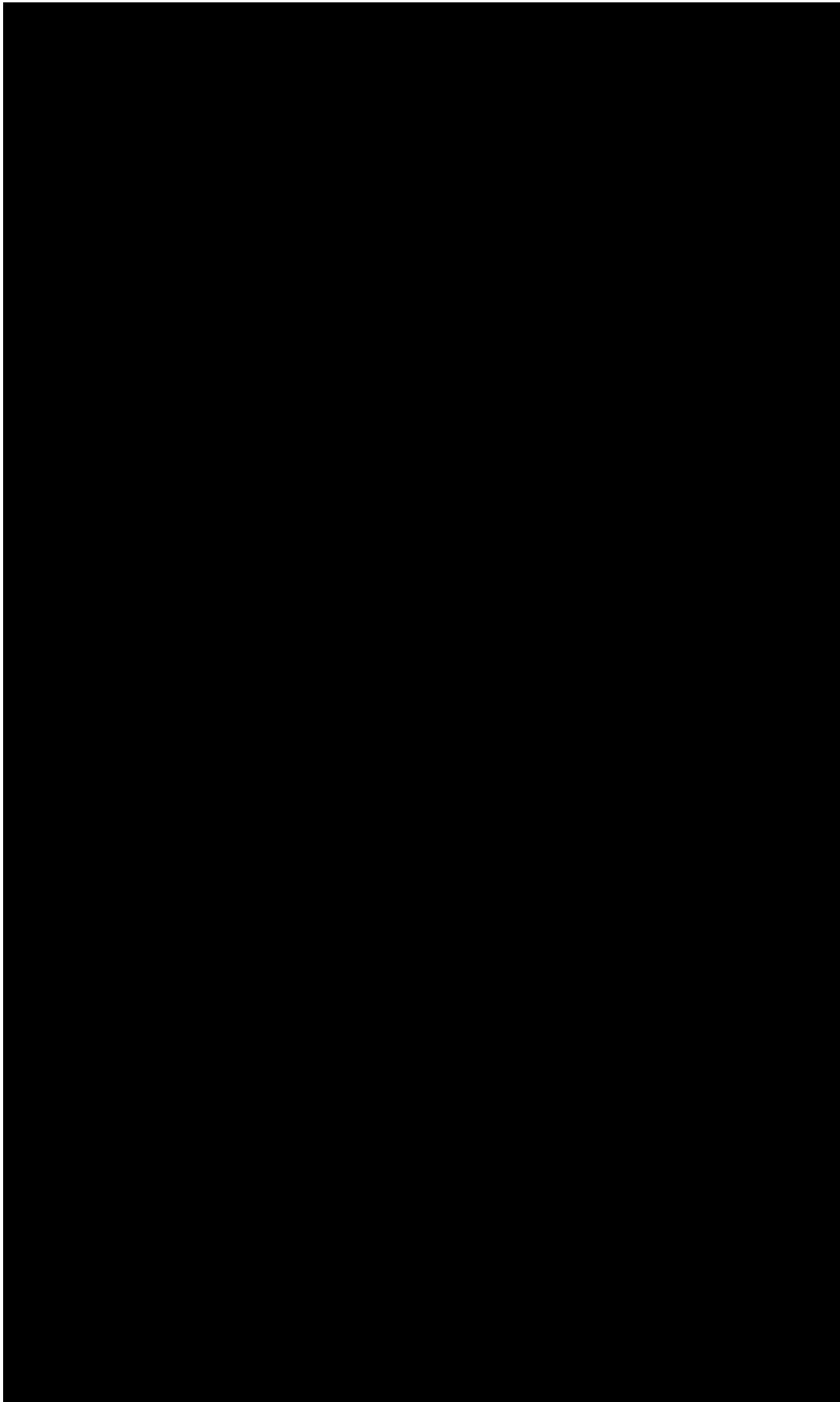


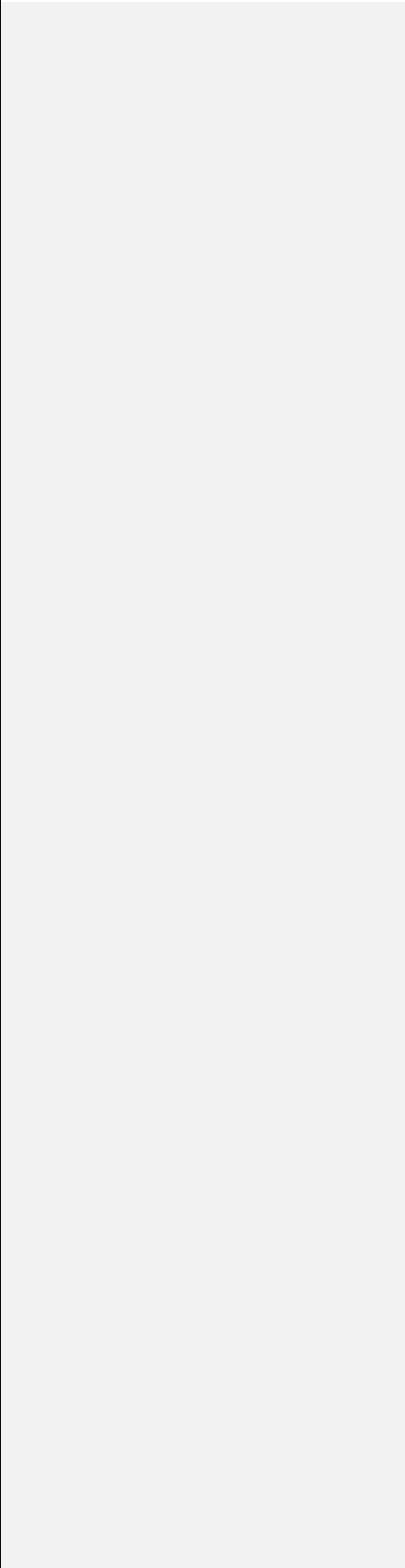
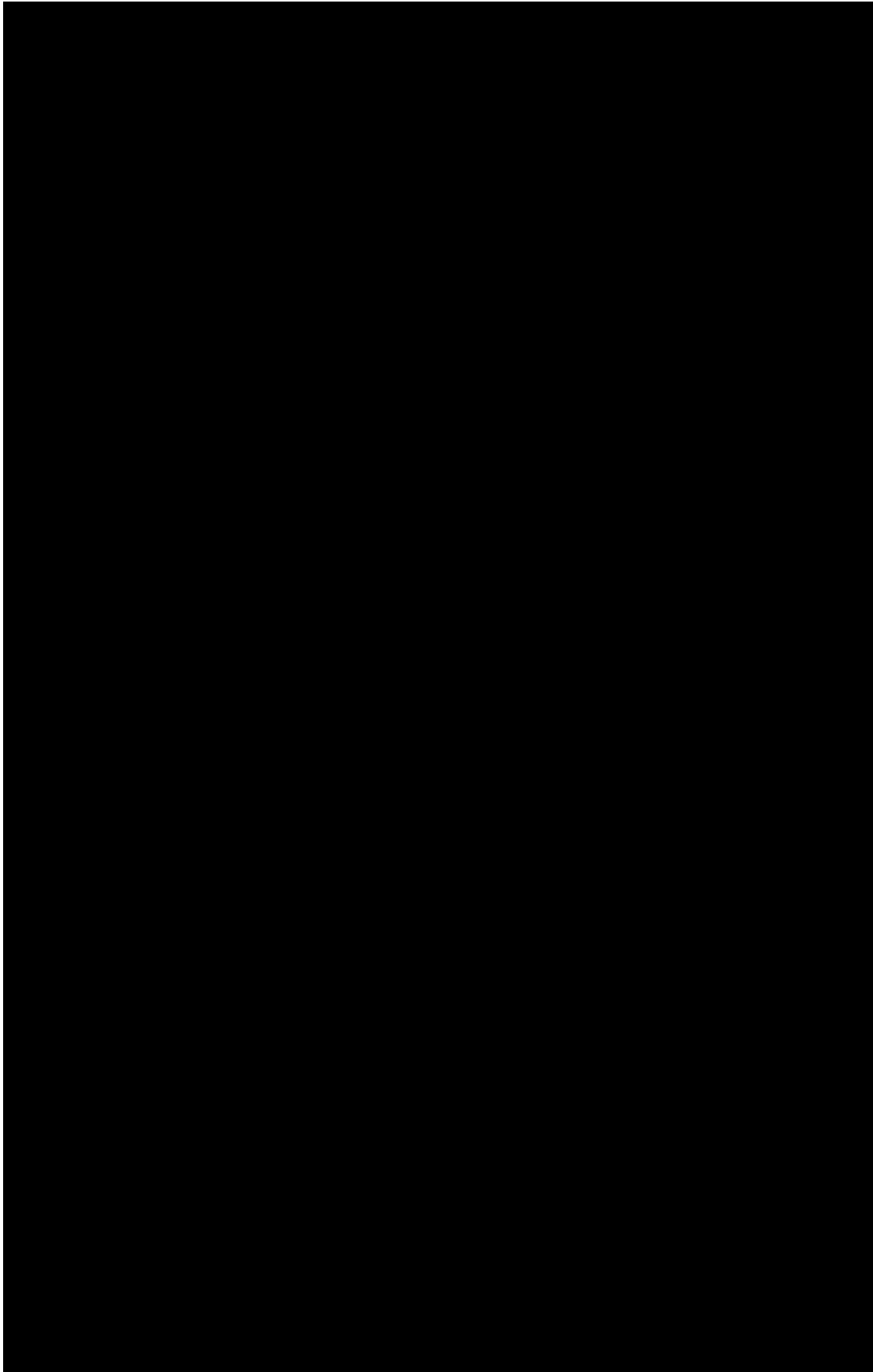


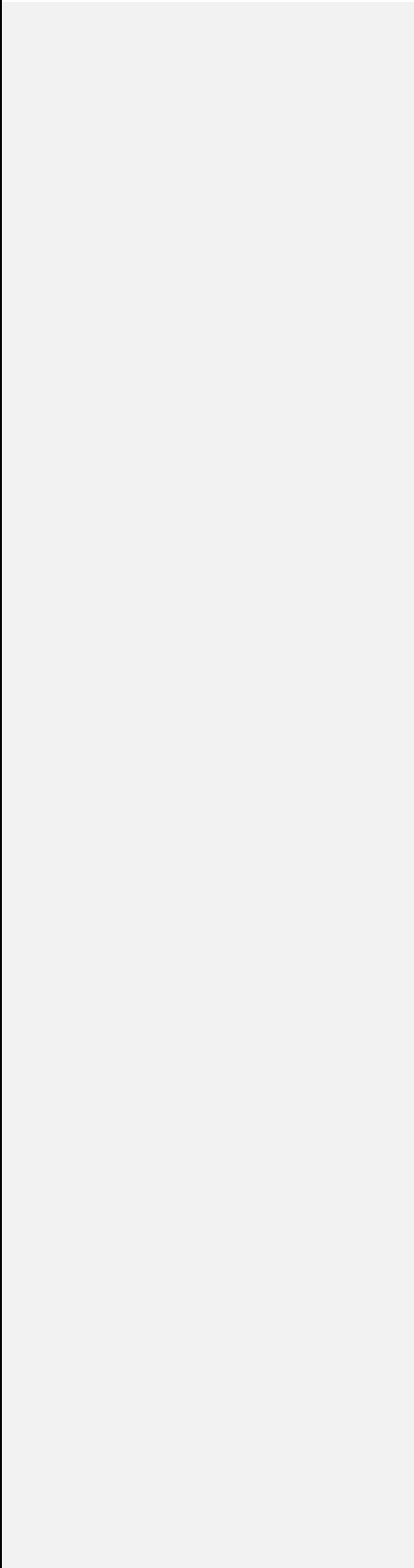
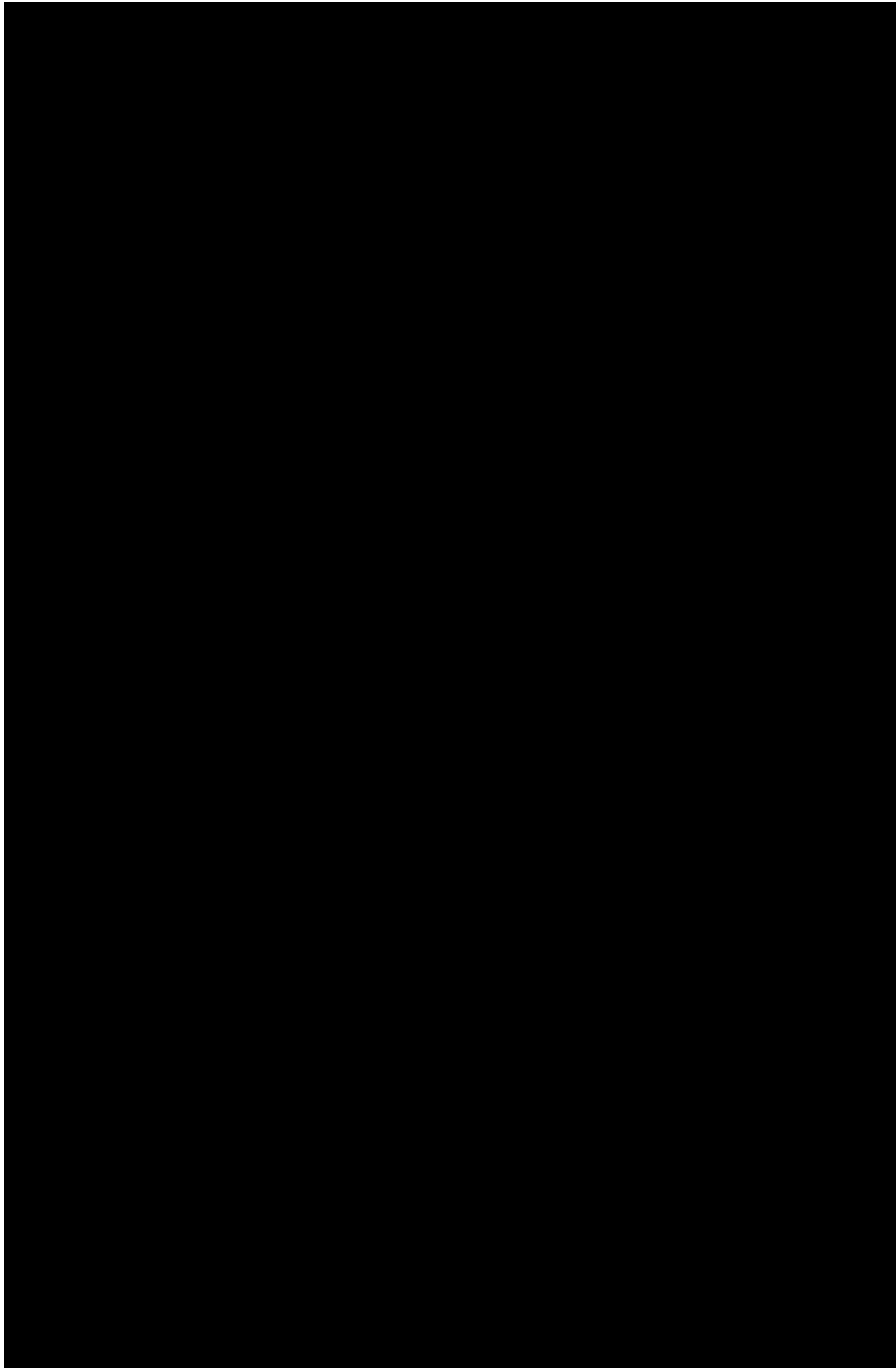


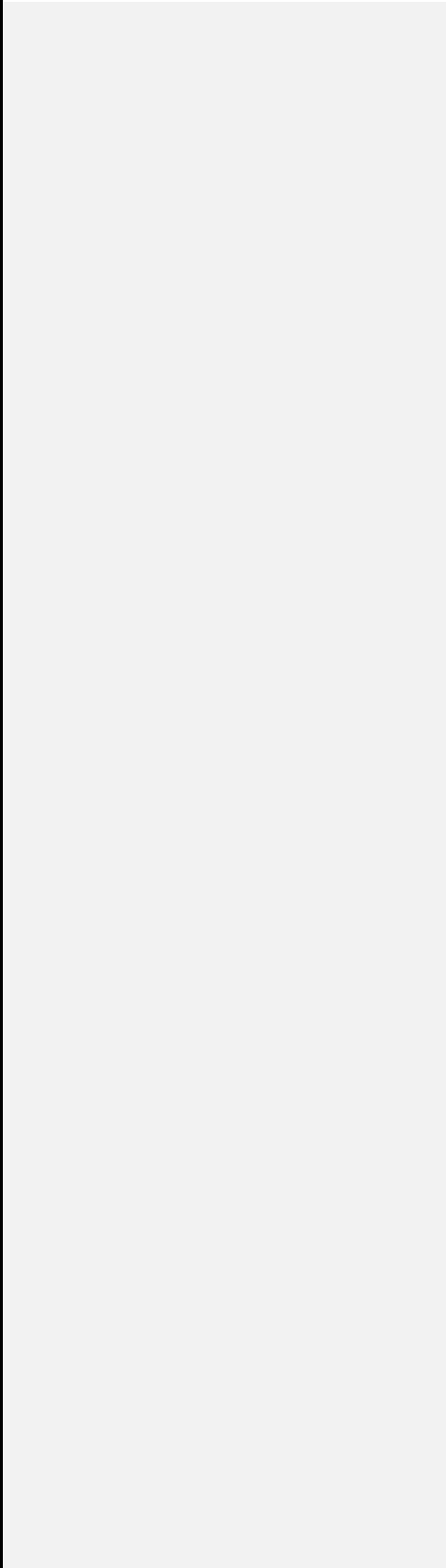
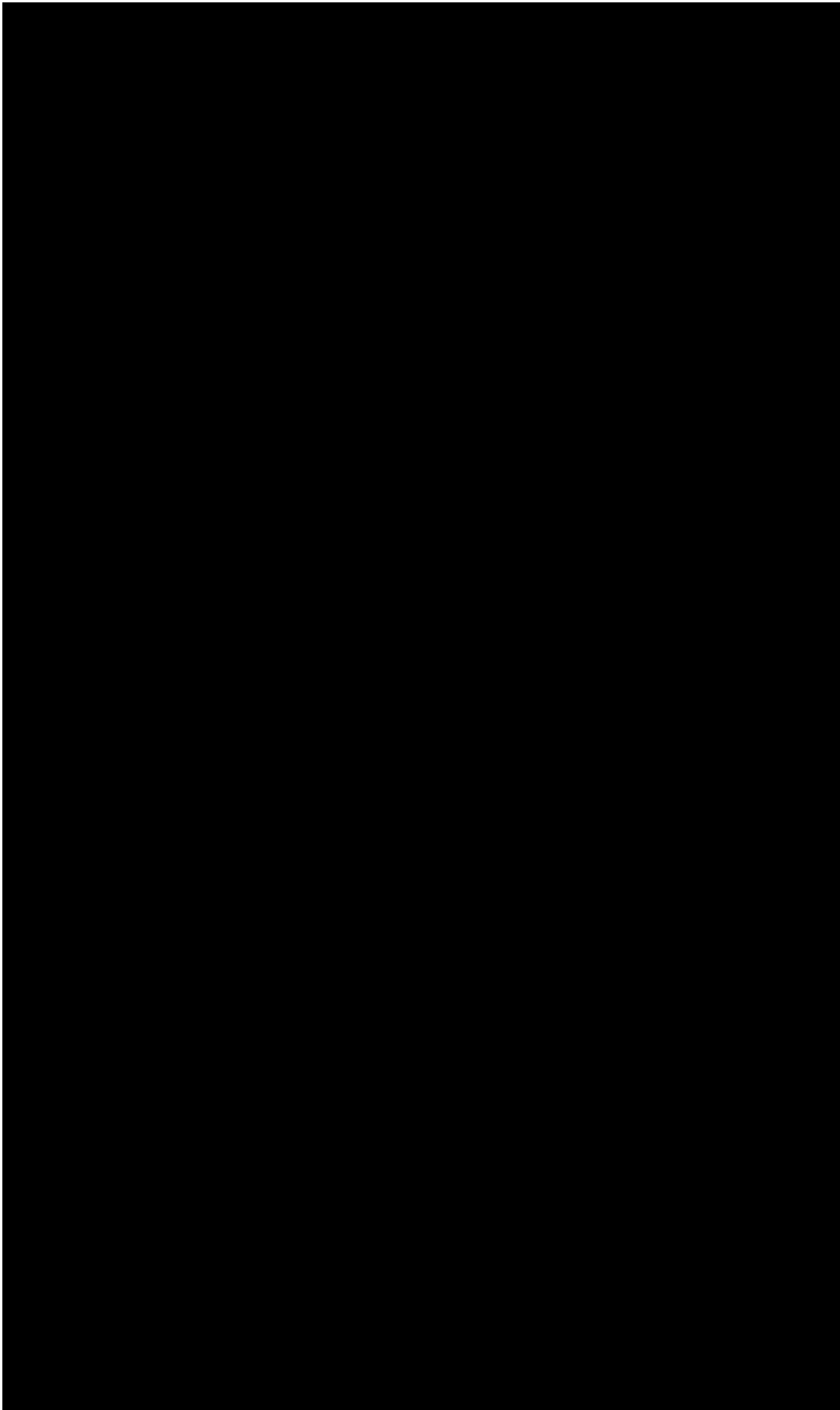


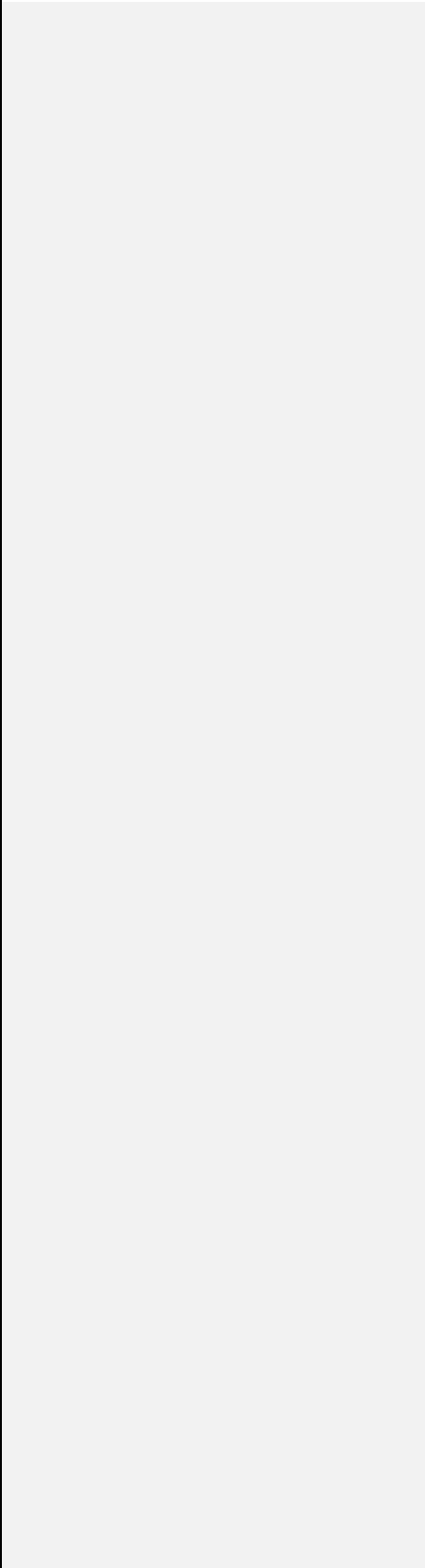
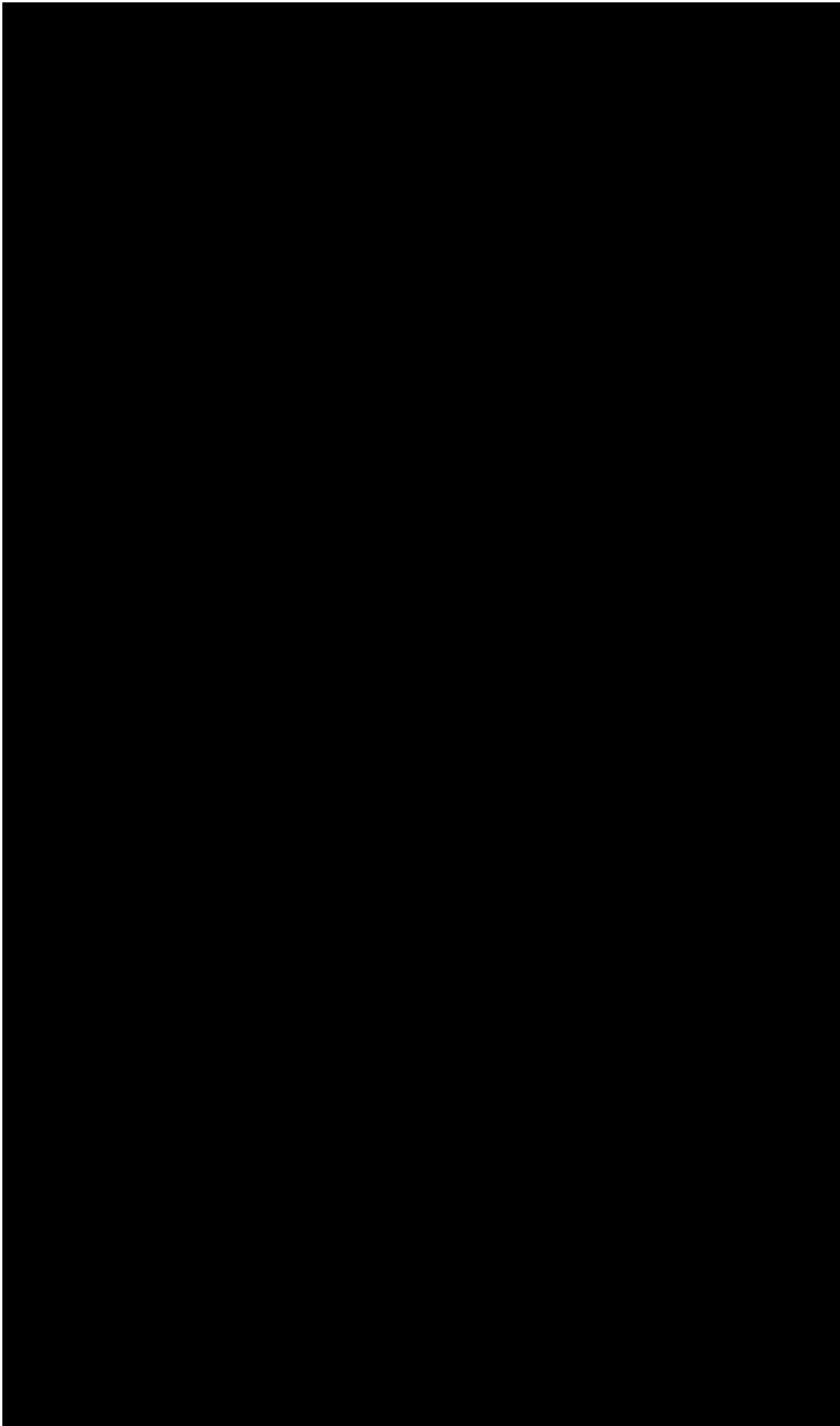


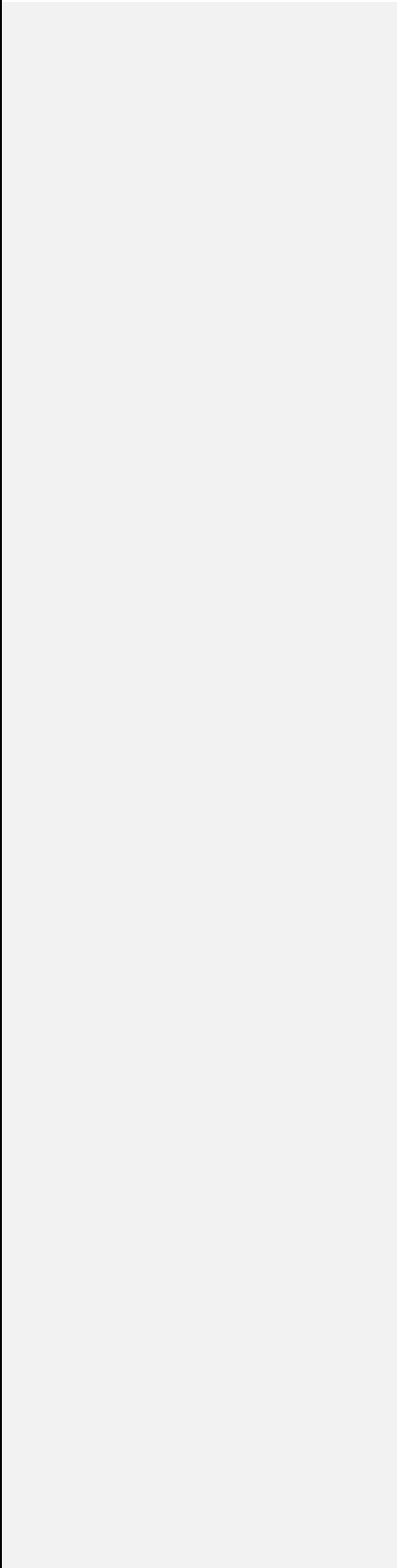
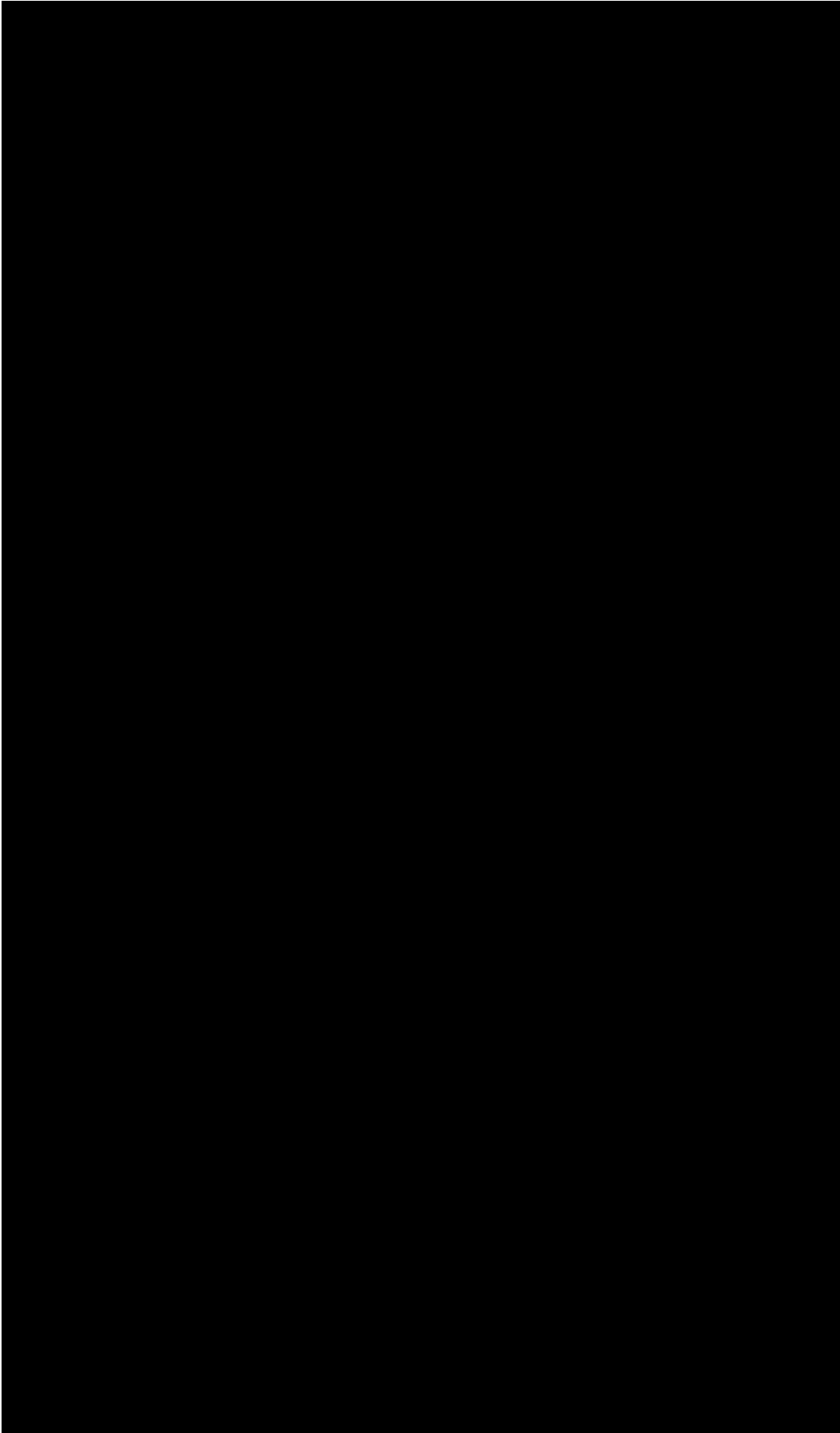


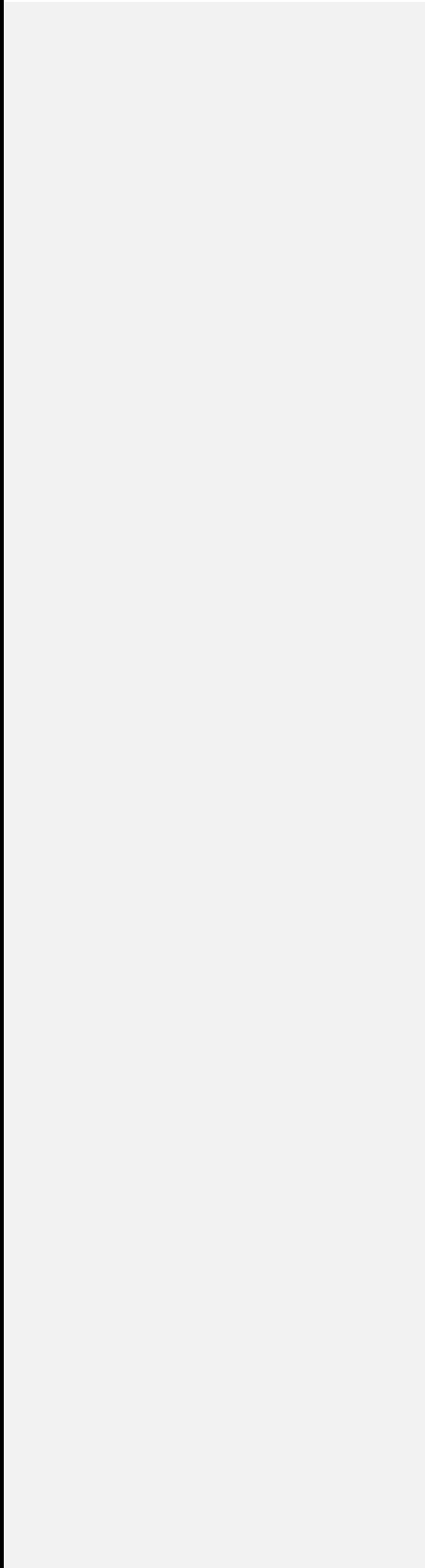
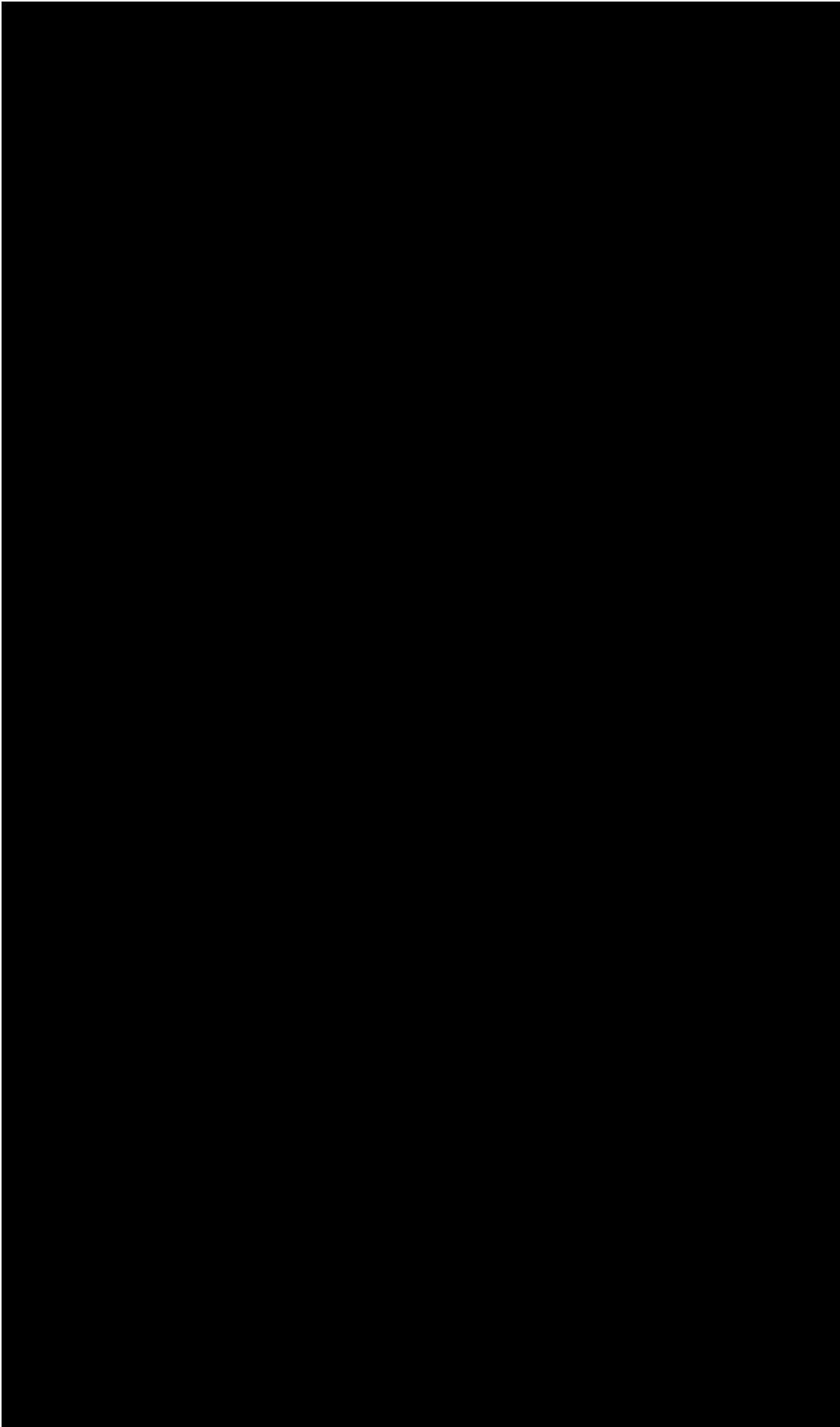


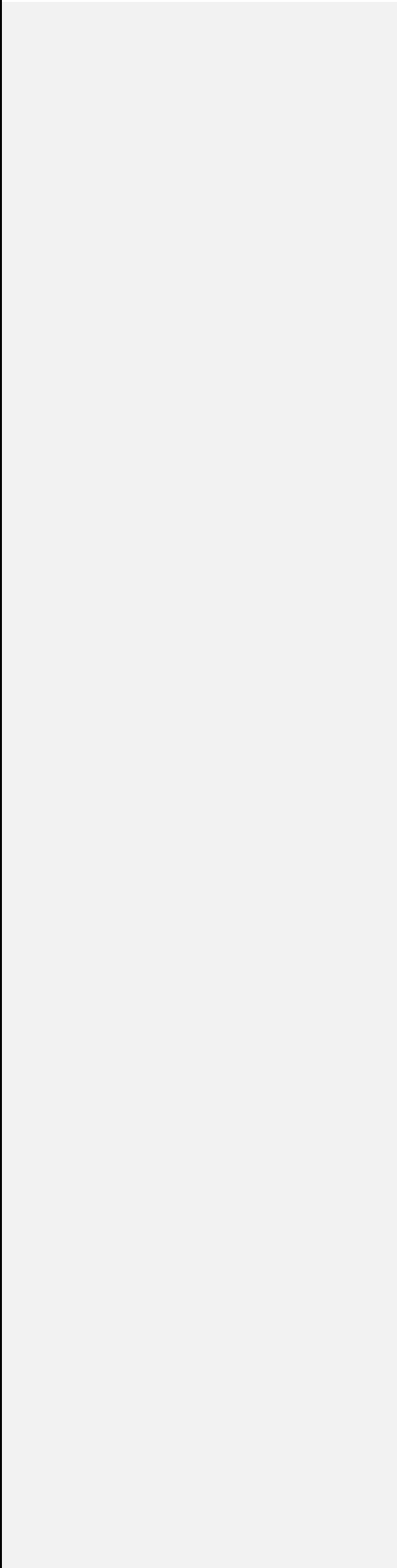
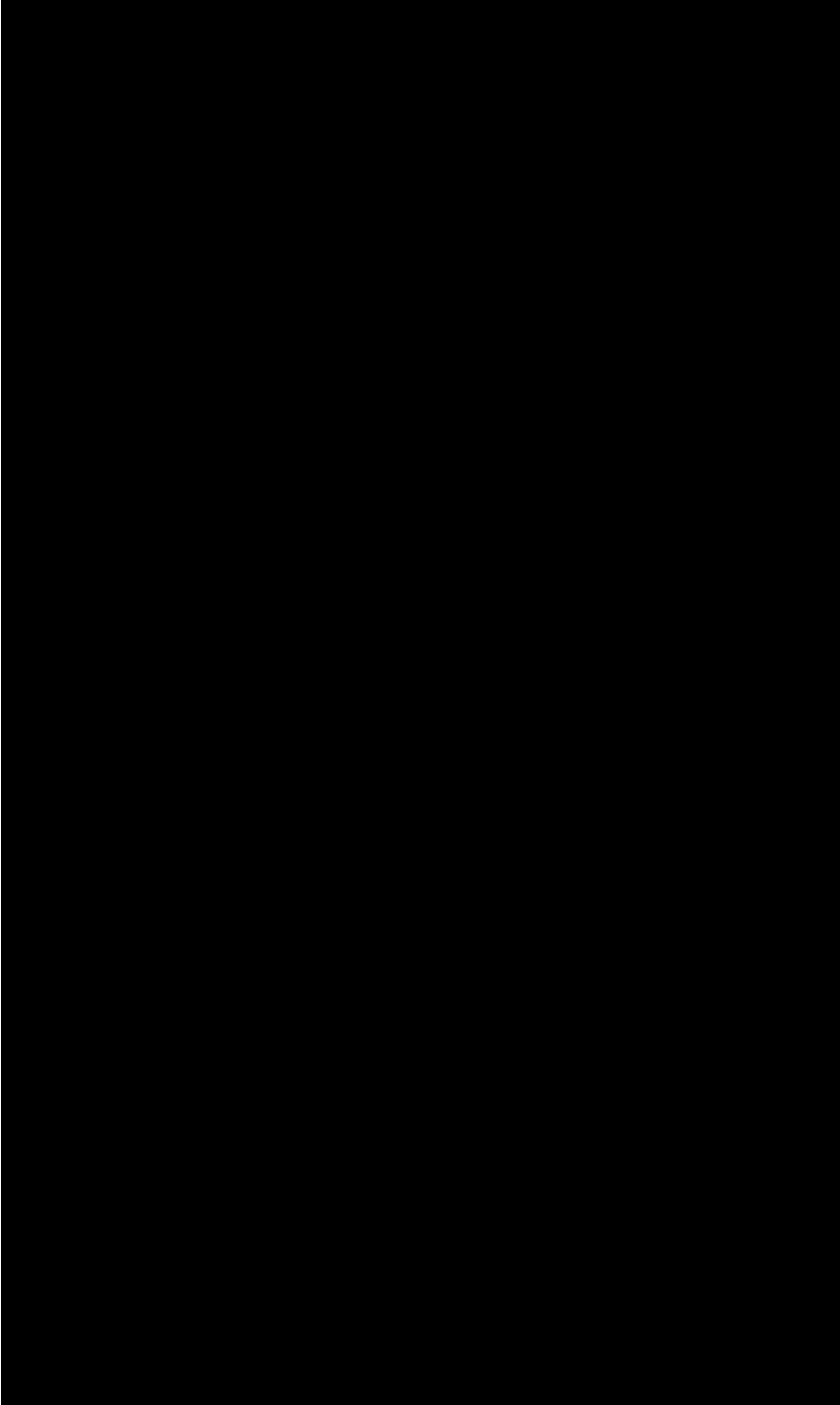


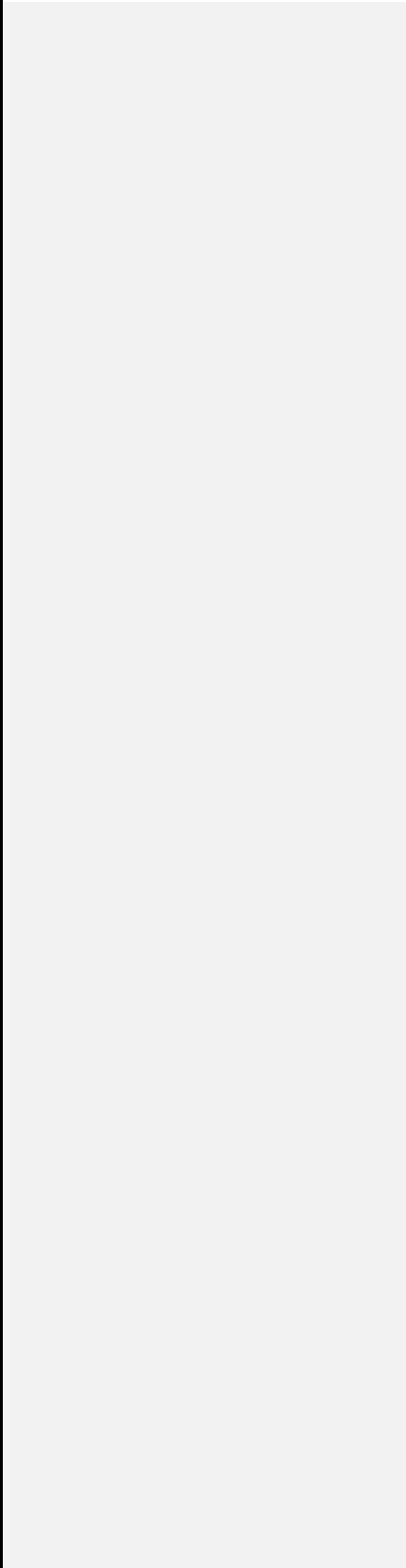
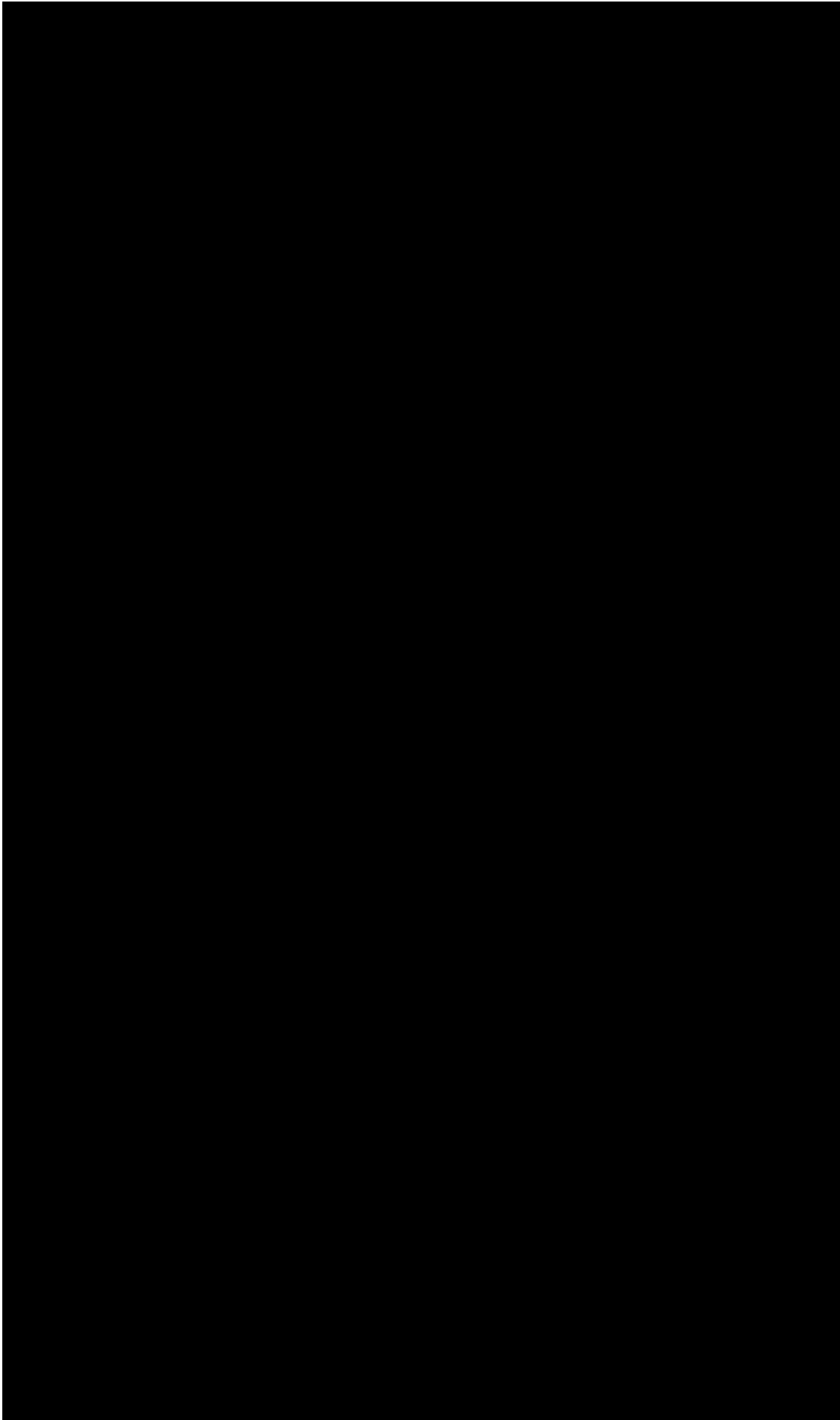


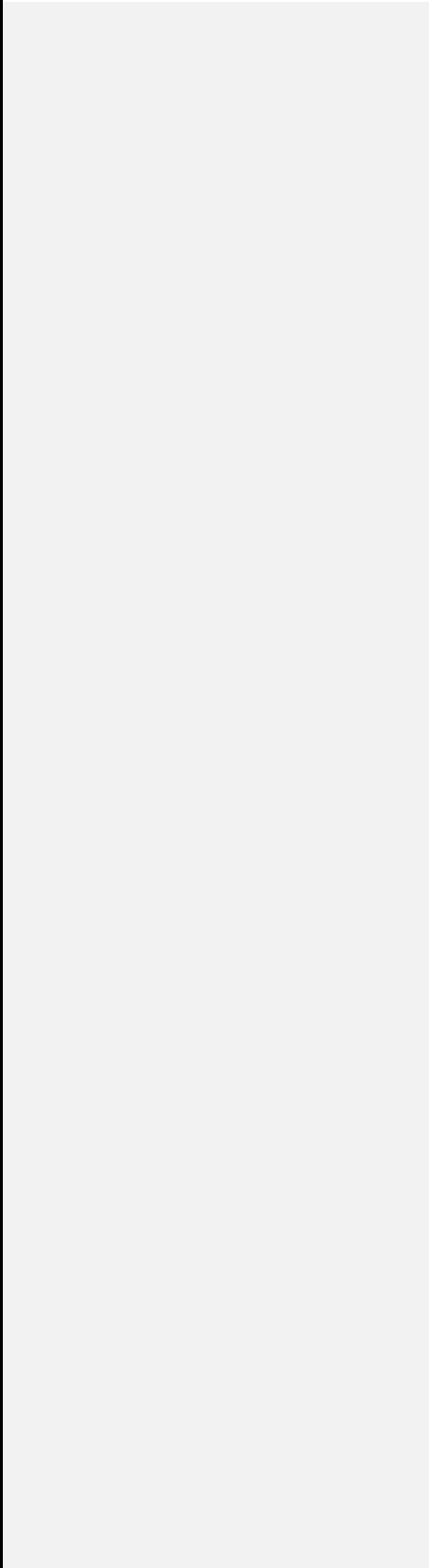
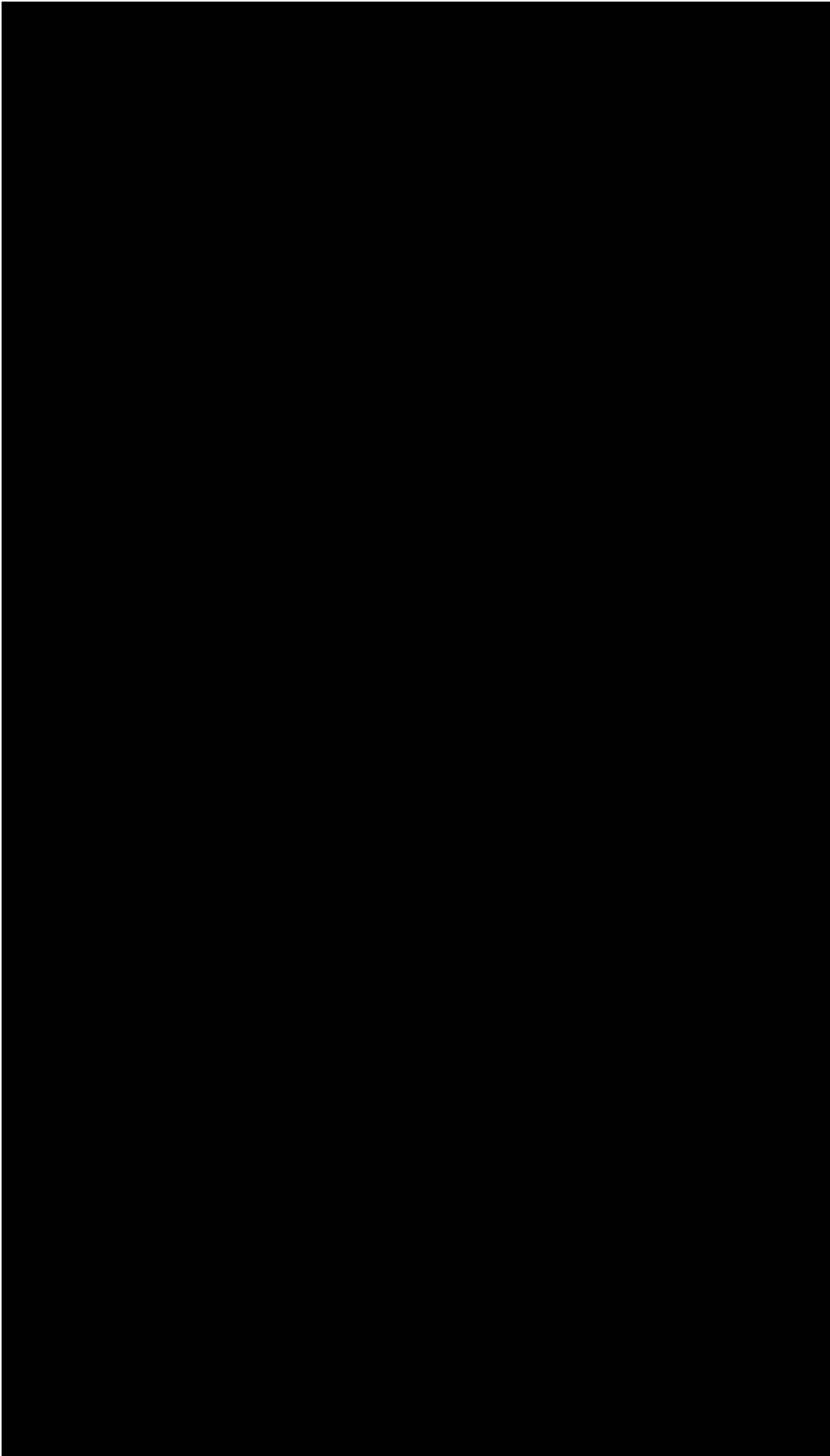


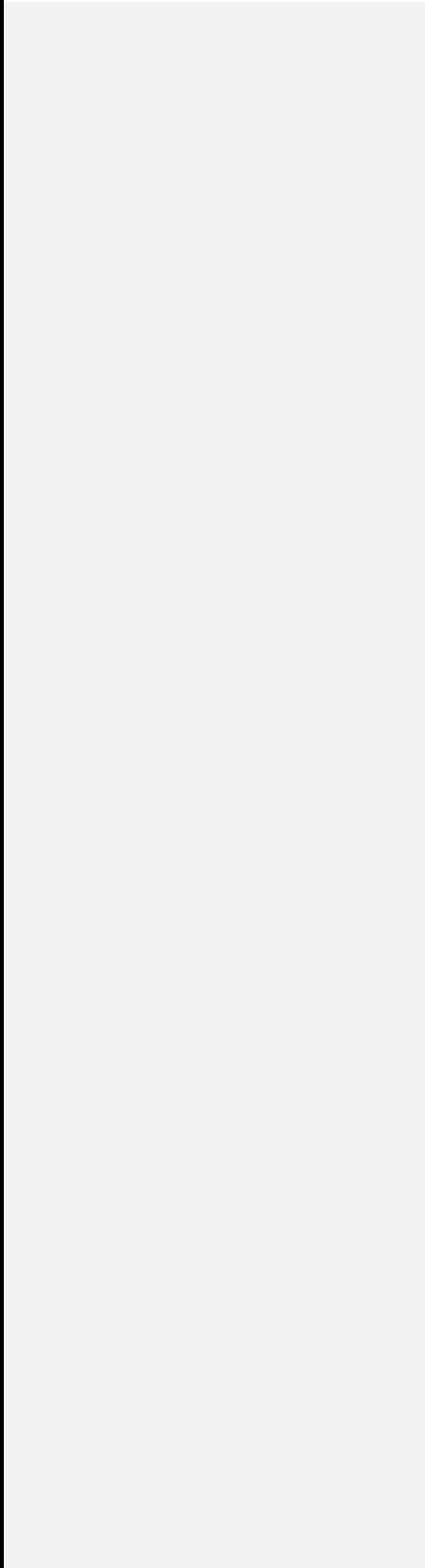
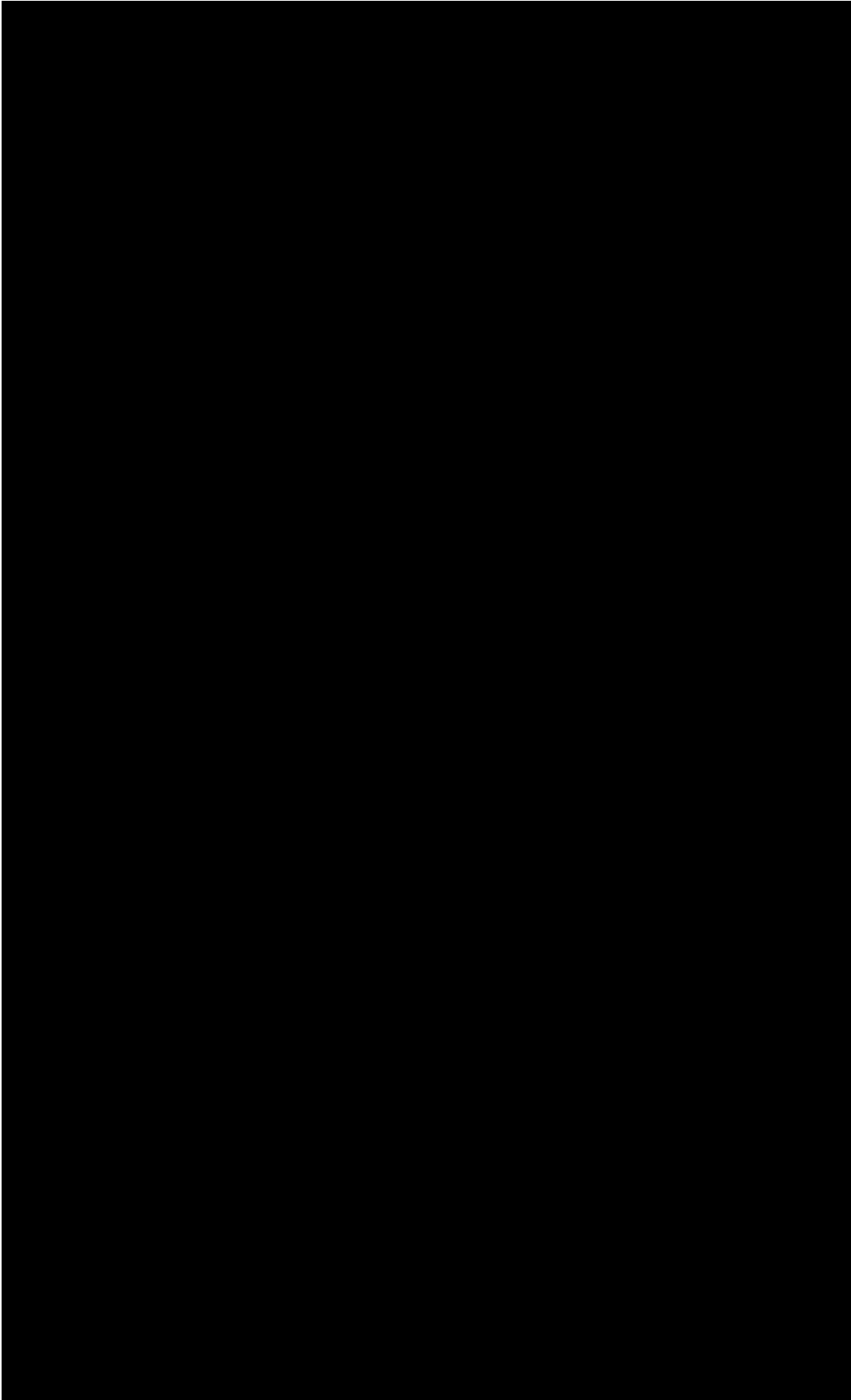


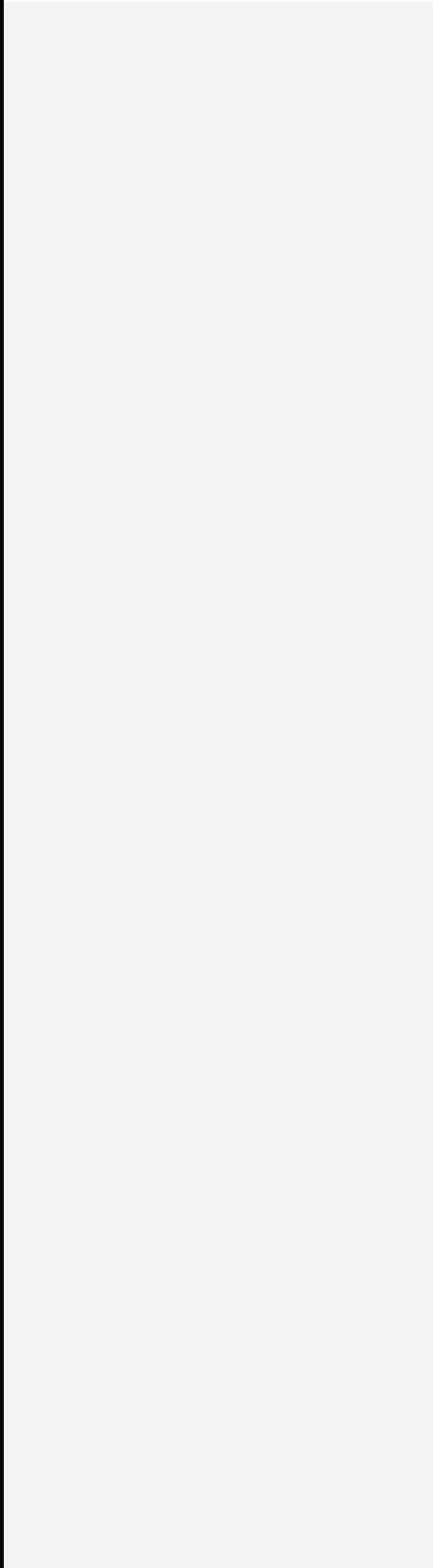
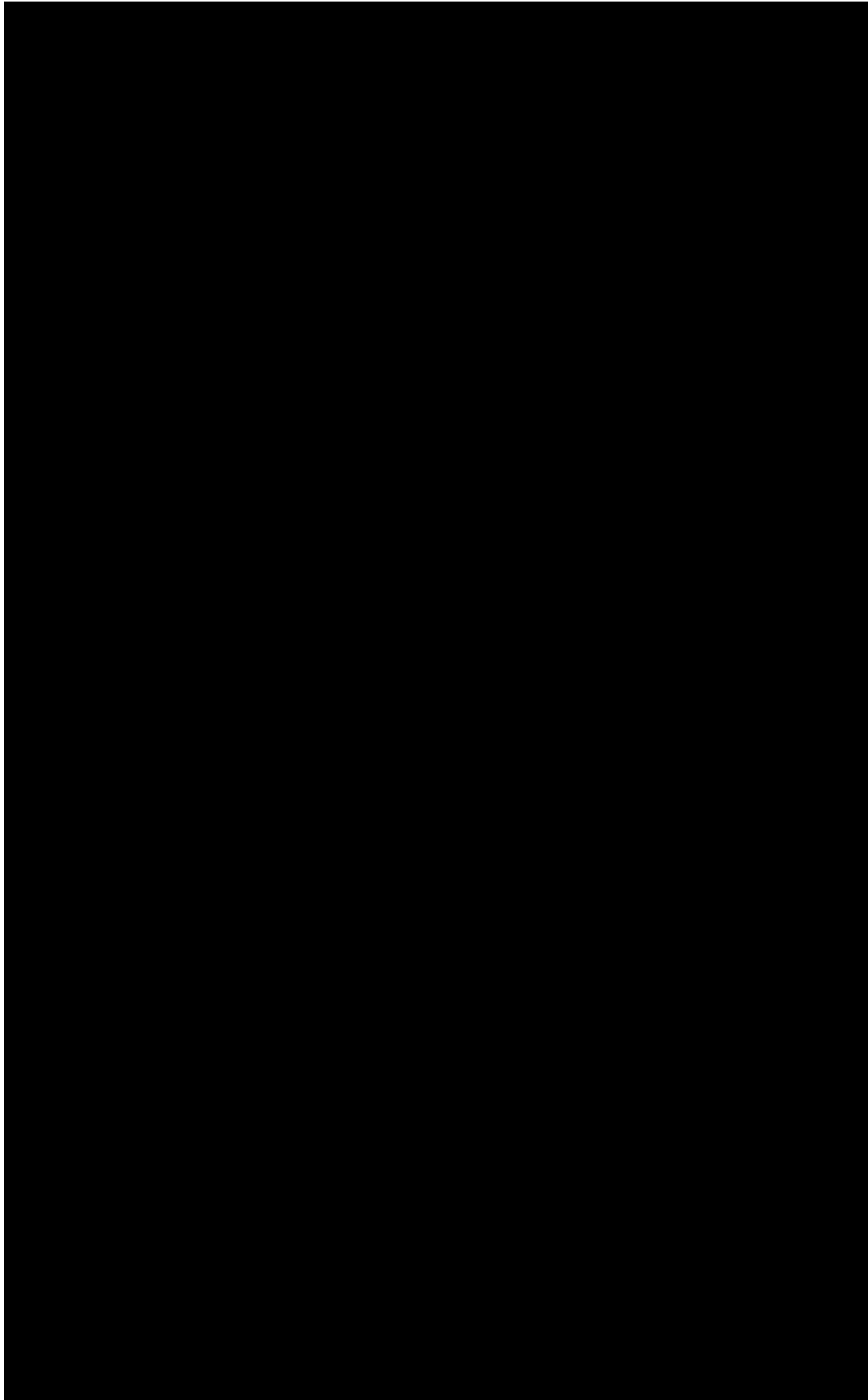


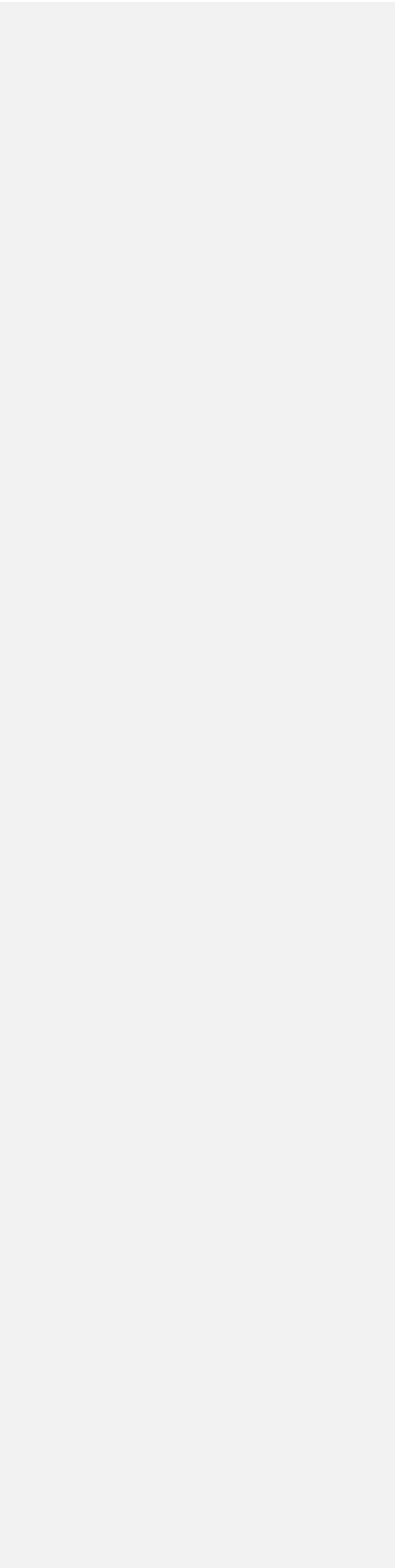
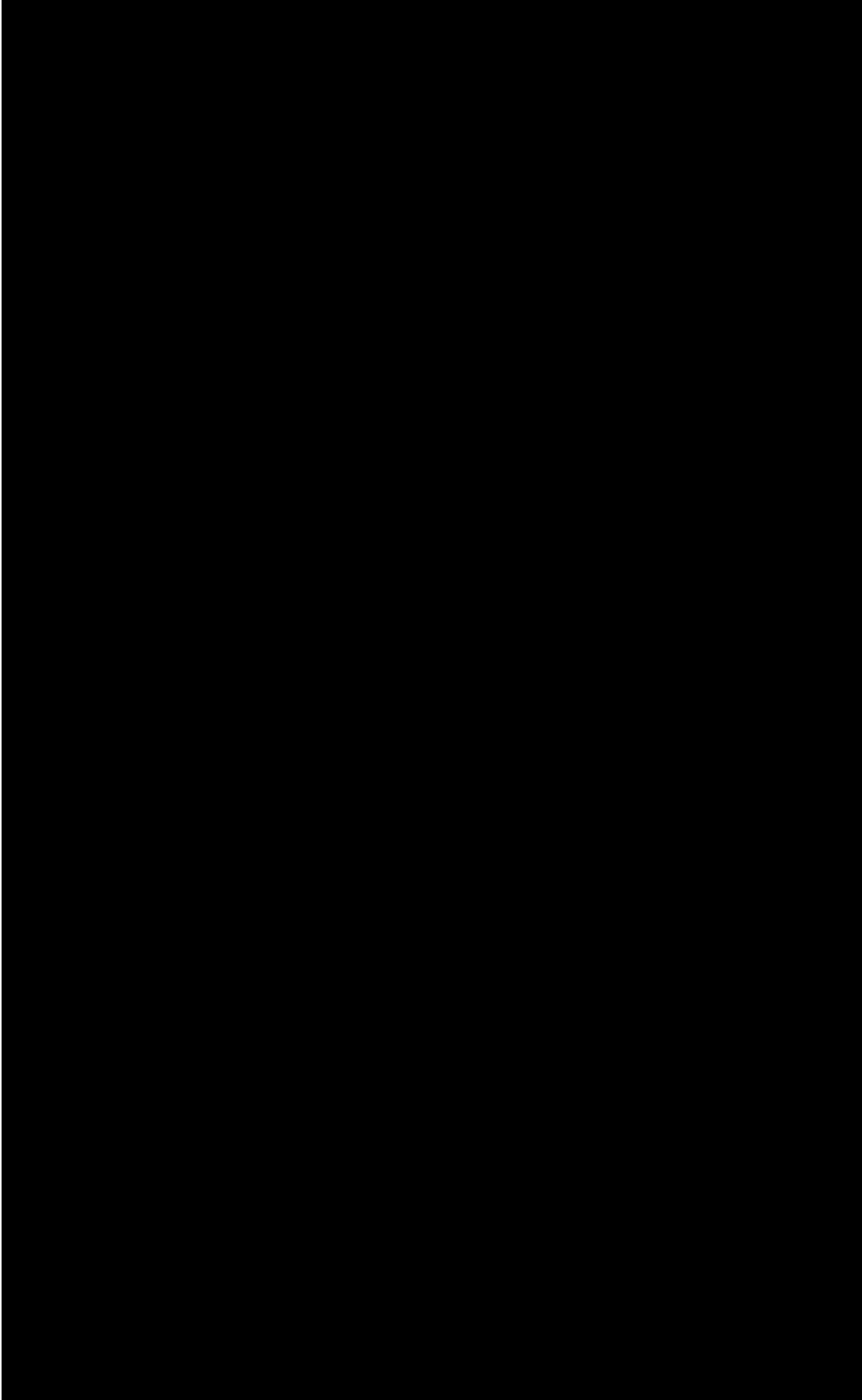


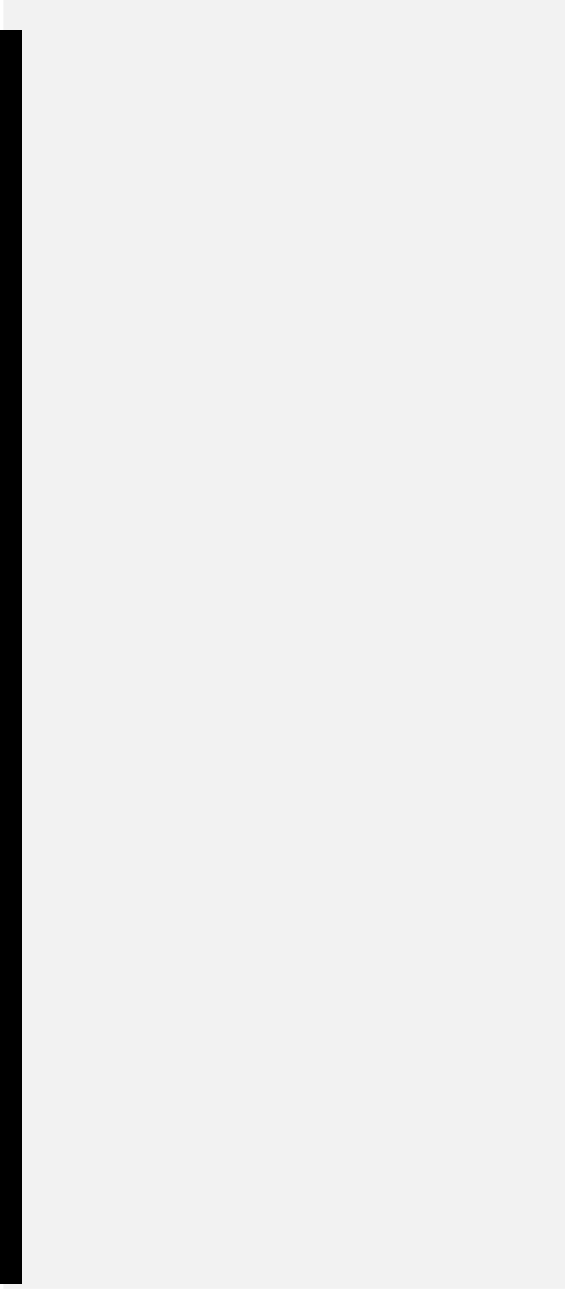
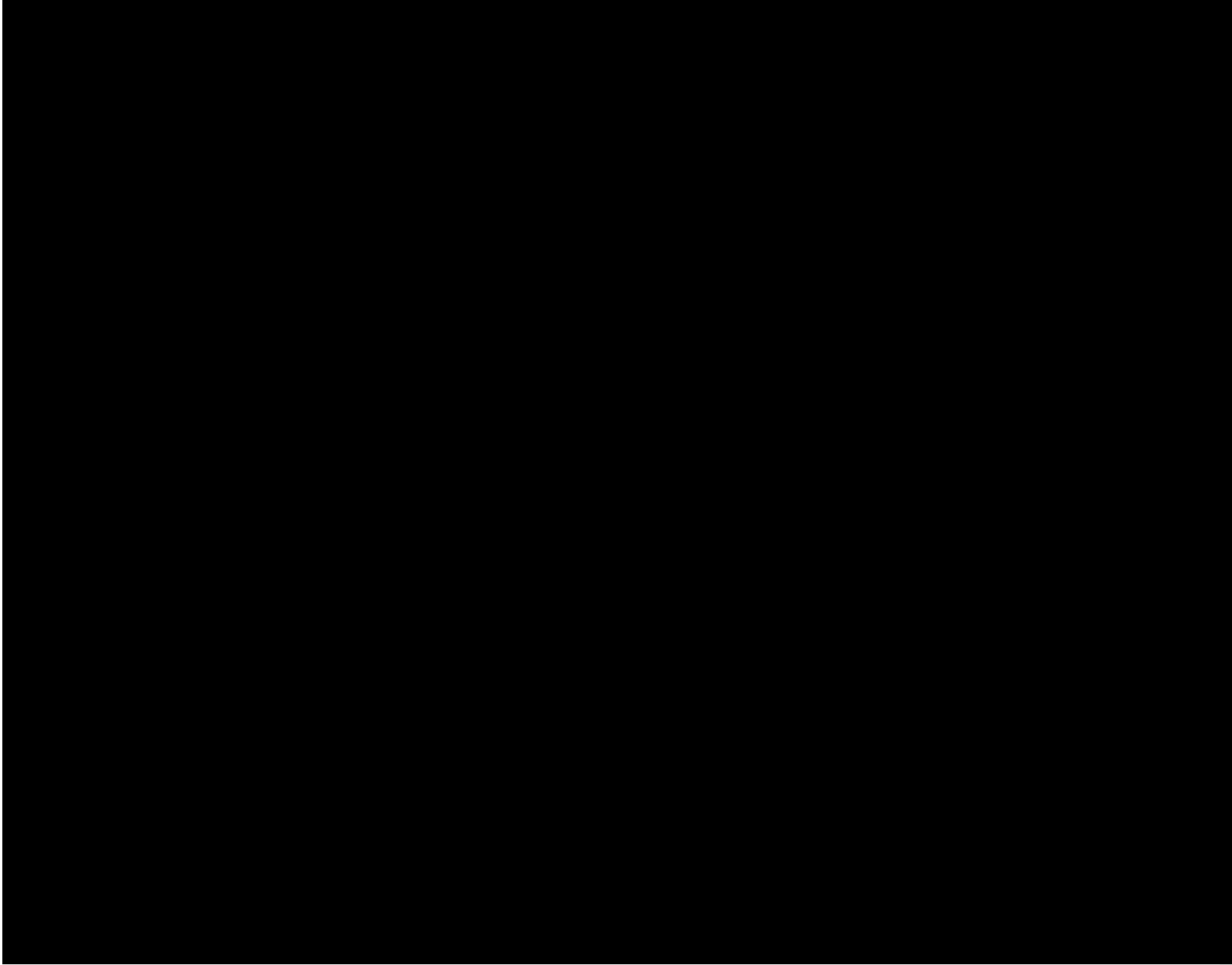


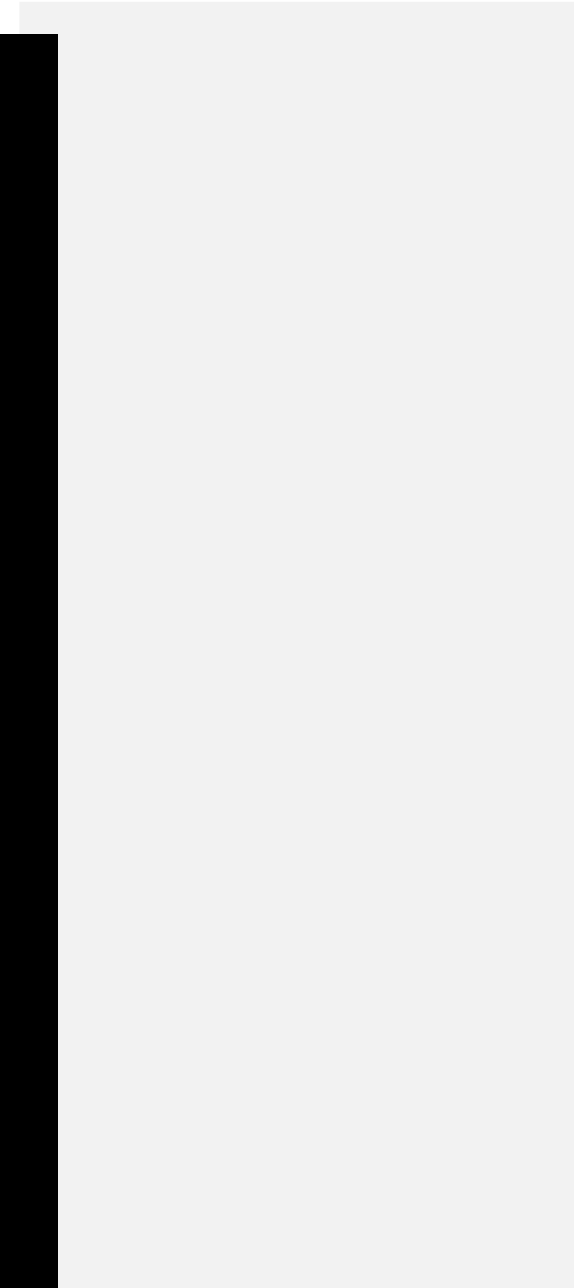
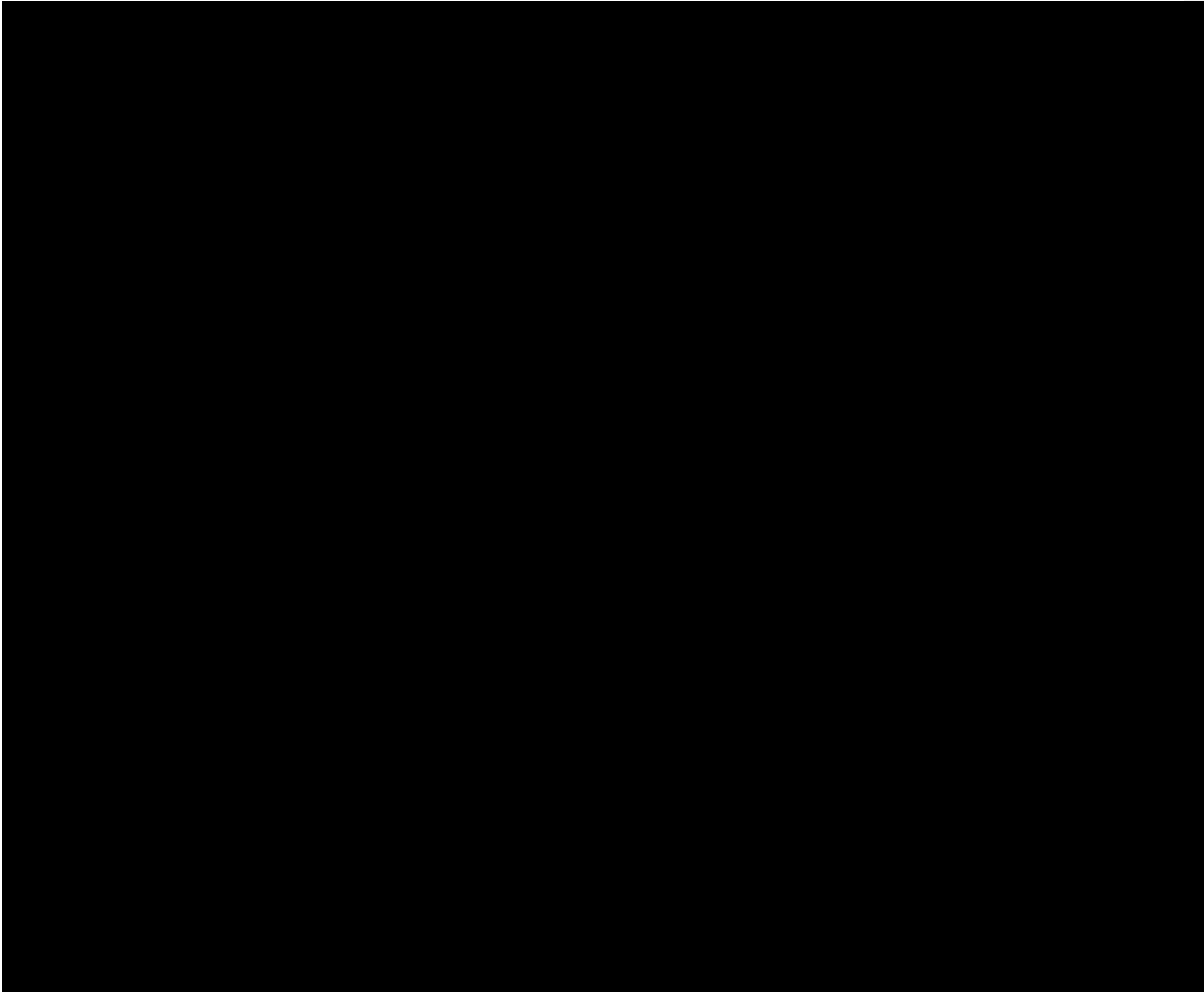


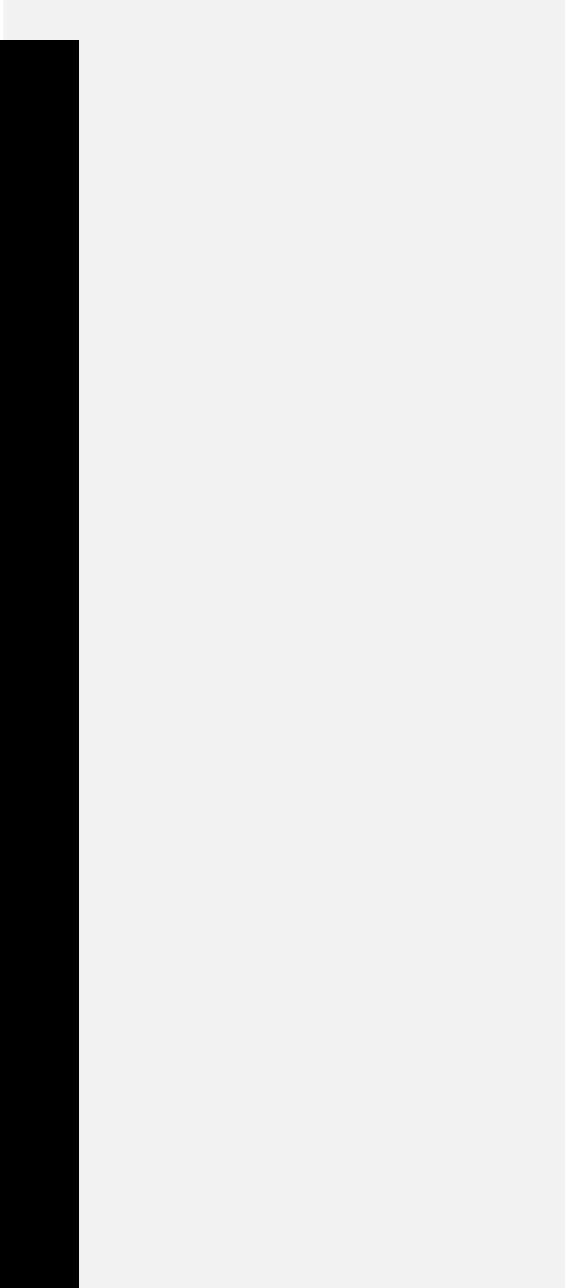
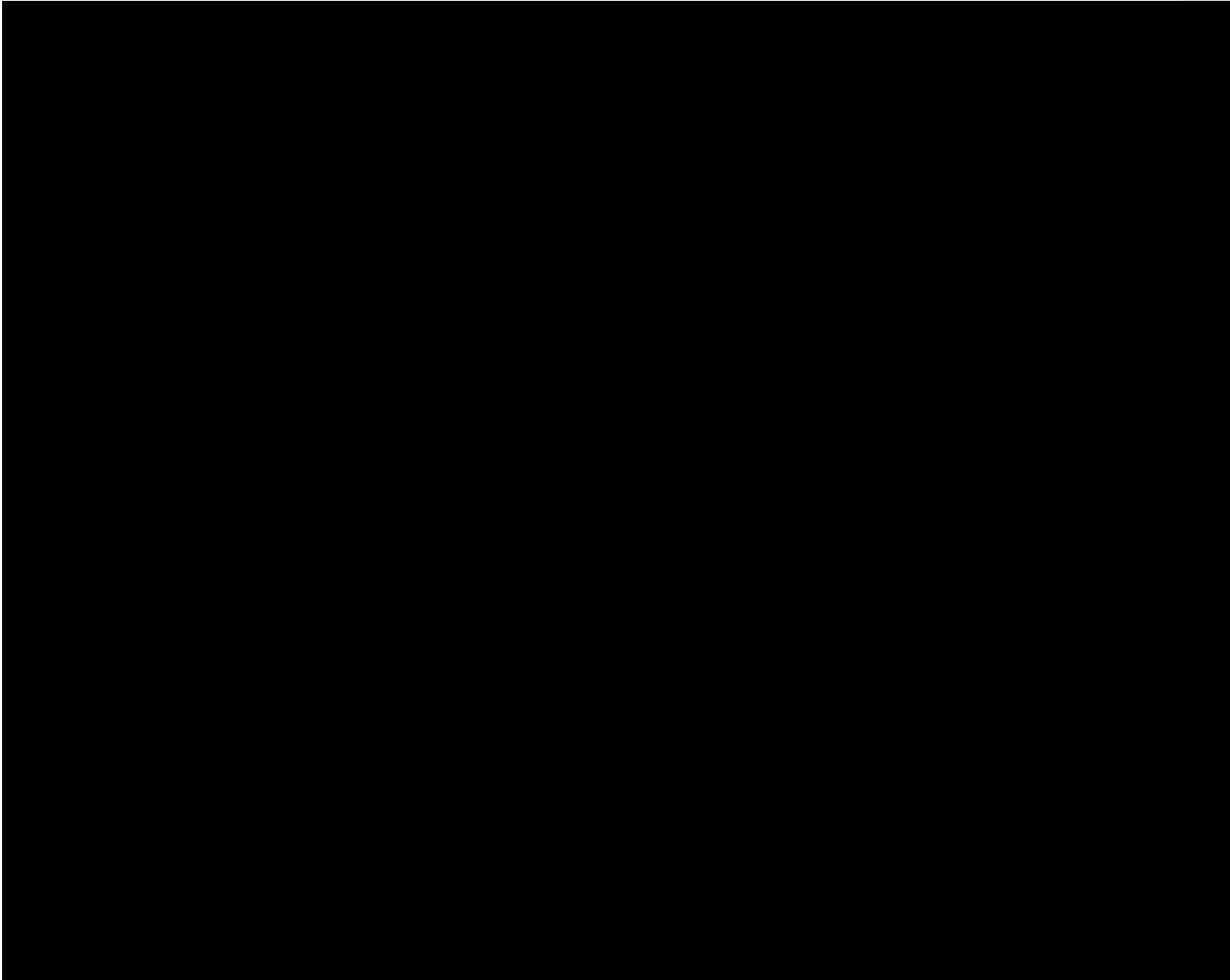


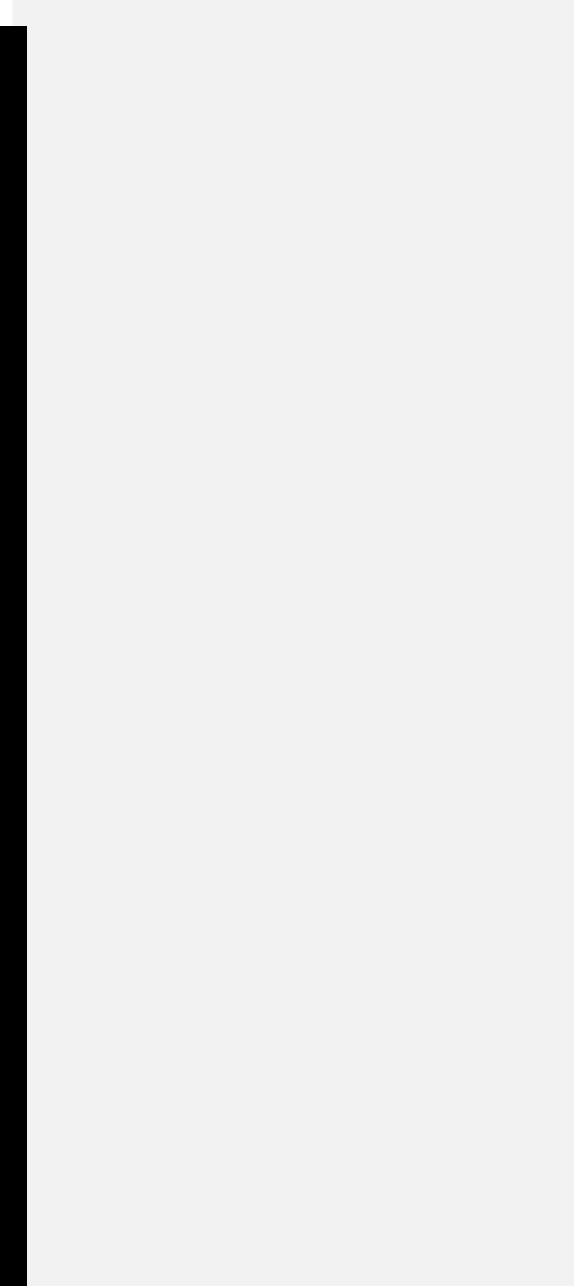
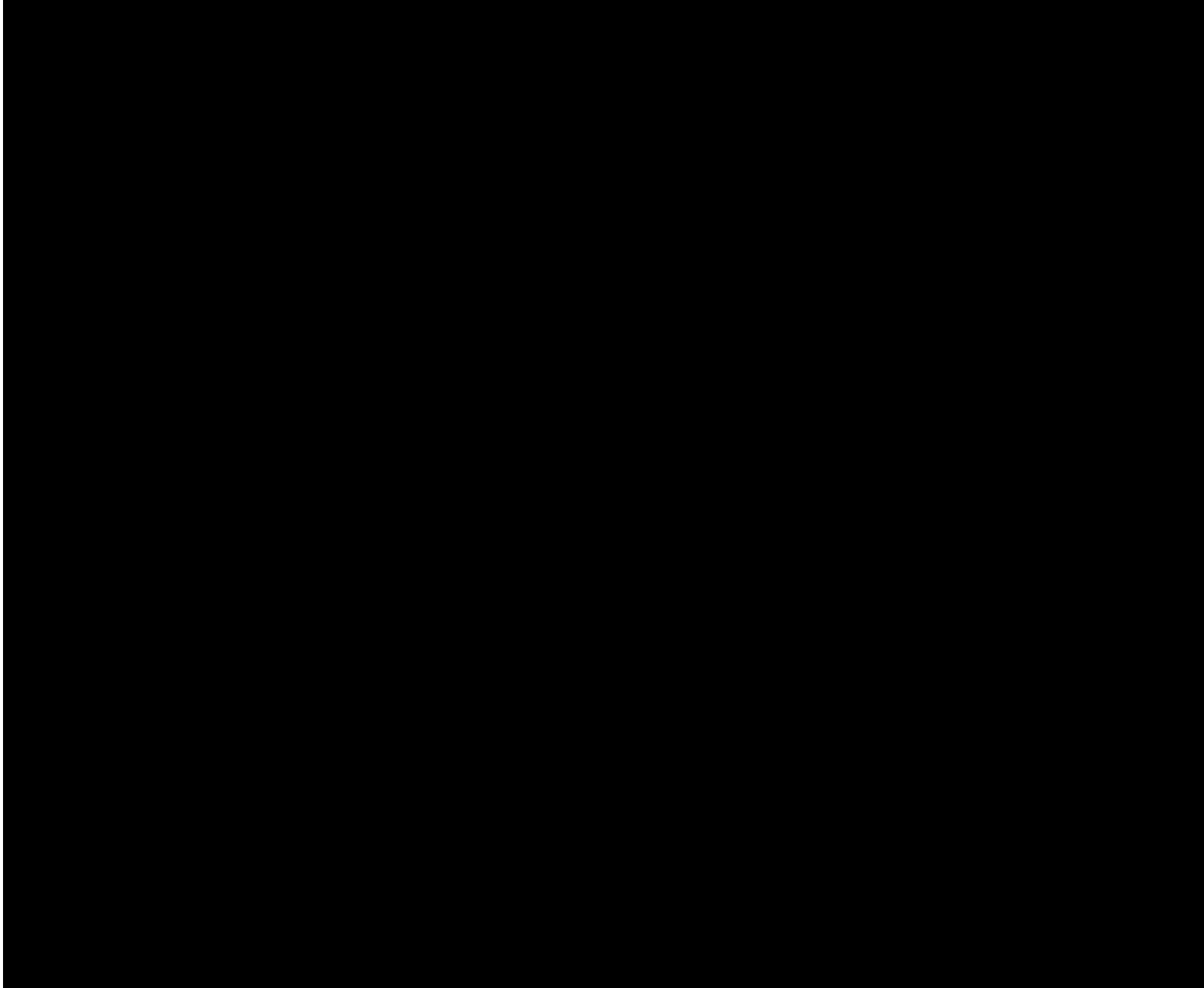


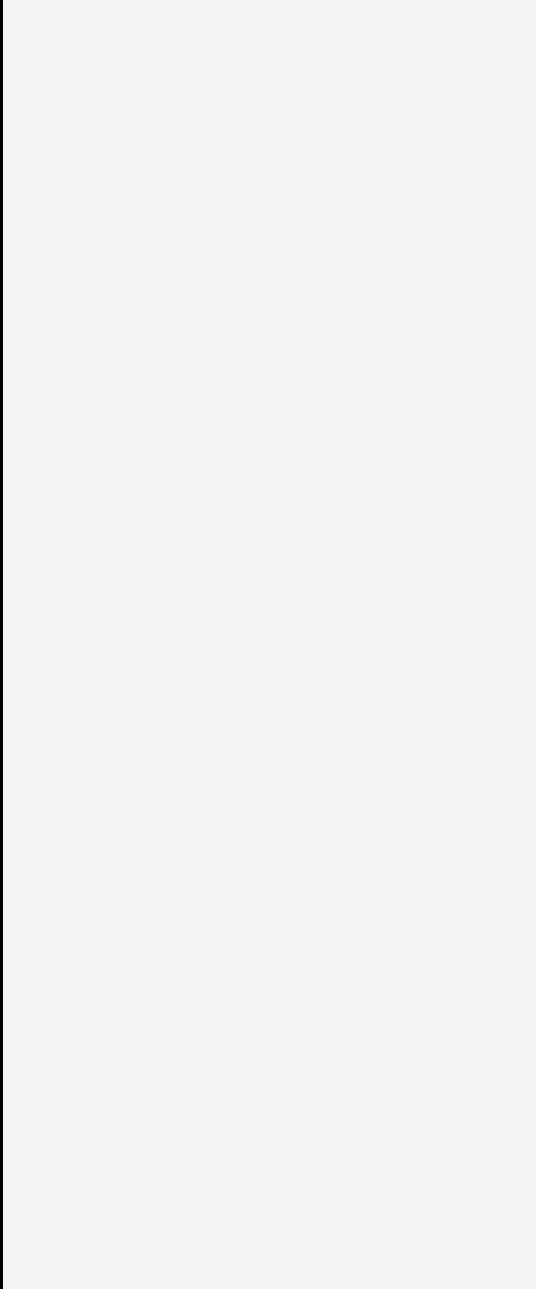
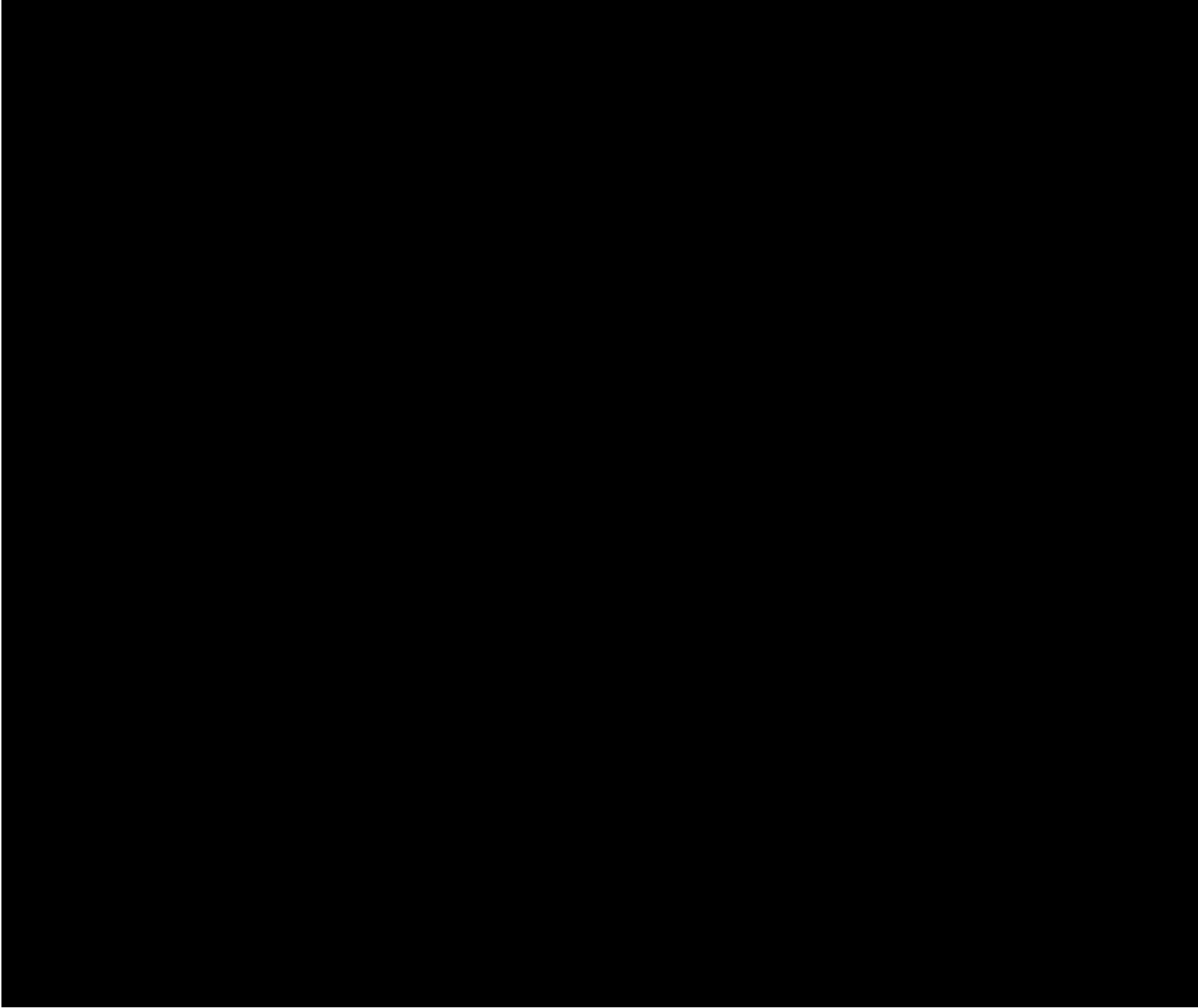


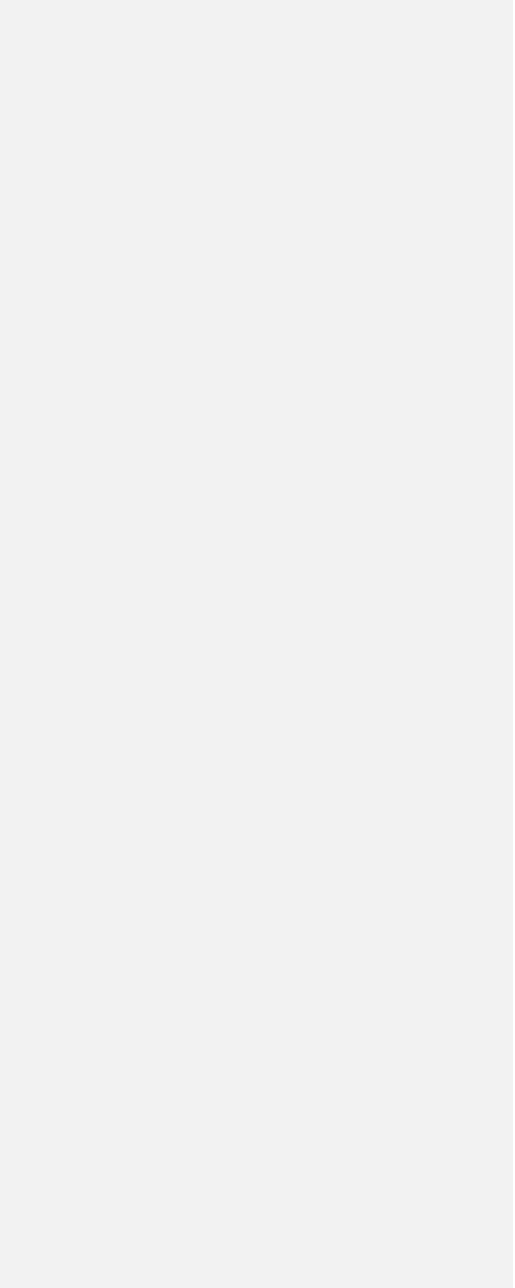
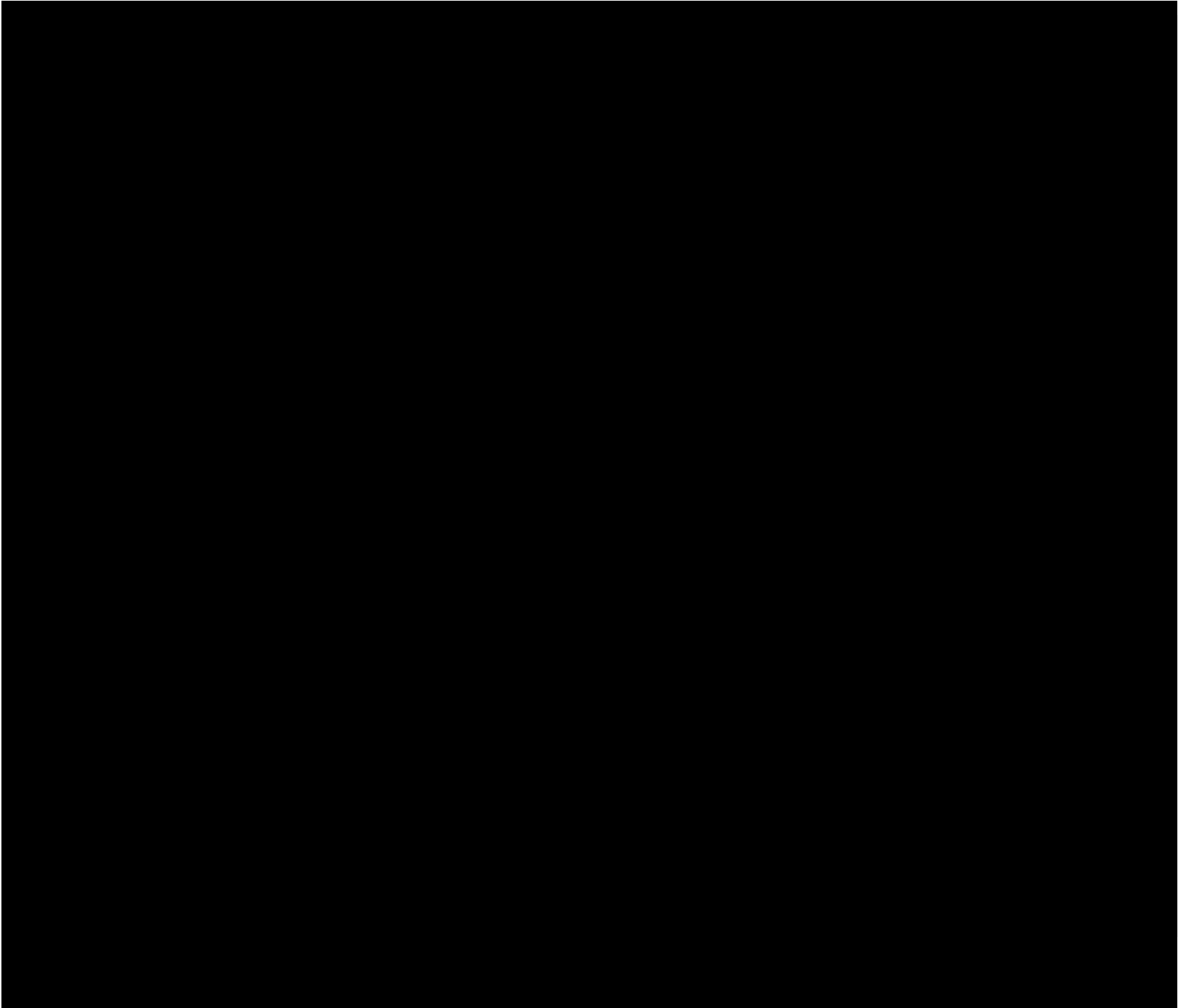


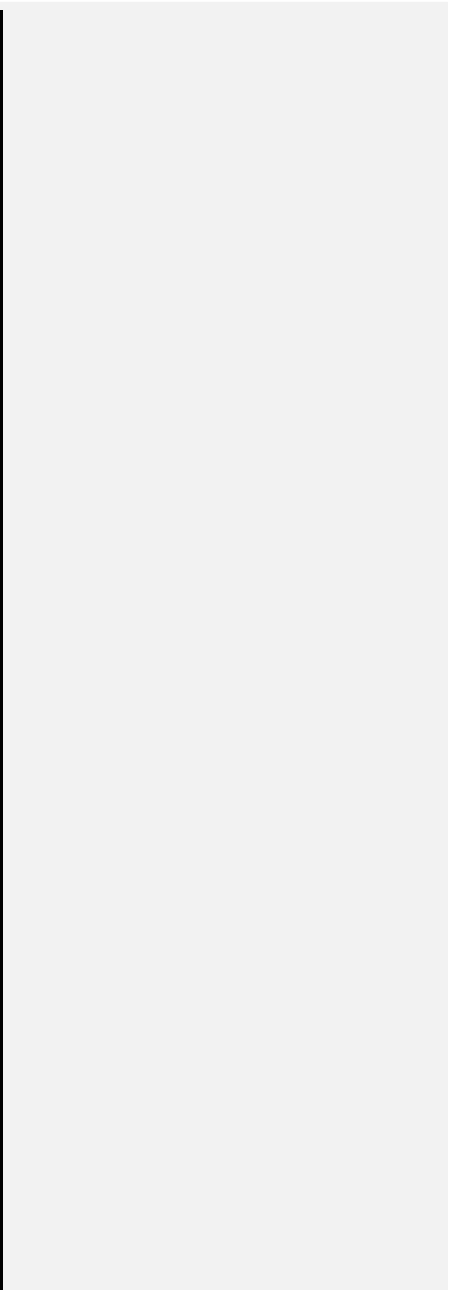
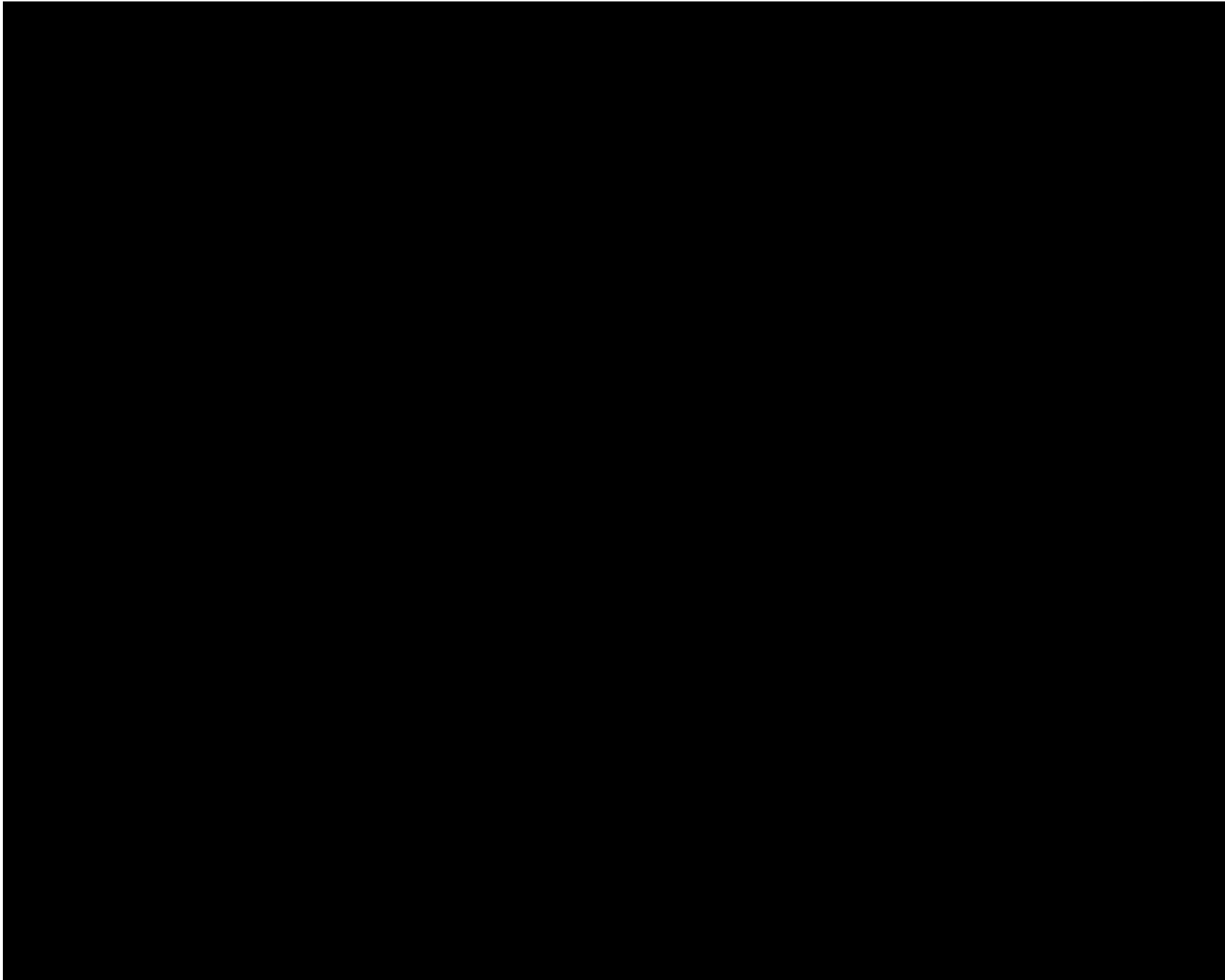


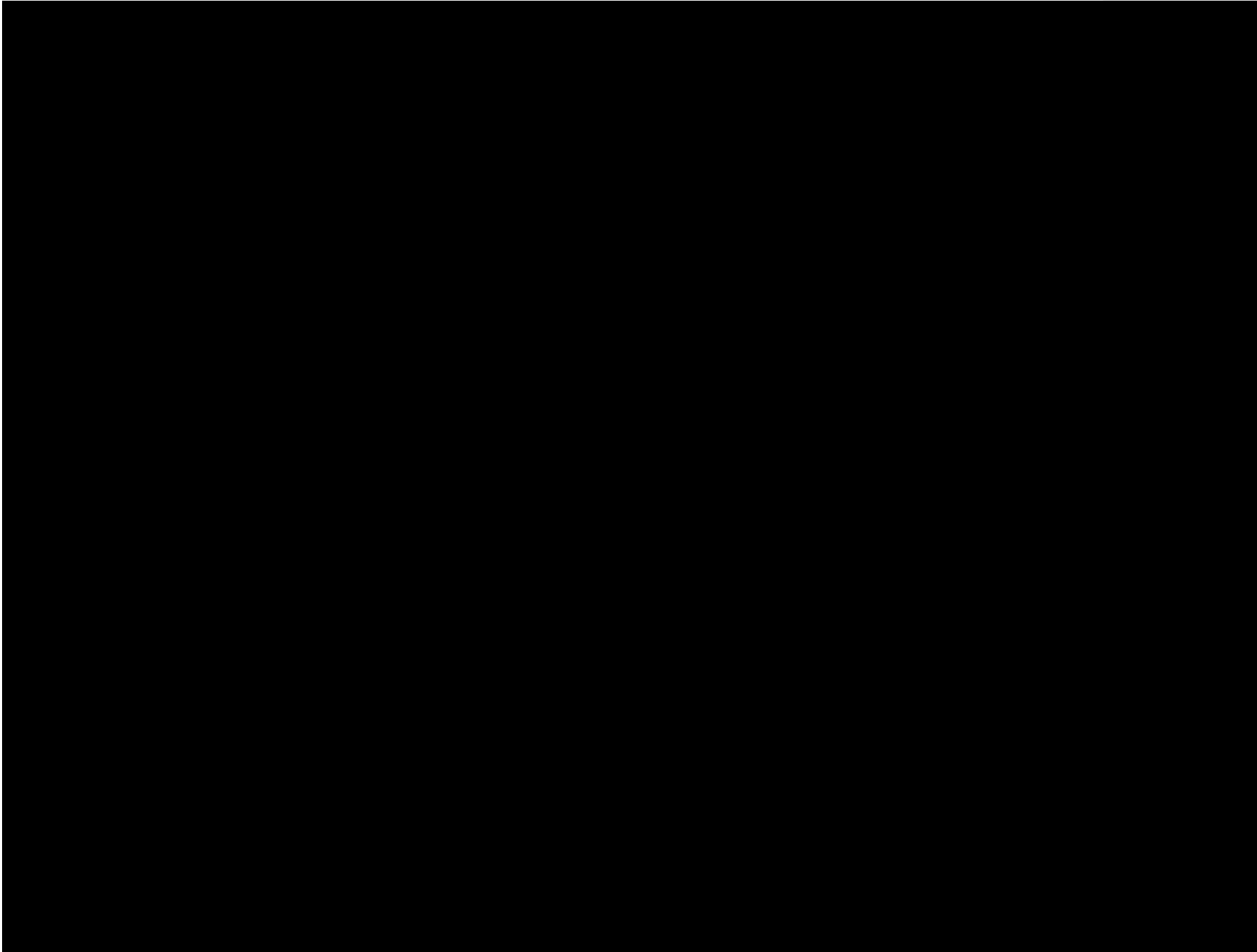


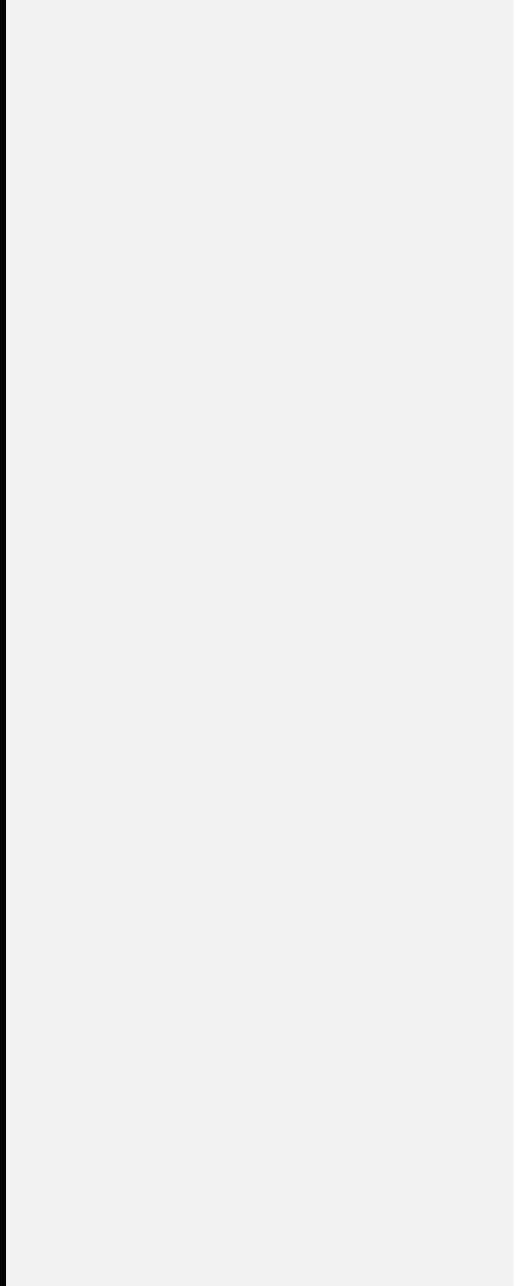
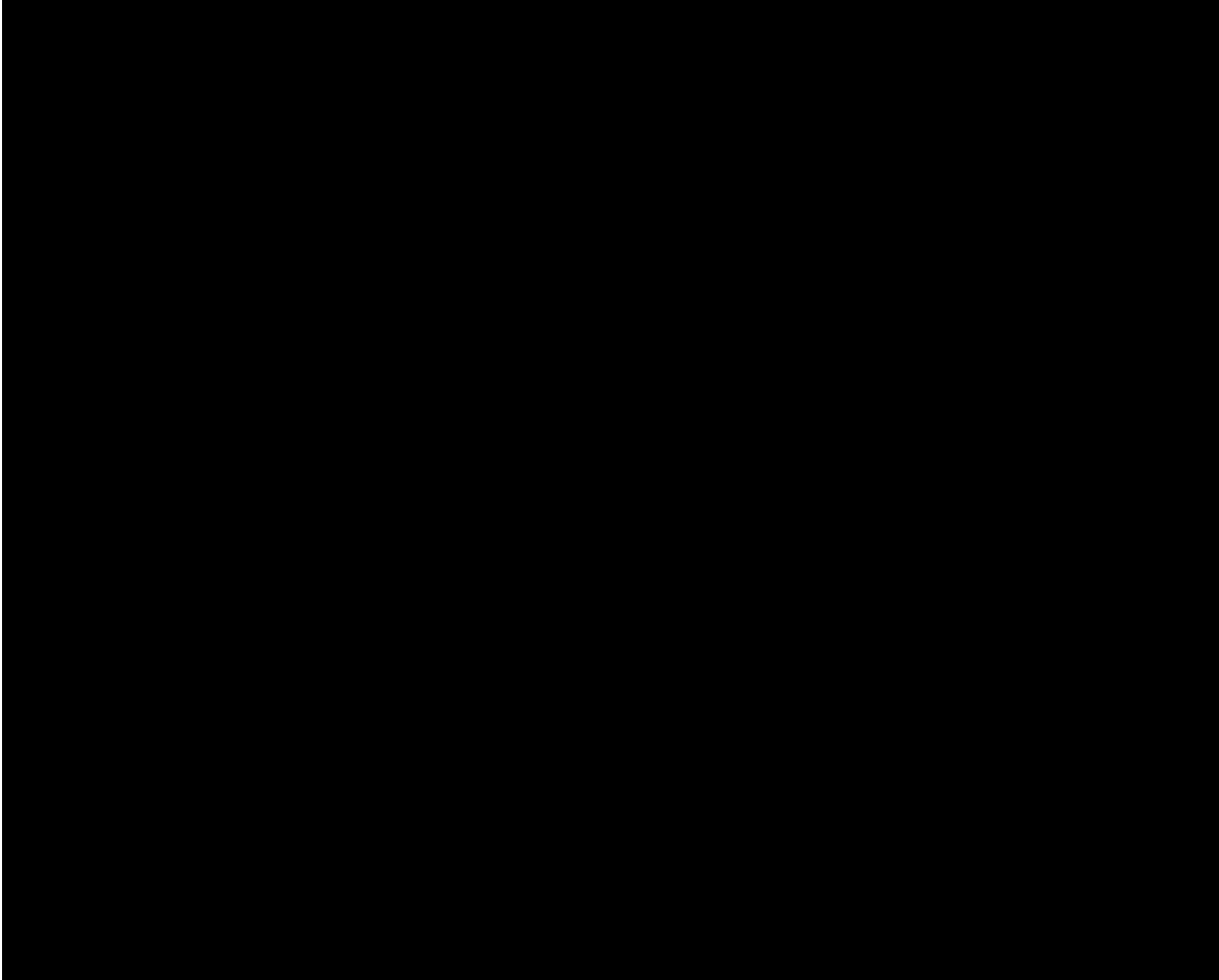


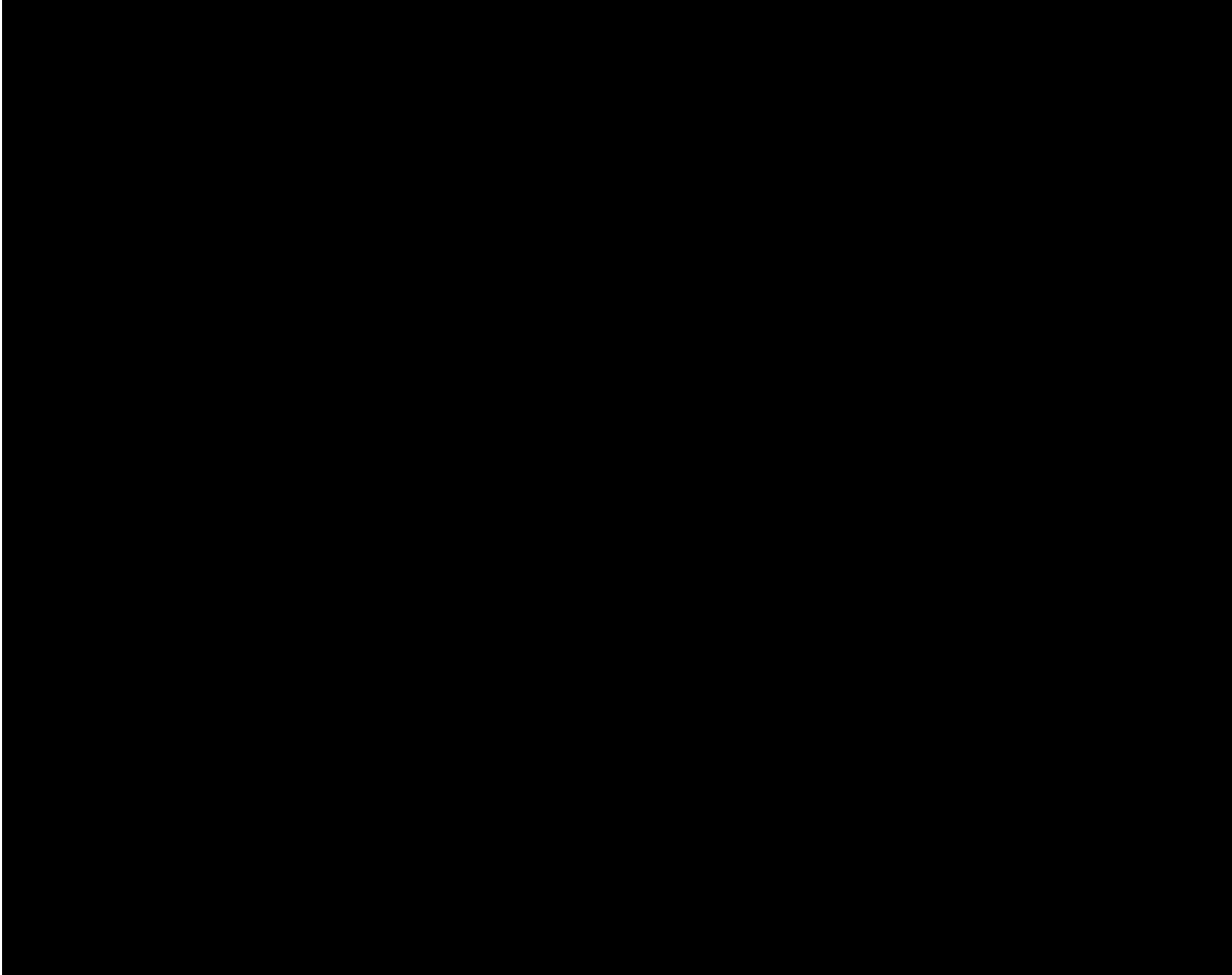


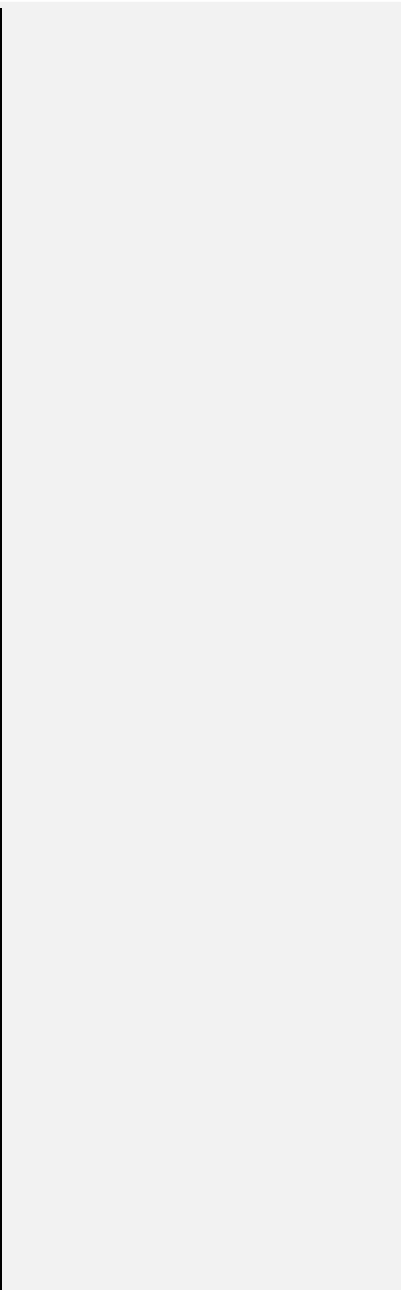
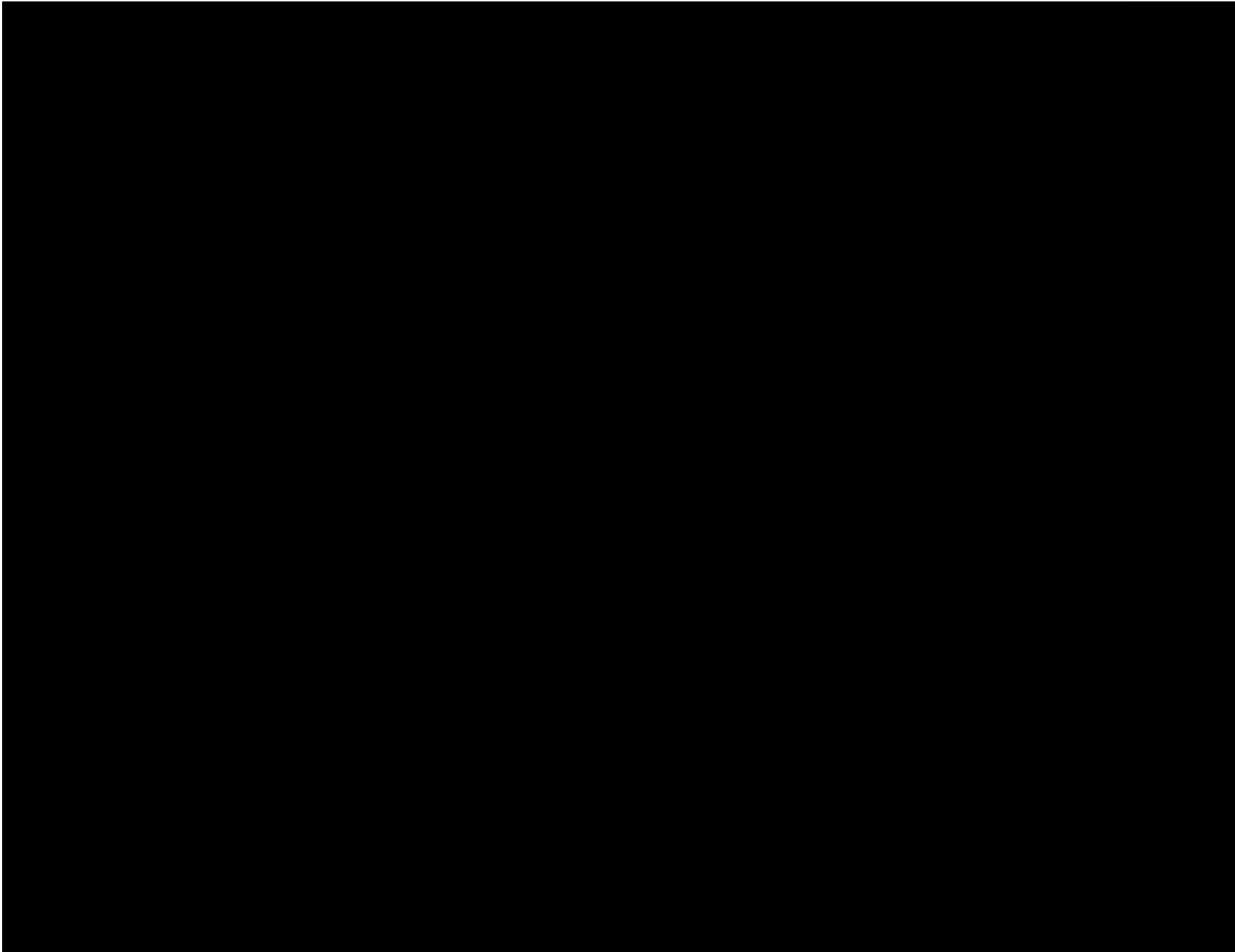


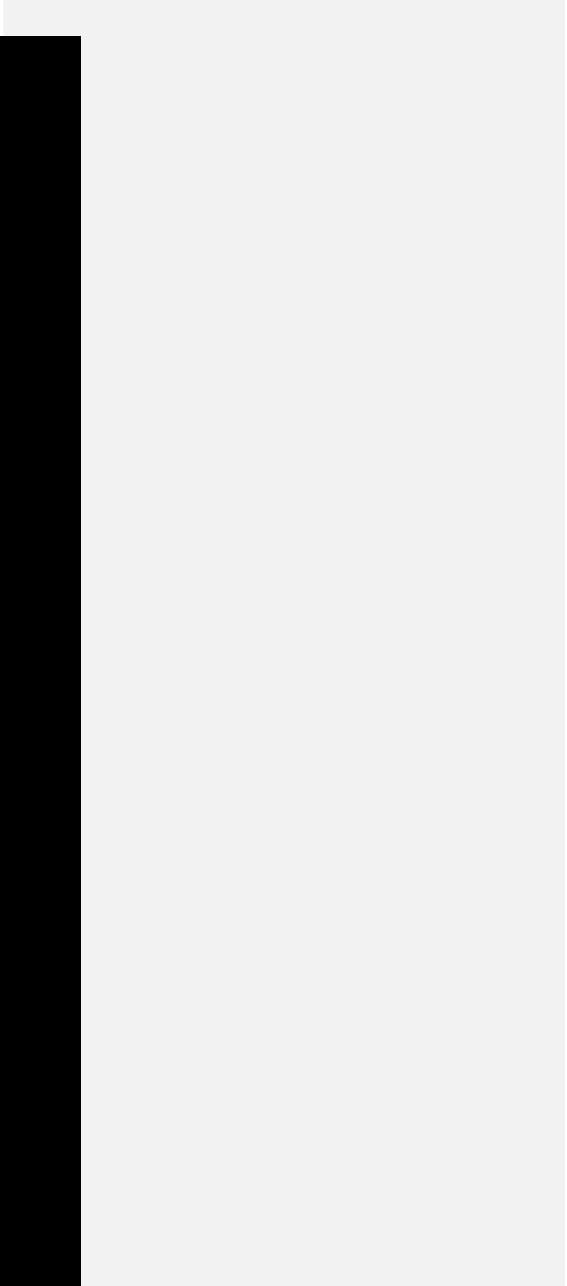
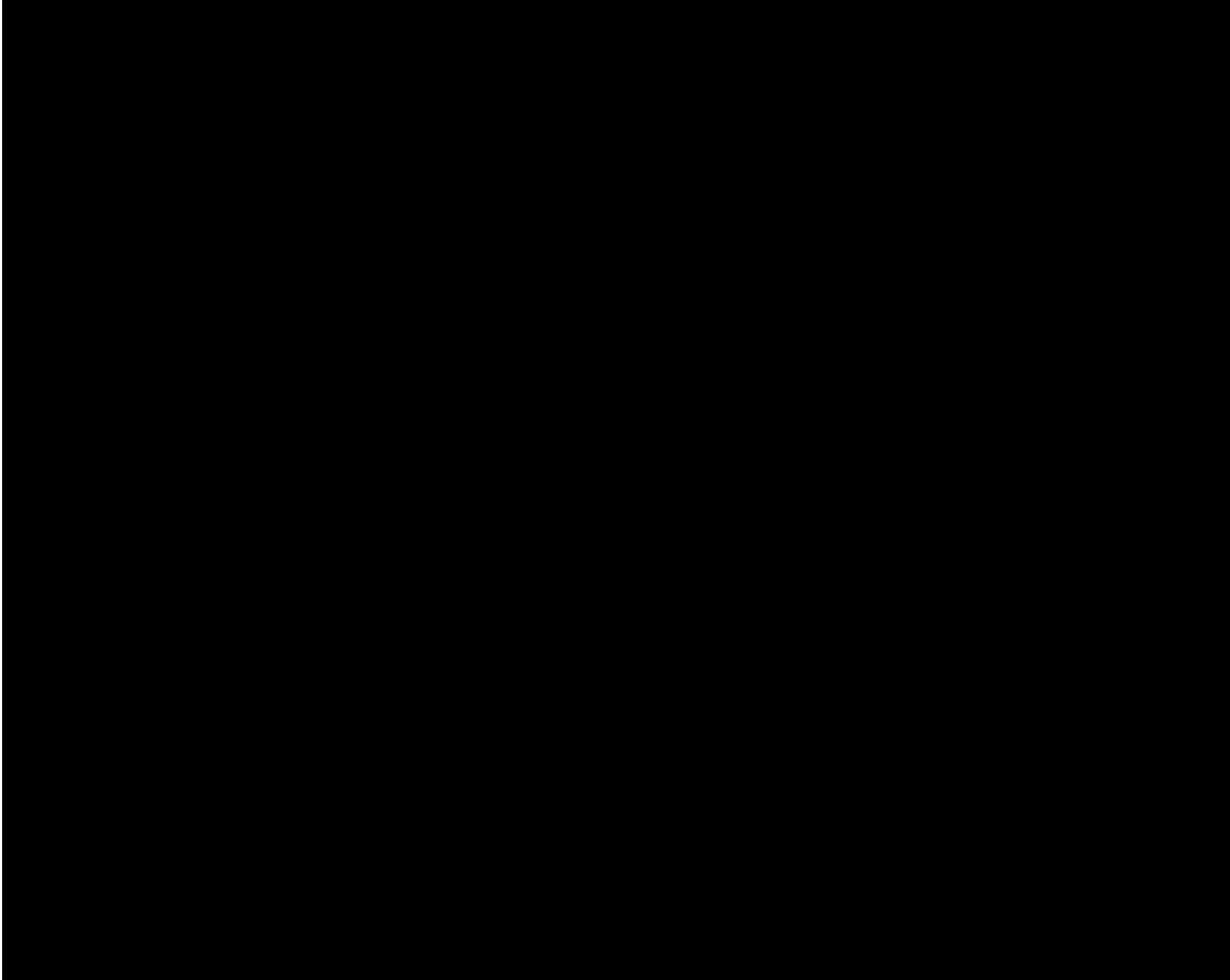


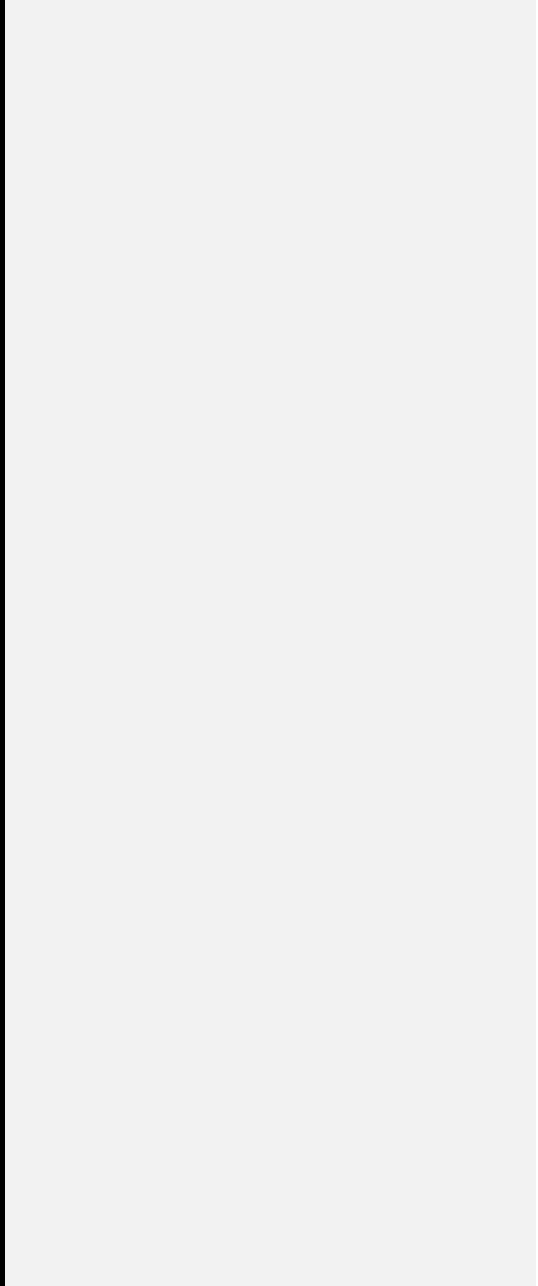
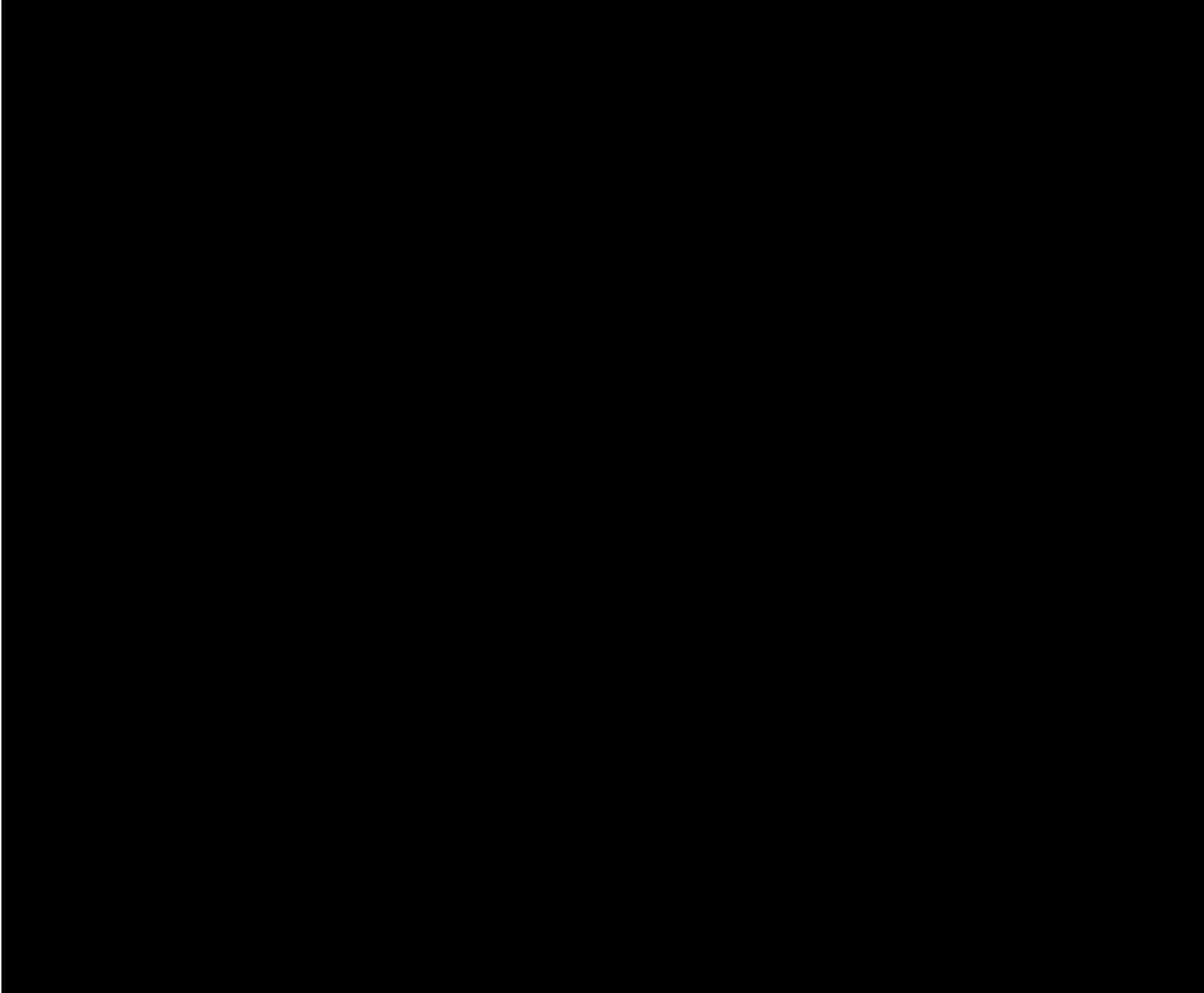


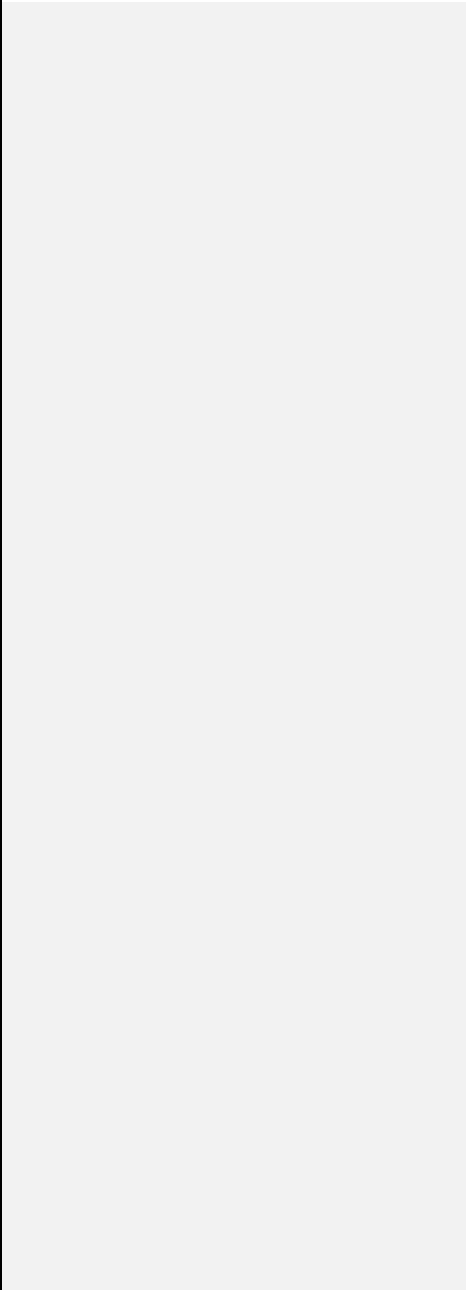
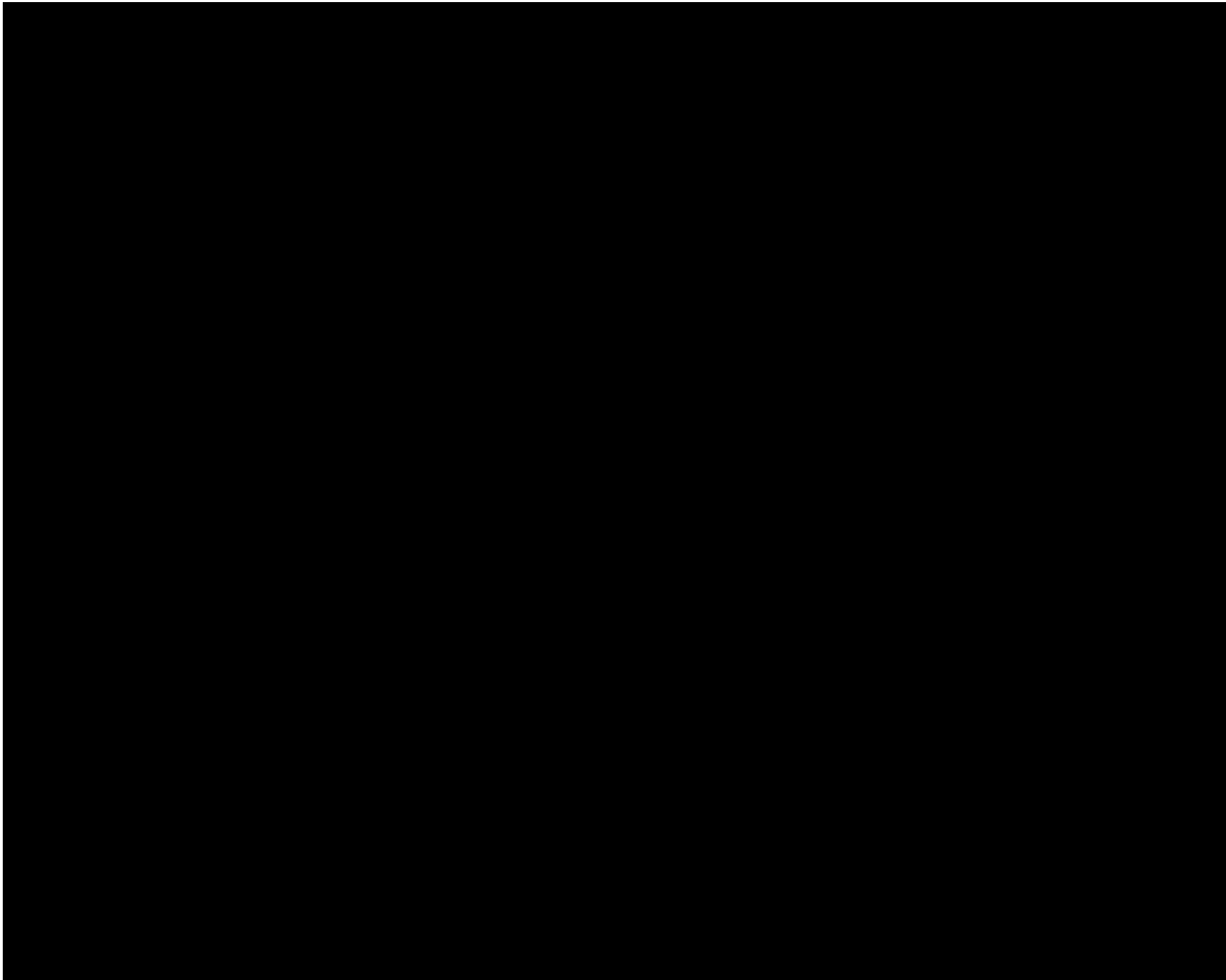


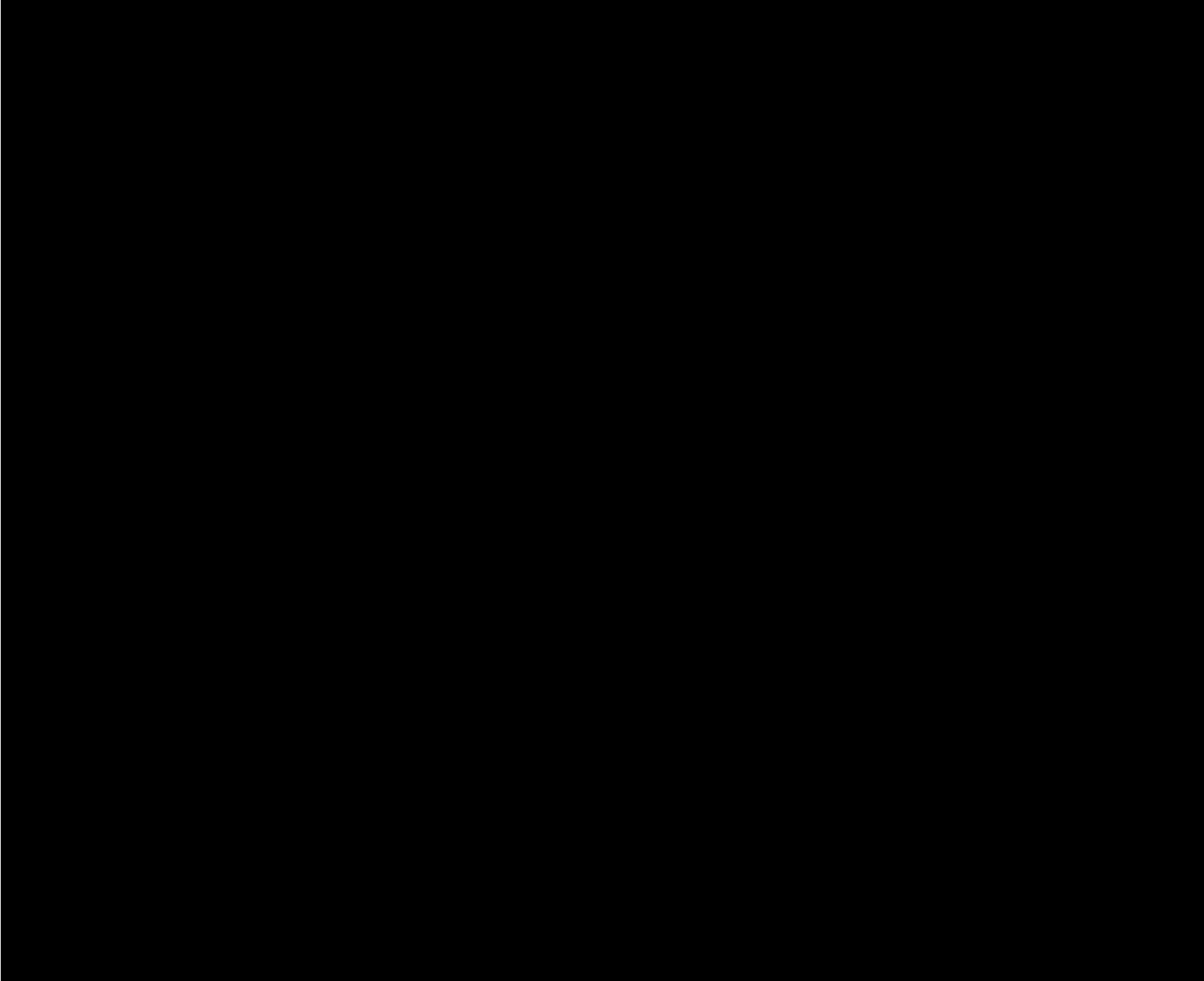


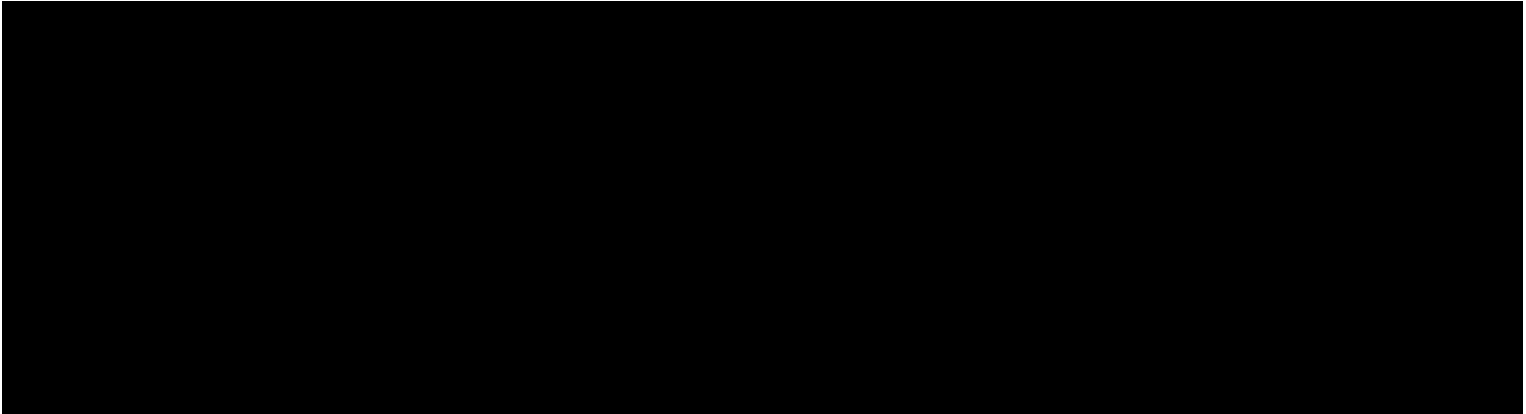












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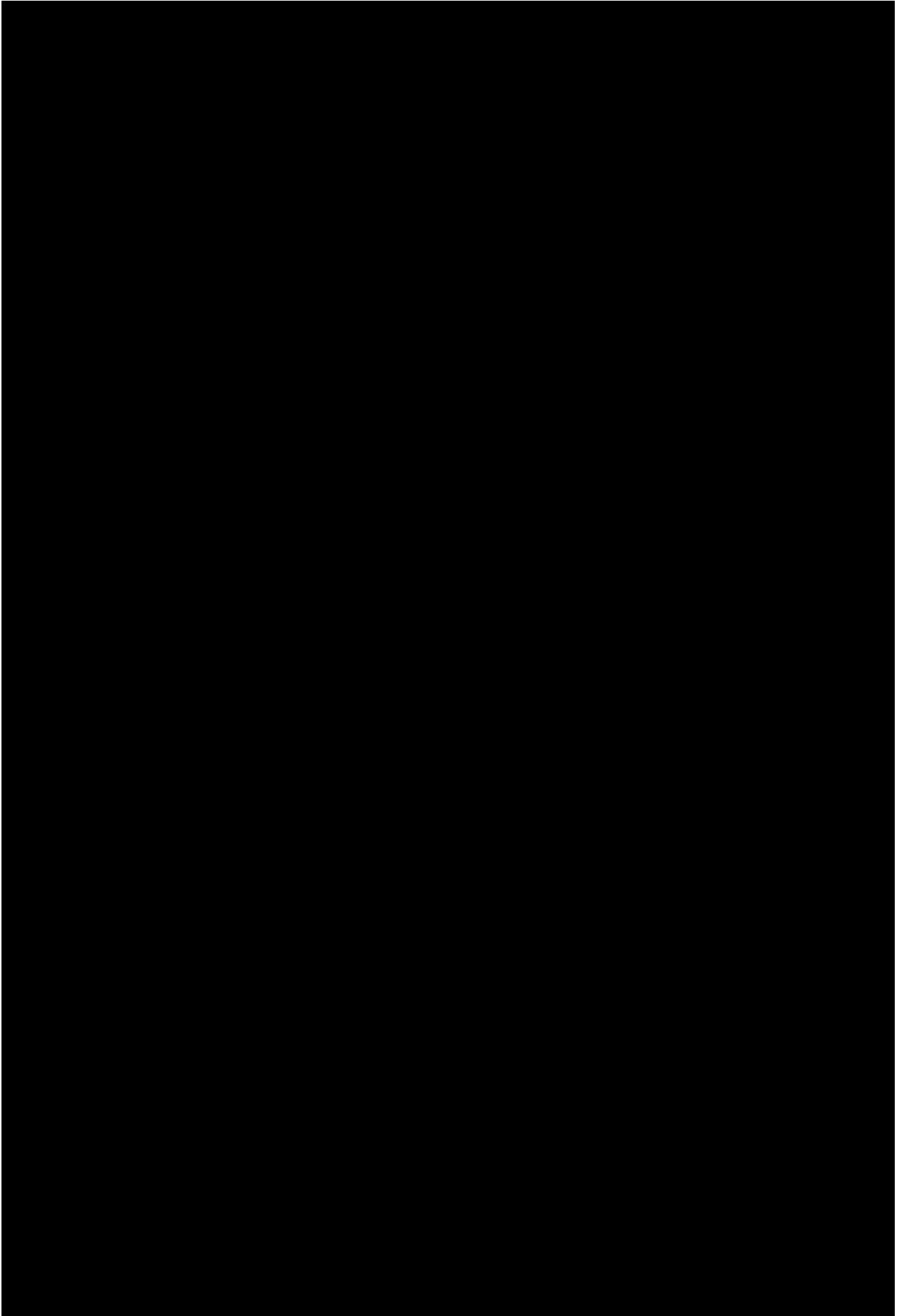
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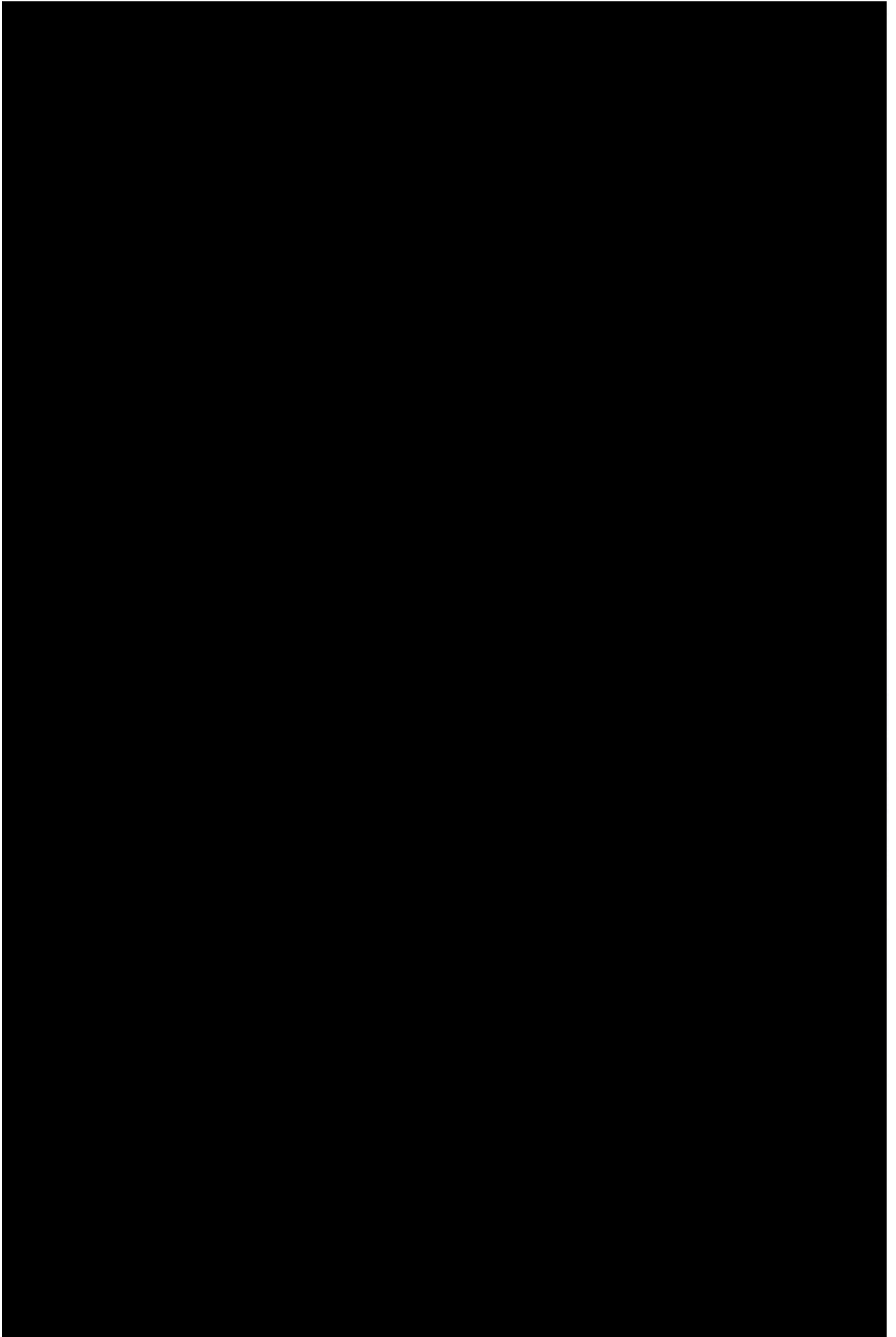
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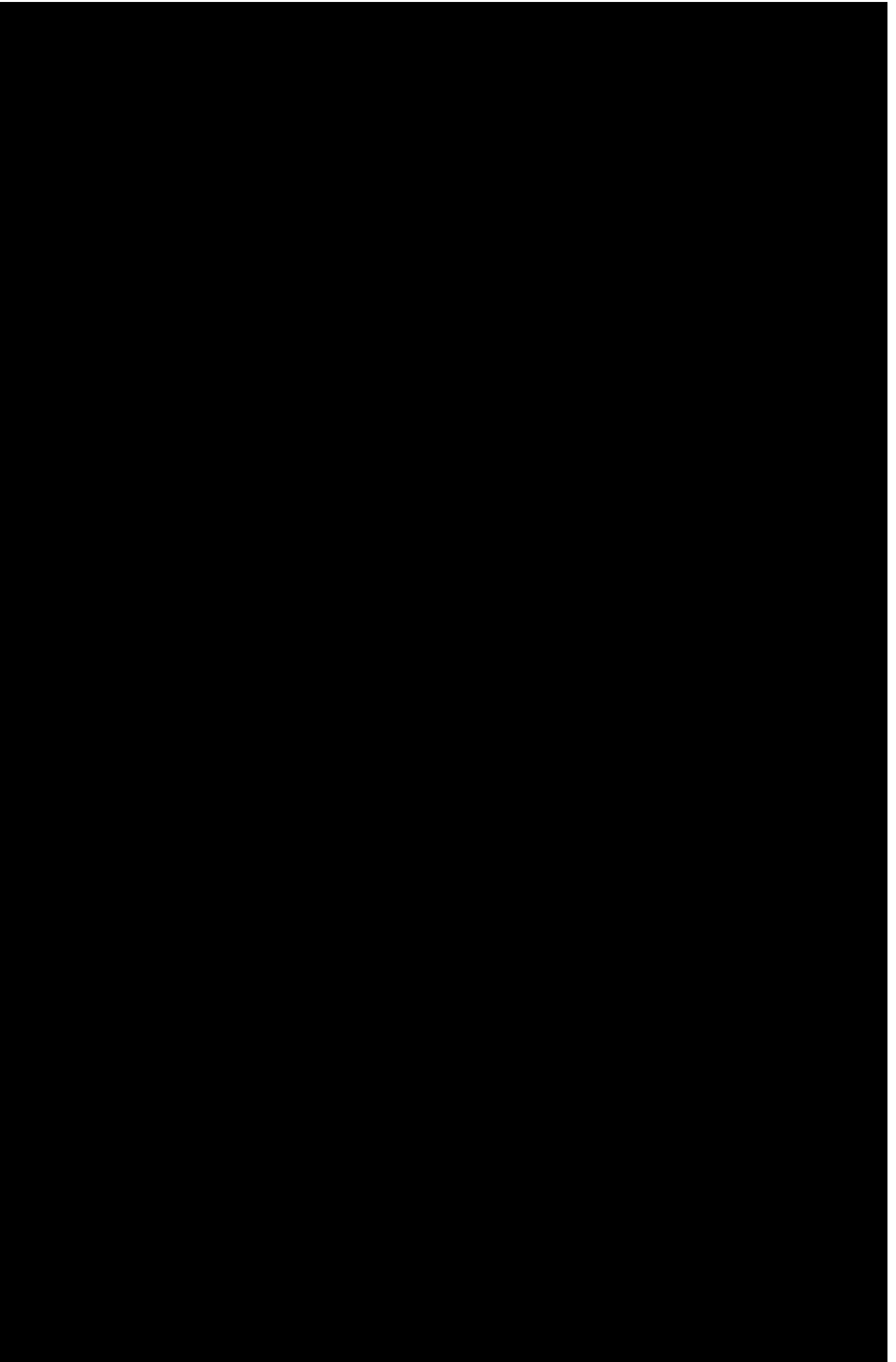
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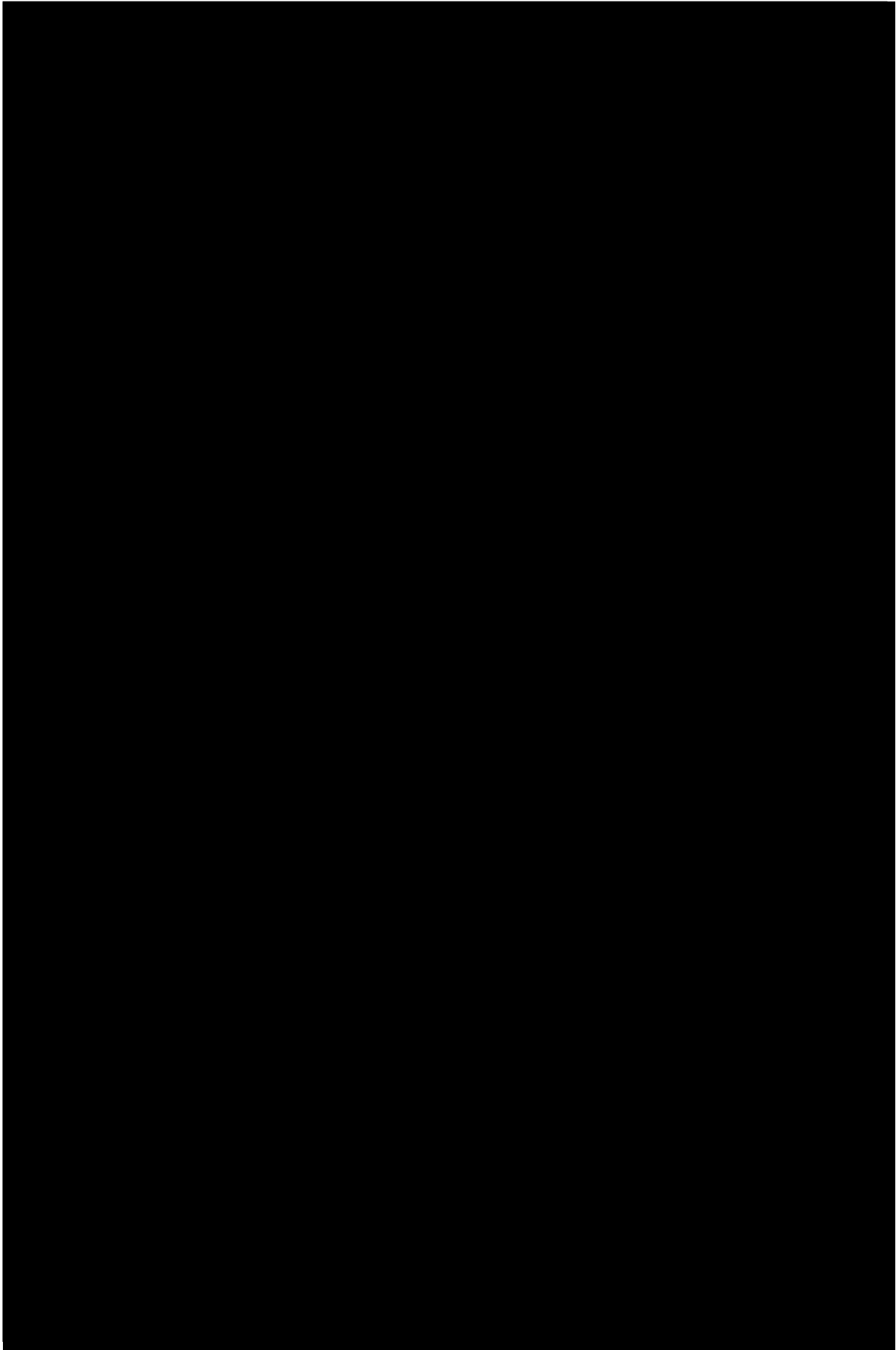
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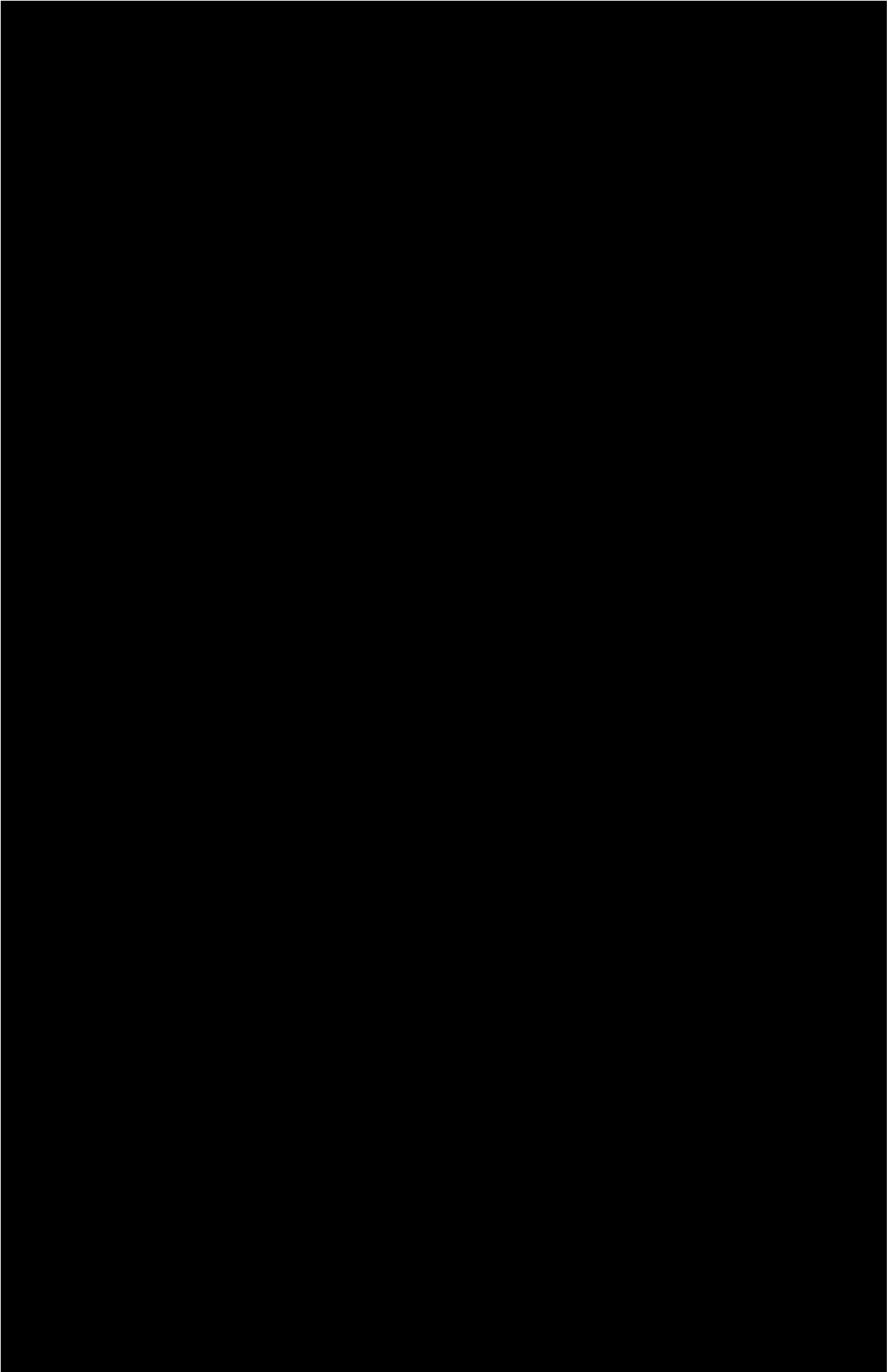


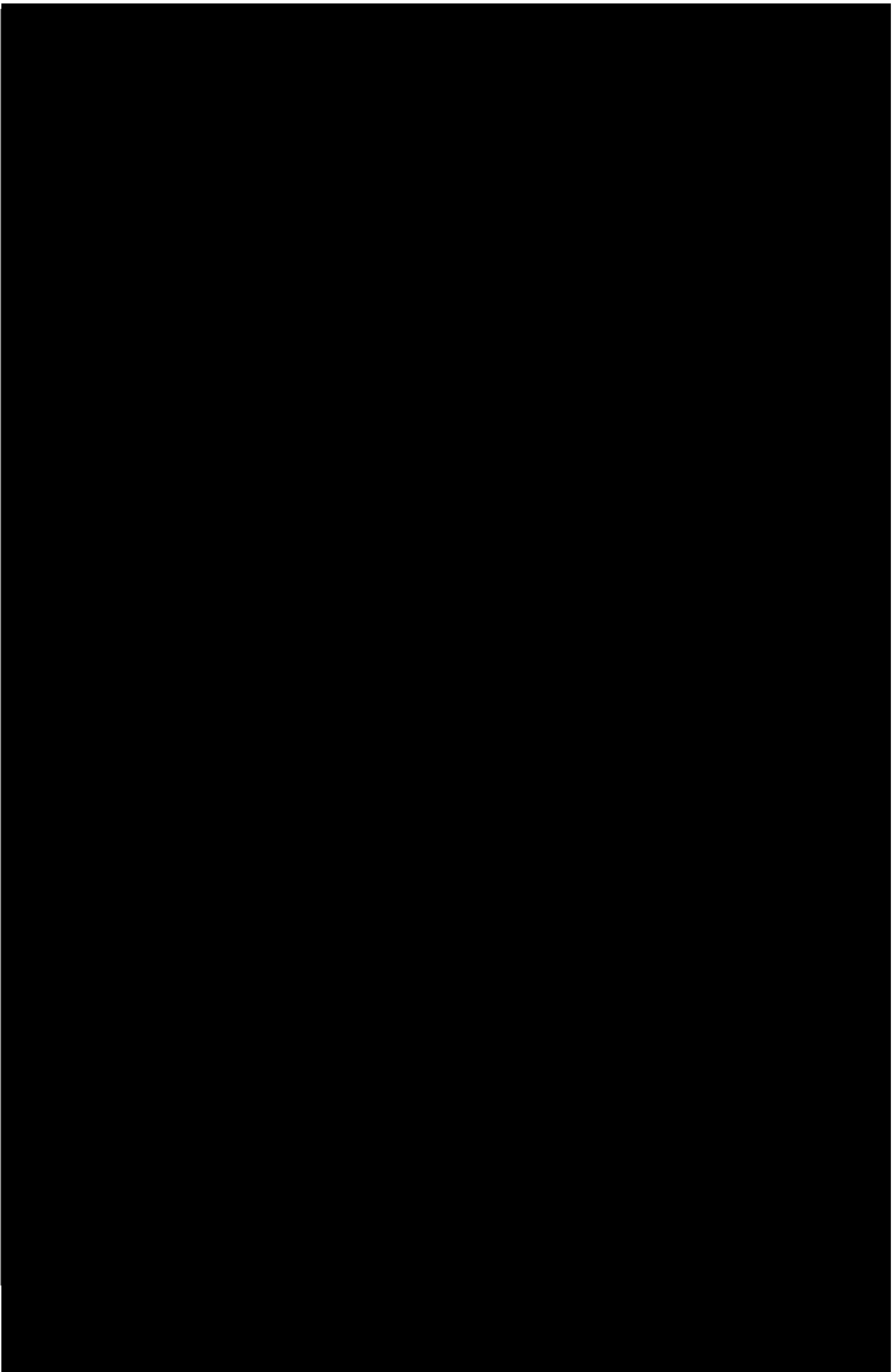


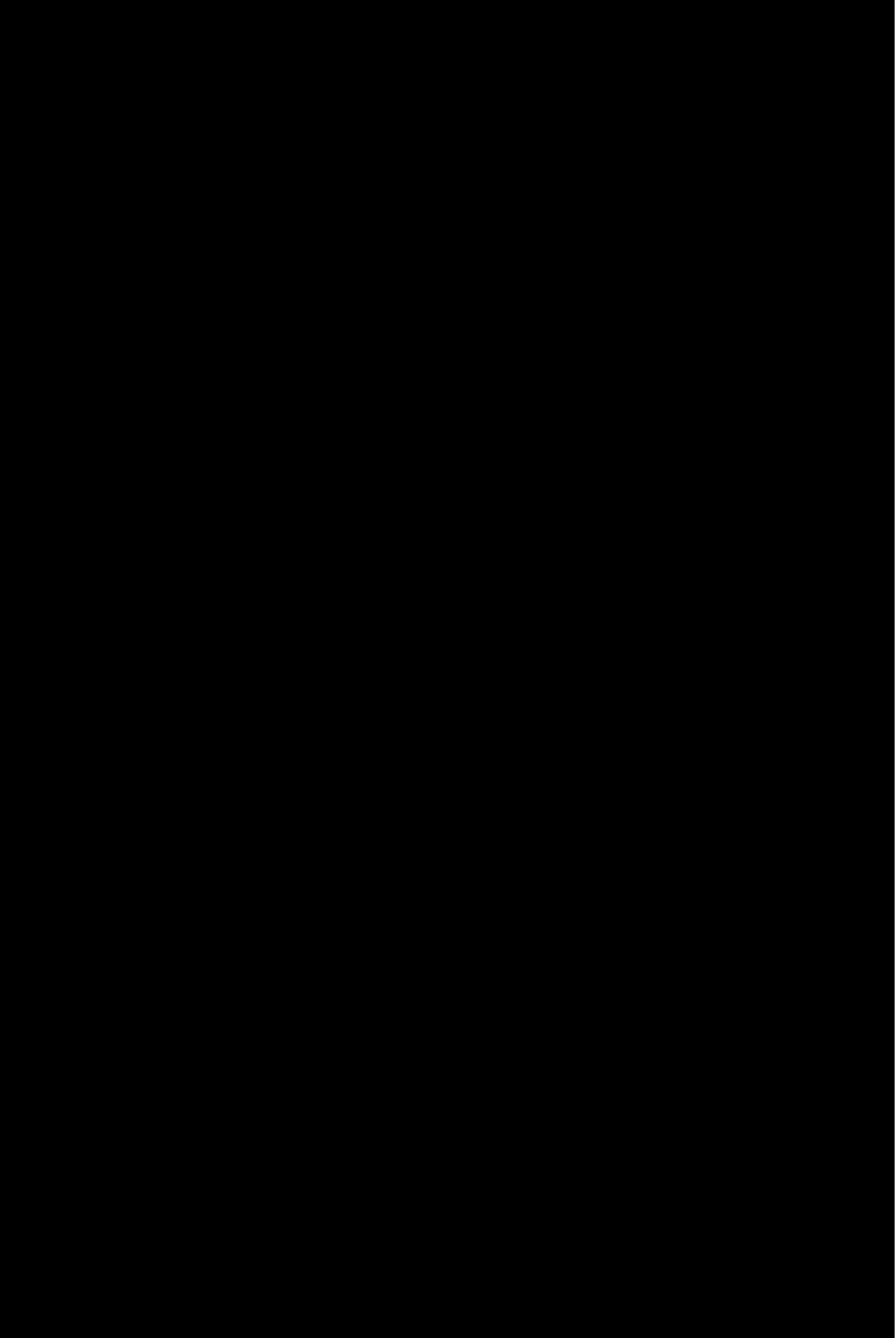


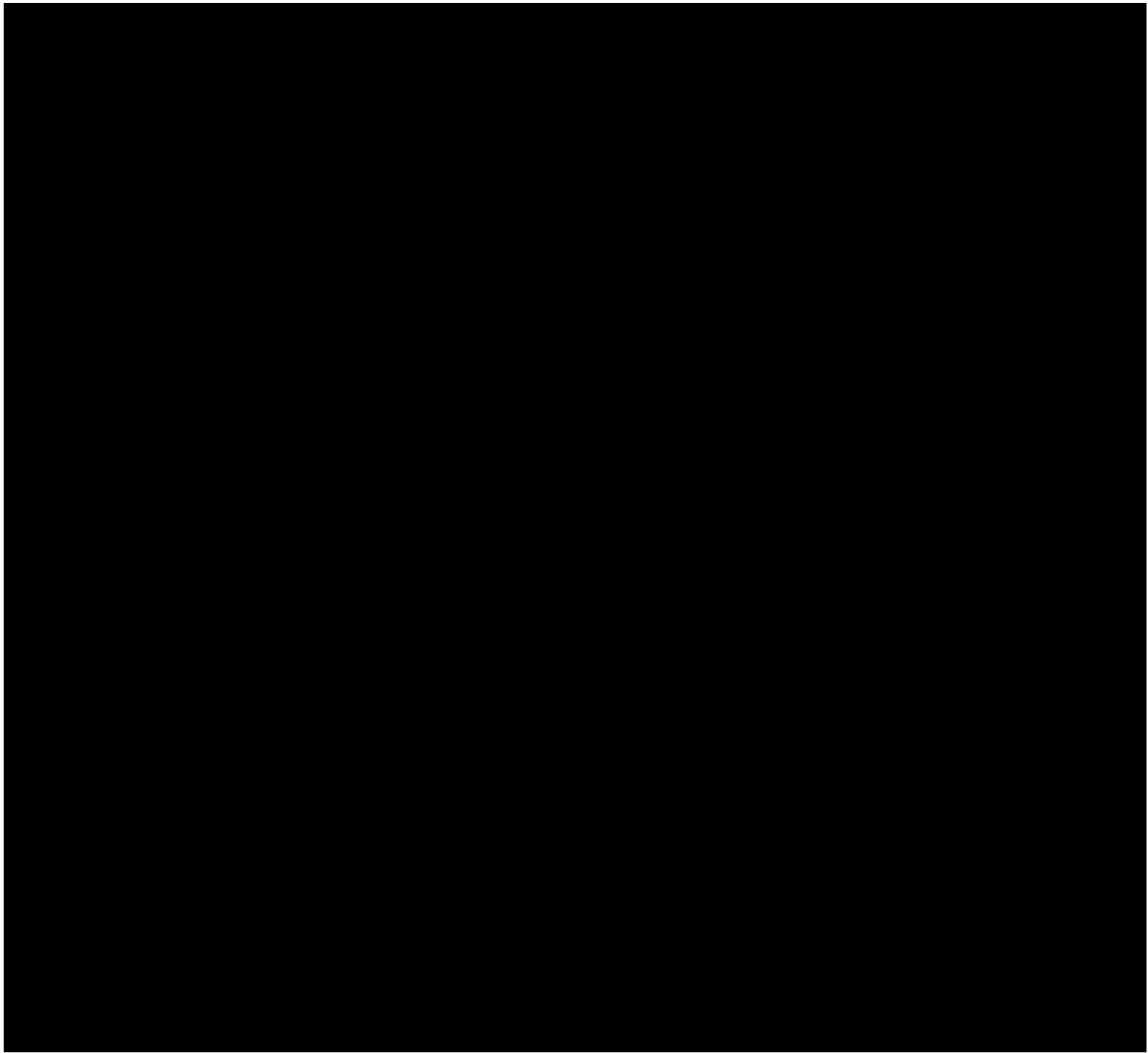


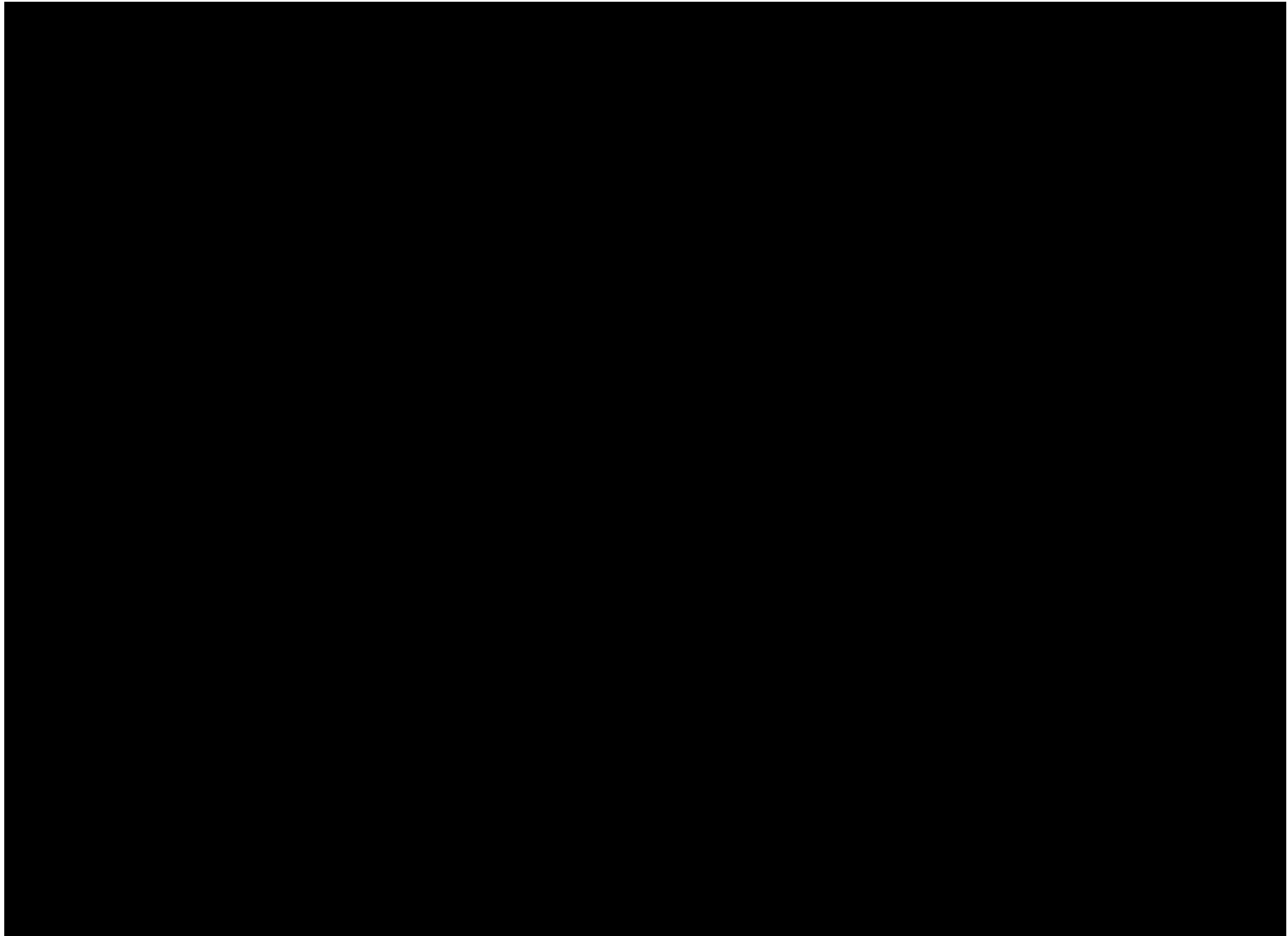


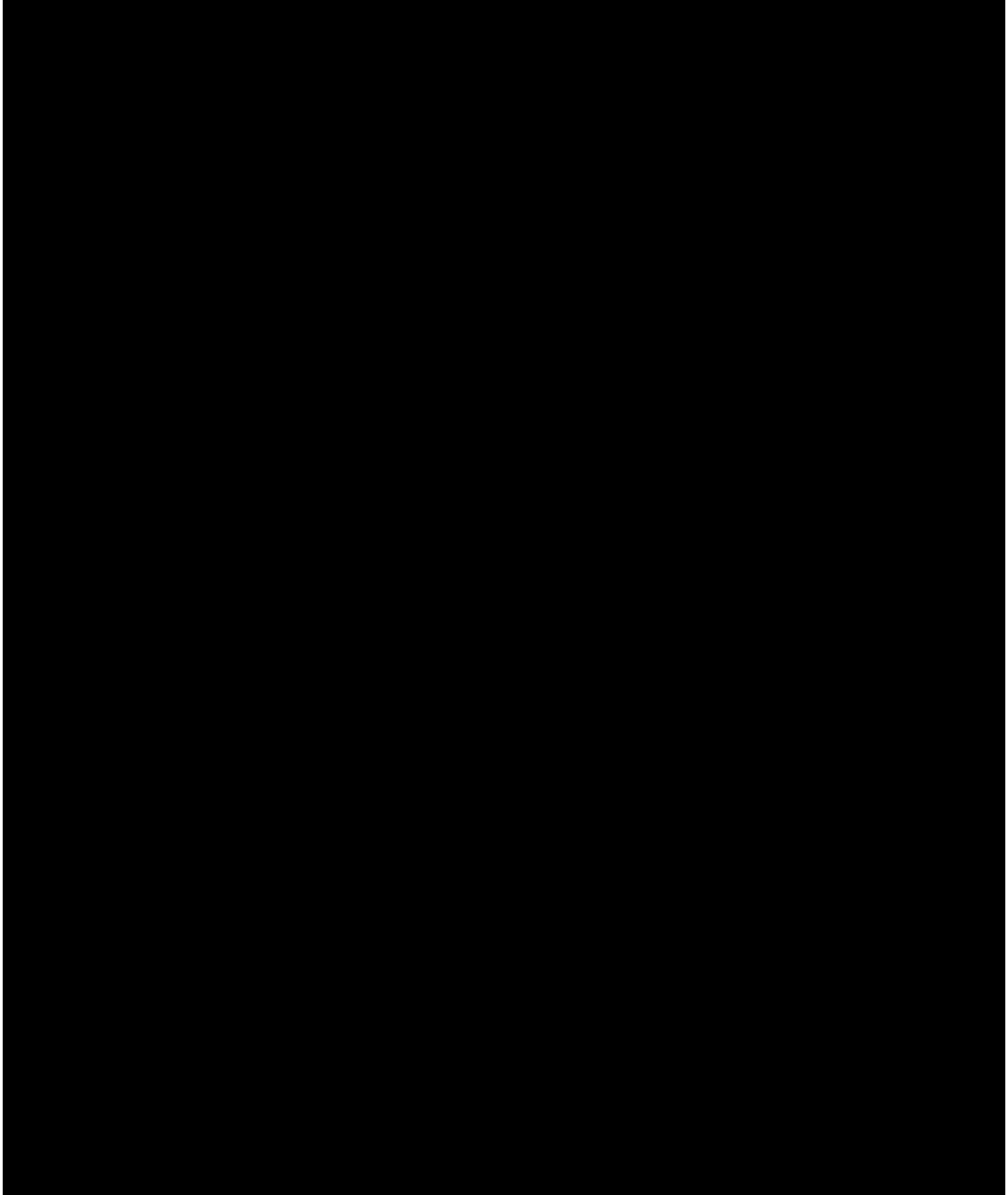












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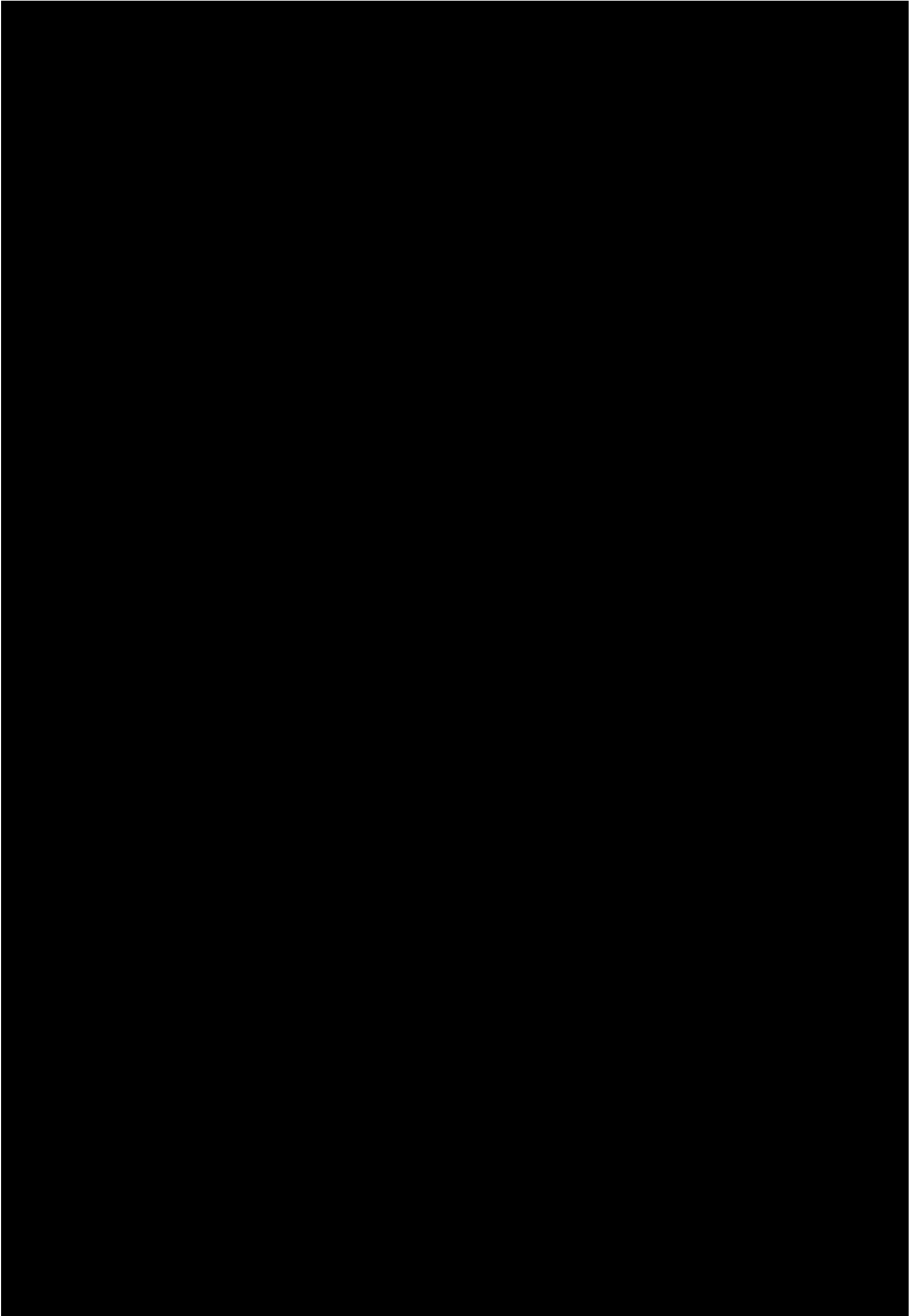
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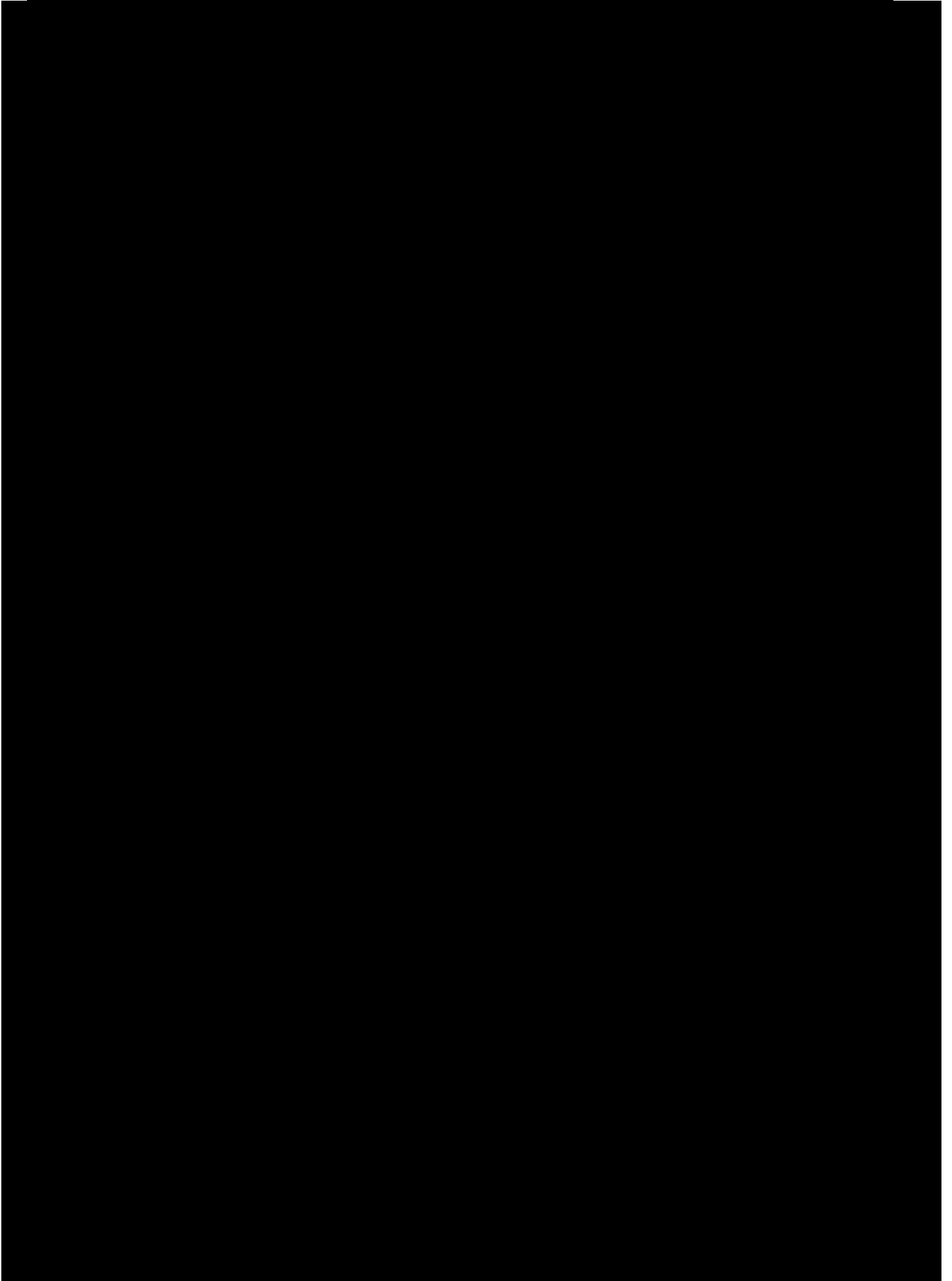
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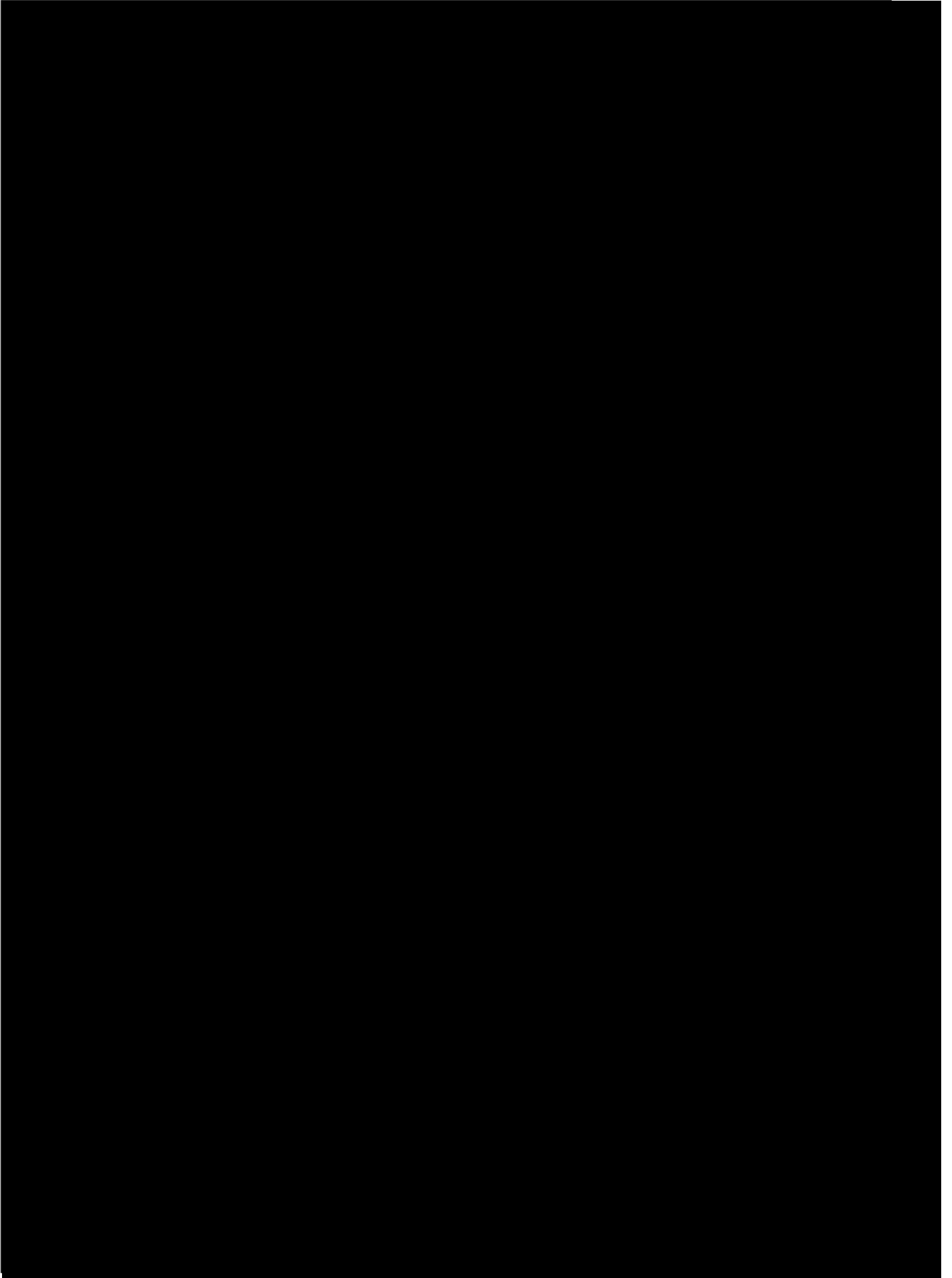
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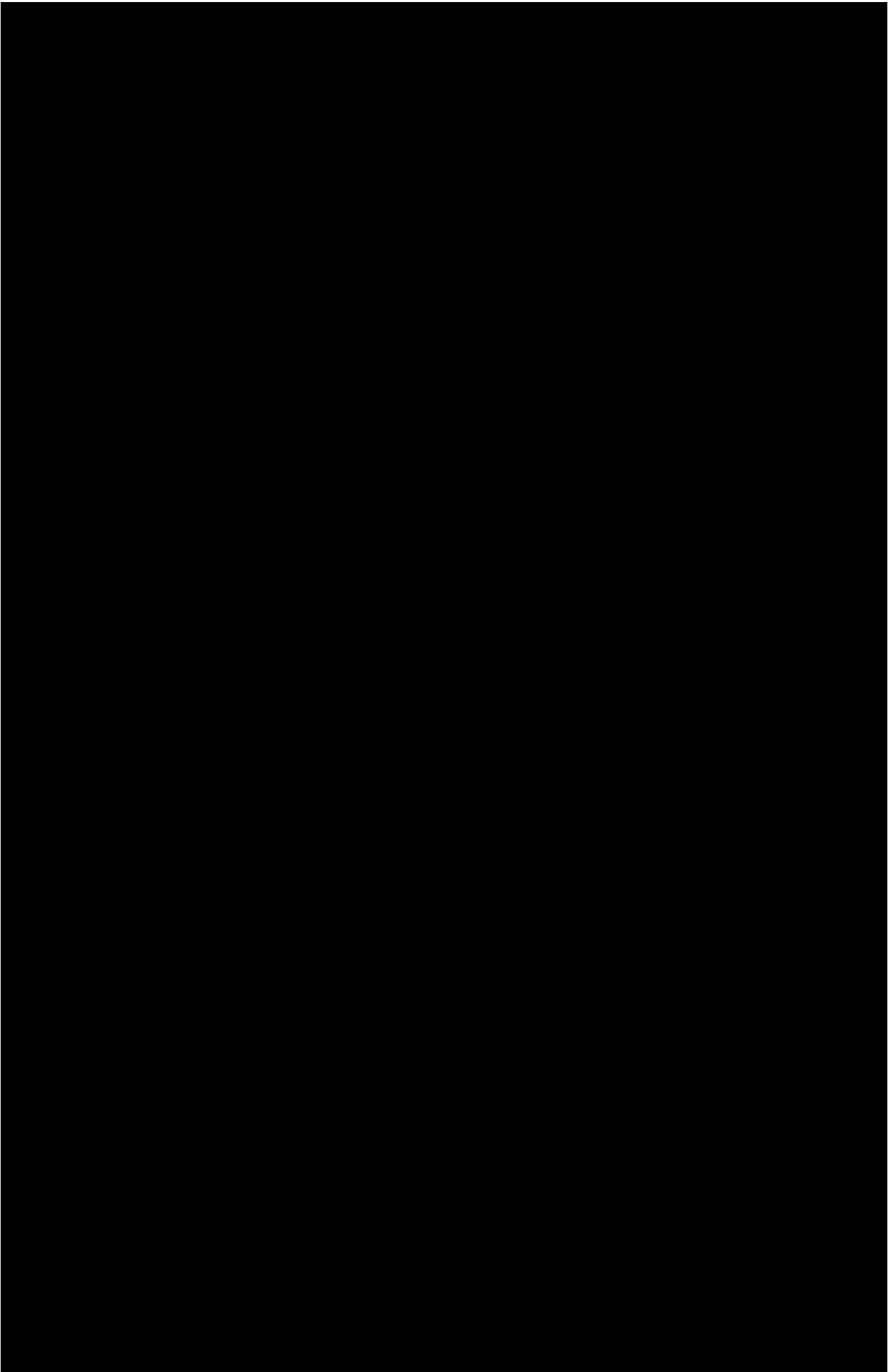
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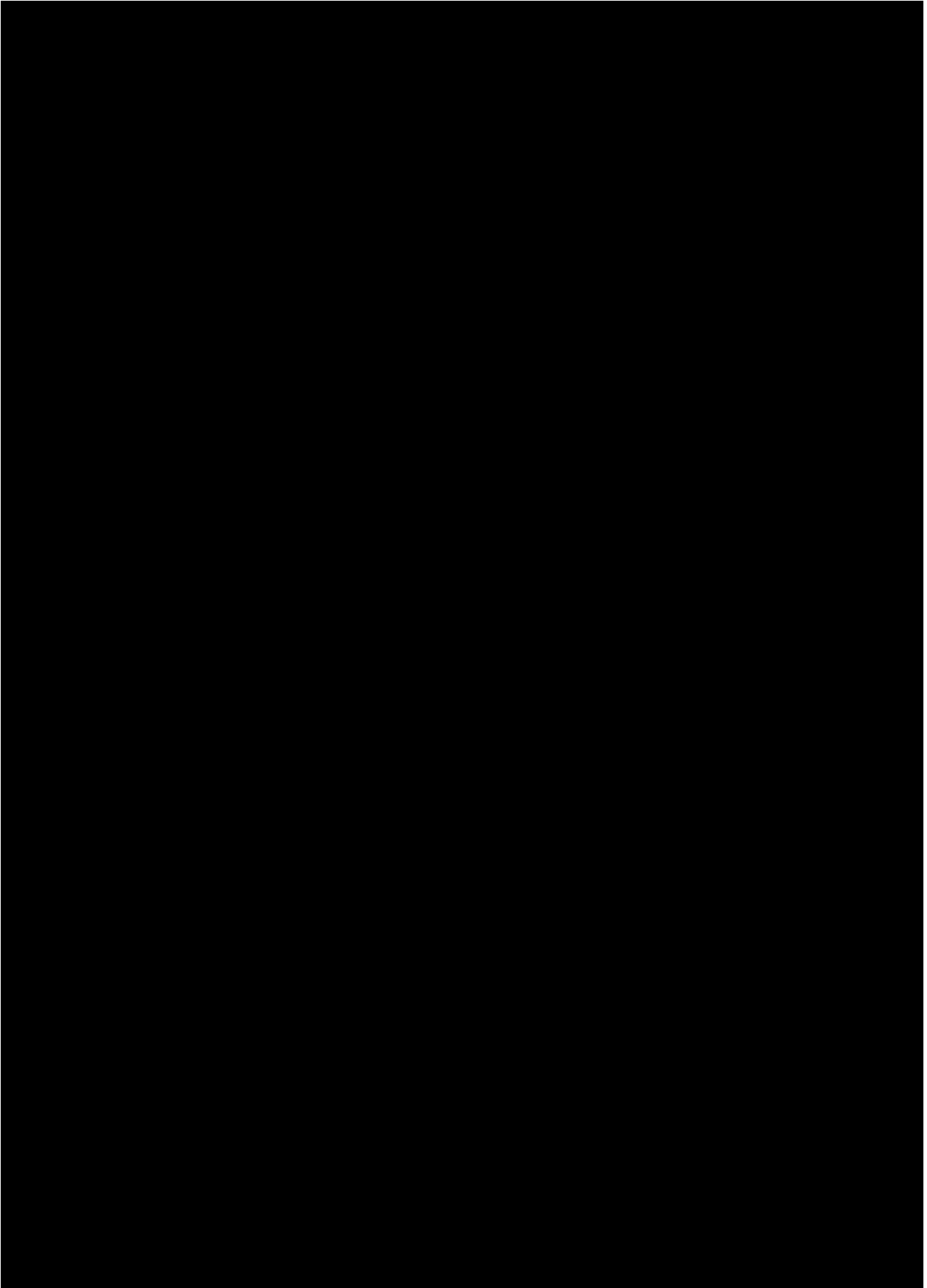
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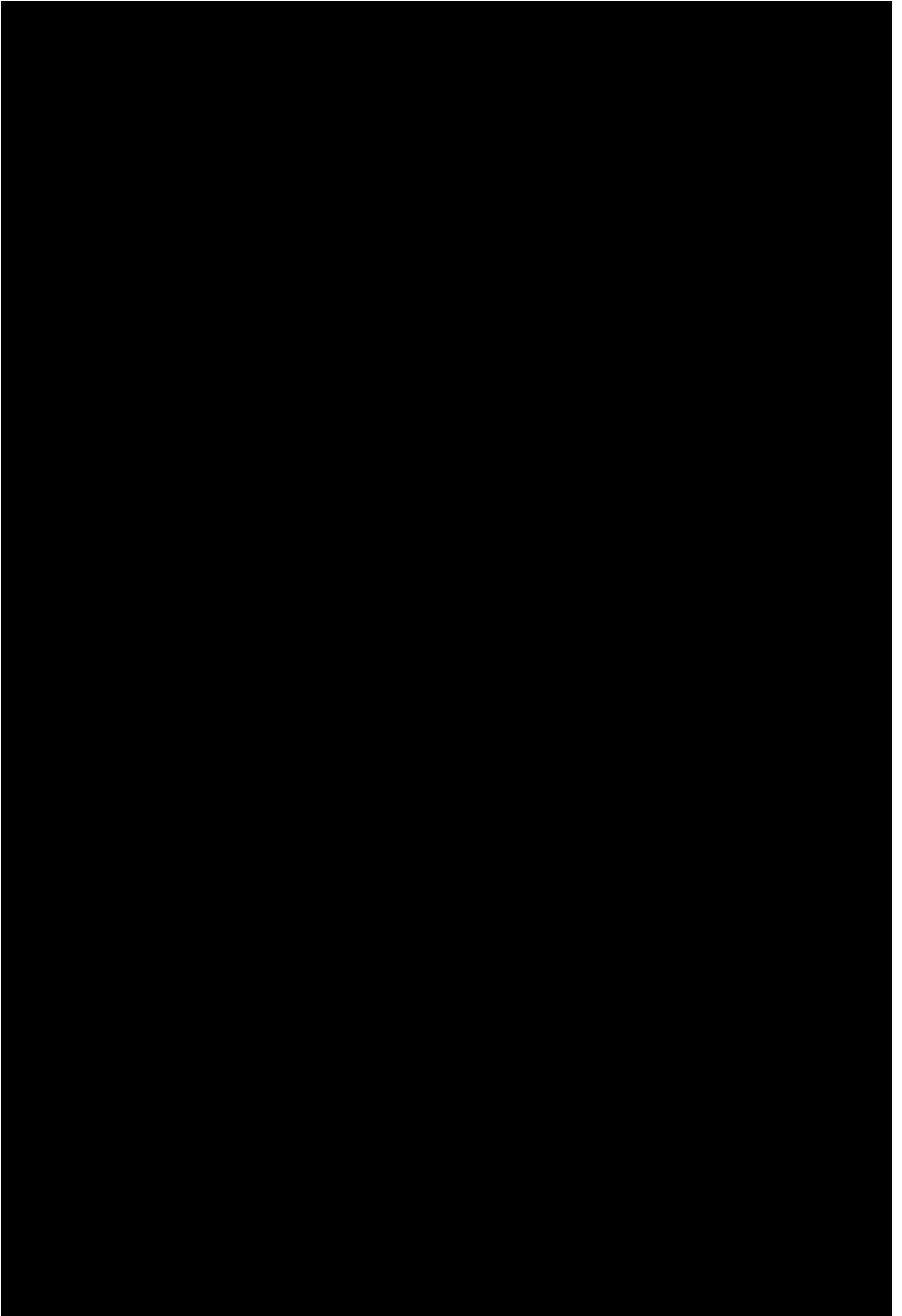


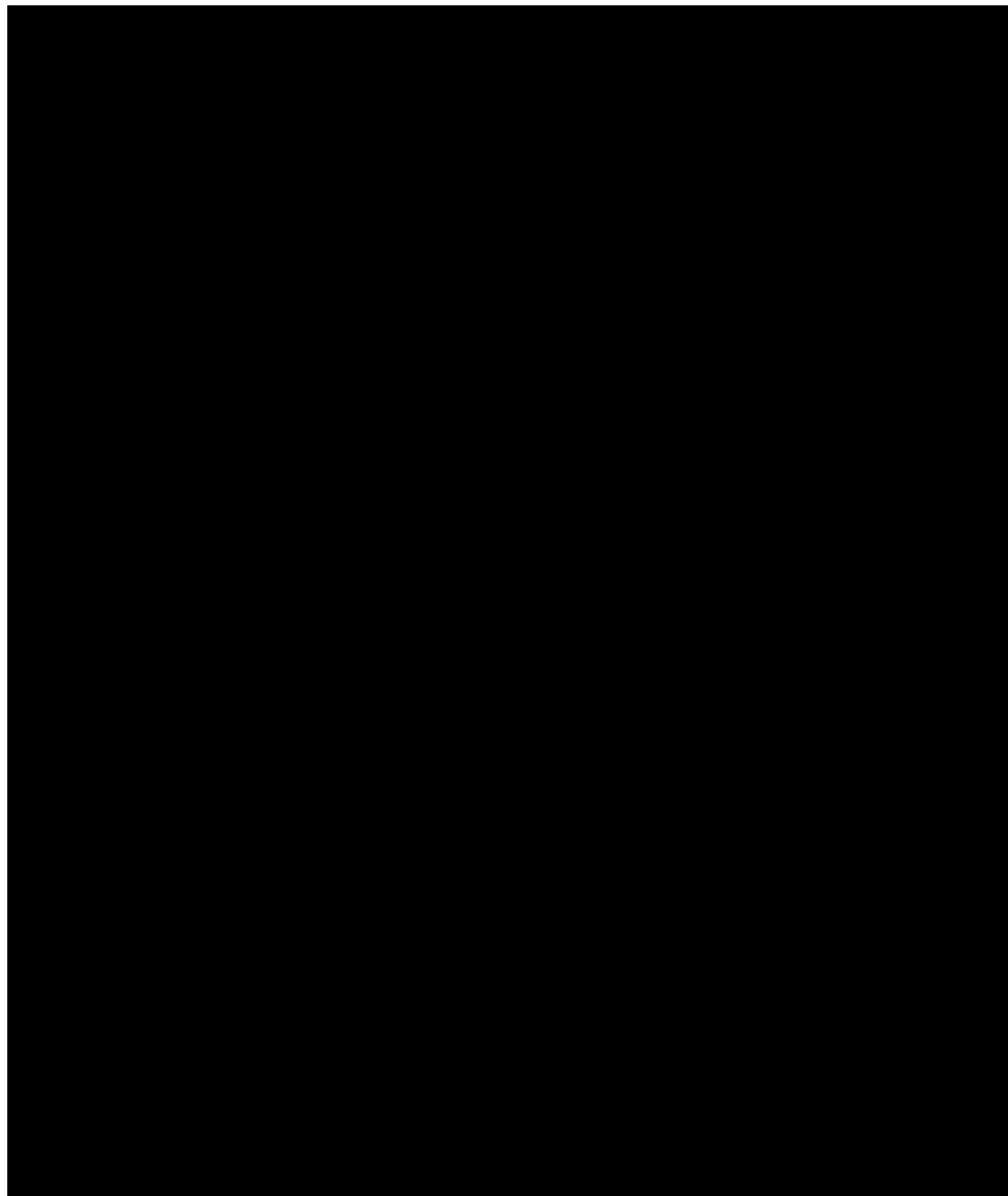


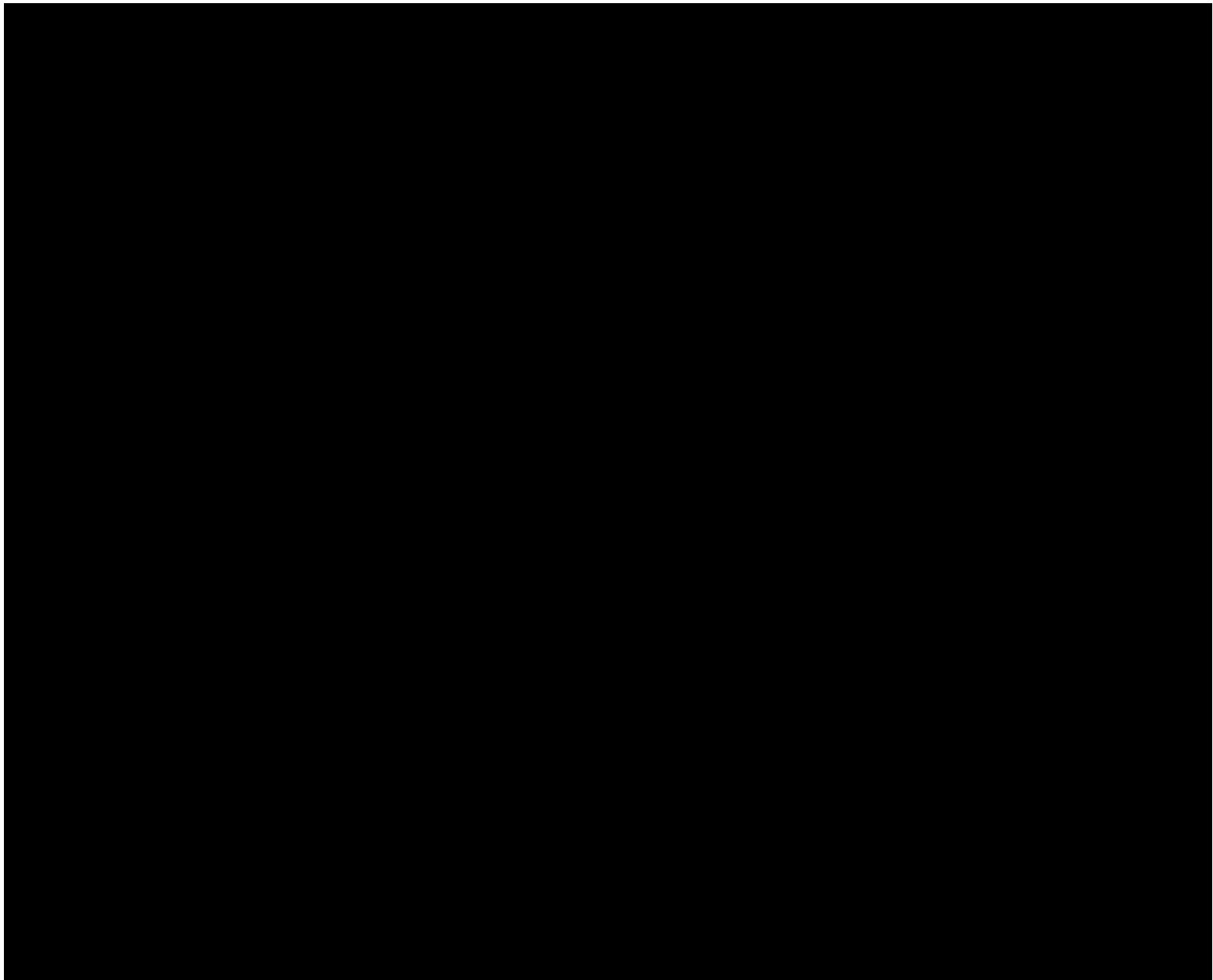


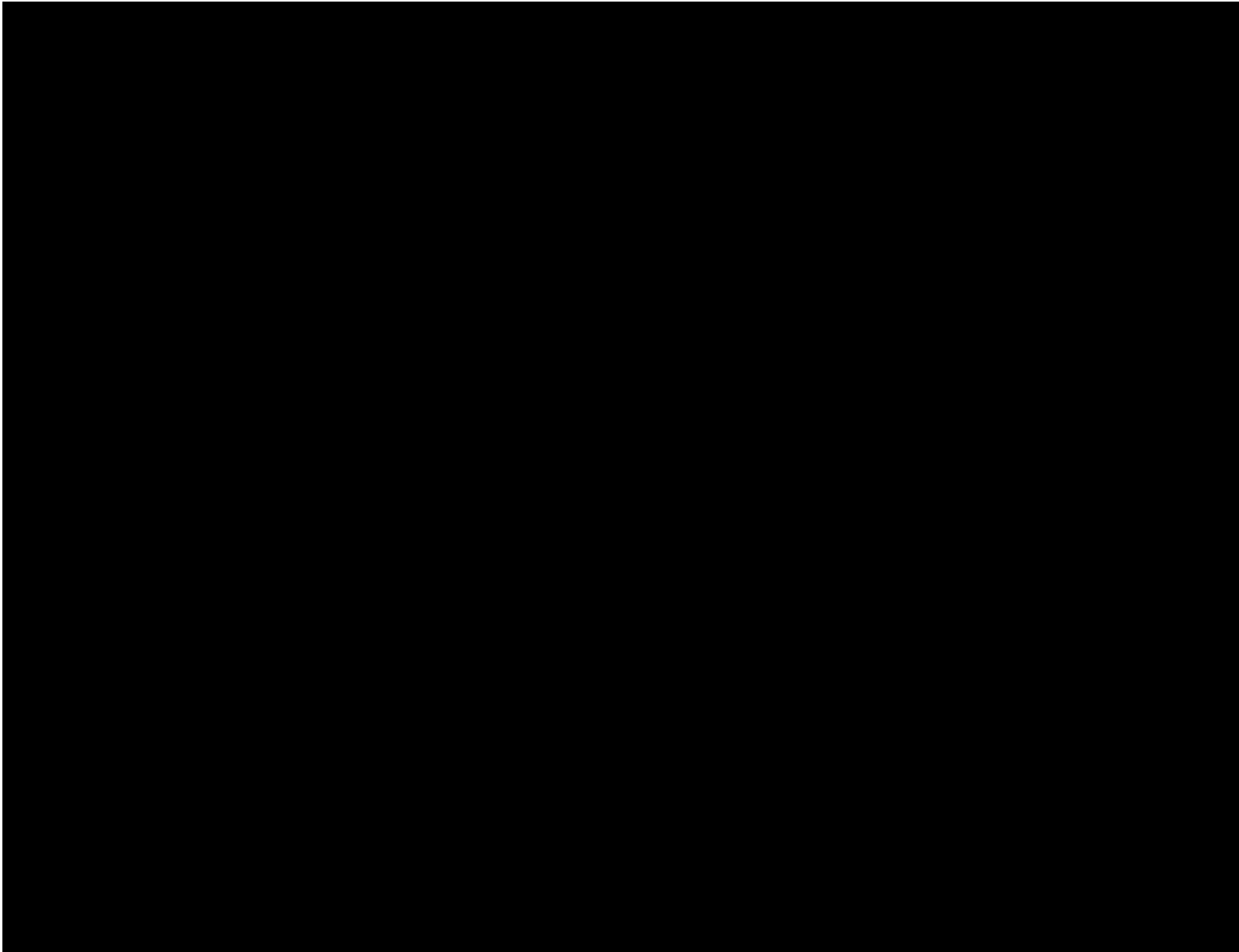












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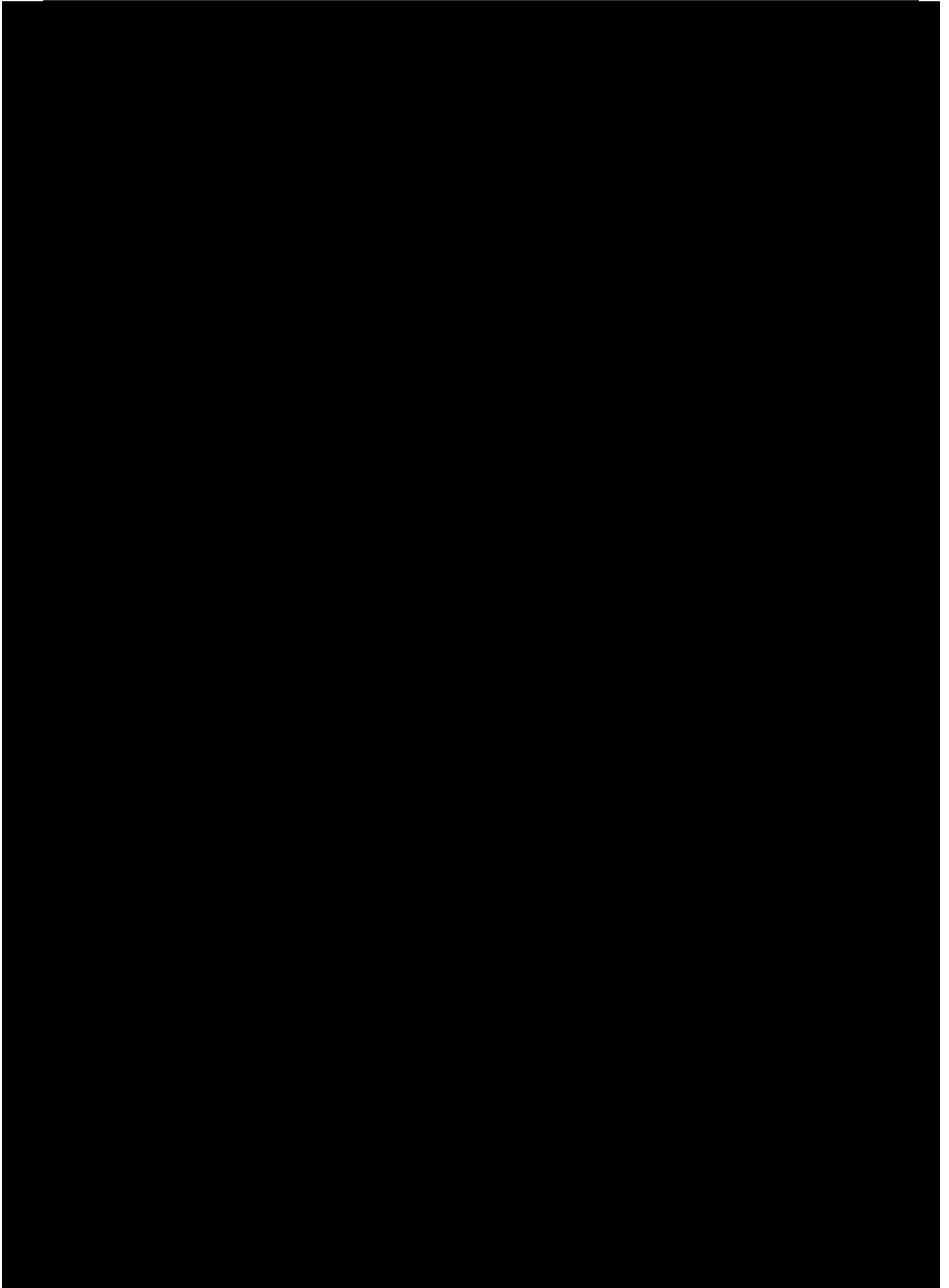
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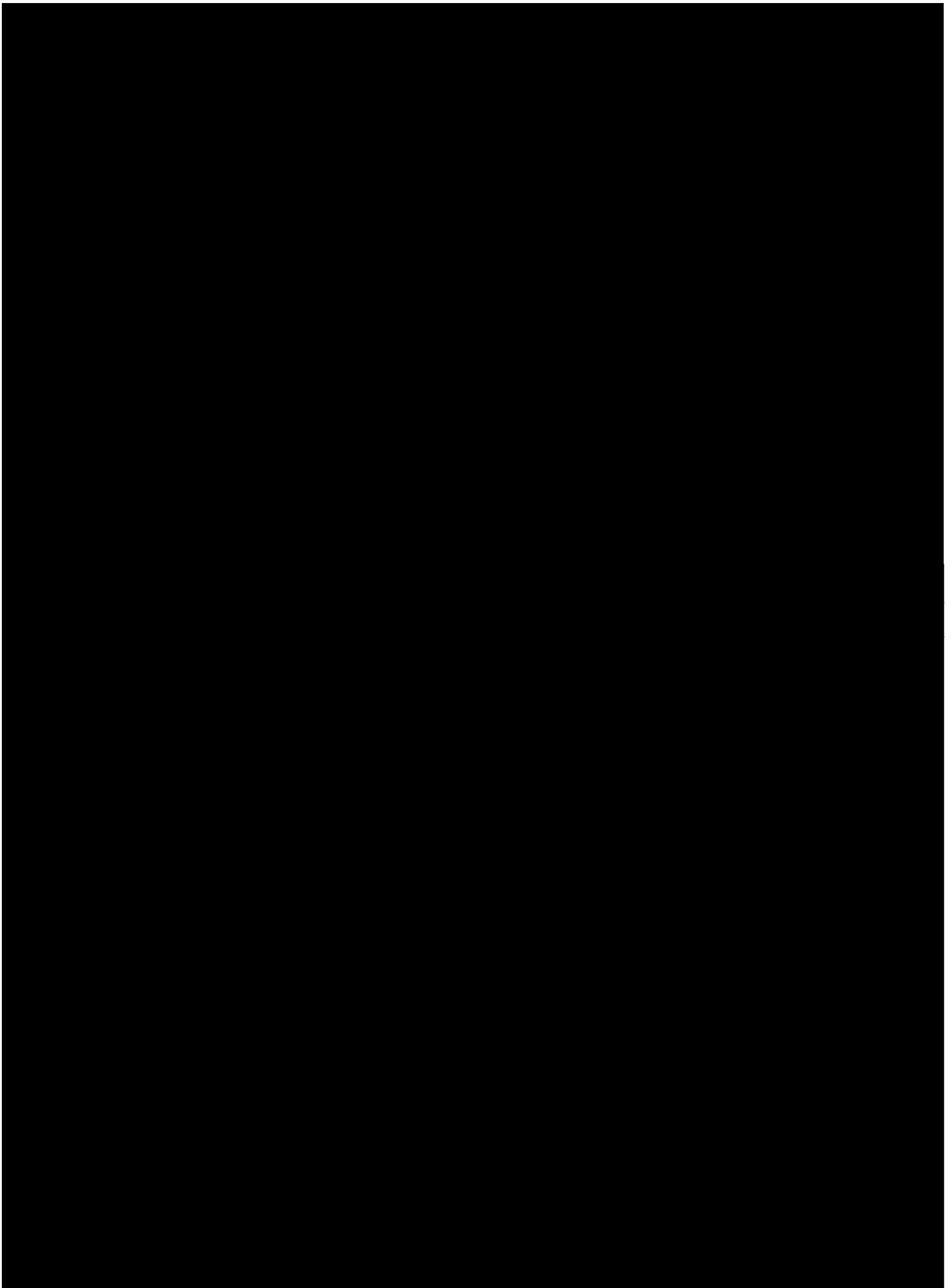
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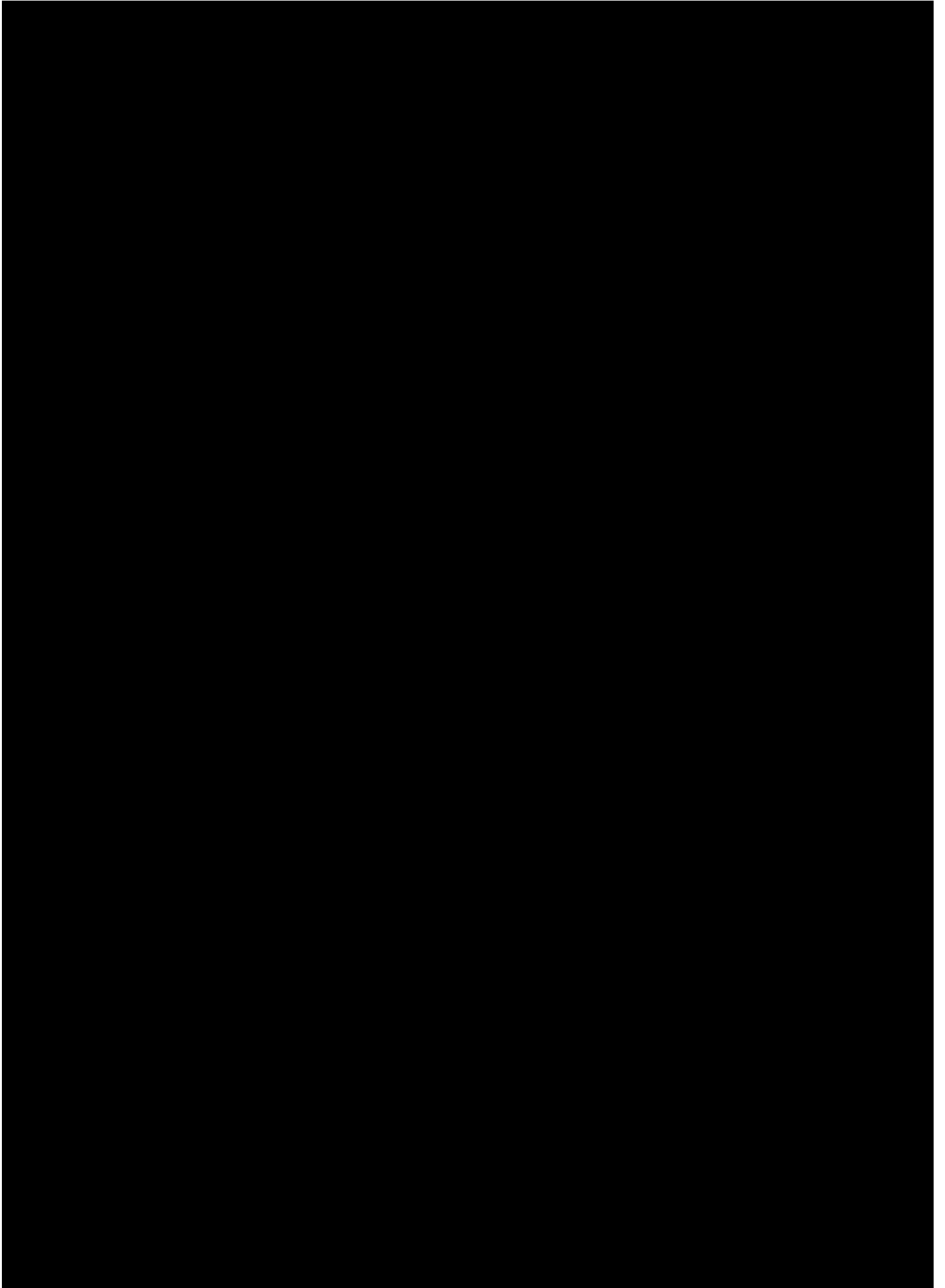
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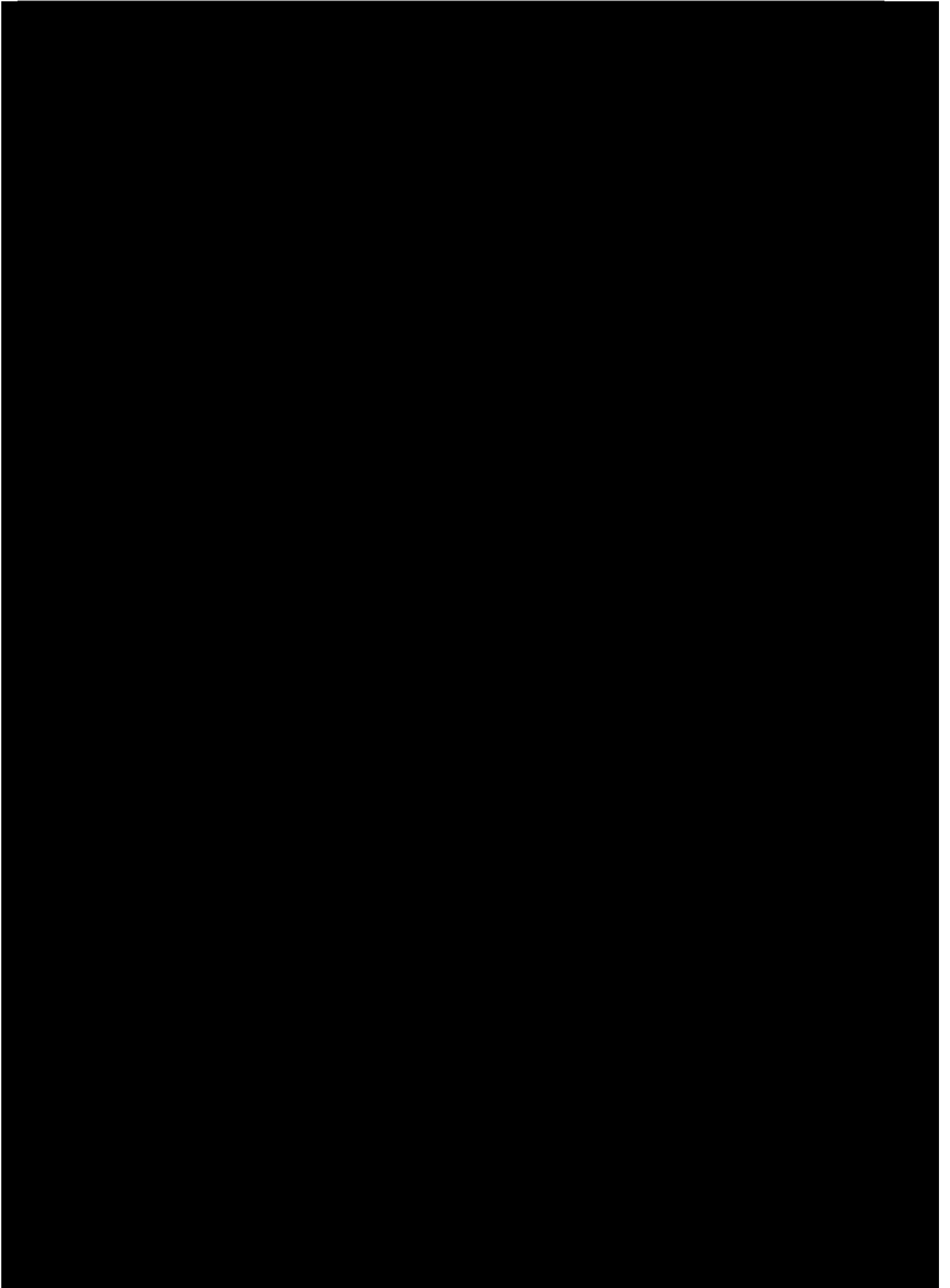
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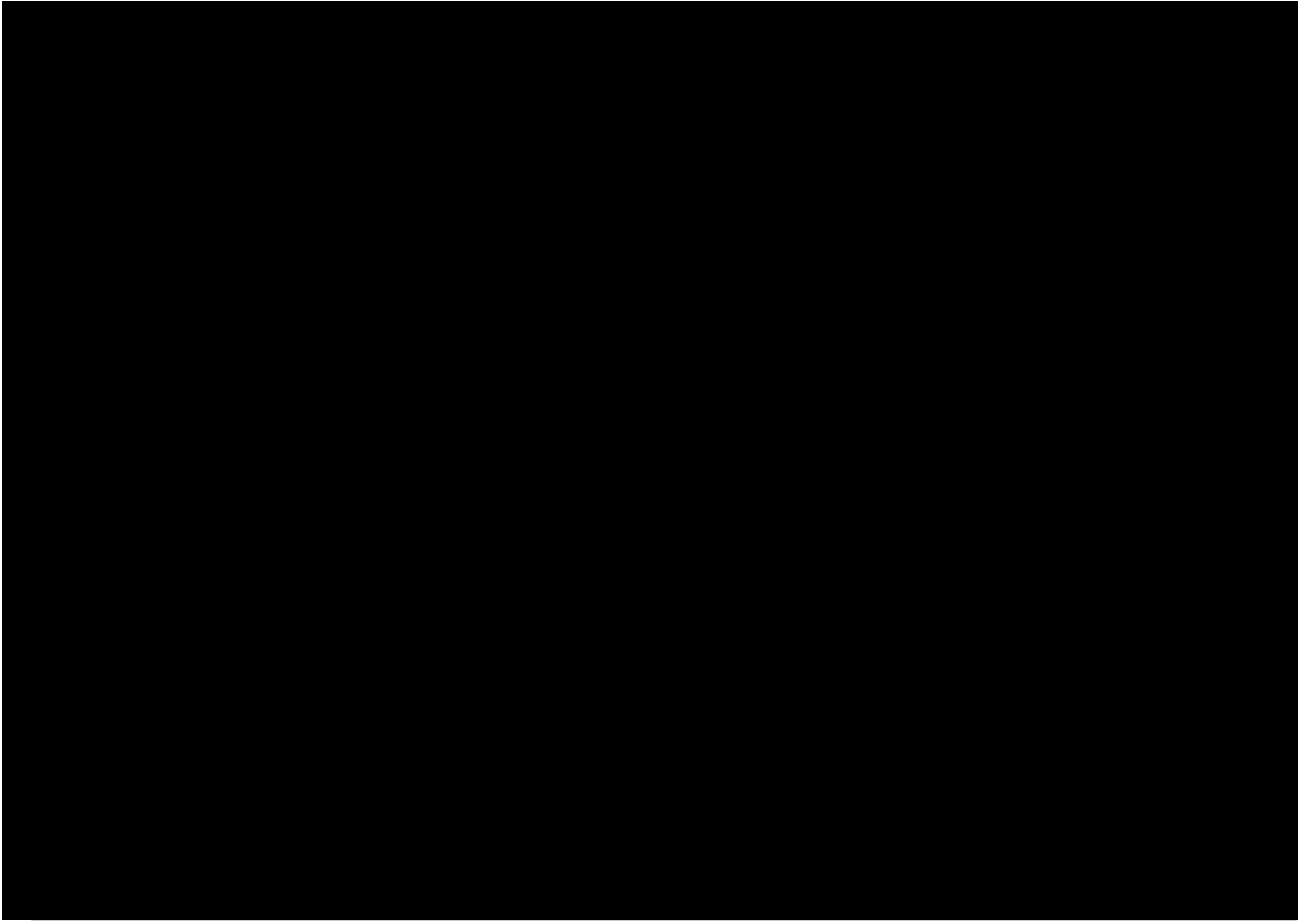
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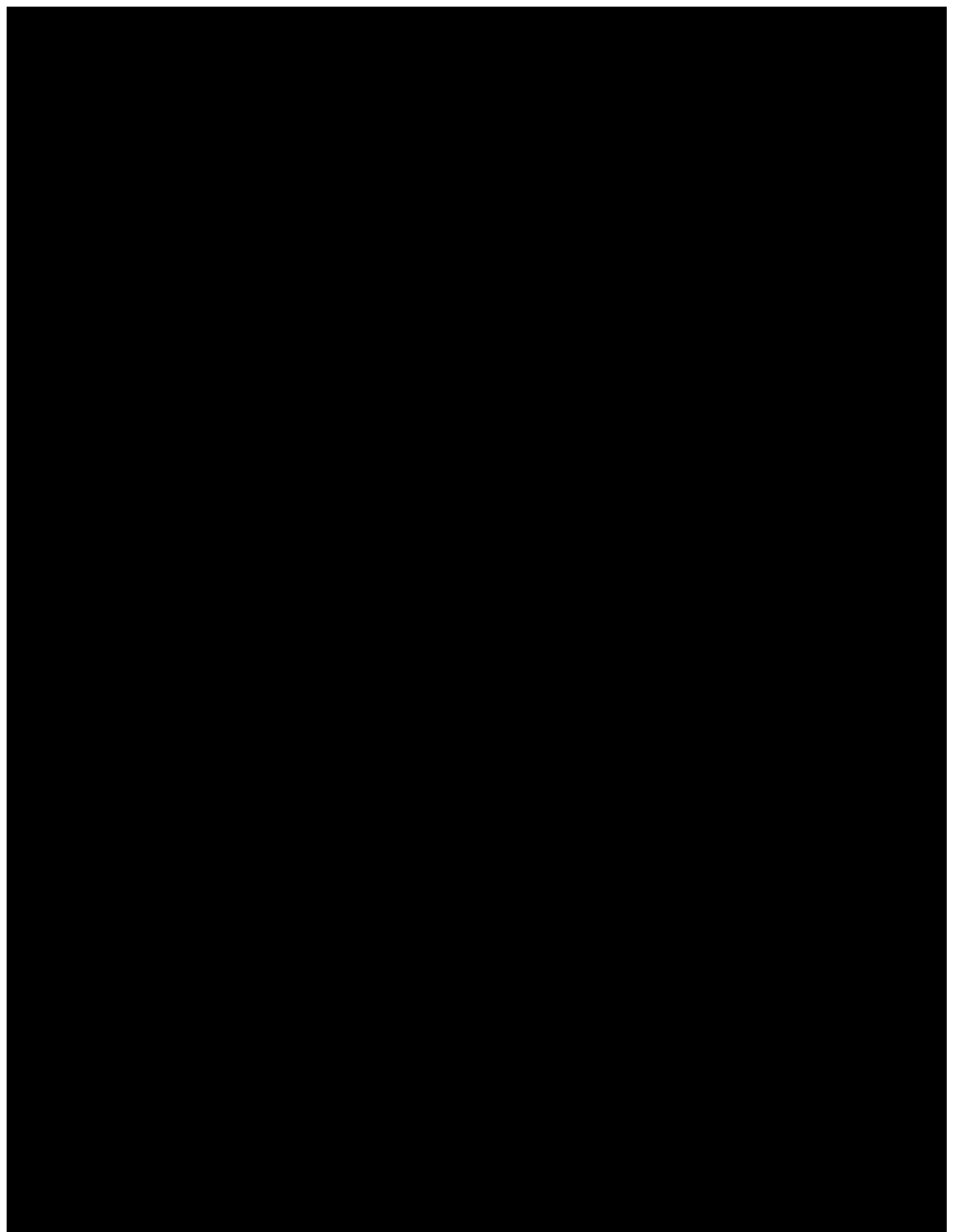


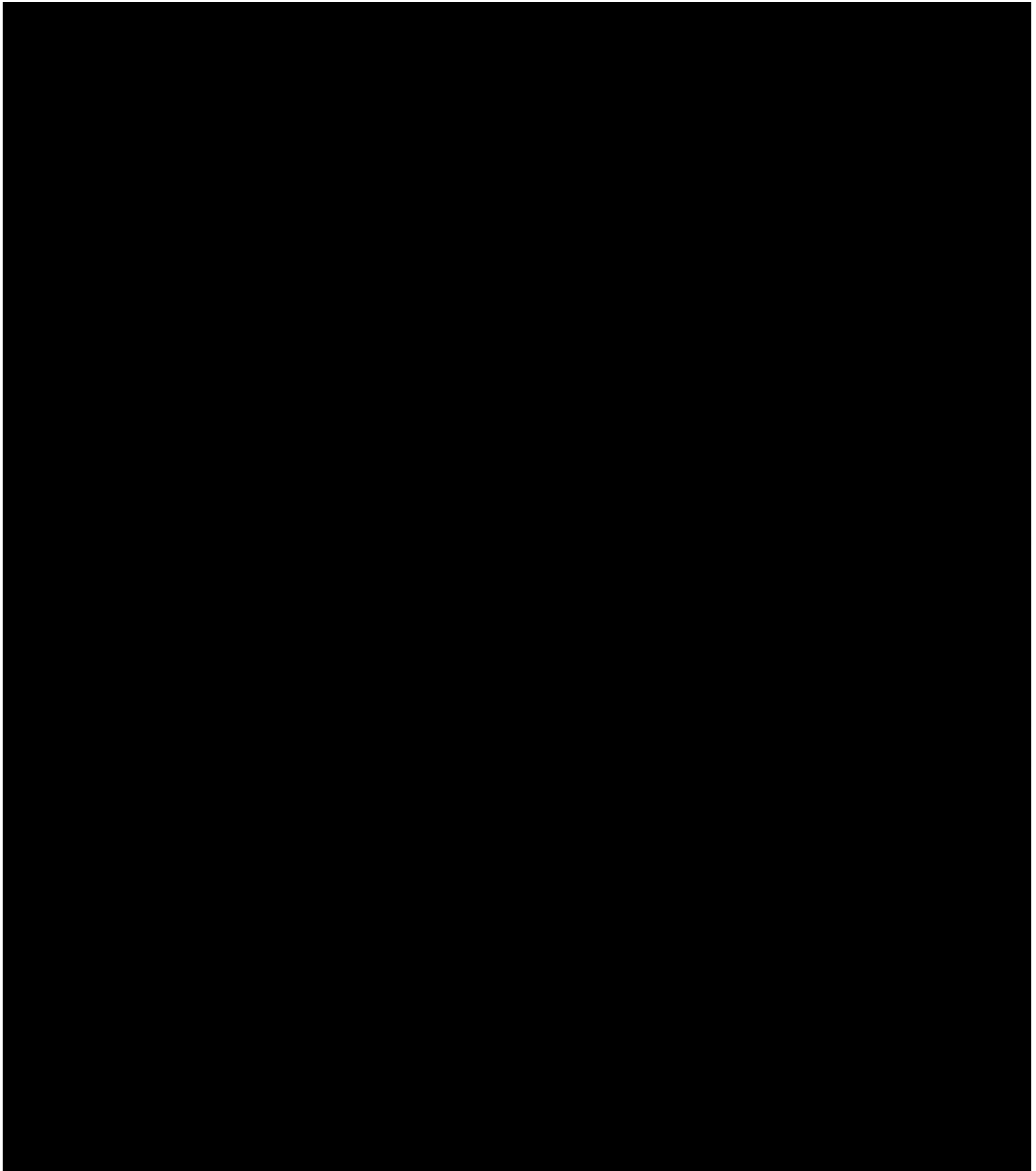


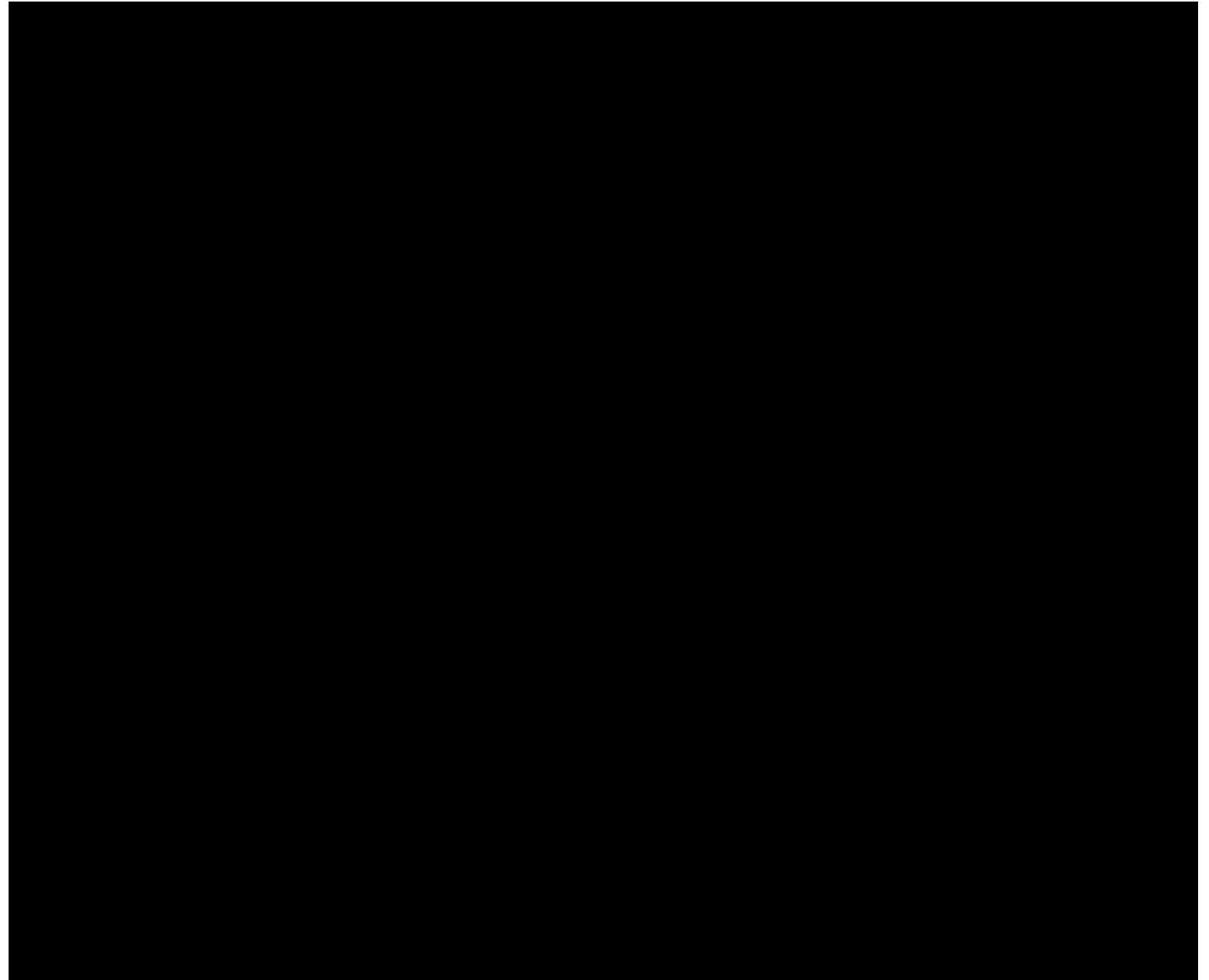


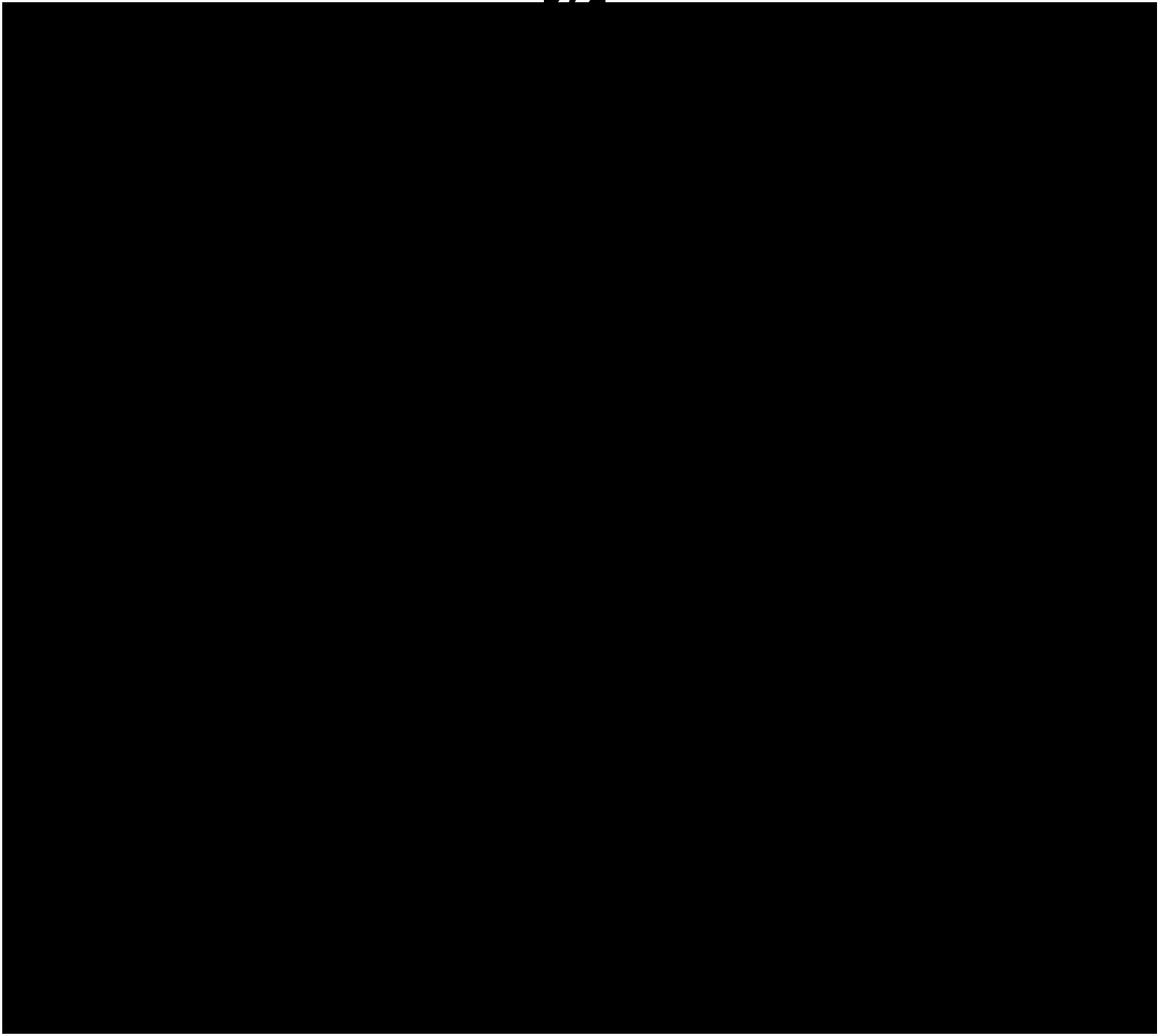












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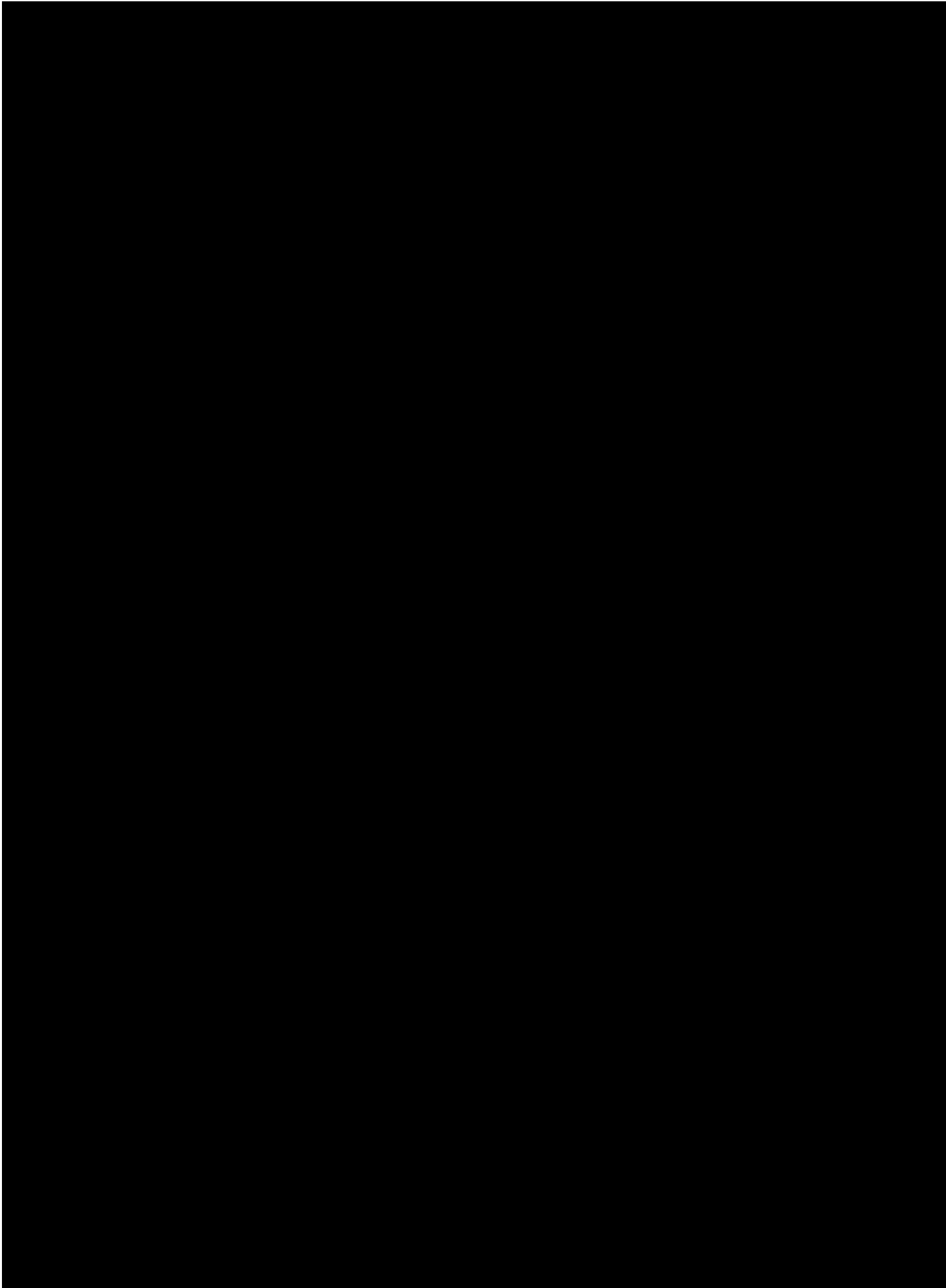
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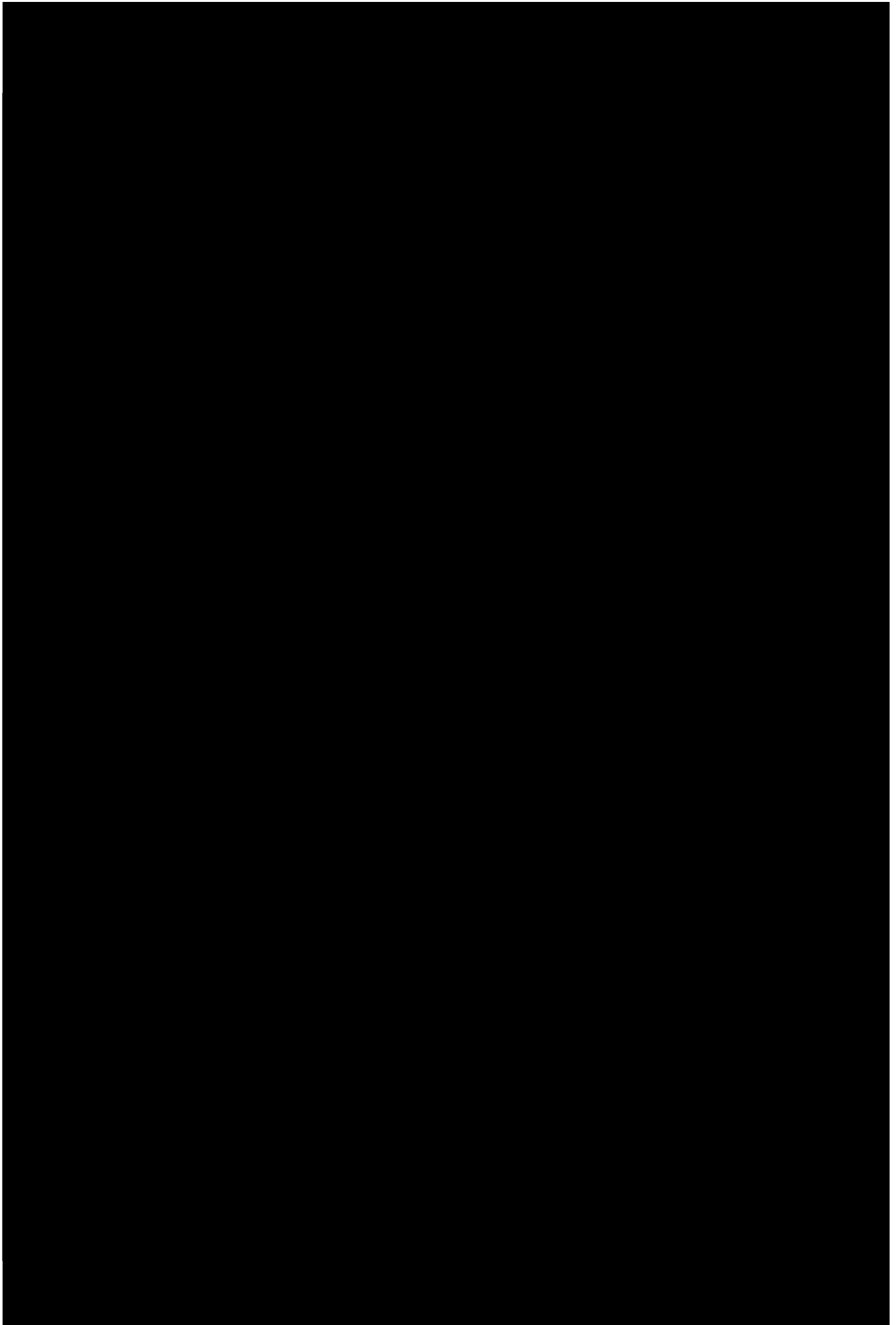
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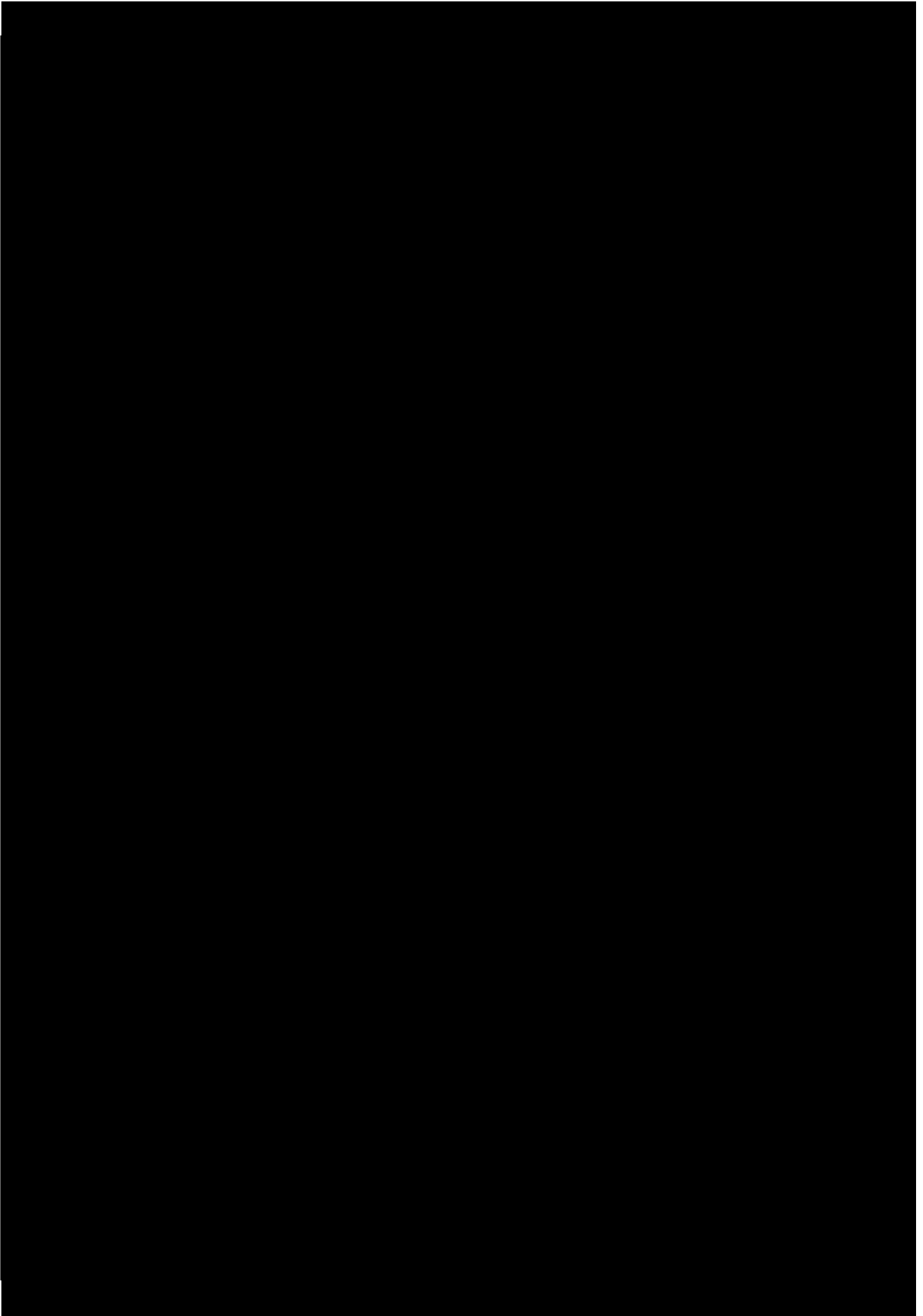


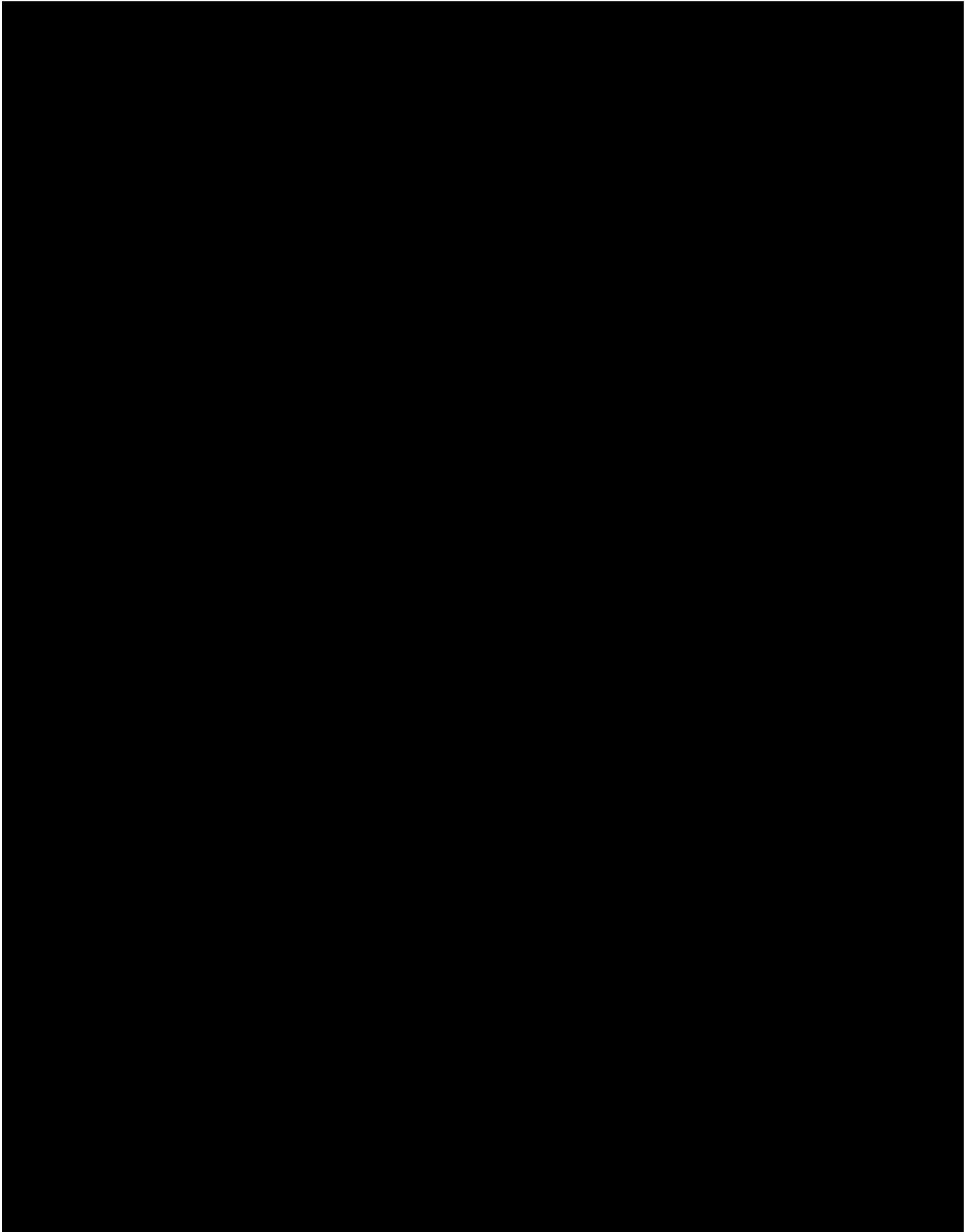


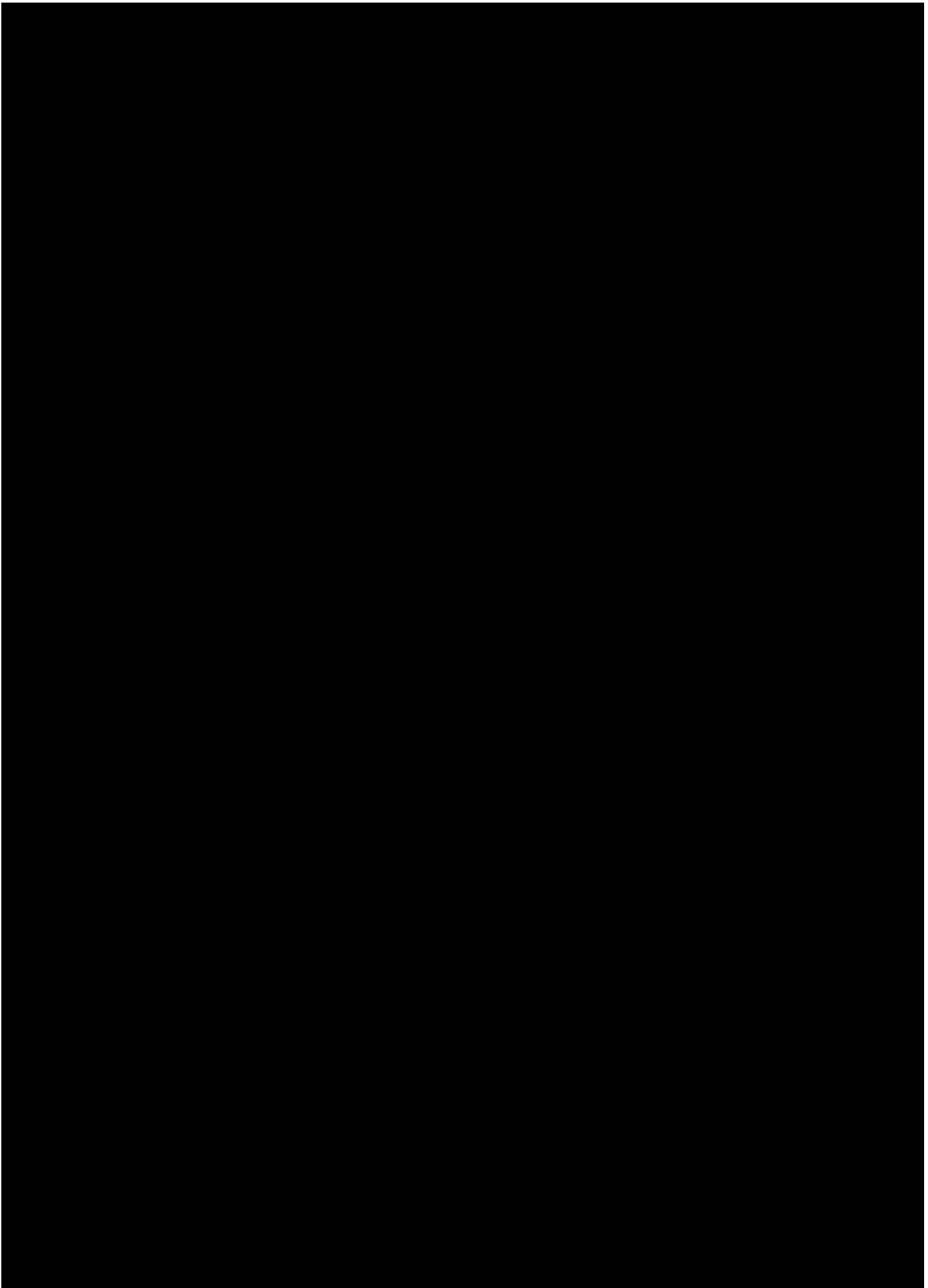




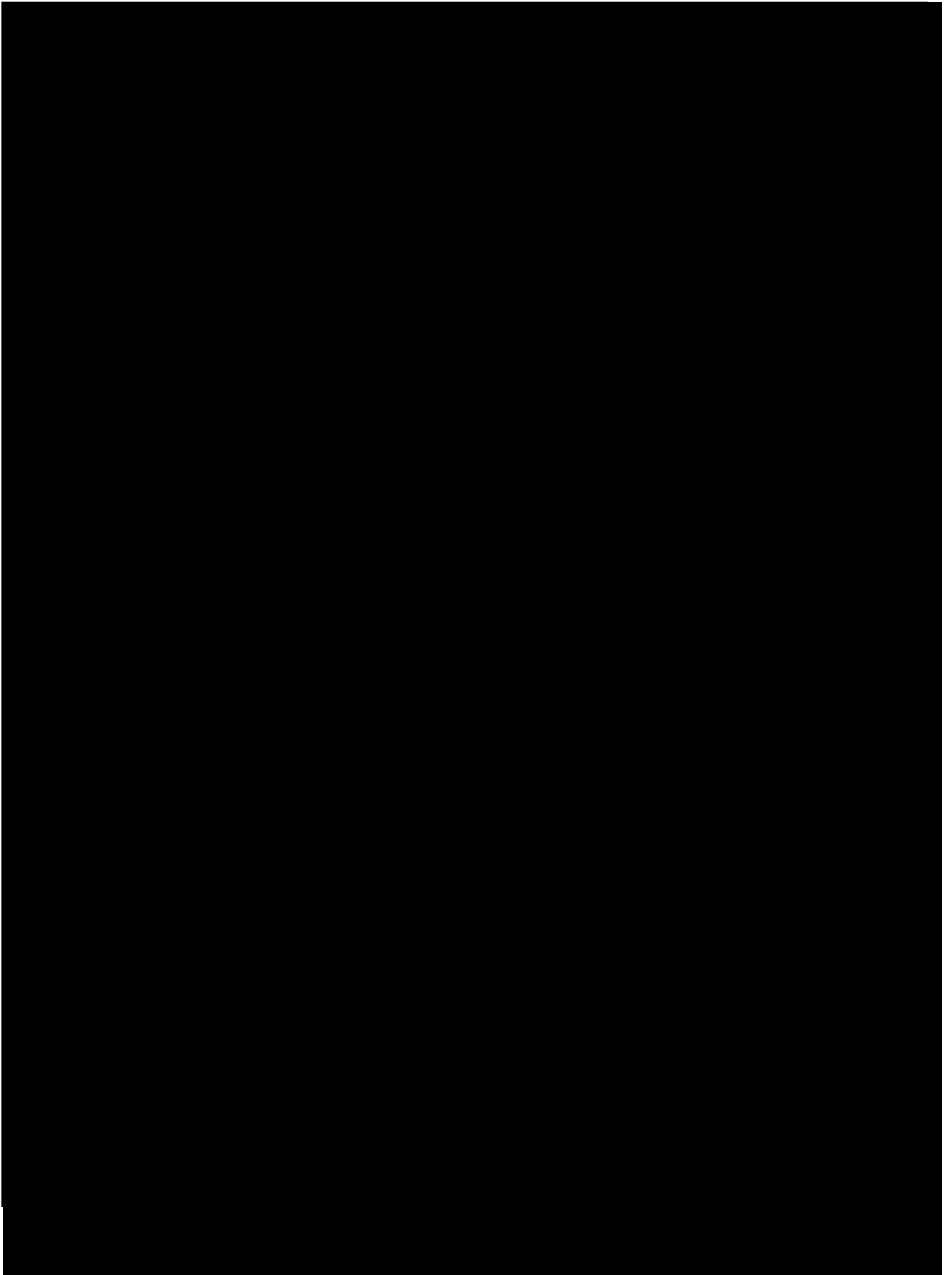


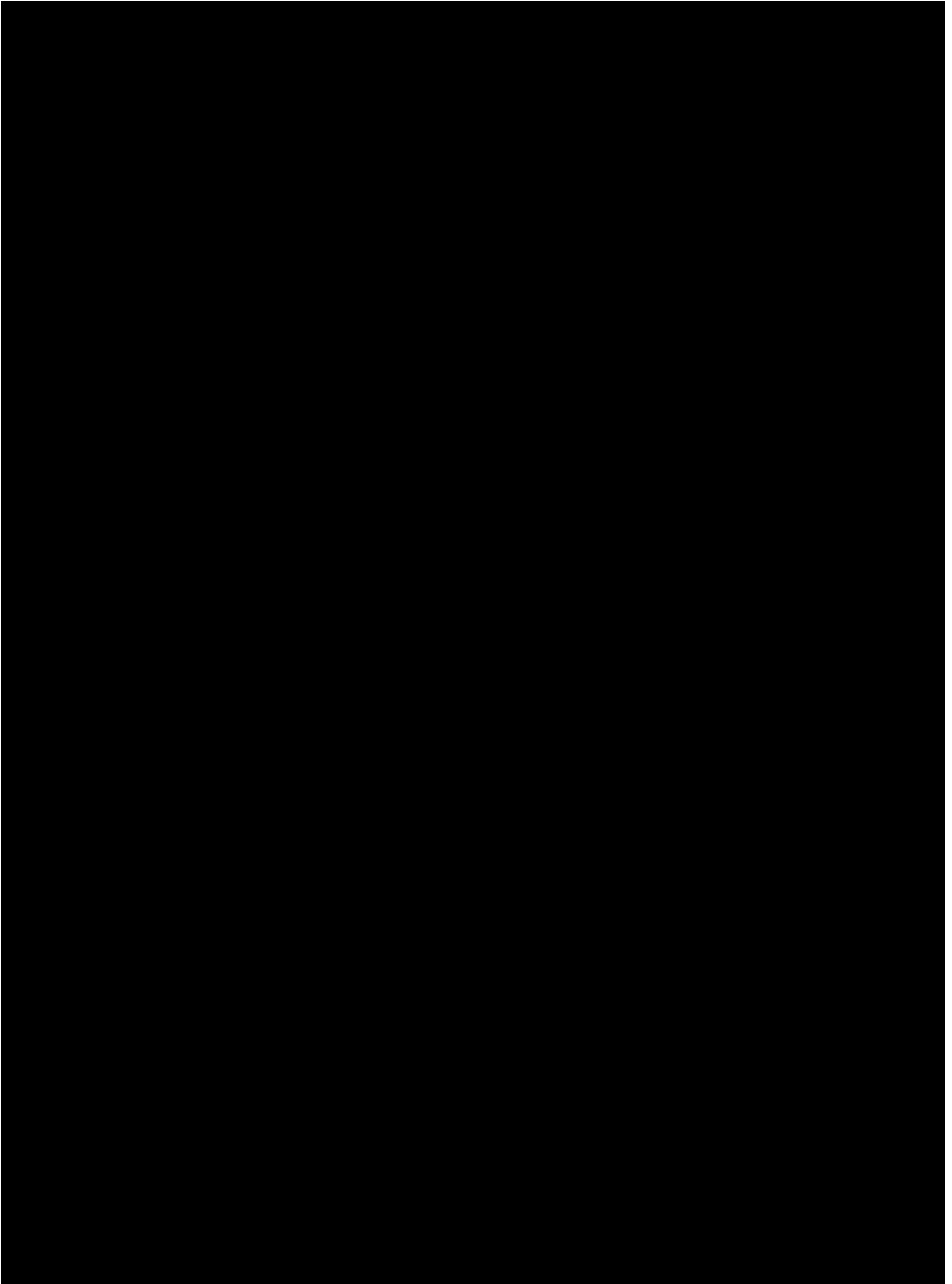












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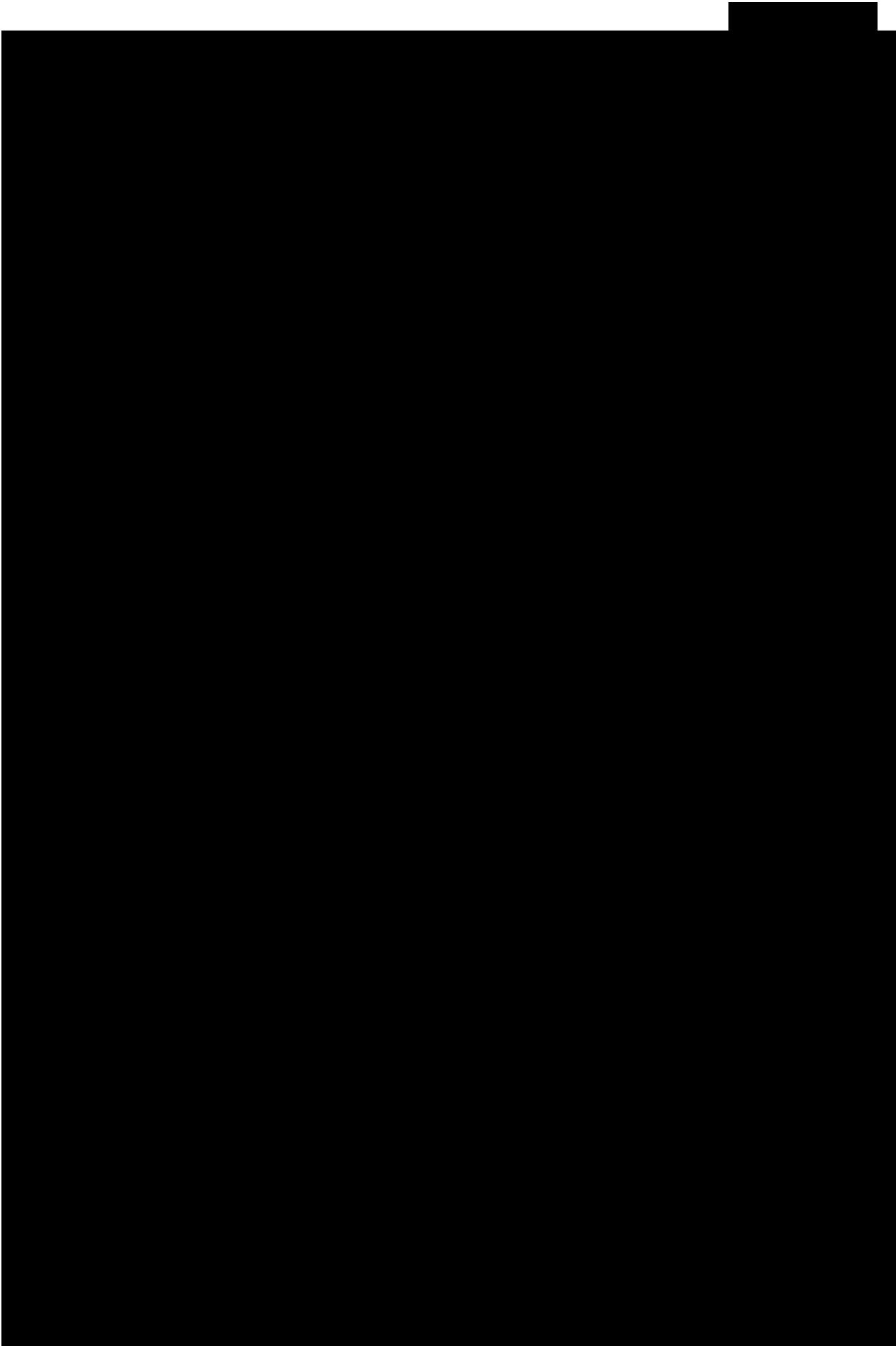
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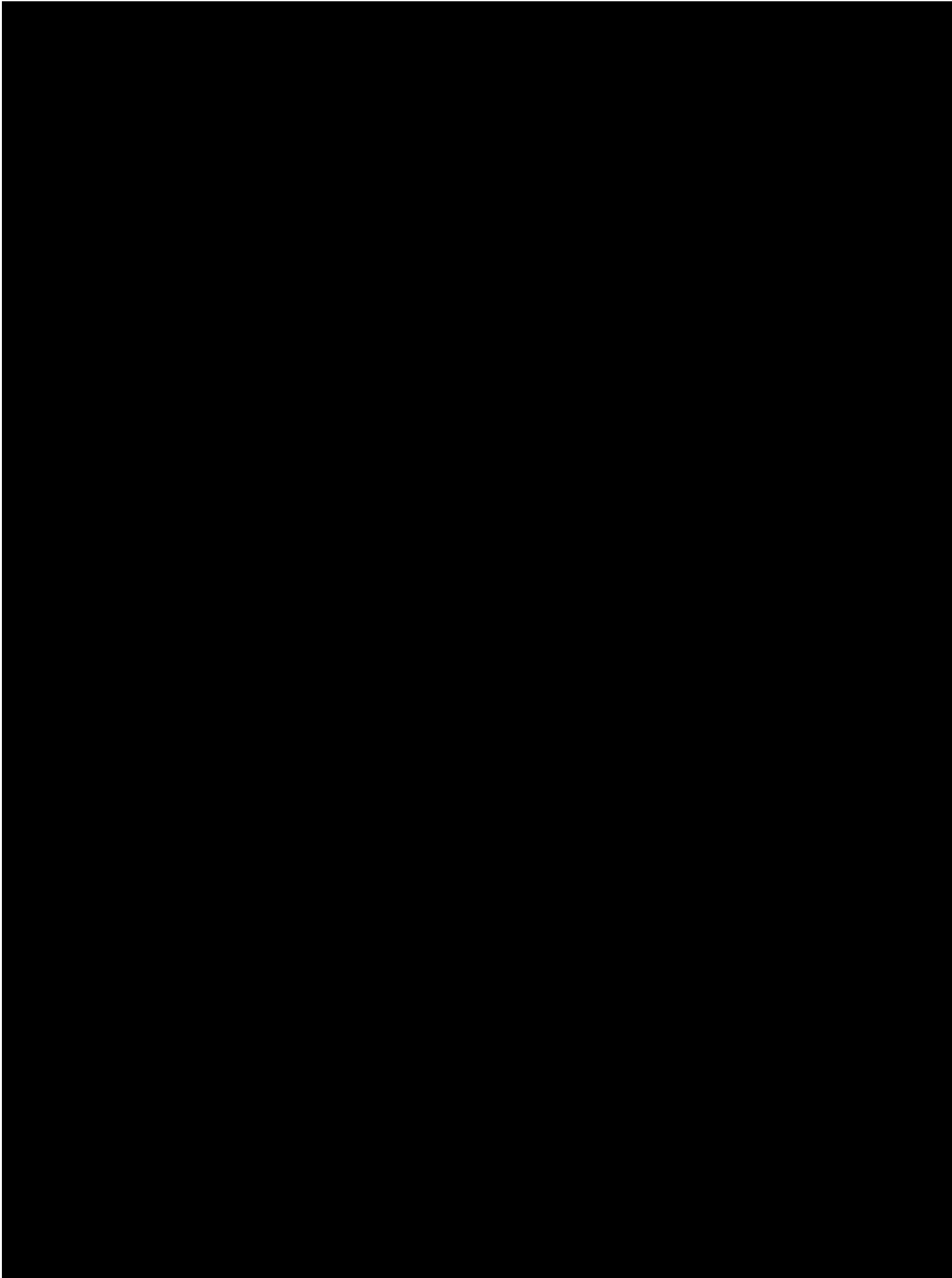
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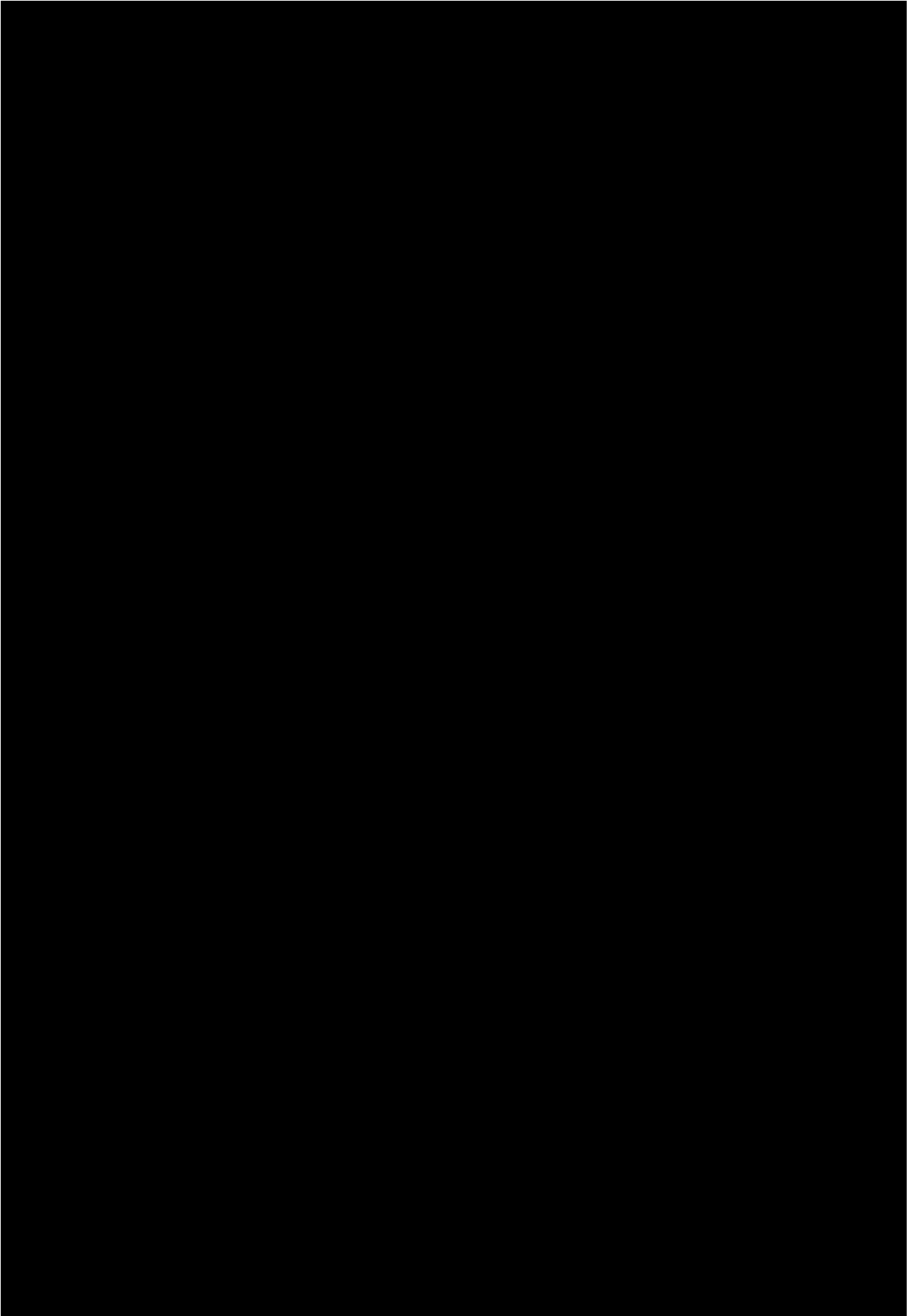
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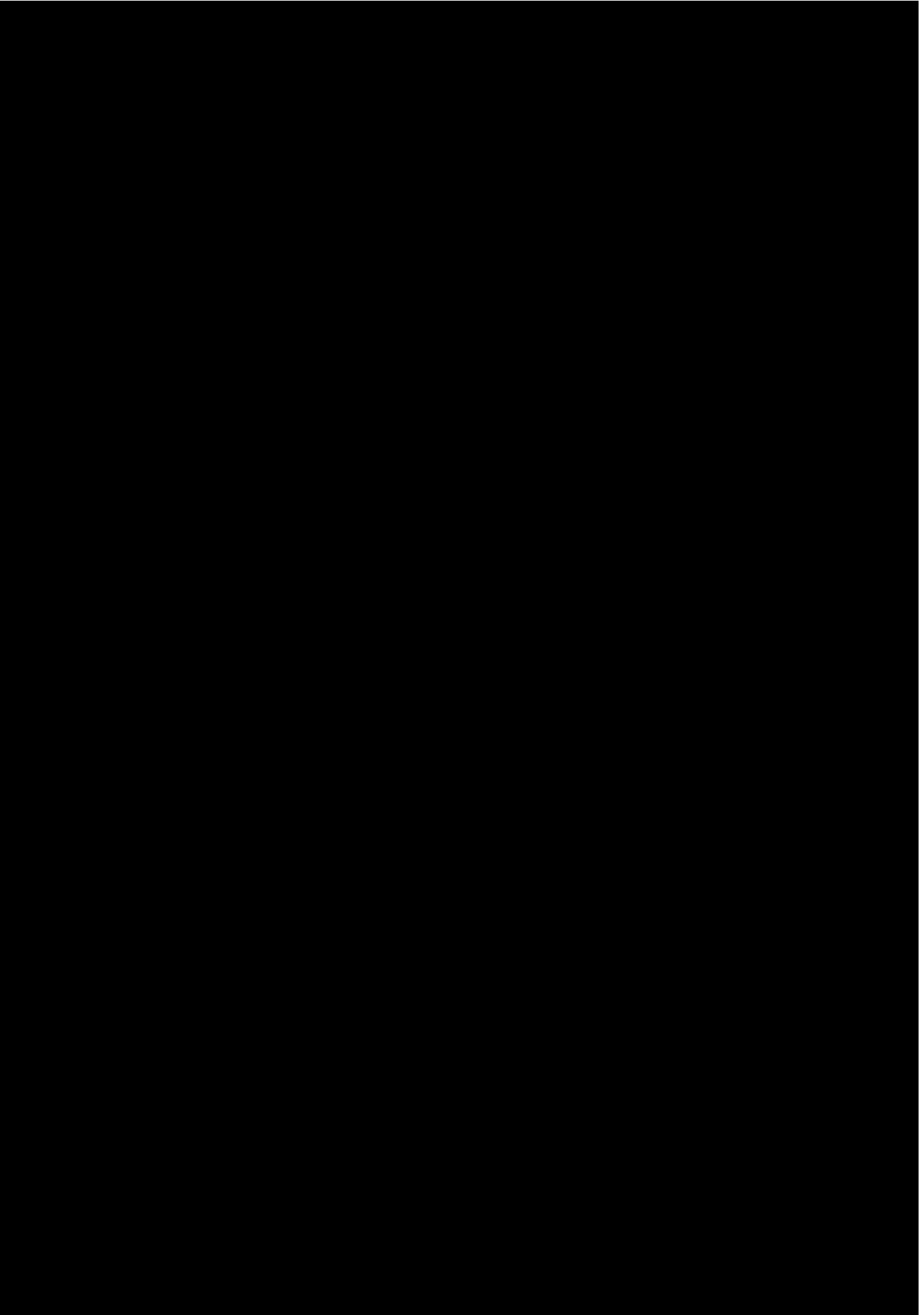


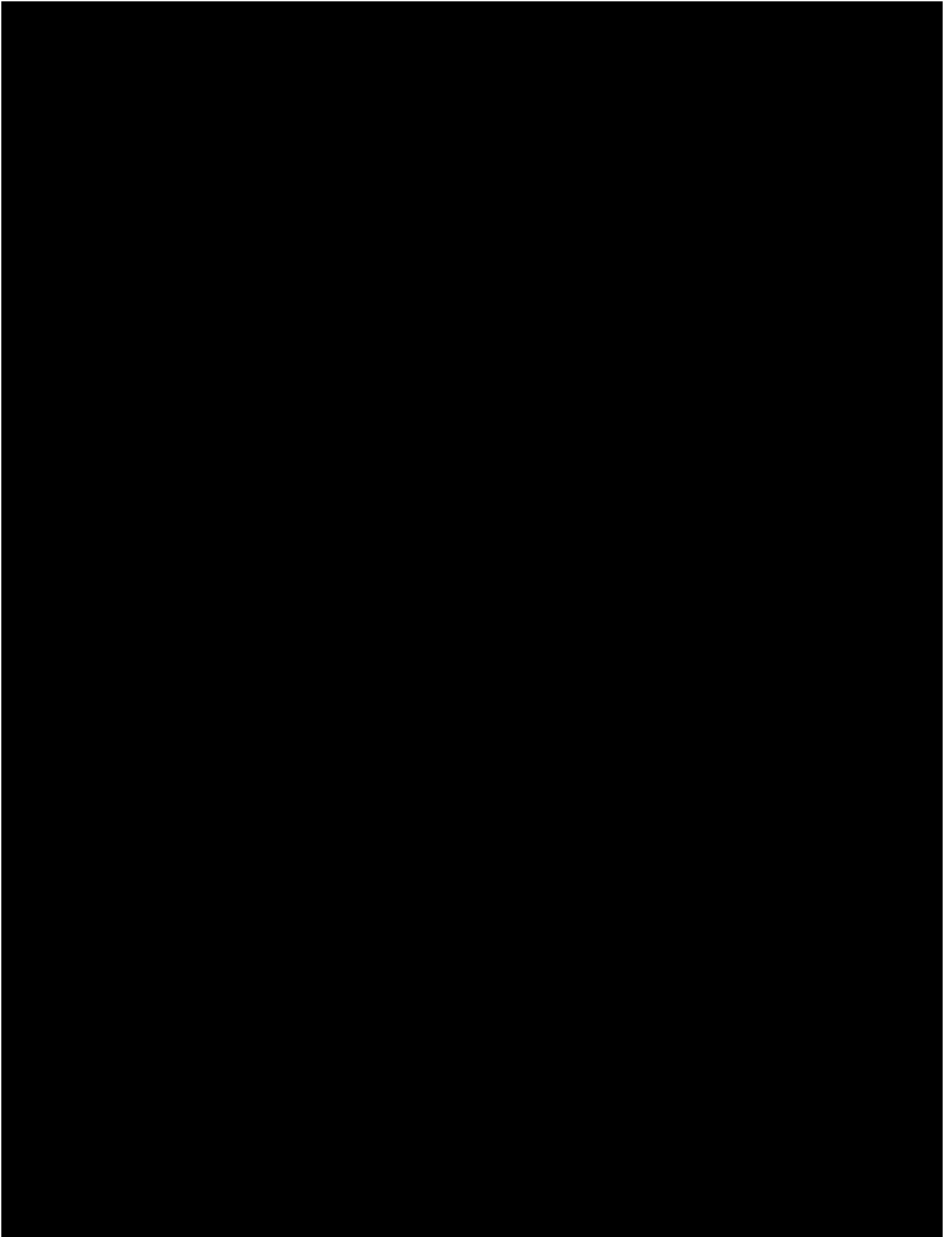


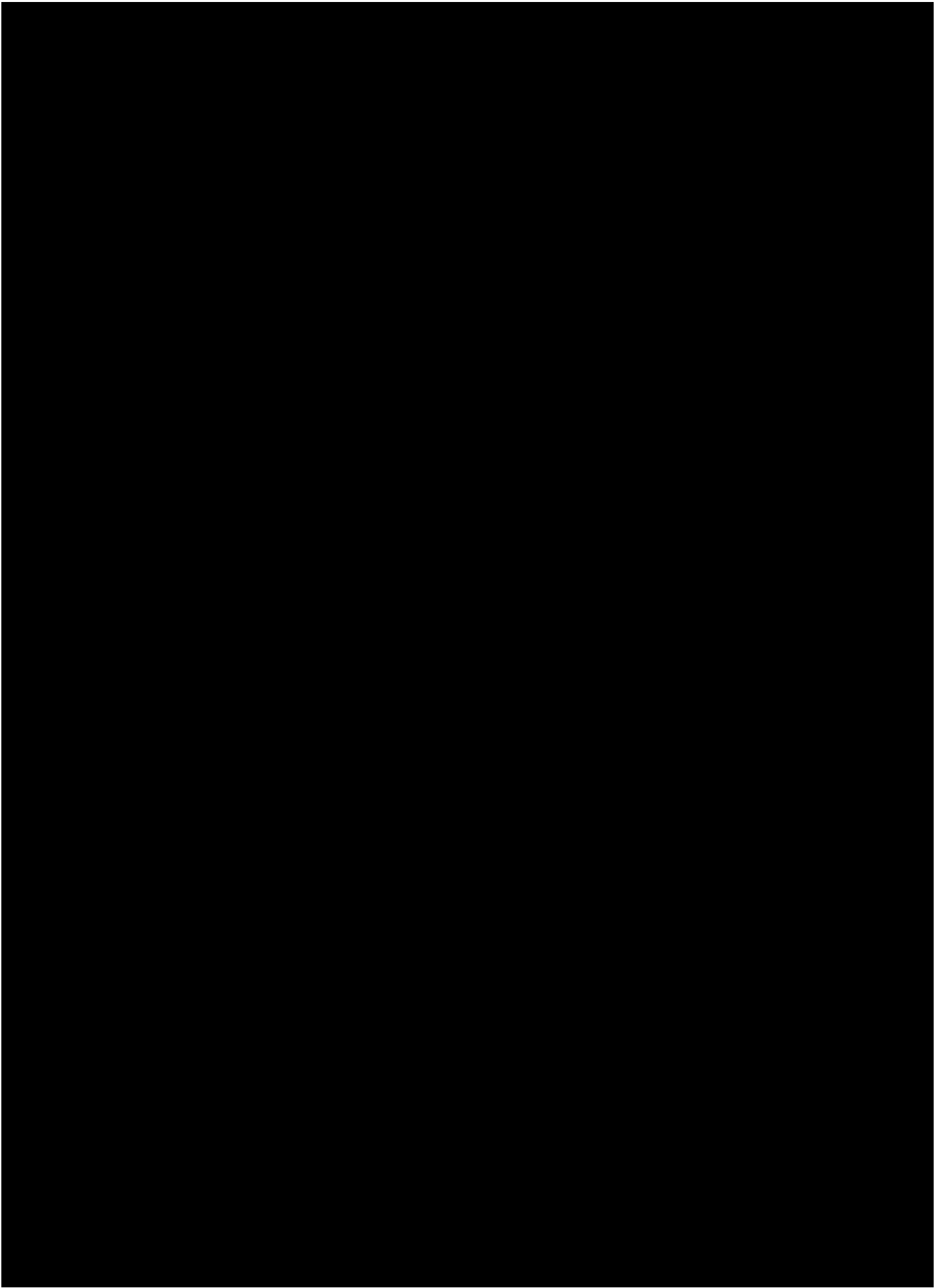


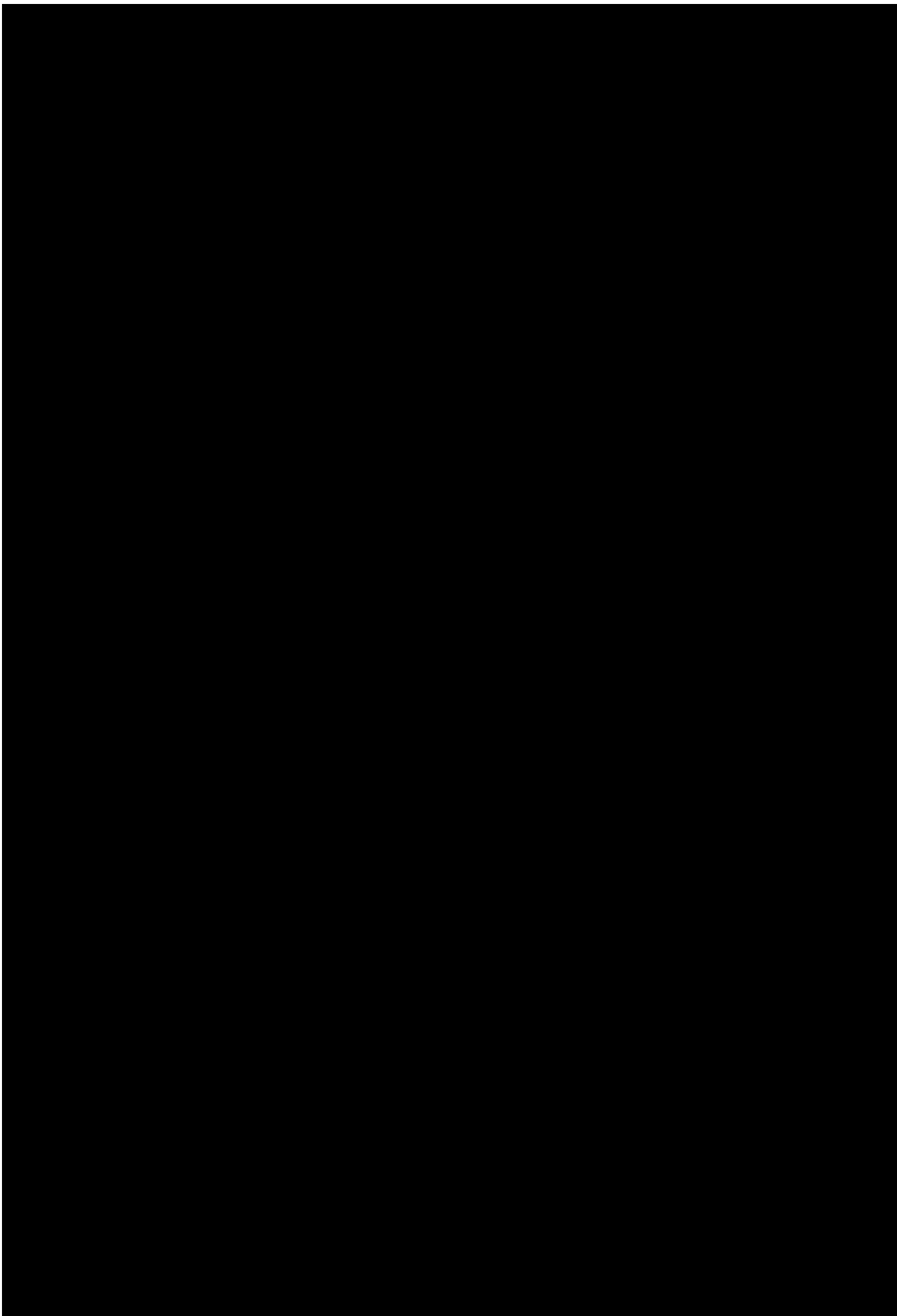












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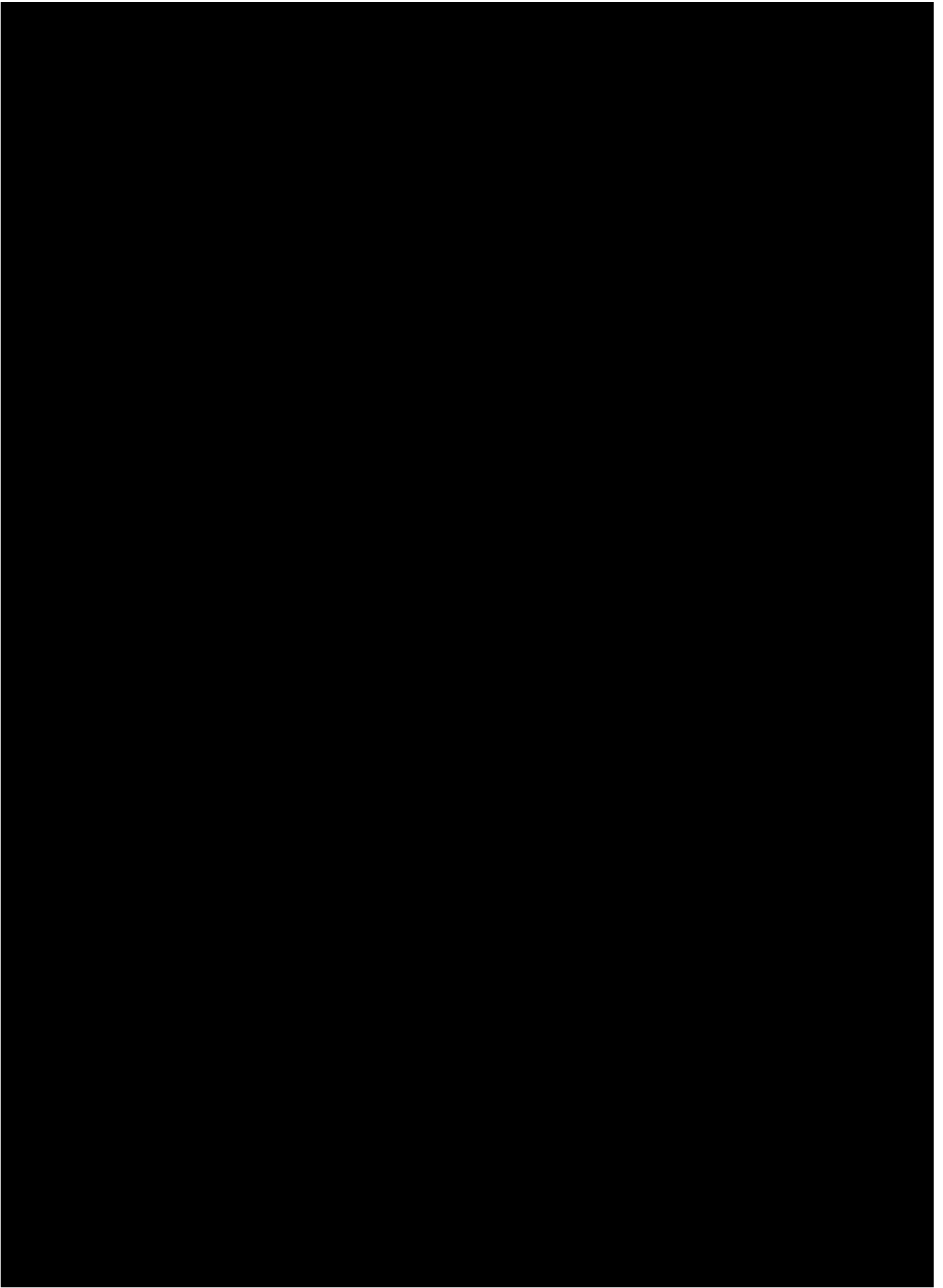
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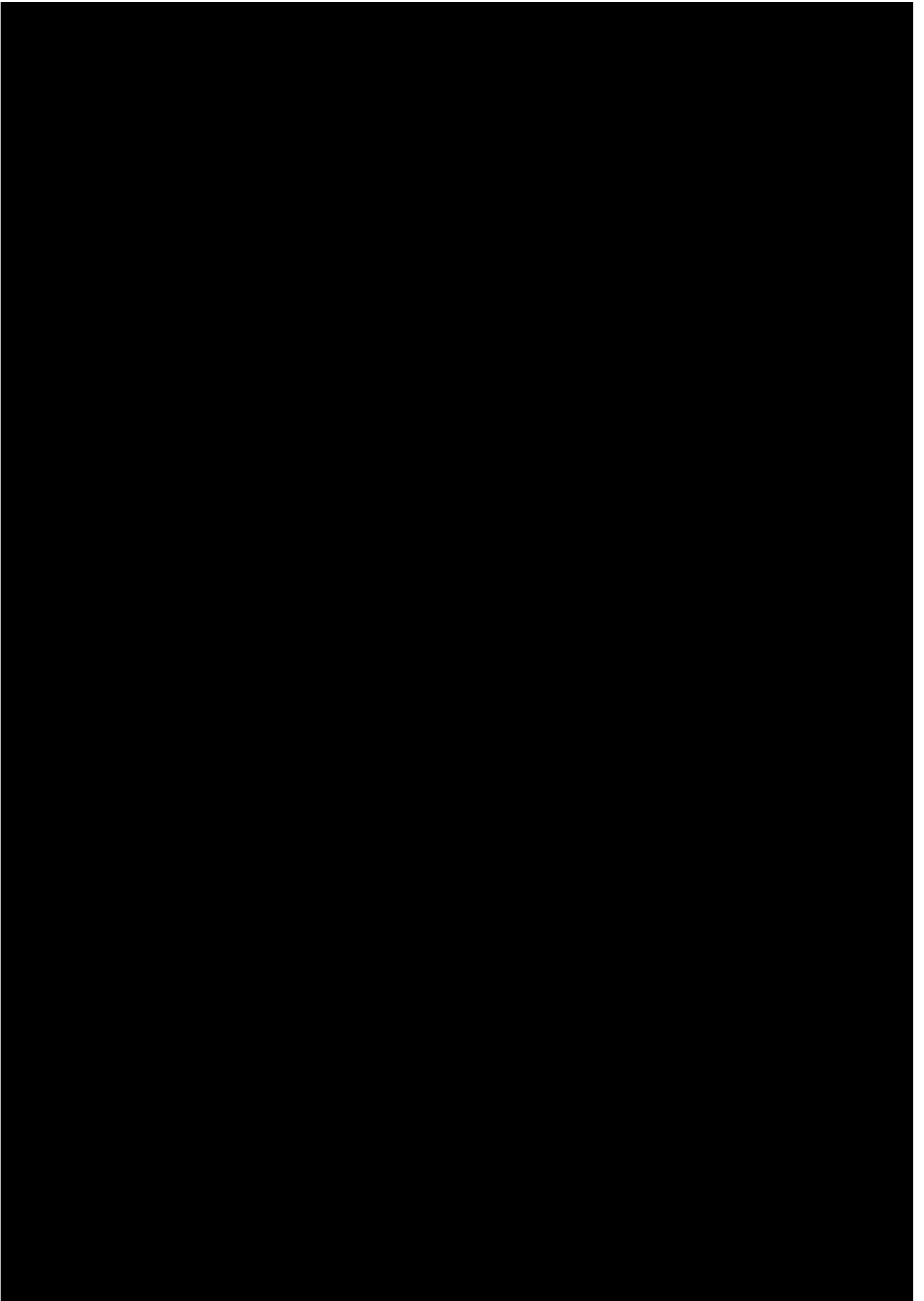
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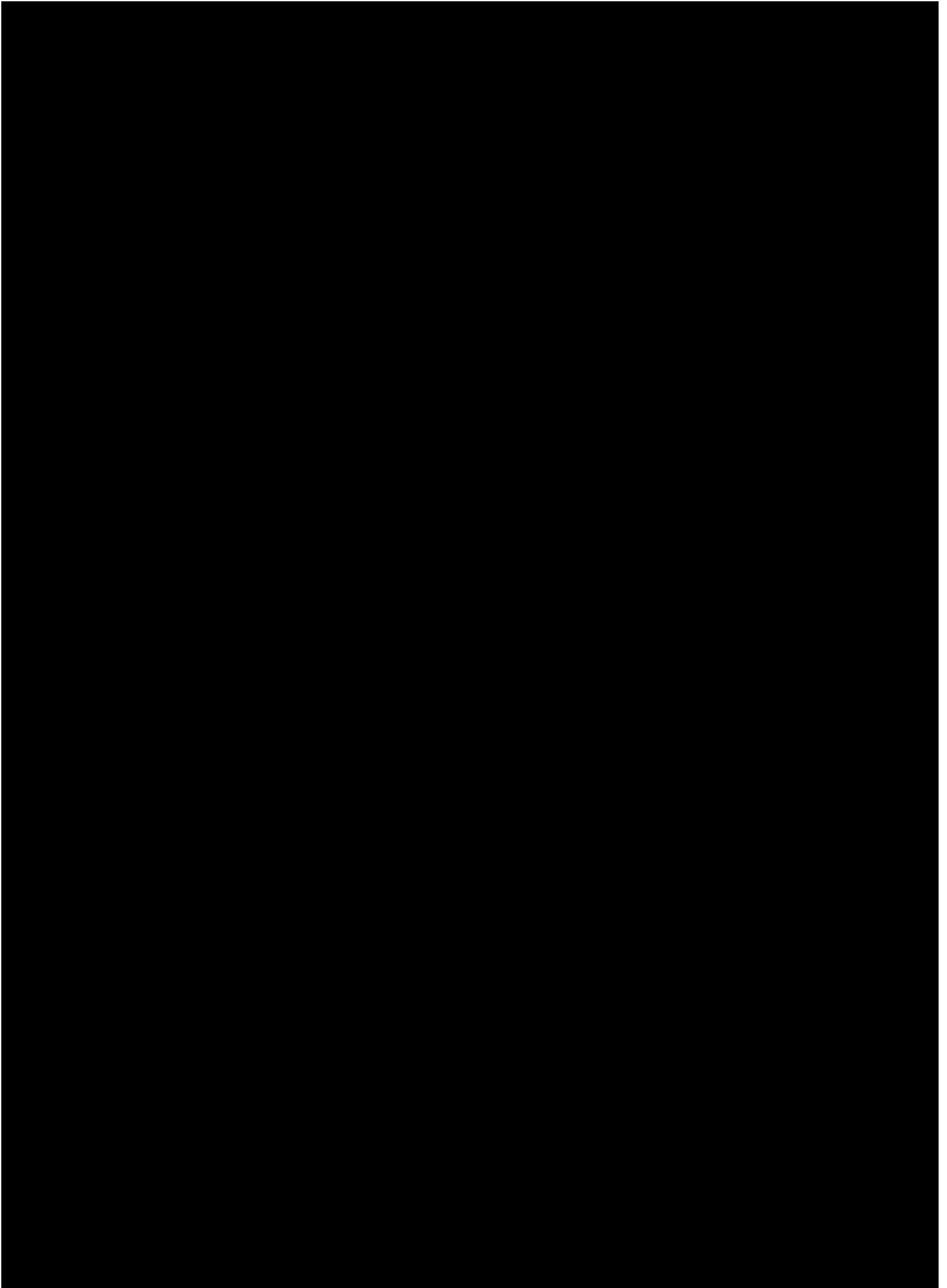
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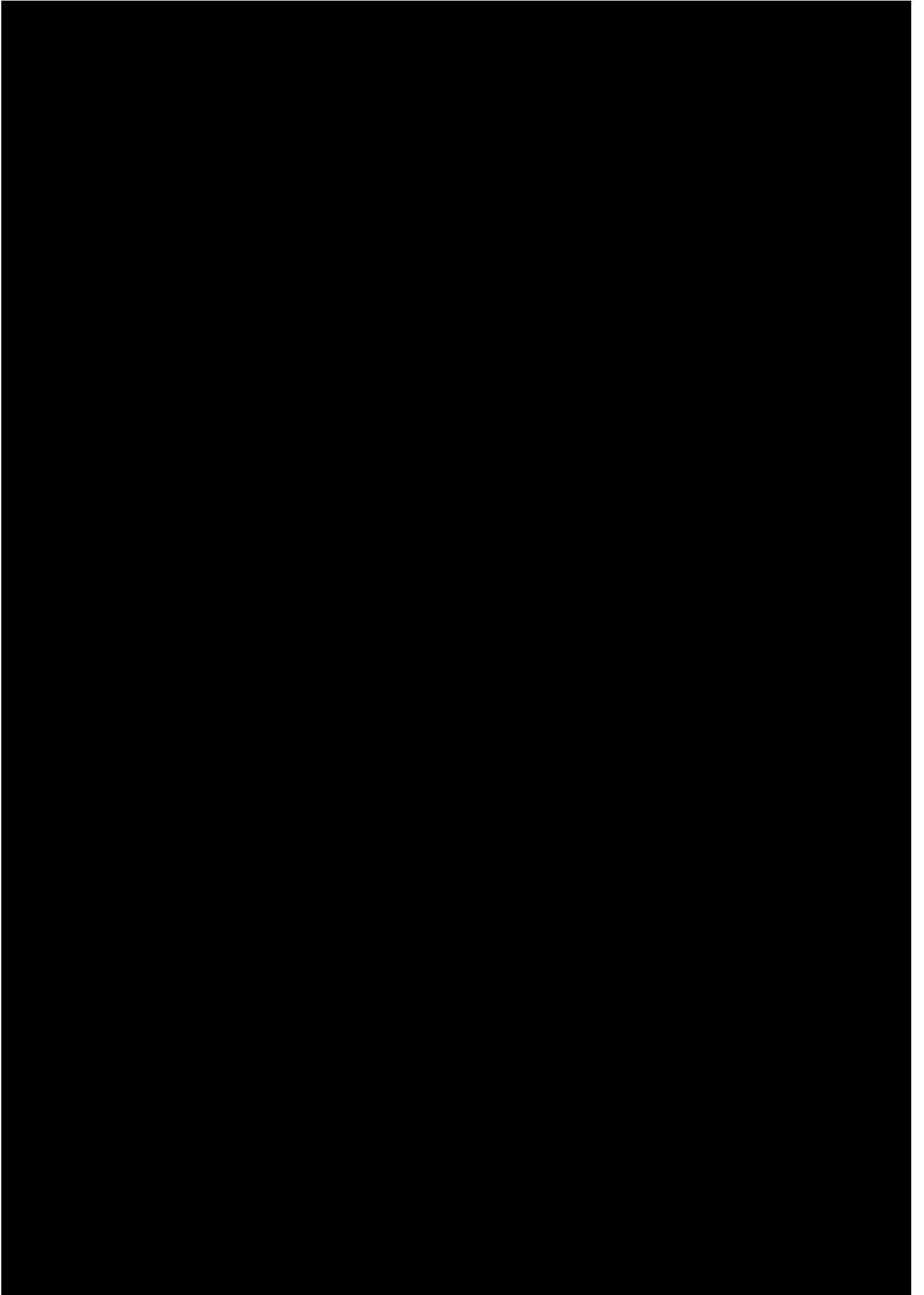


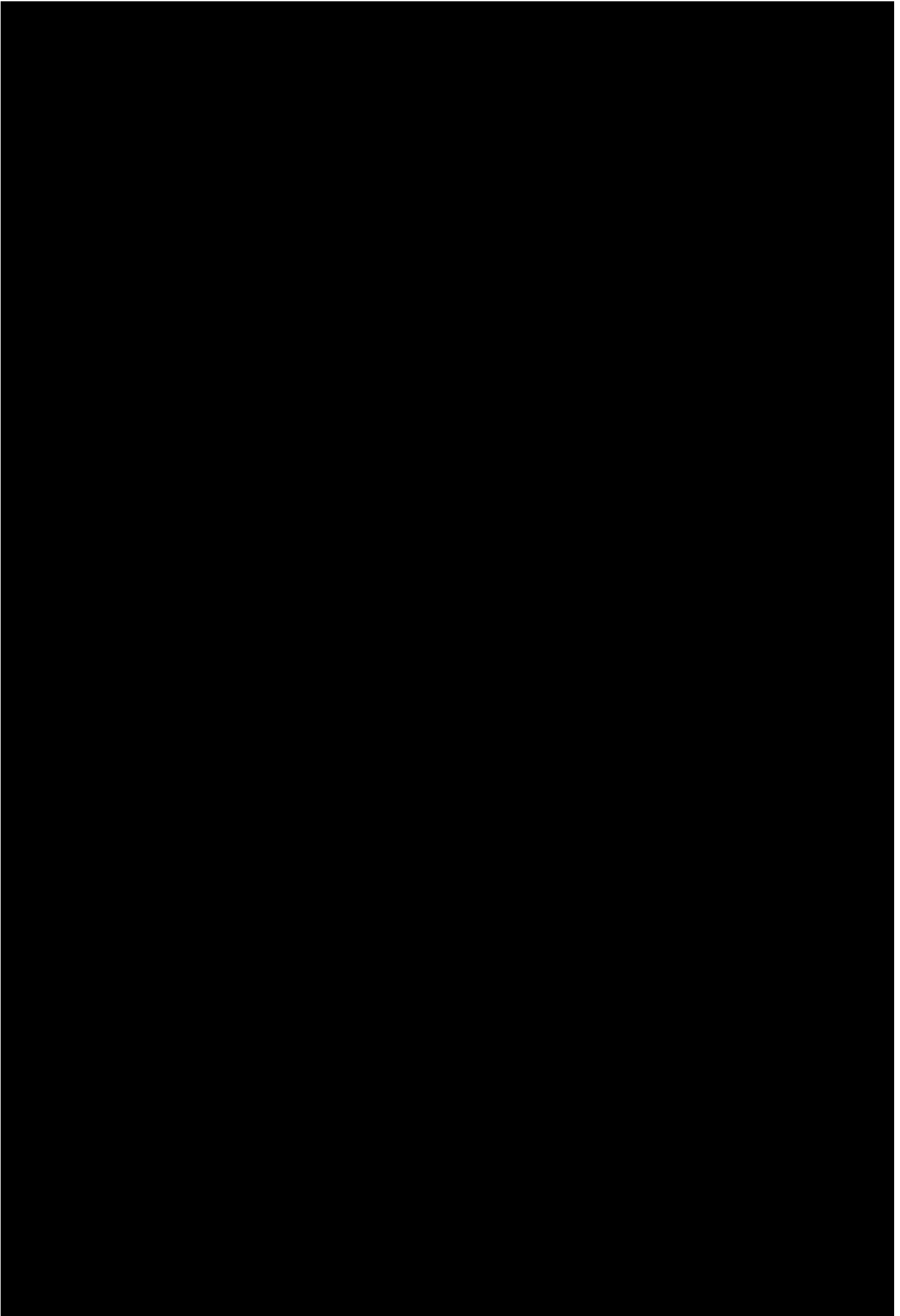


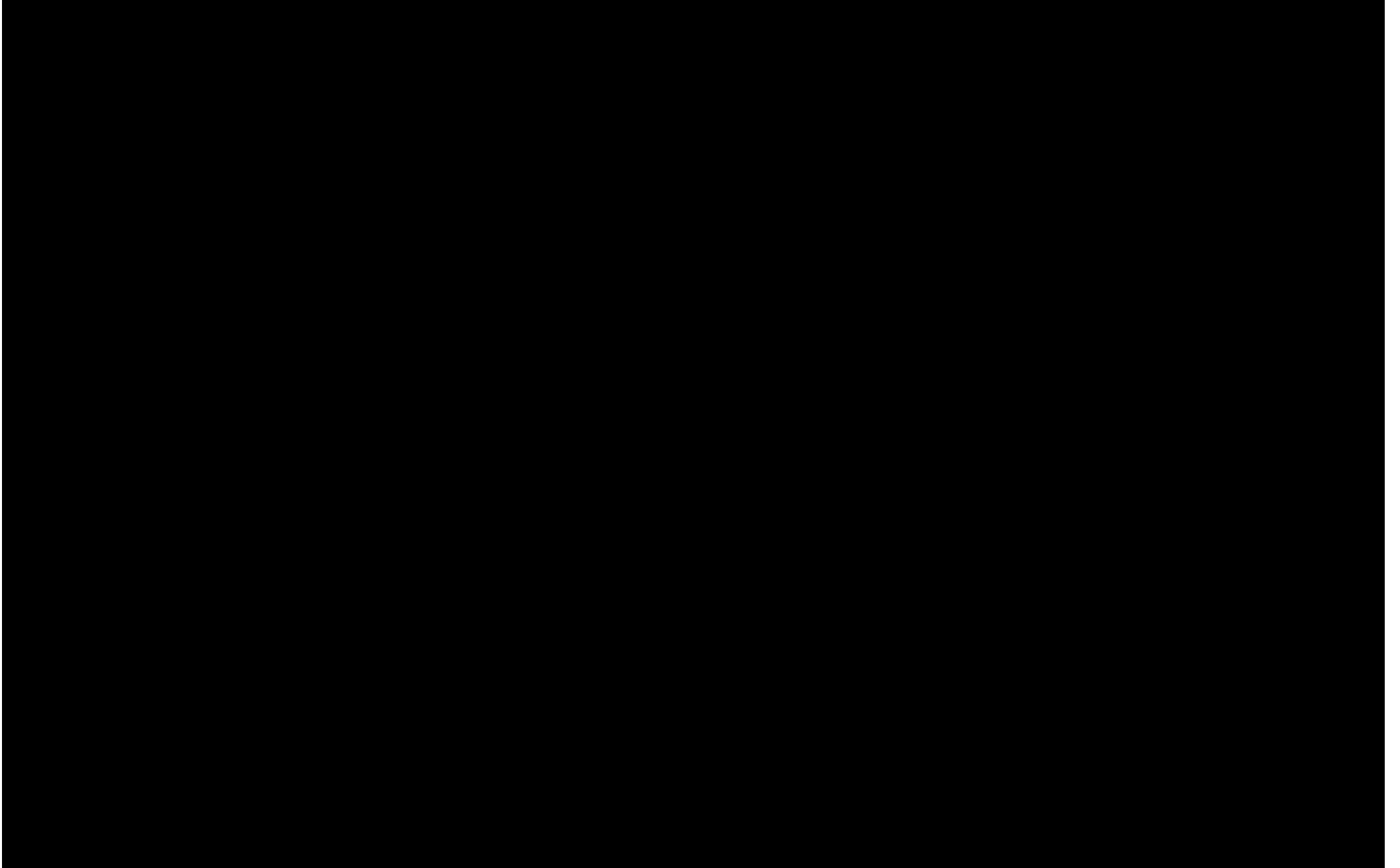


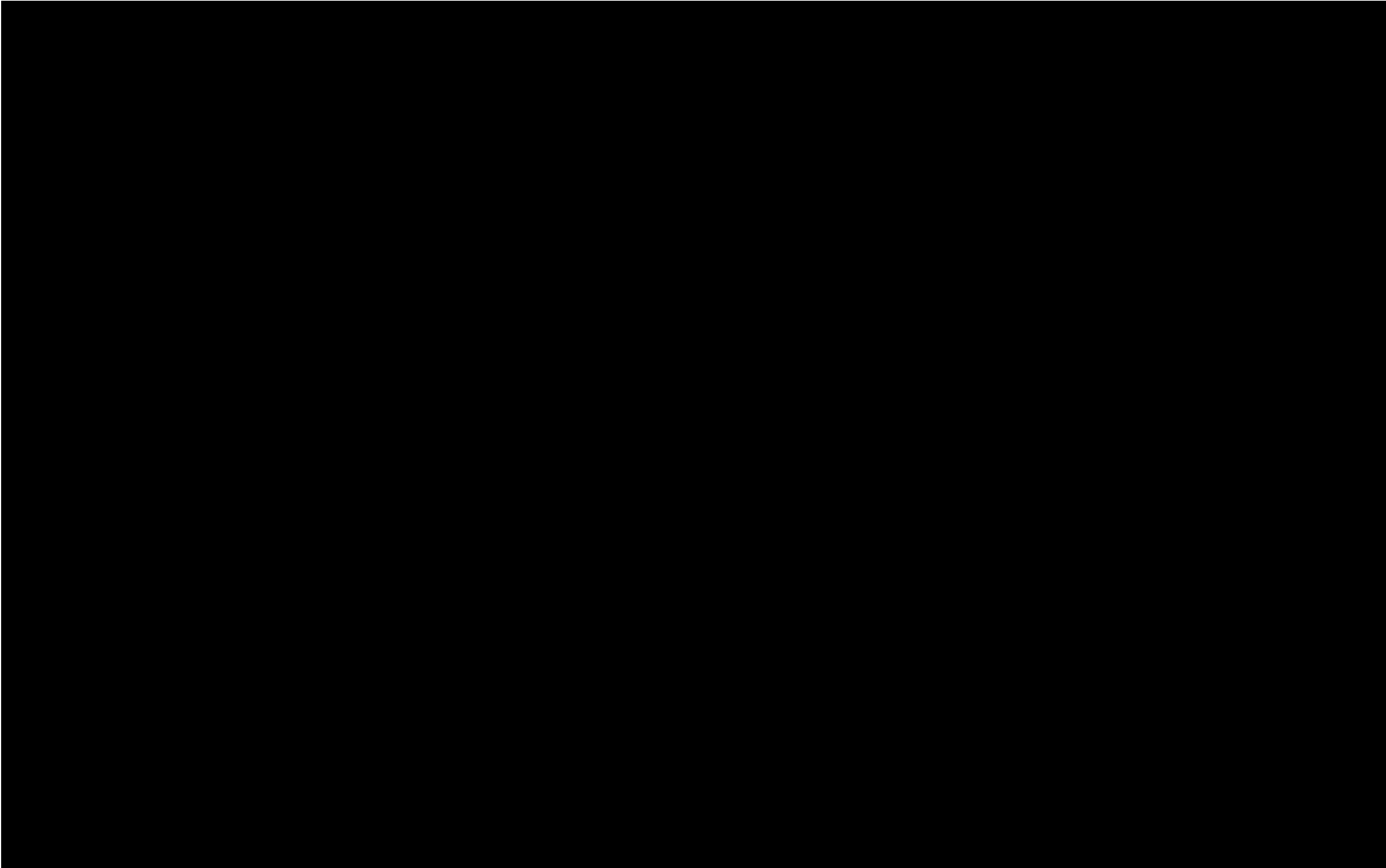
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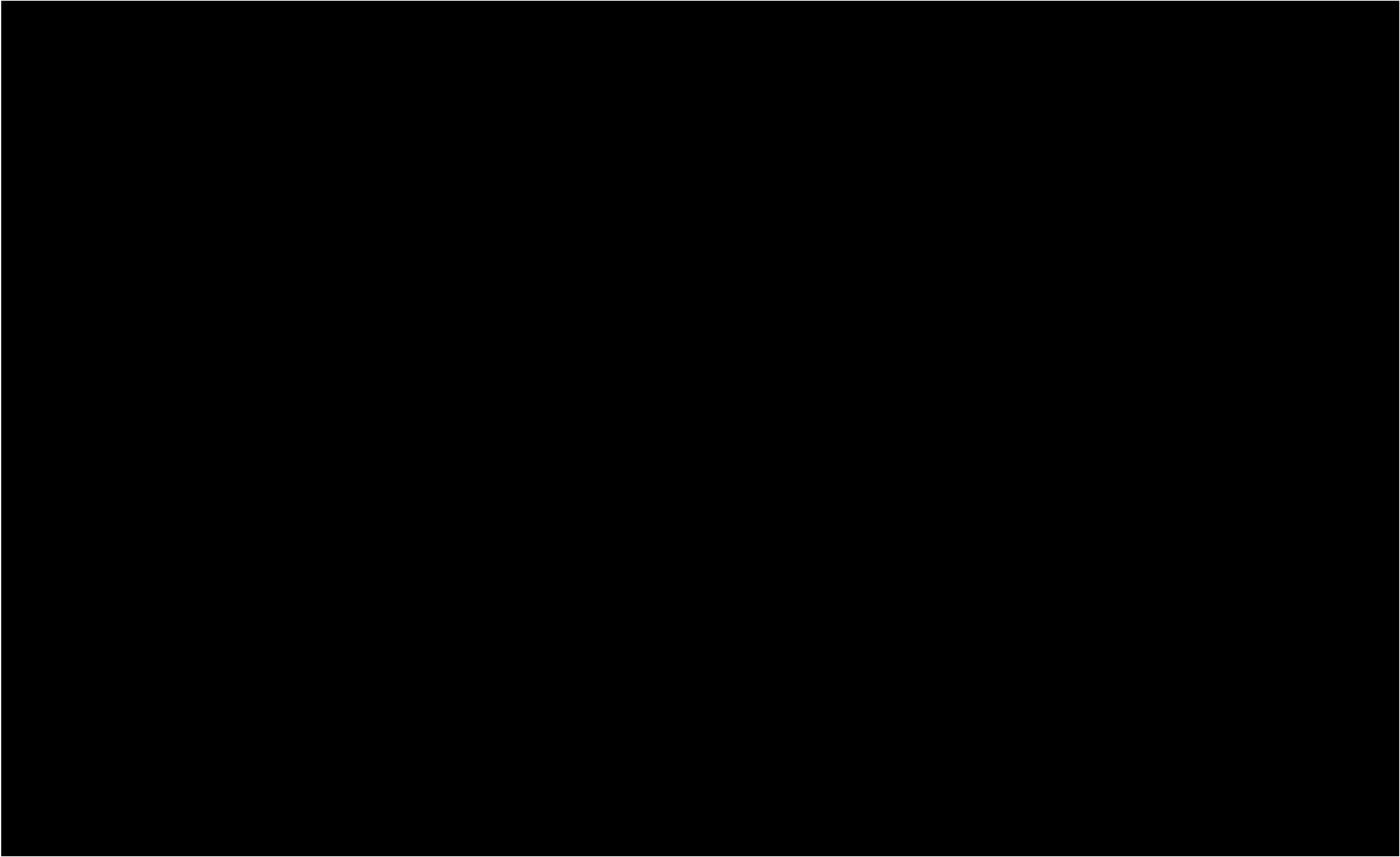
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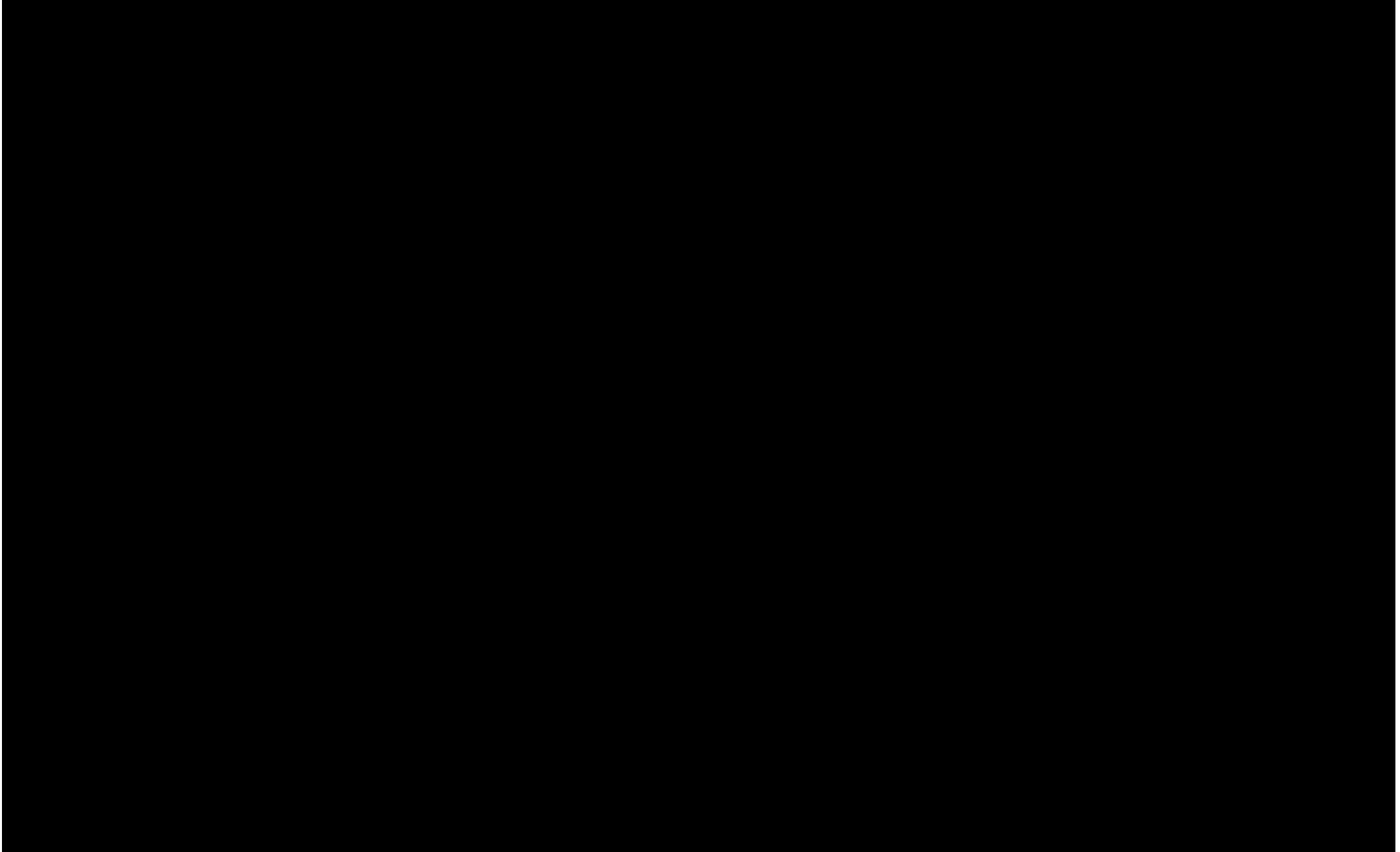














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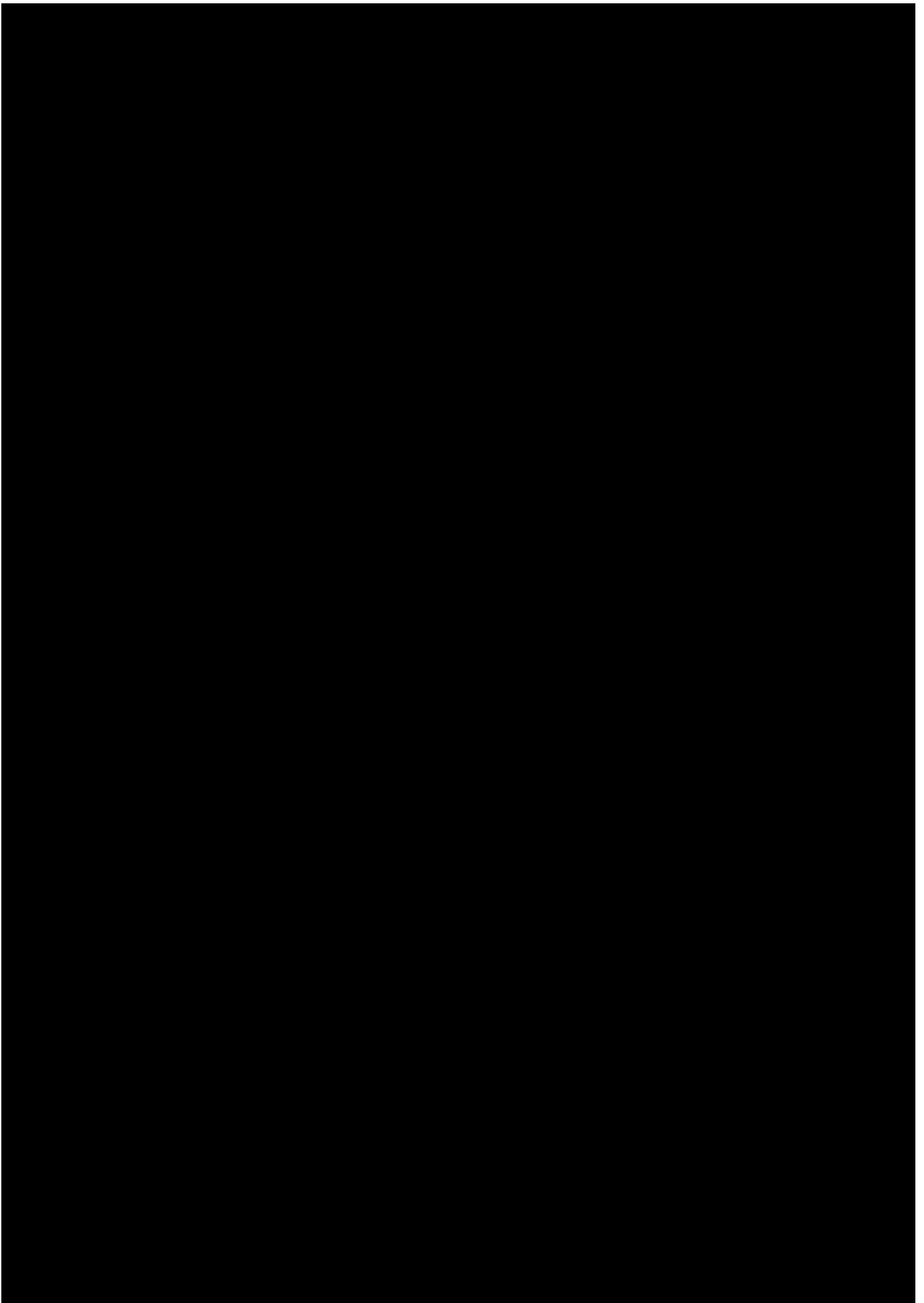
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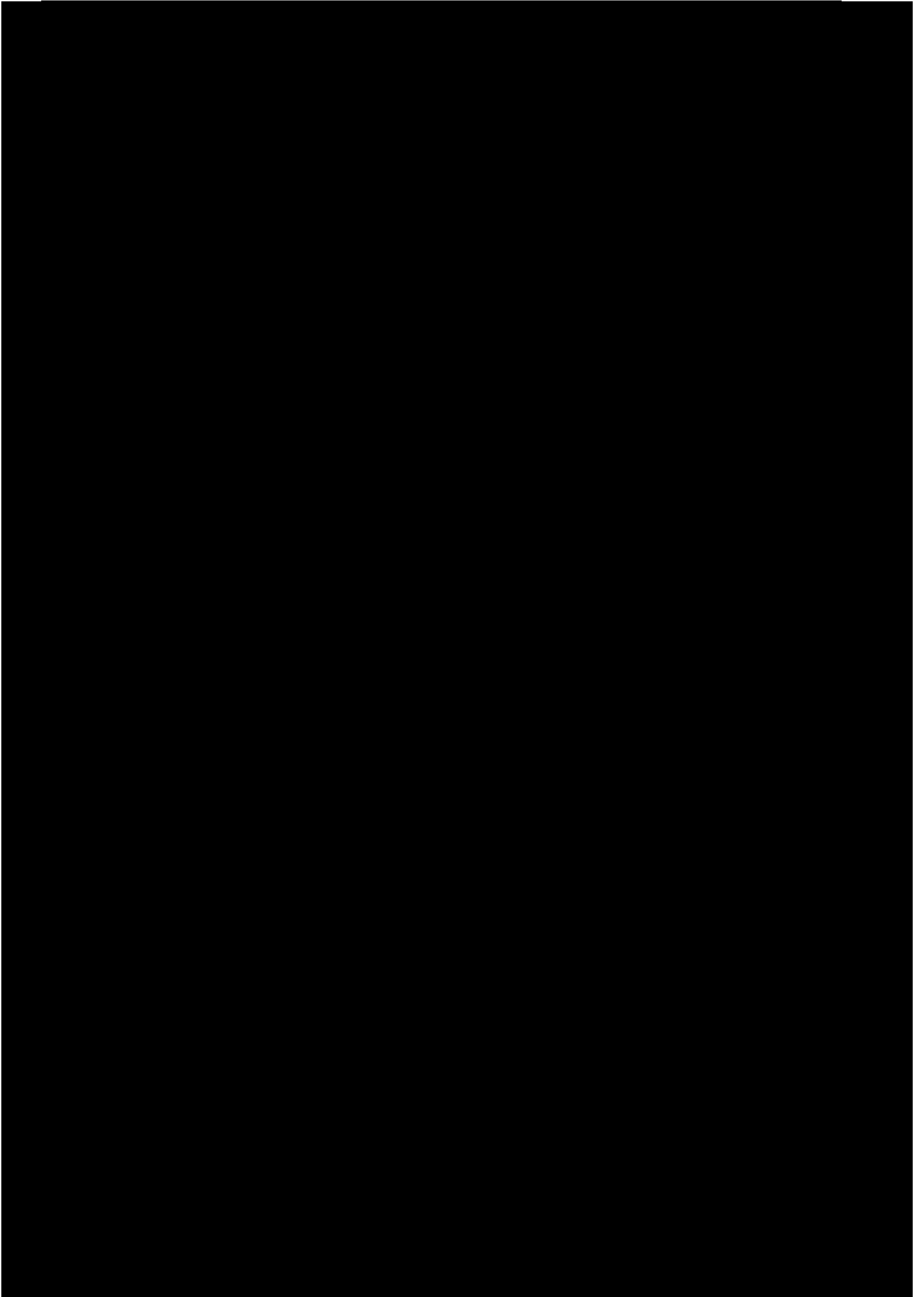
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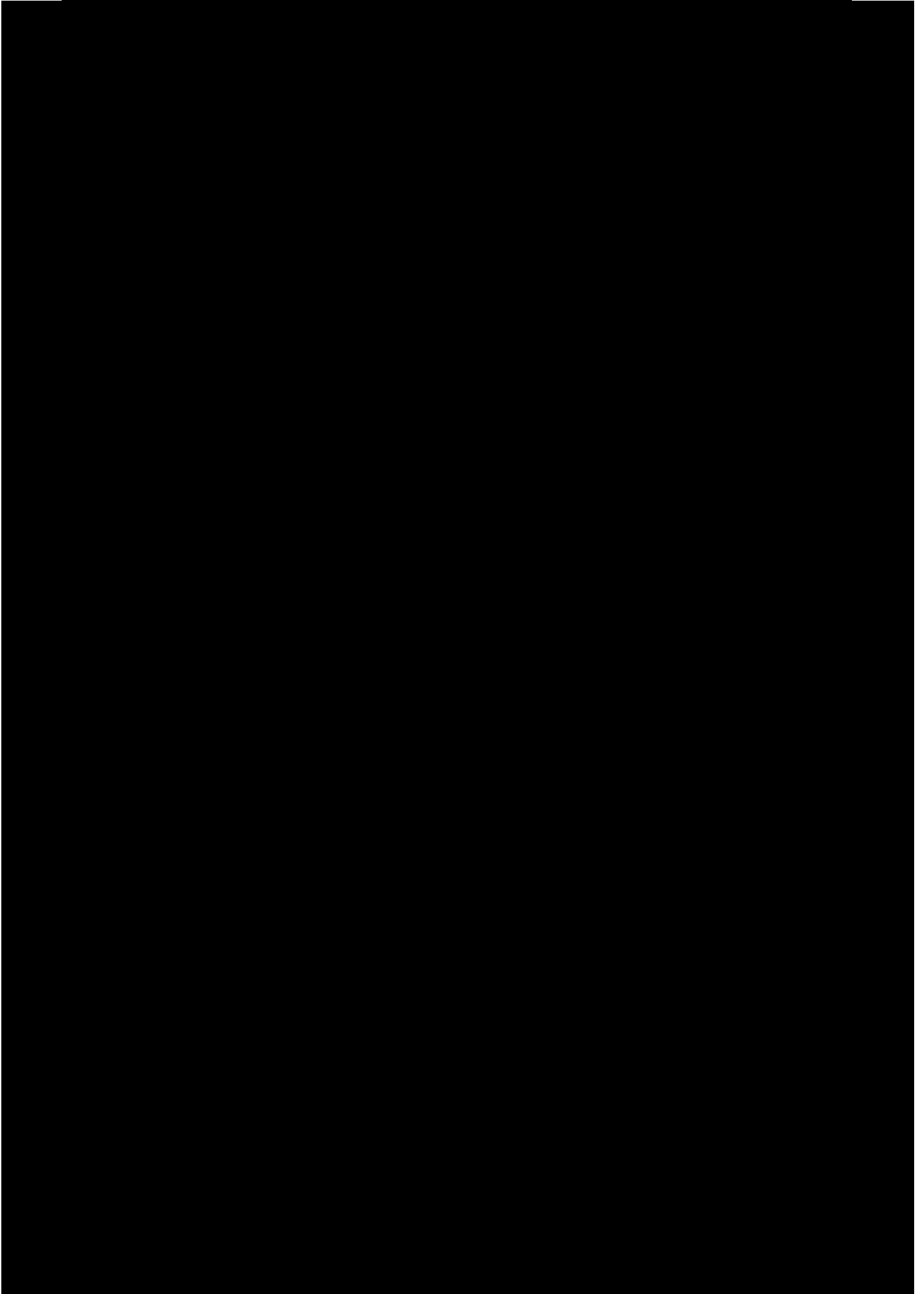
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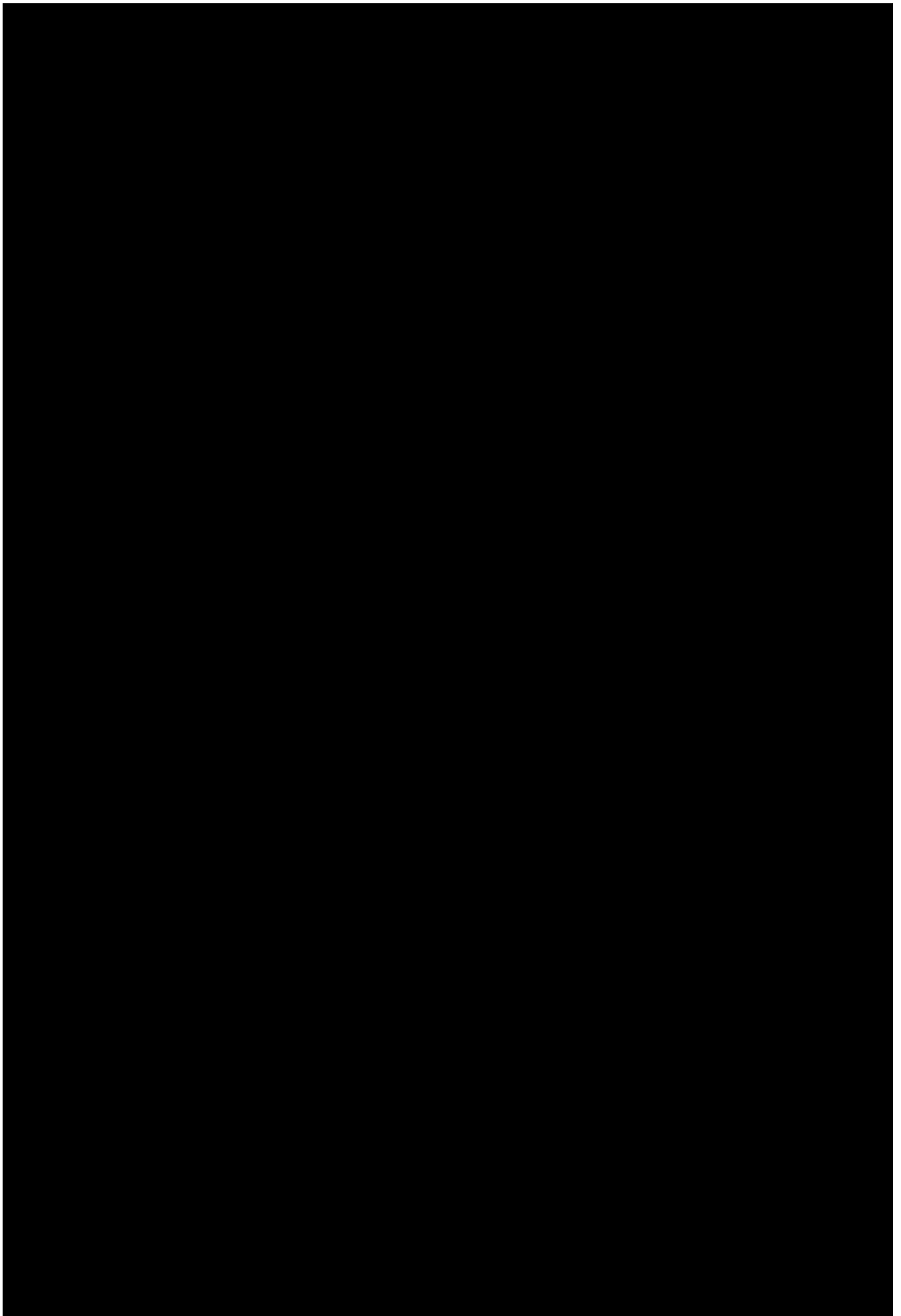
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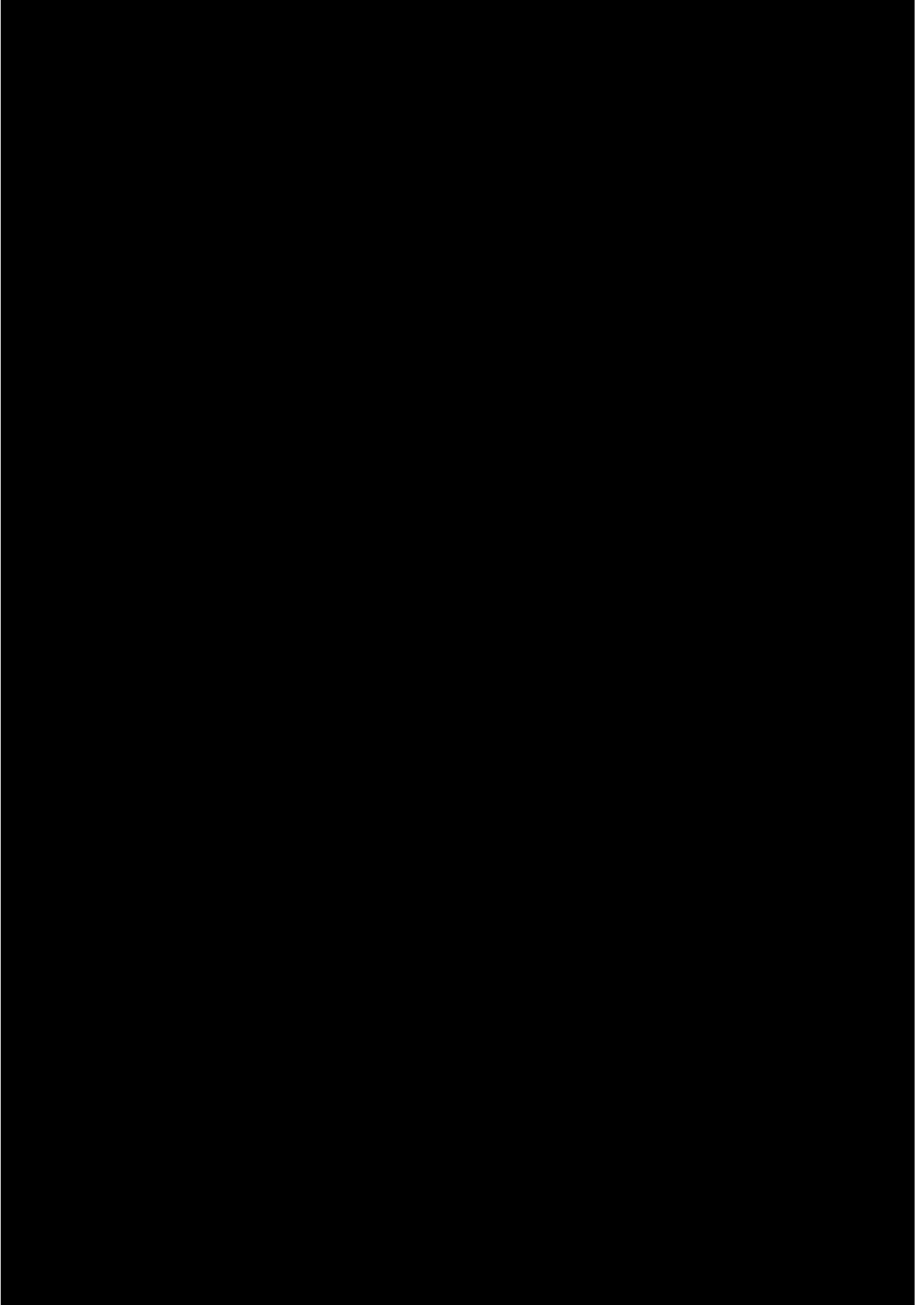
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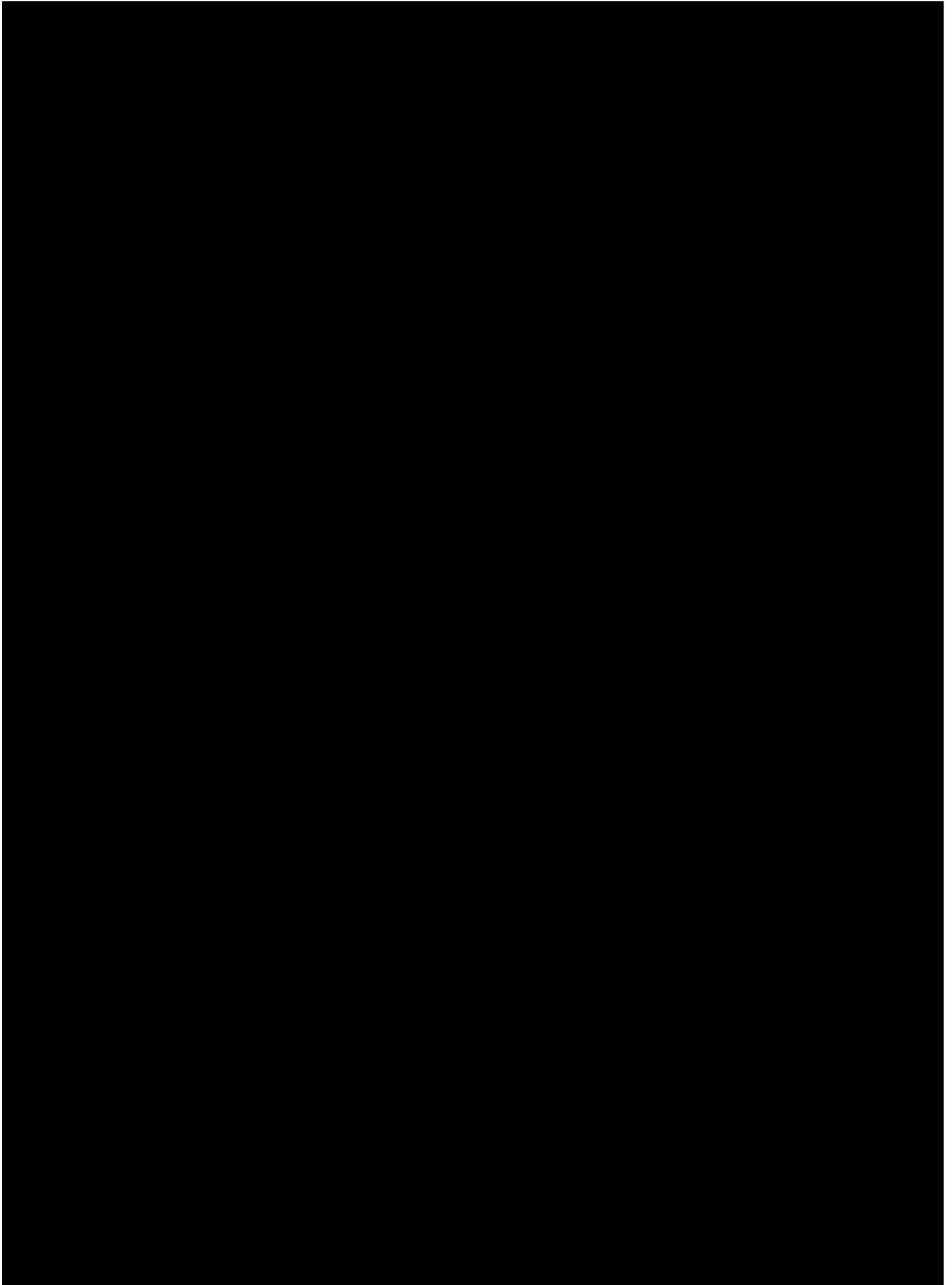


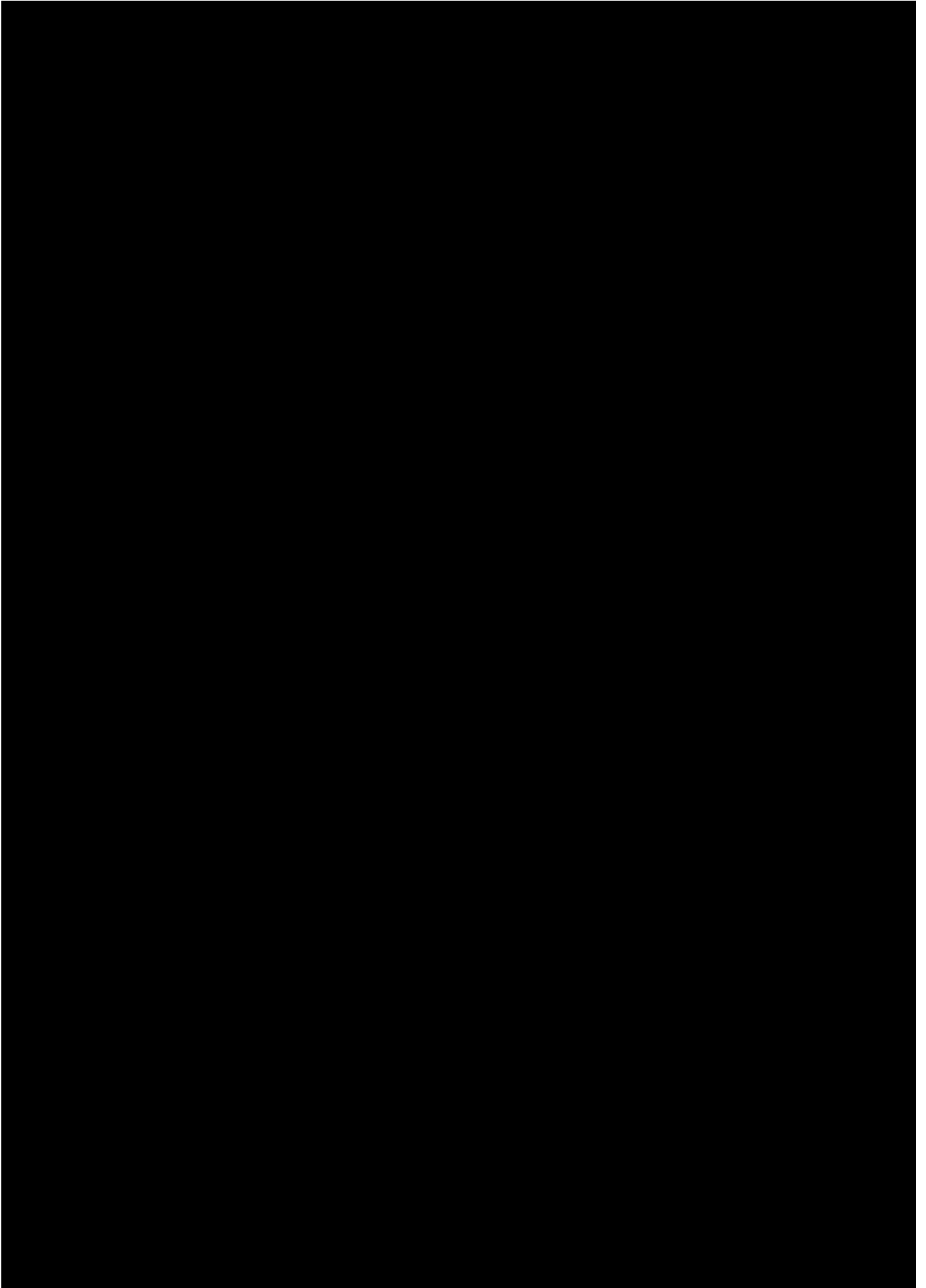


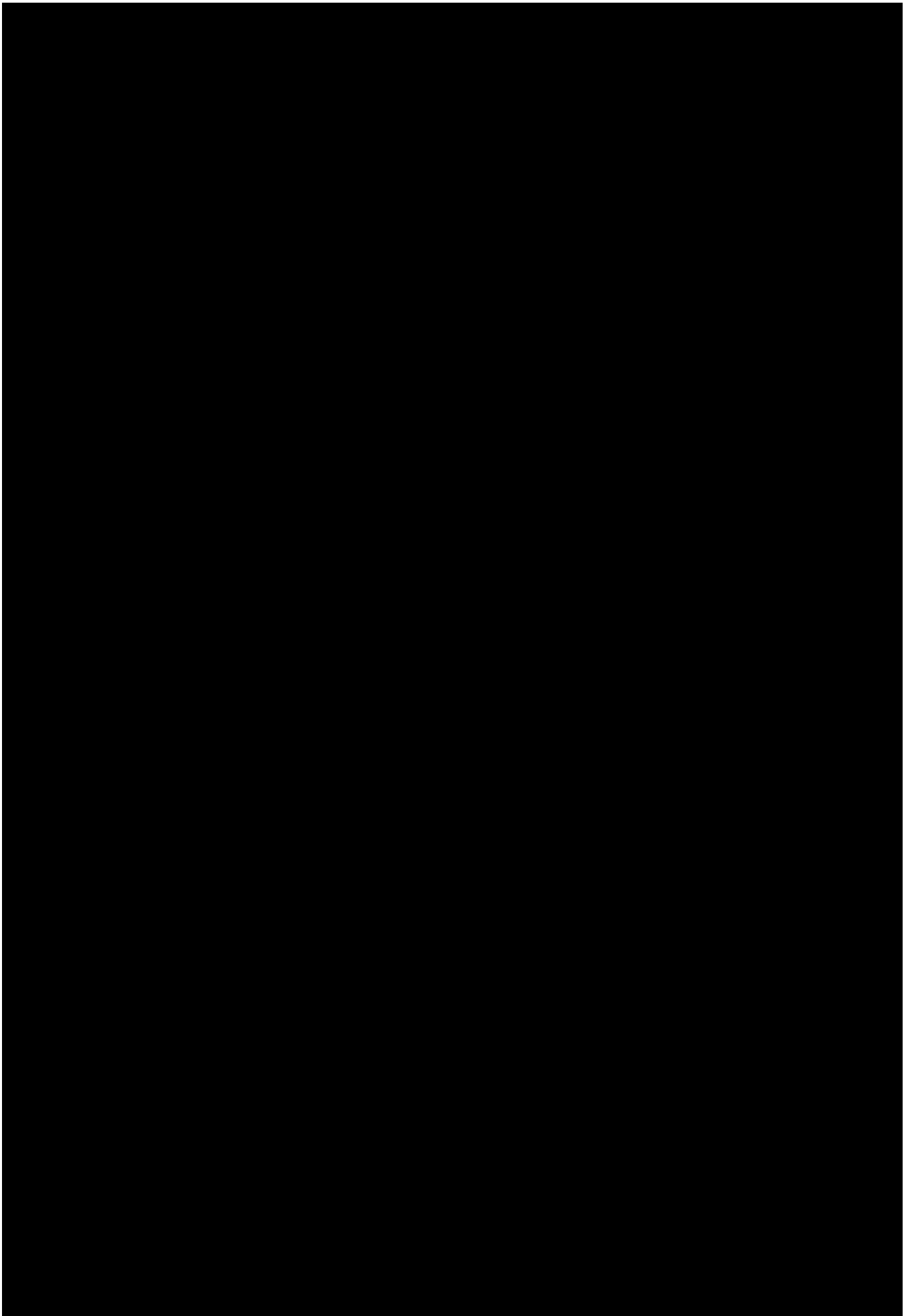


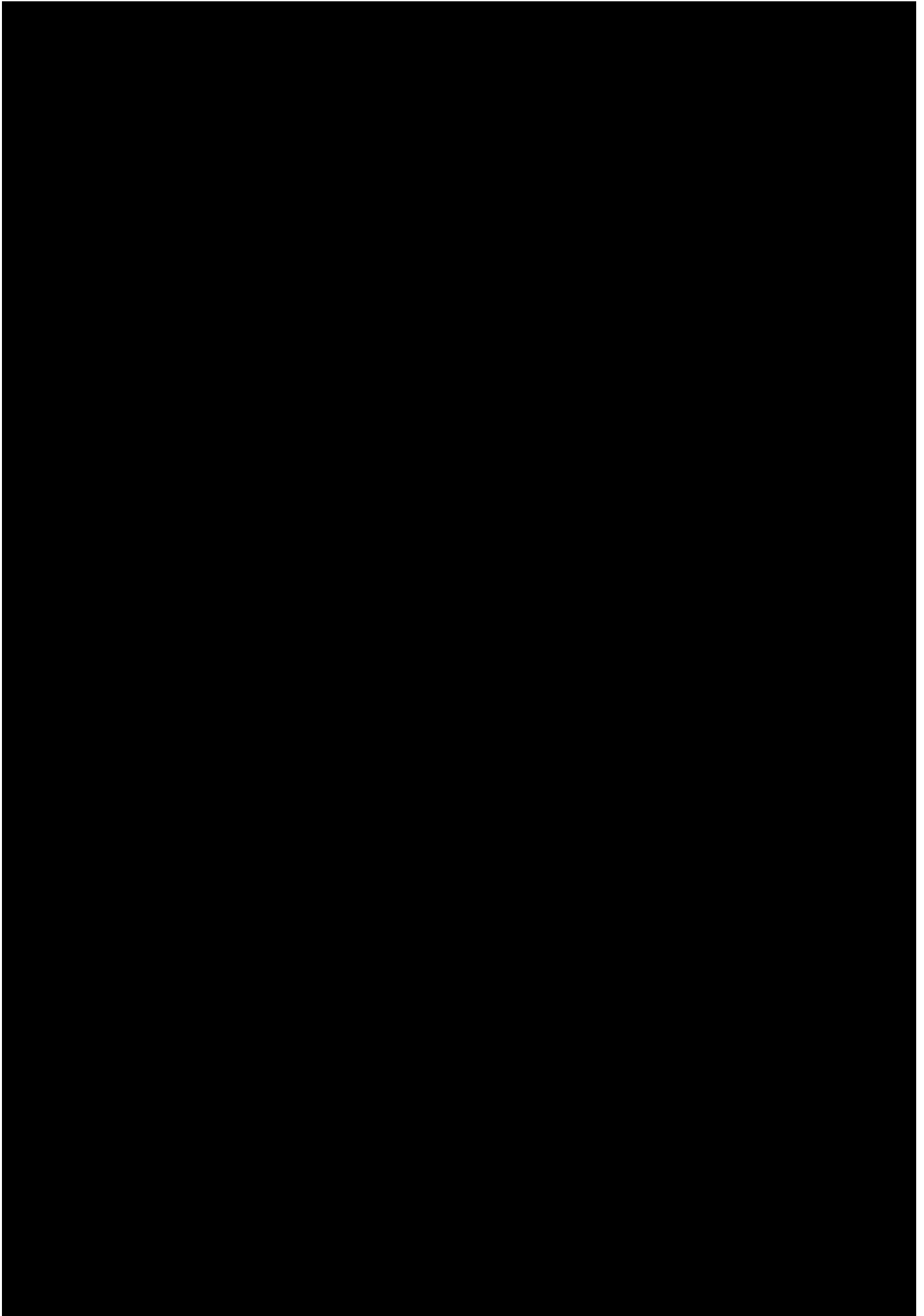


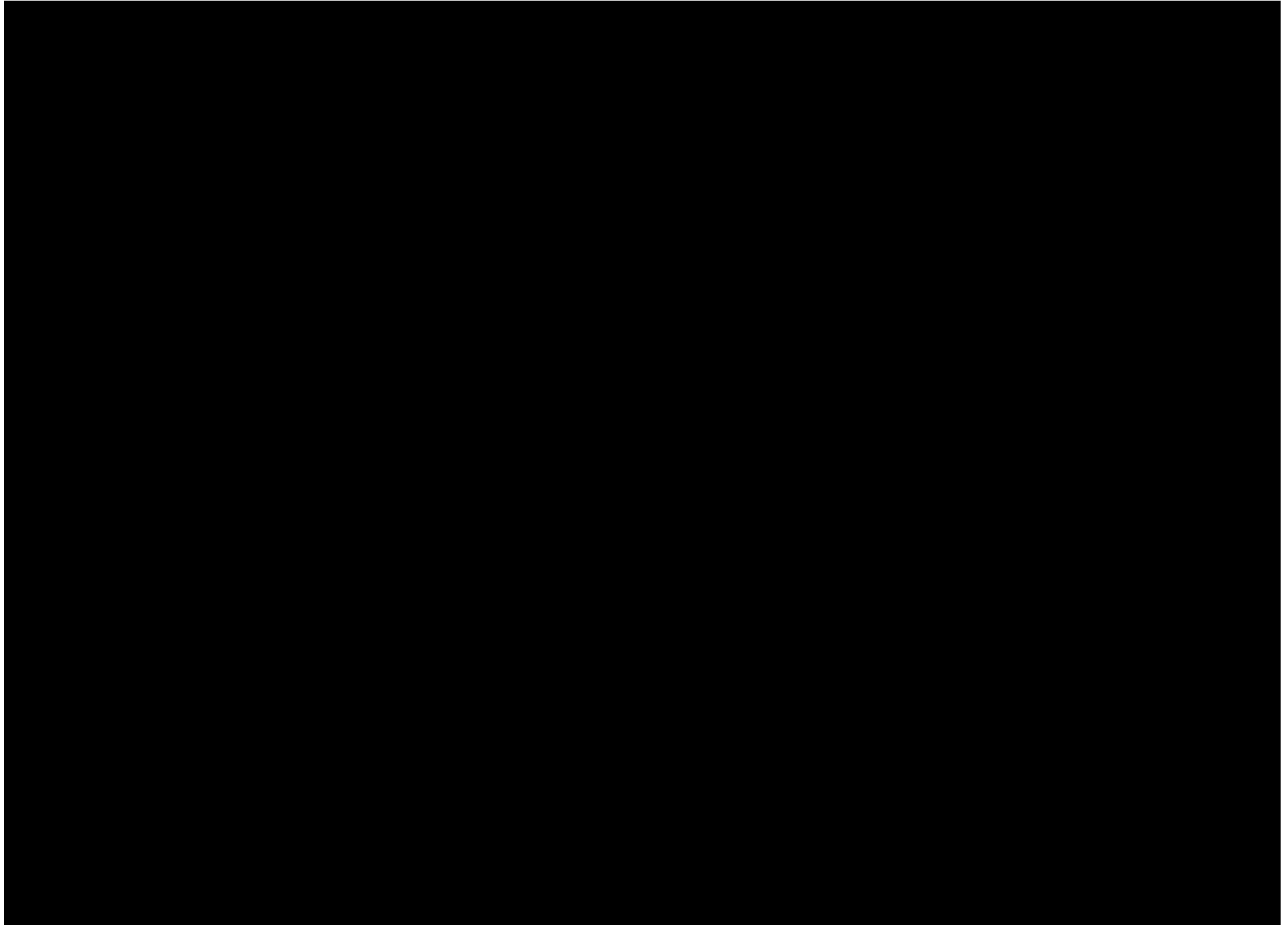


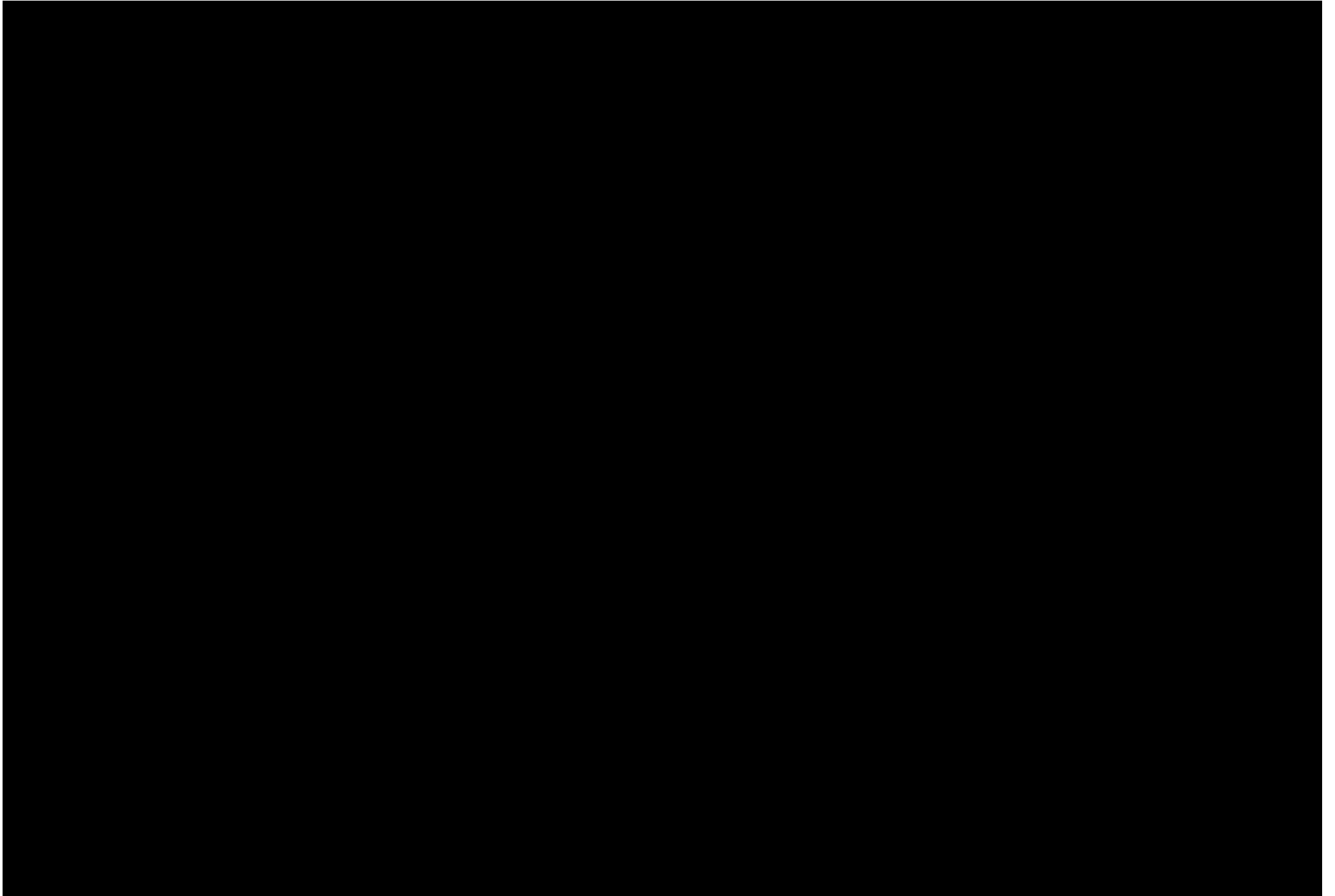


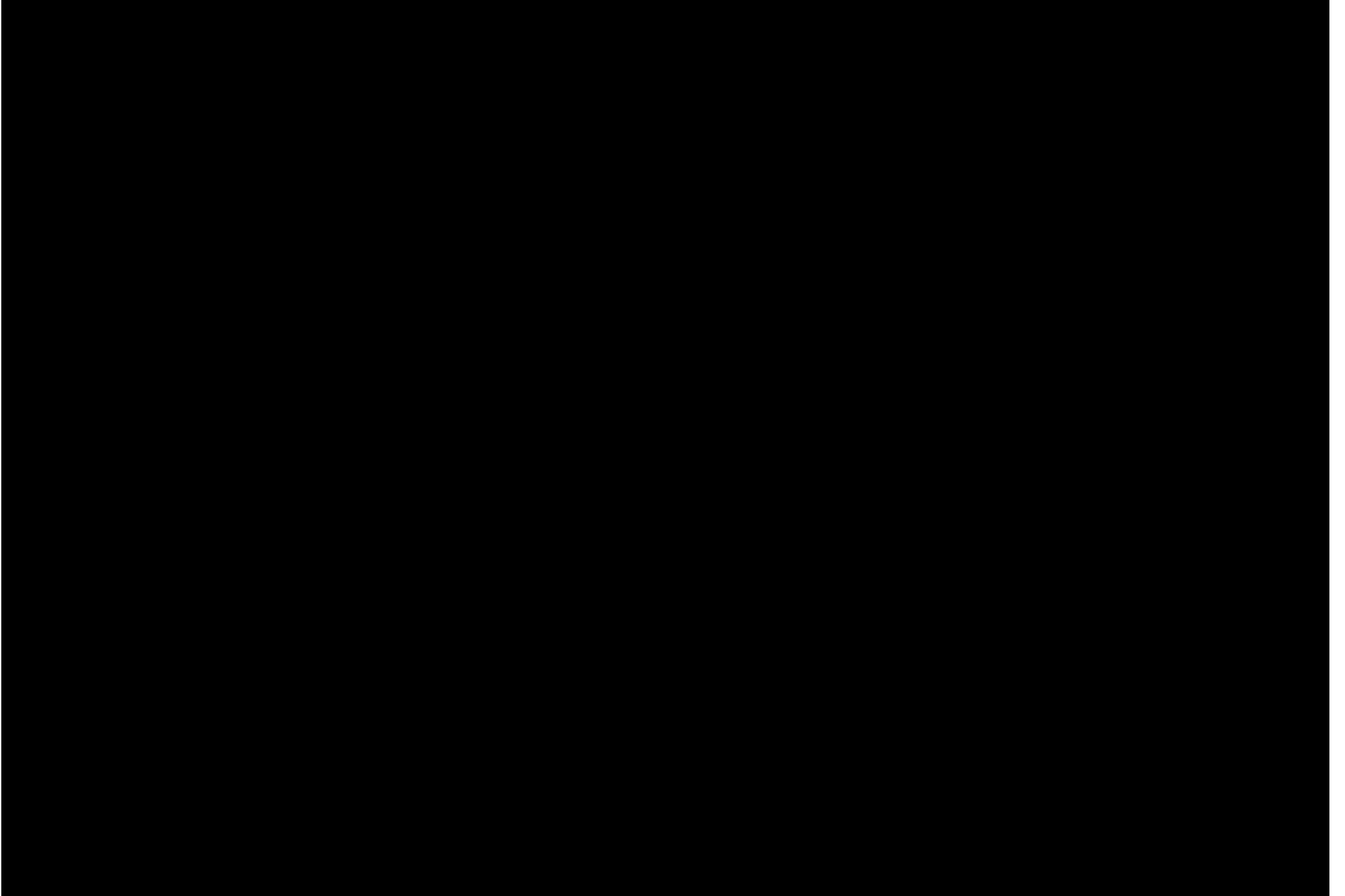












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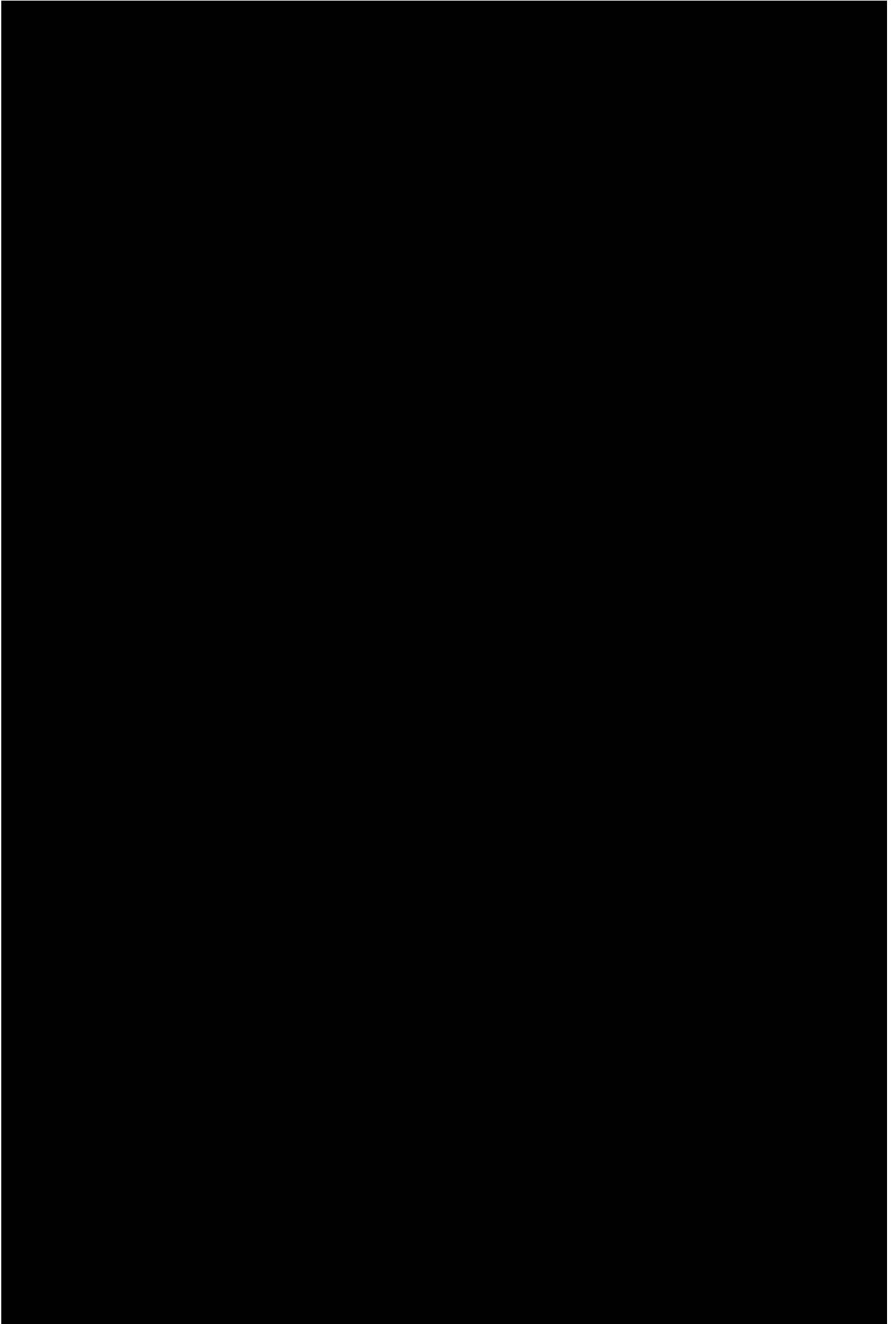
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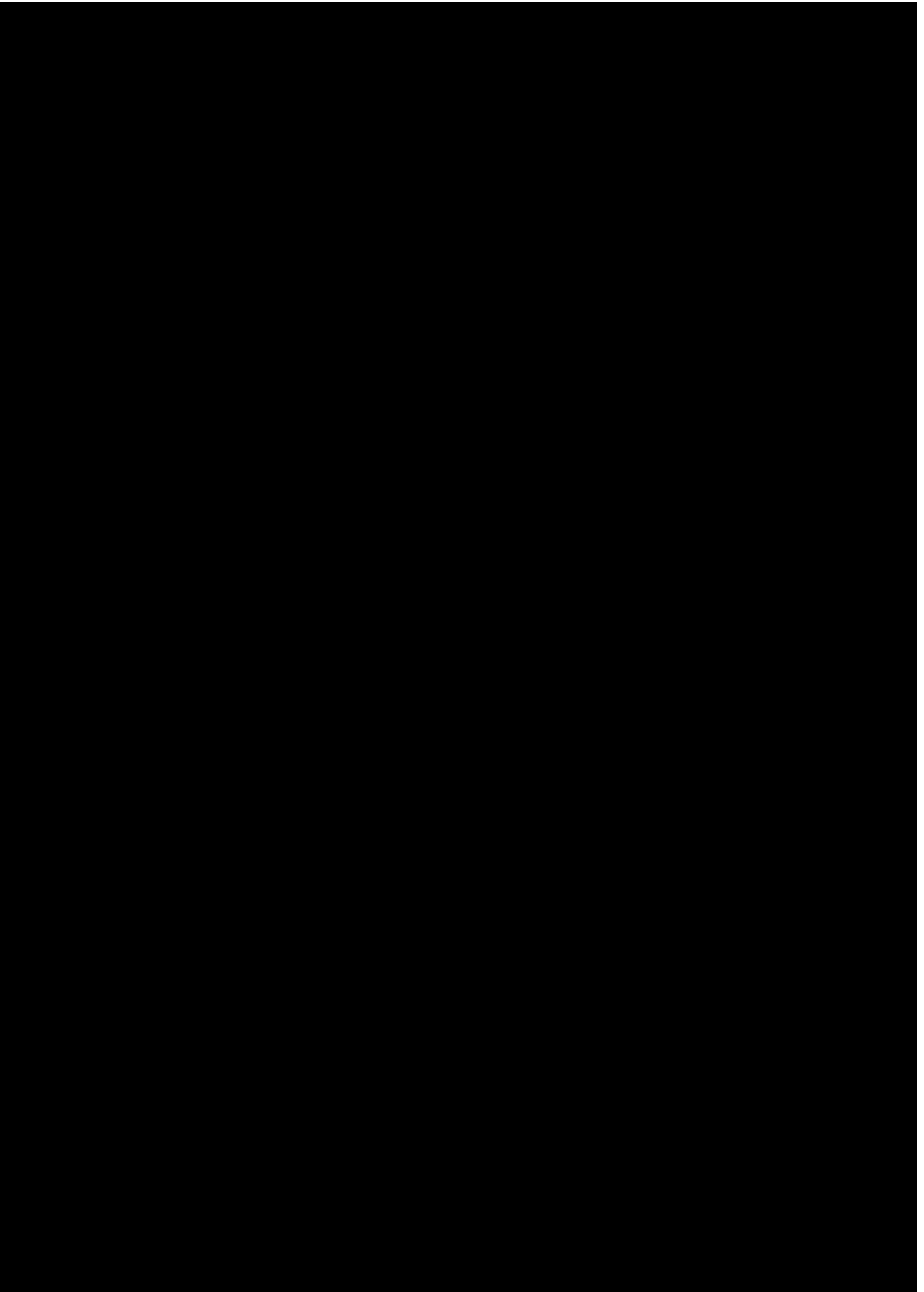
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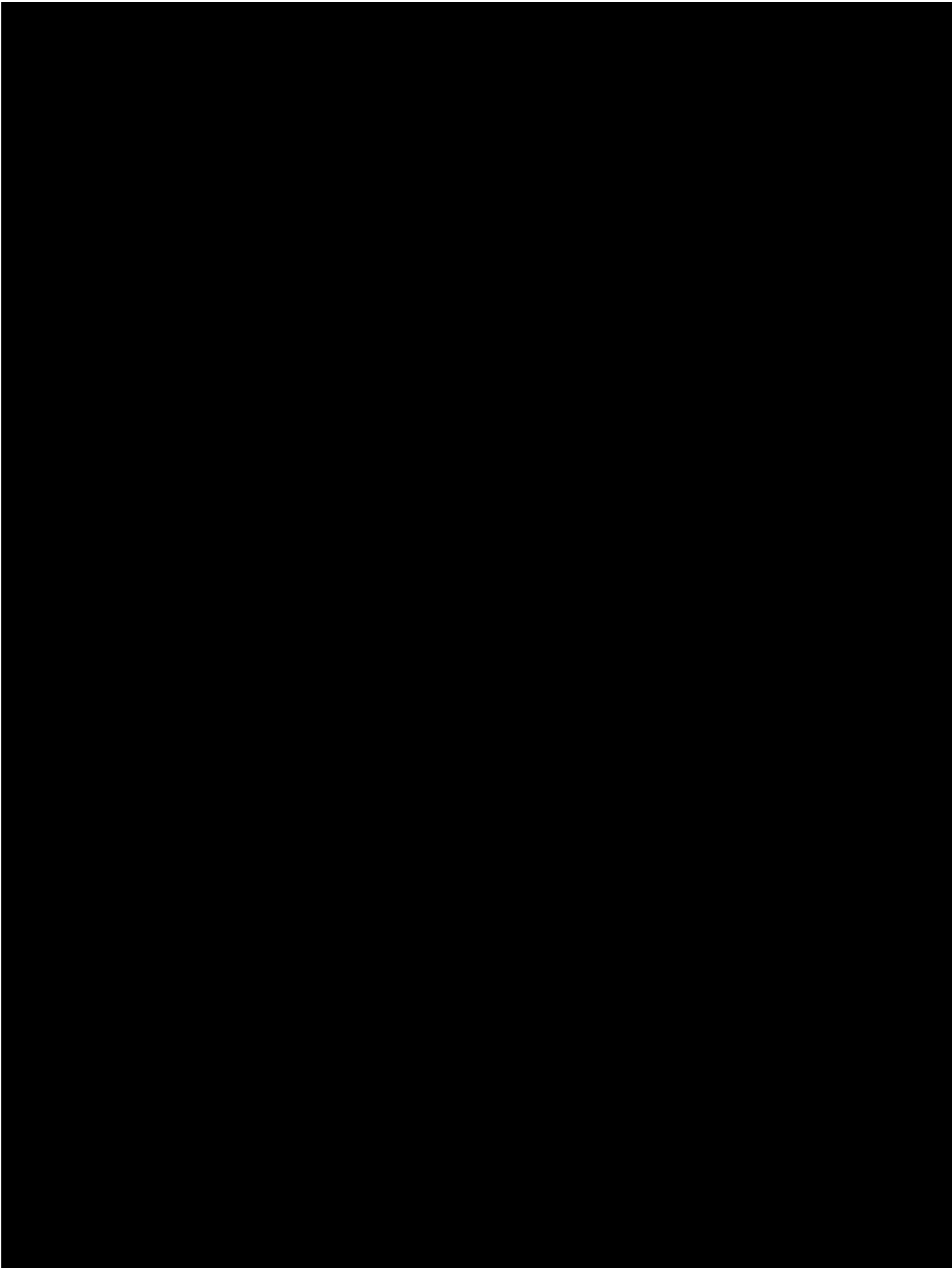
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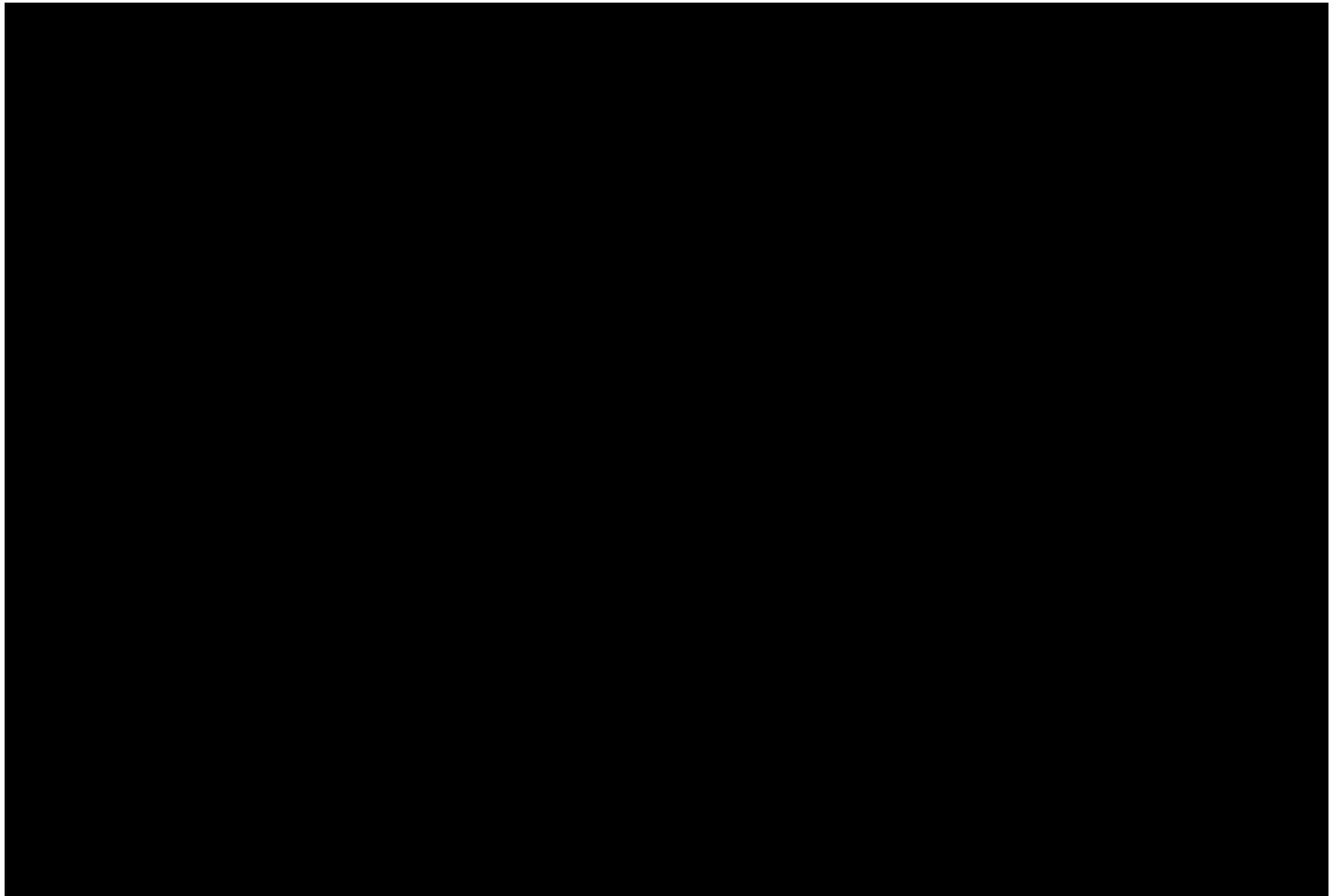
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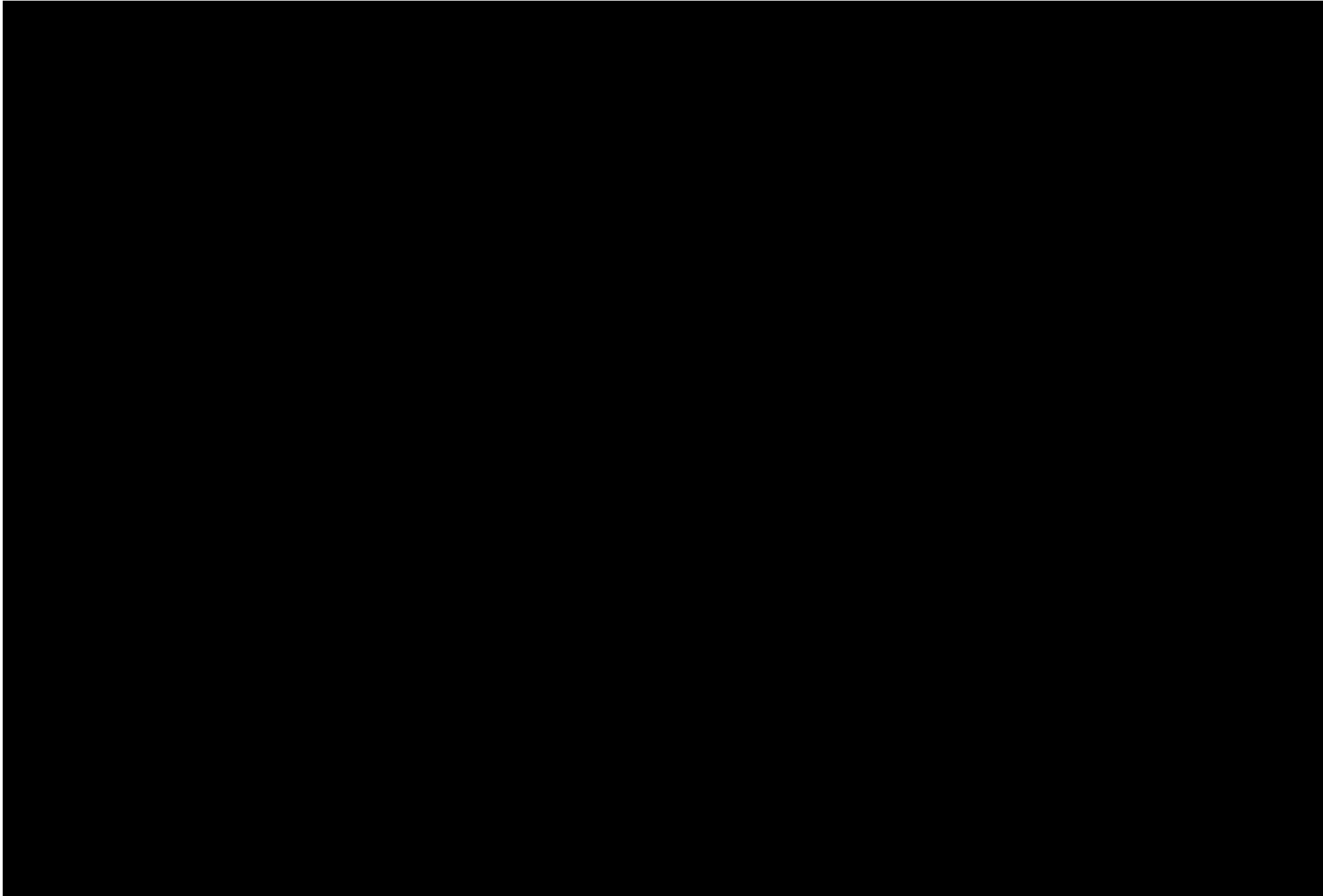


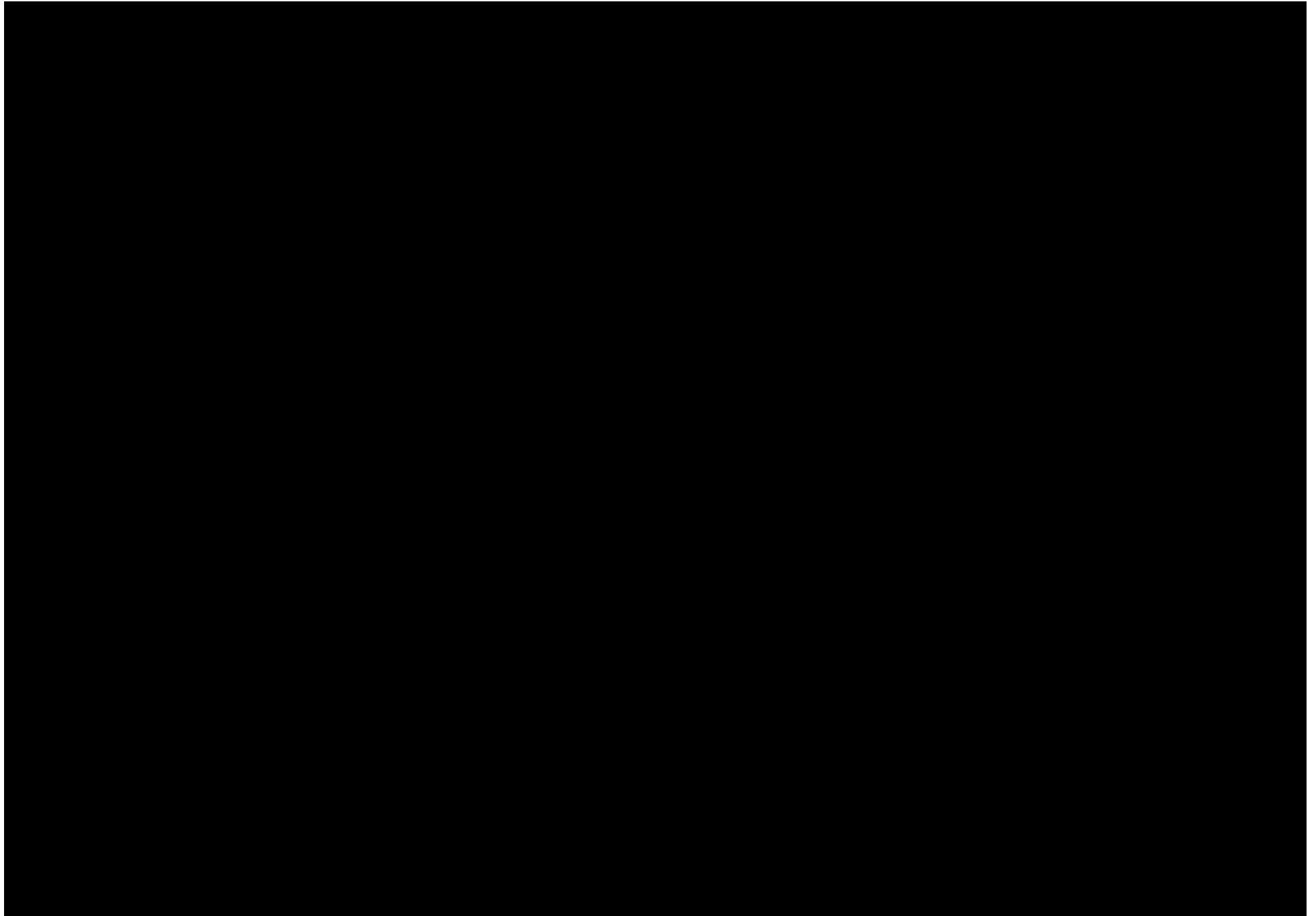












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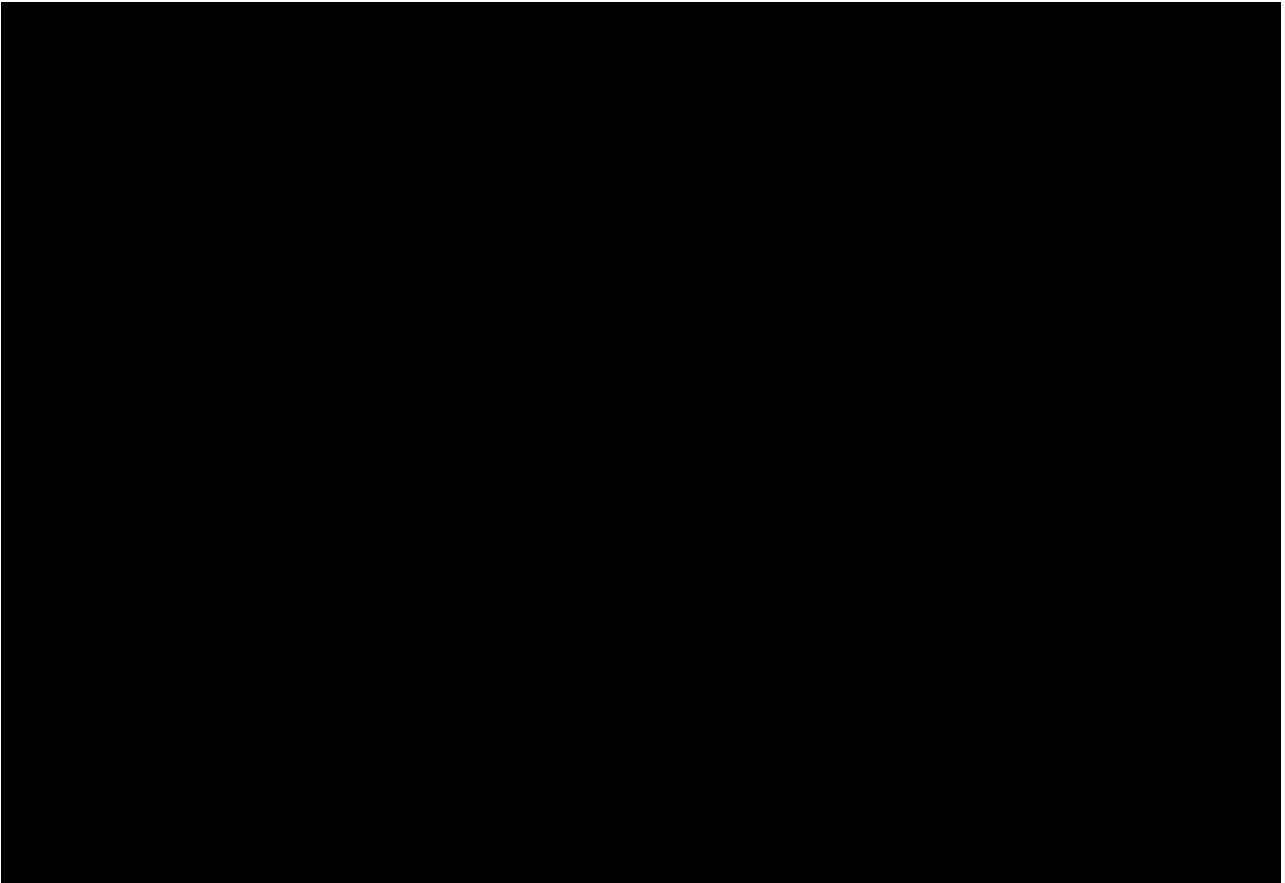
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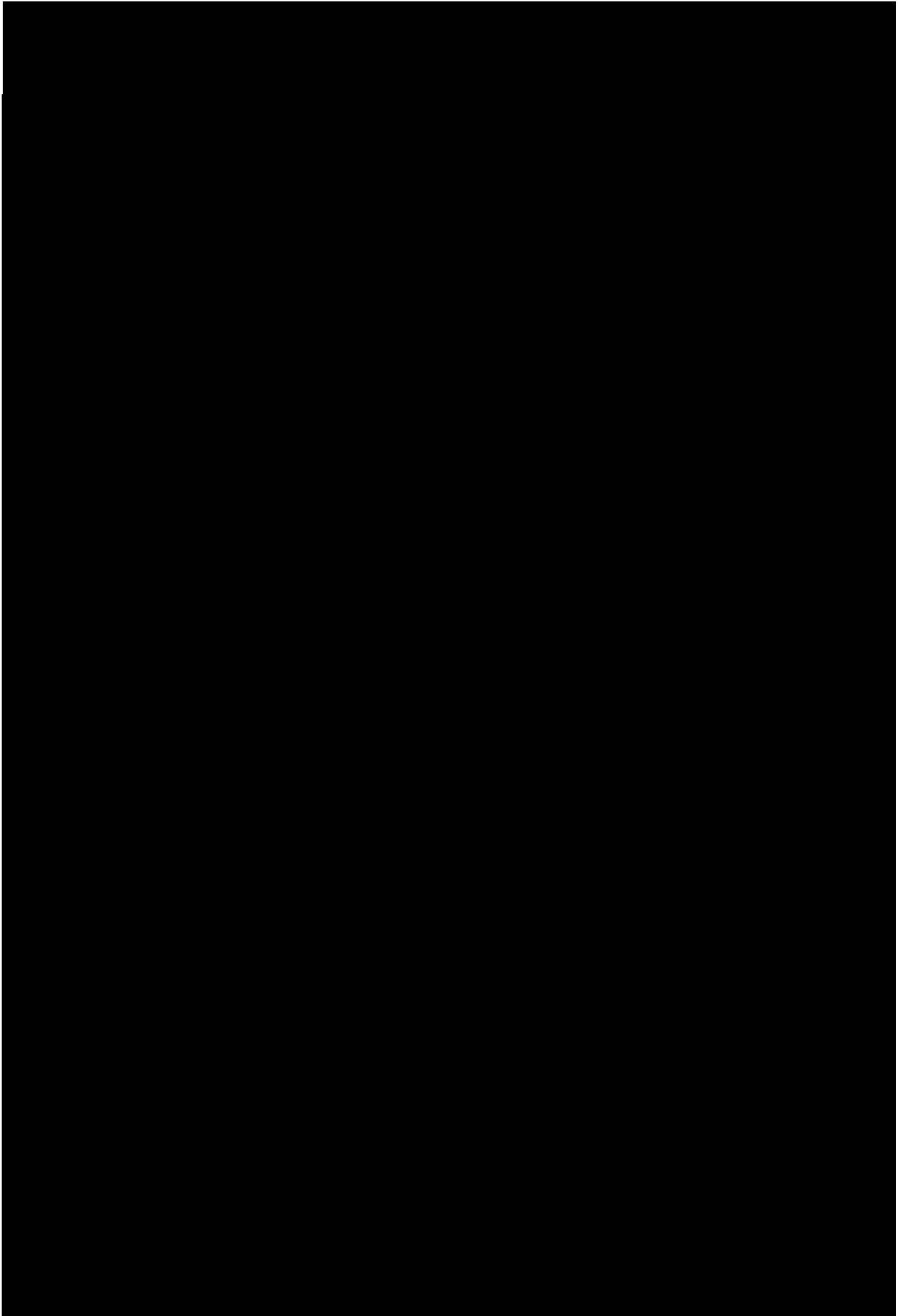
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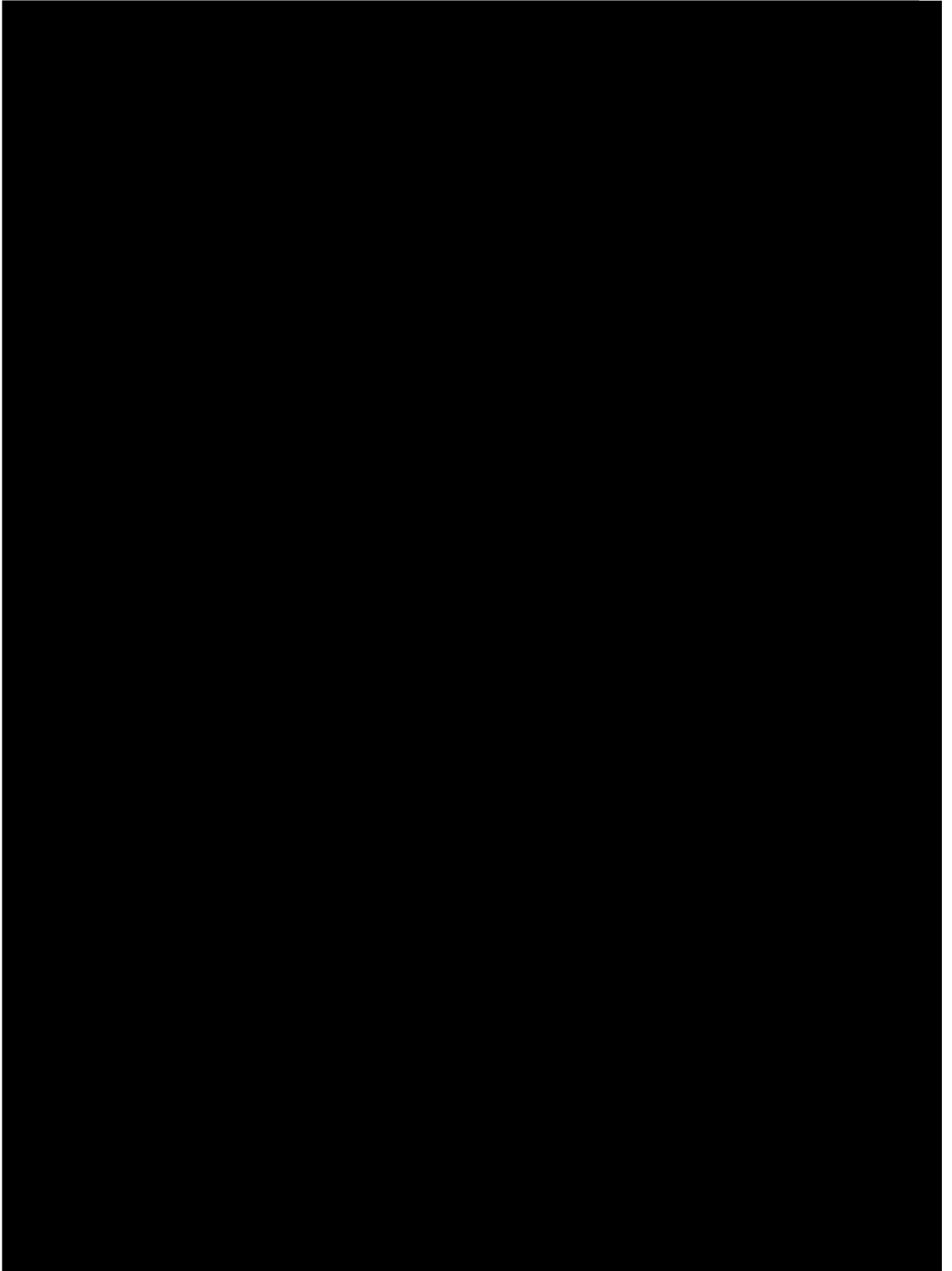
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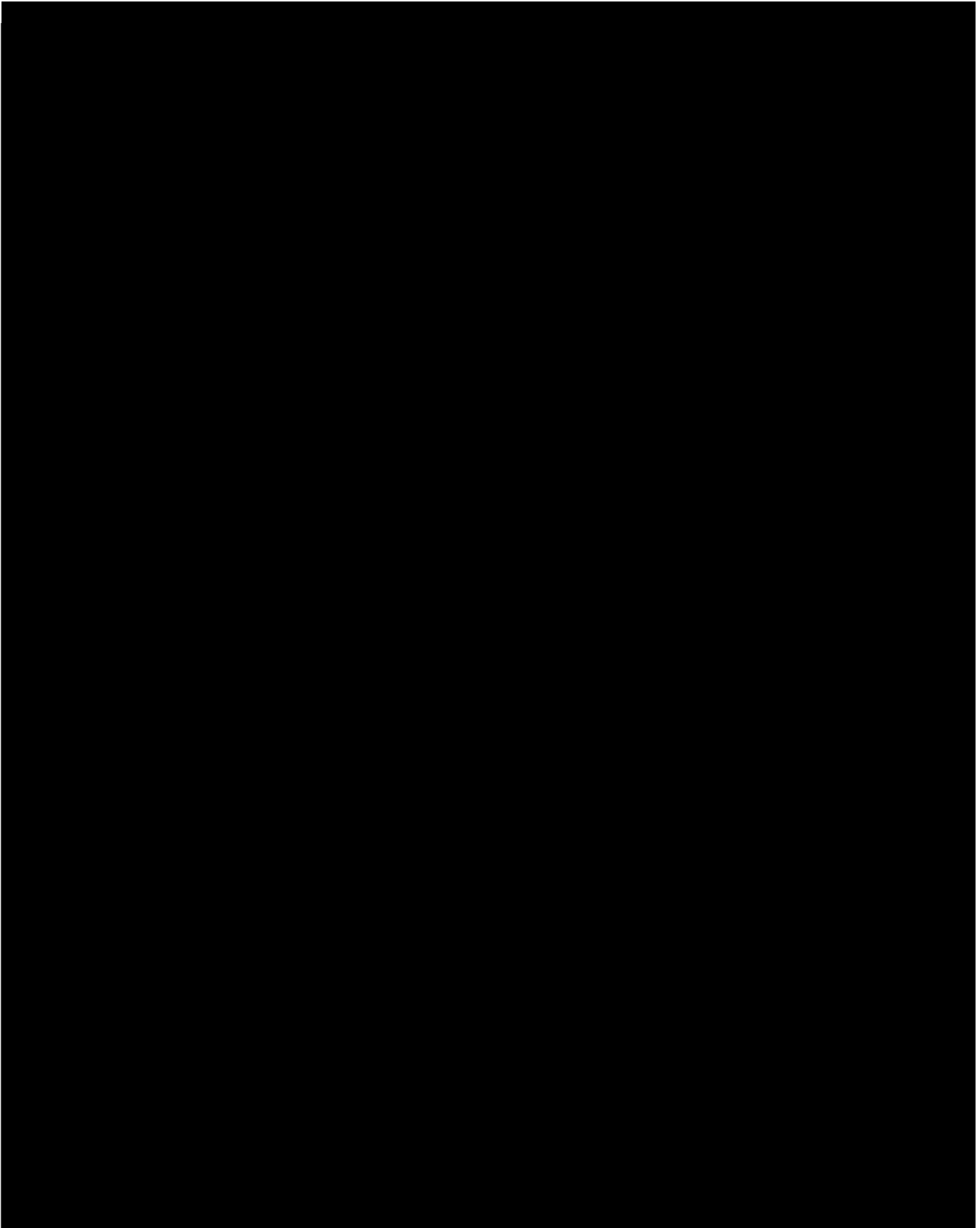
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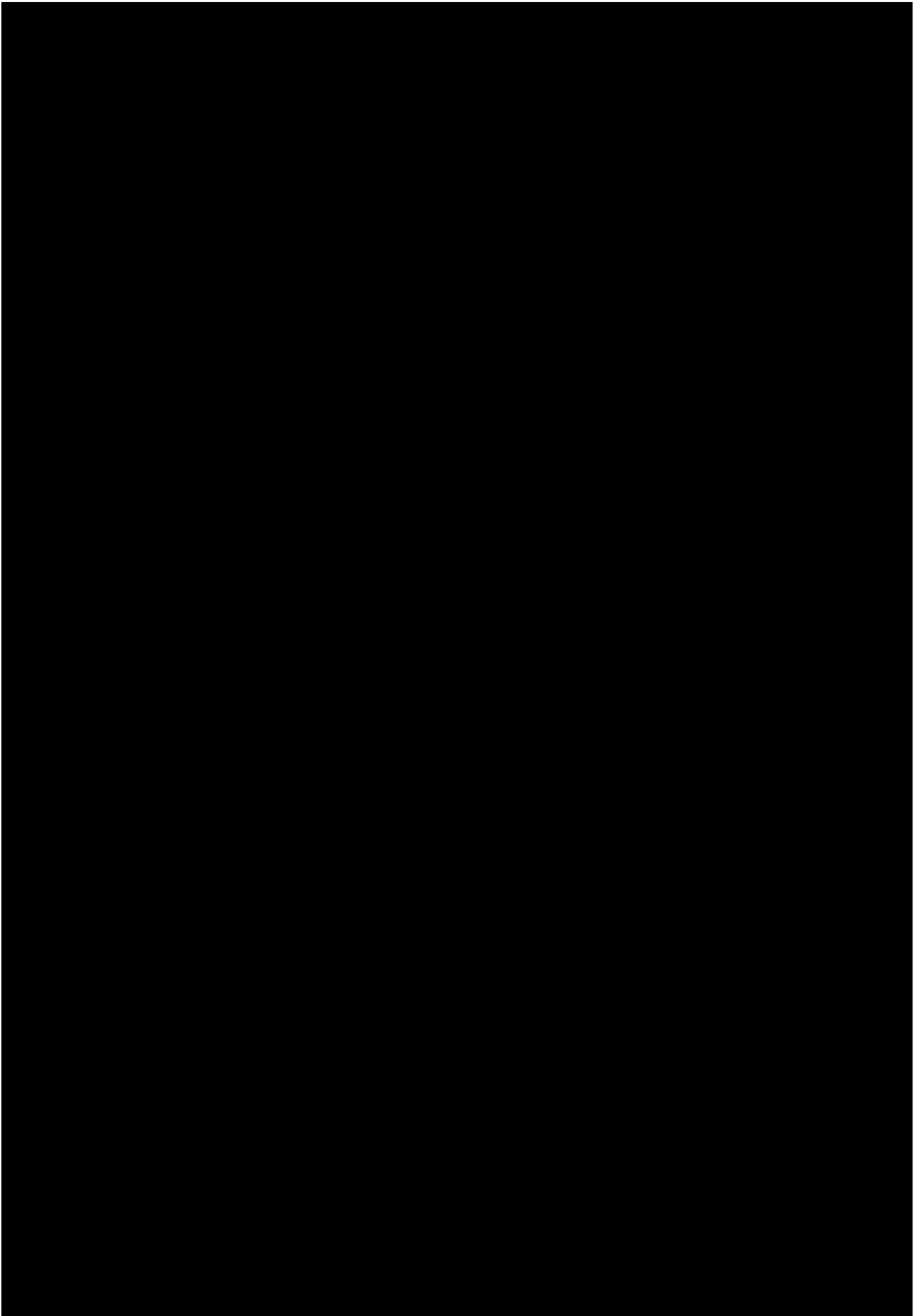
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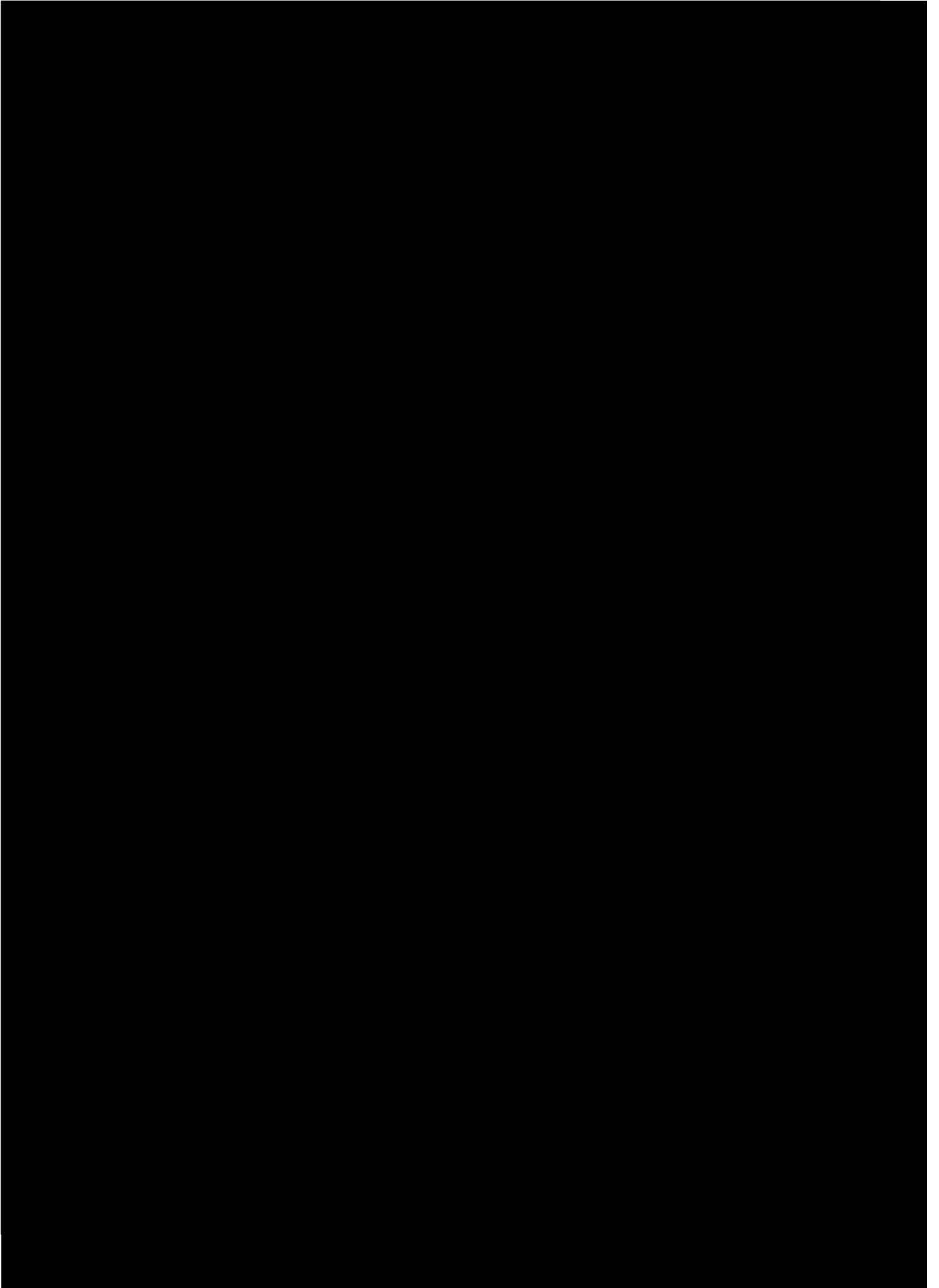


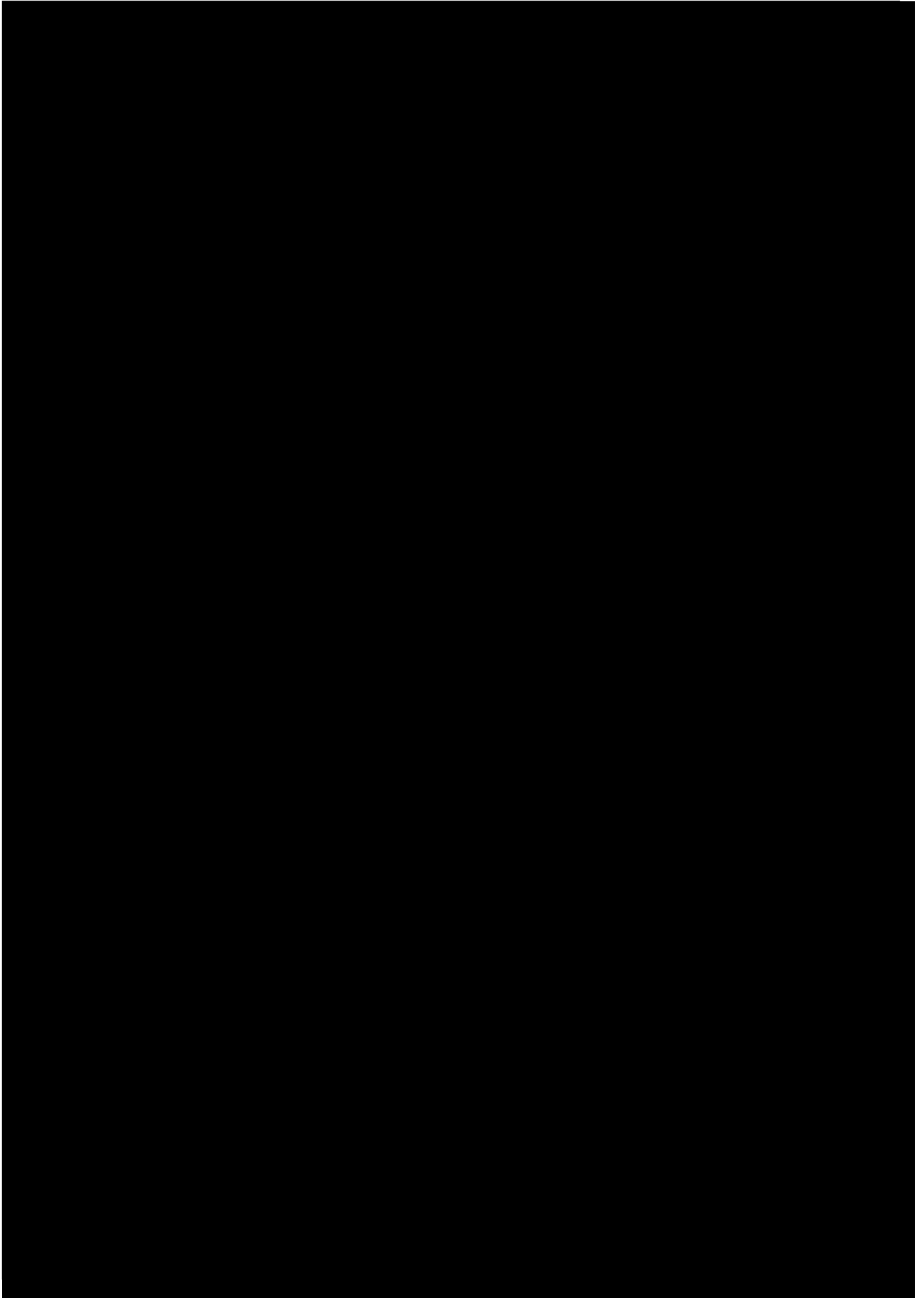


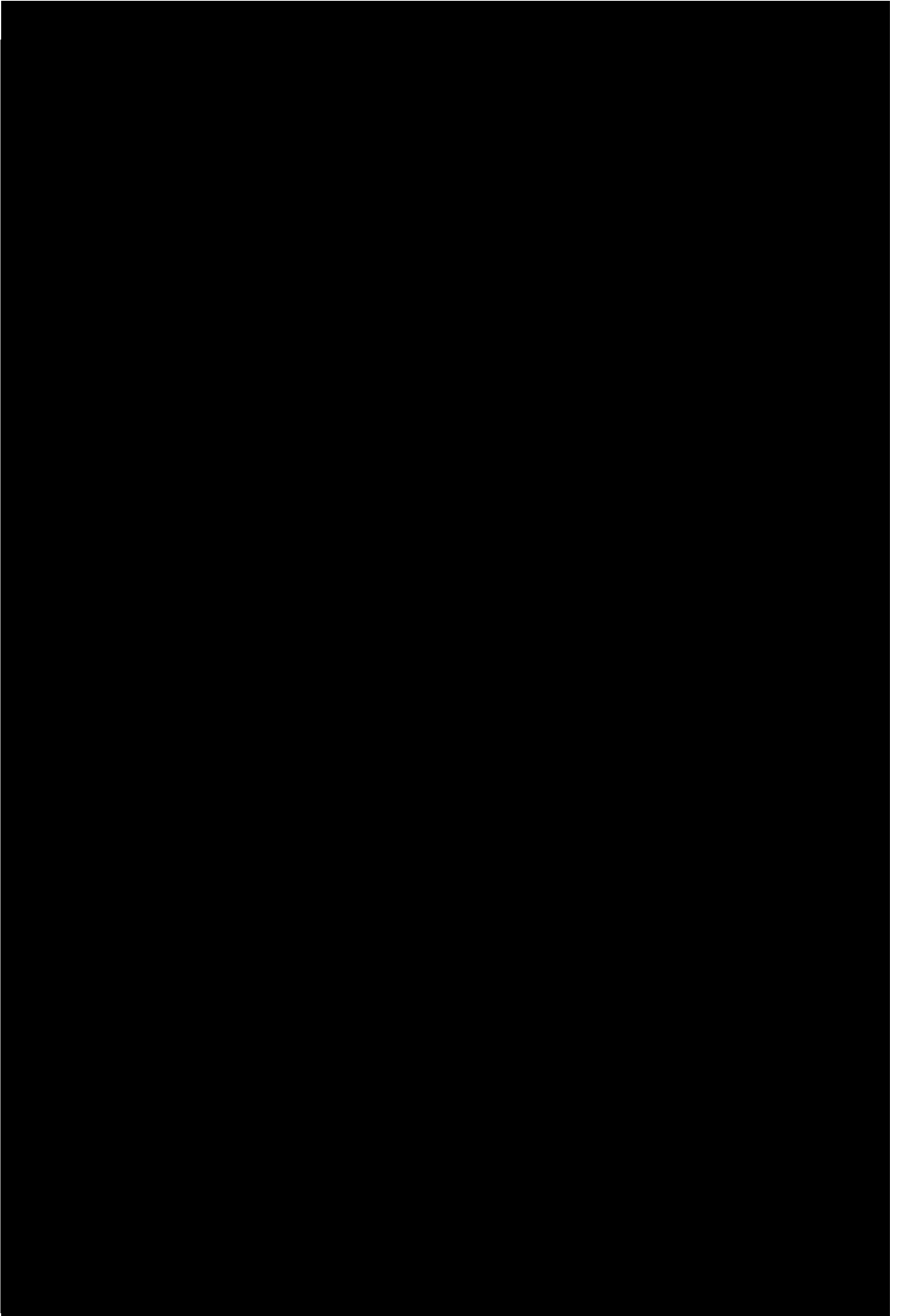












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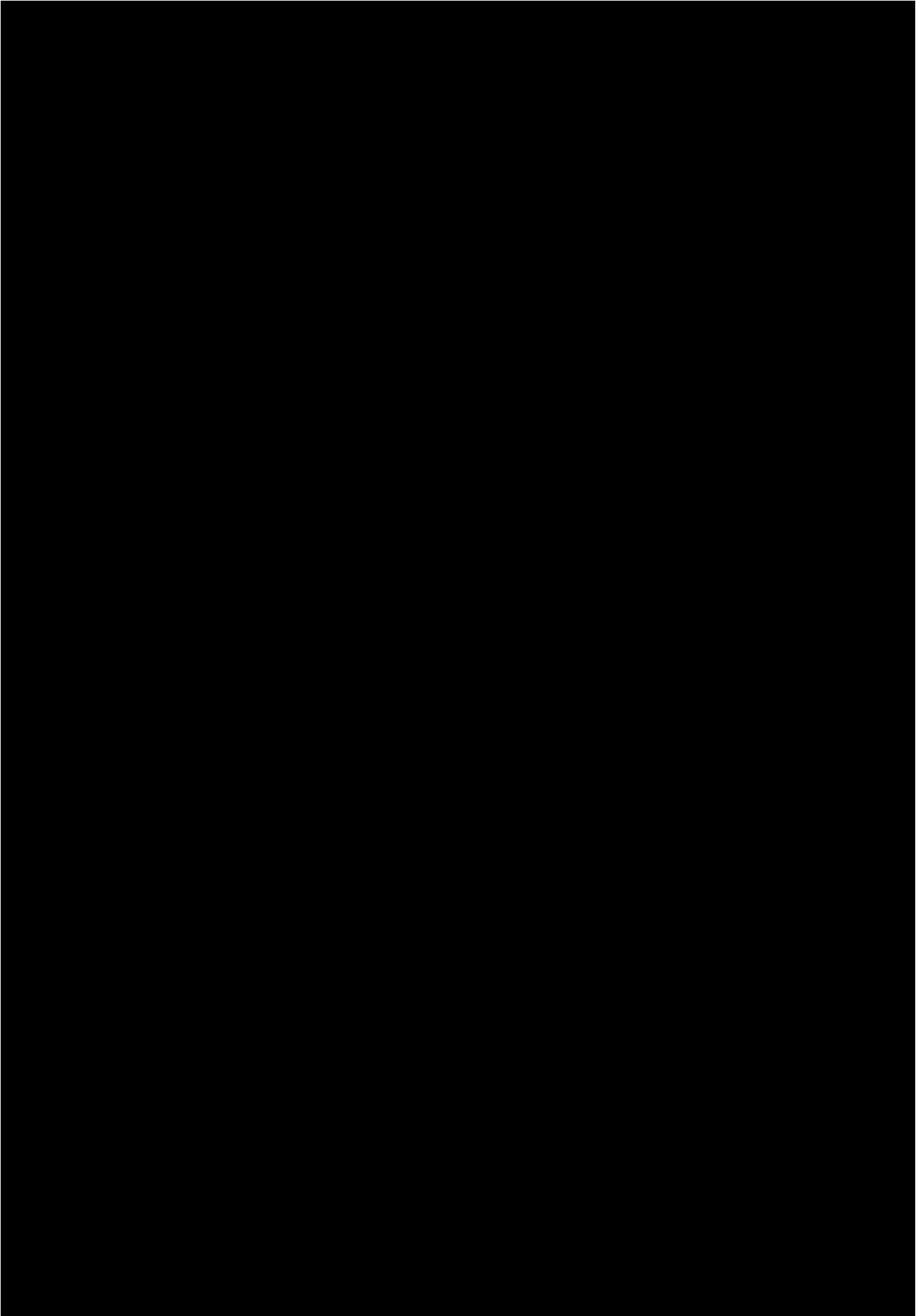
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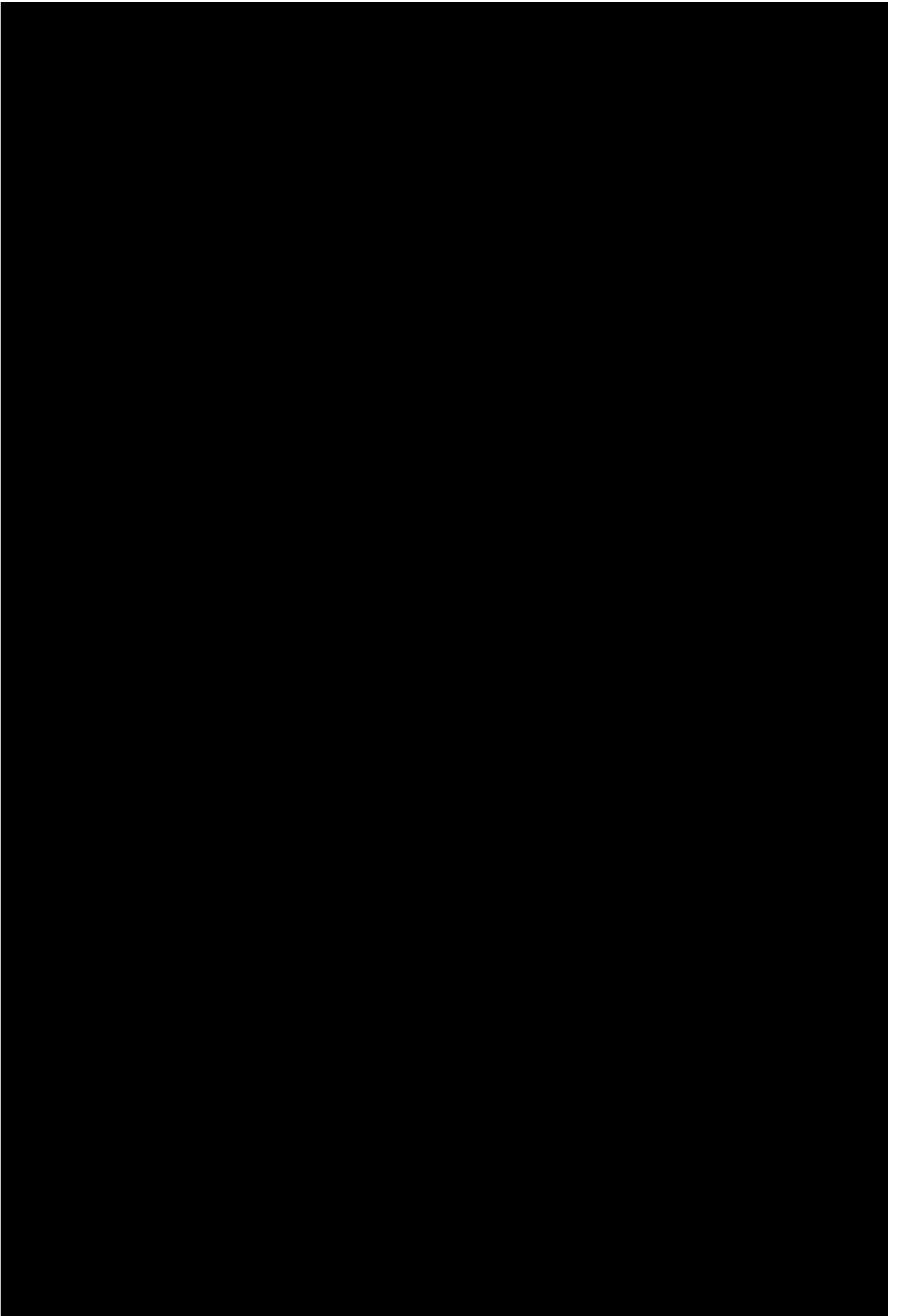
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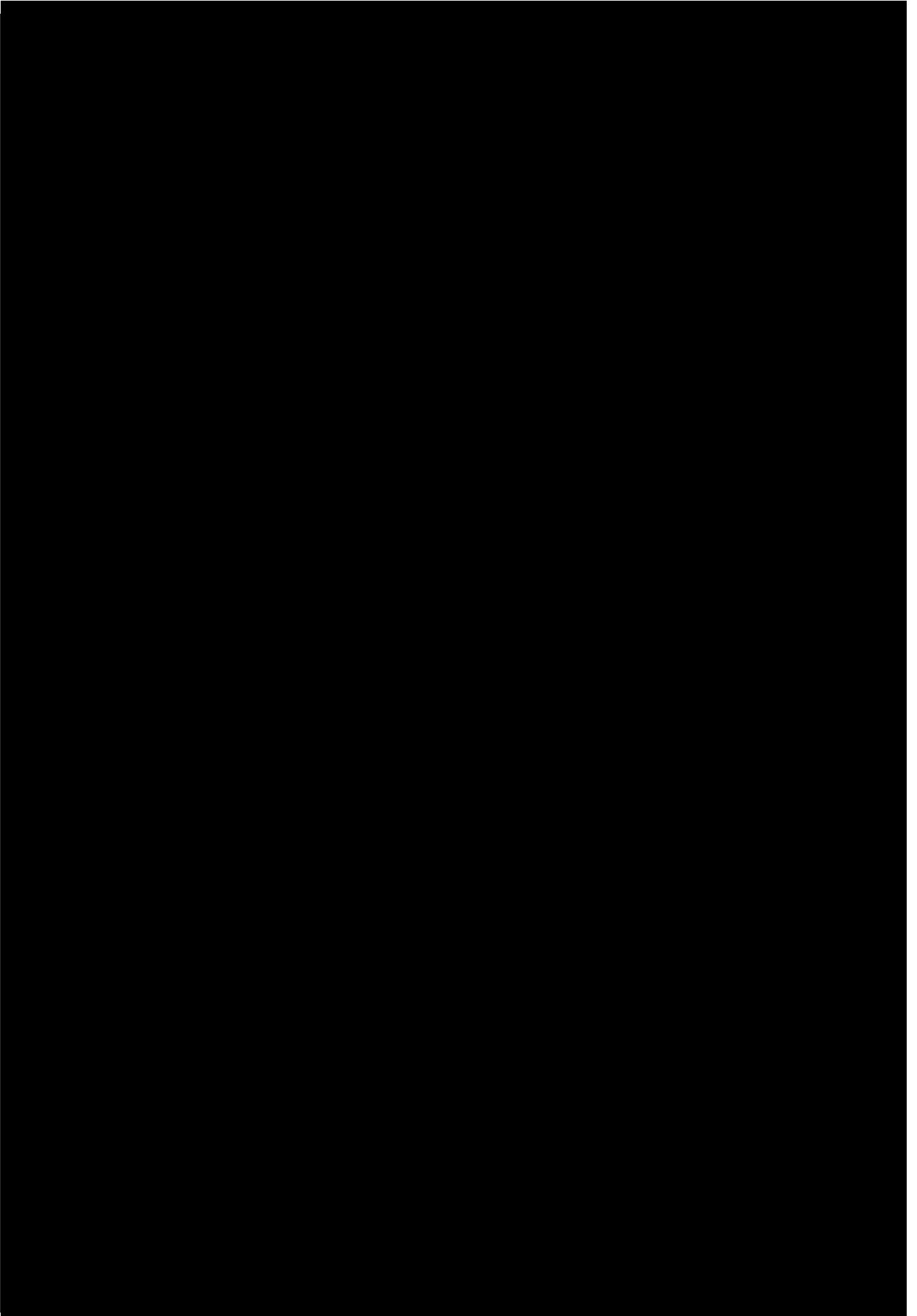
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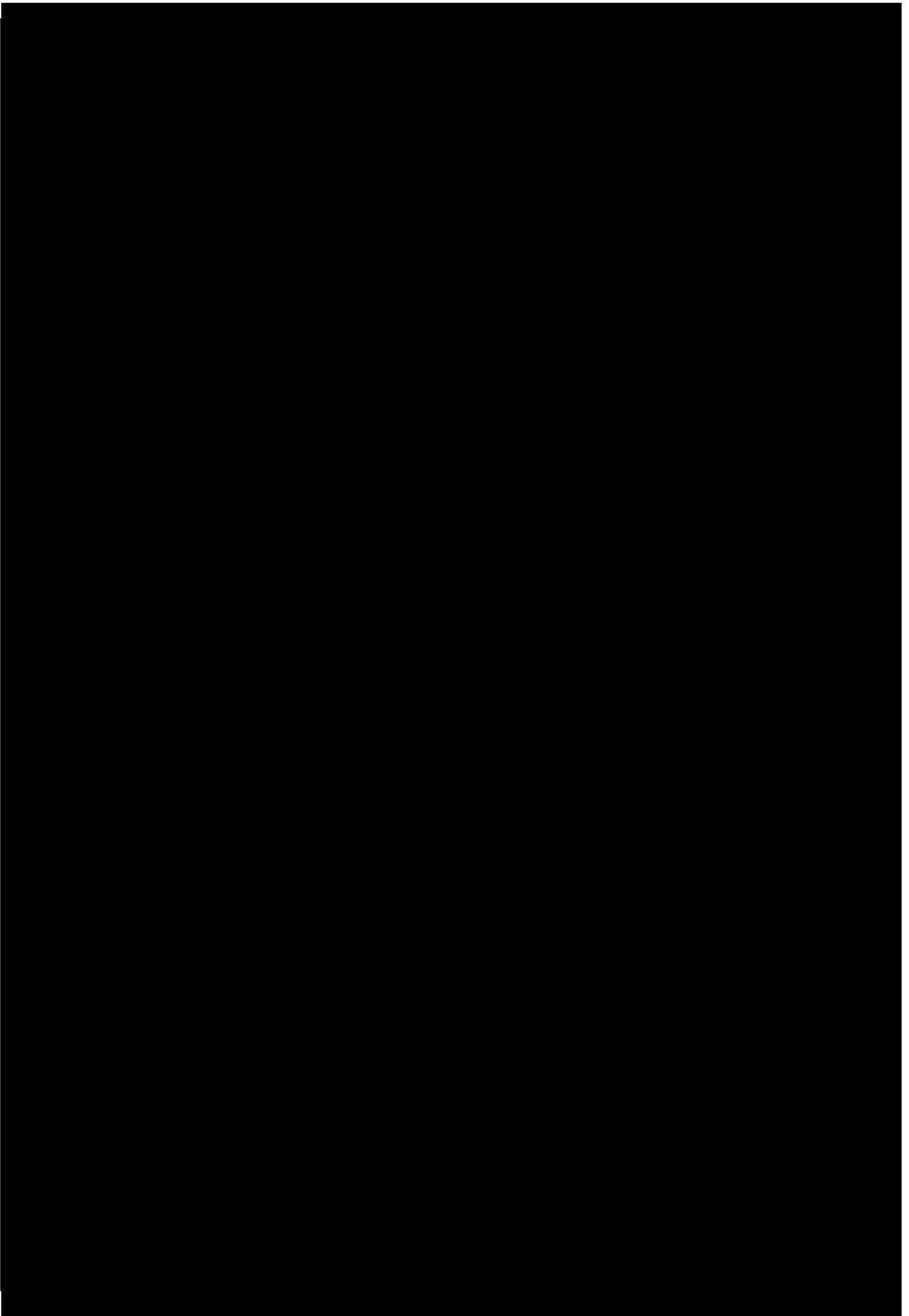
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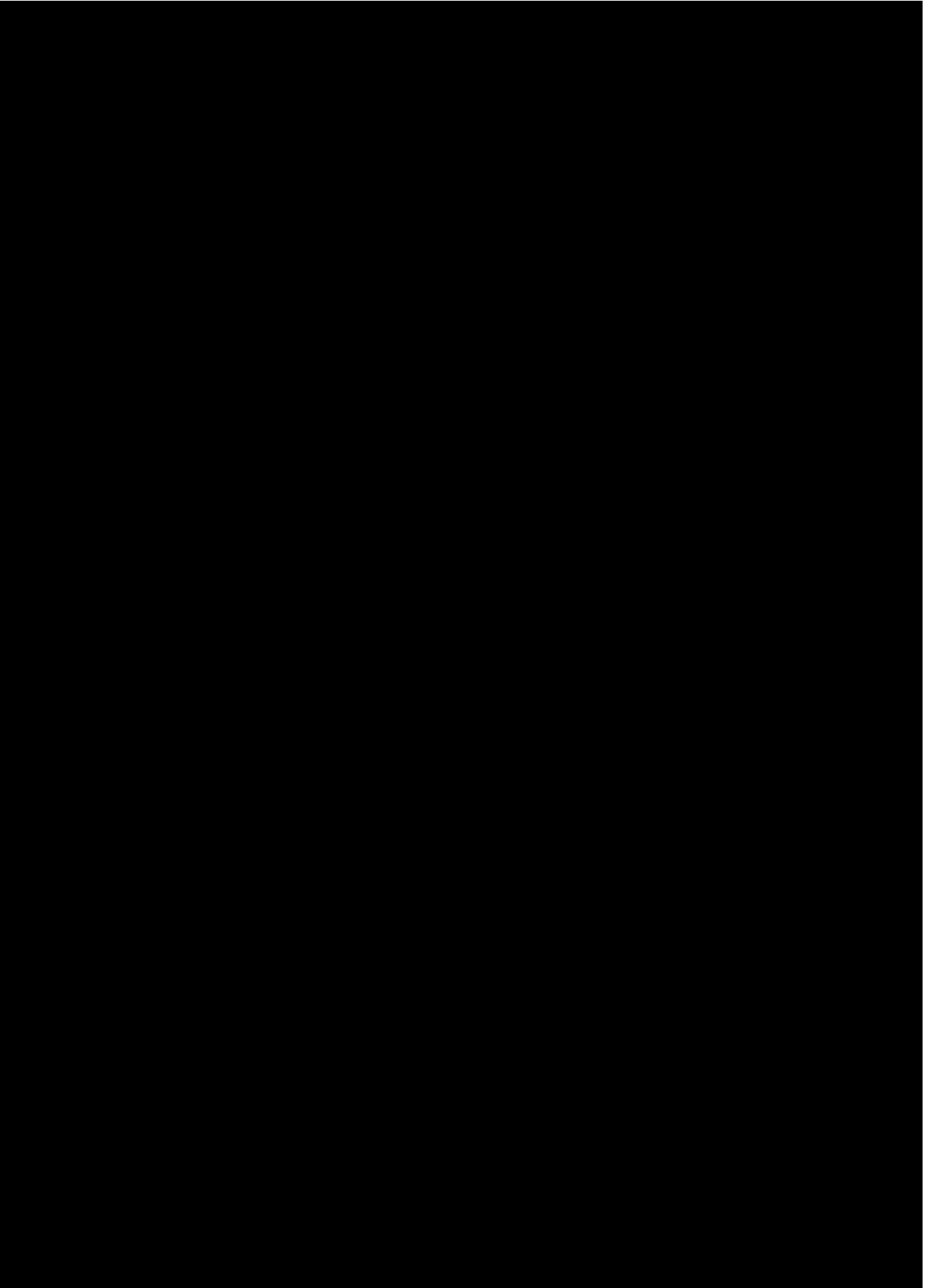
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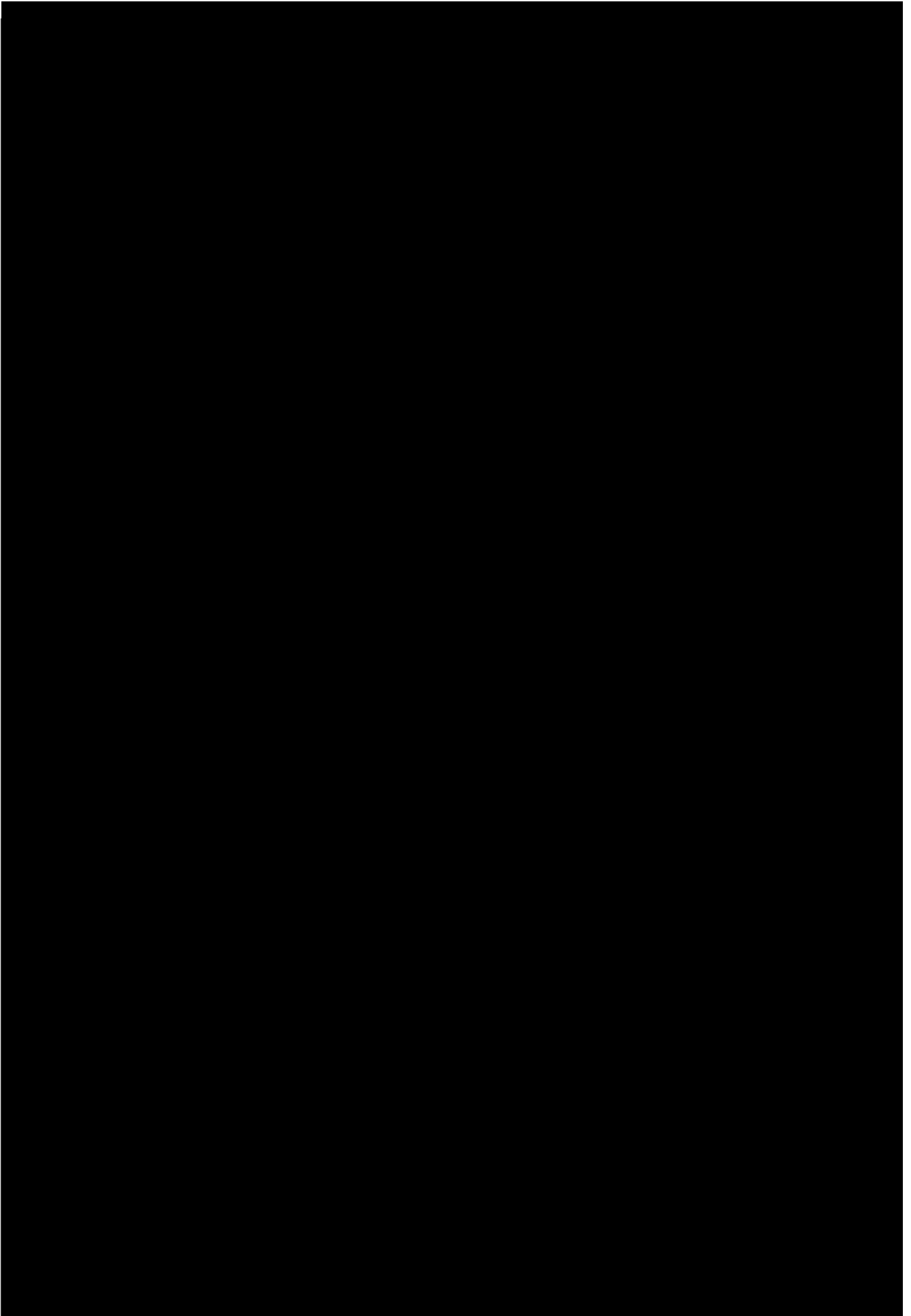


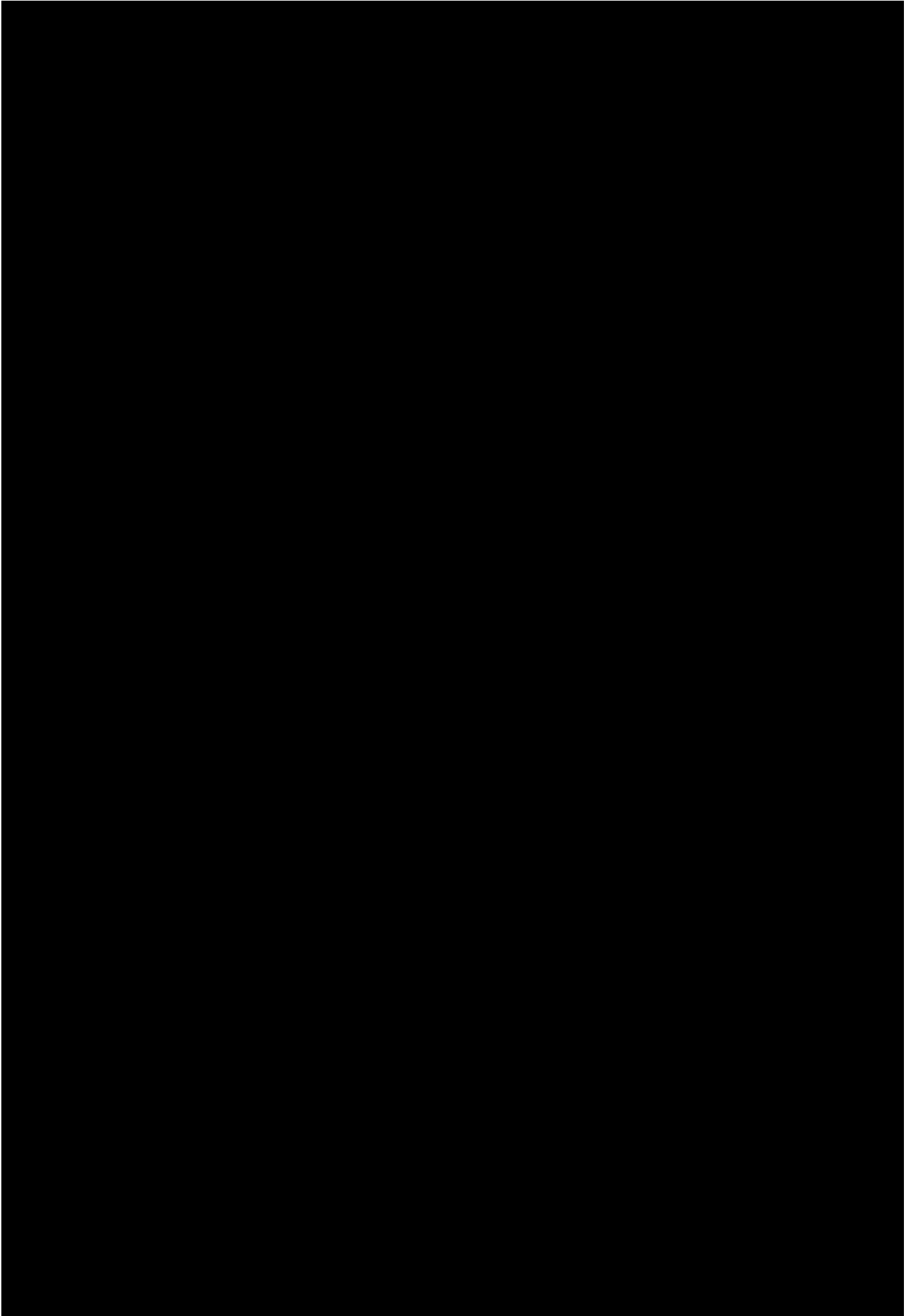


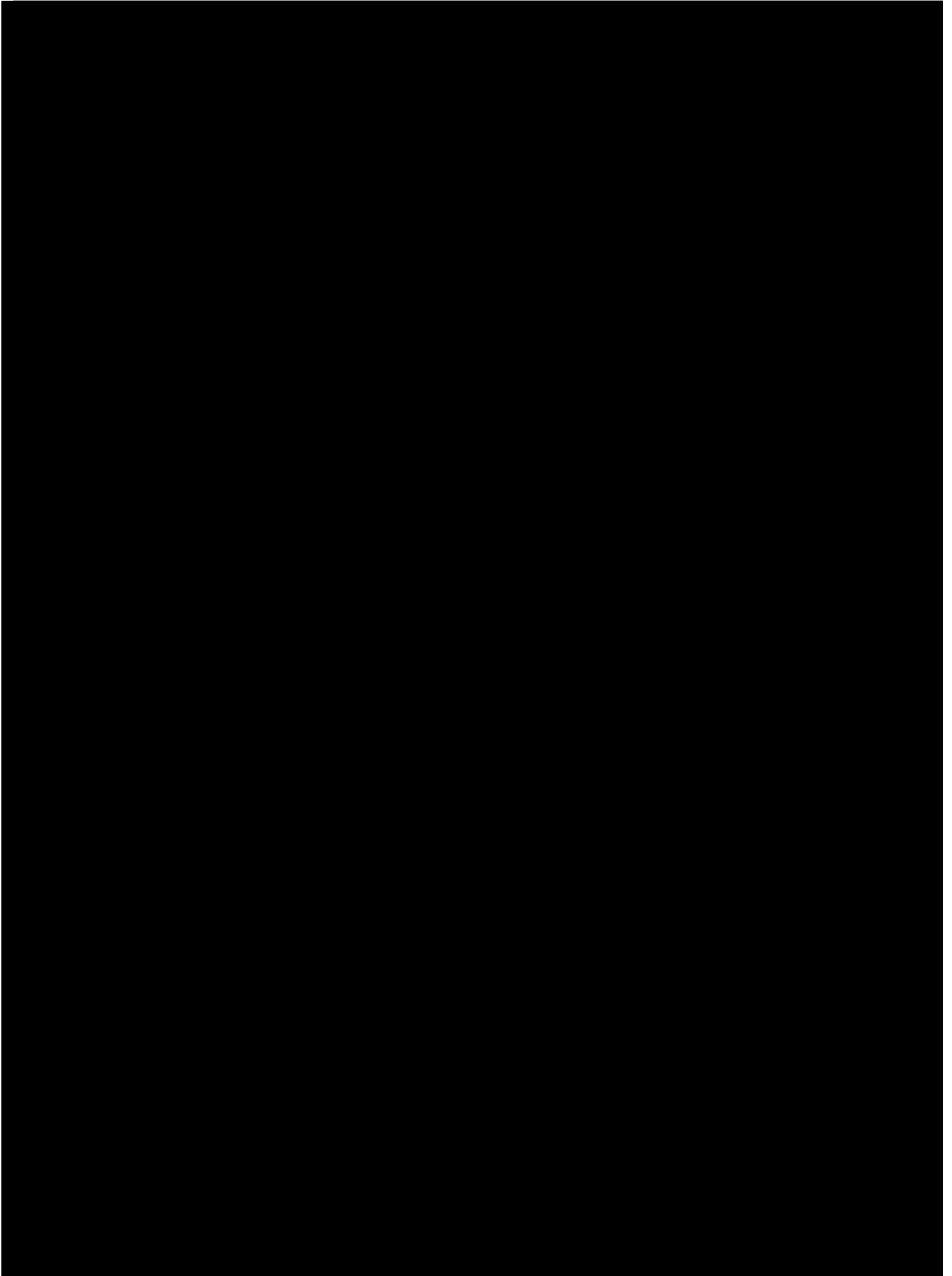


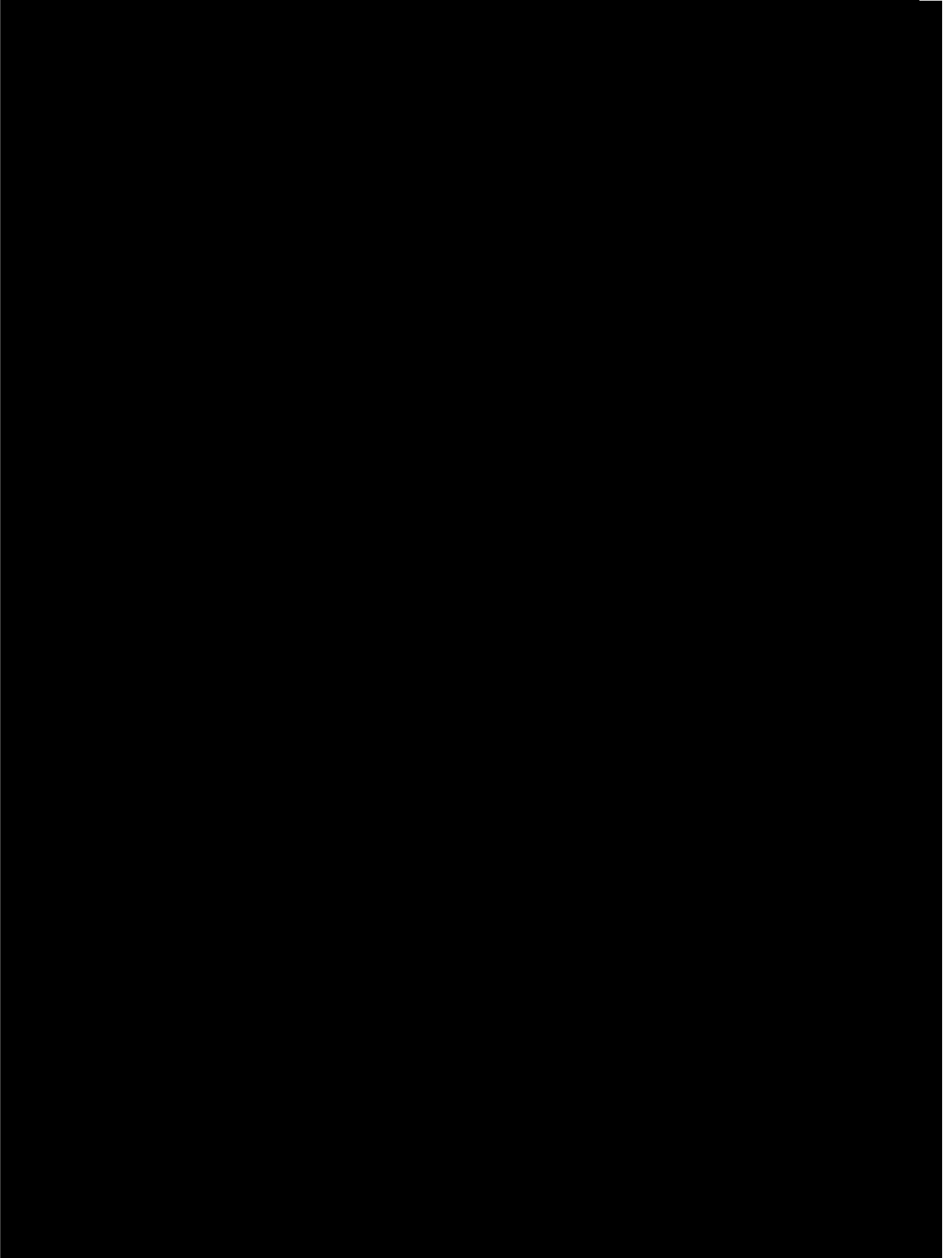


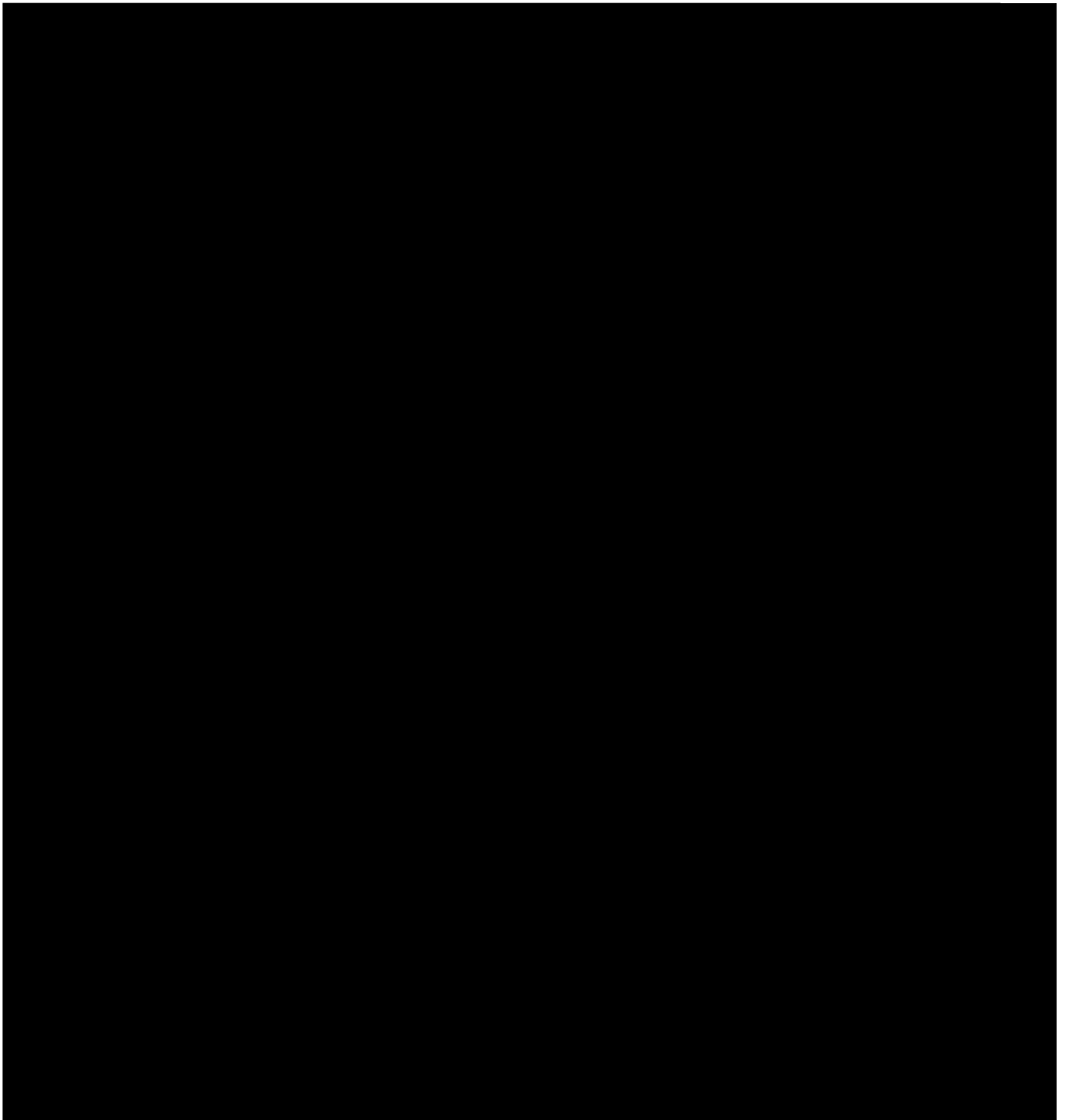












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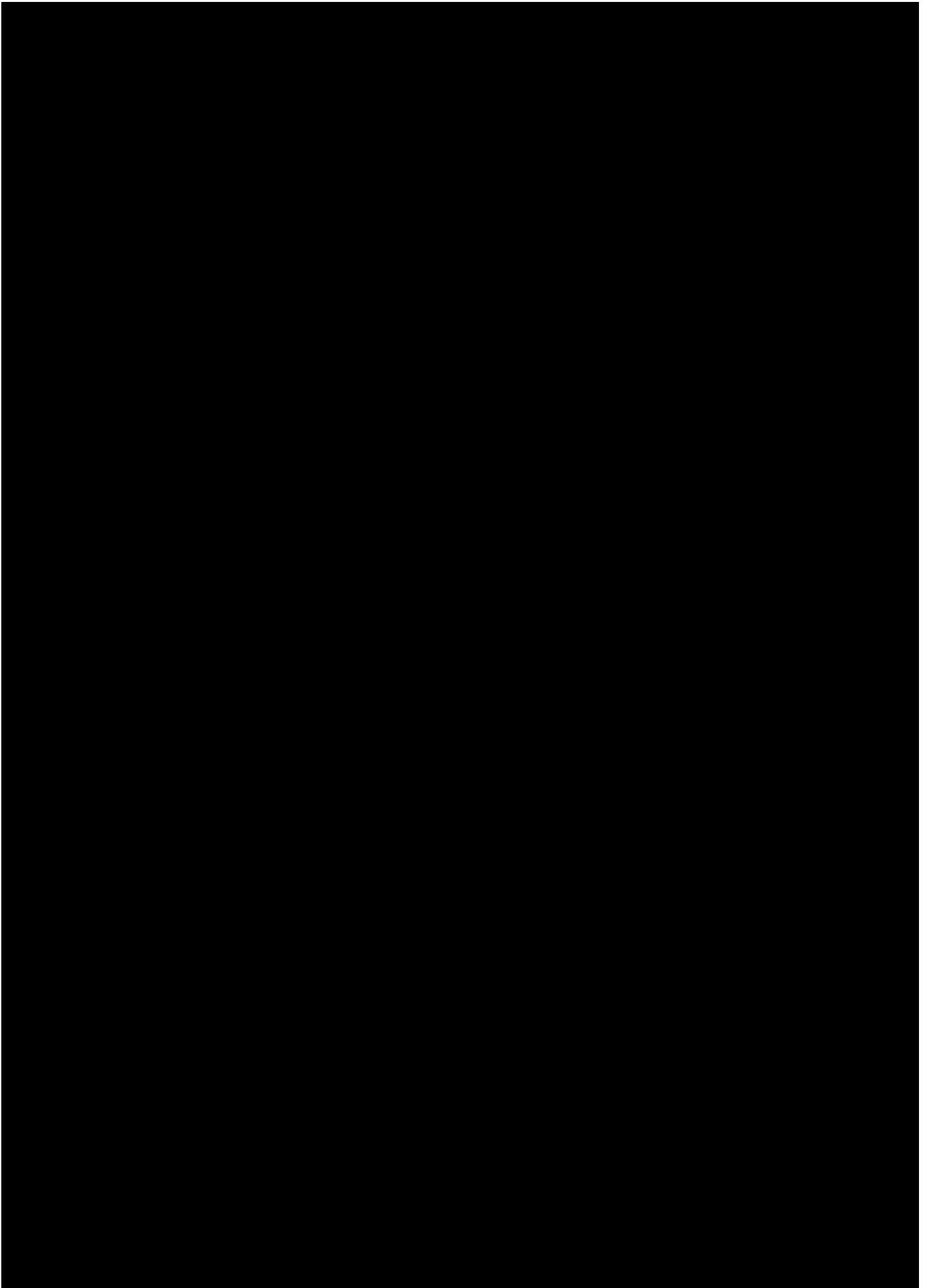
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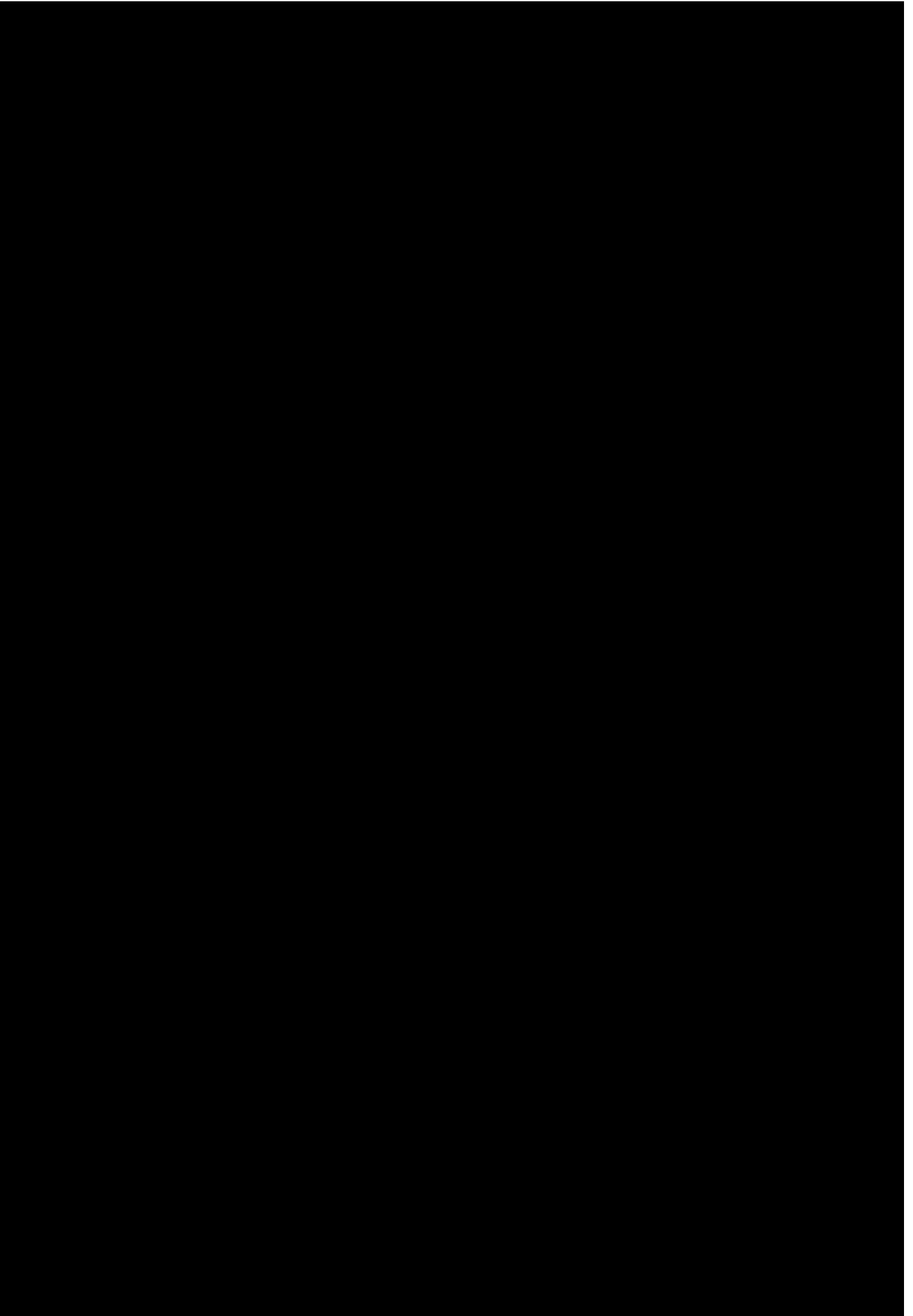
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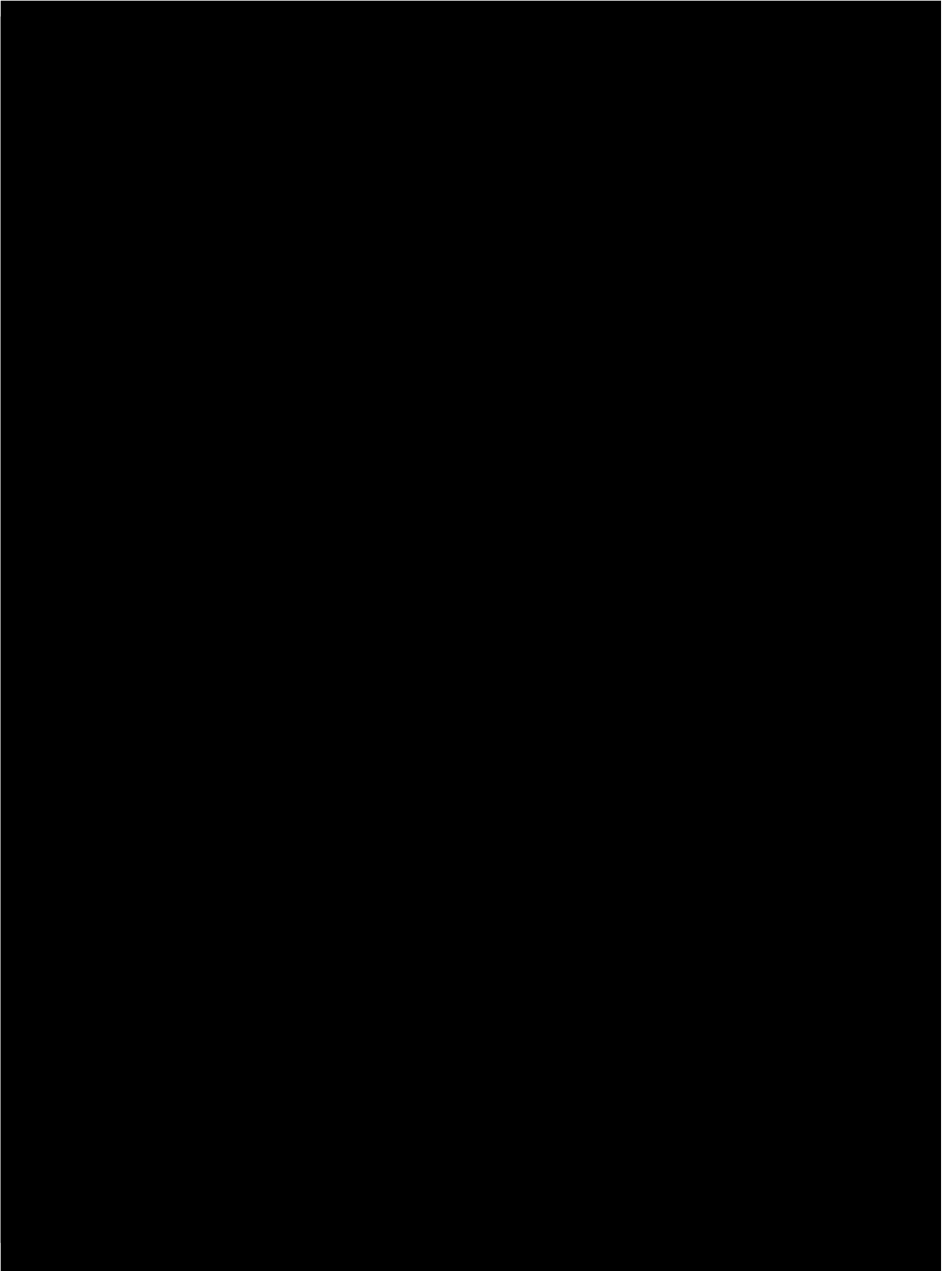
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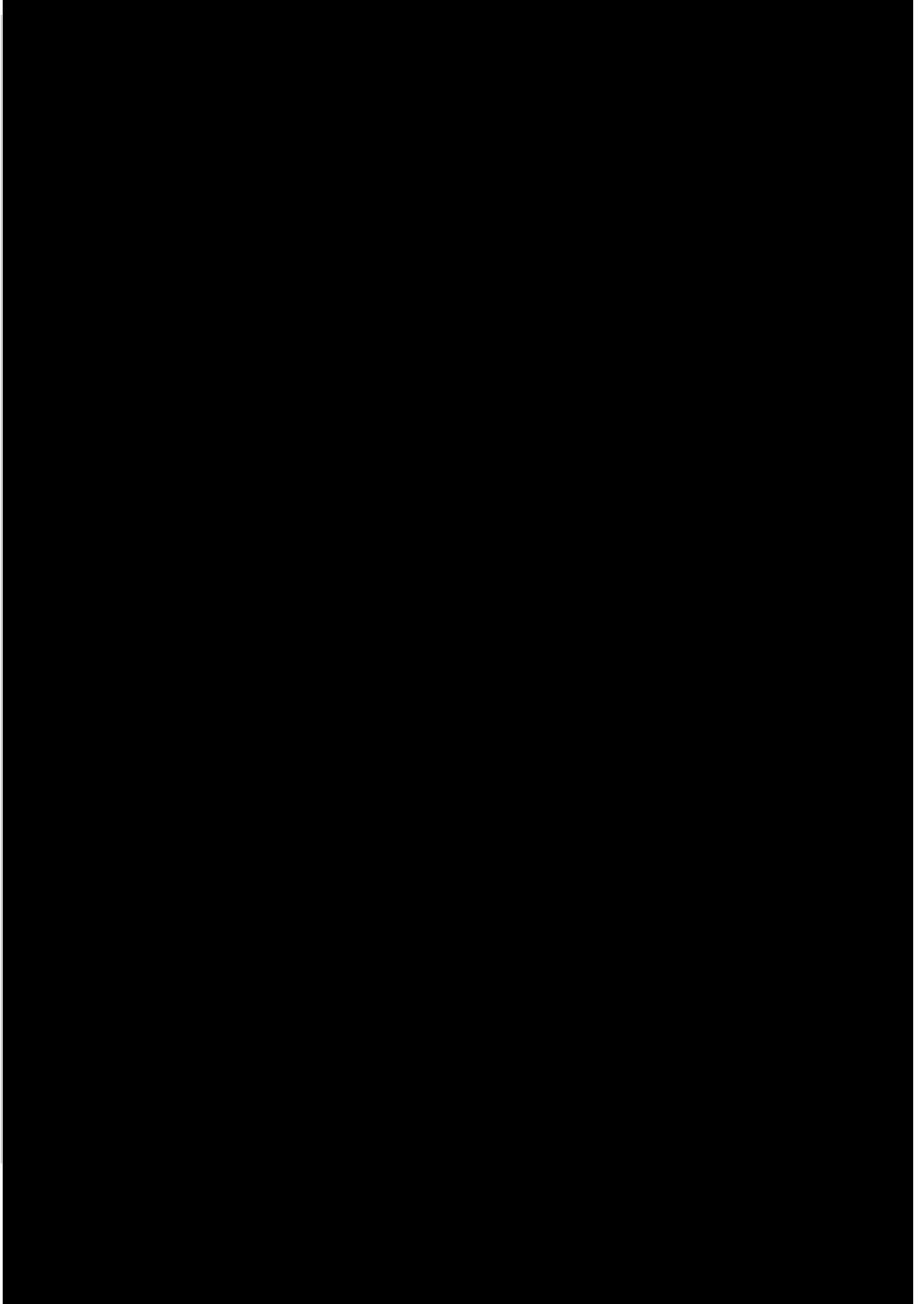
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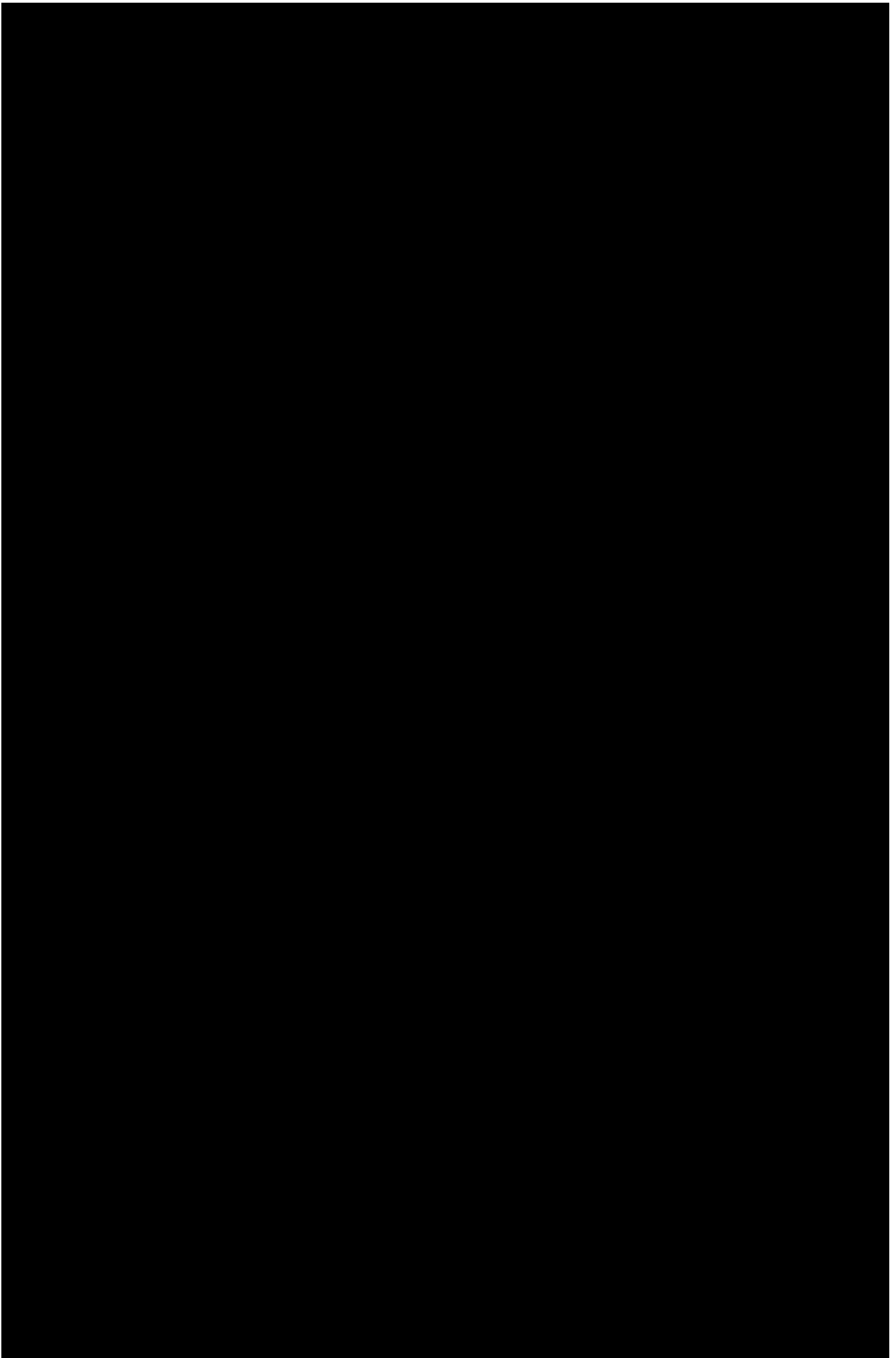
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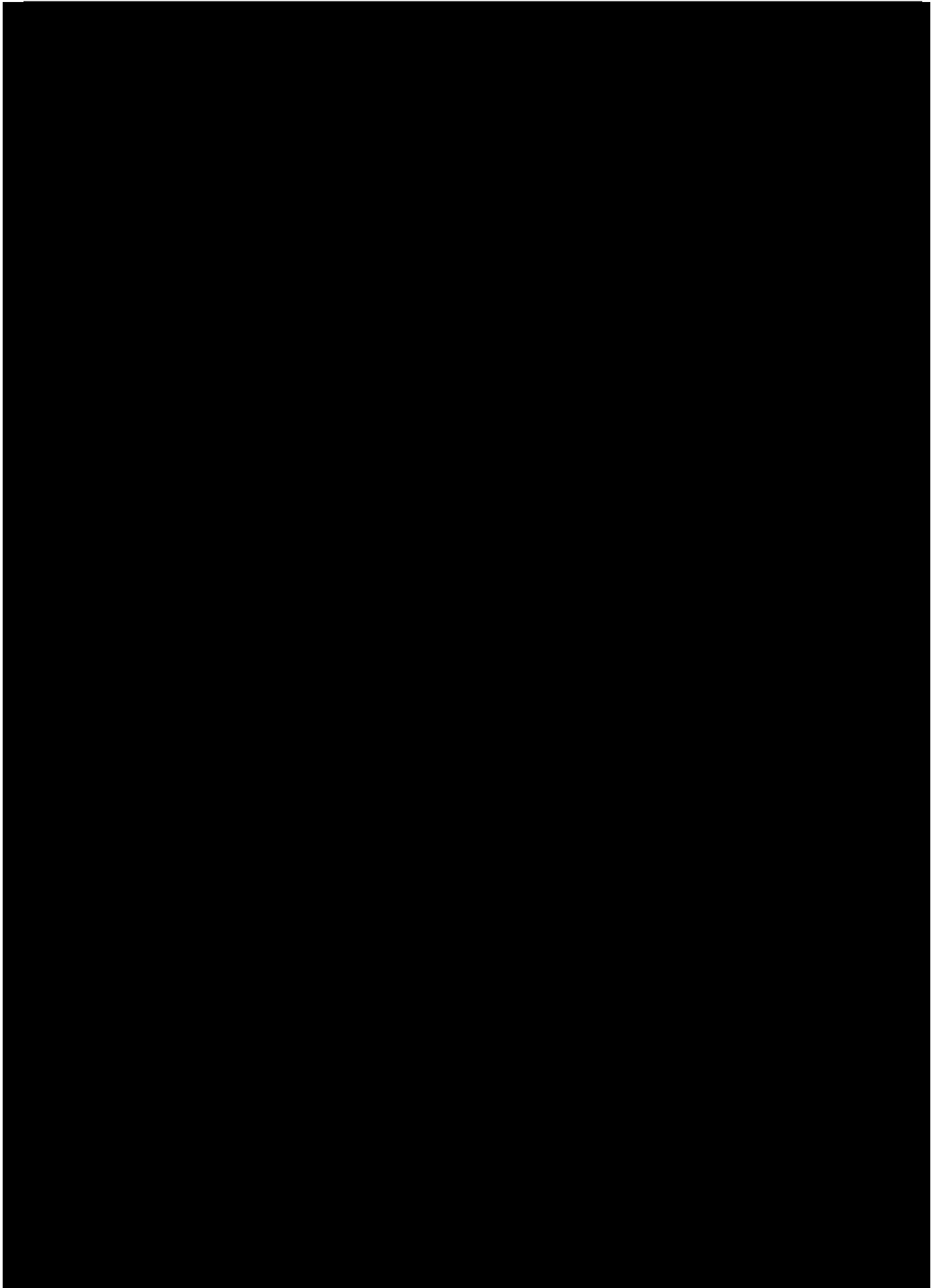


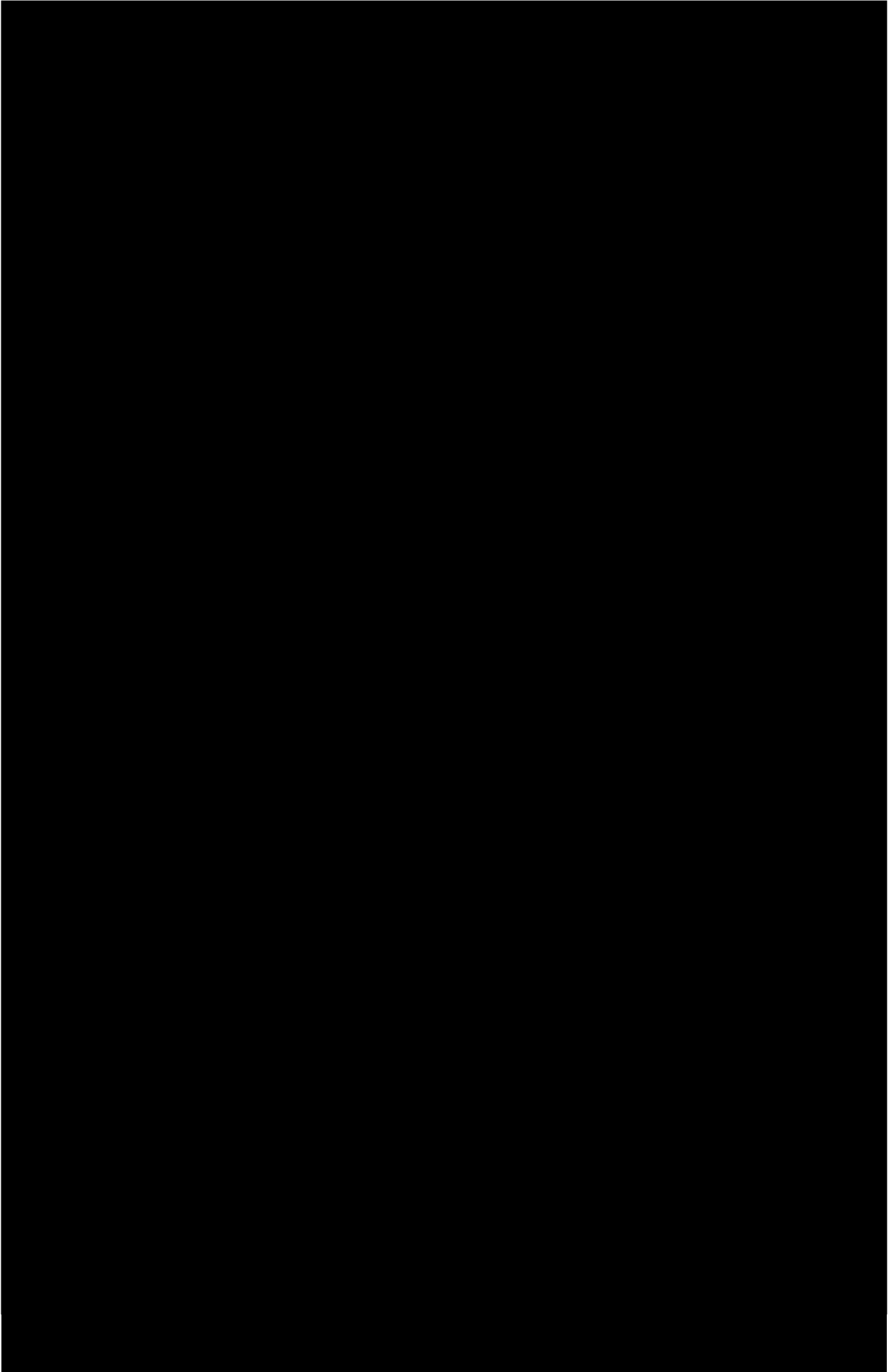












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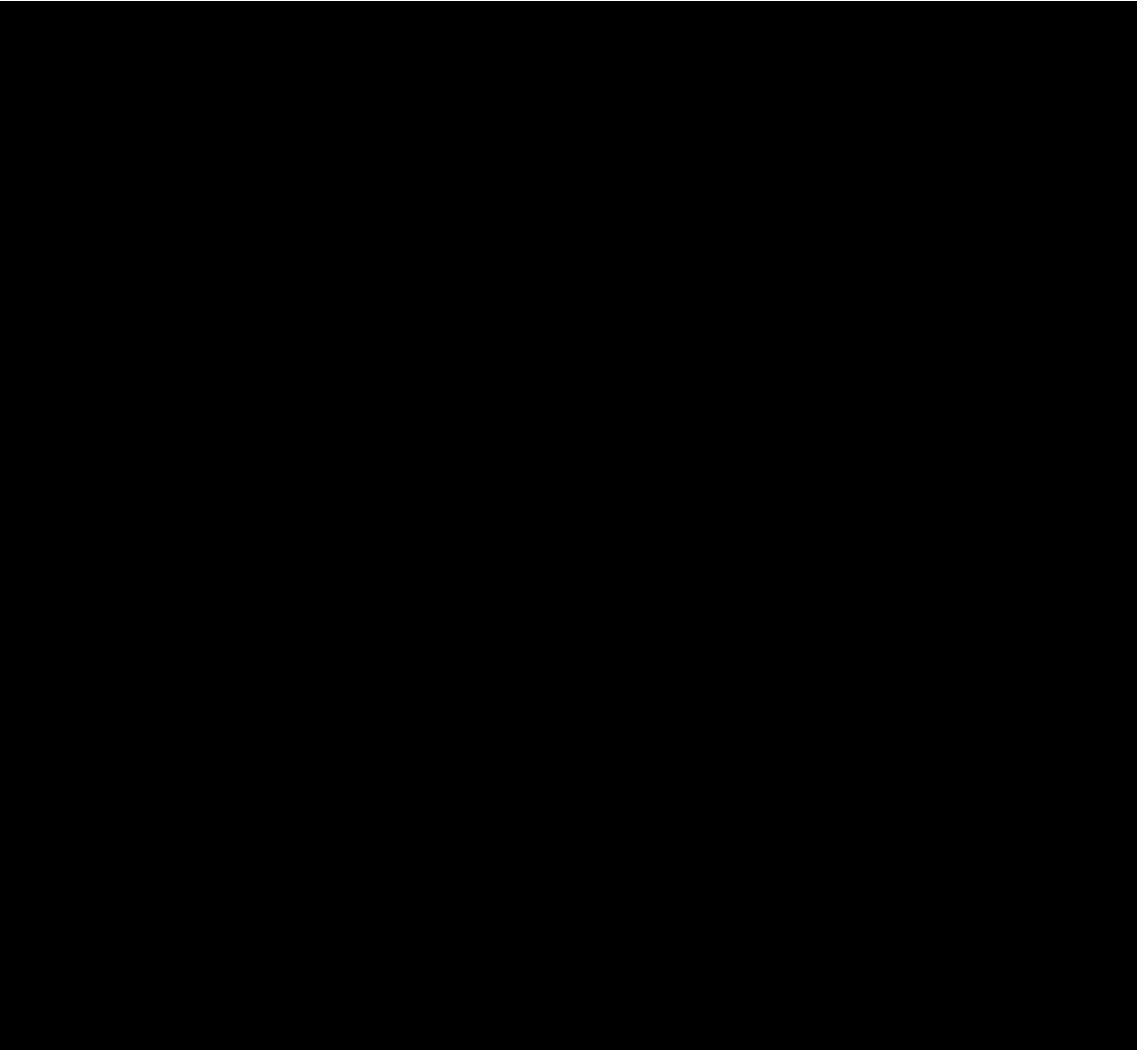
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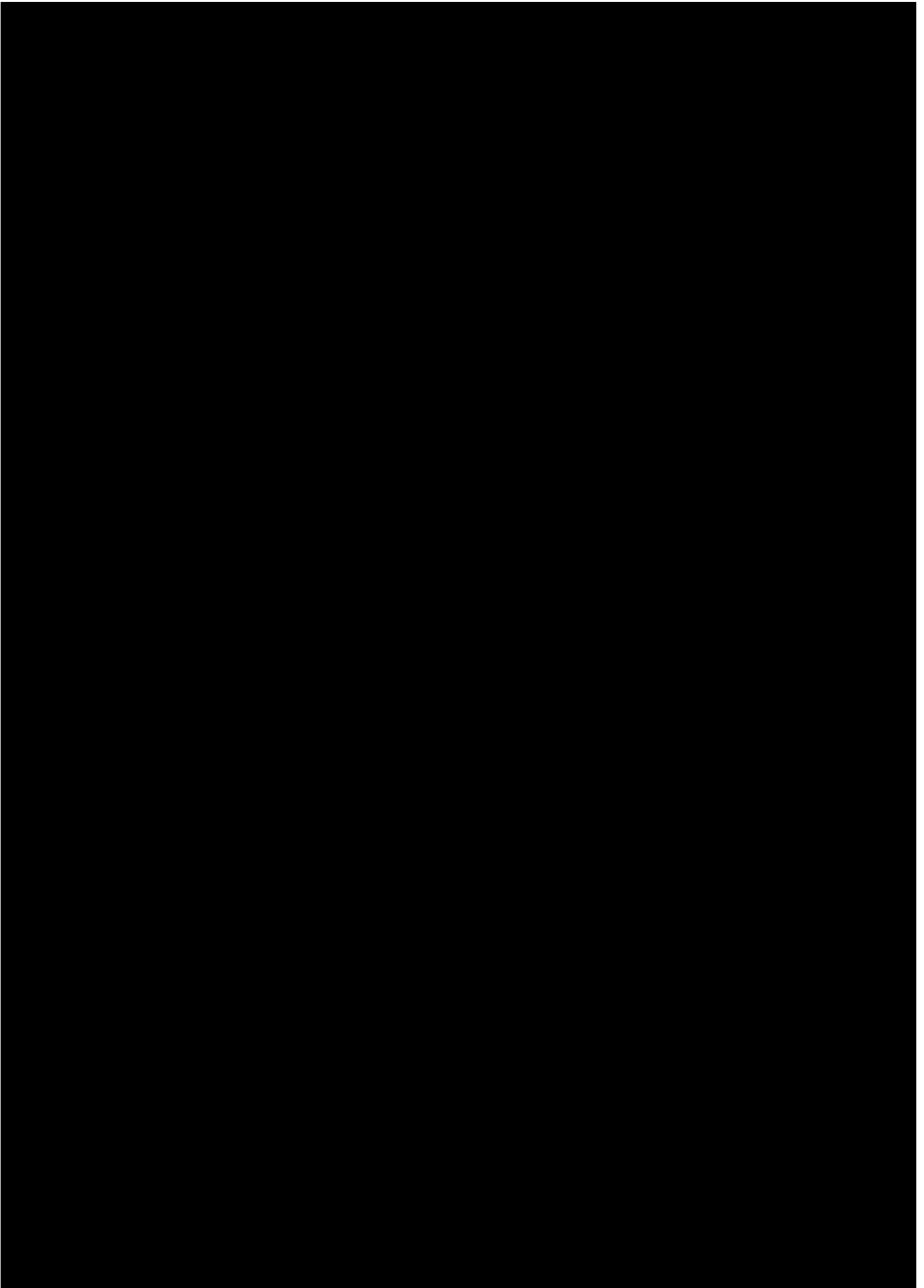
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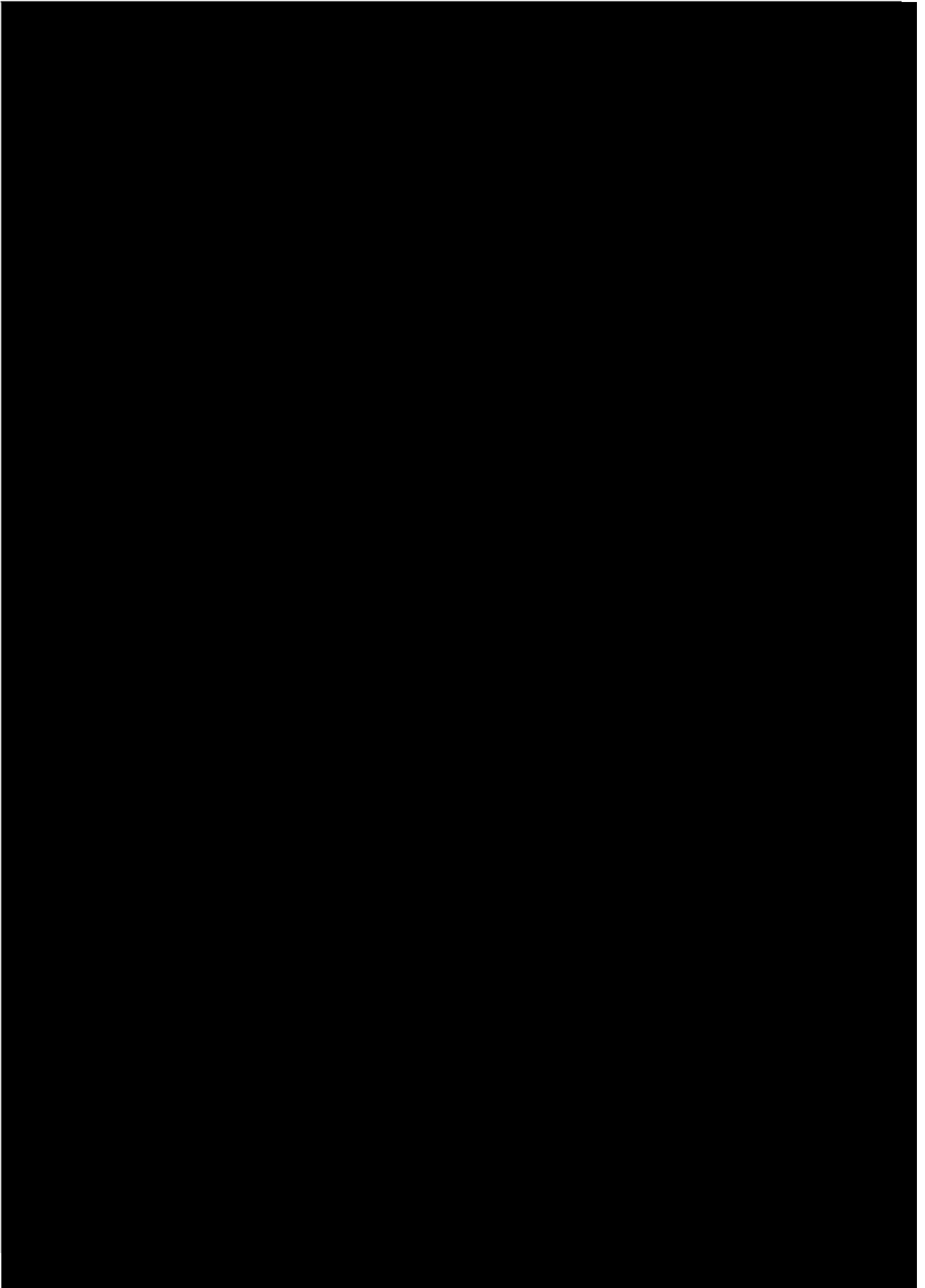
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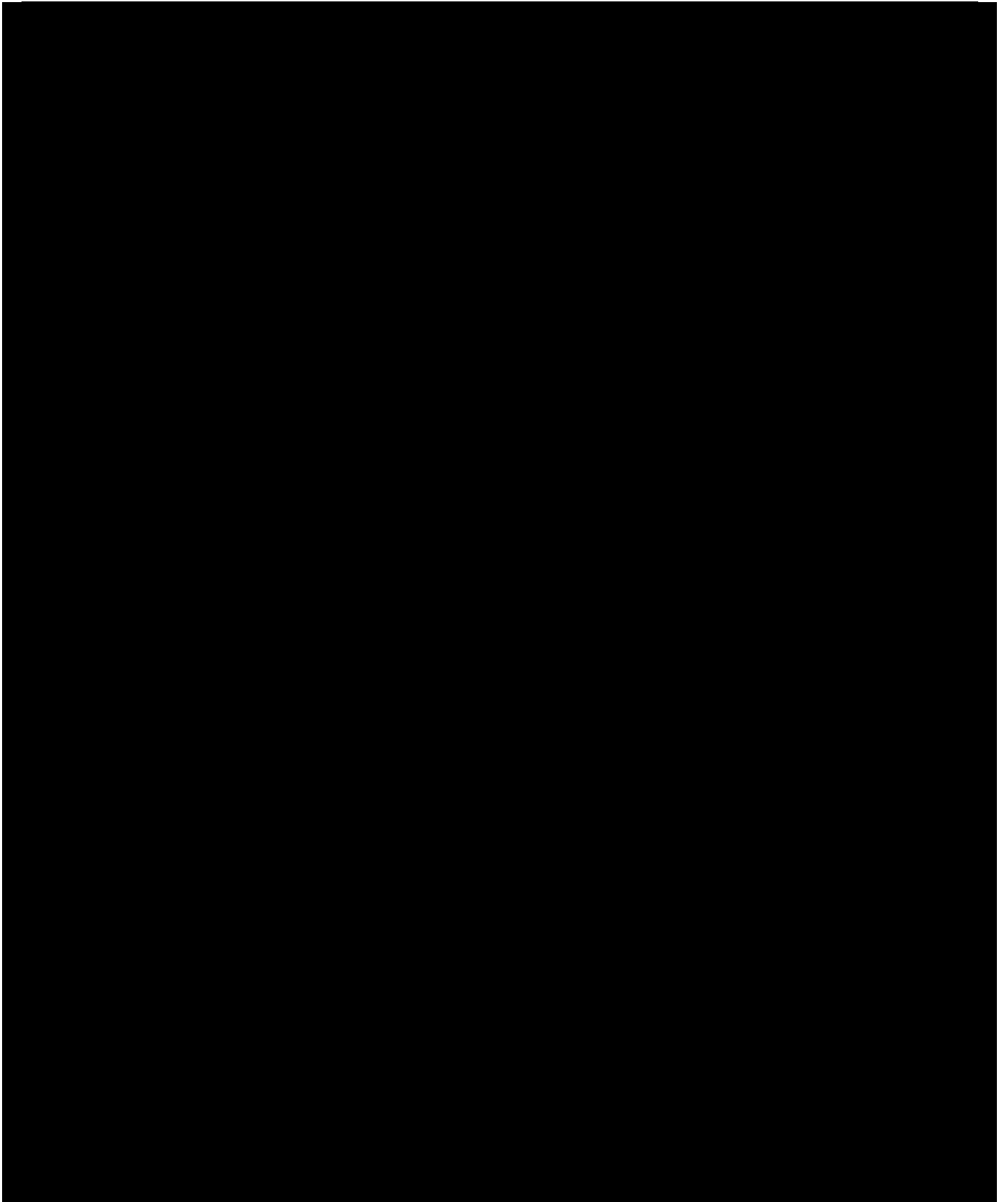
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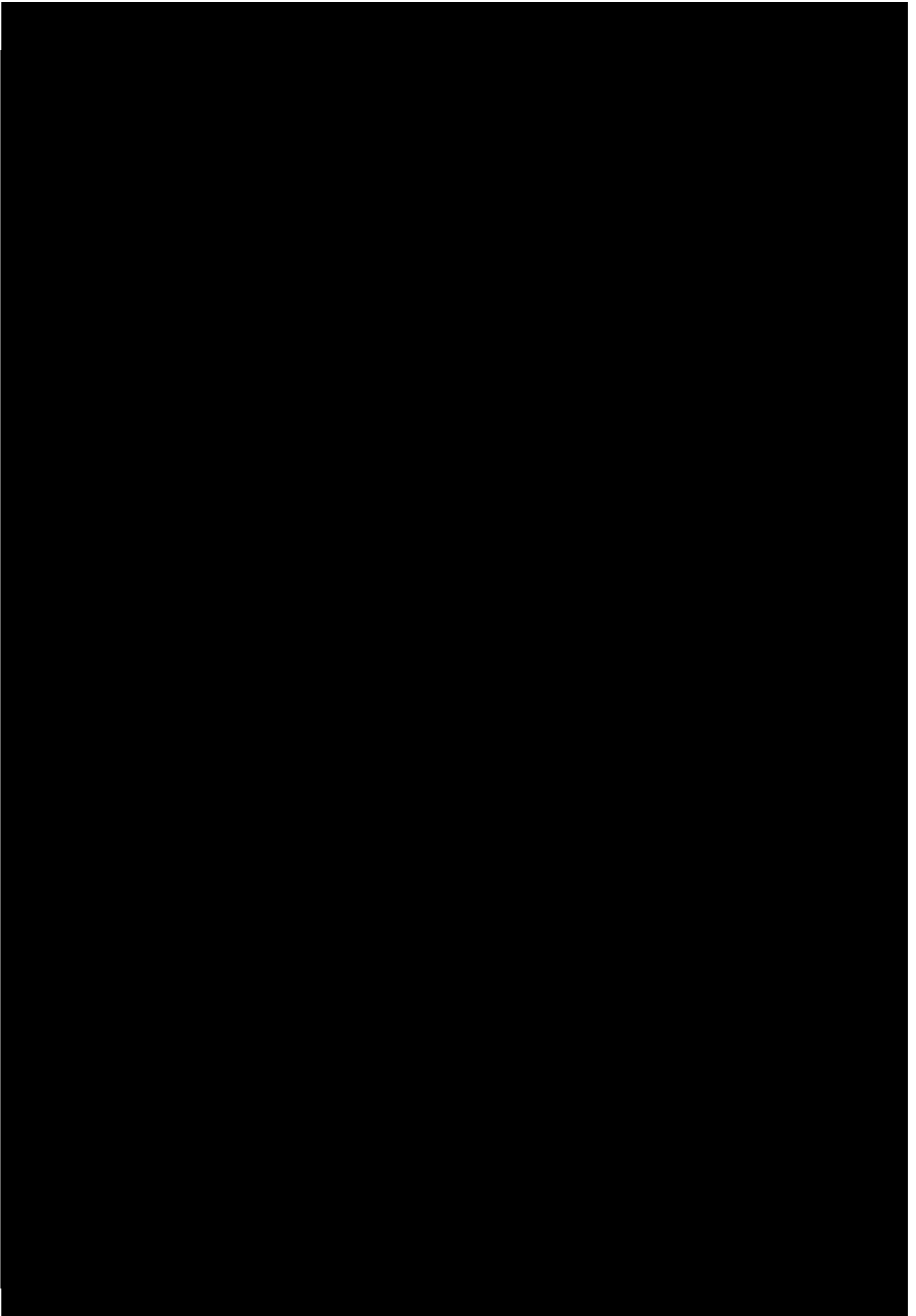
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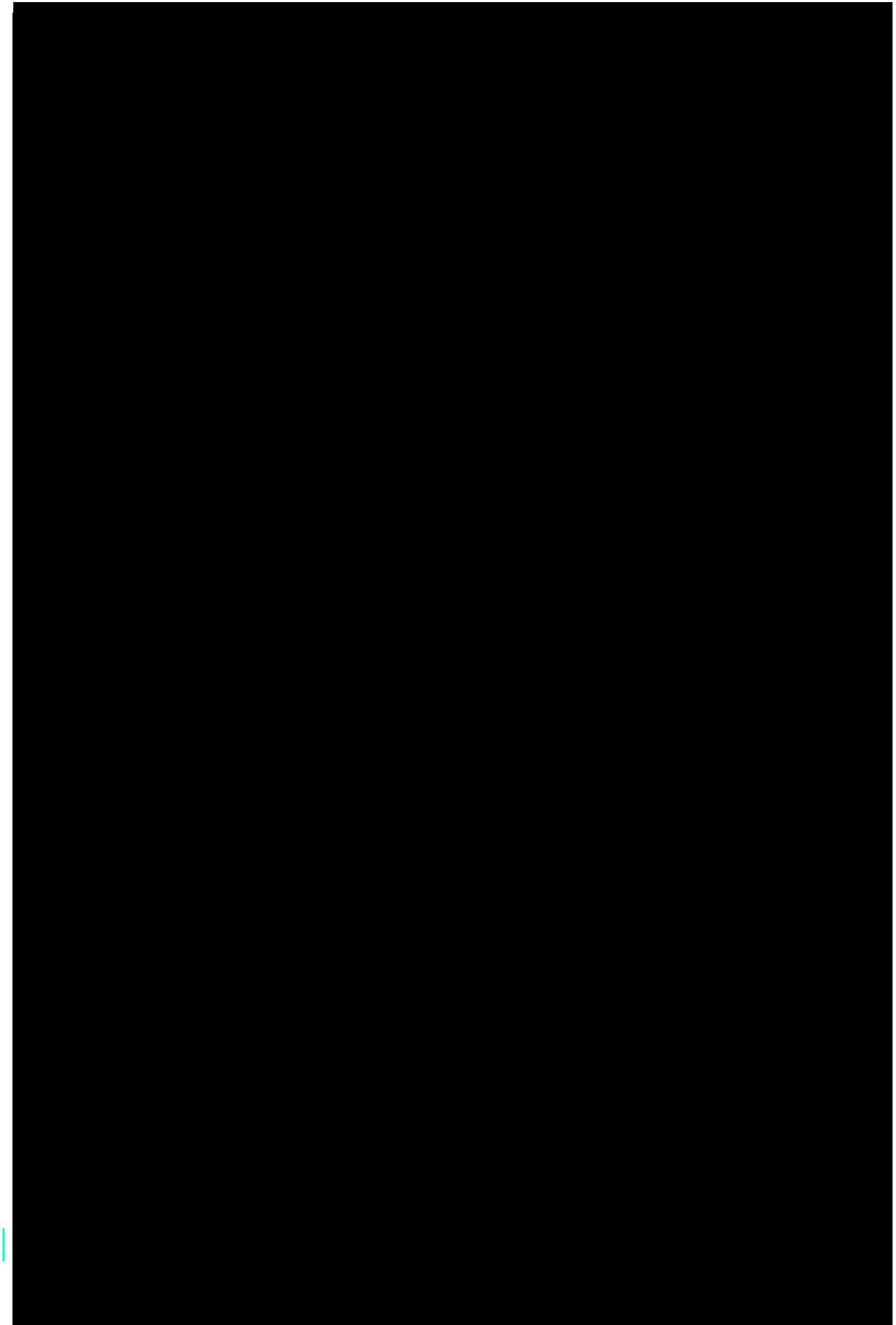


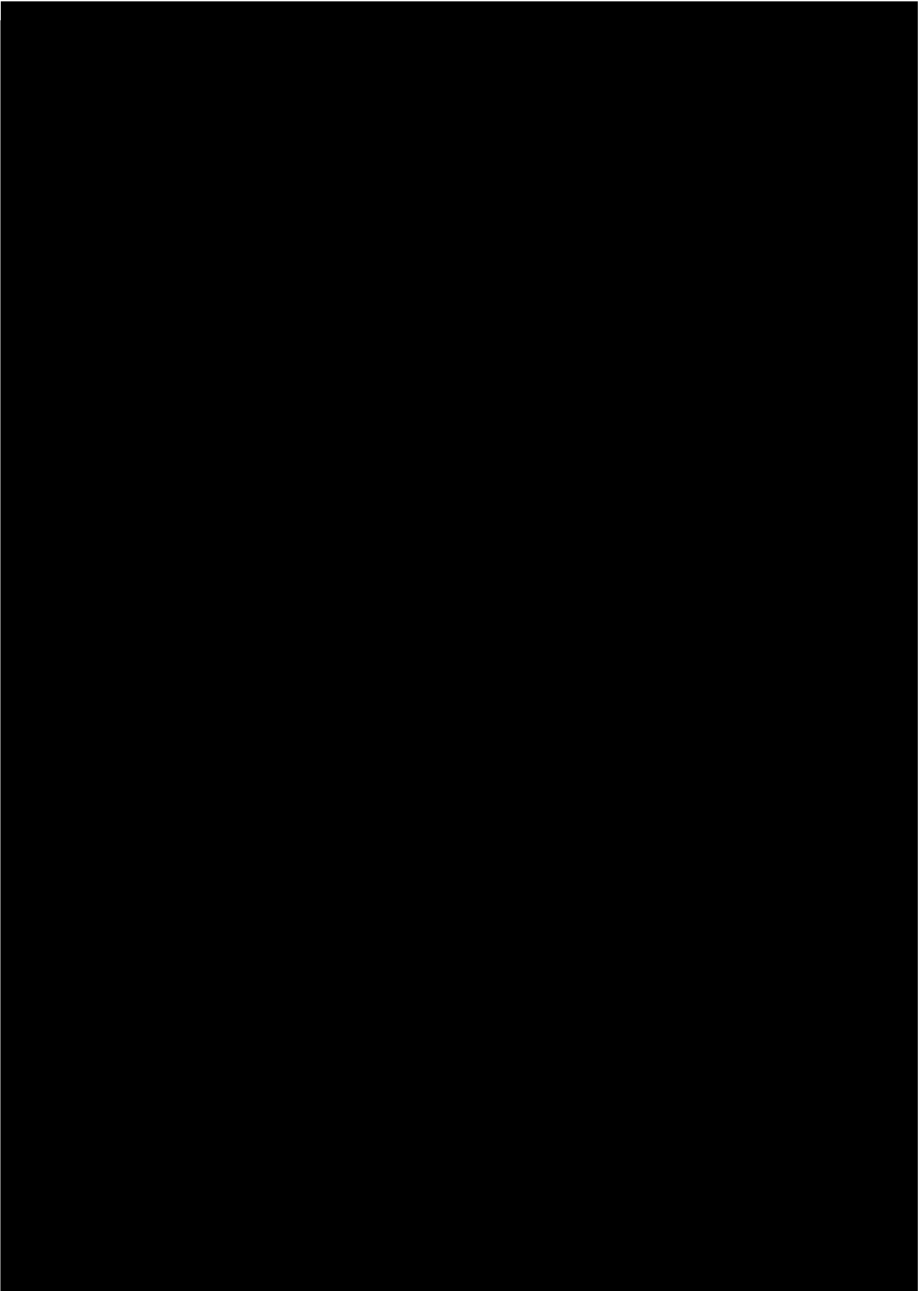




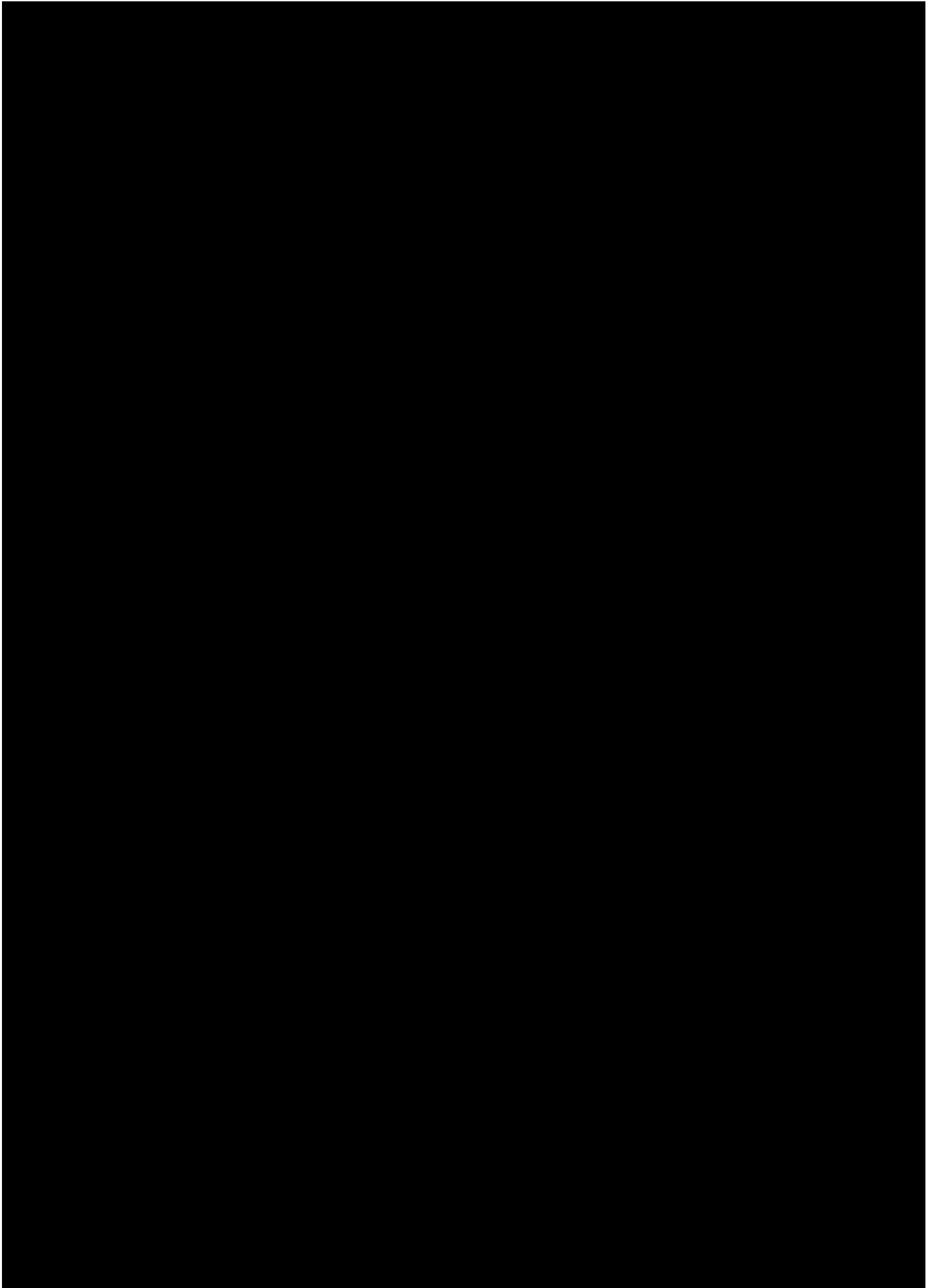


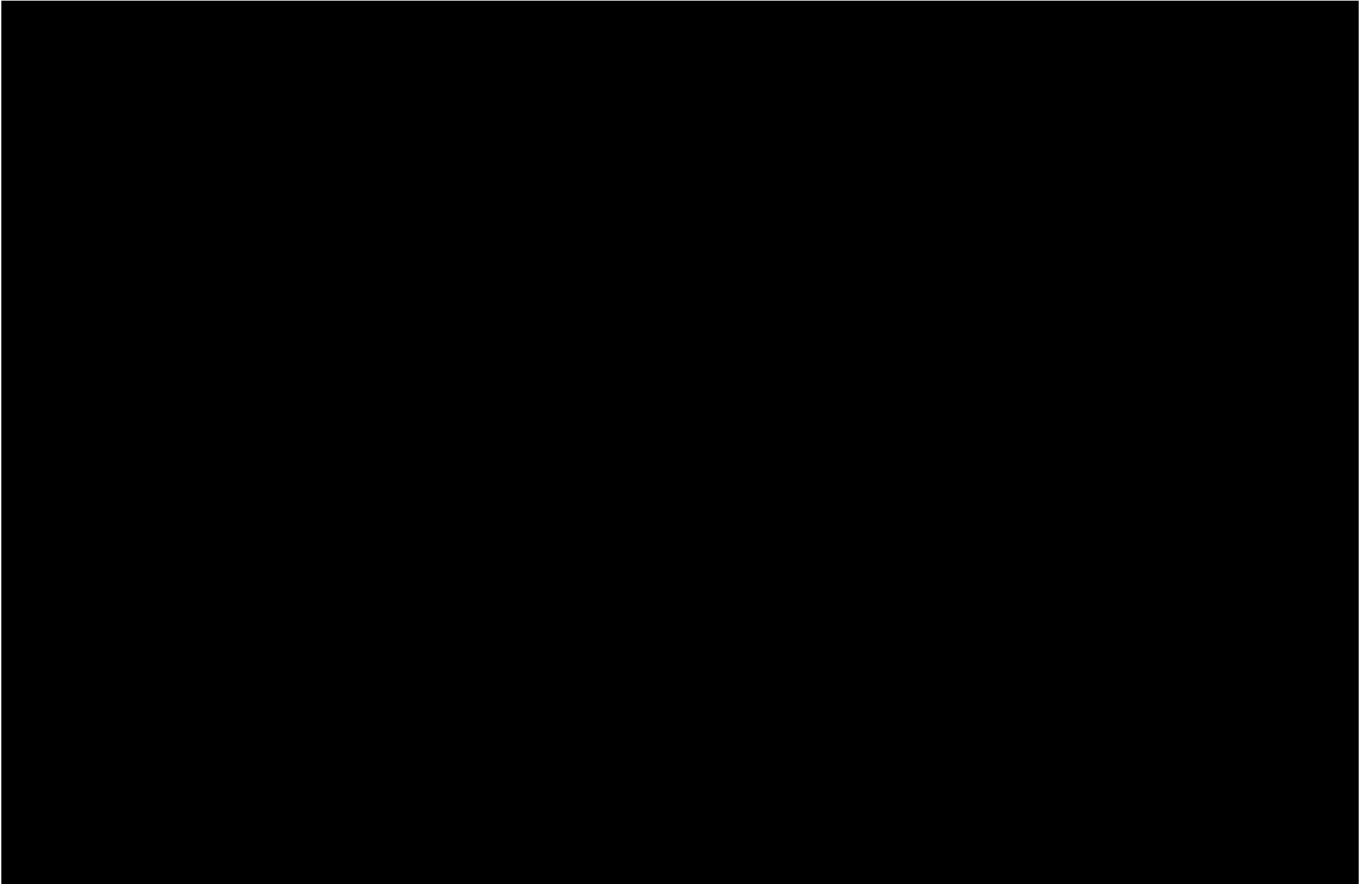


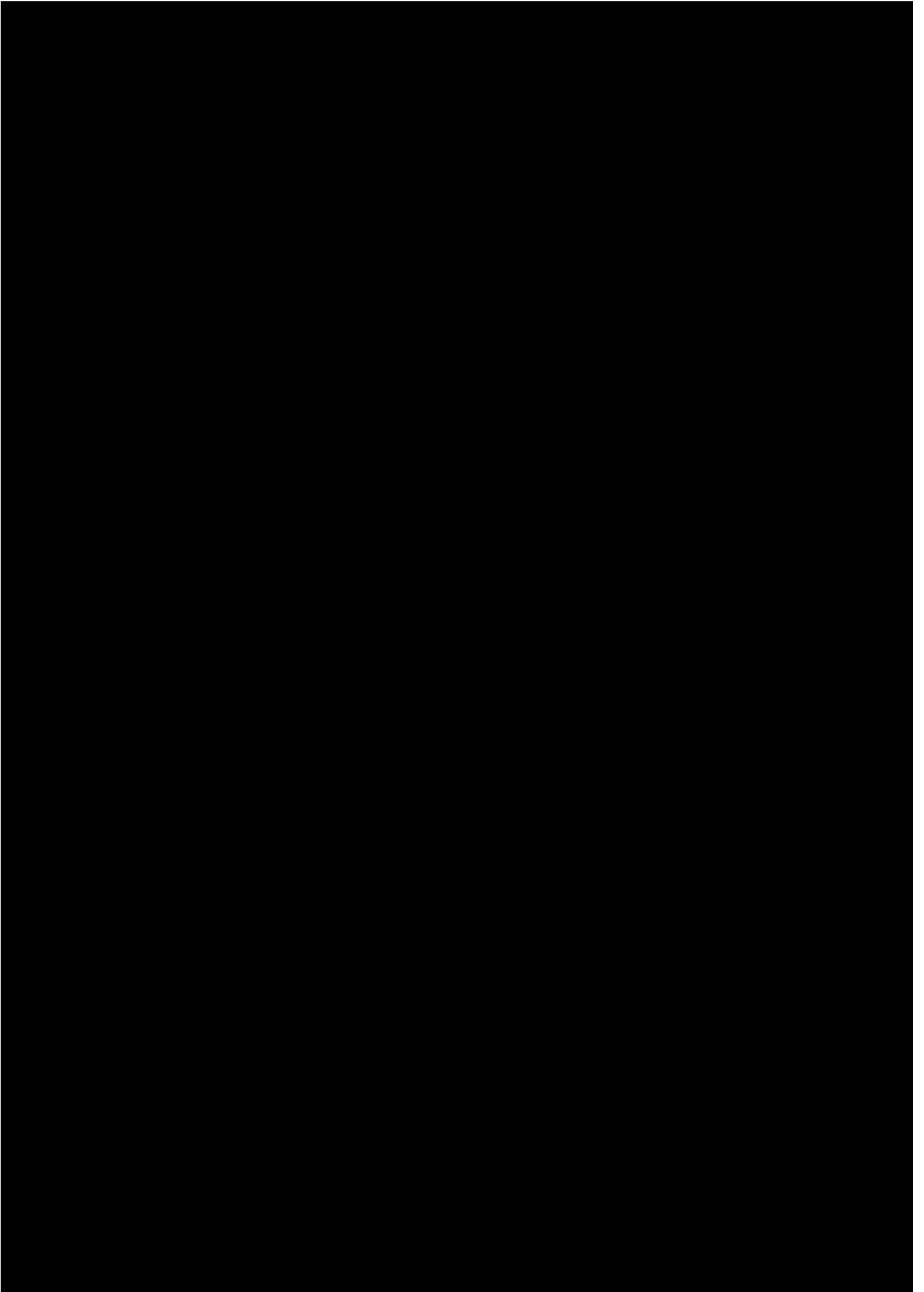




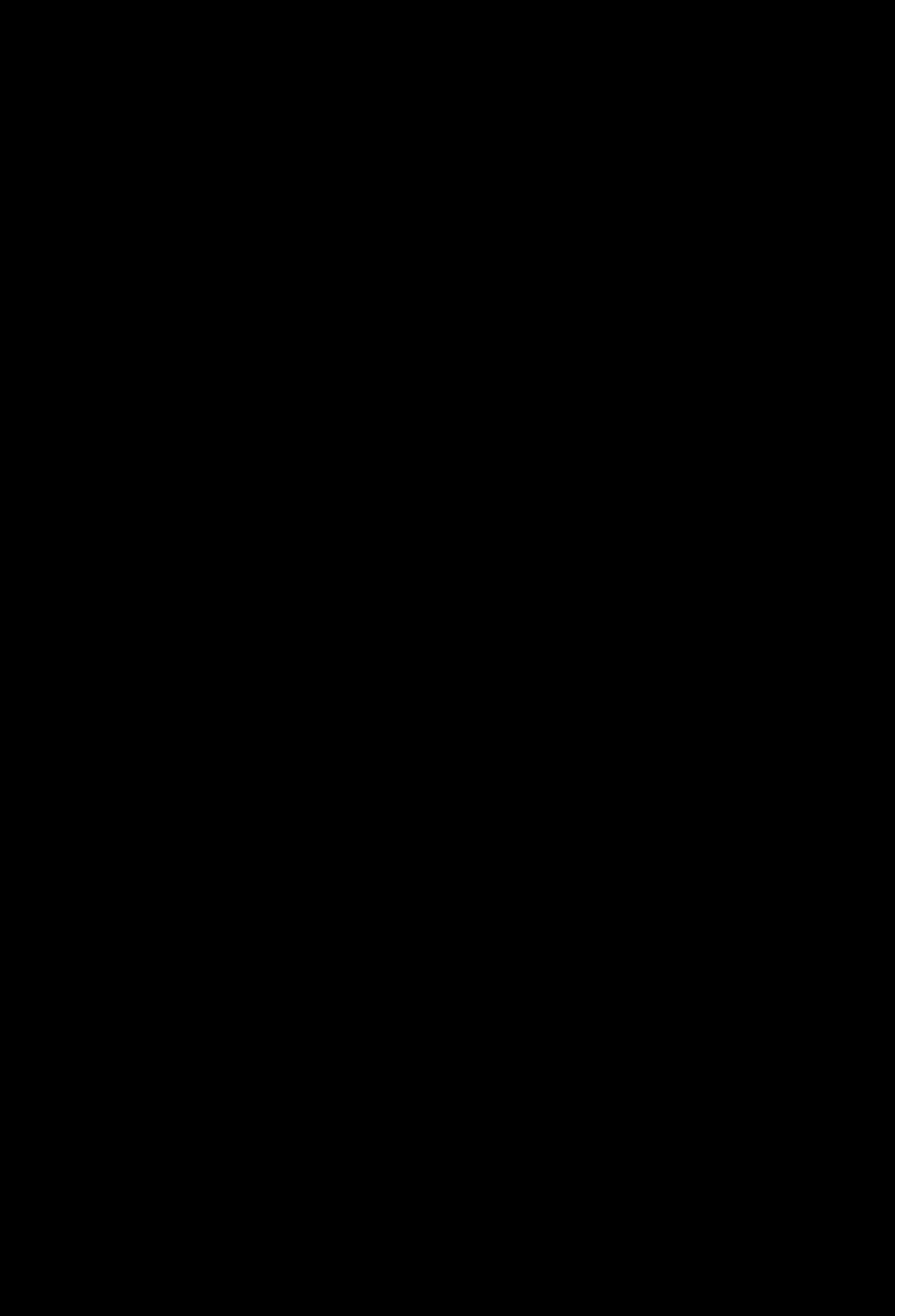


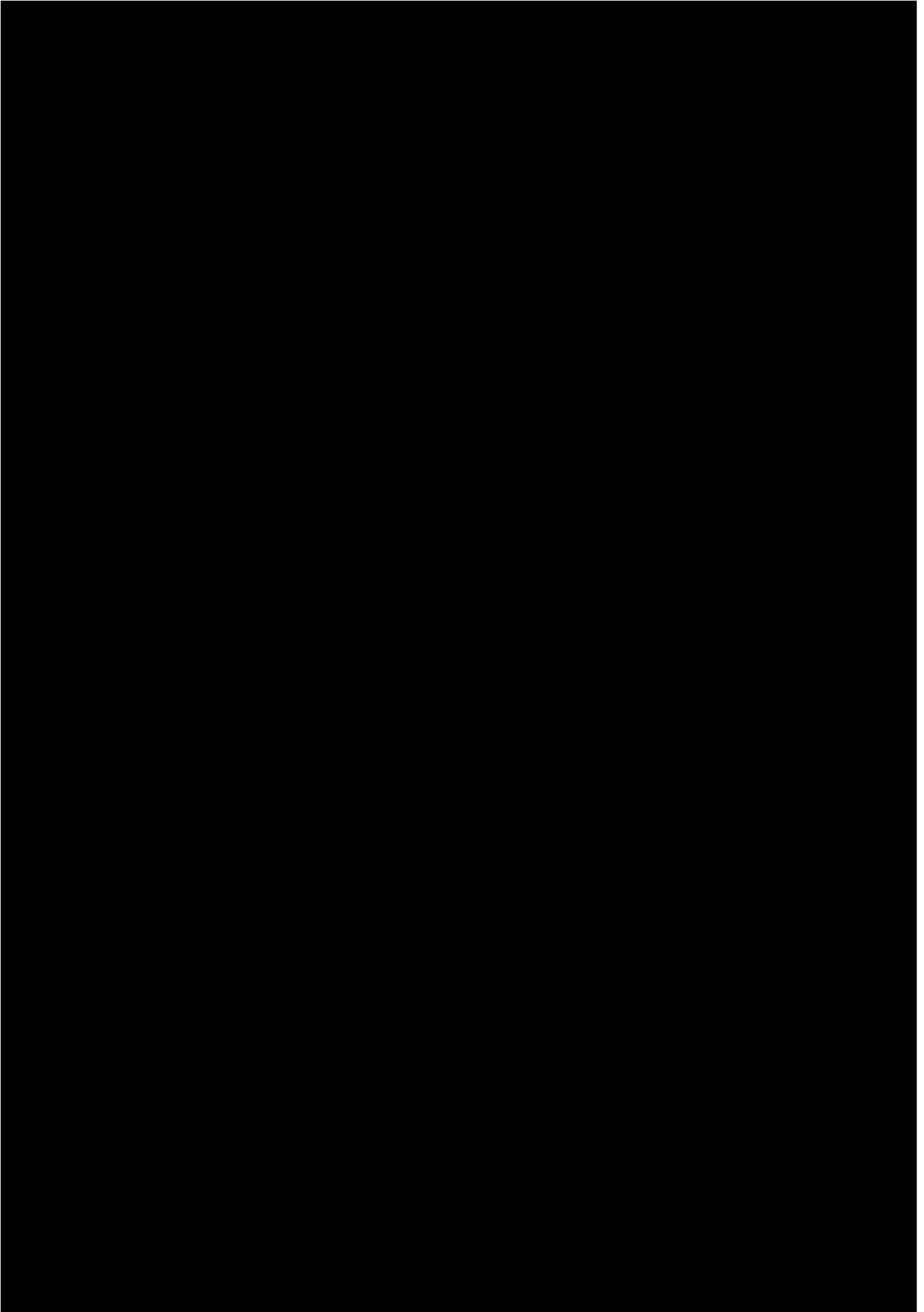


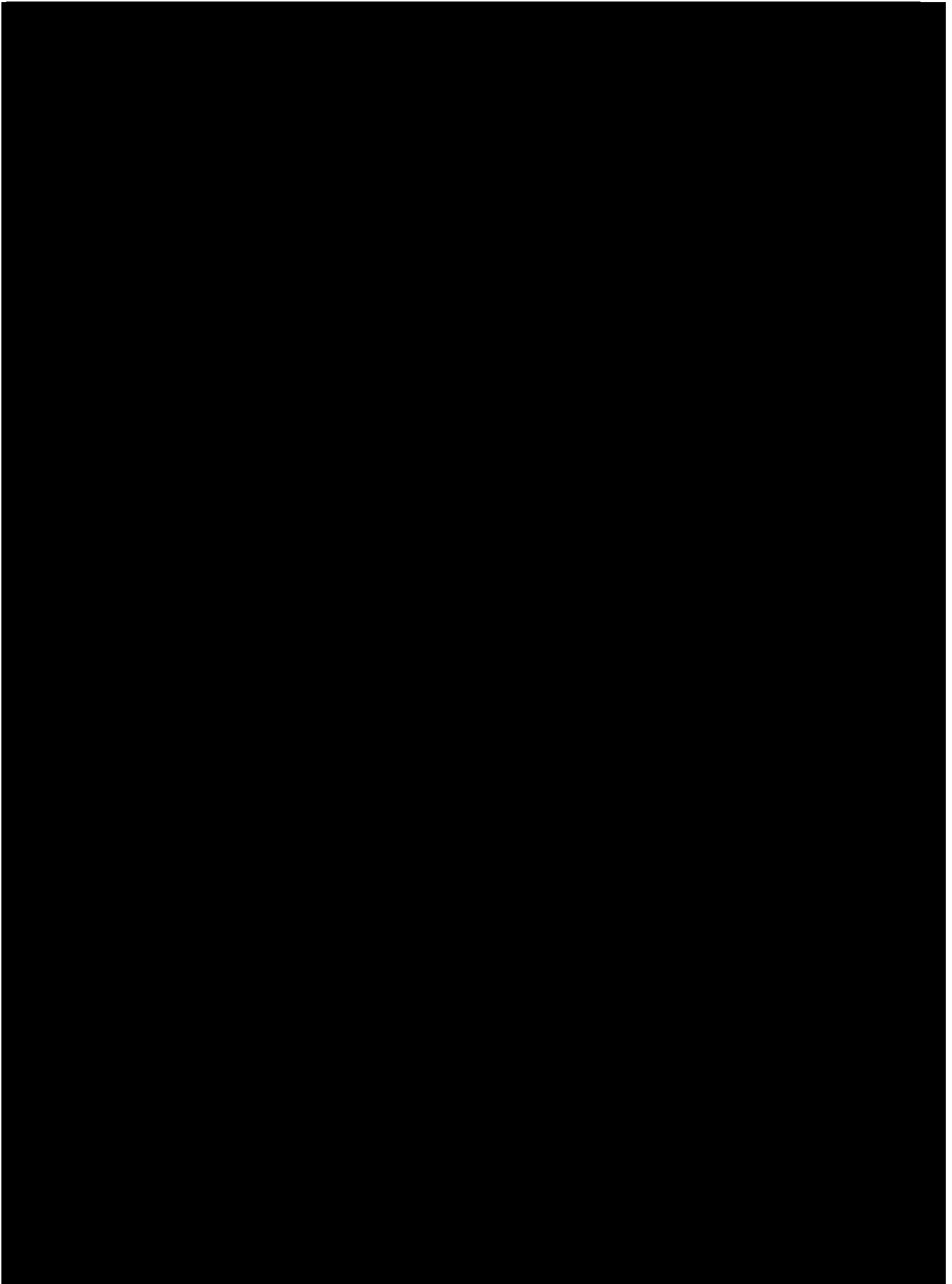












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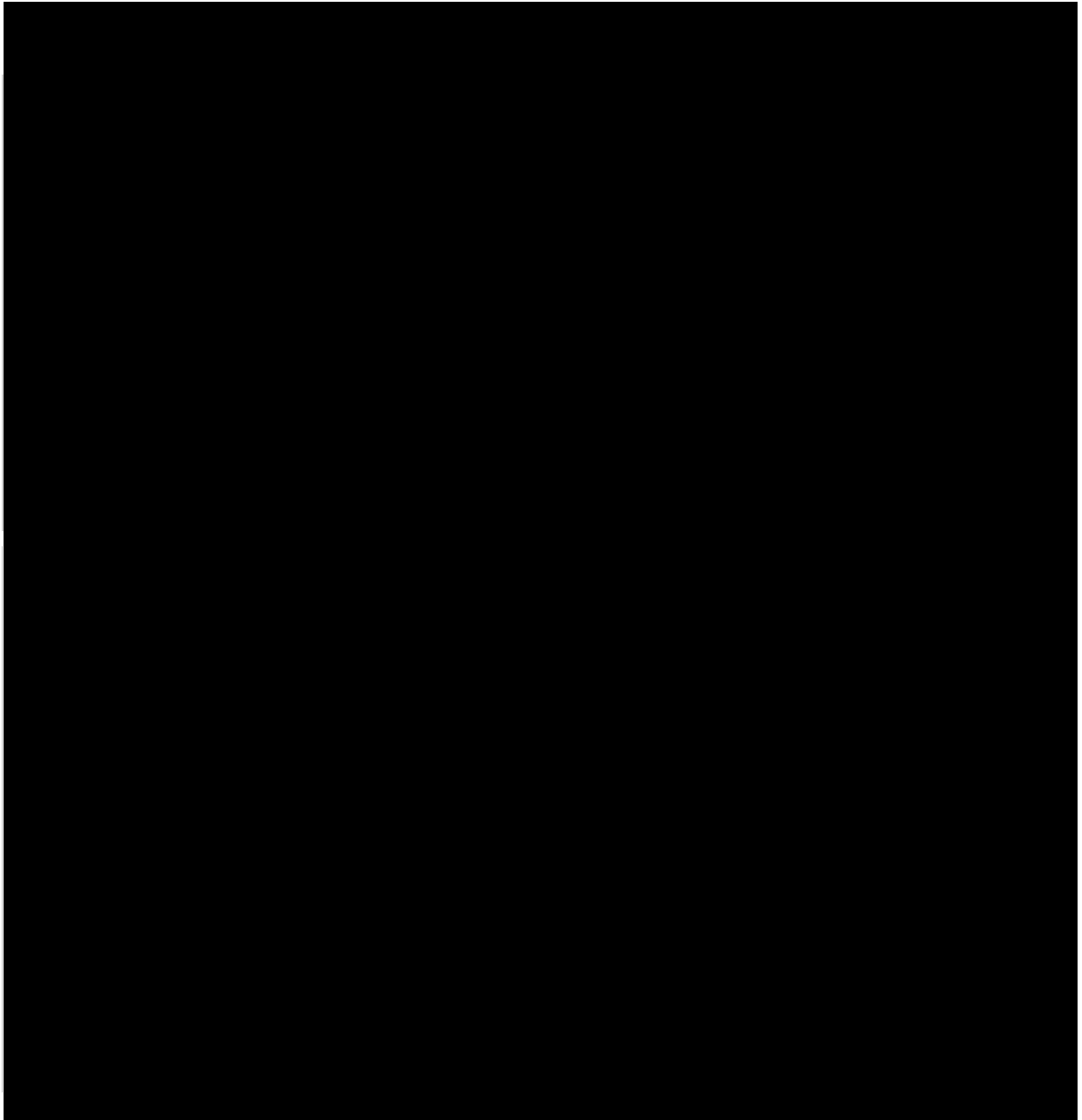
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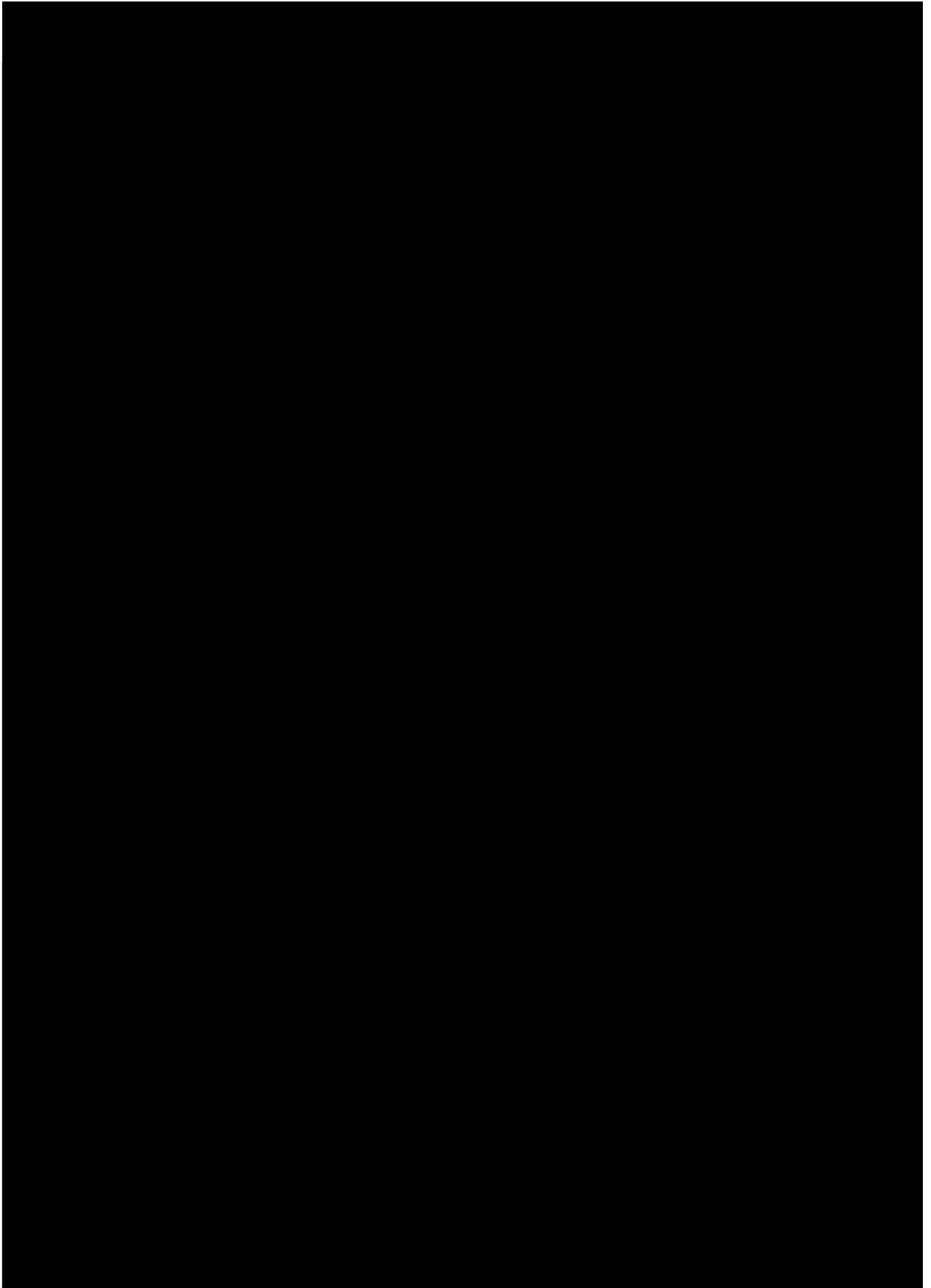
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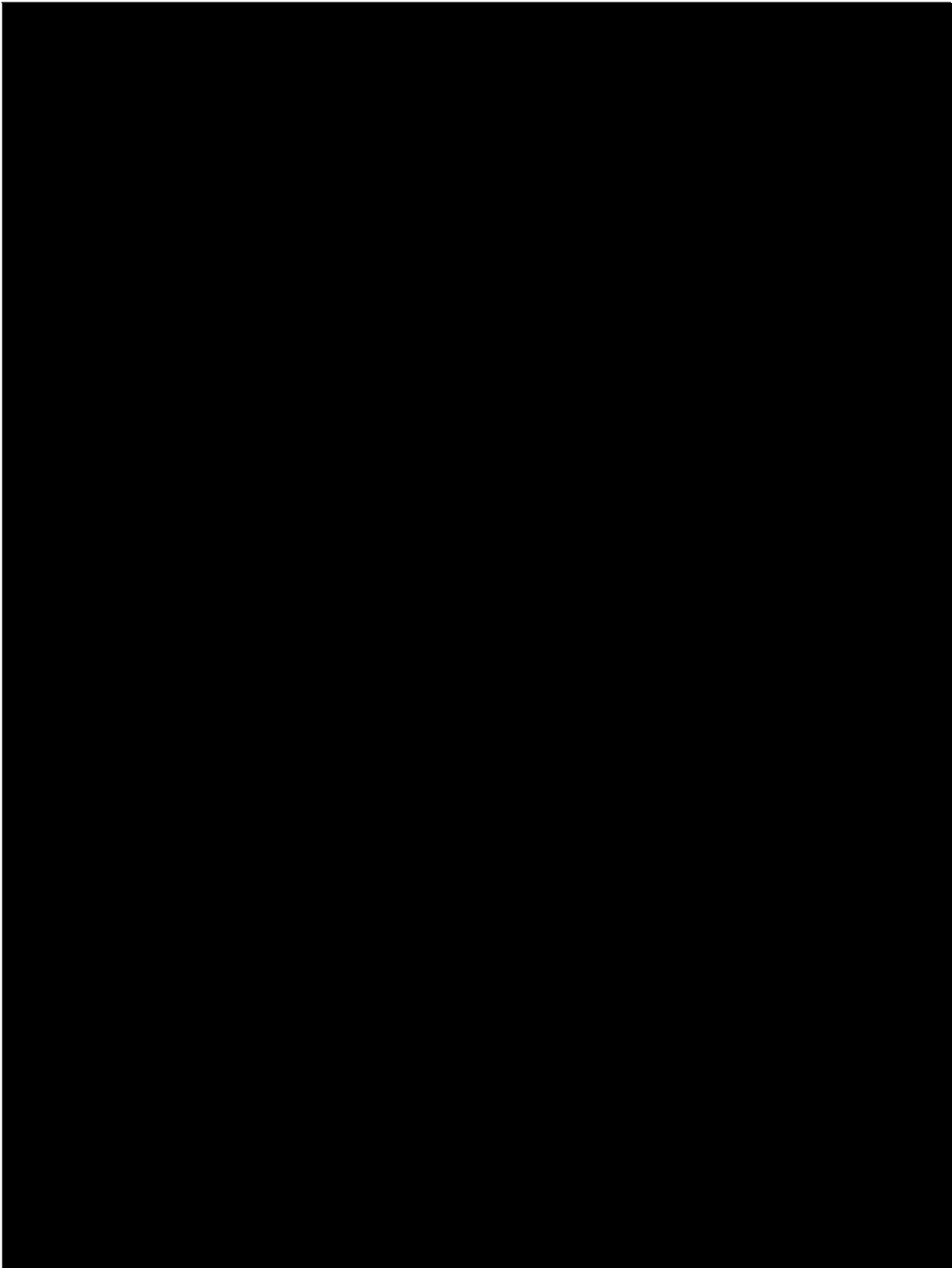
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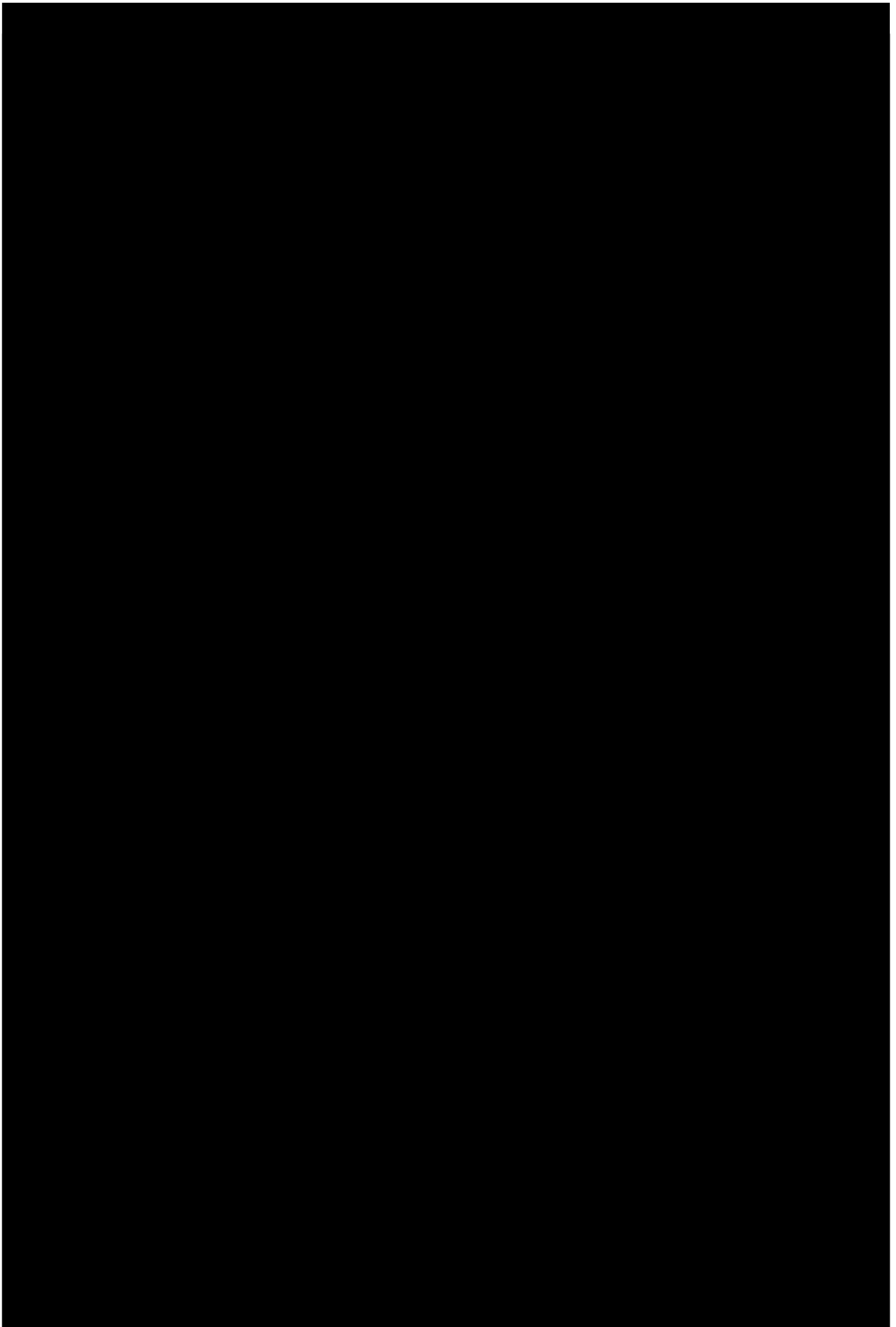
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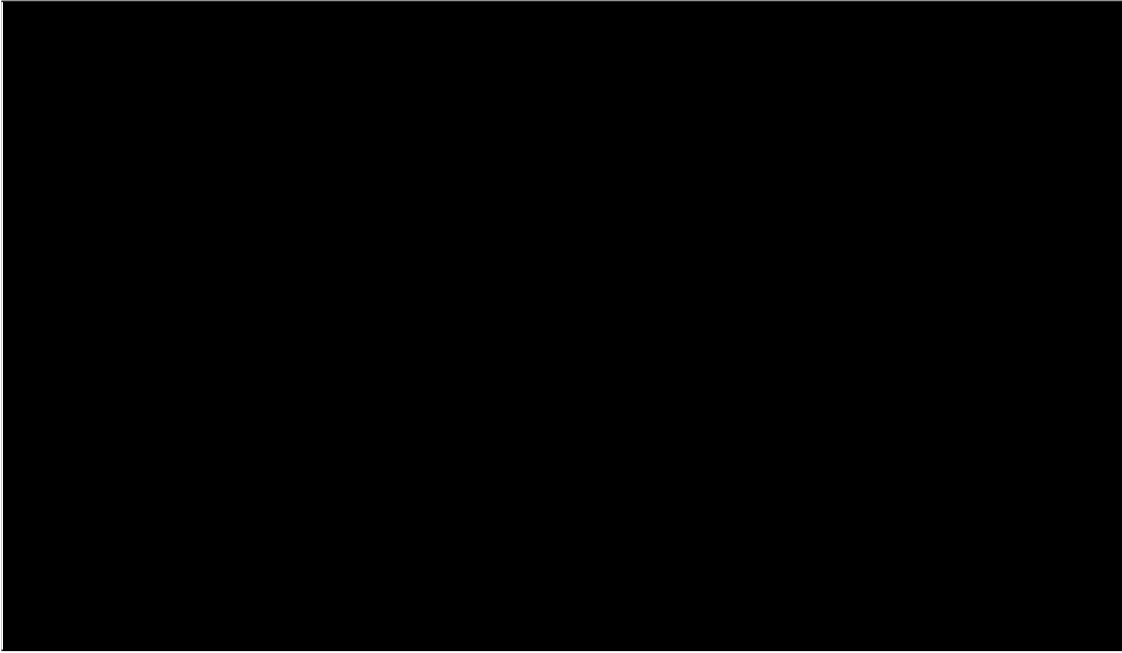
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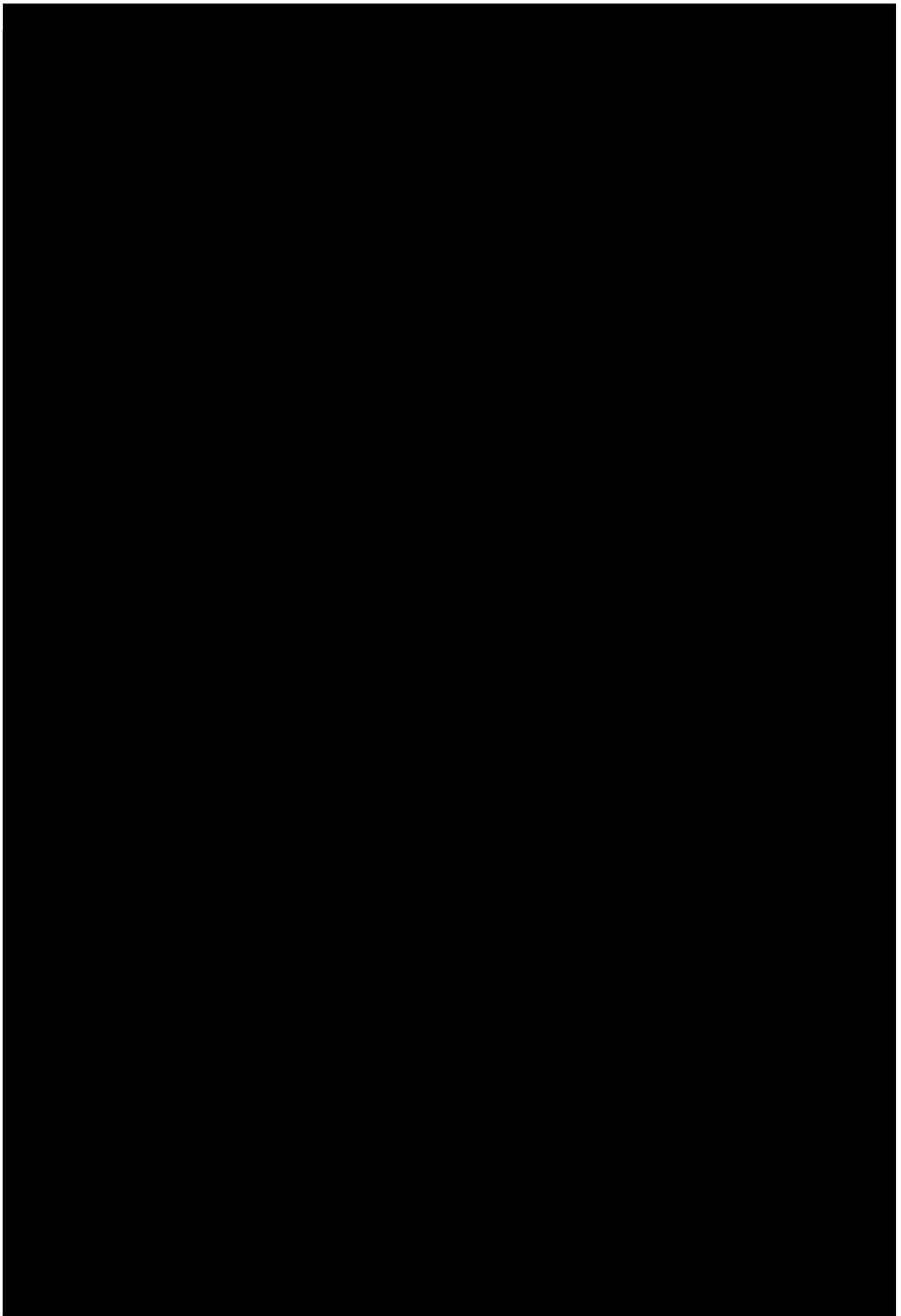


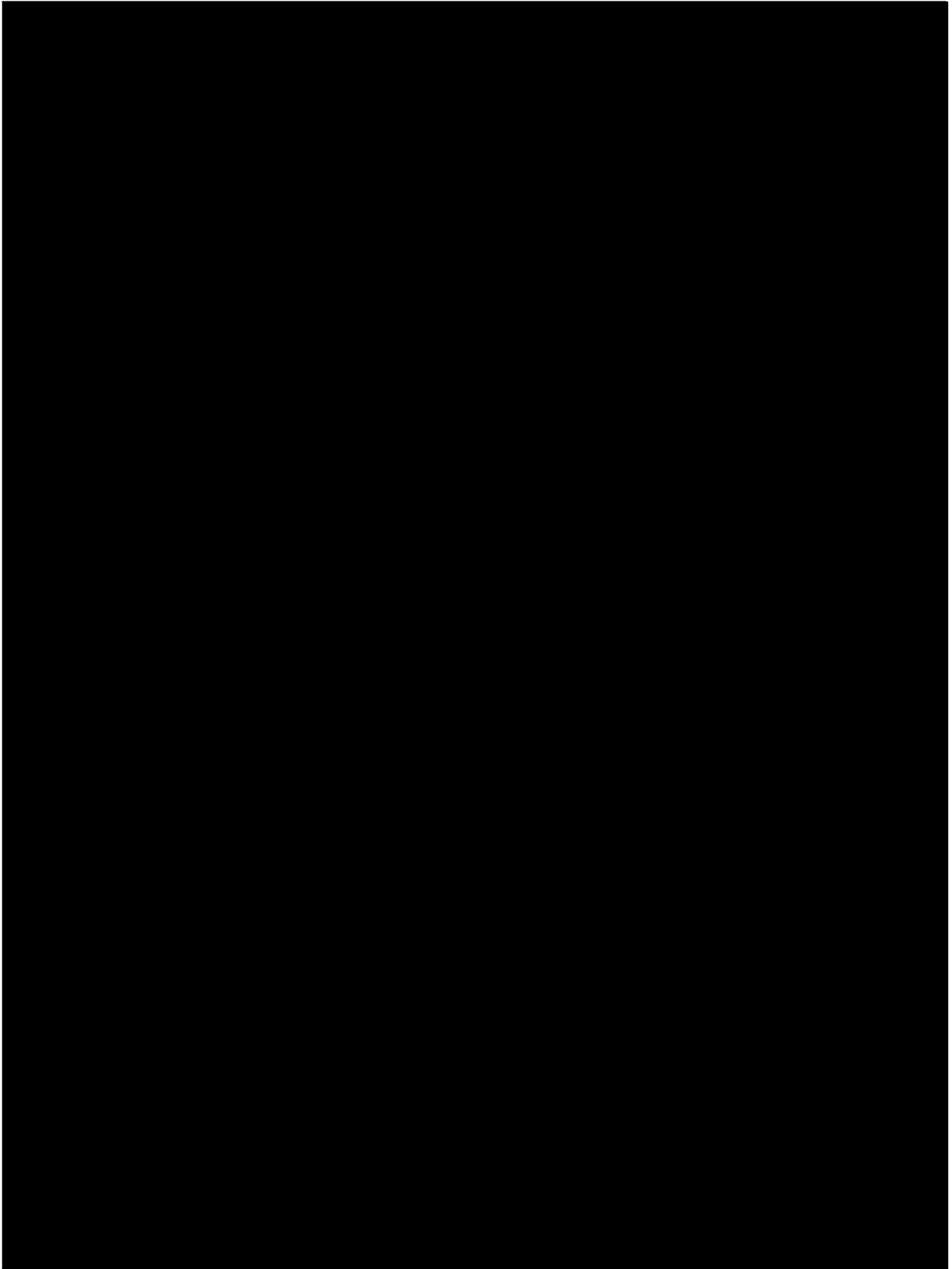


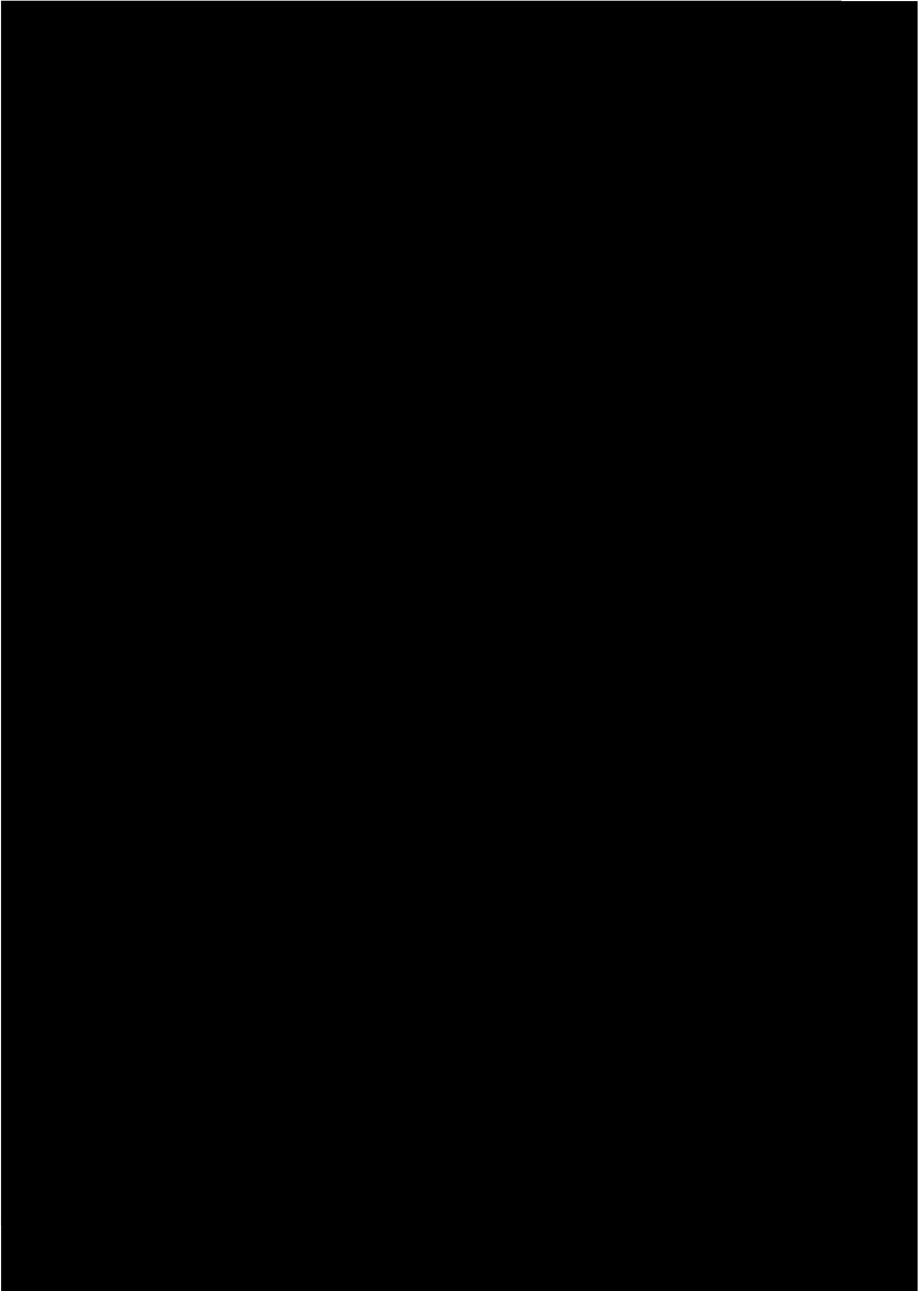


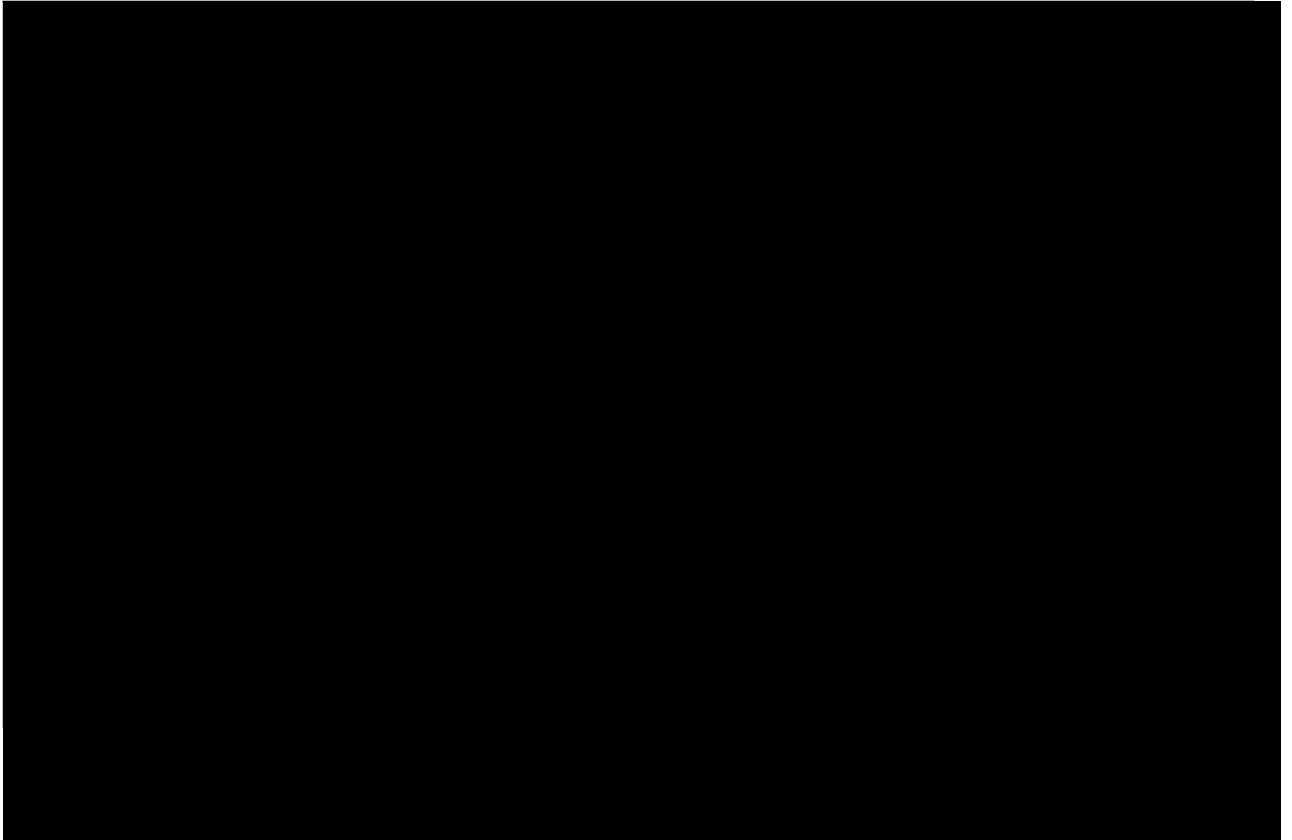


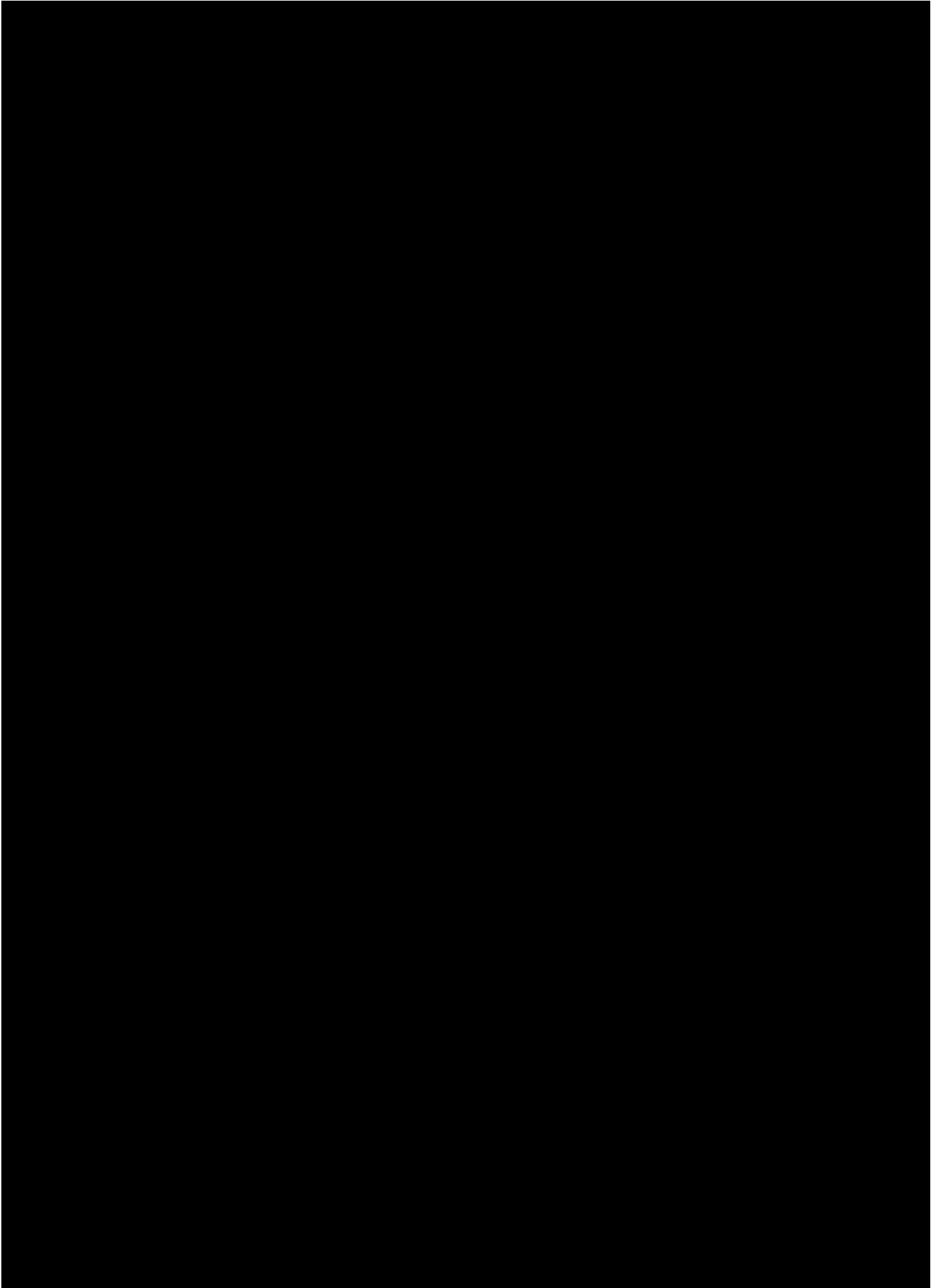


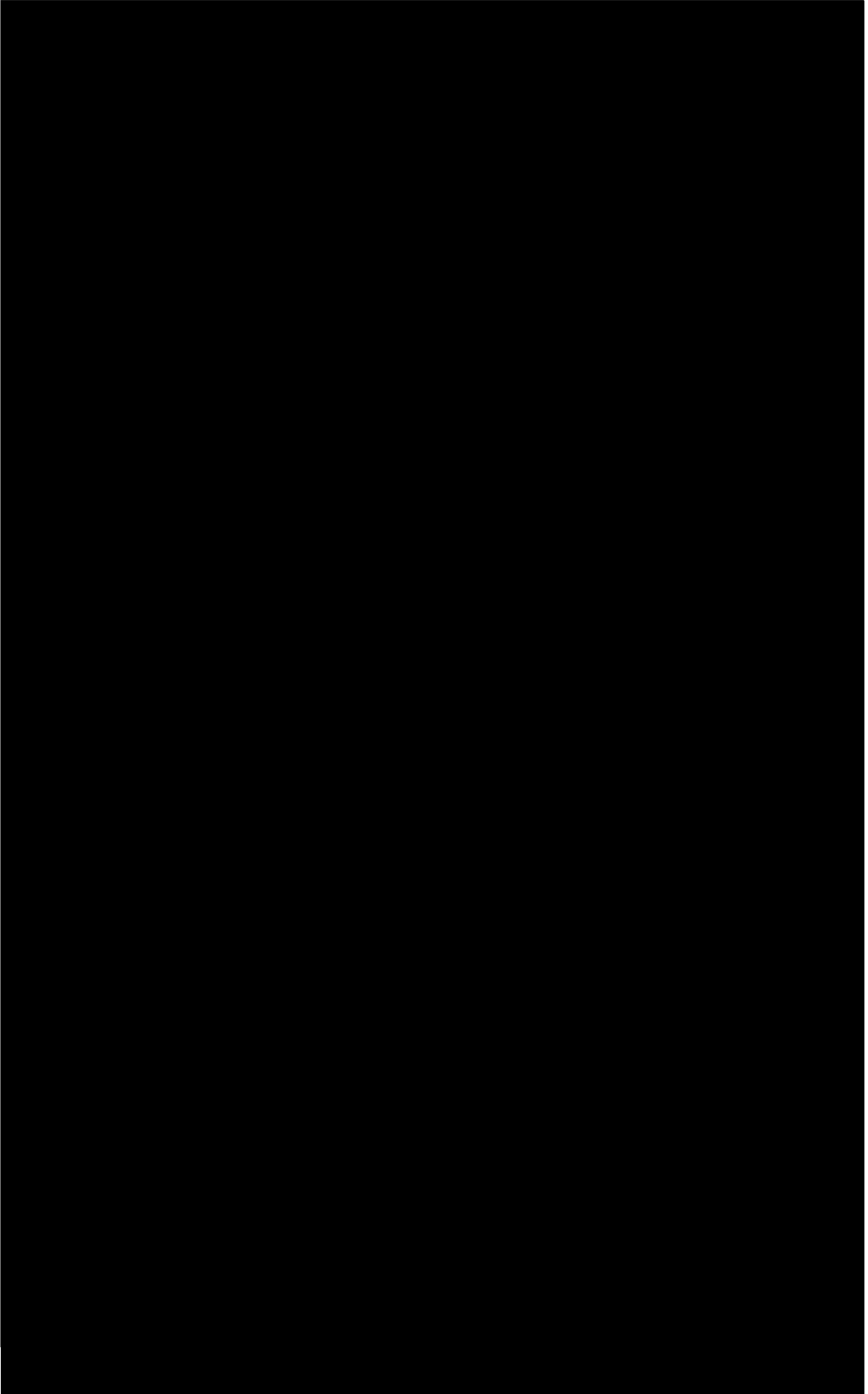


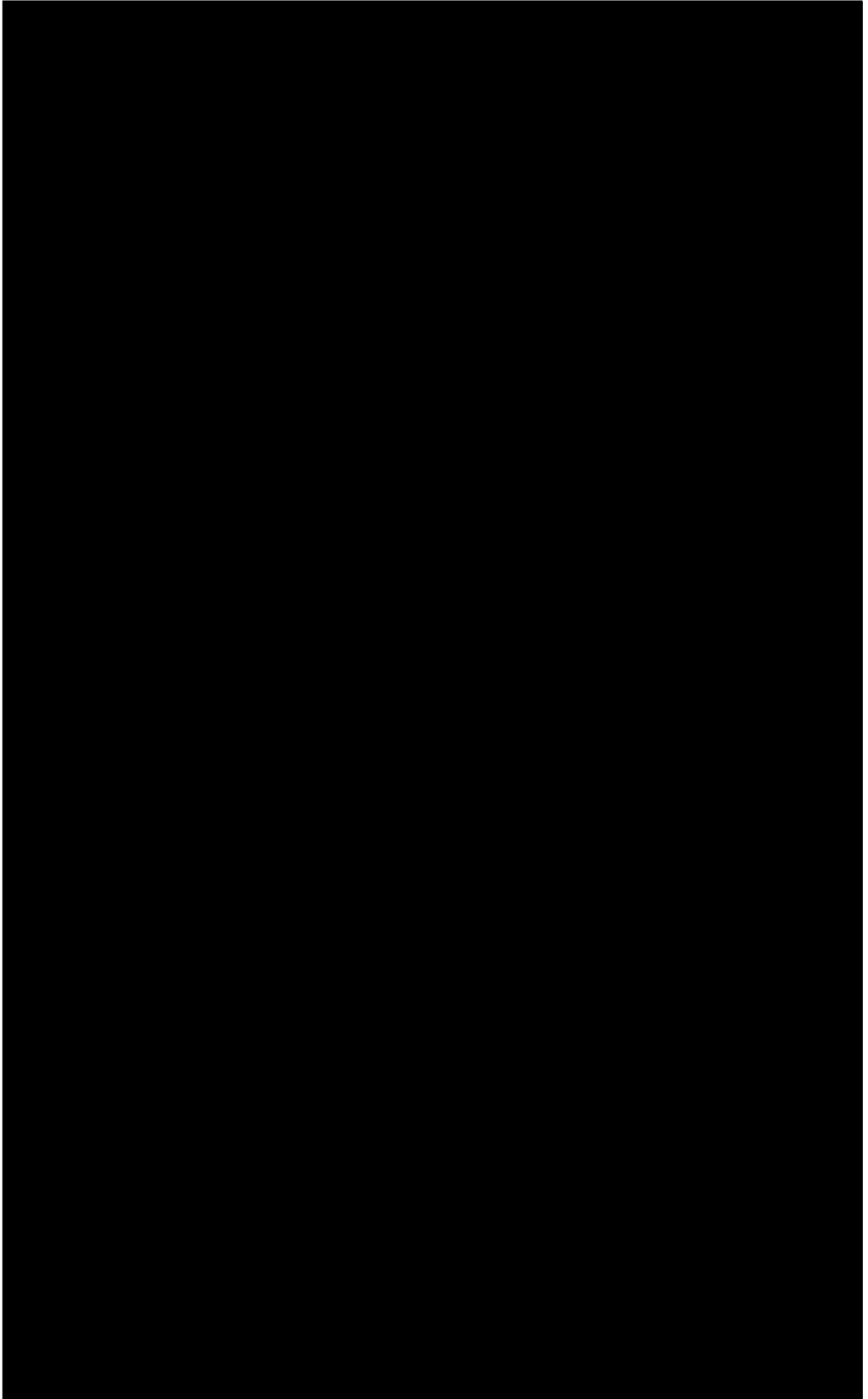












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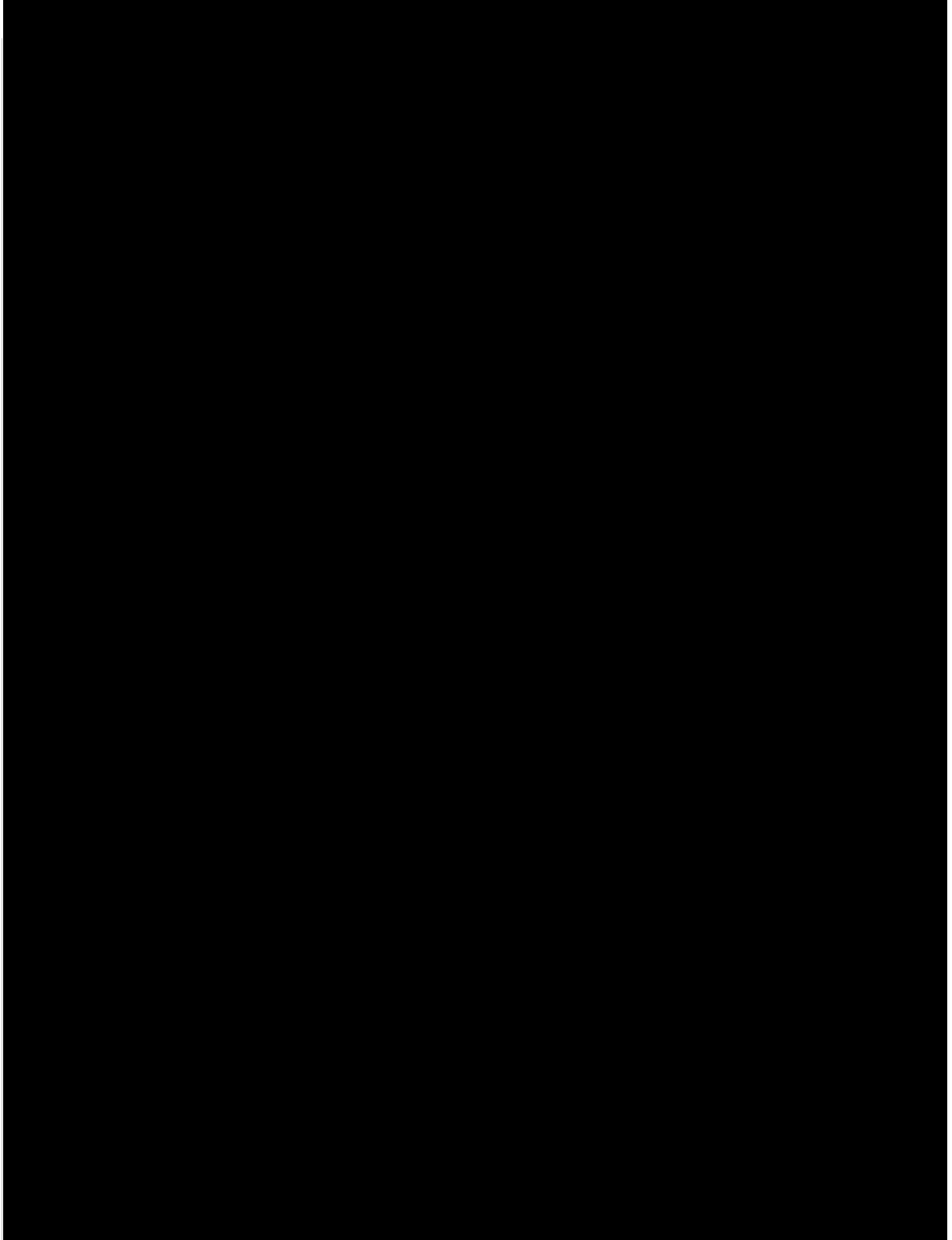
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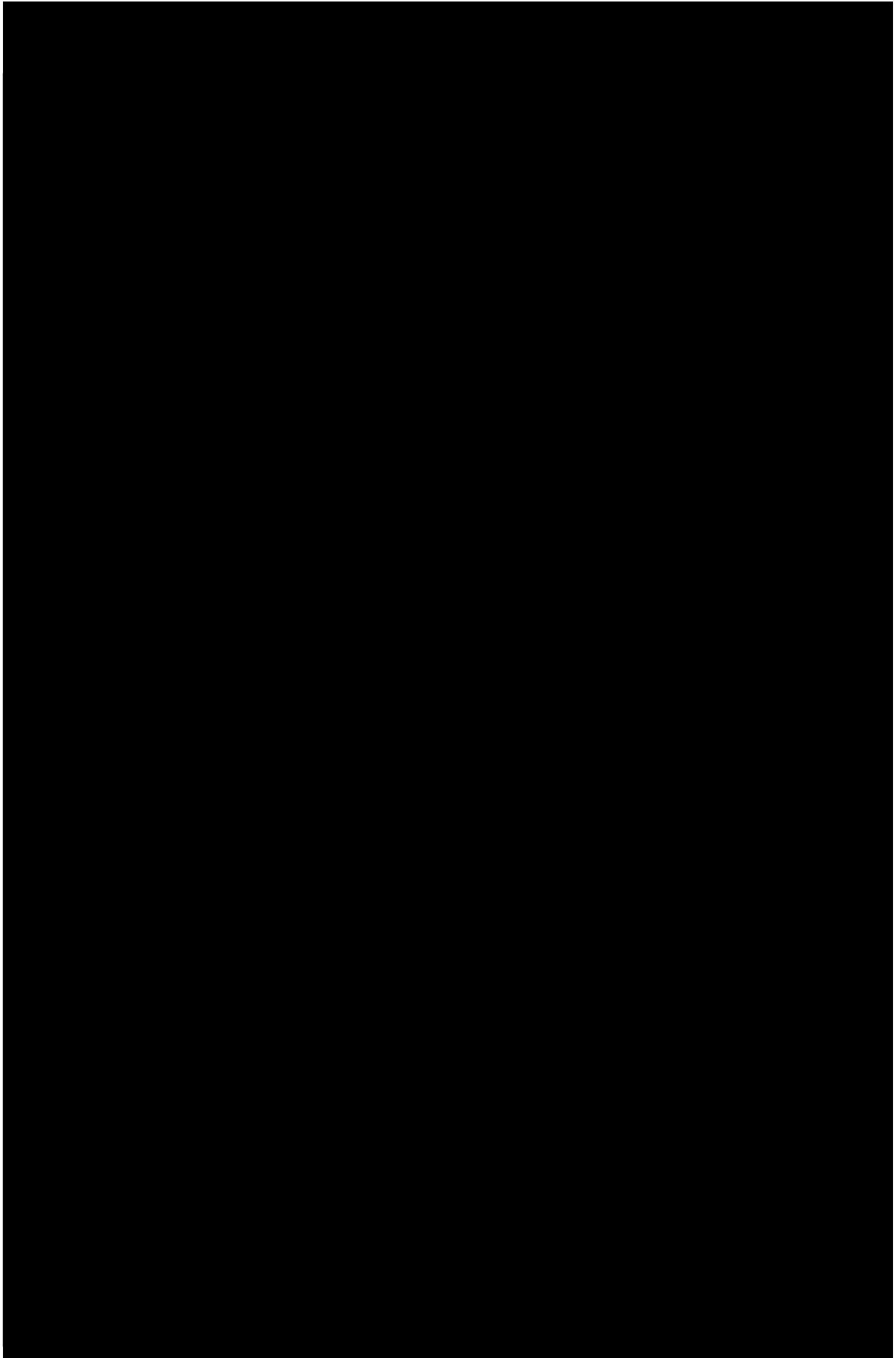
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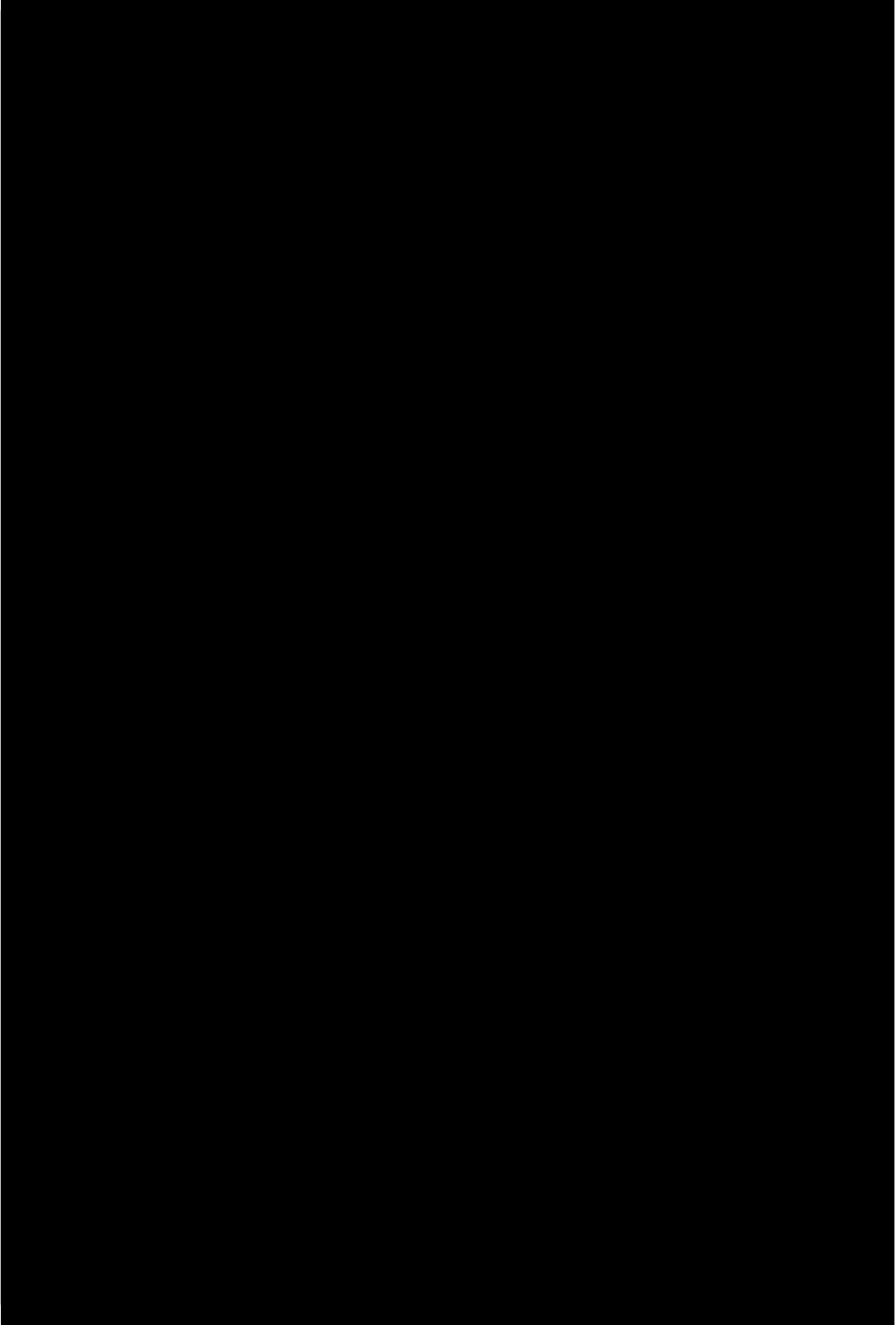
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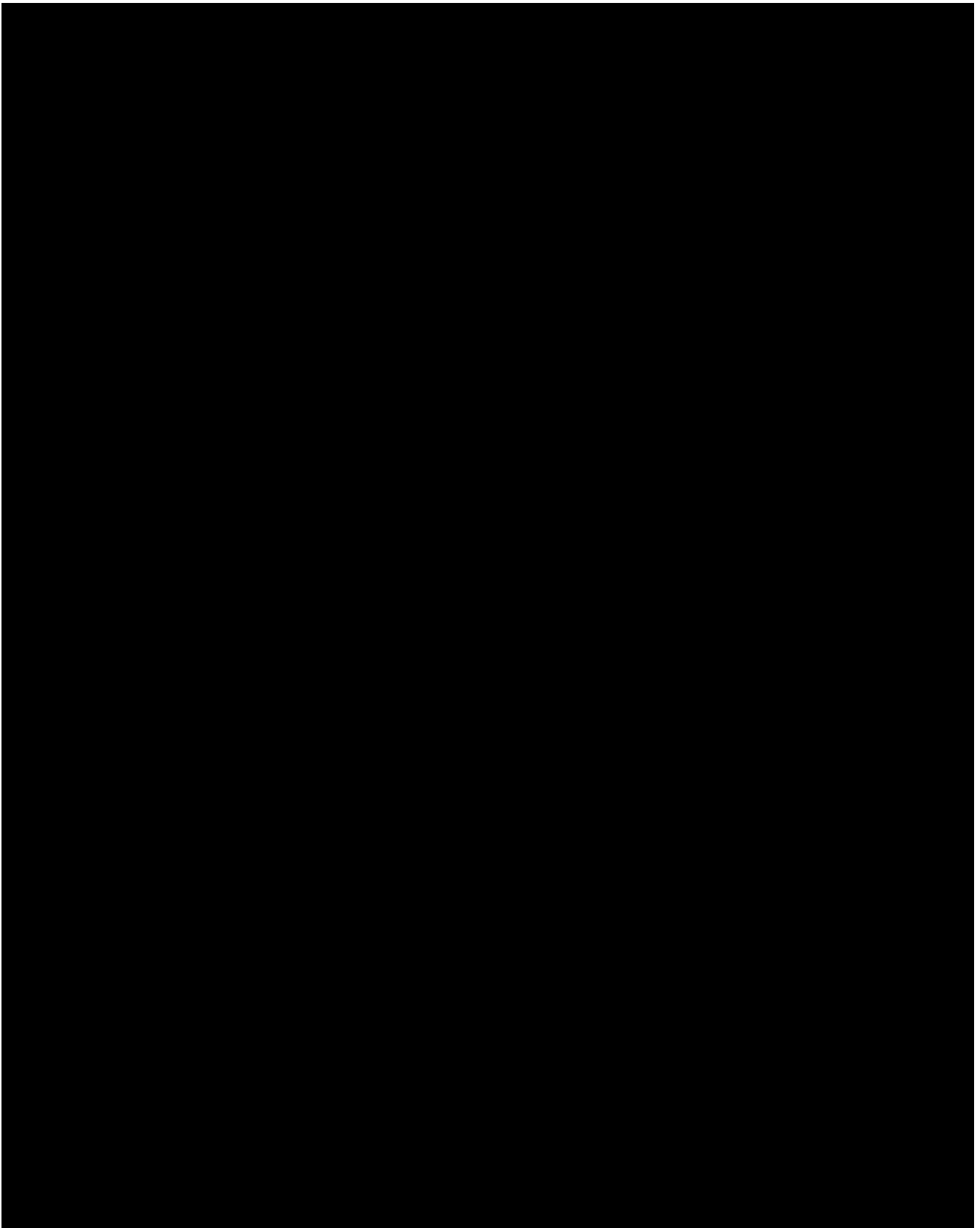
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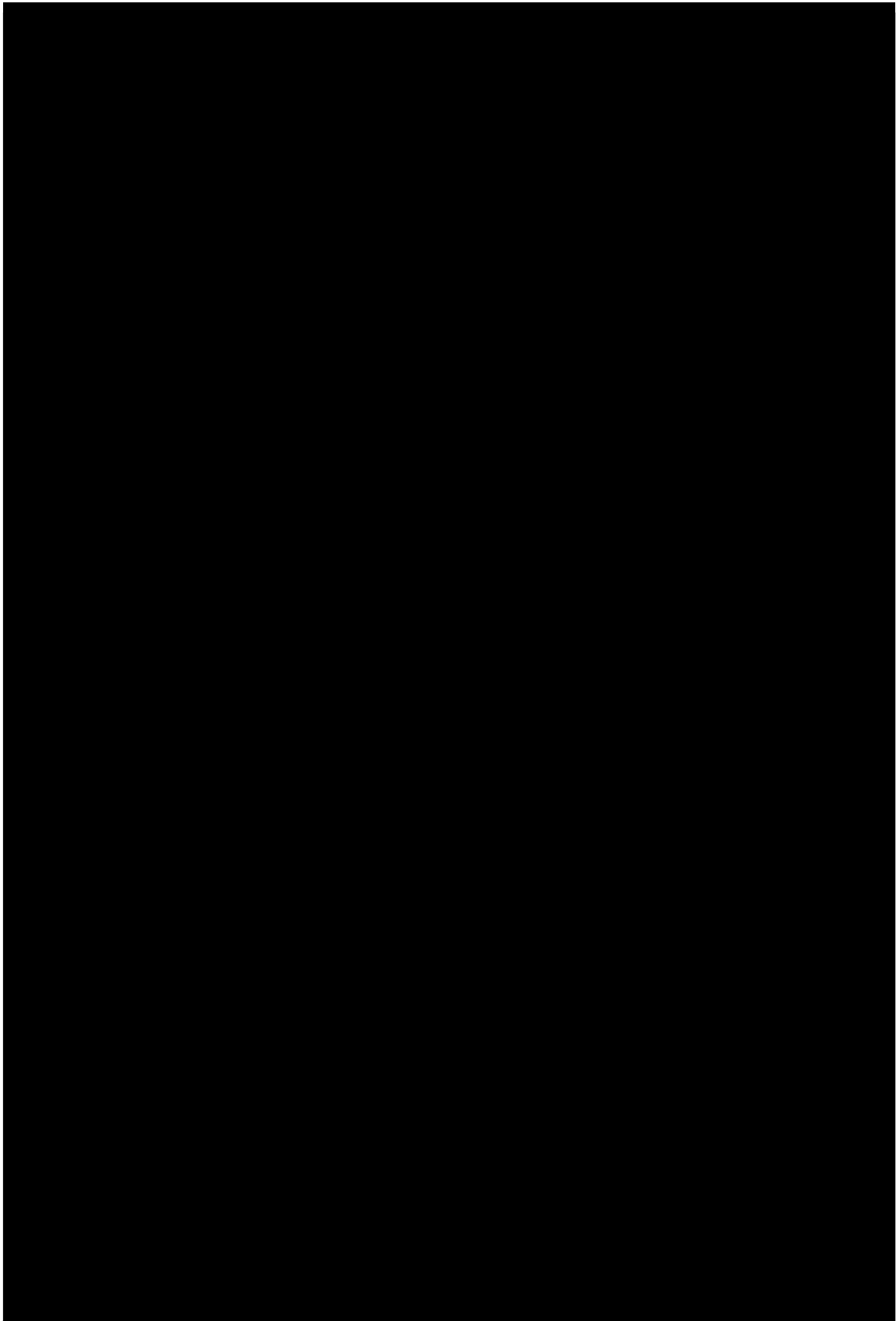
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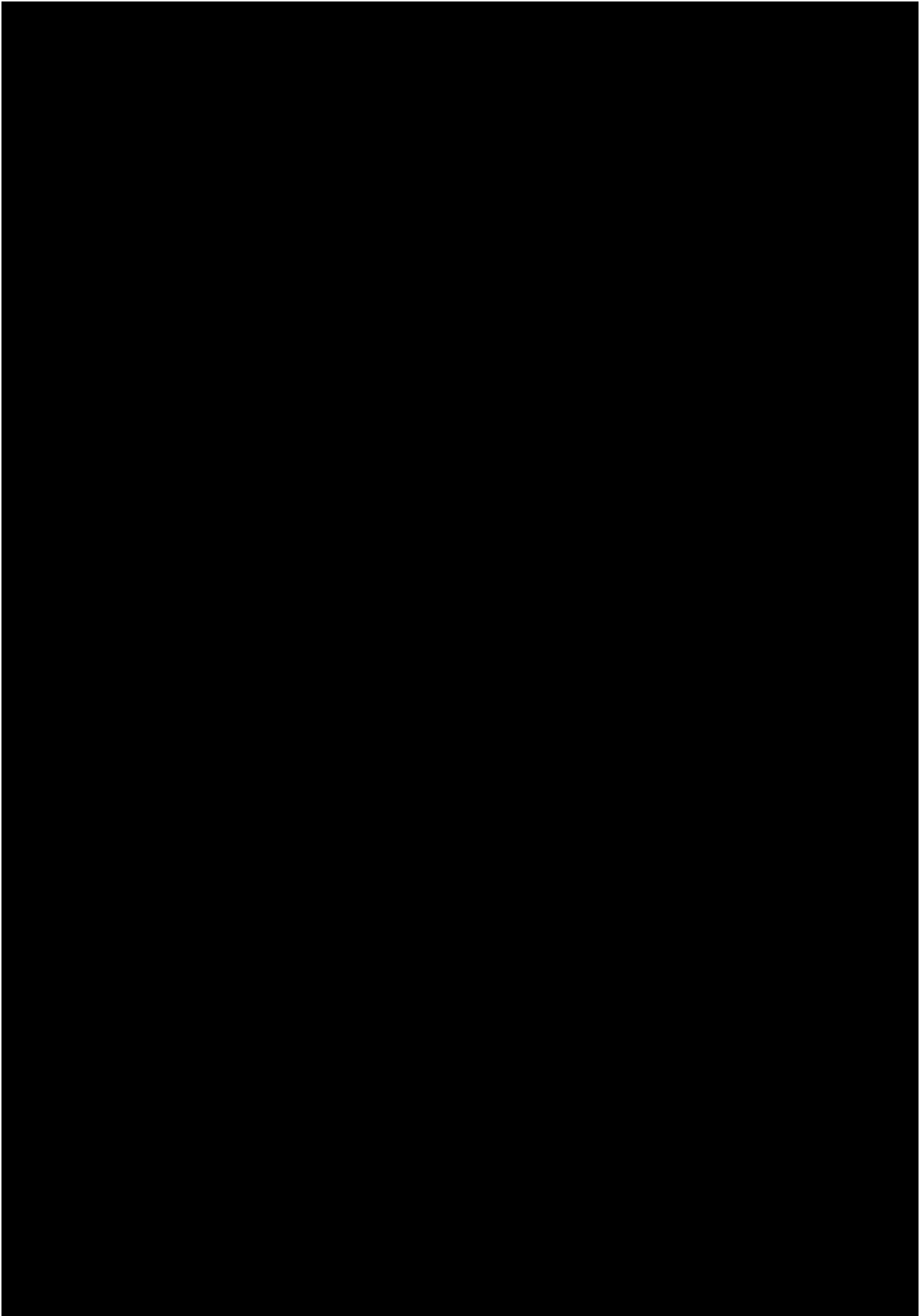


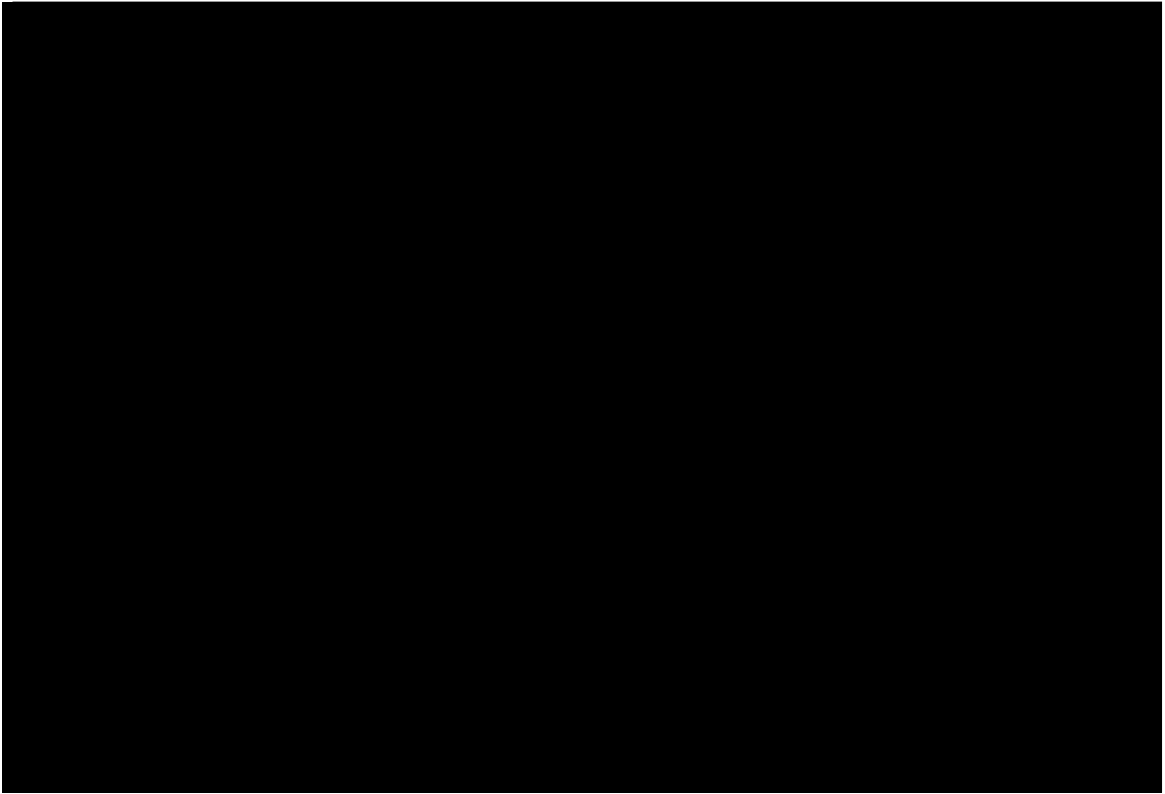


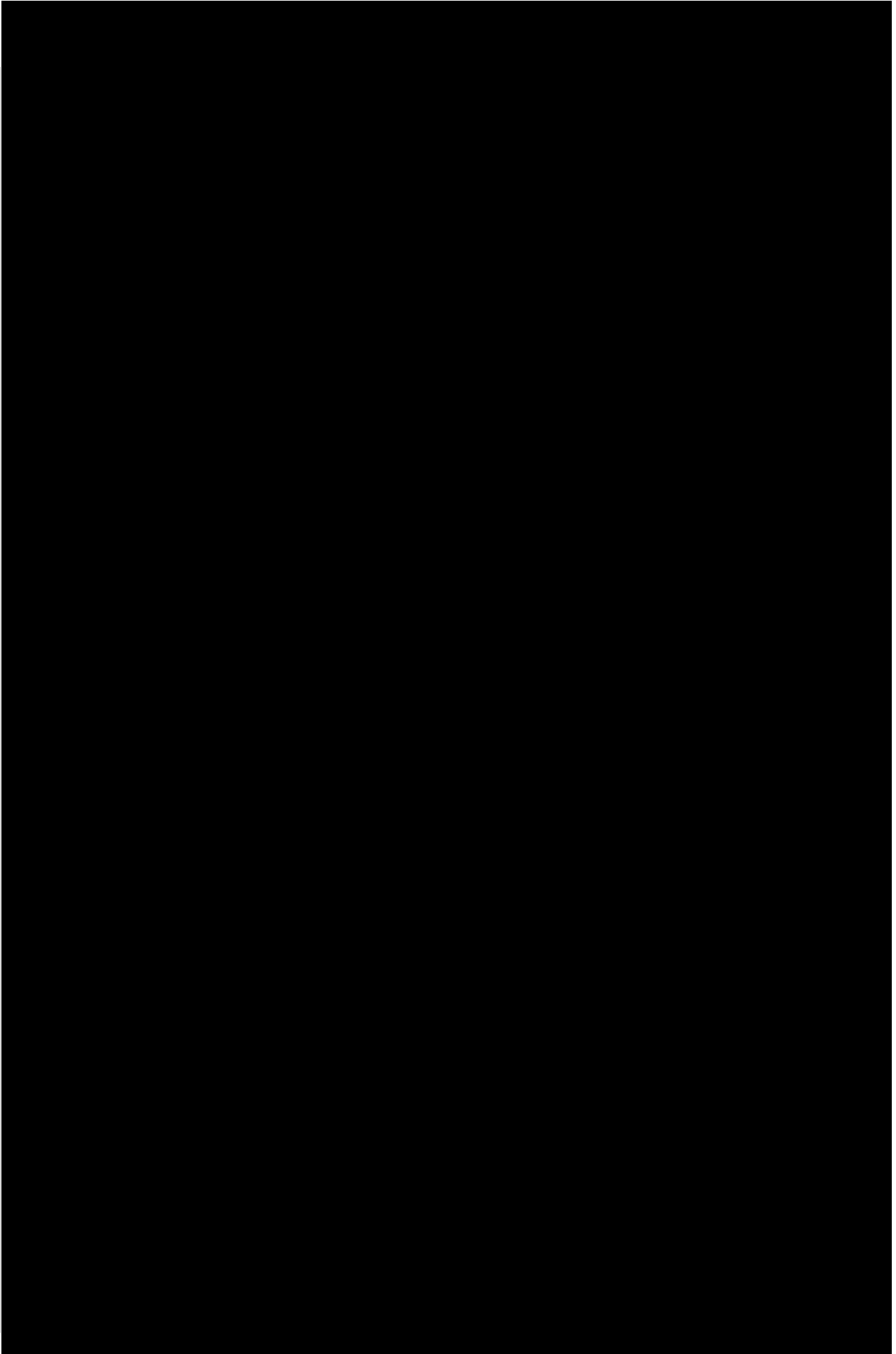












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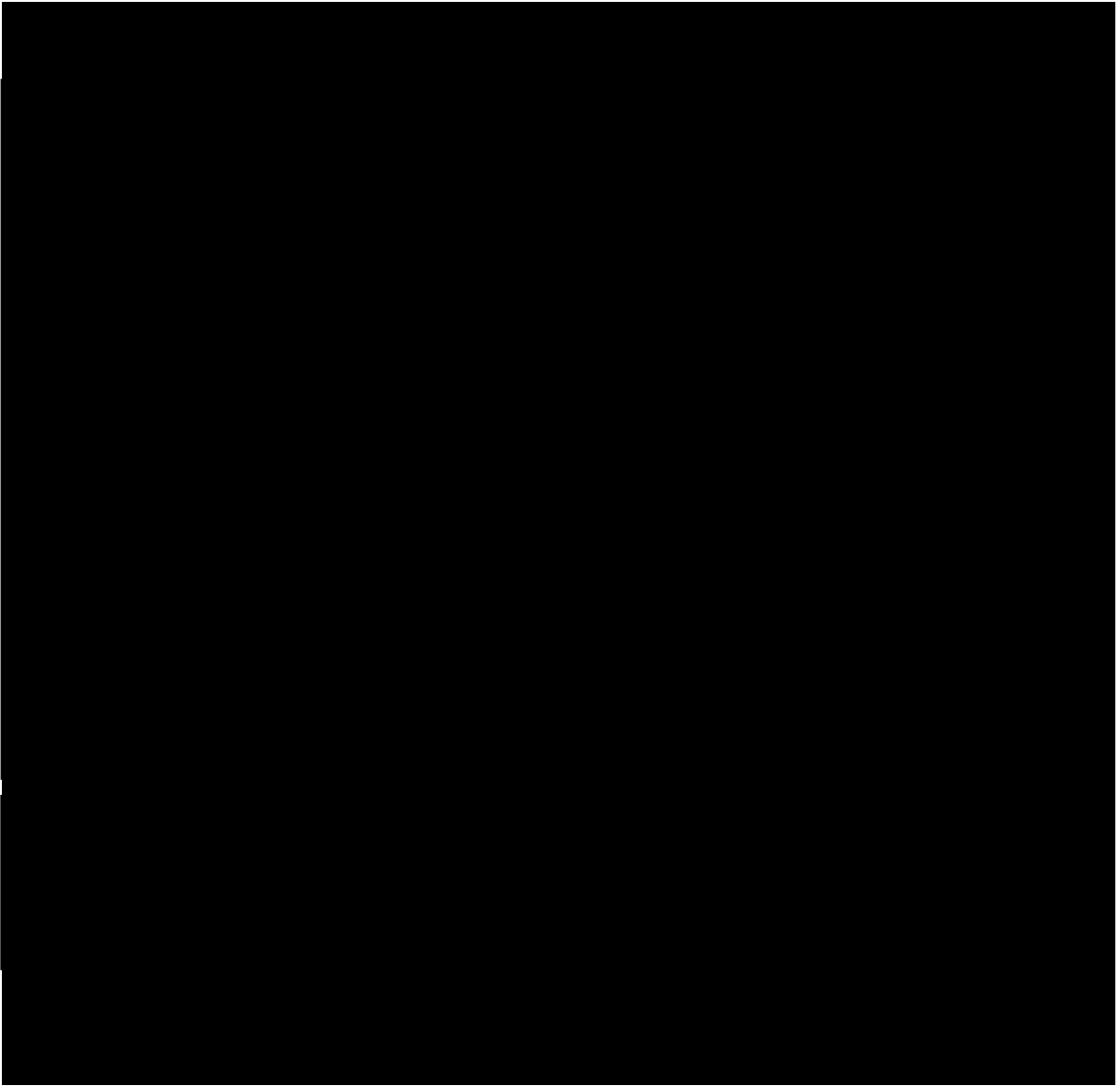
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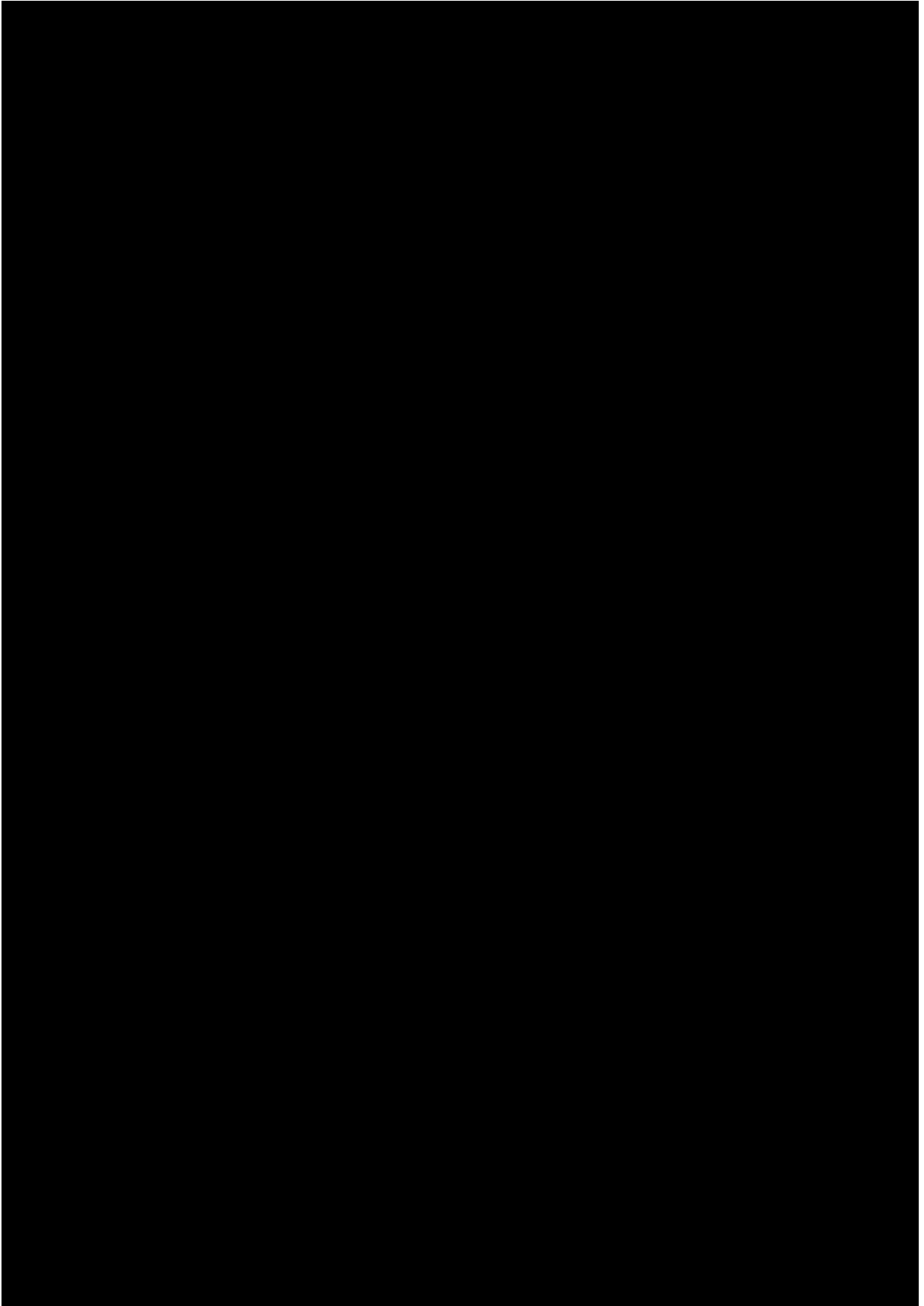
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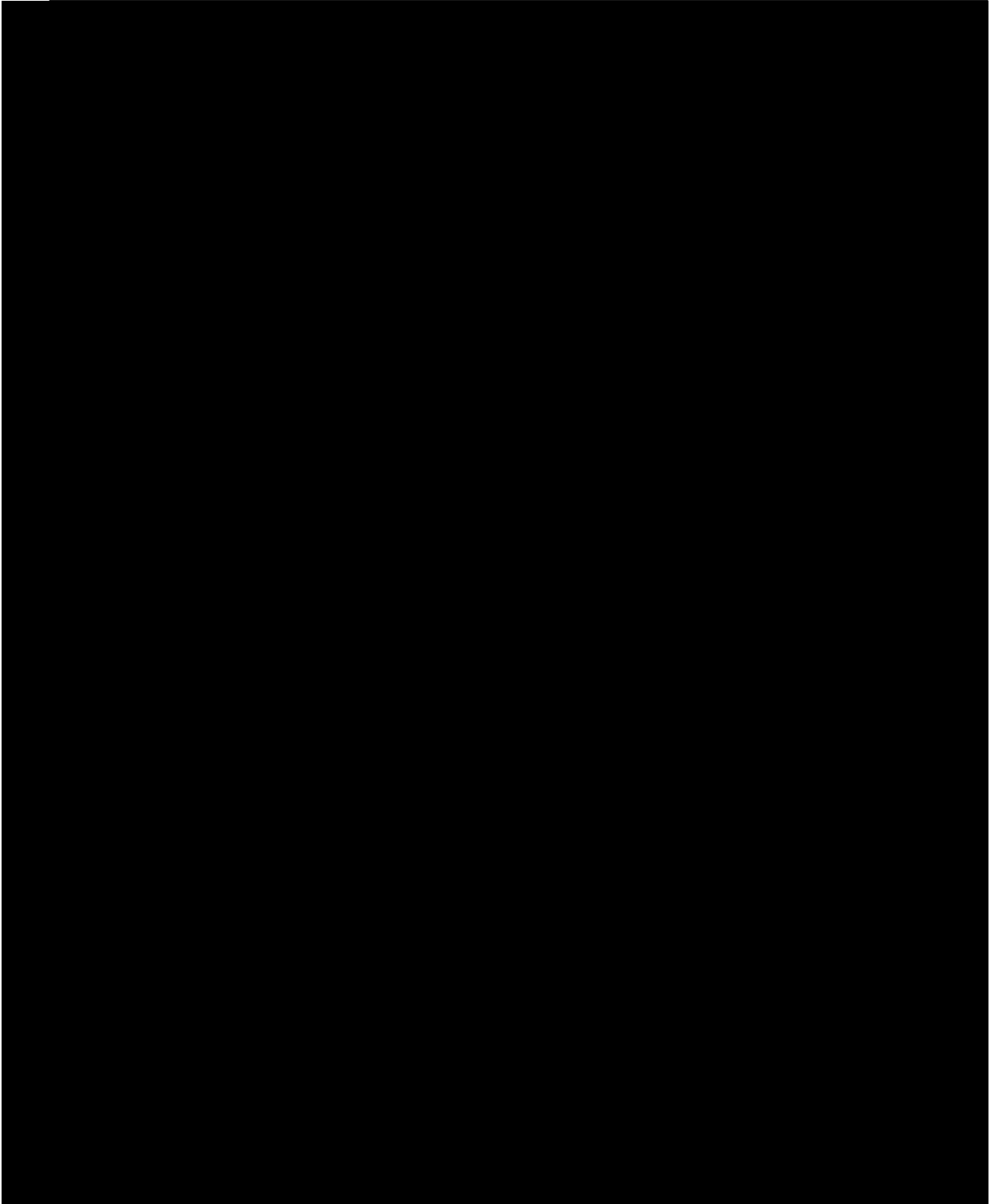
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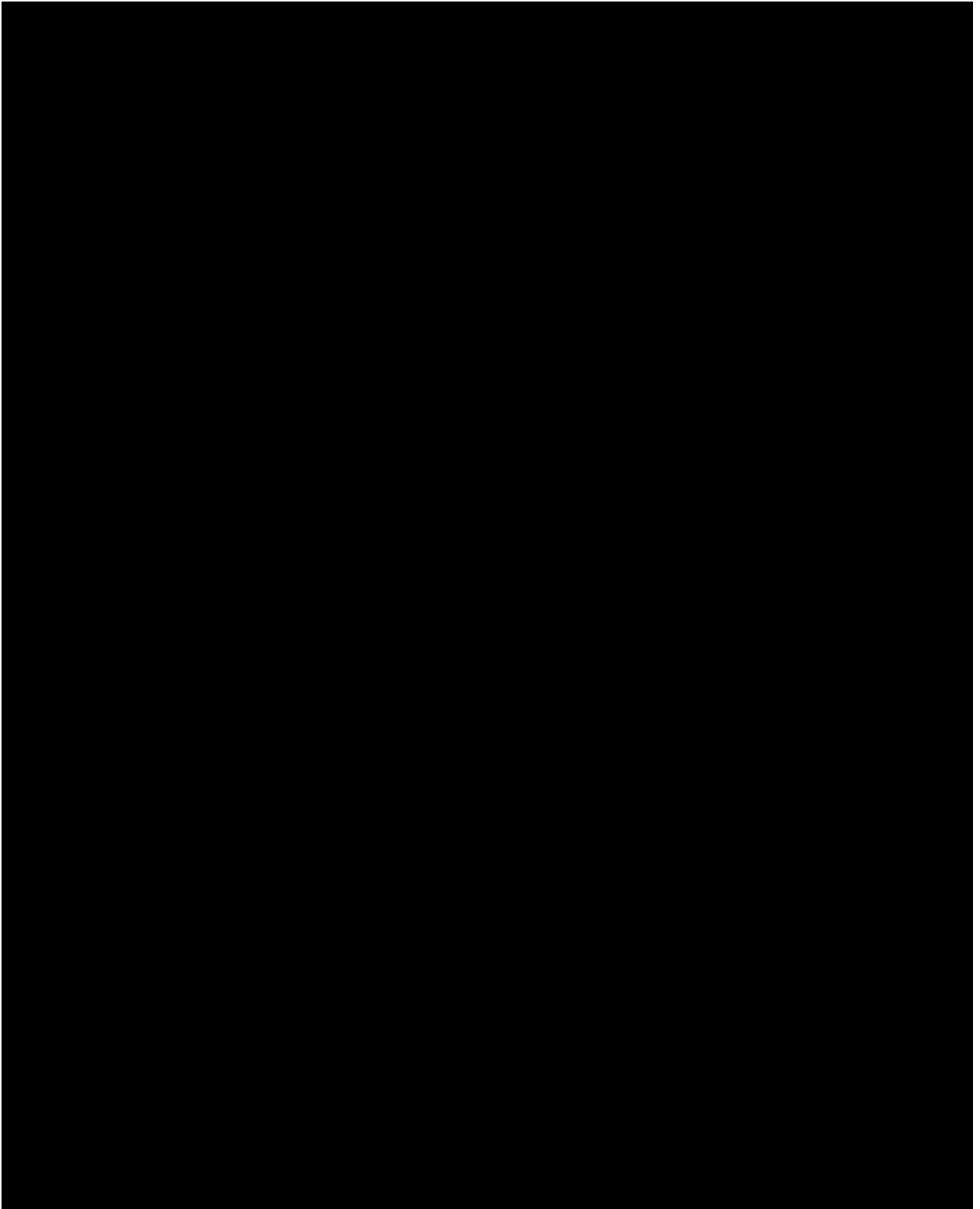
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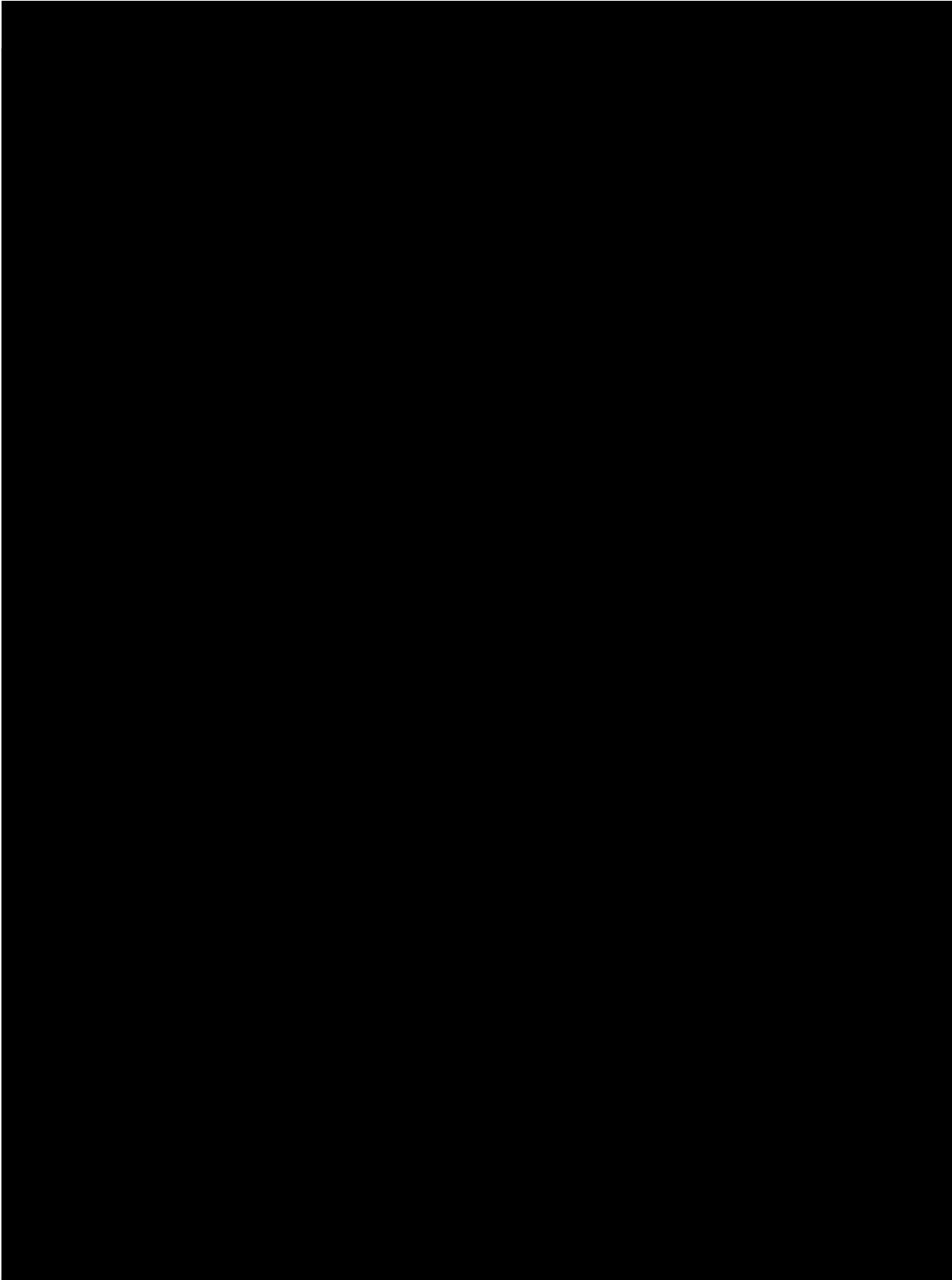
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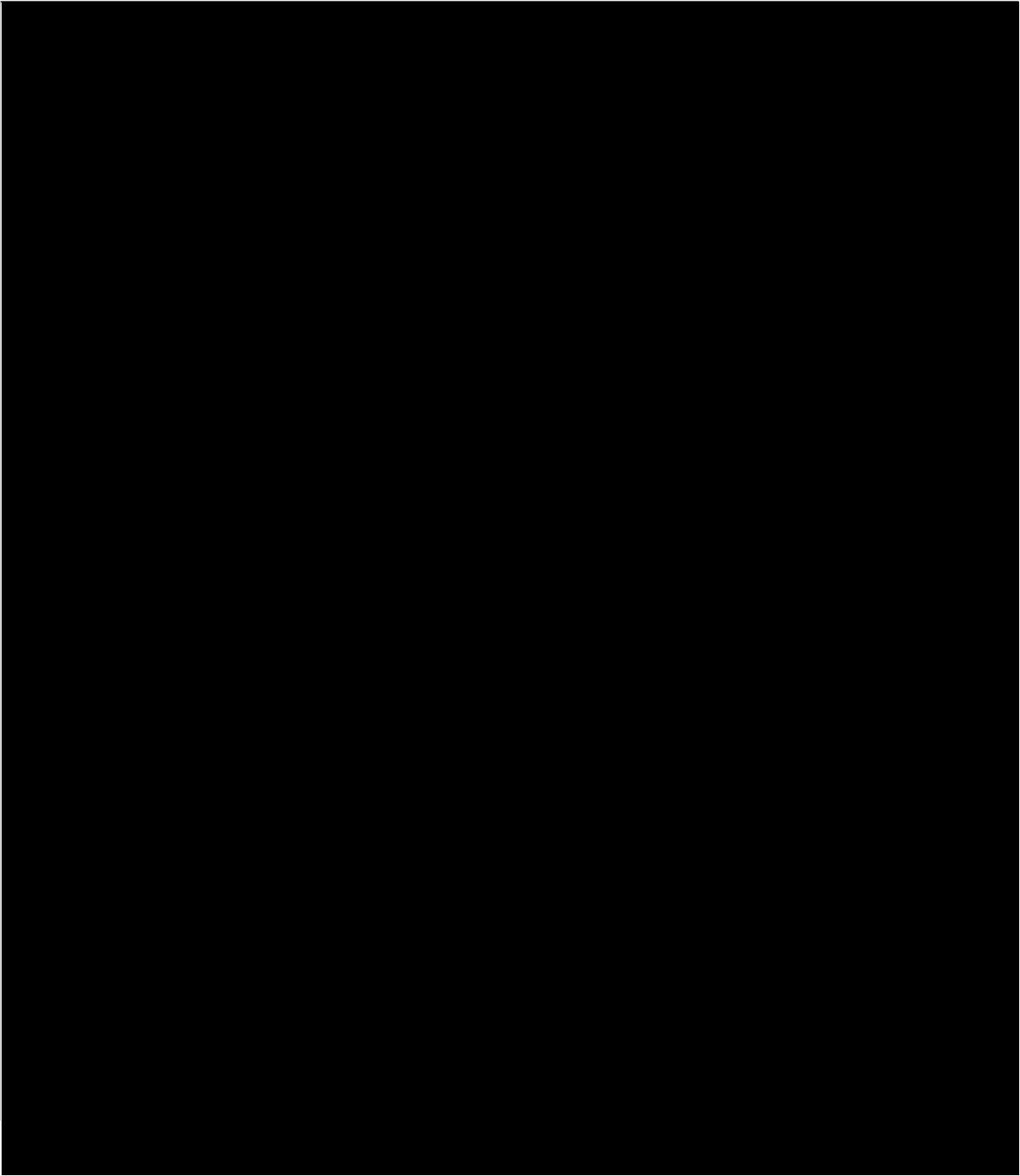












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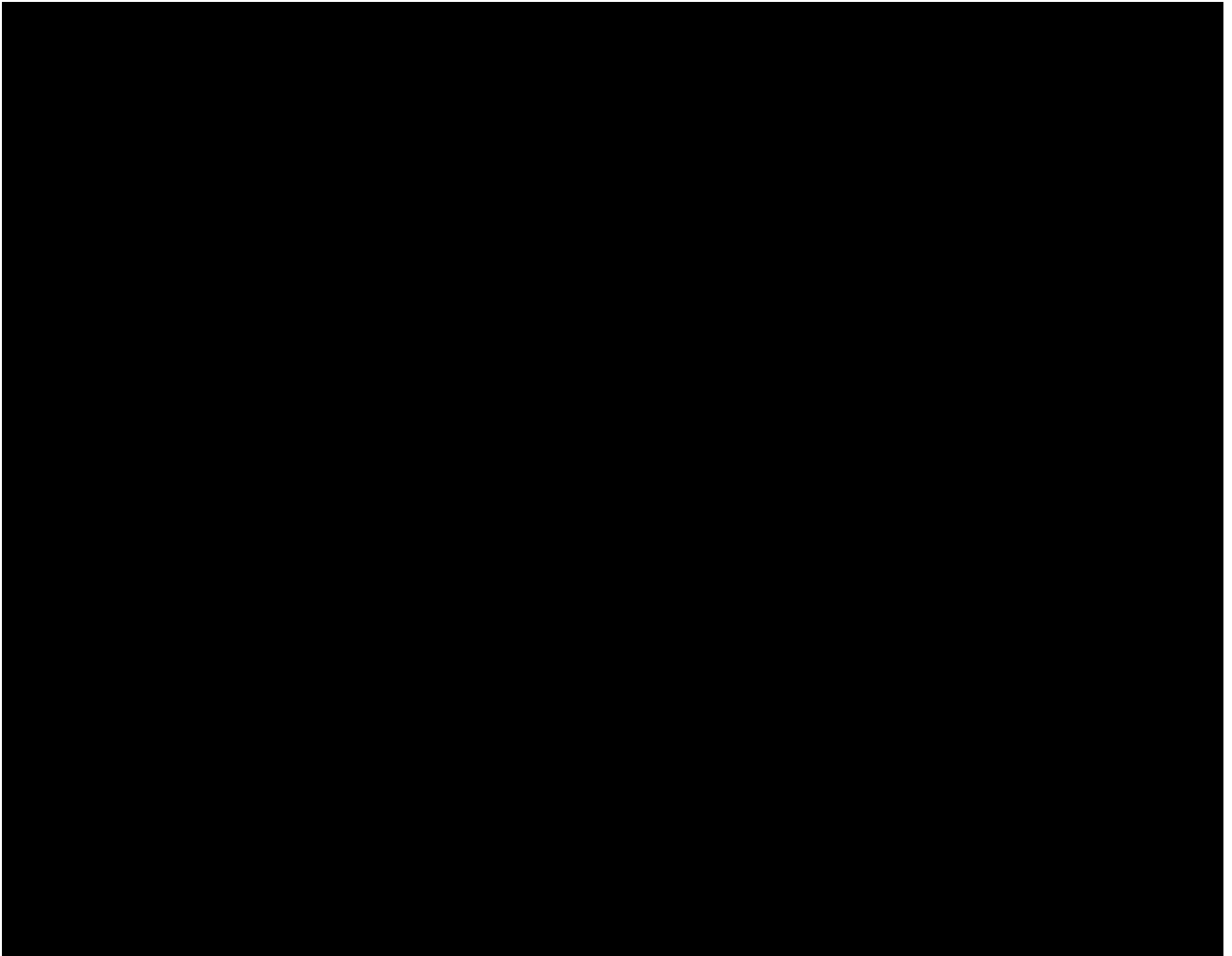
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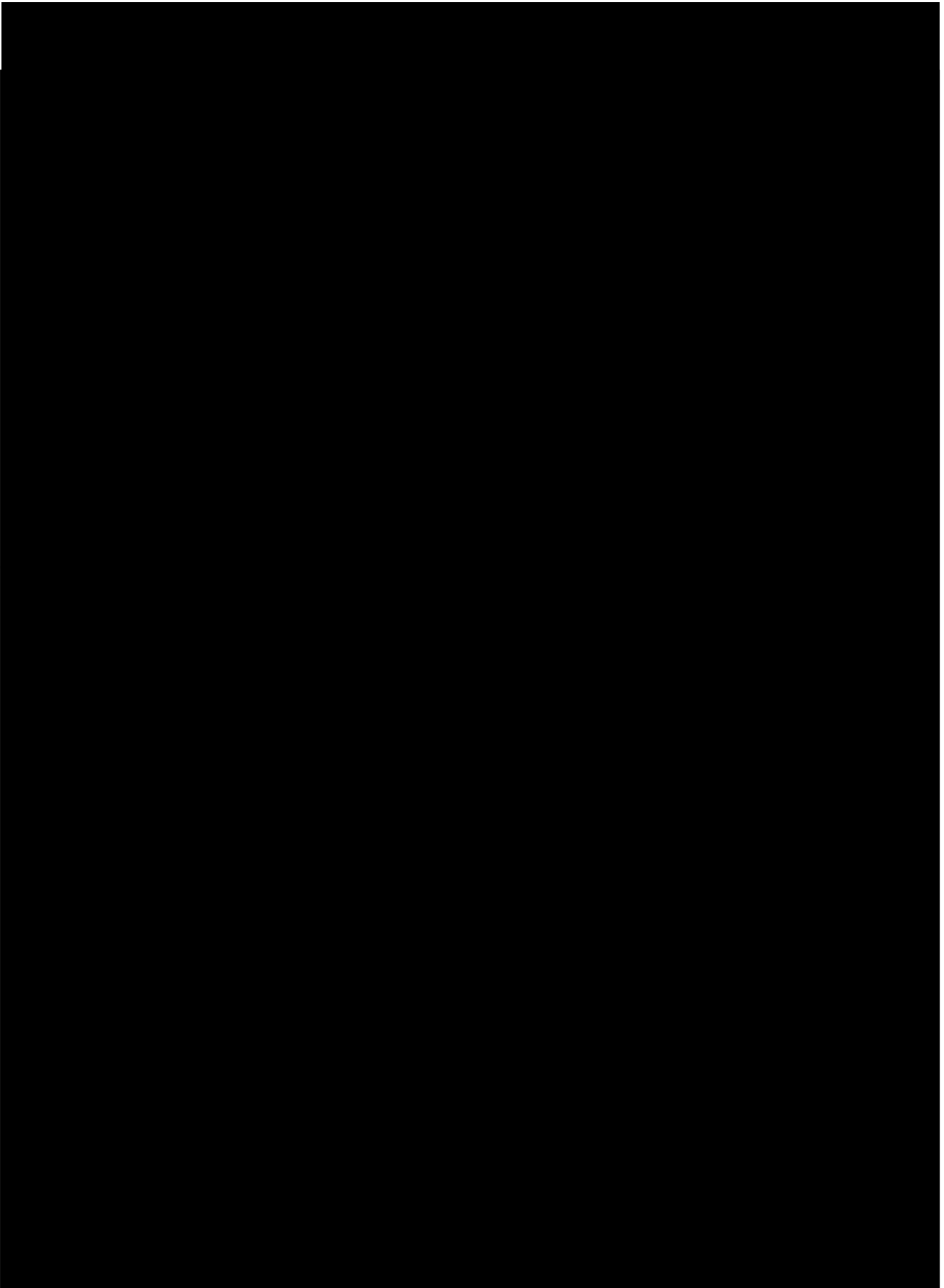
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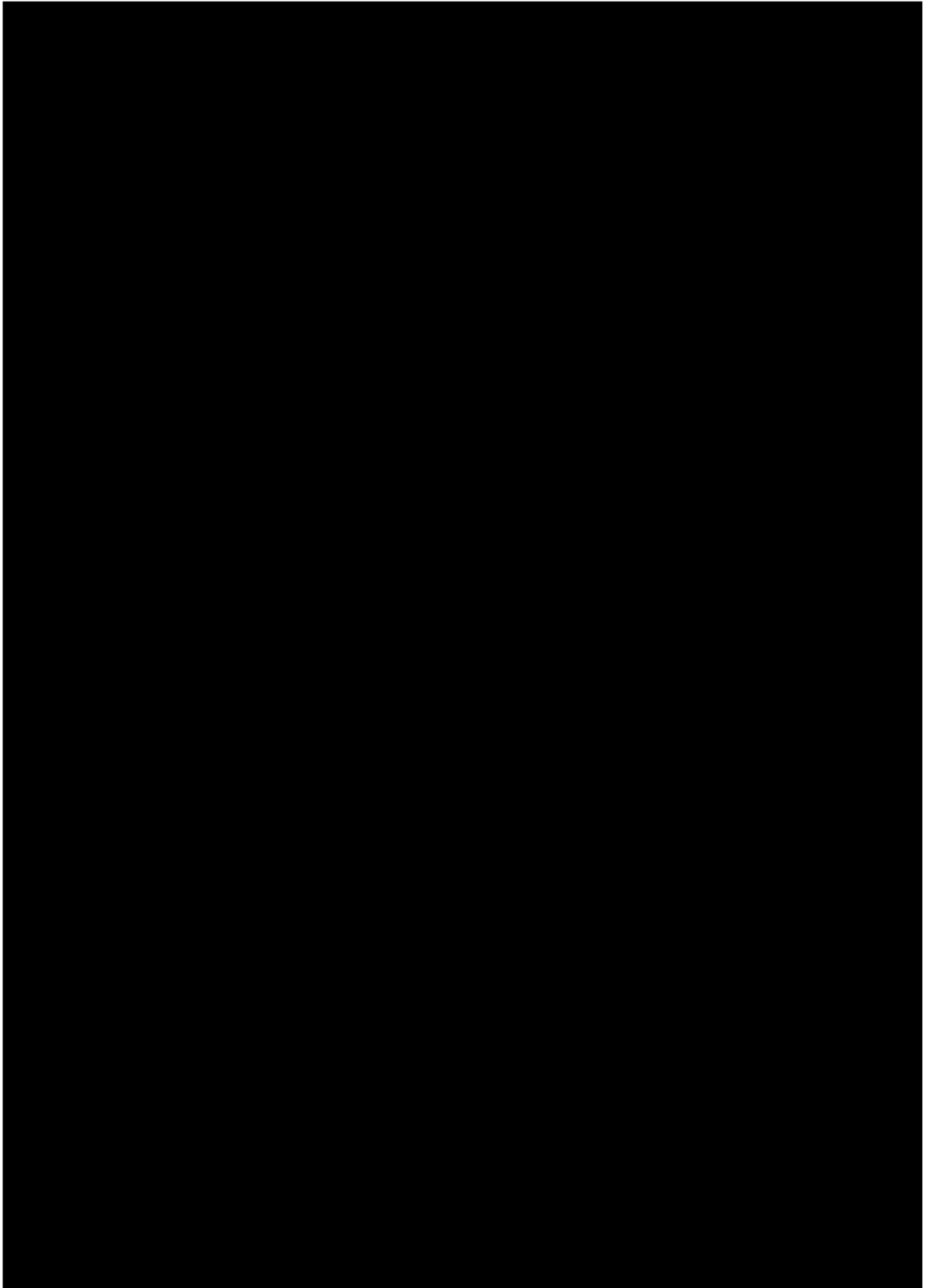
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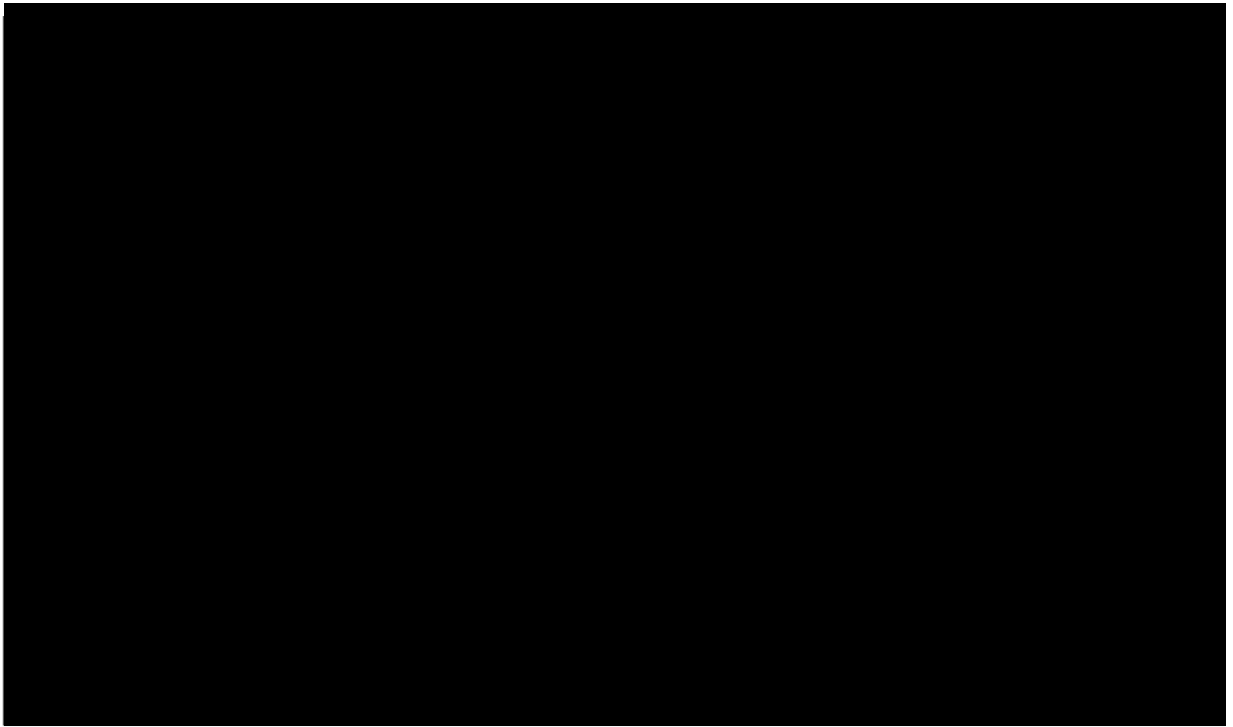
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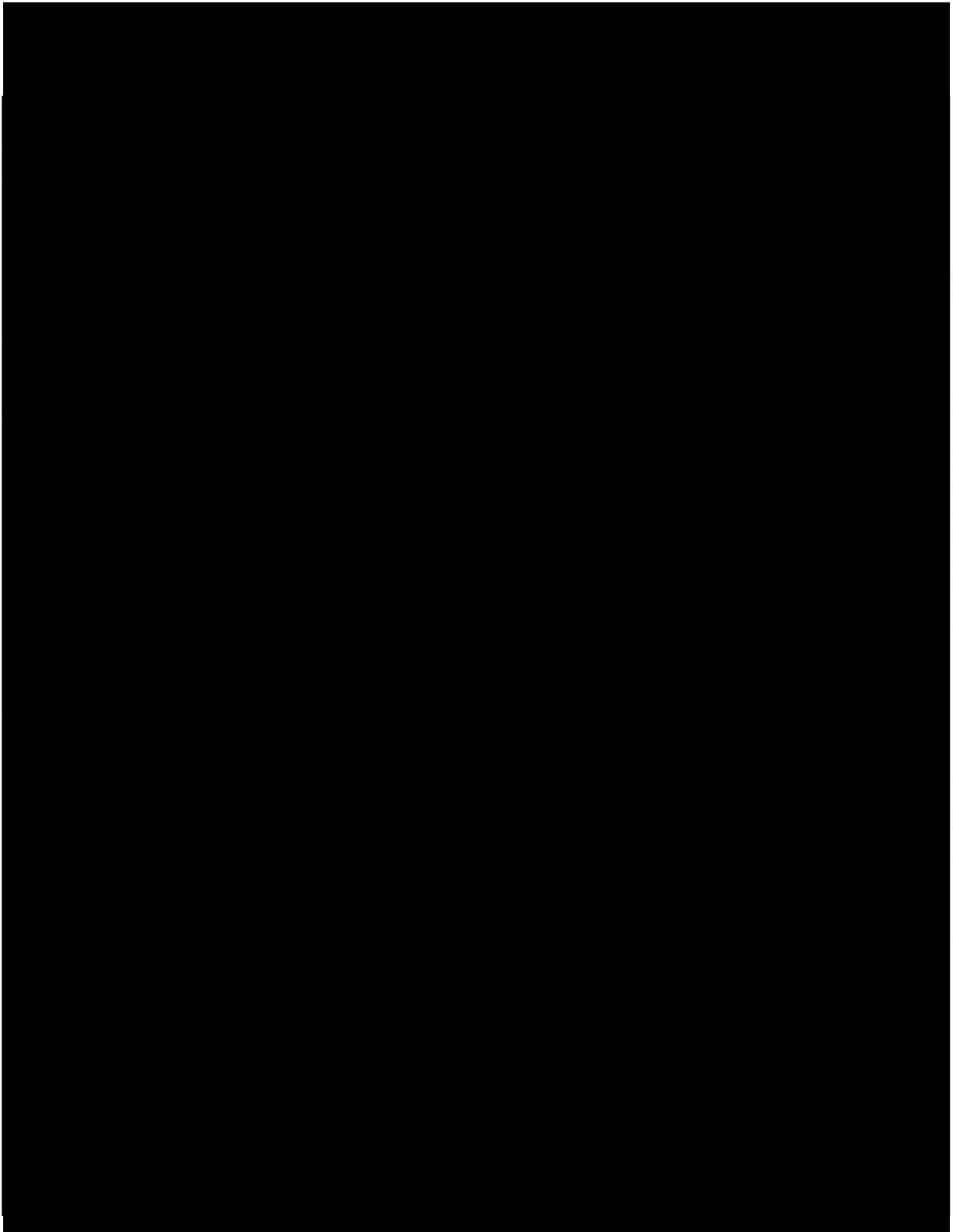
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Tasmanian Liquor and Gaming Commission

Commission Paper No: No: O10/23

Meeting date: Out of session 22 November 2023

Subject: Briefing Paper

Item for: Decision

Player Card and Cashless Gaming - consultation

Matters for consideration

The Commission is requested to:

- note the key areas of the proposed system design which:
 - are subject to future technical or operational requirements;
 - are being proposed following interpretation of the Commission's recommendations and Government's response;
 - are subject to future policy decisions; and
- approve the content of the attached document for use for forwarding to the Treasurer and subsequent consultation with stakeholders.

Background

The Treasurer issued the *Tasmanian Liquor and Gaming Commission Ministerial Direction (No. 1) 2022* (Direction) on 15 September 2022. The Direction, inter alia, requires the Commission to:

1. oversee the development and implementation of a state-wide player card gaming system with pre-commitment for electronic gaming machines in hotels, clubs and casinos; and
2. enforce the implementation of such a system through amendment to the Commission's Rules and other technical instruments.

The system is to be implemented pursuant to the Commission's Report: *Investigation of harm minimisation technologies: facial recognition and player card gaming*. However, the Treasurer established the limit setting parameters for daily and monthly limit increases within the \$5 000 annual limit and required that the Commission determine the certification required for any further increase to the annual, monthly and daily limits.

The Government's response to the Commission's Report provides no timeframe. However, the associated media release includes "*The Government looks forward to working with the Commission, gaming venues and the new Monitoring Operator to implement a player card gaming system with pre-commitment by December 2024*". The Direction requires the actions specified to be taken as soon as practicable.

Treasury has met with MaxGaming during September and October 2023 to progress the system design and to discuss possible technology solutions, and there is now broad agreement between

Treasury and MaxGaming on the system design. The next meeting will take place on 27 November.

To implement Government policy, changes will be required to the regulatory framework (including the Regulations, Code of Practice, Rules, Standards, etc.) and corresponding changes will be required to the Monitoring Services Deed and the Venue Agreements. s31

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Player Card and Cashless Gaming

Preliminary consultation with industry

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Introduction

The Tasmanian Government has determined to implement a mandatory account-based cashless card system for Electronic Gaming Machine (EGM) play in Tasmania, including pre-commitment for both player loss and time spent playing.

The Treasurer has issued a Ministerial Direction to the Tasmanian Liquor and Gaming Commission (Commission) to implement this reform.

The key components of the Government's Direction for EGMs in Tasmania are:

- a common account across all EGMs regardless of location;
- default pre-commitment limits with a simple change process up to a set limit;
- a more considered (needs a better word than "considered") controlled? process to increase precommitment above the set limit; and
- state-wide cashless gaming.

The Commission, through the Department of Treasury and Finance, has further progressed the technical requirements for the implementation of a mandatory cashless player card gaming system with precommitment. The Commission is now able to provide a high-level overview of the interaction points by players and venues, acknowledging that the ultimate system may vary subject to the final system design.

This document sets out broadly how the systems will operate and gives an overview of the player and venue experiences in relation to the intended use of a player card, pre-commitment limits and cashless gaming for EGMs.

The paper refers to a new Player Card Gaming (PCG) System and a Cashless Gaming System which will interact with each other but are addressed separately.

The purpose of the overview is to enable discussions and feedback from industry. Preliminary consultation is intended to provide input to the technical and operational requirements for the system and does not focus on the Government's policy.

To assist in understanding the proposed operation of the systems, an action taken by a player is indicated in red and action by venue staff is indicated in blue.

Definitions

Account-based: *There will be a single account for each player recording personal information, gaming activity, available funds, pre-commitment limits etc. Anonymous play will not be permitted..*

Cashless: *Cash cannot be loaded directly onto the EGM, rather funds for play are accessed via the player card.*

Pre-commitment: *Before commencing gaming, a player commits to a maximum financial loss and may also limit the time spent gaming. Once the precommitted limits are reached, the system will not allow further gaming to occur until. The relevant current limit period has expired*

Note: The final system will vary taking account of consultation feedback and technical requirements that emerge through the design phase.

Player Registration

Account Creation

- **Player** commences the registration process through a web-based application and then attends a **venue** with identification and reference number **OR**
Player completes the entire registration process in **venue** with staff assistance.
 - Venues would use PCG cashier terminal or could choose to have a web-based application on an additional tablet/kiosk.
- **Venue** staff retrieve the application record using the reference number, or assist in completing the application, and confirm **Player** ID (sighting the ID but not keeping a copy at the venue).
- PCG system will check age, gambling exclusions, duplicate accounts and that privacy/data consents have been received and will then create the account.

Card Settings and Activation

- Mandatory loss limits must be set by the **Player** either in **venue** or **online** for daily, monthly and annual loss
 - **Player** can choose to:
 - use the default limits (\$100 day, \$500 month, \$5 000 year); or
 - set lower limits; or
 - set higher limits (up to \$500 day or \$5 000 month
 - Processes to apply if limits above these and \$5000 annually
 - Venues may choose to have an additional tablet/kiosk for players to utilise to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.
 - Does the player have to deposit \$X into their Card at the venue?? Does it matter? No
- Voluntary gaming time limits may also be set by the **player** either in **venue** or **online**.
- Once the loss limits are set, **venue** staff encode/print the player card.
- **Player** sets a PIN for the card in the **venue** using the PIN pad.
- Player account and card are ready for immediate use.

Additional requirements for Visitor Card Registration

- When providing identification, the **Player** must also confirm they are resident outside of Tasmania, **venue** to sight ID but not retain a copy.
- When loss limits are set, a card expiry date will also be set in **venue**.
 - **Player** to choose a default expiry date or the date of departure from Tasmania.

Definitions

Player ID: *The principal player identification requirement will be an ID that shows a photograph of the player, together with their name, address and date of birth, such as a driver's licence or passport. The Commission will publish guidance as to acceptable forms of ID, including requirements where a player does not have access to photo ID. (or not)*

Privacy/data consents: *Players will need to authorise the use of their information for the purposes of the player card and cashless gaming system.*

Resident outside of Tasmania: *The residential address of the person shown on their ID is not in Tasmania.*

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Venue equipment

The minimum equipment required in a venue will be:

- a card printer, pin pad and blank cards;
- cashier terminal; and
- card reader, interface and display installed on each EGM.

The EGM will interact with the PCG and Cashless Gaming systems via the existing site controller.

Venues may choose to use other equipment, such as kiosks or cash redemption terminals, however these will not be required to implement base functionality and cannot be guaranteed to work at implementation without further development by the operator. Maybe need a definition here of “site controller”?

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Gaming Session A brief overview of a gaming session is outlined below. Further details of how the PCG system, EGM and limits interact are provided under 'EGM Play'.

- A gaming session commences when the player inserts their card into an EGM, enters their PIN and a valid account with no exclusion is identified.
- Player account data is transferred from the PCG system (host) to the local site controller.
- The EGM communicates with the site controller and EMS to manage the gaming session and monitor limits. The gaming session is conducted on the local network in the venue.
- The session ends when limits are reached and/or the player removes their card from the EGM.
- At the end of each session, player account data is transferred from the local site controller to update the PCG host system.

Definitions

Player account data: *refers to data that is stored in the host about the player (pre-commitment limits, funds available etc).*

Gaming session: *a period of gaming on an individual EGM that starts when a player card enables the machine and ends when the player card is removed.*

Or site controller here?

EGM Play (EGM play is disabled without an active player card)

Session Start

- **Player** inserts/swipes their card using the card reader on the EGM and enters their PIN.
- EGM communicates with PCG which checks for exclusion. If a player is excluded the EGM play remains disabled and the **venue** is alerted.
- If a player is not excluded and the account is valid, the PCG system checks loss limits and displays information to the player at the EGM.
- Does it need to show \$\$ balance in the card??
- If a player has reached a loss limit the EGM play will remain disabled and a message will be provided to the player at the EGM.

Game Play

- EGM play is enabled and gaming session commences.
- **Player** transfers funds from card to the EGM.
- **Player** commences gaming.
 - PCG provides a message via the EGM or card display when the player is approaching a loss limit.
 - Where a jackpot win occurs, the **venue** is notified for payout (this is the same as the existing arrangements).
- If a **Player** reaches a loss limit:
 - the gaming session ends;
 - a message is displayed to the player;
 - the EGM play is disabled; and
 - the **venue** is alerted.
- If a **Player** has played EGMs for two continuous hours:
 - a message is displayed to the player;
 - the account / gaming session suspends for 10 minutes; and
 - the EGM play is disabled and reserved for the existing player for 10 minutes.
 - *The player may have the option to end that gaming session on the EGM or to suspend it and reserve the EGM for 10 minutes. If the gaming session ends the player cannot commence another session within 10 minutes.*

Session End

- **Player** ends their gaming session on an EGM (presses 'collect').
- The PCG system updates the player account and progress against the loss and time limits on the central PCG system, and the **Player** takes their card.
- **Player** collects any credits
 - Credits will transfer to the player account and become available funds.
 - Credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (as currently exist, noting they may be amended for cashless gaming).

Definitions

EGM play disabled: *the EGM will be on and available as normal but game play will not be possible.*

Player management of pre-commitment limits

Decrease Loss Limit

- **Player** chooses to decrease limits **online** through a web-based application **OR**
Player chooses to decrease limits in **venue** with staff assistance.
 - **Player** to enter PIN
 - **Venue** to check ID
 - *Venues may choose to have an additional tablet/kiosk for players to use to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- The PCG system will update the limits on the player account and the decrease of pre-commitment limits will take effect immediately.
- **Players** can choose to set their limits to zero.
- While not yet determined, it is likely that there will be a delay required (for practical reasons or as a cooling-off) before limits can be increased (potentially at least 24 hours).

Increase Loss Limit

There will be two processes for increasing limits depending upon the extent of the increase.

Increase Loss Limit - category 1

- This category of limit increases is intended to be simple and will apply to limit increases up to \$500 daily and \$5 000 monthly, both within the \$5 000 annual limit.
- **Player** chooses to increase limits **online** through a web-based application **OR**
Player chooses to increase limits in **venue** with staff assistance.
 - **Player** to enter PIN.
 - **Venue** to check ID.
 - **Venue** to apply Responsible Conduct of Gaming (RCG) requirements.
 - *Venues may choose to have an additional tablet/kiosk for players to use to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- Limits cannot be increased if they have already been reached. Does this mean if I've reached my \$400 daily limit, I can't increase it to \$500? Correct....not then but later
- The PCG system will update the limits on the player account and the increase of pre-commitment limits will take effect after a cooling off period. It is proposed to be a minimum period of 24 hours.
- Limits can be lifted multiple times as long as they remain under the thresholds of \$500 daily and \$5 000 monthly and \$5 000 annually.

Increase Loss Limit - category 2

- This category of limit increases is intended to require a greater level of a stronger word needed control and satisfaction [who would be required to be satisfied?] as to the player's ability to fund the increased commitment before it is effective and will require some form of authorisation.

- It will apply to limit increases above \$500 daily, \$5 000 monthly or \$5 000 annually.
- The process for setting limits in this category is under investigation, but it will not be an immediate in-venue approval process.
- Limits cannot be increased if they have already been reached. ????? EG. I have a \$5k monthly limit. On day 25 of the month, I reach my limit. Can I go through the process to increase my limit for that month, or can it only increase the limit for future months?? Not a good example using \$5k a month as that is when other process kicks in...but in principle if I reach a limit I have set, cannot be automatically increased until relevant period expires
- A limit cannot be increased again until that time limit period has finished. For example, a monthly limit that is set above \$5 000 cannot be increased a second time within the month.
- Any changes after the time period has expired will require a new certification / authorisation.
- Re-certification / authorisation of the higher limits will be required every 12 months.

Voluntary gaming time limits

- Gaming time limits will enable a player to limit the amount of time they spend playing an EGM. They are intended to be an additional feature for players, if they prefer to set time limits for themselves, in addition to the mandatory loss limits.
- **Players** will be able to alter these limits as they choose.
- **Player** chooses to change their gaming time limits **online** through a web-based application
OR
Player chooses to change their gaming time limits in **venue** with staff assistance.
 - **Player** to enter PIN.
 - **Venue** to check ID.

Definitions

Gaming time: *the amount of time a player spends gaming on EGMs over a defined period. This does not have to be continuous play, but a total of all time spent gaming during that period (eg daily, monthly or annually).*

Lost PIN/Card

- There will be a process developed to ensure that lost cards are disabled immediately once reported to the monitoring operator by a **venue**, or by a **player** online.
- Once a card is disabled, player funds are effectively protected. A comprehensive confirmation of identity process would be required for a player to receive funds from a disabled card.
- The system will prevent game play on a player card that has been disabled.
- If a player wants another card, the **player** will be required to confirm their identity to a **venue**, who may then issue another card, once confirming that the previous card has been disabled.
- **Players** will be required to set a new PIN on a re-issued card.
- Any existing limits on the player's account will apply to the new card.

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Funds

- Funds will be held in a central account by the cashless gaming provider, linked to the identified player card account.
 - Funds will not be held on the card itself.
 - Venue funds will be reconciled in the back end by the cashless gaming provider.
- While the details of the mechanism for loading and retrieving funds in a cashless gaming system will be dependent upon the provider and technology utilised, the following process is likely.

Add Funds

- **Player** adds funds to their account at the **venue** cashier.
 - By cash or EFTPOS.
 - **Players** may be required to swipe player card and enter PIN.
- Adding funds from credit cards will not be allowed.
- Fund load limits may be imposed, however this requires further consideration of harm minimisation and anti-money laundering requirements.

Game Play

- **Player** will transfer funds (load credits) from the player account to the EGM at the start of the session and during the session as desired.
 - **Player** PIN will be required to transfer funds to the EGM.
 - Transfer load limits may be imposed for consistency with current casino requirements.
- **Player** commences gaming within the session on the individual EGM.
 - Current jackpot win requirements will remain with credit transfer to involve **venue** staff.
- **Player** ends their session on the EGM.
 - Credits transfer from the EGM to the player account.
 - No cash payouts are allowed.
 - Credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (likely to be amended).

Collect Funds

- Player funds remain in the player account until the **player** chooses to collect those funds.
- When a **player** chooses to collect funds from their player card account:
 - **Player** to enter PIN.
 - **Venue** to check ID.
 - credits transfer from the player account and updated balances show on player card;
 - credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (likely to be updated).
- Cashless gaming system will reconcile **venue** funds in the background on a regular basis.
 - *For example, assuming funds transfer across venues, if a player has loaded funds or won credits at one venue and then collects funds from another venue, the cashless system will reconcile this and ensure both venues have the correct net funds.*

- Alternatively, players could be required to load and collect funds at each individual venue.

Definitions

Funds: *player money held in an account linked to the registered player card. The balance will be money deposited to the account by the player, less money transferred to an EGM, plus any money transferred from the EGM at the end of a gaming session.*

Credits: *refers to the value available for wagering on an EGM. The transfer of money to an EGM creates an equivalent number of credits. Credits are used to place a bet per spin and wins on the EGM increase the number of credits. The credit balance is equivalent to the amount of money transferred to the EGM, less any credits spent on spins, plus any credits won.*

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Costs

- The system cost is still under negotiation and will depend on the final design.
- The player card gaming system will require new hardware. The hardware requirements are likely to include:
 - card printer
 - pin pad
 - cashier terminal
 - vector (card reader and display on the EGM)
- It is expected that the cashless gaming system could utilise the same hardware and no further hardware would be required.
- The cost of the hardware may be an upfront cost or an option for lease may be available.
- Once the system is implemented there will be daily ongoing fees payable to the monitoring operator per EGM. The fee will be set by Government in Regulations.

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Information collection and storage

- The systems will be implemented to ensure that any personal information and data collected is stored securely by the Monitoring Operator and cashless gaming provider.
- To establish an account and be issued a player card, **players** will be required to show appropriate photo identification and confirm name, address and date of birth. This will be sighted by **venue** staff, but no copy will be taken and any personal information will not be retained by the venue.
- There will be a requirement for **players** to provide consent for the collection and use of de-identified gaming data by the Commission and for identifiable data to be provided to the Commission on a confidential basis if required for the purposes of investigations.

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Next Steps

- The feedback from initial consultation with industry will be considered and included in system design development as appropriate.
- Once a more fully refined design is available and operational requirements have been developed, broader public consultation can occur.
- The outcomes will be used to finalise the design to enable system build to commence.
- Once the system design is confirmed early in 2024, it is likely to take at least nine months to build.
- A graduated rollout is being considered to smooth the implementation process and to ensure venues and players have time to become familiar with the new requirements. But not trials or pilots.....specifically Treasurer did not want this and I agree) I think I read somewhere above that there could be trial/pilots???? The system needs to be robustly tested before rollout, which should be across the board.
- During the build phase, the Tasmanian Liquor and Gaming Commission will develop detailed regulatory requirements for system operation.
- The Government will introduce Regulations to set the applicable fee for monitoring the new systems.
- A comprehensive training program for venues and players will be developed in conjunction with industry to support the implementation.

Tasmanian Liquor and Gaming Commission

Commission Paper No: No: I3/23-I I

Meeting date: I I December 2023

Subject: Information report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Status Update

Consultation

The Commission considered an out-of-session paper (OI0/23) sent on 22 November 2023 and a draft of consultation materials. The Commission noted that there are areas of the proposed system design that are subject to future technical or operational requirements, policy decisions or have been proposed following interpretation of the Commission's recommendations and Government's response.

The Commission further noted that the document, revised following the Commission's feedback, would be provided to the Treasurer for approval and used for consultation with stakeholders.

In revising the draft for the Treasurer's consideration, Treasury also took account of feedback on the draft from Maxgaming and technical gaming consultant Neil Spencer.

The revised draft consultation document, incorporating required amendments, was provided to the Treasurer in November 2023. A copy of the revised document is attached for the Commission's information (Attachment I).

Once approval is received from the Treasurer, Treasury will organise an initial consultation session with the Tasmanian Hospitality Association and with Federal Group as the casino licence holders. This is expected to occur in December 2023. Broader consultation is expected to occur in early 2024 once initial industry comments are considered, and technical details have been further refined.

System design, development and implementation

The system design as currently proposed was reflected in the consultation document considered by the Commission. To ensure continued development, Treasury regularly engages with Maxgaming and met on 27 November to:

- receive an update on progress with system design and discussions with third party providers;

- discuss Maxgaming's Discovery Phase proposal (Statement of Works for the system design stage) and contractual arrangements; and
- discuss the consultation paper.

Treasury subsequently provided further advice to Maxgaming via email requesting additional details for the Discovery Phase proposal and has set a future meeting for 13 December 2023.

As this process progresses, outstanding policy questions will be brought to the Commission for consideration as soon as possible.

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Interjurisdictional

Tasmania continues to lead the interjurisdictional working group for player card and cashless gaming reforms with the next meeting scheduled for 6 December 2023.

Attachments

- I. Revised Draft Player Card and Cashless Gaming - Preliminary consultation with industry, as provided to Treasurer

Tasmanian Liquor and Gaming Commission

Commission Paper No: AI/2023-11

Meeting date: 11 December 2023

Description: Administrative Paper

Item for: Confirmation of Previous Minutes of Meeting 10/2023

Minutes of Tasmanian Liquor and Gaming Commission meeting 10/2023 - 3 November 2023

Subject

Minutes of Meeting 10/2023 of the Commission held in kanamaluka, River Tamar Room, first floor, Salamanca Building, Parliament Square, 4 Salamanca Place, Hobart on 13 November 2023 at 9:30 am.

Present

Mr Andrew Walker, Member (Acting Chair)

Mr David Hudson, Member

In attendance from Liquor and Gaming Branch

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Apologies

Ms Jenny Cranston, Chair

Acknowledgement of Country

"On behalf of the Commission, I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners, and continuing custodians of this land on which we gather here today and acknowledge Elders - past, present and emerging."

Conflict of interest declarations

Nil.

Work health and safety

Nil.

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13/23-10 - Status update - Player card and cashless gaming

16/12/23-10

Commission Paper 13/23-10 was tabled.

The Commission noted the contents of the report.

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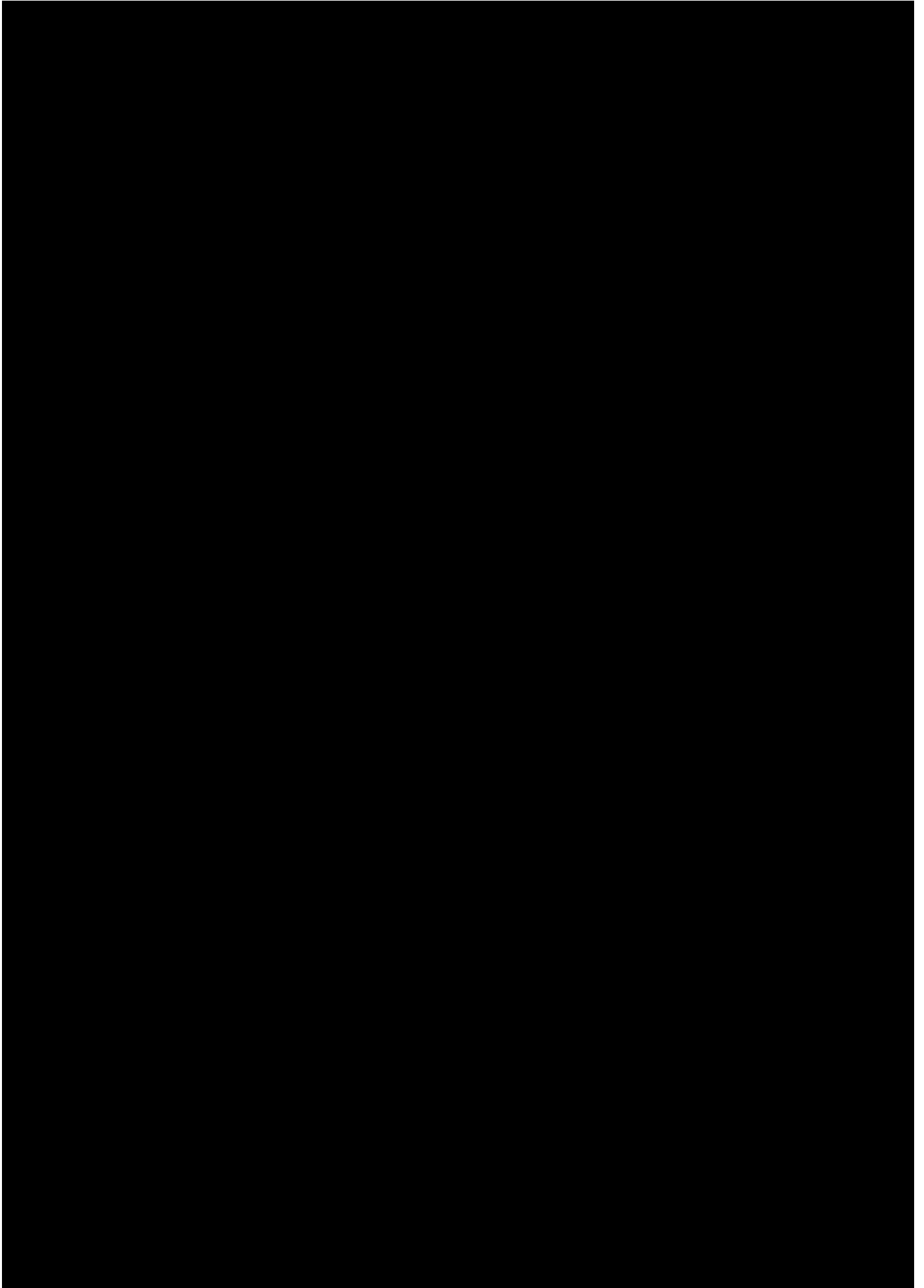
Total people excluded - Tasmanian Gambling Exclusion Scheme

	As at 30 June 2021	As at 30 June 2022	As at 31 October 2022	As at 31 October 2023
Self-exclusions	264	249	231	266
Third party exclusions	1	1	1	1
Venue operator exclusions ¹	120	110	100	95
Wrest Point Casino	99	90	85	82
Country Club Casino	99	90	85	83
Hotels and Clubs ²	15	22	22	14
People with both venue and self-exclusions	9	6	5	9
Total excluded people	376	354	327	353

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Tasmanian Liquor and Gaming Commission

Commission Paper No: I3/23-I I

Meeting date: I I December 2023

Subject: Information report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Status Update

Consultation

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As this process progresses, outstanding policy questions will be brought to the Commission for consideration as soon as possible.

Regulatory and contractual variations

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Interjurisdictional

Tasmania continues to lead the interjurisdictional working group for player card and cashless gaming reforms with the next meeting scheduled for 6 December 2023.

Attachments

- I. Revised Draft Player Card and Cashless Gaming - Preliminary consultation with industry, as provided to Treasurer

Player Card and Cashless Gaming

Preliminary consultation with industry

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Introduction

The Tasmanian Government has determined to implement a mandatory account-based cashless card system for Electronic Gaming Machine (EGM) play in Tasmanian hotels, clubs and casinos, including pre-commitment for both player loss and time spent playing.

The Treasurer has issued a Ministerial Direction to the Tasmanian Liquor and Gaming Commission (Commission) to implement this reform.

The key components of the Government's Direction for EGMs in Tasmania are:

- a common account across all EGMs regardless of location;
- default pre-commitment limits with a simple change process up to a set limit;
- a more comprehensive process to increase pre-commitment above the set limit; and
- state-wide cashless gaming.

The Commission, through the Department of Treasury and Finance, has further progressed the technical requirements for the implementation of a mandatory cashless player card gaming system with pre-commitment. The Commission is now able to provide a high-level overview of the interaction points by players and venues, acknowledging that the ultimate system may vary subject to the final system design.

This document sets out broadly how the systems will operate and gives an overview of the player and venue experiences in relation to the intended use of a player card, pre-commitment limits and cashless gaming for EGMs.

The paper refers to a new Player Card Gaming (PCG) System and a Cashless Gaming System which will interact with each other but are addressed separately.

The purpose of the overview is to enable discussions and feedback from industry. Preliminary consultation is intended to provide input to the technical and operational requirements for the system and does not focus on the Government's policy.

To assist in understanding the proposed operation of the systems, an action taken by a player is indicated in red and action by venue staff is indicated in blue.

Definitions

Account-based: *There will be a single account for each player recording player information, gaming activity, available funds, pre-commitment limits etc. Anonymous play will not be permitted.*

Cashless: *Cash cannot be loaded directly onto the EGM, rather funds for play are accessed via the player card.*

Pre-commitment: *Before commencing gaming, a player commits to a maximum financial loss and may also limit the time spent gaming. Once the pre-committed limits are reached, the system will not allow further gaming to occur until the expiry of the relevant period.*

Note: The final system will vary taking account of consultation feedback and technical requirements that emerge through the design phase.

Player Registration

Account Creation

- **Player** commences the registration process through a web-based application and then attends a **venue** with identification and application reference **OR**
Player completes the entire registration process in **venue** with staff assistance.
 - *Venues would use PCG cashier terminal or could choose to purchase an additional tablet/kiosk to have a web-based application on.*
- **Venue** staff retrieve the application record using the reference number, or assist in completing the application, and confirm **Player** ID (sighting the ID but not keeping a copy at the venue).
- PCG system will check age, gambling exclusions, duplicate accounts and that privacy/data consents have been received and will then create the account.

Card Settings and Activation

- Mandatory loss limits must be set by the **Player** either in **venue** or **online** for daily, monthly and annual loss
 - **Player** can choose to:
 - use the default limits (\$100 day, \$500 month, \$5 000 year); or
 - set lower limits; or
 - set higher limits up to \$500 day and \$5 000 month, within \$5 000 year limit; or
 - apply for approval to set higher limits above \$500 day, \$5 000 month or \$5 000 year.
 - *Venues may choose to purchase an additional tablet/kiosk for players to utilise to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- Voluntary gaming time limits may also be set by the **player** either in **venue** or **online**.
- Once the loss limits are set, **venue** staff encode/print the player card.
- **Player** sets a PIN for the card in the **venue** using the PIN pad or similar secured device.
- Player account and card are ready for immediate use.

Additional requirements for Visitor Card Registration

- When providing identification, the **Player** must also confirm they are resident outside of Tasmania, **venue** to sight ID but not retain a copy.
- When loss limits are set, a card expiry date will also be set in **venue**.
 - **Player** to choose a default expiry date or the date of departure from Tasmania.

Definitions

Player ID: *The principal player identification requirement will be an ID that shows a photograph of the player, together with their name, address and date of birth, such as a driver's licence or passport. The Commission will publish guidance as to acceptable forms of ID, including requirements where a player does not have access to photo ID.*

Privacy/data consents: *Players will need to authorise the use of their information for the purposes of the player card and cashless gaming system.*

Resident outside of Tasmania: *The residential address of the person shown on their ID is not in Tasmania.*

Venue equipment

The minimum equipment required in a venue will be:

- a card printer, PIN pad and blank cards;
- cashier terminal; and
- card reader, interface and display installed on each EGM.

The EGM will interact with the PCG and Cashless Gaming systems via the existing site controller.

Venues may choose to use other equipment, such as kiosks or cash redemption terminals, however these will not be required to implement base functionality and cannot be guaranteed to work at implementation without further development by the monitoring operator which may be at the venue's cost.

Definitions

Site controller: *is the in-venue host of the monitoring operator's Electronic Monitoring System and continuously monitors EGMs during play to ensure they are operating in accordance with regulatory requirements.*

Gaming Session

- A brief overview of a gaming session is outlined below. Further details of how the PCG system, EGM and limits interact are provided under 'EGM Play'.
- A gaming session commences when the player inserts their card into an EGM, enters their PIN and a valid account with no exclusion is identified.
- Player account data is transferred from the PCG and Cashless Gaming systems (hosts) to the local site controller.
- The EGM communicates with the site controller and EMS to manage the gaming session and monitor limits. The gaming session is conducted on the local network in the venue.
- The session ends when limits are reached and/or the player removes their card from the EGM.
- At the end of each session, player account data is transferred from the local site controller to update the PCG host system.

Definitions

Player account data: *refers to data that is stored in the host about the player (pre-commitment limits, funds available etc).*

Gaming session: *a period of gaming on an individual EGM that starts when a player card enables the machine and ends when the player card is removed.*

Site controller: *is the in-venue host of the monitoring operator's Electronic Monitoring System and continuously monitors EGMs during play to ensure they are operating in accordance with regulatory requirements.*

EGM Play (EGM play is disabled without an active player card)Session Start

- **Player** inserts their card using the card reader on the EGM and enters their PIN.
- EGM communicates with PCG which checks for exclusion. If a player is excluded the EGM play remains disabled and the **venue** is alerted.
- If a player is not excluded and the account is valid, the PCG system checks loss limits and displays information to the player at the EGM.
- If a player has reached a loss limit the EGM play will remain disabled and a message will be provided to the player at the EGM.

Game Play

- EGM play is enabled and gaming session commences.
- **EGM reads available Player** funds from the player account.
- **Player** commences gaming.
 - PCG provides a message via the EGM or card display when the player is approaching a loss limit.
 - Where a jackpot win occurs, the **venue** is notified for payout (this is the same as the existing arrangements).
- If a **Player** reaches a loss limit:
 - the gaming session ends;
 - a message is displayed to the player;
 - the EGM play is disabled; and
 - the **venue** is alerted.
- If a **Player** has played EGMs for two continuous hours:
 - a message is displayed to the player;
 - the account / gaming session suspends for 10 minutes; and
 - the EGM play is disabled and reserved for the existing player for 10 minutes.
 - *The player may have the option to end that gaming session on the EGM or to suspend it and reserve the EGM for 10 minutes. If the gaming session ends the player cannot commence another session within 10 minutes.*

Session End

- **Player** ends their gaming session on an EGM (removes card or presses 'collect').
- The PCG system updates the player account and progress against the loss and time limits on the central PCG system, and the **Player** takes their card.
- **Player** collects any credits
 - Credits will transfer to the player account and become available funds.
 - Credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (as currently exist, noting they may be amended for cashless gaming).

Definitions

EGM play disabled: *the EGM will be on and available as normal but game play will not be possible.*

Player management of pre-commitment limits

Decrease Loss Limit

- **Player** chooses to decrease limits **online** through a web-based application **OR**
Player chooses to decrease limits in **venue** with staff assistance.
 - **Player** to enter PIN
 - **Venue** to check ID
 - *Venues may choose to purchase an additional tablet/kiosk for players to use to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- The PCG system will update the limits on the player account and the decrease of pre-commitment limits will take effect immediately.
- **Players** can choose to set their limits to zero.
- While not yet determined, it is likely that there will be a delay required (for practical reasons or as a cooling-off) before limits can be increased (potentially at least 24 hours).

Increase Loss Limit

There will be two processes for increasing limits depending upon the extent of the increase.

Increase Loss Limit - category 1

- This category of limit increases is intended to be simple and will apply to limit increases up to \$500 daily and \$5 000 monthly, both within the \$5 000 annual limit.
- **Player** chooses to increase limits **online** through a web-based application **OR**
Player chooses to increase limits in **venue** with staff assistance.
 - **Player** to enter PIN.
 - **Venue** to check ID.
 - **Venue** to apply Responsible Conduct of Gaming (RCG) requirements.
 - *Venues may choose to purchase an additional tablet/kiosk for players to use to set limits directly rather than advising staff of the amounts to set, or players can utilise the web-based application on their own mobile devices.*
- If a limit has been reached, it cannot be increased until the relevant time period has finished. For example, a player sets a monthly loss limit of \$3 000 and reaches this limit during the month. The player's monthly loss limit cannot be increased until the expiry of that month period.
- The PCG system will update the limits on the player account and the increase of pre-commitment limits will take effect after a cooling off period. It is proposed to be a minimum period of 24 hours.
- Limits can be lifted multiple times as long as they remain under the thresholds of \$500 daily and \$5 000 monthly and \$5 000 annually, and the limit has not been reached in the relevant period.

Increase Loss Limit - category 2

- This category of limit increases is intended to require a more comprehensive process before it is effective and will require some form of authorisation.
- It will apply to limit increases above \$500 daily, \$5 000 monthly or \$5 000 annually.

- The process for setting limits in this category is under investigation, but it will not be an immediate in-venue approval process.
- A limit cannot be increased again until that time limit period has finished. For example, a monthly limit that is set above \$5 000 cannot be increased a second time within the month.
- Any changes after the time period has expired will require a new certification / authorisation.
- Re-certification / authorisation of the higher limits will be required every 12 months.

Voluntary gaming time limits

- Gaming time limits will enable a player to limit the amount of time they spend playing an EGM. They are intended to be an additional feature for players, if they prefer to set time limits for themselves, in addition to the mandatory loss limits.
- **Players** will be able to alter these limits as they choose.
- **Player** chooses to change their gaming time limits **online** through a web-based application
OR
Player chooses to change their gaming time limits in **venue** with staff assistance.
 - **Player** to enter PIN.
 - **Venue** to check ID.

Definitions

Gaming time:	<i>the amount of time a player spends gaming on EGMs over a defined period. This does not have to be continuous play, but a total of all time spent gaming during that period (eg daily, monthly or annually).</i>
Daily limit:	<i>the limit to apply to a period of time that equates to a gaming trading day (not a calendar day).</i>
Monthly limit:	<i>the limit to apply to a period of one month from the date it is set (not a limit set on calendar months).</i>
Annual limit:	<i>the limit to apply for a period of one year from the date it is set (not a limit set on a calendar year)</i>

Lost PIN/Card

- There will be a process developed to ensure that lost cards are disabled immediately once reported to the monitoring operator by a **venue**, or by a **player** online.
- Once a card is disabled, player funds are effectively protected. A comprehensive confirmation of identity process would be required for a player to receive funds from a disabled card.
- The system will prevent game play on a player card that has been disabled.
- If a player wants another card, the **player** will be required to confirm their identity to a **venue**, who may then issue another card, once confirming that the previous card has been disabled.
- **Players** will be required to set a new PIN on a re-issued card.
- Any existing limits on the player's account will apply to the new card.

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Funds

- Funds will be held in a central account by the cashless gaming provider, linked to the identified player card account.
 - Funds will not be held on the card itself.
 - Venue funds will be reconciled in the back end by the cashless gaming provider.
- While the details of the mechanism for loading and retrieving funds in a cashless gaming system will be dependent upon the provider and technology utilised, the following process is likely.

Add Funds

- **Player** adds funds to their account at the **venue** cashier.
 - By cash or EFTPOS.
 - **Players** may be required to swipe player card and enter PIN.
- Adding funds from credit cards will not be allowed.
- Fund load limits may be imposed, however this requires further consideration of harm minimisation and anti-money laundering requirements.

Game Play

- **Player** will transfer funds (load credits) from the player account to the EGM at the start of the session and during the session as desired.
 - **Player** PIN will be required to transfer funds to the EGM.
 - Transfer load limits may be imposed for consistency with current casino requirements.
- **Player** commences gaming within the session on the individual EGM.
 - Current jackpot win requirements will remain with credit transfer to involve **venue** staff.
- **Player** ends their session on the EGM.
 - Credits transfer from the EGM to the player account.
 - No cash payouts are allowed.
 - Credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (likely to be amended).

Collect Funds

- Player funds remain in the player account until the **player** chooses to collect those funds.
- When a **player** chooses to collect funds from their player card account:
 - **Player** to enter PIN.
 - **Venue** to check ID.
 - credits transfer from the player account and updated balances show on player card;
 - credits of \$1 000 or more must be paid by **venue** staff in accordance with the Commission's large payment rules (likely to be updated).
- Cashless gaming system will reconcile **venue** funds in the background on a regular basis.
 - *For example, assuming funds transfer across venues, if a player has loaded funds or won credits at one venue and then collects funds from another venue, the cashless system will reconcile this and ensure both venues have the correct net funds.*

- *Alternatively, players could be required to load and collect funds at each individual venue.*

Definitions

Funds: *player money held in an account linked to the registered player card. The balance will be money deposited to the account by the player, less money transferred to an EGM, plus any money transferred from the EGM at the end of a gaming session.*

Credits: *refers to the value available for wagering on an EGM. The transfer of money to an EGM creates an equivalent number of credits. Credits are used to place a bet per spin and wins on the EGM increase the number of credits. The credit balance is equivalent to the amount of money transferred to the EGM, less any credits spent on spins, plus any credits won.*

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Costs

- The system cost is still under negotiation and will depend on the final design.
- The player card gaming system will require new hardware. The hardware requirements are likely to include:
 - card printer
 - pin pad
 - cashier terminal
 - card reader and display on the EGM (vector).
- It is expected that the cashless gaming system could utilise the same hardware as the PCG system and no further hardware would be required.
- The cost of the hardware may be an upfront cost or an option for lease may be available.
- Once the system is implemented there will be daily ongoing fees payable to the monitoring operator per EGM. The fee will be set by Government in Regulations.

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Information collection and storage

- The systems will be implemented to ensure that any personal information and data collected is stored securely by the monitoring operator and cashless gaming provider.
- To establish an account and be issued a player card, **players** will be required to show appropriate photo identification and confirm name, address and date of birth. This will be sighted by **venue** staff, but no copy will be taken and any personal information will not be retained by the venue.
- There will be a requirement for **players** to provide consent for the collection and use of de-identified gaming data by the Commission and for identifiable data to be provided to the Commission on a confidential basis if required for the purposes of investigations.

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Next Steps

- The feedback from initial consultation with industry will be considered and included in system design development as appropriate.
- Once a more fully refined design is available and operational requirements have been developed, broader public consultation can occur.
- The outcomes will be used to finalise the design to enable system build to commence.
- Once the system design is confirmed early in 2024, it is likely to take at least nine months to build.
- A progressive rollout is being considered to smooth the implementation process and to ensure venues and players have time to become familiar with the new requirements.
- During the build phase, the Tasmanian Liquor and Gaming Commission will develop detailed regulatory requirements for system operation.
- The Government will introduce Regulations to set the applicable fee for monitoring the new systems.
- A comprehensive training program for venues and players will be developed in conjunction with industry to support the implementation.

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Tasmanian Liquor and Gaming Commission

Commission Paper No: B1/23-11

Meeting date: 11 December 2023

Subject: Briefing Paper

Item for: Decision

Amendment to delegations under *Gaming Control Act 1993* and further delegations under other regulatory instruments

Matters for consideration

The Commission is requested to:

- determine whether, in accordance with section 158 of the *Gaming Control Act 1993*, to delegate its functions or powers under the Act as detailed in the Tasmanian Liquor and Gaming Commission Delegations Register (December 2023) (Attachment 1);
- revoke all previously determined delegations contained in the Tasmanian Liquor and Gaming Commission Delegation Register (1 July 2023) (Attachment 2); and
- in accordance with section 123(3) of the Act, authorise the use of the seal of the Commission for all instruments which have been issued by the Commission or under its delegation.

Background

On 28 June 2023, the Commission considered a paper on delegations to the Liquor and Gaming Branch under the *Gaming Control Act 1993* (Act) and approved the TLGC delegations register effective 1 July 2023 (Attachment 2) (decision 97/OUT/23-6).

Issues

Following the commencement of the TLGC delegations register effective 1 July 2023 and the bedding down of the new gaming licensing arrangements, the Branch has identified several areas of the Commission's delegations under the Act that are more procedural in nature, which could be administered by the Branch. A proposed delegations register is provided in Attachment 1 for the Commission's consideration. These new/amended delegations are highlighted in red (under Part 4, Part 4A and Part 5).

The Branch has also reviewed subordinate gaming control instruments (including regulations, standards, codes of practice and rules) and has included proposed delegations in the updated delegations register for the Commission's consideration. These delegations appear in the final seven sheets of the register commencing from "Gaming Control Regulations 2022".

Options

Option 1 (Recommended): It is recommended that the Commission, effective immediately:

- approves to delegate the Commission's functions or powers under the Act as detailed in this paper and Attachment 1;
- revokes all previously determined delegations (Attachment 2); and
- authorises the use of the seal of the Commission for all instruments which have been issued by the Commission or under its delegation.

Option 2 (Not Recommended): Refuse to delegate the Commission's functions or powers under the Act as detailed in Attachment 1.

Attachments

1. [Tasmanian Liquor and Gaming Commission Delegations Register \(December 2023\) - proposed delegations under the *Gaming Control Act 1993* and associated regulatory instruments from December 2023](#)
2. [Tasmanian Liquor and Gaming Commission Delegation Register \(1 July 2023\)](#)

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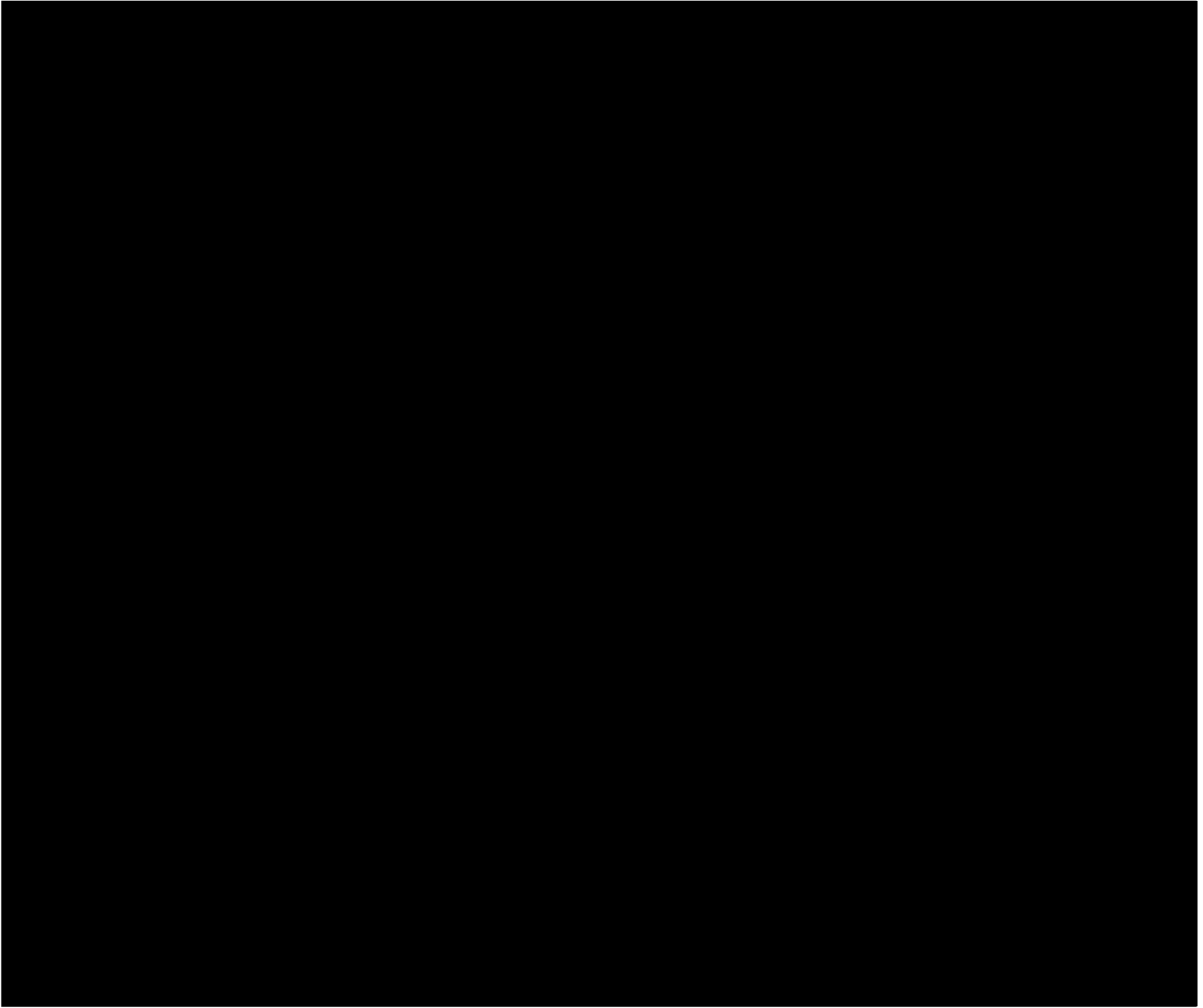
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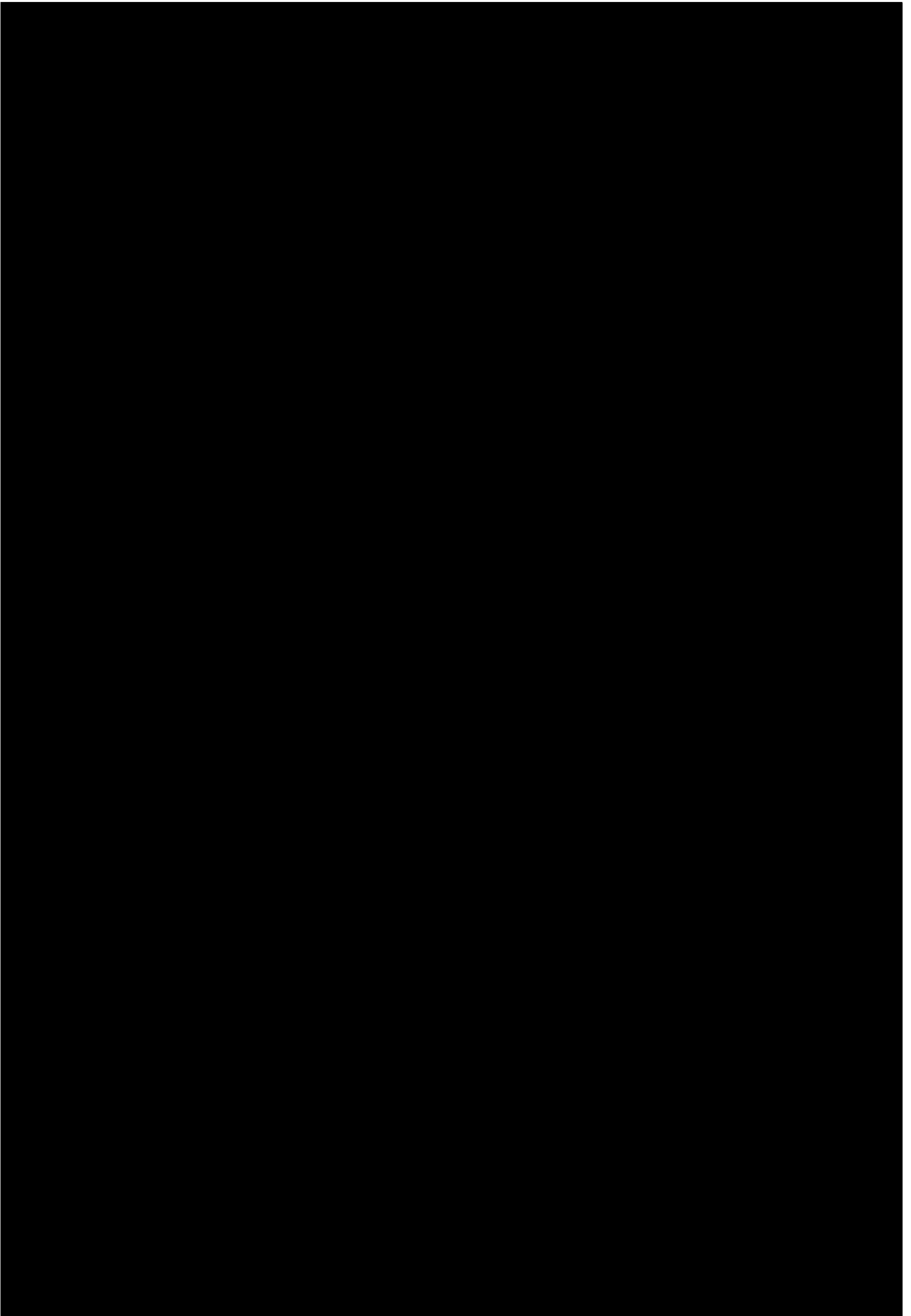
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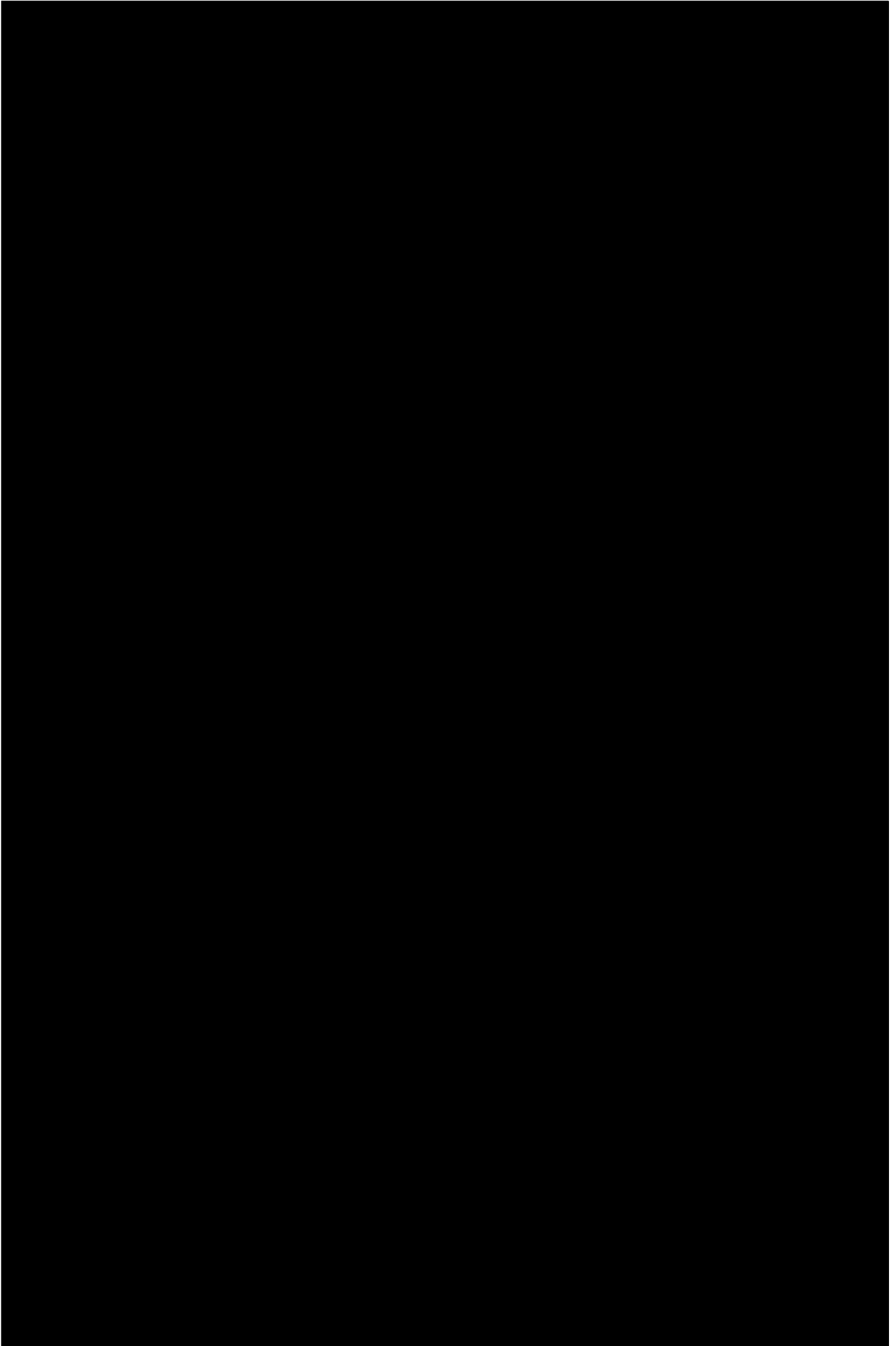
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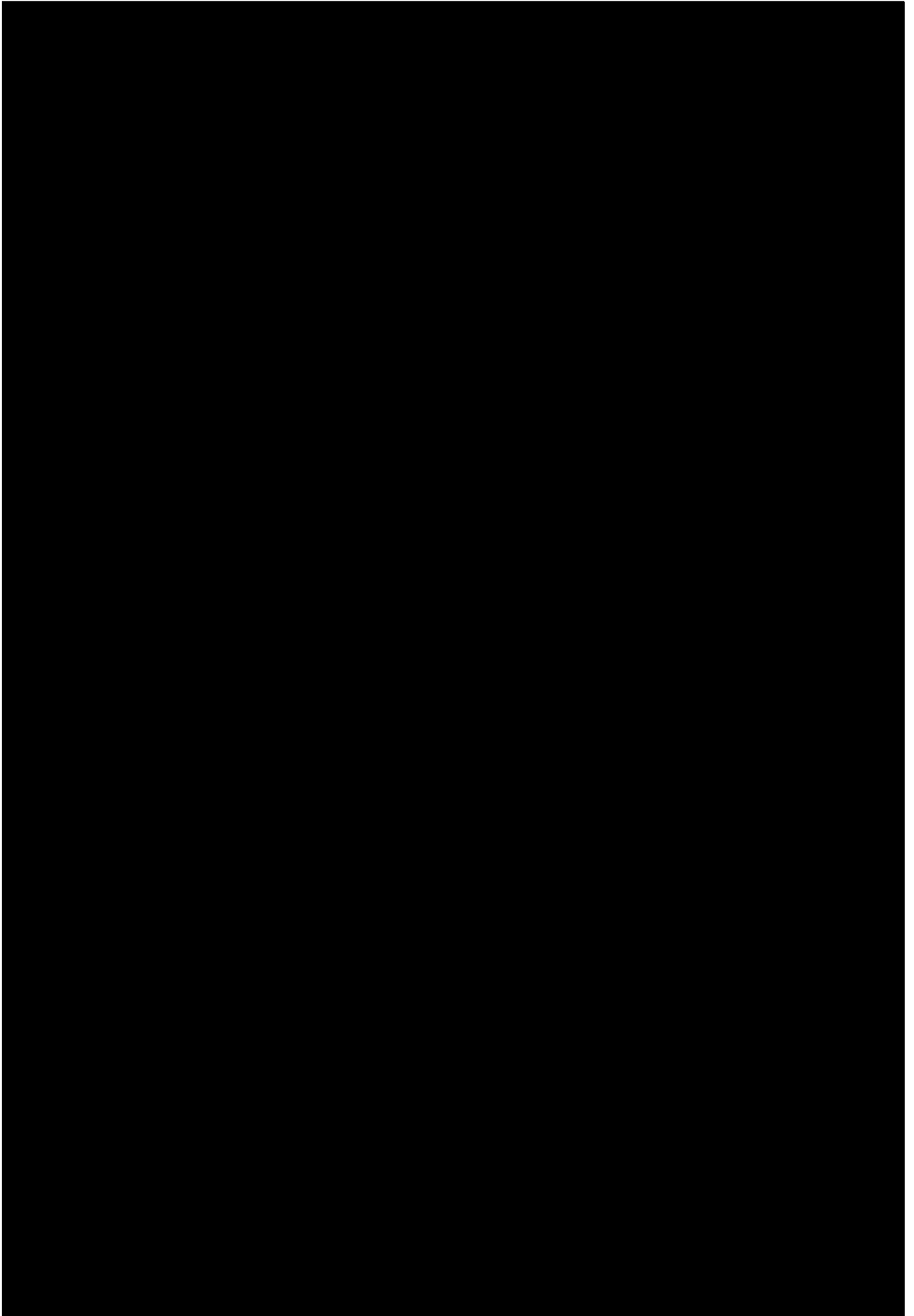
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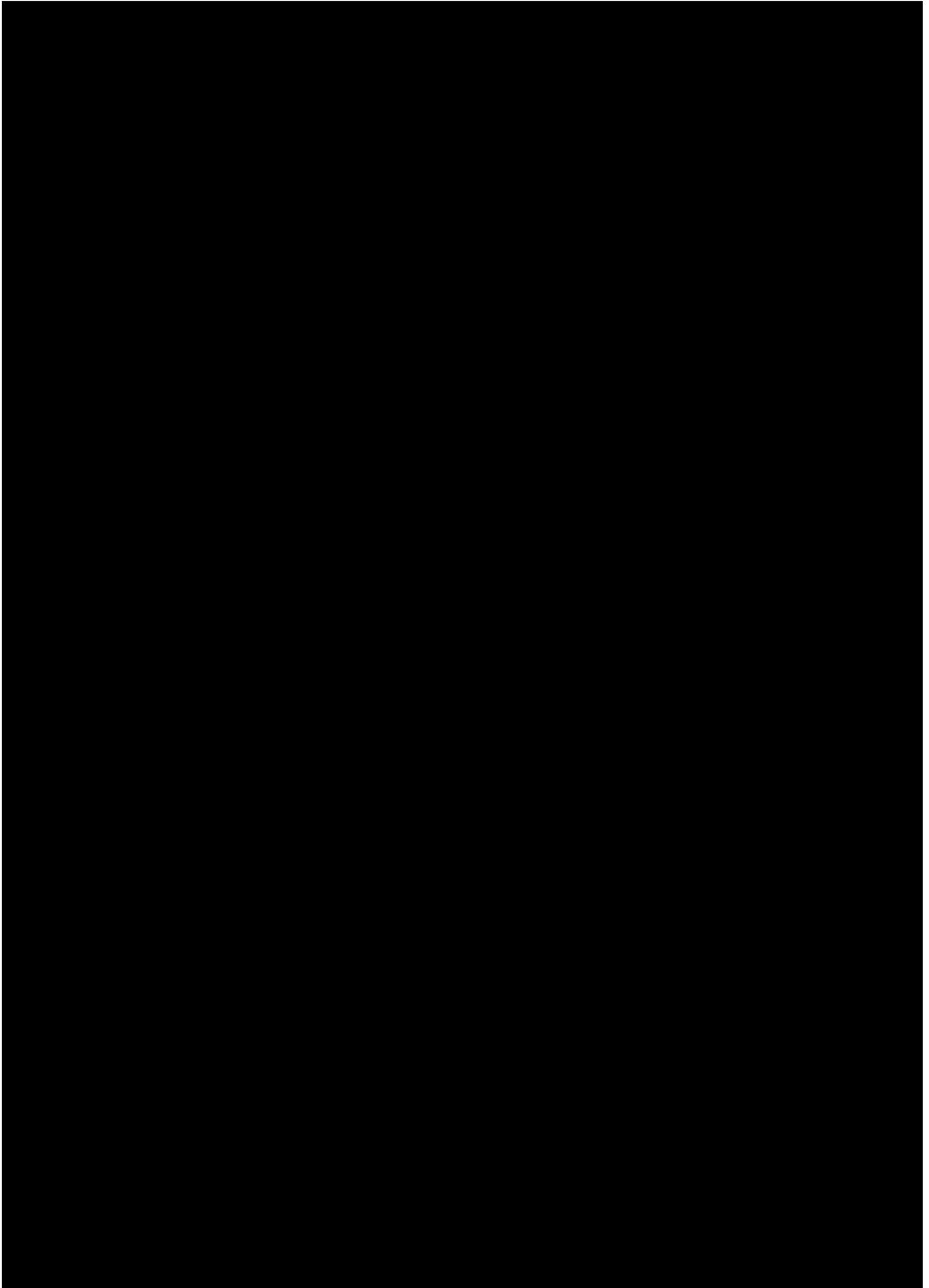


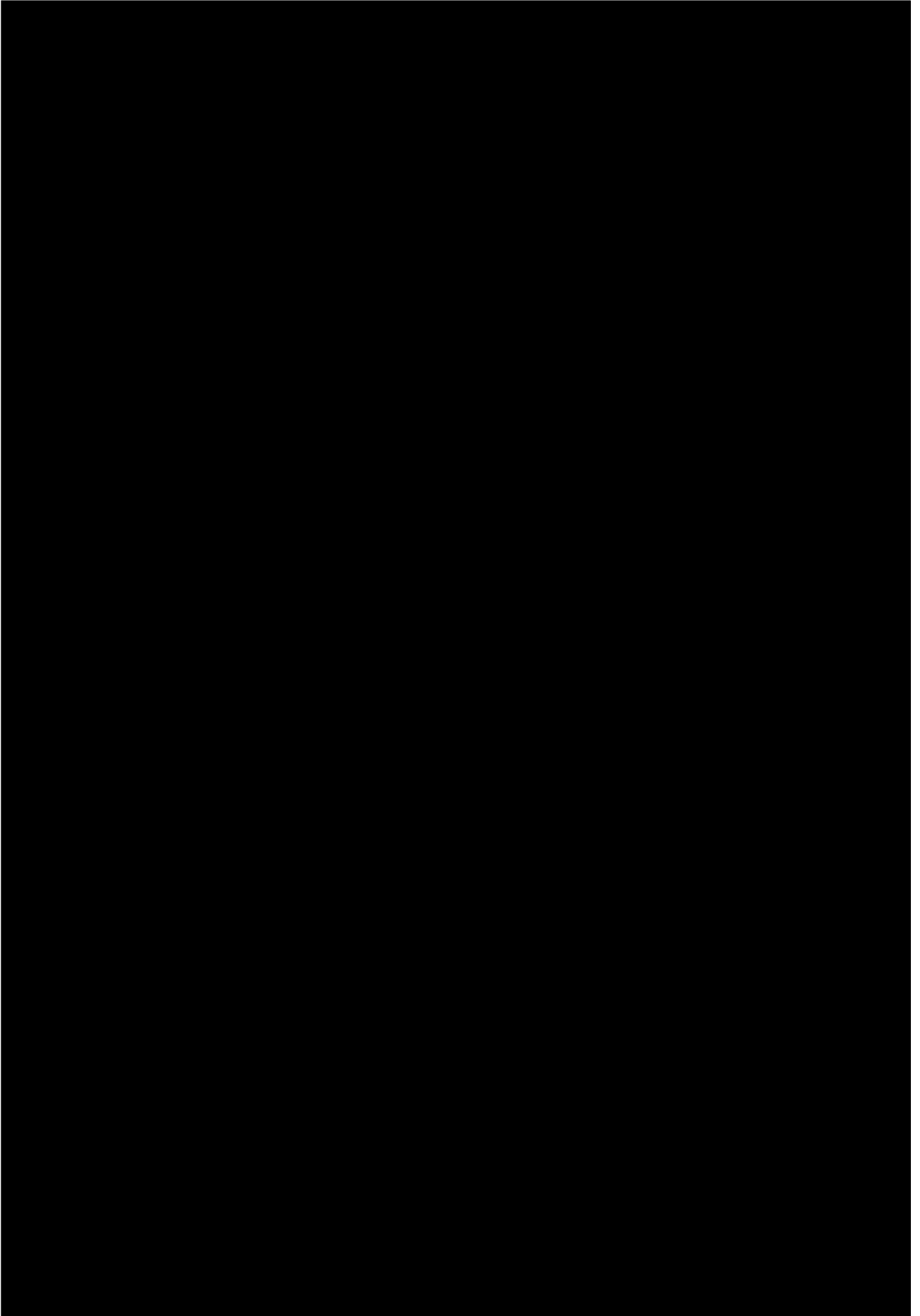


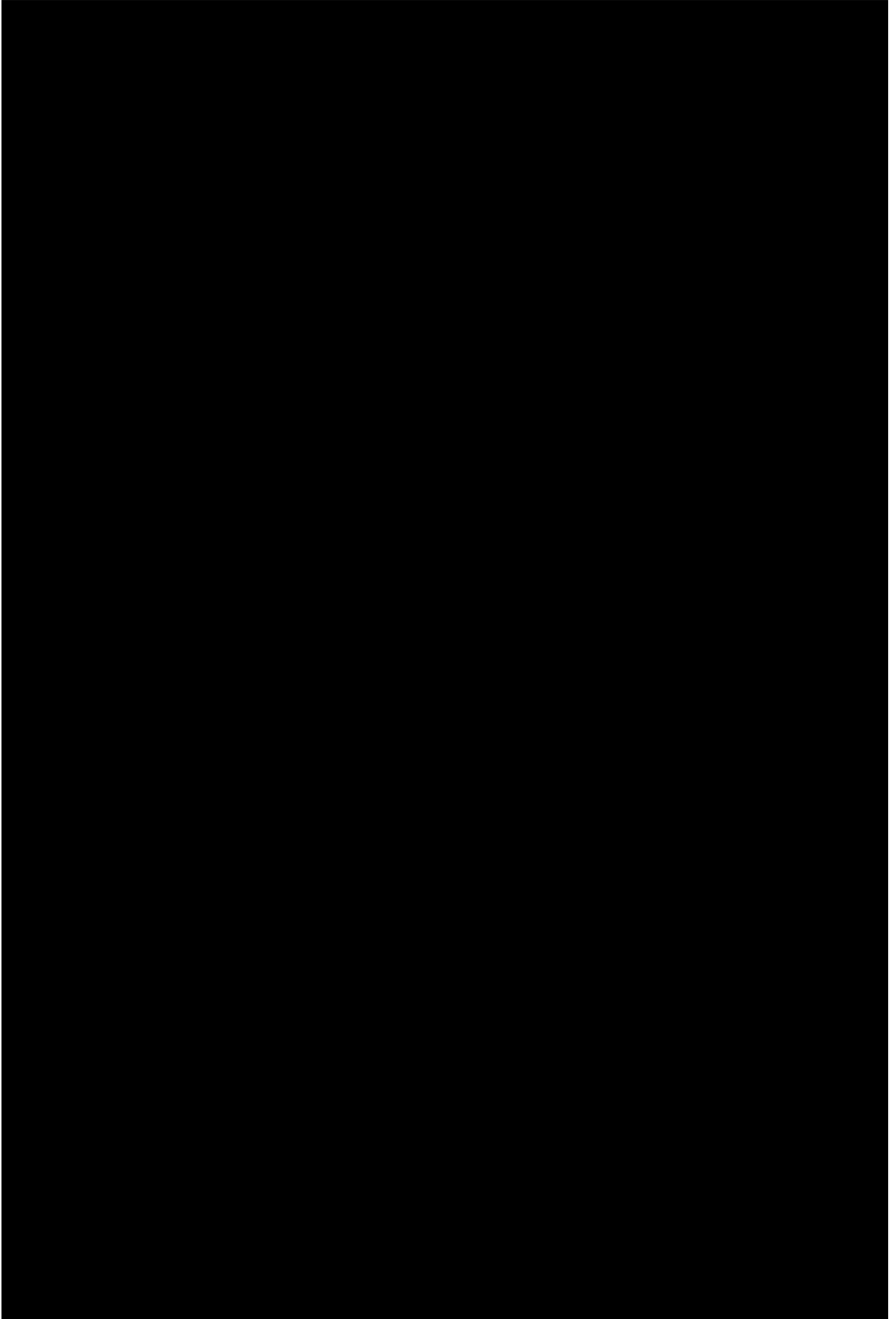


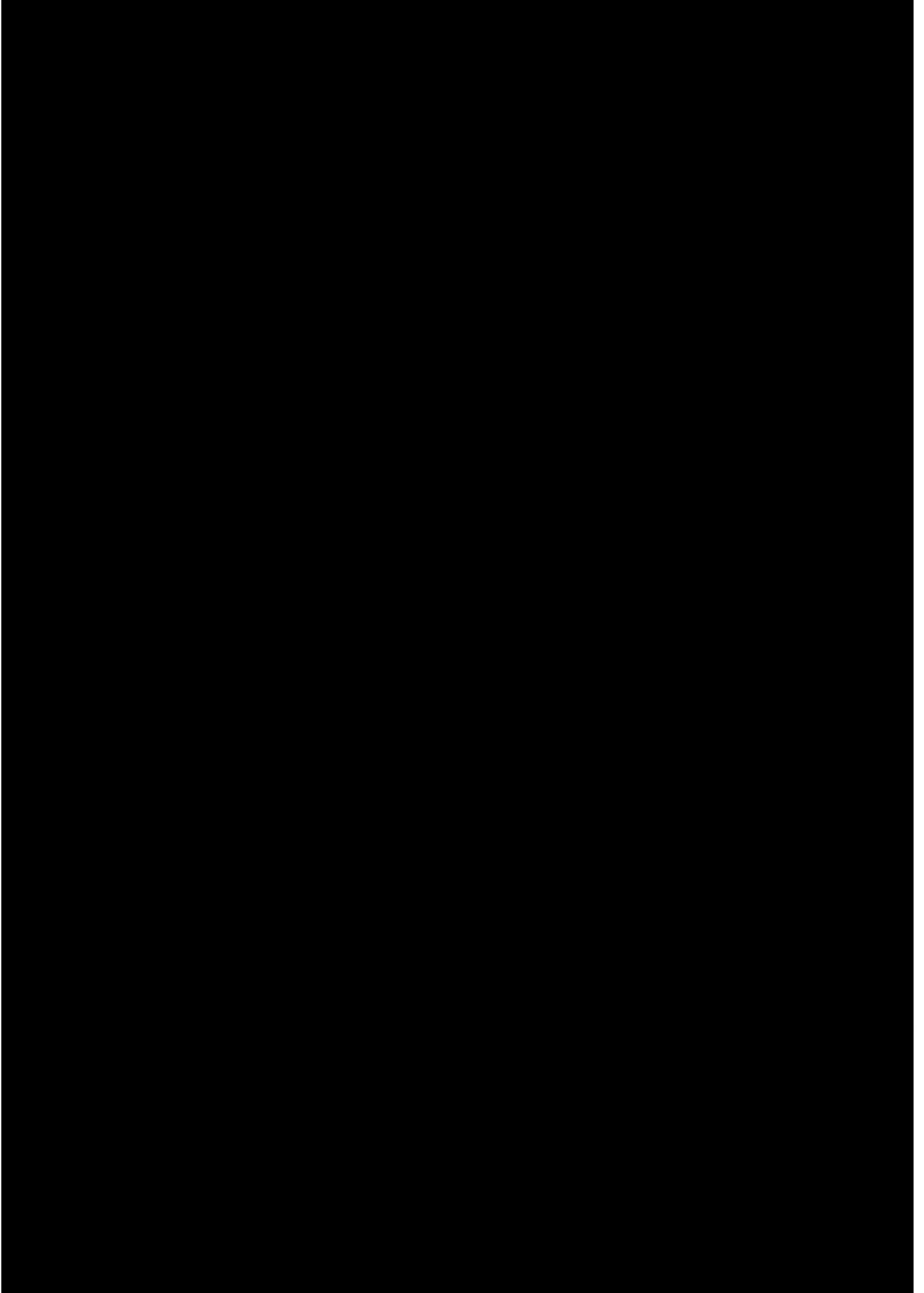


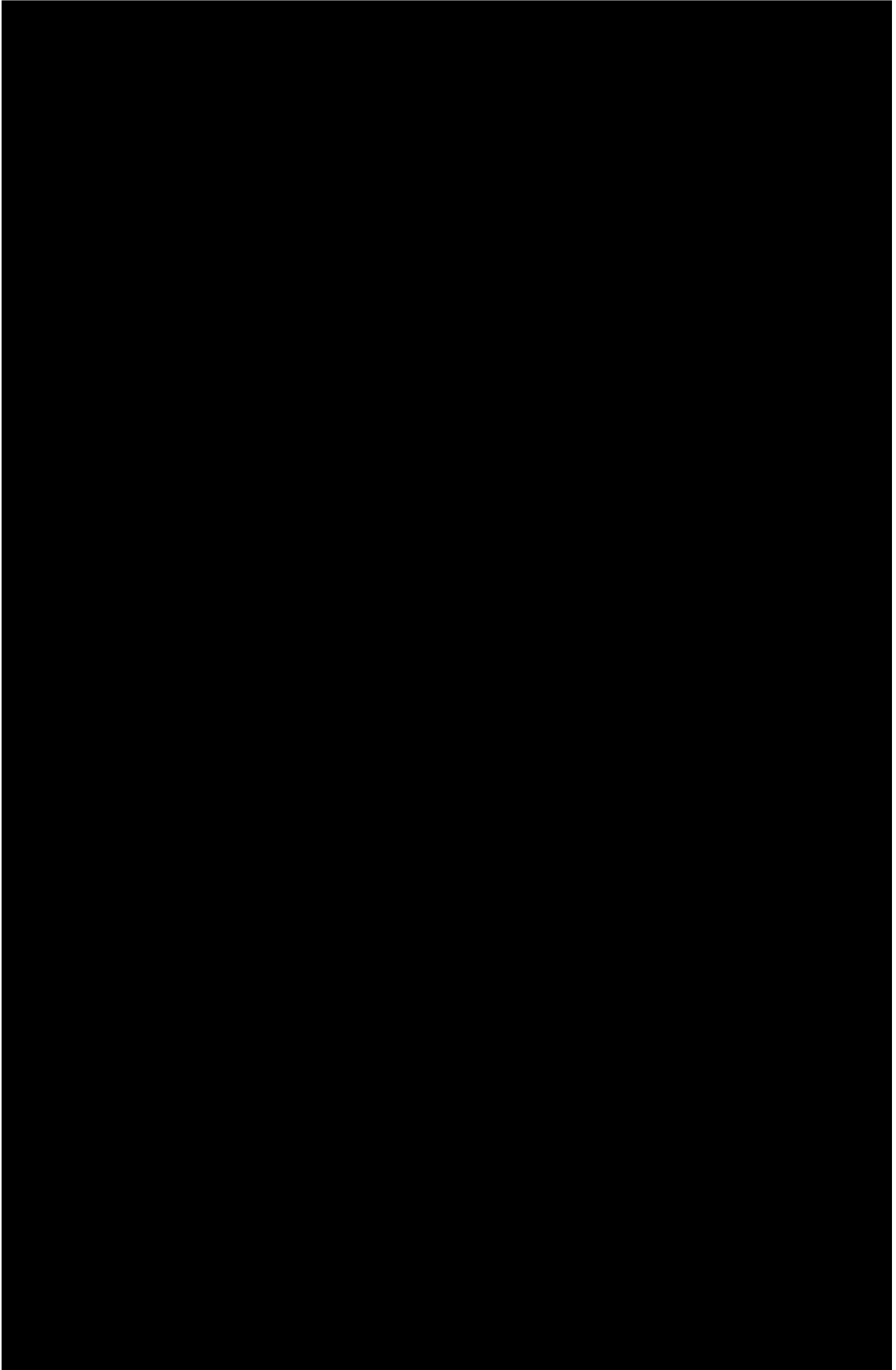


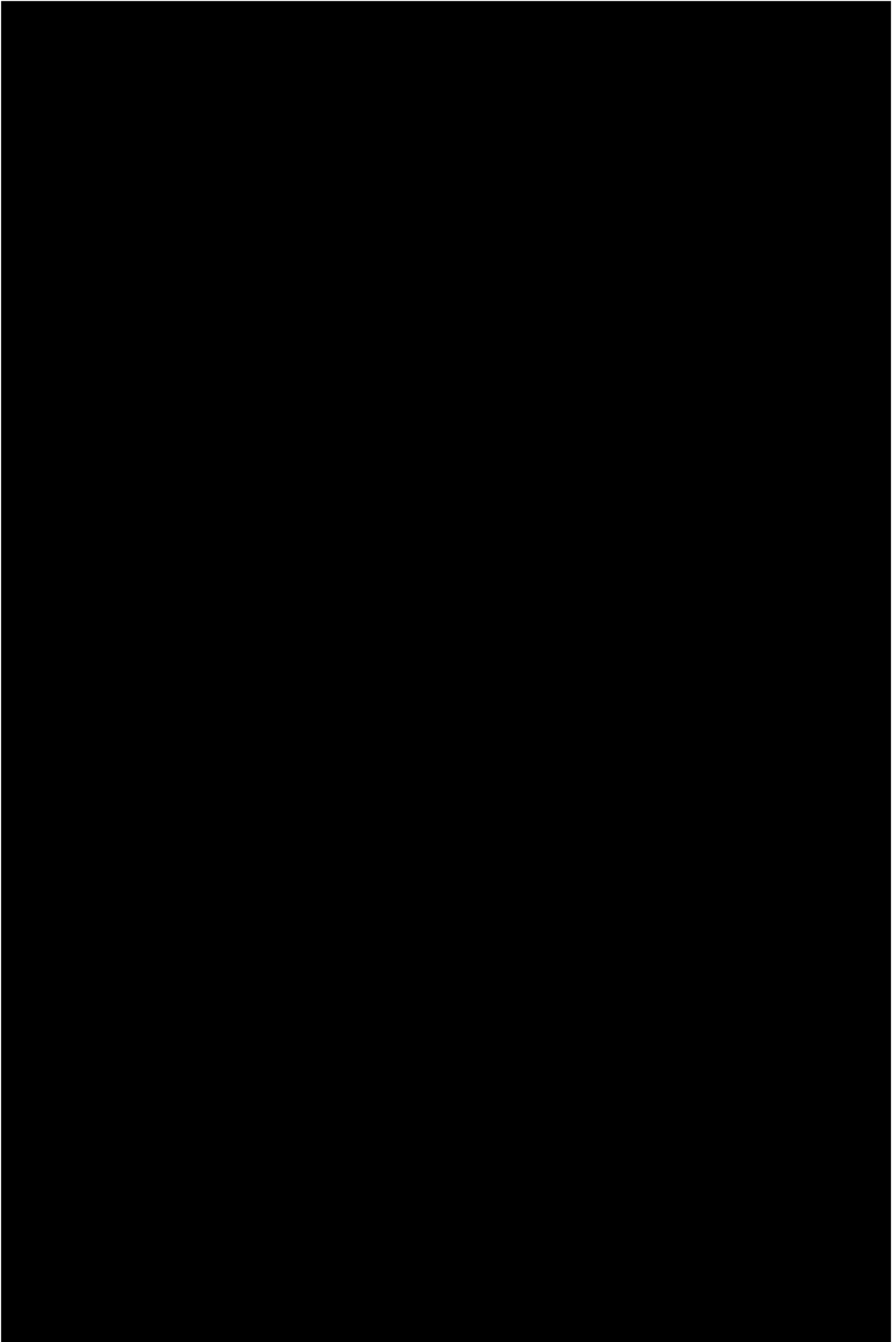


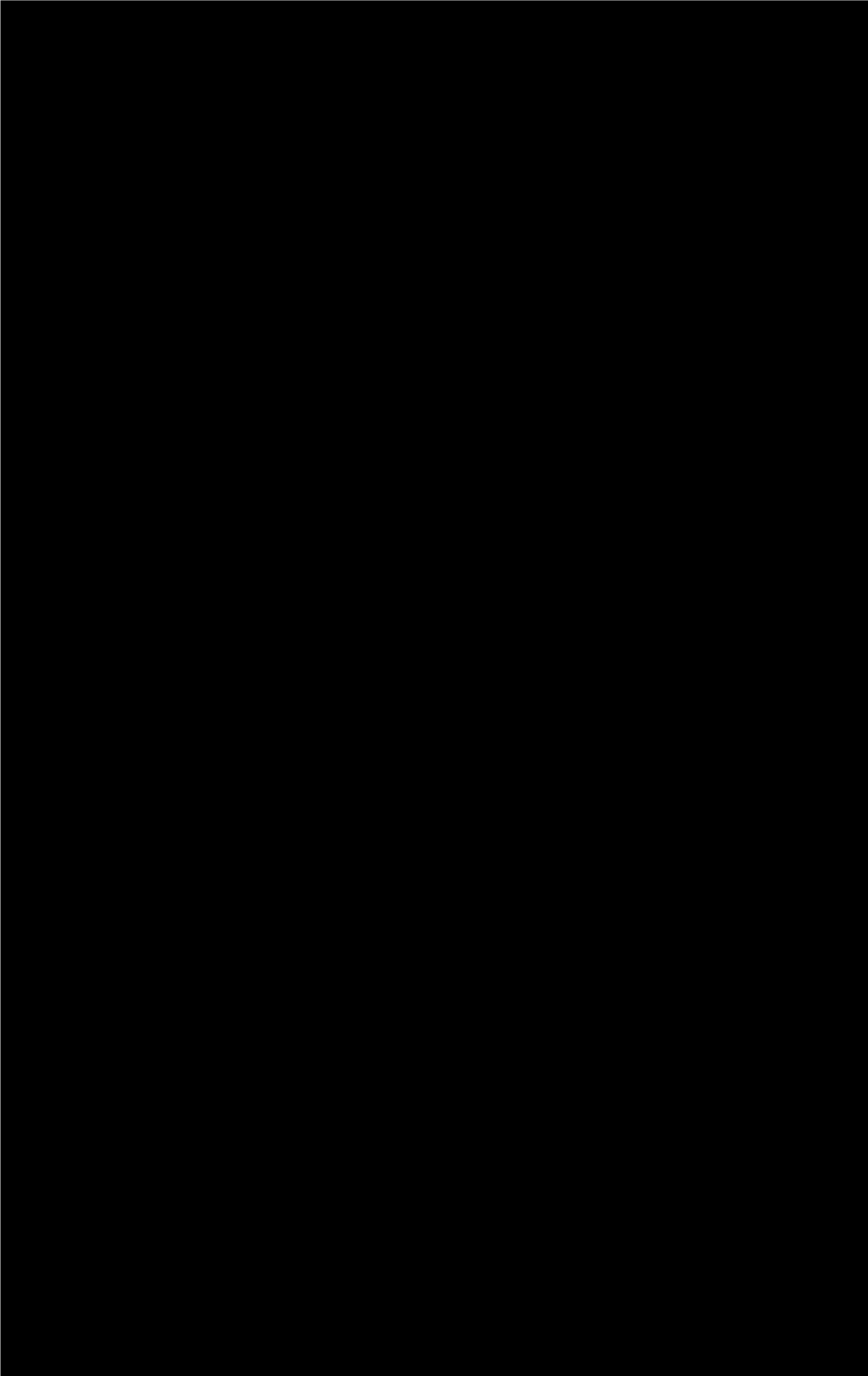


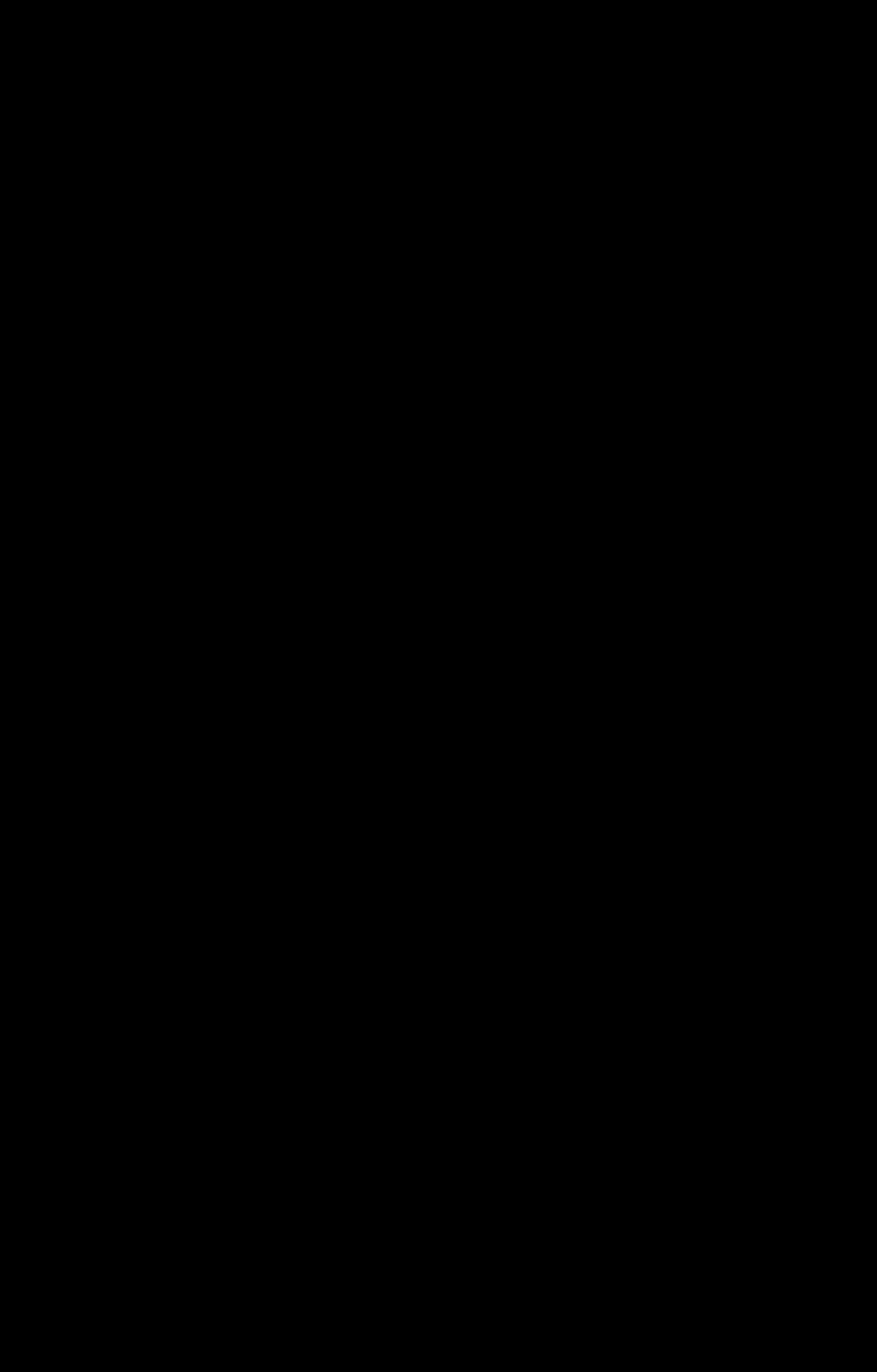


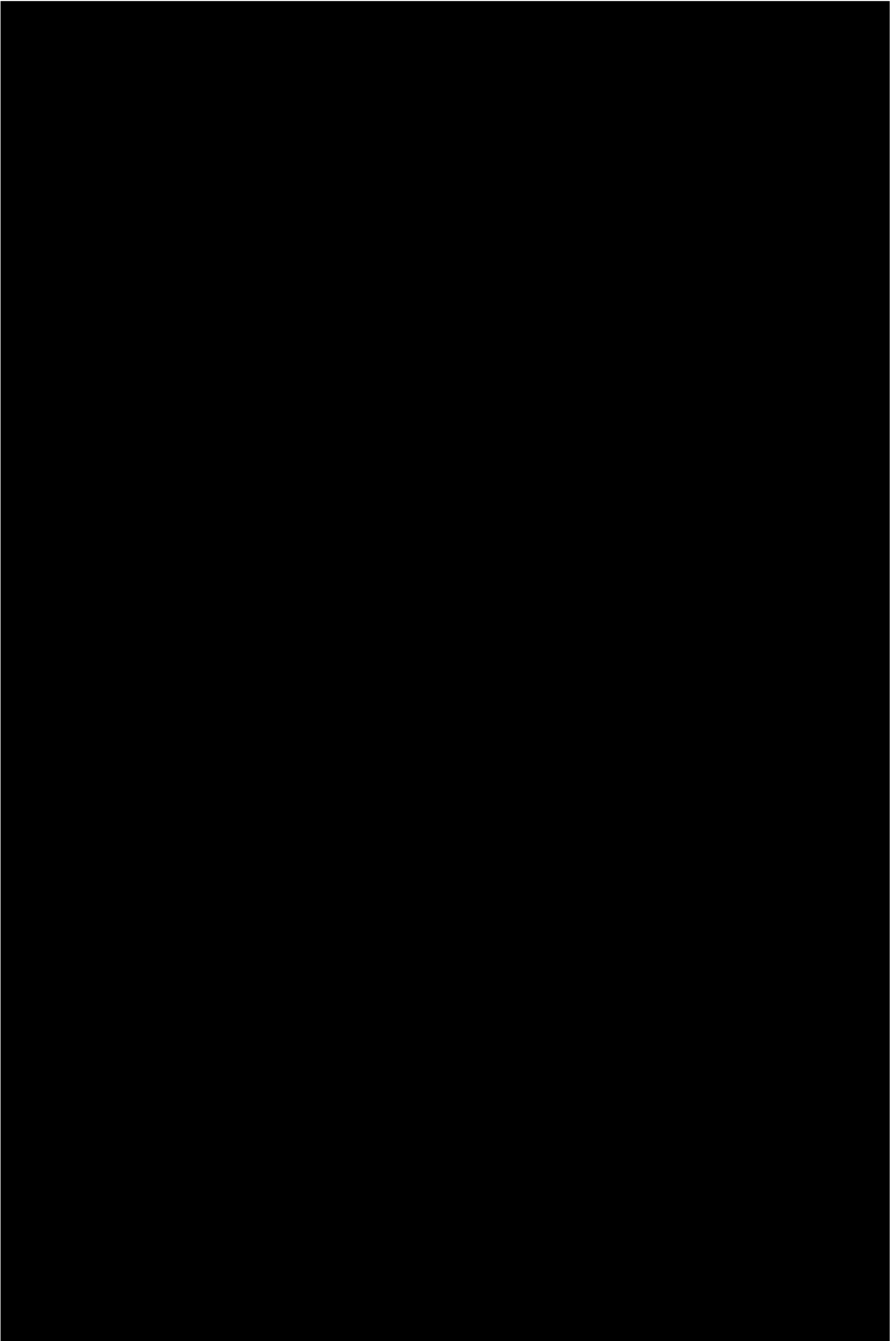


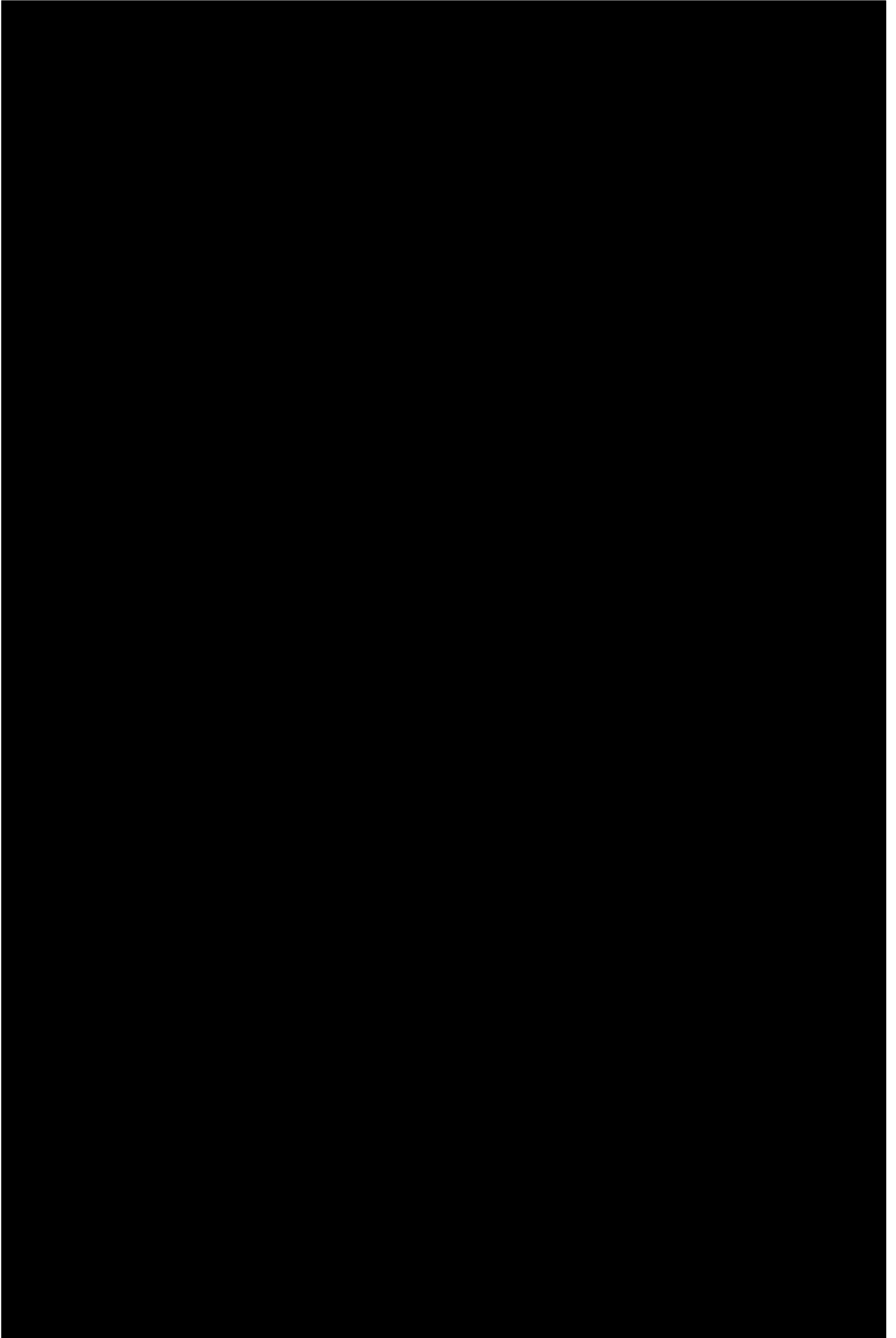


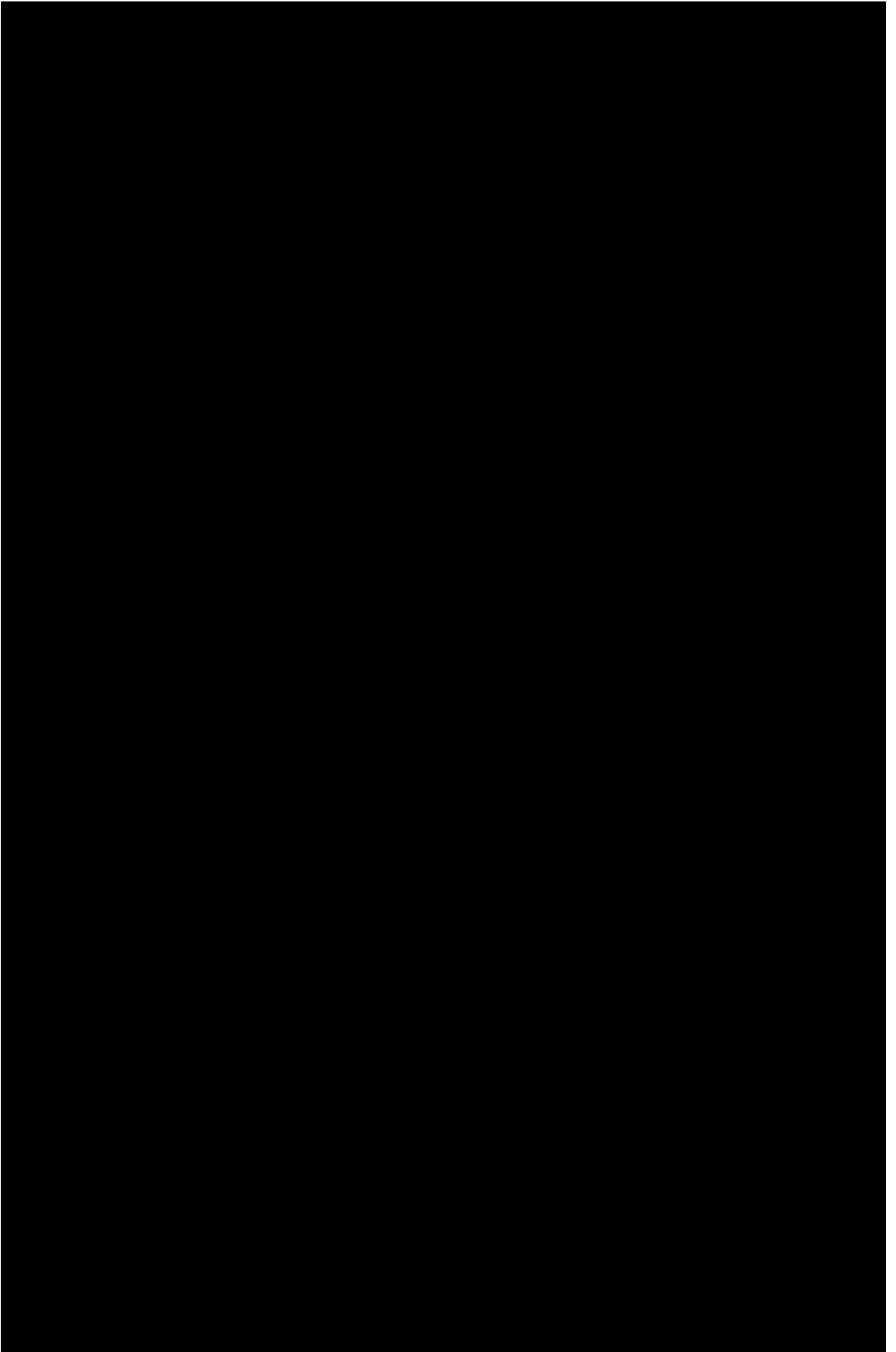


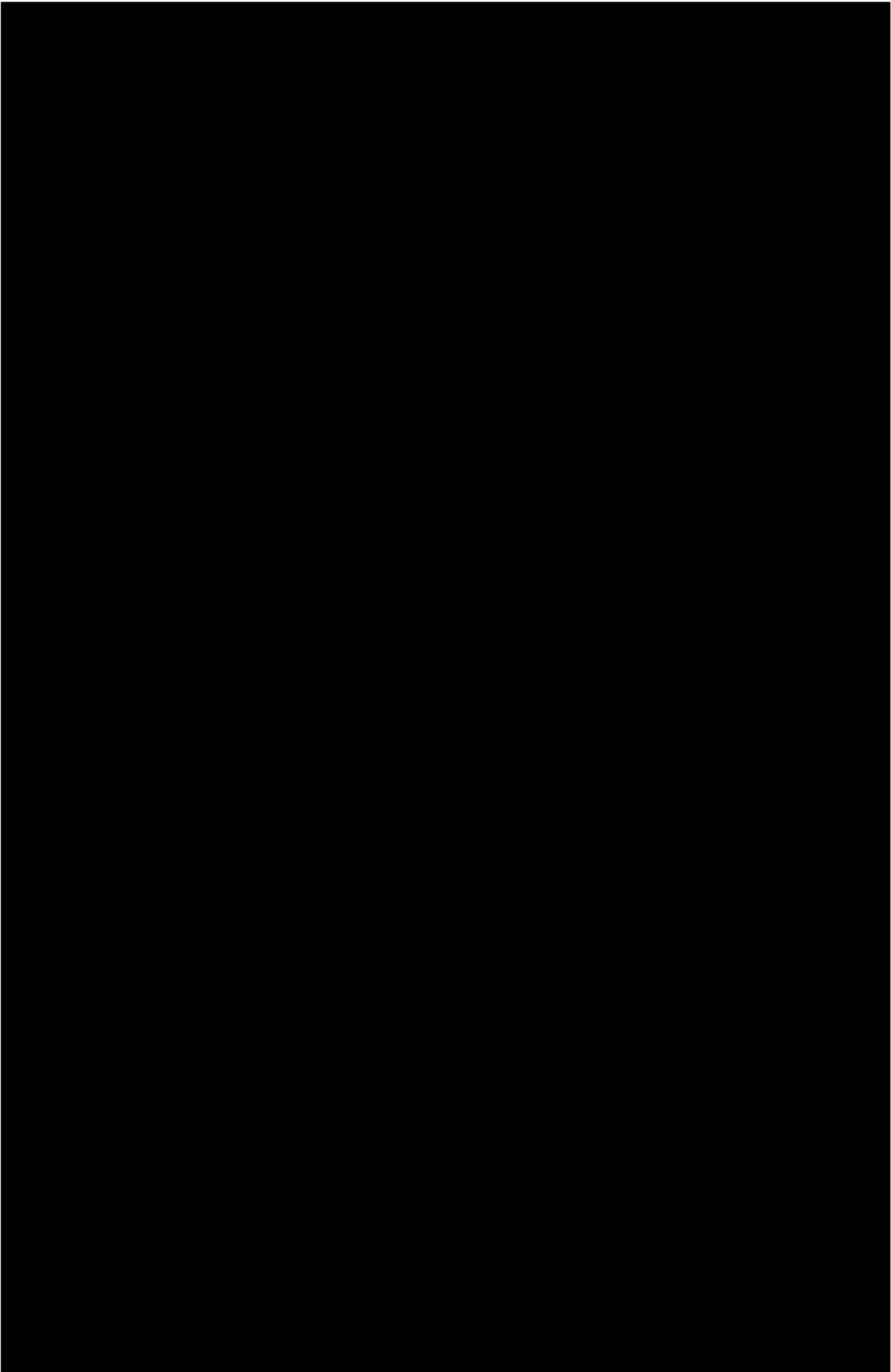


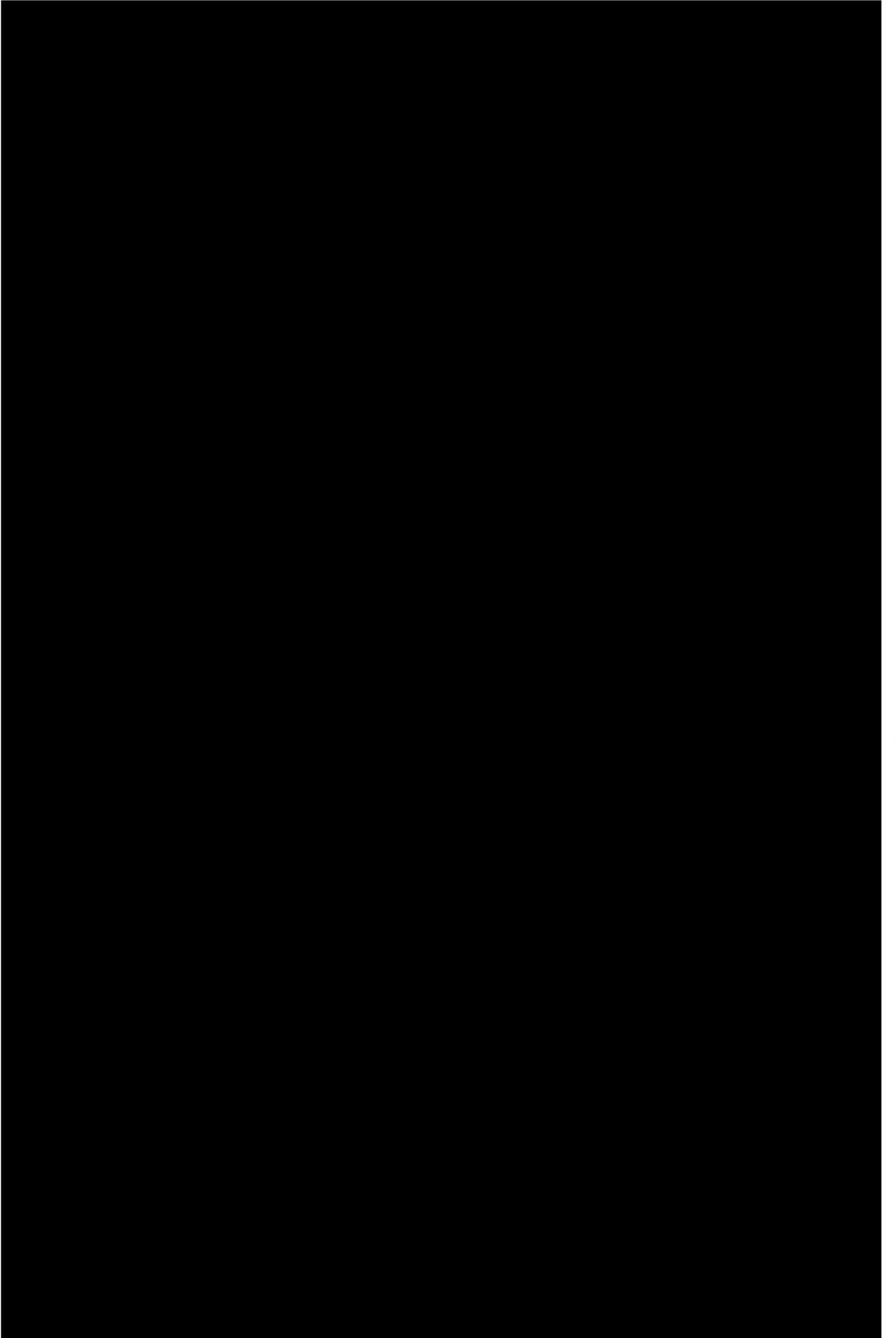


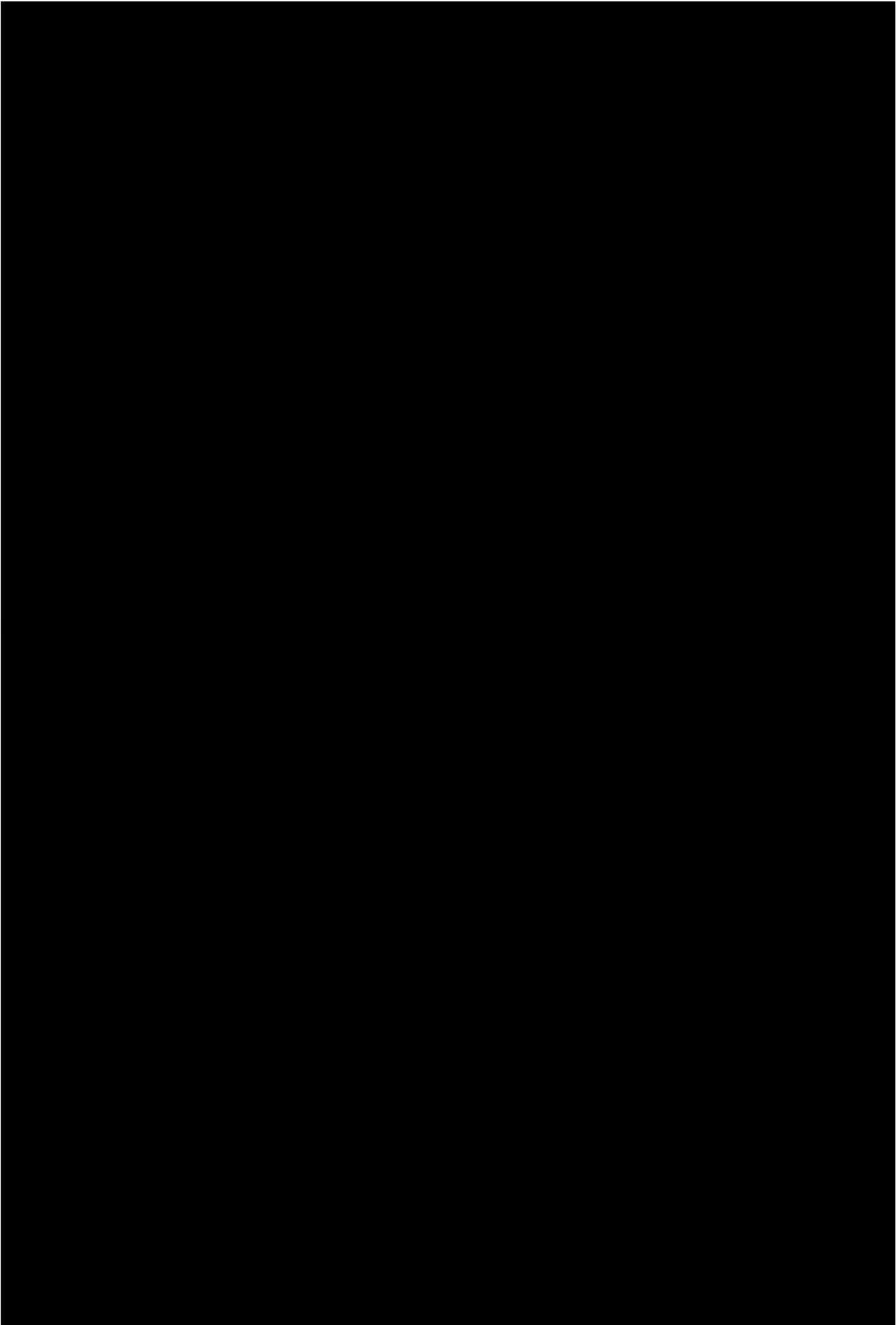


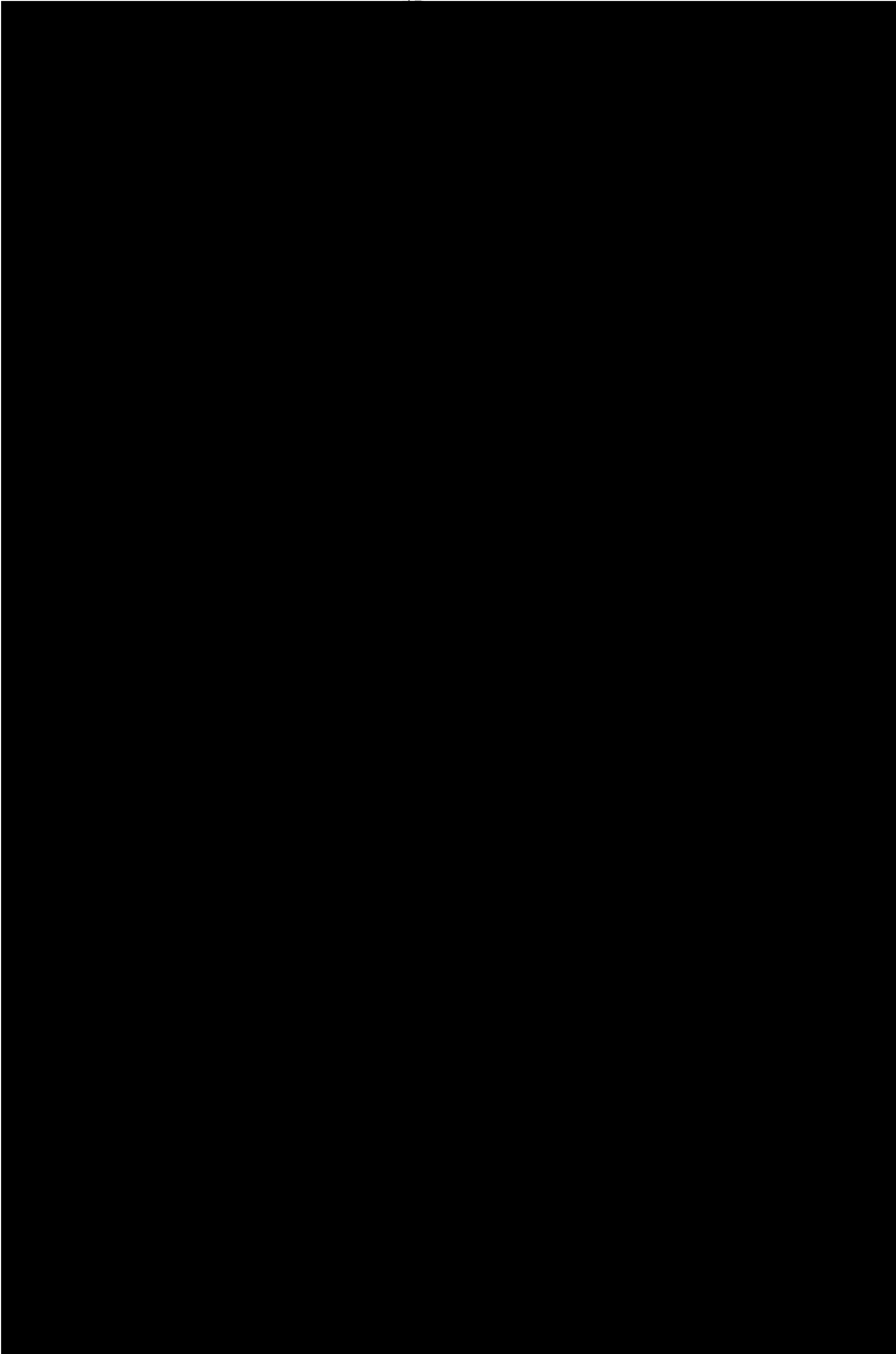


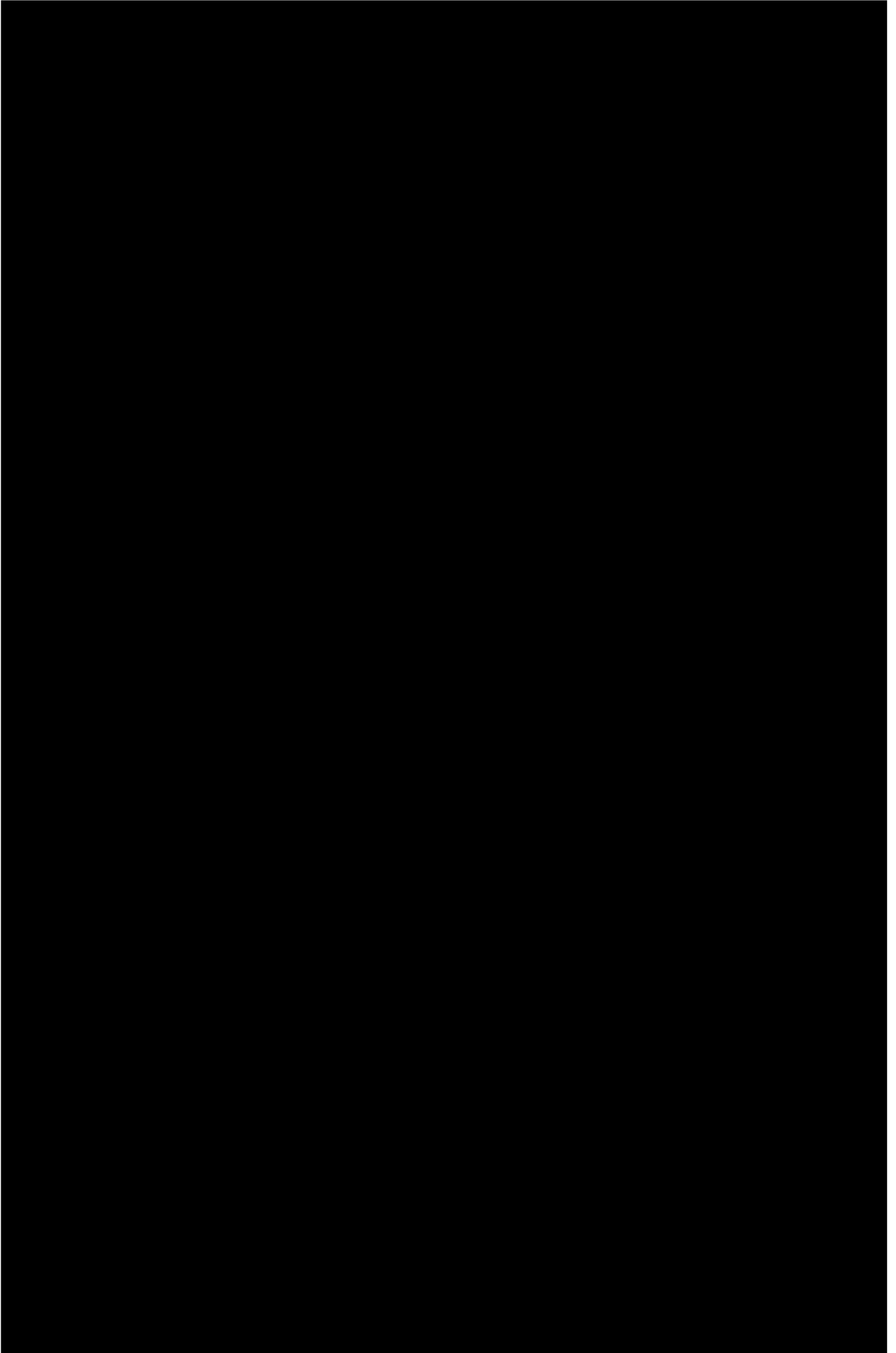


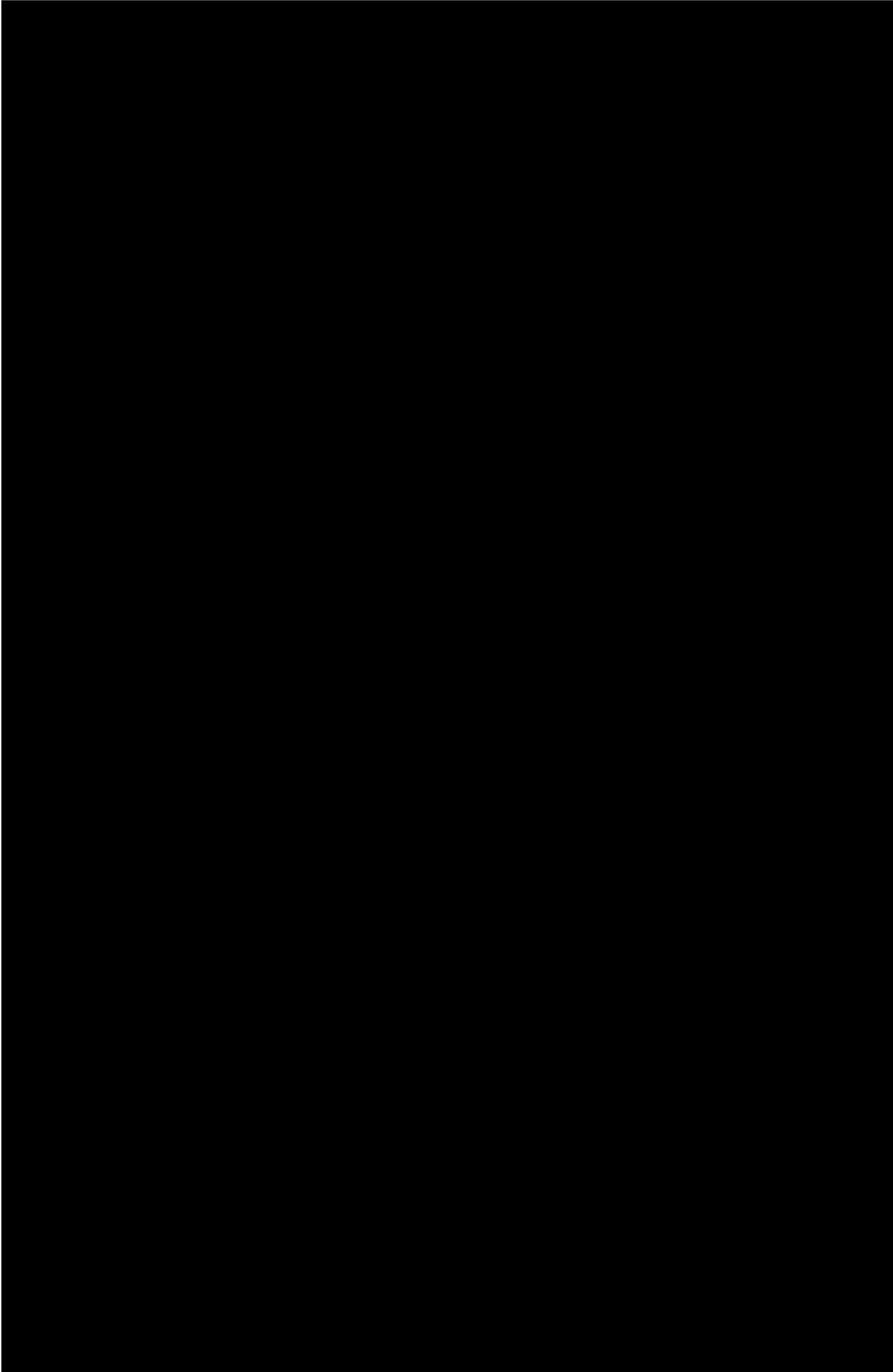


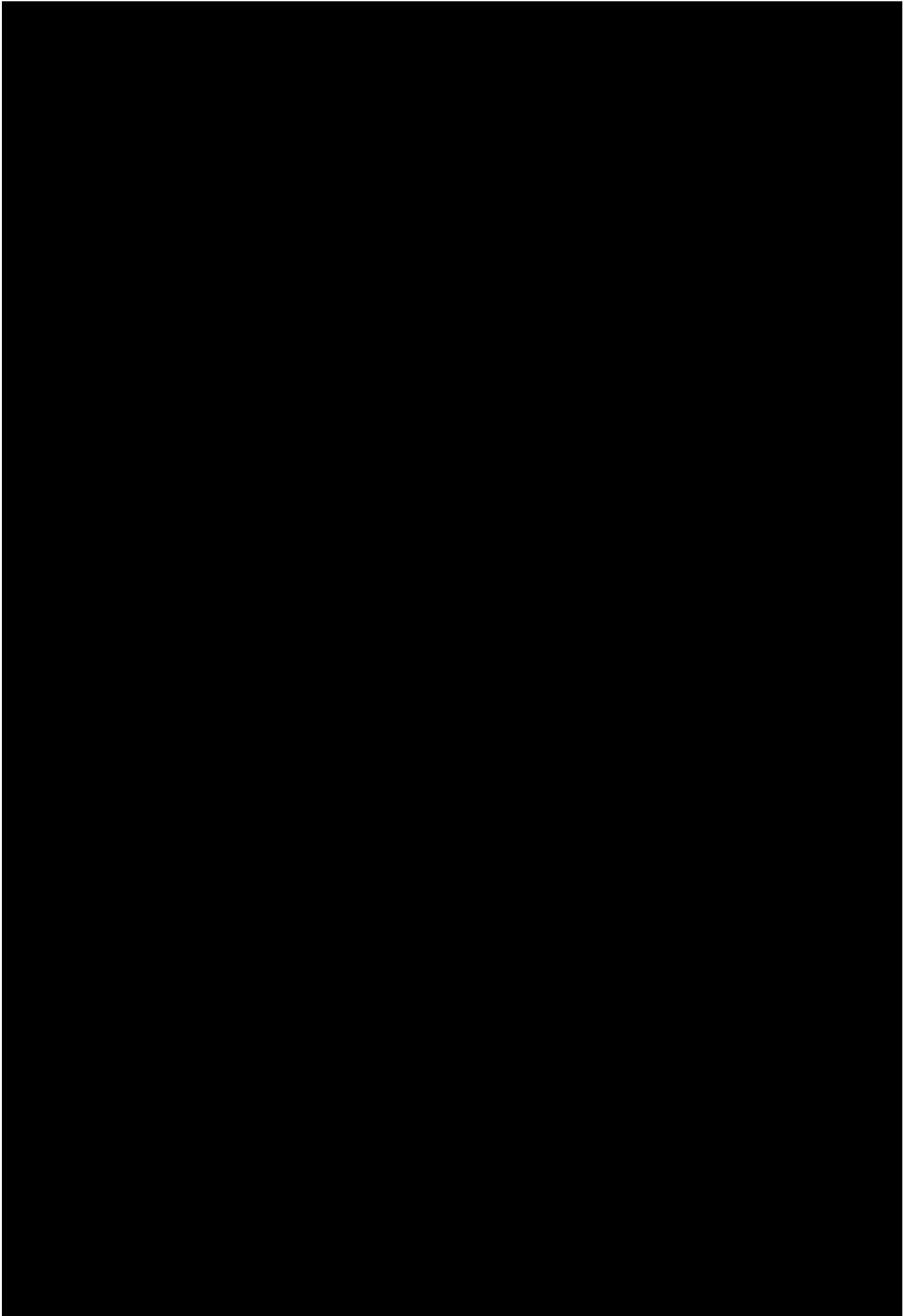


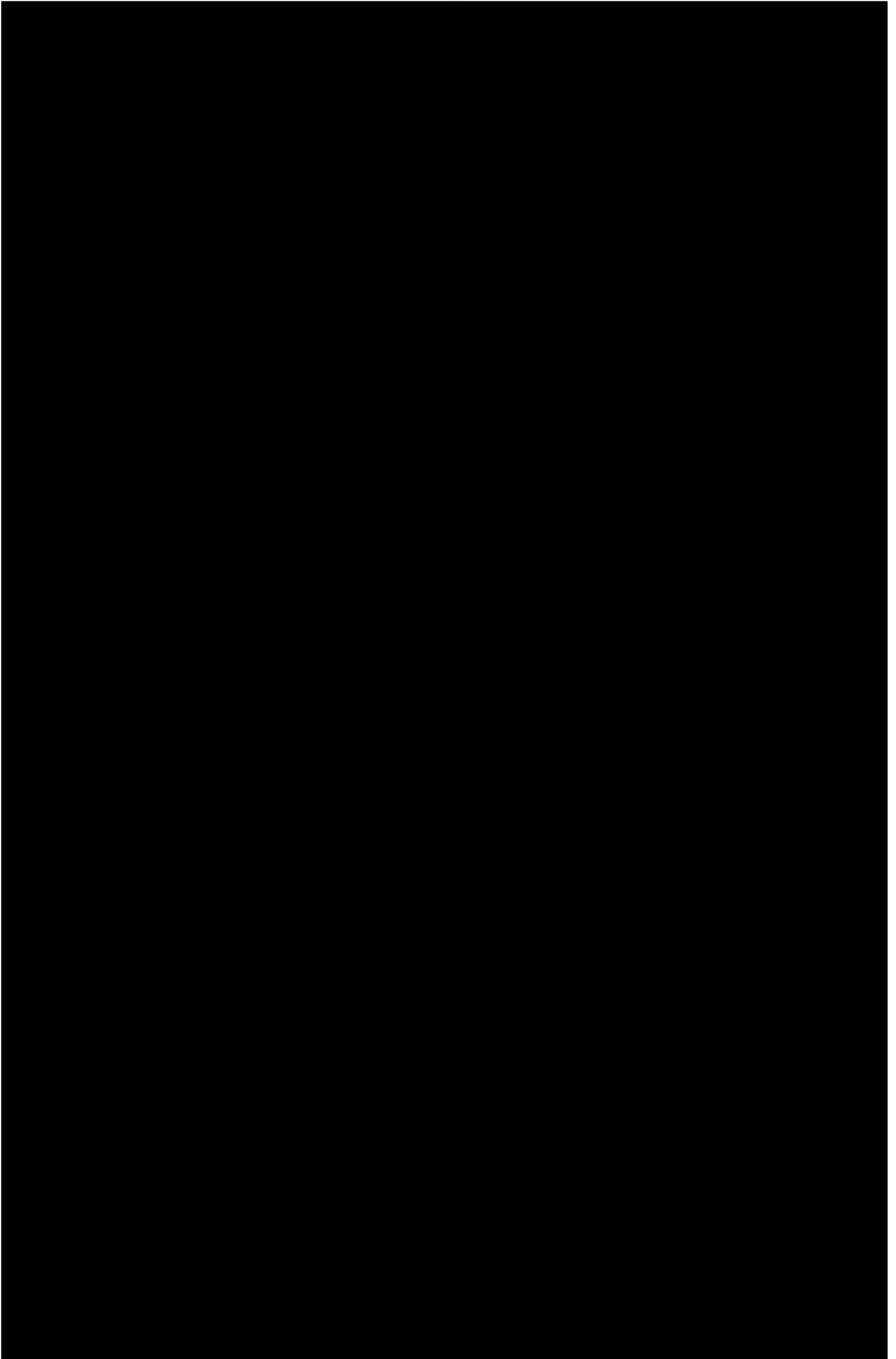


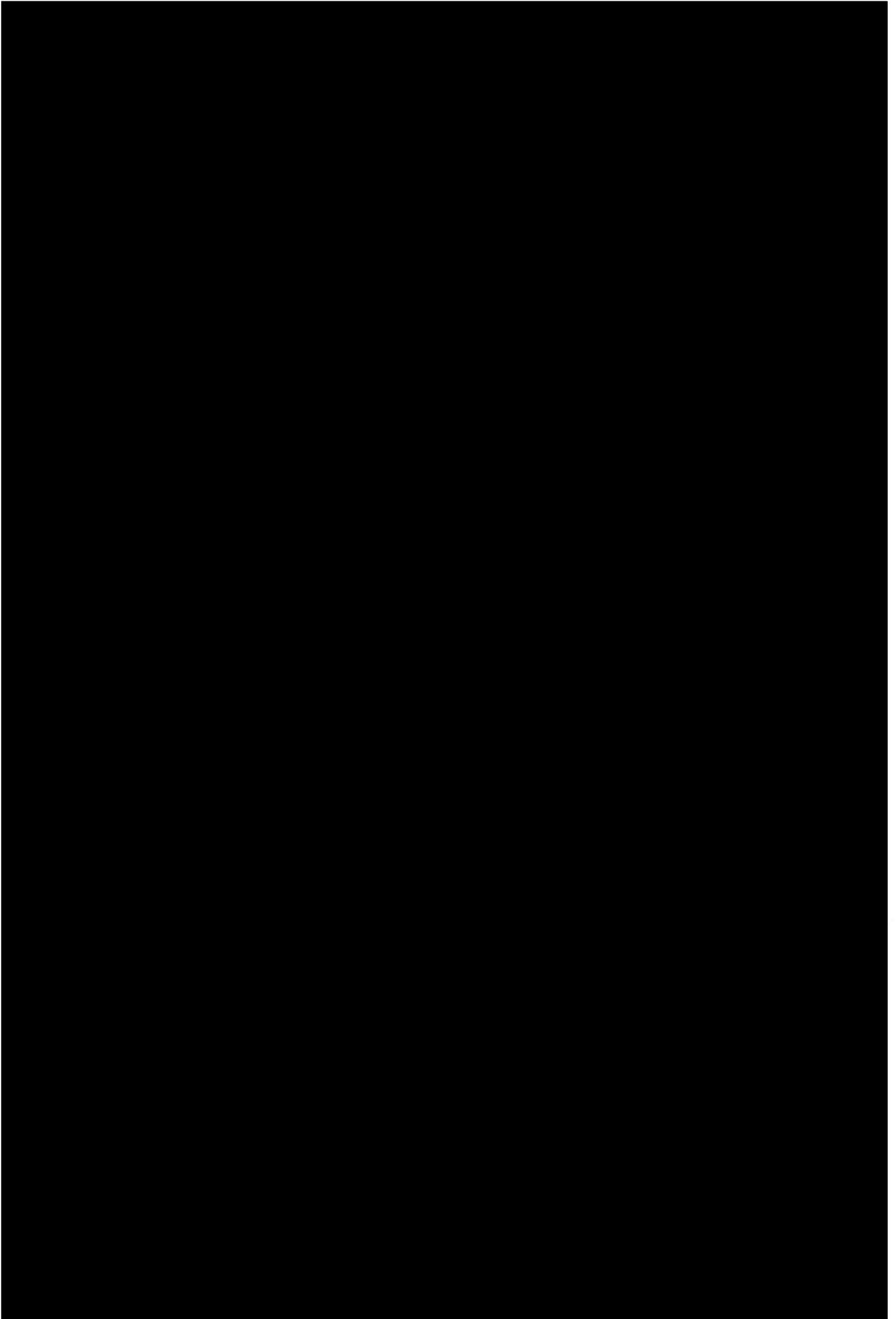


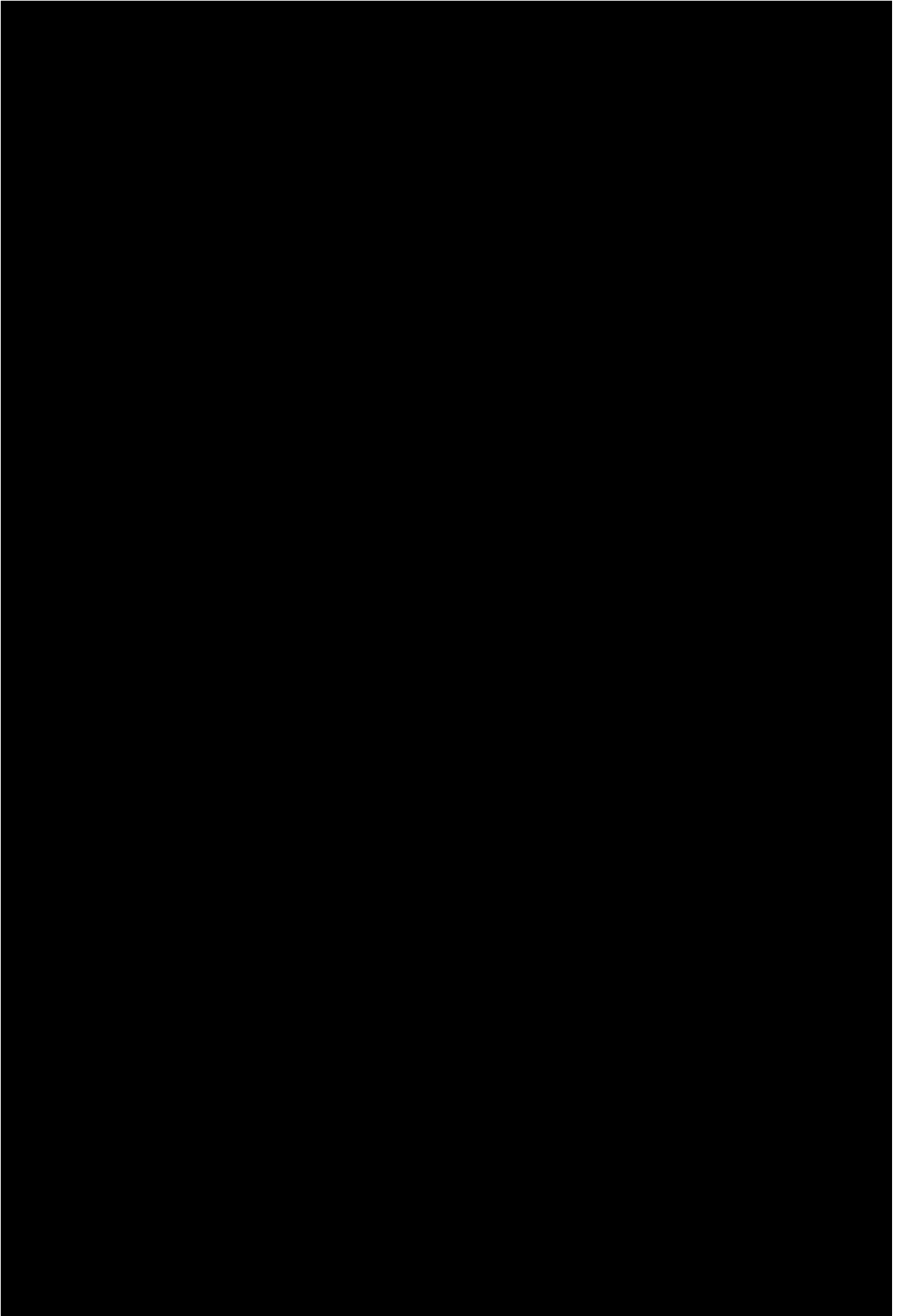


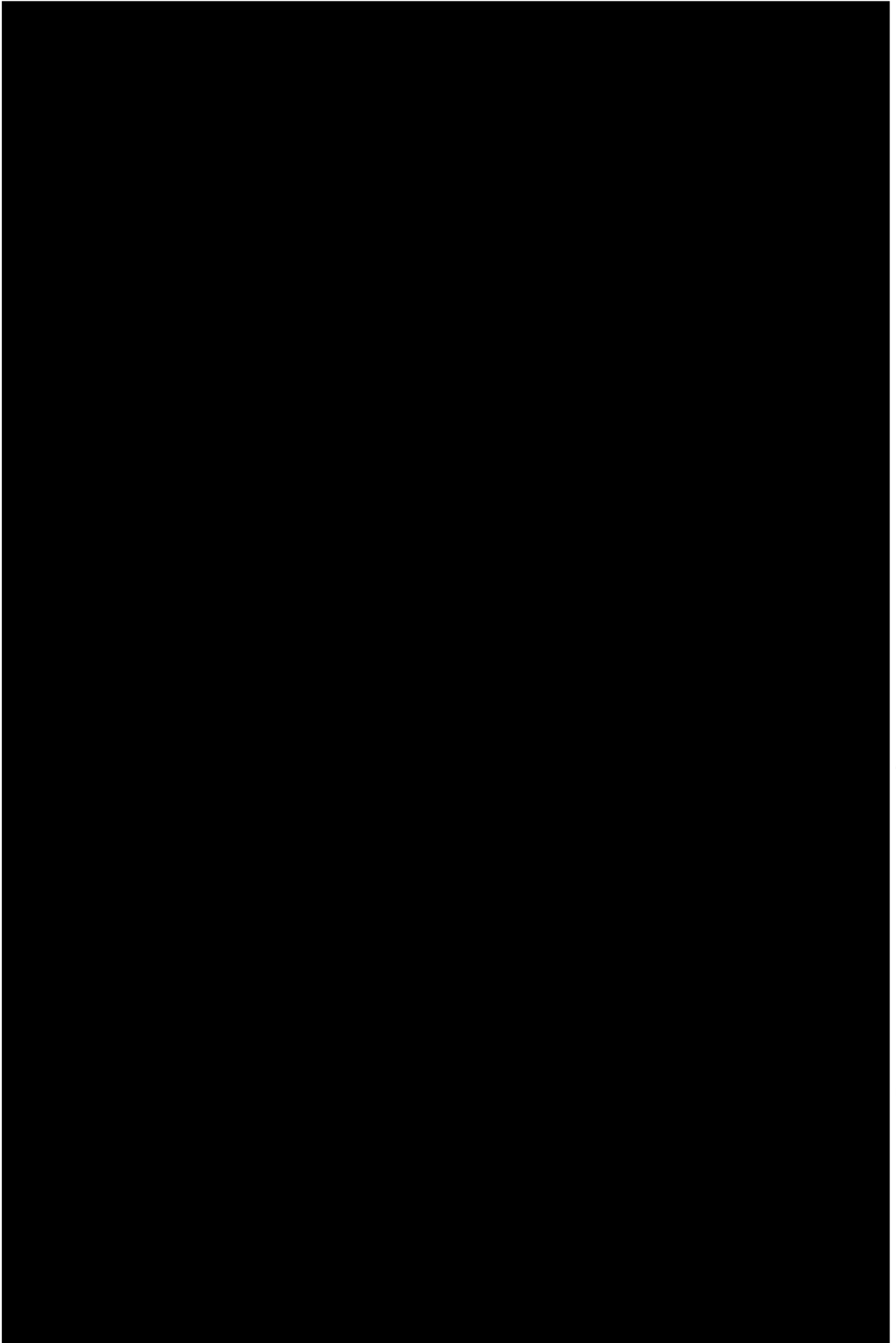


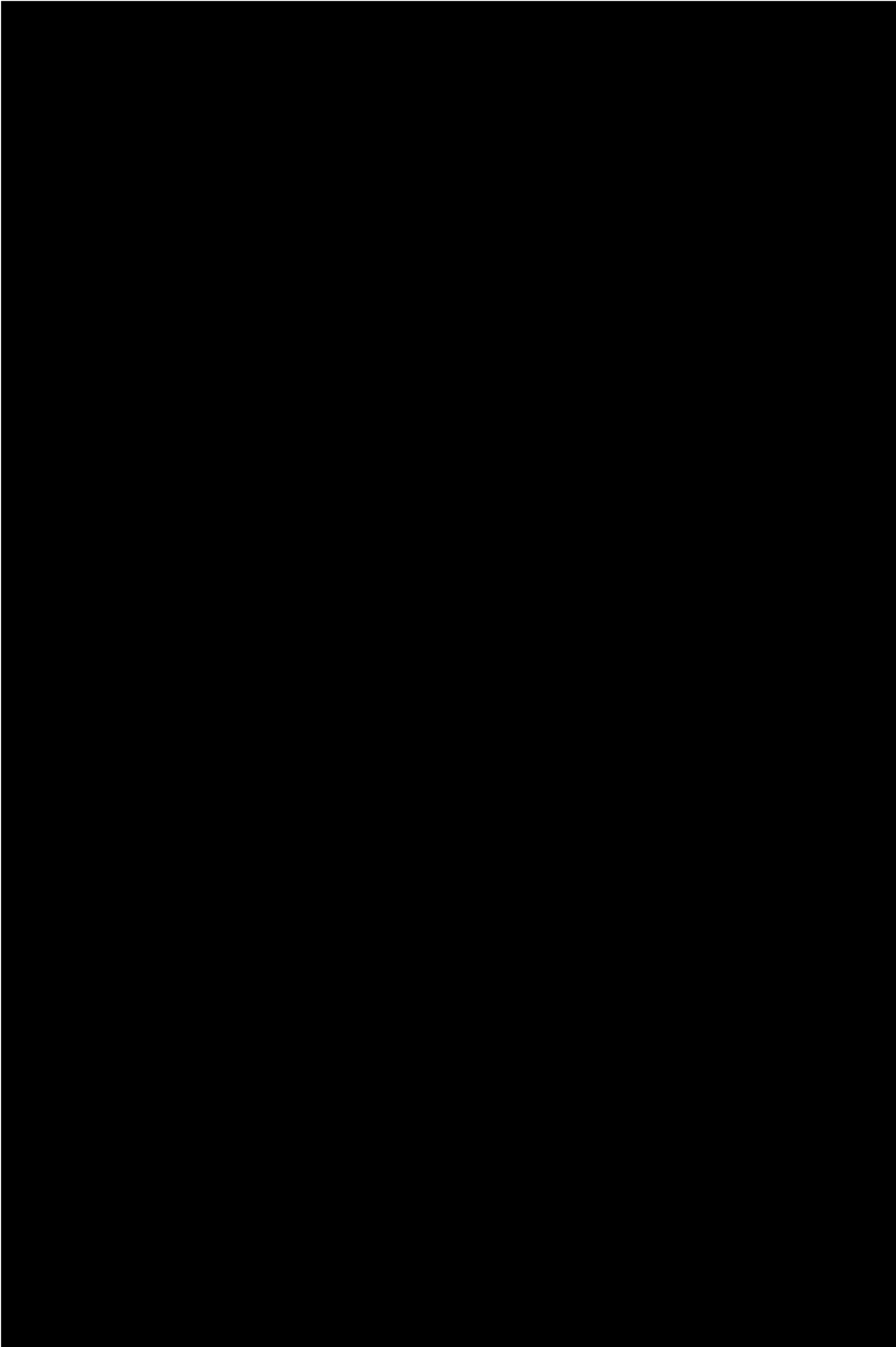


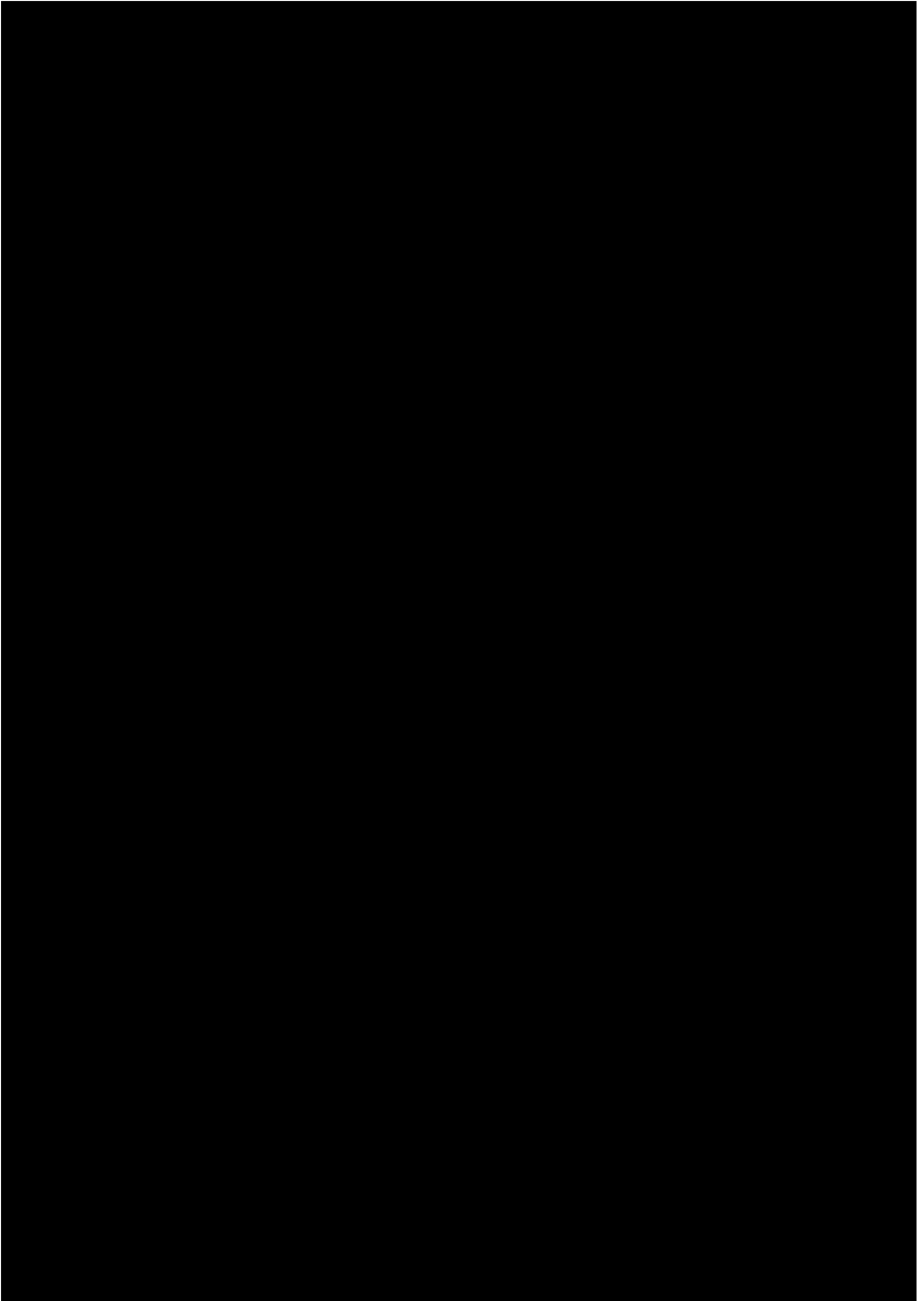


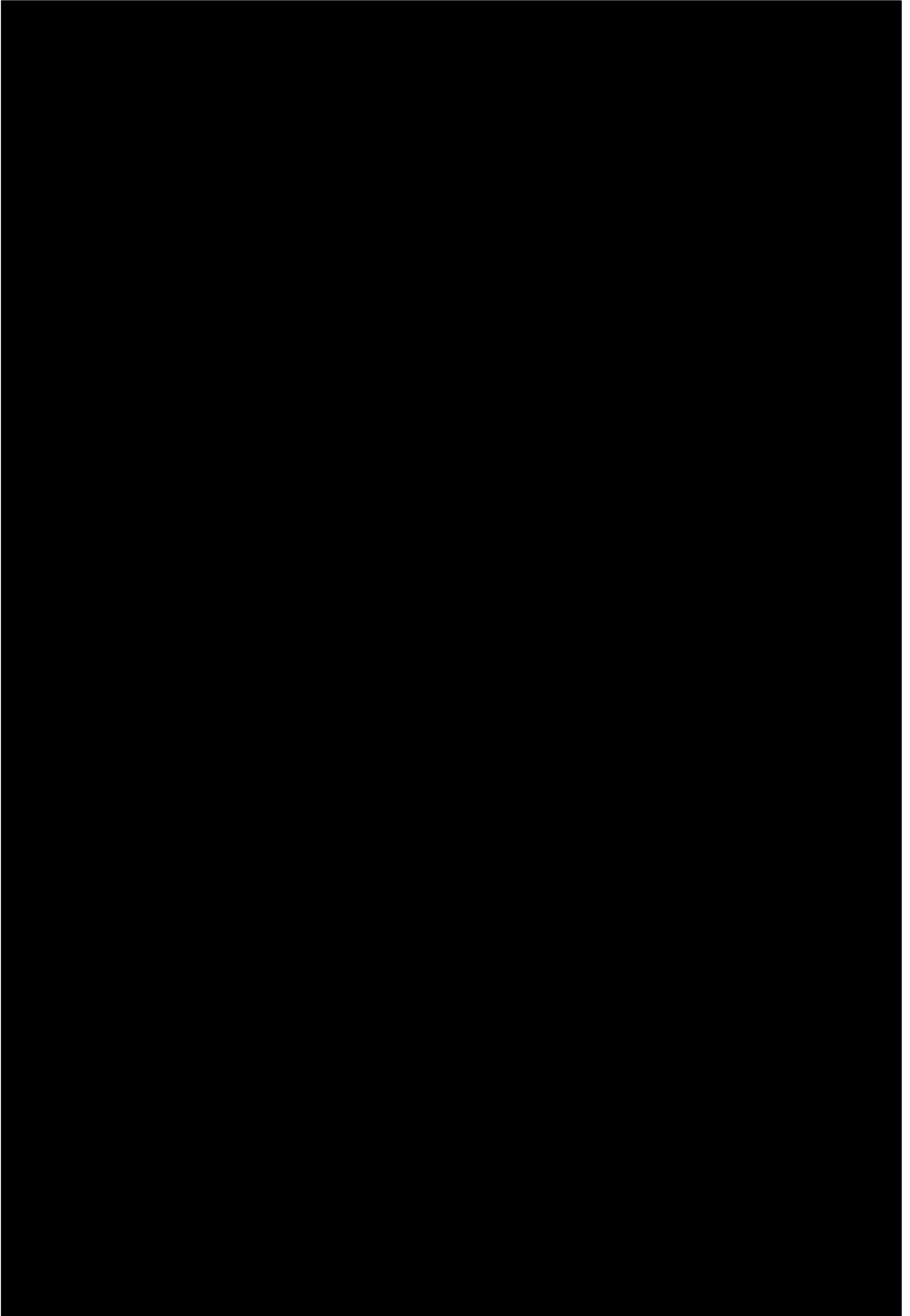


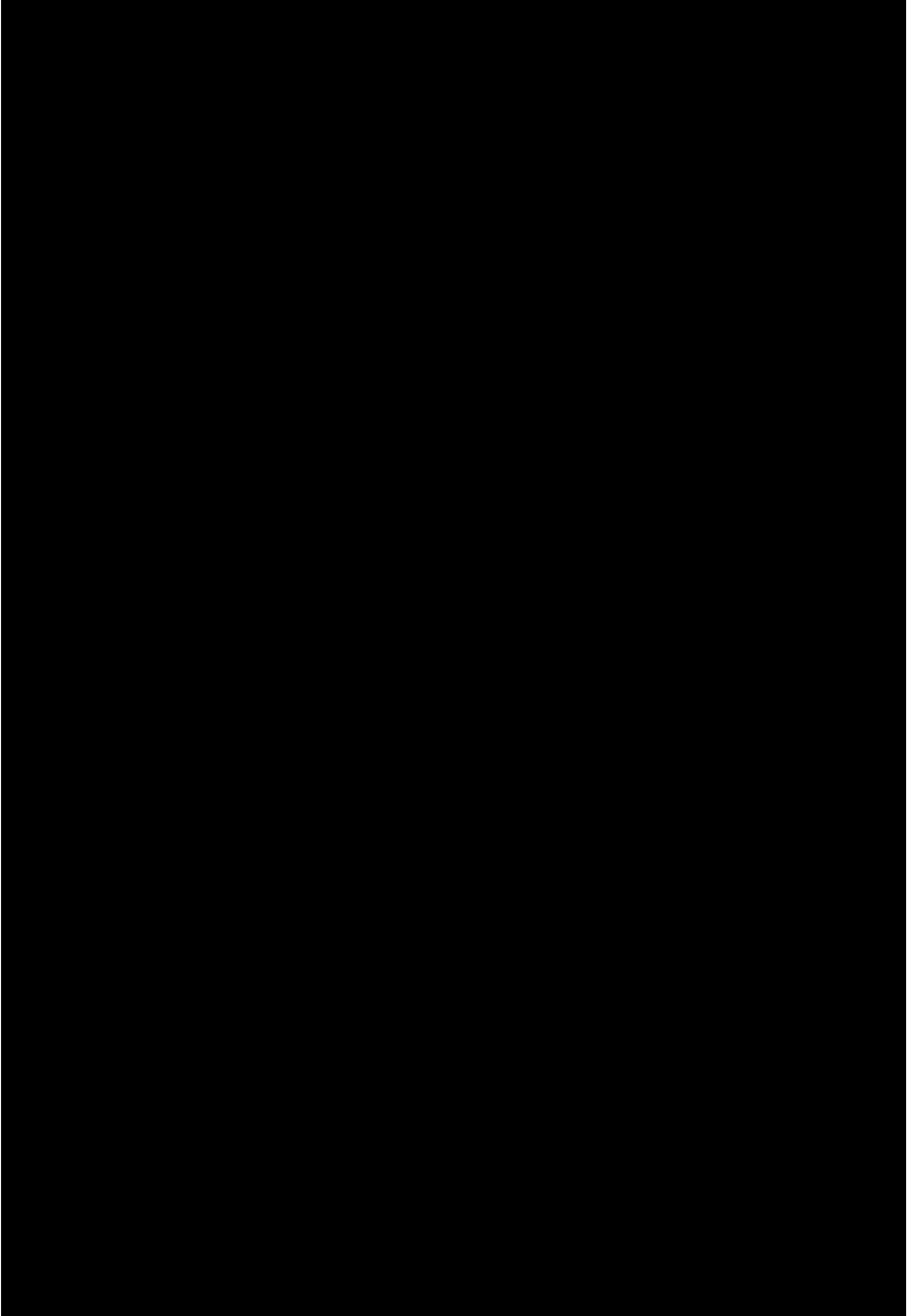


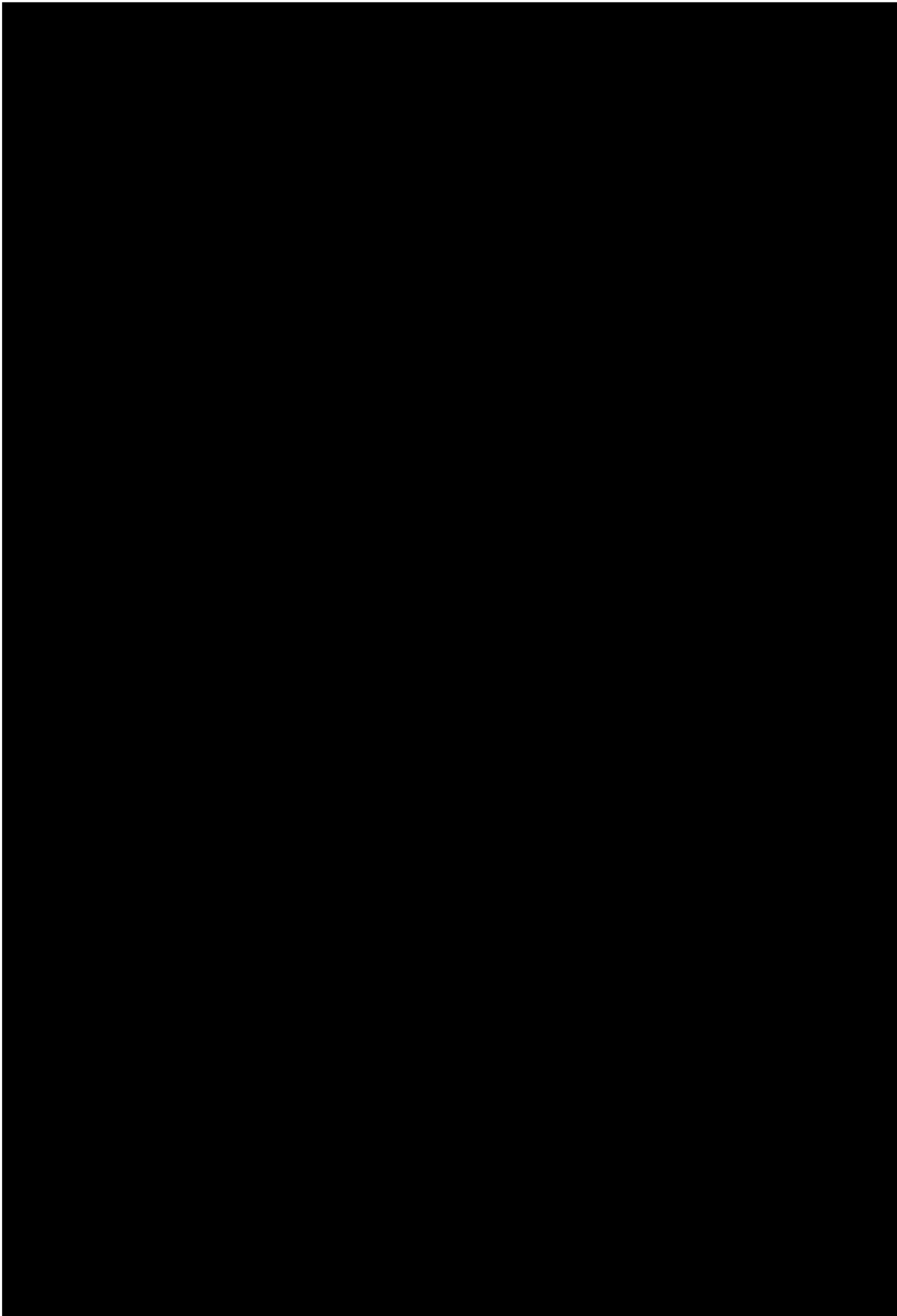


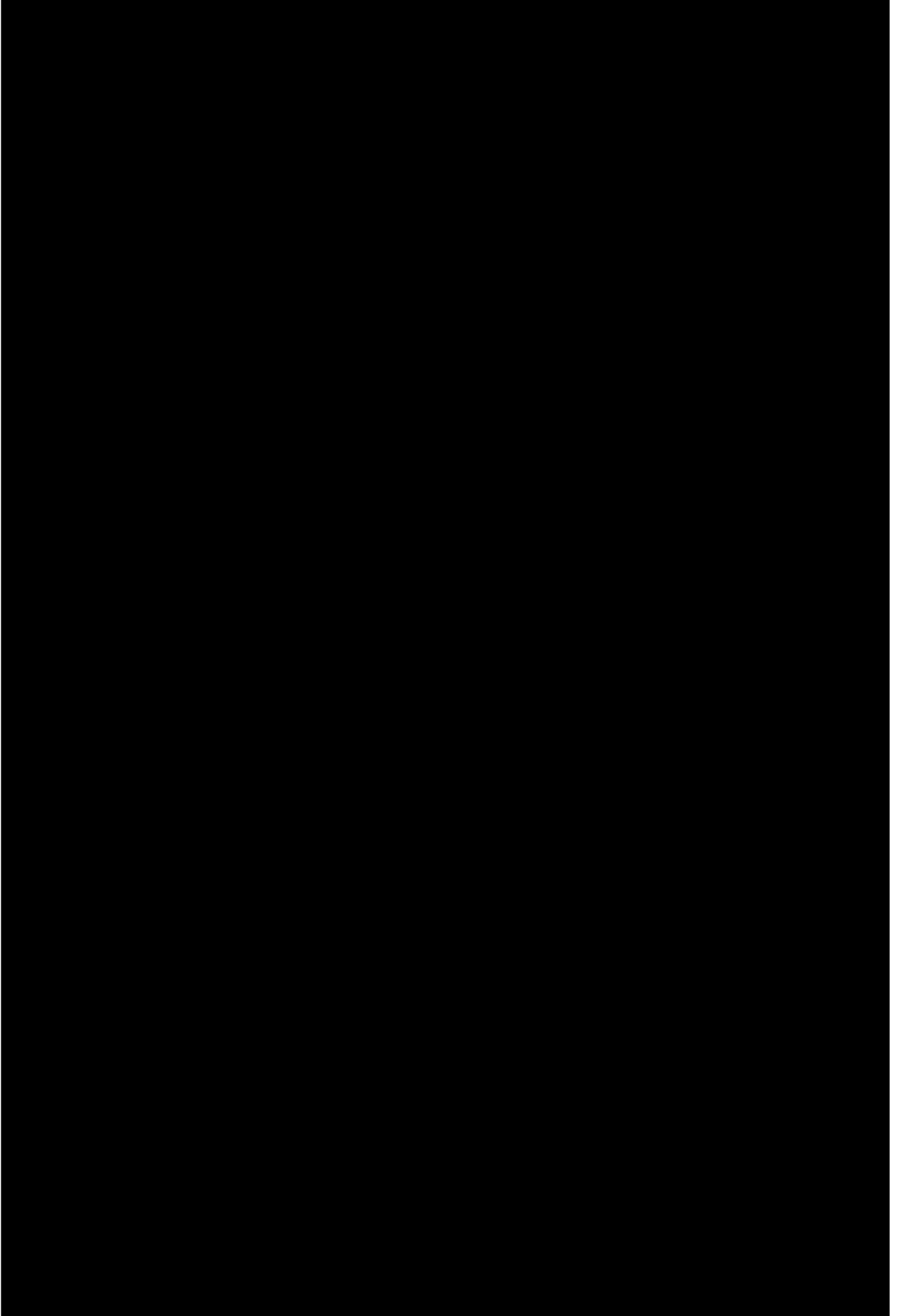


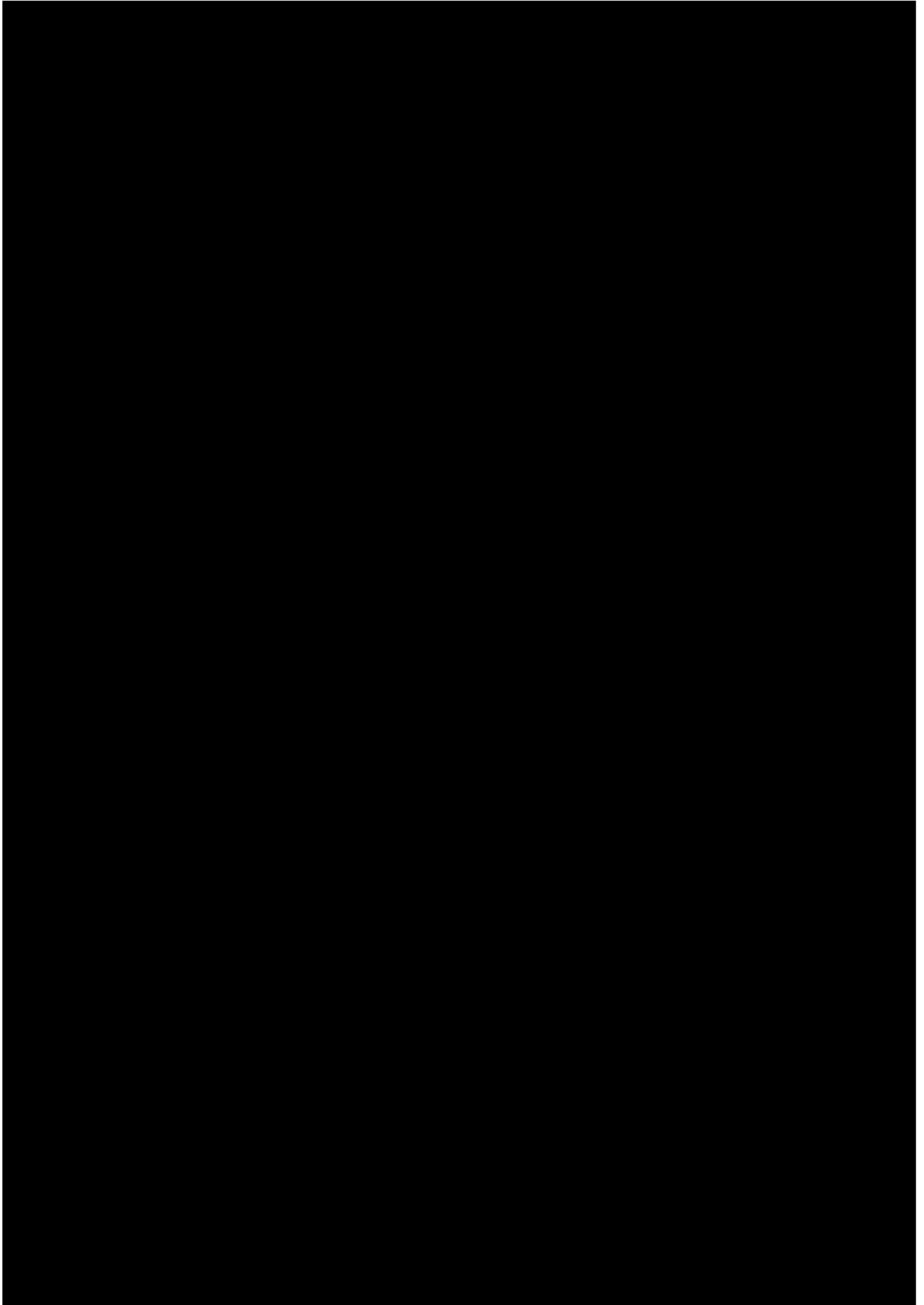


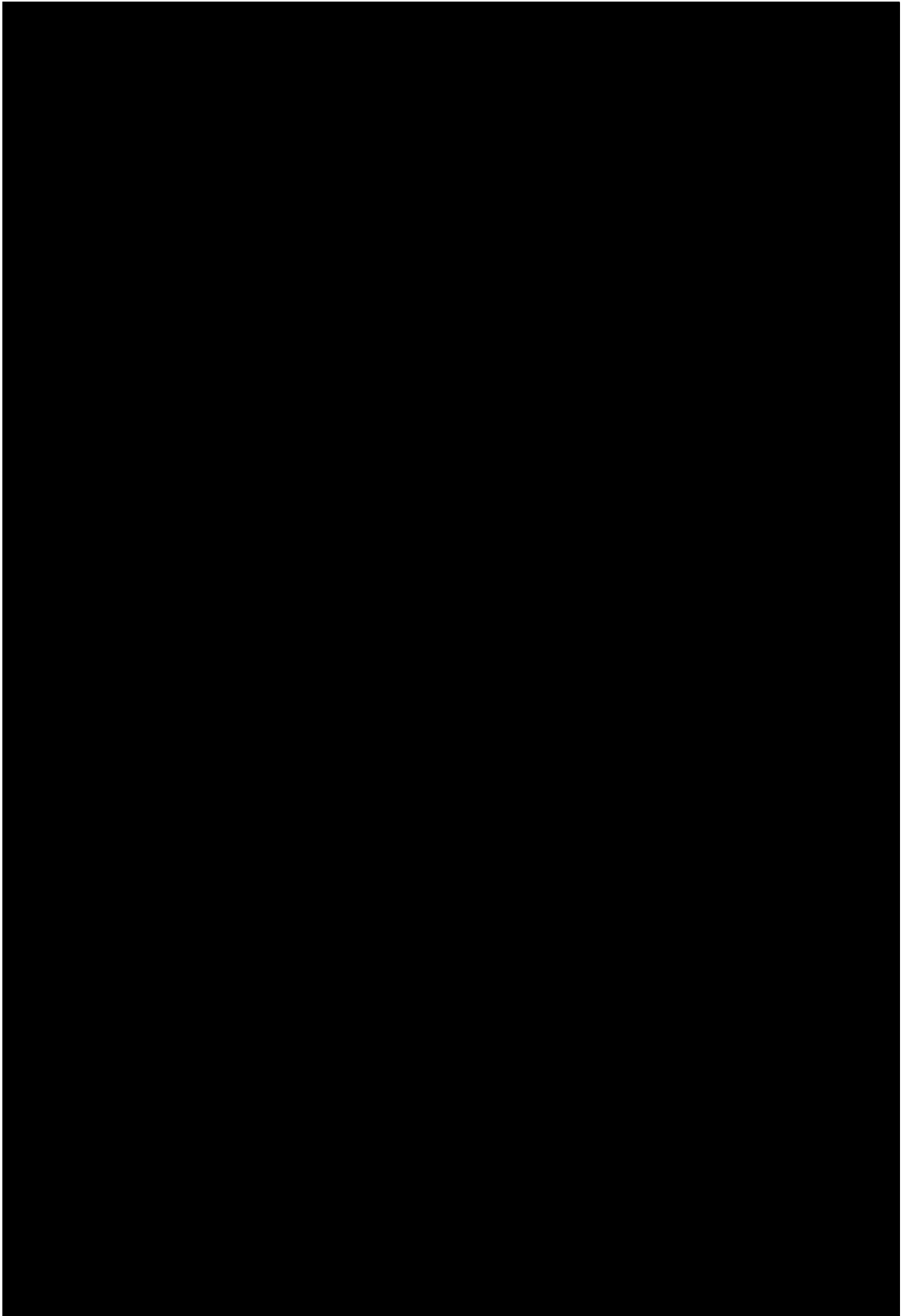


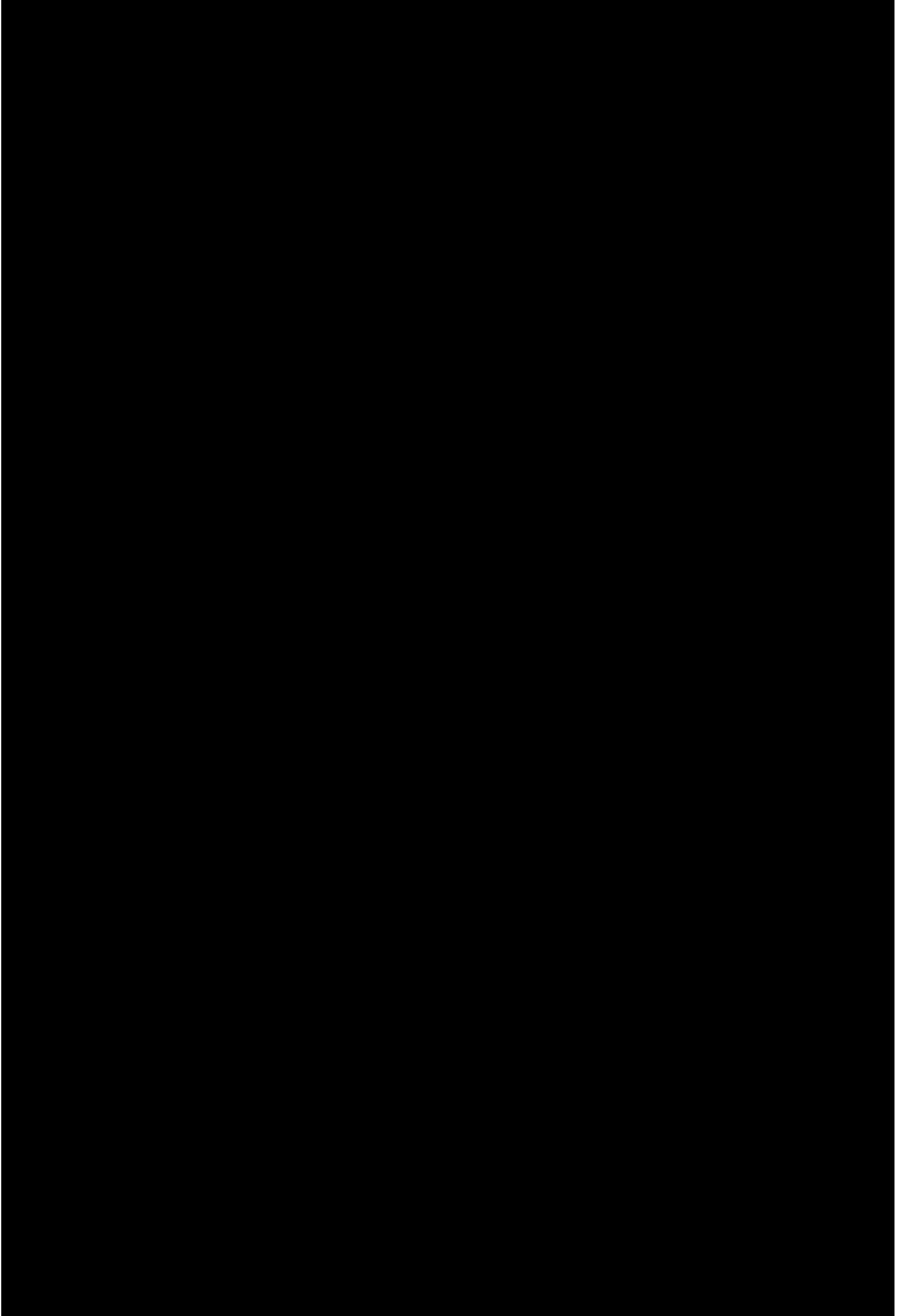




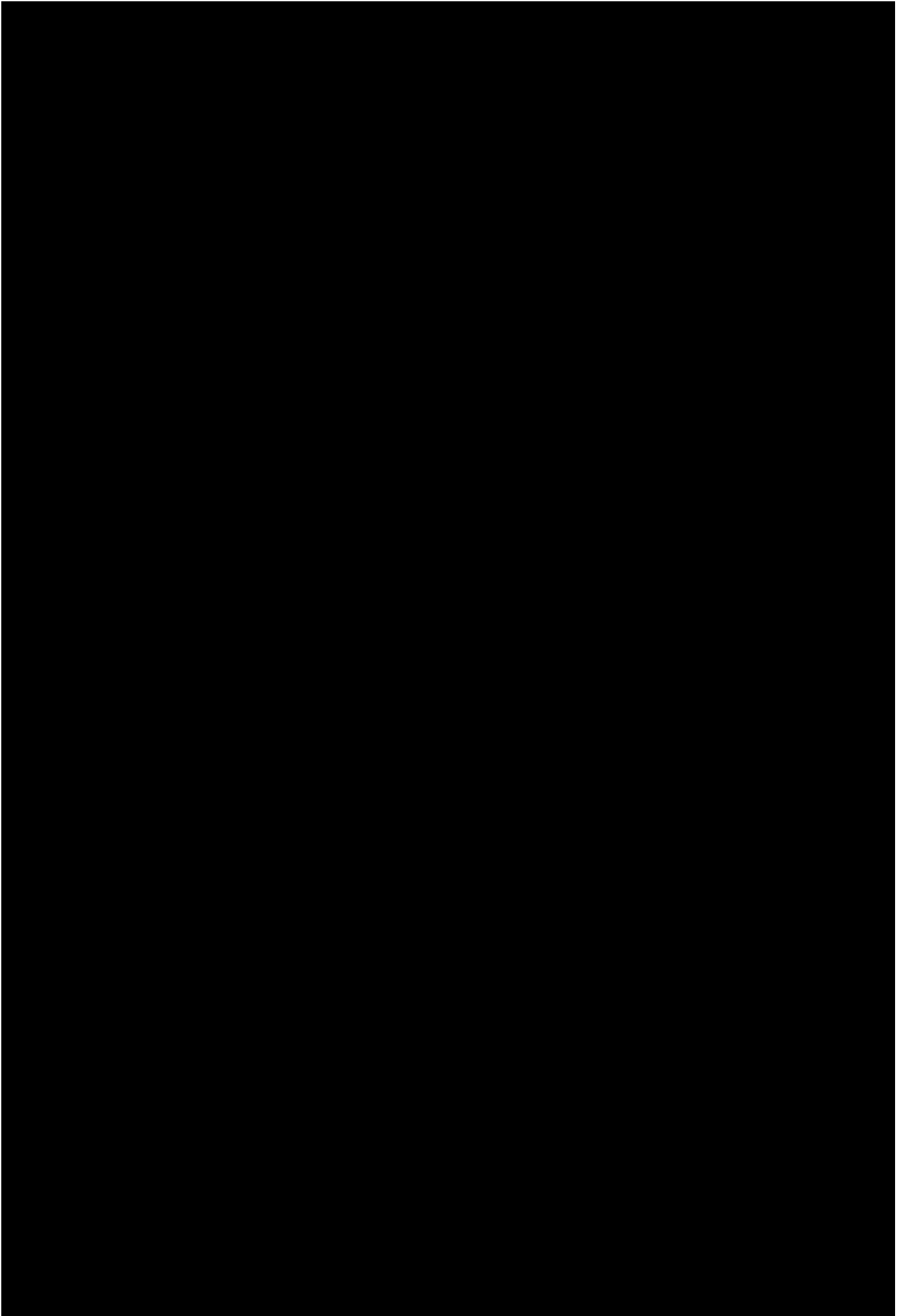












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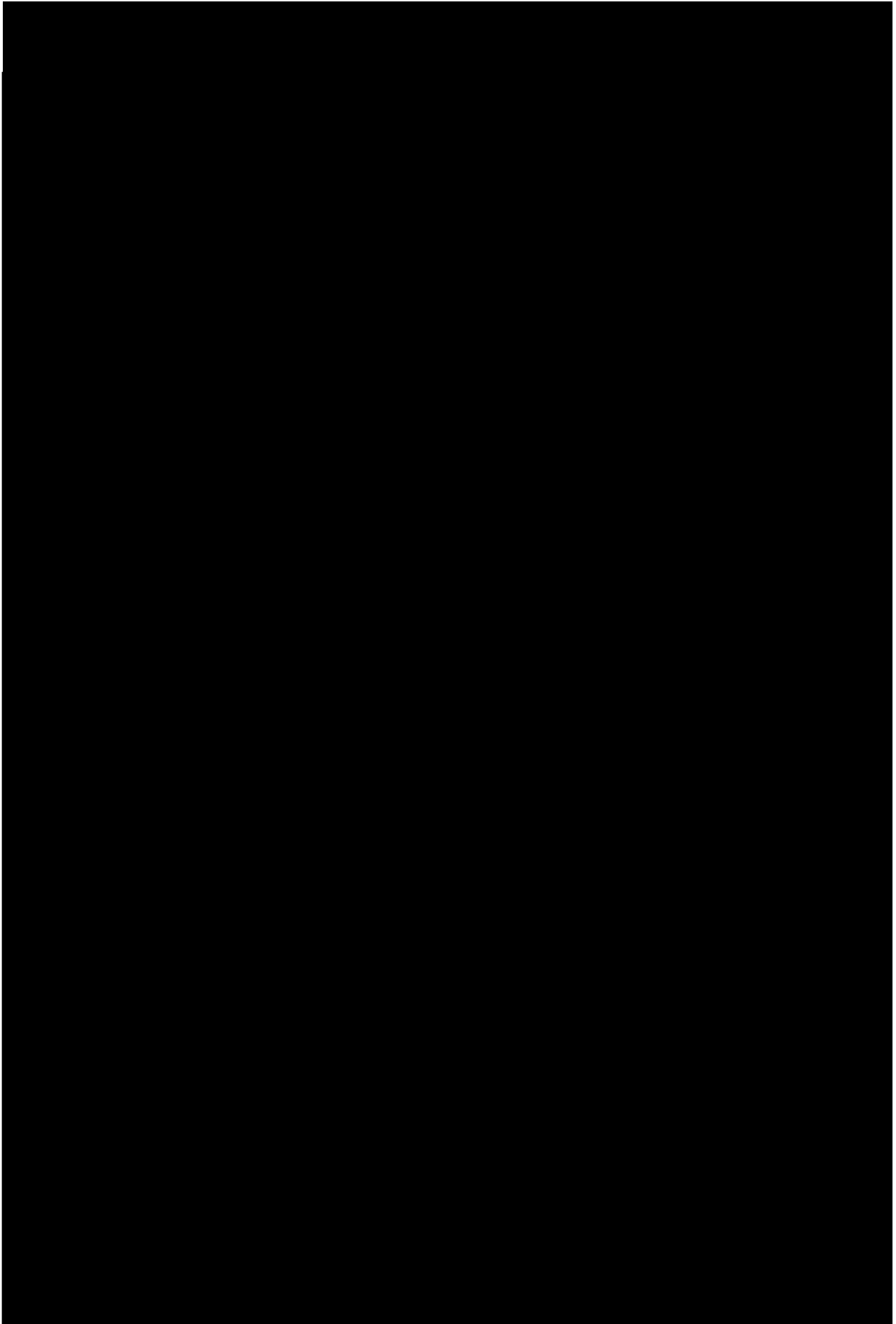


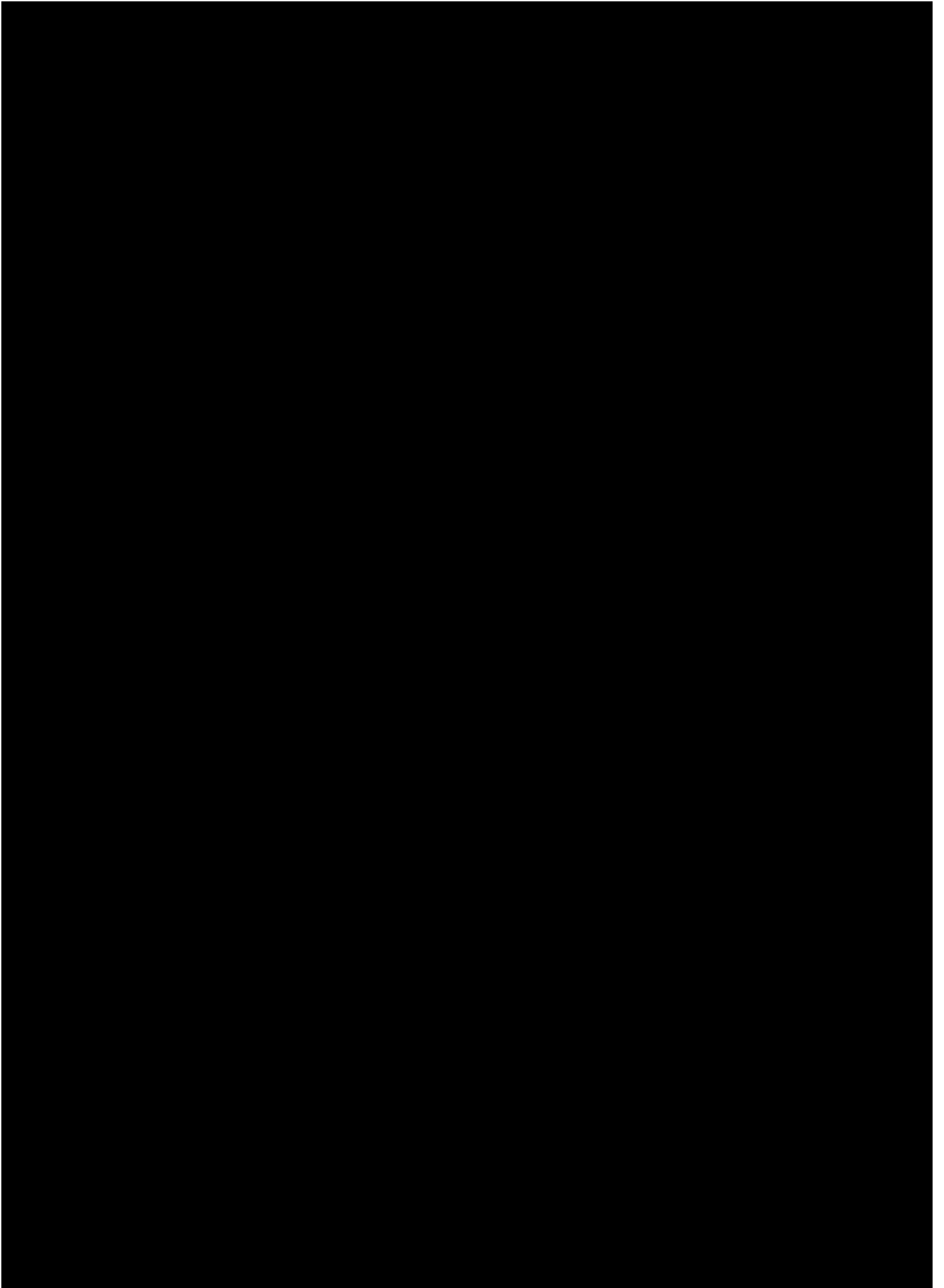
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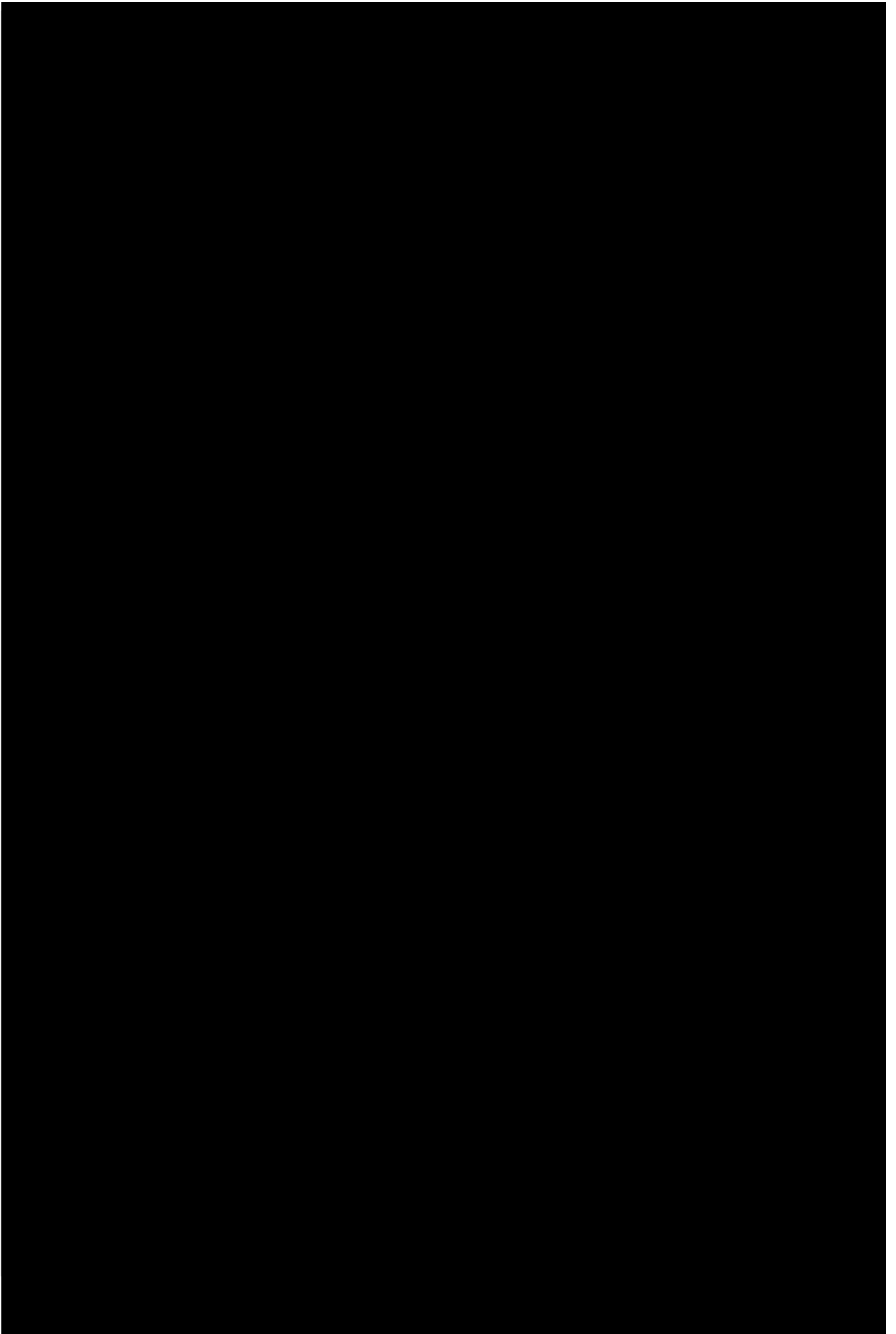
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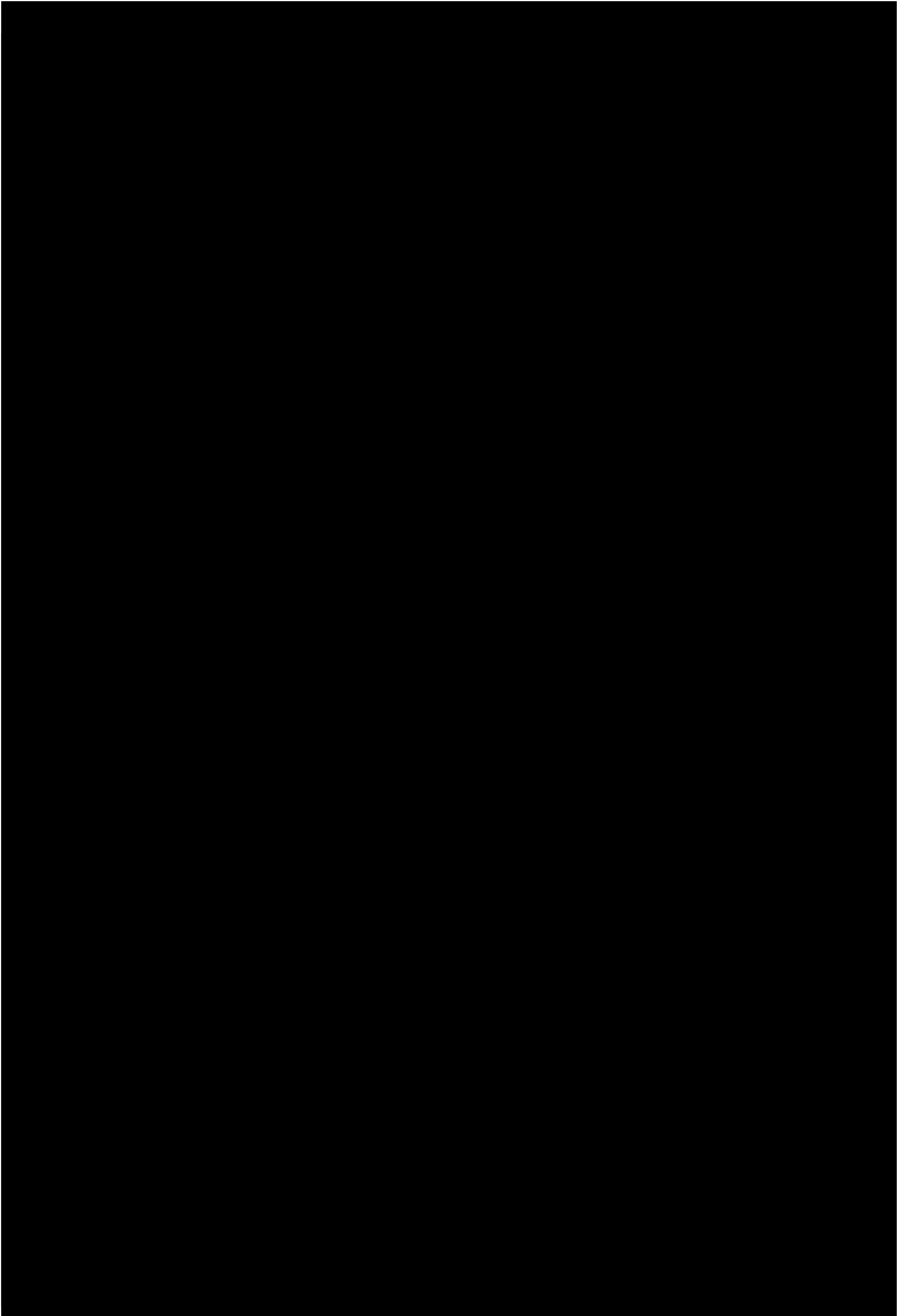
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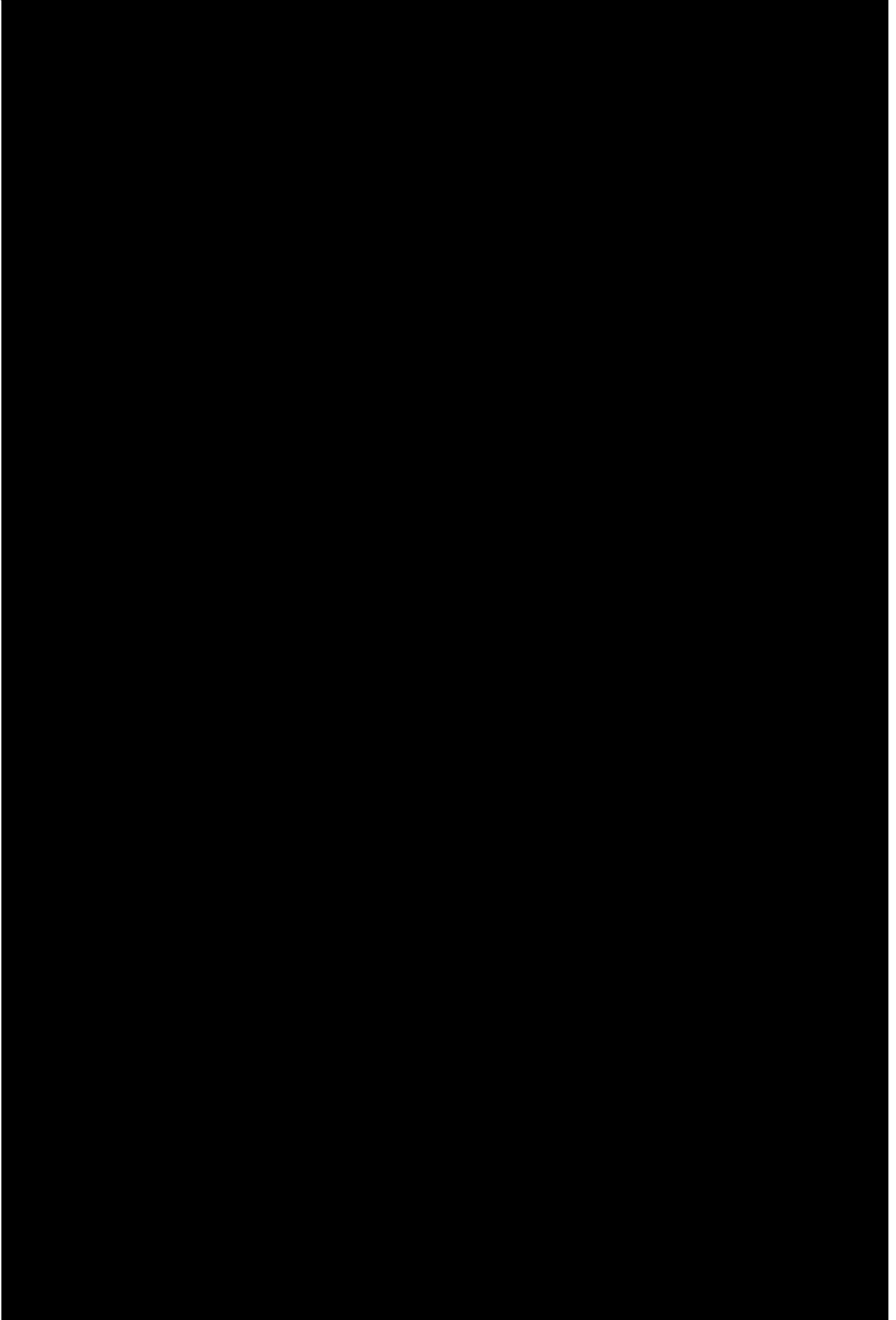


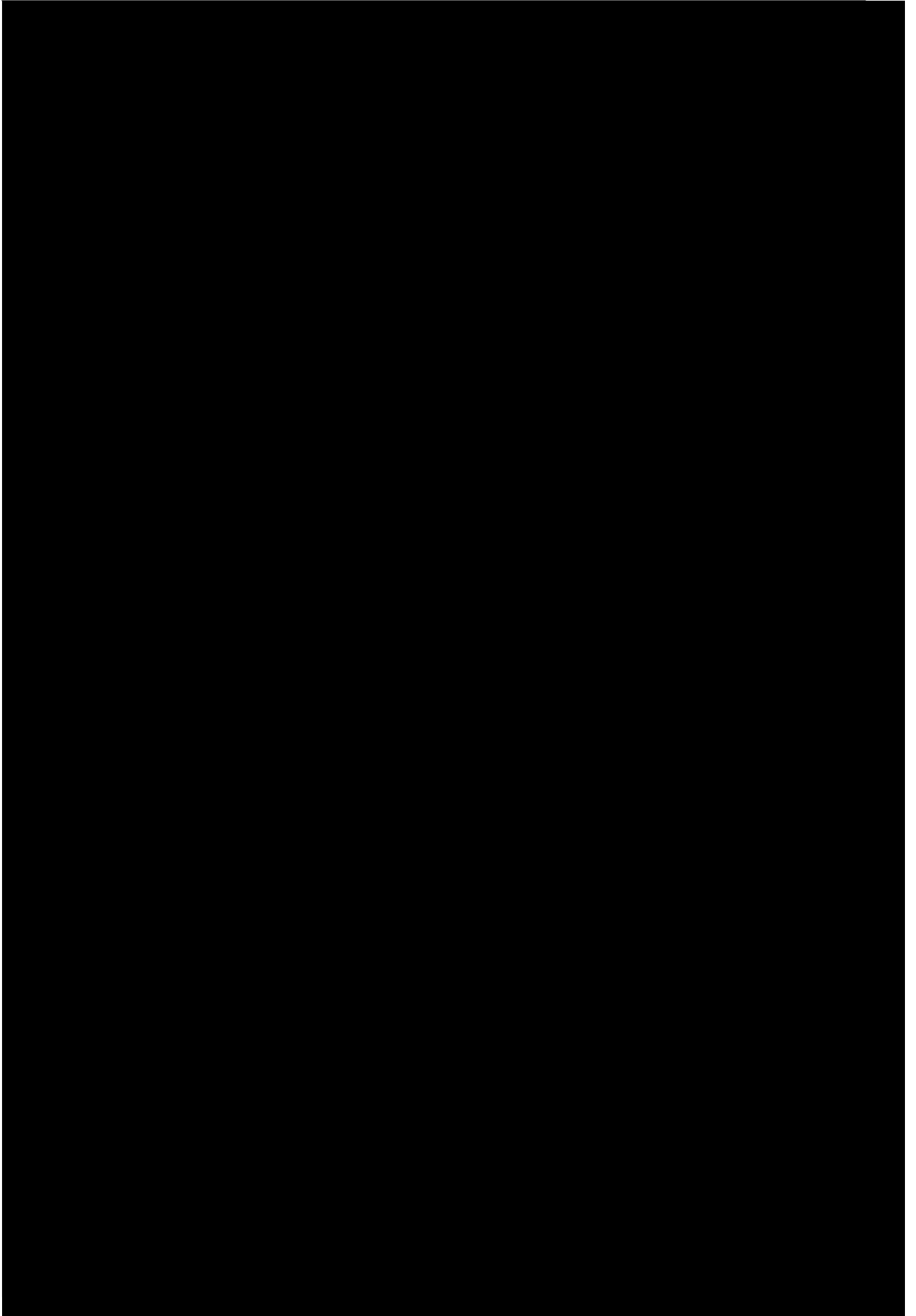


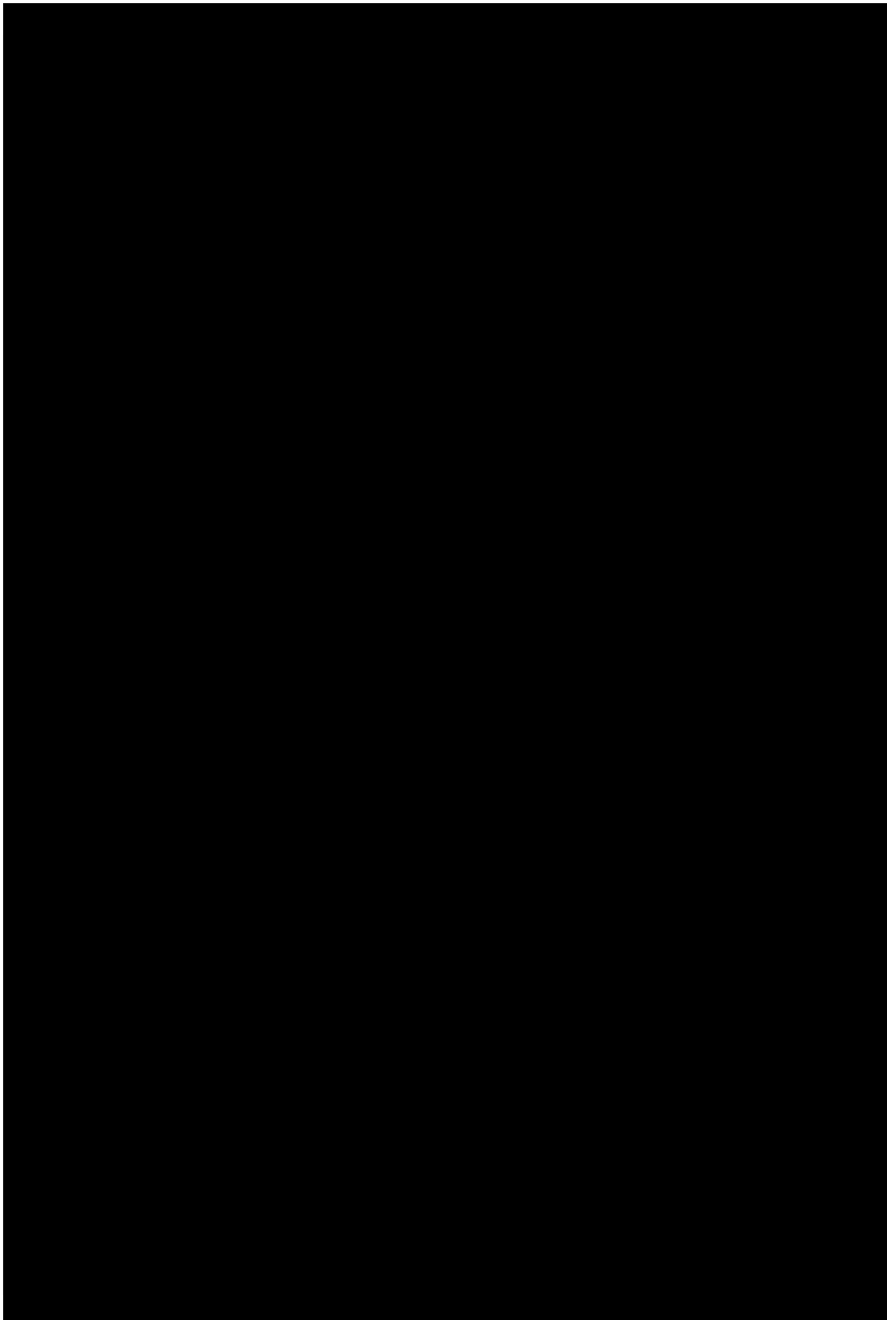












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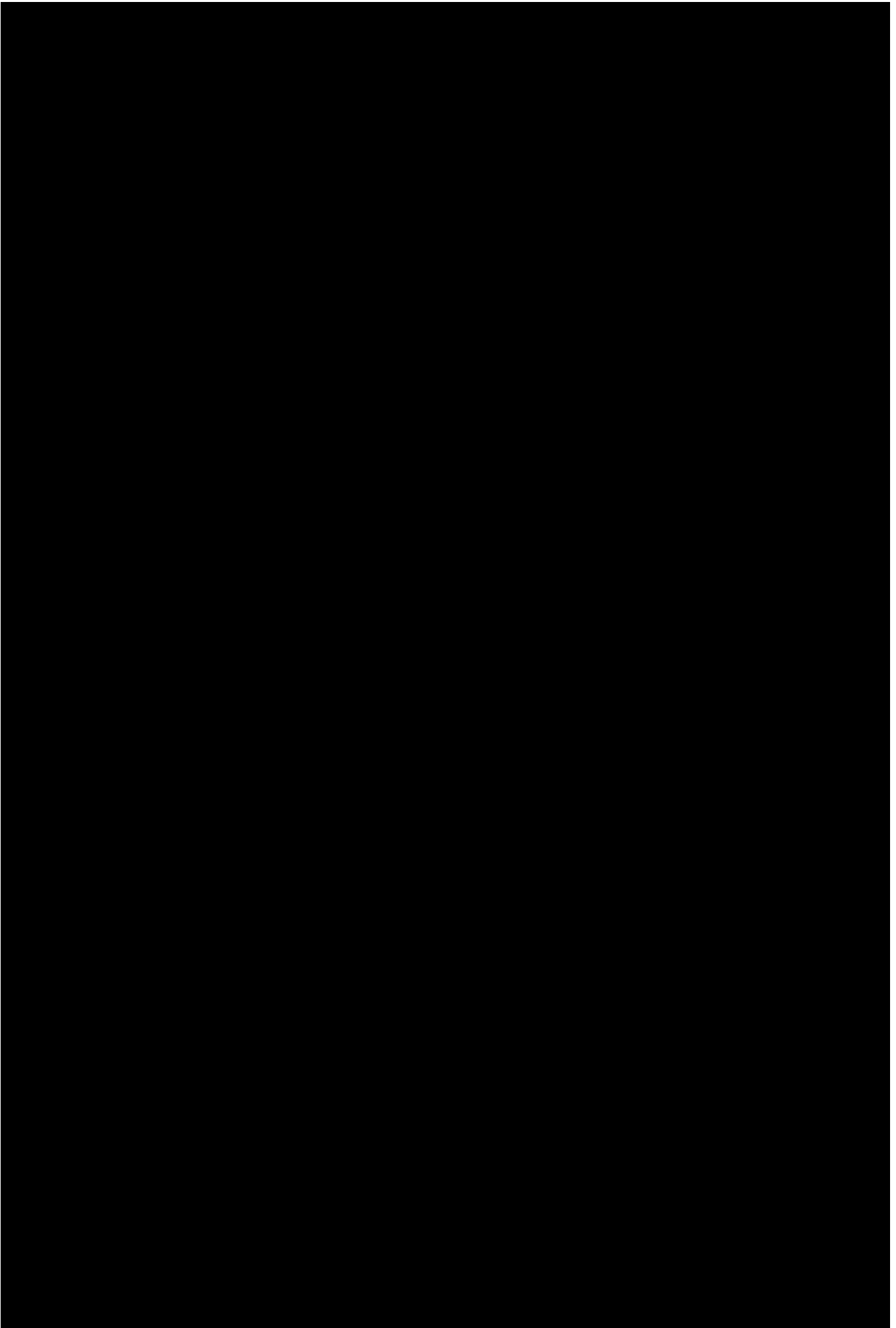
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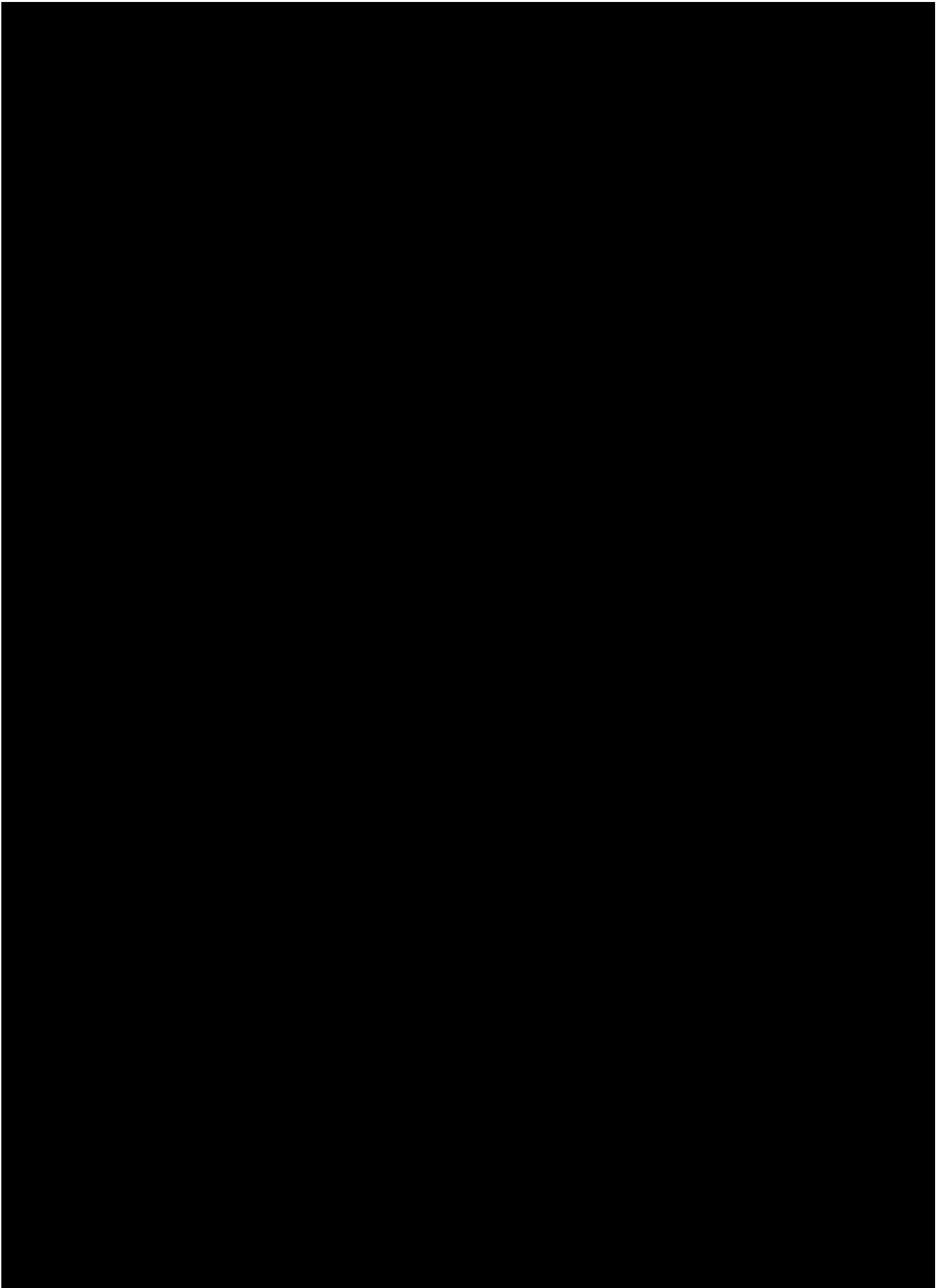
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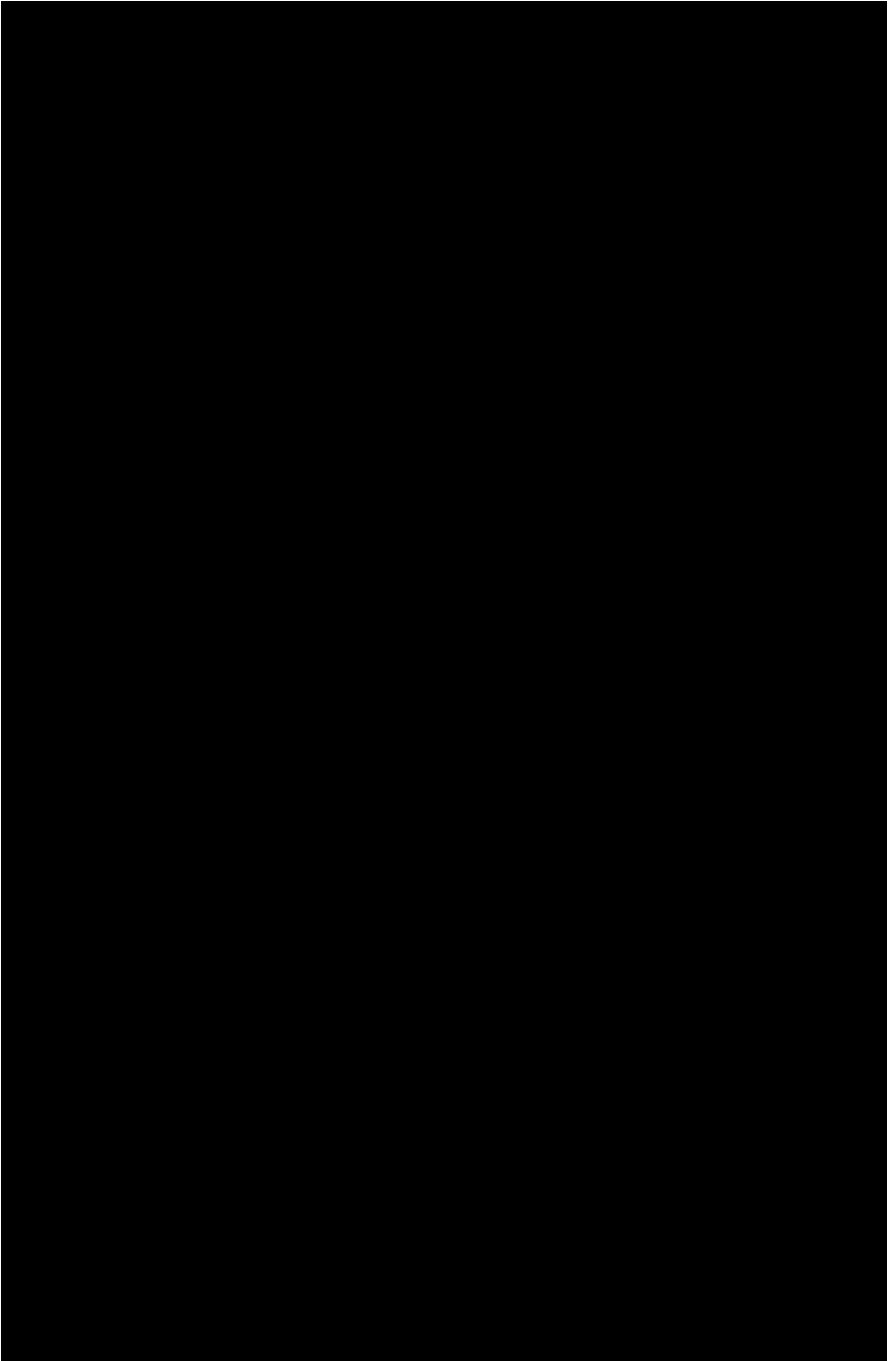
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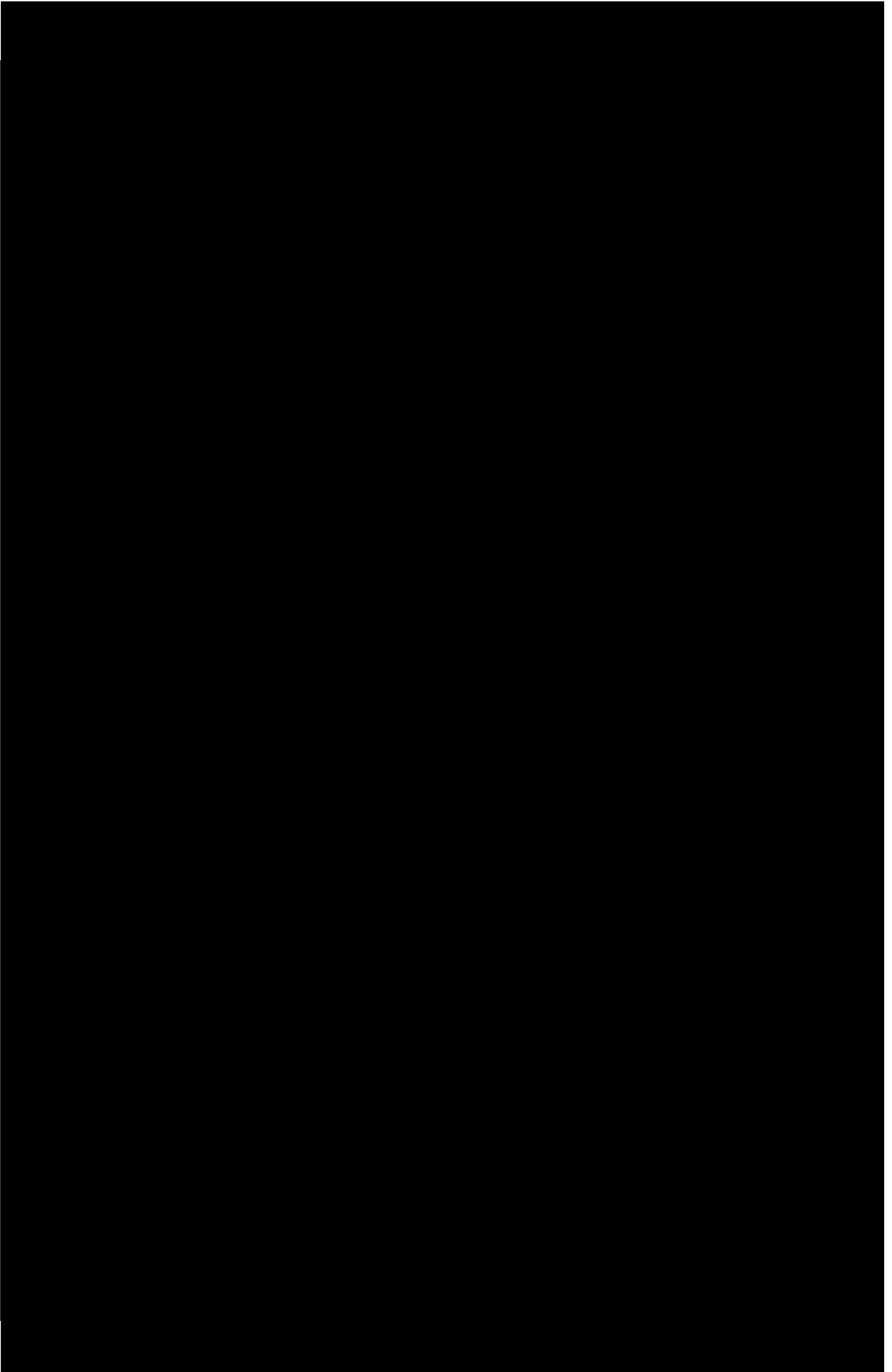


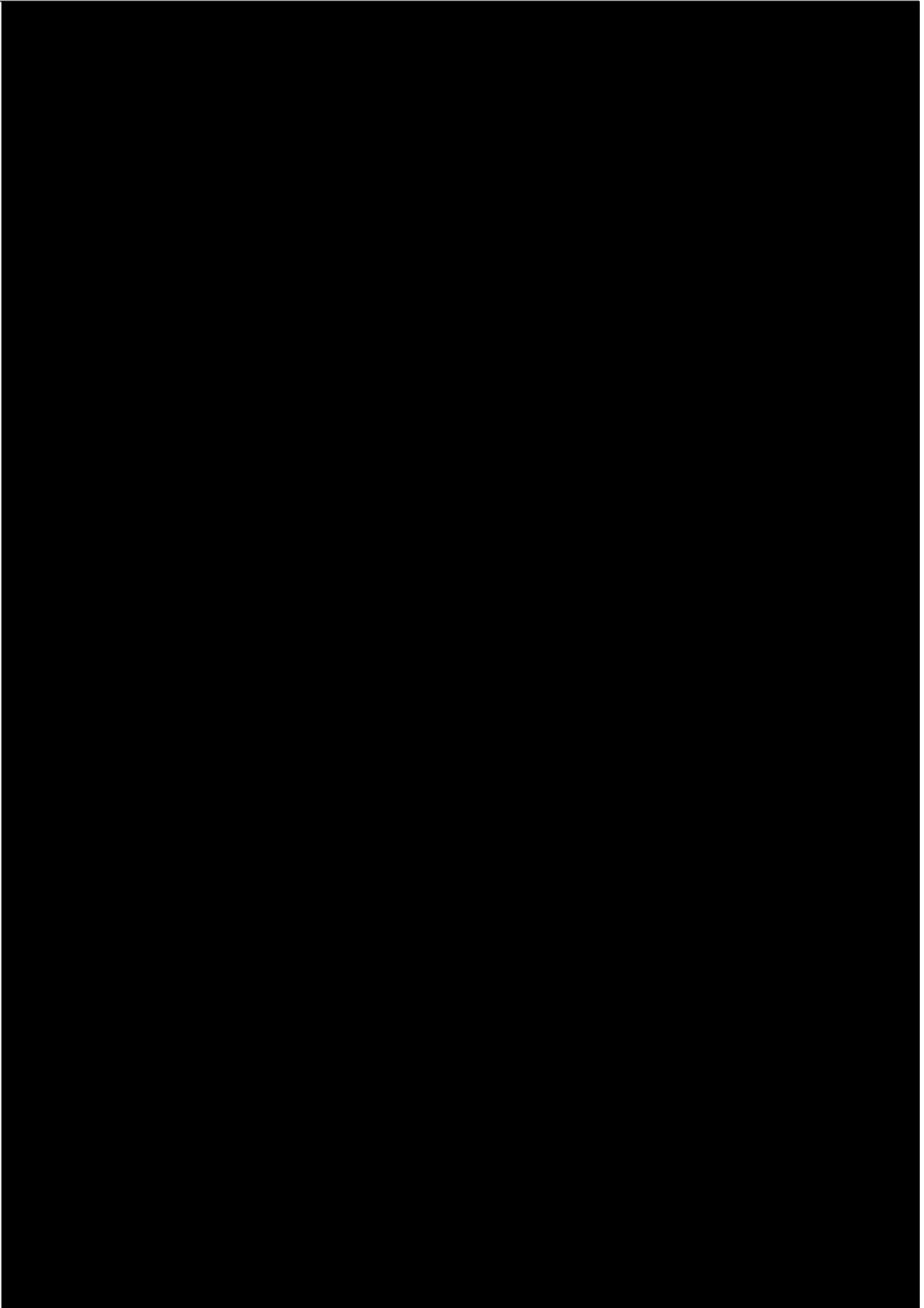


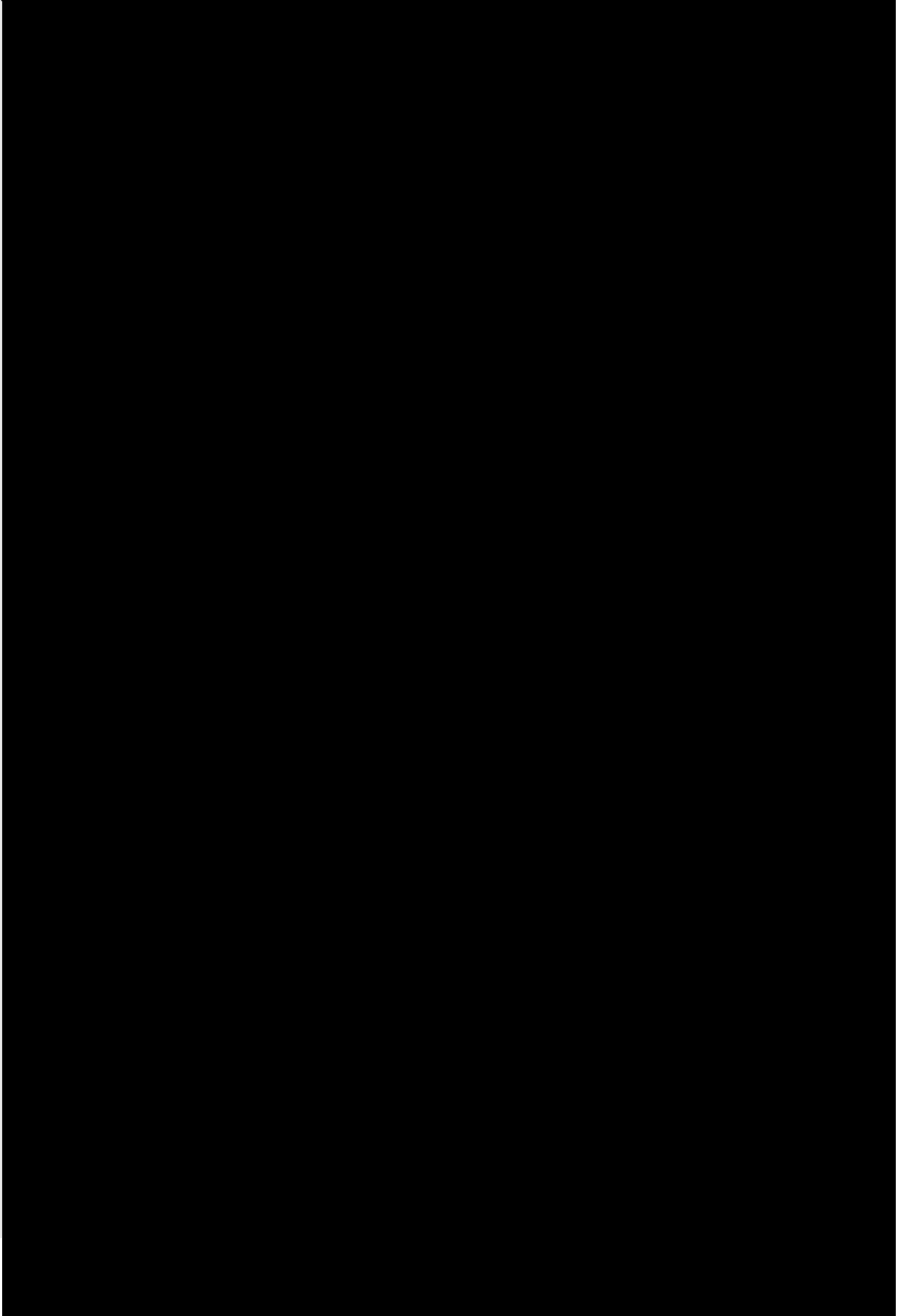


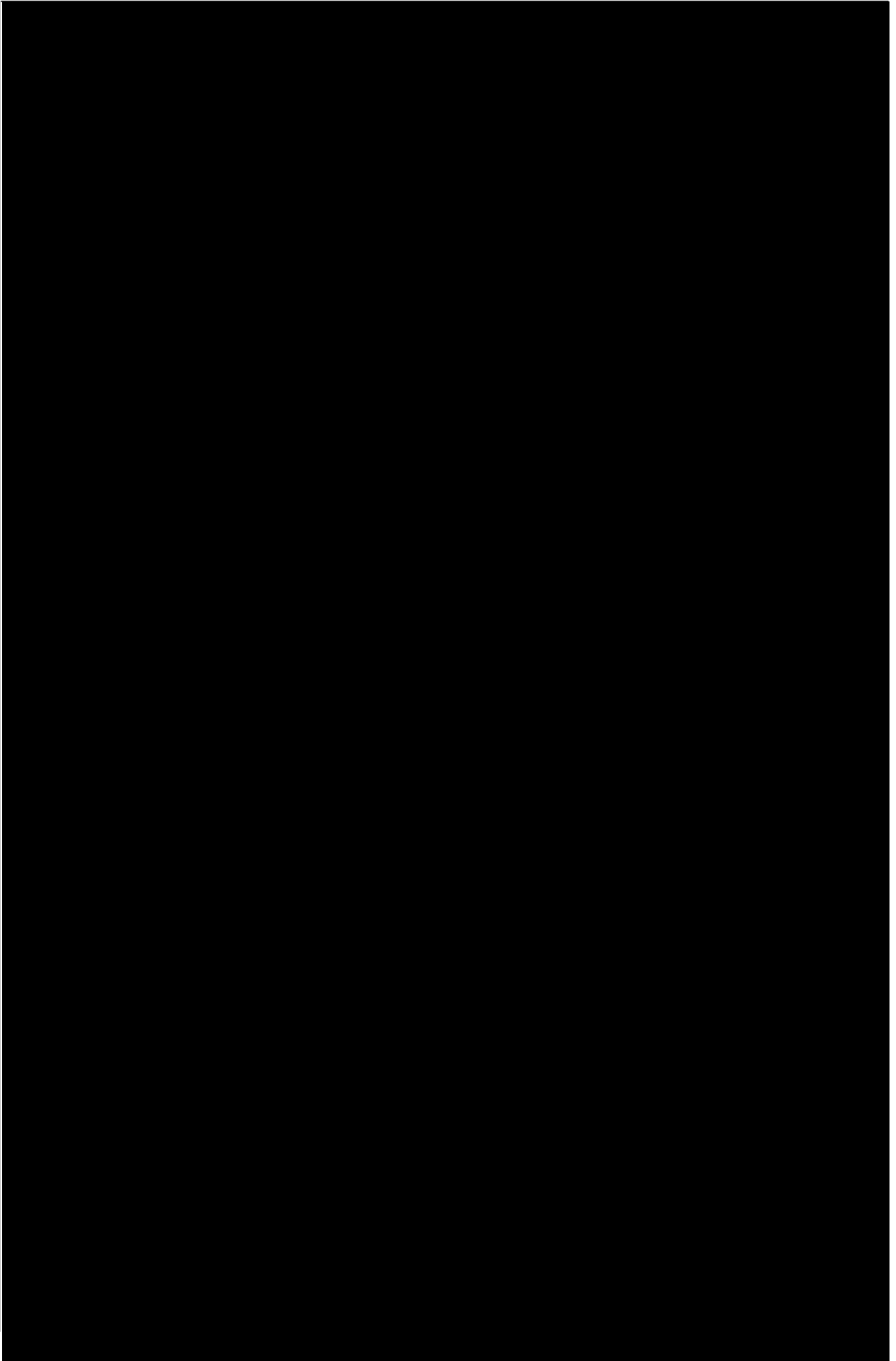


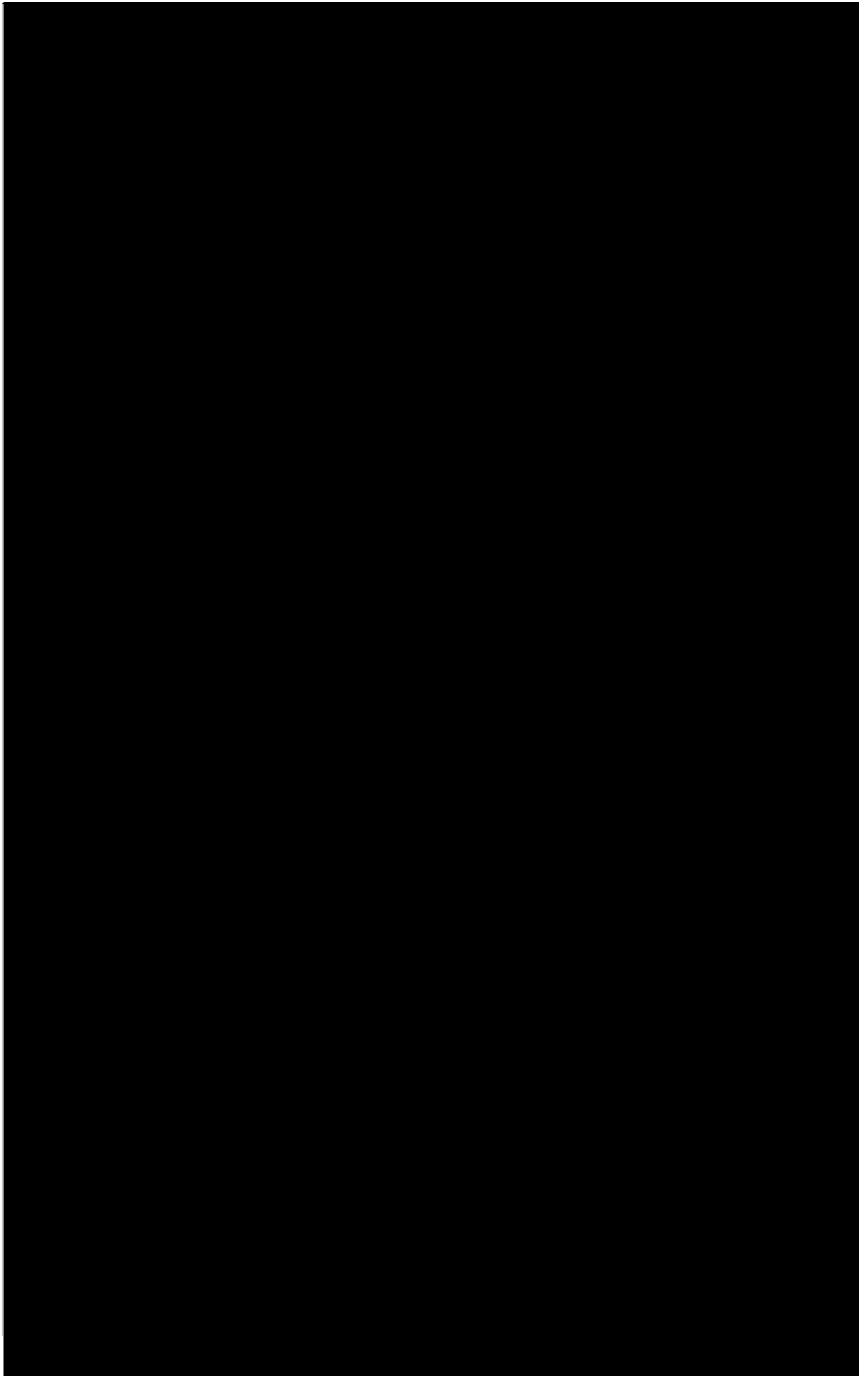


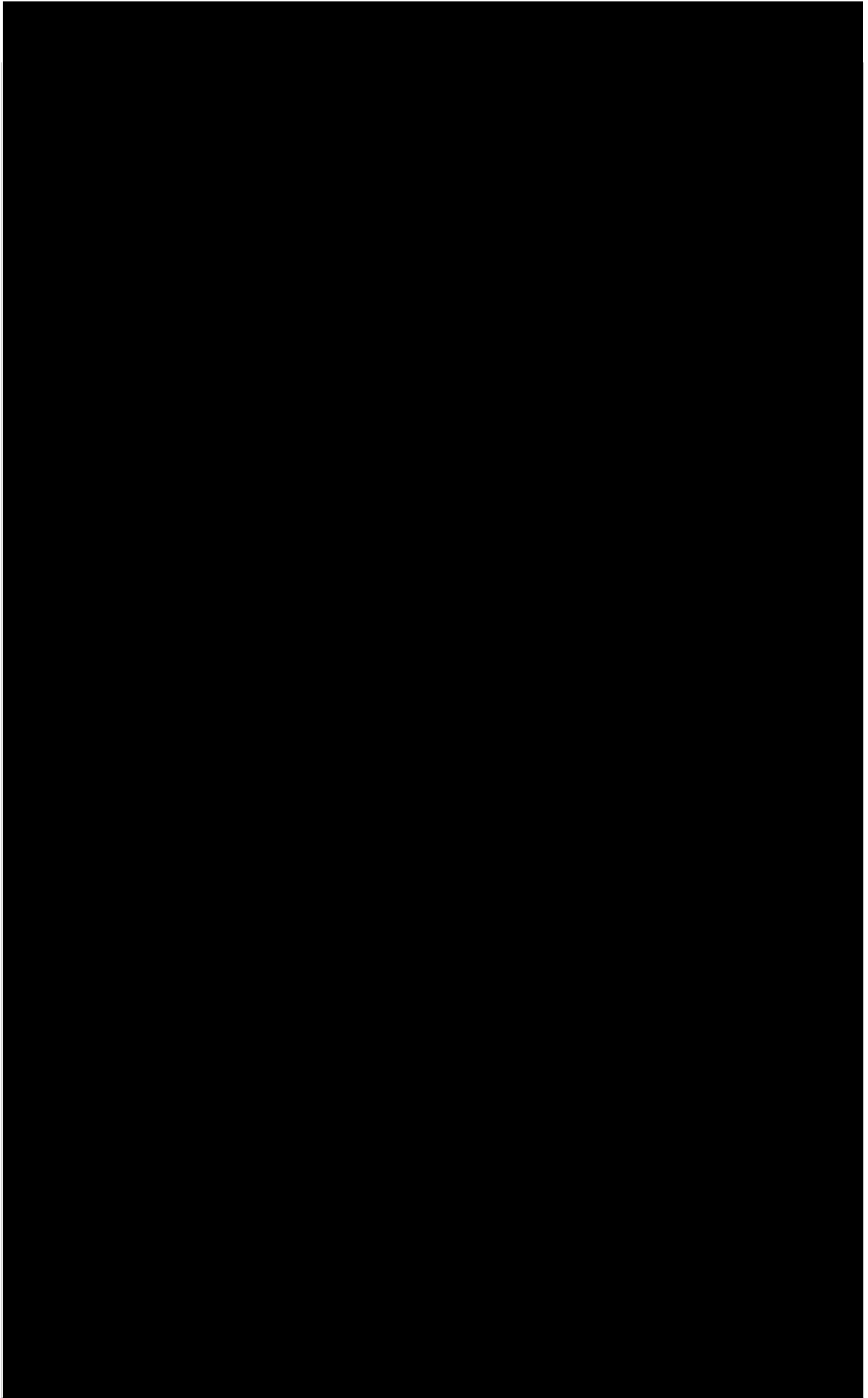


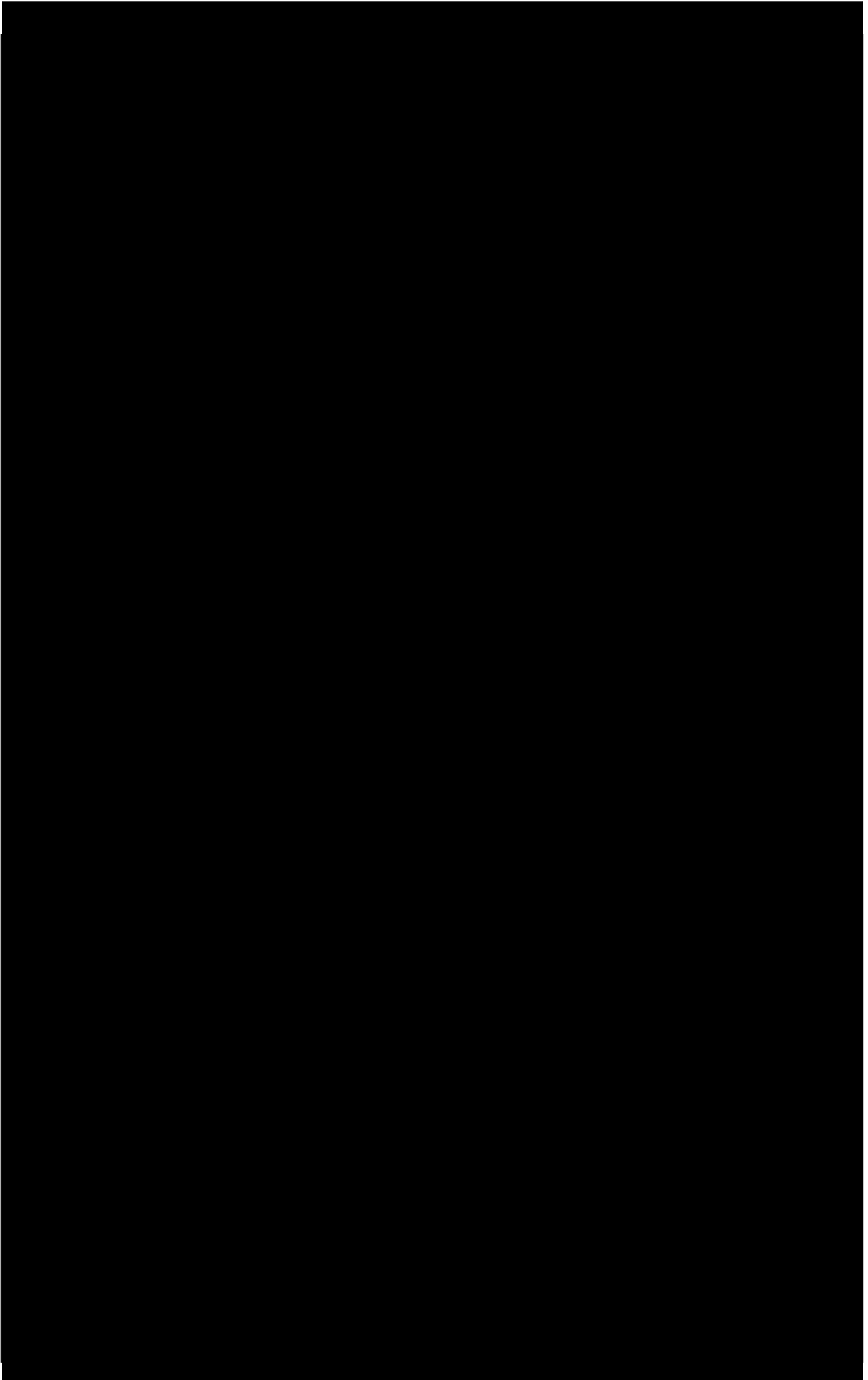


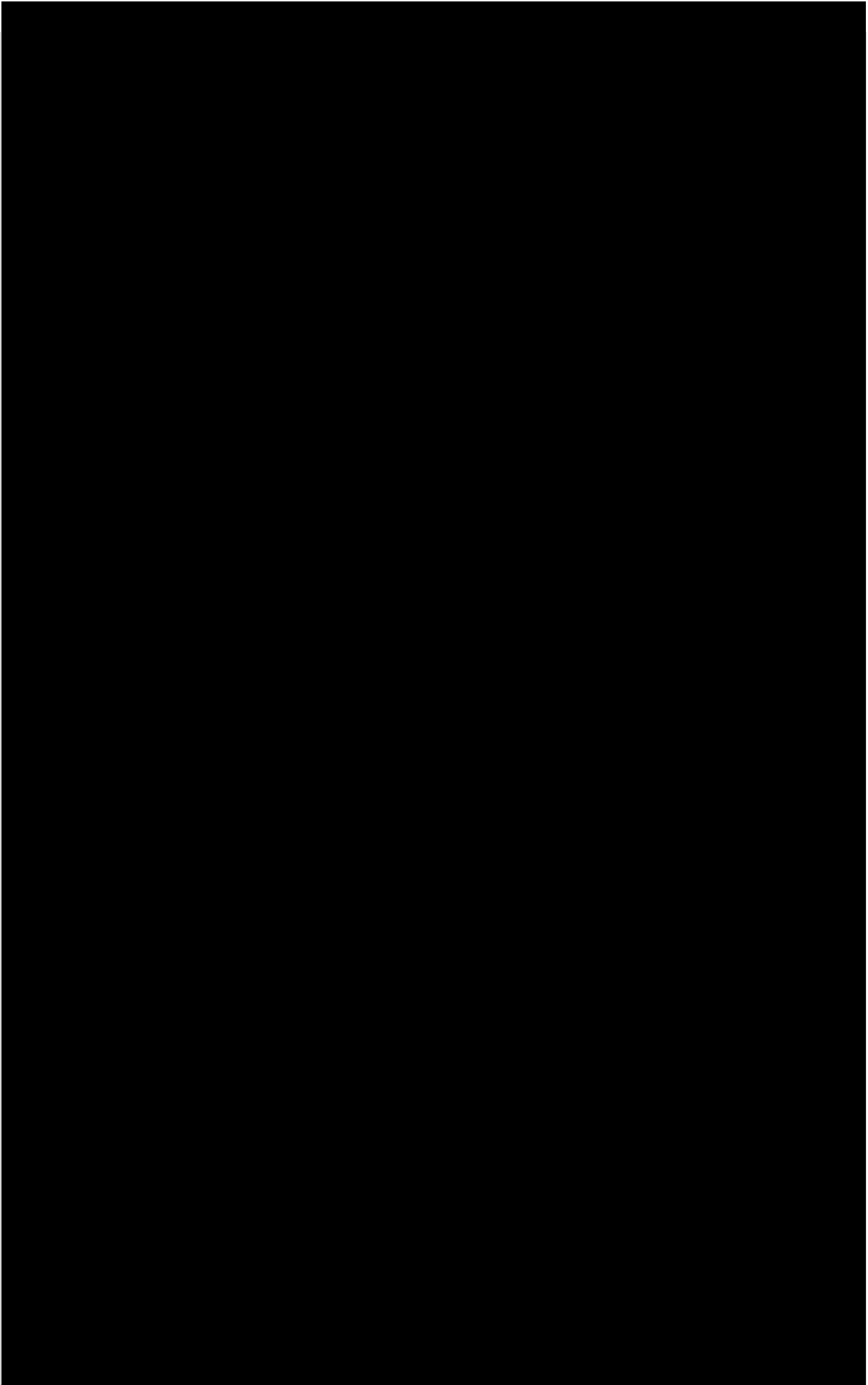












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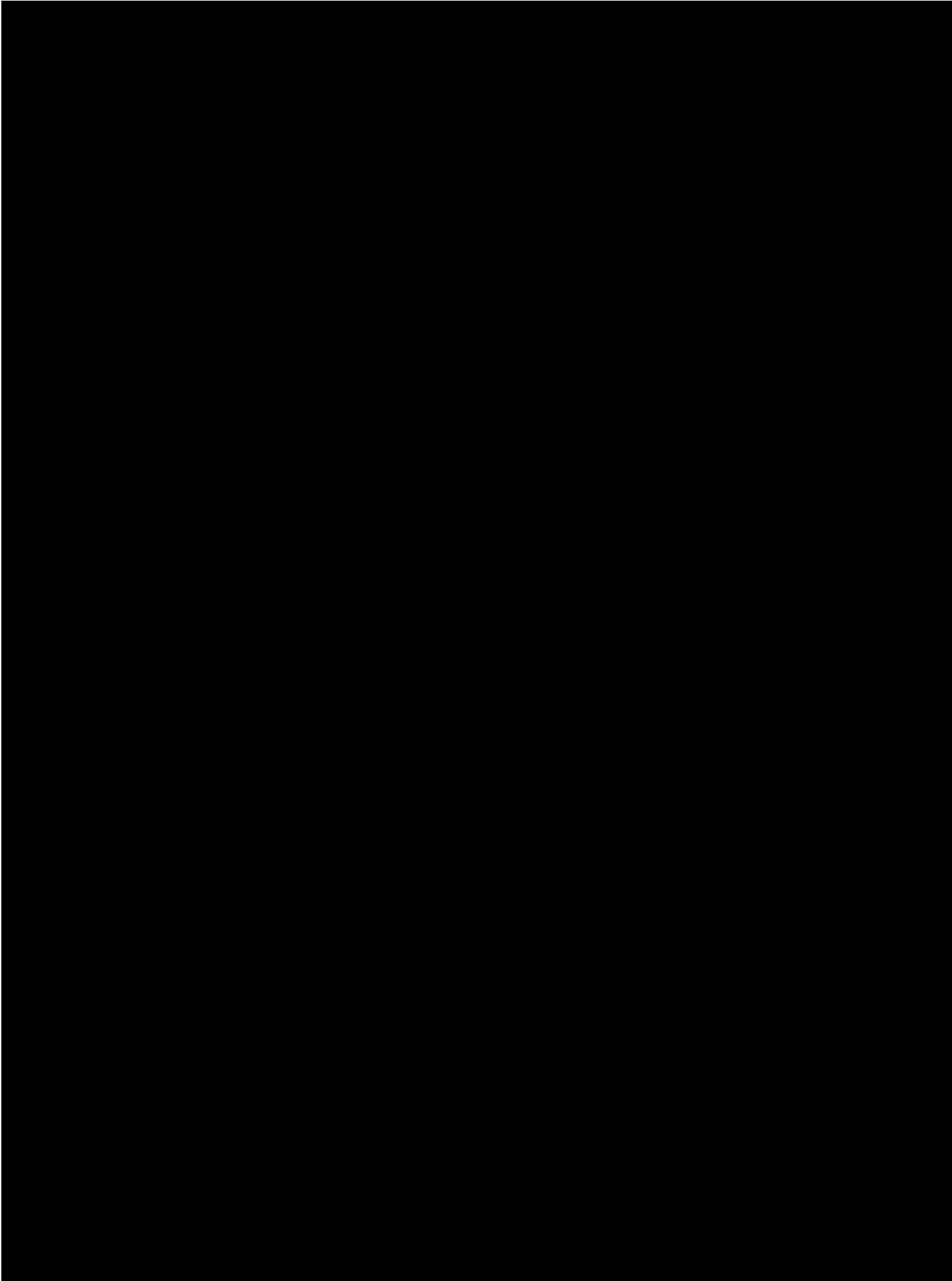
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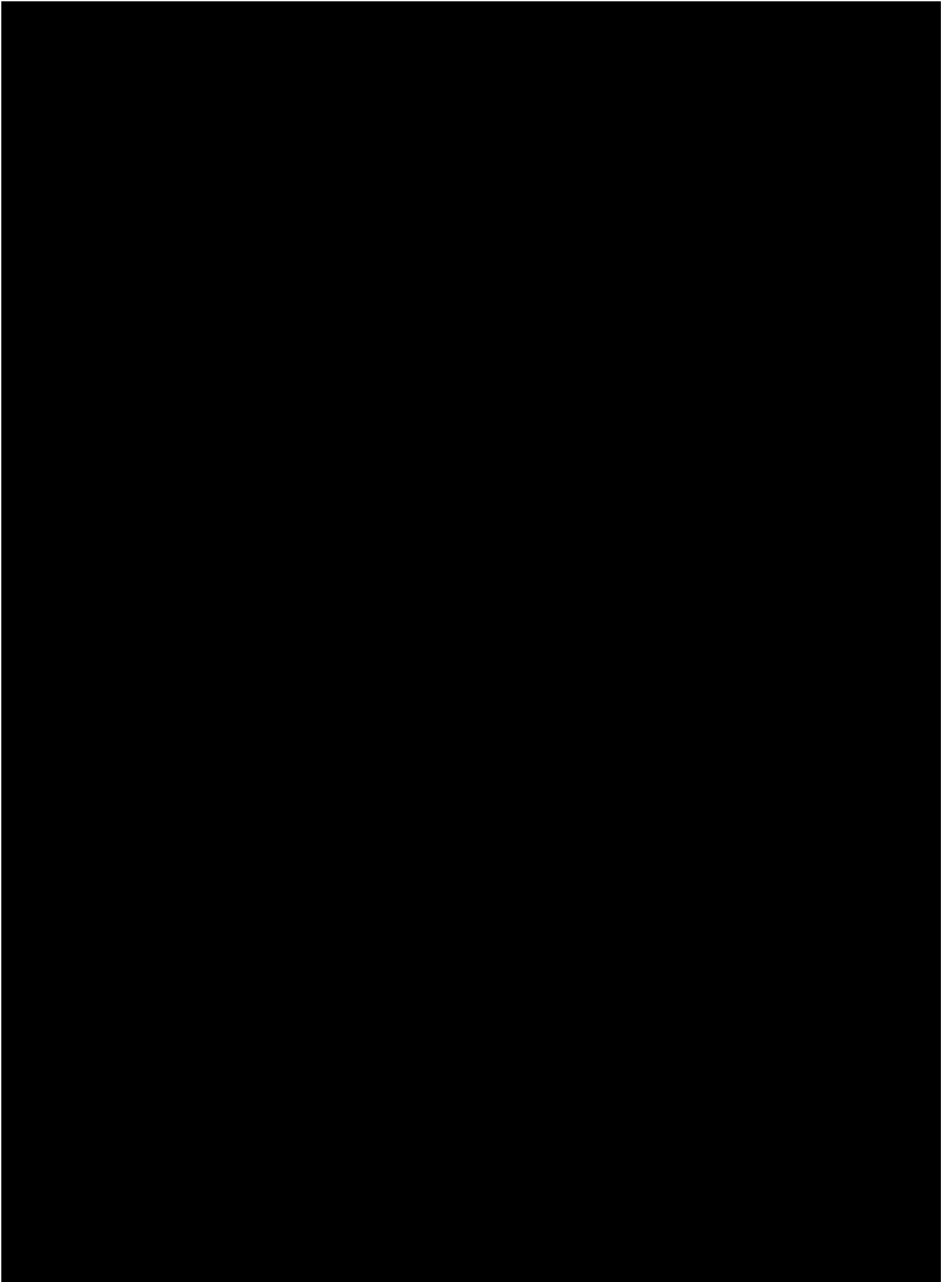
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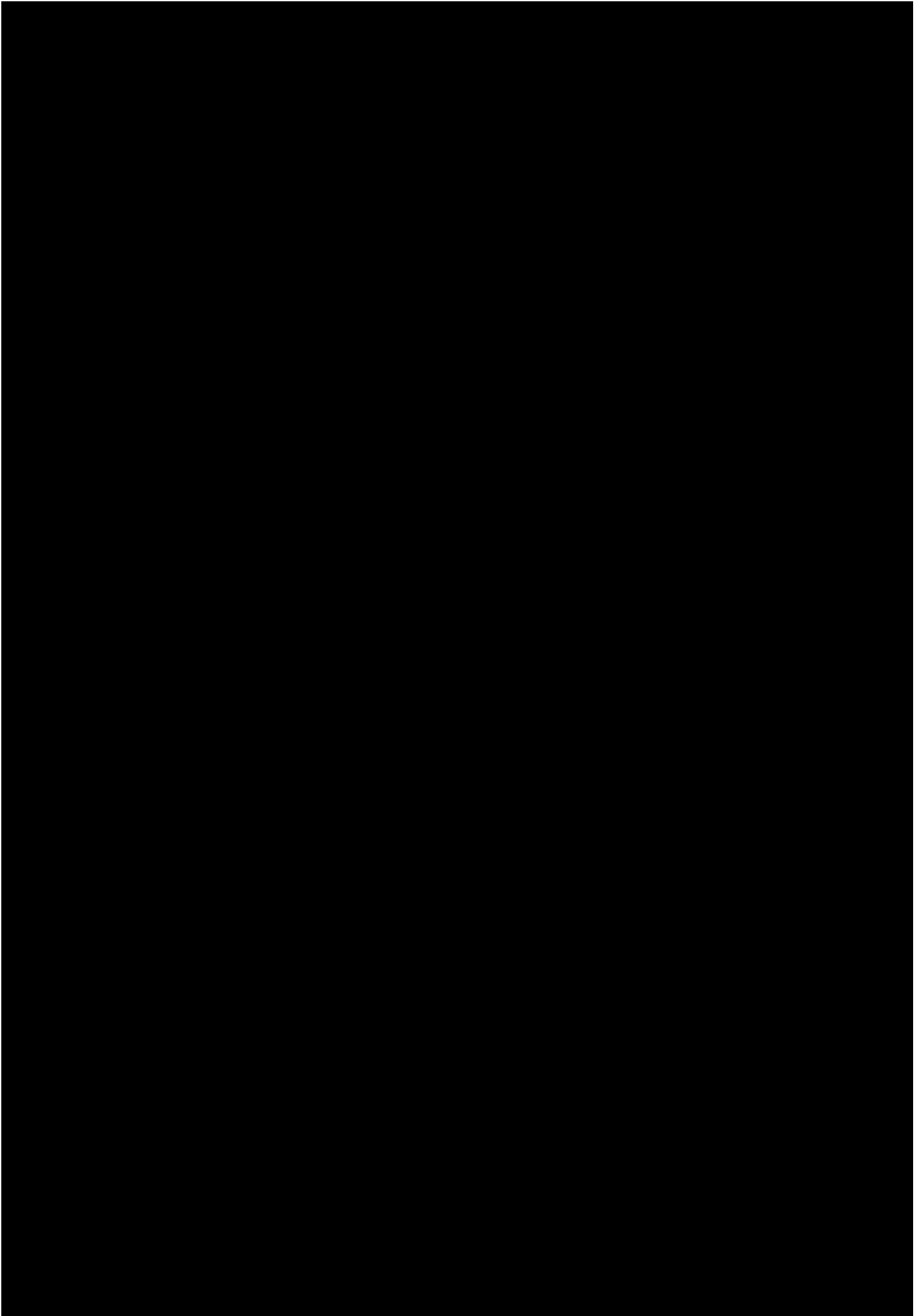


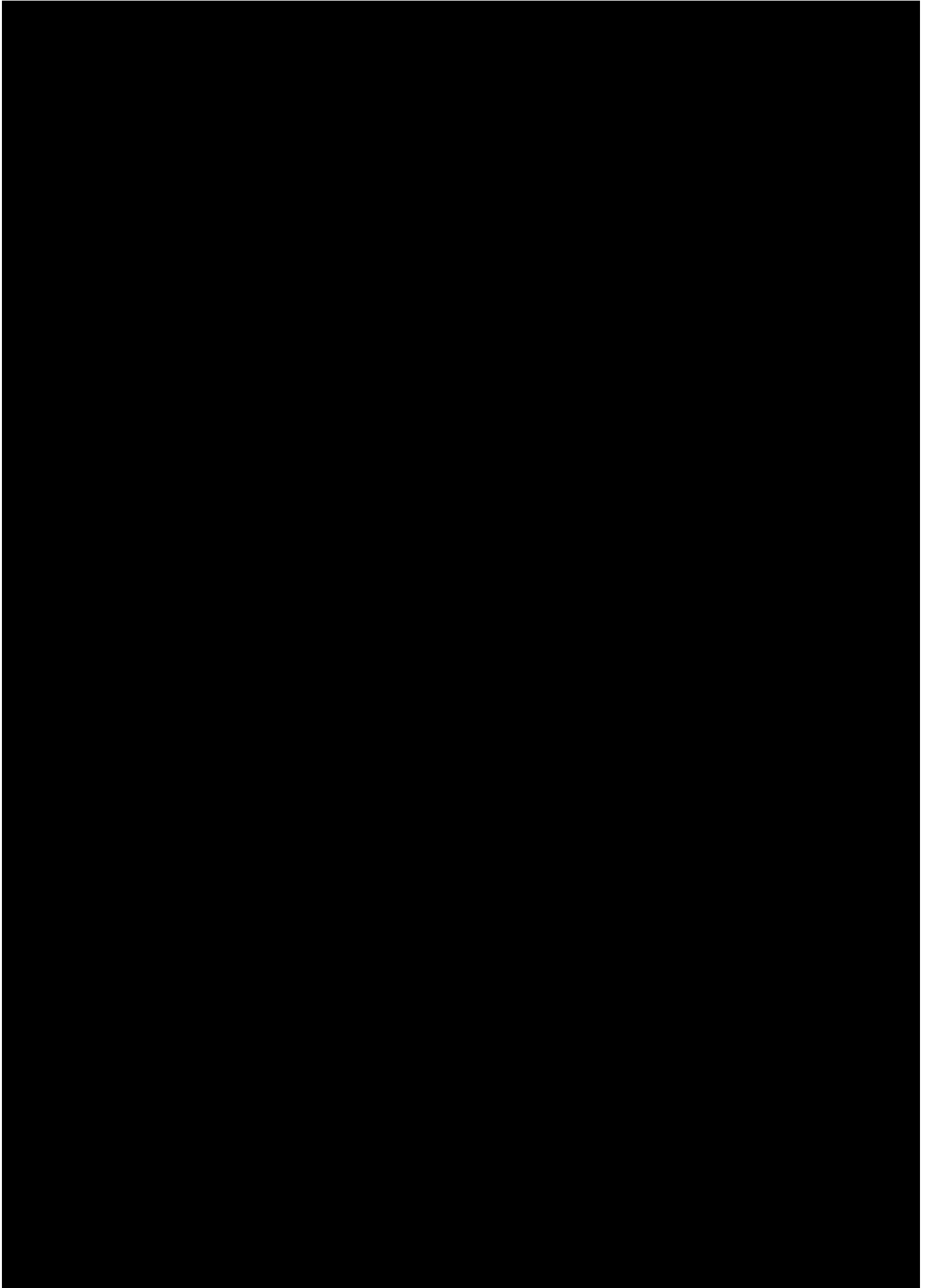


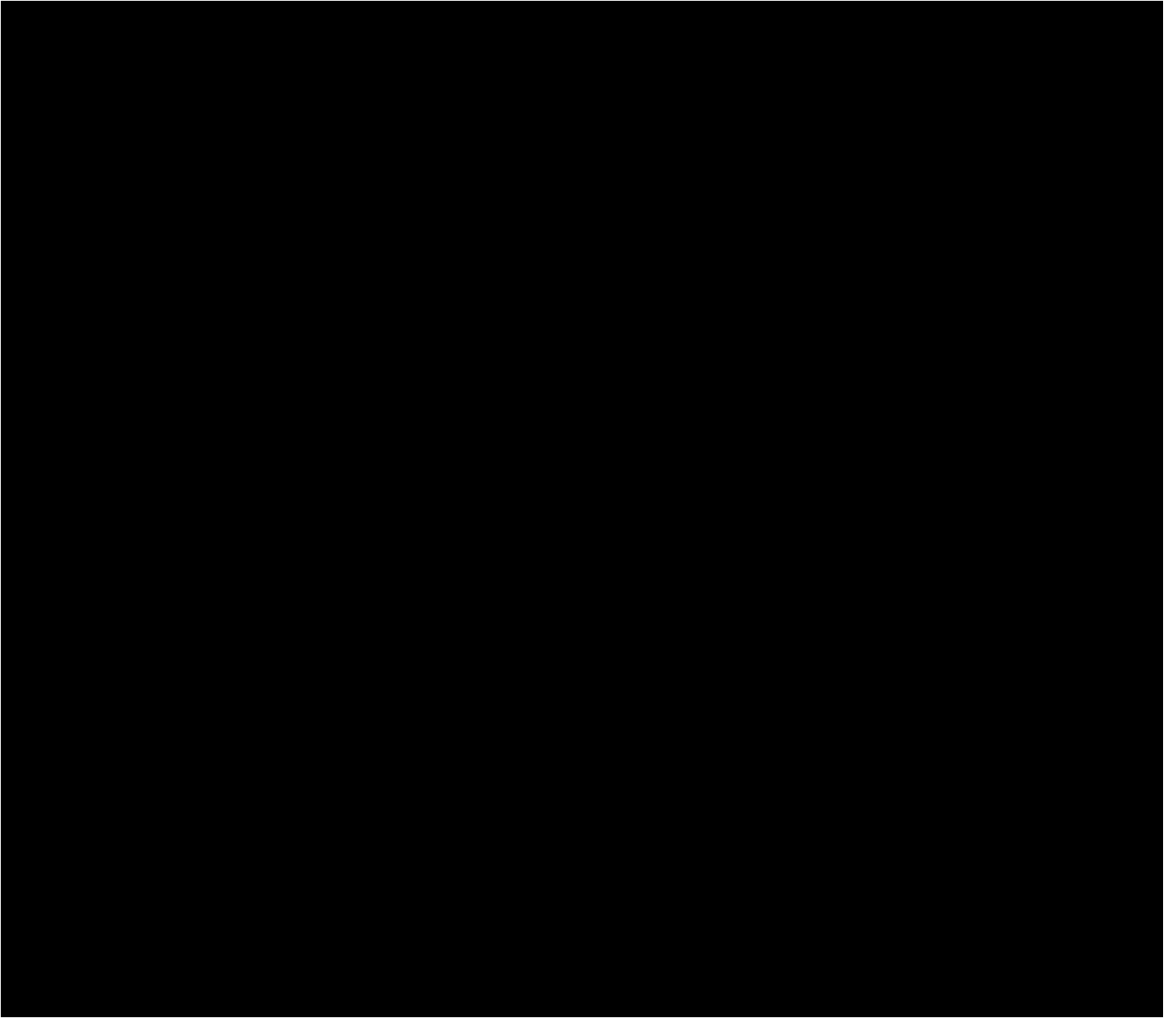


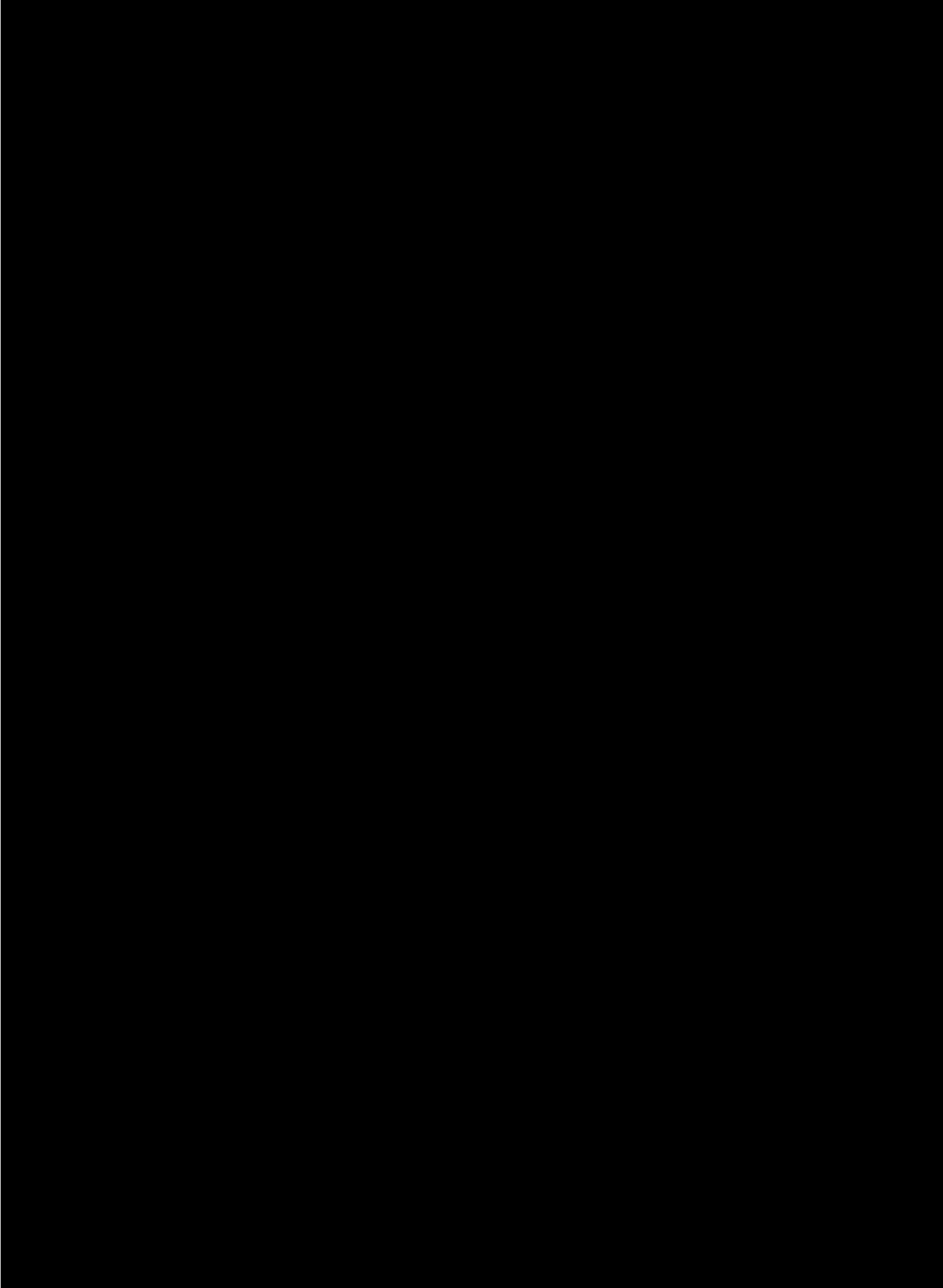


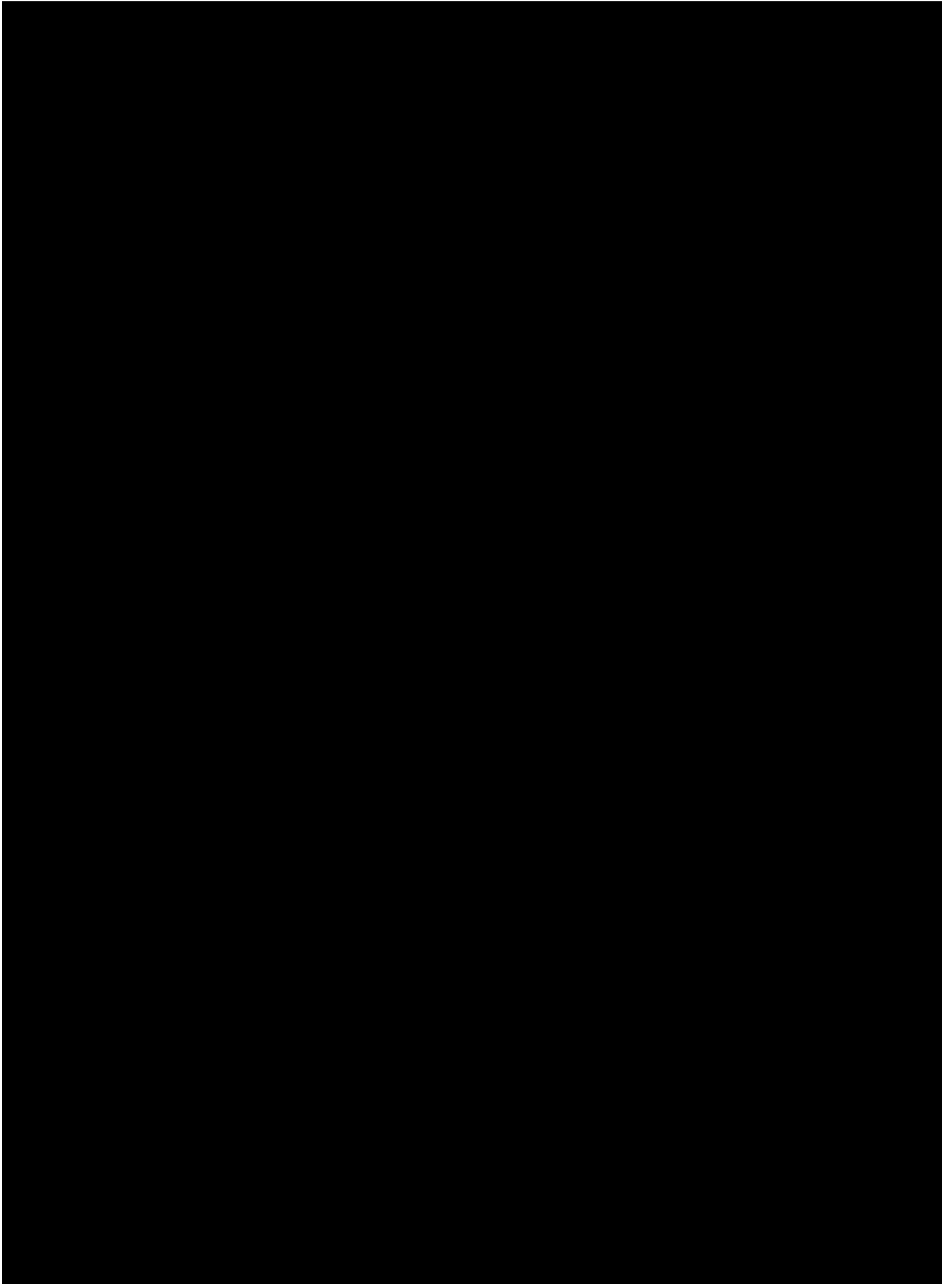


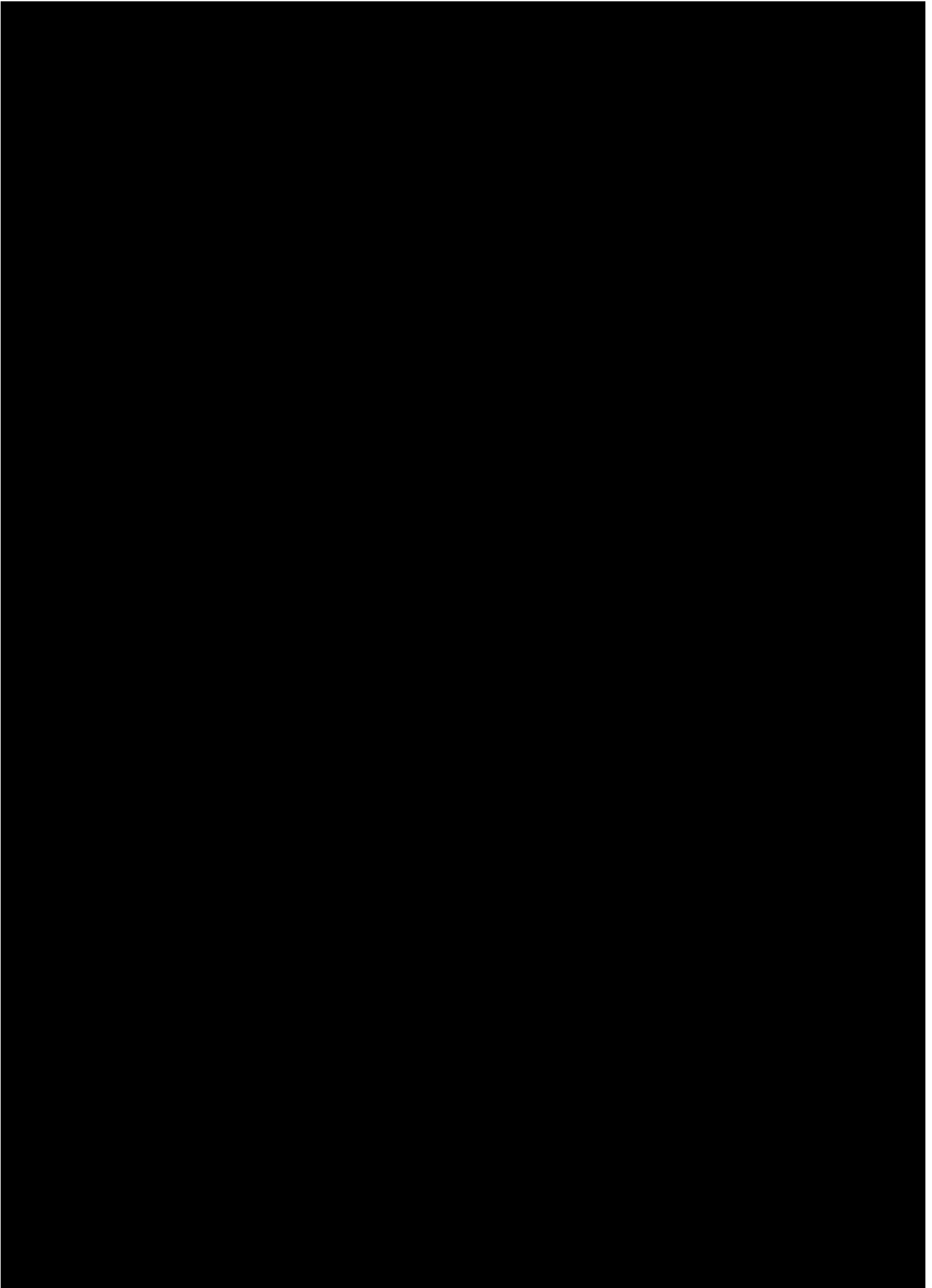


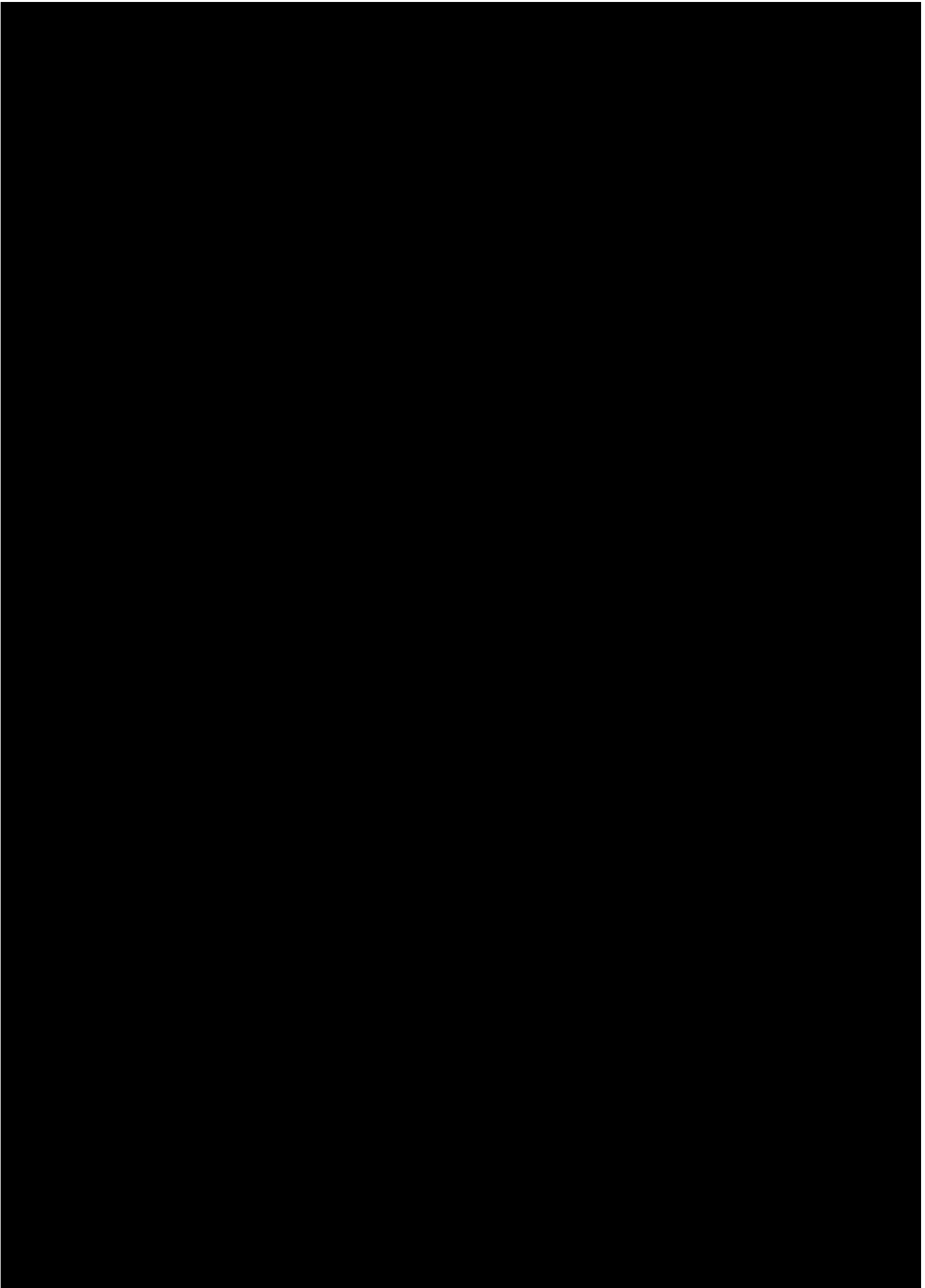


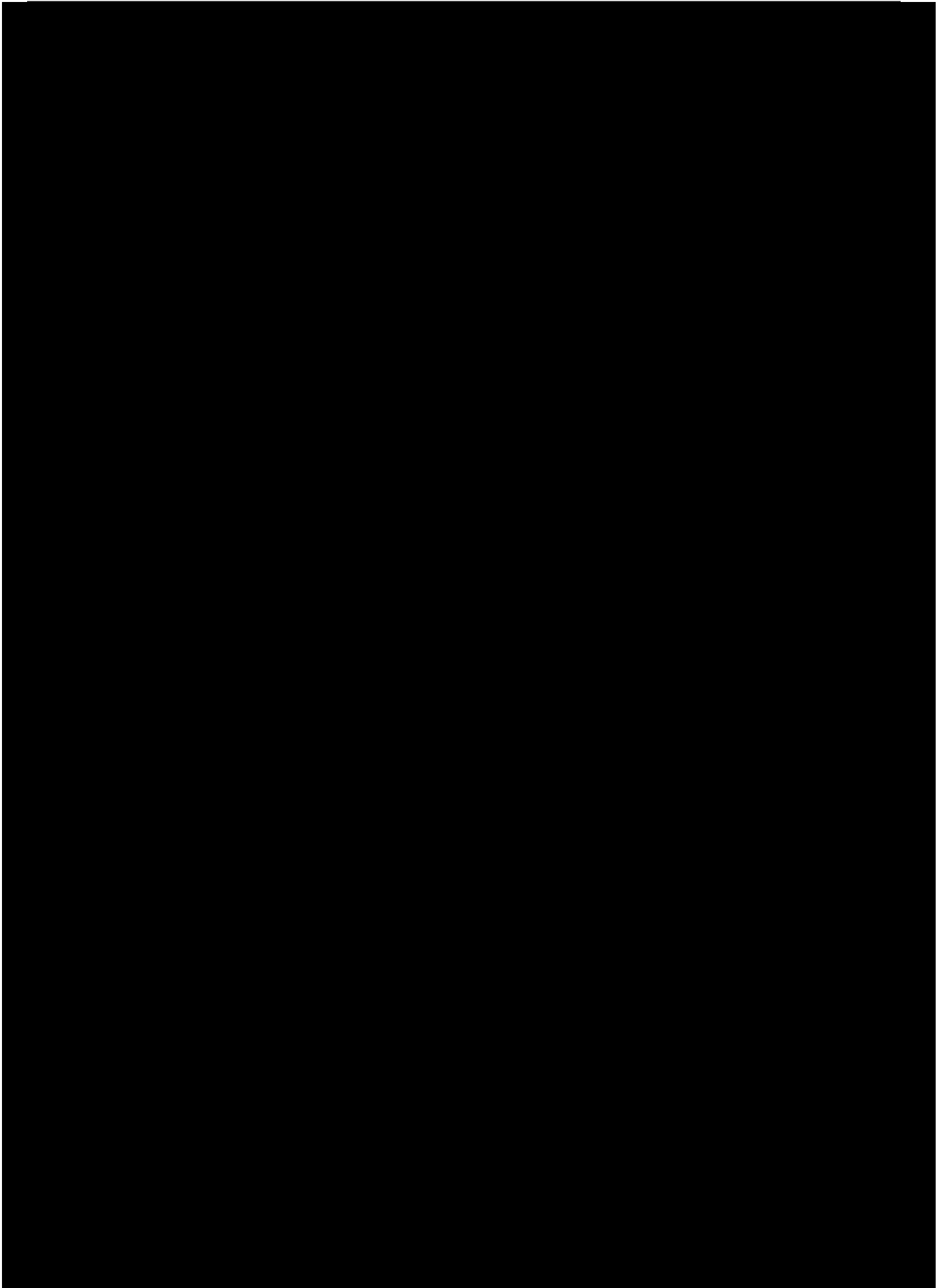


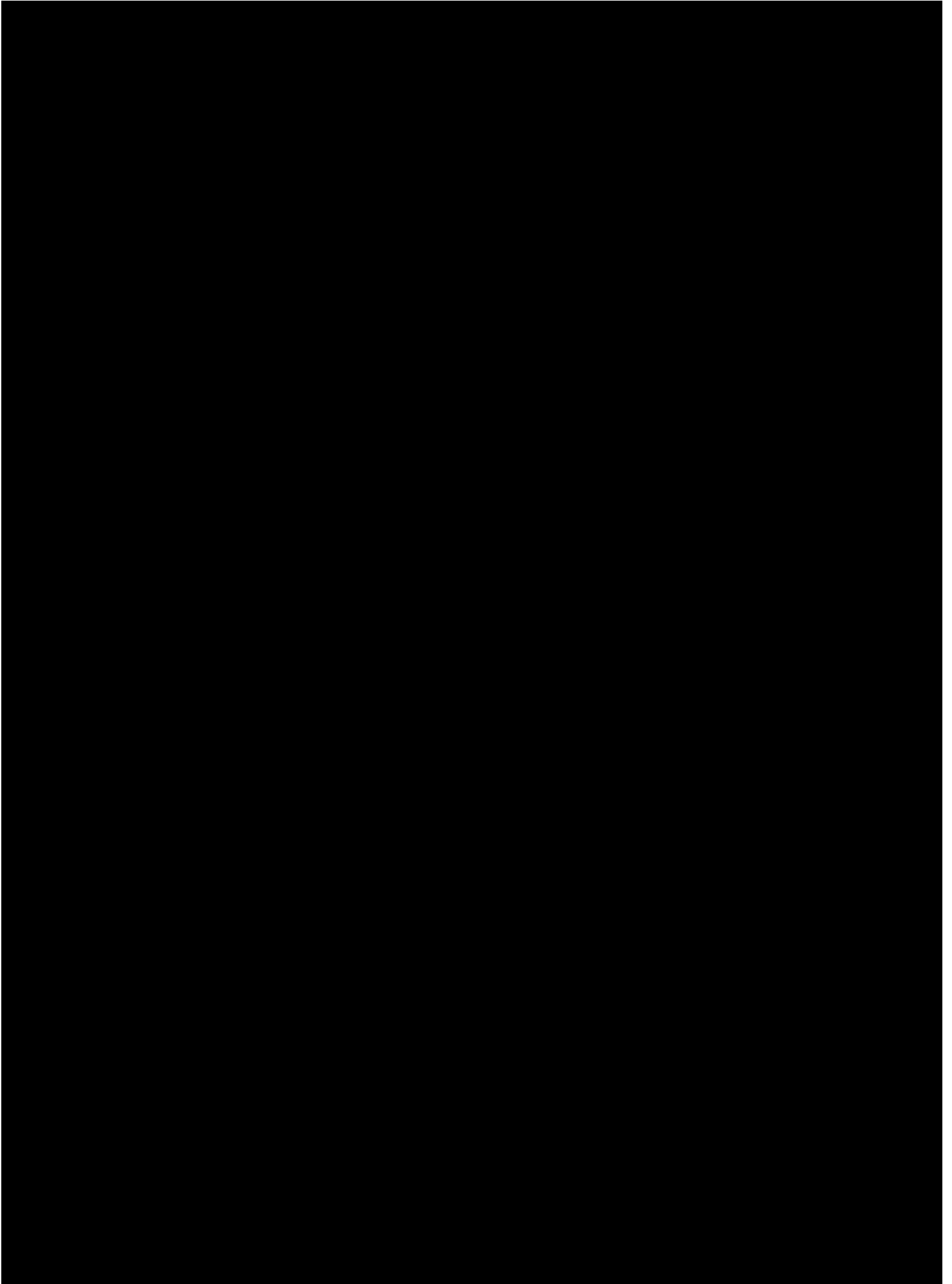


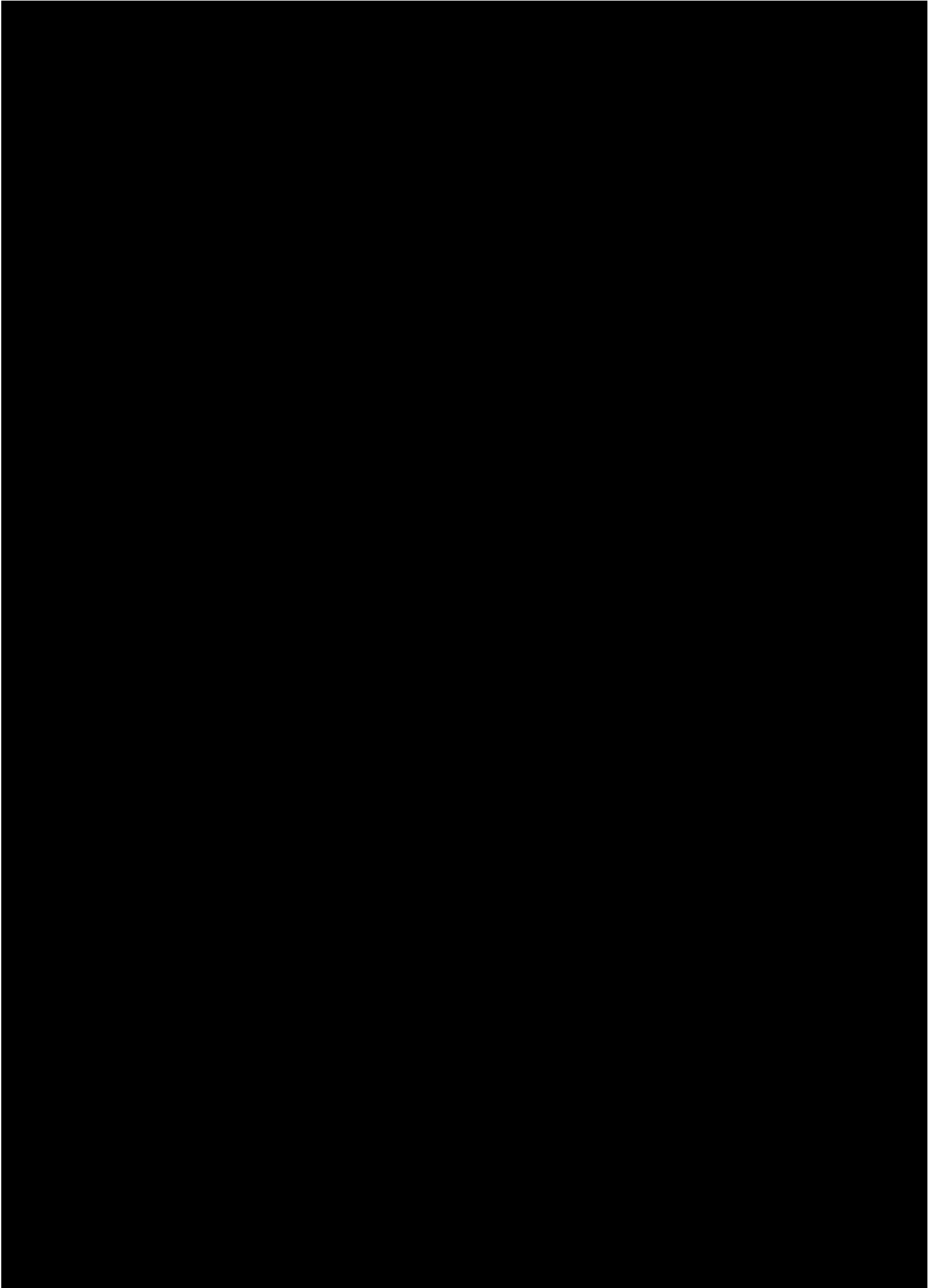


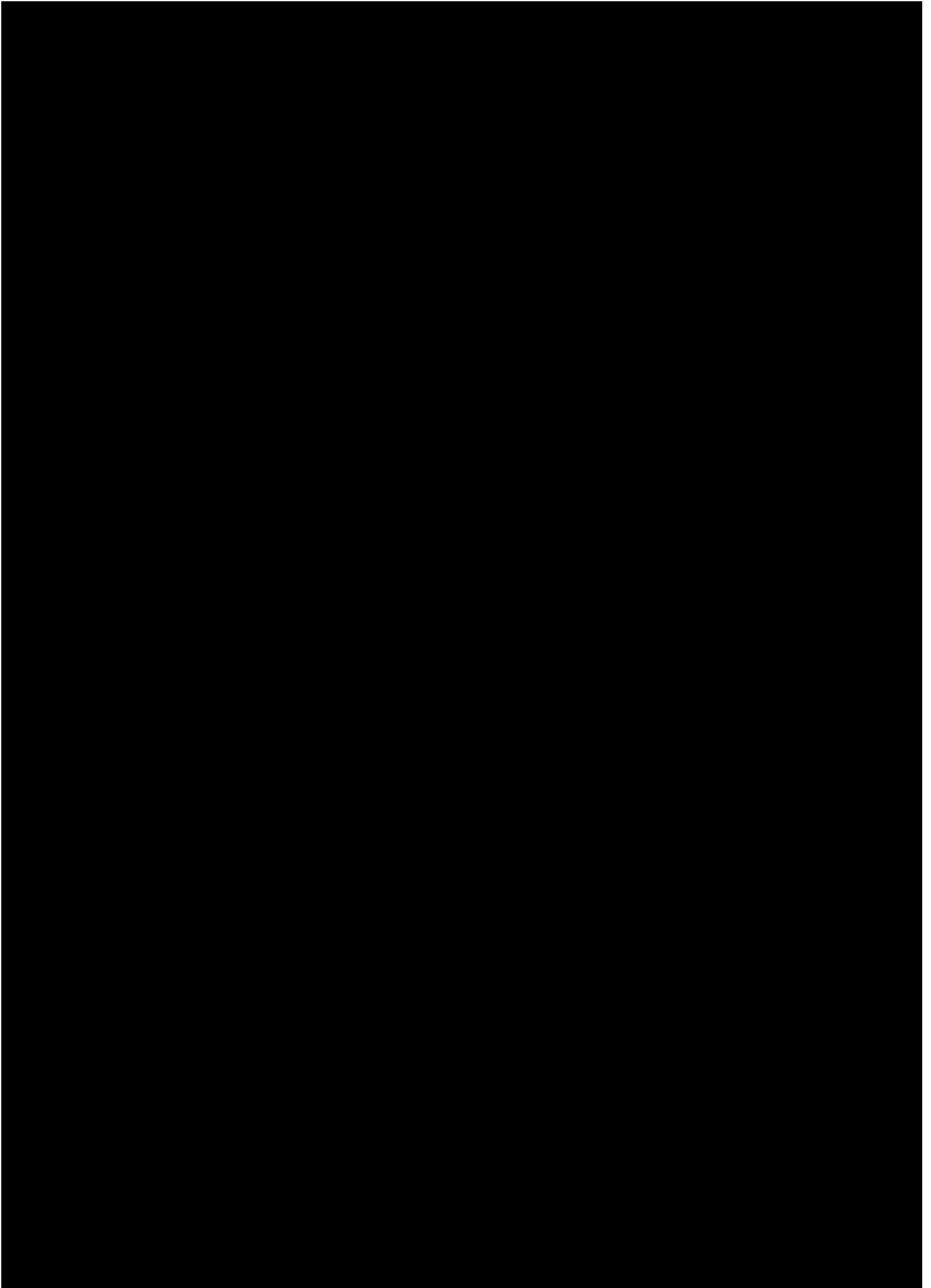


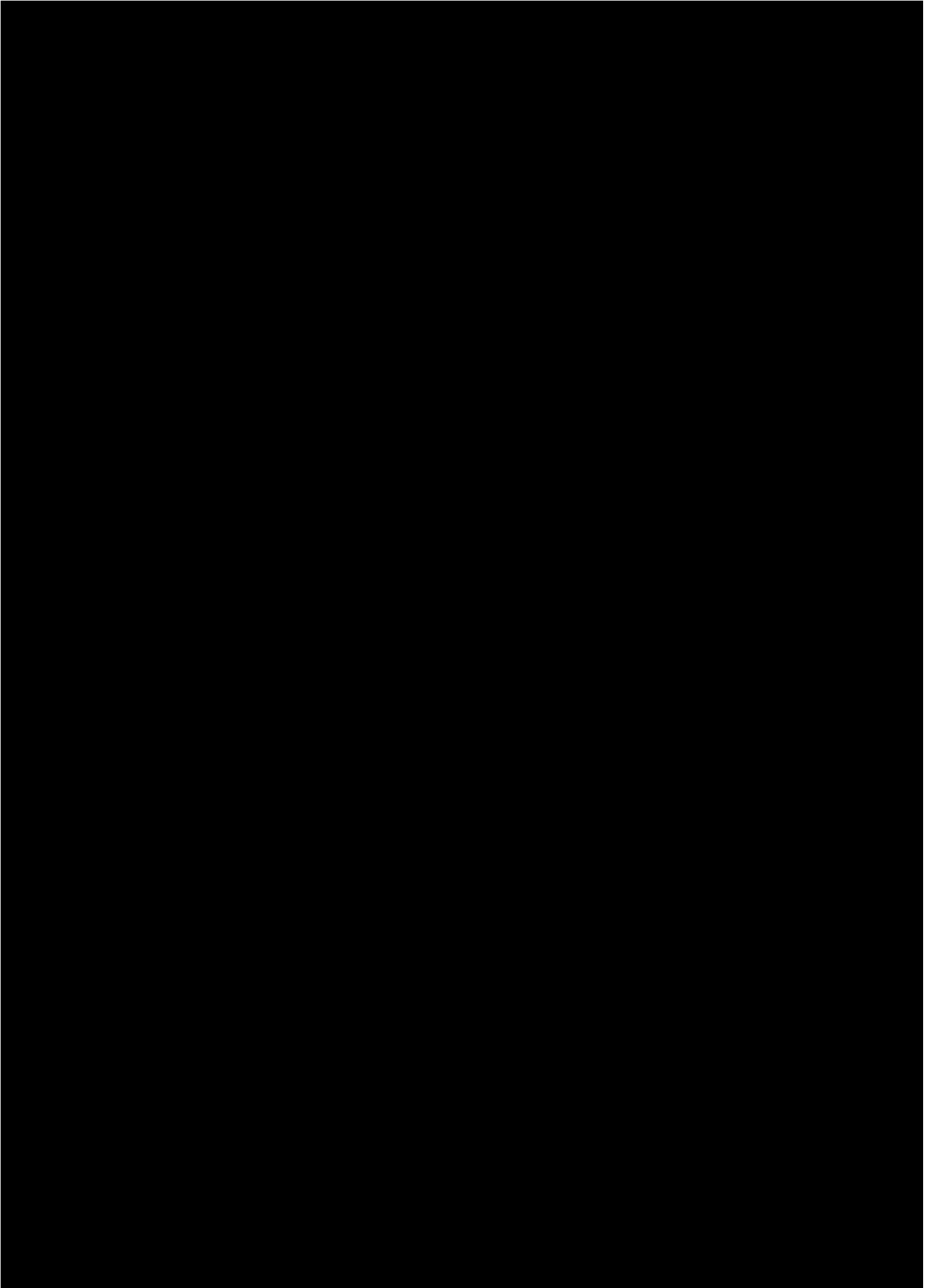












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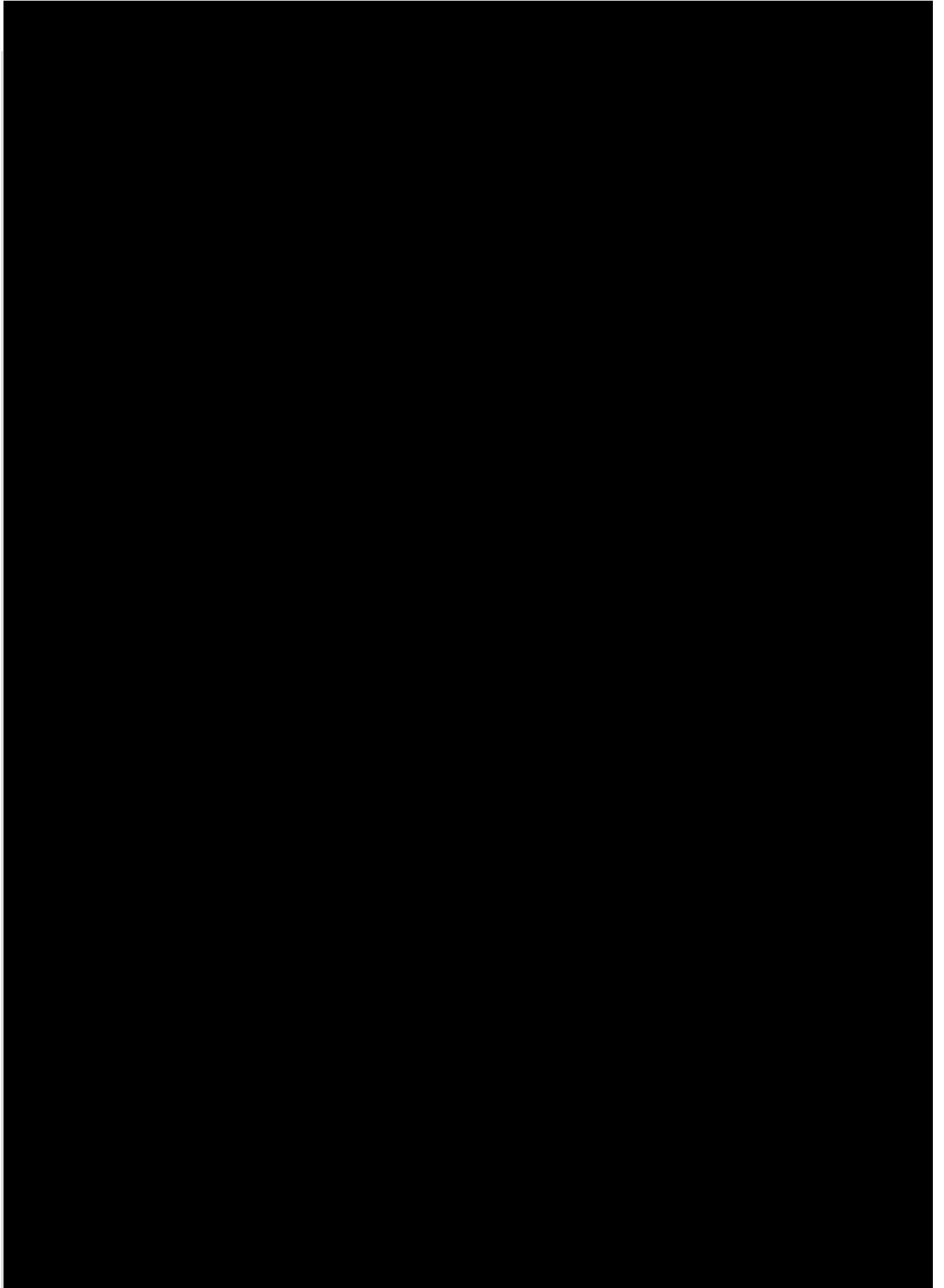
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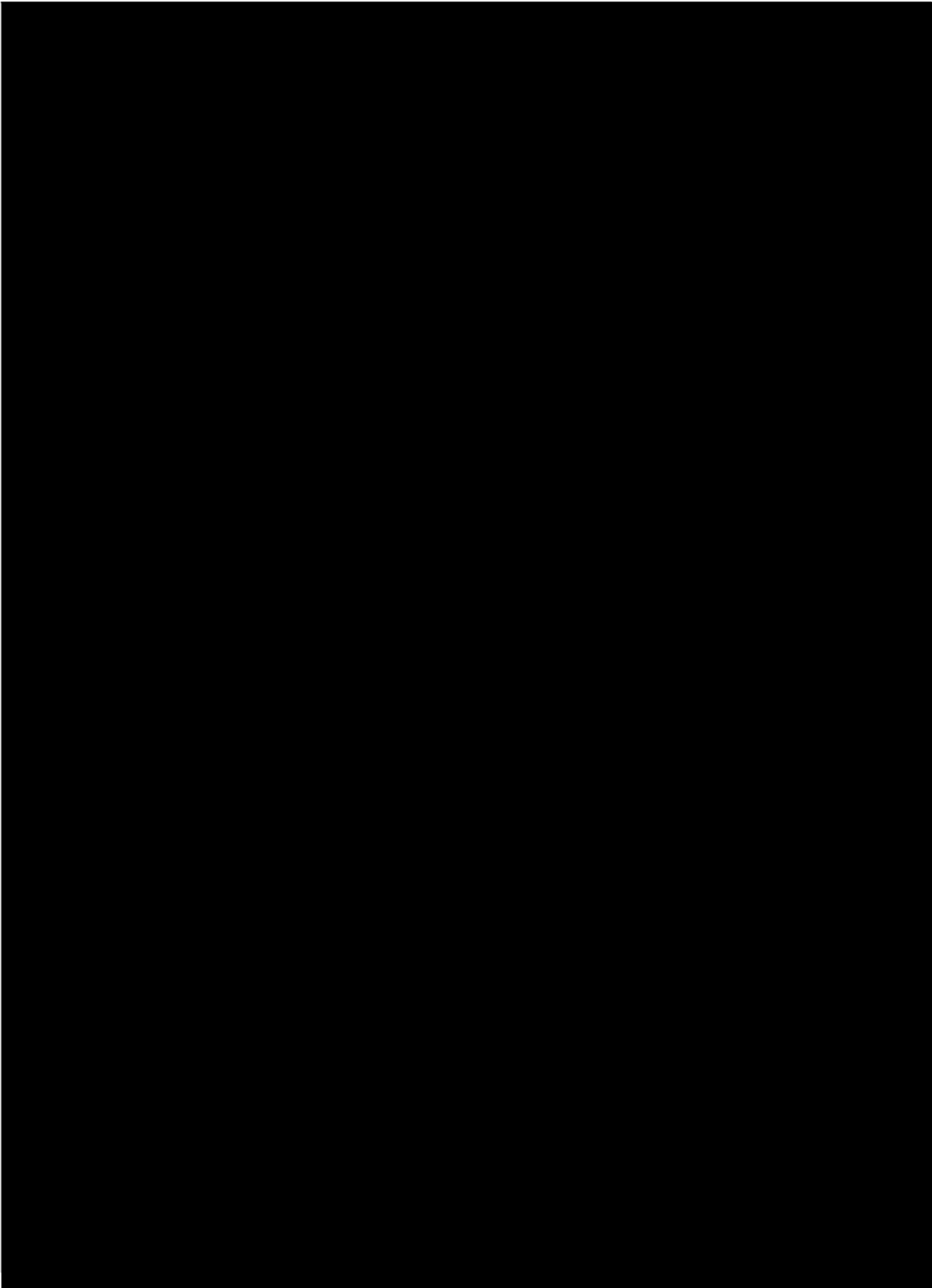
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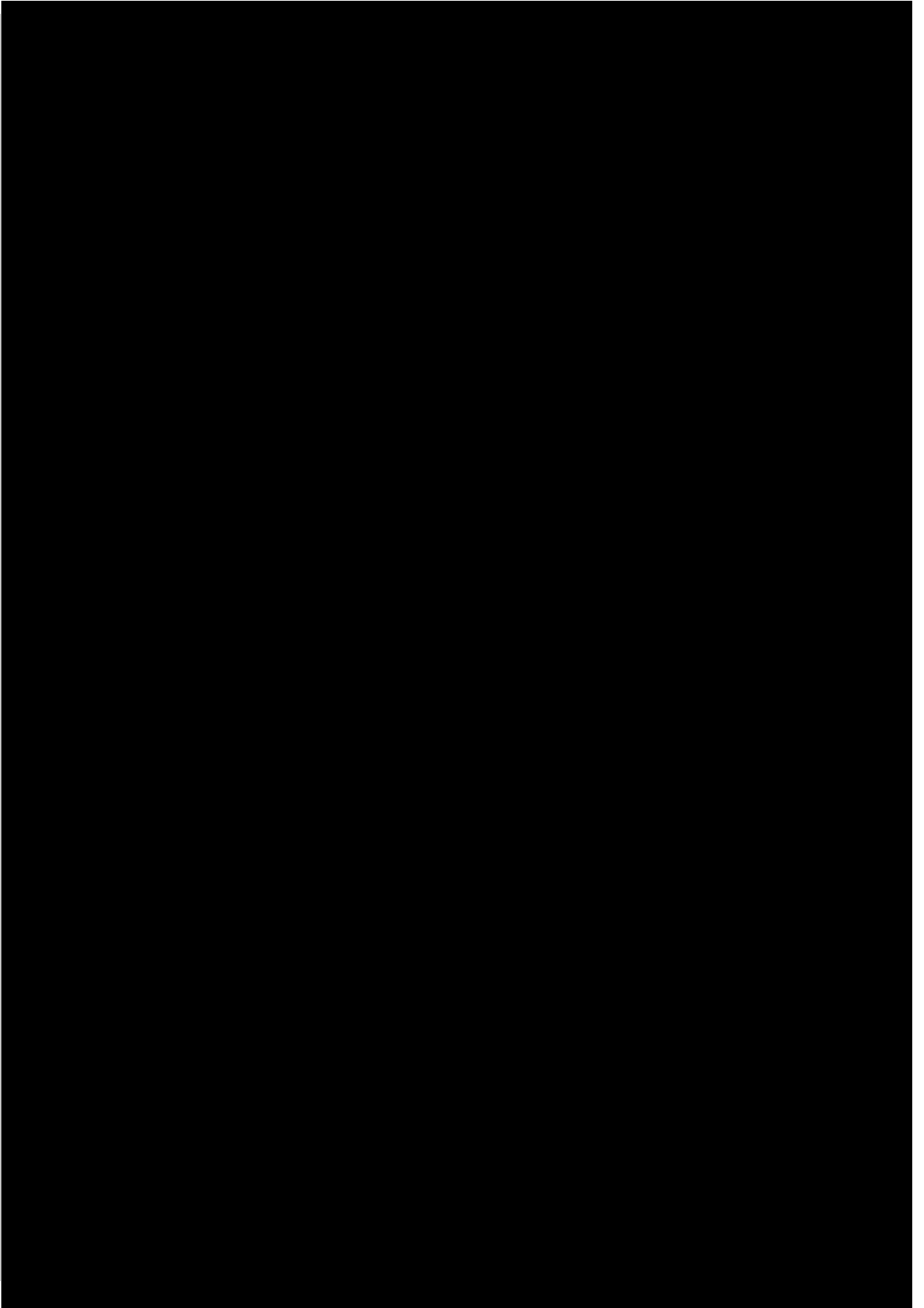
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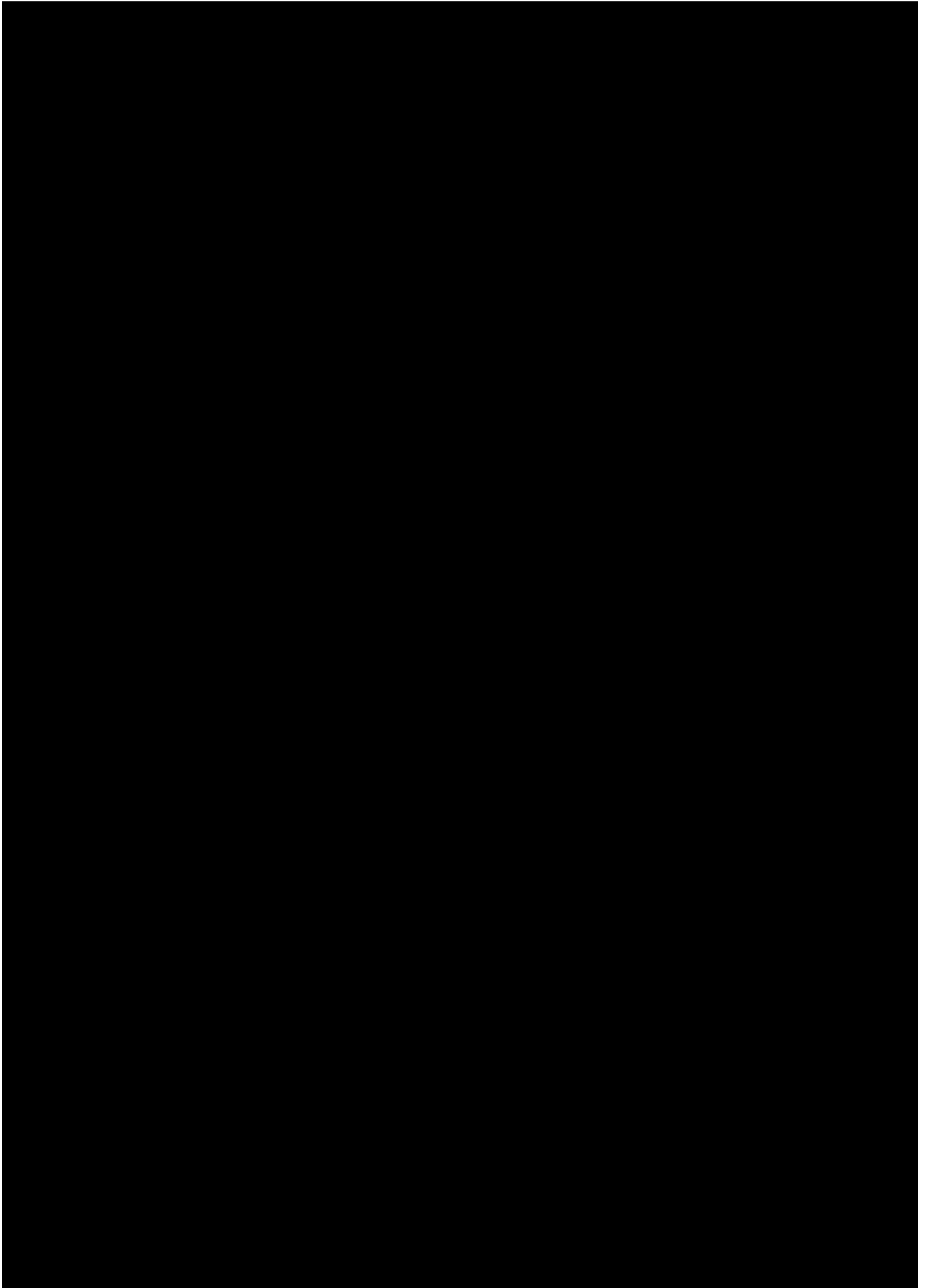


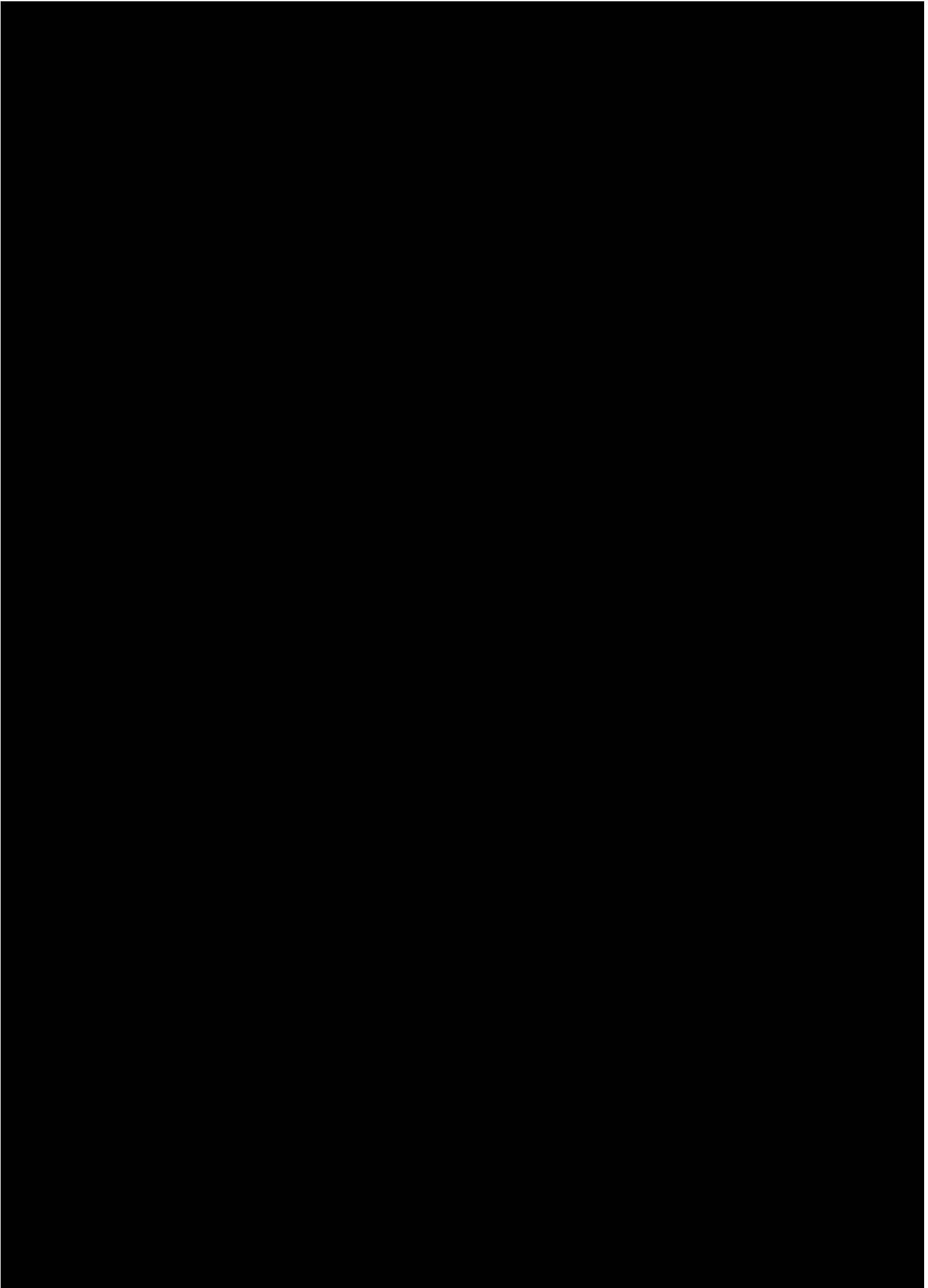


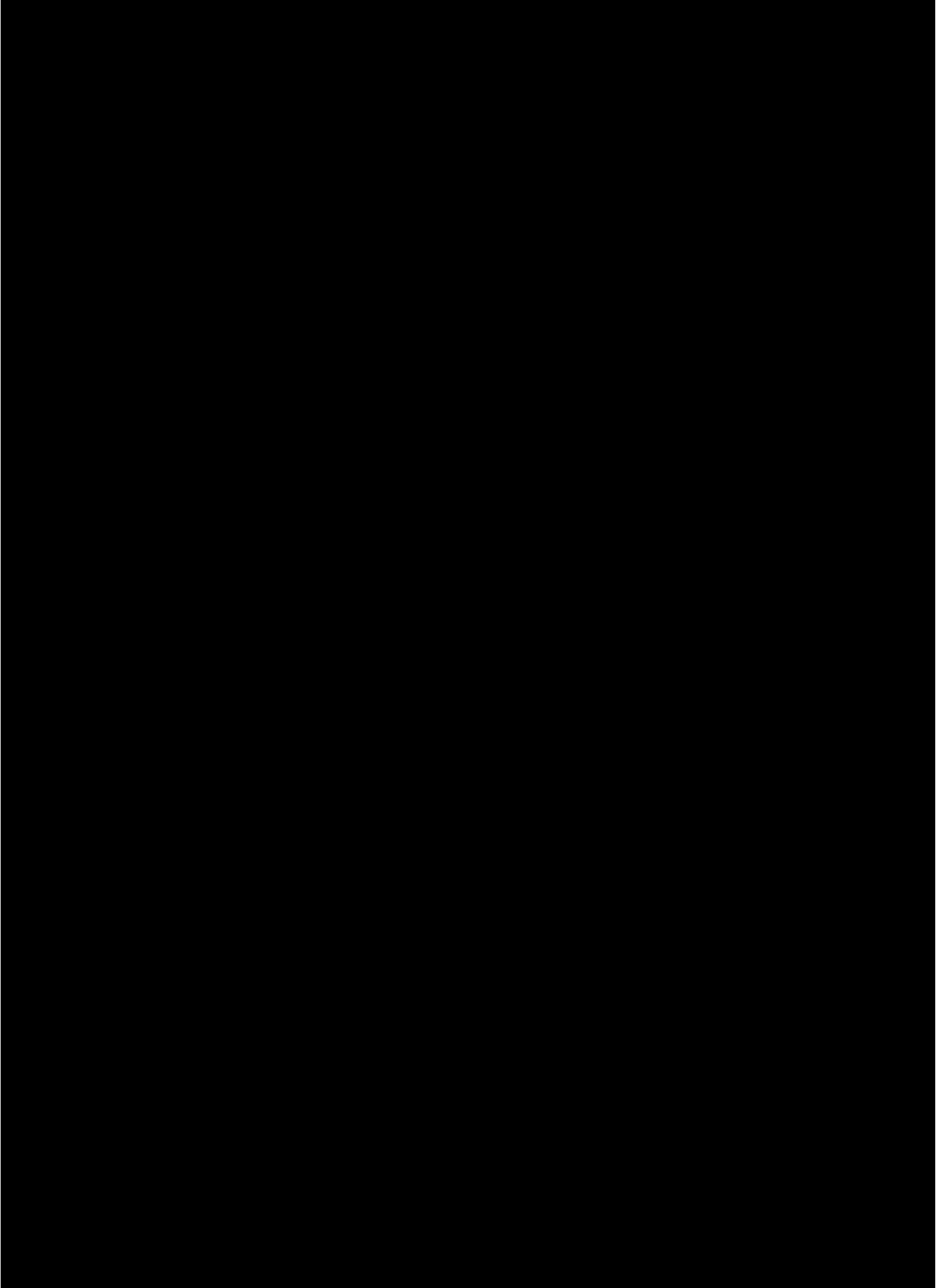


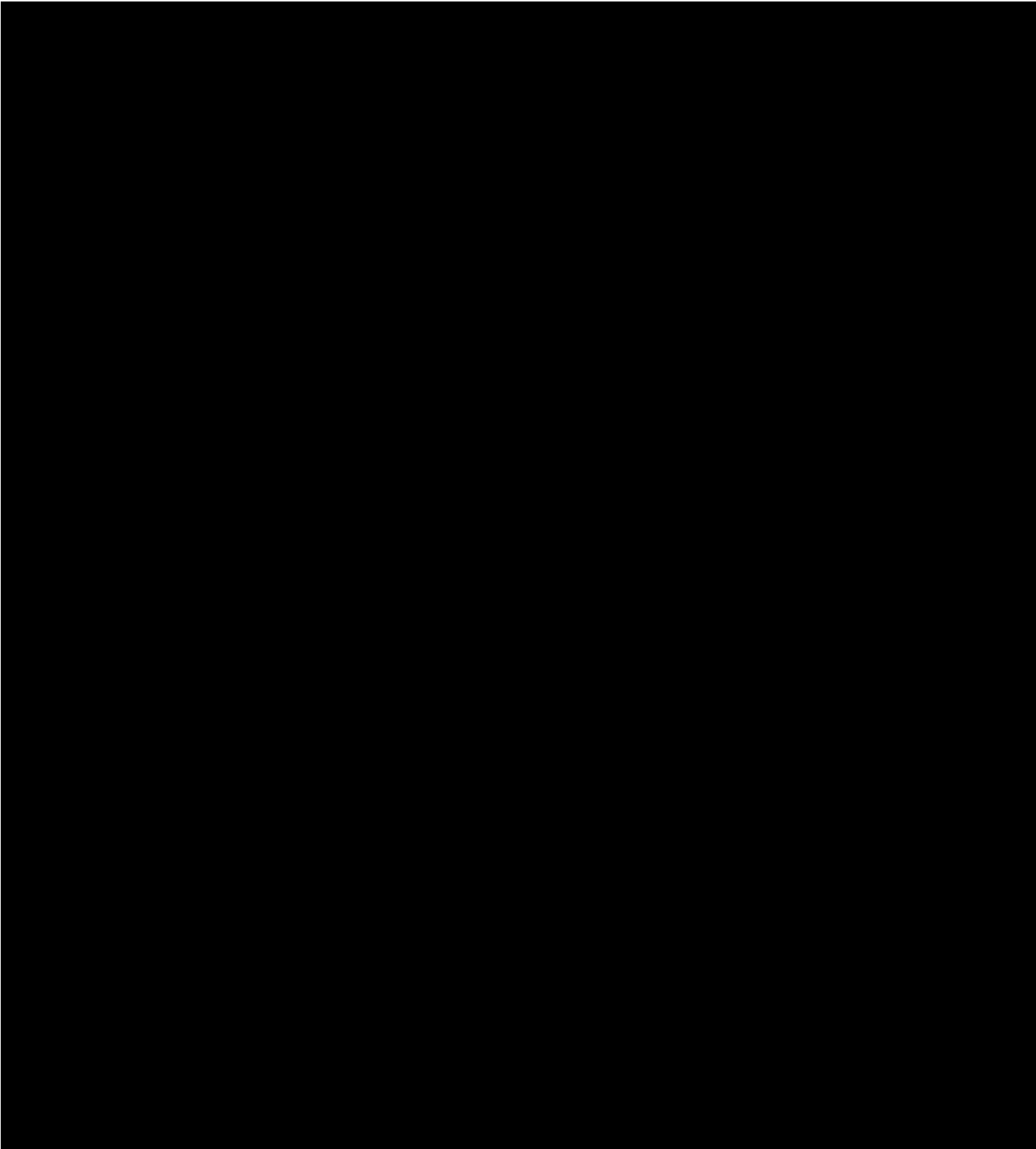


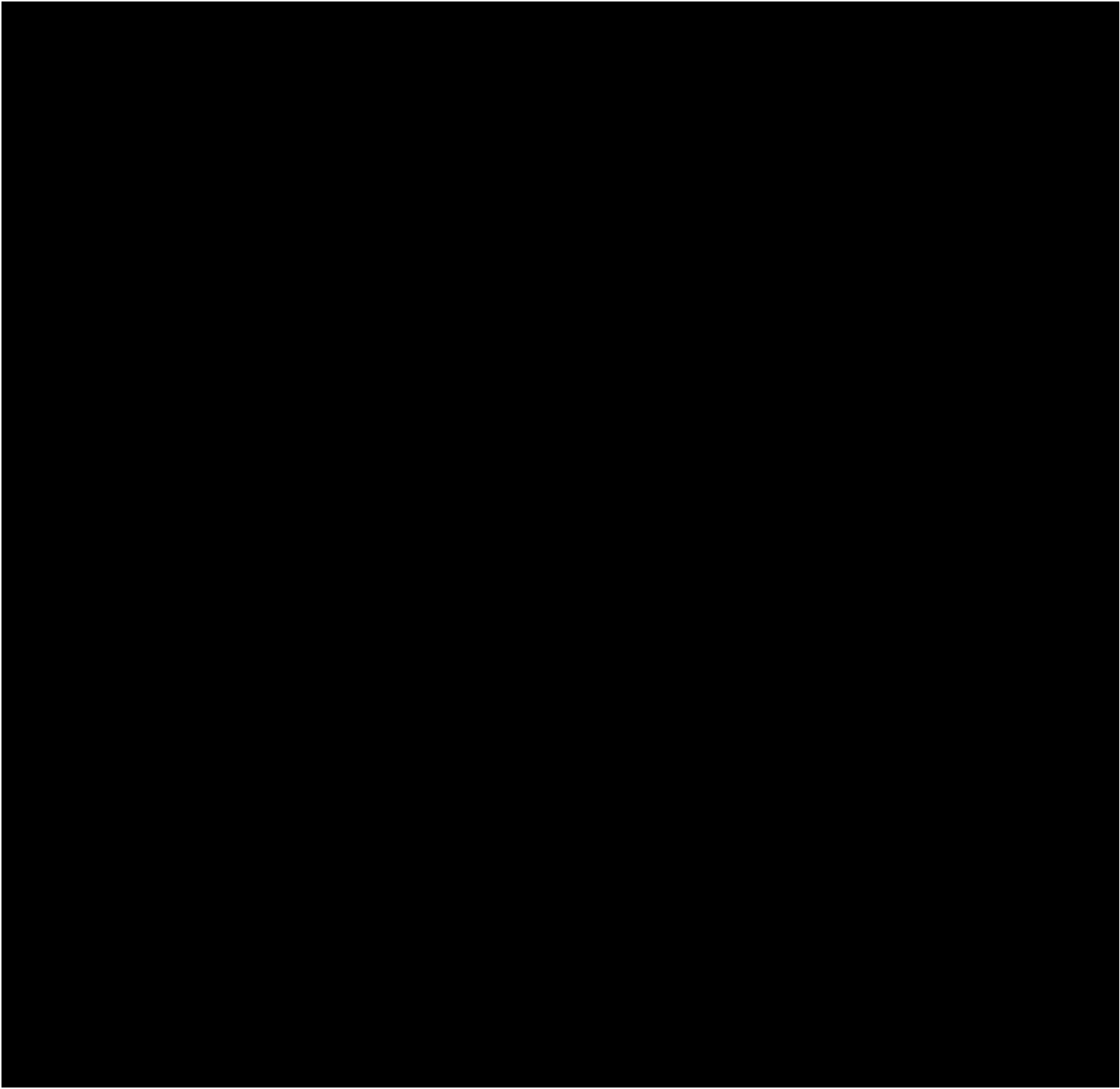


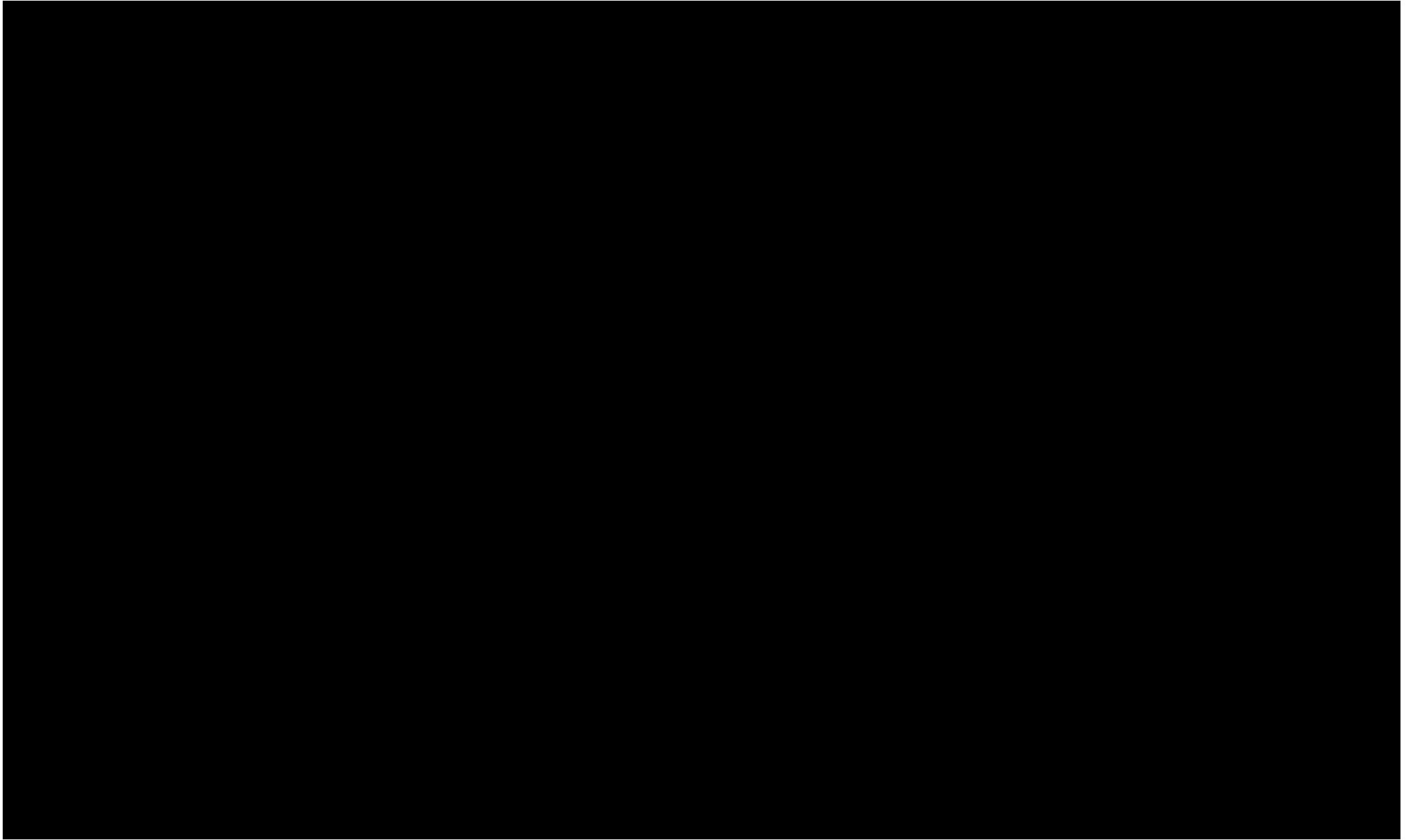


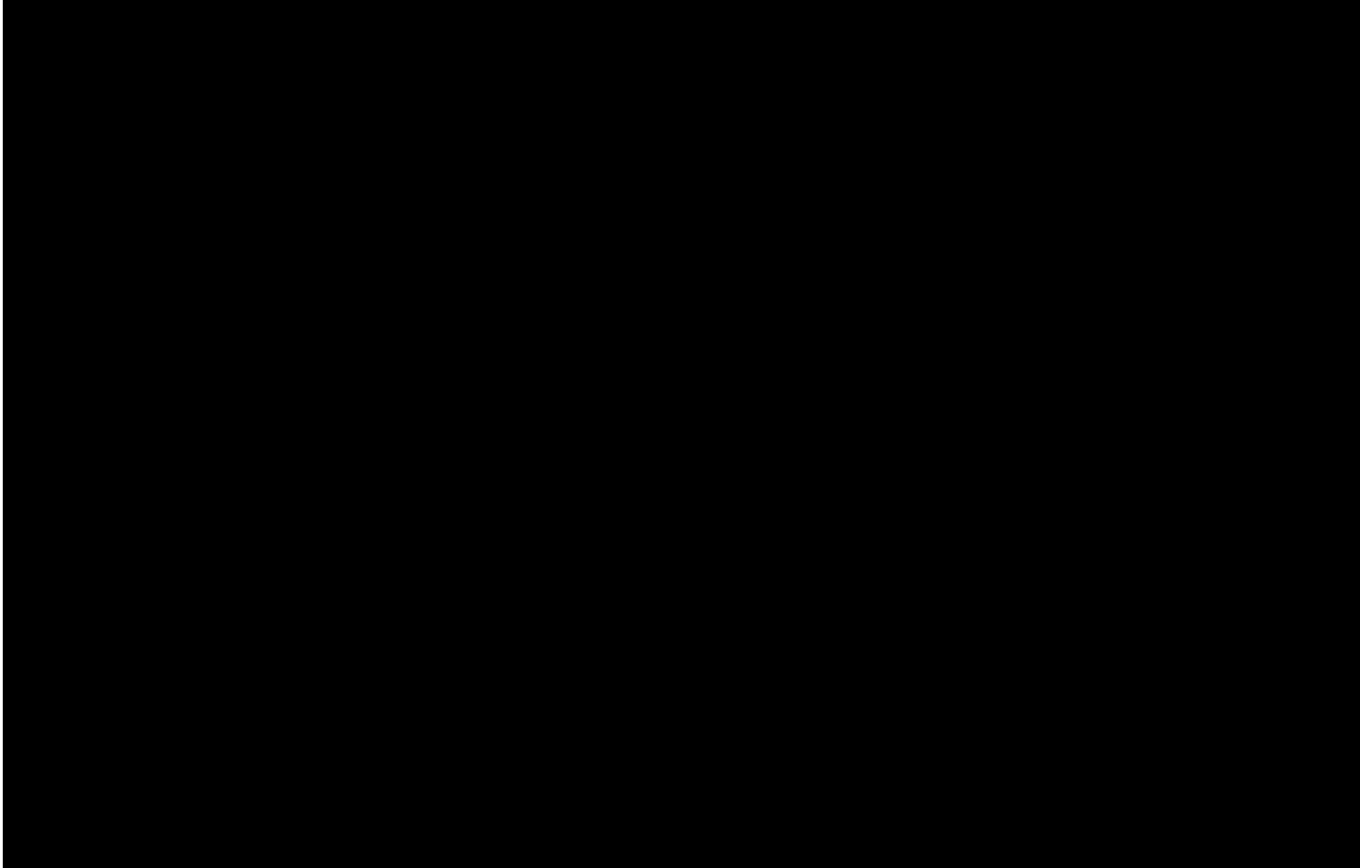


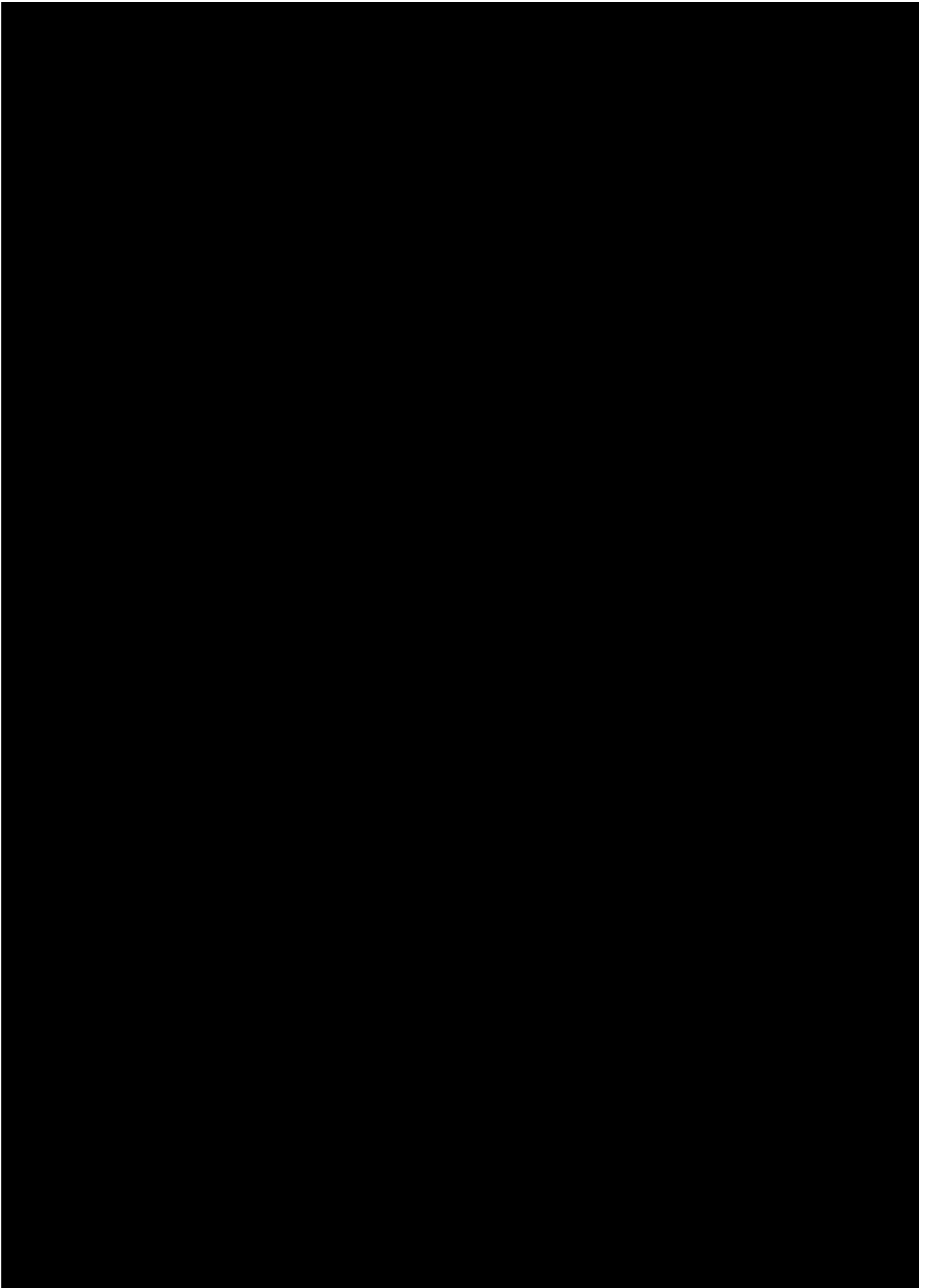












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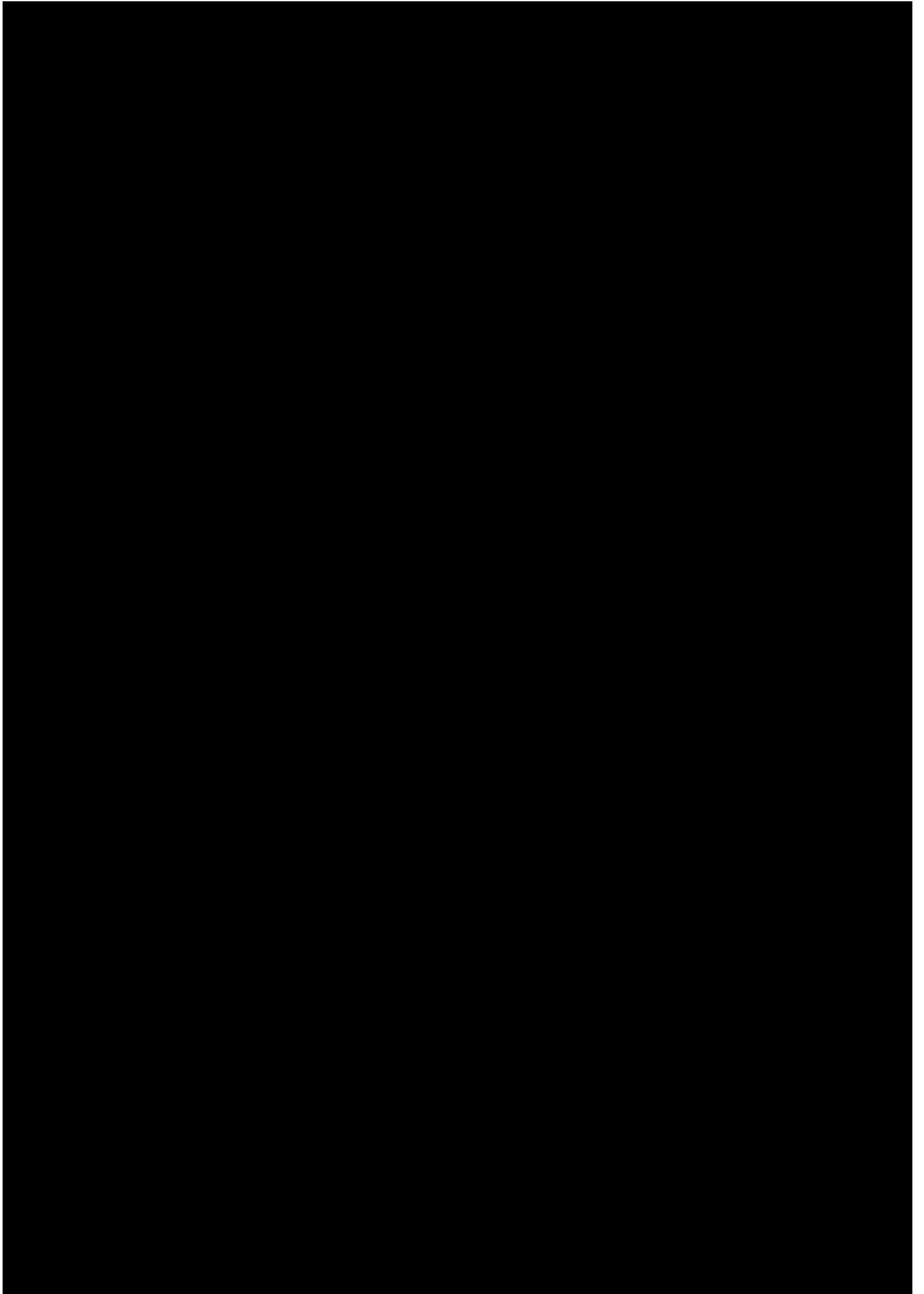
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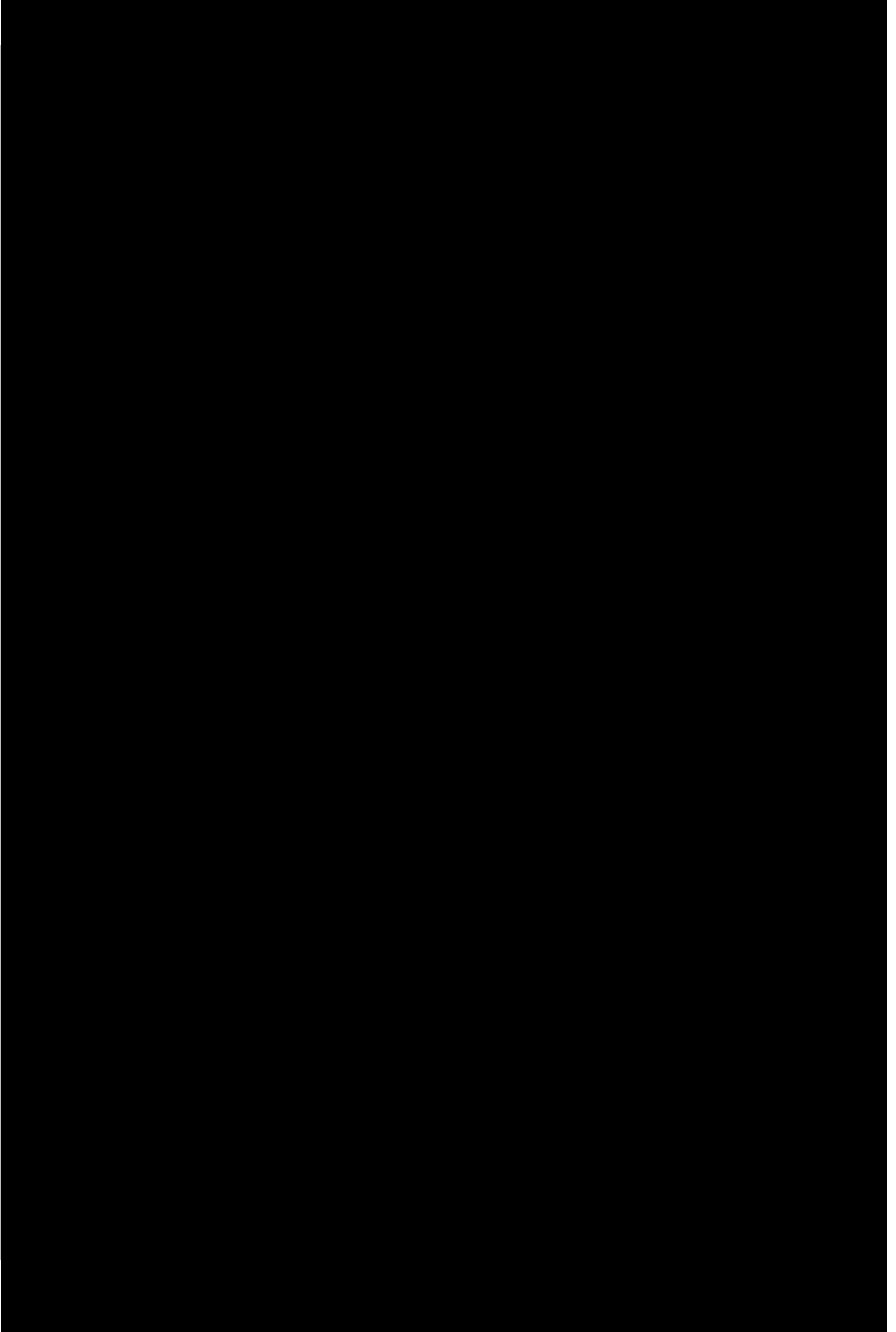
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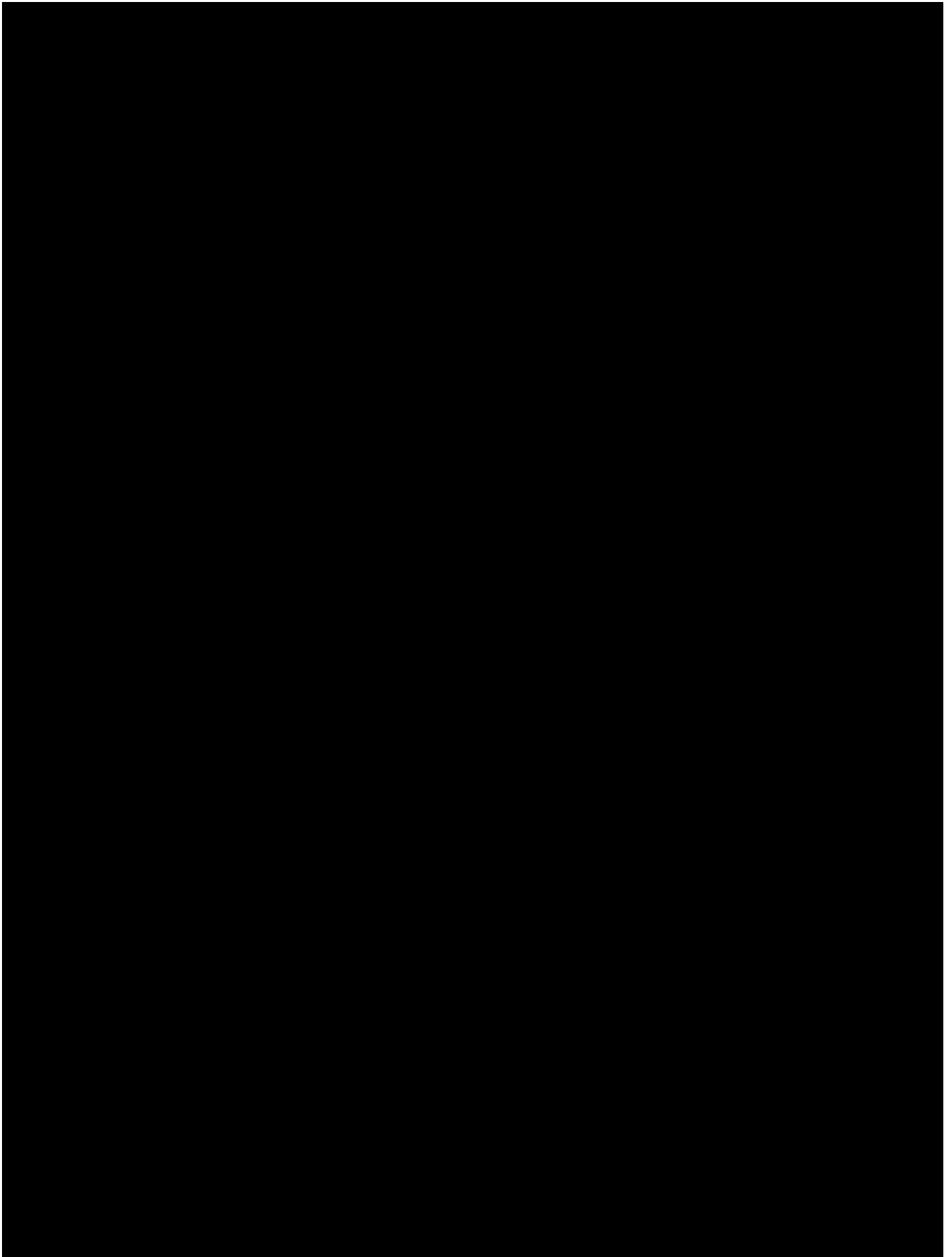
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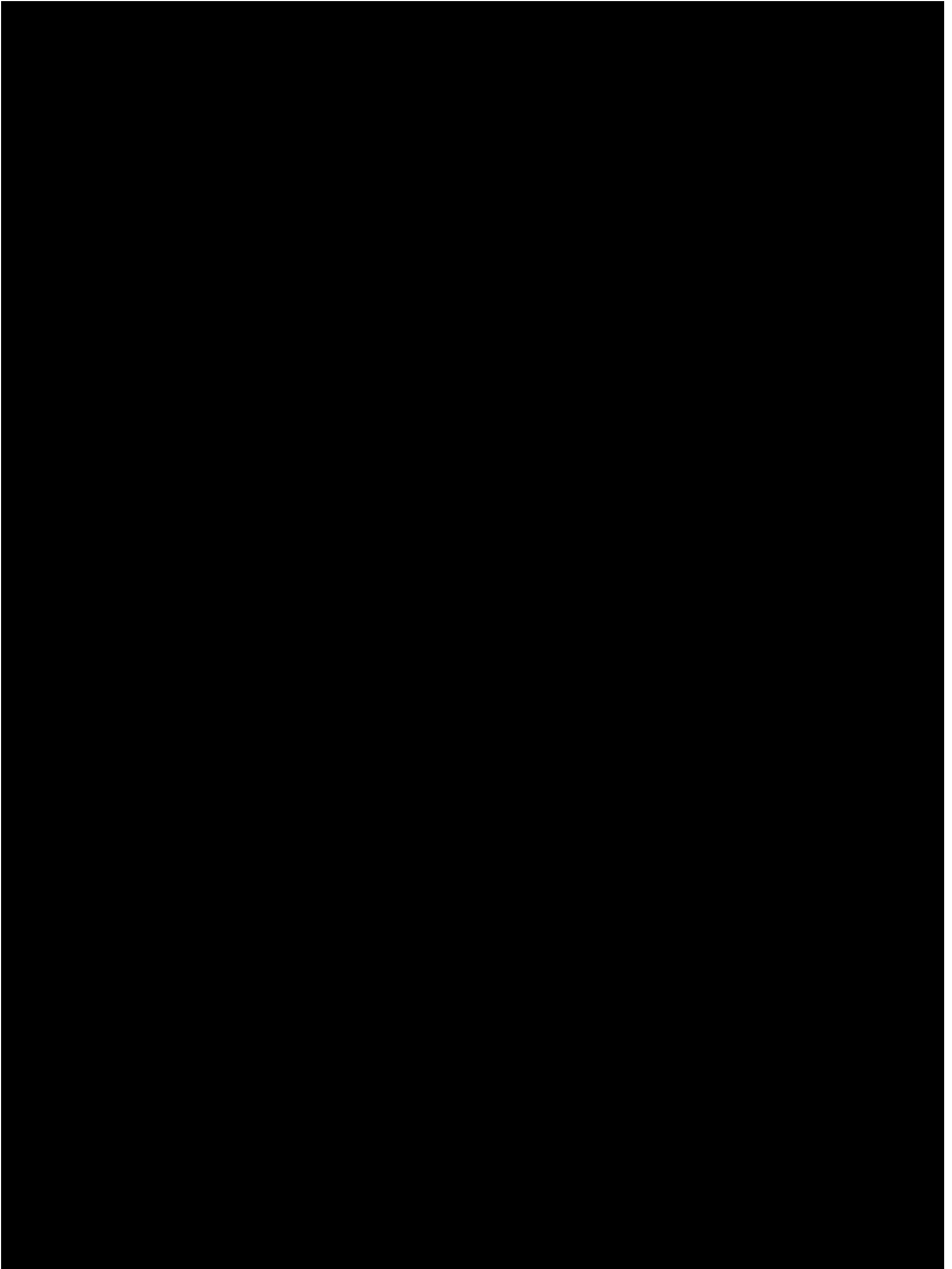
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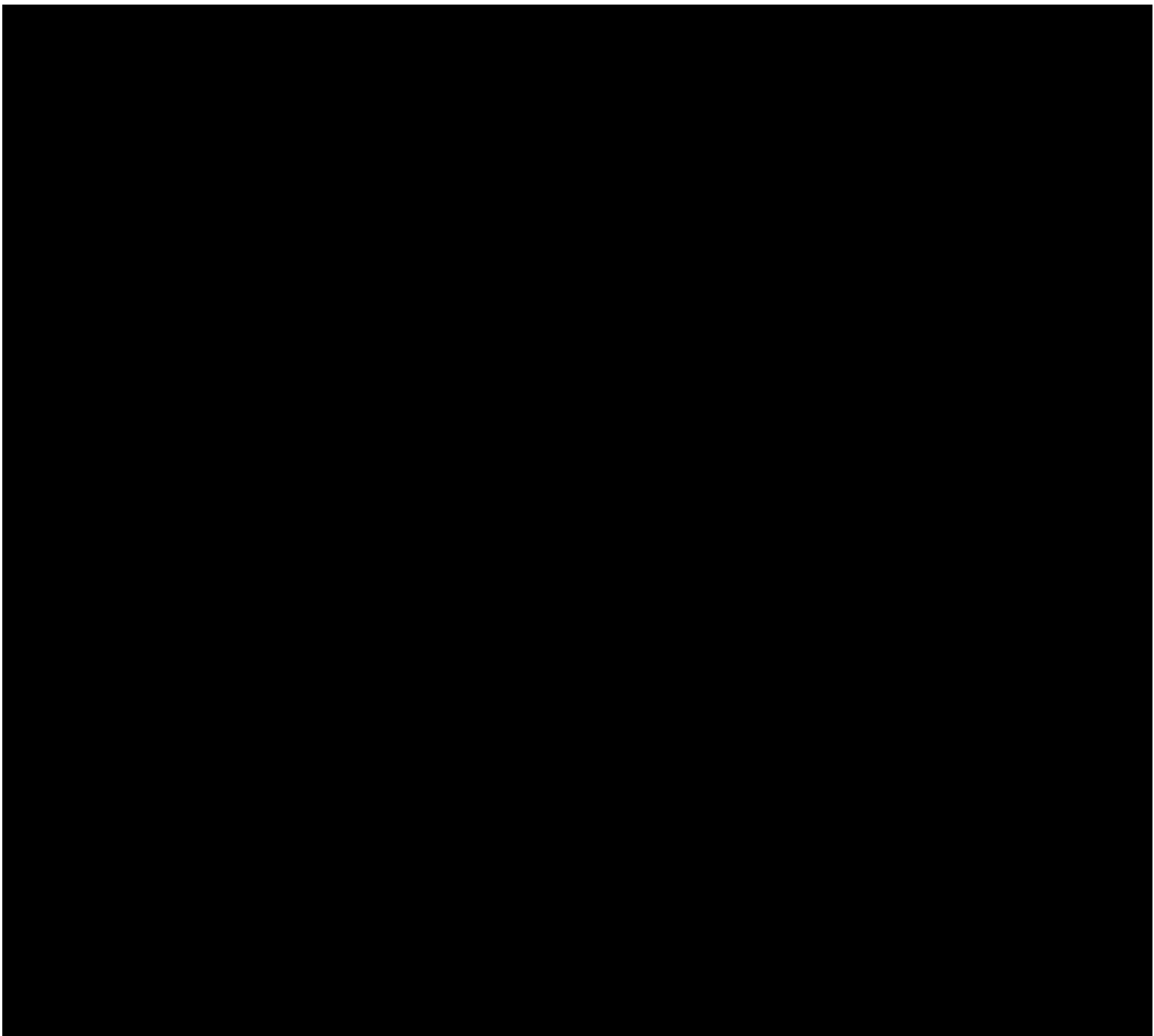














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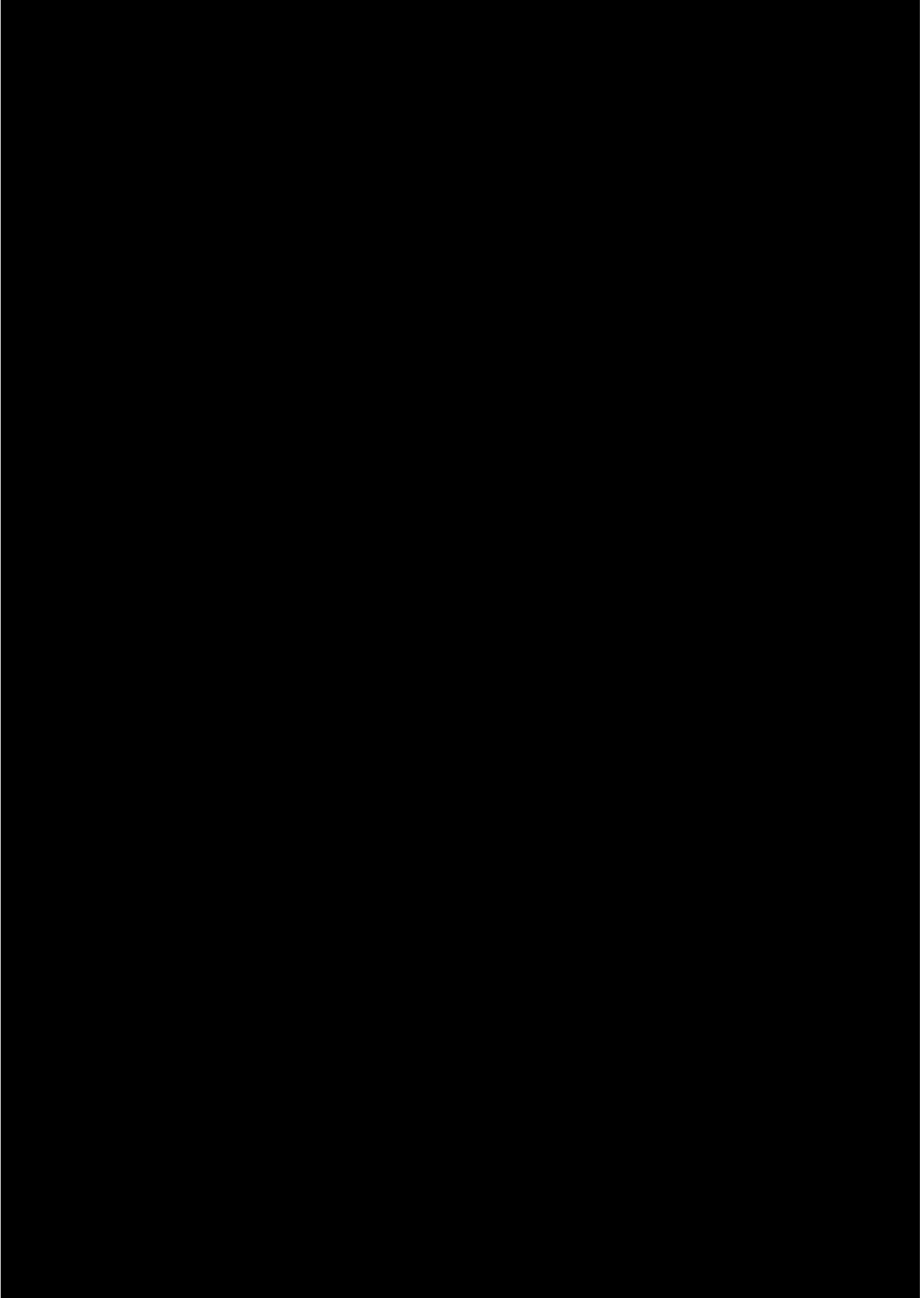
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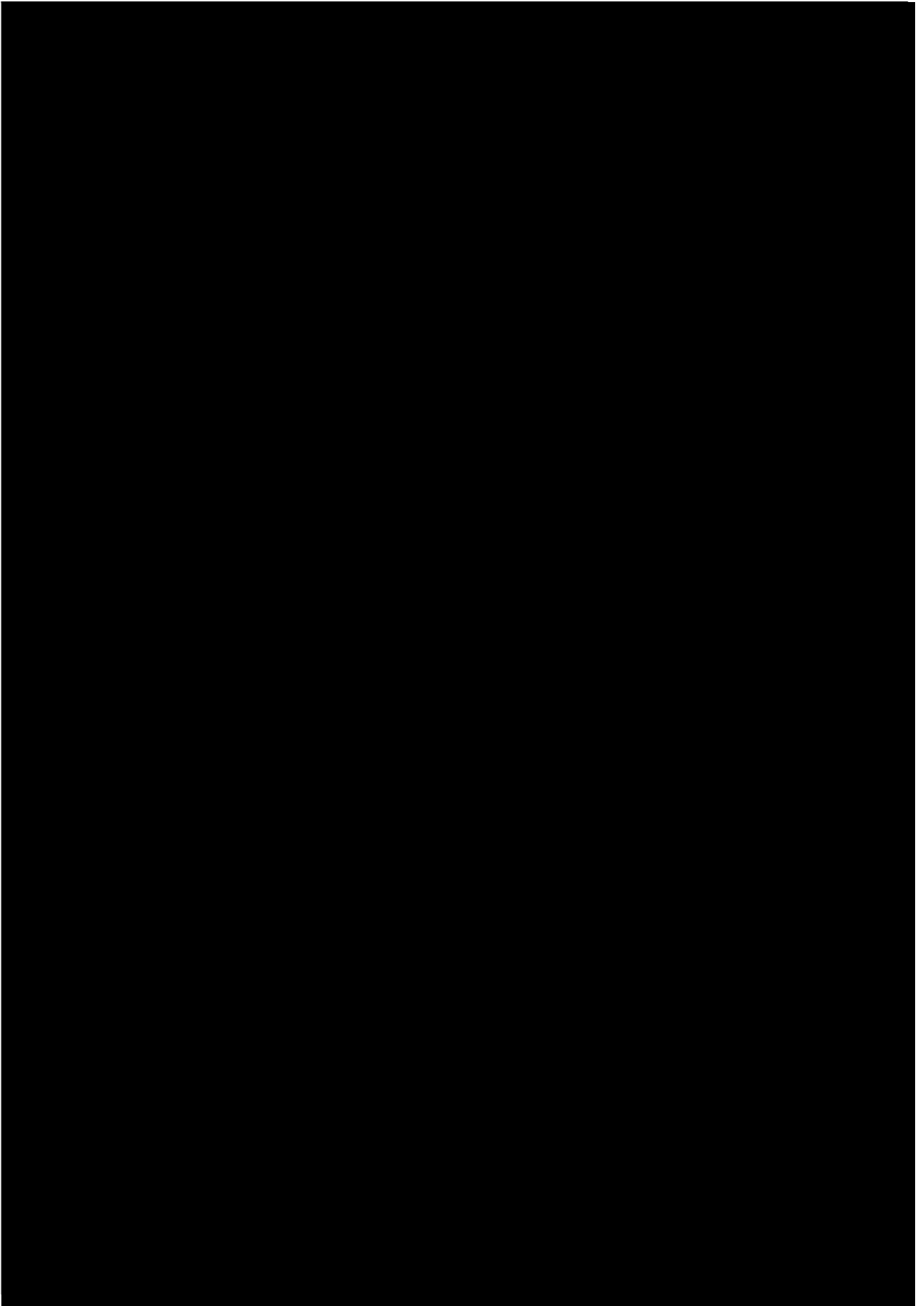
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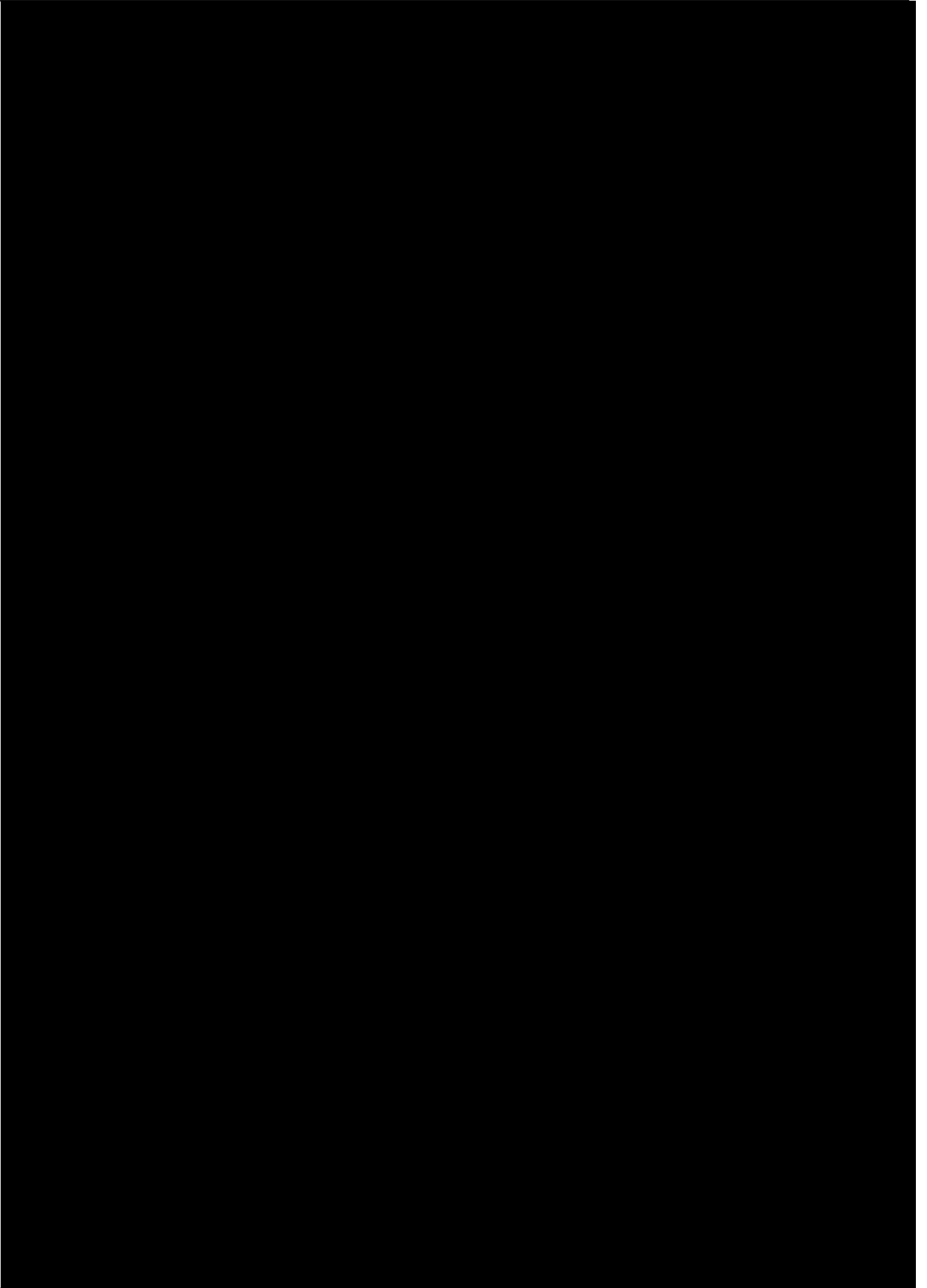
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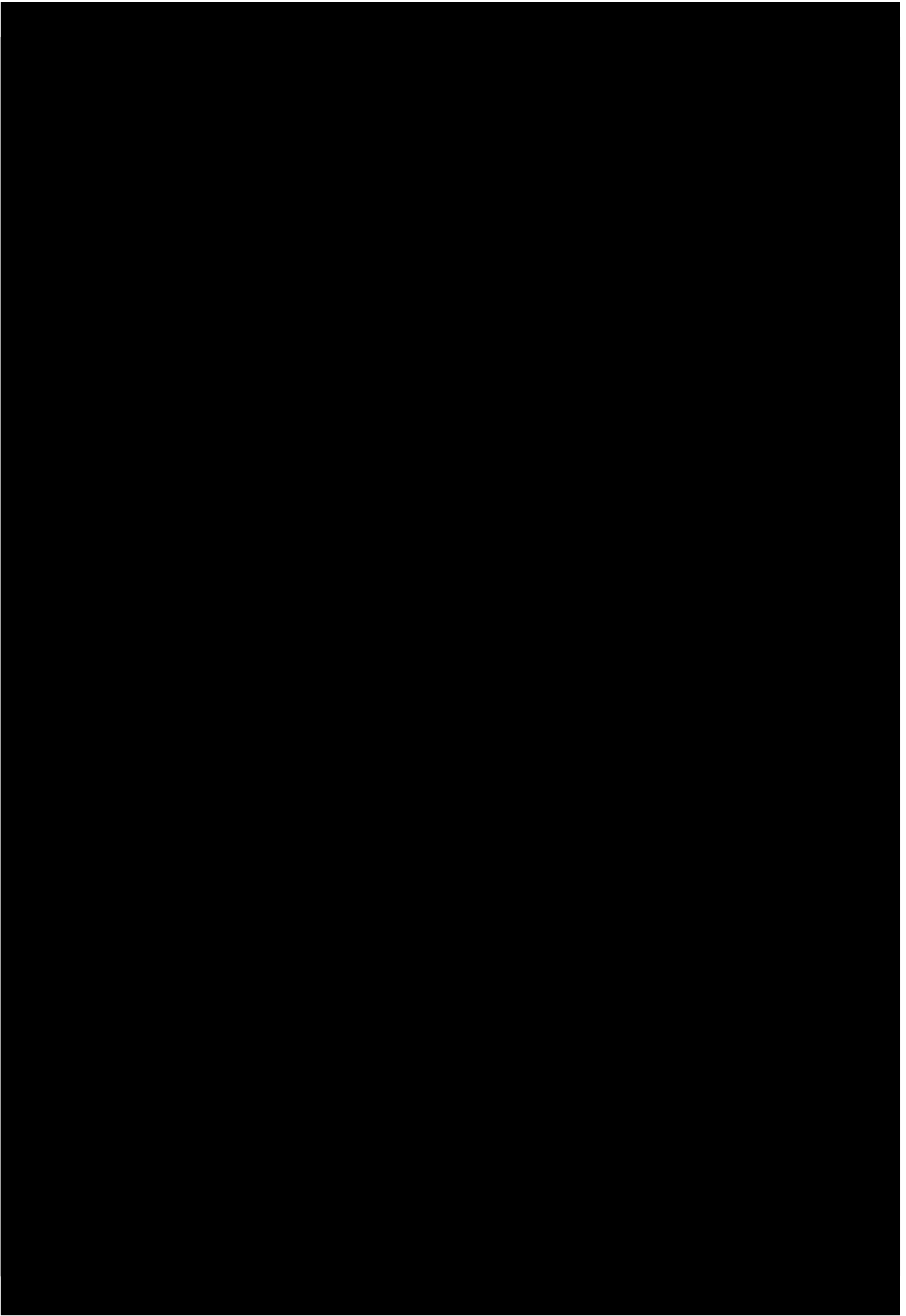
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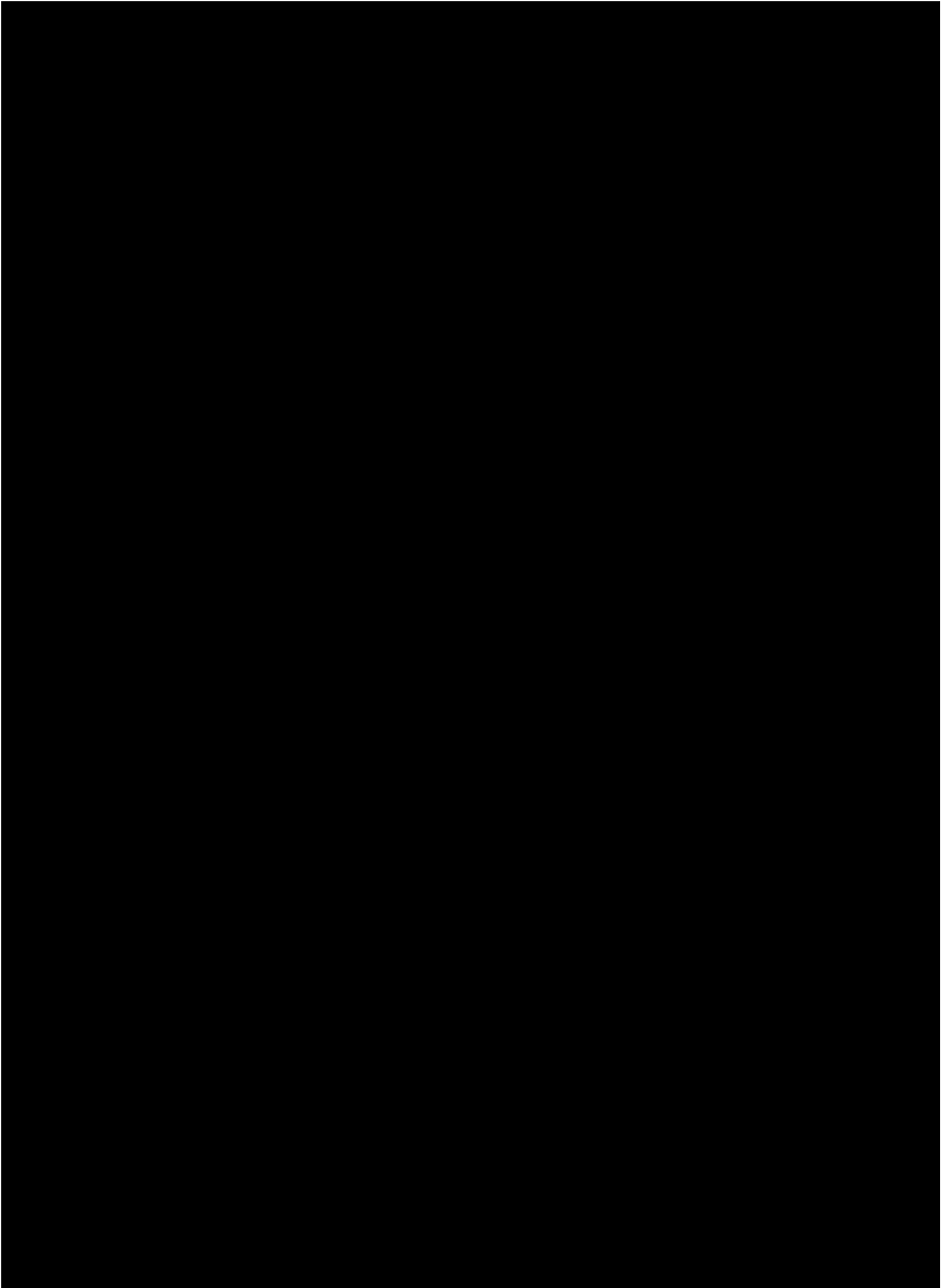












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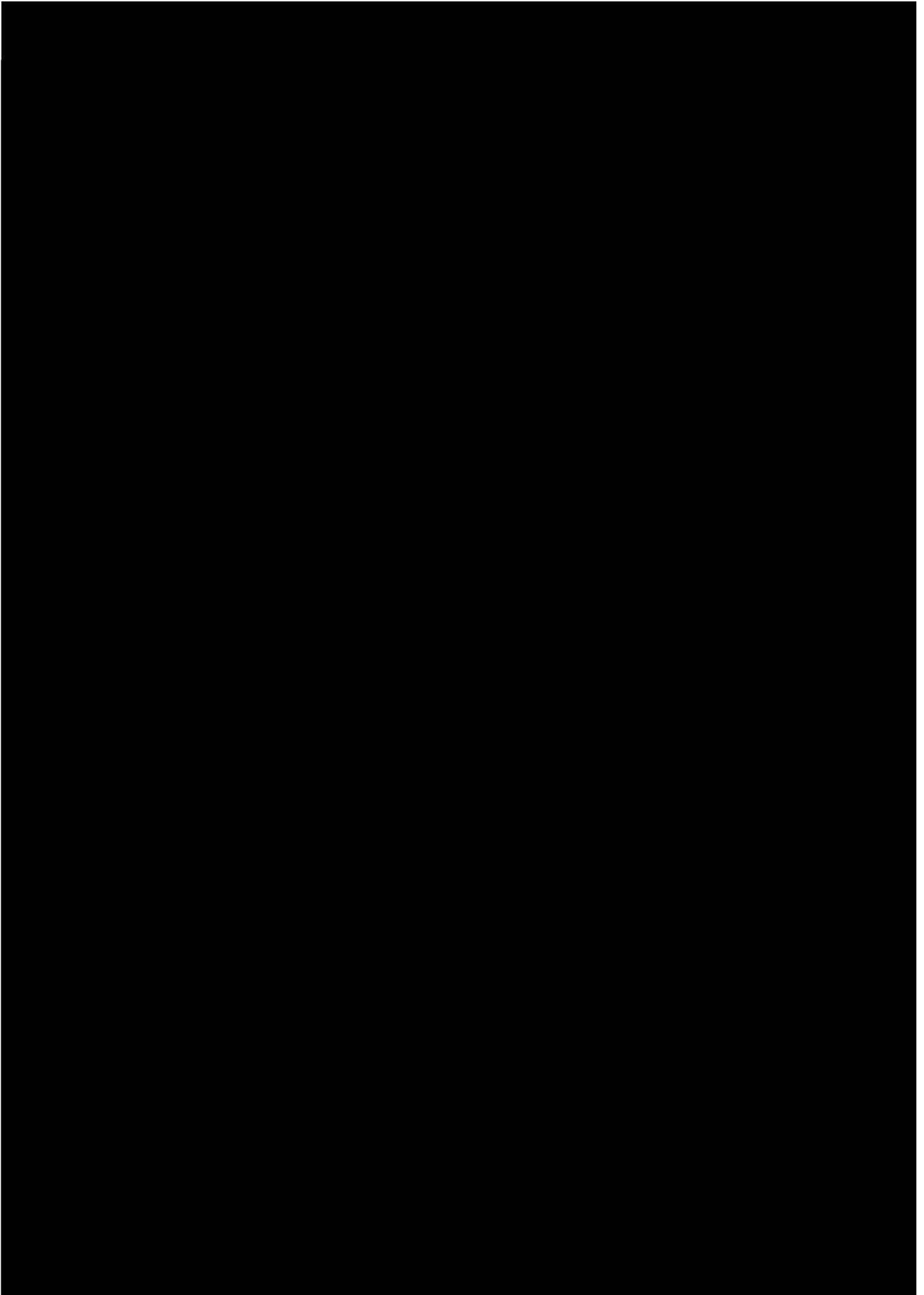
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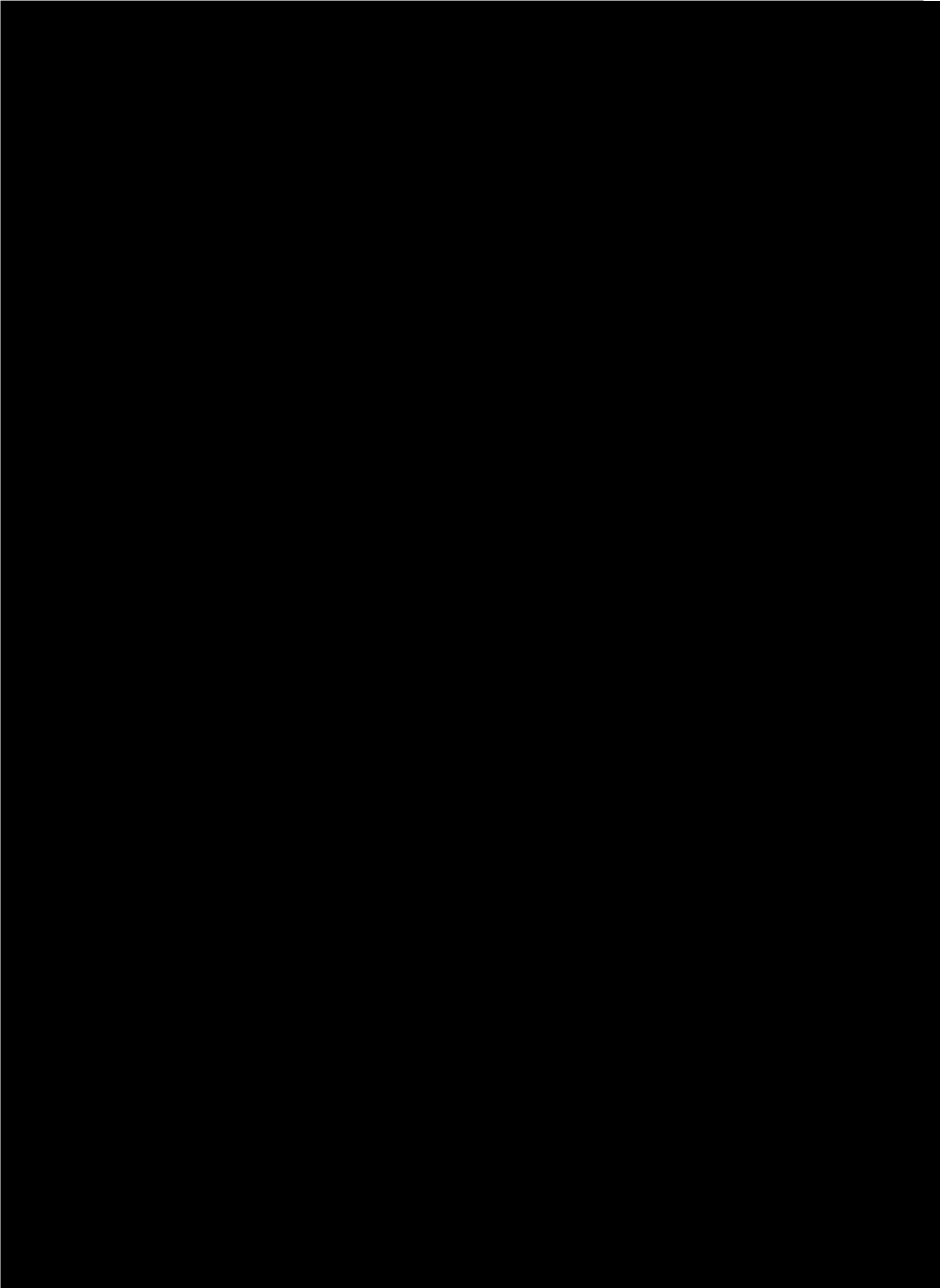
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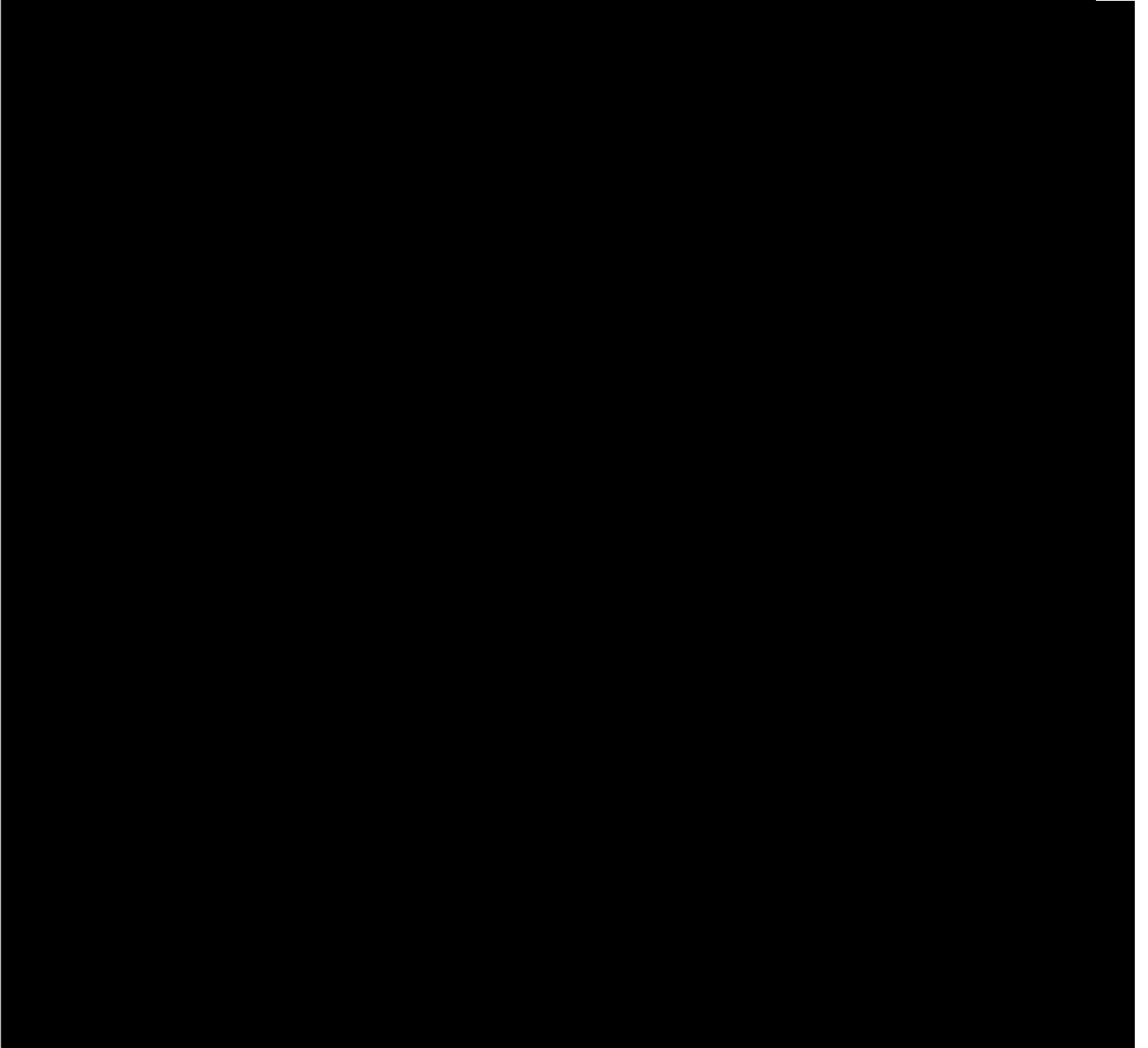
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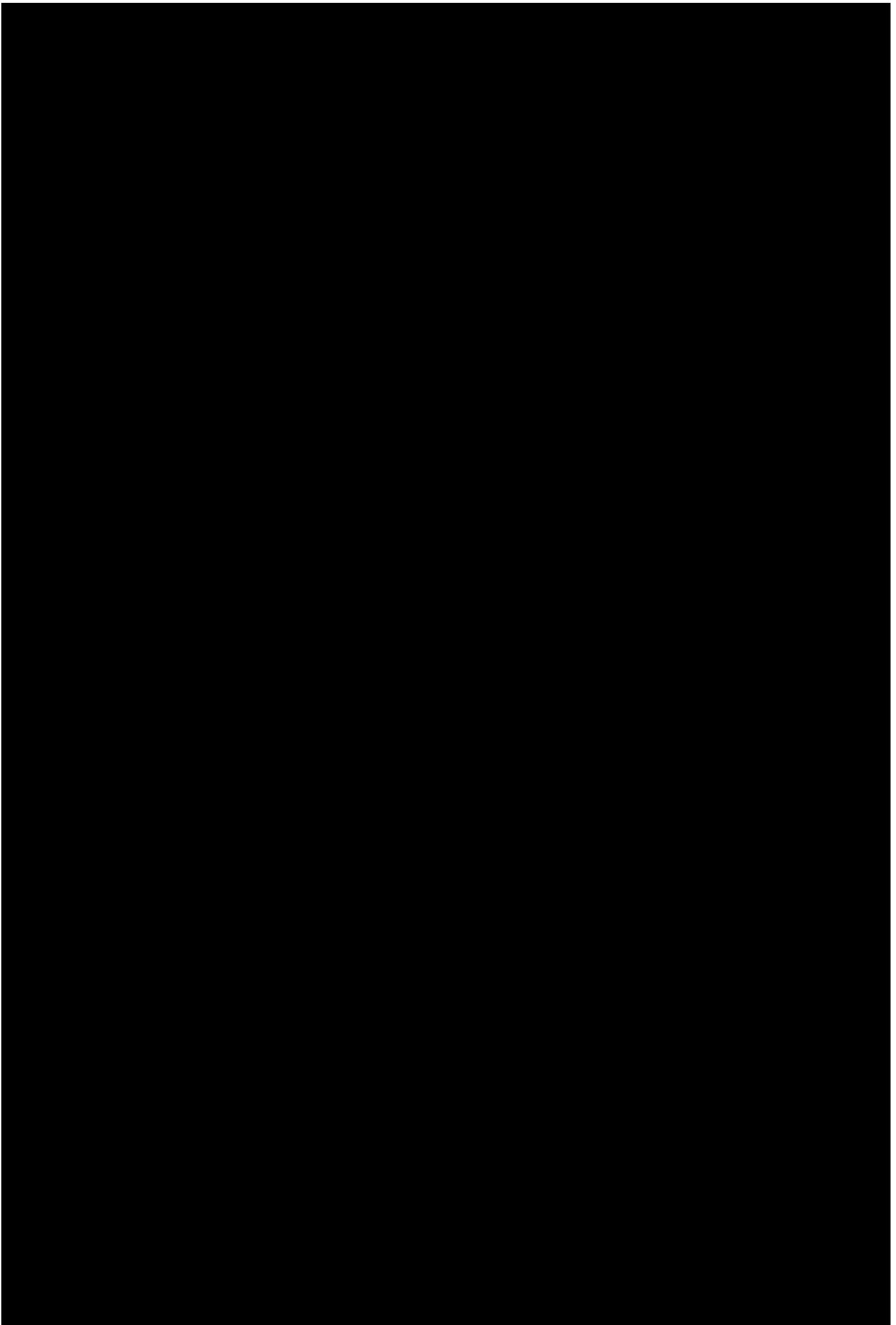
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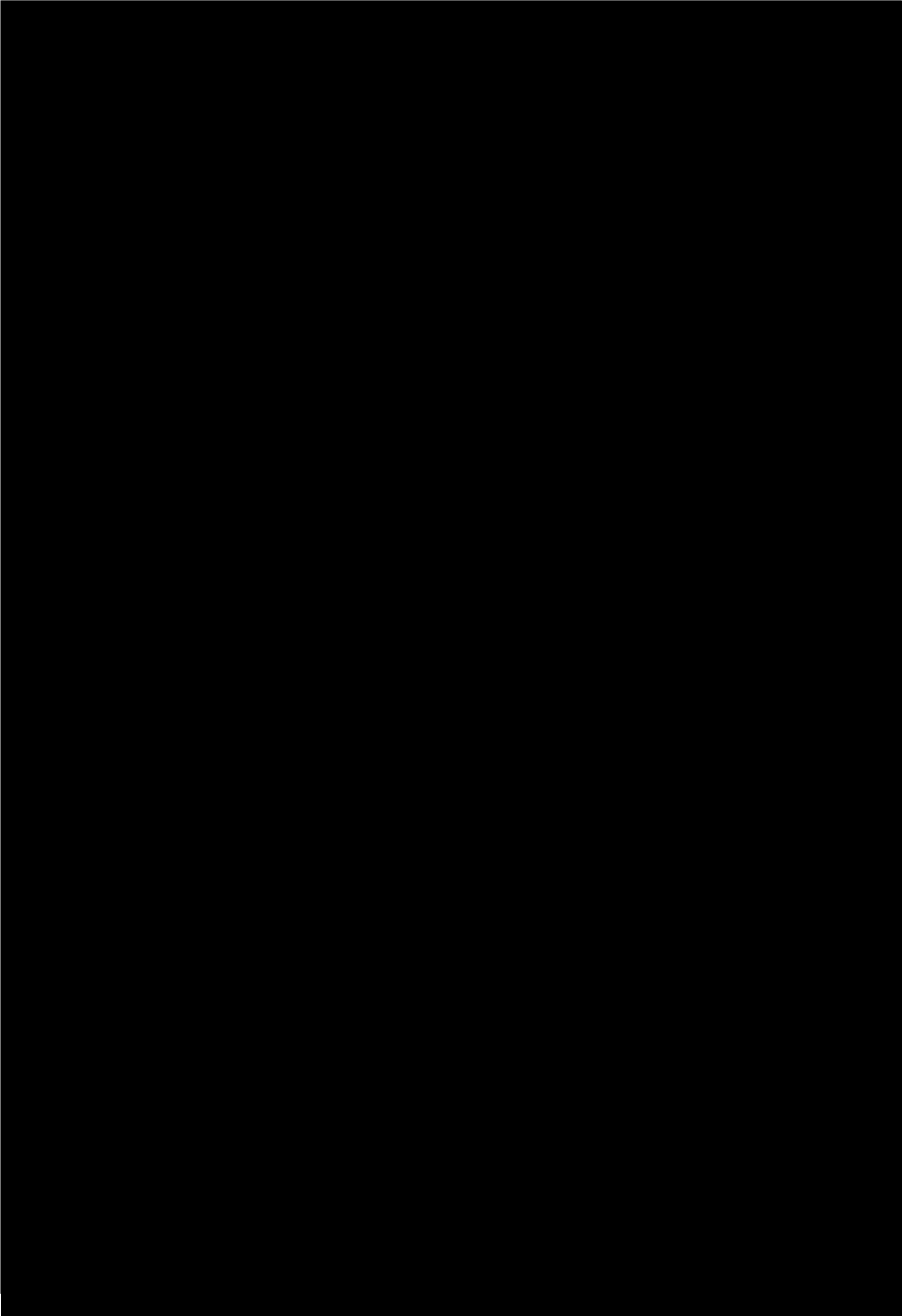


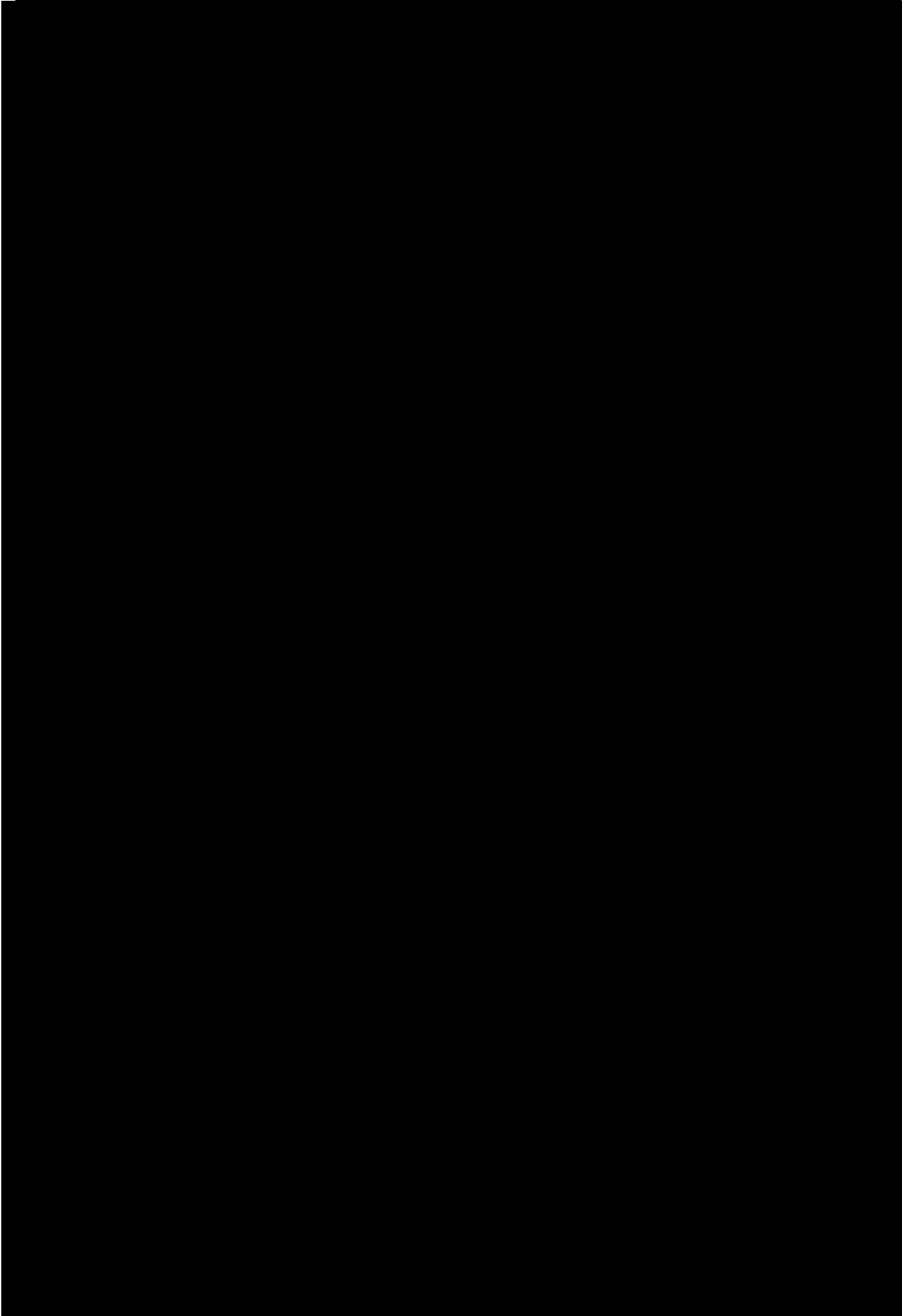


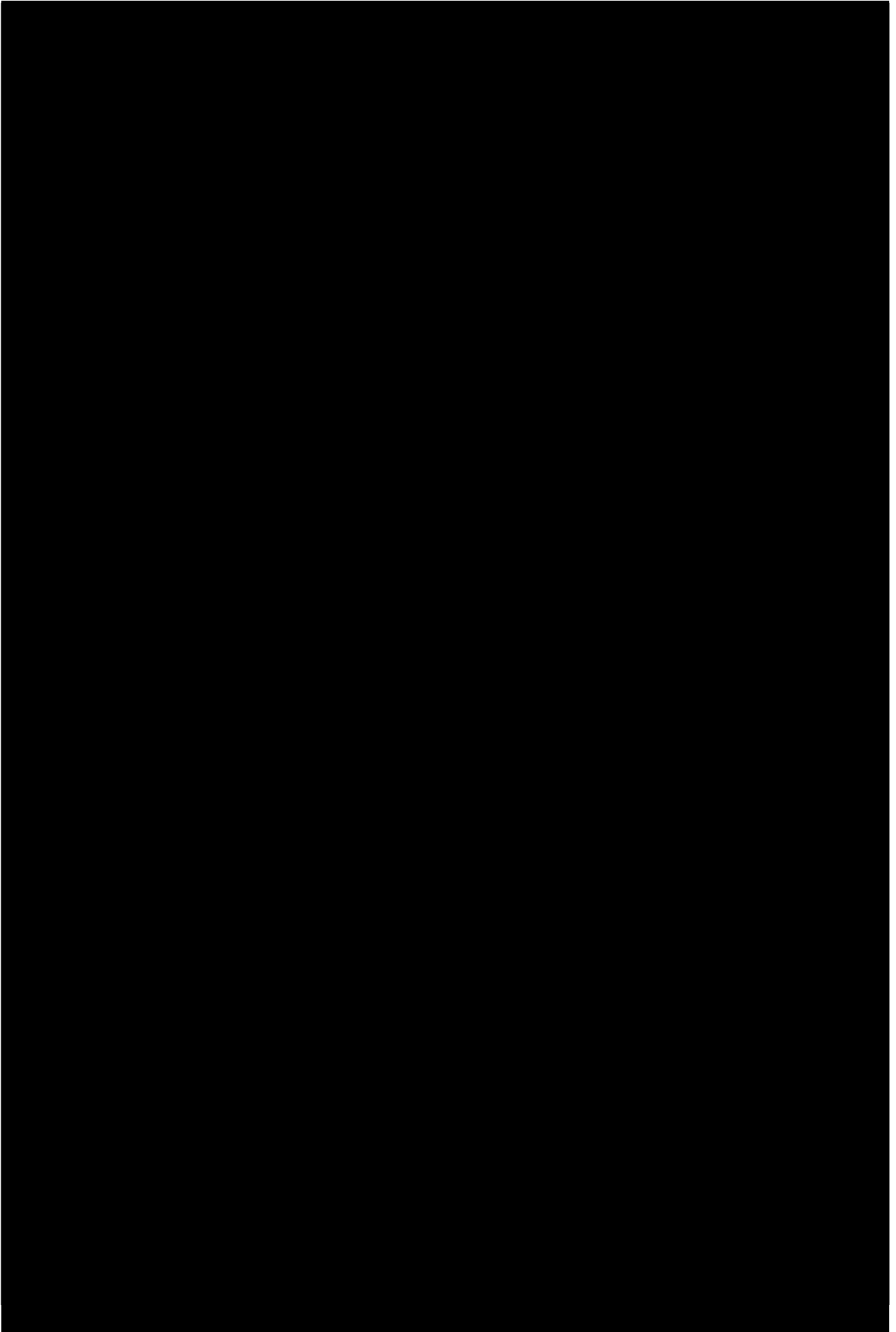












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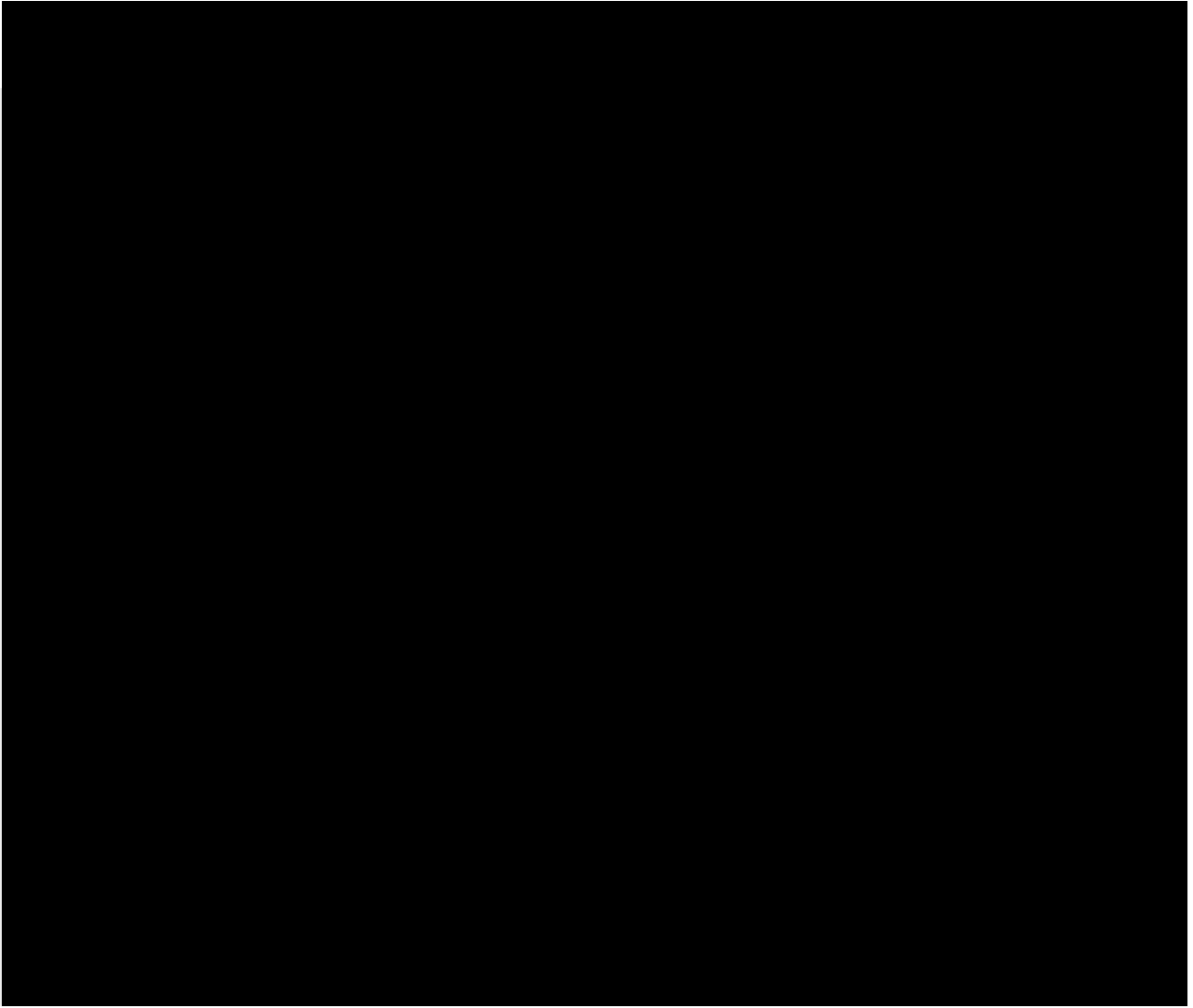
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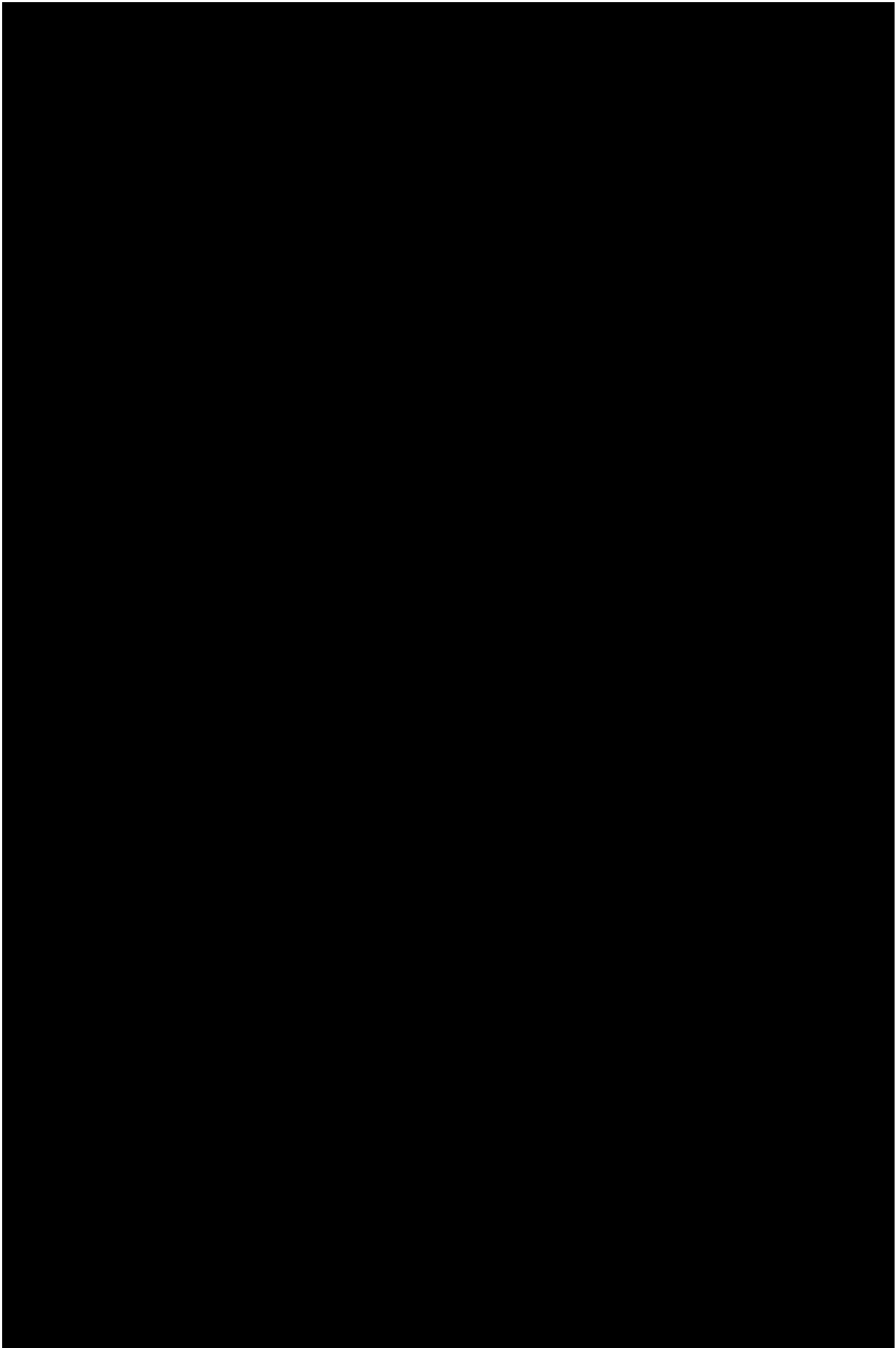
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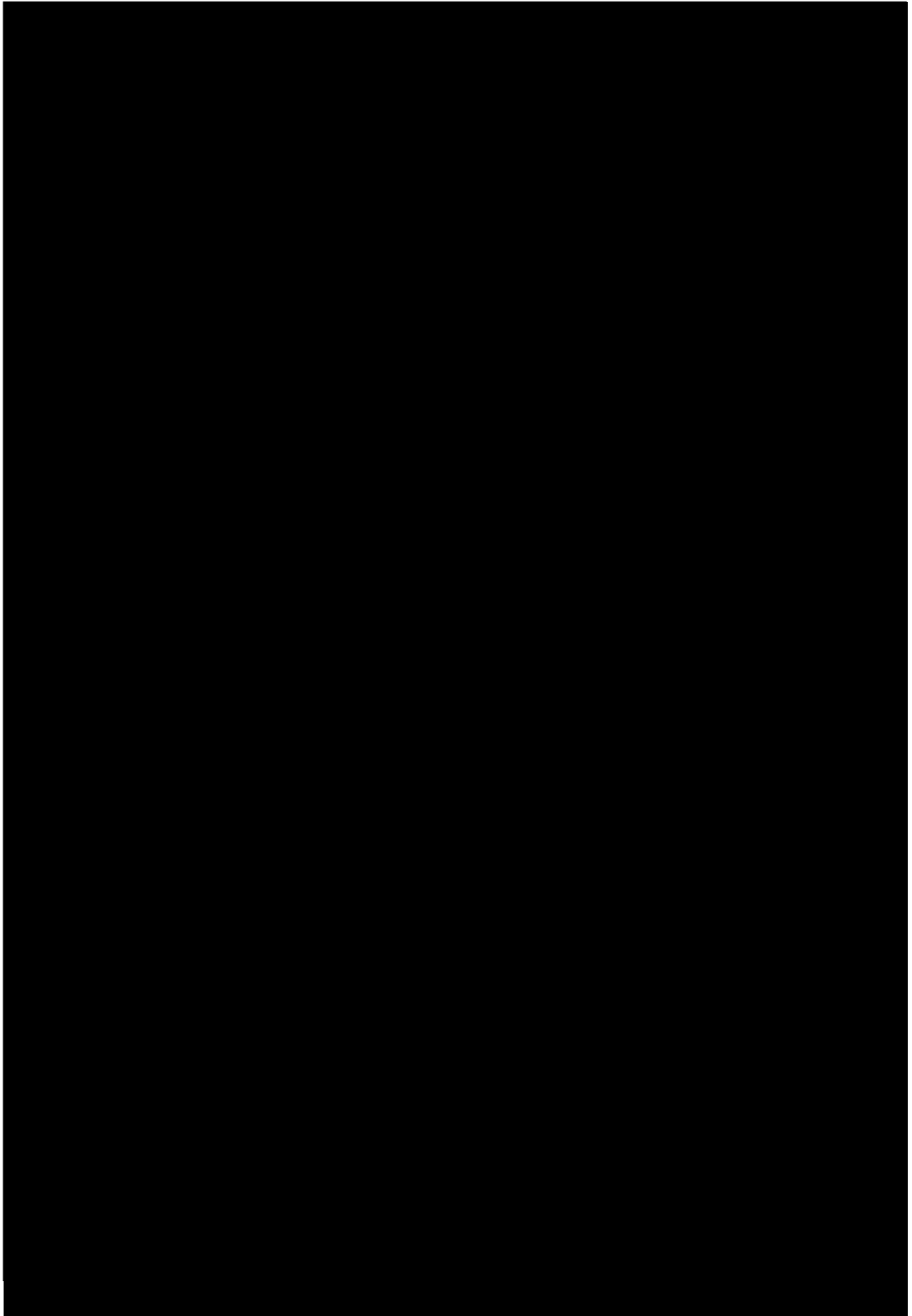
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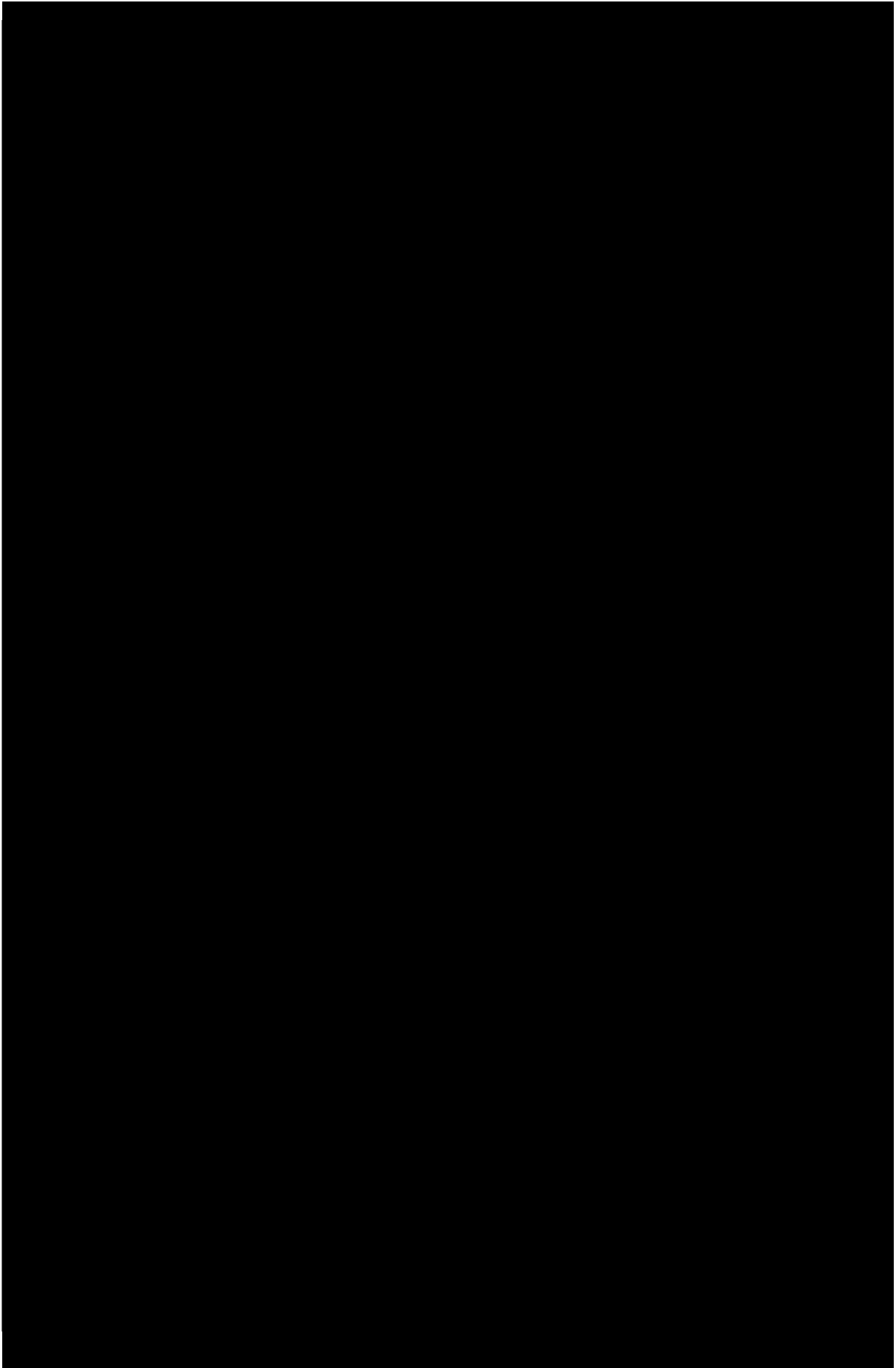
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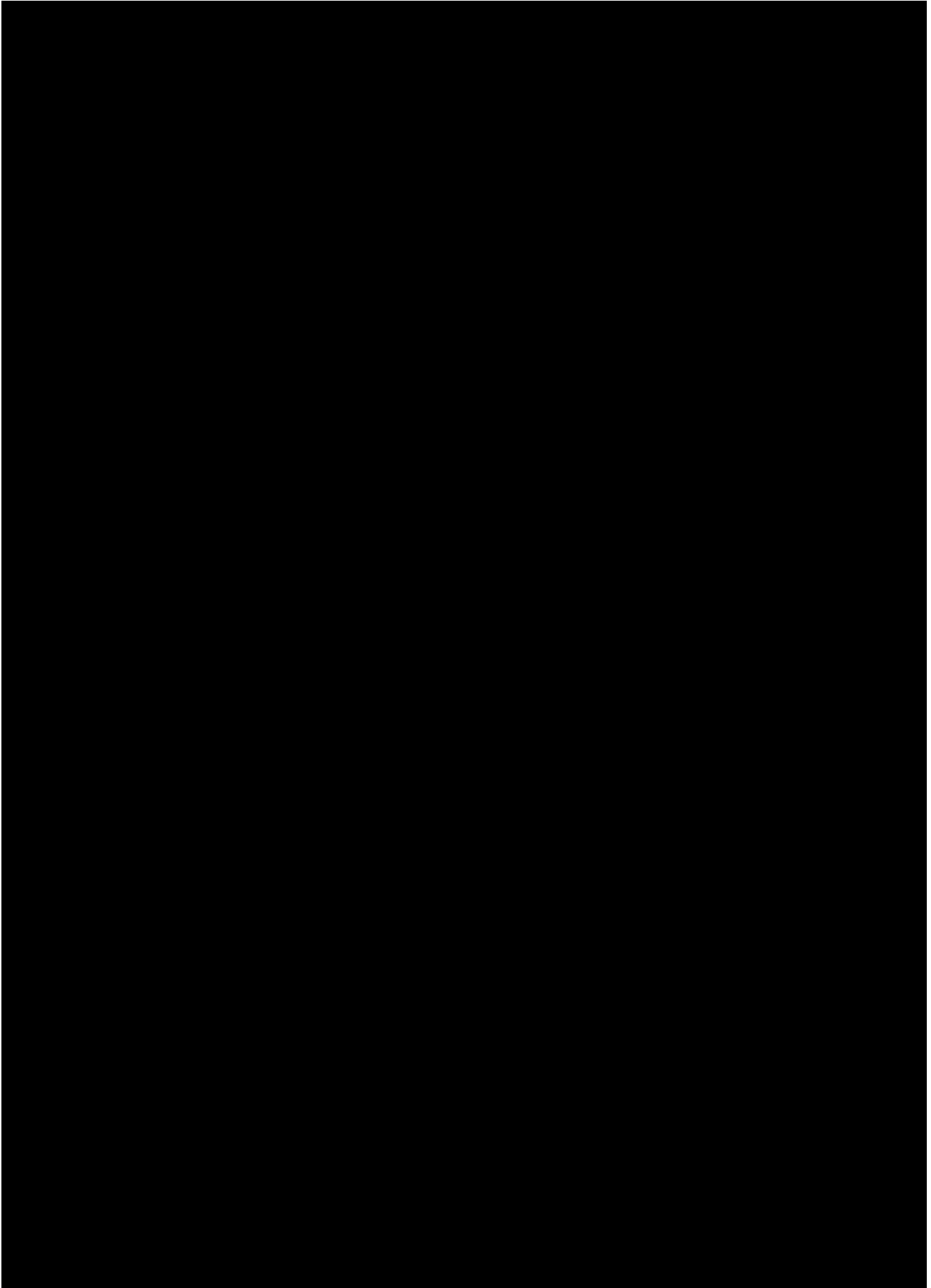
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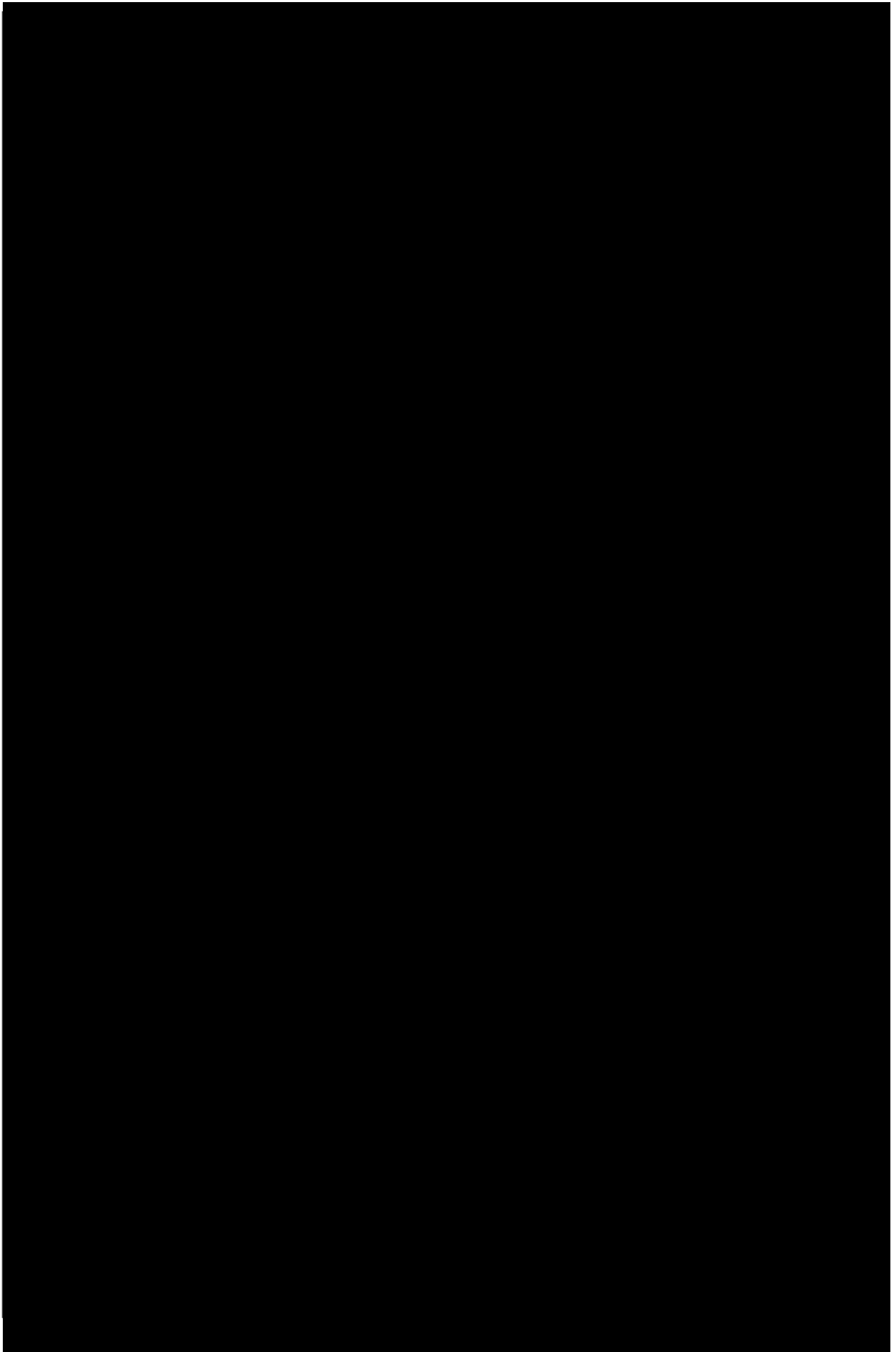


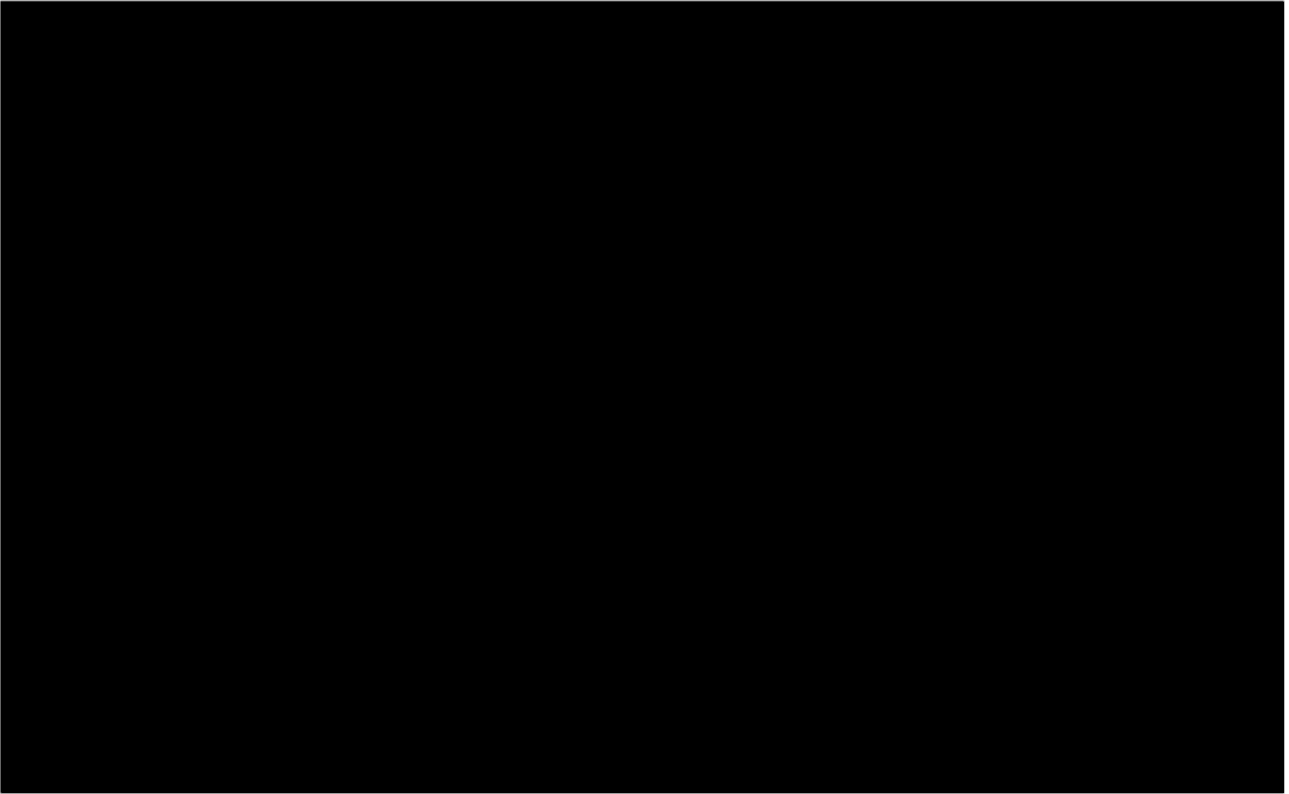












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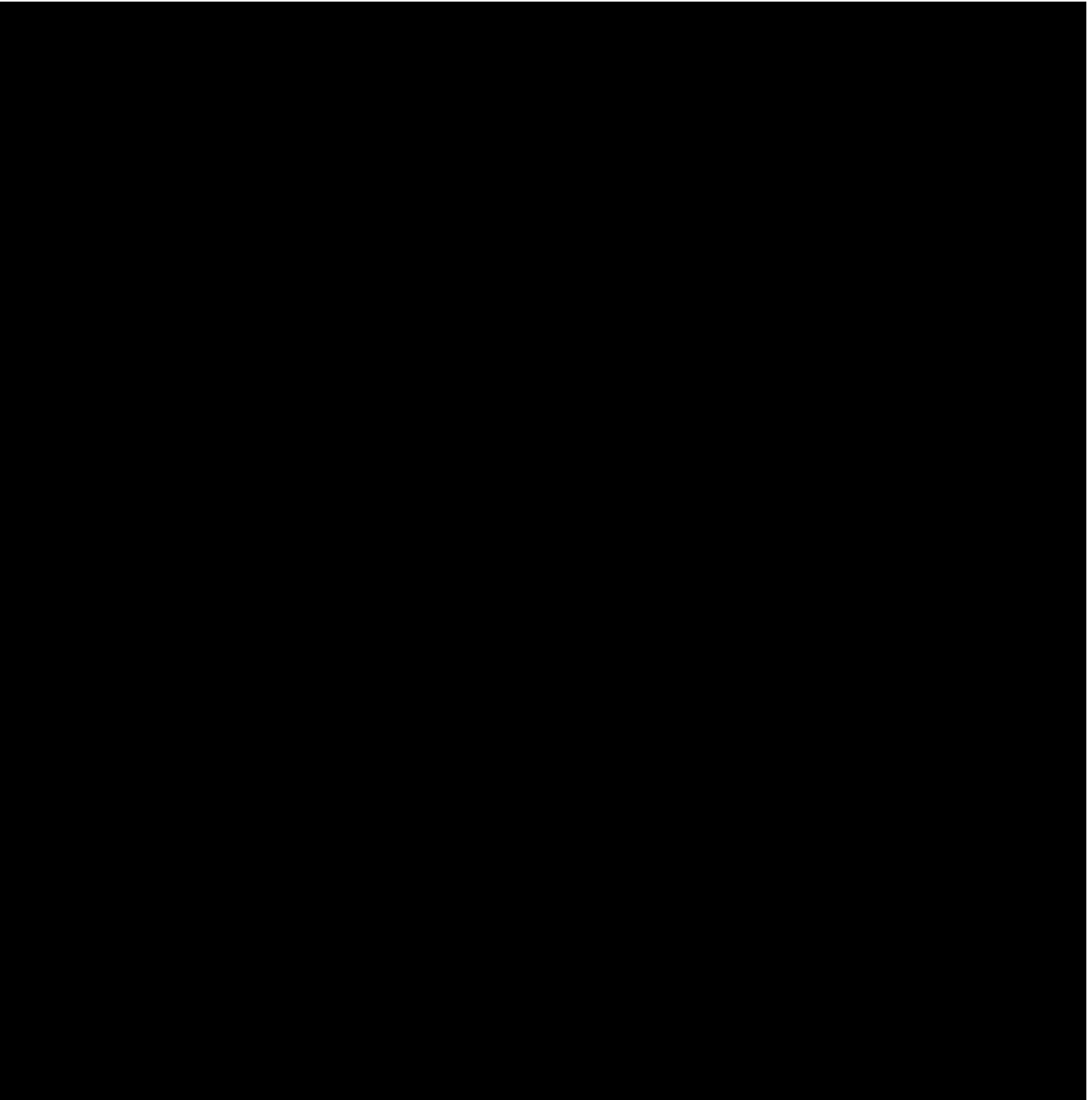
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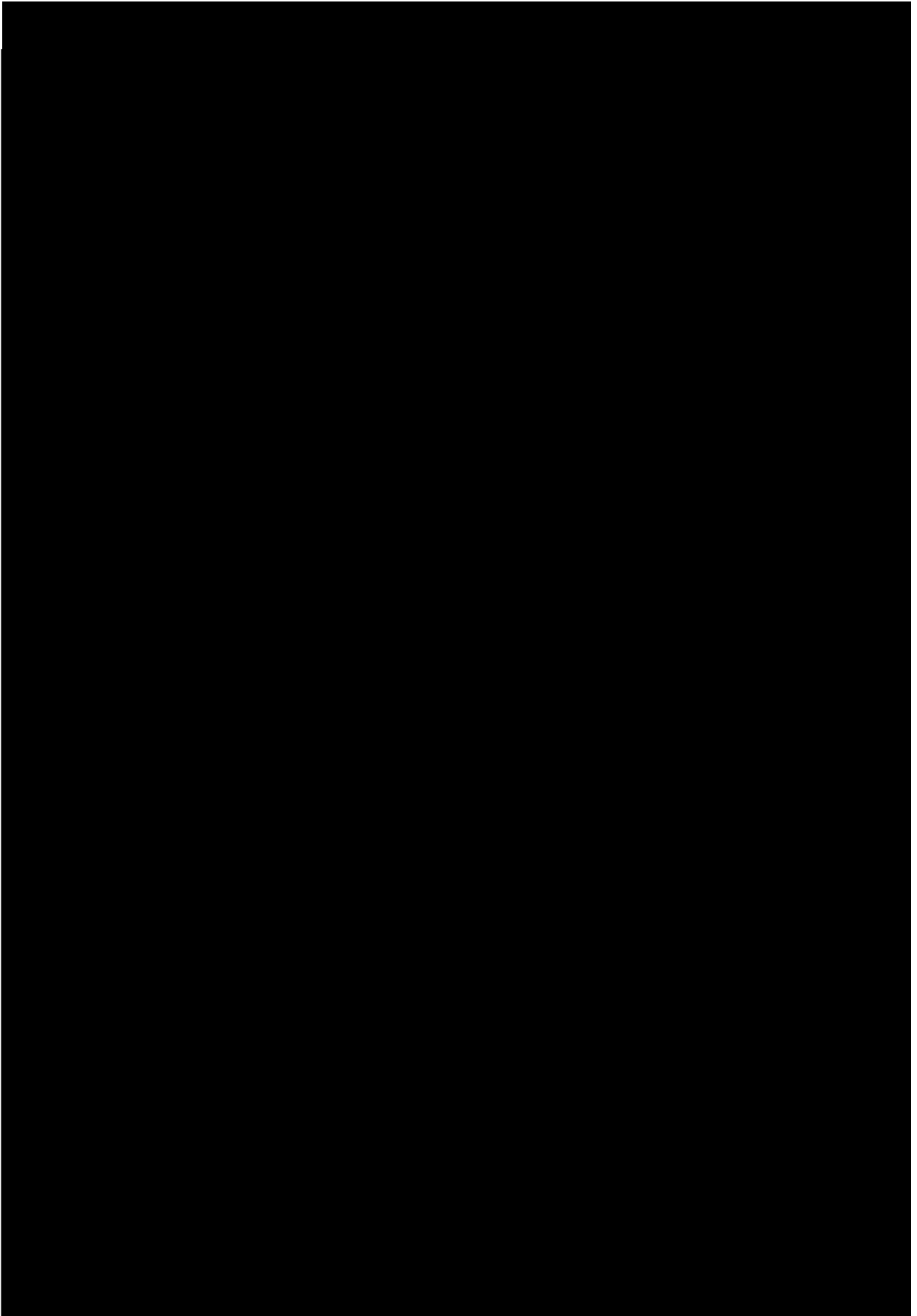
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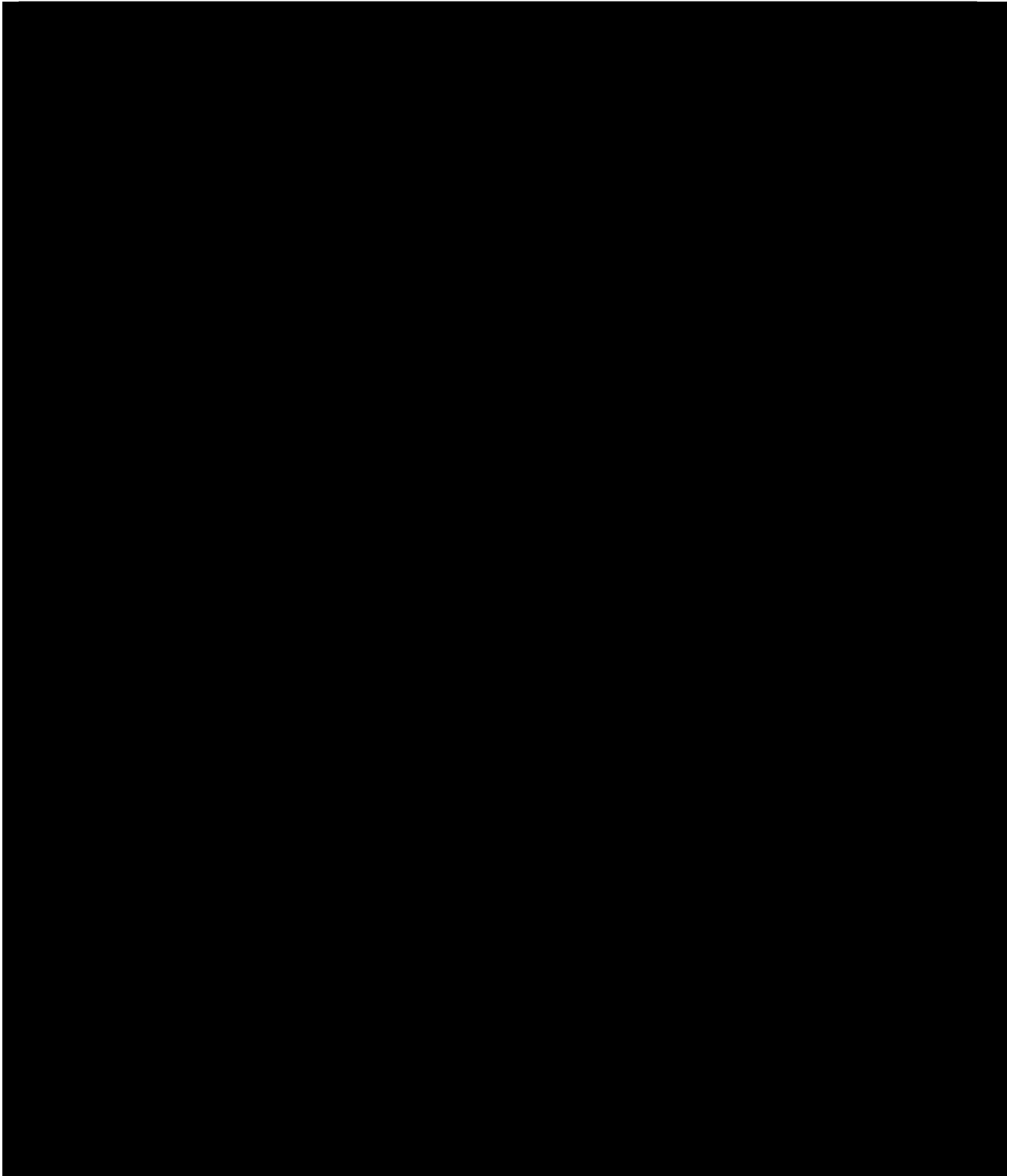
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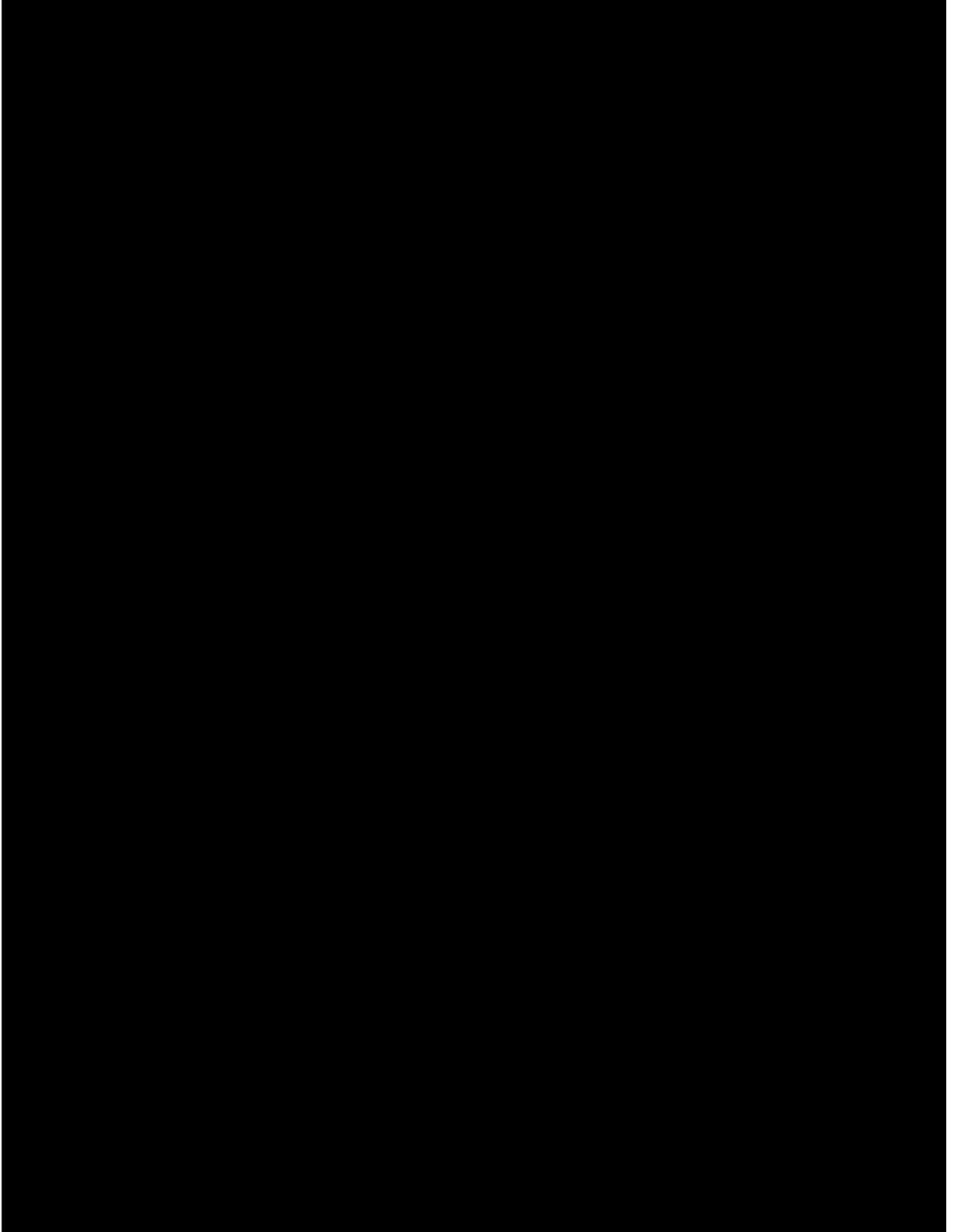
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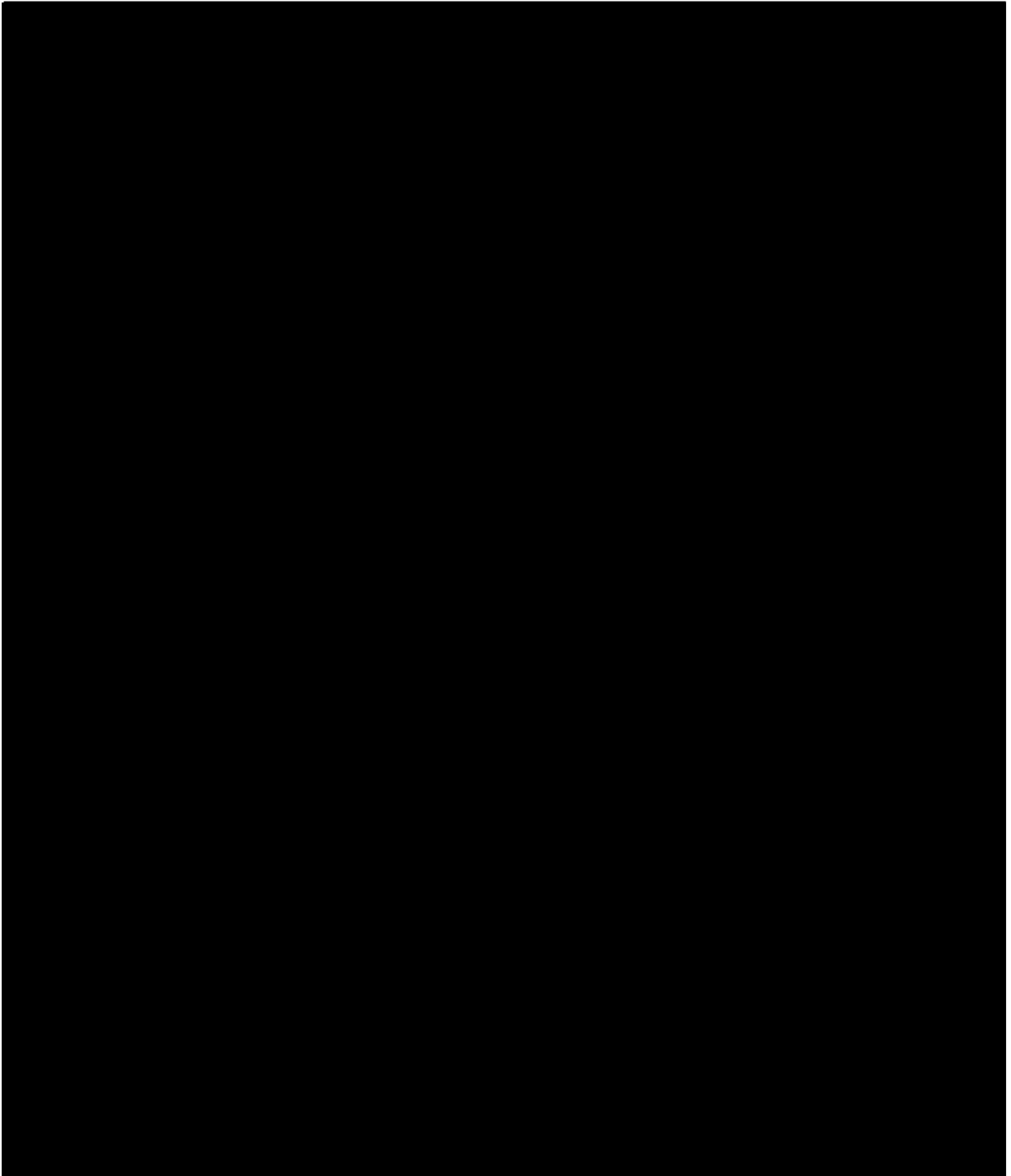
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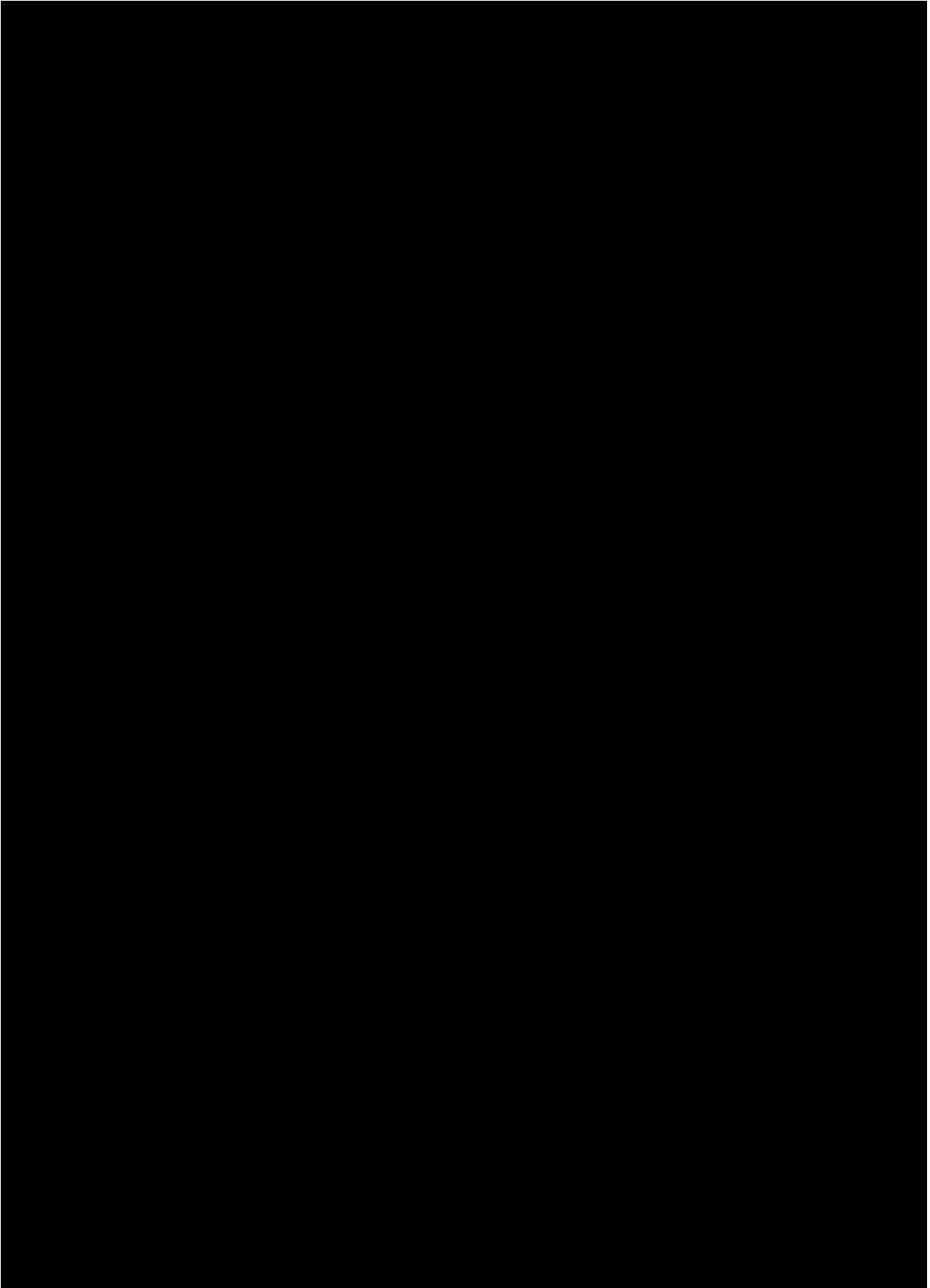


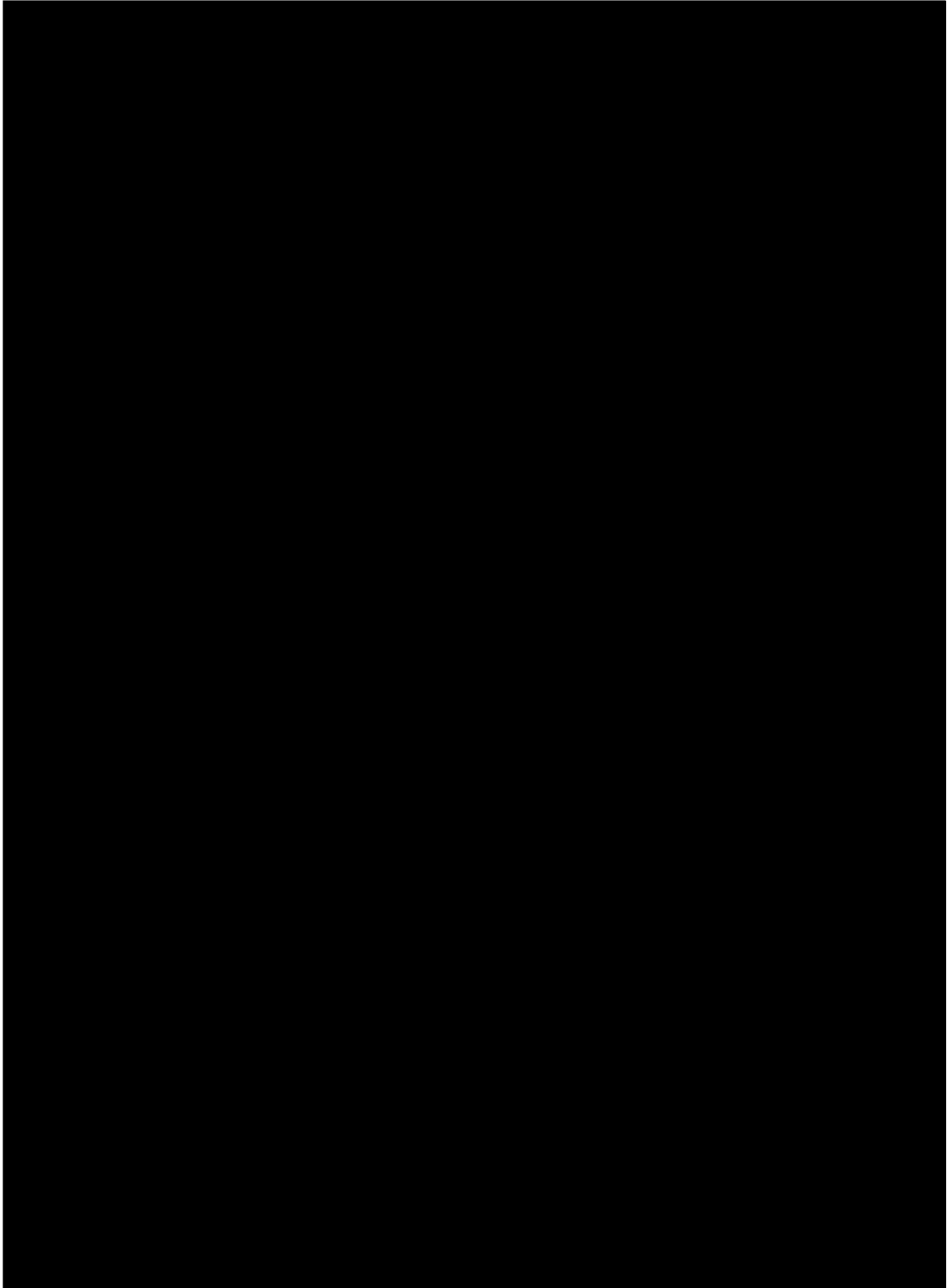


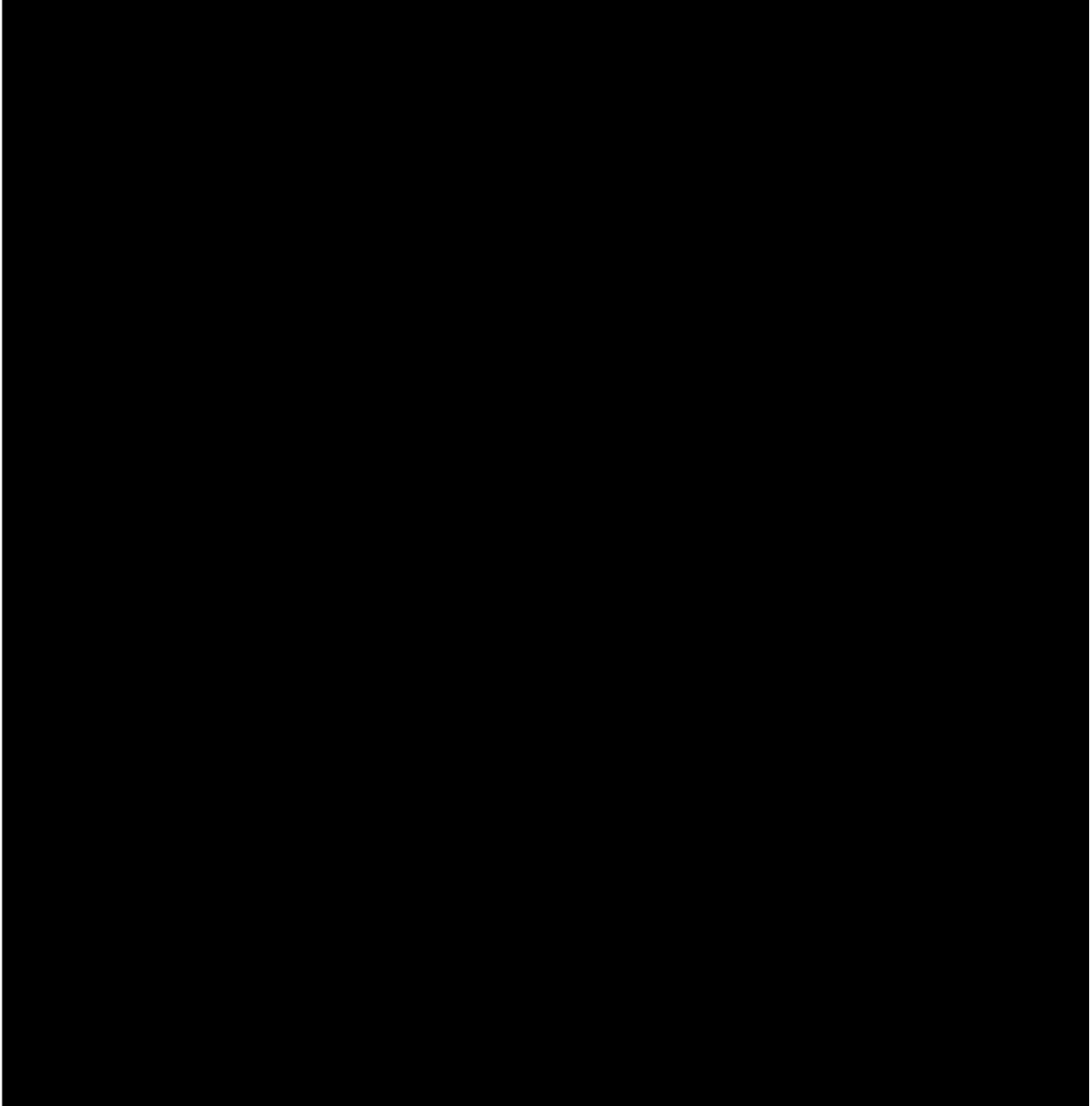












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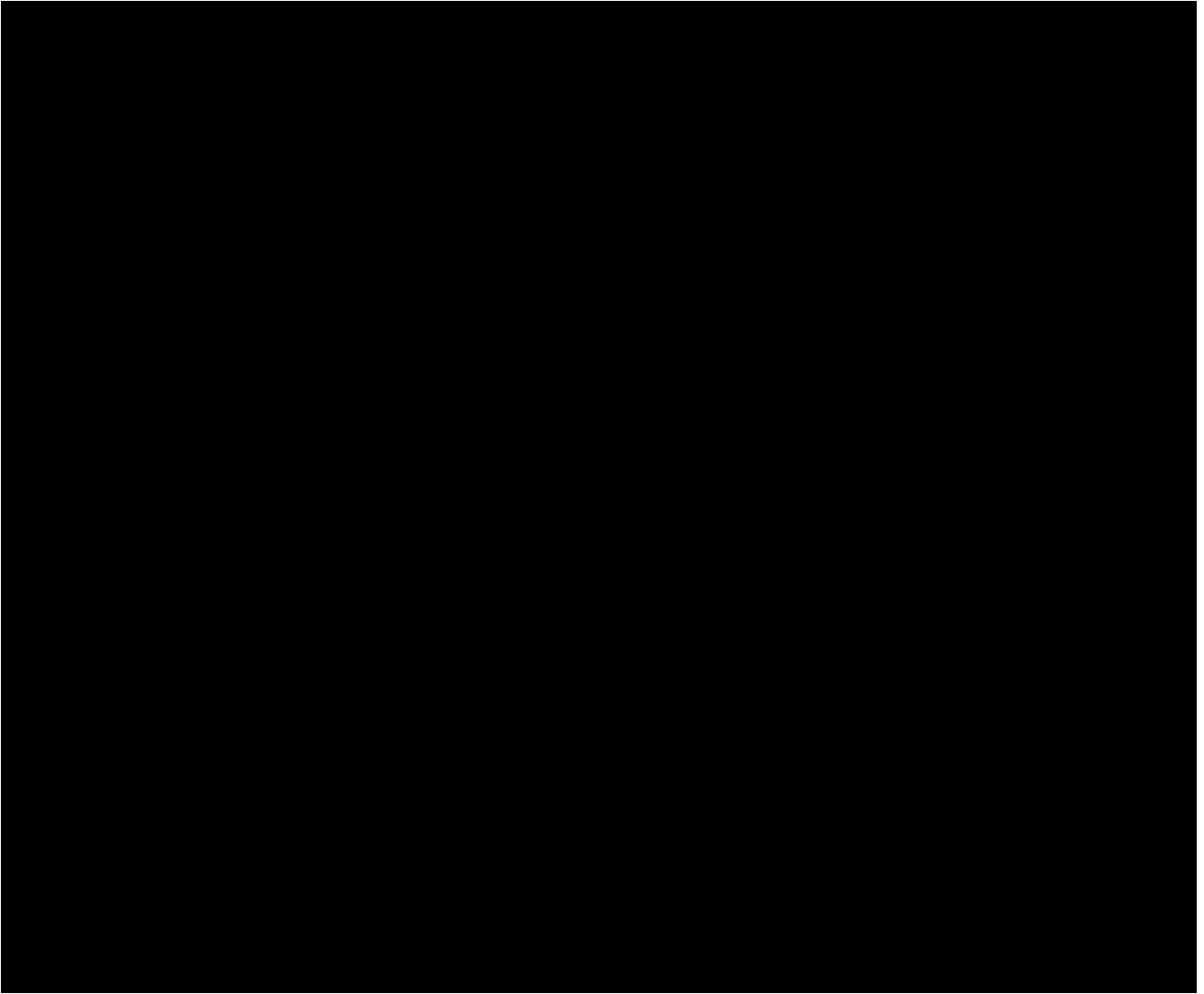
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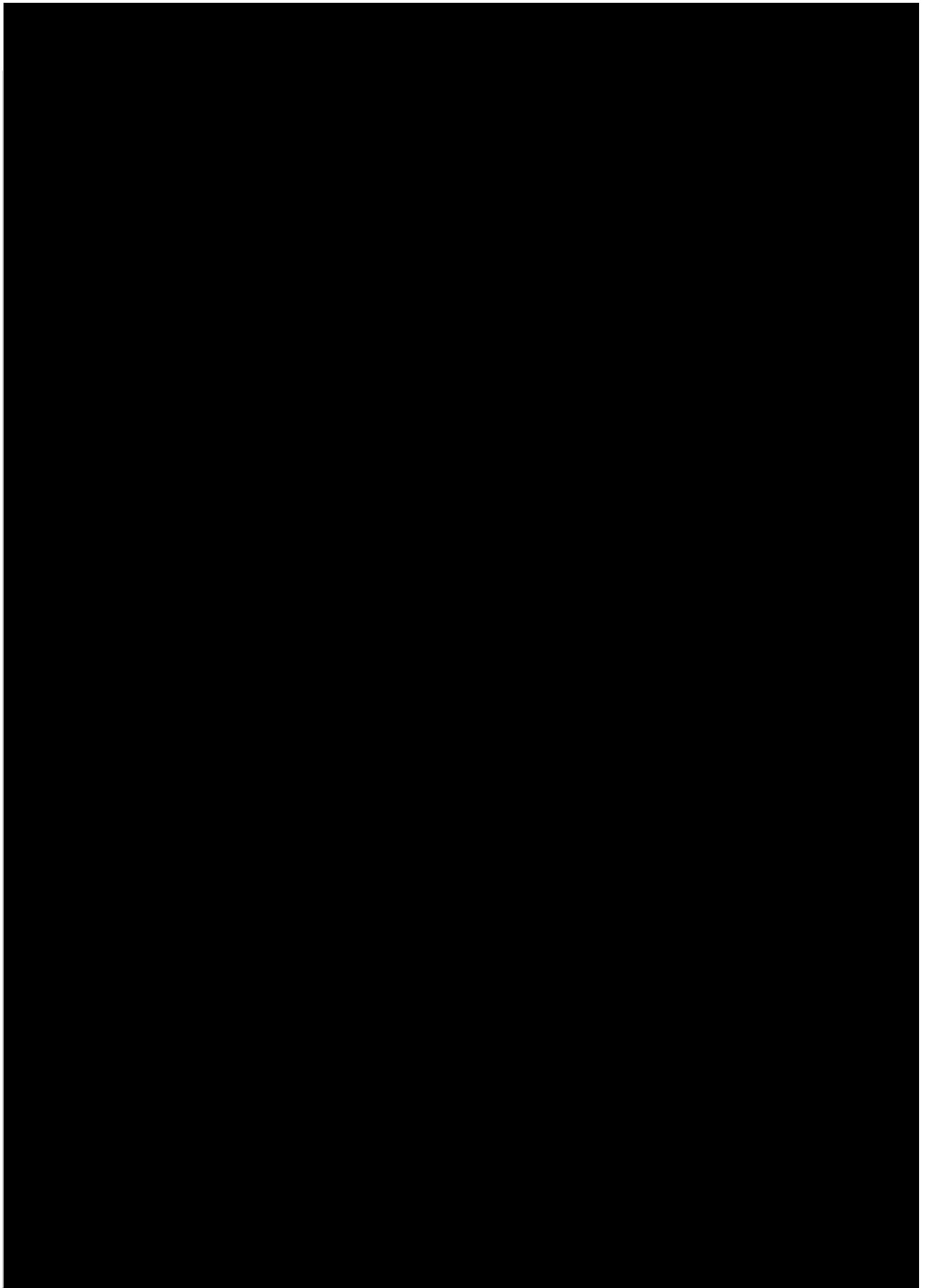
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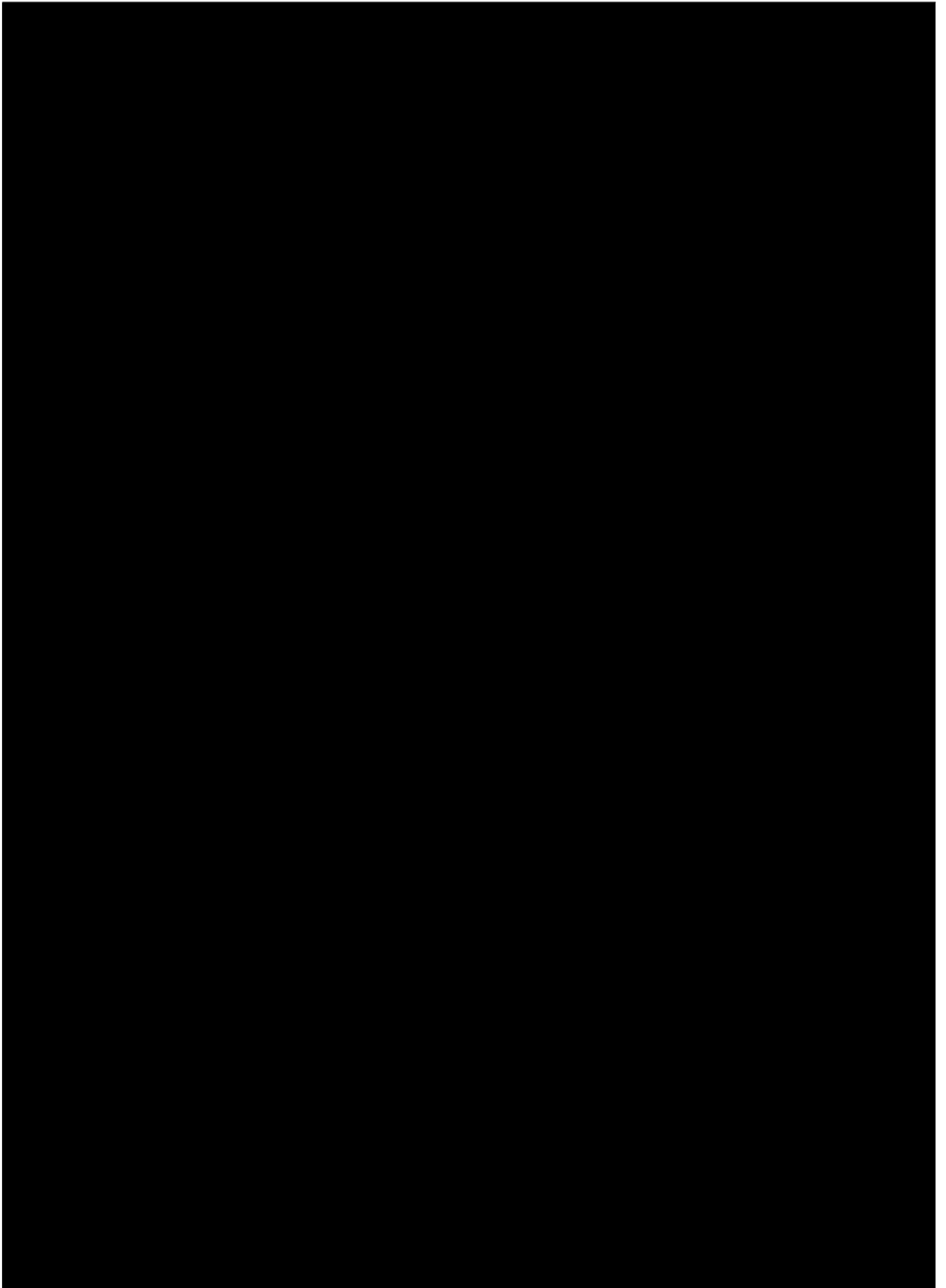
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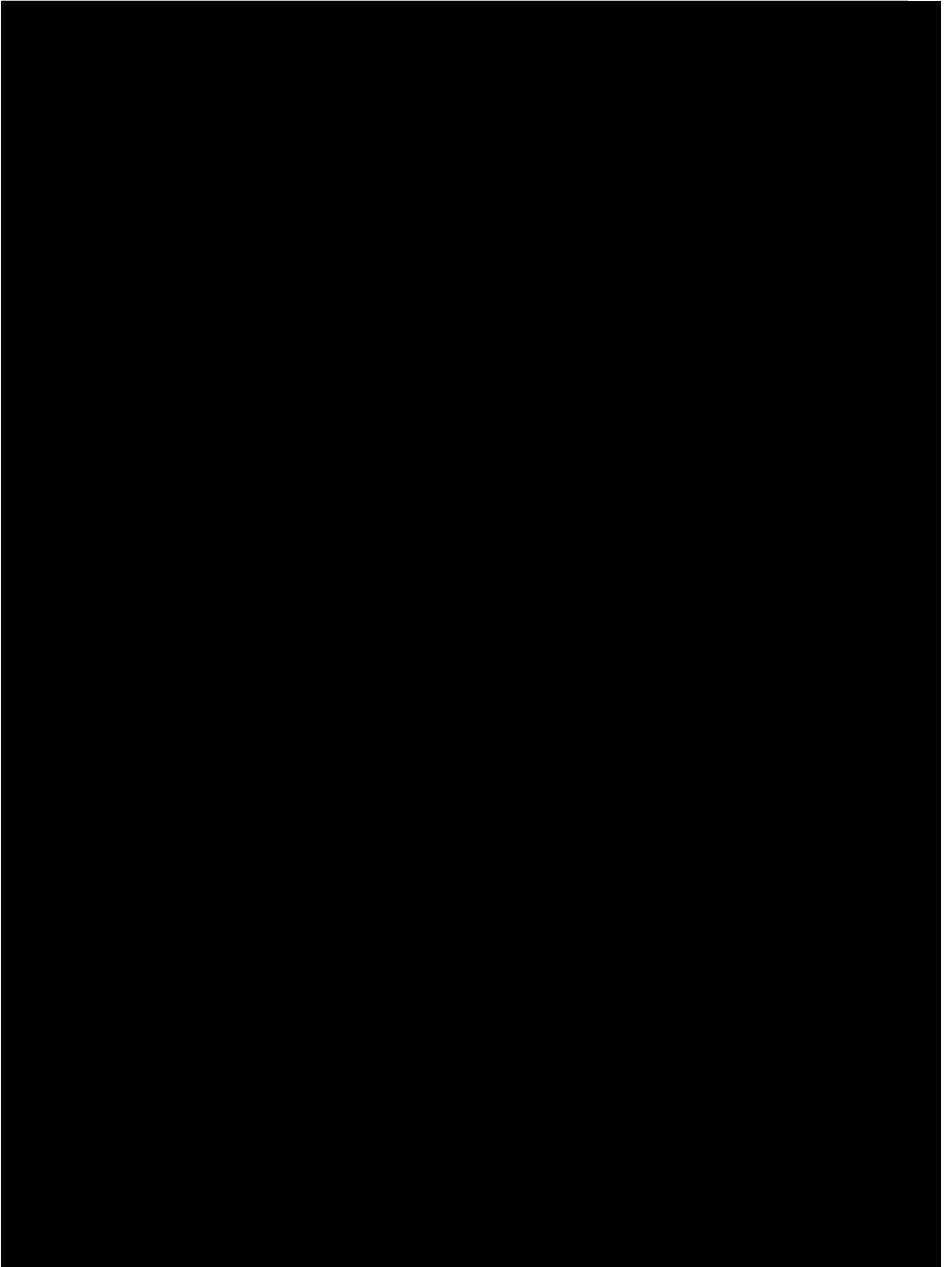
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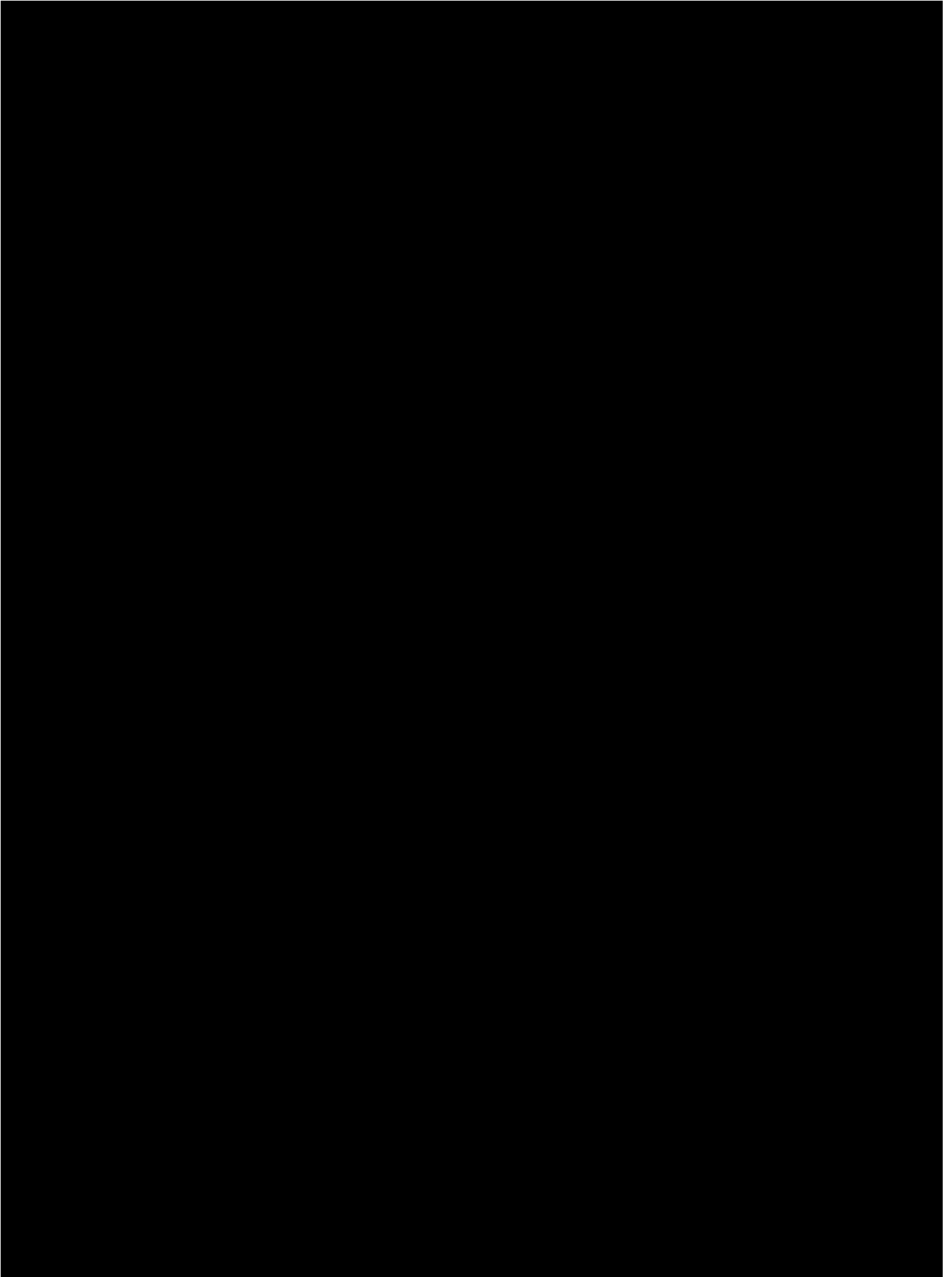


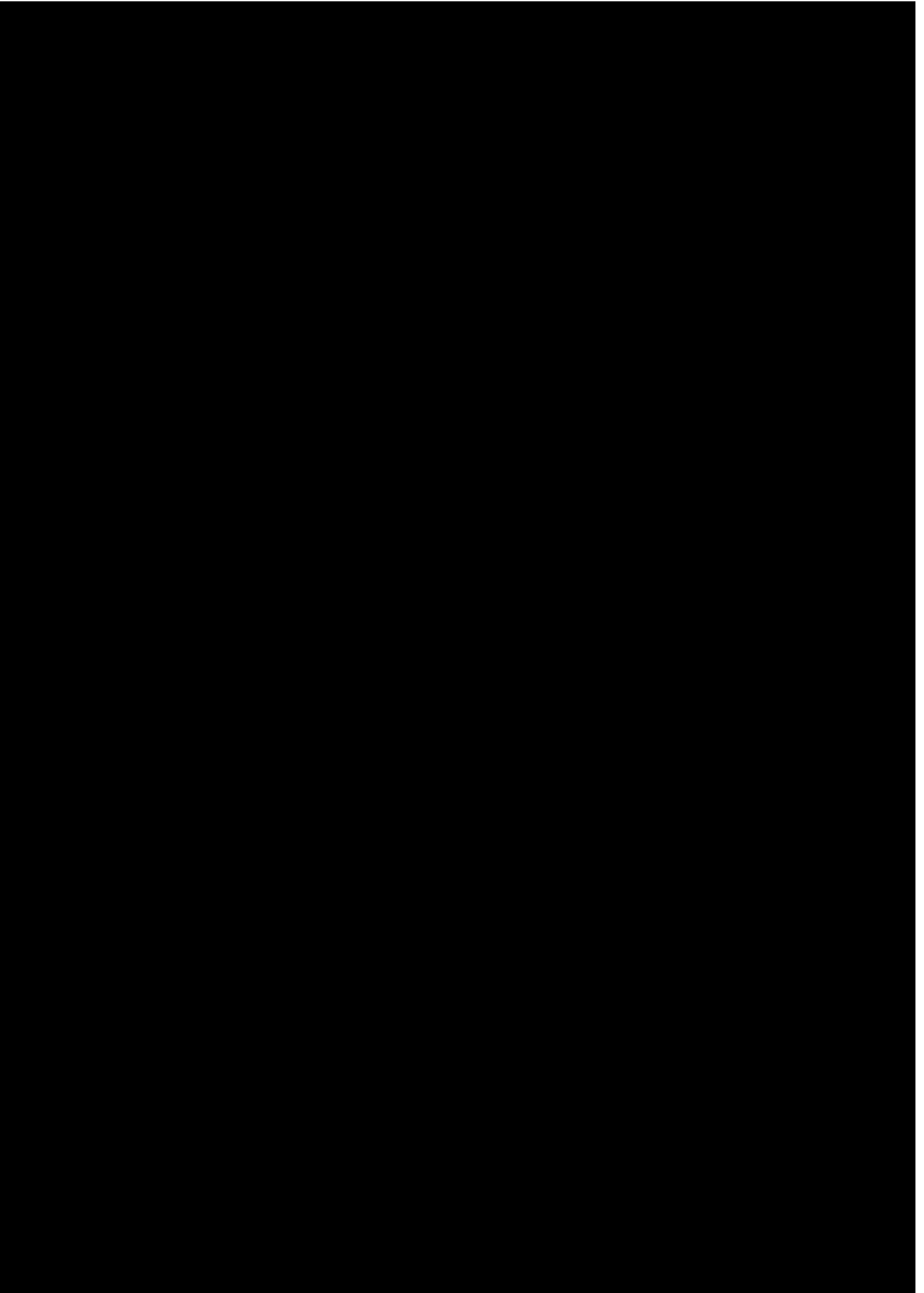


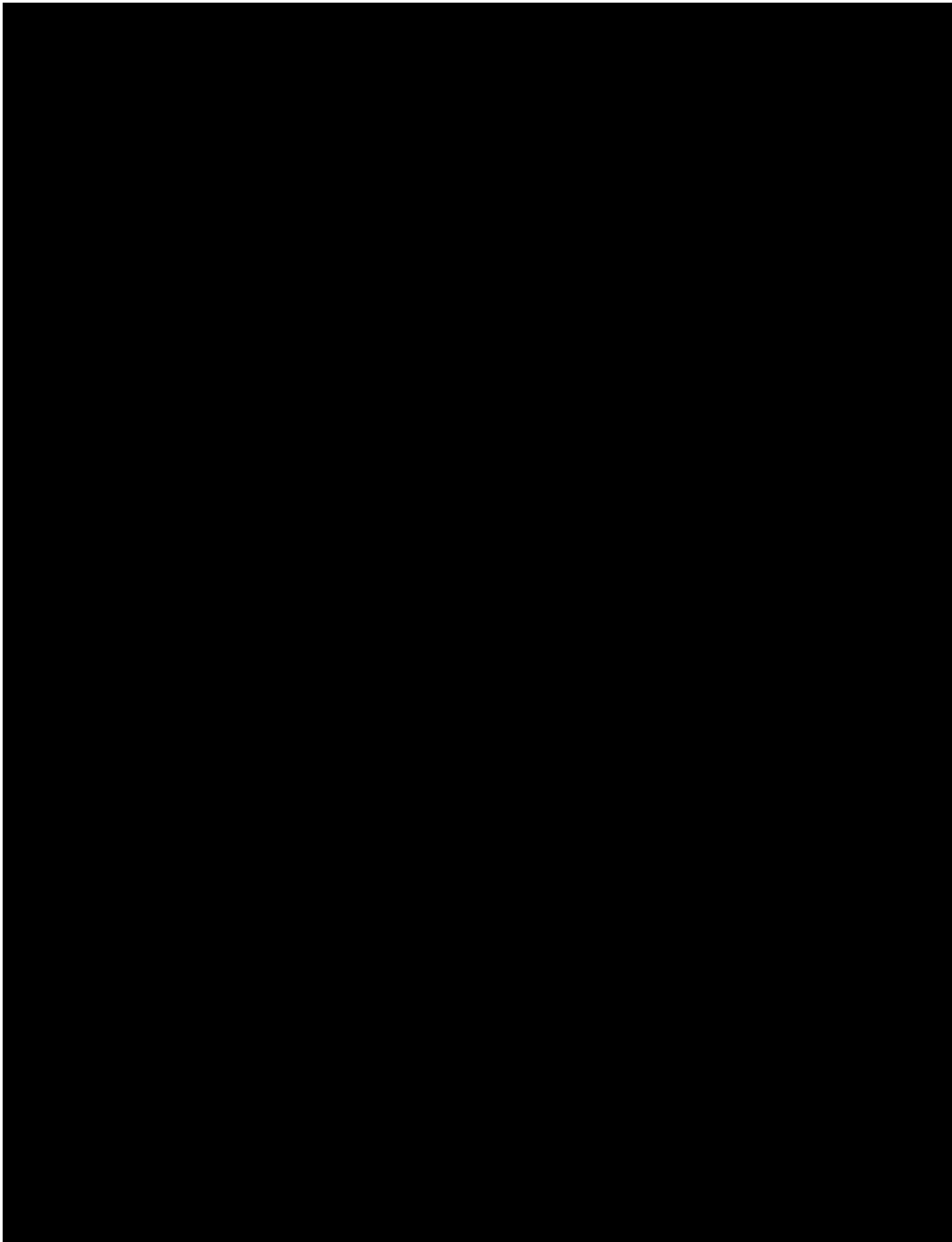














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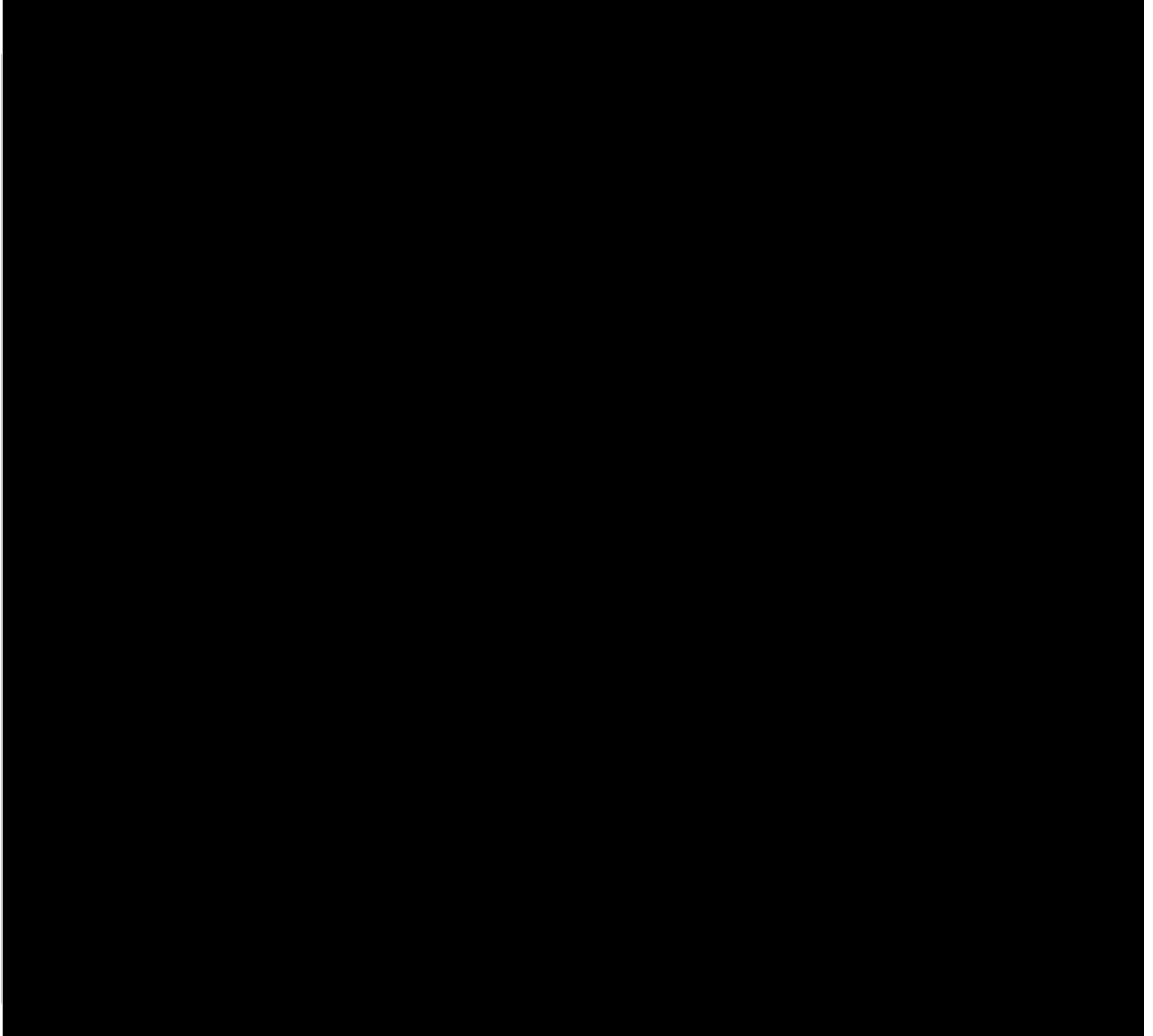
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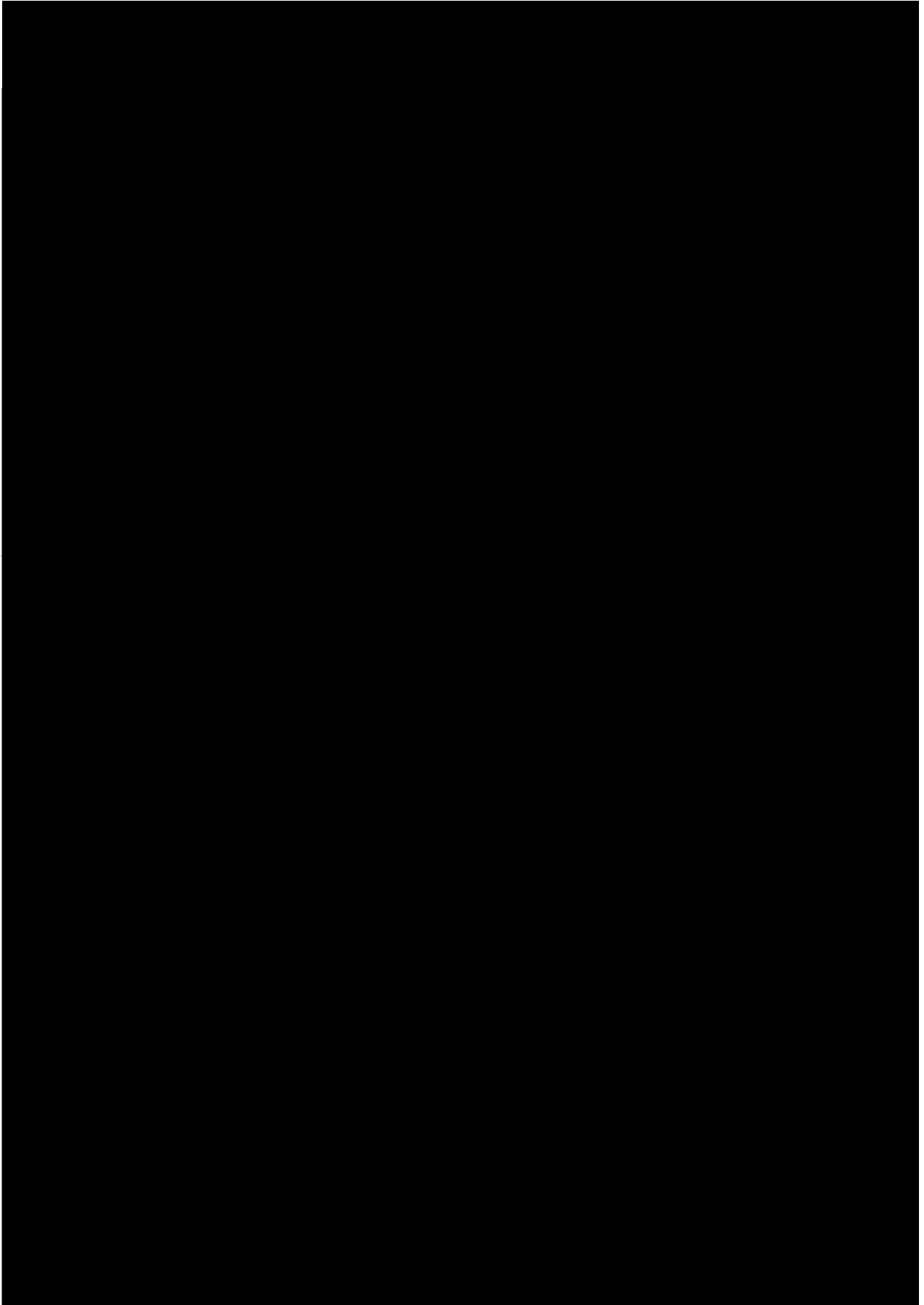
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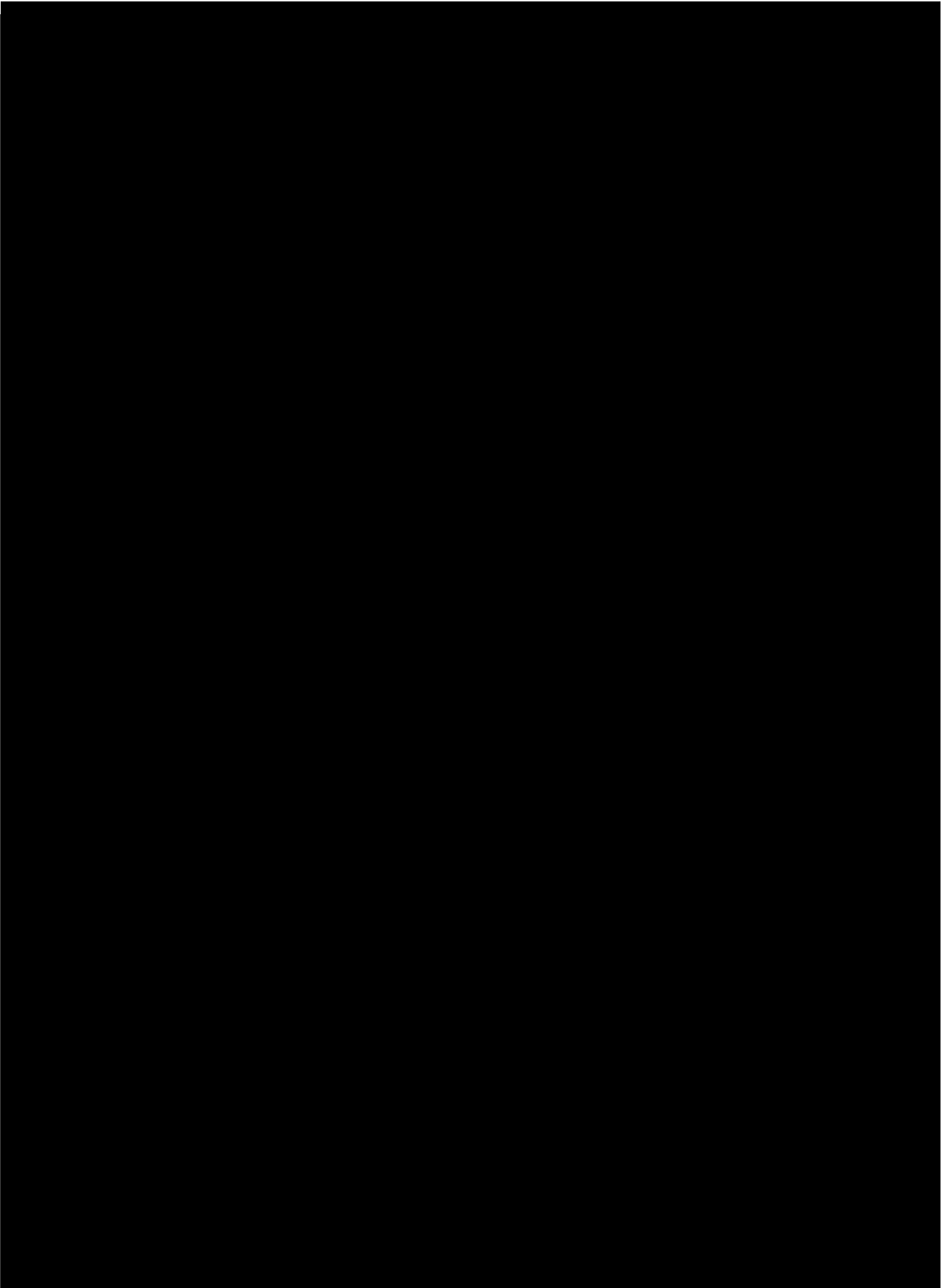
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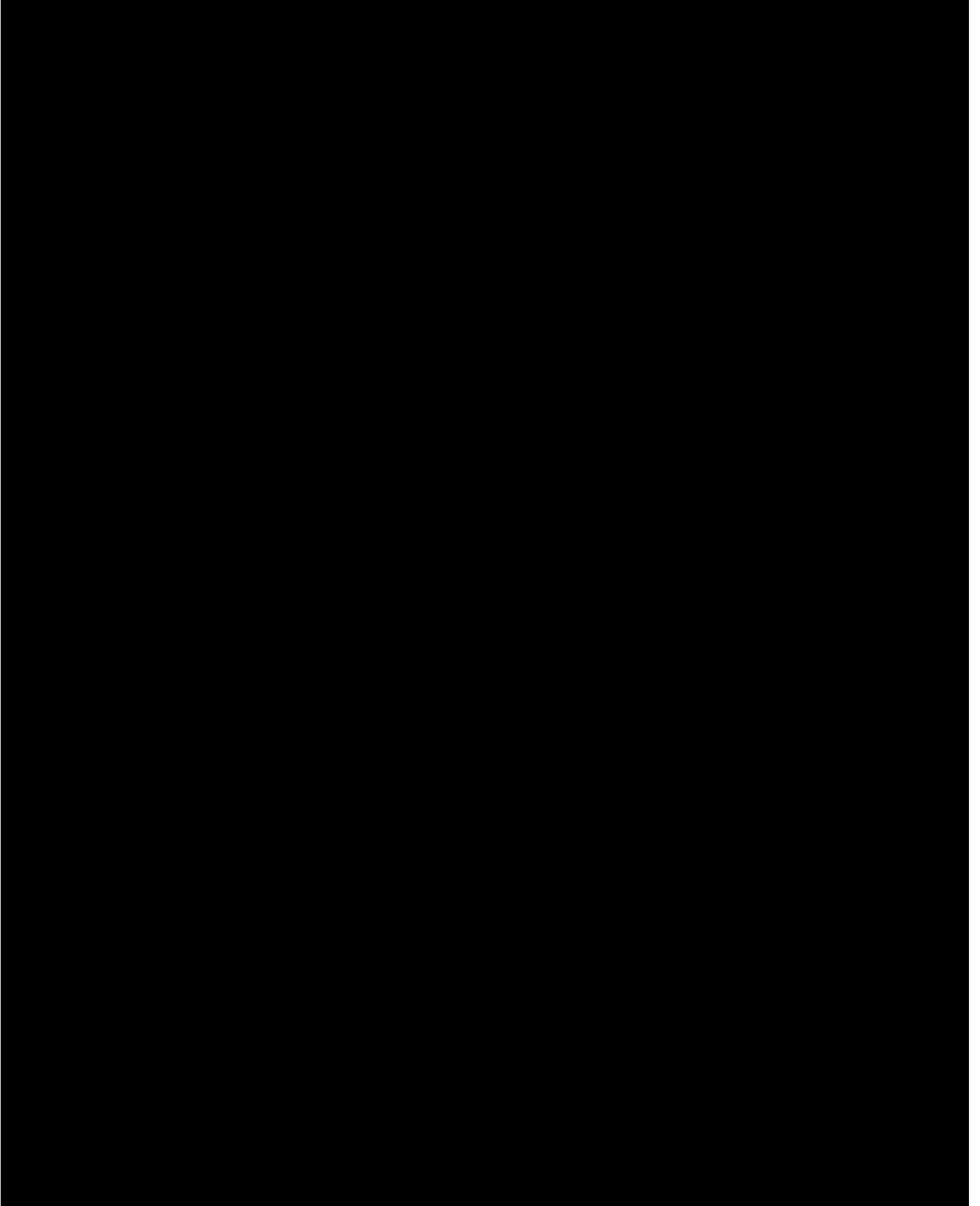
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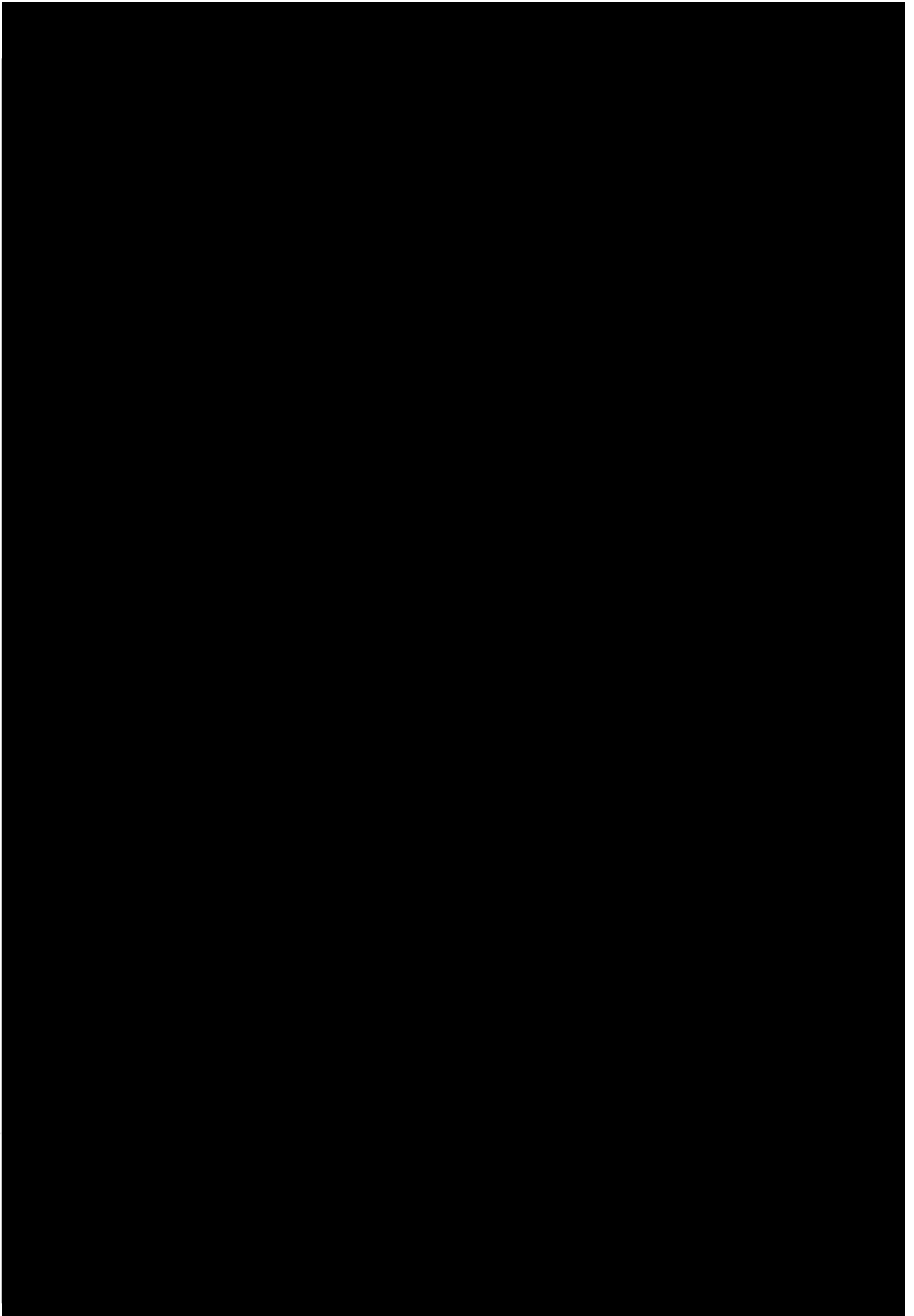
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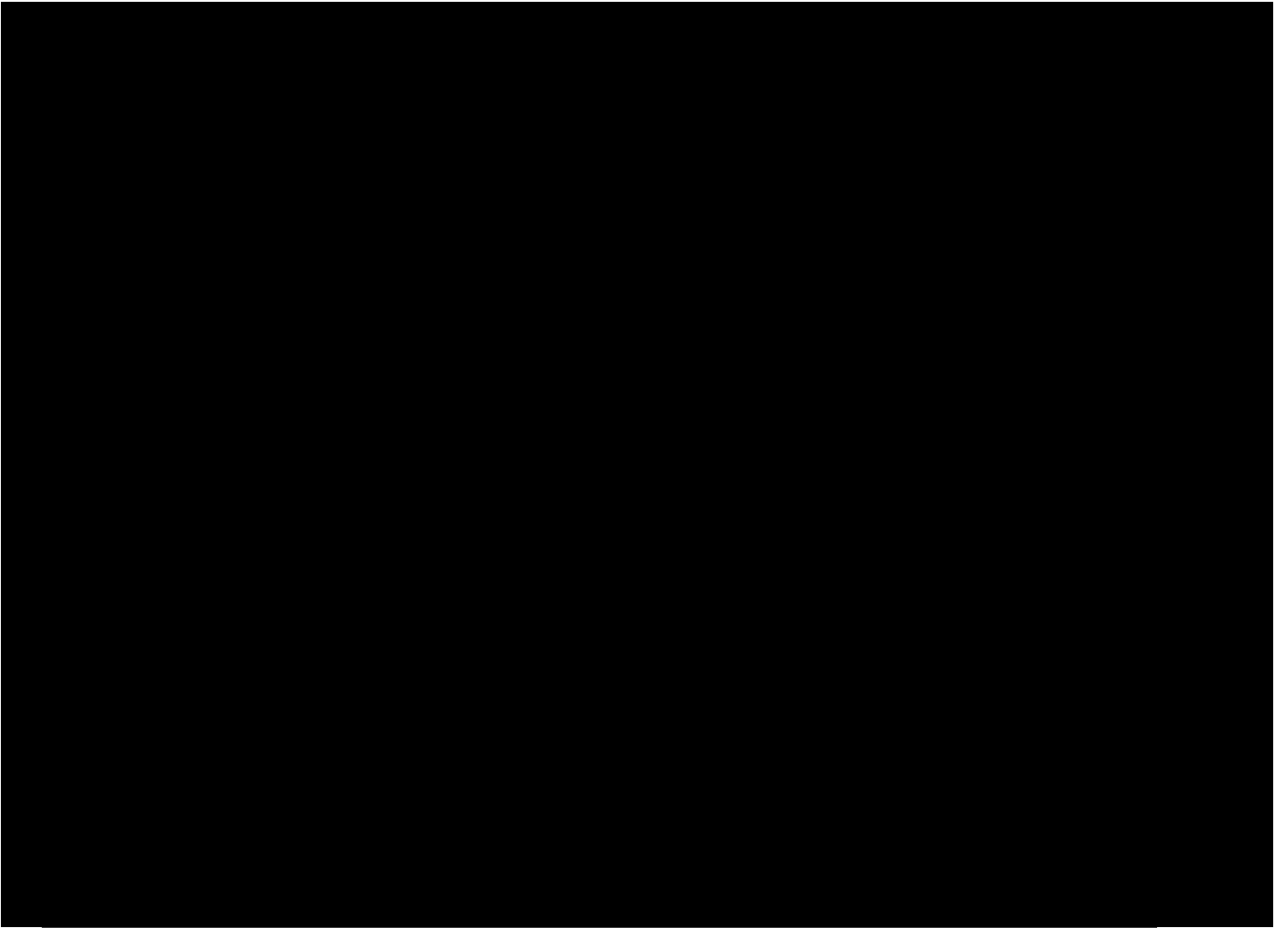
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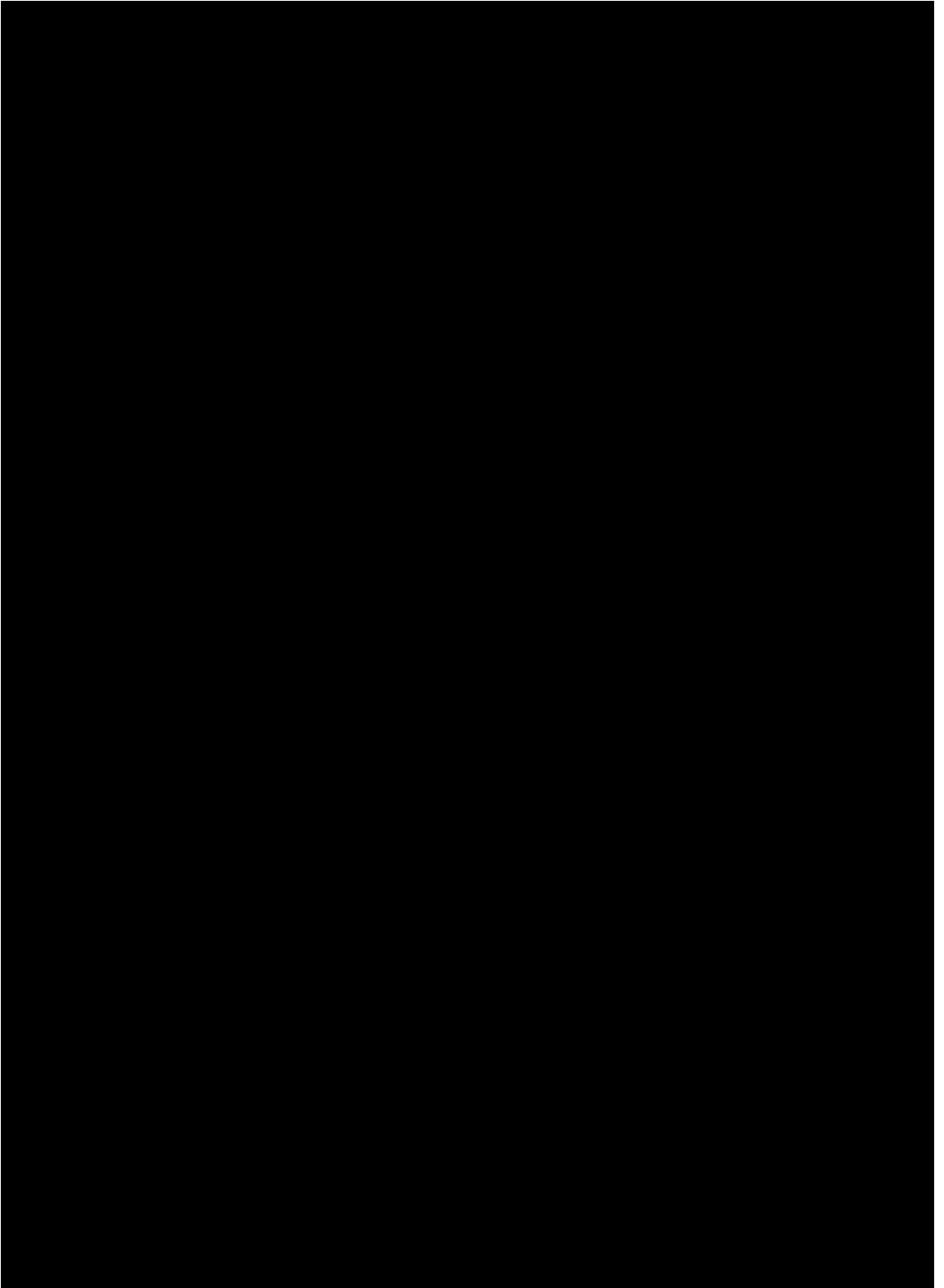
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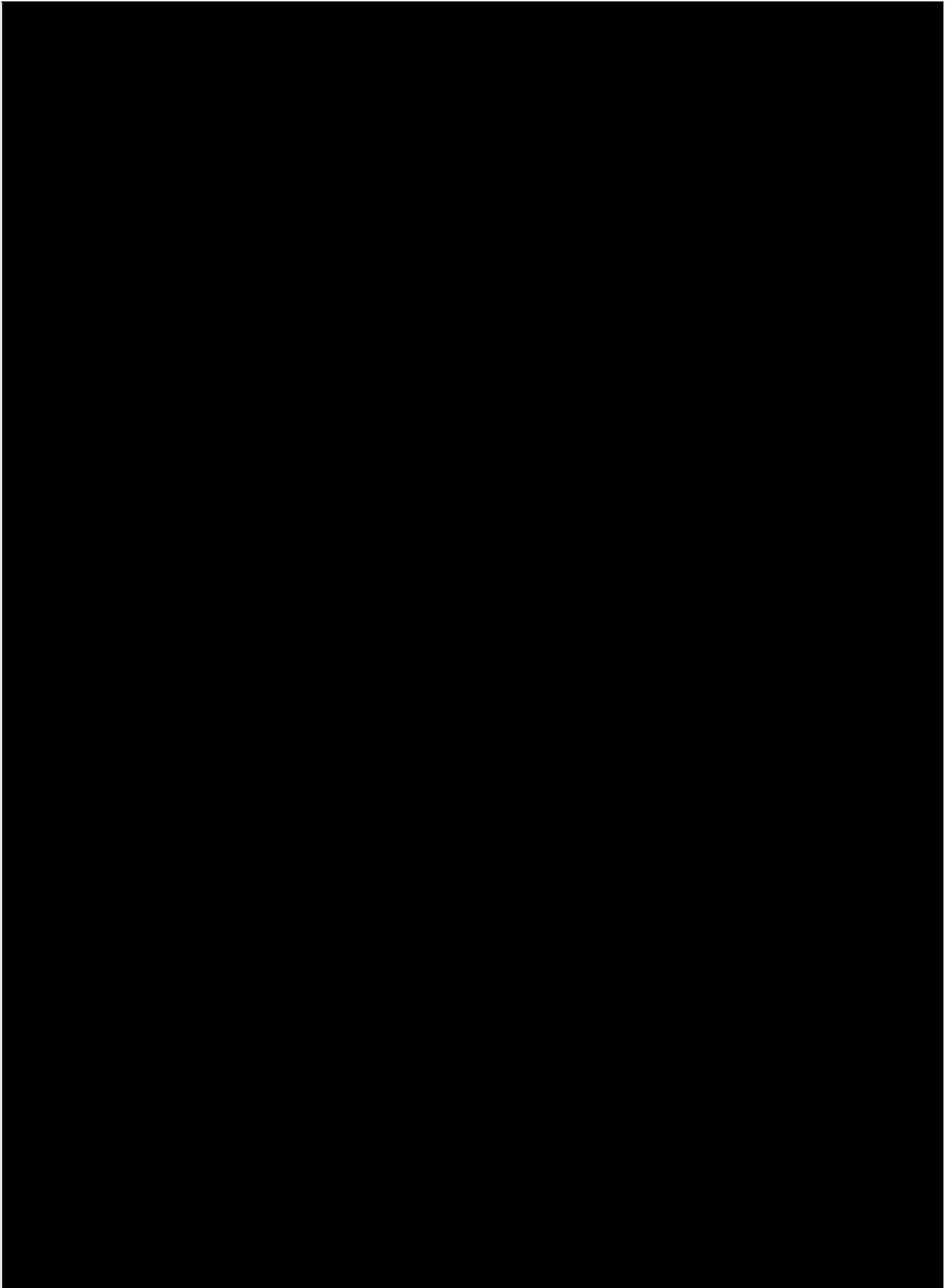
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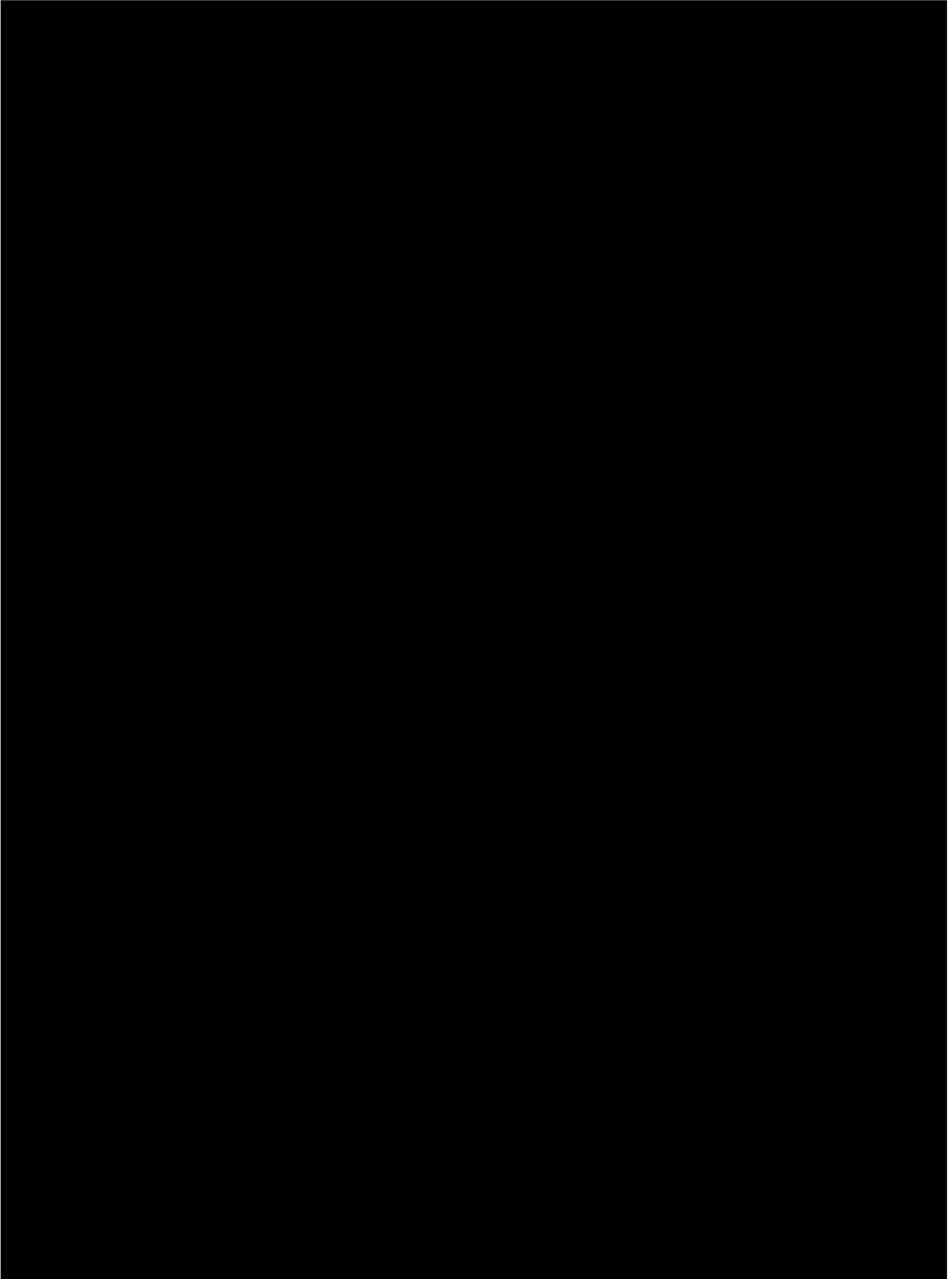
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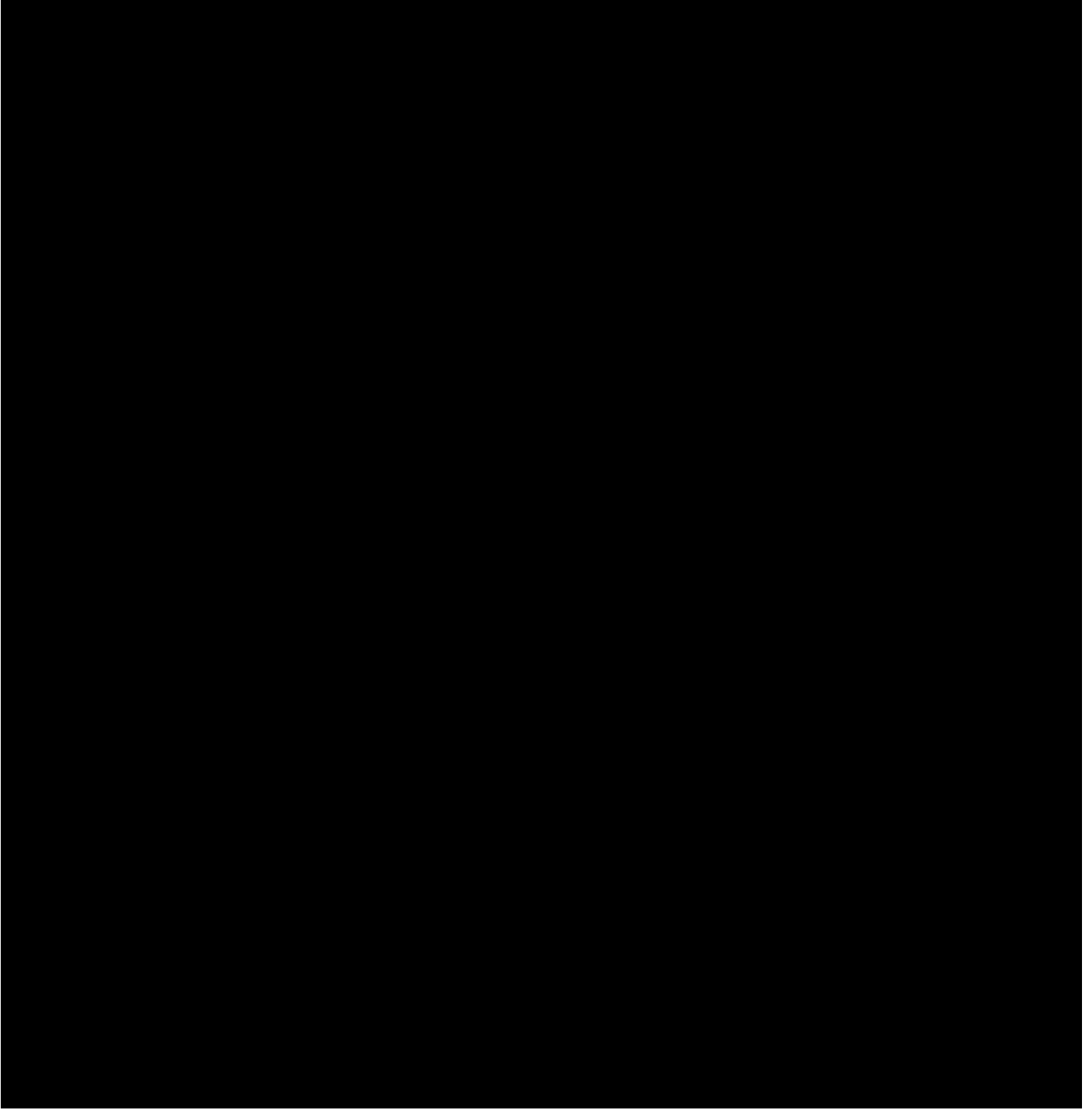












Tasmanian Liquor and Gaming Commission

Commission Paper No: No: I3/24-I

Meeting date: 5 February 2023

Subject: Information Report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Status Update

Consultation

In December 2023, the Commission and Treasurer approved a document to enable preliminary industry consultation to commence.

The consultation document, *Preliminary consultation with industry - Player Card and Cashless Gaming*, was provided to the Tasmanian Hospitality Association (THA) and Federal Group on 18 December 2023 by email. Feedback was sought by the end of January 2024, however both groups indicated that this would pose a challenge given staff leave and will seek to provide feedback in early February.



System design, development and implementation

The current system design was reflected in the consultation document approved by the Commission and the Treasurer. Treasury is continuing to engage with Maxgaming and met on 13 December 2023 to further progress outstanding issues and the contractual arrangements and timing for delivery of the system design work.

Maxgaming is engaging with two contractors to finalise options for system design and implementation, namely NEXT Payments (for cashless gaming services) and Vetron (for card reader and related hardware).

Maxgaming will produce a Discovery Report that sets out the:

- scope;
- proposed technical solutions and options;
- development cost estimates;
- high-level implementation and ongoing cost estimates and options;
- high level implementation plan; and
- high level transition plan.

Treasury will continue to meet regularly with Maxgaming as it finalises its Discovery Report, to be delivered by 31 March 2024.

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Interjurisdictional

Tasmania continues to lead the interjurisdictional working group for player card and cashless gaming reforms with the last meeting held on 6 December 2023.

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Minutes of Tasmanian Liquor and Gaming Commission meeting 11/2023-11 December 2023

Subject

Minutes of Meeting 11/2023 of the Commission held in kanamaluka, River Tamar Room, first floor, Salamanca Building, Parliament Square, 4 Salamanca Place, Hobart on 11 December 2023 at 12:00 pm.

Present

Ms Jenny Cranston, Chair

Mr Andrew Walker, Member

Mr David Hudson, Member

In attendance from Liquor and Gaming Branch

s36

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Acknowledgement of Country

“On behalf of the Commission, I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners, and continuing custodians of this land on which we gather here today and acknowledge Elders - past, present and emerging.”

Conflict of interest declarations

[REDACTED]

Work health and safety

Nil.

Administrative matters

A1/23-11 Confirmation of previous minutes of meeting 10/2023

182/A1/23-11

Commission Paper A1/23-11 was tabled.

The Commission confirmed the minutes of Meeting 10/2023.

A2/23-11 Outstanding business arising from previous minutes

183/A2/23-11

Commission Paper A2/23-11 was tabled.

The Commission noted the outstanding business.

A3/23-11 TLGC calendar for 2024

184/A3/23-11

Commission Paper A3/23-11 was tabled.

The Commission considered and approved the proposed schedule of Commission meetings in 2024 and the continuation of scheduling of stakeholder meetings.

Information reports

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13/23-11 - Status update - Player card and cashless gaming

187/12/23-11

Commission Paper 13/23-11 was tabled.

The Commission noted the contents of the report and sought further information on:

- timing for release of the consultation paper (previously considered out of session O10/23)); and
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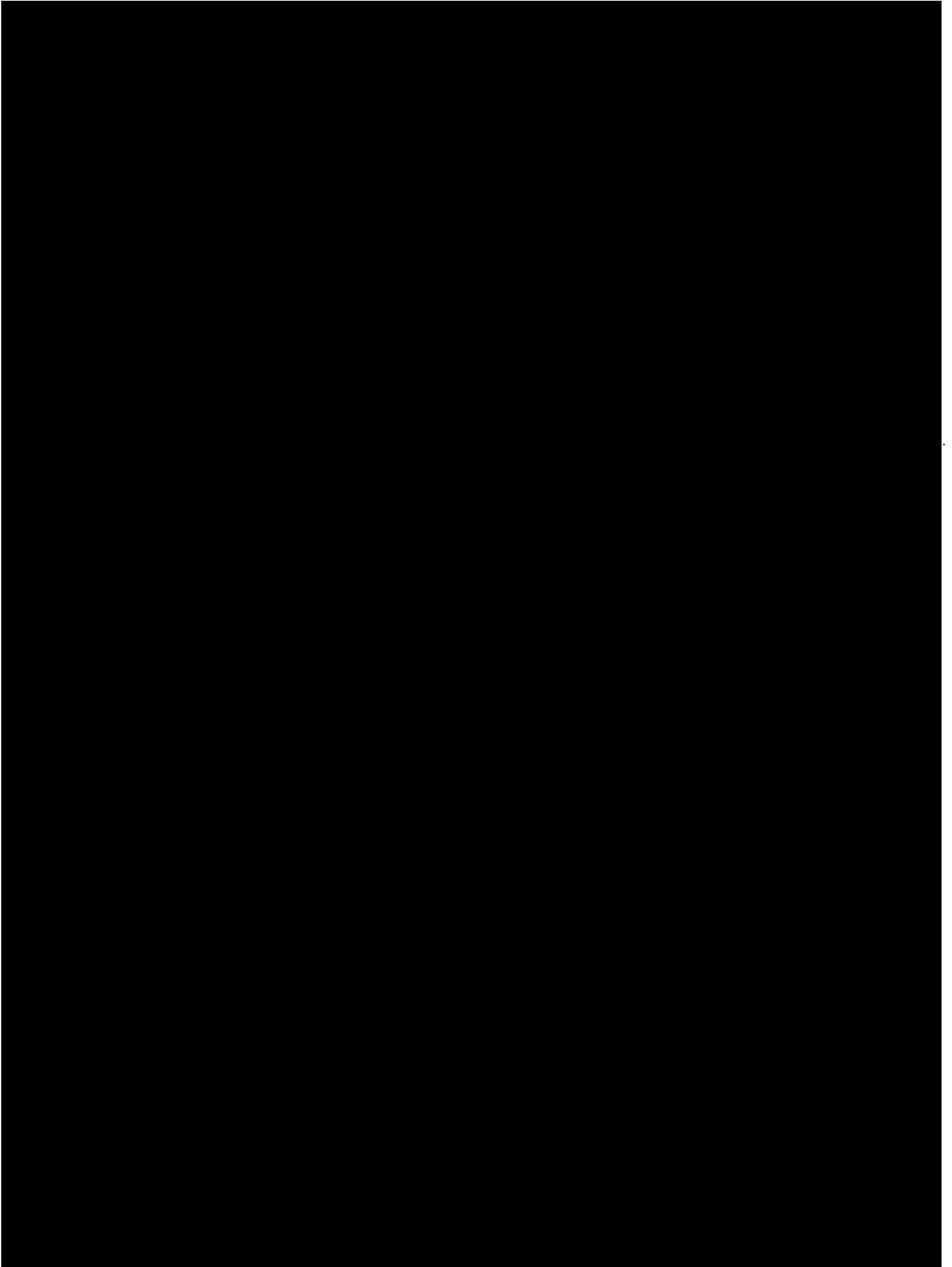
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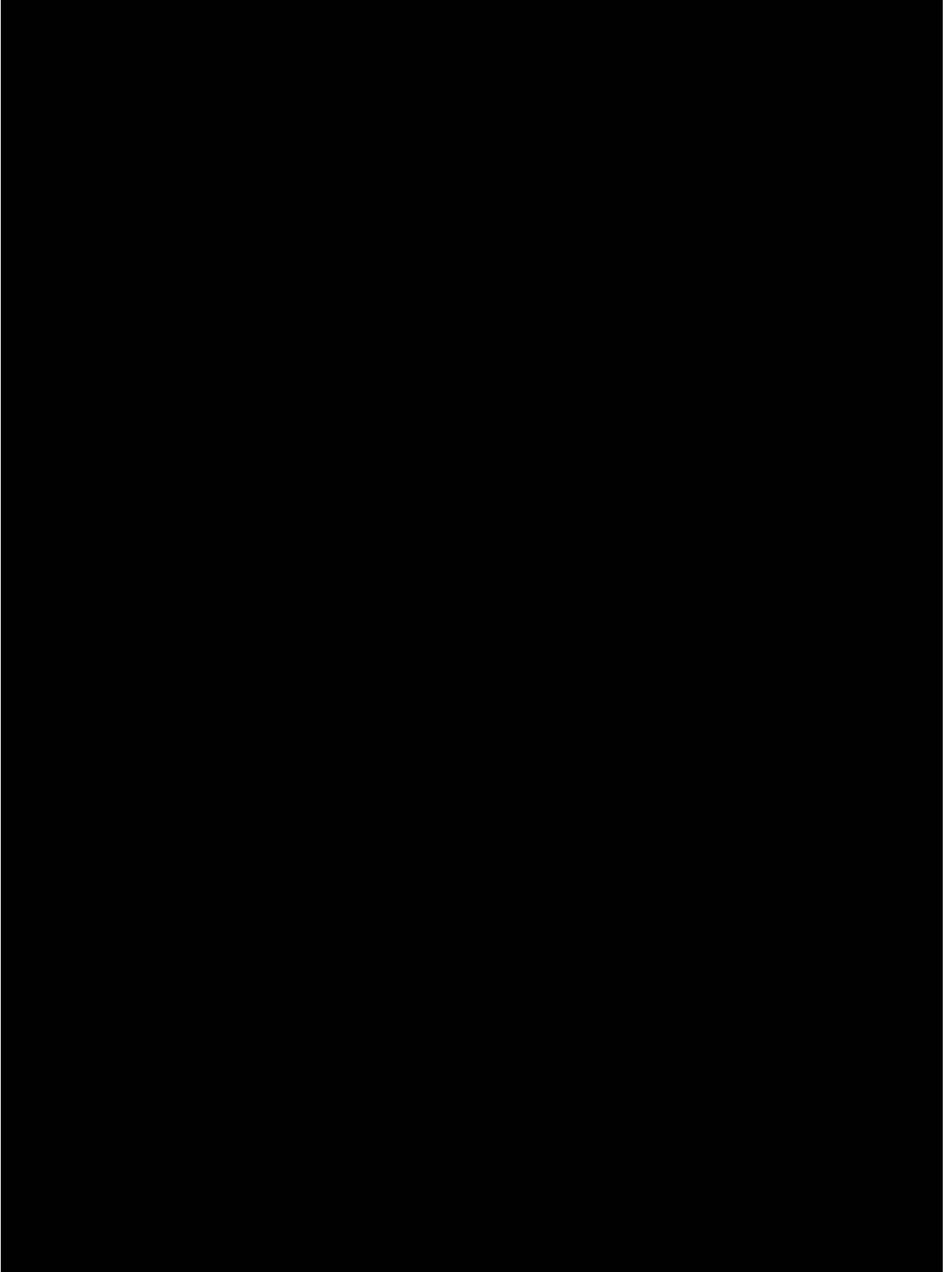
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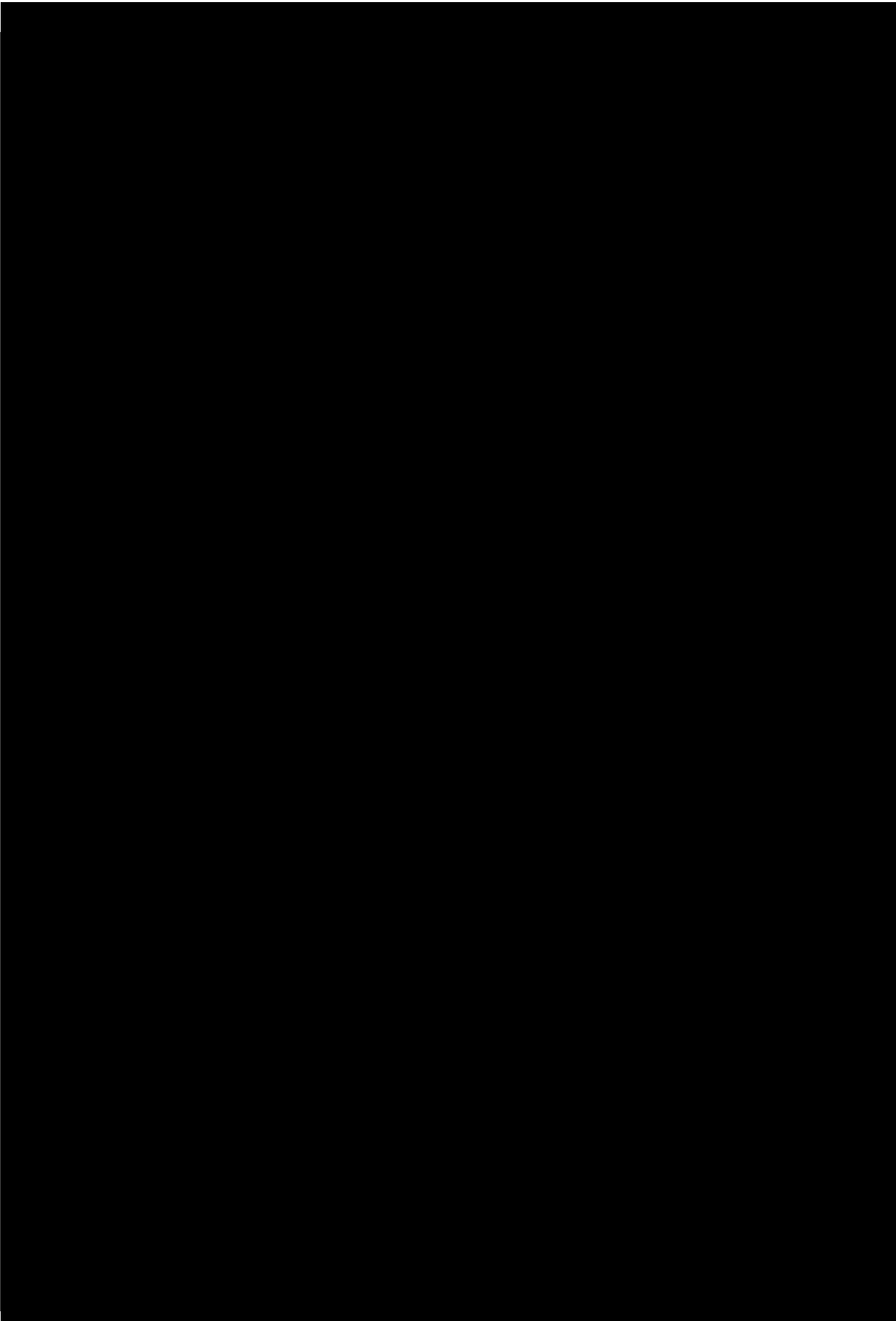
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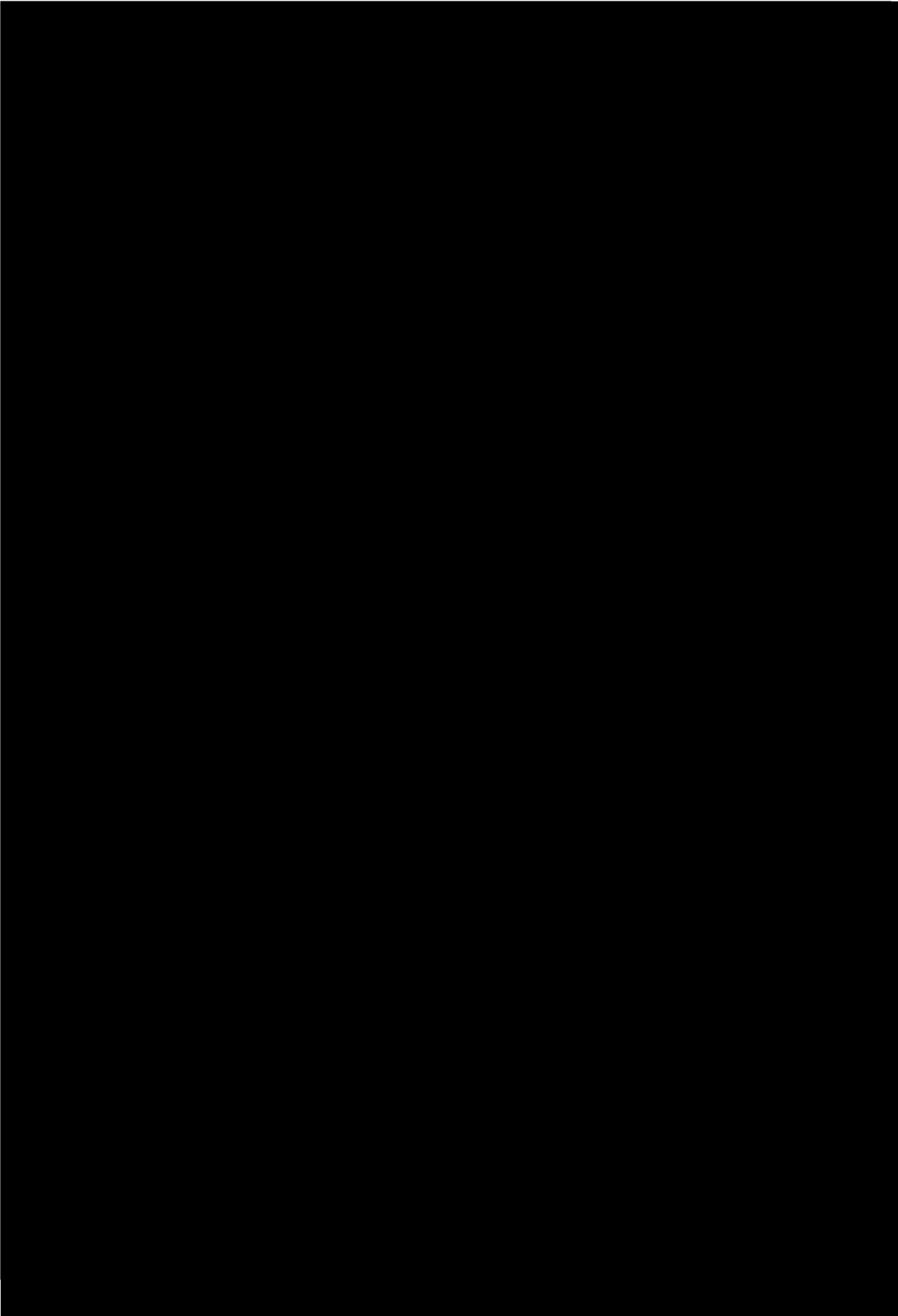
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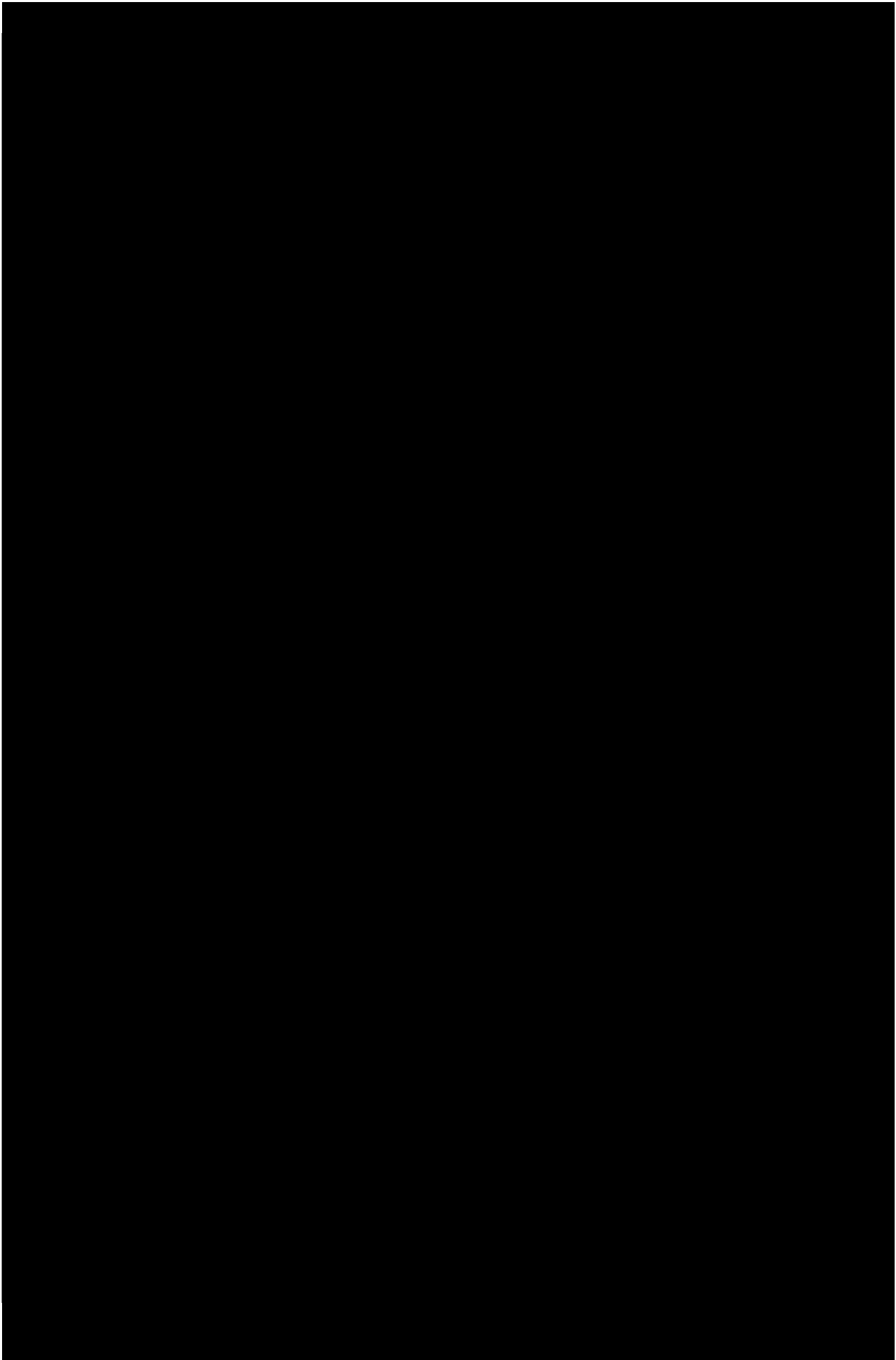
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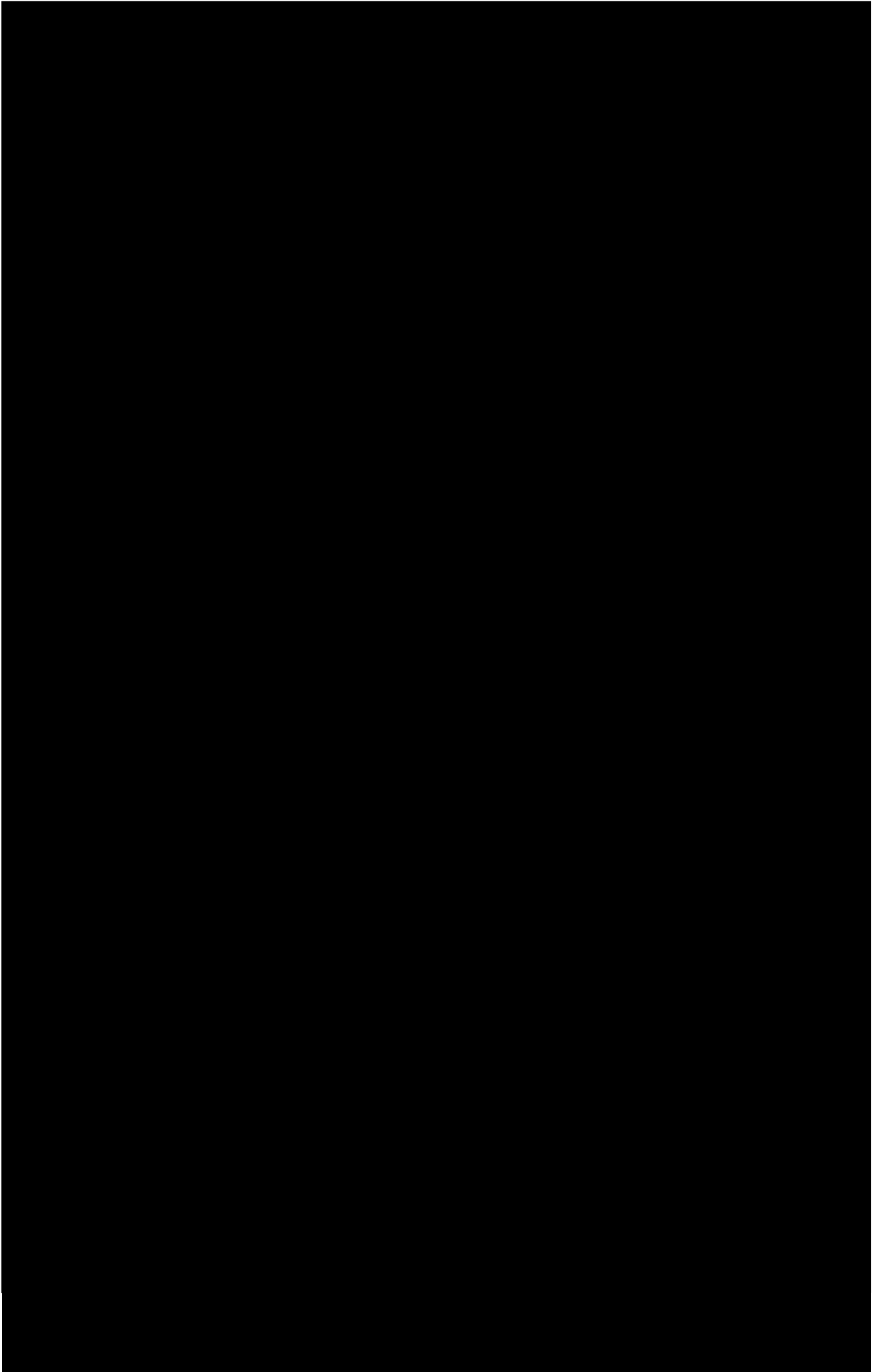
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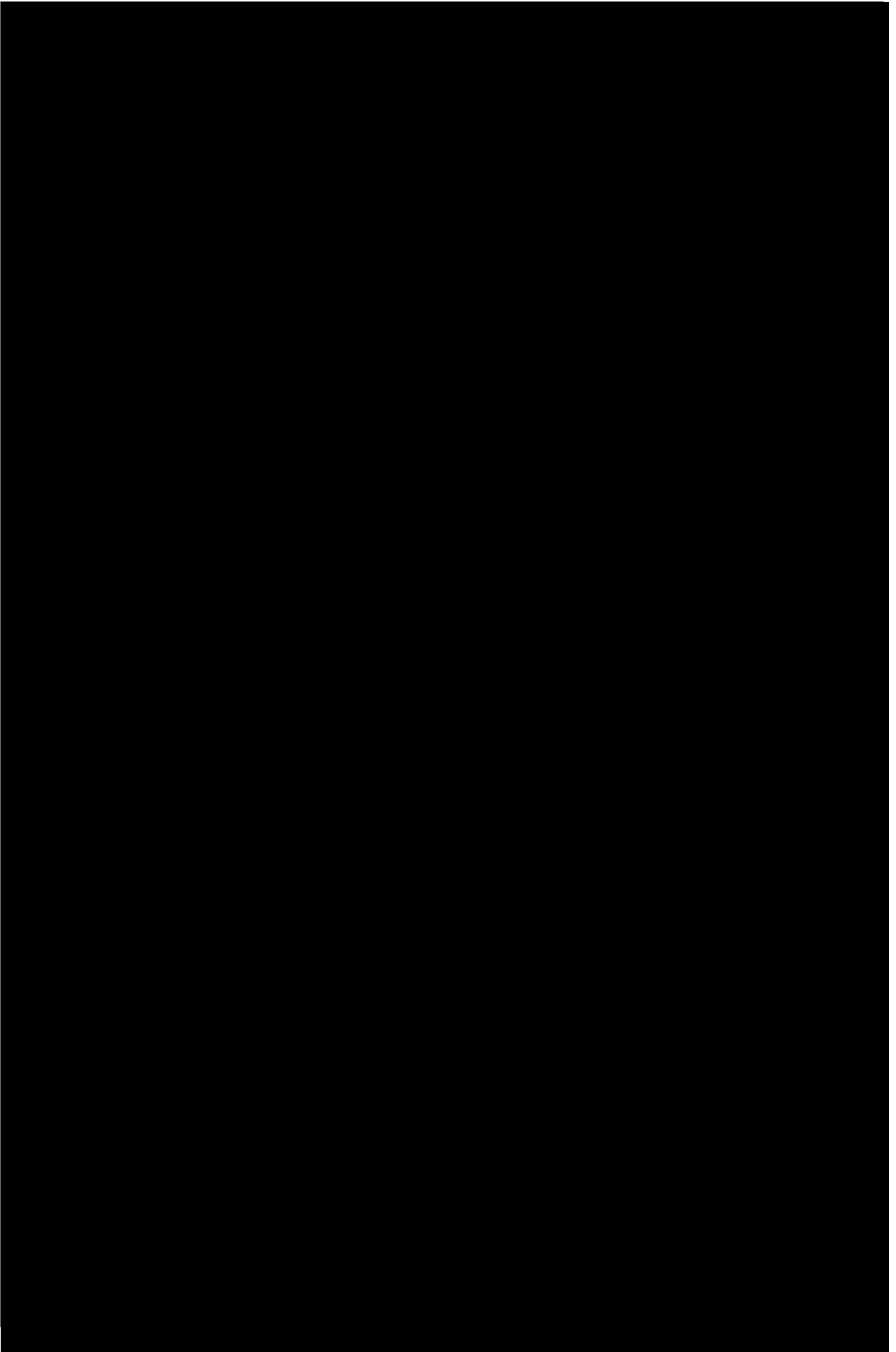
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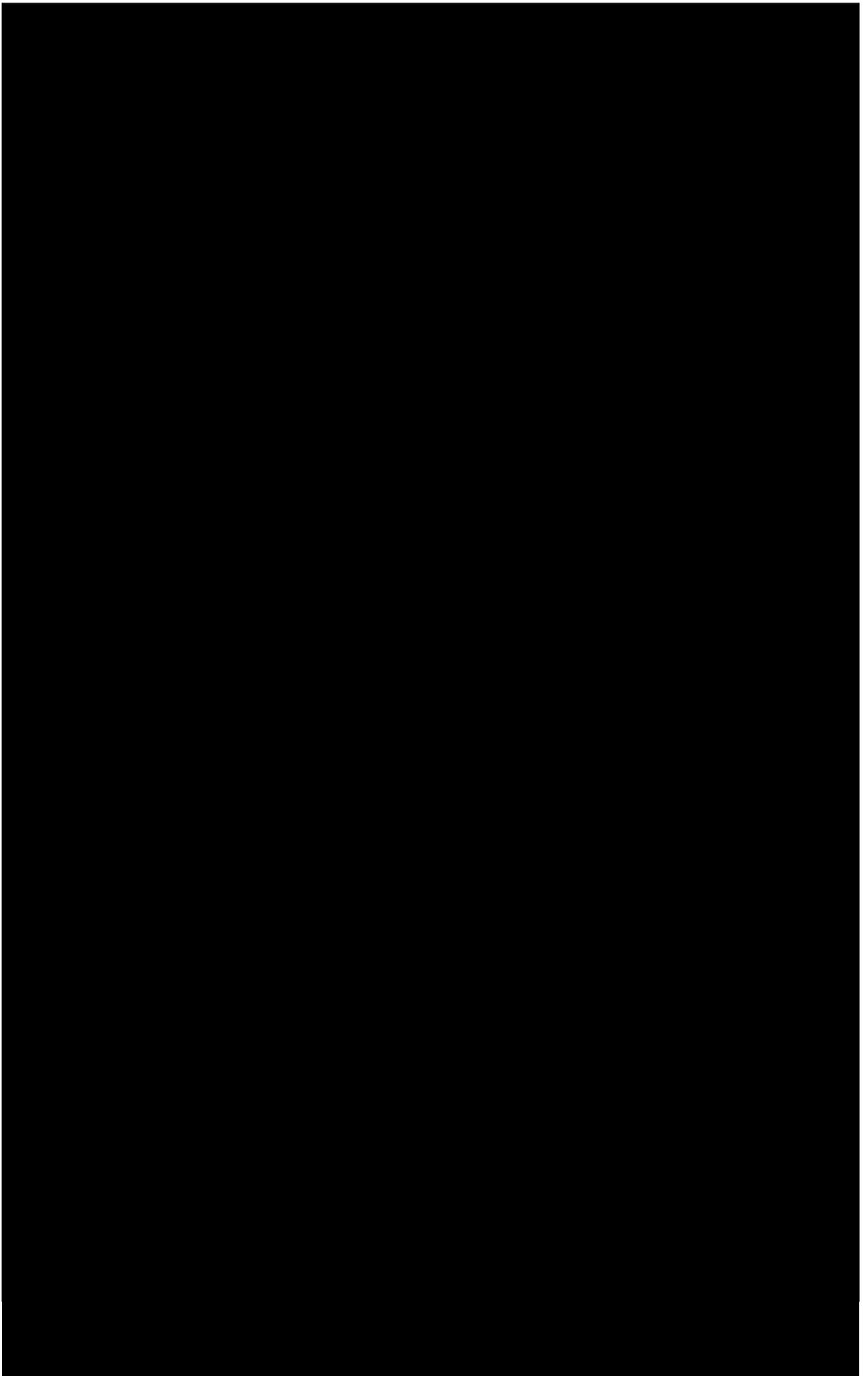


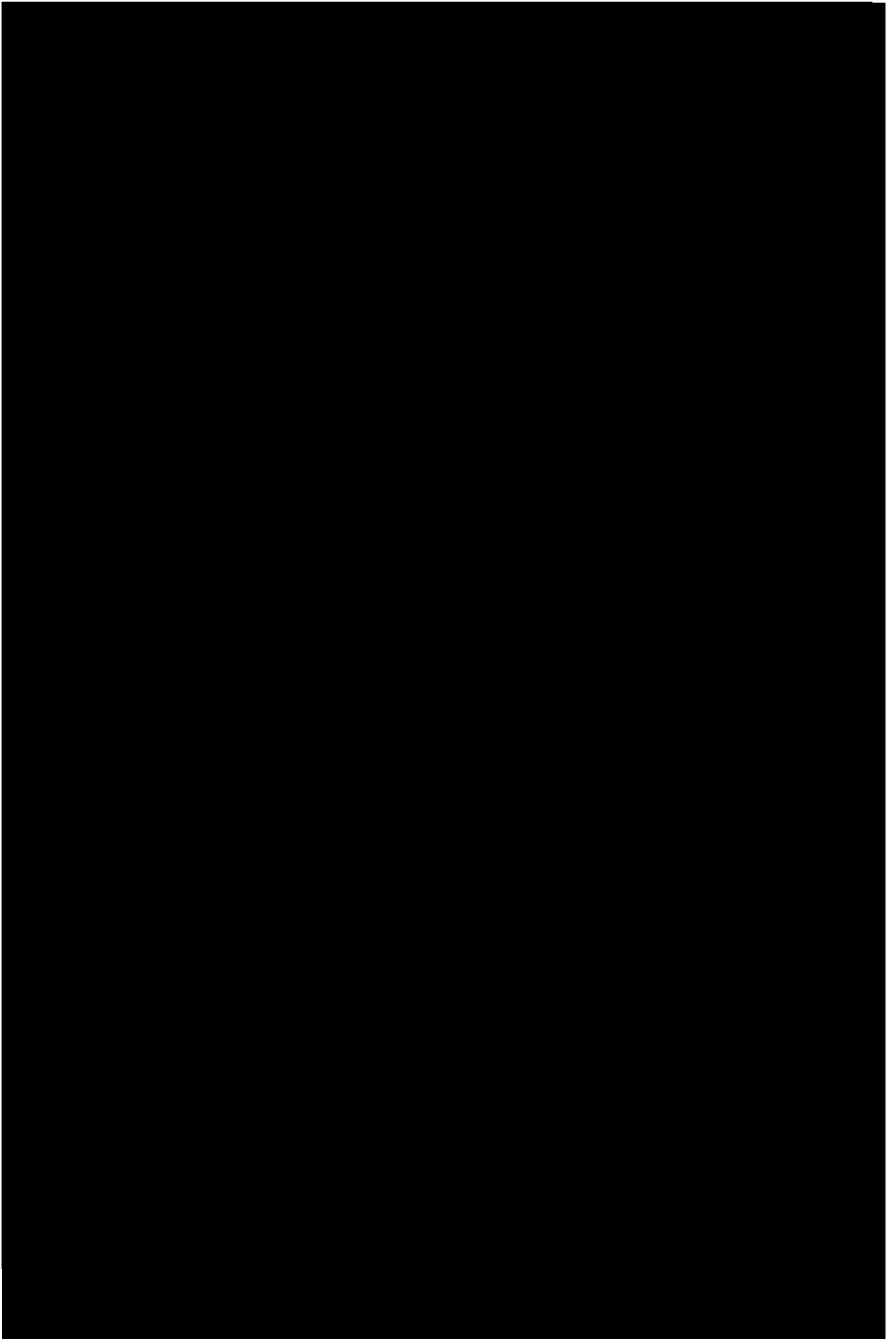


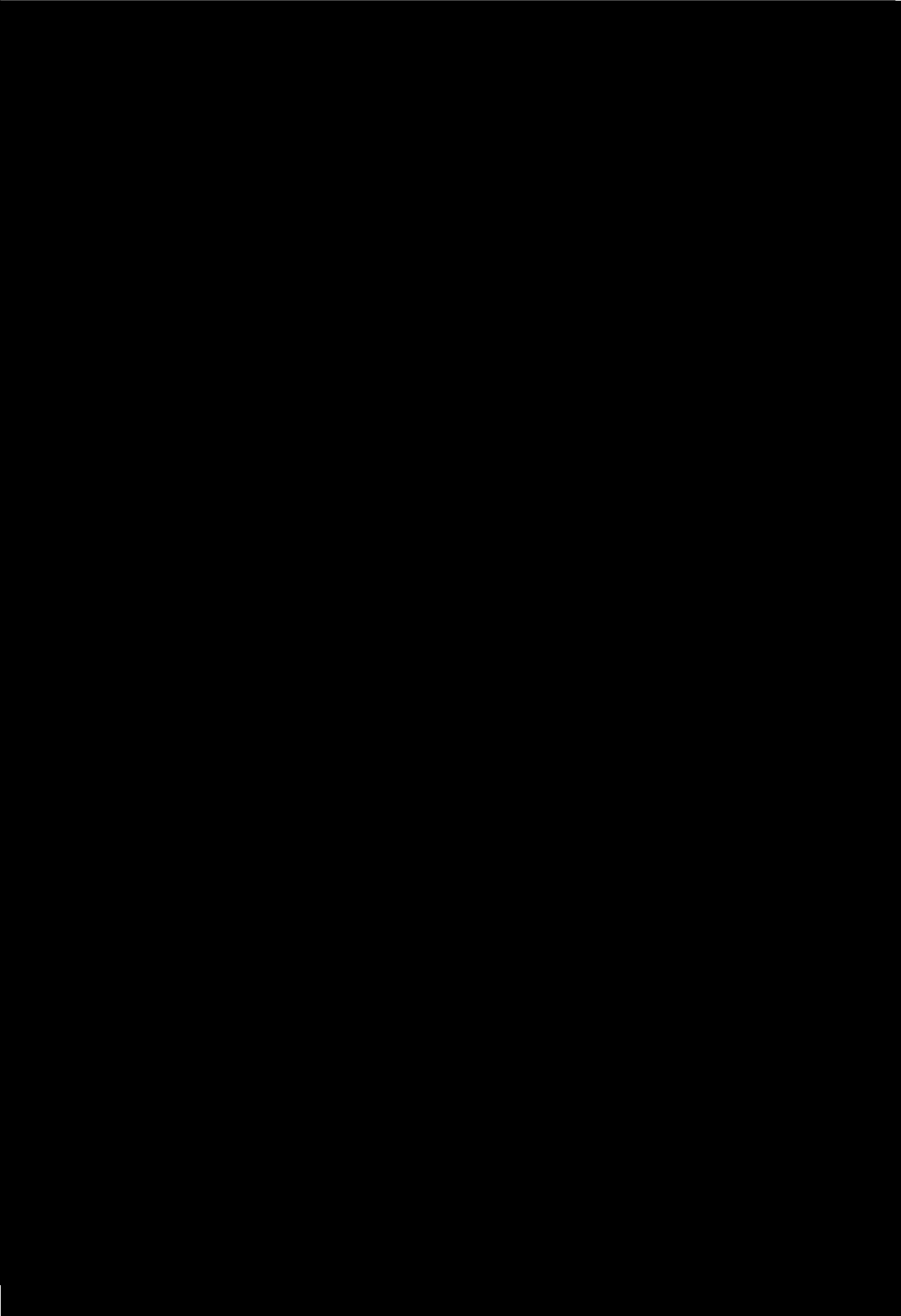




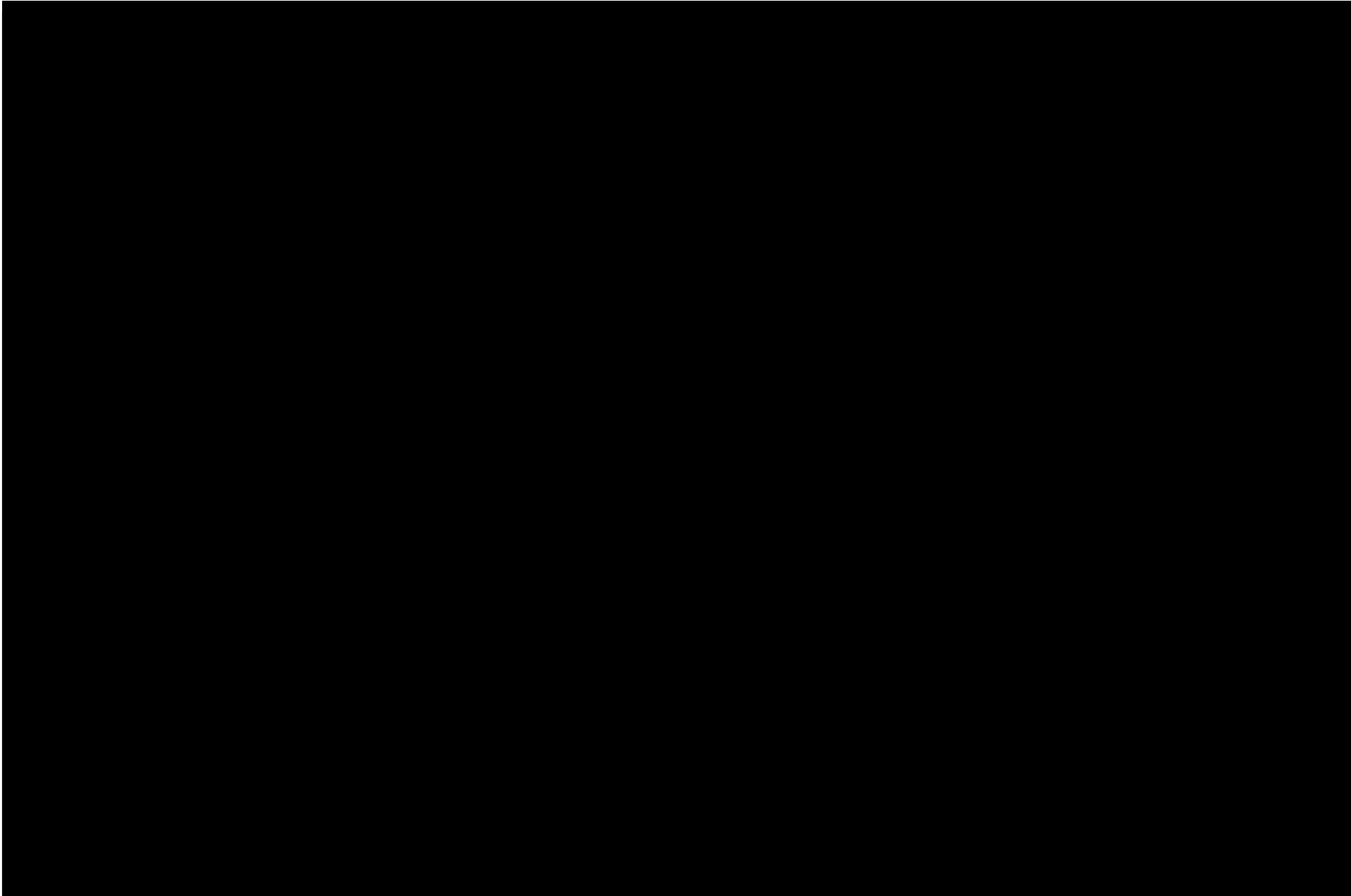


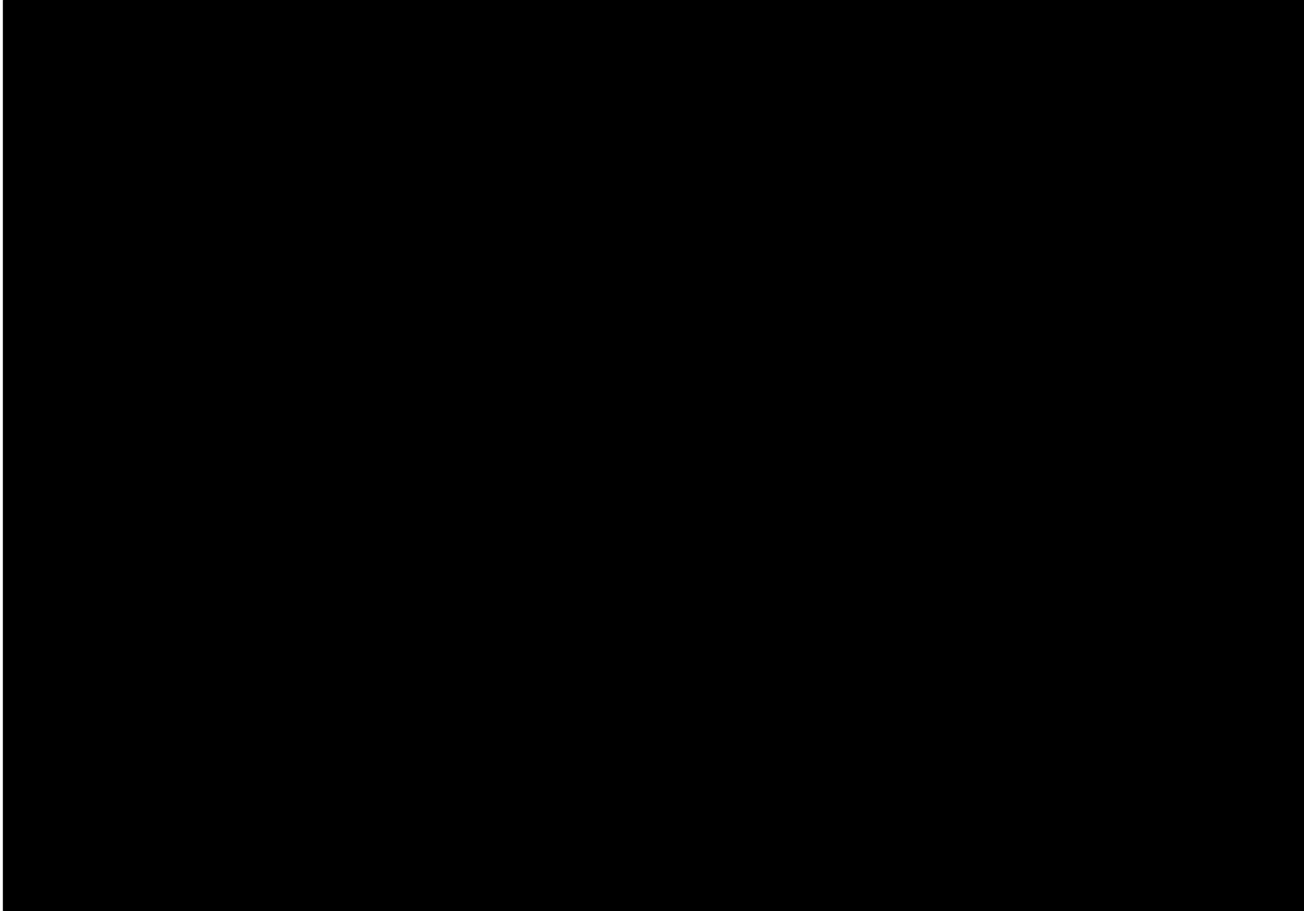


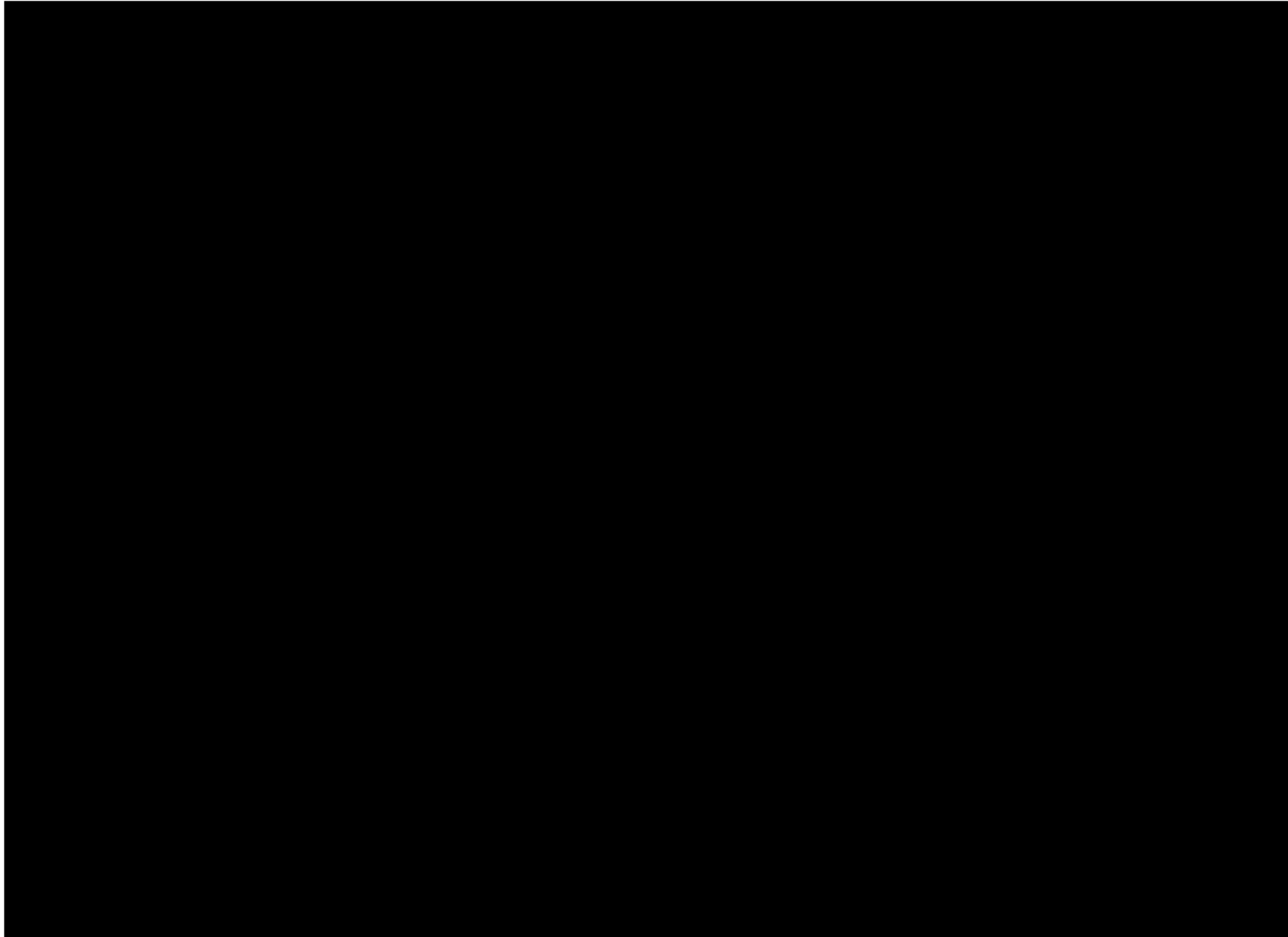




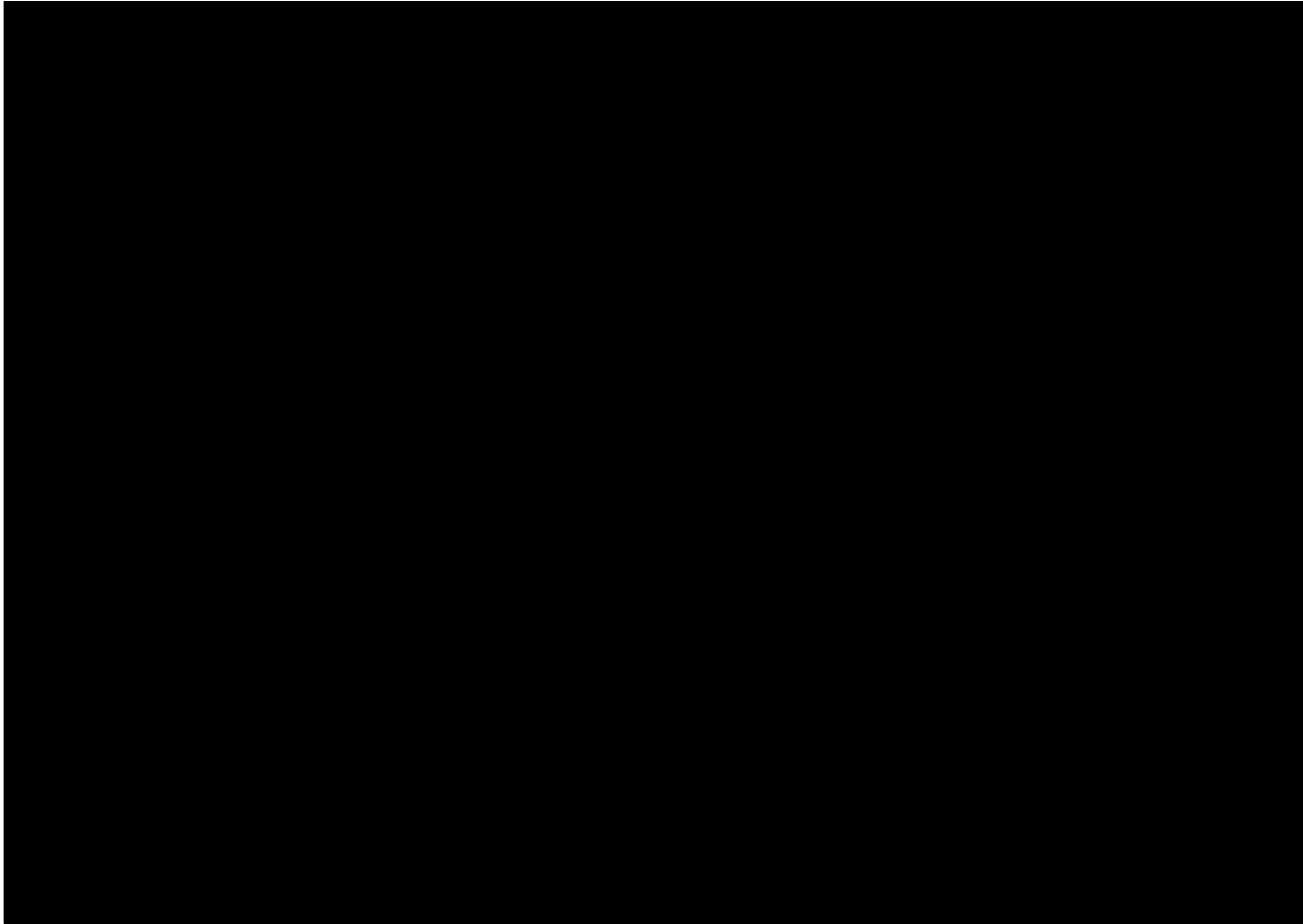


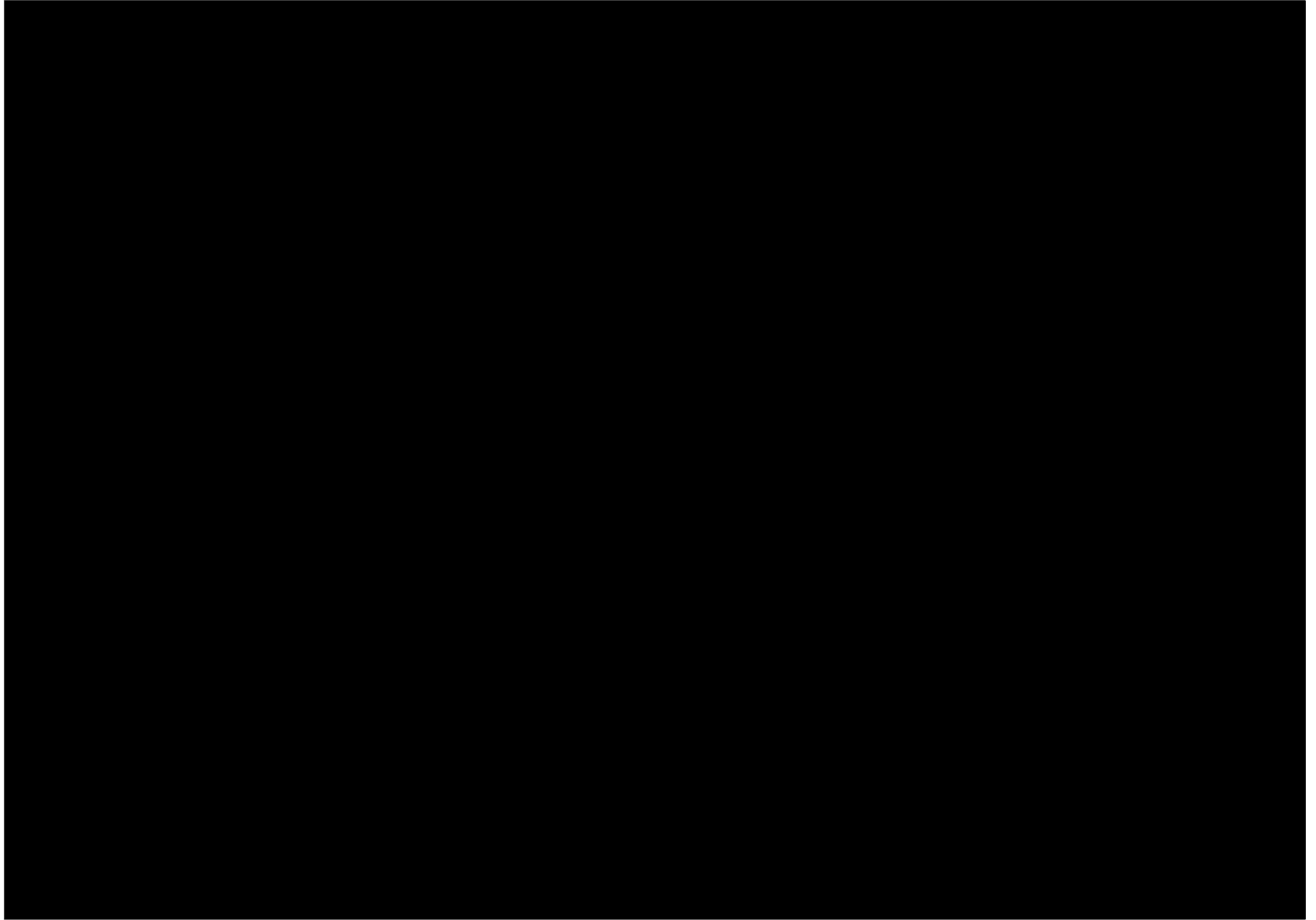


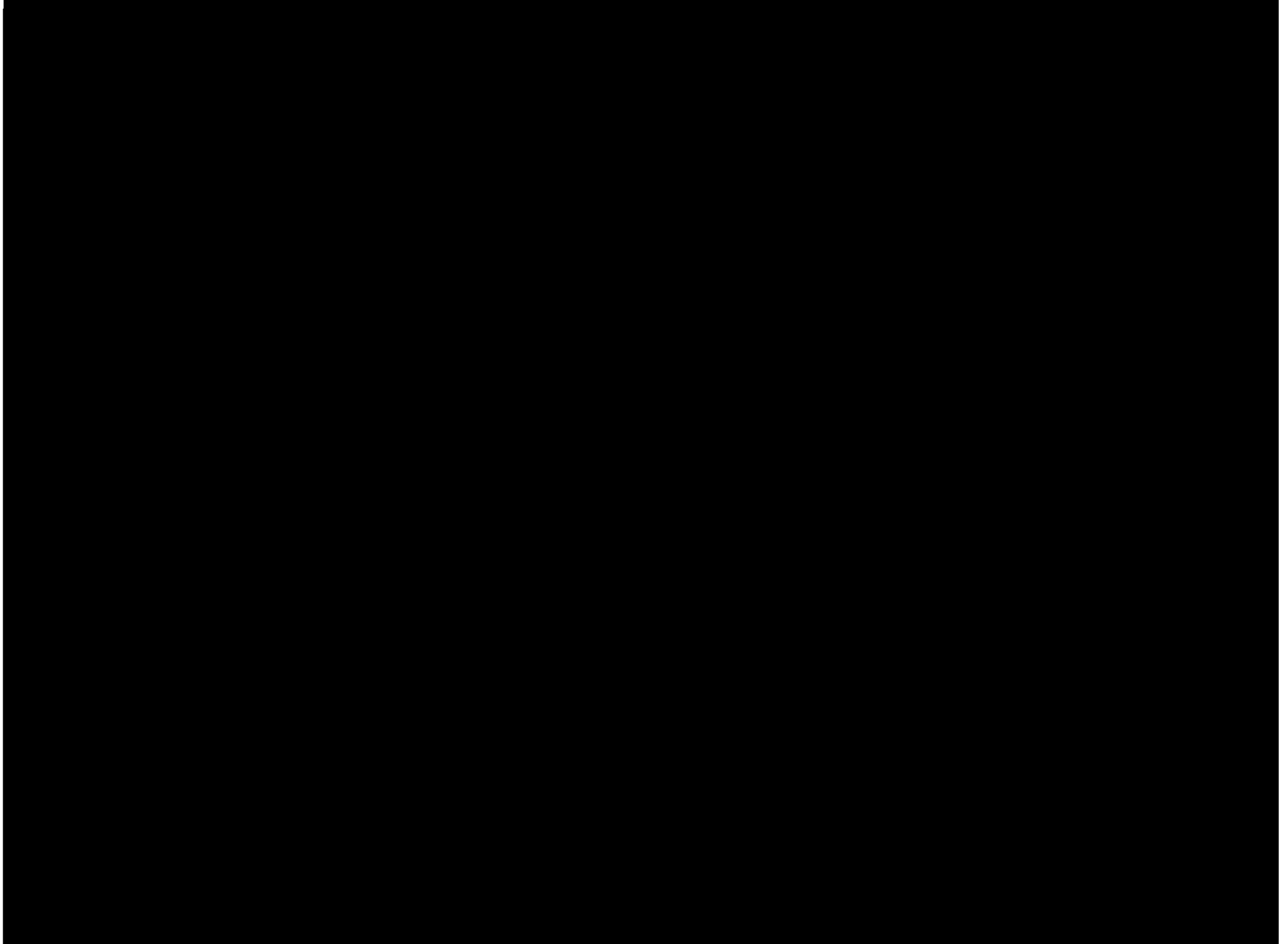


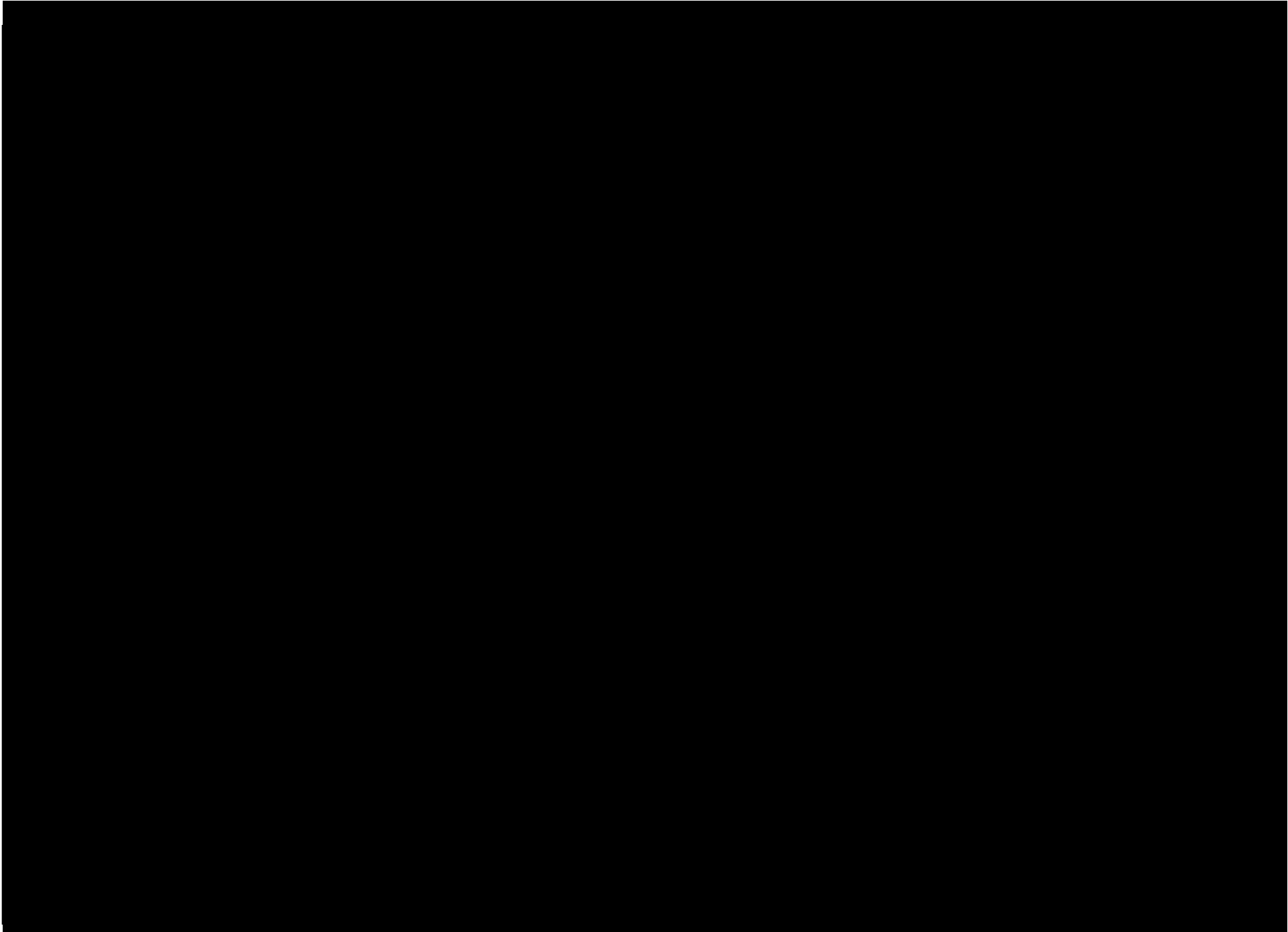


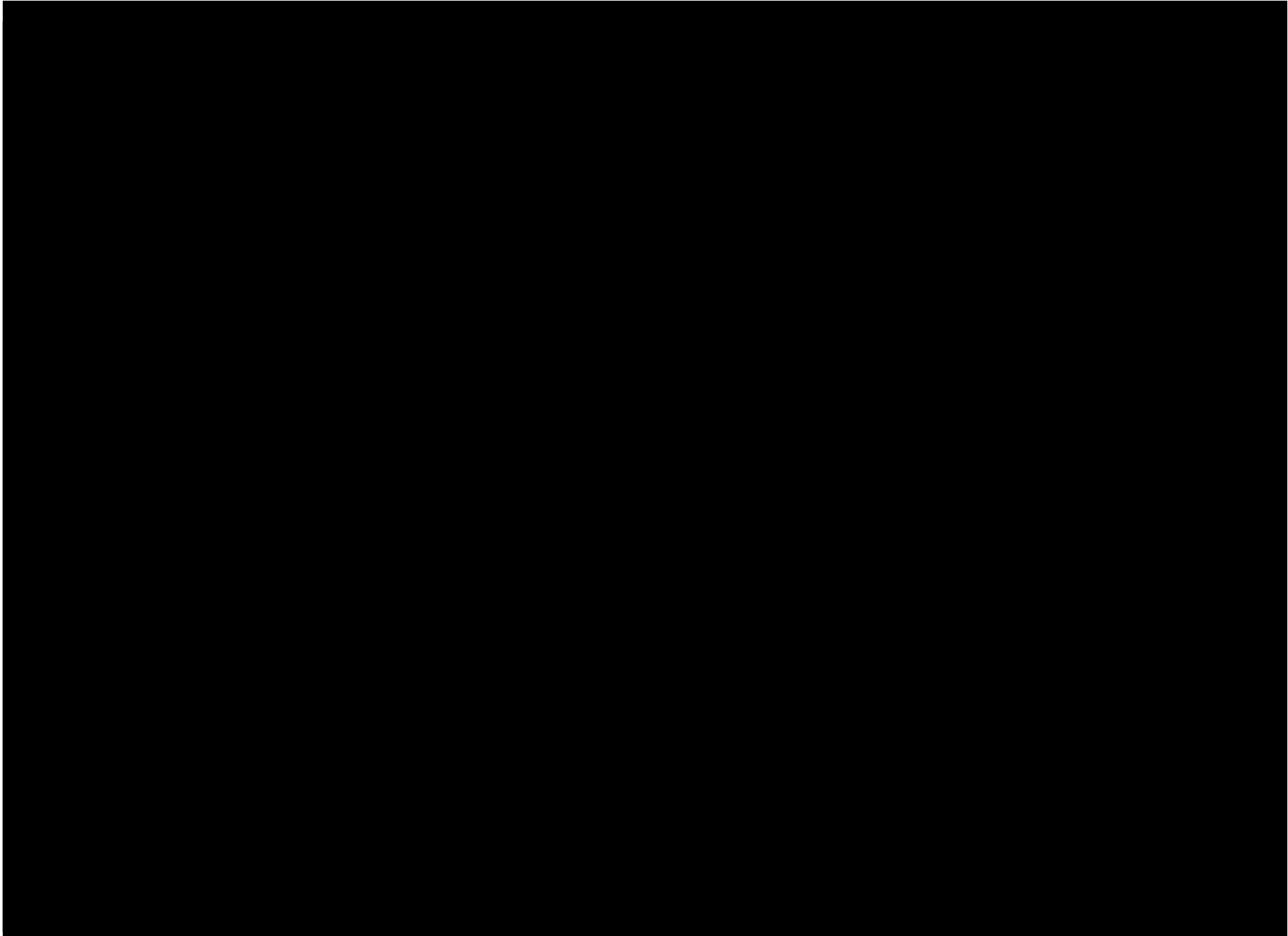


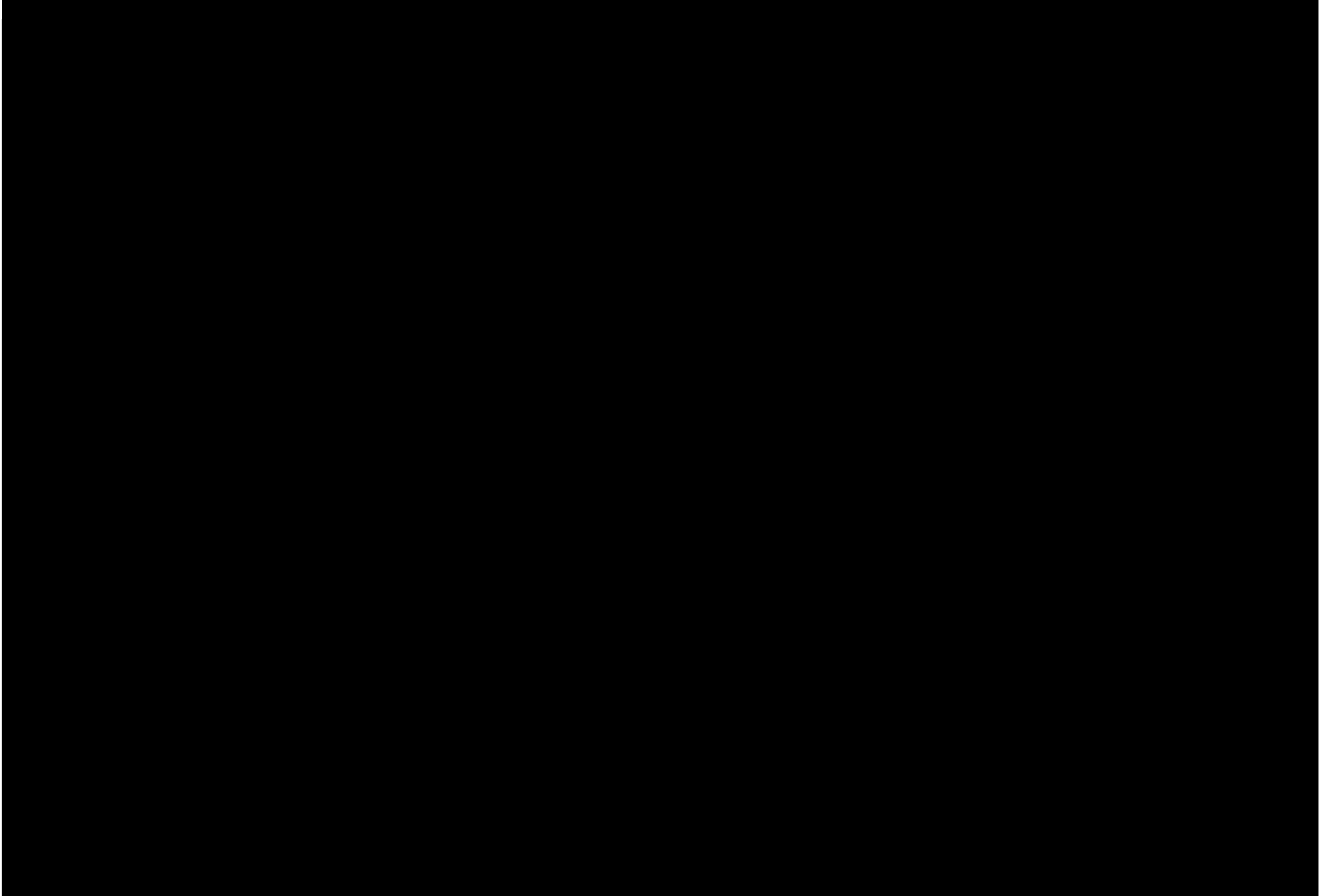


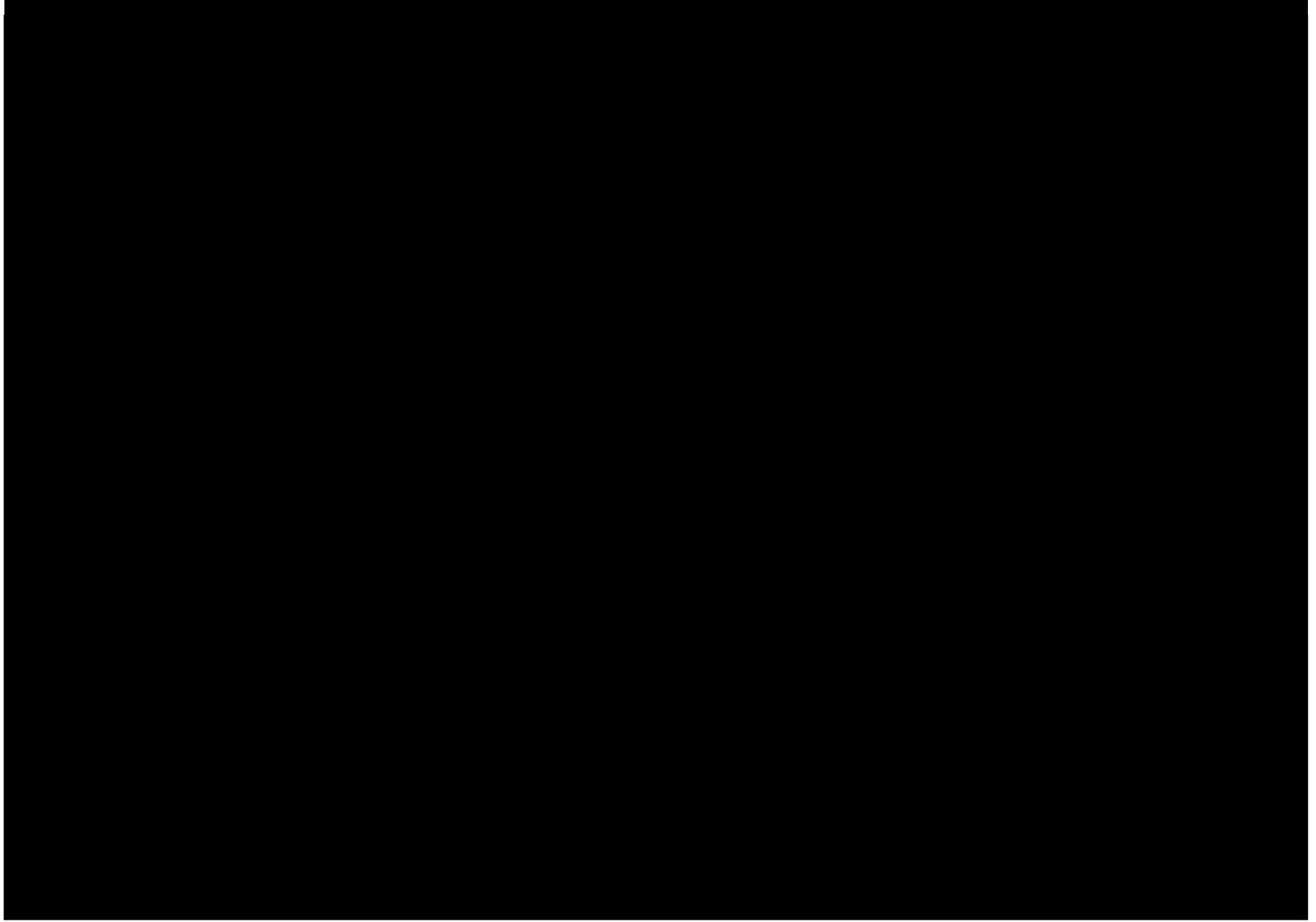


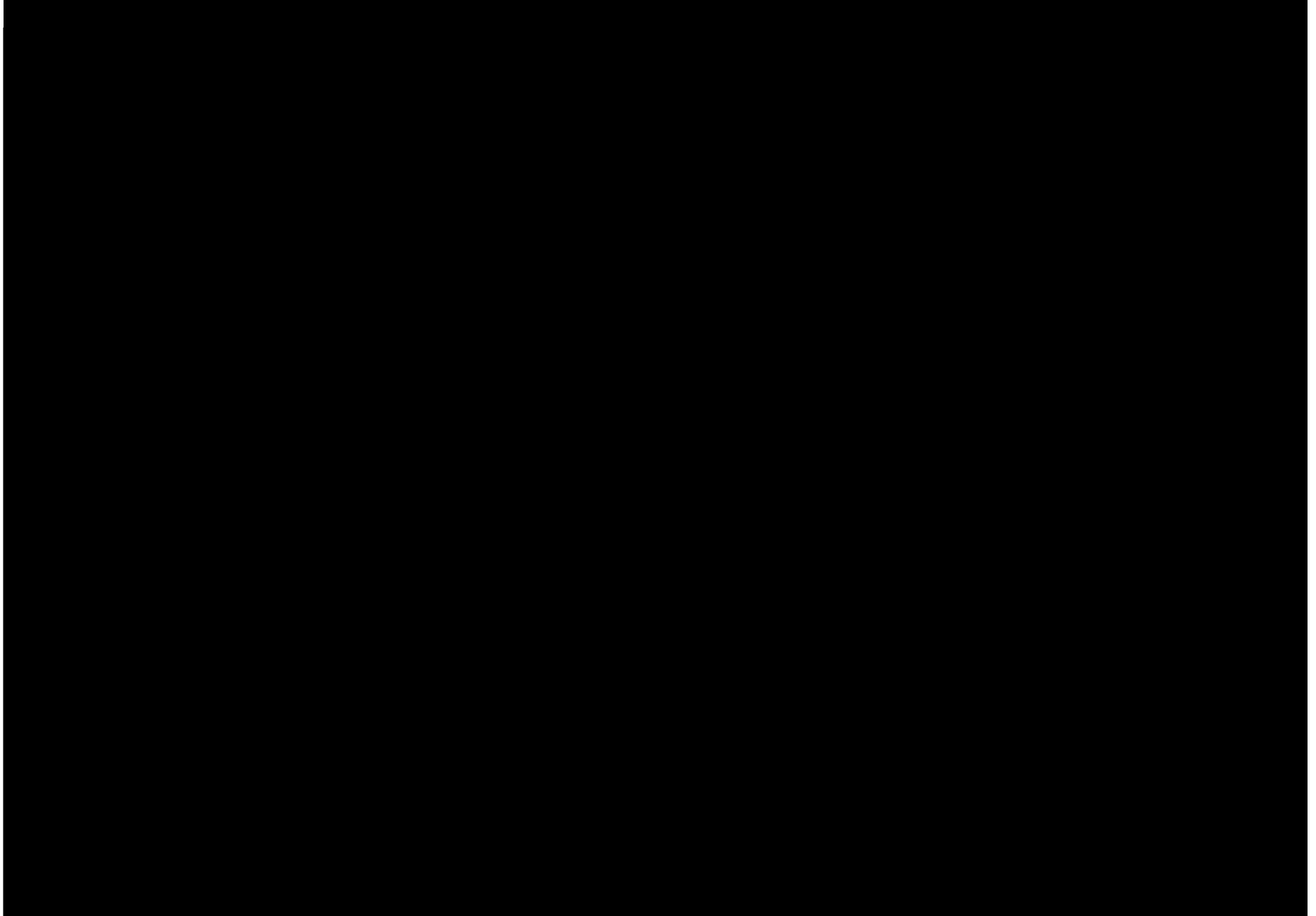


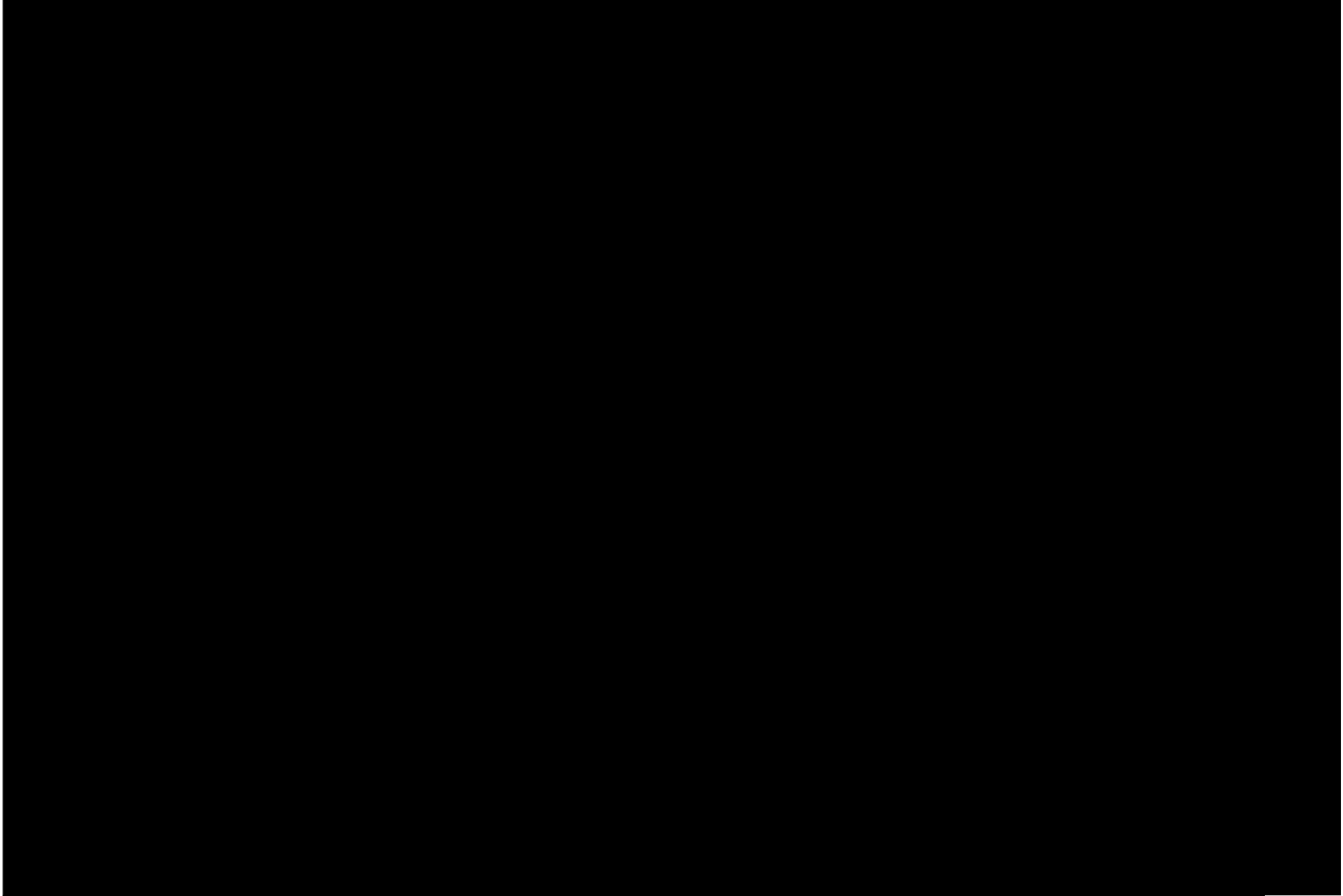


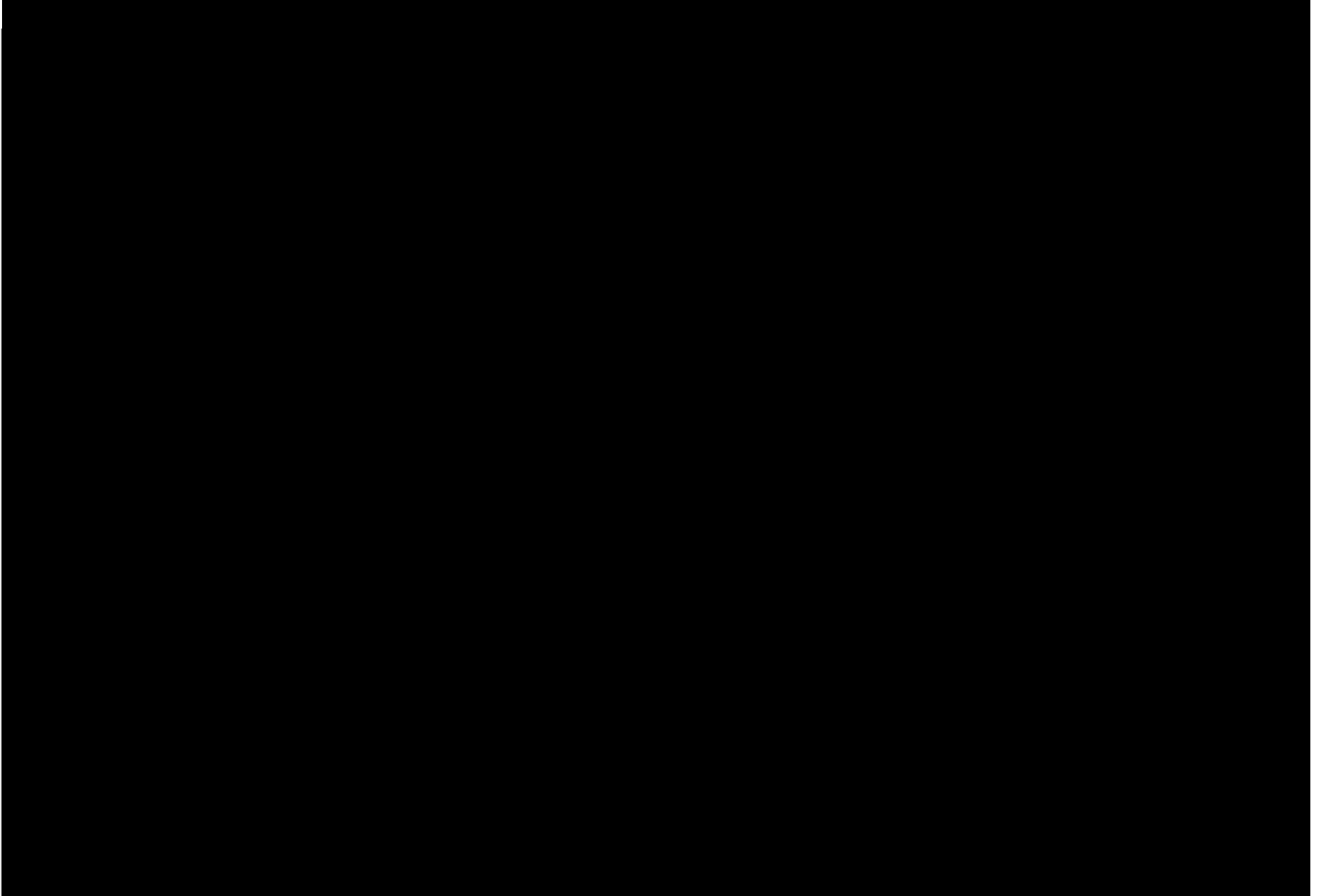


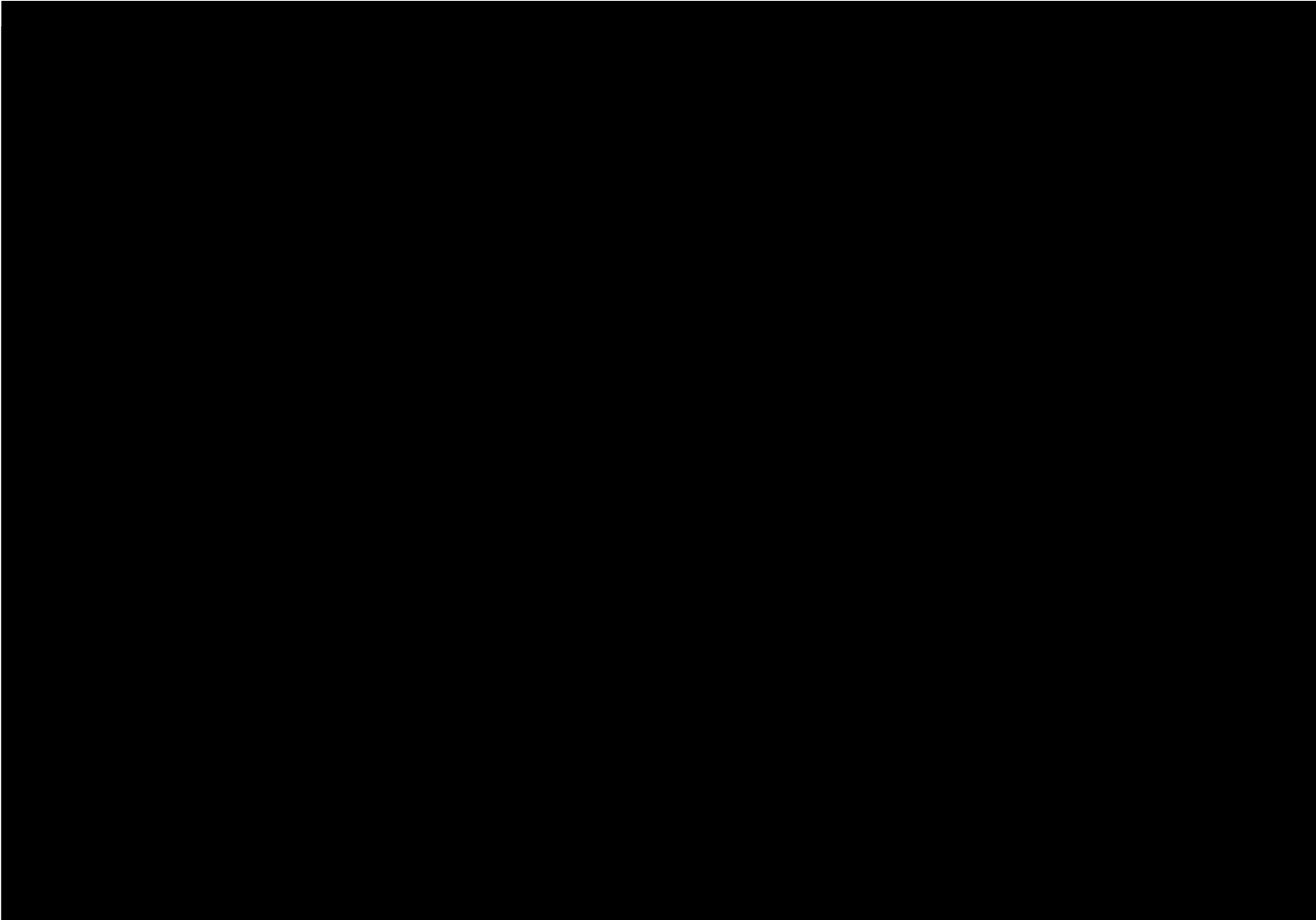


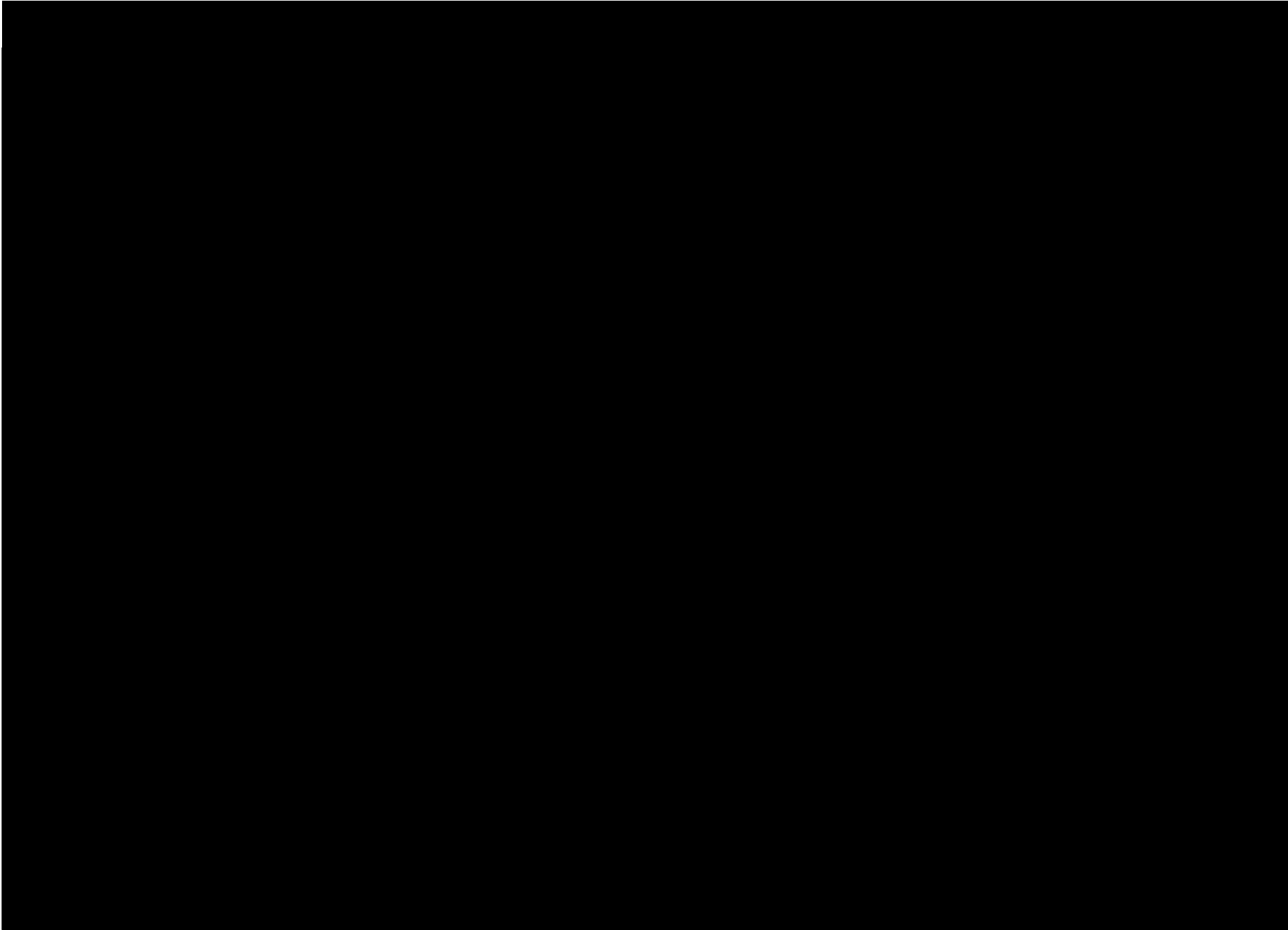


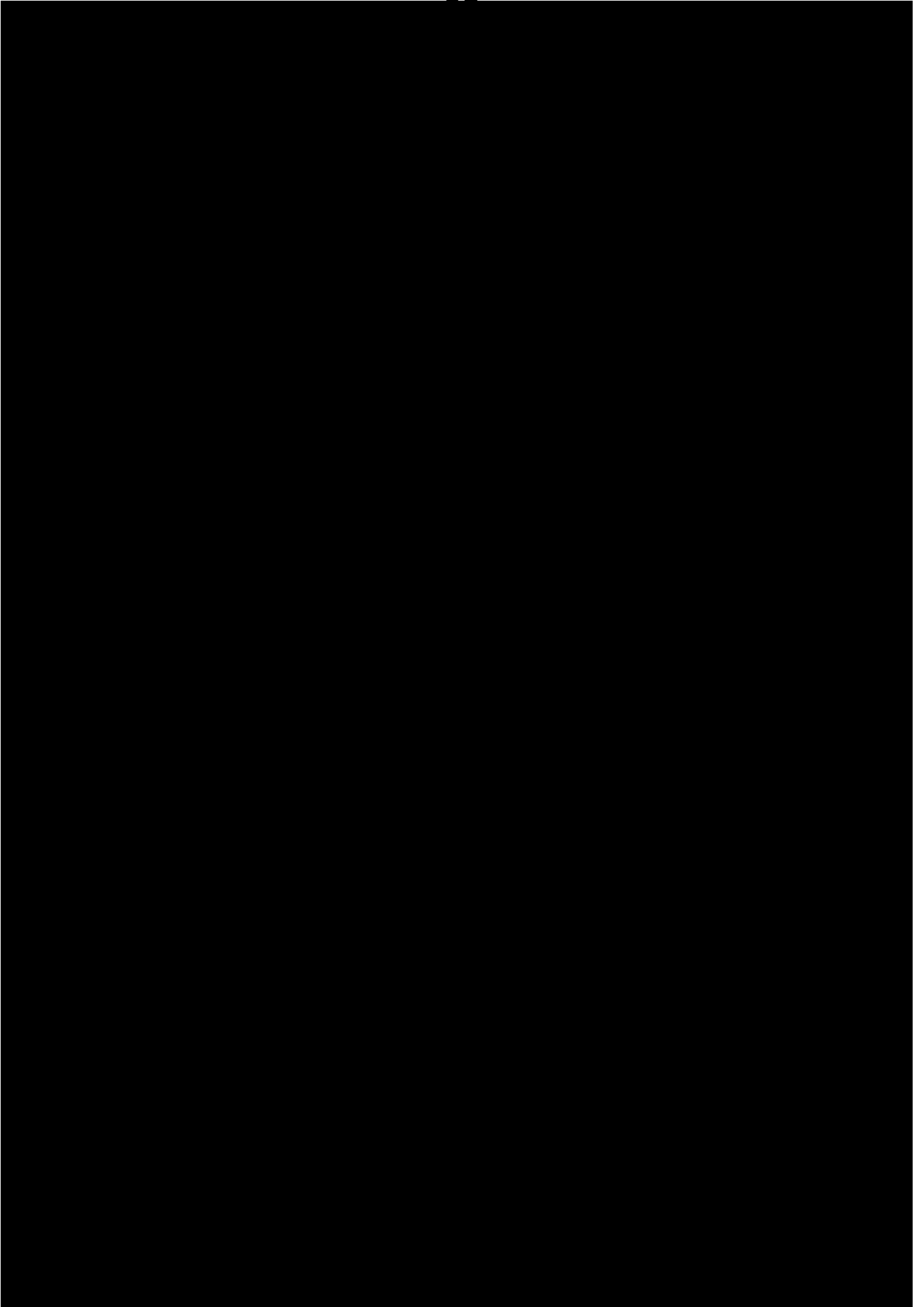












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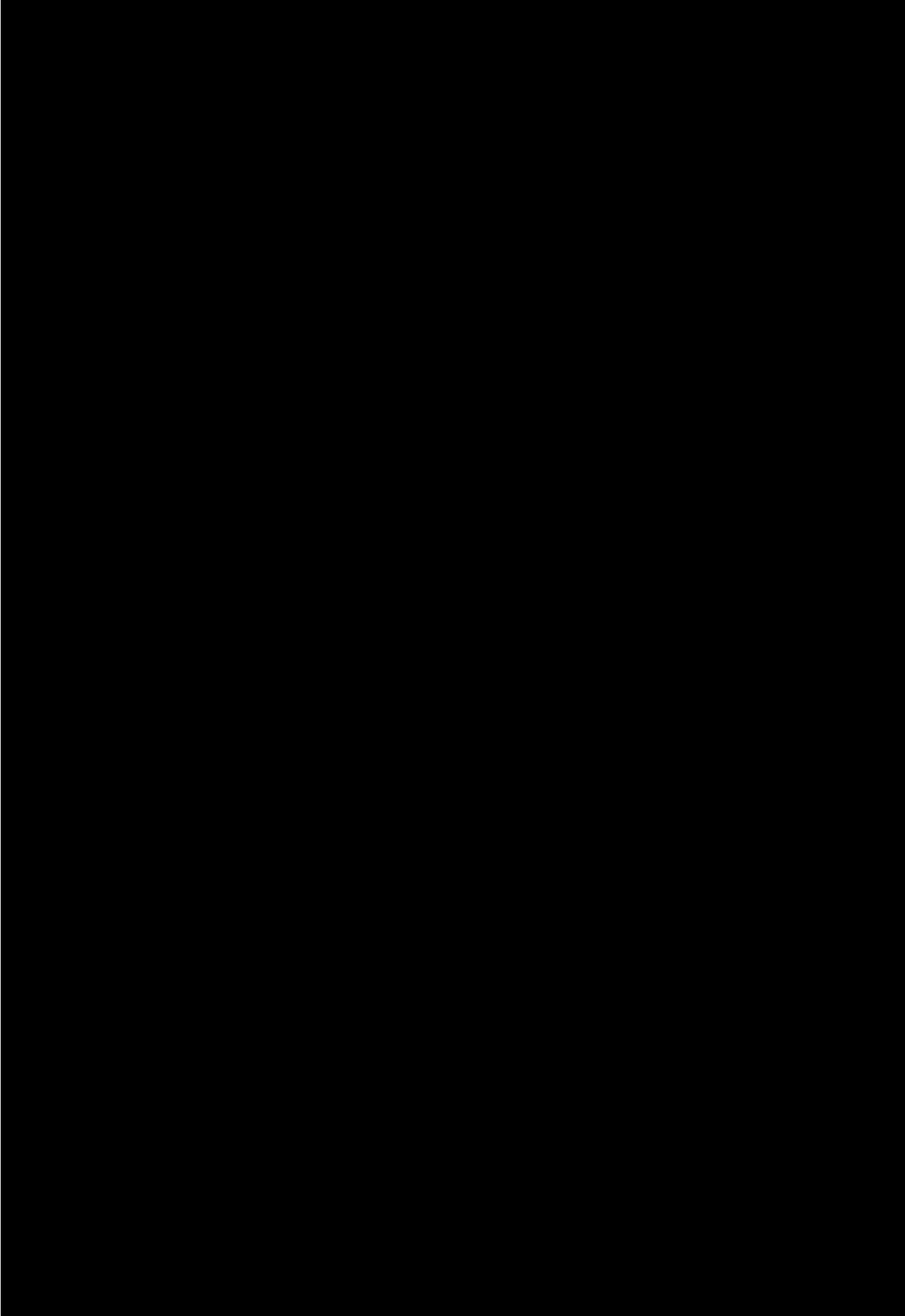
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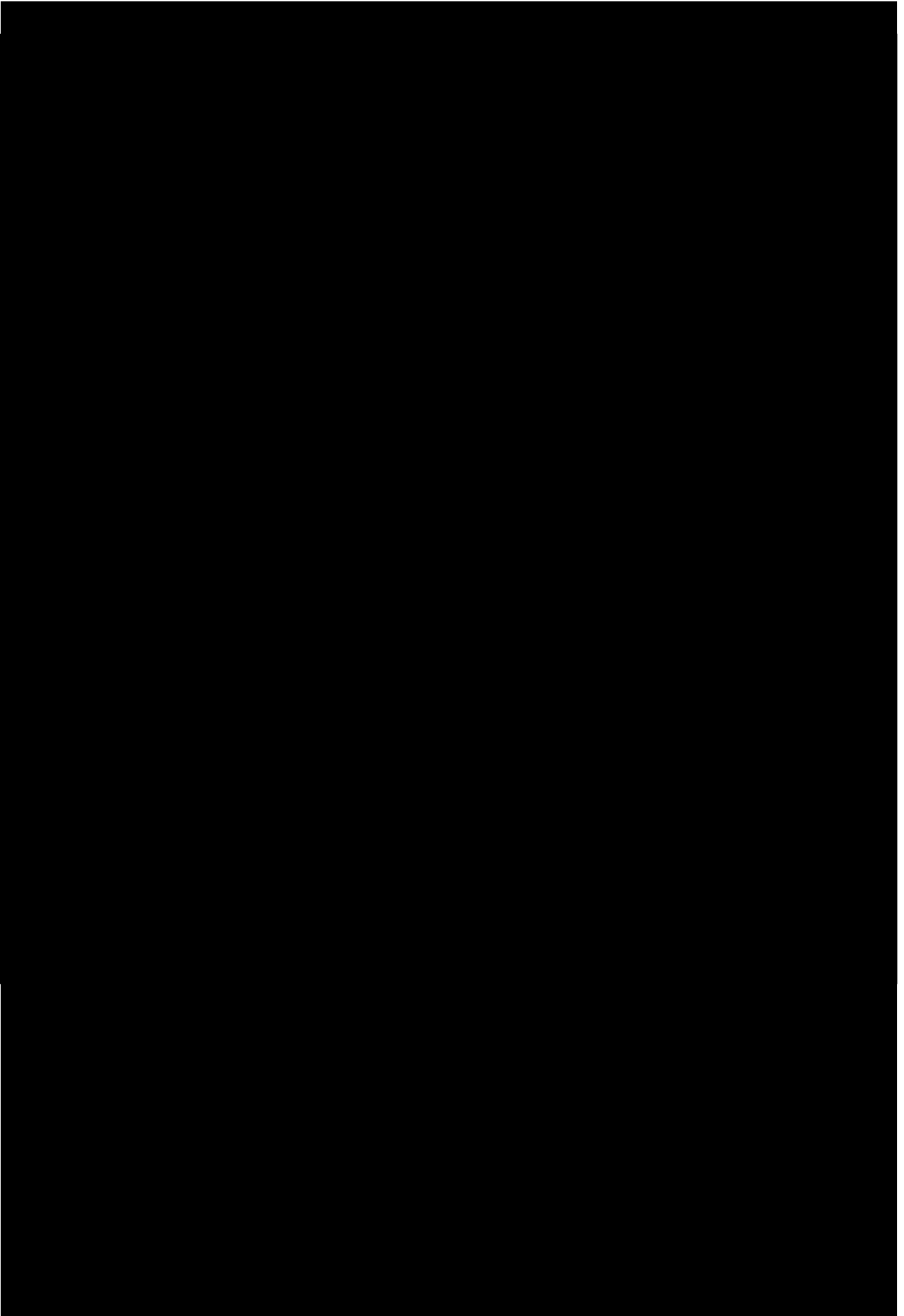
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Tasmanian Liquor and Gaming Commission

Commission Paper No: No: I3/24-I

Meeting date: 5 February 2023

Subject: Information Report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Status Update

Consultation

In December 2023, the Commission and Treasurer approved a document to enable preliminary industry consultation to commence.

The consultation document, *Preliminary consultation with industry - Player Card and Cashless Gaming*, was provided to the Tasmanian Hospitality Association (THA) and Federal Group on 18 December 2023 by email. Feedback was sought by the end of January 2024, however both groups indicated that this would pose a challenge given staff leave and will seek to provide feedback in early February.

The industry consultation notes that the purpose is to enable discussions and feedback from industry to provide input to the technical and operational requirements for the system and does not focus on the Government's policy reflected in the Ministerial Direction. It also notes that, once a more fully refined design is available and operational requirements have been developed, broader public consultation can occur.

Industry has previously expressed concern about the cost and timeline for implementation of PCG and that facial recognition technology was a more proportionate response to the level of harm.

System design, development and implementation

The current system design was reflected in the consultation document approved by the Commission and the Treasurer. Treasury is continuing to engage with Maxgaming and met on 13 December 2023 to further progress outstanding issues and the contractual arrangements and timing for delivery of the system design work.

Maxgaming is engaging with two contractors to finalise options for system design and implementation, namely NEXT Payments (for cashless gaming services) and Vetron (for card reader and related hardware).

Maxgaming will produce a Discovery Report that sets out the:

- scope;
- proposed technical solutions and options;
- development cost estimates;
- high-level implementation and ongoing cost estimates and options;
- high level implementation plan; and
- high level transition plan.

Treasury will continue to meet regularly with Maxgaming as it finalises its Discovery Report, to be delivered by 31 March 2024.

Regulatory and contractual variations

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Interjurisdictional

Tasmania continues to lead the interjurisdictional working group for player card and cashless gaming reforms with the last meeting held on 6 December 2023.

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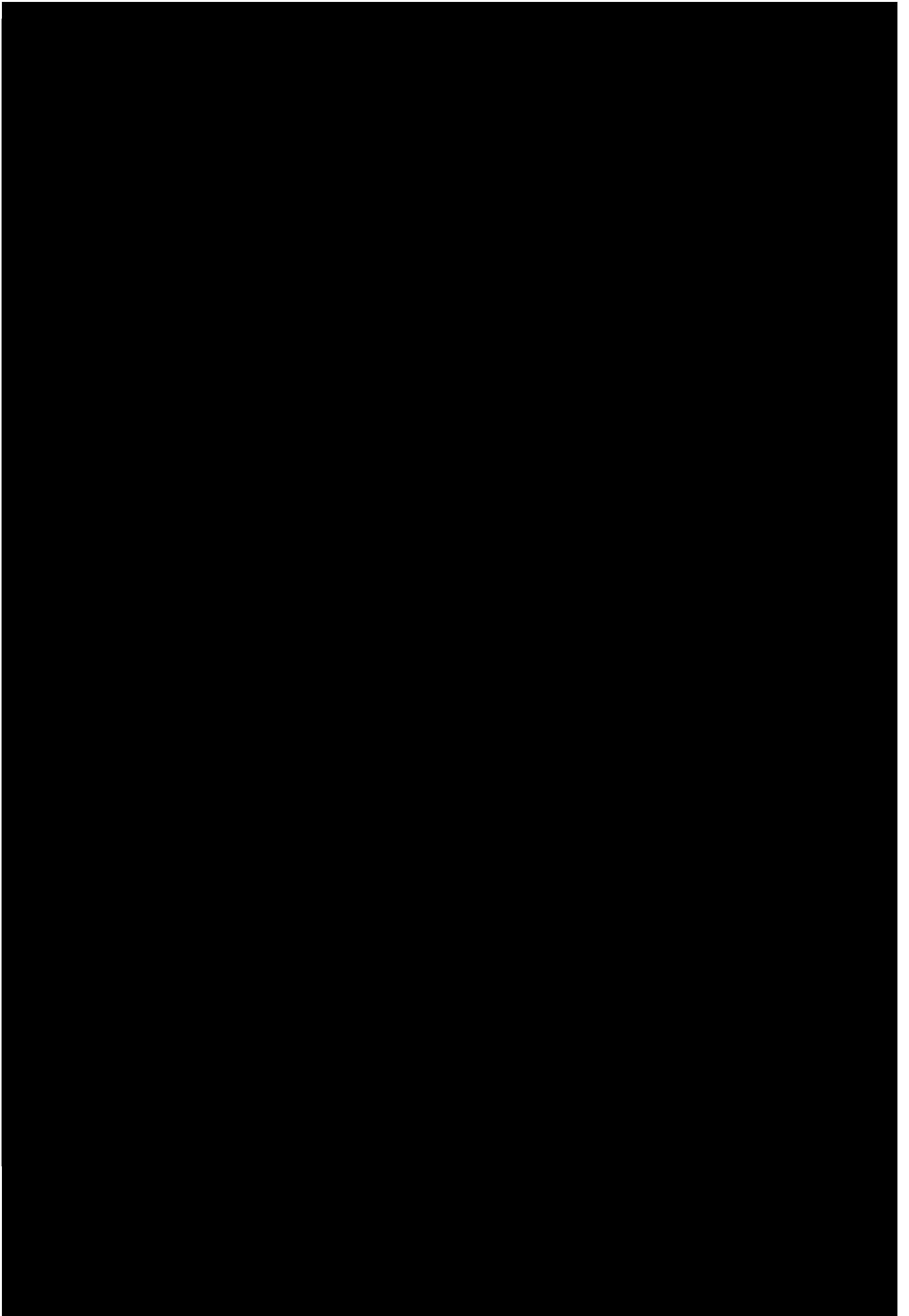
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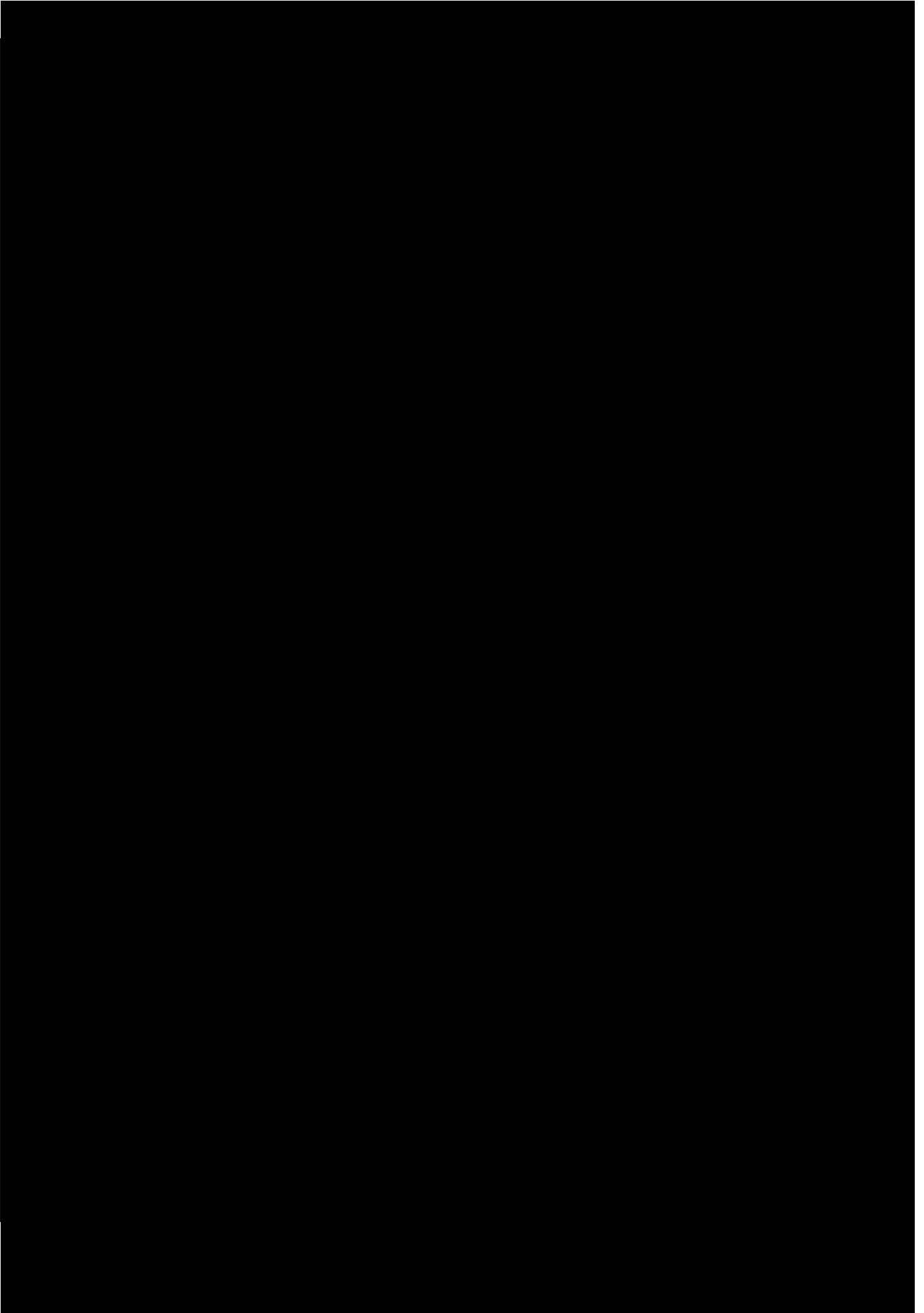
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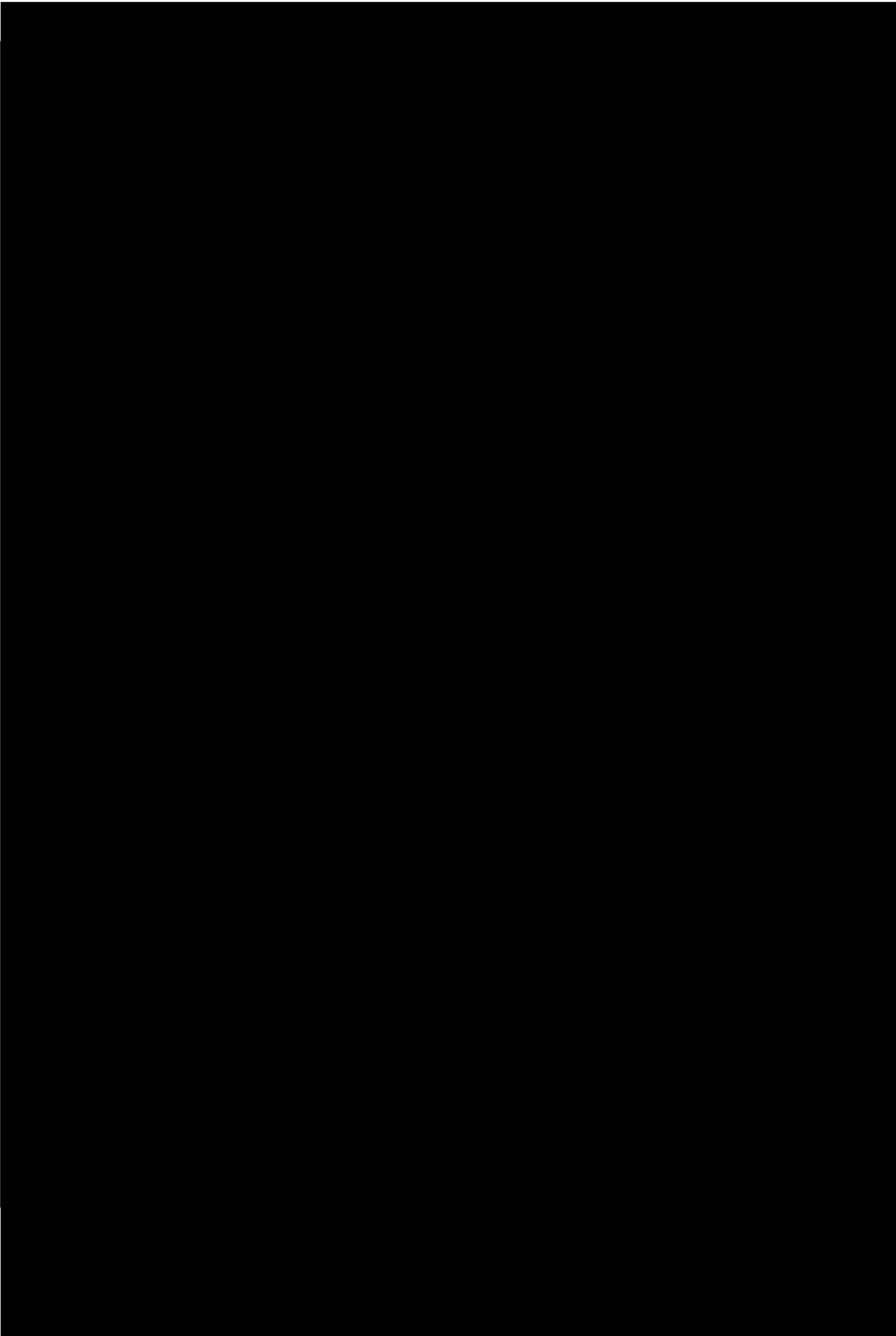
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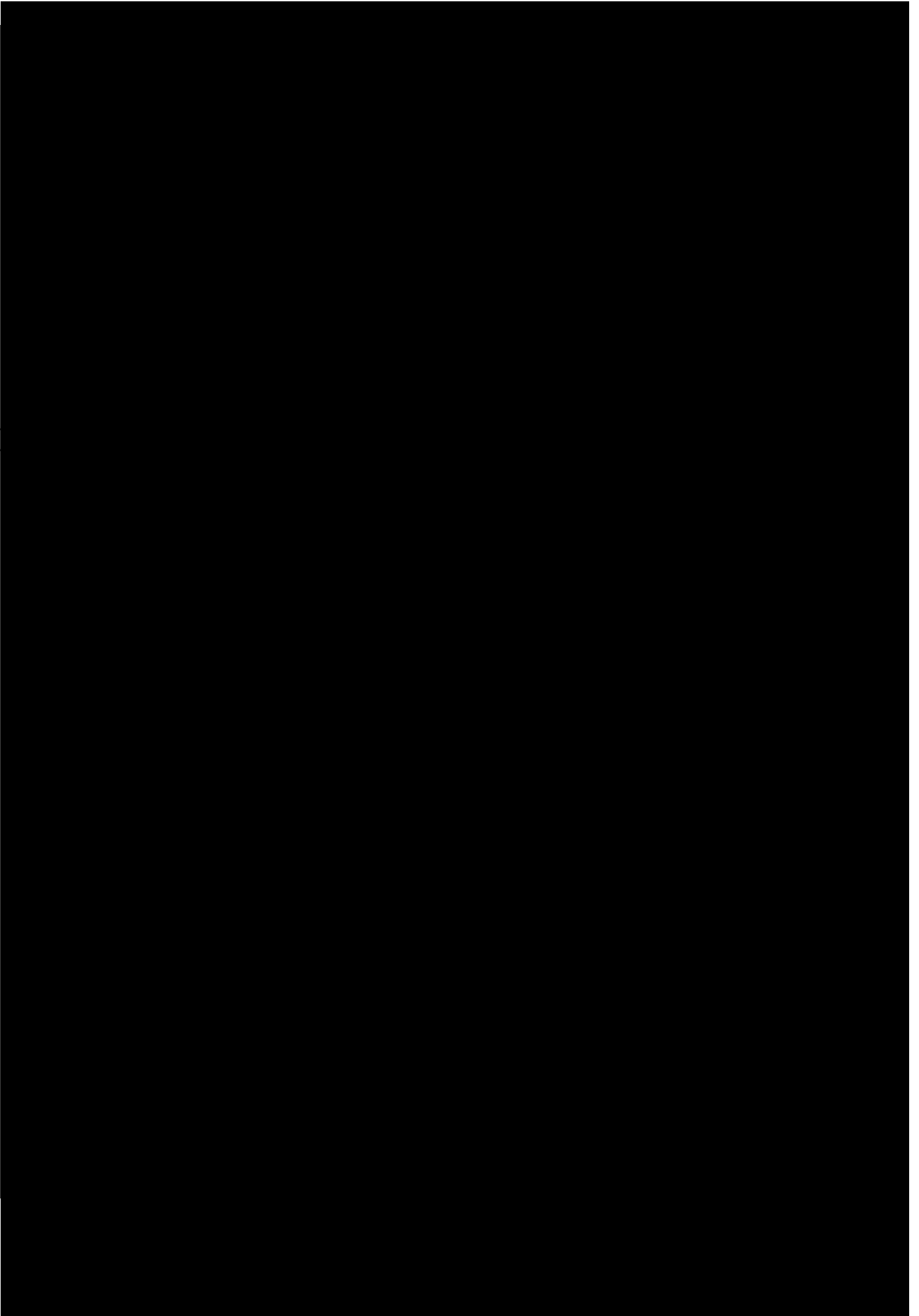
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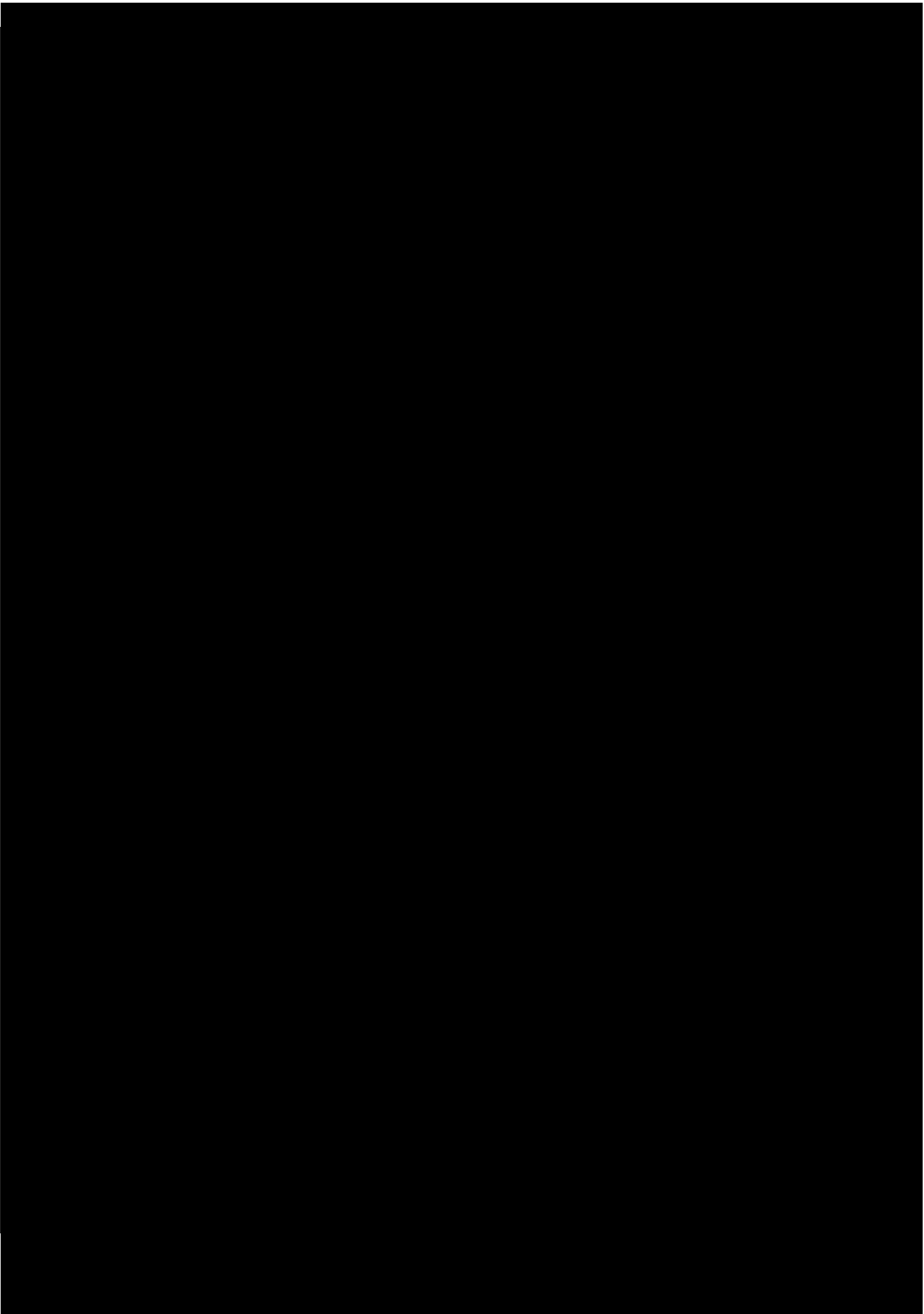


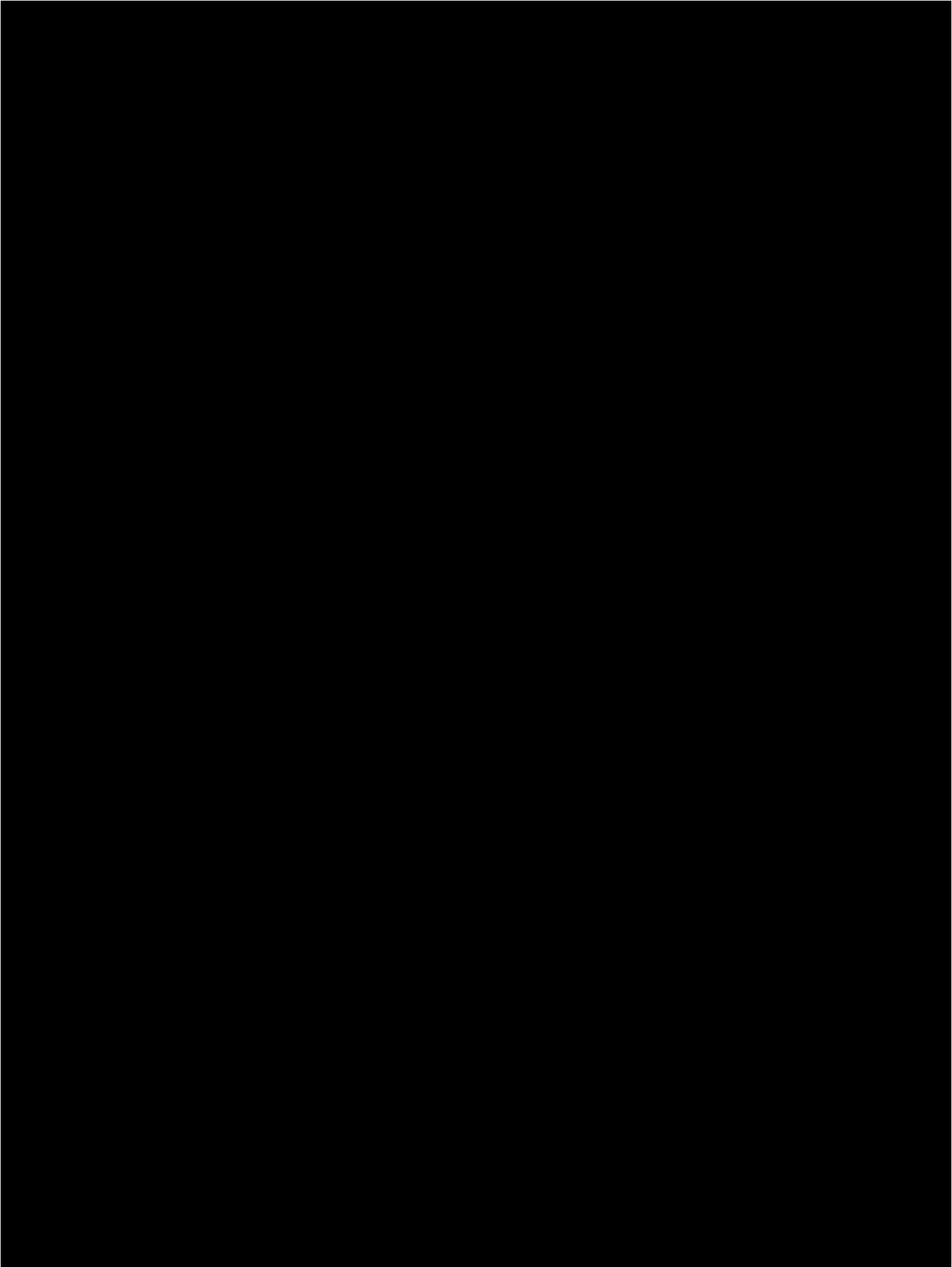


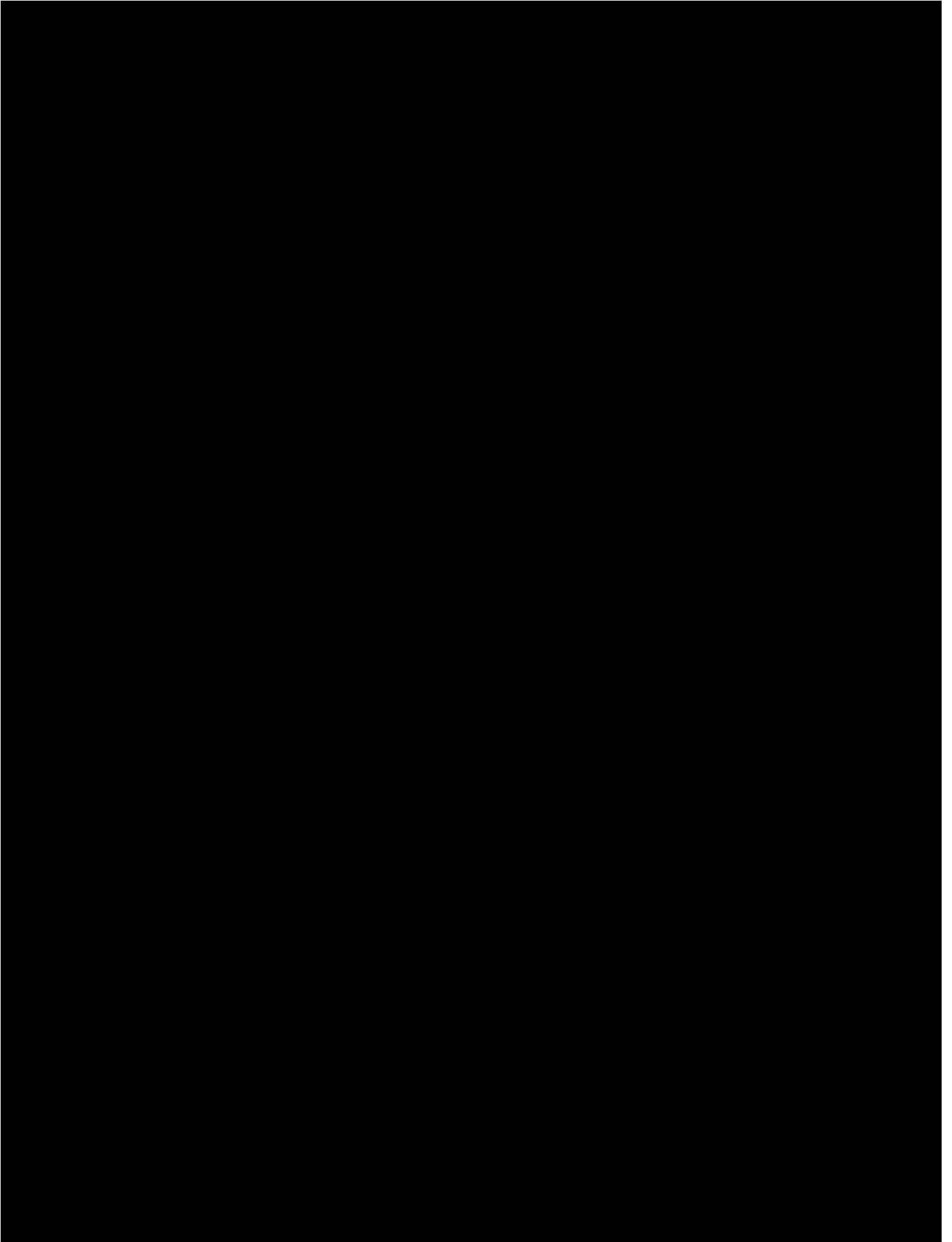


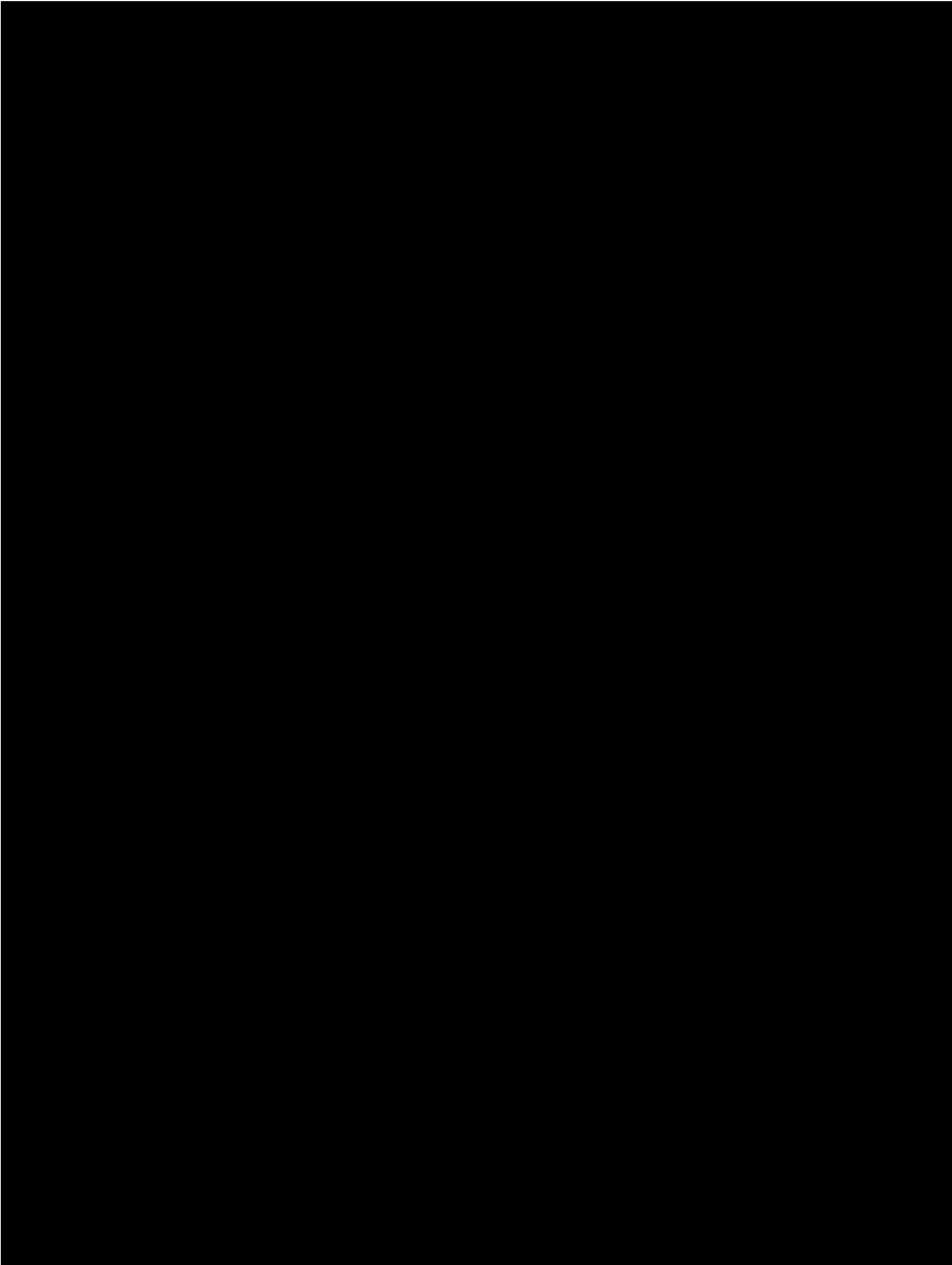


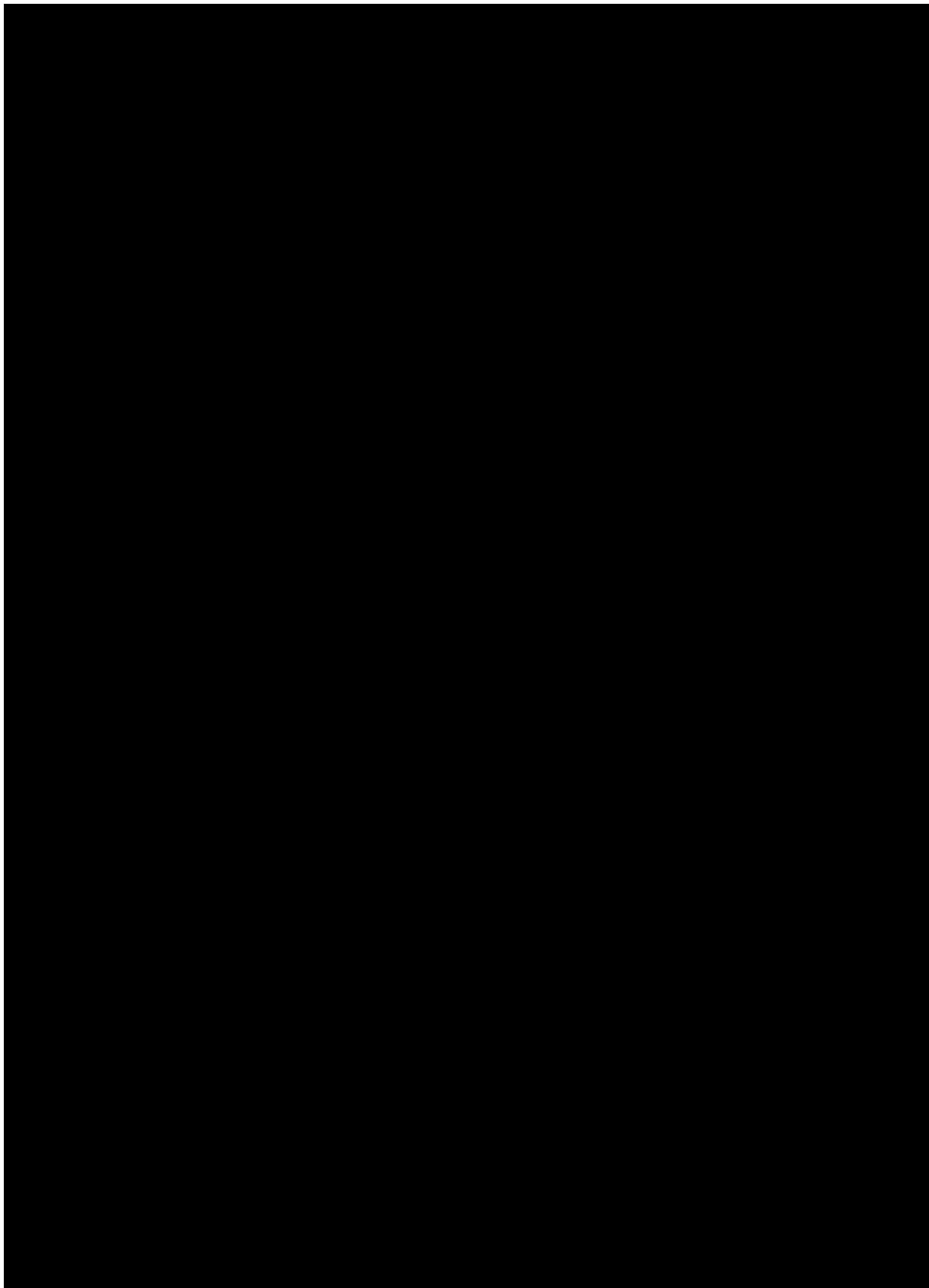
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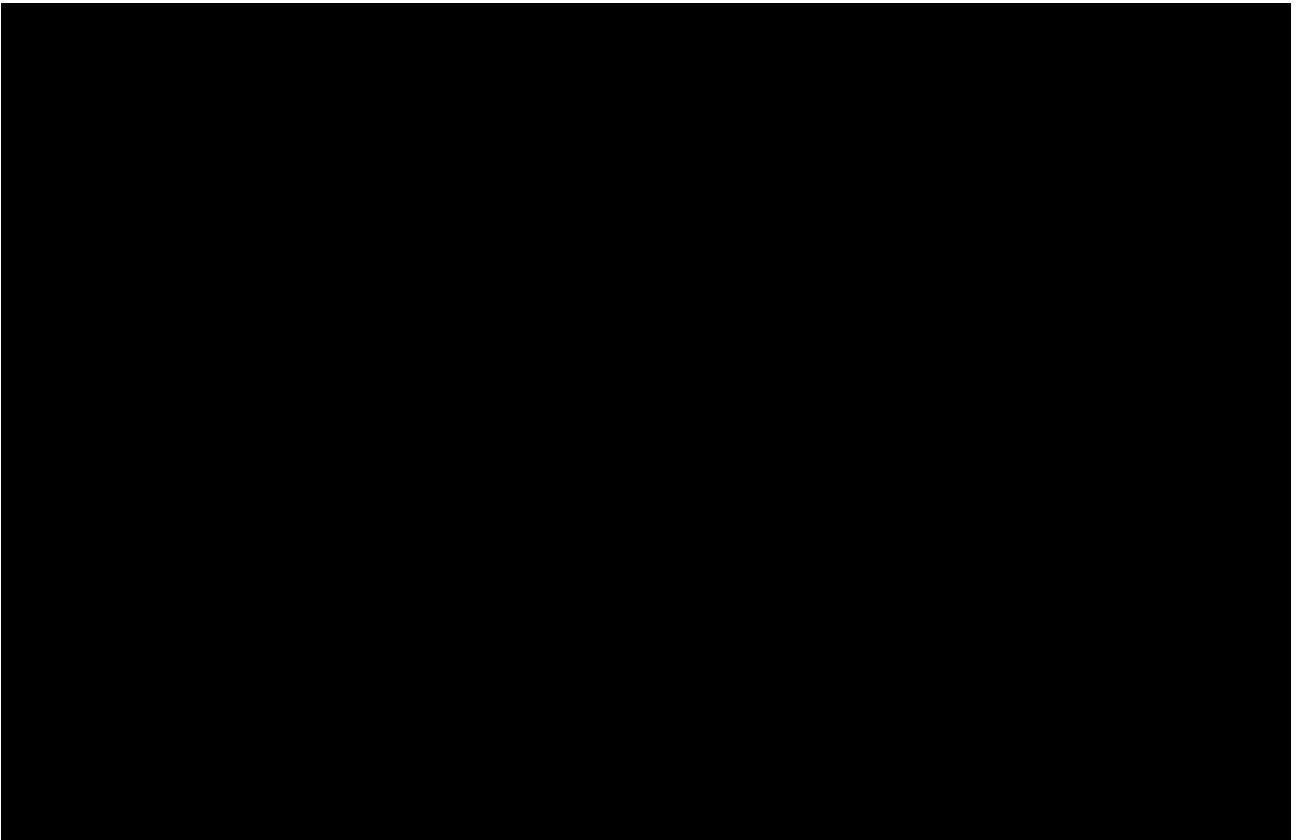
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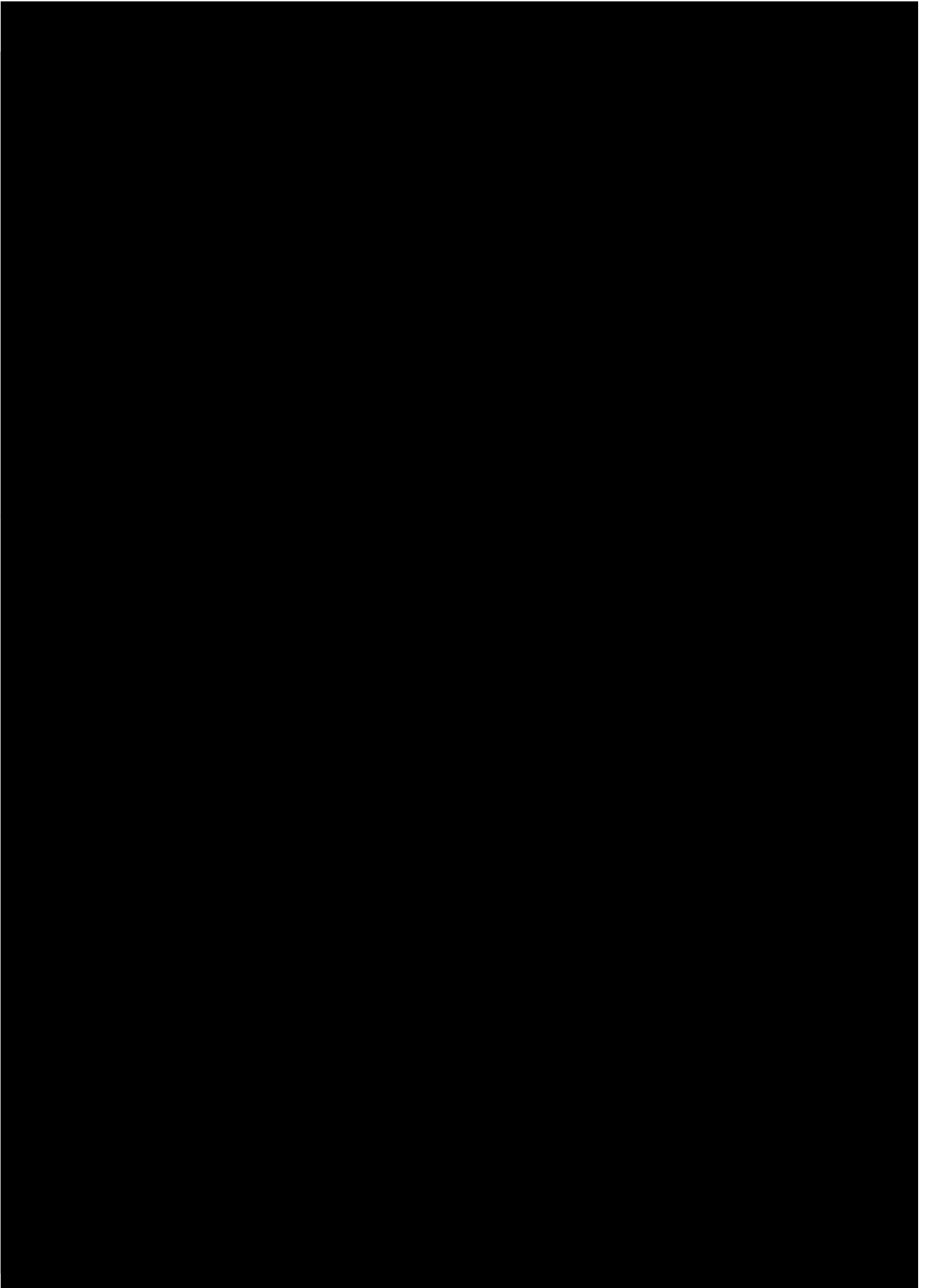
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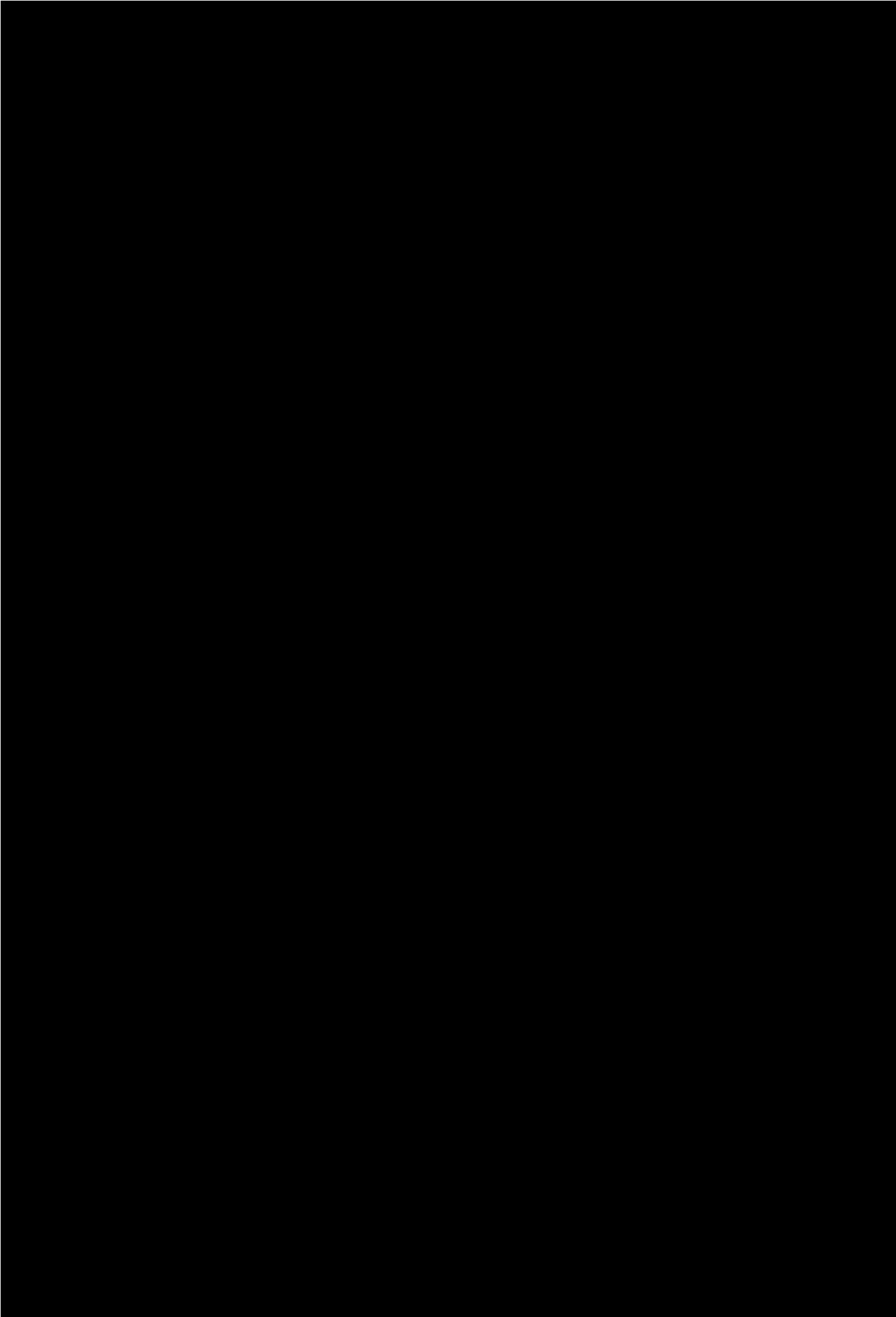
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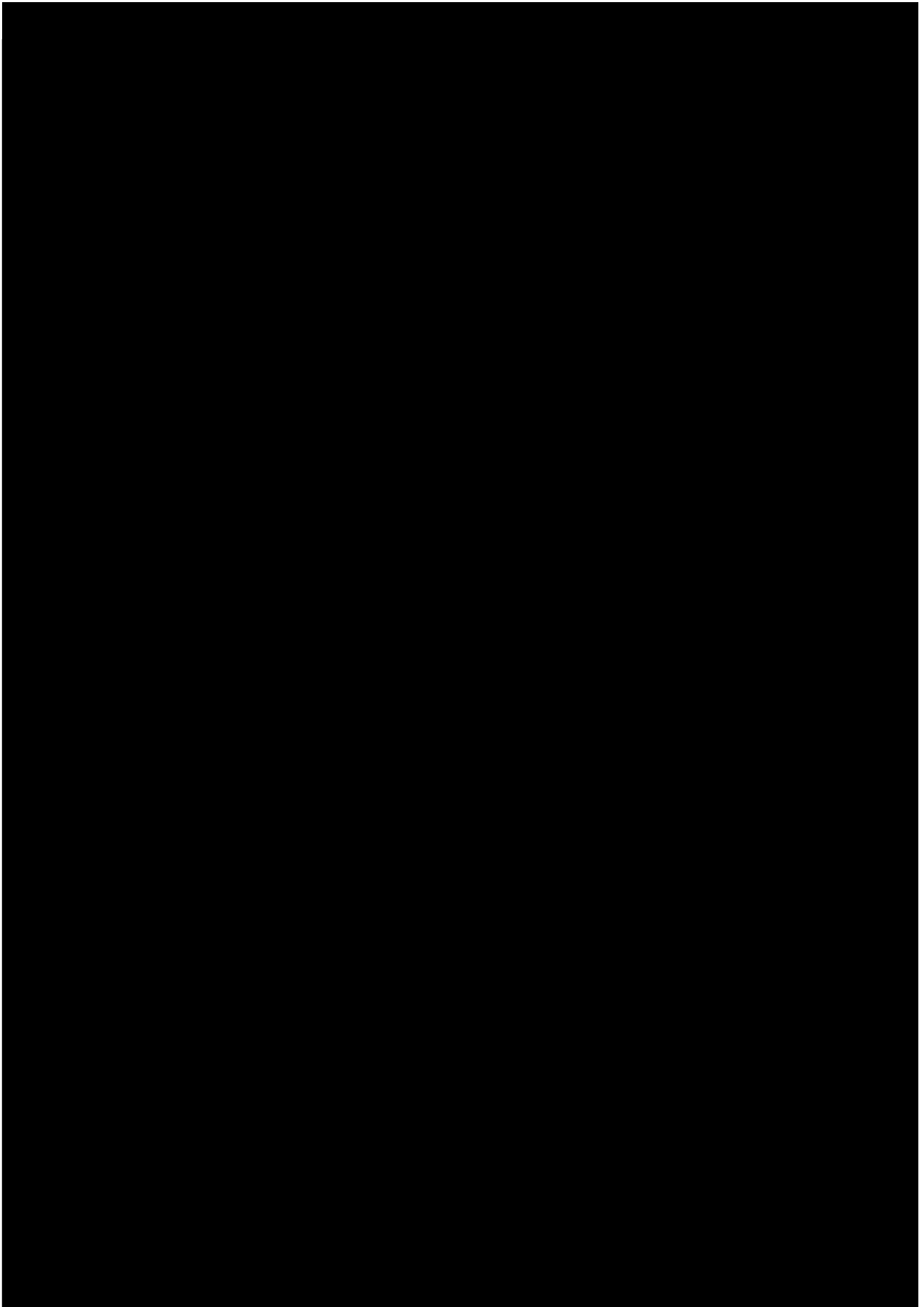
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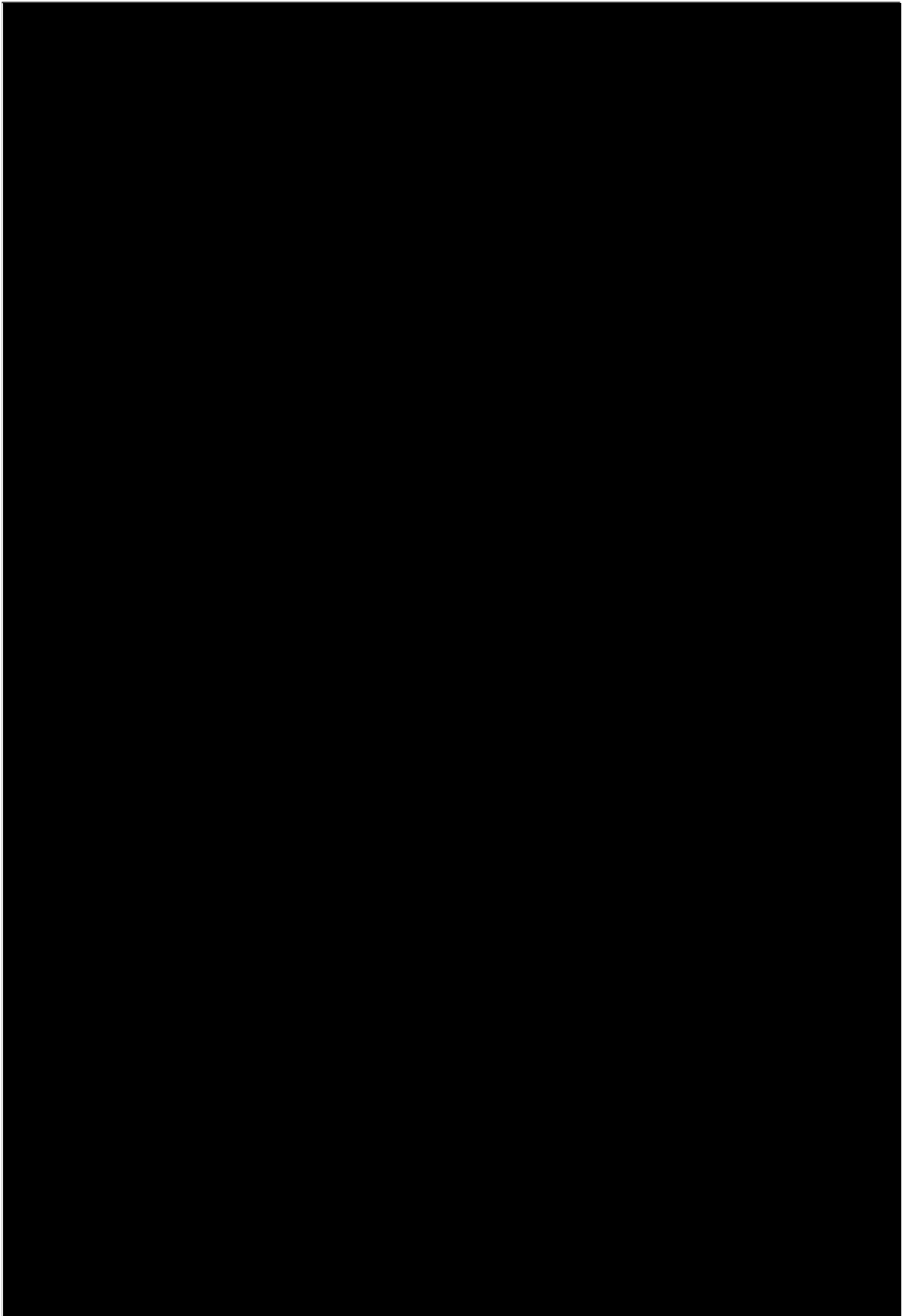
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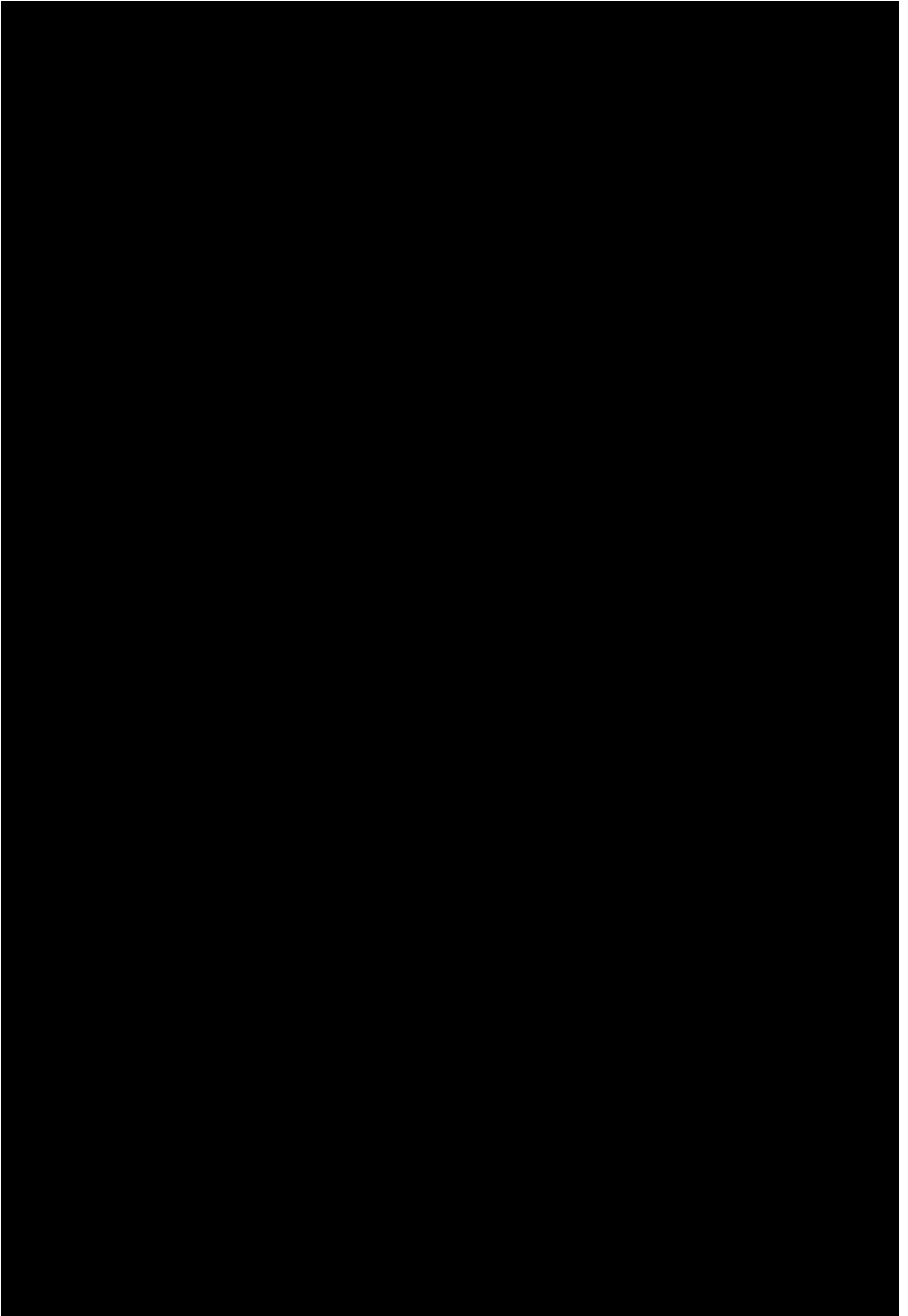


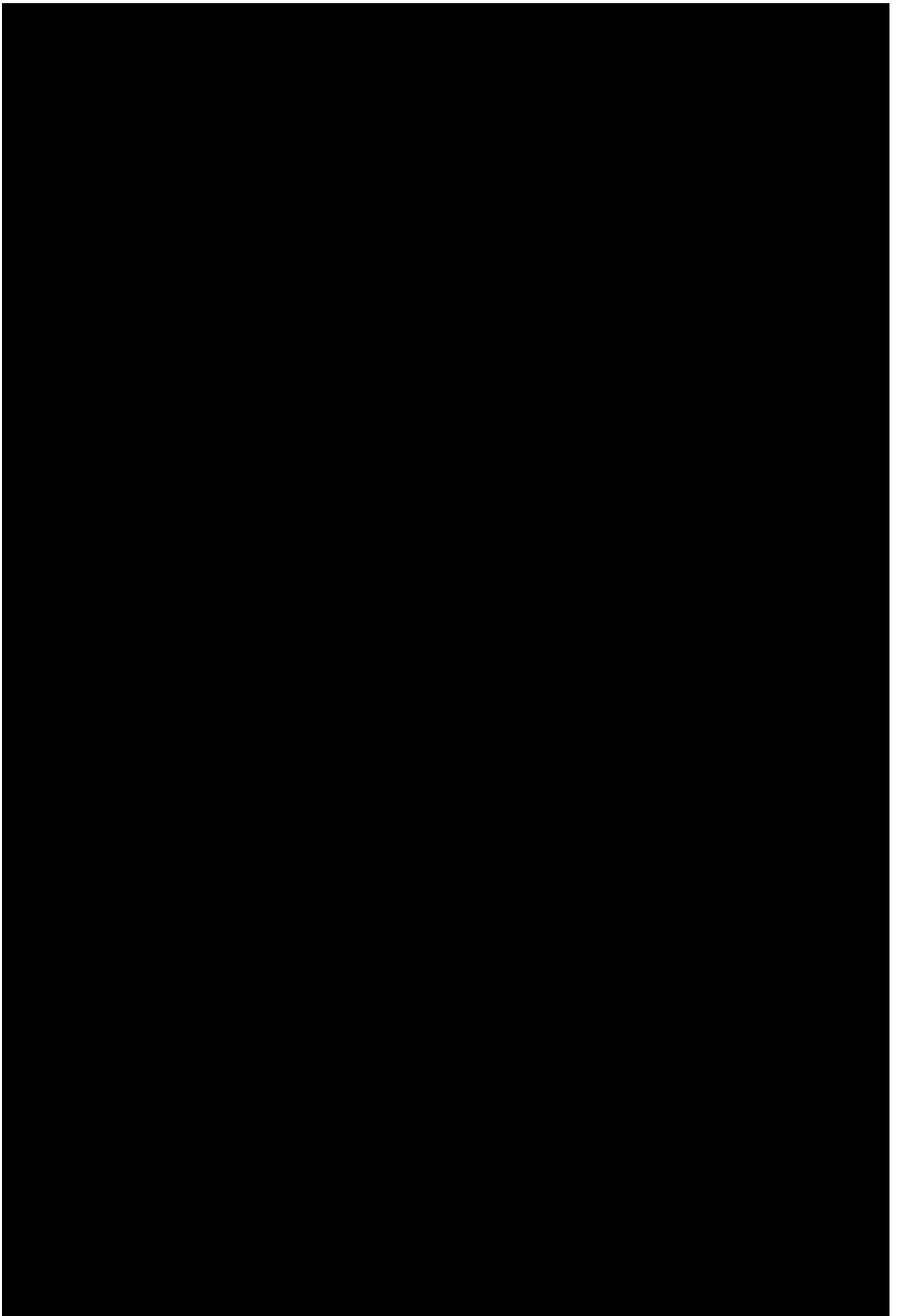


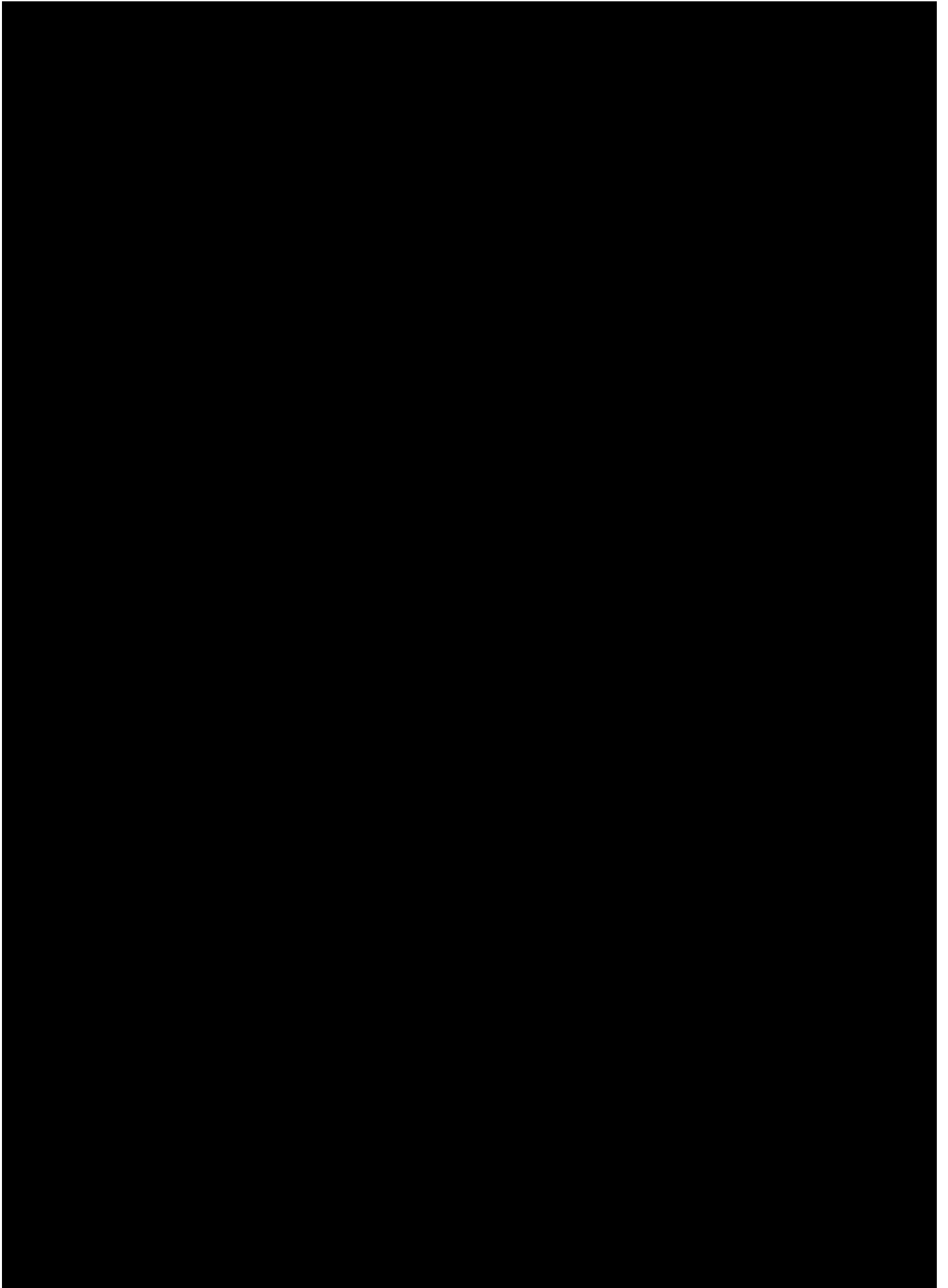


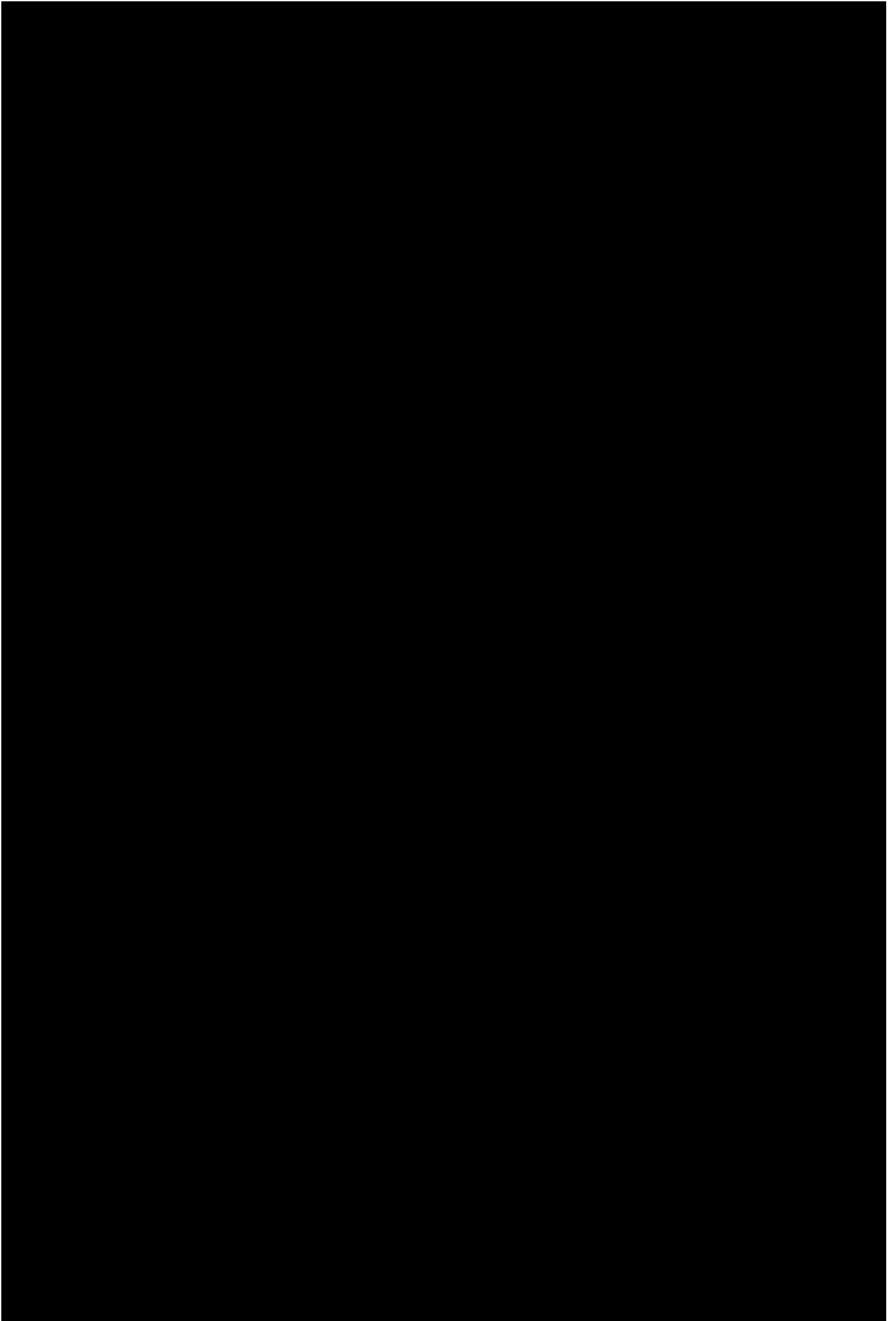


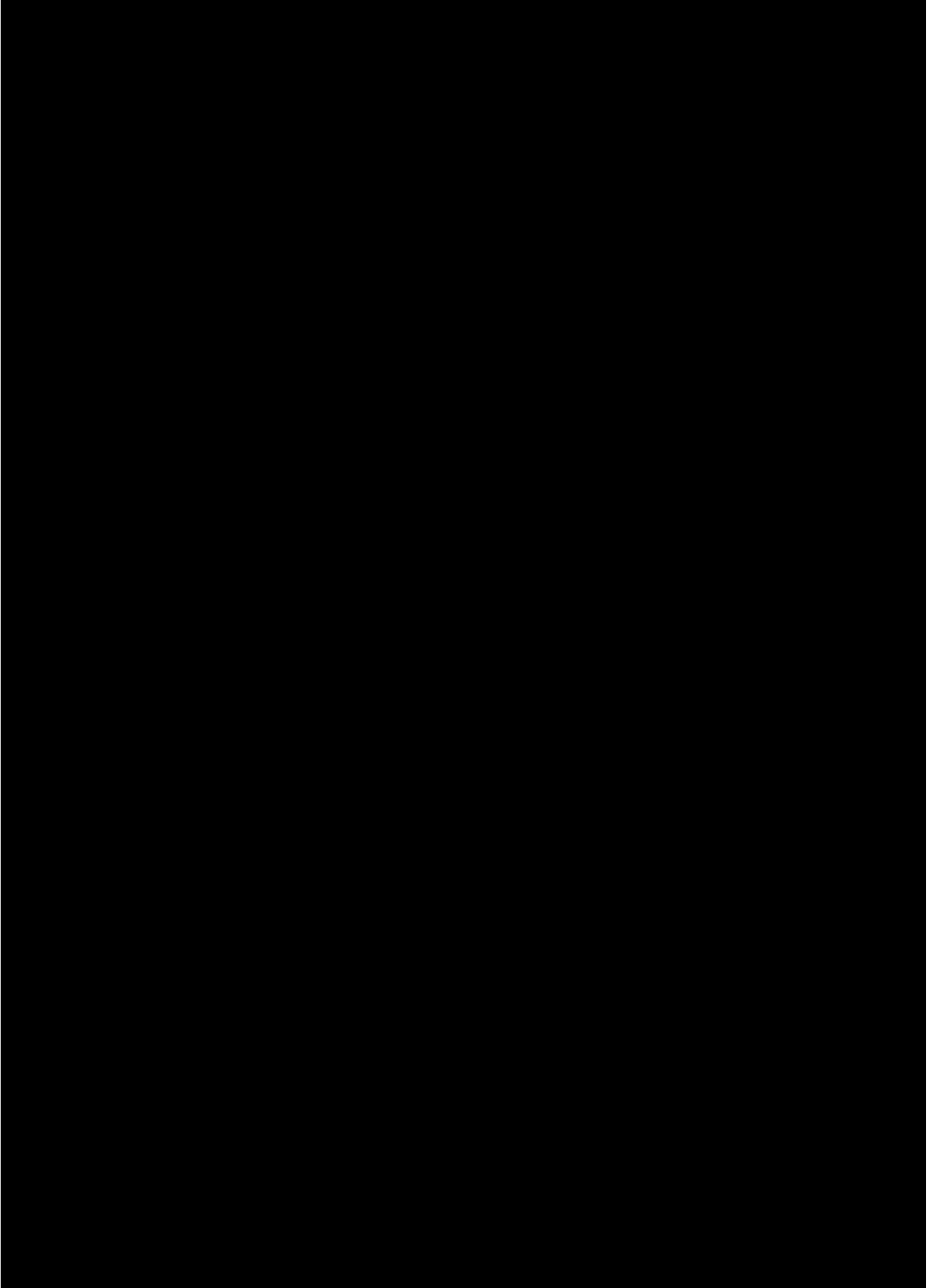


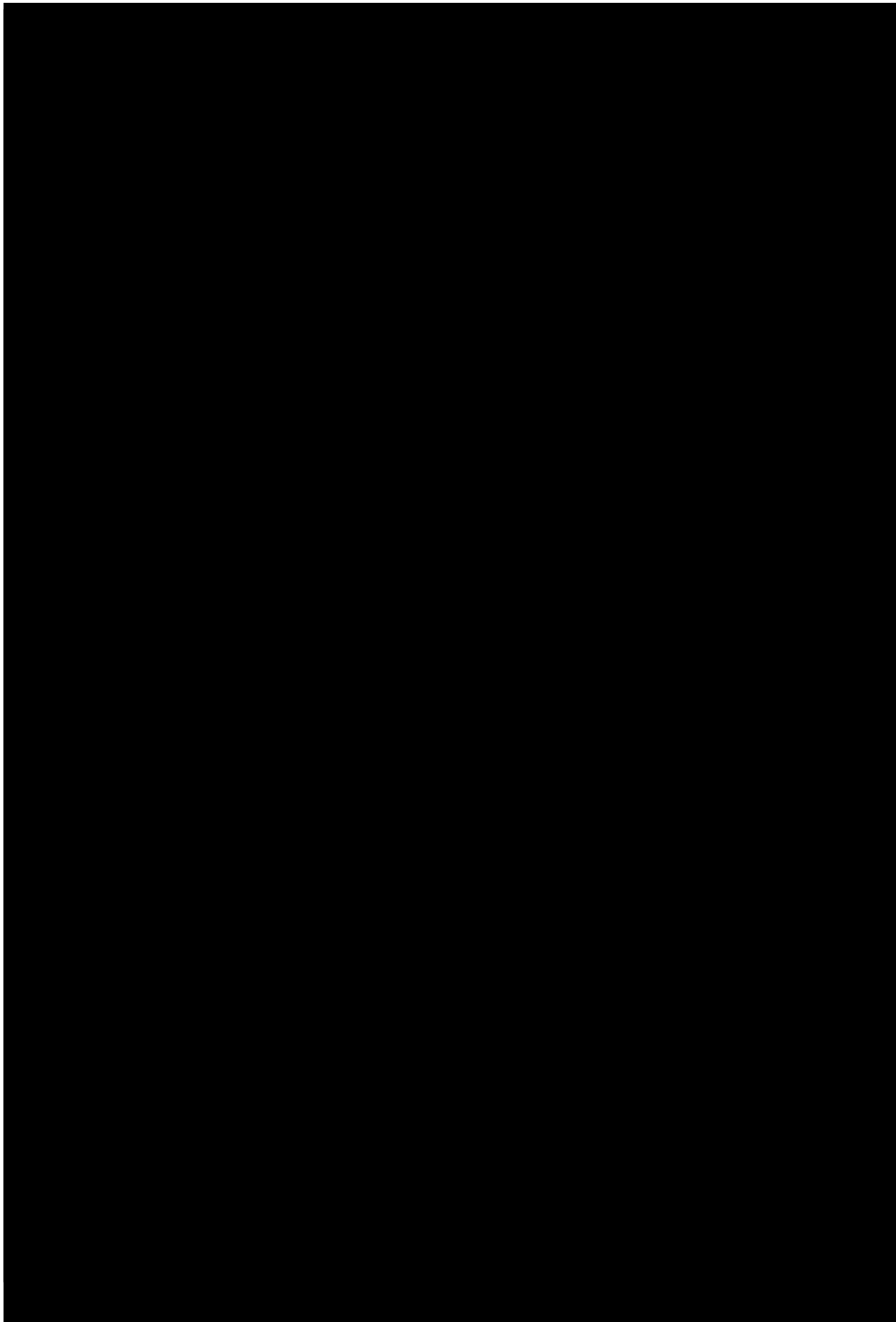


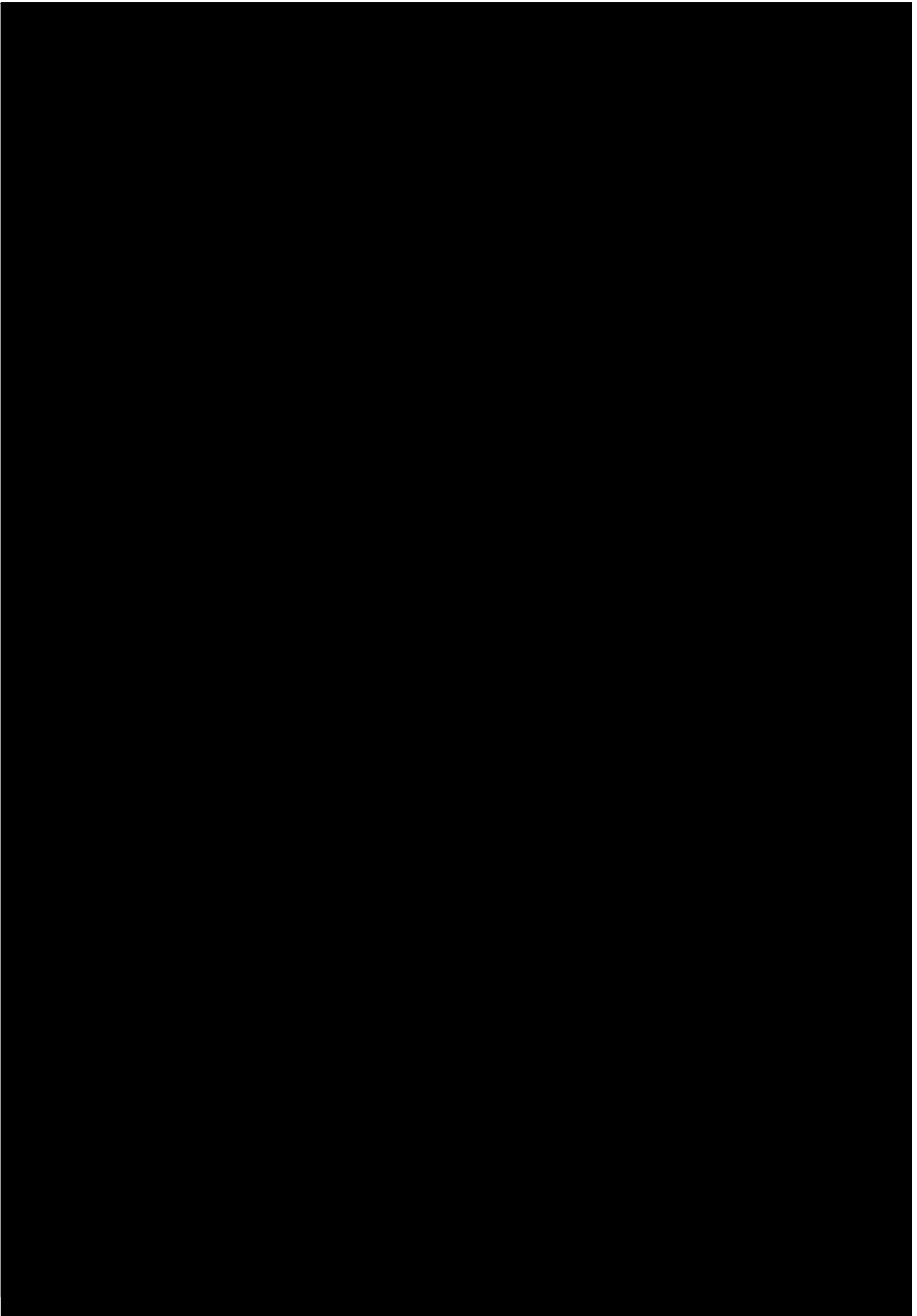


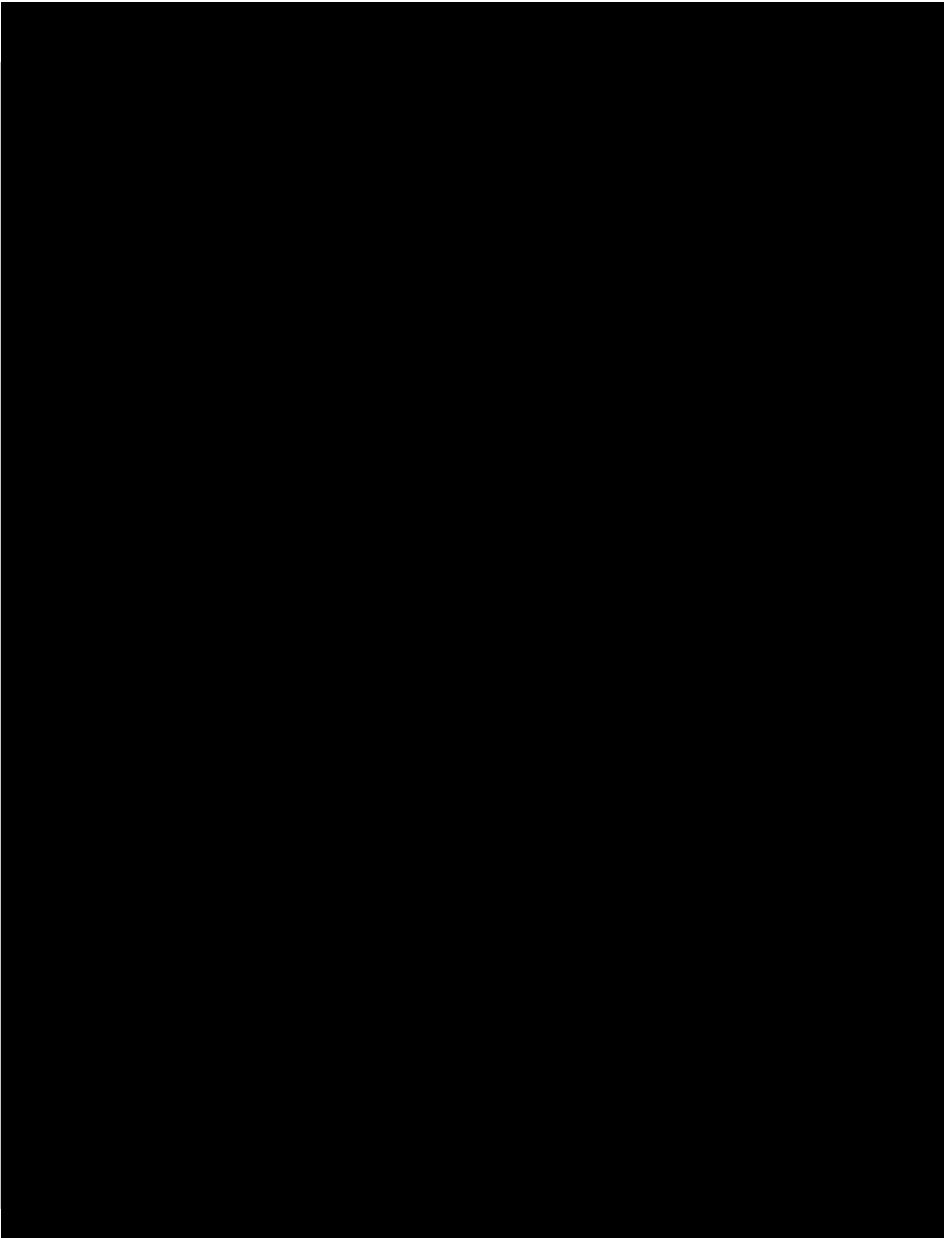


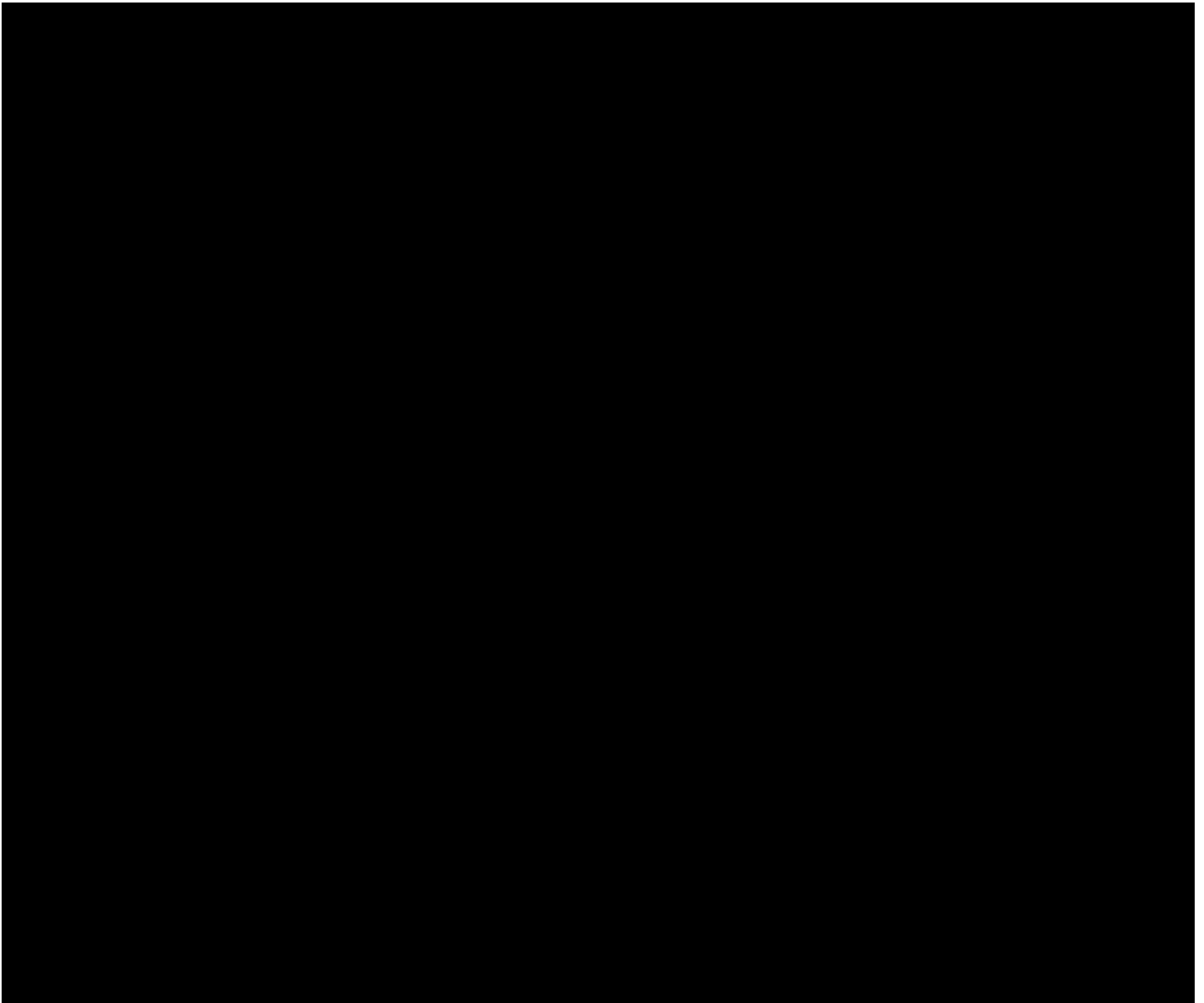












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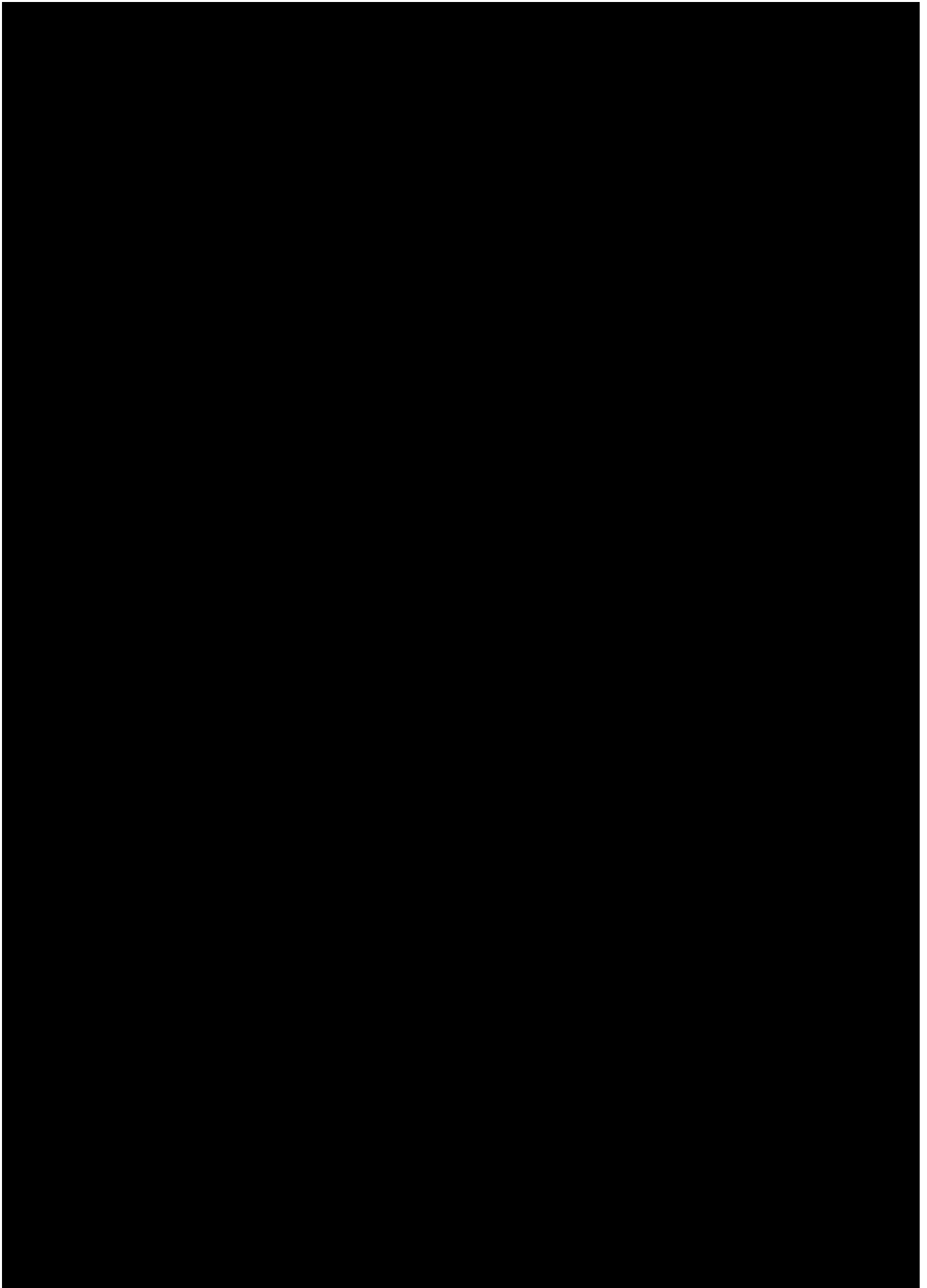
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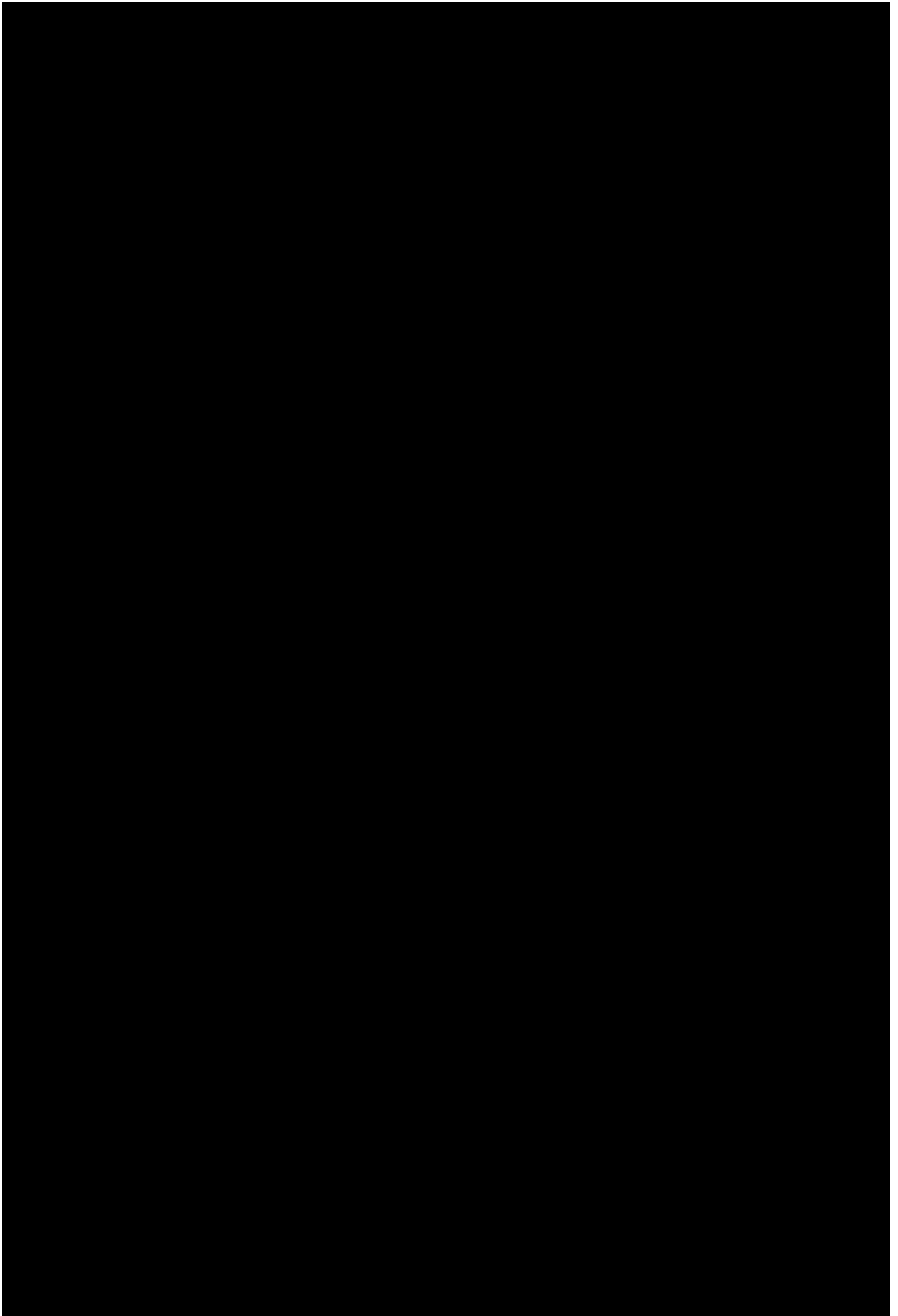
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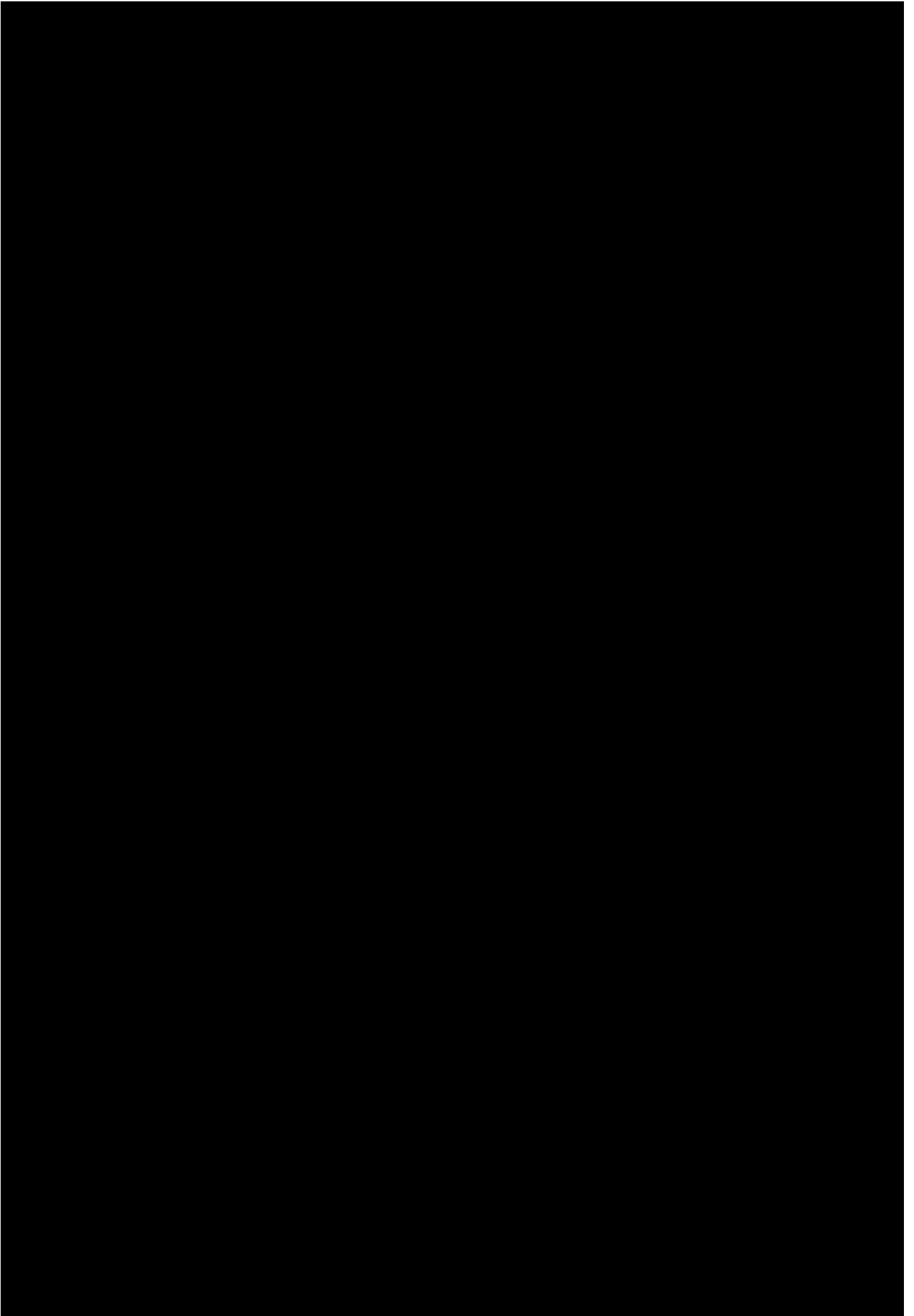
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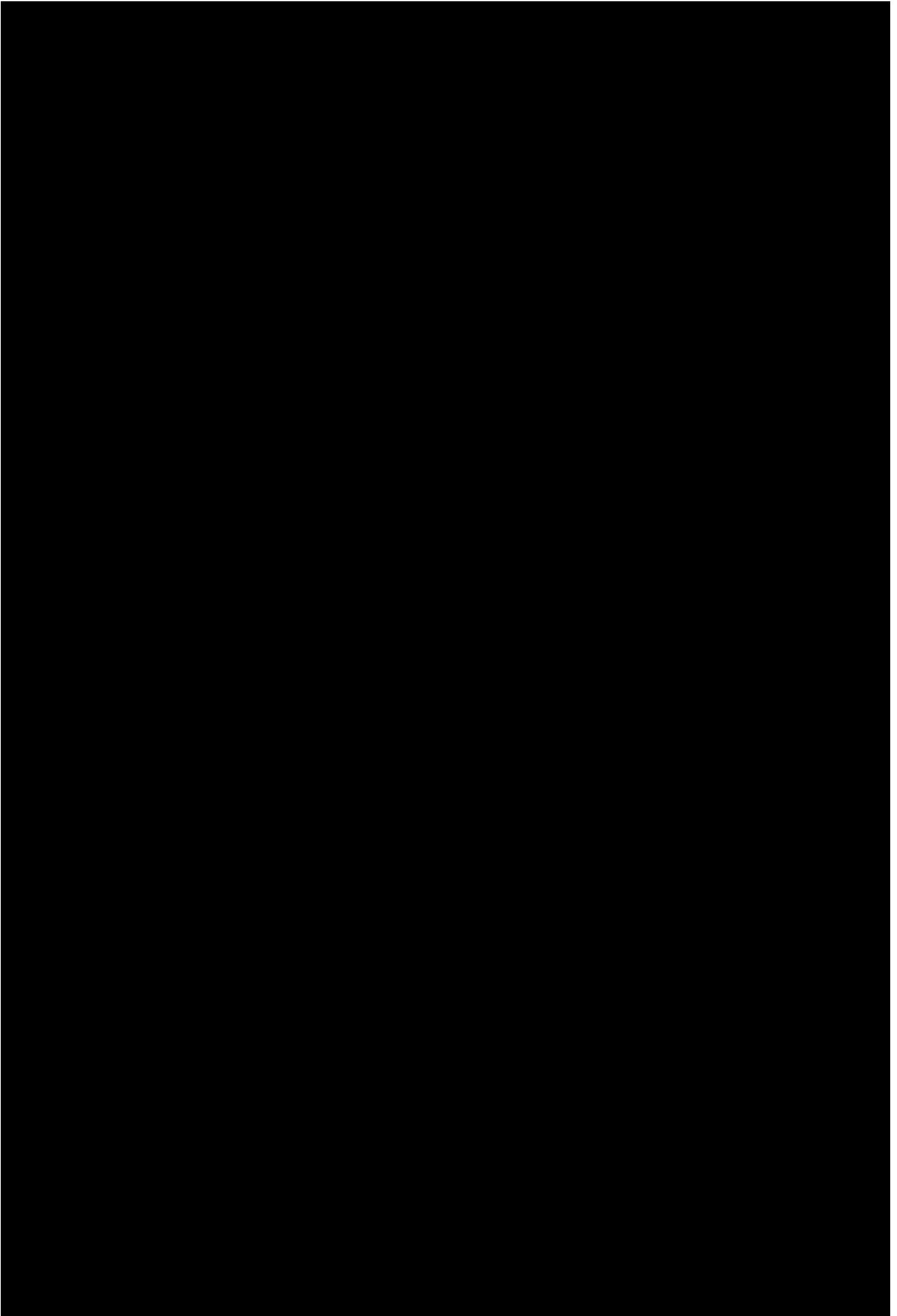
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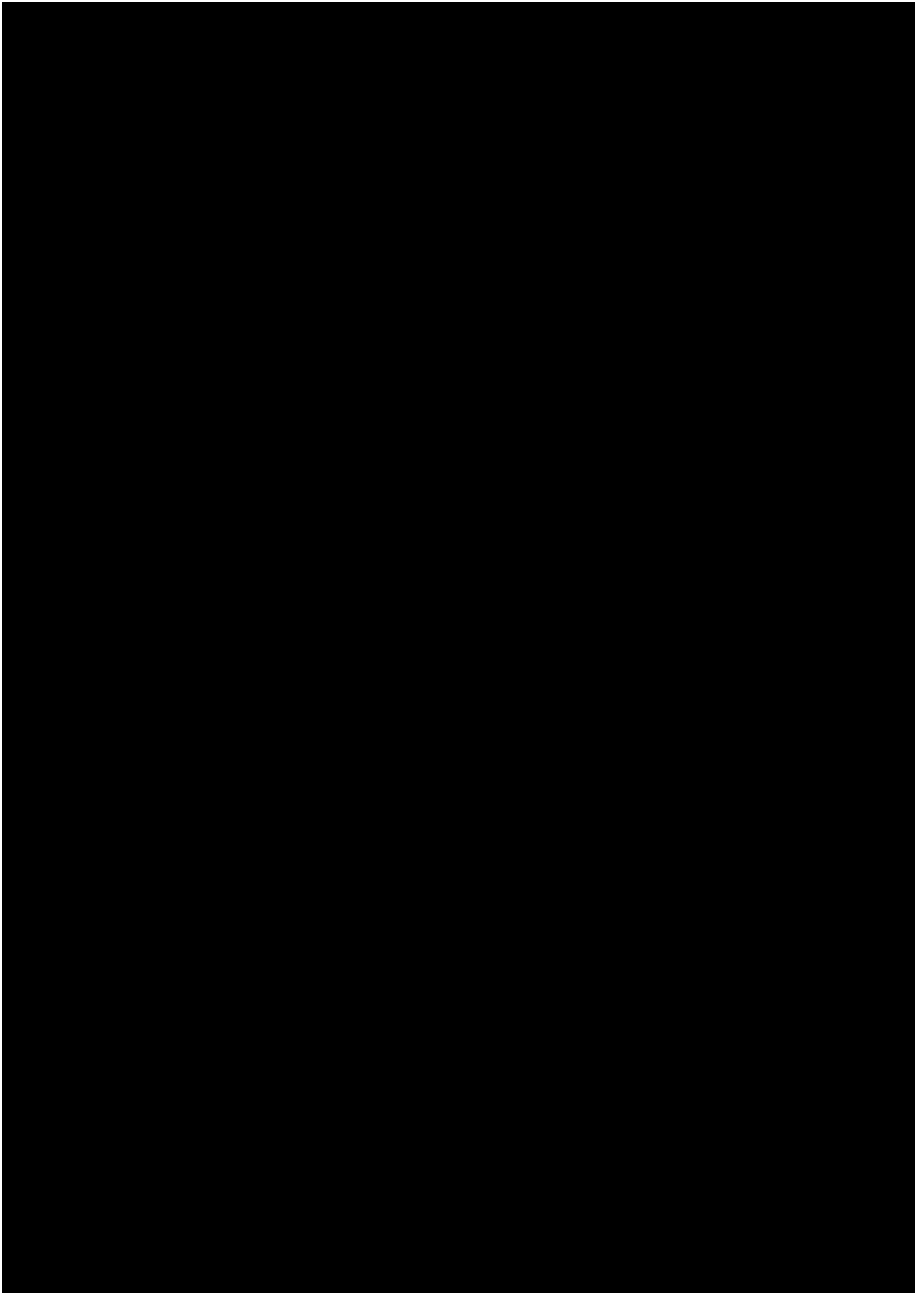
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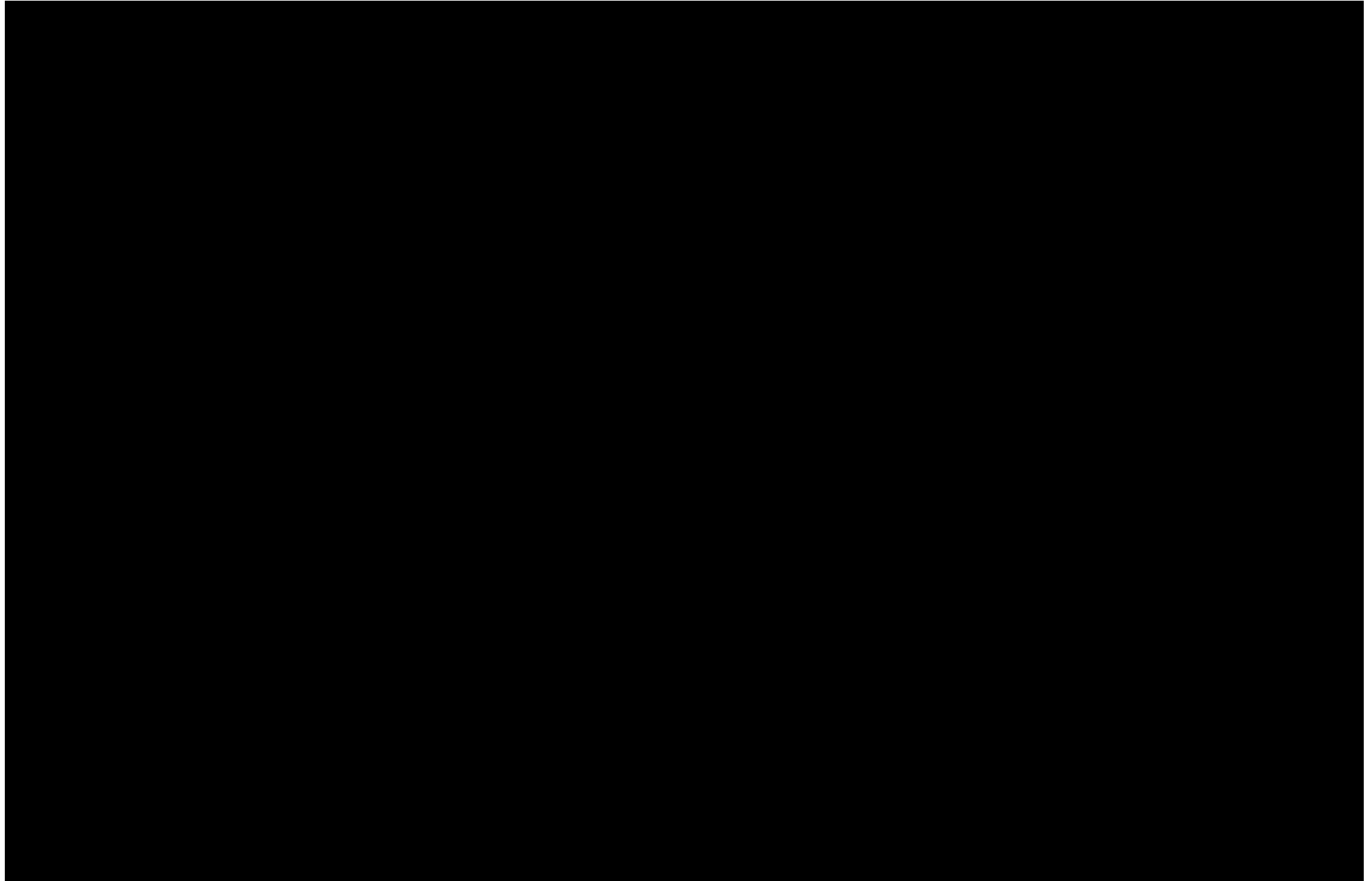
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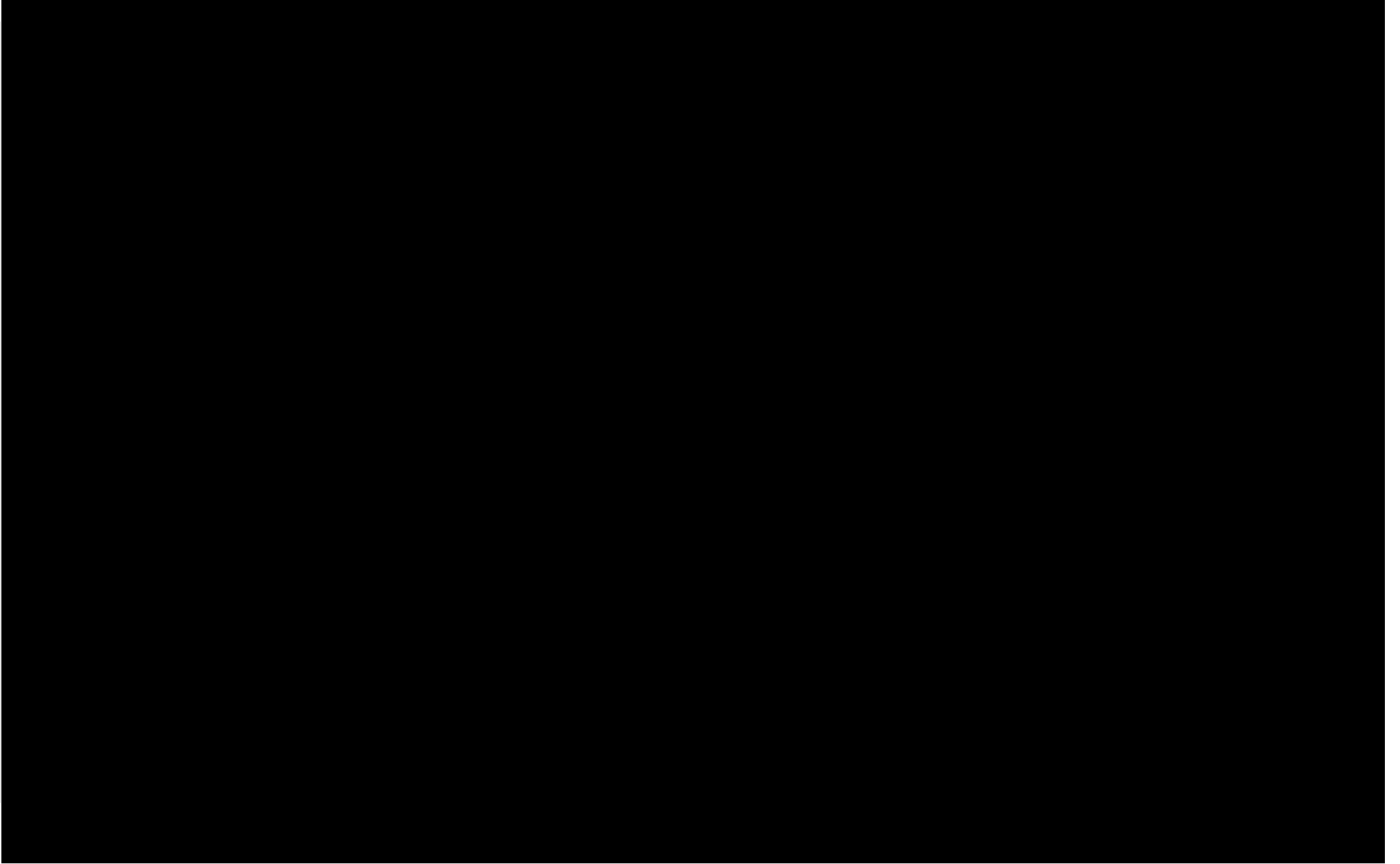
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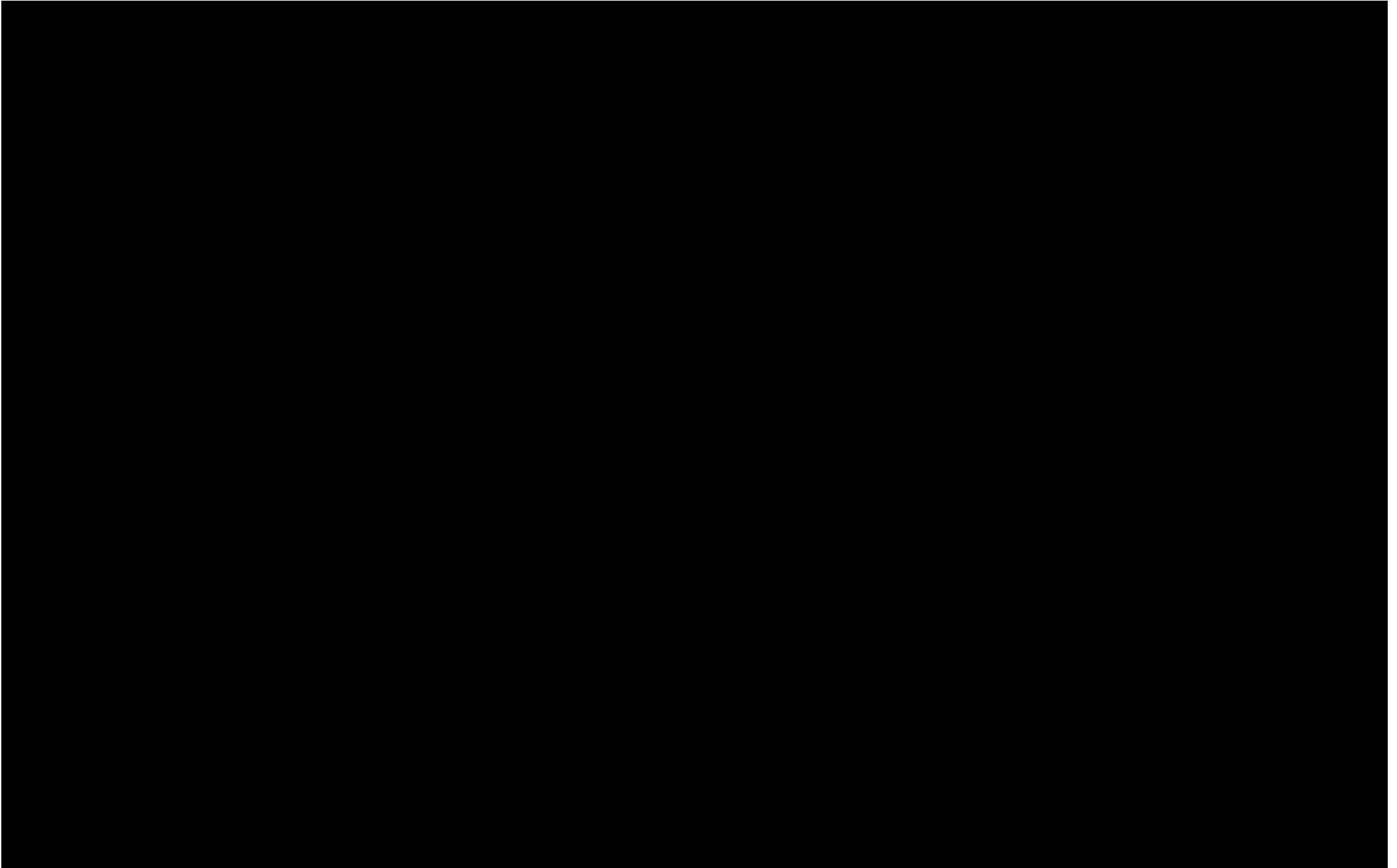


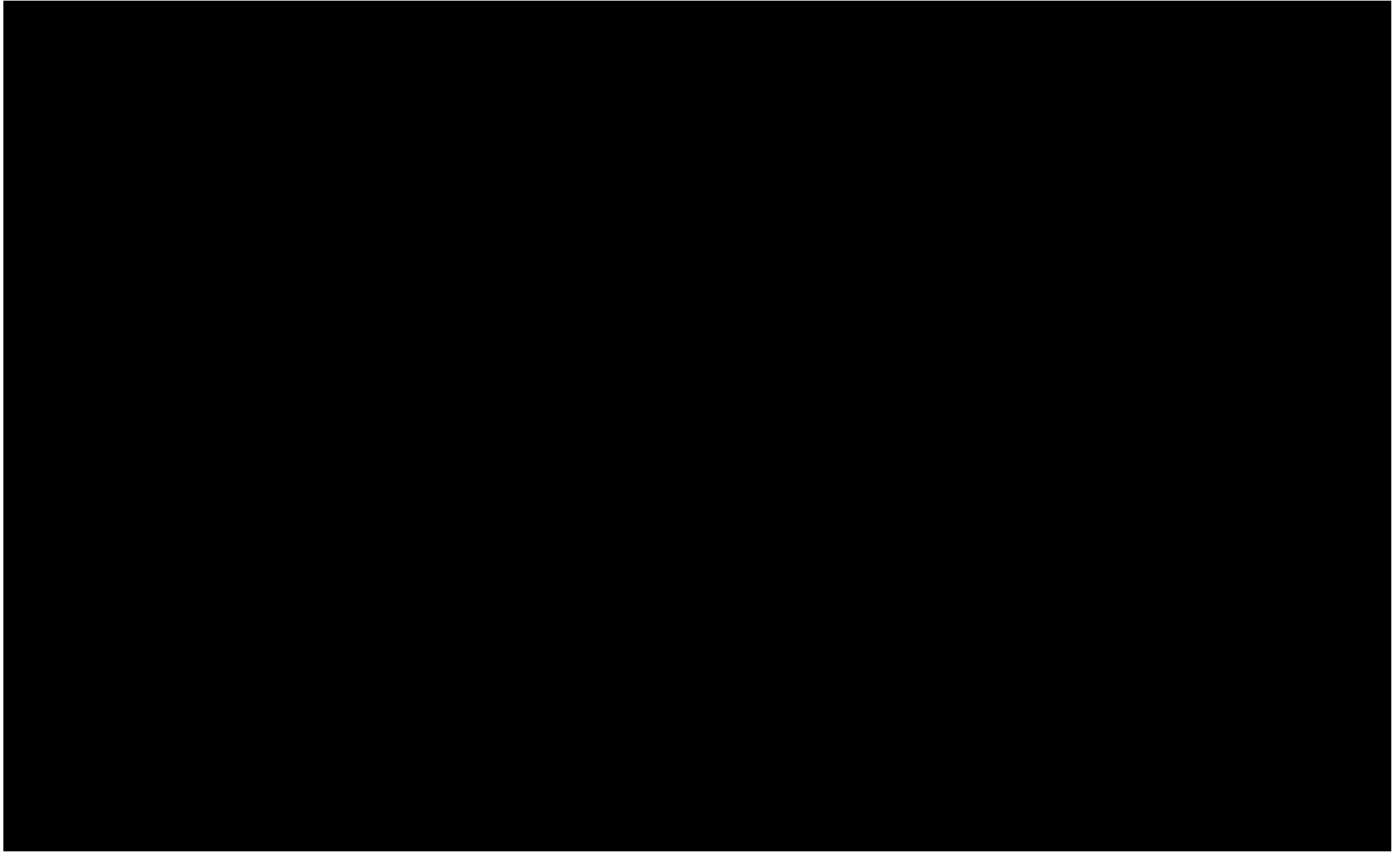


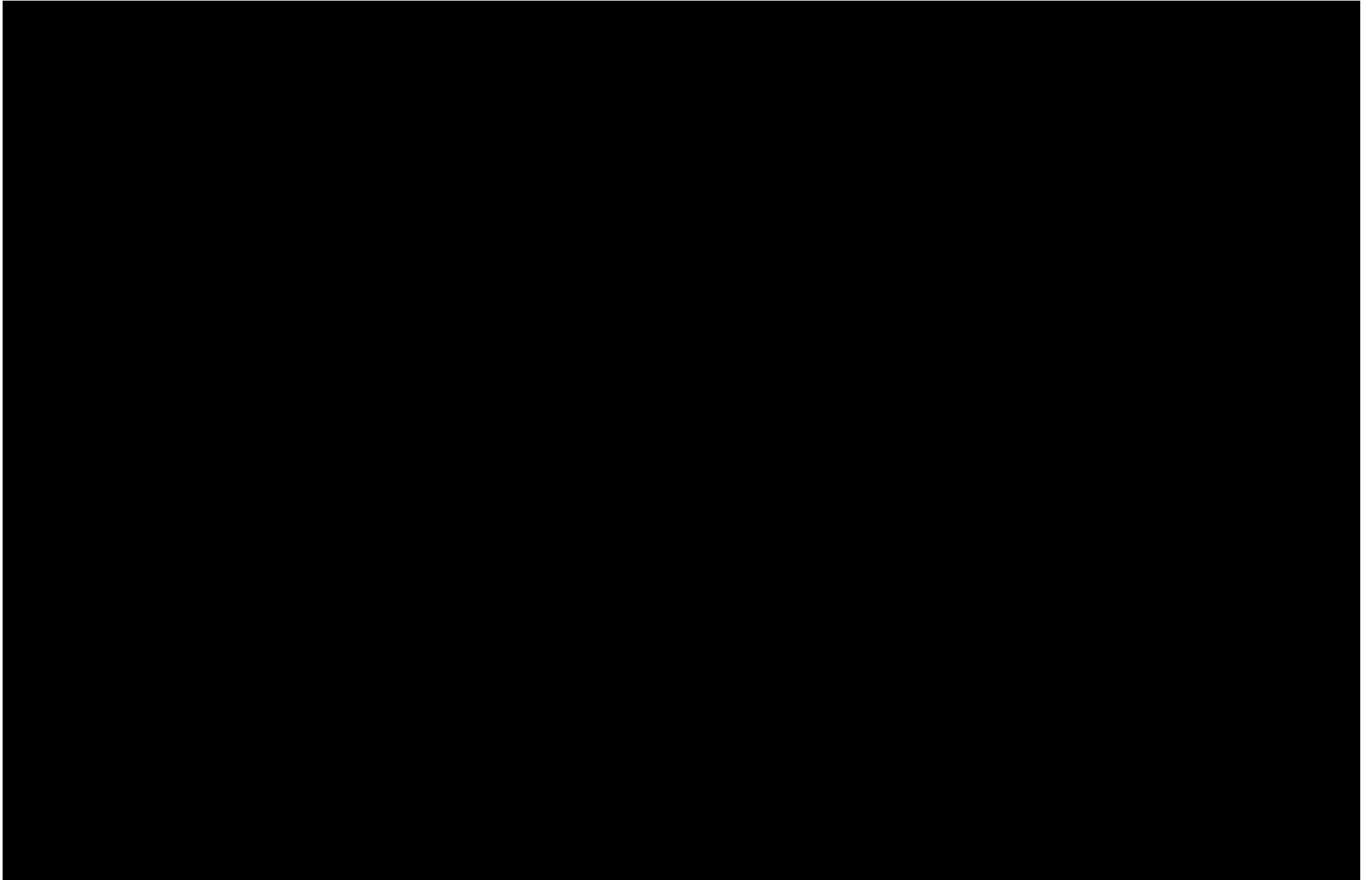


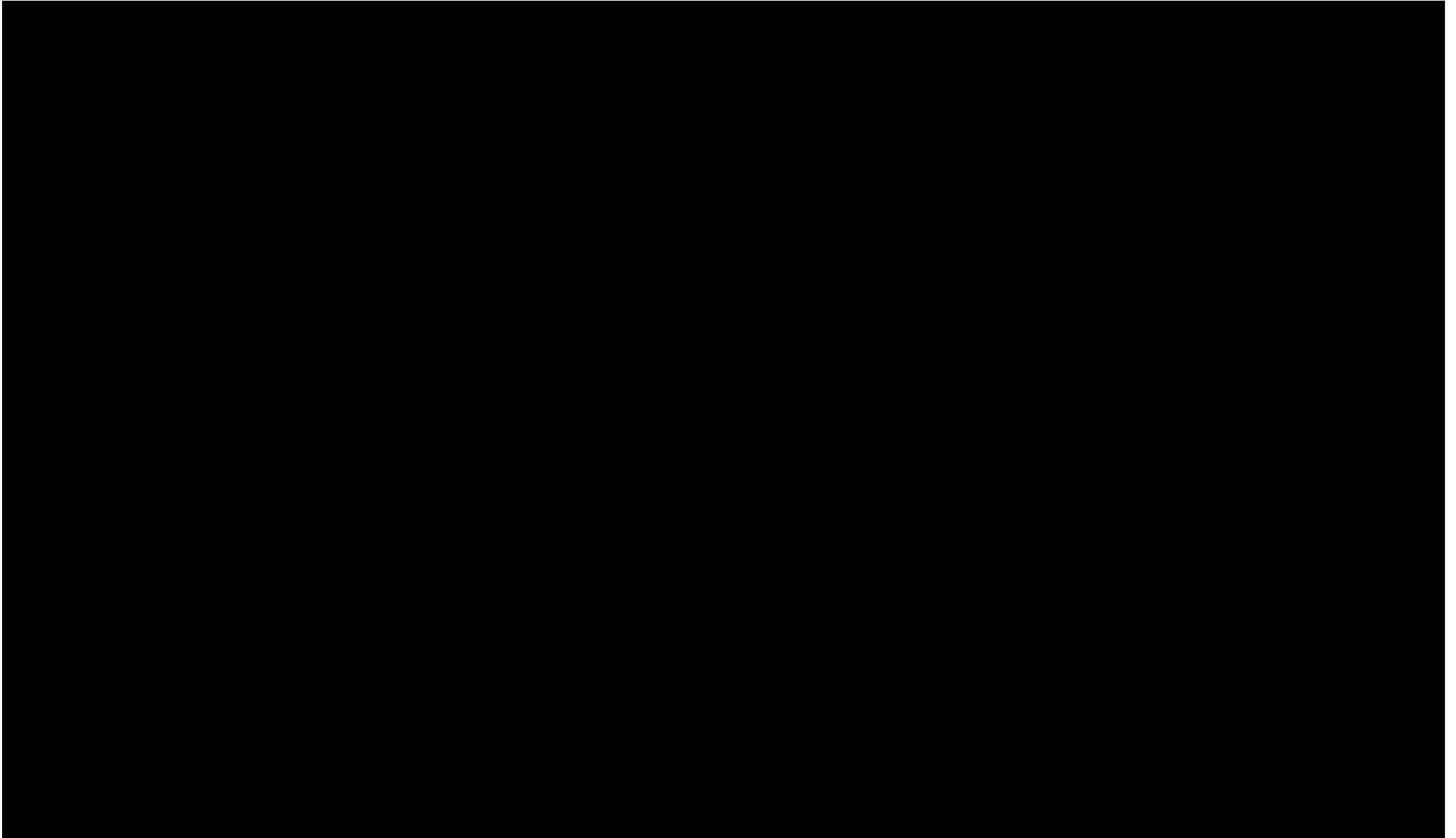


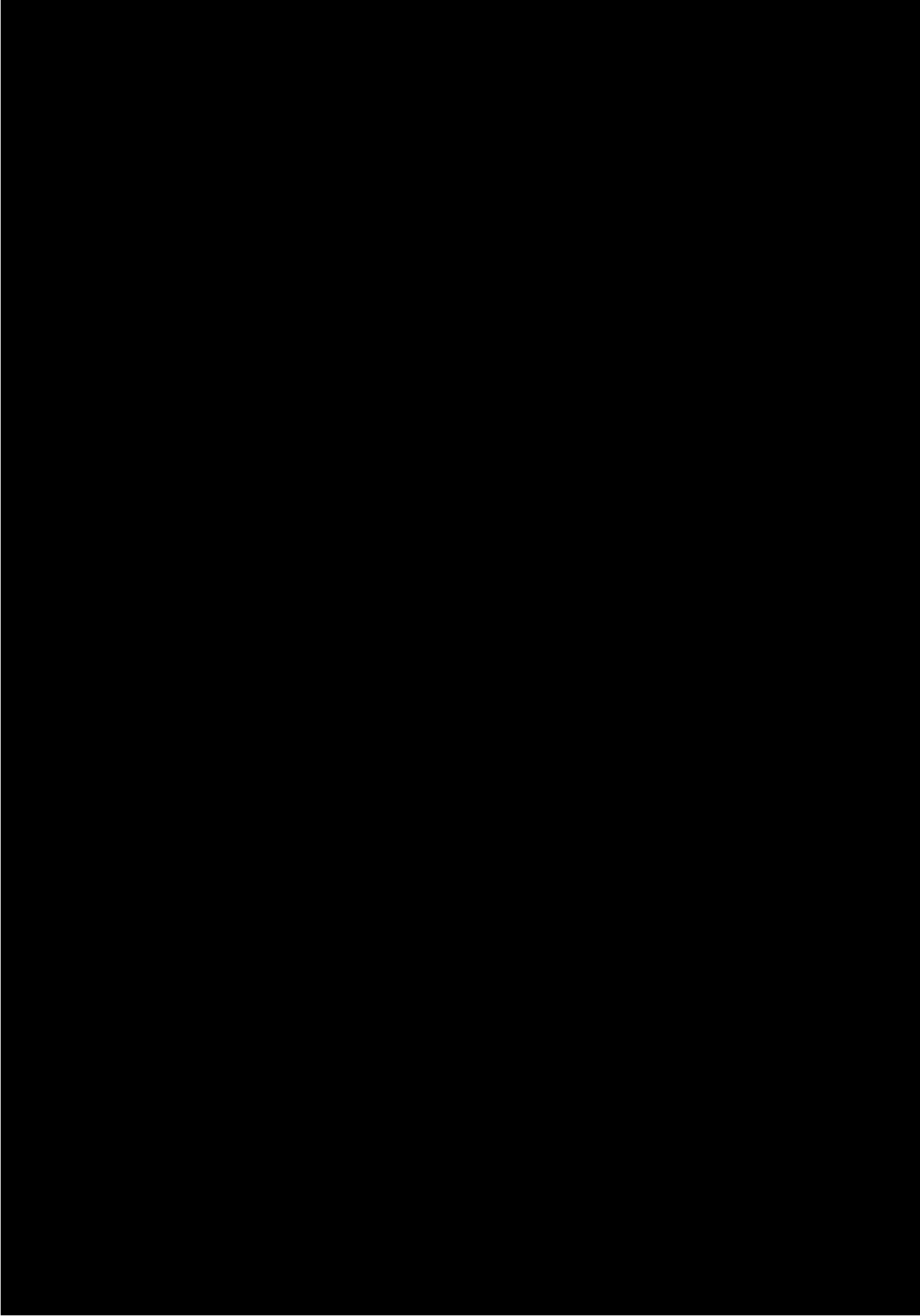












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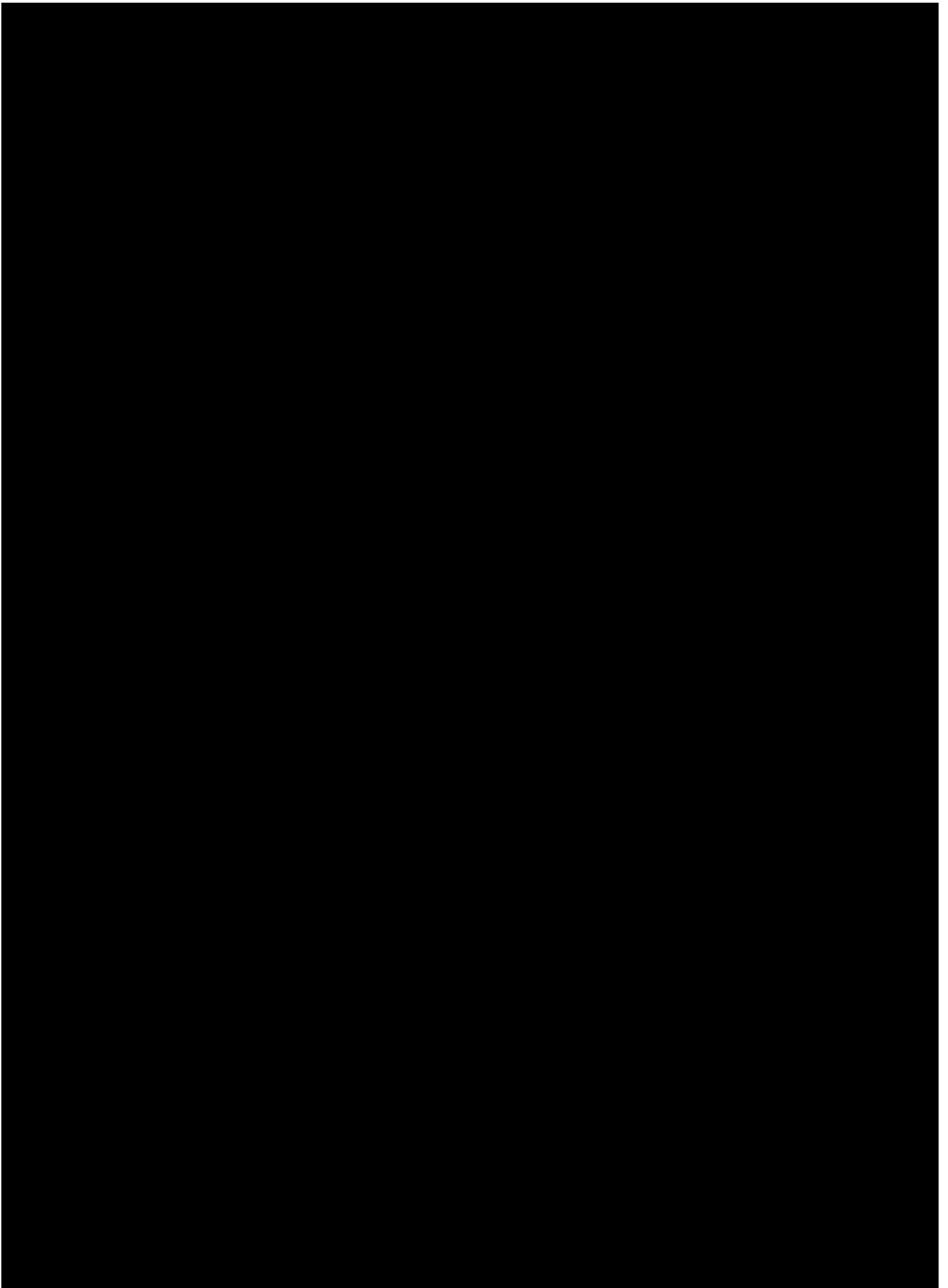
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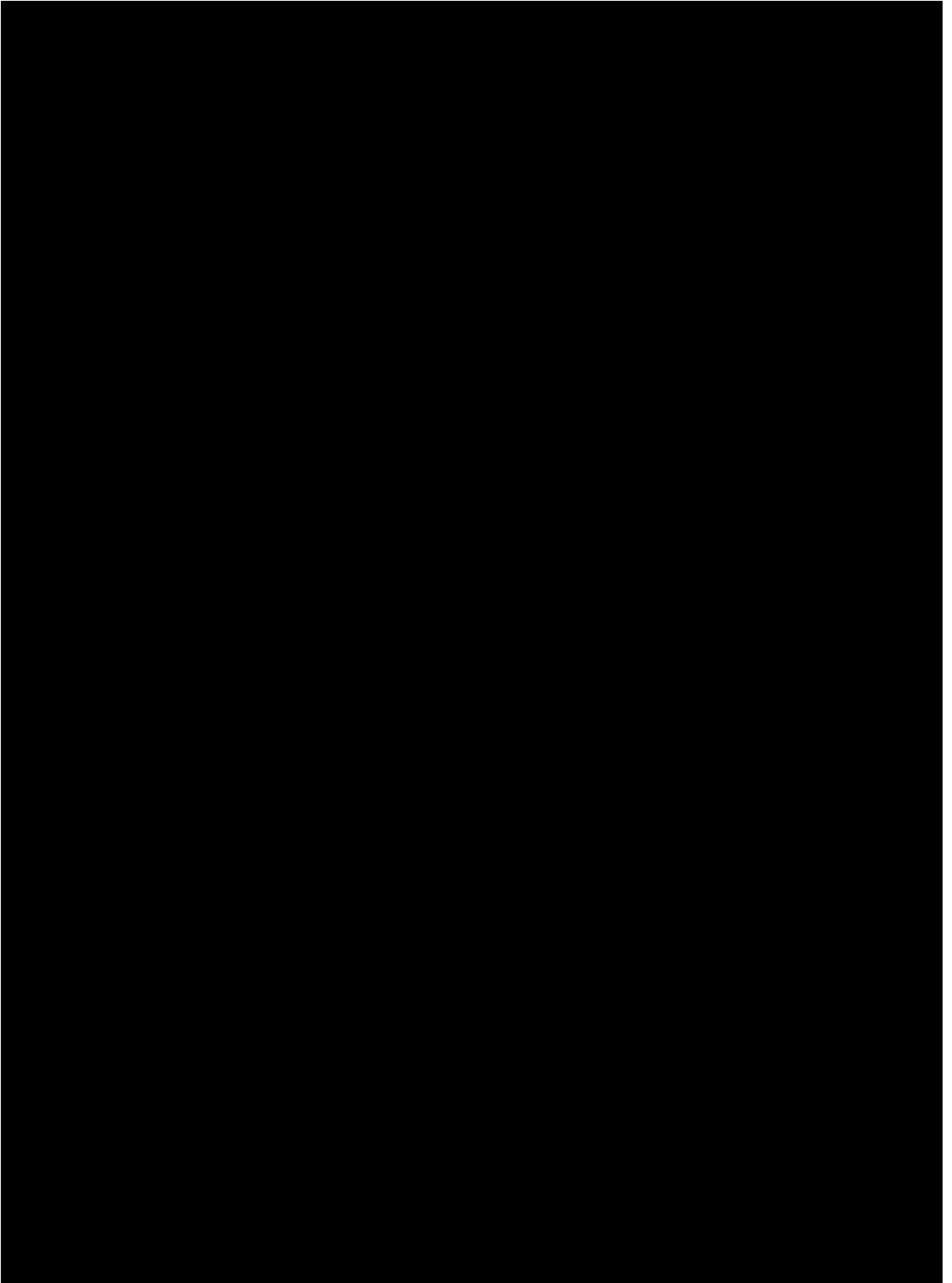
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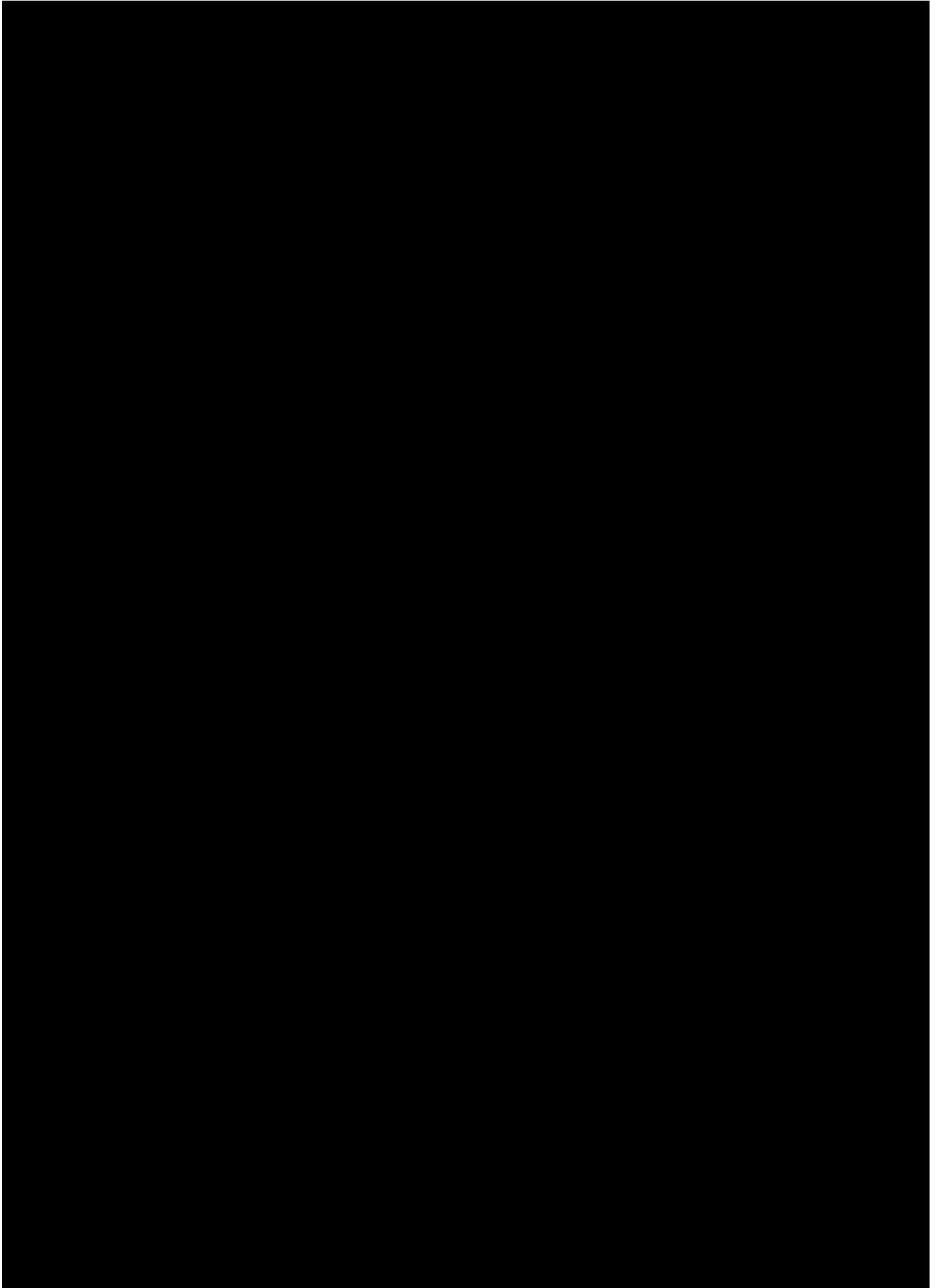
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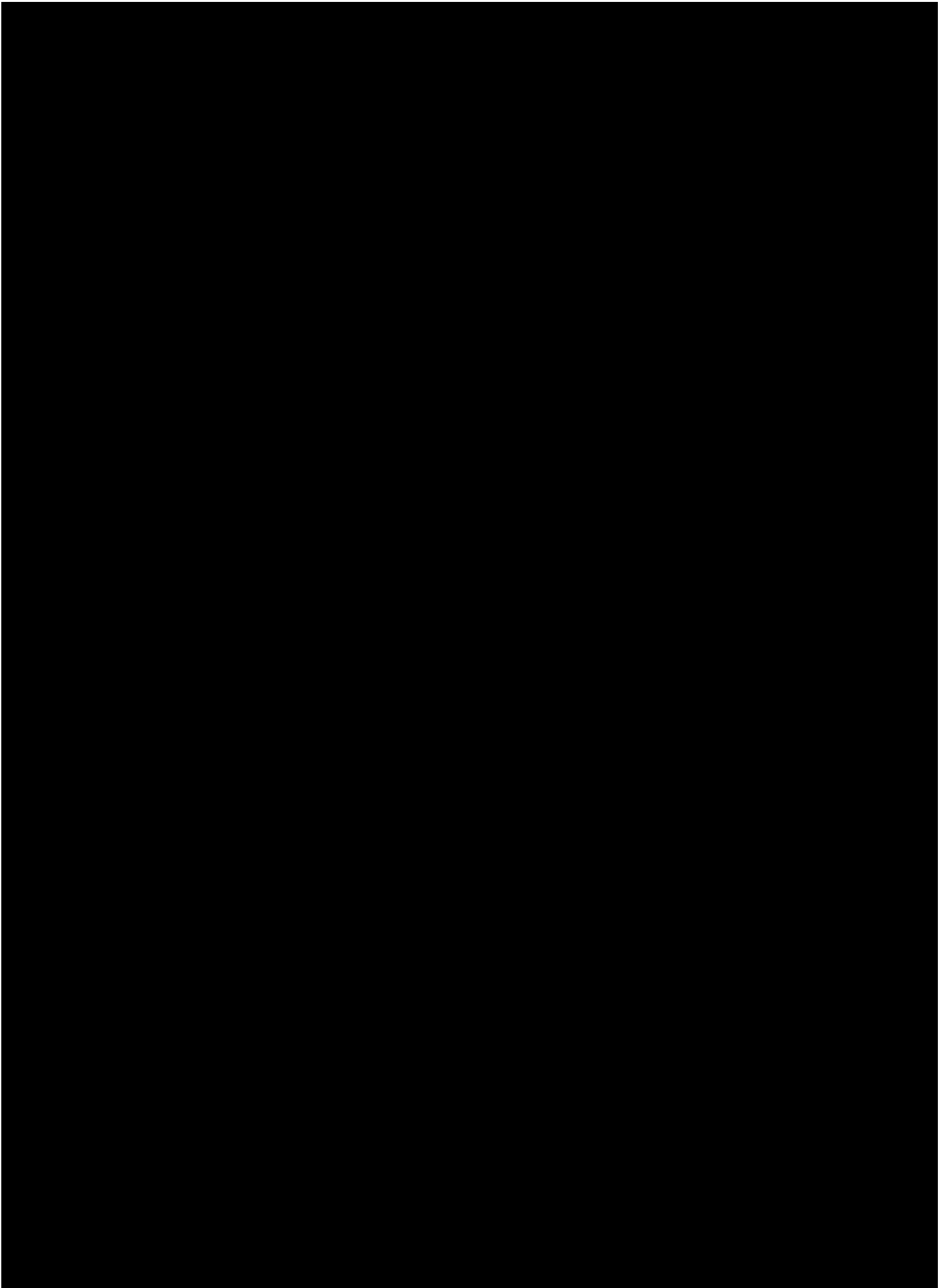












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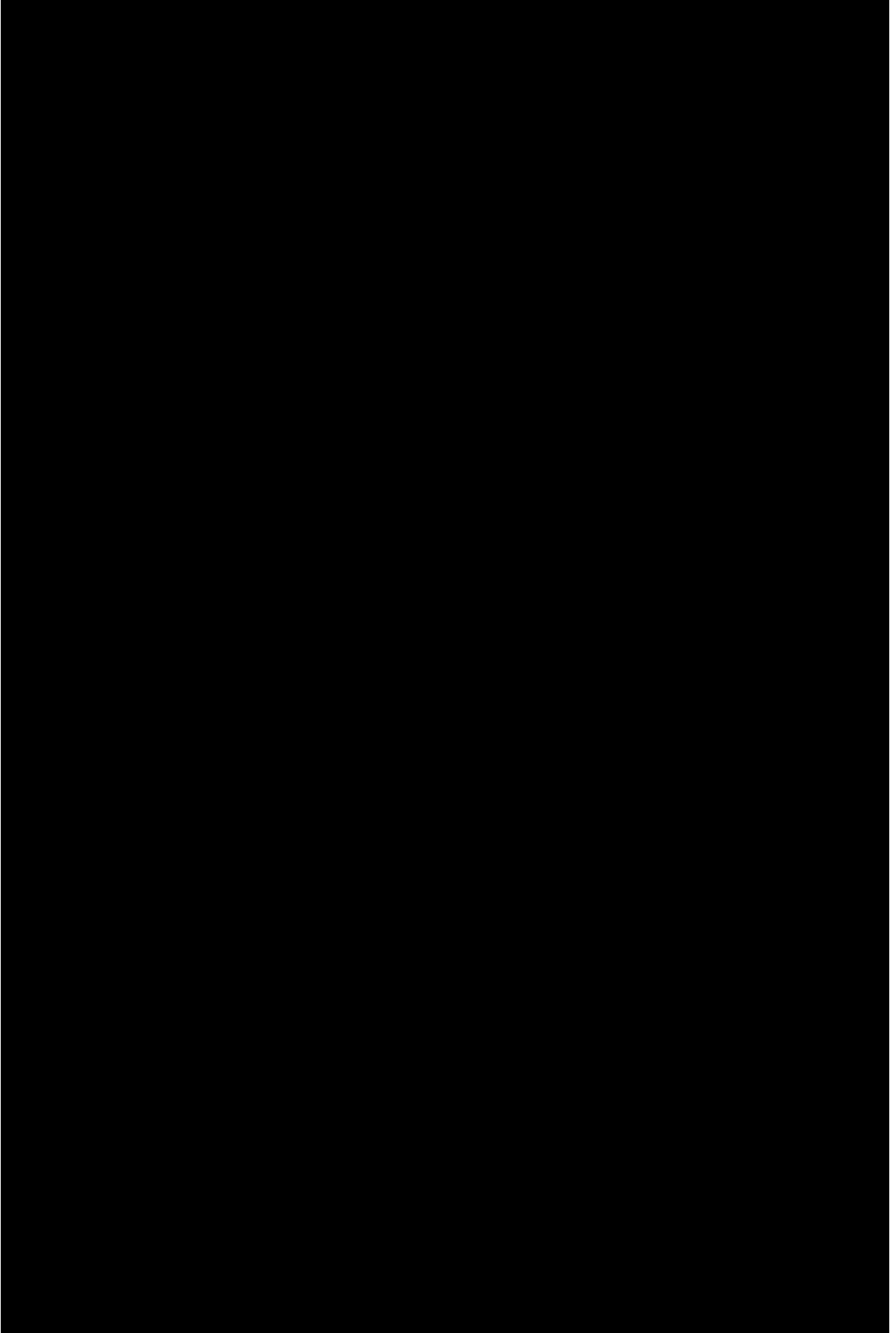
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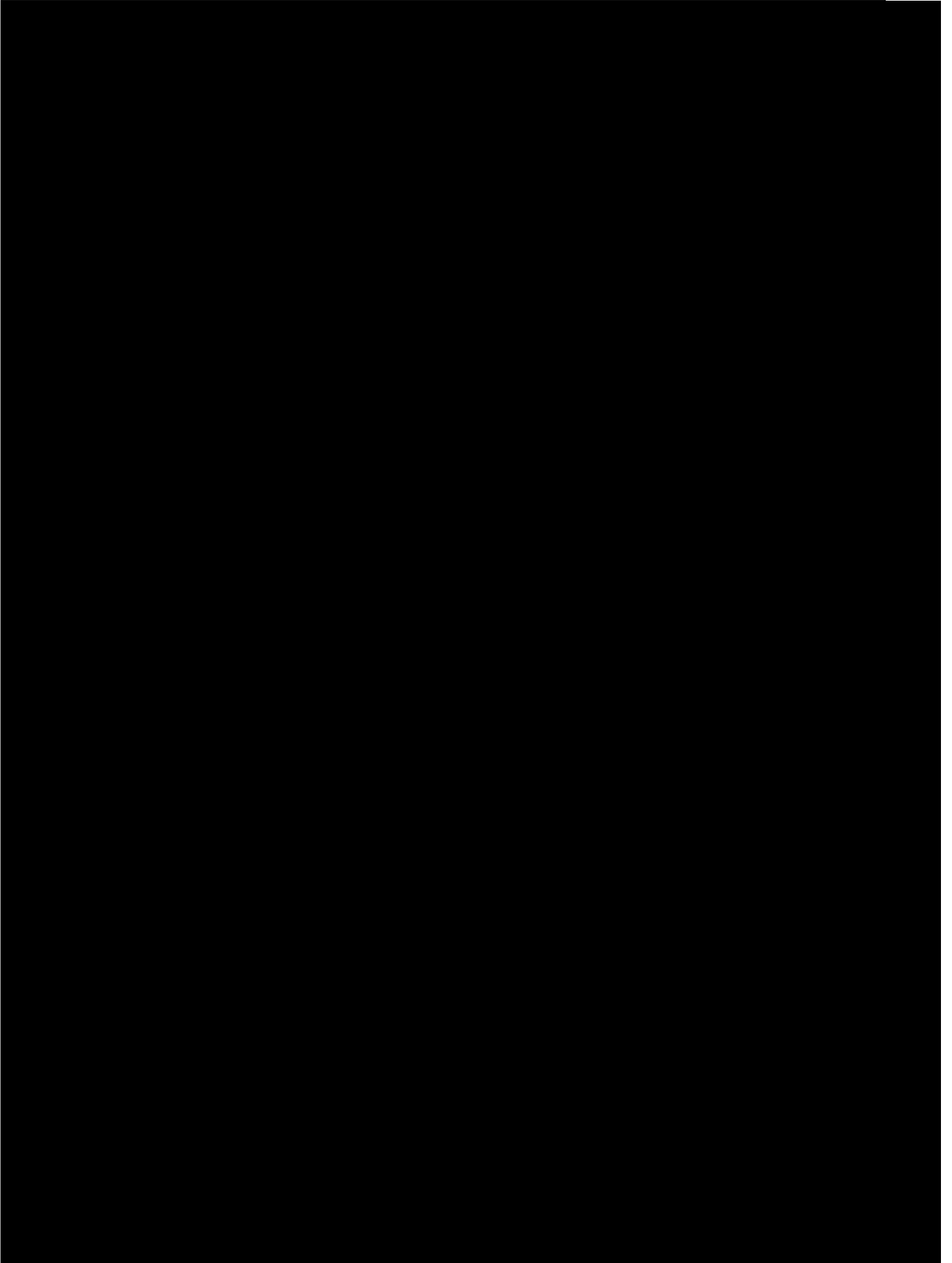
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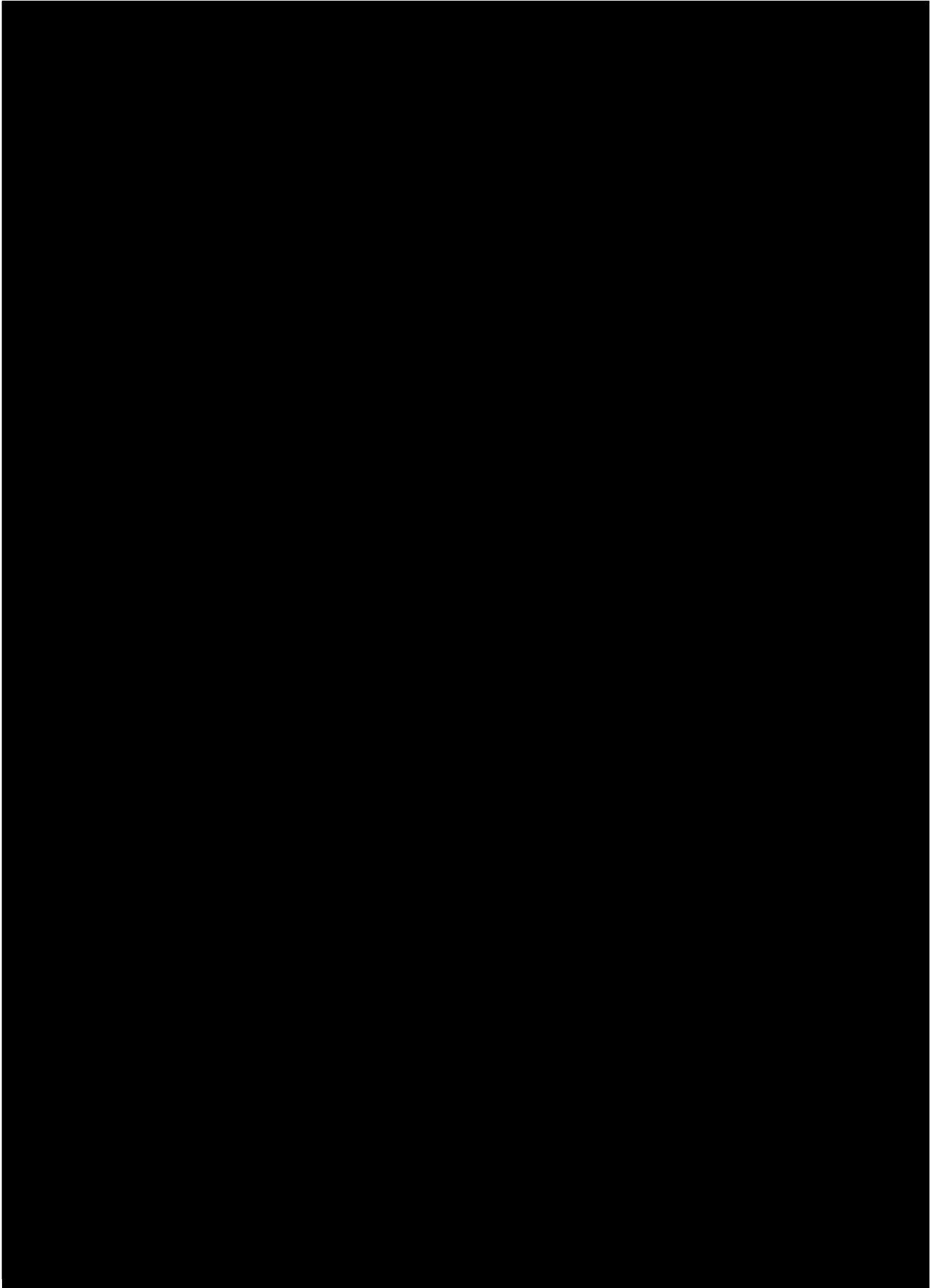
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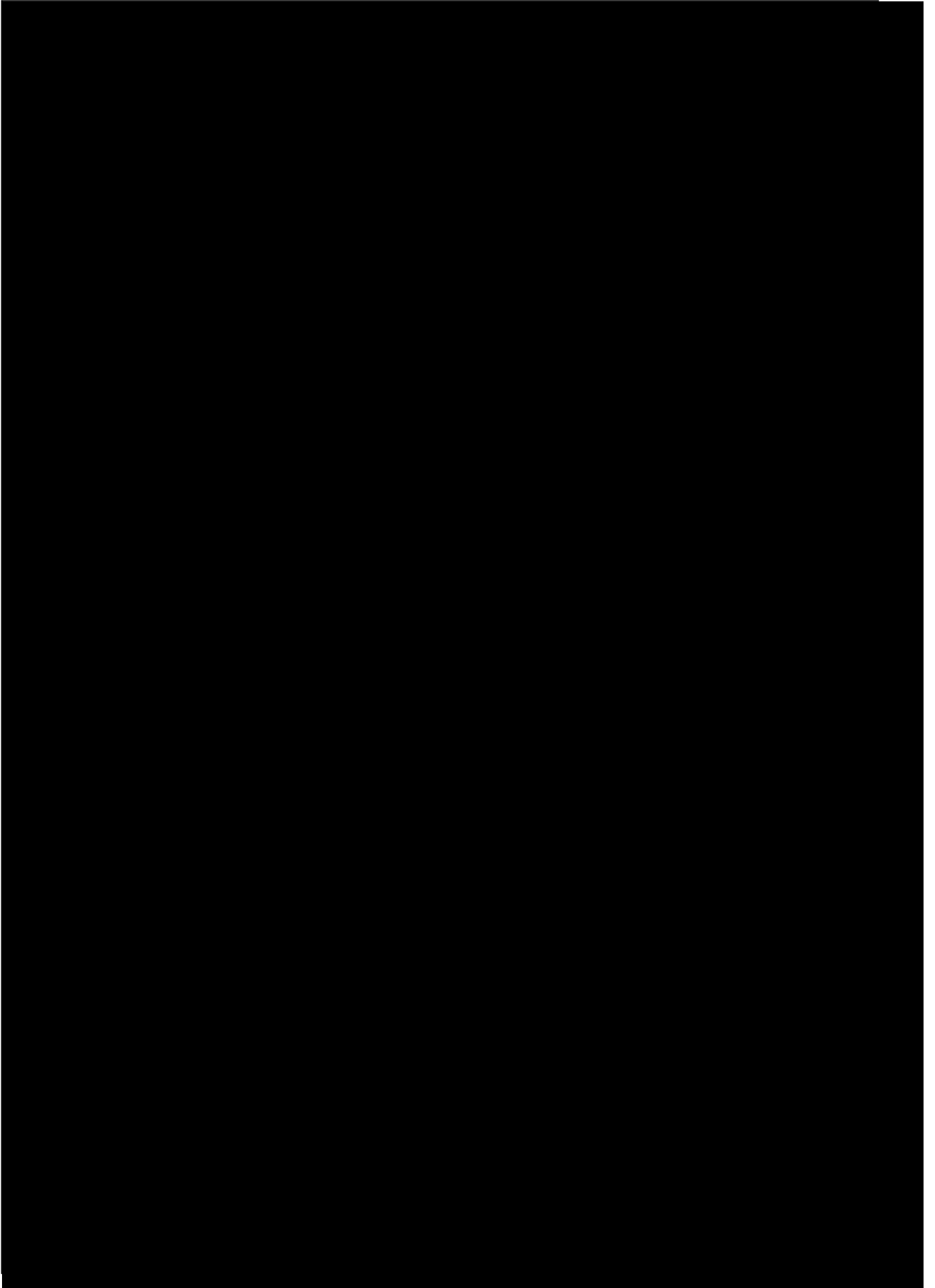
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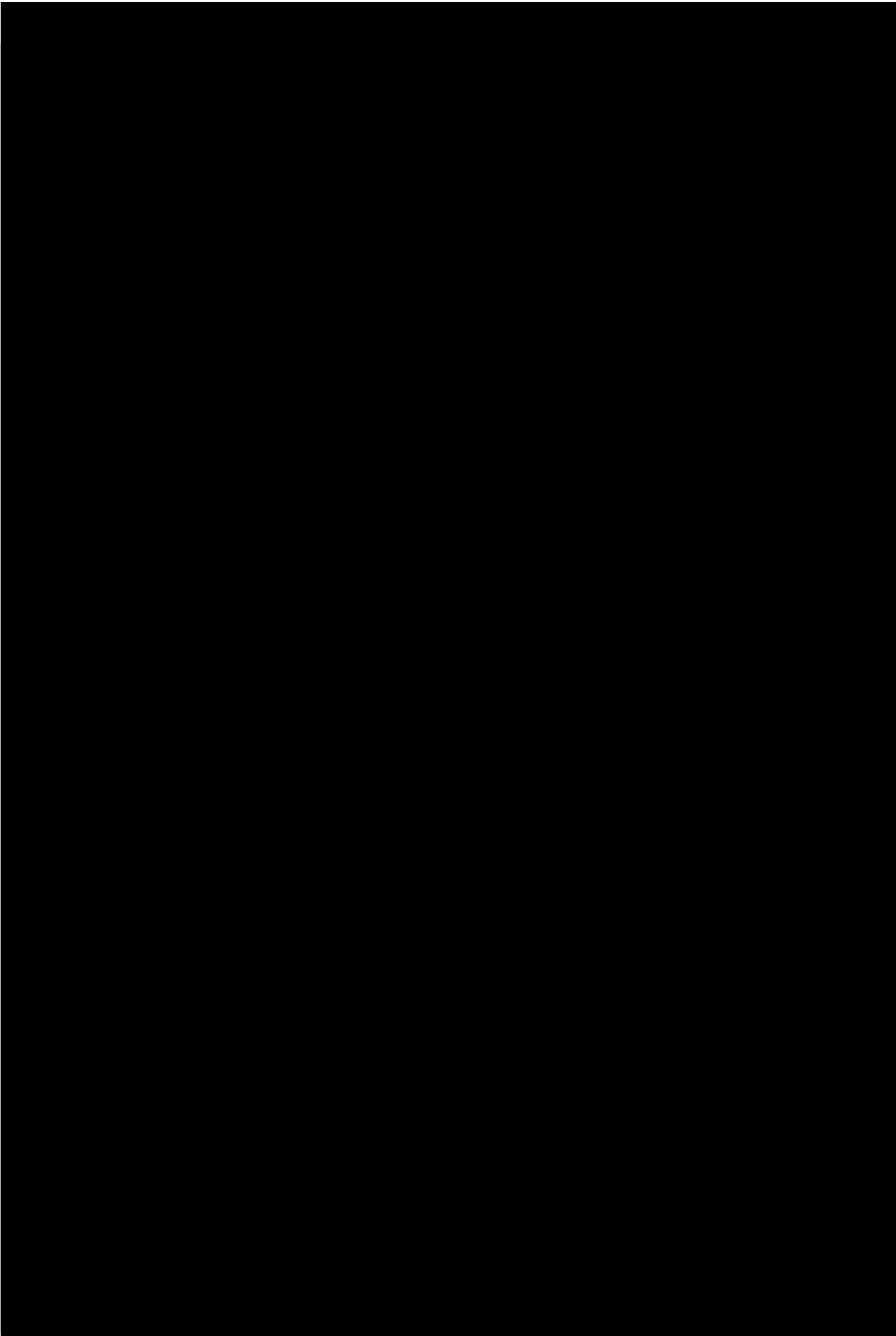
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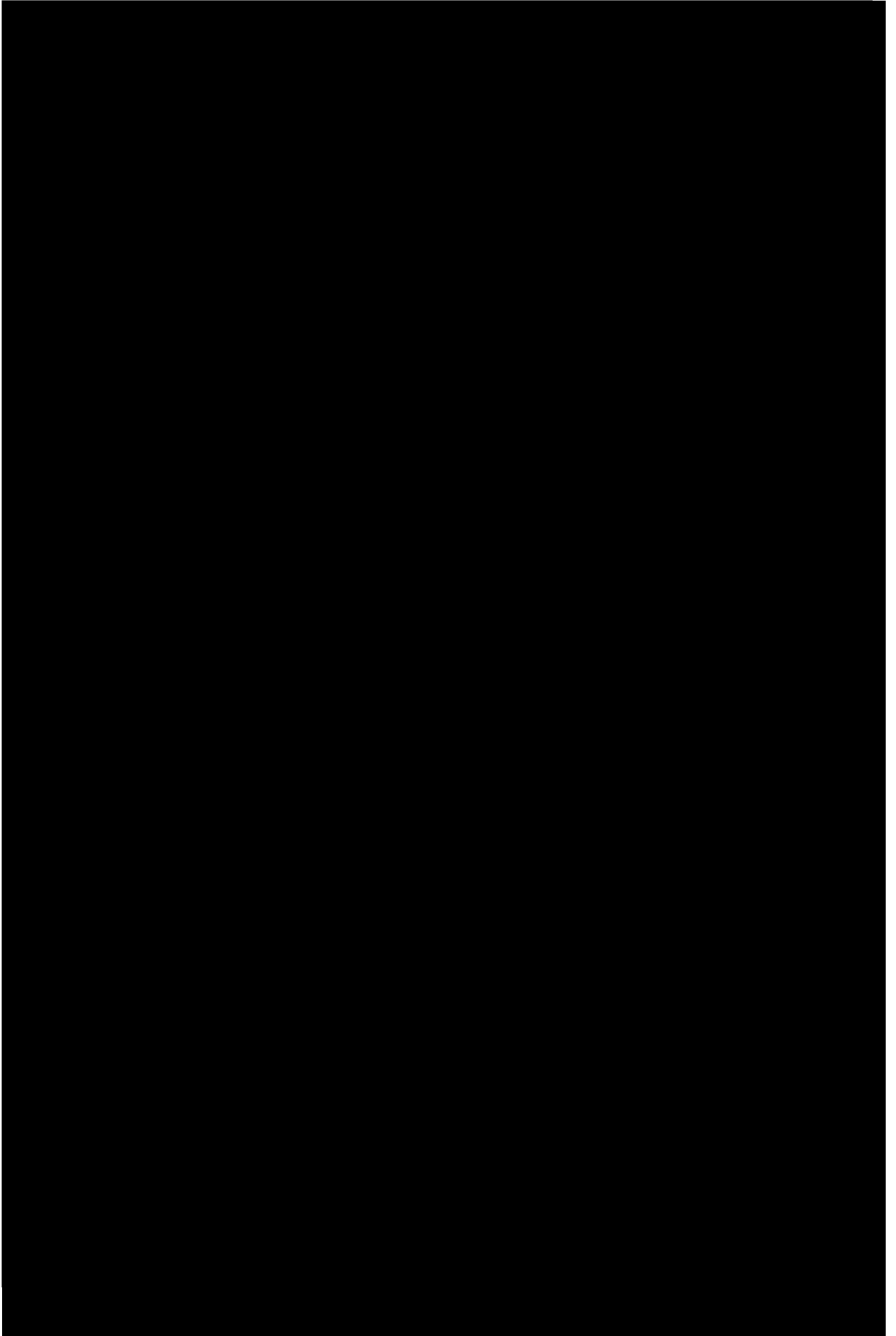


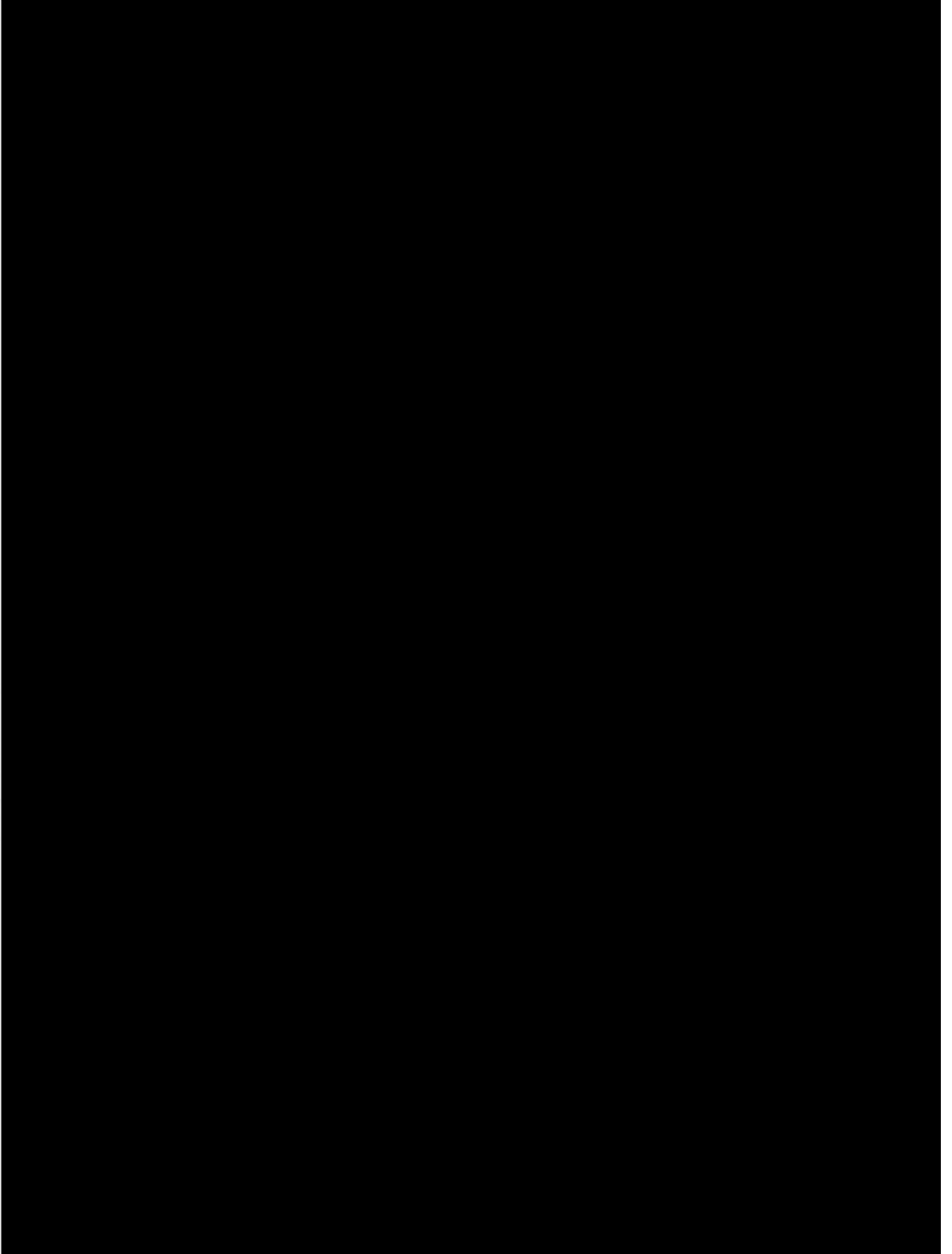


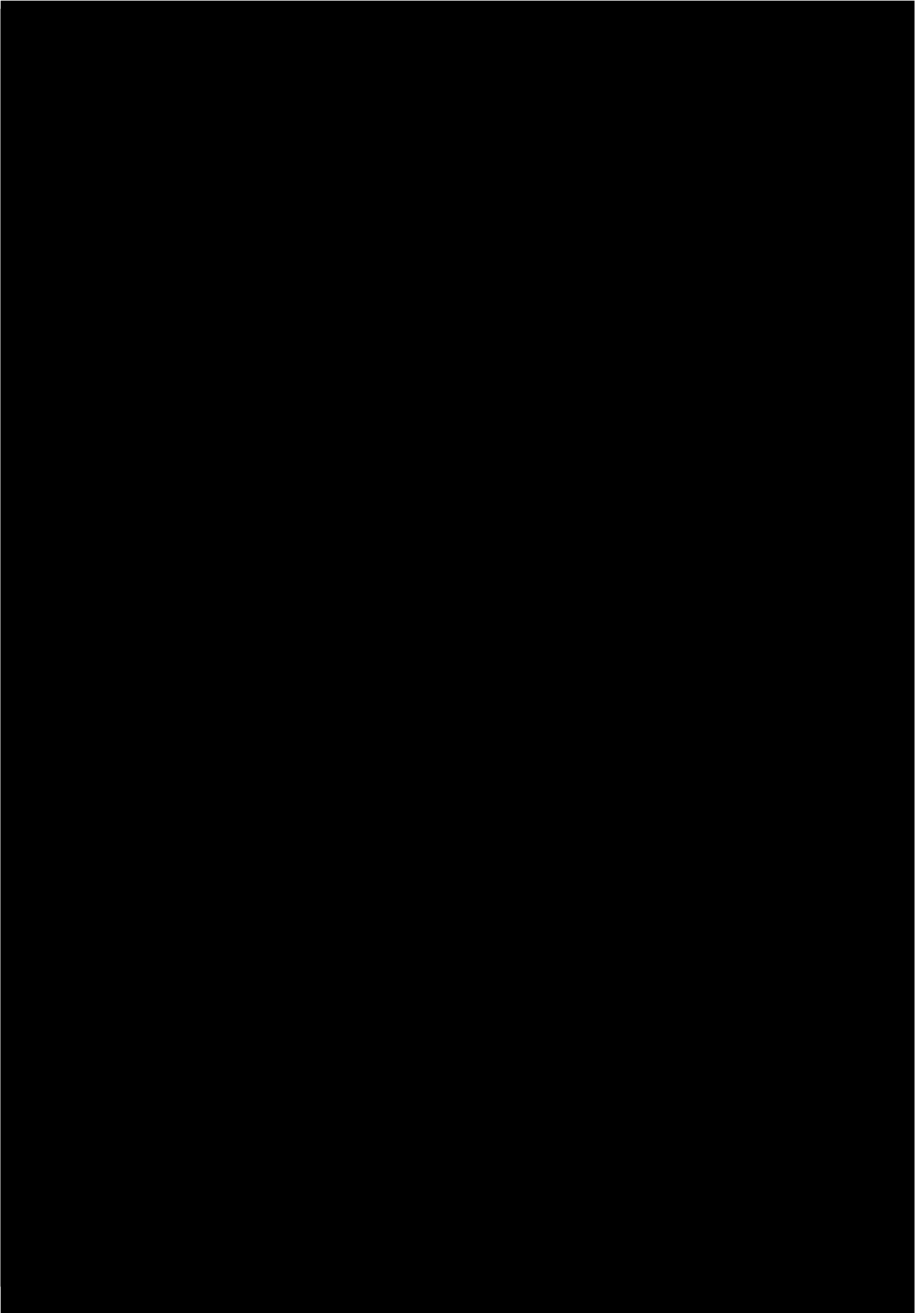






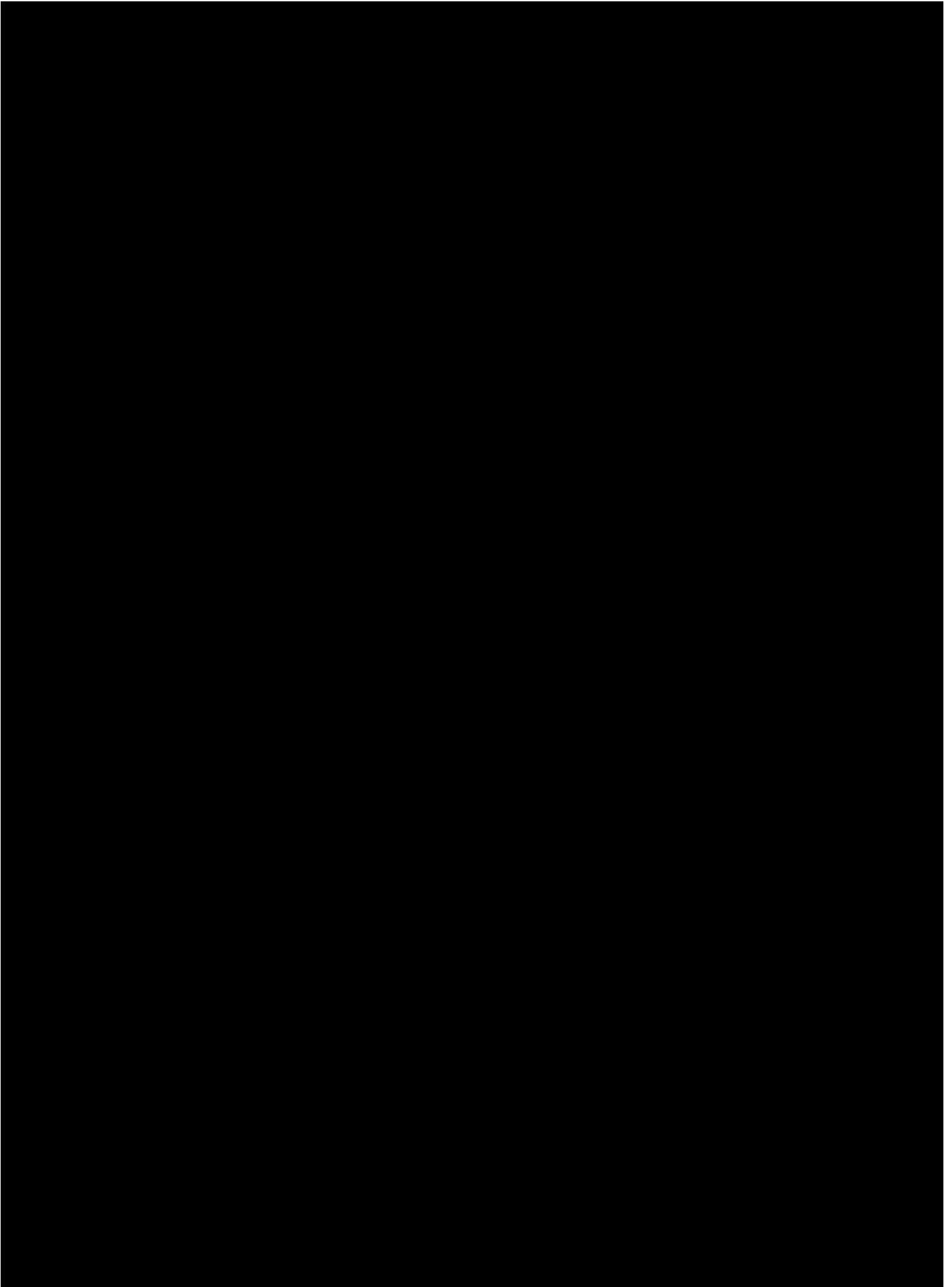


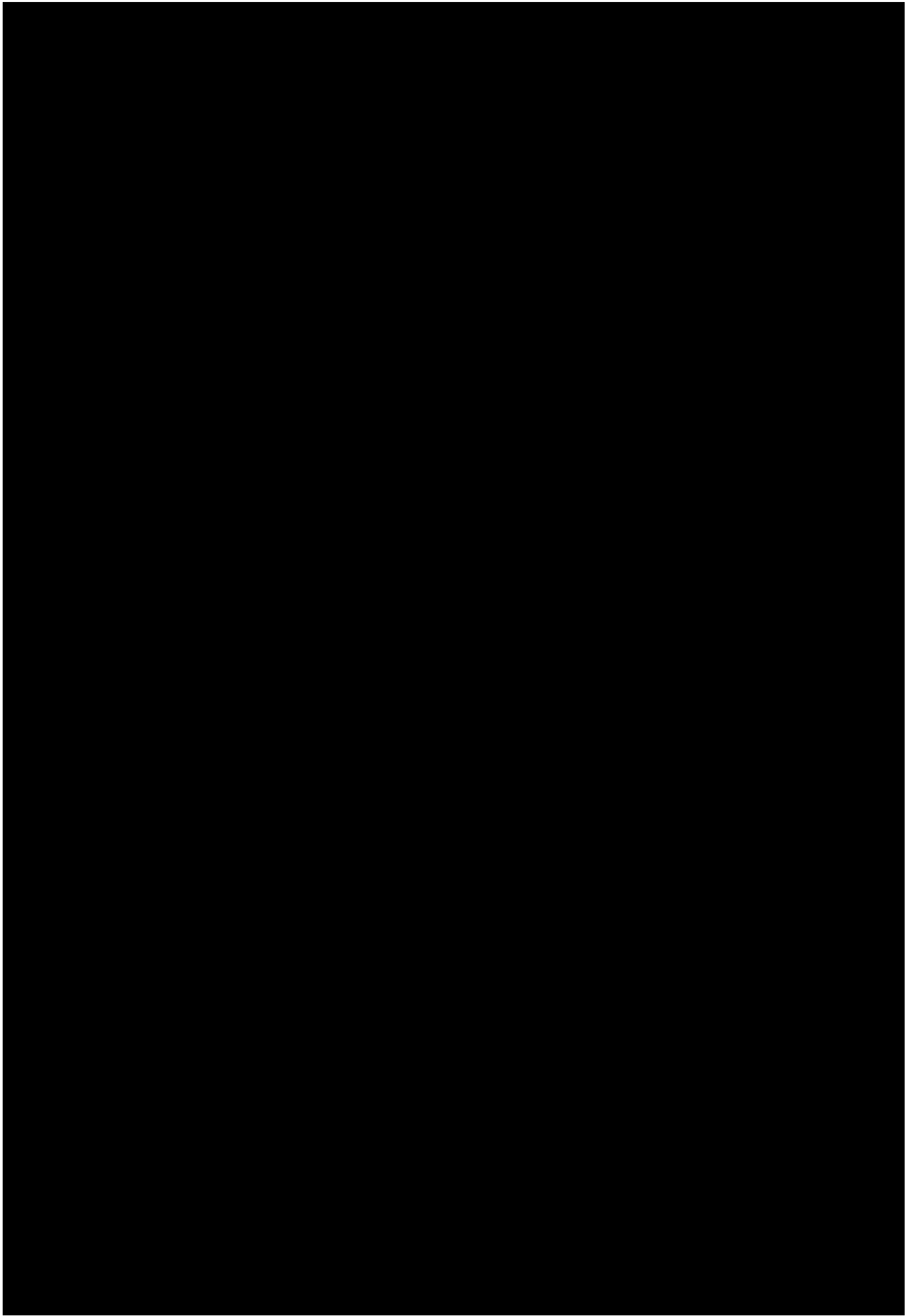




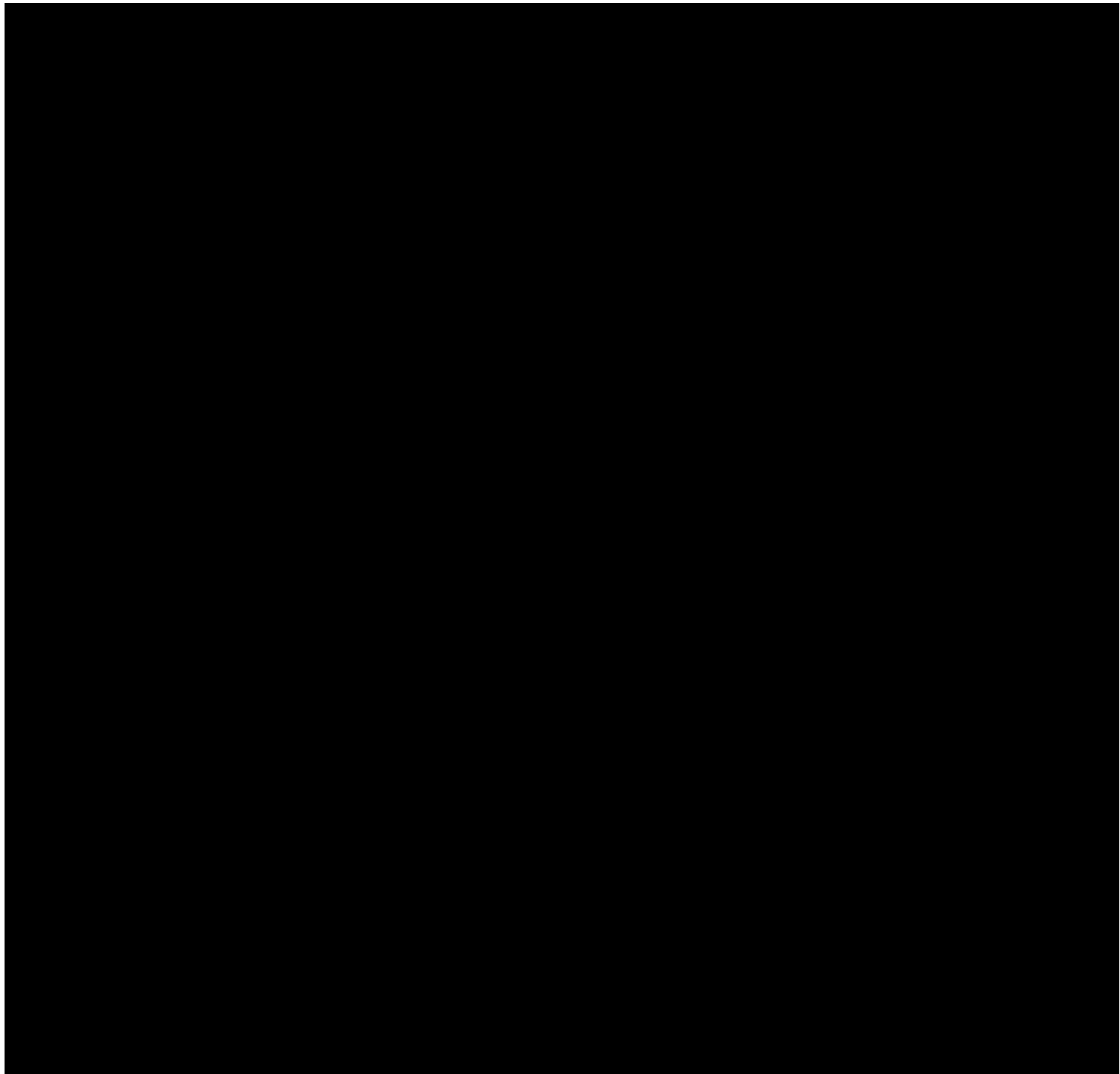
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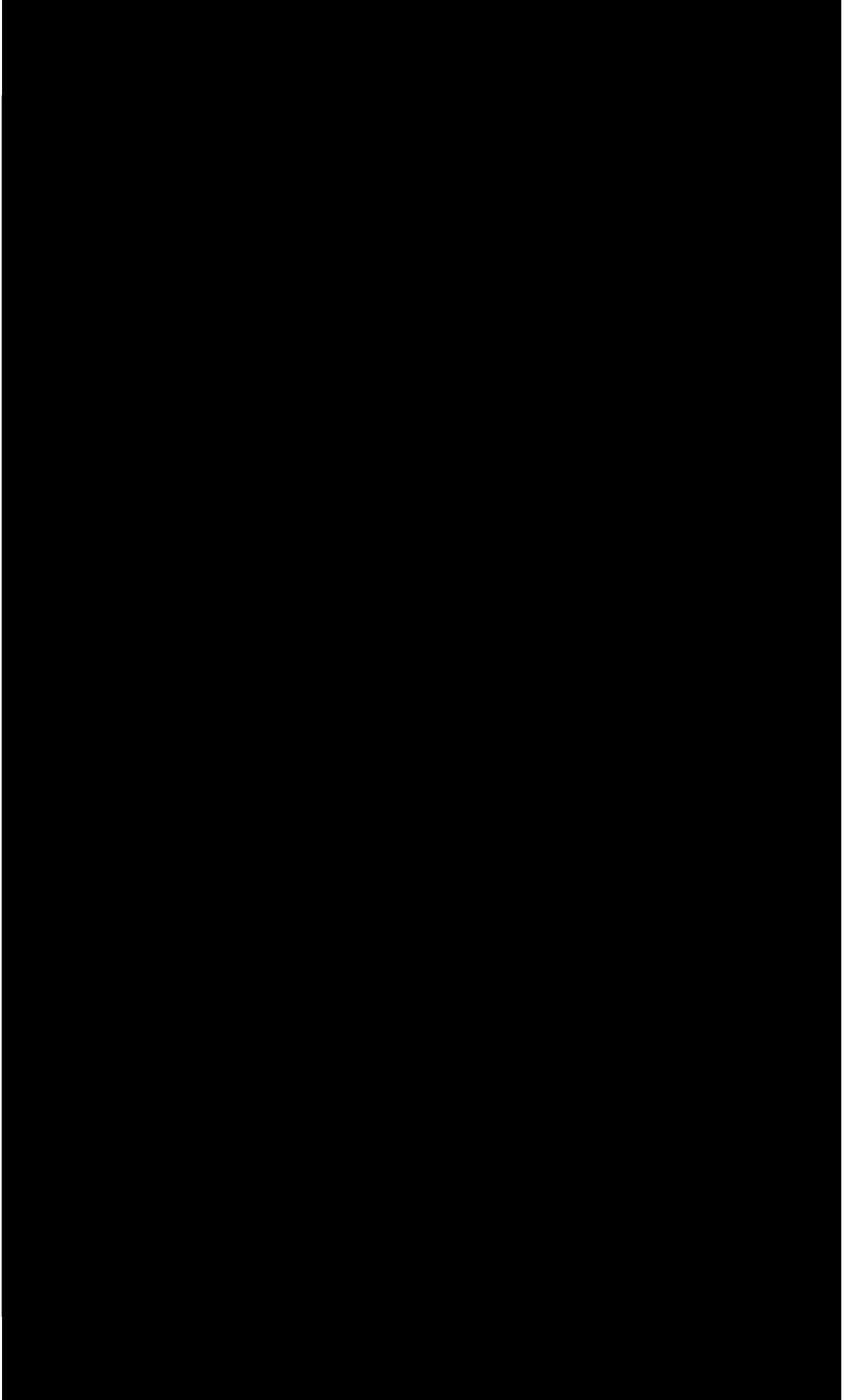
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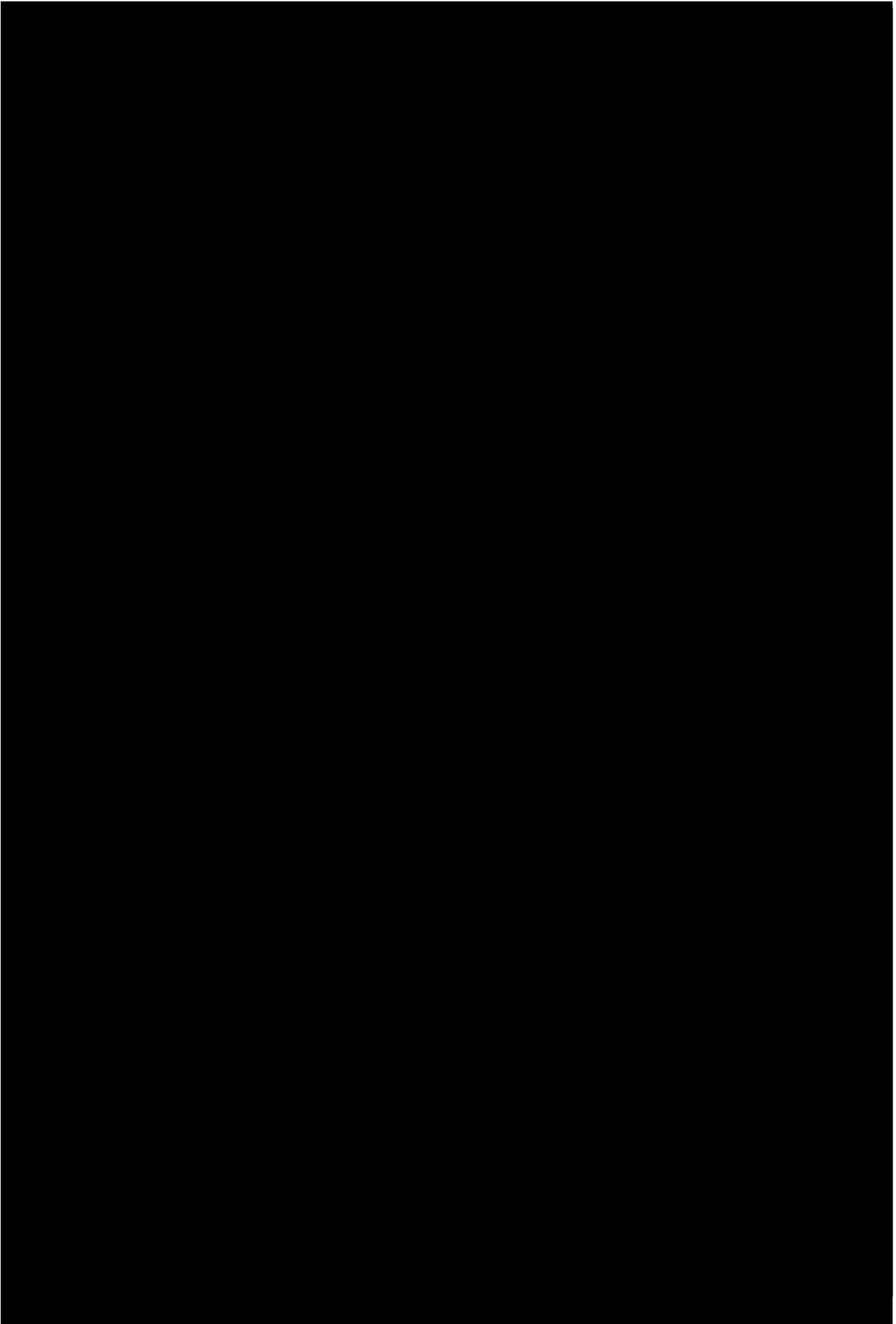
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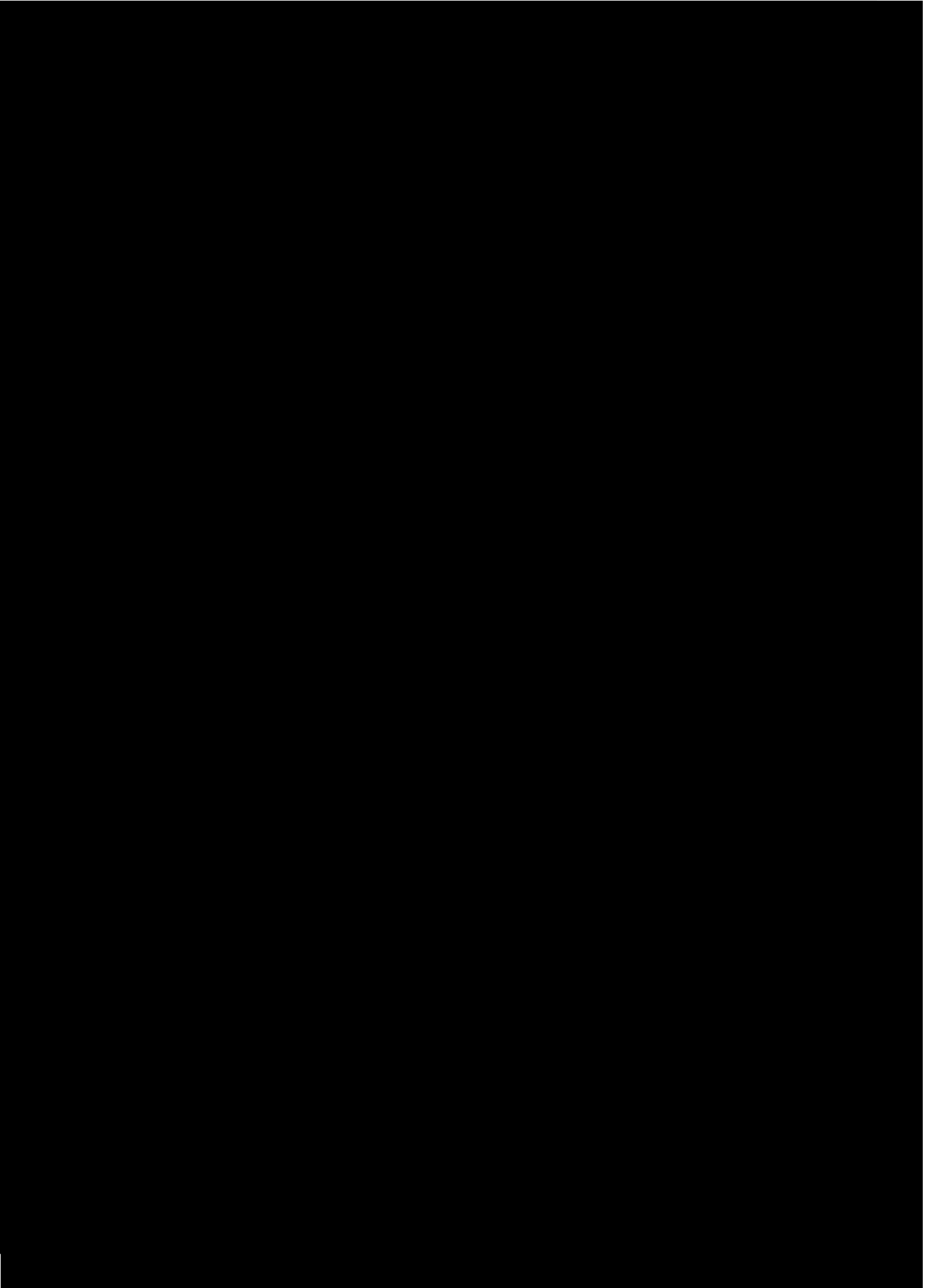
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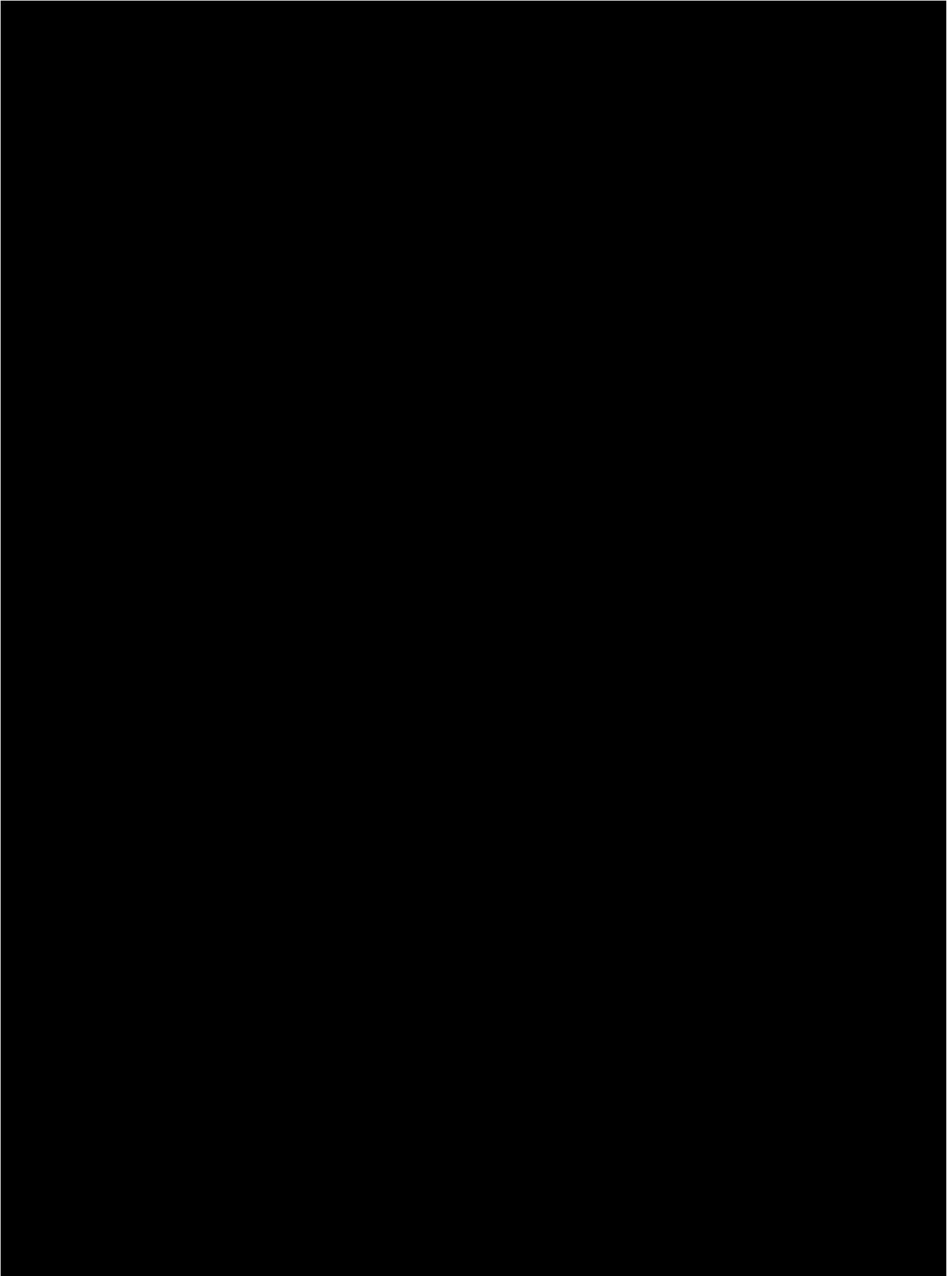
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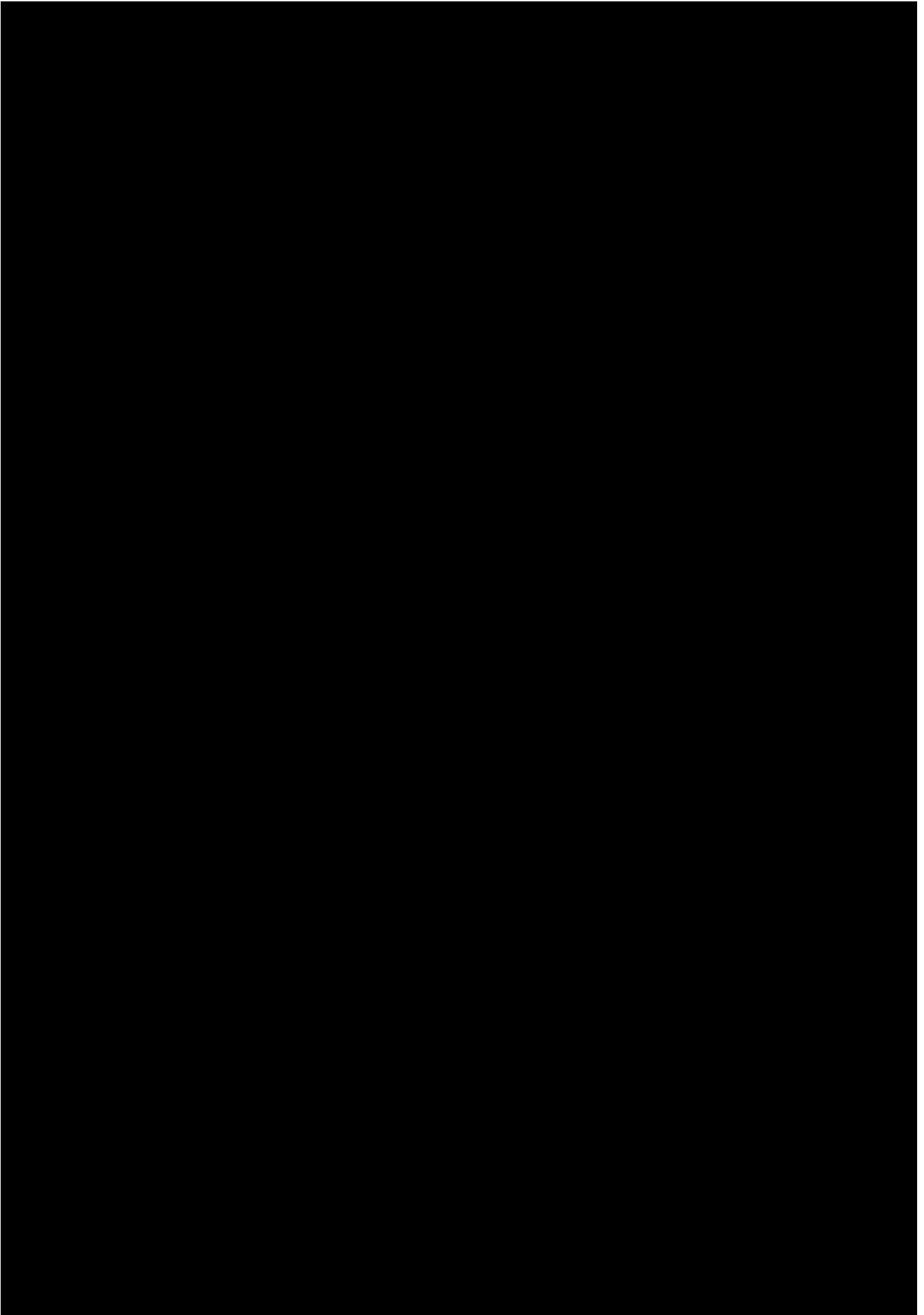
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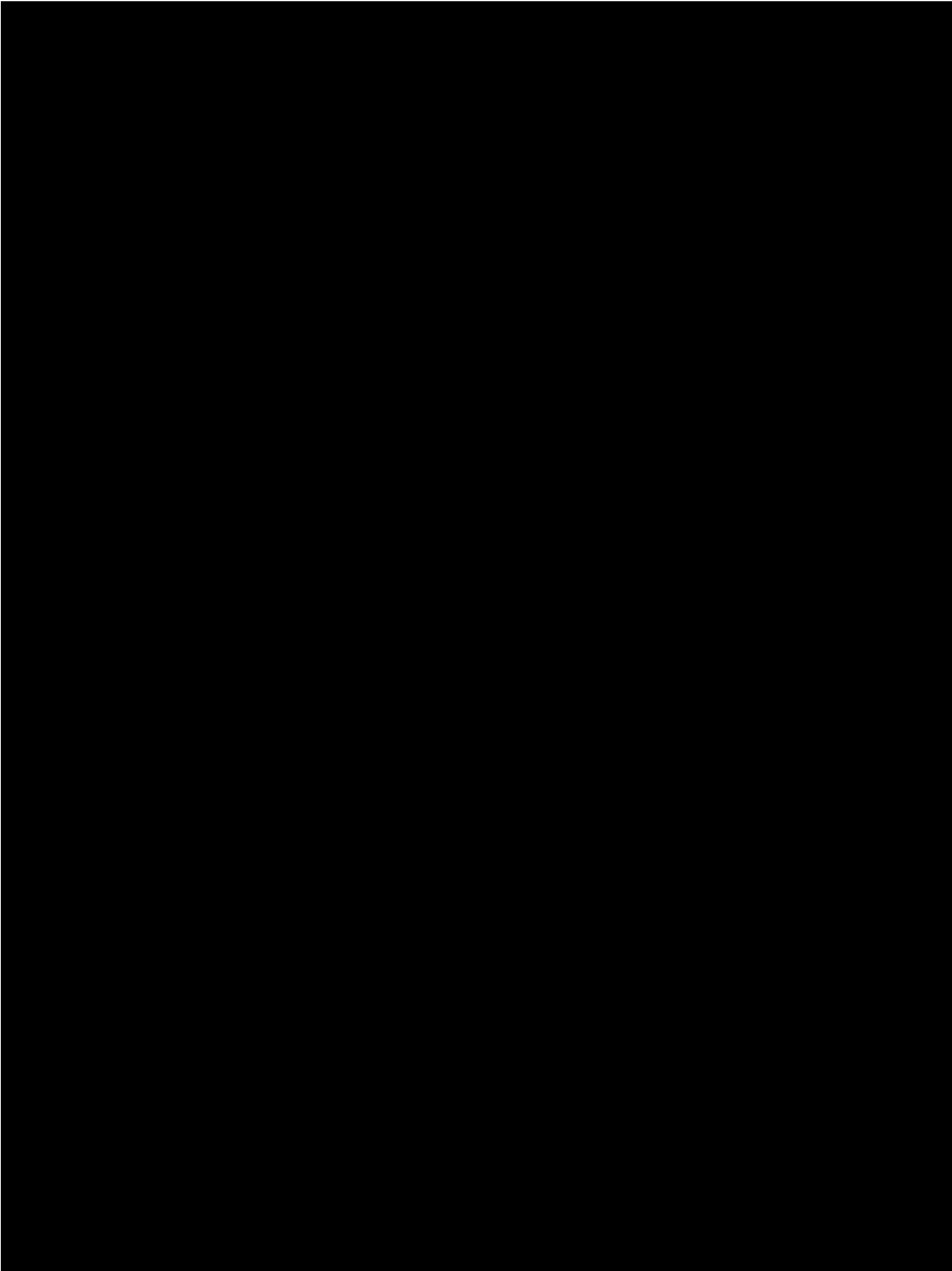
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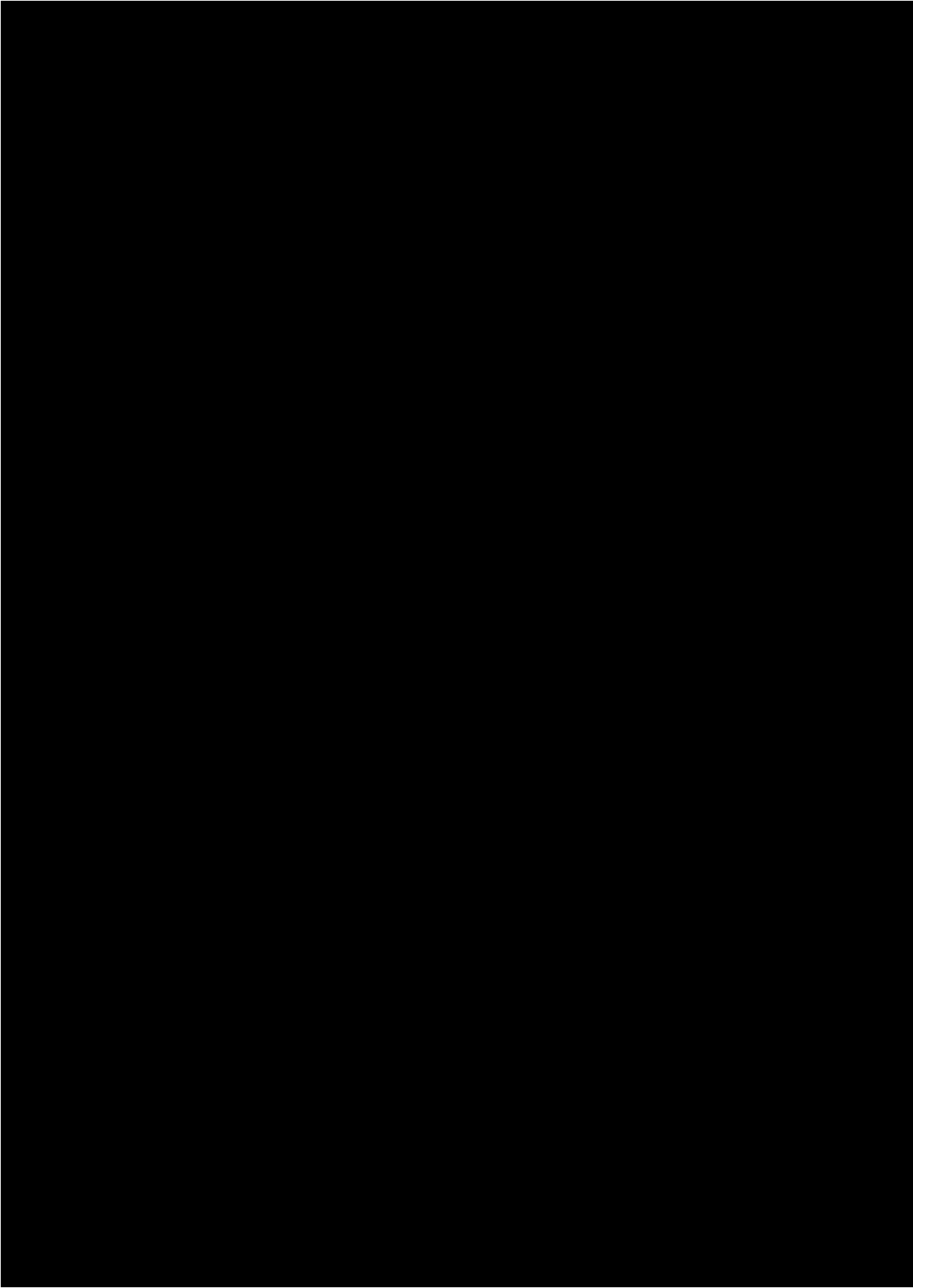
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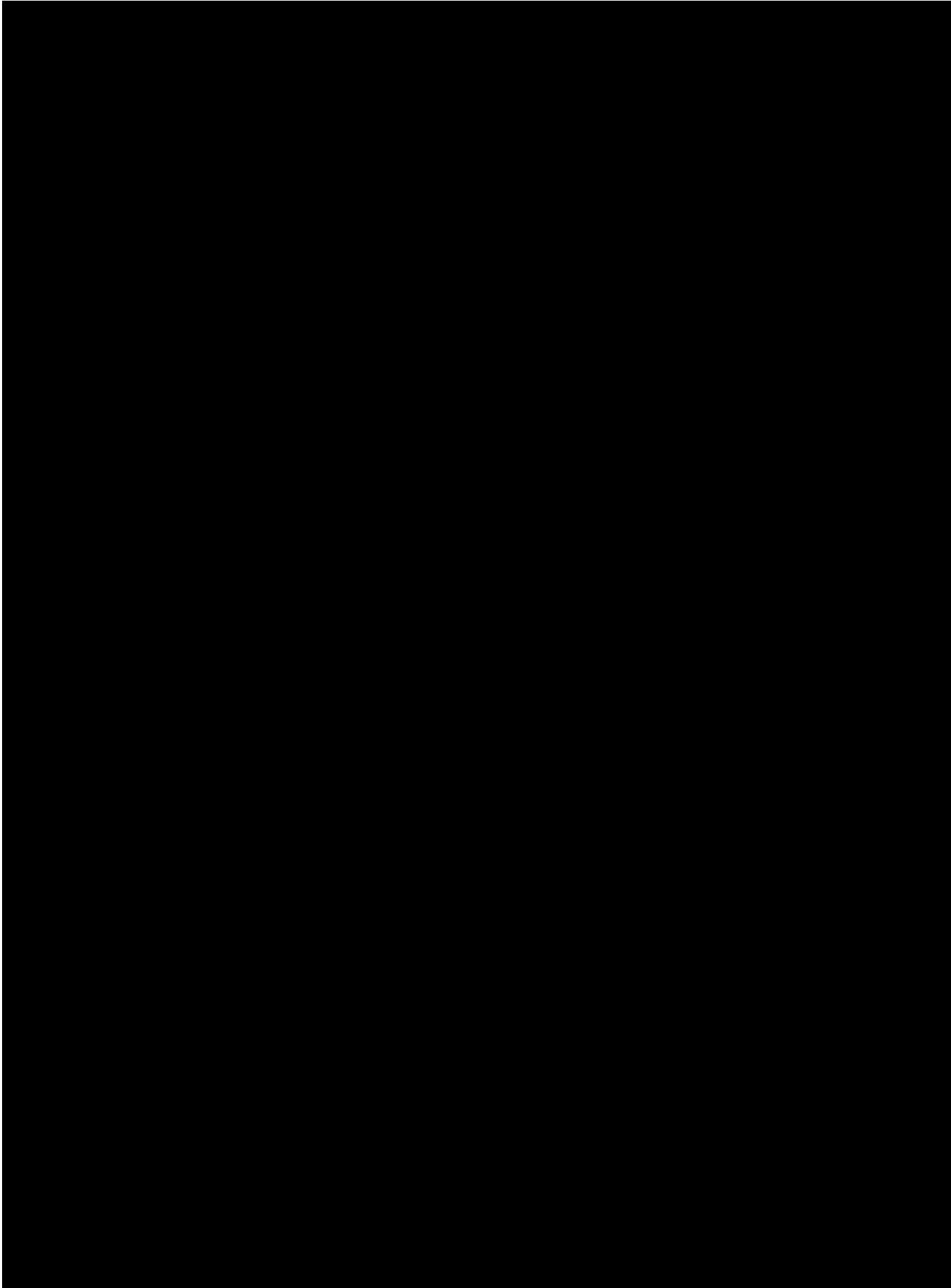
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Tasmanian Liquor and Gaming Commission

Commission Paper No: No: BX/24-x

Meeting date: x xx 2024

Subject: Player Card Gaming - Certification of limit setting for higher loss limits

Item for: Decision

Player Card Gaming - Certification of limit setting for higher loss limits

Matters for consideration

The Commission is requested to:

- **note that:**
 - the intention of the Government policy is to improve harm minimisation while retaining player choice by enabling lower and higher limits to be applied as discretionary spend allows, with any parameters considering usability by both players and the industry;
 - it is important to Government that the model achieves the right balance between protecting players at risk of spending more than they can afford, and not overly affecting player enjoyment and support for the use of pre-commitment;
 - Treasury has engaged with various bodies in the financial services and counselling industry and has been advised that there is no appetite to take on a role to certify the capacity of a player to sustain gaming losses; and
 - other jurisdictions, including European the United Kingdom, are currently developing options for financial vulnerability checks for online gambling and are facing challenges in finalising a model for implementation.
- **advise if:**
 - certification is required *or*
 - an alternate self-determination process, with appropriate steps to ensure consideration of financial capacity to meet the Government policy intent, should be considered;
 - the Commission determines that certification is required if, subject to legal advice, the Commission will perform that role; and
 - there any further options the Commission would like investigated.

Background

The Government response to the Commission's report into harm minimisation technologies and subsequent Ministerial Direction included a requirement for the Commission to establish a two-step process for increases to the default mandatory loss limits:

1. Self-determined simple request to increase within annual limit.
2. Certification to further increase limits.

The objectives of the Government's policy can be summarised as:

- Protecting players at risk of spending more than they can afford.
- Maintaining player choice.
- Usability by players and the industry.
- Impact on gamblers and venues (including player enjoyment and support for the use of pre-commitment).

Current Status

Through the system design process, the processes for decrease of loss limits and increase of loss limits in category one (the simple self-determined process) have been well developed and were considered by the Commission in its approval of the preliminary industry consultation paper in December 2023.

There have been challenges in developing a process for increase of loss limits in category two (requiring certification) that are not resolved. Those matters are the subject of this paper.

Issues

The following principles have been agreed and were included in the December 2023 industry consultation paper:

- This category of limit increases is intended to require a more comprehensive process before it is effective and will require some form of authorisation.
- It will apply to limit increases above \$500 daily, \$5 000 monthly or \$5 000 annually.
- It will not be an immediate in-venue approval process.
- A limit cannot be increased again until that limit period has finished. For example, a monthly limit that is set above \$5 000 cannot be increased a second time within the month.
- Any changes after the time period has expired will require a new certification/authorisation.
- Re-certification/authorisation of the higher limits will be required every 12 months.

Engagement with potential certification bodies

The following have been consulted to progress development of an independent certification process:

- Accounting and financial planning sectors
- Financial counselling sector
- Monitoring operator

However, despite multiple attempts to engage with peak bodies, Treasury has been unable to identify an external party that is willing to certify that an individual player has the financial capacity to sustain a certain level of losses from gaming activities. A summary of the responses is below:

- Chartered Accountants (CA)
 - Does not support its members providing a service where they are confirming someone's ability to repay borrowings or to meet a level of expenditure.
 - Identified issues with insurance protection and licensing not covering this advice.
 - Representative did not want to provide further information or engage in further discussions.
- Certified Practising Accountants (CPA)
 - No support for taking on this role.
 - Identified issues with professional indemnity insurance being unlikely to cover this.
 - Risk of being sued and/or reputational damage and did not consider signing of acknowledgement/disclaimer would mitigate this given cases brought against accountants.
 - Questions the ability of accountant to provide this service and also meet code of professional conduct requirements.
 - Concerns over a point in time assessment confirming that a person can sustain gaming losses.
- Financial Planning Association of Australia (FPA)
 - Members generally not interested in being involved in a certification process.
 - Major concerns with perception of financial planners authorising individuals to gamble and being dragged into scandal when/if something goes wrong.
 - Licence limits issues Financial Planners can provide advice one, gambling is not one of them.
 - Time required to fully understand person's situation as required by laws and code of ethics would be significant (around 26 hours, \$4 000).

- Financial Counselling Australian (FCA)
 - Did not consider that a counsellor should take on the role of certifying capacity for gambling spend.
 - Raised concerns with the potential use of credit bureaus as part of any future requirement.
 - Raised concerns that those with gambling problems will not be truthful with themselves or others in assessing capacity to spend.
 - Recommended that there is a process which is as challenging as possible and that requires in-person contact, friction and an incremental approach to increases.
- MaxGaming
 - Considers its role limited to the process of ensuring a limit is set and complied with in the player card gaming system.
 - Does not undertake player financial analysis or have the staff to do so.
 - Does not want to hold player personal information beyond the minimum required to maintain accounts.

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There are also relevant concerns about the appropriateness of a professional in the counselling sector providing a certifying role. The financial counselling sector does not consider that it should take on such a role and it would be reasonable to extend this to any counselling professional (such as a gambling counsellor).

Other jurisdictions

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The United Kingdom has delayed its implementation of financial risk checks for online gambling (including online gaming machines) to further develop its model in response to feedback from its consultation in 2023. It has also delayed the release of its response to the consultation on this matter and it is a topic of continual attention and discussion in the UK industry and the Parliament. This process commenced in 2021 and was followed by a white paper on Gambling Reform for the

Digital Age in released in April 2023. There was significant push back on any concept of a player being required to provide evidence such as bank statements and other personal documentation for affordability or financial risk assessments.

The current proposal that is subject to a final model is for a two-stage financial risk check:

1. A 'frictionless light-touch financial vulnerability check' for customers meeting a set loss level using publicly available data primarily via a credit reference agency and checks such as bankruptcy, court judgements or voluntary financial arrangements;
2. A financial risk assessment which is more detailed for customers meeting a set high loss level, to be informed primarily by credit reference agency data and spending.

Where publicly data is not available, customers will be asked to share limited data through third-party open-source banking. The third-party provider would undertake an assessment of financial risk and supply that to the gaming operator. The ability to do this under Australian financial regulations has not been determined.

Once the United Kingdom has determined the final model it proposed a pilot stage to test the practical implementation of the checks.

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Attachments

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Tasmanian Liquor and Gaming Commission

Commission Paper No: No: I3/24-2

Meeting date: 4 March 2024

Subject: Information Report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Status Update

2024 State election

The Governor accepted the Premier's request to prorogue the Parliament and dissolved the House of Assembly on 14 February 2024, to enable a general election to be held on 23 March 2024. Accordingly, the Government is now operating under the caretaker conventions.



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For information, the Tasmanian Liberal Party has issued a media release in relation to PCG which is attached.

Consultation

There is no update on the industry consultation with no responses received. This consultation is now considered to be completed.

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System design, development and implementation

Treasury met with MaxGaming on 21 February 2024. System design is progressing well and options are being developed from third party providers for the Cashless system (NEXT Payments) and for the EGM card devices (Vetron).

Maxgaming will produce a Discovery Report that sets out the:

- scope;
- proposed technical solutions and options;
- development cost estimates;
- high-level implementation and ongoing cost estimates and options;
- high level implementation plan; and
- high level transition plan.

Treasury will continue to meet regularly with Maxgaming as it finalises its Discovery Report, to be delivered by 31 March 2024.

Regulatory and contractual variations

A final version of the Statement of Work for the Discovery Phase was provided to MaxGaming for consideration on 14 February 2023 prior to the Department receiving advice that the caretaker period had commenced. MaxGaming has requested minor amendments to which Treasury has agreed. At this stage. **s35**

Interjurisdictional

Tasmania continues to lead the interjurisdictional working group for player card and cashless gaming reforms with the last meeting held on 6 December 2023.

Attachments

- I. Tasmanian Liberal Party 2024 election media release - poker machine harm reduction

Media Release

16 February 2024

Liberals committed to poker machine harm reduction, with new \$100,000 exclusion scheme campaign

The Liberal Party is strongly committed to poker machine harm reduction, while also providing the opportunity for people to exercise their free choice.

Treasurer, Michael Ferguson, said a re-elected Rockliff Liberal Government will move immediately to take further action on reducing poker machine harm, committing \$100,000 to promote awareness of the Gambling Exclusion Scheme which includes third party exclusion.

"This will involve paid digital and traditional media advertising, as well as in-venue," Mr Ferguson said.

"The Scheme is an important initiative which allows a person with a close personal interest in the welfare of another, to apply to the Commission for an order to prevent them from gambling for up to 3 years.

"Importantly, we also remain committed to harm minimisation and will implement a mandatory card-based gaming system for electronic gaming machines as soon as reasonably practicable.

"We acknowledge that implementing such a system is a complex task and as such, the development and full and efficient implementation may take more time than originally anticipated."

In response to this, we will also implement a number of new poker machine harm reduction initiatives, including:

- Examine the option of implementing Automatic Responsible Gambling Systems (ARGS). We will look at other jurisdictions where capability is built into EGM software for detecting potential problem gambling behaviour in real time, enabling more direct intervention;
- Engage with venues interested in implementing Facial Recognition Technology (FRT). The option of implementing an FRT system for identifying excluded individuals could be considered by venues on an individual basis;
- To maintain the responsible conduct of gambling competency, every relevant employee would be required to undertake a Responsible Conduct of Gambling course with a registered training organisation every two years, instead of the current requirement of every five years.

"The Government remains committed to reducing the impact of gambling harm associated with Electronic Gaming Machines while preserving the freedom of play," Mr Ferguson said.

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Minutes of Tasmanian Liquor and Gaming Commission meeting I/2024 5 February 2024

Subject

Minutes of Meeting I/2024 of the Commission held in kanamaluka, River Tamar Room, first floor, Salamanca Building, Parliament Square, 4 Salamanca Place, Hobart on 5 February 2023 at 9:30 am.

Present

Ms Jenny Cranston, Chair

Mr Andrew Walker, Member

Mr David Hudson, Member

In attendance from Liquor and Gaming Branch

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Acknowledgement of Country

“On behalf of the Commission, I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners, and continuing custodians of this land on which we gather here today and acknowledge Elders - past, present and emerging.”

Conflict of interest declarations

Nil.

Work health and safety

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13/24-1 - Status update - Player card and cashless gaming

6/12/24-1

Commission Paper 13/24-1 was tabled.

The Commission noted the contents of the report.

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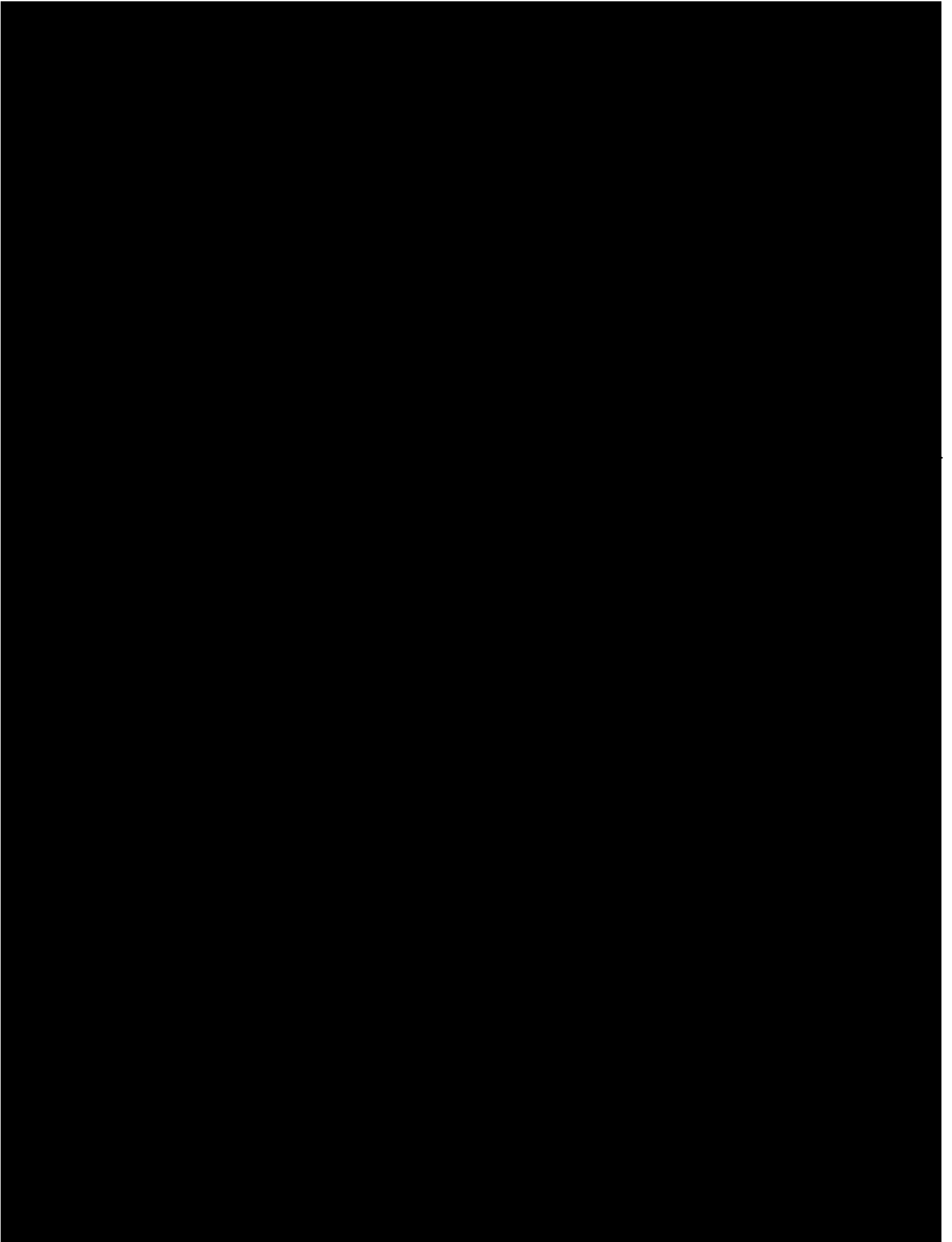
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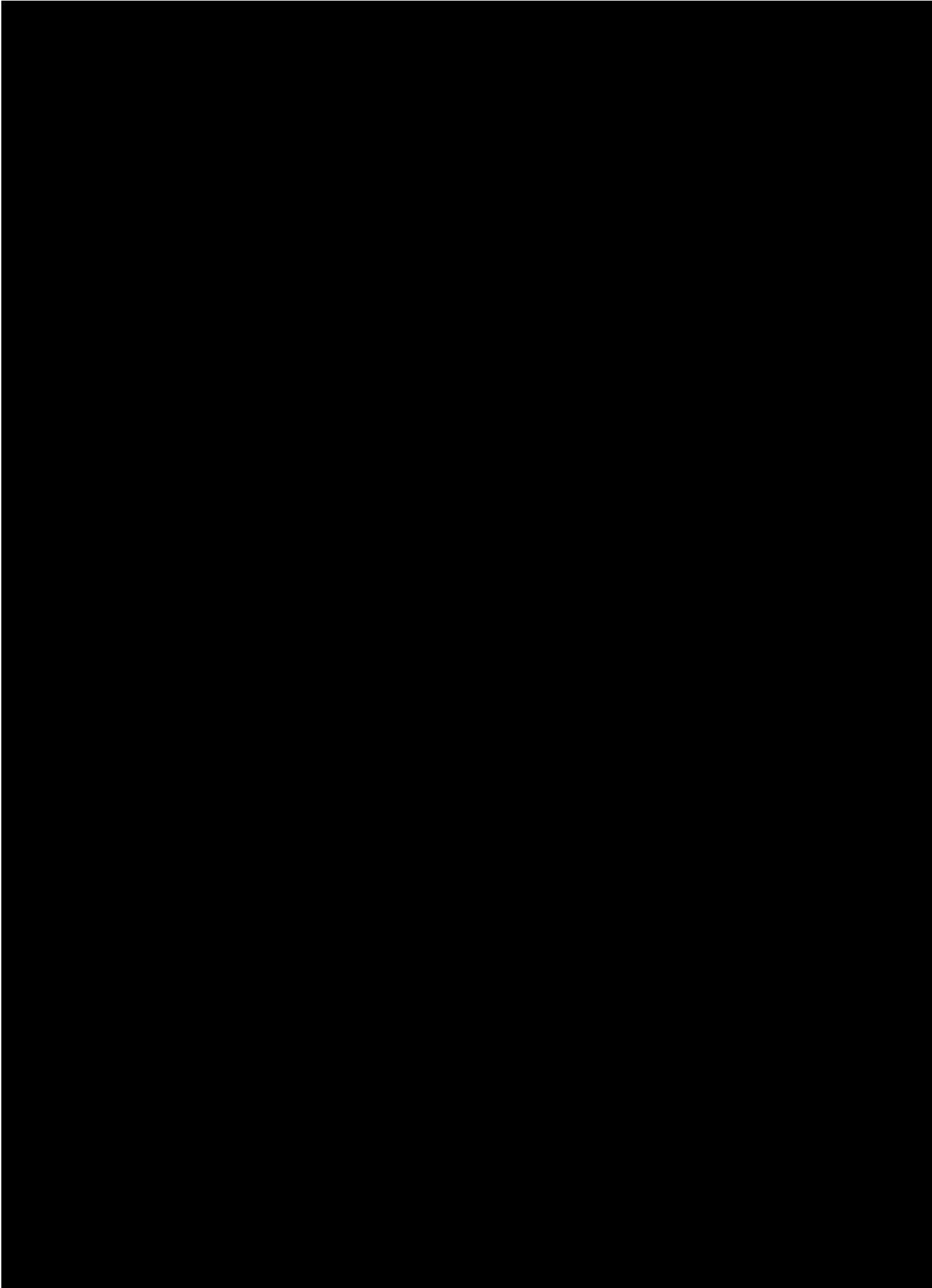
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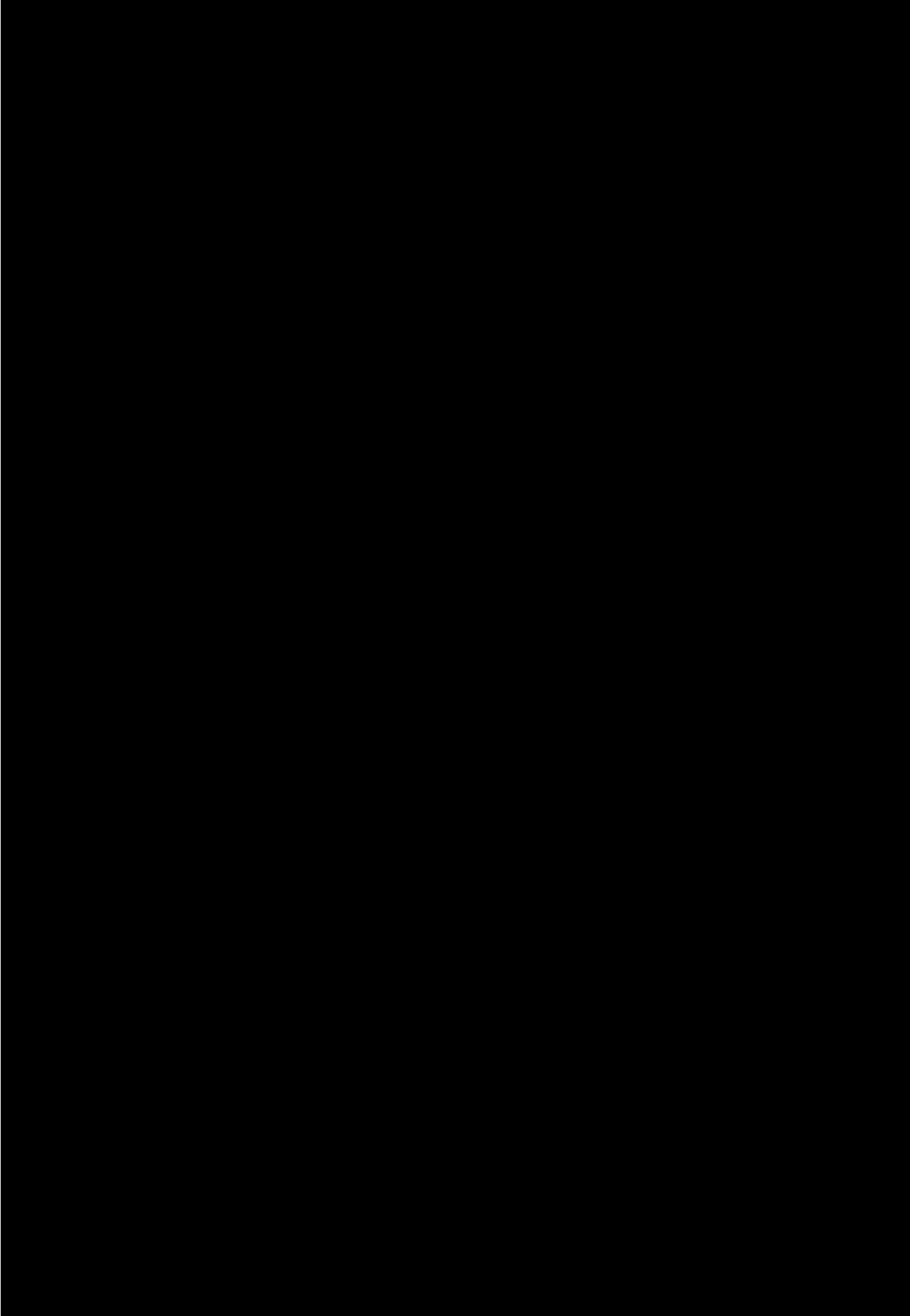
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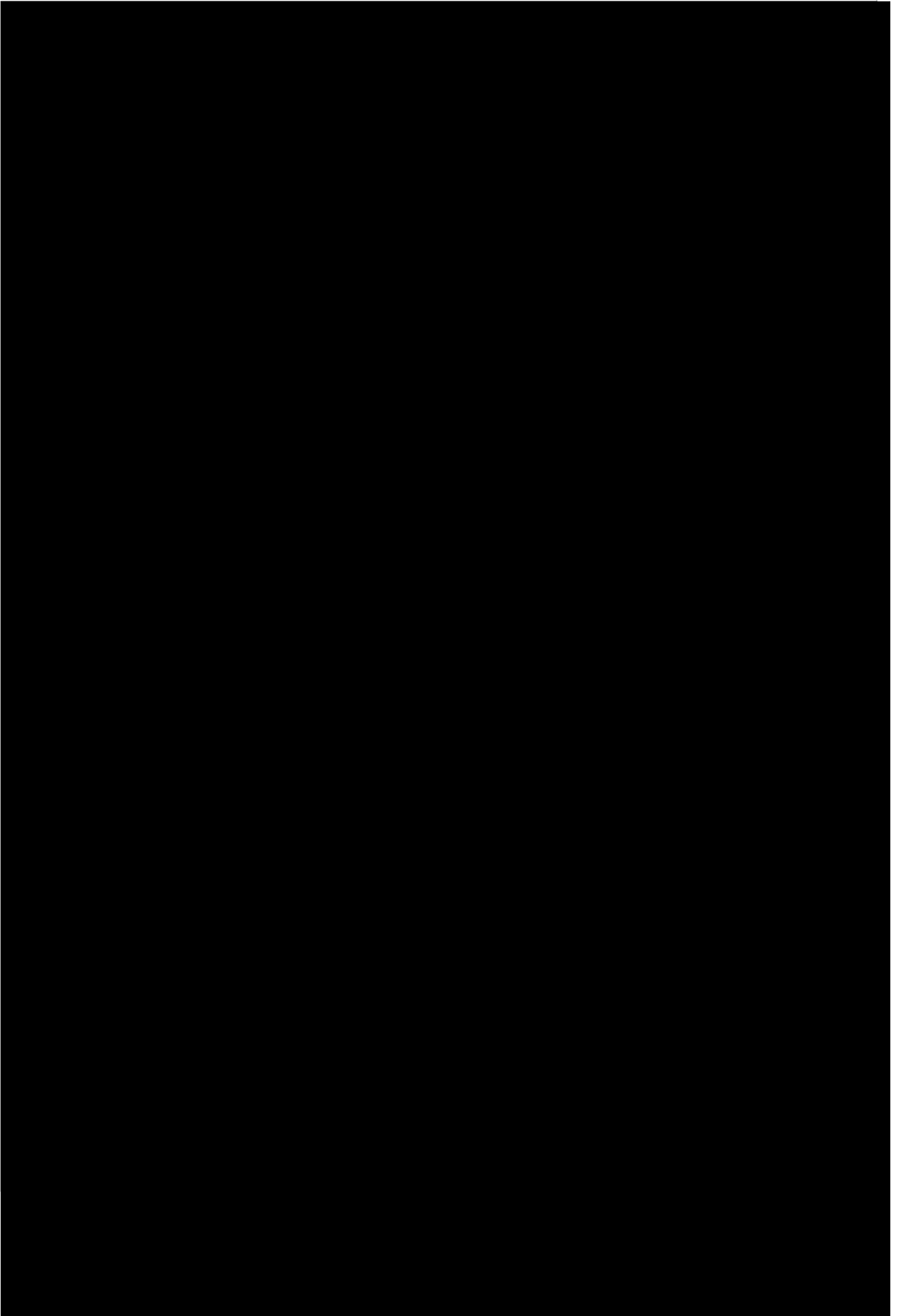
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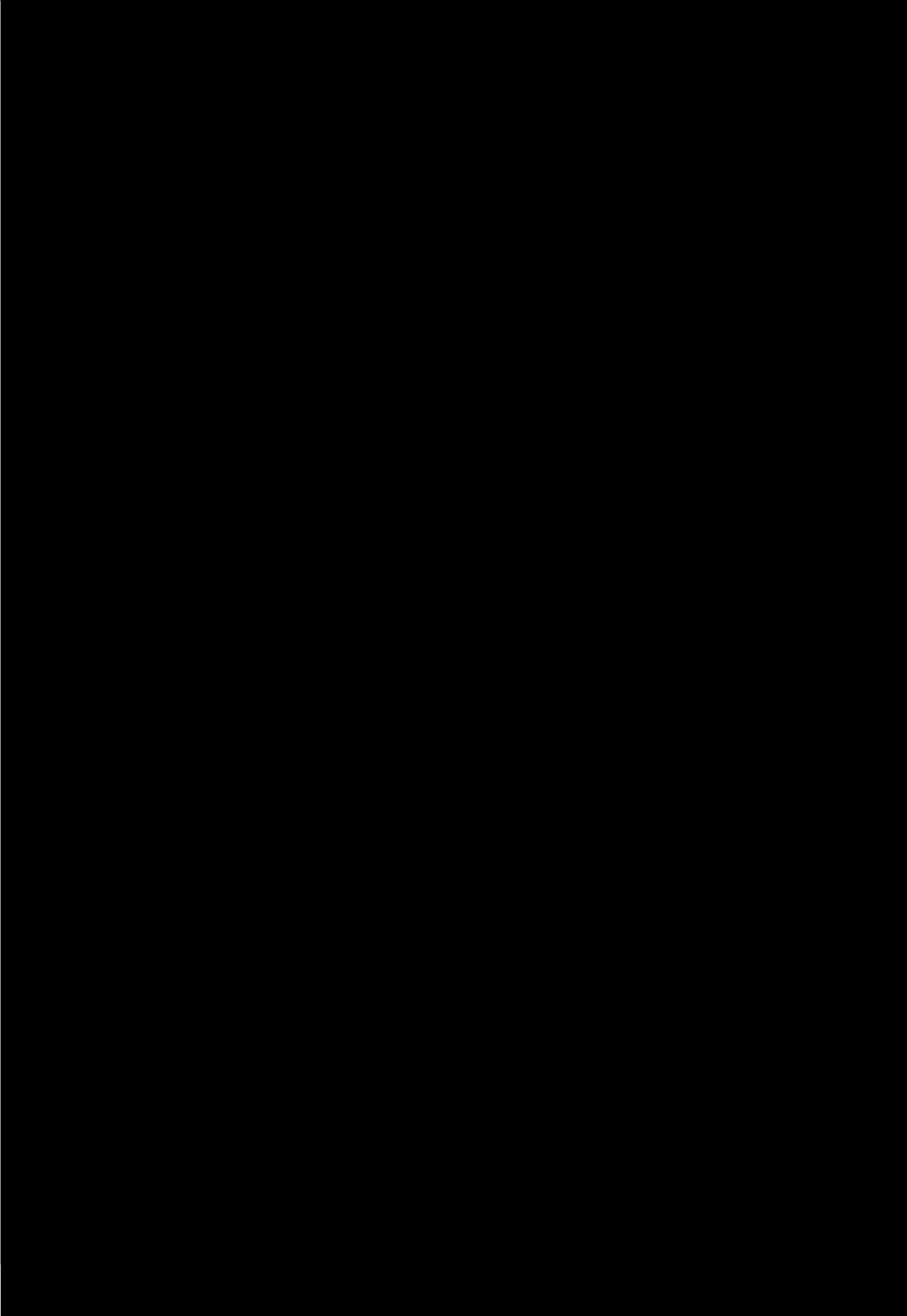
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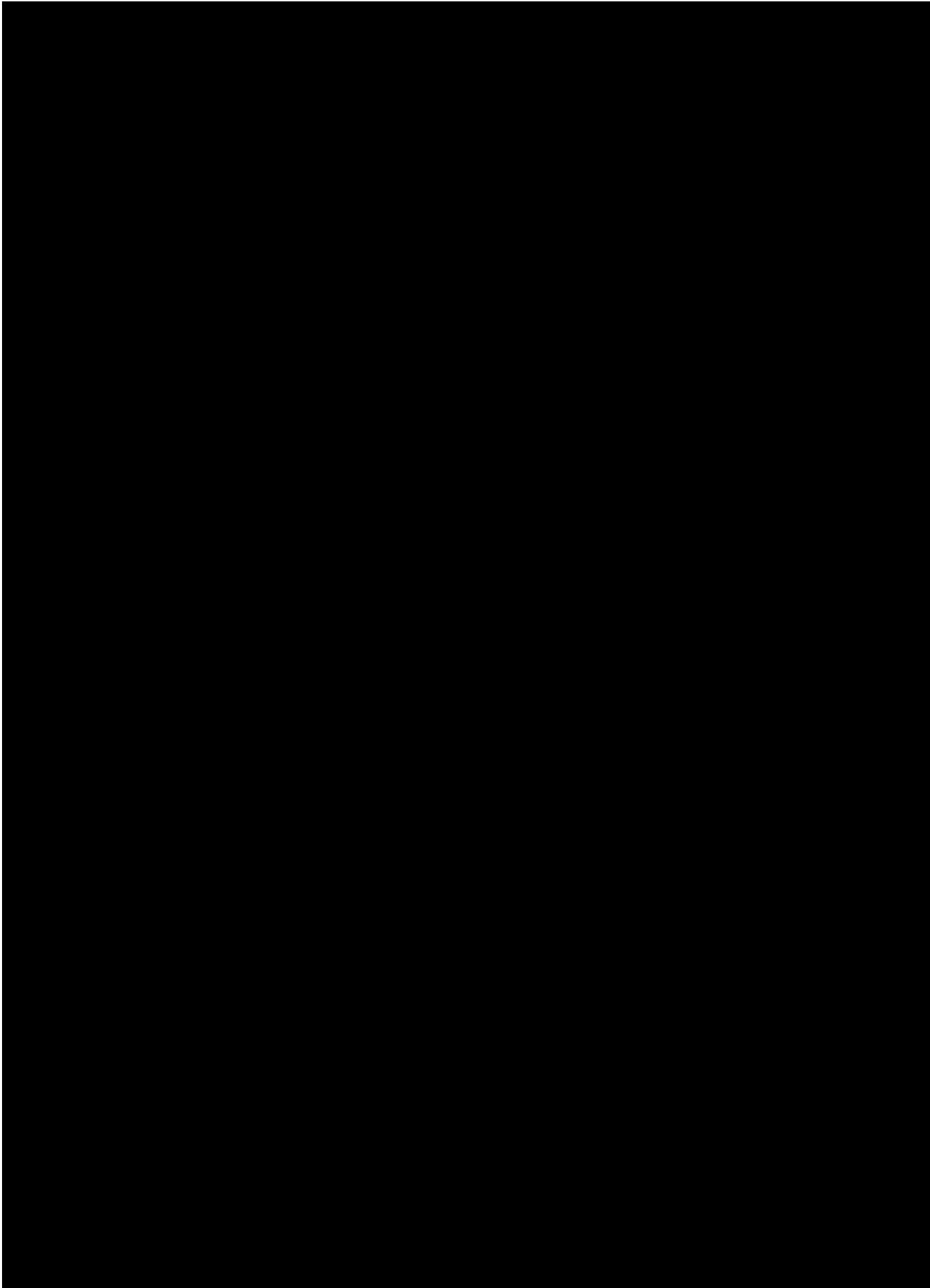
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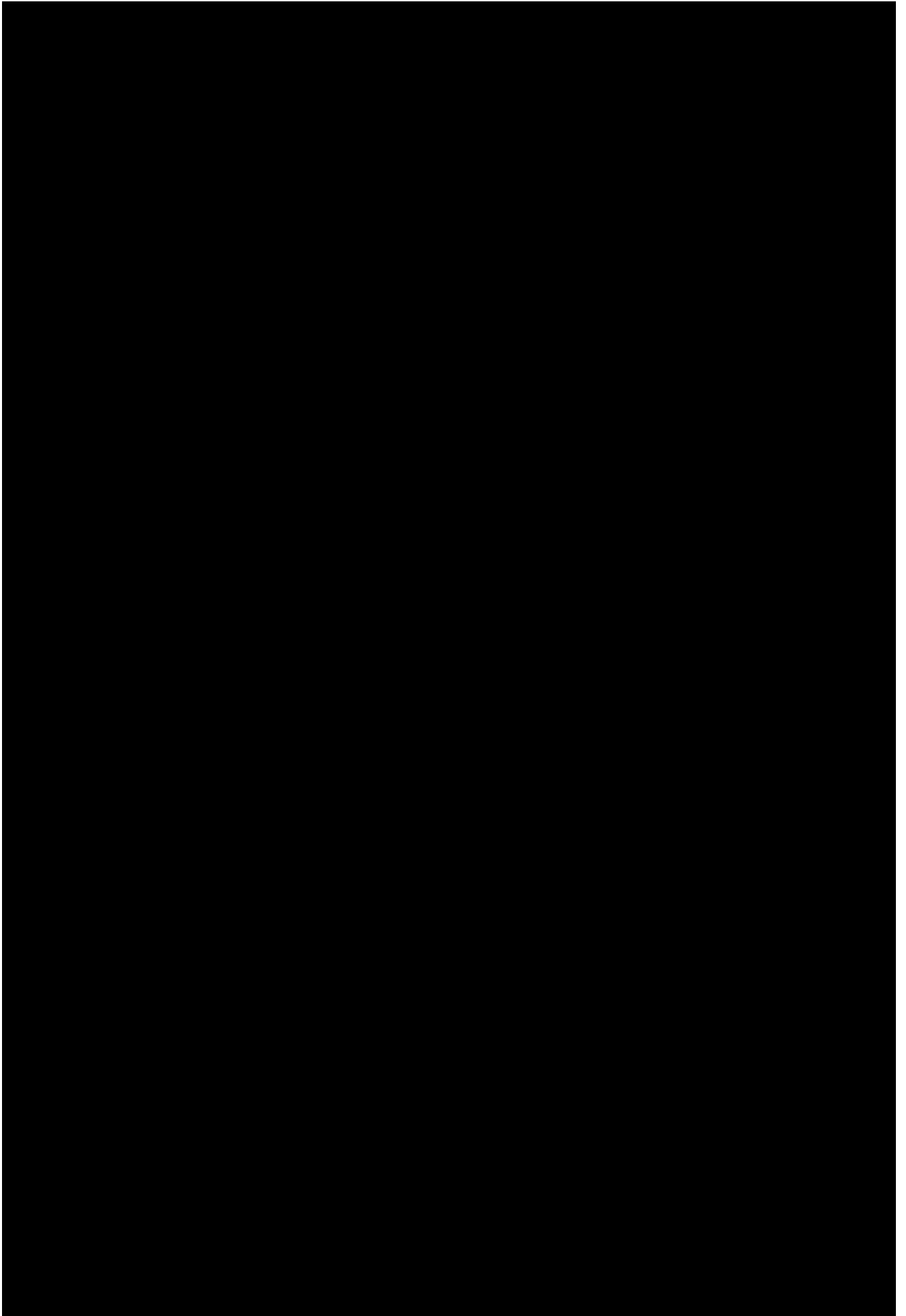
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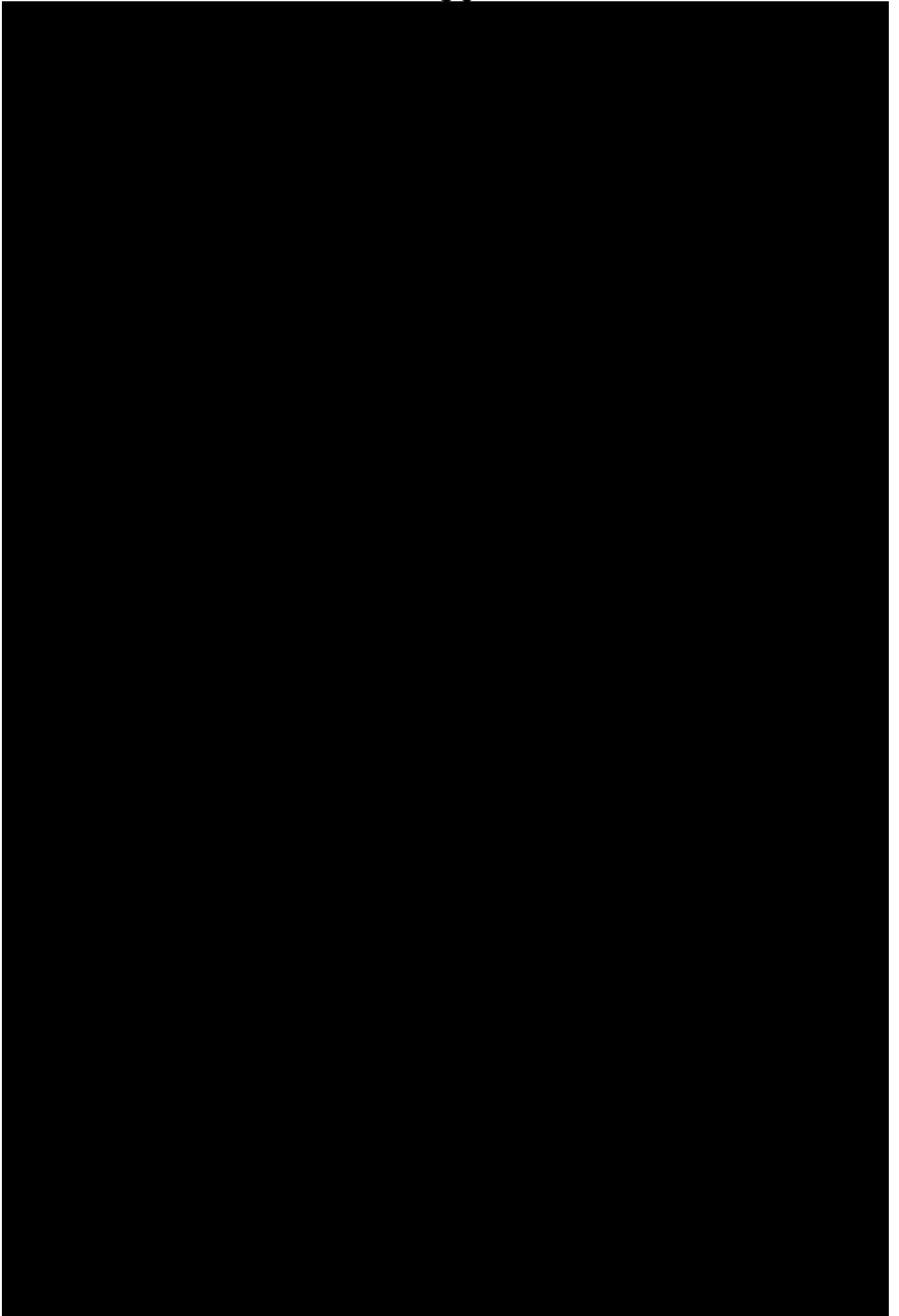


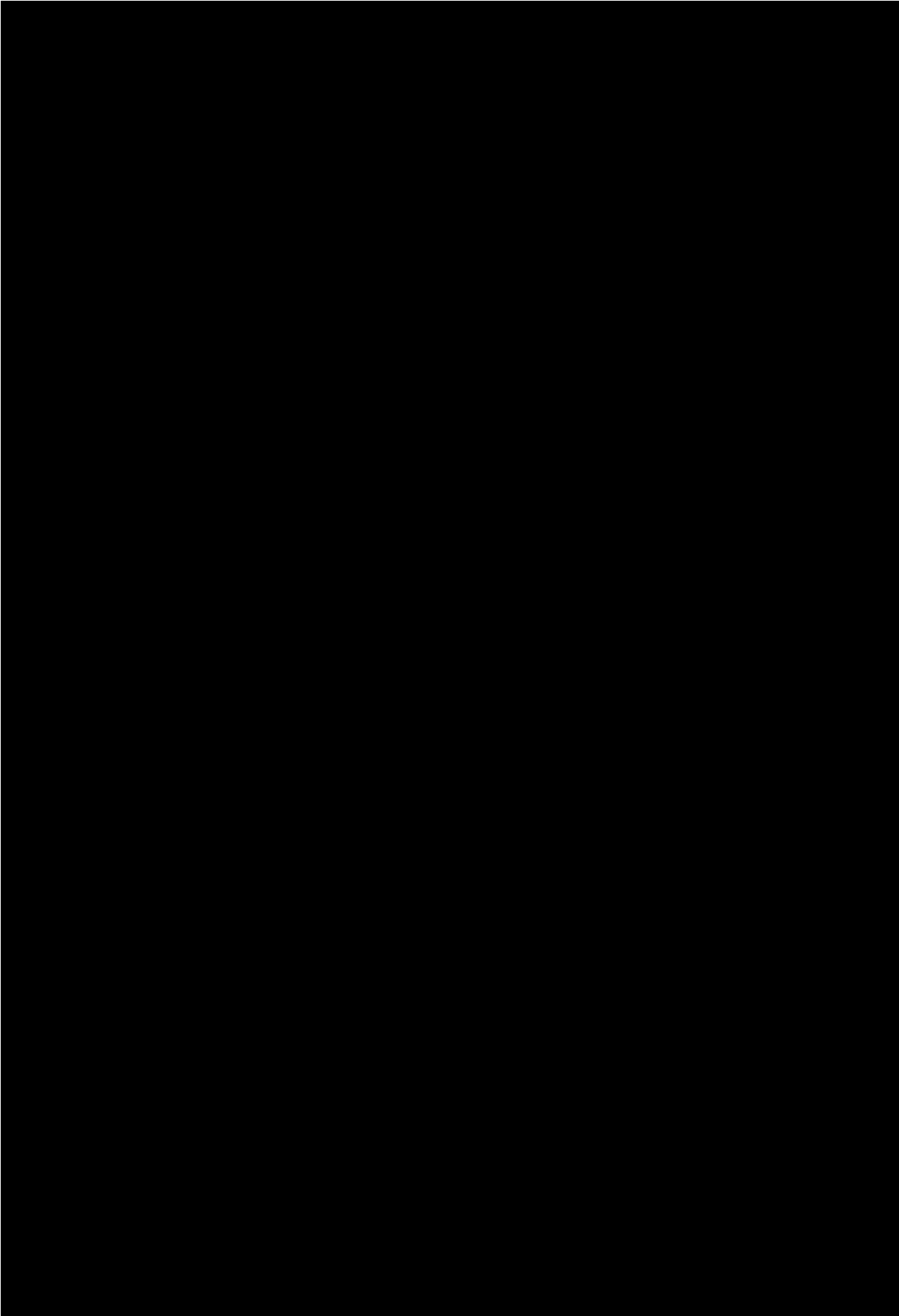












Tasmanian Liquor and Gaming Commission

Commission Paper No: No: I3/24-2

Meeting date: 4 March 2024

Subject: Information Report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Status Update

2024 State election

The Governor accepted the Premier's request to prorogue the Parliament and dissolved the House of Assembly on 14 February 2024, to enable a general election to be held on 23 March 2024. Accordingly, the Government is now operating under the caretaker conventions.



S35

For information, the Tasmanian Liberal Party has issued a media release in relation to PCG which is attached.

Consultation

There is no update on the industry consultation with no responses received. This consultation is now considered to be completed.

s35

System design, development and implementation

Treasury met with MaxGaming on 21 February 2024. System design is progressing well and options are being developed from third party providers for the Cashless system (NEXT Payments) and for the EGM card devices (Vetron).

Maxgaming will produce a Discovery Report that sets out the:

- scope;
- proposed technical solutions and options;
- development cost estimates;
- high-level implementation and ongoing cost estimates and options;
- high level implementation plan; and
- high level transition plan.

Treasury will continue to meet regularly with Maxgaming as it finalises its Discovery Report, to be delivered by 31 March 2024.

Regulatory and contractual variations

A final version of the Statement of Work for the Discovery Phase was provided to MaxGaming for consideration on 14 February 2023 prior to the Department receiving advice that the caretaker period had commenced. MaxGaming has requested minor amendments to which Treasury has agreed. At this stage. s35

Interjurisdictional

Tasmania continues to lead the interjurisdictional working group for player card and cashless gaming reforms with the last meeting held on 6 December 2023.

Attachments

- I. Tasmanian Liberal Party 2024 election media release - poker machine harm reduction

Media Release

16 February 2024

Liberals committed to poker machine harm reduction, with new \$100,000 exclusion scheme campaign

The Liberal Party is strongly committed to poker machine harm reduction, while also providing the opportunity for people to exercise their free choice.

Treasurer, Michael Ferguson, said a re-elected Rockliff Liberal Government will move immediately to take further action on reducing poker machine harm, committing \$100,000 to promote awareness of the Gambling Exclusion Scheme which includes third party exclusion.

"This will involve paid digital and traditional media advertising, as well as in-venue," Mr Ferguson said.

"The Scheme is an important initiative which allows a person with a close personal interest in the welfare of another, to apply to the Commission for an order to prevent them from gambling for up to 3 years.

"Importantly, we also remain committed to harm minimisation and will implement a mandatory card-based gaming system for electronic gaming machines as soon as reasonably practicable.

"We acknowledge that implementing such a system is a complex task and as such, the development and full and efficient implementation may take more time than originally anticipated."

In response to this, we will also implement a number of new poker machine harm reduction initiatives, including:

- Examine the option of implementing Automatic Responsible Gambling Systems (ARGS). We will look at other jurisdictions where capability is built into EGM software for detecting potential problem gambling behaviour in real time, enabling more direct intervention;
- Engage with venues interested in implementing Facial Recognition Technology (FRT). The option of implementing an FRT system for identifying excluded individuals could be considered by venues on an individual basis;
- To maintain the responsible conduct of gambling competency, every relevant employee would be required to undertake a Responsible Conduct of Gambling course with a registered training organisation every two years, instead of the current requirement of every five years.

"The Government remains committed to reducing the impact of gambling harm associated with Electronic Gaming Machines while preserving the freedom of play," Mr Ferguson said.

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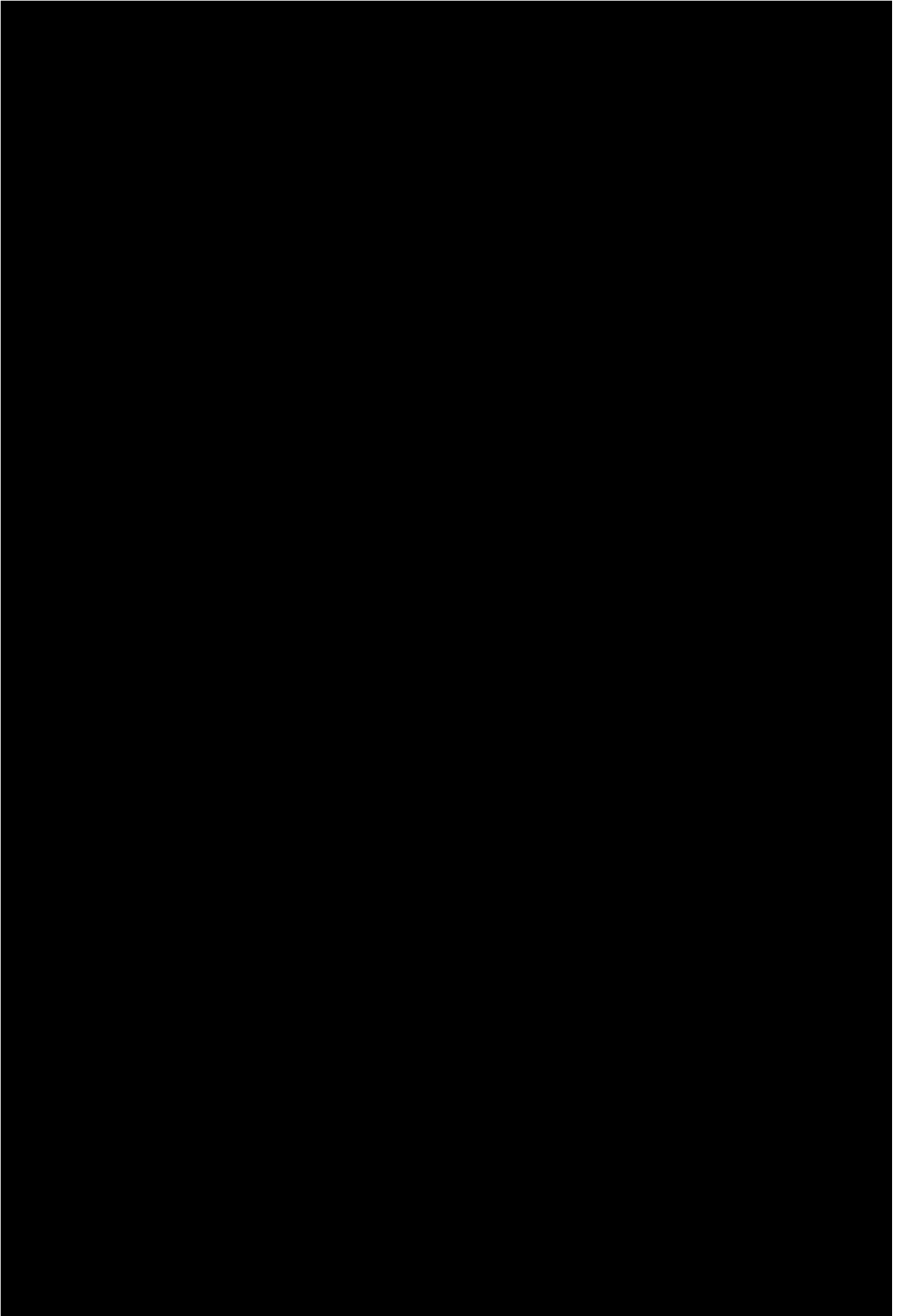
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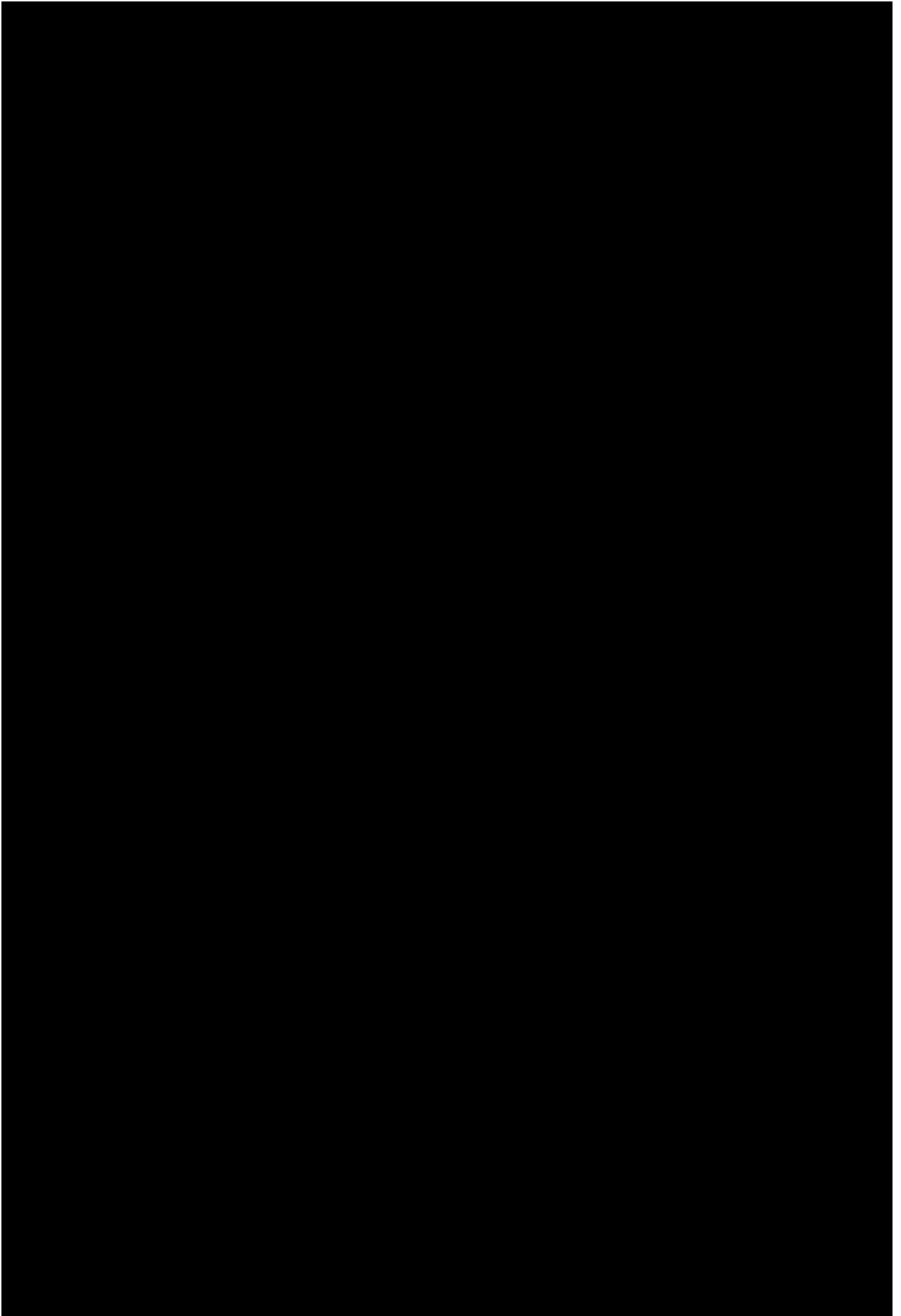
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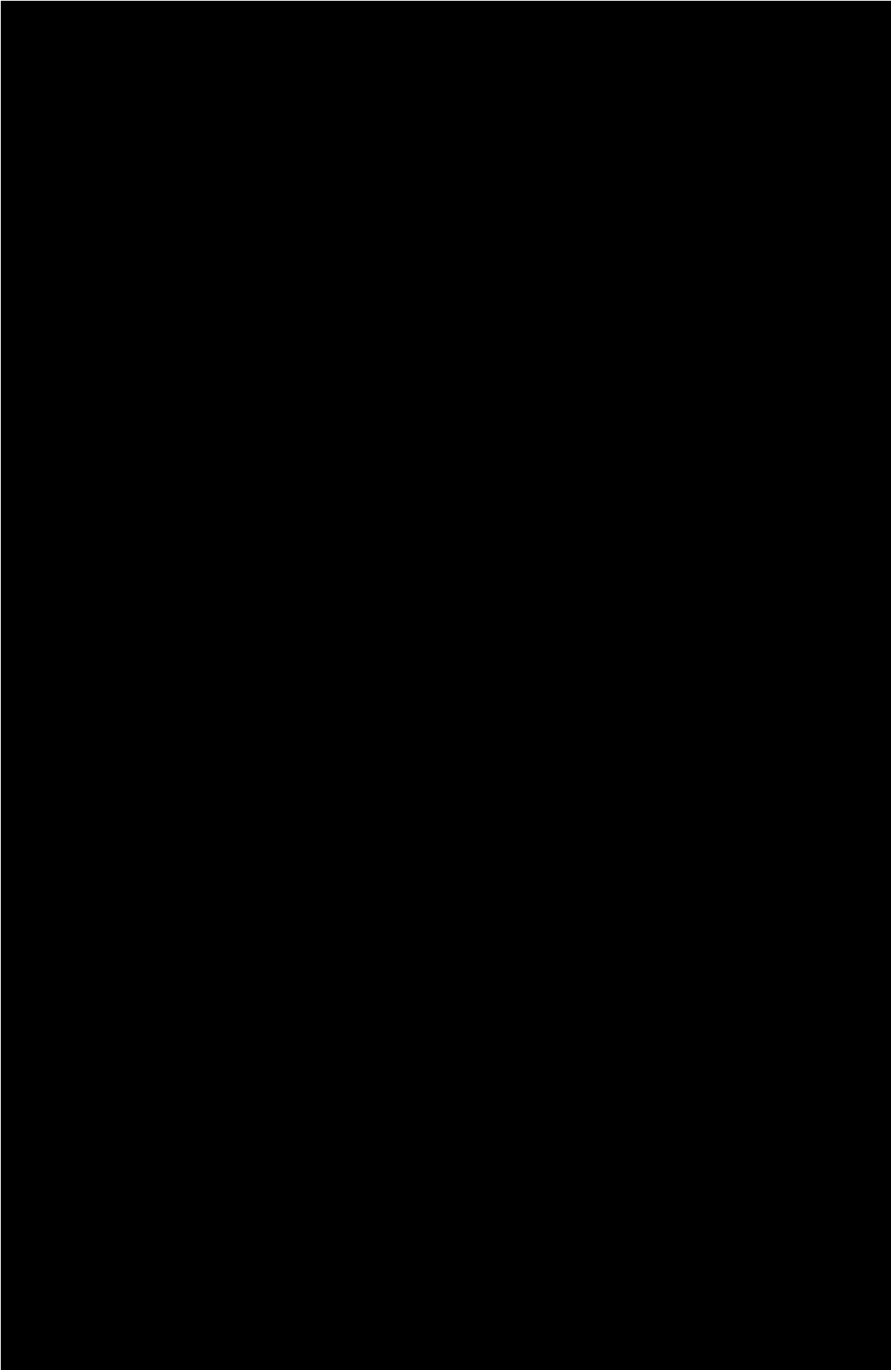
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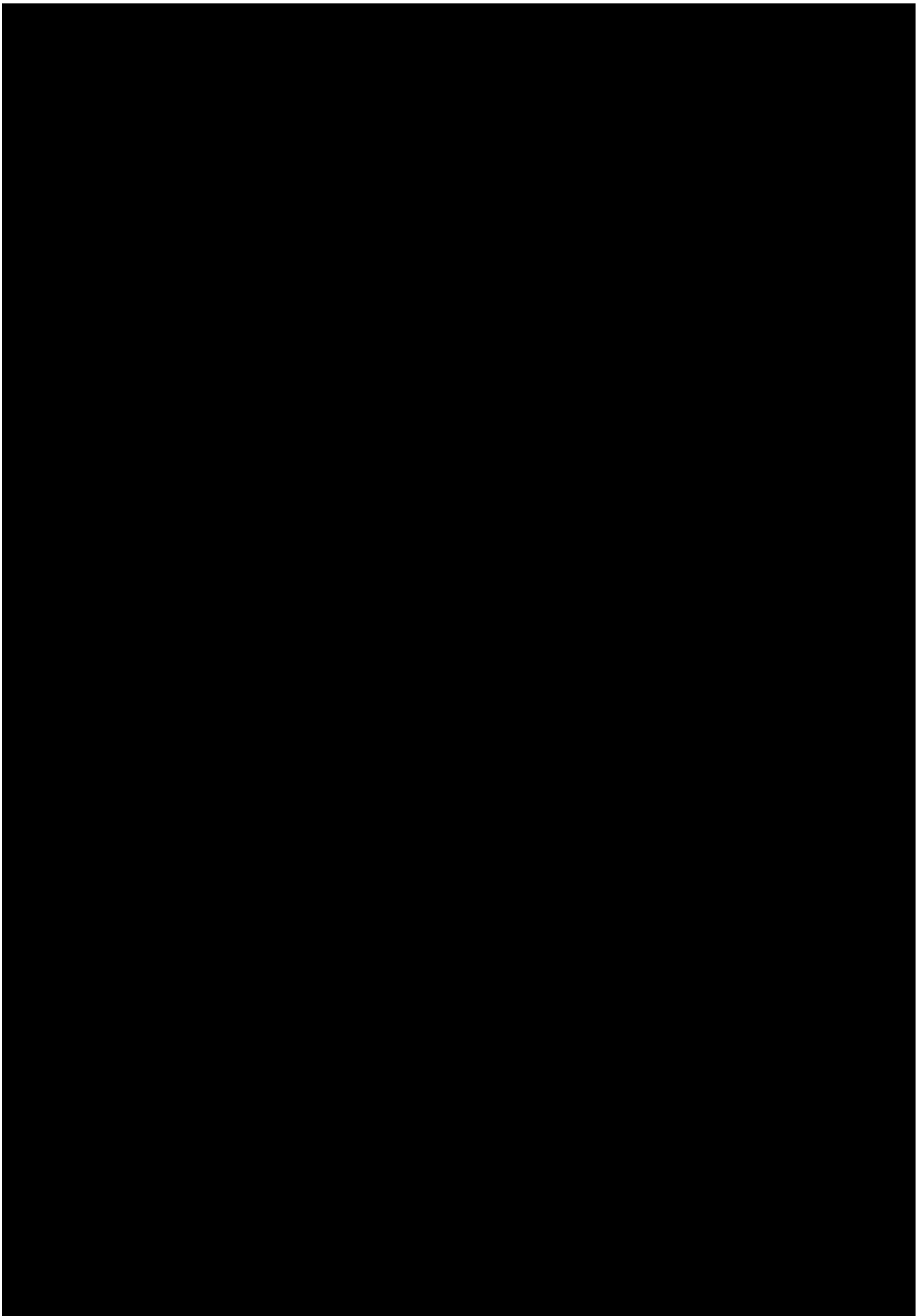
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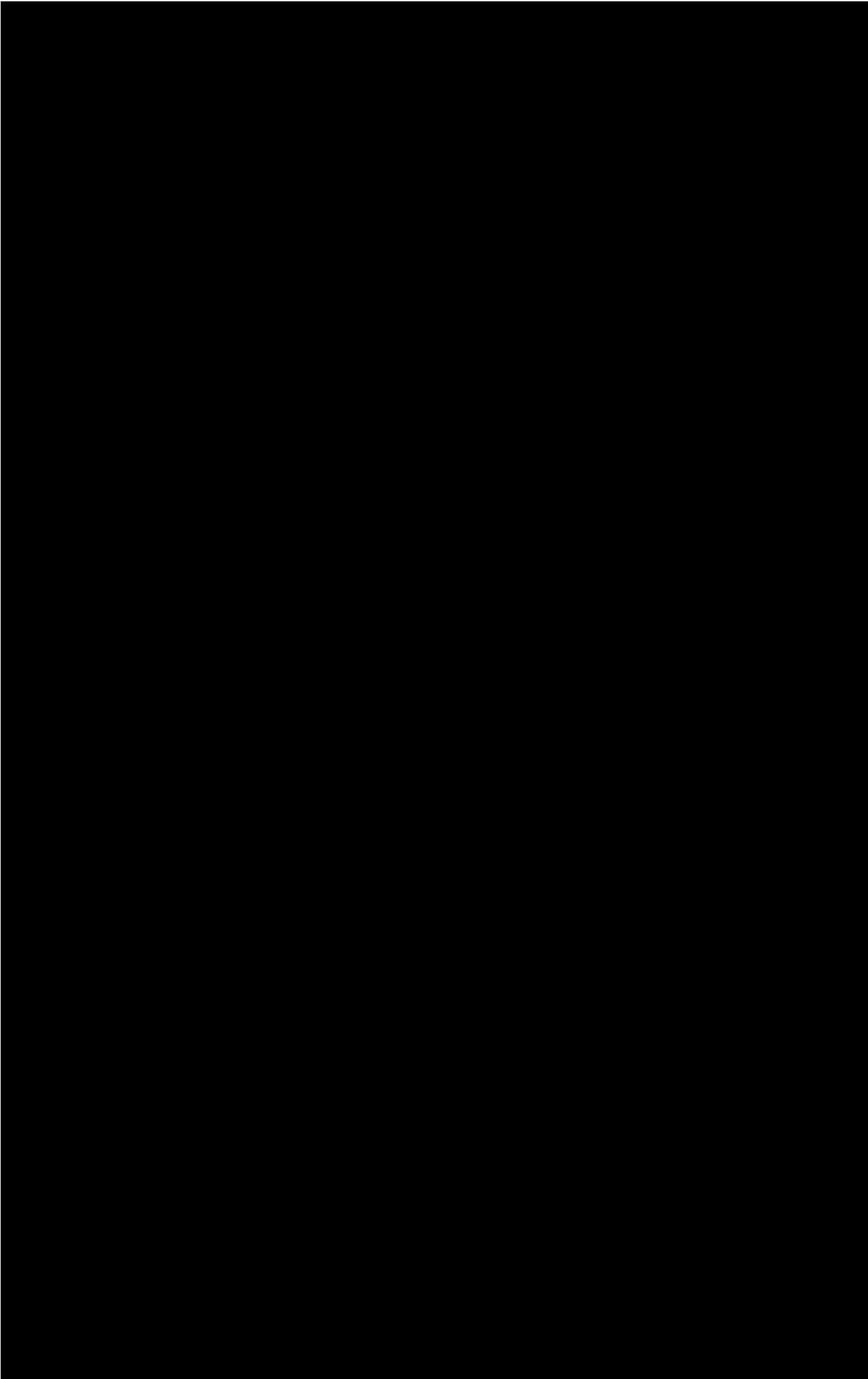


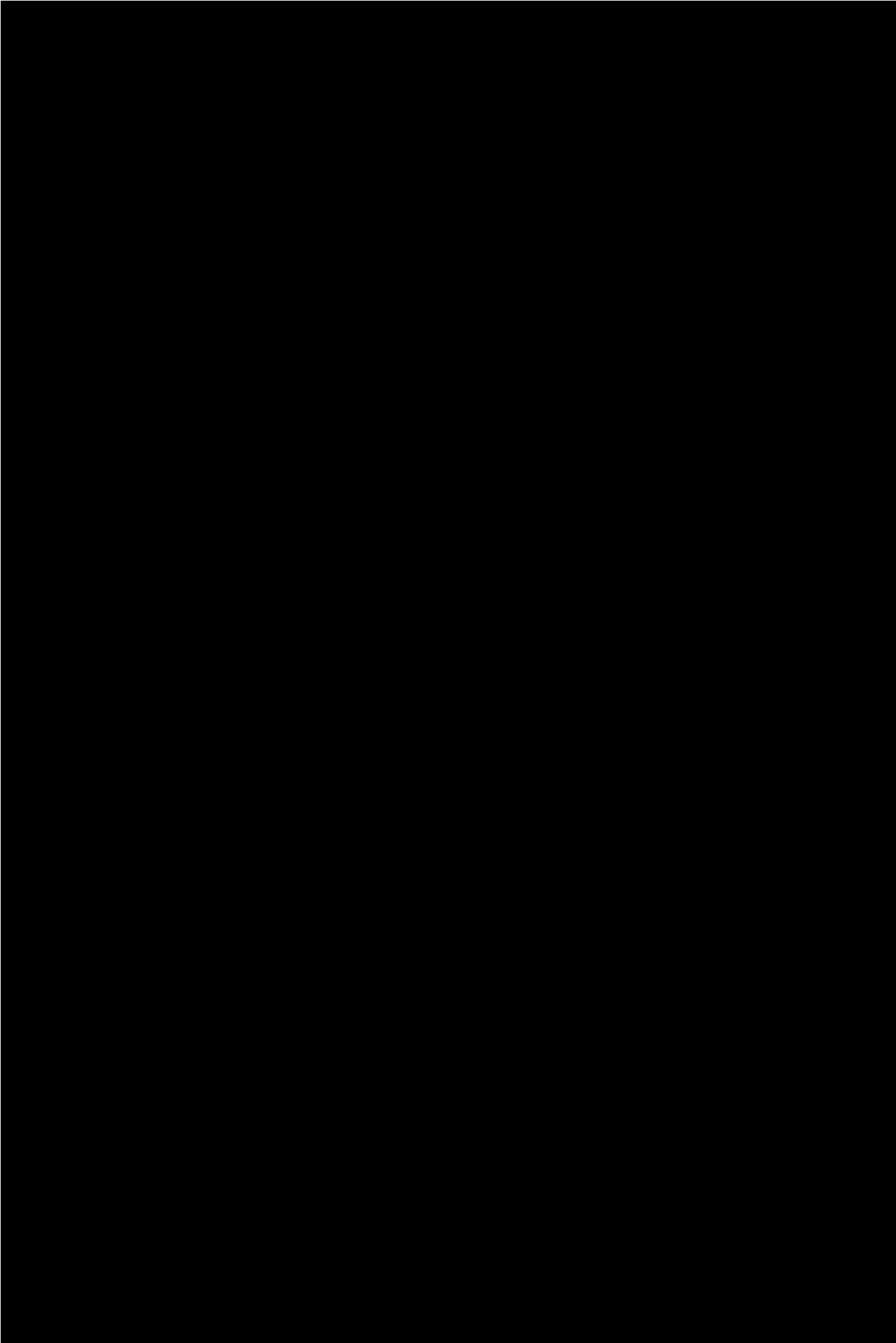


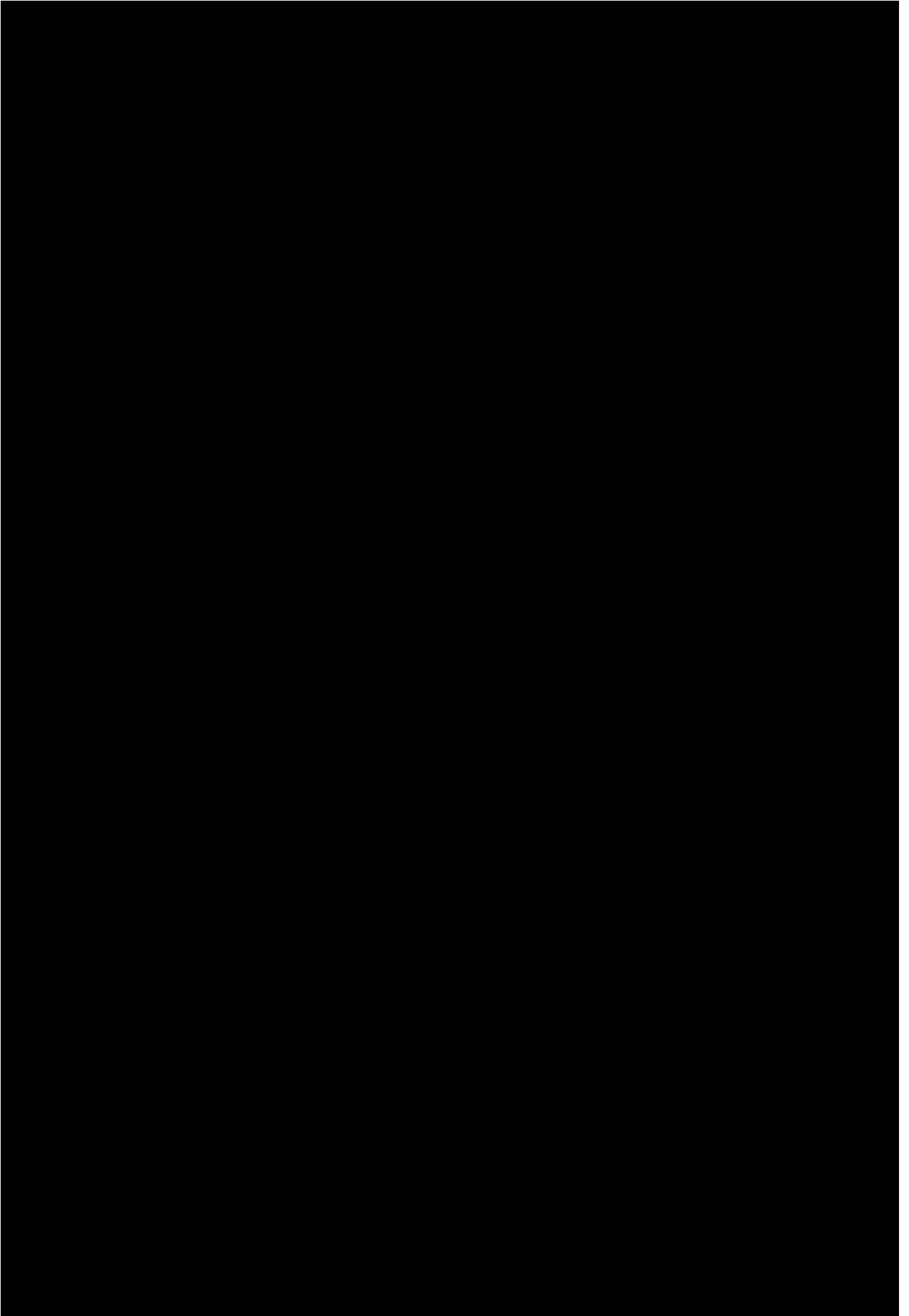












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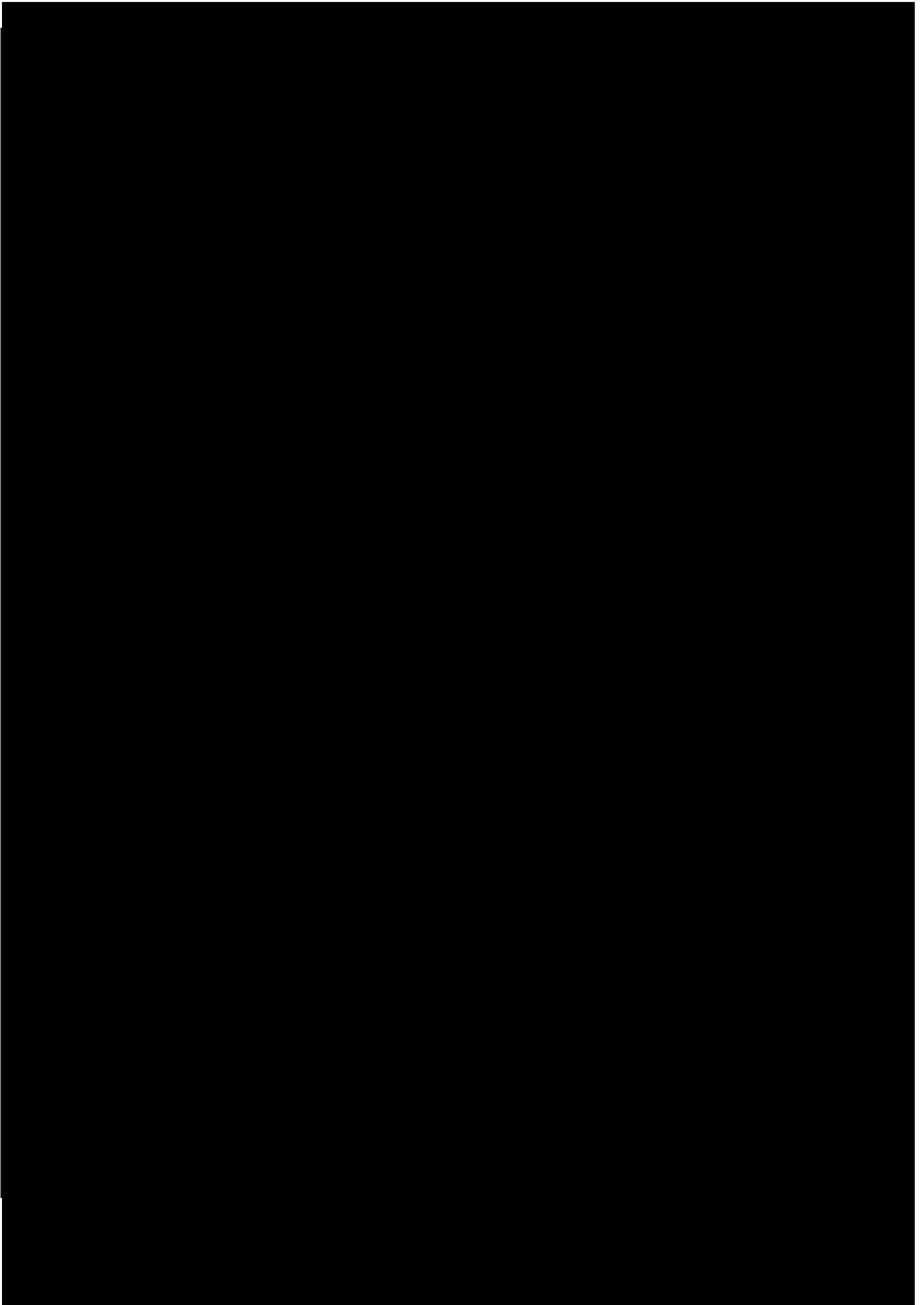
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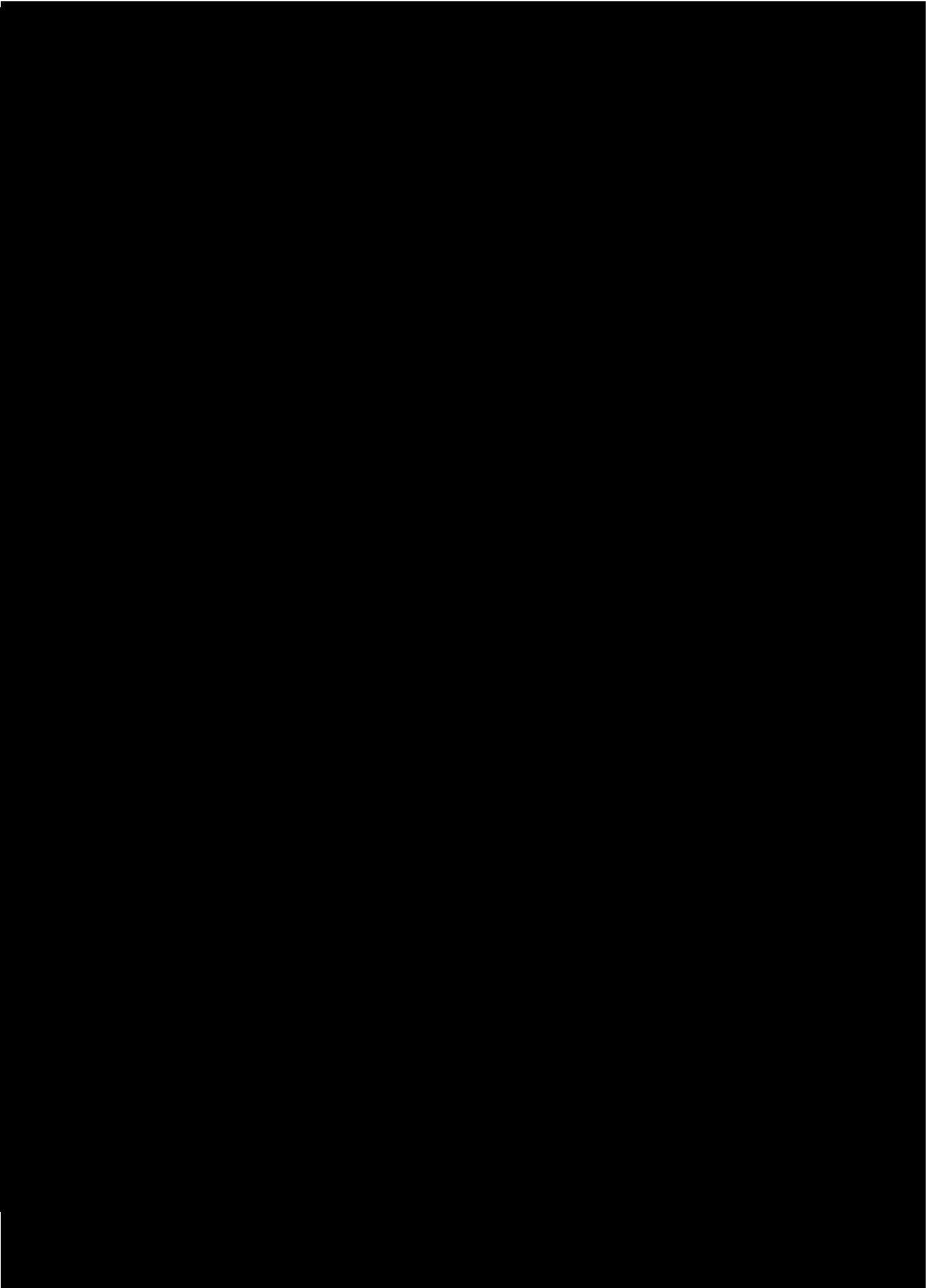
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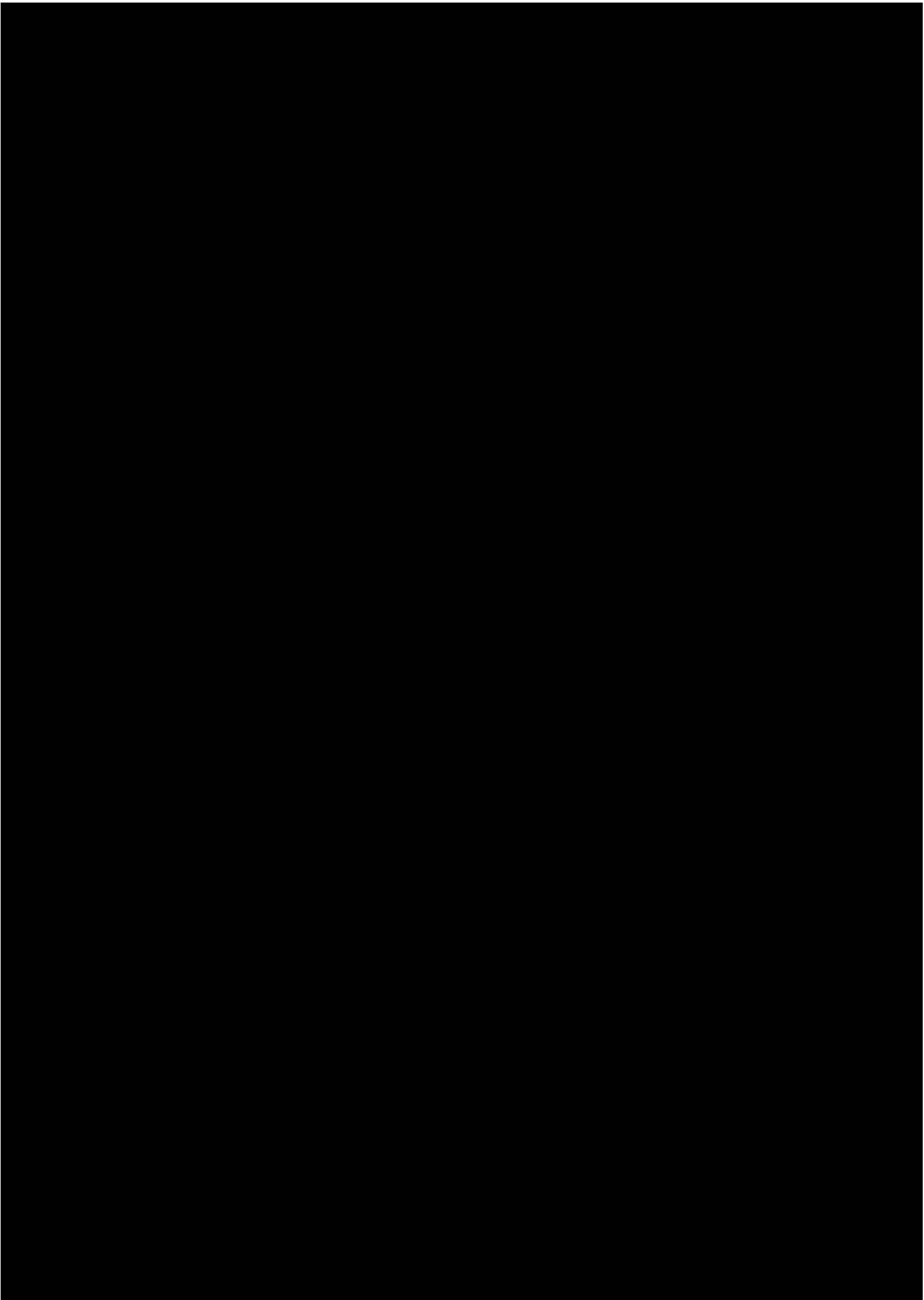
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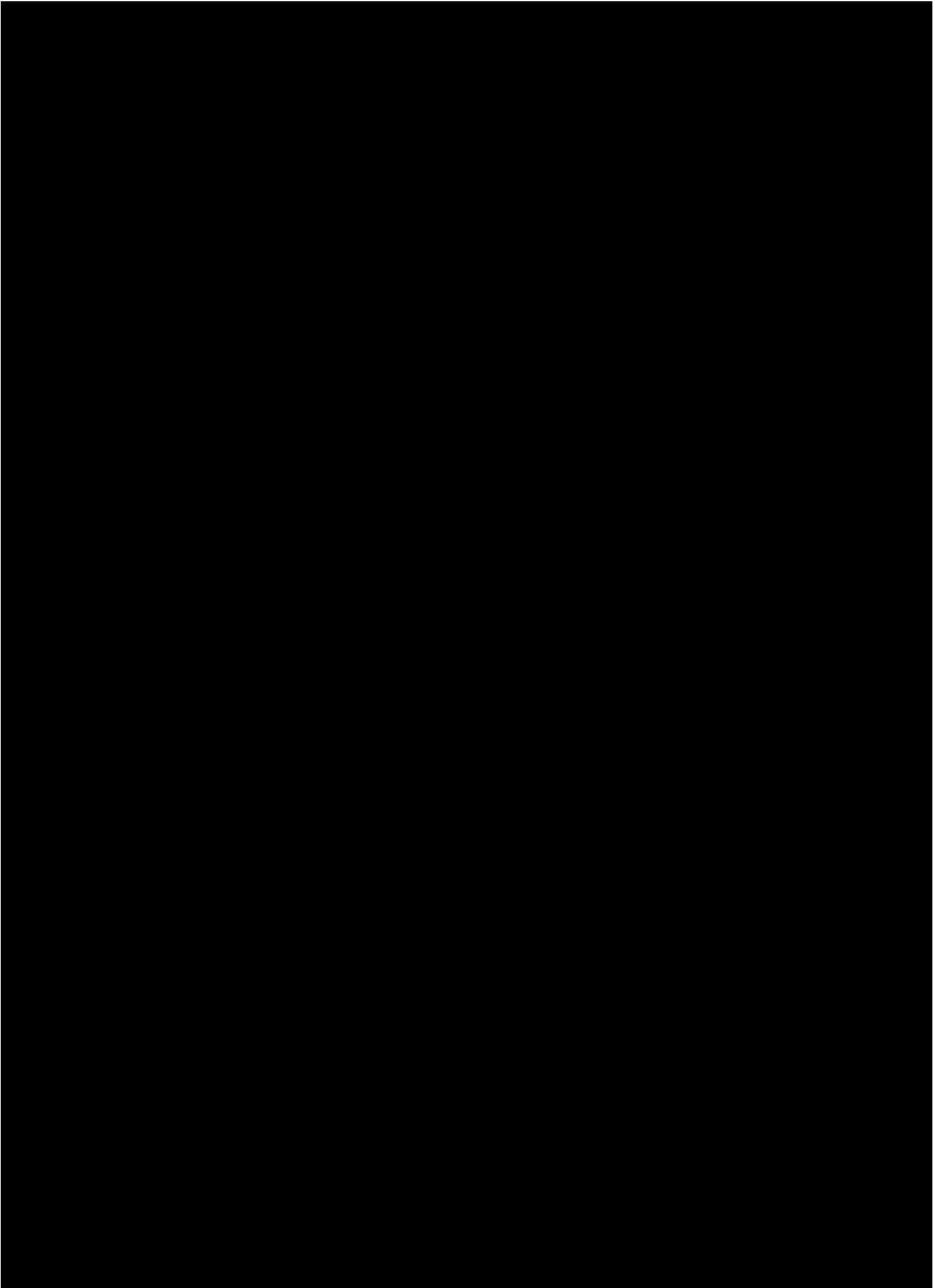
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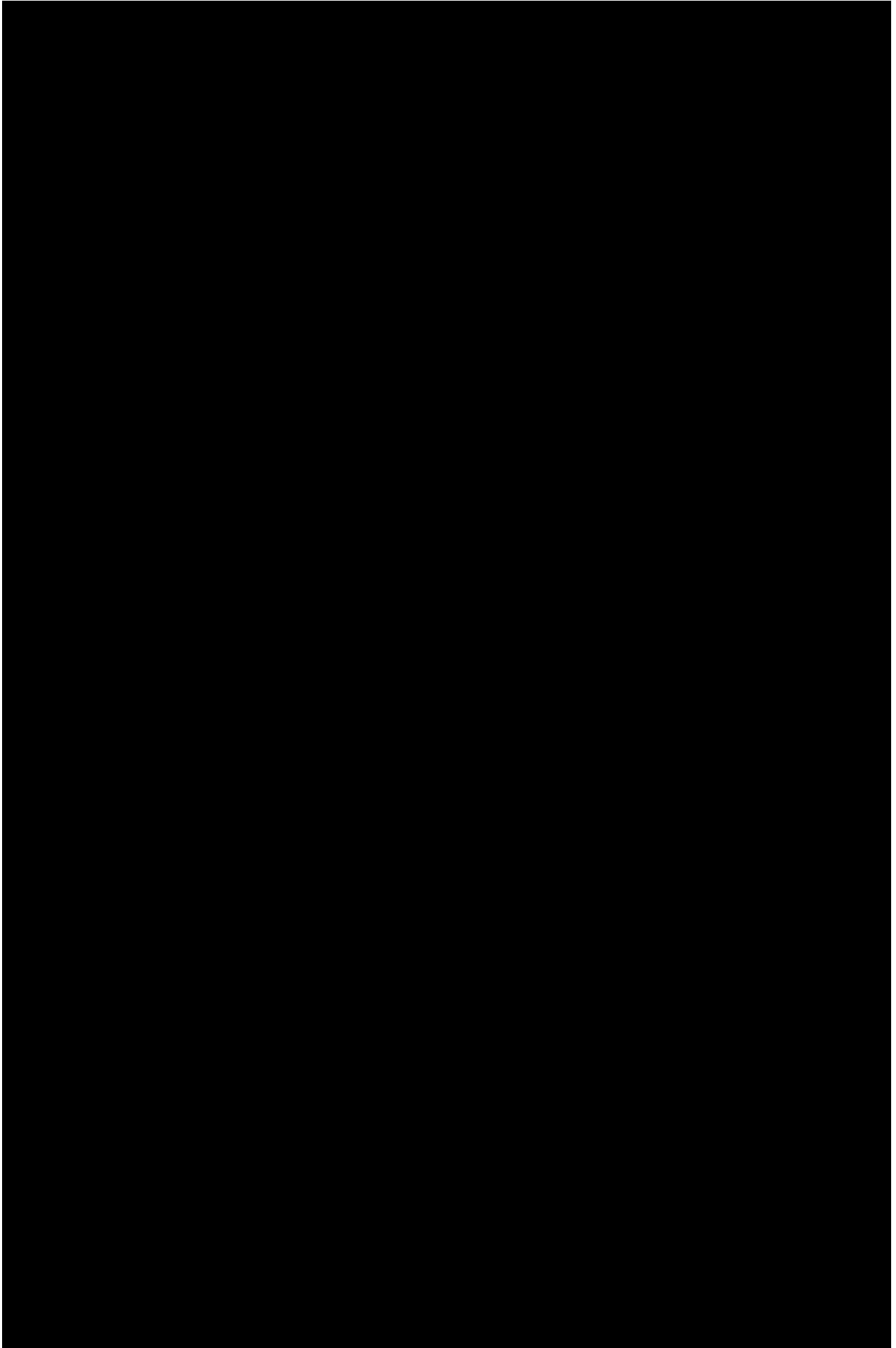
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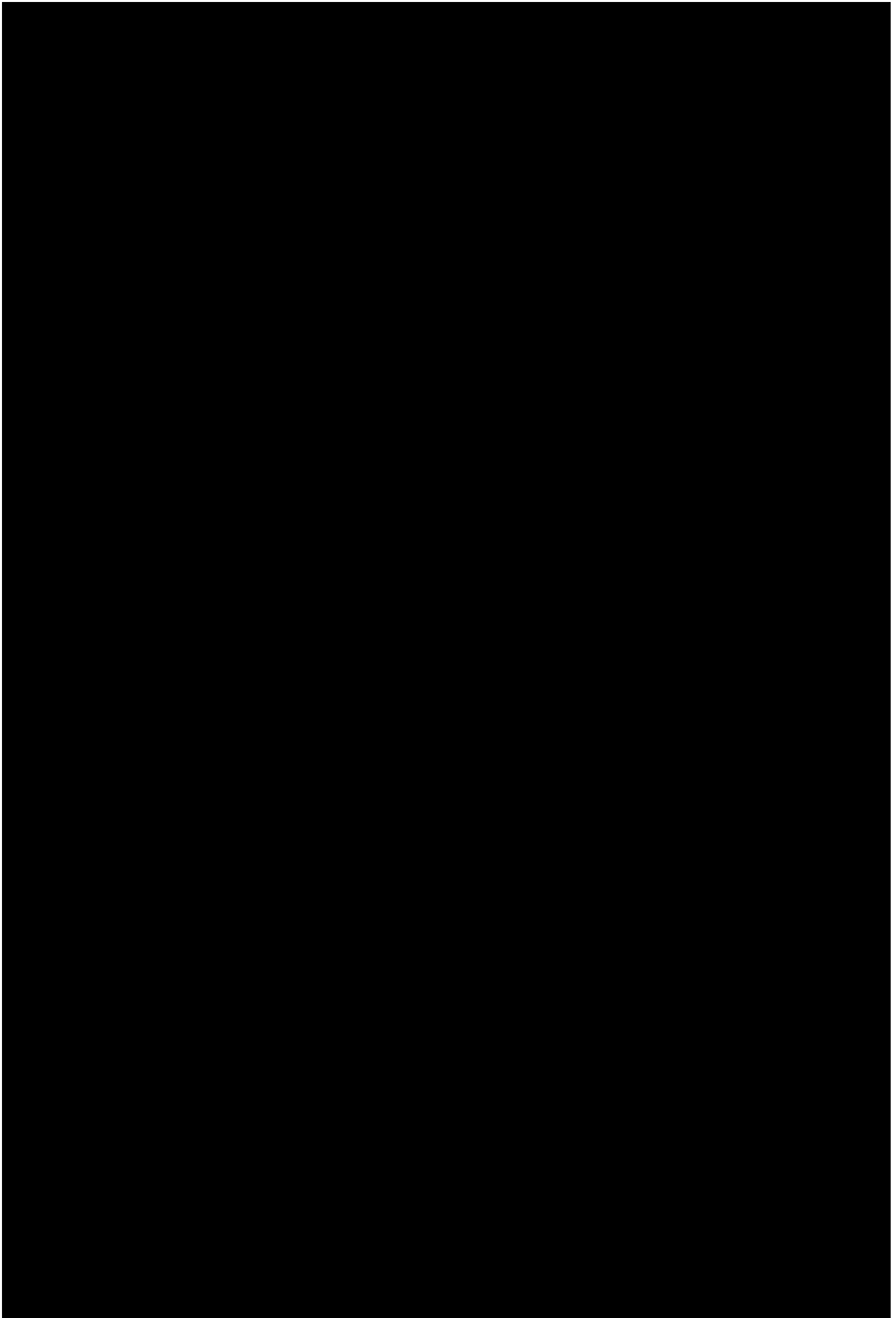
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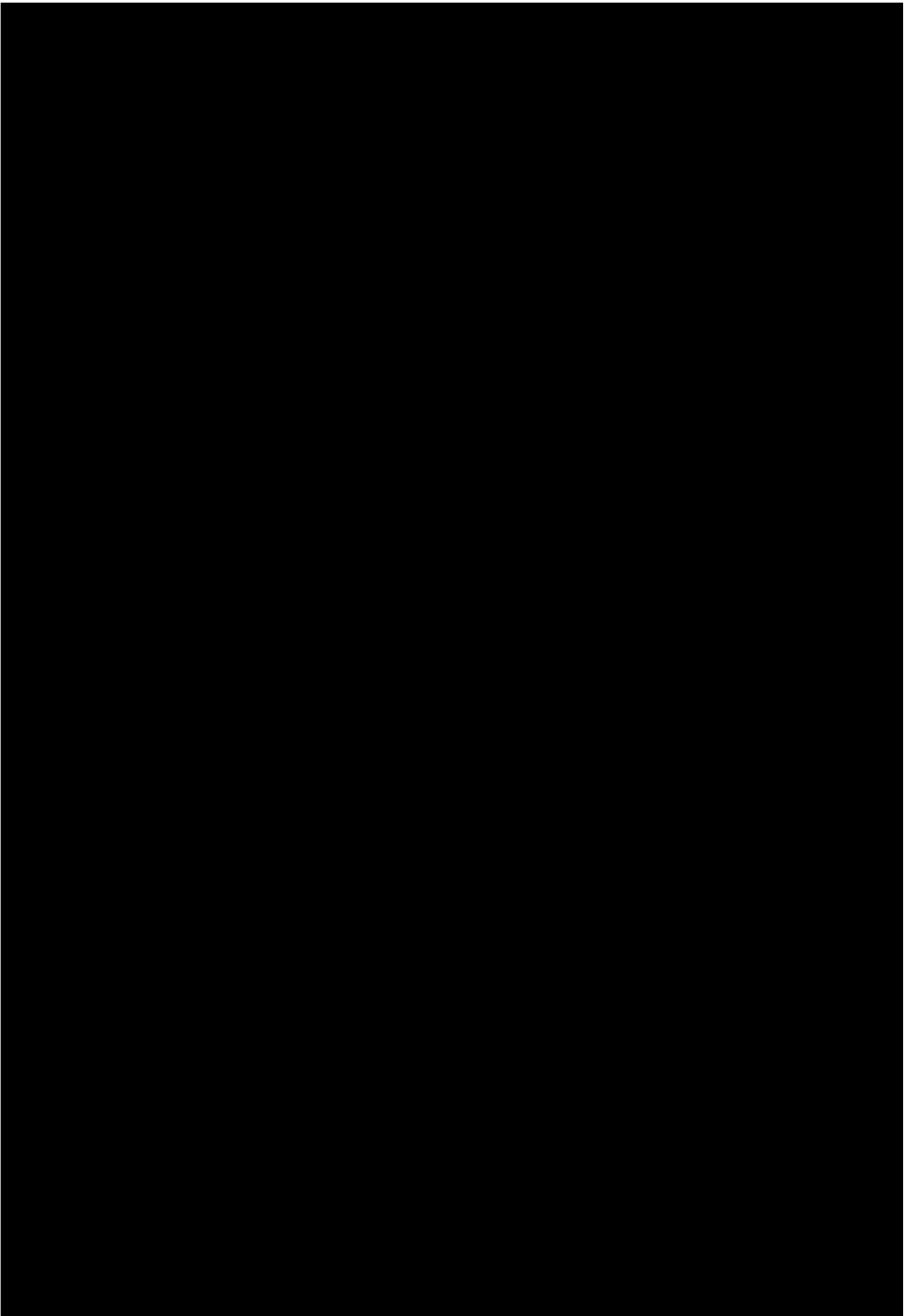
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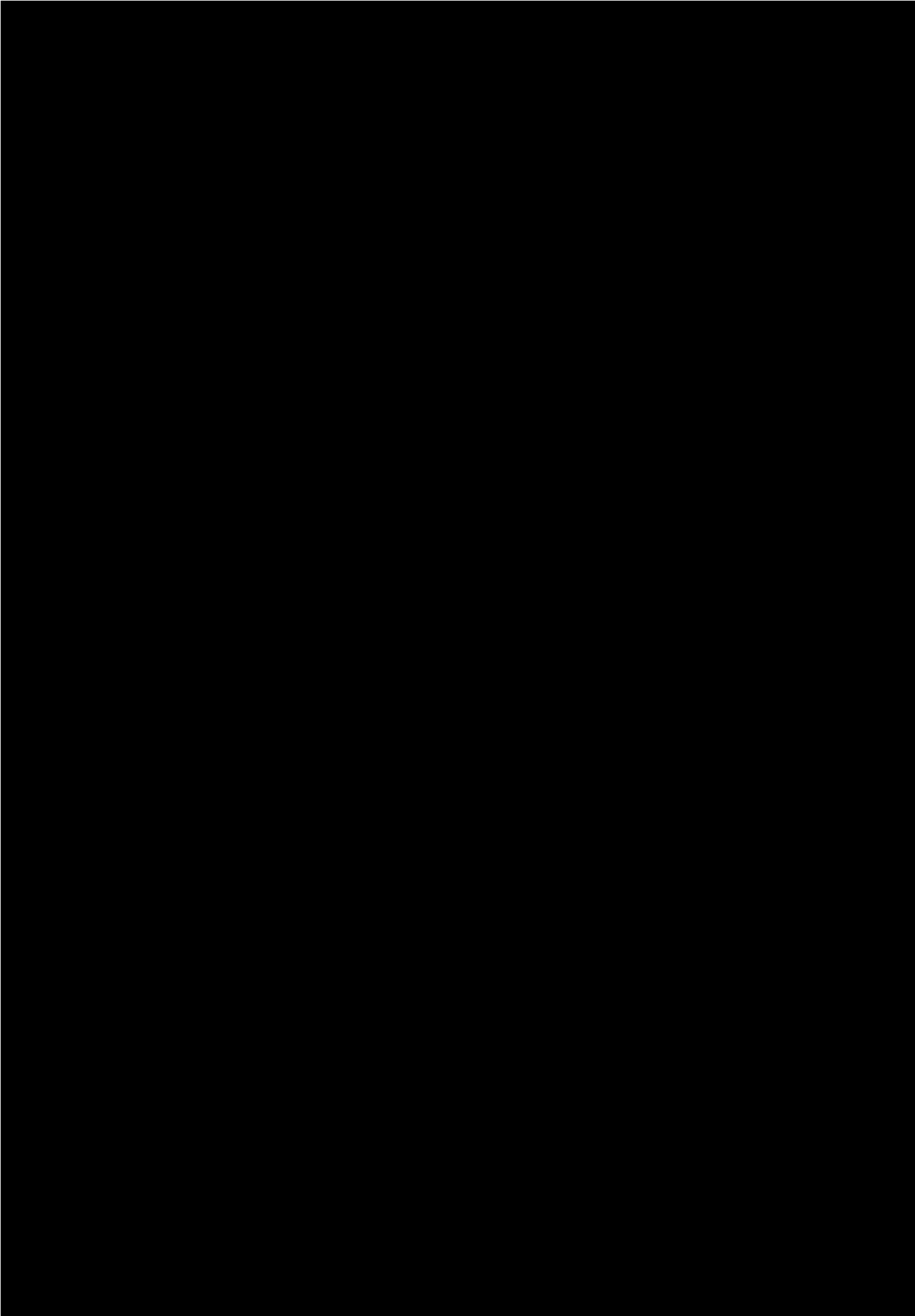
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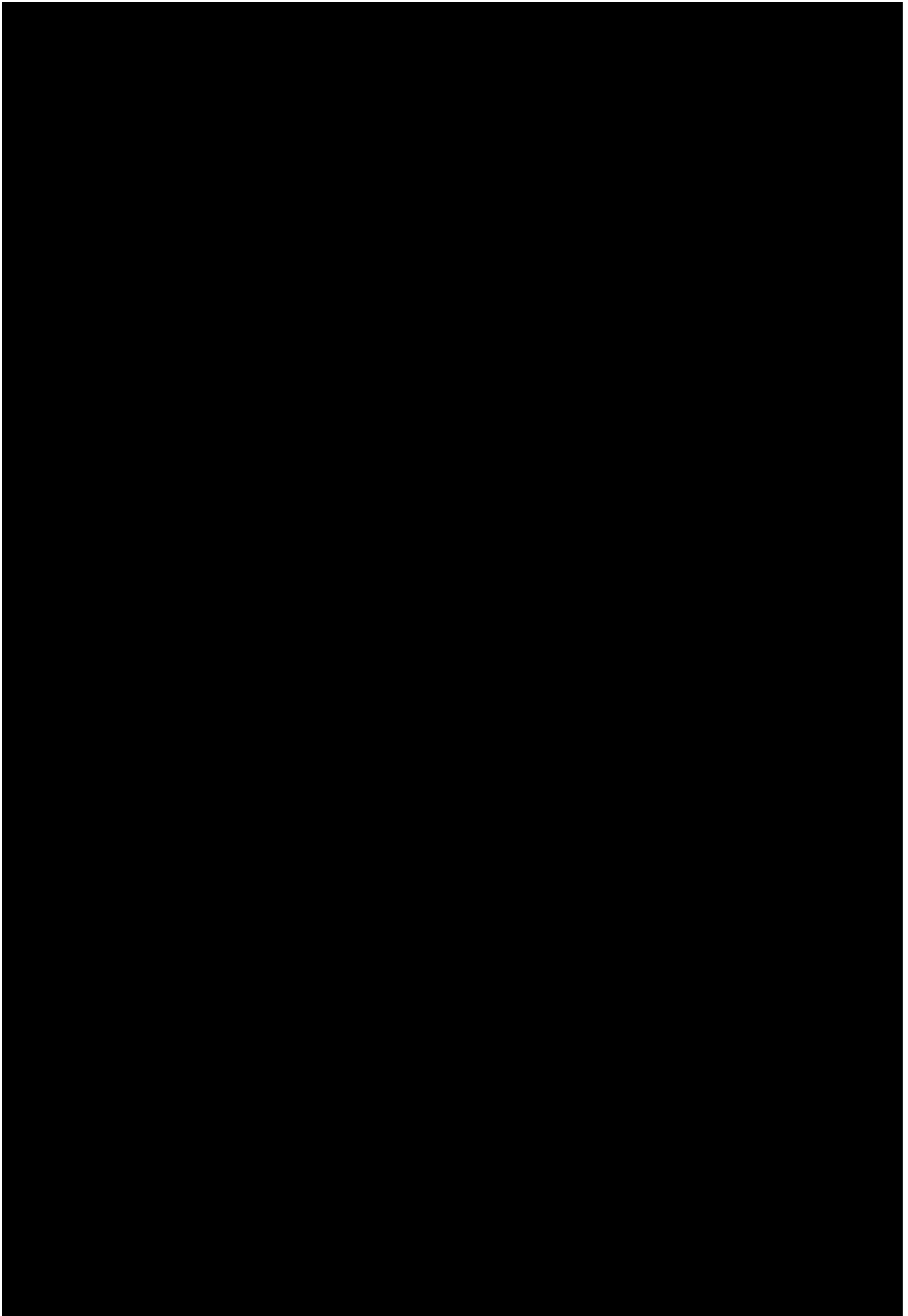


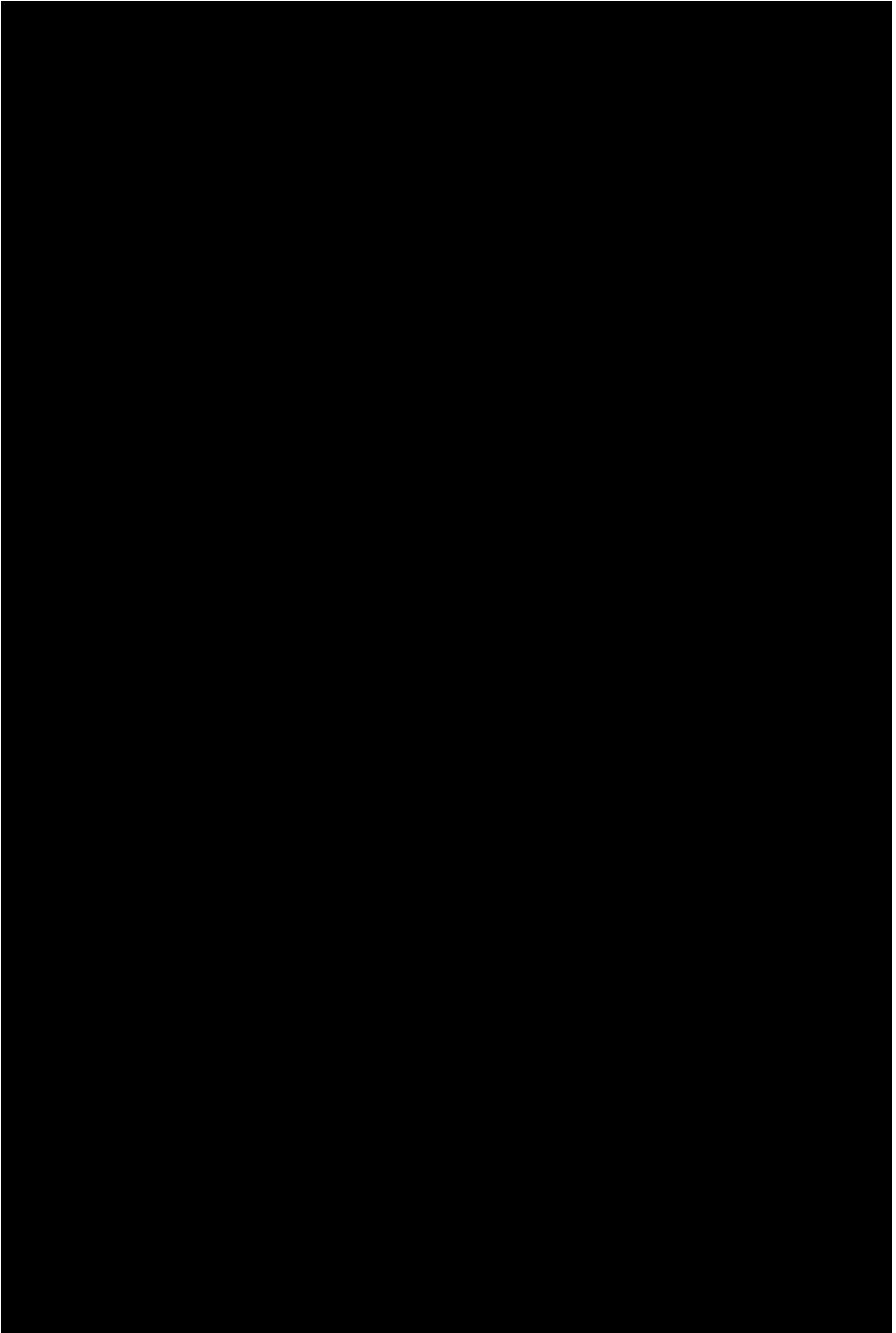


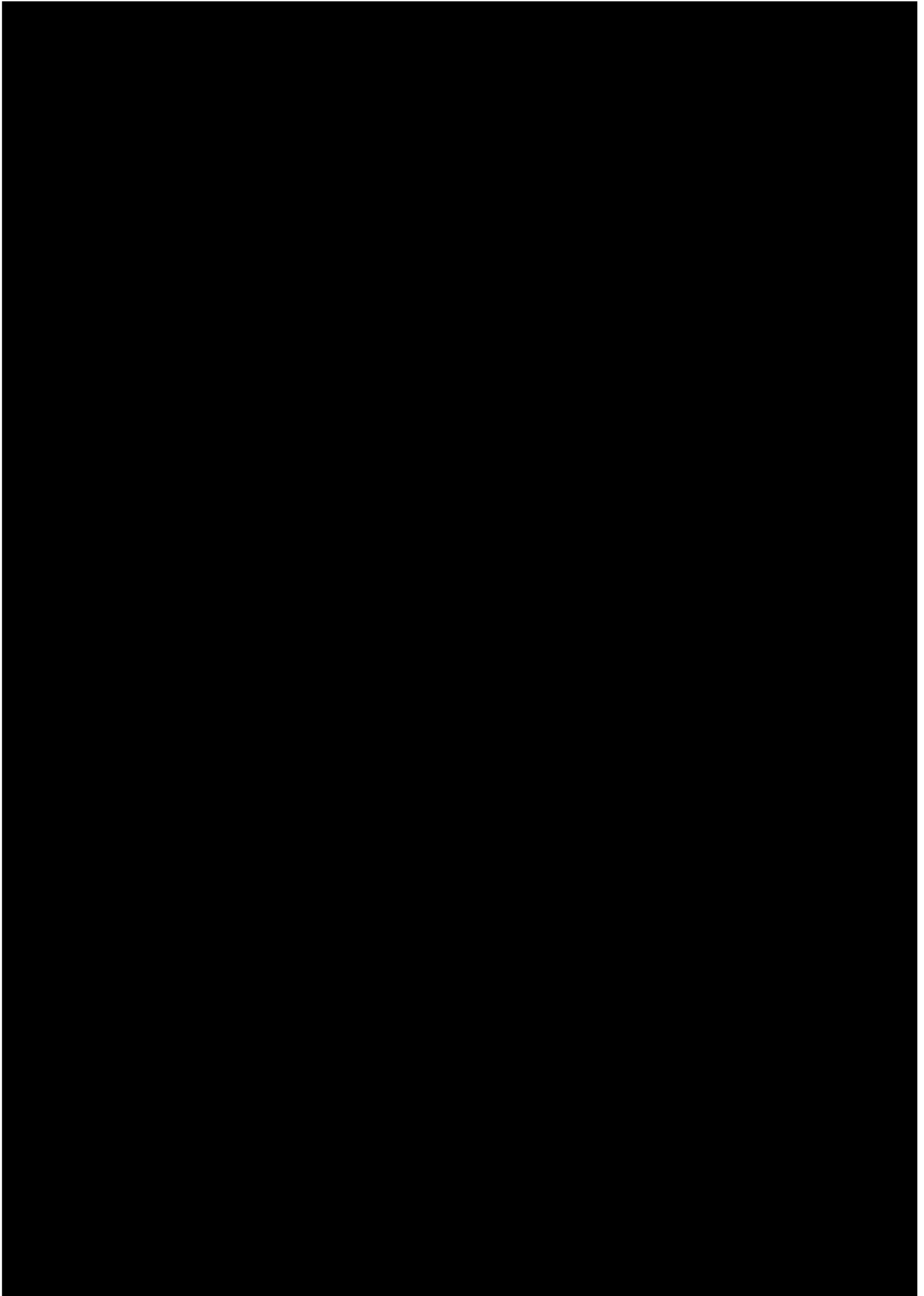


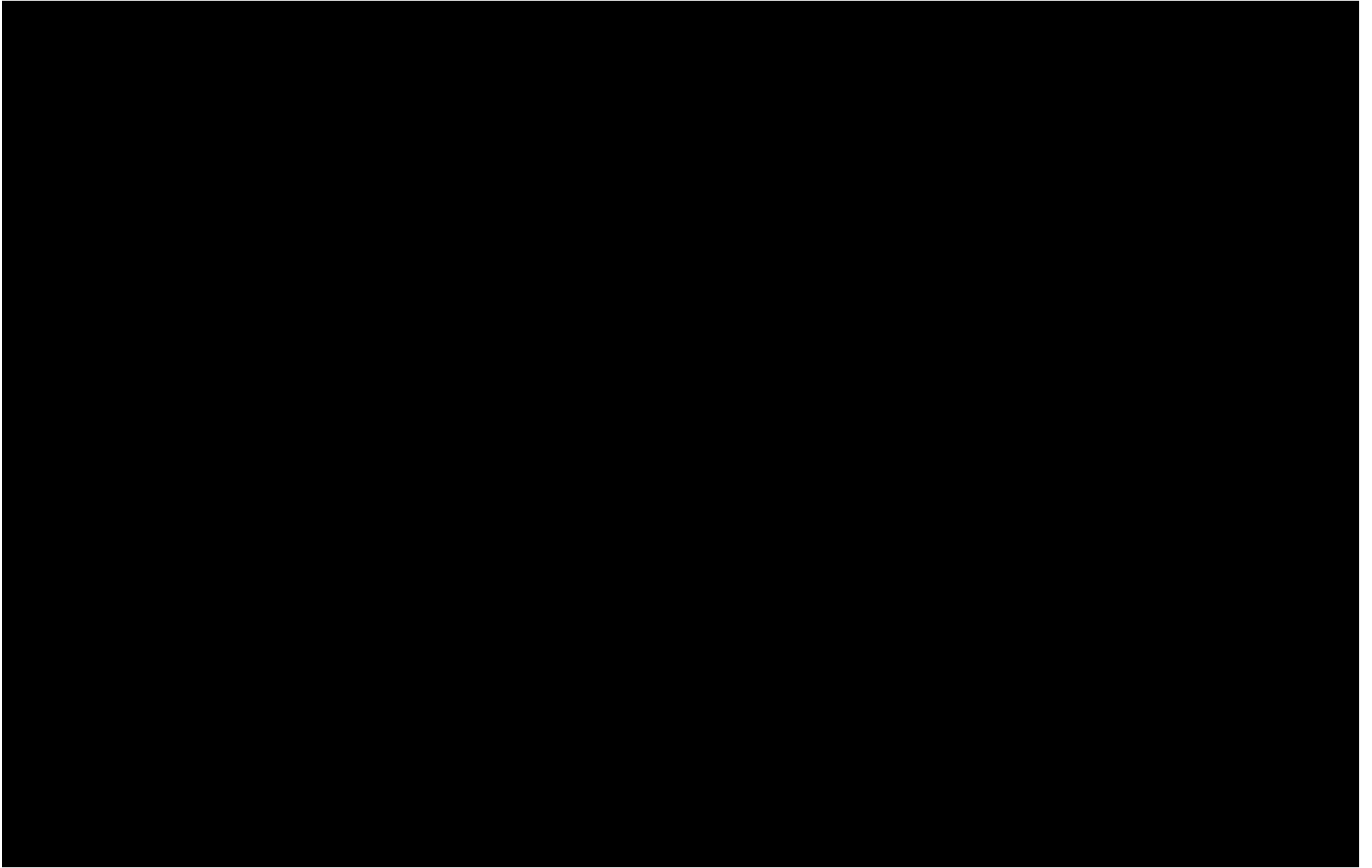




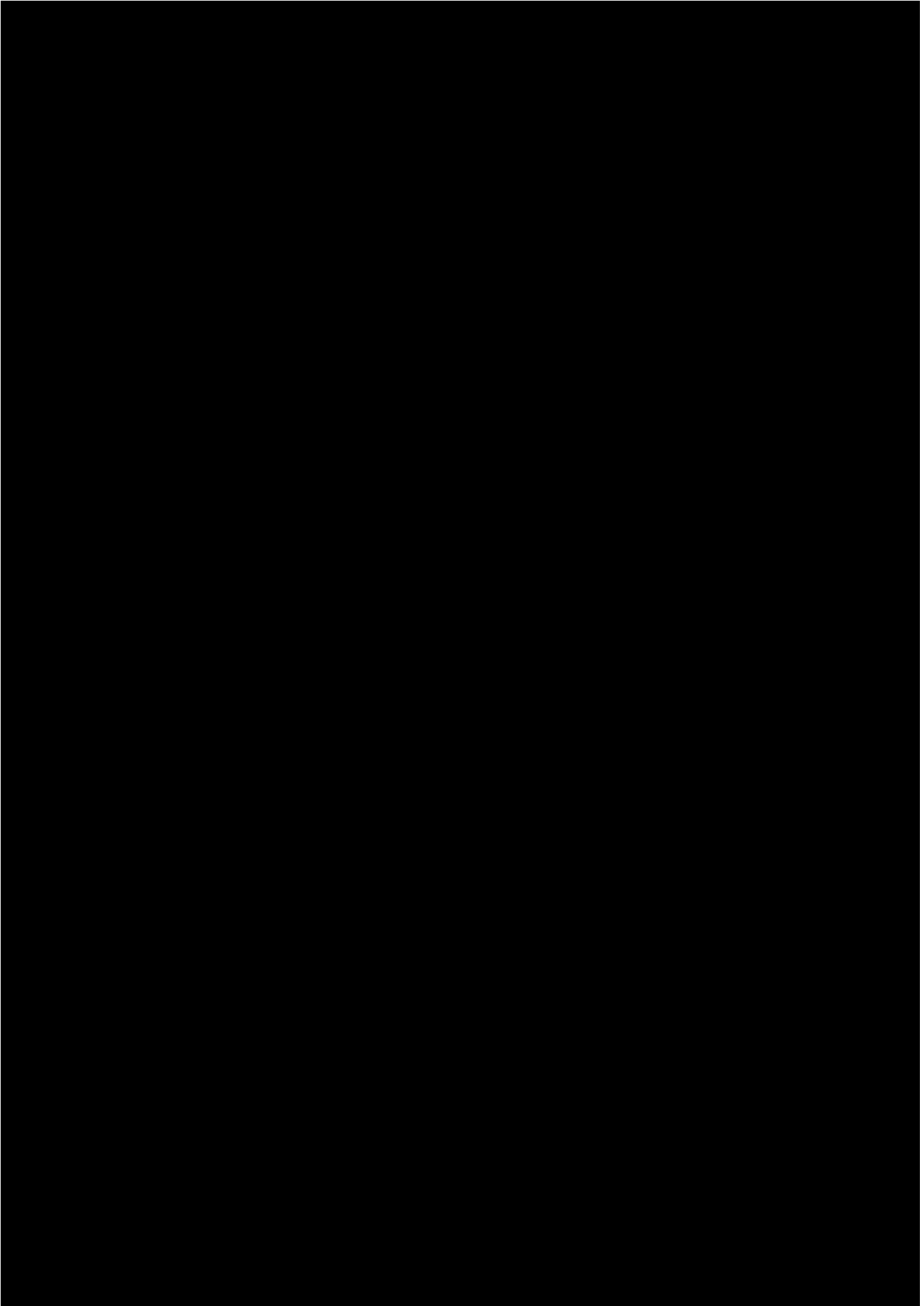


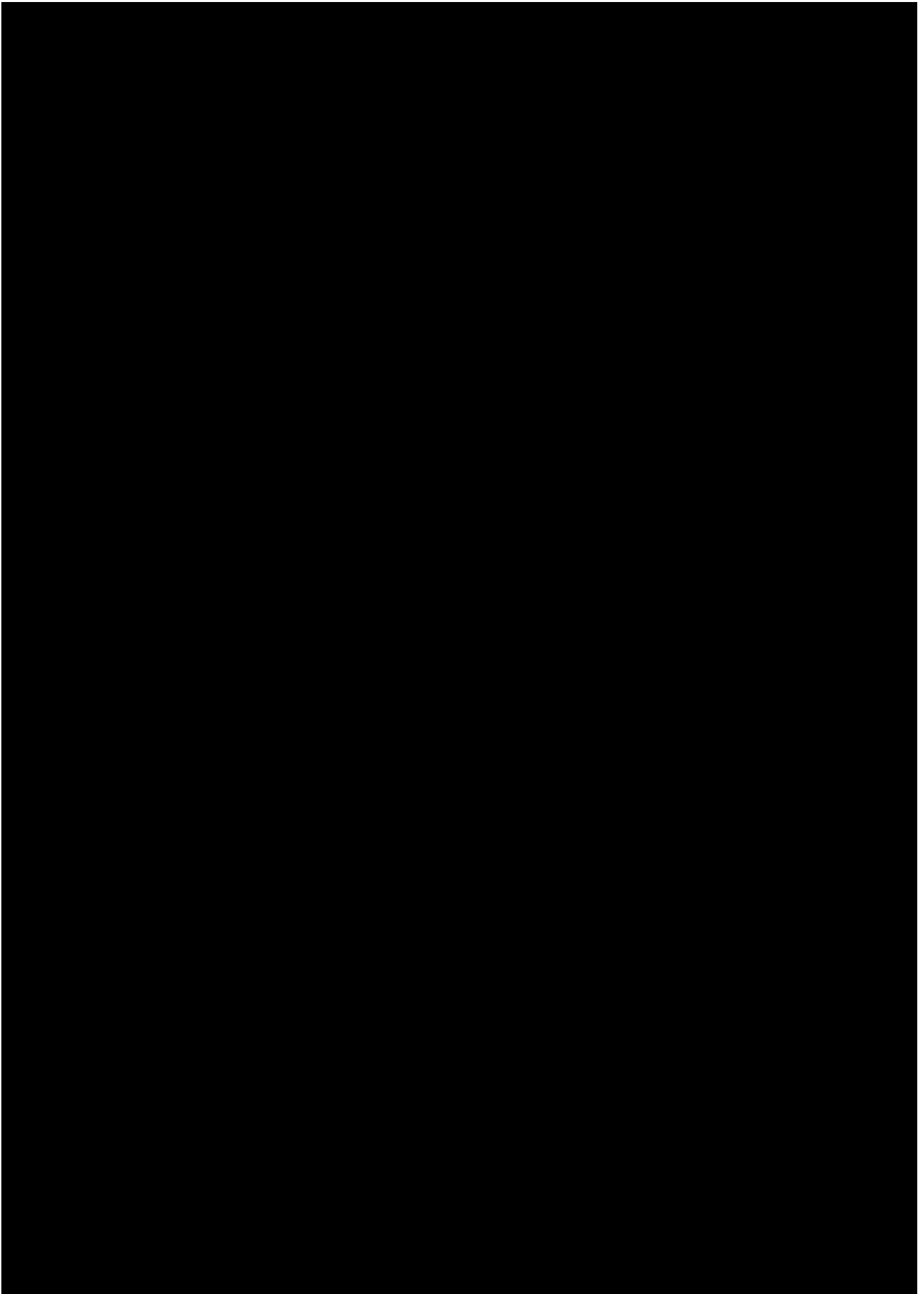


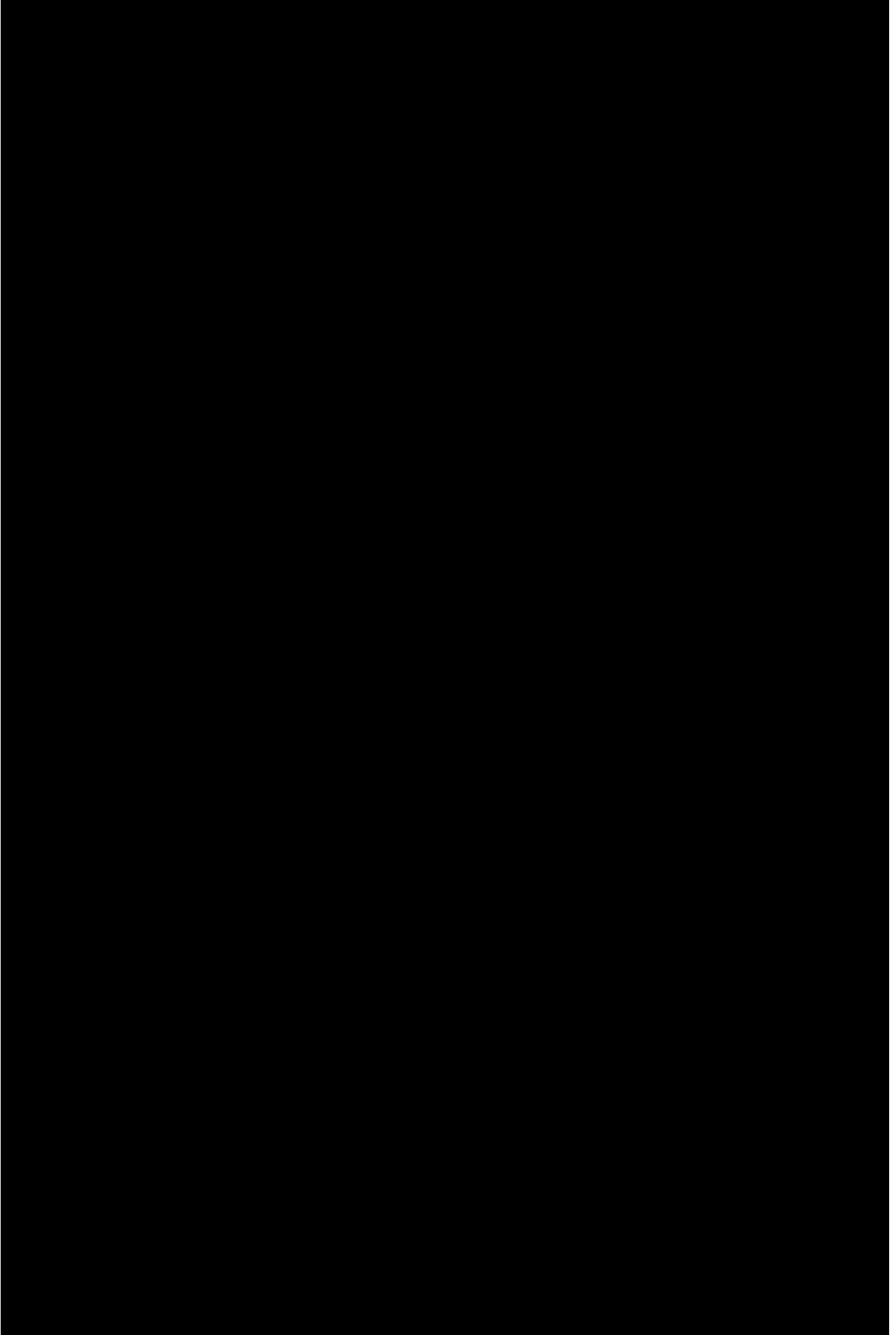


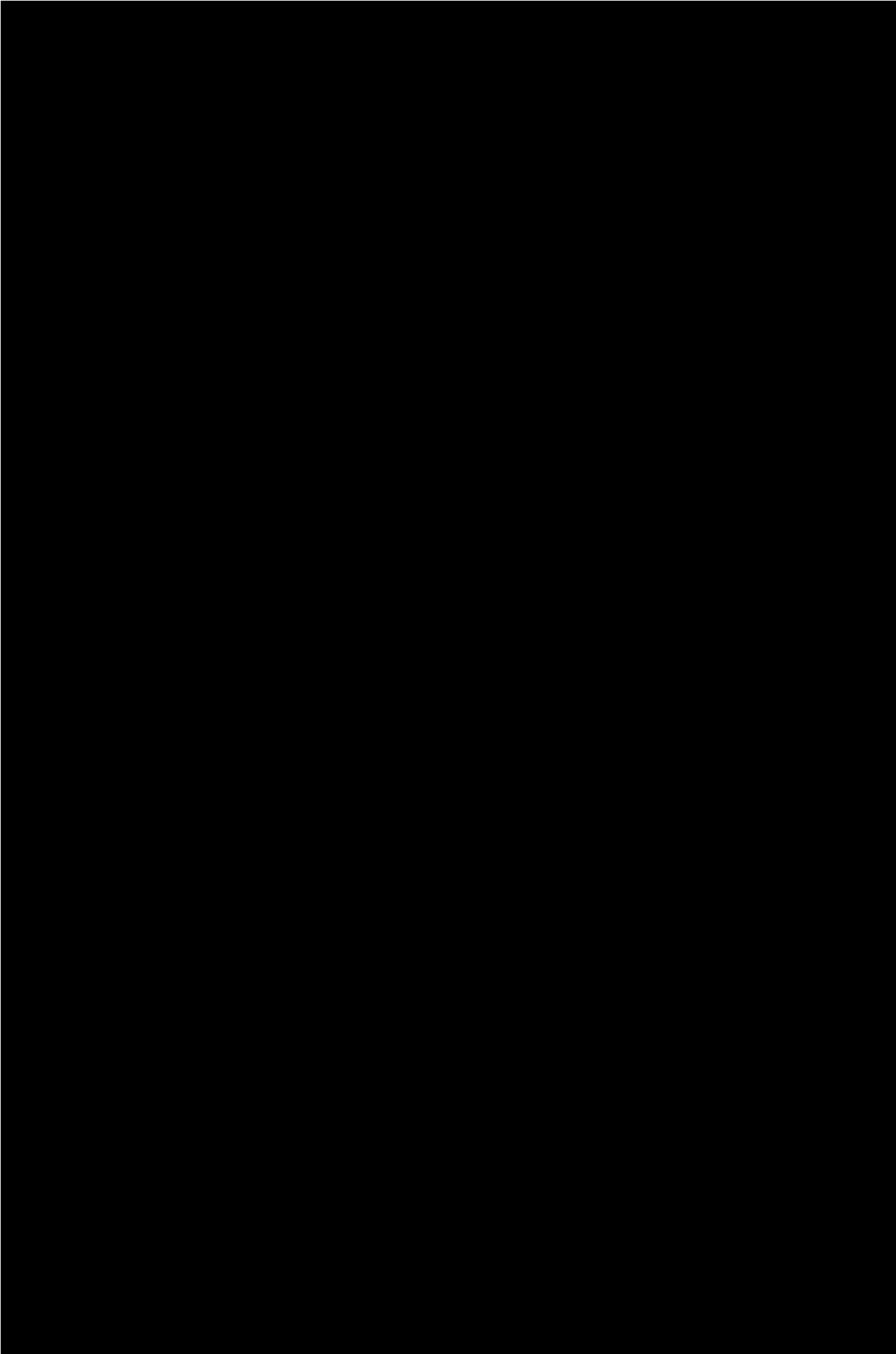


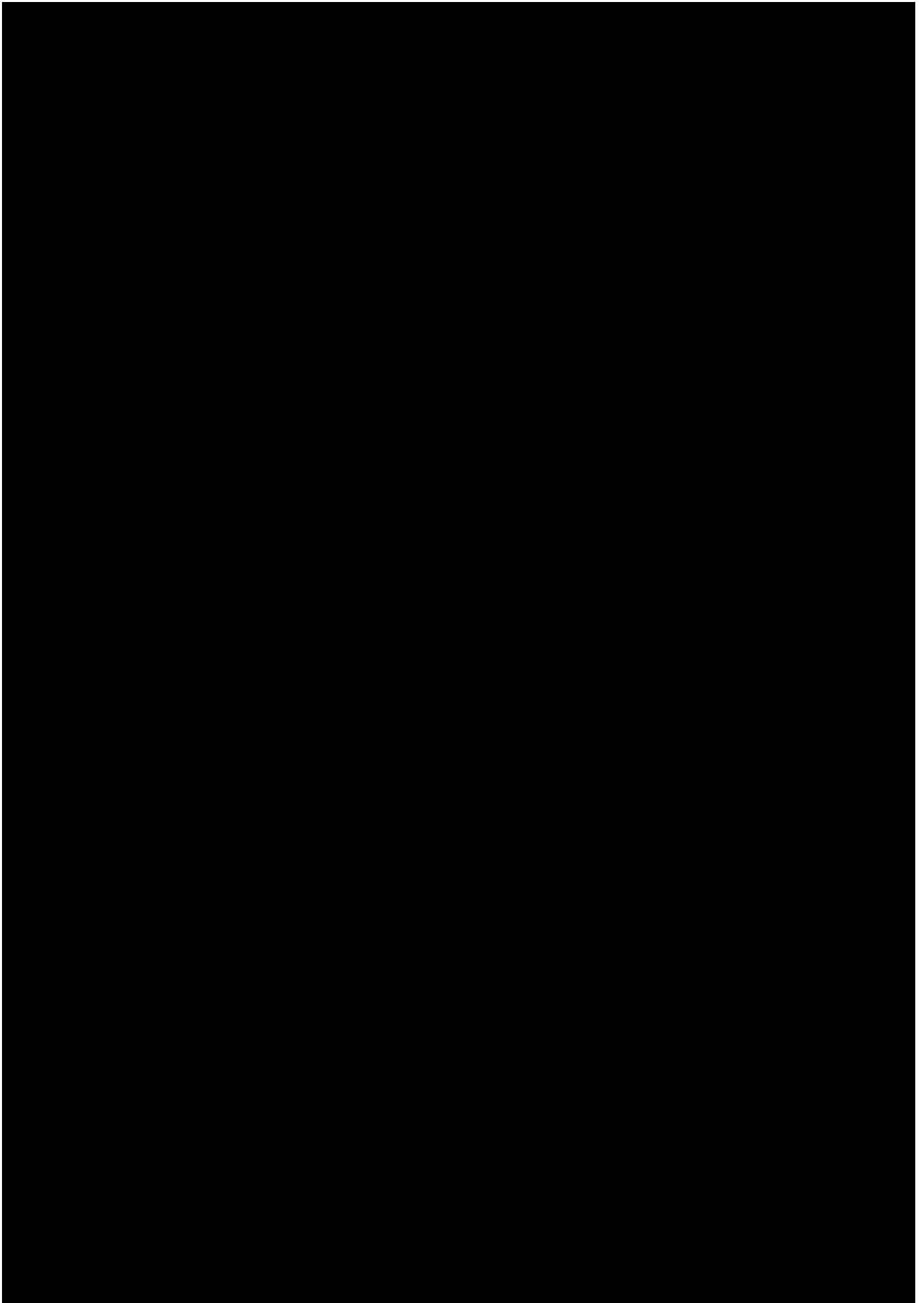




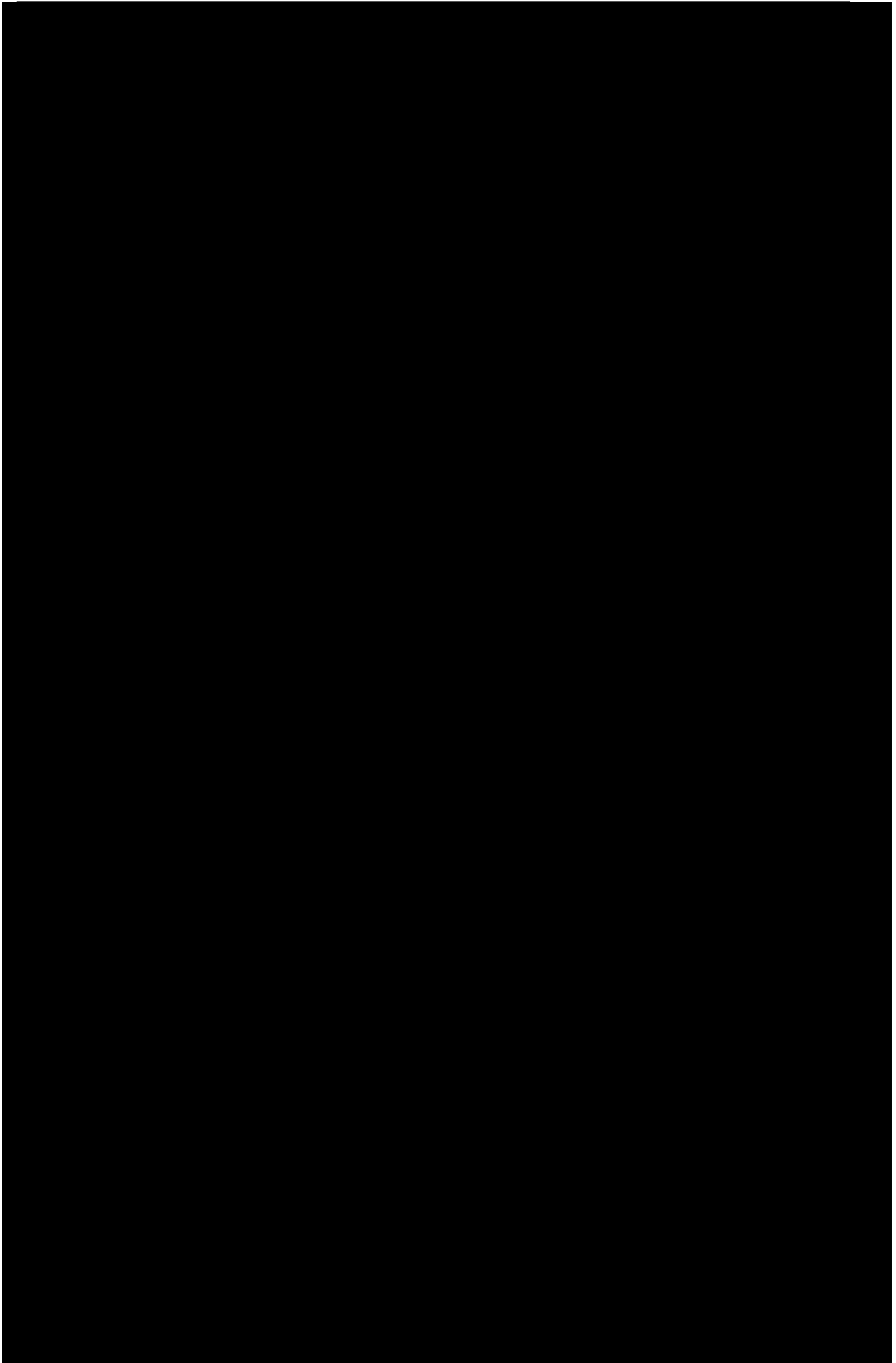


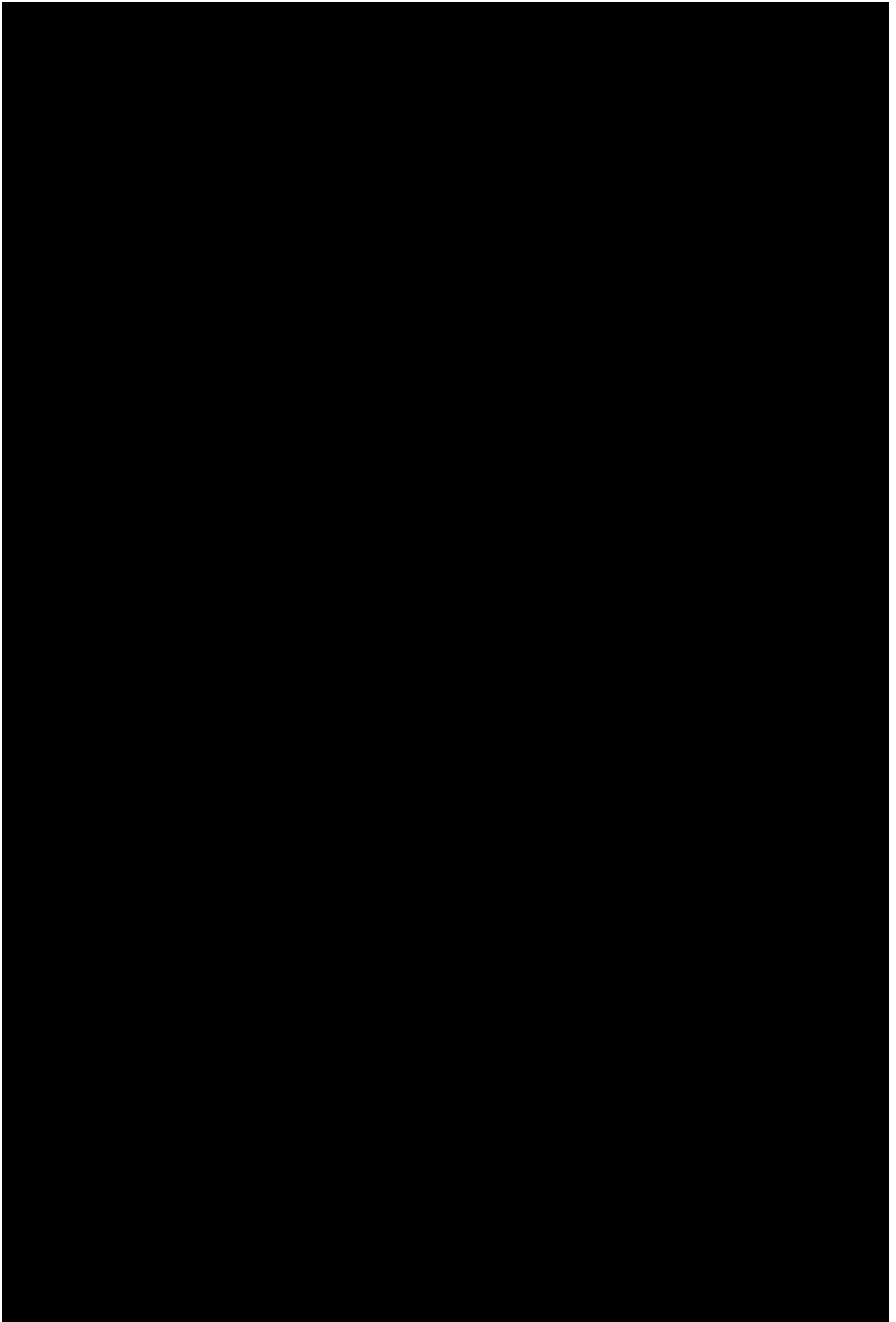


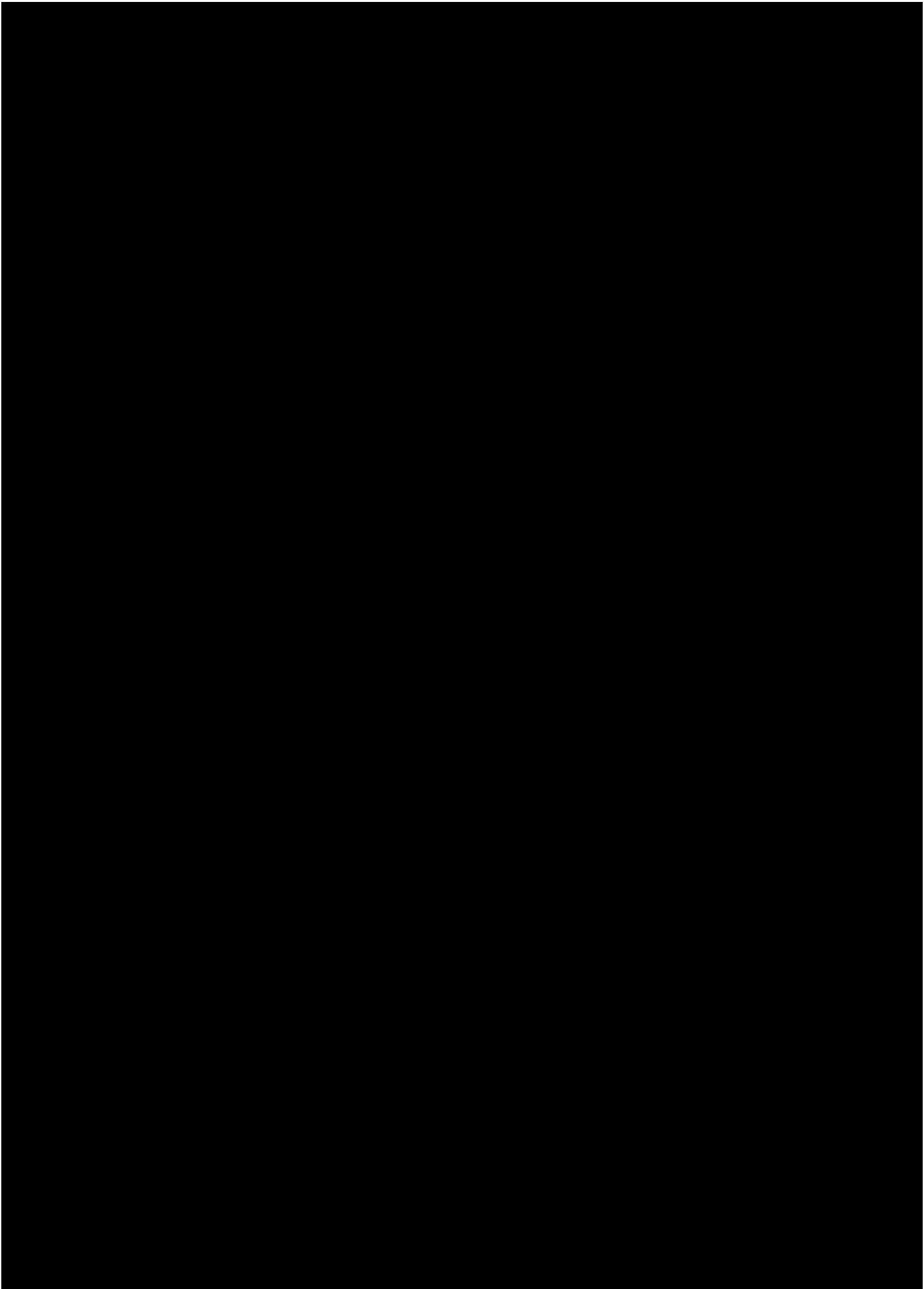


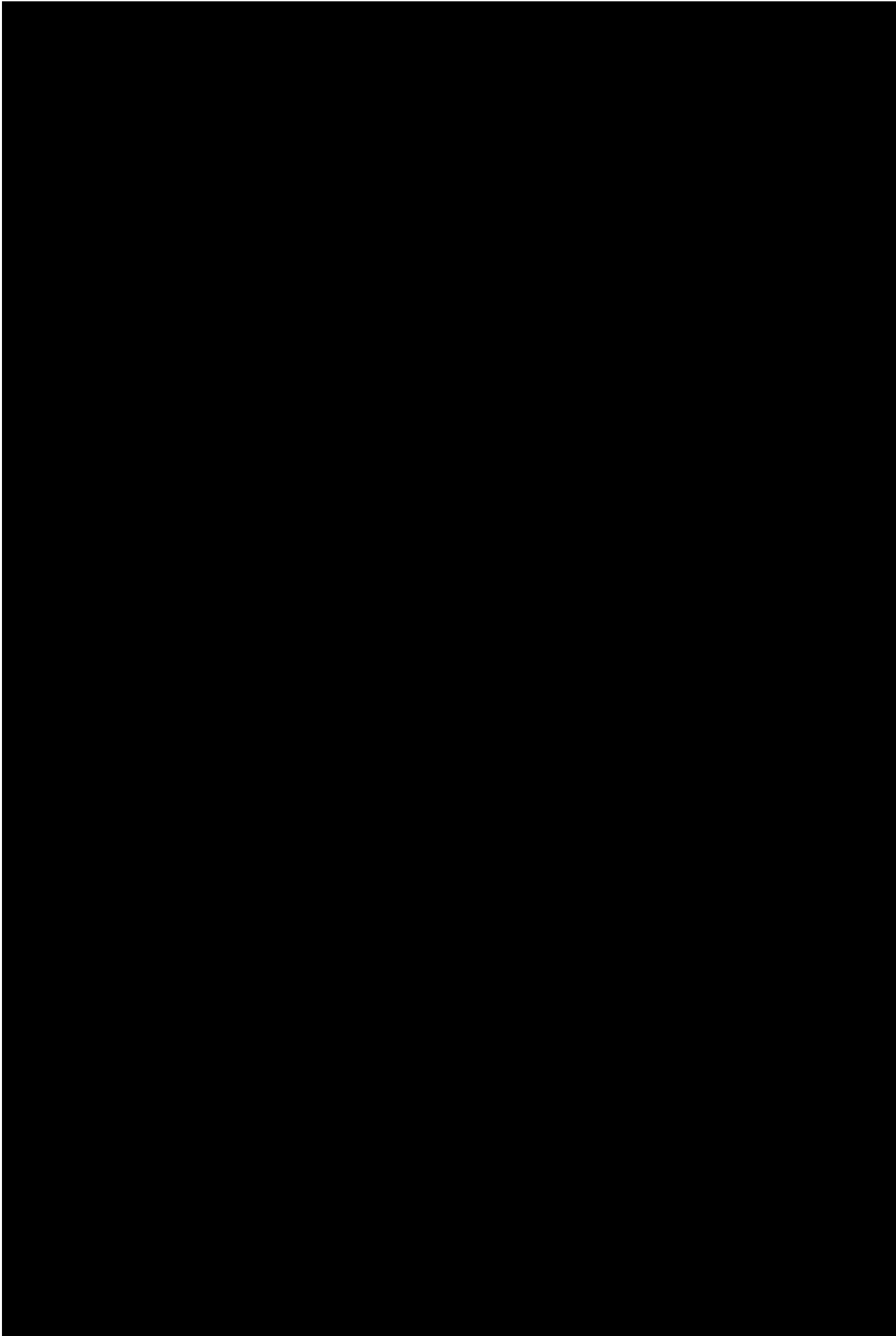


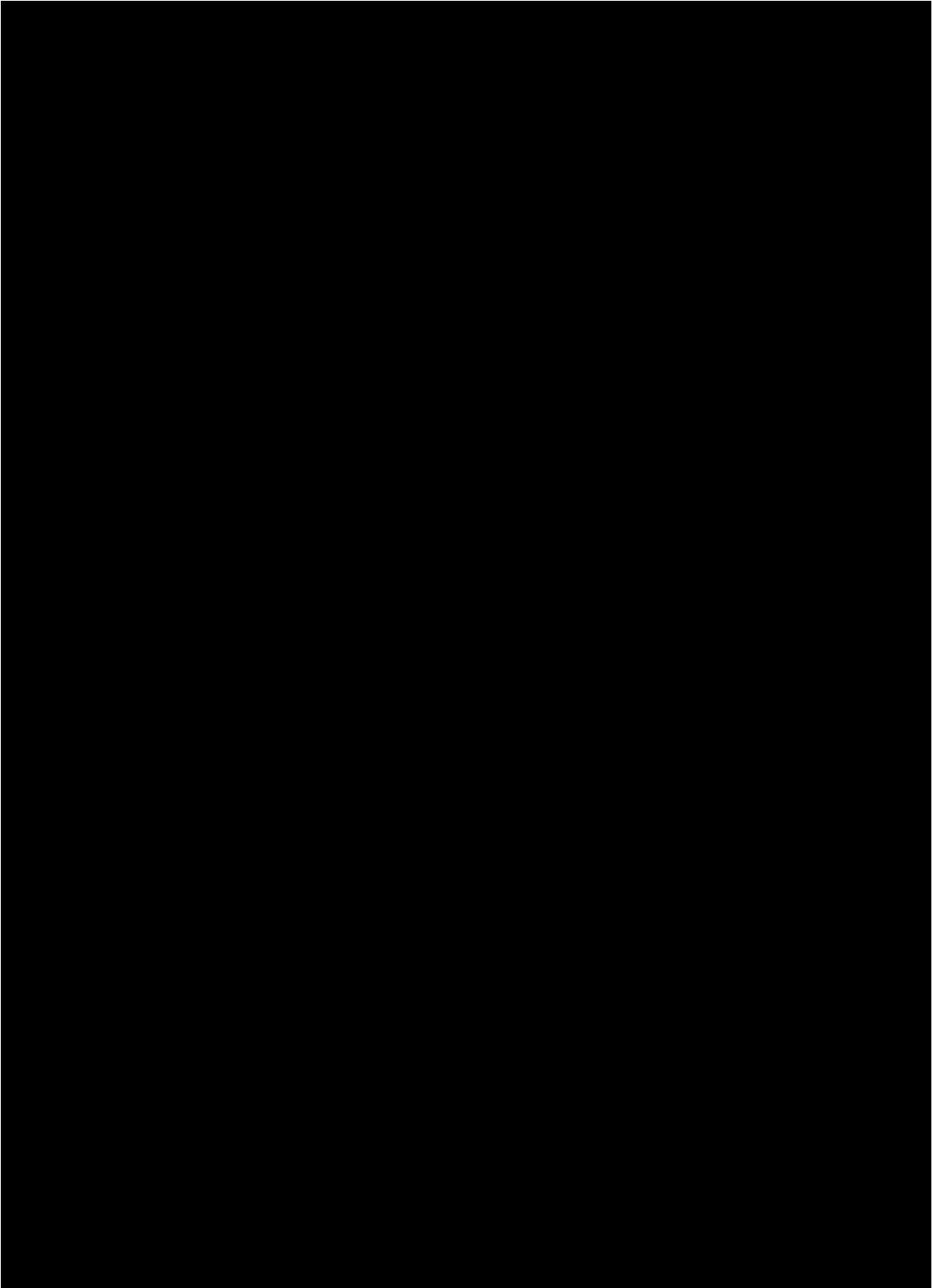


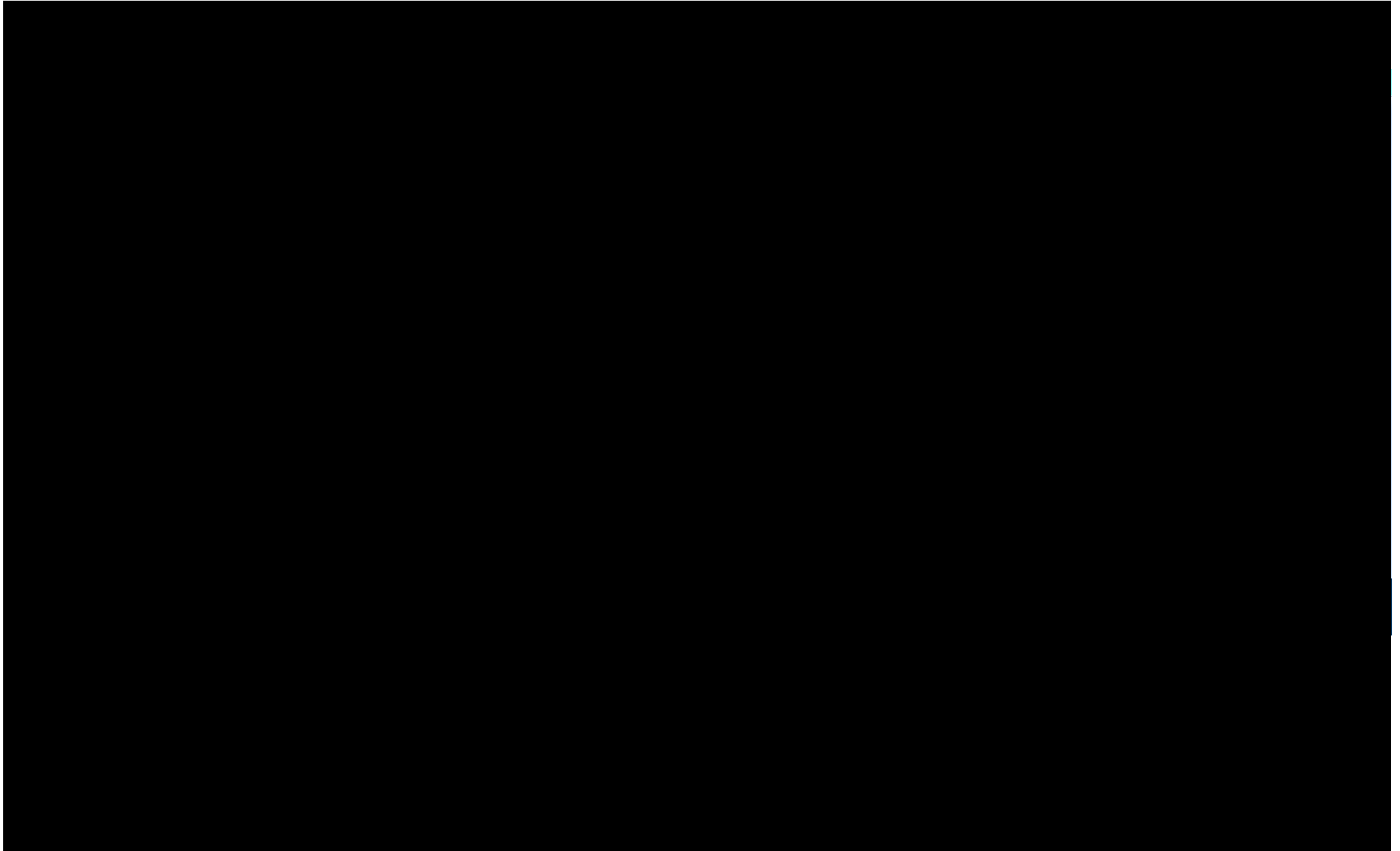


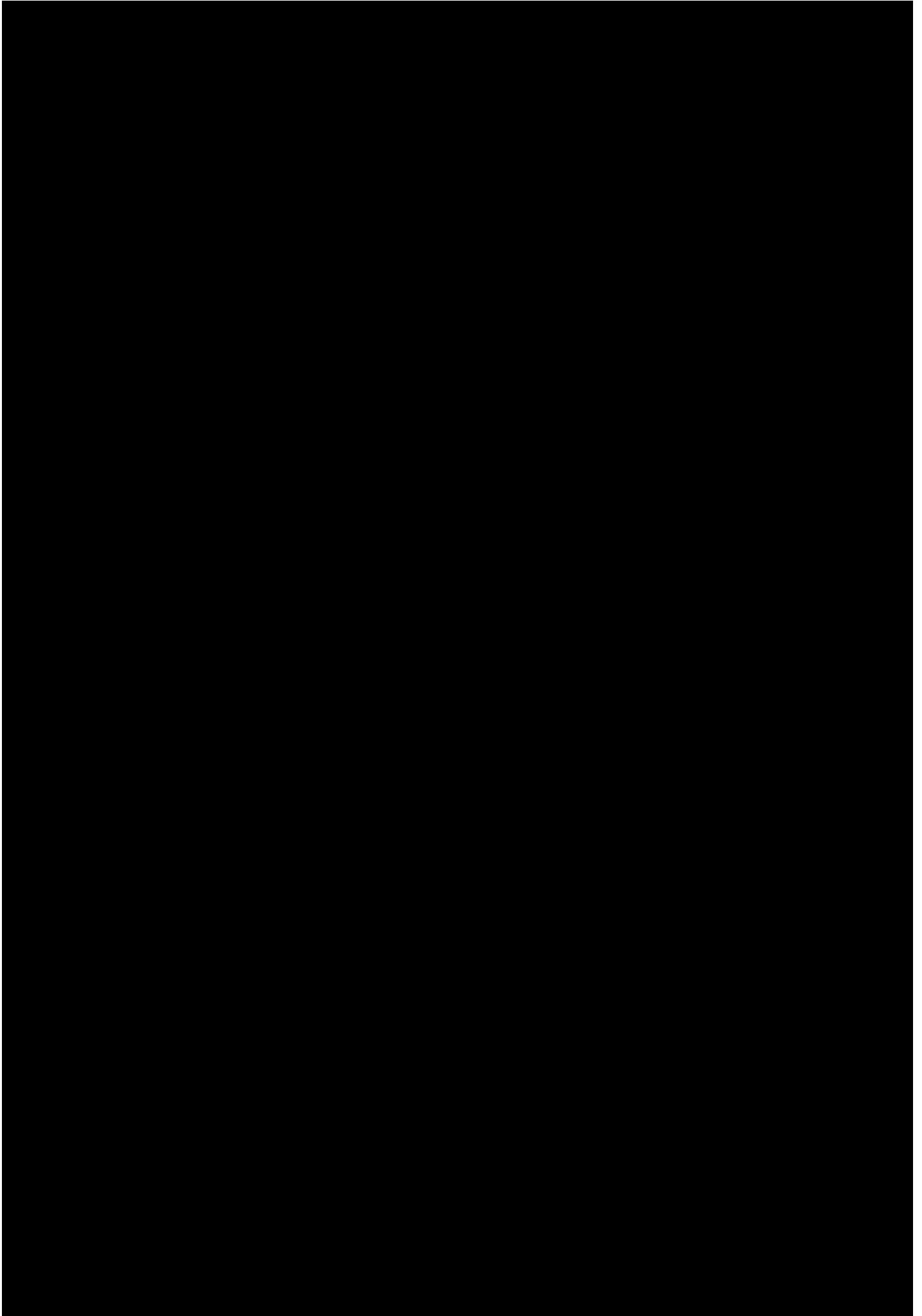


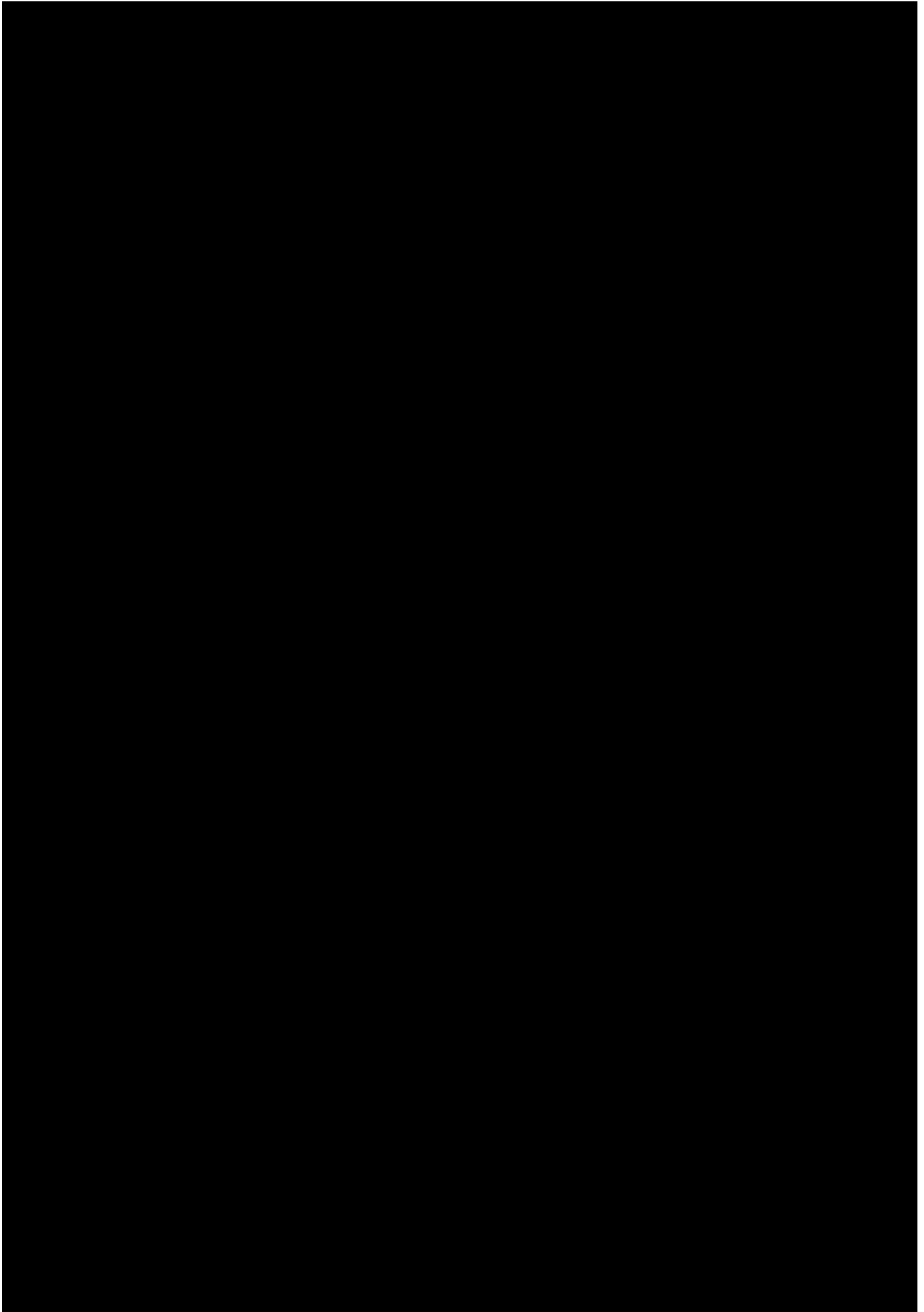


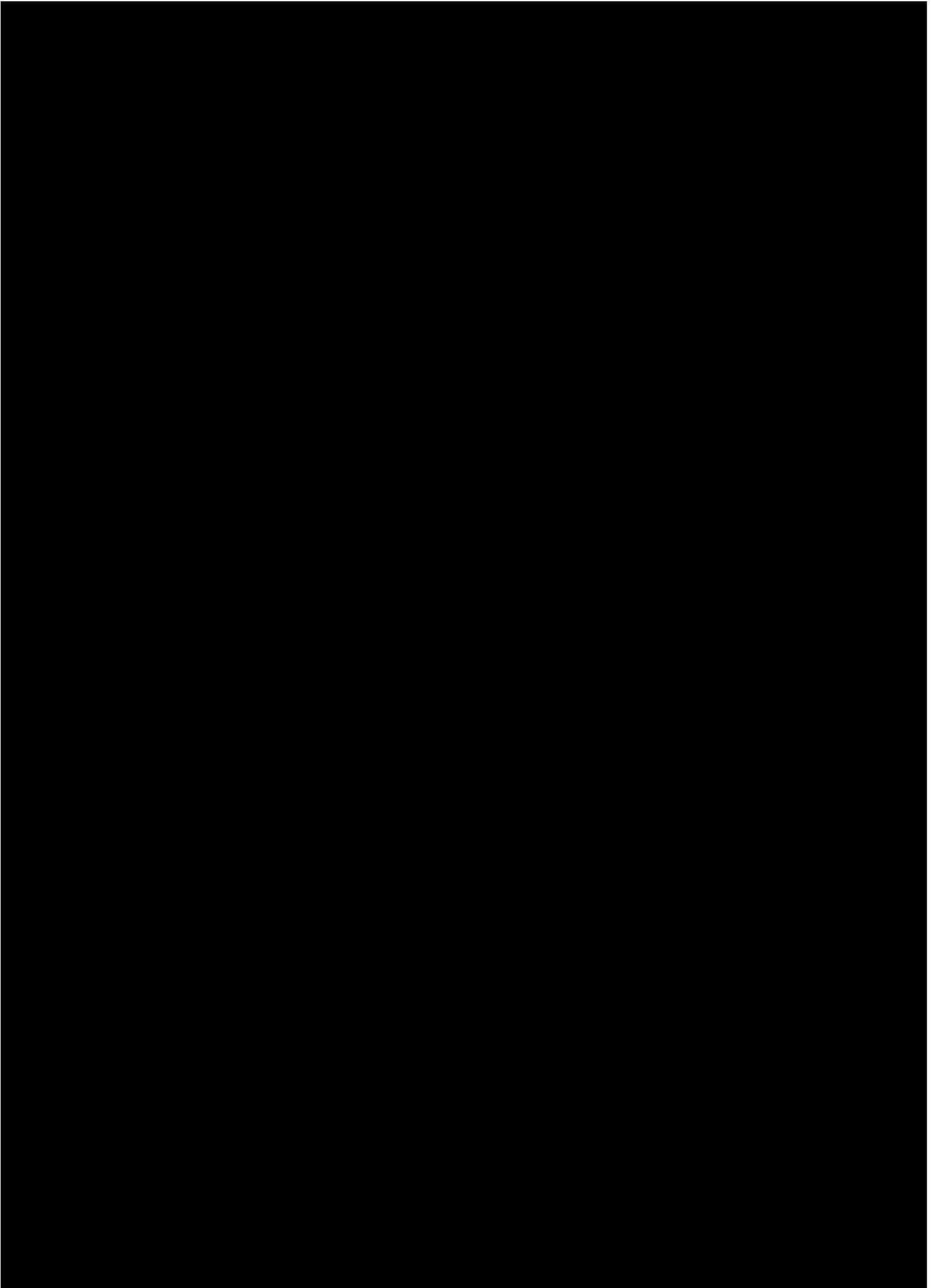


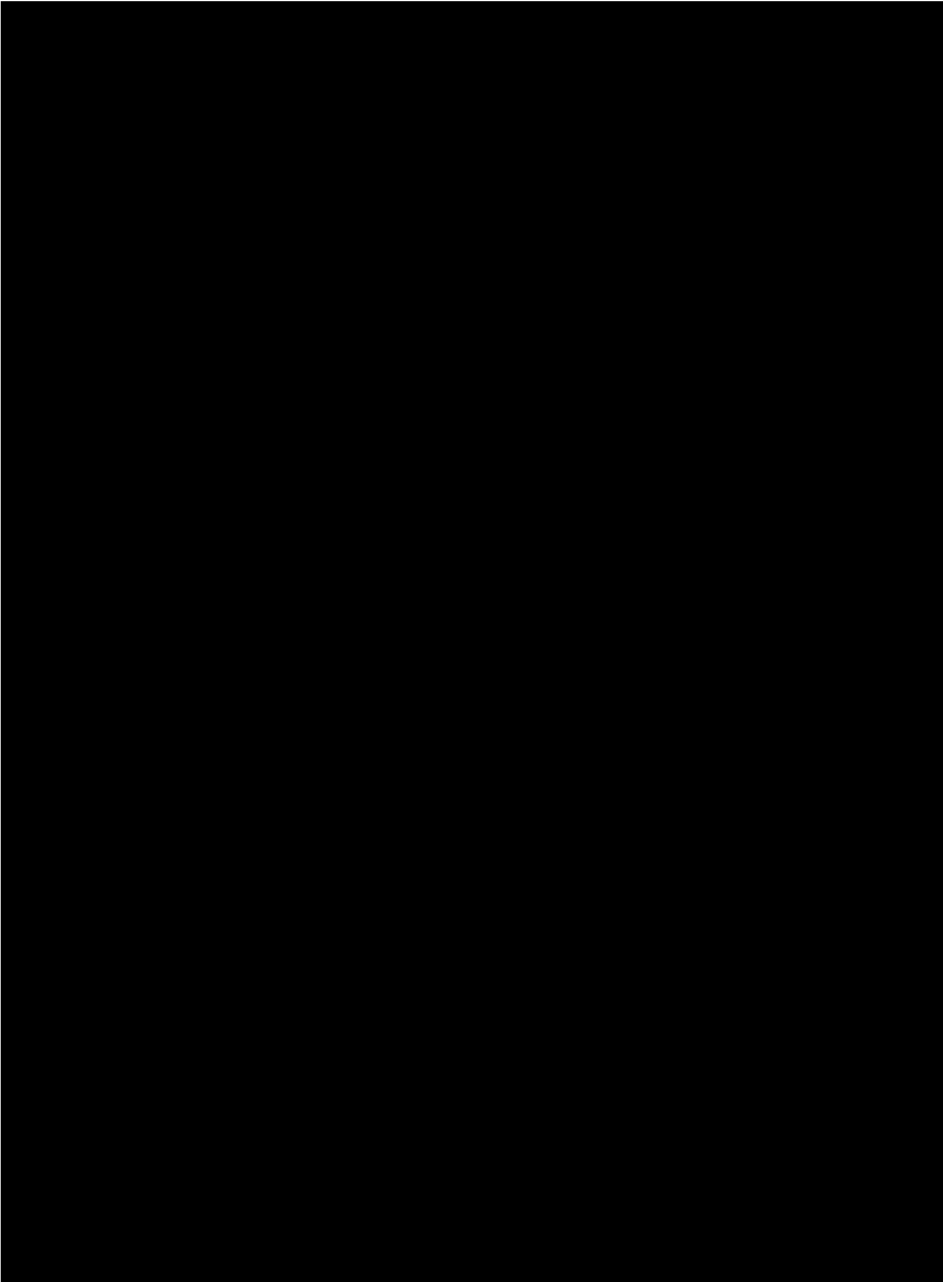




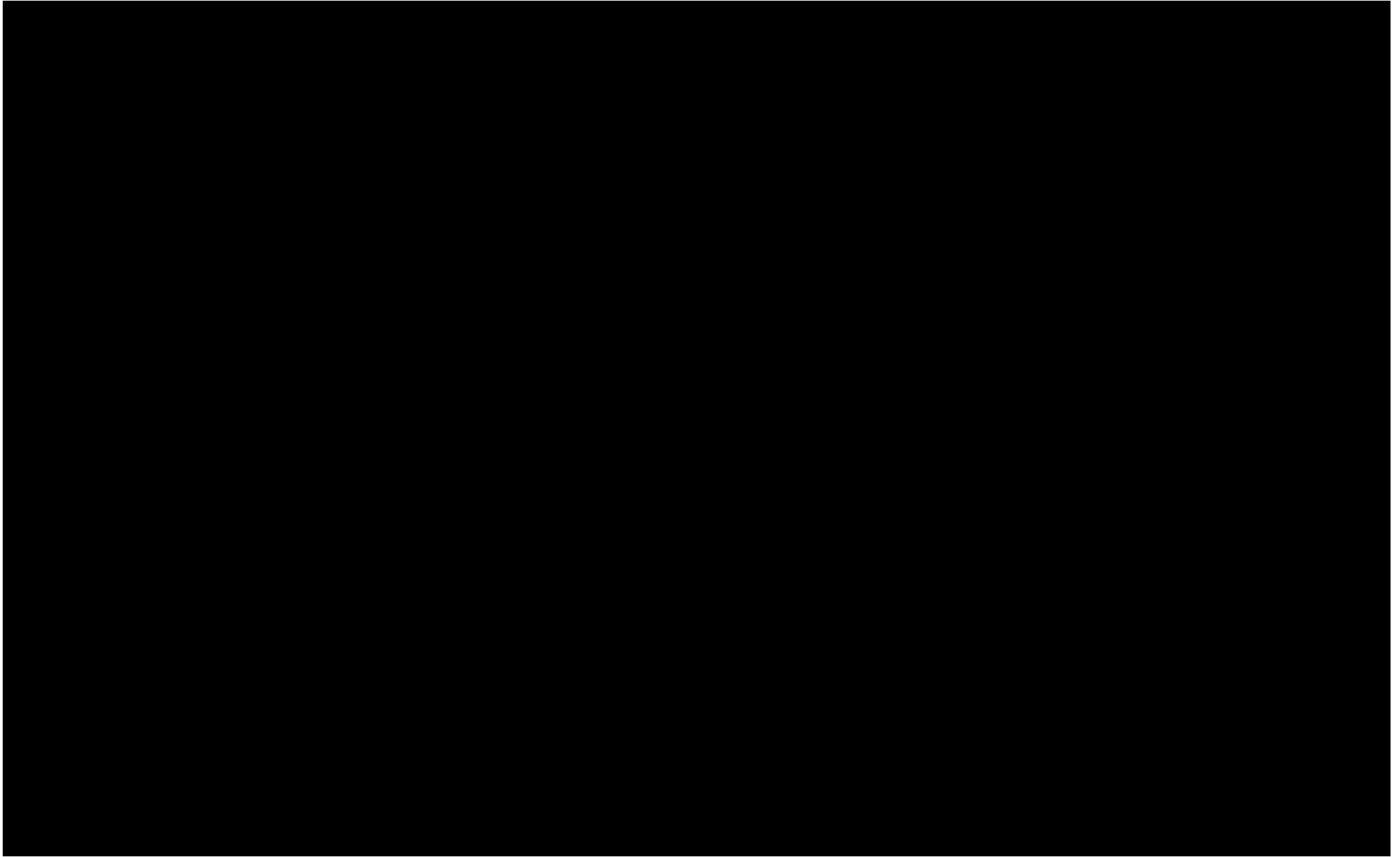


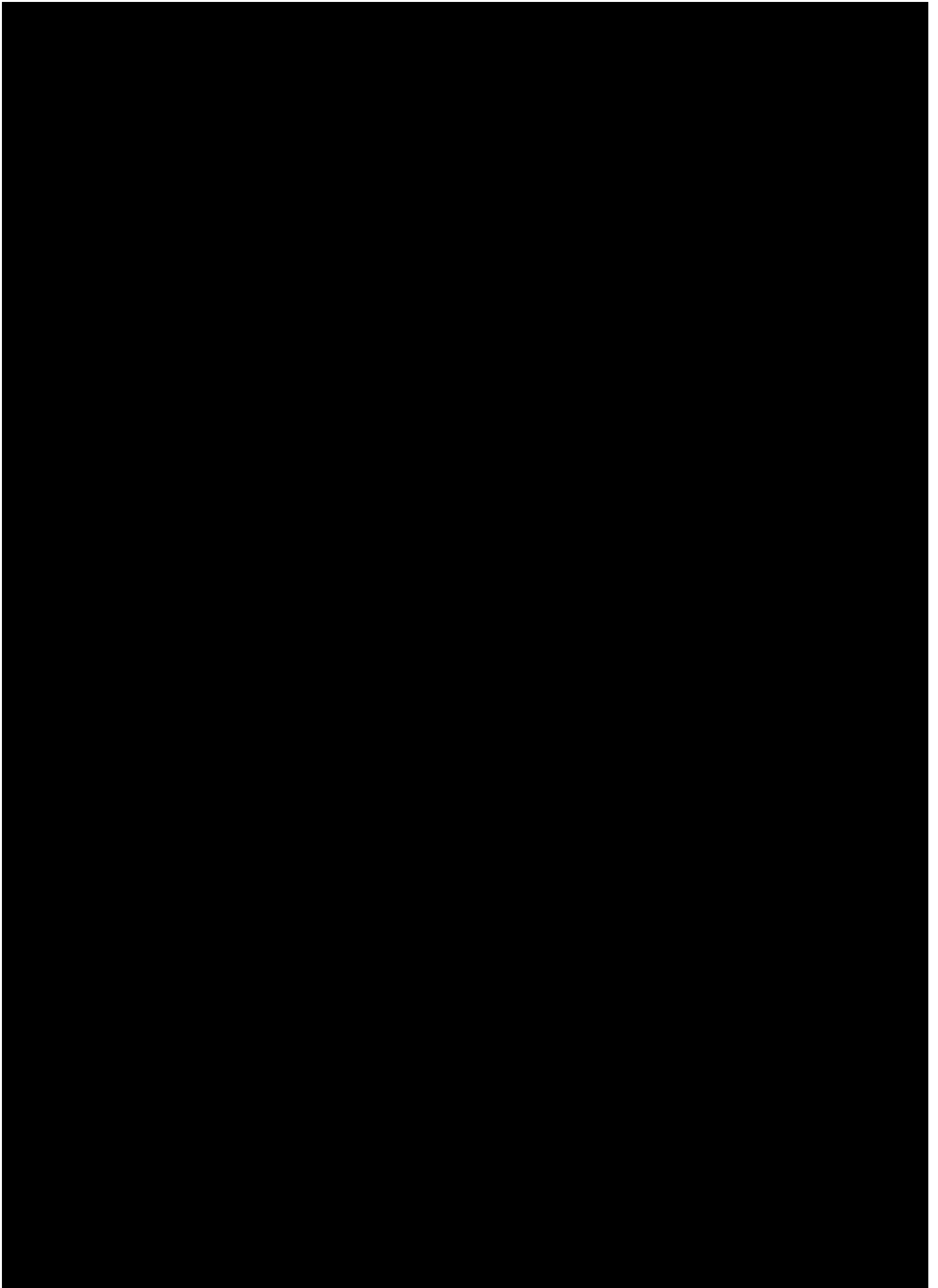


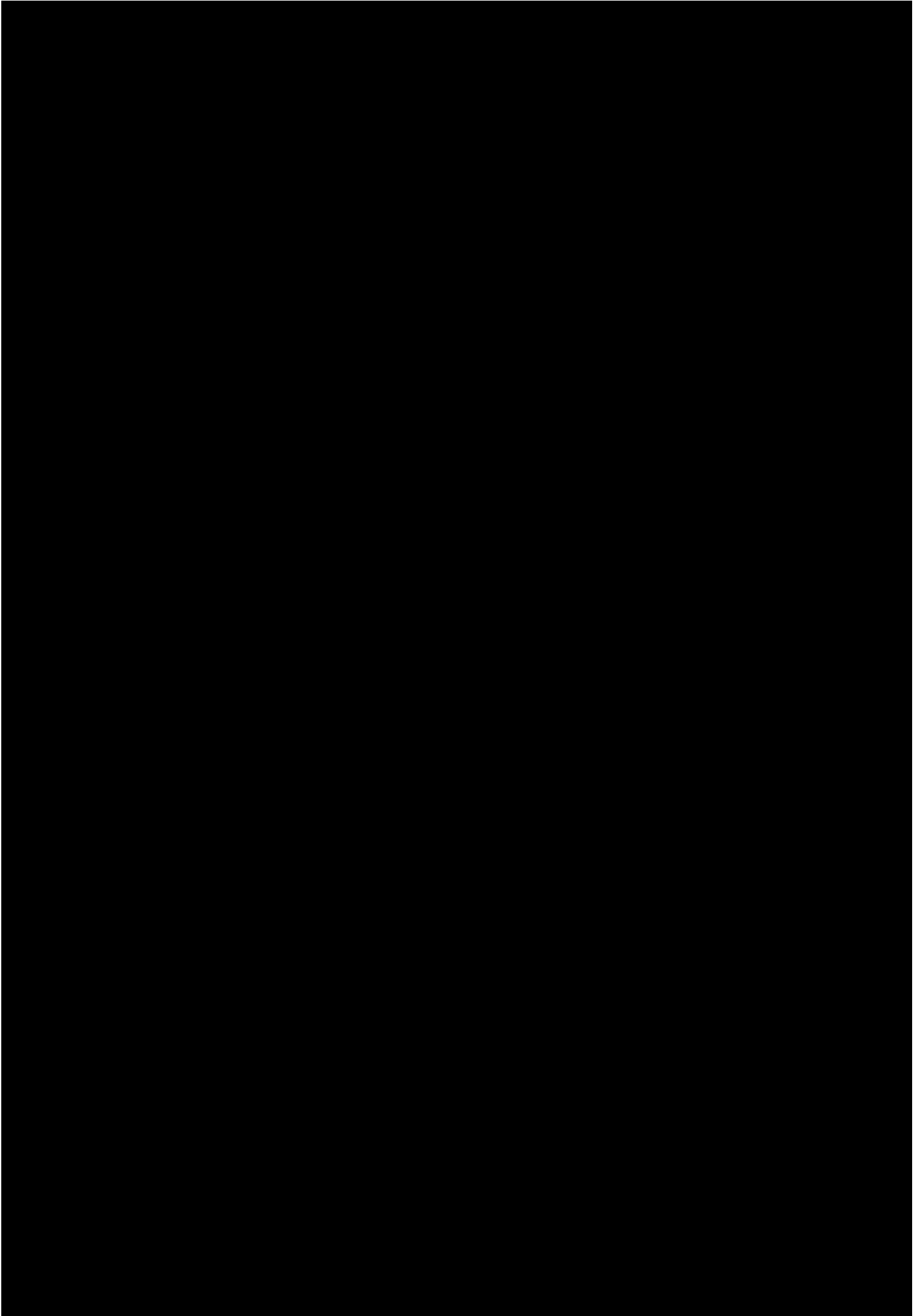


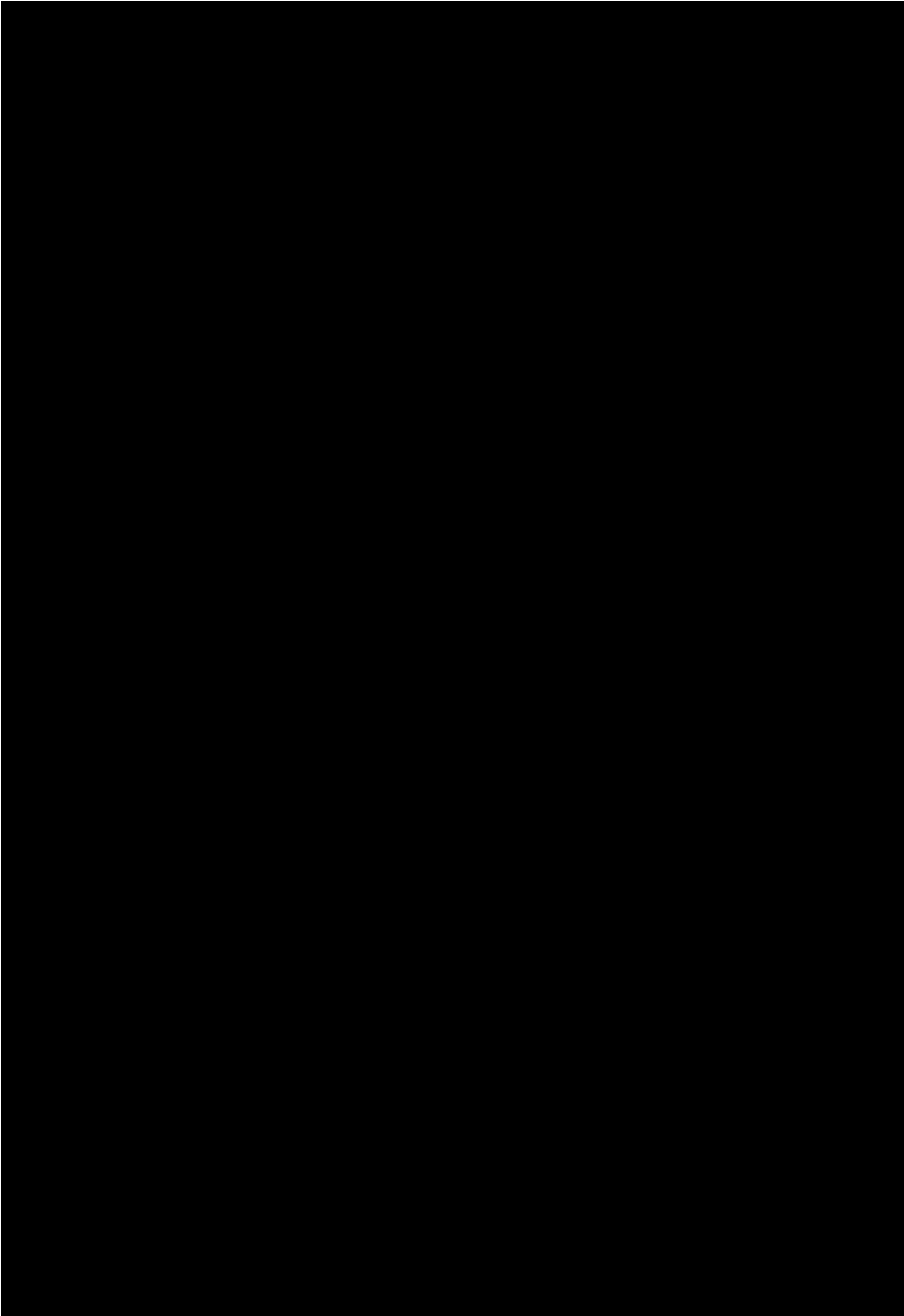


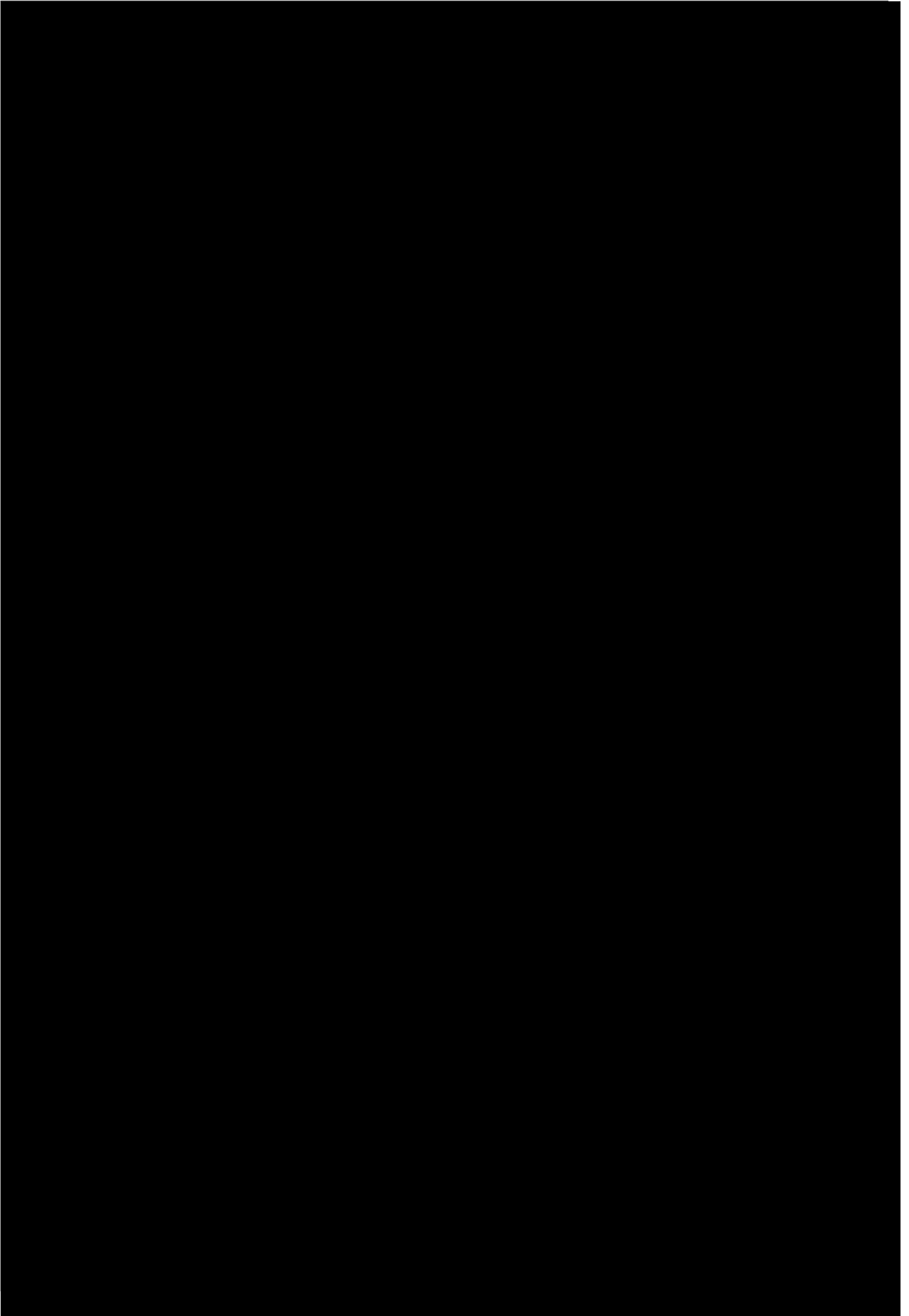


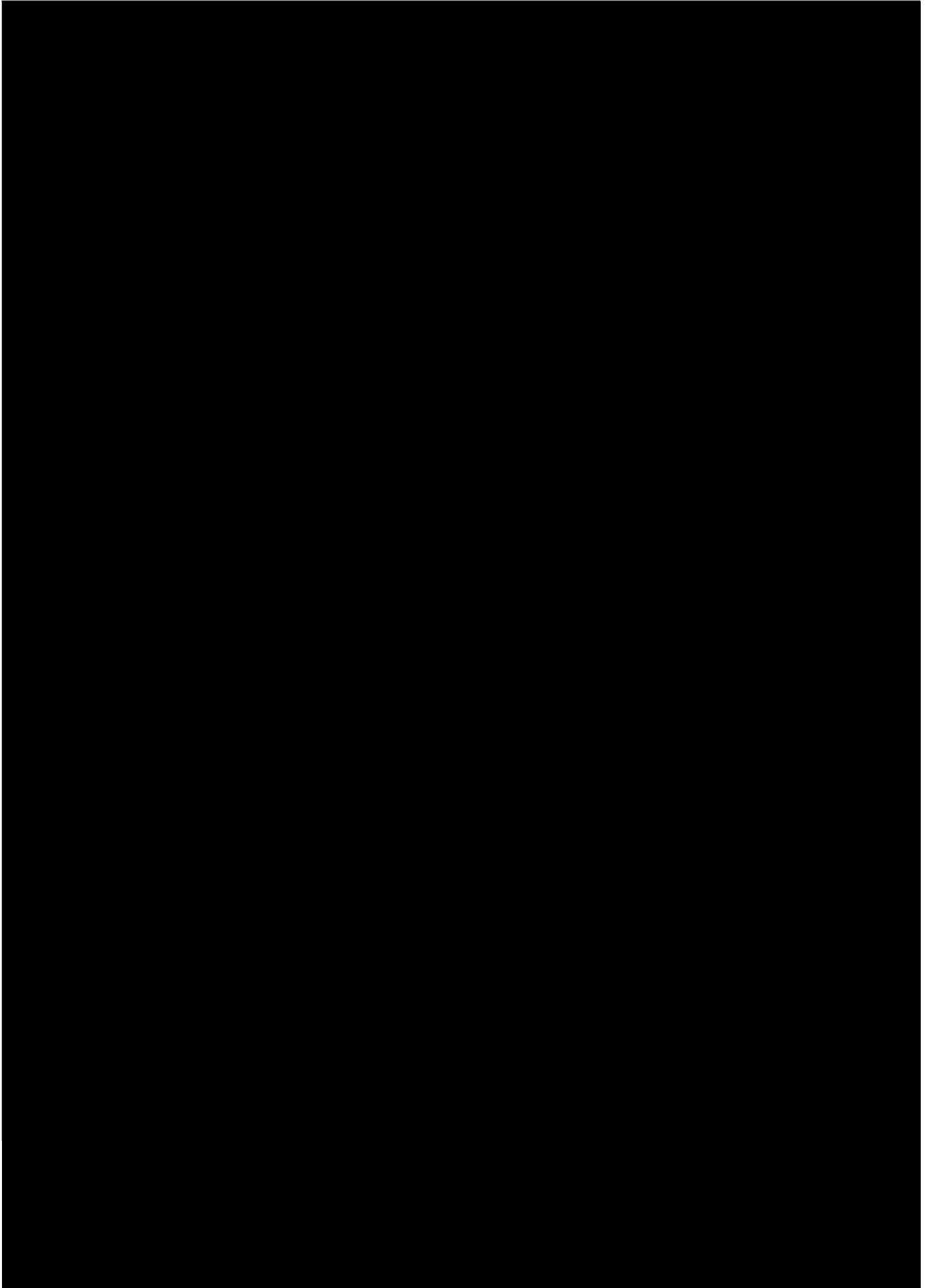


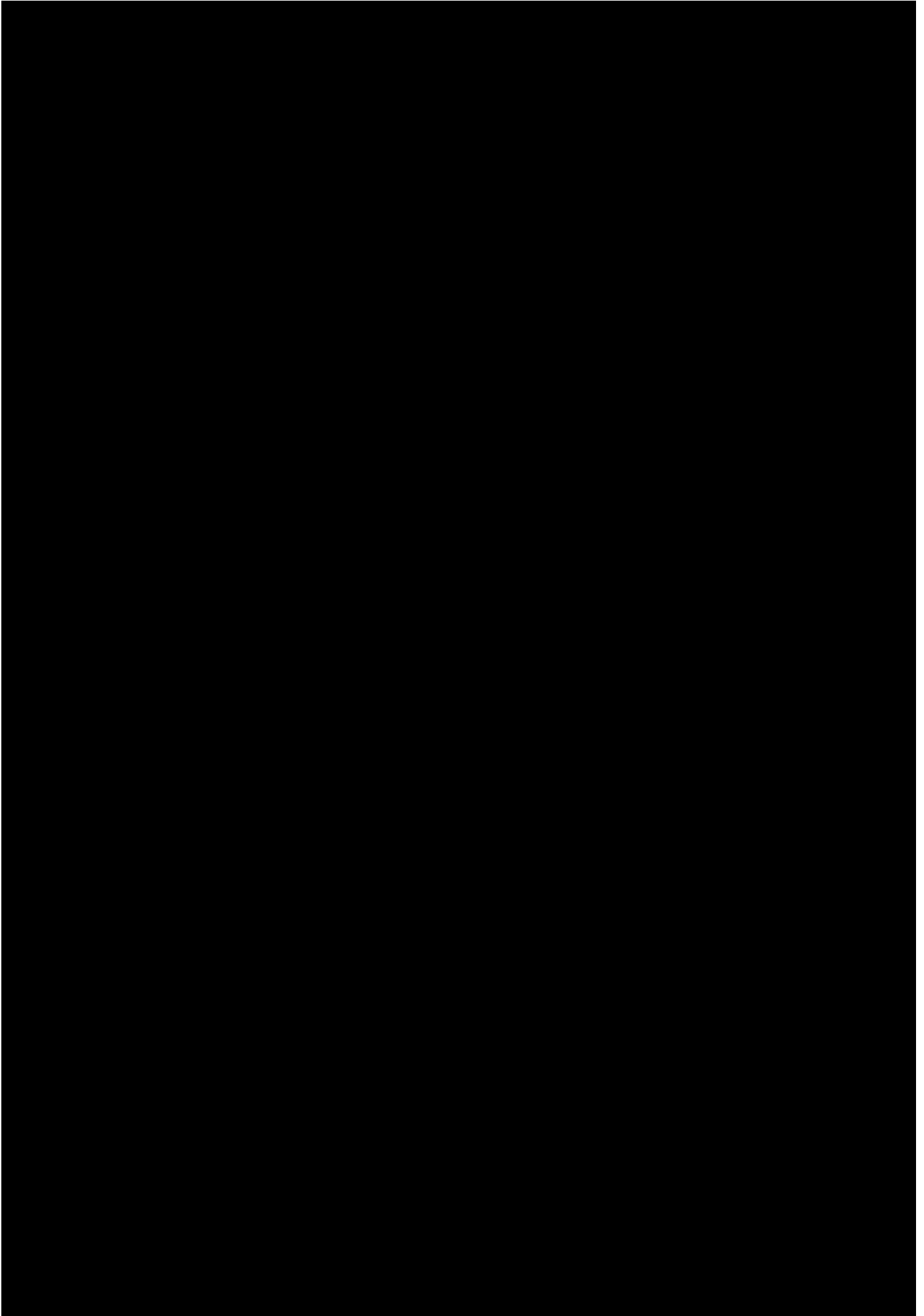


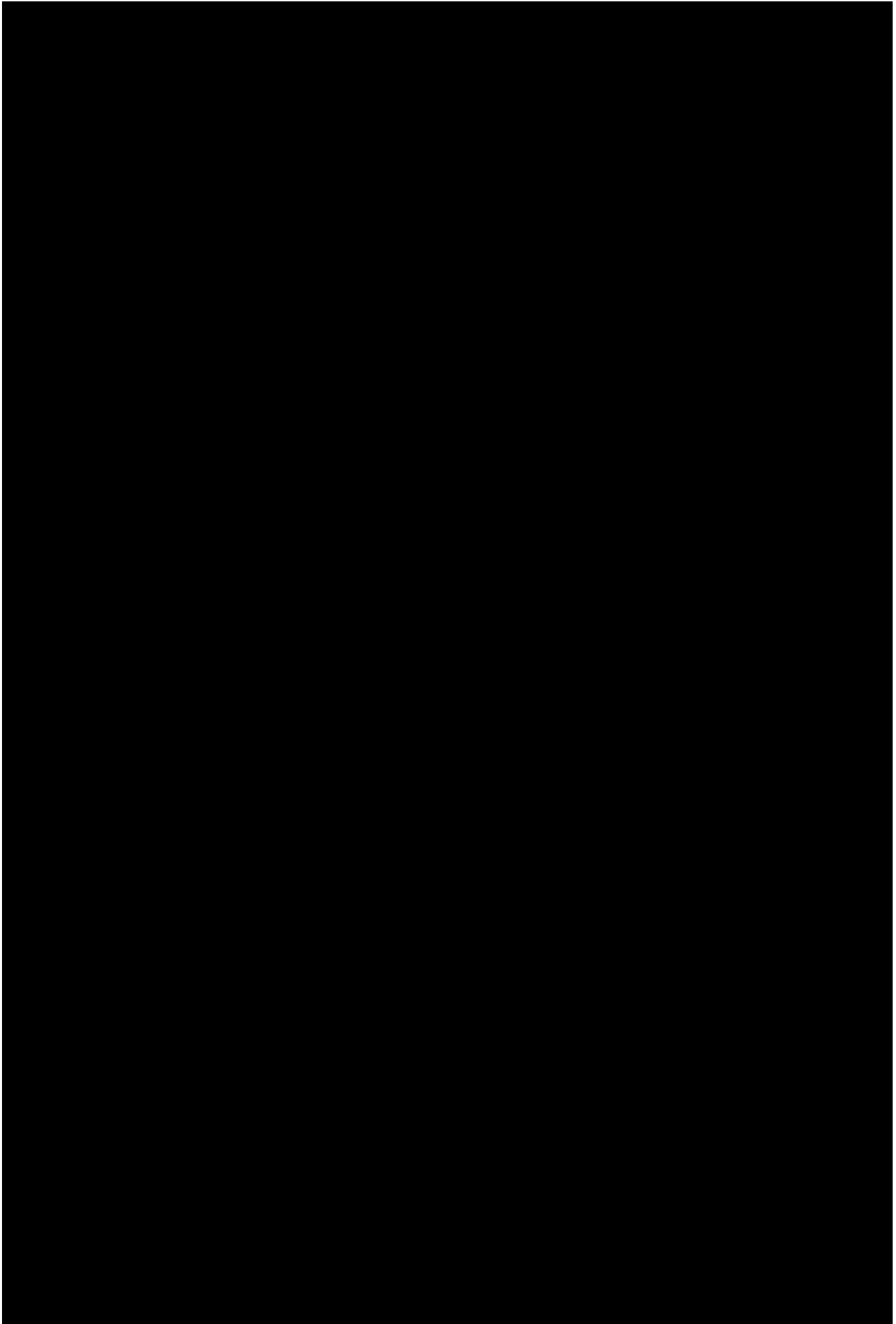


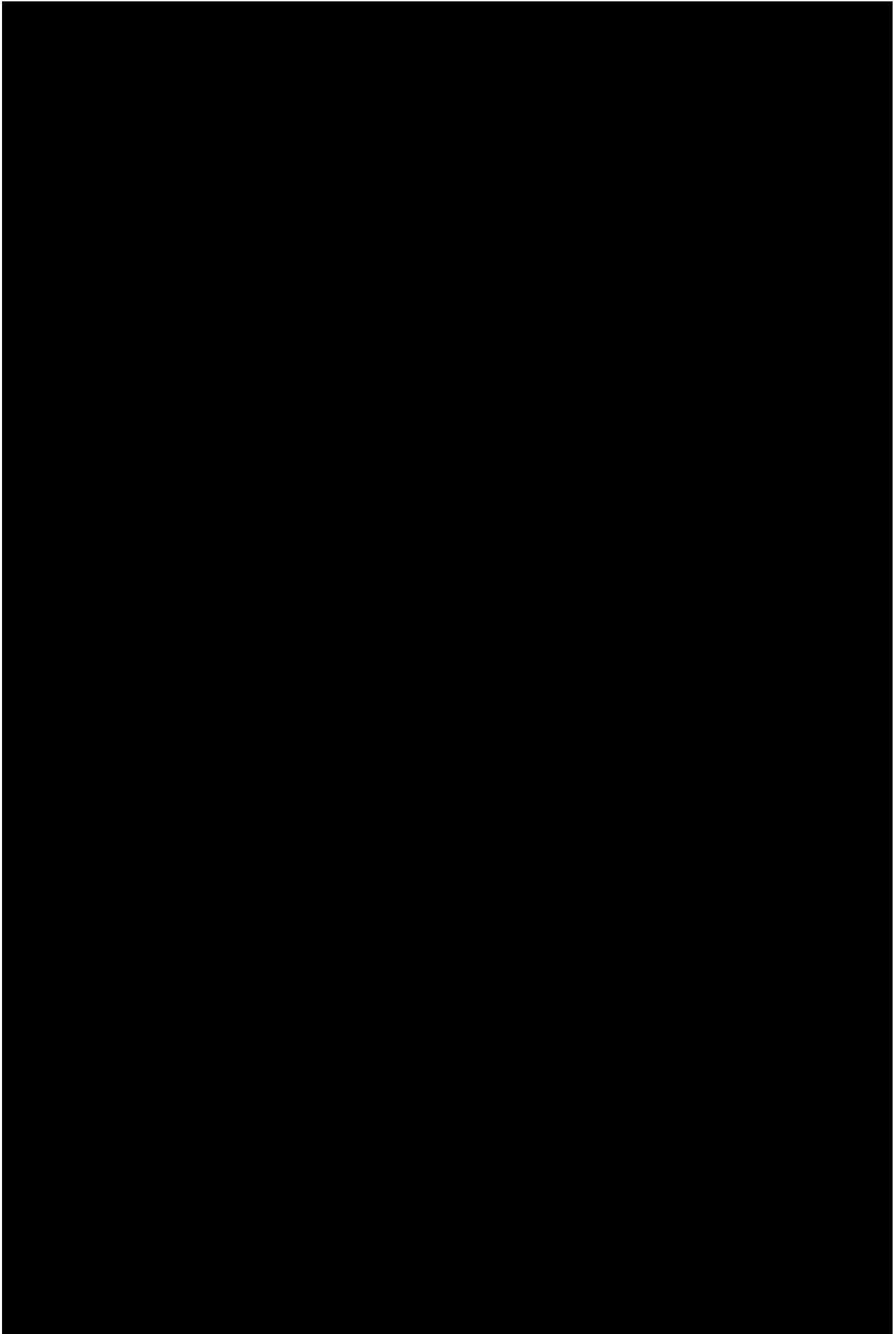


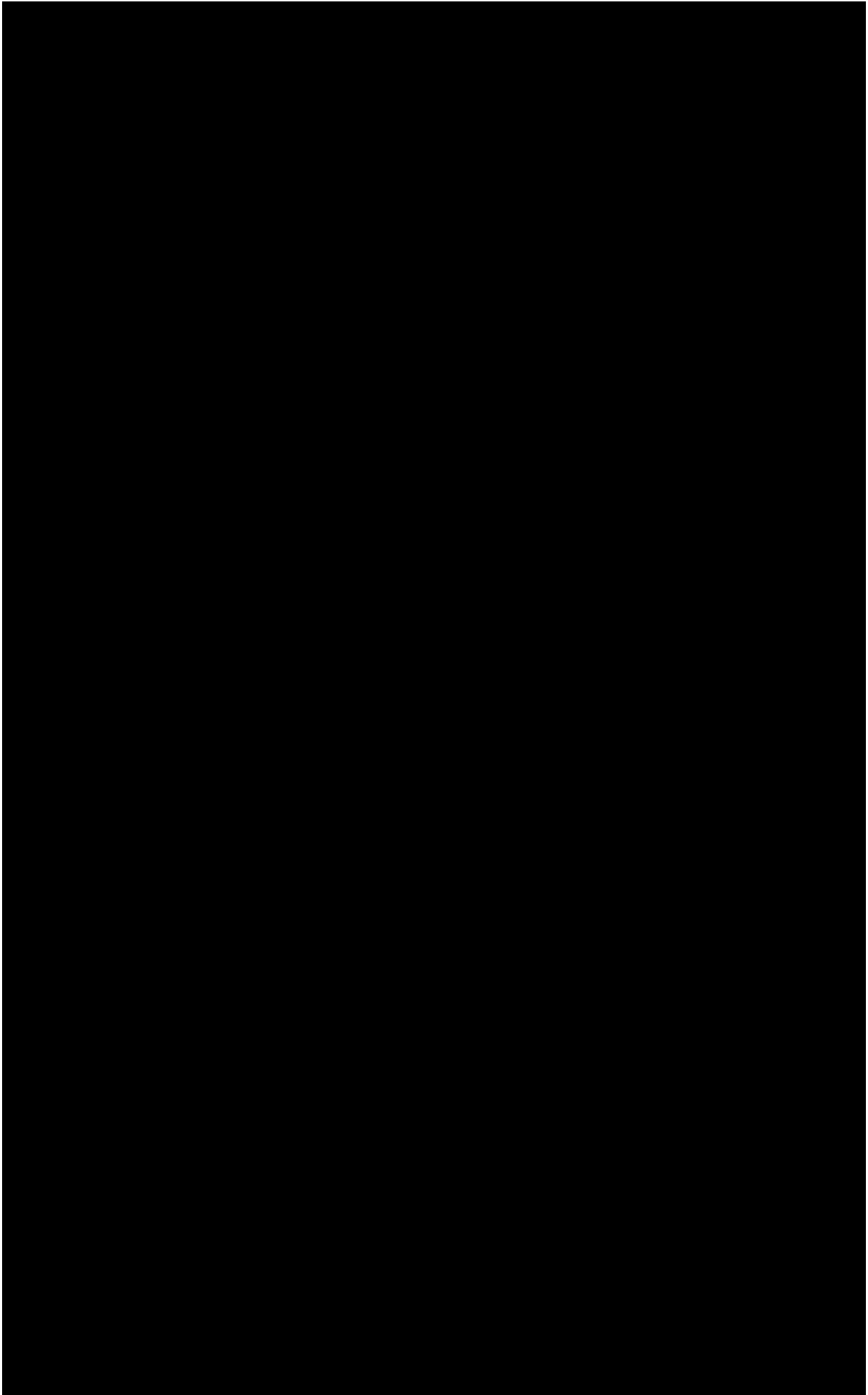


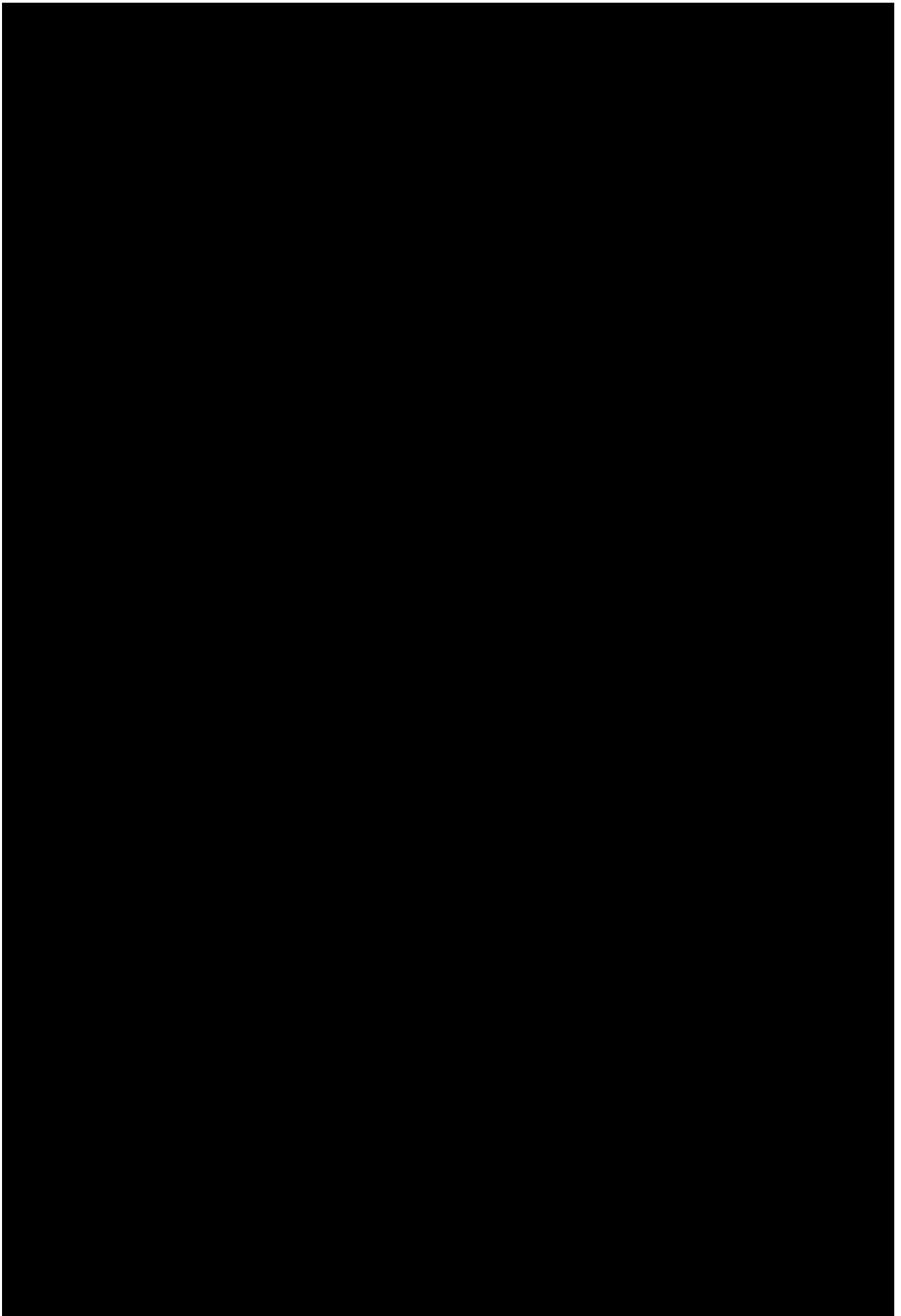












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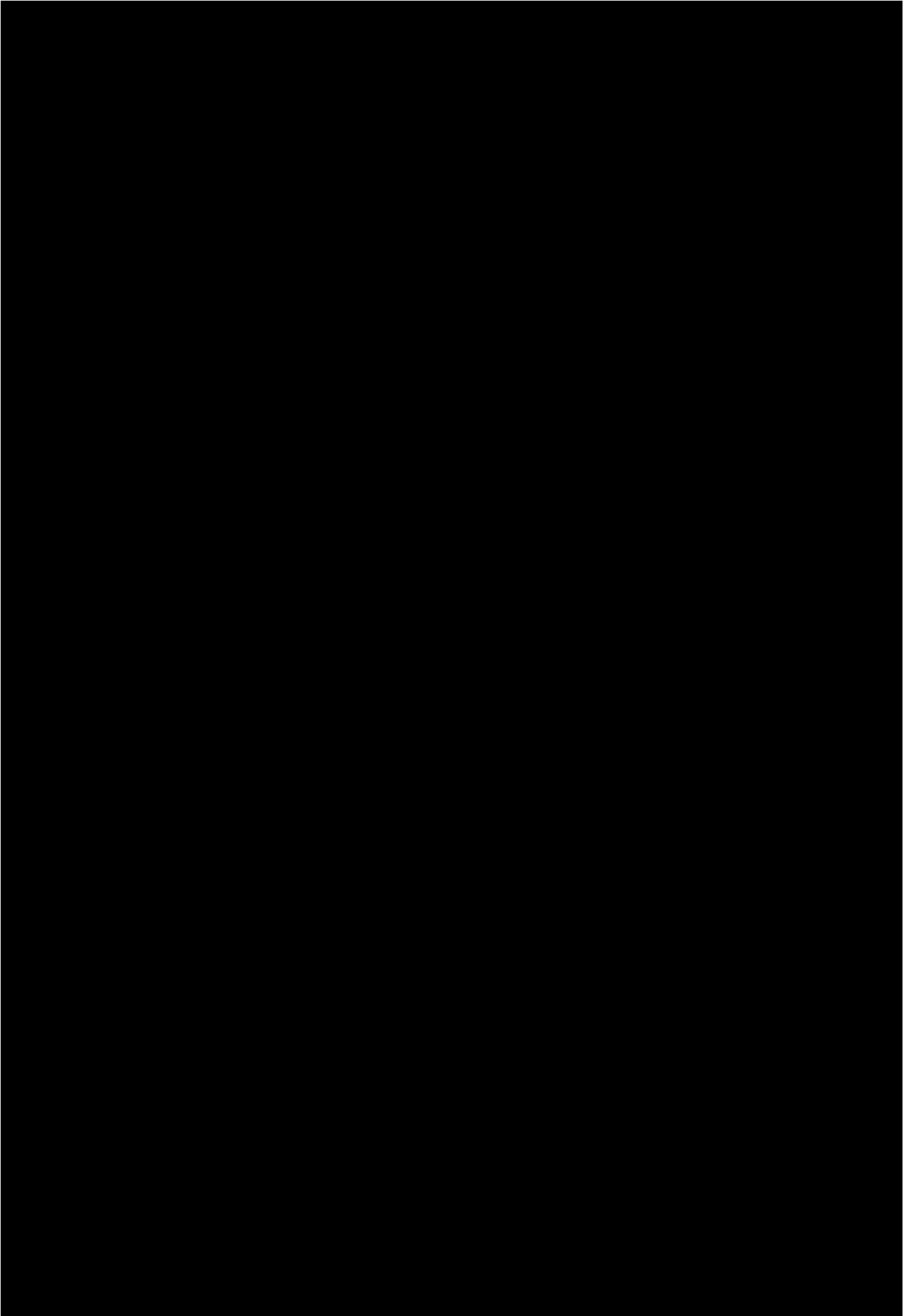
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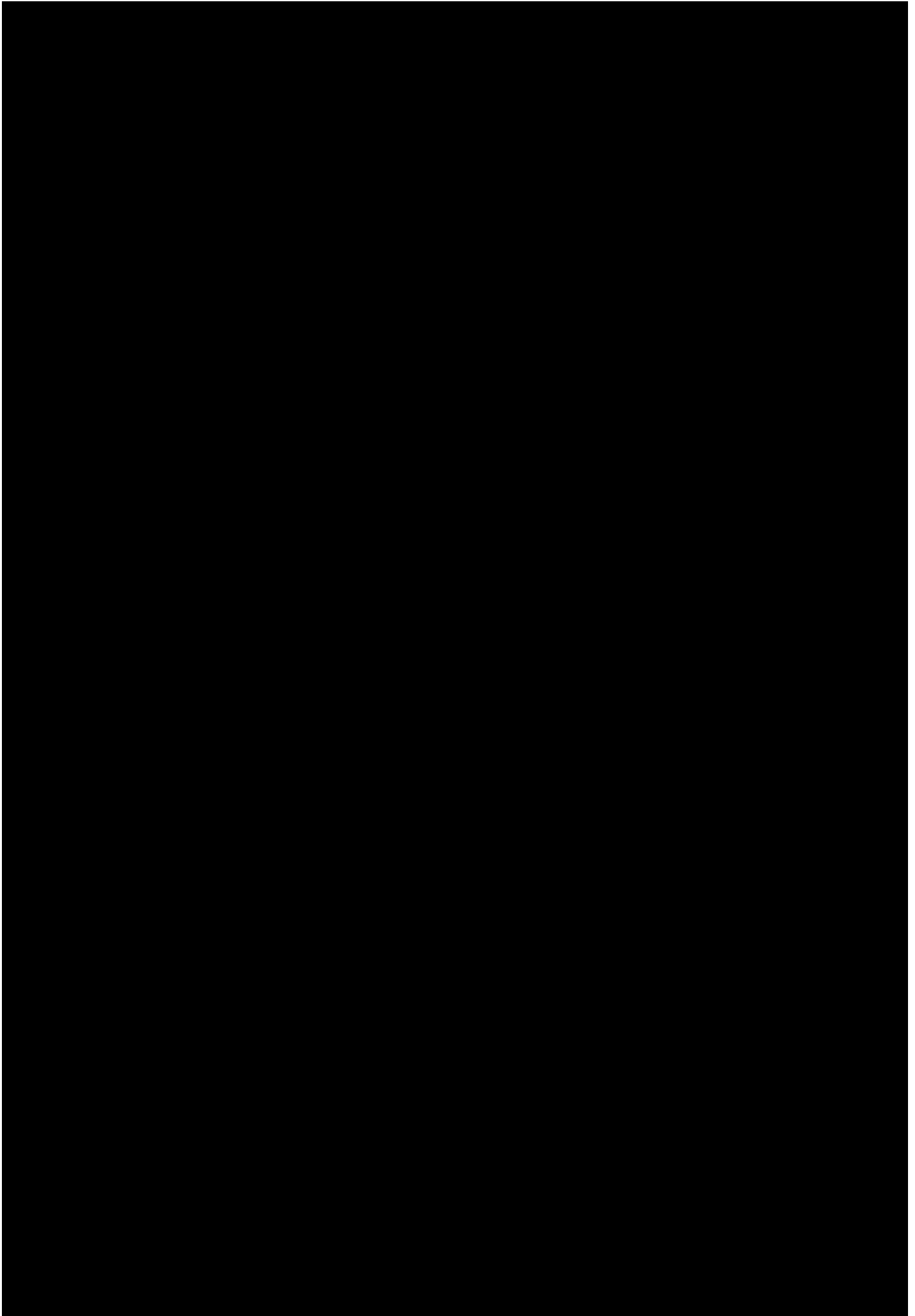
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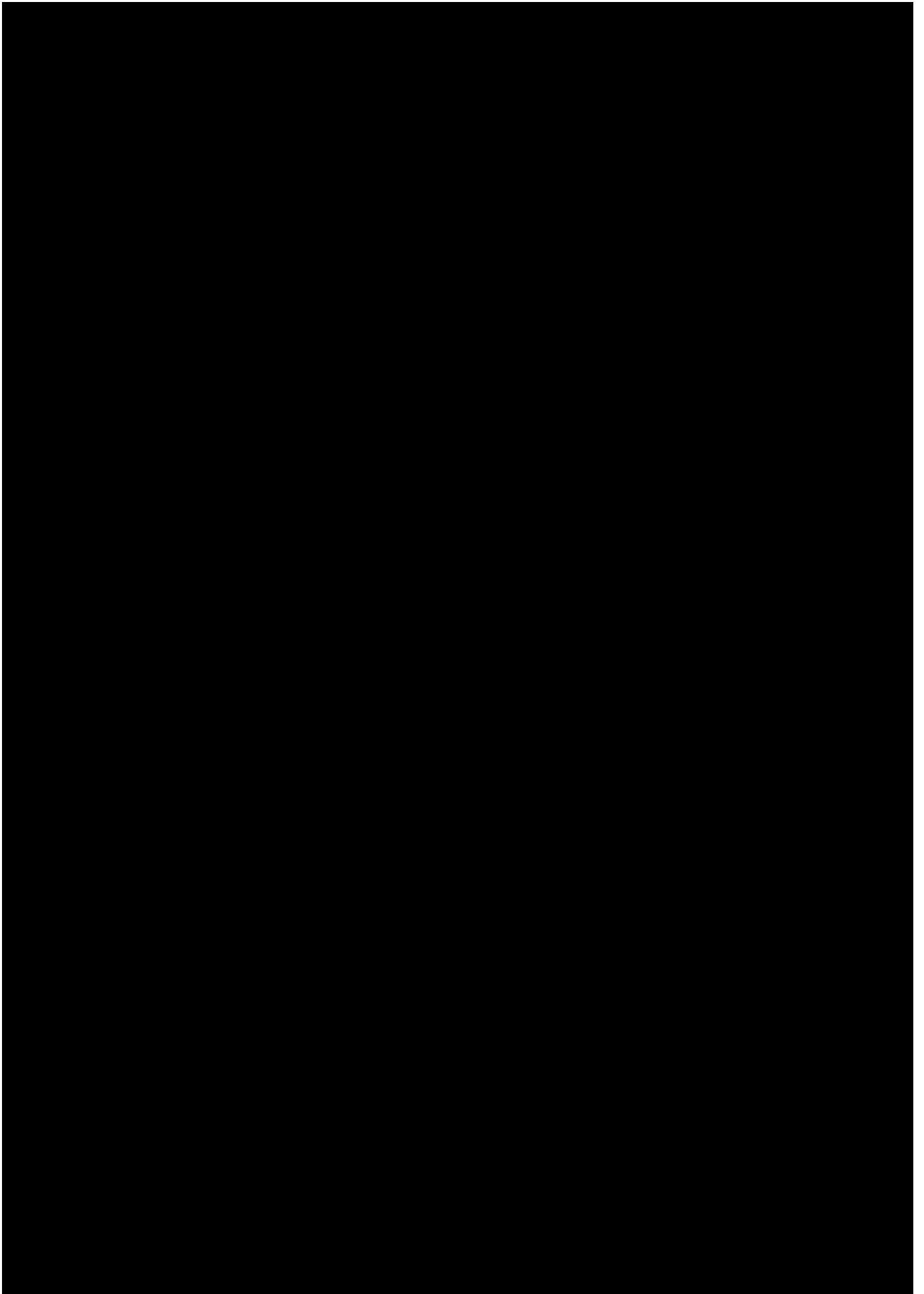
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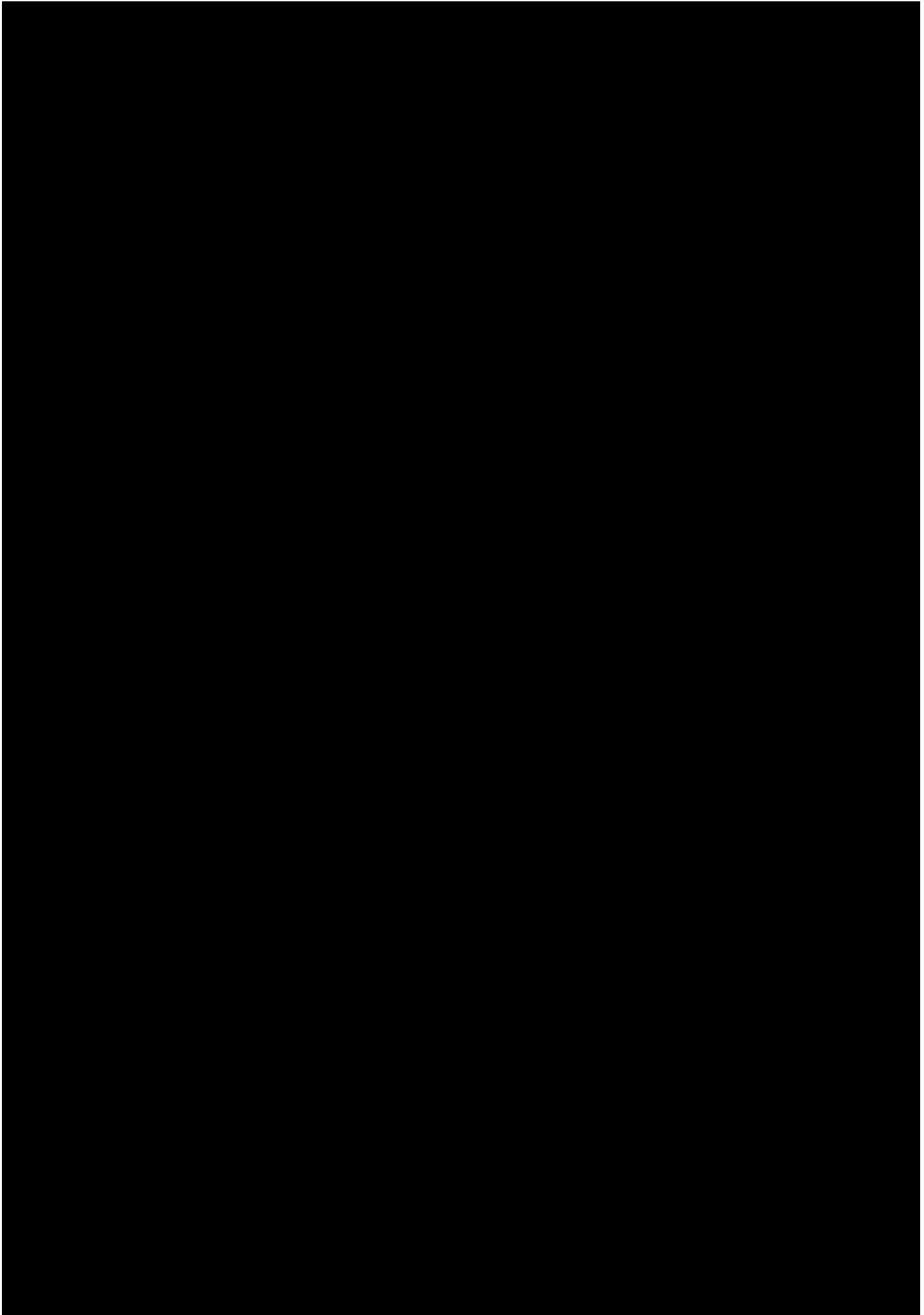
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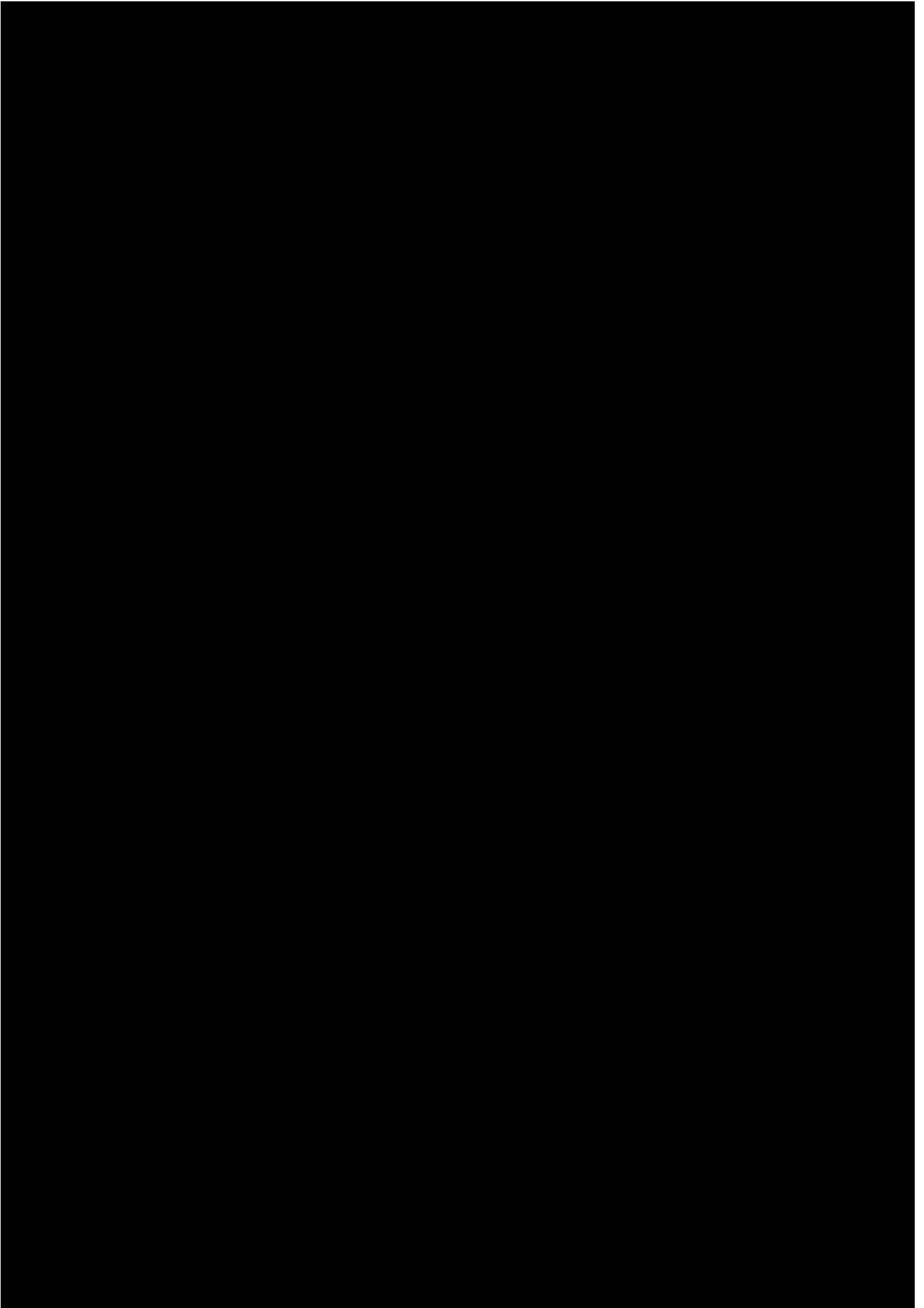












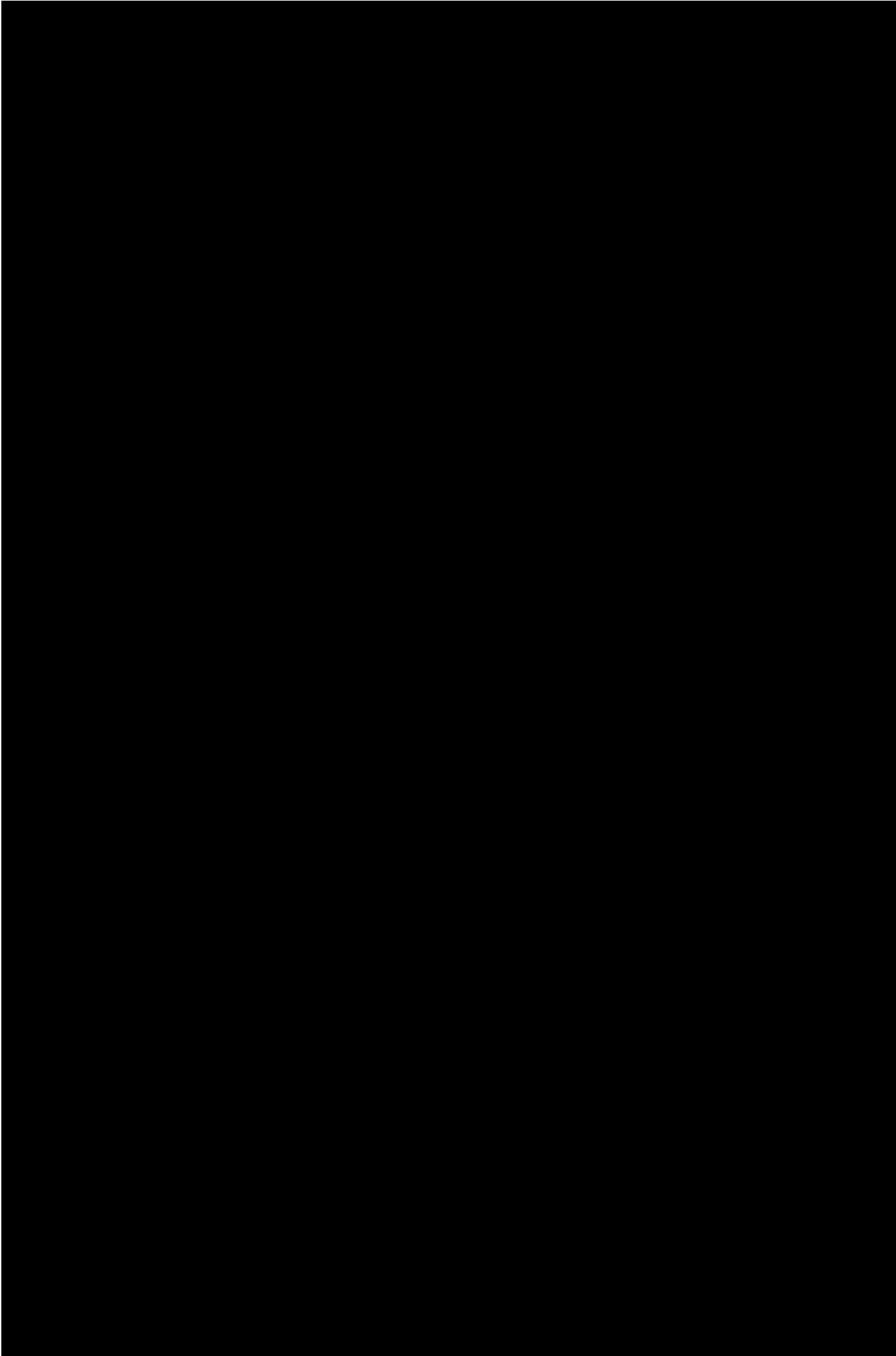
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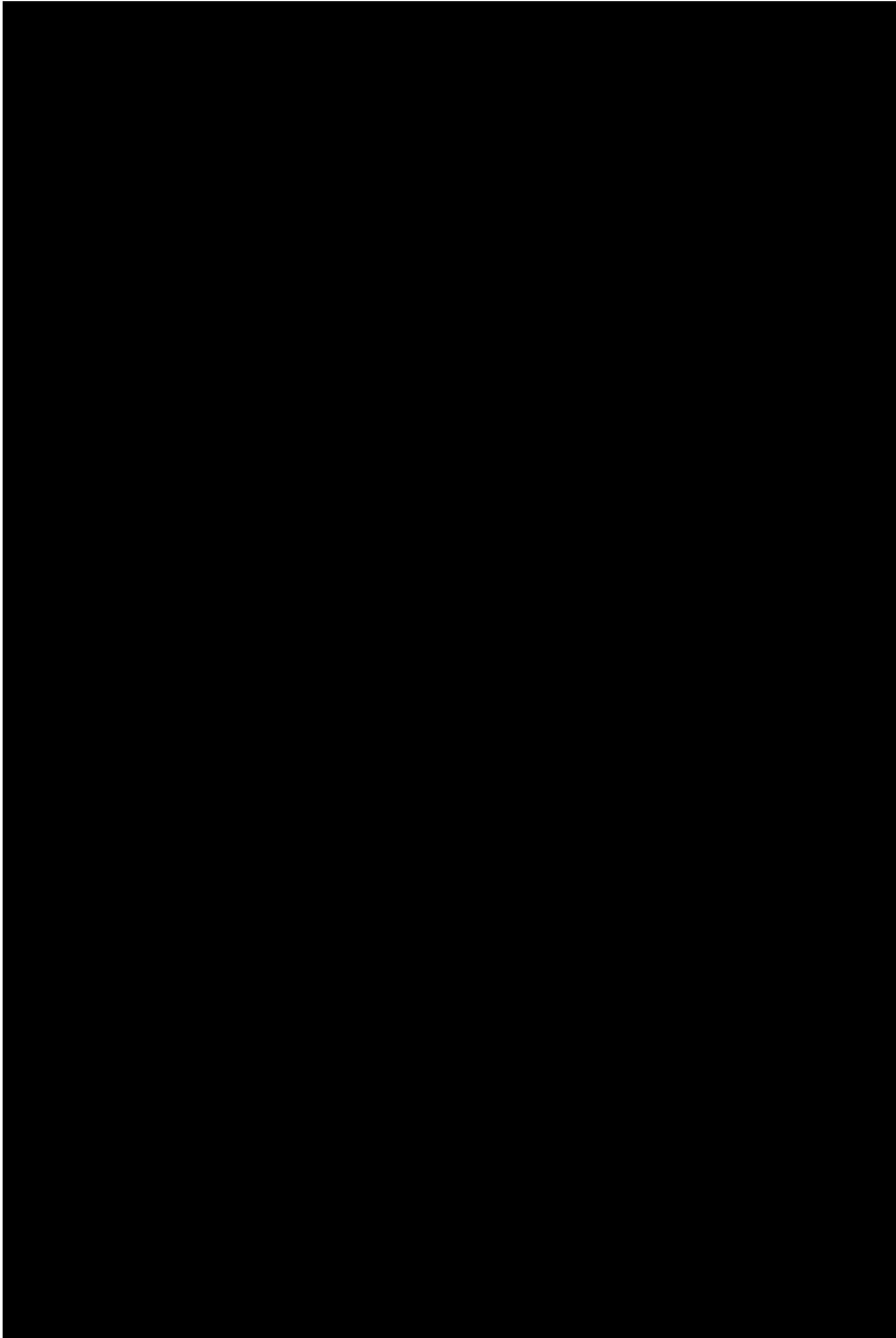
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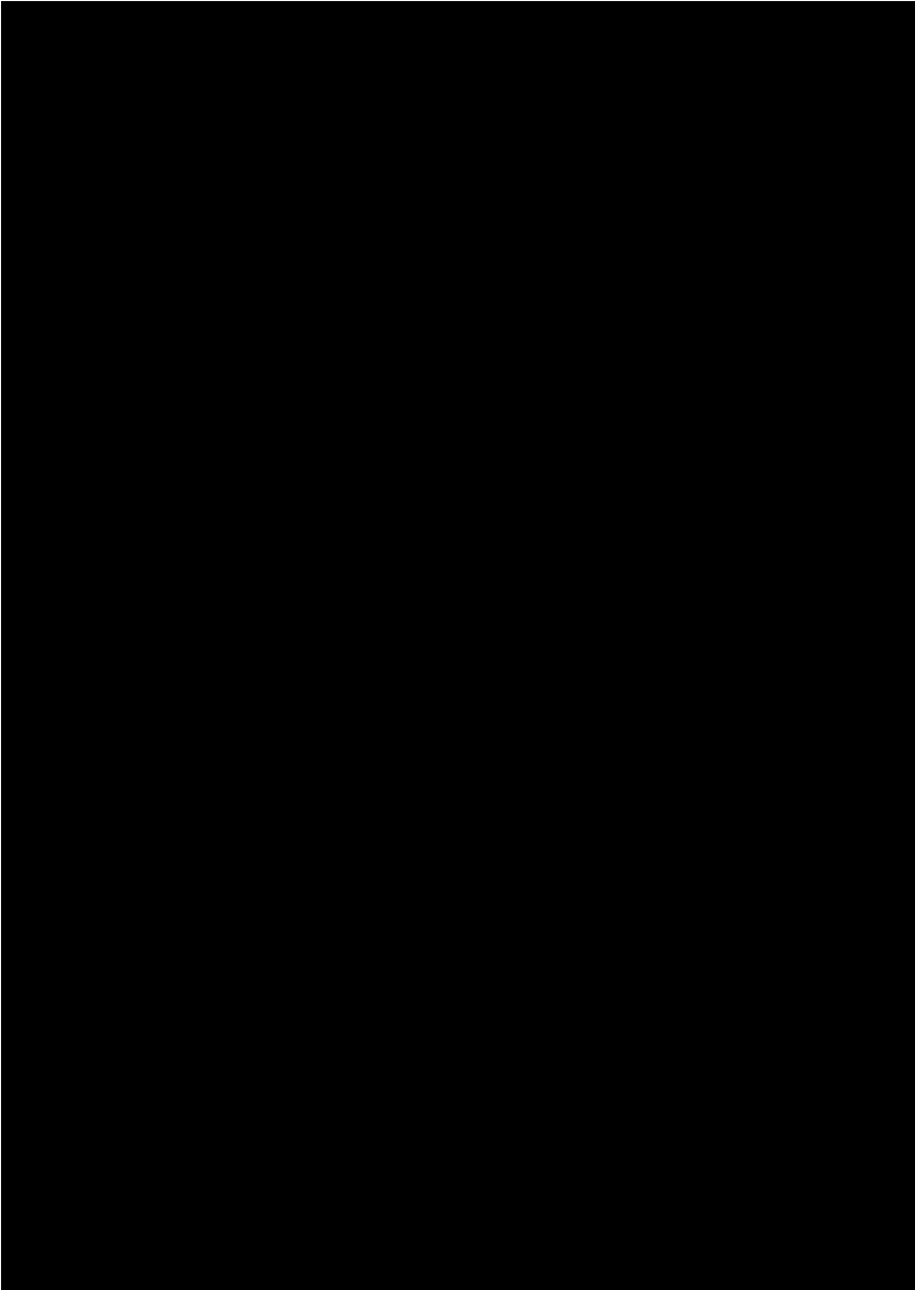
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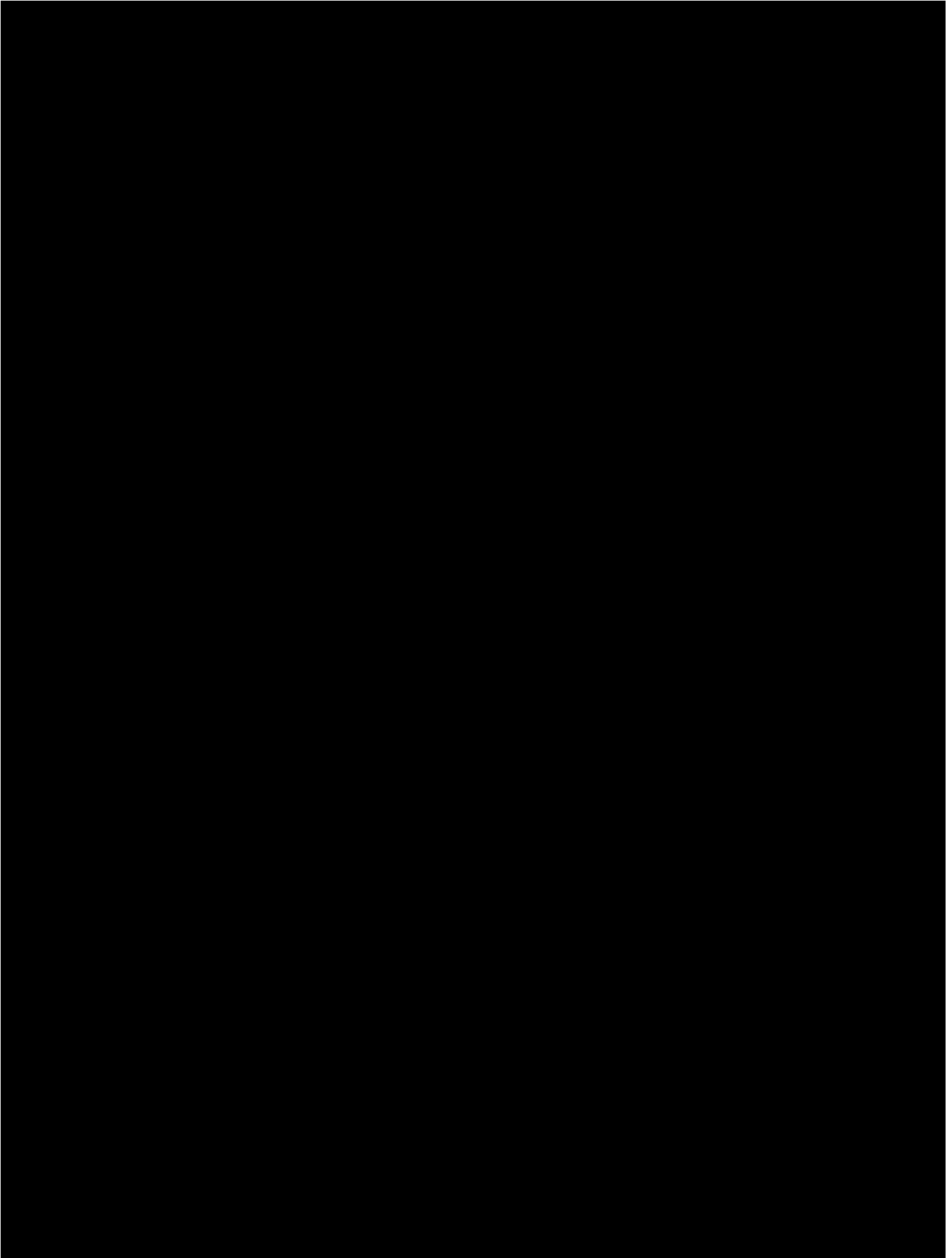
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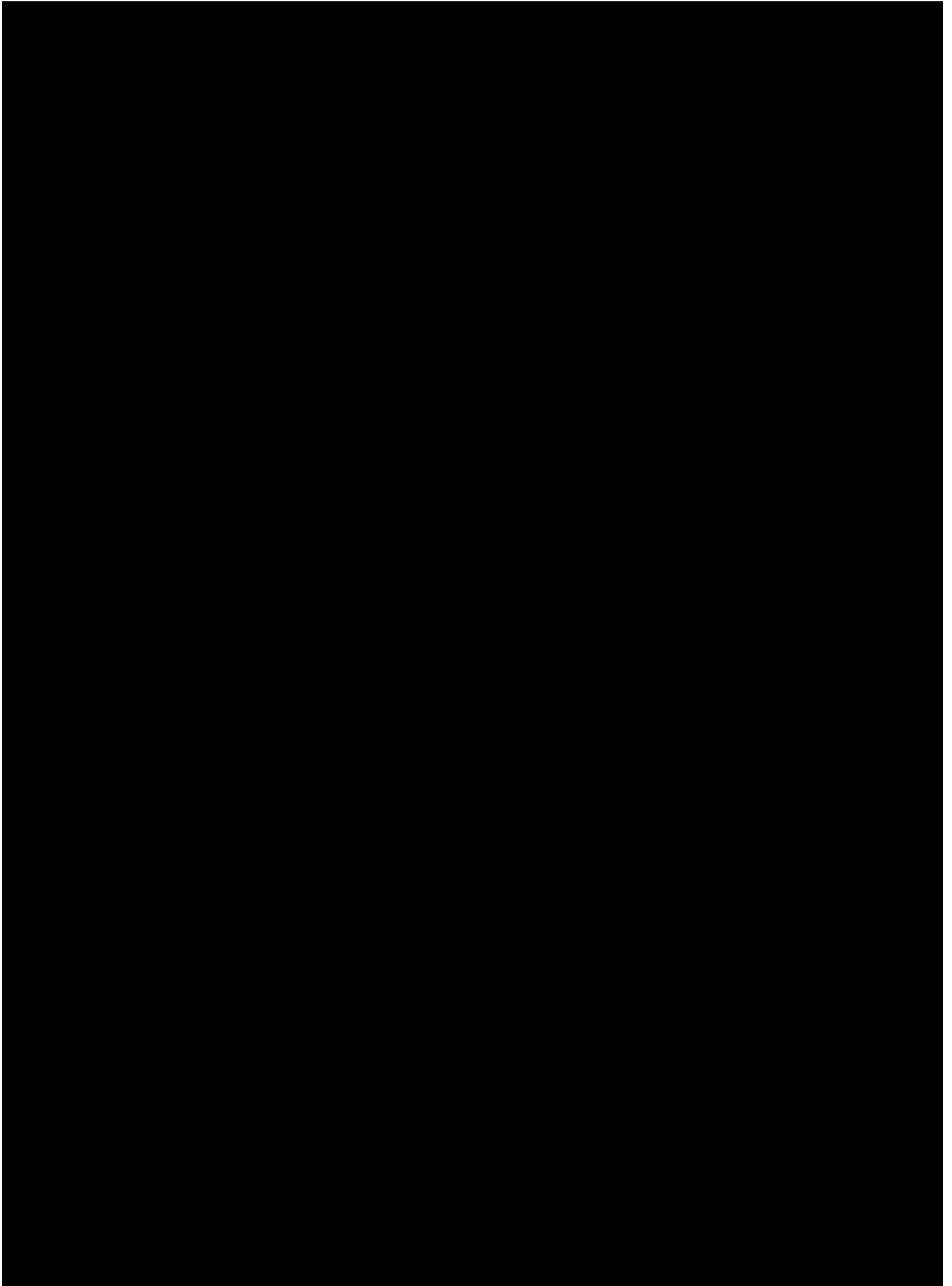
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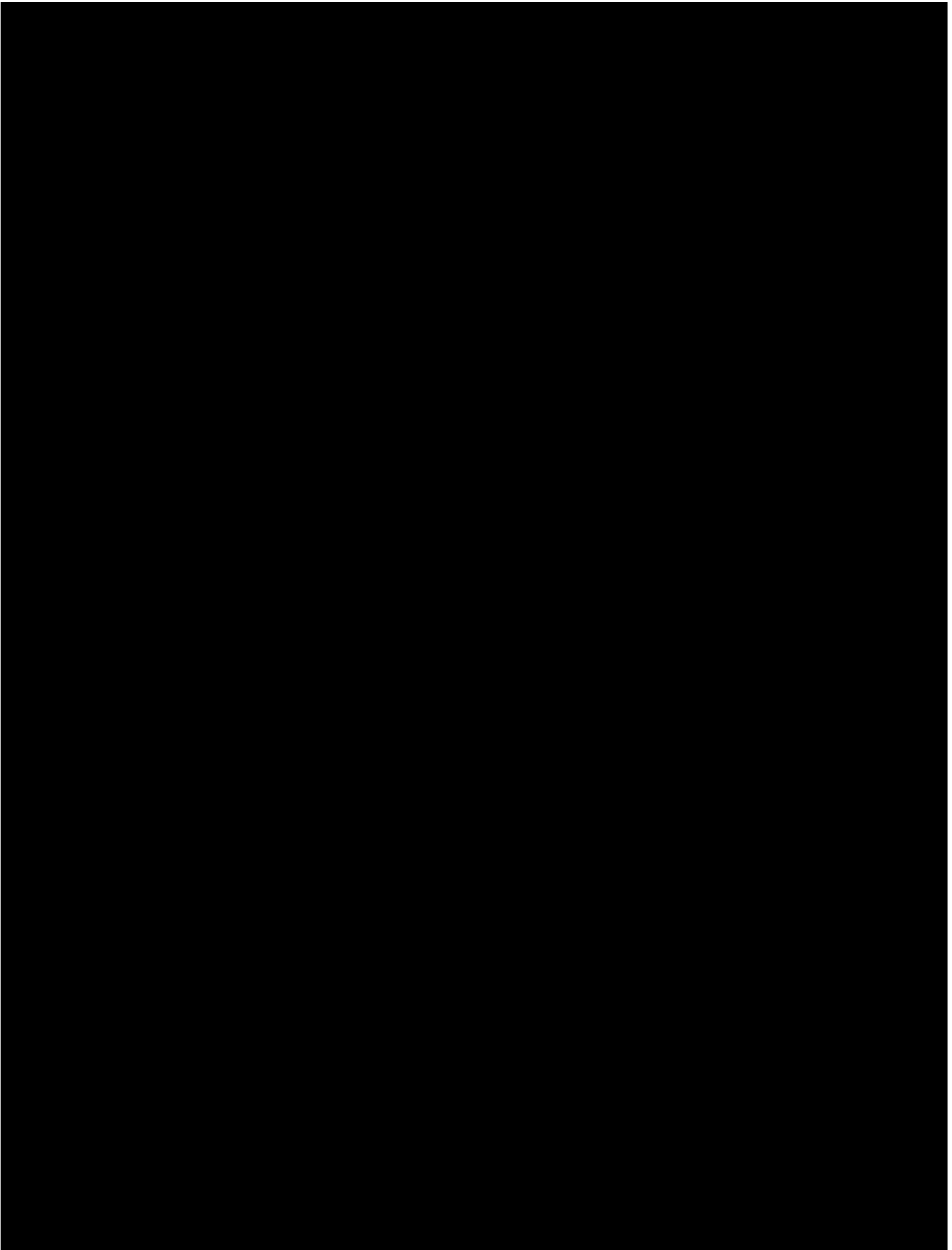


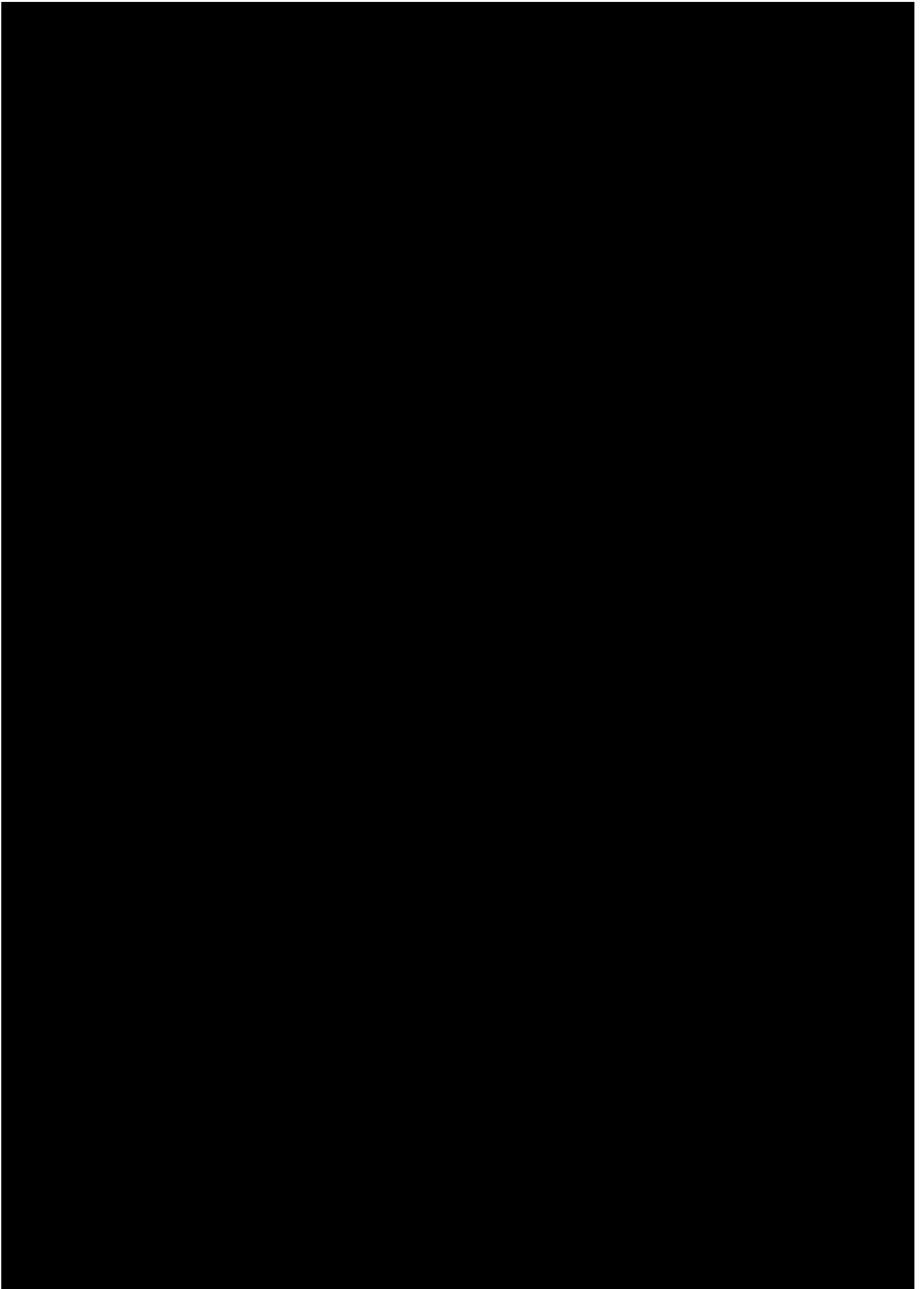


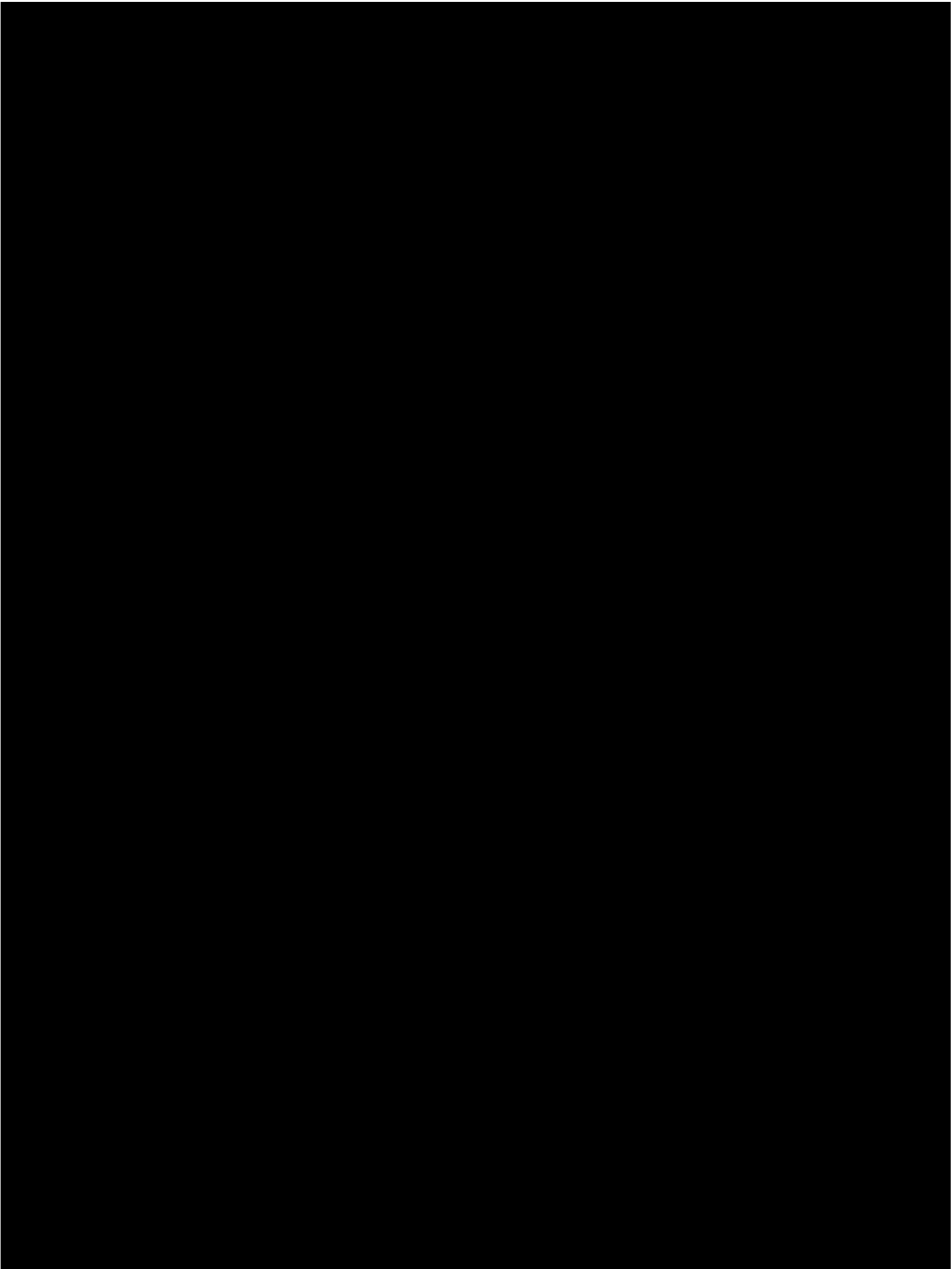


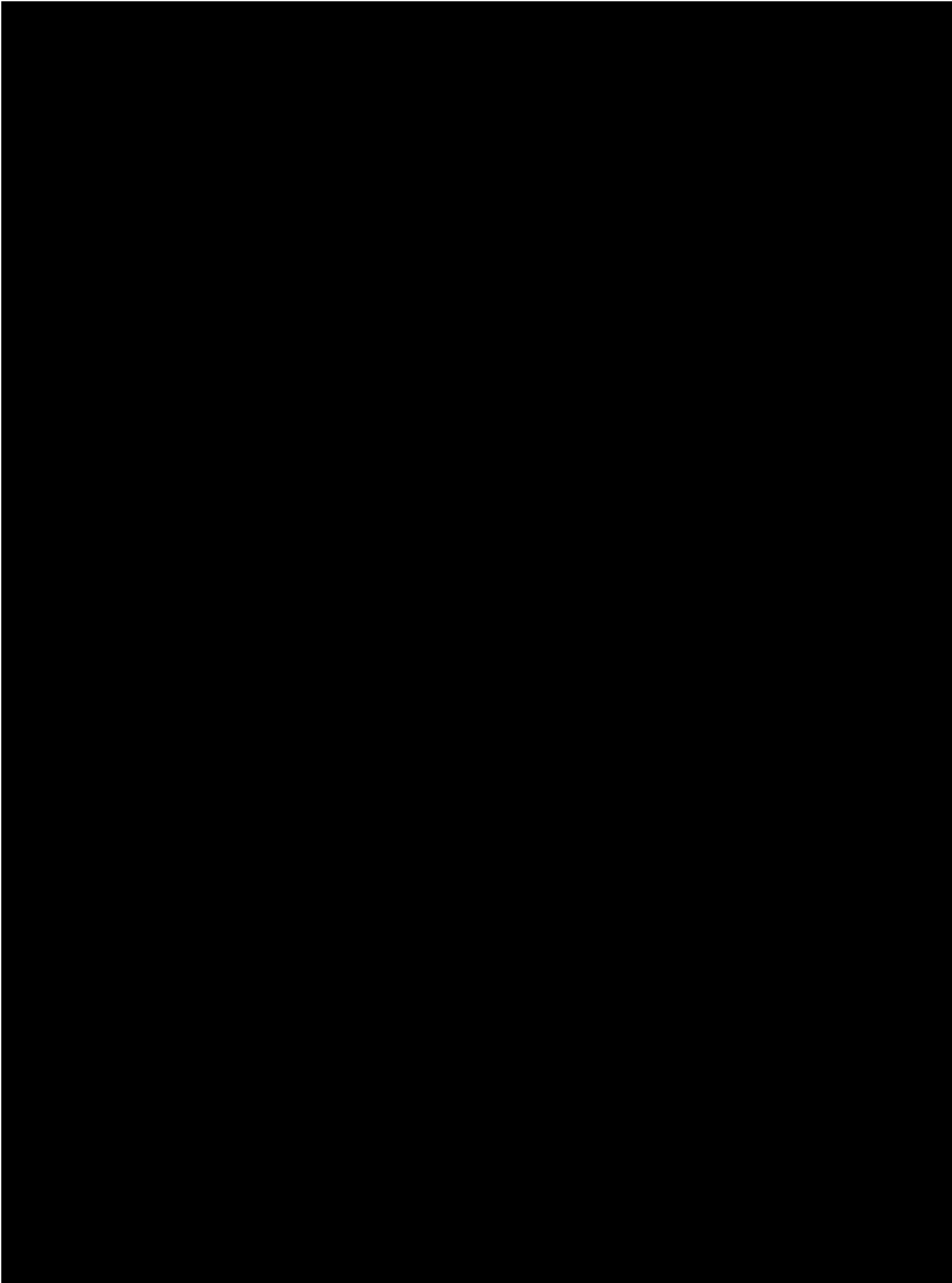


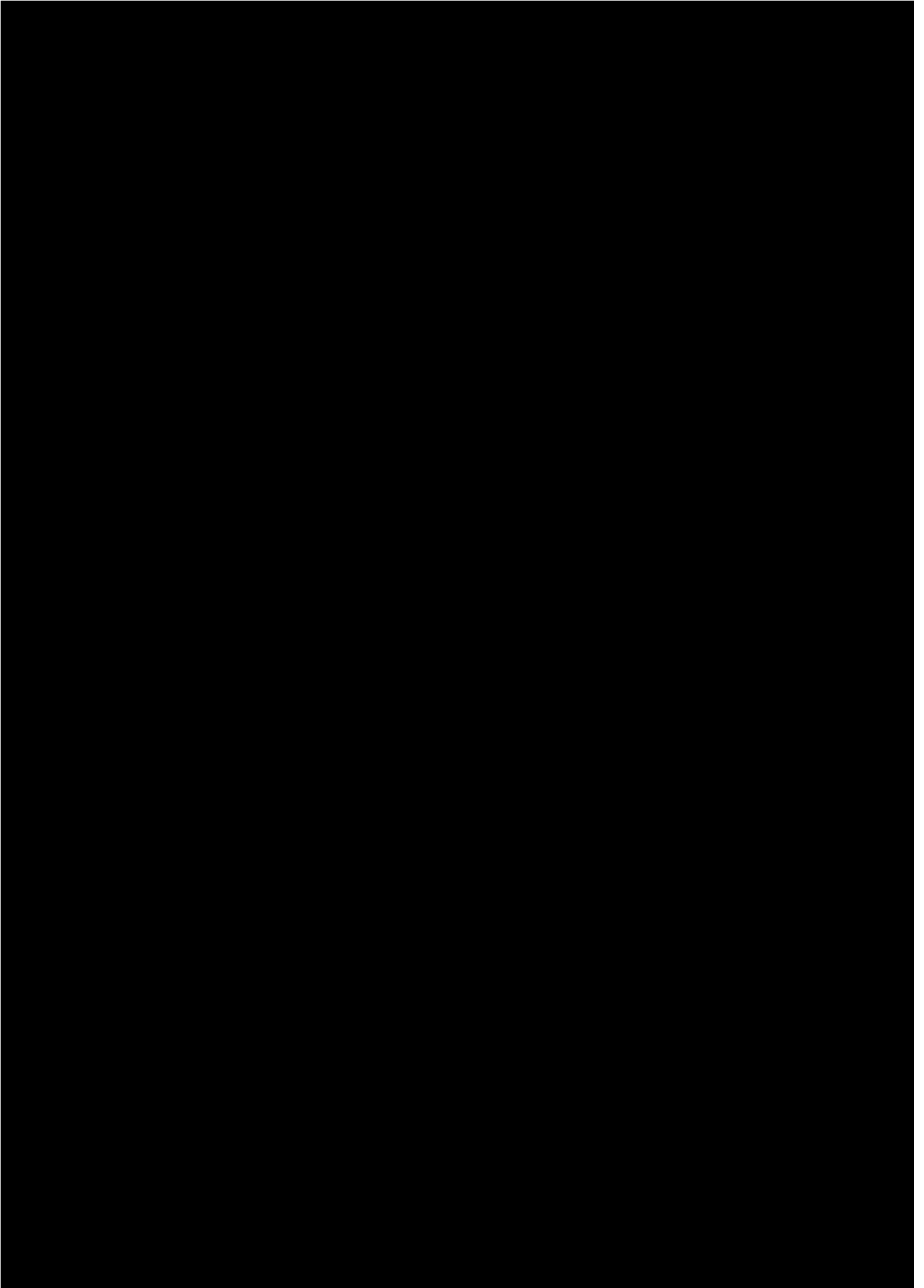


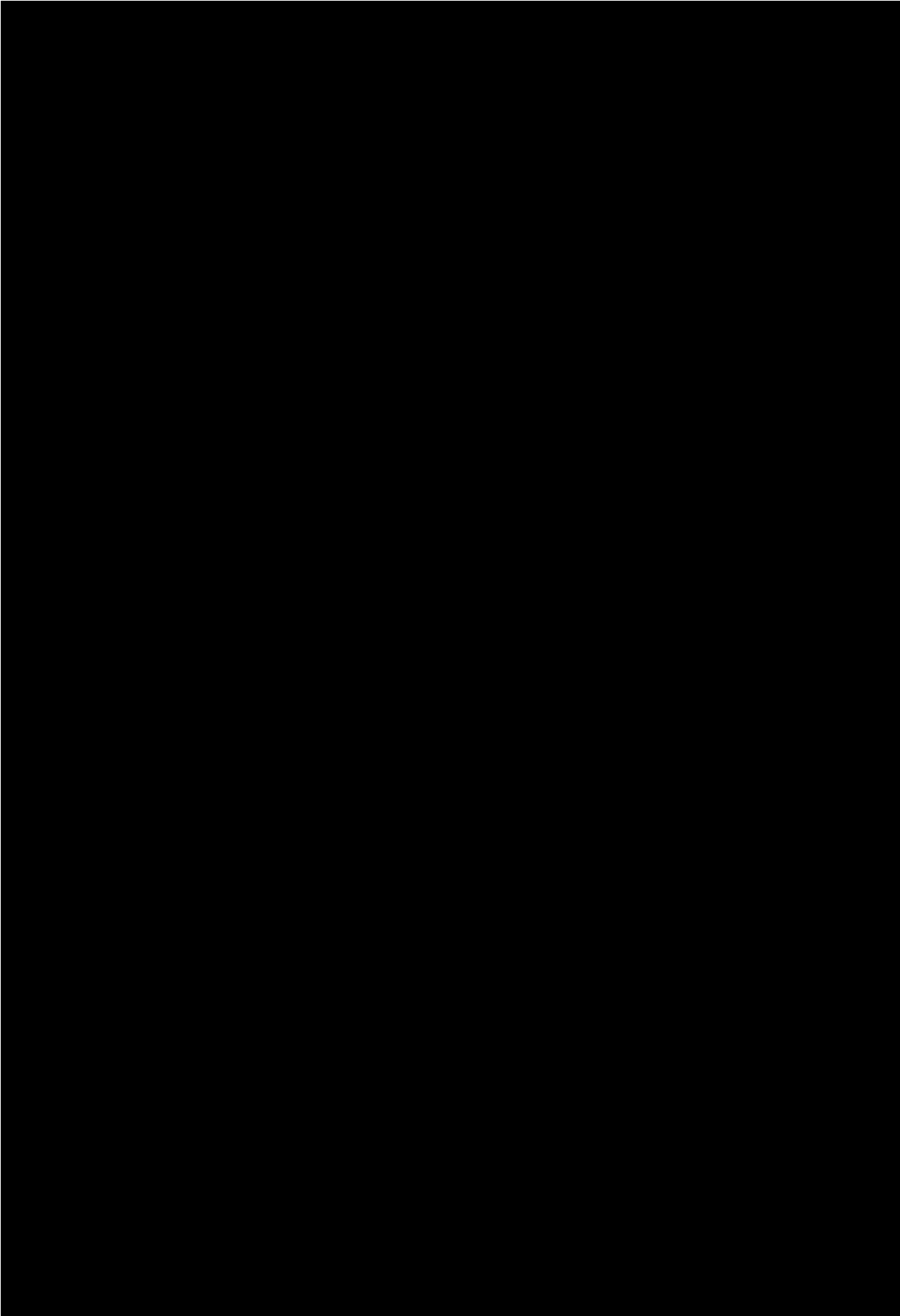


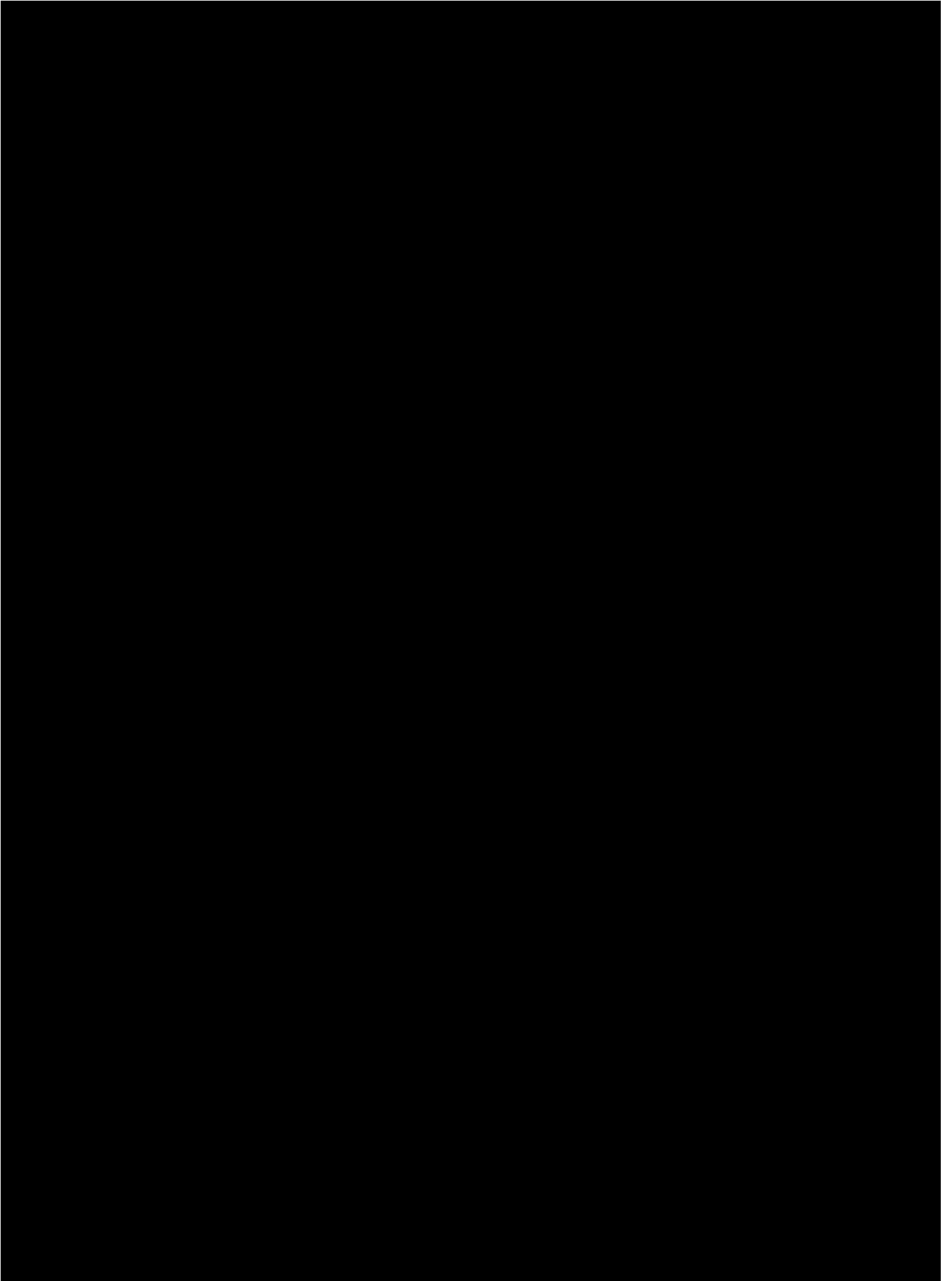


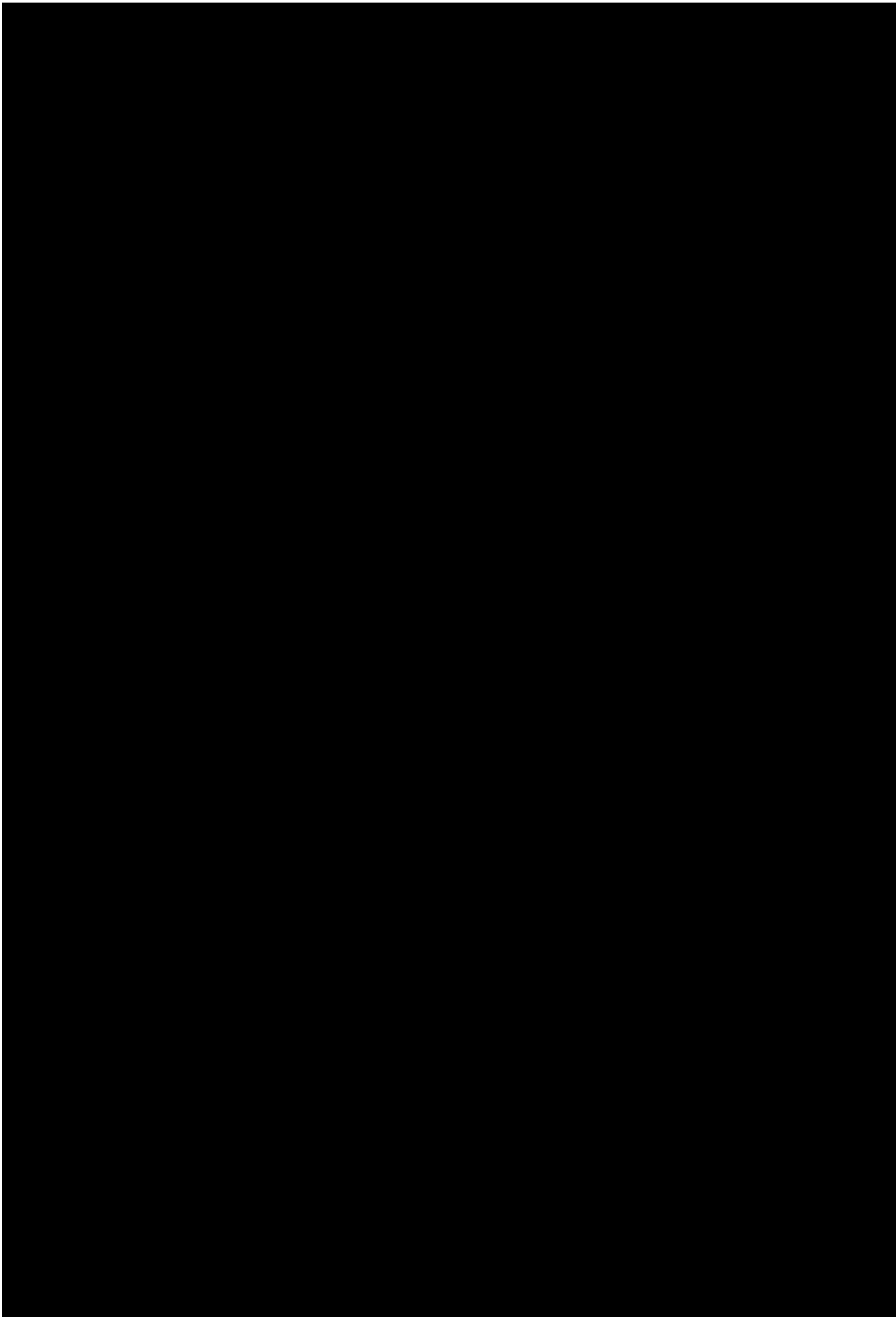




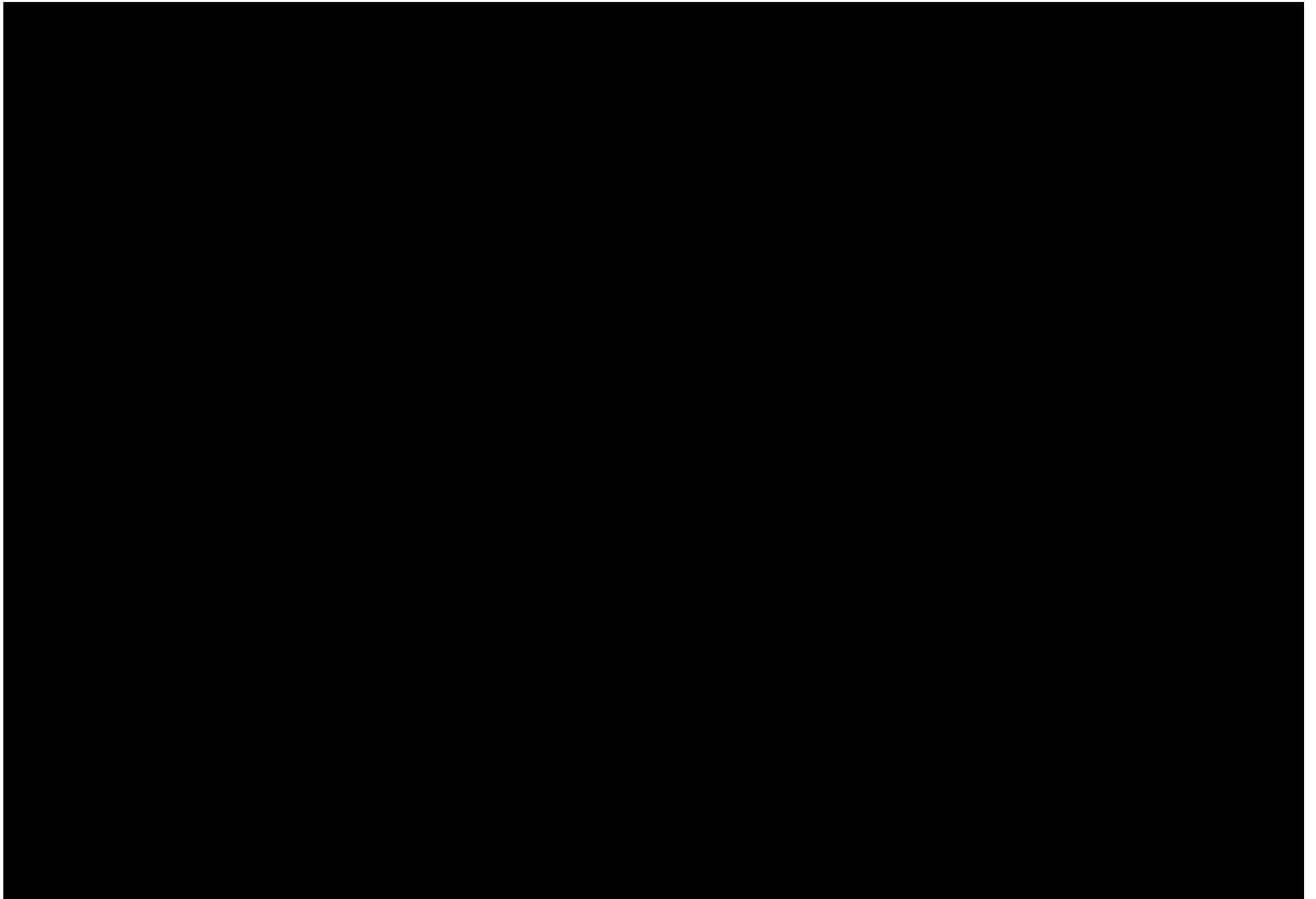


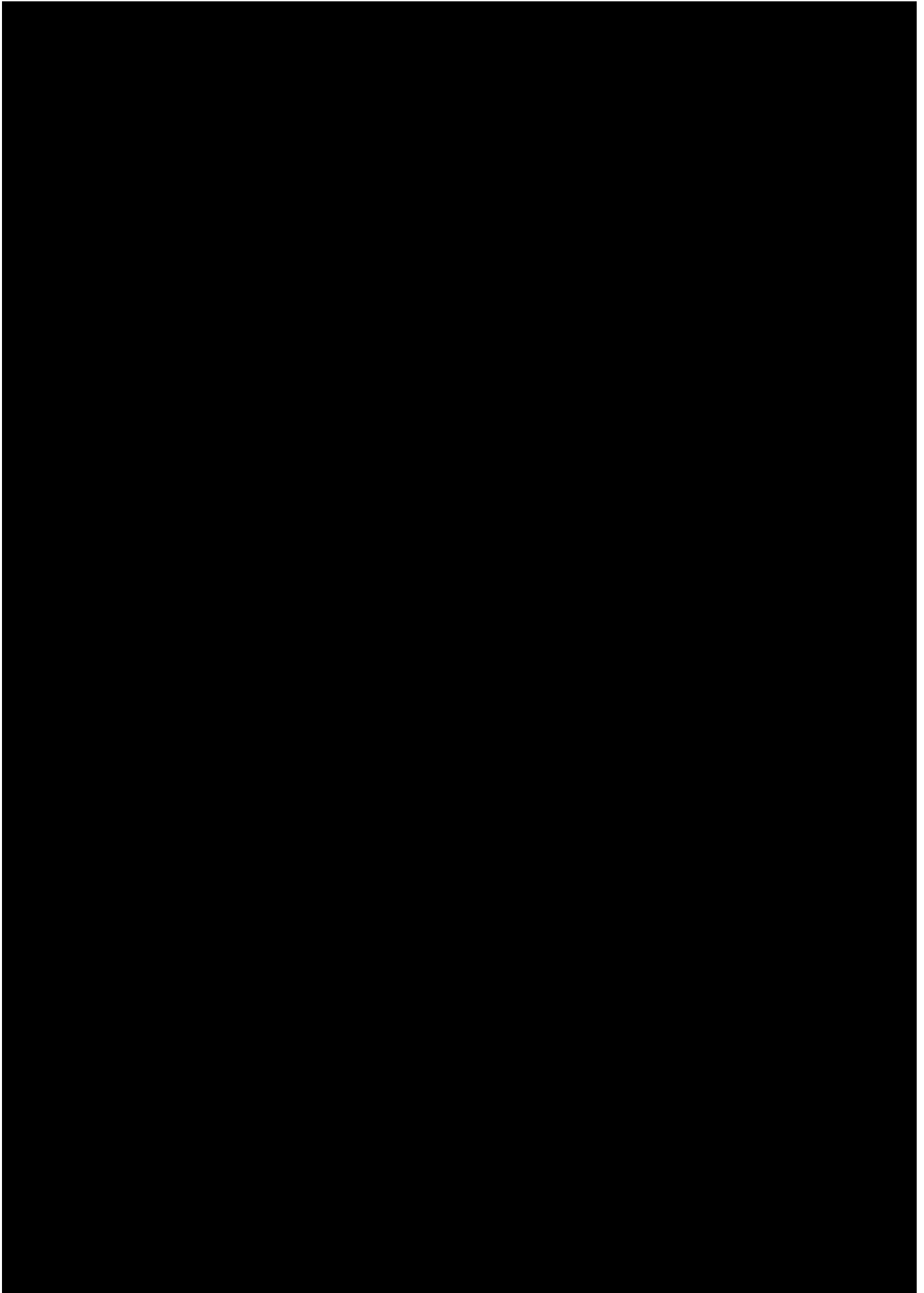


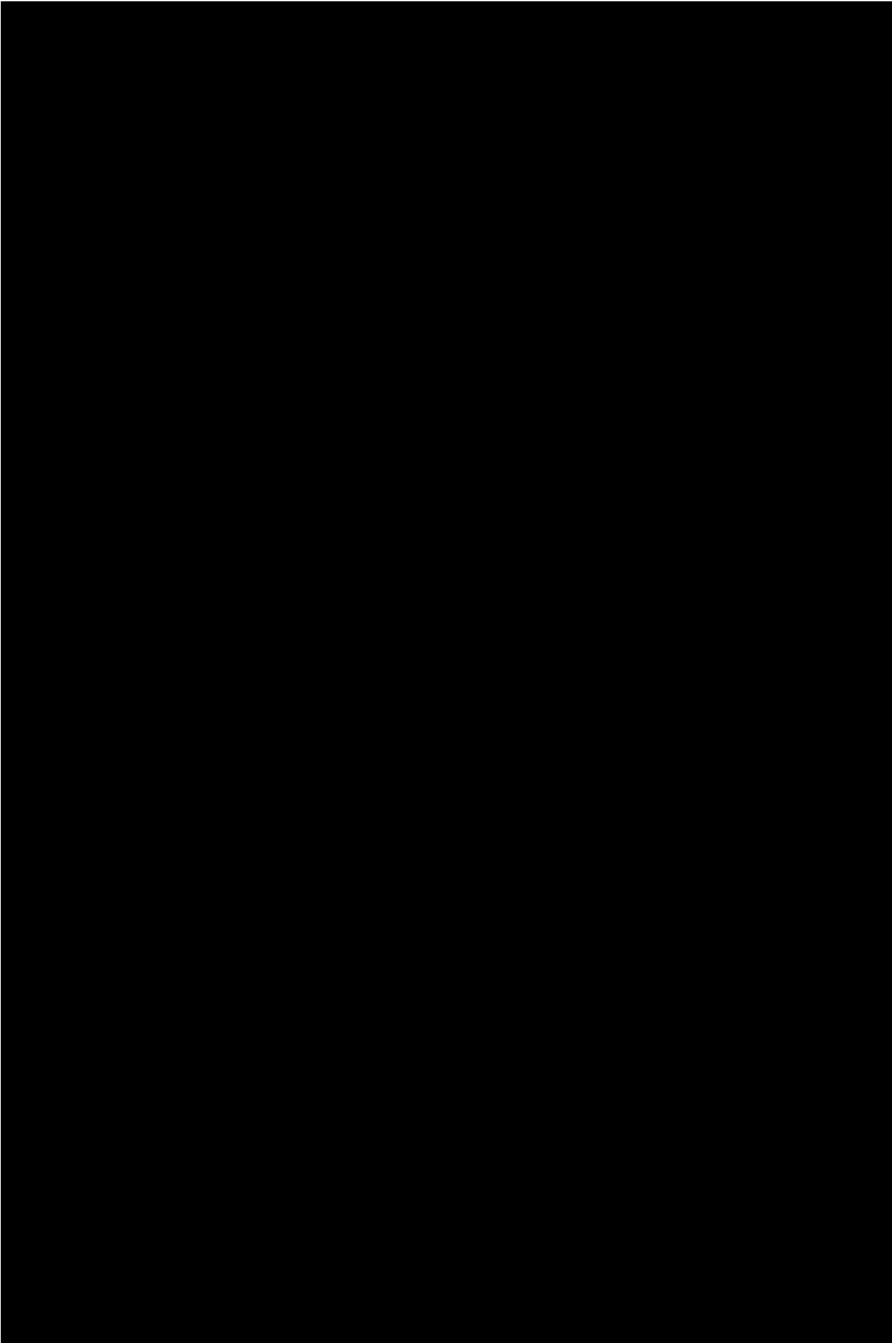






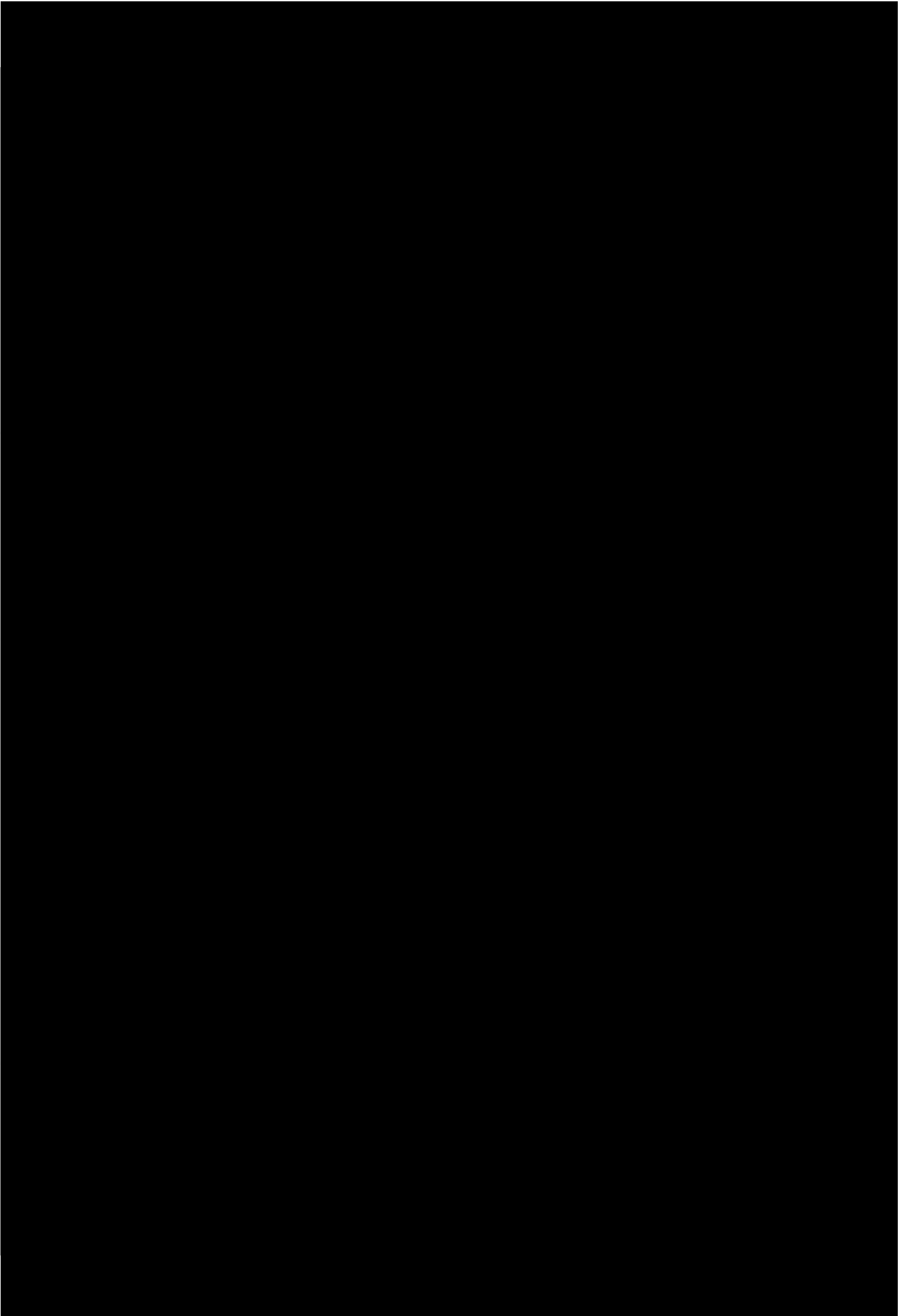






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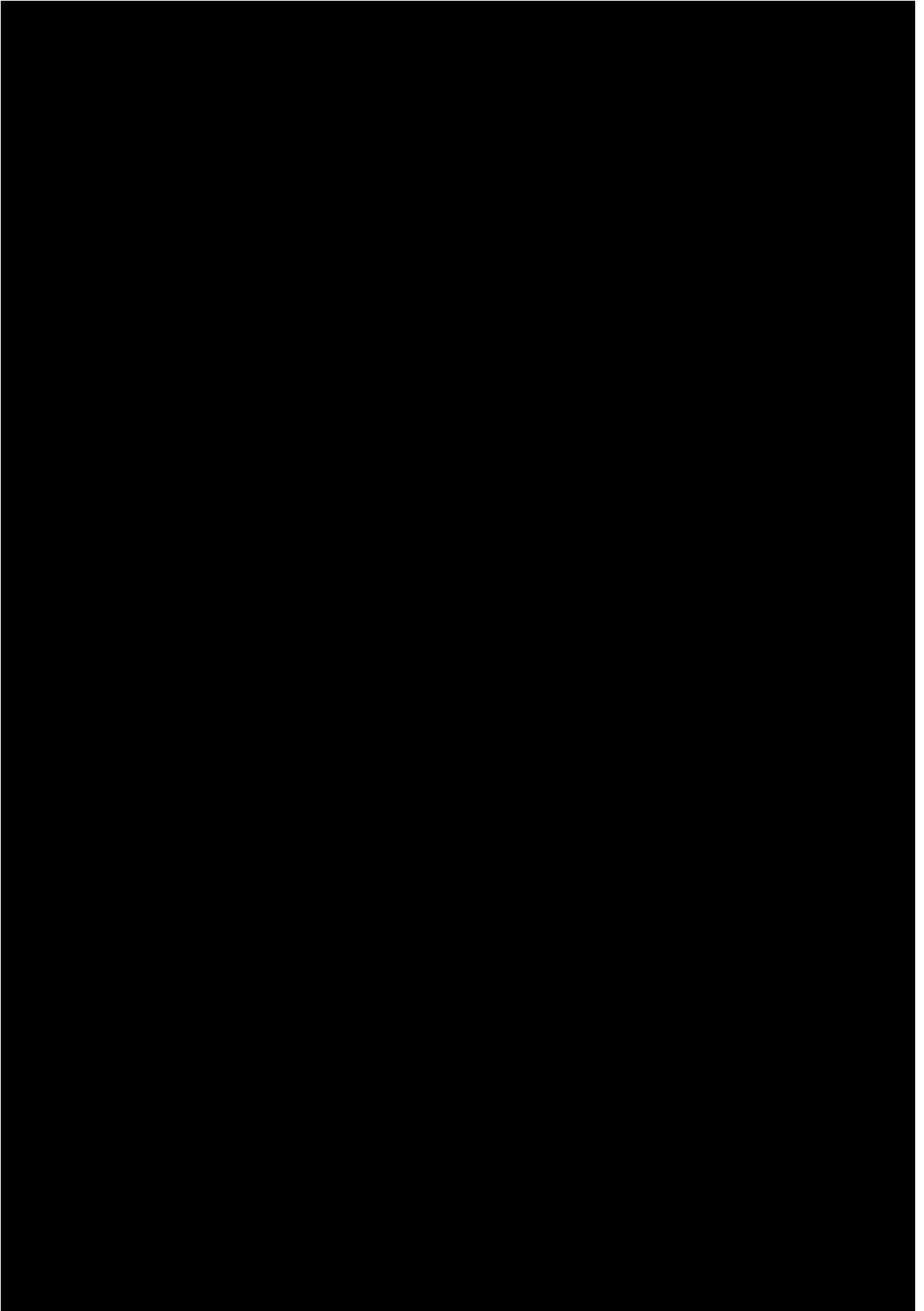
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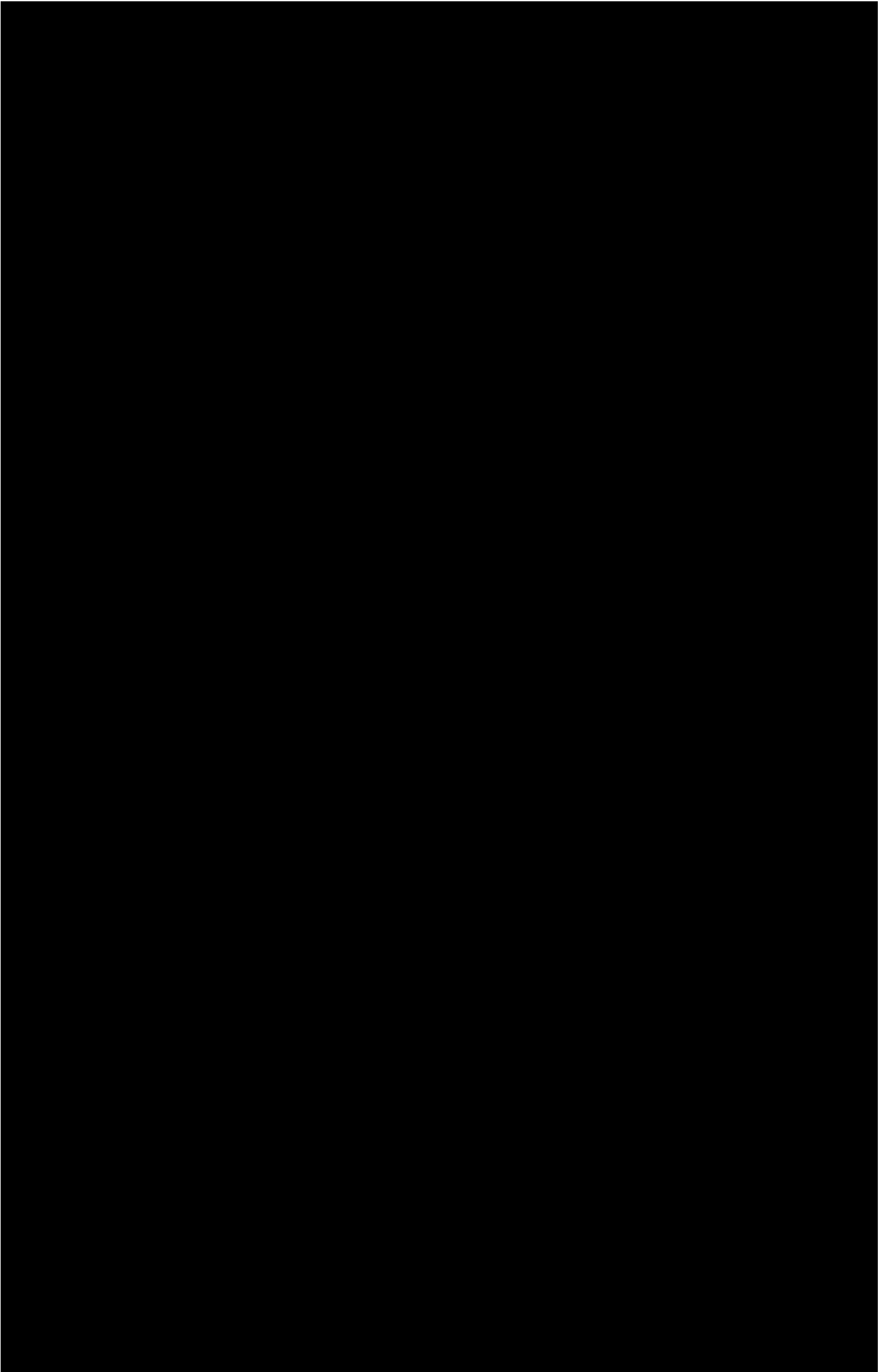
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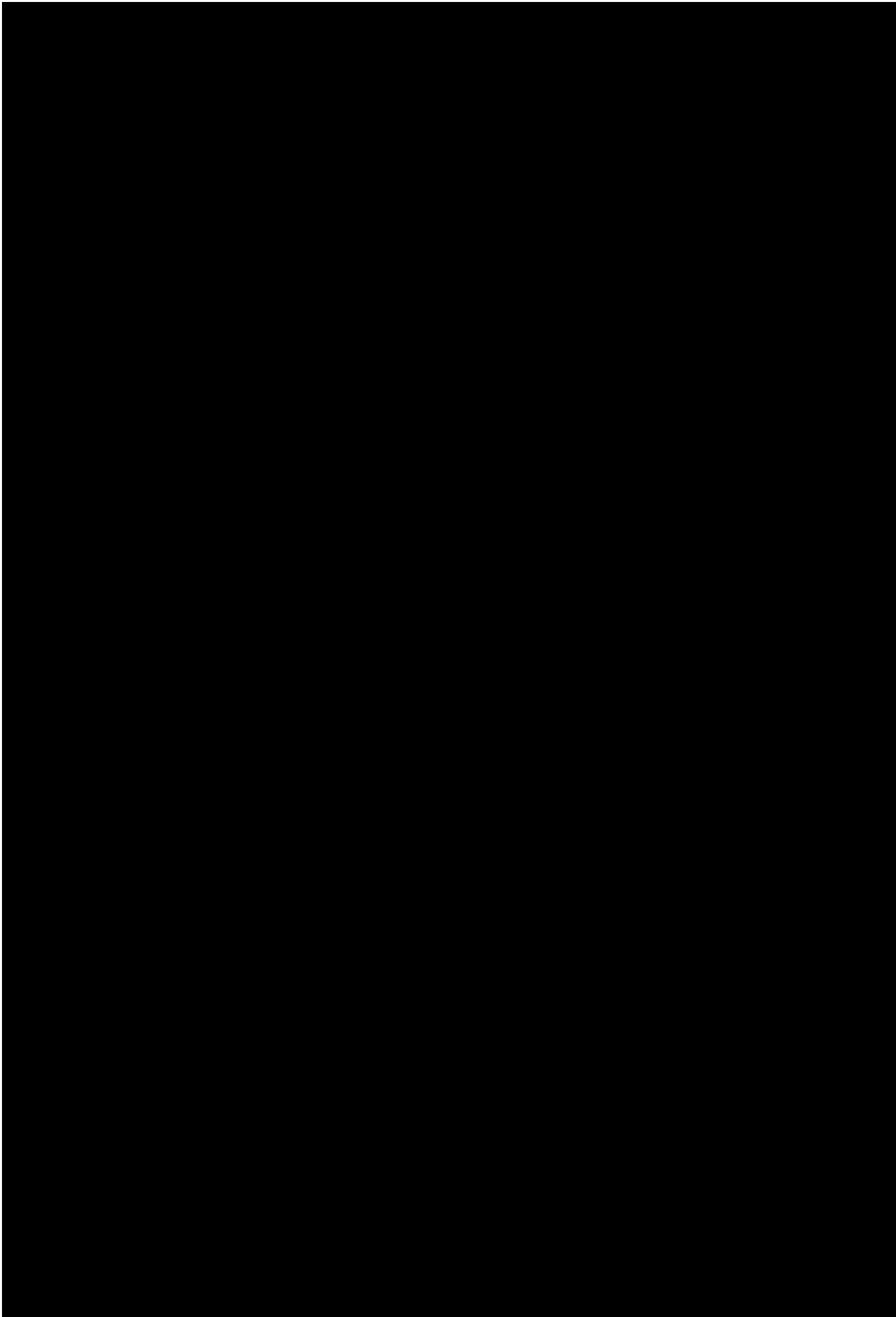
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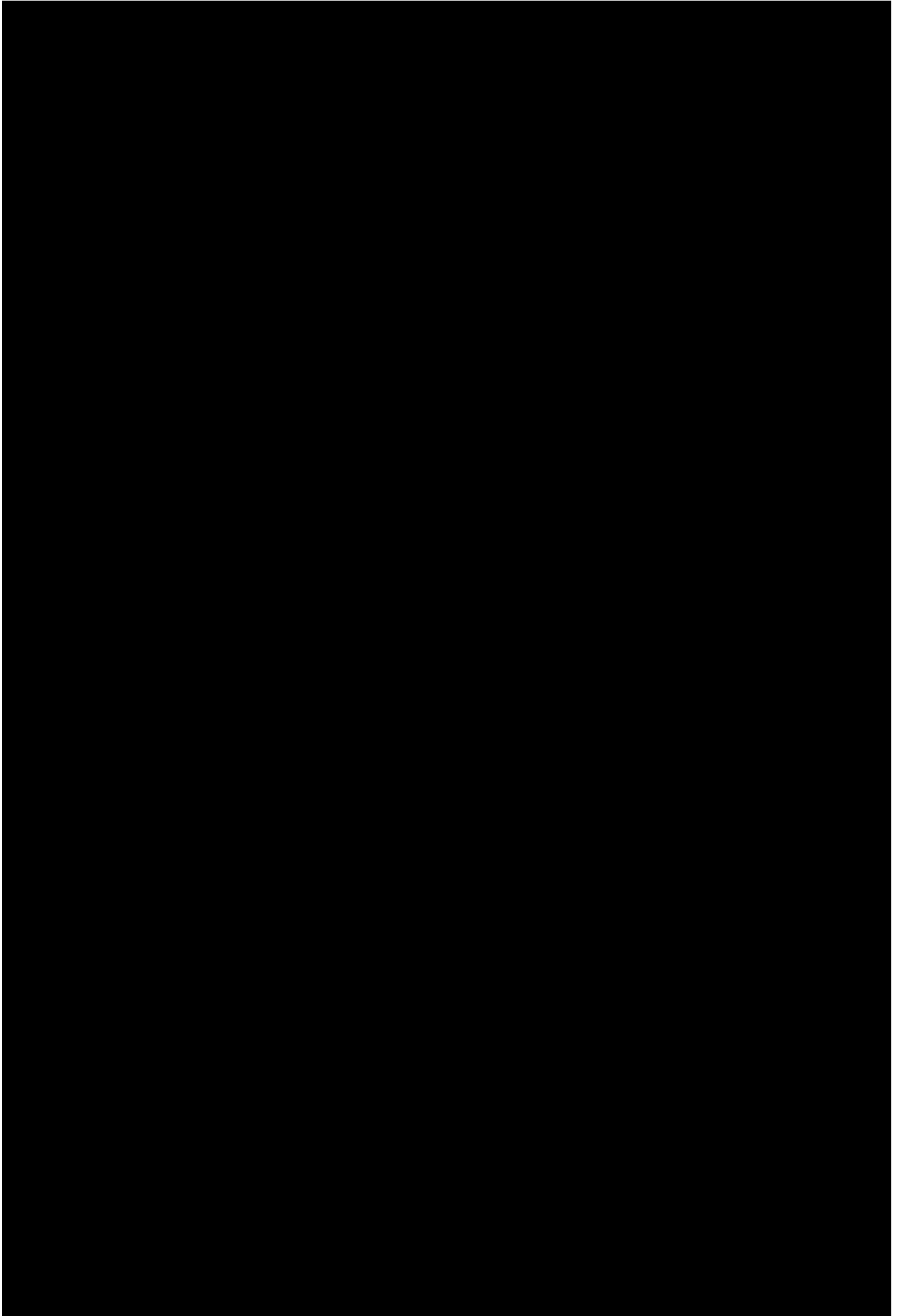
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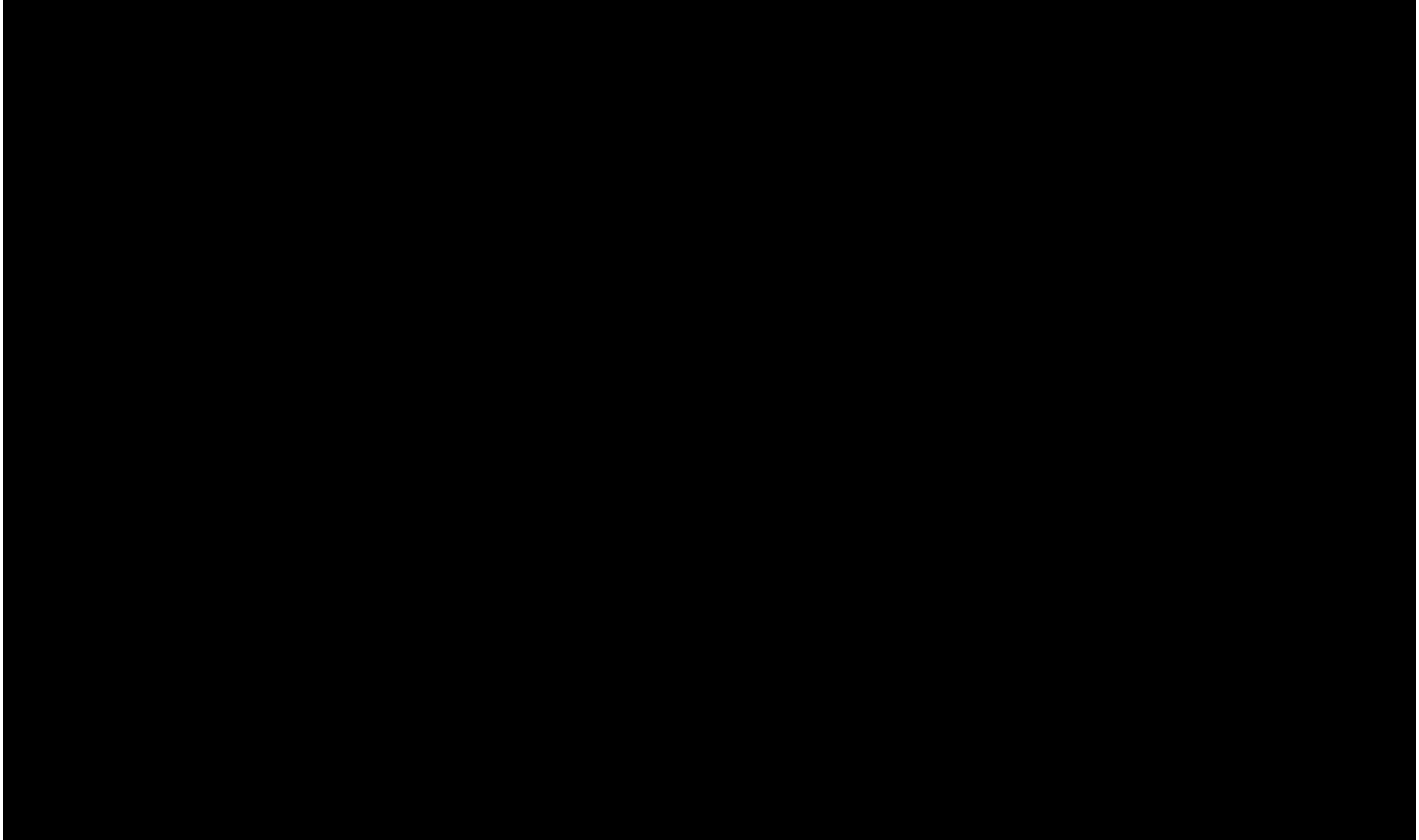


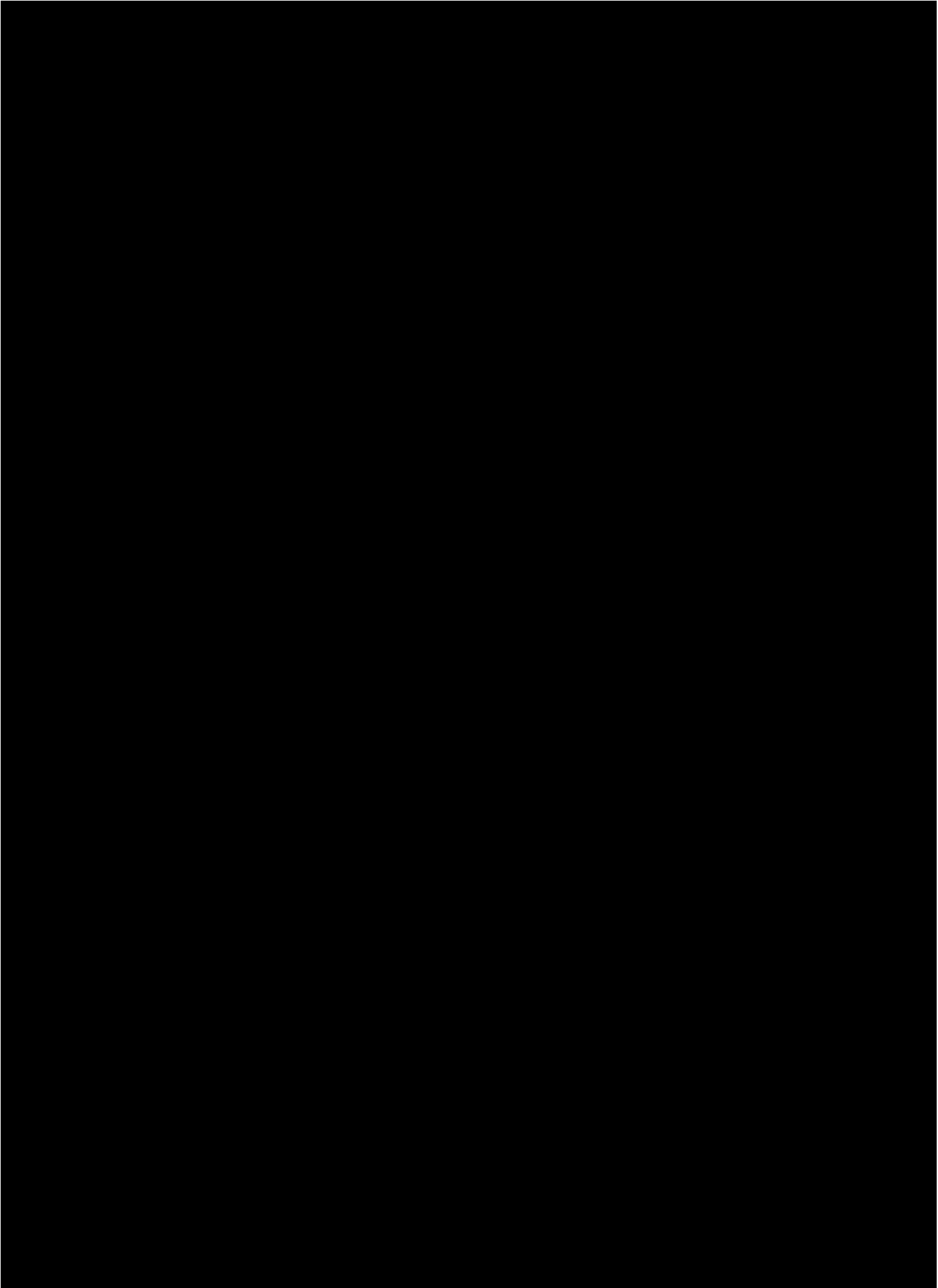


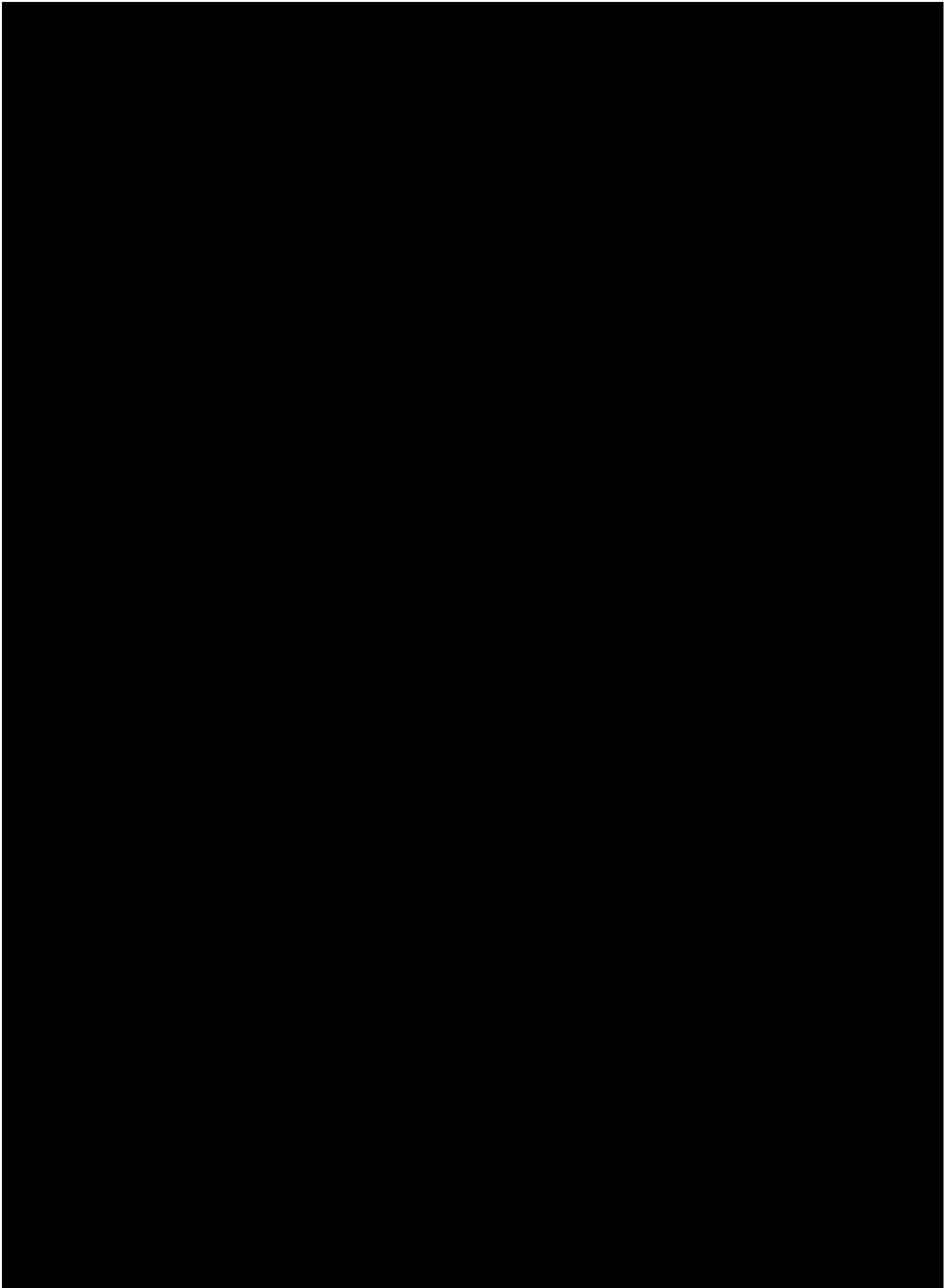


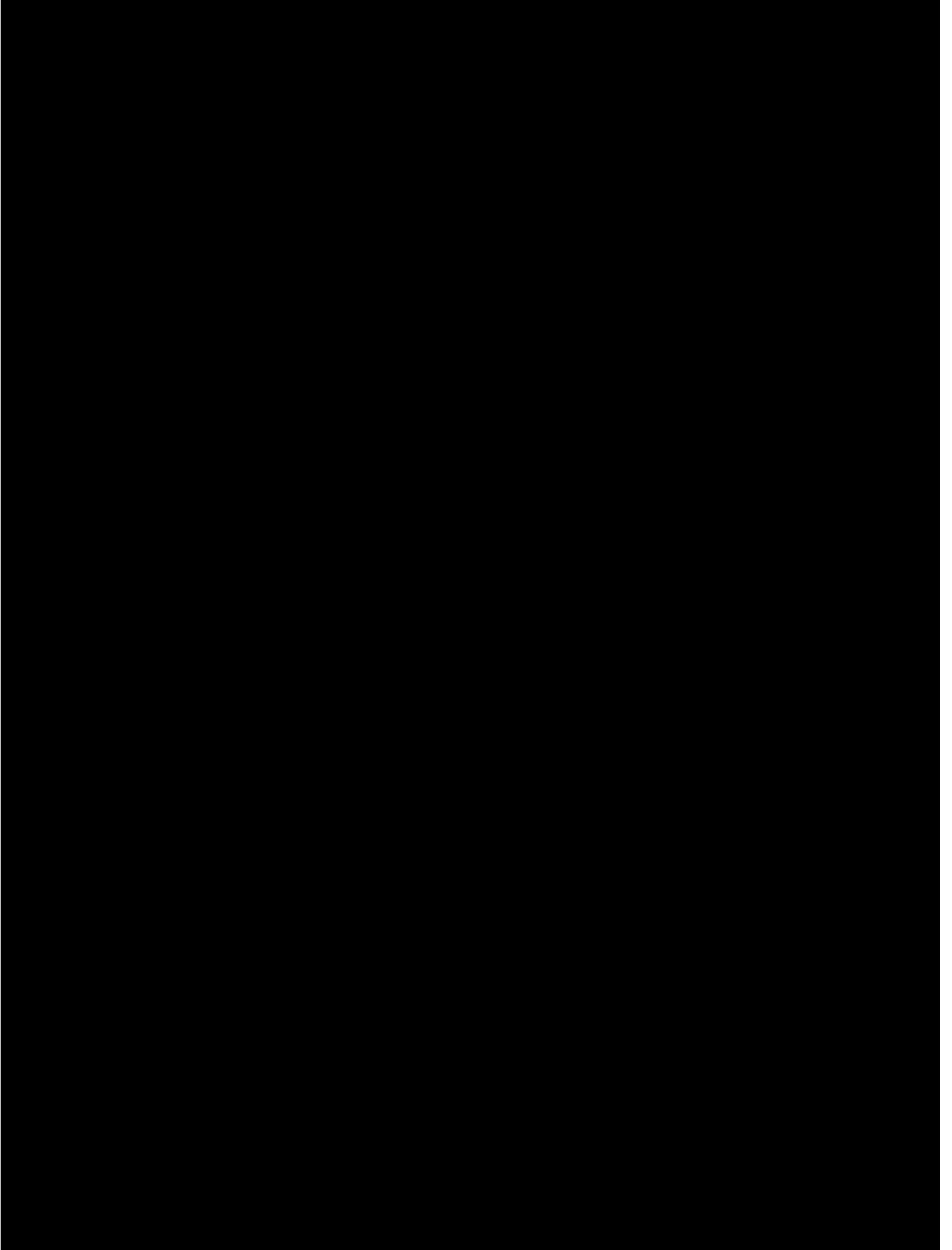


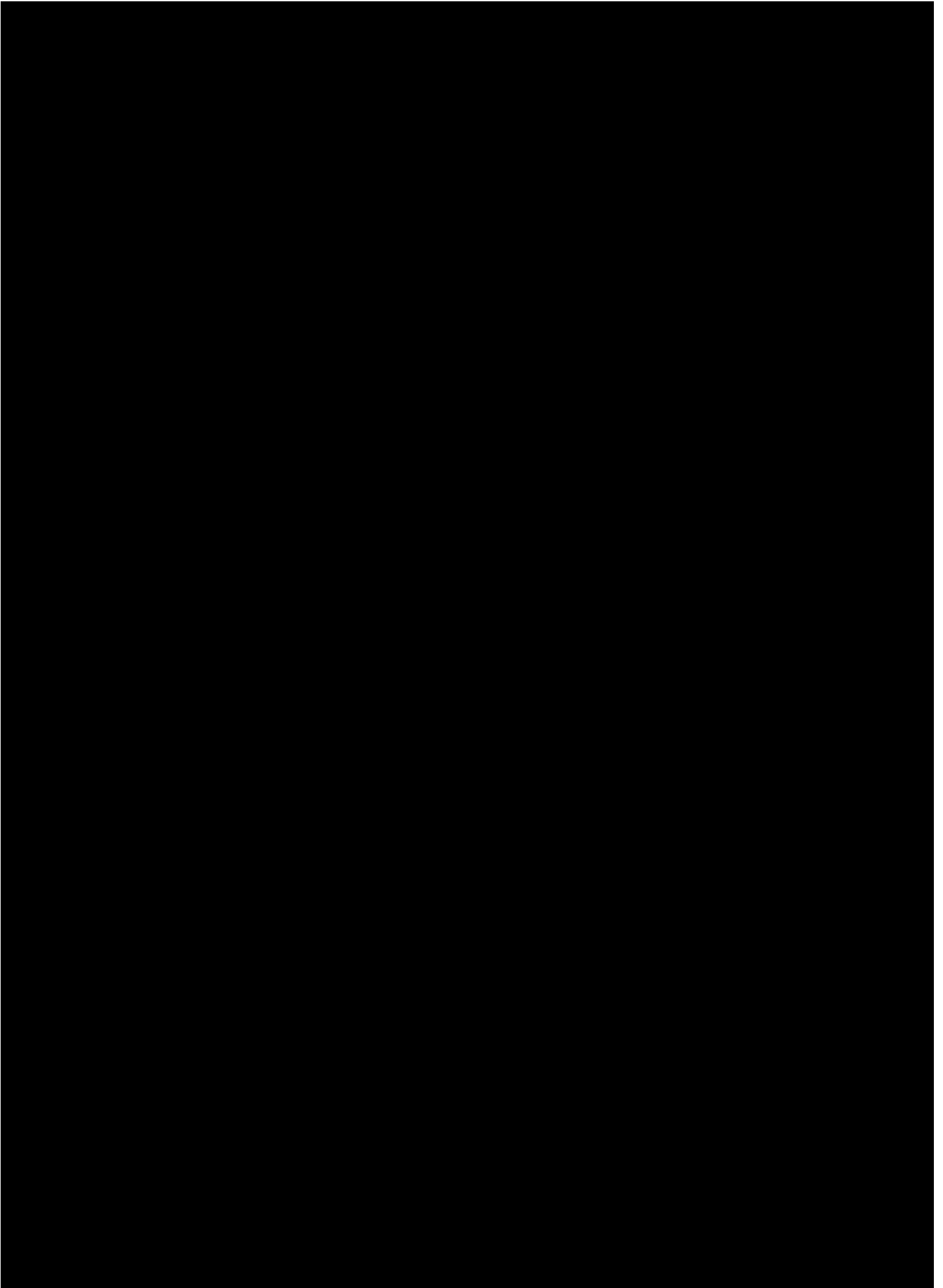












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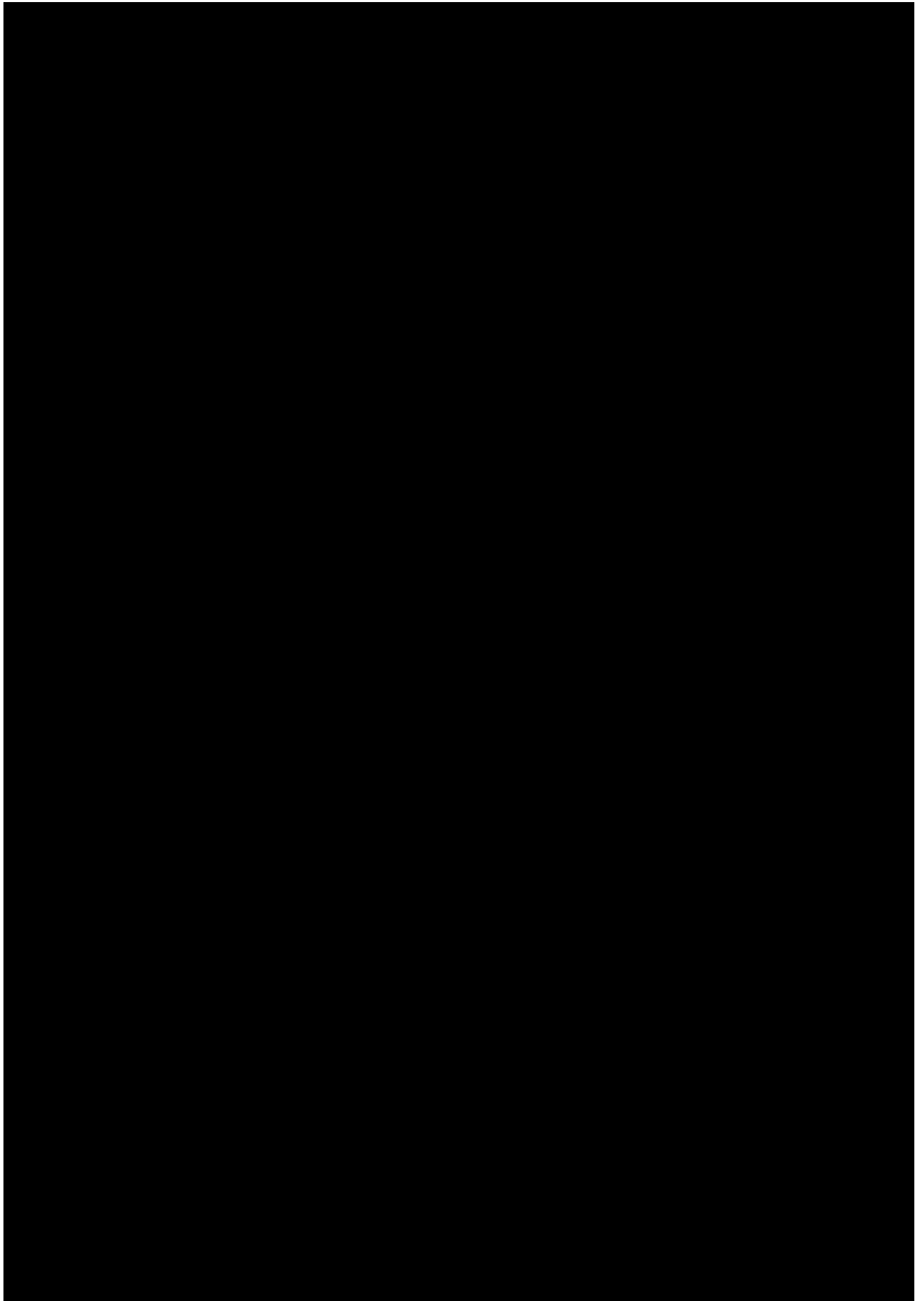
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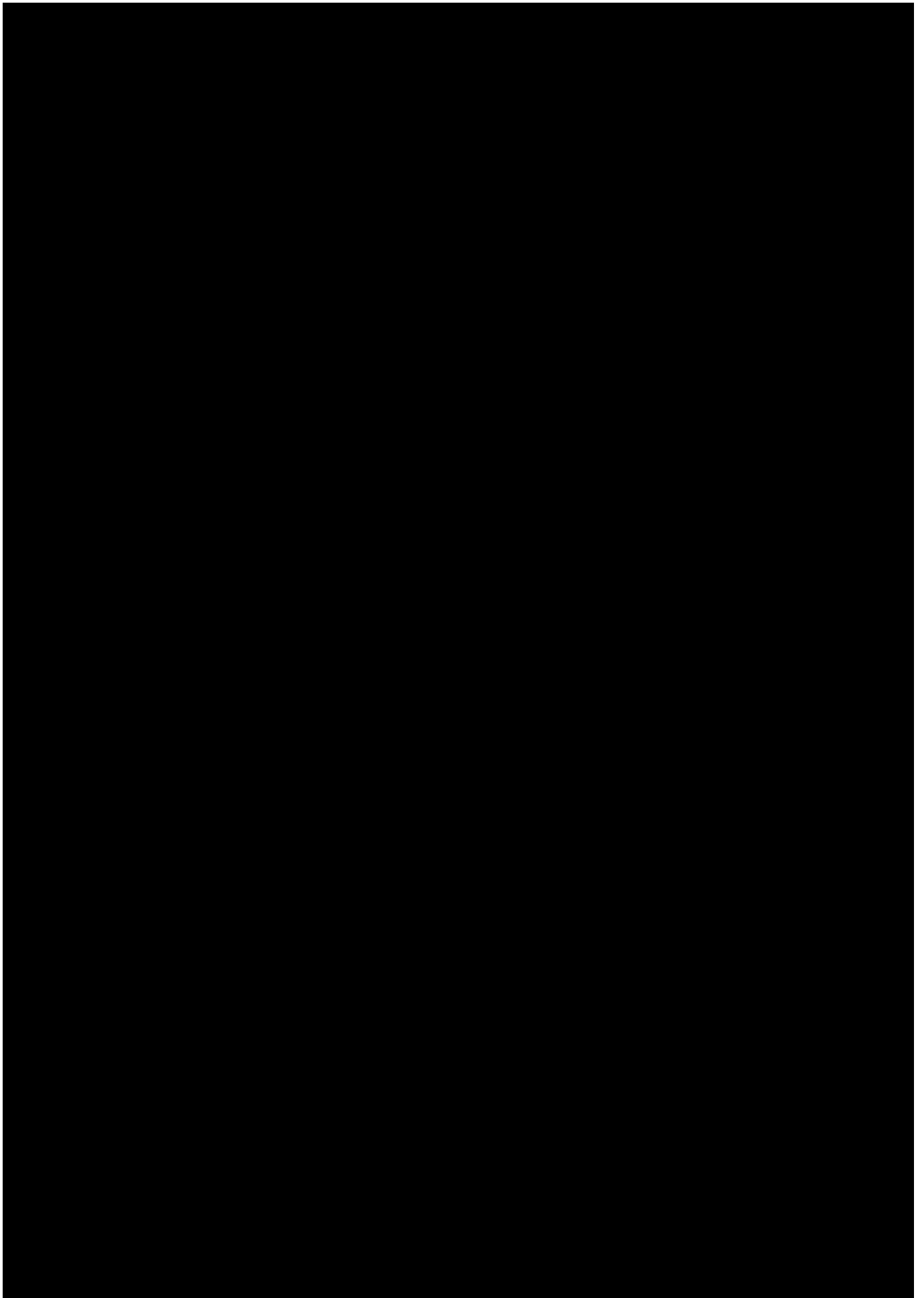
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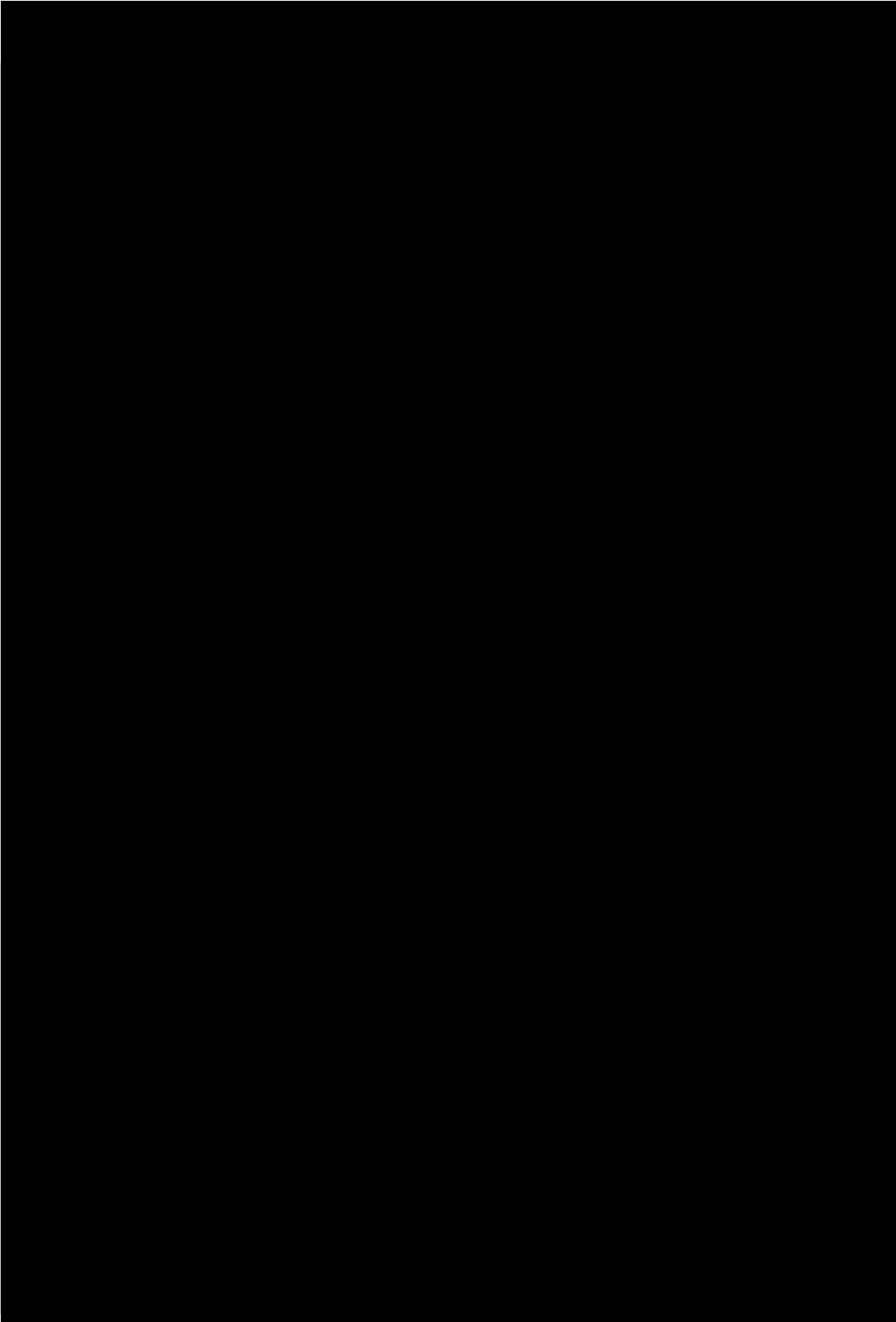
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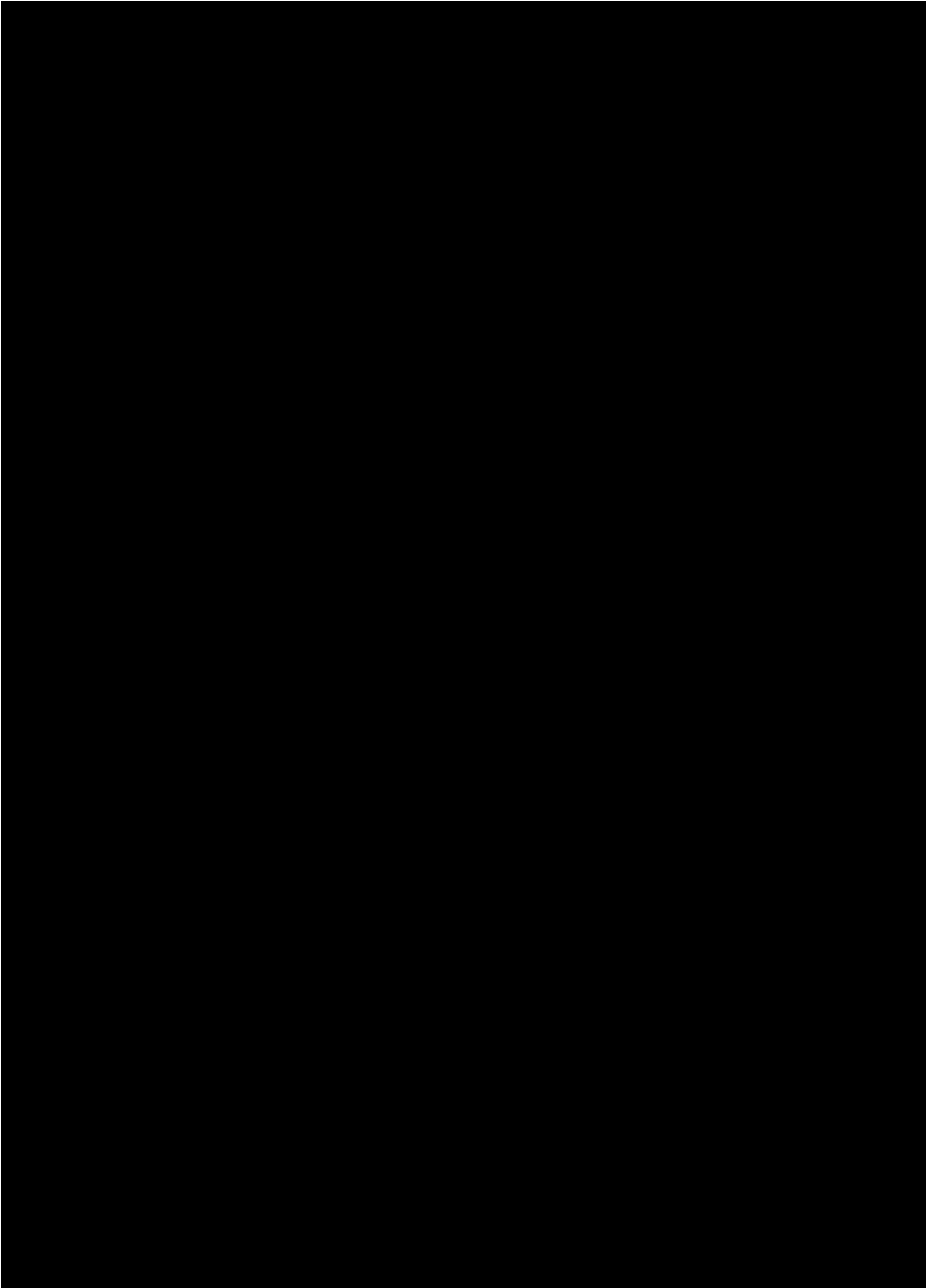
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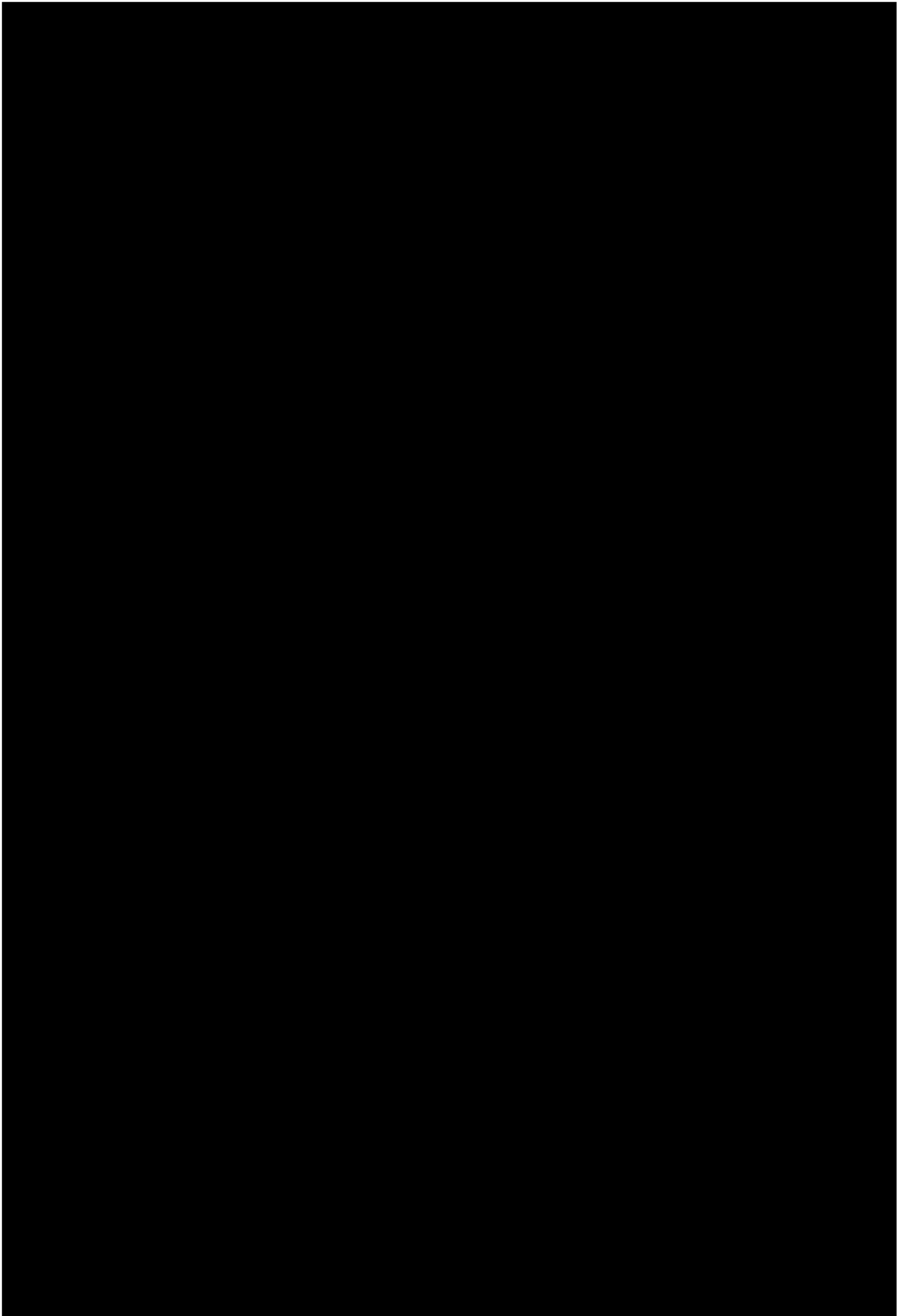


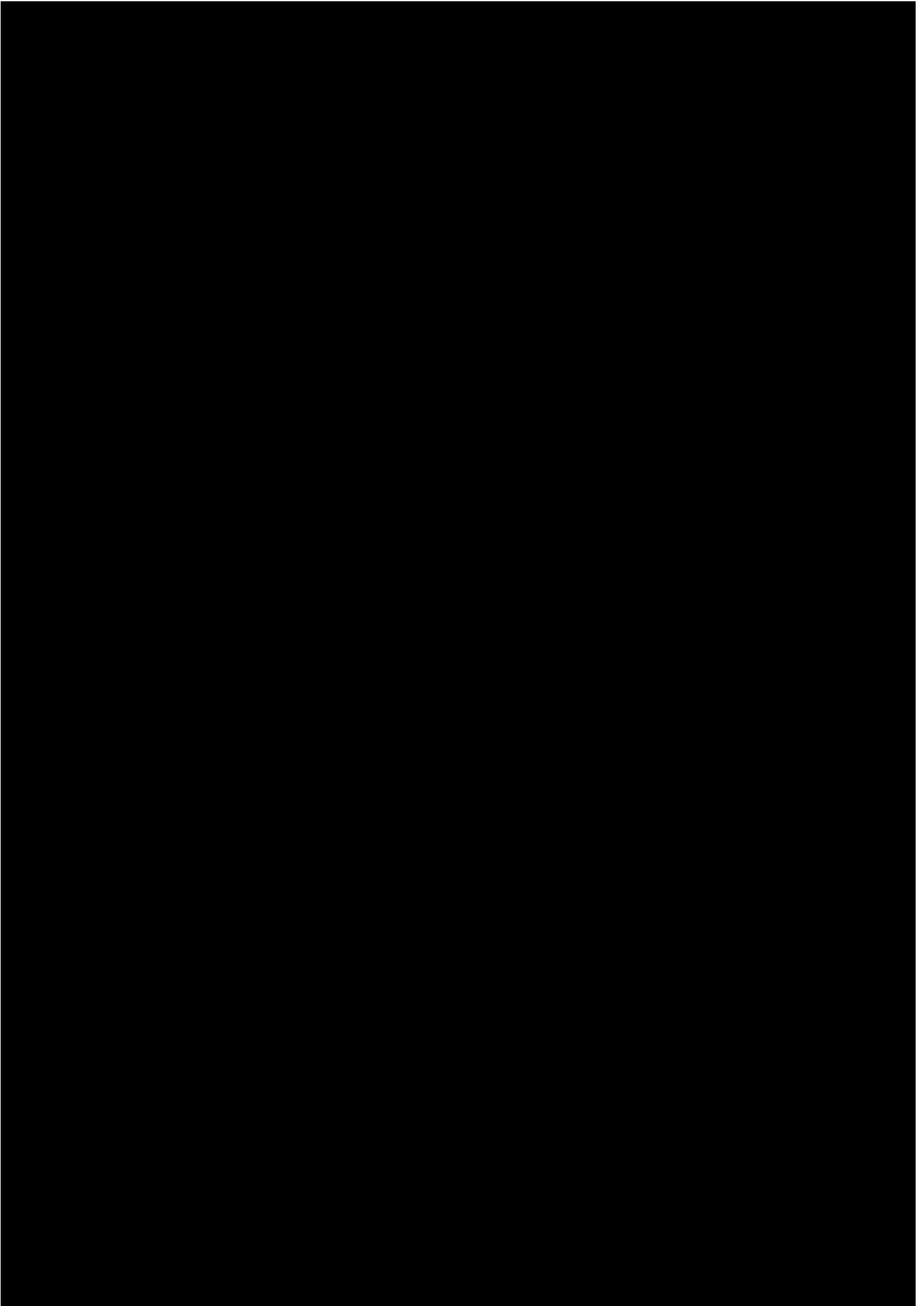


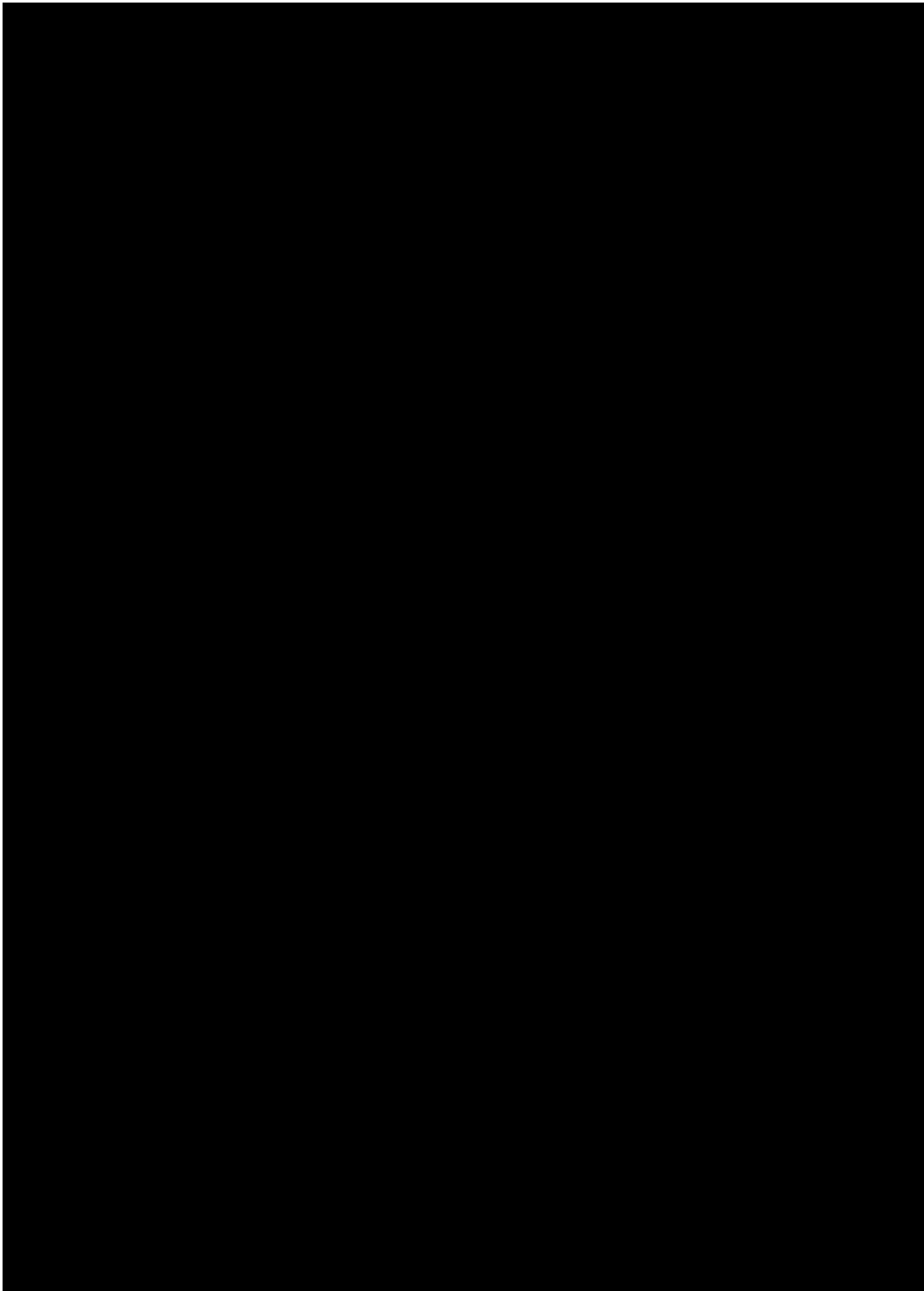


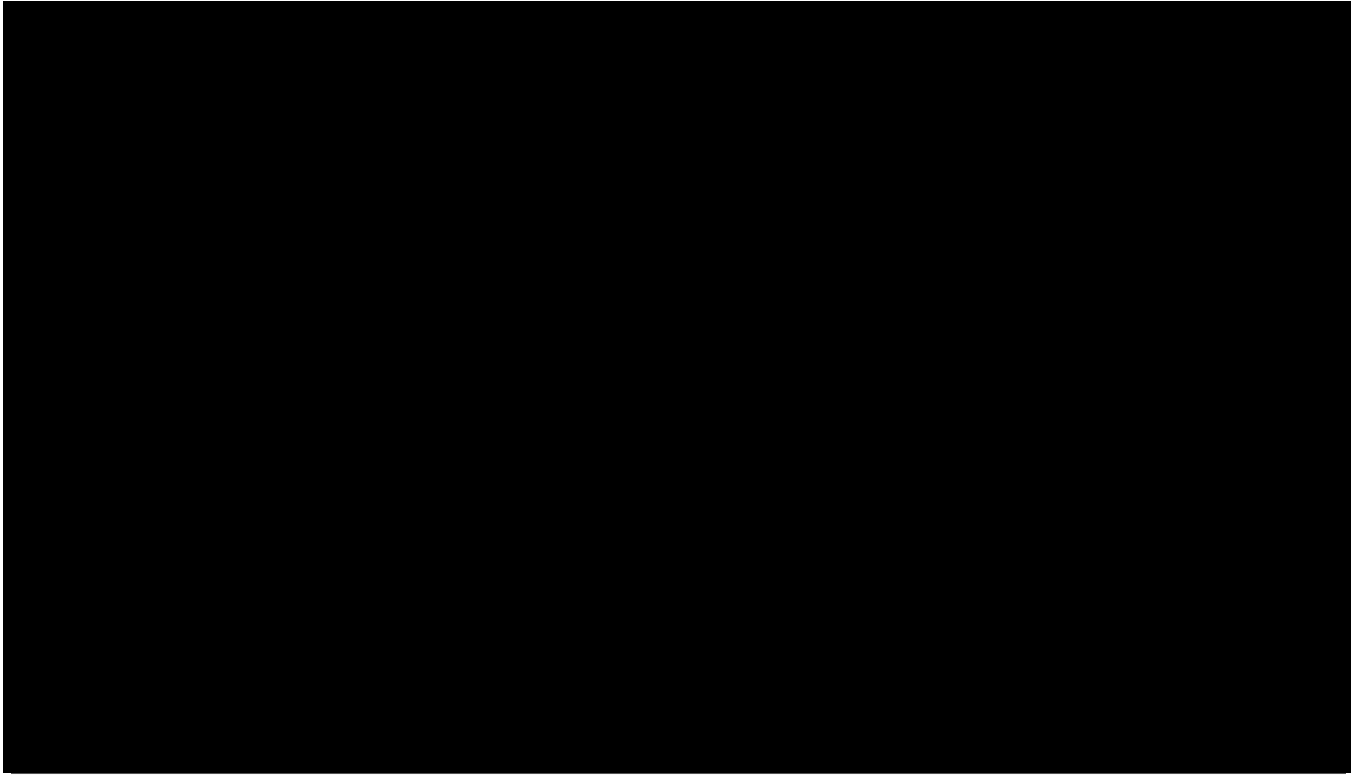


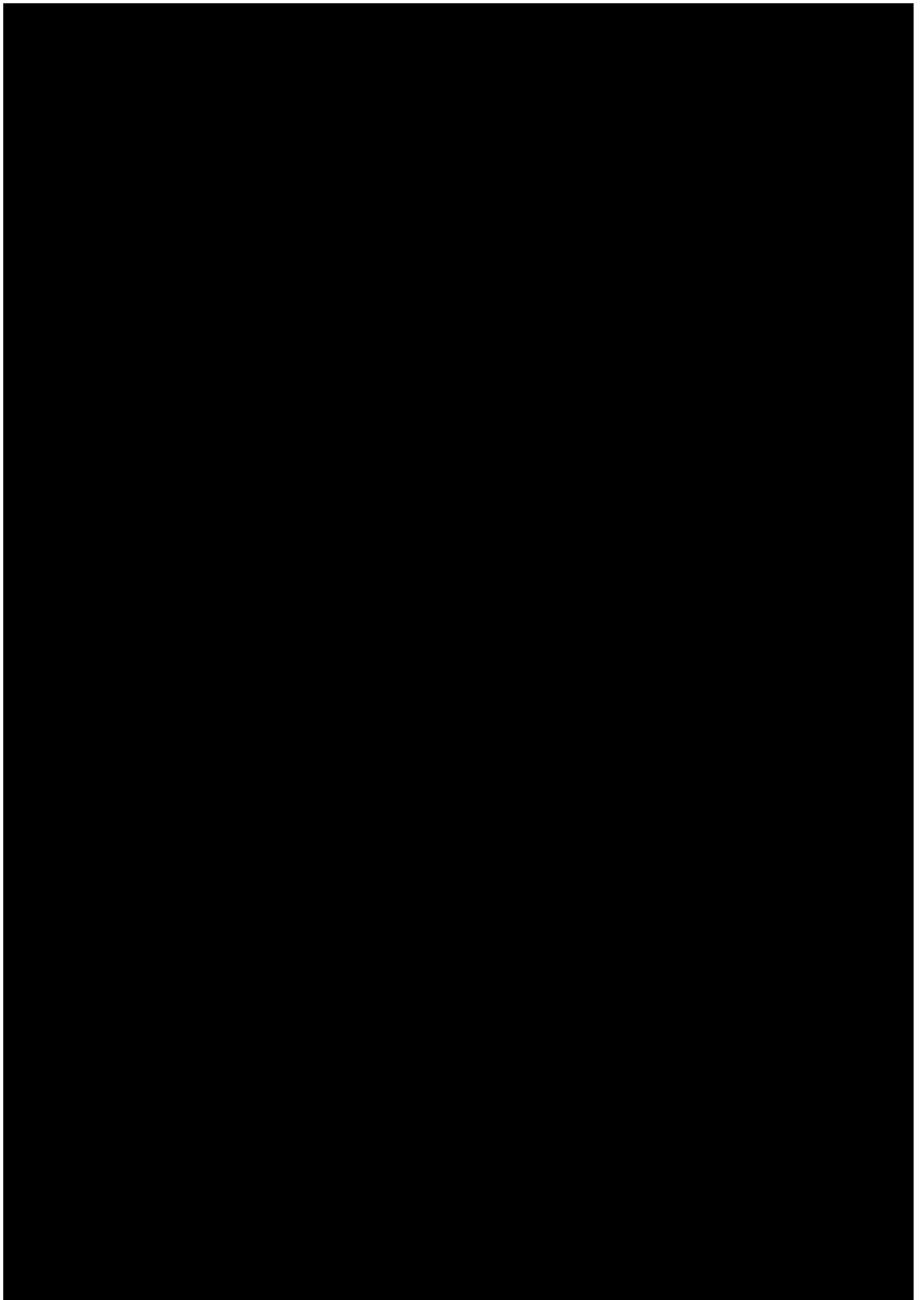


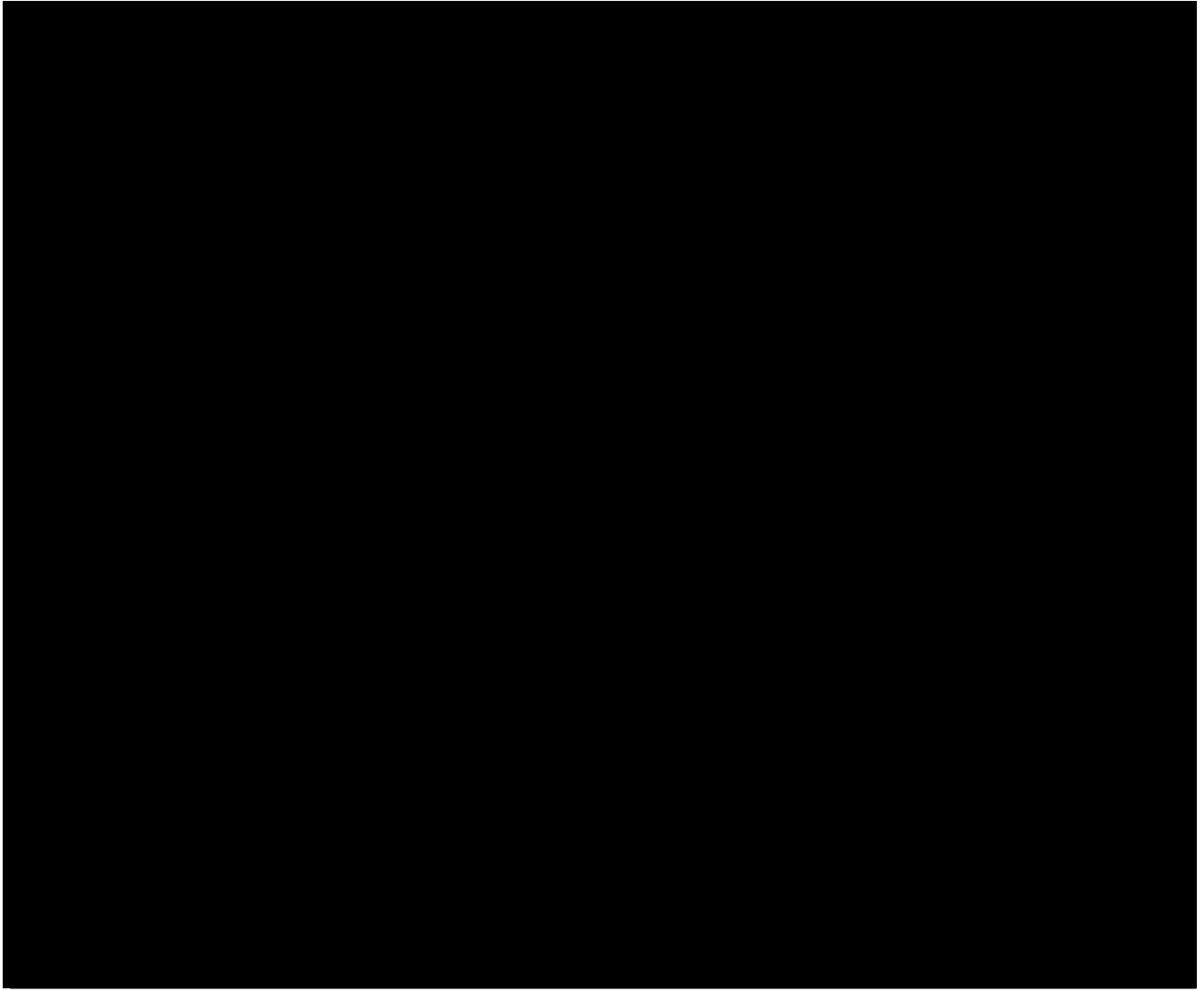


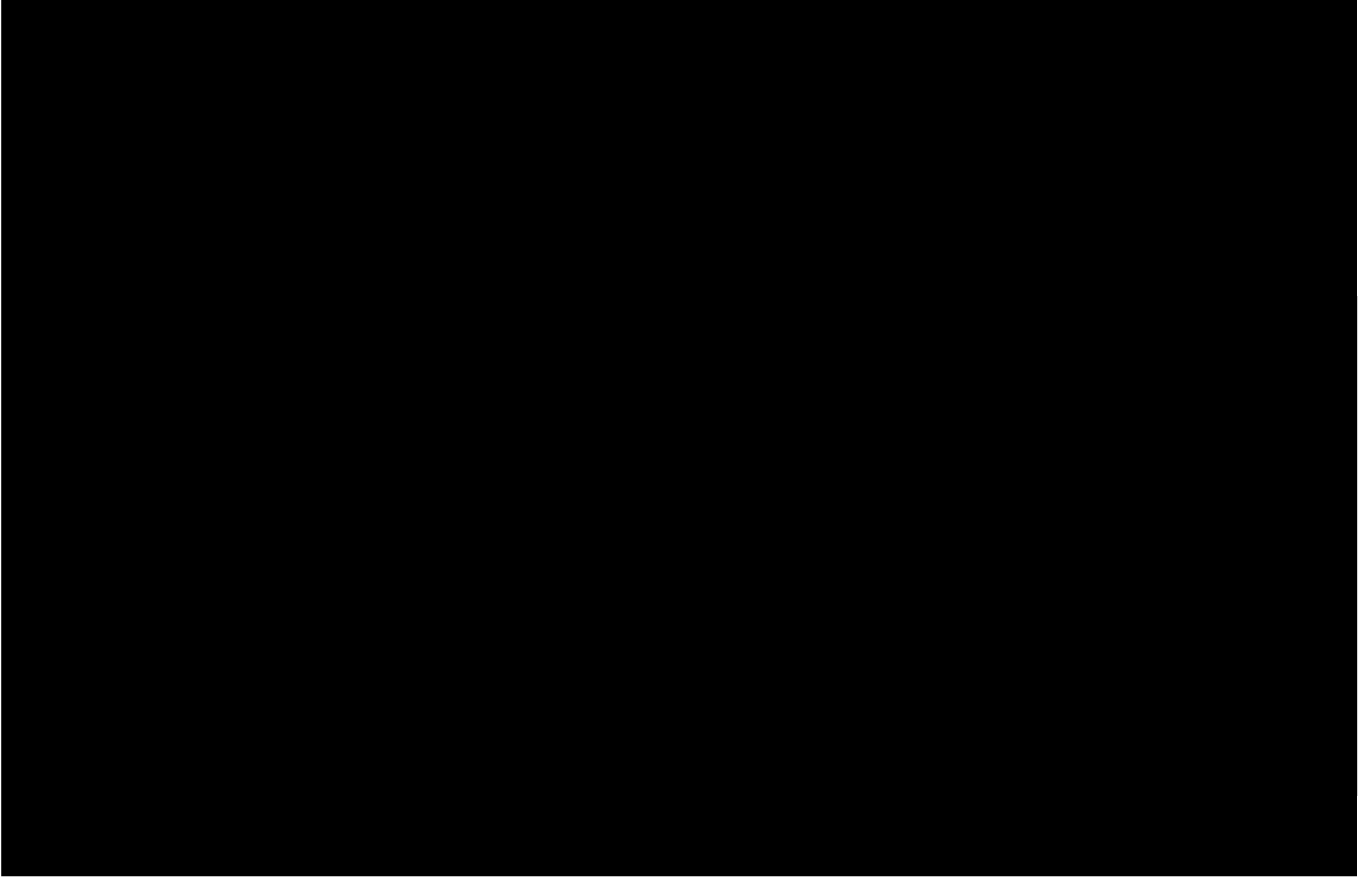












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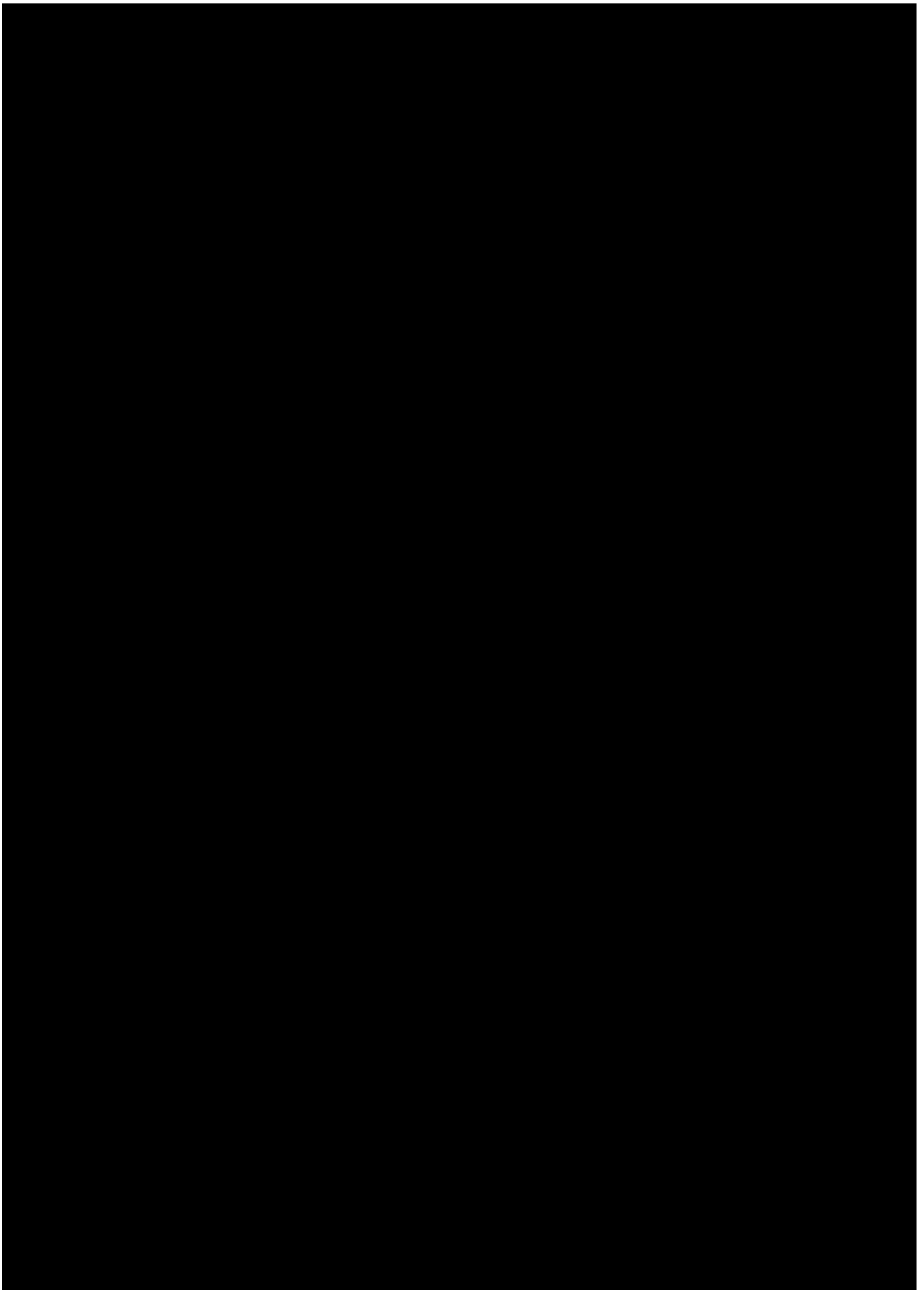
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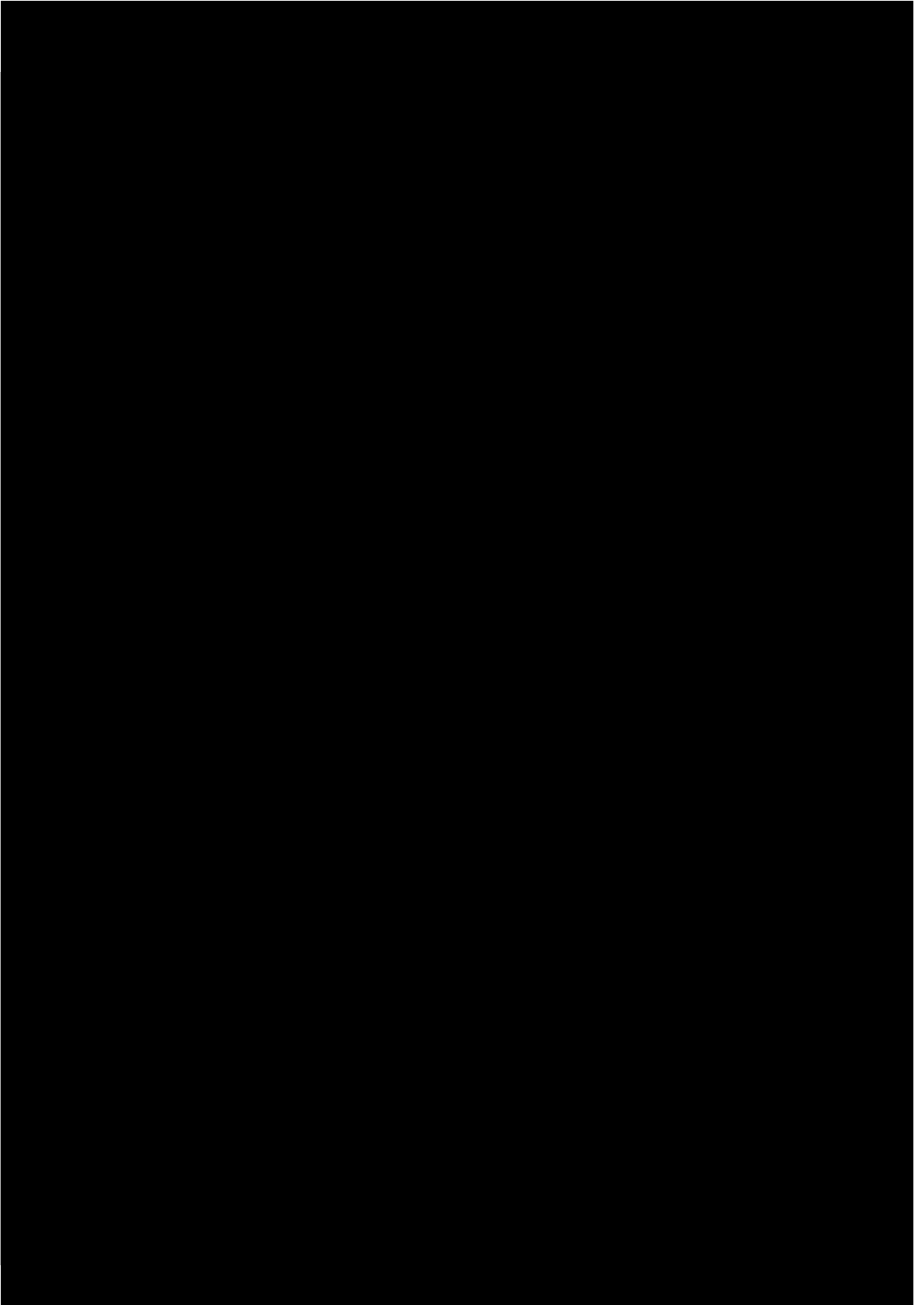
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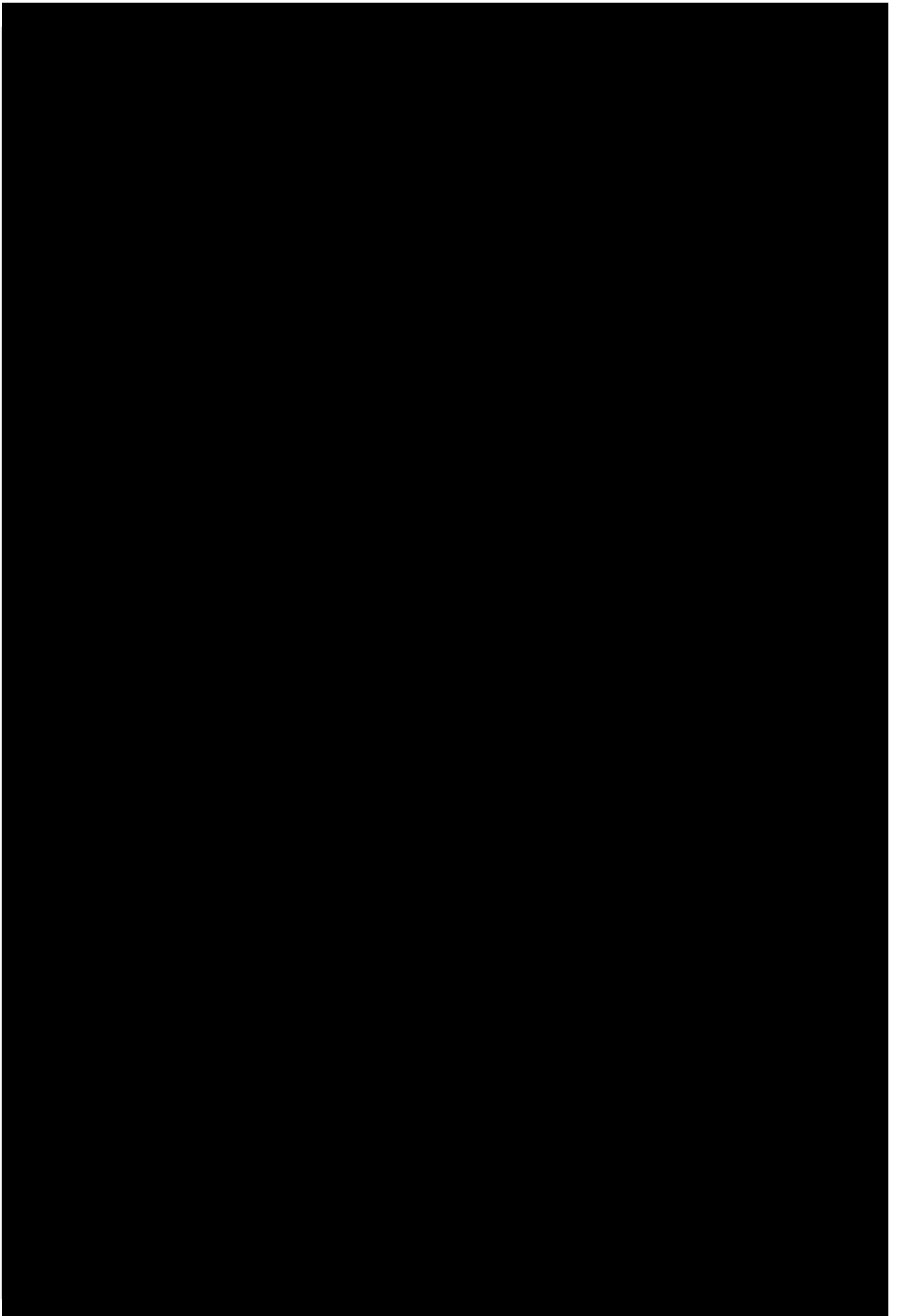
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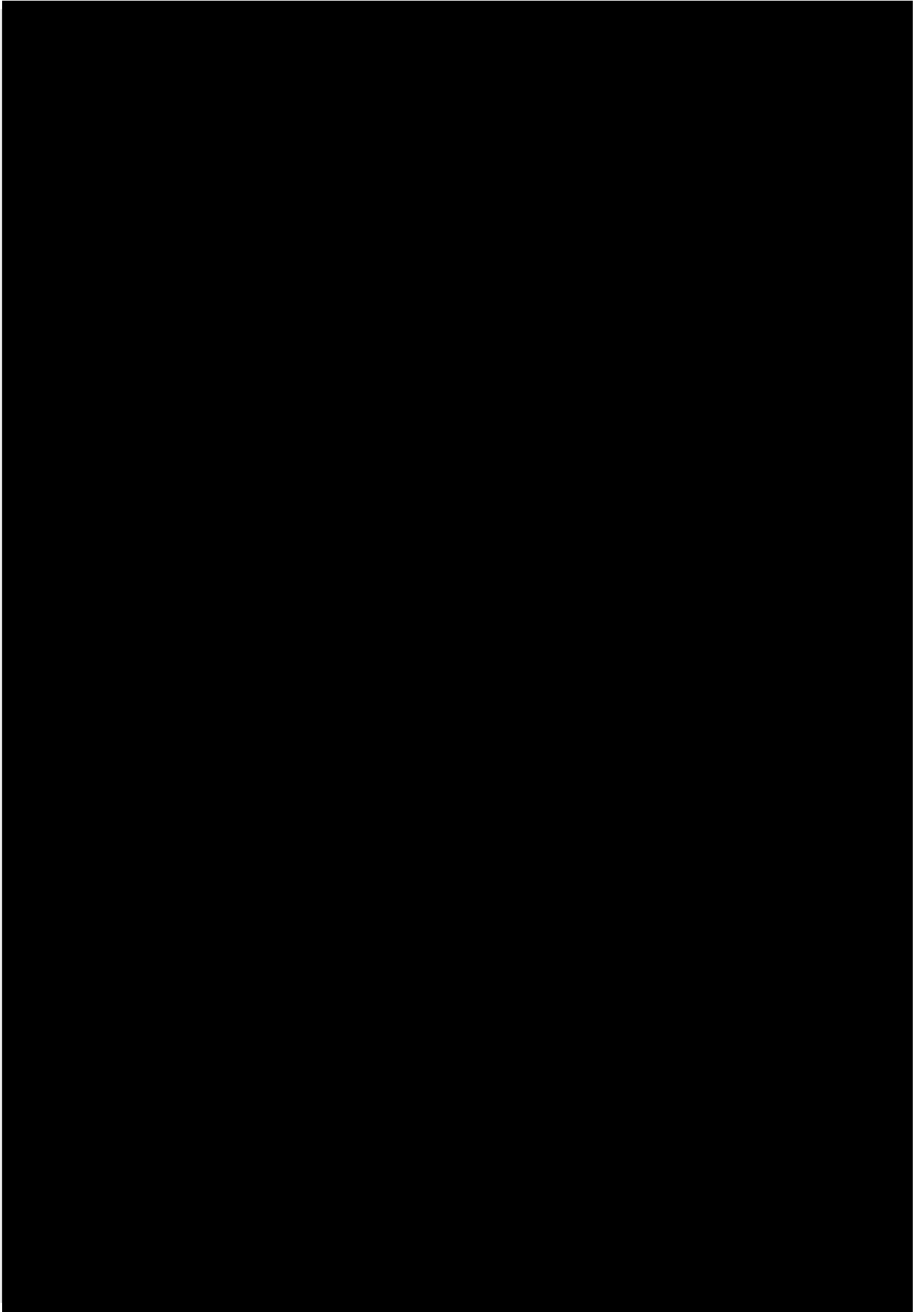
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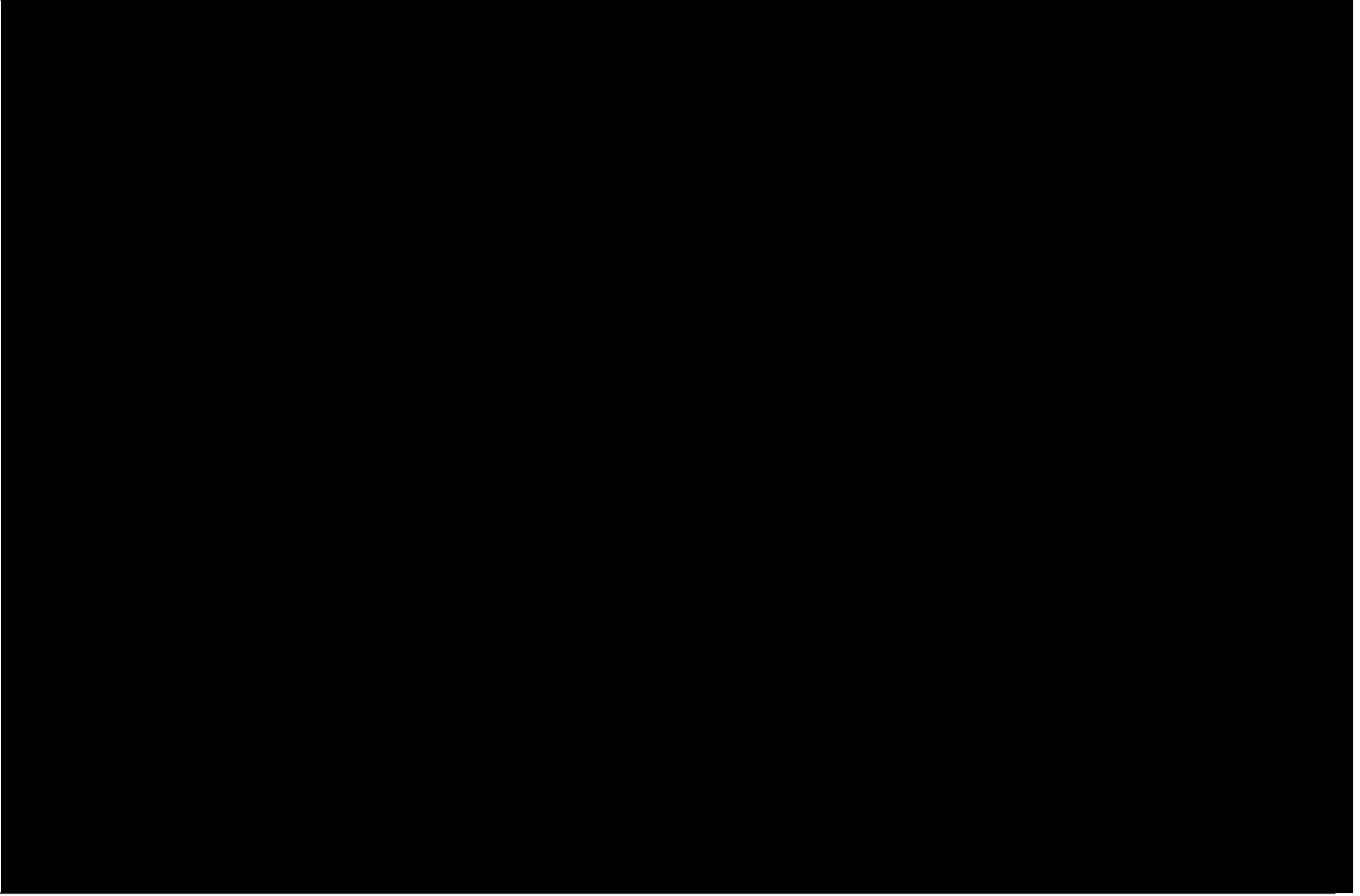


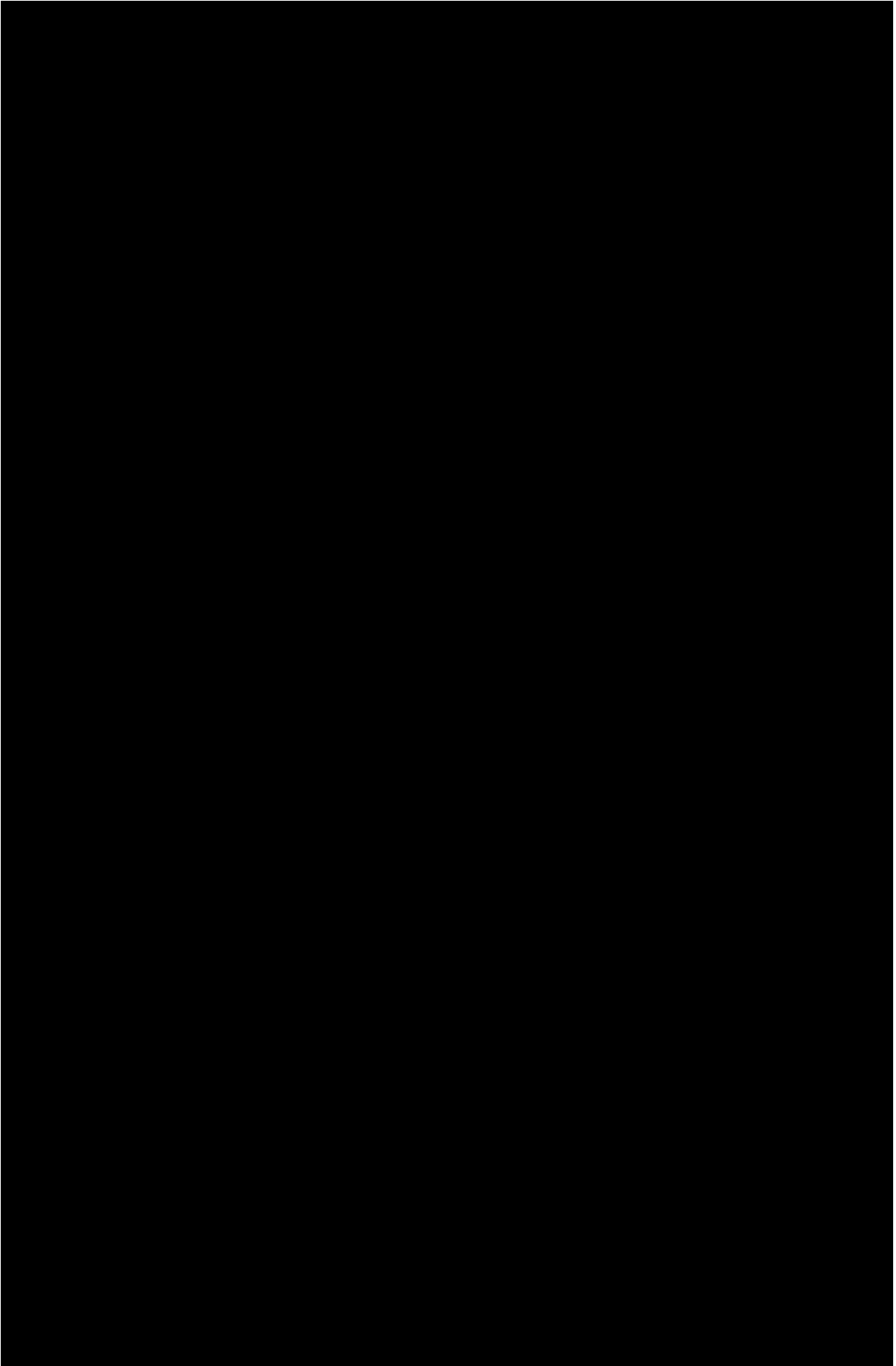


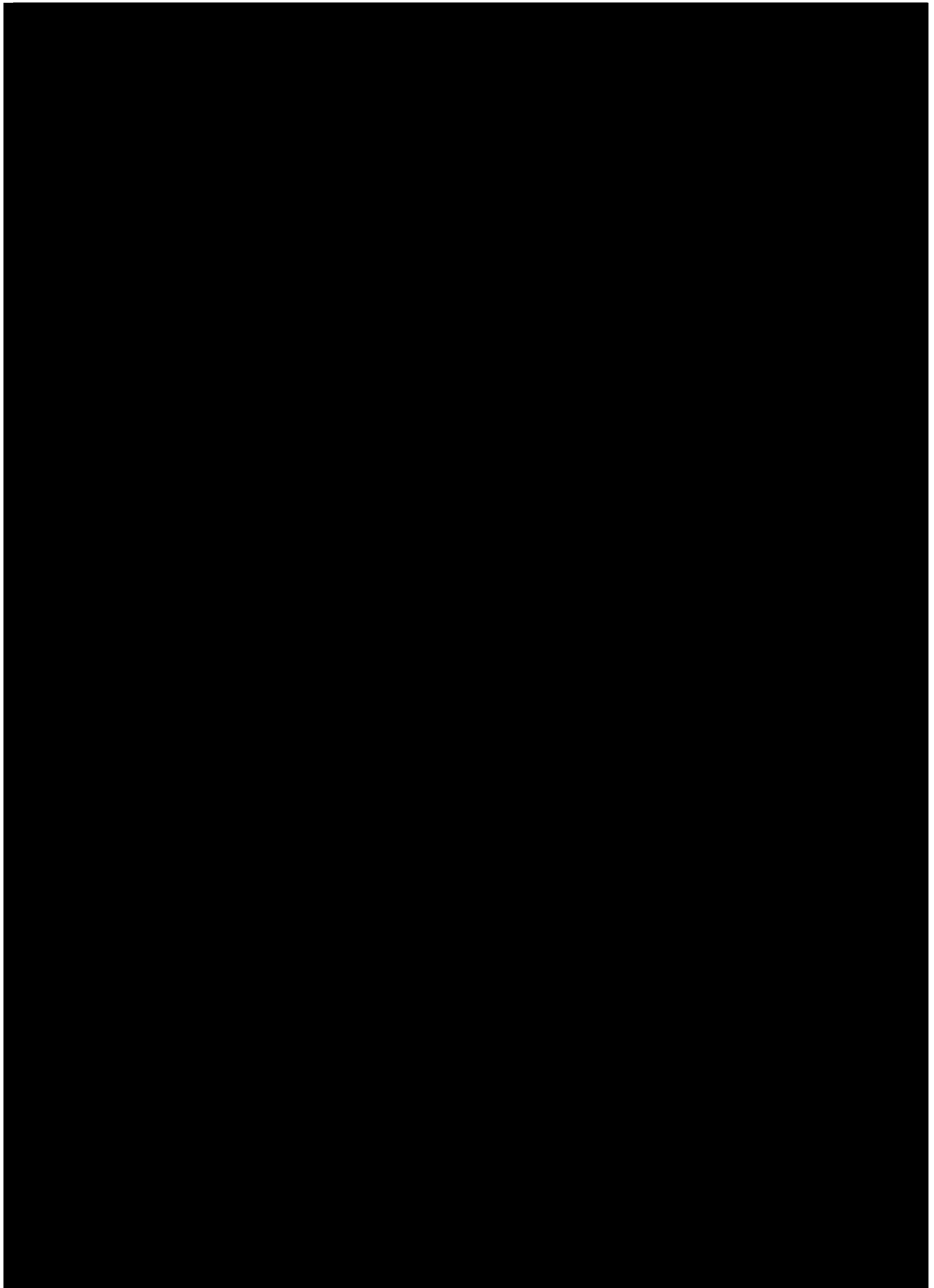


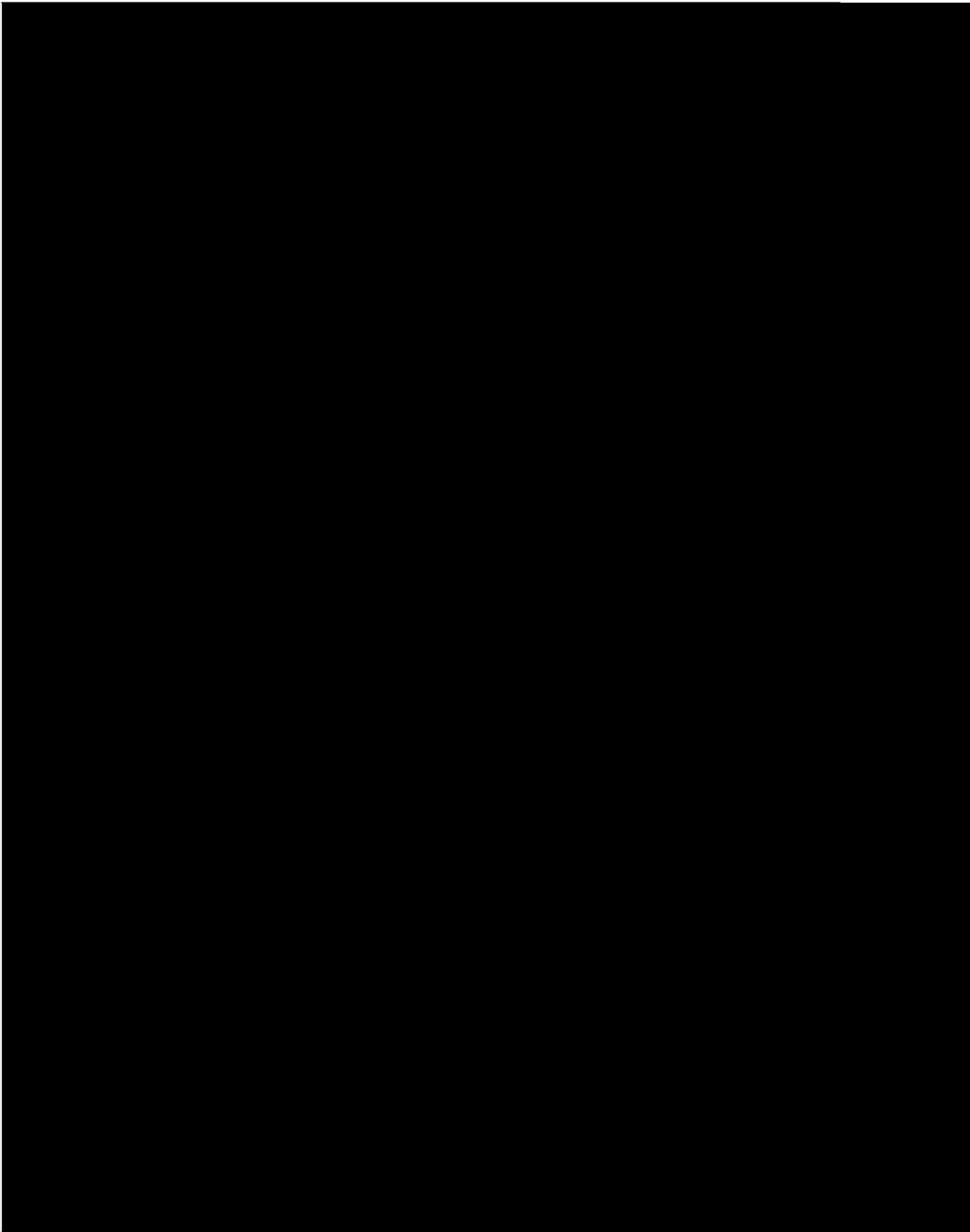


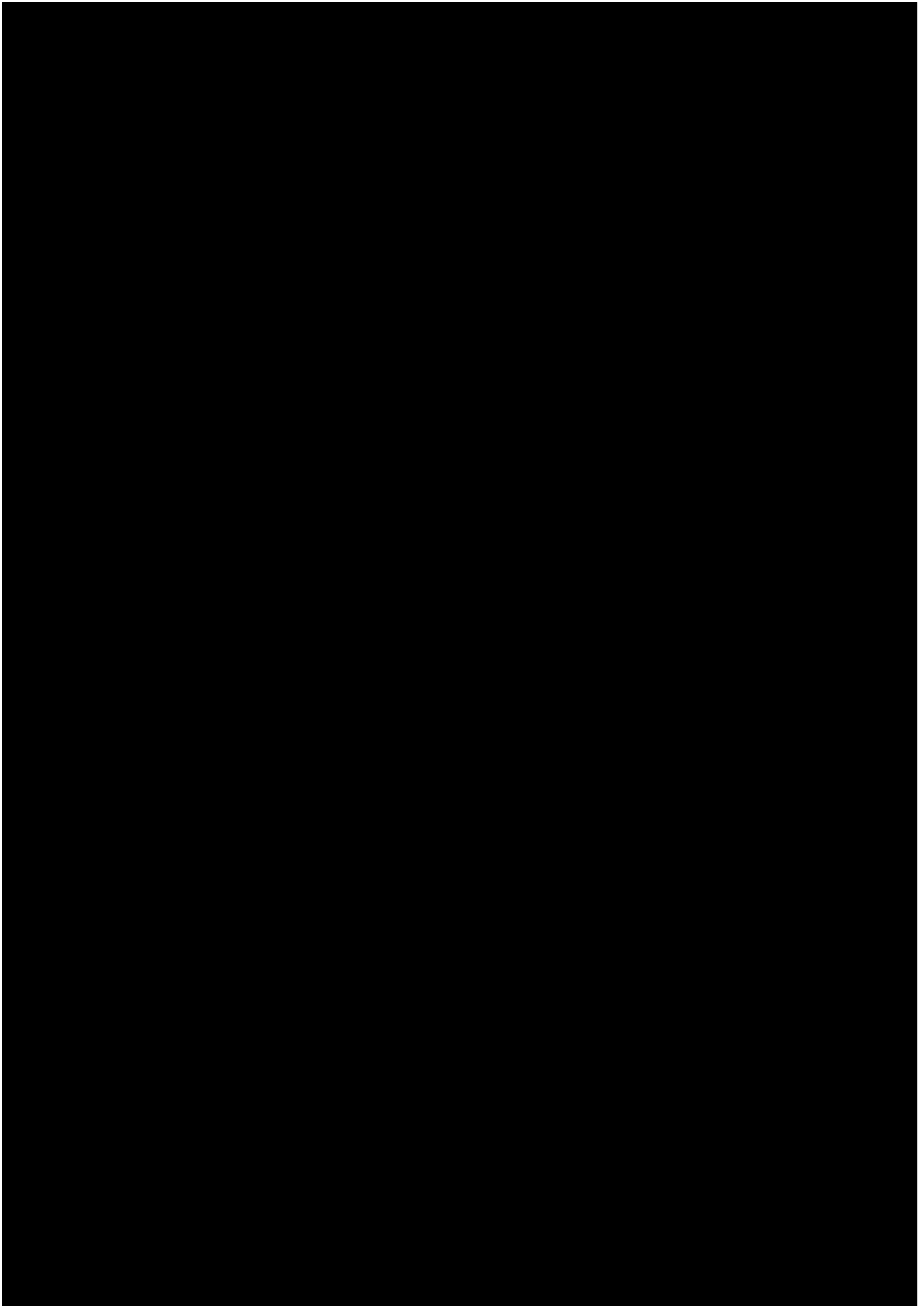


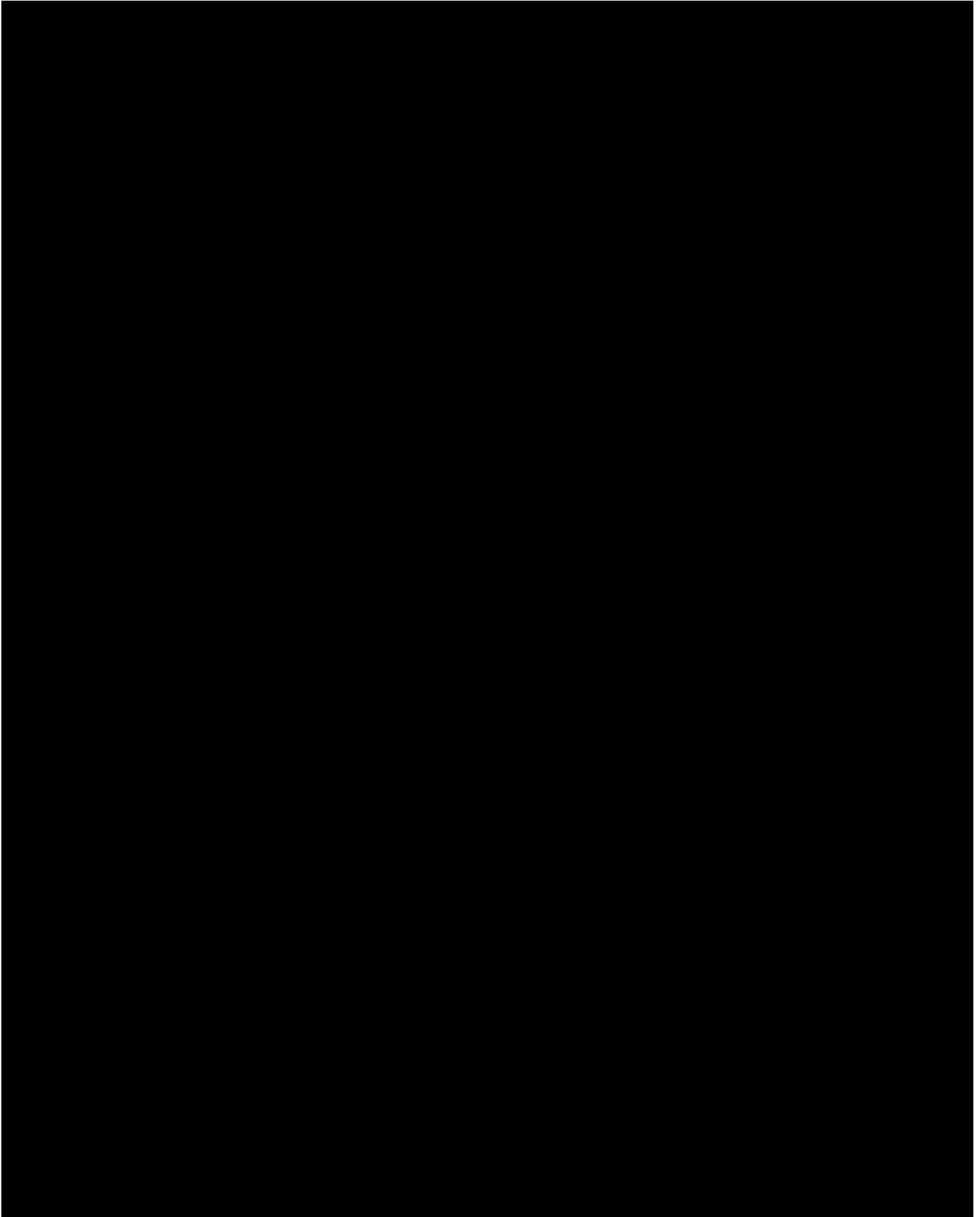


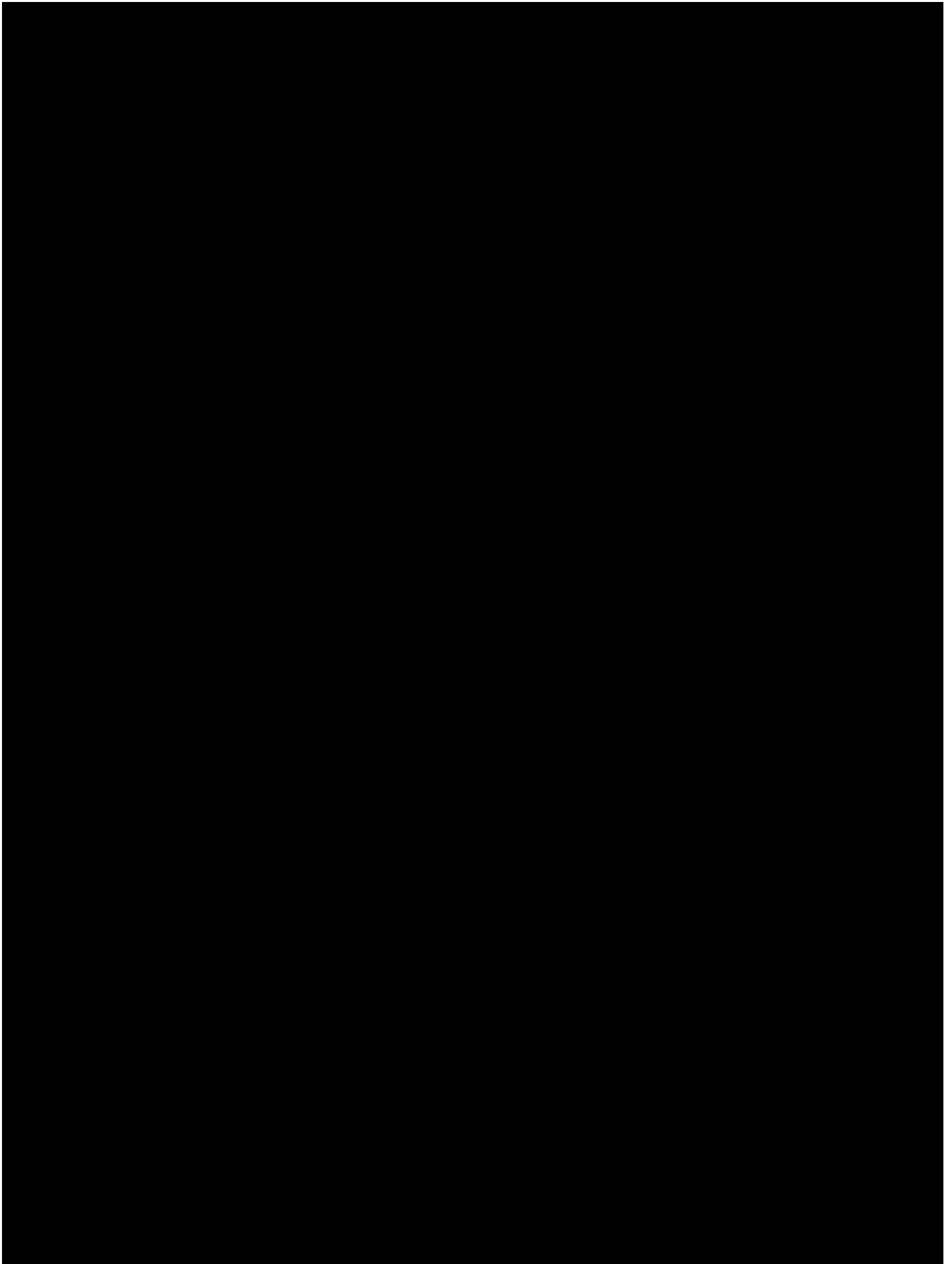


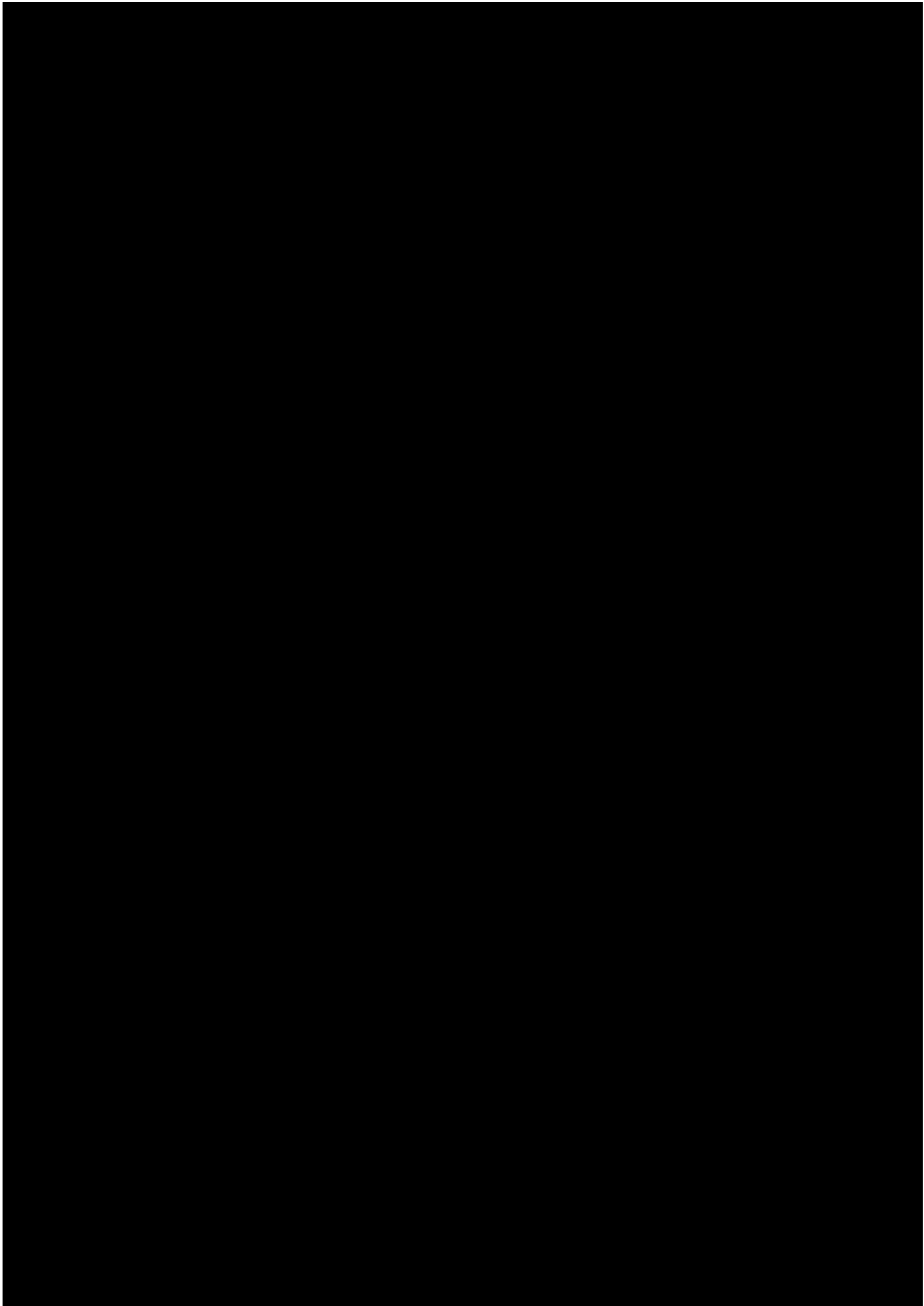


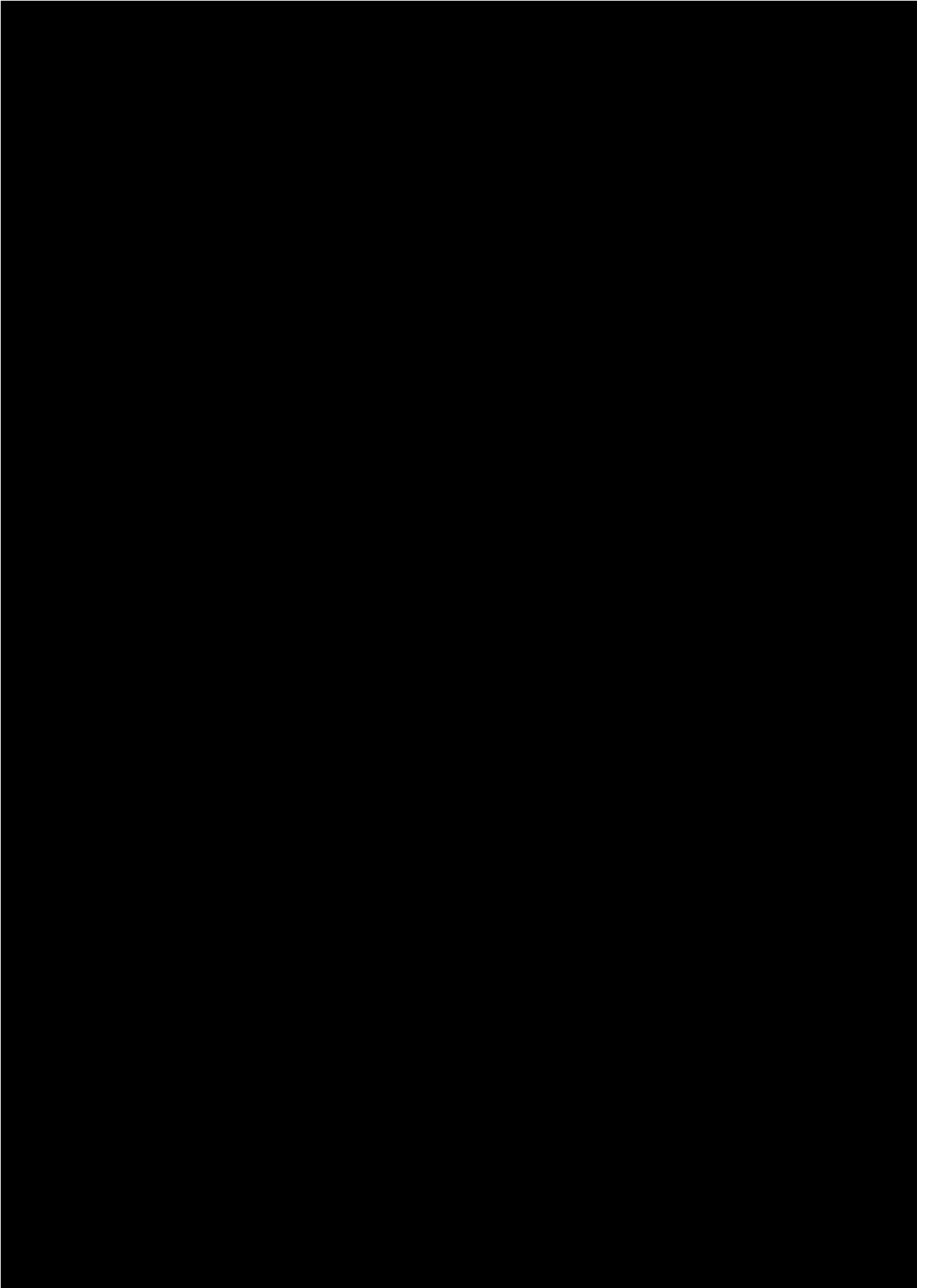


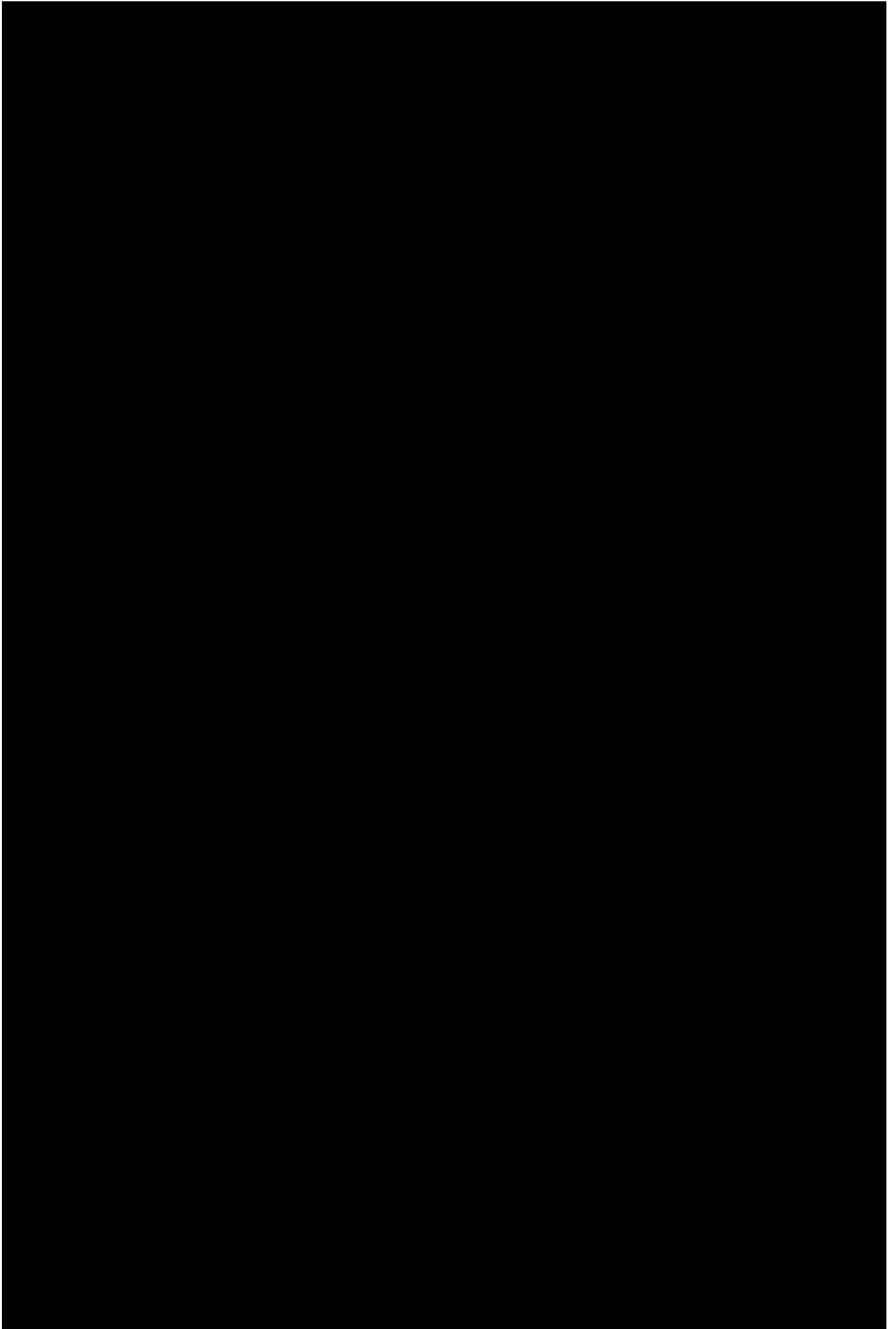


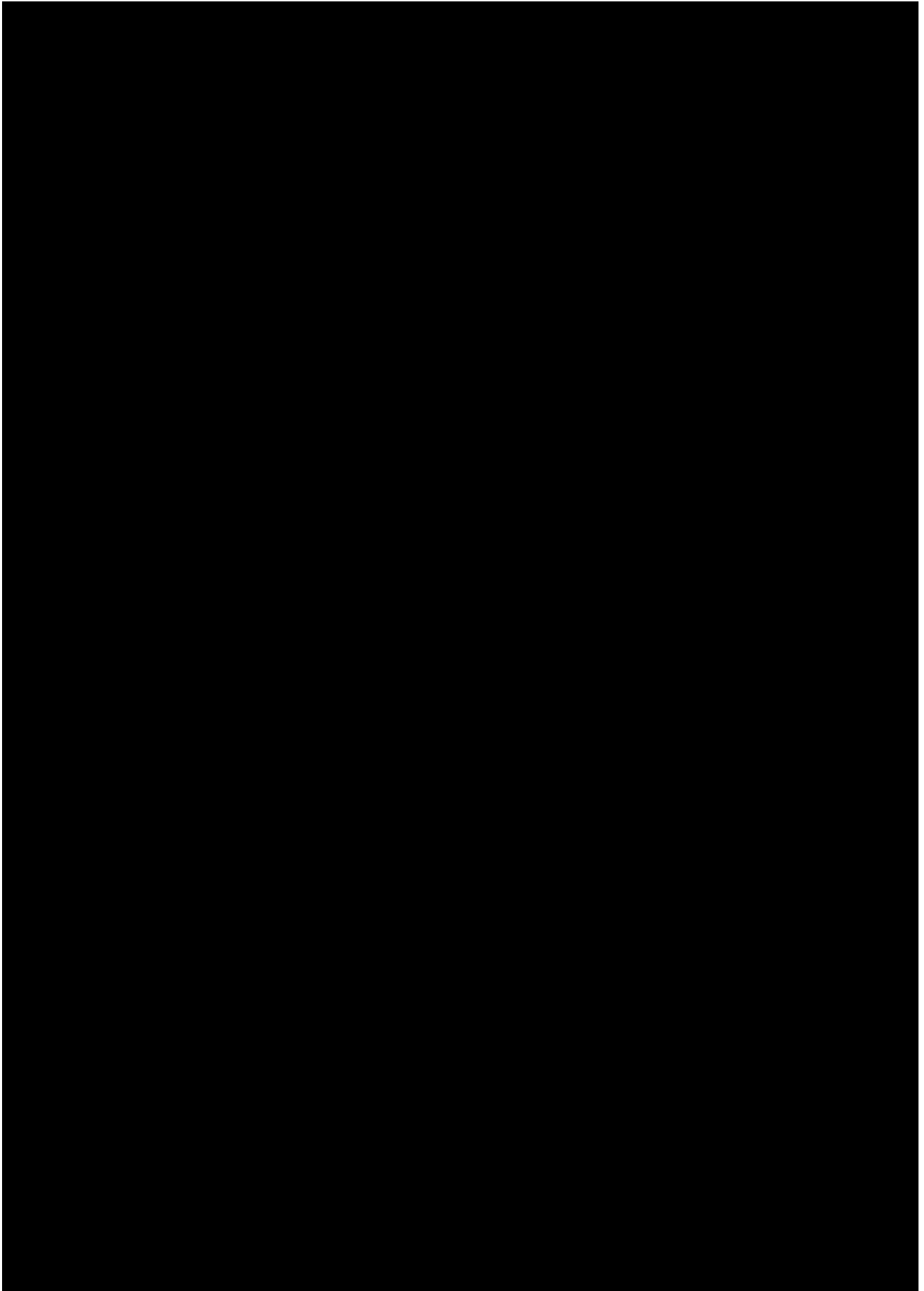


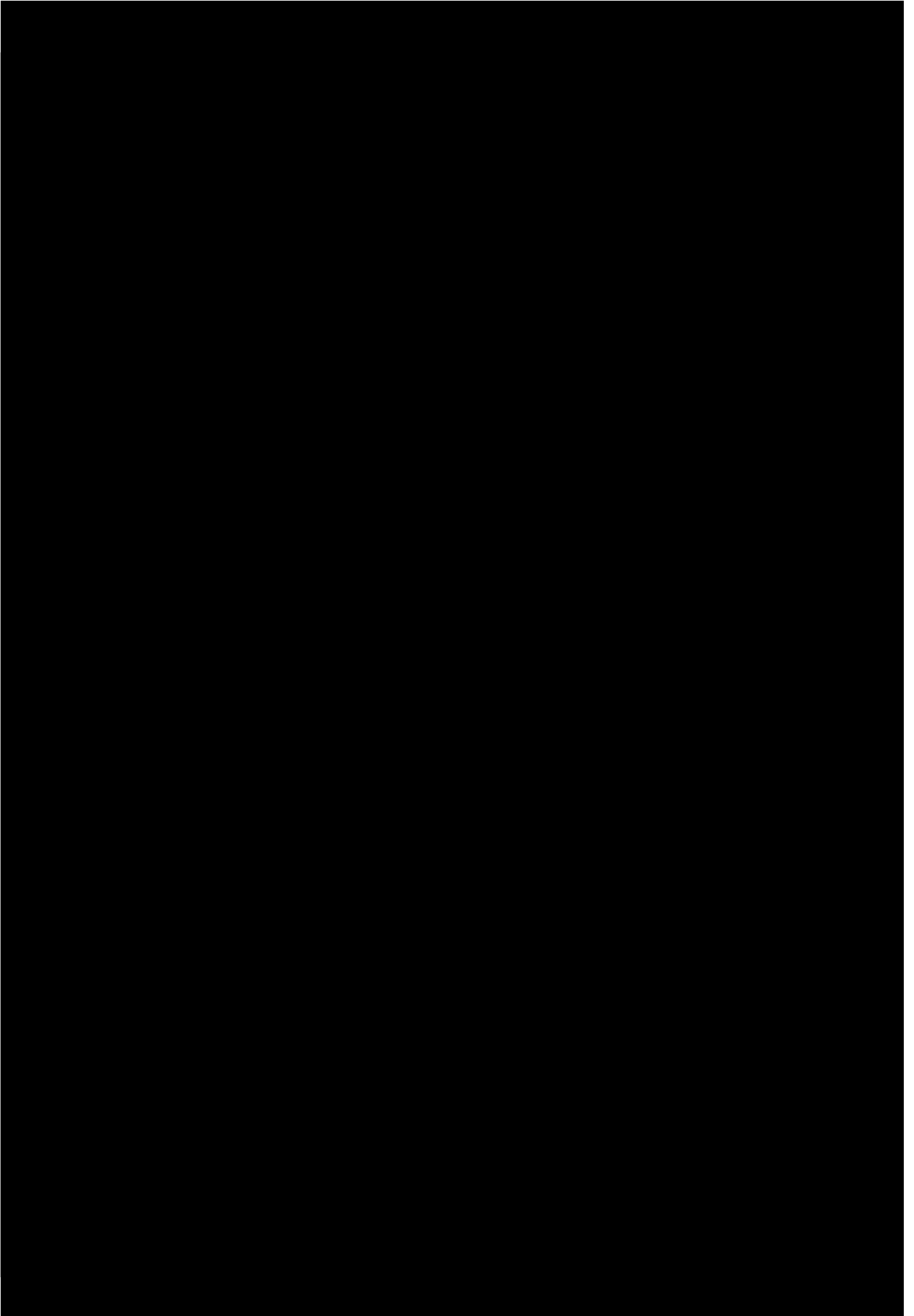


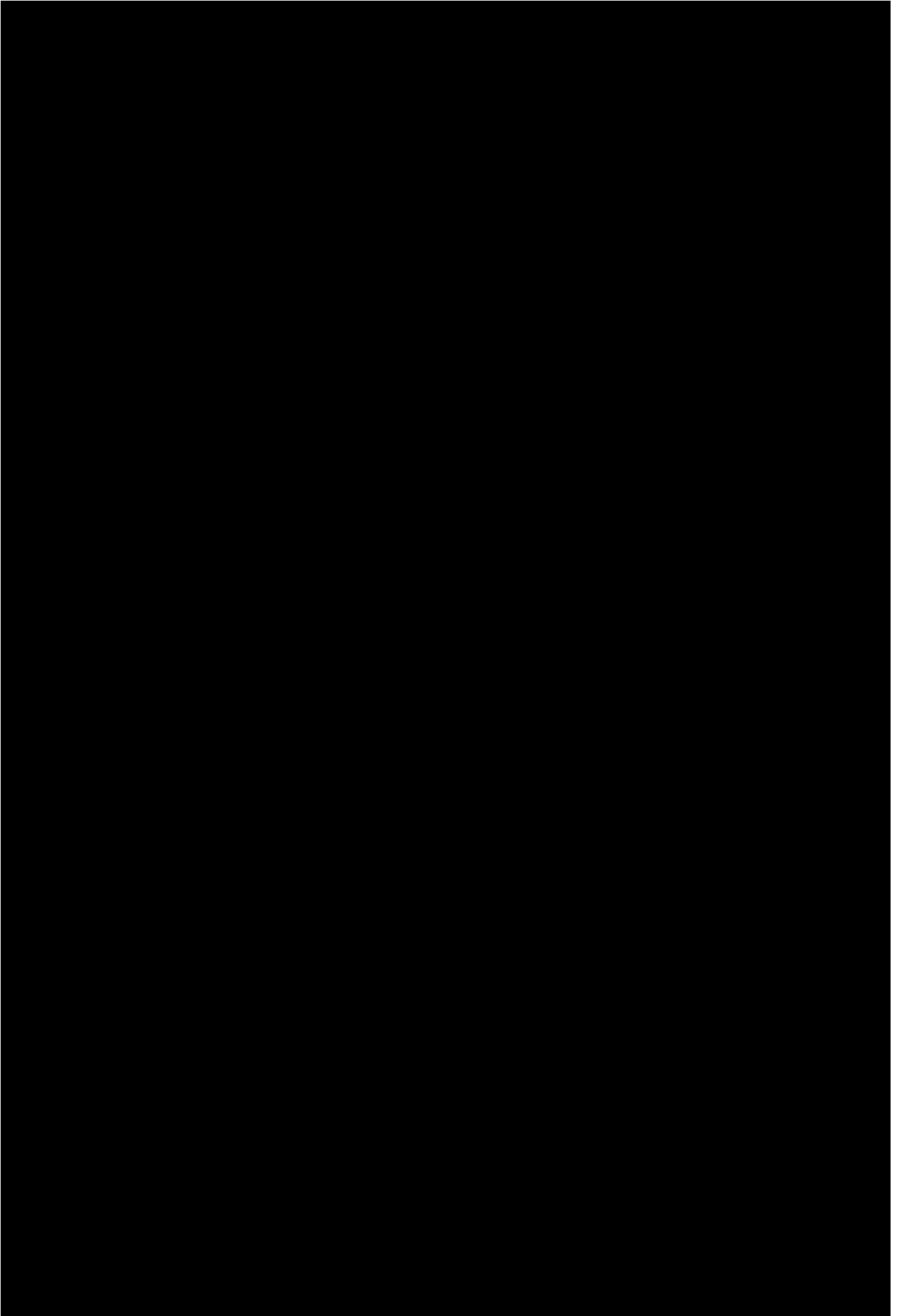












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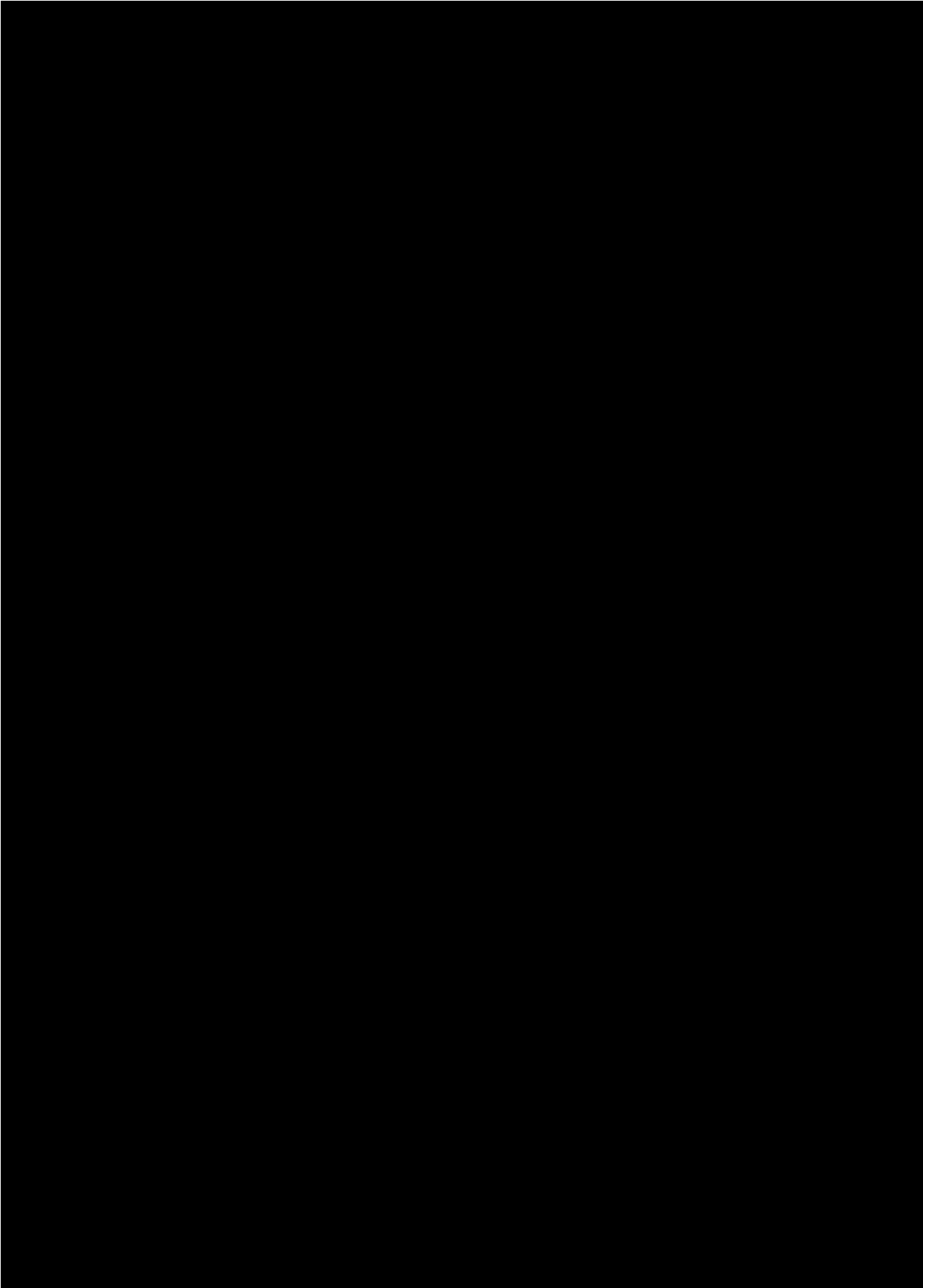
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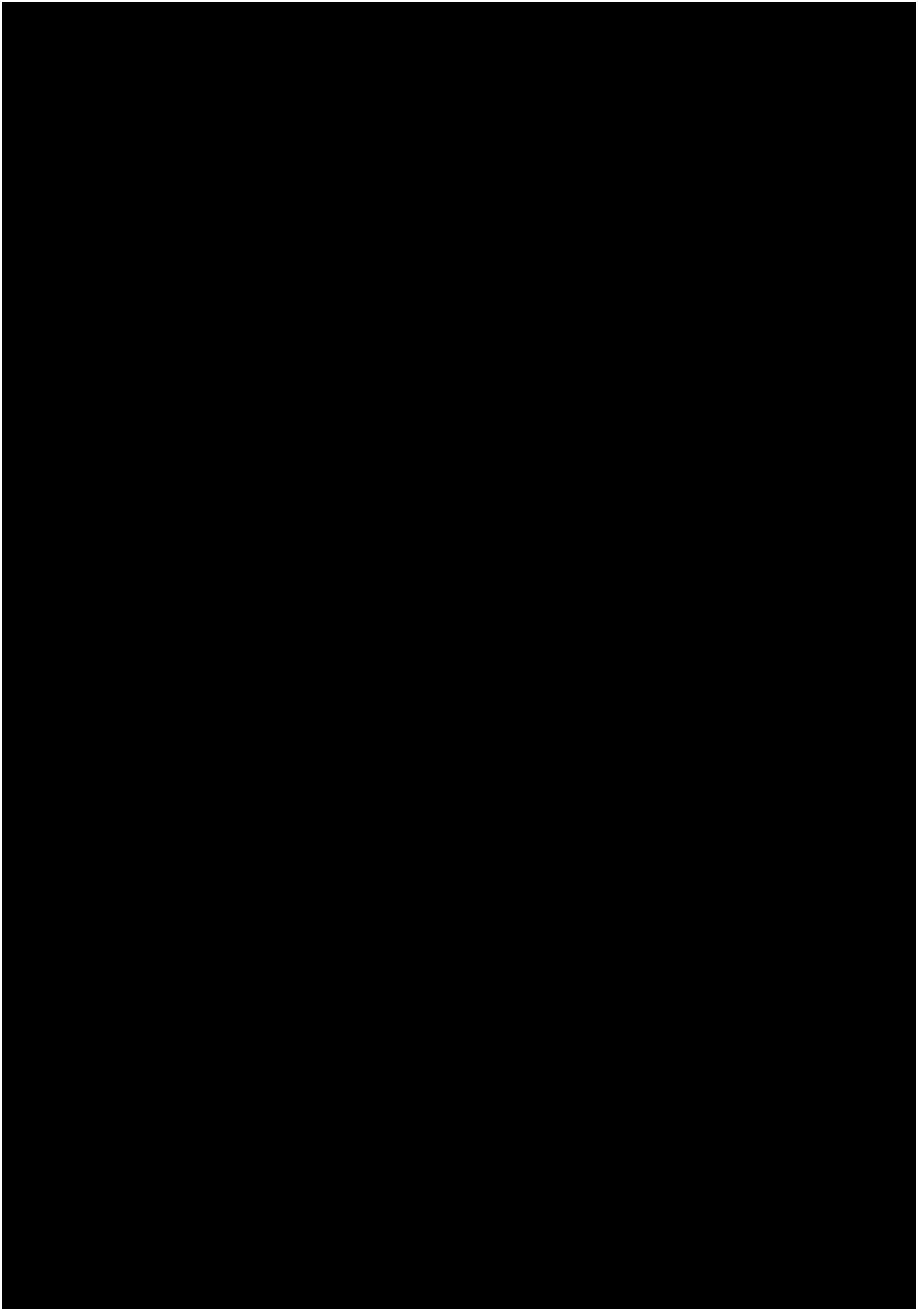
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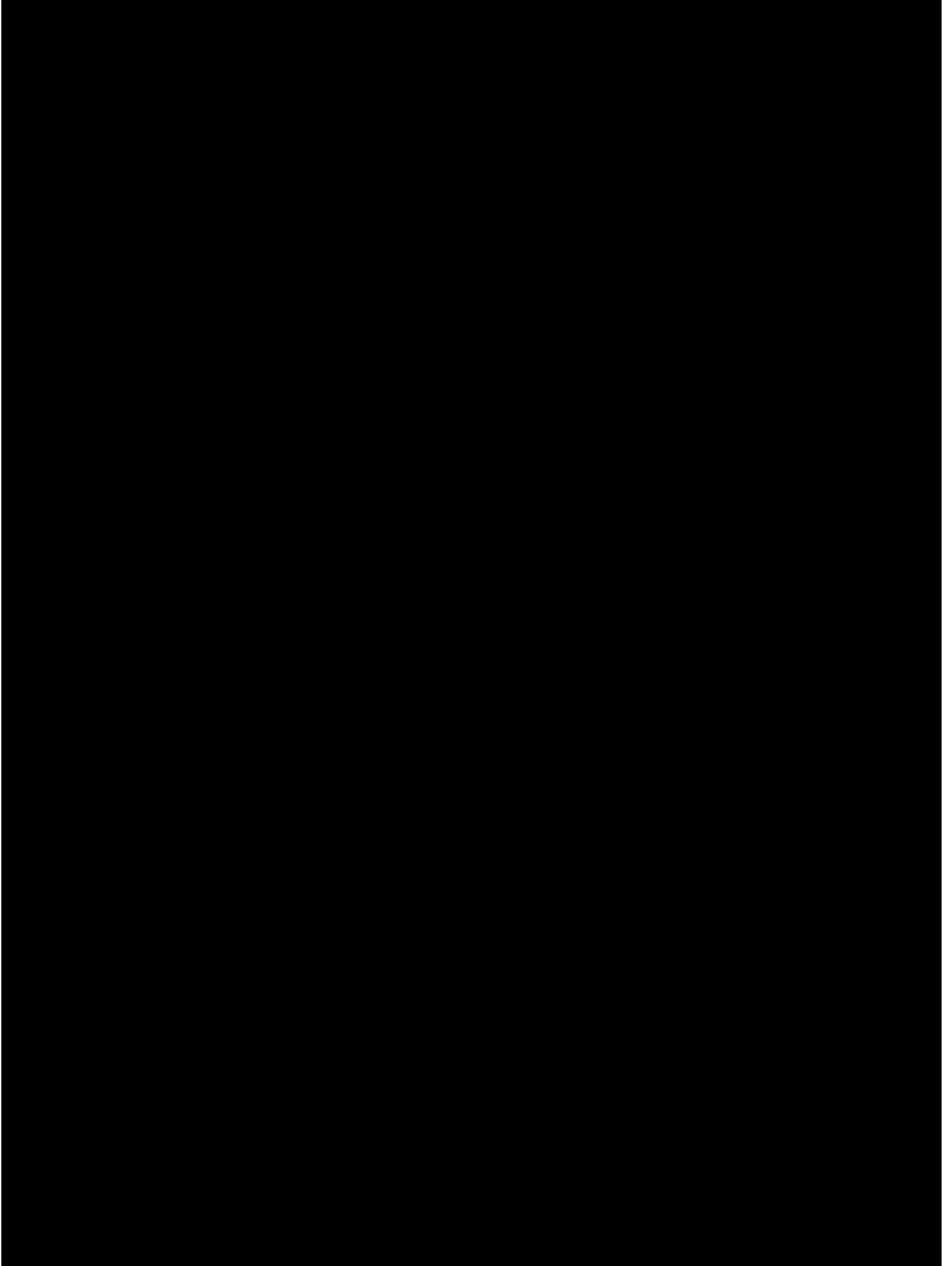
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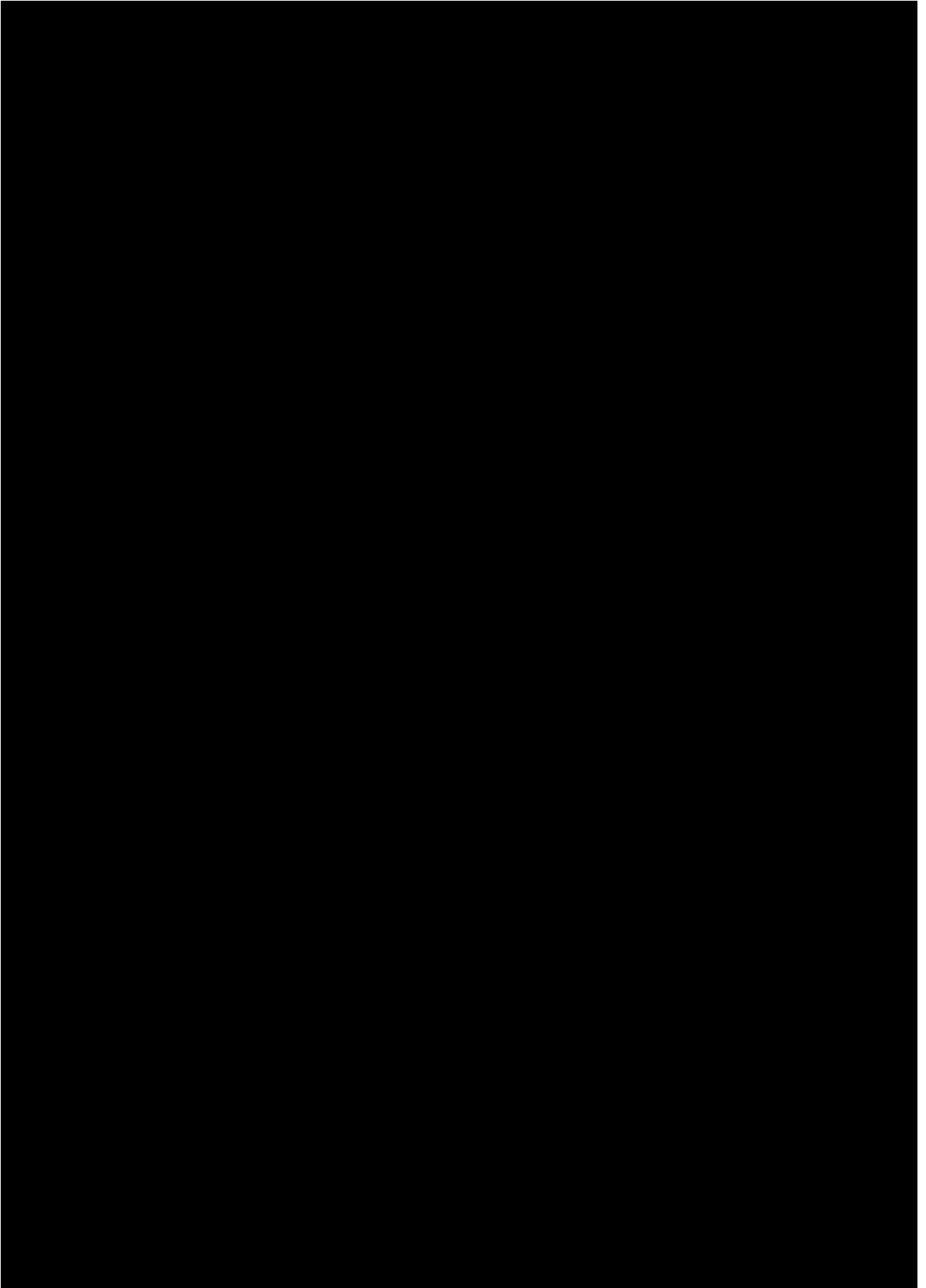
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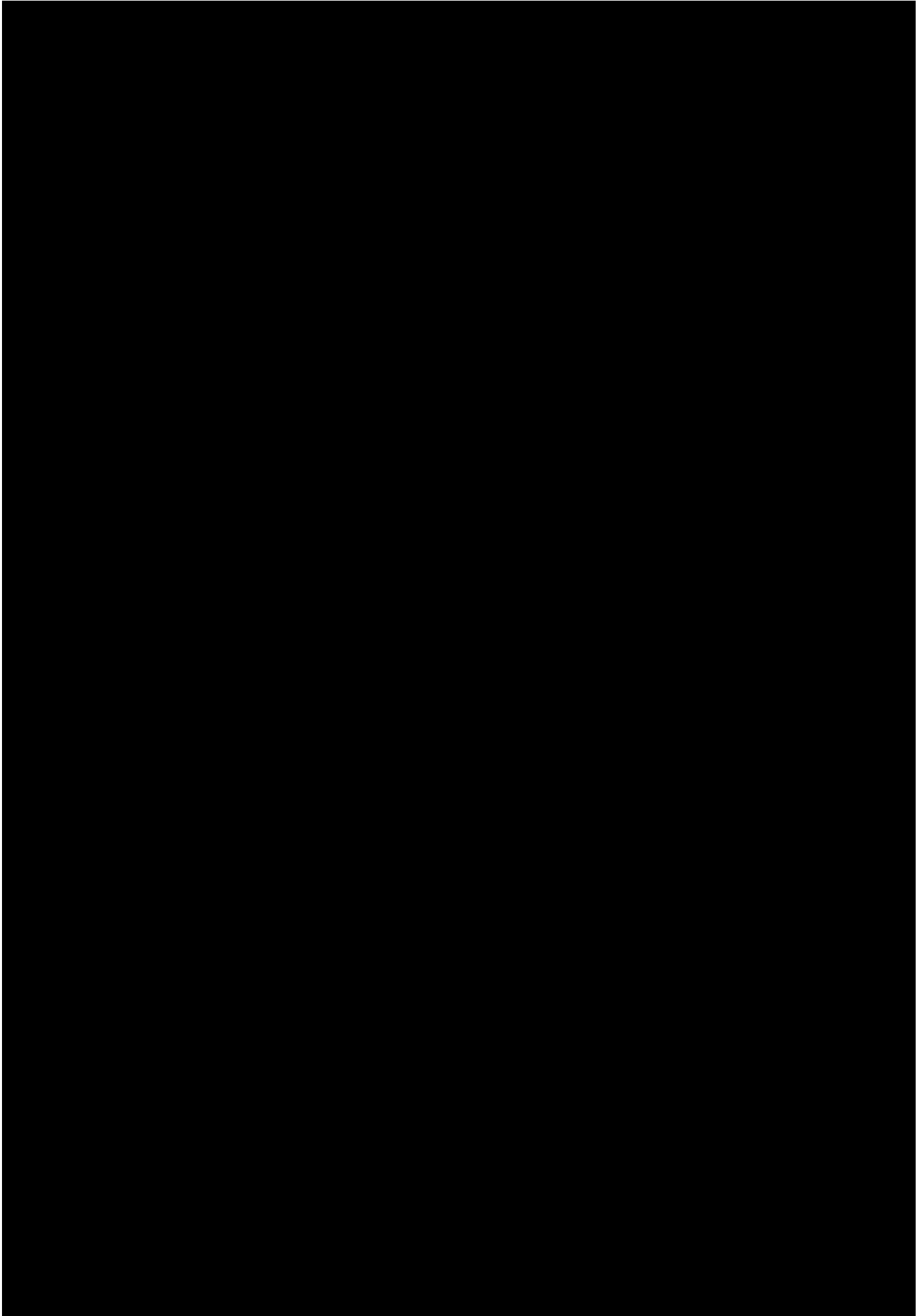


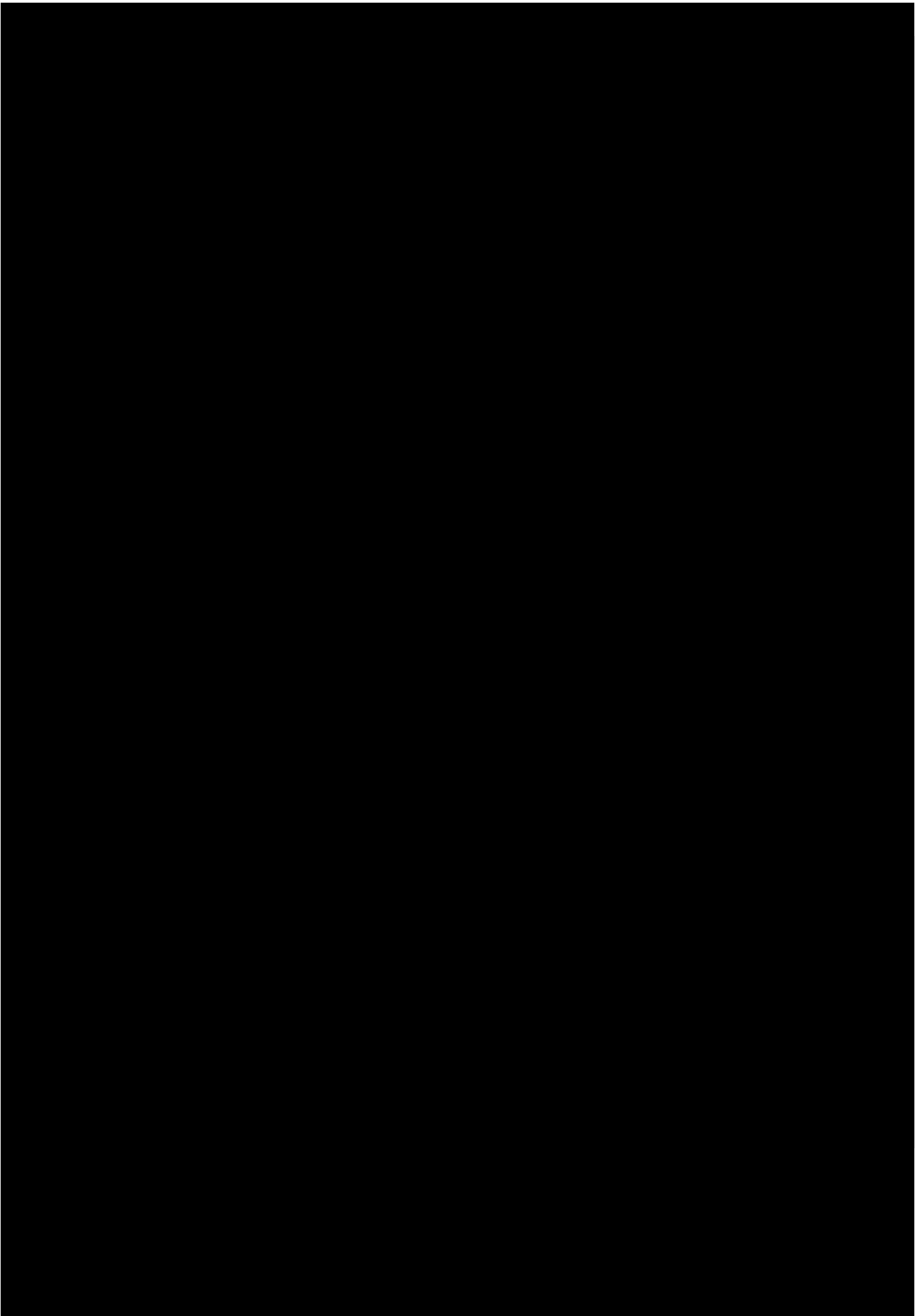


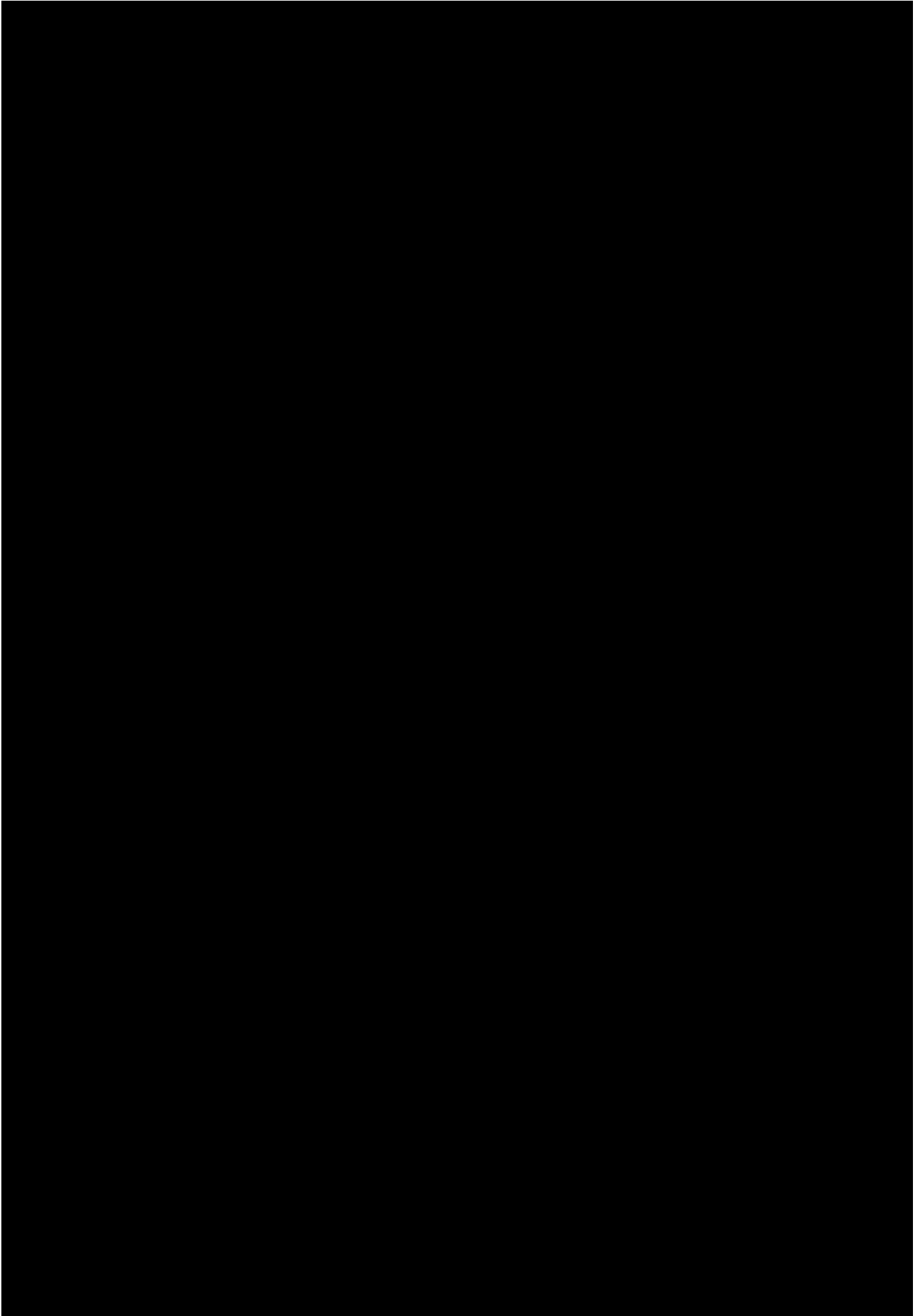


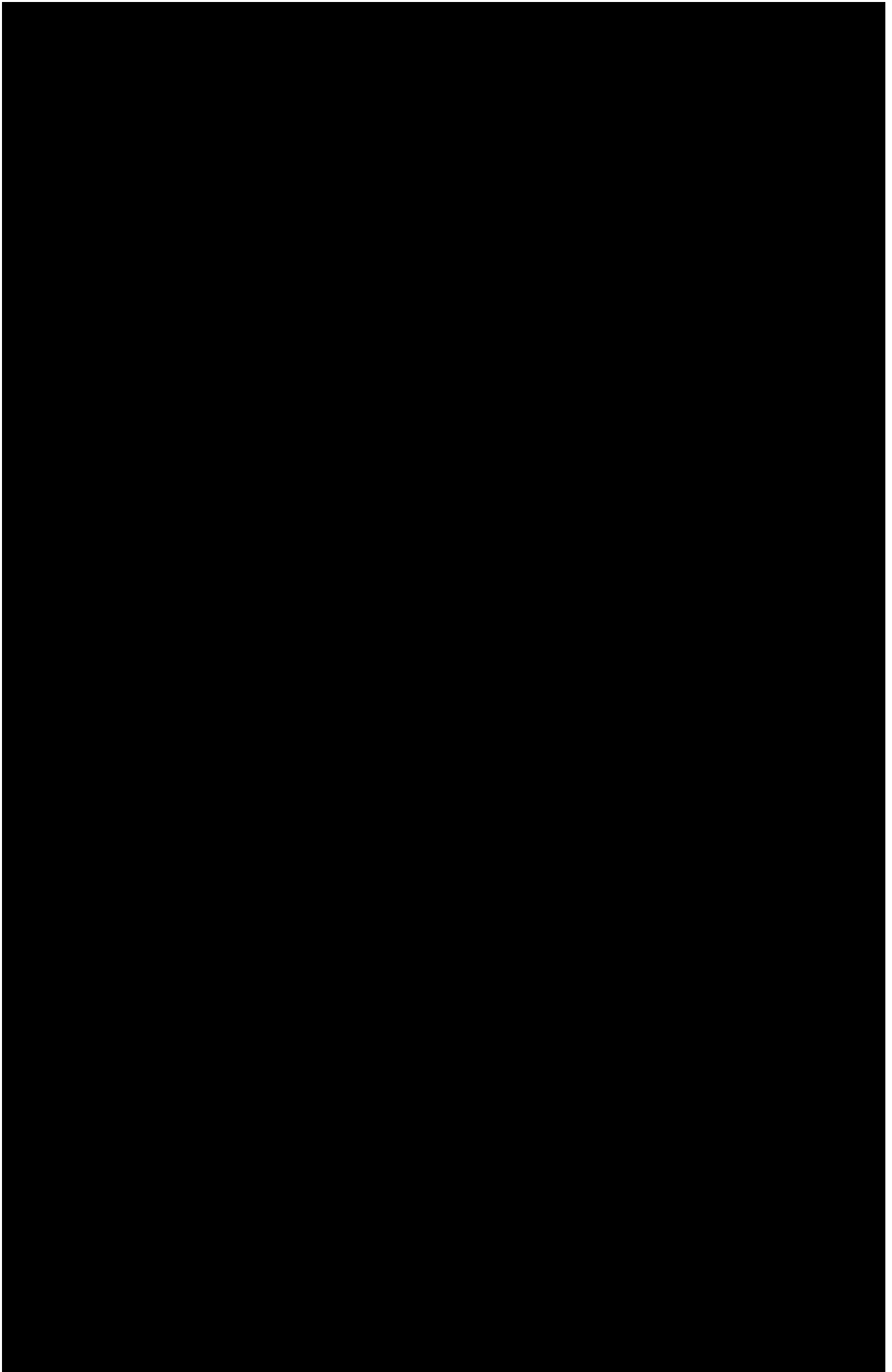


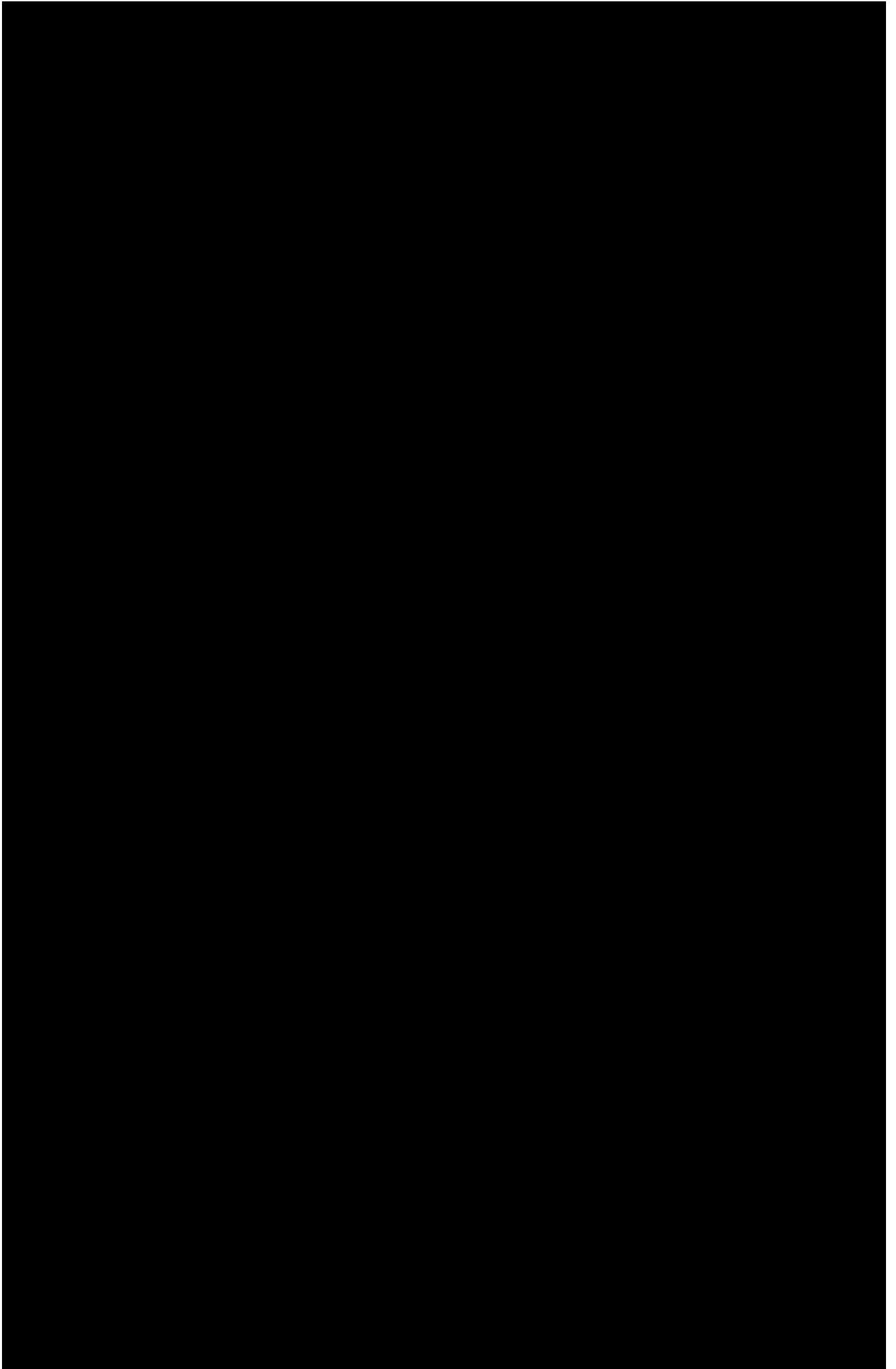


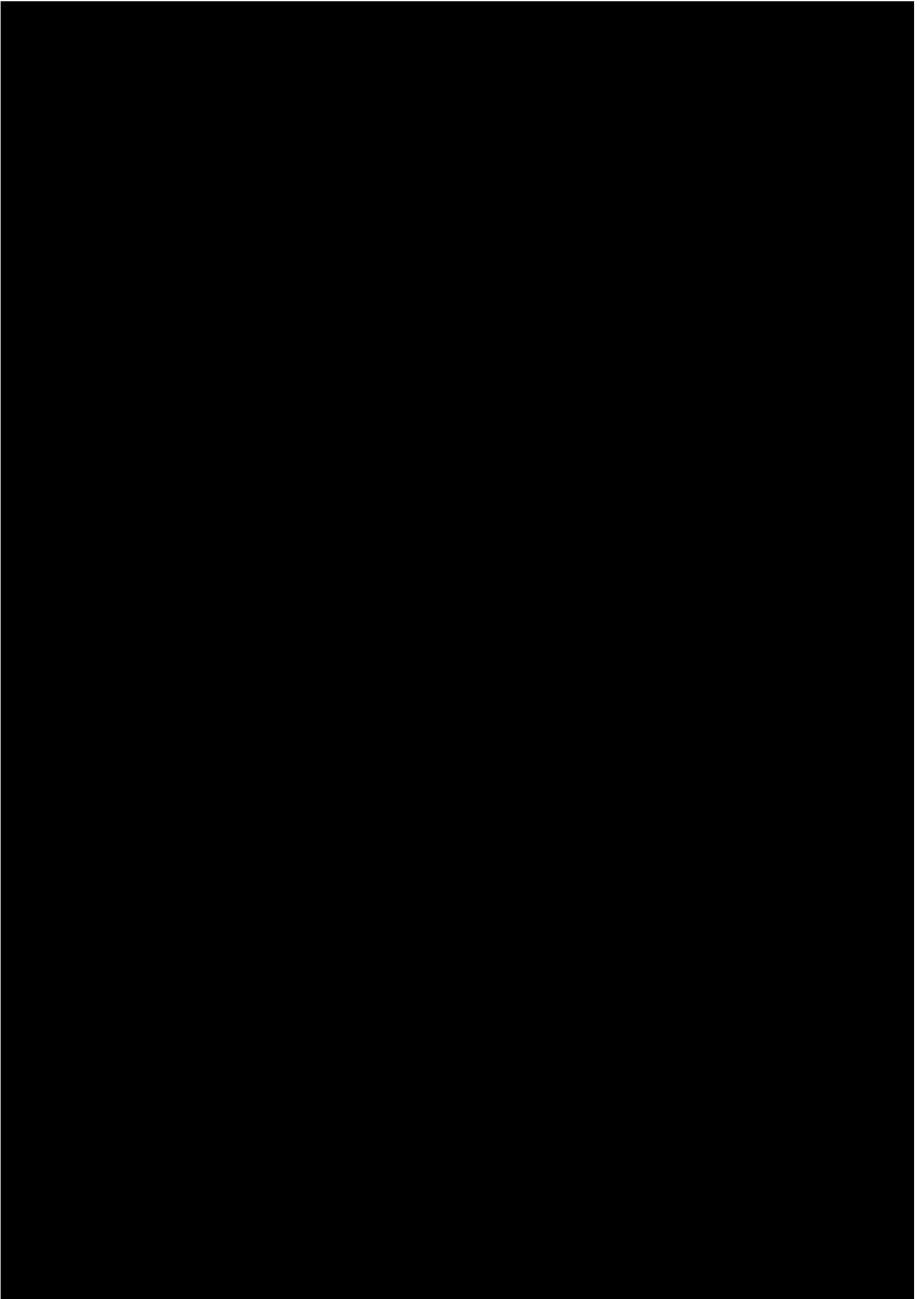


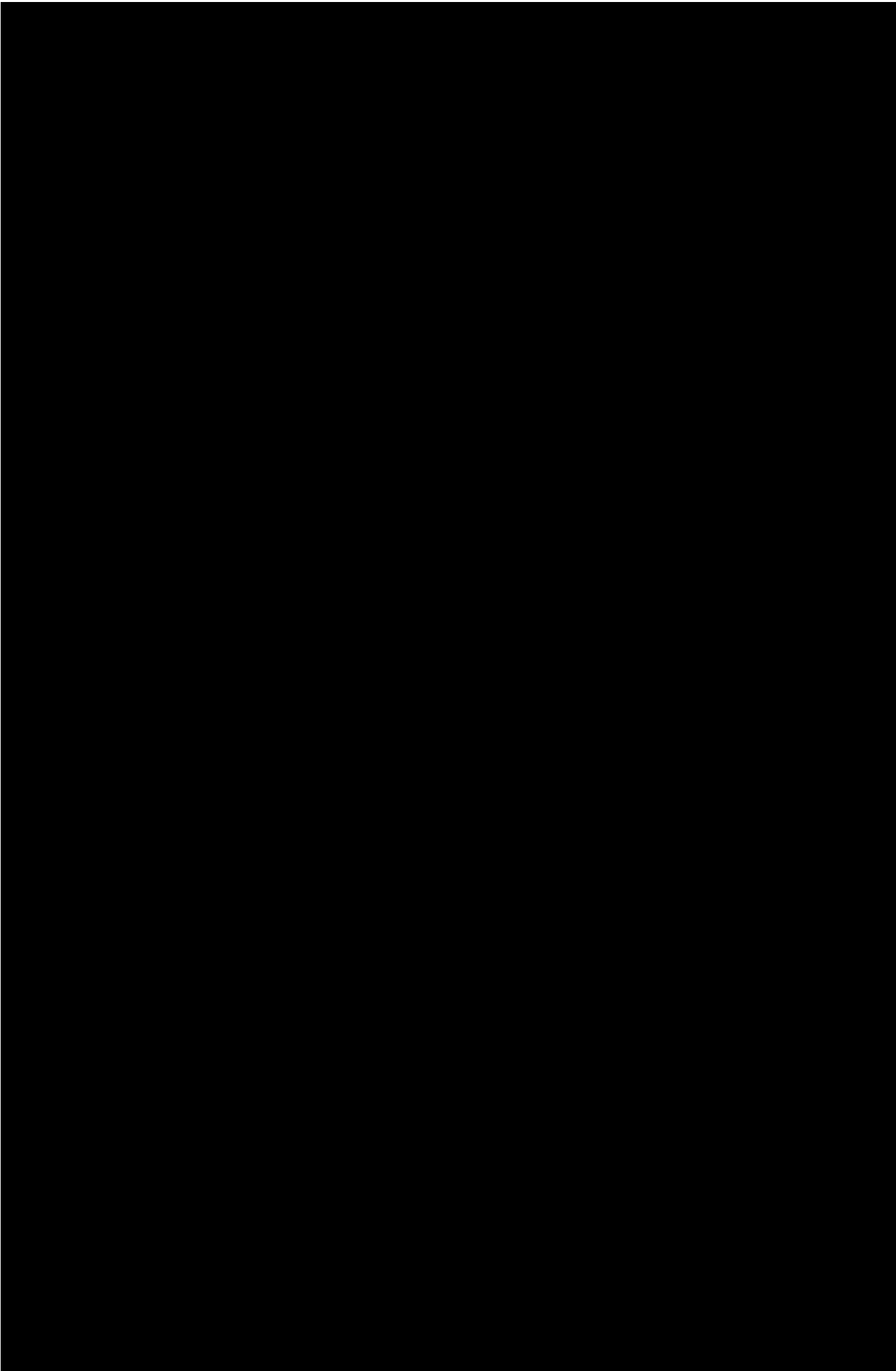


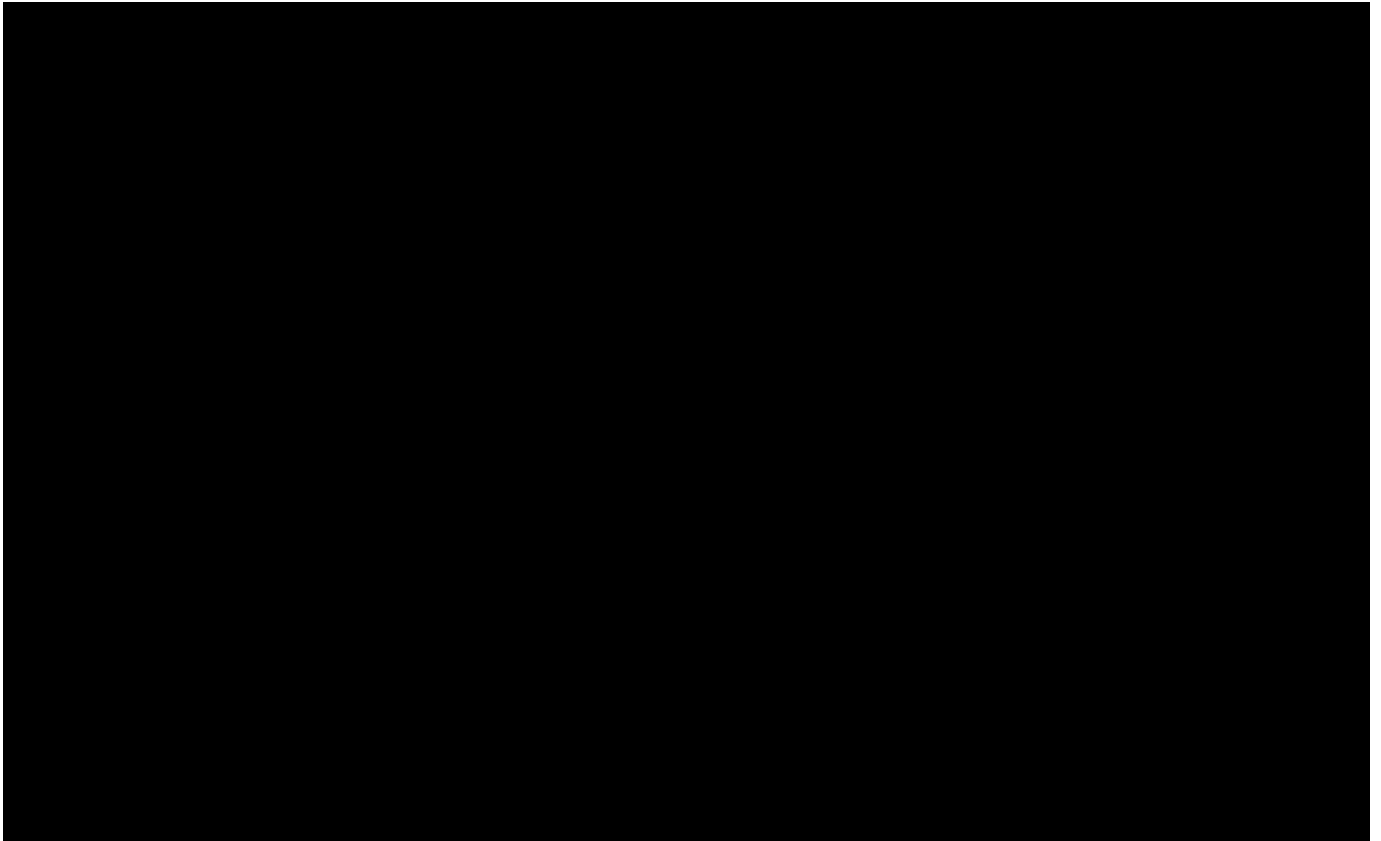












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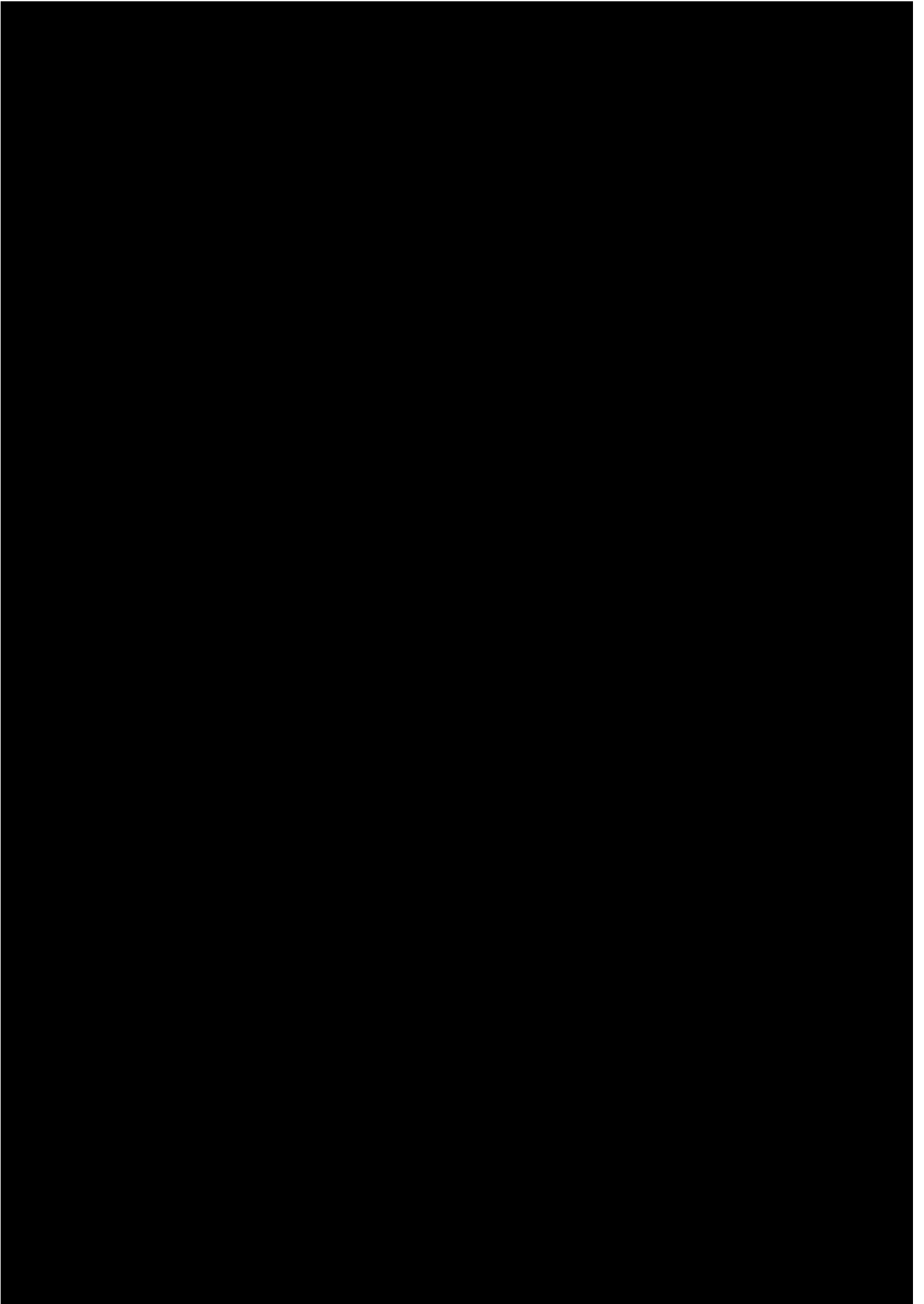
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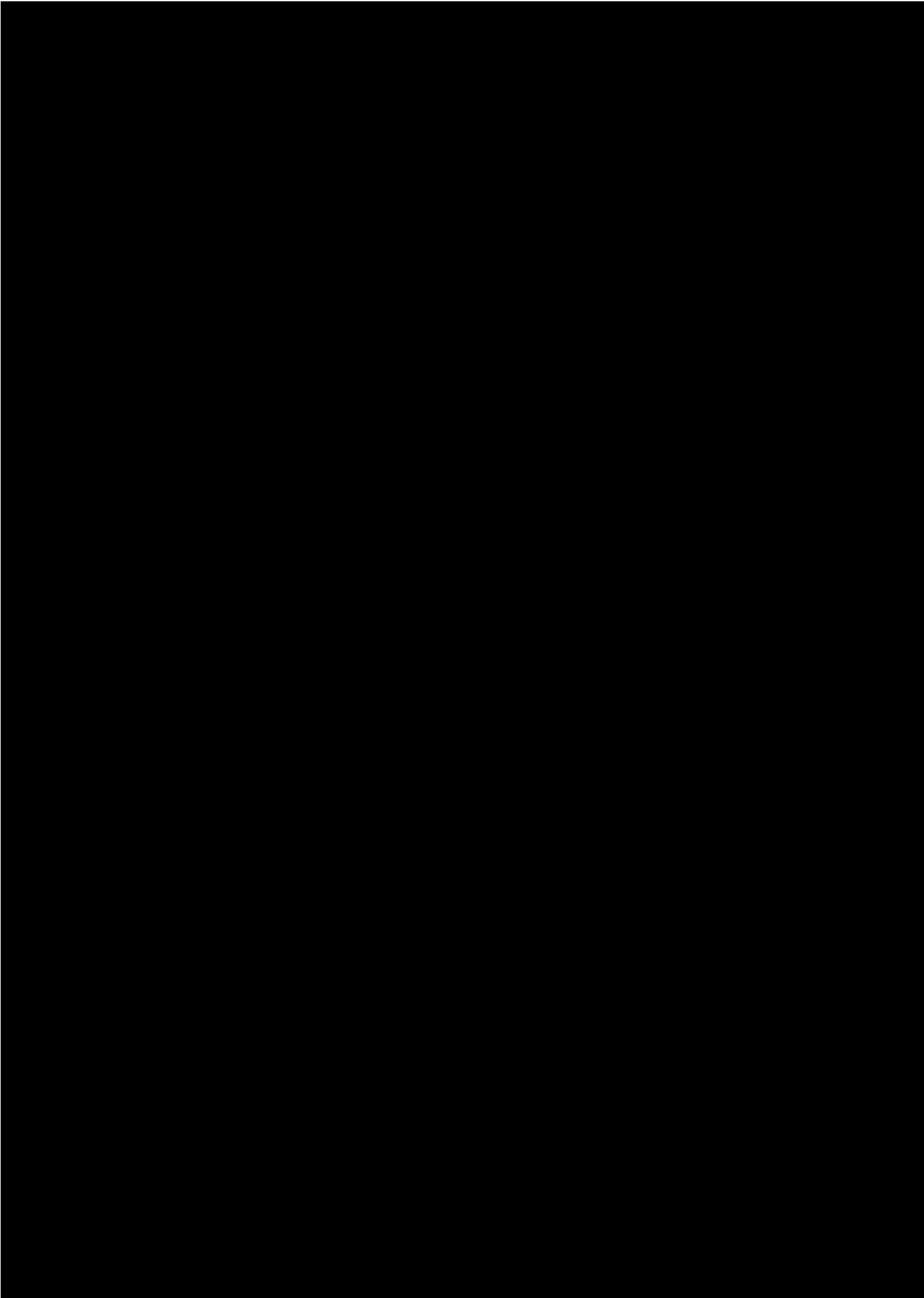
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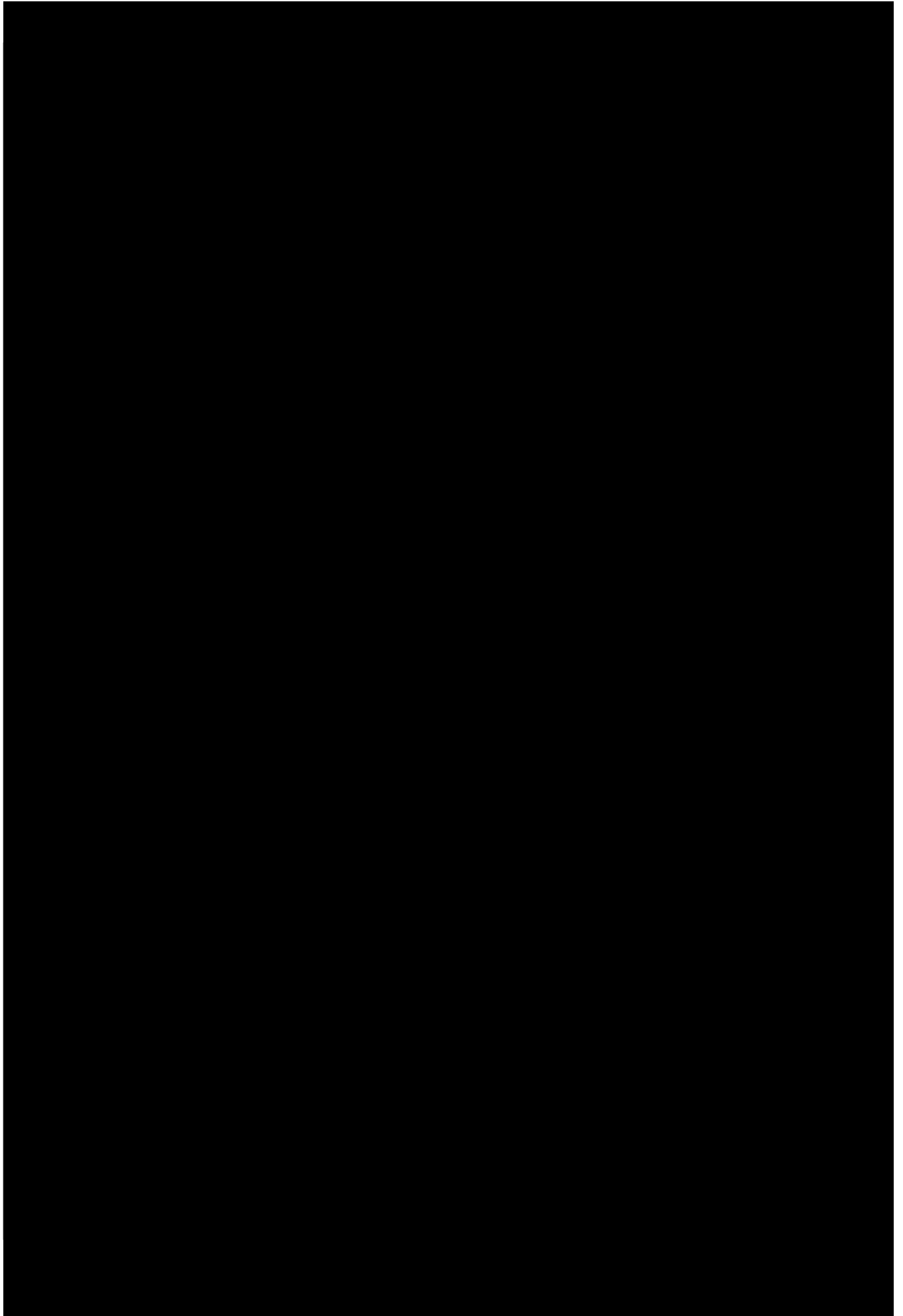
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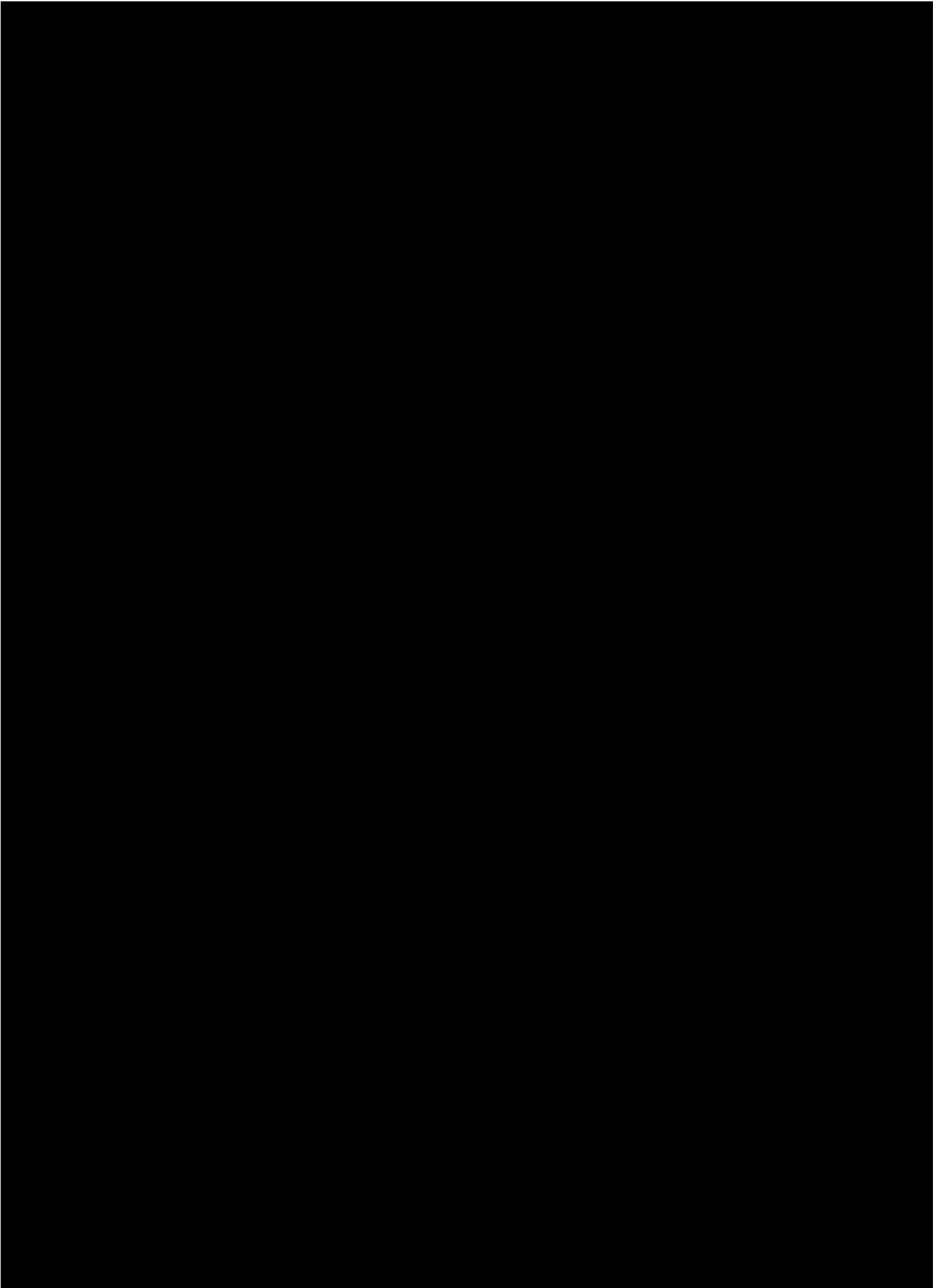
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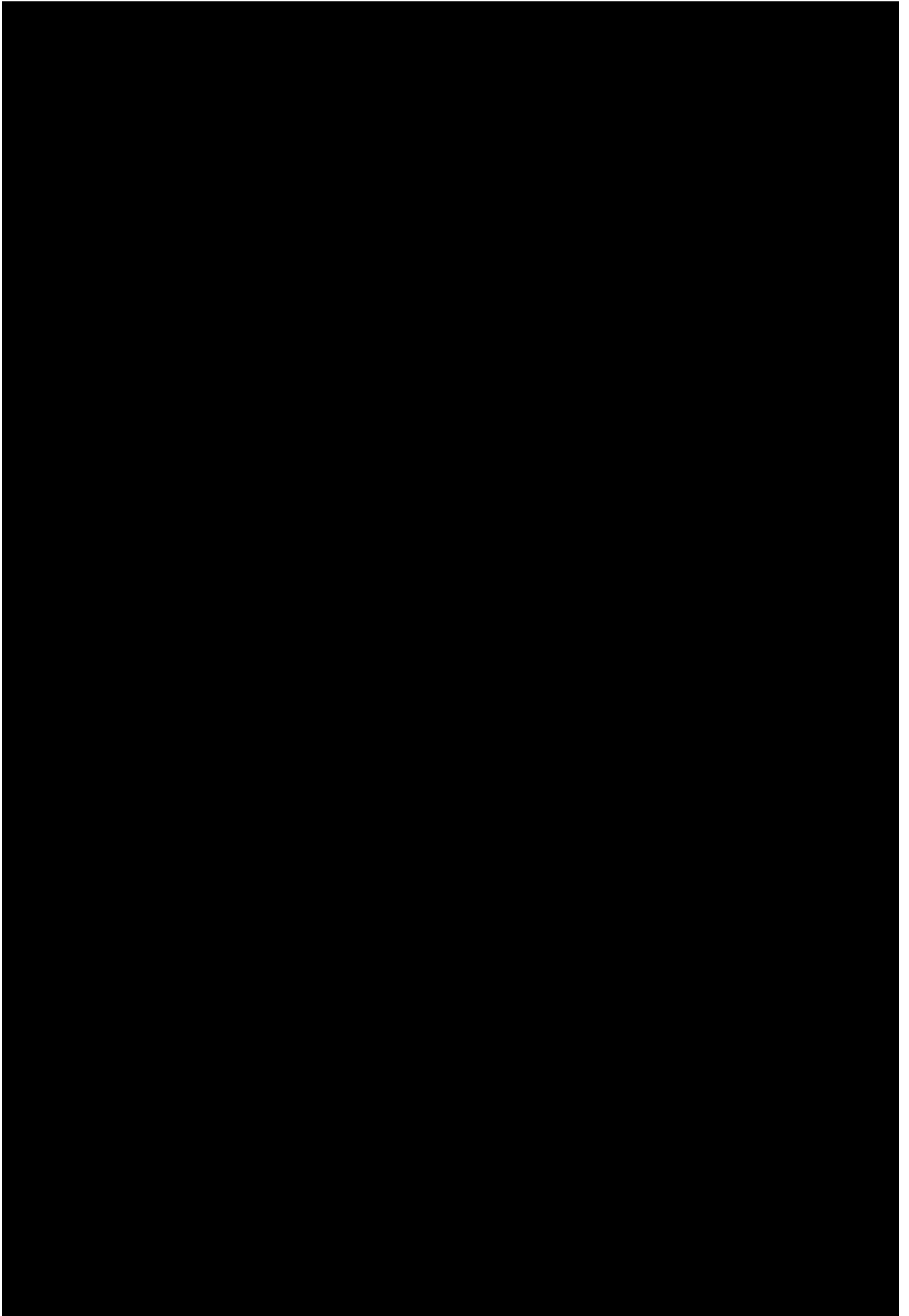
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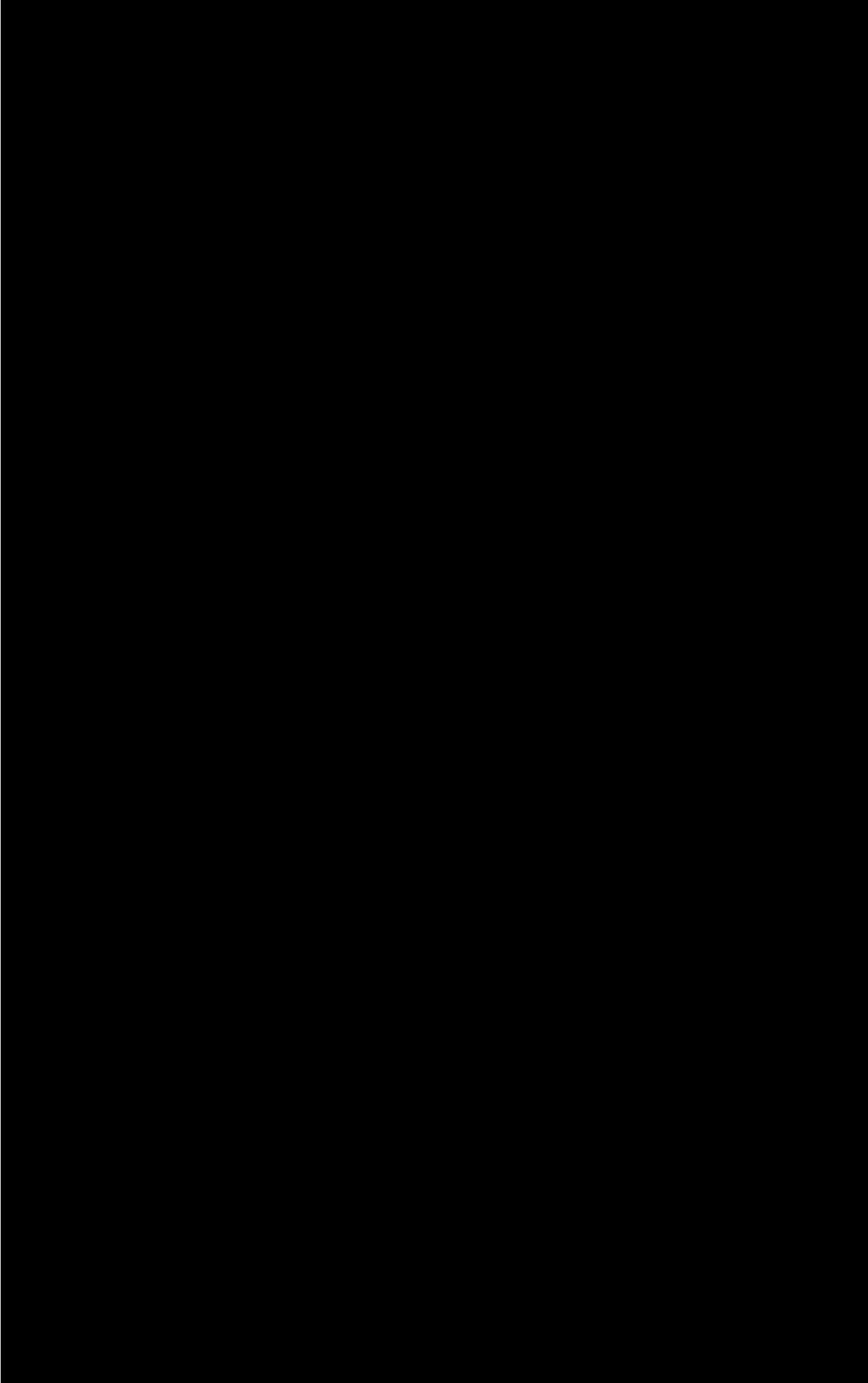












Tasmanian Liquor and Gaming Commission

Commission Paper No: No: I3/24-3

Meeting date: 8 April 2024

Subject: Information Report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Status Update

2024 State election

The Government remains in caretaker until the results of the election are known and a new Government is sworn in.

Treasury is not aware of any further election commitments or announcements relating to player card gaming or mandatory pre-commitment.

System design, development and implementation

Treasury has held weekly meetings with MaxGaming and representatives of the third party providers for the cashless system (NEXT Payments) and for the EGM card devices (Vetron). Additional meetings have been held with MaxGaming to provide feedback on the draft Discovery Report and to discuss short and long term options for the incorporation of checks for player exclusion.

The Discovery Report will be provided at the end of March 2024.



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Regulatory and contractual variations

The Statement of Work for the Discovery Phase was signed by MaxGaming and by the Secretary of Treasury (on behalf of the Minister).

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Minutes of Tasmanian Liquor and Gaming Commission meeting 2/2024 4 March 2024

Subject

Minutes of Meeting 2/2024 of the Commission held in kanamaluka, River Tamar Room, first floor, Salamanca Building, Parliament Square, 4 Salamanca Place, Hobart on 4 March 2024 at 9:00 am.

Present

Ms Jenny Cranston, Chair

Mr Andrew Walker, Member

Mr David Hudson, Member

In attendance from Liquor and Gaming Branch

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Acknowledgement of Country

“On behalf of the Commission, I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners, and continuing custodians of this land on which we gather here today and acknowledge Elders - past, present and emerging.”

Conflict of interest declarations

Nil.

Work health and safety

Nil.

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I3/24-2 - Status update - Player card and cashless gaming

20/12/24-2

Commission Paper I3/24-2 was tabled.

The Commission noted the contents of the report.

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The meeting closed at 12:24 pm.

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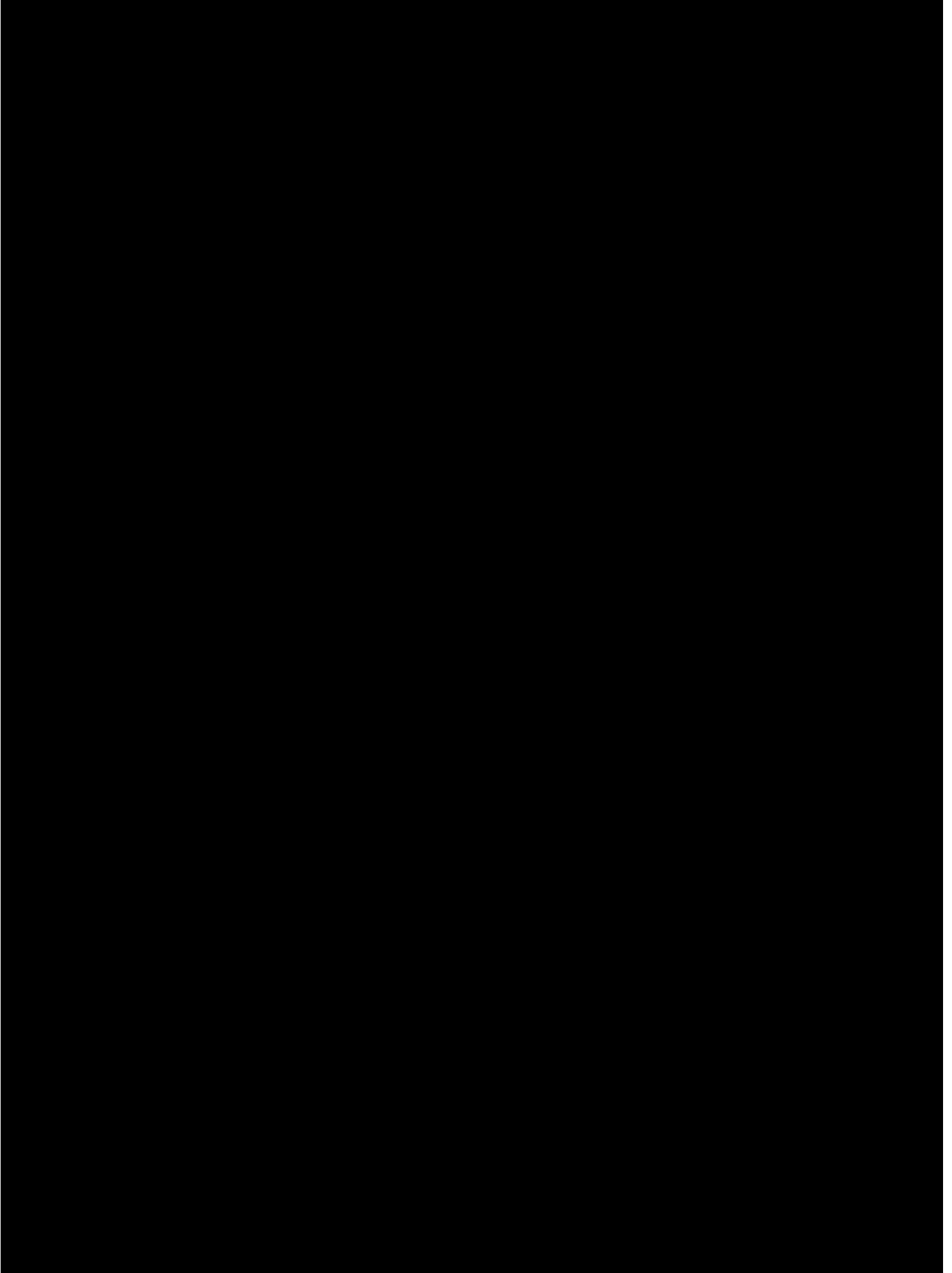
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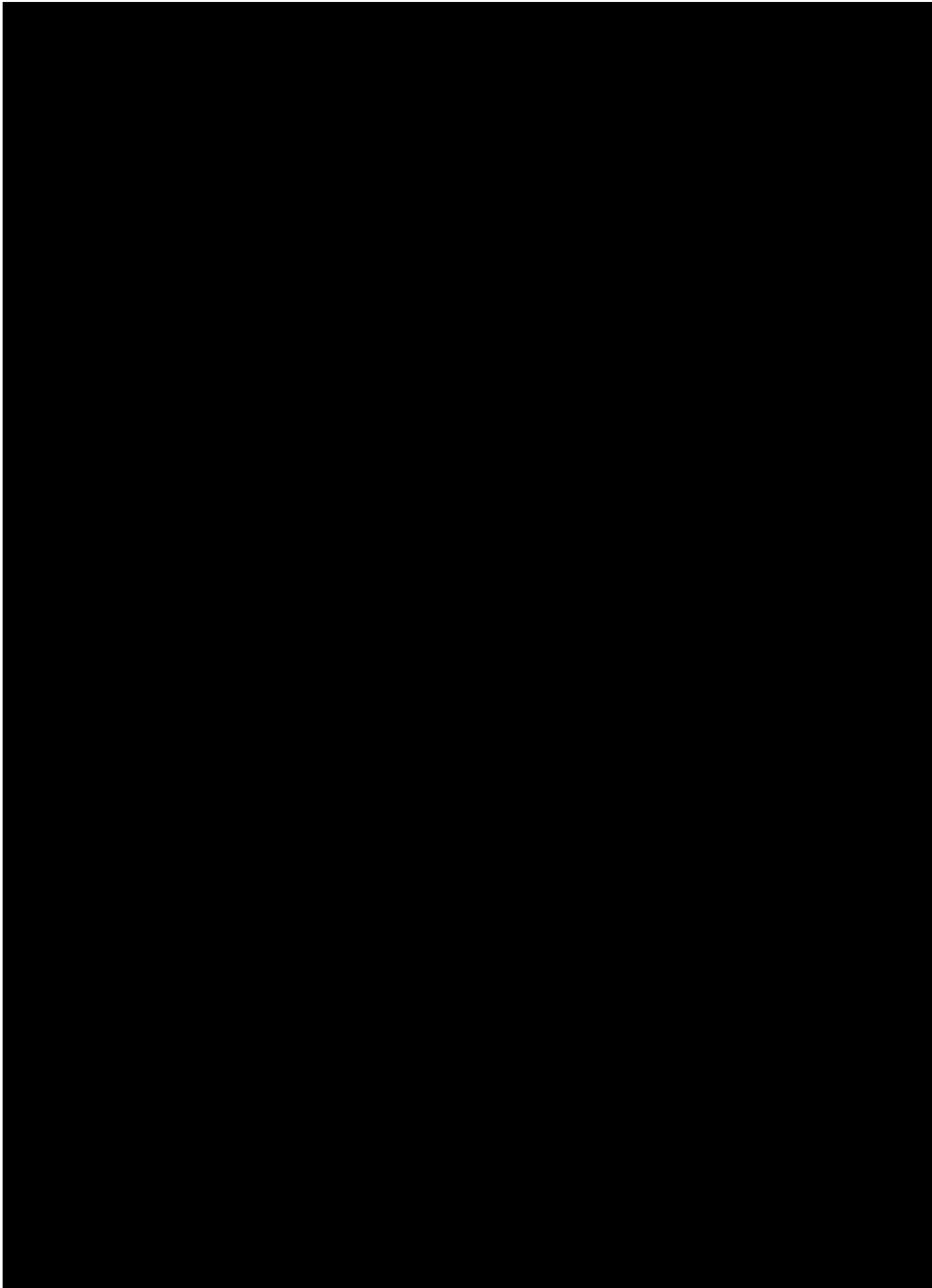
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Tasmanian Liquor and Gaming Commission

Commission Paper No: I3/24-3

Meeting date: 8 April 2024

Subject: Information Report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Status Update

2024 State election

The Government remains in caretaker until the results of the election are known and a new Government is sworn in.

Treasury is not aware of any further election commitments or announcements relating to player card gaming or mandatory pre-commitment.

System design, development and implementation

Treasury has held weekly meetings with MaxGaming and representatives of the third party providers for the cashless system (NEXT Payments) and for the EGM card devices (Vetron). Additional meetings have been held with MaxGaming to provide feedback on the draft Discovery Report and to discuss short and long term options for the incorporation of checks for player exclusion.

The Discovery Report will be provided at the end of March 2024.

Issues

There will be a number of decisions required by the Commission as the implementation of PCG enters the more detailed planning and development phases. These will include matters such as fund load limits, payment of large wins and methods of transferring funds to players from their accounts.

The two most complex matters that the Commission will be required to consider are:

- the Tasmanian Gambling Exclusion Scheme and if the processes and requirements should change given the different level of risk that pre-commitment and account-based gaming provides; and

- the certification or approval process for the category of loss limit increases above \$500 per day, \$5 000 per month or \$5 000 per year.

These matters will be the subject of future Commission papers.

Regulatory and contractual variations

The Statement of Work for the Discovery Phase was signed by MaxGaming and by the Secretary of Treasury (on behalf of the Minister).

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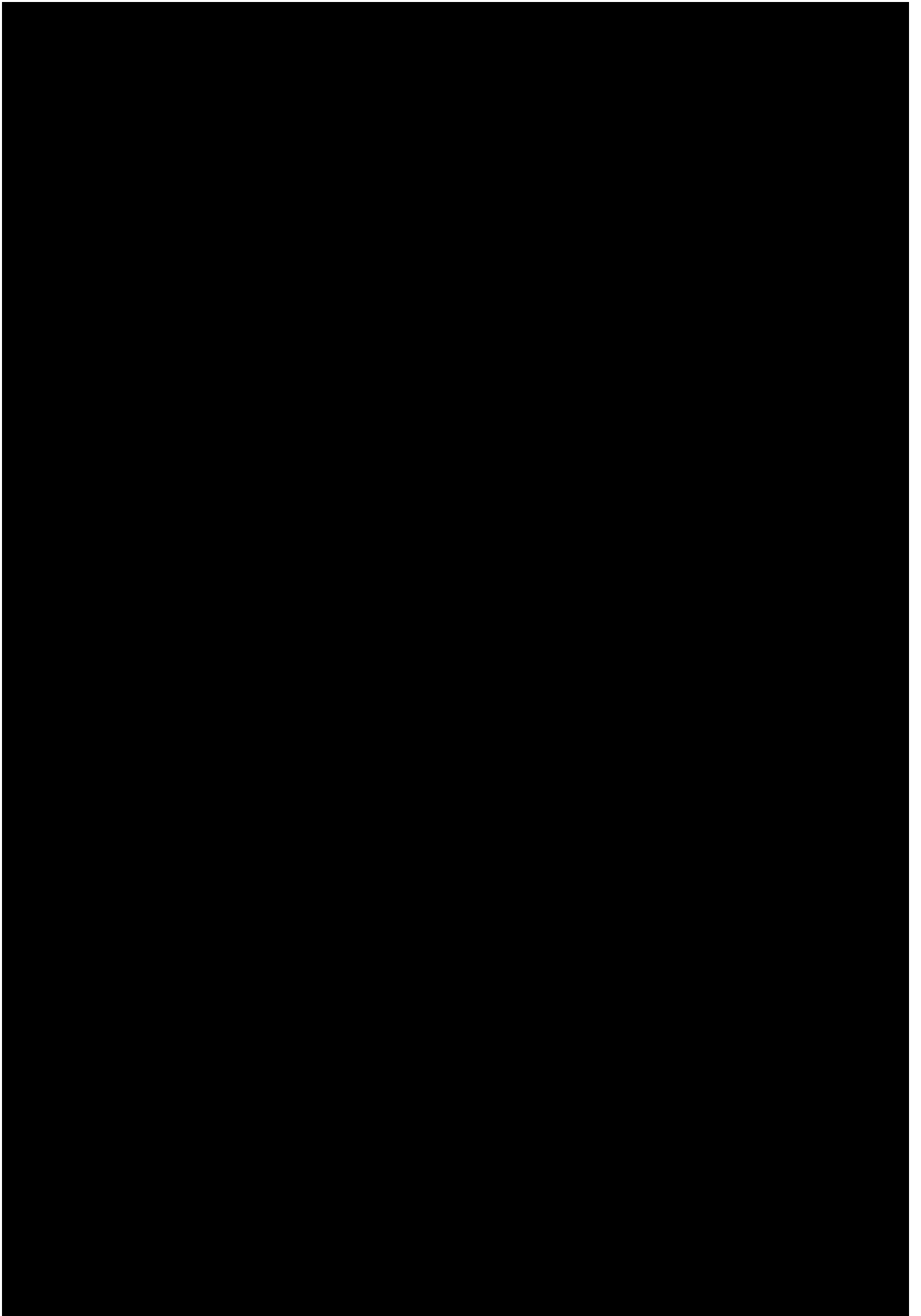
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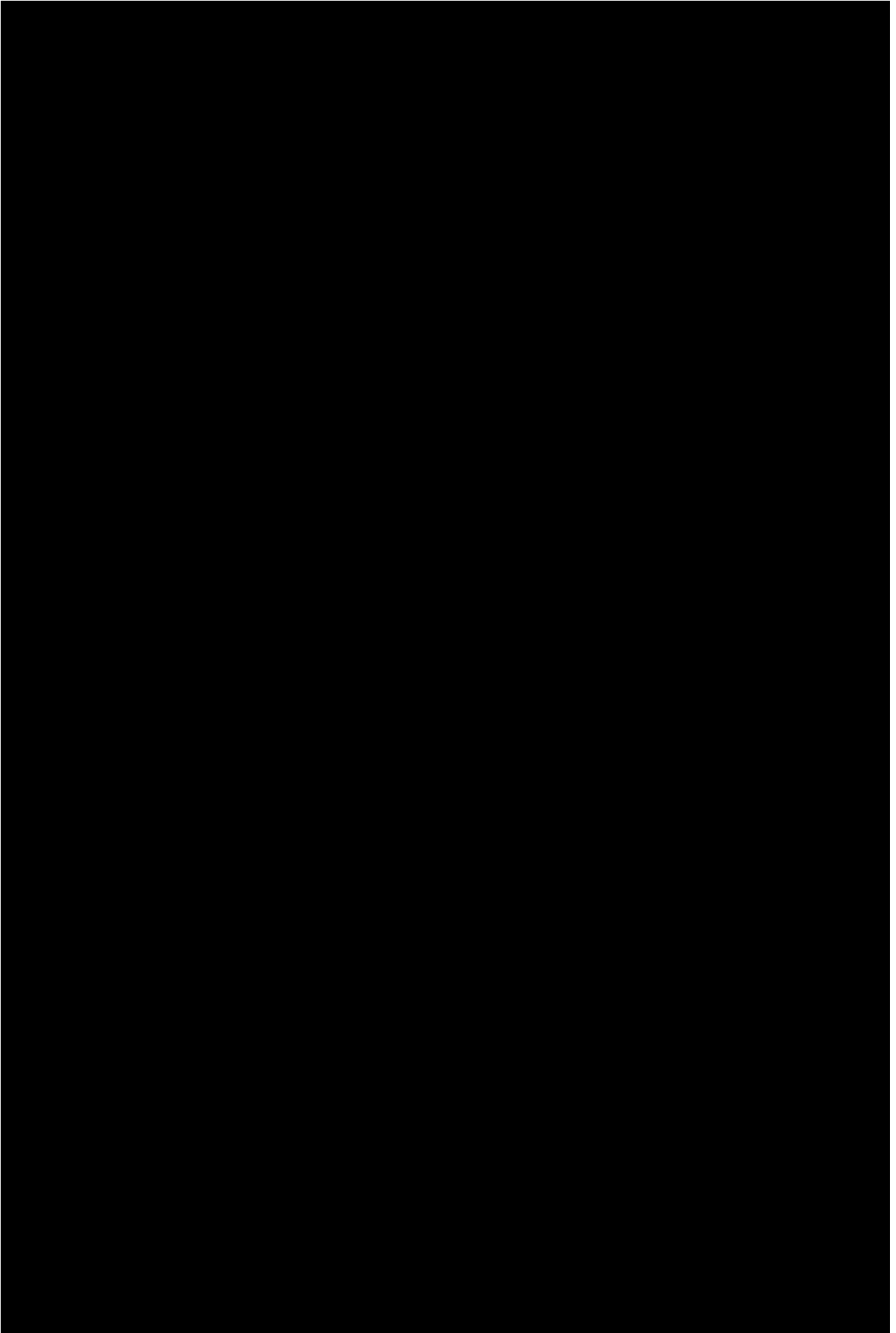
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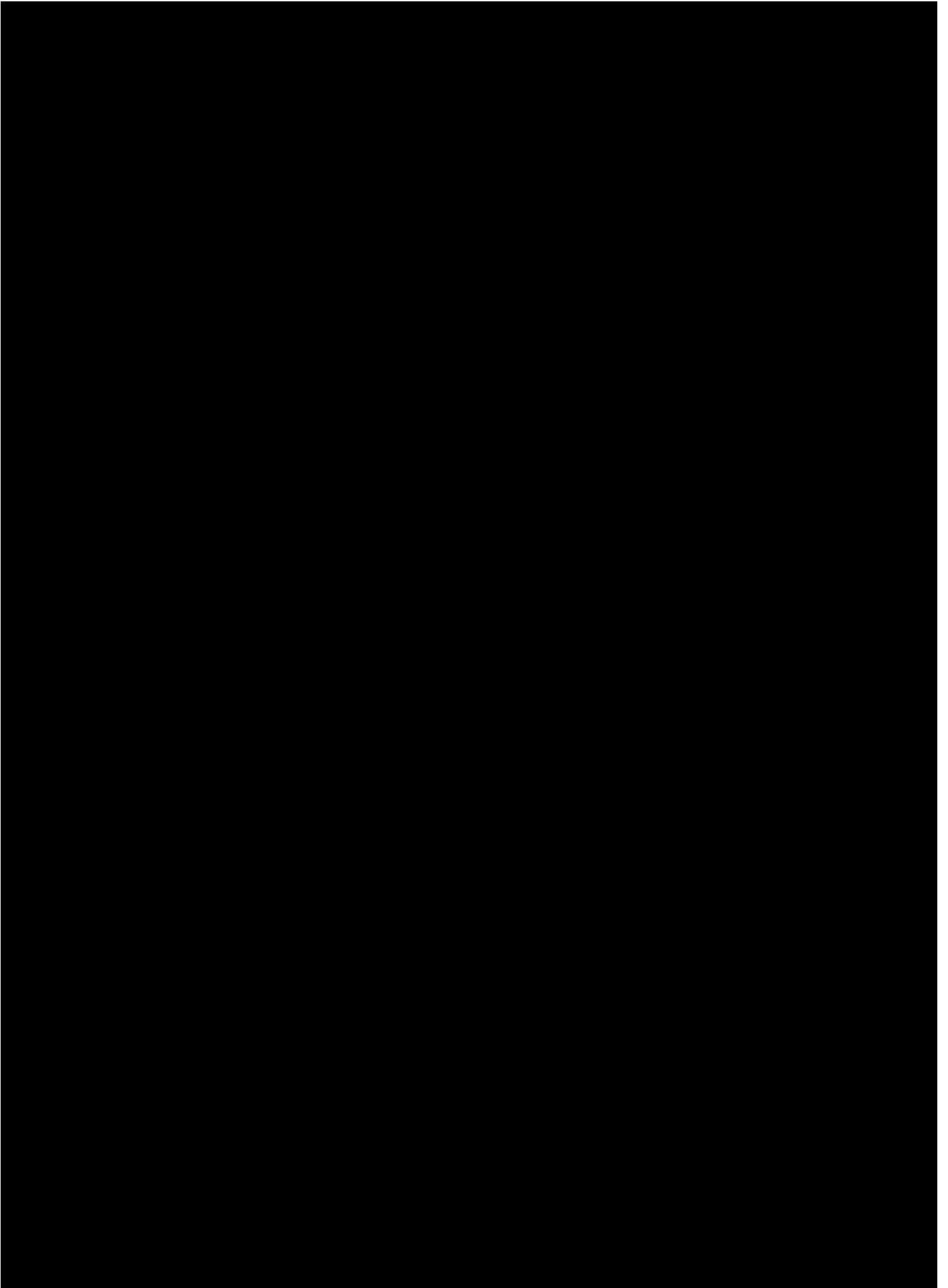
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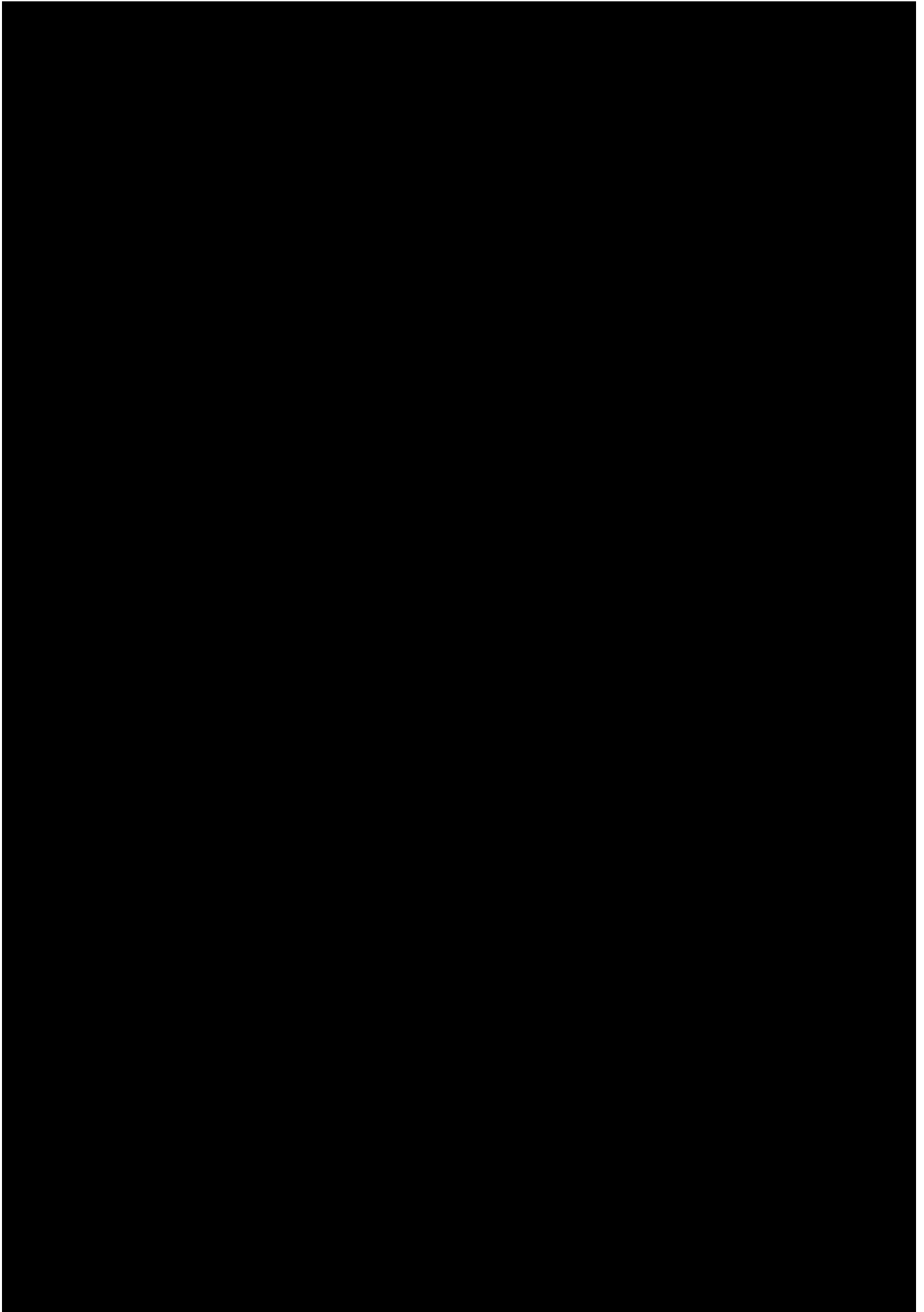
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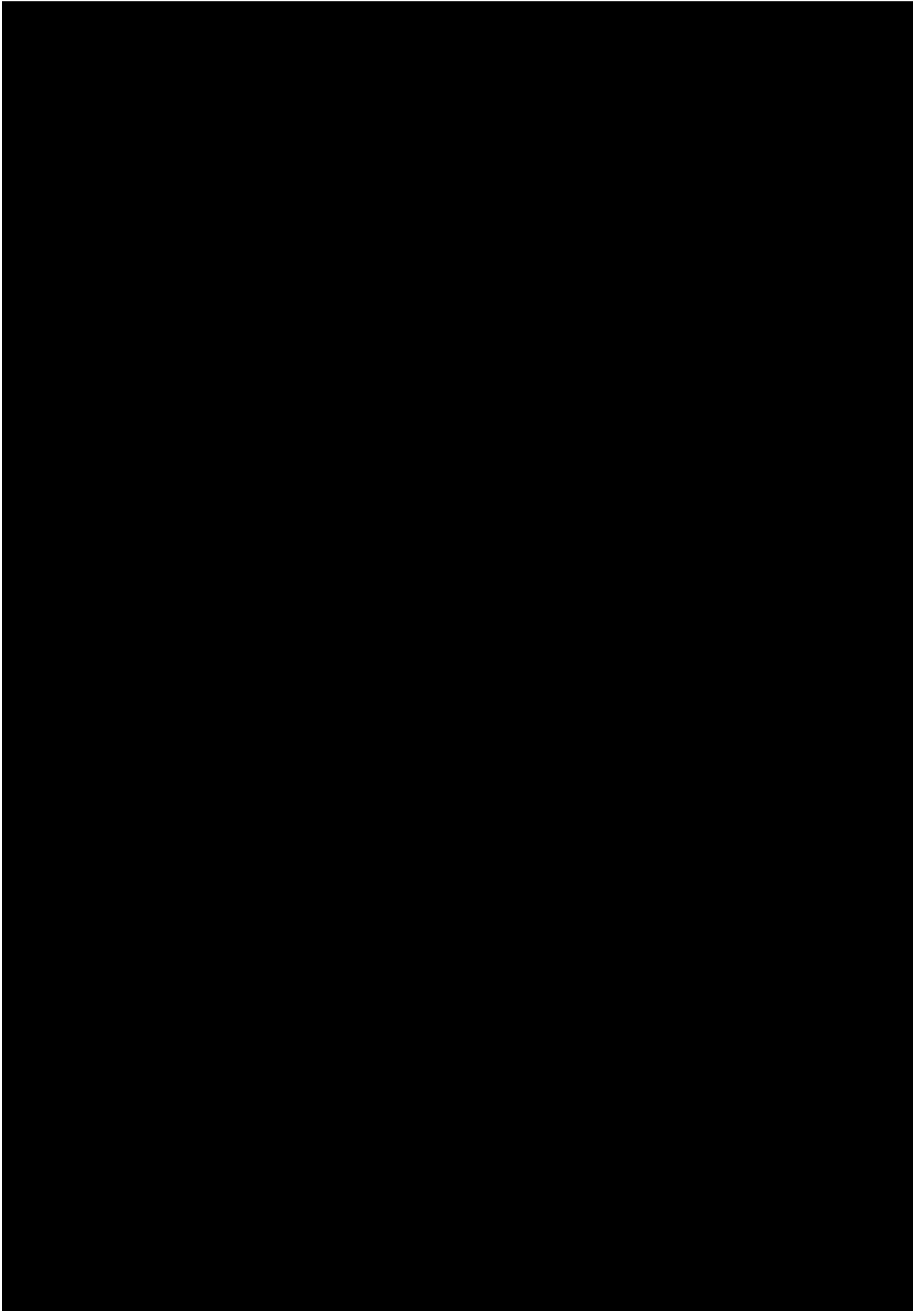
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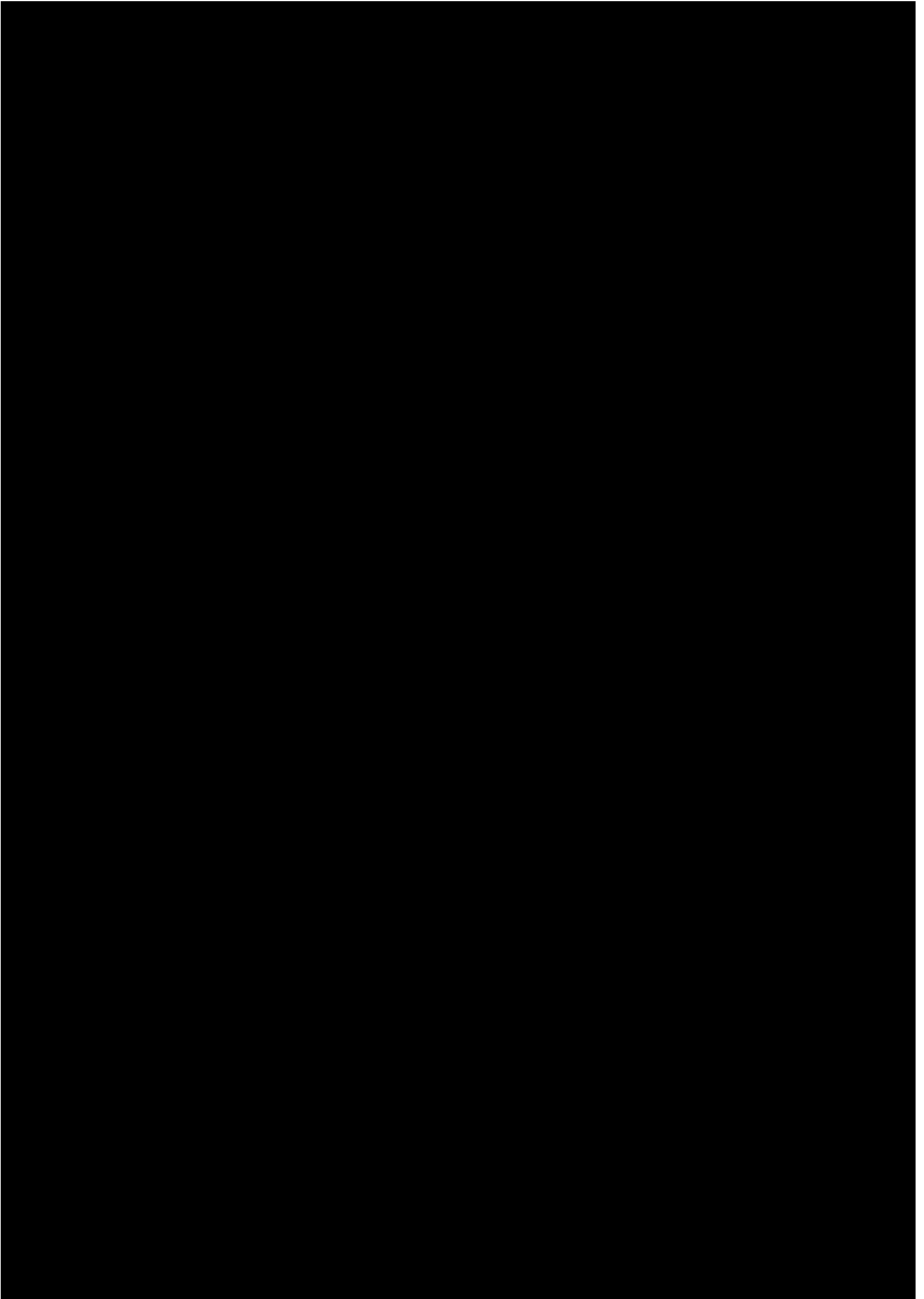
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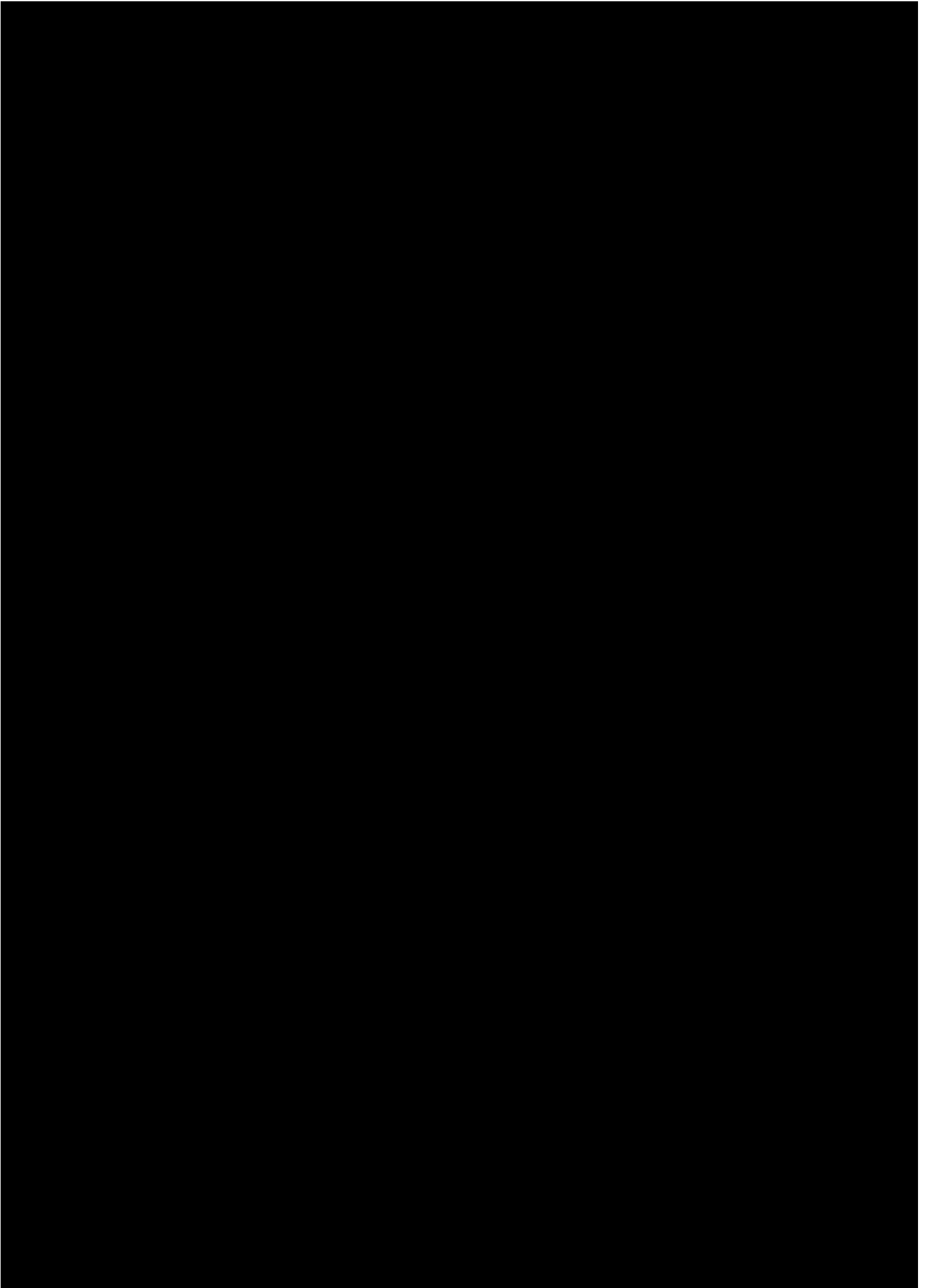
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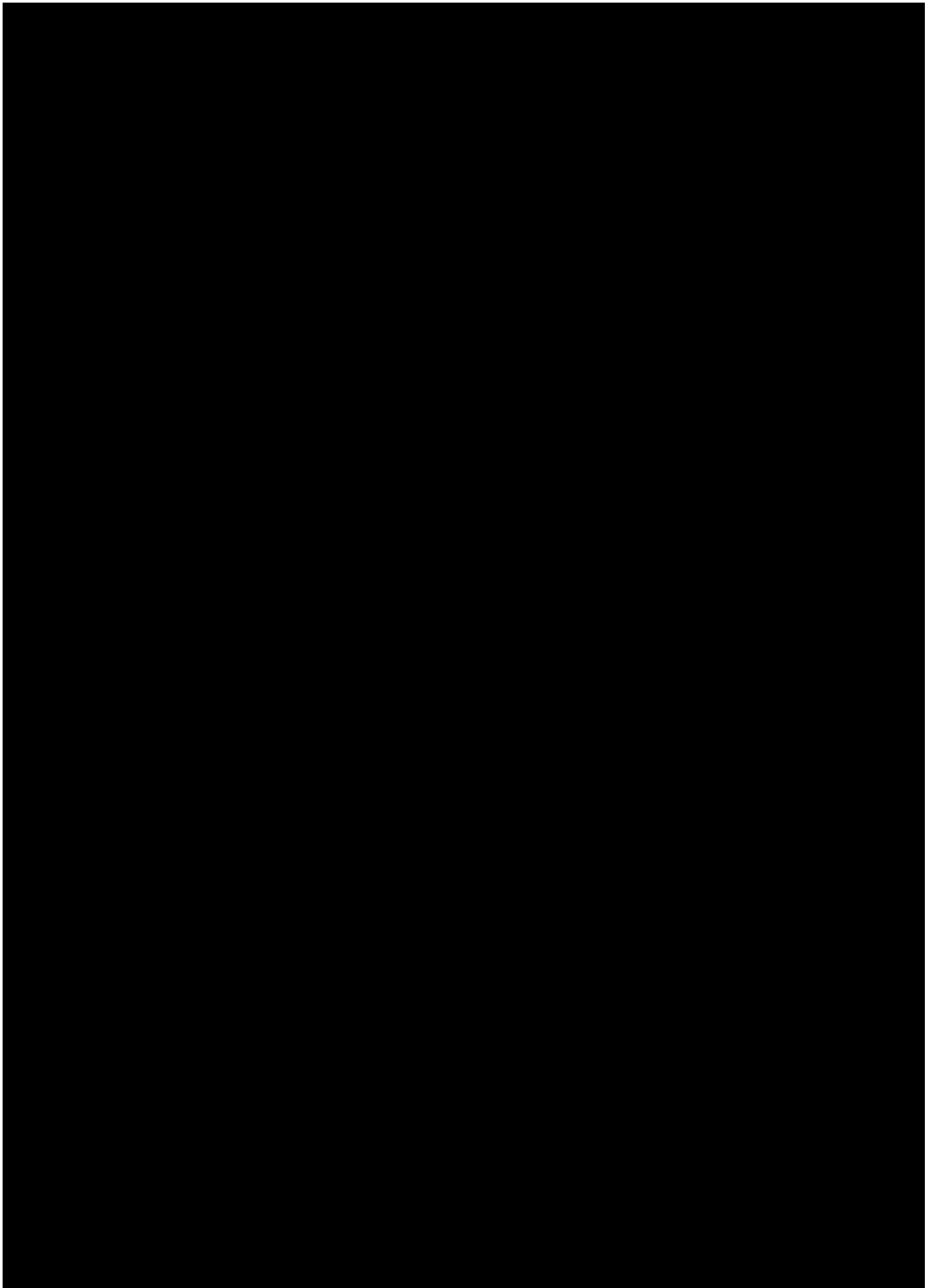


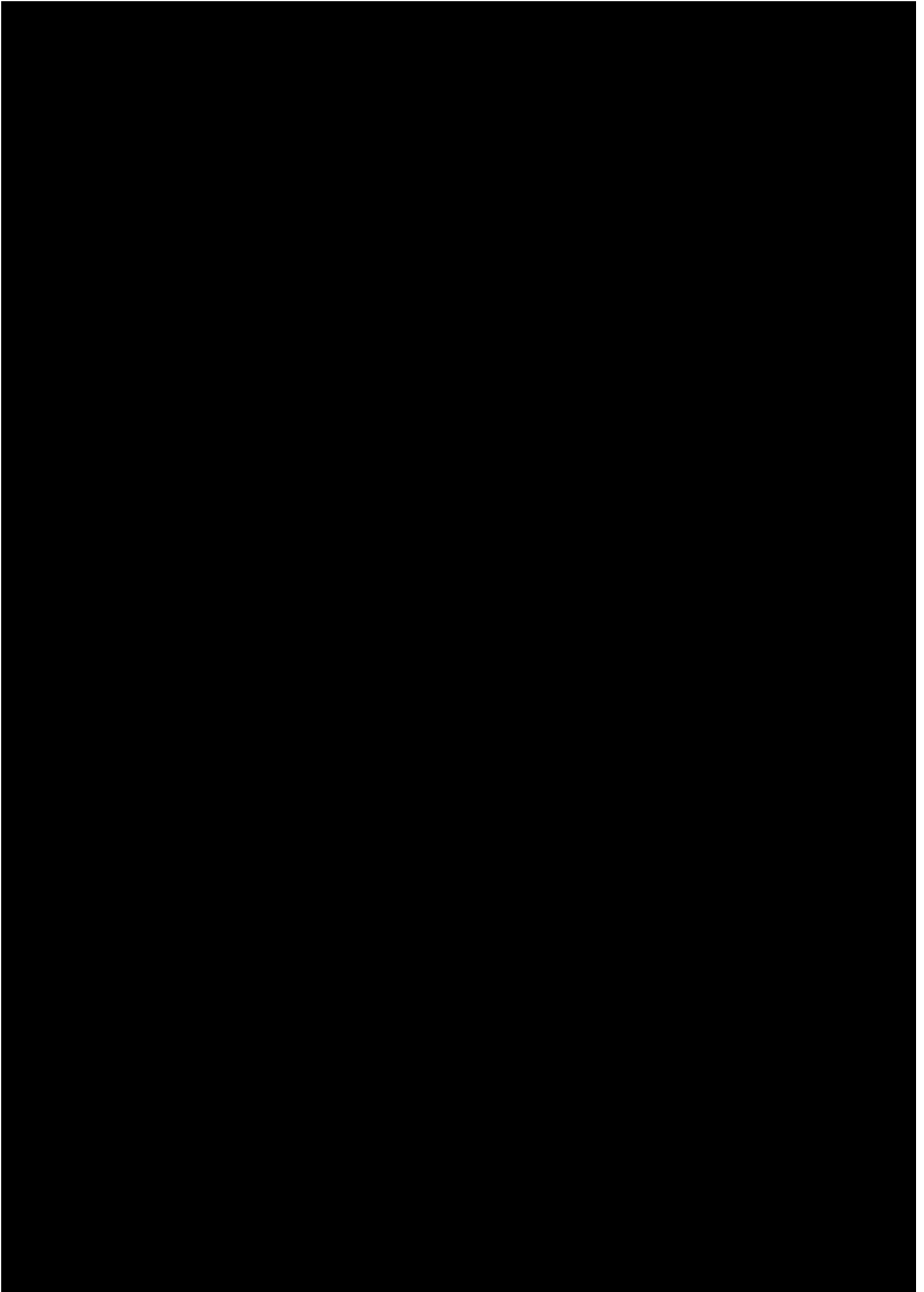


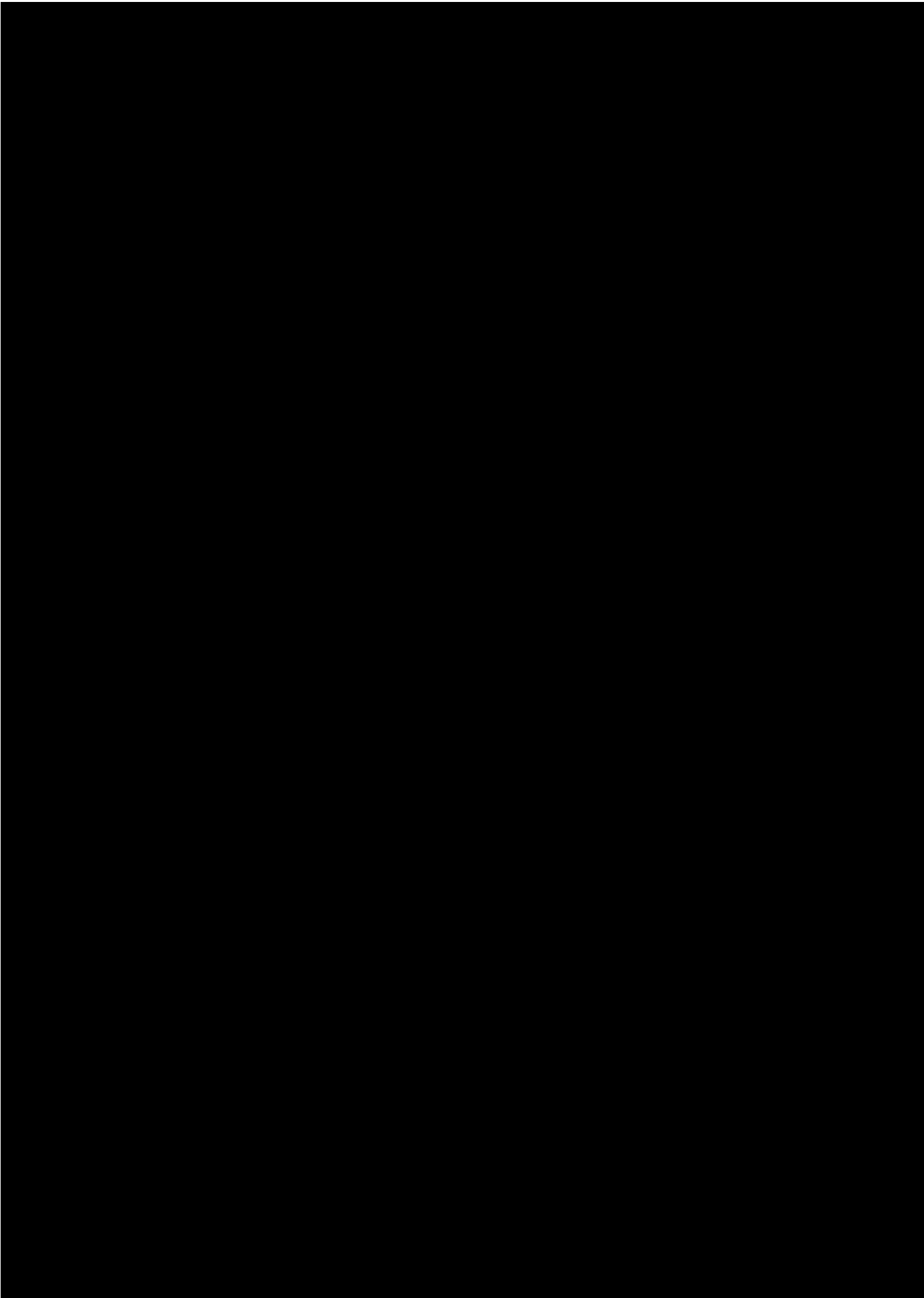


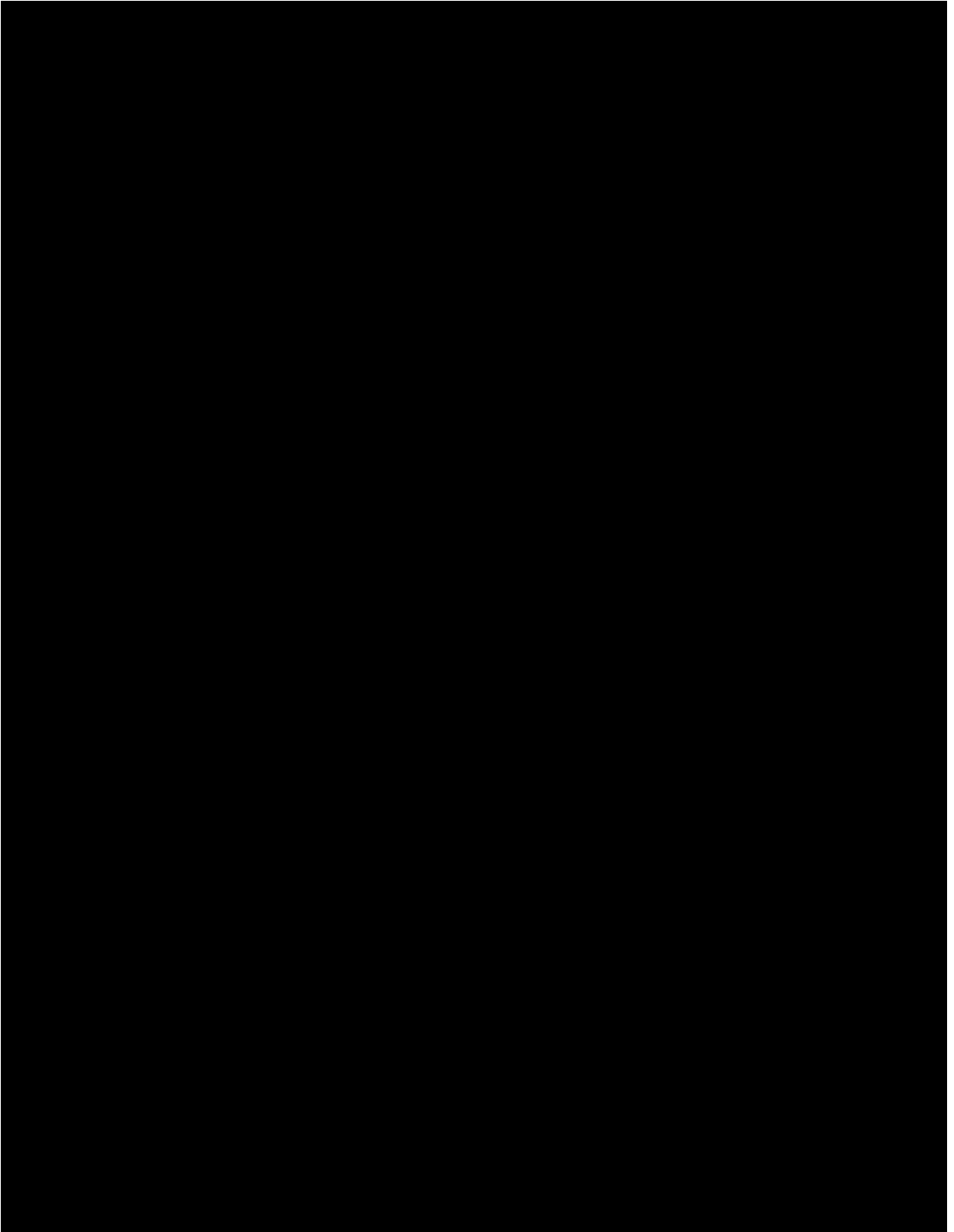


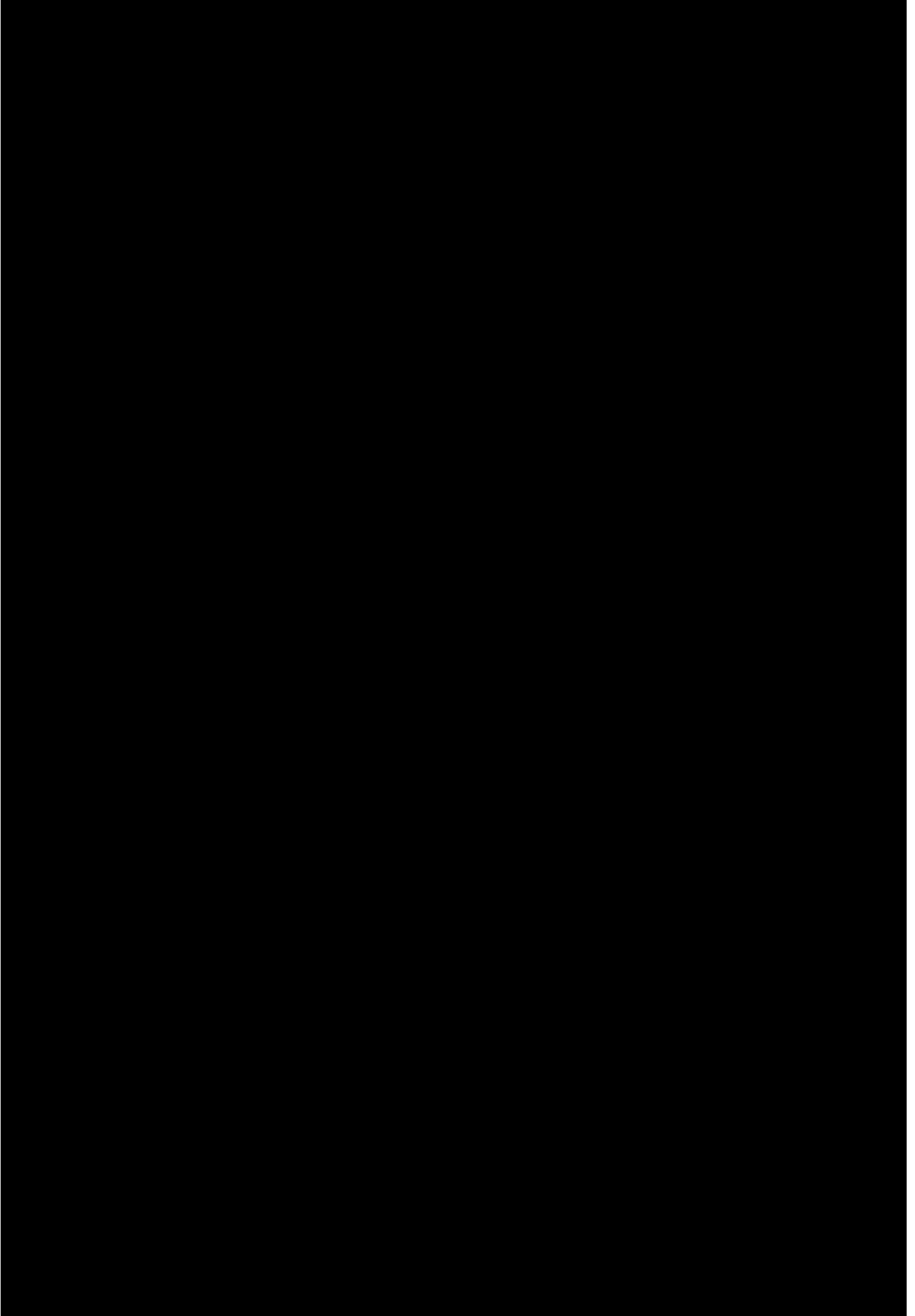


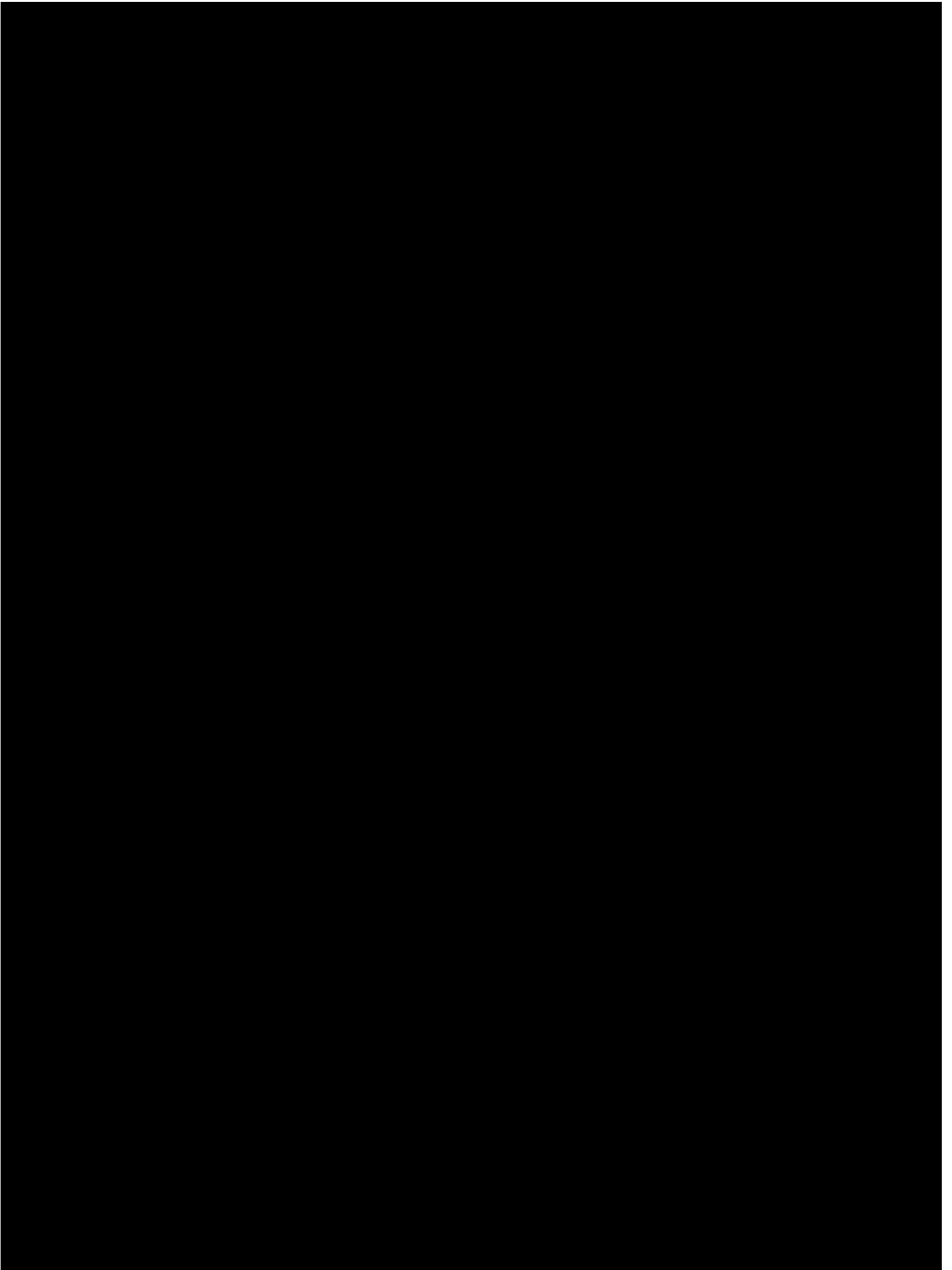


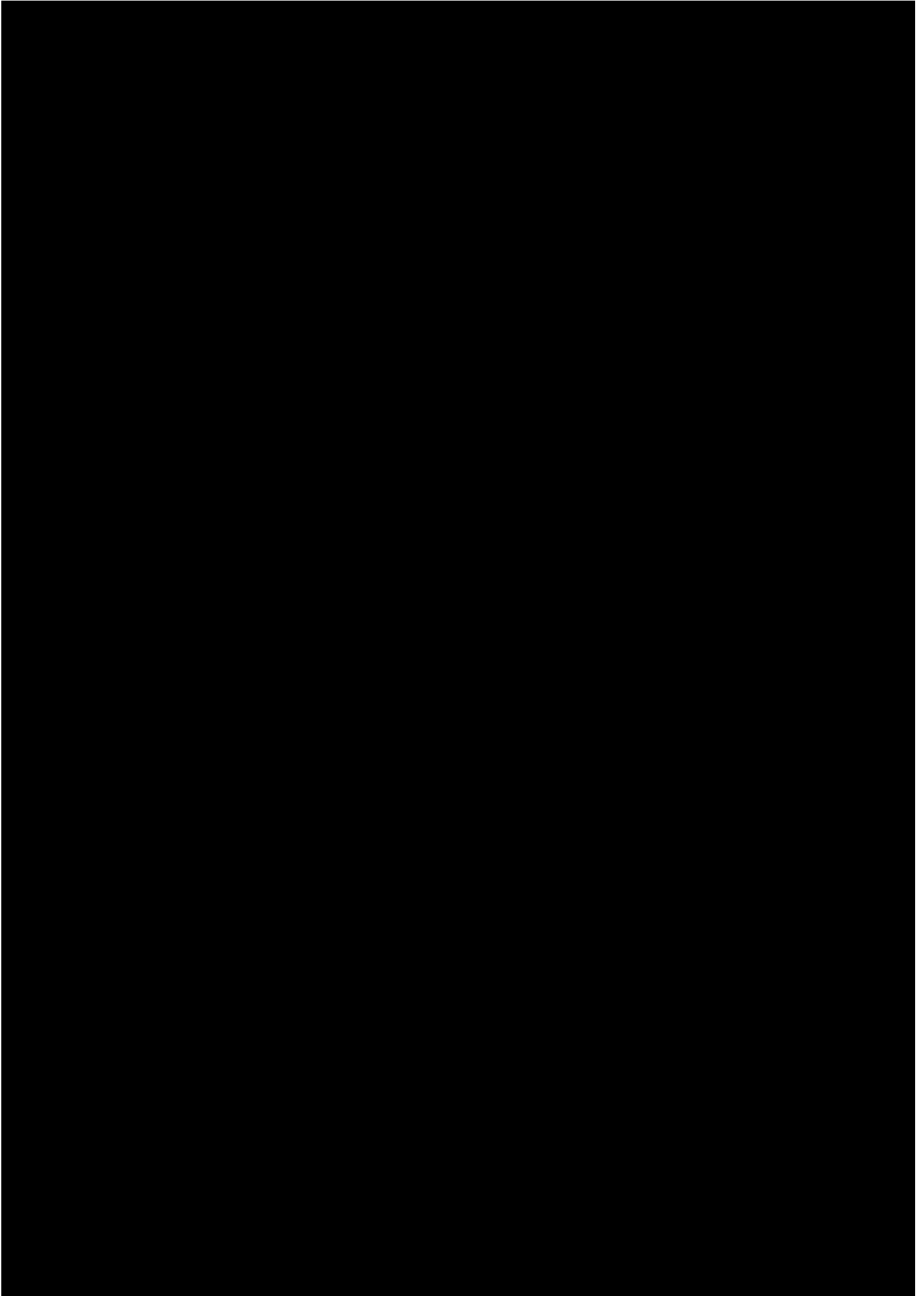


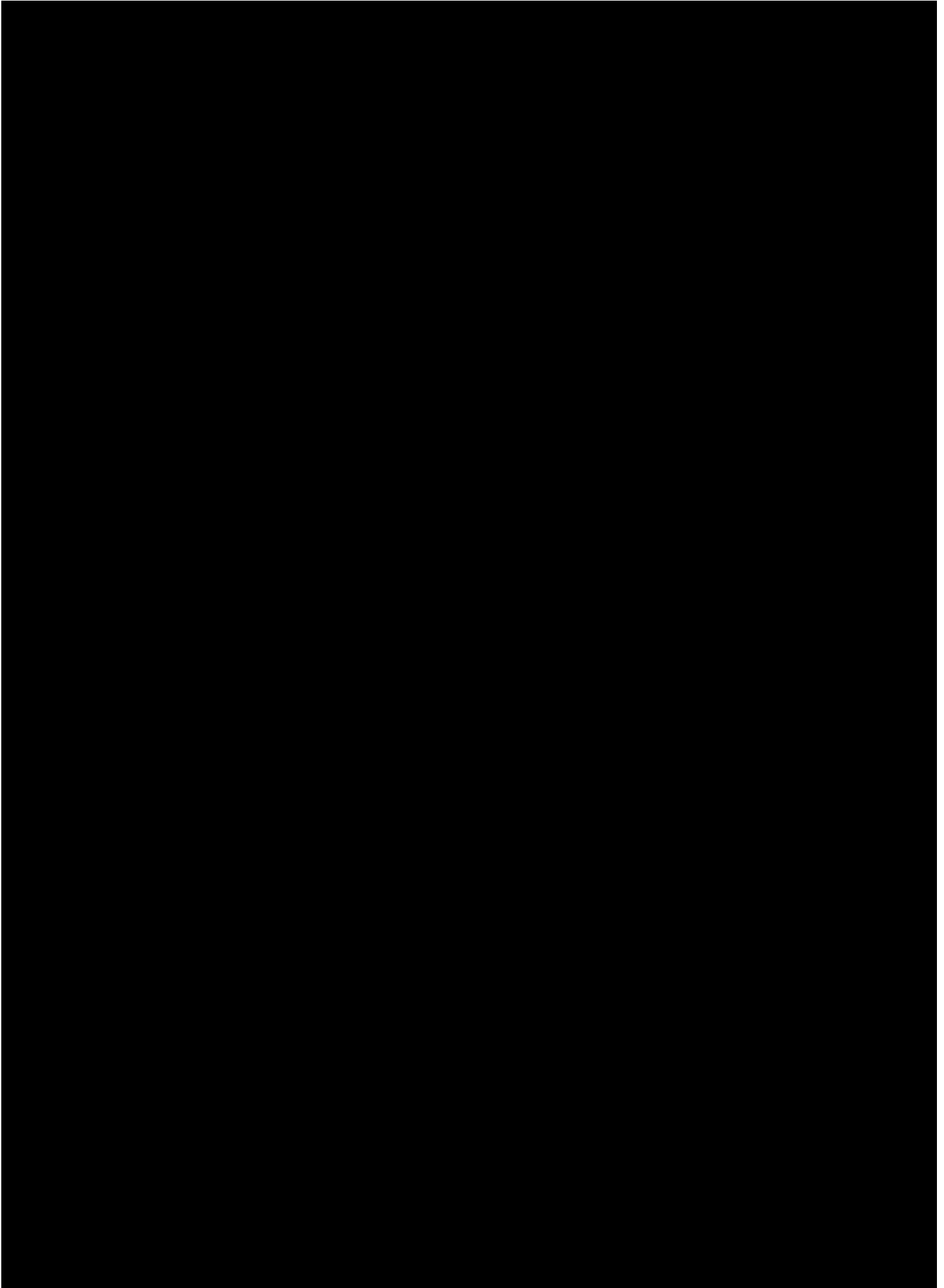


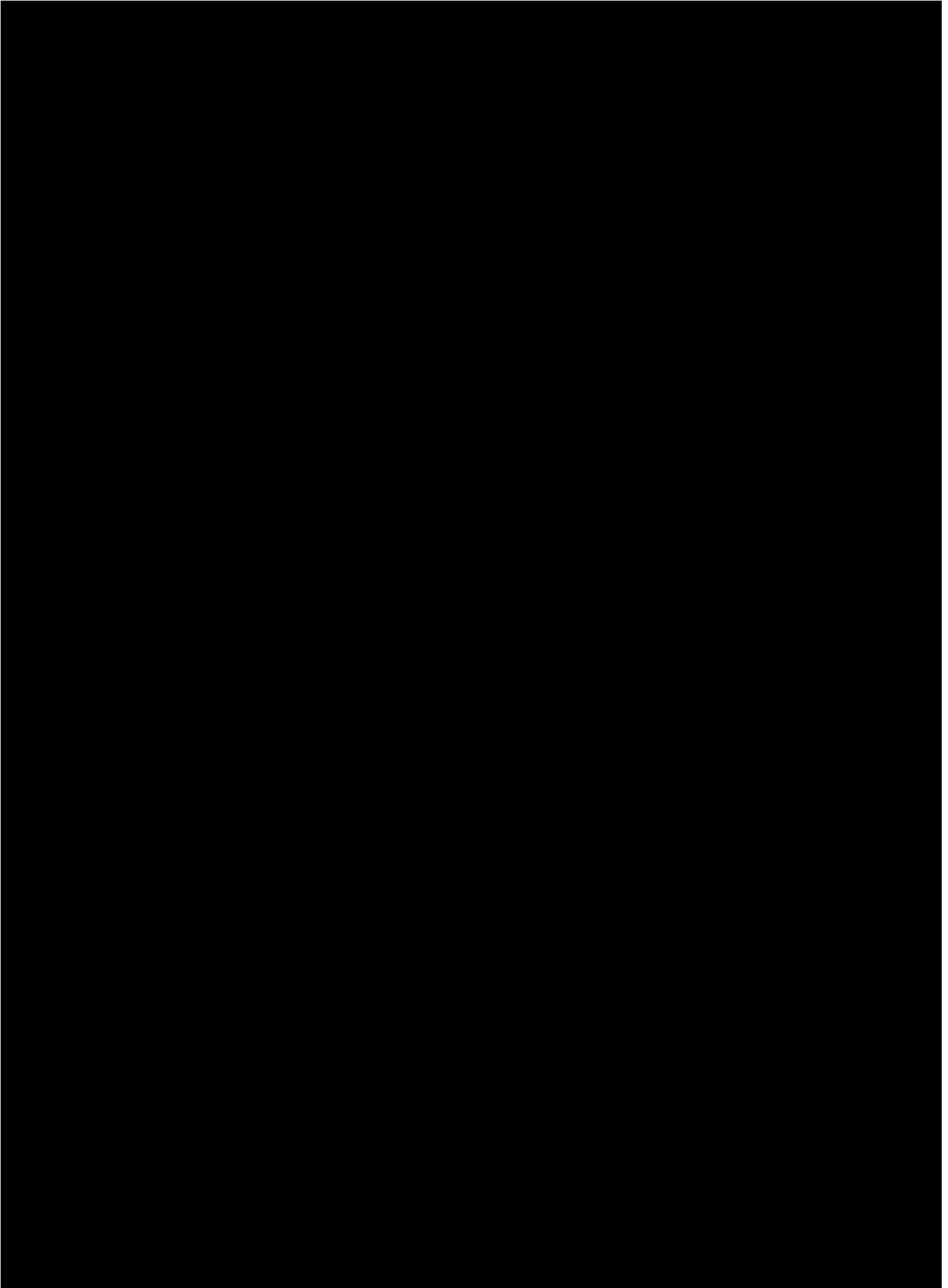


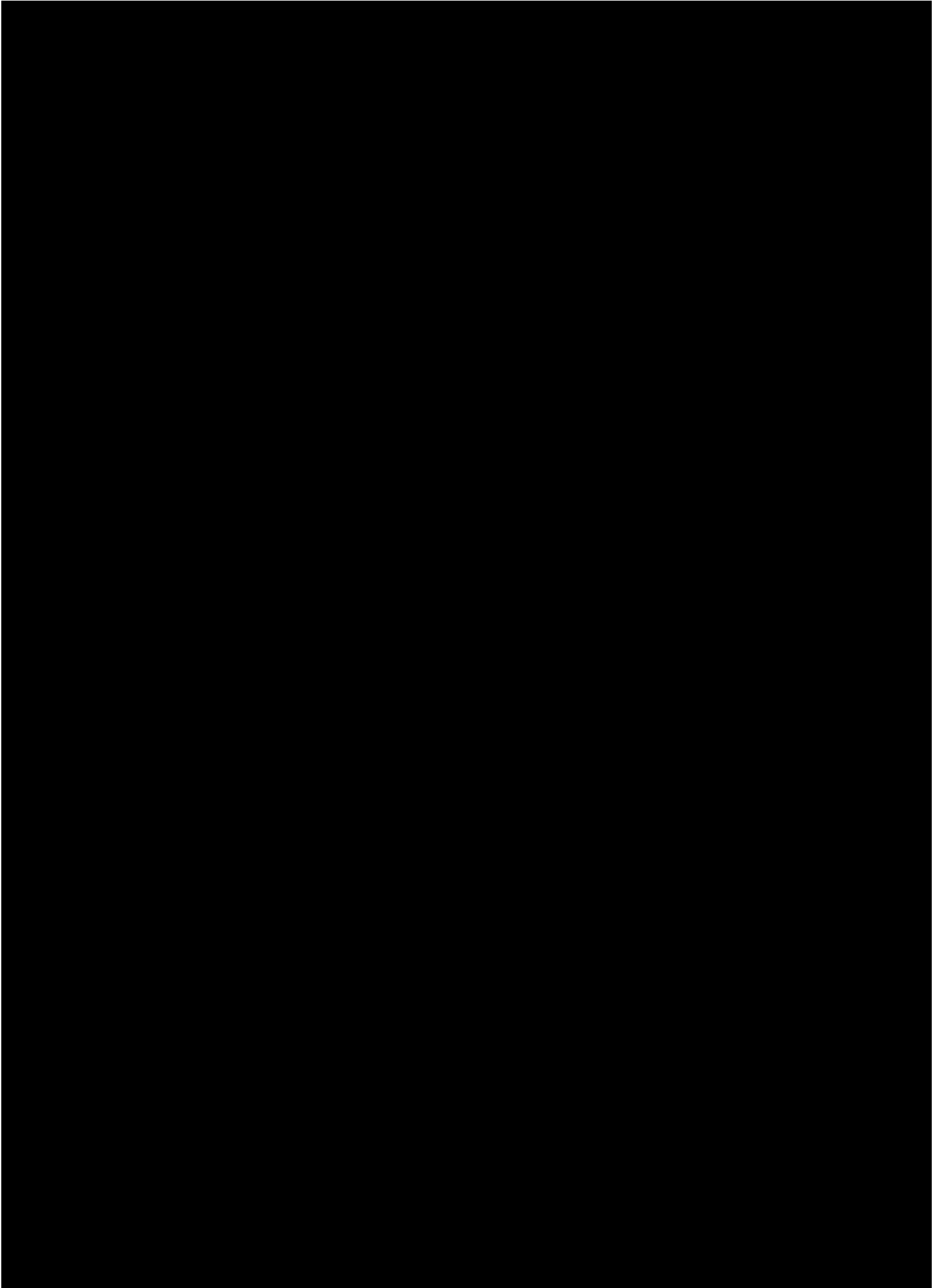


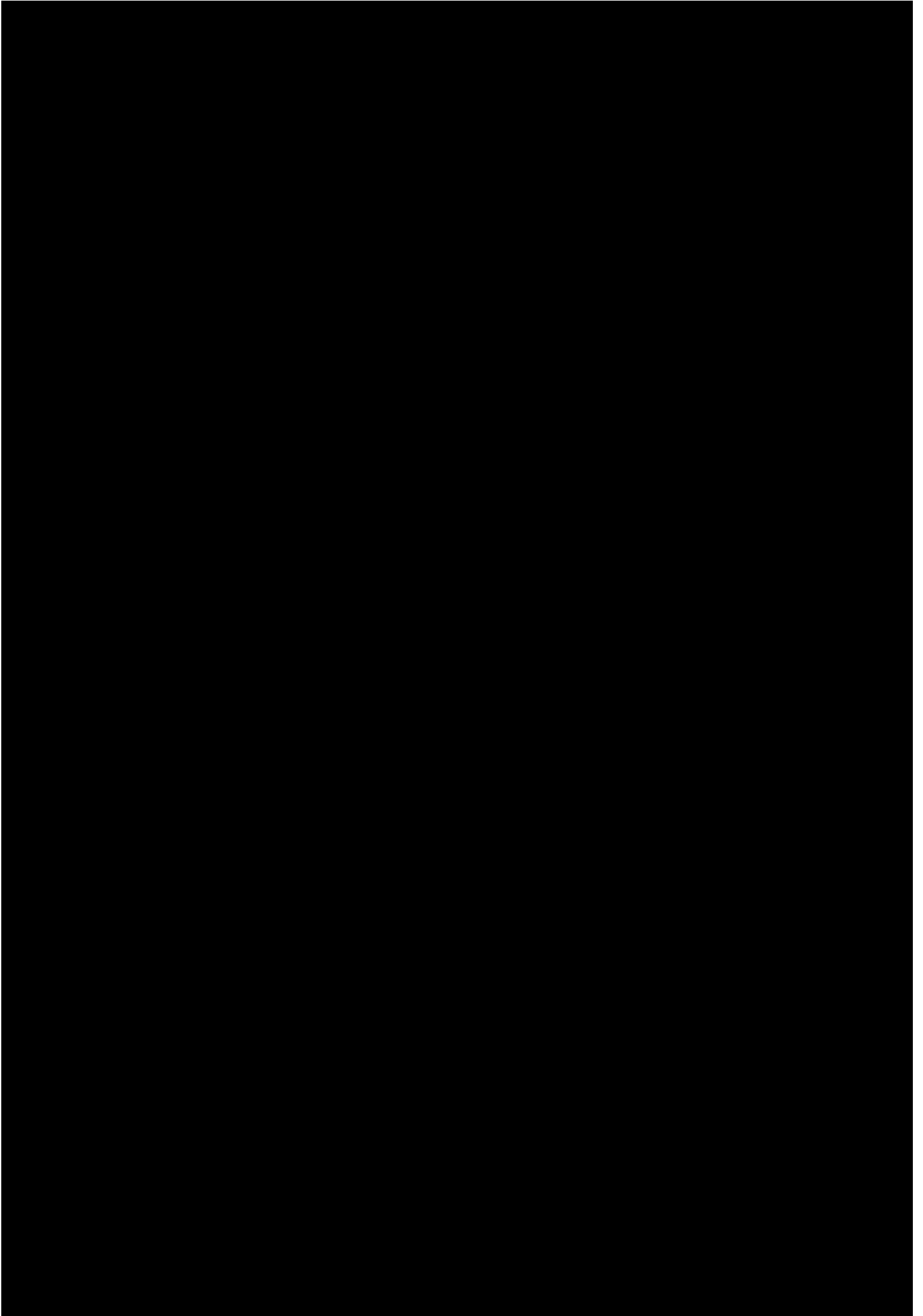


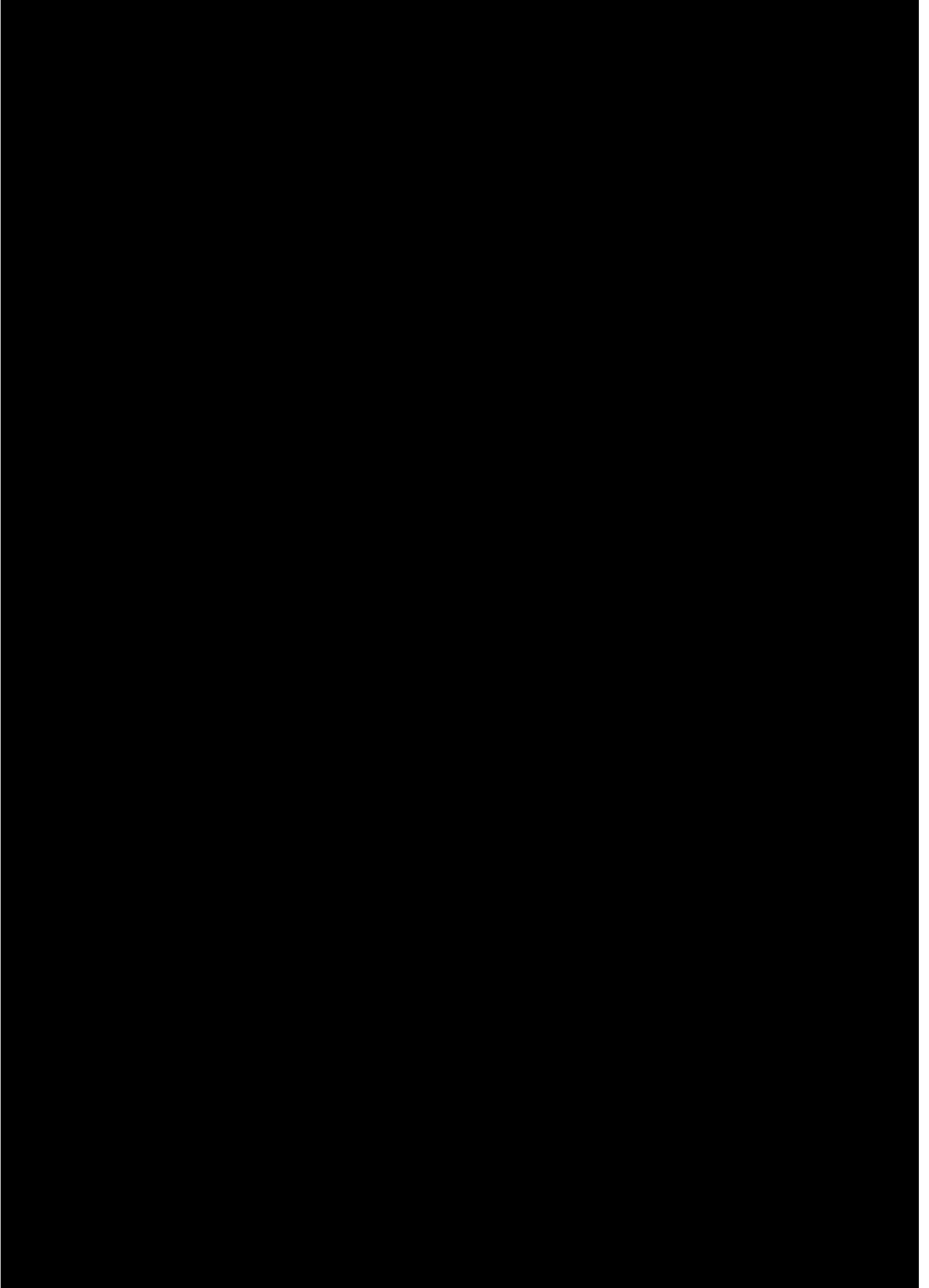


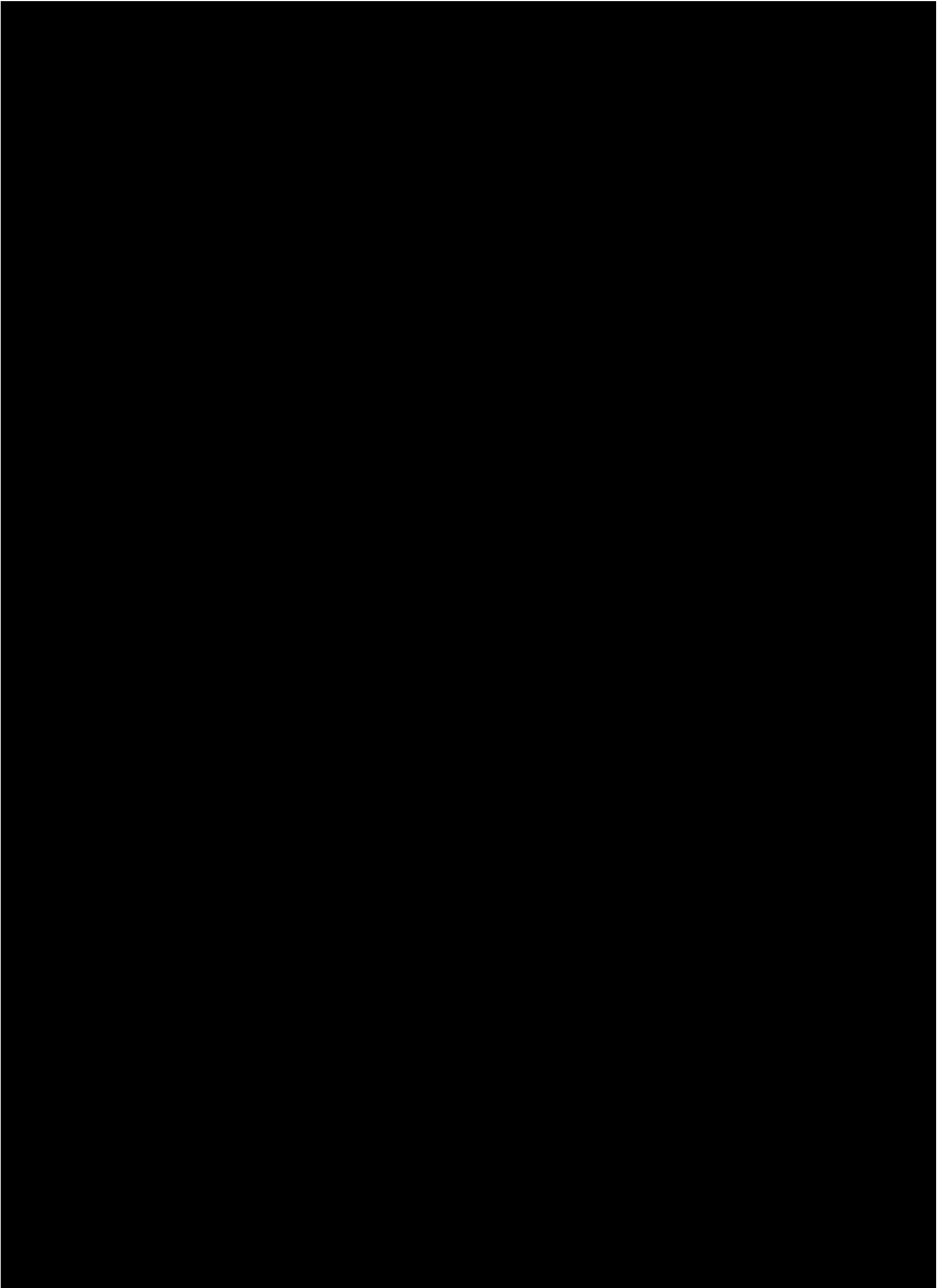


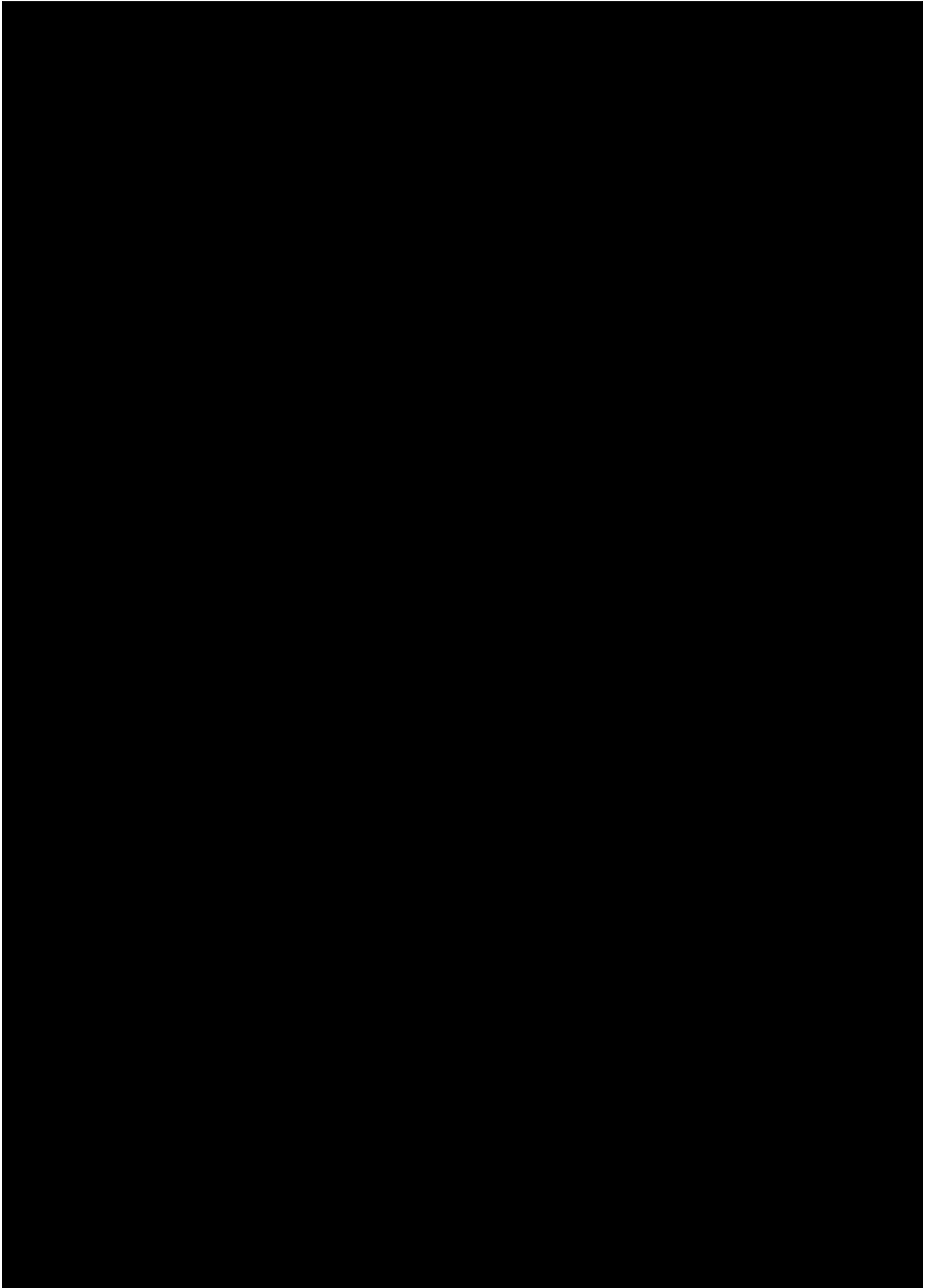


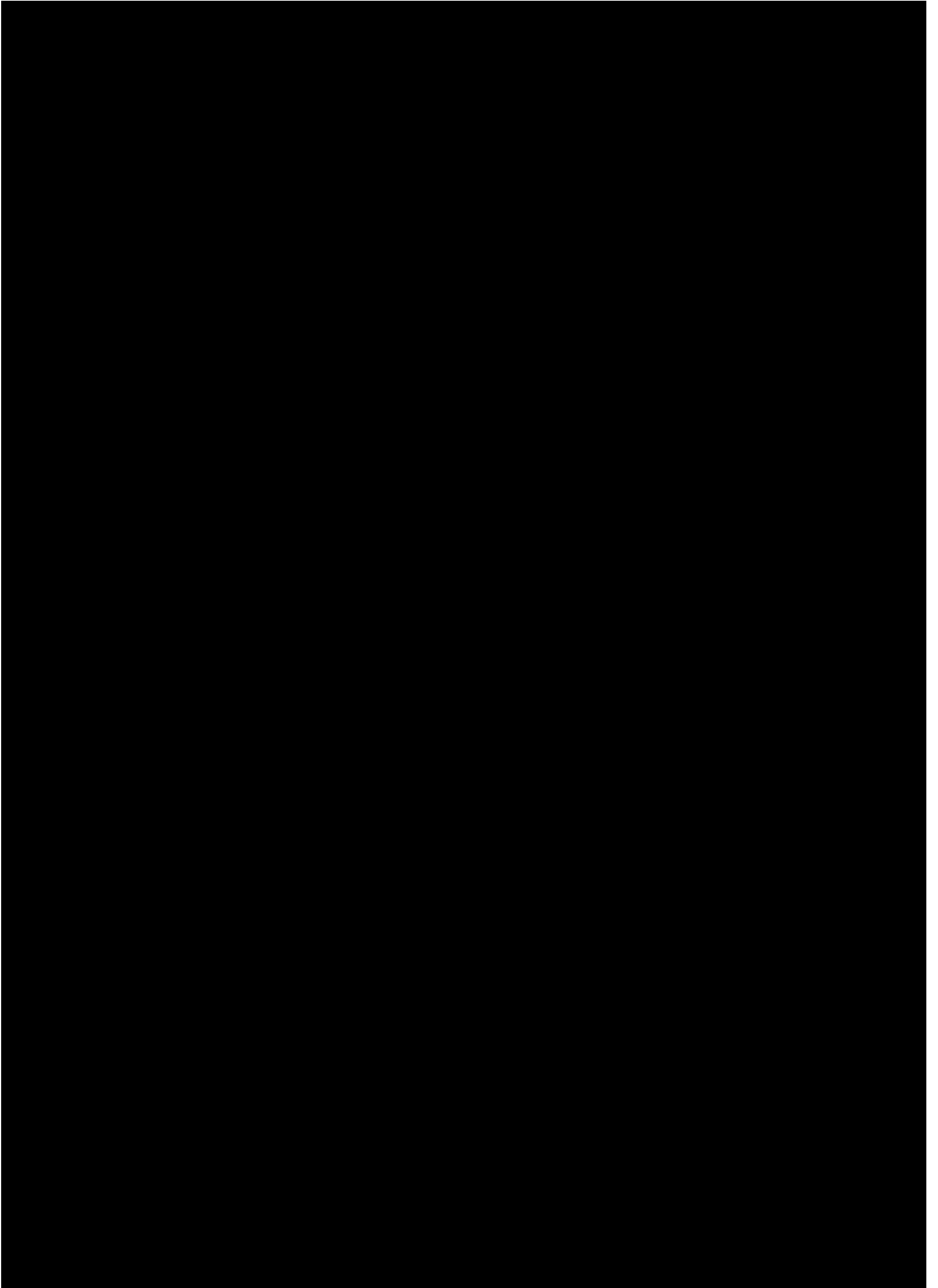


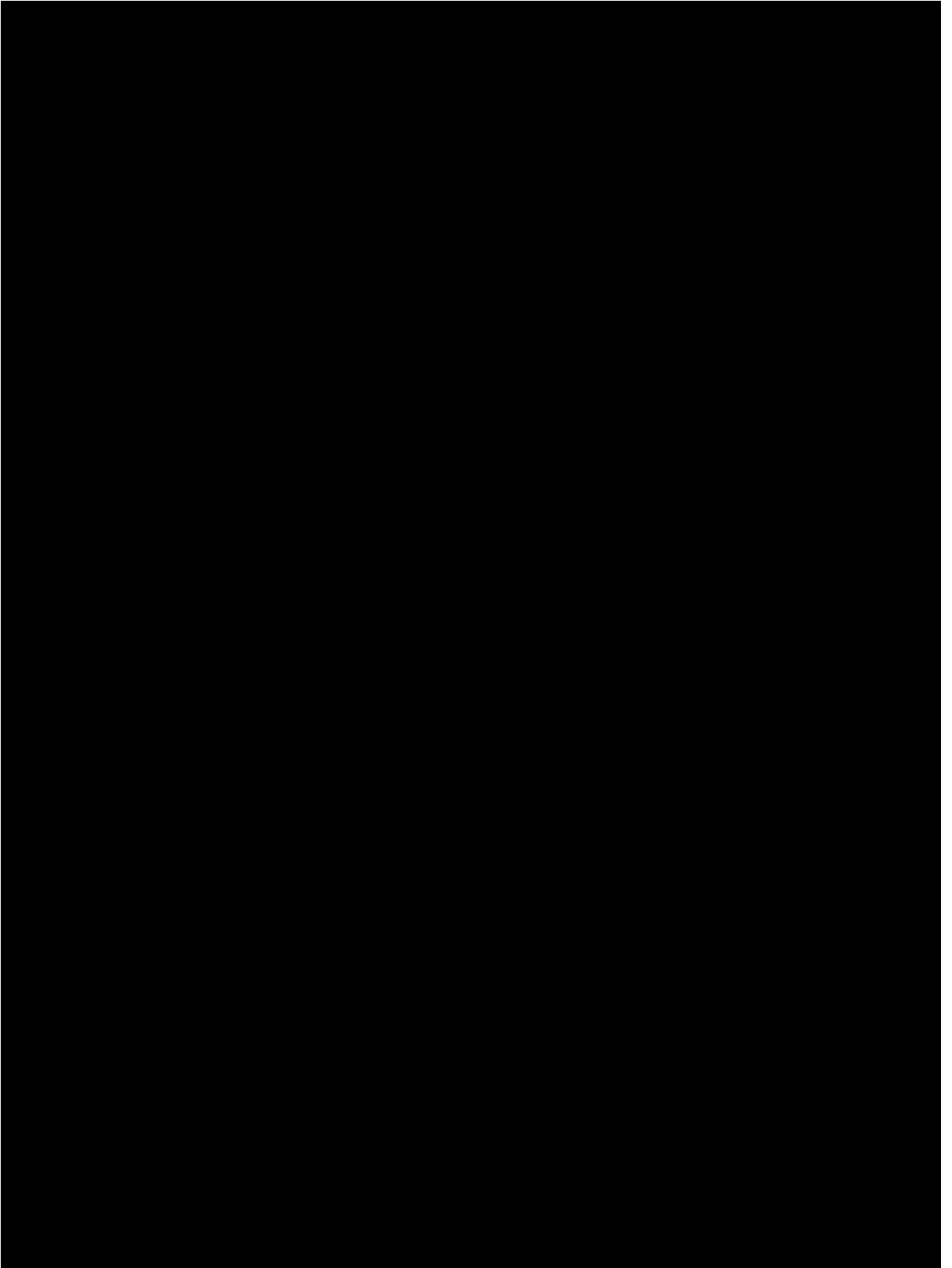


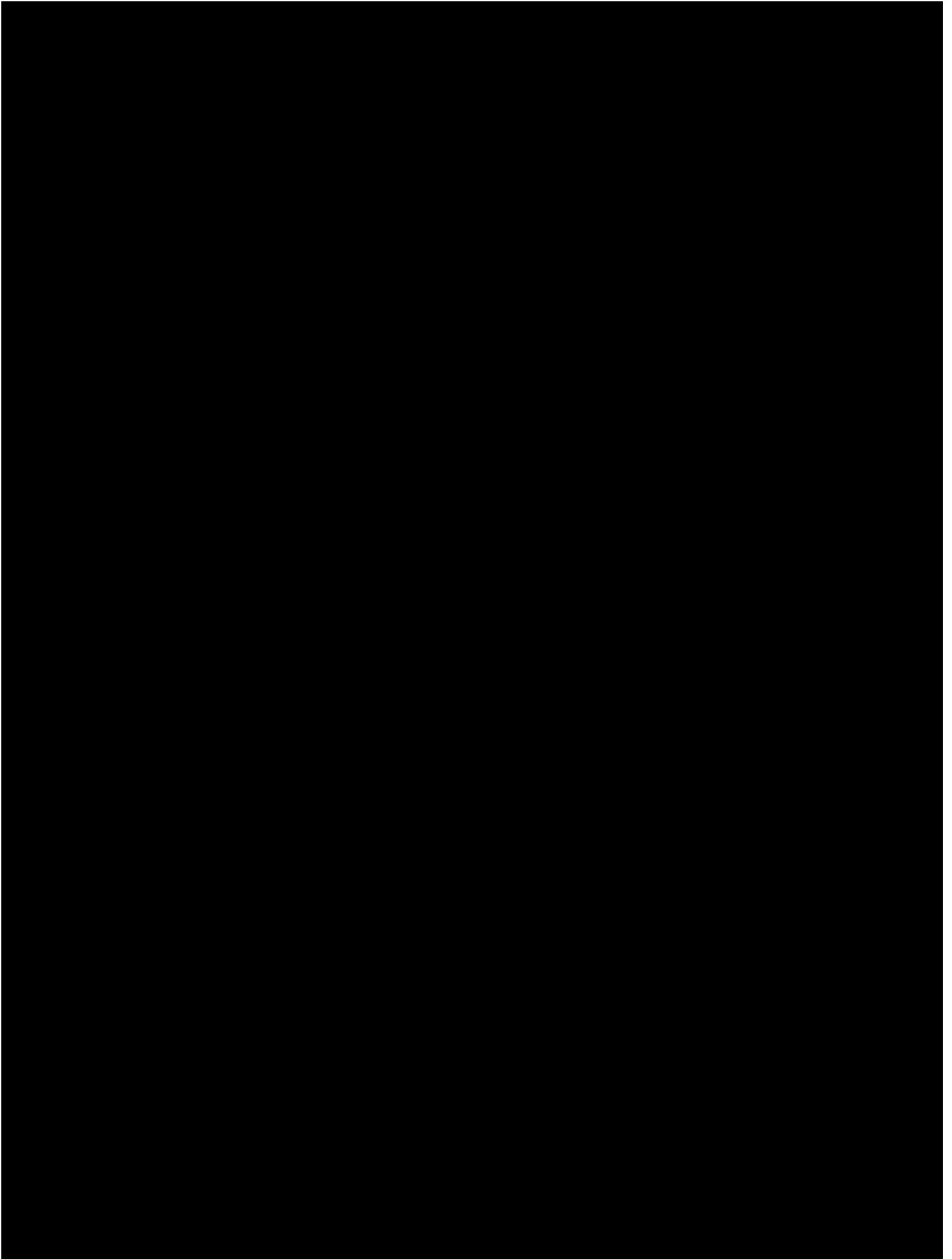


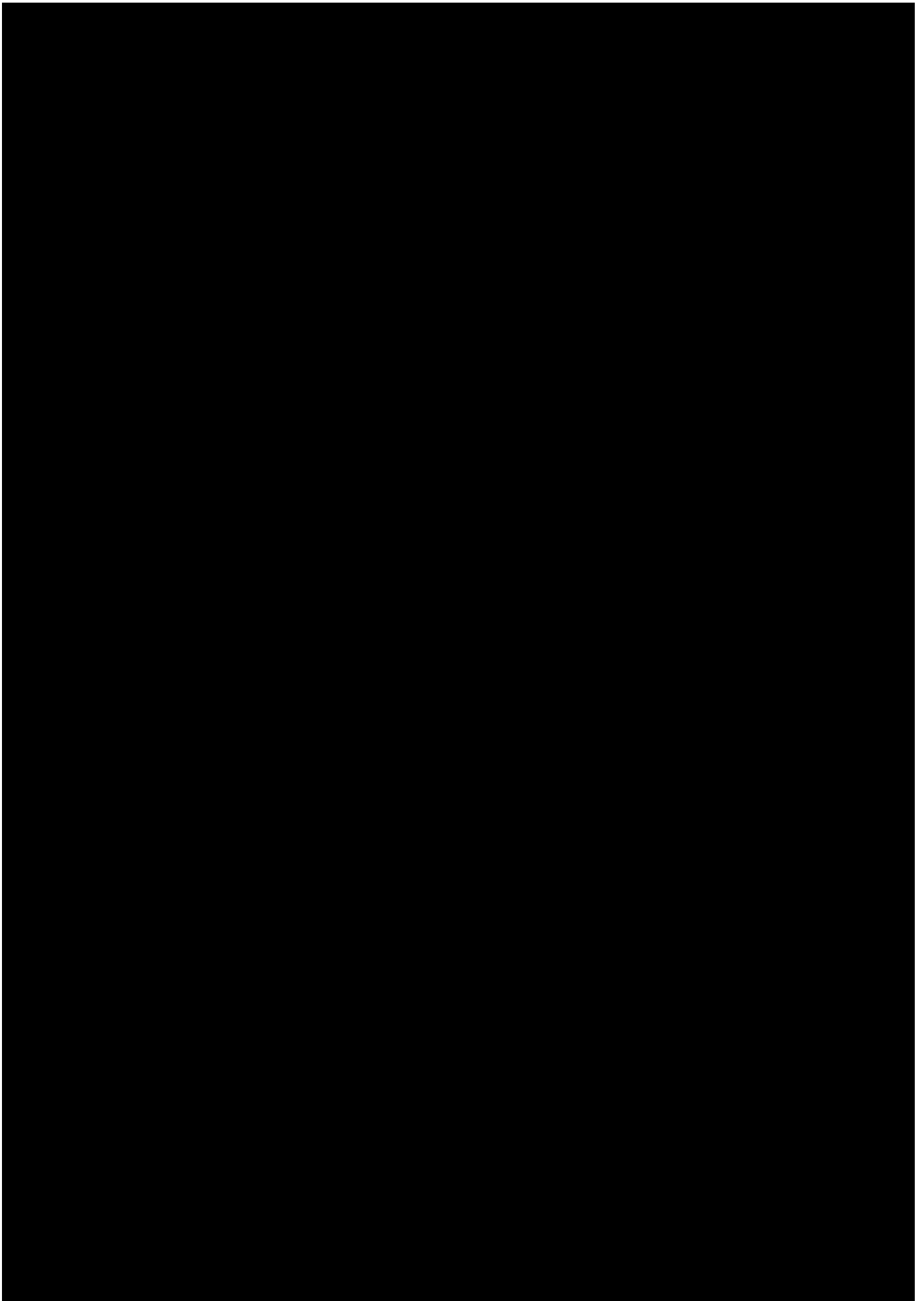












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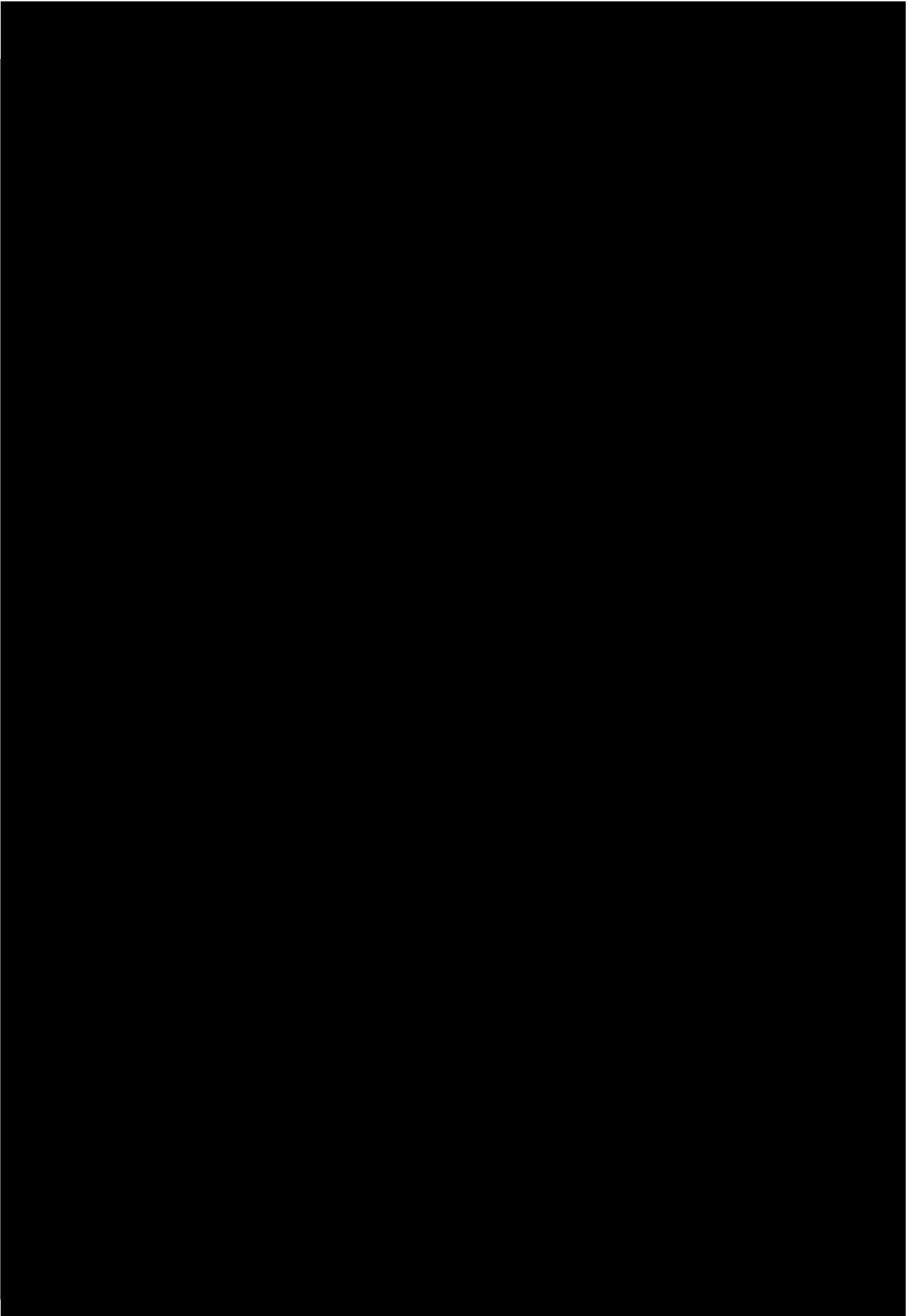
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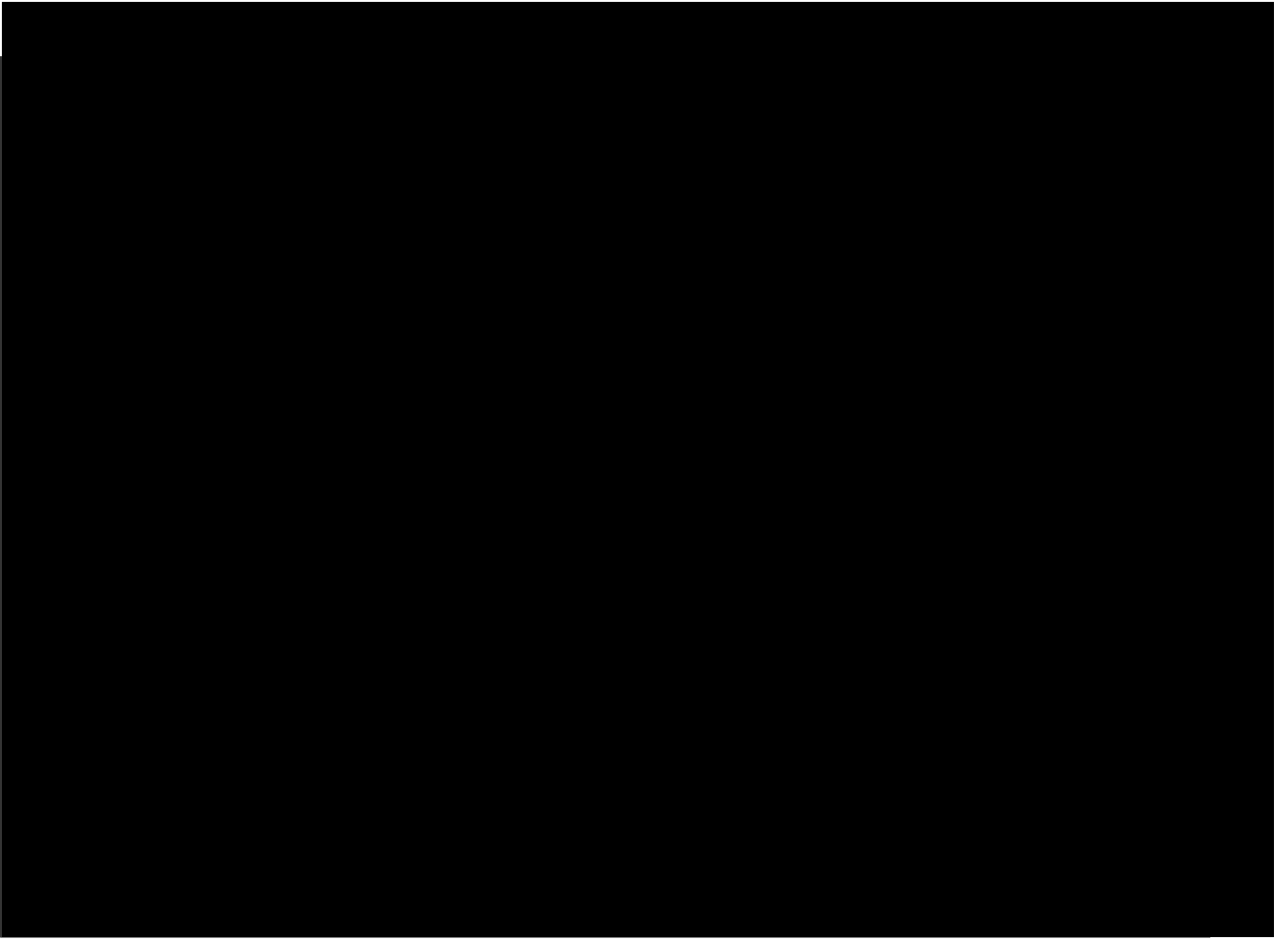


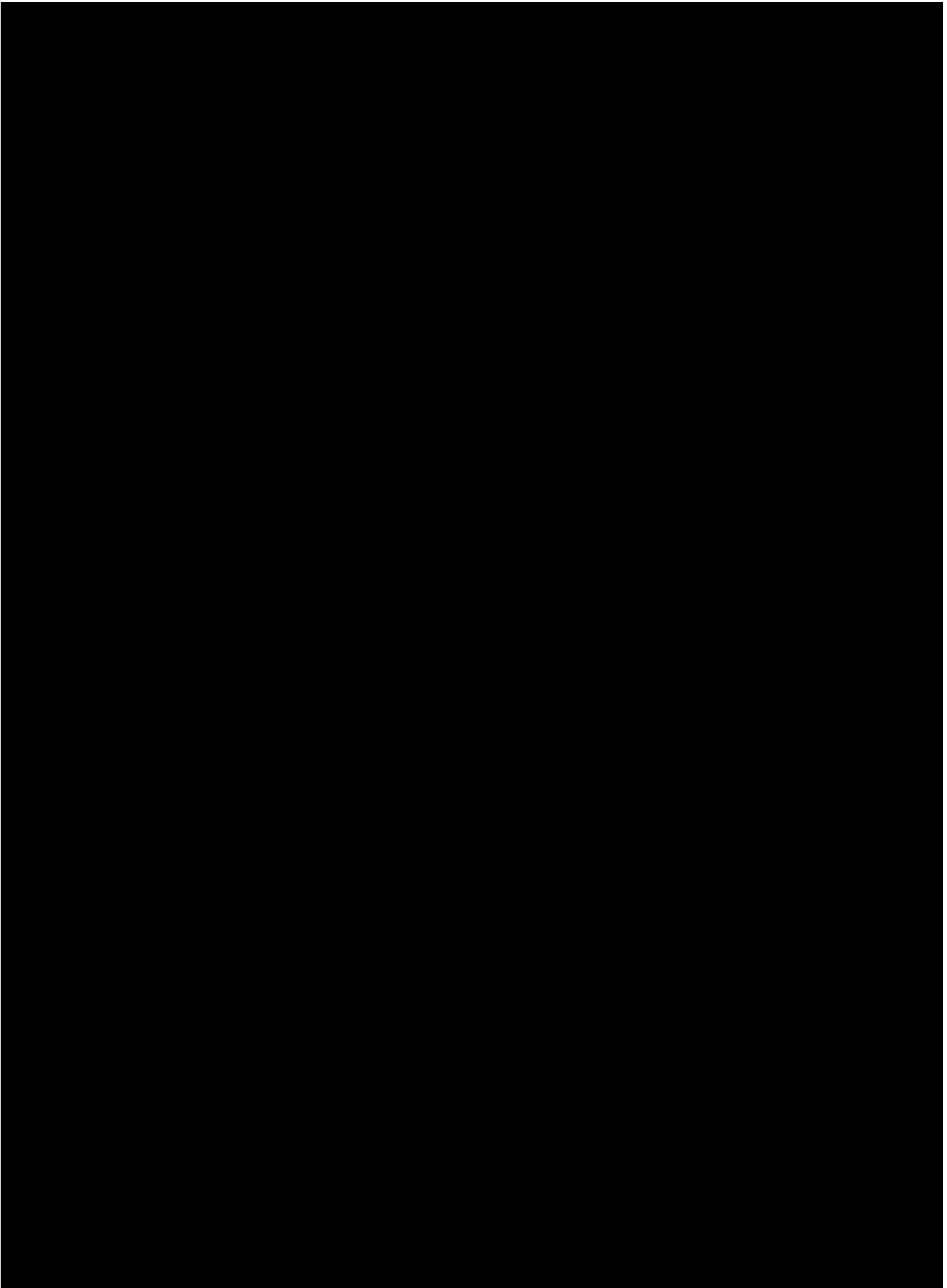


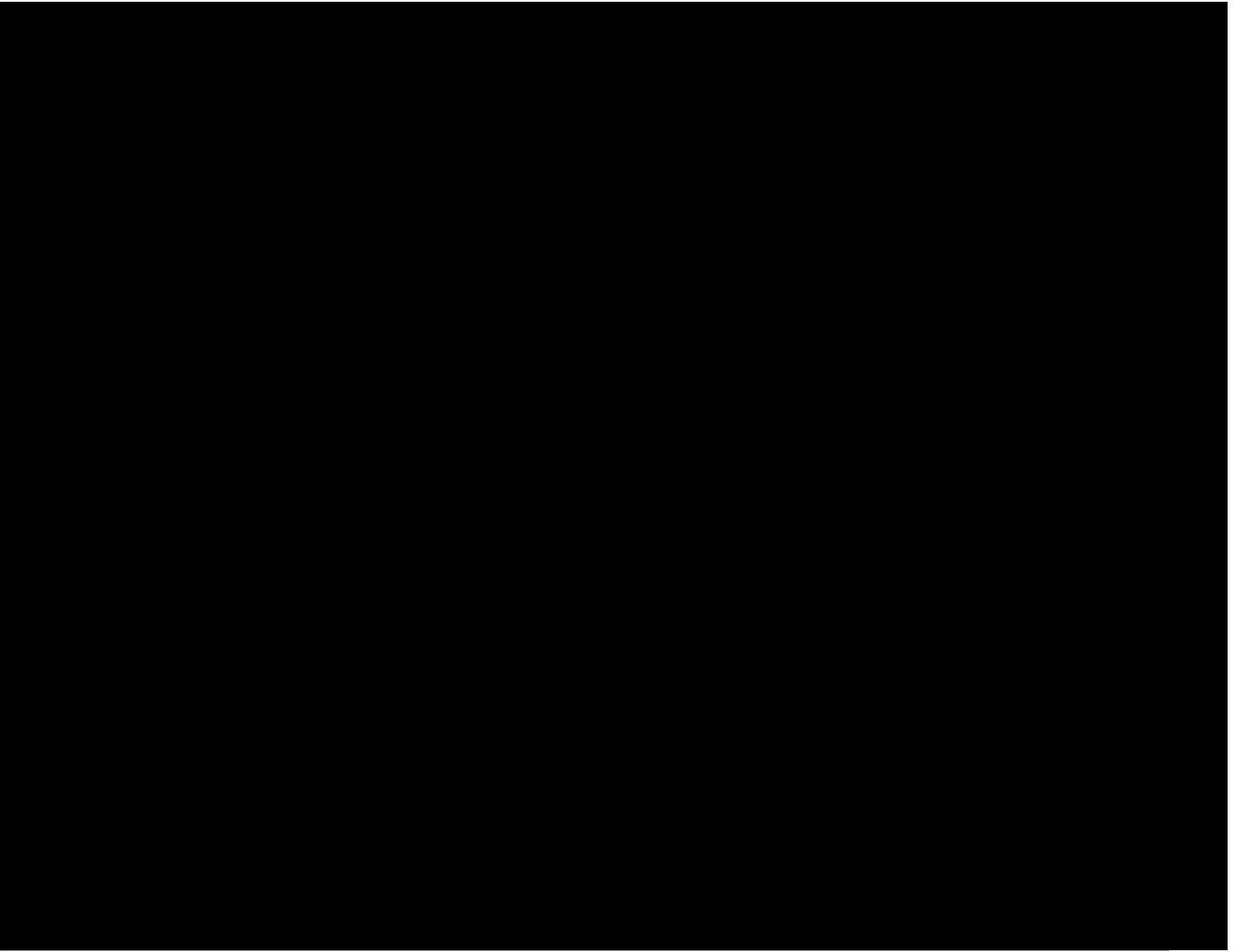














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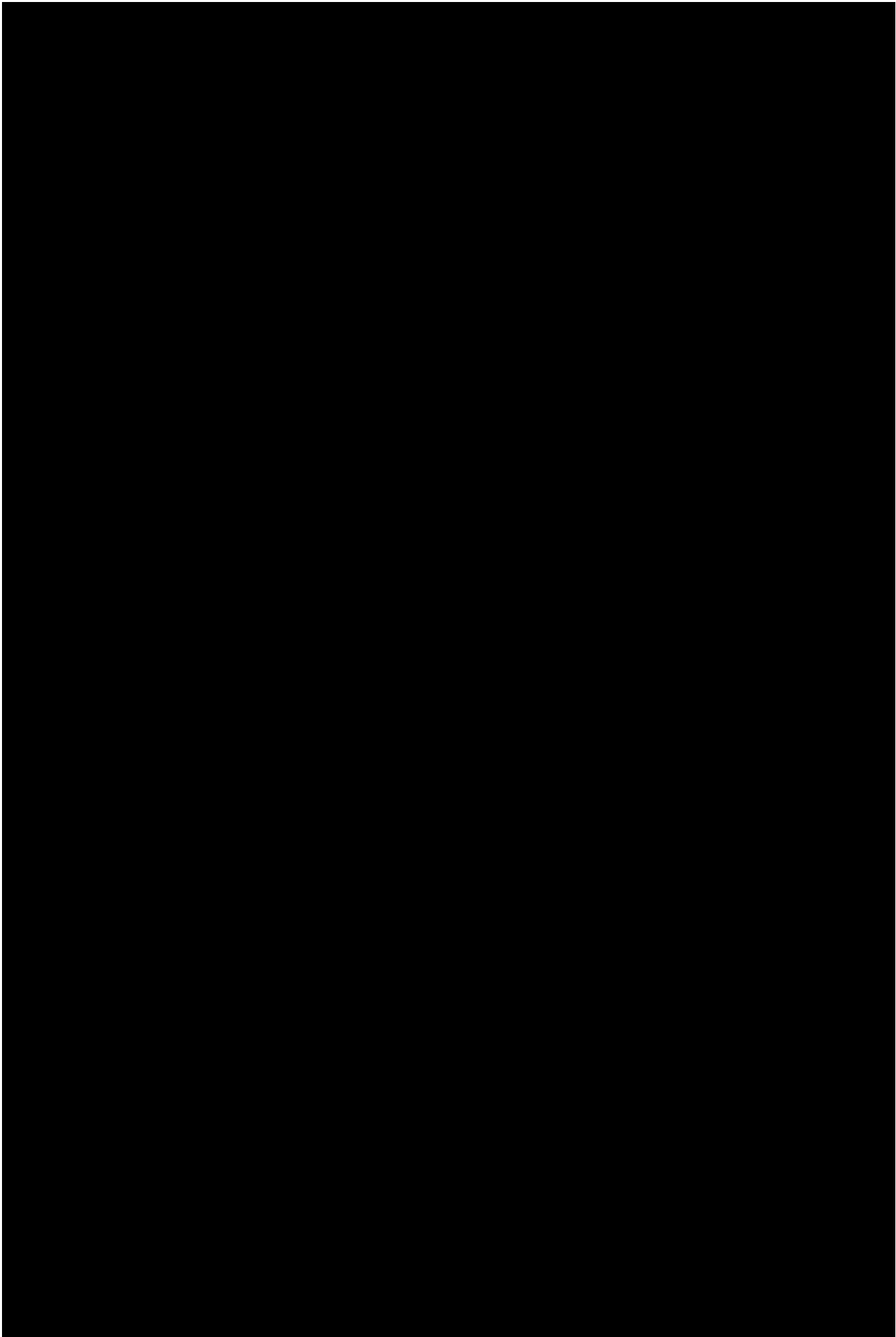
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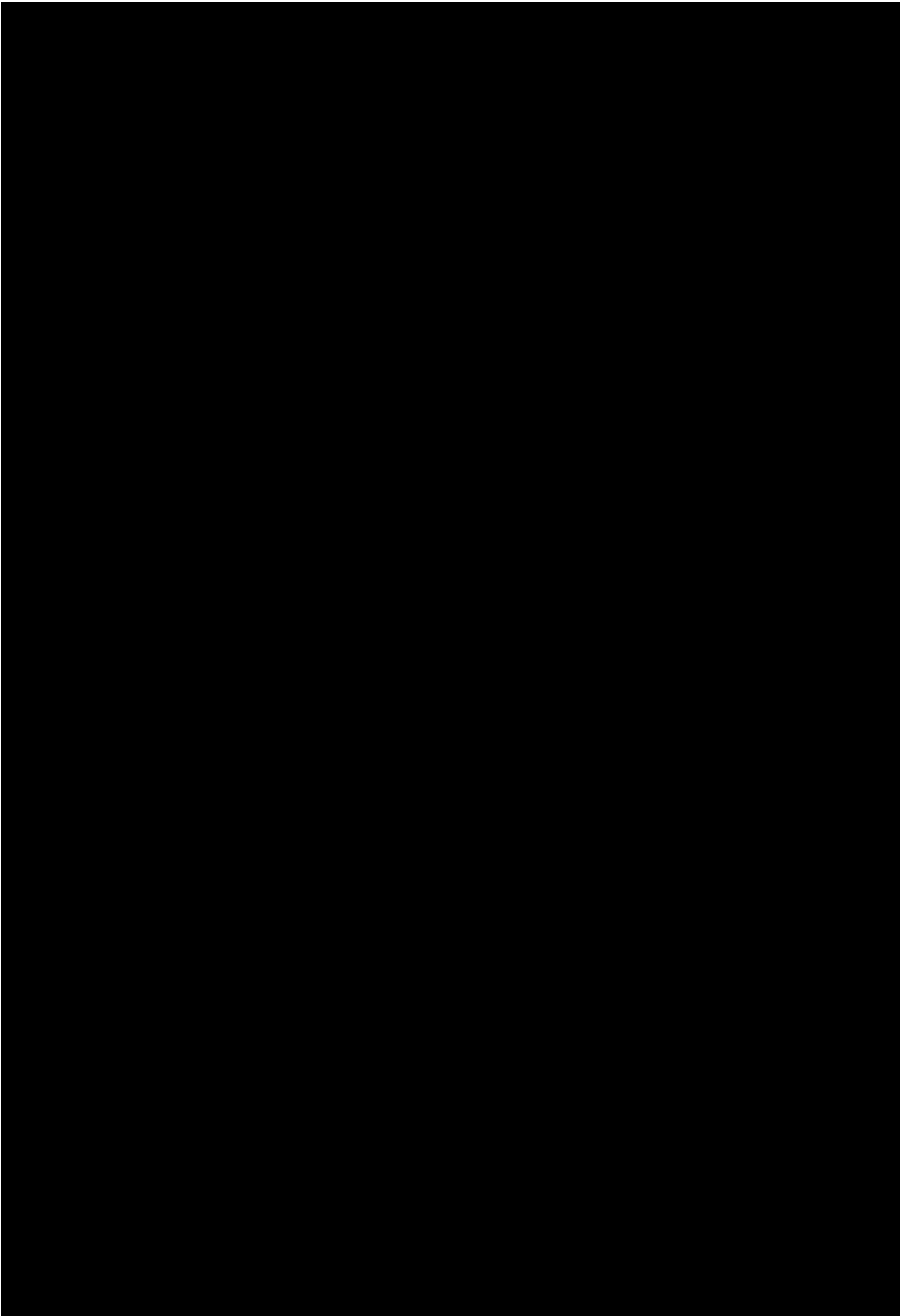
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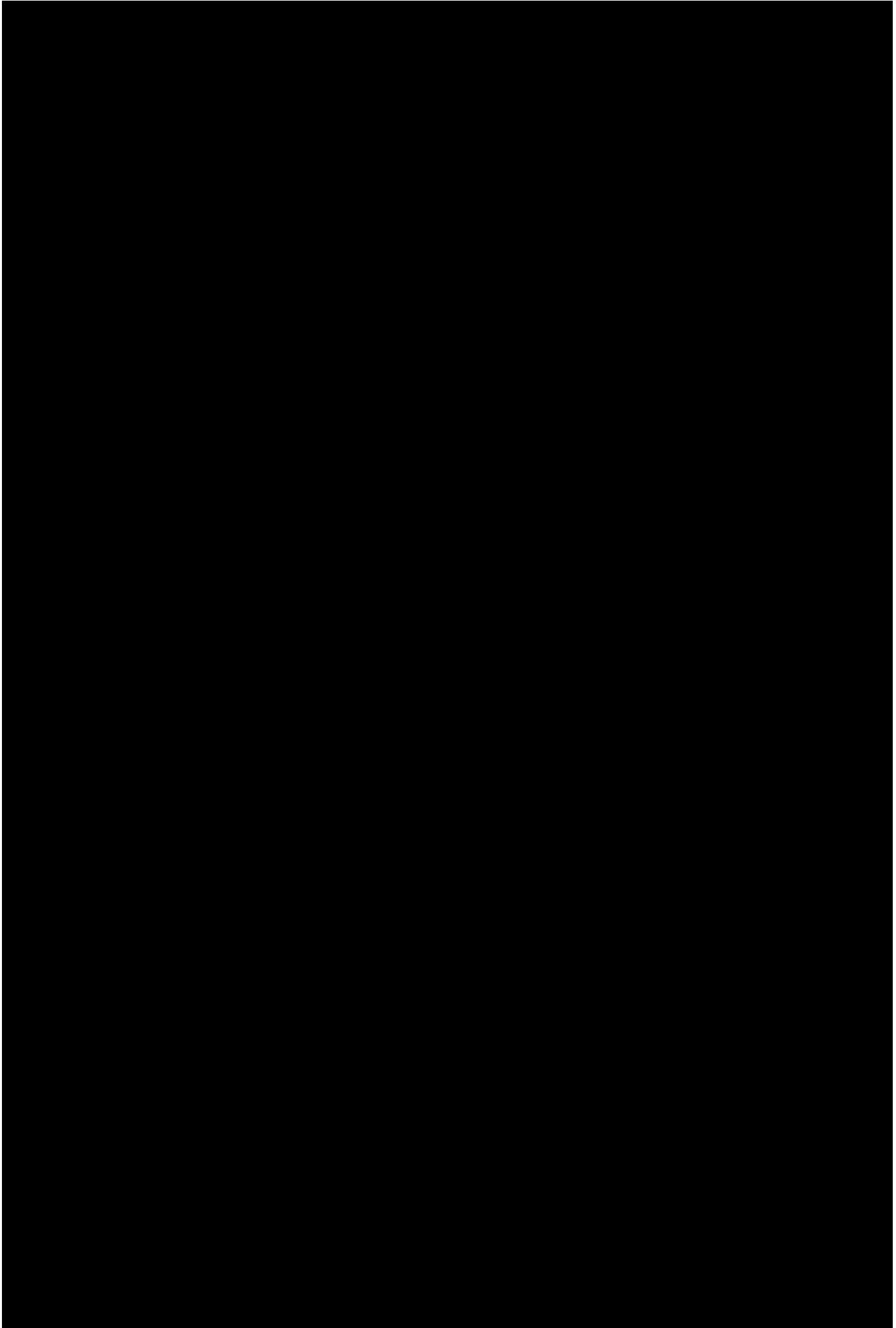
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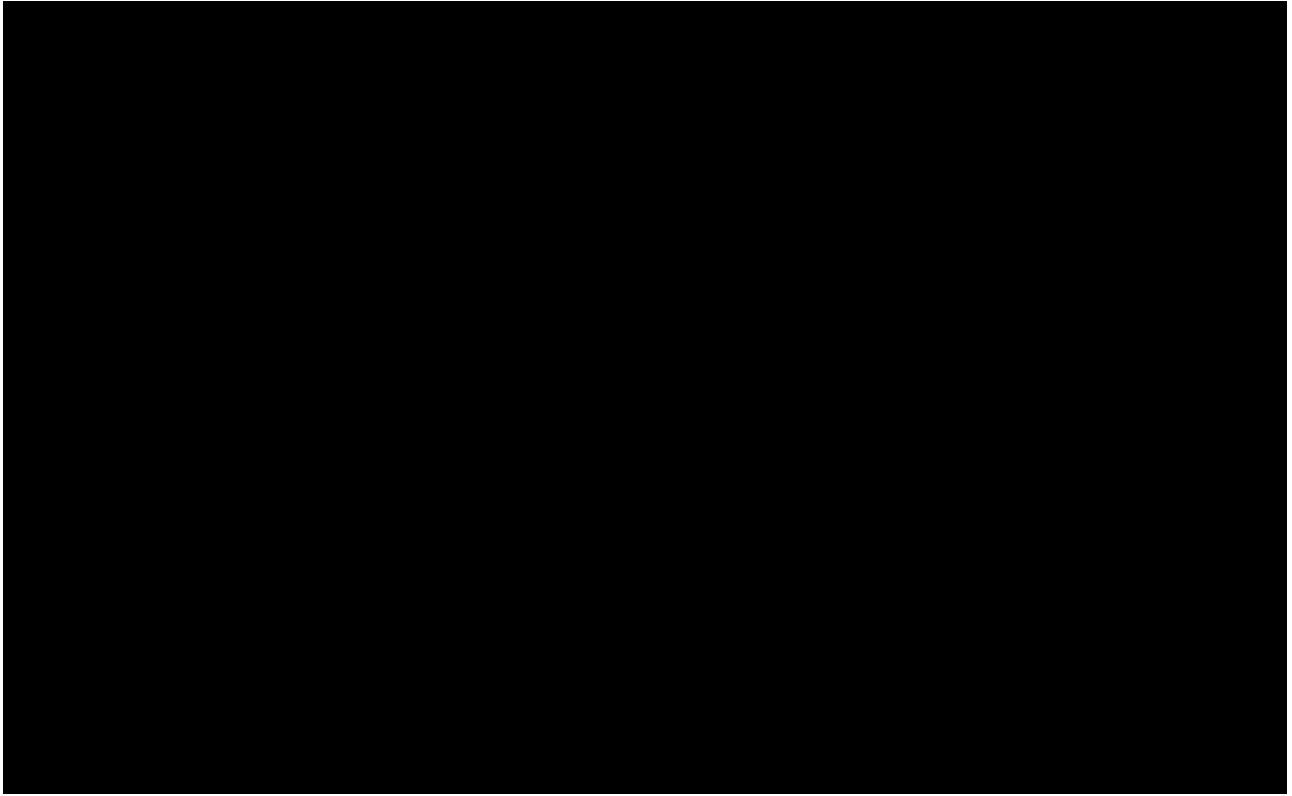














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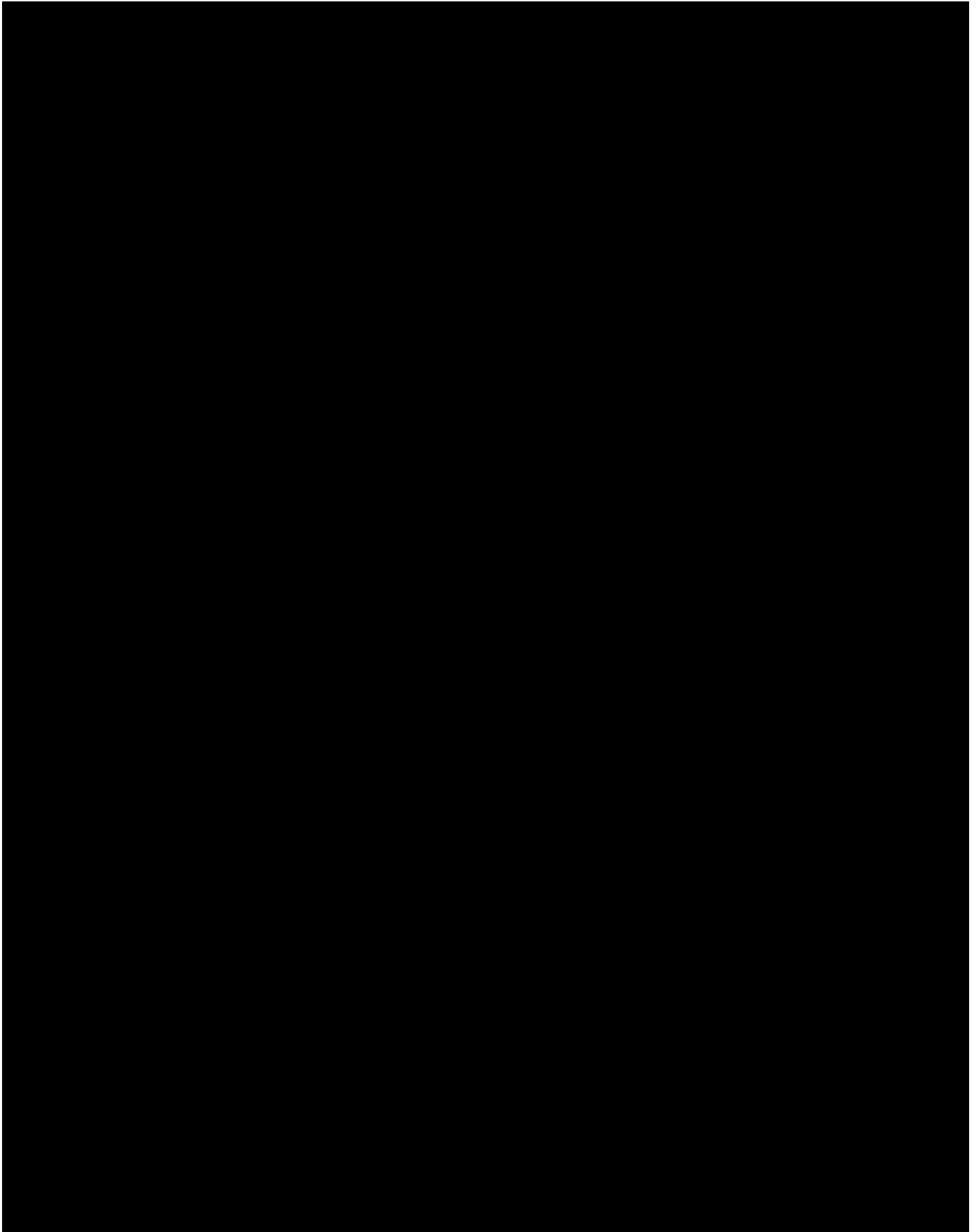
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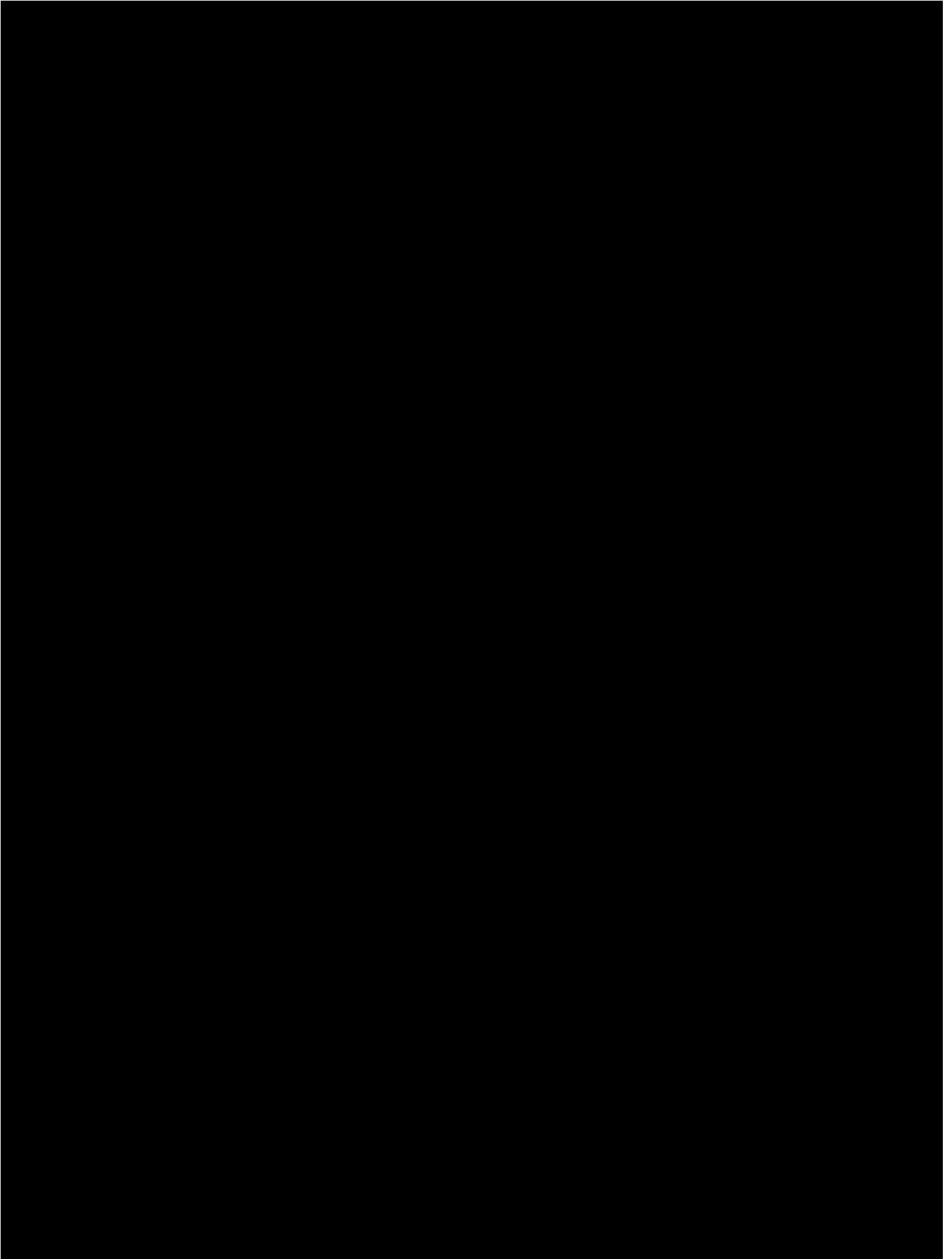
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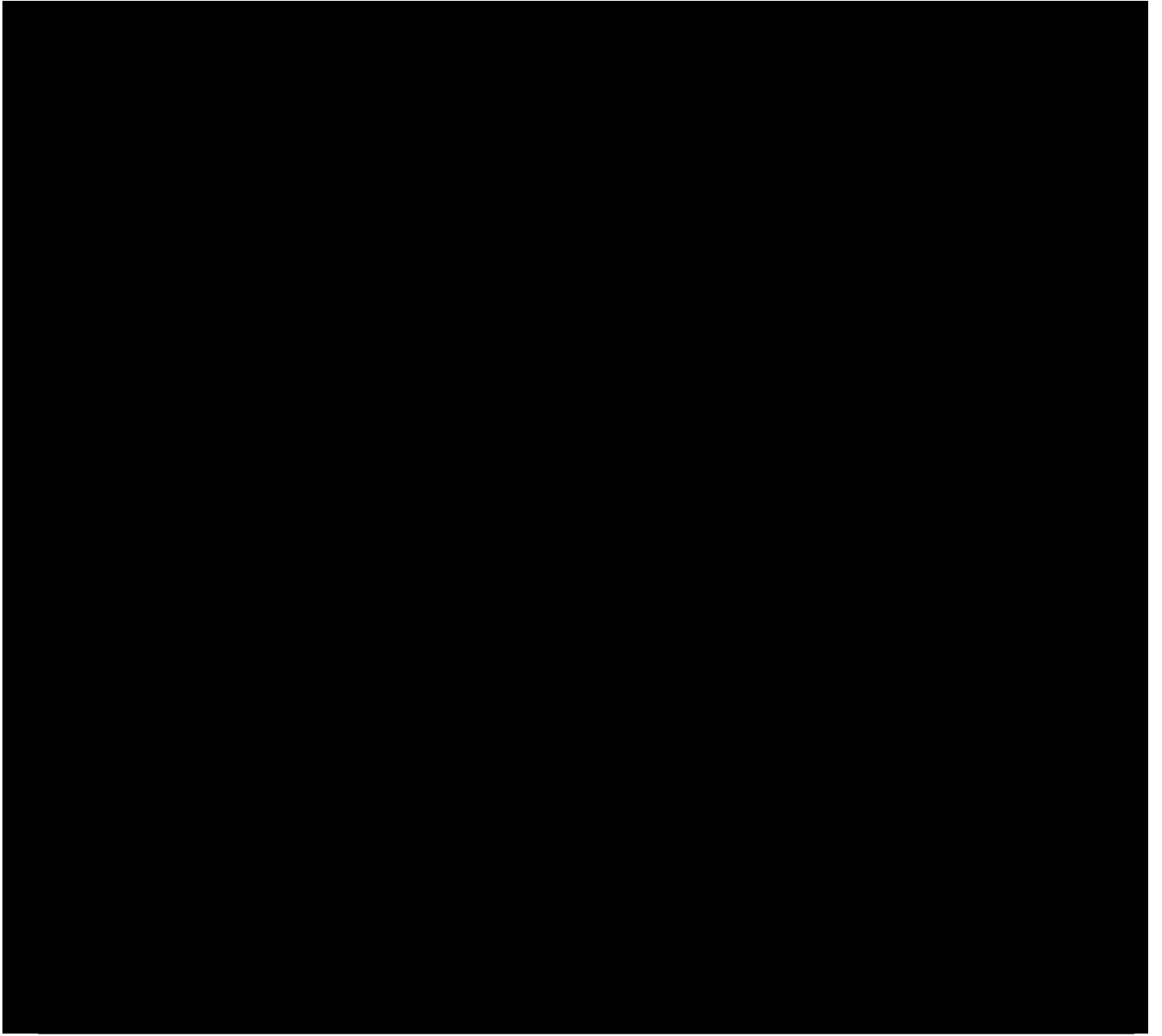
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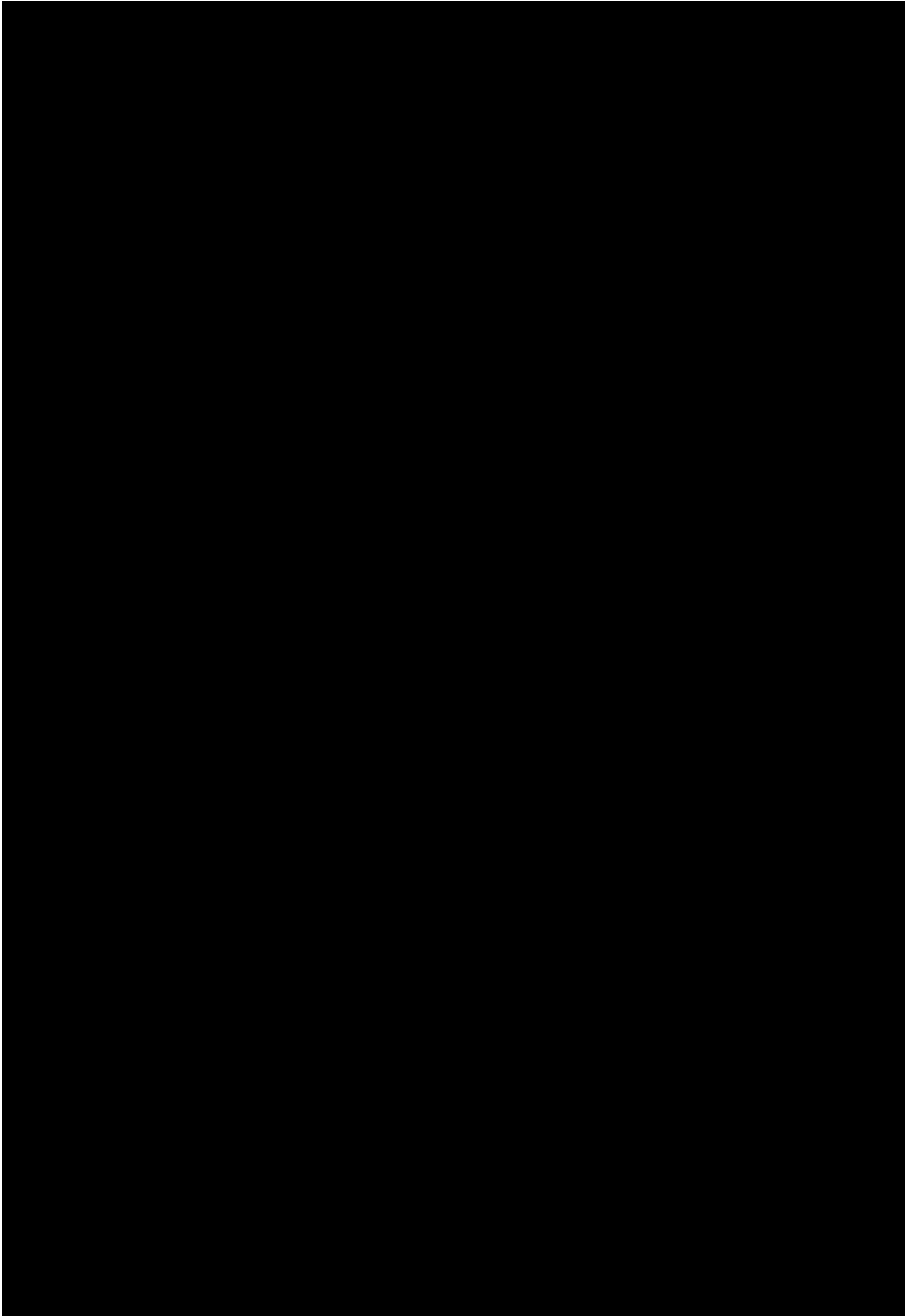
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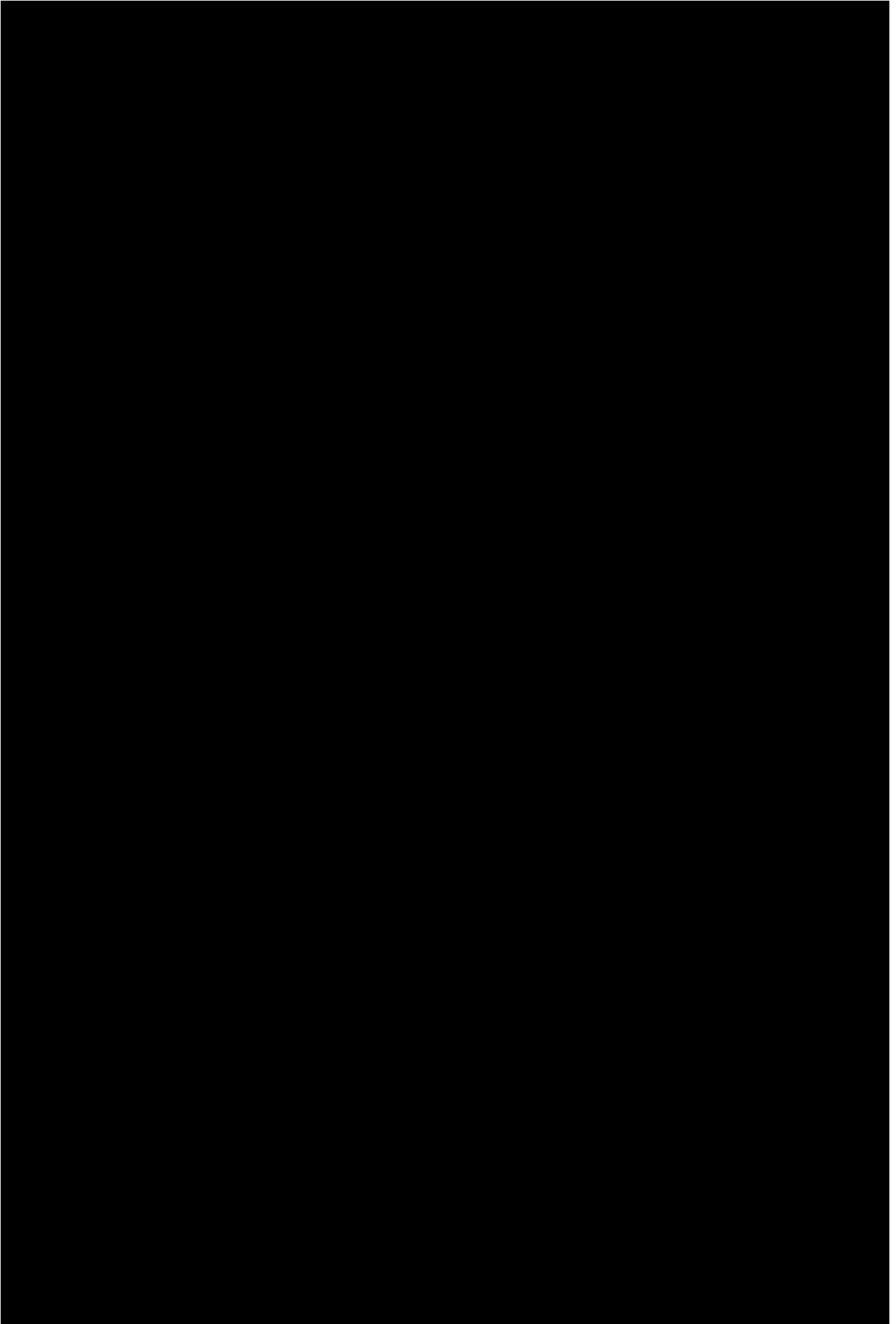
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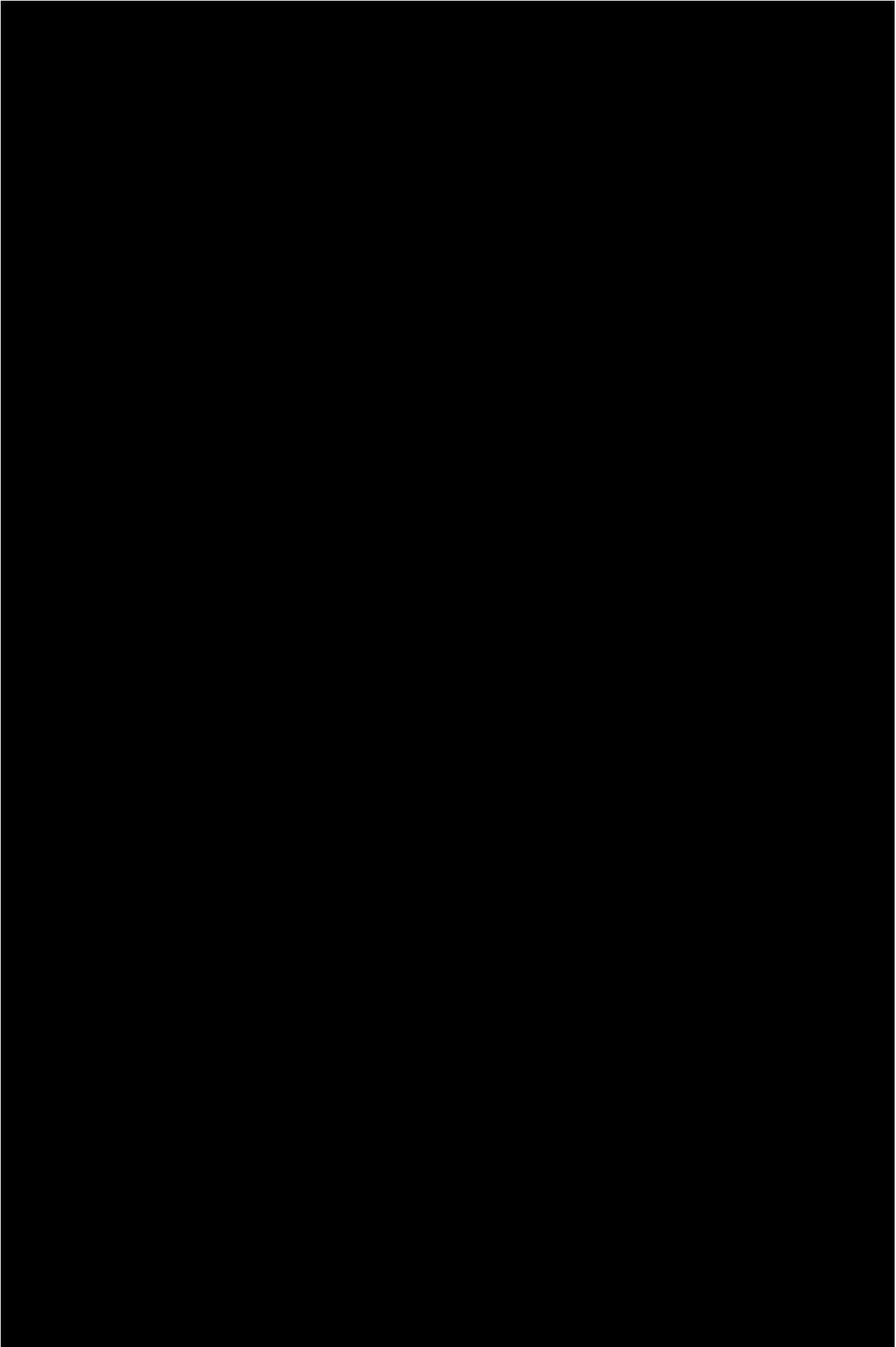
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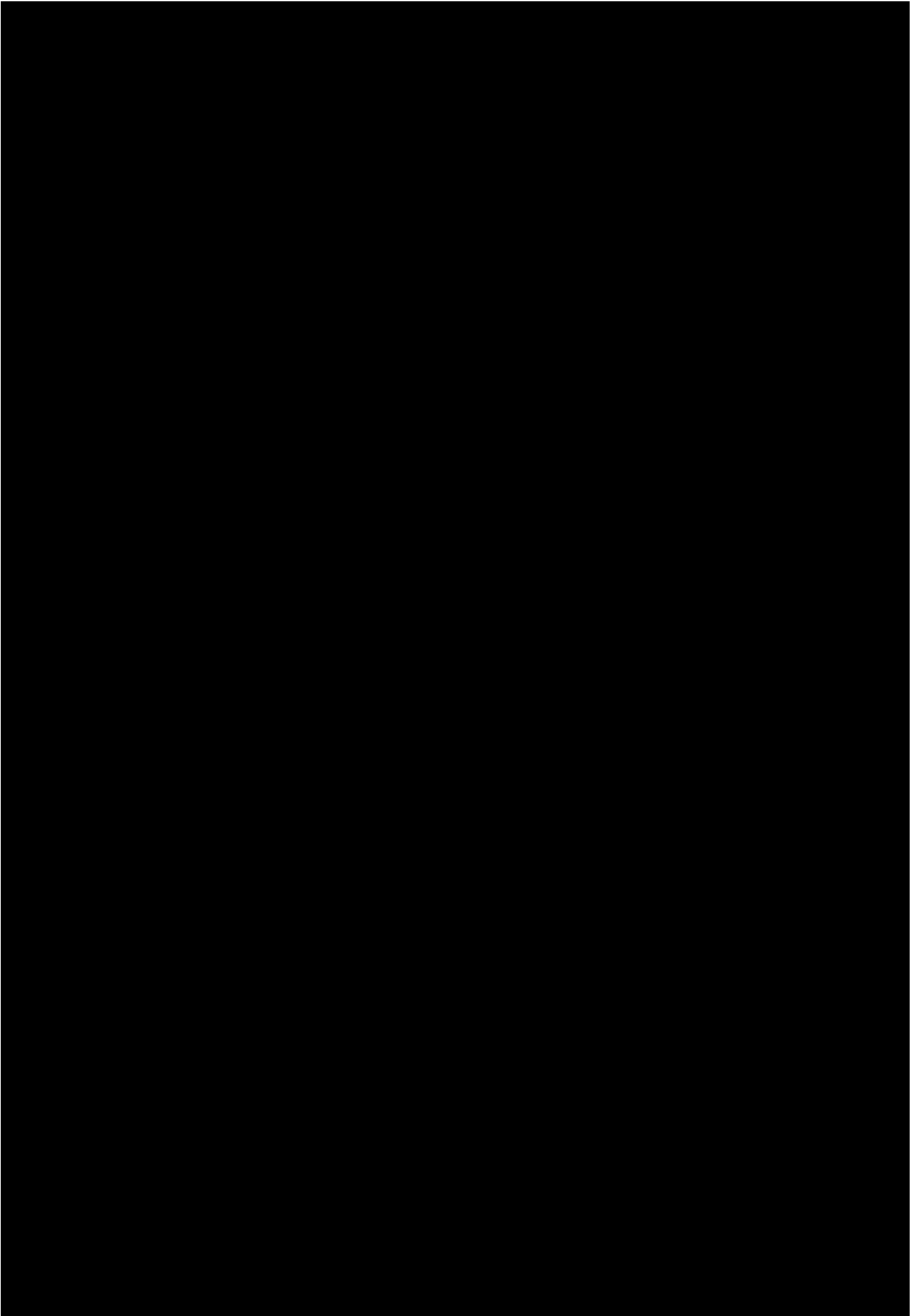
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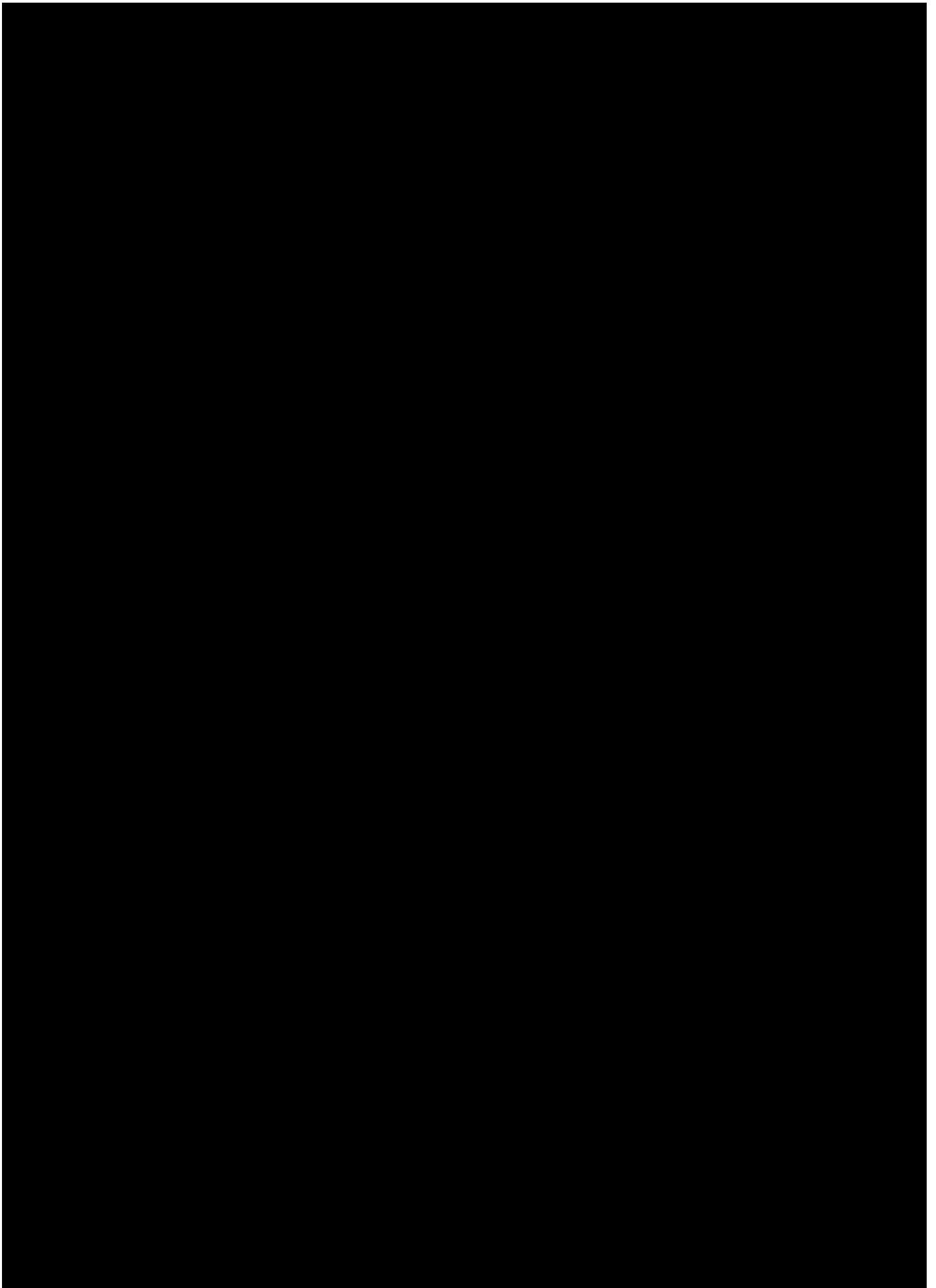
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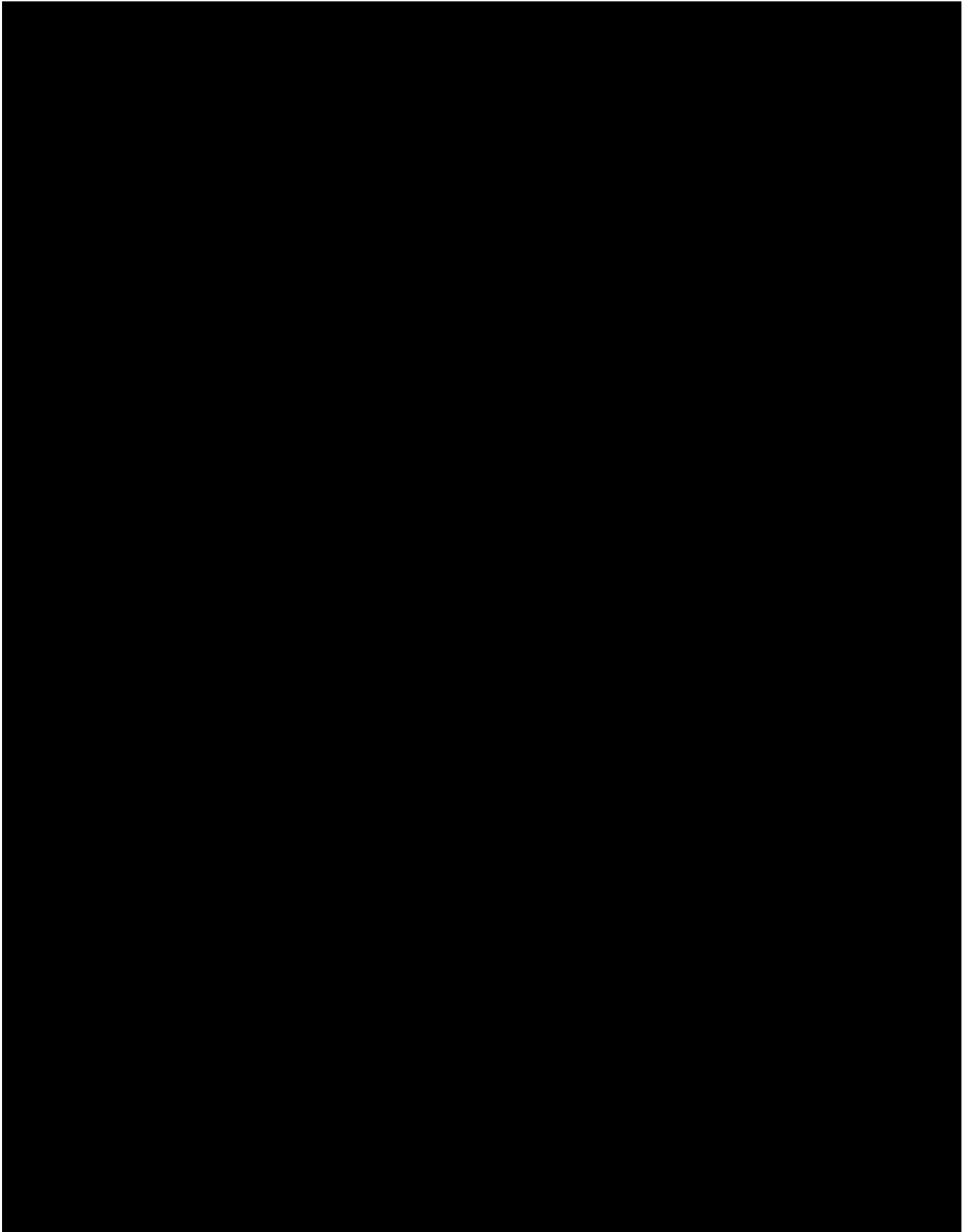


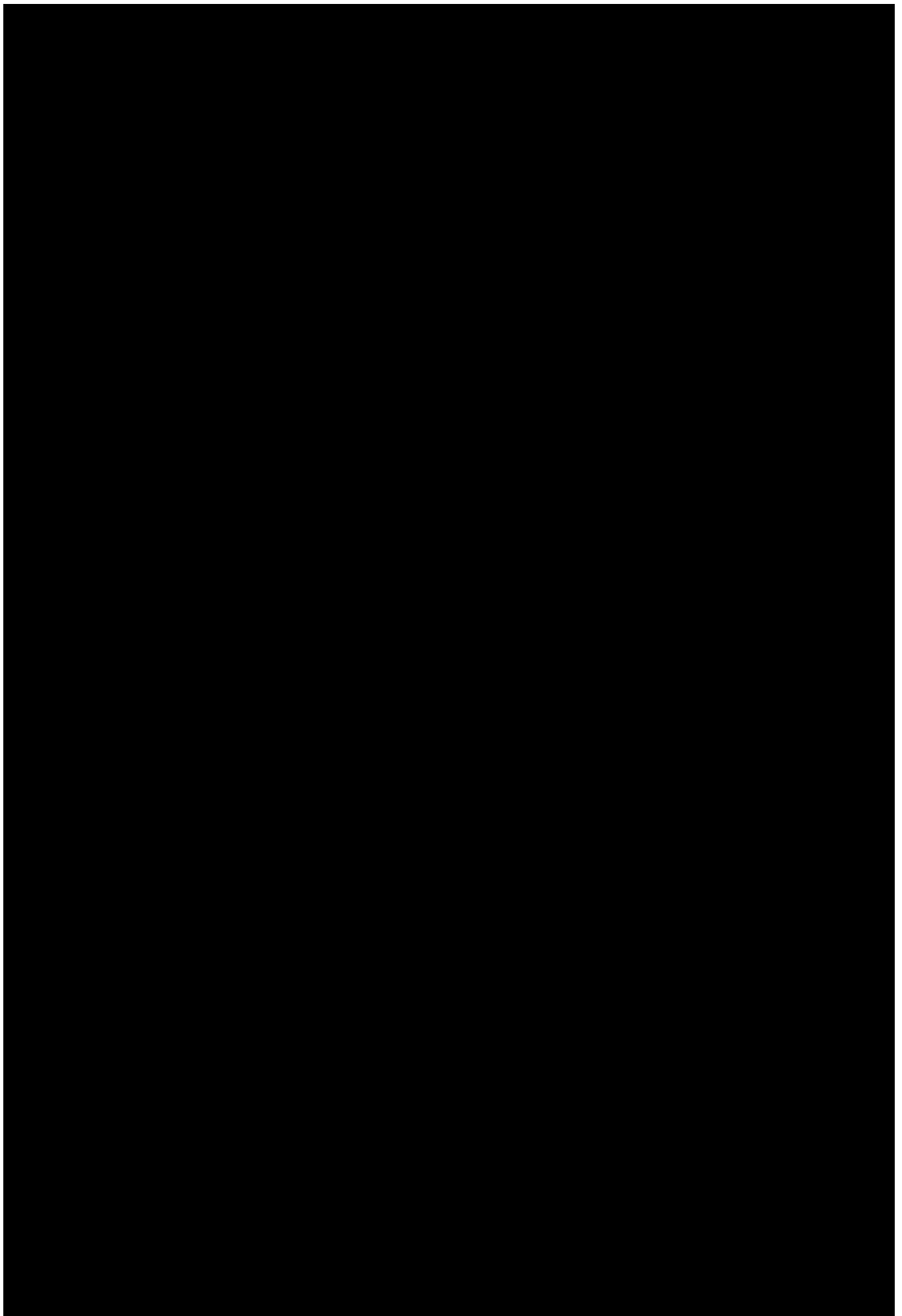








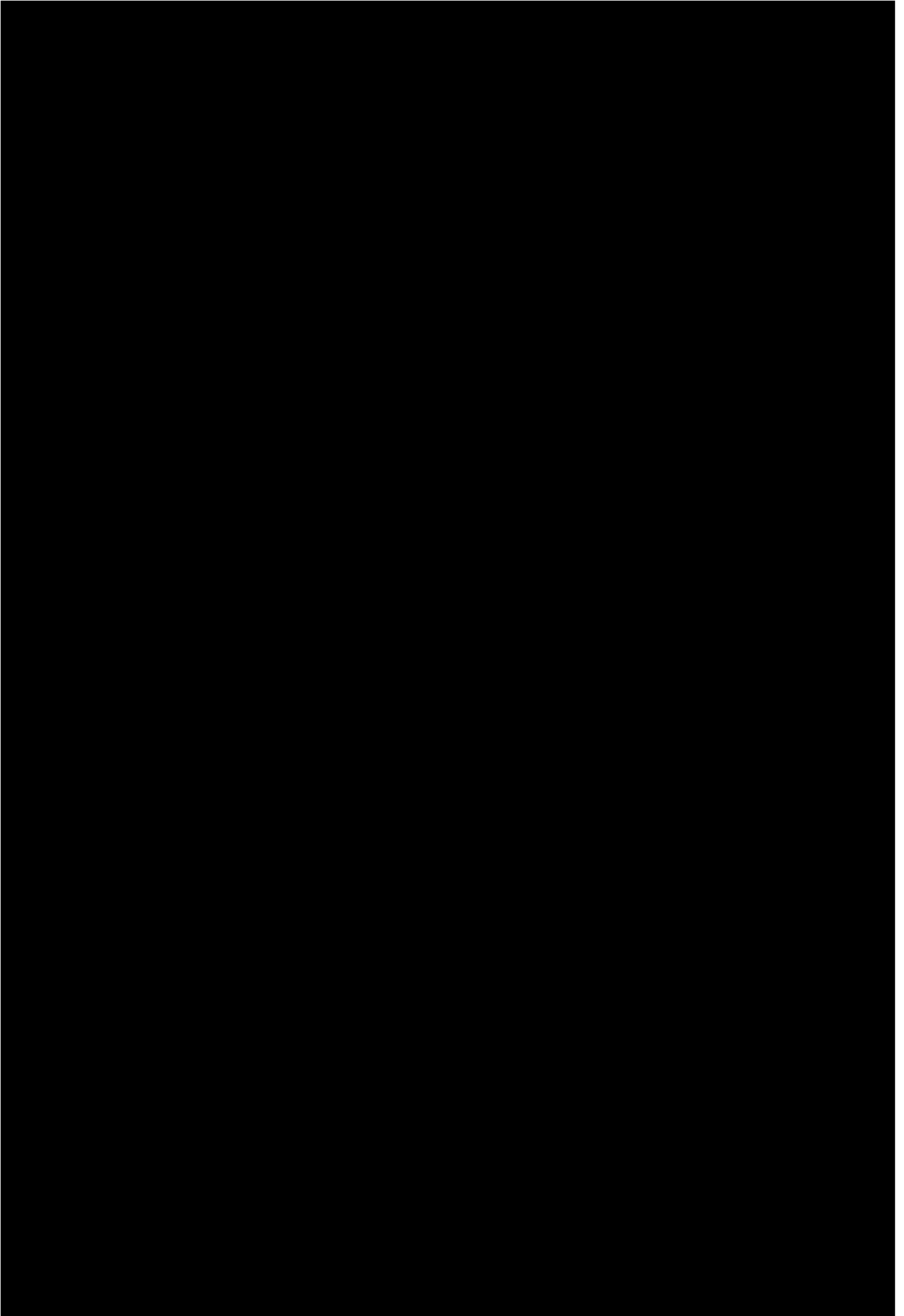




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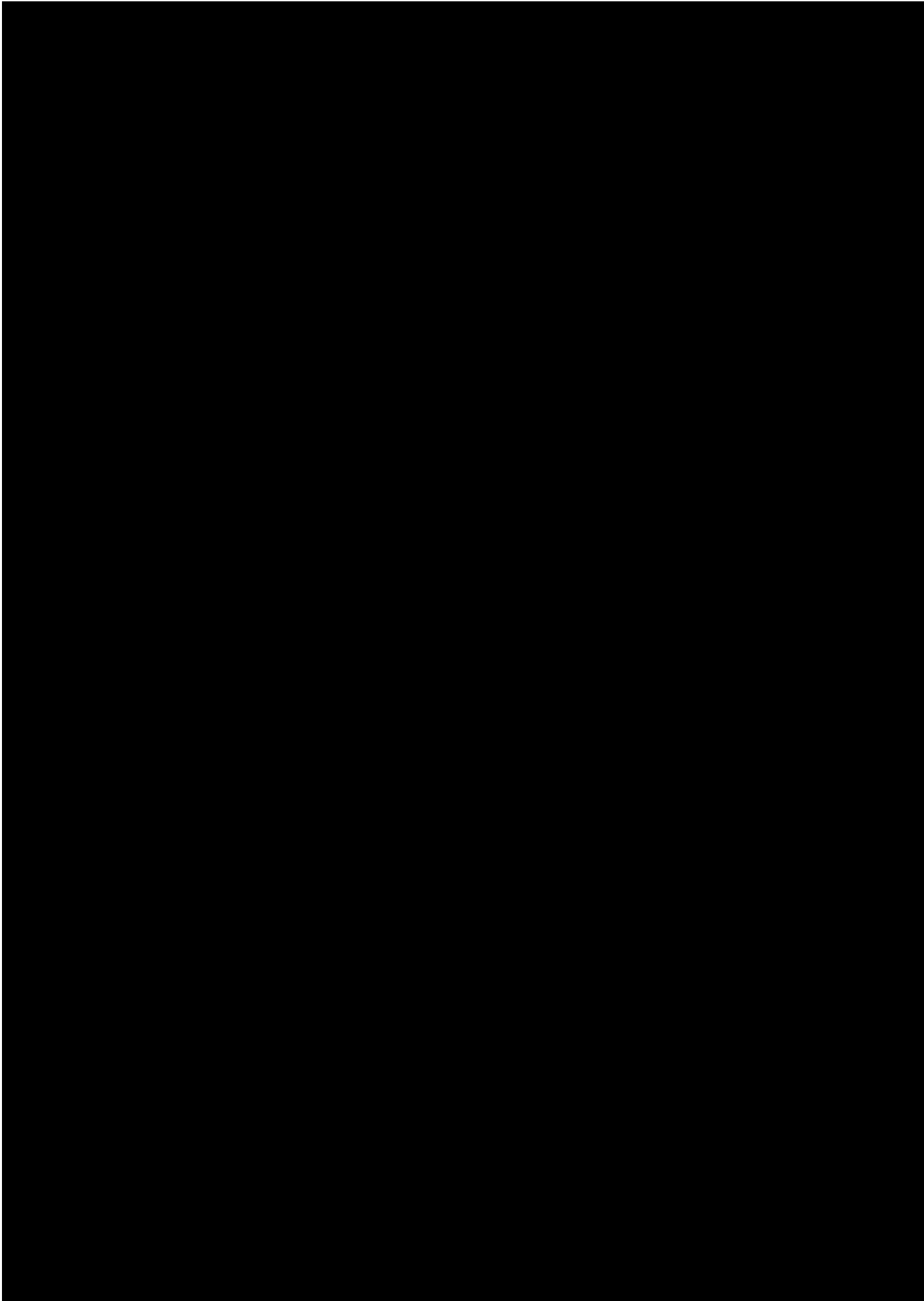
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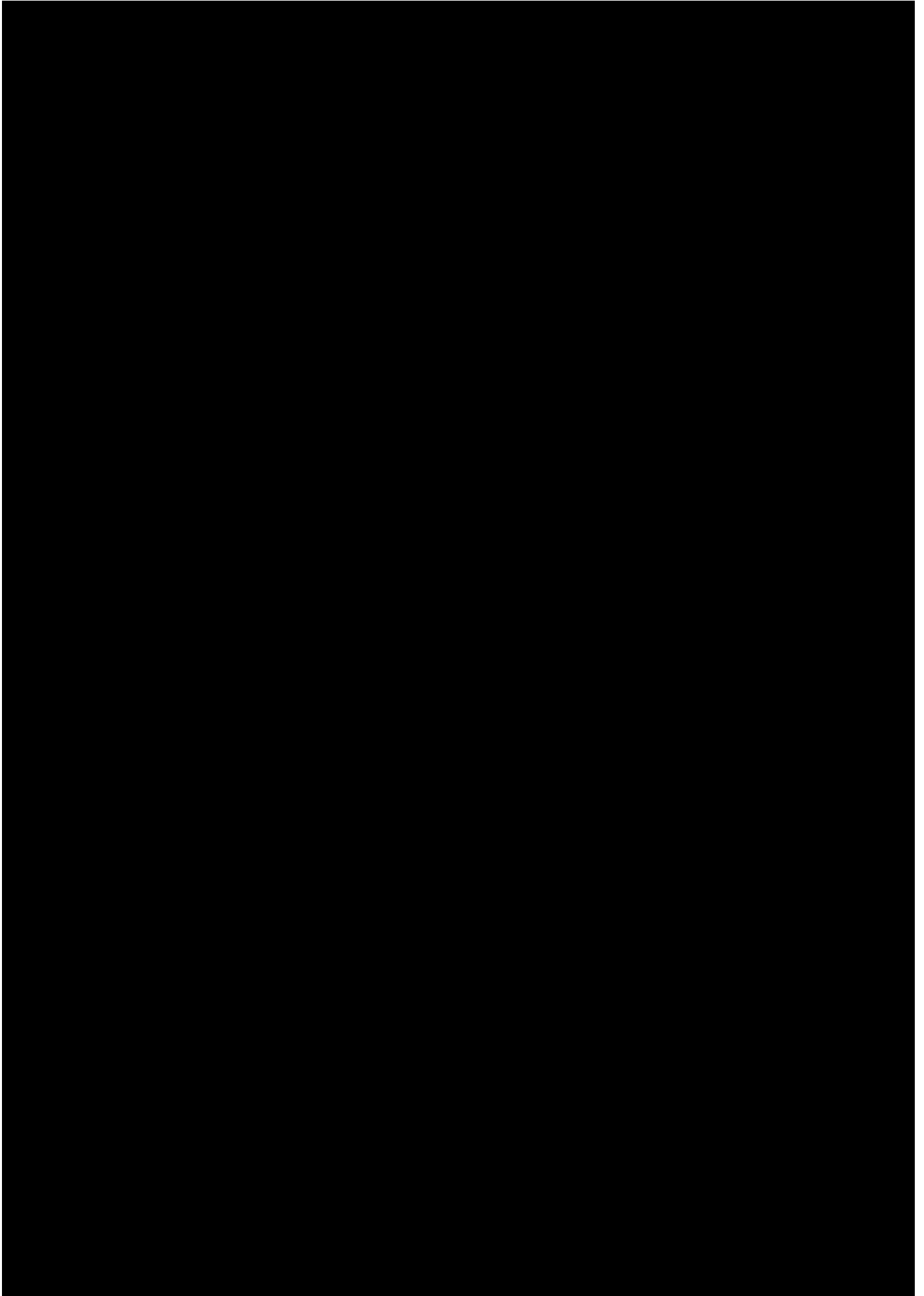
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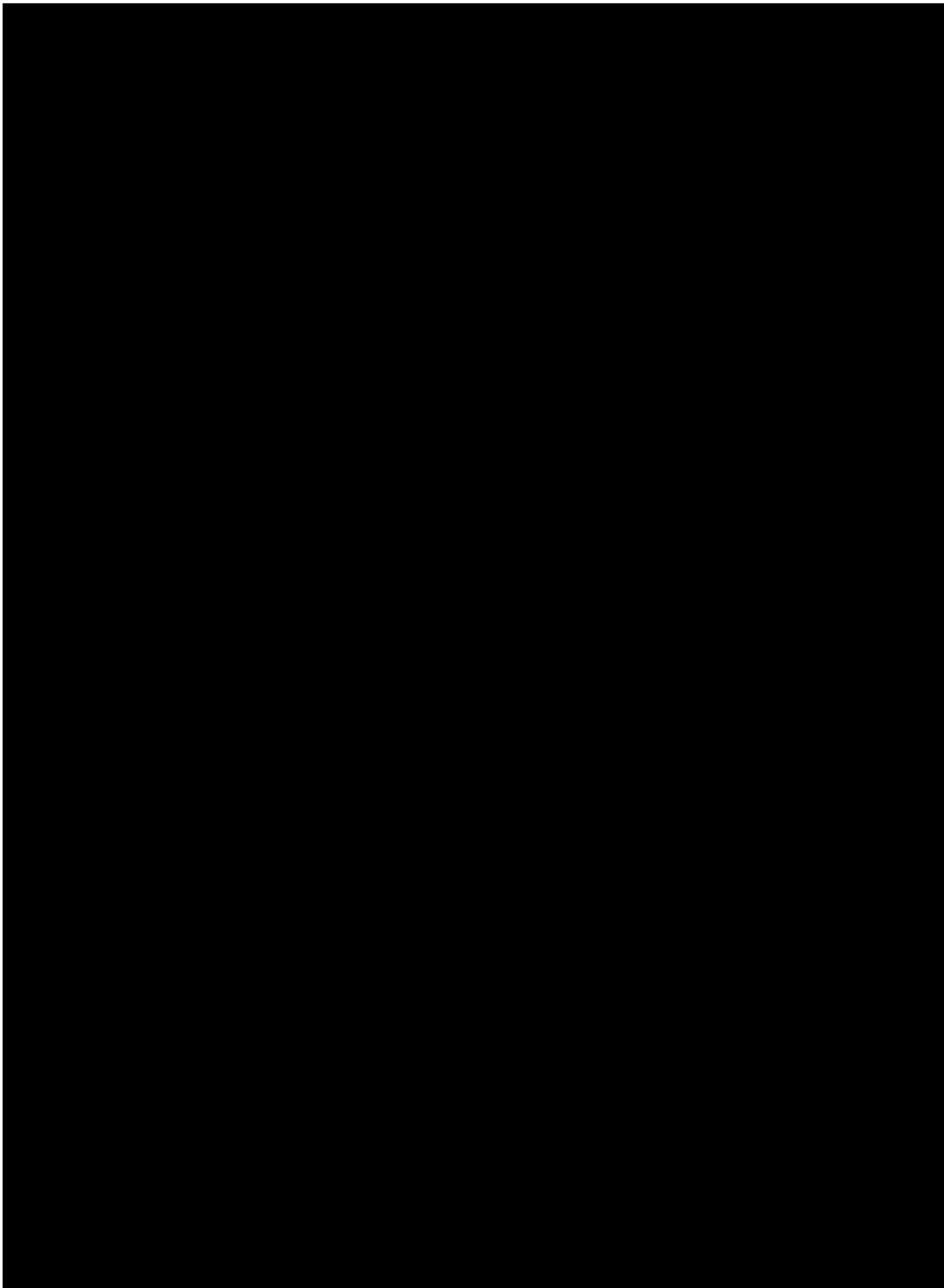
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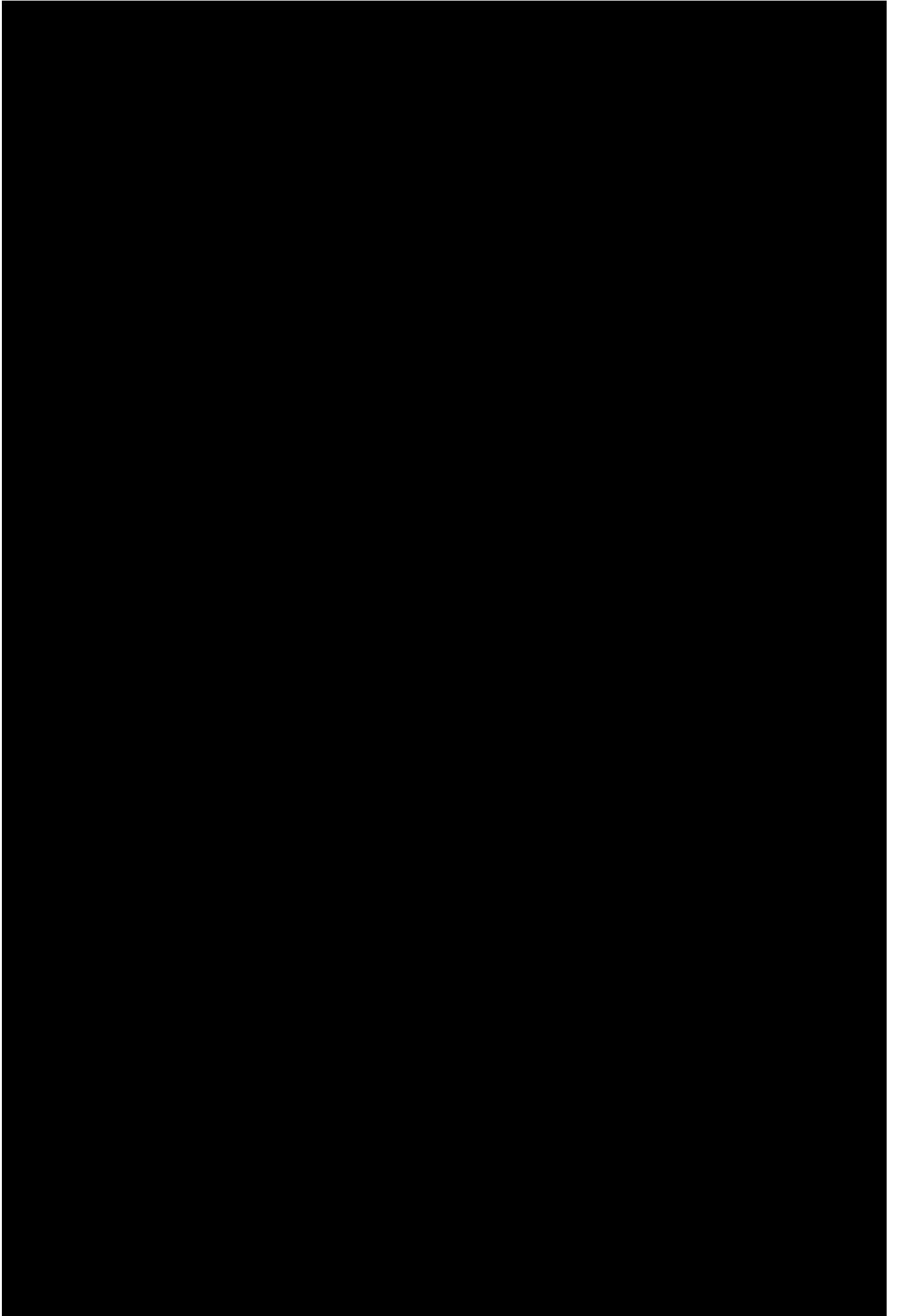
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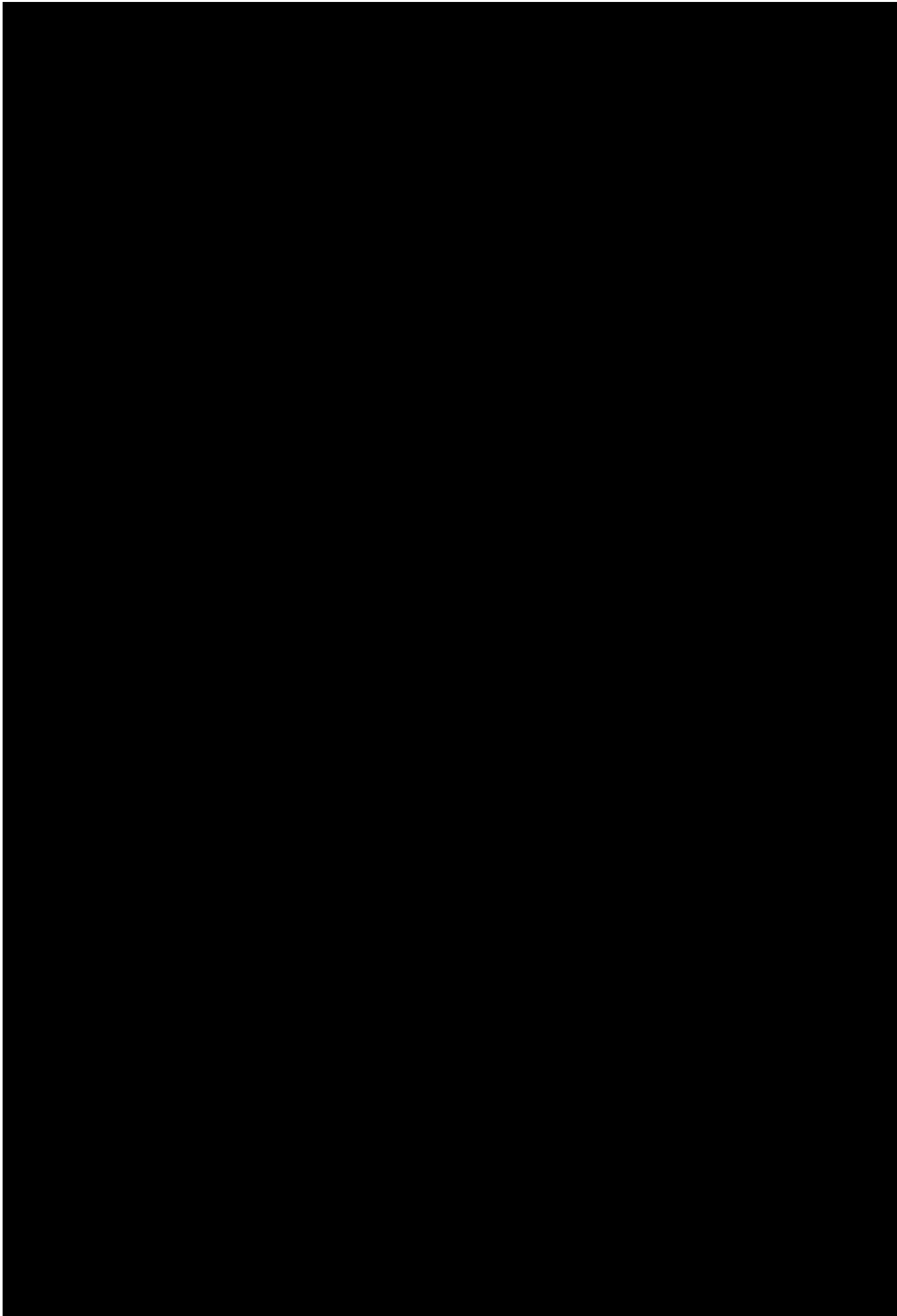
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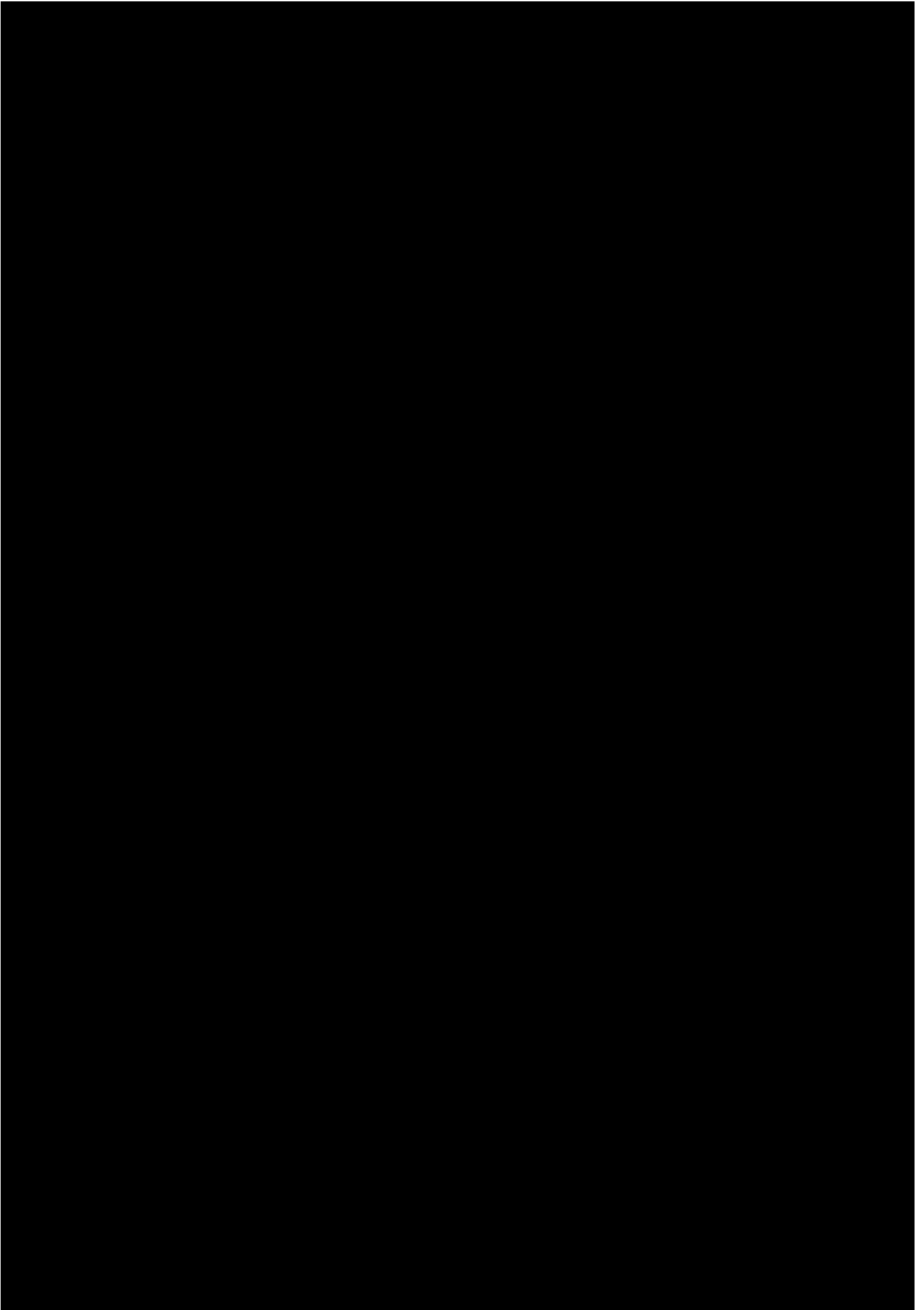


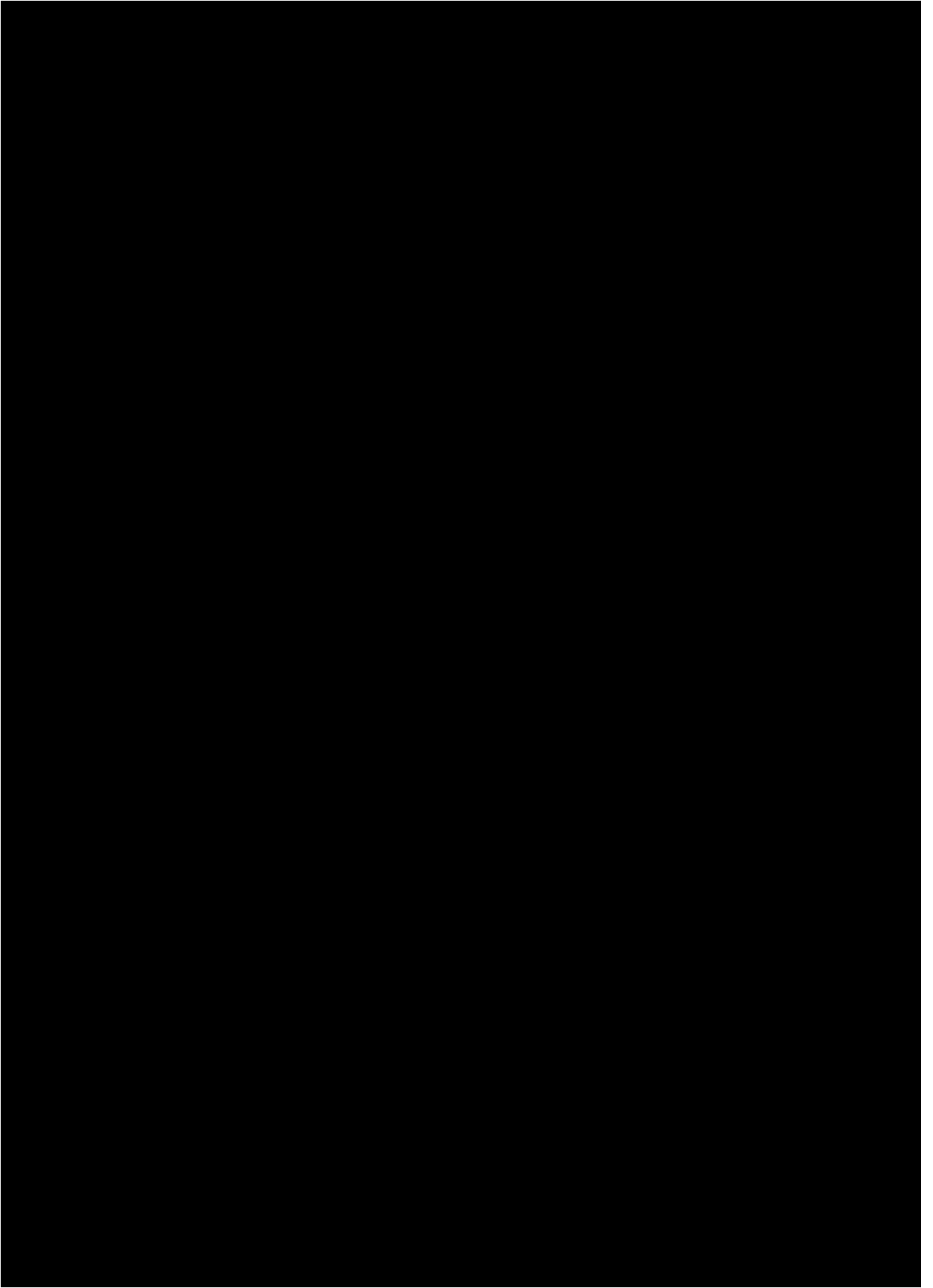


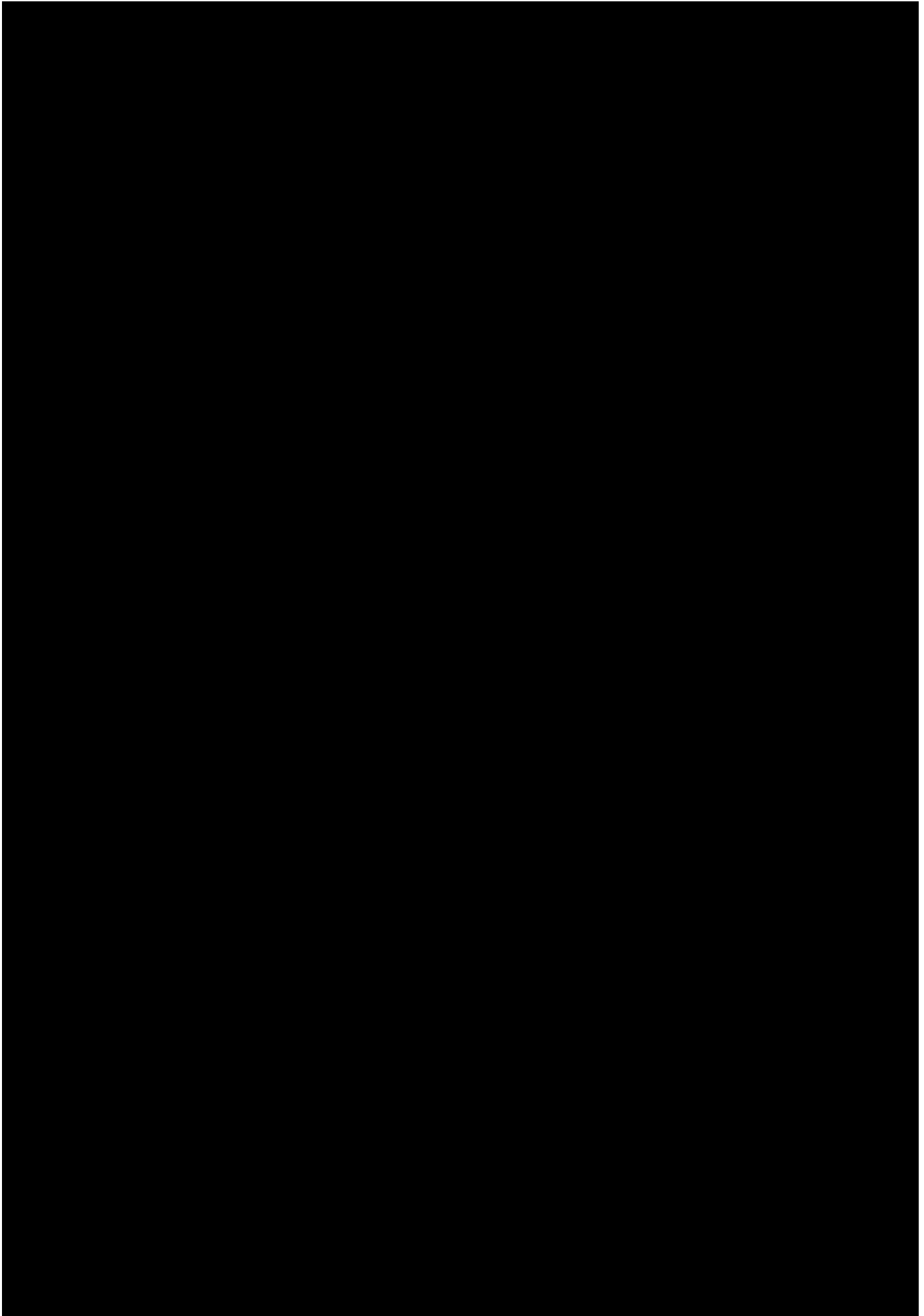












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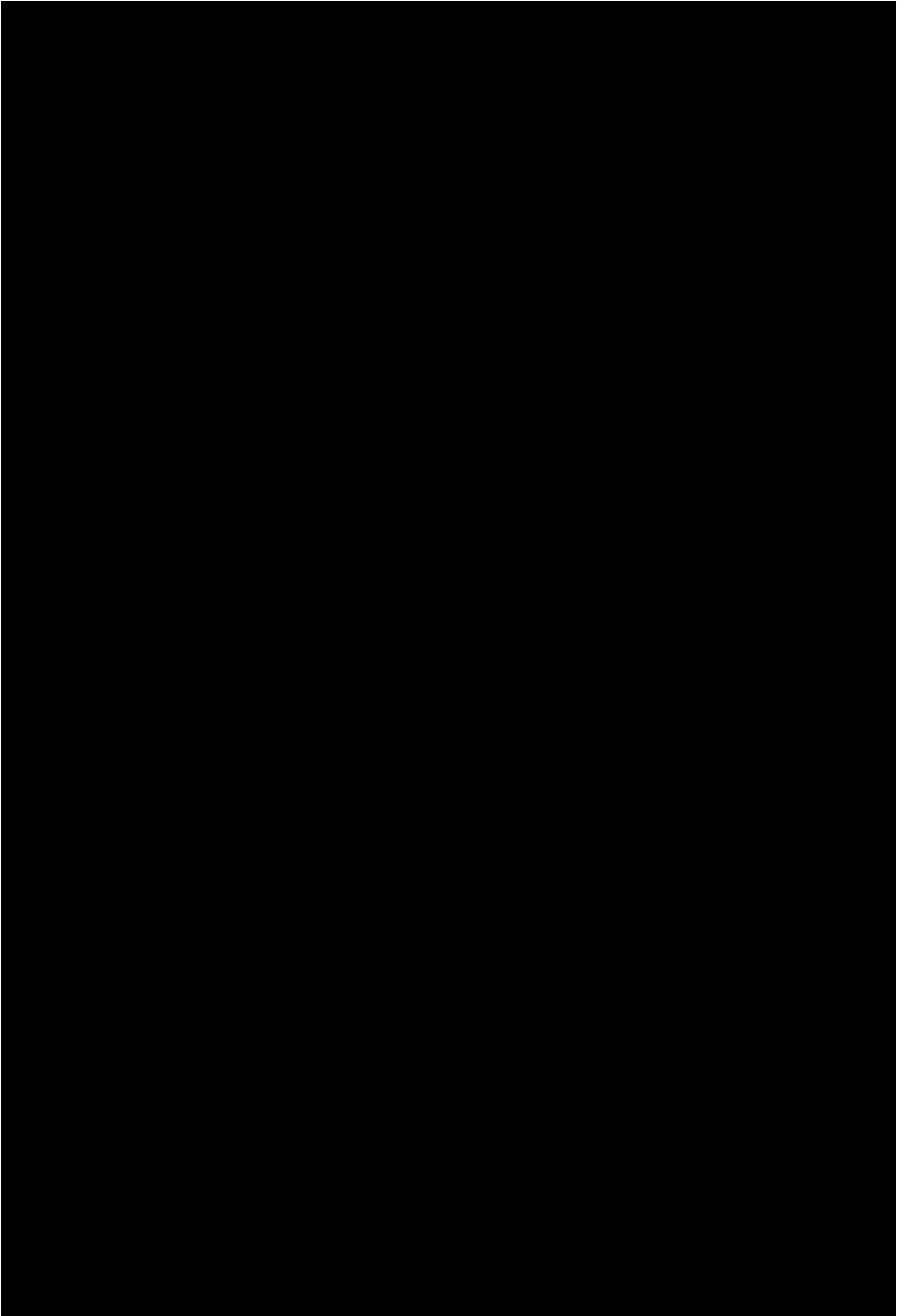
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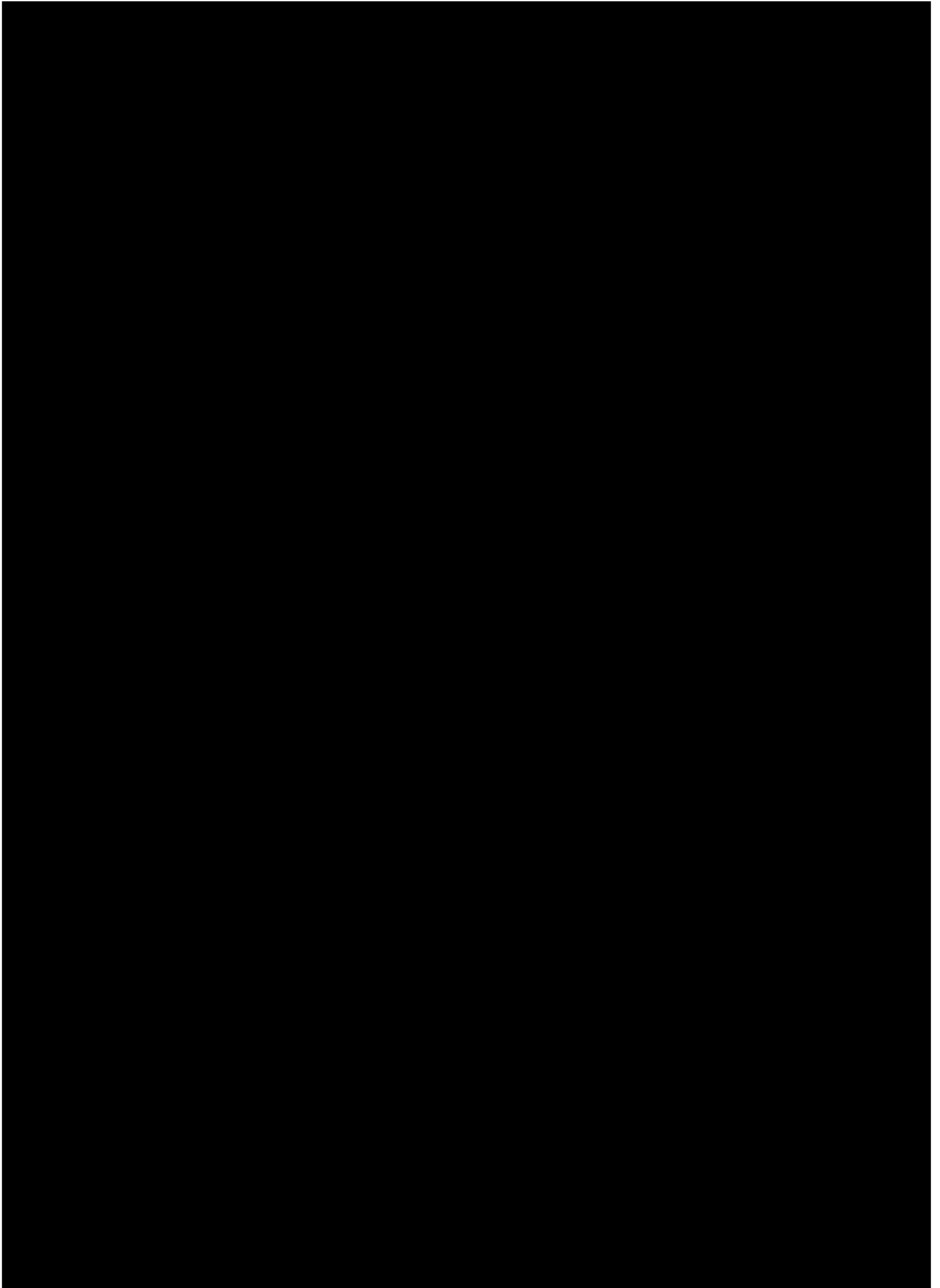
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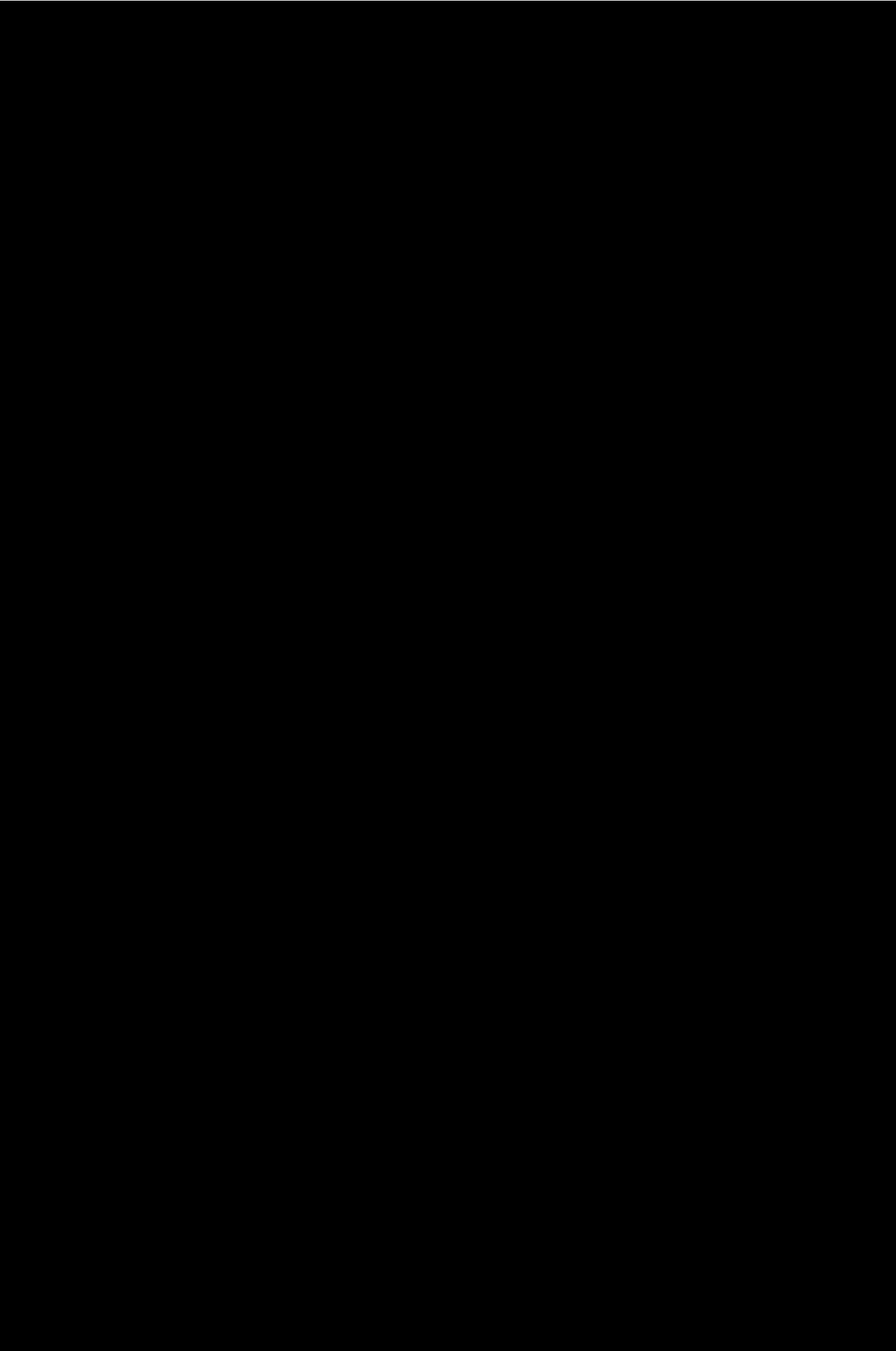
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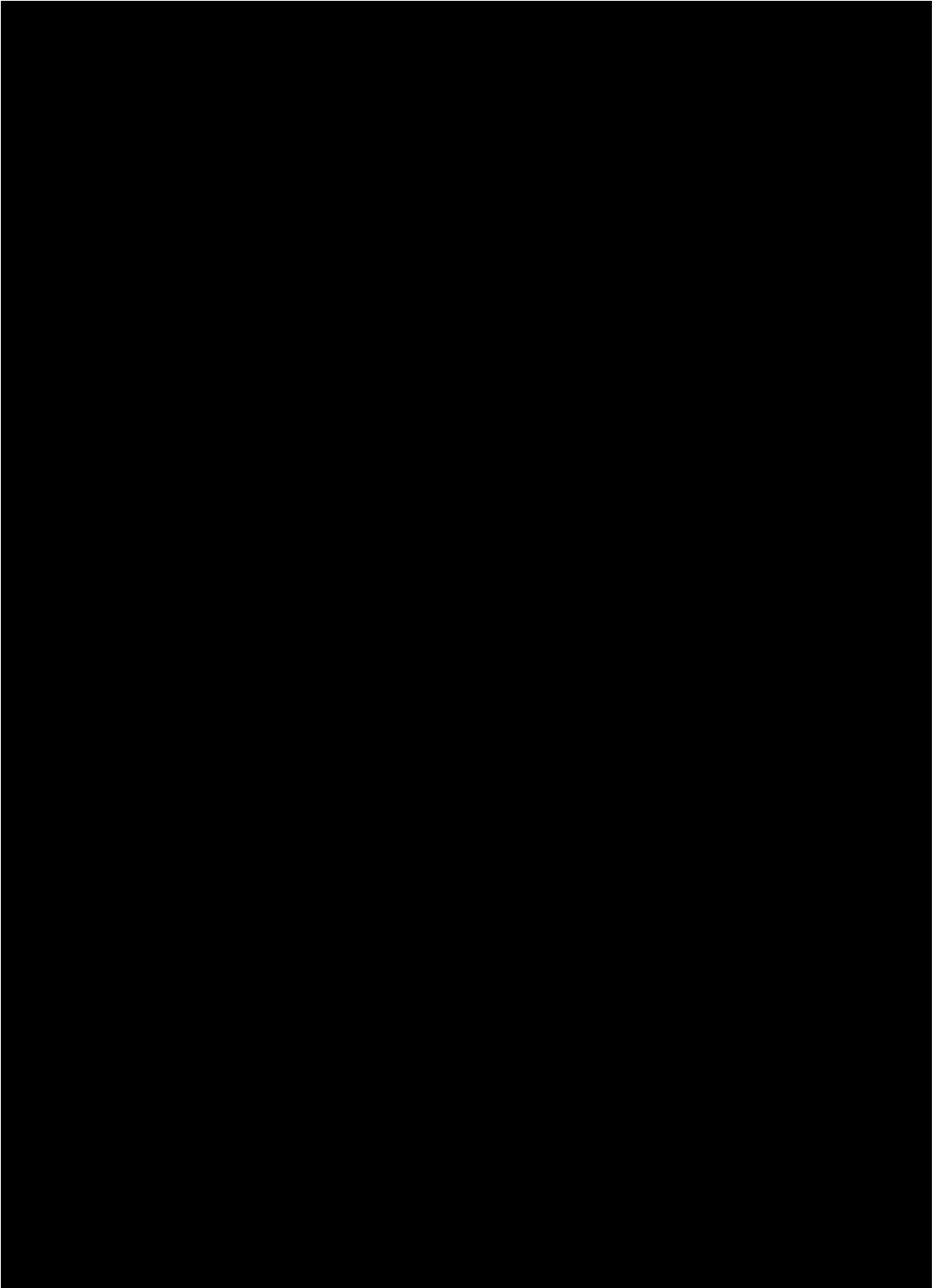
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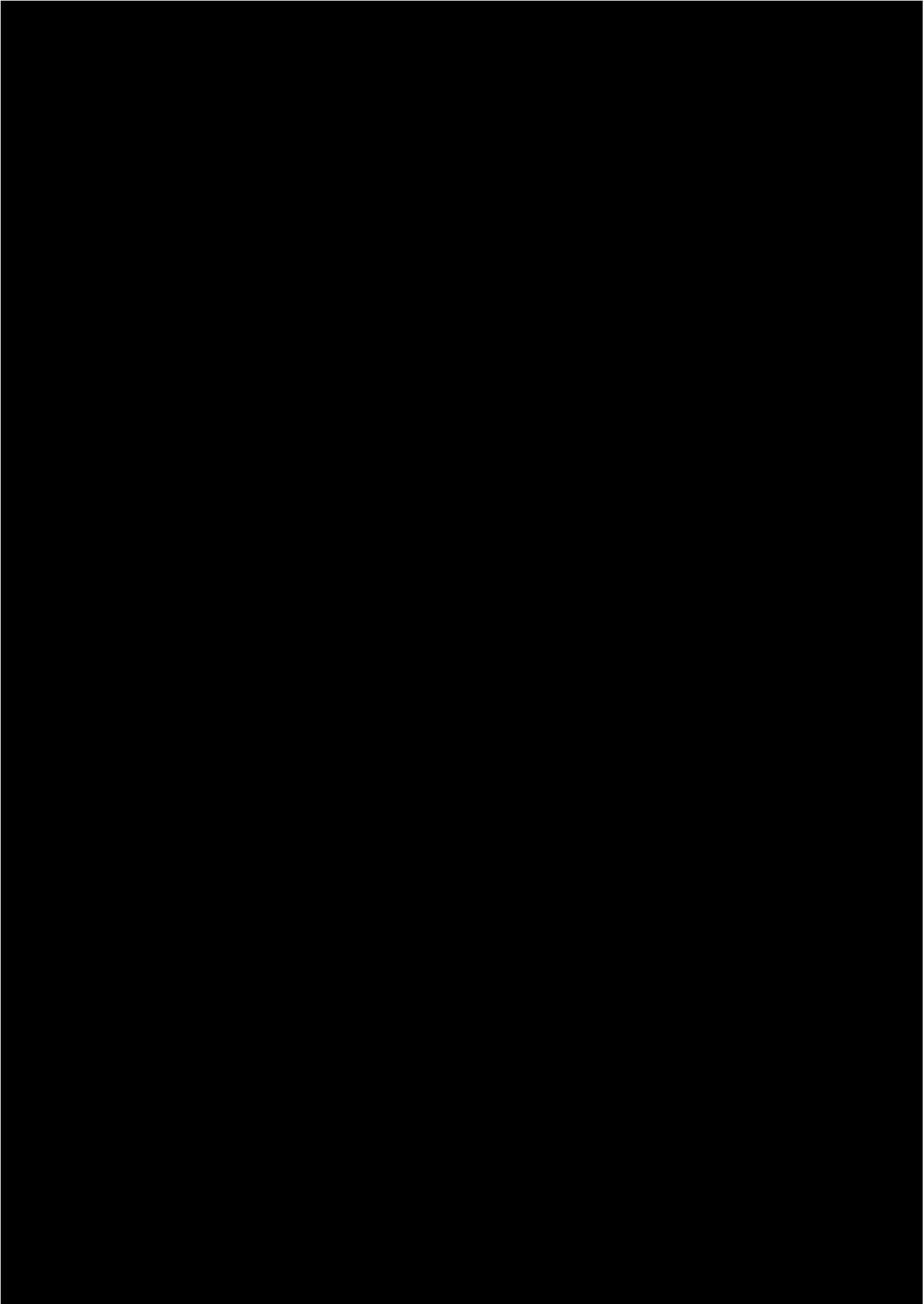


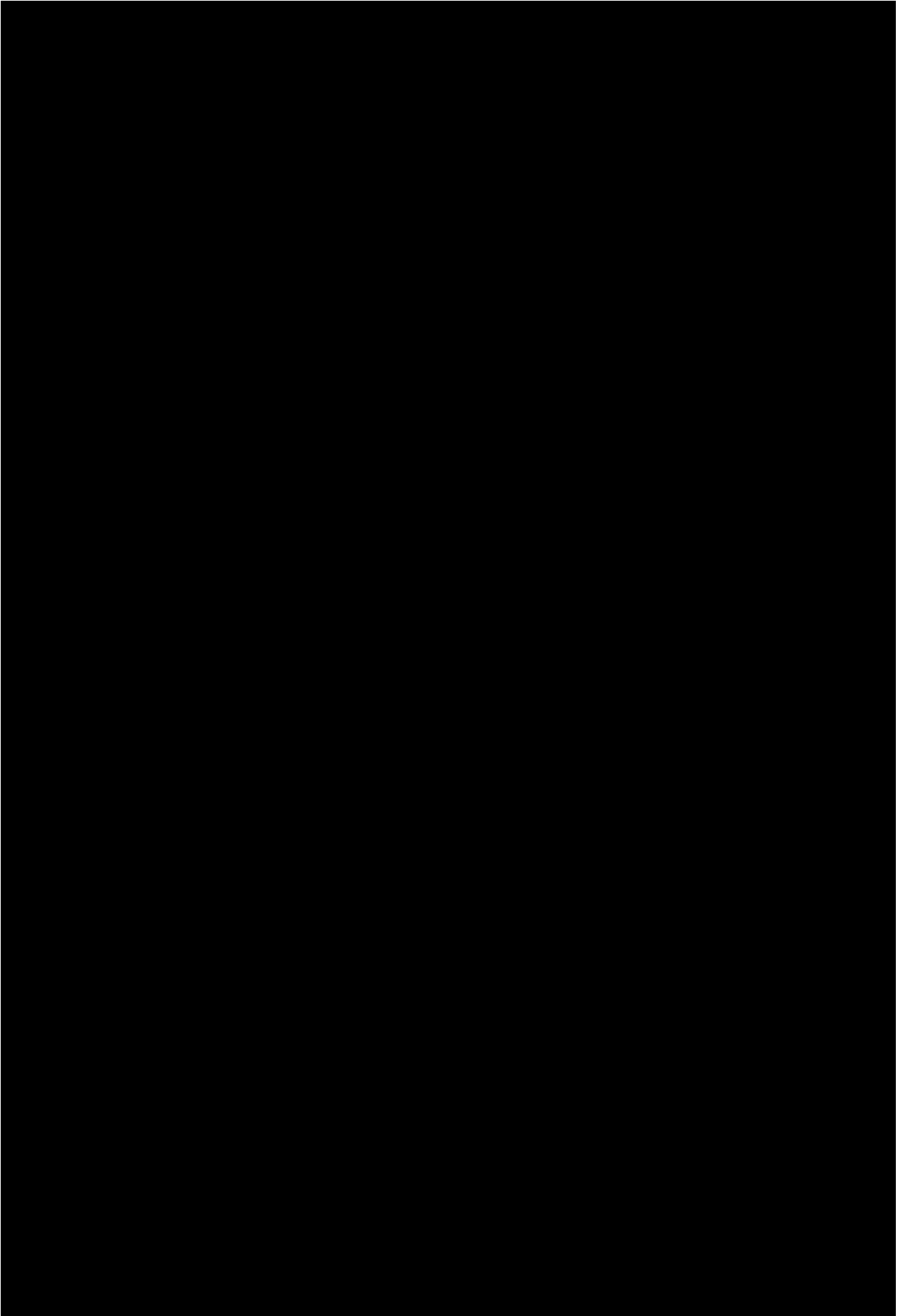


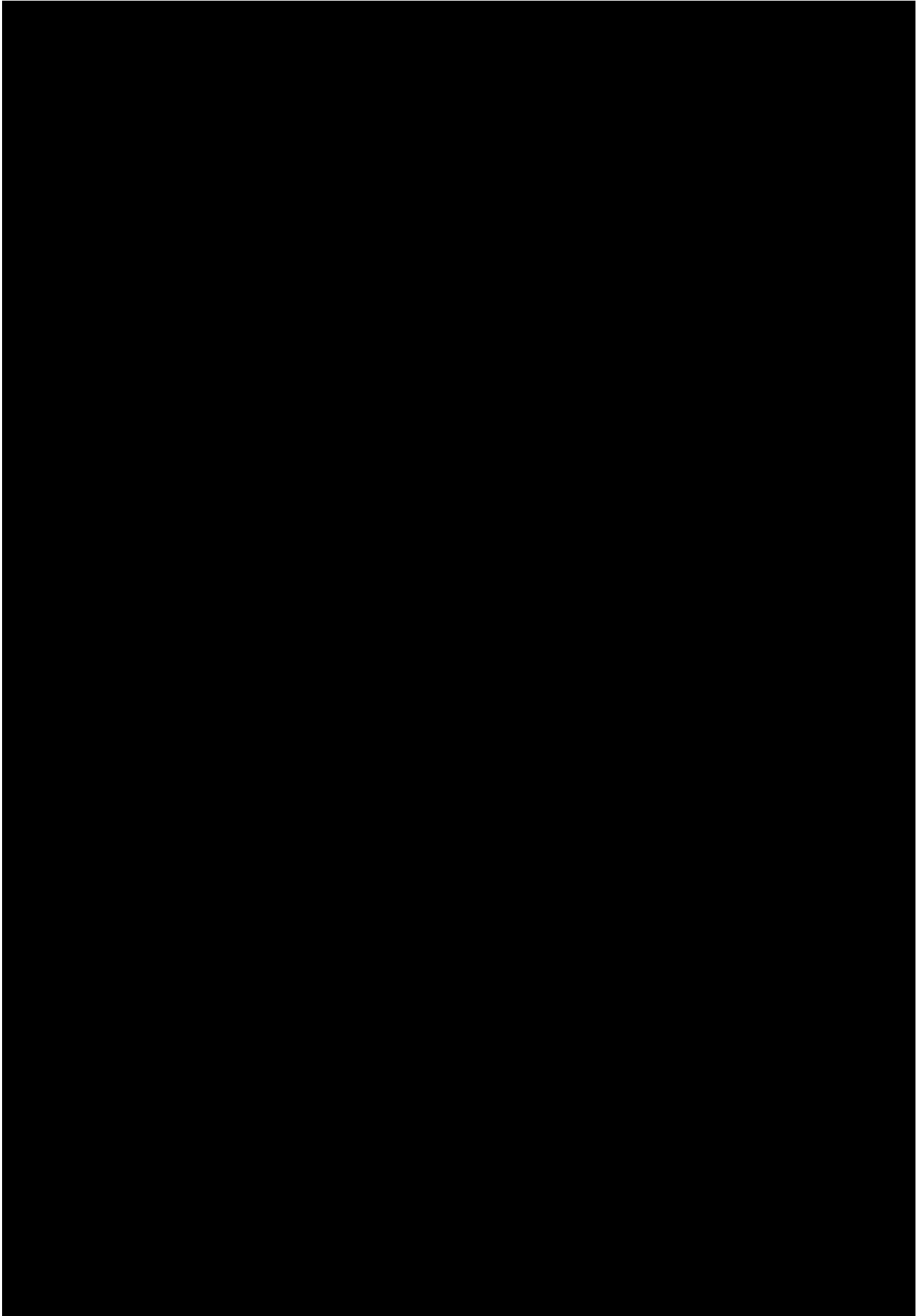


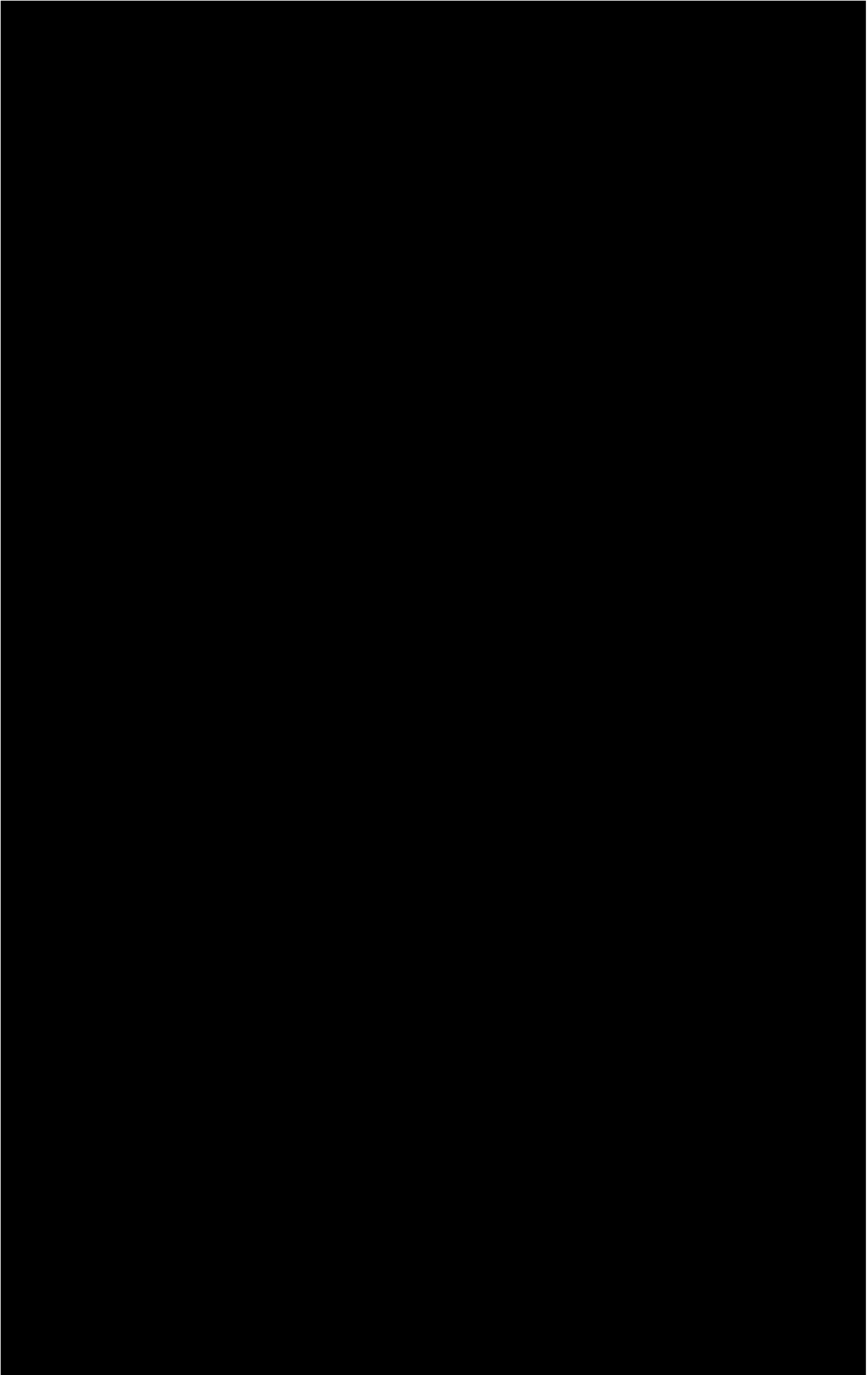












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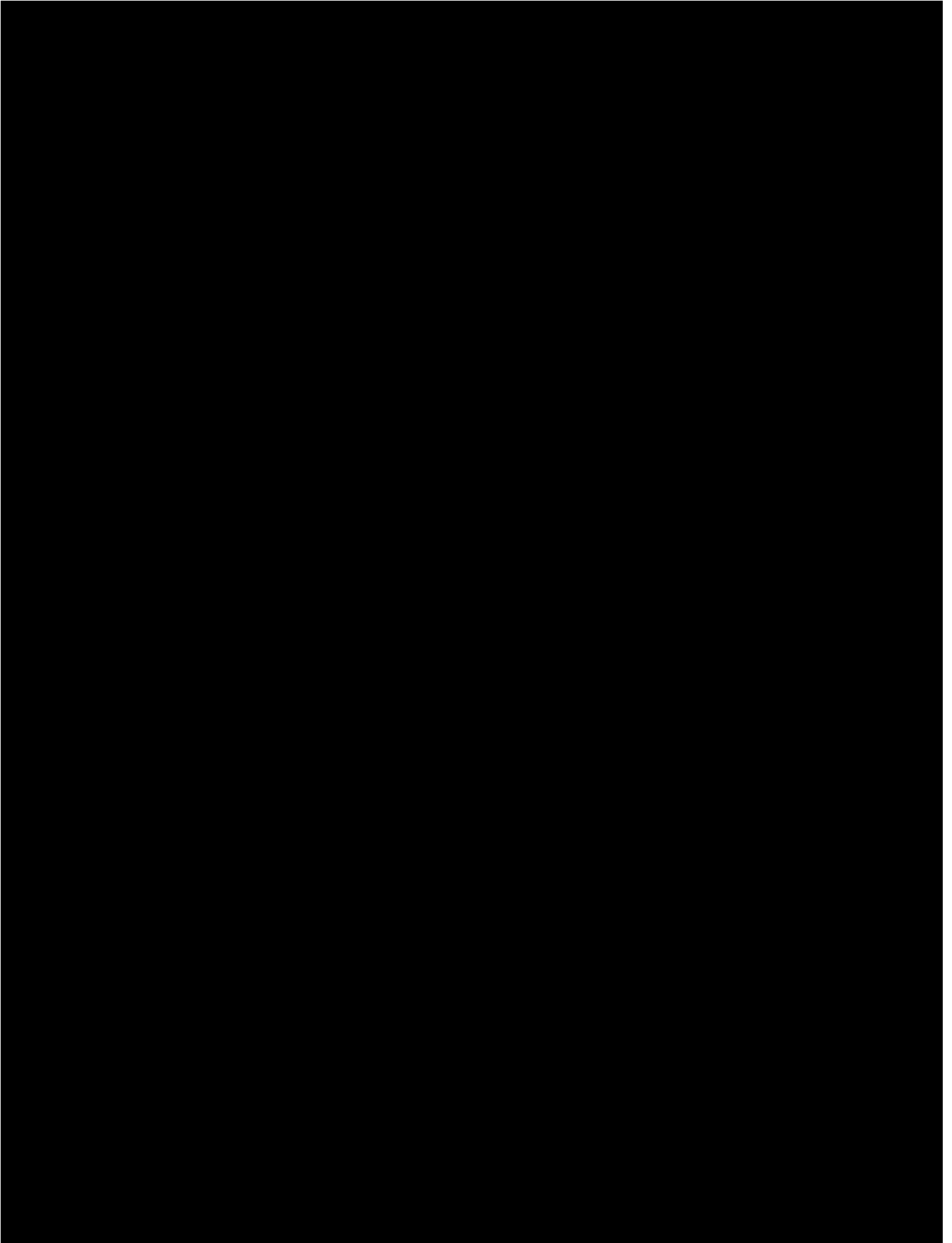
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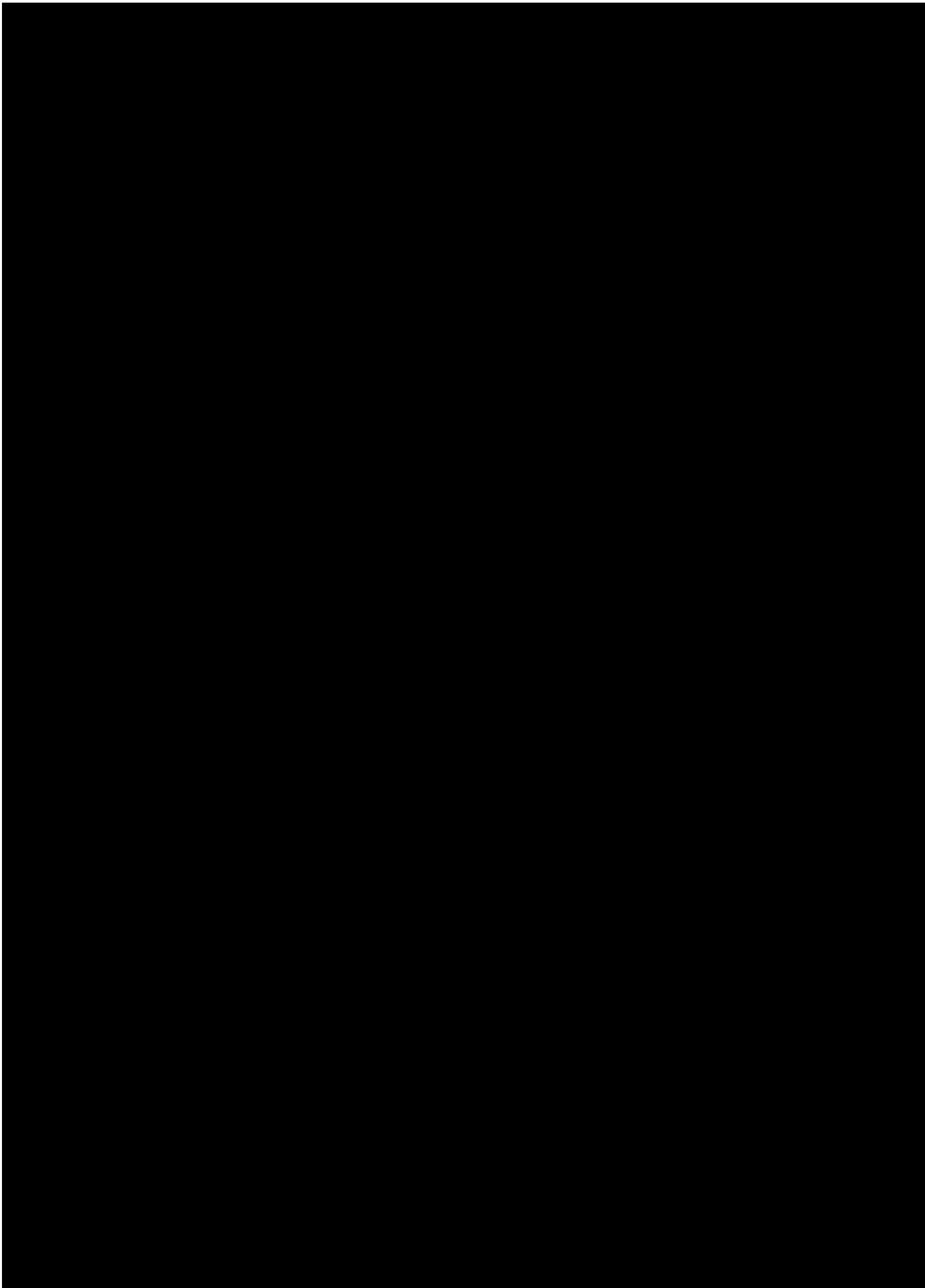
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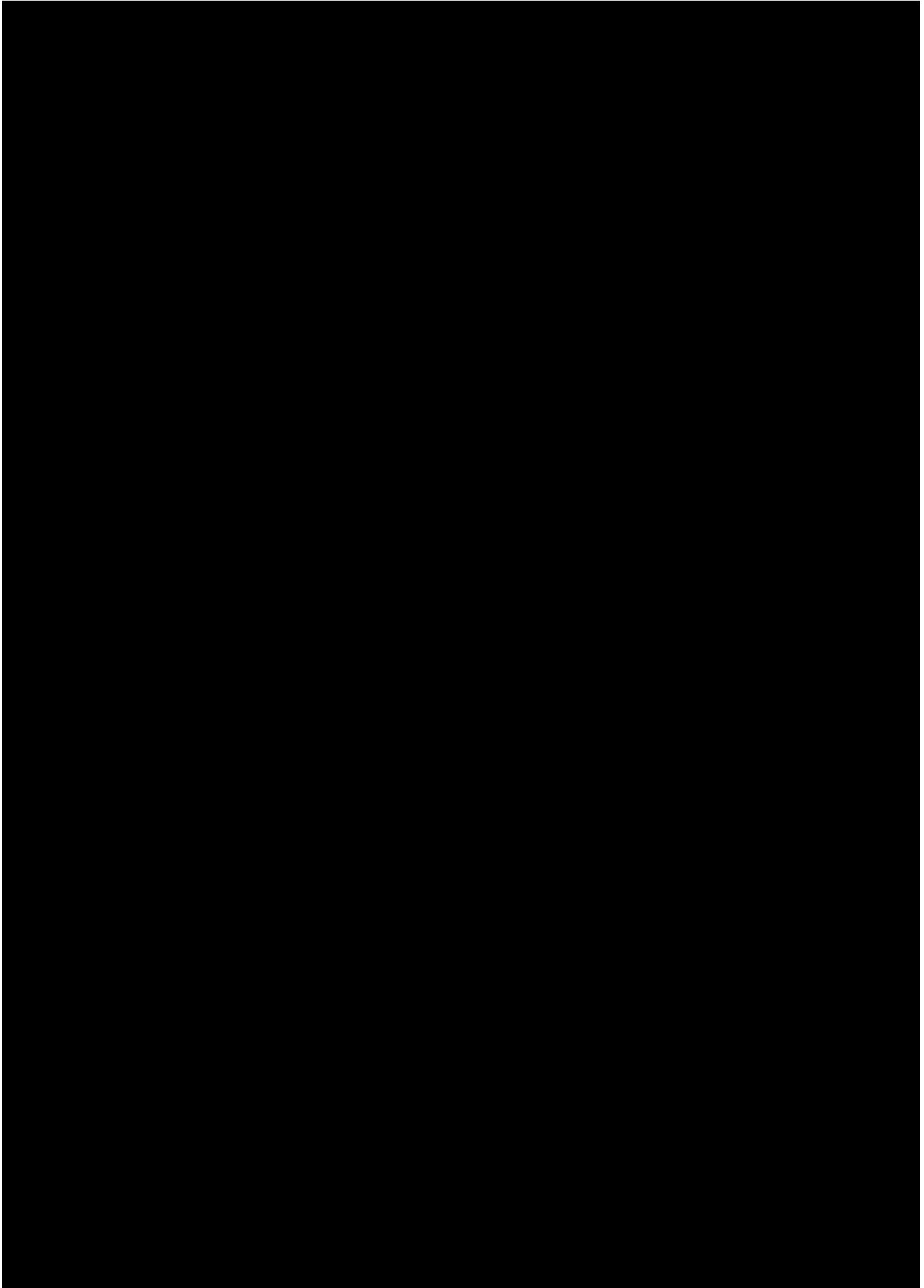
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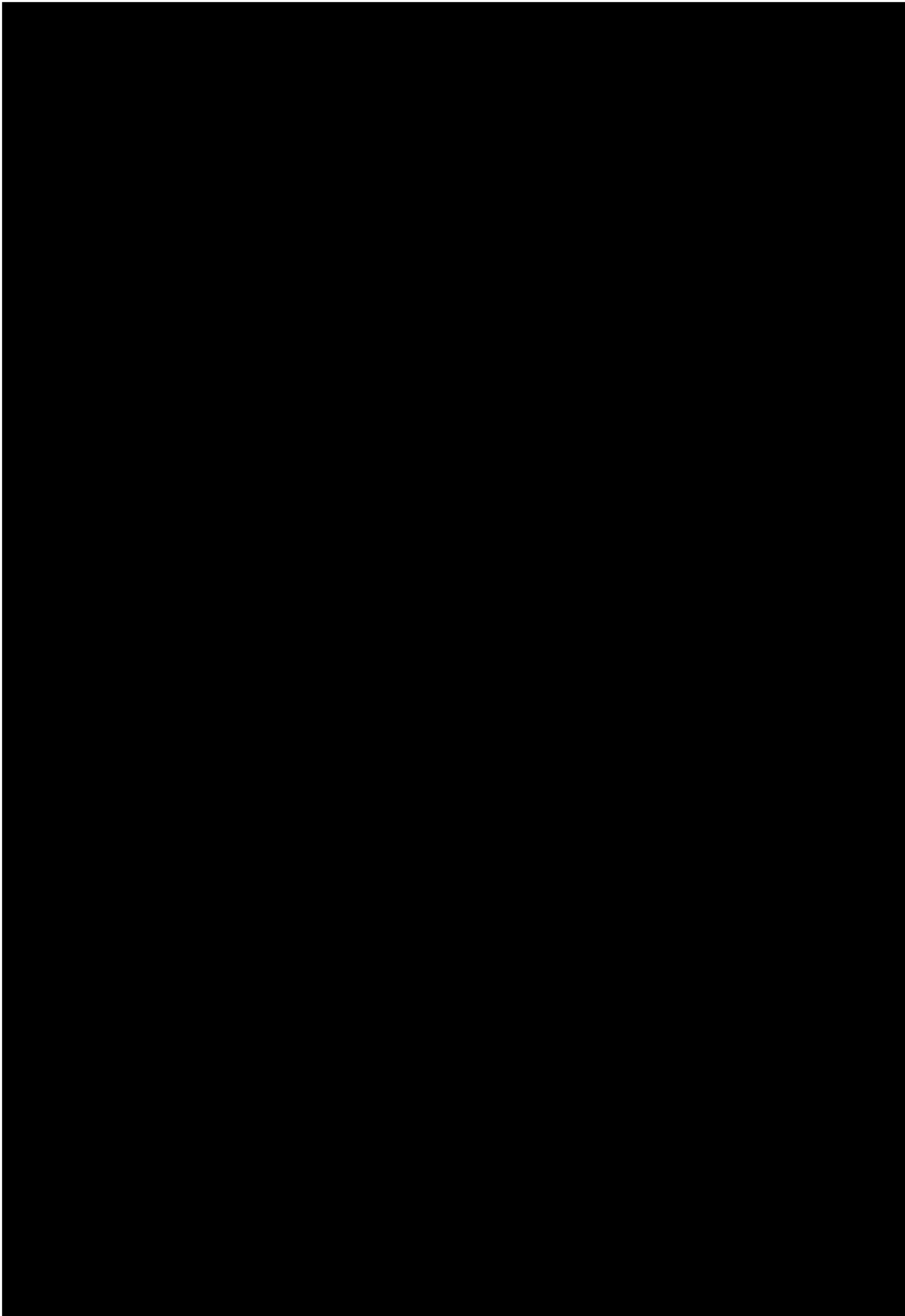
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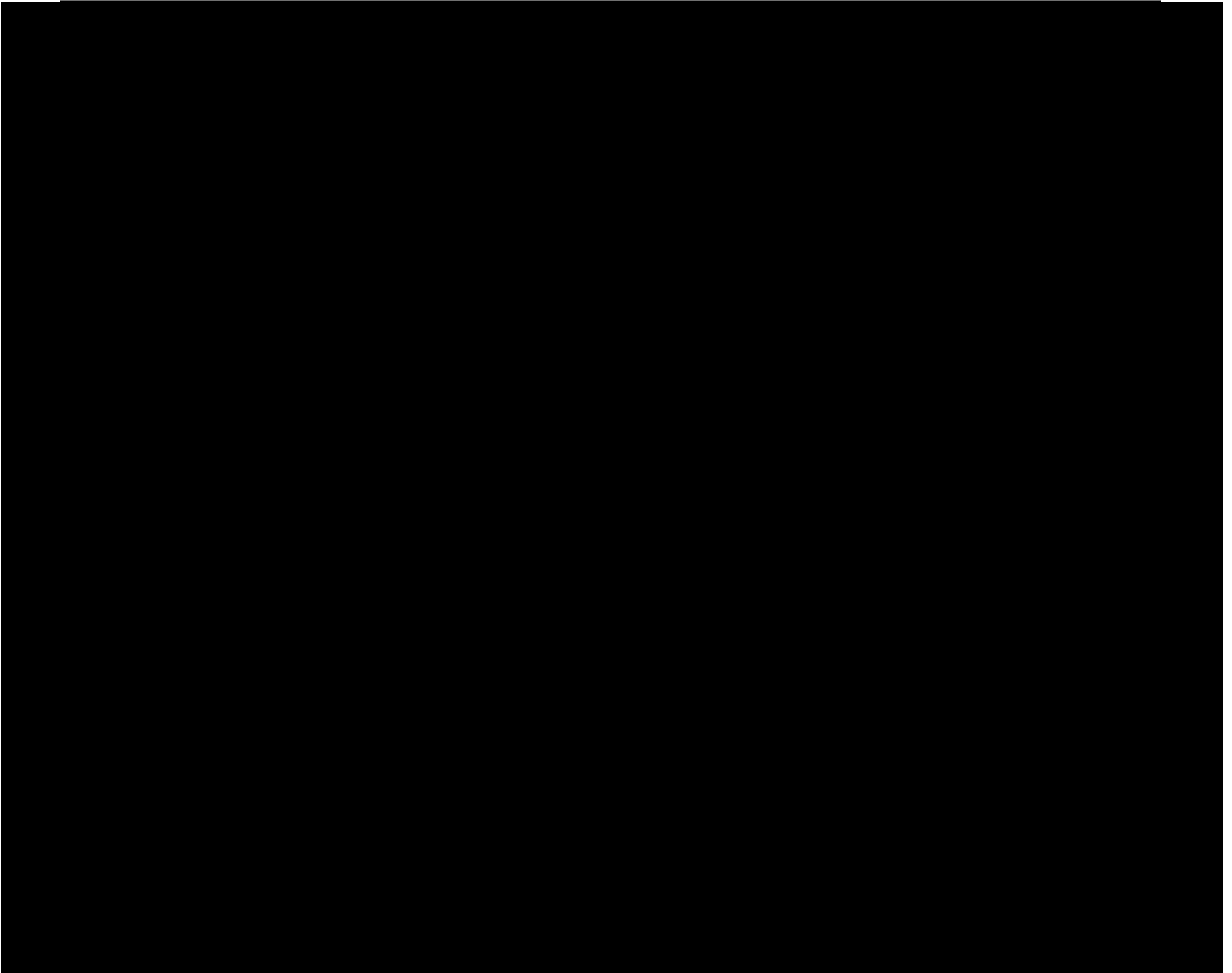
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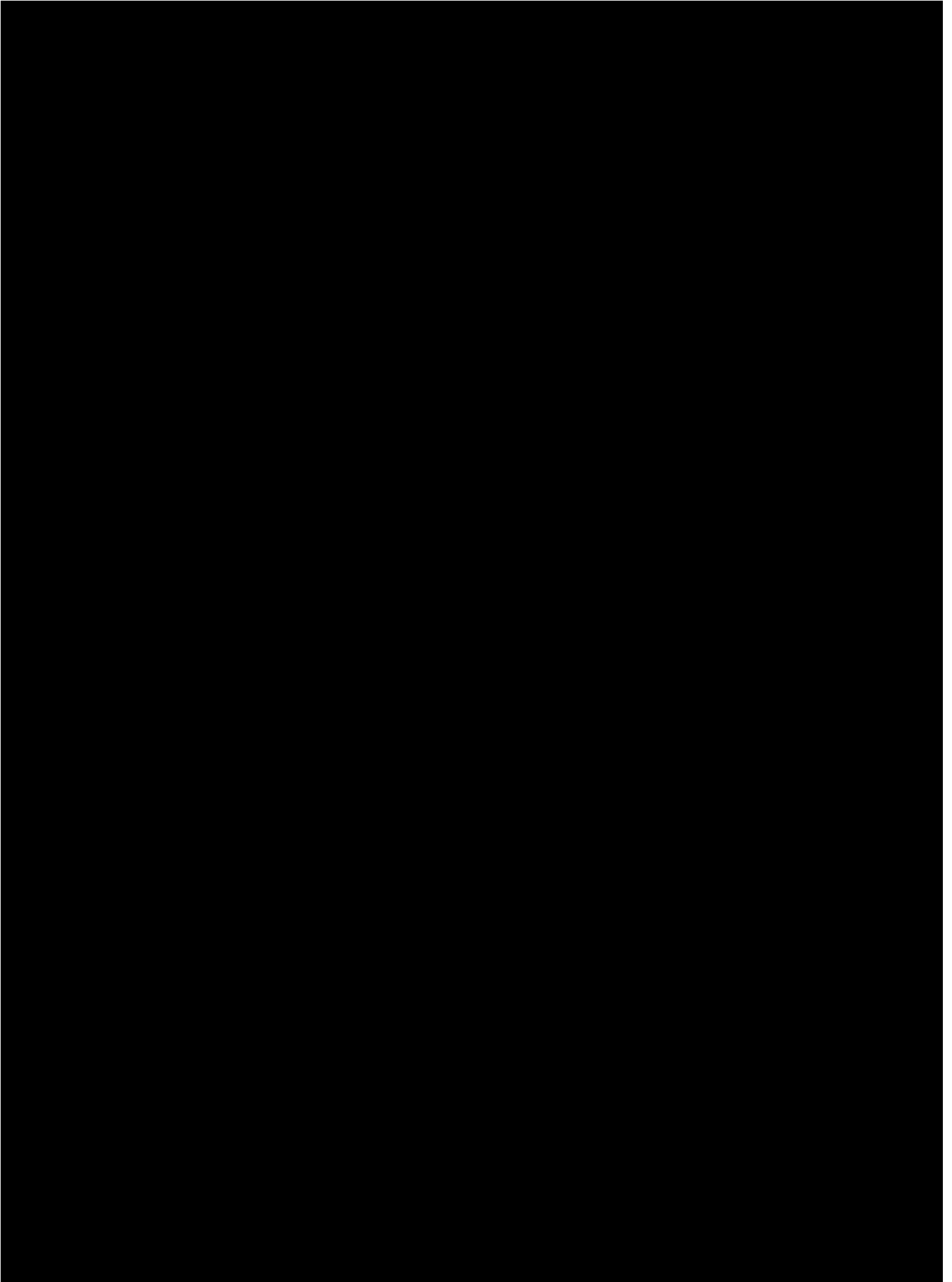


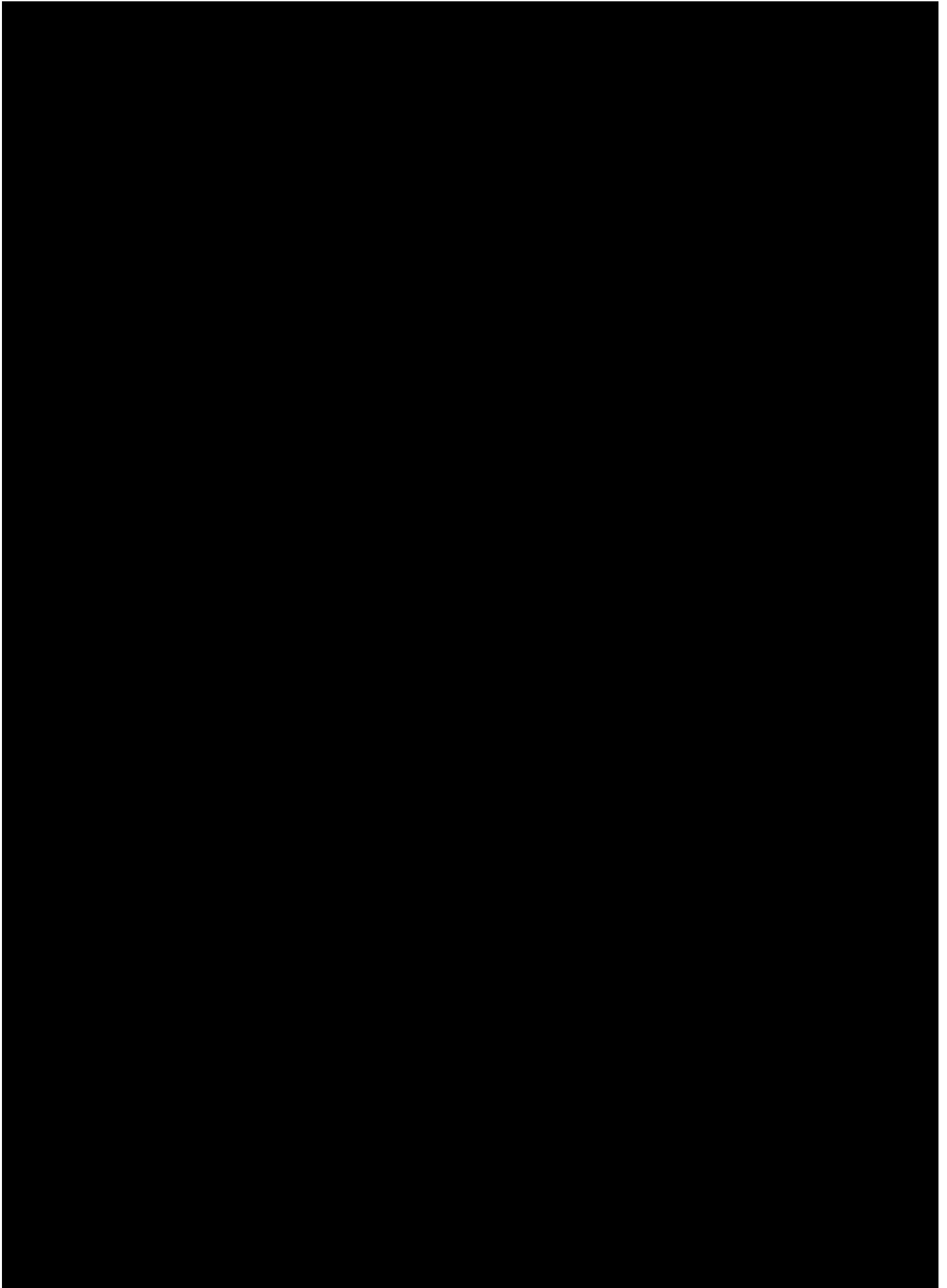


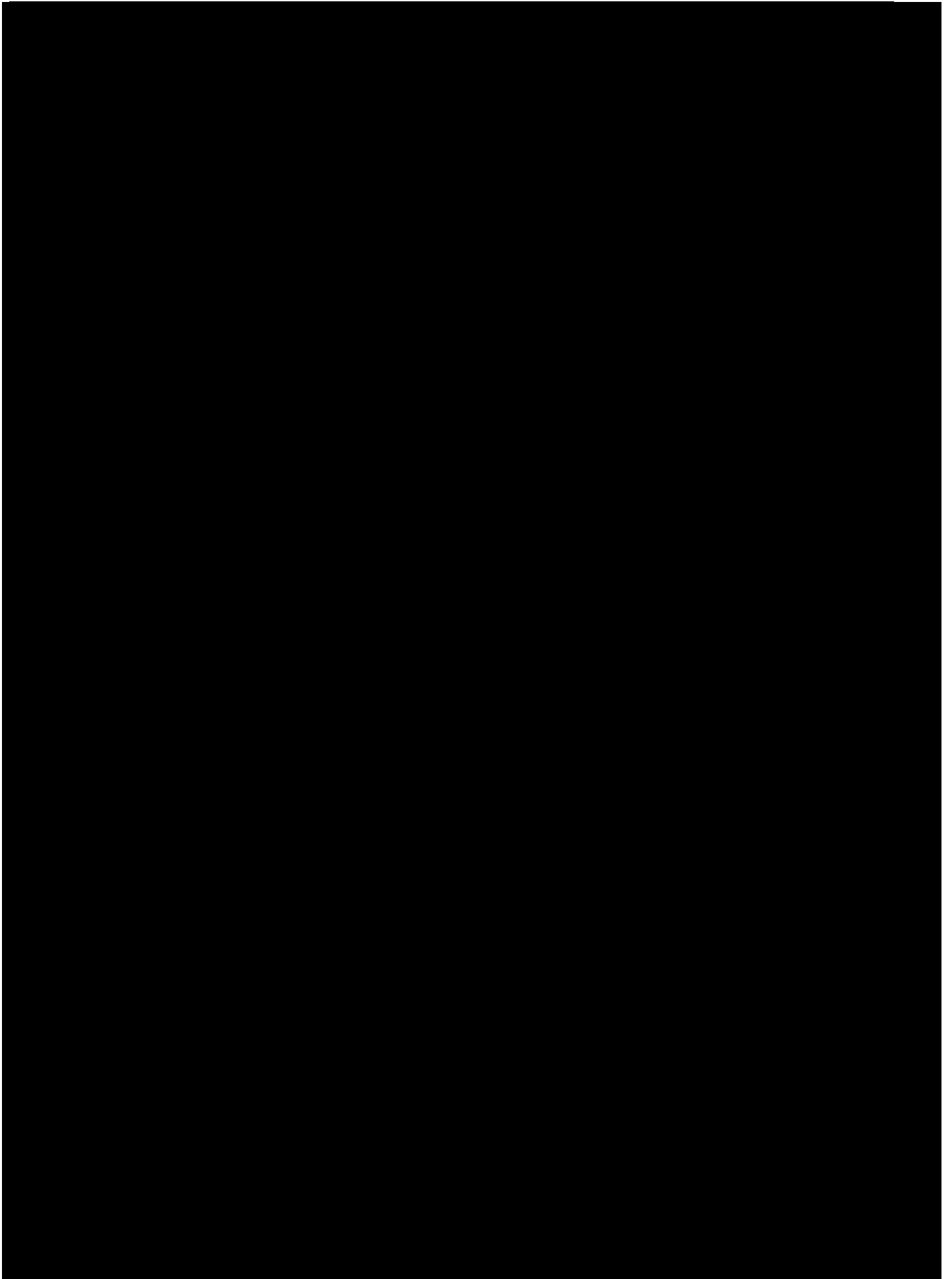


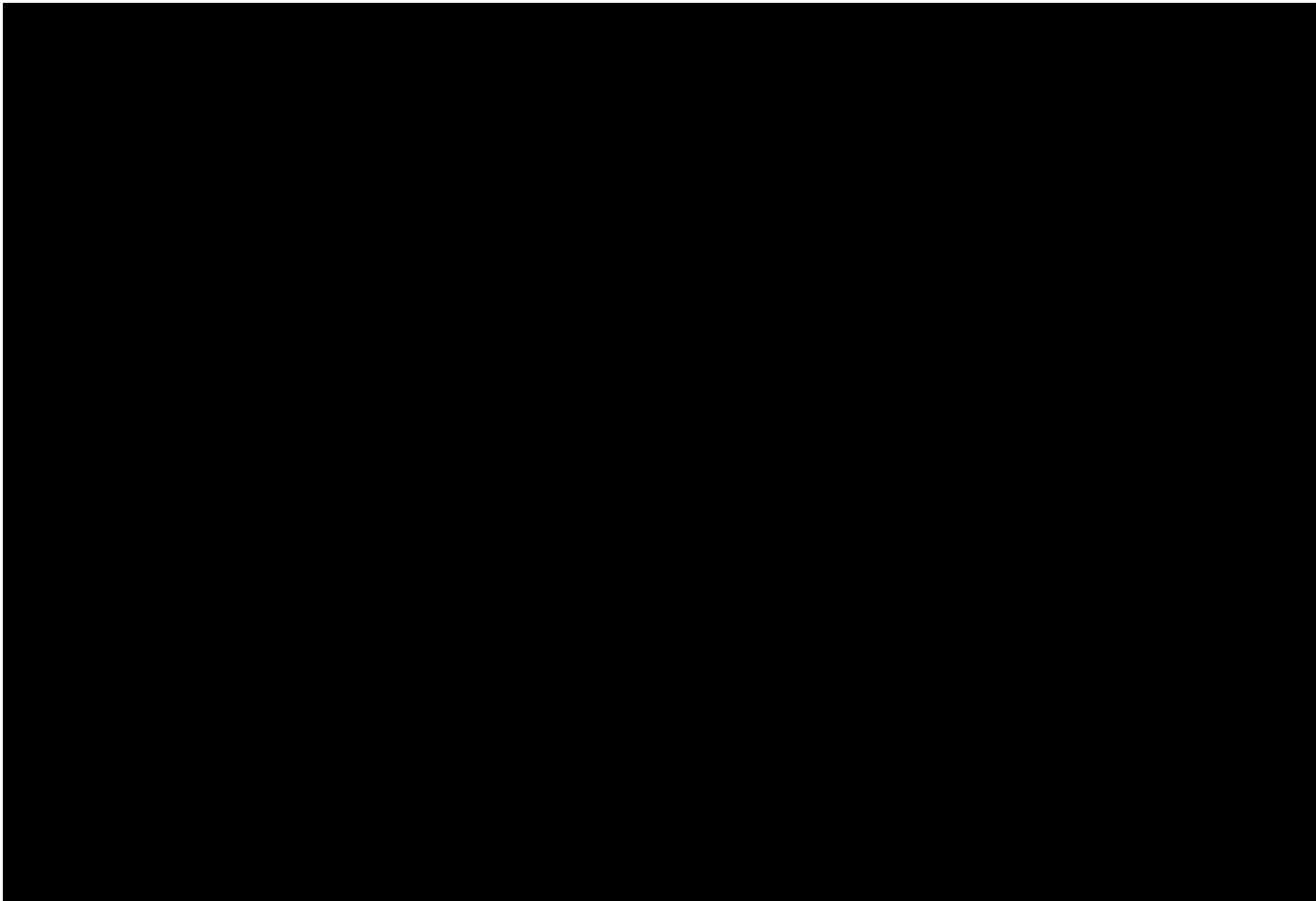


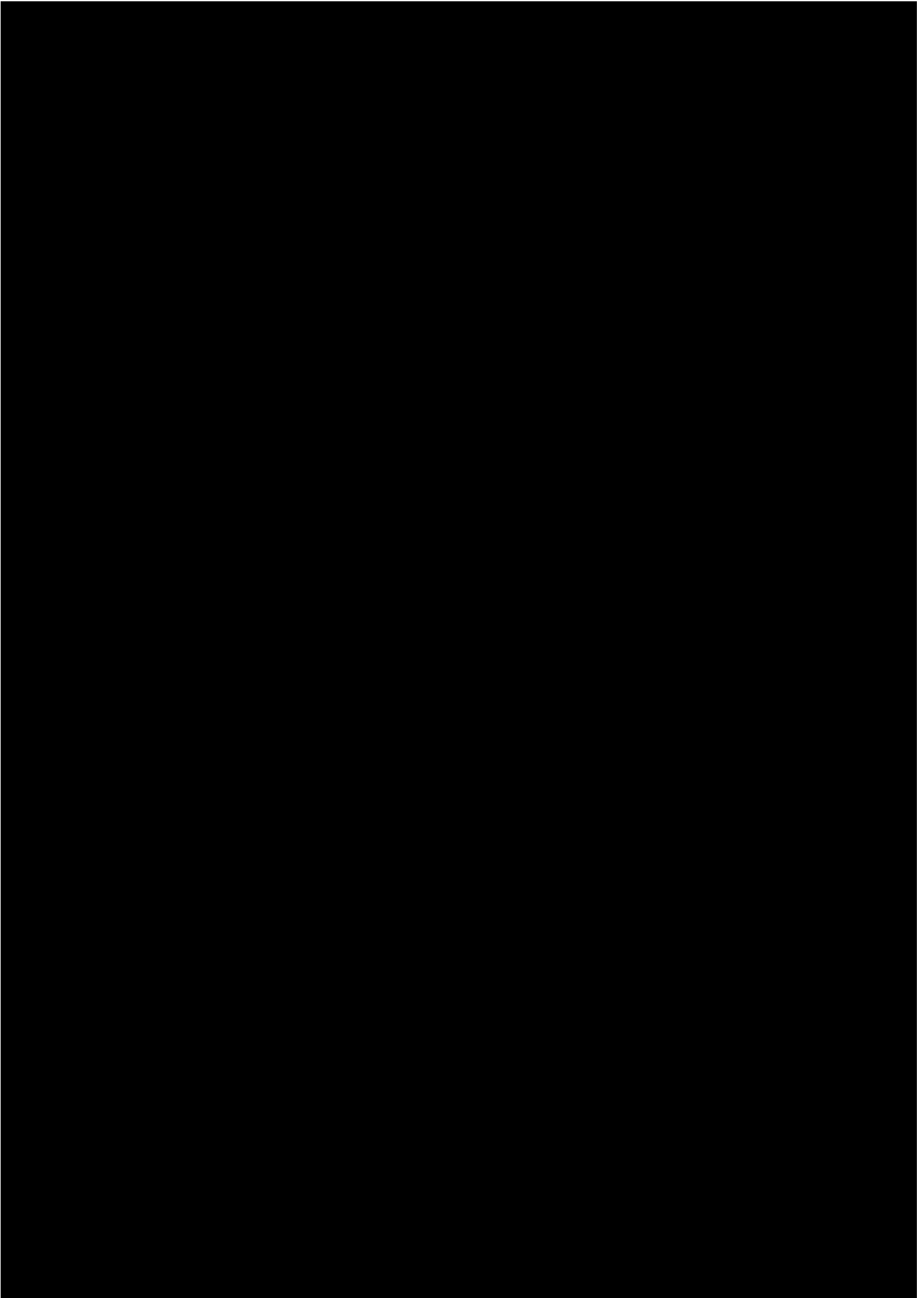


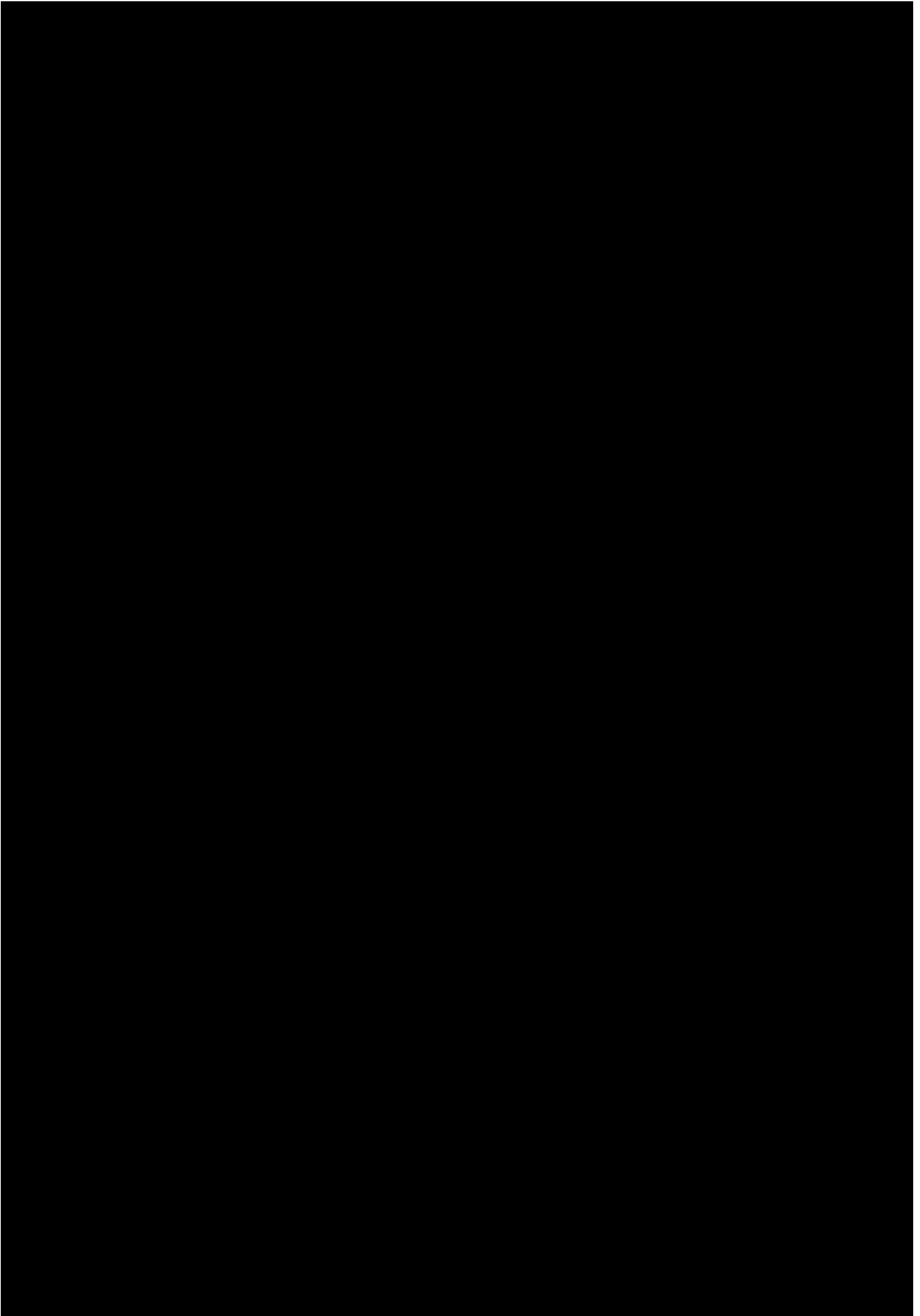


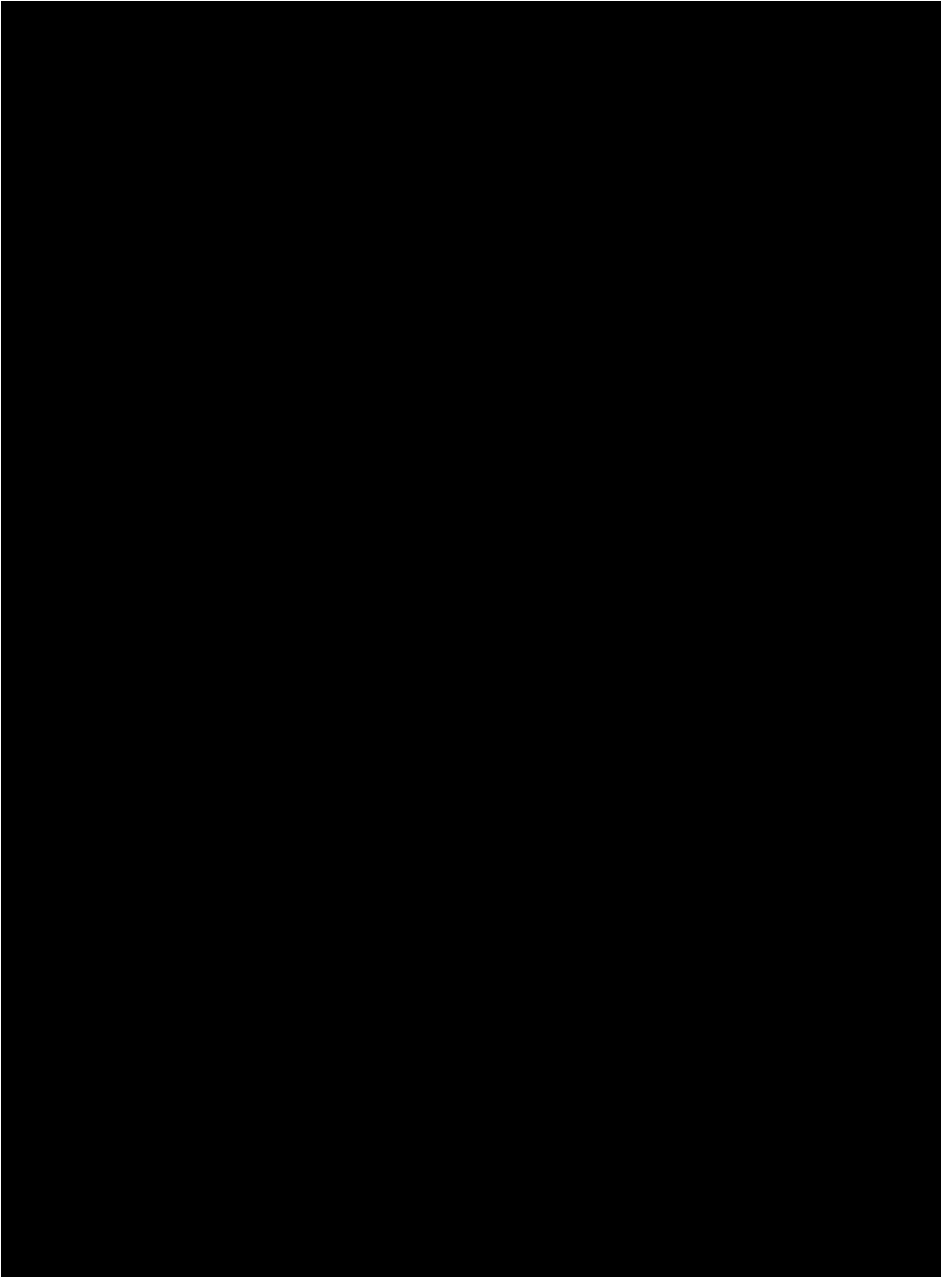


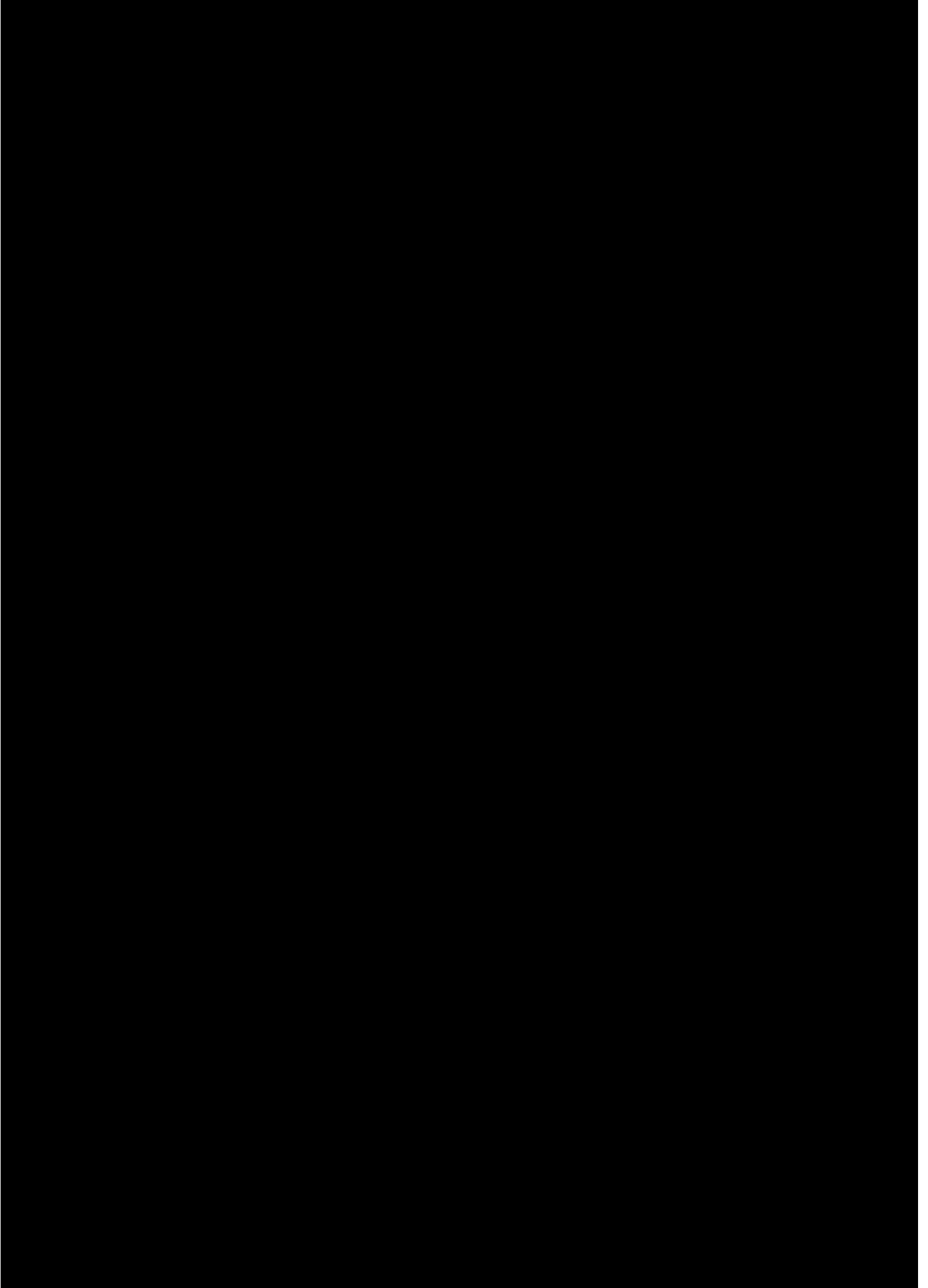


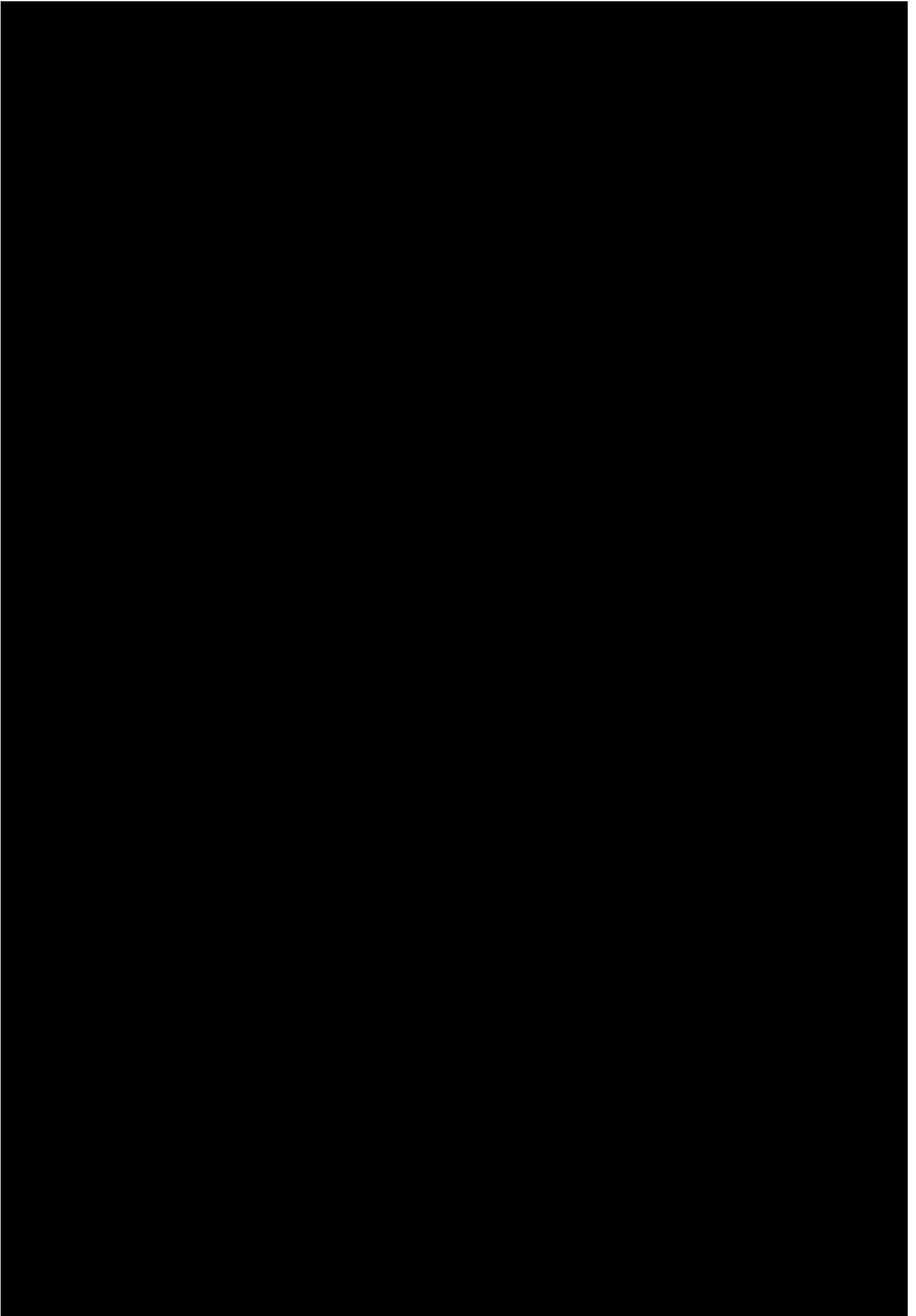


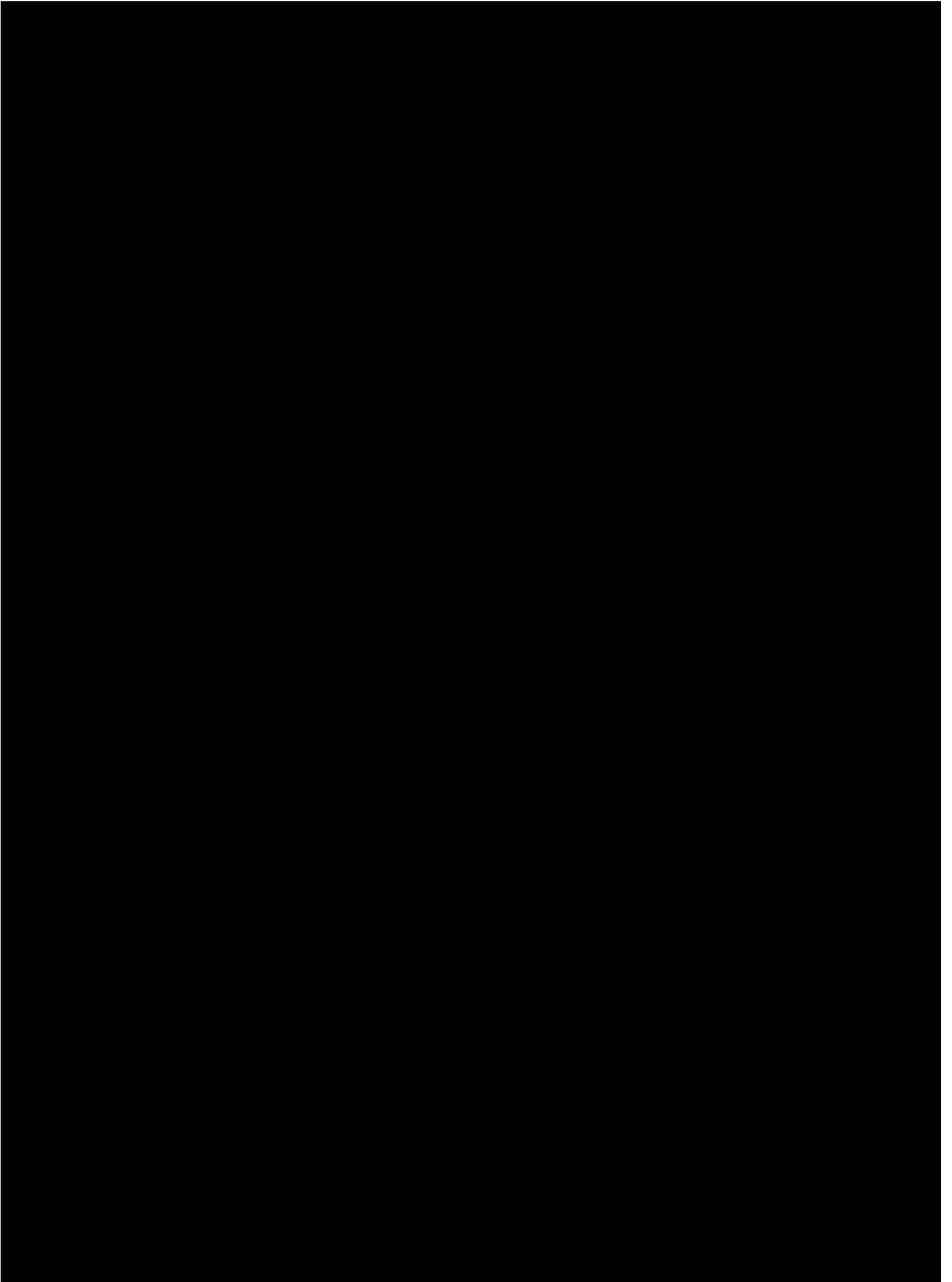


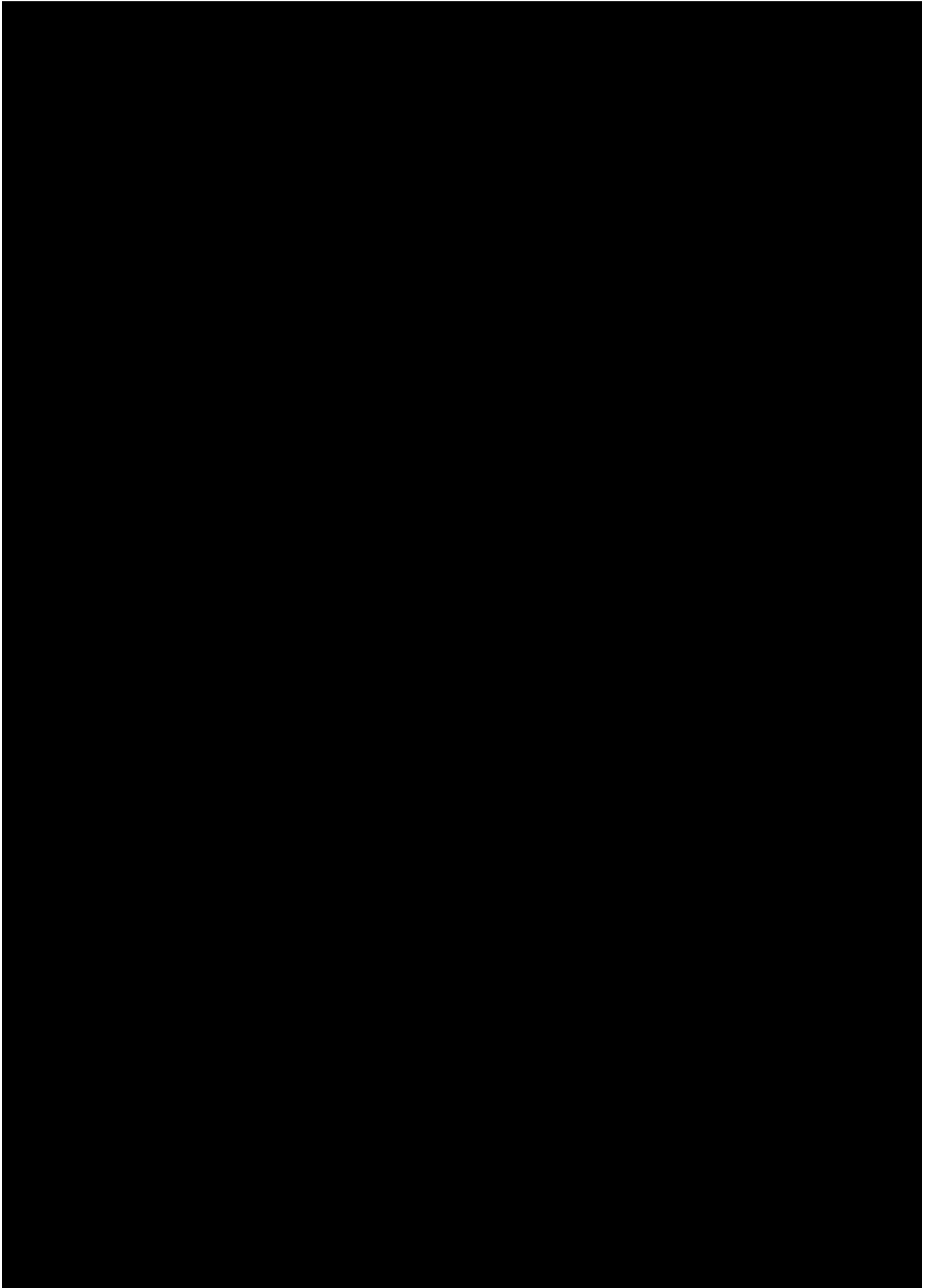


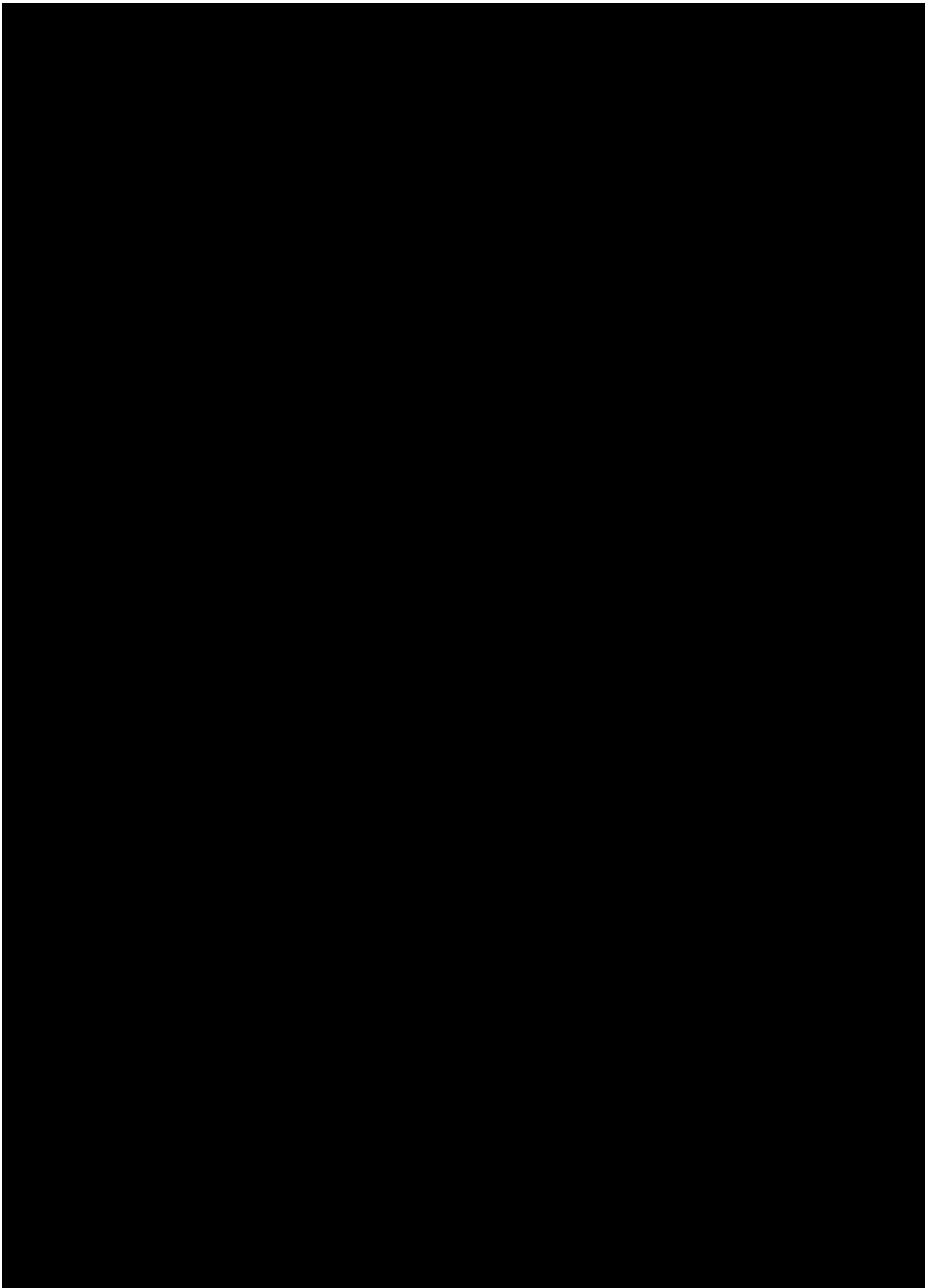


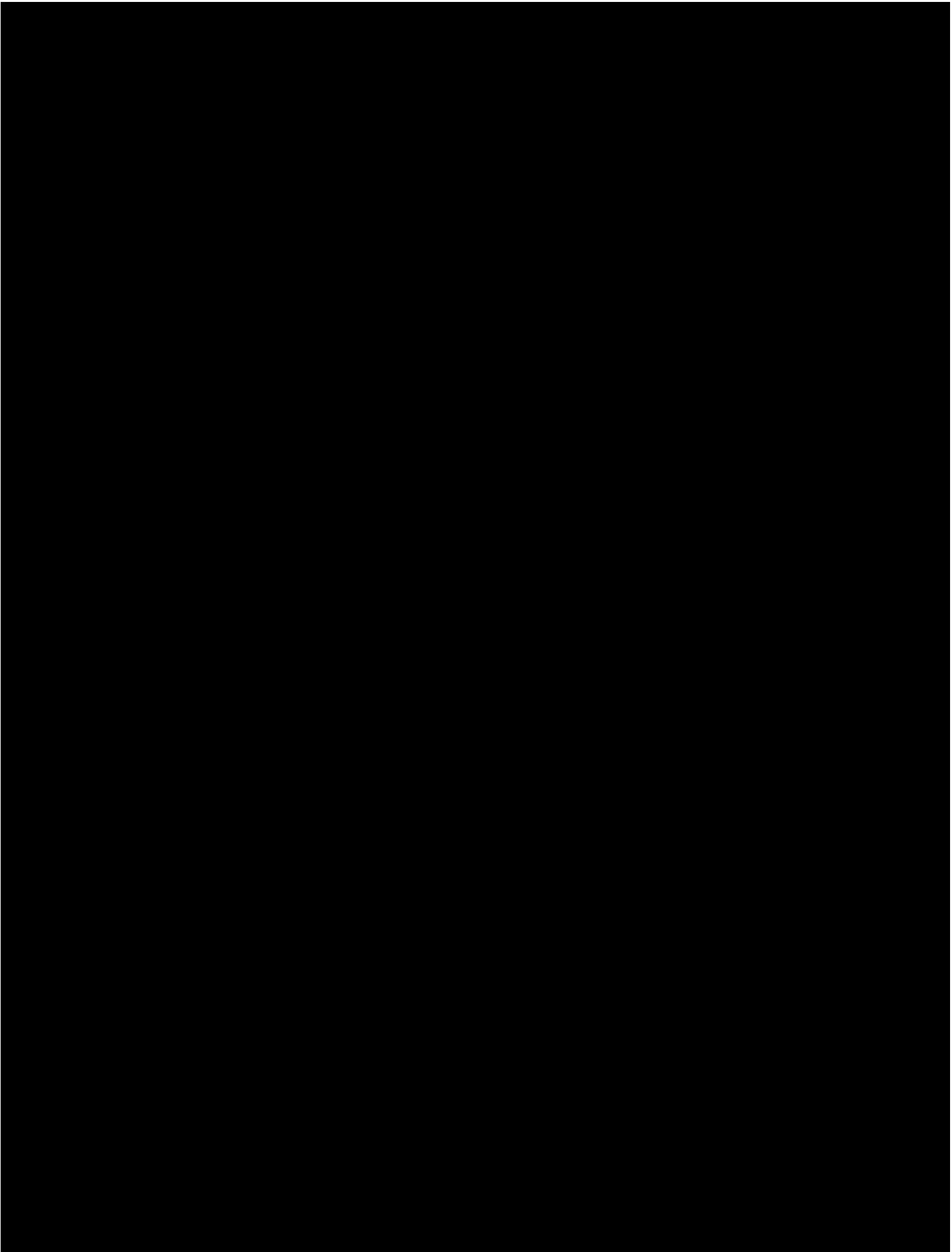


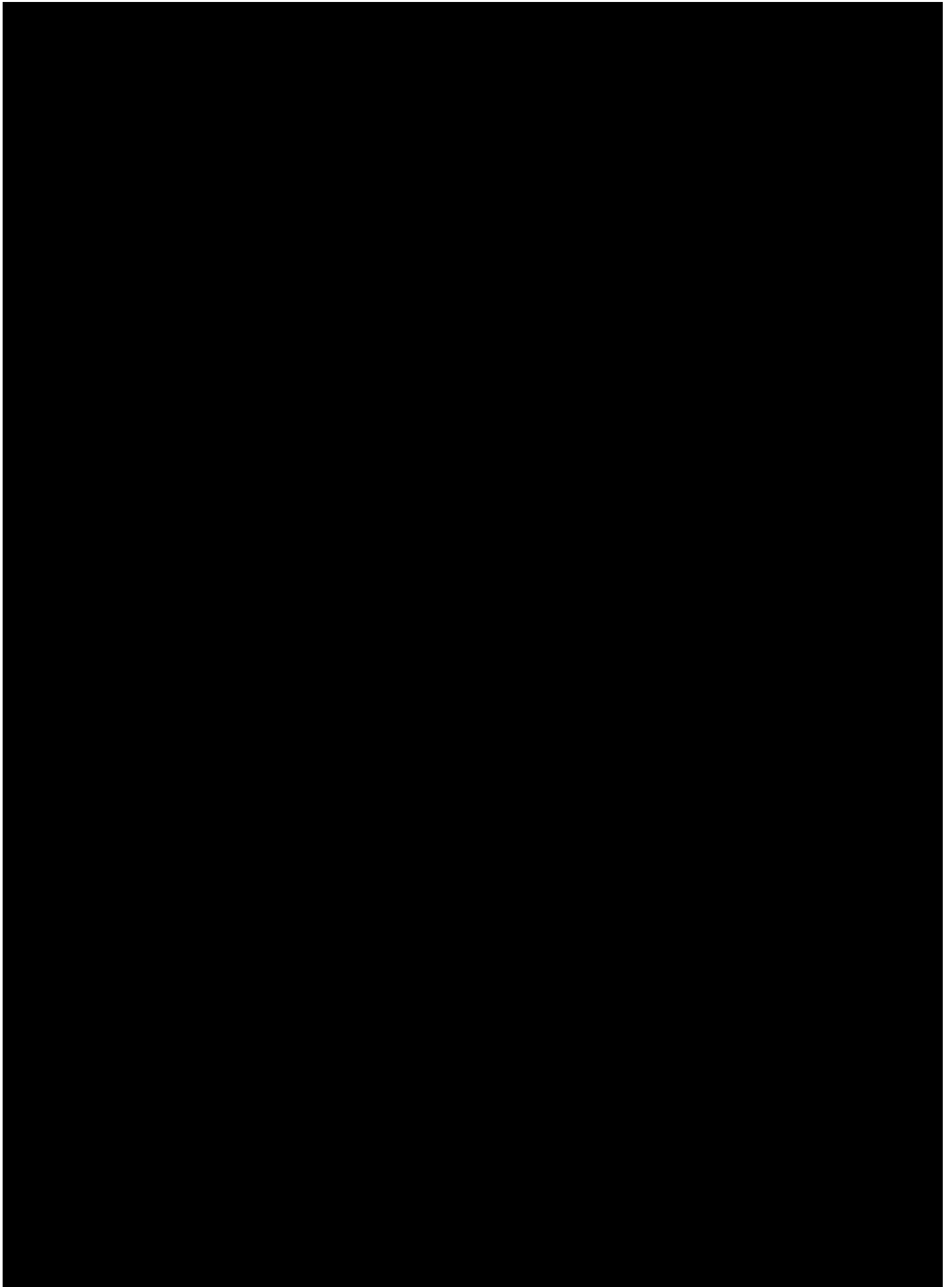


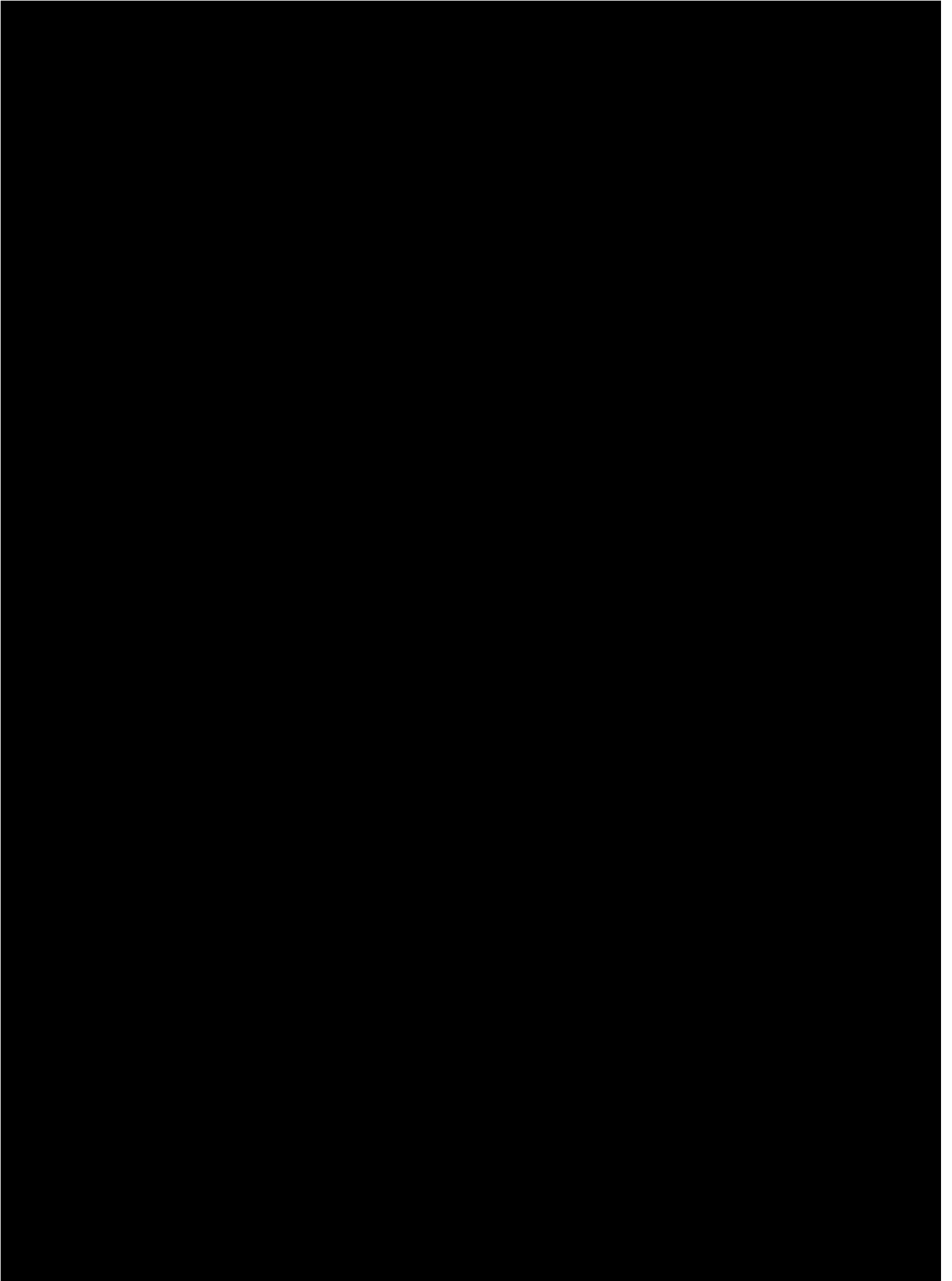


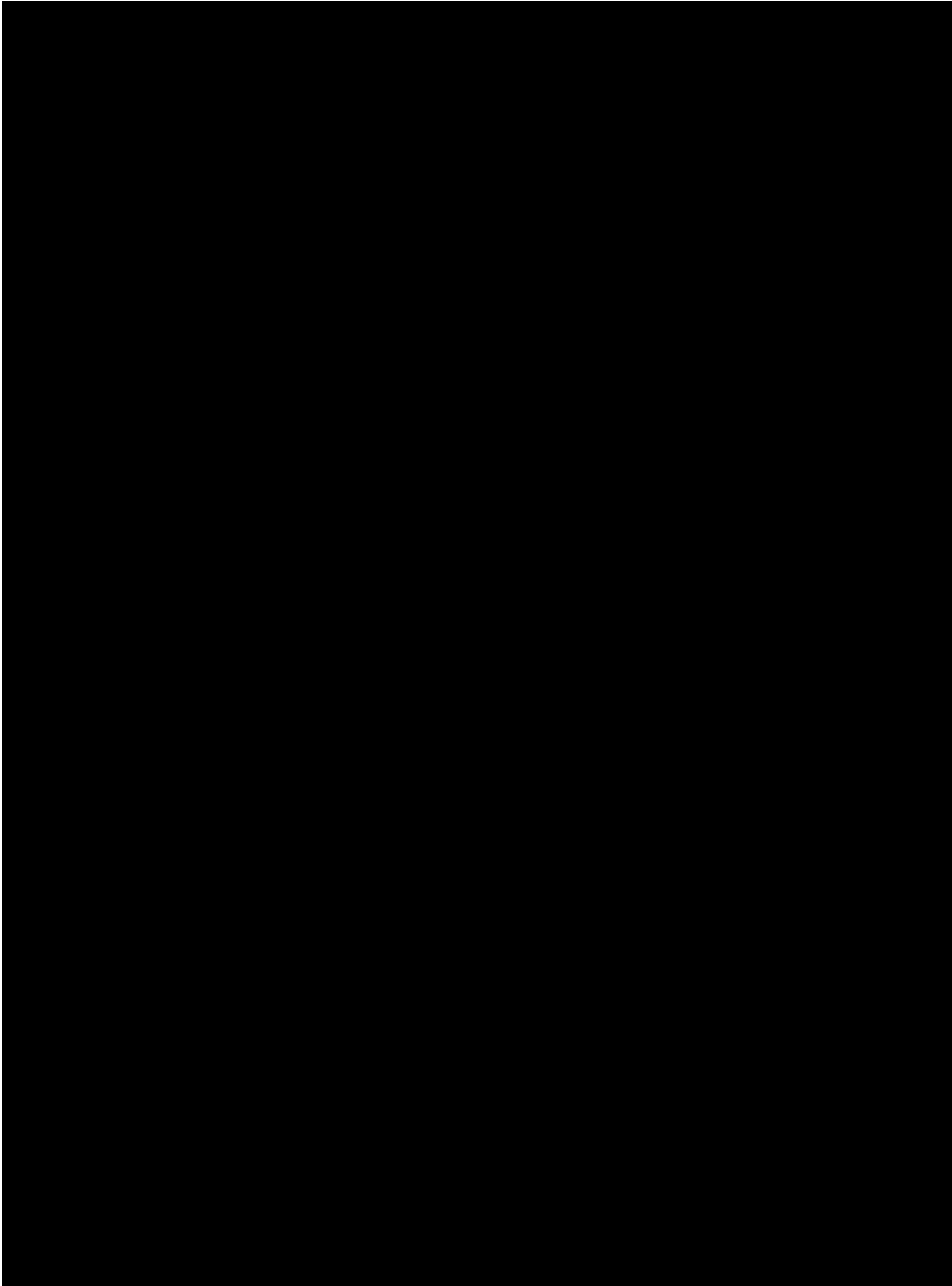


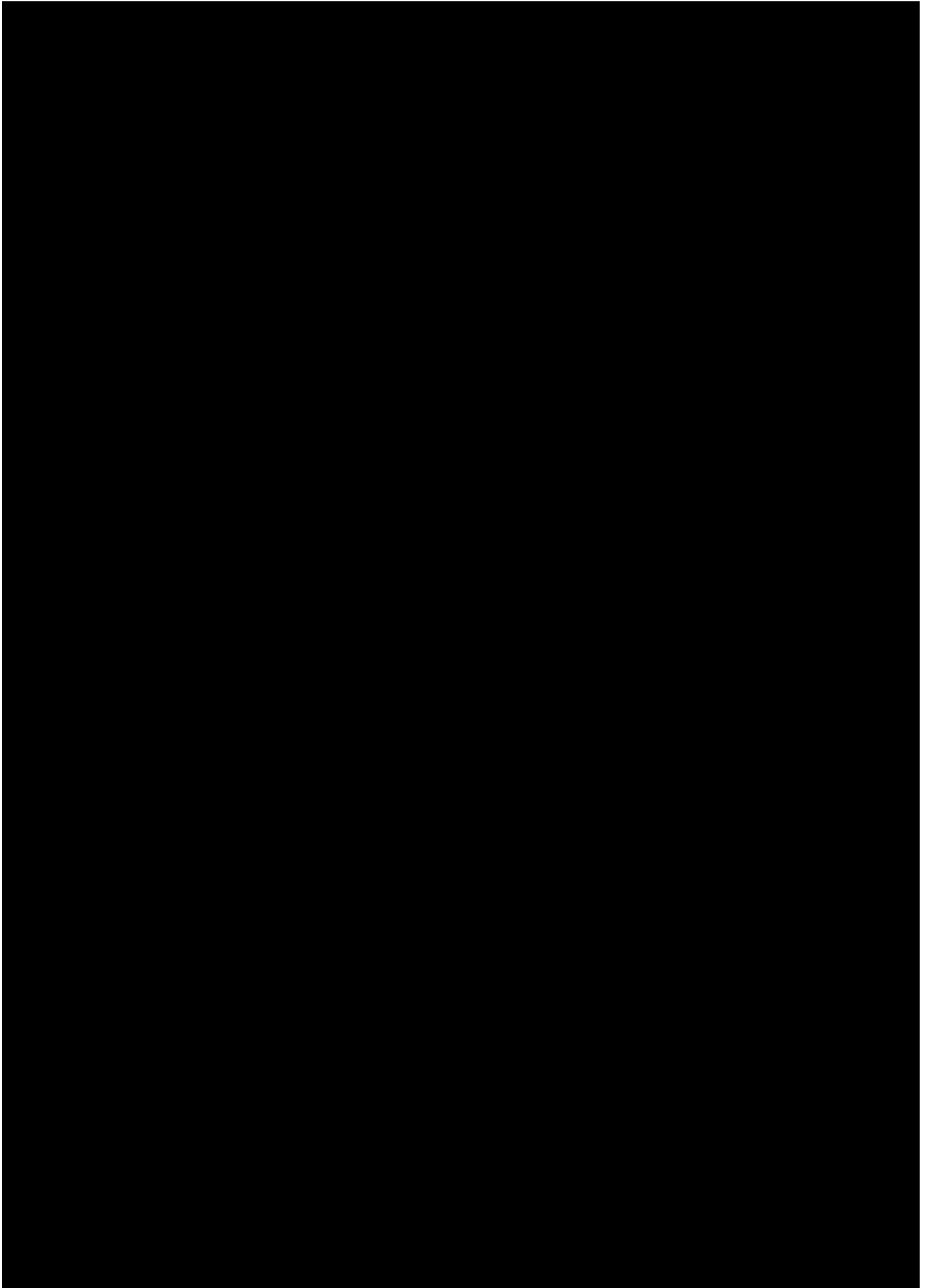


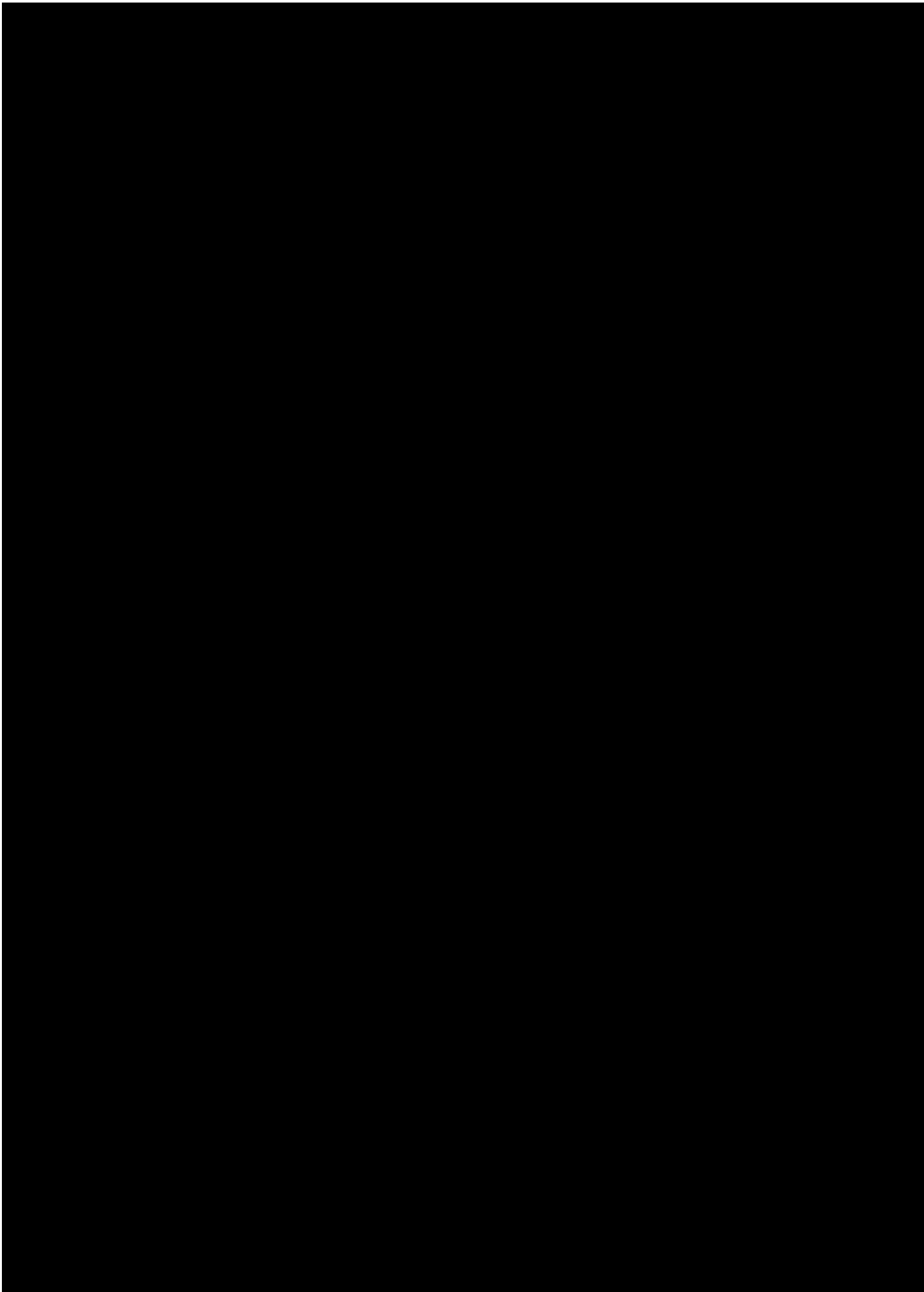


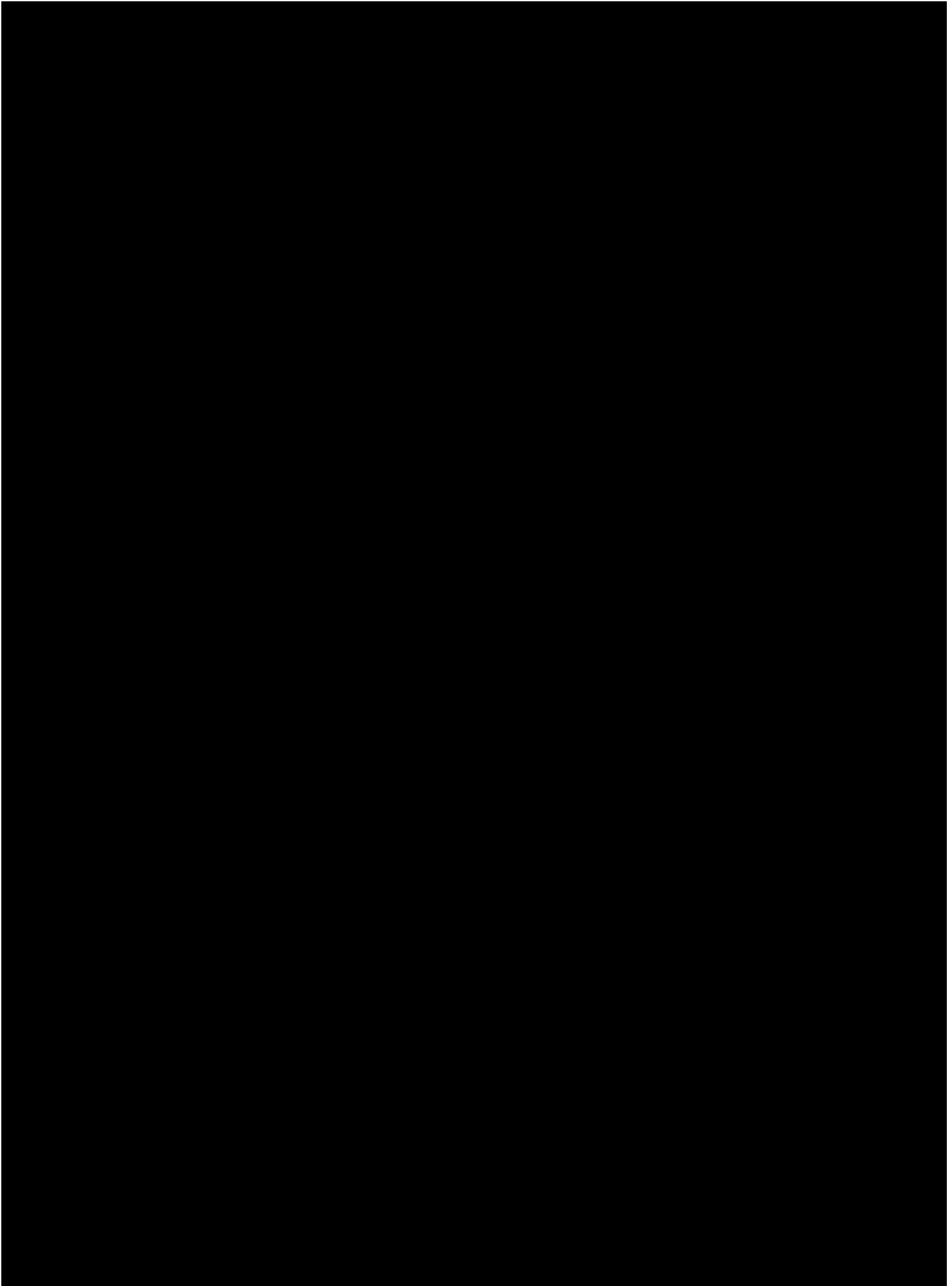


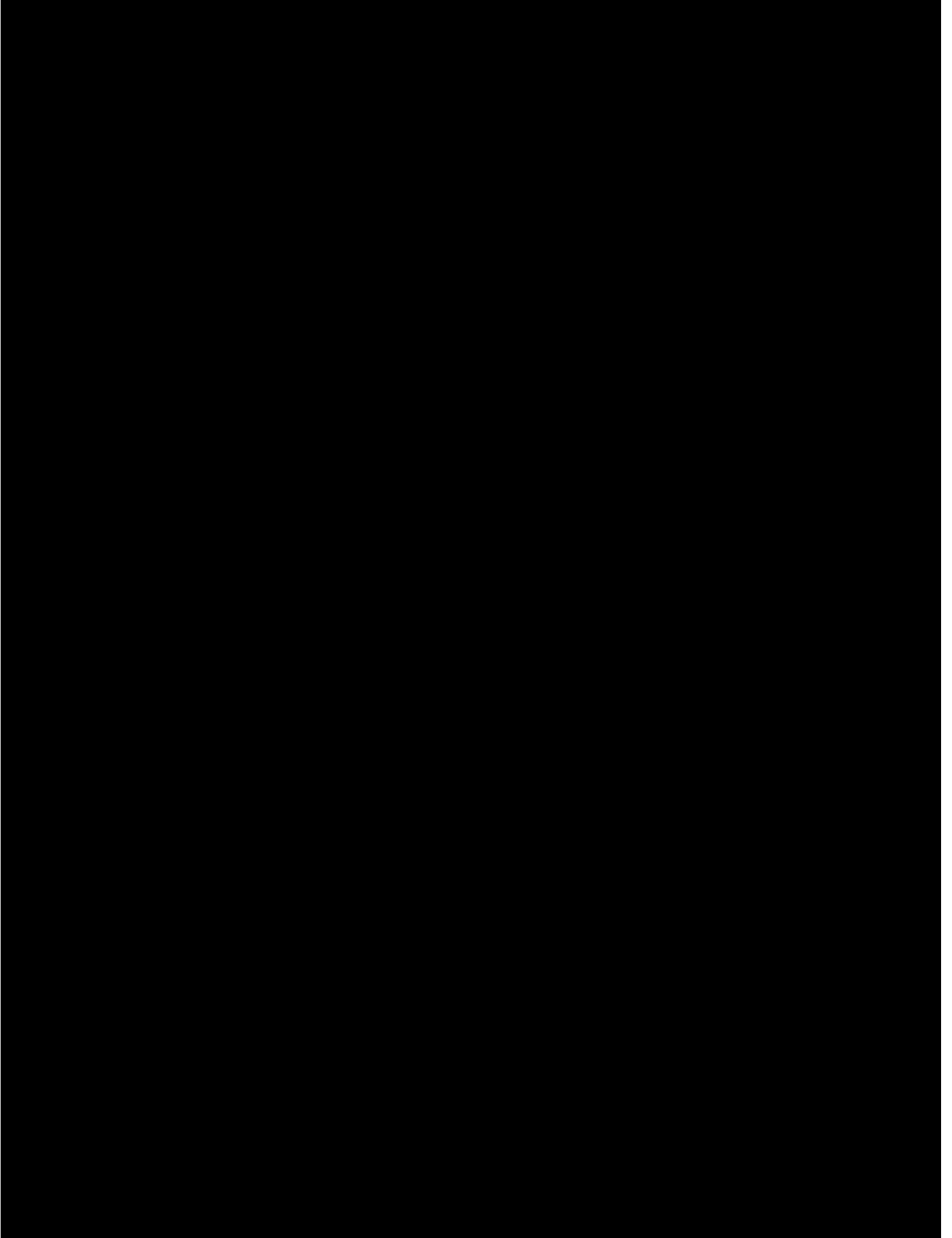


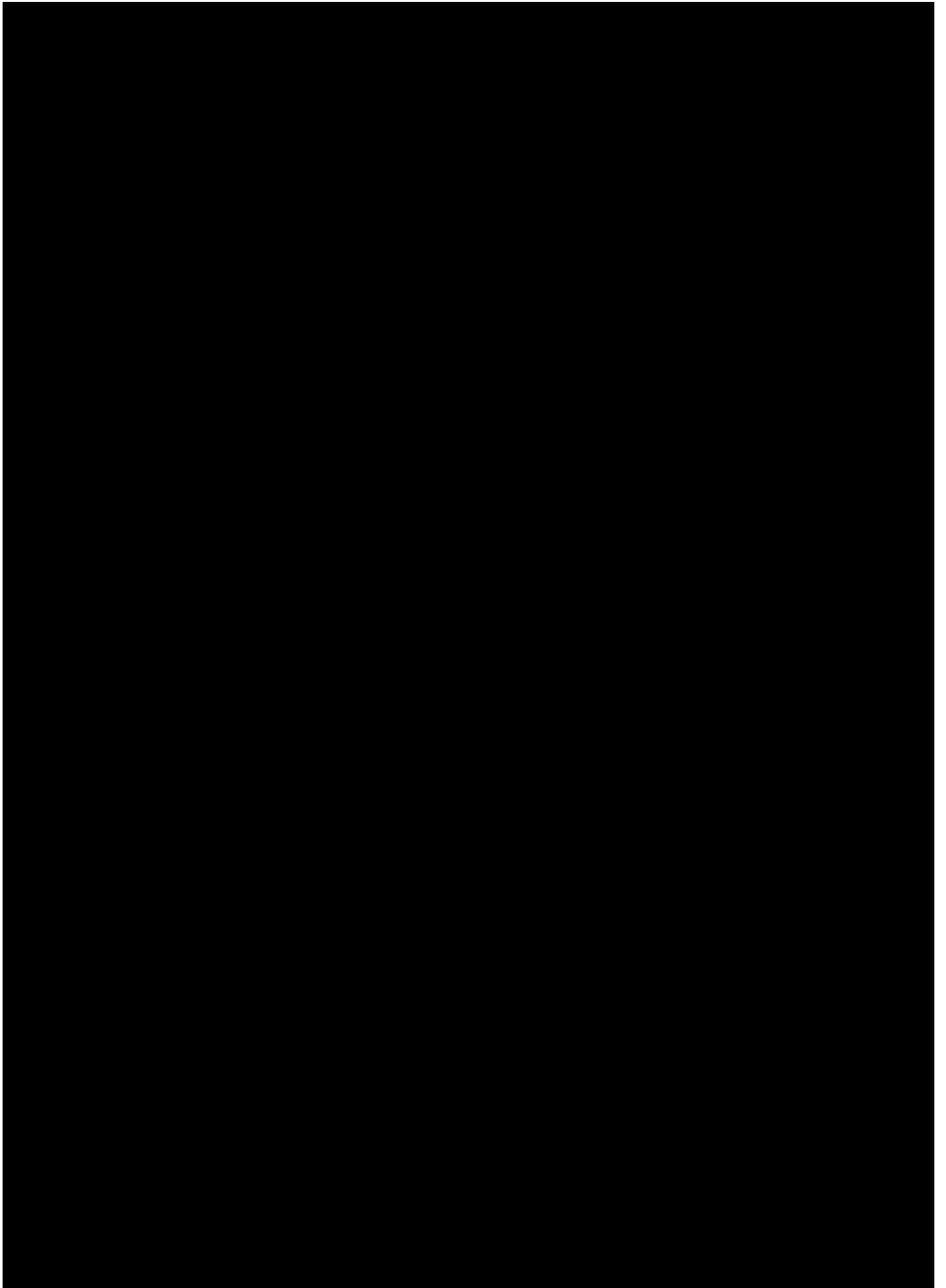


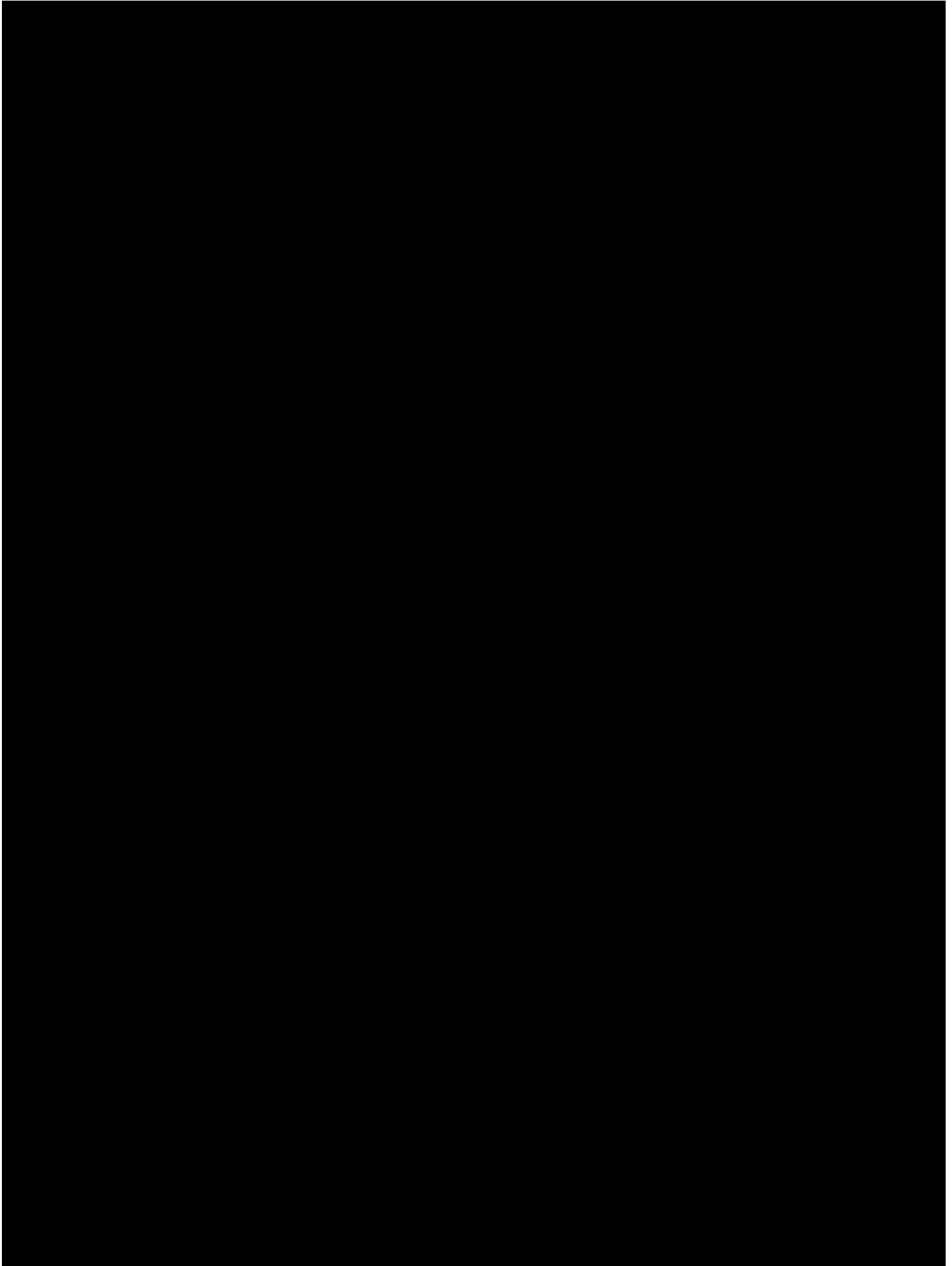


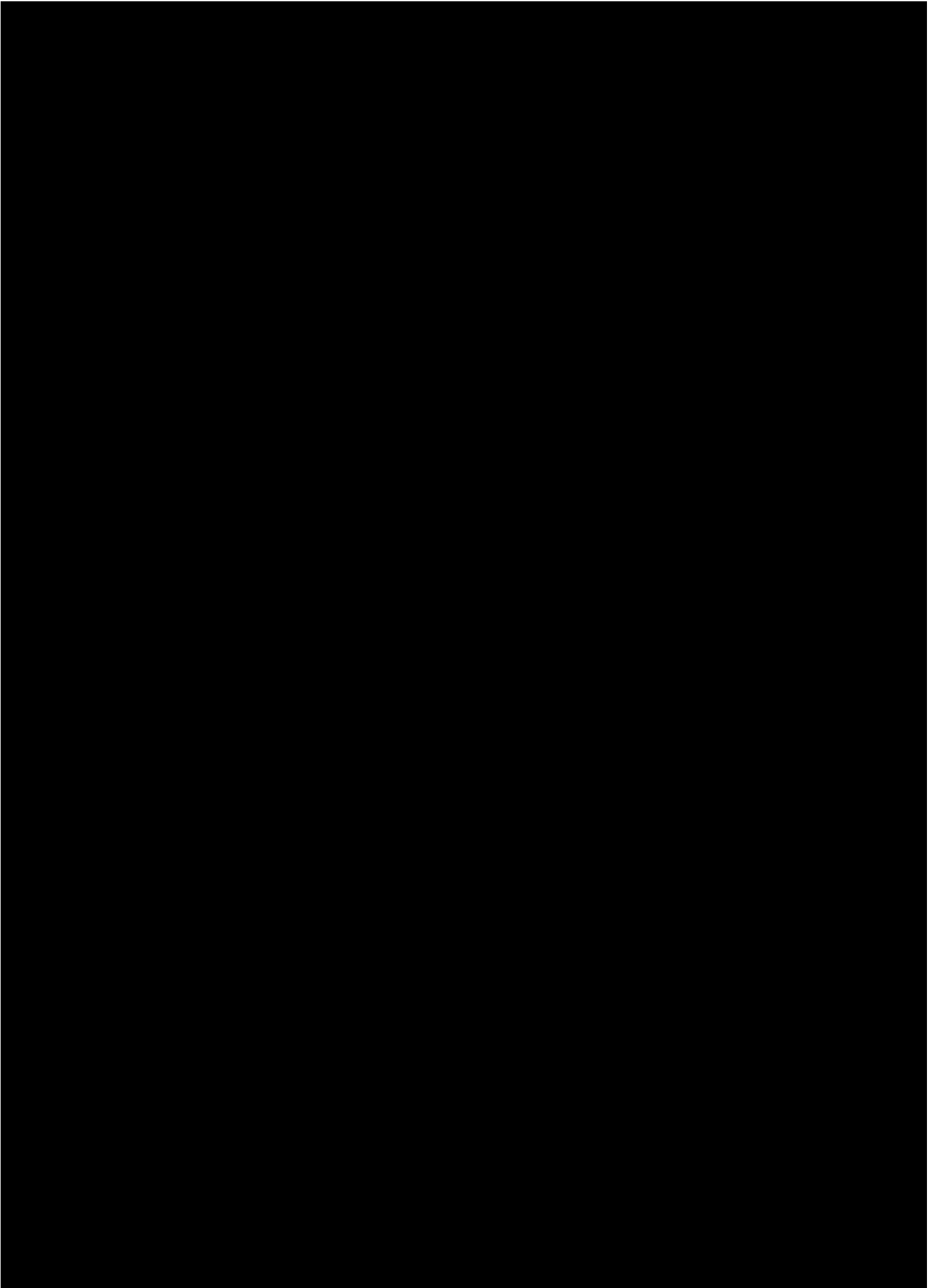


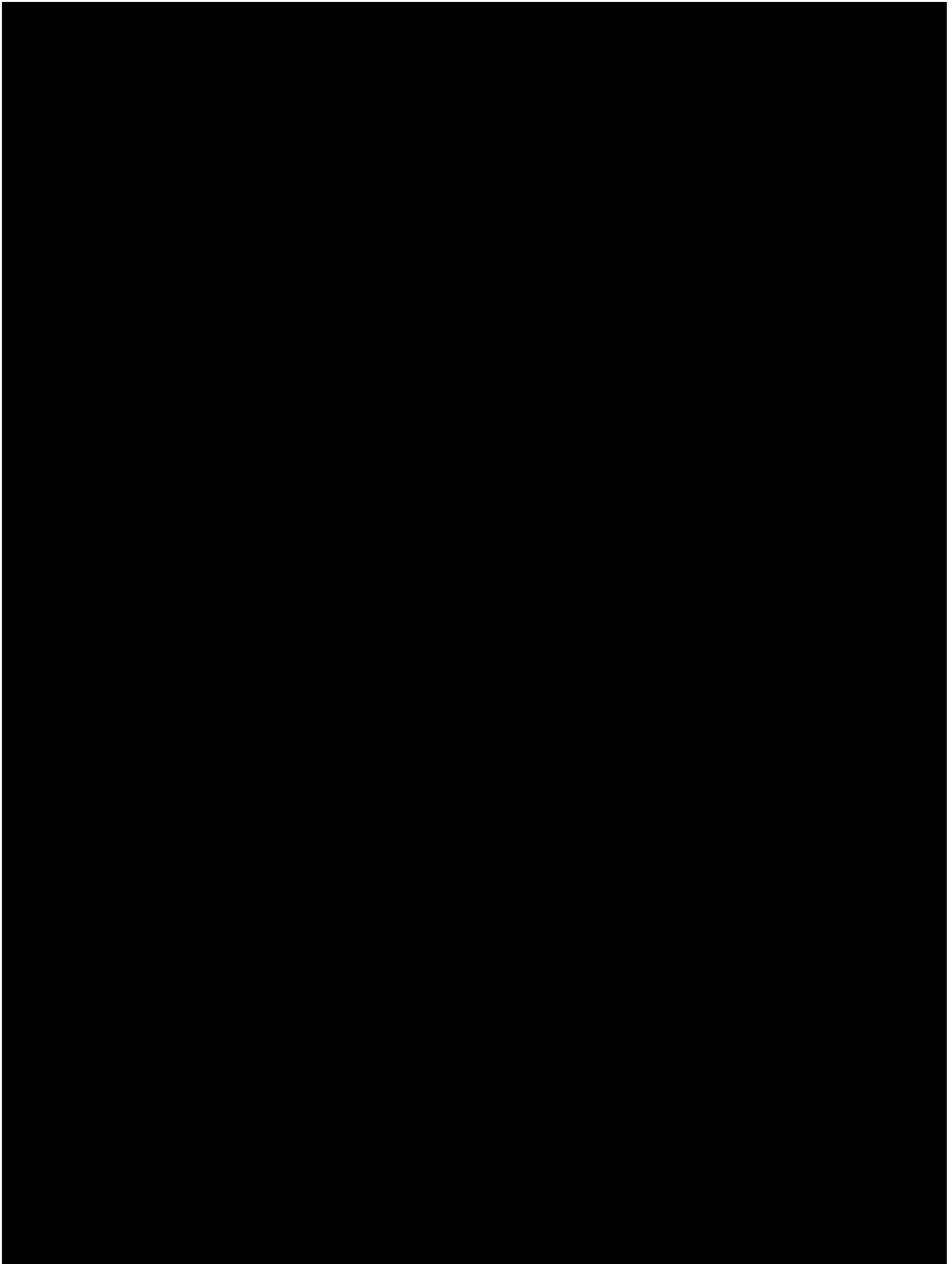


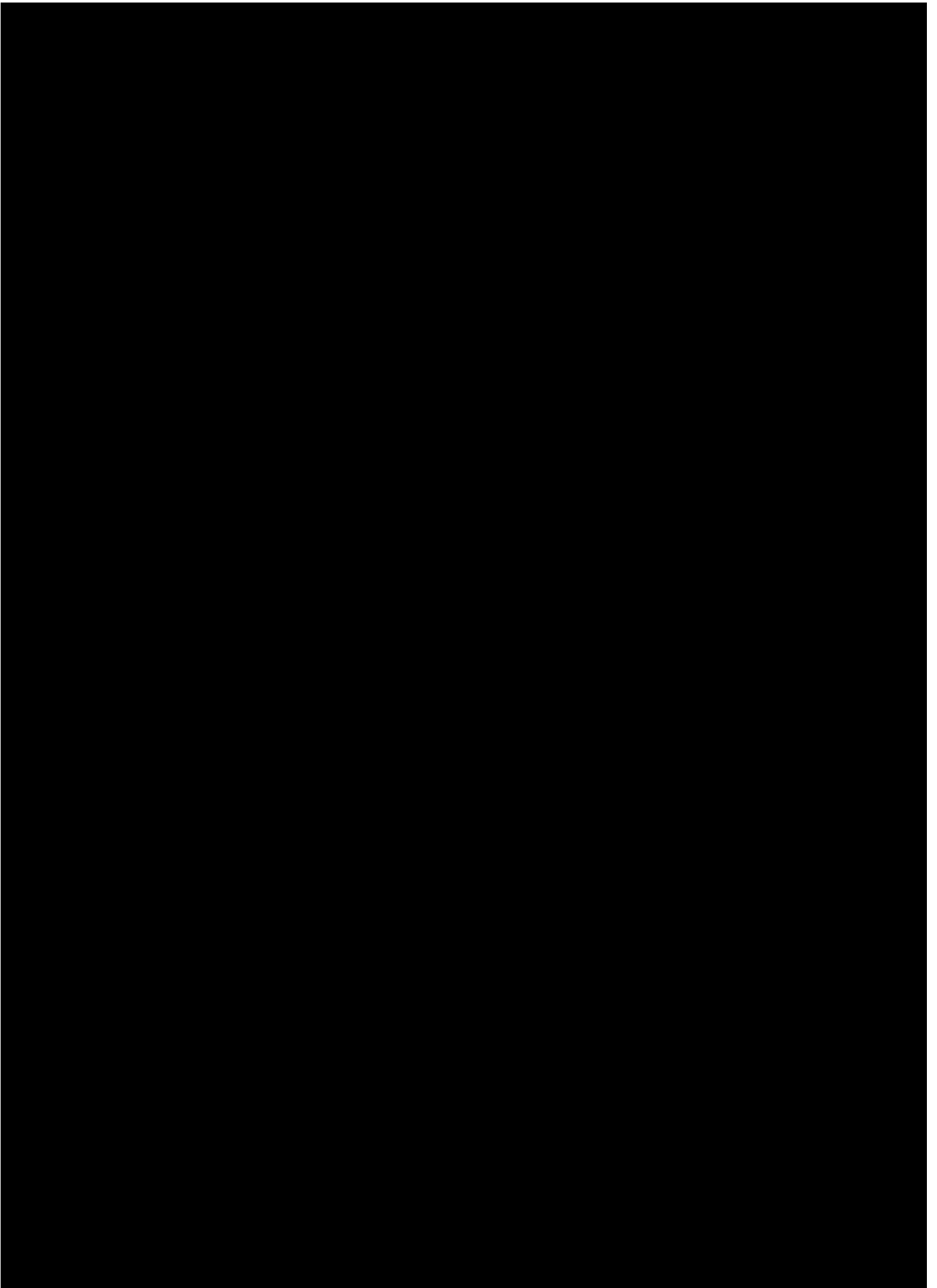












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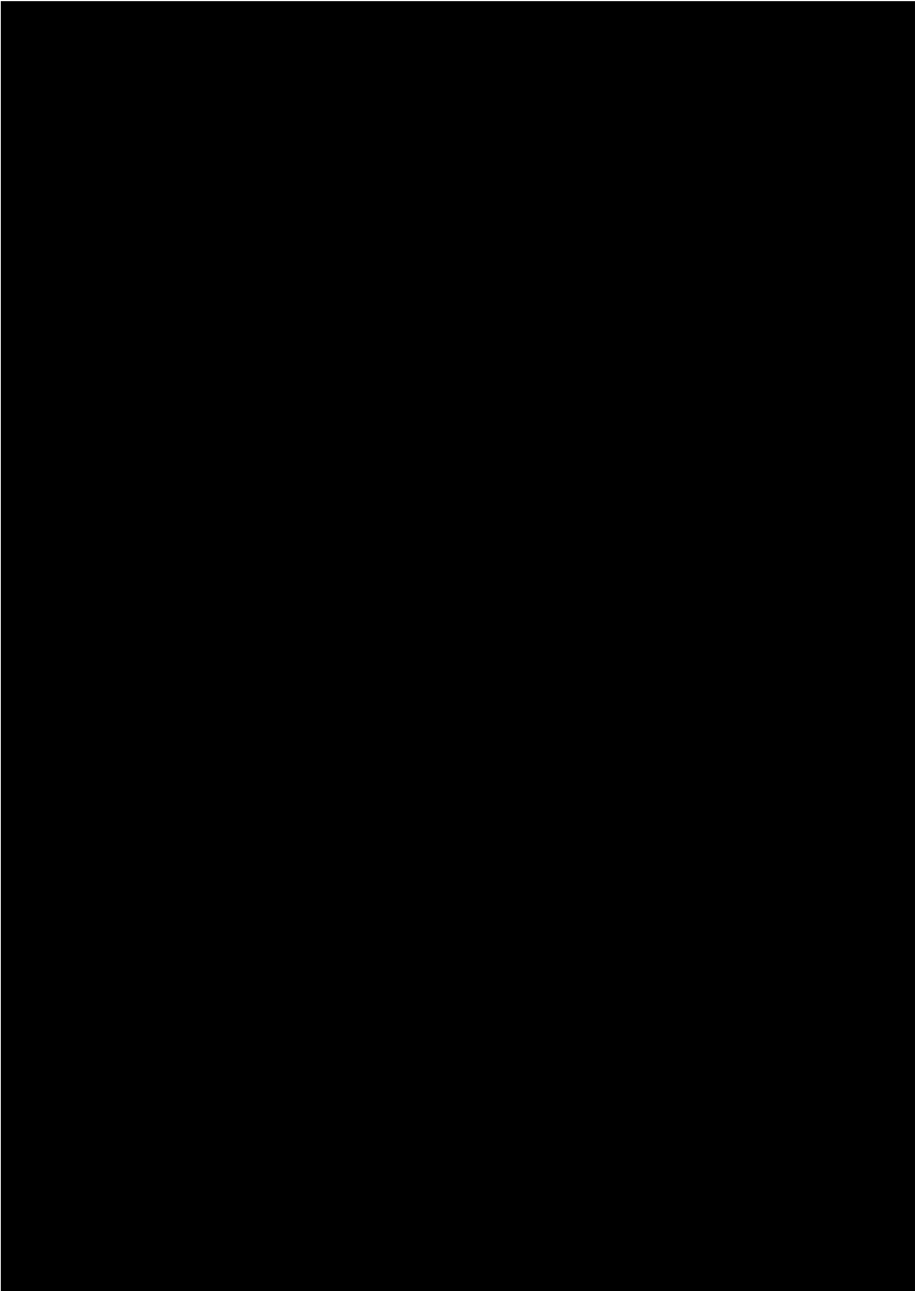
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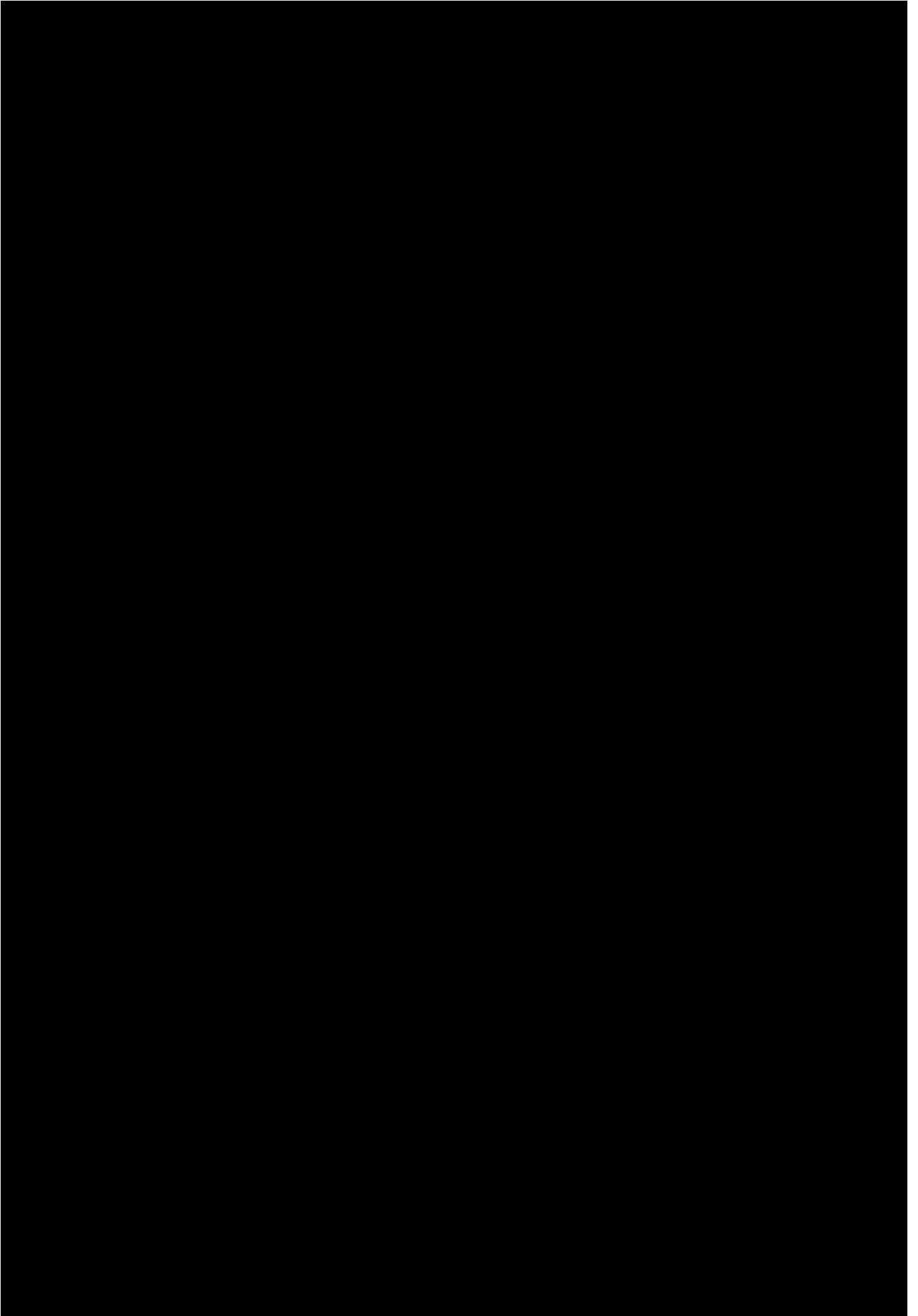
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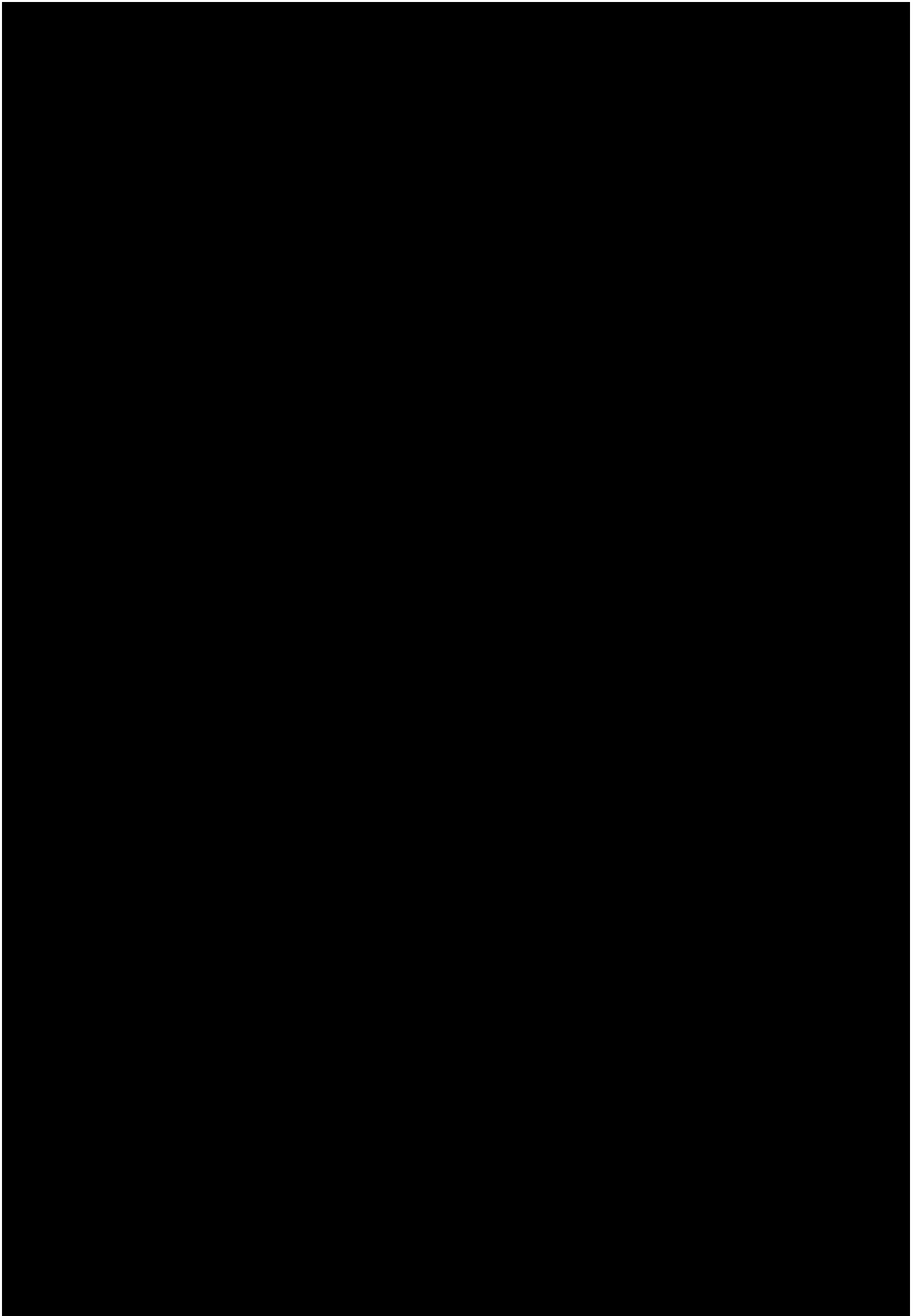
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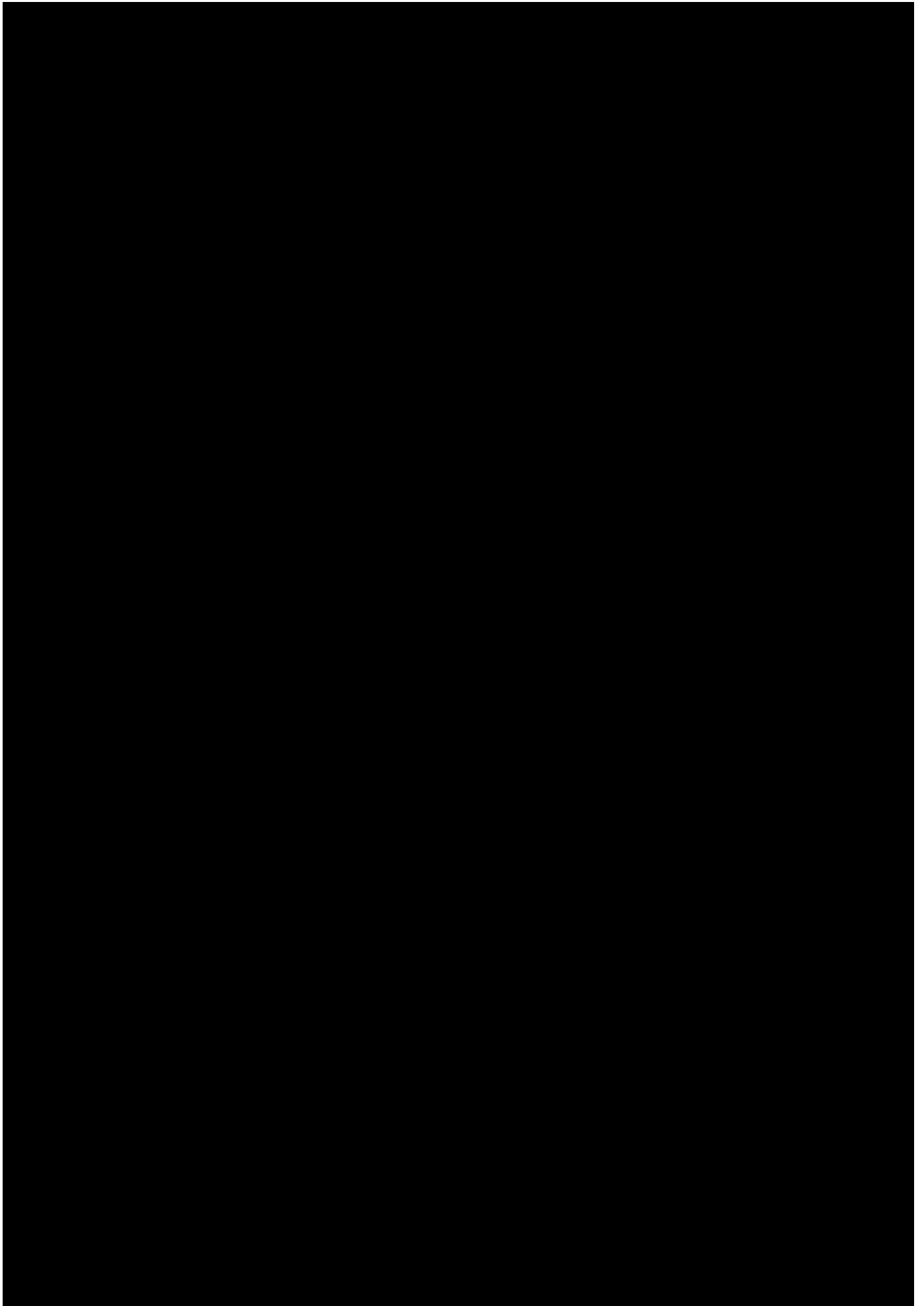
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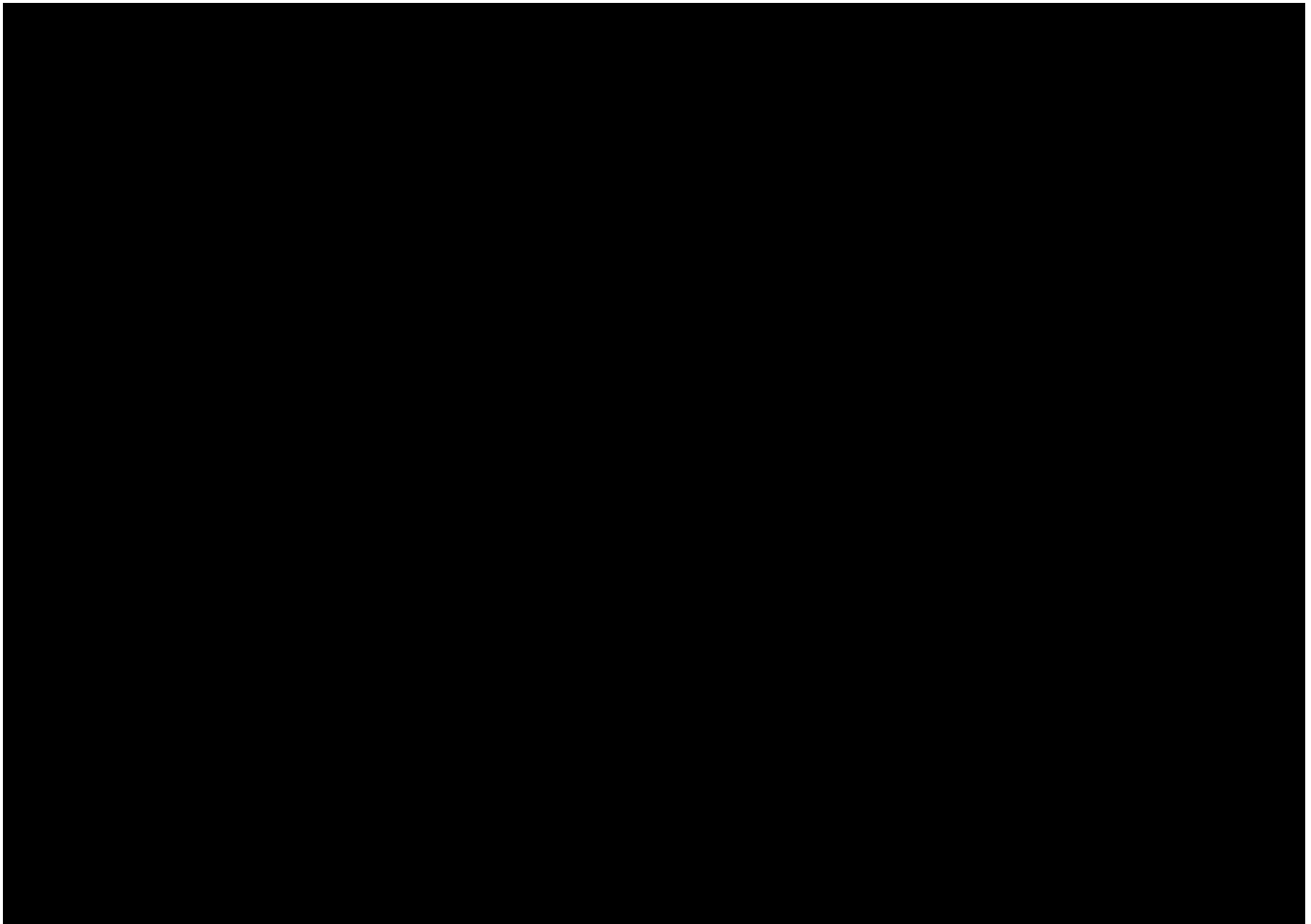
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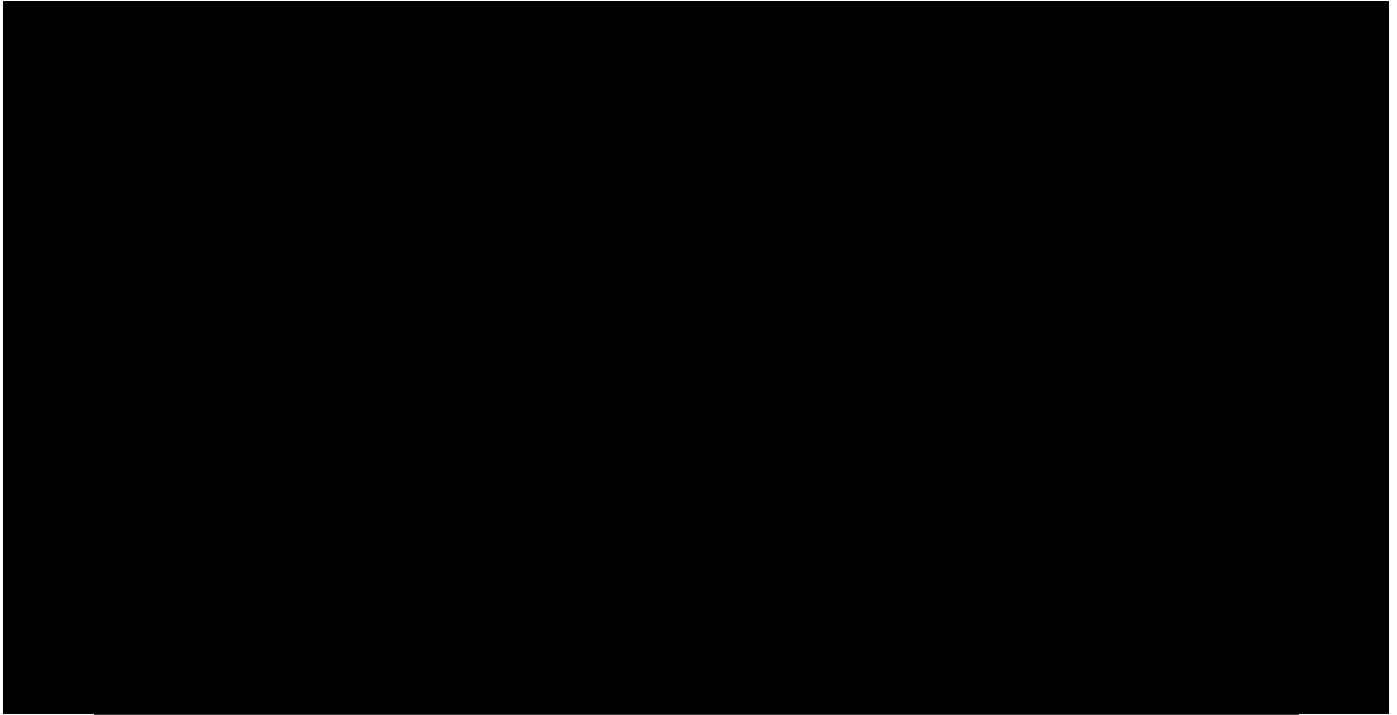












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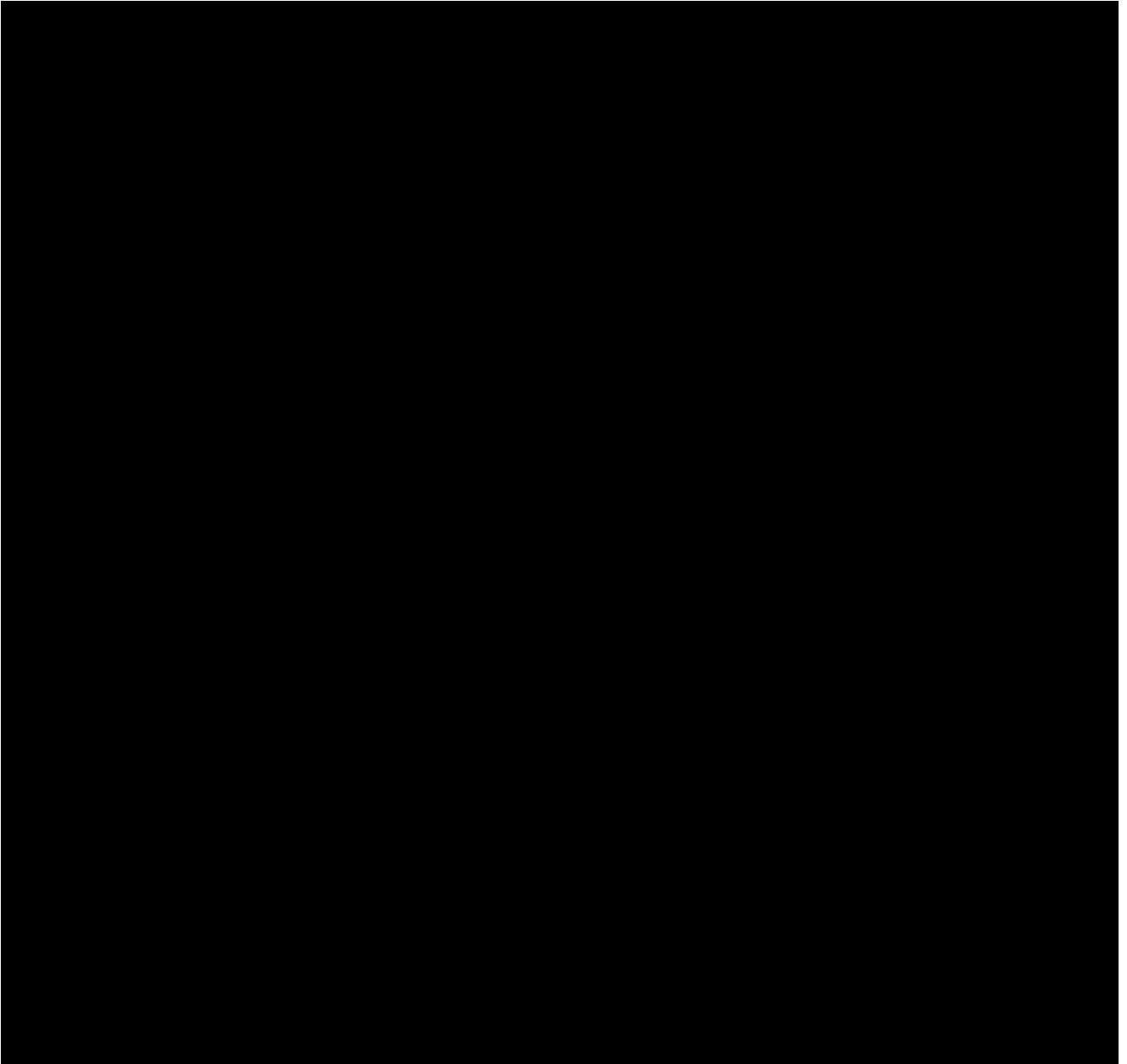
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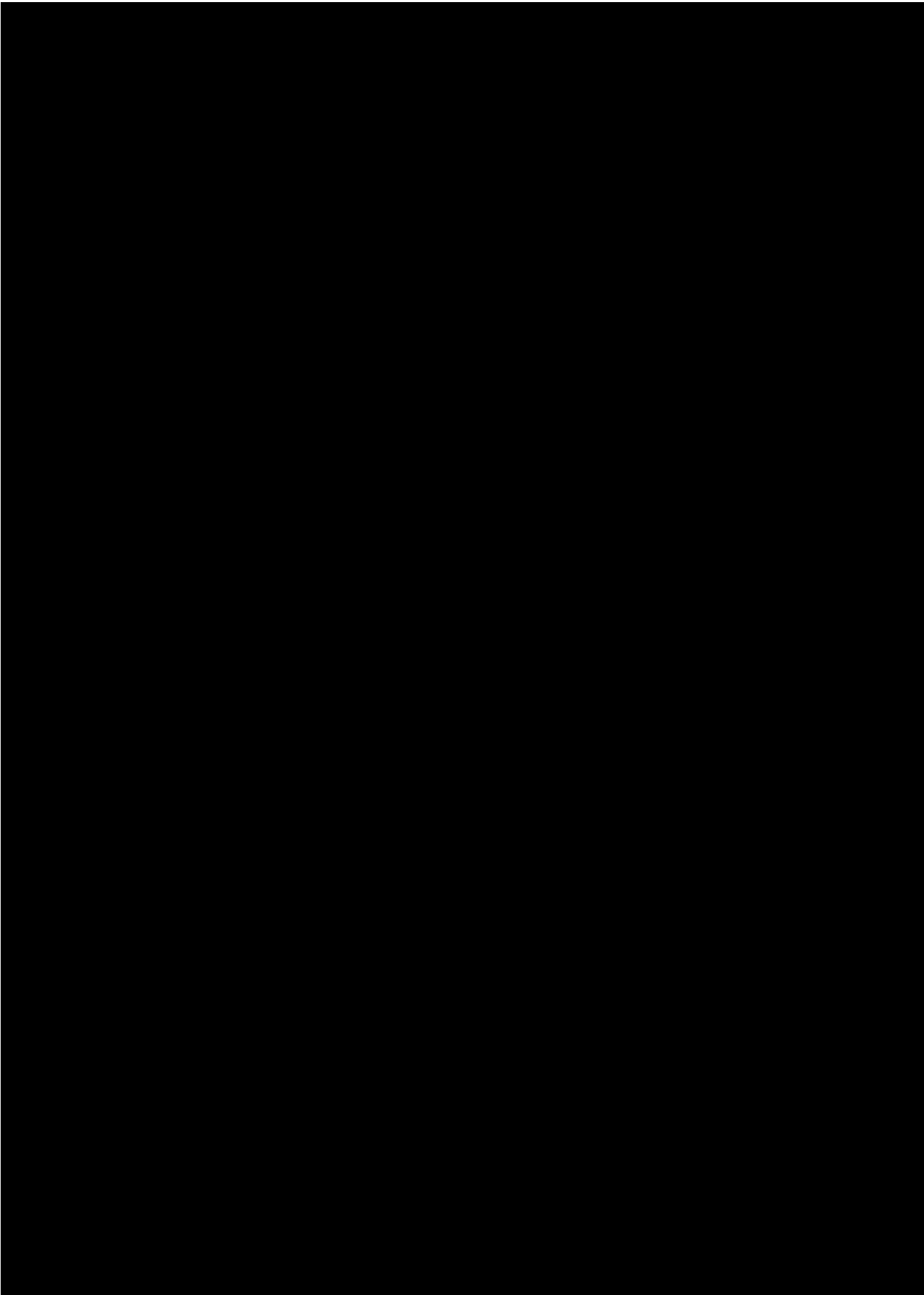
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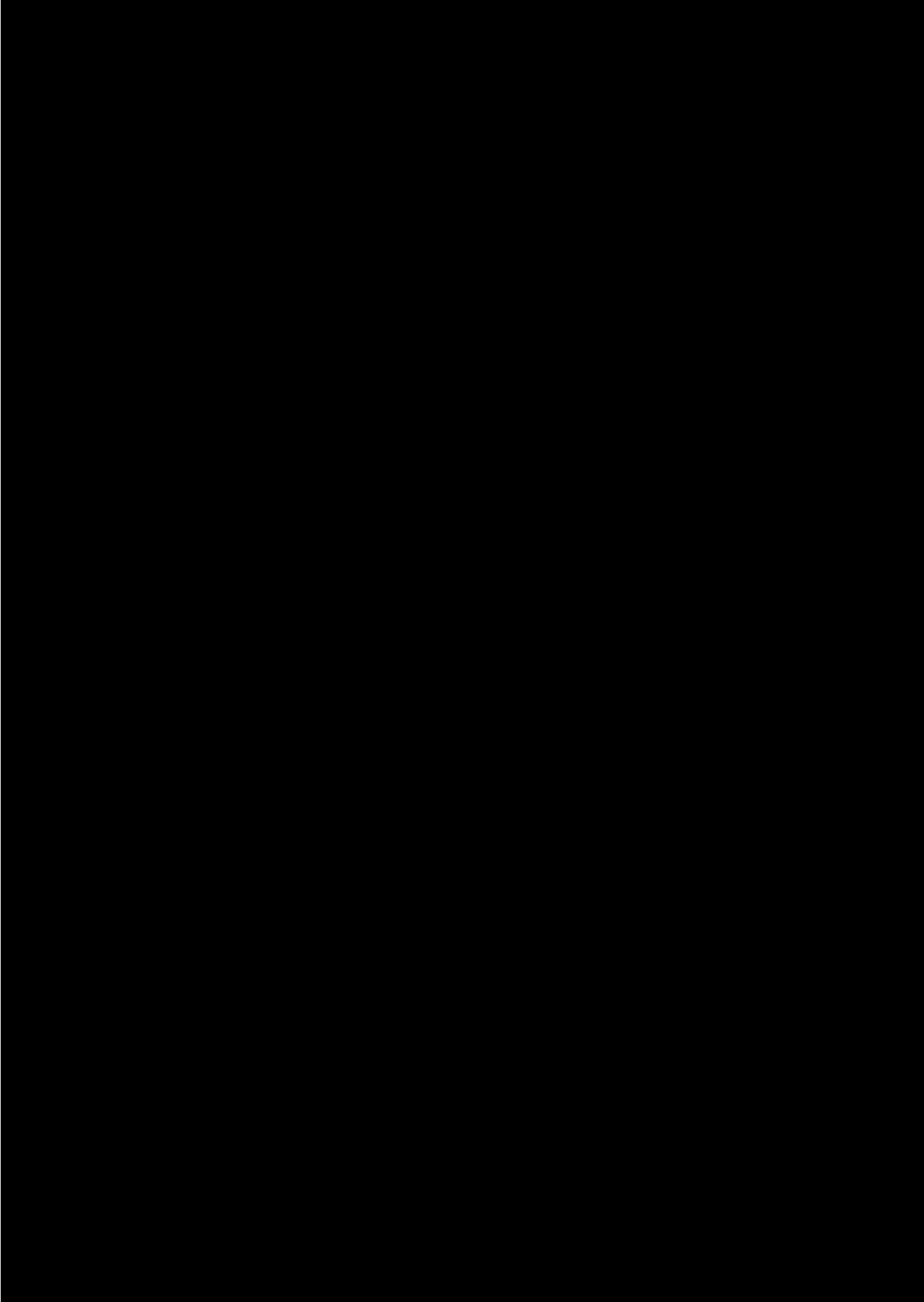
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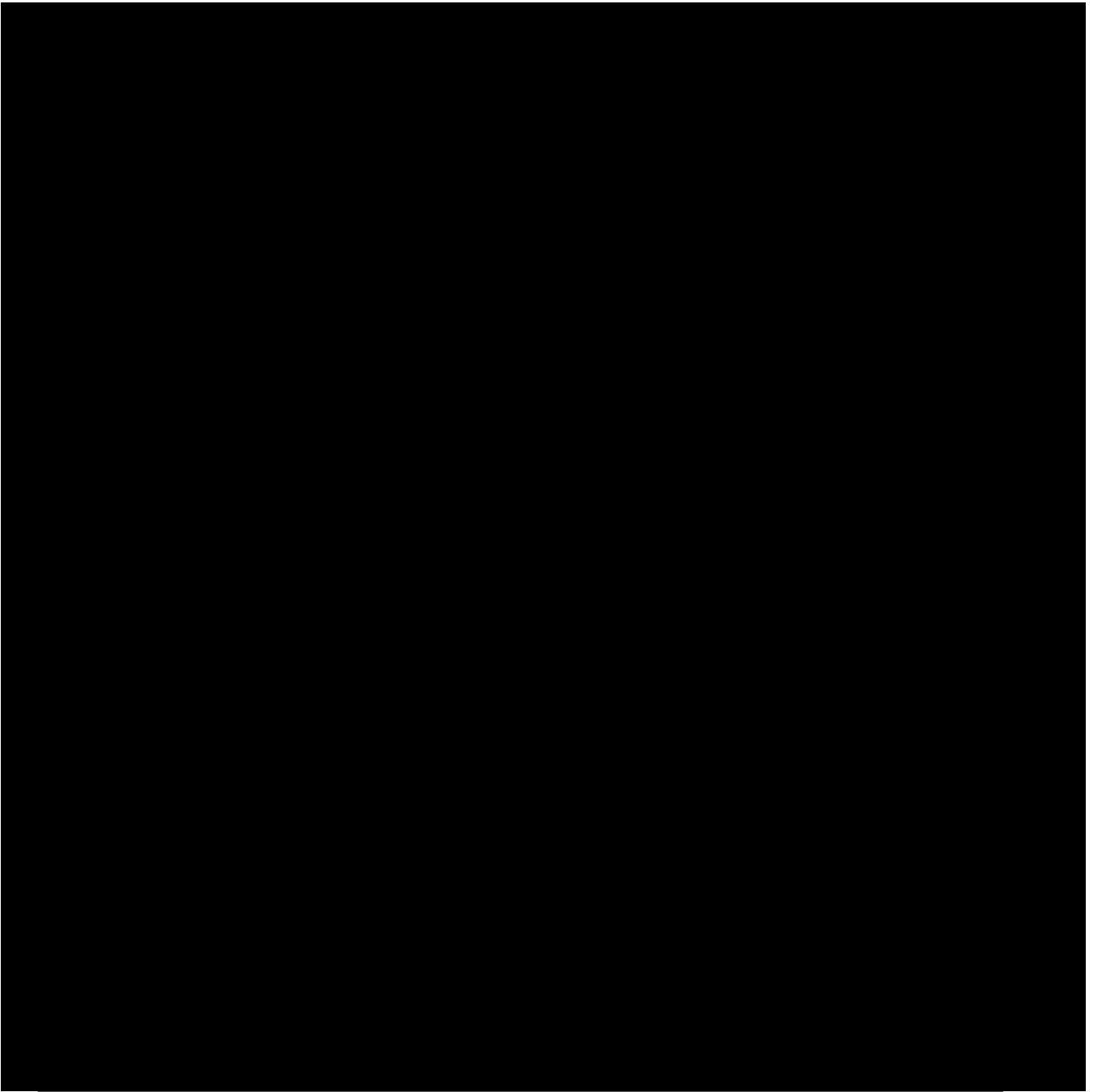
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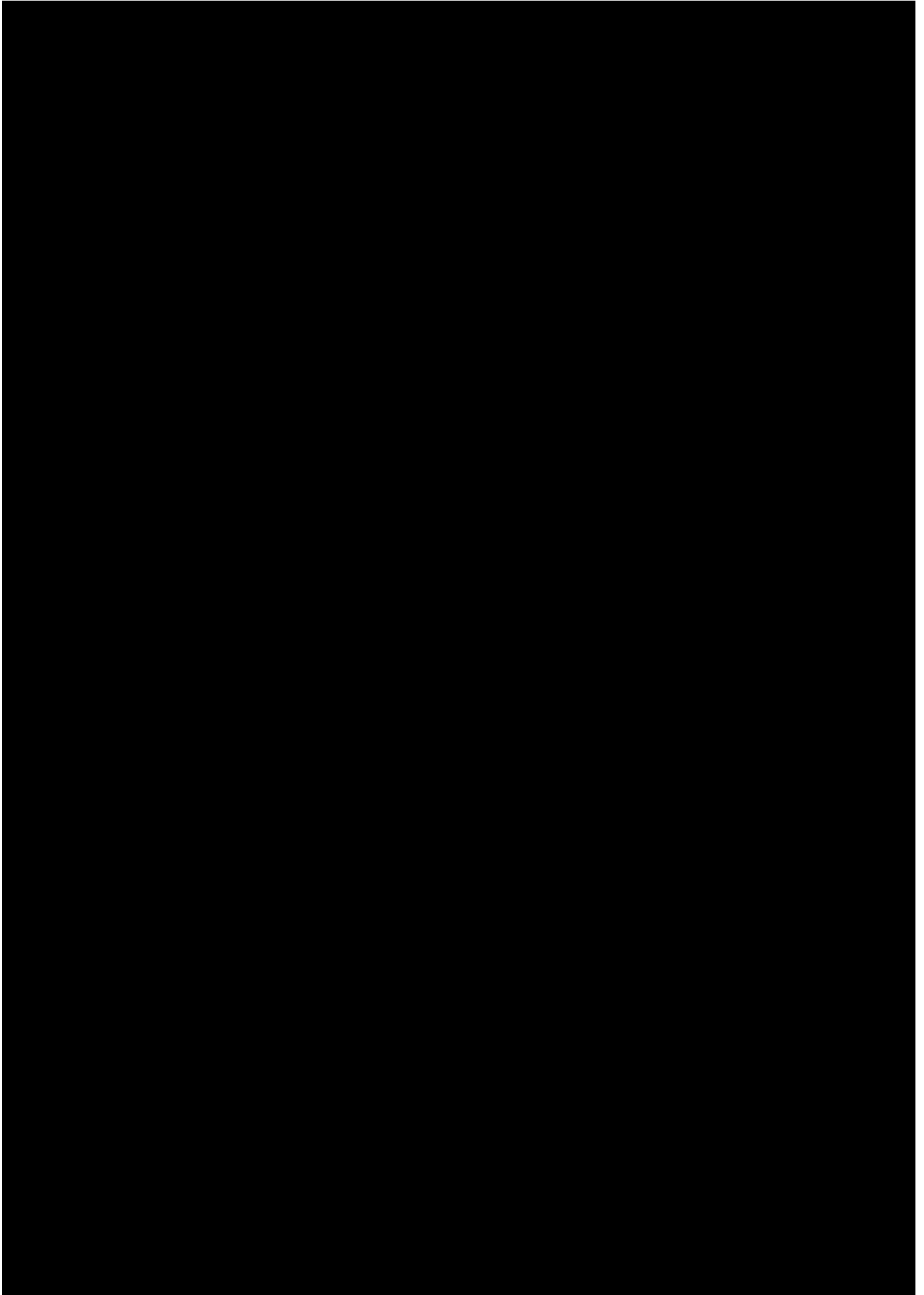
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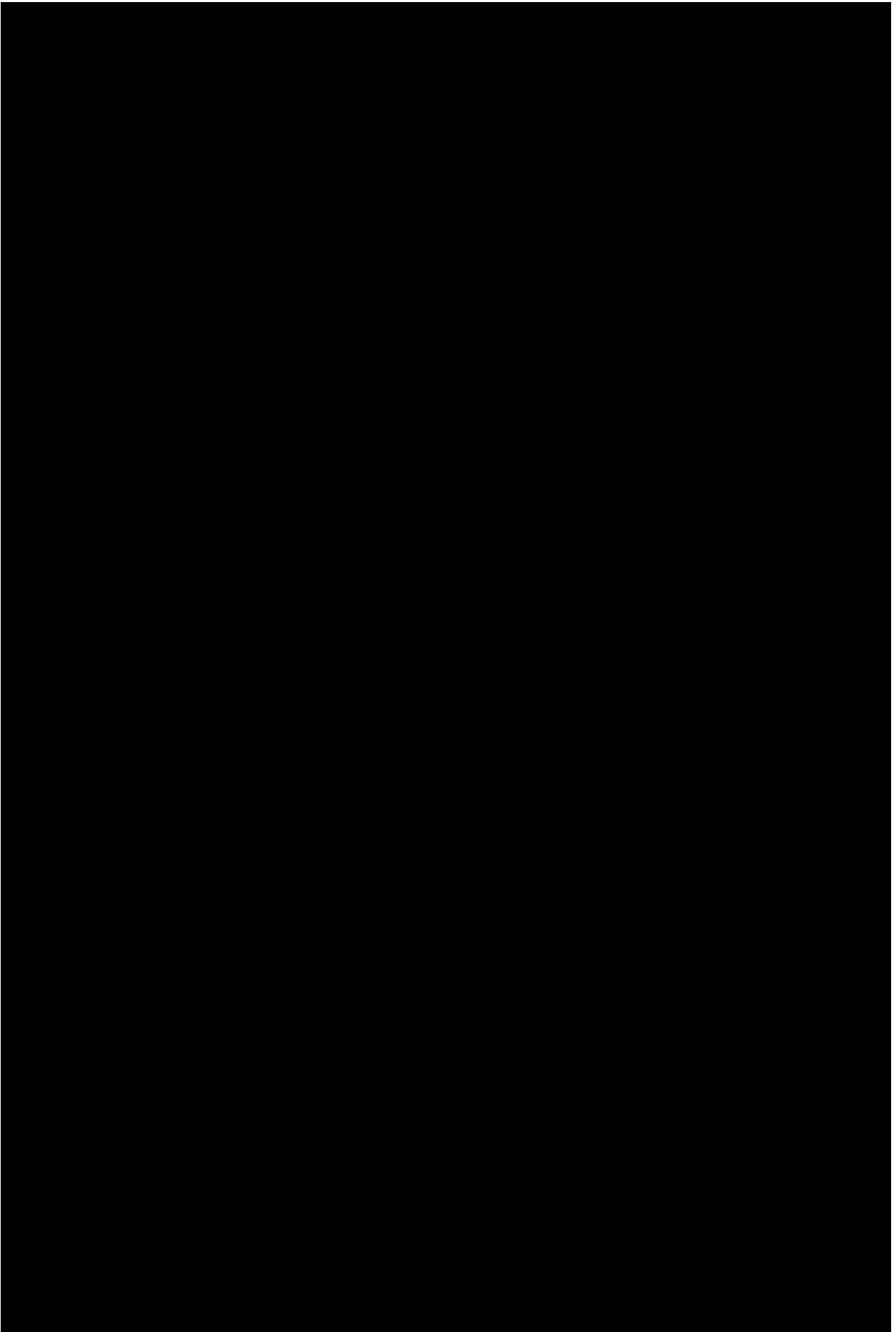












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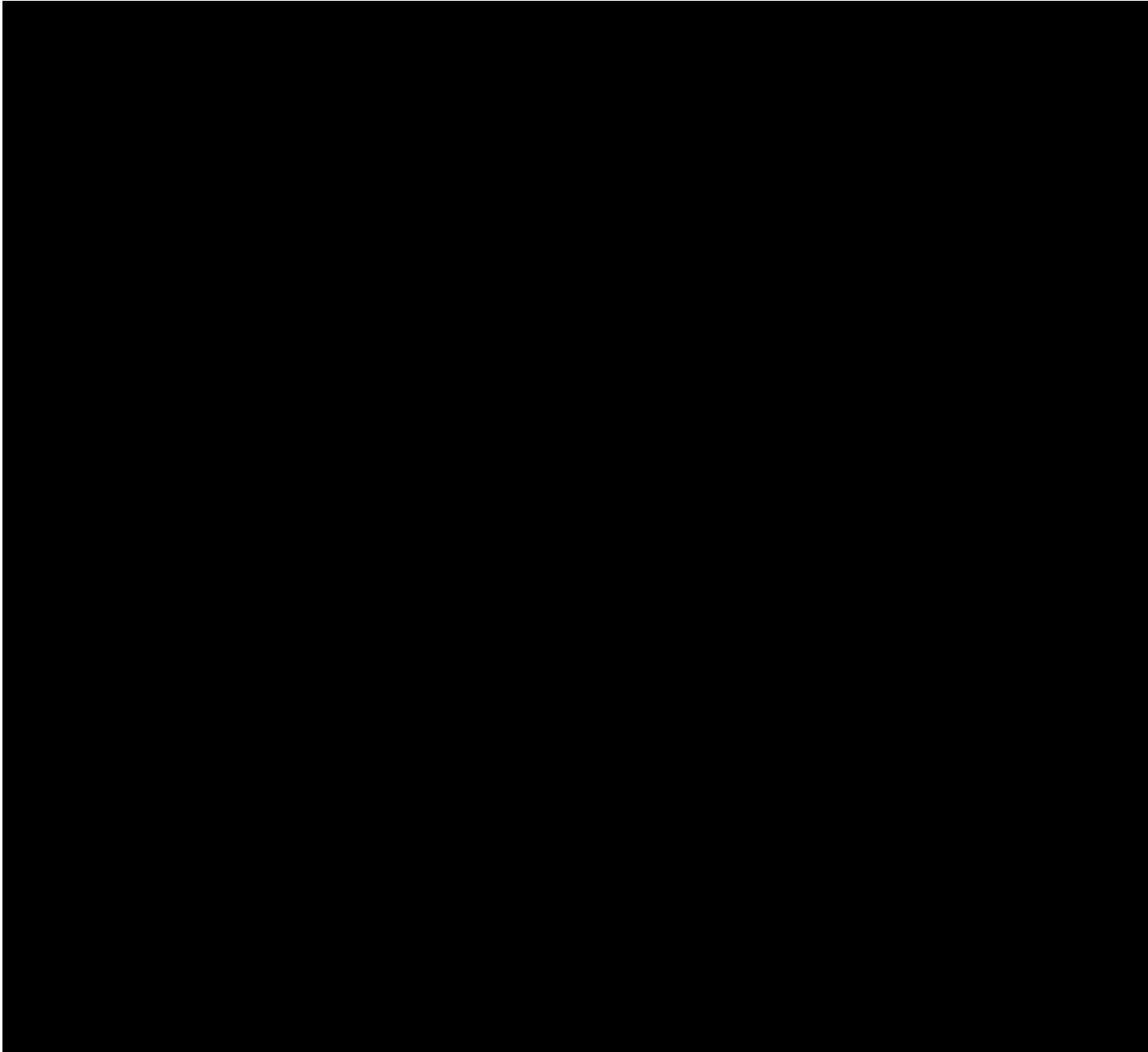
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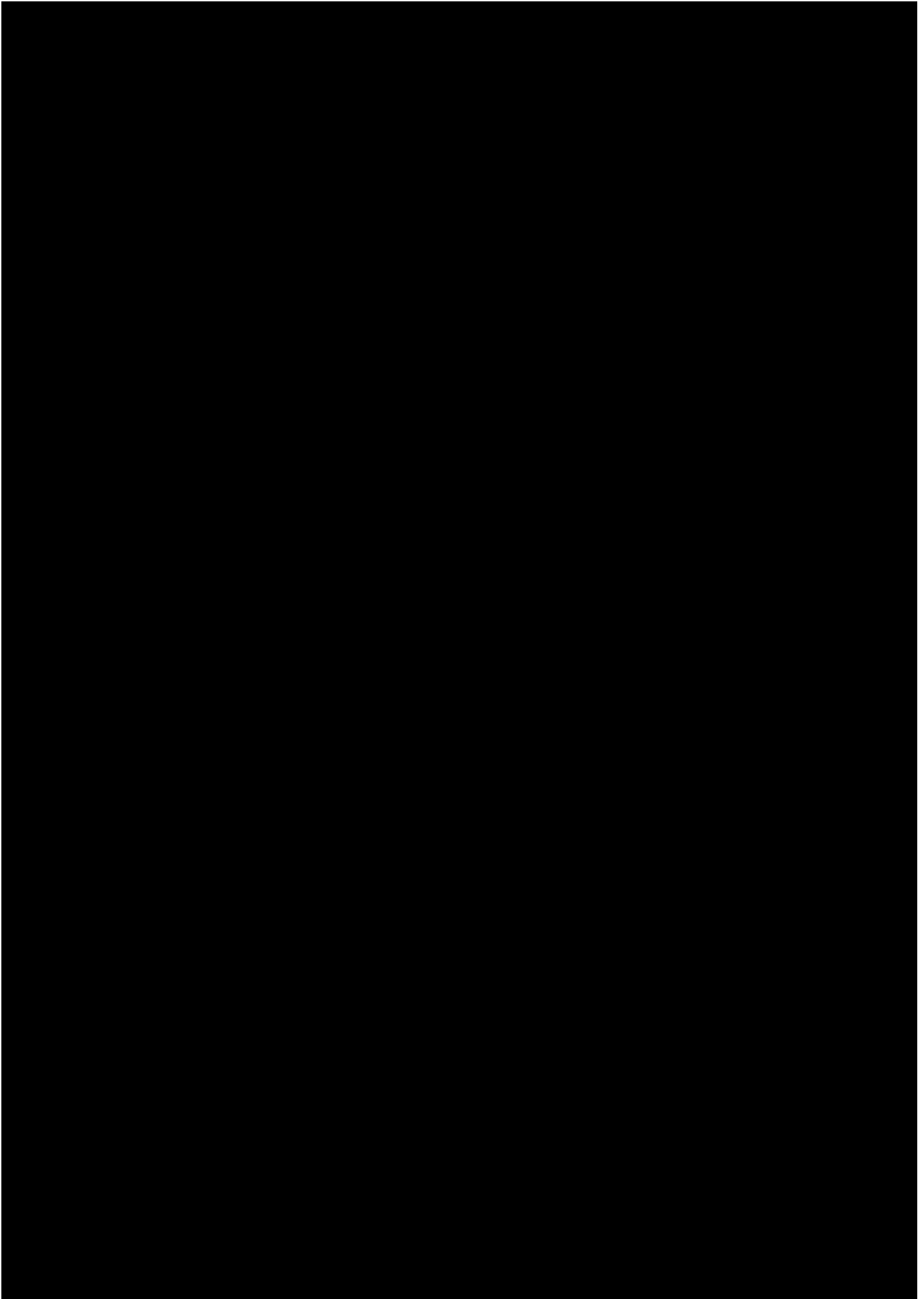
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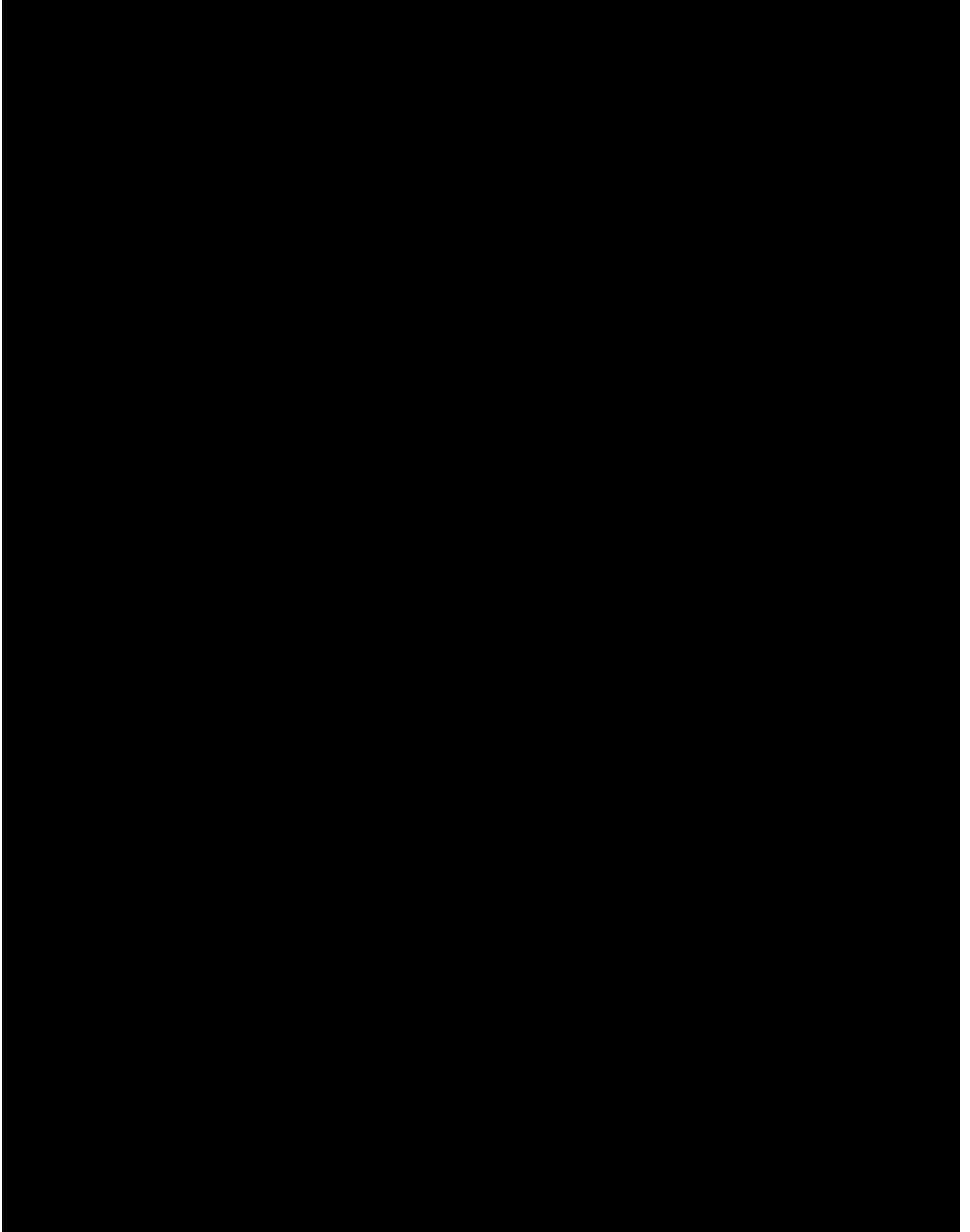
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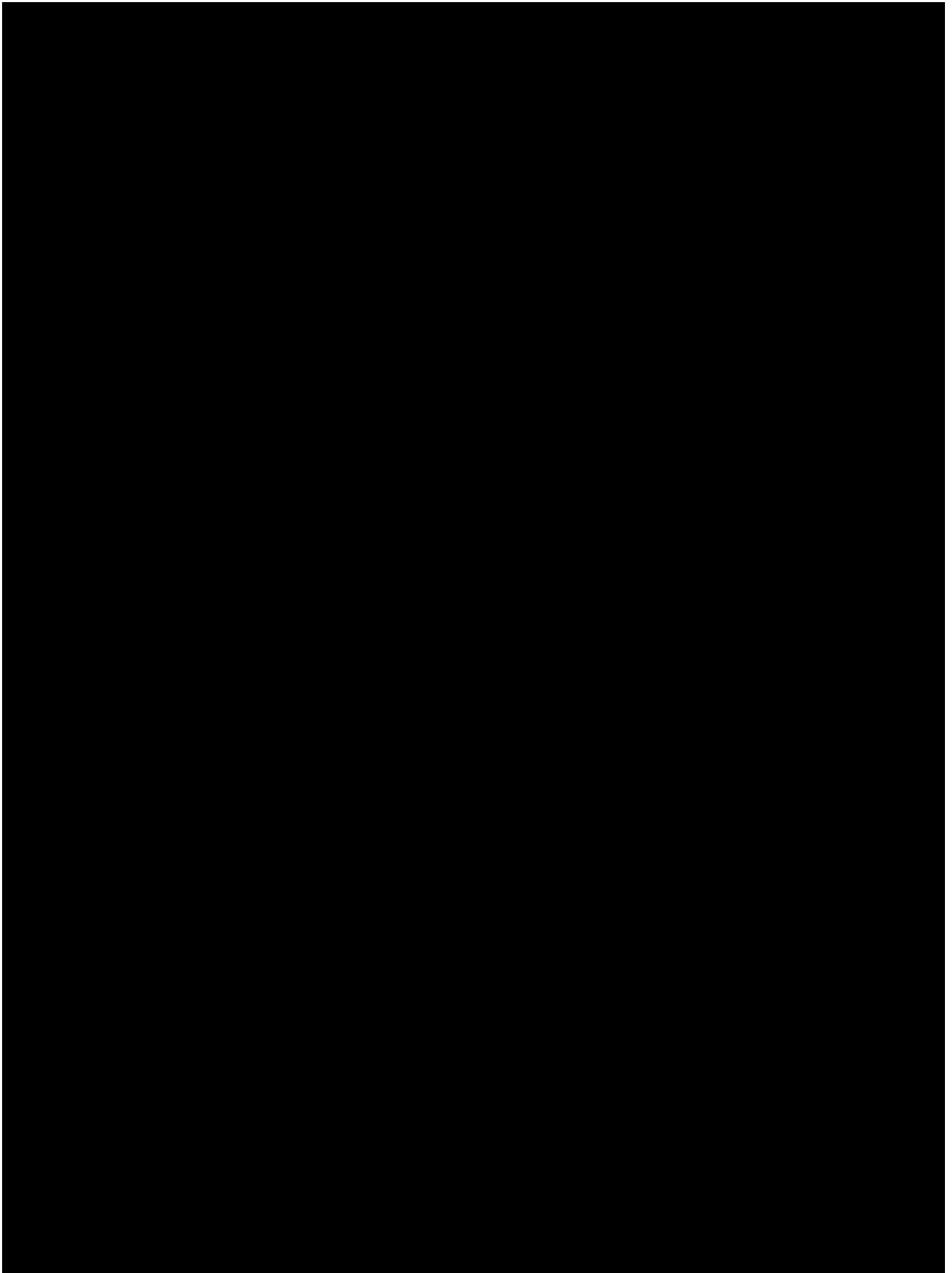
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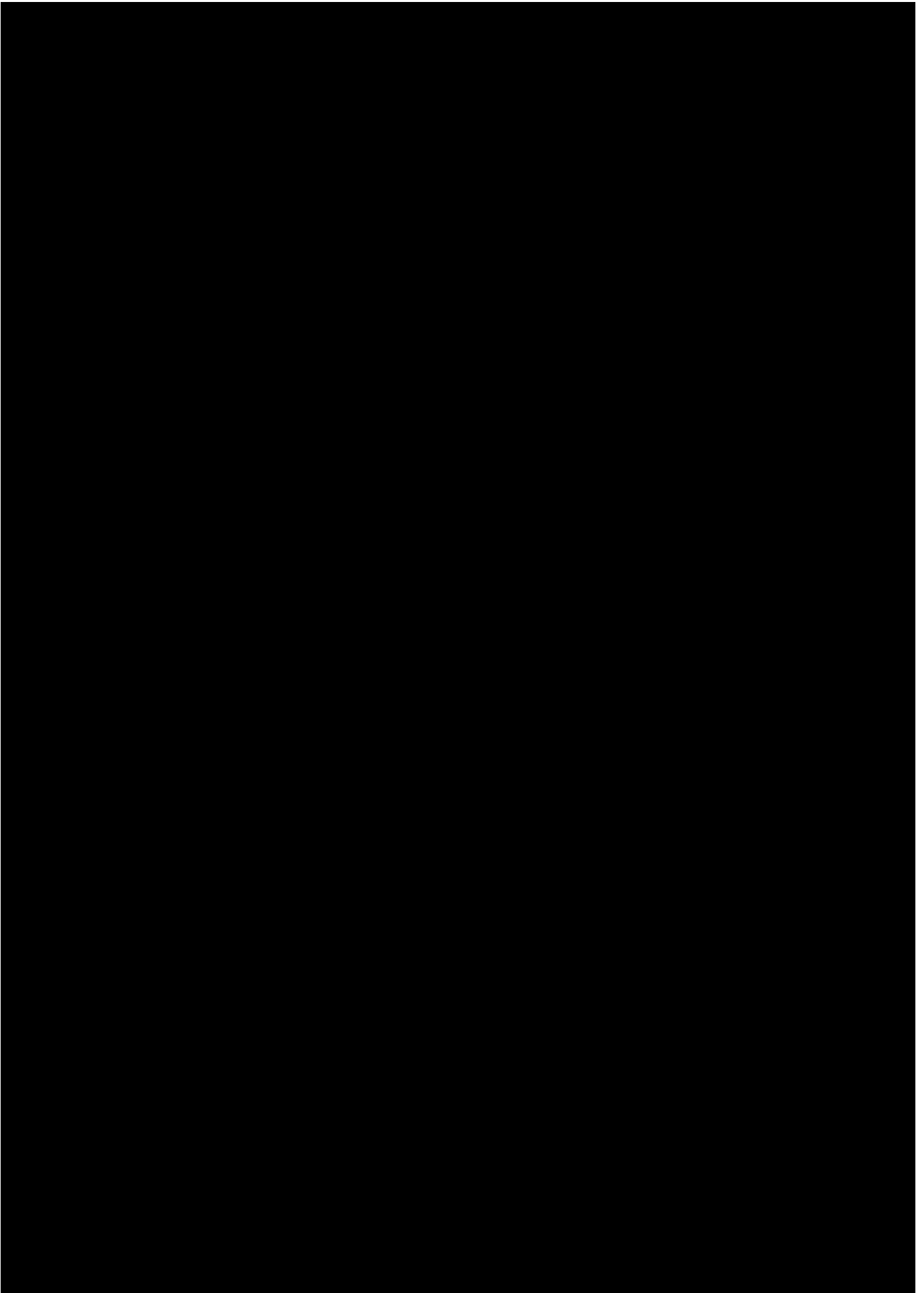
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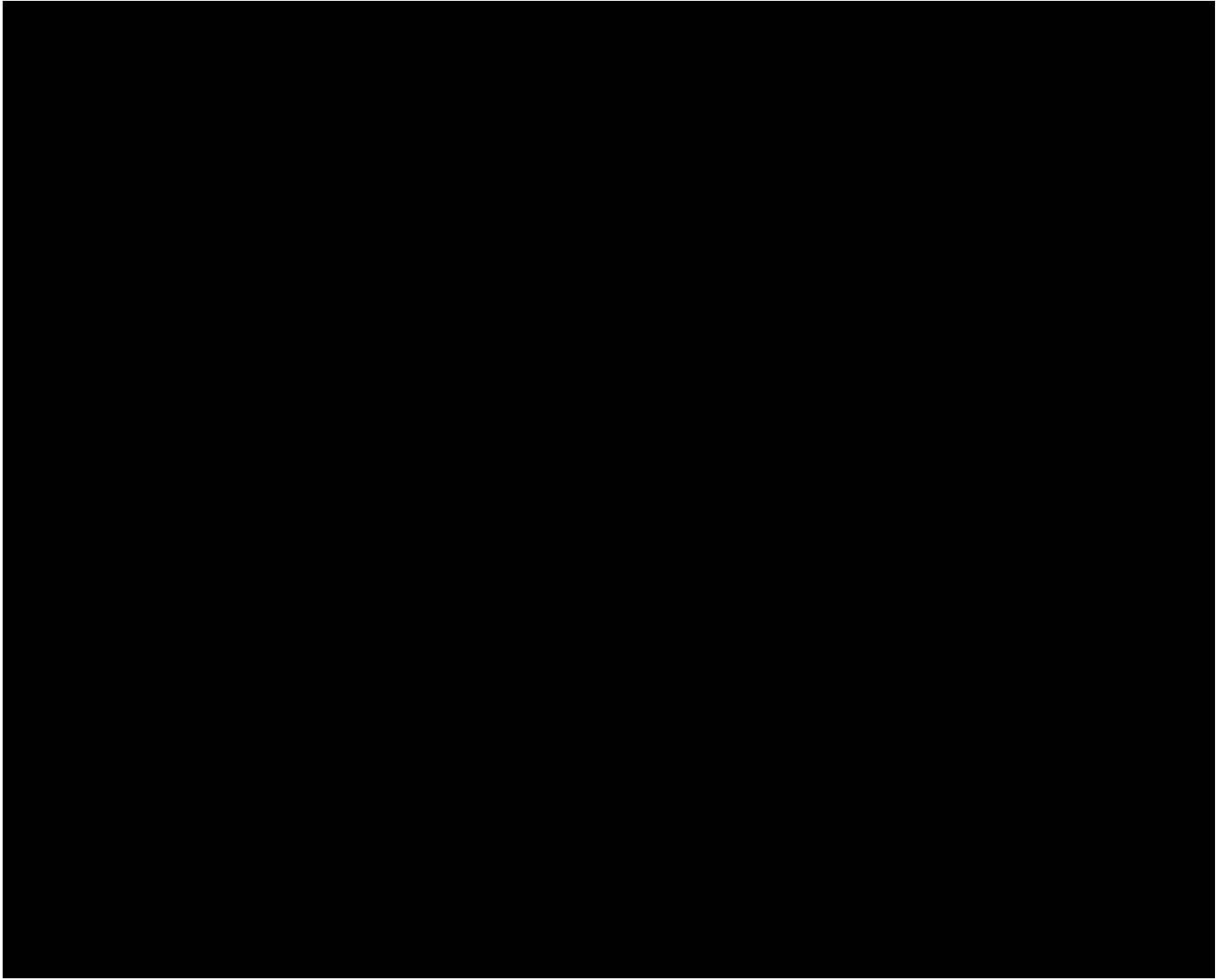












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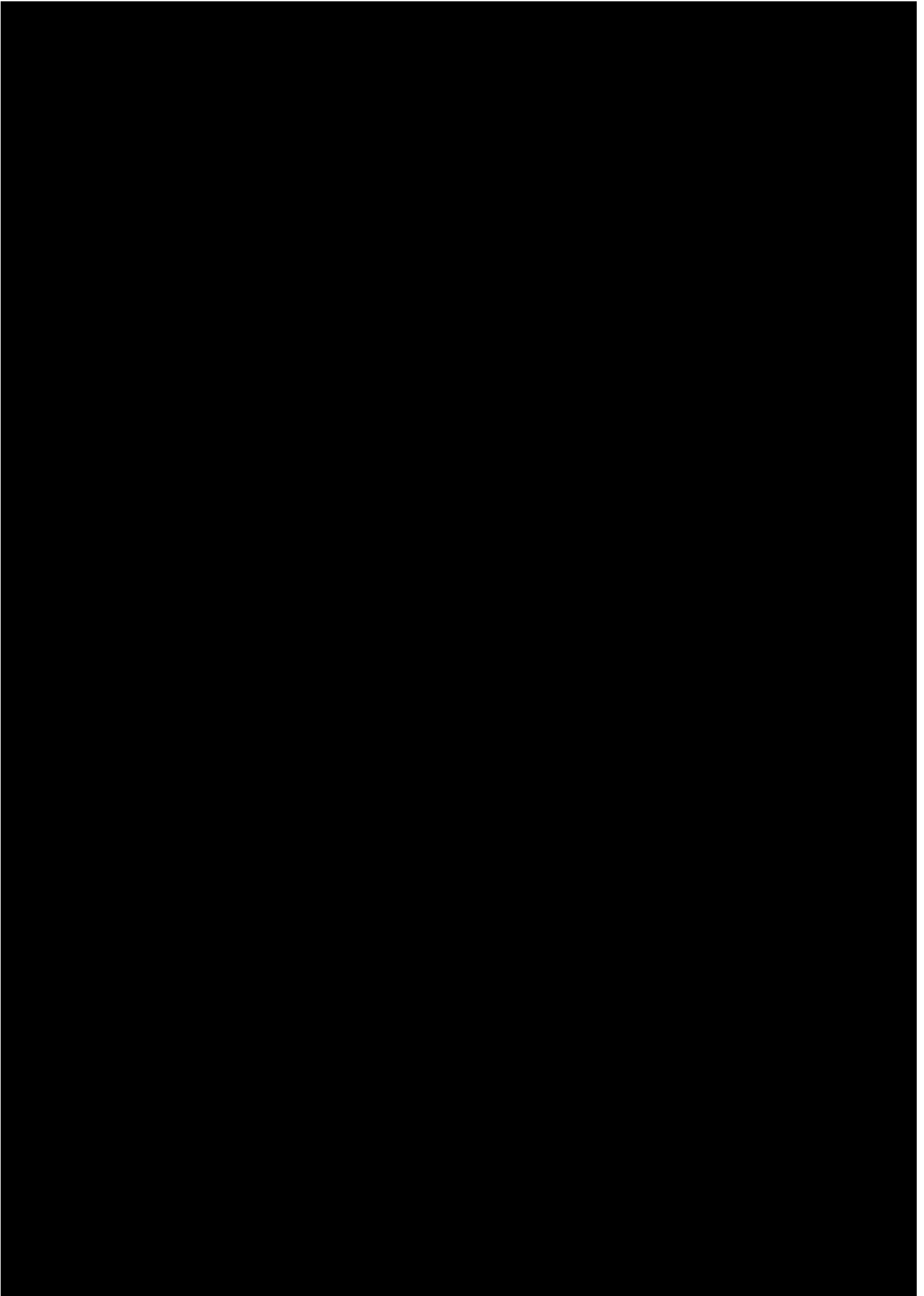
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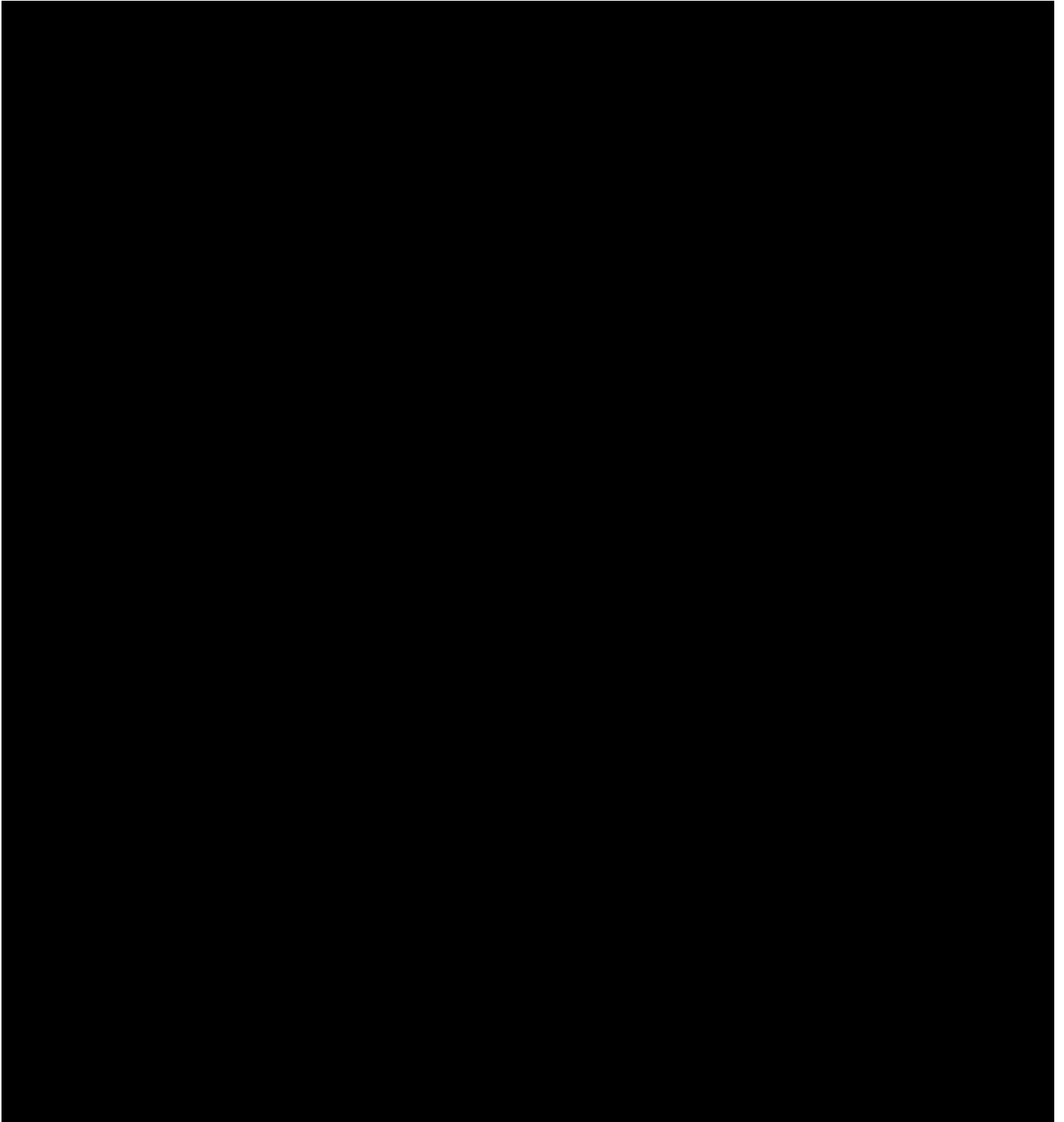
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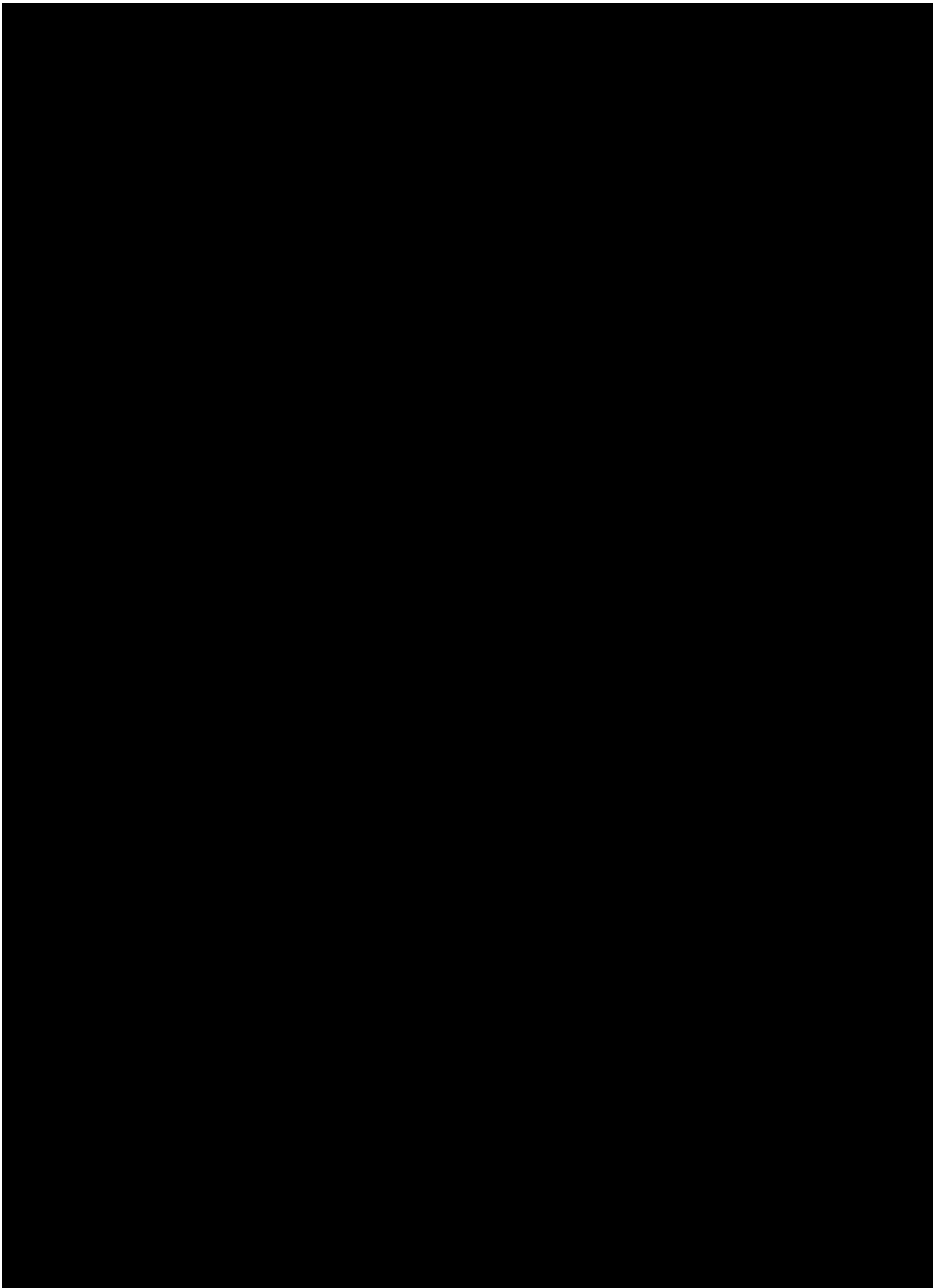
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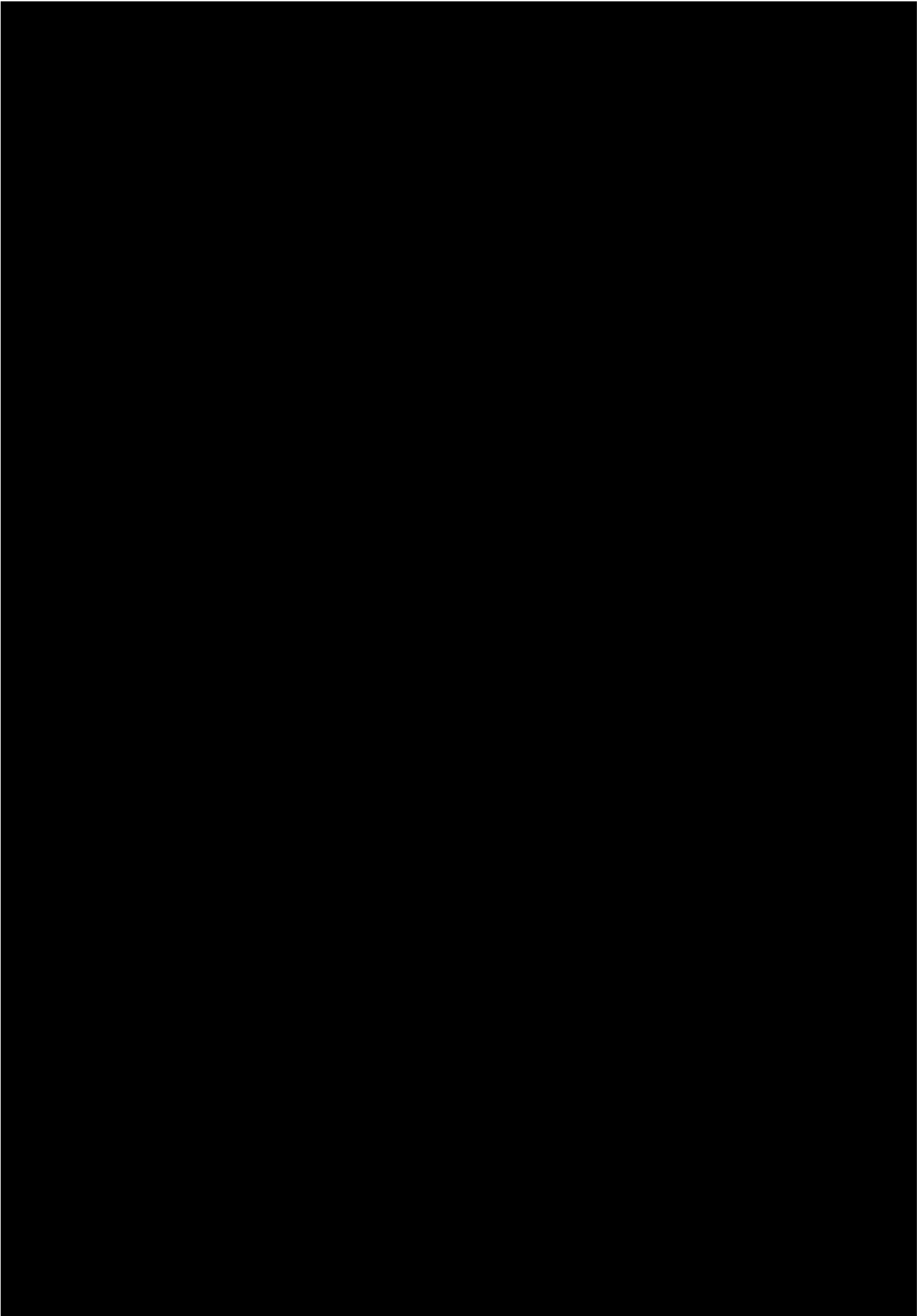
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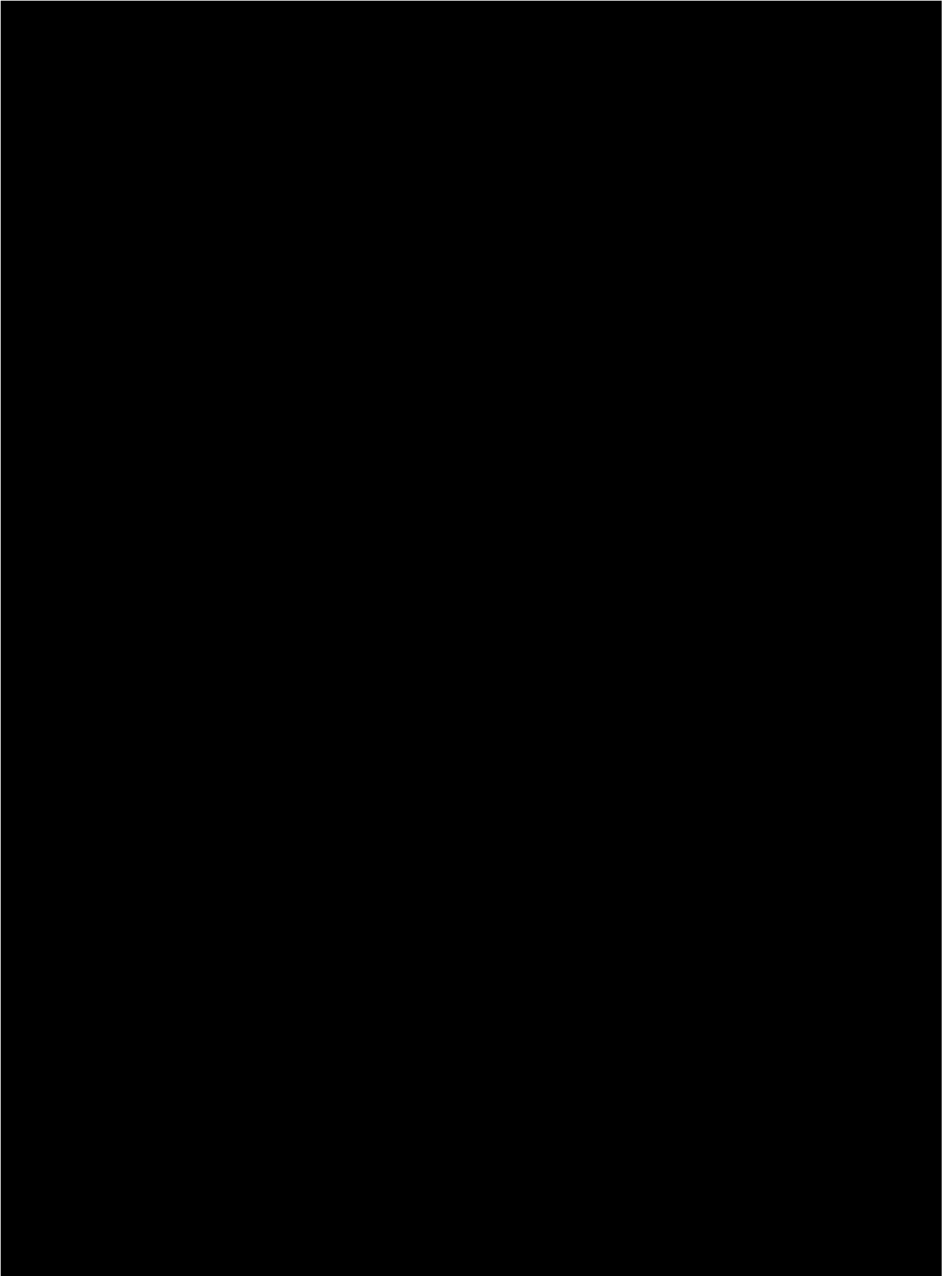


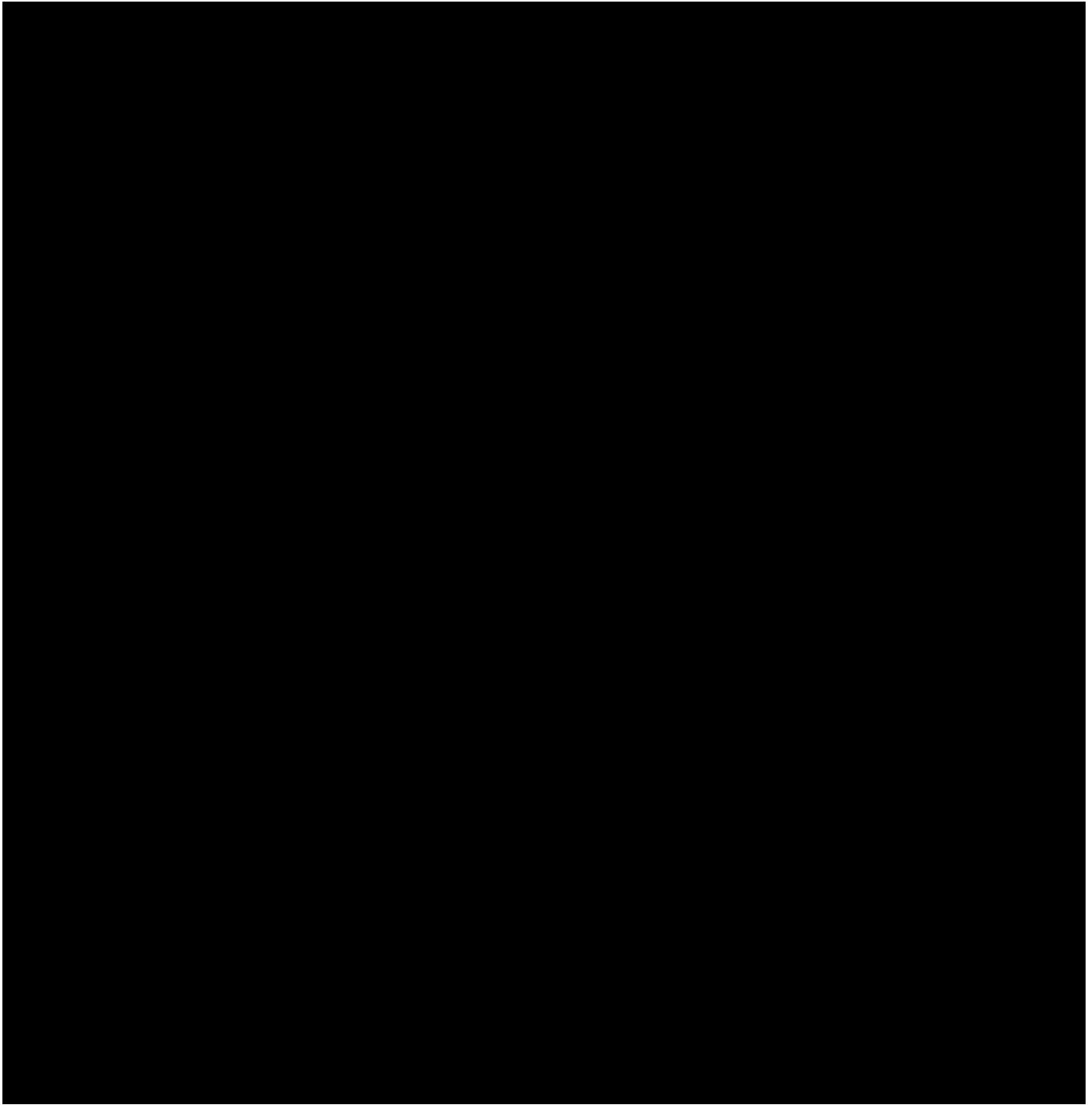


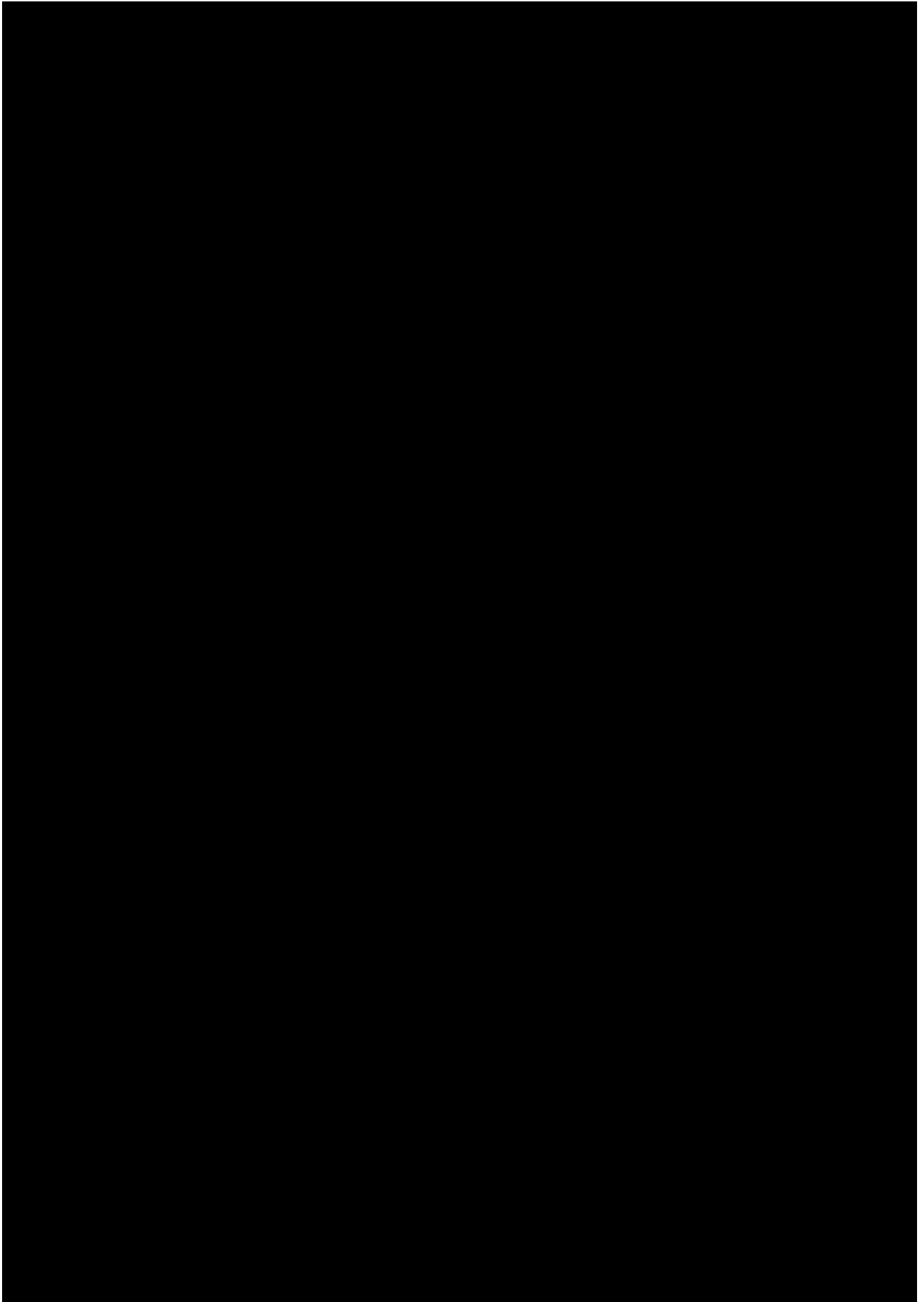


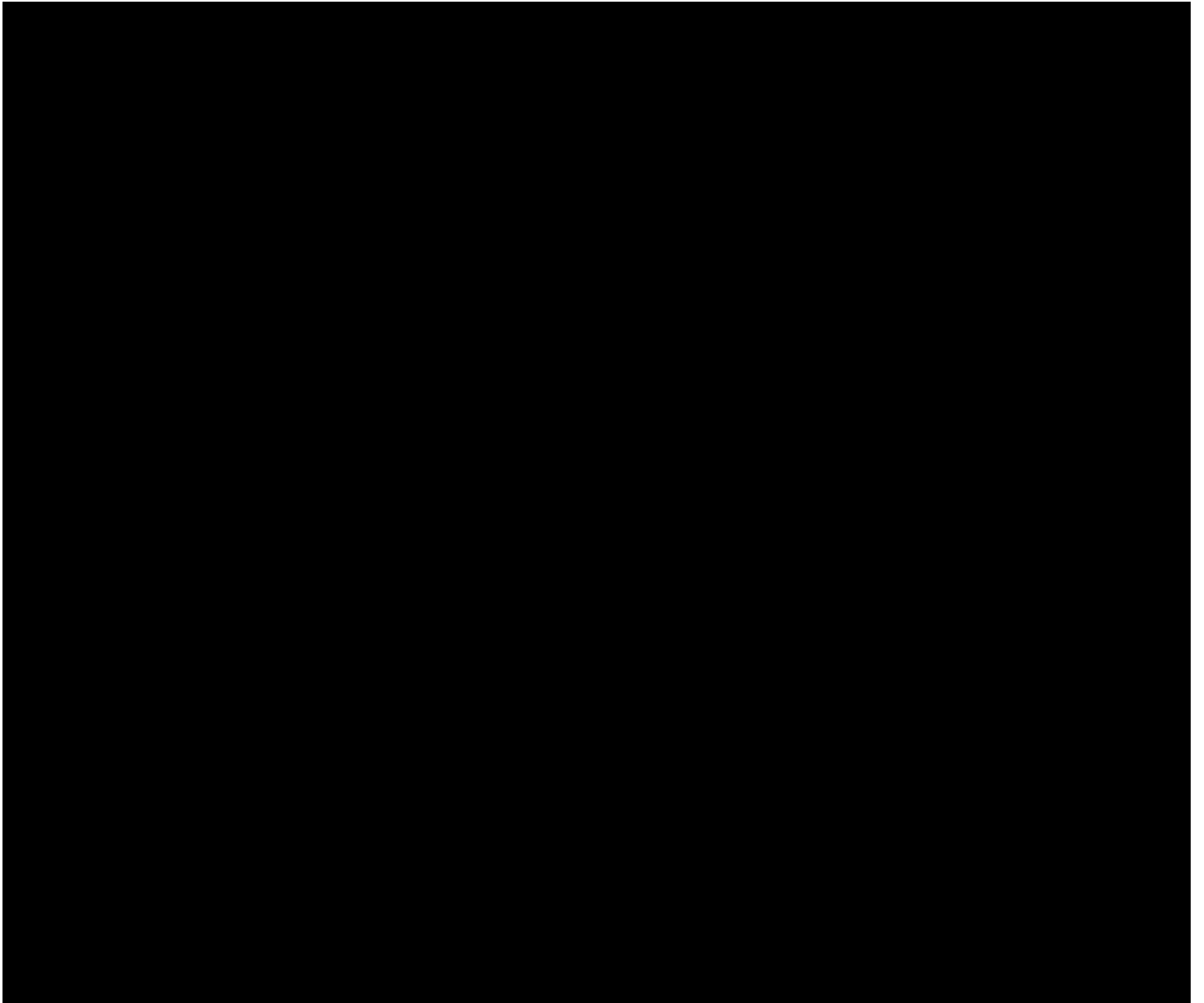












Tasmanian Liquor and Gaming Commission

Commission Paper No: No: OX/24-4

Meeting date: Out of Session, April 2024

Subject: Briefing Paper

Item for: Noting

Player Card Gaming - Outcome of Discovery Phase and moving to Planning Phase



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Background

Work on implementing a Player Card and Cashless Gaming (PCG) system with mandatory pre-commitment is progressing well. Treasury has held regular weekly meetings with MaxGaming to progress the PCG system design under an agreed statement of work covering:

- a high-level solution design;
- indicative costs; and
- high-level implementation and transition plans.

MaxGaming has engaged service providers to secure sourcing of the key components of the new system such as the hardware and the provision of cashless gaming.

MaxGaming has finalised its Discovery Report which provides a high-level overview of the proposed system design and solution and indicative costs. A copy of the full report is attached for information.

Discovery Report

The Discovery Report provides the proposed technical solution, timeframe, indicative costs and plan for the implementation of PCG in Tasmanian hotels and clubs.

Timeframe and costs

The timeframe for full implementation is 18 months from the commencement of the Planning Phase. Indicative costs are between \$2.29 and \$3.60 per EGM per day.

Integrated venue based and online system

The technical solution provided in the Discovery Report is an integrated account-based player card and cashless gaming system with mandatory pre-commitment.

The functionality of the system includes a player sign up process that will meet all Know Your Customer, Anti-Money Laundering/Counter-Terrorism and AUSTRAC requirements.

It allows for players to complete a pre-registration process online and attend a venue for the final identity confirmation and card issue or to attend a venue to complete the entire process in person.

The technical solution also provides for a number of functions to be performed by players online within their account including:

- setting and adjusting loss limits;
- adding and withdrawing funds;
- setting and changing PIN;
- viewing and requesting player statements; and
- reporting lost or stolen cards.

Account and Card Design

The PCG system will establish a single account for each player. This account will hold all of the player information, funds, PIN, loss and time limits and player history. This account information is only accessible through a login to the PCG system.

The cards are to be magnetic strip cards. They are currently designed to be a plain card with a unique card number. The card number will be linked to a player's account. If a player loses a card, the current card number will be made invalid and a new card number will be associated with the player account.

There will be no data or funds held on the player card.

Linked bank accounts

The Report proposes that a player would have a bank account linked to their player account. Treasury confirmed that this is a recommended but not mandatory requirement. Cash can still be used to load and withdraw funds, however there are practical limitations with the use of EFTPOS. The technical solution recognises the large payment rules that currently exist, noting that these may change in the future.

The manner for loading and withdrawing funds and payment of large wins are matters that the Commission may be required to decide upon during the Planning Phase.

Link to Tasmanian Gambling Exclusion Scheme Database

The TGES database is a legacy system. It is over 10 years old and is not robust enough to be regularly interrogated. Advice from Treasury's Information Technology Services is that the TGES database already experiences outages and is not fit for purpose to be checked each time a player card attempts to activate a gaming session.

For this reason, the proposed approach is for an email to be provided to MaxGaming daily that will update the status of excluded persons. This will then be used by MaxGaming to check the status of players when accounts are established or when an existing account is used to commence gaming. Given the current exclusion process does not allow for an immediate exclusion to become active during that day, a once-a-day update of exclusion status is considered reasonable.

During the Planning Phase, MaxGaming and Treasury will further investigate longer term options for the TGES.

Exclusions

The Discovery Report includes processes related to introducing and removing exclusions, however it is acknowledged that these may not meet the current Commission requirements. Given the issues with linking directly to the TGES and acknowledging that the Commission may review the exclusion process once PCG is in place, these processes were retained in the Report, but they will be a focus for refinement during the Planning Phase.

Pilot Stage

The implementation plan includes a pilot stage which was discussed with MaxGaming as Treasury recognises there is some reluctance to such an approach. However, the advice received was that a pilot period is required to ensure that the system is operating correctly within a live environment. Any teething issues experienced during the pilot will be immediately addressed before the final system rollout.

Casino integration

The system has been designed and costed for the hotel and club sector. It is recognised that integration with the casino system will be required to provide a statewide system, however this is currently being considered as Stage 2 and will require a separate process after the finalisation of the Stage 1 hotel and club solution.

Change management

Change management for industry and players will be the responsibility of the State. MaxGaming will provide education and training on the usage of the system for venues and will assist to develop supporting information for the State's change management activities.

Technology Partners

The system design and technical solution for PCG includes MaxGaming utilising the services and products of two partners, VETRON and NEXT Payments.

VETRON is a provider of EGM hardware and will provide the wedge or vector that will be installed in each EGM. This includes the card reader and a touch screen that can be used for entering a PIN, transferring funds and messaging about limits and balances. It will allow further functionality that the Commission may wish to consider in the Planning Phase such as the ability to change limits at the EGM.

NEXT Payments is an established provider of payment and technology solutions and will provide the cashless gaming functionality. The player sign up and account management facilities offered will ensure that all AML/CTF and financial regulation requirements are met.

While VETRON and NEXT will provide services, they will be providing these to MaxGaming and full responsibility for the operation of the entire system resides with MaxGaming.



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Attachments



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Tasmanian Liquor and Gaming Commission

Commission Paper No: No: I3/24-4

Meeting date: 13 May 2024

Subject: Information Report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Status Update

2024 State election

The minority Liberal government was sworn in on 11 April 2024. The *Administrative Arrangements Order 2024* places the *Gaming Control Act 1993* within the portfolio responsibilities of the Hon Nic Street, MP, Minister for Finance.

Treasury has provided preliminary briefings to the Minister and ministerial advisor in relation to the implementation of player card gaming and mandatory pre-commitment.

System design, development and implementation

The Discovery Report was provided by MaxGaming at the end of March 2024. This was provided to the Commission for noting in an out of session paper (O24 Out of Session - PCG Discovery Report and Planning Phase) on 18 April 2024. This paper highlighted the main features of the system design, differences from the industry consultation paper and issues remaining to be determined.

The paper also noted that the Discovery Report would be provided to the Minister and approval sought from the Minister to enter the next phase of development, the Planning Phase. This was provided to the Minister on 23 April 2024 and remains with the Minister's office.

Treasury and MaxGaming are continuing to progress refinement of the system design and continue to meet regularly in anticipation of the Minister's approval.

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Regulatory and contractual variations

The Statement of Work for the Planning Phase is being drafted and will be entered into on behalf of the Minister should his approval be received.

Interjurisdiction

Treasury convened a meeting of the interjurisdictional working group for player card and cashless gaming reforms on 18 April 2024. No significant issues were reported. The group is working to finalise a glossary of common terms that can be used across jurisdictions for discussions and briefings on player cards, pre-commitment and cashless gaming.

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Minutes of Tasmanian Liquor and Gaming Commission meeting 3/2024 8 April 2024

Subject

Minutes of Meeting 3/2024 of the Commission held in kanamaluka, River Tamar Room, first floor, Salamanca Building, Parliament Square, 4 Salamanca Place, Hobart on 8 April 2024 at 9:00 am.

Present

Ms Jenny Cranston, Chair

Mr Andrew Walker, Member

Mr David Hudson, Member

In attendance from Liquor and Gaming Branch

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Acknowledgement of Country

“On behalf of the Commission, I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners, and continuing custodians of this land on which we gather here today and acknowledge Elders - past, present and emerging.”

Conflict of interest declarations

Nil.

Work health and safety

Nil.

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13/24-3 - Status update - Player card and cashless gaming

44/12/24-3

Commission Paper 13/24-3 was tabled.

The Commission noted the contents of the report.

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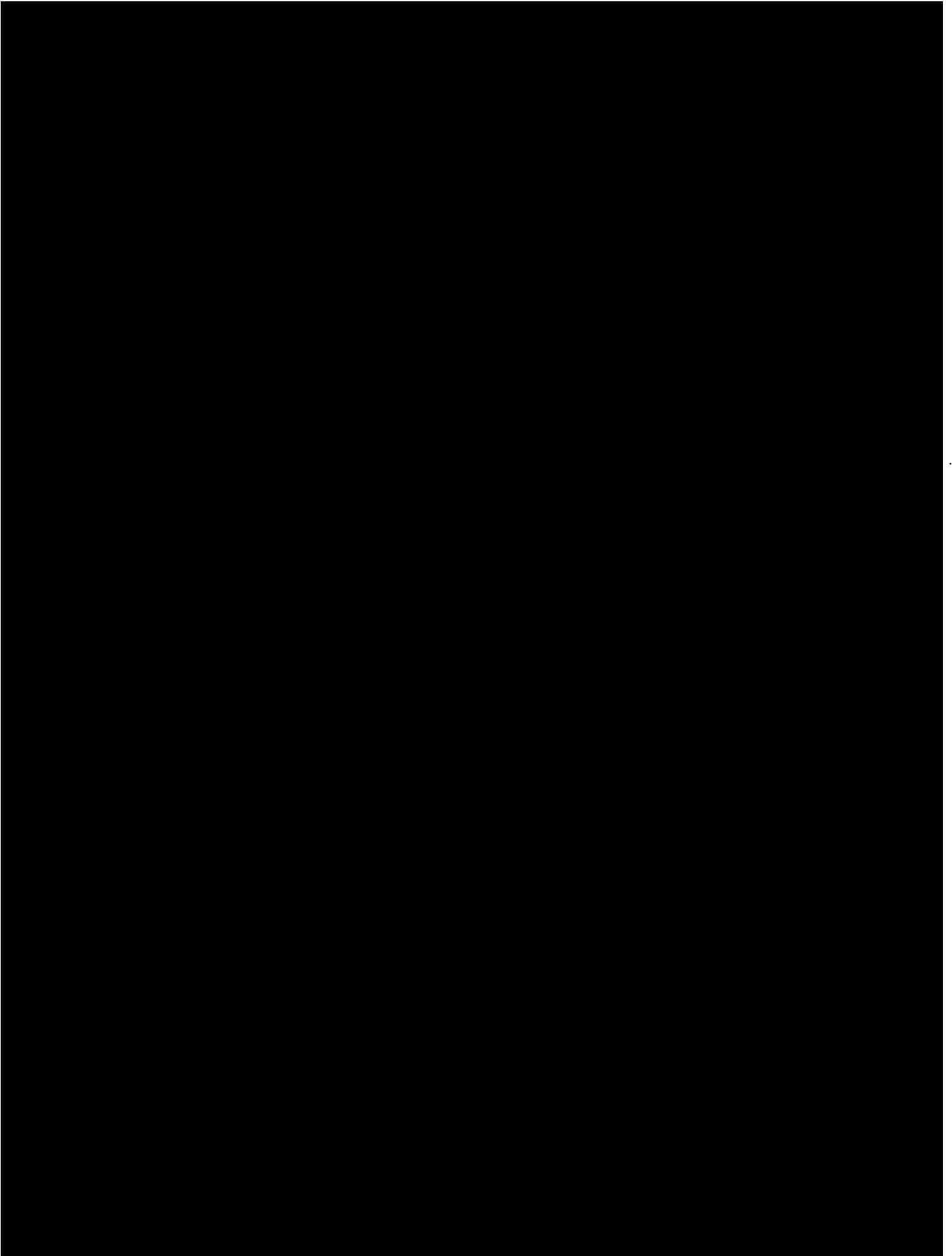
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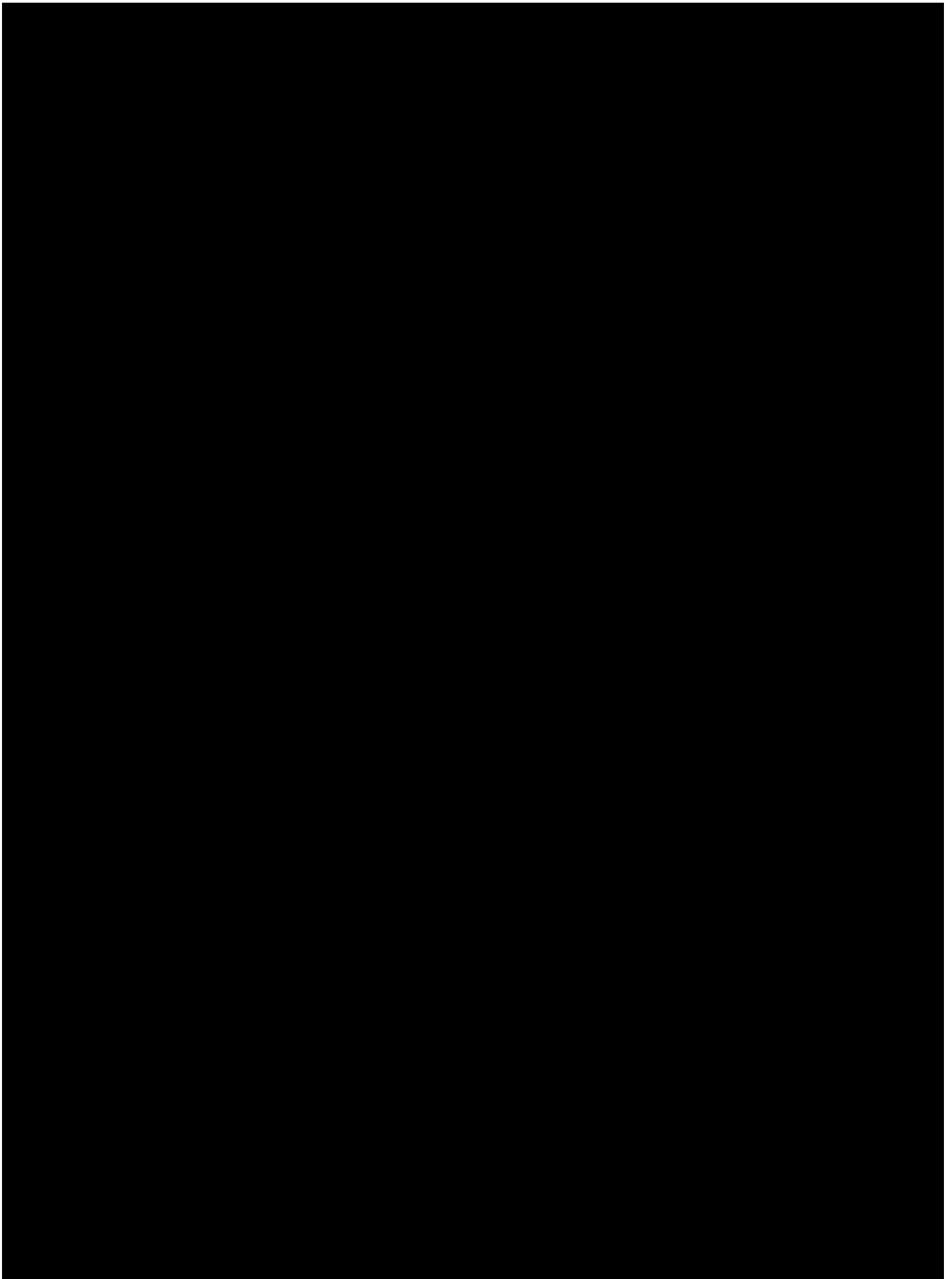
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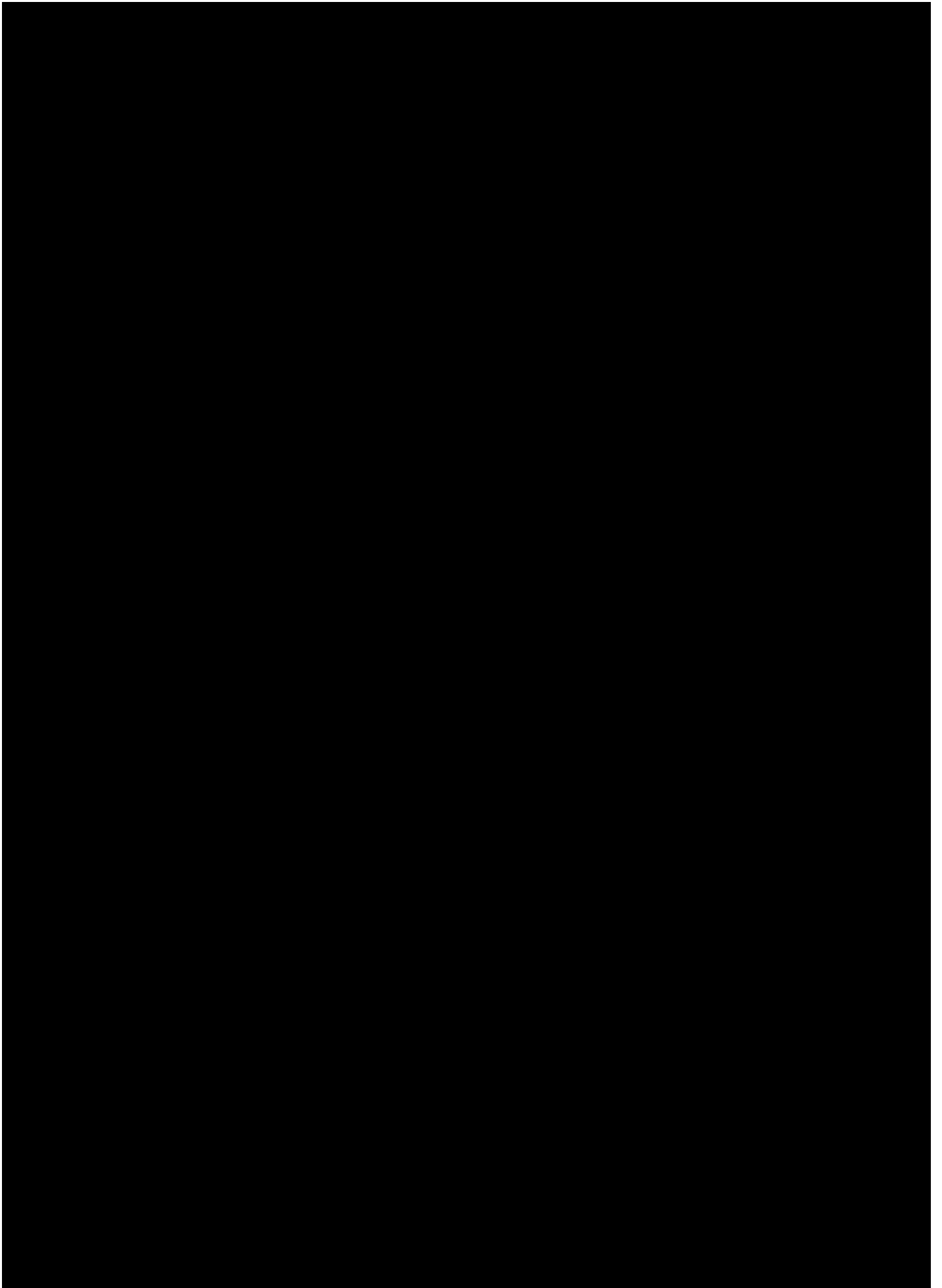
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Tasmanian Liquor and Gaming Commission

Commission Paper No: No: I3/24-4

Meeting date: 13 May 2024

Subject: Information Report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Status Update

2024 State election

The minority Liberal government was sworn in on 11 April 2024. The *Administrative Arrangements Order 2024* places the *Gaming Control Act 1993* within the portfolio responsibilities of the Hon Nic Street, MP, Minister for Finance.

Treasury has provided preliminary briefings to the Minister and ministerial advisor in relation to the implementation of player card gaming and mandatory pre-commitment.

System design, development and implementation

The Discovery Report was provided by MaxGaming at the end of March 2024. This was provided to the Commission for noting in an out of session paper (O24 Out of Session - PCG Discovery Report and Planning Phase) on 18 April 2024. This paper highlighted the main features of the system design, differences from the industry consultation paper and issues remaining to be determined.

The paper also noted that the Discovery Report would be provided to the Minister and approval sought from the Minister to enter the next phase of development, the Planning Phase. This was provided to the Minister on 23 April 2024 and remains with the Minister's office.

Treasury and MaxGaming are continuing to progress refinement of the system design and continue to meet regularly in anticipation of the Minister's approval.

Issues

As previously noted, there will be a number of decisions required by the Commission as the implementation of PCG enters the more detailed planning and development phases. These will include matters such as fund load limits, payment of large wins and methods of transferring funds to players from their accounts.

The two most complex matters that the Commission will be required to consider are:

- the Tasmanian Gambling Exclusion Scheme and if the processes and requirements should change given the different level of risk that pre-commitment and account-based gaming provides; and
- the certification or approval process for the category of loss limit increases above \$500 per day, \$5 000 per month or \$5 000 per year.

These matters will be the subject of future Commission papers.

In relation to the costs of the system, Treasury and MaxGaming are prioritising work to further refine the costs and options to minimise the daily fee to be paid by industry. In this regard, MaxGaming has identified that the digital wallet/banking component of the technical solution (currently costed by NEXT Payments) is an area where savings could be made. MaxGaming will therefore issue a request to the market to determine other options available, including investigating the option of allowing industry to choose from a number of approved service providers.

Regulatory and contractual variations

The Statement of Work for the Planning Phase is being drafted and will be entered into on behalf of the Minister should his approval be received.

Interjurisdiction

Treasury convened a meeting of the interjurisdictional working group for player card and cashless gaming reforms on 18 April 2024. No significant issues were reported. The group is working to finalise a glossary of common terms that can be used across jurisdictions for discussions and briefings on player cards, pre-commitment and cashless gaming.

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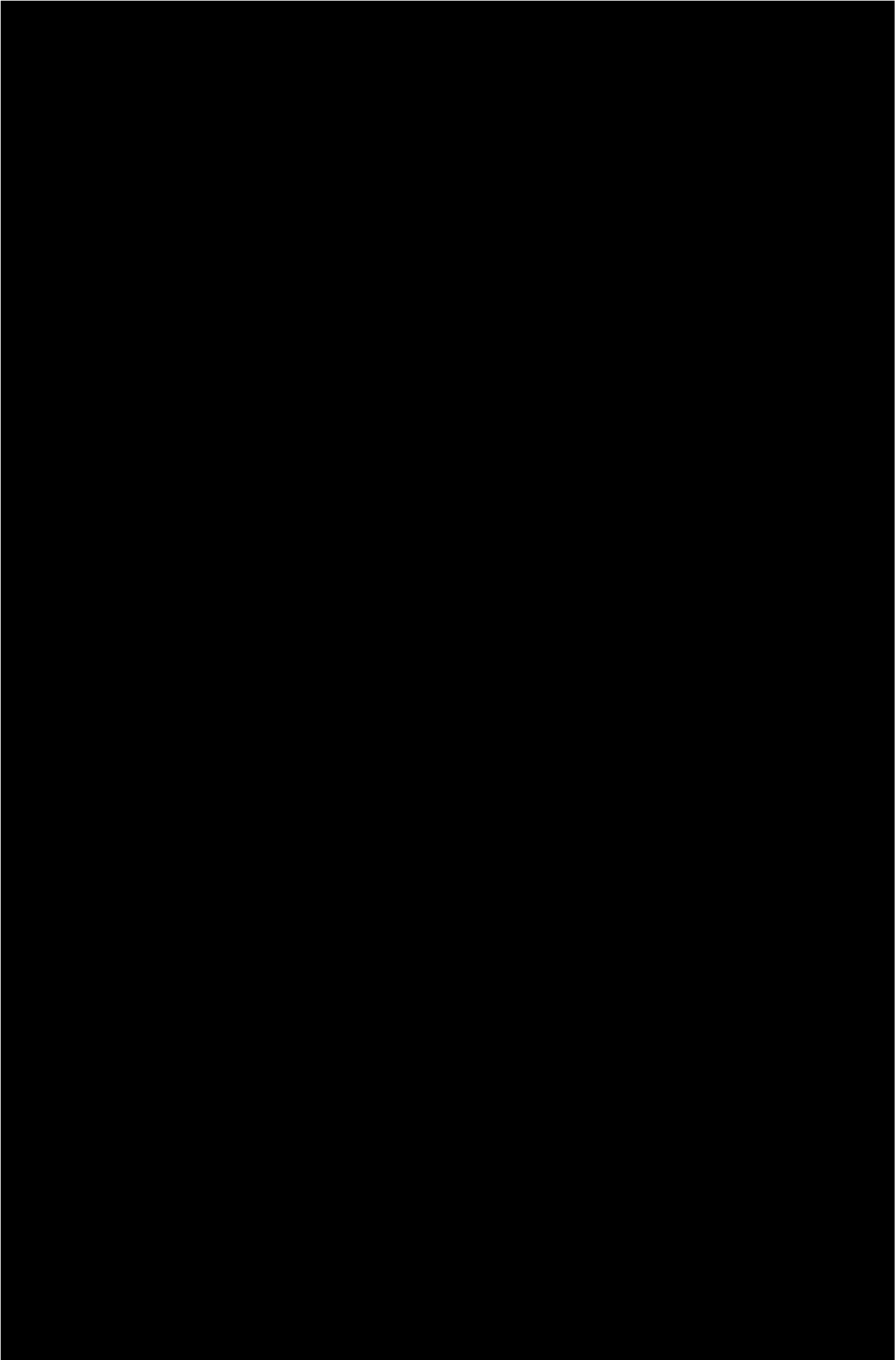
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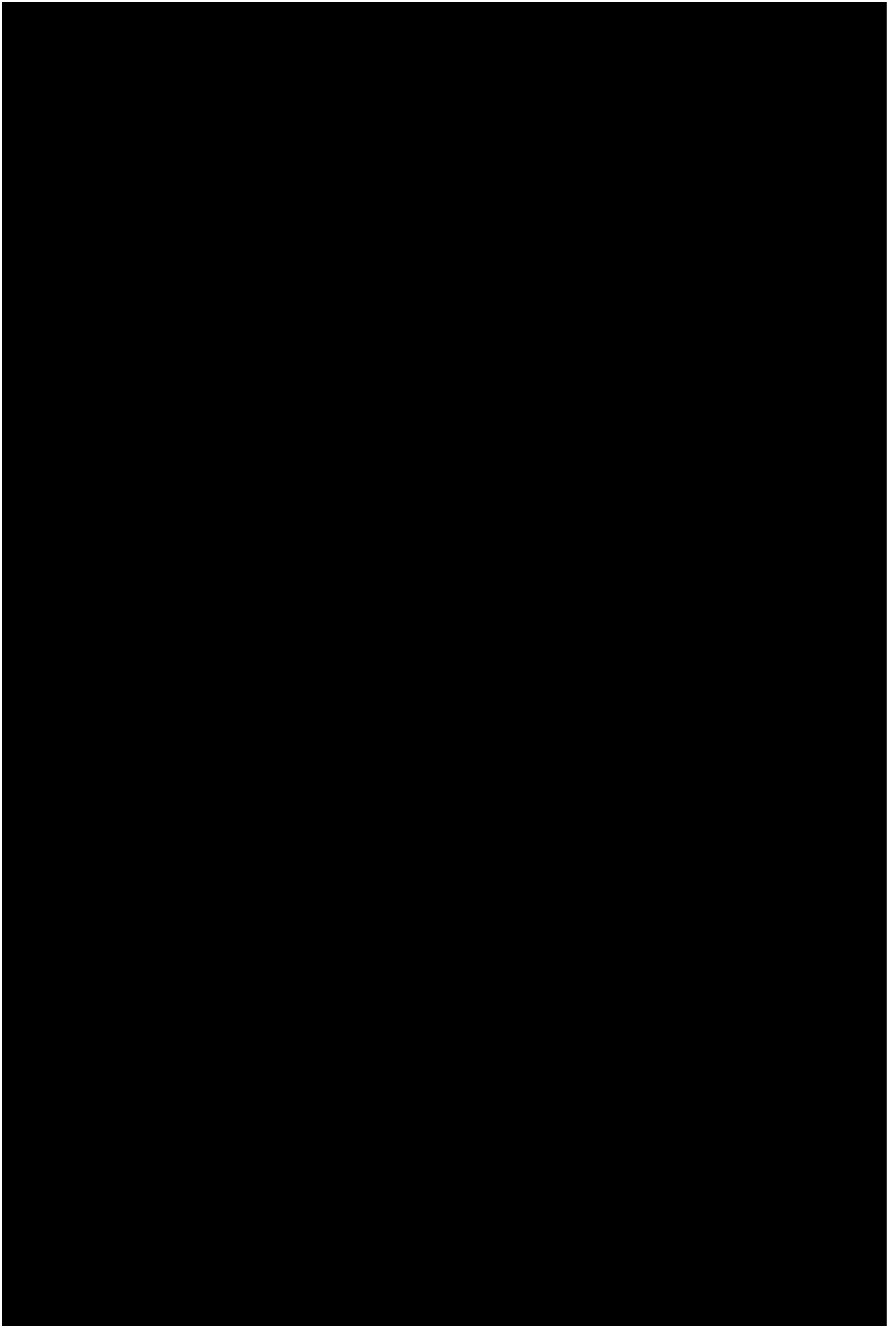
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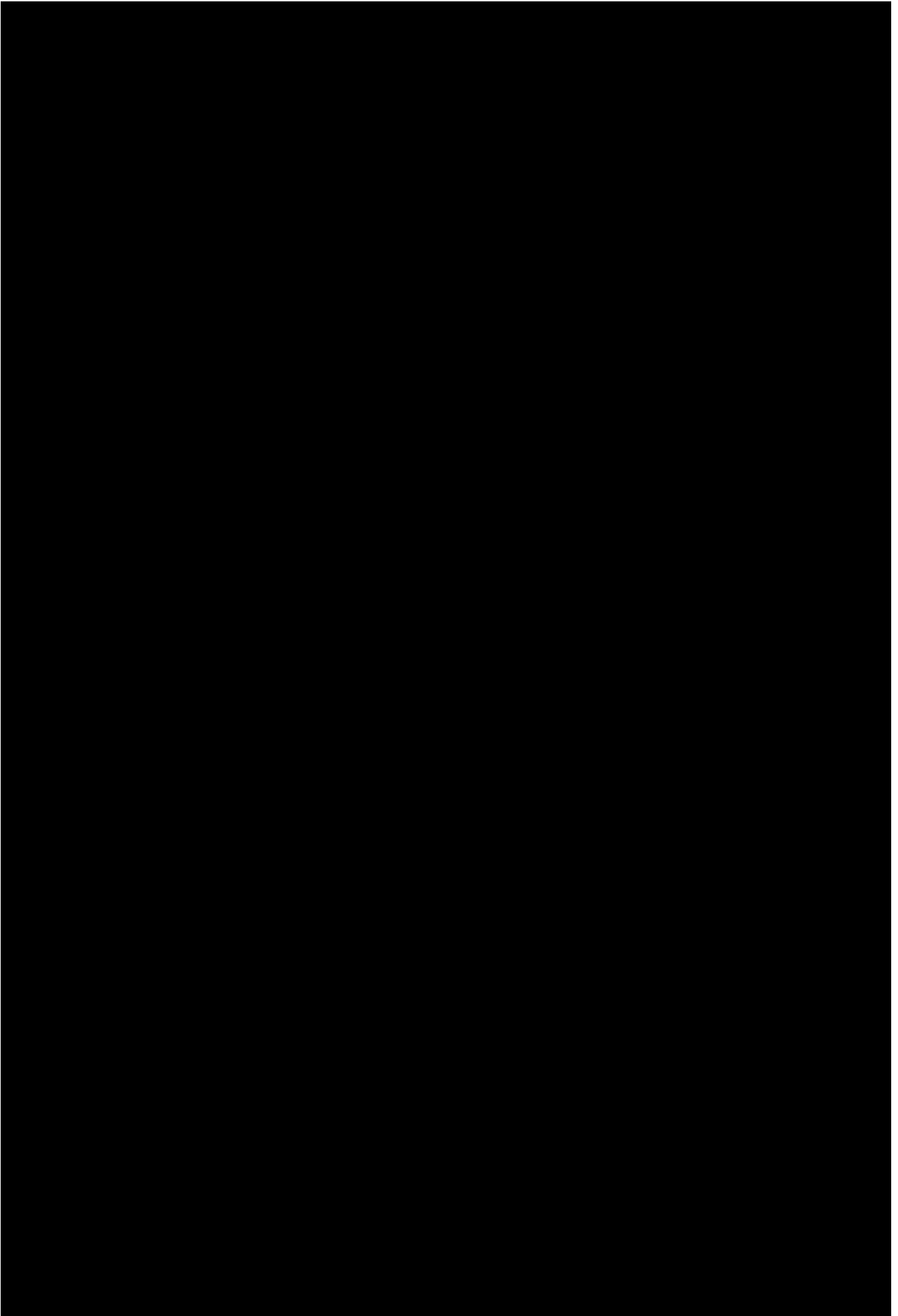
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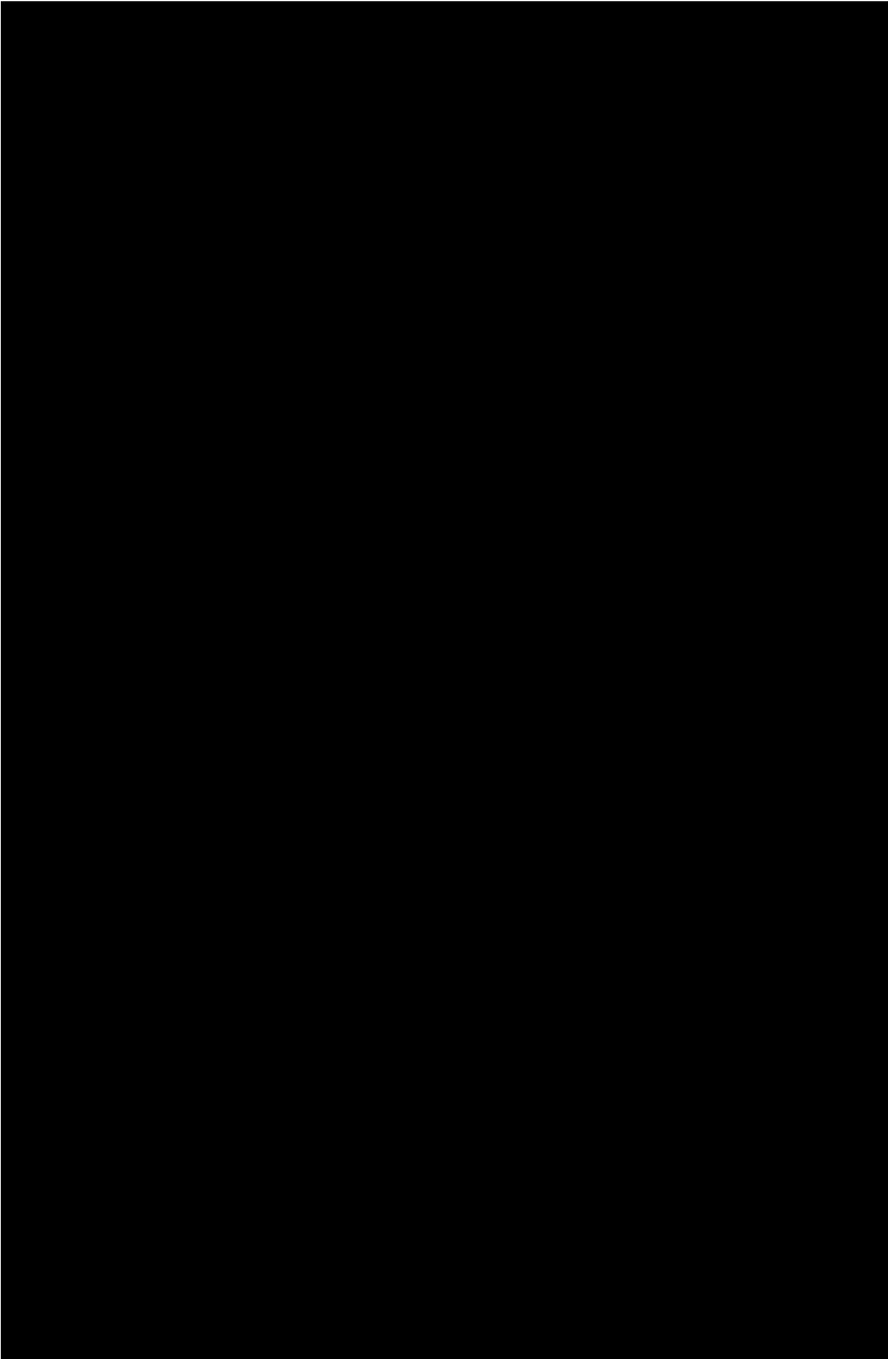
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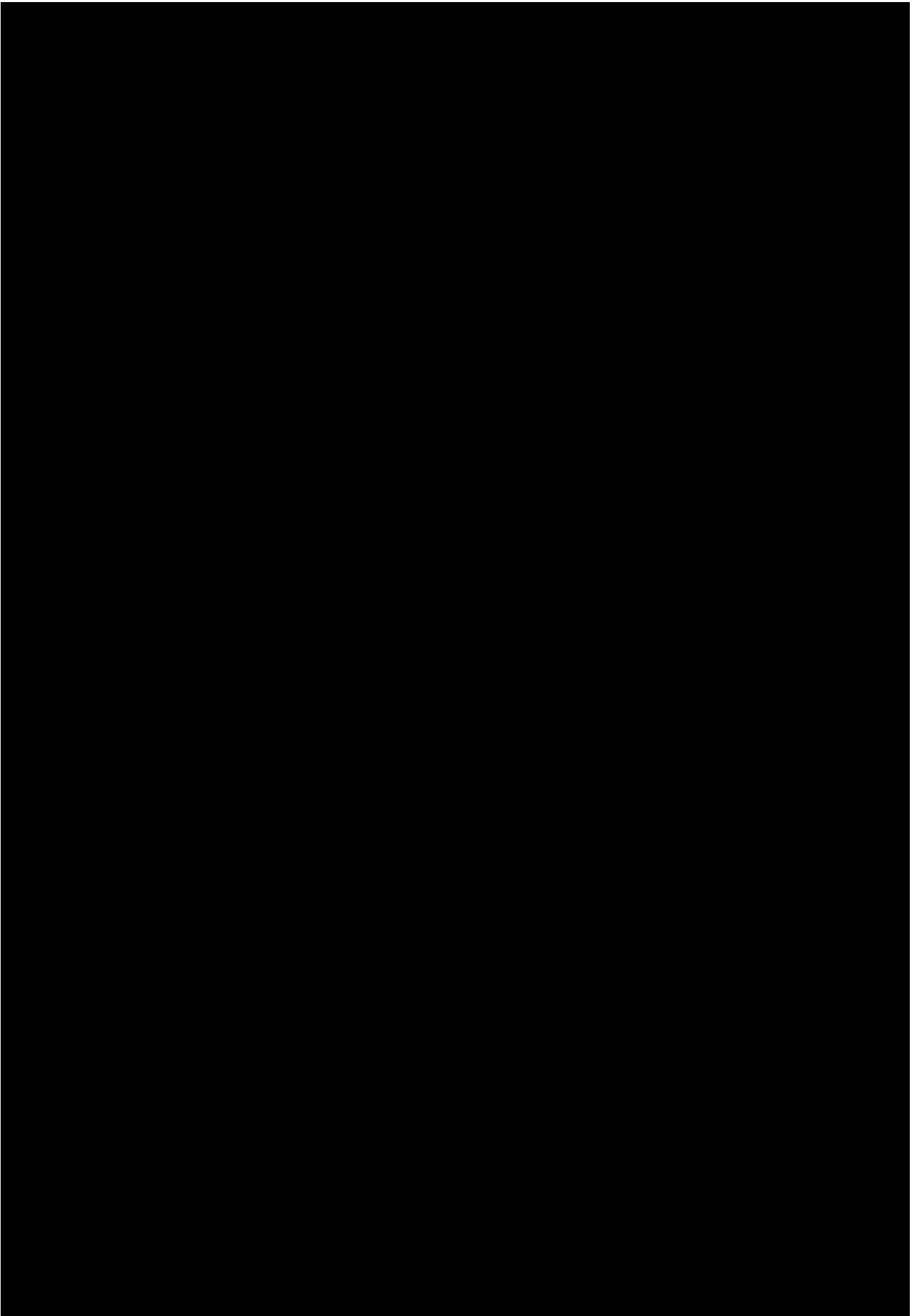
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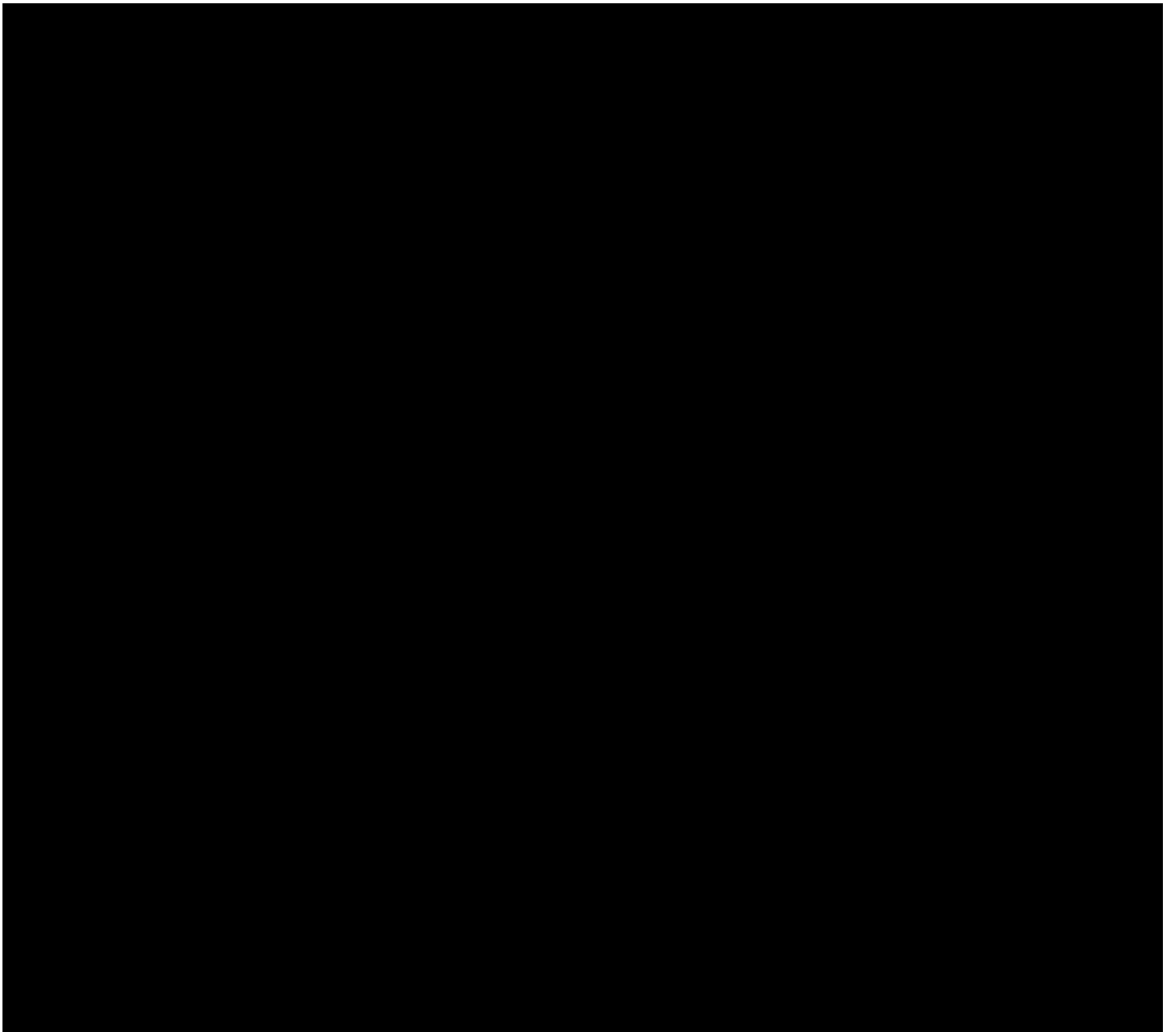
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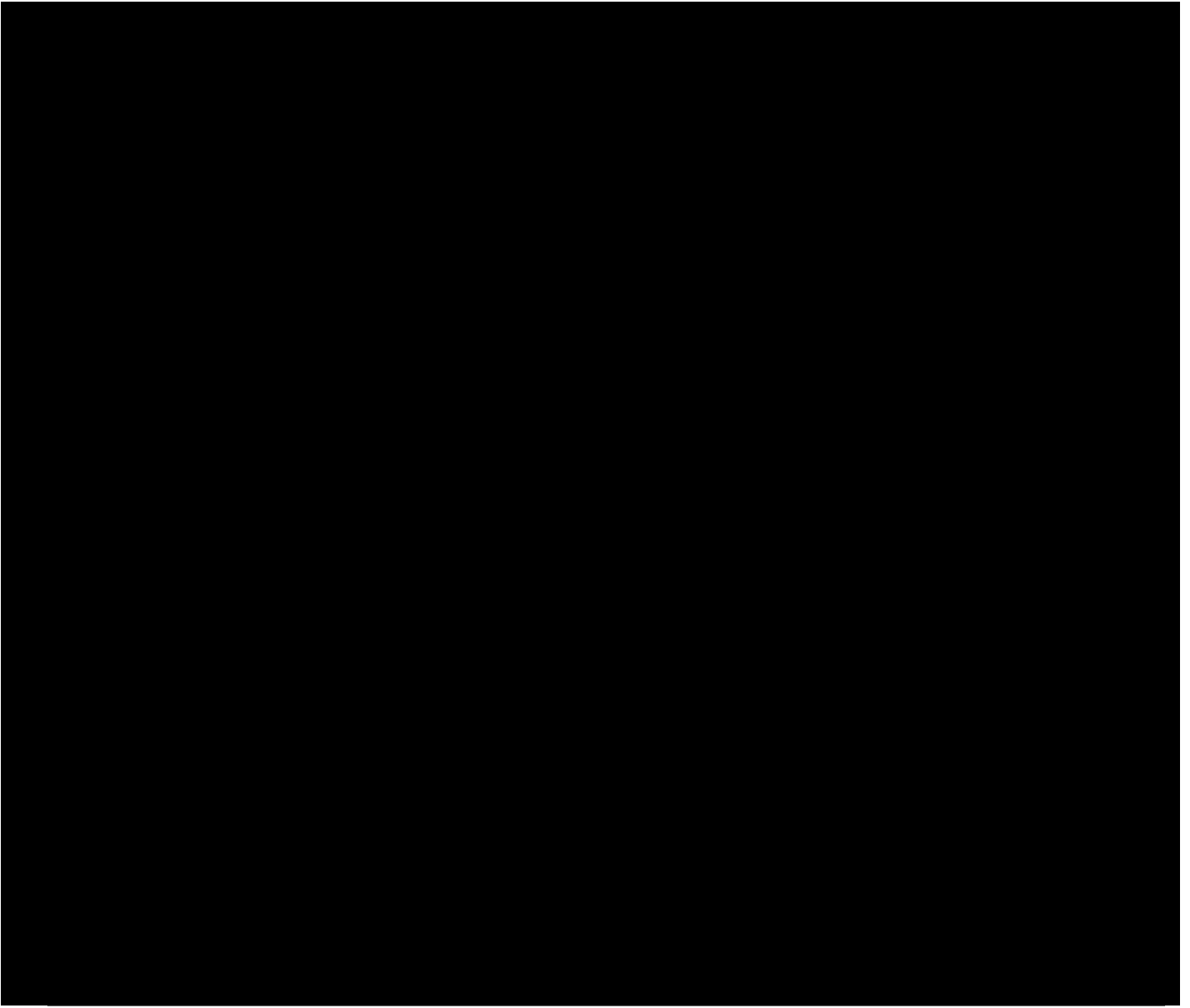
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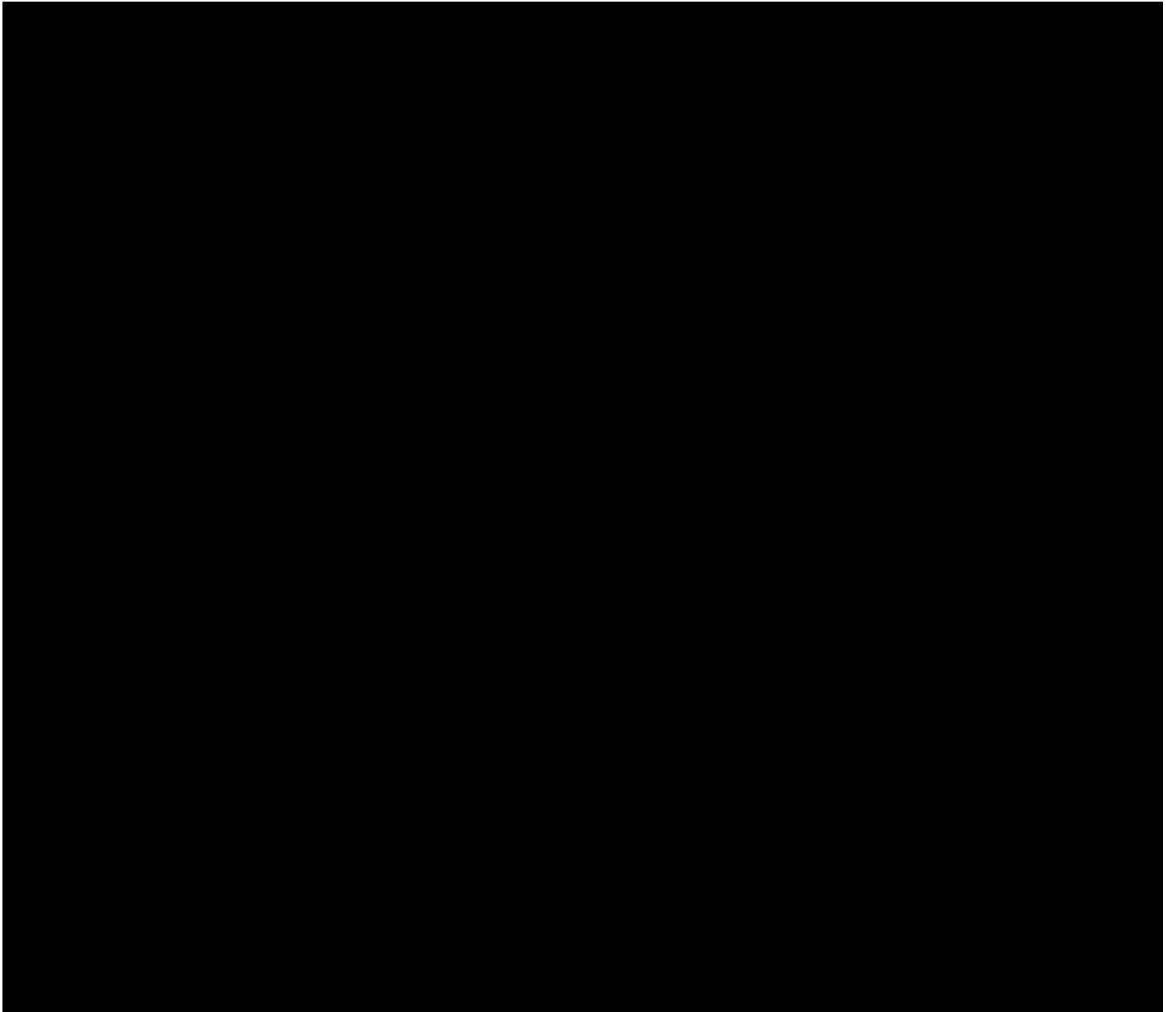
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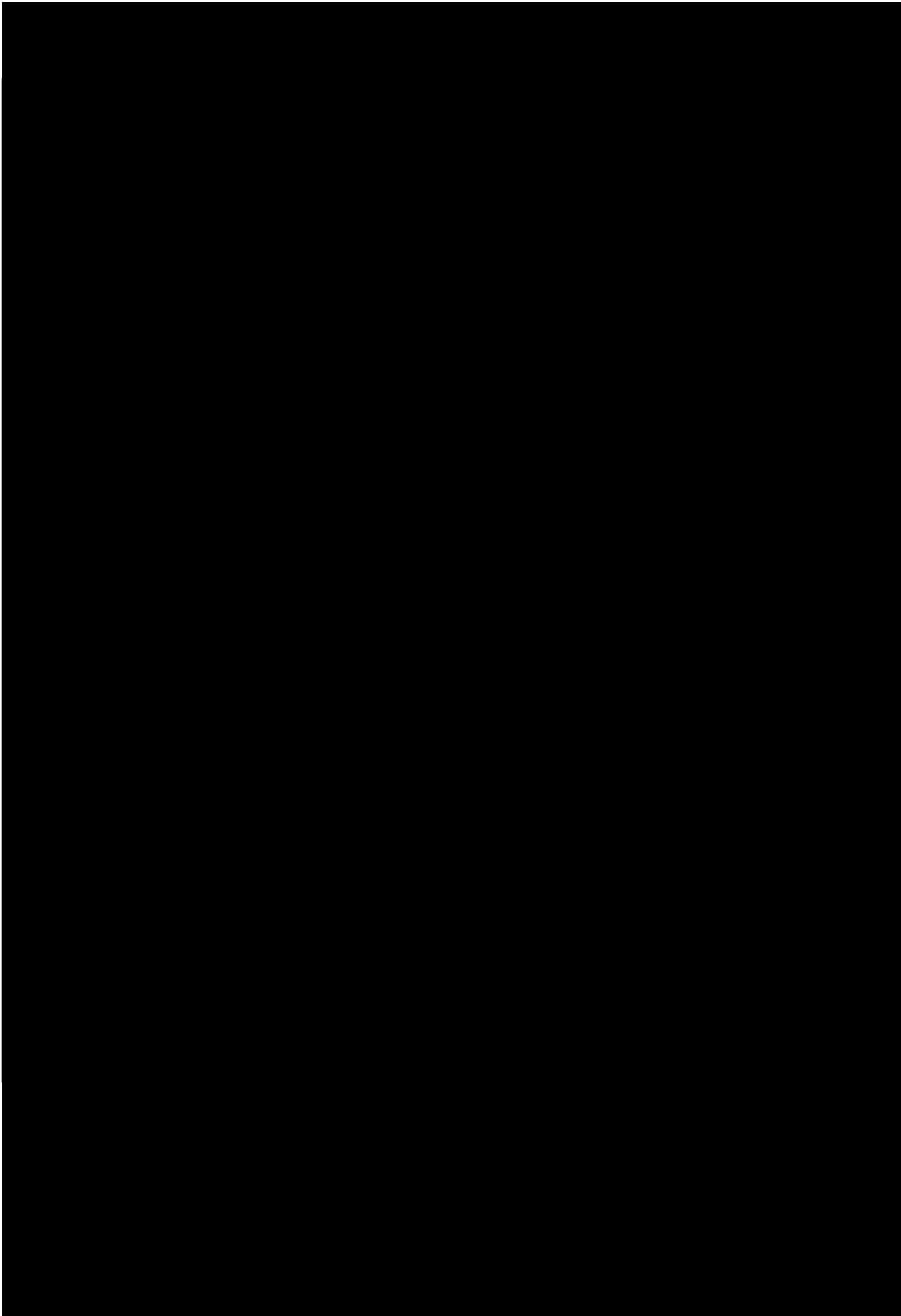
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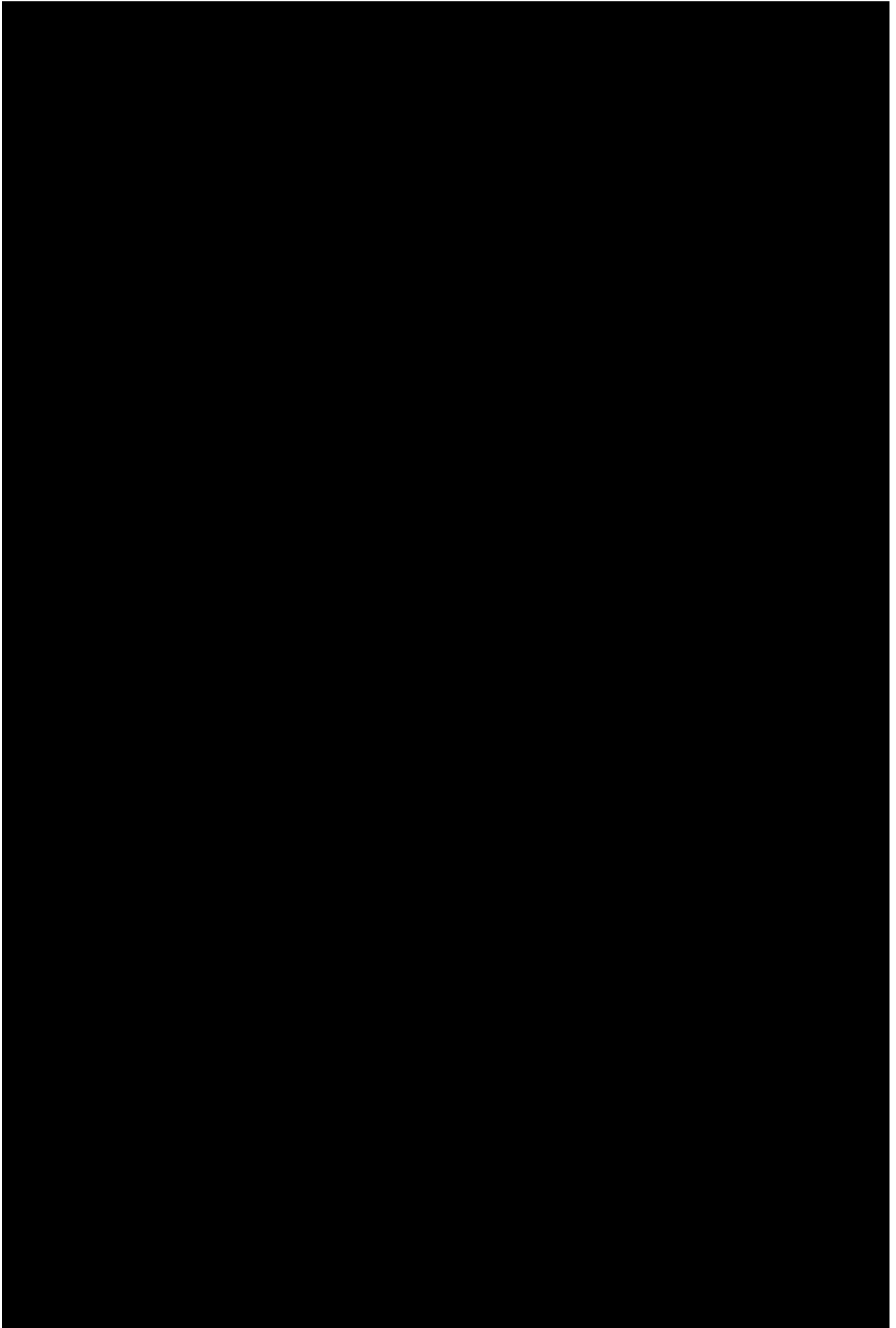












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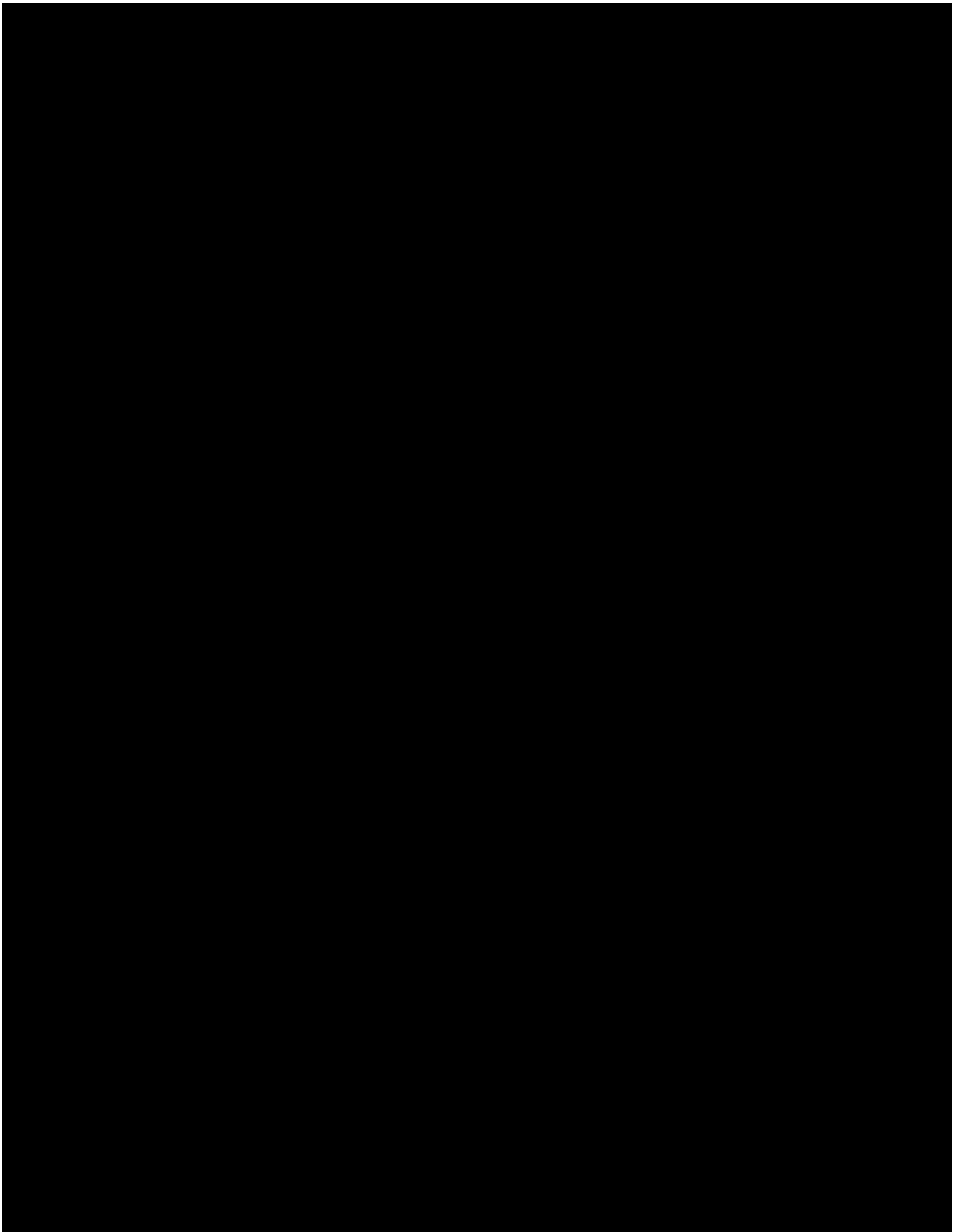
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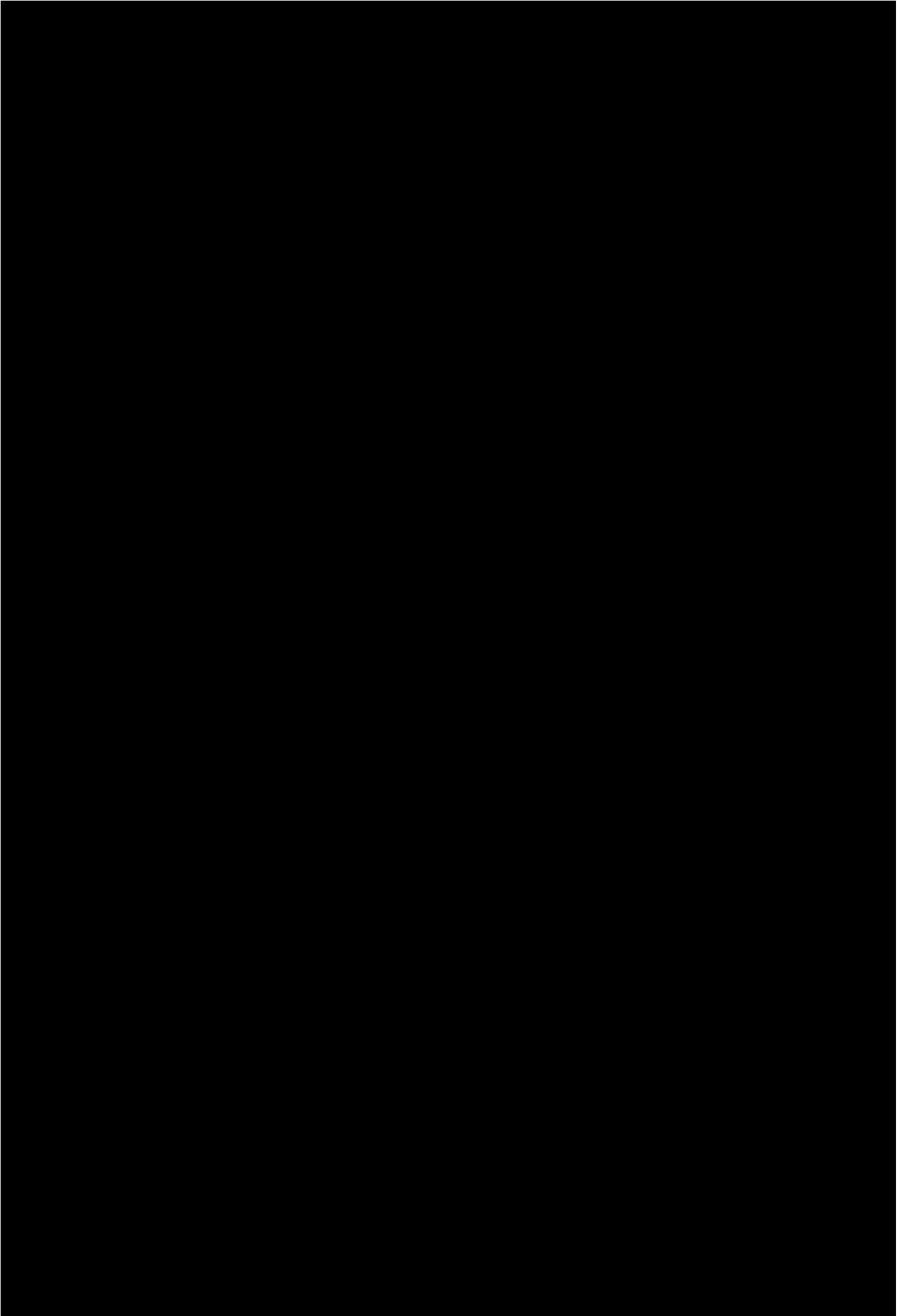
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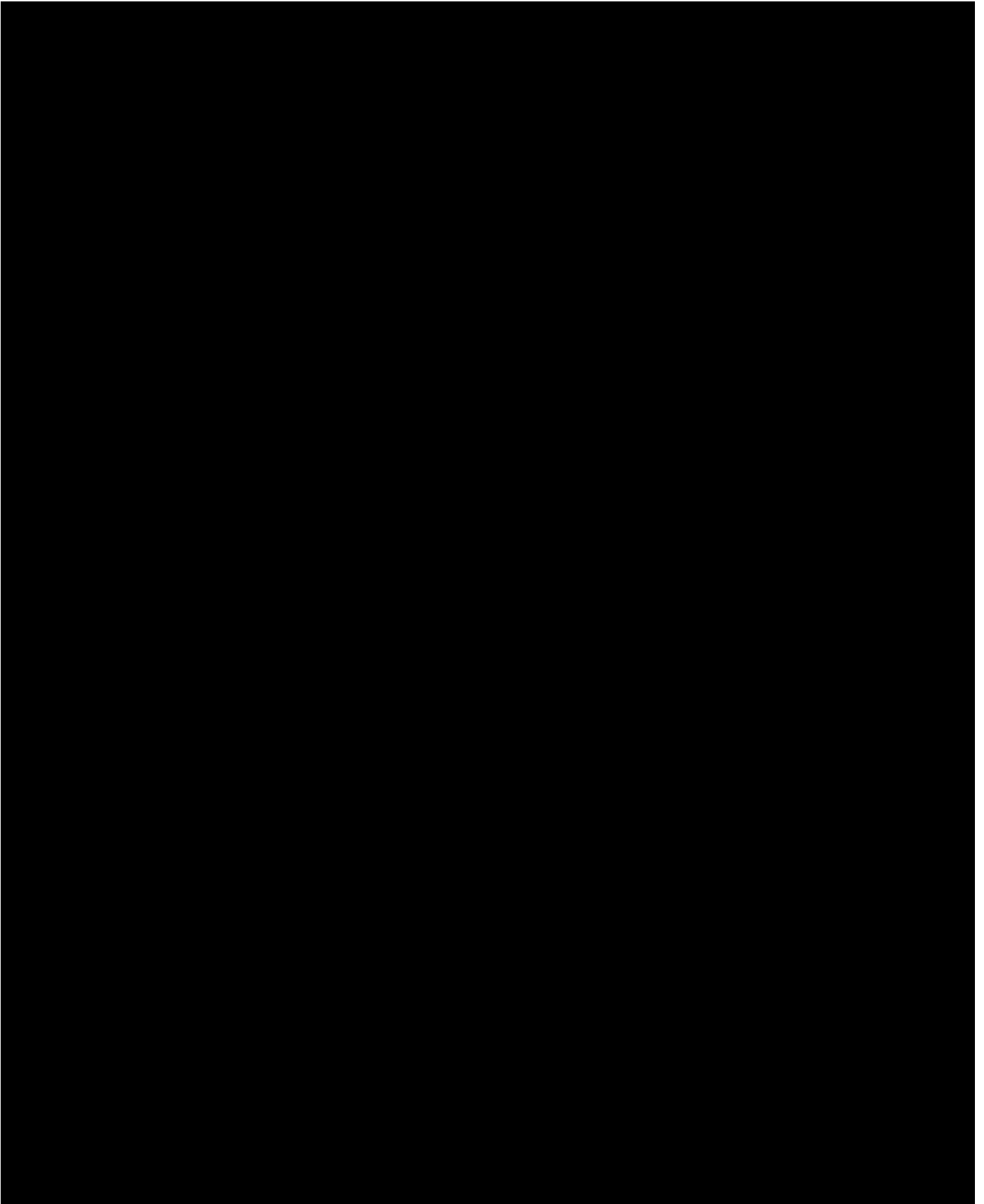
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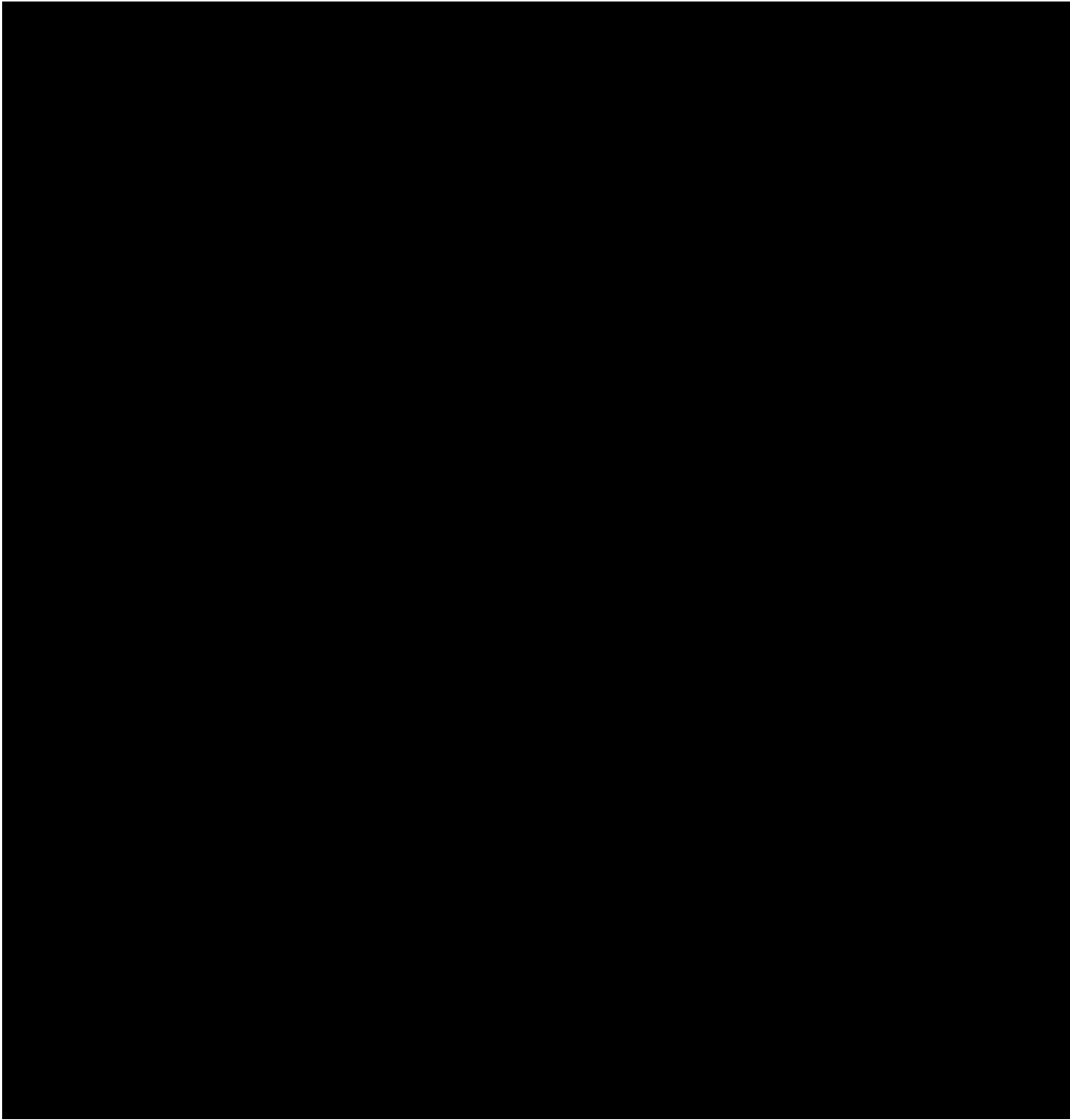












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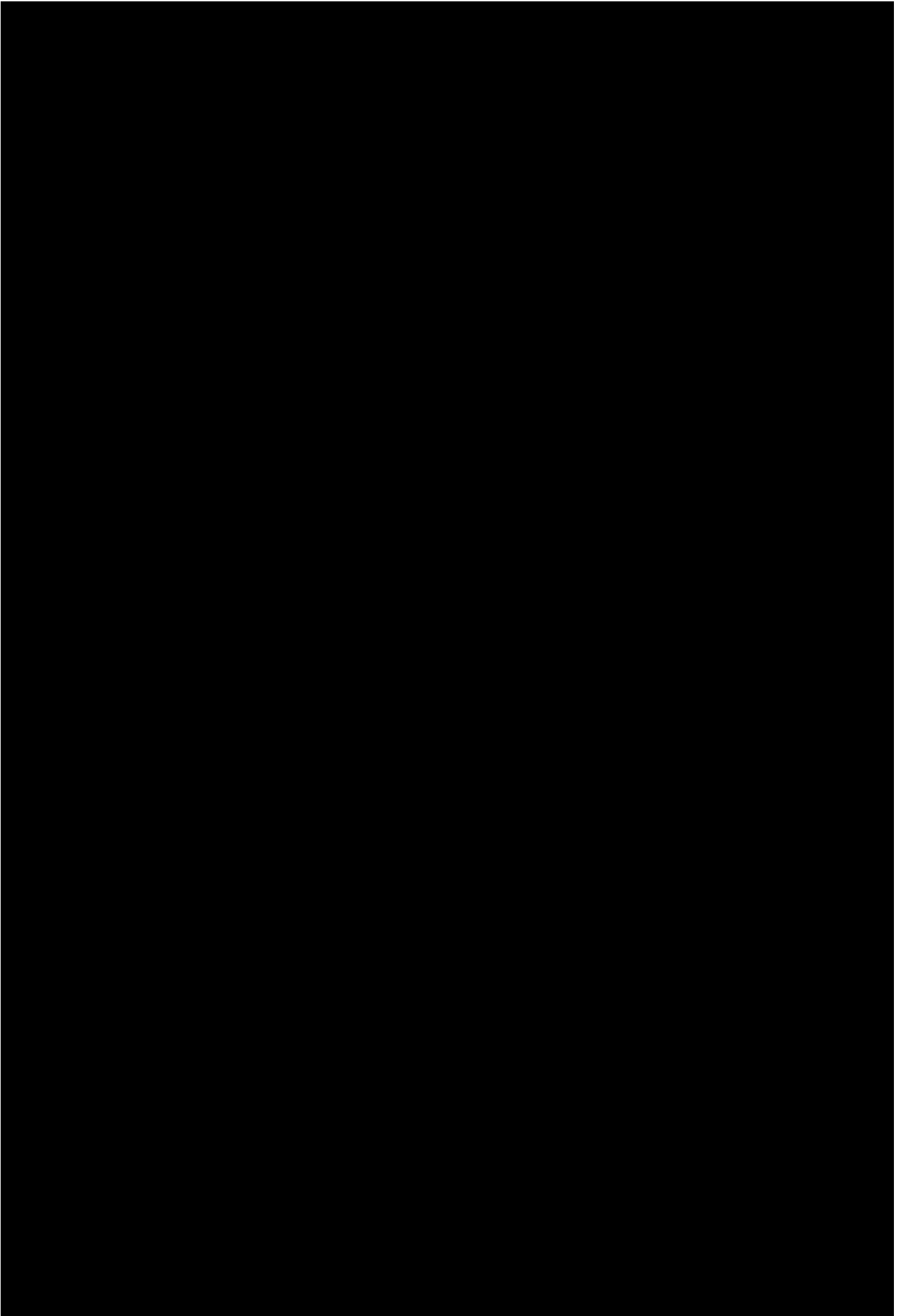
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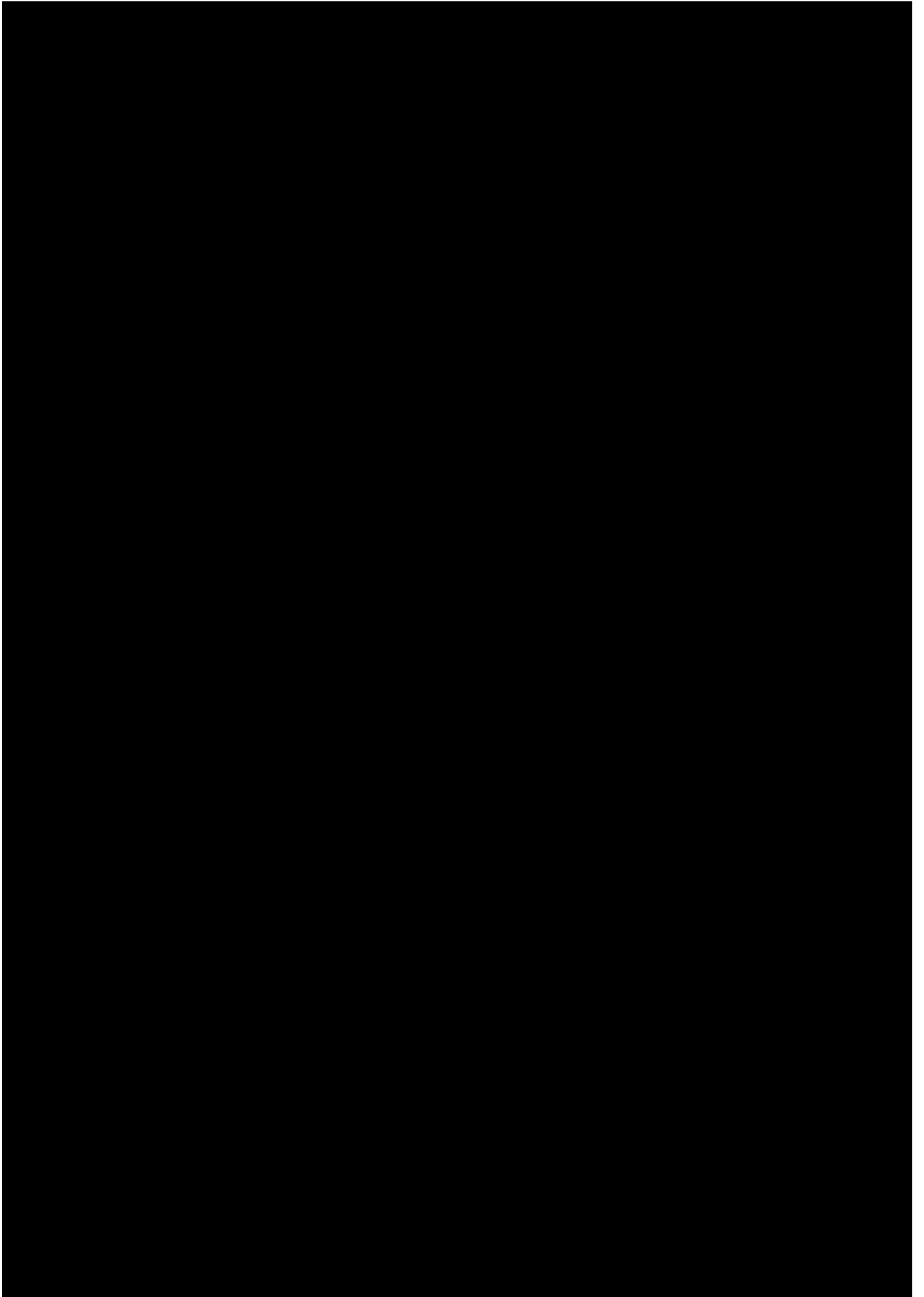
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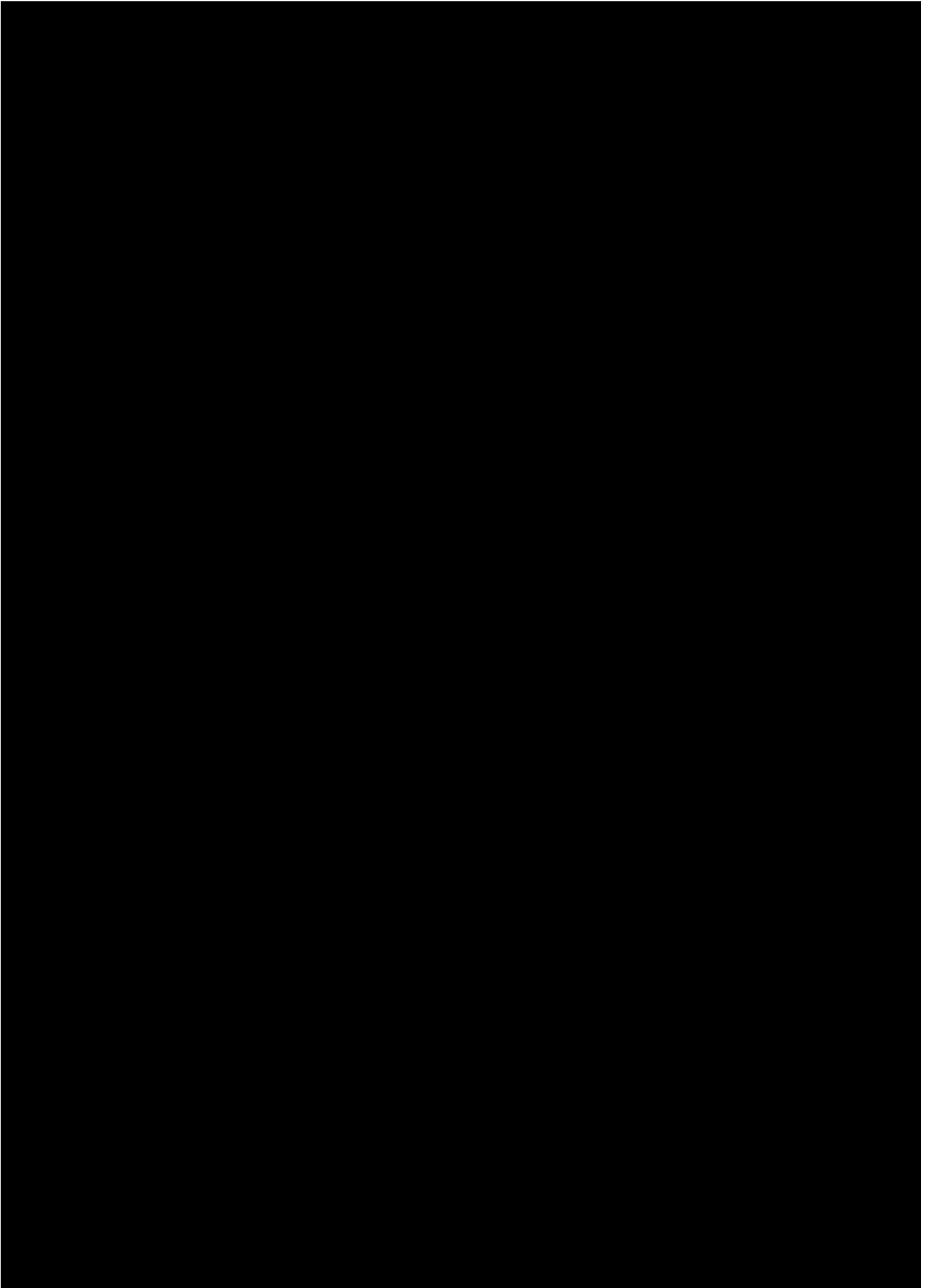
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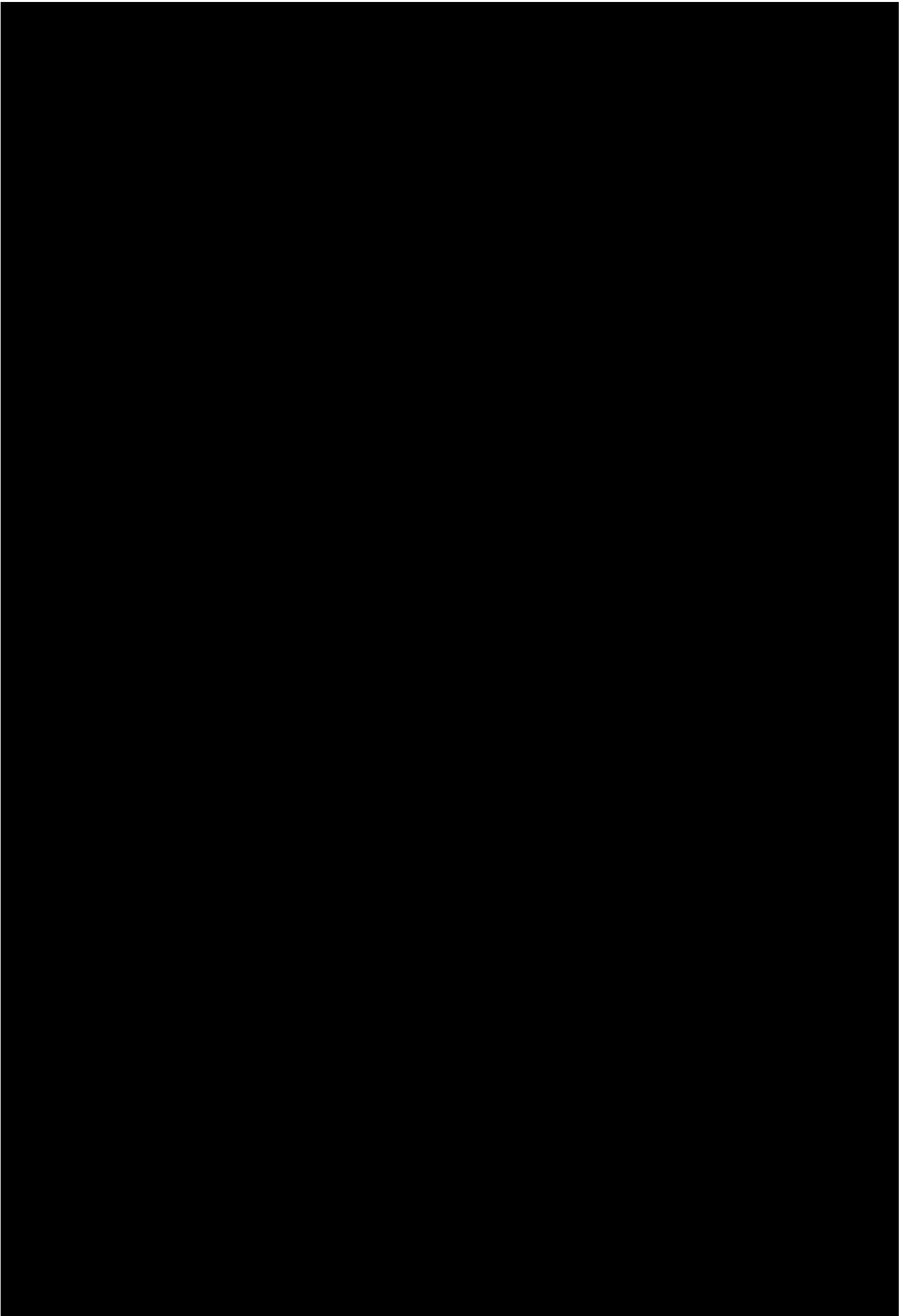
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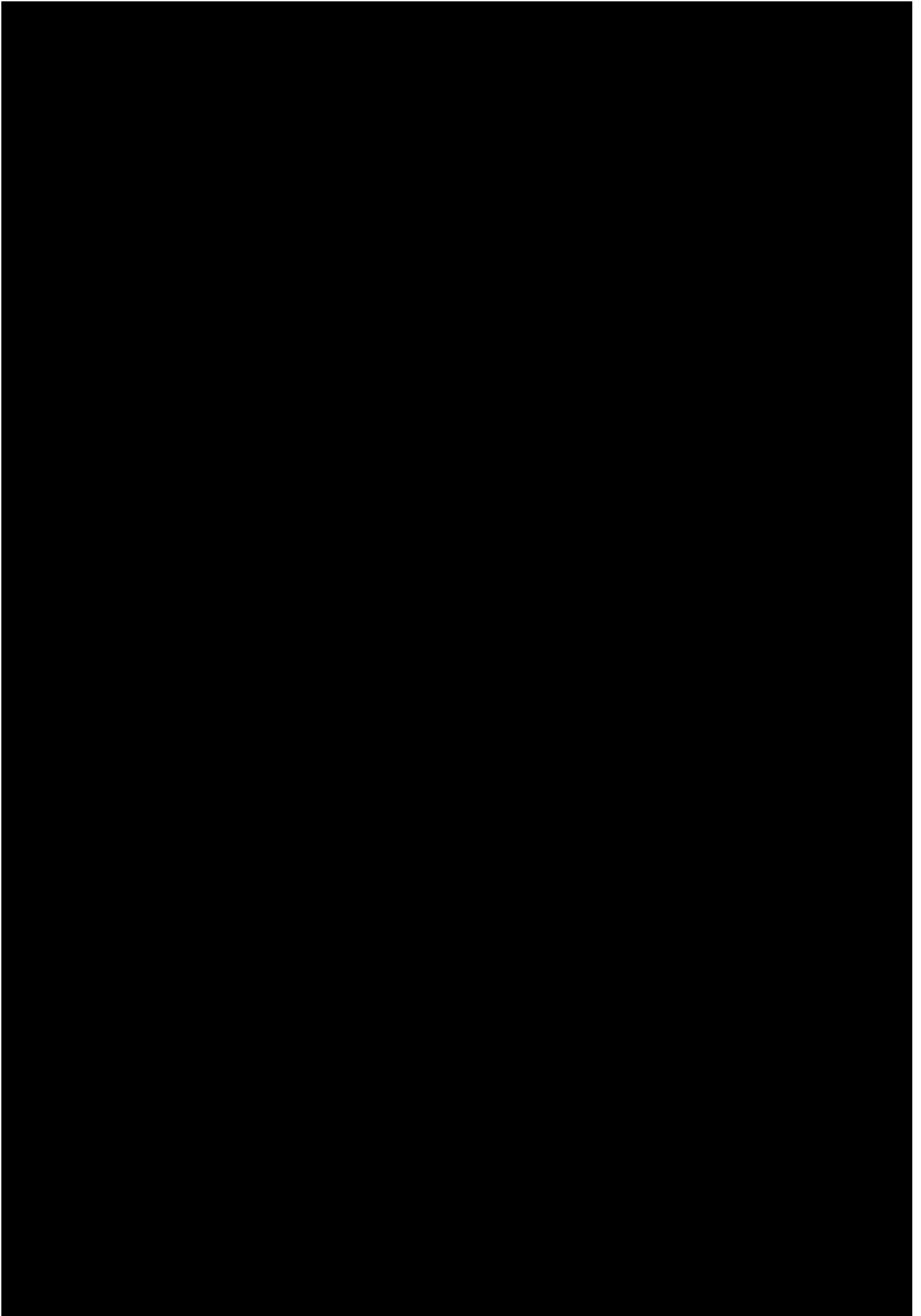
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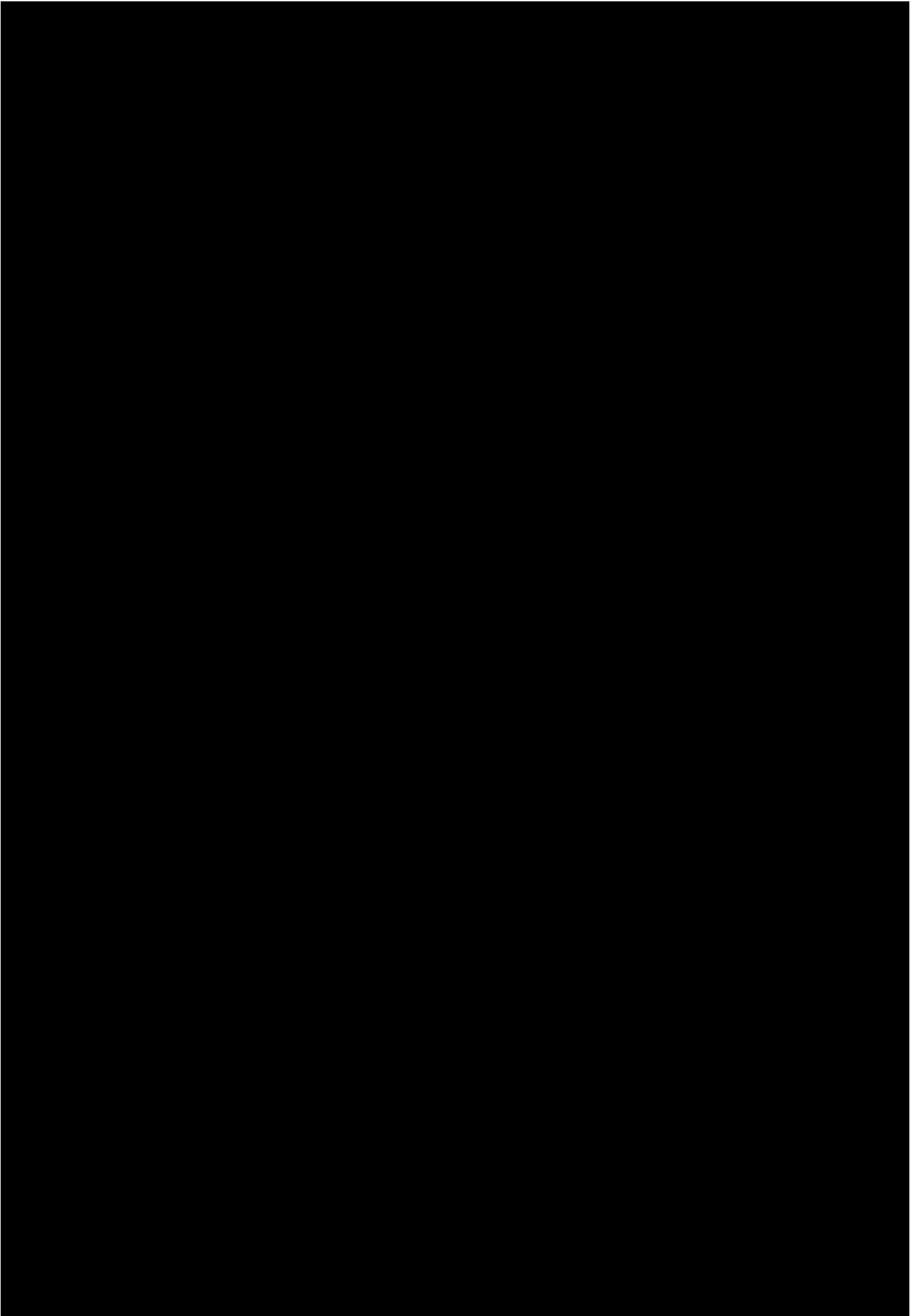


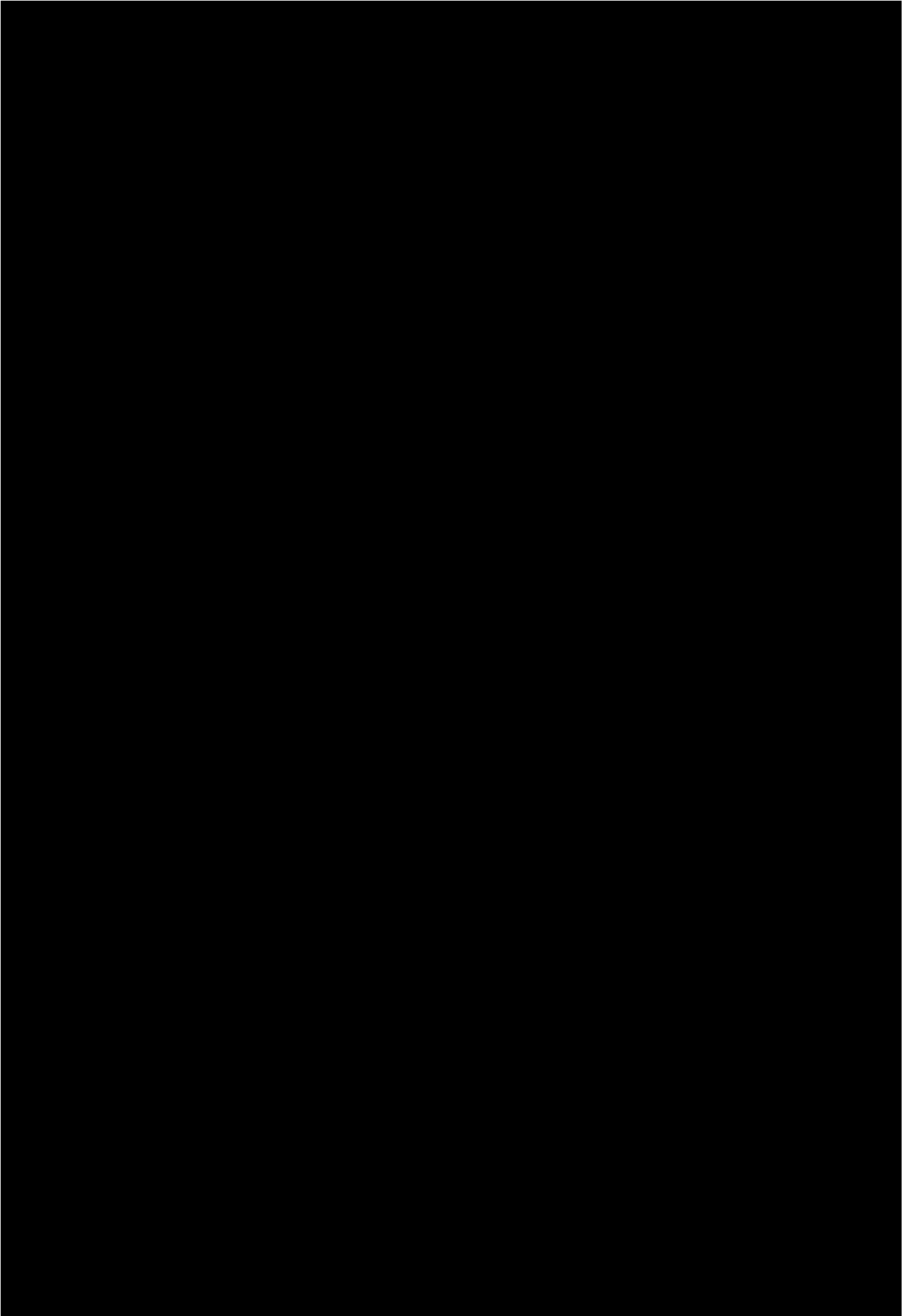


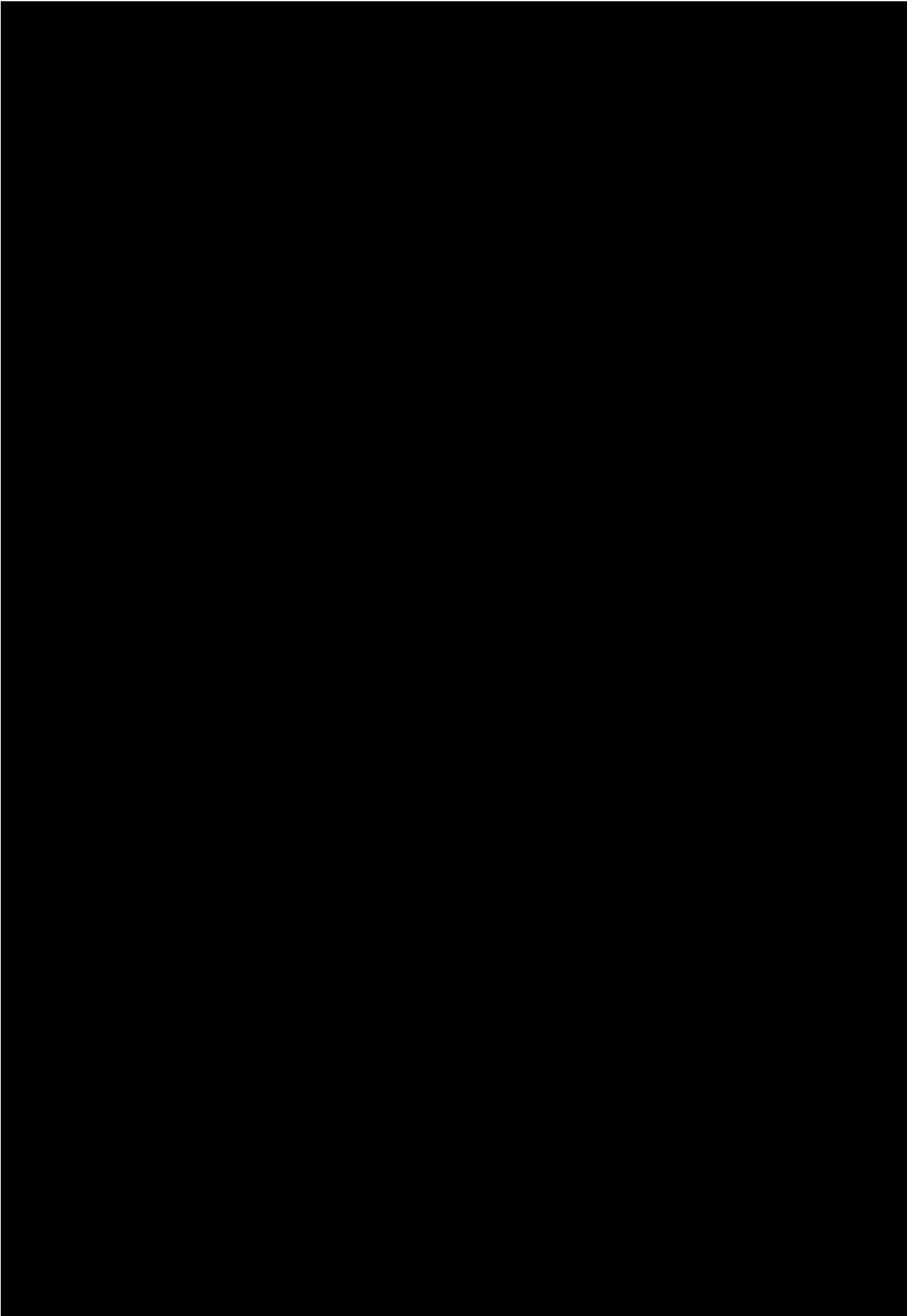


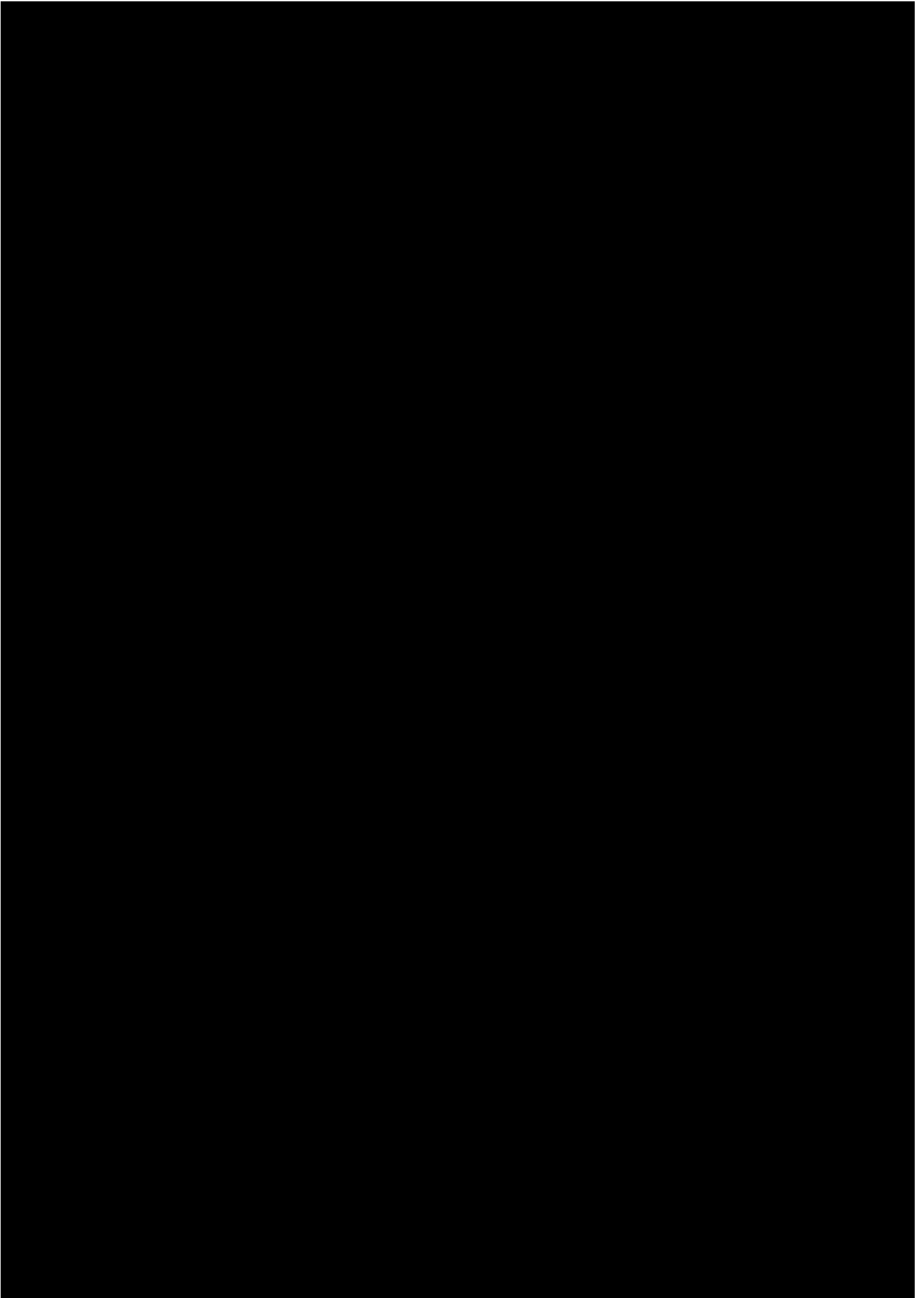


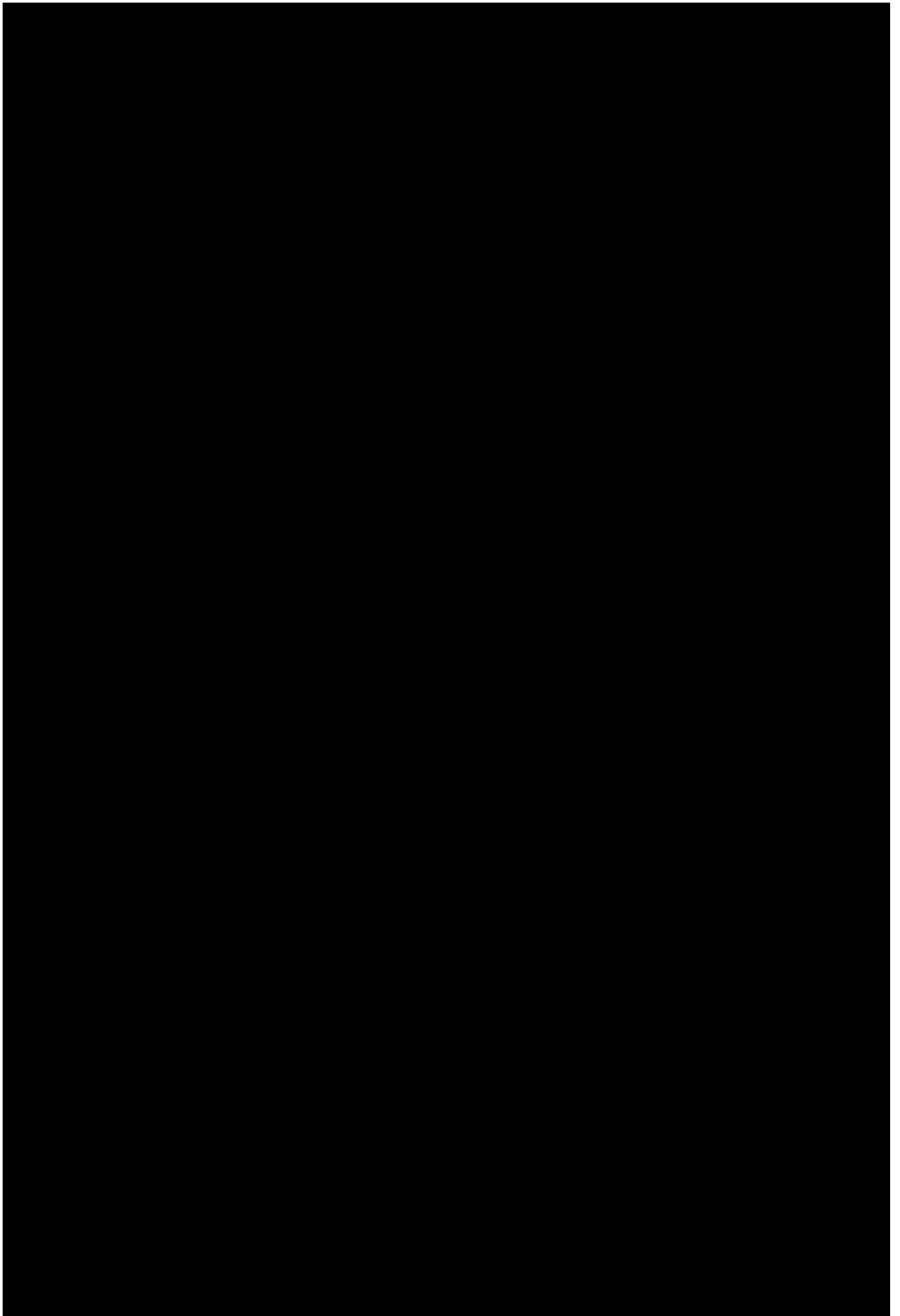


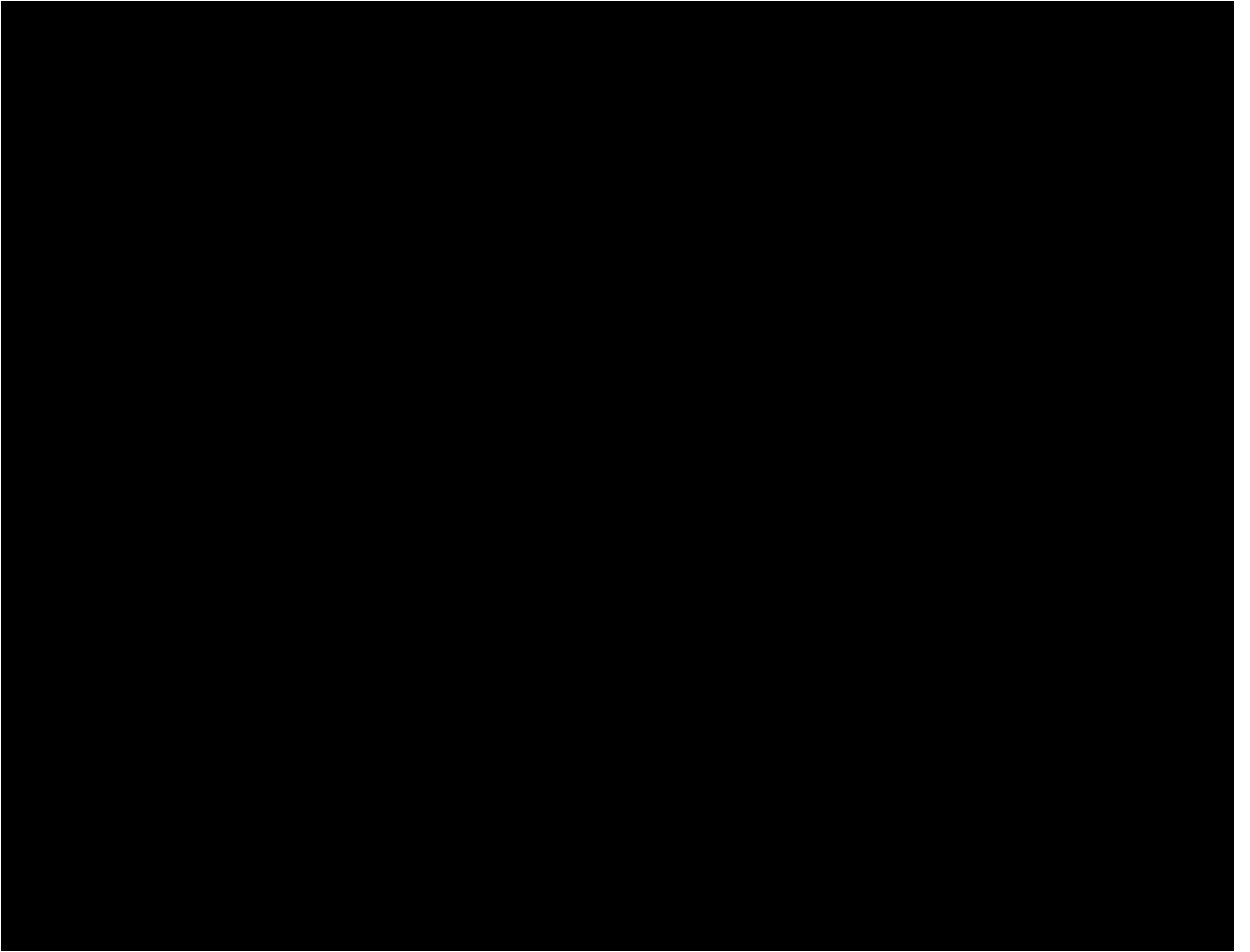


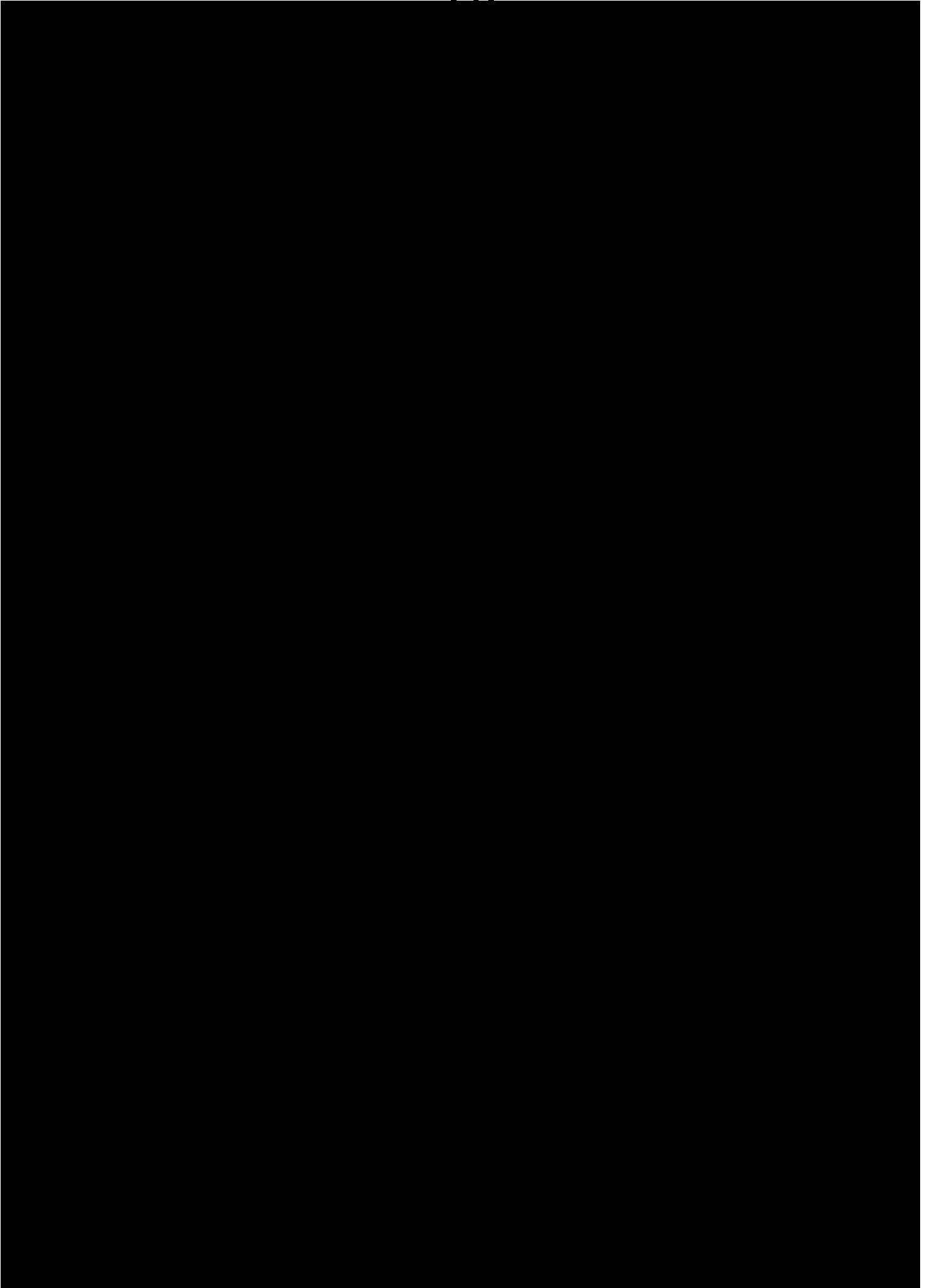


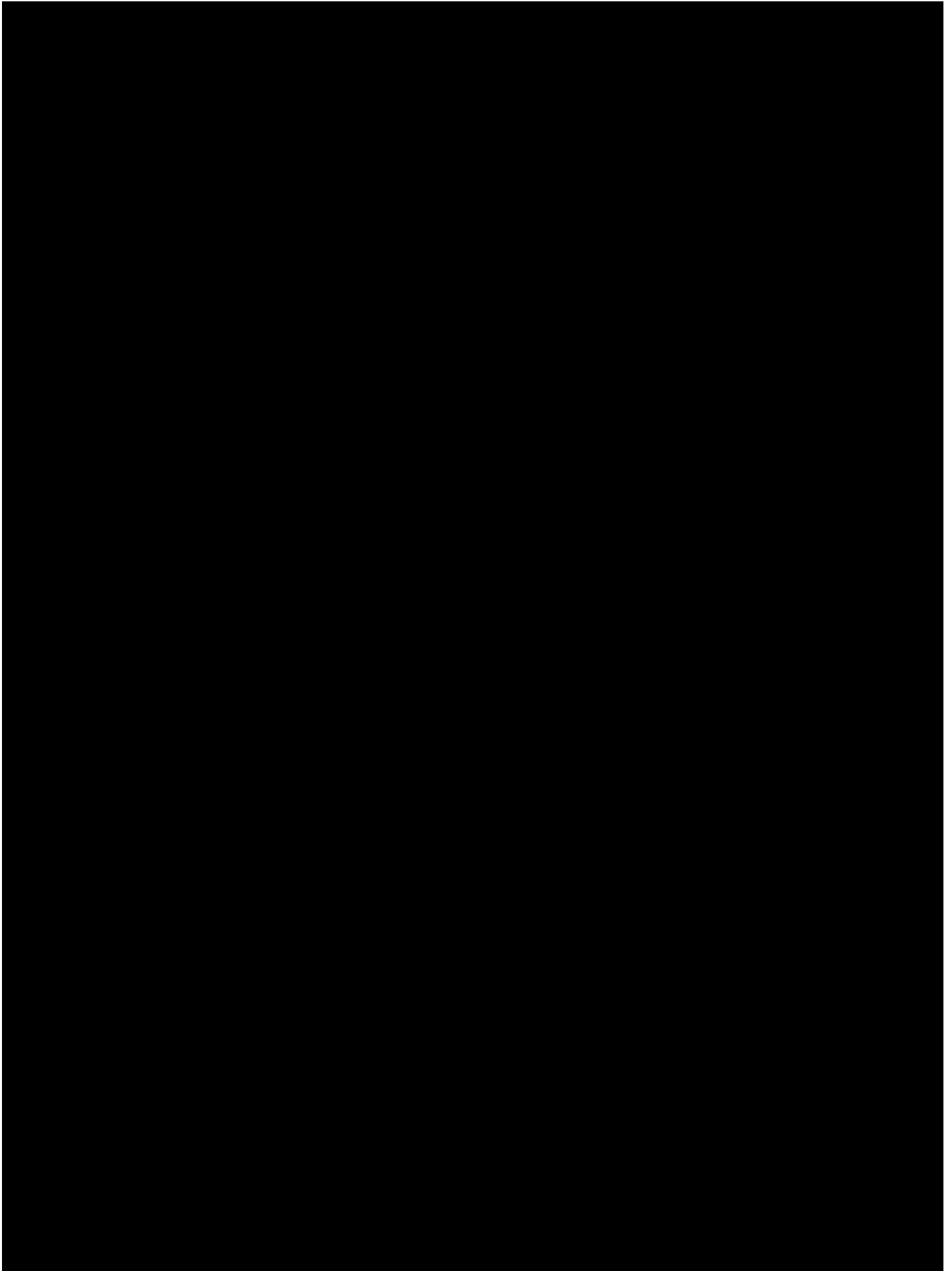


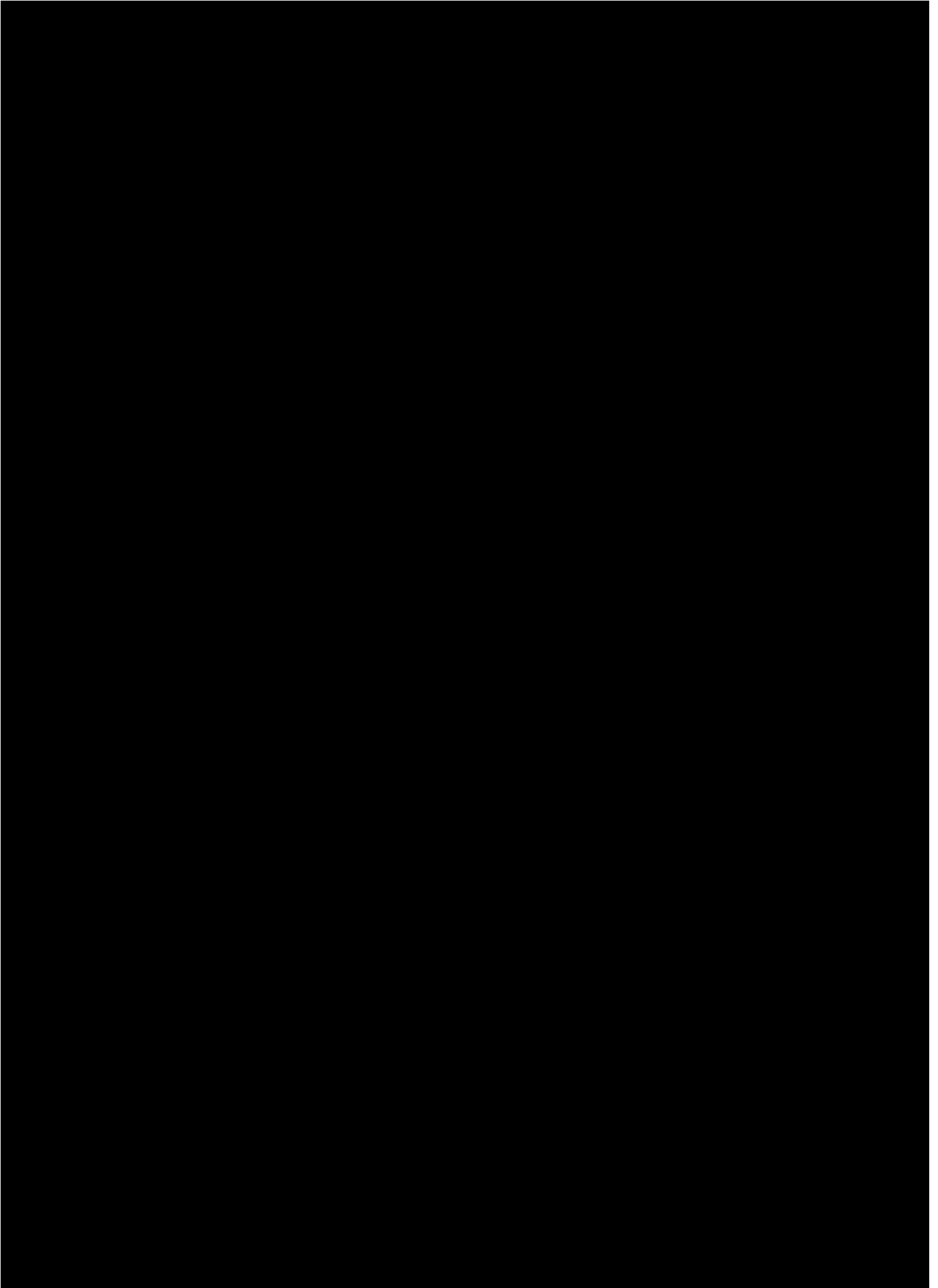




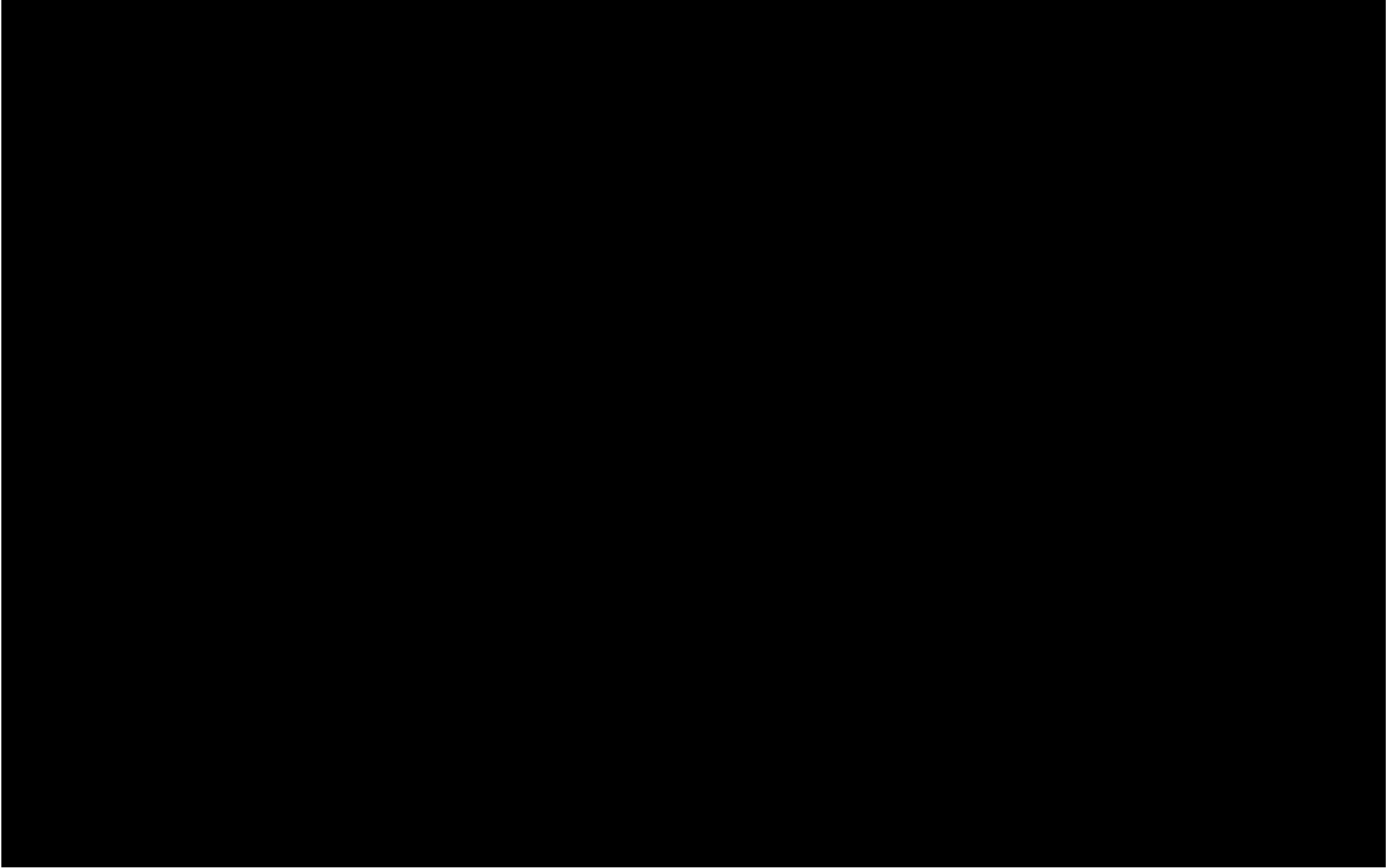


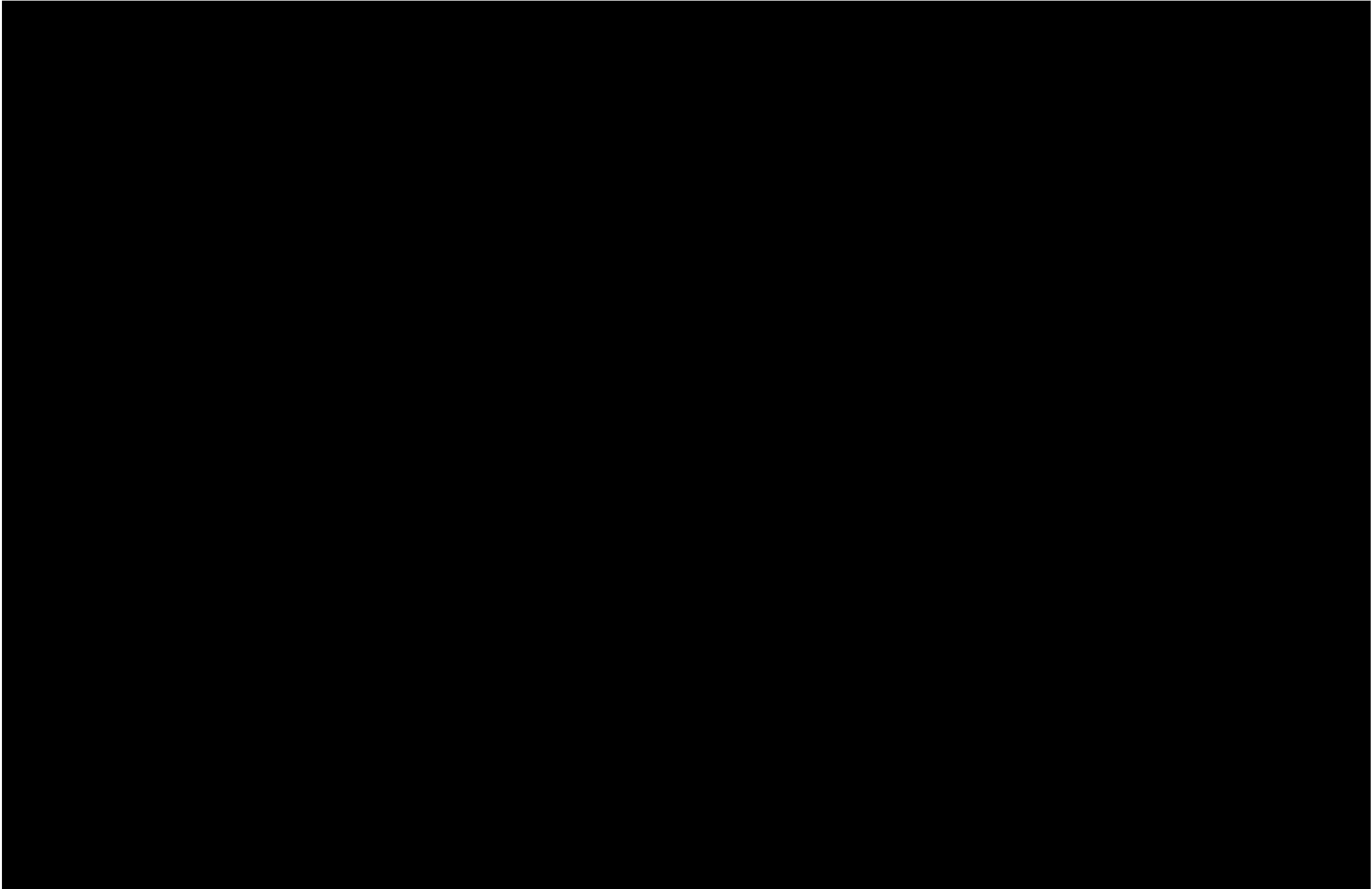


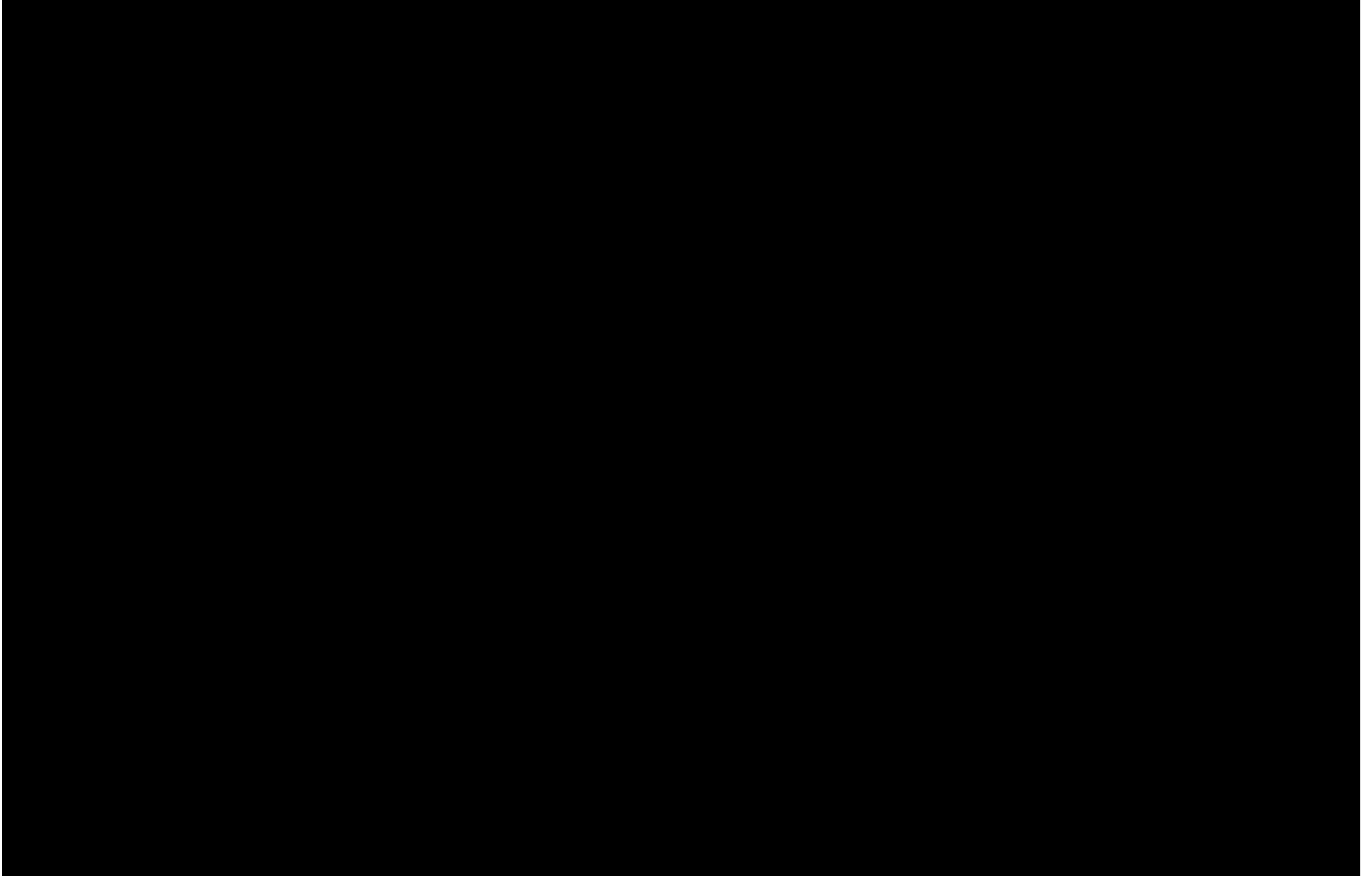


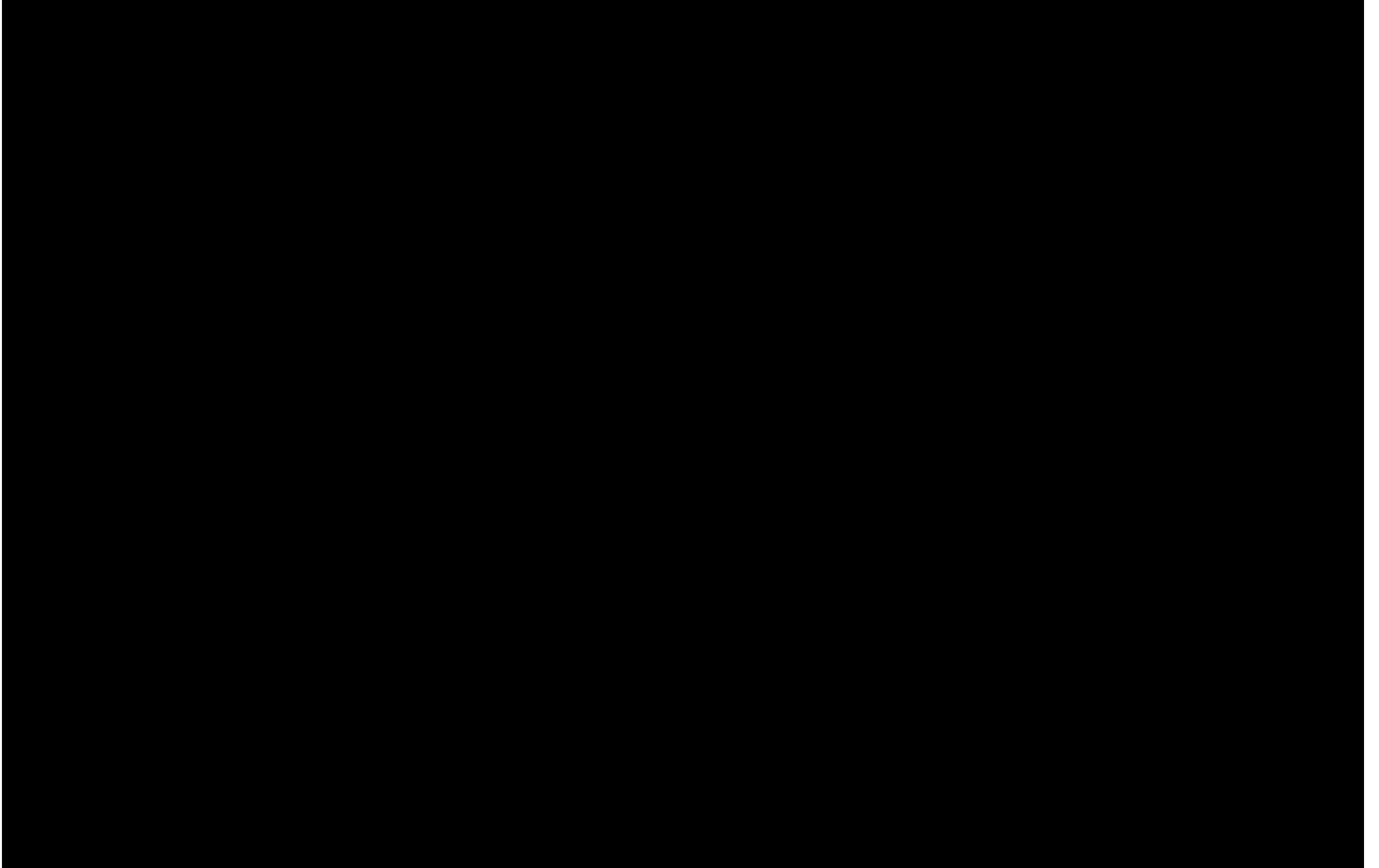


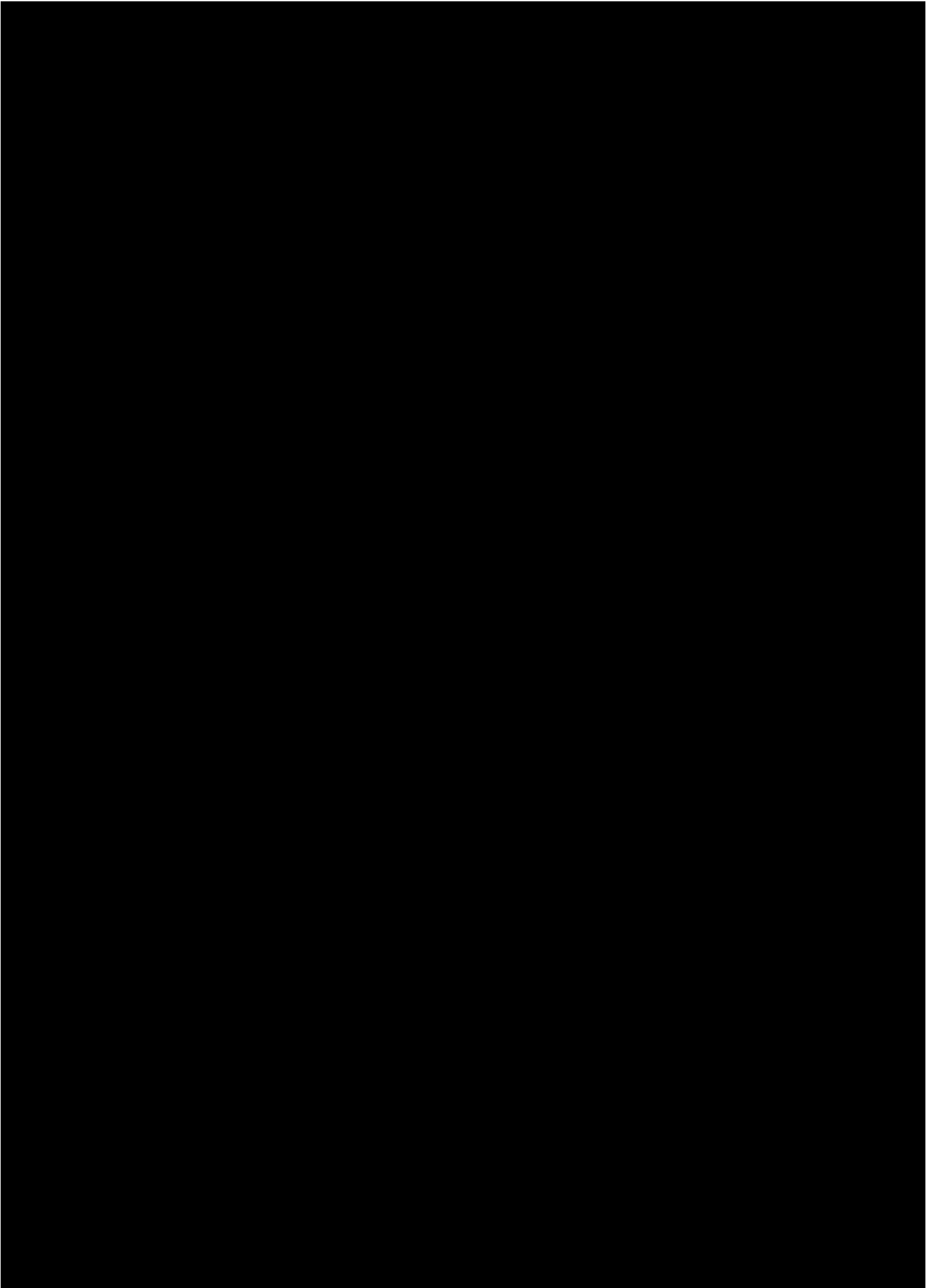


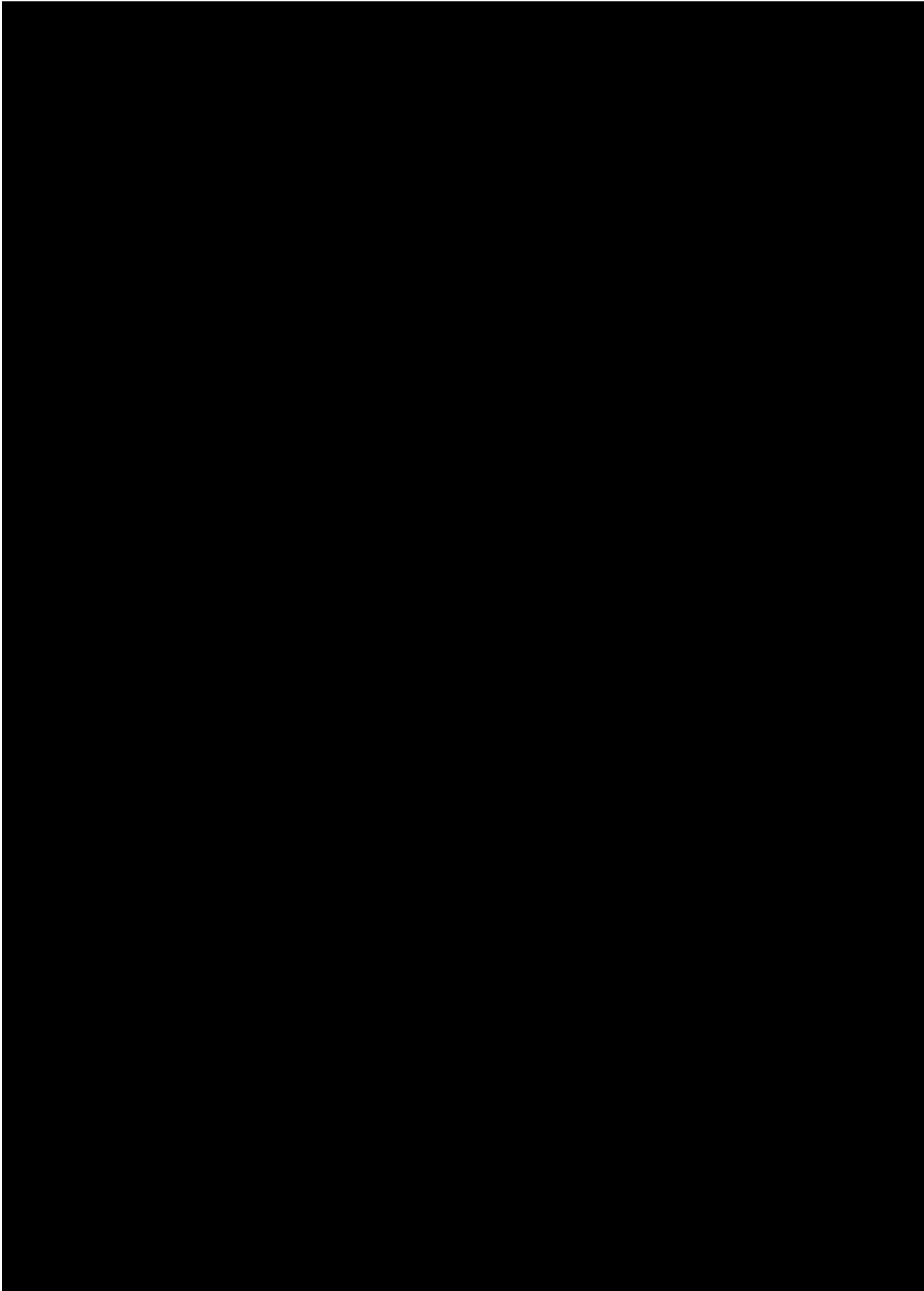


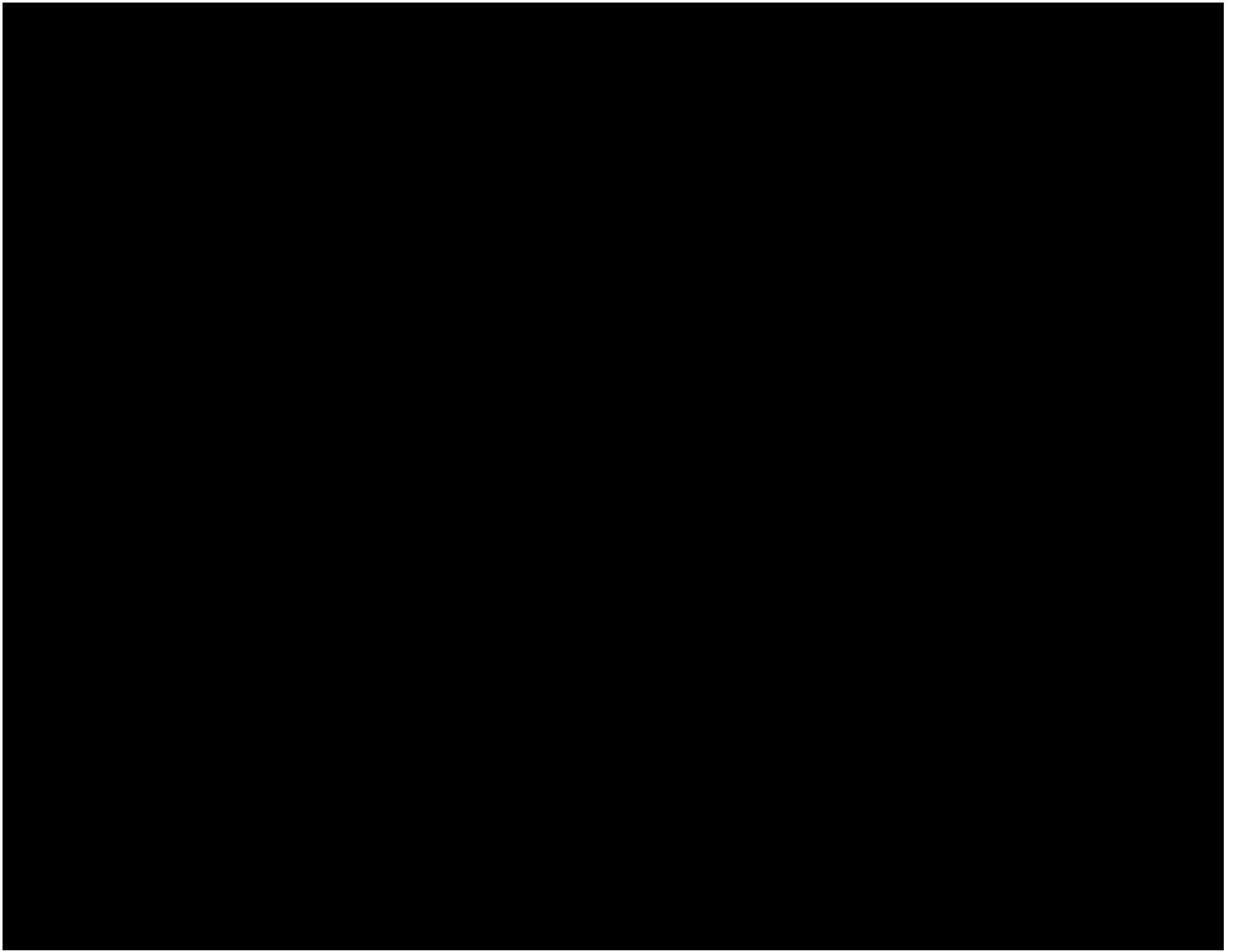


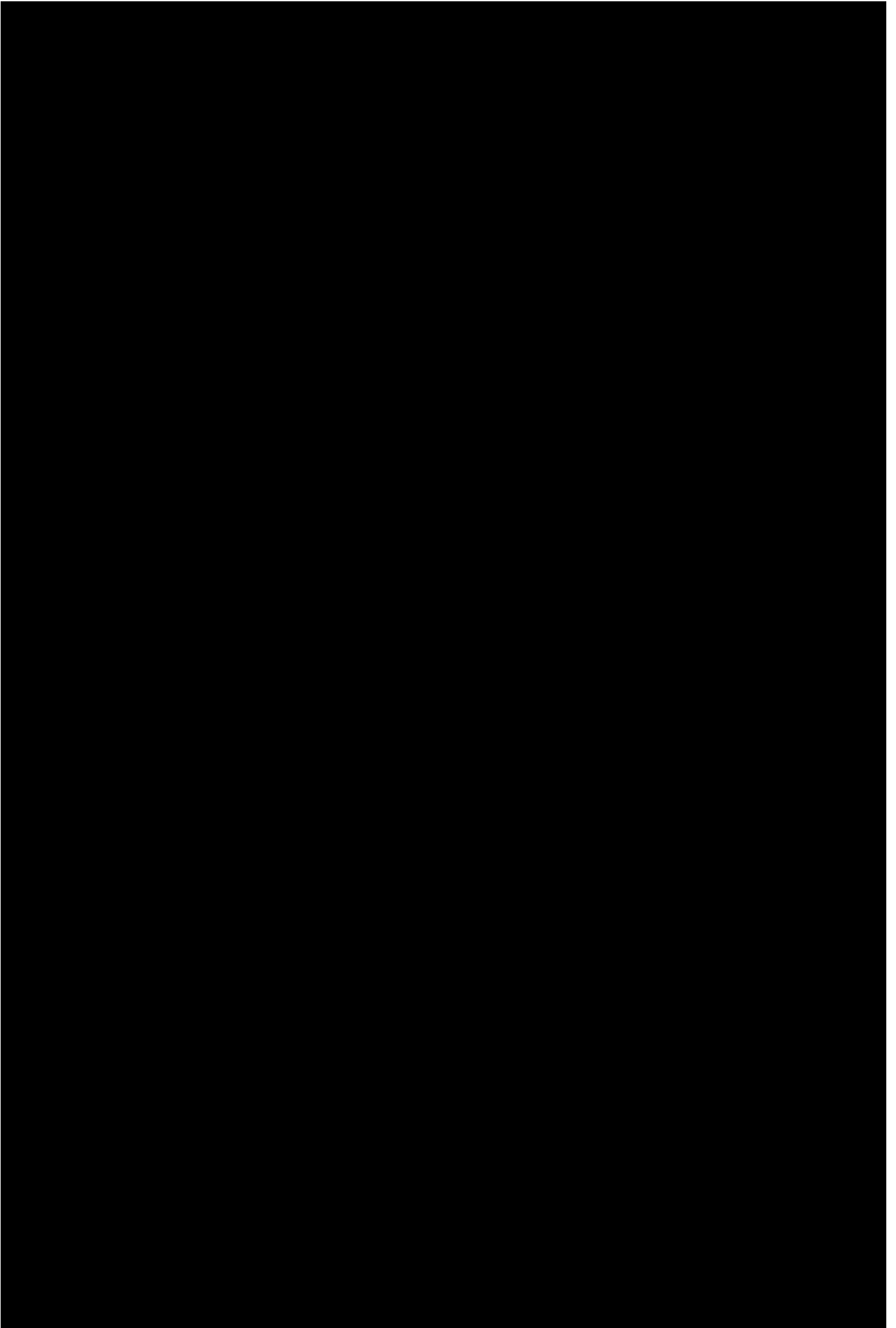


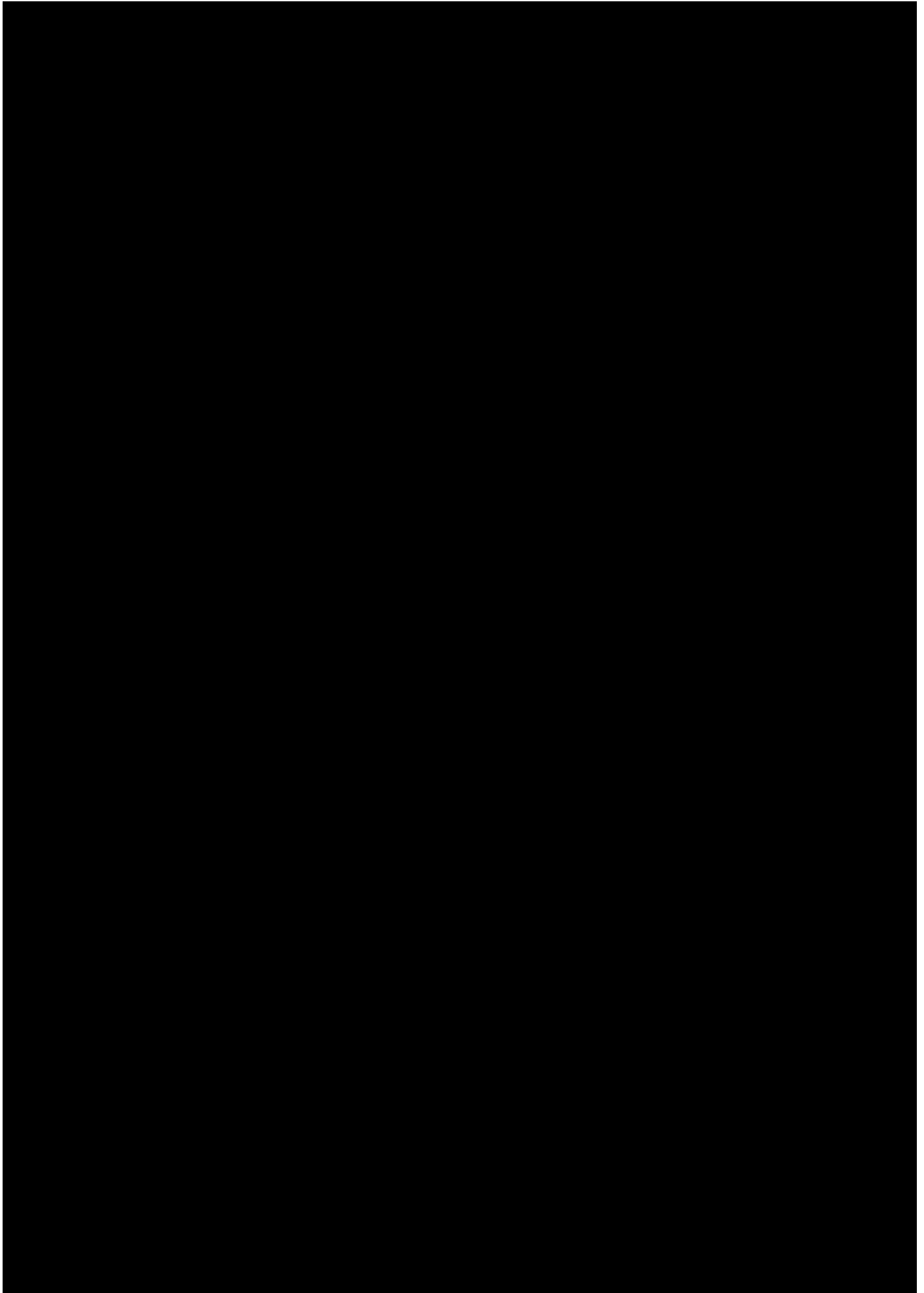


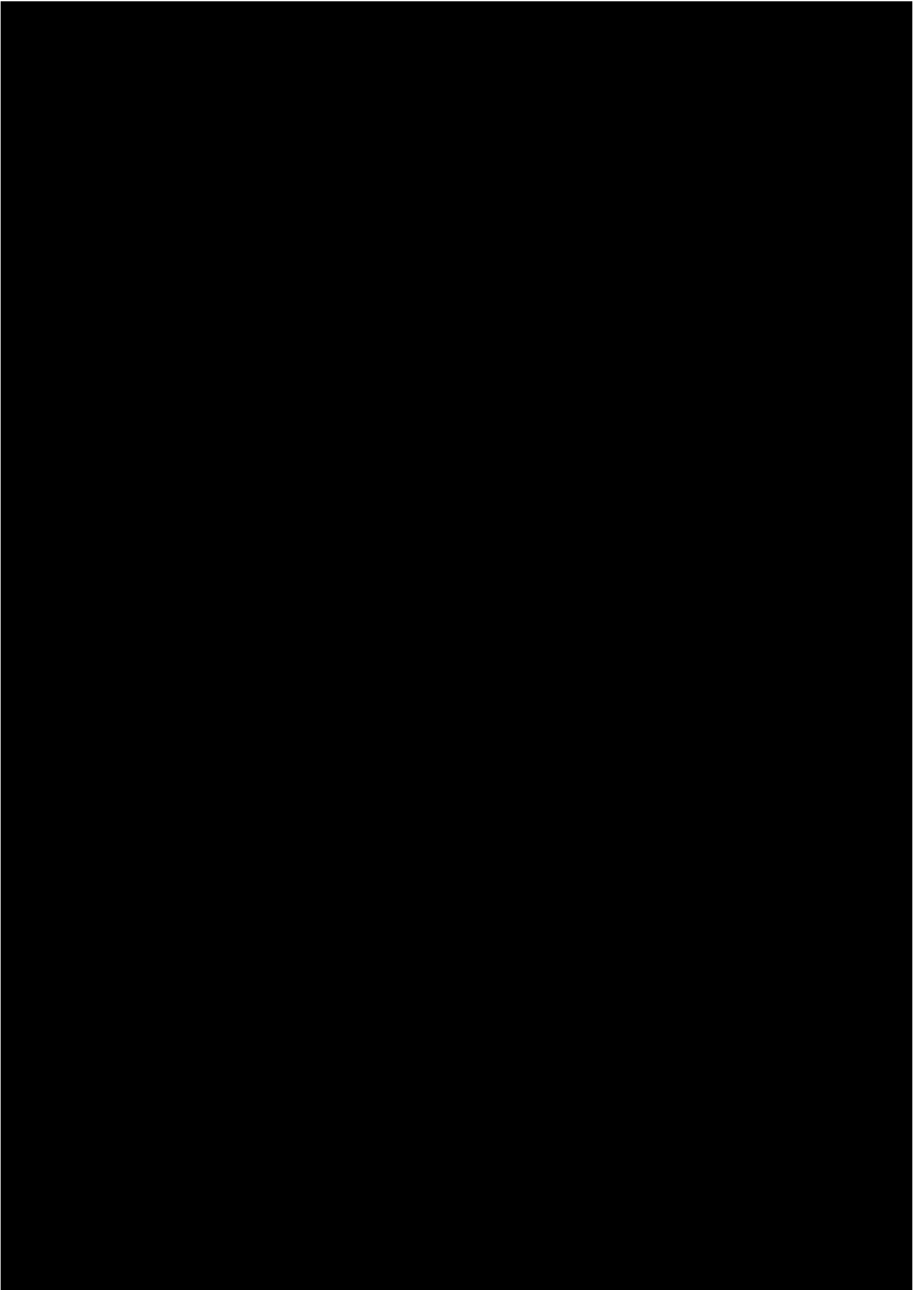


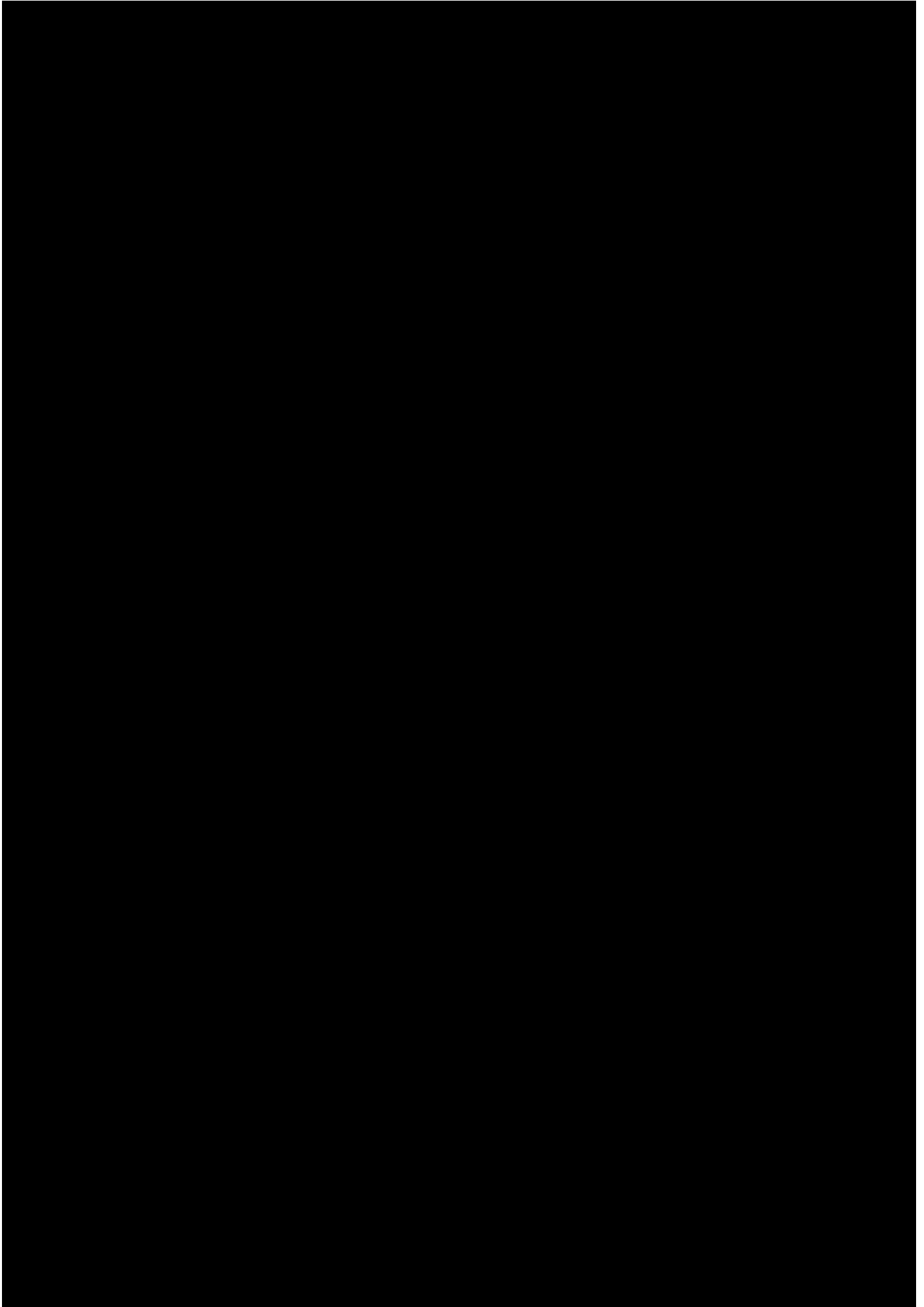


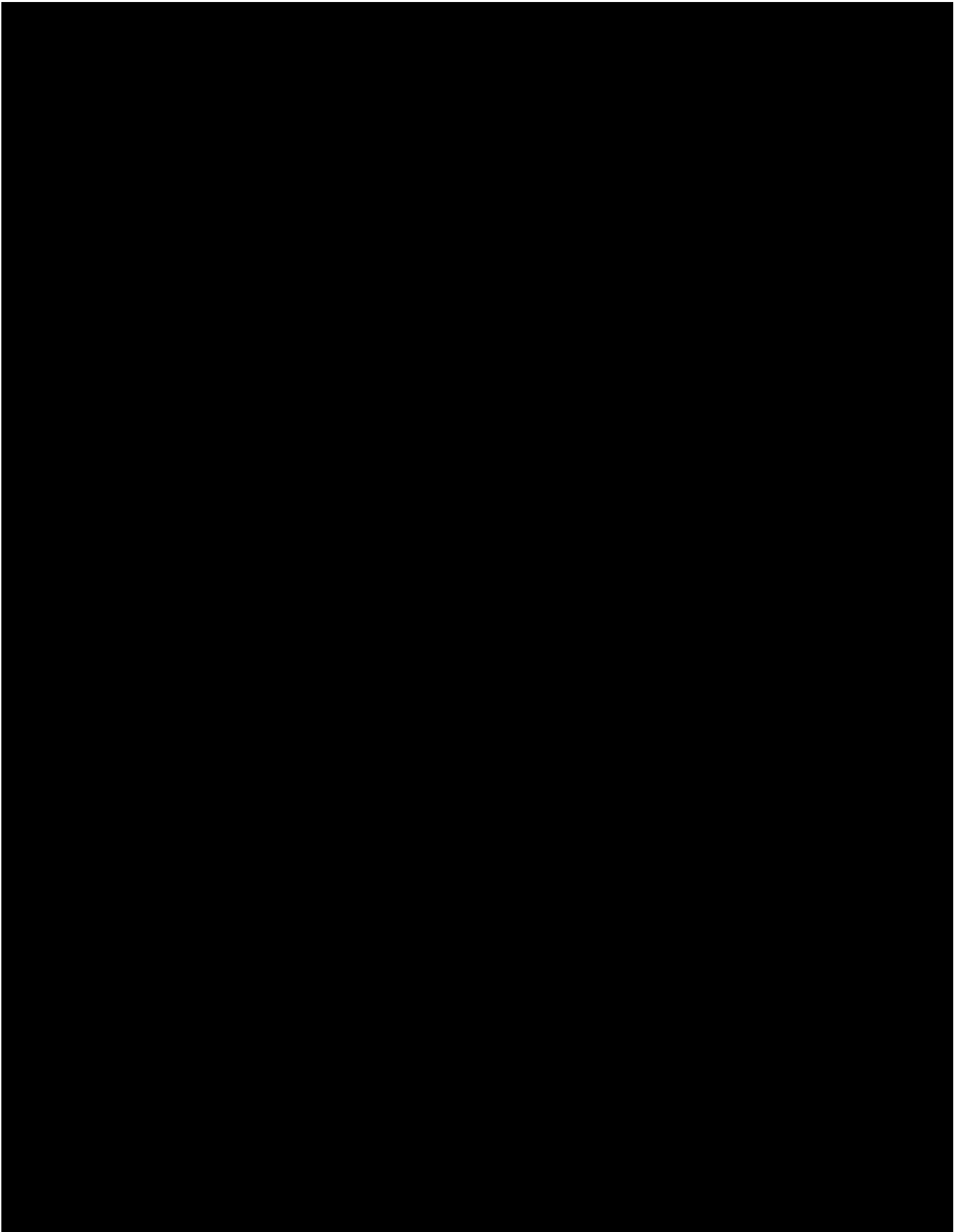


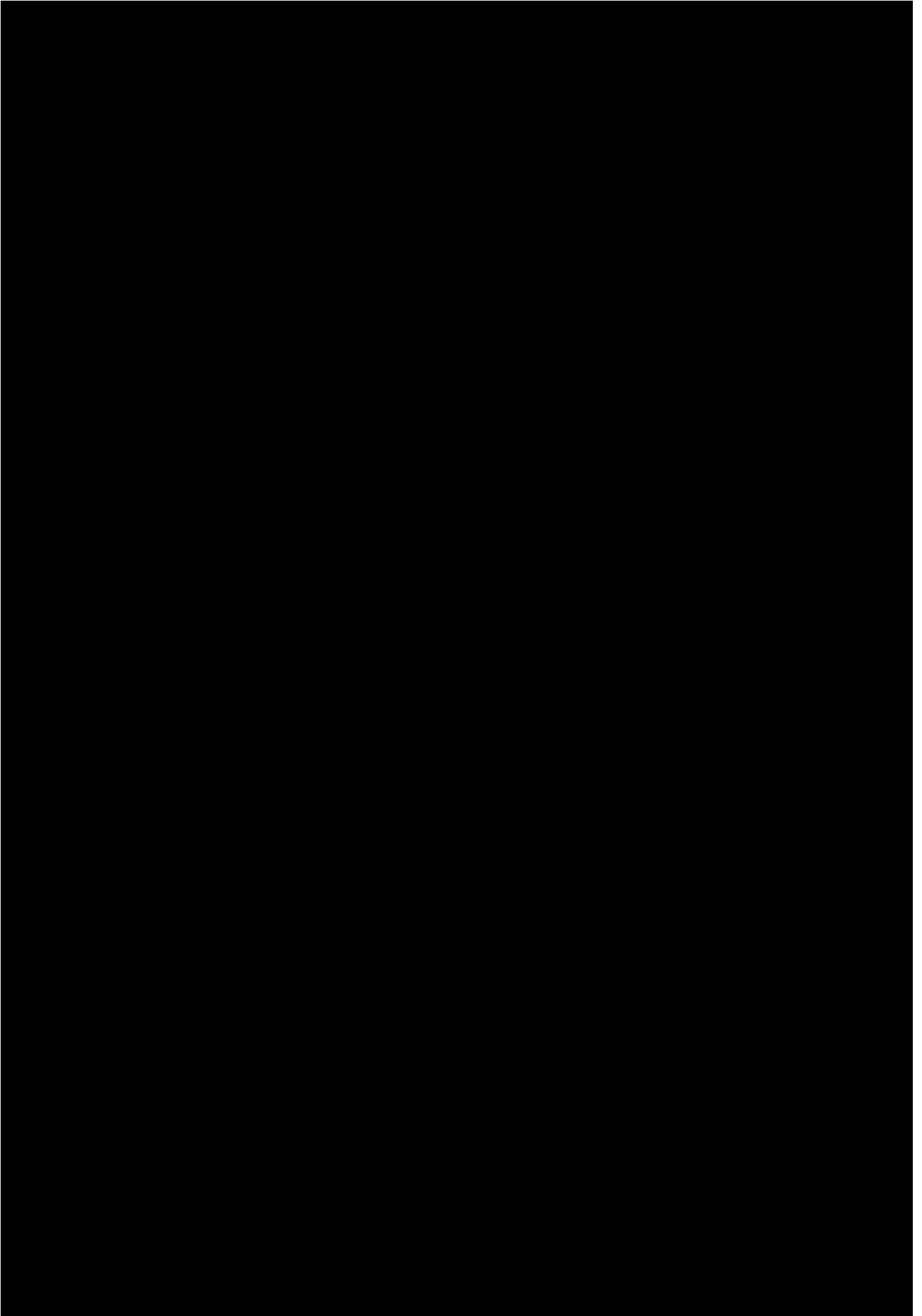


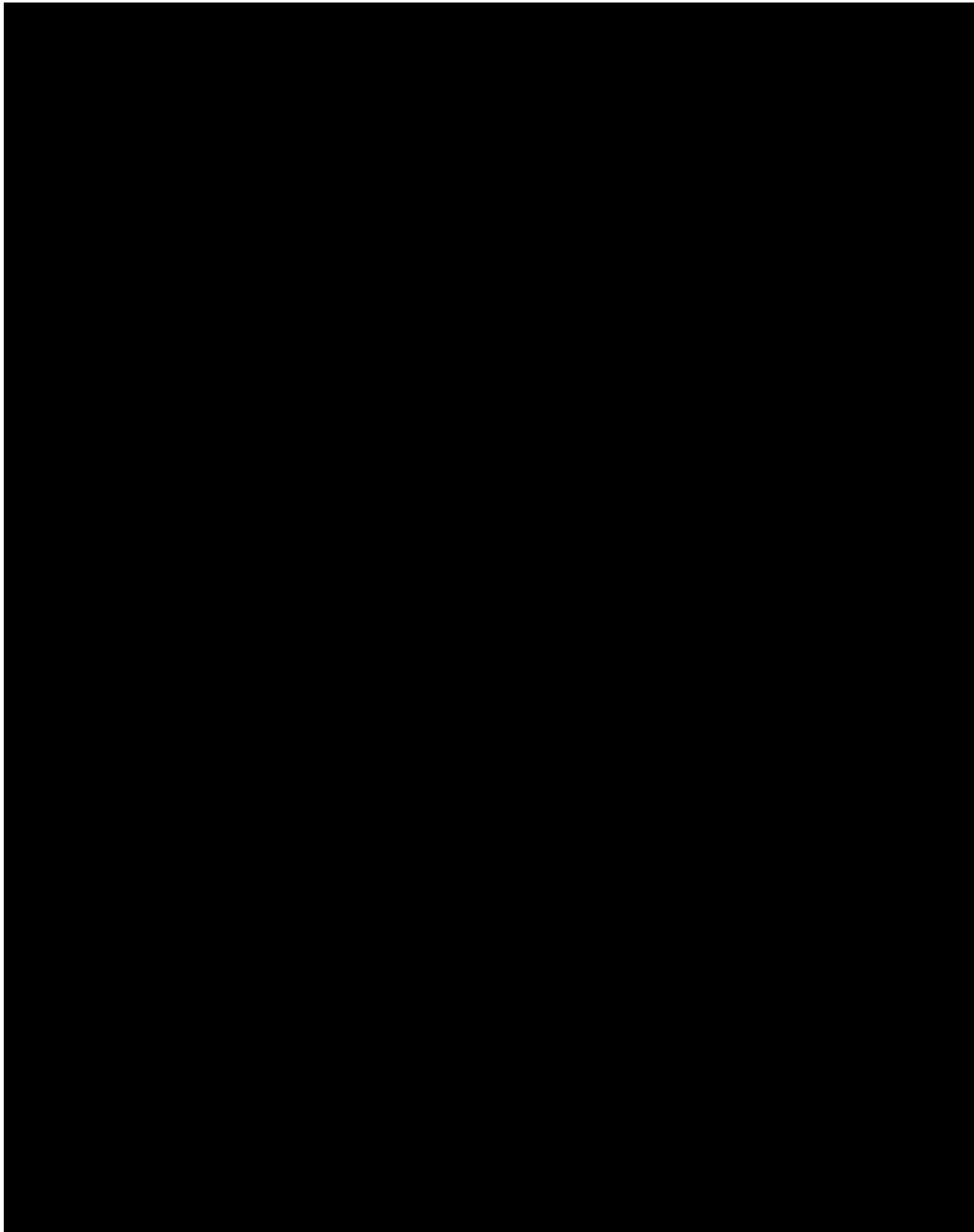


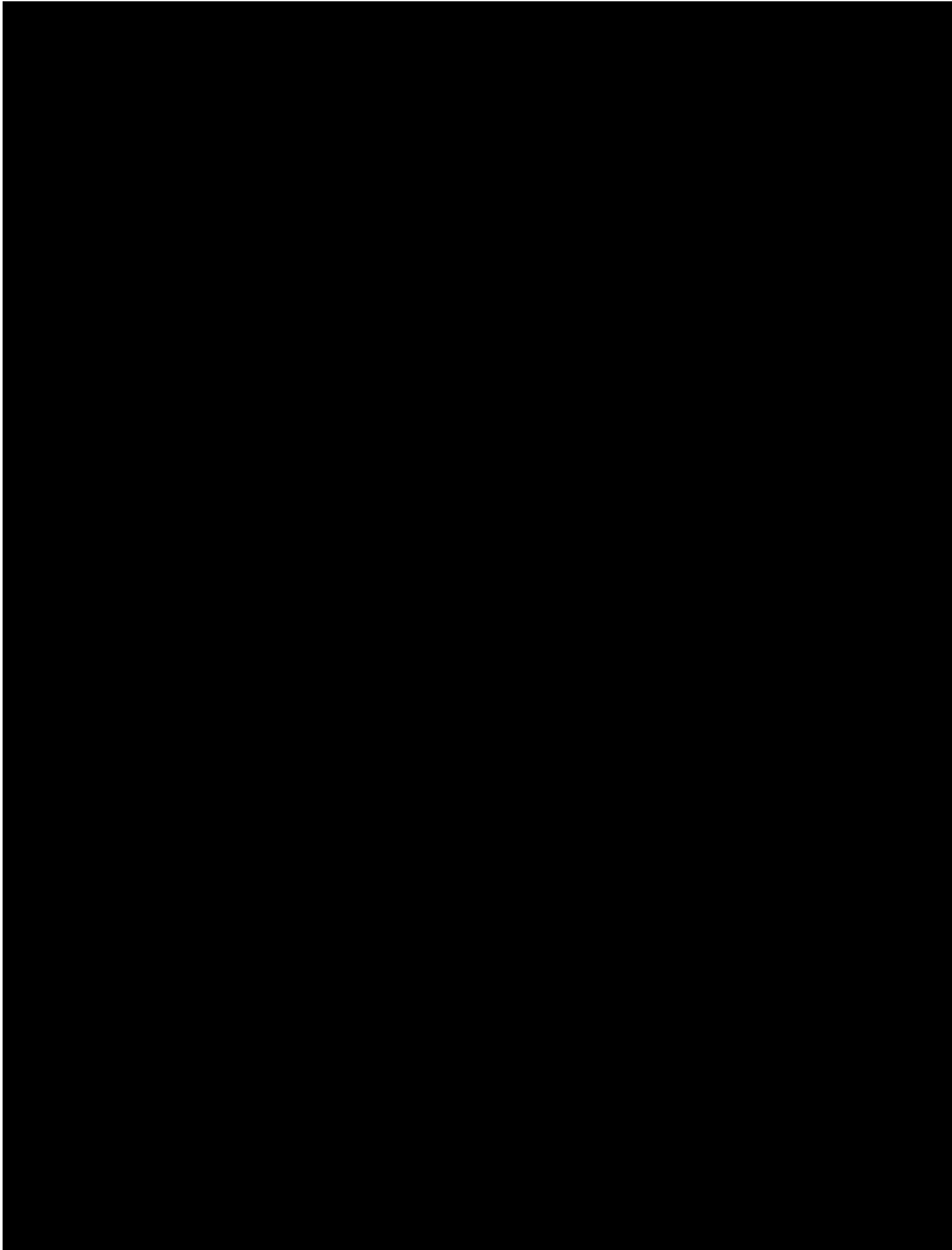


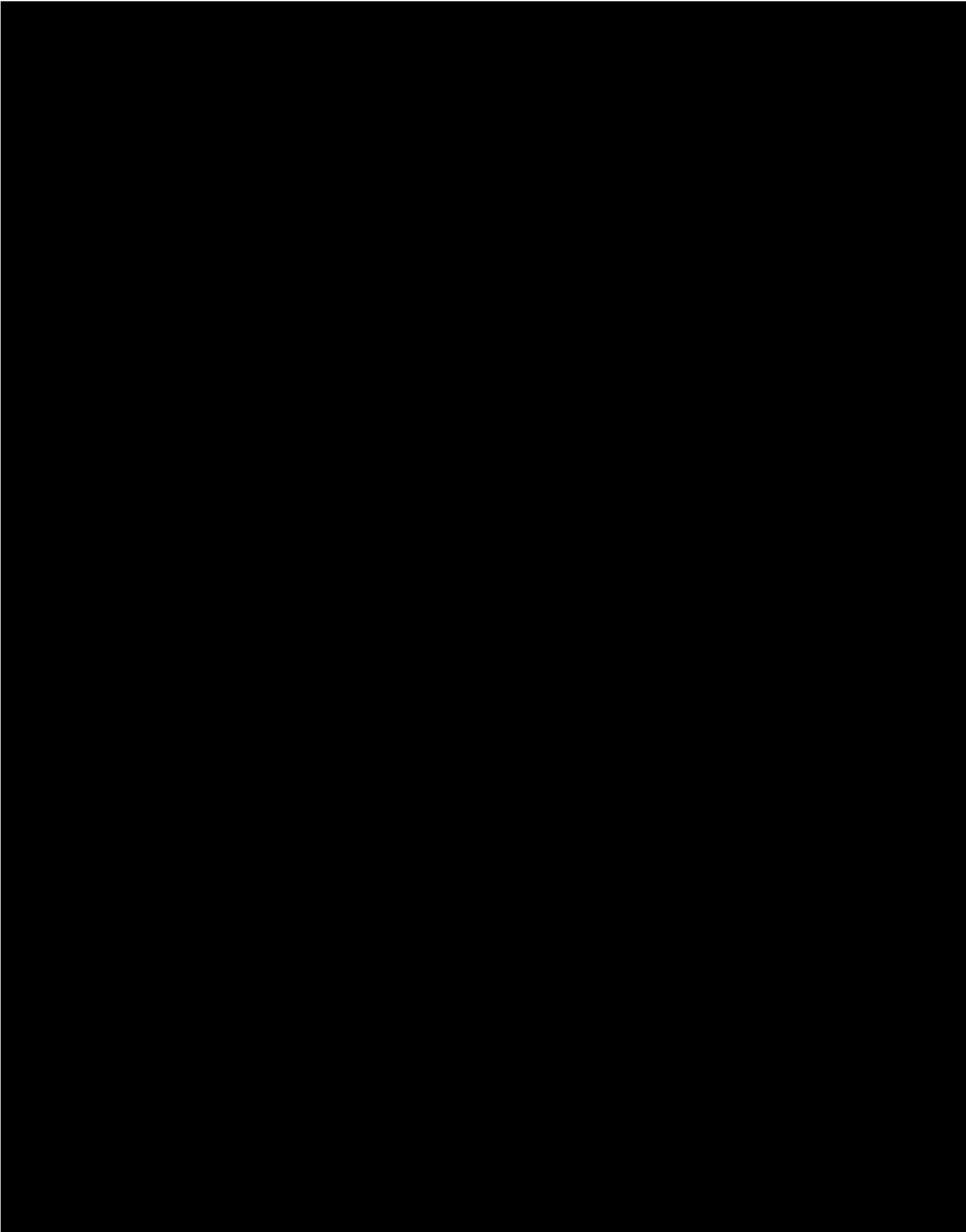


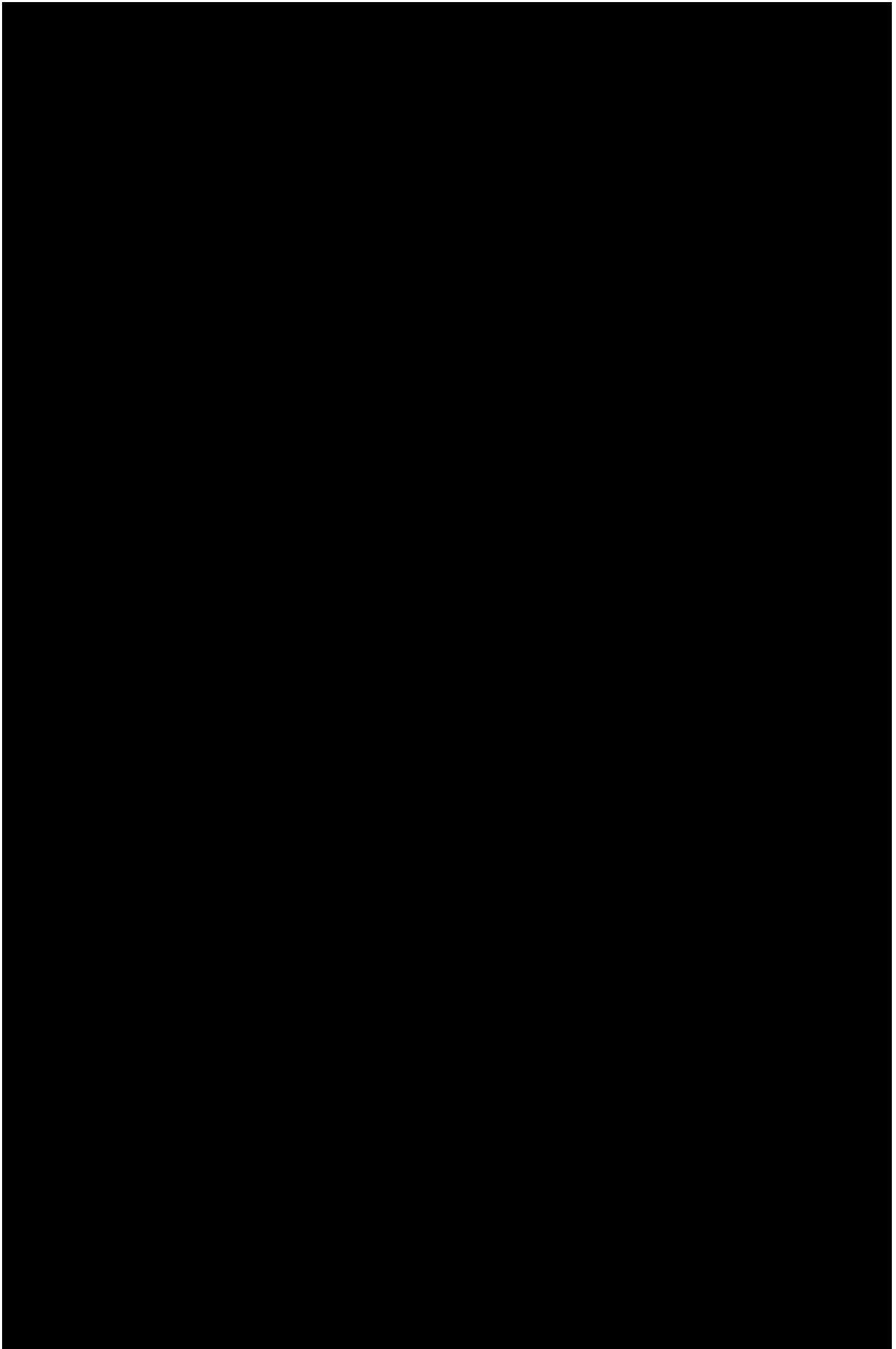


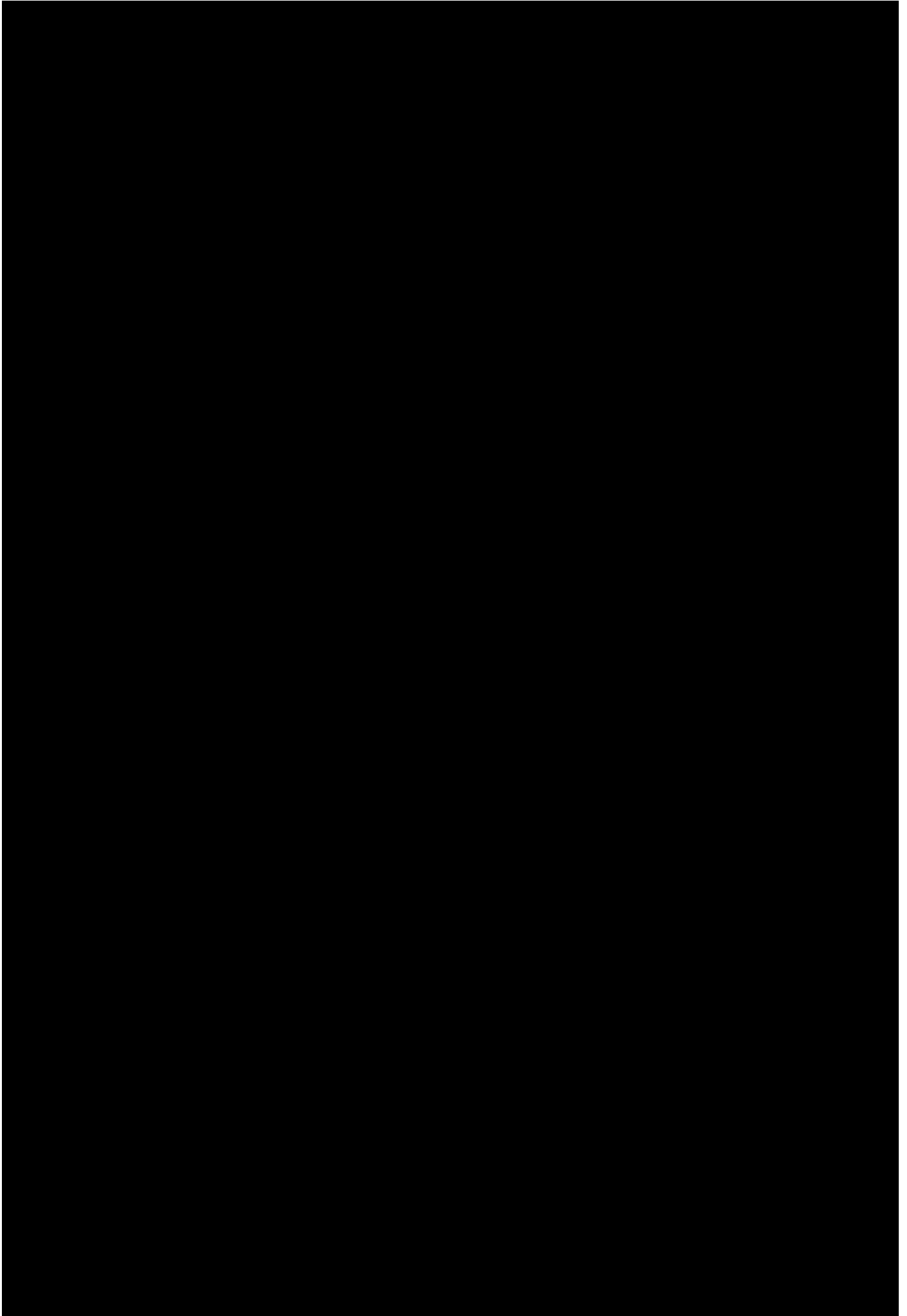


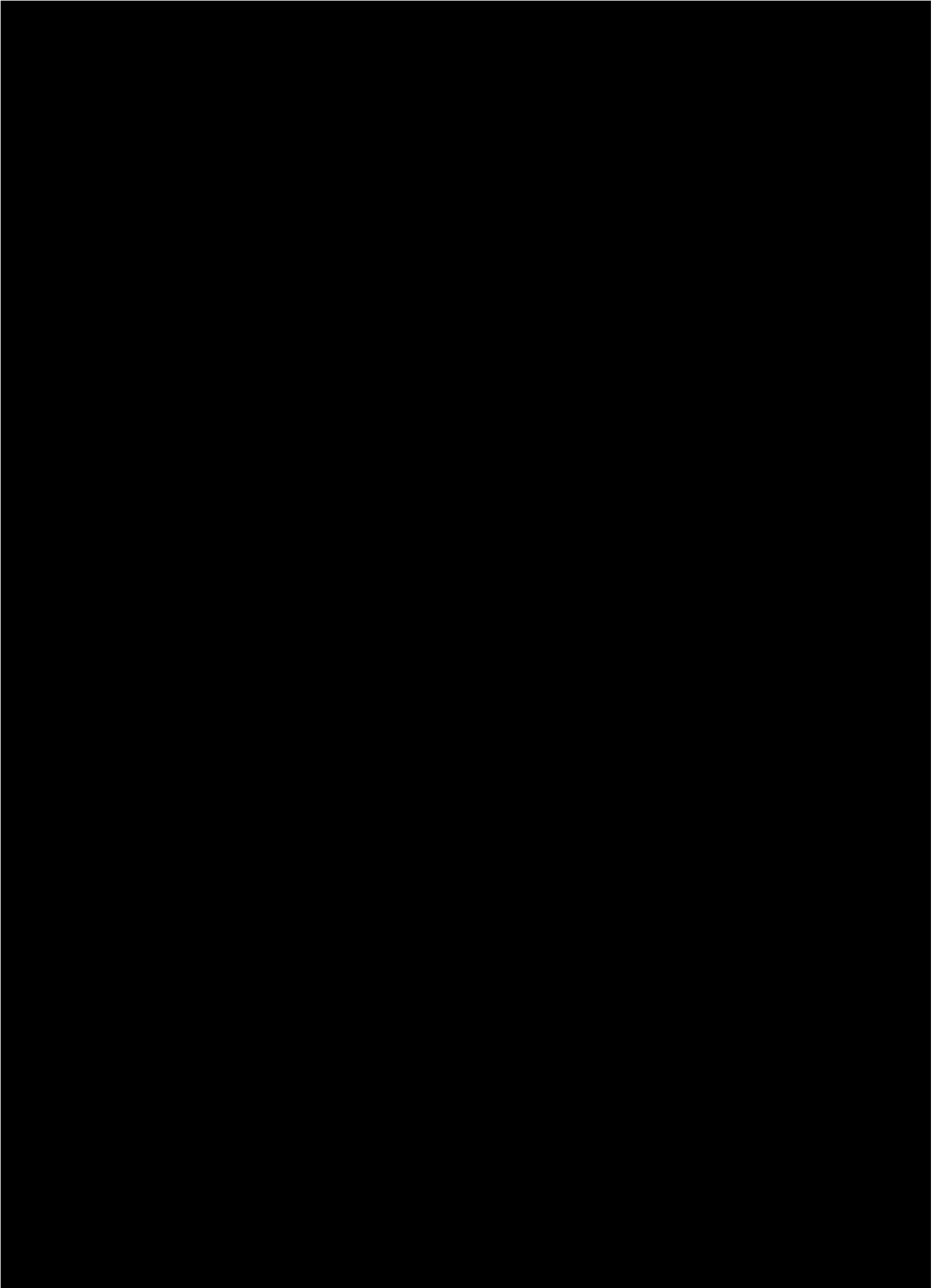


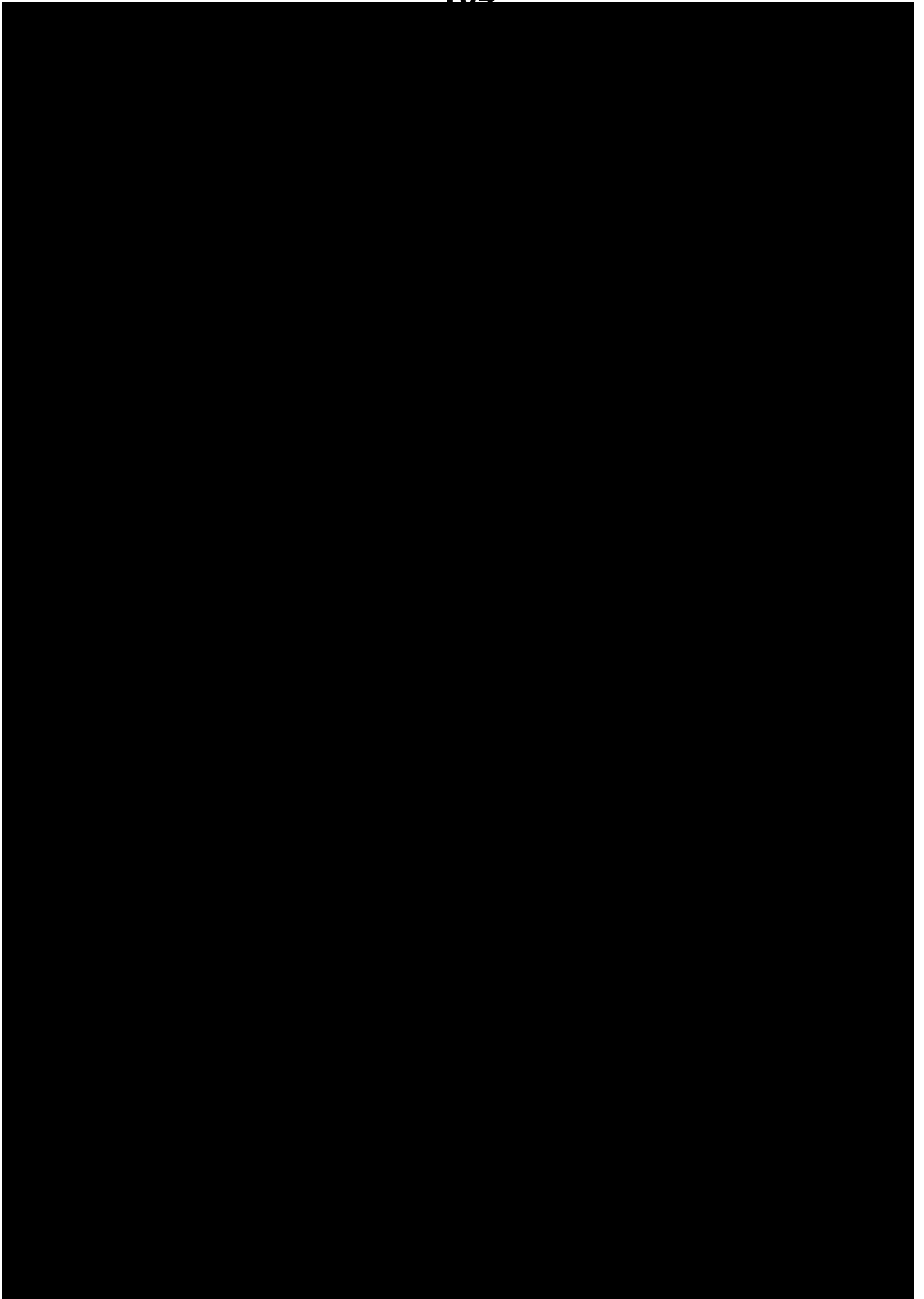


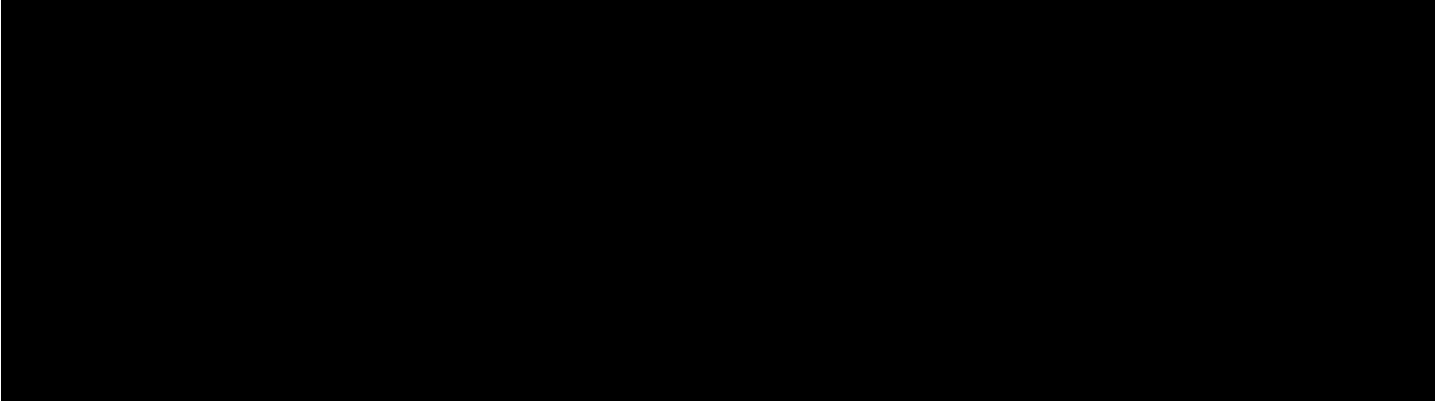


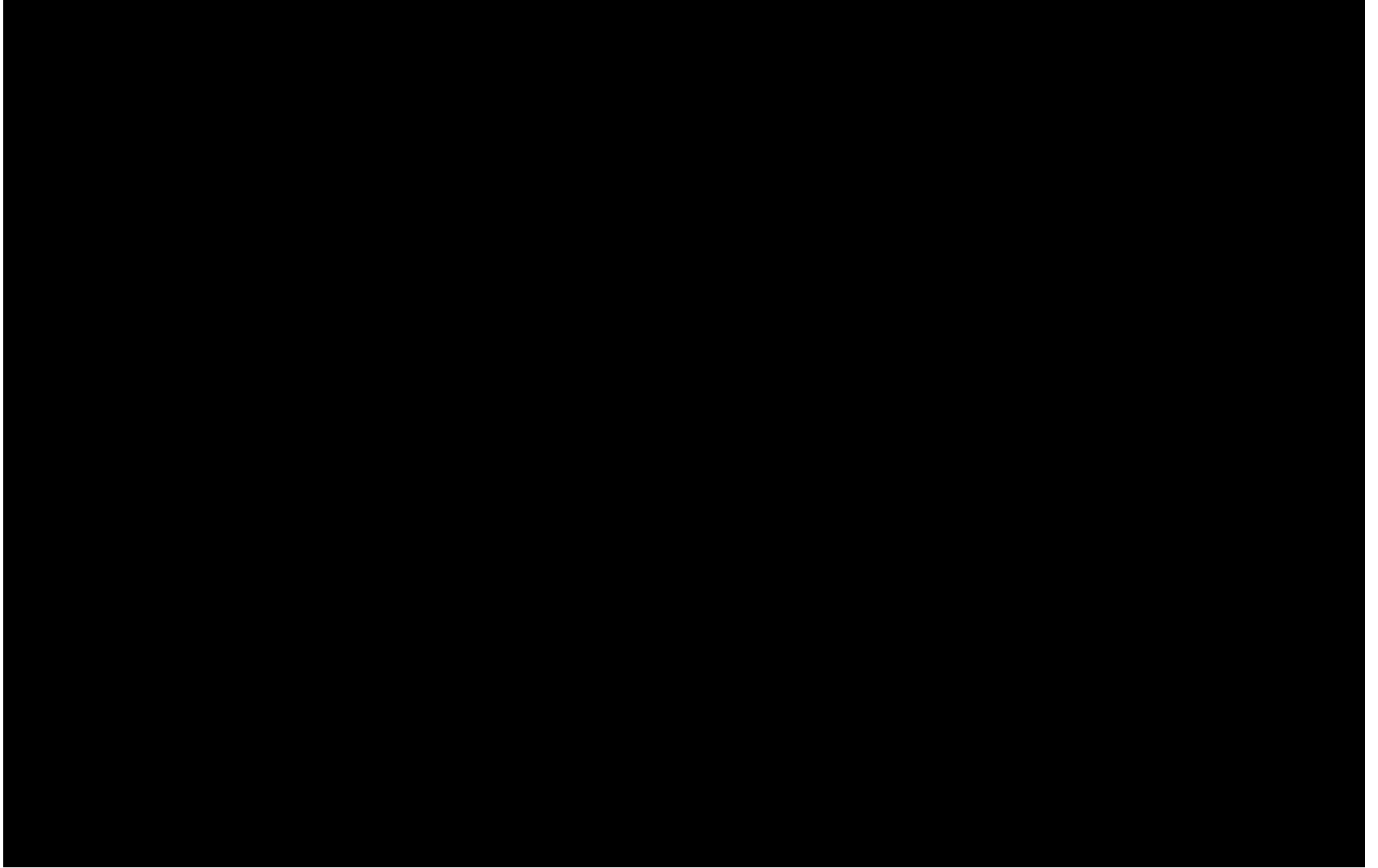


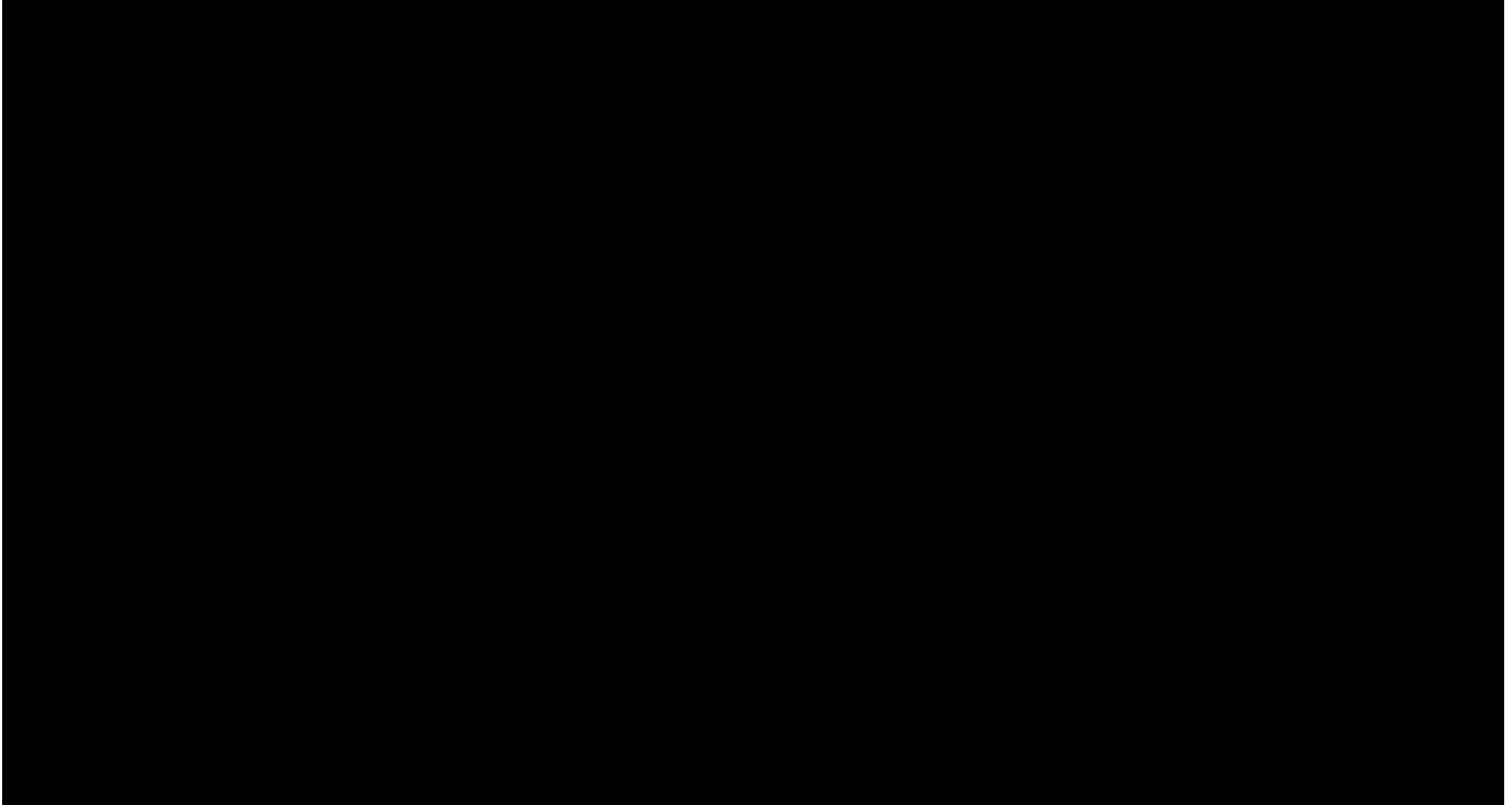


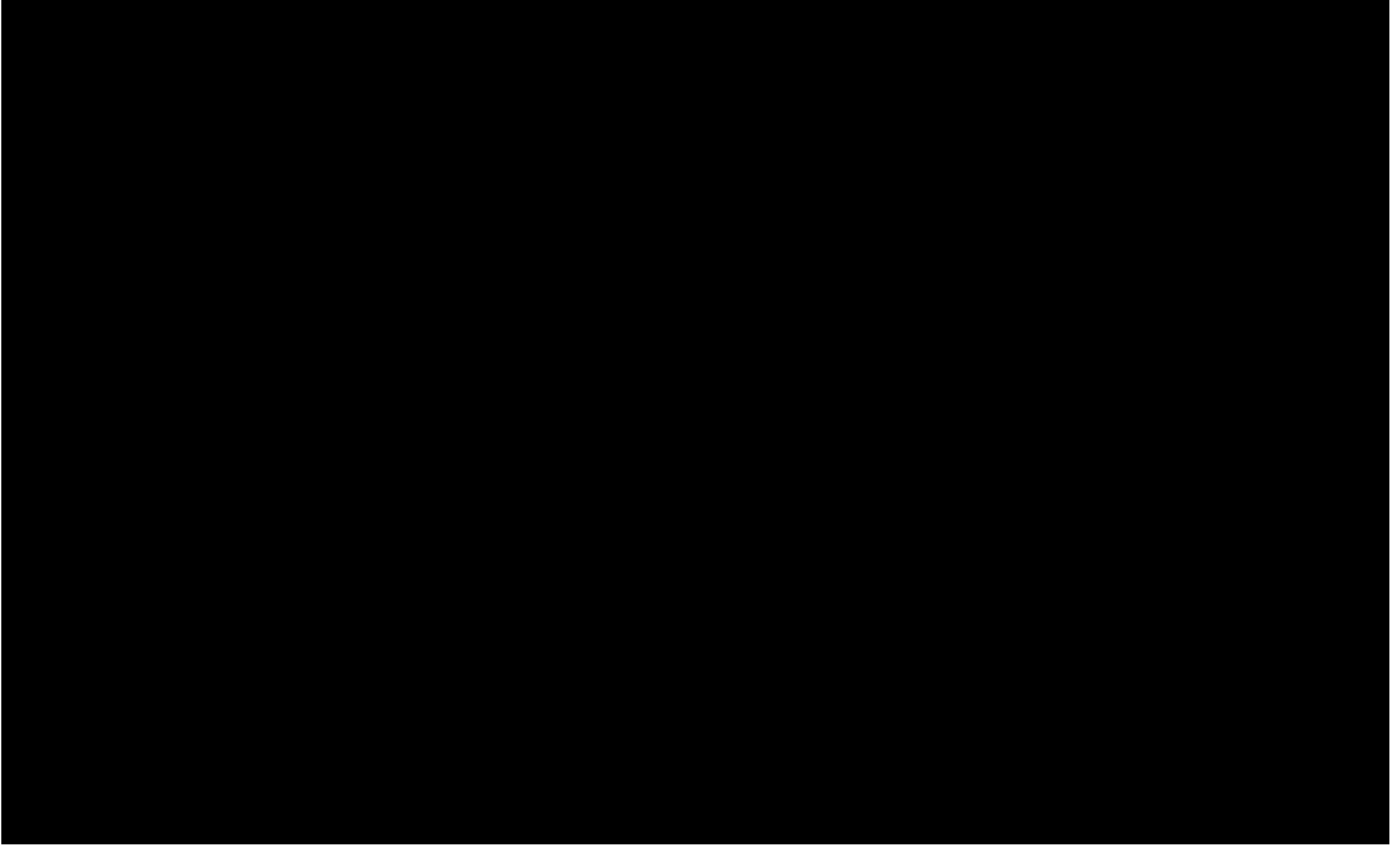


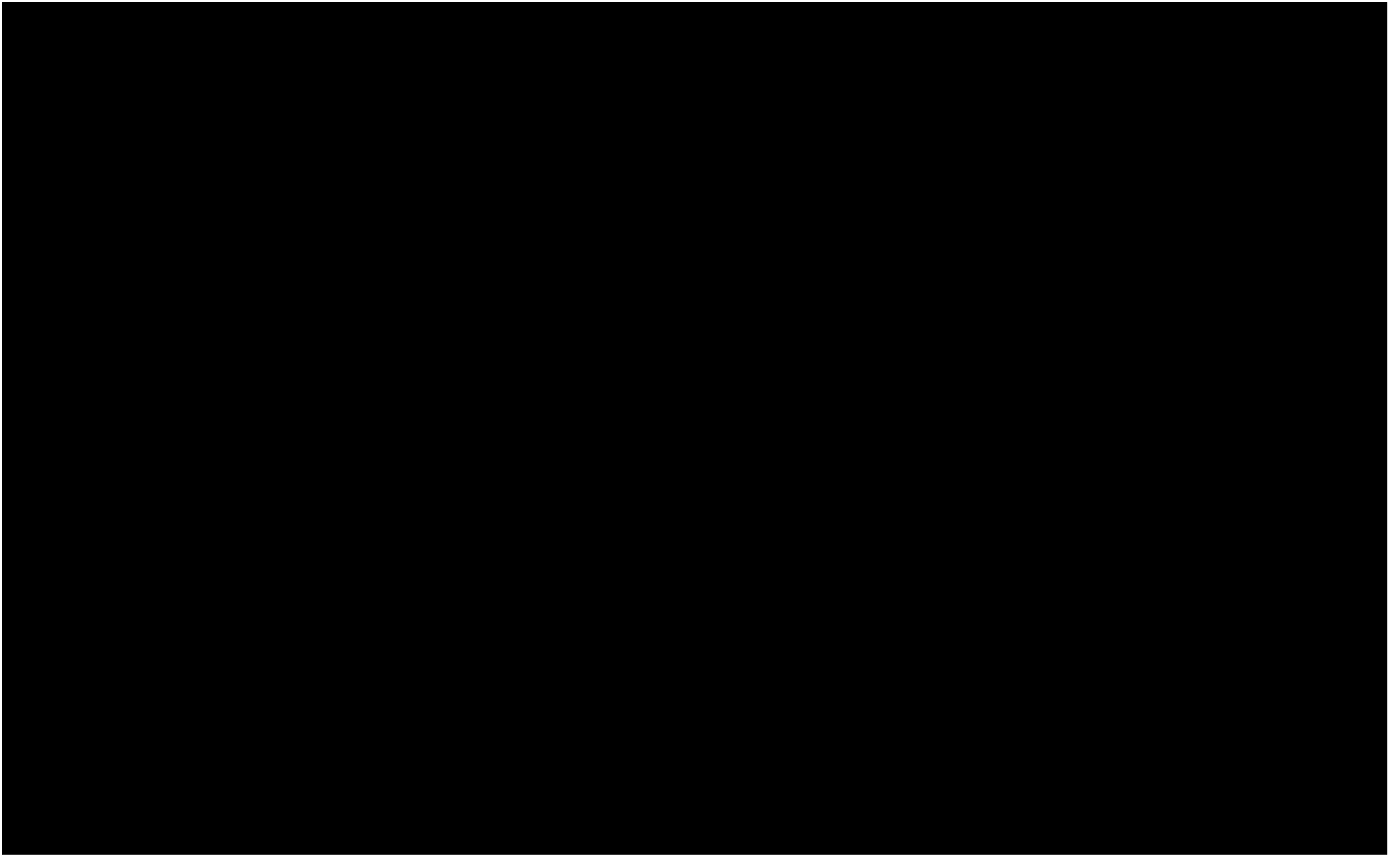












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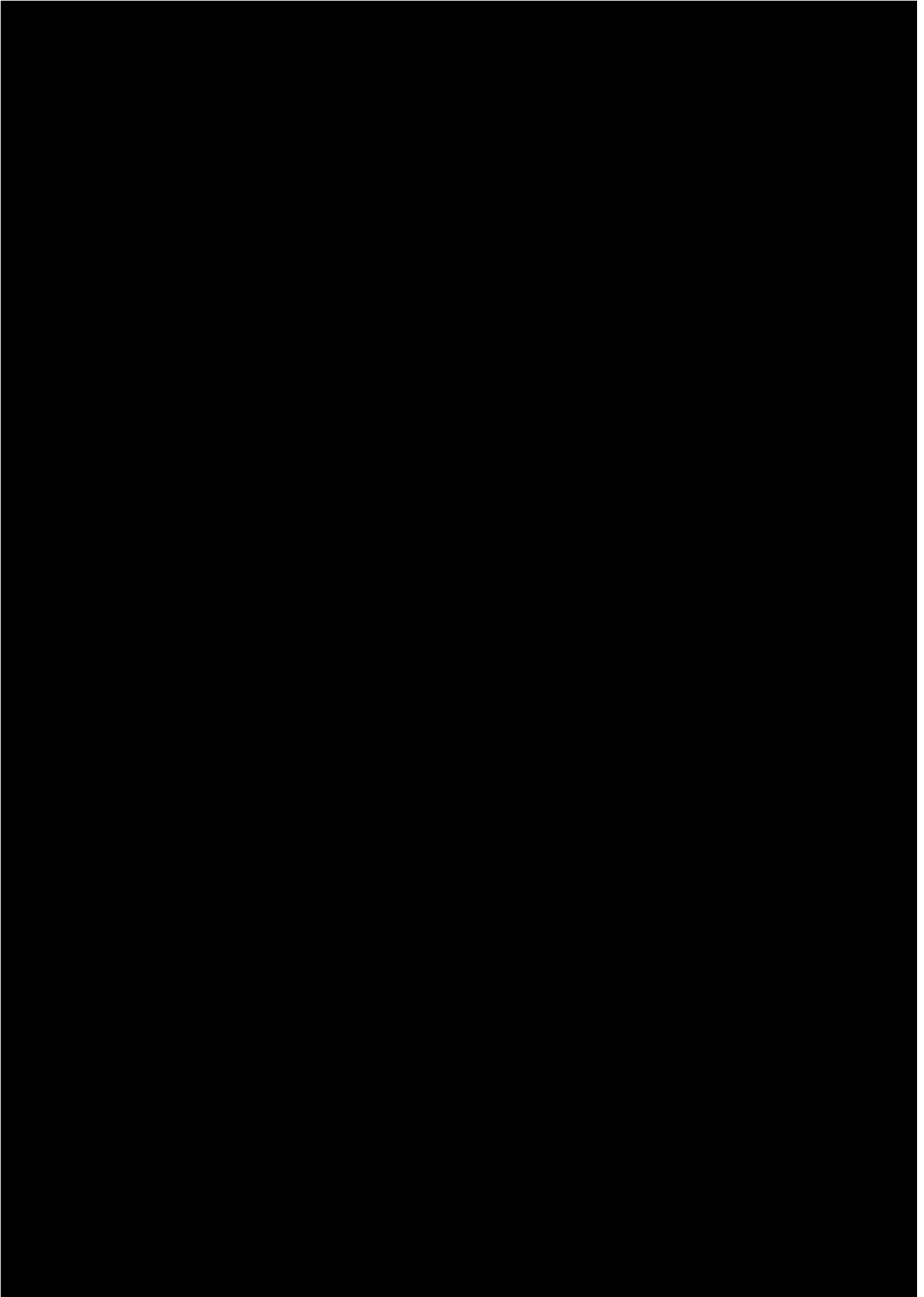
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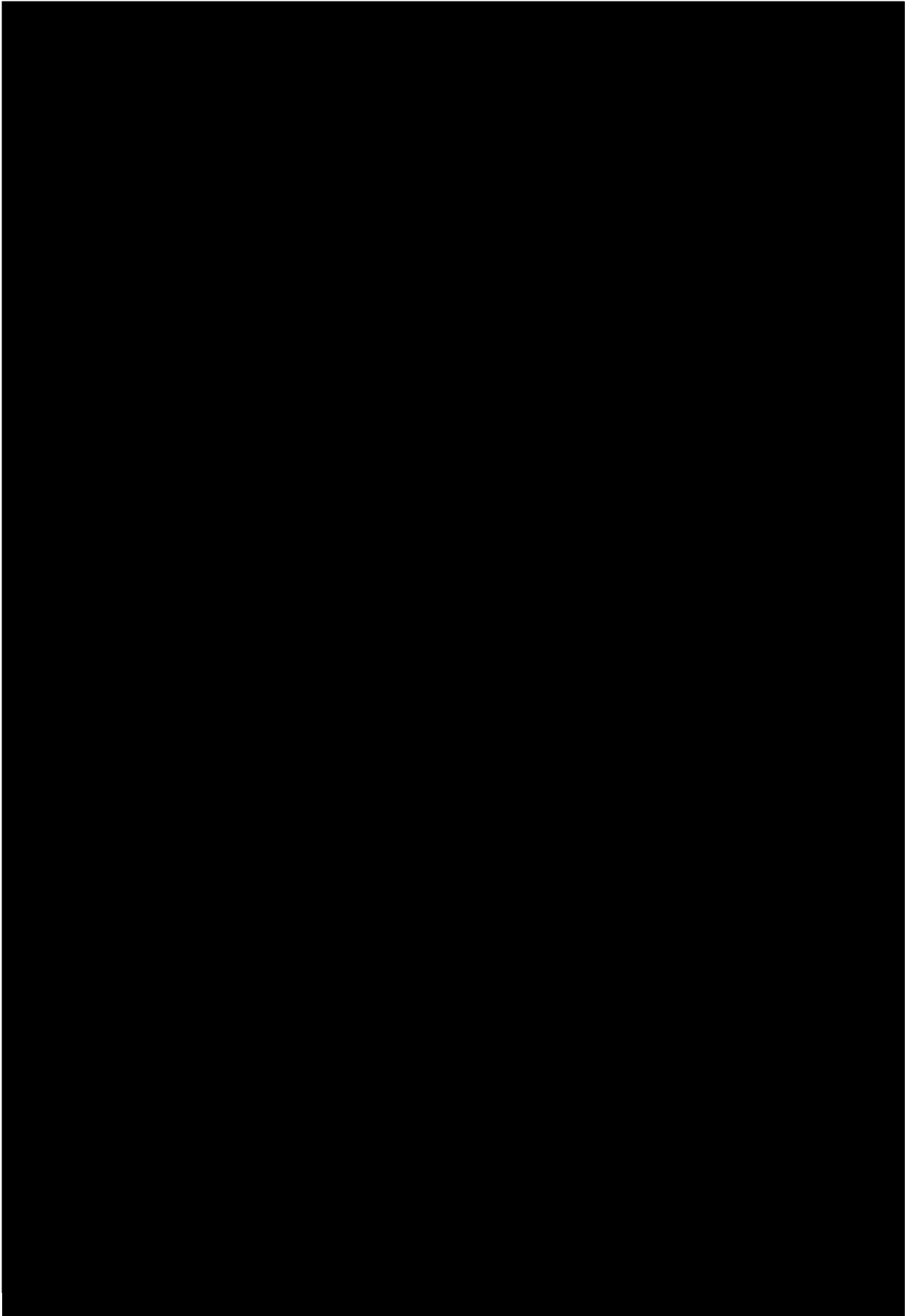
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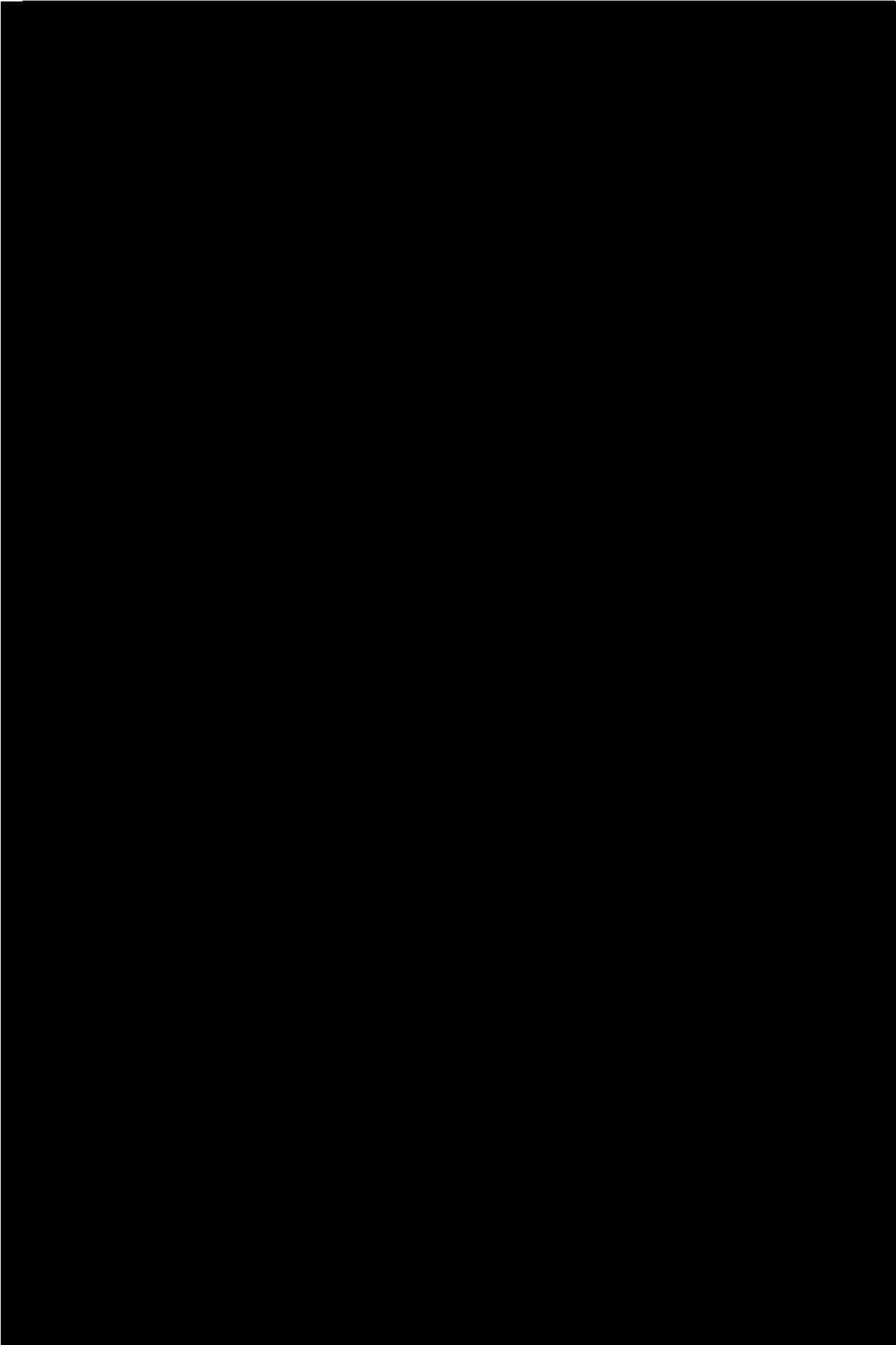
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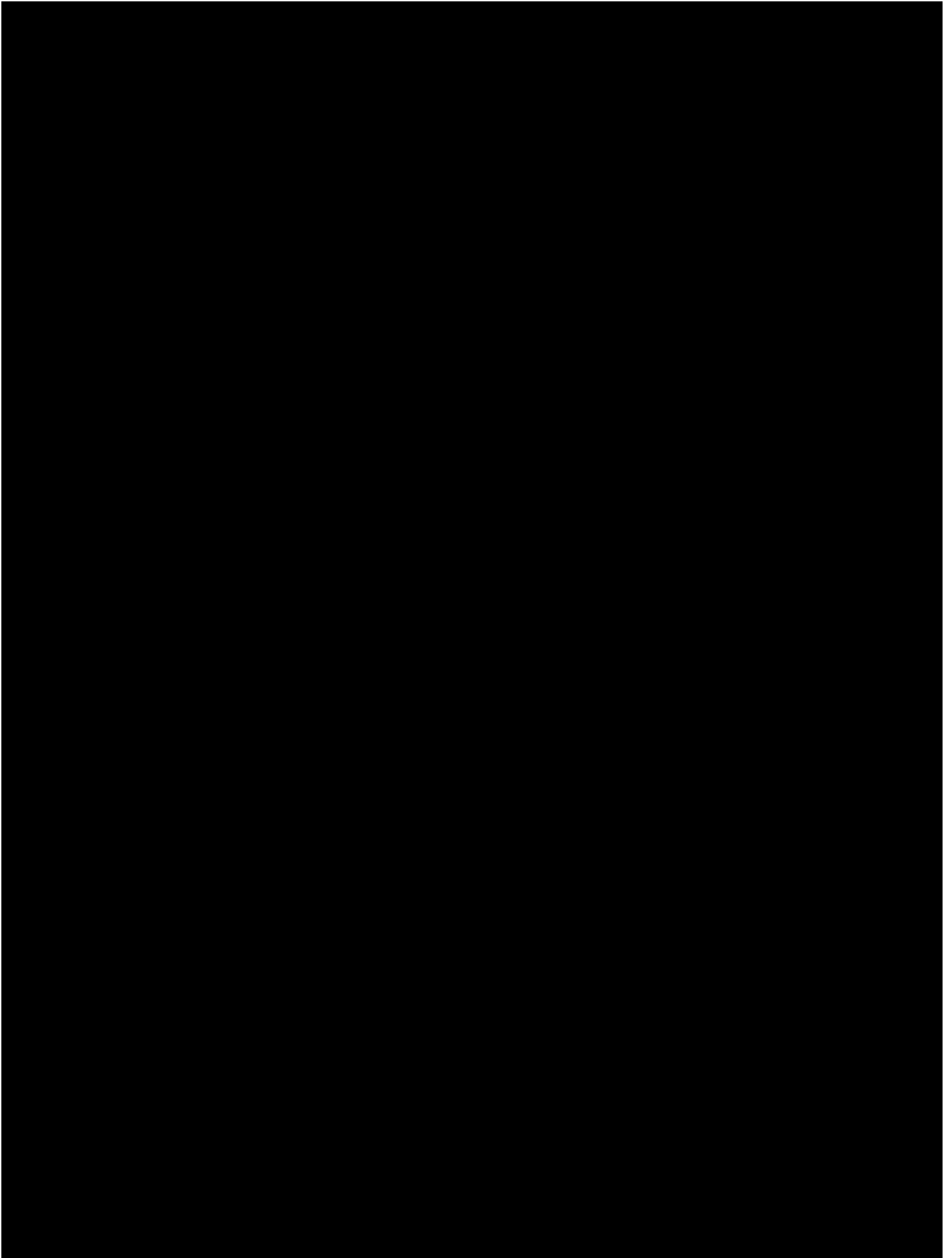
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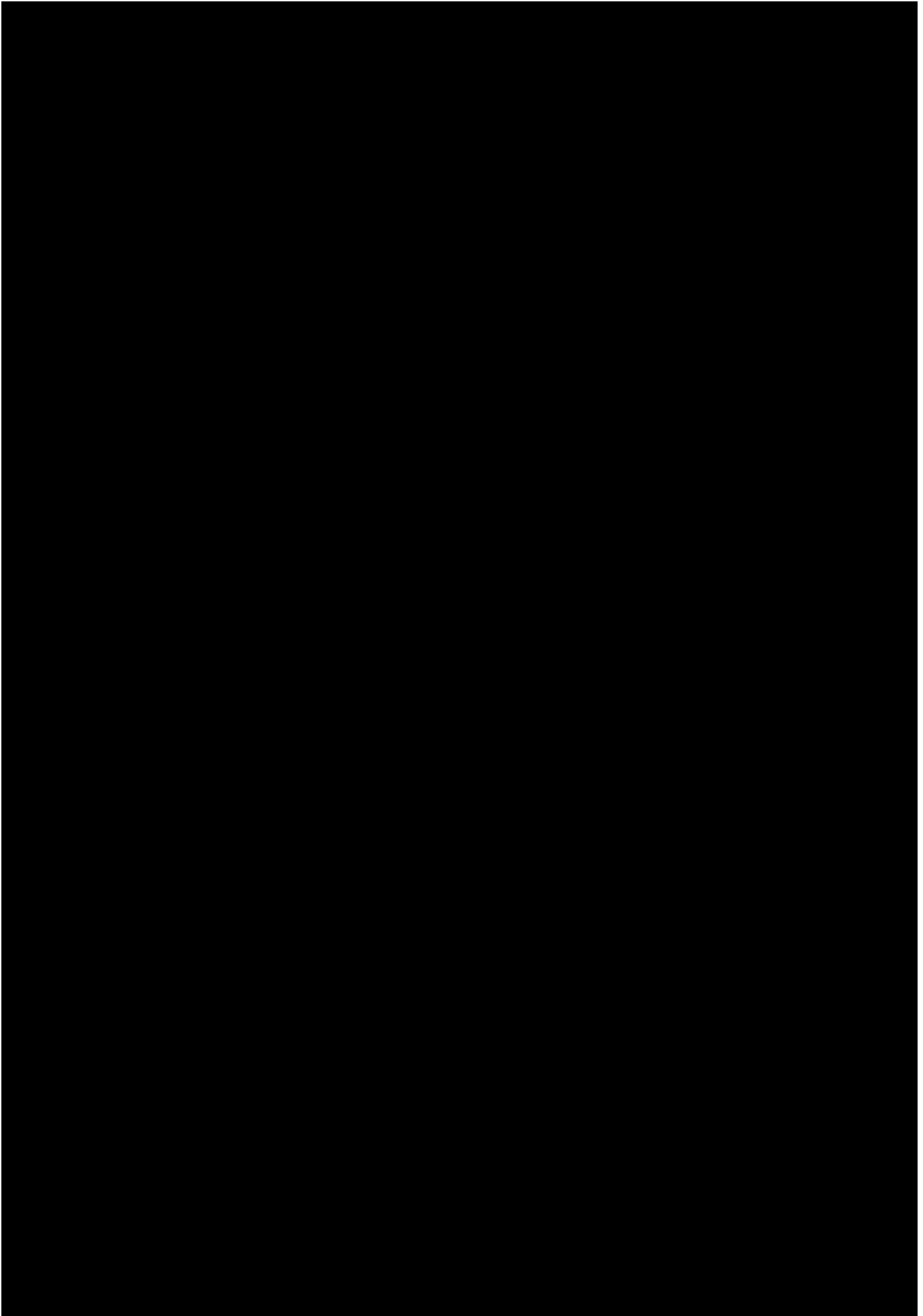


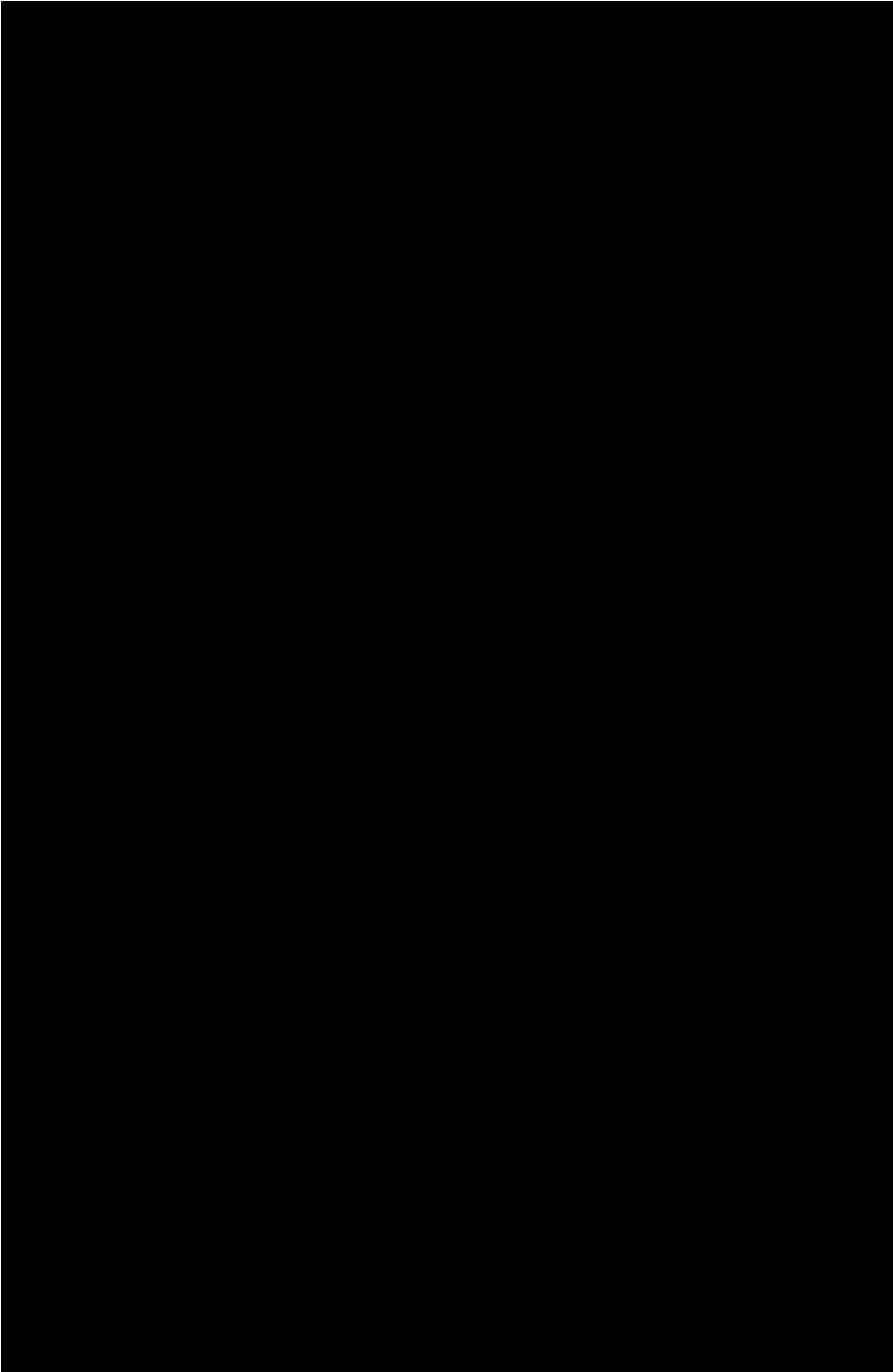


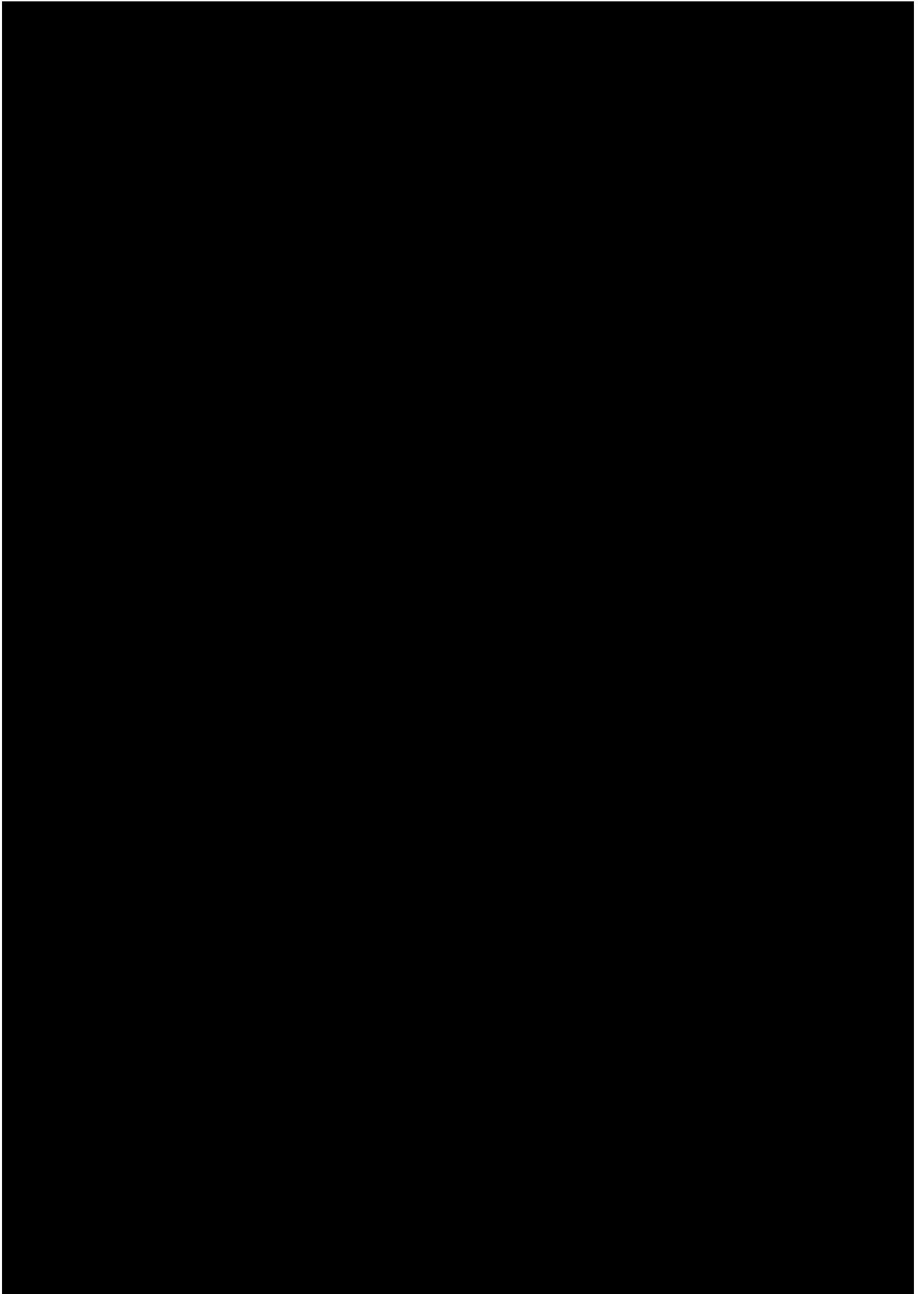












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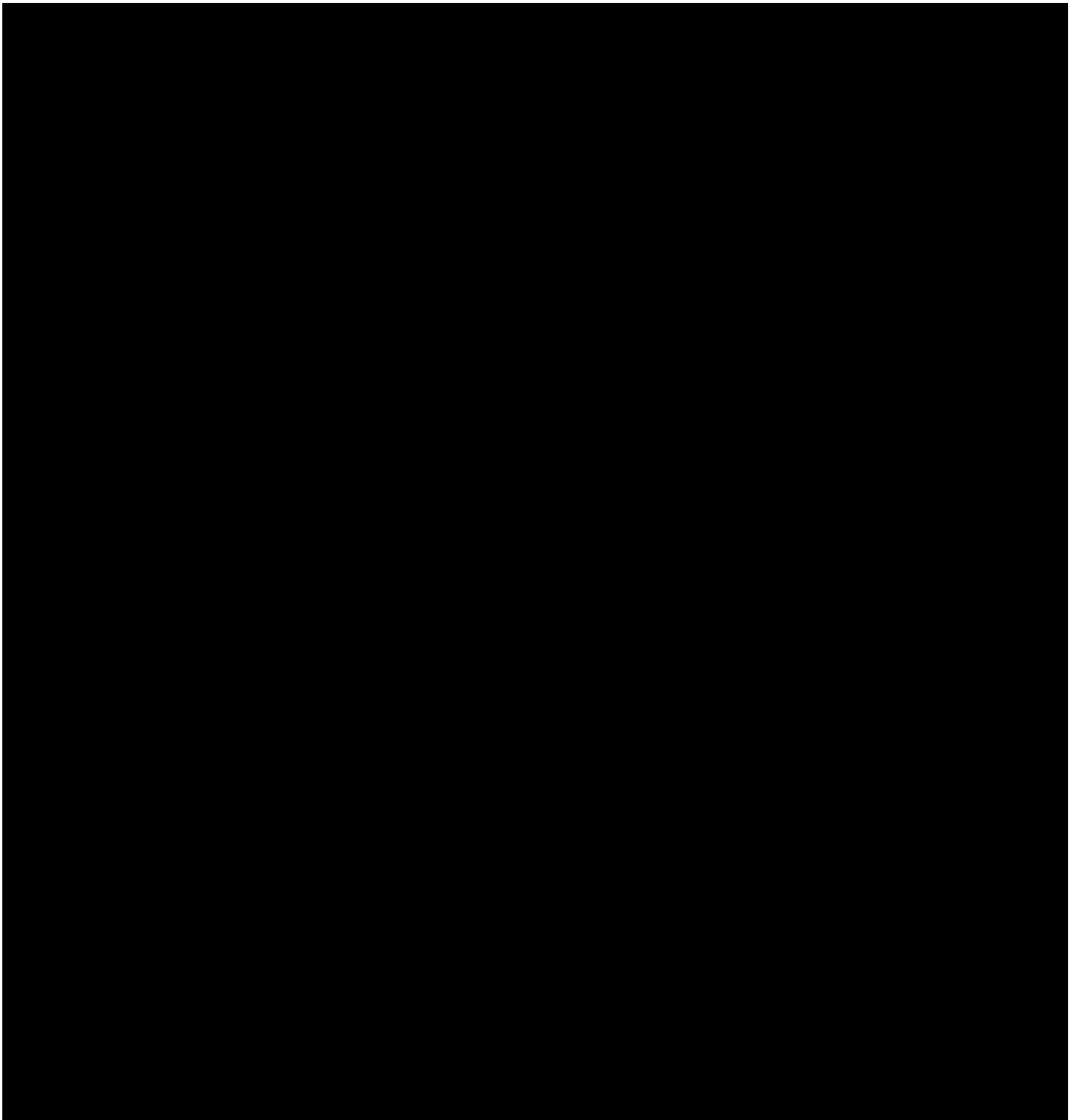
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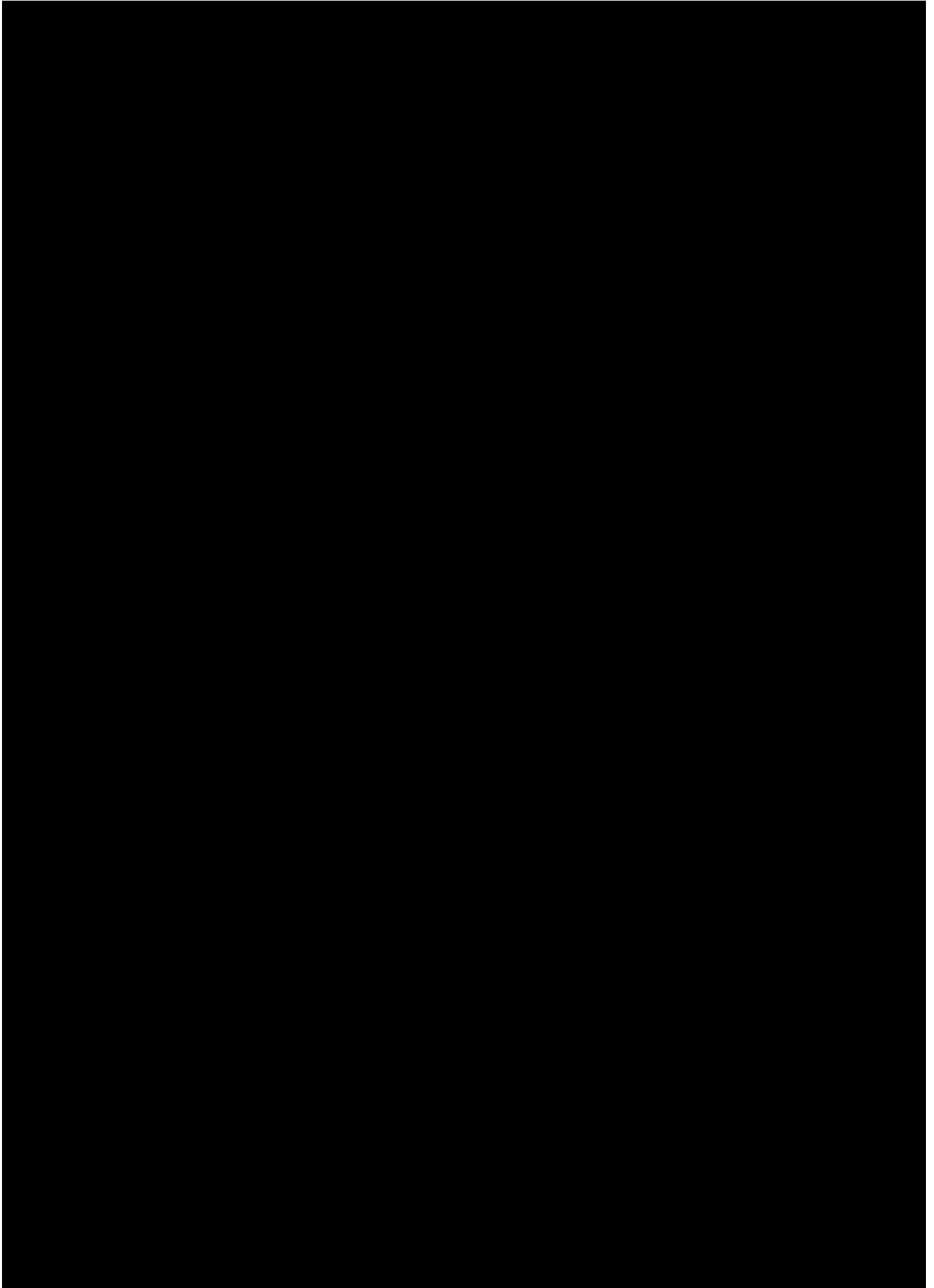
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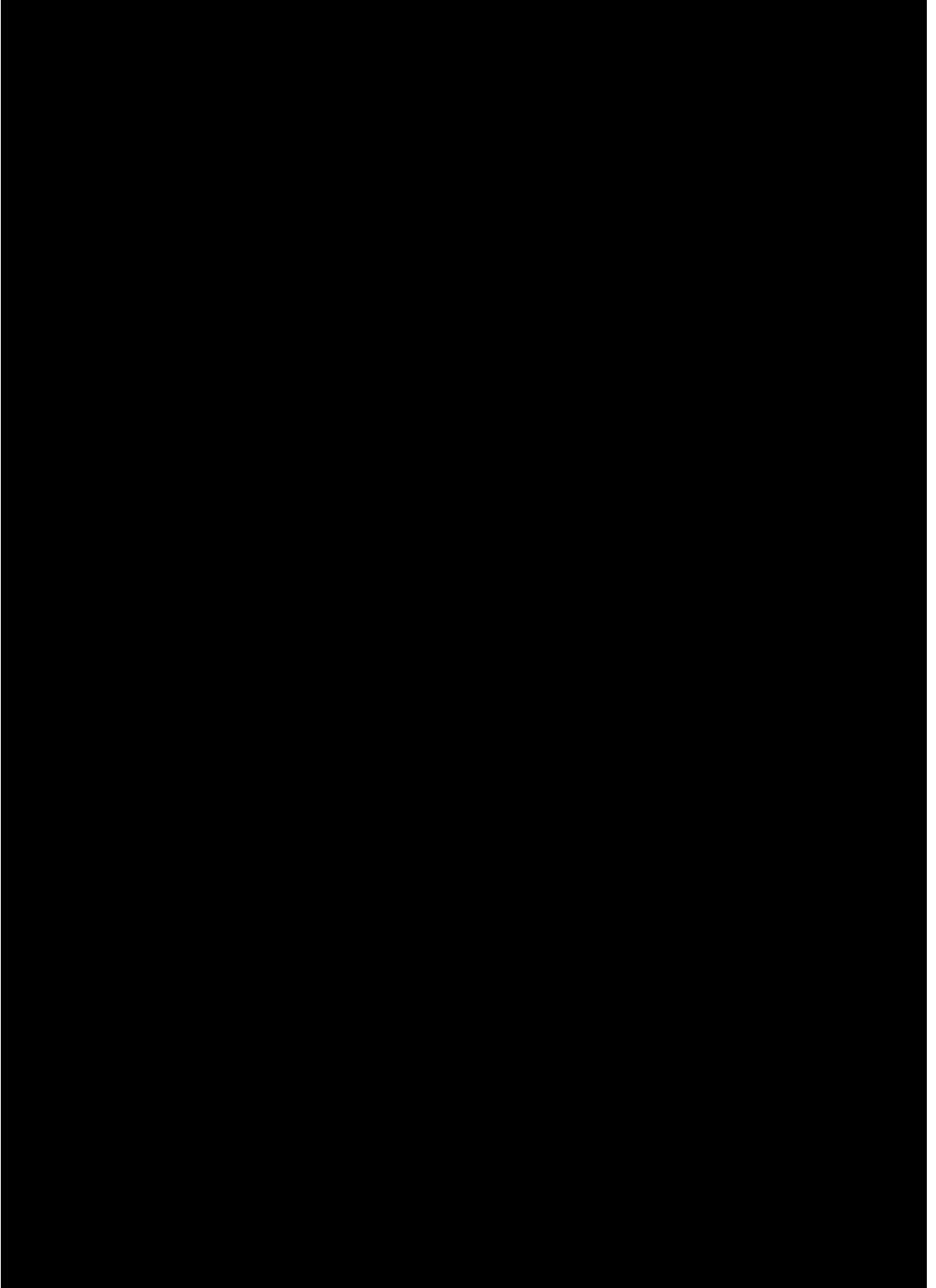
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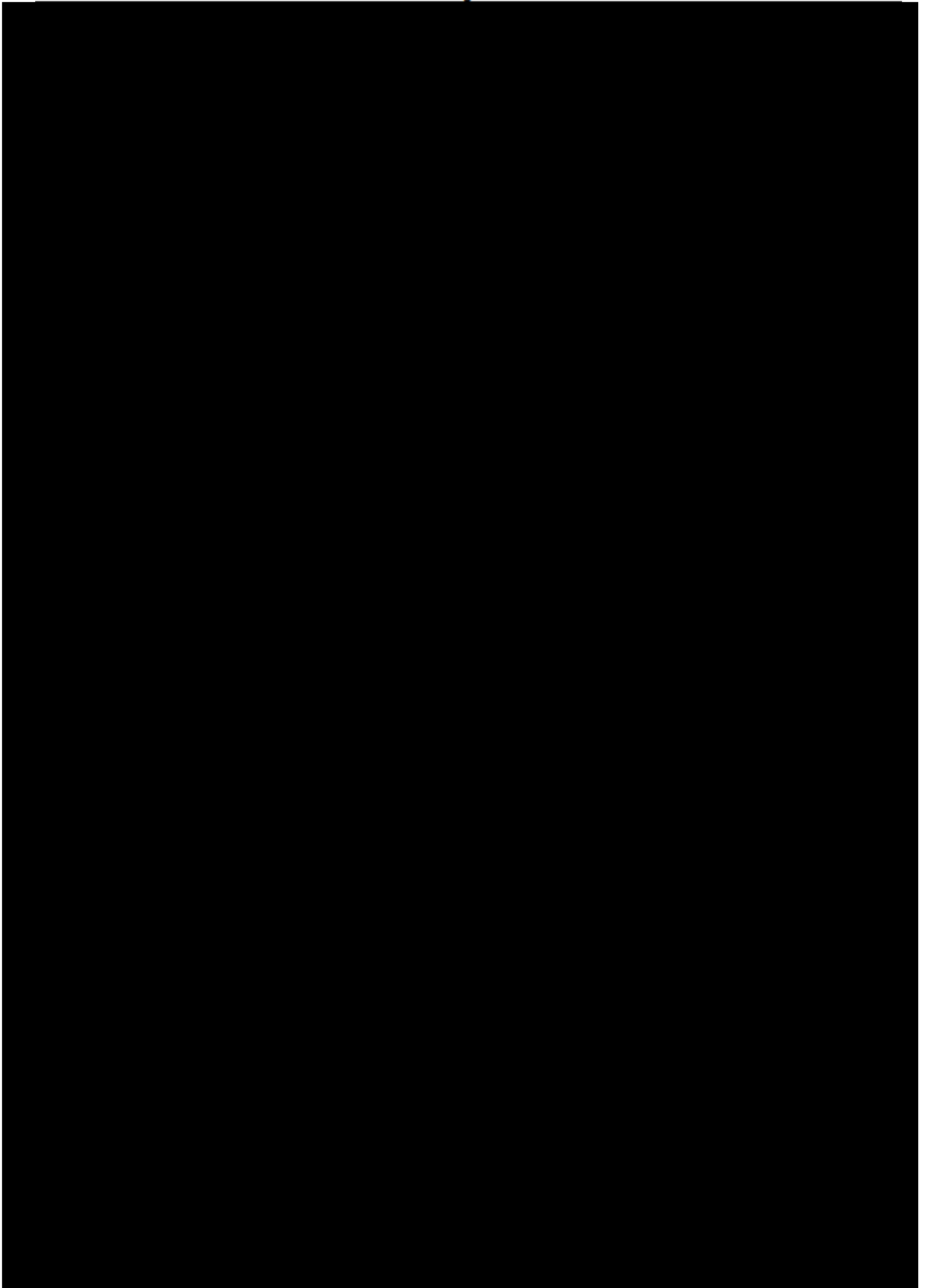
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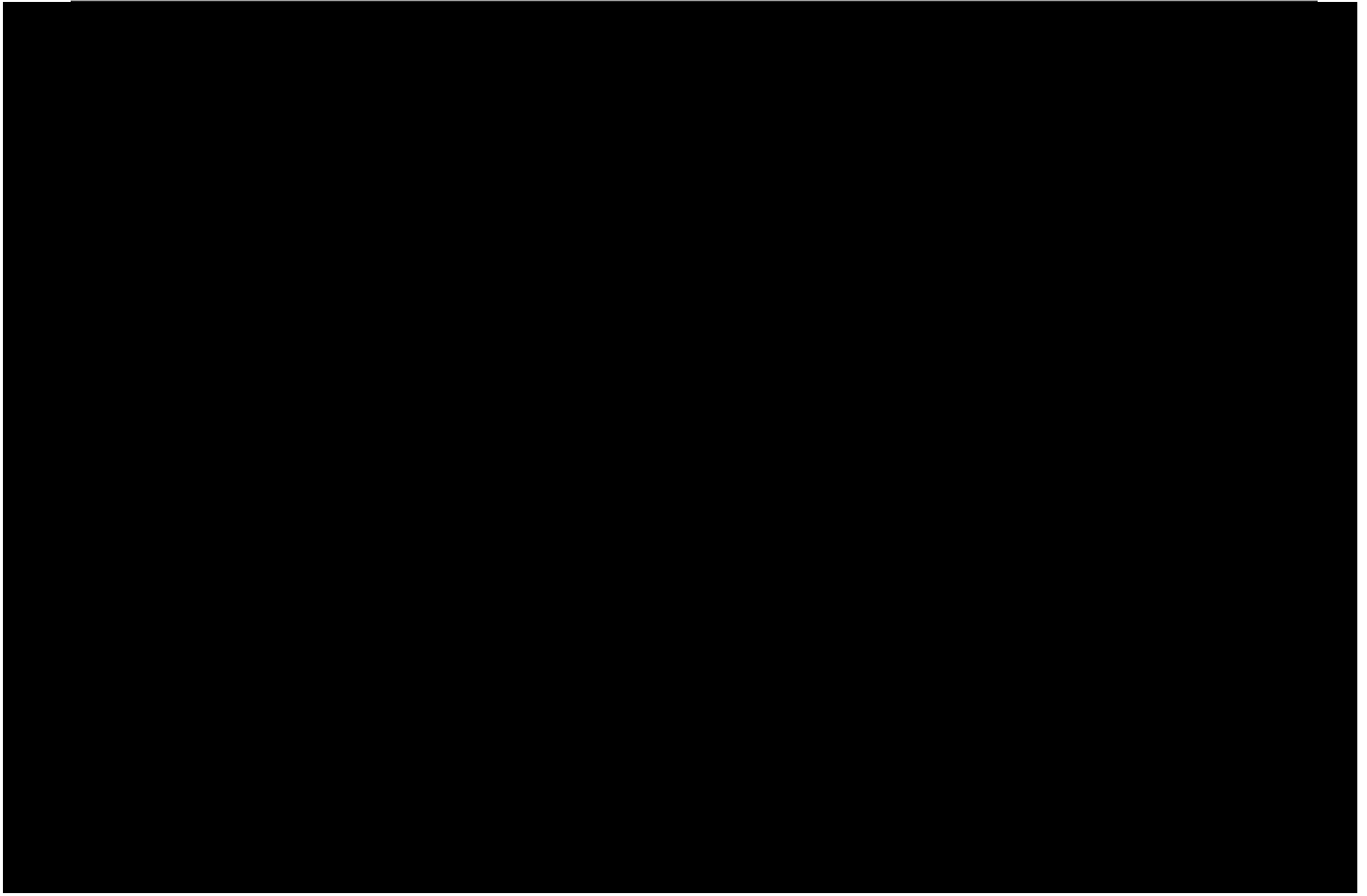


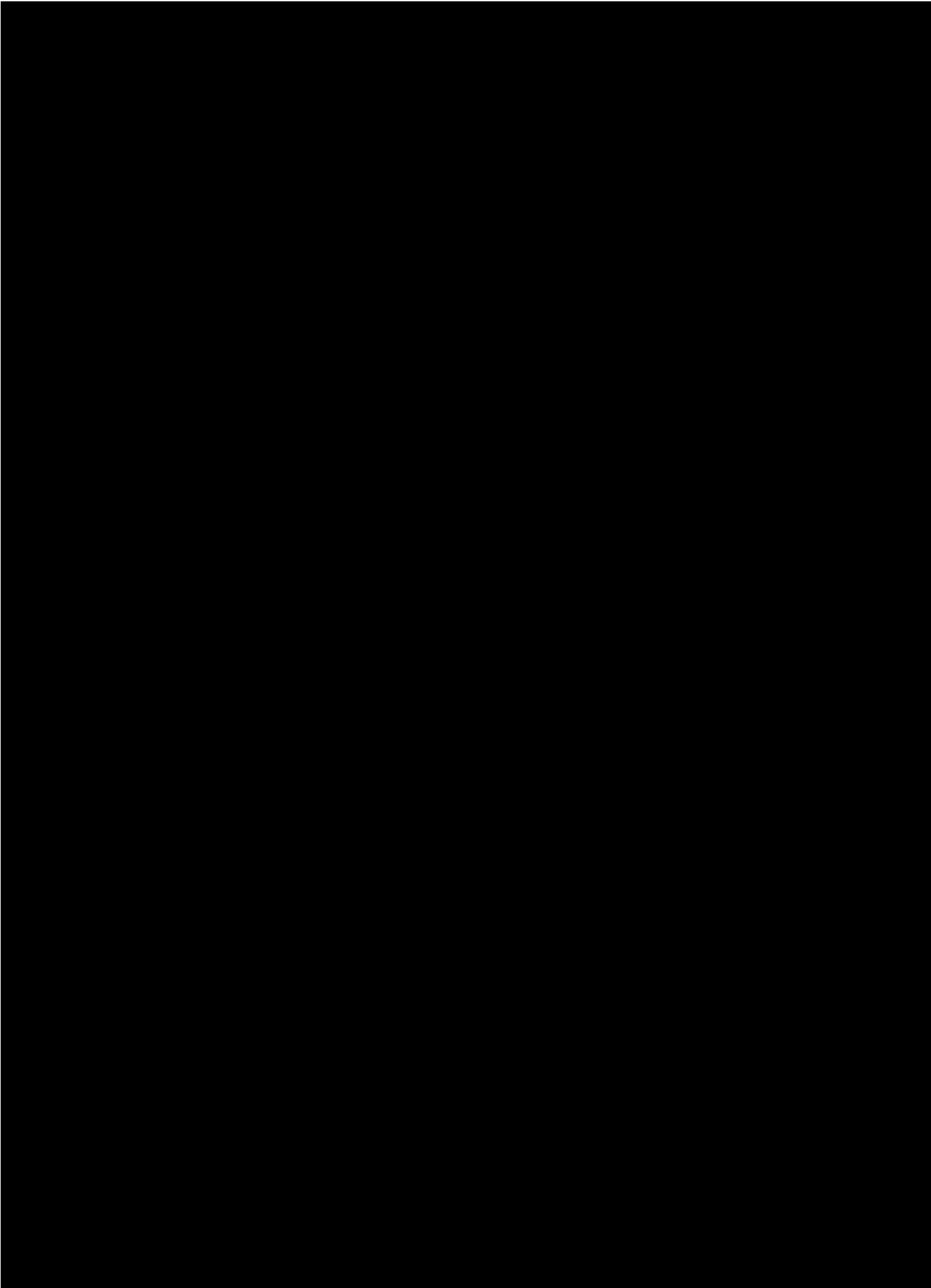


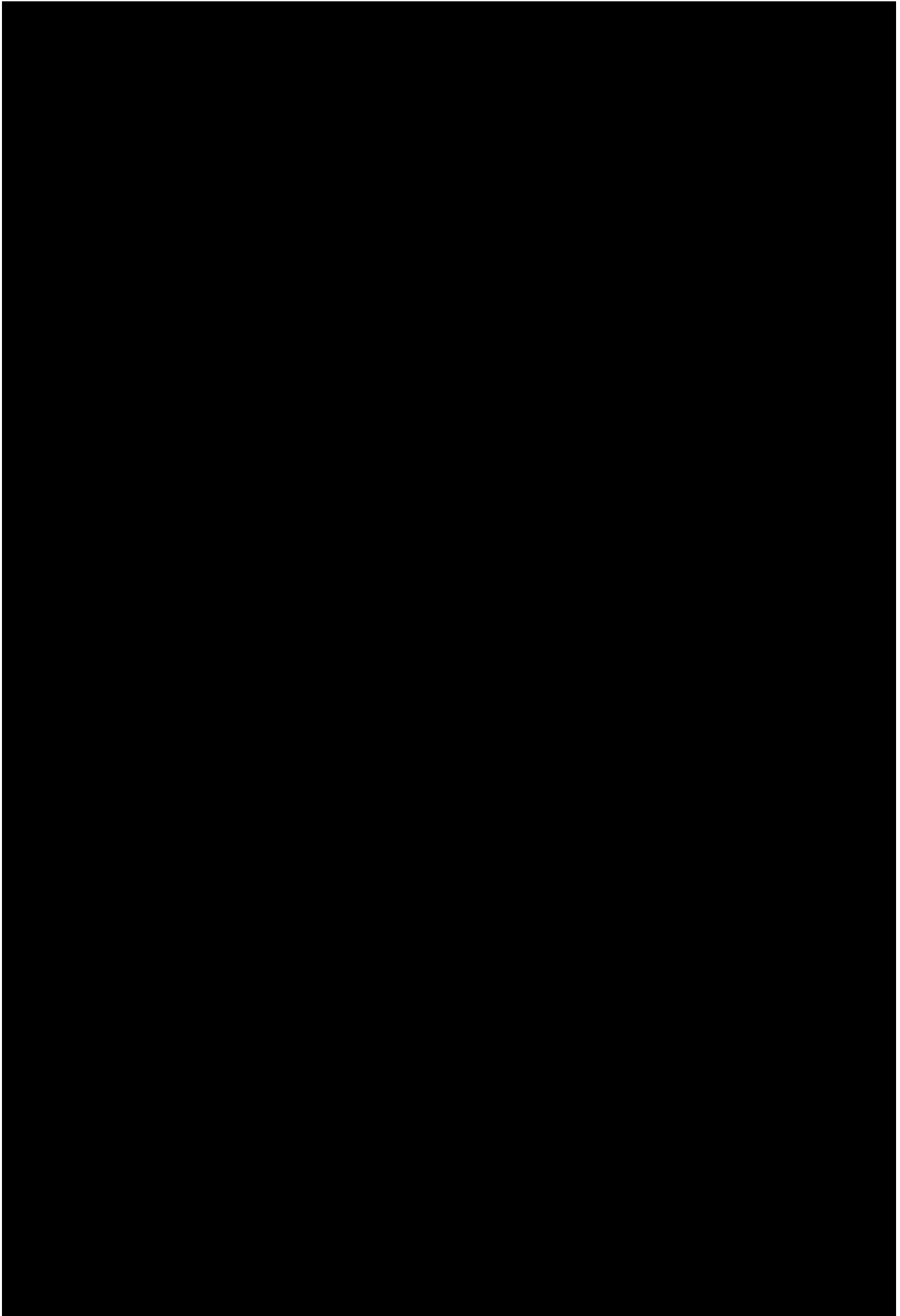


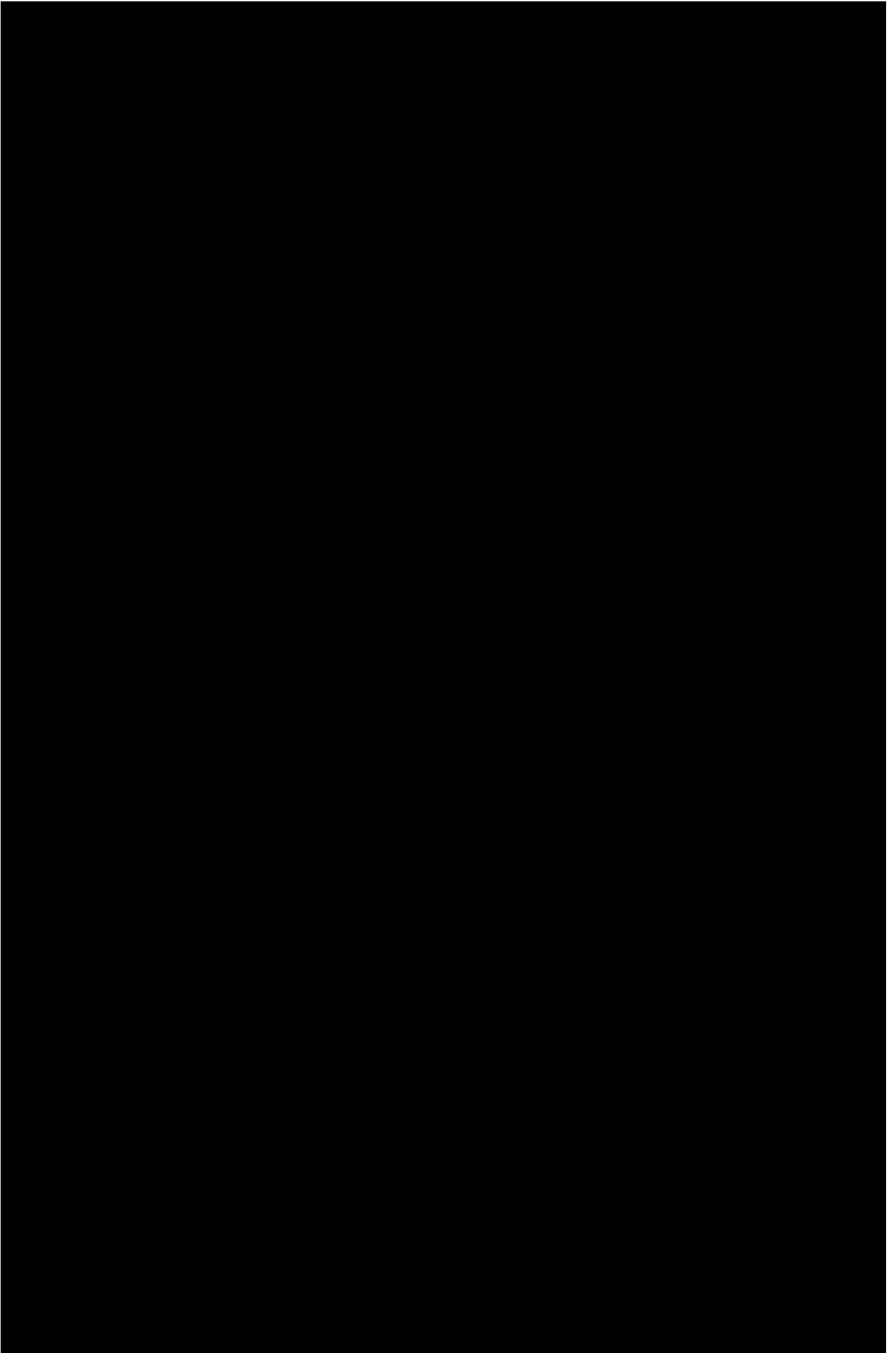












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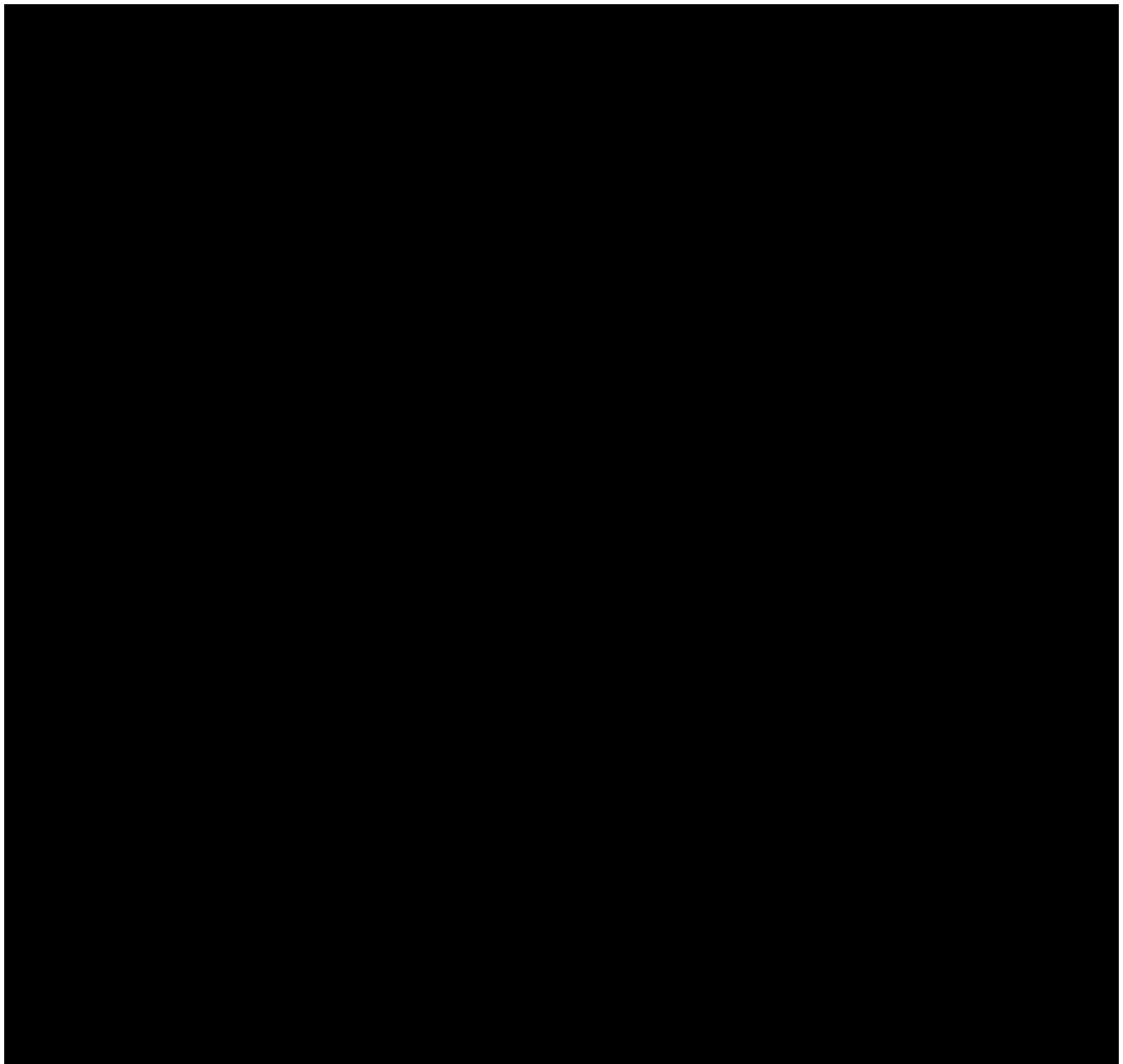
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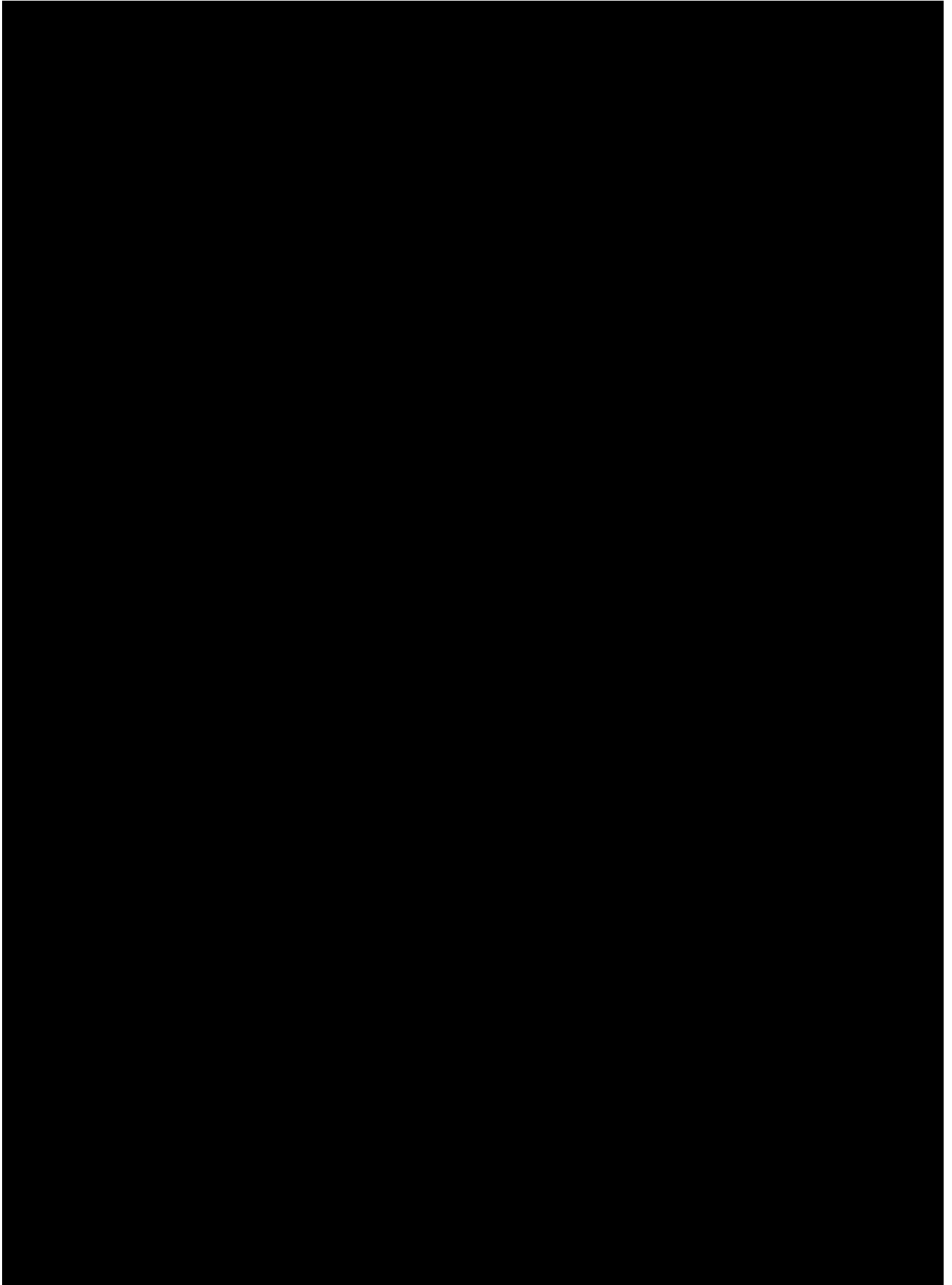
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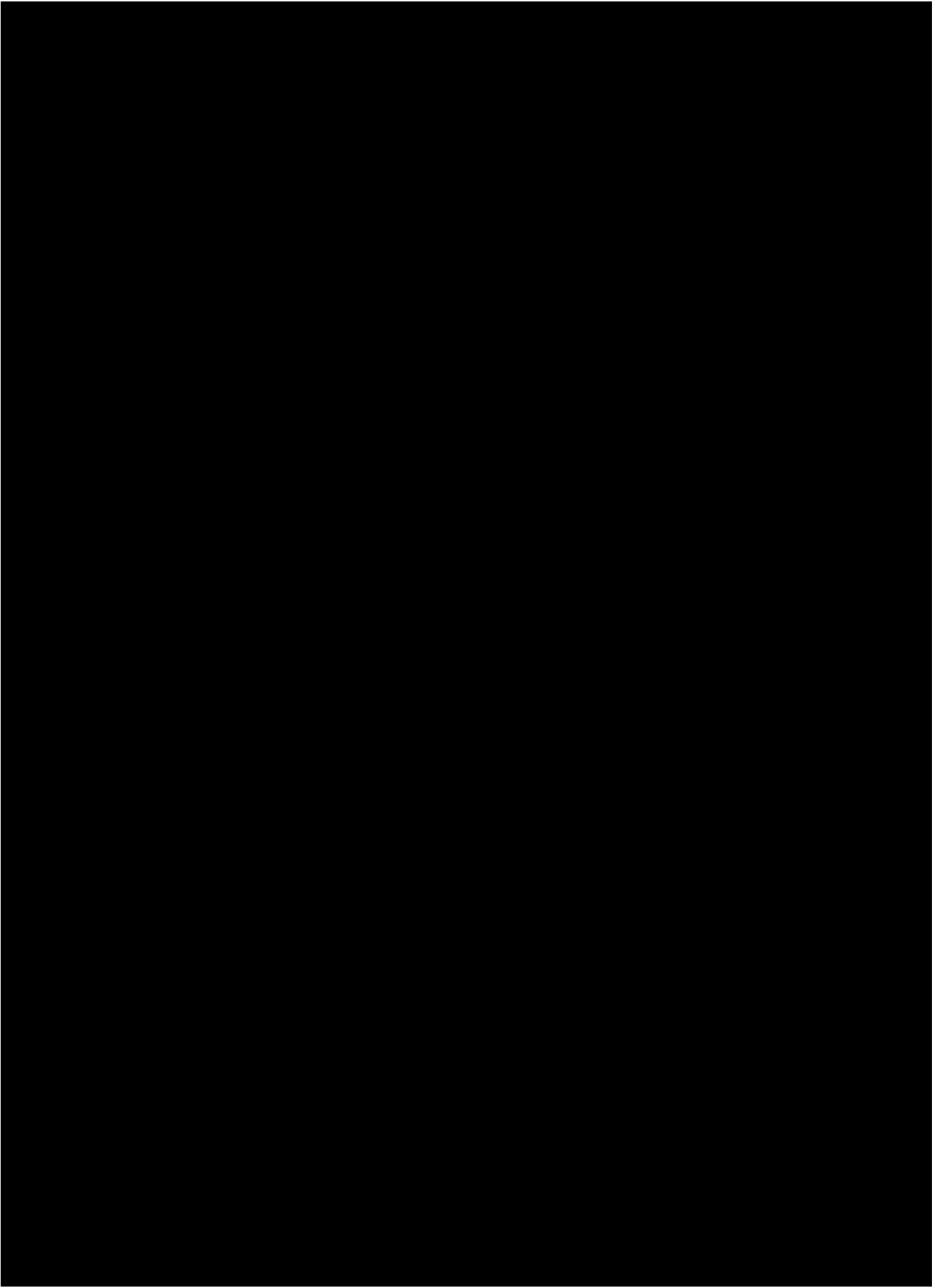
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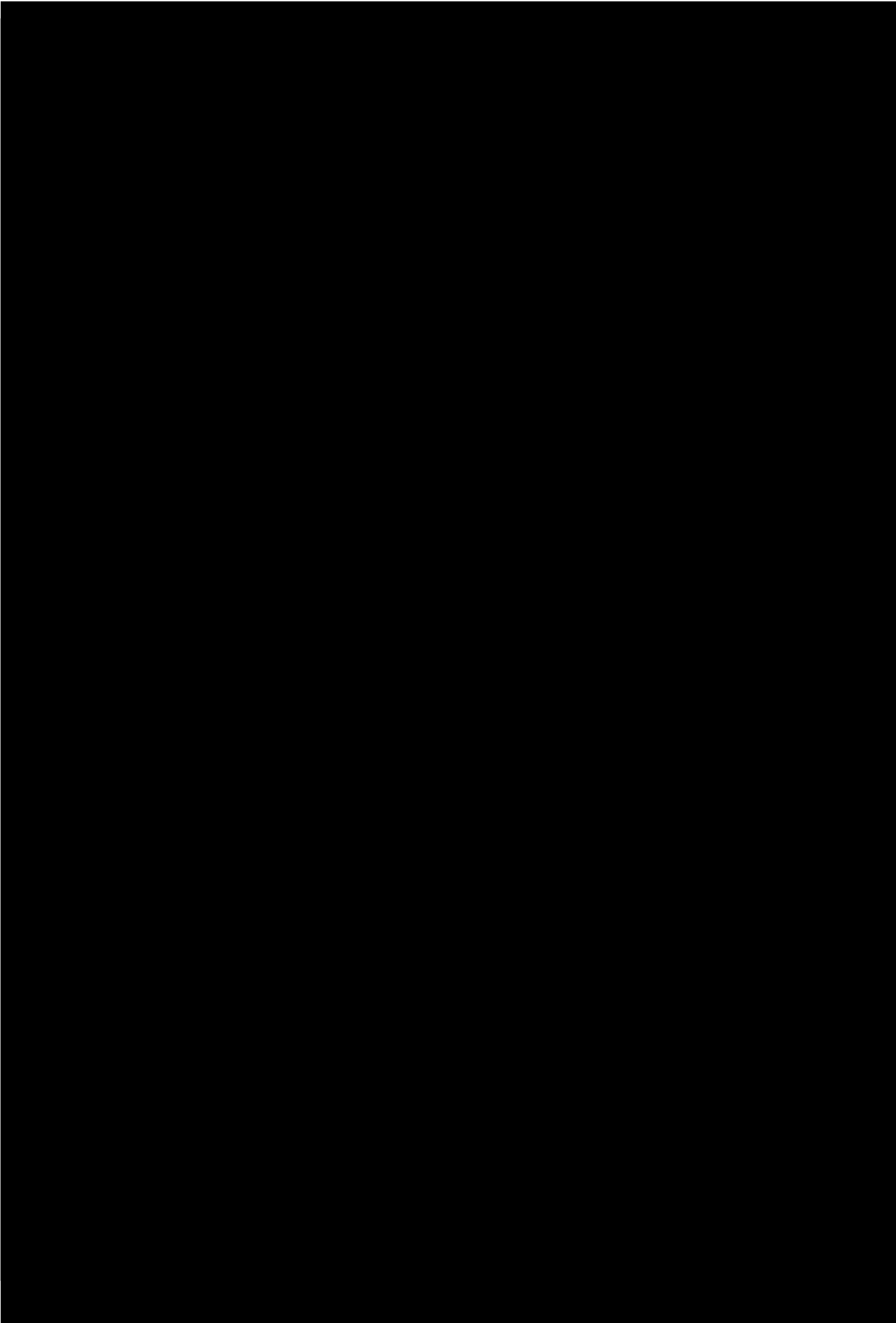
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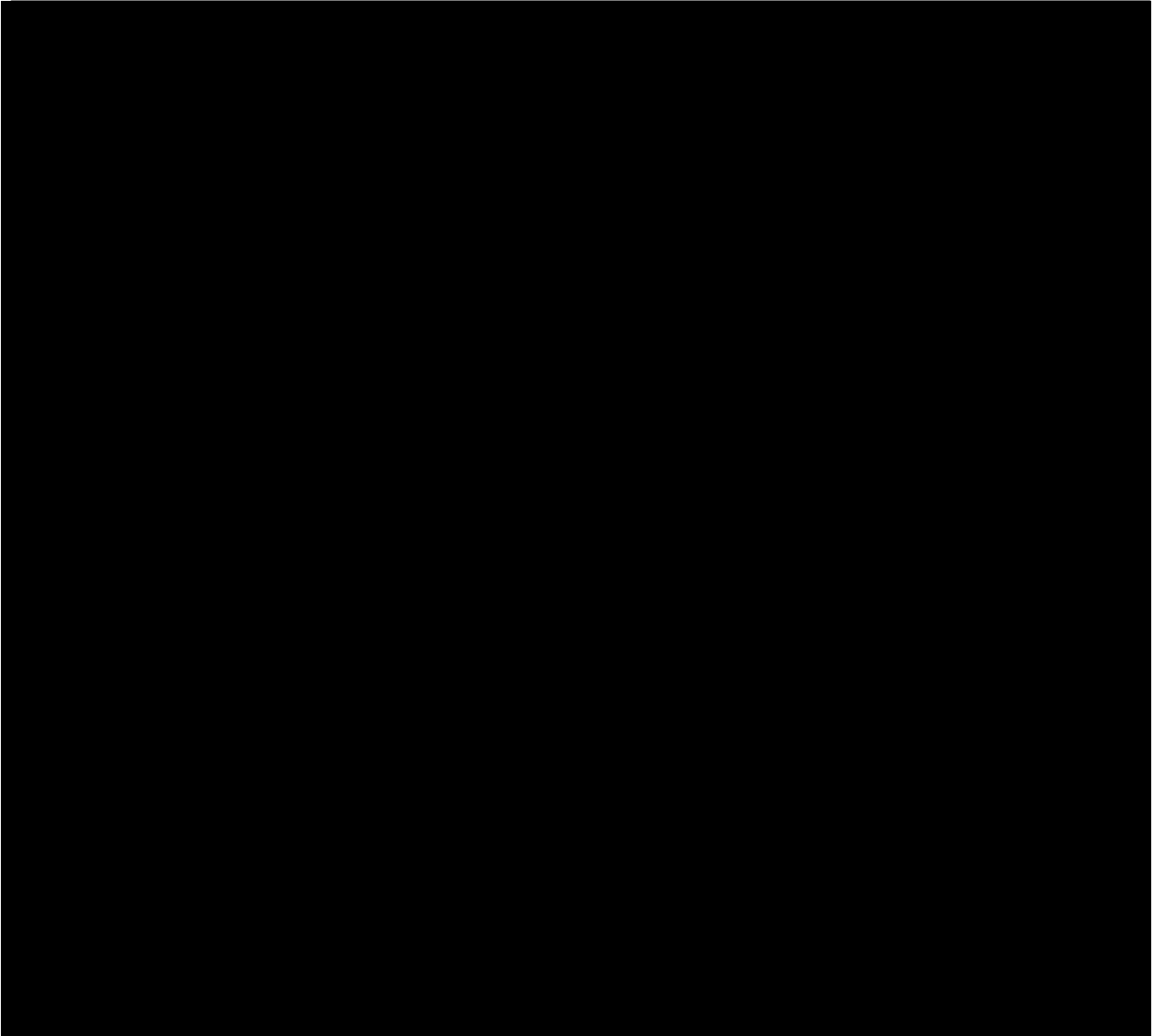
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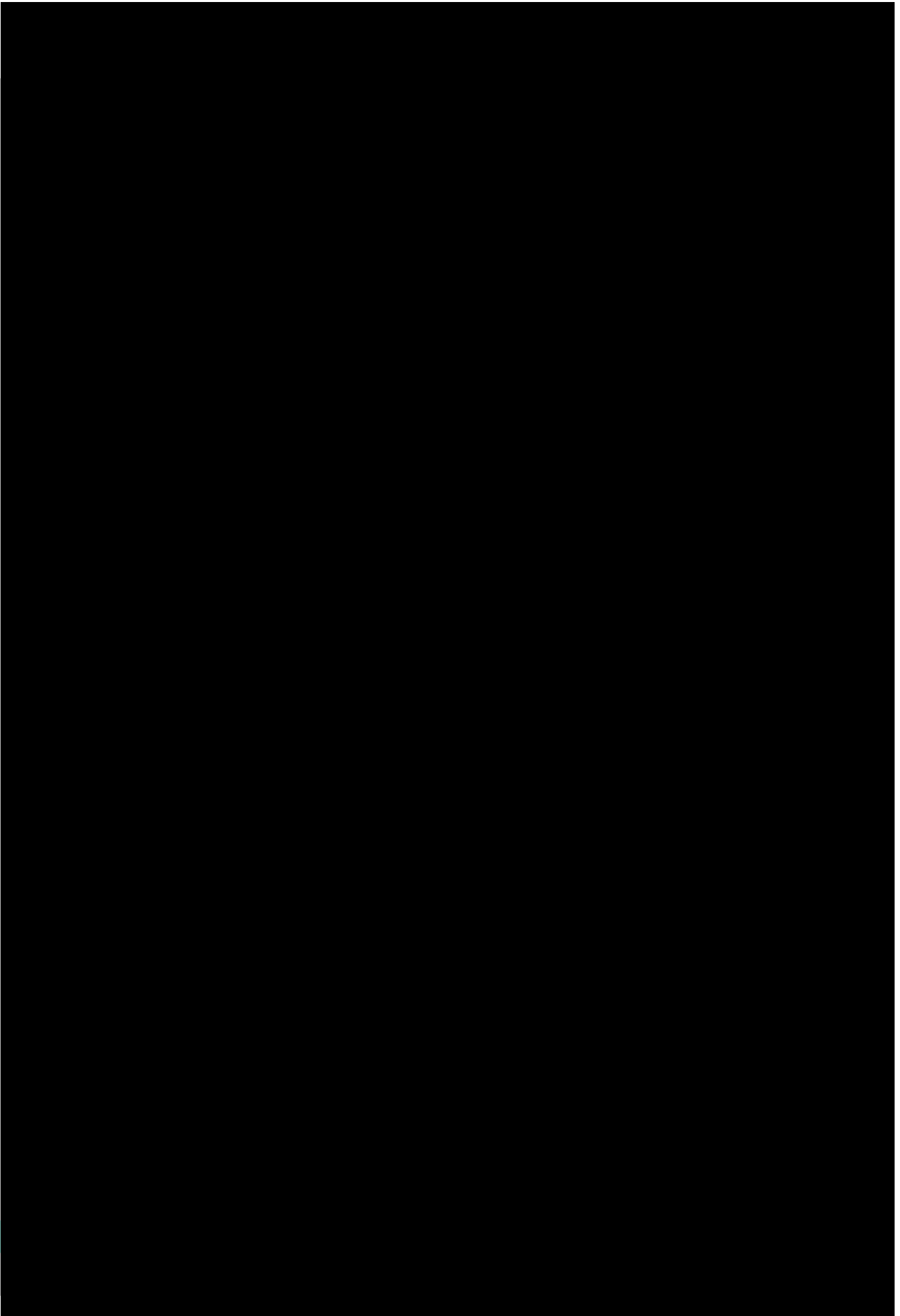


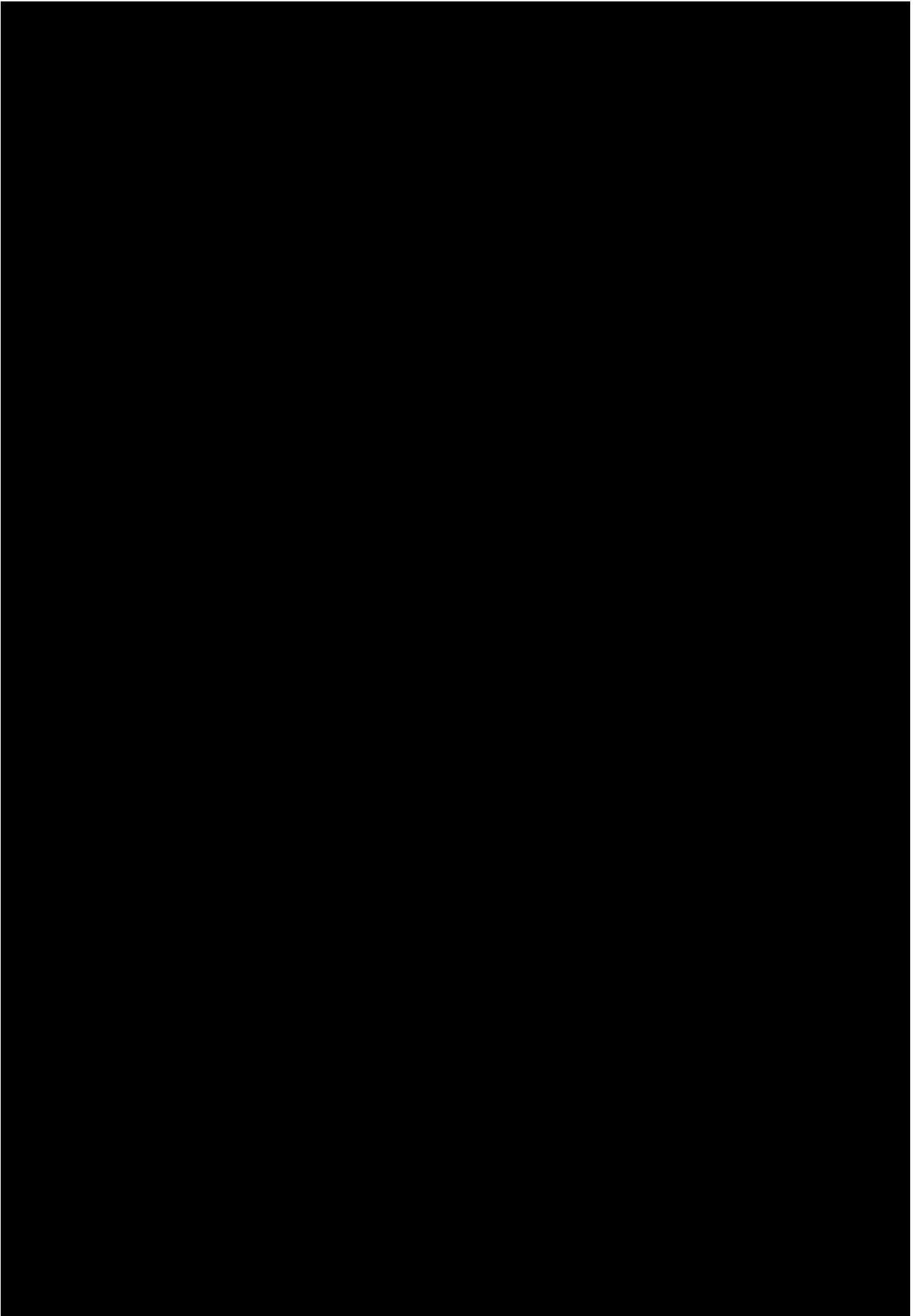


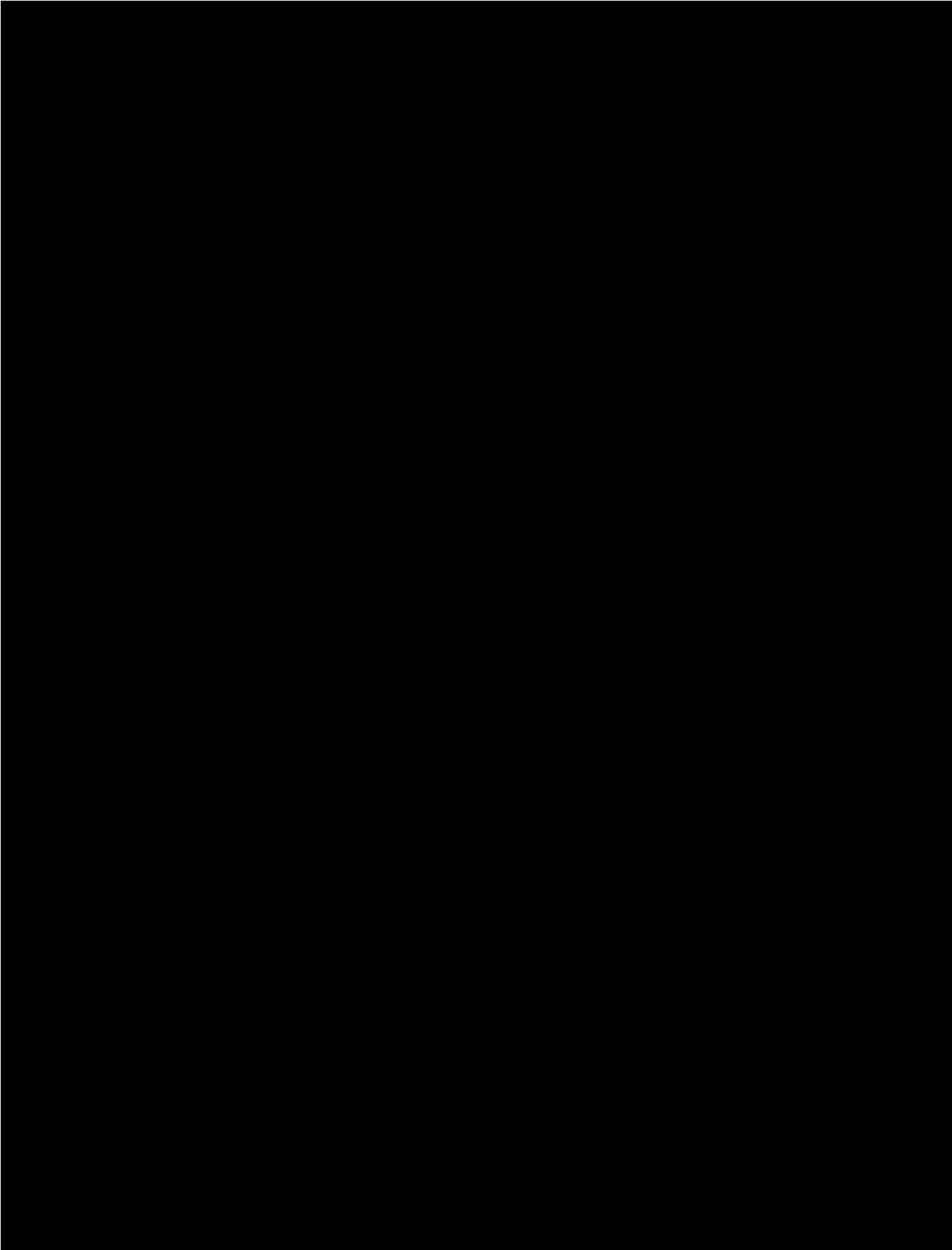


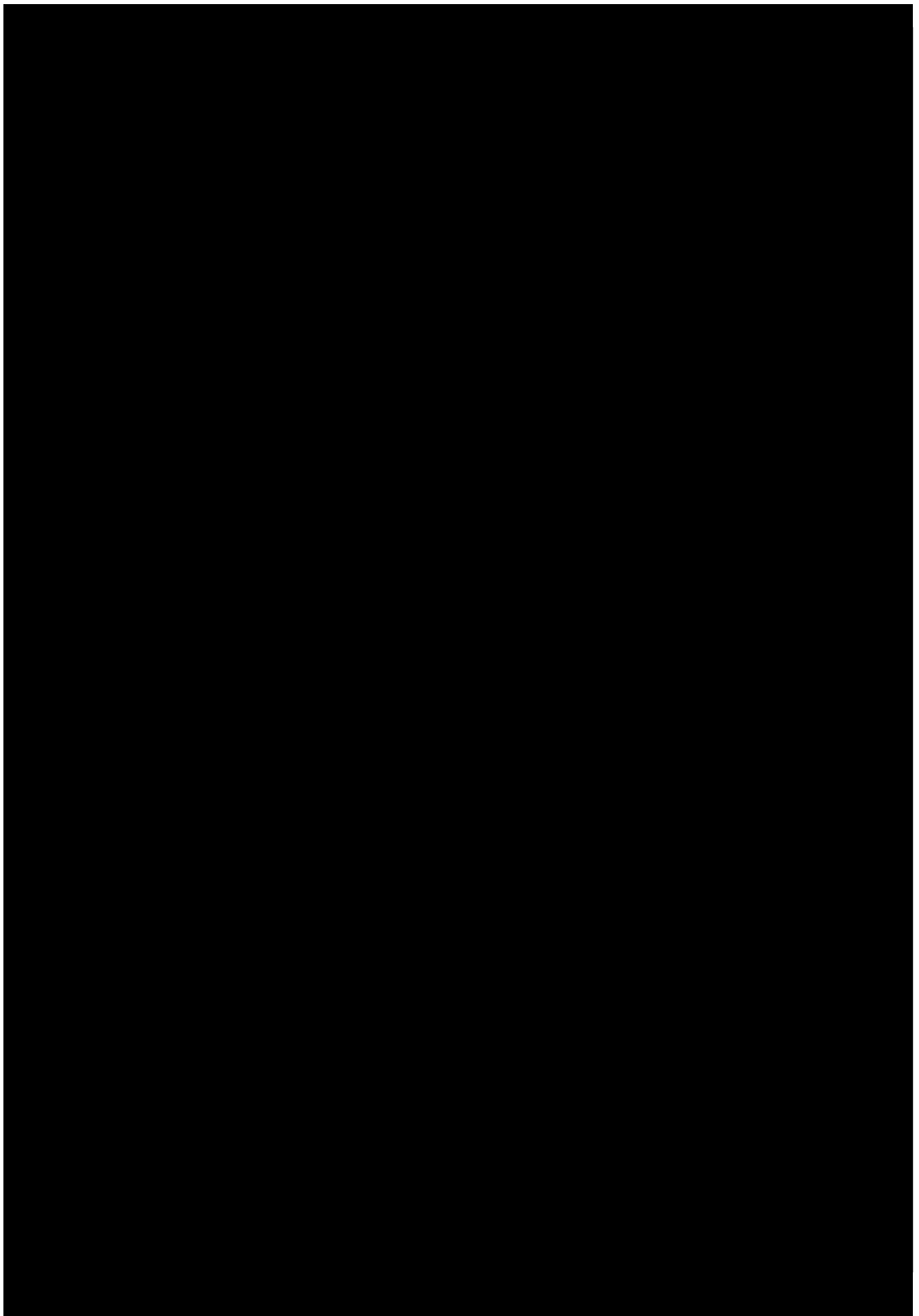


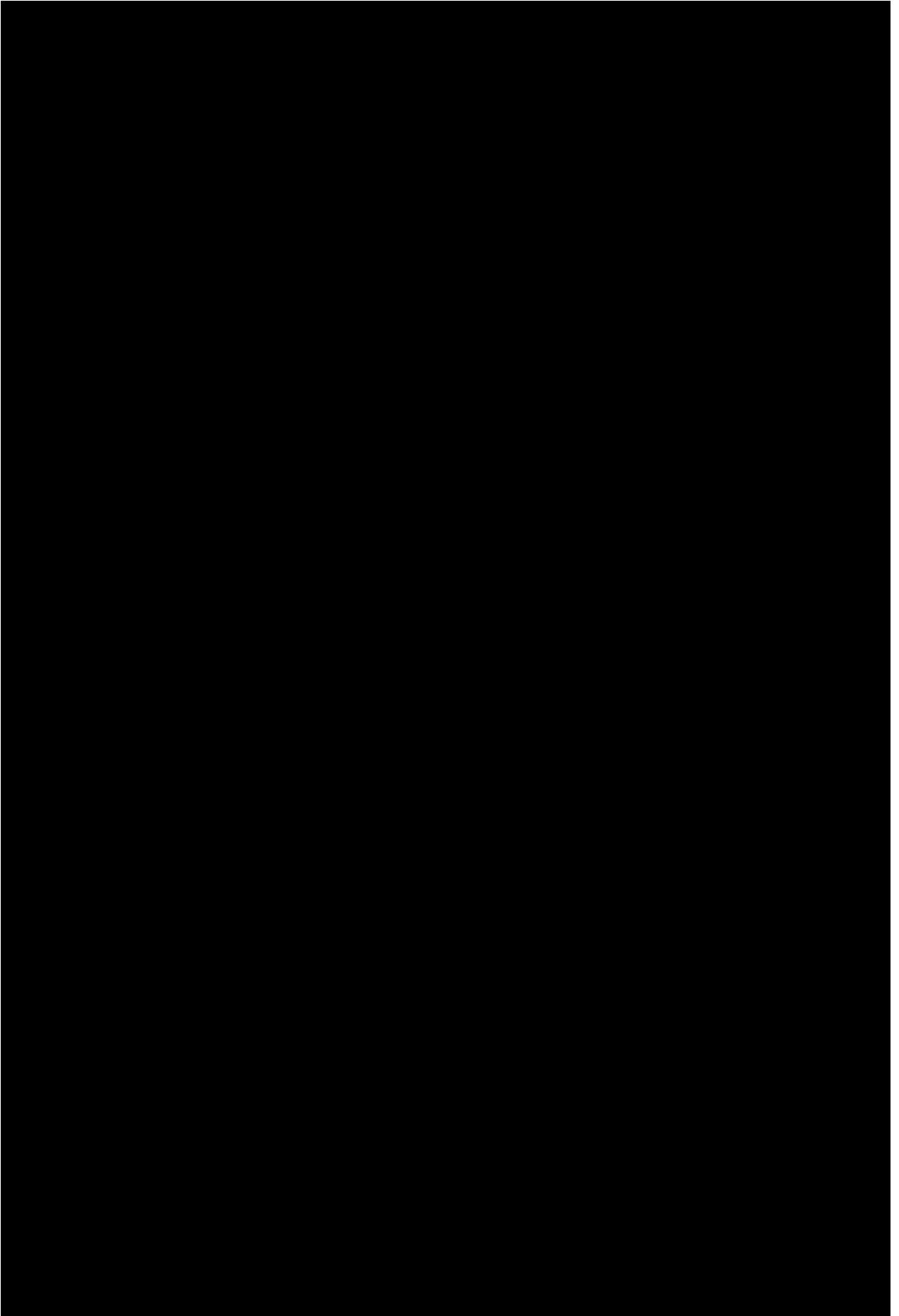


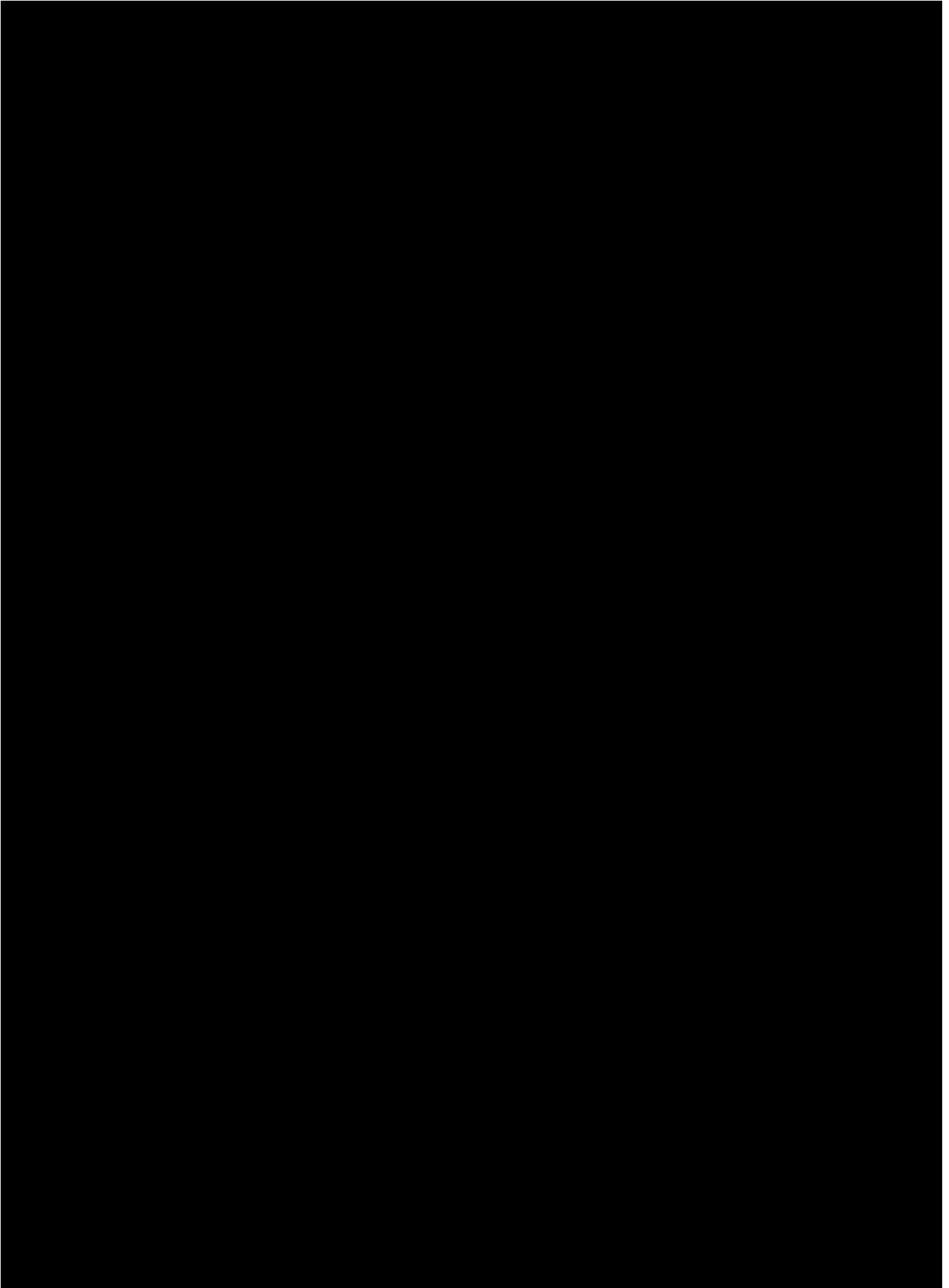


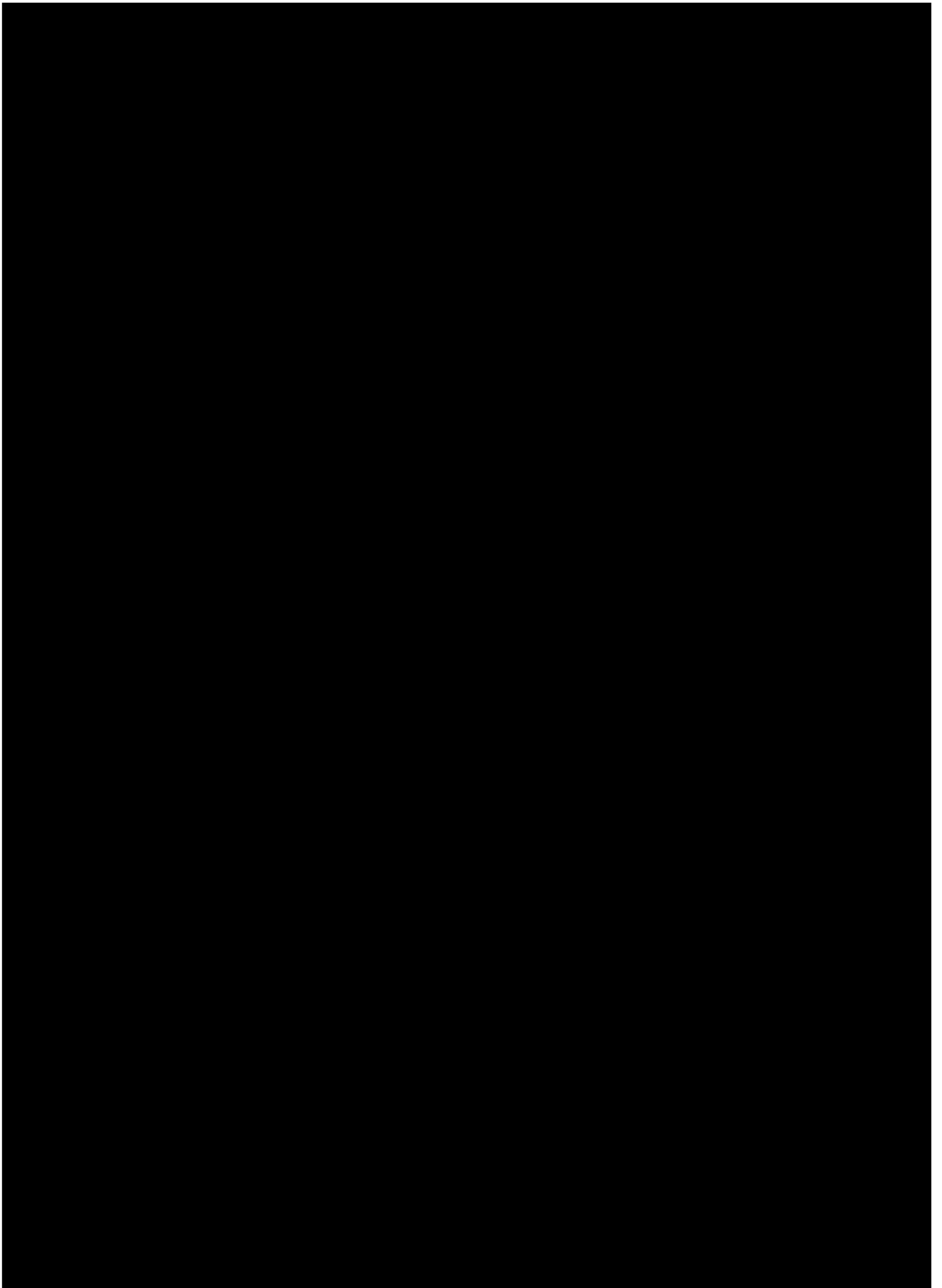


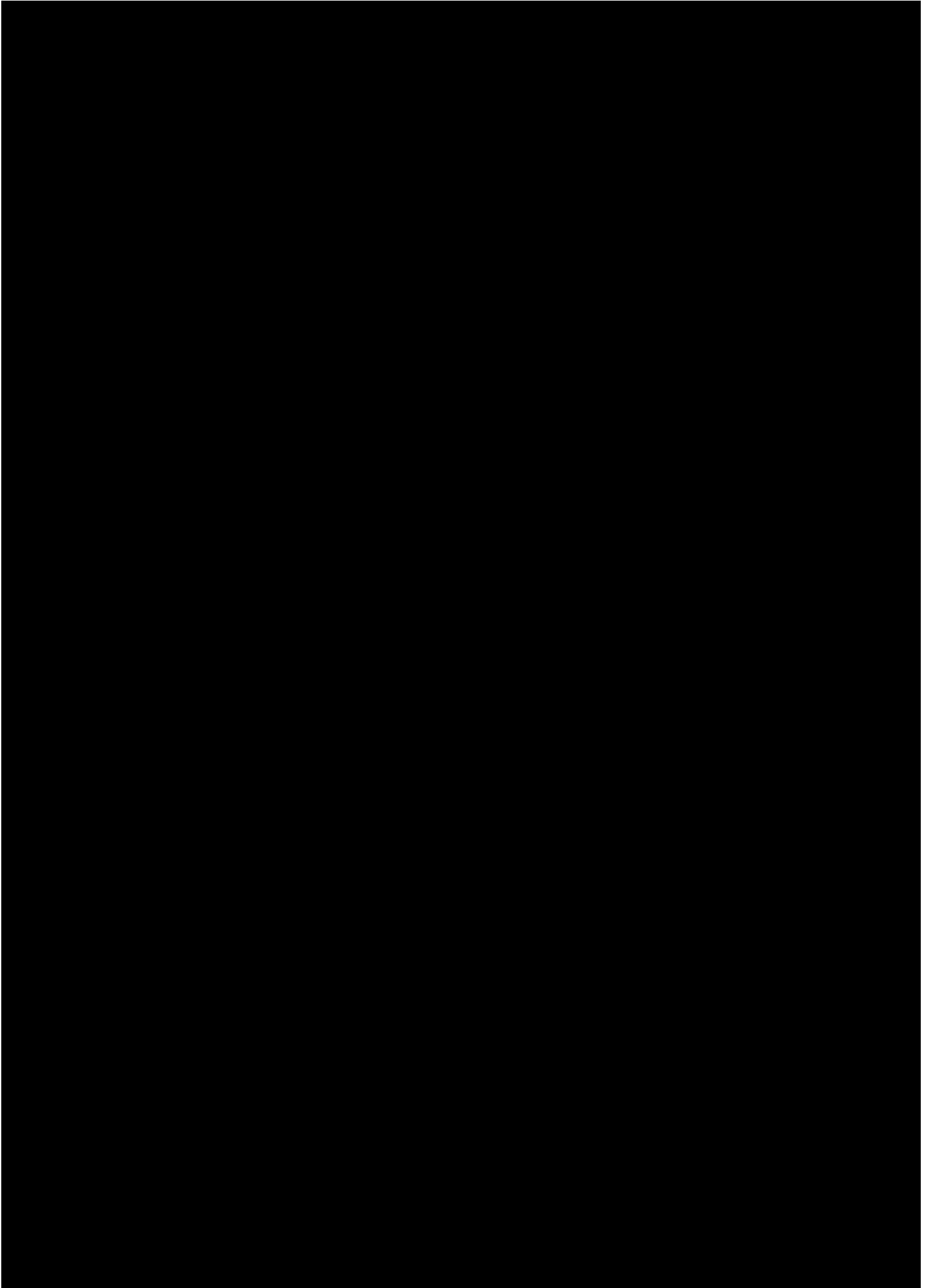


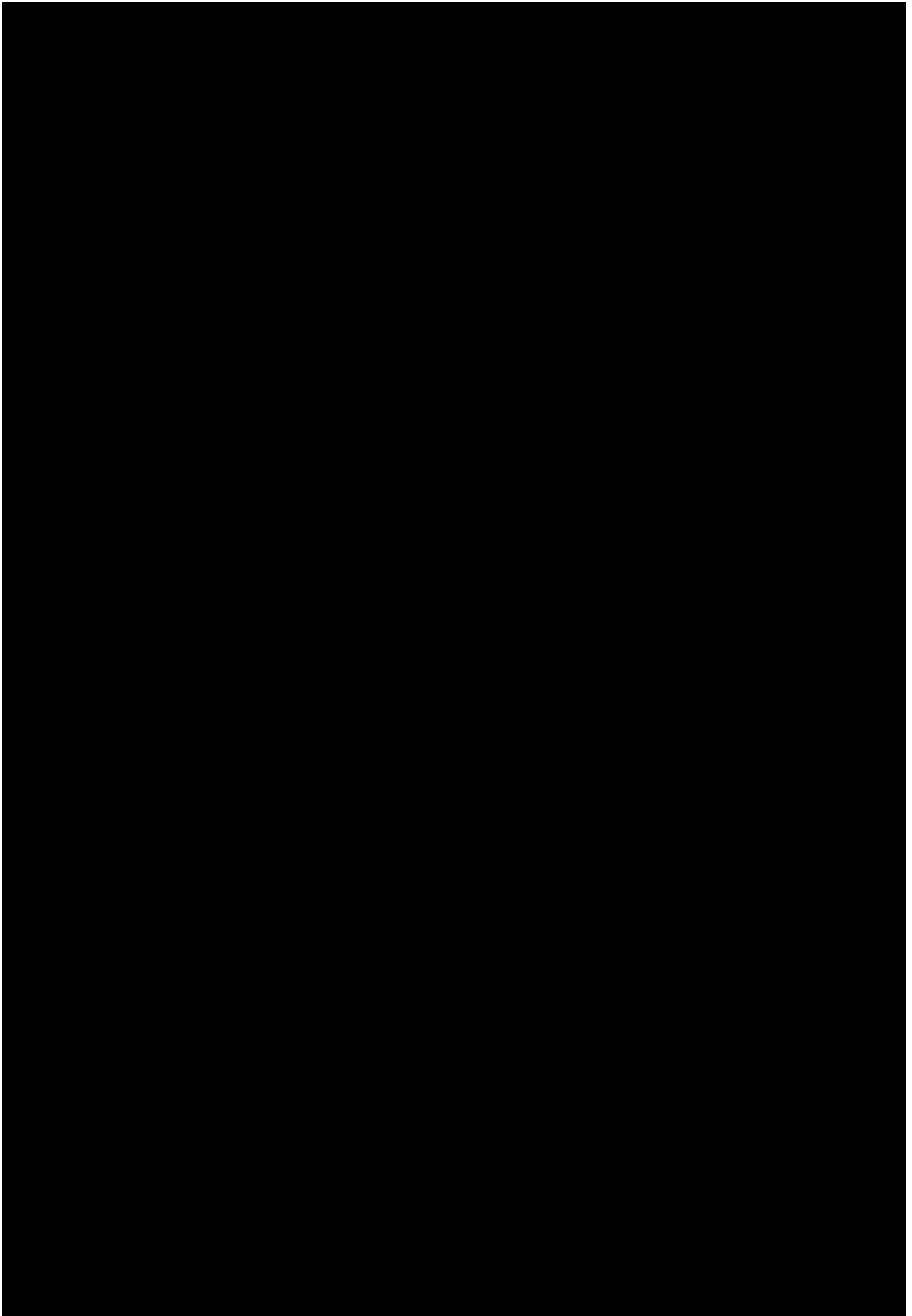


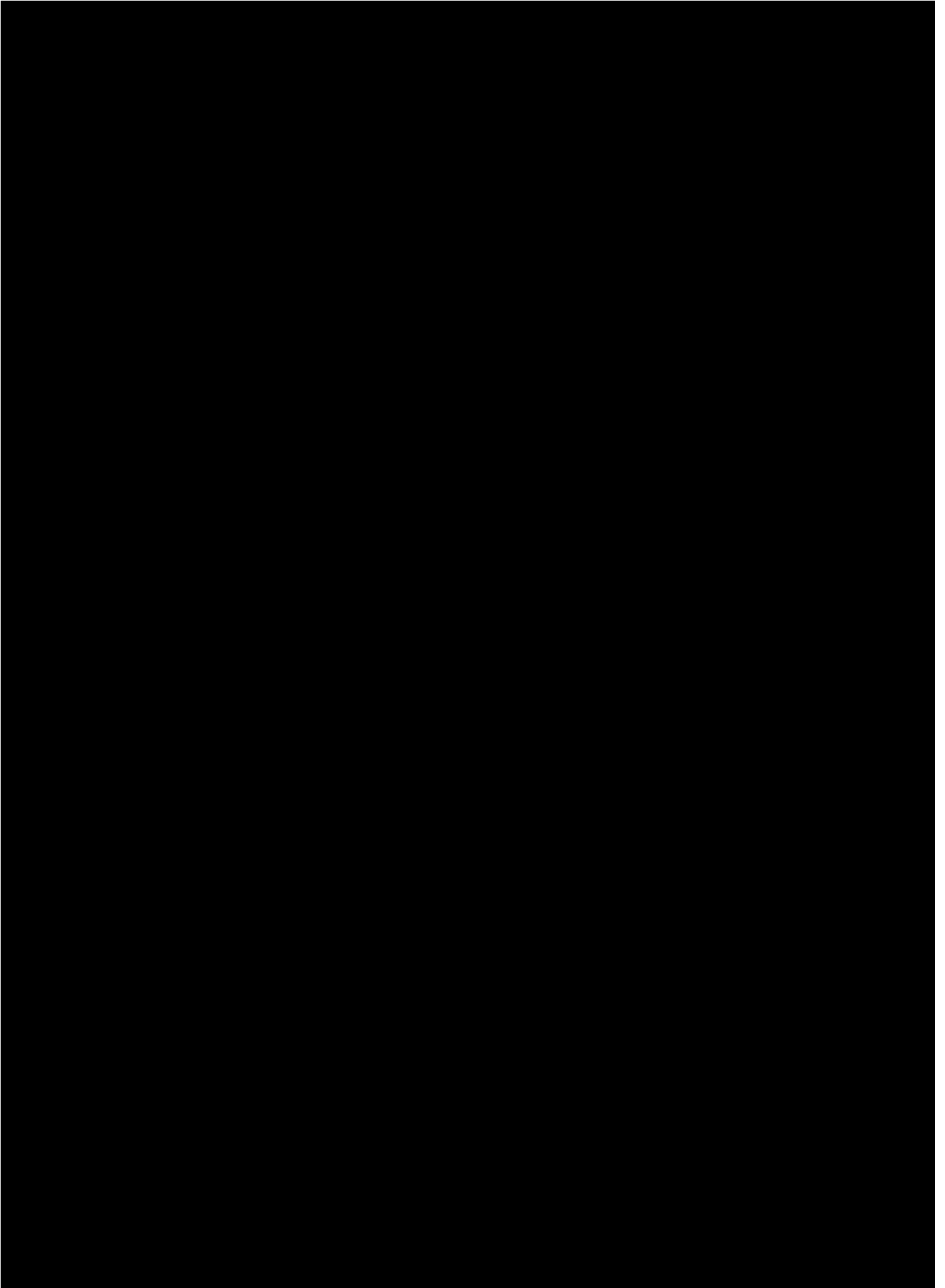


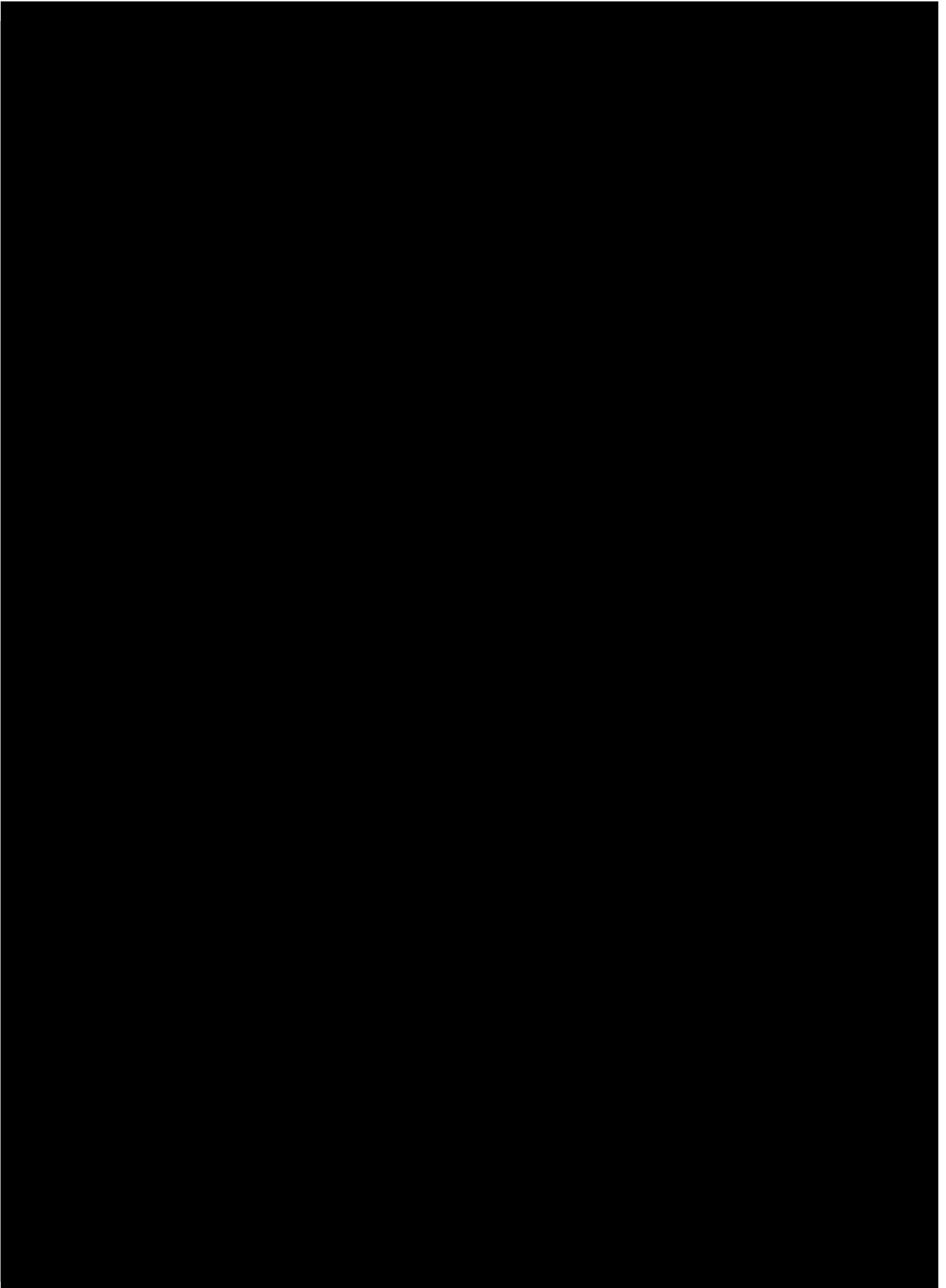


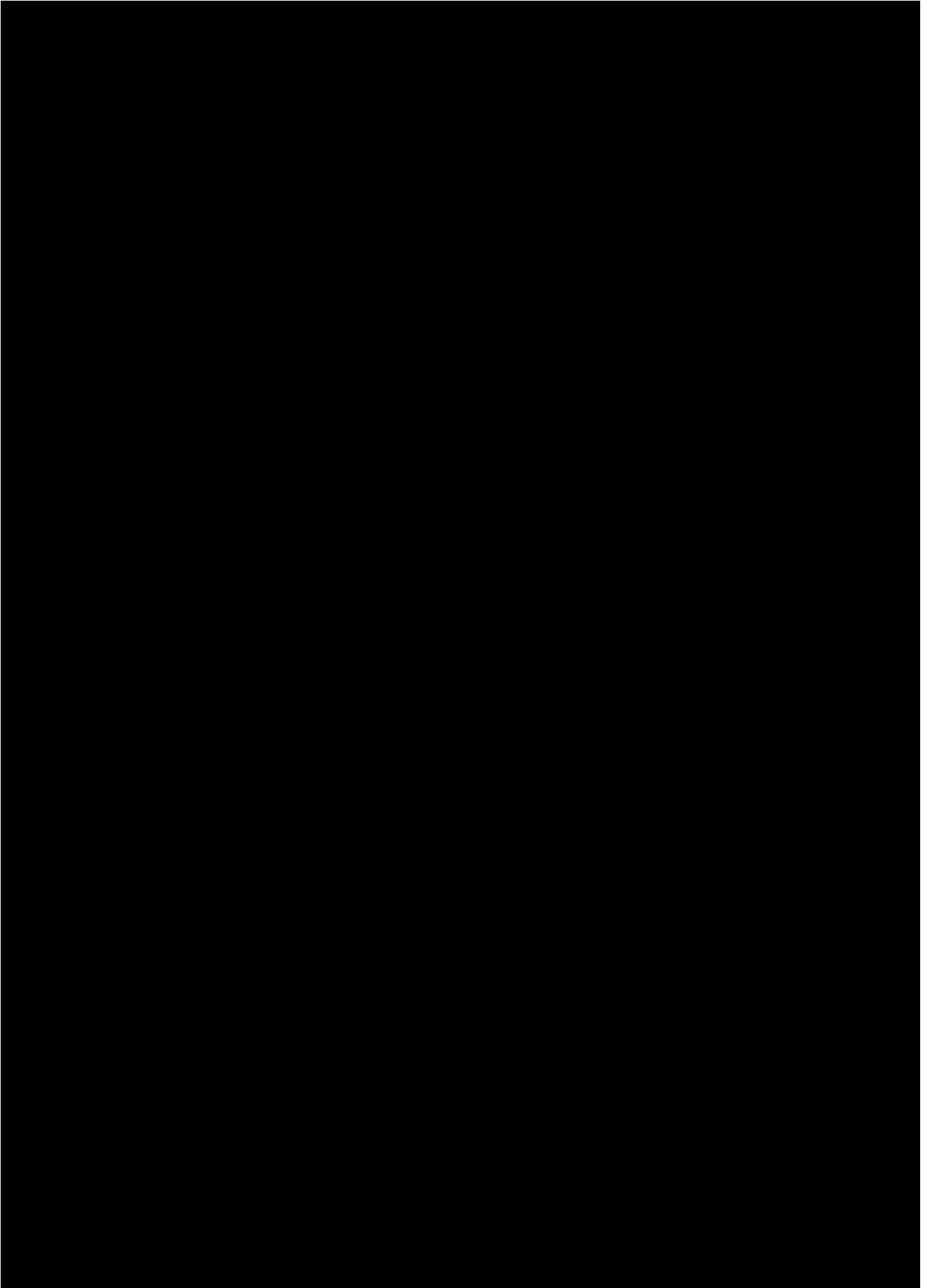


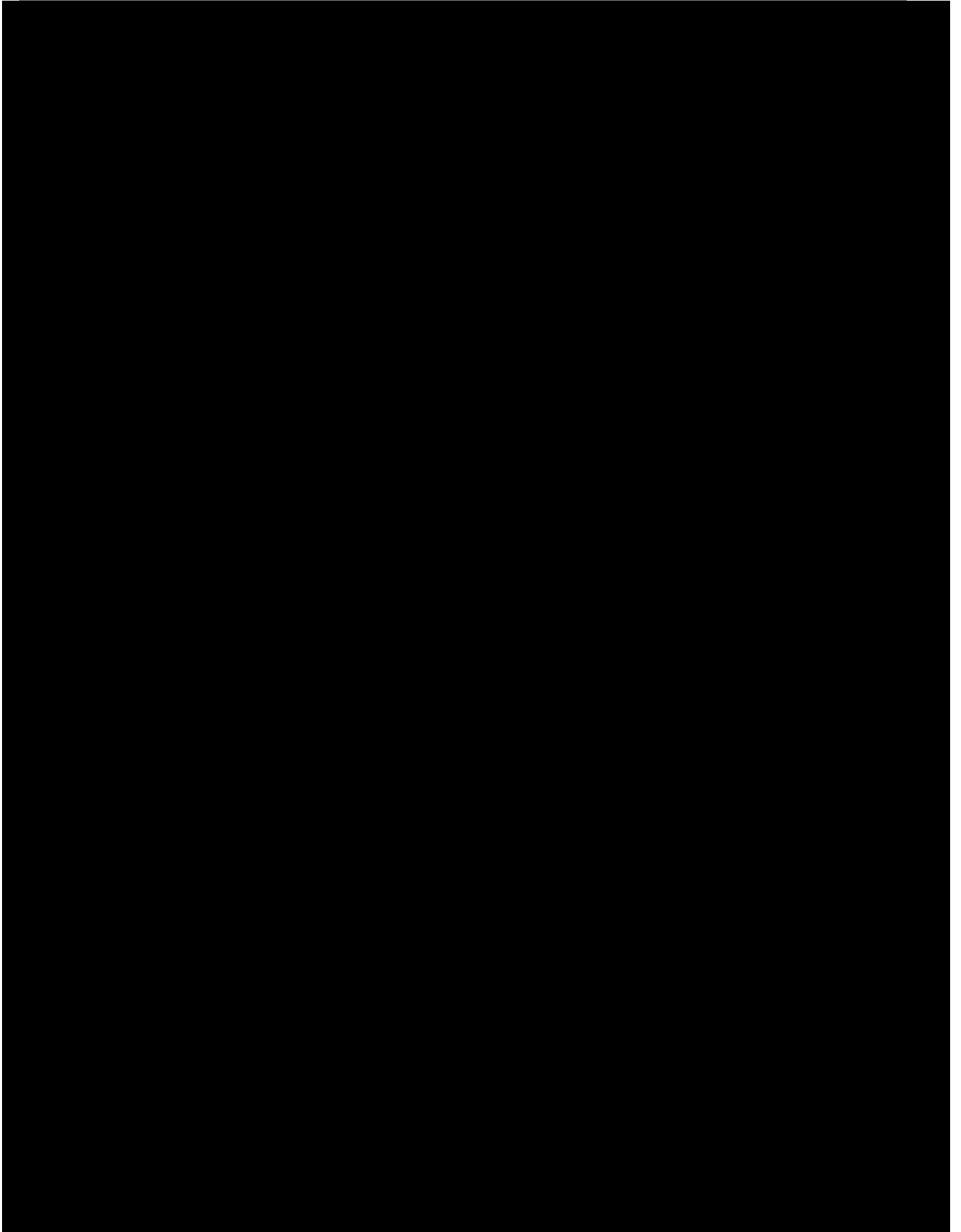


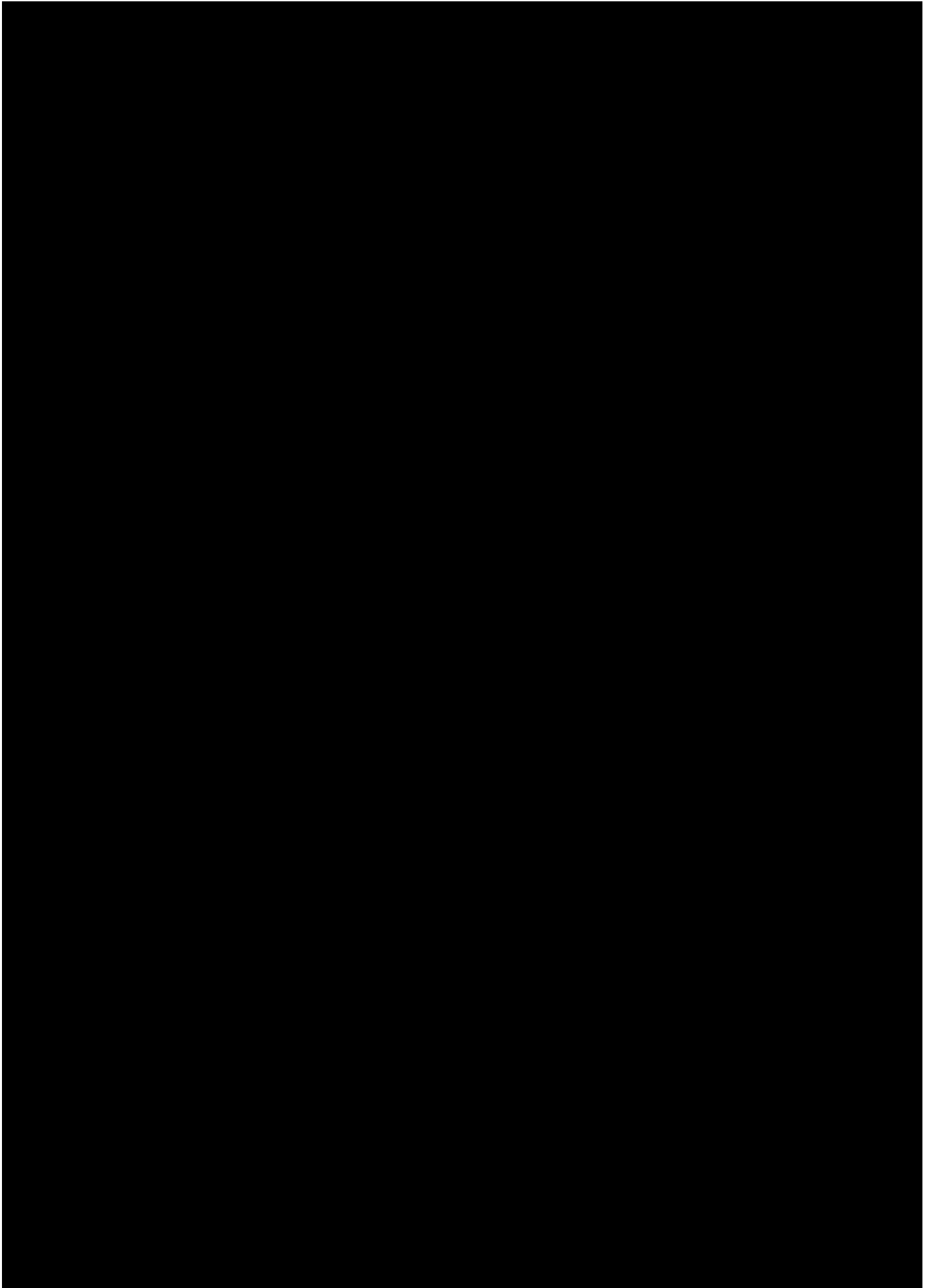


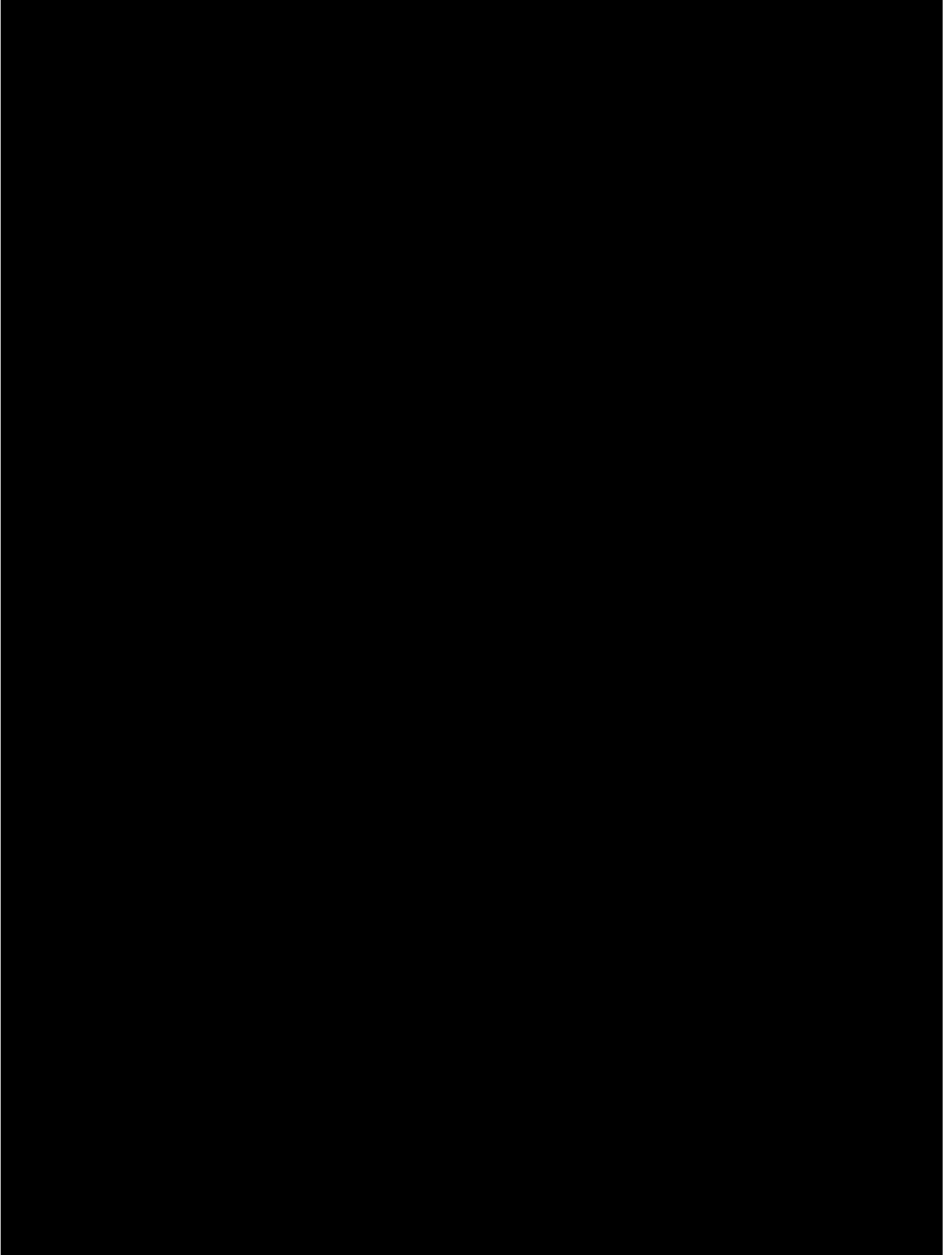


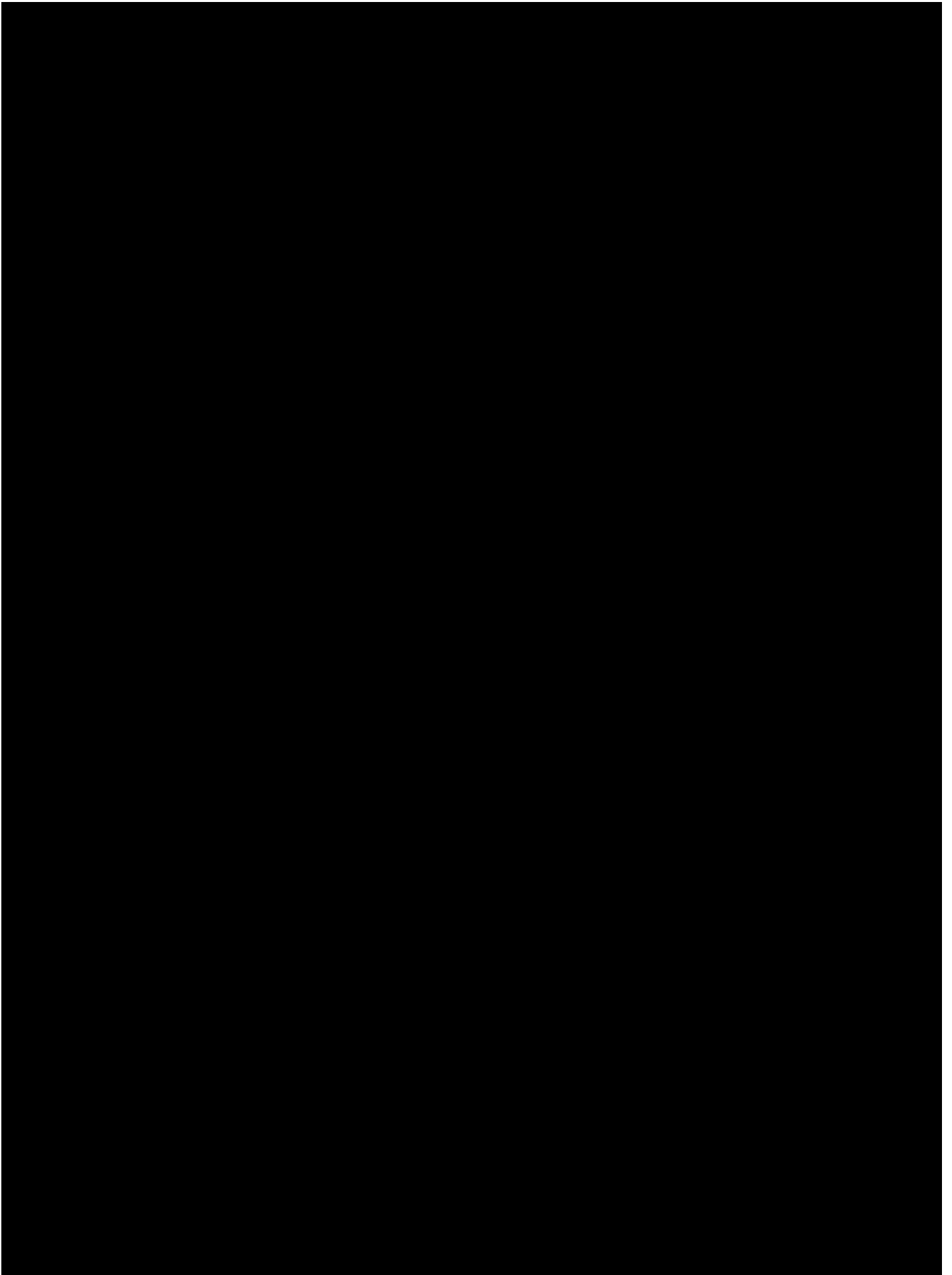


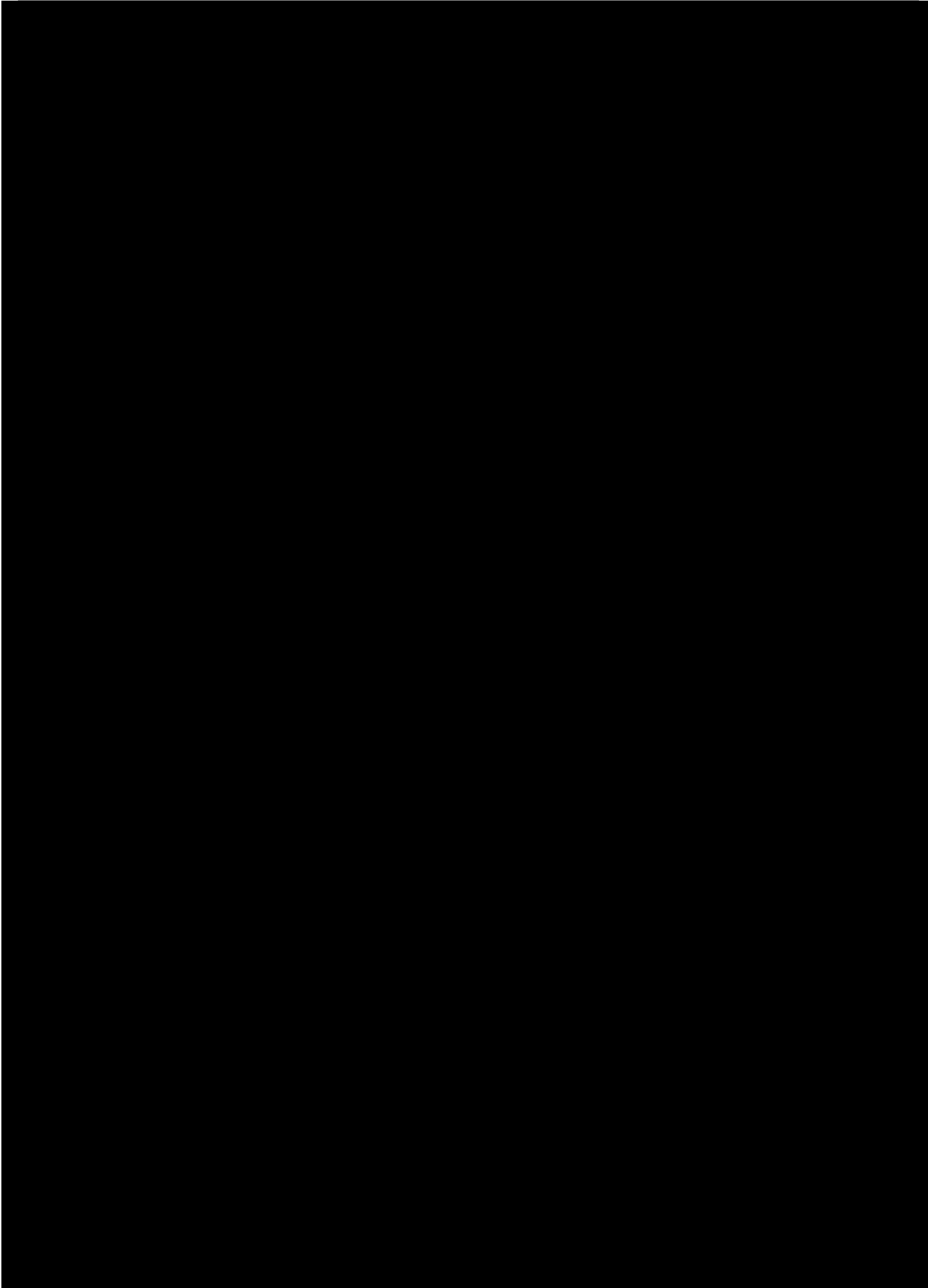


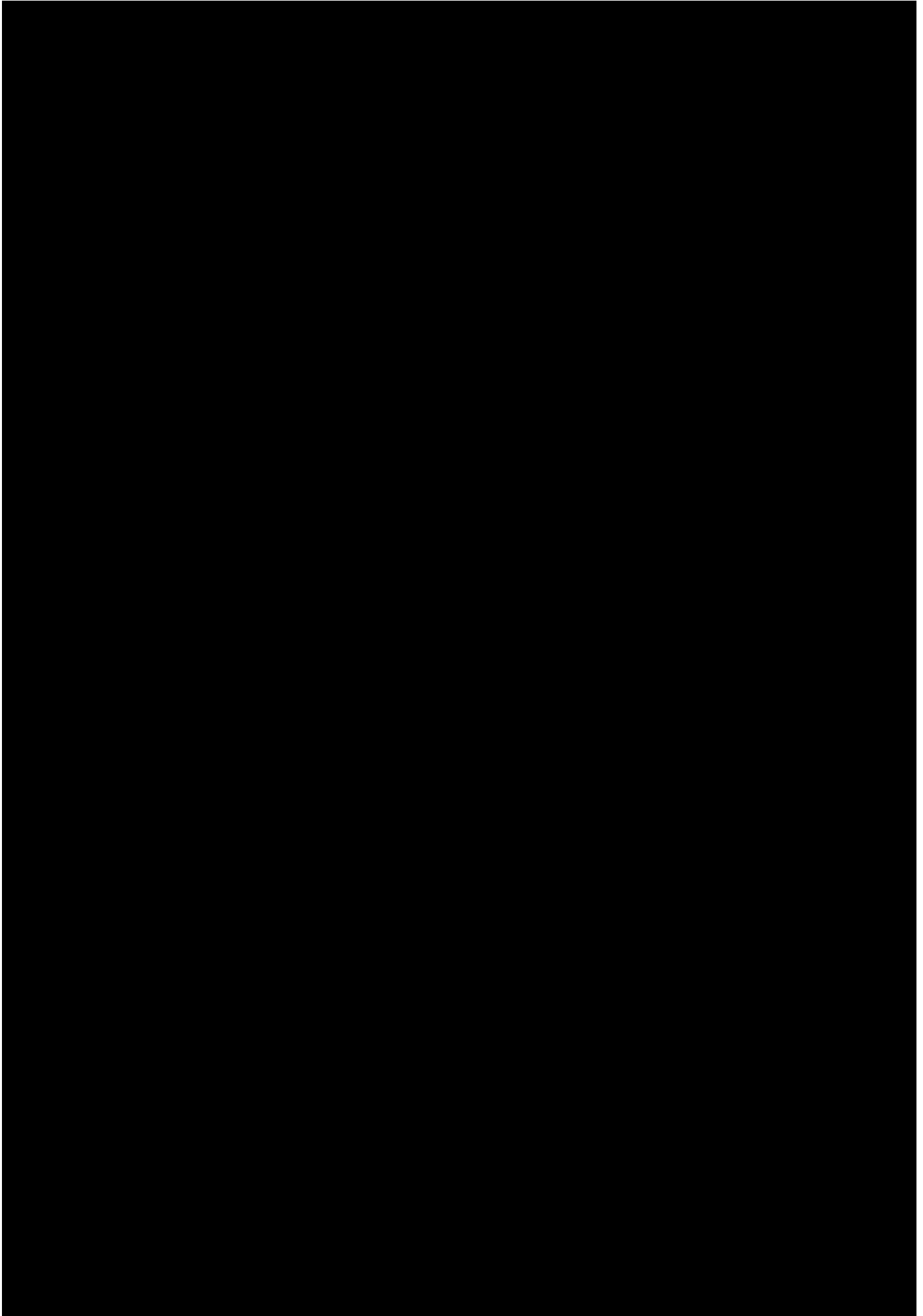


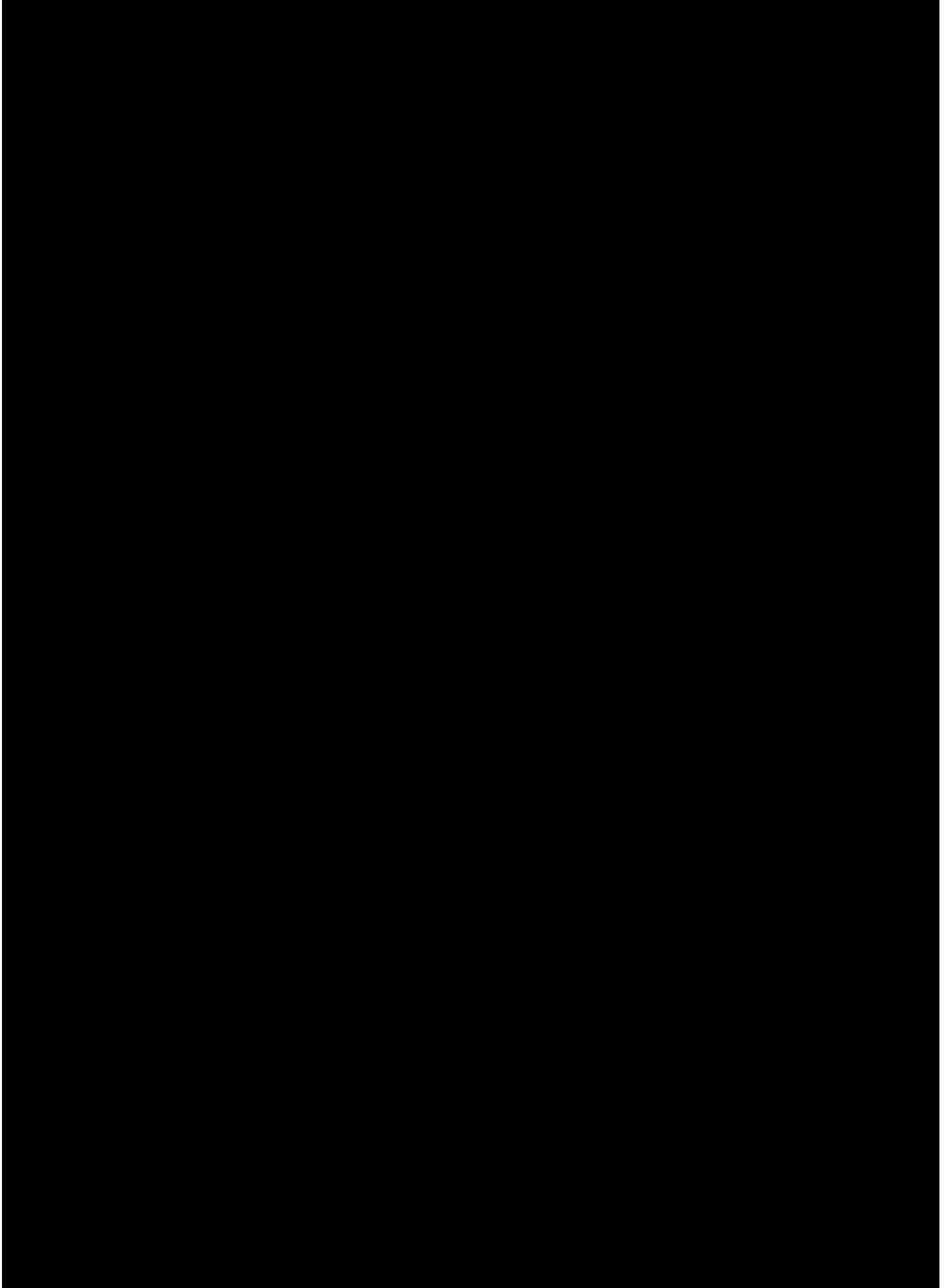


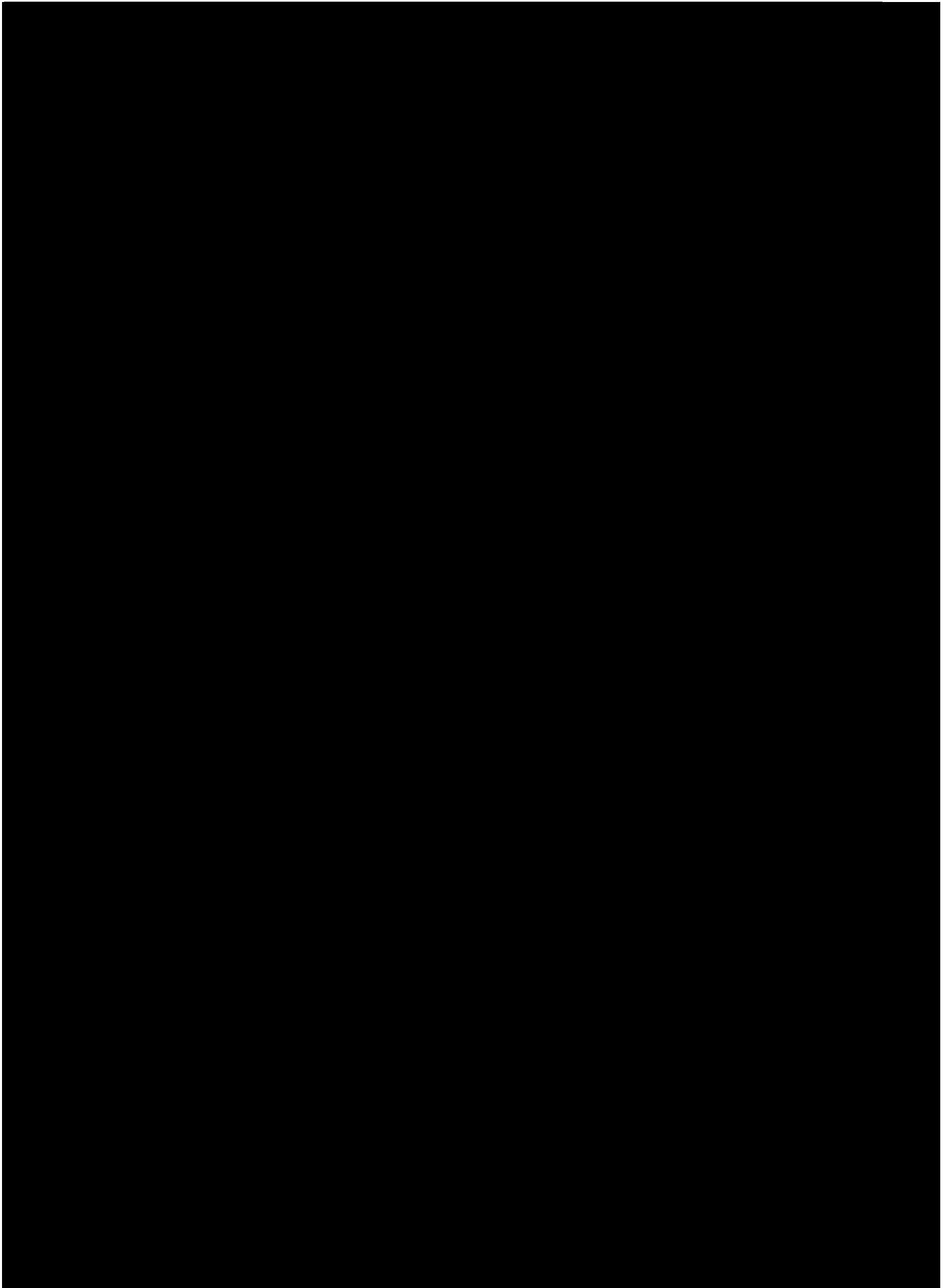


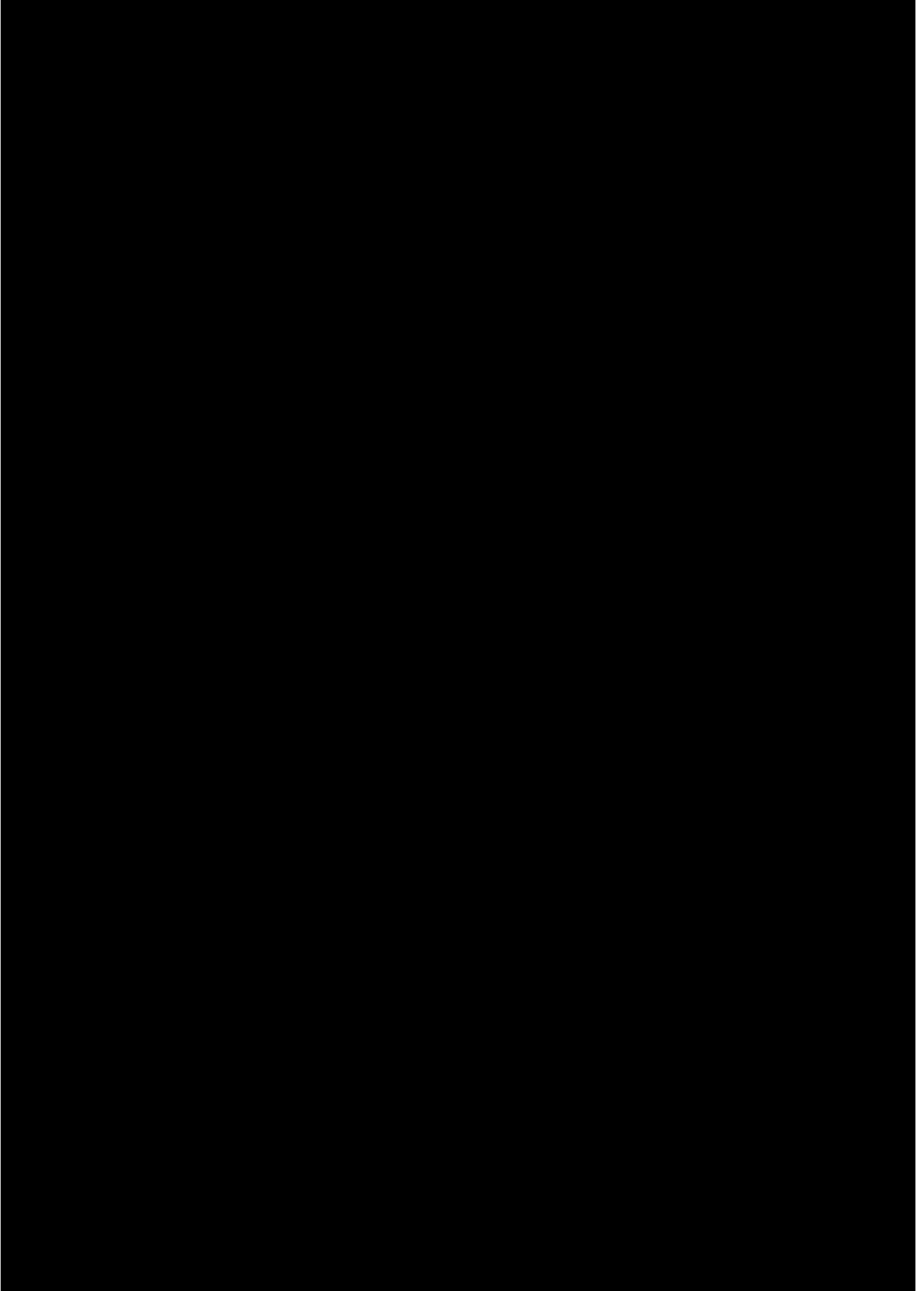


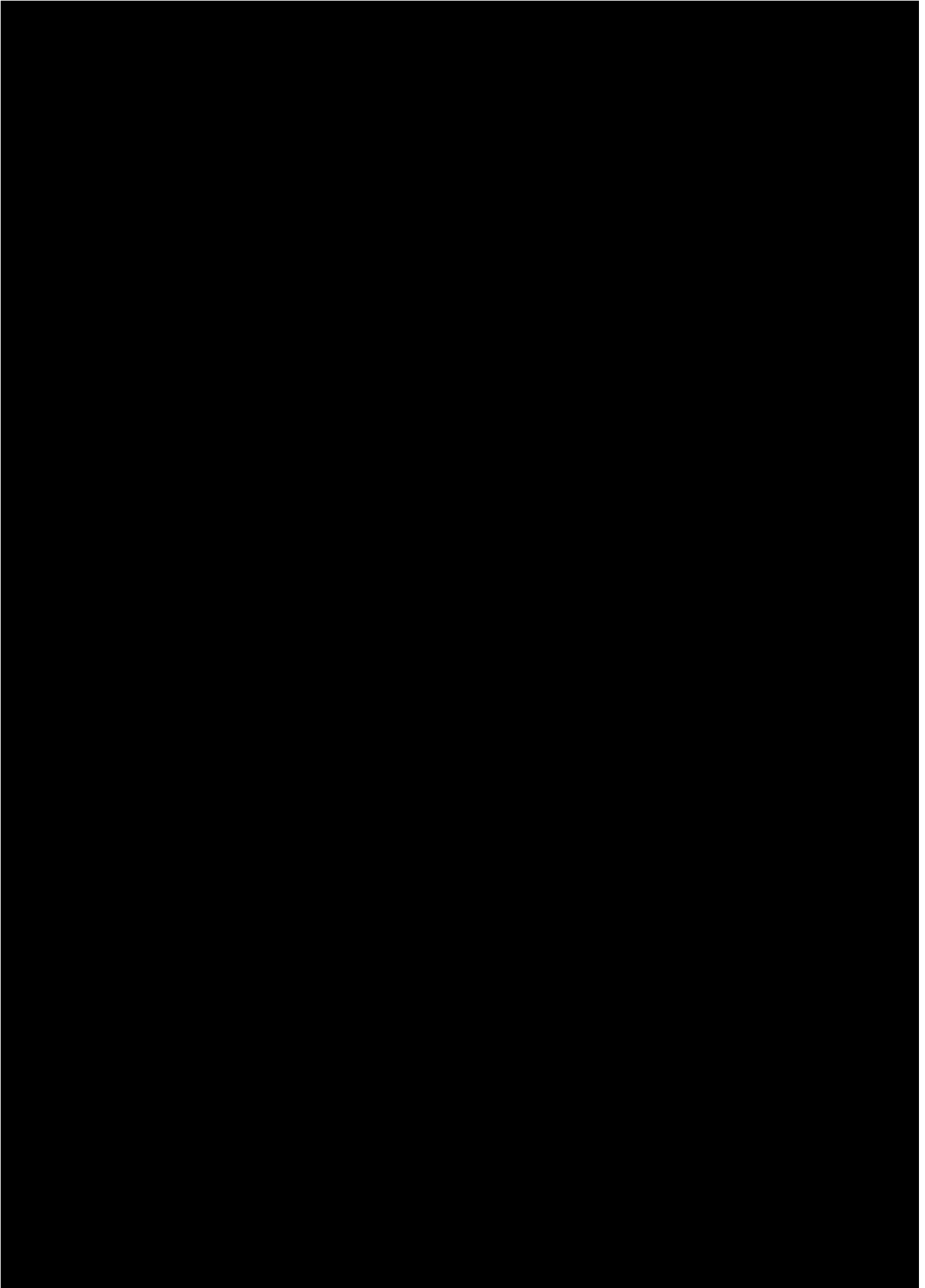


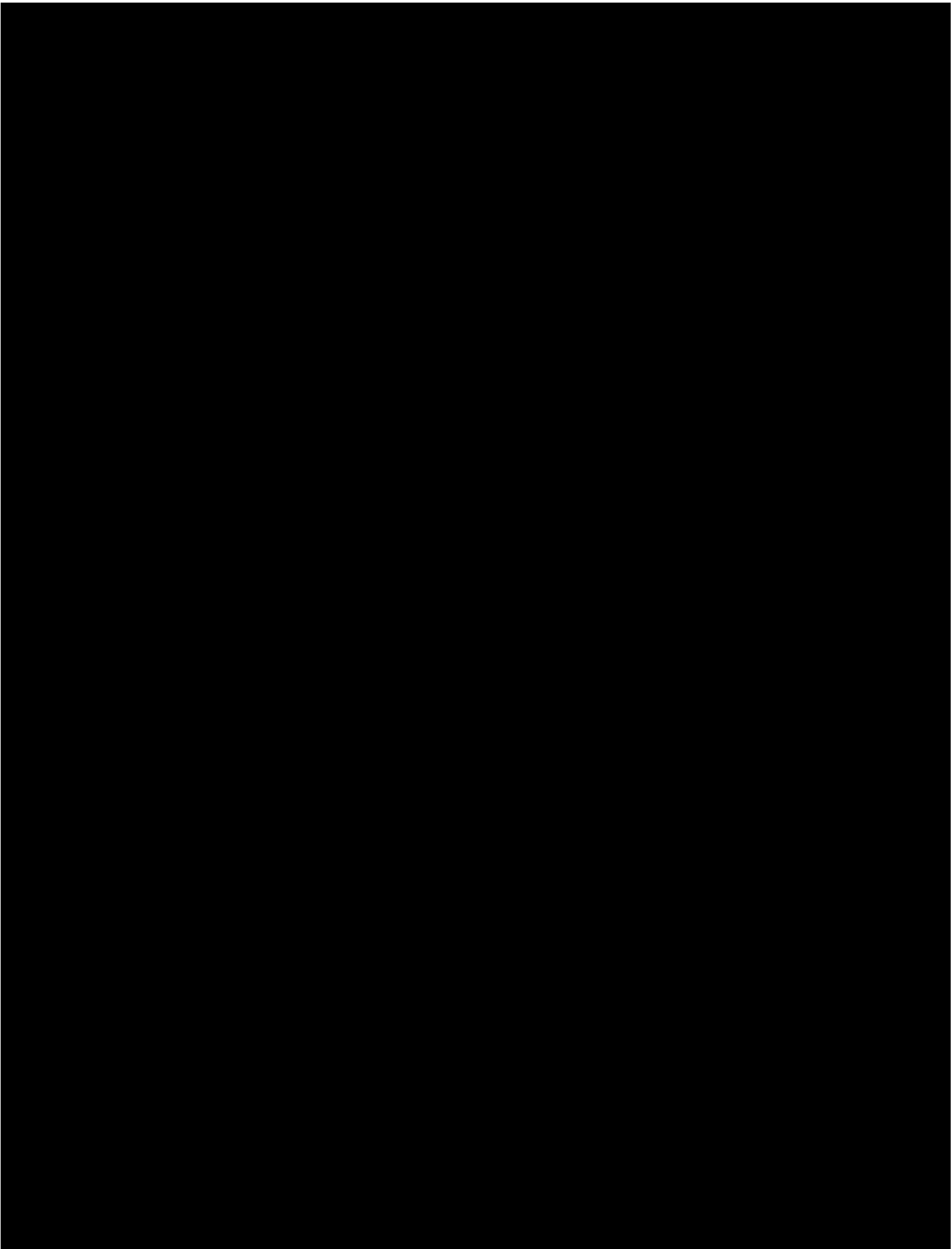












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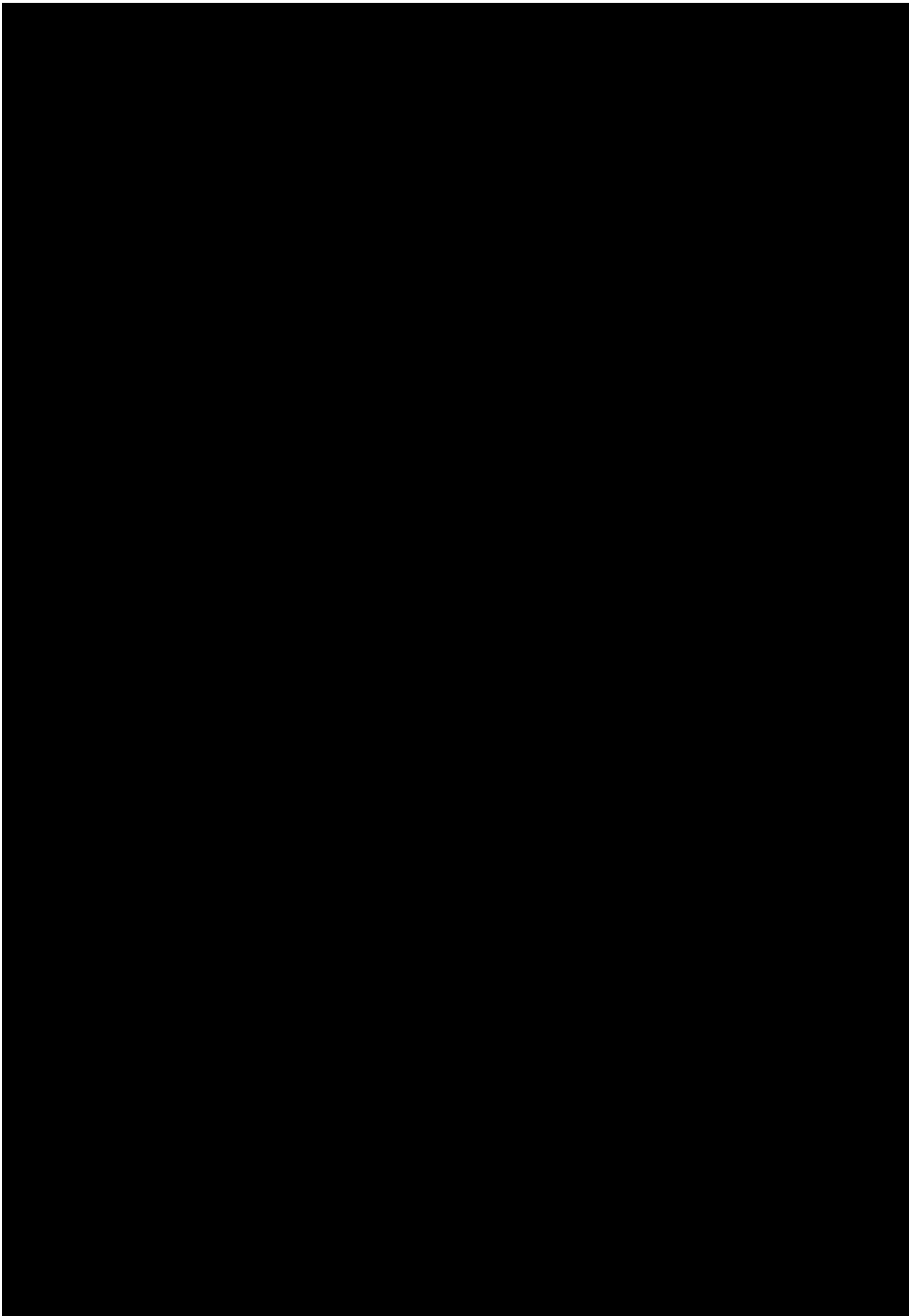
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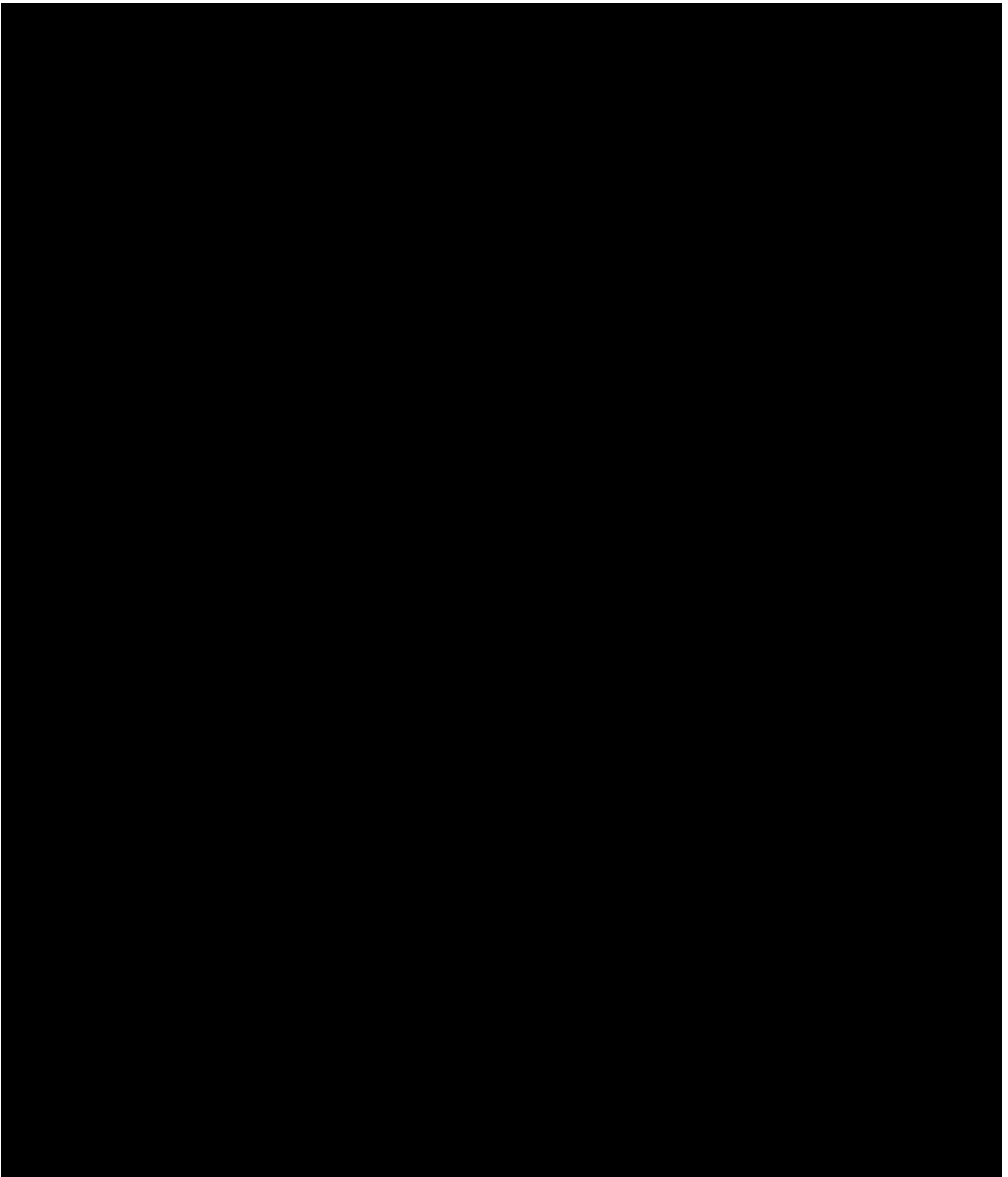
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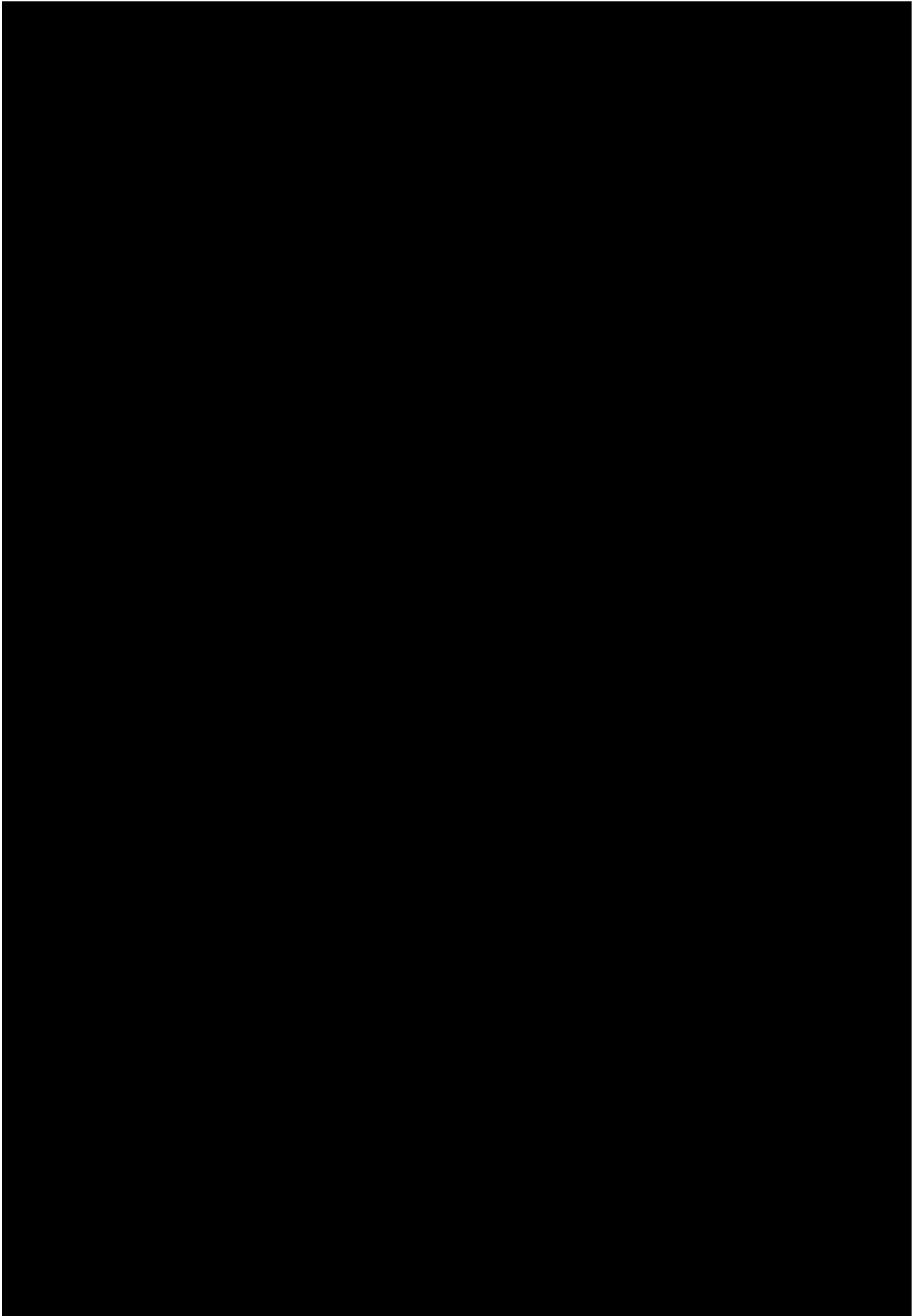
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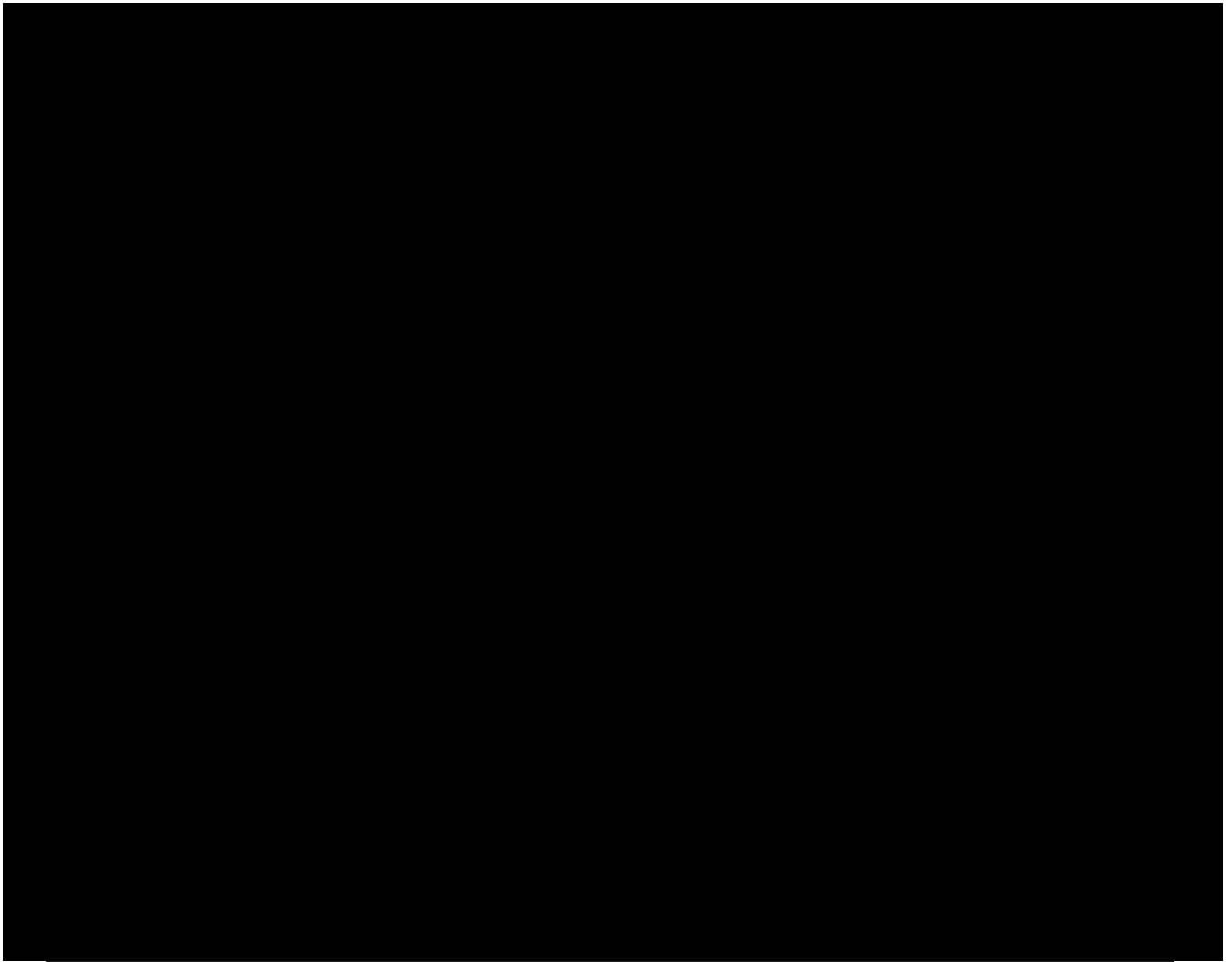
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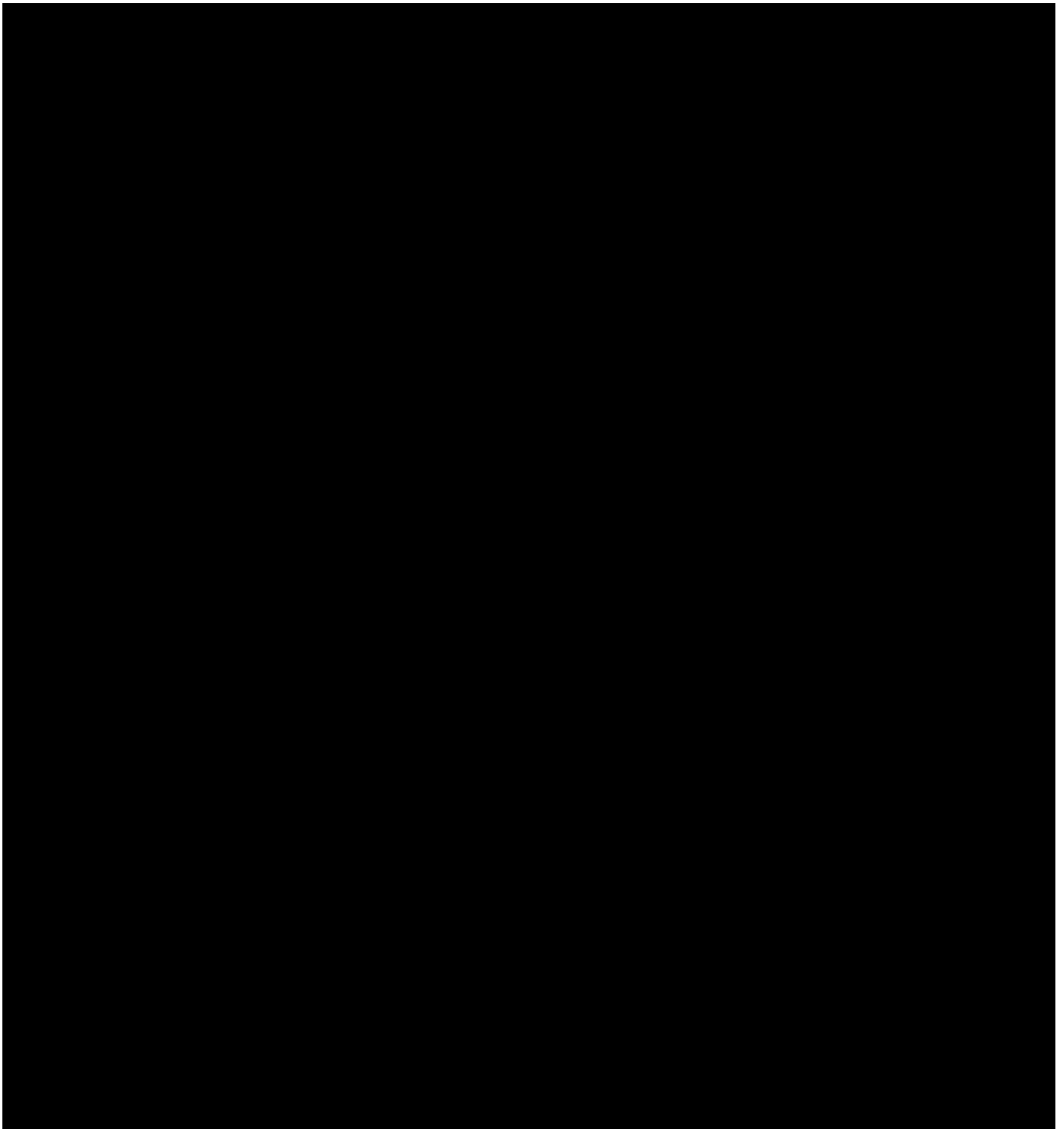
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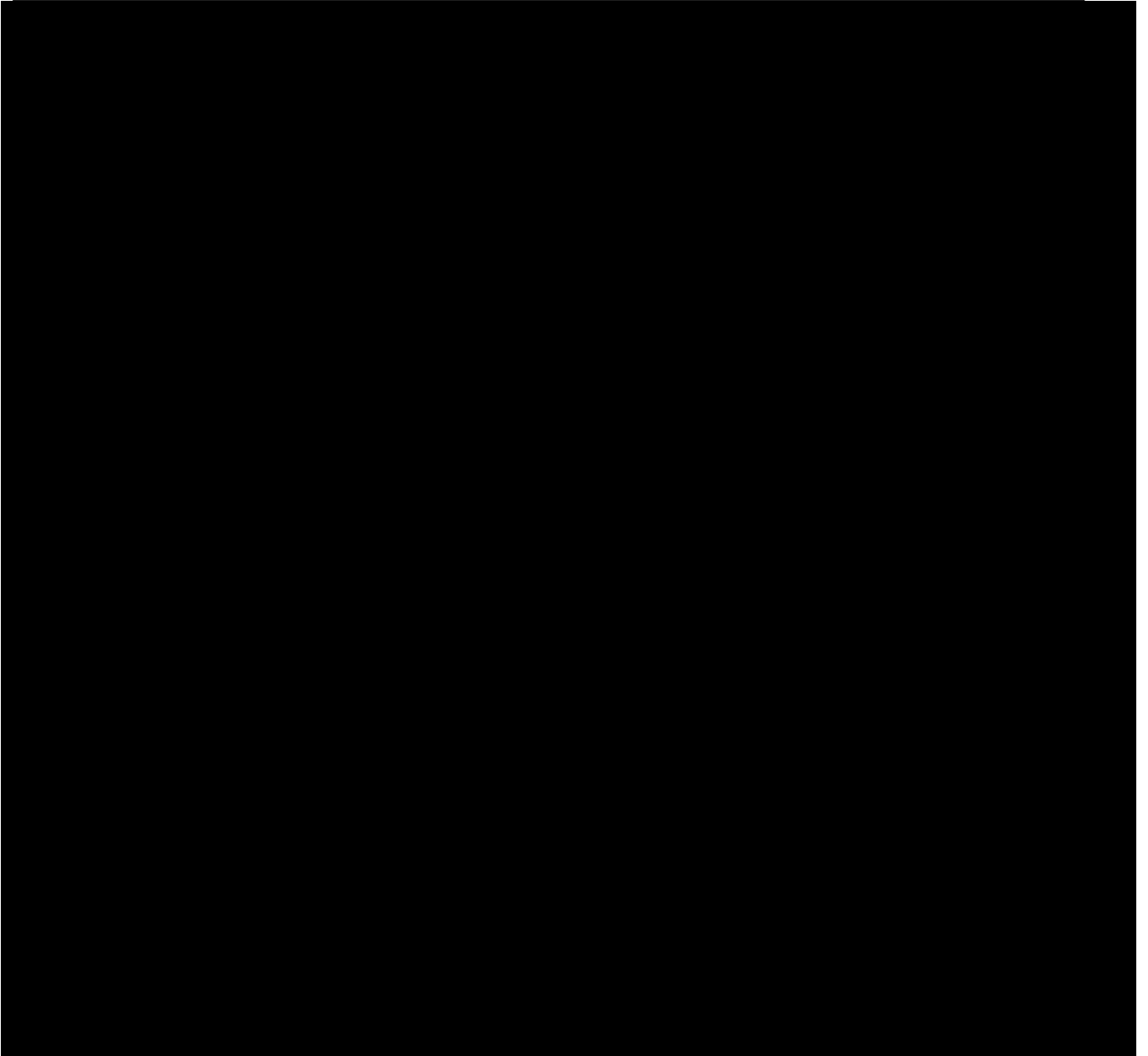


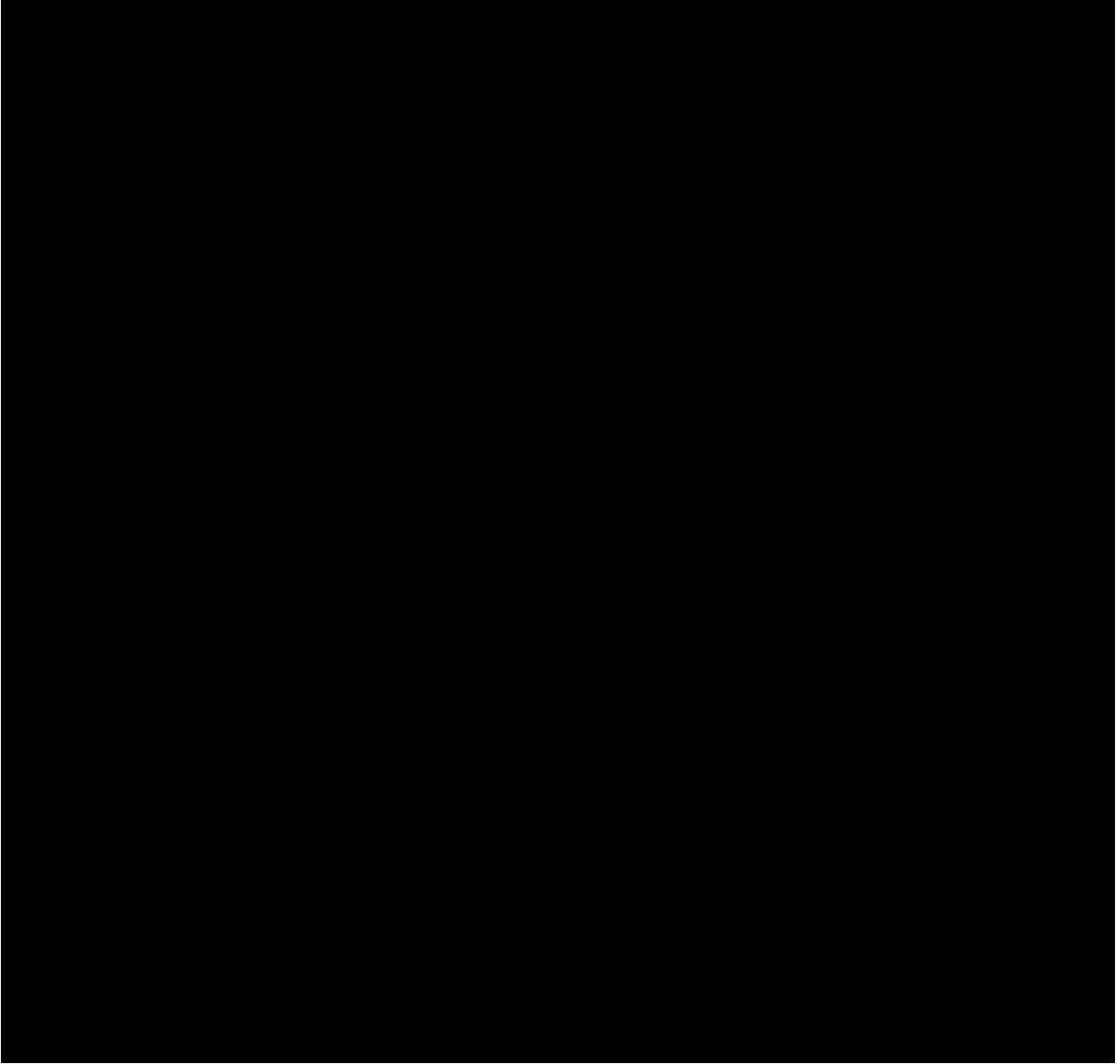


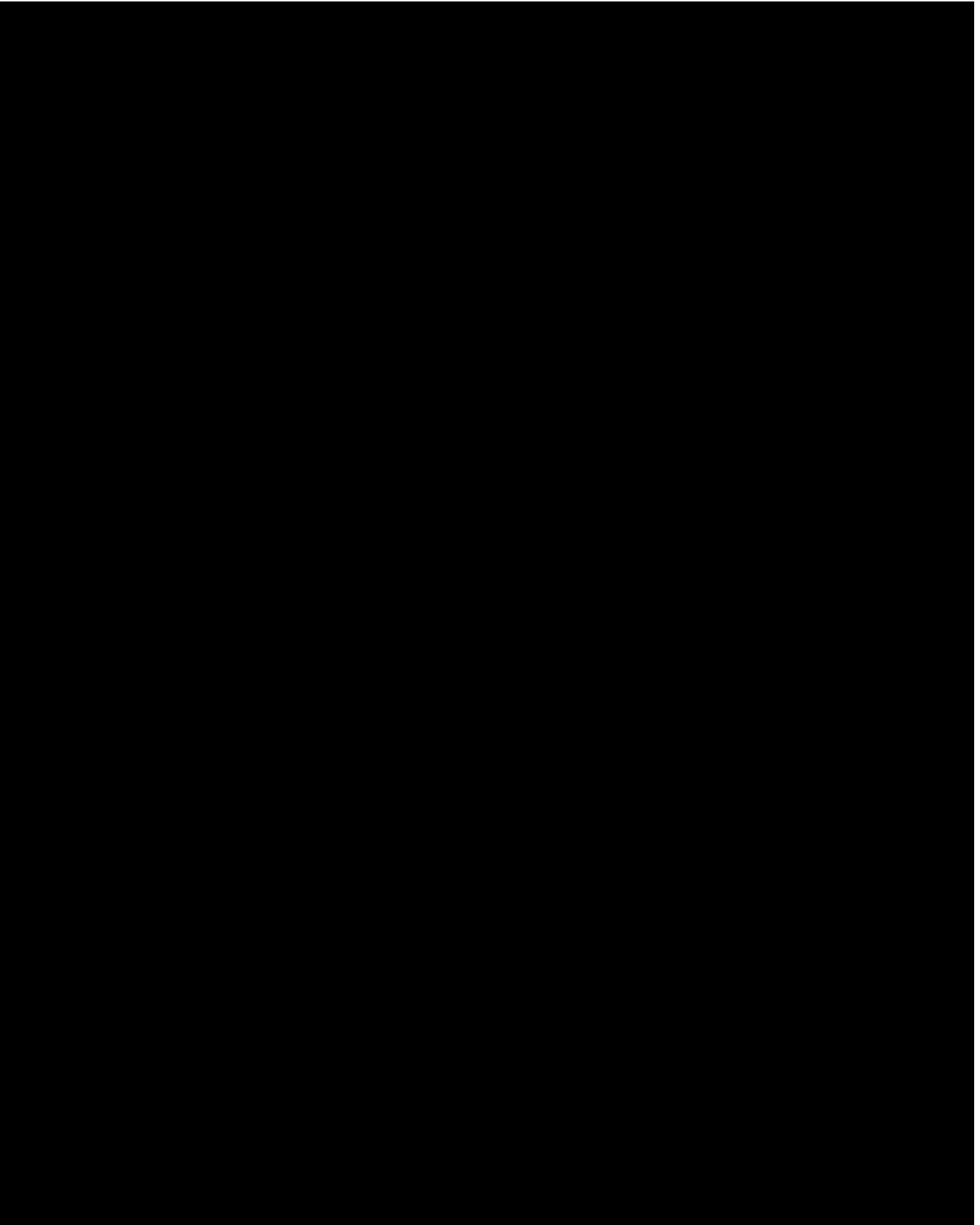


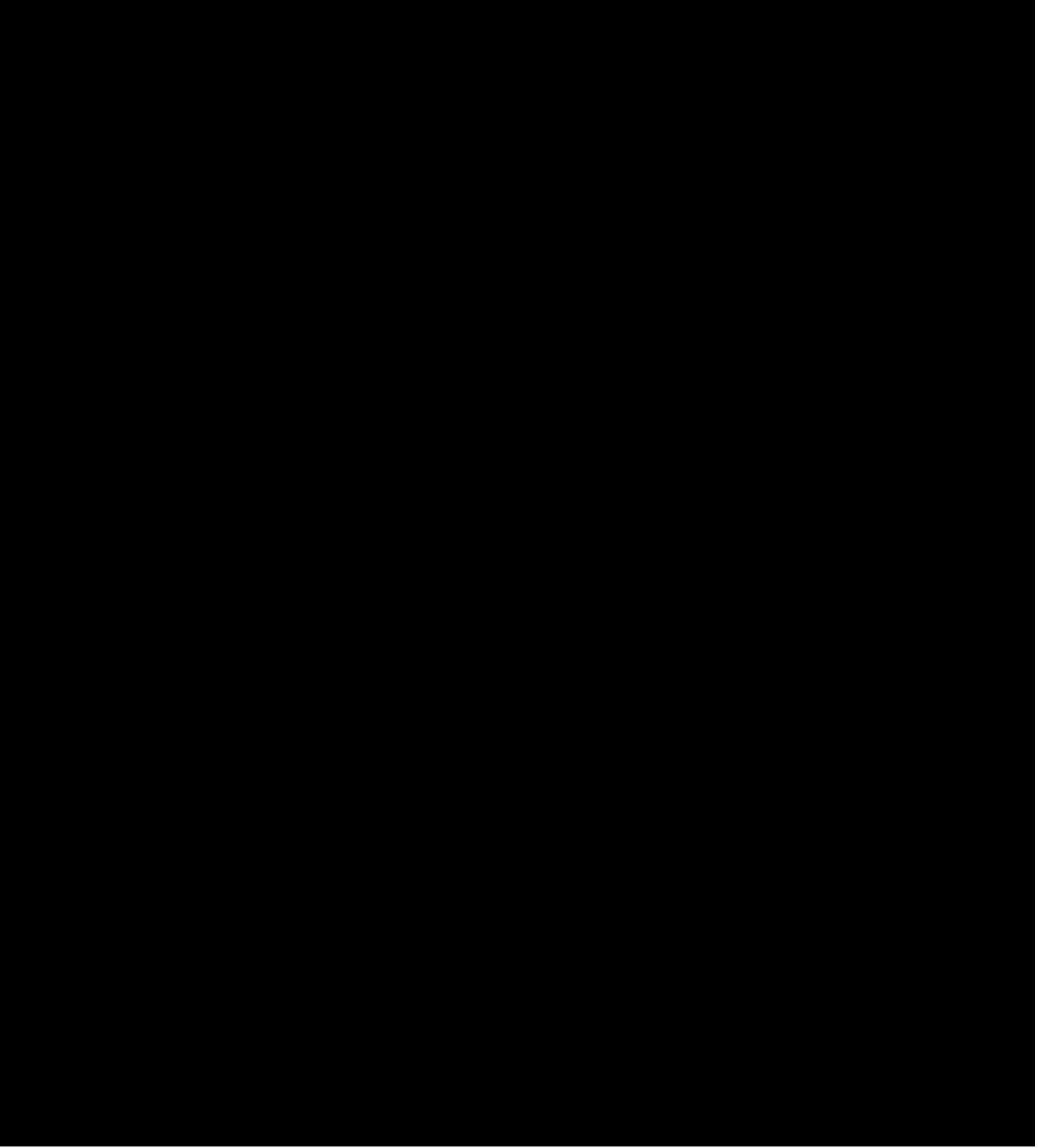


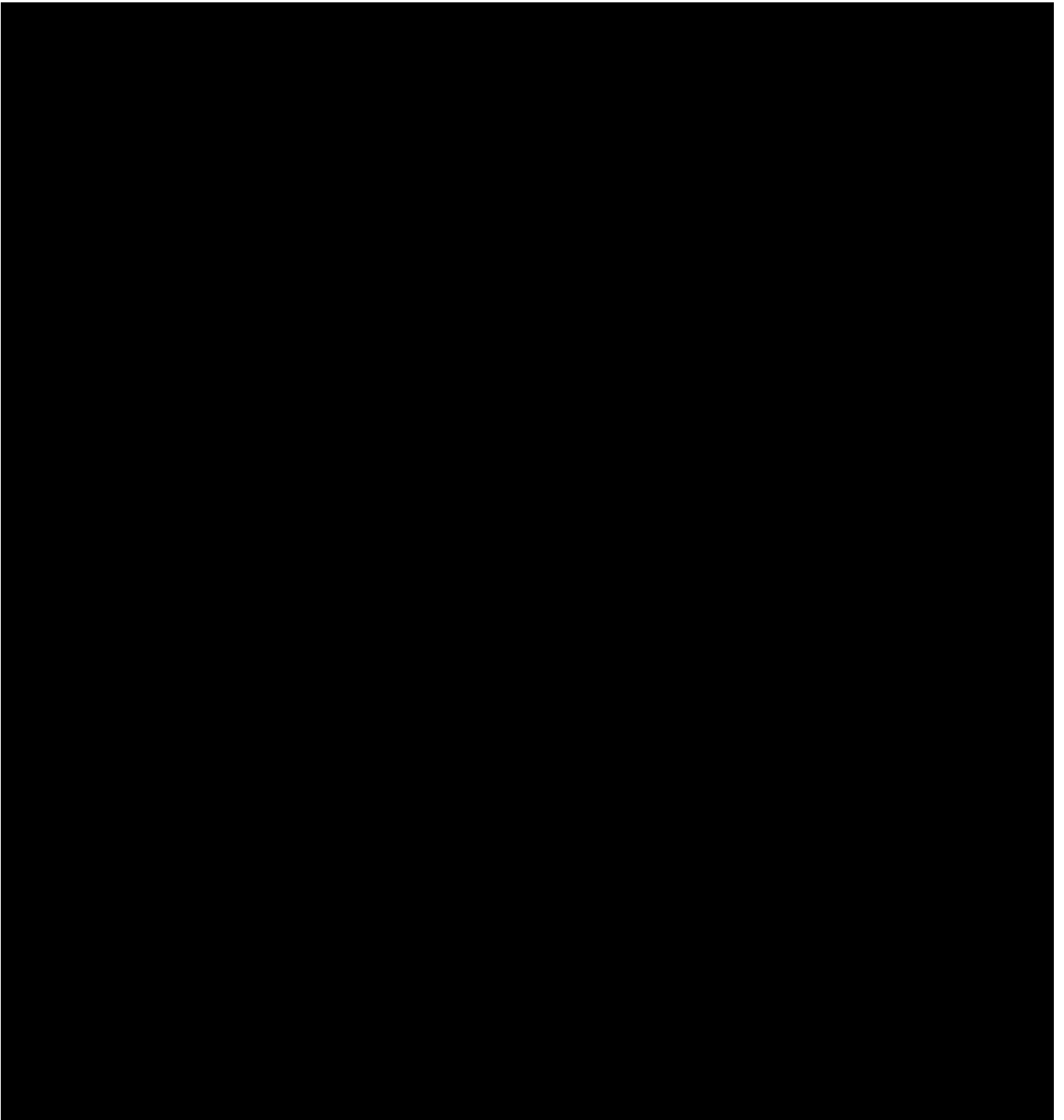


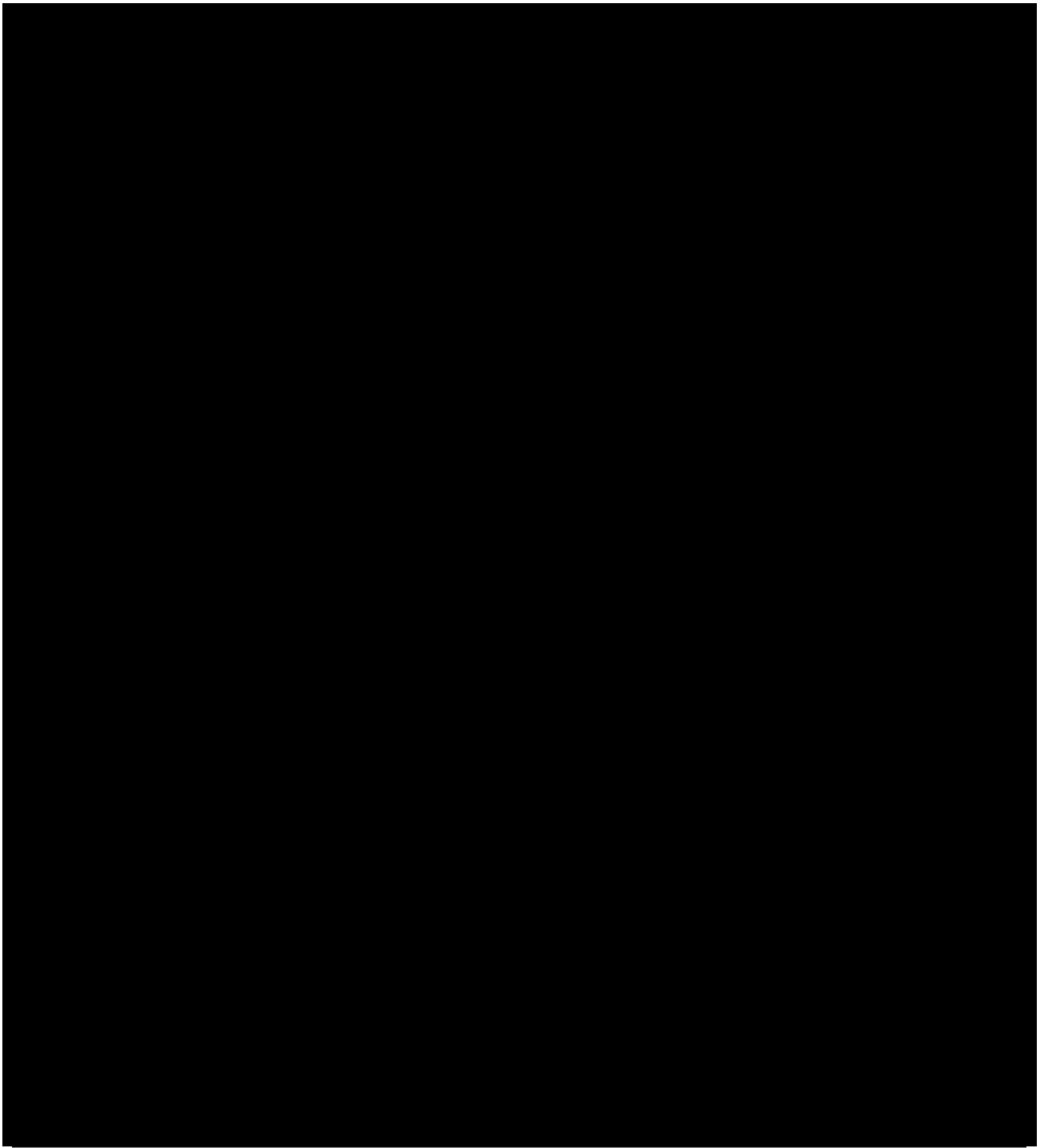


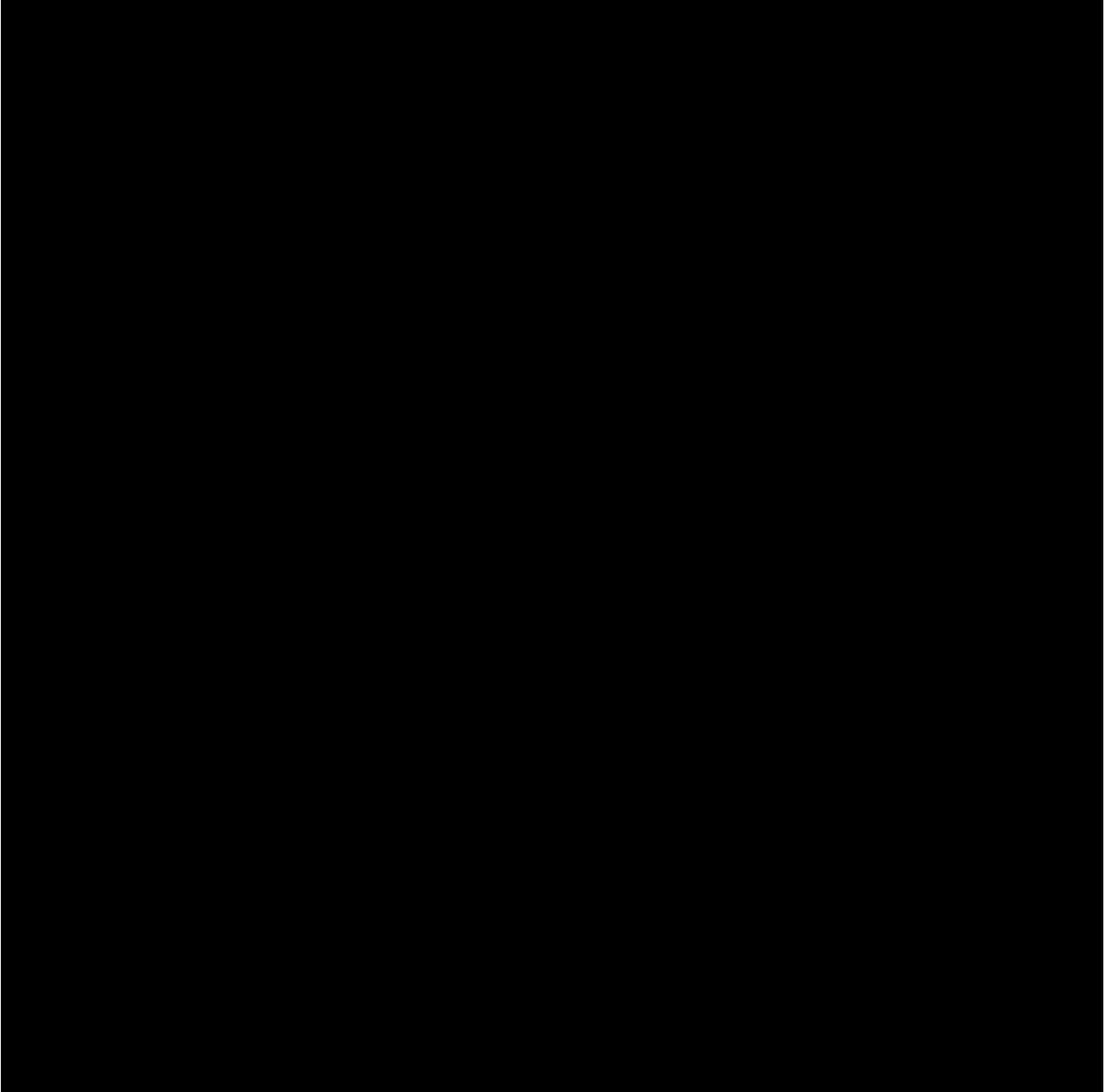


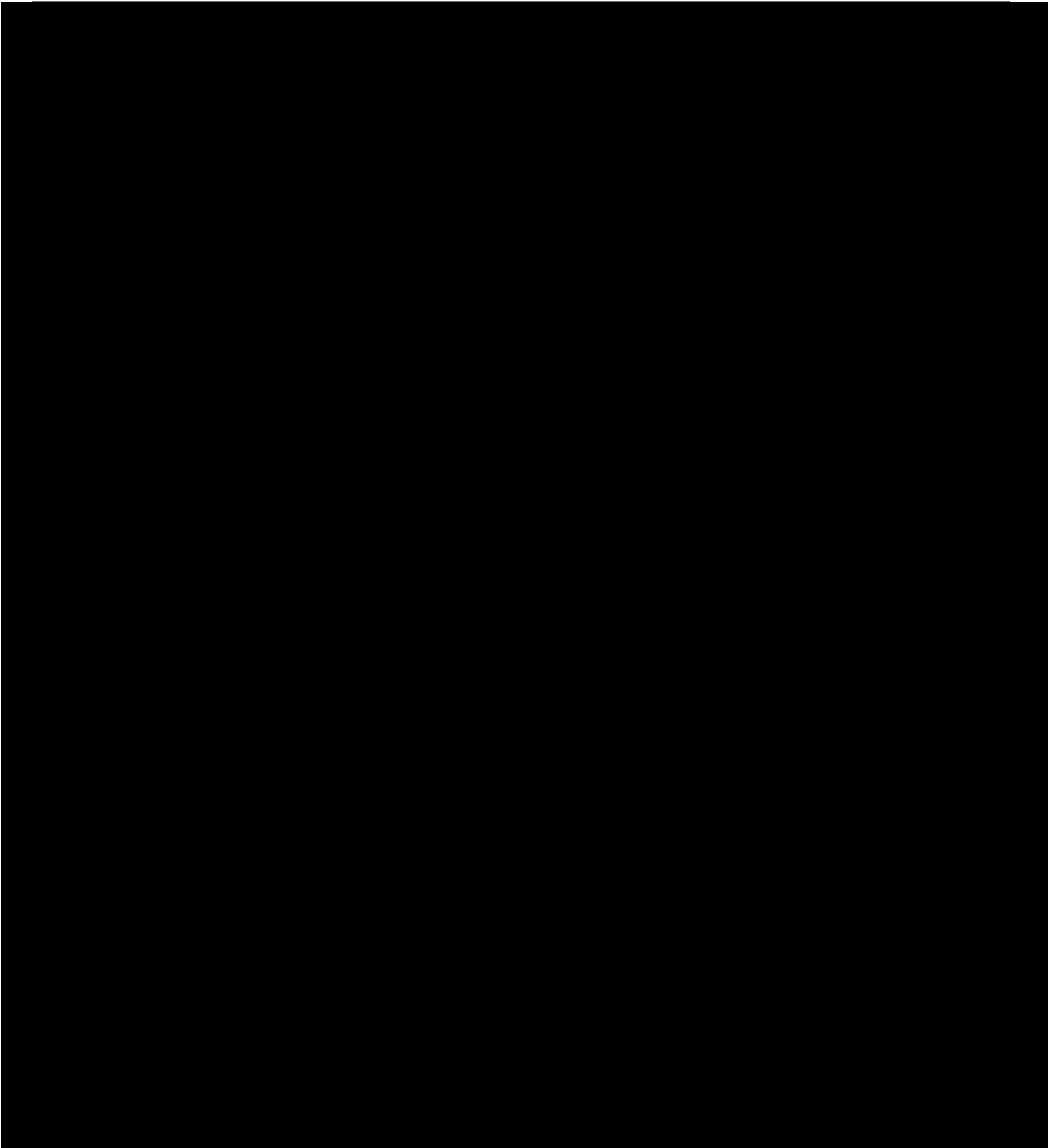


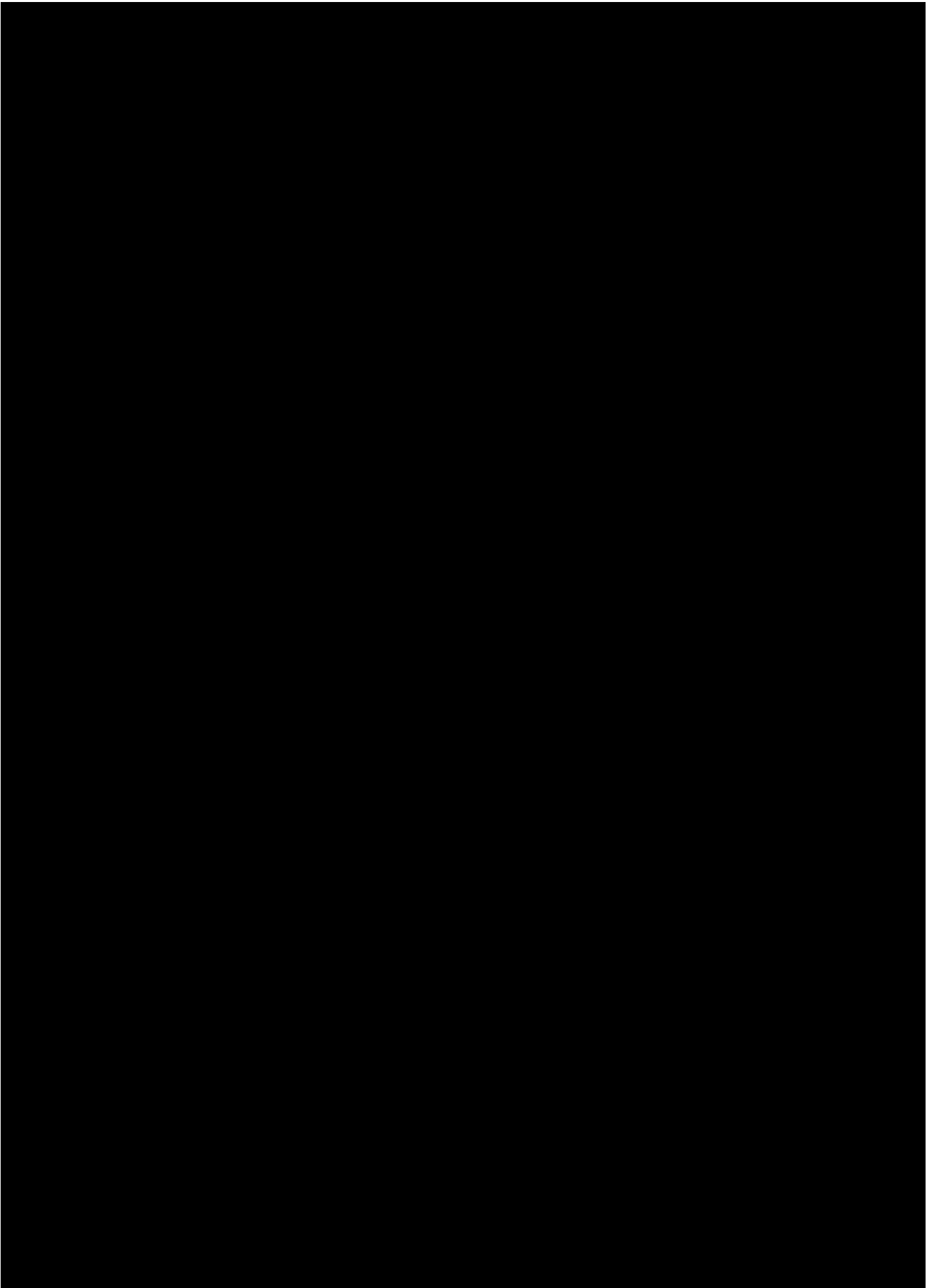


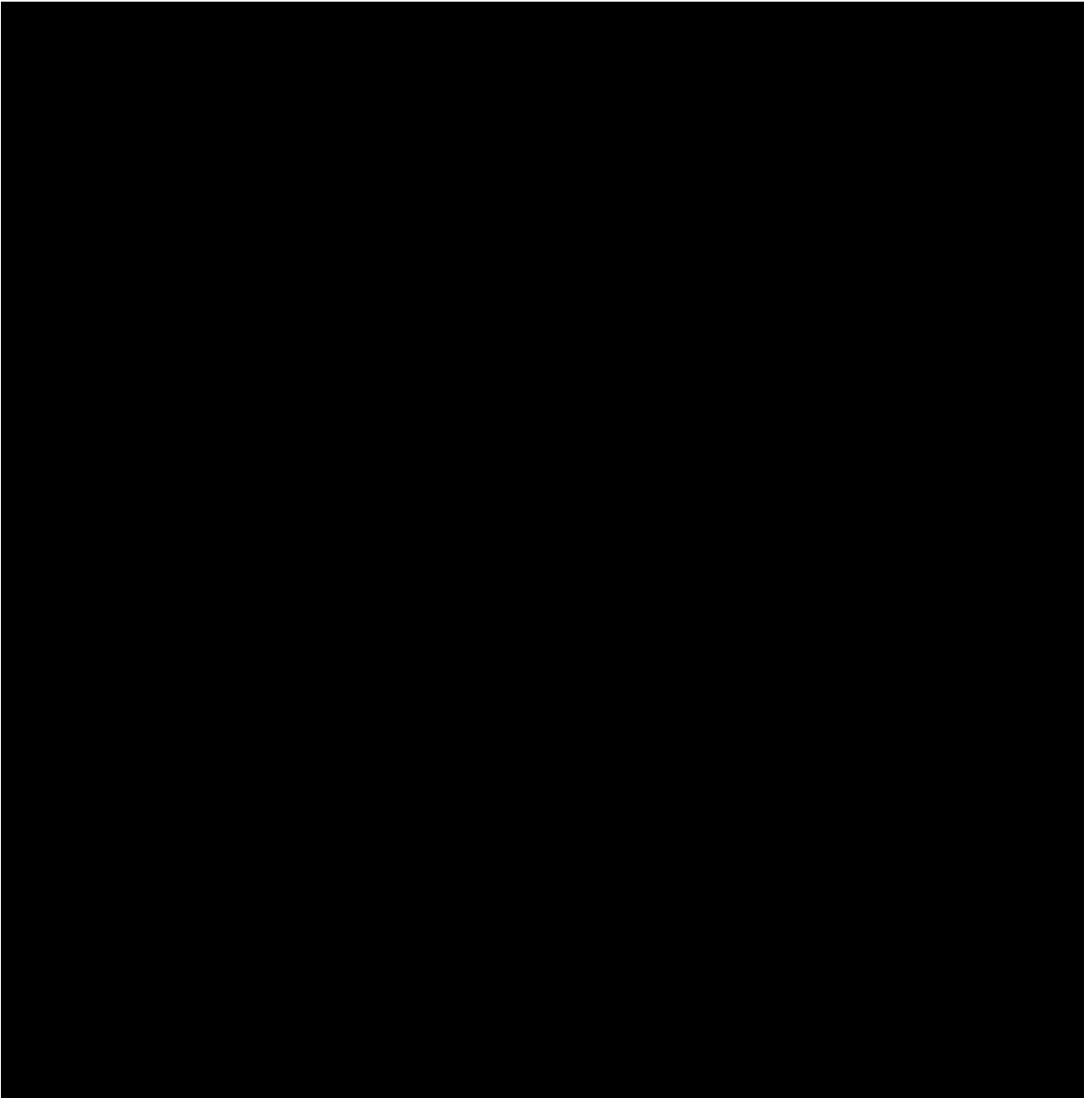


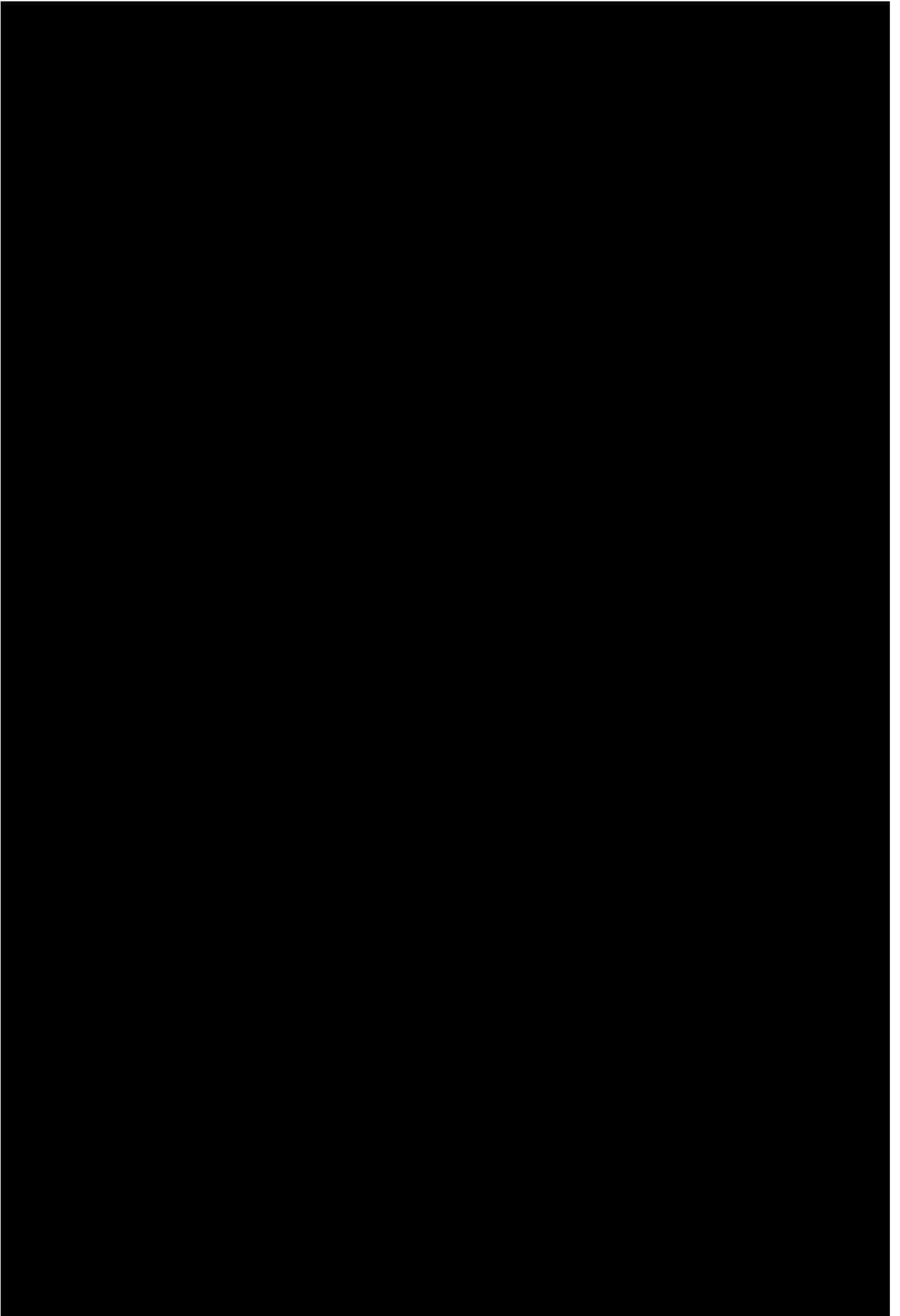


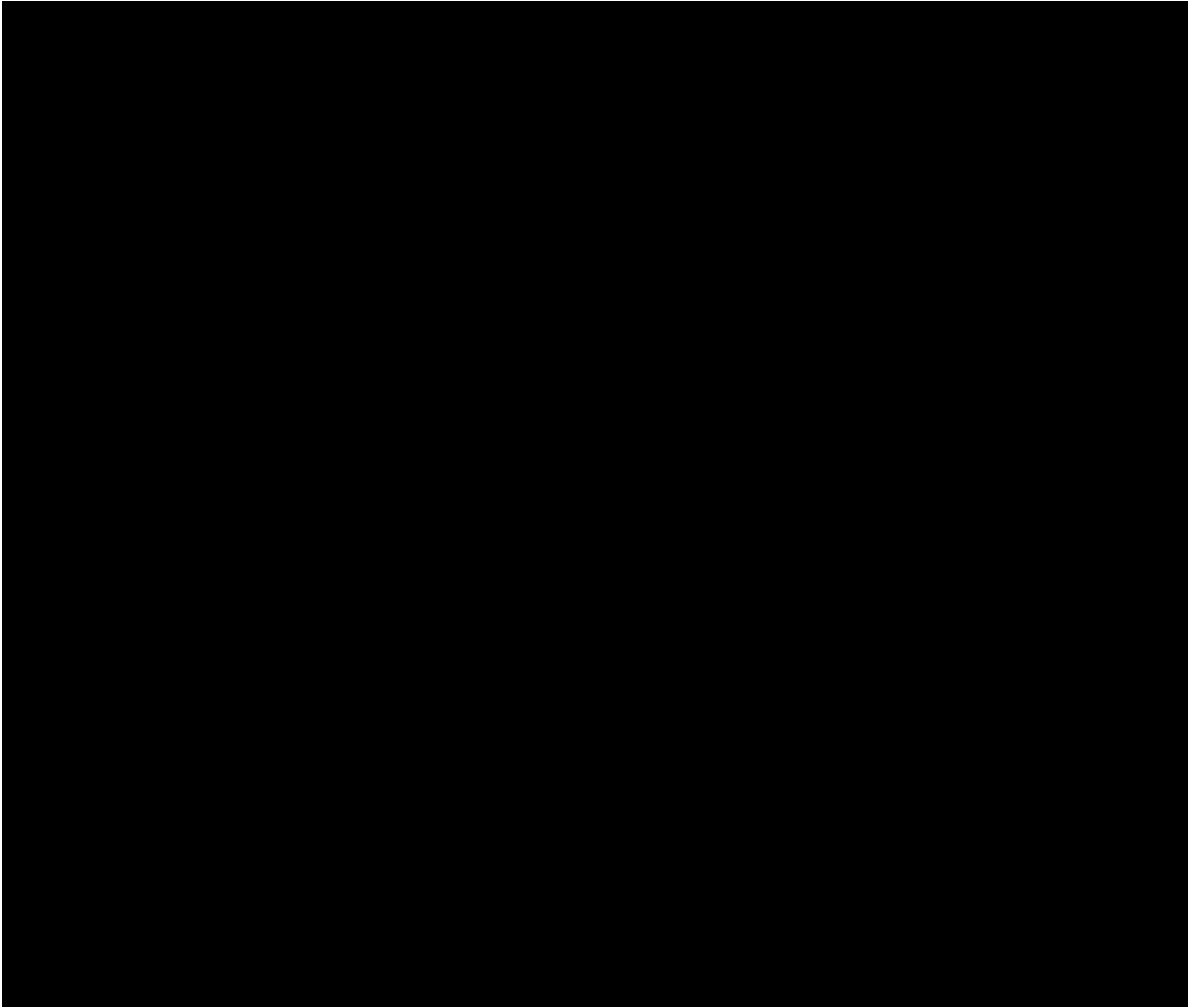












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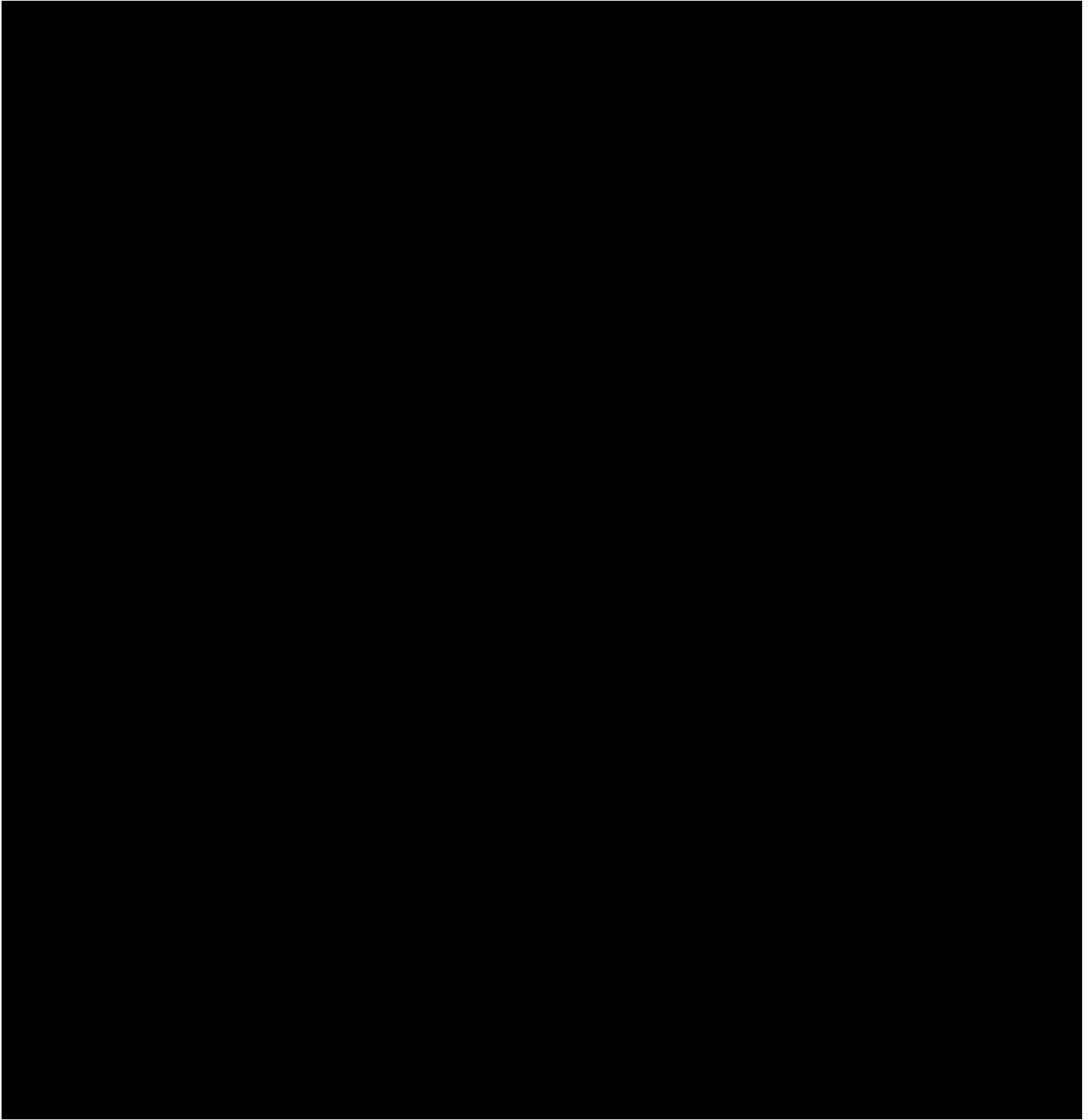
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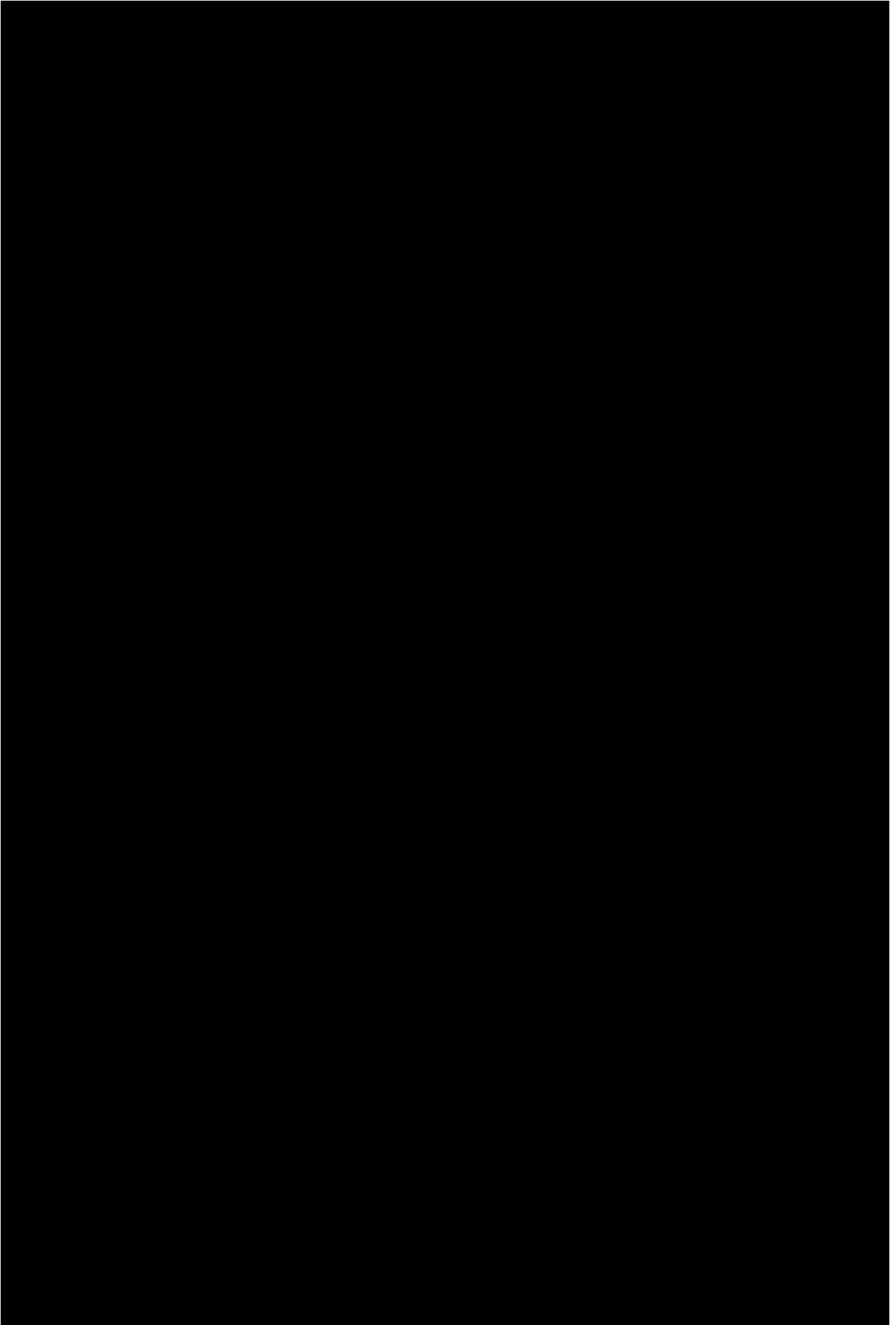
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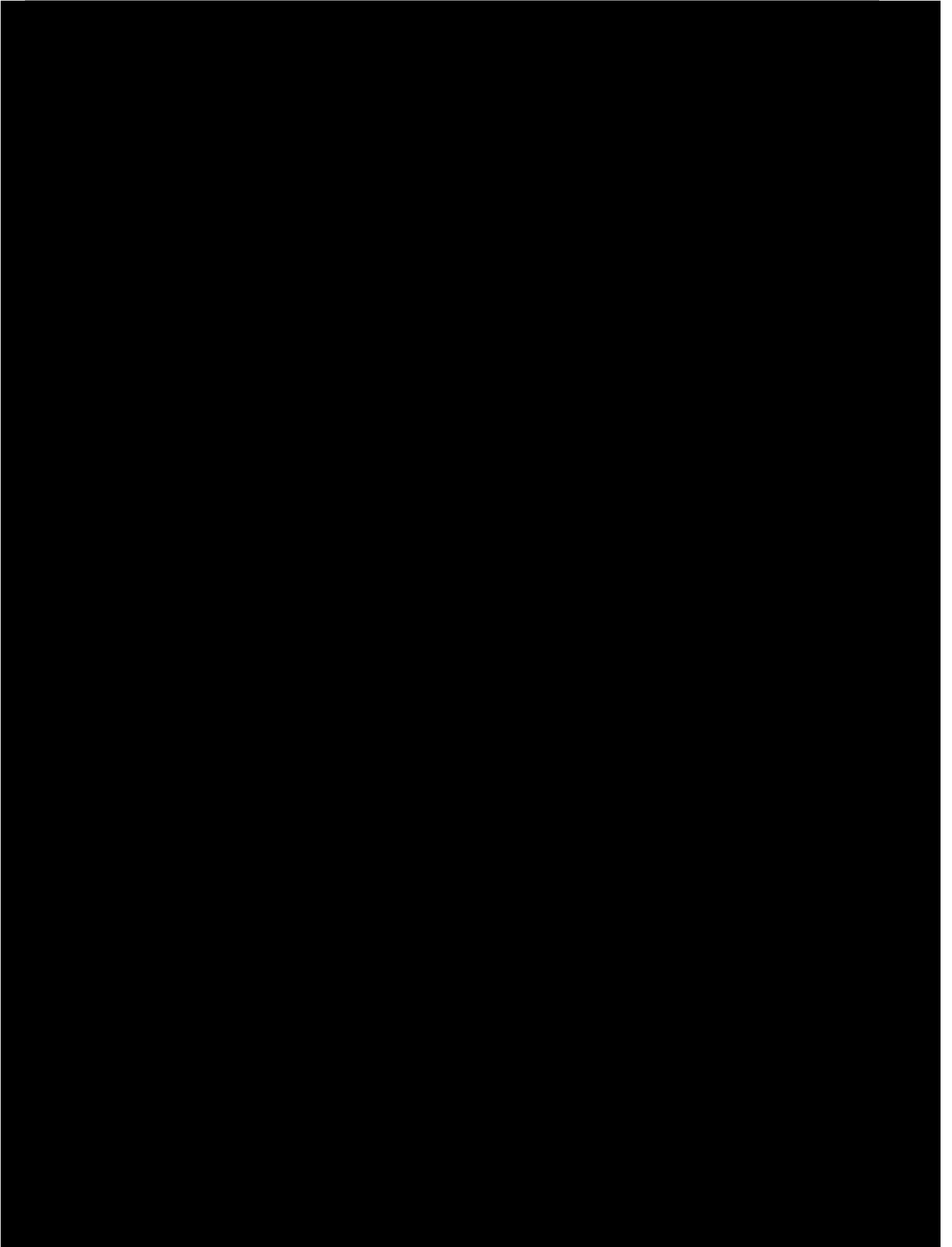
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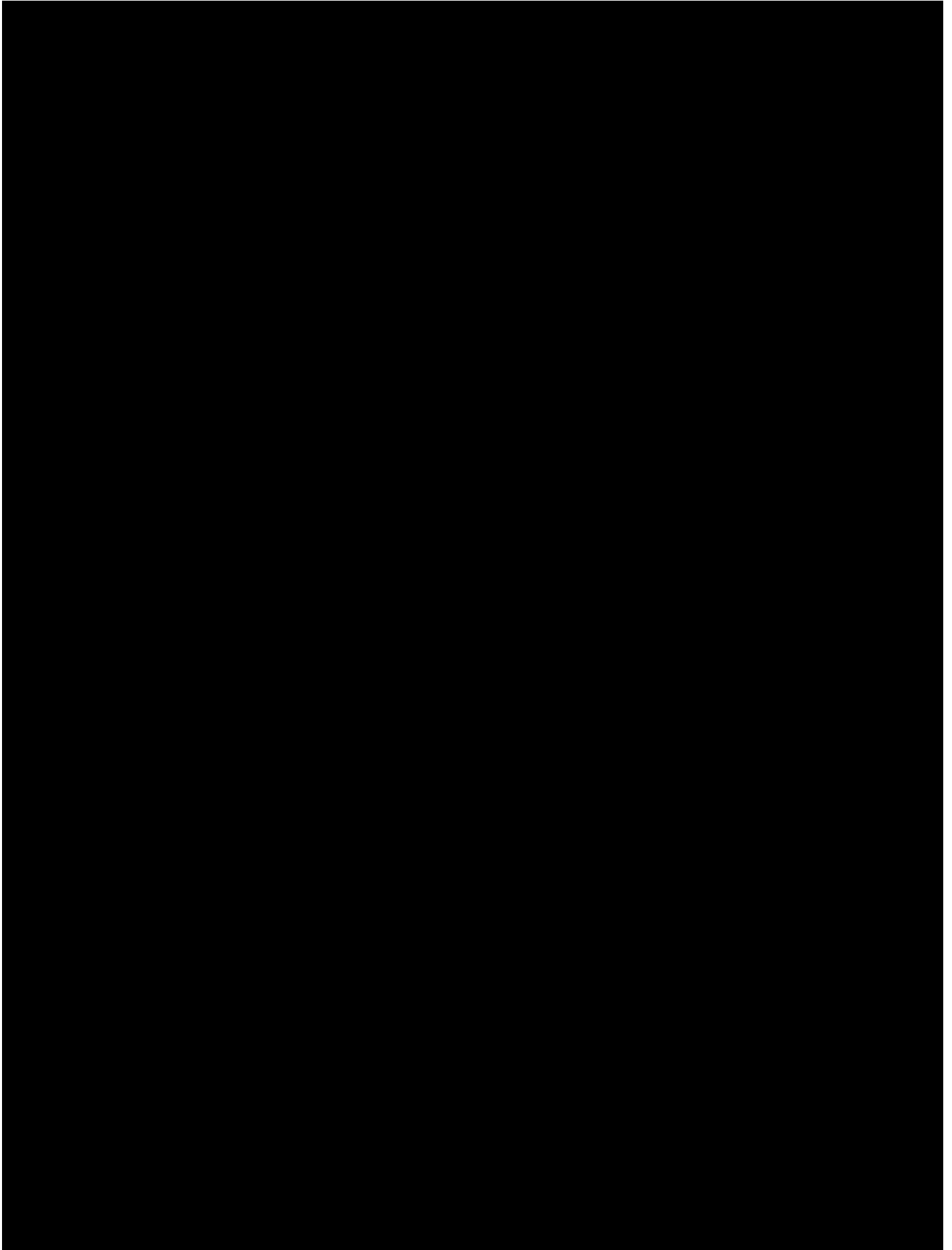
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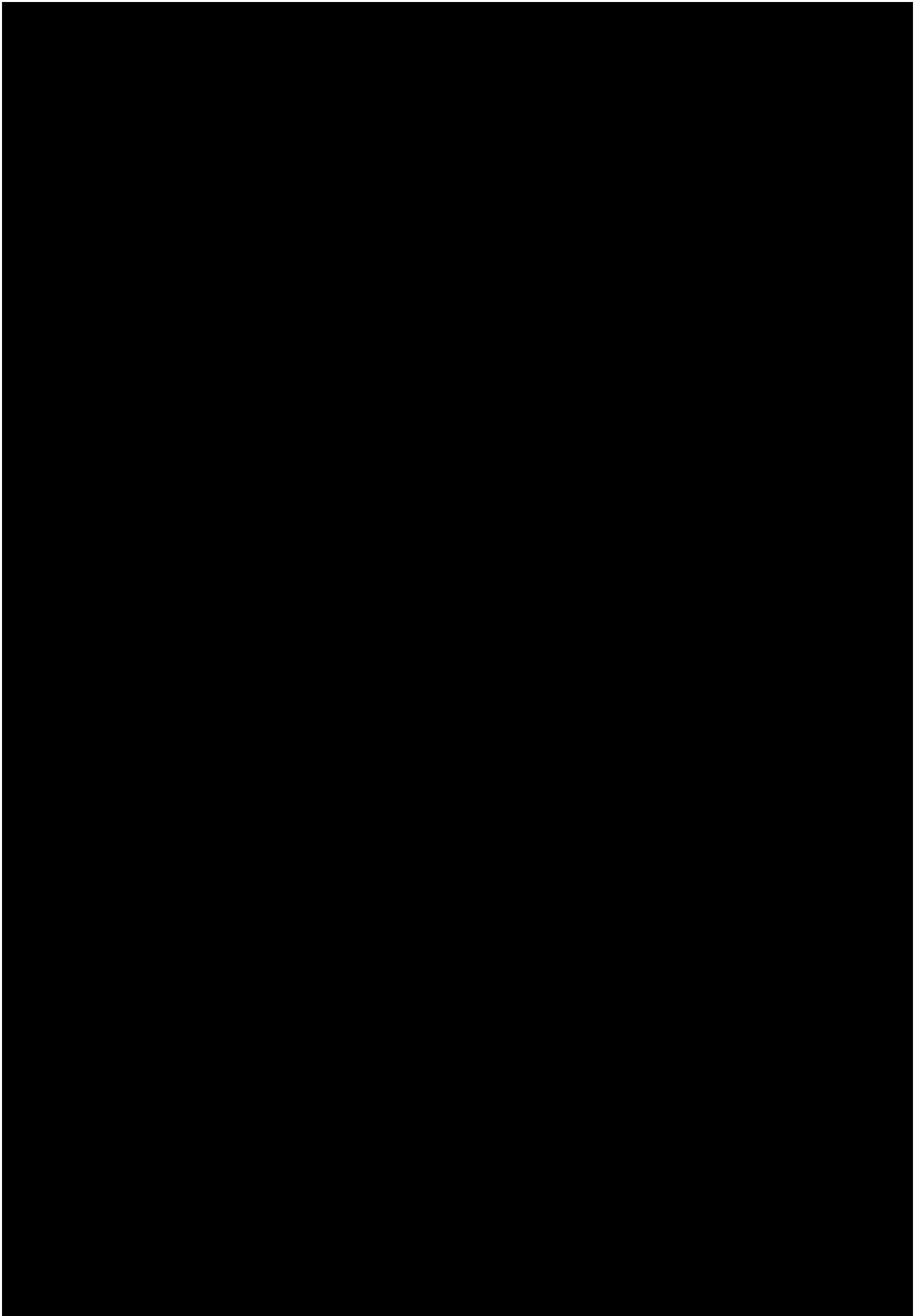
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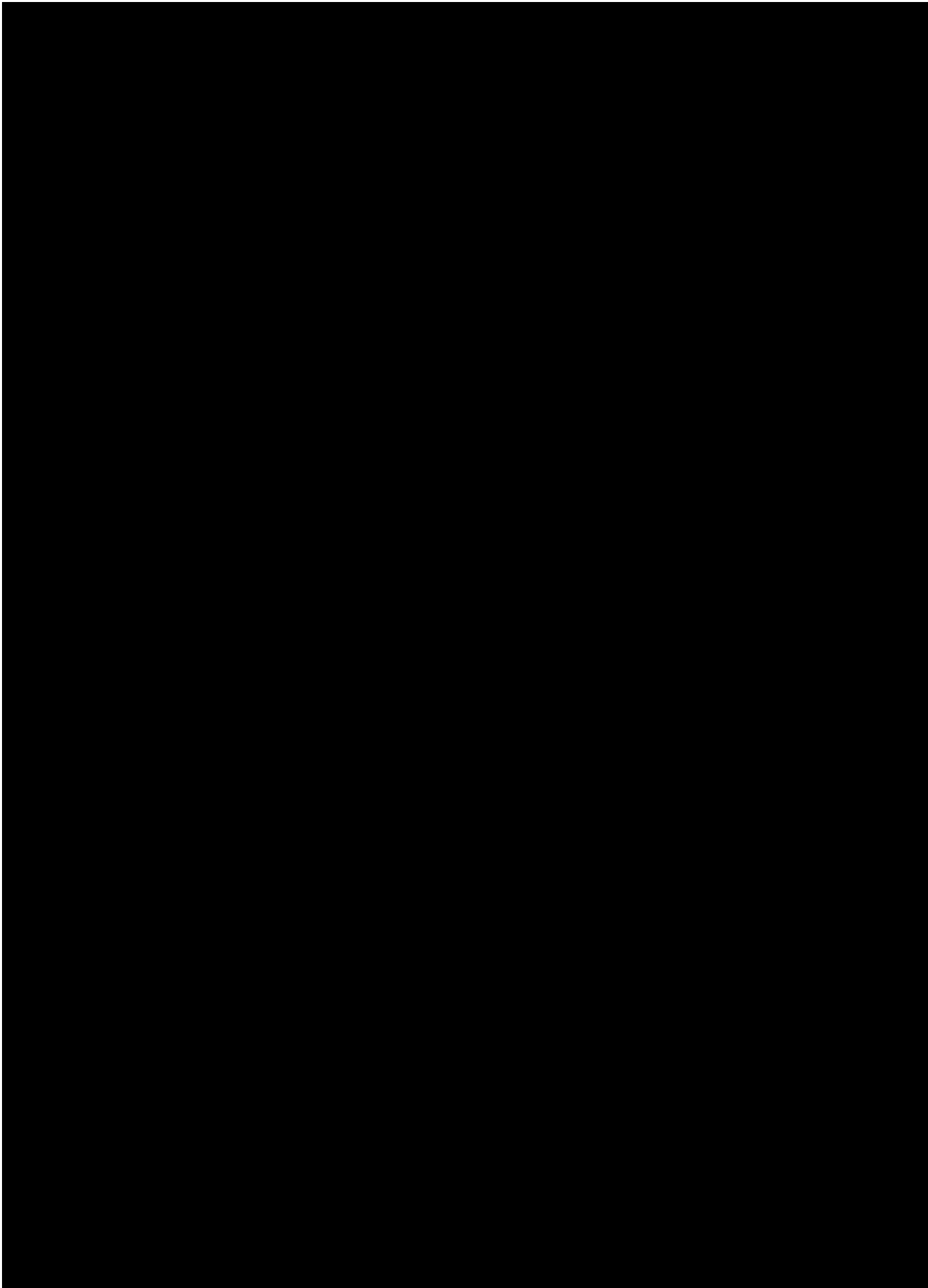


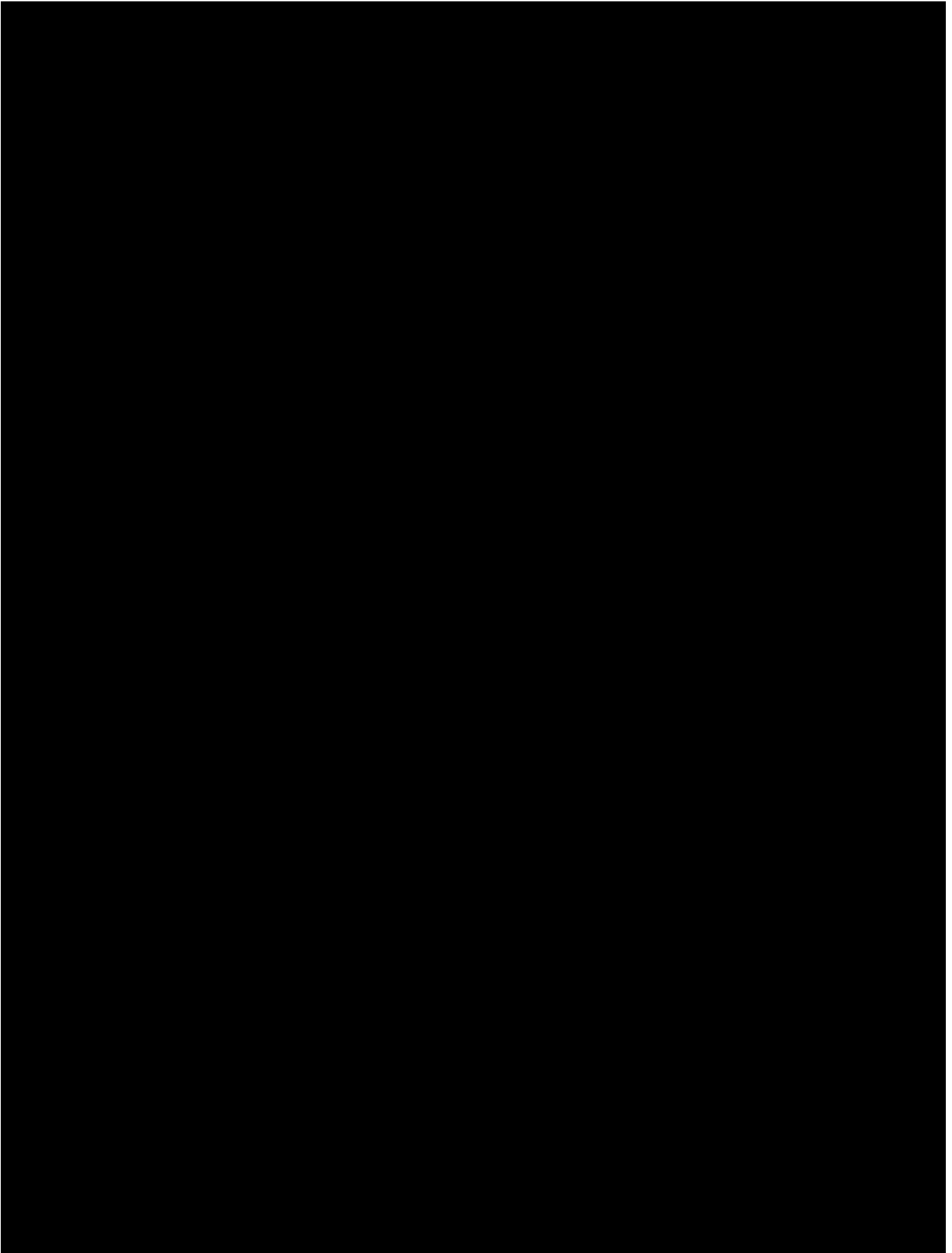




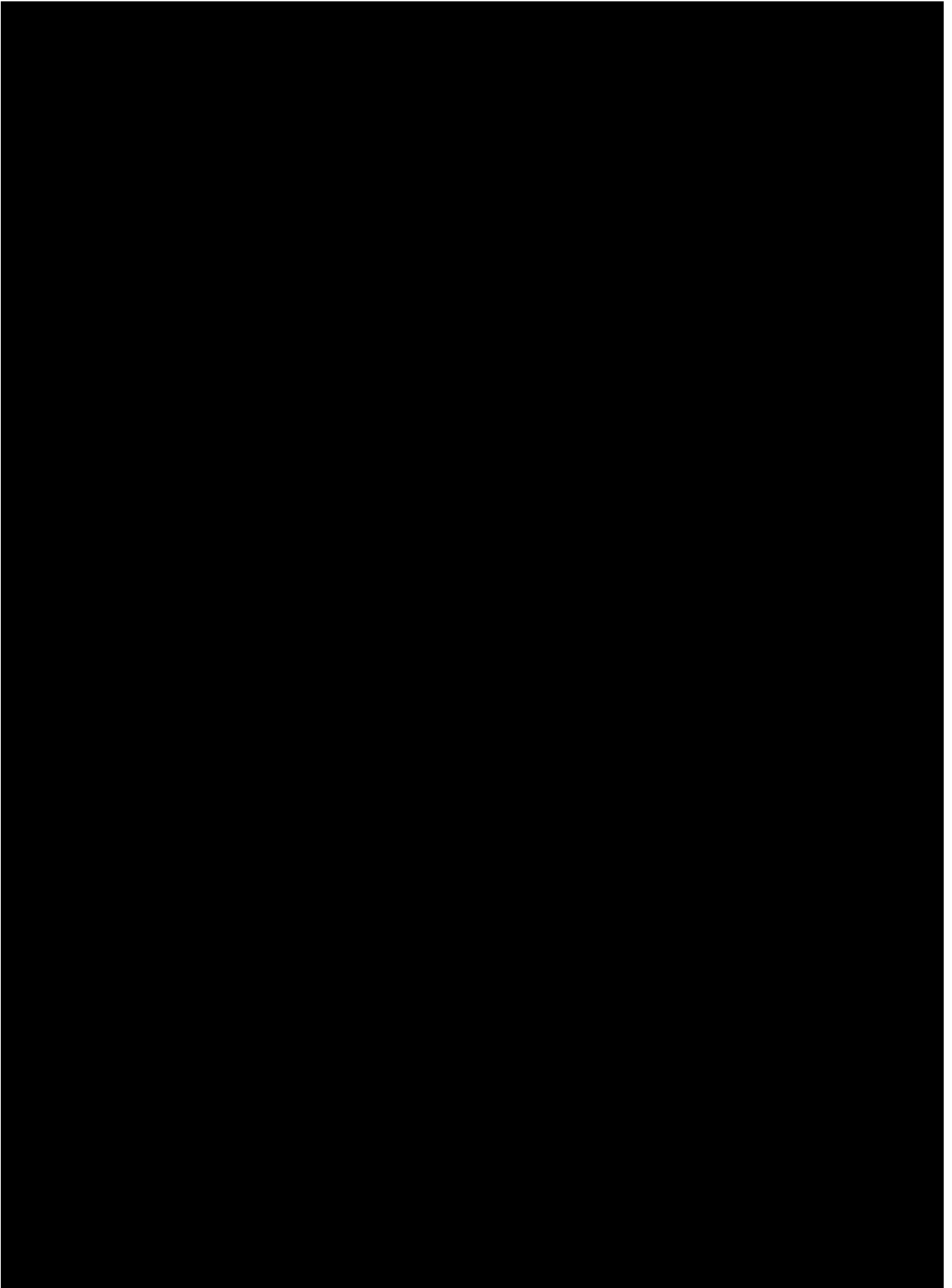


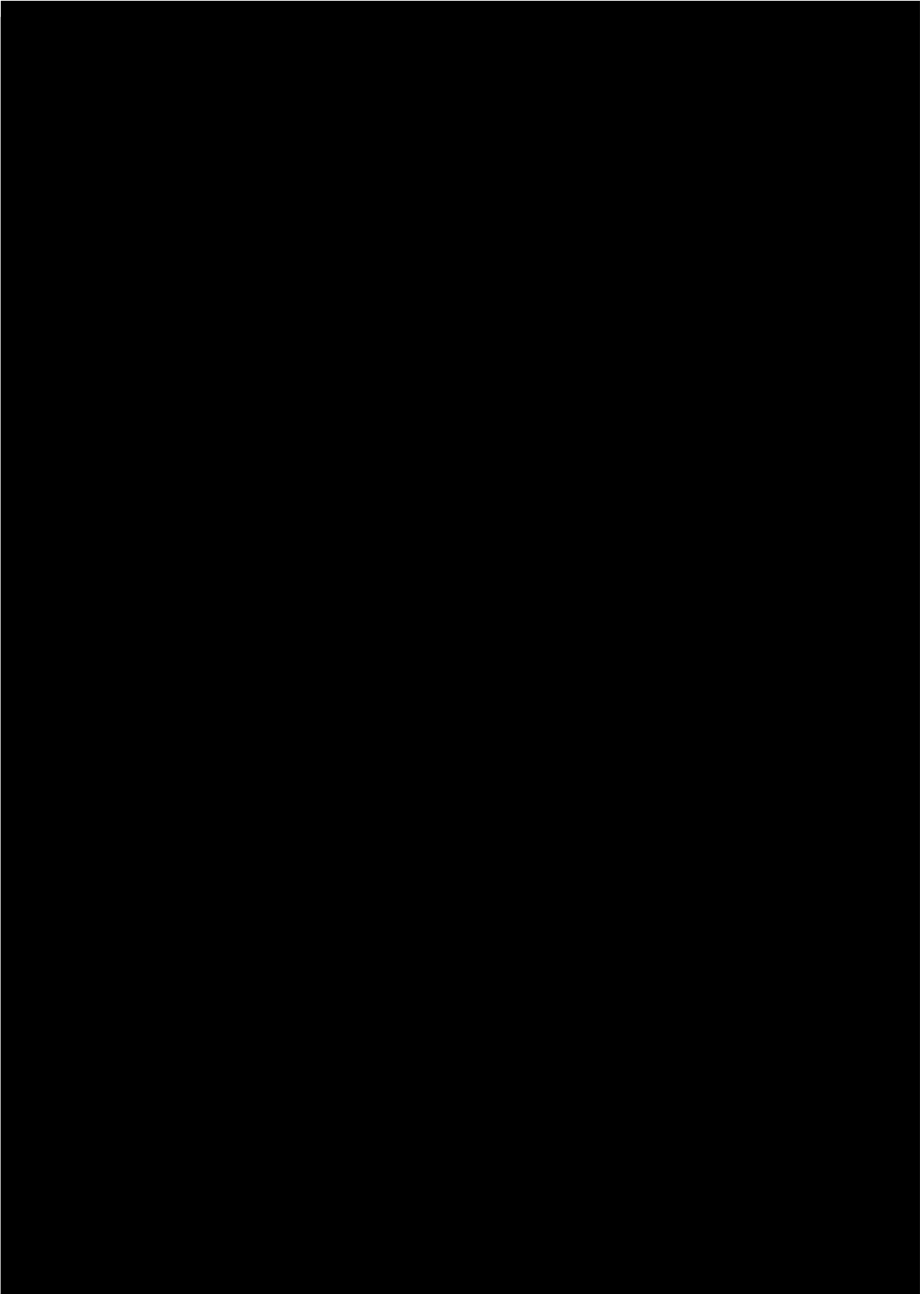


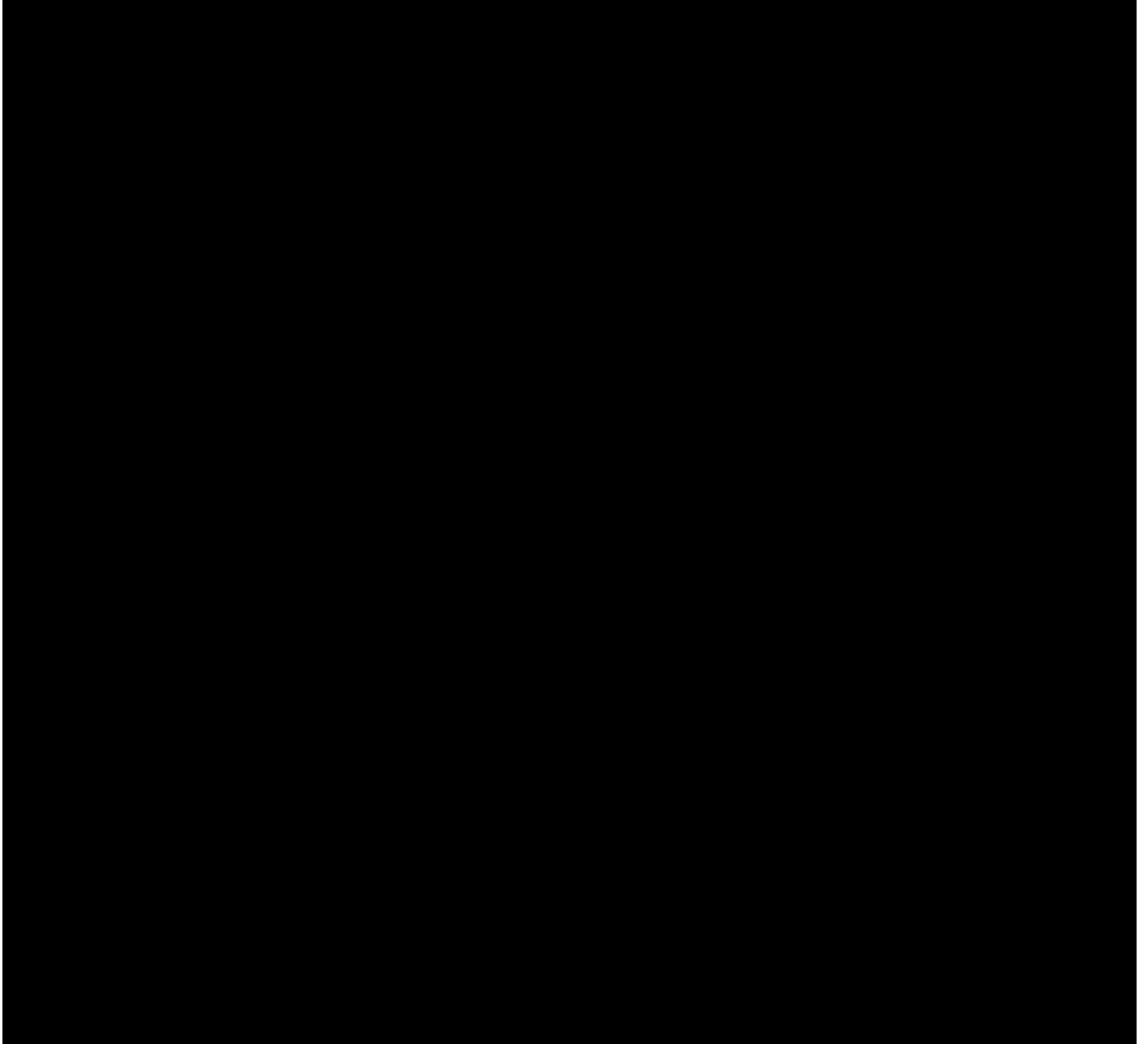


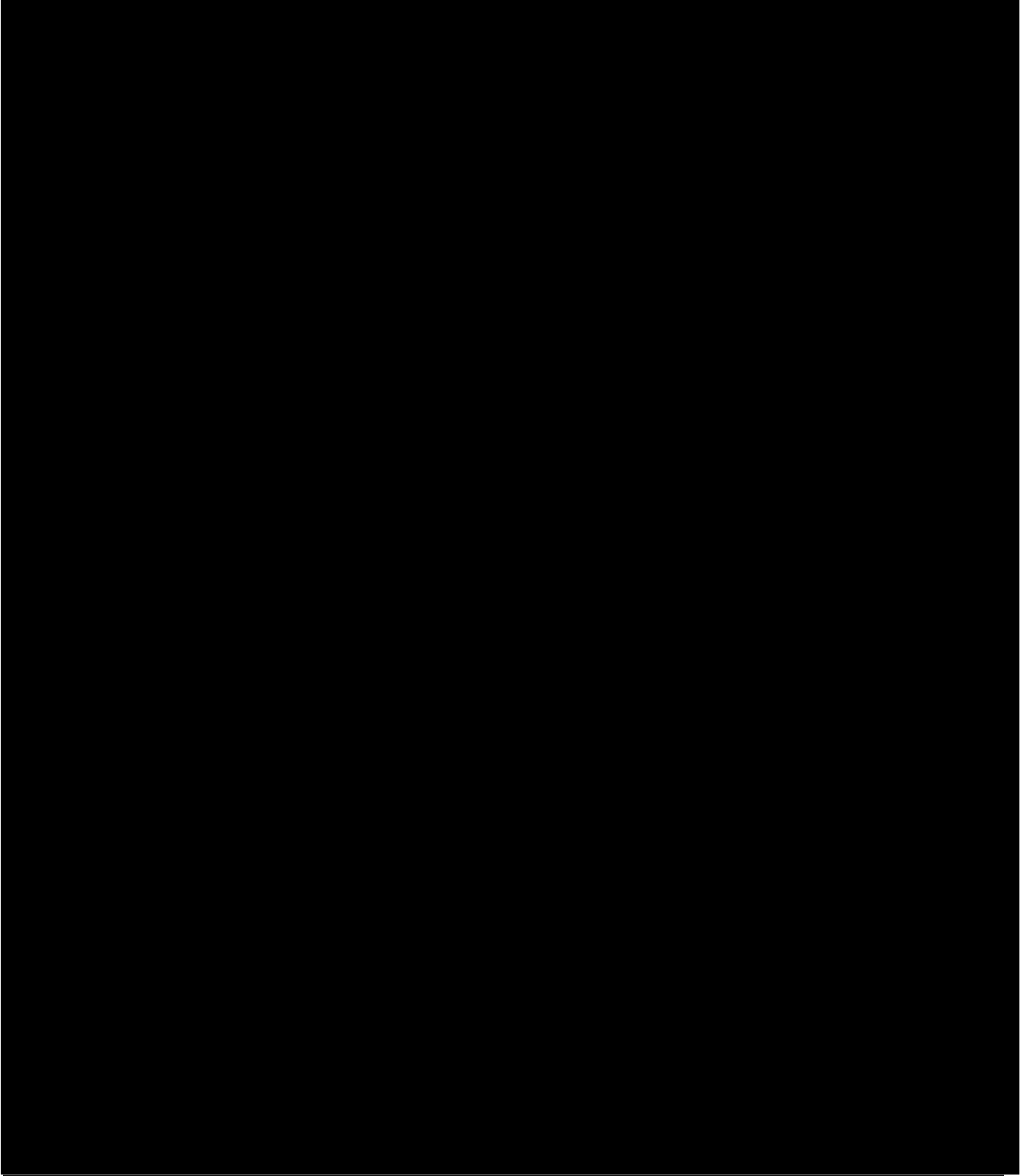












Tasmanian Liquor and Gaming Commission

Commission Paper No: No: I3/24-5

Meeting date: 6 June 2024

Subject: Information Report

Item for: Noting

Status Update - Player Card and Cashless Gaming

Matters for consideration

The Commission is requested to:

- note the update provided on the project to implement the Ministerial Direction in relation to player card, mandatory pre-commitment and cashless gaming.

Status Update

2024 State election

The minority Liberal government was sworn in on 11 April 2024. The *Administrative Arrangements Order 2024* places the *Gaming Control Act 1993* within the portfolio responsibilities of the Hon Nic Street, MP, Minister for Finance.

Treasury has provided preliminary briefings to the Minister and ministerial advisor in relation to the implementation of player card gaming and mandatory pre-commitment.

System design, development and implementation

The Discovery Report was provided by MaxGaming at the end of March 2024. This was provided to the Commission for noting in an out of session paper (O24 Out of Session - PCG Discovery Report and Planning Phase) on 18 April 2024. This paper highlighted the main features of the system design, differences from the industry consultation paper and issues remaining to be determined.

The paper also noted that the Discovery Report would be provided to the Minister and approval sought from the Minister to enter the next phase of development, the Planning Phase. This was provided to the Minister on 23 April 2024 and remains with the Minister's office.

Treasury and MaxGaming are continuing to progress refinement of the system design and continue to meet regularly in anticipation of the Minister's approval.

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Regulatory and contractual variations

The Statement of Work for the Planning Phase is being drafted and will be entered into on behalf of the Minister should his approval be received.

Interjurisdiction

Treasury convened a meeting of the interjurisdictional working group for player card and cashless gaming reforms on 18 April 2024. No significant issues were reported. The group is working to finalise a glossary of common terms that can be used across jurisdictions for discussions and briefings on player cards, pre-commitment and cashless gaming.

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