

A National Snapshot of Harm Minimisation Strategies

Introduction

State and Territory Governments have the primary responsibility for the regulation of gambling in Australia.

In the past decade State and Territory Governments have introduced a wide range of measures to reduce the incidence of gambling related harm through various mechanisms including:

- Legislative and Regulatory changes; and
- Voluntary or Mandatory Codes of Practice implemented and administered by government regulators and/or industry stakeholders.

In general over the past five years, States and Territories have spent more than \$200 million on responsible gambling and harm minimisation. This includes telephone and face-to-face counselling services, public awareness and education, campaigning, research, intervention strategies, partnerships with community groups and support for individuals and families.

The regulatory environment

Providing a snapshot of harm minimisation measures in Australia is not an easy task. Regulatory and legislative environments across States and Territories differ considerably and are continually evolving. For example, New South Wales has announced its intention to bring forward further significant amendments to legislation governing the use and operation of gaming machines.

This is largely a reflection of the history of the legalisation of gambling in each state and territory and the specific political context at the time. For example New South Wales has had electronic gaming machines in clubs since the 1950s, whereas in Victoria they were introduced as late as 1992. In Western Australia electronic gaming machines are confined to the Burswood Casino.

Money Management

All states and territories have a range of mechanisms in place to support players to gamble within their monetary limits.

Access to credit

All States and Territories have a ban on accessing credit to gamble. This includes a ban on cash advances from credit cards through ATM facilities and prohibiting operators from offering credit to a patron for the purposes of gaming.

Restricted access to ATMs and EFTPOS

ATMs and EFTPOS facilities are not permitted in gaming areas of pubs, clubs and casinos across Australia.

Tasmania is the only state that currently prohibits ATMs in hotels and club gambling venues, however Victoria has announced legislation to take effect from 2012 that will also remove ATMs from gambling venues.

Limits on withdrawals from ATMs

The Northern Territory, Victoria and South Australia have limited the amount of cash that can be withdrawn from ATMs at gambling venues to \$200 per transaction per card. In Tasmania, EFTPOS transactions are limited to one transaction for gaming per day.

Certain winnings to be paid by cheque

In all states and territories, except South Australia, there is some provision for paying certain winnings by cheque. In the Australian Capital Territory and New South Wales it is mandatory that winnings over \$1,200 and \$2,000 respectively be paid by cheque. In the Northern Territory, Queensland and Tasmania winnings over a certain amount must be paid by cheque; the amounts vary from \$250 to \$2,000. In Victoria, accumulated credits from gaming machines of \$1,000 or more must be paid by cheque. Accumulated credits under \$1,000 must be paid by cheque if requested by the patron.

Cashless / card-based gaming

Clubs, hotels and the casino in New South Wales have approved ticket-in, ticket-out technology whilst clubs and hotels in the Australian Capital Territory have been approved for ticket-out only. Queensland has recently completed a second trial of a pre-commitment card-based gaming system.

Pre-commitment Tools

Queensland and South Australia are implementing trials of systems that allow patrons to set monetary and time limits on their gambling. These systems track player behaviour to notify the patron, and potentially the venue, if limits are exceeded. They can also provide a record of gambling behaviour to the patron and, with consent, to gambling help services.

This work is in its early development stages, but it offers direct support to patrons who want to better manage their gambling expenditure.

New South Wales has provision for pre-commitment on loss limits on cashless / card-based gambling only. Victoria will be mandating pre-commitment mechanisms on all next generation gaming machines from 2010.

Structural Characteristics and Machine Design

Caps on number of electronic gaming machines

	Clubs / hotels	Restrictions	
		Casinos	Total
ACT	5,200	Nil	5,200
NSW	104,000	1,500	105,500
NT	1,190	Nil	1,190
QLD	44,023	Limited by ratio of tables to gaming machines	44,023
SA			12,900*
TAS	2,500	1,180	3,680
VIC	27,500**	2,500	30,000
WA	N/A	1,750	1,750

*Declining to 12,118 through forfeiture requirements in the approved trading system.

**Regional cap limits apply in 19 local government areas and a maximum of 105 machines per venue.

Rate of loss – bet and win limits

Bet limits are in place in hotels and clubs across all jurisdictions, these range from \$5.00 to \$10.00. New South Wales has a bet limit of \$100 for multi-terminal gaming machines. Most casinos do not have a bet limit, however Victoria has a limit of \$10.00 for gaming machines approved before 1 July 2008 and \$5 on games approved after this date, unless located in a specified area. Western Australia has a range of bet limits depending on the game.

Win limits are in place in hotels and clubs in New South Wales (\$10,000 to \$500,000), Queensland (\$10,000, for stand alone machines), and South Australia (\$10,000). There are no win limits in casinos except for Western Australia where there is a \$10,000 limit for non-jackpot prizes.

Note acceptors

In South Australia note acceptors are prohibited in gaming machines. Tasmania and the Northern Territory have banned note acceptors in both pubs and clubs, but not in casinos. Other states and territories, aside from New South Wales, have placed limits on the maximum denomination of notes accepted. These range from \$20 in Queensland and the Australian Capital Territory to \$100 in Western Australia.

Display of odds and return to player

Odds are displayed for gaming machines in clubs, hotels and casinos across all jurisdictions. The minimum return to player ranges from 85% to 92% in clubs, hotels and casinos.

The Gambling Environment

Provisions for exclusion / self exclusion

All jurisdictions have provisions for self exclusion. In New South Wales, Queensland, the Australian Capital Territory and Northern Territory it is mandatory for a venue to have self-exclusion schemes in place. In Tasmania, people can be excluded from gaming in a number of different ways – self-exclusion, third-party exclusion, venue operator exclusion and self-exclusion from internet-based gambling. In Victoria, from December 2008 it will be mandatory for venue operators to have a self exclusion program approved by the regulator. In South Australia, the Independent Gambling Authority will be conducting an inquiry into exclusion provisions which is expected to report in late 2009.

Clocks to be displayed

All jurisdictions other than Western Australia require clocks to be displayed either on the gaming machine or within the gaming area. Clocks have been installed on a voluntary basis in the casino in Western Australia.

Limitations on 24 hour gaming in pubs and clubs

All jurisdictions have some enforced break in gaming operations in pubs and clubs (Western Australia does not have gaming machines outside of the casino). The period of the enforced break in operation over a 24 hour period ranges from three to six hours. This is legislated in all states and territories. In Tasmania the limitation on 24 hour gambling for hotels and clubs is specified in the Tasmanian Gaming Commission Rules. Disciplinary action can be taken against a venue which does not comply with Commission Rules. South Australia is planning to impose additional responsibilities on late trading venues.

Requirement for proper lighting

The Australian Capital Territory and Victoria have requirements for proper lighting in gambling venues. It should be noted that the ability to provide natural light in gambling venues is inhibited in some cases by licensing conditions which state that gaming machines must not be visible from public thoroughfares. In Western Australia, developments to the Burswood Entertainment Complex now provide for natural lighting in areas of the approved gaming floor.

Advertising restrictions

All states and territories have restrictions on advertising related to gaming machines, except for Western Australia. The nature of the restrictions varies across jurisdictions. For example, in some states and territories advertising restrictions apply to all gambling products; while in others they apply only to gaming machines.

Restrictions on player loyalty systems / programs

The Australian Capital Territory, New South Wales, Northern Territory, South Australia and Victoria have restrictions on player loyalty systems/programs. For example, in some states cash cannot be offered as a prize, participants are able to limit time play and net loss, and excluded persons are prohibited from participating.

Ban on inducements

Gambling related inducements are banned in New South Wales, the Northern Territory and South Australia (from December 2008).

Minors banned from gaming machine areas

Minors are not permitted in gaming areas across Australia. Penalties are in place for the individual, venue operator and staff.

Ban on smoking in gaming areas

There is a compulsory ban on smoking in gaming areas in all states and territories except the Northern Territory, Western Australia and Queensland. The Northern Territory has a provision for equal amenity for smoking and non-smoking areas although a smoking ban is being introduced from January 2010 except in high roller rooms. In Western Australia smoking is banned in all casino gaming areas other than those in the international gaming facility. Queensland currently only allows smoking in the premium gaming areas of its casinos.

Staff training in responsible gambling

All states and territories except Queensland and Western Australia have mandated for staff training in responsible gambling. In Queensland staff training is listed under the voluntary Responsible Gambling Code of Practice however the Queensland Government is proposing to introduce mandatory training for the responsible service of gambling in 2009. In Western Australia the Casino Licensee has voluntarily introduced responsible service of gambling training for all staff.

Educational, Public Awareness Programs and Treatment Services

In addition to harm minimisation strategies, State and Territory Governments also fund a range of gambling help services, prevention, and community education programs.

Public awareness

All states and territories provide information on problem gambling, through:

- gambling awareness weeks
- gambling websites
- media campaigns
- problem gambling information materials (provided in various languages), and
- school education materials on problem gambling.

Treatment Services

All states and territories provide treatment services for problem gamblers. These include a newly introduced national gambling hotline number (1800 858 858) which links to state gambling hotlines, face to face counselling (including the option of financial counselling). All jurisdictions have also collaborated on a national website for the online treatment of problem gamblers. The service will provide online 24-hour, seven day a week counselling for problem gamblers.

Interstate Comparison Table Harm Minimisation Strategies

ISSUE	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Date Last Updated	10-Oct-08	10-Oct-08	10-Oct-08	10-Oct-08	10-Oct-08	10-Oct-08	10-Oct-08	10-Oct-08
Ban on credit gambling	Yes.	Yes.	Yes, credit gambling is prohibited.	Yes, <i>Gaming Machine Act 1991 (GMA)</i> states that a licensee or employee must not make a loan or extend credit. The <i>Casino Control Act 1982 (CCA)</i> provides that a casino operator must not extend credit in any form to any person in connection with any gaming.	Yes.	Yes.	Yes.	Yes, for casino. No EGMs in hotels and clubs.
Limitations on 24 hour gambling (not for casinos)	Yes, enforced break of 5 hours.	Yes, enforced daily break in gaming machine operations in clubs/hotels of a specified 6 hours per day 4am to 10am. Venues can seek approval to close for only 3 hours on Saturdays, Sundays and public holidays. Legislative amendments allow venues to apply for approval to close for only 3 hours on other days, on grounds of hardship, subject to guidelines.	Yes, for hotels and clubs - limited to trading hours. Gaming is banned under legislation between 4.00am and 10.00am daily and no gaming permitted Christmas Day and Good Friday.	Yes, there are no 24 hour hotel and club operators. No gaming Christmas Day, Good Friday or before 1pm on Anzac Day. It is proposed that machine gaming will not be permitted to commence before 10am from 1 January 2009.	Yes, for hotels and clubs - compulsory break in trading times for 6 hours a day. Additional responsibilities for late trading venues planned.	The Tasmanian Gaming Commission Rules, July 2008, stipulate that gaming facilities can only be operated at the licensed premises for a maximum of 20 hours within any 24-hour period. There must be at least four continuous hours each day when gaming machines and/or keno are not in use.	Yes, for hotels and clubs - 20 hours max unless approved for 24 hour trading.	N/A

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Restricted access to ATMs and EFTPOS	Yes, no ATM's in gaming areas.	Yes, not permitted in gaming machine areas of clubs/hotels. Not permitted in gaming areas of casino.	Yes, for hotels, clubs and casinos. Cannot be sited within gaming area. Limit of amount of cash withdrawals and no access to credit facilities.	Yes, GMA provides that ATMs and EFTPOS are not permitted in, or close to, gaming areas. ATMs must only be available for the use of debit cards. An examination of withdrawal limits for ATMs at venues is currently proposed.	Yes, not in gaming areas. Withdrawals from ATM or EFTPOS limited to \$200 per transaction per card.	Yes, for hotels and clubs. ATMs banned from gaming venues, EFTPOS limited to one transaction for gaming per day. No access to credit accounts or credit cards.	Yes, casino: elected not to place cash facilities within the casino's gaming areas. Legislation places a \$200 limit per transaction per card and no cash advances from a credit account on facilities within 50m of any entrance to the casino. Commission Rules state that ATM and EFTPOS facilities must not be accessible by any person within the gaming machine area of an approved venue for the purposes of withdrawing cash. Legislation places a \$200 limit per transaction per card and no cash advances from credit accounts. From 1 Jan 2012 ATMs in any part of an approved venue must not dispense more than \$400 on any one debit or credit card within a 24hr period.	N/A for hotels and clubs. Yes, for casino. ATM's are not currently permitted to be located on or near the gaming floor areas. EFTPOS terminals within the casino have had credit access disabled so patrons cannot access funds through any credit account.

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Provisions for exclusion / self exclusion	Yes, mandatory Code of Practice requires gaming machine venues to offer self-exclusion.	Yes, legal waiver provided for clubs/hotels since 2000. From 2 Oct 02, compulsory for clubs/hotels to have a self-exclusion arrangement in place. Casino has exclusion and self-exclusion schemes.	Yes, application forms are to be available at reception, within gambling area, adjacent to gambling products.	Yes, GMA and CCA include self-exclusion provisions – gaming venues have a power to exclude any person that a licensee believes on reasonable grounds is a problem gambler. It is proposed that all venues with gaming machines will be required to correlate their exclusions database with their promotions / rewards database to ensure that excluded persons do not receive advertising and promotional material from the venue.	Yes, both in-venue and, voluntarily through the Independent Gambling Authority. Independent Gambling Authority will be conducting an inquiry into exclusion provisions.	Yes, self-exclusion possible, as well as exclusion by venue operator, Gaming Commission (through third-party applications) and Commissioner of Police.	Yes, for casino. There is currently no legal requirement for clubs and hotels. From 1 June 09, it will be a condition of the licence that a gaming venue operator have a self-exclusion program that has been approved by the VCGR. The Minister will have the power to issue directions relating to standards and requirements. The venue operator will, from 1 December, have six months to obtain approval of the self exclusion program from the VCGR.	N/A for hotels and clubs. Yes, for casino. The <i>Casino Control Act</i> provides that the Casino Licensee or Commissioner of Police can issue a written direction prohibited entry to the casino. The Casino Licensee also maintains a voluntary self exclusion program for those persons who are identified as potentially at risk of harm.
Clocks to be displayed	Yes, required under the mandatory Code of Practice.	Yes, compulsory for clubs, hotels and casino.	Yes, contained in mandatory Northern Territory Code of Practice for Responsible Gambling.	Section 4.7 of the voluntary QLD Responsible Gambling Code of Practice states that gambling providers are to implement practices to ensure that customers are made aware of the passage of time. All machines on the QCOM 1.6 protocol must have the ability to display a clock at either the top right hand corner or the bottom left hand corner of the screen.	Yes.	Yes, (Voluntary Code of Practice) to have a clock in a gaming area. Machines with clock capability must have the clock enabled.	Yes, regulations provide for a clock on each EGM in hotels, clubs and casinos.	N/A for hotels and clubs. No requirement for casino although clocks have been installed around the gaming floor areas on voluntary basis.

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Staff training in responsible gambling	Yes, required under the mandatory Code of Practice.	Yes, compulsory for clubs, hotels and casino.	Yes, contained in mandatory Northern Territory Code of Practice for Responsible Gambling.	<p>No current legislative requirement.</p> <p>It is proposed that training on the Responsible Service of Gambling (RSG) will be mandatory for venue employees directly involved in the delivery of gaming services.</p> <p>Section 2.4 (Training and skills development) of the voluntary Queensland Responsible Gambling Code of Practice provides that mechanisms are established to ensure that appropriate and ongoing responsible gambling training is provided to staff who provide gambling products to customers.</p>	Yes, Mandatory Code of Practice.	Yes, compulsory Responsible Conduct of Gaming training.	Yes, gaming industry employees who are working in the gaming machine area of an approved venue and the casino must complete a training course approved by the Commission within six months after starting employment and a refresher course at least once every three years thereafter.	<p>N/A for hotels and clubs.</p> <p>Yes, for casino. Burswood Entertainment Complex have a compulsory staff training requirement. Staff can then be nominated for further training so that they can respond appropriately to patrons with specific gaming related issues.</p>

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Certain winnings to be paid by cheque	Yes, under the mandatory Code of Practice. Maximum cash payout for winnings for gaming machines is \$1,200.	Yes, for clubs and hotels. Compulsory for amounts over \$2,000 (changed from \$1,000 on 19 May 2006). Also applies to that portion of the prize under \$2,000, where requested by club/hotel patron. For casino, operator must notify winner of a prize above \$2,000 of capacity for prize to be paid by cheque and, where requested, pay the prize by cheque.	Yes, over \$500.00 in hotels and clubs or if requested by player.	Yes, over \$250.00 in hotels and clubs unless a higher cash payment limit is approved. Such a limit would not normally exceed \$1,000. Available in casinos where requested by the patron.	Yes, under the Mandatory Code of Practice cheques can be requested for payouts over \$1,000.	Yes, in hotels and clubs winnings up to \$2,000 must be paid on the day, with a minimum of \$500 in cash. Winnings in excess of \$2,000 must be paid within one business day, either by cash or cheque.	Yes, accumulated credits on a gaming machine of \$1,000 or more must be paid out in full by cheque that is not payable to cash. The casino operator must not pay out accumulated winnings in excess of \$2,000 in cash (this does not apply to certain gaming machines in specified areas of the casino). Credits must be paid by cheque if requested by a patron; a cheque cannot be exchanged for cash or gaming tokens.	N/A for hotels and clubs. In the casino, patrons may request winnings in the form of a cheque for any amount. Approved procedures detail the process for the issue of a winner's cheque.
Ban on smoking, eating and drinking in gaming areas	Not compulsory for hotels and clubs in relation to food and alcoholic drinks. Smoke free areas compulsory.	No, for eating and drinking. Smoking is prohibited in all enclosed areas of clubs, hotels and the casino except for the high roller room.	No ban for eating and drinking. Equal amenity for smoking and non smoking to be provided in clubs with more than 25 gaming machines. Casino to provide equal amenity for smoking and non smoking. NT Government recently announced extending smoking bans with staged commencement going smoke-free from 2 Jan 2010.	No ban for eating and drinking. Smoking ban in all areas of hotels and clubs and main casino floor. However, premium gaming rooms currently exempted.	No, for eating and drinking. From 1 Nov 2007, complete ban on smoking.	No, for eating and drinking. Legislated ban on smoking in gaming areas from 1 Jan 2005.	No, for eating and drinking. Yes, for smoking. Banned in all gaming areas of the casino (except in a declared smoking area) and in the gaming machine area of approved venues (clubs and hotels).	Casino is now smoke free, with the exception of the international gaming facilities and associated private gaming room. Eating and drinking permitted.

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Requirement for proper lighting	Mandatory Code of Practice sets minimum standards for lighting. Compulsory signage must be able to be easily read.	No.	Mandatory Northern Territory Code of Practice for Responsible Gambling requires it where possible.	No, however in clubs and hotels gaming machines must not be readily visible to passing pedestrian traffic.	No gaming specific requirements.	No.	Yes, regulations in place to provide for proper lighting.	N/A for hotels and clubs. Casino lighting approved by the Gaming & Wagering Commission. Recent developments of the casino now provide for natural lighting in areas of the approved gaming floor.
On-site problem gambling assistance or referral	Yes, referral.	Yes, referral.	Yes, referral.	<i>Gaming Machine Act</i> and <i>Casino Control Act</i> require venues to exclude a person seeking self-exclusion and to provide contact details of gambling counseling services. Signage mandated under legislation advertising help services in addition to voluntary signage as per Code of Practice and a customer liaison officer to provide assistance.	Yes, referral. Licensees are obliged to have a management relationship with a gambling help service.	Yes, posters and brochures.	Yes, referral.	N/A for hotels and clubs. Yes, for casino. The Casino Licensee has appropriately trained and qualified RSG officers on site during normal office hours. Brochures, posters and gaming information terminals in the casino also provide referral information.

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Service of alcohol in gaming areas	Yes.	Yes.	Permitted.	<p>Casinos: Section 65C of the <i>Casino Control Act</i> restricts a casino operator from providing liquor in gaming areas unless approved.</p> <p>Gold Coast and Brisbane Casino: Alcohol served to gaming tables in private high roller gaming areas.</p> <p>Cairns Casino: Alcohol served on all gaming floors.</p> <p>Townsville Casino: No alcohol served to gaming areas.</p>	<p>Yes, Mandatory Code of Practice.</p> <p>Licencees must take all practicable steps to:</p> <ul style="list-style-type: none"> - prevent a person who appears to be intoxicated from being allowed to gamble. - prevent an intoxicated person from entering a gambling area or remaining there. - ensure that alcohol is not supplied to reward, promote or encourage continued gambling. <p>A person is not to be served alcohol while seated or standing at a gaming machine.</p>	<p>Yes, limitations on serving gaming to people appearing to be drunk through the GIG voluntary code of practice.</p>	<p>Yes, from 1 Dec 2008 a venue operator must not knowingly allow a person who is in a state of intoxication to play a gaming machine.</p>	<p>No restriction in casino.</p>
Restrictions on entry	<p>Yes – minors, intoxicated or excluded persons are not permitted to play EGMs. Clubs are only permitted to allow members and invited guests to play EGMs.</p>	<p>Based on age, dress, intoxication, excluded persons.</p>	<p>Minors not permitted in gaming area. No direct street access to gaming area. Patrons must first enter main licensed area before accessing gaming area.</p>	<p>Yes, based on age, exclusion status (legislated) and the discretion of the licensee.</p>	<p>Based on age, dress, intoxication, excluded persons.</p>	<p>Yes.</p>	<p>Based on age, dress, intoxication, excluded persons.</p>	<p>Yes, <i>Casino Control Act</i> and <i>Liquor Control Act</i>. Restrictions based on age, intoxication and exclusions.</p>

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<p>Restrictions on minors and penalties:</p> <ul style="list-style-type: none"> • Venue operator • Staff • Adult supervisor 	<p>Minors are not to enter a gaming area (50 penalty units) or play gaming machines (50 penalty units). These penalties apply to licensees.</p> <p>Using a false identification (10 penalty units).</p>	<p>Yes, for all three.</p>	<p>Minors not permitted in gaming areas.</p> <p>Penalties apply to venue operator and minor.</p>	<p>Minors are prohibited from gambling and in Casino gaming areas, from entering the licensed premises.</p> <p>Under <i>Casino Control Act</i> there are offences and penalties for each of the categories of persons nominated.</p> <p>Under <i>Gaming Machine Act</i>, if a minor plays an EGM similar penalties apply to each category of person.</p>	<p>Minors must not be employed in gaming operations, maximum penalty \$10,000 or imprisonment for 6 months.</p> <p>Minors are not permitted in designated gaming areas or operate a gaming machine on licensed premises. Maximum penalty for minor \$2,500, maximum penalty for licensee and manager on duty \$10,000.</p> <p>A licensee or an approved gaming machine manager who permits a minor to enter or remain in a gaming area of the licensed premises, or to operate a gaming machine on the premises faces a maximum penalty of \$20,000.</p>	<p>Minors must not enter or remain in a restricted area (10 penalty units). Minors must not participate in gaming (20 penalty units).</p> <p>Venue operator is guilty of an offence if minor enters restricted gaming area (20 penalty units) and must not allow minor to participate in gaming (20 penalty units).</p> <p>Person must not place a wager on behalf of a minor (20 penalty units).</p> <p>Note: penalty units will be reviewed annually in line with CPI commencing July 8. Current value is \$120.</p>	<p>Minor must not enter a gaming machine area (10 penalty units).</p> <p>Minor must not play a gaming machine in any area of an approved venue (20 penalty units).</p> <p>Venue operator must not allow a minor to enter a gaming machine area of an approved venue (20 penalty units).</p> <p>Note: penalty units are reviewed annually in line with CPI – current cost is \$110.12.</p>	<p>Yes, <i>Casino Control Act</i> penalties available for all three.</p>

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Staff licensed	Yes, only staff holding Approved Attendant Certificates are entitled to access gaming machines.	Yes, for casino gaming machines.	Yes.	Yes. The <i>Casino Control Act</i> requires a person working in a casino to be licensed as either a key casino employee or casino employee depending on the nature of their duties and responsibilities. The <i>Gaming Machine Act 1991</i> requires persons performing certain gaming duties or functions, or having certain gaming related responsibilities, to be licensed.	Licenseses of venues are required to seek the approval of a person who performs certain duties in a gaming area as either a gaming machine manager or gaming machine employee (depending on the duties performed by the person).	Yes, all staff licensed.	Yes, those that perform duties of a gaming industry employee as defined in the <i>Gambling Regulation Act</i> .	Yes, for casino gaming. All persons who work in support of the licensed casino are licensed unless they fall within an exemption category (beverage service, cleaner or entertainer).
Ban on note acceptors	\$100 and \$50 notes banned.	No.	Yes, for hotels and clubs. No, for casinos.	No, but limited to \$20 notes.	Yes.	Yes, for hotels and clubs. No, for casinos.	\$100 note acceptors banned except for EGMs located in areas specified by the Commission.	N/A for hotels and clubs. Note acceptors to be limited to \$100.
Cashless / card-based gaming	Ticket-out approved. N/A for casino.	Yes, from 2 April 02, card-based gaming machines allowed in clubs and hotels, subject to conditions. Since 23 Feb 2007 approval for Ticket In Ticket Out (TITO) technology to operate on standalone gaming machines in clubs and hotels. Ticket out operates in the casino.	No, for hotels, clubs and casino.	Card-based gaming trial conducted March-August 2008. Final report due December. Pre-commitment to both money and time was a major feature of the above trial.	No, report of inquiry conducted by IGA (June 2005) http://www.iga.sa.gov.au/pubcons.html	No.	Not available in hotels and clubs.	N/A for hotels and clubs. No, for casino.

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Pre-commitment - loss limits	No. N/A for casino.	Is possible in regard to card-based gaming, but not otherwise No, for casino.	No.	It is proposed that pre-commitment features would be a part of any approved card-based gaming system.	Trial of pre-commitment and player tracking has commenced. Can set limits based on loss expenditure and time. Will be evaluated by the Responsible Gambling Working Party.	Under consideration.	No, for pubs and clubs. The Government has announced post 2010 it will mandate that gaming machines contain new pre-commitment mechanisms. Available for casino loyalty club members only.	No, national options paper under development. N/A for hotels and clubs.
Enforced player breaks	No, for hotels, taverns and clubs. N/A for casino.	No, IPART recommended that pop-up messages appear every 60 minutes. Research into the content of the messages has been finalised and policy is being developed in consultation with relevant stakeholders. No, for casino.	No.	No, Sections 4.3 and 4.8 of voluntary QLD Responsible Gambling Code of Practice provide that service of alcohol on gambling provider's premises is managed in such a way as to encourage customers to take breaks in play and gambling providers are to implement practices to ensure that customers are discouraged from participating in extended, intensive and repetitive play.	No.	No.	No.	N/A for hotels and clubs. No, for casino.

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Limitations on frequency of games	No.	No, proposal to limit reel spin speed subjected to independent research.	No, specific NT requirements conform to national standards version 9.	Yes, Section 3.34 of QLD Appendix to Australian/New Zealand Gaming Machine National Standard requires the time between the start of a play and the end of a play must be at least 3 seconds. A review of spin rates is currently being undertaken to ensure QLD remains in line with other jurisdictions.	New games must not have a spin rate less than 3.5 seconds, or for games without reels, a bet cannot be placed more than 17 times per minute.	Yes, minimum spin rate of games 3 seconds on all games.	Games must not have a spin rate of less than 2.14 seconds, except for certain machines located in specified areas of the casino.	N/A for hotels and clubs. Yes, for casino. Max game speed provided in WA Appendix to EGM National Standards. No spin rate as spinning reel machines are prohibited.
Rate of loss - bet and win limits	Hotels and clubs: - bet limit \$10.00 - no win limit. N/A for casino.	Bet limit of \$10.00. Win limit of \$10,000 on stand-alone machines. Win limits of \$100,000 on intra-venue linked machines, and \$500,000 on inter-venue linked machines. Casino not linked to other venues.	Hotels and clubs: - bet limit \$5.00 - no win limit. Casino: - no limits.	Hotels and clubs: bet limit \$5.00, win limit \$10,000 for machines with no jackpot, \$25,000 where stand alone jackpot, and no limit on linked jackpot arrangements. However, the highest approved jackpot is currently \$110,000. Casino: no legislative limits for either stand alone jackpot or linked jackpot. However, the highest approved linked jackpot is currently \$1 million.	Hotels and clubs: - bet limit \$10.00 - win limit \$10,000 per spin. Casino: - bet limit \$10 - no win limit.	Hotels and clubs: - bet limit \$10.00 - no win limit. Casino: - no limits.	Pubs and clubs: - \$5 for all new machines from 1 July 2008 and \$10 for existing machines until 1 Jan 2010, then \$5. Casino: - bet limit \$10 unless located in a specified area - no win limits.	Hotels and clubs: - N/A Casino: - bet limits dependent upon particular game (\$0.10 to \$200) - win limit \$10,000 for non-jackpot prizes - no limit for jackpot prizes.

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Requirements for dealing with jackpots	Linked jackpot arrangements must be approved.	No.	Licensee must obtain approval from Director of Licensing to commission a jackpot system, vary system parameters, connect or disconnect a gaming machine to or from a jackpot system or decommission a system. A gaming machine can only be connected to one jackpot system at any time and machines linked to a jackpot system must be clearly marked and obvious to patrons.	Yes, jackpot arrangements are subject to the following documents which incorporate harm minimisation measures: - Jackpot System Technical Requirements - Jackpot Display System Requirements. Additional conditions may apply to specific jackpot approvals.	N/A for clubs and hotels.	Yes, jackpot rules approved. Additional conditions may also apply to specific game approvals.	Yes, linked jackpot arrangements must be approved.	Yes, for casino. Rules are approved by the Gaming and Wagering Commission additional conditions may apply to specific game approvals.
Limits on lines/ways	No.	No.	No.	Games that offer more than 25 possible lines may be accepted as long as there is sufficient clarity for a player to accurately identify all wins. To date maximum number of lines approved is 50.	No.	Yes, Maximum of 50 lines.	No limits.	Yes, for casino. Whilst spinning reel machines are not permitted the WA Appendix to the EGM National Std provides guidance on what may be accepted.

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Statutory obligation on the regulator to foster responsible gambling and minimize problem gambling	Yes.	Yes, <i>Gaming Machines Act 2001</i> (for hotels and clubs) and <i>Casino Control Act 1992</i> (for casino).	An object of the Gaming Machine Act is to “reduce any adverse social impact of gaming”.	Yes, overarching objective in all gambling legislation which requires, on balance, State and community must benefit. Balance achieved through, amongst other things, minimising potential harm. Funding provided through the Community Investment Fund for Gambling Help will be approx. \$4.8 million per year.	Yes, <i>Independent Gambling Authority Act 1995</i> .	No, express statutory obligation. A comprehensive exclusion program exists. Various provisions are aimed at harm minimization.	Yes.	N/A for clubs and hotels. Yes, for casino. Object of Gaming and Wagering Commission to minimize harm to the community caused by gambling.
Return to player	Minimum of 87%.	Minimum 85%.	Minimum 85% for clubs 88% for casinos.	Clubs and hotels, 85%-92%. Minimum 90% for casinos. Maximum additional amount a non-EGM triggered jackpot system can contribute to return to player is 7% for hotels and clubs (with total return to player not to exceed 92%) and 10% for casinos (desirable for total return to player not to exceed 100% but no maximum limit).	Games installed before 1 Oct 2001, minimum 85%. After 1 Oct 2001, minimum 87.5%.	Minimum of 85%.	Minimum of 87% per venue, per annum. In practice, Commission will only approve games that return at least 87%.	N/A for clubs and hotels. Minimum of 90% for casino.

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Display of odds	Chances of winning major prizes must be available to customers under the mandatory Code of Practice.	Yes, compulsory for clubs, hotels and casino.	Yes, contained in mandatory Northern Territory Code of Practice for Responsible Gambling.	Yes, QLD Appendix to Australian/New Zealand Gaming Machine National Standard requires Player Information Displays to be accessible on screen. Information includes chance of winning maximum prize and possible spend rate (implemented in new QCOM 1.6 machines). Section 1.4 of voluntary QLD Responsible Gambling Code of Practice states that each gambling provider is to provide meaningful and accurate information on the odds of winning major prizes and that this information is prominently displayed in all gambling areas and in proximity to relevant games.	Yes, for hotels, clubs and casino. Only in relation to an advertisement or promotion that relies on value of a prize or frequency of winning.	Provided through player information displays in casinos (based on Crown) and in clubs and hotels (based on QOGR).	Regulations require EGMs to display, at the election of a player, certain information about each game including the chances or odds of achieving the top 5 and bottom 5 (in value) individual winning combinations and the max and min bet options available.	N/A for clubs and hotels. RTP% only for casino.

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Warnings on machines	Yes, mandatory for clubs, hotels and taverns. A variety of warnings can be chosen.	Yes, compulsory for clubs, hotels and casino.	No specific requirements for warnings on machines. Information about the potential risks and where to get help is to be prominently displayed in all gaming areas and near ATMs and EFTPOS.	Yes, Section 3.73 of QLD Appendix to Australian/New Zealand Gaming Machine National Standard requires Player Information Displays to be accessible on screen. Information includes each spin is random and your chances of winning do not improve the longer you play (implemented in new QCOM 1.6 machines).	Yes, under mandatory code of practice. Helpline sticker to be displayed on the cabinet of machine and a warning message on a second screen if the machine is capable of displaying a message on a second screen in a manner approved by the Independent Gambling Authority.	Yes, warnings regarding minors must be placed on all machines. Information and help line signage only in clubs and hotels. Warnings regarding minors displayed at entry.	Yes, regulations require a "Player Information Talker" as per the Ministers specification to be displayed on each gaming machine so that it is clearly visible from the front of the machine.	N/A for clubs and hotels. Casino has recently displayed help-line information on voluntary basis.

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Advertising restrictions	<p>Mandatory Code of Practice applies restrictions to advertising of gambling products:</p> <ul style="list-style-type: none"> - must not be false or misleading - cannot show under 25s gambling - cannot suggest that gambling is a form of financial investment - cannot suggest that skill can influence a game of chance - does not promote the consumption of alcohol while gambling. 	<p>Yes, total ban on all off-premises gaming machine advertising, and gaming machine advertising outside venues.</p> <p>Exemptions for:</p> <ul style="list-style-type: none"> - trade publications and conventions - Government responsible gambling campaigns - accidental or incidental accompaniment to news broadcasts etc. <p>Restrictions apply to casino advertising (ie, advertising other than gaming machine advertising).</p>	<p>Advertising is to be delivered in an honest and responsible manner. No false impressions of financial gain to be advertised.</p> <p>Advertising must comply with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers or the Advertising Federation of Australia.</p> <p>TV adverts to comply with the Federation of Commercial Television Stations (FACTS) Code of Practice.</p>	<p>Yes. Advertising related to gaming machines must not be indecent or offensive and must be based on fact. It cannot be false, deceptive or misleading.</p> <p>Machine gaming must not dominate external signage or promotions.</p> <p>The voluntary Responsible Gambling Advertising and Promotions Guideline helps the gambling industry ensure advertising and promotions are delivered in a responsible manner with consideration given to the potential impact on people adversely affected by gambling.</p>	<p>Yes, mandatory code of practice from 30 April 2004.</p>	<p>Yes, Gambling Industry Group Voluntary Code of Practice.</p>	<p>Yes, ban from 1 Jan 2005 on the publishing of any gaming machine advertising outside the gaming machine area of an approved venue or the boundaries of a casino.</p>	<p>N/A for clubs and hotels.</p> <p>No for casino.</p>

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Restrictions on player loyalty systems / programs	Mandatory Code of Practice allows player loyalty schemes for gaming machines as long as they are only advertised inside the venue or directly to members.	Yes, cash cannot be offered as a prize and maximum value of prizes limited to \$1,000. Player activity statements must also be made available to participants.	No, but since cashless gaming is not allowed, any loyalty programs based on cashless gaming are not allowed.	No legislative provision for clubs, hotels or casinos. Voluntary Player Loyalty Guidelines have been developed and support the Code of Practice.	Yes, outlined in Mandatory Code of Practice.	None.	Yes, restrictions effective from 1 July 2003 include: - prescribed information to be provided to new participants and in compulsory annual player activity statements - distribution of statements and continued participation - ability for participants to limit time play and net loss - excluded persons prohibited from participating.	N/A for clubs and hotels. No for casino.
Ban on inducements	Not a total ban, but inducements to play gaming machines cannot include free or discounted alcohol or discounted gambling unless it is offered to all patrons as part of the venues' regular prize schedule.	Yes, legislation bans gambling-related inducements offered by clubs, hotels and casino.	Yes, bans on gambling related inducements.	No legislated bans. However, certain controls may be exercised as a condition of licence, e.g. external signage and promotional material limits. Section 6.10 of the voluntary QLD Responsible Gambling Code of Practice provides that gambling providers are to develop and implement strategies to ensure advertising and promotions do not involve any irresponsible trading practices by the gambling provider.	Yes, outlined in Mandatory Code of Practice.	No.	No.	N/A for clubs and hotels. No for casino.

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Player information displayed	Signage in gaming areas must inform players about restrictions applying to minors and intoxicated persons, the availability of rules, exclusion programs, Gambling Contact Officer details, counselling services, maximum cash payouts, and return to player information. In addition, a variety of notices warning about problem gambling are to be displayed for the information of players.	Only provided on request.	Yes, on machines in clubs and hotels. Considering requirement of return to player information on casino gaming machines.	Under the <i>Gaming Machine Act</i> venues are required to display Rules Ancillary to Gaming, details of help services and nominee details. Under the <i>Casino Control Act</i> the operator is required to display certain player information and produce game rules upon request. Under voluntary Code of Practice venues are required to display odds of winning and alert customers that more information such as a player information guide, financial transactions policy and responsible gambling house policy is available on request.	Warning to minors sign at each entrance and sticker on each machine. Rules Ancillary to Gaming Sign. Governed by Code or Practice Sign. Code of Practice available. Playing of more than one machine sign and sticker on each machine. Responsible Gambling Poster. Gambling Helpline Sticker (on each machine and ATM/EFTPOS). Gambling Helpline Cards. Responsible Gambling Pamphlets displayed.	Yes.	Yes.	Yes, casino on-screen rules and help. Additional information is provided at Gaming Information Terminals located around the gaming floor and in the international gaming facility.
Pre-commitment	No.	Yes, if card based gaming system in place. Must be available so patrons can set weekly limits. Not compulsory.	No.	Second trial completed in August 2008.	Trial of pre-commitment and player tracking has commenced. Can set limits based on loss expenditure and time. Will be evaluated by the Responsible Gambling Working Party.	Under consideration.	Victoria will be mandating pre-commitment mechanisms on all next generation gaming machines from 2010.	No.

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Loyalty program	Yes, restrictions on promotions and inducements apply.	Yes, restrictions on promotional prizes.	Permitted.	Voluntary Player Loyalty Program Guidelines developed to ensure responsible conduct of programs advertising of same.	Yes, permitted but subject to Mandatory Code of Practice.	Yes, but not a reward program.	Yes, at casino.	Yes.
Gambling hotline	Yes, Clubcare (through Lifeline).	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.
Gambling awareness week	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.
Gambling website	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.
Face to face counselling	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.
Financial counselling	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.
Online counseling	Yes, as part of national initiative.	Yes, as part of national initiative.	Yes, as part of national initiative.	Yes, as part of national initiative.	Yes, as part of national initiative.	Yes, as part of national initiative.	Yes, as part of national initiative.	Yes, as part of national initiative.
Media campaign	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.
Problem gambling information materials	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.
Information materials provided in various languages	Yes.	Yes.	Yes.	Yes.	Yes.	No.	Yes.	Yes.
School education materials on problem gambling	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	
Record of problem gambling incidences	Yes.		Yes.	Yes, not mandatory.	Yes.	Yes, not mandatory.	Yes	
Gambling contact officer in venue	Yes.		Yes.	Yes, not mandatory.	Yes.	No.	Yes.	
Responsible agency	ACT Gambling and Racing Commission	NSW Office of Liquor, Gaming and Racing, within the Department of the Arts, Sport and Recreation	Licensing, Regulation and Alcohol Strategy Division of the Department of Justice and Northern Territory Licensing Commission	Office of Liquor, Gaming and Racing, Queensland Treasury	Office of the Liquor and Gambling Commissioner	Tasmanian Gaming Commission and Liquor and Gaming Branch, Department of Treasury and Finance	Victorian Commission for Gambling Regulation	Gaming and Wagering Commission of Western Australia

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Legislation Administered	<p><i>Gaming Machine Act 2004</i></p> <p><i>Gaming Machine Regulation 2004</i></p> <p><i>Gambling and Racing Control Act 1999</i></p> <p><i>Gambling and Racing Control (Code of Practice) Regulation 2002</i></p>	<p><i>Gaming Machines Act 2001</i></p> <p><i>Casino Control Act 1992</i></p>	<p><i>Gaming Control Act</i></p> <p><i>Gaming Machine Act</i></p>	<p><i>Casino Control Act 1982</i></p> <p><i>Casino Control Regulation 1999</i></p> <p><i>Casino Gaming Rule 1999</i></p> <p><i>Gaming Machine Act 1991</i></p> <p><i>Gaming Machine Regulation 2002</i></p>	<p><i>Gaming Machines Act 1992</i></p> <p><i>Casino Act 1997</i></p>	<p><i>Gaming Control Act 1993</i></p> <p><i>TT-Line Gaming Act 1993</i></p>	<p><i>Gambling Regulation Act 2003</i></p> <p><i>Gambling Regulation Regulations 2005</i></p> <p><i>Casino Control Act 1991</i></p> <p><i>Casino Management Agreement Act</i></p>	<p><i>Gaming and Wagering Commission Act 1987</i></p> <p><i>Casino Control Act 1984</i></p> <p><i>Casino (Burswood Island) Agreement Act 1985</i></p>
Consultative committees	Gambling Advisory Reference Group	First, of likely ongoing, NSW Problem Gambling Roundtable held in July 2008	In the process of reestablishing a gambling prevention consultative group.	Responsible Gambling Advisory Committee	Minister for Gambling has convened a Responsible Gambling Working Party	Tasmanian Gambling Industry Group Tasmanian Gambling Consultative Group	Responsible Gambling Ministerial Advisory Council	None
Statistical data by municipality	Controlled release of information for clubs and hotels. N/A for casino.	Yes, grouped for clubs and hotels. N/A for casino.	Yes, by ABS regional classification.	Yes, grouped for clubs and hotels. No for casinos.	Yes, grouped for clubs and hotels No for casino.	Venues and number of machines by local government area available on website.	Yes, for clubs and hotels (grouped if less than 3 venues). N/A for casino.	N/A for clubs and hotels. No for casino (one location).
Most recent prevalence rate for problem gambling	1.9% Survey of the nature and extent of gambling and problem gambling in the ACT, 2001	0.8% Prevalence of Gambling and Problem Gambling in NSW – A Community Survey, 2006	1.06% NT Gaming Prevalence Study, 2005	0.47% Queensland Household Gambling Survey conducted in 2006/07.	1.6% problem gamblers (1.4% moderate risk + 0.2% high risk) 2005 prevalence survey (approx 18,000 surveyed-17,000 adults): CPGI used	0.18% problem gamblers, 1.23% “at risk”. Tasmanian Gambling Prevalence Study 2005 (undertaken by Roy Morgan Research) Social and Economic Impact Study Volume 2 (undertaken by the South Australian Centre for Economic Studies) due for release mid 08.	1.1% 2003 Victorian Longitudinal Community Attitudes Survey	0.17% 1999 Productivity Commission

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Social impact assessment	Yes, for clubs and hotels. N/A for casino.	Yes, for clubs and hotels - for new premises approval and increase in gaming machine numbers. No for casino.	Yes, required for new application and when a venue applies for an increase of five or more machine increase.	Yes, legislative requirement under the <i>Gaming Machine Act 1991</i> for clubs and hotels to submit Community Impact Statement (CIS) for new applications or significant increases (10 for hotels, 20 for clubs). CIS required for significant casino changes.	Yes, it will be strengthened in amendments currently subject to consultation.	Legislated requirement for independent review into social and economic impact of gambling in Tasmania every three years. The first study is complete and was publicly released on 22 July 2008.	Yes, for clubs and hotels - for new premises approval, any increase in EGM numbers and 24 hour gaming. No for casino.	N/A for clubs and hotels. Yes for casino (under <i>Casino Control Act</i>).
Quantity restrictions (Venue specific)	Clubs, no restriction. Hotels, 10 machines. Taverns, 2 machines. Casino, nil (within overall cap).	Yes, from 2 Apr 02. Clubs, maximum 450 except where >450 exist in which case, a club is required to shed 10% of poker machines over 5 years, i.e. by 2 July 2007. Hotels, maximum 30. Casino, maximum is 1,500.	Clubs, 45 machines. Hotels, 10 machines. Casinos, no limit.	Clubs, 280 machines. Hotels, 40 machines. Section 62(3D) of the <i>Casino Control Act 1982</i> provides that the Minister may, by written notice given to a casino operator, fix a limit on the number of gaming machines to be permitted in the casino or a particular part of the casino. Ratio of 12 machines to one table game currently applied.	Clubs, 40 machines. Hotels, 40 machines. Casino, 995 for 2007-08 (reviewed annually).	Individual clubs, 40 machines. Individual hotels, 30 machines. Statewide cap of 2,500 for hotels and clubs in total and a cap on total machines in the state of 3,680 including casinos.	Clubs, 105 machines. Hotels, 105 machines. Casino, 2,500 machines.	N/A clubs and hotels Casino, 1,750 on gaming floor. 150 EGMs not available to the general public as a result of being located within the international gaming facility.

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Quantity restrictions (State specific)	Clubs and hotels, 5,200 machines. Casino, nil.	Clubs, 78,020 machines (since Apr 2002). Hotels, 25,980 machines (since Apr 2002). Casino, 1,500 machines (since 1993).	Legislative amendment before NT Parliament to impose a Territory-wide cap of 1,190 community gaming machines (i.e. excludes casinos). 1,190 is equivalent to the number of machines currently approved for operation. No restrictions for casinos.	Yes, statewide cap for hotels set at 20,000. Effective current cap for hotels is 19,130. A re-allocation scheme exists for hotel gaming machine operating authorities by tender pool within the cap and within three regions – South East, Coastal and Western. There is a moratorium on the release of government hotel operating authorities under which 690 are frozen until 30 April 2010. There is a moratorium on any increase in gaming machines for clubs as at 15 April 2008. It is proposed that the <i>Gaming Machine Act</i> be amended to provide for a statewide cap on club gaming machine numbers with an accompanying reallocation scheme. Final cap for clubs to be determined pending outcome of certain procedural matters but cannot be greater than 24,713.	Restricted to one casino only. Currently 12,900 gaming machine entitlements declining to 12,118 gaming machine entitlements.	Yes, a statewide cap of 2,500 for hotels and clubs in total and a cap on total machines in the state of 3,680 including casinos, but excluding the TT-Line ferries.	Yes, 30,000 machines in total: - 2,500 for the casino - 13,750 each for club venues and hotel venues. Minimum of 20% of gaming machines to be located outside the Melbourne Statistical Division. Regional caps in place to restrict the number of EGMs in 19 regions. Cap set at 10 gaming machines per 1,000 adults or existing density, whichever is lower. Maximum density of EGMs in all areas to be capped at 10 per 1,000 adults by 2010.	N/A for clubs and hotels. Single venue restriction for casino.

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Number of EGMs at time of last update: <ul style="list-style-type: none"> • State-wide • Venue 	Clubs: 5,087 Hotels: 60 Taverns: 12 Casino: nil	Clubs: 72,922 Hotels: 23,757 Casino: 1,500	Clubs and hotels: 1,020 Darwin Casino: 536 Alice Springs Casino: 292	Operational as at 31 July 2008 Clubs: 22,799 (at 561 sites) Hotels: 18,689 (at 766 sites) Casinos: 3,436 (at 4 sites)	Clubs: 1,555 Hotels: 11,094 Casino: 946	Clubs and hotels: 2,379 Casinos: 1,326 Wrest Pt 745, Country Club 535, and 46 (23 and 23) on Spirit of Tasmania I and II respectively.	Clubs and hotels: 26,868 Casino: 2,500	Clubs and hotels: N/A Casino: 1,750
Number of Casinos	One	One	Two	Four – Brisbane, Gold Coast, Townsville and Cairns.		Two terrestrial casinos.	One	One
Requirement for public hearings (Clubs and Hotels only)	New licences or additional machines applications require a social impact assessment which includes a 6 week period for public consultation.	Requirement for advertising of new licence and other applications, but no requirement for public hearing unless a club/hotel application is contested.	No.	No, all new applicants for a gaming machine licence and certain increases require a Community Impact Statement (CIS). The CIS requires public consultation and advertising of the application.	Requirement for advertising of new licence and other applications, but no requirement for public hearing. IGA holds public hearings when conducting inquiries.	No.	Yes.	N/A

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Major licensee owner/operators	Casino Canberra.	Casino: TABCORP / Star City Pty Ltd.	Lasseters and Sky City – Casinos. Various for clubs and hotels.	Casinos: Gold Coast – Licensee: Jupiters Custodian. Operator: Jupiters Limited Brisbane – Licensee and Operator: Jupiters Limited Cairns – Licensee: Reef Corporate Services Ltd Operator: Casinos Austria International (Cairns Pty Ltd Townsville – Licensee: Breakwater Island Limited Operator: Jupiters Limited	Each venue is licensed separately to an individual / partnership / trust or corporate entity.	Federal Hotels.	Currently two gaming operators Tattersall's and Tabcorp (post 2012 to move to a venue operator model). Casino Operator Crown Melbourne Limited.	Casino Licensee: Burswood Nominees Limited subsidiary of Crown Limited.

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Fund allocation (General community services)	A minimum legislatively prescribed level of community contributions must be made by licensed clubs, 7% of Net Gaming Machine Revenue (as defined in the <i>Gaming Machine Act</i>).	Optional for clubs (allocations may qualify for a Government tax rebate). No for hotels.	Hotels contribute 10% of their gross machine profits to a Community Benefit Fund. Clubs are expected to contribute to the community through financial and in kind contribution. N/A for casinos.	Yes. Gambling Community Benefit Fund – funded via Community Investment Fund – receives 8.5% of tax revenue from lotteries, wagering, keno and gaming machines. Jupiters Casino Community Benefit Fund – 1% levy on gross gaming revenue of Conrad Treasury Casino (Brisbane) and Conrad Jupiters Casino (Gold Coast). Breakwater Island Casino Community Benefit Fund – 1% levy on gross gaming revenue of Jupiters Townsville Casino Reef Hotel Casino Community Benefit Fund – 1% levy on gross gaming revenue of Reef Hotel Casino in Cairns.	Yes, for clubs and hotels No for casino.	Yes, for clubs and hotels. - 4% of gross profits from gaming machines must be allocated to the Community Support Levy - 25% of the levy is distributed to sport and recreation clubs - 25% is distributed to charitable organisations. No for casinos.	Yes. 8.33% from hotels is paid to the Community Support Fund for community and problem gambling services. Community benefit levy of 1% (gaming machines and table games) from casino.	N/A for clubs and hotels. No for casino.

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Fund allocation (Problem gambling assistance)	A minimum prescribed level of community contributions must be made by licensed clubs. For every \$3 allocated to problem gambling, a licensee can claim \$4 in eligible contributions.	Responsible gambling levy calculated by reference to 2% of casino gaming revenue and paid to the Responsible Gambling Fund	Yes, for hotels. Clubs must make contribution to satisfy community obligation. N/A for casinos.	Yes. \$3.6 million for 2007-08 to fund 13 face-to-face Gambling Help Services, Gambling Help Line and Gambling Help Network. 2009-11 will be funded at \$4.8 million per annum.	Yes for clubs and hotels (voluntary). Yes for casino (voluntary).	Yes for clubs and hotels. - 50% of the Community Support Levy is distributed for research and support services. No for casinos.	Yes, 8.33% from hotels is paid to the Community Support Fund for community and problem gambling services. No for casino.	N/A for clubs and hotels. Yes, casino contributes a voluntary amount to the Problem Gambling Support Services Committee.