

Gambling Industry Update

March 2024

Important information for Gaming Machine Licence Holders

Message from the Acting Commissioner

In the last industry update, Consumer and Business Services (CBS) advised licensees about the review of loyalty programs operating in hotels and clubs in South Australia. The review highlighted a number of concerns in relation to the operation of loyalty programs, including a lack of clear information being provided to loyalty members around their gambling activity.

As a result, new requirements for providing activity statements to members of gaming machine loyalty schemes commenced last year. These important changes mean that loyalty members will have to be provided with meaningful information about their gambling activity every three months to help them make informed decisions around their gambling behaviour.

Following discussions with industry representatives and loyalty scheme providers, additional options for loyalty members to receive statements are now being considered. Licensees will be updated about any further changes once this review has been completed.

I wish to advise licensees that CBS continues to identify a number of gambling barring orders which are being uploaded to the Barring and Online Employee Notification (BOEN) system incorrectly. This continues to be a matter of concern. I would like to take this opportunity to remind licensees and gaming staff that information about completing a barring order or how to notify of a breach correctly on BOEN is available in your Venue Responsible Gambling Document, in the BOEN User Guide, or by contacting Club Safe or Gaming Care for further assistance.

Fraser W. Stroud
Acting Commissioner
Consumer and Business Services



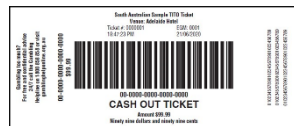
What's in this edition?

Information for the operators of gaming machines about—

- operating CRTs between 2am and 8am
- gambling industry staff training
- acceptable loyalty program activity statements
- updated community impact assessment guidelines
- revocation of approval of Light & Wonder DUALOS A2 gaming machine
- maintaining facial recognition agreements
- payment of unclaimed winnings, monies withheld from barred persons and expired TITO tickets.

CRT Operations between 2am and 8am

Previously, it was a condition of a gaming machine licence that any Cashable Ticket



Redemption Terminal (commonly known as a CRT) located on the licensed premises, must be disabled between the hours of 2am and 8am.

On **18 March 2024**, condition (h) of the [Attachment B Gaming Machine Licence Conditions](#) was amended to now allow CRTs to be operated between the hours of 2am and 8am **provided** that the CRT is configured to require ticketed winnings of \$500 or more to be authorised at the CRT by a gaming manager or gaming employee.

The [technical guidelines](#) for Ticket-in Ticket-Out and CRT operations were also amended requiring a CRT which supports this feature to enable payment authorisation at the CRT through a key-off procedure or similar like authorisation for ticket redemption to be completed.

Some CRTs may not currently support this functionality or may even require a software upgrade. If considering this option, you should contact your CRT supplier to verify if this is a configurable feature of the CRT installed on the premises. Unless the CRT can be configured with this functionality, the CRT **must** continue to be disabled between the hours of 2am and 8am.

A contravention or failure to comply with licence condition (h) is an offence and penalties of up to \$20 000 or a fine of \$1,200 can apply.

Clause 20(2) of the [Gaming Machines Gambling Code of Practice](#) requires that the licensee must offer a patron of undisputed winnings or redemptions of credits of \$500 or more by cheque or electronic funds transfer (EFT).

Payment is to be made as soon as practicable after the formalities required by law are completed and in any event within one business day.

Changes to gambling industry staff training requirements

On **31 March 2024**, changes will be made to the Gambling Codes of Practice and Commissioner [Staff Training Guidelines](#) to ensure that people who work in the gambling industry in South Australia are better equipped to provide appropriate assistance to a person who is experiencing harm caused by gambling.



This includes providing them with the tools and knowledge they need to respond to a variety of complex gambling related situations.

A contravention or failure to comply with clause 20(2) of the Code of Practice is an offence and penalties of up to \$10 000 or a fine of \$315 can apply.

These changes, which will apply to staff working in hotels and clubs, at the Adelaide Casino, in retail wagering and lotteries include—

- a requirement that all gambling industry staff, regardless of role, complete prescribed training with ongoing training required every two years
- a requirement that staff must be trained in how co-morbidities may affect a person's gambling behaviour
- making staff aware of the cultural impacts on gambling behaviour and responses by patrons
- providing staff with information on how they can be supported when speaking to customers who are experiencing harm
- a requirement that course content must include a mandatory lived experience component
- introducing greater consistency in the content and delivery of training that is provided across all gambling industries which operate in South Australia.

These changes will also mean that only one version of course content, developed by industry bodies with oversight from CBS, will be approved for delivery to hotel and club staff by registered training providers.

Training providers who wish to deliver the new courses must make an application to the Commissioner and will be provided with the course content once approved.

This also means that the current Basic, Advanced and Further Advanced courses of training will be replaced with new course content and will be known as **RSG1**, **RSG2** and **RSG3**.

From **31 March 2024**, gaming machine licence holders must ensure that—

For each gaming employee

- within 3 months before or after the Commissioner is first notified of the appointment of the person as a gaming employee, completes RSG1 training, and
- within 12 months after first completing RSG1 training, completes RSG2 training, and
- within 24 months after first completing RSG2 training and every 24 months thereafter, completes RSG3 training.

For each gaming manager

- within 3 months before or after the Commissioner is first notified of the appointment of the person as a gaming manager, completes RSG1 training (if the gaming manager has not already completed RSG1 training), and
- within 3 months after first completing RSG1 training, completes RSG2 training (if the gaming manager has not already completed RSG2 training), and
- within 24 months after first completing RSG2 training and every 24 months thereafter, completes RSG3 training.

These changes also mean that RSG1 training completed under the *Casino Act 1997* for former casino staff transitioning to work in gaming venues will now be recognised.

Previous courses of training will also continue to be recognised and BOEN updated to reflect the new training requirements.

A list of training providers approved to deliver these new courses will be published on the [CBS website](#).

Changes to loyalty program activity statements

Following an extensive review of gaming machine loyalty programs which operate in South Australia, changes were made to the [Gaming Machines Gambling Code of Practice](#) in March 2023 to require that—

- activity statements must be provided at least quarterly to an active member by email or ordinary post within 7 days of the end of the activity period
- activity statements must include information that is clear and easily understood, including total amount bet and won, overall net win or loss, total number of days gambled and total amount of time the loyalty card was active
- information about support services and customer protection tools must be included on activity statements
- activity statements are not to be provided to a person who is barred, or whose account has been cancelled, locked, disabled or deactivated
- activity statements must be provided to a member at any time on request, and
- activity statements must be provided to the Commissioner within 7 days on request to assist in determining a request for barring.

The screenshot shows a 'Player Activity Statement' for a specific player. It contains a table with columns for Date, Time, Game, Bet, Win, and Balance. The data is organized into several rows, likely representing different gaming sessions or transactions over a period of time.



Recognising that these activity statements are an important harm-minimisation tool, further changes are now being considered which will—

- allow activity statements to be collected from gaming venues as an alternative to email or by ordinary post
- require a member loyalty accounts to be locked if statements are not collected within 7 days after the end of the activity period, or if the account holder deletes their email or postal information, and
- require a member loyalty account to be locked if the statement is not delivered by email or by ordinary post.

CBS continues to work closely with industry bodies and loyalty system providers on these proposed changes.

Details of approved loyalty programs are published on the [CBS website](#).

Reporting a breach of barring

When reporting that a person has breached their barring order, it is important to ensure that the breach of barring form is completed correctly before submitting to CBS using the Barring and Online Employee Notification (BOEN) system.

Please ensure that the following details of the breach are included—

- whether the barred person had, or had attempted, to gamble
- whether the appearance of the barred person matches the photo on BOEN or has changed
- whether the person was provided with information about gambling support services
- how the person was identified (e.g., by staff or through facial recognition technology (FRT)).

If you have questions on how to complete a breach of barring form, please contact Gaming Care on 8100 2499 or Club Safe on 8290 2200.

False Positive FRT Alerts

FRT alerts that incorrectly identify a barred person or detect a person who is barred that has *not* entered the gaming area, should **not** be logged as a breach of barring in BOEN.



Rather, an *internal* report should be completed and the FRT provider contacted to report the incorrect identification (usually through the alert software installed with the FRT package in the venue).

Community impact assessment guidelines



The Commissioner may only grant certain gaming related applications (known as **designated applications**) if satisfied that to grant the application is in the community interest.

Under the Commissioner's Community Impact Assessment Guidelines (the **guidelines**) applicants are required to consider and address the impacts that their application could have on the community in respect of several criteria, including harm, social impact and locality.

From 29 January 2024, changes made to the guidelines now require the following types of applications to demonstrate that the grant of the application is in the community interest—

- an application to move a gaming machine licence
- an application to vary gaming trading hours beyond midnight
- an application to increase the number of gaming machines approved to be held under the licence.

In addition, the 'harm' consideration has been expanded to provide greater emphasis and guidance to applicants about how to address this consideration.

This includes providing examples of potential gambling related harm that may be caused by gambling and requiring the applicant to rely on census data in their submission and identifying any community facilities which may be of interest or concern for the Commissioner.

The new guidelines are available at www.cbs.sa.gov.au/sections/LGL/ciportal.

In addition, CBS has released a new community impact portal on its [website](#) which allows applicants to identify other gaming venues within the vicinity and their trading conditions, and address these in their submission in terms of the impact their application will have on the community when considering the current gaming offerings already available in the community.

Light & Wonder - DUALOS A2 Gaming Machine

On 12 February 2024, approval for the DUALOS A2 gaming machine, manufactured by LNW Gaming (trading as Light & Wonder), to operate in South Australia was revoked.

The decision to revoke this approval was taken by the Commissioner following an application by LNW Gaming to voluntary withdraw the DUALOS A2 gaming machine from the South Australian market.

Facial Recognition Technology

If your gaming venue is authorised to operate 30 or more gaming machines and at least one gaming machine can be operated using a banknote acceptor, it is a mandatory licence condition that you must have facial recognition technology (FRT) installed and operating in your gaming area.



While this is an important tool which allows barred persons to be quickly identified and gaming staff to be alerted when a barred person is detected entering the gaming area, **it is not** meant to be a total replacement for the management of barred persons, but rather an additional tool to assist licensees and gaming staff with their responsible gambling obligations.

Licensees are reminded that clause 14(11) of the [Gaming Machines Gambling Code of Practice](#) requires that gaming staff —

- must log into the barring register each time when on duty, or
- be provided with a current consolidated barring list from the barring register, which must be printed in colour, to review any new or updated barring information.

A contravention or failure to comply with clause 14(11) of the Code of Practice is an offence and penalties of up to \$2 500 or a fine of \$160 can apply.

If operating FRT, it is also your responsibility to ensure that you have a **current FRT engagement agreement** with an approved [FRT provider](#).

This agreement allows the FRT provider to lawfully access barring data held by CBS for your licensed premises. If this agreement is allowed to lapse, access rights to barring data may be withdrawn meaning that any gaming machines with banknote acceptors will be disabled.

You are encouraged to review the terms of your engagement agreement and in particular note the date that the agreement will lapse. Licensees are also responsible for providing CBS with copies of any updated agreements on renewal or new agreements if changing FRT provider.

It is also a condition of a gaming machine licence that you must, at intervals not greater than every 12 months, verify that your FRT system and any devices attached to the system are operating correctly.

You must make a record of the actions taken to verify the correct operation of the system and retain the details for not less than 3 years.

A contravention or failure to comply with licence condition (k) is an offence and penalties of up to \$20 000 or a fine of \$1,200 can apply.

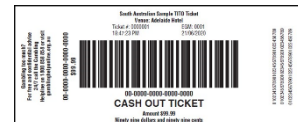
See the [Facial Recognition Systems - Gaming Machine Licence Guidelines](#) for information about how a licensee may achieve compliance with this condition or contact your industry peak body or FRT provider.

You are reminded that it is also a condition of a gaming machine licence that any notifications displayed on equipment connected to a FRT system (including monitors, screens, tablets, smartphones or similar) and used on the licensed premises to receive alerts of persons identified by the system:

- must only be acknowledged and accessed by a person who has been notified to the Commissioner in BOEN as a gaming manager or gaming employee, or
- to persons acting on behalf of an approved industry body with whom you have entered into a responsible gambling agreement, and
- must neither be accessible by, nor visible to, members of the general public.

Expired TITO tickets

Since February 2021, hotel and club gaming machine operators have been able to install gaming machines which are able to be operated by the insertion of banknotes or tickets using [ticket-in ticket-out technology](#), commonly known as TITO.



After 12 months, a TITO ticket that has not been redeemed by a player, will expire and will no longer be able to be redeemed by the ticket holder. The cash value of the ticket must however be forfeited to the Commissioner and paid to the Gamblers Rehabilitation Fund (GRF).

To make it easier to better manage expired TITO tickets, only expired TITO tickets with a value of \$1 or more are required to be forfeited to the Commissioner and paid to the GRF. Payments are also only required when the total value of expired tickets in a relevant month is \$750 or more.

The Independent Gaming Corporation (IGC) reconciles and provide licensees with the details of expired tickets on the 2nd day of each month. If the total value of all expired tickets for your venue meets the \$750 threshold, the total value of these tickets must be paid to CBS by the last day of the month (see below for examples).

Expired TITO Ticket Redemption Schedule			
Tickets Issued	Tickets Will Expire	Reconciled By IGC	Payment Due By
Feb 2023	29 Feb 2024	2 Mar 2024	31 Mar 2024
Mar 2023	31 Mar 2024	2 Apr 2024	30 Apr 2024
Apr 2023	30 Apr 2024	2 May 2024	31 May 2024
May 2023	31 May 2024	2 June 2024	30 June 2024
Jun 2023	30 June 2024	2 July 2024	31 July 2024

You are reminded that it is a licence condition that the value of expired TITO tickets must be paid online using the [CBS Liquor and Gaming Online \(LGO\)](#) web portal using VISA, MasterCard or BPAY. Further information is available from [sa.gov.au/gambling](#).

A contravention or failure to comply with licence condition (q) is an offence and penalties of up to \$20 000 or a fine of \$1 200 can apply.

If however the total value of expired tickets is less than \$750, you will not be required to pay the Commissioner, however those tickets will be carried over and included in the calculation in the following month.

Refusal to pay winnings to a barred person

If a barred person enters the gaming area contrary to a barring order, a record of their name and address must be recorded and the breach of barring notified to the Commissioner using BOEN.

If their winnings from playing gaming machines have also been withheld, you must inform the person of their right to have this decision reviewed by the Commissioner within 14 days and must also direct them to further information about applying for a review of the decision which is available at [Information for the general public](#).

If the Commissioner upholds a decision to withhold winnings or more than 14 days has elapsed since the person was informed of the decision, any winnings must be forfeited to the Commissioner.

A contravention or failure to comply with licence condition (p) is an offence and penalties of up to \$10 000 or a fine of \$315 can apply.

It is a licence condition that payments must be made online by using the [CBS Liquor and Gaming Online \(LGO\)](#) web portal using VISA, MasterCard or BPAY. Further information is available from [sa.gov.au/gambling](#).

Further information

Consumer and Business Services

Further information about gaming machine licenses, running a licensed gaming venue, wagering and lotteries in South Australia is available [online](#).

For queries relating to liquor and gaming licensing, please contact CBS Liquor & Gaming on 131 882 (option 5) or by email at liquorandgaming@sa.gov.au.

For any queries relating to gambling regulations, using BOEN or Liquor and Gaming Online (LGO), forfeiting winnings, barring orders, lotteries or to contact a CBS barring officer, please contact CBS Gambling Administration on 131 882 (option 6) or by email gamblingadministration@sa.gov.au.

Independent Gaming Corporation

For any queries concerning the monitoring of gaming machines, Ticket In/Ticket Out or CRT operations, please contact the [IGC](#) support team on 8394 2222.

Industry Assistance

For industry advice, representation or advocacy, please contact your relevant industry body.

[Gaming Care](#) – 8100 2499

[Club Safe](#) – 8290 2200

Problem Gambling Assistance

The Office for Problem Gambling provides free resources to gaming venues and gambling services funded by the Gambler’s Rehabilitation Fund to help people understand gambling harm. These resources and services are available at [problemgambling.sa.gov.au](#).

Other useful contacts

National Gambling Helpline — 1800 858 858

Gambling Help Online gamblinghelponline.org.au

Aboriginal Family Support Services
Gambling Help Service — 8205 1500
afss.com.au/gambling-help-service