

Gambling Industry Update

Important information for Gaming Machine Licence Holders

August 2022



Message from the Commissioner.....

"Following the introduction of new Gambling Codes of Practice for the wagering and lottery industries late last year, I have now reviewed the Codes that apply to gaming machine licensees to ensure where possible, consistency across gambling providers in South Australia.

The Gaming Machines Gambling Code of Practice was varied on 31 July 2022 to modernise language around gambling harm, provide consistency with the advertising requirements for wagering and lottery providers, and to make a number of administrative amendments. Further details of these changes are outlined in this bulletin.

*I would also like to remind licensees that barring orders cannot be processed by CBS if they have not been completed correctly by venue staff, and **that only orders related to welfare concerns as a result of gambling** can be recorded on the Barring and Online Employee Notification (**BOEN**) system.*

CBS barring officers have reported that there has been a noticeable increase in attempts by venue staff to bar persons from gambling. However, licensees and staff uploading either incomplete or incorrect forms to BOEN has meant that these barring orders could not be processed. In many instances, venue staff have incorrectly imposed a barring order under the Liquor Licensing Act 1997 as opposed to the Gaming Machines Act 1992 to bar a person due to concerns they may suffer harm from gambling.

If you are unsure of which form to complete or how to do so correctly, please speak to your Club Safe or Gaming Care representative for assistance.

In my previous gambling industry update, licensees were advised of the requirements for dealing with unredeemed ticket-in ticket-out (TITO) tickets. I would like to remind licensees that these requirements only apply to TITO tickets which remain unredeemed after 12 months from the date of issue, and only where the accumulated value of tickets is \$50.01 or more. An Expired Tickets Report can be accessed each month through the IGC Portal at www.igcltd.com.au.

Dini Soulio
Liquor and Gambling Commissioner

What's in this edition?

Information for the **operators of gaming machines** about:

- changes to the Gaming Machines Gambling Code of Practice
- changes to the Self-Assessment Compliance Audit checklist
- dealing with unredeemed and expired TITO tickets.

Variation to Code of Practice

The [Gaming Machines Gambling Code of Practice](#) (the **Code**) has recently been reviewed and follows the introduction of new codes of practice for wagering and lottery providers.

As a result of this review, the Code has been varied and in addition to a number of minor grammatical and administrative corrections, the following key changes were made on 31 July 2022:

- references to 'problem gamblers' amended to refer to 'people displaying indicators of gambling harm', consistent with language used by gambling help services, the Office for Problem Gambling and training providers
- clause 8(1)(j) amended to refer to images or sounds **suggestive** of coins, banknotes or tickets being inserted or dispensed from gaming machines
- prohibition on television advertising extended to **6am to 8:30am and 4pm to 7:30pm on any day** so as to be consistent with the Authorised Betting Operations and State Lotteries Gambling Codes of Practice
- expansion of clause 12(4) in relation to spoken warning messages to be at a **speed that is clear and easily understood**
- insertion of a new provision prohibiting gambling advertising at **Cinemas** when films rated G, PG, M or MA(15+) are showing
- clause 14(3) **expanded** to include examples of how patrons displaying indicators of gambling harm may be identified and how staff and licensees may respond to these indicators, as well as a requirement for licensees to ensure staff are trained in policies and procedures on how this is to occur.
- clause 14(4) updated to require that any data recorded for the purpose of clause 14(3) is **only** to be used for the purpose of harm minimisation and no other purpose

- clause 14(11) amended to require that any printed consolidated barring list must be **printed in colour** so as to ensure staff and licensees are able to accurately identify barred persons
- clause 14(13) amended to require that barred persons are not sent any **direct marketing** communications
- clause 14(14) amended to clarify that licensees must take reasonable steps to assist staff experiencing difficulty with **any** form of gambling not just from gaming machines
- clause 17(1)(a) amended to require that licensees must ensure that at least half the available screen space displays a responsible gambling message is displayed on automatic teller machines (ATMs) and cashable ticket redemption terminals (CRTs) while idle
- clause 17(2)(a) amended to require that licensees **must** display the condensed warning message, national helpline number and website address at or near each coin machine or cashier area
- clause 20 amended to allow licensees to offer to pay patrons winnings of \$500 or more **by either cheque or EFT**
- reintroduction of the requirement at clause 22 that that licensees **must** reinforce their commitment to providing gambling products in a responsible and safe environment in appropriate customer newsletters and other communications
- various administrative and consequential amendments.

While licensees must comply with the changes to the Code immediately, the Commissioner has determined that licensees will have until **31 January 2023** to comply with the requirement in clause **14(11)** for consolidated barring lists to be printed in colour and to include the national gambling help website address as required by clause **17(2)(a)**. Licensees must comply with all other requirements of clause 14(11) and 17(2)(a) during this period.

In addition, licensees may comply with the new requirements in clause **17(1)(a)** in relation to responsible gambling messages on ATM screens by continuing to display a full screen responsible gambling message 20% of the time while the machine is idle until **31 January 2023**.

Licensees should familiarise themselves with the content of the new code and advise and instruct all relevant gaming staff.

- [Gaming Machines Gambling Code of Practice](#)

A contravention or failure to comply with a mandatory provision of the code of practice is an offence and penalties of up to \$20 000 can apply

Authorised Betting and Lottery Retail Operations

As part of your product offering you may also provide retail services on behalf of authorised betting and lottery operators (for example 'a Pub TAB' and 'the Lott').

If so, you should also familiarise yourself with the codes of practice governing the advertising and sale of these products—

- [Authorised Betting Operations Gambling Code of Practice](#)
- [State Lotteries Gambling Code of Practice](#)

Self-Assessment Compliance Audit Checklist

CBS has developed a self-assessment compliance audit checklist to assist licensees with assessing their level of compliance with state-based legislation, regulations, licence conditions and codes of practice for operating gaming machines.

While not mandatory, regular completion of the checklist is strongly encouraged. It is recommended that the self-assessment checklist be completed at least every six months.

Information about the key responsibilities of running a gaming machine venue and an updated checklist that incorporates the latest amendments to the Code is available online at sa.gov.au/gambling.

Ticket-in Ticket Out

Since February 2021, South Australian hotel and club gaming machine operators have been able to install and operate 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.

The '**ticket-in**' functionality can be compared to a player inserting coins or banknotes into a gaming machine. Whereas the '**ticket-out**' functionality can be compared to a player pressing collect on a gaming machine and instead of collecting their winnings in coin, being issued with a redeemable barcoded ticket.

Each ticket issued by a gaming machine is **numerically unique** with the ticket details and monetary value being automatically recorded by the state-wide gaming machine monitoring system, operated under licence by the Independent Gaming Corporation (IGC).

IMPORTANT— licensees are reminded that when a player presents a TITO ticket for payment, it is important that the ticket is **also** redeemed on the site controller, by either scanning the ticket using the IGC provided barcode scanner or manually entering the ticket details into the site controller.

Failure to do so will result in TITO tickets continuing to be treated by the site controller as unredeemed. 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.

See the [Unredeemed TITO ticket fact sheet](#) on the CBS website for a flowchart and examples for dealing with unredeemed TITO tickets. Further information is also available online at sa.gov.au/topics/business-and-trade/gambling/running-a-gaming-venue.

Notification of Unredeemed Tickets

You do not need to do anything to redeem these expired tickets. The IGC monitoring system will automatically change the status of these tickets on the site controller from 'expired' to 'billed'.

On the 2nd day of each month, IGC processes unredeemed tickets and provides each venue with an Unredeemed Ticket Statement via the Web portal.

IGC has advised CBS that the portal will now automatically send an email to each venue indicating that the Statement is available and whether the total of unredeemed tickets is above or below the payable threshold of \$750.

The email will also contain a link to the [CBS payment portal](#) to enable licensees to lodge this money with a copy of the IGC Unredeemed Ticket Statement.

IMPORTANT— to make a payment using the CBS payment portal, you must be a registered user of [CBS Liquor and Gaming Online \(LGO\)](#) and your account linked to the licence.

Expired Tickets Report

IGC has advised CBS that the Expired Ticket Statement has now been replaced by an Expired Tickets Report.

Previously, the Statement would only detail expired tickets to the end of the previous month. In response to feedback from gaming machine operators the report now contains a list of all expired tickets.

The first section of the new report details those expired tickets with a value of \$1 or more, while the second section contains all the expired tickets below \$1.

Further information

CBS Online

Further information about gaming machine licences, running a licensed gaming venue, wagering and lotteries in South Australia is available at sa.gov.au/gambling.

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

For any queries relating to gambling regulation, using BOEN or LGO, forfeiting withheld winnings, barring orders, lotteries or to contact a CBS Barring Officer, please contact CBS gambling administration on 131 882 (option 6) or by email at gamblingadministration@sa.gov.au.

Independent Gaming Corporation (IGC)

For any queries concerning the monitoring of gaming machines, TITO and CRT operations, please contact the IGC Support Team.

[IGC](#) – 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 (OPG) provides free resources to gaming venues and gambling services funded by the GRF to help people understand gambling harm.

These resources and services are available at

problemgambling.sa.gov.au

Other useful contacts

National Gambling Help Line – 1800 858 858

Gambling Help Online - gamblinghelponline.org.au