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# **Gambling Industry Update**

## **April 2023**

Important information for Gaming Machine  
Licence Holders



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**Message from the Commissioner.....**

*Licensees may be aware that in October 2022, I commenced a review of all loyalty programs currently operating in hotels and clubs in South Australia. Many of the loyalty programs had been approved by the former Independent Gambling Authority, and some of these approvals dated as far back as 2012. The Codes of Practice under which these loyalty programs had been approved have evolved significantly over time, and it was appropriate to consider whether these programs continued to meet the requirements of the current Codes.*

*The review highlighted to me a number of concerns in relation to the operation of loyalty programs in South Australia, including a lack of clear information being provided to loyalty members around their gambling activity. As a result, the [Gaming Machines Gambling Code of Practice](#) was varied on 30 March 2023 to include additional requirements for providers of an acceptable loyalty program. Further details about these changes are outlined in this industry update.*

*The [Authorised Betting Operations Gambling Code of Practice](#) was also varied on 30 March 2023 to include new requirements for online wagering providers relating to staff training and the use of consistent gambling messaging for online and retail wagering providers. Information on how this affects hotels and clubs with gaming machines that also offer various wagering products is included in this update.*

*In my last industry update, I advised licensees that CBS barring officers had reported a noticeable increase in the number of gambling barring orders being uploaded to the Barring and Online Employee Notification (BOEN) system incorrectly. This continues to be a matter of concern.*

*Licensees are also reminded that information included in notifications about breach of barring informs how CBS contacts a person who has breached their barring. For example, if information provided by venue staff notes that a person has changed their appearance, CBS staff will contact the person to request a new photograph be supplied.*

*I would like to take this opportunity to remind licensees and gaming staff that are unsure on how to complete a barring order or notify of a breach correctly on BOEN to refer to their Responsible Gambling Document, BOEN User Guide, or contact Club Safe or Gaming Care for further assistance.*

**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
- acceptable loyalty programs
- changes to the Authorised Betting Operations Gambling Code of Practice
- changes to the Self-Assessment Compliance Audit Checklist
- gaming machine operations and IGC

### Variation to Gaming Machines Gambling Code of Practice

The [Gaming Machines Gambling Code of Practice \(GM Code\)](#) was varied on 30 March 2023 following an extensive review of gaming machine loyalty programs currently operating in South Australia.

The review found that while many loyalty programs had been approved by the former Independent Gambling Authority, many of these approvals were approved as long as ten years ago. The GM Code had undergone many variations in that time and many of these loyalty programs no longer meet the requirements of the current GM Code.

Of particular concern was the lack of provision of regular, easy to understand activity statements to loyalty members. Following consultation with Industry and loyalty providers, the GM Code was amended 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.
- Activity statements must be provided to the Commissioner within 7 days on request to assist in determining a request for barring.

The variation to the GM Code also amends the requirements regarding the display of responsible gambling messages on automatic teller machine (**ATM**) and cashable ticket redemption terminal (**CRT**) screens so that—

- Each ATM must operate so that when idle, a full screen responsible gambling message approved by the Office for Problem Gambling is displayed at least 20 percent of the time.
- Each CRT must operate so that at least half the available screen space displays a responsible gambling message approved by the Office for Problem Gambling at all times.

### Acceptable Loyalty Programs

In addition to the requirements detailed above, in order for a loyalty program to be considered as an acceptable loyalty program, it must be approved by the Commissioner in terms of its rules and conditions, promotions, risk monitoring processes and the manner in which it is to be advertised and promoted.

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Licencees must not offer a loyalty program to patrons that has not been approved or is under review.

The Commissioner has however determined that a licensee offering a loyalty program that has been approved or is currently under review may continue to be offered to customers until 30 September 2023 so that the loyalty provider may make any necessary technical amendments to the program in order to comply with the Code.

Details of loyalty programs that have been approved by the Commissioner are listed on the [CBS website](#).

### **Variation to Authorised Betting Operations Gambling Code of Practice**

The National Consumer Protection Framework (NCPF) for Online Wagering has been established by the Commonwealth, state and territory governments and introduces a suite of customer protections measures which must be adhered to by all online wagering providers.

The measure which requires consistent gambling messaging by all online wagering providers commenced on 30 March 2023.

In South Australia, the NCPF measures have been implemented as a mandatory provision of the [Authorised Betting Operations Gambling Code of Practice \(ABO Code\)](#).

Following representations made during the consultation process with stakeholders, venue-based wagering operators may continue to use the responsible gambling warning messages that were required to be used prior to 30 March 2023 in the retail environment or elect to use the new consistent gambling messages specified in the NCPF where appropriate and feasible.

It is important to note that the current expanded warning messages prescribed in the GM Code and the State Lotteries Gambling Code of Practice must still be used by hotel

and club gaming machine licencees in relation to gaming machines or lottery products.

The Commissioner will consider whether any amendment to the warning messages for gaming machines and other gambling products is appropriate in the near future.

### **Self-Assessment Compliance Checklist**

CBS has made available on its website a [self-assessment compliance audit checklist](#) to assist licencees with assessing their level of compliance with state-based legislation, regulations, licence conditions and codes of practice for operating gaming machines.

Following the variations to the GM Code noted above, the self-assessment checklist has been updated.

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.

### **Gaming machine operations**

CBS has recently received a number of complaints from licencees regarding the volume of gaming machines installed on premises being too high and causing discomfort to patrons and staff.

Most modern gaming machines have the capacity for staff to reduce the volume through the audit menu or machine settings. If the volume is still too loud, licencees should contact their service agent who should be able to rectify the issue. If the issue persists, please contact CBS.

CBS has also received enquiries from licencees wishing to adjust the amount paid out by coin from gaming machines (if coin enabled). The Independent Gaming Corporation (IGC) should be contacted in the first instance to assist with any adjustment required.

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**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 & Gambling on 131 882 (option 5) or by email at [liquorandgambling@sa.gov.au](mailto:liquorandgambling@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](mailto: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](http://problemgambling.sa.gov.au).

**Other useful contacts**

National Gambling Helpline  
1800 858 858

Gambling Help Online  
[gamblinghelponline.org.au](http://gamblinghelponline.org.au)

Aboriginal Family Support Services Gambling Help Service  
8205 1500  
[afss.com.au/gambling-help-service](http://afss.com.au/gambling-help-service)