

SOUTH AUSTRALIA

**Gambling Regulation—Systems
Criteria—Prescription Notice 2013**

Version No. 001, as at 1 August 2015

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Version No. 001
Reissued as at 1 August 2015

GR Notice No. 7 of 2013
Gambling Regulation—Systems Criteria—
Prescription Notice 2013

The Independent Gambling Authority publishes a notice, as follows.

1 Citation, commencement, etc

- (1) This notice may be cited as the Gambling Regulation—Systems Criteria—Prescription Notice 2013.
- (2) This notice comes into operation:
 - (a) on the day following its publication in the Government Gazette;
 - (b) as to clauses 5–8 in relation to the *Casino Act 1997*, on the same day as section 34 of the *Statutes Amendment (Gambling Reform) Act 2013*; and
 - (c) as to clauses 5–8 in relation to the *Gaming Machines Act 1992*, on 1 January 2014.
- (3) This notice is authorised by—
 - (a) section 40B(2) of the *Casino Act 1997*,¹ particularly noting section 40B(10); and
 - (b) section 10A(1)(ca) of the *Gaming Machines Act 1992*, particularly noting section 10A(10).

2 Structure of this notice

This notice prescribes requirements for systems proposed for recognition by reference to—

- (a) the process of application for recognition; and
- (b) the attributes of the relevant systems.

3 Definitions

- (1) In this notice—

“**applicant**” means a person proposing a system for recognition under section 40B(1) of the *Casino Act 1997* or section 10B(1)(c) of the

¹ This provision is inserted by the provision referred to in clause 1(2)(b).

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Clause 3

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Gaming Machines Act 1992, and “**application**” has a corresponding meaning;

“**CATG**” means a device which is automated table game equipment operated under the *Casino Act 1997*;

“**CEGM**” means a device which is a gaming machine operated under the *Casino Act 1997*;

“**device**” means an apparatus, or a configuration of apparatuses, which when operated in accordance with directions as to use or terms of approval (however described) constitute—

- (a) approved automated table game equipment; or
- (b) an approved gaming machine;

“**GMEGM**” means a device which is a gaming machine operated under the *Gaming Machines Act 1992*;

“**gross gambling spend**” means the aggregate of the value risked;

“**gross gambling wins**” means the aggregate value of prizes won;

“**monitoring system**” means—

- (a) in the case of a relevant system intended for use under the *Casino Act 1997*—the monitoring system approved by the Liquor and Gambling Commissioner; or
- (b) in the case of a relevant system intended for use under the *Gaming Machines Act 1992*—the monitoring system operated by the holder of the gaming machine monitor licence;

“**official research project**” means a research project designated as such in writing by the Authority or the Minister, by reference to—

- (a) the terms of reference or project brief for the research project;
- (b) the identity of the principal investigator and the auspicing institution or organisation for the research project (if any); and
- (c) the source of the funding for the research—

and “**principal investigator**” has a corresponding meaning;

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“recognised basic training” means—

- (a) basic training recognised under section 33A(1) of the *Casino Act 1997*; and
- (b) basic training recognised under section 10B(1)(b) of the *Gaming Machines Act 1992*;

“relevant system” means—

- (a) an account based cashless gaming system; or
- (b) an automated risk monitoring system.

- (2) A reference in this notice to a month may be taken as a reference to—
 - (a) a calendar month;
 - (b) a calendar month period commencing on a particular day of a month other than the first day (that is, in a calendar monthly cycle);
 - (c) a period of 30 days in a succession of periods of 30 days; or
 - (d) a period of 35 days in a succession of periods of 35 days.
 - (3) A reference in this notice to a day may be taken as a reference to—
 - (a) a calendar day; or
 - (b) a 24 hour period in a succession of periods of 24 hours.
 - (4) A reference to—
 - (a) an anonymous cashless gaming account is a reference to a cashless gaming account operated, in the casino only, by card or token in the circumstance that the player has transferred value to the account without being required to provide personal details; and
 - (b) a transparent cashless gaming account is a reference to the cashless gaming account of a player who is identifiable.
 - (5) A reference to a player being identifiable is a reference to the player having provided such details or consents as to enable the player’s activity to be monitored, including by—
 - (a) consenting to have a loyalty program record linked to a relevant system; or
 - (b) enrolling in a system which allows players to voluntarily set loss limits or other indicators.
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4 Submission requirements

- (1) An applicant must include with the application—
 - (a) a narrative description of how the relevant system works;
 - (b) a listing of—
 - (i) the required hardware and software;
 - (ii) the end-user cost structure; and
 - (iii) the individuals or corporate entities which will provide the relevant system to licensees;
 - (c) a statement as to relevant intellectual property licensing matters (if any);
 - (d) certification as to the relevant system's capacity for connection to the monitoring system;
 - (e) a statement as to the capacity for the relevant system to operate over more than one venue; and
 - (f) a declaration as to the components of the relevant system which do not conform to the criteria set out in this notice.
- (2) An applicant must provide, with the application, undertakings to the Authority and to the Minister that the applicant will, in respect of any official research project, procure and maintain—
 - (a) the reasonable co-operation of every licensee deploying the relevant system;
 - (b) any consents to the use of data reasonably required by the principal investigator; and
 - (c) any changes to the applicant's, licensees' and third parties' privacy policies reasonably required by the principal investigator.
- (3) An applicant must provide, with the application, a complete copy of the proposed user documentation.

5 Operational criteria—account based cashless gaming systems

- (1) In order to be recognised as an account based cashless gaming system—
 - (a) concerning the maximum value to be stored and transferred from a user account to a device—
 - (i) in respect of the transfer of value into the user account—
 - (A) the system must not allow a person to initially store value of more than \$1000; and

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Clause 5

- (B) the system must not allow a person to increase (other than by transferring value from a device to the account) the value stored above \$1000;
- (ii) in respect of an individual transfer of value from a cashless gaming account to a GMEGM, the maximum transfer value is \$250; and
- (iii) in respect of an individual transfer of value from a cashless gaming account—
 - (A) to a CEGM, the maximum transfer value is \$250; and
 - (B) to a CATG, the maximum transfer value is \$500;
- (b) concerning the payment of prizes—
 - (i) the system must allow a person to transfer from a device to a cashless gaming account the whole of the value held on the device and, if the device allows for a partial transfer, an amount nominated by the person; and
 - (ii) the system must allow a person to immediately redeem value held in a cashless gaming account—
 - (A) in cash, of any value up to \$2000; or
 - (B) by cheque or by electronic funds transfer, of any value;
- (c) concerning the provision of account statements—
 - (i) in the case of a transparent cashless gaming account, the system must provide, for any month in which there is activity—
 - (A) a posted statement; or
 - (B) an emailed statement—
setting out for each day of activity in each venue—
 - (C) the value transferred to the account by the payment of money;
 - (D) the value transferred to the account from devices;
 - (E) the value transferred to devices from the account;
 - (F) the person's gross gambling spend;
 - (G) the person's gross gambling wins; and
 - (H) the person's net gambling outcome;

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(ii) in the case of an anonymous cashless gaming account, the system must provide for—

- (A) a paper statement produced in the venue and given to the person while present; or
- (B) a screen viewable statement with the facility to email the statement to any address—

setting out for each day of activity on the account in the preceding month—

- (C) the value transferred to the account by the payment of money;
- (D) the value transferred to the account from devices;
- (E) the value transferred to devices from the account;
- (F) the account's gross gambling spend;
- (G) the account's gross gambling wins; and
- (H) the account's net gambling outcome; and

(d) concerning connection to the monitoring system—the system must be capable of communicating with the monitoring system in a manner which is secure and which does not compromise the integrity of the monitoring system.

- (2) In order to be recognised as an account based cashless gaming system, the system must be capable of making a record of each transaction against a cashless gaming account, and retaining the record for a period of 4 years.
- (3) An application may propose a method for production of activity statements which includes using the statement production facility of an another system.

6 Attributes—automated risk monitoring systems

- (1) In order for an automated risk monitoring system to be recognised, the system must feature—
 - (a) the capacity to communicate with an account based cashless gaming system deployed in the same venue and, in particular, to associate activity on an individual cashless gaming account with activity on an individual device;
 - (b) the capacity to communicate with systems (in addition to an account based cashless gaming system) reasonably available or
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accessible to the licensee—

- (i) which hold player information (including information about barring orders); or
- (ii) which allow players to voluntarily set loss limits or other indicators—

and to incorporate or build on player information in any program of alerts; and

- (c) the capacity for staff to manually, or with system assistance, associate play on a particular device with a particular player (whether or not the player is identifiable).
- (2) In order for an automated risk monitoring system to be recognised, concerning identifying indicators of potential problem gambling behaviour, the system must include—
- (a) criteria to determine the commencement and conclusion of a session of play on a device (whether or not the player is identifiable);
 - (b) criteria to suggest when a new session of play should be regarded as an extension of a concluded session of play, whether or not on the same device and whether or not the player is identifiable; and
 - (c) operator configurable criteria to generate alerts when a session of play (including a session of play which is an extension of a concluded session of play)—
 - (i) reaches a certain length; or
 - (ii) involves a certain net gambling outcome.
- (3) In order for an automated risk monitoring system to be recognised—
- (a) concerning connection to the monitoring system—the system must be capable of communicating with the monitoring system in a manner which is secure and which does not compromise the integrity of the monitoring system; and
 - (b) the system must be capable of communicating with all the devices in the venue and with terminals intended to be used by staff.
- (4) The proposed user documentation submitted for an automated risk monitoring system under clause 4(3) must—
- (a) be prepared so as to enable a person who has received recognised basic training to operate the system after having been instructed in the documentation; and
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- (b) explain how the system can be used to identify opportunities for intervention.

7 Non-conforming applications

- (1) The Authority may consider an application in respect of a system which does not have all of the attributes this notice requires the system to have in order to be recognised.
- (2) An application referred to in sub-clause (1) must explain the extent of non-conformity by reference to technical limitations, or other mitigating factors, which, if accepted by the Authority, would justify the system being recognised despite the non-conformity.
- (3) Without limiting the matters which might explain non-conformity for the purposes of sub-clause (2), the following should be explained—
- (a) whether further time for technical development would allow for the proposed system to conform in the future and, if so, when; and
- (b) whether technical factors beyond the control of the applicant give rise to the non-conformity and, if so, how those factors might be overcome in time.

8 Transitional

A system is to be regarded as compliant with—

- (a) clauses 6(1)(c) and 6(2)(b) in respect of a player who is not identifiable; and
- (b) clause 6(2)(c) in respect of an extension of a concluded session of play—

if the applicant includes in the application an undertaking to use all reasonable endeavours to ensure the necessary functionality by 31 December 2018.

NOTES

1. The Gambling Regulation—Systems Criteria—Prescription Notice 2013 was published in the *South Australian Government Gazette* on 18 December 2013 (No. 81 of 2013) at pages 4791–4797.
2. Further to clause 1(2), all provisions of this notice were in operation as at 1 August 2015 (the date of Version No. 001).
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Note 3

The commencement dates referred to in clause 1(2) are as follows:

- paragraph (a)—19 December 2013 [introductory and procedural provisions];
 - paragraph (b)—1 January 2014 [provisions relating to the Adelaide Casino];
 - paragraph (c)—1 January 2014 [provisions relating to gaming machines].
3. This version (Version No. 001) presents the Gambling Regulation—Systems Criteria—Prescription Notice 2013 as in force on 1 August 2015. The notice has not been varied since its initial publication.
4. A commencement certificate was granted under section 10AA of the *Subordinate Legislation Act 1978* as follows:
- in respect of clause 1(2) of this notice—by the Minister for Business Services and Consumers on 4 December 2013.

