



Minutes of Meeting

Gambling Products Working Group

TRIM ID: CD/20/1149

| Meeting details | | |
|-----------------------|---------------------------------|--------------------------|
| Meeting title: | Gambling Products Working Group | Meeting #: 1-2020 |
| Date: | Wednesday 29 January 2020 | Time: 3pm |
| Location: | VCGLR Offices | |

| Attendees | Title and Business unit |
|----------------|--|
| Jason Cremona | Manager, Licence Management & Audit (VCGLR) (Chair) |
| Corrie Cavarra | Principal Evaluations Officer, LMA (VCGLR) |
| Steve Thurston | Licence Manager, LMA (VCGLR) |
| Craig Jenkins | Policy Officer, Legal Services (VCGLR) |
| Tim O'Farrell | Manager, Regulatory Strategy & Research (VCGLR) |
| Lindsay Shaw | Policy and Knowledge Officer (VRGF) |
| Tony Phillips | Head of Knowledge and Information (VRGF) |
| Claire Edwards | Principal Policy Officer, Liquor and Gambling Policy, DJCS |

| Apologies | Title and Business unit/Branch |
|-----------------|--|
| Helen Miller | Principal Policy Officer, Liquor and Gambling Policy, DJCS |
| Jessica Barrett | Principal Policy Officer, Liquor and Gambling Policy, DJCS |
| Susan Graham | Principal Policy Officer, Liquor and Gambling Policy, DJCS |
| Paul Marden | Manager, Liquor and Gambling Policy, DJCS |

| Item | Subject |
|------|---|
| 0. | <p>Opening/apologies</p> <p>JC opened the meeting at 3pm, noted apologies and welcomed attendees.</p> <p>Minutes of previous meeting and Action Items</p> <p>As this is the first meeting of the (re-established) GPWG, there were no minutes from the previous meeting and no Action Items.</p> |
| 1. | <p>Updates from previous meeting.</p> <p>a) Approval of Terms of Reference</p> <p>JC noted that the GPWG started out as an informal discussion session, but interest in the work of the group was shown at a higher level of the VCGLR. This has led to a need to formalise the GPWG and to this end a draft Terms of Reference was circulated for comment.</p> |

No comments had been received, so the meeting determined to accept the Terms of Reference.

b) Proposed Vic Appendix Changes (RTP, LDW & Results Display)

JC reviewed the sequence of events as follows:

- RTP, LDW and Results Display started out as separate individual changes to the Vic Appendix
- Following targeted consultation, these proposals were put to the Minister
- The Minister's response was that consultation on proposed amendments should be broader than Roll Listees, and should include venue operators
- Changes were packaged up into one proposal and circulated to a wider audience including Roll Listees, Venue Operators, peak bodies, Crown Melbourne Ltd, and Dr Mark Zirnsak (Uniting Church)
- Consultation concluded on 20 January 2020, but one stakeholder requested an extension of time to 27 January 2020
- Approximately 12 responses were received, including input from Community Clubs Victoria, Gaming Technologies Australia, Crown Melbourne Ltd, and Aristocrat
- The VCGLR will review the consultation feedback and present the matter back to the Commission for re-consideration, before a further brief to the Minister is developed
- Comments from VRGF and other stakeholders from the previous round of consultation will also be taken into account. (no need for stakeholders to resubmit)
- VCGLR submission will be put directly to the Minister, but DJCS will likely be drop copied
- TP confirmed that VRGF is comfortable with its previous feedback, but is prepared to discuss further if required.

c) Development of the RGAT & RBF

T.O'F gave an update as follows:

- 2 tools were developed and approved by the VCGLR in September 2018: a triage tool and the responsible gambling assessment tool (RGAT)
- The triage tool will be applicable to EGMs and games only
- The triage tool will also give a threshold or flag for submissions for approval that deserve further responsible gambling consideration, after which the RGAT will be applied
- VCGLR is not working on a broader triage tool that can be used for all products other than EGMs and games
- Will draw upon VRGF material, material from the RGMAC supplied by the Minister, and material from a report commissioned by the NSW regulator, prepared by Schottler Consulting entitled "Literature review of the impact of EGM characteristics on gambling harm"
- T.O'F. subsequently supplied the following link: [Literature review of the impact of EGM characteristics on gambling harm](#)

- NSW regulator would like to table the report for discussion at the next National Standards Working Party.
- JC advised the meeting that the VCGLR is aiming for completion of the both the triage tool and the RGAT by mid-year

2. Responsible gambling new gambling research

LS updated the meeting on the latest gambling research which has come to the attention of the VRGF:

- *Dark nudges in gambling*, Phillip Newall, Central Queensland University
- *Equivalent gambling warning labels*, Newall, Walasek and Ludvig
- Research snapshot from the Gambling Research Exchange Ontario: Do electronic gaming machine players understand return-to-player percentage?

LS subsequently supplied these articles – see attachments to these minutes.

TP also mentioned some more recent references that he had found that day:

- Nancy Greer, and others: [eReview of eSports literature](#)
- Everyone Knows Grandma – Pathways to gambling venues in regional Australia, by Amy Bestman et al: See extract at <https://scholar.google.com.au/citations?user=JgQWQVcAAAAJ&hl=en>

3. New product innovations

a) Pop Shots update

JC provided an update on progress with approval and implementation of Wymac's EGM game Pop Shots:

- Crown did not formally object to the conditions placed on the approval
- Crown has not yet implemented Pop Shots – this appears to be due to a commercial decision considering the slow performance of the game in other jurisdictions
- Wymac has indicated it will now seek approval for Pop Shots to be deployed in clubs and hotels
- It was suggested that a conditional approval might lead to a limited deployment under restricted conditions
- Wymac has indicated the feature may change, which would lead to the game being reviewed afresh from the assessment for the Crown version, as a new game, noting that there might be optional versions, one with a skill based feature and one with a non-skill based feature
- As a new game with skill-based features and new responsible gambling considerations it would be put to the Commission for a decision

TP indicated that it would be interested in any new skill-based games from Wymac, and if a trial was undertaken, the VRGF would like to see the raw data for analysis.

Some discussion was held about who would be responsible for collecting trial data (Wymac, vs venue operators vs CMCS), and the practicalities of whether the trial data was available.

Wymac had indicated a number of limitations to what information would be available from the game.

b) TITO Update

ST gave the following update:

- CMCS variation has been approved to provide for TITO
- Three TITO providers have certification of their TITO systems: PVS Australia, Scientific Games and IGT
- On 18 December 2018, TITO was installed on 6 EGMs at Bells Hotel, South Melbourne
- Installation into other PVS gaming venues has continued since then, with further EGMs being commissioned at venues that already have TITO

Action Item: ST to provide an update on TITO deployment with the minutes of this meeting.

[Update: As of 3 February 2020, TITO was activated in 8 venues and on 119 EGMs]

c) Penny Pier Game

CC gave a description of the Scientific Games game “Penny Pier”, which has a feature involving graphics that show coins dropping off a conveyor belt.

The VCGLR had issues with the way the graphic could mislead players to believe they had a near miss on the feature that would be won if they won the feature again.

Scientific Games responded to VCGLR concerns, the graphic was amended to remove any misconception by players, and the game, as amended, was ultimately approved.

4. Regulatory considerations/concerns

a) Hard Meter Review

JC updated the meeting on the VCGLR’s review of the requirement that gaming venues record and reconcile hard meters with electronic meters and polled data.

Following concerns raised by industry with DJCS, the VCGLR released a consultation paper to industry, which received support for the removal of hard meters from gaming machines in clubs and hotels.

The proposal to remove the requirement for gaming venues to record hard meters was presented to the Commission in the week prior to the meeting and was approved.

The next steps are:

- Amend the Accounting & Auditing Venue Requirements document (a standard pursuant to section 10.1.5C of the *Gambling Regulation Act 2003*) – this does not need Ministerial approval, and
- Alter the Victorian Appendix to the National Standards to remove the need for new gaming machines to have hard meters.

b) Regulatory sandbox (VCGLR consideration)

JC updated the meeting on a VCGLR Licensing initiative to introduce a regulatory sandbox into Victoria for the trial or testing of new gambling products.

The project is at the information gathering stage. Consultation has been undertaken with the NSW regulator, where a sandbox has been implemented in the casino, some information was received from Singapore, and staff are awaiting a response from Malta.

TP said that the VRGF would be interested in such a development, and asked if Rosa Billi could be the contact point for the VRGF, if required.

5. **Commission Standards (new/existing)**

Nil to report, apart from the changes discussed previously in the meeting.

6. **Other business**

T.O'F. gave an update on the National Standards Working Party (NSWP).

The NSWP is given its direction by the Australasian Casino & Gaming Regulators' CEOs' Forum.

After being chaired by NSW for the past few years, the CEOs have determined that Victorian will chair the NSWP going forward. Future attendees at the NSWP will comprise both policy staff and technical/operational staff. Tim O'Farrell and Jason Cremona will represent the VCGLR.

The ongoing objective of the NSWP is to increase harmonisation and decrease or eliminate appendices, and to avoid manufactures of gaming machines being able to exploit regulatory differences through "forum shopping".

7. **Close**

The Chair closed the meeting at 4:30 pm. The next scheduled meeting will be on Wednesday 15 April 2020 at the VCGLR offices.

| No | Action to be taken | Assigned to | Due date | Status |
|----|--|-------------|--------------|--------|
| 1. | T.O'F. to supply members with link to NSW material on responsible gambling assessment Provided with minutes of meeting – see enclosed documents | T.O'F. | Next meeting | Closed |
| 2. | ST to provide update on TITO deployment See update in minutes above. | S.T. | Next meeting | Closed |