



## Minutes of Meeting

### Gambling Products Working Group

TRIM ID:

Meeting details			
<b>Meeting title:</b>	Gambling Products Working Group	<b>Meeting #:</b>	4-2020
<b>Date:</b>	Wednesday 30 September 2020	<b>Time:</b>	10:30 am – 12:00 Noon
<b>Location:</b>	By Skype		
Attendees	Title / organisation		
<b>Jason Cremona</b>	Manager, Licence Management & Audit (VCGLR) (Chair)		
<b>Kalai Murugiah</b>	Principal Technical Officer, LMA (VCGLR)		
<b>Steve Thurston</b>	Licence Manager, LMA (VCGLR)		
<b>Tim O'Farrell</b>	Manager, Regulatory Strategy & Research (VCGLR)		
<b>Brendan Atkinson</b>	Principal Regulatory Strategy Officer (VCGLR)		
<b>Craig Jenkins</b>	Policy Officer, Legal Services (VCGLR)		
<b>Tony Phillips</b>	Head of Knowledge and Information (VRGF)		
<b>Lindsay Shaw</b>	Policy and Knowledge Officer (VRGF)		
<b>Brett Hetherington</b>	Senior Industry Engagement Officer (VRGF)		
<b>Steven Lang</b>	Manager, Gambling Policy (DJCS)		
<b>Claire Edwards</b>	Principal Policy Officer, Liquor and Gambling Policy (DJCS)		
<b>Susan Graham</b>	Principal Policy Officer, Liquor and Gambling Policy (DJCS)		
Apologies	Title / organisation		
<b>Helen Miller</b>	Principal Policy Officer, Liquor and Gambling Policy (DJCS)		

Item	Subject
1.	<p><b>Opening</b></p> <p>JC opened the meeting at 10:30 am, and noted apologies from HM.</p> <p>He introduced:</p> <ul style="list-style-type: none"> <li>• Kalai Murugiah who is currently managing LMA's Approvals Team during Corrie Cavarra's absence</li> <li>• Brendan Atkinson who is responsible for management of VCGLR Policy</li> </ul> <p>Minutes from last meeting of 5 August 2020 were accepted.</p> <p>Action Items from the previous meeting were reviewed.</p> <ul style="list-style-type: none"> <li>• <b>Action Items 1, 2, 3 and 6</b> were closed between meetings</li> <li>• <b>Action Item 4:</b> Brett Hetherington raised the issue of the current use of phone chargers on gaming machines at a meeting with venue support workers (VSWs) and noted: <ul style="list-style-type: none"> <li>• very limited take up or demand from customers in their view.</li> <li>• some venues are using USB charging stations (rather than individual EGM USB chargers) as this negates previous practices of charging phones for customers behind the bar or other places in the venue.</li> <li>• the VSWs understood the potential risk but noted that staff members do not raise this as an issue and that it is uncommon in venues.</li> </ul> </li> </ul> <p>Brett also pointed out some caveats on this advice:</p> <ul style="list-style-type: none"> <li>• VSW's main contact is with venue staff (not customers) and they have potentially limited access to the gaming floor (i.e. they are not on the gaming floor for extended periods).</li> <li>• VSWs are not in Crown Casino – so it is possible that usage is different in the casino when compared to the venue environment.</li> </ul> <ul style="list-style-type: none"> <li>• <b>Action Item 5:</b> JC noted that Steven Lang has supplied a response to the VCGLR on the use of wireless chargers on or next to gaming machines. The advice will be taken on board and the VCGLR will not be approving this type of machine variation at this stage. The matter will ultimately be raised with the National Standards Working Party when the National Standards Working Party (NSWP) is ready to review responsible gambling issues with the national standard.</li> <li>• <b>Action Item 7:</b> JC reported back on the status of cashless payments for chips in Crown Perth. He noted: <ul style="list-style-type: none"> <li>• EFTPOS / debit card arrangement only – no use of credit cards</li> <li>• Can purchase a TITO ticket using tap and go on a credit redemption terminal then use the TITO ticket on a gaming machine – no tap and go on gaming machines</li> <li>• \$400 limit per transaction</li> <li>• \$500 limit per day during the pilot phase</li> <li>• Phase 2 pilot to involve 34 tables for a number of weeks</li> <li>• Casino to report to the WA regulator on take-up</li> <li>• Next steps to be determined after submission of report</li> </ul> </li> </ul>

Item	Subject
2.	<p data-bbox="264 389 638 421"><b>Updates from last meeting</b></p> <p data-bbox="264 472 798 504"><b>Tabcorp Wagering digital only venues</b></p> <ul data-bbox="312 517 1436 846" style="list-style-type: none"> <li>• Submission received from Tabcorp but no formal applications</li> <li>• Under consideration by VCGLR Legal Services and Policy as well as DJCS</li> <li>• Main question is whether the venue is a “wagering venue” under legislation or terms of the licence: if not, the question arose as to whether Tabcorp could set up such a venue outside clubs and hotels</li> <li>• Concerns noted about minors being exposed to gambling if such a venue was set up at, say, a newsagent.</li> <li>• Concerns also raised about the proper enforcement of any applicable code in relation to gambling whilst intoxicated.</li> </ul> <p data-bbox="264 898 874 929"><b>Cashless payment for chips at Crown Perth</b></p> <p data-bbox="264 943 1412 1003">An update on this matter was provided in response to Action Item 7. Further discussion continued at this agenda item.</p> <p data-bbox="264 1016 1412 1077">VRGF asked about the parameters for the trial. JC agreed to check with WA and report back if information is available.</p> <p data-bbox="264 1090 1412 1151"><b>New Action Item:</b> VCGLR to check ask WA regulator what parameters are being collected during the cashless payment pilot phase.</p> <p data-bbox="264 1164 1468 1272">Also noted that there have been broad discussions with Crown Melbourne about this development, but Crown Melbourne is also awaiting the outcome of the Crown Perth trial before deciding on a course of action.</p> <p data-bbox="264 1330 813 1361"><b>RTP and LDW updates to Vic Appendix</b></p> <p data-bbox="264 1375 710 1406">JC gave an update on this matter.</p> <ul data-bbox="360 1420 1428 1765" style="list-style-type: none"> <li>• No new developments since last meeting</li> <li>• Minister has been briefed</li> <li>• Matters will be brought to the NSWP for discussion</li> <li>• Note that the NSWP will first be reviewing “technical” issues in the national standards, before moving on to a review of the responsible gambling issues, such as LDW and RTP.</li> <li>• The NSW literature search on this topic may be relevant, but discussion at the NSWP is at least 12 months away</li> </ul>

Item	Subject
3.	<p data-bbox="264 389 560 423"><b>Responsible Gaming</b></p> <p data-bbox="264 439 1461 506">TP gave an update on responsible gambling studies that have been released or undertaken since the last meeting.</p> <ul data-bbox="360 524 1461 674" style="list-style-type: none"> <li data-bbox="360 524 1461 591">• Two studies have been released that centre around the impacts of the Covid-19 lockdown period: <ul data-bbox="421 607 1062 674" style="list-style-type: none"> <li data-bbox="421 607 1062 640">▪ One on the impacts of gambling advertising</li> <li data-bbox="421 640 1062 674">▪ One on the impacts of eSports.</li> </ul> </li> </ul> <p data-bbox="264 692 1445 792">TP suggested that these might make for some VRGF lunchtime presentations. The results of the eSports study will be compared with information presented in the eSports company reports.</p> <p data-bbox="264 808 1394 875">A study has been carried out in the United States of America on substitution behaviour amongst casino players during Covid shutdowns (424 respondents)</p> <ul data-bbox="360 893 1370 1010" style="list-style-type: none"> <li data-bbox="360 893 1370 927">• Most respondents stopped gambling</li> <li data-bbox="360 943 1370 1010">• 15% gambled online in lieu of attending casinos – generally lower income respondents and also high on the PSI index.</li> </ul> <p data-bbox="264 1028 1426 1128">Outcome of a Queensland University study into improvements that might be made to risk communication. Their study of a group skewed towards those with gambling problems indicated:</p> <p data-bbox="264 1144 1094 1178">The study compared the effectiveness of messages that stated:</p> <ul data-bbox="360 1196 1251 1279" style="list-style-type: none"> <li data-bbox="360 1196 1251 1229">• “90% is returned to players” versus</li> <li data-bbox="360 1245 1251 1279">• “10% of your gambled money is kept” (the house edge message)</li> </ul> <p data-bbox="264 1296 1410 1364">The study found that 40% understood the 90% RTP statement and 66% understood the house edge message. The conclusion is that both messages should be used.</p> <p data-bbox="264 1379 927 1413">Another study has looked into the effectiveness of:</p> <ul data-bbox="360 1431 987 1514" style="list-style-type: none"> <li data-bbox="360 1431 987 1464">• responsible gambling product design versus</li> <li data-bbox="360 1480 767 1514">• responsible gambling tools.</li> </ul> <p data-bbox="264 1532 1054 1565">Put another way, this is like seatbelts versus airbags in cars.</p> <p data-bbox="264 1581 1418 1648">The study found that neither were particularly efficacious. However, the study included 9 pages of very useful references.</p> <p data-bbox="264 1664 991 1697">TP will distribute this material to the meeting attendees.</p>

Item	Subject
3.	<p><b>New Products/Innovations</b></p> <p>Tap and Go</p> <p>Tabcorp has expressed an interest in offering tap and go on its wagering terminals and on its Keno terminals (both operator terminals and self-service terminals). Tabcorp has made it clear that it is contemplating tap and go for debit cards, not for credit cards.</p> <p>An examination of the legislation, licence and technical standards indicates that, subject to technical approvals, and non-disallowance of Rule changes, there does not appear to be prohibition on the use of tap and go to pay for wagers or Keno entries. SL pointed out that DJCS has considered this and noted:</p> <ul style="list-style-type: none"> <li>• there is no policy reasons to prevent tap and go</li> <li>• it is desirable to ensure that, if introduced into venues that are also gaming venues, that it is not used as a way of the patron circumventing cash out limits that apply to gaming venues</li> <li>• debit cards can already be used to top up wagering accounts</li> </ul> <p>TP voiced some concerns from a responsible gambling perspective:</p> <ul style="list-style-type: none"> <li>• cashless transactions are a “big change”</li> <li>• tap and go may open the door for more cashless transactions</li> <li>• transactions are faster than using cash</li> <li>• use of cash provides a tangible way to notice the amount spent and time to think about amount spent</li> </ul> <p>Some discussion then proceeded around the pros and cons, with the following points noted:</p> <ul style="list-style-type: none"> <li>• move to cashless in society would seem to make this move inevitable in gambling</li> <li>• need for evidence based literature if we are to block licensee’s business plans</li> <li>• there are pros and cons to cashless gambling from a responsible gambling perspective</li> <li>• the digital environment presents opportunities to better control gambling spend</li> </ul> <p>It is noted that legislative change is required if tap and go was to be introduced at Crown Casino.</p> <p>TP described some work by Sally Gainsbury on digital payment methods and explained the term “frictionless payments” to describe a digital payment that makes gambling easier than cash.</p> <p><b>New Action Item:</b> VRGF to distribute the recent article by Sally Gainsbury on digital payment methods.</p>

Item	Subject
4.	<p><b>New Products/Innovations Cont'd</b></p> <p><b>Downloadable games and modifications</b></p> <p>LS asked for a discussion about this topic after hearing about it at the AGE webinar. JC explained that downloadable games have been talked about for some time but so far, nobody has presented anything for approval.</p> <p>Currently, games are placed into gaming machines by a technician who places a new chip inside the gaming machine. Some chips have multiple games on them for the player to choose. Each game has multiple variations and the venue operator choose which variation the machine should be configured for.</p> <p>The concept of a downloadable game is one where the gaming machine download and install a new game or variation, usually from the manufacturer, via the monitoring system. This is made more possible by newer gaming machines, with dynamic displays.</p> <p>It is noted, however, that game features are often featured in promotional material on the machine – for example, non-dynamic fancy toppers.</p> <p>All agreed that, while this might be feasible in the not too distant future, there does not seem to be a current push by industry to introduce downloadable games. It should also be noted that there is a symbiotic relationship between some new games and the need to also purchase a new gaming machine.</p> <p><b>Skill based games</b></p> <p>JC offered the following update on Wymac's skill based games.</p> <p>Pop Shots was approved for operation at the casino 12 months ago subject to a trial taking place. However, the option was not taken up by Crown.</p> <p>Wymac is now considering approval for the game outside Crown – in clubs and hotels. Wymac is also proposing a new skill based game called "Jelly Kingdom" specifically for clubs and hotels, where the feature is similar to "Candy Crush".</p> <p>Some discussion was had about the introduction of this type of game and it was noted that:</p> <ul style="list-style-type: none"> <li>• Such a new proposal would be put formally to the Commission rather than be approved under delegation</li> <li>• Wymac is open to the idea of a trial</li> <li>• If a live trial is undertaken, it is critical to determine the objective of the trial</li> <li>• Collection of data may be problematic – there is a difference between regulatory data and commercial data</li> <li>• The monitoring licensee has access to data such as credits in, credits out, turnover, wins etc but cannot distinguish between individual players or length of play</li> </ul> <p>JC noted that a lesson has been learnt from the NSW sandbox concept. The sandbox turned out to be too restrictive and costly for any trials to be worthwhile commercially.</p>

Item	Subject
5.	<p><b>Regulatory Considerations/Concerns</b></p> <p><b>Covid-19</b></p> <ul style="list-style-type: none"> <li>• no major updates on previous meeting;</li> <li>• gaming venues remain closed</li> <li>• TABs have reopened in regional locations</li> <li>• Game play outside hours has been an issue for some venues, with patrons breaking into gaming rooms, or climbing over barriers, to play or staff playing off credits left on machines. However, the problems have been few, and the VCGLR has detected and followed up on all cases.</li> </ul>
6.	<p><b>Commission Standards (New/Existing)</b></p> <p><b>Gaming Machine National Standard</b>  JC noted that the GMNS has been reviewed, and a revised version is close to being ready for presentation to other jurisdictions via the NSWP.  He reiterated that the focus on these changes is on technical developments rather than responsible gambling developments. Responsible gambling issues will be discussed and introduced into the next version.</p> <p><b>Crown Technical Requirements Document (TRD)</b>  The Crown TRD was last revised and published in 1995.  The document has been reviewed in consultation with Crown, and is to be presented to the October Commission Meeting.</p>
7.	<p><b>Other Business</b></p> <p>TO'F reported on developments with the Responsible Gambling Assessment Tool (RGAT). There had been discussions with DJCS and the VRGF the day before, about some tweaks to the RGAT. DJCS and VRGF have been asked to provide feedback by 9 October after which a brief will be prepared for the Minister.</p>
8.	<p><b>Next Meeting</b></p> <p>(TBC) Wednesday 25 November 2020 at 10:30 am</p>

No.	Action to be taken	Assigned to	Due date	Status
1.	VCGLR to check ask WA regulator what parameters are being collected during the cashless payment pilot phase.	JC	ASAP	Open

No.	Action to be taken	Assigned to	Due date	Status
2.	VRGF to distribute the recent article by Sally Gainsbury on digital payment methods.	TP	ASAP	Open

DRAFT