

**Interstate Comparison Table  
Harm Minimisation Strategies - Casinos**

Australasian Casino Responsible Gaming Manager Forum

Update as at June 2016

Australia and New Zealand

**Interstate Comparison Table  
Harm Minimisation Strategies – Australia**

ISSUE	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Date Last Updated	10-Oct-08	10-Oct-08	30 June 2016	30 June 2016	Sept-2014	Oct-2014	30 June 2016	30 June 2016
<b>Ban on credit gambling</b>	Yes.	Yes.	Yes, for all forms of gambling except at SKYCITY Darwin Casino.  Directions to the Casino Operator at SCD permits the casino operator to provide chips on credit to a person who is not ordinarily resident in Australia for use while participating in a premium player arrangement with the casino operator; or a junket at the casino.	Yes, <i>Gaming Machine Act 1991 (GMA)</i> states that a licensee or employee must not make a loan or extend credit.  The <i>Casino Control Act 1982 (CCA)</i> provides that a casino operator must not extend credit in any form to any person in connection with any gaming.  May 30 2016 OLGR allows credit betting for junket participants who are non-residents of QLD and who are on a Special Junket Agreement.	Yes.	Yes.	Section 68(8) of the CCA permits the casino operator to provide chips on credit to a person who is not ordinarily resident in Australia for use while participating in a premium player arrangement with the casino operator; or a junket at the casino.	Yes, for casino.  No EGMs in hotels and clubs.

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<b>Limitations on 24 hour gambling (not for casinos)</b>	Yes, enforced break of 5 hours.	Yes, enforced daily break in gaming machine operations in clubs/hotels of a specified 6 hours per day 4am to 10am. Venues can seek approval to close for only 3 hours on Saturdays, Sundays and public holidays. Legislative amendments allow venues to apply for approval to close for only 3 hours on other days, on grounds of hardship, subject to guidelines.	Yes, for hotels and clubs - limited to trading hours. Gaming is banned under legislation between 4.00am and 10.00am daily and no gaming permitted Christmas Day and Good Friday.	Yes, there are no 24 hour hotel and club operators.  No gaming Christmas Day, Good Friday or before 1pm on Anzac Day.  Machine gaming is not permitted to commence before 10am in clubs and Hotels.	Yes, for hotels and clubs - compulsory break in trading times for 6 hours a day with additional responsibilities for late trading venues (must have a staff member trained in advanced problem gambling intervention).	Yes 3.1 Unless otherwise approved by the Commission, gaming facilities can only be operated at a casino for a maximum of 20 hours within any 24-hour period. There must be at least four continuous hours each day when table gaming, gaming machines and keno are not operating.	Not for the casino	N/A

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<b>Restricted access to ATMs and EFTPOS</b>	Yes, no ATM's in gaming areas.	Yes, not permitted in gaming machine areas of clubs/hotels. Not permitted in gaming areas of casino.	Yes, for hotels, clubs and casinos. ATM's Cannot be sited within gaming area. No access to credit facilities.	Yes, GMA provides that ATMs and EFTPOS are not permitted in, or close to, gaming areas.  ATMs must only be available for the use of debit cards.  30th May 2016 OLGR now allows a person can use a debit card and place money into their deposit account.  Section 4.7 of the voluntary QLD Responsible Gambling Code of Practice(Casinos) ATM's are not to be located in close proximity to designated gambling areas, where safe and practicable	Yes, not in gaming areas.  Withdrawals from ATM limited to \$250, EFTPOS limited to \$200	Yes,  7.1 ATMs and signage must not be visible from any gaming area or located within 20 metres from the entrance to a gaming area.  7.2 customers not able to withdraw more than \$400 per day from any ATMs located at a casino.  7.3 not allow a person to obtain a cash advance from a credit account.  7.4 EFTPOS terminals must not be located in a coin change or cash desk area.  7.5 No more than one EFTPOS transaction is permitted each patron, each day, for gambling purposes; any transaction that is provided for gambling purposes must not exceed \$200 in value.  7.8 Staff must not provide funds to a patron requesting any EFTPOS transaction for gambling purposes if that patron appears to be experiencing difficulties controlling his or her gambling.	Yes. Section 81AA of the CCA sets out that  (1) A casino operator must not, within 50 metres of any entrance to the casino, provide, or allow another person to provide, cash facilities that allow a person to obtain by means of those facilities, in any one transaction on any one debit or credit card, an amount of cash exceeding \$200.  (2) A casino operator must not allow a person to obtain from a cash facility within 50 metres of any entrance to the casino a cash advance from a credit account.  Section 81AAA sets out  (1) In relation to a casino, a casino operator must not provide, or allow another person to provide on the casino operator's behalf, an automatic teller machine or an alternative cash access facility—  (a) in the casino; or  (b) in an area that is less than 50 metres walking distance away from an entrance to the casino.	N/A for hotels and clubs.  Yes, for casino. The Gaming & Wagering Commission requires that:  1. ATMs are prohibited from being located in the area covered by the casino gaming licence;  2. ATMs are prohibited from being located within 40 metres (walking distance) of any entrance to the gaming floor, unless the ATM has a withdrawal limit of \$400 per customer, per day (24 hours).  On a voluntary basis, EFTPOS terminals within the casino (for example, in bars) have had credit access disabled so patrons cannot access funds through any credit account.

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<b>Provisions for exclusion / self exclusion</b>	Yes, mandatory Code of Practice requires gaming machine venues to offer self-exclusion.	Yes, legal waiver provided for clubs/hotels since 2000.  From 2 Oct 02, compulsory for clubs/hotels to have a self-exclusion arrangement in place.  Casino has exclusion and self-exclusion schemes.	Yes, application forms and information pamphlets are available at reception, within gambling area, adjacent to gambling products.	Yes, GMA and CCA include self-exclusion provisions – gaming venues have a power to exclude any person that a licensee believes on reasonable grounds is a problem gambler.  It is proposed that all venues with gaming machines will be required to correlate their exclusions database with their promotions / rewards database to ensure that excluded persons do not receive advertising and promotional material from the venue.	Yes, both 3 <sup>rd</sup> party and voluntarily through the Independent Gambling Authority only  IGA have imposed a duty on industry to make barring orders under the IGA Act  IGA are now the central barring registry	Yes, self-exclusion possible, as well as exclusion by venue operator, Gaming Commission (through third-party applications) and Commissioner of Police.	Yes.  Section 72 of the CCA provides for both exclusion by the casino operator and self-exclusion by the patron.  Section 74 of the CCA provides for exclusion orders by the Chief Commissioner of Police.  An exclusion order made by an interstate Chief Commissioner of Police in a manner similar to the ones made under section 74 is also enforceable at the casino.  In order to provide reciprocal rights in the event another state or territory has a similar provision, section 74(2)(b) of the CCA provides that the Chief Commissioner of Police must notify each interstate Chief Commission of Police of an exclusion order under section 74.  Crown Melbourne can facilitate self-exclusions for Crown Perth.  Venues run voluntary self-exclusion regimes	N/A for hotels and clubs.  Yes, for casino. The Casino Control Act provides that the Casino Licensee or Commissioner of Police can issue a written direction prohibiting entry to the casino. The Casino Licensee also maintains a voluntary self exclusion program for those persons who are identified as potentially at risk of harm.  Crown Perth can facilitate a Self Exclusion for Crown Melbourne's Casino, and vice versa.  Crown Perth also offer a Third Party Application process, which allows concerned third parties to lodge an application to have a person excluded from the Casino due to problem gambling.

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<b>Clocks to be displayed</b>	Yes, required under the mandatory Code of Practice.	Yes, compulsory for clubs, hotels and casino.	Yes, contained in mandatory Northern Territory Code of Practice for Responsible Gambling in vicinity of ATM cash cage & coin dispense areas	<p>Section 4.7 of the voluntary QLD Responsible Gambling Code of Practice states that gambling providers are to implement practices to ensure that customers are made aware of the passage of time.</p> <p>All machines on the QCOM 1.6 protocol must have the ability to display a clock at either the top right hand corner or the bottom left hand corner of the screen.</p> <p>Section 4.8 of the voluntary QLD Responsible Gambling Code of Practice (Casinos) Breaks in play providers are to implement practices to ensure that customers are discouraged from participating in extended, intensive and repetitive play</p>	Yes.	<p>Yes, 2.1 Any gaming area that contains gaming machines must contain the following number of analogue clocks. 1-20 = 1 21-40 = 2 41-100 = 3 100-200 = 4 200+ = 5 2.2 A clock must be located in any area where a keno terminal or table gaming is operated outside of any gaming area that contains gaming machines.</p> <p>2.3 Any clock must have a diameter of not less than 30 centimetres, with clearly displayed numbers, in good working order and set to, or within, 10 minutes of the correct time. Any clock located in a gaming area must be clearly visible to patrons.</p>	<p>Yes. GR Part 3, s 19 (2)</p> <p>The time of day is displayed on a gaming machine in accordance with this regulation if the time of day— (a) is displayed— (i) on the video screen; or (ii) on a device attached to the gaming machine in a position that is acceptable under sub regulation (3); and (b) is clearly visible to a person playing the gaming machine; and (c) is accurate to within 5 minutes; and (d) indicates whether the hour is before or after noon; and (e) is displayed continuously; and (f) does not obscure any other information relevant to gaming on gaming machines.</p>	<p>N/A for hotels and clubs.</p> <p>Although it is not a regulatory requirement for the Casino, on a voluntary basis the time is displayed on Gaming Machine screens and on machine bank-ends.</p> <p>Display of clocks is addressed in the Crown Perth Responsible Service of Gambling Code of Practice (voluntarily written document).</p>

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<b>Staff training in responsible gambling</b>	Yes, required under the mandatory Code of Practice.	Yes, compulsory for clubs, hotels and casino.	Yes, contained in mandatory Northern Territory Code of Practice for Responsible Gambling.  Responsible Service of Gambling (RSG) will be mandatory for venue employees directly involved in the delivery of gaming services within 90 days of being licensed  Annual Refresher training for employee with duties involving EGM. Bi annual training for other FOH employees with gaming duties  Licensees and managers at least every 5 years.	No current legislative requirement.  It is proposed that training on the Responsible Service of Gambling (RSG) will be mandatory for venue employees directly involved in the delivery of gaming services.  Section 2.4 (Training and skills development) of the voluntary Queensland Responsible Gambling Code of Practice provides that mechanisms are established to ensure that appropriate and ongoing responsible gambling training is provided to staff who provide gambling products to customers.	Yes, mandatory Code of Practice; being revised and implemented by end of 2014.	Yes, 6.2 All special employees must have completed the RCG training course within 90 days of being licensed as a special employee.  6.3 All special employees undertake a RCG course at least every five years from the date they received their most recent RCG qualification.  6.4 At least one person who has completed enhanced RCG is on duty in each gaming area where gaming machines operate.  6.5 Maintain a register of all special employees, detailing the most recent RCG training completed, along with a copy of the most recent RCG certificate, and produce these records when requested.	Yes.  Section 58A and 58B of the CCA requires the casino to deliver a VCGLR approved training course for all gaming machines special employees and a refresher every three years.  As part of the Code of Conduct commitment, this course is delivered to all Crown employees and refresher training delivered to relevant employees every two years.  Additional advanced training is delivered to management and tailored training to various business units.	N/A for hotels and clubs.  Yes, for Casino.  Although not a regulatory requirement, all staff are required to complete mandatory RSG training as a condition of their employment, including training during induction, online training to be completed within three months of starting employment and a refresher course at least once every two years thereafter.  Specific business units are also nominated for further training so that they can respond appropriately to patrons with specific gaming related issues.  Training is addressed in the Crown Perth RSG Code of Practice (voluntarily written document).

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<b>Certain winnings to be paid by cheque</b>	Yes, under the mandatory Code of Practice. Maximum cash payout for winnings for gaming machines is \$1,200.	Yes, for clubs and hotels. Compulsory for amounts over \$2,000 (changed from \$1,000 on 19 May 2006). Also applies to that portion of the prize under \$2,000, where requested by club/hotel patron.  For casino, operator must notify winner of a prize above \$2,000 of capacity for prize to be paid by cheque and, where requested, pay the prize by cheque.	Yes, over \$500 00 in hotels and clubs or if requested by player.  At SCD cash of up to \$2,000 can be paid of a TITO Collect the remainder must be paid in cash.  The limit for a cash payout on a Ticket is \$9,999 in Premium gaming areas,	Yes, over \$250.00 in hotels and clubs unless a higher cash payment limit is approved. Such a limit would not normally exceed \$1,000.  Available in casinos where requested by the patron.  Section 5.2 (Cashing of cheques and payment of winnings) of the voluntary Queensland Responsible Gambling Code of Practice (Casinos) Gambling providers are to establish a limit above which all winnings are paid by cheque or electronic transfer. Gambling winnings above the set limit are paid by cheque and are not cashed on the gaming providers premises until the next trading day or within 24 hours.	Yes, under the mandatory Code of Practice cheques can be requested for payouts over \$1,000.	Yes, 8.2 Winnings from any gaming machine or keno payout must not exceed \$1000 cash. Where any payout exceeds \$1000, the amount above \$1000 must be paid by cheque.  8.4 All cheques for the payment of winnings from gaming machine or keno gaming must have the words "Gaming Machine Payout" or "Keno Payout" written on the front of the cheque. 8.5 All cheques for table gaming winnings must have the word "Winnings" written on the front of the cheque.  8.6 The details of any patron requiring a cheque must be checked against the exclusion database prior to being issued. Any patron identified as excluded must be paid their winnings and then required to leave the casino or gaming area immediately.  8.7 Any cheque issued for the payment of winnings must not be cashed on the same day that the cheque was issued	Yes.  Section 81AAB of the CCA states that the casino operator must not pay out accumulated winnings in excess of \$2,000 in cash (this does not apply to certain gaming machines in specified areas of the casino).  Credits must be paid by cheque if requested by a patron; a cheque for gaming machine winnings cannot be exchanged for cash or gaming tokens.	N/A for hotels and clubs.  In the casino, patrons may request winnings in the form of a cheque for any amount. Approved procedures detail the process for the issue of a cheque.  Relevant staff are also instructed to offer customers, who have received large payouts, the opportunity to 'cool off' by taking payment in part or full by cheque.



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<b>Ban on smoking, eating and drinking in gaming areas</b>	Not compulsory for hotels and clubs in relation to food and alcoholic drinks.  Smoke free areas compulsory.	No, for eating and drinking.  Smoking is prohibited in all enclosed areas of clubs, hotels and the casino except for the high roller room.	Yes, ban Smoking in Gaming areas  Ban on Smoking in Eating and drinking areas  Equal amenity for smoking and non-smoking to be provided in clubs with more than 25 gaming machines.  Casino to provide equal amenity for smoking and non-smoking.  From January 2015 meals cannot be served in smoking area but may be consumed there.	No ban for eating and drinking.  Smoking ban in all areas of hotels and clubs and main casino floor. However, premium gaming rooms currently exempted.	No ban for eating and drinking  From 1 Nov 2007, complete ban on smoking.	No, for eating and drinking.  Legislated ban on smoking in gaming areas from 1 Jan 2005.	No, for eating and drinking.  Yes, a Ministerial Direction allows for some smoking exemptions. Banned in all gaming areas of the casino (except in a declared smoking area) and in the gaming machine area of approved venues (clubs and hotels).	N/A for hotels and clubs.  No, for eating and drinking.  Smoking ban in all areas of the casino except for the International Gaming Facility which is currently exempted.  There is a non-smoking area of the International Gaming facility, however.
<b>Requirement for proper lighting</b>	Mandatory Code of Practice sets minimum standards for lighting. Compulsory signage must be able to be easily read.	No.	Mandatory Northern Territory Code of Practice for Responsible Gambling requires natural light where possible.	No, however in clubs and hotels gaming machines must not be readily visible to passing pedestrian traffic.	No gaming specific requirements.	Yes,  2.4 All gaming areas must have sufficient lighting to enable clocks and signs to be easily read and the faces of people within the area to be easily identified. Where possible, this is to be achieved by maintaining or utilising natural light as a source of lighting.	Yes.  GR Part 3, s 8 (2)  At any time when a gaming machine is available for gaming in a casino, the casino operator must ensure that lighting in the casino complies with this regulation.  And goes on to specify those requirements.	N/A for hotels and clubs.  A refurbishment of the Casino, completed in 2012, allows for natural lighting in some areas of the gaming floor.  Lighting is addressed in the Crown Perth RSG Code of Practice (voluntarily written document).

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<b>On-site problem gambling assistance or referral</b>	Yes, referral.	Yes, referral.	Yes, Community Liaison officers should provide appropriate assistance and information to patrons with gambling related problems.	<i>Gaming Machine Act and Casino Control Act</i> require venues to exclude a person seeking self-exclusion and to provide contact details of gambling counselling services. Signage mandated under legislation advertising help services in addition to voluntary signage as per Code of Practice and a customer liaison officer to provide assistance.	Yes, under new codes HRC's now required to be available on site when casino is open and are required to have a management relationship with a gambling help service.  <b>No</b> requirement for brochures or stickers (with helpline number) on machines	Yes, posters, brochures and referral.	Yes, referral and a Responsible Gaming Liaison Officer available at all times.  The RGSC provides 24/7 assistance and support, also available are Responsible Gaming Psychologists and the Chaplaincy Support Service; referral to government welfare agencies.	N/A for hotels and clubs.  Yes, referrals available through the Casino.  The Casino Licensee has appropriately trained and qualified RSG officers on site 24/7. Brochures, posters and gaming information terminals in the Casino also provide referral information.

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<b>Service of alcohol in gaming areas</b>	Yes.	Yes.	Casinos can offer a service of alcohol to patrons playing table games  No service of alcohol provided to patrons playing electronic gaming machines.	Casinos: Section 65C of the <i>Casino Control Act</i> restricts a casino operator from providing liquor in gaming areas unless approved.  All QLD Casinos: Alcohol served on all gaming floors.	Yes – but must take all practicable steps to: prevent a person who appears to be intoxicated from being allowed to gamble or entering a gambling area or remaining there.  - ensure that alcohol is not supplied to reward, promote or encourage continued gambling.  A person is not to be served alcohol while seated or standing at a gaming machine.	Yes,  2.5 Food or alcohol must not be served to patrons while they are playing on, or sitting at, a gaming machine in a gaming area between the hours of 6pm and the close of business each day.  4.1 Any patron who appears to be intoxicated or has been refused the service of alcohol must not be permitted to participate in keno gaming, gaming machine gaming or table gaming.	Yes.  Section 81AAC of the CCA provides that 'A casino operator must not knowingly allow a person who is in a state of intoxication to gamble or bet in the casino.'	N/A for hotels and clubs.  Yes – Casino.  Service of alcohol is permitted in gaming areas in compliance with the Liquor Control Act (1988) and the Casino Control Act (1984).  As per the voluntarily written Crown Perth Responsible Gambling Code of Practice, all reasonable efforts will be made to prevent intoxicated persons from gambling.
<b>Restrictions on entry</b>	Yes – minors, intoxicated or excluded persons are not permitted to play EGMs. Clubs are only permitted to allow members and invited guests to play EGMs.	Based on age, dress, intoxication, excluded persons.	Minors not permitted in gaming area.	Yes, based on age, exclusion status (legislated) and the discretion of the licensee.	Yes; based on age, dress, intoxication, excluded persons.	Yes.	Yes, in various Acts.  Based on age, dress, intoxication, excluded persons.	N/A for hotels and clubs.  Yes, Casino Control Act and Liquor Control Act. Restrictions based on age, intoxication and exclusions.

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<p><b>Restrictions on minors and penalties:</b></p> <ul style="list-style-type: none"> <li>• <b>Venue operator</b></li> <li>• <b>Staff</b></li> <li>• <b>Adult supervisor</b></li> </ul>	<p>Minors are not to enter a gaming area (50 penalty units) or play gaming machines (50 penalty units). These penalties apply to licensees.</p> <p>Using a false identification (10 penalty units).</p>	<p>Yes, for all three.</p>	<p>Minors not permitted in gaming areas.</p> <p>Penalties apply to venue operator and minor.</p>	<p>Minors are prohibited from gambling and in Casino gaming areas, from entering the licensed premises.</p> <p>Under <i>Casino Control Act</i> there are offences and penalties for each of the categories of persons nominated.</p> <p>Under <i>Gaming Machine Act</i>, if a minor plays an EGM similar penalties apply to each category of person.</p>	<p>Minors must not be employed in gaming operations, maximum penalty \$10,000 or imprisonment for 6 months.</p> <p>Minors are not permitted in casino gaming areas Maximum penalty for minor \$500, maximum penalty for licensee \$10,000, \$2,000 for staff member.</p>	<p>Minors must not enter or remain in a restricted area (10 penalty units). Minors must not participate in gaming (20 penalty units).</p> <p>Venue operator is guilty of an offence if minor enters restricted gaming area (20 penalty units) and must not allow minor to participate in gaming (20 penalty units).</p> <p>Person must not place a wager on behalf of a minor (20 penalty units).</p> <p>4.2 No minor) can take part in the conduct of gaming or enter a gaming area.</p>	<p>Part 7 of the GRA sets out prohibitions on minors gambling or entering premises and the penalties. This includes:</p> <ul style="list-style-type: none"> <li>• Minor must not enter a gaming machine area.</li> <li>• Minor must not play a gaming machine in any area of an approved venue or the casino.</li> <li>• Venue operator must not allow a minor to enter a gaming machine area of an approved venue or the casino.</li> </ul>	<p>N/A for hotels and clubs.</p> <p>Yes, S27(1) of the Casino Control Act 1984 prohibits minors from entering or remaining in the Casino, except in certain circumstances.</p>

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<b>Staff licensed</b>	Yes, only staff holding Approved Attendant Certificates are entitled to access gaming machines.	Yes, for casino gaming machines.	Yes. Staff engaged in gaming duties are required to hold a Casino operative license	Yes.  The <i>Casino Control Act</i> requires a person working in a casino to be licensed as either a key casino employee or casino employee depending on the nature of their duties and responsibilities.  The <i>Gaming Machine Act 1991</i> requires persons performing certain gaming duties or functions, or having certain gaming related responsibilities, to be licensed.	Yes, all staff licensed.	Yes, all staff licensed.	Yes, those that perform duties of a gaming industry employee as defined in Chapter 9A of the GRA or s 37 and s 38 of the CCA.	N/A for hotels and clubs.  Yes, S27(1) of the Casino Control Act 1984 prohibits minors from entering or remaining in the Casino, except in certain circumstances.
<b>Ban on note acceptors</b>	\$100 and \$50 notes banned.	No.	No.	No	Yes.	Yes, for hotels and clubs.  No, for casinos.	Section 3.5 29 of the GRA bans \$100 note acceptors in venues.  Section 62AB bans \$100 note acceptors in the casino except for EGMs located in areas specified by the Commission.	N/A for hotels and clubs.  Yes, for Casino. Note acceptors are limited to \$100.

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<b>Cashless / card-based gaming</b>	Ticket-out approved.  N/A for casino.	Yes, from 2 April 02, card-based gaming machines allowed in clubs and hotels, subject to conditions. Since 23 Feb 2007 approval for Ticket In Ticket Out (TITO) technology to operate on standalone gaming machines in clubs and hotels.  Ticket out operates in the casino.	TITO is permitted for Casino only  No, Card based gaming for hotels, clubs or casino.	Card based gaming and/ Ticket In Ticket Out approved	Yes with an approved Loyalty system only	No.	Yes	N/A for hotels and clubs.  Ticket in/Ticket out is available in the Casino.  Cashless gaming is available for premium electronic gaming members of the International Gaming Facility.

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<b>Pre-commitment</b>	No. N/A for casino.	Is possible in regard to card-based gaming, but not otherwise  No, for casino.	No.	Jupiters Gold Coast & Treasury Brisbane Casinos have pre-commitment as part of the loyalty program.	Yes	No	Yes.  State-wide pre-commitment scheme called YourPlay. Users can elect to have a casual or registered player card that will operate in all gaming machine venues including the casino.  The Play Safe Limits pre-commitment program is available for Fully Automated Table Games for Loyalty program members.	N/A for hotels and clubs.  Yes for Casino.  Yes, if card based gaming system in place. Available so patrons can set financial and time limits per gaming day. The setting of a limit is not compulsory.  The Gaming & Wagering Commission requires a voluntary pre commitment system to be available to electronic gaming patrons. This is available for Casino loyalty club members only.

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<b>Enforced player breaks</b>	No, for hotels, taverns and clubs. N/A for casino.	No, IPART recommended that pop-up messages appear every 60 minutes. Research into the content of the messages has been finalised and policy is being developed in consultation with relevant stakeholders.  No, for casino.	No.	No, Sections 4.3 and 4.8 of voluntary QLD Responsible Gambling Code of Practice provide that service of alcohol on gambling provider's premises is managed in such a way as to encourage customers to take breaks in play and gambling providers are to implement practices to ensure that customers are discouraged from participating in extended, intensive and repetitive play.	No.	No.	No.  The Responsible Gambling Code of Conduct references 'Breaks in Play' and the encouragement of these.  The Code and specific contents are a requirement via a Ministerial Direction.	N/A for hotels and clubs.  No, for casino.
<b>Limitations on frequency of games</b>	No.	No, proposal to limit reel spin speed subjected to independent research.	No, specific NT requirements. Games must conform to AUSNZ Gaming Machine national standards	Yes, Section 3.34 of QLD Appendix to Australian/New Zealand Gaming Machine National Standard requires the time between the start of a play and the end of a play must be at least 3 seconds.  A review of spin rates is currently being undertaken to ensure QLD remains in line with other jurisdictions.	New requirements mean we can operate games approved in other jurisdictions without direct approval	Yes, minimum spin rate of games 3 seconds on all games.	Section 3.5.30 of the GRA states that games must not have a spin rate of less than 2.14 seconds.  Section 62AC of the CCA provides for the same minimum spin rate except for certain machines located in specified areas of the casino.	N/A for hotels and clubs.  Yes, for casino. Max speed of play is stipulated in the WA Appendix to EGM National Standards that games shall exceed a play rate of 5 seconds, or 720 games per hour, and shall not have auto play.  Spinning reel machines are prohibited.



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Date Last Updated	10-Oct-08	10-Oct-08	30 June 2016	30 June 2016	Sept-2014	Oct-2014	30 June 2016	30 June 2016
<b>Rate of loss - bet and win limits</b>	Hotels and clubs: - bet limit \$10.00 - no win limit.  N/A for casino.	Bet limit of \$10.00. Win limit of \$10,000 on stand-alone machines. Win limits of \$100,000 on intra-venue linked machines, and \$500,000 on inter-venue linked machines.  Casino not linked to other venues.	Hotels and clubs: - bet limit \$5.00 - no win limit.  Casino: - no limits.	Hotels and clubs: bet limit \$5.00, win limit \$10,000 for machines with no jackpot, \$25,000 where standalone jackpot, and no limit on linked jackpot arrangements. However, the highest approved jackpot is currently \$110,000.  Casino: no legislative limits for either standalone jackpot or linked jackpot.	Hotels and clubs: - bet limit \$10 00 - win limit \$10,000 per spin.  Casino: - bet limit \$10 - no win limit.	Hotels and clubs: - bet limit \$10.00 - no win limit.  Casino: - no limits.	No win limits.  Section 64(2) of the GRA provides the Minister with the power to direct the casino operator to set bet limits at the casino. The Minister has directed that there is a bet limit of \$10 unless located in a specified area.	N/A for hotels and clubs.  Casino: - maximum bet limits dependent upon location of game, \$60 for the main gaming floor, \$100 for premium gaming areas.  Although not regulated, these bet limits are supported by the Gaming & Wagering Commission.

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<b>Requirements for dealing with jackpots</b>	Linked jackpot arrangements must be approved.	No.	Licensee must obtain approval from Director General of Licensing to commission a jackpot system, vary system parameters, connect or disconnect a gaming machine to or from a jackpot system or decommission a system.  A gaming machine can only be connected to one jackpot system at any time and machines linked to a jackpot system must be clearly marked and obvious to patrons.	Yes, jackpot arrangements are subject to the following documents which incorporate harm minimisation measures: - Jackpot System Technical Requirements - Jackpot Display System Requirements.  Additional conditions may apply to specific jackpot approvals.	N/A for clubs and hotels.	Yes, jackpot rules approved. Additional conditions may also apply to specific game approvals.	Yes.  Section 3.5.7 of the GRA and section 62B of the CCA prohibit linked jackpots unless approved by the Commission.	N/A for hotels and clubs.  Yes, for Casino. Rules are approved by the Gaming and Wagering Commission; additional conditions may apply to specific game approvals.
<b>Limits on lines/ways</b>	No.	No.	No.	Games that offer more than 25 possible lines may be accepted as long as there is sufficient clarity for a player to accurately identify all wins. To date maximum number of lines approved is 50.	No.	Yes, Maximum of 50 lines.	No limits.	N/A for hotels and clubs.  Yes, for casino. Whilst spinning reel machines are not permitted the WA Appendix to the EGM National Std provides standards on the operation of EGMs in WA.

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<b>Statutory obligation on the regulator to foster responsible gambling and minimize problem gambling</b>	Yes.	Yes, <i>Gaming Machines Act 2001</i> (for hotels and clubs) and <i>Casino Control Act 1992</i> (for casino).	An object of the Gaming Machine Act is to "reduce any adverse social impact of gaming".  Object of the Gaming Control Act: reduce any adverse social impact of gaming	Yes, overarching objective in all gambling legislation which requires, on balance, State and community must benefit. Balance achieved through, amongst other things, minimising potential harm. Funding provided through the Community Investment Fund for Gambling Help will be approx. \$4 8 million per year.	Yes, <i>Independent Gambling Authority Act 1995</i> .	No, express statutory obligation. A comprehensive exclusion program exists. Various provisions are aimed at harm minimization.	Yes.  Section 1.1(2) of the GRA makes it an objective of the GRA.	N/A for hotels and clubs.  Yes, for casino.  An objective of Gaming and Wagering Commission is to minimize harm to the community caused by gambling.
<b>Return to player</b>	Minimum of 87%.	Minimum 85%.	Minimum 85% for clubs, hotels & casinos.	Clubs and hotels, 85%-92%.  Minimum 85% for casinos.  Maximum additional amount a non-EGM triggered jackpot system can contribute to return to player is 7% for hotels and clubs (with total return to player not to exceed 92%) and 10% for casinos (desirable for total return to player not to exceed 100% but no maximum limit).	Minimum 87.5%.	Minimum of 85%.	Section 115 of the CCA requires a RTP of 87% per annum for the casino.  Section 3.6.1 of the GRA a minimum of 85% per venue, per calendar year.	N/A for hotels and clubs.  Minimum of 90% for the Casino.

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<b>Display of odds</b>	Chances of winning major prizes must be available to customers under the mandatory Code of Practice.	Yes, compulsory for clubs, hotels and casino.	Yes, as prescribed in the mandatory Northern Territory Code of Practice for Responsible Gambling.	Yes, QLD Appendix to Australian/New Zealand Gaming Machine National Standard requires Player Information Displays to be accessible on screen. Information includes chance of winning maximum prize and possible spend rate (implemented in new QCOM 1.6 machines). Section 1.4 of voluntary QLD Responsible Gambling Code of Practice states that each gambling provider is to provide meaningful and accurate information on the odds of winning major prizes and that this information is prominently displayed in all gambling areas and in proximity to relevant games.	Yes, for hotels, clubs and casino. Only in relation to an advertisement or promotion that relies on value of a prize or frequency of winning.	Yes, 11.13 Brochure ORB04 "Gaming Machines – Chances of Winning" must be available to patrons at all times and supplies of the brochure must be located in prominent positions wherever gaming machine gaming occurs.  11.14 Brochure ORB05 "Keno – Chances of Winning" must be available to patrons at all times and supplies of the brochure must be located in prominent positions wherever keno gaming occurs.  11.15 Brochure ORB06 "Casino Table Games – Chances of Winning" must be available to patrons at all times and supplies of the brochure must be located in prominent positions wherever table gaming occurs.	Yes.  All gaming machines in the State of Victoria must operate a Player Information Display.  The GR requires EGMs to display certain information about each game, including RTP, the chances or odds of achieving the top 5 and bottom 5 (in value) individual winning combinations and the max and min bet options available.	N/A for clubs and hotels.  Direction 15.1 of the Casino Control Act – Directions requires that information concerning gaming rules, mode of payment of winning wagers, and the odds of winning wagers for each wager must be displayed in the Casino.  'Gaming Information Terminals' featuring interactive touch screens and brochures explaining the odds of winning at both Table Games and Gaming Machines are located throughout the Casino floor and the International Gaming Facility.

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<b>Warnings on machines</b>	Yes, mandatory for clubs, hotels and taverns. A variety of warnings can be chosen.	Yes, compulsory for clubs, hotels and casino.	No specific requirements for warnings on machines.  PG stickers are placed on all EGMS in casino  Information about the potential risks and where to get help is to be prominently displayed in all gaming areas and proximate to ATMs and EFTPOS.	Yes, Section 3.73 of QLD Appendix to Australian/New Zealand Gaming Machine National Standard requires Player Information Displays to be accessible on screen. Information includes each spin is random and your chances of winning do not improve the longer you play (implemented in new QCOM 1.6 machines).	No, under new codes - the previous requirement to display warning message and helpline number has been removed; and no requirement for brochures. Gambling Helpline business cards are still a requirement	Yes, 11.17 Sticker ORM01 or ORM02 “Minors Warning (Gaming Machines)” must at all times be displayed in a prominent location on the front of every gaming machine.	Yes, the GR requires a ‘Player Information Talker’ as per the Minister’s specification to be displayed on each gaming machine so that it is clearly visible from the front of the machine.  Information about internal and external assistance displayed on all gaming product.	N/A for clubs and hotels.  Responsible Gambling information stickers, displaying the helpline, are displayed on all electronic gaming terminals, public phones and on all ATMs

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<b>Advertising restrictions</b>	<p>Mandatory Code of Practice applies restrictions to advertising of gambling products:</p> <ul style="list-style-type: none"> <li>- must not be false or misleading</li> <li>- cannot show under 25s gambling</li> <li>- cannot suggest that gambling is a form of financial investment</li> <li>- cannot suggest that skill can influence a game of chance</li> <li>- does not promote the consumption of alcohol while gambling.</li> </ul>	<p>Yes, total ban on all off-premises gaming machine advertising, and gaming machine advertising outside venues.</p> <p>Exemptions for:</p> <ul style="list-style-type: none"> <li>- trade publications and conventions</li> <li>- Government responsible gambling campaigns</li> <li>- accidental or incidental accompaniment to news broadcasts etc.</li> </ul> <p>Restrictions apply to casino advertising (ie, advertising other than gaming machine advertising).</p>	<p>Mandatory Code of Practice applies:</p> <p>Advertising is to be delivered in an honest and responsible manner. No false impressions of financial gain to be advertised.</p> <p>Advertising must comply with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers or the Advertising Federation of Australia.</p> <p>TV adverts to comply with the Federation of Commercial Television Stations (FACTS) Code of Practice.</p>	<p>Yes. Advertising related to gaming machines must not be indecent or offensive and must be based on fact. It cannot be false, deceptive or misleading.</p> <p>Machine gaming must not dominate external signage or promotions.</p> <p>The voluntary Responsible Gambling Advertising and Promotions Guideline helps the gambling industry ensure advertising and promotions are delivered in a responsible manner with consideration given to the potential impact on people adversely affected by gambling.</p>	<p>Yes, new mandatory code of practice for advertising and in-venue messages</p>	<p>Yes, 12.1 advertising of gambling must:</p> <p>a) Comply with the „Code of Ethics“ adopted by the AANA  b) Be socially responsible  c) Not be offensive or indecent in nature  d) Not be false, misleading or deceptive  f) Not challenge or dare a person to play  g) Not suggest that skill can influence games that are games of chance  h) Not encourage or target people under 18 years of age to gamble  i) Not show the consumption of alcohol while engaged in the activity of gambling  k) Not be directed at vulnerable groups  l) Not encourage a person to commit an offence  n) Not be directed at, or provided to, excluded persons.  q) Not occur on television and/or radio between:  6:00am - 8:30am and 4:00pm - 7 00pm weekdays; and  6:00am - 8:30am and 4:00pm - 7:30pm on weekends.  r) Sounds associated with gaming machines must not be included in any television or radio advertising.</p>	<p>Yes. Sections 3.5 34AA through 3.5 35A of the GRA prohibit gaming machine advertising outside the gaming machine area of a venue or the boundary of the casino.</p>	<p>N/A for clubs and hotels.</p> <p>Yes for Casino.</p> <p>Regulation 43, of the Gaming and Wagering Commission Regulations 1988 places certain restrictions on offsite advertising.</p> <p>Further, a responsible gaming message must be included.</p> <p>In addition, as per the voluntary Crown Perth Responsible Gambling Code of Practice, Advertising and Promotions Code of Practice, advertising must comply with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers.</p>

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<b>Restrictions on player loyalty systems / programs</b>	Mandatory Code of Practice allows player loyalty schemes for gaming machines as long as they are only advertised inside the venue or directly to members.	Yes, cash cannot be offered as a prize and maximum value of prizes limited to \$1,000. Player activity statements must also be made available to participants.	No, but since cashless gaming is not allowed, any loyalty programs based on cashless gaming are not allowed.	No legislative provision for clubs, hotels or casinos.  Voluntary Player Loyalty Guidelines have been developed and support the Code of Practice.	Yes, outlined in Mandatory Code of Practice.	Yes, 10.1 a) Patrons must be provided with information about the PLP at the time of joining, including terms and conditions, points accrual details and rewards b) Patrons must have the ability to opt out of a PLP at any time and must be notified in writing at least once each year of their right to cease c) members must be provided with a player activity statement annually d) player activity statements must identify and differentiate points that have been accrued from gambling and non-gambling activities. Statements must show the amount, in dollars, of any expenditure on gambling e) members must be sent self-exclusion and responsible gambling information at least once each year. f) members must be able to access any information that the operator holds about them. g) All information held about a PLP and its members must be made available to the Commission upon request.	Yes.  The GRA Division 5 describes Loyalty Scheme requirements.  Restrictions include:  - prescribed information to be provided to new participants and in compulsory annual player activity statements  - distribution of statements and continued participation  - ability for participants to limit time play and net loss  - excluded persons prohibited from participating.	N/A for clubs and hotels.  Certain restrictions apply to the use of extra credits.  Loyalty program members playing electronic gaming machines can set voluntary time play and net loss limits, and may request player activity statements.  Excluded patrons (voluntarily and involuntarily) are prohibited from participating in loyalty programs for the duration of their exclusion.

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<b>Ban on inducements</b>	Not a total ban, but inducements to play gaming machines cannot include free or discounted alcohol or discounted gambling unless it is offered to all patrons as part of the venues' regular prize schedule.	Yes, legislation bans gambling-related inducements offered by clubs, hotels and casino.	Mandatory Code of Practice bans on gambling related inducements.  Cannot verbally urge non gamblers to buy gambling products	No legislated bans. However, certain controls may be exercised as a condition of licence, e.g. external signage and promotional material limits.  Section 6.10 of the voluntary QLD Responsible Gambling Code of Practice provides that gambling providers are to develop and implement strategies to ensure advertising and promotions do not involve any irresponsible trading practices by the gambling provider.	Yes, outlined in Mandatory Code of Practice.	Yes 9.1 no incentive based sponsorship arrangement where the level of sponsorship to be provided is linked to the use of gambling products. 9.2 Patrons must not be allowed to use any inducement greater than \$10 for gambling purposes 9.3 Any inducement must be redeemable for services other than just gambling, 9.4 Any inducement must be valid for a minimum of 30 days. 9.5 Patrons must not be offered the supply of free or discounted alcohol for consumption on the premises as an inducement or reward for gambling. 9.6 Patrons must not be required to gamble in excess of \$10 for a specific period of time in order to receive an inducement, obtain a prize or be eligible to enter a specific prize draw. 9.7 Patrons must not be required to be on the premises at the time of a prize draw, in order to be eligible to win any individual prize that is greater than \$1 000 in value.	Yes.  Section 64 (1)(i) of the CCA requires  'a person who is a casino employee or an agent of the casino operator must not at the casino induce patrons to enter the casino;'	N/A for clubs and hotels.  No, however certain restrictions apply regarding the use of extra credits to induce play and complimentary items must not be provided in a way that is calculated to result in an excessive level of gambling.  Add 9.3



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<b>Player information displayed</b>	Signage in gaming areas must inform players about restrictions applying to minors and intoxicated persons, the availability of rules, exclusion programs, Gambling Contact Officer details, counselling services, maximum cash payouts, and return to player information. In addition, a variety of notices warning about problem gambling are to be displayed for the information of players.	Only provided on request.	Yes, on machines.  Signage in gaming areas must inform players about restrictions applying to minors and intoxicated persons, the availability of rules, exclusion programs,  Regulators Contact details  Counselling services, maximum cash payouts, and return to player information. In addition,  Notices warning about problem gambling are displayed for the information of players.  Player activity Statements available on request	Under the <i>Gaming Machine Act</i> venues are required to display Rules Ancillary to Gaming, details of help services and nominee details.  Under the <i>Casino Control Act</i> the operator is required to display certain player information and produce game rules upon request.  Under voluntary Code of Practice venues are required to display odds of winning and alert customers that more information such as a player information guide, financial transactions policy and responsible gambling house policy is available on request.	Warning to minors at each entrance.  Responsible Gambling Posters (In-venue messages)  Helpline business cards on each ACM, Ecash terminal, cashiers, on or near machines (not tables)  Complaints process with phone number for CBS (liquor and gambling office) if customers wish to make a complaint	Yes.	Yes.  Player Information Standards including posters, talkers and brochures as per GR Division 3  Rules of the Games – CCA s 60 and s 66.	N/A for hotels and clubs.  Yes, Casino on-screen rules and help. Additional information is available at Gaming Information Terminals and Voucher Issuance Kiosks located around the gaming floor and in the International Gaming facility.  RSG information available
<b>Loyalty program</b>	Yes, restrictions on promotions and inducements apply.	Yes, restrictions on promotional prizes.	Permitted.	Voluntary Player Loyalty Program Guidelines developed to ensure responsible conduct of programs advertising of same.	Yes, permitted but subject to Mandatory Code of Practice.	Yes, but not a reward program.	Yes.	Yes.
<b>Problem Gambling hotline</b>	Yes, Clubcare (through Lifeline).	Yes.	Yes.	Yes.	Yes.	Yes.	Yes, Gambler's Help.	Yes.

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<b>Responsible Gambling Awareness Week</b>	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes – Responsible Gambling Awareness Week held annually.
<b>Responsible Gambling website</b>	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes, available via the Crown Perth website or <a href="http://www.gamblersresponsibly.com.au">www.gamblersresponsibly.com.au</a>
<b>Face to face counselling</b>	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes, provided by Crown Responsible Gaming Psychologists, the Crown Chaplaincy Service and referrals to government funded programs including Gambler's Help.	Yes, referrals are offered to external counselling and support services. Face to face counselling is not offered at the Casino.
<b>Financial counselling</b>	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes, via referral.	Yes, via referral
<b>Online counselling</b>	Yes, as part of national initiative.	Yes, as part of national initiative.	Yes, as part of national initiative.	Yes, as part of national initiative.	Yes, as part of national initiative.	Yes, as part of national initiative.	Yes, as part of national initiative.	Yes, as part of national initiative.
<b>Media campaign</b>	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.  As per the voluntary Responsible Gambling Code of Practice, Responsible Gambling messages accompany all external gambling advertising and promotional material.
<b>Problem gambling information materials</b>	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.

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<b>Information materials provided in various languages</b>	Yes.	Yes.	Yes.	Yes.	Yes.	No.	Yes.	Yes.
<b>School education materials on problem gambling</b>	Yes.	Yes.	Yes.	Yes.	Yes.	Yes.	Yes, via the Australasian Gaming Council and the VRGF.	No
<b>Record of problem gambling incidences</b>	Yes.		Yes.	Yes, not mandatory.	Yes.	Yes, not mandatory.	Yes.	Yes
<b>Gambling contact officer in venue</b>	Yes.		Yes.	Yes, not mandatory. Section 2.2 of the voluntary QLD Responsible Gambling Code of Practice (Casinos) Customer Liaison Role - Gambling providers are to nominate a person/s to : be available during approved opening gaming hours, provide appropriate information to assist customers with gambling-related problems, support staff in providing assistance to those customers, develop linkages with local community groups where opportunities arise.	Yes.	No.	Yes, Responsible Gaming Liaison Officers available 24 hours a day, seven days a week.	Yes, Responsible Gambling Advisors are available on site 24 hours a day, 7 days a week.

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<b>Responsible agency</b>	ACT Gambling and Racing Commission	NSW Office of Liquor, Gaming and Racing, within the Department of the Arts, Sport and Recreation	Licensing NT Northern Territory Department of Business	Office of Liquor and Gaming Regulation	Office of the Liquor and Gambling Commissioner (Now within CBS – Consumer Business Services)  IGA (Independent Gambling Authority)	Tasmanian Gaming Commission and Liquor and Gaming Branch, Department of Treasury and Finance	Victorian Commission for Gambling and Liquor Regulation	Gaming and Wagering Commission of Western Australia
<b>Legislation Administered</b>	<i>Gaming Machine Act 2004</i>  <i>Gaming Machine Regulation 2004</i>  <i>Gambling and Racing Control Act 1999</i>  <i>Gambling and Racing Control (Code of Practice) Regulation 2002</i>	<i>Gaming Machines Act 2001</i>  <i>Casino Control Act 1992</i>	<i>Gaming Control Act</i>  <i>Gaming Machine Act</i>	<i>Casino Control Act 1982</i>  <i>Casino Control Regulation 1999</i>  <i>Casino Gaming Rule 1999</i>  <i>Gaming Machine Act 1991</i>  <i>Gaming Machine Regulation 2002</i>	<i>Gaming Machines Act 1992</i>  <i>Casino Act 1997</i>  <i>ALA – Approved Licensing Agreement</i>	<i>Gaming Control Act 1993</i>  <i>TT-Line Gaming Act 1993</i>	<i>Gambling Regulation Act 2003 (Vic)</i>  <i>Gambling Regulations 2015</i>  <i>Casino Control Act 1991 (Vic)</i>  <i>Casino Management Agreement Act 1993 (Vic)</i>	<i>Gaming and Wagering Commission Act 1987</i>  <i>Casino Control Act 1984</i>  <i>Casino (Burswood Island) Agreement Act 1985</i>
<b>External Consultative committees</b>	Gambling Advisory Reference Group	First, of likely ongoing, NSW Problem Gambling Roundtable held in July 2008	Responsible Gambling Advisory committee	Responsible Gambling Advisory Committee	Minister for Gambling has convened a Responsible Gambling Working Party	Tasmanian Gambling Industry Group	Responsible Gambling Ministerial Advisory Council and Working Groups, Responsible Gambling Awareness Week Steering Committee	Problem Gambling Support Services Committee (WA)
<b>Statistical data by municipality</b>	Controlled release of information for clubs and hotels.  N/A for casino.	Yes, grouped for clubs and hotels.  N/A for casino.	Yes, by ABS regional classification.	Yes, grouped for clubs and hotels.  No for casinos.	Yes, grouped for clubs and hotels  No for casino.	Yes, grouped	N/A for casino.	N/A for clubs and hotels.  No for casino (one location).

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<b>Most recent prevalence rate for problem gambling</b>	1.9%  Survey of the nature and extent of gambling and problem gambling in the ACT, 2001	0.8%  Prevalence of Gambling and Problem Gambling in NSW – A Community Survey, 2006	1.04%  NT Gaming Prevalence Study, 2008	0.48%  Queensland Household Gambling Survey conducted in 2011/12.	2012: 0.6% of all SA adults, a further 2.5% as moderate and 7.1% as low risk (PGSI used)	0.7% problem gamblers  1.8% moderate risk  2011 Social and Economic Impact Study	As per the VRGF study 'Study of Gambling and Health in Victoria', 2014, the rate is 0.81%.	No state based prevalence studies.  National statistics indicate that 0.5 – 1% of the Australian adult population suffer with significant problems resulting from gambling.  A further 1.4 – 2.1% of the Australian adult population experience moderate risks as a result of gambling.
<b>Social impact assessment</b>	Yes, for clubs and hotels.  N/A for casino.	Yes, for clubs and hotels - for new premises approval and increase in gaming machine numbers.  No for casino.	Yes, required for new application and when a venue applies for an increase of five or more machine increase.  Contained in any application for material alteration of licenced premises	Yes, legislative requirement under the <i>Gaming Machine Act 1991</i> for clubs and hotels to submit Community Impact Statement (CIS) for new applications or significant increases (10 for hotels, 20 for clubs).  CIS required for significant casino changes.	New requirements mean we can operate games approved in other jurisdictions without direct approval	Legislated requirement for independent review into social and economic impact of gambling in Tasmania every three years.	No  The VCGLR may be requested to, as and when required.	N/A for hotels and clubs.  Yes for casino (under <i>Casino Control Act 1984</i> ).

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<b>Quantity restrictions (Casino specific)</b>	Clubs, no restriction.  Hotels, 10 machines.  Taverns, 2 machines.  Casino, nil (within overall cap).	Yes, from 2 Apr 02.  Clubs, maximum 450 except where >450 exist in which case, a club is required to shed 10% of poker machines over 5 years, i.e. by 2 July 2007.  Hotels, maximum 30.  Casino, maximum is 1,500.	Clubs, 55 machines.  Hotels, 20 machines.  Casinos, no limit.	Clubs, 300 machines.  Hotels, 45 machines.  Section 62(3D) of the Casino Control Act 1982 provides that the Minister may, by written notice given to a casino operator, fix a limit on the number of gaming machines to be permitted in the casino or a particular part of the casino. There is no Ratio (12 machines to one table game) currently applied.	Clubs, 40 machines.  Hotels, 40 machines.  Casino, 995 up to (1500 machines and 200 tables within expansion)	Individual clubs, 40 machines.  Individual hotels, 30 machines.	Crown is legislated to operate 2,628 gaming machines.	N/A for hotels and clubs.  Casino, 2,250 machines (current approved limit) on gaming floor. 191 EGMs not available to the general public as a result of being located within the international gaming facility.  The Casino's limit for gaming tables is 215 (as at November 2015).

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<b>Quantity restrictions (State specific)</b>	Clubs and hotels, 5,200 machines.  Casino, nil.	Clubs, 78,020 machines (since Apr 2002).  Hotels, 25,980 machines (since Apr 2002).  Casino, 1,500 machines (since 1993).	No Territory-wide cap. Venue restriction per above  No restrictions for casinos.	Yes, state-wide cap for hotels set at 20,000. Effective current cap for hotels is 19,130.  A re-allocation scheme exists for hotel gaming machine operating authorities by tender pool within the cap and within three regions – South East, Coastal and Western. There is a moratorium on the release of government hotel operating authorities under which 690 are frozen until 30 April 2010.  There is a moratorium on any increase in gaming machines for clubs as at 15 April 2008. It is proposed that the <i>Gaming Machine Act</i> be amended to provide for a state-wide cap on club gaming machine numbers with an accompanying reallocation scheme. Final cap for clubs to be determined pending outcome of certain procedural matters but cannot be greater than 24,713.	Restricted to one casino 1500 entitlements  Part of the 2004 government decision to reduce gaming machines by 3000. 2168 entitlement compulsory removed from hotels (none from Clubs) The remaining 832 to be reduced through trading system. One in four entitlements sold by hotels removed from system. One in four sold by clubs transferred to Club One.	Yes, a state-wide cap of 2,500 for hotels and clubs in total and a cap on total machines in the state of 3,680 including casinos, but excluding the TT-Line ferries.	Yes, 30,000 machines in total:  - maximum of 2,628 for the casino  Minimum of 20% of gaming machines to be located outside the Melbourne Statistical Division.  Maximum density of capped 10 per 1,000 adults.	N/A for clubs and hotels.  Single venue restriction for casino.

**Interstate Comparison Table  
Harm Minimisation Strategies – Australia**

ISSUE	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Date Last Updated	10-Oct-08	10-Oct-08	30 June 2016	30 June 2016	Sept-2014	Oct-2014	30 June 2016	30 June 2016
<b>Number of EGMs at time of last update:</b> <ul style="list-style-type: none"> <li>• State-wide</li> <li>• Venue</li> </ul>	Clubs: 5,087  Hotels: 60  Taverns: 12  Casino: nil	Clubs: 72,922  Hotels: 23,757  Casino: 1,500	Clubs and hotels: 1,490  Darwin Casino: 630  Alice Springs Casino: 325	Operational as at 31 July 2008  Clubs: 22,799 (at 561 sites)  Hotels: 18,689 (at 766 sites)  Casinos: 3,436 (at 4 sites)	Cap is now 13081 (casino's 1500 entitlements added to the original 12086 target) there are a further 758 to be removed. The original number was 15086. 2168 compulsory removed. 106 cancelled through trading system. Club One has 56 entitlements	Clubs and hotels: 2,356  Casinos: 1,173	State wide 30,000.  Venue no more than 105	N/A for hotels and clubs.  Casino:  2,250 (current approval)
<b>Number of Casinos</b>	One	One	Two	Four – Brisbane, Gold Coast, Townsville and Cairns.	One	Two	One	One
<b>Requirement for public hearings (Clubs and Hotels only)</b>	New licences or additional machines applications require a social impact assessment which includes a 6 week period for public consultation.	Requirement for advertising of new licence and other applications, but no requirement for public hearing unless a club/hotel application is contested.	No.	No, all new applicants for a gaming machine licence and certain increases require a Community Impact Statement (CIS). The CIS requires public consultation and advertising of the application.	Requirement for advertising of new licence and other applications, but no requirement for public hearing. IGA holds public hearings when conducting inquiries.	No.	Yes.	N/A



**Interstate Comparison Table  
Harm Minimisation Strategies – Australia**

ISSUE	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Date Last Updated	10-Oct-08	10-Oct-08	30 June 2016	30 June 2016	Sept-2014	Oct-2014	30 June 2016	30 June 2016
<b>Major licensee owner/operators</b>	Casino Canberra.	Casino: TABCORP / Star City Pty Ltd.	Lasseters and Sky City – Casinos.  AHL 4 pubs	Casinos:  Gold Coast & Brisbane – The Star Entertainment  Cairns - Casinos Austria International (Cairns) Pty Ltd  Townsville - The Ville	Each venue is licensed separately to an individual / partnership / trust or corporate entity.	Federal Group	Casino Operator Crown Melbourne Limited.  Venue operator model. Cap of 30% market share for any one operator/group.	Casino Licensee:  Burswood Nominees Limited subsidiary of Crown Resorts Limited.

**Interstate Comparison Table  
Harm Minimisation Strategies**

ISSUE	ACT	NSW	NT	NZ	QLD	SA	TAS	VIC	WA
Date Last Updated	10-Oct-08	10-Oct-08	30 June 2016	10-Oct-08	30 June 2016	Sept-2014	10-Oct-08	2-Oct-14	25-Nov-14
<b>Fund allocation (General community services)</b>	A minimum legislatively prescribed level of community contributions must be made by licensed clubs, 7% of Net Gaming Machine Revenue (as defined in the <i>Gaming Machine Act</i> ).	Optional for clubs (allocations may qualify for a Government tax rebate).  No for hotels.	Hotels & Casino's contribute 10% of their gross machine profits to a Community Benefit Fund.  Clubs are expected to contribute to the community through financial and in kind contribution.	Yes, for societies operating gaming machines in clubs and hotels (retained/ distributed by operators). A society's purpose in operating gaming machines must be to raise funds for community purposes.  No for casinos (except for very limited contribution as set out in licence conditions).	Yes.  Yes, for societies operating gaming machines in clubs and hotels (retained/ distributed by operators). A society's purpose in operating gaming machines must be to raise funds for community purposes.  No for casinos (except for very limited contribution as set out in licence conditions).	Yes, for clubs and hotels  No for casino.	Yes, for clubs and hotels.  - 4% of gross profits from gaming machines must be allocated to the Community Support Levy  - 25% of the levy is distributed to sport and recreation clubs  - 25% is distributed to charitable organisations.  No for casinos.	Yes.  Community benefit levy of 1% of taxable revenue (gaming machines and table games) from casino.  8.33% from hotels is paid to the Community Support Fund for community and problem gambling services.	N/A for clubs and hotels.  No for casino.
<b>Fund allocation (Problem gambling assistance)</b>	A minimum prescribed level of community contributions must be made by licensed clubs. For every \$3 allocated to problem gambling, a licensee can claim \$4 in eligible contributions.	Responsible gambling levy calculated by reference to 2% of casino gaming revenue and paid to the Responsible Gambling Fund	Yes, for hotels.  Clubs must make contribution to satisfy community obligation.  N/A for casinos	Problem Gambling Levy. Non-casino gaming machine sector will contribute approx \$52m over 3 years (2007-08 to 2009-10).	Yes.  \$3.6 million for 2007-08 to fund 13 face-to-face Gambling Help Services, Gambling Help Line and Gambling Help Network.  2009-11 will be funded at \$4.8 million per annum.	Yes to the GRF (Gamblers Rehabilitation Fund)  hotel and club contribution voluntary- Funding is through IGC \$2,000,000. In addition IGC funds the two intervention agencies \$1,359,000 (Gaming Care & Club Safe)  Yes, Casino 300K per year	Yes for clubs and hotels.  - 50% of the Community Support Levy is distributed for research and support services.  No for casinos.	Yes, 8 33% from hotels is paid to the Community Support Fund for community and problem gambling services.  No for casino.	N/A for clubs and hotels.  Yes, casino contributes a voluntary amount to the Problem Gambling Support Services Committee.

## Interstate Comparison Table Harm Minimisation Strategies

### Glossary

CCA	<i>Casino Control Act 1991</i> (Vic)
EGM	Electronic Gaming Machine
GR	<i>Gambling Regulations 2015</i> (Vic)
GRA	<i>Gambling Regulation Act 2003</i> (Vic)
RGSC	Responsible Gaming Support Centre
VCGLR	Victorian Commission for Gambling and Liquor Regulation
VRGF	Victorian Responsible Gambling Foundation