

New Operational Requirements For Gaming Machines

Gaming machine licensees, nominees and employees now need to comply with several new requirements under the *Gaming Machine Regulation 2002* which commenced on 1 December 2002.

Notable changes brought about by the commencement of the new Regulation include:

- Clarification of the requirements for completion of a *Manual Payments Register* (Form 39) and a *Cash Clearances Report* (Form 40).
- Clarification of offences in relation to the completion of a *Gaming Machine Performance Record* (Form 41).
- Strengthened requirements for a *Monthly Variances Record* (Form 61) by the creation of a new offence with a maximum penalty of 20 penalty units (\$1,500). The new provision requires that a club's management committee or board investigate a variance greater than 0.5% that is not satisfactorily explained and take steps ensuring, as far as practicable, that the variance does not recur.
- Prescribed Conditions of a Gaming Machine Licence (Schedule 2) now include matters such as the regular inspection, testing and tagging of the electrical equipment of the gaming machine and ancillary or related equipment. The previous requirement for a common key to the locks on gaming machine cabinets and a common key to the locks securing banknote receptacles etc. is omitted.

- An additional approved financier (Kay Cee Pty Ltd) is prescribed for the purposes of paragraph (c) of the definition of "approved financier" in Schedule 7 (Dictionary) of the *Gaming Machine Act 1991*.
- The list of Restricted Components in Schedule 4 is now limited to three items (the gaming machine cabinet is omitted), namely the:
 - game processor board;
 - programming or software for a game (irrespective of the medium or method of storage); and
 - identification plate for a gaming machine attached by a Licensed Major Dealer.

As the Regulation was produced utilising the current drafting style, some sections have been reorganised with consecutive renumbering of provisions.

Please direct any enquiries regarding the *Gaming Machine Regulation 2002* to Noel Harte, QOGR's Manager Gaming Compliance (3872 0822).

Availability of the Regulation

Electronic versions of the new Regulation will be available on the Office of the Queensland Parliamentary Counsel website at www.oqpc.qld.gov.au from 9 December 2002 and printed copies may be purchased from GoPrint (3246 3399) from 12 December 2002.

for these procedures is in the *Gaming Machine Act 1991* and the *Charitable and Non-Profit Gaming Act 1999*.

Copies of the procedures and audit checklists are available on QOGR's web site (www.qogr.qld.gov.au). For further enquiries or to obtain a copy of the procedures for those who do not have Internet access, please contact Geoff Hardiker, Senior Adviser (Gaming Compliance) on 3872 0923.

Compliance Audits by QOGR Inspectors

Compliance Audit programs performed by QOGR inspectors are designed to monitor the legislative compliance of gaming machine licensees and associations that conduct charitable gaming.

QOGR's inspectors are responsible for the regulation of gaming activities and utilise approved procedures to check the level of compliance by sites and associations. Authority

Gaming Machine Licence Requirements

Problems that QOGR inspectors are identifying regarding gaming machine licences are -

- licences not being displayed correctly; and
- non-compliance with conditions imposed on gaming machine licences.

Section 70 (1) & (2) of the *Gaming Machine Act 1991* requires that a gaming machine licence (or a copy of the licence if it relates to two or more premises) must be displayed in a conspicuous position on the licensed premises.

Gaming machine licensees who fail to comply are liable to a fine of up to \$3,000.

Gaming machine licensees should also be aware of the conditions imposed on their gaming machine licence.

Section 73 of the *Gaming Machine Act 1991* provides that -

- A gaming machine licence is subject to -
 - such conditions as are prescribed; and

- such other conditions (including any variation of the conditions) as the Commission may impose in the public interest or for the proper conduct of gaming at the time of granting the licence.
- A licensee who fails to comply with any condition referred to in subsection (1) commits an offence against this Act.

Standard conditions include the following:

- No gaming equipment is readily visible to passing pedestrian traffic; and
- No ATM or EFTPOS machines are located in, or in close proximity to, the gaming area; and
- Any ATM installed on the premises must only be available for the use of debits cards; and
- Gaming must not dominate any external signage or any marketing or promotional activity undertaken to promote the premises.

Gaming machine licensees failing to comply with any condition imposed on their gaming machine licence are liable to a fine of up to \$15,000.

Club Industry Business Support Scheme Update

All Queensland clubs have now been provided with information about the Club Industry Business Support Scheme (CIBSS). The information, provided by the Club Industry Support Committee (CISC), included Application for Subsidy and Initial Assessment forms. Enquiries should be directed to: jo@cisc.qld.gov.au.

CISC's web site (www.cisc.qld.gov.au), which was launched on 13th November 2002, has:

- all relevant forms available for download;
- a forum for feedback on business advice and the scheme; and
- up-to-date information about the CIBSS.

Work has commenced on the Business Assistance Tool Kit which is being designed with clubs of all sizes in mind. The tool kit will cover elements of business planning, training, and financial monitoring and will be available by the end of January 2003.



Gaming Newsletter

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Message from the Executive Director

Many of us pause in the final days of a year to ponder the year past and contemplate the future. When I do so regarding the State's gambling industry, many of the highlights for 2002 that come to mind involve responsible gambling initiatives and steps taken to assist the State's club industry. Examples of these are:

- the Treasurer's 29 May '02 launch of the Queensland Responsible Gambling Code of Practice;
- the installation of responsible gambling messages on the potential risks of gambling, etc. in gambling venues throughout Queensland; and
- establishment of the Club Industry Business Support Scheme.

On what I envisage arising in early 2003, the following come to mind:

- by 31 January 2003, as well as the Business Assistance Tool Kit being available, the first of the financial subsidies to clubs should have been allocated and distributed;

- significant attention being given to the level, nature and extent of external influences within licensed clubs. In this regard, management agreements, lease agreements and business relationships between a club and a person external to a club that do not have the appearance of having been structured at arms length and on a commercial basis will be the subject of close scrutiny; and
- resolution of the distribution mechanism to apply to hotel gaming machines under the cap.

I would also draw your attention to the CD enclosed with copies of this newsletter sent to gaming machine sites. It provides a valuable training resource for sites and their staff

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Training CD Enclosed (Machine Gaming Venues Only)

A copy of a training CD, provided free of charge to machine gaming venues, is enclosed with the mailing of this issue of QOGR's Gaming Newsletter. The CD contains an interactive training package designed to assist in the understanding of:

- machine gaming; and
- the procedures to be followed with respect to accounting and analysis associated with gaming machines.

The package also covers responsible gambling issues. While considerable care has been taken to ensure that the program is user friendly, QOGR is not in a position to provide support to users of the CD. Should users encounter any problems, it is suggested that they seek independent advice.

Client Services

General Enquiries	3872 0999 3872 0818 3872 0866 1800 064 848
Charitable and Non-Profit Gaming Enquiries	3872 0855 3872 0956
Fax	3872 0957

Compliance

Complaints and Probity	3872 0852
Head Office-based Inspectors	3872 0910
Audit	3872 0938
Fax	3872 0951

Individual Licensing

Licensing Enquiries	3872 0846
Gaming Employee and Gaming Nominee Licences	3872 0823
Gaming Employee and Gaming Nominee Renewals	3872 0844
Casino Employee Licences	3872 0969
Fax	3872 0957

Finance

Monthly Accounts	3872 0860
General Enquiries	3872 0860
Fax	3872 0863

Organisational Licensing

Gaming Site Applications	3872 0857 3872 0954
Gaming Site Renewals	3872 0858
Gaming Site Plans	3872 0873
Gaming Machine Storage/ Destruction	3872 0856
Gaming Machine Increases	3872 0856
Gaming Machine Surrenders	3872 0954
Fax	3872 0864

Brisbane South Regional Office: Telephone: 3210 2906 Fax: 3306 8877 Bundaberg Regional Office: Telephone/Fax: 4153 4835
Cairns Regional Office: Telephone: 4030 8851 Fax: 4030 8849 Gold Coast Regional Office: Telephone: 5526 2154 Fax: 5592 8245
Rockhampton Regional Office: Telephone: 4938 4390 Fax: 4938 4846 Townsville Regional Office: Telephone: 4722 2346 Fax: 4721 1962

Telephone: (07) 3872 0999 Facsimile: (07) 3872 0998

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and is the culmination of many months of work by QOGR staff in making their knowledge and experience readily available to sites. I encourage you to explore and use this tool and let us know how we can improve future editions.

Finally, many thanks for your cooperation throughout 2002. I have again been fortunate to meet many of you personally

December Monthly Reconciliation Report

Gaming machine licensees have a choice of two approaches for preparing December's Monthly Gaming Machine Reconciliation Report (Form 42) at the end of December 2002.

The first (and preferred) option involves performing cash clearances and end of month procedures after the close of business on 31 December 2002 and before trade commences on 1 January 2003.

The second option involves performing cash clearances and end of month procedures after the close of business on 30 December 2002 and before trade commences on 31 December 2002. This approach is useful for sites that trade for 24 hours on New Years Eve and for licensees that prefer not to have staff work on New Years Day. This option will cause differences between the monitoring system's readings and a site's own meter readings for several metered amounts for December 2002 and January 2003. However, the differences will offset themselves over the two-month period. This option is not available to clubs whose financial year ends on 31 December 2002.

QOGR Closure Over Christmas - New Year Period

QOGR's Brisbane head office will be closed from 25 December 2002 to 1 January 2003 inclusive, in accordance with usual State Government department practice. However, QOGR can be contacted during this period (except for Christmas Day) through its gaming inspectorates in Cairns, Townsville and Brisbane and on the Gold Coast.

during the year and have enjoyed our discussions and the friendliness and warmth that I find throughout the industry. On behalf of all at QOGR, may I wish you a safe and enjoyable festive season. We certainly look forward to working with you again in 2003.

David Ford

Dangerous Gaming Machine Installations

QOGR inspectors are continuing to find problems with the ways in which some gaming machines have been installed.

Problems most frequently identified are:

- Gaming machines not secured to their console by three bolts with nuts fitted;
- Consoles and slant-top machines not secured to each other by two bolts with nuts fitted;
- Stand-alone consoles and stand-alone slant-top machines not secured to the wall or floor;
- Incorrect and/or insufficient locks on gaming machines and consoles;
- Machines wired in a manner falling short of the required electrical standards; and
- Consoles installed that do not meet the requirements of the QOGR Console Specifications document.

Gaming machine licensees are urged to check that their gaming machines are secured in the approved manner and that all electrical equipment is maintained in a safe condition as part of fulfilling their obligations under the *Gaming Machine Act 1991* and the *Workplace Health and Safety Act 1995*. Failure to remedy non-compliant installations could lead to the injury or death of an employee or patron.

Non-compliance with the requirements could lead to a venue's gaming machines being disabled until the problems are rectified.

Licensees are liable for a fine of up to \$15,000 (\$75,000 for a corporation) for failing to comply with Section 234 (Maintenance of Facilities, etc.) of the *Gaming Machine Act 1991*.

Responsible Gambling Best Practice

The accompanying articles highlight examples of best practice employed by Queensland gambling providers in implementing the *Queensland Responsible Gambling Code of Practice*. QOGR intends to continue highlighting examples in future issues of this newsletter.

A *Responsible Gambling Resource Manual*, which supports the implementation of the Code of Practice, has been provided to all venues.

The responsible gambling practices within the Code of Practice are organised into the following categories:

1. Provision of information;
2. Interaction with customers and community;
3. Exclusion provisions;
4. Physical environment;
5. Financial transactions;
6. Advertising and promotions.

It is expected new practices are likely to be developed in response to innovative best practice initiatives within the industry.

For this issue, the Del Plaza Hotel, Southport and Cairns RSL are identified as venues promoting best practice in the provision of responsible gambling information. The Del Plaza Hotel is also excelling in the responsible gambling training for the hotel's staff, which is an important component of 'Interaction with customers and community'.

Venues can be acknowledged as a provider of best practice:

- by self-nomination - either by contacting QOGR's Responsible Gambling Officer (Ph. 3872 0898) or by identifying the venue as a provider of best practice on the *Responsible Gambling Practices Survey 2002* (see page 7 of QOGR's October 2002 *Gaming Newsletter*); or
- through nomination by the Queensland Hotels Association or Clubs Queensland; or
- as a consequence of a routine visit to a venue by a QOGR inspector.

Geoff Parker, QHA's Business Development and Training Manager, said that,

"Responsible gambling, like responsible service of alcohol, is not just about putting up a few posters and signs, but rather it's a whole-of-venue commitment that needs driving and support from the top down. The management of the Del Plaza Hotel has offered a total commitment to responsible gambling since the Code of Practice was launched in late May and they clearly show how easy and mutually beneficial responsible gambling is, through the Code of Practice, to implement in any venue."

Clubs Queensland's Executive Officer, Damien Massingham, congratulated Cairns RSL Club for their proactive compliance with the Code of Practice.

Best Practice in Provision of Information and Training of Staff Gains Del Plaza Hotel Recognition

Del Plaza Hotel owners Kate and Graham Bennett took over the hotel in May 2001. They found themselves faced with the challenge of bringing the business from the era of the 'pub', where facilities provided were little more than the supply of alcohol, to a venue providing a range of entertainment and dining facilities, catering for an entire community.

Kate and Graham Bennett see gaming machines as a means to facilitate improvements to the venue. The Del Plaza Hotel, Southport now caters for singles through to families and pensioners, with corporate lunches also provided. The hotel offers live music, karaoke nights, \$5 meal deals, bar and grill facilities, a kid's disco and a conference and function room. "This would not have been possible without the revenue received from gambling, in particular from gaming machines", said Kate.

Kate also talked of having a "strong sense of belonging to a community." She mentioned the need to "find the balance" between income



Owner Kate Bennett displaying the Responsible Gambling Information book she developed for staff to familiarise themselves with their responsibilities.

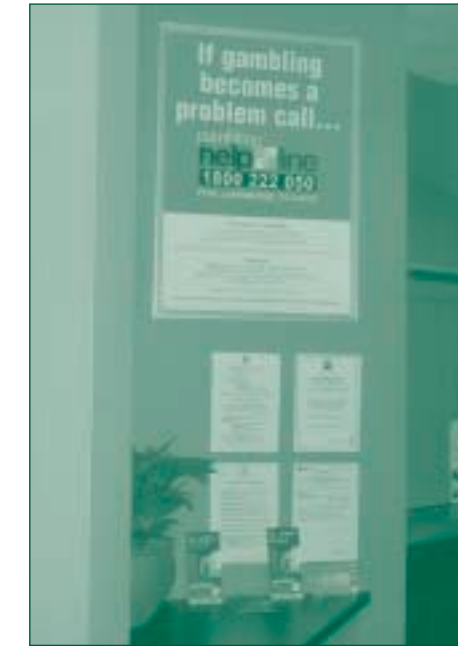
Bold and forthright display of responsible gambling messages at the Del Plaza Hotel.

from gambling and being socially responsible. She felt that the responsible gambling initiatives were necessary to ensure that the hotel remained competitive and retained maximum clientele. Kate said, "If one person is affected by problem gambling, it indirectly affects many other people." Kate considers responsible gambling initiatives could be used as a tool to forge partnerships with industry, government and community agencies in building and maintaining a successful business.

The Del Plaza Hotel displays responsible gambling messages in a bold and forthright way. The backdrop to the predominantly red signs is a blue wall, which was recently painted to ensure the signage stood out. Kate also developed a Responsible Gambling Information book for staff to familiarise themselves with their responsibilities. Additionally, she arranged for a representative from the local Gambling Help service to come to the venue and discuss ways of providing referrals and exclusion provisions for customers who might have gambling problems. Staff are trained to refer customers requiring assistance to either Kate or Rachael

Thomson, the hotel's Gaming Manager. Both Kate and Rachael felt that the staff benefited from the discussions with the Gambling Help service as they are more aware of referral avenues for customers with gambling problems.

The Del Plaza Hotel is to be congratulated on its proactive approach to implementing responsible gambling initiatives.



Self-Audit Survey Update

The Responsible Gambling Practices Survey 2002 (self-audit survey) commenced on 1 October 2002 and all venues undergoing a gaming machine audit from that date will receive a survey. Up till 1 December 2002, approximately 250 surveys have been collected by QOGR inspectors.

The surveys are a major tool for the collection of data for the review of the

voluntary implementation of the Code of Practice. The Review will contribute to further development of the Code of Practice and the *Responsible Gambling Resource Manual* and may recommend the establishment of minimum standards. Where appropriate, some of these minimum standards may be codified into legislation.

Responses received have been largely positive with only a small number of venues not completing the survey. Venues are urged to contact the QOGR Responsible Gambling Officer, Linda Cuskelly, on 07 3872 0898 or 1800 064 848 (extension 20898) if they require assistance in completing the survey or if they wish to discuss any other responsible gambling matters.

Cairns RSL Club - Recognised for Providing Responsible Gambling Information to Patrons



The Club has utilised the freestanding Information Display Board to good effect in their gaming area. They also adopted Clubs Queensland's Responsible Gambling Mission Statement which is also prominently displayed in the gaming area.

Clubs Queensland's Executive Officer, Damien Massingham said, "The approach taken by the Cairns RSL Club demonstrated the club's strong commitment to responsible gambling. The club industry is very aware of and supportive of the Code of Practice and as the peak industry body, Clubs Queensland has played a pivotal role in ensuring that the Code of Practice gets widely accepted, as it is for the benefit of everyone, venues, members and patrons alike."

Cairns RSL Club is to be congratulated for the positive way in which it has implemented the new responsible gambling initiatives.

Gaming Nominee Carmel Martin beside the freestanding information display board.

Cairns RSL Club implemented responsible gambling initiatives in the category of 'Provision of information' in a positive way.

Gaming Nominee Carmel Martin said, "Cairns RSL Club has proactively embraced the Responsible Gambling Code of Practice. Key staff attended the Clubs Queensland training course on implementation of the Code, which assisted all employees to have a full understanding of the Code. Our Club adopted the original Clubs Queensland Responsible Gambling Policy which assisted greatly in the transition to the new whole-of-industry Code of Practice. Our Club recognises that whilst the vast majority of our members and patrons enjoy their participation in gambling, there are some in society who do have difficulty and for those we are now able to offer self exclusion, provide them with relevant information and put them in contact with help agencies who can assist them in overcoming their gambling problems."



Useful Contacts

- **Convenience Advertising**
Ph: 07 3800 9611
Fax: 07 3800 9622
- **Clubs Queensland**
Ph: 07 3252 0770
- **Queensland Hotels Association**
Ph: 07 3221 6999
- **QOGR Responsible Gambling Officer**
Ph: 07 3872 0898
- **Responsible Gambling Website:**
www.responsiblegambling.qld.gov.au