



# Gaming Newsletter

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July 2002 Volume 5 \* Issue 2

## Message from the Executive Director

*This newsletter updates some major issues and includes an updated approved form and a poster. Form 39 (Manual Payments Register) and the Rules Ancillary to Gaming appear on pages 6 and 7 respectively.*

*The major current issue is the Responsible Gambling Code of Practice which was launched by the Queensland Treasurer, Mr Terry Mackenroth, on 29 May 2002.*

*At the launch, Mr Mackenroth said the Code, developed by the Government's Responsible Gambling Advisory Committee in consultation with community, industry and government representatives, is a major breakthrough in dealing with at risk gamblers. He said the vast majority of gamblers in Queensland do not have a problem, but the Government recognised the potential negative impacts that gambling may produce for some people. "This voluntary Code will provide guidance to all gambling venues to minimise those negative impacts" he said.*

*Responsible gambling messages on the potential risks of gambling, where-to-get-help posters, business cards, and signage on information available are being installed in all gambling venues. The state-wide rollout will be completed by the end of July 2002.*

*From October 2002, QOGR inspectors will commence revision of self-audit forms issued to machine gaming sites following the introduction of the voluntary Responsible Gambling Code of Practice.*

*The Government's commitment to a policy of responsible gambling has now extended to education at school level. A responsible gambling curriculum module is now available to Year 5 students in their key learning area of Studies of Society and Environment. The module, to be available to all schools from July 2002, was developed by the Queensland School Curriculum Council with the assistance of Queensland Treasury's Gambling Policy Directorate.*

Cont'd ... /3

## Inside this issue....

- \* Launch of the Queensland Responsible Gambling Code of Practice: Trial and Review
- \* Warning - Non-Compliance with Gaming Nominee Requirement
- \* Amendment to Rule 7 of the Rules Ancillary to Gaming
- \* Gambling Legislation Amendment Regulation (No. 2) 2002
- \* Potentially Dangerous Gaming Machine Installations
- \* Updated Form 39 (Manual Payments Register)
- \* Updated Rules Ancillary to Gaming

### Gaming Machine Statistical Information

Gaming machine statistical information will no longer be published in the *Queensland Gaming Newsletter*. It is available, however, under 'Gaming Statistics, Graphs and Maps' on QOGR's web site ([www.qogr.qld.gov.au](http://www.qogr.qld.gov.au)).

#### 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 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

# Launch of the Queensland Responsible Gambling Code of Practice: Trial and Review

On 29 May 2002, the Queensland Treasurer, Mr Terry Mackenroth, launched Australia's first whole-of-industry responsible gambling code of practice. The Queensland Responsible Gambling Code of Practice is a voluntary commitment by all gambling providers in Queensland to minimise any potential harm to gamblers, their families, friends and local communities. It is a commitment to best practice in the provision of responsible gambling.



The Code of Practice is an initiative of the Responsible Gambling Advisory Committee. The Advisory Committee is made up of community, industry and Government representatives and reports directly to the Queensland Treasurer. In developing the Code of Practice, the Advisory Committee has consulted extensively with key stakeholders within and outside the gambling industry as well as the broader community through a public consultation process.

Almost 3800 venues across Queensland (including 744 Hotels; 612 Clubs; 4 Casinos, 185 TAB agents, 800 Keno venues, 165 Race Clubs, 1100 Lottery Agents, 75 Category 3 Charitable and Non-Profit providers and 100 Bingo operators) will be implementing the Code of Practice.

"The vast majority of gamblers in Queensland do not have a problem, but we also recognise the potential negative impacts that gambling may produce for some people. This voluntary Code will provide guidance to all gambling venues to minimise those negative impacts", Mr Mackenroth said.

The Code of Practice contains best practice policies for gambling venues under six main categories:

- the provision of information;
- interaction with customers and the community;
- exclusion provisions;
- physical environment;
- financial transactions; and
- advertising and promotions.

Mr Mackenroth said the Code of Practice formed an integral part of the State Government's Responsible Gambling Strategy, which was launched in February this year.

## Queensland Responsible Gambling Resource Manual

The Queensland Responsible Gambling Resource Manual is a practical and useful resource providing a step-by-step guide to implementing the Code of Practice. It was developed by the various

industry sectors in collaboration with Queensland Treasury and provides a platform to share best practice across all gambling sectors.

The Resource Manual was designed to allow updating to keep pace with inevitable changes in gambling practice and legislation over time. It includes a range of comprehensive information including:

- current legislative requirements;
- responsible gambling messages and signage; and
- simulated workplace scenarios.

The Resource Manual assists the gambling provider to fully understand and implement the Code of Practice. Each practice listed in the Resource Manual corresponds with those found in the Code of Practice.

The hotels, clubs, casinos, TAB, Keno, racing and lotteries sections of the Resource Manual have been provided to the relevant peak industry bodies for distribution. Clubs Queensland, Queensland Hotels Association, TABQ and the casinos have completed or commenced training to support their industry sector in implementing the Code of Practice. The bingo and charitable and non-profit sections of the Resource Manual are currently being completed in consultation with the key stakeholders.

If your site has not received its free copy of the Responsible Gambling Resource Manual, contact your peak industry body (see details following).

## Responsible Gambling Signage

Responsible gambling signage has



been produced by Queensland Treasury to assist gambling providers to meet the provision of information obligations under the Code of Practice.

The signage was produced in collaboration with peak gambling industry bodies who fully endorse and support this initiative. The signs include:

- information display boards which outline a venue's responsible gambling policies and practices;
- posters and takeaway cards which alert customers to the potential risks of gambling and promote the 24-hour Gambling Help Line.

The new posters supersede existing Break Even signs and Gambling Help Line signs which were used in the pilot program in Mount Isa, Rockhampton and Cairns.

The installation of the signs commenced with the launch of the Code of Practice and will be completed across the state by the end of July 2002. Convenience Advertising has been contracted to install the signs. They will visit hotels, clubs and

some racing premises to provide advice on the appropriate placement and choice of signs and will install them to comply with the venues' responsibilities as detailed in the Responsible Gambling Manual. Other industry sectors will receive their signs in the mail and can refer to the Responsible Gambling Resource Manual for information about where the signs should be displayed.

#### Review of the Code of Practice

The Code of Practice is a living document and will be reviewed periodically. The first phase of the review will focus on the effective voluntary implementation of the Code of Practice. The review will contribute to further development of the Code of Practice and may recommend the establishment of minimum standards. Where appropriate, these may be codified into legislation.

Queensland Office of Gaming Regulation inspectors will play a key role in supporting gambling providers to implement the Code of Practice.

Further advice and information on the requirements of the Code and how it relates to your venue can be obtained from:

- your peak industry body: (Queensland Hotels Association on (07) 3221 6999 or Clubs Queensland on (07) 3252 0700)
- the Queensland Office of Gaming Regulation on (07) 3872 0898
- visiting the website: [www.responsiblegambling.qld.gov.au](http://www.responsiblegambling.qld.gov.au).

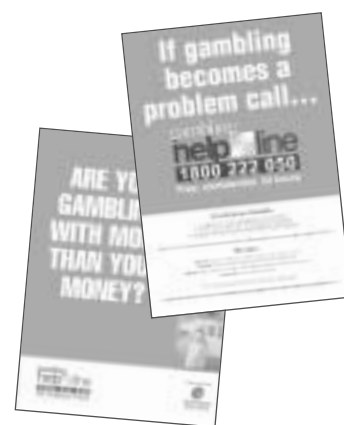
The Queensland Responsible Gambling Code of Practice and Resource Manual are also available from the responsible gambling website.

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Interactive material to support students and teachers is available from the Schoolstuff webpages on the responsible gambling website ([www.responsiblegambling.qld.gov.au](http://www.responsiblegambling.qld.gov.au)).

A committee has been appointed by the Treasurer to oversee the implementation and administration of the business assistance package to the club industry. The first meeting of the committee took place on 21 June 2002. Tenders called for an organisation to provide administrative support to the committee closed on 13 June 2002.

David Ford



## Gambling Community Benefit Fund Quarterly Reports

The Gambling Community Benefit Fund (GCBF) Secretariat produces quarterly regional reports. These reports, which provide details of the approved applicants and the purpose of the grants, can be viewed on the GCBF's website ([www.gcbf.qld.gov.au](http://www.gcbf.qld.gov.au)).

Copies of the reports, for those without internet access, can be obtained by phoning the GCBF on (07) 3247 4284 or freecall 1800 633 619.

# Warning

## Non-Compliance with Gaming Nominee Requirement

Since 1 July 2000, the *Gaming Machine Act 1991* has required certain licensees\* to have a licensed gaming nominee; i.e. a person accountable and responsible for ensuring that gaming machine operations are conducted in accordance with the legislation.

Despite repeated warnings given by QOGR, a number of licensees are still not complying with the nominee requirement.

Recently, a North Queensland gaming machine licensee appeared in the Innisfail Magistrates Court for

failing to have a gaming nominee at the licensed premises. The Court convicted and fined the licensee \$2,000 and ordered that \$61 costs of court also be paid.

This outcome serves as a warning to non-compliant gaming machine licensees that in failing to have appropriately licensed people at their premises, they run the risk of being prosecuted with resultant substantial penalties.

Through gaming audits and other proactive compliance programs, QOGR will continue to ensure that

gaming machine licensees throughout the State comply with the requirements regarding licensed gaming nominees.

For any further information or clarification concerning this requirement, please contact QOGR's Organisational Licensing Section on 07 3872 0857 or 07 3872 0954.

\* *licensed clubs, hotels that conduct business under a corporate structure, and individual hoteliers required under the Liquor Act 1992 to have a nominee.*

## Amendment to Rule 7 of the Rules Ancillary to Gaming

The April 2002 edition of this newsletter contained an article in relation to QOGR's reviewed interpretation of Rule 7 of the Rules Ancillary to Gaming (*Gaming Machine Regulation Schedule 3*).

To clarify the situation, Rule 7 has now been replaced. A full copy of the amended Rules Ancillary to Gaming is included on page 7 of this newsletter. To ensure continued compliance with Section 237 of the *Gaming Machine Act 1991*, please replace the Rules Ancillary to Gaming currently displayed at your site with a copy of this amended version. If your site has a previous approval from the Executive Director for an amount higher than the standard amount of \$250 contained in Rule 7, you will need to amend Rule 7 to reflect this higher amount.

You will note that contrary to previous advice, the standard maximum amount of cash payable in respect of a cancelled credit or jackpot payout remains at \$250. Sites wishing to implement a higher limit (or to decrease from a previously approved higher limit to a lesser amount) must continue to seek the written approval of the Executive Director. All enquiries in relation to site cheque limits should be directed to QOGR's Licensing and Gaming Services Division on (07) 3872 0824.

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## Gambling Legislation Amendment Regulation (No. 2) 2002

There have been a number of recent amendments to the *Gaming Machine Regulation 1991*. An updated copy of the Regulation can be obtained from the Office of the Queensland Parliamentary Counsel's web site via the 'Legislation' link on QOGR's web site.

Of interest to licensees will be amendments that simplify some of the previous requirements in respect of approved forms, particularly Form 39 (*Manual Payments Register*). A copy of the new Form 39 is included on page 6 of this newsletter. The changes that have been approved include:

- It is no longer a requirement for the name of the Gaming Machine Licensee to be shown on Form 39 (*Manual Payments Register*), Form 40 (*Cash Clearances Report*), Form 41 (*Gaming Machine Performance Record*) and Form 42 (*Monthly Gaming Machine Reconciliation Report*).
- Form 39 - it is no longer a requirement for clubs to indicate if the player is a member or a visitor.
- Form 39 - the betting unit of the machine needs to be shown now only in respect of a cancelled credit.
- Form 39 - the winning combination of symbols column has been moved to clearly indicate that these details need only be shown in respect of hand-paid jackpot payouts.
- Form 39 - if the employee making the payment or hopper fill, or witness to such payment or hopper fill, is licensed, the employee/witness must record their signature and gaming employee/nominee licence number. Previously the employee/witness was required to record their signature and name in block letters even if licensed.

*Note:* If the employee/witness is not licensed, the employee/witness must still record their name in block letters and signature.

- Form 39 - licensees who have installed a monitoring system that automatically generates a payout voucher no longer require a witness for payouts of \$500 or less. (Refer to S.35(2A) of the Regulation.)

*Note:* It is still a requirement for hopper fills to be witnessed, irrespective of whether the documentation is automatically generated.

- Form 40 has also been amended in a similar manner in respect of signatories. Licensed employees who carry out or supervise a cash clearance are required to record their signature and licence number and non-licensed employees are required to record their name in block letters and signature.
- Form 41 - for those Clubs using the Win Periodic Method (Reported Win + Gaming Cheques) to calculate their periodic gaming deposit, it should also be noted that S36 of the Regulation has been amended to clearly indicate the requirement for them, when conducting cash clearances, to weigh or count the contents of the hopper of each machine and record these details in their *Gaming Machine Performance Record*. (Refer to S36(3)(b)(x).)

It is acceptable for licensees to defer utilisation of these amended forms if they wish to deplete their stock of the old versions.

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## Potentially Dangerous Gaming Machine Installations

Last month, QOGR detected potentially fatal situations at three sites, all involving damage caused to the power cable as a result of gaming machine movement.

The April 2002 issue of this newsletter contained an article about problems with the manner in which some gaming machines have been installed. Licensees are urged to immediately ensure that all 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. Furthermore, licensees are liable to 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*.



## **RULES ANCILLARY TO GAMING**

(Schedule 3 of the Regulation)

1. A person under the age of 18 years must not play a gaming machine.
2. A gaming employee may determine that 1 gaming machine only may be played by a person at the same time.
3. A gaming machine may be reserved by a person without play for a maximum period of 3 minutes.
4. No person, other than a person permitted under the Act, is to touch an internal part of a gaming machine.
5. A gaming employee must refuse to pay a cancelled credit or jackpot payout if he or she believes on reasonable grounds that –
  - (a) the gaming machine credits were not accumulated, or the winning combination was not obtained, during permitted hours of gaming under section 235 of the Act; or
  - (b) the person claiming the cancelled credit or jackpot payout is not the person entitled to the payment or a person acting on behalf of that person; or
  - (c) the Act has been contravened by the person claiming the cancelled credit or jackpot payout.
6. If, under section 5, a gaming employee refuses to make a payment, the gaming employee must as soon as practicable submit a report to the chief executive.
7. (1) For section 242(2)(b) of the Act, a licensee required to make a payment to a player for a cancelled credit or jackpot payout of more than \$250 must make the payment in 1 of the following ways –
  - (a) \$250 of the payment in Australian currency and the balance of the payment by cheque;
  - (b) if requested by the player –
    - (i) an amount less than \$250 of the payment in Australian currency and the balance of the payment by cheque; or
    - (ii) the entire payment by cheque.
- (2) For making a payment under subsection (1) –
  - (a) if part of the payment is in Australian currency – the licensee must pay the Australian currency when the player claims payment; and
  - (b) the licensee must give a cheque to the player or post it to the player's address, within 24 hours after the player claims payment.