



South Australian Gambling Policy – Consumer Protection

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Most gamblers enjoy gambling as a recreational pursuit. There are some gamblers, however, whose gambling causes harm to themselves and/or to those around them.

The 2012 South Australian Prevalence Study found that 68.8% of South Australian adults had gambled in the previous 12 months. Further, using the Canadian Problem Gambling Index, 0.6% of the adult population could be classified as high risk gamblers and 2.5% as moderate risk gamblers.

Consumer protection refers to Government policies, regulations and programs that seek to encourage gamblers to gamble within their limits and reduce the harm from problem gambling. In South Australia these can be broadly categorised as:

- responsible gambling environments
- limitations on gaming machines
- automated responsible gambling systems
- industry initiatives
- gambling help services.

Responsible Gambling Environments

A number of measures operate to provide responsible gambling environments, such as: Codes of Practice, a welfare barring scheme, and staff responsible gambling training.

Commercial gambling providers must comply with the Independent Gambling Authority's **Codes of Practice**. The codes include consumer protection measures, for example:

- Minimum requirements for the display of mandatory warning messages in advertising and for responsible gambling messages in gaming areas.
- Prohibiting television advertising during children's viewing times and radio advertising before children's school drop off times.
- Prohibiting the sounds of gaming machine play in radio or television advertisements.
- Regulation of advertising of live odds.
- Identifying a gambling rehabilitation agency that patrons can readily access, and ensuring that staff are able to direct patrons to the agency.
- Prohibiting inducements to gamble subject to exemptions, the main exemptions being: an acceptable loyalty program, an acceptable trade promotion lottery, the provision of complimentary tea, coffee and biscuits, and payment of commissions to, or in respect of, high value patrons.

Key Points

- The 2012 South Australian Prevalence Study found that 68.8% of South Australian adults had gambled in the previous 12 months.
- The 2012 South Australian Prevalence Study found that 0.6% of the adult population could be classified against the Canadian Problem Gambling Index as high risk gamblers.
- South Australia has measures in place to reduce harm from problem gambling.



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- Prohibiting the serving of alcohol to players seated at a gaming machine and the provision of a gambling service (including by telephone) to an intoxicated person.
- Requiring a gambling service provided by the internet, telephone or other electronic means to only be conducted through an account with pre-commitment attached.

Club and Hotel are restricted in their opening hours and must not conduct gaming for at least 6 hours every 24 hours. Smoking is also prohibited in gaming areas.

Children (minors under the age of 18 years) are prohibited from all forms of gambling.

Gaming staff are required to be trained in relation to problem gambling. Currently, the Codes of Practice require that gaming employees must be trained in the identification of problem gambling, and managers must have advanced training in identification and intervention, and in administration of the barring process.

For wagering and lotteries, all staff need to be trained in the identification of problem gambling and barring processes, while managers must have advanced training in problem gambling identification and intervention techniques.

From 1 July 2014, new basic and advanced training requirements will begin for casino and gaming machine venue staff. These new requirements are specified in the *Gaming Machines Act 1992* and *Casino Act 1997*.

- Basic training will include subjects dealing with gaming operations, responsible gaming, basics of problem gambling identification (including automated risk monitoring) and basics of pre-commitment.
- Advanced training will include: advanced problem gambling identification (including automated risk monitoring), low level intervention and referral to gambling help services and advanced pre-commitment.

Gamblers can be barred from accessing gambling products for welfare reasons. Welfare barrings due to excessive gambling are either initiated by the licensee, requested by the gambler themselves (self exclusion) or a third party.

A licensee can only bar people from their own venue or product. The Independent Gambling Authority can make gaming machine barrings requested by the gambler (ie. voluntary) from multiple venues, including the casino, and involuntary barrings from any gambling product as an order

under the Problem Gambling Family Protection Orders Act 2004.

From 1 July 2014, a new central online welfare barring system, managed by the Independent Gambling Authority, will begin. Welfare barrings made by any gambling provider will be notified to the Independent Gambling Authority. The Authority will conduct reviews and revocations of barring orders, and maintain updated barring reports for gambling providers to access online.

Limitations on Gaming Machines

From 1 January 2014, games and gaming machines must comply with the Gaming Machine National Standard version 10.0 (or any subsequent version). Games will be subject to a 5 year approval and gaming machines to a 10 year approval. The approval can only be extended if the game or gaming machine complies with the current version of the National Standard.

Key limitations on gaming machines in South Australia are:

- A minimum return to player of 87.5 per cent.
- A \$10 maximum bet, decreasing to \$5 from 1 January 2017.
- A prohibition on note acceptors.
- A maximum prize pay out of \$10,000.
- A reduction to 13,081 in the total number of gaming machine entitlements state-wide.

Automated Responsible Gambling Systems

From 1 January 2014, a recognised **account based cashless gaming** system will be able to operate in relation to gaming machines and automated table games, but only in connection with a recognised automated risk monitoring system, a pre-commitment system that is compliant with a Voluntary Pre-commitment Code prescribed in regulations, and gaming machines and table games that are capable of onscreen messaging.

Automated risk monitoring involves monitoring of a customer's play data to identify gambling behaviour that may indicate potential risk. In conjunction with staff observations, this information will assist staff to determine if they should engage with a customer about their gambling.

From the end of 2018, all gaming machines and automated table games can only be operated in connection with a



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recognised automated risk monitoring system.

Pre-commitment systems generally involve a customer setting a budget and receiving an alert when that budget is exceeded.

From 1 March 2014, the Codes of Practice will require that a customer account featuring pre-commitment be established for all gambling services that are provided by telephone, internet or other electronic means. The codes currently apply this to bookmakers and authorised interstate betting operators. From March 2014 it will also apply to lottery providers.

Cash facilities such as ATMs are prohibited from being located in hotel, club and casino gaming areas and SA TAB retail outlets. The **extension of credit** is also prohibited, except for bookmakers and in certain approved circumstances for the casino.

From 1 February 2014, gaming venues except the casino will also be required to introduce a \$250 per transaction card per day **ATM withdrawal limit**. South Australian regulations will further provide for a \$200 per transaction **EFTPOS withdrawal limit**.

Industry Initiatives

The casino, hotels and clubs each have a program aimed at venues being proactive with patrons demonstrating problematic gambling behaviour.

- The Adelaide Casino established its **Host Responsibility Co-ordinator program** in December 2004.
- The Australian Hotels Association (SA) established **Gaming Care** in June 2005.
- Clubs SA established **Club Safe** in September 2006.

Host Responsibility Co-ordinators are on site at the Adelaide Casino 24 hours a day to assist customers who have been identified as being at risk. The program provides referral to gambling help services, barring, and case management for some individuals.

Gaming Care and Club Safe assist venues with compliance with responsible gambling measures, and with identification and provision of support for suspected problem gamblers.

Gaming Care and Club Safe are recognised by the Independent Gambling Authority as **Responsible Gambling Agencies**. Venues that are party to a **Responsible Gambling Agreement** with a Responsible Gambling Agency

have committed to certain conditions and receive exemptions from certain Codes of Practice requirements.

The Agreement allows Gaming Care and Club Safe staff to readily access venues and staff. It also provides for venue staff to report suspected problem gambling behaviour without prejudice, and for venues to provide data to Gaming Care and Club Safe for reports to the Independent Gambling Authority.

The establishment of Responsible Gambling Agencies has its foundations in the 2008 Codes of Practice, with formal recognition in the *Gaming Machine Act 1992* occurring in 2010. In 2013, the *Casino Act 1997* formally provided for the Casino Code of Practice to require the Casino to have a program for intervention in problem gambling. The Codes of Practice require the Casino to maintain a host responsibility program.

Gambling Help Services

The Gamblers Rehabilitation Fund was established in 1994 to fund services to support and rehabilitate people affected by problem gambling. Services are free and include Gambling Help Services (general counselling, financial counselling, group support, intensive clinical therapy) and a Gambling Helpline (a twenty-four hour information and crisis helpline).

The Fund is administered by the Office for Problem Gambling in the Department for Communities and Social Inclusion. Total funding for 2013-14 is \$6.005 million, comprising:

- \$3.845 million from the Government (fixed under the *Gaming Machines Act 1992*)
- \$2 million from the Australian Hotels Association (SA) and Clubs SA (collected via the monitoring fee paid to the Independent Gaming Corporation)
- \$300 000 from the Adelaide Casino
- \$50 000 from the Australian Leisure and Hospitality Group.

Further Information

Questions and concerns about compliance with responsible gambling requirements can be raised with the Liquor and Gambling Commissioner.