



Regis Controls supplementary submission to the Joint Select Committee on Gambling Reform for Inquiry the National Gambling Reform Bill 2012

I write to the Committee and Clubs Australia to challenge the suggested cost of the method of implementing pre-commitment outlined in the Clubs Australia submission to the Committee dated 9 November and I quote.

One example of the differences faced among jurisdictions can be found in the lock out provisions of the Government's Bill. Section 32 of the Bill requires that the pre-commitment system must "lockout" a registered user from playing a machine once they reach their pre-commitment limit. Clubs Australia understands that in NSW, this requirement presents a particular problem as at the point. The pre-commitment system "locks-up" the gaming machine generates a generic error alert through to the central monitoring system, which is sent back to the regulator. The regulator would have no way of distinguishing this event from a genuine error (such as machine tampering) and would be inundated with error messages.

In addition, a gaming machine typically sounds a very loud alarm when it is "locked-up", which is designed to attract the venue staff of the error, or potential tampering with the machine. This would be an extremely embarrassing event for a registered user of the pre-commitment system, as everyone in the venue would be aware they had exceeded their pre-commitment limit. It is likely that this aspect alone would constitute a significant deterrent to using the voluntary precommitment system, or further stigmatise help seeking behaviours.

Regis Controls suggests (as outlined in our many submissions) the most cost effective method would be not to lock out the machine at all, which might cost quote "billions of dollars" to accomplish and further burdening Clubs Australia patrons unnecessarily with loud noises stigmatising players. It would also, create havoc with authorities etc and we strongly advise not going down that path.

The easy and logical way of doing this is by locking out the players card (not the machines) thereby reducing costs dramatically and not having loud noises upsetting players. It will also alleviate staff from having buzzers go off on machines, having buzzers or bells going off when limits are reached outlined by gambling industry itself thereby causing staff to invade the privacy of players by asking personal questions.

We hope this has helped Clubs Australia understand the reality of a pre commitment system and also avoided their members being subjected potentially to billions of dollars in unnecessary costs by adopting such a method.

We also, respectfully ask Clubs Australia members to be made aware of our submission which is listed on this committee's website, in order to familiarise themselves with the potential further potential savings of "billions of dollars" by their industry members, in not having to do any game changes under a Regis Controls smartcard pre commitment system.

Yours sincerely

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