

The ATM Industry Reference Group was asked during our spoken representation to the committee in Sydney to provide further information. Specifically -

1. How a self exclusion programme would work; and
2. The average withdrawal value from ATMs on a state by state basis.

This information – and particularly the detail of average withdrawals – took some time to pull together. This is due to managing a process that could have potentially resulted in confidential competitive information being shared between the four members. Something we were very keen to avoid.

Self Exclusion

All states have a harm minimisation strategy in place that allows a Problem Gambler to request assistance to be excluded from a gaming venue or venues. Here is the link to AHA NSW for information on their process -

<http://www.ahansw.com.au/default.asp?sid=225&pids=%2C>

Self Exclusion can be initiated in a number of ways including at a venue level (gaming staff, licensee), contacting an industry body (ie AHA, Clubs Association) or via a National Programme. While varying from state to state most strategies appear to involve the problem gambler voluntarily completing a "Deed of Exclusion" that, among other things, provides information (including photographs, addresses etc) that will allow the specified venue (or venues) to identify that person and, where necessary, remove them from the gaming room.

As part of entering this voluntary Deed of Exclusion, the person seeking Exclusion could also volunteer details of their ATM card(s) and the venues where they did not want ATM access. This card or venue data could then be provided to the ATM Provider (via an Industry/Government body) and the card could then be blocked from use at the venues ATMs. While we have suggested an Industry/Government body we believe the National body recently established by the Ministerial Council would be an ideal central data collection point.

If the ATM Providers are satisfied the Deed of Exclusion process is robust, we may not require any information other than the card number and the venue(s). We would also expect some mechanism that would refresh the Inactive Card Data periodically. Timeframes for each activity (including contacting the ATM Provider, establishing the card number on the system etc) would need to be agreed but otherwise we do not see any significant impediments.

We trust this meets the request and would be pleased to discuss further how the process might work.

Average Withdrawals

The data below, represents information from the 4,935 ATMs from March-08 in hospitality venues (excluding Casinos). The figures are based on the combined averages from each of the four members of the ATM Industry Reference Group, and divided by four.

NSW	\$110.14
QLD	\$100.54
SA	\$98.66
VIC	\$98.21
WA	\$98.19

Please don't hesitate to contact us for any further information you may require.

David Masters, on behalf of the ATM Industry Reference Group