

# Recommendations

## Recommendation 1

**3.11** The committee notes that the number of EGMs and their distribution in any jurisdiction is a matter for state and territory governments to decide and recommends that the proposed reforms should in no way be used as an opportunity to increase numbers or alter distribution.

## Recommendation 2

**3.76** The committee recommends that aligning jurisdictional standards on the issue of 'fake wins' be referred to the national regulatory authority (see recommendation 28) with a view to agreeing a national approach.

## Recommendation 3

**3.81** The committee recommends that the public information campaign on pre-commitment (referred to in chapter six) include other messages connected to pre-commitment including clear and simple messages explaining the Return to Player percentage and the warning signs of problem gambling.

## Recommendation 4

**4.28** The committee recommends that in line with the Productivity Commission recommendations a public health approach to problem gambling be adopted across jurisdictions with a view to reducing the levels of problem gambling.

## Recommendation 5

**4.54** The committee recommends that an independent review of training programs be undertaken to assess whether these are effectively equipping staff with adequate training to apply problem gambling interventions.

## Recommendation 6

**4.55** The committee recommends that industry codes of conduct should include effective protection for venue staff who highlight shortcomings with training.

## Recommendation 7

**4.56** The committee recommends that venue staff receive appropriate training in assisting patrons with pre-commitment.

## Recommendation 8

**5.66** The committee recommends a risk management framework be developed by the national regulatory authority (see recommendation 28). The framework should be made available to other bodies involved in implementation to draw upon.

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## **Recommendation 9**

**5.67** The committee recommends that pre-commitment cards will need to demonstrate sufficient integrity and robustness in order to minimise identity fraud but not require onerous signing up processes or infringe upon individual's privacy.

## **Recommendation 10**

**5.75** The committee recommends that representatives of problem gamblers and consumer groups be invited to join the membership of the Ministerial Expert Advisory Group on Gambling.

## **Recommendation 11**

**5.99** The committee recommends that a national, accountable and fully independent research institute on gambling be established to: drive and coordinate national research efforts, monitor the effectiveness of policies to reduce harms from problem gambling and build an evidence base sufficient to better inform future policy development. The committee recommends that annual funding for this new body be derived in part from a small levy on gambling taxes collected by state and territory governments and a commensurate contribution from the Commonwealth.

## **Recommendation 12**

**6.20** The committee recommends that a mandatory pre-commitment scheme apply to all players of high intensity electronic gaming machines by 2014.

## **Recommendation 13**

**6.52** The committee recommends that players set binding spending limits but does not specify an upper limit.

## **Recommendation 14**

**6.53** The committee recommends that players be prevented from further play—locked out—once they reach their pre-set spending limit.

## **Recommendation 15**

**6.54** The committee recommends that players be prevented from circumventing pre-set spending limits by machine and/or venue hopping.

## **Recommendation 16**

**6.55** The committee recommends that player education be made available and counselling services be offered to assist players set affordable limits.

## **Recommendation 17**

**6.62** The committee recommends that all pre-commitment cards be issued with a pre-set default spending limit which the player can choose to use or modify.

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### **Recommendation 18**

**6.67** The committee recommends that the card include a default time period which specifies the duration of the spending limit (decreasing a limit will take immediate effect) which the player can choose to use or modify. The committee suggests the length of this default time period could be a common budgetary period such as a fortnight. The minimum timeframe it could be modified down to is 24 hours.

### **Recommendation 19**

**6.72** The committee recommends that players be unable to increase their spending limit during the time period they have specified for their limit to apply.

### **Recommendation 20**

**6.76** The committee recommends that players be prompted to review their limits every twelve months.

### **Recommendation 21**

**6.81** The committee recommends that the process of setting limits not occur in close proximity to gaming machines.

### **Recommendation 22**

**6.89** The committee recommends that the system include dynamic warnings to alert players when their limit is approaching and it include the capacity to personalise messages.

### **Recommendation 23**

**6.97** The committee recommends that a self-exclusion option be enabled on the pre-commitment card and varying periods for self exclusion be made available. This could be linked to existing jurisdictional exclusion schemes to provide players with effective self-exclusion options.

### **Recommendation 24**

**6.98** The committee recommends that players who self-exclude for a certain period of time should not be able to shorten that period within the specified timeframe.

### **Recommendation 25**

**6.113** The committee recommends that only basic identification information be collected for the purposes of verification.

### **Recommendation 26**

**6.121** The committee recommends the new national regulatory authority be tasked with developing an appropriate national awareness campaign aligning with the principles of the Ottawa Charter, to raise public awareness of pre-commitment.

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### **Recommendation 27**

**6.128** The committee recommends that linking loyalty schemes with pre-commitment schemes not be prohibited, but this be monitored by the new national regulatory authority for adverse consequences.

### **Recommendation 28**

**6.133** The committee recommends that a national independent regulatory body be established by the end of 2011 to oversee mandatory pre-commitment and associated reforms in all Australian jurisdictions.

### **Recommendation 29**

**6.134** The committee recommends that pending the establishment of the national regulatory authority, the Department of Families, Housing, Community Services and Indigenous Affairs perform the functions of the new authority.

### **Recommendation 30**

**6.143** The committee recommends that a pre-commitment trial be conducted in one jurisdiction in order to further inform and refine key pre-commitment design features and help identify any unintended consequences. The trial should commence as soon as possible but not delay the timeframe for implementation.

### **Recommendation 31**

**6.147** The committee recommends that development of the broad design of mandatory pre-commitment be progressed by the national regulatory authority.

### **Recommendation 32**

**7.49** The committee recommends that a detailed solution for registration, identification and privacy be referred to the national regulatory authority for progressing.

### **Recommendation 33**

**7.95** The committee recommends a phased approach to achieving harmonised national standards. In the first stage, mandatory pre-commitment in all jurisdictions for players of high intensity machines is introduced by 2014. Jurisdictions may elect to use differing technological solutions to meet the national pre-commitment features.

### **Recommendation 34**

**7.96** The committee recommends that in phase two the national regulatory authority develop a timetable to move toward harmonisation of the Australia/New Zealand Gaming Machine National Standard, and adopt an agreed national standard reflecting consumer safety and harm minimisation principles.

### **Recommendation 35**

**7.97** The committee recommends that phase three would see full implementation of uniform national technical standards.

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### **Recommendation 36**

**8.37** The committee recommends that low intensity machines, configured to reliably limit player losses to an average loss of around \$120 per hour, do not need to be part of the mandatory pre-commitment system. Specifically the committee recommends these machines feature a \$1 maximum bet limit, a \$500 maximum prize and a \$20 maximum load up. The use of these machines should be monitored by the national regulatory authority to identify any unintended consequences and the extent to which they contribute to reducing problem gambling prevalence rates.

### **Recommendation 37**

**8.38** The committee recommends that the timeline to introduce low intensity machines with the parameters specified in the recommendation above is consistent with the timeline to implement mandatory pre-commitment.

### **Recommendation 38**

**9.43** The committee recommends that the process towards harmonisation of the national technical standards by the national regulatory authority include an independent review of the barriers currently impeding greater uniformity and competition as a matter of urgency. This should include a review of the continued use of the Mutual Recognition (Commonwealth) Act 1992, Schedule 1(3) and an analysis of the costs and benefits of the restriction as this was beyond the scope of the last COAG review.

### **Recommendation 39**

**9.77** The committee recommends that the definition of a small venue be 15 machines or less but that it also take into consideration revenue per machine.

### **Recommendation 40**

**9.79** The committee recommends that small venues, particularly those in regional and rural areas, be allowed until 2018 to implement mandatory pre-commitment.

### **Recommendation 41**

**9.83** The committee recommends the COAG Select Council on Gambling Reform investigate establishing an industry transition fund to assist small venues to diversify their revenue stream away from gambling, cover a shortfall in a community service or enable low intensity machines. The criteria for access to the fund would be developed in consultation with industry.

### **Recommendation 42**

**9.86** The committee recommends that venues be given the choice to either run high intensity EGMs with mandatory pre-commitment or low intensity EGMs without pre-commitment enabled, or a combination of both.

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**Recommendation 43**

**9.106 The committee recommends that, upon proof of identity, foreign tourists in casinos be issued with a card that overrides the mandatory pre-commitment scheme for a period of 24 hours. This should be monitored by the national regulatory authority for abuse.**