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[REPUBLISHED] 5578

All instruments appearing in this gazette are to be considered official, and obeyed as such

STATE GOVERNMENT INSTRUMENTS

GAMBLING ADMINISTRATION ACT 2019

[REPUBLISHED]

In Government Gazette No. 93 dated 3 December 2020, there was an error published on pages 5484-5488 of the Gambling Administration Guidelines Notice 2020—Automated Risk Monitoring Systems. The notice should be replaced as follows:

South Australia

Gambling Administration Guidelines Notice 2020—Automated Risk Monitoring Systems

under the *Gambling Administration Act 2019*

1—Short title

This notice may be cited as the Gambling Administration Guidelines Notice 2020—Automated Risk Monitoring Systems

Note—

This notice is made under the *Gambling Administration Act 2019*

2—Commencement

This notice comes into operation on 3 December 2020

3—Gambling Administration Guidelines

- (1) The Schedule sets out the Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of section 40A of the *Gaming Machines Act 1992* and section 40B of the *Casino Act 1997*.

Schedule 1—Gambling Administration Guidelines

Automated Risk Monitoring Systems

1. Introduction

Under section 40A of the *Gaming Machines Act 1992* and section 40B of the *Casino Act 1997* the Liquor and Gambling Commissioner (the “Commissioner”) may, on application by a person, approve systems to be operated in connection with authorised games, approved gaming machines or automated table game equipment, or classes of authorised games, approved gaming machines or automated table game equipment being automated risk monitoring systems.

The Commissioner must not approve a system for this purpose unless the system is able to be operated in compliance with the requirements of the *Gaming Machines Act 1992* or *Casino Act 1997* (as relevant) and complies with the requirements of any applicable gambling administration guidelines.

These guidelines replace any previous prescription notice issued by the former Independent Gambling Authority which prescribed the required attributes for systems proposed for recognition as Automated Risk Monitoring Systems.

The Commissioner has no objection to this material being reproduced but asserts the rights to be recognised as author of its original material and the right to have its material remain unaltered.

2. Commencement

These guidelines come into effect from 3 December 2020, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control will be used to indicate revisions to these guidelines.

3. Transitional provisions

A system previously recognised under section 10B(1)(c) of the *Gaming Machines Act 1992* as in force immediately before the commencement of sub-clause (3) of Schedule 1, Part 3 of the *Statutes Amendment (Gambling Regulation) Act 2019* will, on 3 December 2020, be taken to be an approved system under section 40A of the *Gaming Machines Act 1992* (as amended).

A system previously recognised under section 40B of the *Casino Act 1997* as in force immediately before the commencement of sub-clause (6) of Schedule 1, Part 2 of the *Statutes Amendment (Gambling Regulation) Act 2019* will, on 3 December 2020, be taken to be an approved system under section 40B of the *Casino Act 1997* (as amended).

4. Intended audience

These guidelines are intended for use by system developers, regulators and gaming venues to support the evaluation and implementation of ARMS in hotels, clubs and at the licensed casino as required by South Australian legislation.

5. Purpose and scope

- (1) These guidelines specify the functional and technical requirements for the operation of Automated Risk Monitoring Systems (ARMS) which must be provided in connection with gaming machines operating in South Australian hotel and club gaming venues and at the licensed casino.
- (2) ARMS monitors length of play and player activity as an indicator for identifying potential problem gambling behaviour. The system is intended to serve as an ‘early intervention’ tool for detecting ‘at-risk’ and problematic gambling.
- (3) It is not the purpose of these guidelines to mandate a solution or limit technology.
- (4) Any matters arising from the evaluation of a course of training for gambling not covered by these guidelines will be considered at the discretion of the Commissioner.

6. Interpretation

- (1) In these guidelines, unless the contrary appears—
 - (a) *device* means an apparatus, or a configuration of apparatuses, which when operated in accordance with directions as to use or terms of approval (however described) constitute—
 - (i) an approved gaming machine; or
 - (ii) approved automated table game equipment;
 - (b) *monitoring system* means—
 - (i) in the case of a relevant system intended for use under the *Gaming Machines Act 1992*—the monitoring system operated by the holder of the gaming machine monitor licence; or
 - (ii) in the case of a relevant system intended for use under the *Casino Act 1997*—the monitoring system approved by the Commissioner;

- (c) **official research project** means a research project designated as such in writing by the Commissioner, by reference to—
- (i) the terms of reference or project brief for the research project;
 - (ii) the identity of the principal researcher and the auspicing institution or organisation for the research project (if any); and
 - (iii) the source of the funding for the research—
- and “**principal researcher**” has a corresponding meaning.

7. Dependencies

- (1) An application for an ARMS system to be operated in South Australian hotels and clubs must include a certification as to the relevant system’s capacity for connection with the monitoring system facilitated through the Independent Gaming Corporation (IGC), the holder of the South Australian Gaming Machine Monitor Licence (Licence number 52400426) under the *Gaming Machines Act 1992*.
- (2) An application for an ARMS system to be operated at the licensed casino must include a certification as to the relevant system’s capacity for connection with the monitoring system operated at the licensed casino, being a system required to be approved by the Commissioner for the purpose of section 38 of the *Casino Act 1997*.
- (3) An applicant must provide, with the application, undertakings to the Commissioner that the applicant will, in respect of any official research project, procure and maintain:
 - (a) the reasonable co-operation of every licensee deploying the relevant system;
 - (b) any consents to the use the data reasonably required by the principal researcher;
 - (c) any changes to the applicant’s, licensee’s and third parties’ privacy policies reasonably required by the principal researcher.

8. Submission requirements

- (1) An applicant seeking approval for an Automated Risk Monitoring System in South Australia for the purposes of the *Gaming Machines Act 1992* or *Casino Act 1997* must formally request Consumer and Business Services to perform an evaluation of the product being submitted.
- (2) Applications must be made in the manner and form approved by the Commissioner and be accompanied by the prescribed fee.
- (3) Applications must contain at least the following elements:
 - (a) the date of the submission;
 - (b) a description of the product being submitted and the intent of the submission;
 - (c) the market(s) which the product will be used e.g. Casino, Clubs and Hotels;
 - (d) the full name of the applicant, address for service and address of the principal place of business;
 - (e) the contact details of where technical enquires regarding the submission may be directed;
 - (f) system architecture diagram and description on how the relevant system works;
 - (g) a detailed description of—
 - (i) the required hardware and software
 - (ii) the end-user cost structure; and
 - (iii) the individuals or corporate entities which will provide the relevant system to licenses;
 - (h) a statement as to relevant intellectual property licensing (if any);
 - (i) certification as to the relevant system’s capacity for connection to the relevant monitoring system; and
 - (j) a statement as to the capacity for the relevant system to operate over more than one venue (if applicable).

- (4) All submission documentation and electronic media must be labelled with the company name, the product name, the product version and the submission date. Resubmissions must also include the resubmission number e.g. version 2. (Note: version numbers are to be unique and any change to an already approved submission should require this unique version number to change).
- (5) To assist in the evaluation of the solution, a report of any testing conducted on the product (prior to the submission) should be submitted. This report must contain the testing body's name, the name of the individual who conducted the testing, a description of what was tested, how it was tested (photos may be required), and the test results.
- (6) As part of the assessment process the Commissioner may request a demonstration of the system to assist in making a determination.
- (7) The approval of a relevant system may be varied or revoked by the Commissioner in accordance with section 40A of the *Gaming Machines Act 1992* and section 40B of the *Casino Act 1997*.

9. Mandatory system attributes

- (1) An automated risk monitoring system must feature the capacity to communicate with an account based cashless gaming system operating in the same venue and to associate activity on an individual cashless gaming account with activity on an individual device
- (2) An automated risk monitoring system must feature the capacity to communicate with systems reasonably available or accessible to the licensee:
 - (i) which hold player information (including information about barring orders); or
 - (ii) which allow players to voluntarily set loss limits or other indicators;and to incorporate or build on player information in any program of alerts.
- (3) An automated risk monitoring system must feature the capacity for venue staff to manually, or with system assistance, associate play on a particular device with a particular player (whether or not the player is identifiable).
- (4) An automated risk monitoring system must, as indicators to identify problem gambling behaviour, include:
 - (a) criteria to determine the commencement and conclusion of a session of play on a device (whether or not the player is identifiable);
 - (b) criteria to suggest when a new session of play should be regarded as an extension of a concluded session of play, whether or not on the same device and whether or not the player is identifiable; and
 - (c) operator configurable criteria to generate alerts when a session of play (including a session of play which is an extension of a concluded session of play)—
 - (i) reaches a certain length; or
 - (ii) involves a certain net gambling outcome.
- (5) For an automated risk monitoring system to be approved, the system must:
 - (a) be capable of communicating with the relevant monitoring system in a manner which is secure and which does not compromise the integrity of the monitoring system; and
 - (b) be capable of communicating with all devices in the venue and with terminals intended to be used by staff.
- (6) User documentation for an automated risk monitoring system must:
 - (a) enable a person who is a Gaming Manager or Gaming Employee for the purposes of the *Gaming Machines Act 1997* or a Special Employee for the purposes of the *Casino Act 1997* to operate the system after having been instructed in the documentation; and
 - (b) explain how the system can be used to identify opportunities for intervention.

10. Non-conforming applications

- (1) The Commissioner may consider granting approval for an automated risk monitoring system which does not have all of the attributes required in these guidelines.
- (2) Such applications must explain the extent of non-conformity by reference to technical limitations, or other mitigating factors, which, if accepted by the Commissioner, would justify the system being approved despite the non-conformity.
- (3) Without limiting the matters which might explain non-conformity for the purposes of clause 10(1), the following should be explained:
 - (a) whether further time for technical development would allow for the proposed system to conform in the future and, if so, when; and
 - (b) whether technical factors beyond the control of the applicant give rise to the non-conformity and, if so, how those factors might be overcome in time.

11. References

Gambling Administration Act 2019
Gaming Machines Act 1992
Gaming Machine Regulations 2020
Casino Act 1997
Casino Regulations 2013

Made by Dini Soulio

Liquor and Gambling Commissioner

Dated 3 December 2020

GAMBLING ADMINISTRATION ACT 2019

[REPUBLISHED]

In Government Gazette No. 93 dated 3 December 2020, there was an error published on pages 5488-5494 of the Gambling Administration Guidelines Notice 2020—*Casino Act 1997* (Account Based Cashless Gaming Systems). The notice should be replaced as follows:

South Australia

Gambling Administration Guidelines Notice 2020—*Casino Act 1997* (Account Based Cashless Gaming Systems)

under the *Gambling Administration Act 2019*

1—Short title

This notice may be cited as the Gambling Administration Guidelines Notice 2020—*Casino Act 1997* (Account Based Cashless Gaming Systems)

Note—

This notice is made under the *Gambling Administration Act 2019*

2—Commencement

This notice comes into operation on 3 December 2020

3—Gambling Administration Guidelines

- (1) The Schedule sets out the Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of section 40B(1)(a) of the *Casino Act 1997*.

Schedule 1—Gambling Administration Guidelines

Account Based Cashless Gaming Systems

1. Introduction

Under section 40B(1)(a) of the *Casino Act 1997* the Liquor and Gambling Commissioner (the “*Commissioner*”) may, on application by a person, approve systems to be operated in connection with authorised games, approved gaming machines or automated table game equipment, or classes of authorised games, approved gaming machines or automated table game equipment being account based cashless gaming systems.

The Commissioner must not approve a system for this purpose unless the system is able to be operated in compliance with the requirements of the *Casino Act 1997* (as relevant) and complies with the requirements of any applicable gambling administration guidelines.

These guidelines replace any previous prescription notice issued by the former Independent Gambling Authority which prescribed the required attributes for systems proposed for recognition as Account Based Cashless Gaming Systems.

The Commissioner has no objection to this material being reproduced but asserts the rights to be recognised as author of its original material and the right to have its material remain unaltered.

2. Commencement

These guidelines come into effect from 3 December 2020, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control will be used to indicate revisions to these guidelines.

3. Transitional provisions

A system previously recognised under section 40B of the *Casino Act 1997* as in force immediately before the commencement of sub-clause (6) of Schedule 1, Part 2 of the *Statutes Amendment (Gambling Regulation) Act 2019* will, on 3 December 2020, be taken to be an approved system under section 40B of the *Casino Act 1997* (as amended).

4. Intended audience

These guidelines are intended for use by system developers, regulators and the holder of the casino licence to support the evaluation and implementation of account based cashless gaming systems at the licensed casino for the purposes of the *Casino Act 1997*.

5. Purpose and scope

- (1) These guidelines specify the functional and technical requirements for the approval of account based cashless gaming systems which may be operated in connection with gaming machines and automated table game equipment operating at the licensed casino.
- (2) These guidelines ensure that the account based cashless gaming system operated at the licensed casino is secure, fair, reliable, auditable and fosters responsible gambling.
- (3) It is not the purpose of these guidelines to mandate a solution or limit technology
- (4) Any matters arising from the evaluation of an account based cashless gaming system not covered by these guidelines will be considered at the discretion of the Commissioner.
- (5) These guidelines do not apply to account based cashless gaming systems operated at South Australian Hotels and Clubs (which is in place under other regulatory arrangements).

6. Interpretation

- (1) In these guidelines, unless the contrary appears—
- (a) **applicant** means a person proposing a system for approval under section 40B(1)(a) of the *Casino Act 1997* and application has a corresponding meaning;
 - (b) **bets placed** means the person's gross gambling spend;
 - (c) **cashless card deposit** means the value transferred to the user account by the payment of money;
 - (d) **CATG** means a device which is automated table game equipment under the *Casino Act 1997*;
 - (e) **CEGM** means a device which is a gaming machine operated under the *Casino Act 1997*;
 - (f) **CGSC** means an account based cashless gaming system approved under the *Casino Act 1997*;
 - (g) **credits transferred from card to game** means the value transferred to a CATG or CEGM from a user account;
 - (h) **credits transferred from game to card** means the value transferred to a user account from a CATG or CEGM;
 - (i) **device** means an apparatus, or a configuration of apparatuses, which when operated in accordance with directions as to use or terms of approval (however described) constitutes—
 - (i) approved automated table game equipment; or
 - (ii) an approved gaming machine;
 - (j) **gaming area** means a gaming area defined in section 3(1) of the *Casino Act 1997*;
 - (k) **gross gambling spend** means the aggregate of the value risked;
 - (l) **gross gambling wins** means the aggregate value of prizes won;
 - (m) **monitoring system** means the relevant system approved by the Liquor and Gambling Commissioner for use under the *Casino Act 1997*;
 - (n) **net player win/loss** means the person's net gambling outcome;
 - (o) **official research project** means a research project designated as such in writing by the Commissioner, by reference to—
 - (i) the terms of reference or project brief for the research project;
 - (ii) the identity of the principal researcher and the auspicing institution or organisation for the research project (if any); and
 - (iii) the source of the funding for the research—and "**principal researcher**" has a corresponding meaning;
 - (p) **player win from game** means the person's gross gambling wins;
 - (q) **premium customer** means a premium customer as defined in section 3(1) of the *Casino Act 1997*;
 - (r) **premium gaming area** means a premium gaming area as defined in section 3(1) of the *Casino Act 1997*.
- (2) A reference in these guidelines to **a month** may be taken as a reference to—
- (a) a calendar month;
 - (b) a calendar month period commencing on a particular day of a month other than the first day (that is, in a calendar monthly cycle);
 - (c) a period of 30 days in a succession of periods of 30 days; or
 - (d) a period of 35 days in a succession of periods of 35 days.
- (3) A reference in these guidelines to **a day** may be taken as a reference to—
- (a) a calendar day; or
 - (b) a 24 hour period in a succession of periods of 24 hours.

- (4) A reference to—
 - (a) an ***anonymous cashless gaming account*** is a reference to a cashless gaming account operated, in the licensed casino only, by card or token in the circumstance that the player has transferred value to the account without being required to provide personal details; or
 - (b) a ***transparent cashless gaming account*** is a reference to the cashless gaming account of a player who is identifiable.
- (5) A reference to a ***player being identifiable*** is a reference to the player having provided such details or consents as to enable the player's activity to be monitored, including by—
 - (a) consenting to have a loyalty program record linked to a relevant system; or
 - (b) enrolling in a system which allows players to voluntarily set loss limits or other indicators.

7. Dependencies

- (1) A gaming machine or automated table game equipment provided by the holder of the casino licence may only be operated in connection with an account based cashless gaming system if:
 - (a) the system is approved under section 40B(1)(a) of the *Casino Act 1997*; and
 - (b) the gaming machine is operated in connection with an automated risk monitoring system approved under section 40B(1)(b) of the *Casino Act 1997*; and
 - (c) the gaming machine is capable of displaying on screen messages of a kind prescribed in the applicable responsible gambling code of practice either on a primary screen or an ancillary screen; and
 - (d) the gaming machine is operated in connection with a pre-commitment system in compliance with the requirements prescribed by the Casino Regulations 2013.
- (2) An application for an account based cashless gaming system must include a certification as to the relevant system's capacity for connection with the monitoring system approved by the Liquor and Gambling Commissioner to be operated by the holder of the casino licence.
- (3) An applicant must provide, with the application, undertakings to the Commissioner that the applicant will, in respect of any official research project, procure and maintain:
 - (a) the reasonable co-operation of every licensee deploying the relevant system;
 - (b) any consents to the use the data reasonably required by the principal researcher;
 - (c) any changes to the applicant's, licensee's and third parties' privacy policies reasonably required by the principal researcher.

8. Submission requirements

- (1) An applicant seeking approval for an account based cashless gaming system for the purposes of the *Casino Act 1997* must formally request Consumer and Business Services to perform an evaluation of the product being submitted.
- (2) An applicant must include with the application:
 - (a) a description of the product being submitted and the intent of the submission;
 - (b) the market(s) which the product will be used;
 - (c) the contact details of where technical enquires regarding the submission may be directed;
 - (d) system architecture diagram and description on how the relevant system works;
 - (e) a detailed description of—
 - (i) the required hardware and software
 - (ii) the end-user cost structure; and
 - (iii) the individuals or corporate entities which will provide the relevant system to licenses;
 - (f) a statement as to relevant intellectual property licensing (if any);
 - (g) certification as to the relevant system's capacity for connection to the monitoring system.

- (3) All submission documentation and electronic media must be labelled with the company name, the product name, the product version and the submission date. Resubmissions must also include the resubmission number e.g. version 2. (Note: version numbers are to be unique and any change to an already approved submission should require this unique version number to change).
- (4) To assist in the evaluation of the solution, a report of any testing conducted on the product (prior to the submission) should be submitted. This report must contain the testing body's name, the name of the individual who conducted the testing, a description of what was tested, how it was tested (photos may be required), and the test results.
- (5) As part of the assessment process the Commissioner may request a demonstration of the system to assist in making a determination.
- (6) The approval of an account based cashless gaming system may be varied or revoked by the Commissioner in accordance with section 40B(5) of the *Casino Act 1997*.

9. Mandatory system attributes

In order to be approved as an account based cashless gaming system—

User Accounts

- (1) Concerning the maximum value to be stored and transferred from a user account to a device—
 - (a) in respect to the transfer of value into a user account for the CGSC, the system must not allow a person to—
 - (i) initially store value of more than \$5 000; and
 - (ii) increase (other than by transferring value from a device to the account) the value stored above \$5 000;
 - (b) in respect of an individual transfer of value from a cashless gaming account to a CATG or CEGM, the maximum transfer value is \$500.

Payment of Prizes

- (2) Concerning the payment of prizes—
 - (a) the system must allow a person to transfer from a device to a cashless gaming account the whole of the value held on the device and, if the device allows for a partial transfer, an amount nominated by the person.
 - (b) the system must allow a person to immediately redeem value held in a **transparent cashless gaming account** of a CGSC in a gaming area—
 - (i) in cash, of any value up to \$5 000; or
 - (ii) by cheque or by electronic funds transfer, of any value.
 - (c) the system must allow a person to immediately redeem value held in a **transparent cashless gaming account** of a CGSC for a premium customer in a premium gaming area only—
 - (i) in cash, of any value up to \$10 000; or
 - (ii) by cheque or by electronic funds transfer, of any value.
 - (d) the system must allow a person to immediately redeem value held in an **anonymous cashless gaming account** in a gaming area—
 - (i) in cash, of any value up to \$2 500; or
 - (ii) by cheque or by electronic funds transfer, of any value.

Statements

- (3) Concerning the provision of account statements—
 - (a) in the case of a **transparent cashless gaming account** of a CGSC, the system must provide, for any month in which there is activity—
 - (i) a posted statement; or

- (ii) an emailed statement; or
 - (iii) a screen viewable statement with the facility to email the statement to any address and, in the event the person with the cashless gaming account has not opted to have a statement sent under either clause 9(3)(a)(i) or (ii), to suspend a cashless gaming account which has not been accessed in the previous 3 months until such time that the statement has been accessed setting out for each day of activity—
 - (A) cashless card deposits;
 - (B) credits transferred from game to card;
 - (C) credits transferred from card to game;
 - (D) bets placed;
 - (E) player win from game; and
 - (F) net player win/loss
- (b) in the case of an **anonymous cashless gaming account**, the system must provide for—
- (i) a paper statement produced in the licensed casino and given to the person while present; or
 - (ii) a screen viewable statement with the facility to email the statement to any address— setting out for each day of activity on the account in the preceding month—
 - (A) cashless card deposits;
 - (B) credits transferred from game to card;
 - (C) credits transferred from card to game;
 - (D) bets placed;
 - (E) player win from game; and
 - (F) net player win/loss.

Communications

- (4) Concerning connection to the monitoring system—
- (a) the system must be capable of communicating with the monitoring system in a manner which is secure and which does not compromise the integrity of the monitoring system.

Records

- (5) In order to be approved as an account based cashless gaming system, the system must be capable of making a record of each transaction against a cashless gaming account, and retaining the record for a period of 4 years.
- (6) An application may propose a method for production of activity statements which includes using the statement production facility of another system.

10. Non-conforming applications

- (1) The Commissioner may consider granting approval for an account based cashless gaming system which does not have all of the attributes required in these guidelines.
- (2) Such applications must explain the extent of non-conformity by reference to technical limitations, or other mitigating factors, which, if accepted by the Commissioner, would justify the system being approved despite the non-conformity.
- (3) Without limiting the matters which might explain non-conformity for the purposes of clause 10(2), the following should be explained:
 - (a) whether further time for technical development would allow for the proposed system to conform in the future and, if so, when; and
 - (b) whether technical factors beyond the control of the applicant give rise to the non-conformity and, if so, how those factors might be overcome in time.

11. References

Gambling Administration Act 2019
Casino Act 1997
Casino Regulations 2013

Made by Dini Soulio

Liquor and Gambling Commissioner

Dated: 3 December 2020

GAMBLING ADMINISTRATION ACT 2019

[REPUBLISHED]

In Government Gazette No. 93 dated 3 December 2020, there was an error published on pages 5494-5503 of the Gambling Administration Guidelines Notice 2020—*Casino Act 1997* (Ticket-in Ticket-out Systems). The notice should be replaced as follows:

South Australia

Gambling Administration Guidelines Notice 2020—*Casino Act 1997* (Ticket-in Ticket-out Systems)

under the *Gambling Administration Act 2019*

1—Short title

This notice may be cited as the Gambling Administration Guidelines Notice 2020—*Casino Act 1997* (Ticket-in Ticket-out Systems)

Note—

This notice is made under the *Gambling Administration Act 2019*

2—Commencement

This notice comes into operation on 3 December 2020

3—Gambling Administration Guidelines

- (1) The Schedule sets out the Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of regulation 9(2) of the Casino Regulations 2013.

Schedule 1—Gambling Administration Guidelines

Ticket-in Ticket-out Systems

1. Introduction

The holder of the casino licence may provide a gaming machine or automated table game equipment on the licensed casino premises that may be operated by the insertion of a banknote or by ticket (known as “ticket-in ticket-out” or TITO) subject to various transactional limits.

To facilitate the approval and installation of equipment which will be required to allow gaming machines to be operated by the insertion of banknotes or TITO, the Gaming Machines Regulations 2020 have been amended to include a bank note acceptor and any device that allows the printing or issue of tickets for use in connection with a gaming machine, as prescribed components.

Furthermore, a gaming machine or automated table game equipment that is intended to be operated in connection with a TITO system must comply with the requirements of, and be operated in accordance with

Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019*.

2. Commencement

These guidelines come into effect from 3 December 2020, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control will be used to indicate revisions to these guidelines.

3. Intended Audience

- (1) These guidelines are intended for use by suppliers of TITO proprietary equipment, cash redemption terminals, gaming machine manufacturers, Accredited Testing Facilities (ATF) and Regulators to support the implementation of TITO at the licensed casino.

4. Interpretation

In these guidelines, unless the contrary appears—

- (a) **TITO enabled device** means a device such as a gaming machine, automated table game, cash redemption terminal or cashier terminal which is configured to issue tickets or accept tickets for redemption, or both;
- (b) **TITO host** means the core back end servers and database of the TITO system;
- (c) **TITO peripheral** means hardware by which a TITO enabled device conducts a TITO transaction;
- (d) **TITO system** means the entire TITO system including TITO enabled devices and the TITO host.

5. Purpose and Scope

- (1) These guidelines specify the functional and technical requirements for the operation of “Ticket-In Ticket-Out” (TITO) on gaming machines, automated table game equipment and Cash Redemption Terminals (CRT) operating at the licensed casino.
- (2) These guidelines, together with relevant legislation and regulations ensure that TITO operation in the licensed casino is secure, fair, auditable, and complies with legislated harm minimisation measures.
- (3) Any matters arising from the evaluation and operation of TITO systems and related devices not covered by these guidelines will be resolved at the discretion of the Commissioner.
- (4) These guidelines do not apply to:
 - (a) the implementation of facial recognition technology, a legislated harm minimisation measure;
 - (b) automated risk monitoring systems approved for operation at the licensed casino;
 - (c) account based cashless gaming systems approved for operation at the licensed casino; and
 - (d) TITO, CRT and any other forms of cashless gaming operations in South Australian Hotels and Clubs (which is in place under other regulatory arrangements).

6. Dependencies

- (1) The TITO system to be operated at the licensed casino is to be facilitated through the electronic monitoring system required to be approved by the Liquor and Gambling Commissioner for the purposes of section 38 of the *Casino Act 1997*.
- (2) The implementation of TITO at the licensed casino is based on the adoption of approved protocols which support TITO and bank note acceptor operation.
- (3) TITO peripherals to support the implementation of TITO (including banknote acceptors and ticket printers) must not be installed or operated in a gaming machine or automated table game equipment unless the components:
 - (a) comply with the applicable technical requirements defined under the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version) and other applicable technical requirements;

- (b) comply with any technical requirements for TITO as listed in the South Australian Appendix to the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version);
 - (c) comply with the applicable technical requirements of the communication protocol being operated at the licensed casino for gaming machines and automated table game equipment;
 - (d) have been tested for regulatory compliance by an Accredited Testing Facility (ATF); and
 - (e) have been approved by Consumer and Business Services (CBS) as part of the gaming machine or automated table game equipment in which they are to be installed.
- (4) When enabled, TITO systems must implement the transactional limits that are prescribed under the Casino Regulations 2013. Refer to section 14 of these guidelines—South Australia specific TITO and BNA limits.
- (5) When enabled, banknote acceptors must implement the transactional limits that are prescribed under the *Casino Act 1997*. Refer to section 14 of these guidelines—South Australia specific TITO and BNA limits.
- (6) Cash Redemption Terminals (CRTs) must not be operated or installed at the licensed casino unless its components:
- (a) comply with the applicable technical requirements defined under the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version);
 - (b) comply with the applicable technical requirements of the communication protocol being operated at the licensed casino for gaming machines and automated table game equipment;
 - (c) have been tested for regulatory compliance by an Accredited Testing Facility (ATF); and
 - (d) approved by Consumer and Business Services (CBS).
- (7) For the purposes of 6(6)(a), a CRT must at a minimum comply with the applicable requirements of the following sections of the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version):
- (a) Cabinet Hardware and Security;
 - (b) Software Verification;
 - (c) Retention of non-volatile memory; and
 - (d) EMC and Electrical Safety requirements.

7. General Requirements

- (1) TITO when implemented at the licensed casino can be configured as a Ticket-Out (TO) only system, or both a Ticket-In and Ticket-Out (TITO) system. TITO replaces the use of cash for the exchange of credits to and from gaming machines and automated table game equipment using cashable tickets whereby ticket-in may be facilitated by either a dedicated ticket-in device or a banknote acceptor that can read tickets.
- (2) TITO peripherals must be integrated into and be controlled by a TITO enabled device which is able to—
 - (a) enable or disable the activity of the TITO peripheral at appropriate times (e.g. when credits are being accepted or paid out by the TITO enabled device); and
 - (b) manage and diagnose faults and the status of any faults in the TITO peripheral.
- (3) The installation of a TITO peripheral in a TITO enabled device must not void the regulatory compliance of the TITO enabled device into which it is installed.
- (4) It must be possible to enable or disable TITO functionality on a TITO enabled device.
- (5) TITO systems must use an approved communication protocol to communicate with TITO enabled devices which must—
 - (a) implement a means of error checking; and
 - (b) implement a 2 way handshaking process between the initiating TITO enabled device and the TITO host for the redemption of tickets; and
 - (c) be robust and able to handle incomplete, misrouted, duplicated, altered in transit or unauthorised TITO transactions.

- (6) TITO peripherals such as ticket printers and ticket acceptors must be installed safely and securely to prevent injuries to patrons or attendants using the TITO enabled device.
- (7) TITO enabled devices must automatically abort a ticket in or a ticket out transaction if connection to the TITO host is detected as lost.
- (8) TITO operation across a TITO system must be transaction based.
- (9) TITO systems must use a database or similar managed information system for the storage of TITO data.
- (10) Each TITO transaction on the TITO system must—
 - (a) be allocated a unique sequence number; and
 - (b) have a time-date stamp.
- (11) TITO enabled devices and the TITO system must be configured to ensure synchronicity of time-date data used to time-date stamp TITO transactions.
- (12) TITO enabled devices should not allow TITO operation until they have time-date synchronised with the TITO system.
- (13) TITO systems may have—
 - (a) a configurable **maximum ticket out limit** restricting the cash value of tickets that TITO enabled devices can issue;
 - (b) a configurable **maximum ticket in limit** where tickets having a cash value in excess of the maximum ticket in limit are rejected;
 - (c) a configurable **minimum ticket out limit** which define the minimum cash value that tickets can be issued by particular TITO enabled devices;
 - (d) a configurable **maximum credit limit** restricting a TITO enabled device from redeeming a ticket if it would cause the credit meter to exceed this value.
- (14) Tickets that have a cash value in excess of the prescribed maximum ticket in limit may be redeemed at a cashier terminal or cash redemption terminal.
- (15) TITO systems—
 - (a) must have a configurable **ticket expiry time** which defines the period of time from the time of ticket issue to the time that tickets may be redeemed by the TITO system; and
 - (b) may have an additional configurable **ticket floor expiry time** which defines the period of time from the time of ticket issue to the time that tickets may be redeemed by a gaming machine or an automated table game.
- (16) TITO enabled devices which issue or accept tickets on the TITO system must provide accurate and accountable logging for tickets printed, accepted and rejected.
- (17) Tickets may only be used for cash transactions and must not contain any form of promotional information or advertising such as ‘non-cashable’ credits.
- (18) Unredeemed tickets must be accounted for and processed by the casino licensee in accordance with the Approved Licensing Agreement between the Minister and the casino licensee.
- (19) User Manuals and Operation Manuals must be clear and concise, explaining the details, relevant information and procedures regarding the TITO system for use by system users and venue staff.

8. TITO Host Requirements

- (1) The TITO host must be of a robust design, able to withstand failures without loss of data.
- (2) There must be some form of redundancy to allow gaming to continue in the event of a TITO host failure.
- (3) The TITO host database that holds the TITO data of the TITO system must be secure, fault tolerant and have redundant data storage.
- (4) The TITO host must have built in redundancy for critical components.
- (5) The TITO host must be able to recover back to an operational state without loss of TITO data following an interruption or outage.

- (6) The TITO host must provide accountable, transparent and auditable recording and reporting of transactions to enable the accurate calculation and reporting of gaming revenue, player payments, taxation and any other TITO related financial information required for a venue to comply with its regulatory obligations.
- (7) The TITO host must provide reporting and record keeping for liability for unclaimed and expired tickets.
- (8) The TITO host must have the ability to record and report on all TITO transactions and TITO activity on the system, including, but not limited to issued tickets, redeemed tickets and expired tickets.
- (9) The TITO host must have the required capacity to be able to store all TITO data for period of time necessary in accordance with relevant legislation.
- (10) The TITO host must provide secure access to and storage of TITO data to prevent any unauthorised manipulation of TITO data.
- (11) The TITO host must be able to correctly handle the situation when duplicate ticket unique ticket identifiers are created by 2 different TITO enabled devices.
- (12) Where applicable, caching of unique ticket identifier across components of the TITO system components must be robust and designed to propagate to the TITO host without risks of errors, intercept, or tampering.
- (13) The TITO host must be under version control and under regulatory approval control in line with the *Casino Act 1997*.
- (14) TITO host software must be able to be audited by allowing software signatures to be calculated for controlled files.

9. Ticket Details

- (1) Tickets must comply with the following requirements—
 - (a) the following information must be printed on tickets:
 - (i) a heading that uniquely identifies the ticket for TITO purposes (e.g. the words "CASH OUT TICKET");
 - (ii) venue information regarding where the ticket was printed (e.g. venue and venue name details);
 - (iii) information identifying the location of the TITO enabled device which issued the ticket (e.g. house or bank number);
 - (iv) a sixteen or eighteen digit number (a unique ticket identifier) in—
 - (A) a readable format in at least 2 places on the ticket; and
 - (B) in a machine readable format such as a barcode;
 - (v) the date and time that the ticket is printed;
 - (vi) the value of the ticket expressed in dollars and cents;
 - (vii) the following gambling helpline information text:

” Gambling too much?
For free and confidential advice 24/7 call the Gambling Helpline on
1800 858 858 or visit gamblinghelponline.org.au”
 - (b) tickets must include an expanded responsible expanded responsible gambling warning message in accordance with the Schedule prescribed in the relevant code of practice, either printed by the issuing TITO enabled device or pre-printed on the ticket (it is acceptable for expanded responsible gambling messages to be printed on the front or rear face of the ticket).
 - (c) tickets must be designed to be durable for their expected life span and provide clear legibility of text when the ticket is printed.
 - (d) if the ticket is vulnerable to environmental conditions, the ticket should include applicable storage and handling instructions on either the rear or the face of the ticket (e.g. do not store in direct sunlight).
 - (e) tickets must not contain any form of promotional or advertising information.
- (2) Notwithstanding the requirements set out in 9(1)(b), it is acceptable for any stocks of tickets which were pre-printed to comply with the TITO technical requirements prescribed in Schedule 4 of the Casino Regulations 2013 immediately before the commencement of these guidelines, to be exhausted.

10. Ticket-In Process

- (1) The functionality of ticket-in is equivalent to a player inserting cash into a gaming machine or automated table game equipment. Ticket-in may be facilitated by either a dedicated ticket-in device or a banknote acceptor that can read tickets.
- (2) Credits must only be registered for valid tickets.
- (3) Tickets may only be accepted when the TITO enabled device is in an active state and able to receive and credit tickets.
- (4) If the TITO enabled device is active then a ticket may be inserted at any time into the device in accordance with the applicable requirements for insertion in the Australia/New Zealand Gaming Machine National Standards.
- (5) TITO enabled devices must automatically reject inserted tickets when it can detect that the connection to the TITO host is down.
- (6) The TITO system must verify the unique ticket identifier printed on the ticket, and if valid, request and wait for authorisation from the TITO host for the ticket.
- (7) A TITO enabled device must only redeem valid tickets that have been authenticated by the TITO host.
- (8) If a TITO enabled device is not able to receive and process tickets, the inserted ticket must be rejected and returned back to the player.
- (9) If an inserted ticket is detected as invalid by a TITO enabled device then the ticket must be rejected and returned back to the player.
- (10) A TITO enabled device must not accept another ticket until the current ticket-in transaction has been completed (i.e. either approved or rejected).
- (11) A TITO enabled device must be able to notify the TITO system if an error occurs during the ticket in validation process (e.g. a timeout, ticket jam, or other fault).
- (12) Where possible, TITO enabled devices must have ability to hold a ticket in escrow if the TITO host requests additional time to authenticate the ticket. TITO enabled devices that are not able to hold a ticket in escrow may eject the inserted ticket back to the player if requested to hold the ticket in escrow.
- (13) If the ticket is approved by the TITO host, the TITO enabled device must retain the ticket and add the cash amount of the inserted ticket to the credit meter (or equivalent) of the TITO enabled device, and notify the TITO system of the applicable ticket in meter and status updates.
- (14) TITO enabled devices must provide visual or audio feedback to players that the ticket has been accepted and redeemed.
- (15) A ticket-in transaction is considered complete when the TITO host has authorised the ticket-in request from the TITO enabled device, TITO meters are successfully transmitted to the TITO host, and ticket stacking by the TITO enabled device is complete.
- (16) The TITO enabled device must have a method to display a clear and legible message with the reason for a rejected ticket for a reasonable period of time.
- (17) The TITO system must support the provision of at least the following reasons for rejection:
 - (a) ticket system unavailable;
 - (b) ticket expired or too old;
 - (c) ticket amount too large;
 - (d) ticket invalid;
 - (e) ticket not found;
 - (f) ticket already redeemed;
 - (g) other reason—see operator.
- (18) If the TITO enabled device is not able to read the unique ticket identifier on the ticket prior to being interrupted, the TITO enabled device must reject the ticket and return back to the patron.
- (19) The TITO system must ensure that tickets can only be redeemed once.

- (20) TITO enabled devices that can accept and redeem tickets must maintain a log of the last 35 accepted or rejected tickets that must include at least the following details for each record:
- (a) time and date;
 - (b) amount;
 - (c) unique ticket identifier;
 - (d) whether the ticket was accepted or rejected.

11. Ticket-Out Process

- (1) The functionality of ticket out is equivalent to a player pressing collect and collecting credits from a gaming machine or automated table game equipment. The TITO enabled device will exchange with the system a unique ticket identifier and ticket information which the TITO system will retain and use in the future for ticket redemption.
- (2) Tickets issued by TITO enabled devices must have a unique ticket identifier which is used by the TITO system to uniquely identify tickets.
- (3) The TITO host must be able to cater for the scenario when multiple TITO enabled devices create identical unique ticket identifiers.
- (4) A ticket can be redeemed for cash or inserted into a TITO enabled device with ticket acceptance, in order to transfer the cash value of the ticket to the credit meter (or equivalent) of the TITO enabled device.
- (5) A ticket is printed by the TITO enabled device when a player presses collect or similar on the TITO enabled device subject to any TITO limits for printed tickets.
- (6) A TITO enabled device must not print a ticket with a cash value that exceeds the configured maximum ticket out limit, if such a limit is supported.
- (7) A TITO enabled device must wait for attendant authorisation before printing a ticket with a cash value that exceeds the configured ticket out authorisation limit, if this limit is supported.
- (8) TITO enabled devices must provide feedback or messages to players while a ticket is being printed and issued (e.g. "Printing ticket...please wait" during printing and "Please collect your ticket" when printing is complete).
- (9) A ticket out transaction is considered complete when the ticket has been printed and ticket meters and ticket information are successfully transmitted to the TITO system.
- (10) A ticket must only be printed out when the TITO enabled device is actively connected to the TITO system.
- (11) TITO enabled devices must be able to notify the TITO system of faults if they occur and interrupt the ticket out process.
- (12) TITO enabled devices must be able to resume and recover upon any interruption during the ticket out process.
- (13) The TITO system must be able to cater for the potential of orphaned tickets after any interruption, where the ticket has been printed with a unique ticket identifier but does not exist in the TITO database.
- (14) TITO enabled devices that are able to issue tickets must maintain a log of the last 35 issued tickets that must include at least the following details for each record:
 - (a) time and date;
 - (b) amount;
 - (c) unique ticket identifier.
- (15) The TITO system must be able to cater for the scenario of partially printed tickets where a fault has occurred during printing but the complete unique identifier is not clearly visible on the ticket.

12. Cash Redemption Terminals

- (1) A CRT is intended to assist with the processing of gaming machine and automated table game transactions by redeeming or issuing tickets. It is not intended to be a complete replacement for cashiers but offers a self-service option for customers.
- (2) Cash redemption terminals may accept banknotes for the purpose of issuing tickets but must not provide any additional functionality relating to banking transactions (including ATM or EFTPOS functionality).
- (3) Cash redemption terminals may provide banknote breaking functionality.
- (4) Cash redemption terminals must communicate in a secure and approved manner with the TITO system using an approved protocol.
- (5) Cash redemption terminals must have system-based security provisions that detect tampering or misuse and must have sufficient security relative to the amount of cash stored in the terminal. Such controls are expected to complement physical supervision.
- (6) Cash redemption terminals must display clear and meaningful messages when a fault or error condition occurs.
- (7) Cash redemption terminals must have the facility to display device software and firmware version for the purpose of software verification.
- (8) Cash redemption terminals must facilitate or allow software signatures to be generated for critical software for the purpose of software verification.
- (9) Cash redemption terminals must provide instructions in plain English and may be programmed to toggle to an alternate official language but must default to English after 60 seconds of inactivity. Testing of such CRTs must include certification that the alternative language is a true translation of the English message.
- (10) The display of advertising on a cash redemption terminal, other than the display of manufacturer logos, venue name and prescribed responsible gambling messaging in accordance with the South Australian Gambling Code of Practice is prohibited.
- (11) Cash redemption terminals may have configurable limits for ticket-in and ticket-out relevant to TITO enabled devices as defined in these guidelines.
- (12) In situations where a cash redemption terminal has insufficient funds to completely pay out a ticket, the cash redemption terminal may issue a ticket equivalent to the remaining cash value, which may be redeemed at a cashier desk.
- (13) Cash redemption terminals that are able to issue tickets must maintain a log of the last 35 issued tickets which must include the following details for each record as a minimum:
 - (a) time and date;
 - (b) amount;
 - (c) unique ticket identifier.
- (14) Cash redemption terminals that can accept and redeem tickets must maintain a log of the last 35 accepted or rejected tickets that must include the following details for each record as a minimum:
 - (a) time and date;
 - (b) amount;
 - (c) unique ticket identifier;
 - (d) whether the ticket was accepted or rejected.

13. Cashier Terminals

- (1) Cashier terminals may be provided by the casino licensee as an interface to the TITO host to allow authorised staff to perform TITO operations.
- (2) Cashier terminals may issue tickets, redeem tickets, or do both.
- (3) Cashier terminals must communicate in a secure and approved manner with the TITO host using an approved protocol.

- (4) Access to the TITO functions provided by cashier terminals must be restricted with account and password control.
- (5) Access to the TITO functions provided by cashier terminals may be further restricted and enabled according to staff tiers and privilege levels.
- (6) Cashier terminals may have configurable limits for ticket-in and ticket-out relevant to TITO enabled devices as defined in these guidelines. TITO Limits for cashier terminals may be implemented on a system level across all cashier terminals.
- (7) The TITO system must be able to record all ticket-out transactions performed on each cashier terminal. The record must include every new entry that has been printed and include the following details as a minimum:
 - (a) time and date;
 - (b) amount;
 - (c) unique ticket identifier;
 - (d) staff member identifier.
- (8) The TITO system must be able to record all ticket-in transactions performed on each cashier terminal. The record must include every new entry that has been verified by the ticket-in system and include the following details as a minimum:
 - (a) time and date;
 - (b) amount;
 - (c) unique ticket identifier;
 - (d) staff member identifier.

14. South Australia-specific TITO and BNA limits

SA TITO Limits (Casino Licence)	
The TITO system must not redeem the value of a ticket inserted into a gaming machine if the cash value of the ticket when redeemed exceeds this value	\$149.99
Maximum value of a ticket printed by a ticket-out device without manual intervention by a person authorised by the licensee for that purpose	\$5,000.00
Expiry of unredeemed tickets from date of issue	12 Months

SA Banknote Acceptor Limits (Casino Licence)	
The maximum credit balance which may exist on a gaming machine beyond which a note acceptor must be disabled due to a High Credit Balance condition	\$100
Maximum banknote denomination limit	\$50

15. References

Australian/New Zealand Gaming Machine National Standards
International Gaming Standards Association (GSA) 'System-to-System' S2S Message Protocol
Independent Gaming Corporation (IGC) 'S2S Interface Specification for Cashable Ticket Redemption Terminals'
Casino Act 1997
Casino Regulations 2013

16. Acknowledgments

The Commissioner has reviewed and used portions from the South Australian Casino TITO Standard v2.3 and Queensland TITO Minimum Technical Requirements v1.1.6 when developing these guidelines.

We acknowledge and thank the authors of these documents for providing the basis for the development of these guidelines.

- South Australian Casino TITO Standard v2.3
Gaming Laboratories International on behalf of SKYCITY Adelaide Casino
- Queensland TITO Minimum Technical Requirements v1.1.6
Queensland Office of Liquor and Gaming Regulation

Made by Dini Soulio

Liquor and Gambling Commissioner

Dated: 3 December 2020

GAMBLING ADMINISTRATION ACT 2019

[REPUBLISHED]

In Government Gazette No. 93 dated 3 December 2020, there was an error published on pages 5504-5508 of the Gambling Administration Guidelines Notice 2020—*Casino Act 1997* (Employee Training). The notice should be replaced as follows:

South Australia

Gambling Administration Guidelines Notice 2020—*Casino Act 1997* (Employee Training)

under the *Gambling Administration Act 2019*

1—Short title

This notice may be cited as the Gambling Administration Guidelines Notice 2020—*Casino Act 1997* (Employee Training).

Note—

This notice is made under the *Gambling Administration Act 2019*

2—Commencement

This notice comes into operation on 3 December 2020

3—Gambling Administration Guidelines

- (1) The Schedule sets out the Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of section 40C of the *Casino Act 1997*.

Schedule 1—Gambling Administration Guidelines

Employee Training

1. Introduction

Under section 40C of the *Casino Act 1997* the Commissioner may, on application by a person, approve courses of training to be undertaken by casino staff.

The Commissioner must not approve a training course unless the course complies with the requirements of any applicable responsible gambling codes of practice or any applicable gambling administration guidelines.

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2. Commencement

These guidelines come into effect from 3 December 2020, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control will be used to indicate revisions to these guidelines.

3. Transitional provisions

A course of training previously recognised under section 33A of the *Casino Act 1997* as in force immediately before the commencement of sub-clause (5) of Schedule 1, Part 2 of the *Statutes Amendment (Gambling Regulation) Act 2019* will, on 3 December 2020, be taken to be an approved course of training under section 40C of the *Casino Act 1997* (as amended).

The Commissioner has determined that following the enactment of the *Gambling Administration Act 2019*, changes to existing approved training programs to comply with the legislative reform initiatives specified in Part 3 of the *Statutes Amendment (Gambling Regulation) Act 2020* need only be notified to the Commissioner within three months of the commencement of these guidelines. A course of training, undertaken by a casino staff member prior to 3 December 2020 shall be deemed to have met the requirements under these guidelines.

4. Purpose and scope

- (1) The purpose of these guidelines is to ensure that any course of training approved and conducted in South Australia which is required to be undertaken by casino staff must:
 - (a) achieve the outcomes set out in these guidelines for the appropriate course; and
 - (b) is conducted by trainers with the appropriate level of qualifications, industry background and experience; and
 - (c) provides a satisfactory basis for assessment and ;
 - (d) meets quality assurance needs; and
 - (e) be able to be conducted in accordance with any other criteria as determined by the Commissioner.
- (2) Any matters arising from the evaluation of a course of training for gambling not covered by these guidelines will be considered at the discretion of the Commissioner.

5. Intended audience

These guidelines are intended for use by training providers for the evaluation of courses of training submitted to the Commissioner which are required to be undertaken by casino staff employed or engaged by the Casino licensee in South Australia.

6. Purpose and scope

- (1) Training providers seeking approval for a course of training for the purposes of the *Casino Act 1997* must submit an application seeking approval of the course from Consumer and Business Services (CBS).

- (2) Applications must be made in the manner and form approved by the Commissioner and be accompanied by the prescribed fee.
- (3) Applications must contain at least the following elements:
 - (a) the date of the submission;
 - (b) the full name of the training provider, address for service and address of the principal place of business;
 - (c) the contact details of where enquires regarding the submission may be directed;
 - (d) a proposed course outline or details of any variation to course outline for the purposes of satisfying the Commissioner that the course meets the regulatory need, identifies appropriate competency outcomes and a satisfactory basis for assessment and meets quality assurance needs;
 - (e) indicative course materials (including the method of instruction and assessment, copies of relevant course materials, workbooks, handouts and presentations);
 - (f) details of a where the course of training (if a revision) is currently in operation.
 - (g) a statement of the proposed background and qualifications of the trainers who will deliver the approved course of training and how the organisations providing the training will ensure that the trainers have that background and qualifications.

7. Training course and provider requirements

- (1) A course of training must be conducted by a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA) or must satisfy the Commissioner that the provider of in-house training will be of equivalent quality to training by an RTO.
- (2) All trainers must:
 - (a) have attained competency in the nationally accredited Certificate IV in Training and Assessment; and
 - (b) have attained competency in the courses of training that they are delivering;
 - (c) have at least three years' experience in a role involving the provision of responsible gambling products, hospitality industry, commercial gambling operations; and
 - (d) have the understanding and awareness of literature on gambling, problem gambling, addictions and addiction-like behaviour and interventions with problems gamblers.
- (3) Presentation of course content should be engaging and interactive through the use of mechanisms such as simulation, role play, case study or lecture-style presentation.
- (4) Presentation and assessment mechanisms should take into account the needs of those from diverse backgrounds and with differing learning styles.
- (5) A person appointed by the Commissioner as an inspector for the purposes of a gambling Act must, at any reasonable time and without notice, be permitted to observe the delivery of an approved course of training.

8. Content—outcomes of basic training

- (1) A person who has successfully completed an approved course of basic training will be able, concerning gaming operations, to:
 - (a) explain gaming activities and game features consistently with regulatory and procedural requirements;
 - (b) explain the process and theory of casino table games, automated table games and gaming machine operations and to operate and maintain gaming machines (minimum standard);
 - (c) pay claims for prizes;
 - (d) operate and maintain coin dispensing equipment and cash redemption terminals;
 - (e) identify and respond to breakdowns in security; and
 - (f) make and maintain accurate records of gambling related incidents and associated staff action in accordance with regulatory and procedural requirements.
- (2) A person who has successfully completed an approved course of basic training will be able, concerning responsible gaming, to:

- (a) display signage and information related to responsible gambling in accordance with regulatory and procedural requirements;
 - (b) apply responsible service of gambling procedures in accordance with regulatory and procedural requirements; and
 - (c) provide accurate and appropriate basic information on problem gambling as requested.
- (3) A person who has successfully completed an approved course of basic training will be able, concerning the basics of problem gambling identification (including automated risk monitoring, to:
- (a) observe players and onlookers, noting and reporting indicators of problem gambling;
 - (b) make accurate records of potential problem gambling behaviour in accordance with regulatory and procedural requirements;
 - (c) having been instructed in the user documentation for a recognised automated risk monitoring system, to operate the automated risk monitoring system.
- (4) A person who has successfully completed an approved course of basic training will be able, concerning pre-commitment, to:
- (a) understand and explain the principles of pre commitment, both generally and by reference to pre commitment systems in operation in South Australia at the time of the training; and
 - (a) appropriately suggest a referral to a financial counselling service and facilitate such referral.
- (5) A person who has successfully completed an approved course of basic training will be able, concerning barring, to:
- (b) explain the barring arrangements provided for under Part 6 of the *Gambling Administration Act 2019*;
 - (c) receive and determine applications for voluntary barring;
 - (d) refer to an appropriately trained staff member applications for involuntary barring; and
 - (e) identify, engage with and, if appropriate, remove individuals believed to be barred persons.
- (6) A person who has successfully completed an approved course of basic training will be able to respond usefully to approaches for:
- (a) information on funded gambling help services; and
 - (b) referral to the gambling help line or to a particular gambling help service.
- (7) A person who has successfully completed an approved course of basic training will be able to identify regulatory and procedural requirements from source documentation.

9. Content—outcomes of advanced training

- (1) A person who has successfully completed an approved course of advanced training will be able to:
- (a) do all of the things of which a person who has successfully completed basic training recognised under that section would be capable.
- (2) A person who has successfully completed an approved course of advanced training will be able, concerning advanced problem gambling identification (including automated risk monitoring), to:
- (a) interpret observations made of players and onlookers, in relation to indicators of problem gambling;
 - (b) review and act upon records made of potential problem gambling behaviour in accordance with regulatory and procedural requirements; and
 - (c) receive and interpret reports and alerts produced by an installed automated risk monitoring system.
- (3) A person who has successfully completed an approved course of advanced training will be able, concerning low level intervention and referral to gambling help services, to:
- (a) form a view as to whether an identified person is potentially a problem gambler;
 - (b) approach and engage with a person who is potentially a problem gambler and respond appropriately;

- (c) communicate detailed information about problem gambling and gambling help services (including to non-gamblers who may seek advice and support as gamblers' family members or concerned friends); and
 - (d) engage directly with a gambling help service on behalf of a person seeking assistance (including a family member or other third party seeking assistance).
- (4) A person who has successfully completed an approved course of advanced training will be able, concerning advanced pre-commitment, to assist a gambler to set a limit.
- (5) A person who has successfully completed an approved course of advanced training will be able, concerning barring, to:
- (a) receive and determine applications for involuntary barring;
 - (b) escalate complex barring issues to the relevant regulator and engage with the regulator about them; and
 - (c) exercise judgement about law enforcement action in respect of the removal of barred persons.
- (6) A person who has successfully completed an approved course of advanced training will be able to understand and where appropriate, explain the different sorts of services provided by:
- (a) the national gambling helpline; and
 - (b) local or regional gambling help services; and
 - (c) specialised and statewide gambling help services.
- (7) A person who has successfully completed an approved course of advanced training will be able to differentiate in practical workplace situations the roles of bodies or officials relevant to regulatory and procedural requirements (but not limited to):
- (a) the Liquor and Gambling Commissioner; and
 - (b) host responsibility coordinators.

10. References

Casino Act 1997

Casino Regulations 2013

Made by Dini Soulio

Liquor and Gambling Commissioner

Dated: 3 December 2020

GAMBLING ADMINISTRATION ACT 2019

[REPUBLISHED]

In Government Gazette No. 93 dated 3 December 2020, there was an error published on pages 5508-5513 of the Gambling Administration Guidelines Notice 2020—*Gaming Machines Act 1992* (Account Based Cashless Gaming Systems). The notice should be replaced as follows:

South Australia

Gambling Administration Guidelines Notice 2020—*Gaming Machines Act 1992* (Account Based Cashless Gaming Systems)

under the *Gambling Administration Act 2019*

1—Short title

This notice may be cited as the Gambling Administration Guidelines Notice 2020—*Gaming Machines Act 1992* (Account Based Cashless Gaming Systems)

Note—

This notice is made under the *Gambling Administration Act 2019*

2—Commencement

This notice comes into operation on 3 December 2020

3—Gambling Administration Guidelines

- (1) The Schedule sets out the Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of section 40A(1)(a) of the *Gaming Machines Act 1992*.

Schedule 1—Gambling Administration Guidelines

Account Based Cashless Gaming Systems

1. Introduction

Under section 40A(1)(a) of the *Gaming Machines Act 1992*, the Liquor and Gambling Commissioner (the “*Commissioner*”) may, on application by a person, approve systems to be operated in connection with approved gaming machines or classes of approved gaming machines being account based cashless gaming systems.

The Commissioner must not approve a system for this purpose unless the system is able to be operated in compliance with the requirements of the *Gaming Machines Act 1992* (as relevant) and complies with the requirements of any applicable gambling administration guidelines.

These guidelines replace any previous prescription notice issued by the former Independent Gambling Authority which prescribed the required attributes for systems proposed for recognition as Account Based Cashless Gaming Systems.

The Commissioner has no objection to this material being reproduced but asserts the rights to be recognised as author of its original material and the right to have its material remain unaltered.

2. Commencement

These guidelines come into effect from 3 December 2020, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control will be used to indicate revisions to these guidelines.

3. Transitional provisions

A system previously recognised under section 10B(1)(c) of the *Gaming Machines Act 1992* as in force immediately before the commencement of sub-clause (3) of Schedule 1, Part 3 of the *Statutes Amendment (Gambling Regulation) Act 2019* will, on 3 December 2020, be taken to be an approved system under section 40A of the *Gaming Machines Act 1992* (as amended).

4. Intended audience

These guidelines are intended for use by system developers, regulators, the holder of the gaming machine monitor licence and the holders of gaming machine licences to support the evaluation and implementation of account based cashless gaming systems in South Australian hotels and clubs for the purposes of the *Gaming Machines Act 1992*.

5. Purpose and scope

- (1) These guidelines specify the functional and technical requirements for the approval of account based cashless gaming systems which may be operated in connection with gaming machines operating in South Australian hotels and clubs.
- (2) These guidelines ensure that account based cashless gaming systems operated in South Australian hotels and clubs with gaming machines are secure, fair, reliable, auditable and foster responsible gambling.
- (3) It is not the purpose of these guidelines to mandate a solution or limit technology.
- (4) Any matters arising from the evaluation of an account based cashless gaming system not covered by these guidelines will be considered at the discretion of the Commissioner.
- (5) These guidelines do not apply to account based cashless gaming systems operated at the licensed casino in South Australia (which is in place under other regulatory arrangements).

6. Interpretation

- (1) In these guidelines, unless the contrary appears—
 - (a) **applicant** means a person proposing a system for approval under section 40A(1)(a) of the *Gaming Machines Act 1992* and application has a corresponding meaning;
 - (b) **gross gambling spend** means the aggregate of the value risked;
 - (c) **gross gambling wins** means the value of prizes won;
 - (d) **monitoring system** means the centralized monitoring system operated by the holder of the gaming machine monitor licence;
 - (e) **official research project** means a research project designated as such in writing by the Commissioner, by reference to—
 - (a) the terms of reference or project brief for the research project;
 - (b) the identity of the principal researcher and the auspicing institution or organisation for the research project (if any); and
 - (c) the source of the funding for the research—
and “**principal researcher**” has a corresponding meaning.
- (2) A reference in these guidelines to **a month** may be taken as a reference to—
 - (a) a calendar month;
 - (b) a calendar month period commencing on a particular day of a month other than the first day (that is, in a calendar monthly cycle);
 - (c) a period of 30 days in a succession of periods of 30 days; or
 - (d) a period of 35 days in a succession of periods of 35 days.

- (3) A reference in these guidelines to a day may be taken as a reference to—
 - (a) a calendar day; or
 - (b) a 24 hour period in a succession of periods of 24 hours.
- (4) A reference to a **transparent cashless gaming account** is a reference to the cashless gaming account of a player who is identifiable.
- (5) A reference to a player being identifiable is a reference to the player having provided such details or consents as to enable the player's activity to be monitored, including by—
 - (a) consenting to have a loyalty program record linked to a relevant system; or
 - (b) enrolling in a system which allows players to voluntarily set loss limits or other indicators.

7. Dependencies

- (1) A gaming machine in a South Australian hotel or club gaming venue may only be operated in connection with an account based cashless gaming system if:
 - (a) the system is approved under section 40A(1)(a) of the *Gaming Machines Act 1992*; and
 - (b) the gaming machine is operated in connection with an automated risk monitoring system approved under section 40A(1)(b) of the *Gaming Machines Act 1992*; and
 - (c) the gaming machine is capable of displaying on screen messages of a kind prescribed in the applicable responsible gambling code of practice either on a primary screen or an ancillary screen; and
 - (d) the gaming machine is operated in connection with a pre-commitment system in compliance with the requirements prescribed by the Gaming Machine Regulations 2020.
- (2) An application for an account based cashless gaming system must include a certification as to the relevant system's capacity for connection with the monitoring system facilitated through the Independent Gaming Corporation (IGC), the holder of the South Australian Gaming Machine Monitor Licence (Licence number 52400426).
- (3) An applicant must provide, with the application, undertakings to the Commissioner that the applicant will, in respect of any official research project, procure and maintain:
 - (a) the reasonable co-operation of every licensee deploying the relevant system;
 - (b) any consents to the use the data reasonably required by the principal researcher;
 - (c) any changes to the applicant's, licensee's and third parties' privacy policies reasonably required by the principal researcher.

8. Submission requirements

- (1) An applicant seeking approval for an account based cashless gaming system for the purposes of the *Gaming Machines Act 1992* must formally request Consumer and Business Services to perform an evaluation of the product being submitted.
- (2) An applicant must include with the application:
 - (a) a description of the product being submitted and the intent of the submission;
 - (b) the market(s) which the product will be used;
 - (c) the contact details of where technical enquires regarding the submission may be directed;
 - (d) system architecture diagram and description on how the relevant system works;
 - (e) a detailed description of—
 - (i) the required hardware and software
 - (ii) the end-user cost structure; and
 - (iii) the individuals or corporate entities which will provide the relevant system to licenses;
 - (f) a statement as to relevant intellectual property licensing (if any);
 - (g) certification as to the relevant system's capacity for connection to the monitoring system.

- (3) All submission documentation and electronic media must be labelled with the company name, the product name, the product version and the submission date. Resubmissions must also include the resubmission number e.g. version 2. (Note: version numbers are to be unique and any change to an already approved submission should require this unique version number to change).
- (4) To assist in the evaluation of the solution, a report of any testing conducted on the product (prior to the submission) should be submitted. This report must contain the testing body's name, the name of the individual who conducted the testing, a description of what was tested, how it was tested (photos may be required), and the test results.
- (5) As part of the assessment process the Commissioner may request a demonstration of the system to assist in making a determination.
- (6) The approval of an account based cashless gaming system may be varied or revoked by the Commissioner in accordance with section 40A(3) of the *Gaming Machines Act 1992*.

9. Mandatory system attributes

In order to be approved as an account based cashless gaming system—

User Accounts

- (1) A user account must be a transparent cashless gaming account being a cashless gaming account held by a player who is identifiable.
- (2) Concerning the maximum value to be stored and transferred from a user account to a gaming machine—
 - (a) in respect to the transfer of value into a user account, the system must not allow a person to—
 - (i) initially store value of more than \$1 000; and
 - (ii) increase (other than by transferring value from a gaming machine to the account) the value stored above \$1 000;
 - (b) in respect of an individual transfer of value from a cashless gaming account to a gaming machine, the maximum transfer value is \$250.

Payment of Prizes

- (3) Concerning the payment of prizes—
 - (a) the system must allow a person to transfer from a gaming machine to a cashless gaming account the whole of the value held on the gaming machine and, if the gaming machine allows for a partial transfer, an amount nominated by the person.
 - (b) the system must allow a person to immediately redeem value held in a cashless gaming account—
 - (i) in cash, of any value up to \$2 000; or
 - (ii) by cheque or by electronic funds transfer, of any value.

Statements

- (4) Concerning the provision of account statements—
 - (a) the system must provide, for any month where there is activity—
 - (i) a posted statement; or
 - (ii) an emailed statement; or
 - (iii) setting out for each day of activity in each venue—
 - (A) the value transferred to the account by the payment of money;
 - (B) the value transferred to the account from gaming machines;
 - (C) the value transferred to gaming machines from the account;
 - (D) the person's gross gambling spend;

- (E) the person's gross gambling wins; and
- (F) the person's net gambling outcome.

(5) The method for producing activity statements may, if approved by the Commissioner, include using the statement production facility of an another system.

Communications

- (6) The system must be capable of communicating with the monitoring system in a manner which is secure and which does not compromise the integrity of the monitoring system.
- (7) The system must be capable of making a record of each transaction against a cashless gaming account, retaining the record for a period of at least 4 years.

10. Non-conforming applications

- (1) The Commissioner may consider granting approval for an account based cashless gaming system which does not have all of the attributes required in these guidelines.
- (2) Such applications must explain the extent of non-conformity by reference to technical limitations, or other mitigating factors, which, if accepted by the Commissioner, would justify the system being approved despite the non-conformity.
- (3) Without limiting the matters which might explain non-conformity for the purposes of clause 10(2), the following should be explained:
 - (a) whether further time for technical development would allow for the proposed system to conform in the future and, if so, when; and
 - (b) whether technical factors beyond the control of the applicant give rise to the non-conformity and, if so, how those factors might be overcome in time.

11. References

Gambling Administration Act 2019
Gaming Machines Act 1992
Gaming Machine Regulations 2020

Made by Dini Soulio

Liquor and Gambling Commissioner

Dated 3 December 2020

GAMBLING ADMINISTRATION ACT 2019

[REPUBLISHED]

In Government Gazette No. 93 dated 3 December 2020, there was an error published on pages 5513-5519 of the Gambling Administration Guidelines Notice 2020—Facial Recognition System Requirements. The notice should be replaced as follows:

South Australia

Gambling Administration Guidelines Notice 2020—Facial Recognition System Requirements

under the *Gambling Administration Act 2019*

1—Short title

This notice may be cited as the Gambling Administration Guidelines Notice 2020—Facial Recognition System Requirements

Note—

This notice is made under the *Gambling Administration Act 2019*

2—Commencement

This notice comes into operation on 3 December 2020

3—Gambling Administration Guidelines

- (1) The Schedule sets out the Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of section 40D of the *Gaming Machines Act 1992* and section 40D of the *Casino Act 1997*.

Schedule 1—Gambling Administration Guidelines

Facial Recognition System Requirements

1. Introduction

Under section 40D of the *Gaming Machines Act 1992* and section 40D of the *Casino Act 1997*, the Liquor & Gambling Commissioner (the “*Commissioner*”) may approve a system to be operated by certain licensees that enables the facial image of a person who is entering a gaming area to be recognised, identified and recorded (a facial recognition system).

The Commissioner must not approve a facial recognition system unless the system complies with any requirements prescribed by the Gaming Machines Regulations 2020 and Casino Regulations 2013, and from 3 December 2020, is able to be operated in accordance with any Gambling Administration Guidelines issued by the Commissioner under section 17 of the *Gambling Administration Act 2019*.

The Commissioner has no objection to this material being reproduced but asserts the rights to be recognised as author of its original material and the right to have its material remain unaltered.

2. Commencement

These guidelines come into effect from 3 December 2020, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control will be used to indicate revisions to these guidelines.

3. Intended Audience

These guidelines are intended for use by facial recognition technology providers for the evaluation of facial recognition systems submitted to the Commissioner for approval for use in South Australia.

4. Purpose and scope

- (1) The purpose of these guidelines is to ensure that approved facial recognition systems operate in South Australia to identify barred persons entering a gaming area must:
 - (a) accurately take account of physical variances in facial features;
 - (b) prevent unauthorised access, use and disclosure of data collected by the system; and
 - (c) operate in accordance with any technical requirements, security requirements and any other criteria as determined by the Commissioner.
- (2) It is not the purpose of these guidelines to mandate a solution or limit technology.
- (3) Any matters arising from the evaluation of a facial recognition system not covered by these guidelines will be considered for approval at the discretion of the Commissioner.

5. Interpretation

- (1) In these guidelines, unless the contrary appears—
 - (a) **facial recognition system** means a biometric technology capable of identifying or verifying a natural person using a digital image or a video frame captured from a fixed video source;
 - (b) **gambling provider** means:
 - (i) the holder of a gaming machine licence under the *Gaming Machines Act 1992*; and
 - (ii) the holder of the casino licence under the *Casino Act 1997*.
 - (c) **facial recognition technology provider** (system provider) means:
 - (i) an entity which administers a facial recognition system, approved by the Commissioner for the purposes of the *Gaming Machines Act 1992* or *Casino Act 1997*; and
 - (ii) who has entered into a contract or agreement with a gambling provider to provide an approved facial recognition system; and
 - (iii) who is a party to an executed Data Sharing Agreement with the Commissioner; and
 - (iv) who is approved by the Commissioner.

6. Submissions general

- (1) Facial recognition technology providers seeking approval for the deployment and use of facial recognition systems in Hotels and Clubs in South Australia and the Adelaide Casino, must submit an application seeking approval of the system to Consumer and Business Services (CBS).
- (2) Facial recognition technology providers seeking approval for the deployment and use of facial recognition systems at the Adelaide Casino must also satisfy the Commissioner that the system submitted for approval has been selected by the casino licensee as suitable for deployment at the Adelaide Casino.
- (3) Applications must be made in the manner and form approved by the Commissioner and be accompanied by the prescribed fee.
- (4) Applications must contain at least the following elements:
 - (a) the date of the submission;
 - (b) the full name of the system provider, address for service, address of the principal place of business;
 - (c) a declaration by the person/s responsible for the submission that the information submitted is true and correct;
 - (d) the details of where technical enquires regarding the submission may be directed;
 - (e) the registered business identification number and address of the entity (for example an ABN if registered in Australia or NZBN if registered in New Zealand);
 - (f) a company extract supported by written text explaining the corporate structure of the entity, in particular in relation to parent or holding companies, subsidiaries, other associated companies, directors and major shareholders;
 - (g) the details of—
 - (A) any licence or approval applied for or held by the entity, or a holding, parent or subsidiary company of the entity, for the approval and deployment of facial recognition technology in any other State, a Territory of the Commonwealth or New Zealand; and
 - (B) any refusal to grant or renew any such licence or approval; and
 - (C) any suspension, cancellation or revocation of, or other disciplinary action in respect of, any such licence or approval; and
 - (D) details of a where the solution is currently in operation;
 - (h) the details of the system providers technical expertise in the deployment of facial recognition technology;

- (i) a description of the product being submitted and the intent of the submission;
 - (ii) system architecture diagram and description on how the facial recognition system is intended to be operated within a business;
 - (iii) details of the facial recognition algorithm(s) and associated independent testing data;
 - (iv) a copy of the data breach response plan including safeguards or controls within the system to guard against misuse, unauthorised access or sharing of information; and
 - (v) details of any independent penetration testing of the system, particularly in relation to the security of stored barred person data.
- (5) A system provider must also enter into a Data Sharing Agreement with the Commissioner to facilitate the exchange of information between the parties for the proper administration of relevant laws and policies.
 - (6) Any test reports provided in support of an application must contain the testing body's name, accreditation details, the name of the individual who conducted the testing, a description of what was tested, how it was tested (photos may be required) and the test results.
 - (7) All submission documentation and electronic media must be labelled with the company name, the product name, the product version and the submission date. Resubmissions must also include the resubmission number (e.g. version 2). Version numbers are to be unique and any change to an already approved submission should require this unique version number to change.
 - (8) As part of the assessment process the Commissioner may request a demonstration of the system to assist in making a determination.
 - (9) Any enhancements or changes to an approved system prior to production deployment must be notified and approved by the Commissioner before deployment.
 - (10) The approval of a facial recognition system for these purposes may be varied or revoked by the Commissioner in accordance with and section 40D of the *Gaming Machines Act 1992* and section 40D of the *Casino Act 1997*.

7. Software submissions

- (1) All submissions must be in English.
- (2) Submissions must include a list of all known unresolved issues, bugs and incidents. This list must be comprehensive and include any issues identified with previous versions which have not been resolved with the current version, even if these issues have been previously notified to CBS.

8. Hardware Submissions

- (1) Submissions must include all relevant technical details, specifications and datasheets pertaining to all components of the facial recognition system (including video capturing devices, CPU, system backend, etc.).
- (2) Submissions must include the details of any specific hardware to be operated in connection with the solution (including off the shelf or proprietary hardware).

9. General Requirements

- (1) Facial recognition technology is one of many biometric technologies that can be used to identify a natural person.
- (2) A facial recognition system for the purposes of these guidelines must be capable of identifying or verifying the physical features of a natural person's face using a digital image captured from a fixed video source.
- (3) A facial recognition system will generally consist of:
 - (a) one or more fixed video capturing devices;
 - (b) one or more CPU running proprietary software, including complex algorithm(s), that identify and compare points or surfaces of a person's face and features;
 - (c) a graphical user interface (GUI) to view and manage the capturing of images for the purpose of identification; and
 - (d) can be hosted on-premises, in the cloud or a hybrid on-premises and cloud-based host.

10. Requirements under the *Gaming Machines Act 1992*

- (1) This part applies to the operation of facial recognition technology **by the holder of a gaming machine licence** for the purposes of the *Gaming Machines Act 1992*.
- (2) As of 3 December 2020, a licence holder (licensee) must for the purposes of identifying barred persons entering a gaming area, operate a facial recognition system if the gaming machine licence for the premises authorises the operation of thirty (30) or more gaming machines (being a reference to the number of gaming machine entitlements affixed to a licence) any one (1) of which may be operated by the insertion of a banknote.
- (3) A licensee not subject to the above licence condition may deploy facial recognition technology to support their responsible gambling obligations.
- (4) A licensee must only use a facial recognition system approved by the Commissioner for this purpose.
- (5) A licensee should contact an approved facial recognition system provider to discuss venue requirements and negotiate terms. A list of approved system providers will be maintained on the CBS website.
- (6) Once a provider is selected, the licensee must enter into a formal agreement by completing the **Confirmation of Engagement of an Approved FRT Provider by a Licensee** form, which is available on the CBS website, and submitting this form to CBS. On receipt, the selected FRT provider will be granted access to the barring data of the relevant licensed premises.
- (7) The licensee will be responsible for providing CBS with copies of any updated agreements during the engagement period.
- (8) A licensee must ensure that an approved facial recognition system is always in operation when gaming machines are able to be operated on the licensed premises.
- (9) Data collected by a facial recognition system operated by a licensee must not be used for or in connection with the following:
 - (a) encouraging or providing incentives to a person to gamble;
 - (b) customer loyalty programs;
 - (c) a lottery within the meaning of the *Lotteries Act 2019*;
 - (d) identifying a barred person in respect of premises other than the licensed premises in relation to which the system is operating;
 - (e) any other purpose notified by the Commissioner to the system provider or licence holder.
- (10) Facial images or any data recorded by the approved facial recognition system that identifies a person (other than a barred person) for these purposes, must not be retained by the licensee or on the facial recognition system operated on behalf of the licensee after 72 hours of being recorded by the system.

11. Requirements under the *Casino Act 1997*

- (1) This part applies to the operation of facial recognition technology **by the holder of the casino licence** for purposes of the *Casino Act 1997*.
- (2) As of 3 December 2020, the holder of the casino licence (casino licensee) must, for the purposes of identifying barred persons entering a gaming area, operate a facial recognition system approved by the Commissioner.
- (3) The casino licensee must ensure that an approved facial recognition system is always in operation when gaming operations are able to be conducted on the licensed premises.
- (4) Data collected by a facial recognition system operated by the casino licensee for these purposes must not be used for or in connection with the following:
 - (a) encouraging or providing incentives to a person to gamble;
 - (b) customer loyalty programs;
 - (c) a lottery within the meaning of the *Lotteries Act 2019*;
 - (d) identifying a barred person in respect of premises other than the casino premises;
 - (e) any other purpose notified by the Commissioner to the system provider or licence holder.

- (5) Facial images or any data recorded by the facial recognition system that identifies a person (other than a barred person), must not be retained by the casino licensee or on the facial recognition system operated on behalf of the casino licensee after 72 hours of being recorded by the system.
- (6) Notwithstanding this part, a security and surveillance system approved by the Commissioner for the purposes of section 38 of the *Casino Act 1997* may retain the facial images of persons entering and remaining on the casino premises to:
 - (a) safeguard the licensee's assets;
 - (b) protect both the public and licensee's employees; and
 - (c) promote public confidence that licensed gambling activities are conducted honestly and free of criminal elements and activities.

12. Facial Recognition Technology – Provider Requirements

- (1) A facial recognition system operated by a gambling provider that enables the facial image of a person when entering a gaming area to be recognised, identified and recorded for the purposes of *Casino Act 1997* or *Gaming Machines Act 1992* must be approved by the Commissioner before a facial recognition system provider (system provider) can be engaged to provide such services by a gambling provider.
- (2) Data disseminated, collected or exchanged with a system provider for these purposes must be stored on-shore and cannot be exported off-shore or used in other applications.
- (3) A system provider must produce evidence of engagement with a gambling provider before access to any barring data will be granted. Any changes to the use of this data or contracted period of engagement with a gambling provider must be approved by the Commissioner.
- (4) A system provider must not disclose or share any information or data about barred persons collected by an approved system other than to the South Australian gambling provider who has engaged the services of the system provider or the Commissioner.
- (5) A system provider must, in the form and manner determined by the Commissioner, advise the gambling provider and the Commissioner of any unplanned outages that have impacted on the ability of an approved system to identify barred persons.
- (6) A system provider must make all reasonable efforts to repair any malfunction of an approved system as soon as practicable after the malfunction is discovered.
- (7) As soon as the gambling provider or system provider becomes aware that a video capture device, software or GUI has malfunctioned, reasonable steps must be taken to have the video capture device, software or GUI repaired, replaced or take such other measures to protect the subject activity. For example, additional employee monitoring of the gaming area.
- (8) Scheduled maintenance of an approved facial recognition system, including any video capture device, software or GUI must be planned and undertaken at a time of day where the risk of a barred person being able to gain entry to a gaming area is minimised.
- (9) A system provider must within 7 days of becoming a party to any other Facial Verification or Matching System granted by the Commonwealth of Australia notify the Commissioner of that engagement.

13. Facial Recognition Technology – System Requirements

- (1) The system must be able to make multiple 'GET' requests via a secure webservice with an authentication header for each request.
- (2) The system solution must be able to utilise 'Hypertext Transfer Protocol Secure' (HTTPS).
- (3) The system must be able to 'CONSUME' barred person data, returned in JavaScript Object Notation (JSON) format, that includes the following data:
 - (a) Venue name
 - (b) Venue ID
 - (c) Licensee name
 - (d) Barred patron details

- (i) Given name
 - (ii) Family name
 - (iii) Full name
 - (iv) Date barred from
 - (v) Date barred to
 - (vi) Images
 - A. Identification reference
 - B. Name
 - C. Extension
 - D. Image content
- (4) The system must be able to purge all data related to a barred person once a barring is revoked or no longer active.
 - (5) The system must be able to record the date and time of day that a person identified by the system as a barred person was first:
 - (a) detected entering a gaming area by the system; and
 - (b) approached in-person by an authorised employee of the gambling provider for the purpose of identity confirmation.
 - (6) Notwithstanding the requirements of this part, a security and surveillance system approved by the Commissioner for the purposes of section 38 of the *Casino Act 1997* may be used by the casino licensee to record the information for this purpose.
 - (7) The system must be able to **‘POST’** usage data to the CBS Host using a secure webservice on a daily basis, providing as a minimum the following data:
 - (a) Venue ID
 - (b) Venue Name
 - (c) Number of faces identified in that day
 - (d) Number of barred persons identified in that day
 - (e) Time taken (recorded in milliseconds) between detection by the system of a suspect barred person and first contact acknowledged
 - (f) Incidents of system downtime.
 - (8) The system must ensure that facial images, barred person data, or usage data, is protected by access authentication control and is encrypted when at rest and in transit.
 - (9) Notwithstanding the requirements of this part, a security and surveillance system approved by the Commissioner for the purposes of section 38 of the *Casino Act 1997* may be used by the casino licensee to **‘POST’** usage data to the CBS Host for this purpose.
 - (10) The system must have the ability to send non-identifiable **‘PUSH’** notifications to a secure device by email, SMS or both, to an authorised employee of the gambling provider who is on duty or is responsible for a gaming area, for the purpose of making them aware a barred person is entering the gaming area.
 - (11) Notwithstanding the requirements of this part, a security and surveillance system approved by the Commissioner for the purposes of section 38 of the *Casino Act 1997* may be used by the casino licensee to notify an authorised employee of the casino licensee who is on duty or is responsible for controlling entry to the casino premises, for the purpose of making them aware a barred person is entering the casino premises.
 - (12) The system must purge all data relating to the facial images of persons who have entered the gaming area within 72 hours of detection.

14. References

Gambling Administration Act 2019
Gaming Machines Act 1992
Gaming Machine Regulations 2020
Casino Act 1997
Casino Regulations 2013

Made by Dini Soulio

Liquor and Gambling Commissioner

Dated 3 December 2020

GAMBLING ADMINISTRATION ACT 2019

[REPUBLISHED]

In Government Gazette No. 93 dated 3 December 2020, there was an error published on pages 5520-5522 of the Gambling Administration Guidelines Notice 2020—*Authorised Betting Operations Act 2000* (Systems and procedures designed to prevent betting by children). The notice should be replaced as follows:

South Australia

Gambling Administration Guidelines Notice 2020— *Authorised Betting Operations Act 2000* (Systems and procedures designed to prevent betting by children)

under the *Gambling Administration Act 2019*

1—Short title

This notice may be cited as the Gambling Administration Guidelines Notice 2020—*Authorised Betting Operations Act 2000* (Systems and procedures designed to prevent betting by children).

Note—

This notice is made under the *Gambling Administration Act 2019*

2—Commencement

This notice comes into operation on 3 December 2020

3—Interpretation

In this notice, unless the contrary intention appears—

Act means the *Authorised Betting Operations Act 2000*.

4—Gambling Administration Guidelines

- (1) The Schedule sets out the Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of section 62A of the *Authorised Betting Operations Act 2000*.

Schedule 1—Gambling Administration Guidelines

Authorised Betting Operations Act 2000—Systems and procedures designed to prevent betting by children

1. Introduction

Under section 62A of the *Authorised Betting Operations Act 2000*, an authorised interstate betting operator—

- (a) must not accept or offer to accept a bet from a child in this State; and
- (b) must have systems and procedures that are designed to prevent bets from being made by children in this State in the course of betting operations conducted by telephone, Internet or other electronic means and that conform with the requirements in the gambling administration guidelines for systems and procedures designed for that purpose.

These guidelines replace any previous prescription notice issued by the former Independent Gambling Authority which specified requirements for systems and procedures designed to prevent betting by children.

The Commissioner has no objection to this material being reproduced but asserts the rights to be recognised as author of its original material and the right to have its material remain unaltered.

2. Commencement

These guidelines come into effect from 3 December 2020, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control will be used to indicate revisions to these guidelines.

3. Intended audience

These guidelines are intended for use by betting operators authorised to operate in South Australia under the *Authorised Betting Operations Act 2000*.

4. Purpose and scope

- (1) These guidelines are intended to provide a framework through which an authorised interstate betting operator (“gambling provider”) can ensure that the conduct of its betting operations in South Australia by telephone, internet or other electronic means is consistent with the South Australian community’s expectations that it will not accept or offer or offer to accept a bet from a child in the course of its authorised business.
- (2) A reference to telephone, internet or other electronic means is a reference to a means of communicating at a distance by the use of electronic devices.
- (3) When approving systems and procedures designed to prevent bets from being made by children in the course of betting operations conducted by the holder of the major betting operations licence, an on-course totalisator or licensed bookmaker in South Australia, the Commissioner must have regard to any relevant requirements under these guidelines.
- (4) It is not the purpose of these guidelines to mandate a solution or limit technology.
- (5) Any matters arising from the evaluation of systems and procedures not covered by these guidelines will be resolved at the discretion of the Commissioner.

5. System and procedure requirements

Gambling accounts

- (1) Systems and procedures designed to prevent gambling by children must:
 - (a) provide for the establishment of a gambling account with the gambling provider before the person can commence gambling by telephone, internet or other electronic means;

- (b) have sufficient identification and verification controls in place to ensure that a child cannot establish a gambling account;
- (c) comply with customer verification requirements in accordance with Commonwealth laws, including the National Consumer Protection Framework (NCPF) for online wagering in Australia;
- (d) ensure that access to a person's gambling account is controlled by a security access feature such as a password;
- (e) ensure that a person who establishes a gambling account undertakes:
- (f) not allow a child to use the account;
- (g) not disclose the security access feature to a child; and
- (h) provide for the suspension or cancellation of a person's gambling account if the gambling provider is satisfied that the person has breached the undertaking referred to in 5(1)(e).

Internal monitoring and reporting

- (2) Systems and procedures designed to prevent gambling by children must:
 - (a) monitor for suspected or potential incidents of gambling by children; and
 - (b) require suspected or potential incidents of betting by children to be reported for further internal investigation.

Complaints

- (3) Systems and procedures designed to prevent gambling by children must provide a mechanism for receiving and follow up of complaints related to suspected or potential gambling by children with the gambling provider.

Investigation

- (4) Systems and procedures designed to prevent gambling by children must provide for:
 - (a) the recording and investigation of suspected or potential incidents of gambling by a child in a timely and systematic manner; and
 - (b) require suspected or potential incidents of betting by children to be reported for further internal investigation.

Auditing

- (5) Systems and procedures designed to prevent gambling by children must provide for regular auditing of reported incidents and complaints to identify patterns of incidents and areas for improvement.

6. References

Gambling Administration Act 2019

Authorised Betting Operations Act 2000

National Consumer Protection Framework for Online Gambling

Made by Dini Soulio

Liquor and Gambling Commissioner

Dated 3 December 2020

GAMBLING ADMINISTRATION ACT 2019

[REPUBLISHED]

In Government Gazette No. 93 dated 3 December 2020, there was an error published on pages 5522-5532 of the Gambling Administration Guidelines Notice 2020—*Gaming Machines Act 1992* (Ticket-in Ticket-out Systems). The notice should be replaced as follows:

South Australia

Gambling Administration Guidelines Notice 2020—*Gaming Machines Act 1992* (Ticket-in Ticket-out Systems)

under the *Gambling Administration Act 2019*

1—Short title

This notice may be cited as the Gambling Administration Guidelines Notice 2020—*Gaming Machines Act 1992* (Ticket-in Ticket-out Systems)

Note—

This notice is made under the *Gambling Administration Act 2019*

2—Commencement

This notice comes into operation on 3 December 2020

3—Gambling Administration Guidelines

- (1) The Schedule sets out the Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of regulation 27(2) of the Gaming Machines Regulations 2020.

Schedule 1—Gambling Administration Guidelines

Ticket-in Ticket-out Systems

1. Introduction

The holder of a gaming machine licence may provide a gaming machine on the licensed premises that may be operated by the insertion of a banknote or by ticket (known as “ticket-in ticket-out” or TITO) subject to various transactional limits.

To facilitate the approval and installation of equipment which will be required to allow gaming machines to be operated by the insertion of banknotes or TITO, the Gaming Machines Regulations 2020 have been amended to include a bank note acceptor and any device that allows the printing or issue of tickets for use in connection with a gaming machine, as prescribed components.

Furthermore, a gaming machine that is intended to be operated in connection with a TITO system must comply with the requirements of, and be operated in accordance with Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019*.

2. Commencement

These guidelines come into effect from 3 December 2020, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the Gambling Administration Act 2019.

Version control will be used to indicate revisions to these guidelines.

3. Intended Audience

These guidelines are intended for use by suppliers of TITO proprietary equipment, cashable ticket redemption terminals, gaming machine manufacturers, Accredited Testing Facilities (ATF), Regulators, and gaming venues to support the implementation of TITO in South Australian hotels and clubs.

4. Purpose and Scope

- (1) These guidelines specify the functional and technical requirements for the operation of “Ticket-In Ticket-Out” (TITO) on gaming machines and Cashable Ticket Redemption Terminals (CRT) operating in South Australian hotel and club gaming venues.
- (2) These guidelines, together with relevant legislation and regulations ensure that TITO operation in South Australian hotels and clubs is secure, fair, auditable, and complies with legislated harm minimisation measures.
- (3) Any matters arising from the evaluation and operation of TITO systems and related devices not covered by these guidelines will be resolved at the discretion of the Commissioner.
- (4) These guidelines do not apply to:
 - (a) the implementation of facial recognition technology, a legislated harm minimisation measure for South Australian hotels and clubs capable of operating 30 gaming machines or more with at least one machine able to be operated by the insertion of a banknote;
 - (b) automated risk monitoring systems which must be operated in South Australian hotels and clubs;
 - (c) account based cashless gaming systems able to be operated in South Australian hotels and clubs; and
 - (d) TITO, CRT and any other forms of cashless gaming operations at the Adelaide Casino (which is in place under other regulatory arrangements).

5. Dependencies

- (1) The TITO system to be operated in South Australian hotels and clubs is facilitated through the Independent Gaming Corporation (IGC), the holder of the South Australian Gaming Machine Monitor Licence (Licence number 52400426).
- (2) The implementation of TITO in South Australian hotels and clubs is based on the adoption of the QCOM Protocol (version 1.6.6 or any subsequent version as implemented in South Australia), being the gaming machine communication protocol, which supports TITO and bank note acceptors. A copy of the QCOM Protocol is available from the Queensland Office of Liquor and Gaming Regulation (QOLGR) publications website.
- (3) Proprietary components (TITO equipment) to support the implementation of TITO (including banknote acceptors and ticket printers) must not be installed or operated in a gaming machine unless the components:
 - (a) comply with the applicable technical requirements defined under the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version) and other applicable technical requirements;
 - (b) comply with any technical requirements for TITO as listed in the South Australian Appendix to the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version);
 - (c) comply with the applicable technical requirements of the QCOM communication protocol;
 - (d) have been tested for regulatory compliance by an Accredited Testing Facility (ATF); and
 - (e) have been approved by Consumer and Business Services (CBS) as part of the gaming machine in which they are to be installed.
- (4) When enabled, TITO systems must implement the transactional limits that are prescribed under the Gaming Machines Regulations 2020. Refer to section 13 of these guidelines—South Australia specific TITO and BNA limits.
- (5) When enabled, banknote acceptors must implement the transactional limits that are prescribed under the *Gaming Machines Act 1992*. Refer to section 13 of these guidelines—South Australia specific TITO and BNA limits.

- (6) The use of third-party systems for the purposes of implementing Ticket-Out (TO) only or both Ticket-In Ticket-Out (TITO) on non-QCOM gaming machines is prohibited.
- (7) The implementation of Cashable Ticket Redemption Terminals (CRT) in South Australian hotels and clubs is based on the adoption of the International Gaming Standards Association (GSA) 'System-to-System' S2S Message Protocol.
- (8) The inter-operability requirements for any third-party CRT to communicate with the South Australian gaming machine monitoring system are defined in the 'S2S Interface Specification for Cashable Ticket Redemption Terminals' which is available from the Independent Gaming Corporation (IGC), the holder of the South Australian Gaming Machine Monitor Licence.
- (9) CRTs must not be operated or installed in a South Australian hotel or club gaming machine venue unless its components:
 - (a) comply with the applicable technical requirements defined under the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version);
 - (b) have been tested for regulatory compliance by an Accredited Testing Facility (ATF);
 - (c) comply with any technical requirements for CRTs specified by IGC;
 - (d) comply with the applicable technical requirements of the QCOM communication protocol;
 - (e) have been tested for functional compliance and certified as fit for purpose by IGC; and
 - (f) on application by IGC, approved by Consumer and Business Services (CBS).

6. General Requirements

- (1) TITO when implemented in South Australia can be used as a Ticket-Out (TO) only system, or both a Ticket-In and Ticket-Out (TITO) system. TITO supplements the use of cash for the exchange of credits to and from gaming machines using cashable tickets whereby ticket-in may be facilitated by either a dedicated ticket-in device or a banknote acceptor that can read tickets.
- (2) A TITO system typically consists of, but is not limited to, the following components:
 - (a) a TITO Host that is responsible for the validation and authorisation of tickets, system management and reporting of TITO accounting information;
 - (b) proprietary components (TITO equipment) installed in gaming machines such as banknote acceptors and ticket printers responsible for validating cashable tickets for ticket redemption and printing cashable tickets for ticket issuance;
 - (c) cashier terminals that are operated by gaming venue staff to perform tasks such as redeeming cashable tickets;
 - (d) a help desk operated by a TITO system provider to provide help and support to gaming venues that have implemented TITO; and
 - (e) Cashable Ticket Redemption Terminals (CRT) which are used for the automated redemption of cashable tickets without, in most cases, the involvement of venue staff.
- (3) TITO equipment installed in gaming machines, such as banknote acceptors and ticket printers, must be installed safely and securely to prevent injuries to customers or gaming staff using the gaming machine.
- (4) TITO systems must hold the records of tickets used by the system in a secure and fault tolerant manner.
- (5) Each TITO transaction must:
 - (a) be allocated a unique sequence number; and
 - (b) have a time-date stamp.
- (6) Gaming machines and the TITO system must be configured to ensure synchronicity of time-date data used to time-date stamp TITO transactions. Gaming machines should not allow TITO operation until they have time-date synchronised with the TITO system.
- (7) The TITO system may have—
 - (a) a configurable **maximum ticket out** limit restricting the cash value of tickets that gaming machines can issue (MAXTO);

- (b) a configurable **maximum ticket in limit** where tickets having a cash value in excess of the maximum ticket in limit are rejected (MAXTI);
 - (c) a configurable **minimum ticket out limit** which define the minimum cash value that tickets can be issued by a particular gaming machine (MINTO); and
 - (d) a configurable **maximum credit limit** restricting a gaming machine from redeeming a ticket if it would cause the credit meter of the gaming machine to exceed this value (MAXCR).
- (8) Tickets that have a cash value in excess of the prescribed maximum ticket in limit for a gaming machine may be redeemed at a cashier terminal or CRT.
 - (9) The TITO system—
 - (a) must have a configurable **ticket expiry time** which defines the period of time from the time of ticket issue to the time that tickets may be redeemed by the TITO system;
 - (b) must have an additional configurable **ticket floor expiry time** which defines the period of time from the time of ticket issue to the time that tickets may be redeemed by a gaming machine or CRT; and
 - (c) must ensure that cashable tickets cannot be redeemed more than once.
 - (10) Tickets may only be used for cash transactions and must not contain any form of promotional information or advertising such as ‘non-cashable’ credits.
 - (11) TITO equipment is a prescribed component of a gaming machine under the Gaming Machine Regulations 2020 and as such must only be installed in a gaming machine or serviced by a person licensed in South Australia as an approved gaming machine technician.
 - (12) Any tickets which cannot be redeemed must be dealt with in accordance with South Australian Legislation.
 - (13) User Manuals and Operation Manuals must be clear and concise, explaining the details, relevant information and procedures regarding the TITO system for use by system users and venue staff.

7. TITO Host Requirements

- (1) The TITO Host is responsible for the authorisation and validation of cashable tickets:
 - (a) redeemed for their monetary value when inserted into a gaming machine to cause the equivalent number of credits to be added to the credit meter;
 - (b) redeemed from a gaming venue cashier or CRT for the tickets face value; and
 - (c) issued in exchange for credits accumulated on a gaming machine.
- (2) The TITO Host must be secure, fault tolerant and have redundant data storage.
- (3) The TITO Host must be able to recover back to an operational state without loss of TITO data following an interruption or outage.
- (4) The TITO Host must provide accountable, transparent and auditable recording and reporting of transactions to enable the accurate calculation and reporting of gaming revenue, player payments, taxation and any other TITO related financial information required for a venue to comply with its regulatory obligations.
- (5) The TITO Host must provide reporting and record keeping for liability for unredeemed and expired tickets.
- (6) The TITO Host must be able to generate a unique and secure Authentication Number for each individual cashable ticket.
- (7) Information generated by the TITO system such as Authentication Numbers, ticket amounts, and ticket status must be stored securely by the TITO Host with measures to prevent unauthorized access, fraud, and theft of unredeemed tickets.
- (8) The generation of Authentication Numbers by the TITO Host must be secure to meet the operating risk of the TITO system.

- (9) There must be no possibility of the creation of an orphaned ticket (a ticket that has been printed with an Authentication Number but does not exist on the TITO system) and the system must reconcile after any interruption. The TITO Host must report or log such an anomaly should it occur.
- (10) The TITO Host must provide a cashier terminal for venue staff to perform ticket redemptions and to obtain information relevant to the operation of TITO in the venue.
- (11) A facility to issue tickets from cashier terminals or CRTs is not supported by the TITO system operated in South Australian hotels and clubs through the Independent Gaming Corporation (IGC).
- (12) The TITO host system must be under version control and under regulatory approval control in line with the *Gaming Machines Act 1992*.
- (13) TITO host system software must be able to be audited by allowing software signatures to be calculated for controlled files.

8. Ticket Details

- (1) Tickets must comply with the QCOM Protocol v1.6.6 (or any subsequent version as implemented in South Australia). See sub-clause 8(6) for the preferred ticket layout.
- (2) The following information must be printed on each ticket:
 - (a) the venue name where the ticket was printed, populated by the STEXT field from the QCOM Site Details Broadcast Poll;
 - (b) the Ticket Serial Number, assigned by the gaming machine printing the ticket, refer to TSER field in the Ticket Out Request QCOM event, preceded by the label "Ticket#:";
 - (c) the identification number of the gaming machine that printed the ticket, being the QCOM 2-digit EGM Manufacturer ID and 6-digit Serial Number, preceded by the label "EGM:";
 - (d) the time and date when the ticket was printed, in the format prescribed by the QCOM Protocol: "dd/mm/yyyy hh:mm:ss AM/PM";
 - (e) the 18-digit Authentication Number for the ticket in a machine-readable format (e.g. barcode);
 - (f) the 18-digit Authentication Number for the ticket in human-readable format;
 - (g) the words "CASH OUT TICKET" indicating the ticket is a cash ticket;
 - (h) the monetary value of the ticket in dollars and cents preceded by the label "CASH AMOUNT" or just "AMOUNT" (e.g. "AMOUNT \$1,234.56");
 - (i) the monetary value of the ticket in words (e.g. "One thousand, two hundred and thirty four dollars and fifty six cents");
 - (j) support for a dynamic message field for an expanded responsible gambling message¹ capable of displaying up to 80-characters of text and populated by the QCOM CTEXT field in the Cash Ticket Out Request Acknowledgement Poll (as indicated by the three lines of numerical text on the ticket template below);
- (3) The following "static" gambling helpline information text must be printed on the ticket:

"Gambling too much?
For free and confidential advice 24/7 call the Gambling Helpline on
1800 858 858 or visit gamblinghelponline.org.au"

It is preferable that this information should be pre-printed on the face of the ticket (as per the example in sub-clause 8.6) but may be pre-printed on the back of the ticket if there is insufficient room on the face of the ticket.
- (4) If the ticket is vulnerable to damage or deterioration from environmental conditions then applicable warnings must be printed on the rear of the ticket (e.g. "Do not store in direct sunlight"). This can be pre-printed on the back of the ticket if there is insufficient room on the front of the ticket.
- (5) The ticket must not contain any form of promotional or advertising information.

¹ Refer to the responsible gambling messaging requirements as prescribed in the relevant South Australian Gambling Codes of Practice

- (6) Template of a Cashable Ticket:



9. Ticket-In Process

- (1) The ticket-In functionality is equivalent to a player inserting cash into a gaming machine. Ticket-in may be facilitated by either a dedicated ticket-in device or a banknote acceptor that can read tickets.
- (2) The TITO Host is responsible for the authorisation and validation of tickets inserted into a gaming machine, CRT or when presented to a cashier terminal for redemption.
- (3) Gaming machines and CRT must only accept a ticket for redemption when they are enabled to accept credit.
- (4) Tickets inserted for redemption when a gaming machine or CRT is not enabled to accept credit must be rejected and returned to the player.
- (5) The gaming machine or CRT must read the Authentication Number printed on the ticket and send the request to the TITO Host for authorisation and validation.
- (6) Tickets must only be redeemed if the TITO Host has authorised and validated the ticket for redemption. If a gaming machine or CRT cannot read the Authentication Number on the ticket, then the ticket must be rejected back to the player.
- (7) A ticket inserted into a gaming machine must be rejected by the TITO Host if it would cause the credit meter of the gaming machine to exceed the transactional limits prescribed in the Gaming Machines Regulations 2020. Refer to section 13 of these guidelines—South Australia specific TITO and BNA limits.
- (8) A gaming machine or CRT must reject all other ticket insertions until the current ticket has been accepted or rejected. The current ticket is to be held in escrow while processing takes place as per the QCOM Protocol.
- (9) If a validation timeout, ticket jam or fault occurs during the ticket-in process, the gaming machine or CRT must log the appropriate events and send notification of the fault to the TITO Host.
- (10) If a ticket is validated, the redeemed ticket must be retained by the gaming machine or CRT.
- (11) A gaming machine and CRT must provide a form of audio and visual notification when a ticket is successfully redeemed.
- (12) The gaming machine or CRT must update its logs and accounting meters when a ticket is redeemed.
- (13) When a ticket is rejected by the TITO Host, the gaming machine or CRT must display a message indicating why the ticket was rejected. The message must be displayed for a reasonable amount of time and be legible. Examples include:
 - (a) “Ticket System Unavailable”
 - (b) “Ticket Expired”
 - (c) “Ticket Amount Too Large”
 - (d) “Ticket Invalid”

- (e) “Ticket Not Found”
- (f) “Ticket Already Redeemed”
- (14) Gaming machines and CRT must be able to recover from interruptions that occur during the ticket-in process and complete the ticket-in transaction by either aborting the transaction and returning the ticket to the player or completing the ticket-in transaction and paying the player the cash amount of the ticket.
- (15) The TITO system must have a provision to log all attempted ticket-in requests instigated on the system for a period of at least 13 months. This is known as the “cash ticket-in log”.
- (16) The “cash ticket-in log” can be in any format but must be able to be viewed or printed and must include every new entry that has been validated by the TITO system including the following details as a minimum:
 - (a) time and date
 - (b) amount
 - (c) authentication Number
 - (d) machine identification
 - (e) status (e.g. awaiting approval, denied or approved).

10. Ticket-Out Process

- (1) The ticket-out functionality is equivalent to a player pressing collect and collecting credits from a gaming machine. The ticket will include a unique identifier and additional information including the value of the ticket and responsible gambling messages. Tickets printed by a gaming machine can be redeemed for cash by presenting the ticket to a venue staff member at a cashier terminal or at a CRT.
- (2) Ticket-out functionality from a CRT or cashier terminal is not supported by the TITO system operated in South Australian hotels and clubs through the Independent Gaming Corporation (IGC).
- (3) The TITO Host is solely responsible for the authorisation and allocation of an Authorisation Number when a ticket-out is requested by a gaming machine. Validation of a ticket will be through the use of this identifier—Authentication Number.
- (4) A ticket can be redeemed for cash or, subject to transactional limits as detailed in the Gaming Machines Regulations 2020, inserted into a gaming machine to transfer the monetary value of the ticket. Refer to section 13 of these guidelines—South Australia specific TITO and BNA limits.
- (5) The ticket-out transaction is only to be initiated when the player presses ‘Collect’ on a gaming machine. The gaming machine must send a request to the TITO Host requesting authorisation for the ticket-out request.
- (6) The gaming machine must display the pending status of the ticket-out transaction (e.g. “Processing Ticket... Please Wait”).
- (7) The TITO Host must either authorise or reject the ticket-out request in a timely manner.
- (8) The gaming machine must remain in this pending state until an authorisation or rejection is received from the TITO Host.
- (9) The gaming machine must only print the ticket after the TITO Host has approved the ticket-out request.
- (10) If the ticket-out request is rejected by the TITO Host, the gaming machine must return to the state prior to the ticket out request.
- (11) Gaming machines must be able to recover from interruptions that occur during the ticket-out process by returning to the state before the interruption or aborting the ticket-out transaction.
- (12) The TITO system must have a provision to log all attempted ticket-out requests instigated on the system for a period of at least 13 months. This is known as the “cash ticket-out log”.
- (13) The “cash ticket-out log” can be in any format but must be able to be viewed or printed and must include every new entry that has been validated by the TITO system including the following details as a minimum:

- (a) time and date
- (b) amount
- (c) authentication Number
- (d) machine identification
- (e) status (e.g. awaiting approval, denied or approved).

11. Cashable Ticket Redemption Terminals

- (1) A CRT, also known as a 'Credit or Cash Redemption Terminal' is 'gaming equipment' for the purposes of the *Gaming Machines Act 1992* and must not be operated or installed in a South Australian hotel or club gaming machine venue unless its components:
 - (a) comply with the applicable technical requirements defined under the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version);
 - (b) comply with any applicable technical requirements for CRTs specified by IGC;
 - (c) comply with the applicable technical requirements of the QCOM communication protocol;
 - (d) have been tested for regulatory compliance by an Accredited Testing Facility (ATF);
 - (e) have been tested for functional compliance and certified as fit for purpose by IGC; and
 - (f) on application by IGC, approved by Consumer and Business Services (CBS).
- (2) For the purposes of 11.1, a CRT must at a minimum comply with the applicable requirements of the following sections of the Australian/New Zealand Gaming Machine National Standard 2016 (or any subsequent version):
 - (a) Cabinet Hardware and Security;
 - (b) Software Verification;
 - (c) Retention of non-volatile memory; and
 - (d) EMC and Electrical Safety requirements.
- (3) A CRT is intended to assist with the processing of gaming machine transactions by redeeming TITO tickets. It is not intended to be a complete replacement for cashiers but offers a self-service option for customers. Additional functionality may be considered by Consumer and Business Services on a case-by-case basis.
- (4) A CRT must not provide any additional functionality relating to banking transactions (e.g. ATM or EFTPOS functionality).
- (5) A CRT may optionally implement a threshold for ticket redemption in excess of any payment amount prescribed in the responsible gambling messaging requirements of the relevant South Australian Gambling Codes of Practice over which authorisation by venue staff through a key-off procedure or similar authorisation is required for the ticket redemption to be completed.
- (6) All communications between the CRT and TITO Host must be secure, authenticated, and S2S protocol-based.
- (7) A CRT must have a secure means to configure:
 - (a) ticket redemption limits for the CRT; and
 - (b) the denomination of banknote and coin able to be issued by the CRT.
- (8) A CRT must maintain a log of the last 35 redeemed or rejected tickets that must include the following information for each ticket transaction at a minimum:
 - (a) the ticket Authorisation Number, with the upper digits of the Authorisation Number hashed out;
 - (b) whether the ticket was redeemed or rejected;
 - (c) the ticket amount;
 - (d) that the transaction was a ticket redemption;
 - (e) the date and time of the transaction; and
 - (f) the details of banknotes and coins dispensed.

- (9) A CRT is permitted to provide note breaking functionality.
- (10) The CRT must at a minimum, maintain a log of the following meters for accounting purposes:
 - (a) the number and monetary value of tickets redeemed;
 - (b) the number of tickets rejected; and
 - (c) the details of banknotes and coins dispensed.
- (11) A CRT must use a form of non-volatile memory to store critical TITO data, such as, its configuration, accounting meters, and transaction logs.
- (12) The CRT must be able to recover and return to normal operating conditions following a TITO system outage, fault, or an interruption on the CRT.
- (13) A CRT must, at a minimum, be able to detect, display and sound an audible and visual alert for the following conditions:
 - (a) a failure that prevented a transaction from being completed;
 - (b) a security breach into the physical cabinet or secure area of the CRT;
 - (c) a fault or a failure with the CRT; and
 - (d) communication has been lost with the TITO System.
- (14) A CRT must display clear and meaningful messages when a fault or error condition occurs.
- (15) A CRT must have system-based security provisions that detect tampering or misuse. Such controls are expected to complement physical supervision.
- (16) A CRT must have the facility to display device software and firmware version identifiers and appropriate software validation for critical software and firmware used in the terminal.
- (17) A CRT must provide instructions in plain English. CRTs may be programmed to toggle to an alternate official language but must default to English after 60 seconds of inactivity. Testing of such CRTs must include certification that the alternative language is a true translation of the English message.
- (18) The display of advertising on a CRT, other than the display of manufacturer logos, venue name and prescribed responsible gambling messaging in accordance with the South Australian Gambling Code of Practice is prohibited.
- (19) If a CRT has insufficient funds to completely pay out a TITO ticket, the CRT may issue a "Short Pay Receipt" (for the balance of the funds) for redemption from a cashier only. These receipts must not be able to be inserted into a gaming machine and used for credits.

12. Cashier Terminals

- (1) Cashier Terminals must communicate in a secure and approved manner with the TITO Host using an integrated application installed on the Site Controller.
- (2) IGC may provide a barcode scanner, keypad or other device which when attached to the Site Controller facilitates the validation of a cashable ticket.
- (3) Access to the TITO functions provided by Cashier Terminals must be restricted with account and password control.
- (4) The TITO System must be able to record all ticket-in transactions performed on each Cashier Terminal. The record must include every new entry that has been verified by the TITO Host and include the following details as a minimum:
 - (a) time and date;
 - (b) amount; and
 - (c) unique ticket identifier.

13. South Australia-specific TITO and BNA limits

SA TITO Limits (Gaming Machine Licence)	
The TITO system must not redeem the value of a ticket inserted into a gaming machine which would cause the machine's credit meter to exceed this value (MAXCR)	\$149.99
Maximum value of a ticket printed by a ticket-out device (MAXTO)	\$5,000.00 ²
Maximum time a ticket is redeemable for use in a gaming machine	30 Days
Expiry of unredeemed tickets from date of issue	12 Months

SA Banknote Acceptor Limits (Gaming Machine Licence)	
The maximum credit balance which may exist on a gaming machine beyond which a note acceptor must be disabled due to a High Credit Balance condition (BKNTLIM)	\$100
Maximum banknote denomination limit	\$50

14. References

Australian/New Zealand Gaming Machine National Standards
 International Gaming Standards Association (GSA) 'System-to-System' S2S Message Protocol
 Independent Gaming Corporation (IGC) 'S2S Interface Specification for Cashable Ticket Redemption Terminals'
Gaming Machines Act 1992
 Gaming Machines Regulations 2020

15. Acknowledgments

The Commissioner has reviewed and used portions from the Queensland TITO Minimum Technical Requirements v1.1.6 when developing these guidelines. We acknowledge and thank the Queensland Office of Liquor and Gaming Regulation (QOLGR) for providing the basis for the development of these guidelines.

The Commissioner wishes to recognise and thank Gaming Laboratories International which assisted with the drafting of Technical Standards which with their consent were adapted for these purposes.

Made by Dini Soulio

Liquor and Gambling Commissioner

Dated 3 December 2020

² A gaming venue should be able to request IGC to set a venue specific limit up to MAXTO

GAMBLING ADMINISTRATION ACT 2019

[REPUBLISHED]

In Government Gazette No. 93 dated 3 December 2020, there was an error published on pages 5533-5537 of the Gambling Administration Guidelines Notice 2020—*Gaming Machines Act 1992* (Employee Training). The notice should be replaced as follows:

South Australia

Gambling Administration Guidelines Notice 2020—*Gaming Machines Act 1992* (Employee Training)

under the *Gambling Administration Act 2019*

1—Short title

This notice may be cited as the Gambling Administration Guidelines Notice 2020—*Gaming Machines Act 1992* (Employee Training)

Note—

This notice is made under the *Gambling Administration Act 2019*

2—Commencement

This notice comes into operation on 3 December 2020

3—Gambling Administration Guidelines

- (1) The Schedule sets out the Gambling Administration Guidelines issued by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of section 40B of the *Gaming Machines Act 1992*.

Schedule 1—Gambling Administration Guidelines

Employee Training

1. Introduction

Under section 40B of the *Gaming Machines Act 1992* the Commissioner may, on application by a person, approve courses of training to be undertaken by gaming managers or gaming employees.

The Commissioner must not approve a training course unless the course complies with the requirements of any applicable responsible gambling codes of practice or any applicable gambling administration guidelines.

The Commissioner has no objection to this material being reproduced but asserts the rights to be recognised as author of its original material and the right to have its material remain unaltered.

2. Commencement

These guidelines come into effect from 3 December 2020, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the Gambling Administration Act 2019.

Version control will be used to indicate revisions to these guidelines.

3. Transitional provisions

A course of training previously recognised under section 10B(1)(b) of the *Gaming Machines Act 1992* as in force immediately before the commencement of sub-clause (2) of Schedule 1, Part 3 of the *Statutes Amendment (Gambling Regulation) Act 2019* will, on 3 December 2020, be taken to be an approved course of training under section 40B of the *Gaming Machines Act 1992* (as amended).

The Commissioner has determined that following the enactment of the *Gambling Administration Act 2019*, changes to existing approved training programs to comply with the legislative reform initiatives specified in Part 4 of the *Statutes Amendment (Gambling Regulation) Act 2020* need only be notified to the Commissioner within three months of the commencement of these guidelines.

A course of training, undertaken by a gaming manager or gaming employee prior to 3 December 2020 shall be deemed to have met the requirements under these guidelines.

4. Purpose and scope

- (1) The purpose of these guidelines is to ensure that any course of training approved and conducted in South Australia which is required to be undertaken by gaming managers and gaming employees must:
 - (a) achieve the outcomes set out in these guidelines for the appropriate course; and
 - (b) is conducted by trainers with the appropriate level of qualifications, industry background and experience; and
 - (c) provides a satisfactory basis for assessment and;
 - (d) meets quality assurance needs; and
 - (e) be able to be conducted in accordance with any other criteria as determined by the Commissioner.
- (2) Any matters arising from the evaluation of a course of training for gambling not covered by these guidelines will be considered at the discretion of the Commissioner.

5. Intended Audience

These guidelines are intended for use by training providers for the evaluation of courses of training submitted to the Commissioner which are required to be undertaken by gaming managers and gaming employees in South Australia.

6. Purpose and scope

- (1) Training providers seeking approval for a course of training for the purposes of the *Gaming Machines Act 1992* must submit an application seeking approval of the course from Consumer and Business Services (CBS).
- (2) Applications must be made in the manner and form approved by the Commissioner and be accompanied by the prescribed fee.
- (3) Applications must contain at least the following elements:
 - (a) the date of the submission;
 - (b) the full name of the training provider, address for service and address of the principal place of business;
 - (c) the contact details of where enquires regarding the submission may be directed;
 - (d) the market(s) which the course of training is directed at (e.g. Hotels, Clubs);
 - (e) a proposed course outline or details of any variation to course outline for the purposes of satisfying the Commissioner that the course meets the regulatory need, identifies appropriate competency outcomes and a satisfactory basis for assessment and meets quality assurance needs;
 - (f) indicative course materials (including the method of instruction and assessment, copies of relevant course materials, workbooks, handouts and presentations);
 - (g) details of a where the course of training (if a revision) is currently in operation.
 - (h) a statement of the proposed background and qualifications of the trainers who will deliver the approved course of training and how the organisations providing the training will ensure that the trainers have that background and qualifications.

7. Training course and provider requirements

- (1) A course of training must be conducted by a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA).
- (2) All trainers must:
 - (a) have attained competency in the nationally accredited Certificate IV in Training and Assessment; and
 - (b) have attained competency in the courses of training that they are delivering;
 - (c) have at least three years' experience in a role involving the provision of responsible gambling products, hospitality industry, commercial gambling operations; and
 - (d) have the understanding and awareness of literature on gambling, problem gambling, addictions and addiction-like behaviour and interventions with problems gamblers.
- (3) A course of training considered to "basic training" for the purposes of a code of practice prescribed under section 15 of the *Gambling Administration Act 2019* must include the nationally accredited SITHGAM001—Provide responsible gambling services and SITHGAM002—Attend gaming machines, (or its current equivalent);
- (4) Presentation of course content should be engaging and interactive through the use of mechanisms such as simulation, role play, case study or lecture-style presentation.
- (5) Presentation and assessment mechanisms should take into account the needs of those from diverse backgrounds and with differing learning styles.
- (6) A person appointed by the Commissioner as an inspector for the purposes of a gambling Act must, at any reasonable time and without notice, be permitted to observe the delivery of an approved course of training.

8. Content—outcomes of basic training

- (1) A person who has successfully completed an approved course of basic training will be able, concerning gaming operations, to:
 - (a) explain gaming activities and game features consistently with regulatory and procedural requirements;
 - (b) operate and maintain gaming machines (including clearing and refilling machines, undertaking simple machine repairs, identifying machine faults and reporting unserviceable machines);
 - (c) pay claims for prizes;
 - (d) operate and maintain coin dispensing equipment and cashable ticket redemption terminals;
 - (e) monitor security of gaming areas and identify and respond to breakdowns in security; and
 - (f) make and maintain accurate records of gambling related incidents and associated staff action in accordance with regulatory and procedural requirements.
- (2) A person who has successfully completed an approved course of basic training will be able, concerning responsible gaming, to:
 - (a) display signage and information related to responsible gambling in accordance with regulatory and procedural requirements;
 - (b) apply responsible service of gambling procedures in accordance with regulatory and procedural requirements; and
 - (c) provide accurate and appropriate basic information on problem gambling as requested.
- (3) A person who has successfully completed an approved course of basic training will be able, concerning the basics of problem gambling identification (including automated risk monitoring), to:
 - (a) observe players and onlookers, noting and reporting indicators of problem gambling;
 - (b) make accurate records of potential problem gambling behaviour in accordance with regulatory and procedural requirements;
 - (c) having been instructed in the user documentation for a recognised automated risk monitoring system, to operate the automated risk monitoring system;

- (4) A person who has successfully completed an approved course of basic training will be able, concerning pre-commitment, to:
 - (a) to understand and explain the principles of pre commitment, both generally and by reference to pre commitment systems in operation in South Australia at the time of the training; and
 - (b) to appropriately suggest a referral to a financial counselling service and facilitate such referral.
- (5) A person who has successfully completed an approved course of basic training will be able, concerning barring, to:
 - (a) explain the barring arrangements provided for under Part 6 of the *Gambling Administration Act 2019*;
 - (b) to receive and determine applications for voluntary barring;
 - (c) to refer to an appropriately trained staff member applications for involuntary barring; and
 - (d) to identify, engage with and, if appropriate, remove individuals believed to be barred persons.
- (6) A person who has successfully completed an approved course of basic training will be able to respond usefully to approaches for:
 - (a) information on funded gambling help services; and
 - (b) referral to the national gambling help line or to a particular gambling help service.
- (7) A person who has successfully completed an approved course of basic training will be able to identify regulatory and procedural requirements from source documentation.

9. Content—outcomes of advanced training

- (1) An advanced course of training for gaming machines, should ensure that once successfully completed, its participants can:
 - (a) do all of the things of which a person who has successfully completed a course of basic training under that section would be capable; and
 - (b) perform the functions which, by law, are functions which can only be performed by a gaming manager.
- (2) A person who has successfully completed an approved course of advanced training will be able, concerning advanced problem gambling identification (including automated risk monitoring), to:
 - (a) interpret observations made of players and onlookers, in relation to indicators of problem gambling;
 - (b) review and act upon records made of potential problem gambling behaviour in accordance with regulatory and procedural requirements; and
 - (c) receive and interpret reports and alerts produced by an installed automated risk monitoring system.
- (3) A person who has successfully completed an approved course of advanced training will be able, concerning low level intervention and referral to gambling help services, to:
 - (a) form a view as to whether an identified person is potentially a problem gambler;
 - (b) approach and engage with a person who is potentially a problem gambler and respond appropriately;
 - (c) communicate detailed information about problem gambling and gambling help services (including to non-gamblers who may seek advice and support as gamblers' family members or concerned friends); and
 - (d) engage directly with a gambling help service on behalf of a person seeking assistance (including a family member or other third party seeking assistance).
- (4) A person who has successfully completed an approved course of advanced training will be able, concerning advanced pre-commitment, to assist a gambler to set a limit.
- (5) A person who has successfully completed an approved course of advanced training will be able, concerning barring, to:
 - (a) receive and determine applications for involuntary barring;
 - (b) escalate complex barring issues to the relevant regulator and engage with the regulator about them; and

- (c) exercise judgment about law enforcement action in respect of the removal of barred persons
- (6) A person who has successfully completed an approved course of advanced training will be able to understand and where appropriate, explain the different sorts of services provided by:
 - (a) the national gambling helpline; and
 - (b) local or regional gambling help services; and
 - (c) specialised and statewide gambling help services.
- (7) A person who has successfully completed an approved course of advanced training will be able to differentiate in practical workplace situations the roles of bodies or officials relevant to regulatory and procedural requirements (but not limited to):
 - (a) the Liquor and Gambling Commissioner;
 - (b) industry bodies; and
 - (c) the Independent Gambling Corporation Limited.

10. Content—outcomes of further advanced training

- (1) A course of further advanced training for gaming machines, should ensure that once successfully completed, its participants can:
 - (a) do all of the things of which a person who has successfully completed basic and advanced training recognised under that section would be capable; and
 - (b) perform the functions which, by law, are functions which can only be performed by a gaming manager.
- (2) A further advanced training program for gaming machines, should ensure that once successfully completed, its participants can:
 - (a) understand and respond to automated risk monitoring system reports and alerts;
 - (b) assisting players to set a pre-commitment limit; and
 - (c) understand the functions and powers of South Australian regulatory and industry bodies.

11. References

Gaming Machines Act 1992
Gaming Machines Regulations 2020

Made by Dini Soulio

Liquor and Gambling Commissioner

Dated 3 December 2020

All instruments appearing in this gazette are to be considered official, and obeyed as such
