

## **INQUIRY INTO IMPACT OF GAMBLING**

**Organisation:** Maxgaming

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7 March 2014

The Director  
Select Committee on Gambling  
Legislative Council  
Parliament House  
Macquarie Street  
Sydney NSW 2000

Dear Sir,

**Re: Inquiry into Gambling Reform – Submission on Voluntary Pre-Commitment  
Technology and Operational Guidelines**

Maxgaming is pleased to respond to the Select Committee's invitation to provide a submission that discusses the design and implementation of a voluntary pre-commitment system.

Maxgaming is available to provide any additional information required by the Select Committee and appear at any public hearings if required.

It is hoped the submission is of some assistance and value to the Joint Select Committee for Gambling and we look forward to the opportunity to further discuss the content.

Yours Sincerely,

Jason Williams  
Manager Product Development  
& Regulatory Affairs

## MAXGAMING PTY LTD

### Overview

Maxgaming, a wholly owned subsidiary of Tatts Group Limited, is a Licensed Monitoring Operator (LMO) of electronic gaming machines (EGMs). Maxgaming is the largest monitor of gaming machines in the world with over 130,000 machines across its network including all machines in New South Wales and the Northern Territory and over 30,000 gaming machines in Queensland.

Maxgaming's monitoring system is also deployed in the United Kingdom across the Talarius network of gaming centres, the largest operator of its type in the UK.

Maxgaming is a market-leader in pre-commitment systems with a card-based gaming system already approved in Queensland which incorporates pre-commitment functionality and provides a cost effective, flexible mechanism to control gambling expenditure and the duration of game play on EGMs. The current system is the result of development over a number of years and has been designed to help encourage safe and enjoyable gambling.

### New South Wales

The X series protocol in New South Wales allows for a multitude of loyalty and jackpot systems to be connected to a gaming machine.

The X Series EGM protocol is one-directional (host to EGM) however the Central Monitoring System (CMS) is capable of remotely disabling gaming machines (which would be required to enforce spend limits over a Wide Area Network). While the current monitoring system only retrieves machine meter readings every 15 minutes, Maxgaming's new monitoring technology 'Maxsys', which is currently under field trial in NSW will support real-time meter retrieval from all connected gaming machines. The central monitoring system could then be leveraged to support a pre-commitment solution if required to.

### Queensland

Currently the Queensland system is configured as a 'voluntary to use' pre-commitment system that offers the following solutions:

- A means by which players set personally defined pre-commitments and at a minimum, a **spending limit that cannot be revoked within a 24 hour period**;
- When this limit is reached no further credits can be transferred to the poker machines at that venue (or in any other venue if operating in a wide-area environment). The account is locked until the next gaming day before carded play can resume. Time limits are also available from 15 minutes to 24 hours; this feature also disables the transfer ability to the machine if the time limit is exceeded;

- Player statements are available that detail machine spend on a daily, weekly and monthly basis. The reports include a listing of all major losses (\$100 or more) since the last request for information;
- Players may elect to opt-in via prompts suggesting they consider setting a pre-committed level of spend;
- The use of one-off small denomination cash cards for occasional gamblers to use on machines, with only minimal identification requirements;
- It can apply to all gaming machines in all venues in all jurisdictions;
- Avoids identity fraud;
- Simple for players to understand and use;
- Does not unduly affect the enjoyment of those selecting safe playing options;
- Presents few obstacles to future innovation in the presentation and design of the system; and
- Offers a low-risk low-cost solution that minimises harm to consumers and the broader community.