

Gambling Industry Update

Important information for Gaming Machine Licence Holders

February 2022



Message from the Commissioner.....

"Late last year, the final stage of the Government's gambling reform program commenced, bringing to an end one of the most extensive packages of legislative reform to affect the State's gambling industries in more than a decade.

Most recently, new Gambling Codes of Practice for the wagering and lottery industries have been introduced following the prescription of stand-alone codes for the operators of gaming machines in South Australian hotels and clubs.

New requirements for gaming machine operators when dealing with unredeemed gaming machine tickets and certain jackpot amounts have also been introduced.

From working closely with industry, gambling help services and other government departments throughout 2021, additional opportunities for reform have been identified which I look forward to exploring further with you in 2022.

I was also pleased to have attended the launch of the [Here For The Game](#) campaign as part of Gambling Harm Awareness Week, held by the Office for Problem Gambling in November last year. This campaign is a joint initiative of the Adelaide United Football Club and the South Australian Government and aims to raise awareness of the risks of online sports betting and gambling advertising to young people and children.

I urge you to check out the online campaign at hereforthe game.com.au and to contact the [Office for Problem Gambling](#) for further information.

COVID-19 measures which require persons attending licensed premises to wear face masks at all times unless eating or drinking have created significant challenges for gaming operators using facial recognition technology (FRT) to assist with the identification of barred patrons.

While I acknowledge that masks must be worn as a public health measure, licensees and staff are reminded that they may at any time ask a person to lower their mask so as to assist with identification for security purposes and to ensure the patron is not barred or a minor.

It is a timely reminder to gaming machine licensees and staff that FRT is simply an additional tool to assist in identifying patrons, and that staff should be maintaining their knowledge of current barred patrons by reviewing the images of barred patrons in the barring register.

I encourage you to share this bulletin with your staff and review your procedures to ensure that your wagering, gaming and lottery operations remain compliant."

Dini Soulio
Liquor and Gambling Commissioner



What's in this edition?

Information for the **operators of gaming machines** about:

- the latest gambling harm awareness campaign and Gambling Harm Investment Plan for 2021-2026;
- gambling advertising and using the latest expanded responsible gambling;
- the new Gambling Advisory Council;
- dealing with expired gaming machine TITO tickets, unclaimed gaming machine winnings and residual jackpots;
- the approved trading system for gaming machine entitlements;
- associated authorised betting and lottery retail operations;
- trade promotion lotteries;
- COVID-19 measures where facial recognition technology is in operation; and
- new authorised betting and lotteries gambling codes of practice and the use of complimentary gambling products.

Information about other changes to **fund-raising and lottery laws**.

Information for all Gambling Providers

Here for the Game

Sports betting is growing in popularity in South Australia, with young men aged 18 to 34 most likely to participate. Young people's gambling is influenced by their family and friends and by beliefs that betting is a normal part of life and an easy way to make money.

Behind the massive growth in sports betting in young people is the rise of gambling advertising on TV and online, and easy access to digital platforms, especially through mobile phones.

The [Office for Problem Gambling \(OPG\)](#) has partnered with the Adelaide United Football Club to deliver '[Here for the Game](#)' a program to disrupt the normalisation of betting in sport. 'Here for the Game' aims to get young people, their parents and peers focused on all the things we love about sport, the big kicks, the tense moments, the winning goal, the cheers, the excitement, the love of your team.

Consumer and Business Services (CBS) is pleased to support this program and encourages other sporting clubs to join the program.

I urge you to check out the campaign and to contact [OPG](#) if you require any further information.

Gambling Harm Investment Plan 2021-2026

Following changes to the way that gambling is regulated in South Australia, the Government has committed to providing additional funding of \$1M per annum to the [Gamblers Rehabilitation Fund \(GRF\)](#).

The fund is administered by the Office for Problem Gambling (OPG) within the [Department of Human Services](#) and funds programs and initiatives which aim to minimise problem gambling.

In a first, the new laws also commit to requiring investment of the GRF in prevention, early intervention, public education and gambling research.

The OPG has developed the [Minimising Gambling Harm - Investment Plan 2021-26](#), setting out the steps that OPG will take over the next 5 years to prevent and minimise gambling harm in South Australia.

A copy of the Investment Plan is available from the OPG website at problemgambling.sa.gov.au.

Advertisements, mandatory messaging and signage requirements

Licensees are reminded that there are very specific rules that apply to all forms of gambling advertising. This includes advertising on social media, indoor and outdoor signage, websites, television and radio. The rules are contained within codes of practice and include:

- how the expressions "win" and "\$" may be used in advertisements;
- black-out periods for advertising on television and radio;
- prohibitions on including minors or the consumption of alcohol in advertising;
- prohibitions on advertising which suggests a player's skill can influence the outcome of the game; and
- prohibitions on gambling advertising that is false, misleading or deceptive.

The following codes of practice have been issued by the Commissioner and published in the Government Gazette:

- [Gaming Machines Gambling Code of Practice](#)
- [Authorised Betting Operations Gambling Code of Practice—new](#)
- [State Lotteries Gambling Code of Practice—new](#)

The code of practice for the Adelaide Casino is currently under review by the Commissioner. Until a new code is issued, the operations of the casino must continue to comply with the [Gambling Codes of Practice Notice 2013](#).

Mandatory warning messages

Gaming machine licensees are reminded that gambling advertising must include the mandatory expanded warning message as specified in [Gaming Machines Gambling Code of Practice](#).

The prescribed message which is to be used between 1 January 2022 and 30 June 2022 is—

***“Stay in control. Leave before you lose it.
Gamble responsibly.”***

If including the warning message is unreasonable or impractical, the condensed warning message of **“Gamble responsibly 1800 858 858”** may be used.

Licensees should also be familiar with responsible gambling material approved by the Office for Problem Gambling (OPG) and are encouraged to regularly review and replace messaging material in their venue.

Licensees can access free resources from OPG to educate patrons and raise awareness of gambling harm. Digital files of venue signage for electronic displays or for in-house printing is also available.

These resources can be ordered and downloaded directly from the OPG website at problemgambling.sa.gov.au.

Licensees are reminded that a contravention or failure to comply with a mandatory provision of the code of practice is an offence and that penalties of up to \$20 000 can apply.

Gambling Advisory Council

South Australia’s newly-established Gambling Advisory Council provides a forum for the exchange of information and views between industry, welfare and government sectors concerning issues relating to responsible gambling and harm-minimisation practices.

The council is currently chaired by retired Supreme Court Judge Tim Anderson QC, with the group comprised of representatives from government, the gambling sector and non-government community and welfare organisations.

The Commissioner has referred a number of matters to the Council for consideration, in particular, whether any further changes should be made to the rules relating to:

- permissible internal and external advertising;
- appropriate warning messages and signage; and
- restrictions around the sights and sounds of gambling.

Members of the Gambling Advisory Council are appointed by the Commissioner and are currently:

- Hon Tim Anderson QC (Chair)
- Clair Ralfs – CEO, Relationships Australia SA (Deputy Chair)
- Ruth Ambler – Executive Director, Community and Investment Support, Dept for Human Services
- Ross Womersley – CEO, SACOSS
- Ian Horne – General Manager, Australian Hotels Association (SA)
- Mike Penfold – CEO, Clubs SA
- David Christian – Chief Operating Officer, SkyCity Australia
- Thomas Callochor – General Manager Government Affairs, TABCORP

Changes Affecting Gaming Machine Operations

On 9 December 2021, the final stage of the Government’s gambling reform program commenced with the introduction of new requirements for dealing with unredeemed gaming machine TITO tickets and certain residual jackpot amounts.

The latest changes require certain gaming machine winnings and jackpot amounts to now be forfeited to the Commissioner and paid to the GRF. This includes:

- expired gaming machine TITO tickets with a value greater than \$1 when the total value of expired tickets for the venue is **\$750** or more;
- any gaming machine winnings of **\$50.01** or more that remain unclaimed on a gaming machine after 24 hours; and
- the amount of any residual jackpot (excluding any start-up value) of **\$10,000.01** or more when a game or gaming machine is decommissioned (i.e. as a result of a game change or gaming machine changeover).

You are encouraged to review your procedures to ensure gaming operations remain compliant and to contact your industry body if you have any questions.

Licensees are reminded that a contravention or failure to comply with a provision of a gambling Act is an offence and that penalties of up to \$20 000 can apply.

Further information is available from sa.gov.au/gambling.

Ticket-in Ticket-out

Since February 2021, South Australian hotel and club gaming machine operators have been able to install and operate gaming machines which are able to be operated by the insertion of banknotes or tickets using [ticket-in ticket-out technology](#), commonly known as TITO.

The **'ticket-in'** functionality can be compared to a player inserting coins or banknotes into a gaming machine. Whereas the **'ticket-out'** functionality can be compared to a player pressing collect on a gaming machine and instead of collecting their winnings in coin, being issued with a redeemable barcoded ticket.

Each ticket issued by a gaming machine is numerically unique with the ticket details and monetary value being automatically recorded by the state-wide gaming machine monitoring system, operated under licence by the Independent Gaming Corporation (IGC).

IMPORTANT— when a player presents a TITO ticket for payment, **it is important** that the ticket is **also redeemed** on the site controller, by either scanning the ticket using the IGC provided barcode scanner or manually entering the ticket details into the site controller.

This will prevent tickets which have been paid, from continuing to be treated by the site controller as unredeemed.

If a gaming machine player is issued with a ticket for winnings from a gaming machine, they are not obligated to immediately redeem the ticket and may in fact choose to not redeem the ticket until a subsequent visit.

A gaming machine player may also choose to not redeem a ticket which has been issued for a small amount of credits, for example when cashing out residual credits from a gaming machine of less than \$1 which are unable to be played off.

After 12 months, a TITO ticket that has not been redeemed by a player, will expire and **will no longer be able to be redeemed** by the ticket holder. The cash value of the ticket must however be forfeited to the Commissioner and paid to the Gamblers Rehabilitation Fund (GRF).

What has changed?

In December last year, after consultation with industry bodies representative of gaming machine operators, changes were made to the [Gaming Machines Regulations 2020](#) to make it easier for you to better manage dealing with expired TITO tickets.

As a result of these changes, only expired TITO tickets **with a value of \$1 or more** are now required to be forfeited to the Commissioner and paid to the GRF.

You will also only be required to make this payment when the **total value of expired tickets** in a relevant month is **\$750 or more** (previously \$50).

Example— if we assume that the total value of expired TITO tickets for your gaming venue for the five months between February and June was:

- \$112.50 (Feb)
- \$370.32 (Mar)
- \$280.15 (Apr)
- \$75.05 (May) and
- \$1275.00 (June),

you would only be required to forfeit the cash value of these tickets when the total value has accumulated to \$750 or more. In this example, a payment would need to be made by 31st May and 31st July (see diagram on next page).

How to redeem these tickets?

You do not need to do anything to redeem these expired tickets. The IGC monitoring system will automatically change the status of these tickets on the site controller from 'expired' to 'billed'.

IGC will also support compliance with the [Gaming Machines Regulations 2020](#) by providing you with an **Unredeemed Ticket Statement** each month, available from the [IGC web-portal](#). The ticket statement will provide you with the details of all expired tickets and indicate whether or not the total value of unredeemed tickets meets the \$750 threshold. The ticket statement will also contain instructions on how to make a payment to the Commissioner using the CBS online payment portal.

What to do if the value of expired tickets is less than \$750?

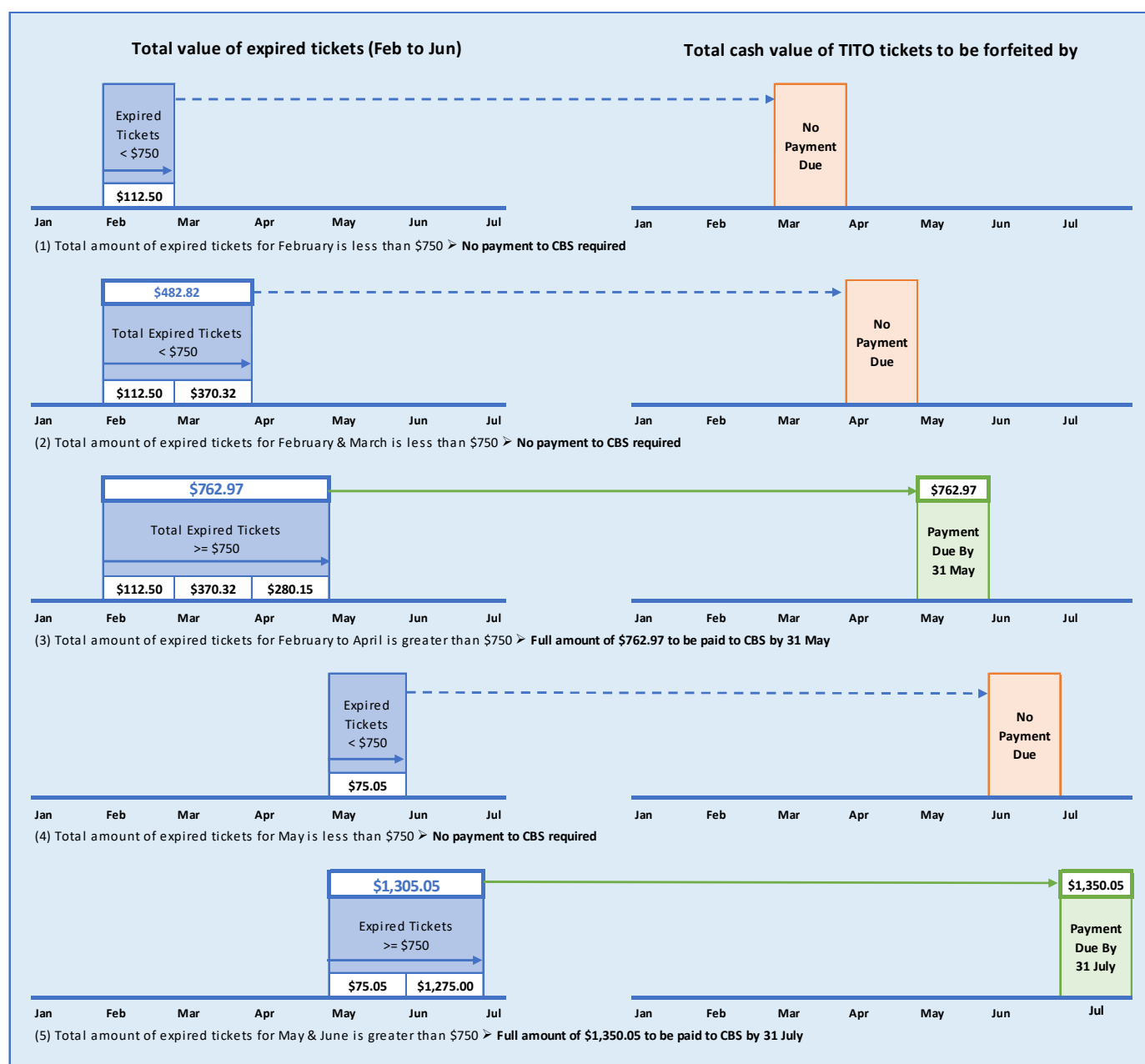
If the total value of expired tickets is less than \$750, you will not be required to pay the Commissioner, however those tickets will be carried over and included in the calculation in the following month.

Reconciliation of expired tickets

IGC will reconcile expired tickets on the 2nd day of each month. If the total value of all expired tickets for your venue meets the \$750 threshold, the total value of these tickets must be paid to CBS by the last day of the month (see below for examples).

Tickets Issued	Unredeemed Tickets Will Expire	Notified by IGC (if > \$750)	Payment Due By
Feb 2021	28 Feb 2022	2 Mar 2022	31 Mar 2022
Mar 2021	31 Mar 2022	2 Apr 2022	30 Apr 2022
Apr 2021	30 April 2022	2 May 2022	31 May 2022
May 2021	31 May 2022	2 June 2022	30 June 2022

Example of the reconciliation and payment of tickets (using above example)



How to make a payment to the Commissioner

If your IGC Unredeemed Ticket Statement indicates that the \$750 threshold has been met, you will need to pay the total cash value of these expired tickets to the Commissioner by the last day of the month.

Payments can only be made online by using the [CBS online payment portal](#) or [CBS Liquor and Gaming Online \(LGO\)](#) to pay by VISA, MasterCard or BPAY.

Further information is available from sa.gov.au/gambling.

What are the penalties for not complying?

It is now a gaming machine licence condition that these payments must be made online using the CBS online payment portal or CBS Liquor and Gaming Online (LGO).

The Commissioner has determined that any contravention of, or failure to comply with such a condition may constitute an expiable offence of \$1 200.

An updated copy of the Attachment B licence conditions with guidance notes for licensees is also **attached** to this regulatory update.

What will CBS do?

The Commissioner will pay these forfeited amounts to the [Gamblers Rehabilitation Fund \(GRF\)](#). The GRF funds programs and initiatives which aim to minimise problem gambling and offer services to those affected by gambling harm including prevention, early intervention, and counselling and treatment programs for problem gambling.

CBS will also audit IGC ticket data to ensure that gaming machine operators which meet the \$750 threshold forfeit the total value of tickets to the Commissioner in accordance with the regulations.

Licensees are reminded that a contravention or failure to comply with a provision of a gambling Act is an offence and that penalties of up to \$20 000 can apply.

Dealing with other unclaimed winnings and residual jackpots

Certain unclaimed gaming machine winnings and jackpot amounts must now also be forfeited to the Commissioner and paid to the GRF.

Unclaimed gaming machine winnings

In the unlikely event that gaming machine winnings of **\$50.01** or more remain unclaimed on a gaming machine after 24 hours, the winnings are to be forfeited to the Commissioner and then paid to the GRF.

This **does not include** TITO tickets which have been issued by gaming machines to players but not redeemed, which are to be dealt with as described previously.

Residual gaming machine jackpots

When a game or gaming machine is decommissioned (for example as a result of a game change or gaming machine removal/relocation), a residual jackpot amount may remain outstanding. In the unlikely event that the residual jackpot is **\$10,000.01** or more (excluding any start-up value), the total jackpot must be forfeited to the Commissioner and paid to the GRF.

While this amount may seem unusual it is necessary for the administration of the legislation and put simply, allows the practice of transferring these jackpots to a new game or gaming machine to continue.

IGC has also confirmed that any residual jackpots will also continue to be automatically transferred by the monitoring system to a new game or gaming machine when notified of a game or gaming machine change, requiring little or no input from venue gaming staff.

How to make a payment

Payments can only be made online by using the [CBS online payment portal](#) or [CBS Liquor and Gaming Online \(LGO\)](#) to pay by VISA, MasterCard or BPAY.

You will also be able to use the online payment portal to forfeit any other winnings which have been withheld (for example winnings withheld from a minor or a barred person) to the Commissioner.

Further information is also available from sa.gov.au/gambling.

Other gaming machine news

Cash Redemption Terminals

The latest update to the IGC monitoring system means that the monitoring system can now support the operation of up to two (2) cashable ticket redemption terminals (CRT) at the same gaming machine venue.

A CRT allows a customer to redeem a ticket issued by a gaming machine and in some cases may provide a banknote breaking facility instead of using the venue cashier.

IGC has advised that the CRTs can be from the same manufacturer or from different manufacturers. For further details, contact your CRT provider.

While CRTs are able to supplement cashier operations, licensees are reminded that it is an offence to allow a CRT to be able to be operated between the hours of 2am and 8am.

Site Controller Software Upgrade

IGC has been undertaking the roll-out of the latest update to site controllers which includes a number of enhancements and software fixes identified since banknote and TITO operations began in February 2021.

Contact IGC Support on 8394 2222 should you have any questions about these upgrades.

Review of the Approved Trading System

CBS has completed its review of the Approved Trading System for gaming machine entitlements, with the Commissioner submitting his report of findings to the Government for consideration.

The review, which was informed by valuable contributions from industry peak bodies representing gaming machine operators, explored various options for modifying the current trading system. In particular, options that may have a greater likelihood of achieving a reduction in the number of gaming machines in South Australia to 13 081.

It is expected that a copy of the report will be presented to State Parliament in the first half of this year.

CBS expects to be able to provide further information to gaming machine licence holders about the review and any proposed changes to the trading scheme in the second half of this year.

Announcements on upcoming trading rounds and previous trading round results can also be found at sa.gov.au/gmetrade.

Facial Recognition Technology

COVID-19 measures which require persons attending licensed premises to wear face masks at all times unless eating or drinking have created significant challenges for gaming machine licence holders, particularly where facial recognition technology (FRT) is used as a way to assist with the identification of barred patrons.

While masks must be worn as a public health response measure, gaming staff are reminded that they may at any time ask a person to lower their mask temporarily so as to assist with identification for security purposes and to ensure the patron is not barred or a minor.

While FRT is an additional tool to assist in identifying barred patrons, gaming staff are expected to continue to maintain their knowledge of current barred patrons by reviewing the images of barred patrons in the barring register.

Further information about operating facial recognition technology is available at cbs.sa.gov.au/facial-recognition-technology.

In-venue FRT signage

As a licence holder, you must notify each person who is about to enter the gaming area that a record of their facial image will be made if a facial recognition system is in operation by displaying the prescribed sign.

Licensees are reminded that the prescribed sign can be displayed on a static or rolling electronic display or as in-house printed sign.

However, if a rolling electronic display featuring other in-venue messaging is used, a static sign must also be displayed at each entrance to the gaming area. This is to ensure that persons entering the gaming area are always aware that facial recognition is in operation.



The Commissioner has also approved several optional language specific signs and a seven (7) language [multilingual sign](#) which may be displayed at the entry or in gaming areas in addition to the prescribed sign.

FRT signage is available from cbs.sa.gov.au/facial-recognition-technology-signage-requirements in the following additional languages—

- [Arabic](#)
- [Chinese Simplified](#)
- [Greek](#)
- [Italian](#)
- [Khmer \(Cambodian\)](#)
- [Tagalog \(Filipino\) and Vietnamese](#)

You should ensure that the display of any optional signage is representative of the general community where the licensed premises is located.

In-venue messaging (OPG)

Licensees should also be familiar with responsible gambling material approved by the Office for Problem Gambling (OPG) and are encouraged to regularly review and replace messaging material in their venue.

Licensees can access free resources from OPG to educate patrons and raise awareness of gambling harm. Digital files of venue signage for electronic displays or for in-house printing is also available.

These resources can be ordered and downloaded directly from the OPG website at problemgambling.sa.gov.au.

Authorised Betting and Lottery Retail Operations

As part of your product offering. You may also provide retail services on behalf of authorised betting and lottery operators (for example 'a Pub TAB' and 'the Lott').

If so, you should familiarise yourself with new codes of practice which commenced on 23 December 2021 governing the advertising and sale of these products—

- [Authorised Betting Operations Gambling Code of Practice—new](#)
- [State Lotteries Gambling Code of Practice—new](#)

If you have any questions concerning the advertising and sale of these gambling products or compliance with these codes, contact the relevant authorised betting or lottery provider.



Trade Promotion Lotteries

Many community organisations use lotteries as a way to raise funds and by businesses to promote their goods and services (better known as a *'trade promotion lottery'*).

Trade promotion lotteries conducted in licensed gaming venues must be approved by the Commissioner as an *'acceptable trade promotion lottery'*.

A lottery is an *'acceptable trade promotion lottery'* if its purpose is to reward or retain existing customers and must not be used to encourage people to gamble or gamble more than they would otherwise.

From 10 December 2021, [new rules](#) for conducting acceptable trade promotion lotteries under the [Lotteries Act 2019](#) and [Lotteries Regulations 2021](#), commenced.

Further information for licensees conducting trade promotion lotteries is available at sa.gov.au/topics/business-and-trade/gambling/running-a-gaming-venue/gaming-trade-promotions.

Card Jackpot Lotteries

The new lottery rules also now allow an **organisation** within the meaning of the [Lotteries Regulations 2021](#) (a *'licensed club'* or *'association'*) to conduct a card based jackpot lottery (for example *"flip-the-joker"*) as a fundraiser without the need for a lottery licence.

The lottery **must** however, comply with the card jackpot lottery rules specified in the regulations and **must not** be conducted in a gaming area (within the meaning of the *Gaming Machines Act 1992*).

Inducements

The [Gaming Machines Gambling Code of Practice](#) (code of practice) does not allow a licensee to offer or advertise certain rewards or benefits that may encourage a person to gamble or to gamble more than they normally would.

These rewards or benefits are typically called **"inducements"**. However, there are a few exceptions where this does not apply, being *"the offering or provision...*

- *of participation in a rewards program (an acceptable loyalty program);*
- *of participation in an acceptable trade promotion lottery, drawing attention to the prizes;*
- *of a complimentary gambling product; and*
- *of complimentary non-alcoholic beverages and refreshments of nominal value."*

A contravention or failure to comply with a mandatory provision of the code of practice is an offence and penalties of up to \$20 000 can apply.

AUSTRAC - Money Laundering and Terror Financing Risks

Licensees should be aware, that the [Australian Transaction Reports and Analysis Centre \(AUSTRAC\)](#), is the federal regulatory agency that monitors financial transactions to detect and respond to criminal abuse of the financial system to protect the community from serious and organised crime including money laundering.

Of particular note, AUSTRAC announced last year that it had identified potential serious non-compliance by a number of gambling providers and financial institutions with their obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act* and *Anti-Money Laundering and Counter-Terrorism Financing Rules*.

In light of further media reports which aired late last year, exposing alleged money laundering activities connected with gaming machine venues located interstate, licensees are advised to be alert to suspicious behaviour in gaming rooms.

In particular, gaming room staff should be alert to patrons:

- avoiding contact with cashiers and other staff by transacting exclusively through cashable ticket redemption terminals (CRT);
- refusing to produce identification when requested;
- exchanging cash for TITO tickets from another customer;
- cashing out and receiving a TITO ticket from a gaming machine after minimal game play;
- redeeming TITO tickets at a CRT after minimal game play;
- requesting partial redemption of a TITO ticket balance to avoid identification requirements;
- inserting banknotes into a gaming machine banknote acceptor that are either old, dirty or of poor quality, or
- attempting to single out particular gaming staff when exchanging tickets at a cashier.

Further information about reporting suspicious behaviour to AUSTRAC and your obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* is available from austrac.gov.au.

Changes to Lottery and Fundraising Laws

Many community organisations use lotteries as a way to raise funds. As discussed previously, business also use lotteries as a way to promote their goods and services.

From 10 December 2021, [new rules](#) for conducting lotteries, trade promotions and bingo sessions under the [Lotteries Act 2019](#) and [Lotteries Regulations 2021](#) commenced.

This new legislation replaced measures which have now been repealed from the *Gaming Offences Act 1936* (formerly the *Lottery and Gaming Act 1936*).

The changes ensure that these activities are supported and remain viable, by finding the right balance between meeting community expectations around the conduct of lotteries, without placing unnecessary regulatory burden on those who conduct them. Key changes include:

- changing the terminology of lotteries that can be conducted without a licence from 'exempted lotteries' to 'permitted lotteries';
- changing the terminology of lotteries that can only be conducted with a licence from 'authorised lotteries' to 'licensed lotteries';
- allowing the Commissioner to exempt a lottery or class of lotteries from specified provisions of the *Lotteries Act 2019*;
- providing for the nomination of a person who will be responsible for complying with the requirements under the Act for applications made by unincorporated associations; and
- introducing expiation fees for breaches of the [Lotteries Act 2019](#).

Further regulatory amendments include changes to:

- the distribution of proceeds for fundraising purposes;
- the publication of winners details;
- simplify the way that lotteries and trade promotions are advertised;
- the availability and disclosure of terms and conditions;
- auditing and reporting requirements;
- allow card jackpot lotteries without a licence under strict operating requirements;
- allow minor bingo sessions without a licence when certain conditions in relation to gross proceeds are met;

- allow new prescribed products, including bingo sheets and instant lottery ticket vending machines; and
- prohibit certain persons involved in a lottery from entering.

Further information about these changes is available on the [CBS website](#), by contacting CBS lotteries licensing via email at lotterylicensing@sa.gov.au or calling CBS on 131 882 (option 6).

Further information

CBS Online

Further information about gaming machine licences, running a licensed gaming venue, wagering and lotteries in South Australia is available at sa.gov.au/gambling.

For any queries relating to liquor and gaming licensing, please contact CBS liquor and gambling on 131 882 (option 5) or by email at liquorandgambling@sa.gov.au.

For any queries relating to gambling regulation, using BOEN or LGO, forfeiting withheld winnings, barring orders, lotteries or to contact a CBS Barring Officer, please contact CBS gambling administration on 131 882 (option 6) or by email at gamblingadministration@sa.gov.au.

Independent Gaming Corporation (IGC)

For any queries concerning the monitoring of gaming machines, TITO and CRT operations, please contact the IGC Support Team.

[IGC](#) – 8394 2222

Industry assistance

For industry advice, representation or advocacy, please contact your relevant industry body.

[Gaming Care](#) – 8100 2499

[Club Safe](#) – 8290 2200

Problem Gambling Assistance

The Office for Problem Gambling (OPG) provides free resources to gaming venues and gambling services funded by the GRF to help people understand gambling harm. These resources and services are available at problemgambling.sa.gov.au

Other Useful Contacts

National Gambling Help Line – 1800 858 858

Gambling Help Online - gamblinghelponline.org.au