



Australian Hotels Association (SA)

Cash Facilities in Gaming Venues

Restrictions have applied to cash facilities (ATM and EFTPOS) located in gaming venues since 2002. These restrictions are a harm minimisation measure aimed at assisting those gaming patrons who have difficulty controlling their spending and may be at risk of developing gambling issues.

Frequent use of cash facilities has been identified through gambling research as a possible indicator of gambling harm. Players experiencing gambling harm are more likely to withdraw cash on two or more occasions and will likely also display a number of other indicators, including frequency and intensity of play, emotional indicators etc which can be detected by staff who are assisting patrons with their withdrawal.

From 3 December 2020, licensees must ensure that a patron cannot withdraw, in one transaction or set of transactions, on any 1 card within a 24-hour period, an amount of cash that exceeds the sum of \$250 from ATM facilities.

For EFTPOS, the restriction of \$250 per card per day also applies, with the following additional conditions:

- Cash may only be obtained from an EFTPOS facility by a staff operating the EFTPOS facility or from a dispenser in the immediate vicinity of the EFTPOS device; and
- Gaming staff operating EFTPOS must confirm the withdrawal amount with the patron immediately before the amount is withdrawn.

These restrictions apply to all ATM or EFTPOS facilities located in any area of the venue including the bottle shop.

Staff members should monitor frequent use of cash facilities (three or more transactions) and draw the on-duty gaming manager's attention to the frequent use by a patron on any day. Should the patron using EFTPOS facilities also show other indicators of gambling harm (such as commenting on not having enough funds, advising they shouldn't withdraw any more money, have withdrawals declined or request withdrawals of less than \$5) staff should engage with the patron and discuss whether the patron wishes to proceed with the withdrawal.

A gaming manager, to whom a report is made of frequent use or other concerning behaviours, is to assess the behaviour of the patron and decide if further action is warranted. All such incidents are to be documented using a GPIRF.

If you have any questions in relation to the new limits for EFTPOS and ATMs please contact your Gaming Care Officer or the Gaming Care Office on 8100 2499.