

Fact sheet FS3008

Gaming machine harm minimisation


All hotels and clubs with gaming machines have obligations to comply with gambling harm minimisation laws. These include the display of signage, contact cards and information brochures, messaging to be included on player activity statements, location of gaming machines and even where ATMs are located. What follows is an overview of how to make sure you comply with the laws.

Signage

By law, you must display the most recent signage shown on this fact sheet.

How to buy gaming signage and other collateral

Liquor & Gaming now offer a range of flexible printing options for all signage you can find all of the packs and specifications on our website liquorandgaming.nsw.gov.au/operating-a-business/running-your-business/signs-for-your-business

 You can also order printed signage from the Liquor & Gaming NSW online shop. Simply create a new account to get started.

Gambling warning sign

These signs must be prominently displayed in each gaming area.



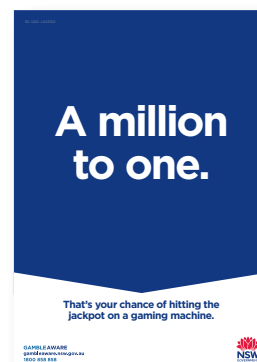
Sign 1G
(gambling warning sign)
4 versions available



Sign 6G
(gambling counselling sign)
6 versions available

Chance of winning notice

This sign must be displayed in every area where gaming machines are located.



Sign 3 (chances of winning)

Gaming machine harm minimisation

Gambling counselling sticker Prominently displayed on each gaming machine.



Sign 4 (Gambling counselling sticker)

Note:

There are certain mandatory problem gambling notices that you must produce yourself.

On all player activity statements

These words must appear on every player activity statement issued by your venue:

Help is close at hand
GambleAware
gambleaware.nsw.gov.au
1800 858 858

On all ATMs and cash-back terminals

A notice must be placed on top or on the back of each ATM and cash-back terminal installed in your venue, stating:

Help is close at hand
GambleAware
gambleaware.nsw.gov.au
1800 858 858

This notice may be displayed on an ATM or cash-back terminal by a permanently visible light emitting display that forms part of the ATM or cash-back terminal.

*Sign 4G (Gambling counselling sticker) may also be used

On all cash-back terminals operated by a player card

An additional notice must be placed on each cash-back terminal installed in your venue that is operated by a player card, stating:

‘Your player activity statement is available from the cashier.’

Self exclusion sign

A self exclusion sign such as the GameCare MSVE exclusion poster, must be prominently displayed in each gaming area.

Self-exclusion contact cards

By law, hotels and clubs with gaming machines must display contact cards in a clear, plastic, see-through card holder which must be attached to each bank of approved gaming machines. These business-card size contact cards provide information to problem gamblers and their families on self-exclusion and counselling services available from your venue.



Front

Reverse

Sign 2G (Self-exclusion contact cards)

Brochures

By law, brochures must be displayed and available in each gaming area. They must also be provided promptly upon request, including translated versions.



Brochure 1
(Info about the odds - Betting on gaming machines)

Brochure 2
(Info about the odds - Lotto, Lotteries or Keno)

Brochure 4
(Help is close at hand)

In addition to English, these brochures must be made available in community languages. These are the community languages currently available: Arabic, Chinese, Greek, Hindi, Italian, Korean, Macedonian, Nepali, Spanish, Thai and Vietnamese.

- In each area where gaming machines are located, brochure 1 (Info about the odds – Betting on gaming machines) must be prominently displayed.
- If you operate Keno, brochure 2 (Info about the odds – Lotto, Lotteries or Keno) must be prominently displayed at or near each Keno terminal.

Self-exclusion schemes

All hotels and clubs that operate gaming machines must establish and conduct a self-exclusion scheme. This allows patrons to voluntarily exclude themselves from nominated areas of a gaming venue or the entire venue.

At all times venues must make the name and contact details of a problem gambling counselling service available to patrons and to each participant in a self exclusion scheme.

This information must be provided in all areas where gaming machines are located:

- the name and contact details of the problem gambling counselling service
- advice for patrons that a self-exclusion scheme is available
- the name and contact details of the person or body who is able to assist patrons who wish to join the self-exclusion scheme conducted in your venue.

To find out more about self-exclusion schemes, visit liquorandgaming.nsw.gov.au

Gaming machine advertising

By law, hotels and clubs must not publish any gaming machine advertising. This means any advertising that gives publicity to, or otherwise promotes or is intended to promote, participation in gambling activities involving gaming machines.

In this context the word ‘publish’ has a wide meaning. It includes dissemination in any way, whether by oral, visual, written or other means including cinema, video, radio, electronics, internet or TV, and promotional material like club journals, brochures or flyers.

Exemptions from the advertising prohibition

The law only excludes certain specific types of advertising:

- any advertising that appears in a gaming machine industry trade journal or in a publication for a trade convention involving gaming machines

- any advertising (including signage) that is inside a club or hotel and can't be seen or heard from outside the venue
- the approved name of a club if the name was being used as at 2 April 2002.
- promotional material provided by a club to club members that contains gaming machine advertising – if the member has expressly consented to receiving the promotional material and that consent has not been withdrawn.

The promotional material sent by the club must advise the member that **player activity statements** are available on request. The promotional material must also advise that the member may withdraw their consent to receive any further promotional material. It must also include information or advertising apart from gaming machine advertising.

Gambling-related signage

Except for TAB and Keno signage, hotels and clubs must not display any gambling-related sign – either outside, in the vicinity or internally – that can be seen from outside the venue. A ‘gambling-related sign’ is any sign (using words, symbols, pictures or anything else) that:

- draws attention to, or can reasonably be taken to draw attention to, the availability of gaming machines in a club or hotel
- uses a term or expression frequently associated with gambling
- relates to a gambling franchise or gambling business.

From 1 September 2023, the use of terms such as ‘VIP Lounge’ and imagery such as dragons, coins and lightning are prohibited. For more information, please see L&GNSW’s [position paper](#).

Cash dispensing facility signage

From 1 August 2024, internal venue signs or advertising for gaming machines must not be visible from or on an Automatic Teller Machine (ATM) or EFTPOS terminal with cash withdrawal facility (including as part of the digital display).

Additionally, any sign that advertises or gives direction to a cash dispensing facility is not allowed to be visible from a gaming machine or any part of a gaming area.

Jackpot displays

A monitor such as a large plasma or LCD screen used to display the jackpot for a linked gaming system or an authorised progressive system is considered a gaming-related sign. Therefore, these monitors must not be displayed:

- anywhere outside or close to the venue
- anywhere inside the venue that can be seen from outside the venue.

A monitor displaying a jackpot prize from a linked system or an authorised progressive system can only be located in a bar area of a hotel or club, or hotel gaming room. From 1 January 2025, jackpot screens must not be visible from a cash dispensing facility.

Location of gaming machines

Liquor & Gaming NSW can direct you to move or screen a gaming machine if, in their opinion, its location is intended to attract the attention of people outside the venue and is 'contrary to the public interest'. As of 1 January 2025, no part of a gaming machine or gaming room, including any entrances may be visible from any ATM or EFTPOS terminal with cash withdrawal facilities.

You don't have to change the location of your machines, or screen them, unless the Secretary instructs you to do so in writing.

For more information on where to locate gaming machines within gaming venues, visit liquorandgaming.nsw.gov.au

Cheques and cash dispensing facilities

Dealing with cheques

There are restrictions around writing cheques if your hotel or club has gaming machines. You must not cash:

- more than one cheque per person per day
- a cheque made payable to any name other than the venue
- a cheque for more than \$400
- a cheque for a person who has cashed a cheque that was dishonoured, unless the amount has subsequently been paid to the venue.

Any cashed cheque must be banked within two working days after it was accepted.

Payment of prize money by cheque

If a person wins more than \$5,000, the amount that exceeds \$5,000 must be paid within 48 hours in one of two ways:

- crossed cheque made payable to the prize winner
- by electronic funds transfer (EFT) if available but no earlier than 24 hours after the total prize money is payable.

If the total prize money is more than \$5,000 and the prize winner requests to have the **entire amount** paid by crossed cheque or EFT (not just the amount over \$5,000), you must do so.

A prize-winning cheque must be clearly marked with the words: 'Prize winning cheque – cashing rules apply'.

Location of cash dispensing facilities

ATM or EFTPOS terminals with cash withdrawal facilities in a hotel or club:

- must not be located in an area where gaming machines are located
- must not be capable of providing cash from a credit card account

From 1 January 2025, ATMs and EFTPOS terminals with cash withdrawal facilities must:

- be located five (5) metres or more from the entry to a gaming room or an area or room where gaming machines are located
- not be visible from:
 - the entry to a gaming room or area or room where gaming machines are located
 - a gaming machine.
- You must also not be able to view a gaming machine or jackpot sign from a cash dispensing facility.

Player reward schemes and promotional prizes

- A 'player reward scheme' is a system in which the players accumulate bonus or reward points from playing the machines.
- A 'promotional prize' is any prize or reward (including bonus points) offered to patrons in connection with a player reward scheme or any other marketing or promotional activity that involves gaming machines.

Prizes paid as part of a player reward scheme or other gaming machine promotion must not:

- be offered or presented in the form of cash
- exceed \$1,000 in value
- be able to be exchanged or redeemed for cash.

Responsible Gambling Officer

Hotels and clubs with 21 or more gaming machine entitlements (GMEs) must have Responsible Gambling Officers (RGOs) on duty from 1 July 2024.

The [Responsible Gambling Officer webpage](#) provides details on new requirements, including the role of RGOs, required training and how many RGOs must be on duty.

Gambling Incident Register

All hotels and clubs with gaming machines must keep a gambling incident register from 1 July 2024.

The [Gambling Incident Register webpage](#) contains guidance on how to comply with the new requirements.

Gaming Plan of Management

A Gaming Plan of Management (GPOM) is a framework for patrons and venue staff to understand a venue's responsible conduct of gambling obligations. It will provide guidance to staff on how to meet these obligations and how to respond to particular gaming-related situations.

The [Gaming Plan of Management website](#) provides details of the requirements, including GPOM templates.

Hotels and clubs must ensure that staff involved with the conduct of gaming are trained on the GPOM.

For more information on Responsible Gambling Officers, Gambling Incident Registers or Gaming Plans of Management, visit liquorandgaming.nsw.gov.au

Player activity statements

If you conduct an electronic player reward scheme, you must let your player reward scheme participants know that player activity statements are available. If requested, you must provide them with a monthly player activity statement free of charge.

Every monthly player activity statement must include:

- total amount of turnover, total wins and net expenditure for the player
- total points earned and redeemed as the result of playing gaming machines
- the total length of time during which a participant's player card was inserted in gaming machines during each 24-hour period in the month, and the total length of time during the whole month
- a note advising that the statement only relates to the gaming machine play while the player's card was inserted into the machine

- Gambling Help information

Help is close at hand

GambleAware

gambleaware.nsw.gov.au

1800 858 858

Gambling inducements

Your venue must not:


- offer or supply any free or discounted liquor as an inducement to play gaming machines
- offer free credits to players or as an inducement to people to become players.

For further information

To find out more about the gaming and wagering laws, contact L&GNSW:

 liquorandgaming.nsw.gov.au

 [Contact us online](#)

 1300 024 720

You can also access the relevant Acts and Regulations at legislation.nsw.gov.au