



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2024-2025

Ms Nicole Lawder MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),
Miss Laura Nuttall MLA

**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS**

Asked by: Dr Marisa Paterson MLA

Addressed to: Minister for Gaming

Redirected to:

Reference: Uncorrected Hansard Transcript [Page 94]

In relation to: Market sounding for CMS

Hearing Date: 2 August 2024

QTON lodgement date: 5 August 2024

Answer Due Date: 8 August 2024

DR PATERSON: So, what measures specifically did you go to the market sounding with the CMS proposal to see implemented in the ACT?

Mr Ng: Yes, Dr Patterson, I would say in broad terms that the Directorate is been funded to investigate and explore the feasibility of the introduction of a central monitoring system. And so, I think that is reflected in the Budget papers. And so, the market sounding exercise was broadly to seek views from the market about the capability of the market to deliver a central monitoring system. There were a range of technical capabilities that we also sought advice from the market about whether they could deliver as part of a central monitoring system.

DR PATERSON: Would you outline them for the Committee?

Mr Ng: I do not have them directly at hand, Dr Patterson. I will be happy to take that on notice. I would take it on notice in the context as well, though, that as we have discussed at length in this hearing there are potentially limits to the extent to which we would disclose all the documents. I certainly have to take it on notice and see what we can provide.

Mr Shane Rattenbury MLA: The answer to the Member's question is as follows:

The Territory's market sounding process sought information on topics including using a monitoring system to undertake some of the following functions:

1. Implement measures to reduce gambling harm. These measures could include, for example:
 - (a) gambling exclusion
 - (b) gambling pre-commitment
 - (c) player account statements
 - (d) dynamic messaging.
2. Detect significant events arising in the monitoring system, system equipment and all connected gaming machines and gaming equipment;
3. Continuously record, monitor and control significant game play;
4. Transactions for each gaming machine connected to the system;
5. Continuously record meter readings and the revenue of each gaming machine connected to the system;
6. Report financial and other information collected using the system to the Territory;
7. Work out and check for accuracy any gaming machine tax liability or other amounts payable by gaming licensees under relevant Territory laws.

The market sounding also asked respondents the following questions:

OPERATIONAL CAPABILITY

- Please summarise the background and general capabilities of the Respondent organisation.
- Do you currently operate and/or maintain an EGM monitoring solution for or on behalf of a government regulatory authority? If yes, please provide details.
- Do you currently operate and/or maintain an EGM management solution for or on behalf of a private entity that requires operational capability comparable to that involved in EGM monitoring for government requirements. If yes, please provide details.
- Please provide an estimate of the timeframe necessary for delivery of a monitoring solution for core monitoring functions meeting the requirements described in the Market Sounding from project initiation to commissioning and commencement of a live monitoring solution.
- Please provide an estimate of the timeframe necessary for delivery of a cashless gaming solution including harm reduction features, in addition to the delivery timeframe required for delivery of core monitoring functions.
- Please detail the activities you regard as business critical to maintaining security and integrity of your monitoring solution. That is, describe the activities you consider should be exclusively fulfilled by the operator of a monitoring solution and this is required for maintaining security and integrity of the solution. Please limit these exclusive activities to only those that cannot be reasonably fulfilled by a third-party properly authorised and trained to maintain EGMs within the monitoring solution environment.

- Do you currently have an existing monitoring solution technical support capability (e.g. help desk) within Australia? Where is it located? If yes, please describe your capability and estimate the expected marginal increase in capacity necessary to fulfil the requirements described in the Market Sounding.
- Do you currently have an existing monitoring solution maintenance capability within Australia? Where is it located? If yes, please describe your capability and estimate the expected marginal increase in capacity necessary to fulfil the requirements described in the Market Sounding.
- Please detail any operational standards adopted by the Respondent organisation, for example, relevant to business continuity and quality assurance.
- Please describe any limitations in your organisational capability to fulfil the requirements described in the Market Sounding. For example, is your organisation directly involved in the operation of gaming machines?

SOLUTION CAPABILITY

GENERAL CAPABILITIES

- Please describe the capability of your core monitoring solution to incorporate the ACT gaming regulatory approval structure summarised in the Market Sounding.
- Please describe how your core monitoring and cashless gaming solutions preserve data security and integrity.
- Please describe the relevant data security and integrity standards and guidelines implemented through your core monitoring and cashless gaming solution. Does your solution respond to Australian requirements provide by, for example, the Australian Signals Directorate Essential Eight or Australian Securities and Investments Commission ePayments Code?
- Please describe the technical performance history of your core monitoring and cashless gaming solutions and any issues experienced that might be relevant to informing requirements for implementing a solution in the Territory.
- Please describe how your solution responds to the 'Frame of Reference' identified in the ACT Digital Strategy (available at <https://www.cmtedd.act.gov.au/digital-strategy>).
- Please describe the extent to which your core monitoring and cashless gaming solutions will require bespoke development to meet the Territory's requirements and legislative environment.

CORE MONITORING SOLUTION

- Please describe the capabilities of your core monitoring solution including EGM monitoring and reporting and any optional components.
- Please describe the extent to which your core monitoring solution is scalable, adaptable and extensible. For example, how readily can your solution respond to and incorporate changed regulatory settings?
- Is your solution capable of imposing regulatory controls based on licensee class, such as a different bet limit for EGMs based on whether these are operated in community venues or a casino?

- Please describe the capabilities of your core monitoring solution to calculate gambling taxes and duties based on EGM meter information, including the extent to which the solution can adapt to changed tax rates or apply variable rates based on licensee class.
- Please describe how your core monitoring solution connects to EGMs including relevant hardware, software, protocols or other technical specifications.
- Please describe how your core monitoring solution manages changes to EGMs within the monitoring environment. For example, how does your solution managing change requests from licensees to facilitate installation of a new EGM or change to EGM software?
- Please describe the capabilities of your core monitoring solution to interface or integrate with other technology solutions through, for example, an Application Programming Interface.
- Please describe the capabilities of your core monitoring solution to interface with business analytics platforms.

CASHLESS GAMING SOLUTION

- Please describe the capabilities of your cashless gaming solution including player accounts, gaming session monitoring, cashless payment technology options (e.g. physical or digital card) and funds transfer.
- Please describe the capabilities of your cashless gaming solution to operate on a jurisdiction-wide basis where money accruing to player accounts and different licensees must be reconciled for wins and losses at venues operated by different licensees.
- Please describe the extent to which your cashless gaming solution relies on third-party platforms.

HARM REDUCTION SOLUTION

- Please describe the harm reduction measures available from your technology solution.
- Please describe how your technology solution supports gambling exclusion.
- Please describe how your technology solution supports EGM messaging including dynamic harm reduction messaging during a session of play.
- Please describe the capabilities of your solution to provide player account management including information statements and account access.

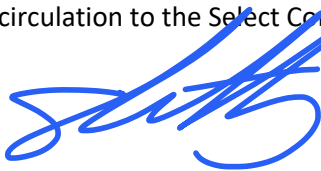
TRANSITIONAL CAPABILITY

- Please describe the capabilities of your core monitoring and cashless gaming solutions in a hybrid technology environment, such as might arise during transition from X Series EGM technology to a two-way technology.

- Please detail any additional costs, for example, additional hardware devices, necessitated by a hybrid technology environment.
- Please detail any reduction in capability otherwise available from your core monitoring or cashless gaming solutions.
- Are your core monitoring and cashless gaming solutions capable of making use of existing venue LAN infrastructure in parallel with continuing use of venue LAN infrastructure for licensee management systems? Please describe any requirements, additional costs or limitations arising in this scenario.

Approved for circulation to the Select Committee on Estimates 2024-2025

Signature:



Date:

8/8/24

By the Minister for Gaming, Shane Rattenbury MLA

