



Inquiry into annual and financial reports 2024–2025

Answer to question taken on notice

Asked by: Mr Taimus Werner-Gibbings MLA

Addressed to: Ms Derise Cubin, CEO, Gambling and Racing Commission

In relation to: ACT Gambling and Racing Commission and Gambling Machines non-compliance

Hearing: 20 November 2025

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Answer Due: 5 December 2025

THE CHAIR: On the compliance, is it we find a machine and there is something wrong with the programming or we flip a switch or there is a switch that should have been flipped that was not on purpose or by accident? How do you bring back a machine into compliance? How does it fall out of compliance? How does it stop giving the right amount of money?

Ms Beacroft: You are talking about the return to player?

THE CHAIR: Yes, for instance, as an example, could these issues or some of these issues or all of these issues of noncompliance be programming bugs or on purpose?

Ms Beacroft: I think we would have to take that on notice because—

THE CHAIR: There might be a mixture.

Ms Beacroft: —there were specific instances of return to player per cents and I appreciate it is a serious matter, but it is better if we put it in the table, if you do not mind, and we indicate what exactly was the nature of that, if that is all right?

THE CHAIR: Yes, that is fine, because a return to player fault might still be a bug in the machine. It might not have been—there might not be a special switch that you can click, saying we are not going to give them the right amount of money, or some sort of programming. Compliance can be on purpose or not and remedying it can be quickly or not.

Mr Rynehart: I think, speaking more generally, it is probably a little better. So yes, there are a range of things that may lead to a potential machine having an error in it. There are a range of reasons that can lead to having incorrect signage and other things as well. And part of our compliance program is to look at where the rates are at and then we start to look at the potential cause and the drive behind those. There are lots of reasons that things can happen. Absolutely. I think we are probably just better to speak more generally about what might happen rather than specifically about particularly in a case that we have not either completed, or we are still running a program, that sort of stuff, just rather than looking at the specifics of what caused a particular issue.

THE CHAIR: I am interested in general stuff.

Mr Rynehart: Yes, yes.

THE CHAIR: Yes, we will go back to you.

Laura Beacroft, Chair, ACT Gambling and Racing Commission: The answer to the Member's question is as follows:

The Return to Player (RTP) represents the ratio of total wins to the total turnover in a game cycle over the potential life of the machine. It is not a setting that operators can adjust, as the minimum theoretical RTP is determined during game design. In the ACT, minimum RTP is set at 87%. The RTP for each gaming machine in the ACT is listed on the venue's authorisation schedule.

The Gambling and Racing Commission, through Access Canberra, oversees an annual gaming machine compliance program that inspects at least 10% of machines in the territory. The 2024-25 program included onsite inspections of 37 licensed venues. A total of 620 gaming machines were assessed, representing 18% of all machines in the ACT at the time, and 19 machines (3% of those inspected) were found to have RTP compliance issues. Venues were given the opportunity to rectify these issues, and upon re-inspection, all machines were compliant. Initial non-compliance was recorded at six venues, where RTP values *deviated slightly* from the authorisation schedule (e.g., 90.53 instead of 90.56). Importantly, all machines assessed were above the minimum RTP of 87%.

Discrepancies with approved RTPs are generally due to human error. This may be where the licensee has completed paperwork incorrectly or the wrong game or variation is installed, or if a link is installed incorrectly by an authorised gaming machine technician. Any discrepancies where there is a question over how the error occurred are thoroughly investigated but this is the exception, not the norm.

Access Canberra is currently preparing the annual Gaming Machine Compliance Program, which is scheduled to take place later in the financial year. The scope of this year's program will be informed by the outcome of last year's compliance activities, as well as key discussions held during the Gambling and Racing Commission's Annual Report hearing.

Approved for circulation to the Standing Committee on Economics, Industry and Recreation

Signature: 

Date: 08/12/2025

By the Chair for the ACT Gambling and Racing Commission, Laura Beacroft