



Inquiry into annual and financial reports 2024–2025

Answer to question taken on notice

Asked by: Mr Taimus Werner-Gibblings MLA

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

In relation to: ACT Gambling and Racing Commission and venues with noncompliance issues

Hearing: 20 November 2025

Uncorrected Proof Transcript: pp 7-8

Transcript provided: 28 November 2025

Answer Due: 5 December 2025

MR EMERSON: And so, when you say that they have been brought into compliance, but you have not—like perhaps you will audit again this financial year. Whether that has happened, you have received an assurance from the club that they will fix those issues?

Ms Cubin: Yes. Yes, we have. So, the follow-up, as Ms Beacroft said, there is a follow-up, I guess, operational program, but the incidents of noncompliance that were identified through the previous program, we would, I guess, within a week or so, seek that they had remedied those through either evidence provided to us by email or a revisit.

THE CHAIR: Okay, yes. I understand now. Are you able to provide any of those— what kind of extra information can you provide? And Mr Werner-Gibblings has asked if that information is published—

THE CHAIR: Or even to the committee on notice about the—

MR EMERSON: Is that something you could put? Yes.

THE CHAIR: —venues that were—where they had machines that were not compliant. Are you able to share this?

Mr Rynehart: We will have a look. Yes, we will have a look and see what we can come back with about that.

THE CHAIR: It could also be shared in confidence as well, just by the way.

MR EMERSON: Yes, if there is a public interest issue.

Ms Beacroft: We will do our very best.

MR EMERSON: Thank you.

Ms Beacroft: As you know, we have got a matrix of secrecy provisions so that is why we cannot say precisely right at this moment what we can share with you, but we will look at it and give you whatever we can.

MR EMERSON: Thank you, so I think if we are able to get something of the venues and the nature of noncompliance in each venue, you know, so they are not—

Ms Beacroft: Like a table.

MR EMERSON: —all just being summarised, kind of tarred with the same brush, but what exactly happened here and then—

Ms Beacroft: And we can give you the status of compliance in relation to that, which my colleagues have indicated they have all been brought into compliance, but we can just clarify that.

MR EMERSON: Clarify when as well, thank you.

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

The 2024-25 Gambling Harm Minimisation Program included inspection of 620 gaming machines across 37 venues. Of those assessed, 143 gaming machines across 18 venues were missing gaming machine signage, had Return to Player (RTP) discrepancies, or the machine accepted higher note denominations. The type and count of non-compliance is at Table 1 below.

Type of gaming machine non-compliance	Count
Signage	15
Accepted \$50 or \$100 bank notes	2
Not operating at the RTP on the Authorisation Schedule	6

The 2024-25 Gambling Harm Minimisation Program checked compliance across multiple aspects of the venue (for example also included checking Gambling Contact Officer training records). Table 1 above does not reflect the total instances of non-compliance recorded across venues, only non-compliance that related to gaming machines. Multiple instances of gaming machine non-compliance were recorded against some venues meaning the total number of instances is greater than the total number of venues found to be non-compliant.

Information acquired through the administration of a gaming law is subject to a secrecy provision. The Commission is able to disclose general statistical information regarding the administration of gaming laws. The Commission publishes the outcomes of compliance programs on its website and in line with the Commission's Statement of Intent. Table 2 below highlights the non-compliance associated with each venue.

Venue	Type of gaming machine non-compliance
Club A	Signage
Club B	Signage
Club C	Signage
Club D	Signage
Club E	Signage

Club F	Signage Accepted \$50 or \$100 bank notes
Club G	Not operating at the RTP on the Authorisation Schedule
Club H	Signage
Club I	Signage
Club J	Signage Not operating at the RTP on the Authorisation Schedule
Club K	Signage
Club L	Signage Not operating at the RTP on the Authorisation Schedule
Club M	Signage Accepted \$50 or \$100 bank notes
Club N	Signage
Club O	Not operating at the RTP on the Authorisation Schedule
Club P	Not operating at the RTP on the Authorisation Schedule
Club Q	Signage
Club R	Signage Not operating at the RTP on the Authorisation Schedule

Access Canberra adopts an “Engage, Educate and Enforce” compliance. This model prioritises proactive engagement with the community and businesses to support compliance and promote best practice. Enforcement is applied as a last resort, using proportionate and risk-based measures when serious breaches occur or when education has not achieved compliance. This approach ensures fairness, transparency, and a focus on reducing harm while fostering a cooperative regulatory environment.

When an inspection identifies non-compliance, Access Canberra engages directly with the licensee to discuss the findings and provide education on the steps required to achieve compliance. Licensees are given an opportunity to rectify the issues, and Access Canberra will conduct a re-inspection or request other forms of evidence to confirm that compliance has been restored. In most cases, the non-compliance is addressed promptly and satisfactorily, ensuring that gaming operations meet regulatory requirements.

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When inspections are conducted as part of a compliance program, the program typically includes recommendations that address findings related to compliance and non-compliance. These recommendations aim to improve industry practices and reduce future breaches. Subsequent programs often review the non-compliance issues identified in previous programs to ensure they have been resolved.

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

Signature: 

Date: 09/12/2025

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