



Inquiry into annual and financial reports 2024–2025

Answer to question taken on notice

Asked by: Mr Thomas Emerson MLA

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

In relation to: ACT Gambling and Racing Commission and instances of higher return to player

Hearing: 20 November 2025

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Answer Due: 5 December 2025

MR EMERSON: Just a supplementary on that. Is the requirement for a minimum return to the player? And that would be the breach?

Ms Cubin: Yes.

MR EMERSON: Would you track—because I am thinking about your question, Chair, would you have any evidence if a machine was accidentally returning way more than is normal? Obviously, that would not be—you know, you might give that club a pat on the back. But I am just wondering if that would help us understand is it an error in the machine, a technical bug, in which case sometimes it will be more, sometimes it will be less.

THE CHAIR: If it is always less—

MR EMERSON: If it is always less, then it is a little bit more suspicious, right?

Ms Beacroft: Yes, it is fairly technical. I mean, perhaps we could take that on notice and provide background about what exactly return to player is, what are the requirements and how that can be checked, if that would be all right to provide more context.

THE CHAIR: But also, you do not have to focus on the return to player. Like all forms of noncompliance, and there is a whole range, and that would be useful for us because we are all likely to be on this committee for the next three years.

Ms Beacroft: A random machine?

THE CHAIR: Yes. So the work you are doing and how you do it. That would be helpful.

Ms Beacroft: Yes, because we have a rolling cycle, checking a certain percentage of machines every year.

MR EMERSON: Perhaps just on that, checking if—I do not think you would log it, but maybe you would—if you have encountered any incidences of a far higher return to player.

Mr Rynehart: We will take it on notice whether we—

MR EMERSON: You might not have.

Mr Rynehart: I think that just with regard to how these things come to attention, it can be an inspection program, it can be reporting, it can be information that comes to us in various ways and there are ways that we do we then consider that information that form programs and other activities.

MR EMERSON: Sure. I understand. Yes. Okay. Thank 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.

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