

FACT SHEET 021

Cash facilities – EFTPOS Withdrawals at clubs

What has changed?

From 1 September 2017 the maximum cash withdrawal from an EFTPOS facility in a club is \$200 per transaction. There are no changes to the existing requirements that cash facilities (ATM or EFTPOS facilities) must be located outside the gaming area of a club.

Cash withdrawals can only be made from one EFTPOS facility in the club. Where a club has more than one EFTPOS facility, only one of those can issue cash.

In addition, a staff member trained in the responsible provision of gambling services must be involved in all stages of the transaction. In particular, the same staff member must:

- operate the EFTPOS facility
- confirm the amount to be withdrawn with the person making the withdrawal
- hand the cash withdrawn directly to the patron.

What does it mean for licensees?

Most club (class C) licensees must comply with the new requirements. Only club licensees and hotels with 20 gaming machine authorisations or less are exempt.

Clubs must make sure that only one EFTPOS facility in the club allows cash out. Any other EFTPOS facilities in the club must be limited to payments for food, beverages and other club services (e.g. entertainment).

Only one staff member must complete **all** stages of the cash withdrawal transaction noted above. A transaction cannot be initiated by one staff member and cash handed out to the patron by a different staff member. Clubs must also make sure that the staff member operating the EFTPOS facility has current training in the responsible provision of gambling services.

Failure to comply with the requirements is a strict liability offence, with a penalty of up to 10 penalty units (\$7,500 for a corporation). In addition, disciplinary action may be taken against a licensee.

What does it mean for patrons?

Patrons can still get cash out at clubs, either through ATMs (up to \$250 per card per day) or through EFTPOS (up to \$200 per transaction, with club staff interaction).

Patrons can also pay for food, beverages and other club service using EFTPOS, however cash out may only be undertaken through one facility in the club.

Frequently asked questions

What about Pospoint? Can I still use that?

Yes, if it meets the requirements for the \$200 limit and staff interaction. For example, a secure cash dispenser can be used, provided it is only accessible to the staff member who then hands the cash to the patron.

How do staff 'confirm' the amount?

A staff member needs to communicate with the patron withdrawing the cash. This might be verbal, non-verbal or written (as appropriate for the patron), as long as it's clear that the patron has confirmed the amount they wish to withdraw.

References

Gaming Machine (Cash Facilities) Amendment Bill 2017

Gaming Machine Regulation 2004 – Part 8A

Gaming Machine Act 2004 – section 153 and section 153A

Gambling and Racing Control (Code of Practice) Regulation 2002