

2024-25 Gambling Harm Minimisation Compliance Program

The 2024-25 Gambling Harm Minimisation Compliance Program aimed to assess licensees' understanding, procedures, and level of compliance with various elements of the *Gaming Machine Act 2004* (the **Act**) and the *Gambling and Racing Control (Code of Practice) Regulation 2002* (the **Code**).

What we did?

A total of 620 gaming machines were inspected to determine if they were operating at the correct Return to Player (**RTP**) percentage, displayed the required signage and the gaming machine did not accept \$50 or \$100 notes.

Whilst at the venue, inspectors also assessed a further 21 gambling harm requirements including:

- procedures and practices relating to ATM and EFTPOS access
- gaming machine area design
- staff training records
- Gambling Contact Officer (**GCO**) appointments and training
- Signs are prominently displayed and clocks had the correct time
- Internal arrangements and procedures to provide support and information to those experiencing gambling harm.

What we found?

Inspectors found that 143 gaming machines across 18 venues were missing gaming machine signage, had RTP discrepancies, or gaming machines accepted \$50 or \$100 notes. This represents 23% of gaming machines inspected with the type and count of non-compliance found across venues displayed at the table below.

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

There were also 10 instances of non-compliance against harm minimisation sections of the Code including:

- Inability to provide evidence that the appointed GCO had completed an approved training program within the previous 3 years or that the appointed GCO had completed an approved training program in each year of the officer's appointment
- Failure to display signage in the gaming area for prohibiting intoxicated people or having information about support services available or deeds of exclusion to people in a conspicuous way

- Inadequate lighting in the gaming area affecting the visibility of clocks and signs.

What was the end result?

Non-compliance was recorded against 19 of the 37 inspected venues. These venues received verbal and written directions from the Commission. A further 17 on-site follow-up inspections were conducted to ensure rectification of the identified non-compliant issues. Overall, the 2024-25 program established a baseline compliance level and informed tailored engagement with higher-risk venues. Findings from this program were communicated to the industry through the quarterly Liquor and Gambling Newsletter in the [August 2025](#) edition.

The findings from the 2024-25 program have informed targeted proactive activities at venues in 2025-26 to assess ongoing compliance. The GRC is committed to working with Licensees to address gambling harm at their venues.