

2025-26 Electronic Gaming Machine Compliance Program

The 2025-26 Electronic Gaming Machine Compliance Program aimed to assess licensees' understanding, procedures, and level of compliance with the operation of gaming machines under the *Gaming Machine Act 2004* (the **Act**) and the *Gaming Machine Regulation 2004* (the **Regulation**).

What we did?

A total of 647 gaming machines across 32 venues were inspected to determine if they were:

- operating at the correct Return to Player (**RTP**) percentage
- displayed the required signage
- did not accept \$50 or \$100 notes.

Whilst at the venue, inspectors also assessed gambling harm requirements including procedures and practices relating to ATM and EFTPOS access.

What we found?

A total of 60 gaming machines across 13 venues were found to be non-compliant with the Act. This non-compliance rate represents 9.3% of all gaming machines inspected during this program. The type and count of non-compliance that was identified is detailed in the table below. Four gaming machines had an RTP percentage that differed from their authorisation schedule; however, all gaming machines were operating above the minimum legislated RTP in the ACT of 87%.

Type of gaming machine non-compliance	Count
Signage	56
Not operating at the RTP on the Authorisation Schedule	4

Additionally, there was one instance of non-compliance against harm minimisation sections of the Regulation, with a venue found to have two EFTPOS cash withdrawal terminals operating concurrently.

What was the end result?

Non-compliance was identified at 13 of the 32 inspected venues. These venues received verbal and written directions to rectify the non-compliance issues. A further two on-site follow-up inspections were conducted to ensure rectification of the identified non-compliance. The second EFTPOS cash withdrawal terminal at one venue was deactivated.

The 13 venues also received formal correspondence from the Commission reminding them of their obligations to comply with the gambling harm prevention measures assessed. All venues were brought back into compliance by the end of this Program.

How does this non-compliance compare?

Annual gaming machine program	Number of machines inspected	Non-compliance rate
2024-25	620	23%
2025-26	647	9.3%