

# Taking action on problem gambling

## Action area 5: Improving consumer protection



Office of Gaming and Racing

***Taking action on problem gambling* is the Government's five year strategy to combat problem gambling in Victoria. The strategy includes initiatives totalling \$132 million and is an integrated approach to consumer protection and the prevention, early intervention and treatment of problem gambling. The strategy identifies seven priority action areas that the Government will act on to reduce problem gambling and its effects on Victoria.**

**This statement builds on the Government's record of achievement in addressing problem gambling, including the introduction of regional caps and the removal of gaming machines from vulnerable areas, eliminating all 24-hour gaming venues outside the casino, banning smoking in gaming machine areas, restricting gaming venue signage and banning gaming machine advertising.**

### **Action area 5: Improving consumer protection**

Some gambling products have inherent risks. The Government believes that consumers must be able to make an informed choice to use these products and take personal responsibility for the consequences.

There is strong evidence that the features of some gambling products make them inherently more risky than others. Consumer protection measures are therefore needed to provide information to consumers that reinforces their ability to make informed gambling decisions and limit gambling product designs that have been shown to be unsafe.

#### **Key initiatives in this action area are:**

- The Government will require the removal of any automatic teller machine in a gaming venue, or within 50 metres of an entrance to the Melbourne casino gaming floor, that does not limit the amount that a consumer can withdraw per day to \$400.
- The Government will reduce the maximum bet on gaming machines from \$10 to \$5\*.
- The Government will give the Victorian Commission for Gambling Regulation power to ban a product or practice that encourages consumers to engage in behaviours associated with problem gambling.
- The Minister for Gaming will be given new powers to ban any gambling product that is designed to explicitly avoid or undermine any aspect of the Government's responsible gambling policy or legislation.
- The Government will reduce the maximum amount that a player can put into a gaming machine at the start of play by 90 per cent from \$9,949 to \$1,000.\*
- The Government will require all winnings over \$1,000 be paid out fully by cheque.\*

\* Excludes gaming machines located in the Melbourne casino.

Further information on *Taking action on problem gambling* can be obtained from the Department of Justice website [www.justice.vic.gov.au](http://www.justice.vic.gov.au).