

Complaint 1

Customer By CSS Web s41(1) (02/08/2016 02:30 PM)

Complaint/Investigation

Additional Incident Details (if available)

Status:Resolved

Category:Gaming Machines

Type of Correspondence:Complaint

Street:

Suburb:

Postal Code:

Contact Information

s41(1)

Complaint 1

On Thursday 29 July, 2016 my husband & I were at the Raiders Club Gungahlin for dinner and the lucky badge draw. We were playing a poker machine that had a major jackpot of approximately \$8,900. We were betting \$5 per spin and won the 7 free spins and then a further 2 lots of 7 free spins (a total of 21 spins). As far as we knew we had won approximately \$400 prior to a fault appearing.

During the free games the machine and link 'blacked out' and did not restart. We called the Duty Manager—s41(1) at around 10.15pm who tried to rectify the problem. He opened the machine then went out the back and told us he had put a new fuse in. He was on the phone to someone about the problem as the new fuse didn't fix the problem. He told us he had never seen this problem before and that nothing could be done and a technician needed to be called.

We had concerns that the money won and possible further winnings would be lost and that our chances of winning the jackpot had been denied by this fault. s41(1) advised that CCTV footage is available and when the technician rectified the issue the machine would continue and any further winnings would be recorded. We asked that the club contact us so that we could be present to witness the outcome. s41(1) took our phone number and said the club would ring us when it had been sorted out. We left the club around 11.15pm.

The following day, 30 July, my husband had gone to the club to follow up with the duty manager—s41(1) and find out when the technician was coming. He was then called to a job and had to leave but told the duty manager that he would return as soon as he could. As he was leaving the technician was entering the club. Apparently he repaired the machine and recorded the outcome.

When my husband returned later, the club issued my husband \$397.00. He was told the technician repaired the machine and it continued the free spins and there were no further payments. We believe that at the time of the breakdown we were only half way through the free spins. We find it hard to believe that there were no more wins and that our chances of winning the jackpot had diminished. We feel that if the machine was not faulty then we were in a very good position to win the jackpot and that we have been denied of the opportunity. At minimum the cost of the free spins (\$5.00 per spin) should have been refunded.

We feel very disappointed that this has happened to us and have been referred by the General Manager—s41(1) from the Raiders Club to the ACT Gambling & Racing Commission in the hope that you could investigate this for us. We are very disappointed with the response from the club.

Our contact number is s41(1)
s41(1)

Regards.

Response 1



ACT
Government

**Access
Canberra.**

Incident Reference # 160802-001855

Subject:Faulty poker machine

Date Created:02/08/2016 02:30 PM

Response By Email (Gambling & Racing) (11/08/2016 02:48 PM)

Dear Mr **s41(1)**

Thank you for your complaint received by Access Canberra on 2 August 2016 in relation to a gaming machine malfunction at Raiders Gungahlin (the Club).

Access Canberra (AC) has investigated your complaint which included speaking with staff from the Club and reviewing both Closed Circuit Television (CCTV) footage and additional video recorded by management when the machine re-started.

The investigation found that at the time of the malfunction the machine had completed 9 of 21 free spins and there was \$331.00 of gaming credits on the machine. Once the fault had been rectified the machine immediately completed the 12 remaining free spins which accumulated an additional \$62 in credits, bringing the total amount payable to \$393.00. AC is satisfied that whilst the fault in the machine did occur in the middle of 21 free spins it did not influence the results of any spins once the fault was rectified. Unfortunately, due to the nature of a jackpot arrangement, particularly its operation via a random number generator, it is not possible to determine when a jackpot will trigger and therefore AC cannot support a claim that any chance of winning the jackpot had diminished due to a malfunction.

As there is no evidence to suggest that any breaches in relation to the *Gaming Machine Act 2004* have occurred, AC will be taking no further action in relation to this matter and considers that this matter is closed.

If you have any further queries please do not hesitate to contact myself on (02) 6207 7124.

Kind regards,

Stephen O'Rourke | Inspector
Business Engagement Education Compliance section
Access Canberra | ACT Government
Phone 02 6207 7124 | Fax 02 6207 0538
255 Canberra Ave, Fyshwick | PO Box 158, Canberra ACT 2601



ACT
Government

**Access
Canberra.**

Complaint 2

Customer By Phone (Gambling & Racing) (22/09/2016 02:56 PM)

Sir/Madam

I wish to lodge a formal complaint with you against the Mawson Club, arising out of an incident detailed as follows;

1. s41(1) – Badge Number s41(1), Incorrect payout from a gambling machine at or around 2.20 - 2.30 PM Wednesday 21 September 2016.
2. s41(1) is my spouse and am lodging the complaint on her behalf in view of the off hand, dismissive and intimidating manner in which her initial request for the correct payout was handled by three male staff in attendance.
3. She lodged a payout ticket amounting to \$140.50 into the correct terminal machine, but only received \$100.50. In multiples of \$20 notes, and immediately drew the attention of a male staff member whom we believe to be called s4 and who was in the immediate vicinity clearing empty beer glasses.
4. He then checked the ticket receptacle inside the machine to confirm the payout amount of \$140.50 as claimed.
5. He then called in his supervisor who then attended the area with another male staff member (now totaling three).
6. As I in the immediate vicinity and became concerned at the intimidating manner by staff attending, and intervened on my wife's behalf.
7. We were then advised that the matter in dispute could not be resolved at that time because the Club Rules would not allow any resolution until the payout machine and its records, were reconciled, and would not happen until Friday 23 September 2016.
8. I informed the three staff members in question that this was not acceptable and asked why the matter could be checked same day.
9. I was told that the balancing and any reconciliations were only performed several times each week and we would have to wait until then, and it was again emphasized that these were the Club Rules.
10. I was most concerned as to several unsavory aspects of the autocratic manner by staff hiding behind so-called Club Rules, for example;

How and by whom were the members' interest and money protected during this period.

- Could the matter be formally recorded in the interim so as to ensure due and proper process was performed by staff, many of whom are rostered for duty at varying times and days, and may not be on duty when the reconciliation was conducted.
- My request was dismissed out of hand in blunt terms and I was told that we would have to follow the Club Rules, and we should follow up with the ACT Racing and Gaming Commission, purely a fobbing off by the staff in attendance.

Our concerns are that the claim for \$40 could be jeopardized by any other payout issues in the intervening period, for example the \$40 may be paid out inadvertently in the next or any following transaction, thus offsetting any \$40 discrepancy in question.

- What are the formal procedures to ensure our claim is protected and not compromised by any unauthorised staff action to cover up any money discrepancies on their shift.
- My wife was simply told she would be contacted by mobile as to the outcome, there was no formal recording of the issue under claim.
- On leaving the Club, I asked those staff members in attendance at the Reception Counter as to a formal complaint procedure with the Mawson Club. I was merely told to use the Club's feedback form. Of particular note was the passively obstructive attitude and casual manner by the Duty Manager in attendance at the Reception by non-responsive behaviour to a request from long standing members.

We tried to resolve the matter with the Mawson Club on the spot at the time but unfortunately were unable to do so despite the best efforts on our part.

Complaint 2

We welcome your assistance in this matter.

Regards

s41(1)

s41(1)

s41(1)



Additional Incident Details (if available)

Status:Resolved

Category:Gaming Machines

Type of Correspondence:Complaint

Street:

Suburb:

Postal Code:

Contact Information

First Name:s41(1)

Last Name:s41(1)

Email Address:s41(1)

Phone Number:s41(1)

Response 2

Note By (Gambling & Racing) (10/10/2016 11:18 AM)

No further follow up had been received from S41(1) regarding the incident, it is now considered to be closed and the complaint finalised.

Files have been attached for reference.

Note By (Gambling & Racing) (04/10/2016 08:33 AM)

On 23 September 2016 S41(1), General Manager of Mawson Club, forwarded the Cash Redemption Terminal (CRT) 'Journal Report' ticket and the TITO ticket with matching Barcode numbers.

The ticket amount was for \$140.50.

The CRT Journal Report stated that it dispensed 7x \$20 notes, 2x 20c coins, 1x 10c coin, totalling \$140.50.

I sent a follow up email to S41(1) enquiring into the response received from the customer when they were informed that the machine had paid out the correct amount. He stated that S41(1) was not fussed with the answer, but stated that her husband might not be happy. This was on 23 September 2016.

As of 4 October 2016 S41(1) has not made any further complaint to the club or the Commission.

Response By Email (Gambling & Racing) (22/09/2016 04:12 PM) Dear Mr Shawcross,

I refer to your email dated 22 September 2016 regarding the Mawson Club (the Club) failing to fully payout a ticket which was output from a gaming machine at the venue.

Gaming machine licensee's within the ACT operate under the Gaming Machine Act 2004. After reviewing your initial email it appears that there has been no breach of legislation as of yet. The Club is required to adhere to its control procedures and rules which at this point have not been contravened.

After speaking with the Club it appears that it is an internal policy, not a rule, that the Cash Redemption Terminal (CRT) be reconciled on specific days. The next CRT reconciliation will occur on Friday 23 September 2016 and should be completed in the morning.

We will be in contact with the club to keep informed of the outcome, and have been informed that your wife will be called by a representative of the club with the outcome.

If you have any comments or questions regarding the outcome of the reconciliation on Friday please don't hesitate to respond to this email.

Kind regards,

Callan McPhan | Inspector/Investigator | Community Business Transport Regulation
Access Canberra | ACT Government
02 6207 0195 | callan.mcphan@act.gov.au
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr



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Government

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Canberra.**

Complaint and Response 3

Note By (Gamb ing & Racing) (17/10/2016 10.47 AM)

Contact's comments noted but no further action required. Contact did not ask for a response and the issue raised is not currently legislated.

Janeile Grattidge

Manager

Business Engagement, Education and Compliance

ustomer By CSS Web s41(1) (14/10/2016 12.09 PM)

I strongly object to any person dictating to me how I can and cannot spend my money. If I wish to bet more than \$1 at a time in a poker machine, as a responsible adult that is my choice. How dare do gooder's propose to dictate to the general public how they spend their money, we are adults not children, don't you have better issues to turn your attention to, or are you so bored and have nothing better to do. If so you should not be in government.

Additional Incident Details (if available)

Status:Action Not Required

Category:Gaming Machines

Type of Correspondence:Complaint

Street:

Suburb:CanberraNot Identified

Postal Code:

Contact Information

First Name:s41(1)

Last Name:s41(1)

Email Address:s41(1)

Phone Number:

Complaint and Response 4



ACT
Government

**Access
Canberra.**

Incident Reference # 161018-002875

Subject: Ainslie football club

Date Created: 18/10/2016 09:31 PM

Note By (Gambling & Racing) (25/10/2016 09:36 AM)

No further action required. No evidence that gaming machines can be identified from outside the premises.

Janelle Grattidge
Manager
Business Engagement, Education & Compliance

Note By (Gambling & Racing) (24/10/2016 03:29 PM)

Henry Wojcik Email report from Overtime Shift

"Hello Andrew

Seamus and I stood across the road from the club near the edge of Majura oval as indicated in CM's email.

It was difficult to identify gaming machine/s unless standing for some time and purposefully trying to identify what the blue lights were inside the establishment and only from certain angle

I mentioned the complaint to duty manager s41(1) but was of the opinion it is at best marginal."

Note By (Gambling & Racing) (19/10/2016 01:51 PM)

ROI -

Discussed anonymous complaint received via ACT Gov portal in relation to complainant allegedly being able to see gaming machines from the oval across from the club.

Advised s41(1) that we were unable to see them from the oval. However, could see lights of the machines from the fence and through the logo in the frosting but you really had to look hard and it wasn't clear what the lights were for.

Given the windows have frosting and a hedge is growing along the fence, reasonable steps are being taken to mitigate any viewing of machine from outside the club.

Contact: s41(1)

Night time follow up to be performed to verify night time visibility.

Complaint and Response 4

Note By (Gambling & Racing) (19/10/2016 12:07 PM)

Callan McPhan - Note Book Entry

19/10/16 - 10:01am - Ainslie Football Club

Attended the oval across from club, unable to see any machines or equipment.

Looked through windows outside the outside area of the club, could see machine when that close, though not from across the street.

Machines visible were only top lights or link parts and light such as a light up lightning bolt.

It appears effort must be put in to see the machines.

Customer By CSS Web (anonymous anonymous) (18/10/2016 09:31 PM)

Hello,

I am a struggling addict on the pokies who lives near Ainslie and wanted to ask why I can see there gaming machines from the oval opposite Ainslie and through the adds on out in Canberra and so on. I am trying to stay clean and exercise, but have to use the oval near my home but find seeing the machines and signs through the clubs Windows is not helping with my situation. A friend has mentioned they believed you were not allowed to see machines from the streets. If this is so can I please put in a complaint for this to be fixed.

Additional Incident Details (if available)

Status:Resolved

Category:Gaming Machines

Type of Correspondence:Complaint

Street:

Suburb:

Postal Code:

Contact Information

First Name:anonymous

Last Name:anonymous

Email Address:1031211810116@accesscanberra.act.gov.au.invalid

Phone Number:

Complaint & Response 5

Note By (Gambling & Racing) (19/10/2016 07:49 AM)

Belinda,

One for policy and research?

Janelle

Customer By CSS Web (anonymous anonymous) (19/10/2016 03:22 AM)

Dear ACT Gambling and Racing Commission Representative,

Lately, there has been much attention about the alleged role Valve has played in facilitating unregulated gambling of virtual items of money worth in a large scale, encompassing a multi-tiered multi-Billion dollar market and economy. They have even drawn the attention of their State Gambling Commission:

<http://www.wsgc.wa.gov/publications/press-releases/valve-pressrelease.pdf>

<http://www.wsgc.wa.gov/>

Given the attention that Counter Strike: Global Offensive and unregulated e-sports betting has brought to the platform, there is now much more data and evidence on the matters at hand that, in my opinion, merits consideration of the issue. I'd like to explain why I believe that simply addressing the third-party betting that goes on outside of Steam does not go far enough into taking care of the gambling problem, the systematic and increasingly frequent introduction of paid games of chance with prizes of money worth (ie. Gambling) on Valve games and other games sold on the Steam platform and the conditioning and introduction of these gambling mechanics to underage individuals and young adults,

While the most heinous, flagrant and bold-faced gambling occurs on external sites that

Complaint 5

utilize the Steam Application Program Interface (API) to gamble and bet (e-sports betting) with skins (ie. virtual "goods" that usually change the appearance of a game character and/or weapon) and exchange them for real money; there are also external markets in which skins are bought and sold for real money, without gambling gambits, such as OPSKINS.com. In my opinion, even more importantly, many Valve and/or Steam games contain paid games of chance for items of real money worth (ie. skins) and it usually takes place in the form of what is termed a Key Crate Microeconomy.

The Key Crate Microeconomy essentially functions as a Virtual Slot Machine in which players purchase a Key, usually sold at \$2 - 2.3 Euro (\$2.5 USD), which they use to open Crates that can be purchased or received for free during gameplay. Once the individual uses a \$2 - 2.3 (\$2.5 USD) Euro key to open a particular Crate, they receive a randomly assigned "Skin" utilizing drop tables and frequency/rarity and variables assigned by Valve/the game developer. Within the Steam application itself, these skins/virtual items can be sold on the Steam Market and in kind can be converted to Steam Wallet Credit (which has a 1:1 relationship with real money and is actually displayed in local currency) and can be used to purchase items and/or physical goods of money worth such as games, hardware, movies, subscriptions and other items for sale on the Steam store. This underlying gambling mechanism has become increasingly common on Steam games and Valve actively promotes its use by game developers due to its profitability. However, in my opinion, not only does it involve literal gambling, but it is an underhanded and pernicious manner in which to introduce and condition a generation and population of gamers and internauts to gambling without regard for age, an option to enable/disable such gambling features, proper regulation/taxation or even open, prominent disclosure in order for parenting adults to exclude these titles from the library of their children and dependent young adults.

This is the link to the Steam Market:

<http://steamcommunity.com/market/>

On the right lower corner of the screen, you can see all the titles which include the Key Crate Virtual Slot machine mechanism (including the popular Counter Strike: Global Offensive) AND have integration with the Steam market micro-economy, allowing individuals to convert free game drops (ie. virtual items acquired during normal gameplay without need of a purchase past the base game price), skins and other virtual items to Steam Wallet Credit that can be used to purchase real physical goods on the Steam store with such winnings. It should be noted that Valve makes a percentage of ALL sales on the Steam market

In my opinion, the culture of gambling, the conditioning of several generations of gamers and young individuals to these gambling mechanics and the prevalence of the integration of gambling mechanics within otherwise functional video games simply to profiteer (without regard for age of the user, proper and prominently displayed disclosure or local gambling laws) is something of which Valve's Steam is the main culprit in the contemporary digital online market. Not only that, but given their preeminent position as far and away the most popular, successful and economically viable online digital storefront they commonly help set and direct trends and patterns in gaming and social media.

Complaint 5

Besides the blatant e-sports betting, I believe the underlying introduction to monetized gambling mechanics in exchange for virtual items/skins of money worth occur regularly within and has become intrinsic to Valve's own platform, Steam. I exhort you to take a deep look at the Key Crate Virtual Slot Machine mechanism of gambling, how Valve's Steam is goading other developers to partake in it and the disregard with which it is disseminated and introduced into a platform of video games with over 125 million active unique users, by a company worth approximately \$7.3 Billion Euro (\$8 Billion USD) and while creating an unregulated market worth over \$6.4 Billion Euro (\$7 Billion USD) a year.

Please escalate the matter appropriately. Historically, Valve has been reticent to address these matters, if at all, barring legal action. Moreover, there is evidence that they have actually provided technical support to the same betting sites which they are now disavowing given the current lawsuit.

I prefer to remain anonymous as to not attract personal attention.

Thank you for your time and your honest endeavors.

Sincerely,

Concerned Customer

Sources for my statements and numbers above:

Australia has taken notice of the paid game of chance for items of money worth (i.e. gambling) that goes on in popular Valve and Steam games such as Dota2 and CSGO:

<http://www.dailydot.com/esports/australia-csgo-dota-2-gambling-bill/>

"the bill is looking to curtail what he considers to be "the Wild West of online gambling that is actually targeting kids." "

"in-game commodities known as "cases" (or "chests" in Dota 2) is gambling in and of itself, due to the differing value of the rewards players receive from them."

Bloomberg article describing the size and scale of the gambling market:

<https://www.bloomberg.com/news/articles/2016-07-13/game-maker-valve-moves-to-choke-off-7-4-billion-gambling-market>

Bloomberg article describing how virtual weapons in video games are turning underage individuals and young adults into habitual gamblers in an unregulated market:

<http://www.bloomberg.com/features/2016-virtual-guns-counterstrike-gambling/>

"Valve employees also communicate with CSGO Lounge and have given technical support to the site, said Courtney Timpson, a community administrator and spokesman for CSGO Lounge. The Valve logo is prominently displayed on the site, and in one post on its forum, a moderator addresses people—especially the "younger audience"—who feel that they have been scammed. "If something is wrong, don't post on the forums; contact Valve/Steam," the moderator writes. "

Ars Technica article describe how Valve's Steam is responsible for introducing gambling elements into its own games and games that are sold on its platform:

Complaint 5

<http://arstechnica.com/gaming/2016/07/valve-cant-pass-buck-to-third-parties-for-teaching-csgo-kids-to-gamble/>

"in-game items are the currency of e-sports betting. Dota 2 and CS:GO both have huge libraries of cosmetic items—"hats" in Dota 2 and "skins" in CS:GO—that change the appearance of in-game items. The market value of these items depends on their rarity and demand, with rare items trading for hundreds of dollars or more."

"It's hard to endorse the idea of an unchecked, kid-friendly online system for betting. One hardly needs to be a puritan to acknowledge that while gambling can be entertaining—and need not be financially ruinous—it also comes with certain risks. Children on the whole are not known for their sound judgment and decision-making, and the combination of underage gamers and readily available online gambling seems like an unhealthy one."

"Third-party sites may have brought this gambling issue to a head, but the part that's arguably more insidious is that Valve's own games include substantial lottery-style gambling elements themselves. Those cosmetics that are traded on external gambling sites are often themselves acquired through Valve-organized gambling."

"As such, there's a considerable lottery-style gambling element involved. If you want a particularly attractive rare hat, you can be on the hook for buying large numbers of treasures—all without any guarantees."

"Again, the gamble can pay off. But as with most gambles, it usually doesn't. Valve gets richer; players get poorer. I suspect that many players don't even notice that they're gambling. I also suspect that many participants are under 18 when they make these gambles."

"But introducing many of those same millions to gambling—in a friendly, playful guise that would be trivial if it weren't for the real money involved—is a black mark against the company. Parents shouldn't just be concerned about the company's APIs and third-party gambling sites. Gambling is, unfortunately, an integral part of the games themselves."

CSGO's Controversial Skin gambling, Explained

<http://www.pcgamer.com/csgo-skin-gambling/>

"CS:GO itself presents players with tiny slot machines: weapon cases that you can pay \$2.49 to unlock while you're within the game client. Websites like skincrates.com replicate the excitement of opening these weapon cases but do so using their own, proprietary tokens and cases. It's a facsimile of the experience you have in-game, but with different outcomes and a different group taking your money."

"Other than these specific comments, Valve has not censured skin gambling websites or discouraged anyone from using them. In an April report by Bloomberg, a spokesperson for one of the most popular gambling websites, CSGO Lounge, said that Valve has communicated with them and provided technical support." (Since this article was published, Valve did send a cease and desist letter to a cadre of known gambling sites).

How Counterstrike: Global Offensive's Economy Works

<https://www.rockpapershotgun.com/2015/08/14/csgo-skin-economy-explained/>

Complaint 5

Notable quotation from Economist Dr. Lehdonvirta: "The crate and key mechanism of distributing loot is just basic gambling psychology," says Vili. "A variable-rate reinforcement schedule, a slot machine. To my knowledge, it first appeared in a Chinese MMO ZT Online in 2006 or 2007. Today, it's of course used in a wide variety of games as a tacit way of introducing a revenue-generating slot machine into the game that's at least slightly integrated with the core gameplay. But as a developer you have to be mindful of gambling laws if it becomes possible to convert the winnings into real money."

Valve Promoting Use of Microtransactions/Microeconomy in Games on Documentation for Steamworks Developers

<http://www.steampowered.com/steamworks/microtransactions.php>

<http://www.steamgames.com/steamworks/ov-micro.php>

Steam platform has over 125 million active unique users

<https://www.vg247.com/2015/02/24/steam-has-over-125-million-active-users-8-9m-concurrent-peak/>

Valve net worth in 2012 was approximately \$2.7 Billion Euro (\$3 Billion USD), now probably closer to \$7.3 Billion Euro (\$8 Billion USD); Gabe Newell owns just over 50% of the company

<http://www.forbes.com/sites/davidewalt/2012/03/07/valve-gabe-newell-billionaire/#69c7315f1c49>

<http://www.forbes.com/profile/gabe-newell/>

Additional Incident Details (if available)

Status:Action Not Required

Category:Other

Type of Correspondence:Complaint

Street:

Suburb:

Postal Code:

Contact Information

First Name:anonymous

Last Name:anonymous

Phone Number:

Complaint 6

Customer By CSS Web s41(1) (04/11/2016 02:17 PM)

Hi,

Yesterday i was playing the Aristocrat 'Outback 88' gaming machine and Canberra Raiders Gunghalin. During the feature i spun 3 Kangaroos with a multiplier or x38. The machine did not pay the specified amount of 38x188 credits. I questioned the gaming attendant and he stated that it looked like the machine had not paid the advertised amount. An additional attendant also looked at the machine and agreed with our assessment. This attendant then switched off the machine and referred this to the machine technician later in the day. The technician advise the club that he/she also felt that the machine had paid incorrectly.

The duty manager at the club referred this to Aristocrat who advised that the kangaroo does not pay x 38 in the feature as the kangaroo does not substitute for itself. Labelling on the machine clearly states that the kangaroo substitutes for all symbols except the 'ayres rock' feature symbol.

It is my opinion that the failure of the manufacturer to clearly label the machine is false advertising. This opinion is compounded as the club staff and machine technician (pokie machine professionals) also read the win in the same way that i have. This labelling is incorrect and the error needs to be addressed.

This complaint is in no way addressed towards the Gungahlin raiders Club as its staff as they have been very helpful. If you require footage of the event please contact the club directly as they have it on file. I have also attached a screenshot for your reference. The manager of the club also stated that the response from Aristocrat suggests this is a known error.

Please seek a response from Aristocrat and have the false labelling attached as this promotes the possibility of a player winning a prize that the machine does not recognise or pay.

Thank you for your time and i look forward to your response.

Additional Incident Details (if available)

Complaint and Response 6

Status:Resolved
Category:Gaming Machines
Type of Correspondence:Complaint

Street:
Suburb:
Postal Code:

Contact Information

First Name:s41(
Last Name:s41(1)
Email Address:s41(1)
Phone Number:

Response By Email (Gambling & Racing) (09/04/2017 09:41 PM)

Hi s41(

As discussed on Friday, please find attached a letter closing your complaint.

If you have any questions please feel free to contact me.

Regards

Ben McMahon | Senior Inspector

Phone: 02 6207 0535

Business Engagement Education Compliance | Access Canberra | ACT Government

Cosmopolitan Centre (Woden Town Square entrance), 21 Bowes Street, Woden | PO Box 158, Canberra
ACT 2601 | www.act.gov.au

WILDOR'S WILD WEST

123

WILDOR'S WILD WEST

CREDIT

910
\$9.10

BET

30
\$0.30

WILDOR'S WILD WEST

x 38

1 Free Game Remaining

25 10 18 16 22 1 9 17 15 23 5	 	10 K	 	10 9	 9	25 10 18 16 22 1 9 17 15 23 5
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534C

WIN

COLLECT

1c

Response 6



ACT
Government



s41(1)

Via email: s41(1)

Dear s41(1)

As discussed, we have reviewed your complaint in to the Outback 88 gaming machine at the Raiders Club in Gungahlin and have raised your concerns with Aristocrat Technologies Australia Pty Ltd (Aristocrat), the gaming machine manufacturer.

Aristocrat has provided the following information in relation to the game in question:

"The Game Rules for Outback 88 note that the "highest win only on each line" will be paid. This is relevant when determining wins that include the WILD in both the base game and the feature game.

The rules of this game also state that if one or more WILD "substitutes" in a win the pay for that win is multiplied by 1, 2, 3, 5, 8, 18, 38 or 88. A player will only receive the multiplier on a pay line when the WILD is acting as a "substitute".

The WILD symbol is a substitute symbol which means it takes place of another symbol and does not substitute for itself.

We have provided the two winning combinations for the pay line in query (Line 5) below:

WILD WILD WILD SCATTER NINE

In this case, there are two winning combinations:

- a) WILD WILD WILD
- b) WILD WILD WILD SCATTER

The following Game Rules are applicable:

- Highest win only on each line
- If one or more WILD substitute in a win the pay for that win is multiplied by 1, 2, 3, 5, 8, 18, 38 or 88

On this basis, the pay is as follows:

- a) WILD WILD WILD = 188 Credits

X 1 (Credits bet per line)

Multiplier not applicable = 188 Credits

- b) WILD WILD WILD SCATTER = 8 Credits

X 1 (Credits bet per line)

Multiplier is applicable X 38 (feature multiplier applicable) = 304 Credits

In this example, the highest win only will be paid which is WILD WILD WILD SCATTER = 304 Credits."

Aristocrat's breakdown of the winning combinations for the game in question is attached.

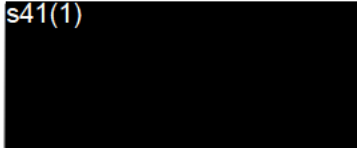
After reviewing the all information received in relation to your complaint, it appears that the machine in question was working in accordance with the games approval and given the information obtained, the game does not appear to be false or misleading. However, we have suggested potential changes to their artwork to help clarify this issue for players during game play.

Response 6

Thank you for raising this matter to our attention and if you have any questions please feel free to contact me on (02) 6207 0535.

Yours sincerely

s41(1)



Ben McMahon
Senior Inspector
Business Engagement Education Compliance

April 2017

Response 6

Line	Winning Combination	Base Pay	Credits bet per line	Multiplier	Credits Won
1	Nil				
2	Nil				
3	Nil				
4	2 x SCATTER (1 SCATTER & 1 WILD)	1	1	38	38
5	4 x SCATTER (3 x WILD & 1 SCATTER)	8	1	38	304
6	Nil				
7	Nil				
8	Nil				
9	Nil				
10	2 x SCATTER (1 SCATTER & 1 WILD)	1	1	38	38
11	3 x 10 (2 x WILD & 1 x 10)	5	1	38	190
12	4 x SCATTER (2 x WILD & 2 x SCATTER)	8	1	38	304
13	3 x QUEEN (2 x WILD & 1 SCATTER)	5	1	38	190
14	Nil				
15	Nil				
16	3 x JACK (1 x JACK & 2 x WILD)	5	1	38	190
17	Nil				
18	Nil				
19	Nil				
20	Nil				
21	Nil				
22	Nil				
23	3 x KING (1 x KING & 2 x WILD)	5	1	38	190
24	Nil				
25	4 x 10 (2 x 10 & 2 x WILD)	18	1	38	684
				Total Credits Won	2128
				Dollars	\$21.28

Complaint 7

Customer By CSS Web s41(1) (04/12/2016 03:01 PM)

I want to complain about the fact that I wanted to withdraw money from my TAB account at the Woden Tradies club, but was refused. They will take deposits but wont give money back I wanted to withdraw it so I wouldn't gamble it all away. They had the function of withdrawal on the screen and wouldn't even try.

I even told them how to but they weren't interested. I went to the counter and cancelled my membership which I had only just taken out.

Additional Incident Details (if available)

Status:Resolved

Category:Racing & Wagering

Type of Correspondence:Complaint

Street:

Suburb:

Postal Code:

Contact Information

First Name s41

Last Name s41(1)

Email Address s41(1)

Phone Number:

Response 7

Note By (Gambling & Racing) (03/03/2017 09:01 AM)

Rules for Tabcorp were reviewed and the club acted in accordance with the rules. Further information was requested from the complainant but no response was received.
Closed on 3 March 2017

CL

Response By Email (Gambling & Racing) (17/01/2017 01:29 PM)

Hi s41

Firstly I have to apologise for the delay in getting back to you. I've only just returned to work after a few weeks off.

I will need to know if the funds you were going to try and withdraw were winnings, or if you had just transferred the cash into your TAB account.

Kind regards

Tamara

Tamara Teer | Investigator | Community Business Transport Regulation
Access Canberra | ACT Government
02 6207 3960 | Tamara.teer@act.gov.au
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

Customer By CSS Email s41(1) (15/12/2016 04:30 PM)

Hi Tamara,

it was the 4th December, approx 2pm, I wanted to withdraw \$1200.00. I hadn't actually told them how much I was going to withdraw as they wouldn't even do a withdrawal, so as far as they knew I could have been wanting \$50.

Regards

s41

Complaint and Response 7

On 15 Dec 2016, at 8:54 AM, Access Canberra Customer Services

accesscanberra@act.gov.au wrote:



ACT
Government

**Access
Canberra.**

On 04/12/2016 03:01 PM you contacted the ACT Government and an enquiry was submitted.

Below is a summary of your correspondence and our request for further information, please respond by either logging into our website and updating this incident or replying to this email.

Subject

TAB OUTLET - WODEN TRADIES CLUB

Message

Response By Email (Gambling & Racing) (15/12/2016 08:54 AM)

Dear **S41**

I write in relation to your complaint concerning the Woden Tradesman's Union Club. To further your complaint I will need some more information such as the relevant date, approximate time and how much money you tried to withdraw from your Tabcorp account.

Please feel free to contact via email or phone to discuss this further.

Kind regards

Tamara

Tamara Teer | Investigator | Community Business Transport Regulation
Access Canberra | ACT Government
02 6207 3960 | Tamara.teer@act.gov.au
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

Customer By CSS Web **S41(1)** (04/12/2016 03:01 PM)

I want to complain about the fact that I wanted to withdraw money from my TAB account at the Woden Tradies club, but was refused. They will take deposits but won't give money back. I wanted to withdraw it so I wouldn't gamble it all away. They had the function of withdrawal on the screen and wouldn't even try. I even told them how to but they weren't interested. I went to the counter and cancelled my membership which I had only just taken out.

Complaint and Response 7

Your Details

First Name: s4
Last Name: s41(1)
Contact Number: not provided
Email Address: s41(1)

Additional Details (if available)

Reference #: 161204-000217
Date Created: 04/12/2016 03:01 PM
Status: Waiting for Customer
Category: Racing & Wagering
Type of Correspondence: Complaint

You can [update or track your correspondence](#) on our website.

Response By Email (Gambling & Racing) (15/12/2016 08:54 AM)

Dear s41

I write in relation to your complaint concerning the Woden Tradesman's Union Club. To further your complaint I will need some more information such as the relevant date, approximate time and how much money you tried to withdraw from your Tabcorp account.

Please feel free to contact via email or phone to discuss this further.

Kind regards

Tamara

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Complaint and Response 8

Note By (Gambling & Racing) (21/03/2017 12.27 PM)

The complainant has failed to identify a venue at which he/she has played the machines and assumed that all 5 Dragons deluxe versions gaming machines in ACT clubs do not pay out because of his luckless experience with playing the machines at various clubs.

No further action required.

Customer By CSS Web (anonymous anonymous) (11/03/2017 06.02 PM)

To whom it my concern, I'm complaining about a type of machine in Canberra clubs. It's the 5 dragon deluxe and the regular the choice of two versions of the game. It's impossible to win on the deluxe version I have played it in various clubs and it's the same every where I go I can't win I play it spend all my money because it's that stupid I feel retarded playing it's just to prove a point that they don't pay and then I'm left with nothing I want them removed from clubs.

Status:Resolved

Category:Gaming Machines

Type of Correspondence:Complaint

Street:

Suburb:

Postal Code:

Contact Information

First Name:anonymous

Last Name:anonymous

Address:20118113117@accesscanberra.act.gov.au.invalid

Phone Number:

Email