

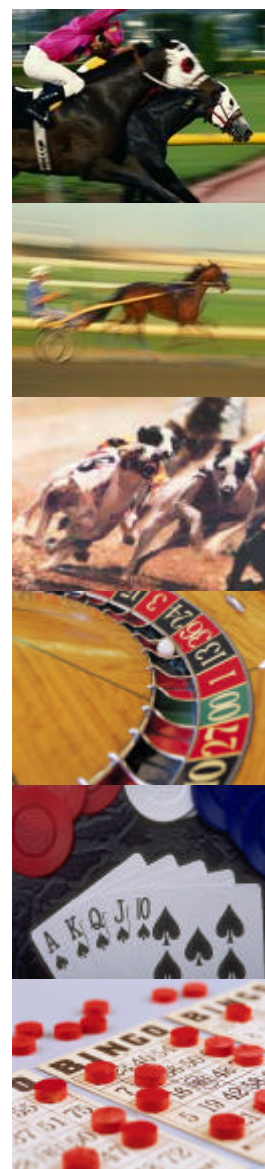


GAMING AND WAGERING COMMISSION

OF WESTERN AUSTRALIA

ANNUAL REPORT

2004-05



**HON MARK McGOWAN MLA
MINISTER FOR TOURISM; RACING AND GAMING;
YOUTH; PEEL AND THE SOUTH WEST**

In accordance with section 66 of the *Financial Administration and Audit Act 1985*, we hereby submit for your information and presentation to Parliament, the Annual Report of the Gaming and Wagering Commission of Western Australia for the financial year ended 30 June 2005.

The Annual Report has been prepared in accordance with the provisions of the *Financial Administration and Audit Act 1985*.



Barry A Sargeant
CHAIRMAN, GAMING AND WAGERING
COMMISSION OF WESTERN AUSTRALIA









23 August 2005



Judith McGowan
MEMBER, GAMING AND WAGERING
COMMISSION OF WESTERN AUSTRALIA

23 August 2005

TABLE OF CONTENTS

	Chairman's Overview	4
	Summary of Achievements, Initiatives and Issues	6
	Summary of Financial and Non Financial Indictors	17
	Report on Operations	18
	Legislation Responsible Minister Ministerial Directives Mission Objectives and Government Desired Outcomes Administrative Structure of the Commission Highlights for the Year Changes in Written Law Major Promotional, Public Relations or Marketing Activities Pricing Policy on Services Statement of Corporate Governance Gaming Community Trust Problem Gambling Support Services Committee Sports Wagering Account Service 1: Functions Performed for the Gambling Industries	
	Equity, Access and Customer Focus	60
	Financial Statements	62
	Performance Indicators	77
	Contacting the Gaming and Wagering Commission	81

CHAIRMAN'S OVERVIEW

I am pleased to present the report for the Gaming and Wagering Commission of Western Australia for the year ended 30 June 2004. The events, initiatives and achievements for the 2004-05 reporting year are featured in the body of this report.

During the year under review, the Commission:

- approved the *Rules of Wagering 2005* under section 120 of the *Racing and Wagering Western Australia Act 2003*;
- approved a six month trial of self service betting terminals in TAB agencies, including PubTABs;
- approved a request from the Casino Licensee to modify the lay out of the casino gaming floor at the Burswood International Resort Casino to accommodate 1500 gaming machines (an additional 145 gaming machines) and 127 gaming tables, after having regard to harm minimisation, surveillance and security considerations;
- developed a methodology for monitoring the role played by professional fundraisers in the conduct of standard lotteries in order to promote reasonable assurance to the public on the integrity of professional fundraisers;
- approved the introduction of a new system for monitoring casino gaming, called SYCO, replaces the existing Gaming Control System and the table gaming monitoring system; and
- resolved to recommend to the Minister for Racing and Gaming that he approves an alteration to the casino gaming licensed area to include an area within the Burswood Hotel, subject to the area being utilised for International Gaming Business.

In addition, staff working for the Commission developed and commissioned a computer based information system that is now used to select community gaming audit and inspection targets for inspectors. In the coming year, this approach and methodology will be extended to all other areas of regulated activity, including casino gaming and racing and wagering.

During the reporting period, in excess of:

- 2,577 applications for licenses and permits were processed; and
- 6,811 inspections and audits were conducted.

On 22 March 2005, Ms Wendy Silver resigned as a member of the Commission and I take this opportunity to acknowledge Ms Silver's contribution to the Commission and thank her for her hard work during the term of her membership. I would also like to thank my fellow members of the Commission for their contributions during the year under review.

Additionally, the achievements of the year could not have been fulfilled without the ongoing commitment and dedication of the staff of the Department of Racing, Gaming and Liquor and I would like to take this opportunity to express my appreciation for their efforts.



Barry A Sargeant
CHAIRMAN, GAMING AND WAGERING COMMISSION
OF WESTERN AUSTRALIA

31 August 2005

SUMMARY OF ACHIEVEMENTS, INITIATIVES AND ISSUES

Through the licensing of suppliers the Gaming and Wagering Commission of Western Australia promotes and maintains the integrity of lawful gambling activities for Western Australians within community expectation on harm minimisation.

The achievements and initiatives of the Commission and the issues considered by the Commission during the year under review, are summarised below.

ACHIEVEMENTS

The major achievements of the Gaming and Wagering Commission of Western Australia for the 2004-05 year are detailed below:

RULES OF WAGERING

The *Rules of Wagering 2005* required under section 120 of the *Racing and Wagering Western Australia Act 2003* were reviewed and gazetted on 28 January 2005.

The *Rules of Wagering 2005* provide for the manner of operation for on-course and off-course wagering activities, whereas the *Betting Control Act 1954* and regulations provide for the control and regulation of those wagering activities.

The Rules of Wagering can be classified into the following three areas:

- totalisator wagering;
- bookmaker wagering; and
- totalisator agency operations.

The *Rules of Wagering 2005* were made by Racing and Wagering Western Australia (RWWA) pursuant to section 120 of the *Racing and Wagering Western Australia Act 2003* and approved by the Gaming and Wagering Commission on 24 January 2005.

RISK BASED AUDIT APPROACH

In 2004, staff working for the Commission developed and commissioned a computer based information system that is now used to select community gaming audit and inspection targets for inspectors. Using key criteria and information collected from previous audits and inspections, the system rates and ranks each liquor licensee and gaming permit holder according to the risk or non compliance with regulatory and legislative requirements.

To complement the system, new audit and inspection programs have been developed that are downloaded to laptop computers and completed by inspectors in the field. Programs and other information gathered as parts of audits and inspections are uploaded into the information system on an inspector's return to the office. Information collected is analysed and reviewed by supervisors, and is also used in determining the organisation's new risk rating and subsequent selection in any future audit or inspection sample.

ISSUES AND TRENDS

DECISIONS OF THE AUSTRALIAN RACING MINISTERS

Decisions reached at the conference of Australasian Racing Ministers held in March 2005 continue to raise significant issues. Ministers from all jurisdictions, with the exception of Tasmania, resolved not to licence betting exchanges until the issues of responsible wagering and the effects of betting exchanges on the integrity of racing and wagering revenue streams to the racing industry and governments are resolved.

The issues of cross-border betting and betting exchanges, and the threat that they pose to the various state racing industries, have occupied the attention of the conference of Australasian Racing Ministers over the past three years.

In this respect, the Western Australian Government has, on a number of occasions, requested the Commonwealth Government to reconsider its decision of 12 July 2004 not to prohibit betting exchanges operating on Australian races.

Notwithstanding that it is an offence in Western Australia for a person to:

- bet with an offshore operator (including a betting exchange) not licensed in Western Australia; or
- to possess a record that is kept or used in connection with an offshore bet,

unless the off-shore betting operator has obtained an exemption, betting exchanges continue to accept bets from Western Australians because the State does not have legislative authority over the communications technology through which betting exchanges operate. A betting exchange does not need to have a physical presence in Western Australia because it offers its services to Western Australians via the Internet. Only the Commonwealth Government has the legislative authority to regulate telecommunications.

It is the view of the Western Australian Government that the Commonwealth's *Interactive Gambling Act 2001* has a pivotal role to play in assisting the states and territories in maintaining Australia's gambling regulatory framework.

The Commonwealth's justification for its position is the Federal/State demarcation of constitutional responsibilities, which suggests that gambling is the exclusive responsibility of the states and territories. Despite the Commonwealth's position, in 2001 it enacted the *Interactive Gambling Act 2001*, which is a major exercise of the Commonwealth's legislative authority and suggests that there may not be any constitutional obstacle to the Commonwealth Government becoming involved in gambling matters.

Should an Australian State or Territory determine to licence a betting exchange, the Western Australian Government could consider a number of strategies or options to protect the Western Australian betting product and practices from any threat to Western Australian racing.

One possible strategy would be to follow the lead of the Victorian and New South Wales governments, who are progressing legislative amendments to protect their racing industries against current and potential practices of unauthorised wagering operators based interstate or overseas. The Victorian Government is currently progressing amendments to the *Gambling Regulations Act 2003* (Vic), to prohibit the publication of Victorian race fields by unauthorised wagering service providers, which are similar to those contained in the New South Wales *Racing Administration Act 1998* (NSW).

In Western Australia, section 43A of the *Gaming and Wagering Commission Act 1987* makes it unlawful for advertisements to be published by wagering service providers who are not licensed in Western Australia. However, at this stage, the Western Australian prohibitions on publishing wagering related information are not as extensive and as far reaching as the proposed Victorian legislation.

Another option for protecting the Western Australian racing industry from overseas and/or interstate betting operators and betting exchanges, would be to progress approved amendments to section 27 of the *Betting Control Act 1954* to prohibit:

1. a person who is physically present in Western Australia from knowingly placing a bet on an Australian racing event with a betting operator not licensed in Western Australia; and
2. a person physically present in Western Australia providing administrative, accounting or other support services to a betting operator that is:
 - accepting bets on Australian racing events from persons physically present in Western Australia; and
 - not licensed to accept bets in Western Australia,

except where the Gaming and Wagering Commission is satisfied that the making and place of bets with the betting operator on Australian racing events by a person physically present in Western Australia is in the public interest, having regard to:

- whether the betting operator is regulated to similar standards to those that would apply to an authorisation issued in Western Australia; and
- whether the type and style of betting undertaken or offered by the betting operator may impact on the integrity of the racing industry.

The overriding objective of applying restrictions to betting operators is to confine the activity to a group whose transactions are open to scrutiny and whereby breaches of conduct that prejudice the interests of the betting public or the racing industry can be dealt with by the regulatory authority. Integrity and probity, and the public confidence in that integrity and probity, is paramount for both the racing product and the betting that occurs on that product.

CONTROL AND OWNERSHIP OF BURSWOOD LIMITED

In September 2004, PBL (WA) Pty Ltd, a wholly owned subsidiary of Publishing and Broadcasting Limited acquired full control and ownership of Burswood Limited.

In December 2003, PBL (WA) Pty Ltd was issued a probity approval notice by the Gaming and Wagering Commission to hold more than 10 per cent of the voting shares in Burswood Limited. In August 2004, Publishing and Broadcasting Limited, through its wholly owned subsidiary PBL (WA) Pty Ltd, acquired more than 90 per cent of the voting shares in Burswood. As a result of acquiring a relevant interest in 90 per cent of Burswood shares, PBL was entitled to compulsorily acquire shares which were not acquired under the takeover bid.

PBL (WA) Pty Ltd is now the 100 per cent owner of Burswood Limited. Mr James Packer was appointed Chairman of the Burswood board on 27 August 2004.

TRIAL OF SELF SERVICE BETTING TERMINALS

In February 2005 the Gaming and Wagering Commission of Western Australia approved a six month trial of self service betting terminals in TAB agencies, including PubTABs. The Terminals allow customers to place bets without the need to engage an operator-assisted betting terminal. Payouts for successful bets can only be redeemed through presenting the betting ticket to an agency operator.

The terminals are being trialled at 20 TAB agencies and a report on all aspects of the operation of the terminals must be submitted to the Gaming and Wagering Commission at the conclusion of the trial. The Gaming and Wagering Commission will consider, in consultation with the Government, whether or not the terminals will be permitted on a permanent basis.

RENEWAL OF CASINO AND CASINO KEY EMPLOYEE LICENCES

The Gaming and Wagering Commission of Western Australia is the responsible body for administering the provisions of the *Casino Control Act 1984* and the *Casino Control (Burswood Island) (Licensing of Employees) Regulations 1985*.

When the casino first opened in 1985, the regulations did not provide for a renewal system, which resulted in casino key employee and casino employee licences remaining in force until:

- the holder of the licence ceased to be employed or permitted to work in the casino; surrendered the licence or died; or
- the licence was cancelled by the Gaming and Wagering Commission.

The National Competition Policy Review of the *Casino Control Act 1984* and the *Gaming and Wagering Commission Act 1987* revealed anomalies between the licensing of:

- casino key and casino employee licences, which are valid for an indefinite period of time; and
- gaming operators and suppliers that were valid for three and five years, respectively.

In addition, the Commission recognised that there had been some instances where licence holders failed to advise the Chief Casino Officer, as required by the regulations, of criminal convictions incurred whilst licensed.

Accordingly, a licence renewal system was introduced to allow the Gaming and Wagering Commission to:

- review all licences on an on-going basis (including the examination of criminal records);
- continually maintain accurate personal details of all licensees, for example, photographic identification, addresses and surnames (i.e. following changes as a result of marriage or by deed-poll);
- remind licence holders of their obligations under the legislation; and
- reduce instances of non-compliance.

The necessary amendment regulations to effect the renewal process were promulgated in July 1999.

On 24 February 2005, the initial round of licence renewals commenced. However, in recognition of:

- concerns expressed by some licence holders over their licence initially being granted for life; and
- as a gesture of goodwill,

the Commission resolved to waive licence fees for the first round of licence renewals.

During the year under review, 715 licences were renewed.

BREACH OF DIRECTIONS BY BURSWOOD INTERNATIONAL RESORT CASINO

An audit in May 2004 confirmed that the control of keys at the Burswood International Resort Casino was not being conducted in accordance with the Security Operating Policies and Procedures. At the time of the audit, the grand master key could not be located. The key was subsequently located and it was established that the key was last returned to the Head of Security in December 2003, but was not placed in the safe and its location was not recorded.

As a result of the breach, Burswood International Resort Casino initiated an internal audit of the security department and retained the services of KPMG Chartered Accountants to assist in this regard.

In September 2004, the Gaming and Wagering Commission concluded that there had been a systematic break down of the security department's processes pertaining to the control over keys and in accordance with section 21(a)(4) of the *Casino Control Act 1984*, the Commission reported to the Minister for Racing and Gaming and recommended that he exercise the powers conferred by paragraph (aa) of section 21B(3) of the Casino Control Act.

The Minister did not form the opinion that he should exercise the powers conferred by section 21B(3).

INCREASE IN NUMBER OF GAMING MACHINES AT BURSWOOD INTERNATIONAL RESORT CASINO

In February 2005, the Gaming and Wagering Commission approved a request from the Burswood International Resort Casino to modify the lay out of the casino gaming floor to accommodate 1500 gaming machines (an additional 145 gaming machines).

During the negotiations in 2002 regarding taxation amendments relating to the Agreement scheduled to the Casino (Burswood Island) Agreement Act, Burswood sought approval to increase the number of gaming machines from 1300 to 1500 by 2004. However, an increase in the number of gaming machines at the Burswood International Resort Casino requires the approval of the Gaming and Wagering Commission, having regard to harm minimisation, surveillance and security considerations.

While the request of the Burswood International Resort Casino was accompanied by a list of the social and economic issues for the Commission to consider, the Department of Racing, Gaming and Liquor also conducted an independent social and economic impact assessment of the proposal, in which the following characteristics of gaming machine usage at the Burswood International Resort Casino were noted:

- peak periods for gaming machines activity occur on Friday and Saturday nights between the hours of 6 p.m. and midnight, when all gaming machines tend to be in operation;
- early morning use of gaming machines is very low with approximately two per cent of gaming machines in operation; and
- on average, it was estimated that 50 per cent of gaming machines remained idle.

In addition, statistics established that gambling expenditure as a percentage of household income for Western Australia was lower than any other State or Territory and was less than half of the national average. For 2003-04, gambling expenditure as a percentage of household income for Western Australia was 1.43 per cent compared to 3.12 per cent nationally¹.

The impact assessment indicated that, due to the low incidence of problem gambling in Western Australia and the electronic gaming machines being located in a single venue, the increase in machine numbers was unlikely to have a negative impact.

Western Australia also has the lowest ratio of electronic gaming machines per 1,000 people (18 years and above). Based on 1,500 gaming machines, the Western Australian ratio equates to 1.02 gaming machines per 1,000 people. Increasing the number of electronic gaming machines at the Burswood International Resort Casino to 1,500 achieves an equivalent ratio as established for 1990.

Accordingly, the Commission approved the increase in the numbers of gaming machines to 1500 in February 2005. The number of gaming tables approved is 135.

¹ Office of Economic and Statistical Research, *Australian Gambling Statistics 2005*.

PROFESSIONAL FUNDRAISERS

The Department, on behalf of the Gaming and Wagering Commission, closely monitors the role played by professional fundraisers in the conduct of standard lotteries to promote reasonable assurance to the public on the integrity of professional fundraisers.

The *Gaming and Wagering Commission Act 1987* does not require professional fundraisers to be licensed, as the permit for the conduct of the standard lottery is issued to the charity making the application. While the licensing of fundraisers was considered and recommended by the National Competition Policy review of the Gaming and Wagering Commission Act, this recommendation did not proceed as the Department of Consumer and Employment Protection had already commenced drafting of the *Public Collections Bill 2002*, which included licensing requirements for professional fundraisers.

In order to satisfy itself about the fitness and propriety of professional fundraisers, the Commission introduced the following measures to monitor the integrity of lotteries conducted with the assistance of professional fundraisers.

- The Directors of professional fundraising companies associated with the conduct of standard lotteries are now required to obtain and forward to the Commission a national police clearance certificate. In respect of an application seeking approval of a new professional fundraiser, an enquiry will be undertaken with ASIC to ascertain if the company is listed and if so, all of the company directors will be required to obtain police clearances prior to the application for a permit being considered.
- On each occasion that an application is received with an existing professional fundraiser nominated, confirmation will be required as to whether or not there has been any change to the Directors and if so, a police clearance will be required for any new directors.
- The submission of a signed declaration, made by the permit holder under section 106 of the *Evidence Act 1906*, declaring that the proceeds from the lottery will be applied solely for the purposes set out in the application and that no subscriptions shall be applied or used for the benefit of the members of the organisation either directly or indirectly and no member of the organisation shall receive either directly or indirectly, any financial or pecuniary benefit from the marketing of fees or other fees generated by the professional fundraiser.

The Commission had also been concerned for some time that members of the public may be unaware that not all of the proceeds raised in the conduct of the lottery, undertaken with the assistance of a professional fundraiser, are remitted for the benefit of the charity, as a percentage of the proceeds raised are retained as costs charged by professional fundraisers.

The Commission also considered it was important for the public to be informed that a percentage of the proceeds of the lottery will be paid to a professional fundraiser by requiring permit holders to print such a statement in a prominent position on the front of the lottery tickets associated with that lottery.

Commission members consider that this approach, in conjunction with the current practice of looking critically at the budgets associated with such applications, will provide that the proceeds of the gaming, after the deduction of proper expenses and prizes, will be used for a sporting, social, political, literary, artistic, scientific, benevolent, charitable or other like activity as detailed in the application.

As at 30 June 2005, the Commission was still considering the wording of the statement.

ESTABLISHMENT OF PERMANENT PUBTAB AGENCIES

During the year, the Commission resolved that all requests from Racing and Wagering Western Australia (RWWA) to establish a permanent totalisator agency are to be accompanied by submissions showing the method used by RWWA to inform the public of the proposal and to elicit and address public interest matters, which must include, the lodgement of written submissions from:

- the relevant Local Government Authority;
- the Officer in Charge of the local Police service; and
- organisations that address health or financial issues for the relevant area, including services or programs particularly associated with problem gambling or domestic abuse.

Furthermore, as at 30 June 2005, the Commission was liaising with the Department of Indigenous Affairs regarding the social impact of wagering on Aboriginal communities and how any such concerns can be adequately addressed in the social impact assessments undertaken by RWWA.

PERMANENT BOOKMAKING ON NON-RACE DAYS

In November 2004 and February 2005, the Commission considered a number of proposals for permanent bookmaking on non-race days. The proposals were made pursuant to the provisions of section 12(3) of the *Betting Control Act 1954*, which allows for bookmakers to conduct betting at a racecourse other than during the course of a race meeting against proposals to introduce permanent bookmaking operations at race courses on non race days.

In considering the submissions to establish betting services at racecourses on non-race days, the Commission noted that there was little support within the submissions received from the industry.

The Commission agreed that on-course bookmakers provide a full betting service to punters when fielding and that their commitment to attend country meetings was critical to the viability of provincial clubs. The Commission was also cognisant of the fact that RWWA, through its TAB agency network and telephone account service, also provides a full betting service to patrons.

The Commission also considered that any expansion of gambling opportunities in the community would require a full social and economic impact assessment to be completed as part of that process. In this respect, the Commission also noted that none of the submissions seeking approval of permanent bookmaking on non-race days provided any economic or social impact statement/assessment or public interest test to support their respective proposals. Rather, their focus was a commercial one.

Therefore, the Commission decided not to approve any proposal to allow bookmakers to conduct permanent bookmaking operations on non race-days.

PROPOSED AMENDMENTS TO RULES AND REGULATIONS RELATING TO WAGERING

As a consequence of:

- changes proposed to the combined pool operations of RWWA, which have been brought about by the impending merger of TABCorp and TAB Limited;
- amendments to the *Racing and Wagering Regulations 2003* prohibiting a person from entering onto a racecourse; and
- the need to clarify default bet operations under the *Racing and Wagering Regulations 2003*,

the Gaming and Wagering Commission has recommended to the Minister for Racing and Gaming that legislative changes to the *Racing and Wagering Western Australia Regulations 2003* and *Betting Control Regulations 2003*.

In addition, to accommodate the above changes, amendments to the *Rules of Wagering 2005*, have also been approved by the Commission.

The proposed amendments will:

- introduce a minimum dividend of \$1.04 for a \$1.00 wager (52 cent dividend for a minimum wager of 50 cents);
- detail bet cancellation provisions;
- increase the commission deduction for win bets from 14.25 per cent;
- exclude persons who have been “warned off” from entering a race-course, from also entering a totalisator agency or betting with (or through) a totalisator via RWWA’s telephone and internet wagering services; and
- clarify default bet operations for instances where a customer does not fully complete a betting ticket, for example, leaving the race meeting designation and race number selections blank.

The proposed amendment are scheduled to be implemented during the course of the 2005-06 year.

INITIATIVES FOR 2005-06

IMPLEMENTATION OF RISK BASED AUDIT APPROACH

Inspectors from the Operations Division conduct audits and inspections of community gaming, casino gaming, racing and wagering and liquor activities. Audits and inspections are conducted in accordance with approved programs.

In the previous financial year, the audit sample selection methodology and the programs conducted for liquor and community gaming activities have been enhanced to provide a systematic and risk based approach to auditing. In the coming year, the approach and methodologies will be extended to all other areas of regulated activity including casino gaming and racing and wagering.

SUMMARY OF FINANCIAL AND NON FINANCIAL INDICTORS, INCLUDING CHANGES FROM THE PREVIOUS YEAR

As at 30 June 2005, the 'Change in Net Assets' showed a surplus of \$310,150.

This surplus was partly due to a reduction in the recoupment of the cost of services provided by the Department of Racing, Gaming and Liquor. Following the resignation and retirement of several inspectors who performed these services, fewer audits and inspections were conducted, with a corresponding reduction in the recoup for salaries and associated costs, plus travel for country inspections. This recoup for services provided was reported in the Statement of Financial Performance under 'Services and contract fees'. There were also increases in the licences fees, recoups for services provided, interest revenue, and the community gaming activities.

REPORT ON OPERATIONS

This part of the annual report provides the means by which Parliament and other interested parties can be informed, not only of what the Commission has achieved during the financial year, but also of the reasons behind those achievements and their purposes.

LEGISLATION

ENABLING LEGISLATION

The Gaming and Wagering Commission of Western Australia is established as a corporate body under section 4 of the *Gaming and Wagering Commission Act 1987*. Furthermore, section 10 of that Act further provides that the Commission is subject to the provisions of the *Financial Administration and Audit Act 1985* relating to the financial administration, audit and reporting of statutory authorities. In this regard, schedule 1 to the *Financial Administration and Audit Act 1985* prescribes the Gaming and Wagering Commission of Western Australia as a statutory authority.

LEGISLATION ADMINISTERED

The Minister for Racing and Gaming, with the assistance of the Gaming and Wagering Commission of Western Australia administers the following legislation:

- *Betting Control Act 1954*;
- *Bookmakers Betting Levy Act 1954*;
- *Casino (Burswood Island) Agreement Act 1985*;
- *Casino Control Act 1984*;
- *Gaming and Betting (Contracts and Securities) Act 1985*;
- *Gaming and Wagering Commission Act 1987*;
- *Gaming and Wagering Commission (Continuing Lotteries Levy) Act 2000*;
- *Kalgoorlie and Boulder Racing Clubs Act 1904*;
- *Kalgoorlie and Boulder Racing Clubs Amendment Act 1953*;
- *Racing and Wagering Western Australia Act 2003*;
- *Racing and Wagering Western Australia Tax Act 2003*;
- *Racing Restriction Act 2003*;
- *Western Australian Trotting Association Act 1946*;
- *Western Australian Turf Club Act 1892*; and
- *Western Australian Turf Club (Property) Act 1944*.

LEGISLATION IMPACTING ON THE COMMISSION'S ACTIVITIES

In the performance of its functions, the Gaming and Wagering Commission of Western Australia complies with the following relevant written laws:

- *Corruption and Crime Commission Act 2003;*
- *Disability Services Act 1993;*
- *Electoral Act 1907;*
- *Equal Opportunity Act 1984;*
- *Electronic Transactions Act 2003;*
- *Financial Administration and Audit Act 1985;*
- *Freedom of Information Act 1992;*
- *Industrial Relations Act 1979;*
- *Government Employees' Superannuation Act 1987;*
- *Minimum Conditions of Employment Act 1993;*
- *Occupational Safety and Health Act 1984;*
- *Occupiers' Liability Act 1985;*
- *Parliamentary Commissioner Act 1971;*
- *Public and Bank Holidays Act 1972;*
- *Public Interest Disclosure Act 2003;*
- *Public Sector Management Act 1994;*
- *Salaries and Allowances Act 1975;*
- *State Records Act 2000;*
- *State Supply Commission Act 1991;*
- *Workers' Compensation and Rehabilitation Act 1981;* and

in the financial administration of the Gaming and Wagering Commission of Western Australia, we have complied with the requirements of the *Financial Administration and Audit Act 1985*, and every other written law, and exercised controls which provide reasonable assurance that the receipt and expenditure of moneys and the acquisition and disposal of public property and incurring of liabilities have been in accordance with legislative provisions.

At the date of signing, we are not aware of any circumstances which would render the particulars included in this statement misleading or inaccurate.



Barry A Sargeant
**CHAIRMAN, GAMING AND WAGERING
COMMISSION OF WESTERN AUSTRALIA**

23 August 2005



Terry Ng
PRINCIPAL ACCOUNTING OFFICER

23 August 2005



Judith McGowan
**MEMBER, GAMING AND WAGERING
COMMISSION OF WESTERN AUSTRALIA**

23 August 2005

RESPONSIBLE MINISTER

The Minister responsible for the Racing and Gaming Portfolio is the Honourable Mark McGowan MLA, Minister for Tourism; Racing and Gaming; Youth; Peel and the South West.

MINISTERIAL DIRECTIVES

Section 48 of the *Gaming and Wagering Commission Act 1987* provides for the Minister for Racing and Gaming, after consultation with the Gaming and Wagering Commission, to direct the Commission to issue a gaming permit in respect of a major sporting event, a special occasion or other exceptional circumstance not otherwise provided for by the *Gaming and Wagering Commission Act 1987*. In this regard, the Gaming and Wagering Commission received the following Ministerial Directives:

- a directive dated 7 July 2004 to issue permits to the Kalgoorlie-Boulder Raceclub for the conduct of the 2004 World Two-up Championships, and
- a directive dated 14 April 2005 to issue permits to the Naval Association of Australia Rockingham City Sub-Section (Inc) for the conduct of Two-up on Anzac Day; and
- a directive dated 15 April 2005 to issue permits, at no fee, to the Returned Services League of Australia sub-branches, for the conduct of Two-up on Anzac Day.

MISSION

The mission statement of the Gaming and Wagering Commission of Western Australia is:

Through the licensing of suppliers and the provision of industry support services, promote and maintain the integrity of lawful gambling activities for Western Australians within community expectation on harm minimisation.

OBJECTIVES AND DESIRED OUTCOMES

OBJECTIVES

The broad objectives of the Gaming and Wagering Commission are to:

- formulate and implement policies for the administration and control of the conduct of gambling in Western Australia;
- approve, or withhold approval from persons, premises, games and gambling for the purposes of the *Betting Control Act 1954*, *Casino Control Act 1984*, *Gaming and Wagering Commission Act 1987* and *Racing and Wagering Western Australia Act 2003*;
- formulate and impose prohibitions and conditions relating to gambling;
- licence persons employed in casinos, subject to the provisions of the *Casino Control Act 1984*; and to grant, revoke or amend approvals, permits and certificates relating to gaming;
- licence directors and key employees of Racing and Wagering Western Australia, subject to the provisions of the *Racing and Wagering Western Australia Act 2003*; and to grant, revoke or amend such approvals and licences;
- licence persons, partnerships and bodies corporate as bookmakers, bookmakers employees and bookmakers managers, subject to the provisions of the *Betting Control Act 1954*; and to grant, revoke or amend such approvals and licences;
- seek, receive, disseminate or publish information relevant to gambling and the incidence of gaming and wagering and its effect in the community, and
- make prescribed charges and impose prescribed duties and fees.

OUTCOMES

The primary outcome for the Gaming and Wagering Commission is the proper administration of gambling activities in Western Australia. As such, the Commission oversees the:

- inspection, surveillance and regulatory review of casino, community gaming, bookmakers' on-course and telephone betting operations, on-course totalisator betting operations and betting conducted at TAB agencies;
- inspection of premises approved for the conduct of community gaming and the auditing of financial returns;

- verification and audit of casino gross revenue and casino tax;
- investigation and processing of applications for casino employee licences, community gaming permits, Racing and Wagering Western Australia director's and key employee licences, bookmaker's licences, bookmaker's employee licences and bookmaker's manager licences;
- provision of advice to the public on proposed applications and fundraising ventures, and
- investigation of gambling related illegal activities.

ADMINISTRATIVE STRUCTURE OF THE COMMISSION

The Gaming and Wagering Commission is a body corporate, which under its corporate name has perpetual succession and is capable, subject to the *Gaming and Wagering Commission Act 1987*, of doing and suffering all that bodies corporate may lawfully do or suffer.

Section 12 of the *Gaming and Wagering Commission Act 1987* provides that membership of the Commission shall comprise:

- the person holding or acting in the office of Director General of the Department of Racing, Gaming and Liquor, who shall be *ex officio* Chairman of the Commission, and
- not less than five, nor more than seven, members appointed by the Minister as persons of integrity, good repute and relevant experience.

A member, other than the *ex officio* member, shall hold office for such period not exceeding three years, as specified in the instrument of appointment, but is eligible for reappointment.

A person who is, or has been, a member of the Commission is not personally liable for any act done or omitted to be done in good faith by the Commission or by that person in acting as a member.

COMMISSION MEMBERSHIP AS AT 30 JUNE 2005

Mr Barry A Sargeant (Chairman)

Mr Sargeant is the Director General of the Department of Racing, Gaming and Liquor and has held the *ex officio* position of Chairman of the Gaming and Wagering Commission since 16 November 1992.

Mr George Davies (Member)

Mr Davies is a retired bookmaker.

Ms Mary M McComish (Member)

Ms McComish is a commercial lawyer who holds the position of Assistant Dean and Associate Professor for the College of Law at the University of Notre Dame.

Mrs Judith McGowan (Member)

Mrs McGowan is a Lecturer in Law in the Curtin Business School at Curtin University.

Ms Margaret L Nadebaum (Member)

Ms Nadebaum is a retired educator and public servant.

DECLARATION OF INTERESTS BY SENIOR OFFICERS

At the date of reporting, other than normal contracts of employment of service, no Commission members, or firms of which they are members, or entities in which Commission Members have substantial interests, had any interests in existing or proposed contracts with the Commission or Commission members.

HIGHLIGHTS FOR THE YEAR

INTRODUCTION OF NEW GAMES

During the 2004-05 year, the Gaming and Wagering Commission approved the following new games at the Burswood International Resort Casino:

Video Games:

- Caesars Empire;
- Wild Card Poker;
- IGT Black Swan Poker;
- IGT Keno;
- IGT Power Keno; and
- Fireball Bingo.

Table Games:

- Rapid Big Wheel;
- Hold 'Em Poker; and
- Omaha Poker.

INTRODUCTION OF NEW MONITORING SYSTEM AT BURSWOOD

In February 2005, the Gaming and Wagering Commission approved the introduction of a new system for monitoring casino gaming. The new system, called SYCO, replaces the existing Gaming Control System and the table gaming monitoring system.

SYCO has been operating at Crown Casino for a number of years and provides a better audit trail to differentiate between local revenue and International Commission Business (ICB) revenue. It also automates the reconciliation of ICB transactions.

SYCO was implemented on ANZAC Day 2005.

VIOLATION REPORTS

In June 2005, the Chief Casino Officer issued a violation report with regard to the game of Pontoon being conducted at the Burswood Casino with the tens included in the playing deck of cards. The approved rules of the game of Pontoon require the tens to be removed from the deck of cards. The Commission will determine the matter in due course.

PBL/MELCO JOINT VENTURE

In November 2004 Publishing and Broadcasting Limited (PBL), the owner of Burswood International Resort Casino, announced it had entered into an agreement with Melco International Developments to form a 50/50 joint venture gaming company based in Hong Kong.

The Gaming and Wagering Commission is currently participating in probity investigations with the Victorian Commission on Gambling Regulation (VCGR) to assess the suitability of Melco International Developments to be associated with the Casino Licensees in both Western Australia and Victoria. The investigation is scheduled to be completed in October 2005.

CHEQUE CASHING AND RELATED FINANCIAL FACILITIES

In April 2005, the Gaming and Wagering Commission approved of Burswood International Resort Casino aligning the cheque cashing facilities with those of Crown Casino to enable Burswood to offer the same financial facilities to International Commission Business players.

Approval was provided on the basis that it would:

- allow Burswood to remain competitive in the International Commission Business (ICB) market;
- meet the expectations of ICB players; and
- increase ICB turnover and net profit.

NEW INTERNATIONAL ROOM

In June 2005 the Gaming and Wagering Commission resolved to recommend to the Minister for Racing and Gaming that he approves an alteration to the casino gaming licensed area to establish the Casino's international gaming facilities within the Burswood Hotel area. The existing international gaming facilities will be incorporated into the main gaming floor.

The current international gaming facility is located within the casino building and comprises the main International Room and private gaming areas. Burswood proposes to relocate the international gaming facilities to the area within the Burswood Hotel currently occupied by Windows restaurant and its adjoining function and meeting rooms to cater for the high value players. The proposed new facility will allow patrons, who value their privacy, to move between their hotel room and the gaming facilities within the hotel with greater anonymity.

The Burswood International Resort Casino considers its existing International Room is outdated and to remain competitive with other modern casinos in Australia and overseas in order to protect existing volumes of business, the international gaming facilities should be modernised.

The Commission's approval is subject to the hotel land being re-incorporated into the casino complex.

KALGOORLIE BUSH TWO-UP

During the reporting year, the Commission considered a submission from one of the previous operators of the Kalgoorlie Bush Two-Up to re-open the game at the bush site on Sunday afternoons. The Commission sought community feedback from the Town of Kalgoorlie, the other operator of the Bush Two-Up and the remaining Two-Up permit holders.

The Commission resolved that since the game had ceased to be conducted in 2001, the exemption provided to the original operators, allowing the game to be conducted for "private gain", was extinguished. The Commission further resolved to permit Two-Up to be conducted at the bush site, provided it was not conducted for "private gain" or "commercial undertaking".

CHANGES IN WRITTEN LAW

CHANGES TO ACTS

There were no changes to the Acts administered by the Commission during the 2004/05 reporting year.

CHANGES TO REGULATIONS

Betting Control Amendment Regulations 2004

The *Betting Control Amendment Regulations 2004*, made under the *Betting Control Act 1954*:

1. provided a table of deductions for race day betting when a runner is:
 - a late scratching;
 - withdrawn by order of the Stewards; or
 - declared a non-starter,from a race;

2. established provision to enable minimum wager obligations to be set by the Rules of Wagering or under a permit issued by the authority controlling a race meeting under section 12(2) of the *Betting Control Act 1954*; and
3. amended regulation 61(2) to also enable time limits for bookmakers to exhibit odds on runners in each race to be established under the Rules of Wagering or under a permit issued by the authority controlling a race meeting under section 12(2) of the *Betting Control Act 1954*.

Betting Control Amendment Regulations (No. 2) 2004

The *Betting Control Amendment Regulations (No. 2) 2004*, made under the *Betting Control Act 1954*:

1. repealed regulations 72(1)(d) and 75(d) of the *Betting Control Regulations 1978*, to remove the betting limits for bookmakers accepting bets via telephone or internet;
2. repealed regulation 72(4) and replace it with a provision stating that a bet made by telephone is not rendered invalid by reason only that the bet has not been confirmed in the manner provided by regulation 72(2)(e);
3. replaced references to the Betting Control Board with references to the Gaming and Wagering Commission of Western Australia for regulation 68.

Betting Control Amendment Regulations (No. 3) 2004 Gaming and Wagering Commission Amendment Regulations (No. 2) 2004

These amendment regulations came into operation on 1 January 2005 and increased prescribed fees and charges (following a review in accordance with the provisions of section 55(b) of the *Financial Administration and Audit Act 1985*).

Casino Control Amendment Regulations 2004

The *Casino Control Amendment Regulations 2004*, made under the *Casino Control Act 1984* prescribe all classes of contracts for the supply of goods or services to the licensed casino, other than contracts for the provision of gaming technical services, as exempt from the definition of a controlled contract pursuant to section 29A (f) of the *Casino Control Act 1984*.

Casino Control (Burswood Island) (Licensing of Employee) Regulations 2004

The *Casino Control (Burswood Island) (Licensing of Employees) Amendment Regulations 2004*, made under the *Casino Control Act 1984*, removed the mandatory requirement for applicants for Casino Key Employee Licences to have finger prints taken.

Casino Control (Burswood Island) (Licensing of Employees) Amendment Regulations 2005

The *Casino Control (Burswood Island) (Licensing of Employees) Amendment Regulations 2005*, made under the *Casino Control Act 1984*:

- made the fee paid for an application for a casino key employee licence or casino employee licence by a person who previously held such a licence, the same as is payable on renewal of a licence (i.e. \$75), where the application is made within four months of the applicant ceasing to hold the previous licence;
- provided for the Gaming and Wagering Commission, at its discretion, to reduce, waive or refund, in whole or part, any licence fee paid under the regulations (the Commission already has this power in respect of community gaming through the provisions of the *Gaming and Wagering Commission Regulations 1988*); and
- deleted the requirement for the licence holder to sign the licence document.

Racing and Wagering Western Australia Amendment Regulations (No. 2) 2004

The *Racing and Wagering Western Australia Amendment Regulations (No. 2) 2004*, made under the *Racing and Wagering Western Australia Act 2003* amended the Regulations to clarify the authority of Racing and Wagering Western Australia (RWAA) to prohibit a person from entering onto a racecourse.

MAJOR PROMOTIONAL, PUBLIC RELATIONS OR MARKETING ACTIVITIES

The Department of Racing, Gaming and Liquor, which provides executive support to the Gaming and Wagering Commission, does not have a public relations unit within its structure. However, the Chairman and senior officers of the Department of Racing, Gaming and Liquor are regularly required to liaise with the media and have also represented the Commission at a number of formal and social functions.

Similarly, staff acting on behalf of the Commission attend the Burswood International Resort Casino to address trainees at the casino's Croupier Training Schools.

Additionally, Inspectors also provide lectures to Police Officers on gambling issues.

PRICING POLICIES ON SERVICES

Section 7(2) of the *Gaming and Wagering Commission Act 1987* requires that the Commission, in so far as practicable, is to ensure that the revenue derived pursuant to that Act, and any other written law relevant to the duties of the Commission, is sufficient to provide for the operating, administrative and other costs of the Commission.

Further details regarding the pricing policies of outputs and the structure of the Department of Racing, Gaming and Liquor are provided in that agency's Annual Report.

STATEMENT OF CORPORATE GOVERNANCE

The *Statutory Corporations (Liability of Directors) Act 1996* provides that:

- members of all Government “corporations” established for a public purpose owe to the corporation the same duties that the directors of a company under the Corporations law owe to that company, and
- imposes on the “directors” of Government owned “corporations” responsible for business activities, specific duties to act honestly, to exercise reasonable care and diligence and not to make improper use of their information and position.

For the purposes of the *Statutory Corporations (Liability of Directors) Act 1996*, “corporation” means a body corporate established for a public purpose by a written law and, if the affairs of the corporation are managed by its members, a “director” means a member of the corporation.

While the Gaming and Wagering Commission is not specified in Part 3 of the *Statutory Corporations (Liability of Directors) Act 1996*, the principles of corporate governance laid down in the *Statutory Corporations (Liability of Directors) Act 1996* have been adopted by the Commission for the purposes of reporting and in ensuring that the integrity of the Commission and each member's motives can be seen as being above reproach.

OBJECTIVE OF THE STATEMENT

The Statement of Corporate Governance outlines the main practices to which the Commission and its “directors” are committed and also provides the framework of corporate integrity within which the Gaming and Wagering Commission operates.

COMMISSION MEETINGS

The Gaming and Wagering Commission meets at least 11 times a year and every member of the Commission is required to attend all meetings, unless leave has been obtained from the Chairman. During 2003-04, a total of 12 meetings were held.

When voting on a resolution, dissenting members have the right to require their dissenting vote and any underlying reasons to be recorded in the minutes of the relevant meeting, if they deem it necessary.

POLICY BASE

The Gaming and Wagering Commission is responsible for the administration of legislation covering the gambling industries. The Commission issues a number of decisions that are formulated and implemented within the bounds of the Commission's policies for the administration and control of the conduct of gambling in Western Australia.

DELEGATION OF COMMISSION POWERS

The Gaming and Wagering Commission has delegated all of its power to the Chairman in the event that an urgent approval is required that cannot wait until the next meeting of the Gaming and Wagering Commission. Decisions relating to the administration of gambling have been delegated to:

- the Director of Operations (of the Department of Racing, Gaming and Liquor) and Chief Casino Officer, and
- staff of the Department of Racing, Gaming and Liquor acting on behalf of the Director of Operations.

BOUNDARIES TO BE OBSERVED BY DELEGATES

Where the Gaming and Wagering Commission has resolved to delegate its powers to the Chairman, Chief Casino Officer or any other officer of the Commission, as provided in an instrument of delegation, the delegate may exercise a power or perform a duty only in accordance with that delegation and, when so exercised or performed, that power or duty shall be deemed to be exercised or performed by the Commission.

DELEGATE TO INFORM THE COMMISSION

It is the responsibility of the delegate to report to the Gaming and Wagering Commission at the next available meeting of the Commission of any exercise of delegation.

INDEPENDENT PROFESSIONAL ADVICE

In carrying out official duties, each member of the Commission has the right to seek independent professional advice at the Commission's expense, where it is considered necessary to carry out his/her duties and subject to prior agreement of the Chairman, which cannot reasonably be withheld.

ACCESS TO RESOURCES AND INFORMATION

Each member is entitled to obtain such resources and information from the Commission and/or the Department of Racing, Gaming and Liquor, including direct access to agency staff, as they may require after notifying the Chairman/Director General of the Department of Racing, Gaming and Liquor.

GAMING AND WAGERING COMMISSION FINANCIAL CONTROLS

The Gaming and Wagering Commission of Western Australia is responsible for keeping proper accounts and maintaining adequate systems of internal control to provide a reasonable assurance that the receipt and expenditure of moneys, the acquisition and disposal of property and the incurring of liabilities are in accordance with the requirements of the *Financial Administration and Audit Act 1985*, Treasurer's Instructions and other relevant written law.

The Department of Racing, Gaming and Liquor provides financial support services and support to the Gaming and Wagering Commission. While the Commission's Principal Accounting Officer (usually an officer of the Department of Racing, Gaming and Liquor) is responsible for the financial administration of the Commission, primary responsibility for the detection, investigation and prevention of financial irregularities always rests with the Gaming and Wagering Commission. Internal audit services are provided to the Commission through the Department of Racing, Gaming and Liquor.

As part of its annual reporting obligations, the Gaming and Wagering Commission is required to submit its Operating Statement, Statement of Financial Position and Statement of Cash Flows as part of its Financial Statements to the Auditor General of Western Australia for auditing. It is also required to report Performance Information in accordance with Treasurer's Instruction 904.

GAMING COMMUNITY TRUST

The Gaming Community Trust is established pursuant to section 109D of the *Gaming and Wagering Commission Act 1987* to give advice and make recommendations to the Minister, on its own initiative or at the request of the Minister, on the applications of moneys standing to the credit of the Trust Fund for the benefit of the community.

As at 30 June 2005, the members of the Gaming Community Trust were:

- **Mr Barry A Sargeant** (Chairman)
Mr Sargeant is the Director General of the Department of Racing, Gaming and Liquor.
- **Mr Joseph (Ted) Karasek** (Member)
Mr Karasek is currently retired and is a former Chairman of the Western Australian Greyhound Racing Authority.

- **Mr David Courtney** (Member)
Mr Courtney is the Chief Executive Officer of Burswood International Resort Casino.
- **Mrs Wendy Silver** (Member)
Mrs Silver is General Manager, Operations for Southern Cross WA Aged Care (Inc.).
- **Ms Julie Cameron** (Member)
Ms Cameron is a public relations consultant.

The money credited to the Trust Fund is derived from unclaimed winnings that are payable from the conduct of:

- gaming or betting that is authorised under the *Gaming and Wagering Commission Act 1987*, or
- a gaming operation at a licensed casino,

that have not been claimed within 12 months after the right to be paid them has expired.

As at 1 July 2004 the opening balance of the Gaming Community Trust was \$862,300. During the 2004-05 financial year, a total of \$247,131.31 was paid out of the Gaming Community Trust, on the recommendation of the Gaming Community Trust to the Minister for Racing and Gaming, to the beneficiaries listed below.

1. Shire of Dumbleyung, an amount of \$41,895.46, being part payment towards a total grant of \$65,000 to 'drought proof' the grassed sport and recreation facilities at the Stubbs Park Recreational Ground in Dumbleyung, through the installation of a new dam and the refurbishment of the irrigation and water delivery system.
2. Rawa Community Aboriginal Corporation, an amount of \$44,328.29, to build a community café, to contain elements of TAFE training, volunteer and employment opportunities.
3. T.S. Vancouver Unit Committee Inc. – T.S. Vancouver Naval Cadets, an amount of \$34,272.73, to purchase a water safety training vessel to conduct water and boating training in a safe and well equipped environment for the youth of Albany, encouraging safe water skills and future involvement in water and sea rescue organisations.
4. Yuna Primary School P & C Association, an amount of \$6,331.00 for the construction of permanent shade structures over the community pool and playground equipment and the Yuna Primary School.
5. Ravensthorpe District Telecentre Inc., an amount of \$3,172.73, for the purchase of a multi-media projector for movie nights, seminars, educational and motivational presentations and training workshops within the community.

6. Shire of Meekatharra, an amount of \$46,000, being part payment towards a total grant of \$138,000 (over three years) to fund the establishment and employment of a Sport, Recreation and Youth Services Co-ordinator to service the needs of young people and families in the Meekatharra community.
7. Victoria Park Youth Accommodation, an amount of \$57,749.10, being part payment towards a total grant of \$173,250 (over three years) to establish a program called "Getting Your Life Back on Track", aimed at young people aged between 15 and 25.
8. Green Skills Inc., an amount of \$10,980, to purchase a movable low maintenance worm-farming unit for the 'On Farm Worm Farming Project'. The project is a sustainable enterprise development initiative to provide strategic support to the development of a self-sustaining and employment enterprise within 2 years.
9. Shire of Mount Magnet, an amount of \$2,402, being part payment towards a total grant of \$17,780, for the construction of a recreational shelter at the 'Wongi Ground' to provide cover, seating and a drinking fountain for users of the skate park, basketball courts and oval.

PROBLEM GAMBLING SUPPORT SERVICES COMMITTEE

The Problem Gambling Support Services Committee is comprised of representatives from the gambling industry and government to address the social and economic issues that result from problem gambling in Western Australia.

The objectives of the Problem Gambling Support Services Committee are to:

- promote the concept of minimising harm from problem gambling in the community;
- provide direction to the gambling industry and public to minimise problems with gambling behaviour;
- identify and determine the appropriate support services for people with gambling related problems; and
- facilitate the provision of support services for those affected by gambling related problems in Western Australia.

The Problem Gambling Support Services Committee continues to fund the Problem Gambling Helpline, a 24 hour telephone crisis, referral and counselling service, as well Gambling Help WA, which provides free face to face counselling. The Committee has developed an awareness campaign tailored towards Western Australia, which will be launched in August 2005.

PROBLEM GAMBLING HELPLINE

The number of calls received by the Helpline for the period 1 July 2004 to 30 June 2005 was 706. Of these, 534 were target calls² and 172 were non-target calls.

On average the helpline received 44 target calls per month during the reporting period. This compares to 35 per month for the corresponding period last year. The graph below shows the breakdown between target and non-target calls received per month.

The graph below illustrates the number of calls received by the helpline since July 2001:

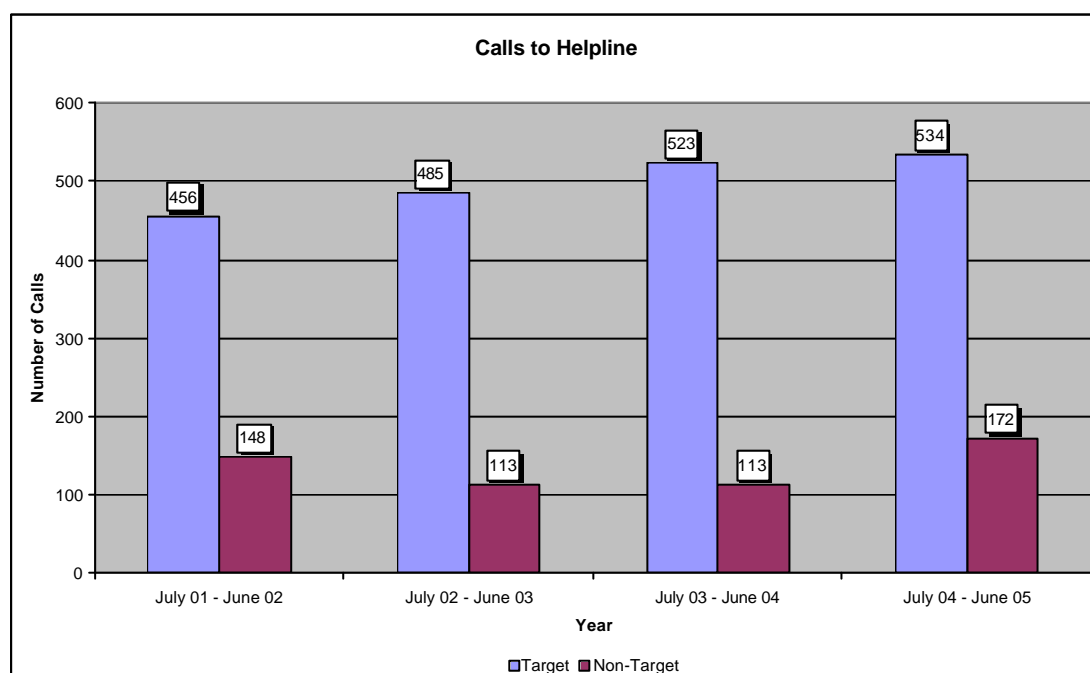


Figure 1: Number of Target and Non-Target Calls to the Problem Gambling Helpline by year.

Seventy three percent of the target group calls received during the reporting period were from first time callers. This, in conjunction with other statistics, indicates that the Problem Gambling Helpline continues to be utilised as a first attempt at seeking help. It is also interesting to note that 20 per cent of the target group calls are from repeat callers, which may suggest that callers are using the service as an ongoing source of help.

² target calls are those calls received from a person who has been or is affected by a gambling problem, or a person who has issues or problems arising from the gambling activities of another person, such as a family member, friend or colleague.

As has previously been reported, the vast majority (93 per cent) of the target group callers during the reporting period, who responded to generic demographic questions, were born in Australia. The remaining were born in China (3), Christmas Island (1), Czech (1), England (12), Greece (1), India (1), Indonesia (2), Ireland (1), Mauritania (1), New Zealand (2), Singapore (1), South Africa (1), South Korea (1), Sri Lanka (1), Thailand (1), USA (2) or Vietnam (2).

Thirty two per cent of callers reported learning of the Helpline through the telephone book, whilst 28 per cent of callers did not state the source of referral. Twelve per cent of callers identified casino/venues as the referral source, while brochures were the referral source in six per cent of the cases.

Over time it has generally been established that females, rather than males, more commonly report “Casino – Gaming Machines” as the most common gambling type. However, a reversal in this trend was seen over the period July 2003 – June 2004. This trend reversal appears to be continuing as the graph below illustrates that during the reporting period, males continue to report “Casino – Gaming Machines” on more occasions than females. The TAB continues to be reported on more occasions by males rather than females.

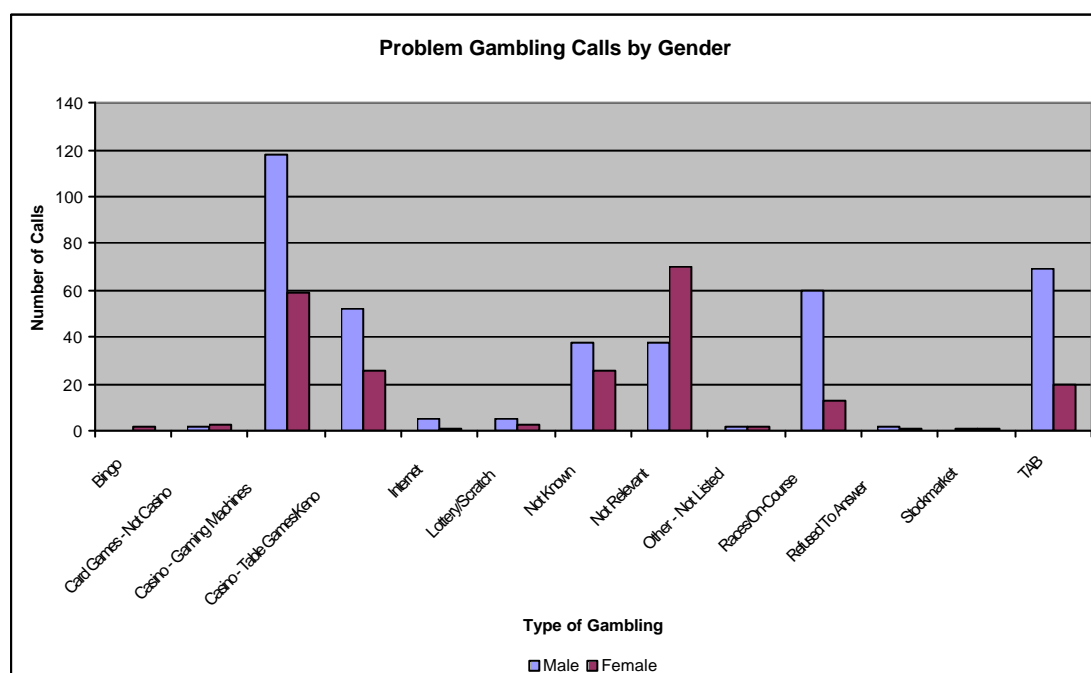


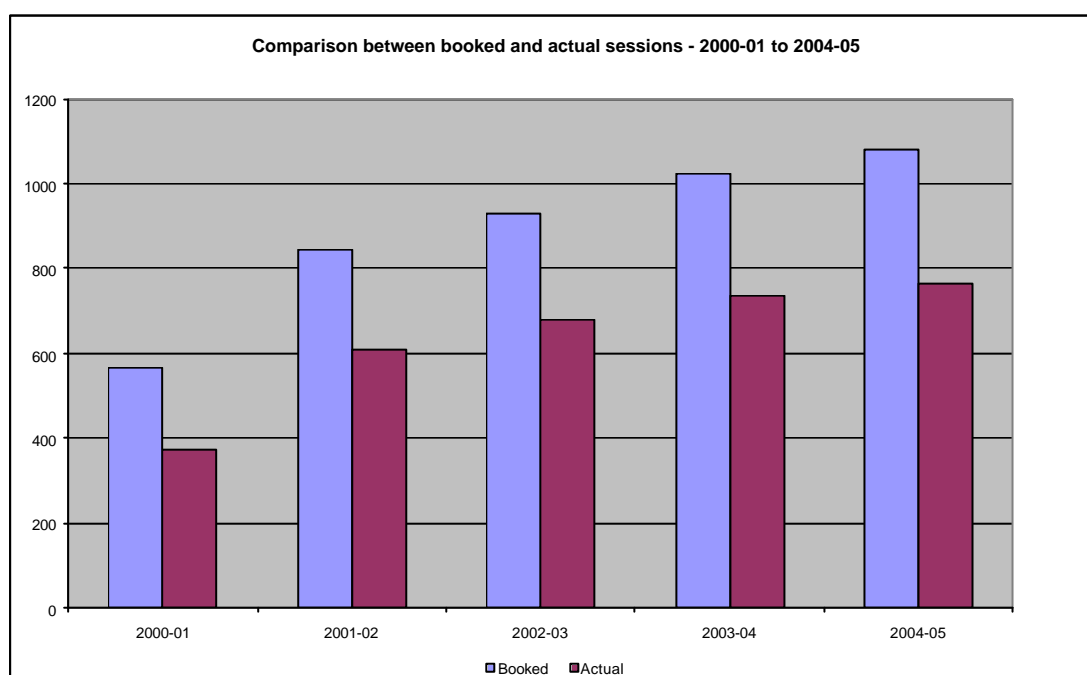
Figure 2: Number of calls to the Problem Gambling Helpline in 2004-05 by gender.

Gambling Help WA

The problem gambling counselling service, operated by Centrecare, changed its name from *BreakEven* to *Gambling Help WA* during 2004-05. The new name better reflects the service that is being provided by Centrecare.

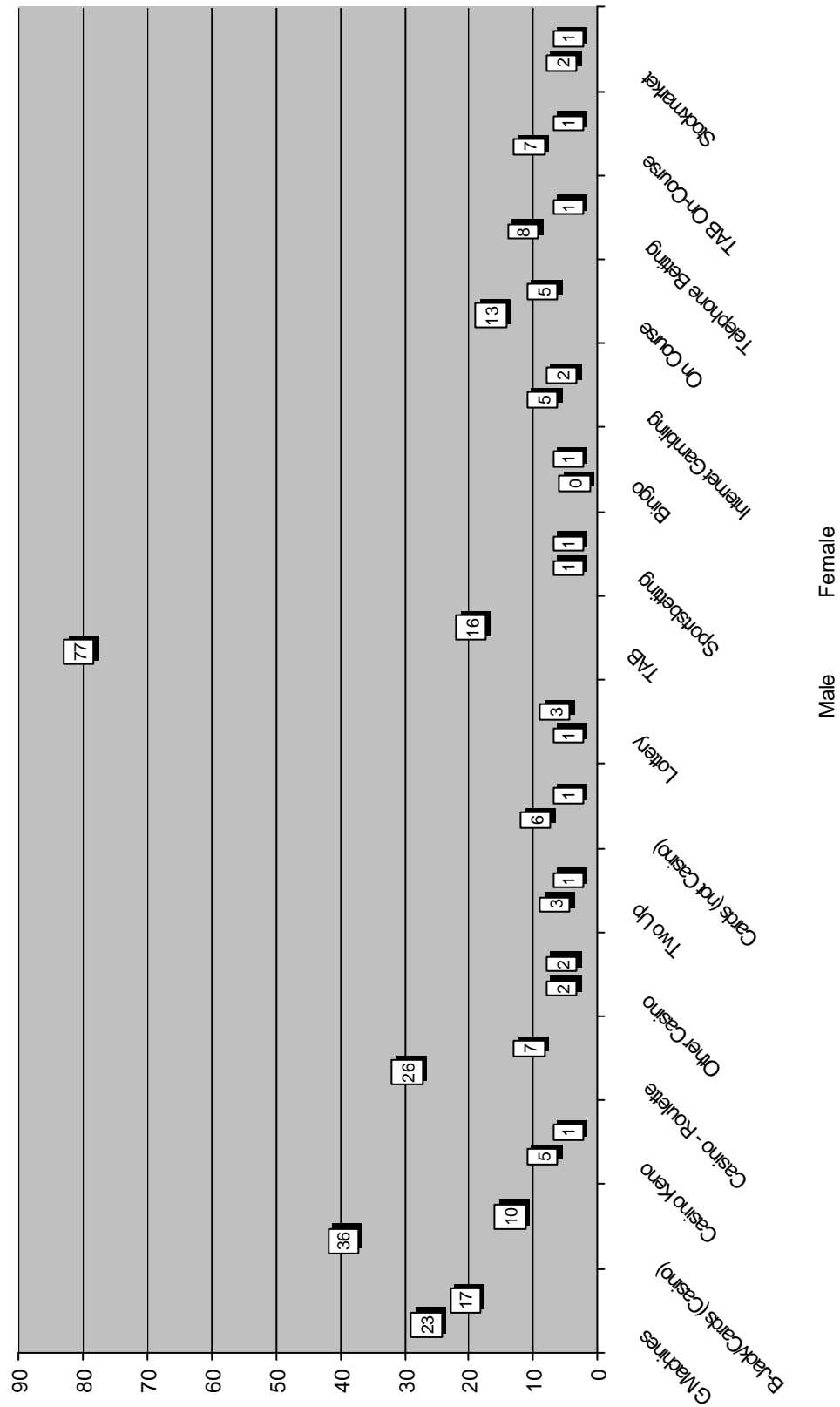
During the reporting period (July 04 to June 05), Gambling Help WA received 188 new clients (an average of 15 per month).

The number of “booked” and “actual” client counselling sessions during 2004-05 were 1082 and 767 respectively. This compares with 1024 booked sessions and 734 actual sessions during 2003-04 and represents a six per cent increase in booked sessions and a four per cent increase in actual sessions. The following graph shows the ongoing increase in booked and actual sessions since 2000-01:

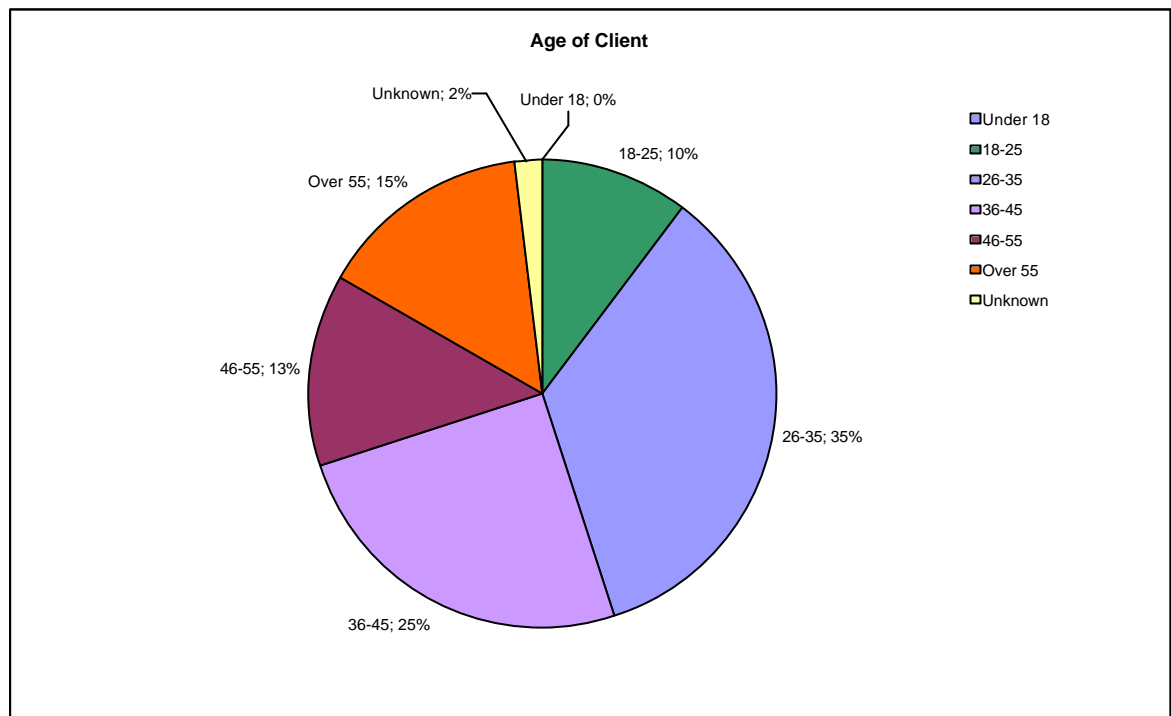


The following graph illustrates the presenting problem by gender for the twelve-month period July 2004 to June 2005. In this regard, it is evident that during the reporting period the most frequently reported gambling type was the TAB, and the majority of Gambling Help clients were male. It should also be noted that clients may select more than one gambling type:

Presenting Problem by Gambling Type - 2004-05



The pie chart below depicts the breakdown between ages for the reporting period and in this regard the majority of clients are aged between 26 and 45.



SPORTS WAGERING ACCOUNT

Section 163 of the *Racing and Wagering Western Australia Act 2003* provides for the establishment of the Sports Wagering Account, an account in which to hold monies paid to the Gaming and Wagering Commission by:

- RWWA under section 104 or 107 of the *Racing and Wagering Western Australia Act 2003*; and
- racing clubs or bookmakers under section 15 of the *Betting Control Act 1954*.

The Sports Wagering Account is administered by the Gaming and Wagering Commission and the funds in the account are applied as payments in accordance with the direction of the Minister for Sport and Recreation.

As at 1 July 2004 the opening balance of the Sports Wagering Account was \$856,374.42. During the 2004-05 financial year, a total of \$829,041.34 was paid out of the Sport Wagering Account to the beneficiaries listed below.

1. Outdoors WA, an amount of \$28,600, being the second and final payment of a total grant of \$56,000.
2. Australian Council for Health Physical Education and Recreation Inc (WA Branch), an amount of \$27,500 for delivery of the Active Kids – Active Schools program and the Healthy Active Lifestyle Awards 2004.
3. Hockey Australia, an amount of \$5,500, comprising a one-off contribution to support Hockey Australia.
4. Department of Sport and Recreation, an amount of \$9,080.91, for the promotion of Registration Day for junior sports clubs.
5. Active Alliance, an amount of \$7,480, being the first payment of a total grant of \$299,192.
6. Royal Life Saving Society of Western Australia, an amount of \$16,830, for a pilot swimming and water safety program for women and children from a culturally and linguistically diverse background.
7. Seniors' Recreation Council of WA (Inc.), an amount of \$5,500, to assist with administration costs.
8. Arts Sport Recreation Industry Training Council, an amount of \$33,000, to assist towards specified project costs, being the first payment of a total grant of \$46,000.

9. WA Deaf Society Inc, an amount of \$6,600, to assist towards travel costs to the 2005 Deaflympics in Melbourne.
10. Federation of Western Australian Police and Citizens Youth Club, an amount of \$271,700, comprising the first instalment of a total grant of \$501,000 to assist 26 Police and Citizen Youth Clubs to upgrade computer systems.
11. WA Swimming Association, an amount of \$2,200, to assist a nominated person aged between 18 and 30 in making a future contribution to sport and recreation in Western Australia.
12. Federation of Western Australian Police & Citizens Youth Club and amount of \$279,400 comprising the second instalment in a total allocation of \$501,000 to assist 26 Police and Citizen Youth Clubs to upgrade computer systems.
13. Active Alliance, an amount of \$75,050.43, comprising the second instalment of a total grant of \$299,192.
14. Outdoors WA, an amount of \$60,600, comprising the first instalment of a total grant of \$155,000 over three years to continue to progress the implementation of the National Outdoor Leader Registration Scheme and Organisations Accreditation Scheme, and to ensure the continuation of the management operations of Outdoors WA.

SERVICE 1: FUNCTIONS PERFORMED FOR THE GAMBLING INDUSTRIES

The Department of Racing, Gaming and Liquor provides a licensing service for the Gaming and Wagering Commission to ensure that applications to conduct gambling activities are in accordance with the provisions of the *Betting Control Act 1954*, *Casino Control Act 1984*, *Gaming and Wagering Commission Act 1987* and the *Racing and Wagering Western Australia Act 2003* and that the persons concerned are fit and proper persons to be involved in the gambling industries in Western Australia.

Licences and permits are issued to enable:

- community and sporting clubs to conduct community gaming;
- persons to work in licensed positions at the Burswood International Resort Casino;
- persons to work in licensed positions at Racing and Wagering Western Australia, and
- bookmaker operations.

Licences and Permits associated with Community Gaming

As delegates of the Gaming and Wagering Commission of Western Australia, staff of the Licensing Branch issued 2,577 gaming permits, which resulted in the raising of a total amount of \$51,561,302, of which \$19,412,859 was returned to the community for the active promotion, support or conduct of sporting, social, political, literary, artistic, scientific, benevolent, charitable or other like activity.

Licensing of Gaming Operators

Persons who assist in the conduct of community gaming for reward are required to be the holder of a Gaming Operator's Certificate. The integrity of gaming operators is paramount to the integrity of community gaming activities. Applicants for a Gaming Operator's Certificate must satisfy a probity investigation in addition to demonstrating the required skills needed for working in the gaming industry.

Video Lottery Terminals

Video Lottery Terminals are electronic representations of hand held continuing lottery tickets (also known as break open bingo or beer tickets) with permits issued to sporting, charitable and community organisations for the purpose of fund raising. A minimum of 10 per cent of gross proceeds must be returned to the beneficiary organisation, with 70 per cent paid in prizes, 1 per cent to the Gaming and Wagering Commission and 2.25 per cent to the Consolidated Fund. The supplier and the licensee of the venue share the balance.

Video Lottery Terminals can only be obtained from suppliers of gaming equipment licensed by the Gaming and Wagering Commission. The operator must, on presentation of a winning ticket by a player, pay the amount stipulated on the winning ticket by either cash or cheque. Winnings cannot be converted into credits. Advertising, other than that on the premises in which the machine is located, is not permitted.

Other than the supplier of the machine and staff acting on behalf of the Gaming and Wagering Commission, only the licensee or the approved manager of the licensed premises is authorised to open the Video Lottery Terminal to empty the cash box and change the ticket role.

The number of Video Lottery Terminal permits issued during 2004-05 was 473, compared to 469 for 2003-04. Video Lottery Terminal turnover for 2004-05 was \$11.9 million, compared to \$12.1 million for the previous year.

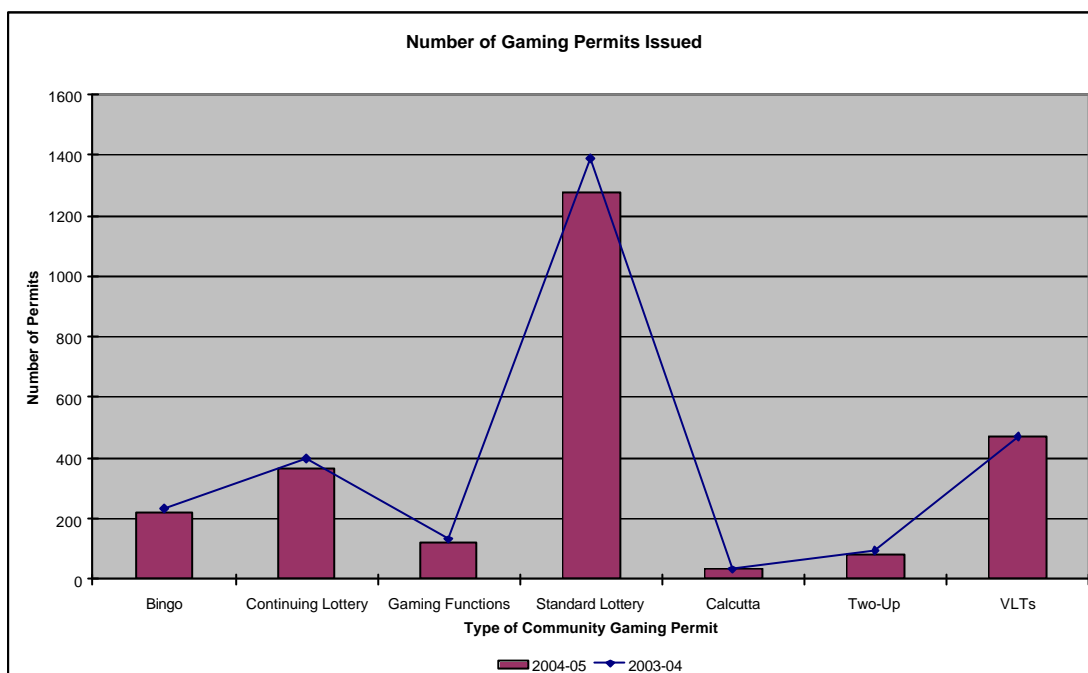


Figure 3: Number of Community Gaming Permits as at 30 June 2005 (and comparative figures for the previous year).

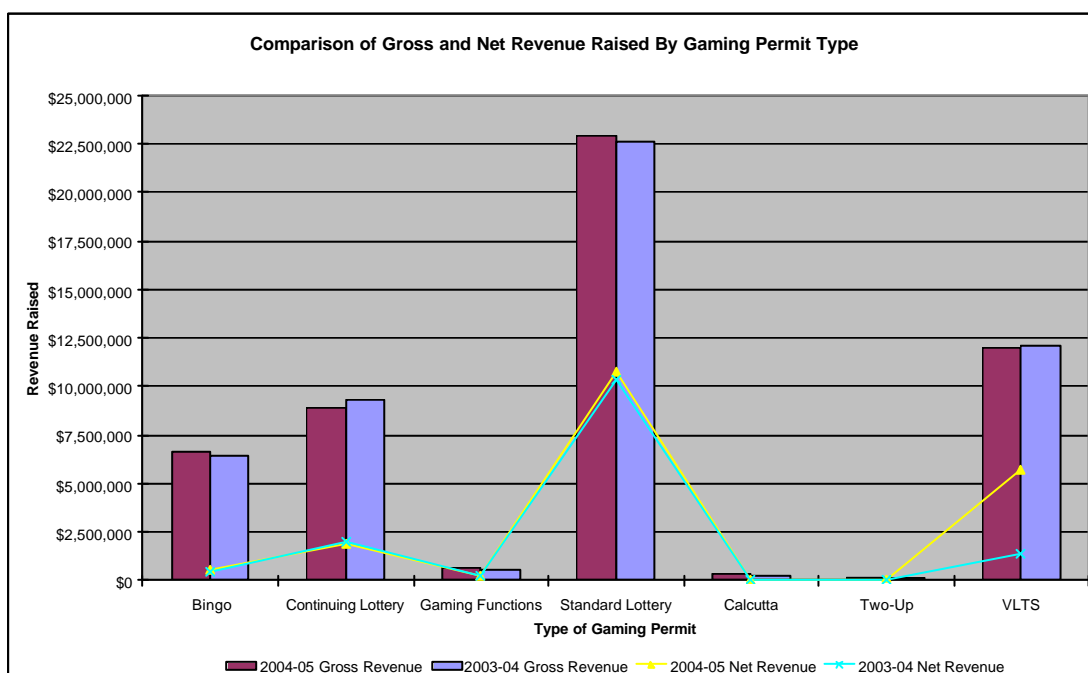
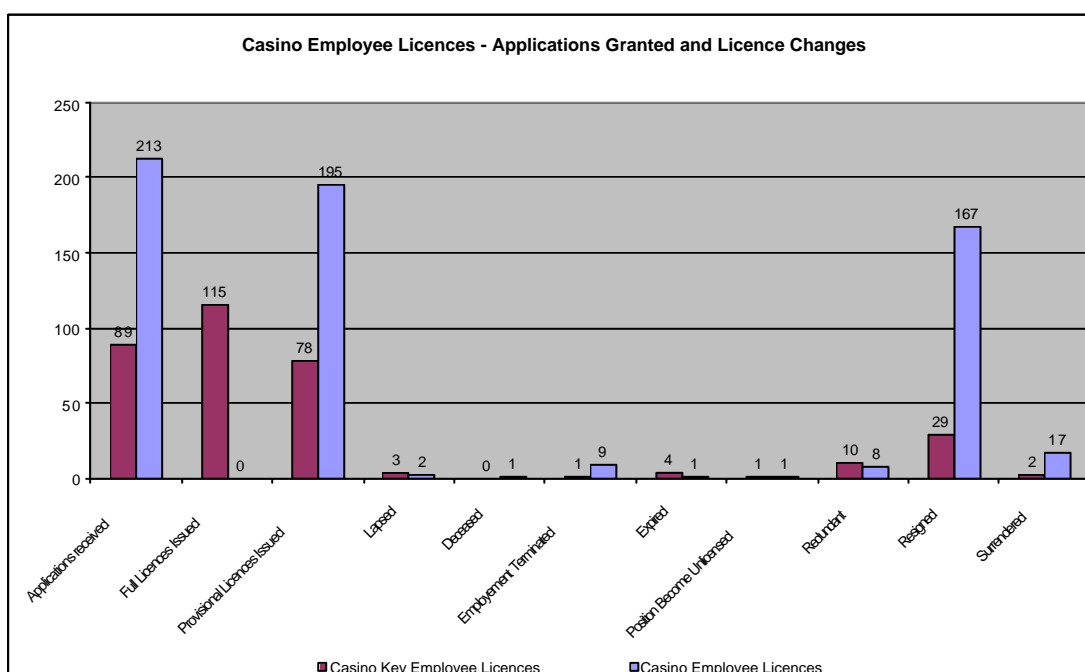
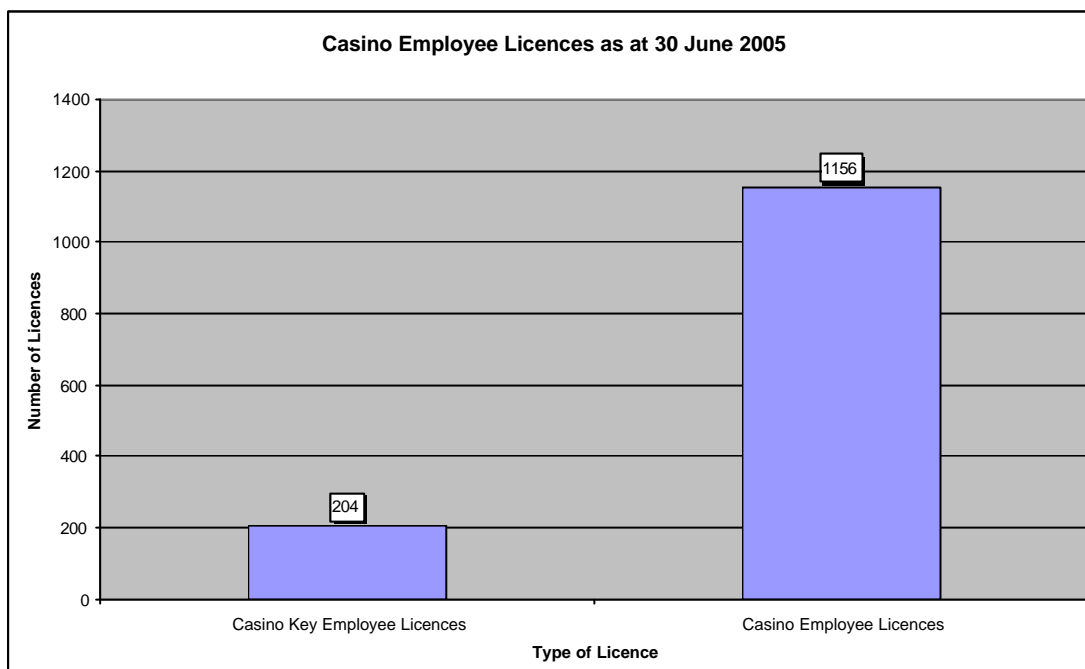


Figure 4: Gross and Net Revenue Raised by Type of Community Gaming Permit as at 30 June 2005 (and comparative figures for the previous year).

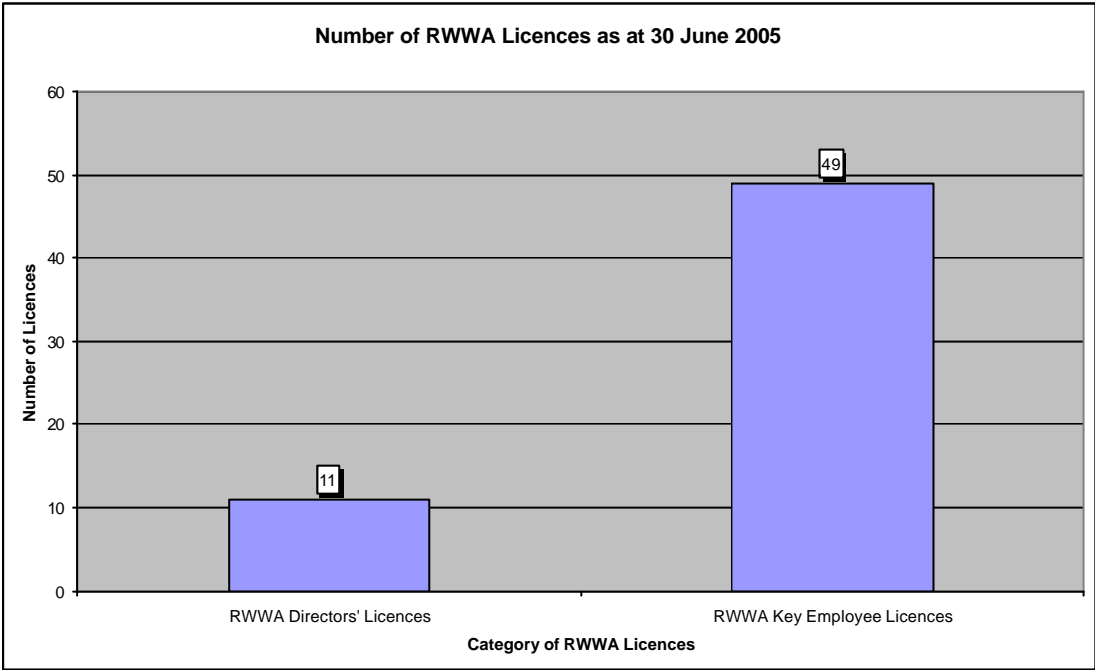
Licensing of Casino Employees and Casino Key Employees

The integrity of the casino's employees is central to the integrity of casino gaming. For this reason, all people directly associated with gaming at the casino must be licensed under the appropriate regulations.



Licensing of RWWA Positions

Following the identification of positions within RWWA that require licensing in accordance with sections 14 and 24 of the *Racing and Wagering Western Australia Act 2003*, staff acting on behalf of the Commission coordinated the lodgement of applications for the initial licensing of directors and key employees of Racing and Wagering Western Australia.



Licensing of Bookmaker Operations

A licensing service is also provided by the Department in respect of bookmakers. In this respect, amendments to the *Betting Control Act 1954* in September 2002 provided for, amongst other matters, a bookmaker's licence to be issued to a natural person, partnership or body corporate. A significant feature of the corporate licensing provisions was the requirement for a partnership or body corporate holding a bookmaker's licence to appoint a person as a bookmaker's manager to manage the operations.

The number of licensed bookmaking operations in the State as at 30 June 2005³ was 46.

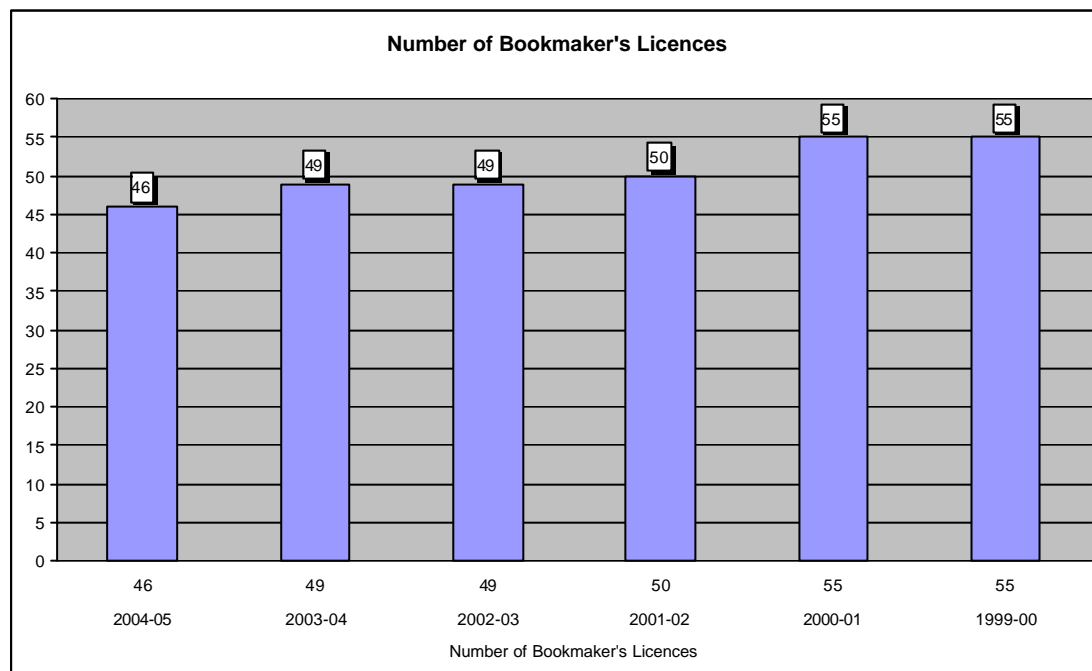


Figure 5: Numbers of Bookmakers' Licences as at 30 June 2005 (and comparative figures for previous years).

³ The reporting year for the Betting Control Board correlated with the racing year, i.e. from 1 August to 31 July each year. However the Gaming and Wagering Commission's reporting year is from 1 July to 30 June. Therefore, the 2003-04 figures do not represent a full reporting year. Figures for the whole racing year will be provided in the *2004 Racing Industry Status Report*, which will be published later in the year.

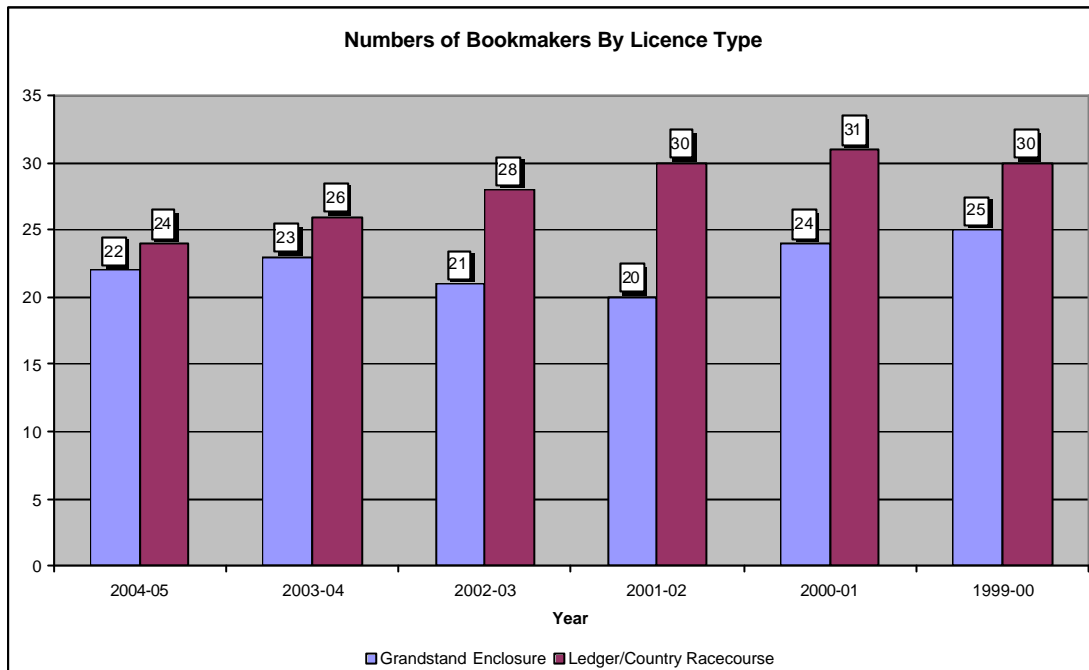


Figure 6: Number of Bookmakers by Licence Type as at 30 June 2005 (and comparative figures for previous years).

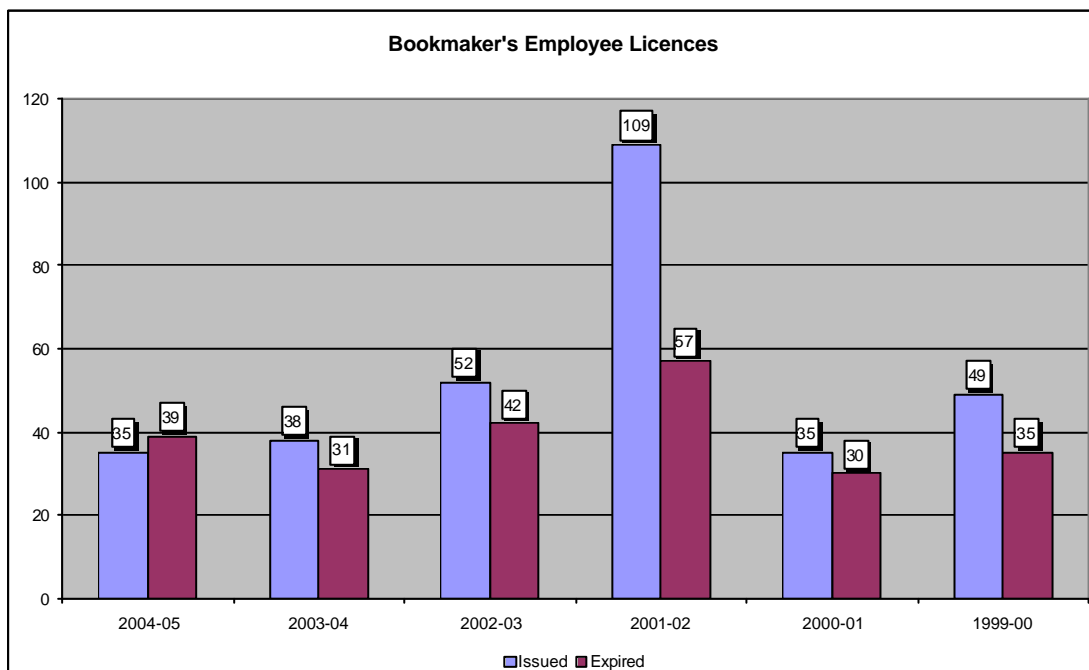


Figure 7: Numbers of Bookmakers' Employee Licences Issued and Expired as at 30 June 2005 (and comparative figures for previous years).

In discharging its obligation to enforce the provisions of the *Betting Control Act 1954*, *Casino Control Act 1984*, *Gaming and Wagering Commission Act 1987* and the *Racing and Wagering Western Australia Act 2003*, the Commission is required to ensure that adequate controls are put in place to establish compliance with legislative requirements and to monitor the ongoing effectiveness of those controls.

In this respect, risk based compliance assessment programs are used to assess compliance in relation to bookmakers' on-course and telephone betting operations, on-course totalisator betting, betting conducted at TAB agencies, casino gaming and community gaming. Inspections and audits are carried out, on behalf of the Commission, by the Inspectorate of the Department of Racing, Gaming and Liquor.

In addition to conducting daily verification of casino gaming revenue and monthly casino tax reconciliations, the Commission, through the agency of the Department of Racing, Gaming and Liquor's Inspectorate, carried out a program of:

- 178 TAB agency audits;
- 27 bookmaker and on-course totalisator inspections and audits;
- 3,271 inspections and audits were conducted to obtain reasonable assurance as to casino gaming operations, and
- 464 audits and 236 inspections were undertaken of community gaming operations.

In addition:

- 2 violations were issued against the casino operator relating to breaches of game rules, procedures or directions, and
- 9 formal complaints from casino patrons were investigated.

Disciplinary action instigated by the Commission, as a result of non-compliance, included the issue of:

- 59 infringement notices by Inspectors to persons who entered the casino whilst subject to a prohibition notice or were found cheating (an additional 5 infringement notices for the same offence were also issued by Police Officers); and
- 57 infringement notices for offences relating to a breach of permit conditions in relation to community gaming.

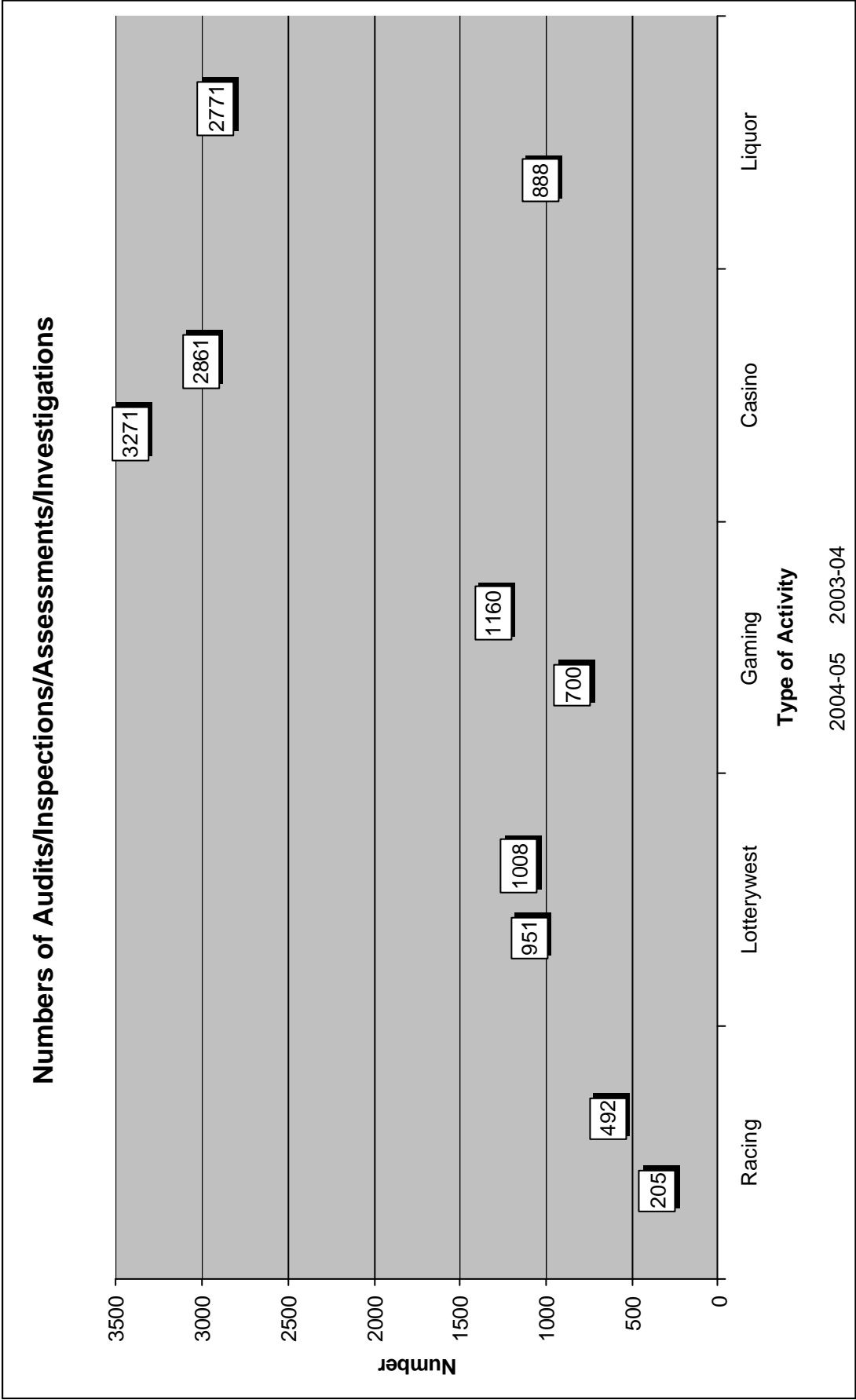


Figure 8: Number of Audits/Inspections/Assessments/Investigations undertaken by Inspectors (and comparative figures for the previous year).

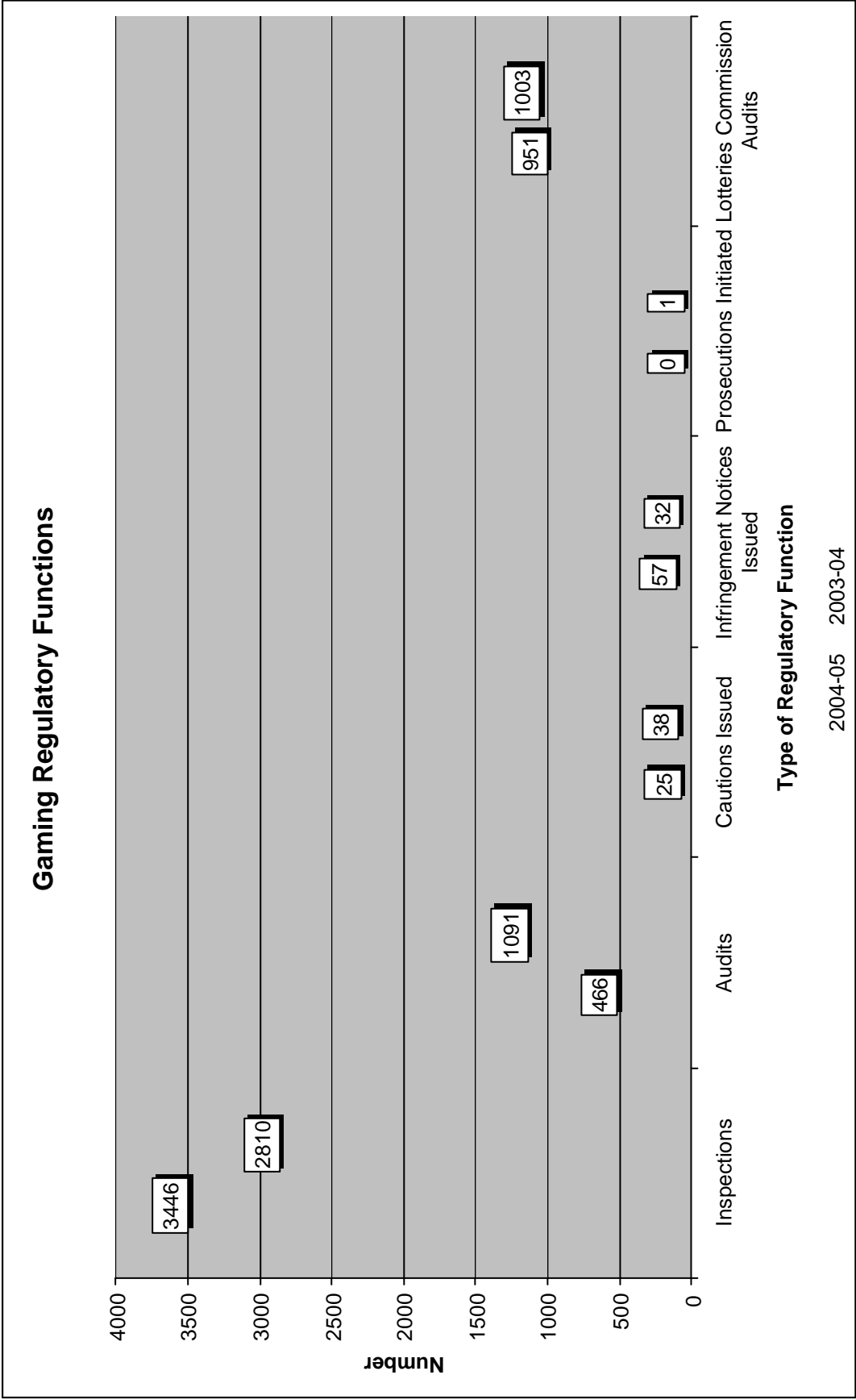


Figure 9: Numbers of Gaming Regulatory Functions undertaken (and comparative figures for the previous year).

Casino Gaming Revenue

During 2004-05, casino gaming revenue of \$309,887,383 was generated, compared to \$287,099,472 in 2003-04.

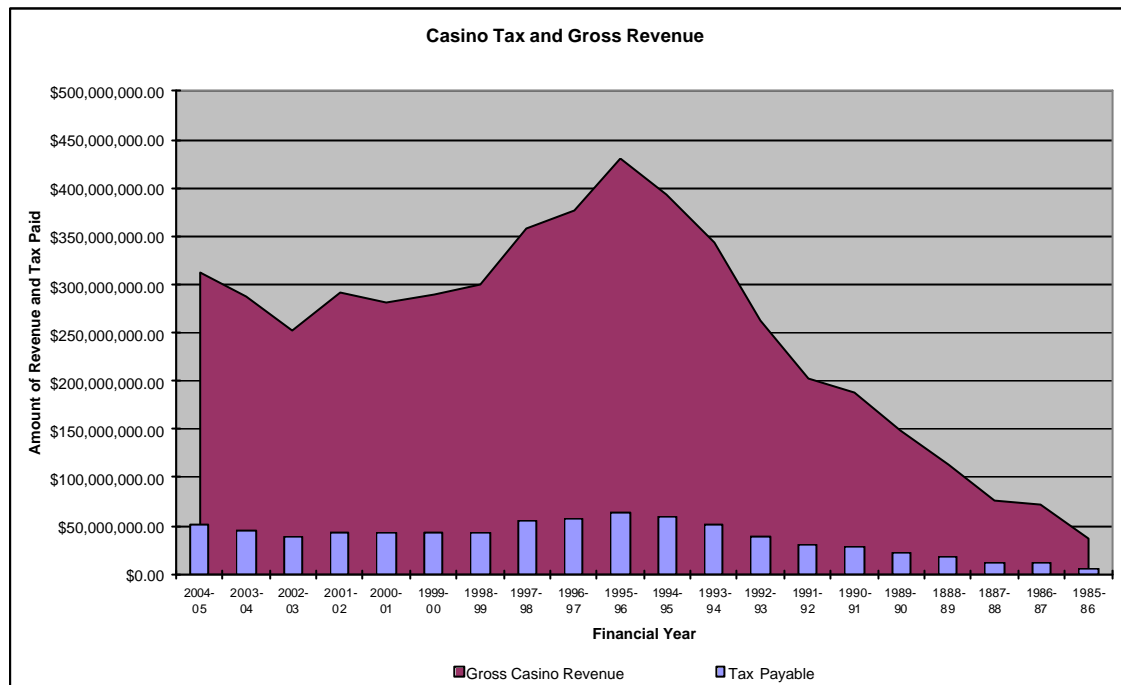
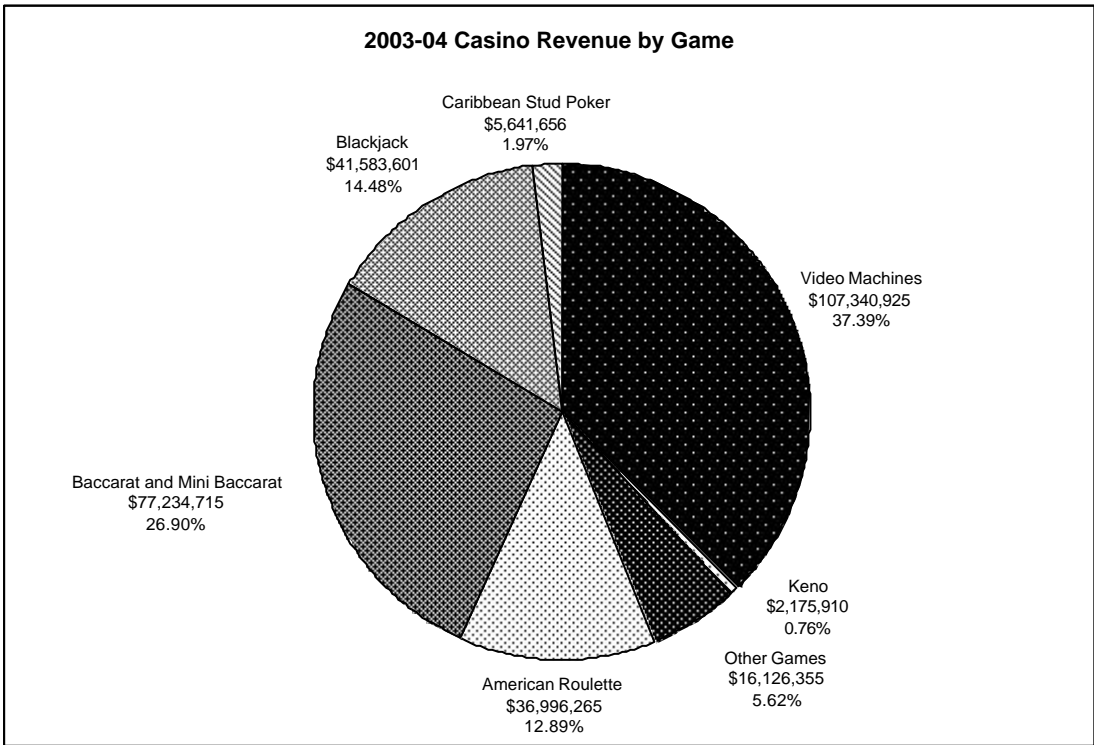
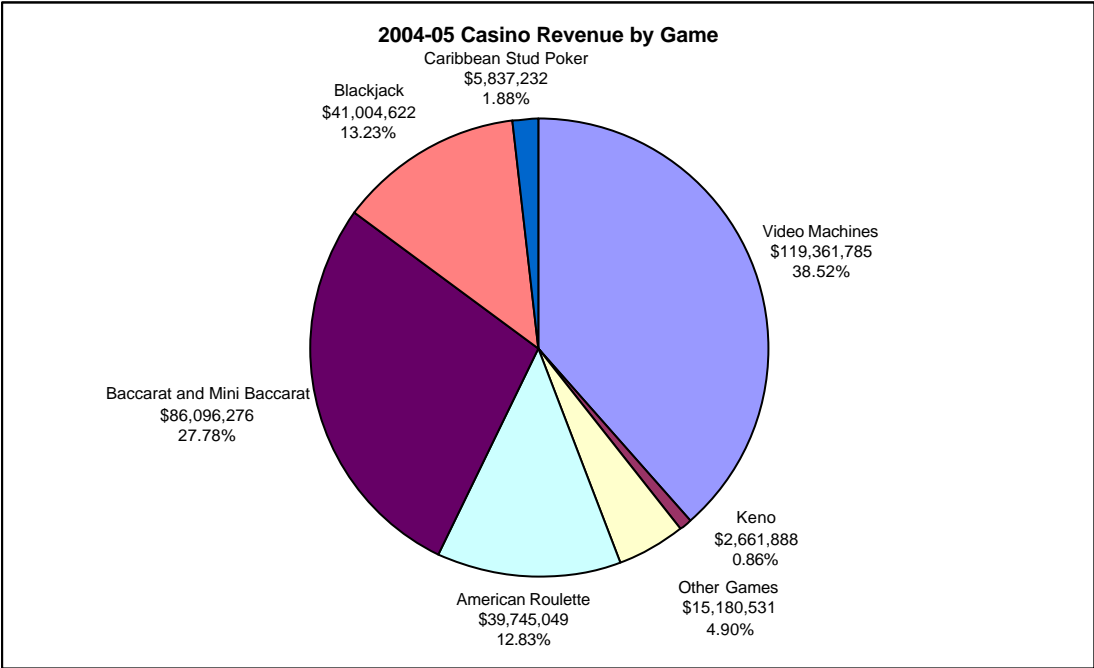


Figure 10: Shows a comparison of casino revenue and tax paid since the Burswood International Resort Casino has been operational.

The following charts show a breakdown of revenue, by game type, for the 2004-05 and 2003-04 years:



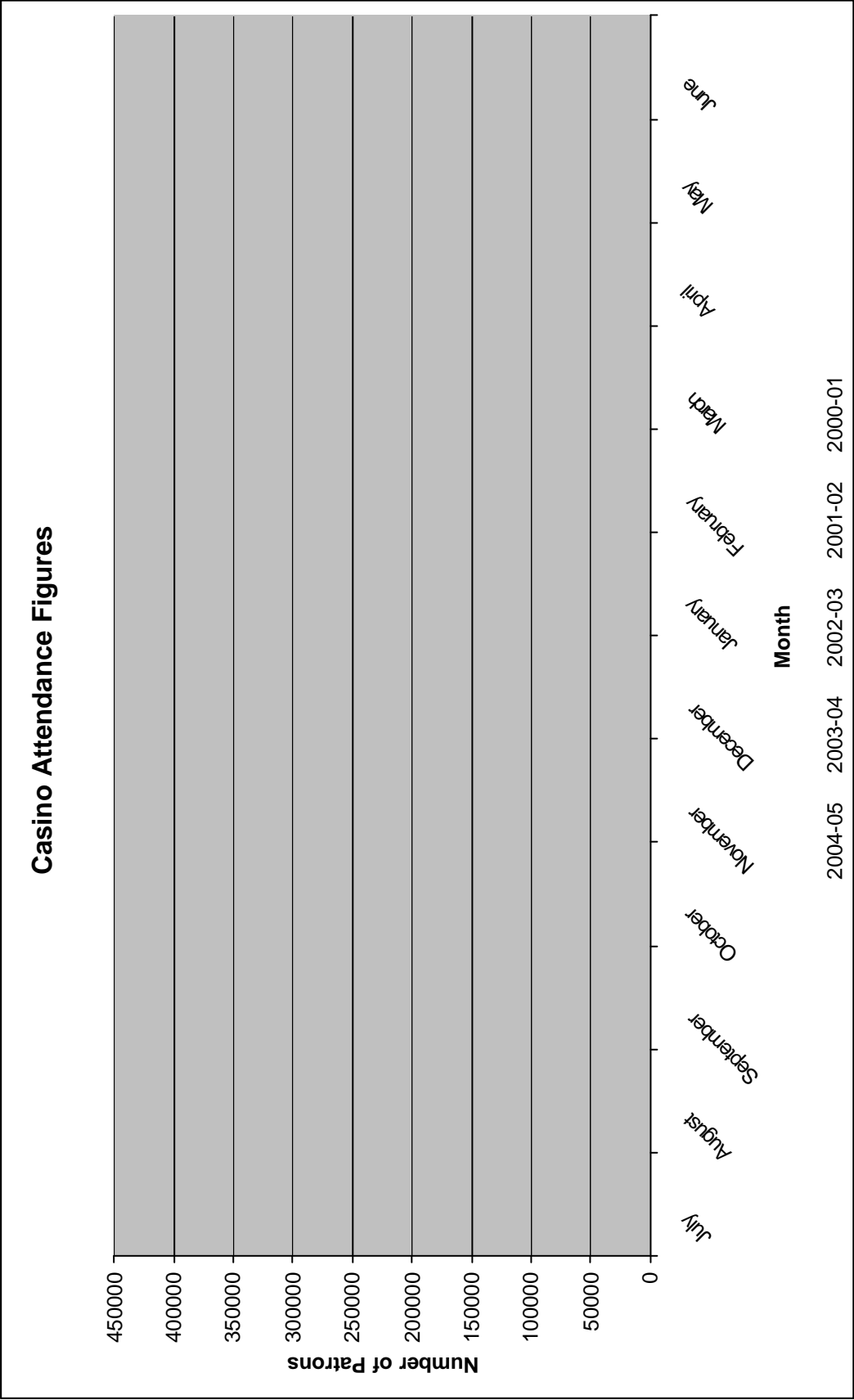


Figure 11: Shows attendance figures at the Burswood International Resort Casino for each month of the year under review (and comparative figures for previous years).

On-course Betting Information

For the reporting period the total bookmaker turnover was \$140,372,832.00. Bookmaker telephone betting \$23,966,916.00 and internet betting was \$1,689,178.00 and represents 18 per cent of total bookmaking turnover. Race bookmaking turnover was \$110,428,514.00 and sports betting turnover was \$4,288,224.

Legislation introduced in 1998/99 to allow bookmakers to attend designated sporting events was used for the Leonora Gold Gift foot race held at Leonora.

On-course totalisator betting statistics were not available at the time of preparing this report. However, this information and will be included in the annual Racing Industry Status Report.

Bookmaker Betting Levy

Bookmakers paid betting levy totalling \$2,168,451.00 on turnover, all of which was retained by the host racing club apart from an amount of \$21,462 (0.25 per cent of sports betting turnover) which was remitted to the Gaming and Wagering Commission for disbursement as directed by the Minister for Sport and Recreation.

Thoroughbred and harness racing clubs have a policy of providing financial relief for bookmakers through rebates of a portion of betting levy.

Bookmaker's Security

A fundamental requirement of the *Betting Control Act 1954* is the obligation placed on licensed bookmakers to provide a security (usually in the form of a bond of surety) in the event that the bookmaker defaults and is unable to meet his or her betting taxes obligations and outstanding betting debts.

Despite the risks involved, the incidences of bookmakers defaulting are relatively low, with only four bookmakers defaulting in the last 14 years. However, as the impact of a bookmaker "going broke" can be significant, it is important that the bonding system is sufficiently robust so as to ensure that the interests of the betting public are protected as much as possible. The relevant provisions of the *Betting Control Act 1954* are:

- Section 11E, which provides that a bookmaker must lodge security with the Commission, for the prescribed amount, for the due observance by the bookmaker to the provisions of the Betting Control Act and of any licence issued to the bookmaker under the Betting Control Act.
- Section 11E (3)(a), which provides that the Commission may apply a security in relation to a betting debt and details the process for the making, validation and payment of claims against a security.
- Section 11E(3)(e), which provides the Commission with the authority to require additional security in addition to the prescribed minimum amount.

Regulation 18 of the *Betting Control Regulations 1978* prescribes the following minimum security requirements for a bookmaker's licence held by a natural person or a partnership consisting of natural persons:

Licence Type	Bonding Level Required
Metropolitan Gallops Enclosure	\$100,000
Metropolitan Trotting Enclosure	\$40,000
Metropolitan Greyhounds Enclosure	\$25,000
Metropolitan Leger	\$25,000
Country Racecourse	\$25,000
Sports Betting and/or Future doubles betting	\$100,000

In regard to a bookmaker's licence held by a body corporate or a partnership that has a member that is a body corporate, the minimum security requirement is \$250,000. In addition, should the Commission also determine that it requires one or more directors of a body corporate to lodge security, pursuant to the provisions of section 11E(2) of the Betting Control Act, regulation 18(3) prescribes an amount of \$10,000 in this regard.

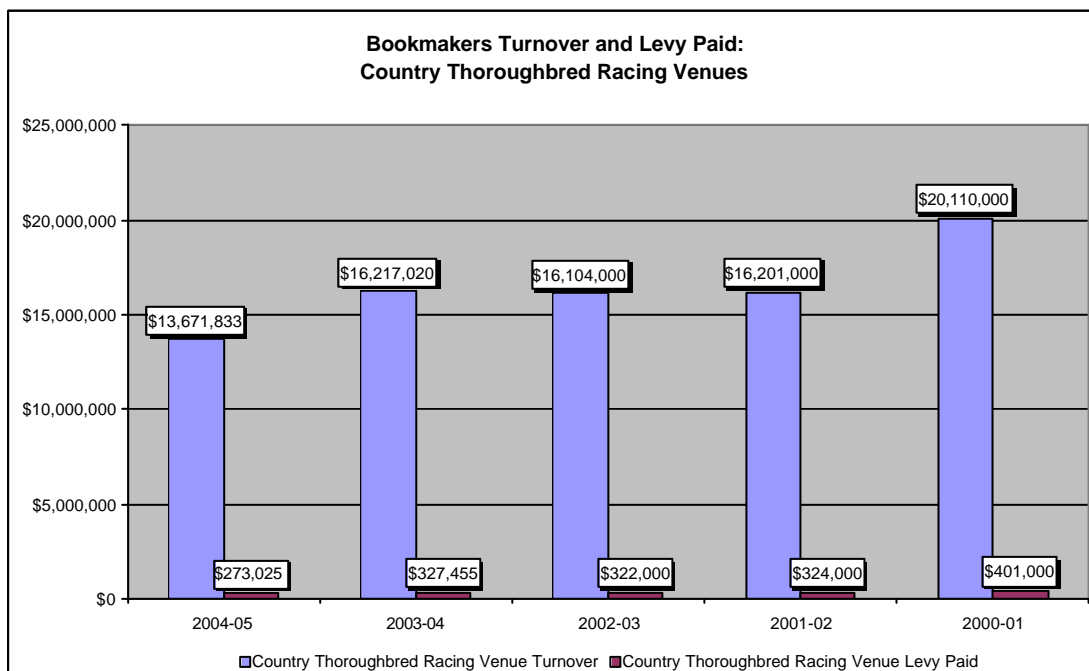
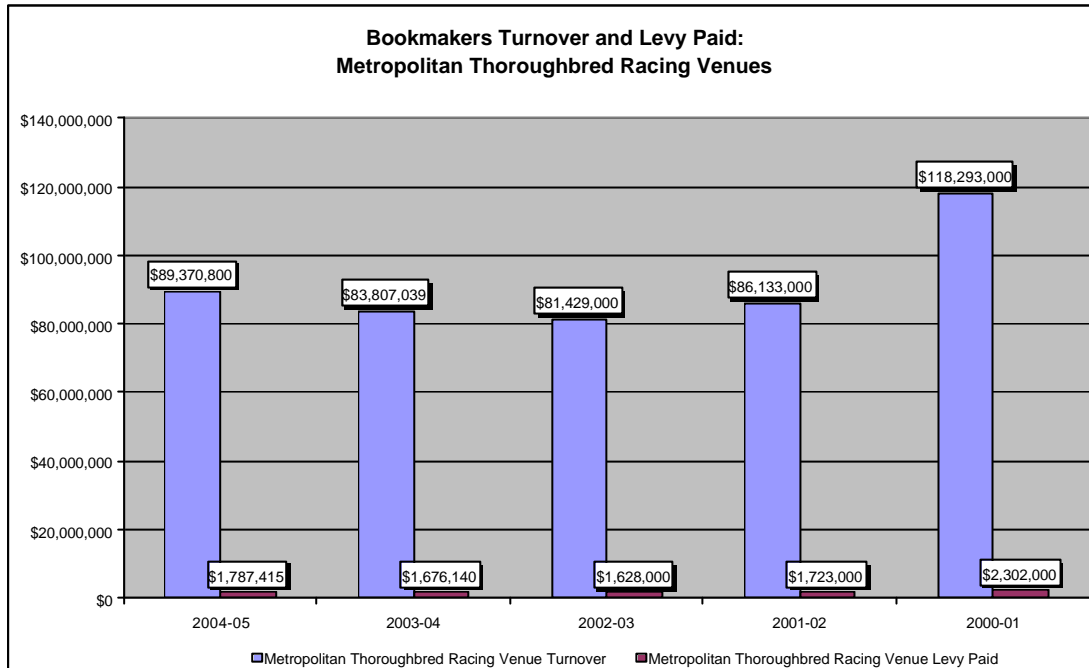
In August 1997, the Betting Control Board, as a matter of policy, established additional bonding requirements for bookmakers who generated high turnover. Consequently, the Board required turnover levels to be reviewed quarterly and the security held by the Board to be reassessed accordingly. In this regard, the Board established the following, higher security requirements, for bookmakers with a racing endorsement who exceed the turnover threshold:

1. Natural Person/Partnership containing only natural persons
 - annual turnover of more than \$5m but less than \$10m: *\$150,000.*
 - for every \$5m in turnover in excess of \$10m per annum: *an additional \$50,000.*
2. Body Corporate/Partnership containing a body corporate:
 - the minimum security for turnover up to \$20m per annum: *\$250,000.*
 - for every \$5m in turnover in excess of \$20m per annum: *an additional \$50,000.*

The Commission conducts quarterly reviews of bookmaker turnover levels to determine whether it is necessary to reassess the bonding levels held by the Commission for individual bookmakers' bookmaking operations.

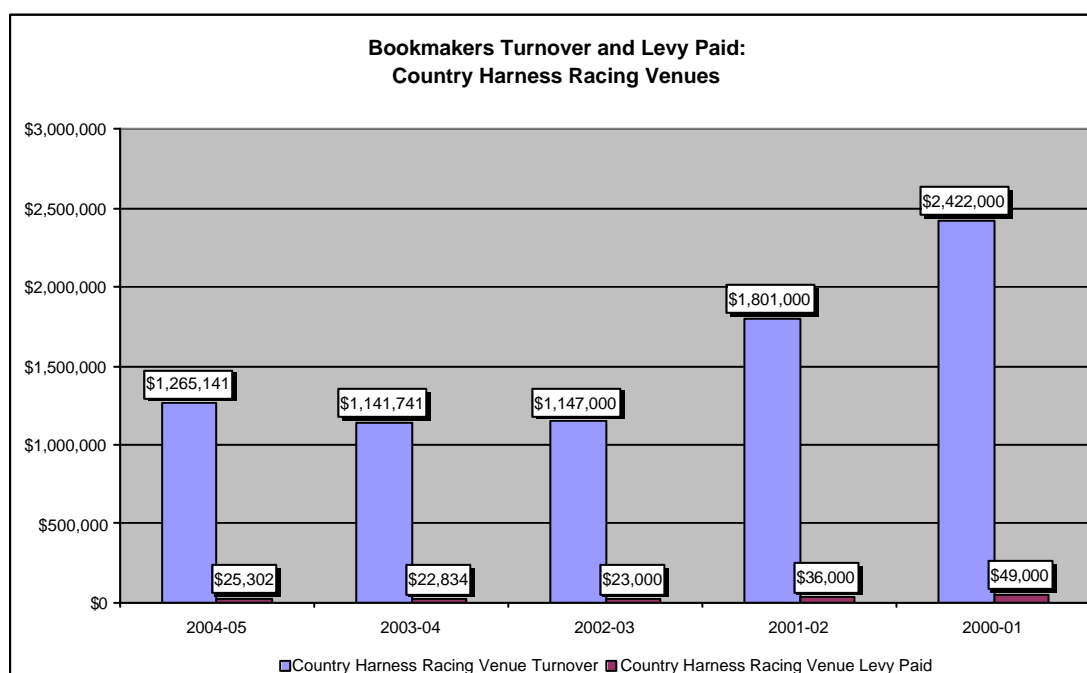
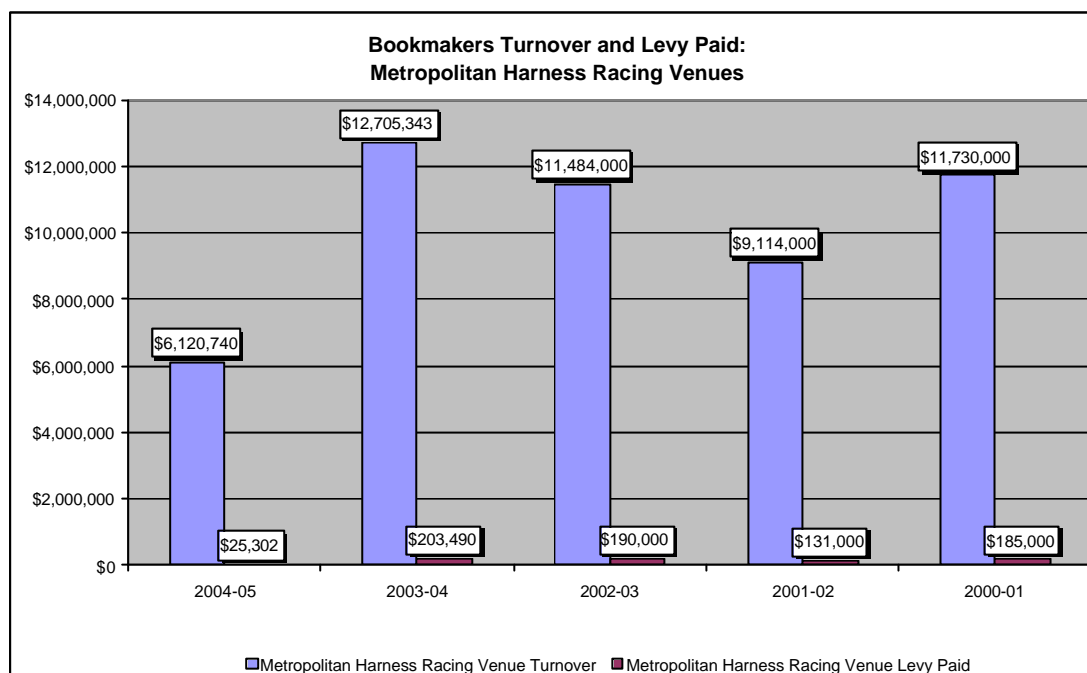
Thoroughbred Racing Venues

The total bookmakers' turnover for thoroughbred racing venues was \$103,042,633, which includes turnover associated with sports betting, telephone betting and internet betting, with a levy of \$2,060,440 being paid. A breakdown of bookmakers' turnover and levy paid in respect of metropolitan and country thoroughbred racing venues is provided in the following graphs.



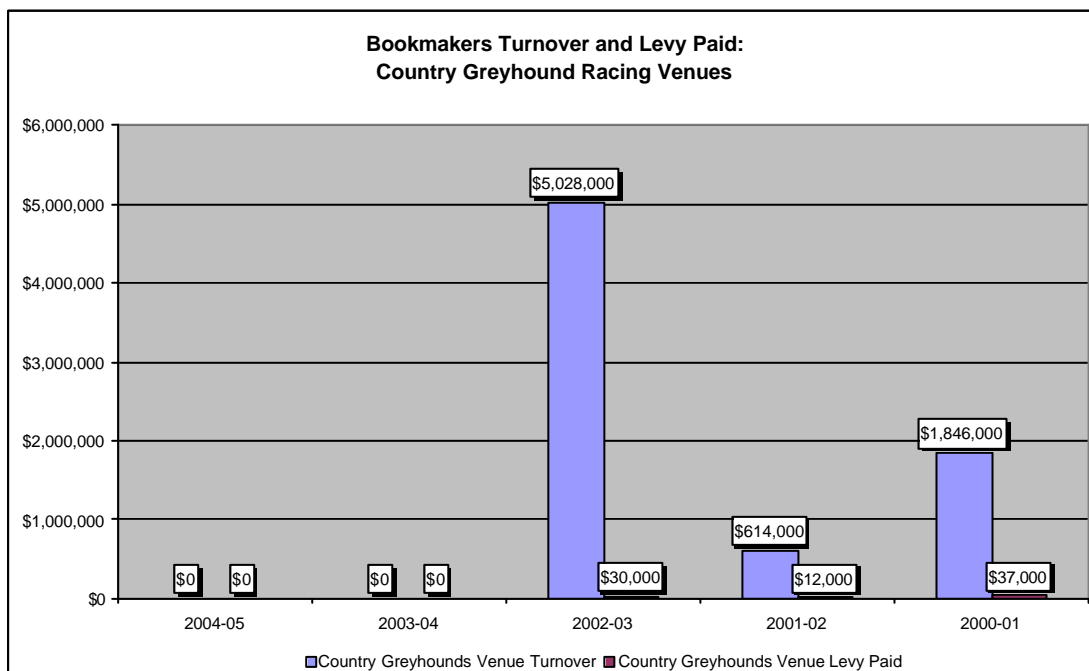
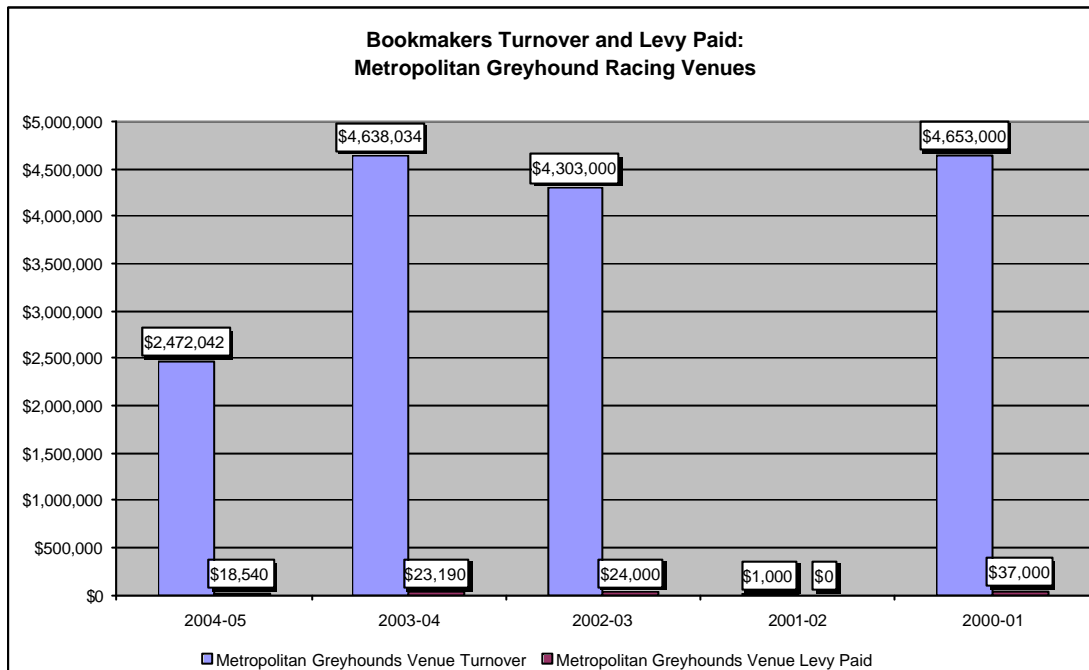
Harness Racing Venues

The total bookmakers' turnover for harness racing venues was \$14,936,974, which includes turnover associated with sports betting, telephone betting and internet betting, with a levy of \$298,327 being paid. A breakdown of bookmakers' turnover and levy paid in respect of metropolitan and country harness racing venues is provided in the following graphs.



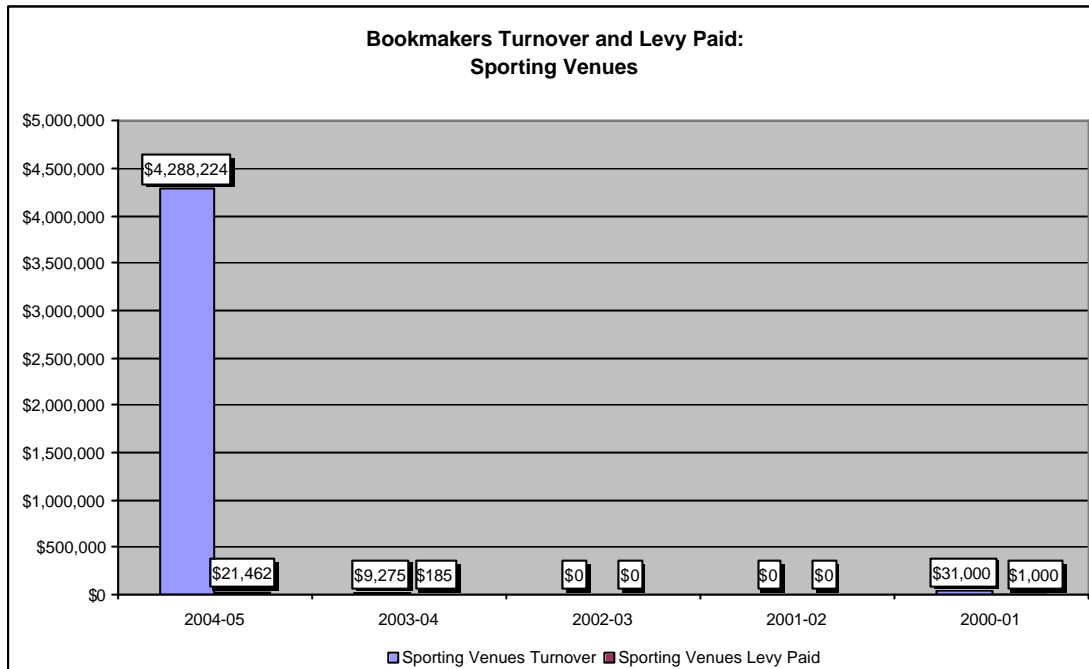
Greyhound Racing Venues

The total bookmakers' turnover for greyhound racing venues was \$2,472,042 which includes turnover associated with sports betting, telephone betting and internet betting, with a levy of \$18,540 being paid. A breakdown of bookmakers' turnover and levy paid in respect of metropolitan and country greyhound racing venues is provided in the following graphs.



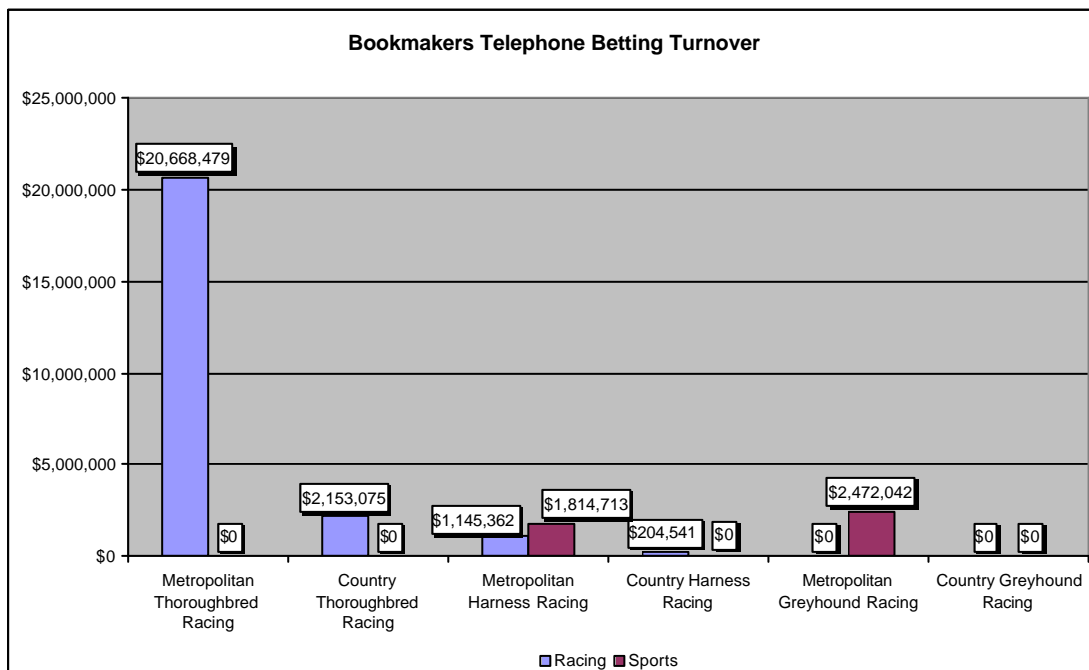
Sporting Venues

The total bookmakers' turnover for sporting venues was \$4,288,224, with a levy of \$21,462 being paid. A breakdown of sporting venues is provided in the following graph.



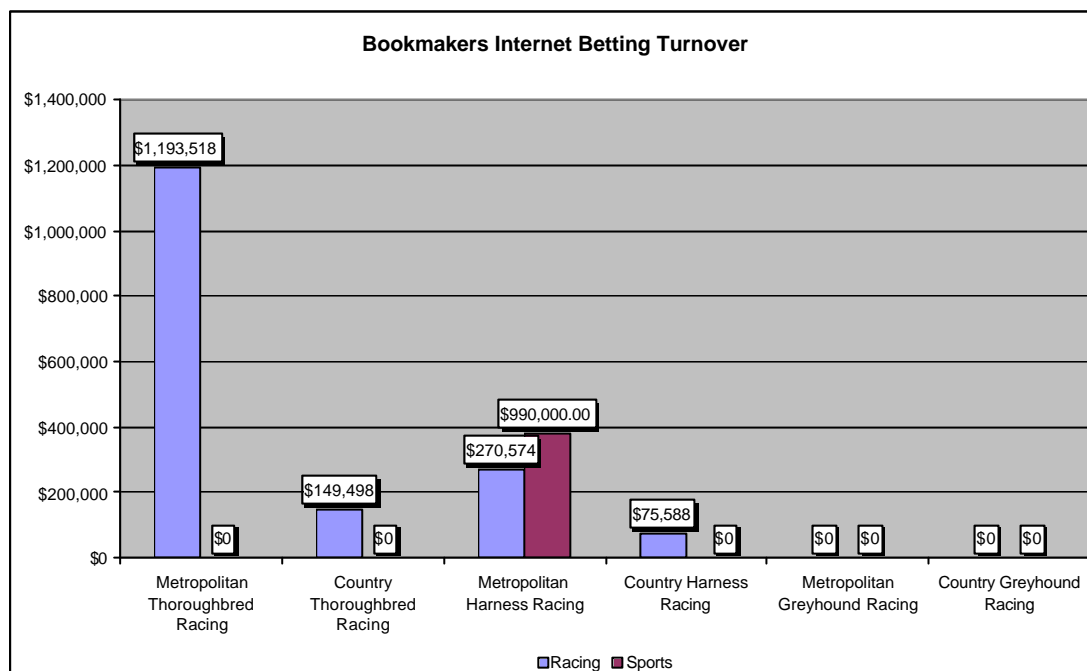
Bookmakers' Telephone Betting Turnover

The total bookmakers' turnover in respect of telephone betting turnover was \$20,668,479. A breakdown of turnover by racing code is provided in the following graph.



Bookmakers Internet Betting Turnover

The total bookmakers' turnover in respect of telephone betting turnover was \$1,193,518. A breakdown of turnover by racing code is provided in the following graph.



GST Rebates

Bookmakers and racing clubs continue to benefit from the Government's rebate on GST for gross gambling margins. Rebates for the period under review totalled \$1,460,667.

EQUITY, ACCESS AND CUSTOMER FOCUS

FREEDOM OF INFORMATION

As a statutory authority, the Gaming and Wagering Commission is an “agency” for the purposes of the *Freedom of Information Act 1992*. The decision-maker in respect of all gambling related access applications is the Department of Racing, Gaming and Liquor’s Director of Operations and the internal reviewer is the Chairman of the Gaming and Wagering Commission.

RECORDKEEPING PLANS

Section 19 of the *State Records Act 2000* requires every Government agency to have a Recordkeeping Plan. The Recordkeeping Plan is to provide an accurate reflection on the recordkeeping program within the agency and must be complied with by the agency and its officers. The records of the Gaming and Wagering Commission are maintained by the Department of Racing, Gaming and Liquor. The Department of Racing, Gaming and Liquor’s Annual Report contains the information on that department’s Recordkeeping Plan.

COMPLIANCE WITH PUBLIC SECTOR STANDARDS AND ETHICAL CODES

The Gaming and Wagering Commission of Western Australia does not employ staff but has a net appropriation agreement with the Department of Racing, Gaming and Liquor relating to functions carried out on behalf of the Commission by staff of that Department. Accordingly, the Commission does not report on compliance with the Public Sector Standards. The Department of Racing, Gaming and Liquor’s Annual Report contains the relevant information.

PUBLIC INTEREST DISCLOSURE

The Commission meets its obligations under the *Public Interest Disclosure Act 2003* through arrangements with Department of Racing, Gaming and Liquor. The Department of Racing, Gaming and Liquor’s Annual Report contains the information on how that department has complied with the obligations imposed pursuant to section 23(1) of the *Public Interest Disclosure Act 2003*.

ADVERTISING AND SPONSORSHIP

(*Electoral Act 1907, s. S175ZE*)

In accordance with section 175ZE of the *Electoral Act 1907*, the Gaming and Wagering Commission of Western Australia incurred the following expenditure in advertising, market research, polling, direct mail and medial advertising:

1. Total expenditure for 2004-05 was \$802.
2. Expenditure was incurred in the following areas:

Advertising Agencies		Name of Advertising Agency	
Market research organisations	Nil		Nil
Government agencies	\$374	<i>State Law Publisher, Department of Premier and Cabinet</i>	\$374
Polling organisations	Nil		Nil
Direct mail organisations	Nil		Nil
Media advertising organisations	\$428	<i>The West Australian Newspaper</i>	\$428

FINANCIAL STATEMENTS

The aim of these Financial Statements is to present to the Parliament details of revenue and expenditure for the Gaming and Wagering Commission of Western Australia.

This part of the Annual Report contains:

- Financial Statements;
- Accompanying Notes;
- Certification of the Financial Statements, and
- the Opinion of the Auditor General.

Gaming and Wagering Commission of Western Australia
Statement of Financial Performance
for the year ended 30 June 2005

	Note	2005 \$	2004 \$
COST OF SERVICES			
Expenses from ordinary activities			
Board members expenses	15	54,626	44,375
Superannuation	15	4,916	3,994
Bad debt expenses	26	10,050	6,350
Services and contract fees		<u>2,635,377</u>	<u>2,573,397</u>
Total cost of services		<u>2,704,969</u>	<u>2,628,116</u>
Revenues from ordinary activities			
Revenue from operating activities			
Fees and charges	2	2,956,833	2,834,031
Revenue from non-operating activities			
Interest revenue		<u>65,786</u>	<u>47,026</u>
Total revenues from ordinary activities		<u>3,022,619</u>	<u>2,881,057</u>
NET COST OF SERVICES	14 (b)	<u>(317,650)</u>	<u>(252,941)</u>
CHANGE IN NET ASSETS		<u>317,650</u>	<u>252,941</u>
TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH WA STATE GOVERNMENT AS OWNERS			
		<u>317,650</u>	<u>252,941</u>

The Statement of Financial Performance should be read in conjunction with the accompanying notes.

Gaming and Wagering Commission of Western Australia
Statement of Financial Position
as at 30 June 2005

	Note	2005 \$	2004 \$
Current Assets			
Cash assets	3	1,470,435	1,182,363
Restricted cash assets	4	3,292,667	2,530,759
Receivables	5	95,535	66,651
Inventories	6	3,055	3,603
Total Current Assets		4,861,692	3,783,376
Total Assets		4,861,692	3,783,376
Current Liabilities			
Payables	7	217,075	210,617
Fees in trust - Security Deposits	8	993,141	748,154
Fees in trust - Problem Gambling Support Services	9	224,394	63,931
Fees in trust - Gaming Community Trust Fund	10	781,344	862,300
Fees in trust - Sports Wagering Account	11	1,293,788	856,374
Other liabilities	12	28,613	36,313
Total Current Liabilities		3,538,355	2,777,689
Total Liabilities		3,538,355	2,777,689
NET ASSETS		1,323,337	1,005,687
Equity	13		
Contributed equity		(10,918)	(10,918)
Accumulated surplus		1,334,255	1,016,605
TOTAL EQUITY		1,323,337	1,005,687

The Statement of Financial Position should be read in conjunction with the accompanying notes.

Gaming and Wagering Commission of Western Australia

Statement of Cash Flows

for the year ended 30 June 2005

	Note	2005 \$	2004 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Board members expenses		(59,542)	(48,369)
Supplies and services		(2,633,104)	(2,520,435)
GST payments on purchases		(122,200)	(44,164)
GST payments to taxation authority		0	(34)
Receipts			
Fees and charges		2,961,208	2,815,989
Interest received		63,973	47,386
GST receipts on sales		57,714	39,117
GST receipts from taxation authority		20,023	0
Net cash provided by operating activities	14 (b)	<u>288,072</u>	<u>289,490</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Receipts from fees in trust		2,726,575	2,007,320
Payments from fees in trust		(1,964,667)	(1,024,037)
Net cash provided by investing activities		<u>761,908</u>	<u>983,283</u>
Net increase in cash held		1,049,980	1,272,773
Cash assets at the beginning of the financial year		<u>3,713,122</u>	<u>2,440,349</u>
CASH ASSETS AT THE END OF THE FINANCIAL YEAR	14 (a)	<u><u>4,763,102</u></u>	<u><u>3,713,122</u></u>

The Statement of Cash Flows should be read in conjunction with the accompanying notes.

1. SIGNIFICANT ACCOUNTING POLICIES

The following accounting policies have been adopted in the preparation of the financial statements. Unless otherwise stated, these policies are consistent with those adopted in the previous year.

General Statement

The financial statements constitute a general purpose financial report which has been prepared in accordance with Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board, and Urgent Issues Group (UIG) Consensus Views as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary application, disclosure, format and wording. The Financial Administration and Audit Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board, and UIG Consensus Views. The modifications are intended to fulfil the requirements of general application to the public sector, together with the need for greater disclosure and also to satisfy accountability requirements.

If any such modification has a material or significant financial effect upon the reported results, details of that modification and where practicable, the resulting financial effect, are disclosed in individual notes to these financial statements.

Basis of Accounting

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, except for certain assets and liabilities which, as noted, are measured at fair value.

Administered revenues are not integral to the Commission in carrying out its functions and are disclosed in the notes to the financial statements for information purposes, forming part of the general purpose financial report of the Commission.

(a) Services performed for the Gaming and Wagering Commission of Western Australia by the Department of Racing, Gaming and Liquor

The Department of Racing, Gaming and Liquor provides support to the Gaming and Wagering Commission of Western Australia to enable the Commission to carry out its objectives. This support comprises most of the amount reported in the Statement of Financial Performance under 'Services and contract fees'. These charges are in the nature of salaries and administration costs in providing these support services.

Recoups from the Commission to the Department of Racing, Gaming and Liquor are made on a monthly basis under a net appropriation agreement.

(b) Contributed equity

Under UIG 38 "Contributions by Owners Made to Wholly-Owned Public Sector Entities" transfers in the nature of equity contributions must be designated by the Government (owners) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions in the financial statements.

(c) Cash

For the purpose of the Statement of Cash Flows, cash includes cash assets and restricted cash assets.

(d) Inventories

Inventories are valued on a first in first out basis at the lower of cost and net realisable value.

(e) Receivables

Receivables are recognised at the amounts receivable as they are due for settlement no more than 30 days from the date of recognition.

Collectability of receivables is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off. A provision for doubtful debts is raised where some doubts as to collection exist and in any event where the debt is more than 60 days overdue.

(f) Payables

Payables, including accruals not yet billed, are recognised when the Commission becomes obliged to make future payments as a result of a purchase of goods or services. Payables are generally settled within 30 days.

(g) Employee benefits

(i) Annual and Long Service Leave

The Gaming and Wagering Commission of Western Australia does not employ staff. Section 18 of the Gaming and Wagering Commission Act 1987 provides for the Commission to utilise the staff and facilities of the Department of Racing, Gaming and Liquor. The cost of the services provided by the Department of Racing, Gaming and Liquor is recouped from the Commission as a service fee. Accordingly, provisions have not been made for annual and long service leave.

(ii) Superannuation

The board members of the Commission are non-contributory members of the West State Superannuation Scheme, an accumulation fund complying with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. The superannuation expense comprises employer contributions in respect of board members which are payable to the West State Superannuation Scheme by the Commission.

The liabilities for superannuation charges under the Government Employees Superannuation Act are extinguished by payment of employer contributions to the Government Employees Superannuation Board (GESB).

The note disclosure required by paragraph 6.10 of AASB 1028 (being the employer's share of the difference between employees' accrued superannuation benefits and the attributable net market value of plan assets) has not been provided. State scheme deficiencies are recognised by the State in its whole of government reporting. The GESB's records are not structured to provide the information for the Commission. Accordingly, deriving the information for the Commission is impractical under current arrangements, and thus any benefits thereof would be exceeded by the cost of obtaining the information.

(h) Insurance

Insurance for the following areas is provided through Riskcover and arranged by the Department of Racing, Gaming and Liquor:

- (i) Worker's Compensation
- (ii) Property and Business Interruption
- (iii) General and Professional Liability
- (iv) Motor Vehicle
- (v) Miscellaneous
- (vi) Personal Accident - Board Members.

(i) Fees and charges

This represents income received pursuant to the Gaming and Wagering Commission Act 1987, Casino Control Act 1984, and Betting Control Act 1954, net of refunds. It includes the annual casino licence fee, income from community gaming, and wagering activities.

(j) Comparative figures

Comparative figures are, where appropriate, reclassified so as to be comparable with the figures presented in the current financial year.

(k) Rounding of amounts

Amounts in the financial statements have been rounded to the nearest dollar.

	2005 \$	2004 \$
2. FEES AND CHARGES		
Casino licence fees	2,133,825	2,061,838
Betting related fees	54,979	44,201
Community gaming	465,722	481,214
Gaming infringements	12,450	10,750
Recoups for services provided	286,686	220,689
Other revenues	<u>3,171</u>	<u>15,339</u>
	<u>2,956,833</u>	<u>2,834,031</u>
3. CASH ASSETS		
Interest bearing account at the Commonwealth Bank of Australia	<u>1,470,435</u>	<u>1,182,363</u>
4. RESTRICTED CASH ASSETS		
Security Deposits	993,141	748,154
Problem Gambling Support Services	224,394	63,931
Gaming Community Trust Fund	781,344	862,300
Sports Wagering Account	<u>1,293,788</u>	<u>856,374</u>
	<u>3,292,667</u>	<u>2,530,759</u>
5. RECEIVABLES		
Receivables for goods and services supplied	47,716	60,580
GST receivable	<u>47,819</u>	<u>6,071</u>
	<u>95,535</u>	<u>66,651</u>
The Commission does not have any significant exposure to any individual customer or counterparty.		
6. INVENTORIES		
Betting tickets	1,282	654
Betting ledgers	<u>1,773</u>	<u>2,949</u>
	<u>3,055</u>	<u>3,603</u>
7. PAYABLES		
Amounts payable for goods and services received	<u>217,075</u>	<u>210,617</u>
8. FEES IN TRUST - SECURITY DEPOSITS		
Opening balance	748,154	702,143
Receipts	1,014,213	692,069
Payments	<u>(769,226)</u>	<u>(646,058)</u>
Closing balance	<u>993,141</u>	<u>748,154</u>
Fees in Trust - Security Deposits represent security deposits received from bookmakers conducting sports betting or double event betting or both, and received from organisations conducting lotteries/raffles as a guarantee of the distribution of prizes, plus interest income.		

	2005 \$	2004 \$
9. FEES IN TRUST - PROBLEM GAMBLING SUPPORT SERVICES		
Opening balance	63,931	37,721
Receipts	355,171	237,258
Payments	<u>(194,708)</u>	<u>(211,048)</u>
Closing balance	<u>224,394</u>	<u>63,931</u>
The Problem Gambling Support Services receives contributions from Burswood International Resort Casino, WA Bookmakers Association, Racing and Wagering Western Australia, and the Commission. The fund is used to provide services for problem gamblers and to undertake problem gambling related research.		
10. FEES IN TRUST - GAMING COMMUNITY TRUST FUND		
Opening balance	862,300	807,612
Receipts	166,176	160,274
Payments	<u>(247,132)</u>	<u>(105,586)</u>
Closing balance	<u>781,344</u>	<u>862,300</u>
The Gaming Community Trust Fund is winnings from gaming activities that have remained unclaimed for more than 14 months, plus interest income. The fund is held for purposes as recommended by the Trust, and approved by the Minister, for the benefit of the community pursuant to section 109C (2) of the Gaming and Wagering Commission Act 1987.		
11. FEES IN TRUST - SPORTS WAGERING ACCOUNT		
Opening balance	856,374	0
Receipts	1,191,015	917,719
Payments	<u>(753,601)</u>	<u>(61,345)</u>
Closing balance	<u>1,293,788</u>	<u>856,374</u>
The Sports Wagering Account holds monies paid by Racing and Wagering Western Australia under section 104 or 107 of the Racing and Wagering Western Australia Act, and monies held by the Commission relating to payments of bookmakers' betting levy made under section 15 of the Betting Control Act 1954. These monies are held in trust until distributed as directed by the Minister for Sport and Recreation, pursuant to section 110A of the Gaming and Wagering Commission Act 1987.		
12. OTHER LIABILITIES		
Current		
Accrued expenses	<u>28,613</u>	<u>36,313</u>
13. EQUITY		
Contributed equity		
Opening balance	(10,918)	0
Distribution to owners	<u>0</u>	<u>(10,918)</u>
Closing balance	<u>(10,918)</u>	<u>(10,918)</u>
Accumulated surplus		
Opening balance	1,016,605	763,664
Change in net assets	<u>317,650</u>	<u>252,941</u>
Closing balance	<u>1,334,255</u>	<u>1,016,605</u>

	2005 \$	2004 \$
14. NOTES TO THE STATEMENT OF CASH FLOWS		
(a) Reconciliation of cash		
Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:		
Cash assets	1,470,435	1,182,363
Restricted cash assets (refer to Note 4)	<u>3,292,667</u>	<u>2,530,759</u>
	<u>4,763,102</u>	<u>3,713,122</u>
(b) Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities		
Net cost of services	317,650	252,941
(Increase)/decrease in assets:		
Receivables	12,864	4,392
Inventories	548	(3,603)
Increase/(decrease) in liabilities:		
Payables	6,458	(825)
Other liabilities	(7,700)	52,490
Transfer of net liabilities from Betting Control Board	0	(10,918)
Net GST receipts/(payments)	(44,464)	(5,081)
Change in GST in receivables/payables	<u>2,716</u>	<u>94</u>
Net cash provided by operating activities	<u>288,072</u>	<u>289,490</u>

15. REMUNERATION OF MEMBERS OF THE ACCOUNTABLE AUTHORITY

The number of members of the Accountable Authority whose total of fees, salaries, superannuation and other benefits for the financial year, falls within the following band:

\$		
0 - 10,000	2	6
10,001 - 20,000	4	0

The total remuneration of the members of the Accountable Authority is : 59,542 48,369
(the Chairman does not receive remuneration.)

No members of the Accountable Authority are members of the Pension Scheme.

16. SERVICE OF THE ACCOUNTABLE AUTHORITY

The only service of the Commission is *Functions Performed for the Gaming and Wagering Industry*. The information disclosed in the Statement of Financial Performance represent all details of expenses and revenues from ordinary activities for this service.

17. EXPLANATORY STATEMENT

(a) Significant variations between estimates and actual results for the financial year

Details and reasons for significant variations between estimates and actual results are detailed below. Significant variations are considered to be those greater than 10% or \$50,000.

	2005 Actual	2005 Estimate	Variance
	\$	\$	\$
Board members expenses	54,626	69,000	(14,374)
Superannuation	4,916	6,210	(1,294)
Services and contract fees	2,635,377	2,945,875	(310,498)
Fees and charges	2,956,833	2,896,734	60,099
Interest revenue	65,786	48,000	17,786

Board members expenses

The variance of \$14,374 was attributable to a higher budget provision for six board members (excluding the Chairman).

Superannuation

The variance of \$1,294 was due to lower board members expenses paid during the year 2004/05.

Services and contract fees

The decrease of \$310,498 was primarily due to a reduction in the amount recouped by the Department of Racing, Gaming and Liquor from the Commission for the provision of licensing and compliance services. Following the resignation and retirement of several inspectors who performed these services fewer audits and inspections were conducted with a corresponding reduction in the recoup for salaries and associated costs, plus travel for country inspections.

Fees and charges

The variance of \$60,099 was mainly due to the increases in the number of casino employee licence fee processed, bookmakers licence fees, lottery and raffle, and recoups from Racing & Wagering Western Australia for services provided.

Interest revenue

The variance of \$17,786 was mainly due to a higher bank balance throughout the year plus rising interest rates.

(b) Significant variations between actual revenues and expenditures for the financial year and revenues and expenditures for the immediately preceding financial year

It is impractical to comment on the variations between 2004/05 and 2003/04 as the actuals are not comparable due to the part year effect as a consequence of the merger of the Gaming Commission of Western Australia and the Betting Control Board on 30 January 2004.

18. REMUNERATION OF AUDITOR

Remuneration to the Auditor General for the financial year is as follows:

	2005 \$	2004 \$
Auditing the accounts, financial statements and performance indicators	7,500	7,000

Gaming and Wagering Commission of Western Australia
Notes to the Financial Statements
For the year ended 30 June 2005

19. ADDITIONAL FINANCIAL INSTRUMENTS DISCLOSURES

a) Interest rate risk exposure

The Commission's exposure to interest rate risk and effective interest rates on financial instruments are:

	Weighted average effective interest rate	Floating interest rate	Non-interest bearing	Total 30 June 2005	Total 30 June 2004
		\$	\$	\$	\$
i) Financial assets					
Cash assets	5.45%	1,470,435		1,470,435	1,182,363
Restricted cash assets	5.45%	3,292,667		3,292,667	2,530,759
Receivables			95,535	95,535	66,651
Total financial assets		4,763,102	95,535	4,858,637	3,779,773
ii) Financial liabilities					
Payables			217,075	217,075	210,617
Fees in trust - Security Deposits		993,141		993,141	748,154
Fees in trust - Problem Gambling Support Services		224,394		224,394	63,931
Fees in trust - Gaming Community Trust Fund		781,344		781,344	862,300
Fees in trust - Sports Wagering Account		1,293,788		1,293,788	856,374
Other liabilities			28,613	28,613	36,313
Total financial liabilities		3,292,667	245,688	3,538,355	2,777,689

b) Credit risk exposure

All financial assets are unsecured. Amounts owing by other government agencies are guaranteed and therefore no credit risk exists in respect of those amounts. In respect of other financial assets the carrying amounts represent the Commission's maximum exposure to credit risk in relation to those assets.

	2005 \$	2004 \$
20. ADMINISTERED TRANSACTIONS		
Administered revenue		
(a) Video Lottery Terminals	<u>228,946</u>	<u>261,471</u>
Video Lottery Terminals are an electronic alternative to break open bingo tickets. The Commission collects 3.25% of the cash collected by a Video Lottery Terminal under regulation 18AA of the Gaming and Wagering Commission Regulations 1988. The Commission retains 1% to cover the cost of administering Video Lottery Terminals, the remaining 2.25% is collected on behalf of the Government and paid into the Consolidated Fund. The amount reported here as administered revenue represents Government's 2.25% share of this income.		
(b) Continuing Lottery Levy	<u>248,389</u>	<u>218,588</u>
As from 1 July 2000, pursuant to section 104G of the Gaming and Wagering Commission Act 1987, the Commission collects a levy of 3.25% of the face value of Continuing Lottery tickets sold by licensed suppliers. The Commission retains 1% as controlled revenue and remits the remaining 2.25% to the Consolidated Fund. The amount disclosed here represents Government's 2.25% share of this item.		
21. OTHER COMMITMENTS		
As at 30 June 2005 the Commission did not have any other material capital or expenditure commitments.		
22. CONTINGENT LIABILITIES AND CONTINGENT ASSETS		
The Commission is not aware of any contingent liabilities and contingent assets as at balance date.		
23. EVENTS OCCURRING AFTER REPORTING DATE		
The Commission is not aware of any matters or circumstances that have arisen since the end of the financial year to the date of this report which has significantly affected or may significantly affect the activities of the Commission, the results of those activities or the state of affairs of the Commission in the ensuing or any subsequent year.		
24. RELATED BODIES		
The Commission does not provide any assistance to other agencies which would deem them to be regarded as related bodies under the definitions included in Treasurer's Instruction 951.		

25. AFFILIATED BODIES

The Commission does not provide any assistance to other agencies which would deem them to be regarded as affiliated bodies under the definitions included in Treasurer's Instruction 951.

26. SUPPLEMENTARY FINANCIAL INFORMATION

WRITE-OFFS

Public property, revenues and debts due to the state, written off in accordance with section 45 of the Financial Administration and Audit Act (1985):

	2005 \$	2004 \$
Uncollectable gaming infringement debts written off by the Accountable Authority.	<u>10,050</u>	<u>6,350</u>

27. IMPACT OF ADOPTING AUSTRALIAN EQUIVALENTS TO IFRS

The Australian Accounting Standards Board (AASB) is adopting International Financial Reporting Standards (IFRS) for application to reporting periods beginning on or after 1 January 2005. The AASB has issued Australian equivalents to IFRS, and the UIG has issued interpretations corresponding to International Accounting Standards Board interpretations originated by the International Financial Reporting Interpretations Committee or the former Standing Interpretations Committee. These Australian equivalents to IFRS are referred to hereafter as AIFRS. The adoption of AIFRS will be first reflected in the entity's financial statements for the year ending 30 June 2006.

Entities complying with AIFRS for the first time will be required to restate their comparative financial statements to amounts reflecting the application of AIFRS to that comparative period. Most adjustments required on transition to AIFRS will be made, retrospectively, against opening retained earnings as at 1 July 2004.

The Commission has commenced transitioning its accounting policies and financial reporting from the current Australian Standards to AIFRS. The Commission conducts analyses and assessments to identify areas that will be impacted by the transition to AIFRS. In complying with paragraph 4.2 of AASB 1047 'Disclosing the Impacts of Adopting Australian Equivalents to International Financial Reporting Standards', the Commission is required to disclose an estimate of the effect of the changes on its reported financial position and financial performance. As at the reporting date, the Commission is not aware of any significant differences in the transition to AIFRS, and no adjustment is required, in view of the nature of the Commission's current financial performance and position.

CERTIFICATION OF FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2005

The accompanying financial statements of the Gaming and Wagering Commission of Western Australia have been prepared in compliance with the provisions of the *Financial Administration and Audit Act 1985* from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2005 and the financial position as at 30 June 2005.

At the date of signing, we are not aware of any circumstances which would render any particulars included in the financial statements misleading or inaccurate.



Barry A Sargeant
CHAIRMAN, GAMING AND WAGERING
COMMISSION OF WESTERN AUSTRALIA

23 August 2005



Terry Ng
PRINCIPAL ACCOUNTING OFFICER

23 August 2005



Judith McGowan
MEMBER, GAMING AND WAGERING
COMMISSION OF WESTERN AUSTRALIA

23 August 2005

OPINION OF THE AUDITOR GENERAL ON THE DEPARTMENT'S FINANCIAL STATEMENTS



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

GAMING AND WAGERING COMMISSION OF WESTERN AUSTRALIA FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

Audit Opinion

In my opinion,

- (i) the controls exercised by the Gaming and Wagering Commission of Western Australia provide reasonable assurance that the receipt, expenditure and investment of moneys, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (ii) the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions, the financial position of the Commission at 30 June 2005 and its financial performance and cash flows for the year ended on that date.

Scope

The Commission's Role

The Commission is responsible for keeping proper accounts and maintaining adequate systems of internal control, preparing the financial statements, and complying with the Financial Administration and Audit Act 1985 (the Act) and other relevant written law.

The financial statements consist of the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and the Notes to the Financial Statements.

Summary of my Role

As required by the Act, I have independently audited the accounts and financial statements to express an opinion on the controls and financial statements. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the financial statements is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements.

D D R PEARSON
AUDITOR GENERAL
20 October 2005

4th Floor Dumas House 2 Havelock Street West Perth 6005 Western Australia Tel: 08 9222 7500 Fax: 08 9322 5664

PERFORMANCE INDICATORS

Performance Indicators are required by section 62 of the *Financial Administration and Audit Act 1985* and are provided to assist interested parties, such as Government, Parliament and community groups in assessing the agency's desired outcomes. Performance Indicators measure the efficiency and effectiveness of an agency.

AGENCY LEVEL GOVERNMENT DESIRED OUTCOMES AND KEY EFFECTIVENESS INDICATORS

The Gaming and Wagering Commission of Western Australia operates under the broad high level government strategic governance goal to "...govern for all Western Australians in an open, effective and efficient manner that also ensures a sustainable future".

The Desired Outcome for the Commission is to "...promote and maintain the integrity of lawful gambling activities".

The following information outlines the key effectiveness and efficiency indicators that have been developed to measure the performance of the Gaming and Wagering Commission.

KEY EFFECTIVENESS INDICATORS

	2004-05	2003-04	2002-03	2001-02	2000-01
Percentage of unlawful gambling detected in relation to total audits	1.58%	1.50%	2.04%	1.91%	4.2%
Number of violation reports issued in relation to casino gaming	2	4	2	2	3

KEY EFFICIENCY INDICATORS

	2004-05	2003-04	2002-03	2001-02	2000-01
Cost per Gambling Certificate/Permit issued.	\$249	\$198	\$299	\$178	\$181
Cost per Casino Employee Licence issued (see footnote ⁴).	\$459	\$2,154	\$2,712	\$2,142	\$1,824
Cost of monitoring the integrity of casino gaming operations over one year (see footnote ⁵).	\$312,950	\$160,899	\$111,198	\$286,267	\$243,722
Cost per instance of unlawful gambling detected (see footnote ⁶).	\$11,045	\$12,871	\$10,535	\$8,854	\$4,018
Cost per casino submission received.	\$400	\$368	\$404	\$353	\$283

⁴ The efficiency indicator for this activity is derived by dividing the cost allocation for the activity by the number of licences issued. The cost per casino licence issued was significantly lower this year as a result of the introduction of the renewal process for existing licence holders, which resulted in 979 licences being issued, compared to 184 licences issued in the 2003-4 reporting year.

⁵ The efficiency indicator for this activity is derived by dividing the cost allocation for the activity by the number of violation reports issued. The increase in the unit cost of monitoring the integrity of casino gaming operations during the year under review is largely due to decreases in the number of violation reports issued.

⁶ The efficiency indicator for this activity is derived by dividing the cost allocation for the activity by the number of breaches detected.

CERTIFICATION OF PERFORMANCE INDICATORS

FOR THE YEAR ENDED 30 JUNE 2005

We hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Gaming and Wagering Commission of Western Australia's performance, and fairly represent the performance of the Gaming and Wagering Commission of Western Australia for the financial year ended 30 June 2005.



Barry A Sargeant
CHAIRMAN, GAMING AND WAGERING
COMMISSION OF WESTERN AUSTRALIA

17 October 2005



Judith McGowan
MEMBER, GAMING AND WAGERING
COMMISSION OF WESTERN AUSTRALIA

17 October 2005

OPINION OF THE AUDITOR GENERAL ON THE COMMISSION'S PERFORMANCE INDICATORS



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

GAMING AND WAGERING COMMISSION OF WESTERN AUSTRALIA PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2005

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Gaming and Wagering Commission of Western Australia are relevant and appropriate to help users assess the Commission's performance and fairly represent the indicated performance for the year ended 30 June 2005.

Scope

The Commission's Role

The Commission is responsible for developing and maintaining proper records and systems for preparing performance indicators.

The performance indicators consist of key indicators of effectiveness and efficiency.

Summary of my Role

As required by the Financial Administration and Audit Act 1985, I have independently audited the performance indicators to express an opinion on them. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the performance indicators is error free, nor does it examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the performance indicators.

D D R PEARSON
AUDITOR GENERAL
20 October 2005

4th Floor Dumas House 2 Havelock Street West Perth 6005 Western Australia Tel: 08 9222 7500 Fax: 08 9322 5664

CONTACTING THE GAMING AND WAGERING COMMISSION

The services and products offered by the Gaming and Wagering Commission of Western Australia can be accessed at the Department of Racing, Gaming and Liquor's customer service area located at:

- Level 1, 87 Adelaide Terrace
East Perth, 6004
Western Australia

Where the stairs at 87 Adelaide Terrace present a barrier for people with disabilities, alternative access may be obtained by utilising the elevator located on the ground floor at 3 Plain Street.

The Commission's postal address is:

- Chairman
Gaming and Wagering Commission of Western Australia
PO Box 6119
East Perth, 6892
WESTERN AUSTRALIA

Telephone contact numbers for the Department are:

- Main Switchboard number: **08 9425 1888**
- Toll-free number for country callers: **1800 634 451**
- After hours message bank: **08 9425 1827**
- Casino Inspectorate: **08 9362 7648 or 08 9362 7650**

Facsimile numbers for the Commission are:

- Licensing and Permits: **08 9325 1041**
- Compliance and Audits: **08 9221 7108**
- Casino Inspectorate: **08 9362 7798**
- Chairman : **08 9325 1636**

Gaming permit application forms and brochures, together with general information on the Gaming and Wagering Commission, are available on the Department of Racing, Gaming and Liquor's **website** at www.rgl.wa.gov.au and **e-mail enquiries** can be addressed to rgl@rgl.wa.gov.au. A known member of staff can be emailed by using the following address convention: firstname.secondname@rgl.wa.gov.au.