



The United Workers Union (UWU) is the Casino Union in Australia, representing 10,000 workers in the industry across the country.

## KEY ISSUES

Casino jobs should be good, secure, middle-class jobs. Right now, too many workers in Australian casinos are in insecure casual or part-time work and any are working on minimum wages for cleaning or hotel contractors.

For casinos to continue to have a social licence to operate in Tasmania we need better industry regulation, improved governance, compliance and harm minimisation practices, increased worker voice, secure jobs and better wages and conditions for casino workers.

There is an opportunity in Tasmania to ensure that casino jobs are secure, and that the industry does not harm our communities.

## SOLUTIONS

### Secure and sustainable industry reforms:

#### *Regulation*

UWU wants to see a worker elected representative as part of the governance structure of the Tasmanian Gaming Commission.

#### *Harm Minimisation*

Responsible Gaming Officers should be established as elected worker roles to operate independently of the operator to assist in harm minimisation through identifying and counselling problem gamblers.

RGOs must be empowered with:

- ▶ The right to communicate with workers, patrons, and stakeholders including unions;
- ▶ The right to reasonable paid time to perform the duties of the role;
- ▶ Sufficient training to perform the role;

A role in appropriate consultative mechanisms the operator or licence holder maintains with employees and regulatory bodies. In particular they should be consulted by the Commission on proposed changes to regulations regarding the operation of gaming including game rules and inspection levels.



### ***Transparency***

Casino operators should have to open up their books to scrutiny. If they hold licences, they should not be able to keep the public in the dark about how much profit they are making. A lack of transparency is a significant part of the problem with how gaming legislation and casinos operate in Tasmania. Operators may be private companies, but conditions of a license should require transparency as part of their obligations to the public.

### ***Compliance and reporting***

To ensure a culture of compliance across all levels of regulation, casino licence holders should be required to demonstrate to the relevant regulator their compliance with all relevant workplace and industrial laws and that appropriate systems and processes are in place to ensure compliance within the operator's supply chain.

## **JOBS WORKERS CAN COUNT ON:**

### ***Secure Jobs***

The casino license holder should be required to make a commitment to secure, direct employment with mandatory minimum direct, permanent employees to be a condition of the license to operate. It is critical for the integrity of the license that there be skilled, secure, direct employees as the use of indirect labour arrangements such as labour hire or independent contractors negatively impacts a corporation's culture and will increase compliance risks. Further, no casino worker should be working on minimum wages.

These minimum standards should be developed in collaboration with workplace representatives including UWU.

UWU Objects to Fully Automated Table Games. These are bad for employment, and are not of benefit to the public, with a very low tax rate with very high bet limits.

### ***Staff to patron ratios***

Regulation should also mandate formulas around a minimum staff-to-patron level of security and gaming supervisory and compliance staff.

A robust culture of compliance necessitates that casino operators have rigorous internal controls, ensuring appropriate levels of staffing in key areas. Private compliance initiatives, such as policies or internal risk assessments, may be insufficient to manage operational risks that arise in these areas.

These minimum standards should be developed in collaboration with workplace representatives including UWU.

### ***Whistle-blower protections***

Casino licenses should be conditional on implementation of whistle-blower policies that provide for investigations by a sufficiently qualified and experienced independent party (e.g. a legal practitioner who does not act for the licence holder in other matters) as well as protections for employees and other individuals who make a report under the policy.