

# ebet

## TWIN TOWNS SERVICES CLUB: TWEED HEADS VENUE BECOMES THE **FIRST TO LAUNCH CASHLESS GAMING TRIAL** FOR GAMING MACHINES

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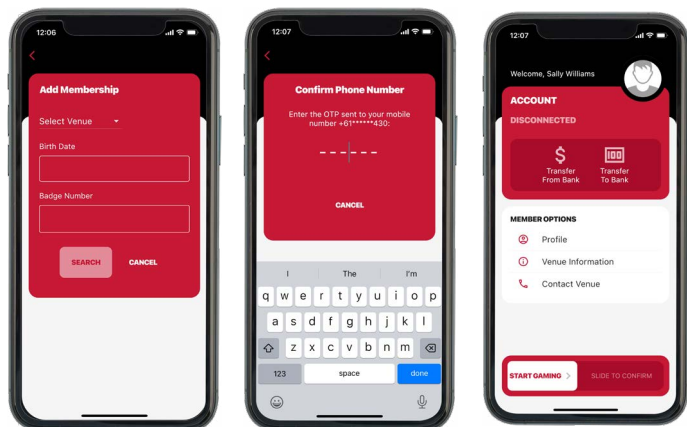
July 1 RGO Regulations  
deadline  
***Is Your Venue Ready?***

# EBET FIRST TO LAUNCH NSW CASHLESS GAMING TRIAL AT TWIN TOWNS

ebet has led the way in the expanded cashless gaming trial, facilitated by the NSW Government's initiative to explore modern gaming solutions. Twin Towns Services Club in Tweed Heads was the first venue to kick start the trial, marking an important phase in assessing the integration of cashless technology within gaming environments.

Using the latest digital technology, ebet makes the onboarding of customers simple and quick with full KYC ID verification and the ability to link a bank account within three minutes. Customers can use the **cardit+** app to transfer funds from their bank account and use either their existing membership card or **cardit+** app at the gaming machine. ebet has done the hard work to make it as easy as possible for both the venue and the customer.

Twin Towns is contributing the largest number of machines for the cashless gaming trial in regional NSW, demonstrating our commitment to this significant initiative. ebet is in the final stages of testing the cashless gaming technology across all 596 gaming machines at the club, with full integration expected by early May.



Club patrons can sign up and take part in the trial, where they will receive a hands-on demonstration on how to use the new technology.

The trial aims to evaluate the feasibility, and acceptance, of adopting cashless gaming technologies across all clubs and hotels in NSW, with specific goals to reduce gambling related harm and prevent money laundering. Key criteria for trial participants include robust harm minimisation, anti-money laundering measures, and stringent data security and privacy standards.

The Independent Panel on Gaming Reform, established in July 2023, will oversee the trial and is dedicated to ensuring a responsible and sustainable rollout.

## cardit+ CASHLESS GAMING



### A BETTER WAY TO PLAY

#### How it works



#### linkit

Link your member account to your bank account



#### TRANSFER FROM BANK

Transfer funds from your linked bank account to your cardit account & confirm



#### tapit

Tap your digital card and enter your pin to transfer funds to the machine. To end your session, slide tab on your mobile app to return funds to your cardit account



#### cardit

Members can also use their cardit membership card to transfer funds to the machine



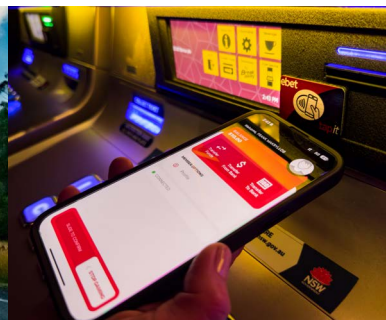
#### TRANSFER TO BANK

At the end of your session, easily transfer funds back to your bank account.

Help is close at hand. Contact GambleAware on 1800 858 858 or visit [gambleaware.nsw.gov.au](https://gambleaware.nsw.gov.au) for free and confidential support.

ebet





**Ebet recently conducted a series of industry information sessions in Wagga Wagga, Tamworth and Tweed Heads, marking the beginning of our 'ebet Country' initiative. While on the road, we also visited Merimbula, Narooma, Batemans Bay, Wollongong, Wyong, Gilgandra, Gunnedah, Dubbo and Melbourne.**

In addition to showcasing our cashless trial, now operational across 596 gaming machines at Twin Towns, these sessions provided detailed insights into regulatory changes including Responsible Gambling Officers (RGOs), Anti-Money Laundering and Counter-Terrorism (AML/CTF), and Two-Way protocols.

These sessions were an important opportunity to understand and discuss the broader regulatory landscape affecting our industry.

The session at Twin Towns proved exceptionally helpful, facilitating in-depth conversations about the advancements and challenges facing the ongoing cashless gaming trial. We extend our thanks to Rob Smith and the entire team at Twin Towns for their outstanding support and hospitality, and also to Peter Walford from Next Payments for his expert insights.

We also thank the attendees, many of whom travelled long distances, for their active participation and feedback. It's essential to acknowledge that this initiative is still in the trial phase—a learning process for all involved. The insights gathered are invaluable for our continued development and for perfecting the solution and processes of our prototype.

Being an Australian-owned and operated company, allows ebet to be agile and proactive throughout the test period so that we can fine-tune what is best for the Australian market. As a result of that learning process, we have already updated our Bluetooth hardware and streamlined our onboarding procedure. ebet is also diligent about keeping the independent Panel on Gaming Reform updated on progress in the field, and discussing what aspects are performing well, versus those that need improvement.

Ebet's next challenge is to advance the Card-Based Cashless (CBC) initiative in Victoria. Meanwhile, in Sydney, the cashless gaming trial continues at Dooley's Lidcombe, officially commencing on May 15.



## WHAT YOU CAN DO TO AVOID CYBERSECURITY INCIDENTS AND DATA BREACHES

You are no doubt aware of the recent cybersecurity incident that affected several clubs and pubs. Impacted venues were contacted by the third party involved and the appropriate authorities.

### SAFEGUARD YOUR SYSTEMS

To ensure the highest level of security and compliance, ebet dictates that all third-party interactions be conducted exclusively through our secure APIs.

To further enhance our security measures, we require all venues to notify us when they decide to discontinue the use of any third-party services that have had access to ebet systems. This notification will enable us to:

### REVIEW AND ADJUST ACCESS PERMISSIONS:

Ensure that all access rights are appropriately

modified or revoked to protect the integrity of our systems.

**AUDIT SECURITY POSTURES:** Conduct security audits to confirm that no unauthorised accesses or vulnerabilities have been introduced during the third-party engagement.

**UPDATE SECURITY MEASURES:** Implement any necessary updates or enhancements to our security practices based on the findings of our audits.

If you have any concerns, need advice or require assistance in transitioning to secure API-based services, please do not hesitate to contact our support team.

**Call ebet Support 1300 060 026  
or Email [support@ebetsystems.com.au](mailto:support@ebetsystems.com.au)**





# JOIN EBET AS WE GET READY FOR BARCELONA

**Ebet** will be leading a tour of industry professionals to the world's largest international gaming event, ICE 2025, to be held at the Fira Gran Via in Barcelona.

The International Casino Exhibition (ICE) stands apart as the platform for cutting-edge innovations and technological solutions.

The tour will be managed by CCM Travel and apart from Barcelona, will include the casino destinations of Prague, Amsterdam and London.

If you would like to receive further information about the tour for January/February 2025. **Click right to register your interest.**



## BEYOND COMPLIANCE

Advanced Skills for Responsible Gaming Officers

**Your Responsible Gambling Officers (RGOs) have completed the required Advanced RCG training, but to truly leverage their role, additional skills are crucial.**

The focus of problem gambling has been shifted from individuals recognising they have an issue, to venues being proactive in identifying and dealing with recognised problem behaviours. Yet, without advanced interpersonal skills, and a broader understanding of the role beyond compliance, RGOs risk being viewed as mere enforcers, potentially deterring patrons.

This half-day course equips RGOs with high-level skills that enhance customer engagement, trust, and overall service quality, transforming them into valuable assets for your venue. RGOs will learn how to effectively build relationships and how to interact with all gaming patrons, not just those exhibiting problem behaviours. This approach ensures a premium, safe, and rewarding customer experience.



**Beyond Compliance:  
Advanced Skills for RGOs**

**Tuesday 11 June, 2024  
Parramatta  
Morning or Afternoon Sessions**

[CLICK HERE TO REGISTER](#)

Sponsored by **cherrycheck**

## NEW BANKING PARTNER



**ebet is pleased to announce the appointment of a new financial partner, Next Payments.** Well known in the hospitality and gaming sector, Next are a trusted leader in cash management and technology-driven payment solutions. Importantly, they not only understand the highly regulated industry we work in but also the needs of our customers.

Rigid monitoring, auditing and security protocols to safeguard all data and Personally Identifiable Information (PII), together with data security, processing integrity, confidentiality, and customer privacy, are all crucial.

As the gaming industry moves towards digital solutions and cashless gaming, the partnership marks a significant step towards revolutionising the modern gaming experience, helping to streamline processes and providing payment gateways that optimise the customer journey.

**next**  
PAYMENTS

cherrycheck®

# JULY 1 RGO REGULATIONS DEADLINE.

With the risk of potential fines exceeding \$30,000 for non-compliance, the stakes have never been higher for gaming venues. The July 1, 2024, deadline is looming, so ensure your club or pub meets the Responsible Gambling Officer (RGO) Regulations set by the NSW Government.

The good news is the cherrycheck® mobile app can simplify your path to RCG and AMP/CTF compliance, protecting your business from financial penalties and reputational damage.

## IS YOUR VENUE READY?

01 : 10 : 35 : 22

DAYS

HOURS

MINUTES

SECONDS

**Endorsed by ClubsNSW** as the leading solution for clubs to assist in meeting the Club Gaming Code of Practice, the cherrycheck® mobile app enables RGOs to capture, escalate, and record RCG and AML/CTF incidents in real-time, ensuring full compliance without the hassle.

**Cherrycheck®** offers a seamless solution to meet governmental requirements efficiently and effectively, **and is the only real-time mobile app that lets RGOs carry out their duties on the go.**

## cherrycheck® NOW WITH A NEW RSA MODULE

Just when you think the cherrycheck® mobile app couldn't be any better, it now comes with an Responsible Service of Alcohol (RSA) module so that all incident registers are accessible in one place. That means staff can easily and efficiently log incidents in under a minute.

Talk-to-text is available for even greater efficiency on the go, logging witness and person of interest details and incident descriptions and actions. You can also attach images to incidents stored digitally, all from one device, and the app provides immediate discreet escalation to security when required.



## SPECIAL OFFER: LIMITED TIME ONLY

Cherrycheck® is available with three modules for RSG\*, AML / CTF and now RSA. Each module can be purchased separately or as a bundle.

**Now, for a limited time only, receive 50% off when you purchase a second module, plus a 50% discount on the third module.**

**Don't delay, contact us today! Act now to ensure your venue is ready and compliant by July 1.**

For a personalised consultation contact [justine@cherryhub.com.au](mailto:justine@cherryhub.com.au) or go to <https://cherryhub.com.au/contact-us>.



## EBET SUPPORT HELPDESK

ebet's Support team of technical specialists are standing by to answer your questions and help you solve problems.

### CONTACT

Hours of Operation:

**1300 060 026**

Monday–Friday 8am–7pm  
Saturday–Sunday 8am–4pm