

Office of Liquor and Gaming Regulation

# Gaming terminal technical standard

Version 1.1



Queensland  
Government

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# 1 Introduction

For the purposes of this document, a gaming terminal is any electronic or electromechanical hardware device used for selling, processing, verifying or validating bets and tickets within a gaming system.

Such terminals may include, but are not limited to

- operator controlled terminals
- self-service terminals
- other terminals, which can scan, convert or exchange vouchers, tickets or gaming account funds.

Some examples are operator controlled and self service terminals used in the conduct of Keno draws, Lotteries, or in wagering platforms.

Gaming terminal hardware and software must be submitted to the Office of Liquor and Gaming Regulation (OLGR) for evaluation and approval prior to operation in Queensland.

## 1.1 Purpose

The purpose of this publication is to outline for industry the minimum technical standard OLGR considers acceptable for gaming terminals to be approved for use. It provides guidance on the scope and nature of gaming terminal evaluations required to be conducted under the relevant gaming legislation and prevailing policy. This publication also provides relevant details for the submission, installation and operation of gaming terminals within Queensland.

## 1.2 Scope

This standard applies to all gaming providers in Queensland and covers hardware and software for gaming terminals.

It is not applicable to electronic gaming machines, casino table player betting terminals, fully automated table game terminals or cash redemption terminals. Some devices that are primarily used to redeem ticket-in, ticket-out (TITO) tickets for cash and/or top up or cash out card based gaming accounts, are classed as cash redemption terminals. For further information, refer to [Cash redemption terminal minimum technical requirements](#).

Where necessary clarification may be sought from OLGR to establish whether a certain device is also covered by this document.

## 1.3 Definitions and abbreviations

Term or Abbreviation	Description
Artwork	Any form of static or virtual (video) display used to communicate with users.
ATM	Automated Teller Machine.
EFT	Electronic Funds Transfer.
Firmware	Program code contained on embedded hardware components within the gaming terminal.

Term or Abbreviation	Description
Hardware	Physical componentry associated with the gaming terminal.
Host	Central computer system responsible for the recording and maintenance of user accounts.
NAATI	National Accreditation Authority for Translators and Interpreters.
PCB	Printed Circuit Board
Regulated Network	The network connection between the gaming terminal and a host
Software	A program associated with the operation of the gaming terminal.

## 1.4 Related documents

In addition to legislation the following documents may also be applicable to the design, installation, and operation of specific gaming terminals in Queensland:

- [Australian/New Zealand Gaming Machine National Standards](#)
- [Approved Seals for gaming equipment](#)
- [Submission Requirements](#)
- [Witness Build Guidelines](#)
- [Hashing Algorithms](#)
- [Random Number Generators Minimum Technical Requirements](#)
- [Program Storage Device Verification Requirements](#)
- [Approved Locks for Gaming Machines](#)

## 2 Policy

All gaming terminals used in the conduct of charitable and not-for-profit games, keno, lottery, wagering and gaming in Queensland are evaluated and approved under the following legislation:

- *Casino Control Act 1982*
- *Charitable and Non Profit Gaming Act 1999*
- *Gaming Machine Act 1991*
- *Keno Act 1996*
- *Lotteries Act 1997*
- *Wagering Act 1998*

### 2.1 General

- 2.1.1 If functionality within a gaming terminal is not covered by legislation or OLGR's published technical requirements, it must be discussed with OLGR prior to implementation to ensure it is suitable.
- 2.1.2 Any new EFT and ATM services to be introduced into gaming terminals will require consideration by OLGR. Details of what EFT or ATM services will be offered by the gaming terminal must be submitted to OLGR for review and consideration.
- 2.1.3 Gaming terminals must only perform authorised and legitimate transactions when accepting cash or cards or accepting or scanning tickets.
- 2.1.4 The gaming terminal manufacturer is responsible for ensuring that all equipment complies with relevant product and electrical safety statutory requirements under the Queensland and Commonwealth laws.

## 3 Requirements

### 3.1 Submissions

- 3.1.1 Submission requirements for gaming terminal hardware and software are detailed in the OLGR Submission requirements document.
- 3.1.2 Gaming terminals supplied for evaluation should be accompanied with a system to enable full functional testing of the terminal. Where it is not feasible to submit a system, a simulator that will allow testing of all gaming terminal functions may be supplied.
- 3.1.3 It is the responsibility of the manufacturer to ensure any hardware or system provided as part of the gaming terminal submission to OLGR complies with all relevant electrical safety and other applicable standards.

## 3.2 Hardware

- 3.2.1 All gaming terminals must have a permanently attached identification plate or sticker that clearly identifies the manufacturer, model or version number, and where applicable the build date and unique serial number of the gaming terminal.
- 3.2.2 The design and construction of the gaming terminal is to be of a sufficient standard to withstand limited abuse, vandalism or fraudulent activity by users without compromising the integrity of the equipment.
- 3.2.3 When the gaming terminal includes a banknote storage area this must be secure and attached in such a manner so that it cannot be easily removed by physical force.
- 3.2.4 All protuberances (e.g. buttons, handles, lights) on a gaming terminal that are accessible to general users, and attachments (e.g. labels and identification plates) must be sufficiently robust to avoid unauthorised removal.
- 3.2.5 All critical internal components must be clearly identified with a unique part or model number. Critical components may include cabinet, PCBs, peripheral devices, looms, hardware assemblies, and cables.
- 3.2.6 Touch screens must be accurate, and once calibrated must maintain that accuracy for at least the manufacturer's recommended maintenance period. Touch screens must also be able to be re-calibrated by venue staff.
- 3.2.7 Cash handling facilities within the gaming terminal should be able to tolerate power interruptions without causing transactional errors or corruptions.

## 3.3 Software

- 3.3.1 All software and firmware related to the critical operation of the gaming terminal must be able to be identified and verified using a cryptographic hash algorithm as detailed in the Hash Algorithms document.
- 3.3.2 Where specific tools are required for the verification of software or firmware related to the operation of the gaming terminal, these tools must be supplied as part of the submission.
- 3.3.3 Where facilitated, remote access of gaming terminals can only be conducted using approved software by operators authorised by OLGR.
- 3.3.4 In instances where a gaming terminal loses connection to a host and is unable to facilitate certain host functions, it is permissible for the gaming terminal to continue to operate with non-host functions (e.g. call attendant button).
- 3.3.5 Sufficient auditing information to reconcile, at a minimum, all transactions on the gaming terminal initiated in the previous 24 hours must be maintained in the gaming terminal or a host.
- 3.3.6 Gaming terminal software must contain a test or diagnostic mode that enables the testing of all critical components (e.g. banknote acceptors, printers, hoppers) integral

to the operation of the gaming terminal and, where possible, the verification of any associated software or firmware.

- 3.3.7 Faults or errors with any components integral to the operation of the gaming terminal must be satisfactorily detected and logged.
- 3.3.8 Access to internal areas of the gaming terminal must be monitored and logged accordingly.
- 3.3.9 Any gaming terminal connecting to a regulated network must be successfully authenticated, preferably using passwords, certificates or equivalent unique to each terminal.
- 3.3.10 Any gaming terminal software must be verifiable and appropriate methods are detailed further in the [Hashing algorithms](#). Acceptance of new verification methodologies is at the discretion of the OLGR.

## 3.4 Artwork

- 3.4.1 By law, gaming-related advertising, including artwork displayed on gaming terminals, must:
  - not be indecent or offensive
  - be based on fact
  - not be false, deceptive or misleading.
- 3.4.2 Artwork on gaming terminals must have regard to the [Code of Ethics](#) adopted by the Australian Association of National Advertisers (<http://aana.com.au/self-regulation/codes/>).
- 3.4.3 Artwork must not give the impression that gambling is a reasonable strategy for financial betterment.
- 3.4.4 Gaming terminal display/attract screens are encouraged to have Responsible Gambling messages where possible, in line with the Queensland Responsible Gambling Code of Practice and associated product specific resource manuals.
- 3.4.5 The functions and services provided by the gaming terminal must be clearly communicated to users. Written instructions must be in English, or other official language. Other language(s) can be made available via a player selectable option. However, the gaming terminal must default to English when a period of 60 seconds has elapsed since the end of the last patron interaction. All available language(s), including words/characters, must be grammatically and syntactically correct. In addition, languages other than English requires NAATI translation or equivalent.
- 3.4.6 If dispensed tickets, vouchers or receipts are vulnerable to environmental conditions, the receipt must include short storage and handling messages as applicable (e.g. 'Do not store with plastic—print may fade' or 'Do not store in direct sunlight').
- 3.4.7 All dispensed tickets, vouchers and receipts must display required statutory and responsible Gambling messaging.



- 3.4.8 Artwork that contains the word “Casino” will only be permitted to be used in Queensland casinos.
- 3.4.9 Artwork must not promote the consumption of alcohol while gambling.
- 3.4.10 Touch screen button icons must be sufficiently separated to reduce chances of the wrong icon being selected due to mis-calibration or parallax errors.
- 3.4.11 The functions of all physical or touch screen buttons must be clearly indicated, preferably on the button. There must be no hidden or undocumented buttons or touch points anywhere on the screen.
- 3.4.12 Artwork that makes use of stickers containing pertinent information must use stickers that will not shrink or peel with time or heat. These stickers must not be easily removed.

### 3.5 Other

- 3.5.1 Gaming terminals should be installed, maintained and serviced by appropriately qualified persons or licensed personnel in accordance with the relevant legislation.
- 3.5.2 All gaming terminal transactions and communications with the host must be secure and approved and follow best industry practices.

## 4 Product Safety

- 4.1 Health and safety matters and legislative requirements administered by other regulatory bodies, which also cover electrical safety and radio frequency emissions, are the responsibility of the gaming terminal manufacturer, purchaser and operator. Each of these parties are required to assure themselves of in meeting their statutory obligations. For example, operators must also make sure that equipment is kept in a safe condition as part of their obligations under the *Electrical Safety Act 2002*.
- 4.2 Areas of the gaming terminal that are generally accessible to patrons shall be constructed and finished to not have the potential to cause injury.

## 5 Revision History

Version	Changes	Who	Release Date	Incept Date
1.0	First release	AM	30/09/20	31/03/21
1.1	<ul style="list-style-type: none"> <li>• Update 1.3 Definitions and abbreviations table</li> <li>• Update s3.4.5 to outline requirements surrounding languages other than English.</li> </ul>	BZ	25/05/22	25/05/22