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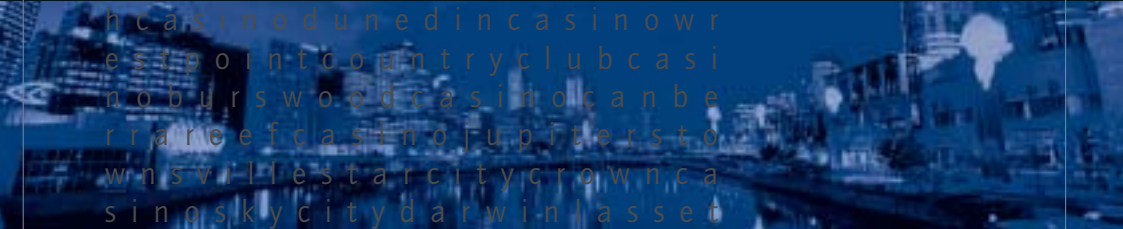


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Mission Statement

Our mission is to seek to provide a balance between the provision of the highest quality entertainment and gambling facilities while being mindful of the industry's social responsibility and acting with integrity at all times.

About the Association

MEMBERSHIP

The Australian Casino Association was formed in 1992.

All thirteen Australian casinos are members of the Association together with New Zealand casinos SKYCITY Auckland, Christchurch Casino and Dunedin Casino.

The Association represents the casino industry at a government and community level. The Association promotes the industry as one that is a world leader in regulatory and professional standards.

ASSOCIATION GOVERNANCE

The National Council, whose members are the CEOs and Managing Directors of the casino companies, governs the Association.

The members of the National Council elect the President, Vice-President and Treasurer annually.

The National Office administers the affairs of the Association from its office in the national capital, Canberra. The Executive Director, who is supported by an Administration Manager and a Community Affairs Manager, heads the National Office.

A COLLABORATIVE APPROACH TO INDUSTRY AFFAIRS

The Association works with its members through a number of Taskforces and Working Parties to adopt a national industry approach to issues that have an impact on the casino industry.

By utilizing the professional expertise of the casino industry's employees the Association is able to provide advice and responses to Federal, State and Territory governments on a range of issues as well as developing industry wide frameworks.





The past year has seen a period of industry consolidation and some real gains for the casino industry. Late last year, Jupiters merged with Tabcorp, while earlier this year the SKYCITY Group bought MGM Grand Darwin. And, of course, PBL has made a bid for Burswood Casino in Western Australia. So there has been no shortage of attention on the casino industry!

While these mergers have been proceeding, the Australian Casino Association has continued to concentrate on promoting the industry and co-ordinating industry responses to Government initiatives and inquiries. All our casinos operate in rigorous compliance environments where our actions are constantly under the spotlight. So it is of the utmost importance the Association is provided with high quality information. It is our job to ensure this information is utilised for the good of the industry.

The Association's biggest project last year was to commission an economic report to ascertain the industry's importance to the Australian economy. The Association commissioned URS to undertake this research, based on the 2002-03 year. It showed the casino industry's contribution to Australia's GDP is similar in size to that of the Sydney Olympics. In other words, the operations of our 13 casinos are equivalent to having an Olympic games held in Australia every year!

According to the URS report, Australia's casinos attracted over 40 million visitors of which 1.5 million were from overseas. In fact, 31% of international visitors came to our casinos during their visit to Australia and these visitors were estimated to have spent at least \$550.4 million. Our casinos are not just centres for gaming, they offer a range of

other business, recreational and leisure facilities for our customers. Australia's casinos hosted 1,567 conventions with over 252,000 attendees last year.

The casino industry also makes a valuable contribution to the Australian economy - 64 cents out of every dollar spent at a casino contributes directly to Australia's GDP. We employ nearly 20,000 people whose average income was 2% higher than the national Australian average. However, if we look at the total economic impact (direct and flow on) the casino industry was estimated to have generated \$8.6 billion in output, resulting in \$5.9 billion in GDP and \$2.1 billion in household income.

Again, the Association had a number of issues to contend with and has worked with Government agencies to ensure practical and positive outcomes for the industry. The Association was informed early in 2004 the Federal Government was intent on regularizing the withholding obligations for junket tour operators as part of its ongoing tax law reform. Fortunately, we were able to negotiate a largely satisfactory outcome for the industry. We appreciate the assistance we received from the office of the former Assistant Treasurer, Senator Helen Coonan and we wish her well in her new portfolio.

In late 2003 the Federal Government announced reforms to anti-money laundering legislation following a review which came up with 40 recommendations. Those changes have ramifications for all casinos and the Association continues to work with Government agencies on achieving a satisfactory outcome on this issue. The casino industry is conscious of the important role it plays in providing information to government agencies regarding money laundering especially through AUSTRAC and we want to co-operate in stamping out money laundering.

At the same time we wish to ensure the quality of the information already provided is not compromised by new measures that may be introduced as part of the new legislative package.

Responsible gambling remains a key issue for the industry and the work undertaken by our Responsible Gambling Taskforce is taken seriously by the National Council of the Association. The Ministerial Council on Gambling met in July this year and signed off on a national framework on problem gambling. We believe the framework is a step in the right direction and we support the principles underpinning the framework. We welcome the announcement by the Minister for Family and Community Services late last year that research in the gambling sector has to be rigorous and open to peer review.

The work of all our taskforces is important in ensuring the advice and submissions provided by the Association to various enquiries are of the highest standard. In the past year the Association has prepared submissions to the IPART Inquiry in NSW, responded to the Issues Paper released by the Federal Government on anti-money laundering reform and participated in the consultation process on this key issue. We have also provided information to several other State inquiries.

My thanks go to my colleagues in the National Council for the trust they have placed in me as President, to the staff of the Association's National Office and especially to our Executive Director, Chris Downy for the work they do in ensuring members are kept informed of current issues. Thanks also to the staff of our casinos who continually strive to provide a service of the highest quality that distinguishes our industry as being at the premium end of the hospitality and entertainment industry.

David Banks
President



Australia's casinos operate in "total compliance environments". Our casinos go to great lengths to ensure they meet all state and territory regulatory requirements,

operate in a fully transparent environment under the scrutiny of state, territory and federal regulators and have world standard internal security systems in place on their properties. This aspect of our operations has been of the utmost importance in recent months as the Association has liaised with the Attorney General's Department on the proposals for new anti-money laundering legislation that will be introduced by the Federal Government later this year. This issue has been a major one for the Association and for the casino industry, as it will have an enormous impact on our casinos' operations. The way in which the Association has approached this issue also highlights the effectiveness of the collaborative approach which has been a hallmark of the Association's organizational structure for the last three years.

When the Federal Government announced in late 2003 that it was to introduce new legislation to implement the FATF's 40 recommendations, the Association's Compliance Taskforce established an Anti-Money Laundering Working Party. This working party was given the responsibility for driving the issue within the Association and prepared a response to Issues Paper 5 which was released by the Government in early 2004. The Association has also formulated a draft industry anti-money laundering code which will be the basis of compliance with any new legislation. At the time of writing this report we are still awaiting the release of the Government's draft exposure bill. The Association remains concerned about the proposed threshold

for cumulative transactions of \$5000 and is still working with government on this issue.

The point I wish to stress, however, is that without the expert input of our industry employees the Association would not be able to provide effective representation on behalf of the industry in Canberra and to various state and territory governments. The same process saw the provision of two submissions to the IPART Inquiry in NSW as well as representations regarding the withholding tax regulation for JTOs. The Responsible Gambling Taskforce also undertook the development of an Unattended Children's Policy.

The value of the important work our taskforces undertake should never be underestimated. They provide the industry with an industry-wide focus allowing our message to be communicated to those in positions of influence at the state and federal levels of government. I pay tribute to our industry employees for the time they commit to the work of our taskforces.

In other activities, the Association continued to support the work of the National Association of Gambling Studies (NAGS) by again sponsoring the NAGS Annual Conference which was held in Canberra in November 2003. Casino industry employees continue to fill important roles on the national committee of NAGS facilitating interaction between industry, community organizations and researchers. We were also invited to participate in the annual Regulators Conference in Canberra which was attended by our Community Affairs Manager. The National Council again met regularly over the twelve months with our last meeting for the year being held in Canberra at Parliament House where our members met with Members of Parliament, Senators and their staff.

It is most vital we maintain a constructive dialogue with all sides of politics and we communicate our position on major issues affecting the industry. To this end I continue to attend various conferences and other activities that are organized by the major political parties. The association's AUSCASINO NEWS is regularly sent to all Members of Parliament, Senators and to State Gaming Ministers and Shadow Gaming Ministers.

The Association's website was upgraded last year and now provides more information with greater ease of access.

The next twelve months should be interesting - politically there could be a new government in power nationally, new anti-money laundering legislation will be introduced, and it will be interesting to see the NSW government's response to the IPART Inquiry and if there will be any flow-on effect to other states. The national framework on problem gambling will in all likelihood lead to new initiatives, hopefully in the development of a rigorous national research program and the Association will continue to play a constructive role in these and other issues that arise.

I take this opportunity to thank our President David Banks, Vice President Rowen Craigie and Treasurer David Steinhardt for their support and encouragement. I also thank the members of the National Council for their continuing involvement and participation in the affairs of the Association. My thanks go to Terese Christoff-Smith for her continuing good work in our national office and to Meredith Lavery, our Community Affairs Manager for her dedication and professionalism. I look forward to continuing to work with the many dedicated professionals in our industry as we move forward in advancing the interests of the casino industry.

Chris Downy
Executive Director

National Council



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winlassetersskycityadelaide
skycityaucklandconradtreas
urybrisbaneconradcupitersch
ristchurchcasinodunedin
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inoburswoodcasinocanberraree
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David Banks

President –
Chief Executive, Casinos,
Tabcorp Holdings Ltd.



Rowen Craigie

Vice President –
Chief Executive Officer –
Crown



Dave Steinhardt

Treasurer –
General Manager –
Jupiters Townsville



Greg Farrell

Managing Director –
Federal Hotels & Resorts
West Point & Country Club Casinos



Peter Bridge

Chief Executive Officer –
Lasseters Corporation



Jim L'Estrange

Chief Operating Officer –
Star City Casino



Xavier Walsh

Vice President &
General Manager –
Conrad Treasury Brisbane



David Kennedy

General Manager – Public Policy
and Corporate Strategy,
SKYCITY Entertainment Group



John Schaap

Managing Director –
Burswood International
Resort Casino



Howard Dreitzer

Senior Vice President –
Australia & General Manager
– Conrad Jupiters



Allan Tan

CFO, Company Secretary and
Regional Controller, Australia Asia Pacific,
Casinos Austria International



Rod Woolley

General Manager –
Dunedin Casino



Arthur Pitcher

Chief Executive Officer –
Christchurch Casino



Andrew Wilson

General Manager –
SKYCITY Darwin



Chris Downy

Executive Director –
Australian Casino Association

WREST POINT HOTEL CASINO 1973

In February 1973, Tasmania officially created a new Australian industry with a unique social experiment that began with the opening of the Wrest Point Hotel Casino in Hobart as Australia's first legal casino. Wrest Point had the effect of being a significant catalyst for the Tasmanian tourism industry.

As one of Australia's most recognized landmarks, the 17-storey Wrest Point Tower has recently undergone a major refurbishment, to its hotel and restaurants. Wrest Point is proudly Tasmania's largest hotel and has a world-class Conference Centre which plays a pivotal role in Tasmania's vibrant tourism sector.

SKYCITY DARWIN 1979

The Darwin Casino was the second casino to open in Australia in the 1970's and was operated from the Don Hotel in Cavenagh Street, before moving to its current location at Mindil Beach. In July 2004 SKYCITY Darwin was purchased by the New Zealand-based gaming and entertainment company, SKYCITY Entertainment Group Limited from MGM MIRAGE Inc.

The casino consists of 450 slot machines, 25 table games and operates the Northern Territory's lotto style game, NT Keno throughout 45 venues Territory wide. There are three restaurants, five bars, 107 hotel rooms, outdoor and indoor conference facilities, as well as leisure facilities on the property.

LASSETERS – ALICE SPRINGS 1981

Lasseters Hotel Casino, as it is now known today, was officially opened in July 1981. In May 2002 Lasseters completed a major \$21 million refurbishment of the complex. This incorporated an additional 66 rooms to the hotel, and complete refurbishment to

the existing 74 rooms. The result is a 140 room 4.5 star hotel and casino incorporating a new reception area, a larger entertainment complex and the addition of the Alice Springs Convention Centre.

Lasseters Online first launched in 1998, and is Australia's first physical casino to offer cash gaming on the Internet in a fully regulated environment.

COUNTRY CLUB RESORT 1982

The Country Club Resort is hidden in bushland and overlooking an international-standard, 18-hole golf course, the Country Club Resort offers first-class resort accommodation.

The resort boasts 104 luxury rooms and suites, a boutique casino, an award-winning restaurant, health centre, convention centre, trail rides on Arabian stud horses and a private fly-fishing lake.

SKYCITY ADELAIDE 1985

Adelaide Casino, as it was then known, opened in December 1985 and was renamed SKYCITY Adelaide after being purchased by the SKYCITY group on June 30, 2000.

The only casino in South Australia, SKYCITY Adelaide is one of the city's most popular gaming and entertainment venues, attracting over two million visitors every year. SKYCITY Adelaide is a diverse entertainment complex, offering exciting table games and gaming machine jackpots, restaurants, bars and regular live entertainment.

CONRAD JUPITERS – GOLD COAST 1985

Conrad Jupiters, in the heart of Queensland's Gold Coast, opened on November 23, 1985. A major employer in the region with 2,500 employees, Conrad Jupiters comprises many

facets including Hotel Conrad and Jupiters Casino, the focal point of the complex, offering patrons more than 90 gaming tables and 1,100 gaming machines.

There is also an elaborate 1125-seat theatre-style showroom with dazzling live Vegas style stage shows. With five restaurants and nine bars, from casual pub and cafe dining to world-class international cuisine there is something to suit all tastes and budgets.

BURSWOOD INTERNATIONAL RESORT CASINO 1985

The opening of Perth's Burswood Casino was marked with the tossing of two pennies in the Two-Up Ring on December 30, 1985. Since then Burswood has grown to be State's largest and most popular entertainment complex, attracting more than two million visitors a year.

The Resort includes the 413-room InterContinental Burswood Resort, a convention centre and 2,300-seat lyric theatre, six bars and nine restaurants. The Resort underwent a \$96million improvement program which was completed in December 2001.

Burswood is Western Australia's largest single-site, private sector employer, providing jobs to more than 2,700 people. The Resort is also Western Australia's most successful tourism exporter.

JUPITERS TOWNSVILLE HOTEL & CASINO 1986

Jupiters Townsville Hotel and Casino officially opened on the 19th June 1986. The property is Townsville's only 5 star property, boasting superb ocean and island views to the east and marina views to the west.

The hotel has 194 rooms including 16 executive suites, a presidential suite and

extensive conference facilities. The casino has 300 gaming machines and 24 table games with TAB, Jupiters Keno and Sportsbet facilities available. Patrons to the property can choose from three restaurants and 6 bars.

CASINO CANBERRA 1992

The interim Casino commenced operation in The National Convention Centre on 14 November 1992 and then relocated to the \$22.5 million building adjoining the Crowne Plaza Hotel and opened its doors at midnight on 29 July 1994.

The gaming facilities span over two levels with the main gaming area being on the ground floor. 'Rollers' Premium Player room is located on level one and is reserved for VIP Players.

CHRISTCHURCH CASINO -1994

Christchurch Casino is New Zealand's first casino, opening in November 1994. The casino is open 24 hours a day and holds 35 gaming tables and 500 slot machines. It is jointly owned by Aspinalls and Skyline.

STAR CITY SYDNEY 1994

Star City Casino opened in 1994 and has 1,500 slot machines and 200 gaming tables which host Blackjack, Roulette, Craps, Baccarat, Sic Bo, Big Wheel, Caribbean Stud, Pai Gow and Pontoon.

Star City has a 2000 seat Lyric Theatre and a 950 seat Showroom, both featuring the finest international and local shows. The extensive conference centre is complemented by Star City's five star hotel which has 351 hotel rooms, 130 serviced apartments and luxurious health club facilities. Guests to the casino and hotel can choose from 13 restaurants and bars, along with a selection of retail outlets and specialty stores.

CONRAD TREASURY CASINO 1995

Conrad Treasury Brisbane opened in April 1995. The casino and hotel are located in two of Australia's oldest and grandest heritage buildings which have been painstakingly restored. Formerly the Treasury Building and the Land Administration Building, the buildings were constructed in various stages between 1886 and 1928.

Conrad Treasury Brisbane is licensed to operate 111 gaming tables and 1332 gaming machines. The Hotel Conrad, located just across Queen's Park, is a deluxe hotel comprising 96 guest rooms and suites. The Hotel Conrad has won countless awards for excellence.

THE REEF HOTEL CASINO 1996

The Reef Hotel Casino commenced operations in January 1996. This complex features a two level casino, a five star hotel with 128 luxury suites, four restaurants, a night club, a 'sportz arena' and a variety of cocktail bars. Sitting above the casino is a magnificent glass domed botanical conservatory filled with the rare and beautiful plants from Far North Queensland.

The Casino features 537 electronic gaming machines and 44 table games including Roulette, Blackjack, Sic Bo, the Money Wheel, Reef Routine, mini and midi Baccarat, and Paradise Pontoon.

SKYCITY AUCKLAND 1996

Opened in 1996, SKYCITY Auckland is New Zealand's largest casino. Situated in the heart of Auckland city, SKYCITY offers a wide variety of entertainment and leisure options. It provides the excitement of gaming, bars, restaurants, two hotels, theatre and tourism offerings - including the impressive Sky Tower- the tallest structure in the Southern

Hemisphere, all in one magnificent venue.

Featuring four unique casinos, SKYCITY Auckland offers 110 gaming tables with a variety of games and 1647 gaming machines.

CROWN ENTERTAINMENT COMPLEX 1997

Opened in May 1997, Crown Casino covers 510,000 square metres, the "World of Entertainment" complex is one of the largest entertainment resorts of its kind in the world and provides a fully-integrated hotel, casino and entertainment tourist centre in the heart of Melbourne with an average of 15 million visits per year.

Crown Casino features 350 table game, 2,500 gaming machines and over 70 restaurants, snack bars and bars. In December 2003, Crown opened its second hotel, Crown Promenade, a 4 star hotel comprising 465 rooms and an extensive conference facility.

Crown is Australia's largest single site employer with around 7,500 hospitality and gaming employees.

DUNEDIN CASINO 1999

Dunedin Casino is housed in what was formerly known as the 'Grand Hotel'. In 1999, in preparation of its opening as Dunedin Casino, the former hotel underwent a \$14.5 million renovation. Strong emphasis was put on restoring the interior 'back to its former glory' and before long, Dunedin Casino emerged as one of the finest casinos of its kind.

The boutique casino is situated in the Gainsborough Room, once one of the most elegant dining rooms in Australasia, offering patrons 12 gaming tables and 180 electronic gaming machines.

A RESPONSIBLE INDUSTRY

The Responsible Gambling Taskforce members have had a busy year leading the industry in a range of initiatives. The Taskforce members finalised their work on an Unattended Children Policy statement and a copy of this is available on the Association's website.

Mary Marquass (Conrad Jupiters & Treasury), Bill Horman (Crown Casino), Virginia Baker (Star City) and Meredith Laverty (Australian Casino Association) made a joint presentation to the National Association of Gambling Studies Conference in Canberra on self-exclusions in casinos.

The major piece of collaboration for members of the taskforce was the Association's submission to IPART. A copy of the submission is available on the Association's website.

EMPOWERING OUR PEOPLE

The members of the Human Resources Taskforce continue to share information and strive for best practice when dealing with the many employees in the Australian casino industry.

Tracking data on absenteeism, employee turnover and occupational health and safety issues remain a useful component of the Taskforce's work program.

OPERATING IN TOTAL COMPLIANCE ENVIRONMENTS

Members of the Compliance Taskforce formed an anti-money laundering working party to liaise extensively with the Federal Attorney General's department on the Associations submission on the draft anti-money laundering legislation. The Association has also formulated a draft industry anti money laundering code which will be the basis of compliance with any new legislation. A fact sheet about anti-money laundering measures in Australian casinos is available on the Association's website.

GETTING THE MESSAGE OUT

The Association's staff have undertaken a range of speaking engagements at numerous forums such as:

- G2E
- Australian Gaming Industry Regulators conference
- Security and Surveillance conference
- National Association of Gambling Studies
- Casino and Gaming World Australia
- Australasian Gaming Expo
- Asian Casinos Expo

www.auscasinos.com

The Association undertook a major revamp of its website with a focus on increasing service to members with a members' only section which facilitates greater information sharing and knowledge management.

Australia's 13 casinos make a major economic contribution to the Australian community. Our casinos are entertainment complexes that operate in total compliance environments. They are major providers of employment and training, important players in the tourism and convention industries and an important source of revenue for government at all levels.

ECONOMIC CONTRIBUTION

The annual economic impact of the Australian casino industry is the equivalent in size to the economic impact of the 2000 Sydney Olympic Games. Australia's casinos made a direct contribution to Australia's Gross Domestic Product of \$2.008 billion – i.e. 64 cents in every dollar spent in our casinos contributes directly to GDP. Overall, our casinos directly and indirectly contributed \$5.9 billion in GDP to the Australian economy in 2003. They generated \$8.6 billion in industry sales, and provided \$2.1 billion in salaries and wages to Australian households by creating 46,012 full and part time jobs.

TAXES

In the year 2002-2003, state gaming taxes amounted to \$561.9 million, a slight increase of \$0.48million on the previous year. Licence fees amounted to \$9 million. Australian casinos pay a range of local, state and federal taxes in addition to gaming taxes – amounting to \$727 million.

THE COMMUNITY AND OUR SOCIAL RESPONSIBILITY

In 2002-2003, the casino industry contributed \$27.3million in community benefit levies. In addition to community

benefit levies, the Australian casino industry contributed to a range of other specific community groups, charities, special events and sporting organisations. For 2002/03, total additional contributions to community organizations and charities totalled \$11.7 million - making the industry's contribution to community related activities \$39 million

EMPLOYMENT

As at June 2003, the industry directly employed 19,439 people. The industry returned \$711.7 million in salaries and wages to the community. More than 60% of those employed are between the ages of 18 and 34 years; 87% are under the age of 45. Using the Australian Bureau of Statistics data for the total work force, average casino incomes were 2 % higher than the national average in 2002/03.

WELCOMING THE WORLD

Australian casinos welcomed nearly 1.5 million international visitors who spent at least \$550.4 million at Australian casinos. The total number of international visitors for 2002 to Australia amounted to 4.8 million. Based on these visitor numbers, up to 31% of international visitors go to casinos when in Australia reflecting the important role the industry and its facilities play within the Australian tourism market.

While in Australia international visitors tended to spend proportionally more than Australian casino visitors. International gambling revenue from international visitors was estimated at \$550.4 million, approximately 17.5 per cent of the industry turnover, excluding their expenditure on other activities at casinos such as accommodation and food and beverages.

REVENUE

The overall total casino revenue totalled \$3.145 billion in 2002/03, an increase of 0.43 per cent from the previous year. Gaming revenue remains the largest contributor to overall revenue at an estimated \$2.531 billion, increasing slightly on the previous year by 0.20 per cent.

The Australia casino industry also generates a significant amount of non-gaming revenue. In 2002/03 non-gaming revenue totalled \$614.6 amounting to 20 per cent of total revenue. Non-gaming revenue included food and beverage sales of \$357.2 million, followed by accommodation (\$131.3 million), rent and leasing (\$29.9 million), entertainment (\$30.9 million) and other income of \$65.9 million consisting of items such as car parking fees, foreign exchange commissions and casino guest services.

TOURISM & ENTERTAINMENT

Casinos provide over 3000 first class hotel rooms and a breathtaking variety of dining and entertainment experiences. In 2002-2003, over 40 million people visited our casinos - an increase of 2 million from the previous year. Casinos provide some of Australia's best meeting and convention venues as well as being a sought after leisure destination for corporate tourism. There were 1,567 conventions / conferences hosted during 2002-2003 with over 252,000 attendees.

Casinos are a major player in Australia's entertainment and tourism industries providing some of the best venues in which a wide range of Australian and international talent are showcased.

Our casinos have:

- 50 entertainment facilities to casino visitors - 14 movie theatres, 28 live theatres, 5 night clubs and 3 amusement arcades
- 31 sporting facilities - 12 gyms / health clubs, 2 golf courses, 1 driving range
- 10 swimming pools and 6 tennis courts
- 62 retail shops

State	EGMs	Tables
New South Wales	1500	200
Star City Sydney		
Victoria	2500	320
Crown Melbourne		
Qld	3691	283
Conrad Jupiters	1328	106
Conrad Treasury	1332	111
Jupiters Townsville	498	22
Reef Casino	533	44
WA	1318	123
Burswood		
SA	850	70
SKYCITY Adelaide		
ACT	Not Permitted	39
Casino Canberra		
Tas	1158	49
Wrest Point	668	25
Launceston	490	24
NT	635	45
SKYCITY Darwin	371	25
Lasseters	264	20
New Zealand	2790	197
SKYCITY Auckland	1647	110
Christchurch Casino *	500	35
Dunedin Casino *	180	12
SKYCITY Riverside (Hamilton) #	319	23
Sky Alpine Queenstown #	70	11
Wharf Casino Queenstown •	74	6

* Observer members of the Australian Casino Association
 # Member of the SKYCITY Entertainment Group
 • Not a member of the Australian Casino Association

Gaming Facilities By State & Territory and New Zealand

Australian Casino Association Members



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