

The Australian Casino Association
Annual Report 2005



The Australian Casino Association



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Mission Statement

Our mission is to assist the Australian casino industry in providing the highest quality entertainment and gambling facilities and to assist the casino industry in its development as one that is both economically sustainable and socially responsible.



Scenes from Midnight Magic show at Conrad Jupiters



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 casino industry as one that is a leader in regulatory compliance and responsible gambling practices that reflect community expectations of the highest standards of probity and integrity.

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 URS Casino Industry Survey for 2003/04 found Australia's 13 casinos hosted 3,027 conventions and conferences attracting 292,000 attendees. The number of international visitors to our casinos increased by 62% to 2.4 million and the number of interstate visitors increased by 20% to 5.2 million, out of a total visitation number of over 43 million visitors.

I say this for one reason and that is our casinos make a significant contribution to Australia's tourism industry. As the report states with regard to the number of international visitors, the number of these visitors – 6% - means that the economic impact on the Australian economy of casinos is likely to be greater relative to other forms of gaming/gambling in Australia. This point is often overlooked by the industry itself. The export component is particularly important when we consider international rated and junket players contribute 8% of total casino revenue. Combine this with the fact 24% of revenue is paid in taxation to various levels of government and it is more than obvious the Australian casino industry pays its way.

In 2004, recognising the casino industry's place in the Australian tourism industry, the National Council of the Association joined the National Tourism Alliance, as well as taking part in the Hospitality Industry Forum, an informal grouping of the hotel, club, restaurant and casino industries. This has led to the Association being represented on a number of tourism and hospitality related committees, including training standards and food standards. While the industry's focus remains on gaming, the Association recognises the non-gaming sector of our businesses are becoming more significant. After all, casinos are multi-faceted entertainment venues and



the URS Industry Survey indicates a greater level of growth in the provision of non-gaming functions such as accommodation and entertainment.

In the past year the Association continued to provide advice and present submissions to various government inquiries and industry forums, as well as to government itself. Of particular significance was the submission made by the Association to the South Australian Independent Gambling Authority's (IGA) Inquiry into Smartcard technology. The Association's submission focussed on the economic and technical issues involved with the introduction of any smartcard technology and the possible implications not only for the gaming industry but also for the community. Our submission focussed on the difficulty in implementation and the substantial capital cost involved. The South Australian Government, in receiving the final report from the IGA, has indicated through the Minister for Gambling, the issue of implementation of smartcard technology is a complex one and many of the models examined in the report were not fully developed or operational. The Association supports the Minister's comments and is of the firm view the emphasis of all regulation should centre on ensuring responsible gambling measures are in place, are effective and of real benefit to our customers, the industry and the community.

Earlier this year, the Federal Minister for Family and Community Services announced the Australian Government was supportive of the establishment of a national gambling research institute. The Association continues to support the concept in principle, provided the states and territories are involved with adequate funding forthcoming from all governments. The Ministerial Council on Gambling also approved of a national framework on problem gambling. Again, the Association sees the framework as being a

positive step forward in ensuring those who do develop a problem with their gambling behaviours are supported by government, industry and the community.

Last year I reported on the reforms to the anti money laundering regime in Australia due to the revised recommendations from the Financial Actions Taskforce (FATF). The Association has been working with the Federal Government to ensure the quality of information already provided by our casinos to law enforcement agencies is not compromised by new measures that may be introduced in new legislation. The Association welcomes the announcement by the Minister for Justice and Customs' that the government seeks to work with industry, not wishing to impose any unnecessary burden on industry with the implementation of any reforms.

The Association's taskforces continue to provide outstanding service to the Executive Director and his team. The Association relies on the high quality advice and expertise provided by senior staff from our casinos on our standing Taskforces.

My thanks go to my colleagues on the National Council for the trust they have placed in me as President. I particularly acknowledge and thank our long-serving Treasurer Dave Steinhardt, who resigned his position in June 2005. We wish Dave well in his future endeavours. Our thanks also go to the Association's Executive Director, Chris Downy, and his staff for the work they do in ensuring that members are kept abreast of issues and representing the Association at a governmental and community level. My thanks also to the staff of our casinos who always strive to provide the highest standard of service distinguishing our casinos as leaders in the hospitality and gaming industries.

David Banks
President



The Australian casino industry continues to make a valuable contribution to the economic life of Australia. The latest URS Casino Industry Survey

demonstrates once again just how valuable the industry is to the community.

What distinguishes the casino industry from other forms of gaming in Australia is the export component. According to the survey, overseas visitors make up 6% of the total number of visitors to our casinos and commission and international rated and junket players accounted for \$481 million in revenue. However, this figure does not include non-rated and non-junket international visitor revenue, thus suggesting the overall contribution of international visitors in revenue could exceed the category's proportion of visitation. Our casinos continue to provide first class facilities for our customers – no matter where they come from. The survey also shows there has been continued development of non-gaming facilities at all our casinos and there has been a greater growth in the provision of non-gaming functions such as accommodation and entertainment.

The Association continues to work to ensure we get this message across to the decision and opinion makers. The Association has put much effort into improving our communication tools and in the next year we will be taking it to another level. This past year has seen the Association not only provide advice and information to its members and others but has also participated in a number of government inquiries. The most significant inquiry this year has been the South Australian Independent Gambling Authority's Inquiry





into Smartcard Technology. The submission was developed by the Association was the result of collaboration between the Responsible Gambling Taskforce and Neil Spencer of International Gaming Consultants. Neil also chairs the Association's National Standards Working Party which provides a response to the discussion paper issued every year by the Regulators' National Standards Working Party on gaming machine technical standards.

The Association also provided information and appeared before the FATF inspection team when it visited Australia earlier in the year to undertake an assessment of the Australia's anti money laundering regime. The Association continues to work with the Australian government on its proposed draft legislation that will introduce new anti money laundering principles based on the FATF's revised 40 recommendations. We await the release of the exposure draft bill later in 2005 and appreciate the openness and willingness to listen to our concerns that has been shown by the Minister for Justice and Customs and his advisers on this issue.

The Association continues to negotiate with the Office of the Privacy Commissioner over the draft privacy code. The issue of what constitutes 'deemed consent' remains the major point of negotiation. The solution proposed by the Office of the Privacy Commissioner is out of step with the real world and further negotiations will be necessary before we come to an agreed position on this issue.

This year, the Association's National Council met for the first time out side of Australia. The meeting in Auckland in May was very successful and was a recognition of the fact that the Association's membership now encompasses New Zealand's casinos as well. The Association has also opened an office in Sydney as well moving to more modern office accommodation in Canberra.

The Association's taskforces continued to provide support to the National Office. The Responsible Gambling Taskforce has developed communications collateral to support members in promoting the industry's approach and commitment to responsible gambling. The Human Resources Taskforce continues to watch developments in the industrial relations system and has undertaken a remuneration benchmarking survey. The Compliance Taskforce set up a working party to assist with the anti money laundering issue, including representation at the meeting with the FATF taskforce in March in Sydney. It is only through the professional contribution made by casino industry employees the Association is able to provide expert advice and submissions to inquiries.

This year we have joined the National Tourism Alliance and accepted the invitation from the Australian Gaming Council to be a member of its Executive Committee. The Association also continues to work with other industry associations. For example we participated in the preparation of a submission to the Treasurer regarding Fringe Benefits Tax with these organisations and other affected industry groups.

I would like to thank the members of the Association, especially our President, David Banks and Vice President, Rowen Craigie, for their continued support and advice. A special thanks to Dave Steinhardt, our outgoing Treasurer for his work with the Association. I also acknowledge the work of Terese Christoff-Smith and Meredith Laverty in the past year. I look forward to continuing the good work of the past year and to again have the opportunity to work with the many dedicated professionals who work within the Australian casino industry.

Chris Downy
Executive Director

National Council



The Palladium Crown Casino



David Banks

President –
Chief Executive, Casinos,
Tabcorp Holdings Ltd.



Rowen Craigie

Vice President –
Chief Executive Officer –
Crown



Dave Steinhart

Treasurer – General Manager –
Jupiters Townsville
(Resigned June 2005)



Greg Farrell

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



Jim L'Estrange

Chief Operating Officer –
Star City Casino



Xavier Walsh

Chief Operating Officer –
Conrad Treasury Brisbane



Allan Tan

Executive Director & Regional Manager
for Australia Asia Pacific –
Casinos Austria International



David Kennedy

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



David Courtney

Chief Executive Officer –
Burswood International
Resort Casino



Charles Read

Chief Operating Officer –
Conrad Jupiters



Stephen Lyttelton

Acting Chief Executive –
Christchurch Casino



Rod Woolley

General Manager –
Dunedin Casino



Andrew Wilson

General Manager –
SKYCITY Darwin



Michael Lucas

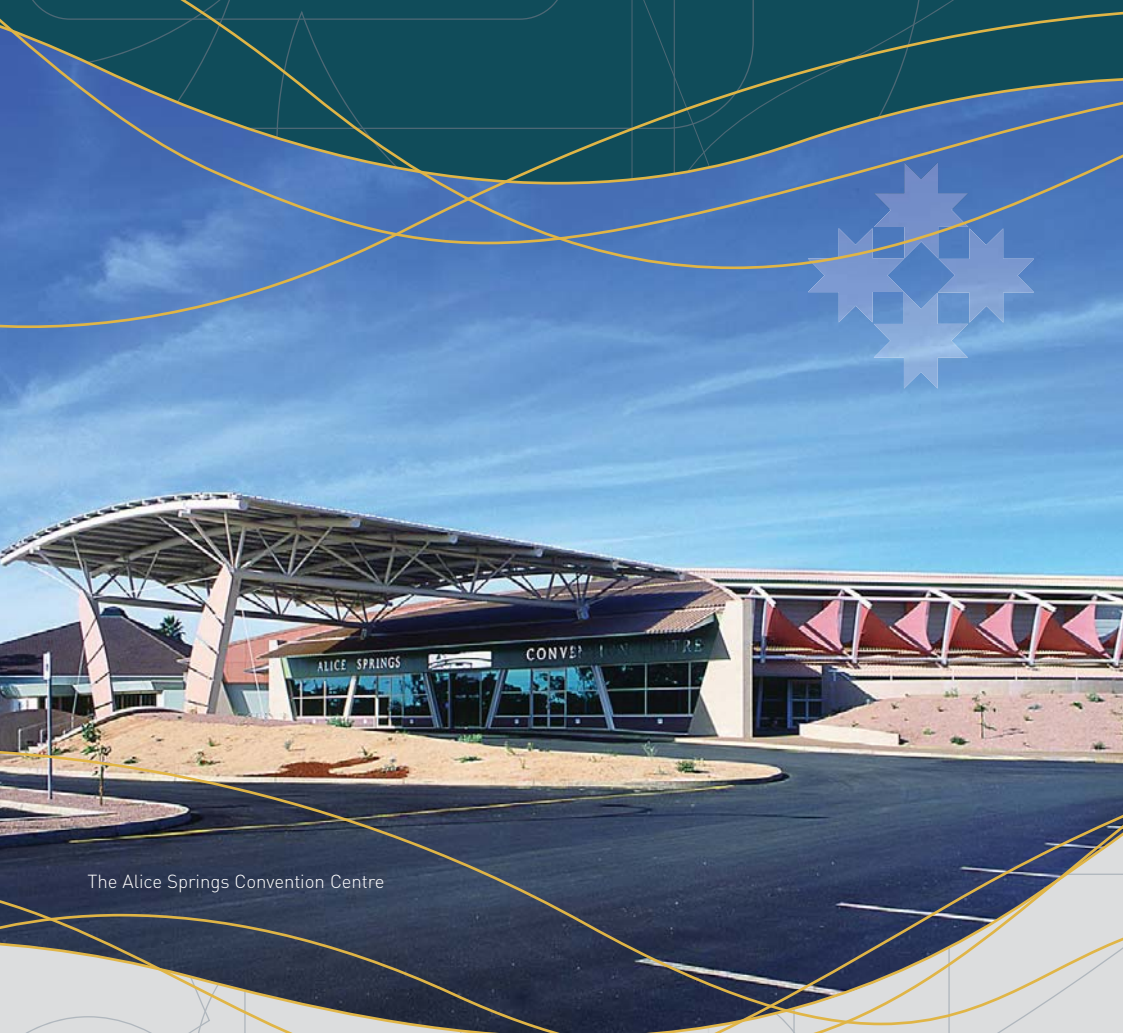
General Manager –
Lasseters Hotel Casino



Chris Downy

Executive Director –
Australian Casino Association

Our Contribution to Tourism



The Alice Springs Convention Centre



From its beginnings in 1973 the Australian casino industry added a highly successful new dimension to both domestic and international tourism. In their hospitality operations, Australian casinos rate with Australia's and the world's best tourist destinations.

In 2003-2004, almost 43 million people visited Australia's casino - an increase of 2 million people from the previous year. International visitors have increased by 62% with 2.4 million visitors coming from overseas. The interstate visitor numbers have increased 20% from 4.3 to 5.2 million from the previous year.

The total number of visitors to casinos is well ahead of the combined total for other popular attractions such as AFL football, first class cricket and theme parks which together attract around 15 million patrons per year.

Award Winning Destinations

Australian casinos are award winning destinations receiving many accolades. For example, SKYCITY Darwin took out the Best Luxury Accommodation Award at the 2003 Brolga Awards for Tourism Excellence and Tourism Victoria ranked Melbourne's Crown Casino the most popular visitor attraction in the State.

Australia's casinos are popular venues for conventions and meetings hosting 3,027 conferences and conventions with over 292,000 attendees in 2003-2004.

Major industry associations, corporations, educational institutions, international organisations and community service organisations choose to hold their conventions and meetings at casinos across Australia each year.

Let Us Entertain You

Australia's casinos also have come to be an important part of the entertainment industry, as multi-faceted entertainment complexes, providing some of the country's best entertainment venues and showcasing a wide range of Australian and international talent.

Our members have a broad range of entertainment options; with over 50 entertainment facilities available to casino visitors - 29 movie theatres, 5 live theatres, 5 night clubs and 3 amusement arcades. There is something for everyone. Popular productions, like the hit musicals Mamma Mia and The Producers are showcased at Star City Casino and the Burswood Dome hosts the Hopman Cup each year as well as many other concerts and shows.

Visitors to our casinos enjoy a vast array of dining options in the 85 restaurants and 82 bars available in our members properties.

Stay Awhile - Kick Back & Relax

Australian casinos also provide 3,515 first class hotel rooms and a range of recreational, entertainment and sporting facilities. Our members have a diverse selection of sporting facilities - 11 gyms / health clubs, 2 golf courses, 1 driving range 10 swimming pools and 6 tennis courts.

You can also take in a little shopping at any one of the 65 retail shops on offer at properties across Australia.

The Australian casino industry is a mainstay of Australian tourism.

The Australian Casino Association is a member of the National Tourism Alliance.



CONRAD JUPITERS GOLD COAST

Conrad Jupiters is situated on its own island at Broadbeach on the Gold Coast. Conrad Jupiters has recently commenced a \$53.5M upgrade of its hotel and casino facilities. The project, which is due for completion late 2006, is the biggest upgrade of Conrad Jupiters' in the property's 20-year history. Under the refurbishment plans, all casino and gaming operations are to be consolidated on one newly refurbished and expanded gaming floor, providing an additional 3,500 square metres of space and feature the latest gaming products. A new entertainment precinct with live music will also form part of the multi-million dollar upgrade.

Hotel: Conrad Jupiters Hotel – 594 rooms

Restaurants & Bars: 5 restaurants and 3 bars

Entertainment options: Jupiters Theatre

Gaming options: 106 Tables, 1,328 Electronic Gaming Machines

Convention facilities: Conrad Jupiters Conference facilities with capacity for 2,300 delegates

People employed: 1,700

Recent Award Winning Performances: Restaurant and Catering Gold Coast Awards

for Excellence - Winner Best Italian Restaurant (Andiamo), Best Chinese Restaurant (Zen Chinese Cuisine) and Best Hotel Restaurant (Charters Towers). HM Awards for Accommodation and Hotel Excellence - Best Hotel Training Initiative Queensland Hotels Association Awards for Excellence, Best Training Initiative. National Training Tourism Australia Awards - Outstanding Contribution to Training (non RTO)

JUPITERS TOWNSVILLE HOTEL & CASINO

Jupiters Townsville Hotel and Casino is Townsville's only 5 star property, with superb ocean and island views to the east and marina views to the west.

Hotel: Jupiters Townsville Hotel - 194 rooms

Restaurants & Bars: 3 restaurants and 6 bars

Gaming options: 24 Tables, 400 Electronic Gaming Machines

Convention facilities: Conference facilities with capacity for 500 delegates

People employed: 500

Recent Award Winning Performances: 2004 North Queensland Tourism Award Winner - Meetings & Business Tourism (also inducted in the Hall of Fame in this category in 2004 and Significant Tourist Attraction





COUNTRY CLUB RESORT

Set in bushland the Country Club Resort has it all - international standard rooms and hotel facilities, an 18-hole championship golf course, award-winning restaurants, indoor pool, health centre, convention centre, trail rides on Arabian stud horses and a private fly-fishing lake. The Country Club Villas are located close to the main Resort complex offering self contained accommodation, restaurants and other facilities.

Hotel: Country Club Resort - 104 rooms and Country Club Villas

Restaurants & Bars: 5 restaurants and 5 bars

Entertainment options: Country Club Showroom regularly hosts the latest performances

Gaming options: 16 Tables, 532 Electronic Gaming Machines

Convention facilities: Conference facilities with capacity for 500 delegates

People employed: 500

Recent Award Winning Performances:

Country Club Villas - Winner - Best mid-range Accommodation, Tasmania AHA Awards for Excellence, 2004 Country Club Resort - Winner - Best Entertainment Facility Tasmania - AHA

WREST POINT HOTEL CASINO

Wrest Point Hotel Casino in Hobart was Australia's first legal casino, opening in 1973 and remains a significant driving force for Tasmanian tourism. As Hobart's largest and only 5 star accommodation, Wrest Point Tower has recently undergone a major refurbishment, to its hotel and restaurants. The Tower takes full advantage of Wrest Point's harbour side location offering spectacular views of the Derwent Estuary, Mount Wellington and the CBD. Owned by Federal Hotel and Resorts, Wrest Point Hotel Casino is just one of many amazing tourist destinations in Tasmania.

Hotel: Wrest Point Hotel - 269 rooms

Restaurants & Bars: 6 restaurants and 4 bars

Entertainment options: The Showroom is a cabaret style venue and larger shows are hosted in the Entertainment Centre.

Gaming options: 22 Tables, 745 Electronic Gaming Machines

Convention facilities: Conference facilities with capacity for 1,600 delegates

People employed: 734





SKYCITY DARWIN

Set amongst lush tropical gardens on Mindil Beach, SKYCITY Darwin offers travelers a premium five star boutique hotel. With Darwin's location and weather during the 'dry season' SKYCITY Darwin offers near perfect weather conditions for spectacular open-air functions such as the Kasey Chambers concert. There is a wide array of leisure facilities to choose from including fitness centre, putting green, optimum temperature pool, tennis courts, complimentary golf green fees for the nine hole golf course and walking/jogging tracks adjacent.

Hotel: SKYCITY Hotel Darwin - 117 rooms

Restaurants & Bars: 3 restaurants and 5 bars

Entertainment options: The SKYCITY lawn is a great entertainment spot in Darwin for live concerts and there is always live entertainment at Sweethearts Lounge Bar

Gaming options: 25 Tables, 500 Electronic Gaming Machines

Convention facilities: Conference facilities with capacity for up to 2000 delegates on the lawns

People employed: Numbers change between 450 in the wet season to 800 in the dry season when there are more functions held at SKYCITY Darwin

Recent Award Winning Performances:

NT Brolga Award Winner: 2003 Luxury Accommodation Award and 2003 and 2004 AHA Best Superior Accommodation Award

LASSETERS HOTEL CASINO

Lasseters Hotel Casino has recently commenced a major refurbishment of its gaming areas to complement the \$21 million refurbishment of the hotel complex and the addition of the Alice Springs Convention Centre. Set in the middle of Australia, the Alice Springs Convention Centre offers spectacular views of the MacDonnell Ranges, state of the art facilities and an outback experience. Lasseters and the Alice Springs Convention Centre are a popular destination for business conventions, exhibitions and meetings.

Hotel: Lasseters Hotel - 140 rooms

Restaurants & Bars: 1 restaurant and 2 bars

Gaming options: 20 Tables, 264 Electronic Gaming Machines

Convention facilities: Conference facilities with capacity for 1,200 delegates and catering for dinners of 800 people

People employed: 362

Recent Award Winning Performances:

Australian Hotels Association award for 'Best Training initiative' - NT. Lasseters training program across all sectors of their business has seen considerable savings to the business, improved retention of staff. Lasseters is nominated for the National AHA training award to be judged in late 2005.





SKYCITY ADELAIDE

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 hires more than 600 musicians and bands annually, playing a vital role in helping keep the South Australian music industry alive, and has recently unveiled a \$20 million refurbishment project featuring a new restaurant, bar, entrance off North Terrace and gaming areas. Set alongside the Adelaide Convention Centre, SKYCITY Adelaide is a popular tourist destination.

Restaurants & Bars: 4 restaurants and 5 bars

Gaming options: 80 Tables and over 900 Electronic Gaming Machines

Function facilities: Private function rooms with capacity for 45 and 20 guests respectively

People employed: 1250

CASINO CANBERRA

Casino Canberra is nestled beside the National Convention Centre offering convention delegates a boutique entertainment experience. Casino Canberra plays an important role in tourism for the local area through its networks.

Restaurants & Bars: 1 restaurant and bar

Entertainment options: Regular live music performances

Gaming options: 39 Tables

People employed: 473

CONRAD TREASURY CASINO

Conrad Treasury Brisbane 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, these buildings have seen their share of history as the former homes of the Premier's Department, the Executive Council and Queensland Cabinet. Conrad Treasury now opens these historic buildings for meetings, seminars, and special events offering unsurpassed service excellence in a stylish and prestigious setting.

Hotel: Hotel Conrad - 96 Rooms

Restaurants & Bars: 5 restaurants and 7 bars

Entertainment options: Live music seven nights a week; big screen sports.

Gaming options: 111 Tables, 1332 Electronic Gaming Machines

Convention facilities: Conference facilities with capacity for 180 delegates

People employed: 1,566

Recent Award Winning Performances:

Winner: Responsible Service of Alcohol
2005 Restaurant and Catering Queensland, Awards for Excellence, Brisbane.

Winner: Professional Development - Conrad Treasury Brisbane

Winner: Hotel/Motel Restaurant - The Lab Bar and Restaurant



THE REEF HOTEL CASINO

The Reef Hotel Casino is located in the Cairns city centre close to a wide range of shopping outlets, and the departure point for cruises to the Great Barrier Reef. Sitting above the casino is a magnificent glass domed botanical and Australian wildlife conservatory with more than 250 native birds, a wide range of Australian animals and a 4.5m crocodile, all set in a North Queensland rainforest environment.

Hotel: Sofitel Reef Casino Cairns 128 rooms

Restaurants & Bars: 3 restaurants and 3 bars

Entertainment options: The Cairns Rainforest Dome; live music venues and night clubs, and big screen sports.

Gaming options: 43 Tables, 533 Electronic Gaming Machines

Convention facilities: Conference facilities with capacity and facilities ranging from 10 to 700 delegates

People employed: 549

Recent Award Winning Performances: Winner of Tropical North Queensland's 'Significant Tourist Attraction' Award for 2004



BURSWOOD INTERNATIONAL RESORT CASINO

Burswood is an integrated entertainment complex and one of Western Australia's premier tourism and entertainment destinations, welcoming more than 4.5 million visitors a year. Burswood has recently welcomed the opening of the Holiday Inn Burswood offering mid range accommodation and bringing the total number of rooms available at the Resort to more than 700.

Hotel: InterContinental Burswood Resort Perth - 413 rooms and Holiday Inn Burswood - 291 rooms

Restaurants & Bars: 10 restaurants and 6 bars

Entertainment options: 2,300 seat Burswood Theatre which welcomed 'Grease the Musical', 'We Will Rock You', Chris Isaak, Nick Cave, George Benson and the 20,000 seat Burswood Dome, hosting REM, Delta Goodrem, Mark Knopfler.

Gaming options: 127 Tables, 1,500 Electronic Gaming Machines

Convention facilities: Award winning facilities for up to 1,500 delegates

People employed: 2,800+

Recent Award Winning Performances: Australian Hotels Association - 2004 - "Five Star Accommodation Award", "Conference & Banquet Services Award" Western Australian Industry & Export Awards - 2004 - "Tourism Export Award"

STAR CITY SYDNEY

Star City Casino is located on the foreshores of Sydney Harbour and on the doorstep of Darling Harbour - two of Sydney's most famous tourist destinations. Star City offers a spectacular array of entertainment, from the latest Broadway hits to the best local talent. They are showcased in the 2000 seat Lyric Theatre or 1000 seat Showroom. Star City also boasts extensive conference and banquet facilities and a five star hotel.

Hotel: Star City Hotel - 351 rooms and 139 serviced apartments

Restaurants & Bars: 7 restaurants and 7 bars

Entertainment options: 2,000 seat Lyric Theatre currently home to the hit musical The Producers and the 1000 seat Showroom which is featuring Menopause the Musical.

Gaming options: 200 Tables, 1,500 Electronic Gaming Machines

Convention facilities: Conference facilities with capacity for up to 1,000 delegates

People employed: 3,000

Recent Award Winning Performances: The Lyric Theatre was voted best entertainment venue in the Australian Hotels Association Awards for Excellence.



CROWN ENTERTAINMENT COMPLEX

The Crown Entertainment Complex covers 510,000 square metres, and is one of the largest entertainment resorts in the world and provides a fully-integrated hotel, casino and entertainment tourist destination, with an average of 15 million visits per year. Crown is "A World of Entertainment" offering endless leisure options including a 14-screen cinema with Gold Class, an 8-lane King Pin bowling lounge, video and virtual reality entertainment arcade, plus a range of bars, nightclubs, and Crown's newest jewel, The Palms at Crown, a cabaret-style venue.

Hotel: Crown Towers - 482 Rooms and Crown Promenade Hotel - 465 Rooms

Restaurants & Bars: 26 restaurants and 30 bars

Entertainment options: Nightclubs, cabaret theatre, entertainment arcades, cinemas

Gaming options: 320 Tables, 2,500 Electronic Gaming Machines

Convention facilities: Conference facilities with capacity for 5,379 delegates

People employed: 7,500

Recent Award Winning Performances: HM magazine Hotel Management Awards - Winner - Best High Tech Hotel Crown Promenade Hotel - 2004

Australian Hotels Association (AHA) Vic - 2004 Crown Towers Hotel

State Awards for Excellence 2004 - Finalist Best Hotel Accommodation Deluxe 5+ Stars





SKYCITY AUCKLAND

As a leading tourism destination, SKYCITY Auckland is among the nation's most popular entertainment destinations. There is so much to see and do, 24 hours a day - from restaurants and bars to live theatre.

New developments include the SKYCITY Auckland Convention Centre which opened in July 2004. The new five star SKYCITY Grand Hotel opened in April 2005 along with the stylish dine in Peter Gordon restaurant and luxury East Day Spa.

Hotels: SKYCITY Hotel (4 plus star) - 344 Rooms and SKYCITY Grand Hotel (five star) - 316 rooms

Restaurants & Bars: 9 restaurants and 5 bars

Entertainment options: SKYCITY Theatre offers a variety of entertainment on stage and there is regular free live music on offer virtually every day of the year.

Gaming options: 110 Tables, 1,647 Electronic Gaming Machines

Convention facilities: Conference facilities with capacity for up to 2000 delegates at once.

People employed: 2,500

Recent Award Winning Performances: Sky Tower has been voted Best Symbol of Auckland in the Metro Magazine readers' poll every year since 1998.

CHRISTCHURCH CASINO

Christchurch Casino is centrally located within 5 minutes walking distance from the centre of the city - Cathedral Square. It is Christchurch's leading entertainment and gaming experience. The European-style casino offers customers a wide variety of

entertainment choices. Although Christchurch Casino does not have an on-site hotel, it partners with the Crowne Plaza Hotel which is located diagonally opposite the casino.

Hotel Rooms: Crowne Plaza Hotel 298 rooms

Gaming Options: 34 Gaming Tables, 500 Gaming Machines and an exclusive private members' club.

Entertainment Options: 3 restaurants and/or cafes, 3 bars, and a wide variety of live entertainment.

Convention facilities: The Christchurch Convention Centre, which can seat up to 2,200 delegates, is 2 minutes walking distance from the Christchurch Casino.

People employed: 550

DUNEDIN CASINO

Dunedin Casino is a boutique casino located within the Southern Cross Hotel. The building has a proud history dating back to 1883 when the original Grand Hotel was widely regarded as one of the southern hemispheres finest guest houses. Dunedin Casino works closely with local tourist operators to ensure visitors to the Casino and Dunedin have an unforgettable experience in a city renowned for its stunning architecture, eco-tourism and vibrant cafe scene.

Hotel: Southern Cross Hotel 178 Rooms

Restaurants & Bars: 4 restaurants and 3 bars

Entertainment options: Regular Live Music

Gaming options: 12 Tables, 180 Electronic Gaming Machines

Convention facilities: Conference facilities with capacity for 350 delegates

People employed: 175



Our Contribution to the Australian Economy

The Australian Casino Association again commissioned URS to conduct an economic analysis of the Australian casino industry. A full copy of the report is available on our website and here are some of the headlines:

Our economic contribution is the same as having a Sydney Olympics in Australia every year.

In 2003-2004, we provided \$2.2 billion in salaries and wages to Australian households, directly provided \$0.775 billion in revenue to government, generated \$9.2 billion in industry sales and contributed \$5.9 billion in additional GDP to the Australian economy.

Economic & Community Contribution

In 2003-2004 the Australian casino industry's direct economic contribution was:

- \$2.131 billion in direct contribution – 64 cents out of every dollar spent at our casinos contributes directly to Australia's GDP.
- We employed 19,517 staff – 85% under 45 years of age.
- Operating expenditure of \$1.513 billion
- \$27.6 million to community benefit funds and an additional \$10.8 million to community activities.

Our Contribution to Tourism

Australia's 13 casinos hosted over 43 million visitors in 2003-2004

- 35.3 million were local
 - 5.2 million were interstate
 - 2.4 million were international
- Gambling revenue from rated international and commission players was \$480.7 million.
- 3,027 conference/conventions were held hosting 292,000 attendees in 2003-2004.

Year in Review

A Responsible Industry

The Responsible Gambling Taskforce worked with technical experts on the Association's submission on Smartcard technology to the South Australian Independent Gambling Authority. The submission was an excellent example of how the Association uses the expertise within the casino industry to provide detailed advice to government and regulators on issues. The submission is available on our website. The Australian Casino Association continued its major sponsorship of the National Association Gambling Studies conference and welcomes the increasing quality of debate over issues and research in the gaming sector.

Empowering Our People

With over 19,000 people employed in casinos across Australia, our industry relies on the quality and ongoing performance of its staff where this is firm emphasis on excellent service. The members of the Human Resources Taskforce continue to work collaboratively, sharing information and striving for best practice to deliver the best outcomes for the thousands of employees in the Australian casinos.

Operating In Total Compliance

The Compliance Taskforce has established a working party to assist with the review of the anti money laundering legislation and continues to provide input to the government working parties into the complex operational issues surrounding the review.

Spreading Our Message

The Association continues to produce communications collateral to support the distribution of our message that the Australian casino industry is a vital and responsible part of the Australian community. A number of our publications are able to be downloaded from our website – such as our Fact Sheet series which covers topics such as Our Economic Contribution, issues surrounding Smartcard technology and Financial Transactions to name a few.

Australian Casino Association Members



The Australian Casino Association

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