Benefits and disadvantages of cashless gambling for recreational gamblers: A case of Australia

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Abstract: Cashless gambling refers to a wagering system which allows for players and gamblers to place bets without the use of cash. Instead, they place bets using paper tickets or cards onto which they have loaded money. This paper focused on cashless gaming machines within Australian venues, paying particular focus on the advantages and disadvantages to operators as well as to communities. It found that operators are largely supportive of the new system as it enables a reduction in operational cost, increased security as well as the increase in speed and playtime, leading to greater profits. Moreover, as the use of cashless gaming often leads to a reduction in venue staff. In addition, the card based systems encourage responsible gambling through the use of education and appropriate support systems for both gamblers and the community. It has been found that the most effective way of reducing problem gambling is the introduction of pre-commitment, enabling players to determine their spending limits before starting the game, thus increasing the perceived control over spending behaviour. Moreover, the community is benefiting from increased convenience due to the ease of use of the card as well as greater anonymity, which might be particularly appreciated by regular gamblers.

Keywords: Cashless gambling; Benefits; Disadvantages; Gaming operators; Community.