



Your obligations as a gaming venue operator

Venue operators are responsible for the conduct of gaming in their venues. Key responsibilities and obligations are highlighted in this publication.

The law

Venue operators must conduct gaming in accordance with:

- the Gambling Regulation Act 2003 (the Act)
- associated regulations and Ministerial directions
- the Victorian Commission for Gambling and Liquor Regulation (VCGLR) gaming venue standards and operational requirements, and
- venue accounting and auditing requirements.

Comprehensive information, including the online Venue Manual and links to the legal and legislative framework for gaming in Victoria, is available at vcglr.vic.gov.au.

Training

All gaming venue employees working in the gaming machine area while it is open to the public are required to complete an approved Responsible Service of Gaming (RSG) training course within six months of starting work. Gaming venue employees must also complete a refresher course every three years thereafter.

As a venue operator, it is your responsibility to ensure that your employees have completed RSG training and that a copy of each employee's RSG certificate is available for inspection by the VCGLR. Failure to provide this information on request may result in a fine.

Gaming venue standards and operational requirements

The VCGLR has set standards and operational requirements in relation to several topics, including security of gaming equipment, managing keys and locks, supervising and operating your gaming venue, and the environment in which you conduct gaming.

These standards and operational requirements are available in the online Venue Manual, accessible from vcglr.vic.gov.au.

Liquor licence

Any venue wishing to operate gaming machines must hold a valid general, on-premises or full club liquor licence.

The obligations that come with holding a liquor licence are taken very seriously by the Victorian Government. It is your responsibility to make sure you are aware of all your obligations. If you do not comply, you may be fined, incur demerit points or have your licence suspended indefinitely. The suspension of your liquor licence will also result in the suspension of your venue operator's licence.

Further information about the responsibilities associated with holding a liquor licence is available at vcglr.vic.gov.au.

Venue accounting and auditing standards

Section 4 of the online Venue Manual sets out the financial accounting and auditing requirements, including how gaming taxes must be remitted to the VCGLR and how prizes must be paid to patrons. As a venue operator, you must also:

- attest to the accuracy of reported gaming data including any required adjustments
- maintain appropriate bank account(s) and ensure funds are available for the clearance of gaming taxes
- maintain sufficient jackpot prize pools funds.

Monitoring and supervision fees

Venue operators who operate gaming machines are required to pay certain fees to the monitoring licensee and to the VCGLR to recover the costs of monitoring and supervising gaming. On the 1 July each year, government fees and fines associated with non-compliance are increased automatically under the Monetary Units Act 2004. A list of the current monitoring and supervision fees is available on the Gambling fees, fines and penalties page of the VCGLR website.

Owning and operating gaming machines

Venue operators who hold gaming machine entitlements can acquire electronic gaming machines (EGMs) provided they meet certain requirements. The requirements for acquiring and holding EGMs are detailed in section 7 of the online Venue Manual and include:

- acquiring, possessing, selling and disposing of gaming equipment appropriately as required by legislation (Venue Manual section 7 chapter 3)
- responsibility for gaming machine installation certification, game changes, service, repair and maintenance of gaming equipment and providing notice to the VCGLR of such installations (Venue Manual section 7 chapter 3)
- responsibility for ensuring all gaming machines operate as required by legislation, for example, with correct spin rates and correct Return to Players percentages (Venue Manual section 7 chapters 4 and 7)

- producing and maintaining stationery and forms, for example, book pay vouchers and gaming machine log books (Venue Manual including section 7 chapters 8, 12 and 14)
- if a venue operator chooses to offer jackpots, responsibility for entering into and obtaining approved linked jackpot arrangements (s. 3.5.7A of the Act).

Monitoring of gaming machines

Venue operators must execute a Venue Monitoring Services Agreement with the monitoring licensee, Intralot Gaming Services Pty Ltd (IGS).

Under this agreement, you must, amongst other things:

- ensure all operational gaming machines and ancillary gaming system equipment is connected to the central monitoring control system, and
- process significant events relating to the approved venue's gaming equipment and rectify the issues behind them.

Further information is available in the 'Venue Monitoring Services Agreement' information sheet, accessible from vcglr.vic.gov.au.

ATMs

Venues cannot provide, or allow other people to provide, access to ATMs or any other Alternative Cash Access Facility within an approved gaming venue.

Cash withdrawals of up to \$200 per transaction are permitted to be made at gaming venues where there is face-to-face interaction with staff takes place, as occurs through traditional EFTPOS facilities.

From 19 September 2018 venue operators also:

- must not provide, or allow another person to provide an EFTPOS facility, unless that facility prohibits a person from obtaining more than \$500 in cash on any one debit or credit card within a 24-hour period
- must ensure that a person is not able to obtain cash from an EFTPOS facility unless the facility is operated by an employee of, or person engaged by, the venue operator, including by entering the amount of funds to be obtained.

Further information can be found at vcglr.vic.gov.au.

Player information materials

You must have the following notices on display:

- responsible gambling posters, talkers and brochures must be displayed in accordance with gambling regulations
- a 'responsible gambling sign', in an approved format, outside each entrance to the gaming machine area and clearly visible to patrons.

You can order replacement stock by sending an email with your stock requirements and venue details to contact@vcglr.vic.gov.au. Please note that orders will be supplied within 14 days.

Gaming venue signage

A gaming machine related sign can be displayed on gaming venues provided it is displayed in accordance with gambling regulations.

Further information is available in the 'Changes to gaming venue signage' information sheet, accessible from www.vcglr.vic.gov.au.

Resolving patron disputes

You must seek to resolve patron disputes in accordance with VCGLR approved processes and procedures. These include:

- identification of the issue
- communicating with the patron
- arranging for any technical investigations
- arranging any appropriate reports from IGS
- reporting as required to the VCGLR, and
- maintaining relevant documentation.

Code of Conduct

It is a condition of all venue operator licences to have a Responsible Gambling Code of Conduct (Code of Conduct) at approved venues.

Your Code of Conduct must detail how you will foster responsible gambling at your venue. The Code of Conduct must comply with the Ministerial Direction. Further information can be found at vcglr.vic.gov.au.

Self-exclusion program

It is a condition of all venue operator licences to conduct a self-exclusion program at approved venues.

Your self-exclusion program must be suitable for the nature and size of your gaming machine area and detail how a person may voluntarily exclude themselves from your gaming venue. The program must comply with the Ministerial Direction.

Further information can be found at vcglr.vic.gov.au.

Compliance

VCGLR Inspectors ensure that people who are licensed to conduct gaming meet their obligations under the Act, including any conditions of their specific licence and gaming machine entitlements.

The VCGLR will initially take an educative approach to compliance issues through a risk management discussion and a plan developed in partnership with the venue to comply with gaming laws and regulations.

For serious non-compliance incidents, the VCGLR can issue warnings or infringement notices (fines), recommend disciplinary action or prosecute licensees who fail to comply.

The purpose of this update is to provide general information and guidance only. The information provided is not in substitution of the *Gambling Regulation Act 2003*, the Monitoring Licence and Related Agreements issued under that Act, the Entitlement Related Agreements for Venues, the Venue Services Agreement or any other regulatory requirements. Venue Operators should seek appropriate professional advice as to their obligations. This information is correct at the time of printing.