

# *Responsible Gambling Register*

*Gaming venue Responsible Gambling Codes of Conduct  
& Self-Exclusion Programs*

A VCGR Responsible Gambling resource



Victorian Commission  
for Gambling Regulation

## About this resource

This educative resource has been developed by the Victorian Commission for Gambling Regulation (VCGR) to assist gaming venues in understanding and complying with the recording requirements contained in their Responsible Gambling Code of Conduct (Code) and Self-Exclusion Program (SEP).

All gaming venues are required to maintain a Responsible Gambling Register (register). This resource provides a brief outline of how to best manage your responsible gambling reporting requirements. The VCGR suggests you incorporate these practices into your operating environment and staff training, or implement your own similar practices to meet the requirements.

## Why have a register?

The *Gambling Regulation Act 2003* states that it is a licence condition for gaming venues to implement a Code and SEP. The Codes and SEPs each require gaming venues to record certain responsible gambling matters in a register.

Maintaining a register in a venue is a way of capturing and tracking information that relates to the Code and SEP your venue has adopted. It allows you to satisfy all the responsible gambling reporting requirements in one document and reduces the likelihood of non-compliance with Code and SEP obligations.

Maintaining a register also allows the VCGR to determine whether gaming venue operators are meeting their Code and SEP obligations. The register must be made available at all times to VCGR Inspectors upon request.

## What should be recorded in the register?

Gaming venues should record all responsible gambling matters in their register. This would include relevant matters involving customers as well as other relevant activities and interactions by the venue in relation to responsible gambling.

For example, for matters that involve customers, you should make an entry in your register when:

- ▶ a customer complains about any aspect of your Code and/or your SEP
- ▶ you receive feedback about your Code or SEP
- ▶ a self-excluded person is detected in the gaming machine area
- ▶ customers displaying signs of problem gambling behaviour are identified
- ▶ a customer requests assistance or information associated with problem gambling
- ▶ a staff member provides a customer with information on problem gambling or self-exclusion
- ▶ a customer is asked to leave the gaming machine area (for any reason)
- ▶ a person wishes to revoke their self-exclusion
- ▶ any other matter arises relating to your Code and/or SEP that involves a customer or a club member.

You should also make an entry in your register when:

- ▶ you interact with your local problem gambling support service or Gambler's Help Venue Support Worker
- ▶ staff attend training related to responsible gambling
- ▶ the VCGR or Victoria Police visit your venue
- ▶ any other documentation supporting your adopted Code and SEP has been completed or received (e.g. correspondence with your Gambler's Help Venue Support Worker, Self-Assessment Checklist, Industry Review of your Code/SEP).



## What about privacy and confidentiality?

All responsible gambling-related matters should be recorded along with the name of the customer, if known, and the names of the staff member(s).

The customer's right to privacy and confidentiality should always be respected in the case of a responsible gambling matter. The VCGR suggests that only licensed gaming industry employees, Victoria Police and VCGR Inspectors should be provided with access to the register.

Whilst nothing in the Gambling Regulation Act 2003 or the Ministerial Directions specifically prohibits any other interested parties from having access to these records, it would be prudent for gaming venues, industry representative bodies and self-exclusion program administrators to consult the Office of the Victorian Privacy Commissioner website at [www.privacy.vic.gov.au](http://www.privacy.vic.gov.au) or phone 1300 666 444 for more information.

## Further information

Venues with TAB and/or Keno facilities should contact the wagering and/or Keno operator respectively for advice on compliance and record-keeping matters.

If you have further questions about the maintenance or operation of your register, consult with your industry representative body and self-exclusion program administrator. In addition, please refer to your approved Code and SEP to ensure that you are meeting all record-keeping requirements.

Additional copies of this resource can be obtained from the VCGR's website at [www.vcgr.vic.gov.au/responsiblegambling/publications](http://www.vcgr.vic.gov.au/responsiblegambling/publications)

Anyone representing your venue or organisation with questions regarding this resource should contact the VCGR's Responsible Gambling Project Team – phone (03) 9651 3112 or email [responsible.gambling@vcgr.vic.gov.au](mailto:responsible.gambling@vcgr.vic.gov.au)

## Disclaimer

The Victorian Commission for Gambling Regulation has responsibilities in relation to several pieces of legislation and associated regulations.

This resource is provided as an educative tool and offers a summary only of some of the more common topics associated with Responsible Gambling that are dealt with under the *Gambling Regulation Act 2003* and the *Casino Control Act 1991*.

The information provided in this resource is general in nature and is not meant to replace the information contained in the relevant pieces of legislation.

For more information, including the Ministerial Directions and the VCGR's Criteria and Benchmarks on Responsible Gambling Codes of Conduct and Self-Exclusion Programs, refer to the Responsible Gambling section of the VCGR website at [www.vcgr.vic.gov.au/responsiblegambling](http://www.vcgr.vic.gov.au/responsiblegambling)

For more information on Responsible Gambling Codes of Conduct and Self-Exclusion Programs, contact the Responsible Gambling Project Team at the Victorian Commission for Gambling Regulation on (03) 9651 3112, or email [responsible.gambling@vcgr.vic.gov.au](mailto:responsible.gambling@vcgr.vic.gov.au).

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