

# VCGR

## A Guide to How We Work



Victorian Commission  
for Gambling Regulation





## How the VCGR Works

THIS GUIDE will help you understand more about the Victorian Commission for Gambling Regulation (VCGR) and how we monitor and regulate the Victorian gambling industry.

Inside you will discover:

- our mission and vision
- what drives our work and how we approach it
- our position within a broader regulatory structure
- the different activities of the VCGR and how we are held accountable
- our strategic direction for the next three years.



# Mission

## About the VCGR

The VCGR is the statutory authority in charge of regulating Victoria's gambling industry. We regulate all forms of legalised gambling in the state in accordance with three Acts of the Victorian Parliament, the *Gambling Regulation Act 2003*, the *Casino Control Act 1991* and the *Casino (Management Agreement) Act 1993*.

## Guiding Principles

The VCGR values community, integrity and expertise. These guiding principles are drawn from the vast experience of the Victorian public sector and the needs of the community we serve:

**Community**  
**Integrity**  
**Expertise**

### Community:

The VCGR serves the community by delivering the safest and most responsible outcomes in an efficient way.

### Integrity:

The VCGR balances independence and accountability to regulate with impartiality, fairness and consistency.

### Expertise:

The VCGR values its staff who are professional, qualified and accessible.

**Our Mission:**  
**Protect the community**  
**by regulating gambling**  
**activities consistent**  
**with government**  
**requirements**

## What do we do?

With a strong community focus, we administer Victoria's gambling legislation by licensing, educating and advising members of the gambling industry and the general public. When needed, we also provide information and guidance to the Victorian Government.

### Regulating Gambling Activities

The VCGR is responsible for ensuring the probity and integrity of gambling activities in Victoria.

The forms of gambling we regulate include the casino, electronic gaming machines (pokies, slots), wagering, Club Keno, interactive gaming, bookmakers, public lotteries, trade promotion lotteries, and community and charitable gaming (such as raffles and bingo).

To do this, we:

- monitor gaming venues by regulating the use of gaming machines,
- monitor the casino by regulating the use of gaming machines and table games,
- investigate, audit and supervise gambling conduct,
- detect gambling offences,
- deal with complaints from gambling patrons,
- monitor the activities of those involved in the gambling industry, and;
- test and approve gambling products for integrity and player fairness.

### Advice and Education

The VCGR also monitors current and emerging gambling issues and practices in Victoria, Australia and around the world.

Our examination of matters including responsible gambling, the economic and social impact of gambling on community well-being, probity, game security, integrity and facility development both informs our work and contributes to the advice we provide to the Victorian Government.

We also educate the gambling industry and the community about our regulatory practices and requirements.

## Where do we fit?

The VCGR is a statutory authority reporting to the Minister for Gaming. We are a portfolio entity within the Gaming and Racing Business Group of the Victorian Department of Justice.

The VCGR operates in an international regulatory environment, and as a member of the International Association of Gaming Regulators stays up-to-date with global gambling regulation issues.

## Approach

To ensure the Victorian gambling industry is fair, crime-free and provides community wide benefits with minimal harm, the VCGR adheres to the principles of procedural fairness, values expertise and consults broadly.

### We are governed by the principles of procedural fairness:

Our role as administrator and regulator is to facilitate the right to a fair hearing, to ensure unbiased decision-making and to make decisions based on evidence. Commission members are independent which means that decisions are made without influence from industry, community groups or government.

### We value expertise:

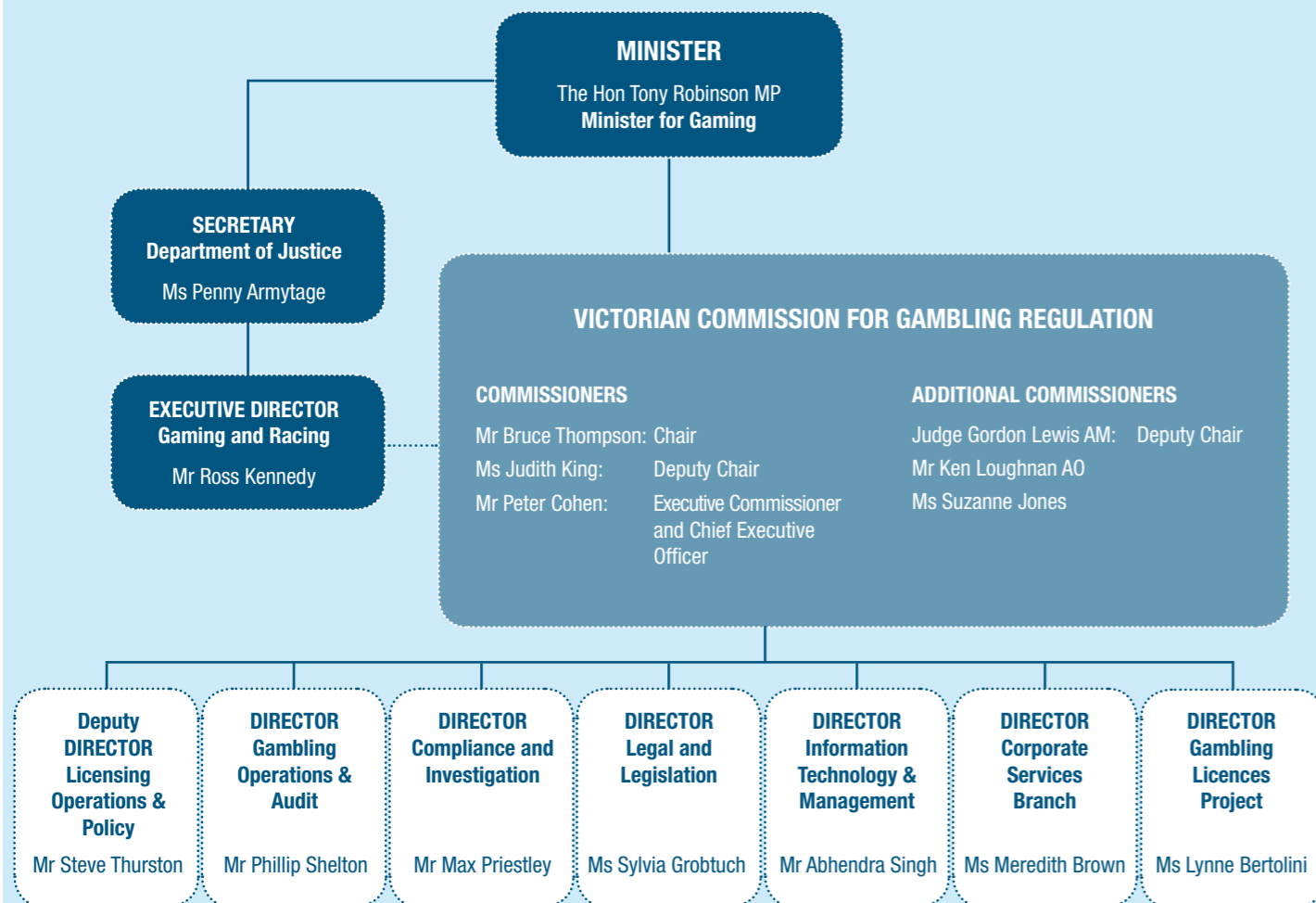
We aim to ensure the data, information and knowledge collected, held and distributed by our staff is of the highest integrity and accuracy. This strengthens our regulatory activities and contributes to our role to educate the industry, government and the public. We are required, however, to ensure that confidential information is not disclosed except under certain restricted conditions.

### Consultation and education complements our regulatory role:

We consult with all parties and provide information and education to address regulatory issues and reduce potential non-compliance.

# Structure

## VCGR Organisational Chart



as at October, 2009.

# Vision

## Accountability

The VCGR is accountable to both State and Federal Government processes and authorities:

### Judicial and Administrative Review:

Most of the decisions taken by the VCGR are subject to review by the Supreme Court of Victoria or the Victorian Civil and Administrative Tribunal. Our conduct can also be reviewed by the Victorian Auditor-General and the Ombudsman of Victoria.

### Ministerial and Parliamentary Review:

We submit an annual report to the Victorian Parliament, which is also available on our website.

The Victorian Minister for Gaming is responsible for the VCGR. The Minister may provide direction about policies and functional priorities, but does not intervene on particular disciplinary or licensing matters. In turn, the Minister may seek advice from the VCGR regarding the *Gambling Regulation Act 2003*, the *Casino Control Act 1991* and other relevant legislation.

### Other Relevant Commonwealth and State Law:

Individuals can seek access to our documents under the *Freedom of Information Act*.

We are subject to other laws particularly relevant to our role as a government regulator including laws concerning privacy, secrecy provisions, whistleblowers protection, employment practices, anti-discrimination and workplace diversity.



**Our Vision:**  
Fair, crime-free  
and responsible  
gambling provides  
community-wide  
benefits with  
minimal harm



# VCGR

## Strategic Direction

### 2009-2012

The VCGR's Three Year plan consolidates our approach to making sure the everyday work of regulating gambling in Victoria is conducted in the best way possible. Taking into account our overall goals as an organisation, and the priorities and issues facing us at this time, there are two main areas of focus:

- **Managing the transition to the new post-2012 gambling arrangements**
- **Organisational outcomes**

#### Managing the transition to the new post-2012 gambling arrangements:

The VCGR is focused on effectively managing the changes to the regulatory framework based on new gaming machine licensing arrangements and the new keno and wagering and betting licences which come into effect in 2012. For this purpose, the following priority projects have been developed:

- The *VCGR Gambling Licences Project* will continue to manage the transition to new Post 2012 licence structure including implementing an education and training program. The project will also support the licence awarding process for the Post 2012 Keno Licence, the Post 2012 Wagering and Betting Licence and the Post 2012 Monitoring Licence.
- Other initiatives include:
  - the development of an integrated set of venue operator standards and guidelines;
  - the development of an integrated regulatory compliance education program for venue operators;
  - management of the gaming machine entitlements register and transfer scheme and the calculation and collection of instalment payments once entitlements are allocated;
  - implementation of regional caps and municipal limits to provide certainty to bidders;
  - assistance with the transition in and out of a new monitoring system;
  - transition management to the Post 2012 Monitoring Licence, the Post 2012 Keno Licence and the Post 2012 Wagering and Betting Licence; and
  - continuous improvement initiatives (people, systems, processes, information requirements) to ensure that the VCGR is ready for the changed Post 2012 operating environment.

#### Organisational outcomes:

Over the next three years, the VCGR will continue serving the Victorian community and acting as a best-practice model for gambling regulation by focusing on achieving the following outcomes:

- The conduct of gambling properly protects players and other stakeholders;
- Gambling is conducted honestly, is free from criminal influence and commercial licensees deliver on their obligations;
- The Victorian community receives the benefits arising from gambling;
- The harm caused by problem gambling is minimised; and
- VCGR fulfils its Government and legislative responsibilities and achieves its service delivery objectives by innovative, effective and efficient use of resources.

Some of our priority projects which support these outcomes include:

- continuation of the Responsible Gambling Project for the operation, monitoring and review of Industry Codes of Conduct and Self Exclusion Programs;
- bookmakers (and their key employees) registration renewal commencing in September 2010;
- ten year renewal of Community Organisation Declarations, (which are related to the conduct of minor gaming) commencing 1 January 2010;
- activities associated with the reduction in the compliance burden of regulation;
- ensuring commercial licence holders fulfill their obligations;
- enforcing legislation which allow the Victorian racing industry to benefit from approved wagering activity;
- implementing changes which result from the Ninth Deed of Variation to the Casino Management Agreement; and
- implementing the new bingo regulatory regime.



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