

Welcome to the Venue Manual

This online resource is designed to assist gaming venue operators meet their regulatory and compliance obligations. It is important that you read the Terms and Conditions before accessing the Venue Manual.

While the Venue Manual is published online, there is an option to download and print the entire manual, or relevant sections, for use within a gaming venue. To download and print the entire manual, select the 'PDF' button on the right hand side of this page. To download individual sections or sub-sections, select the same button on the relevant page.

Please note that information in this manual is being continuously reviewed and updated as changes to the regulatory environment occur. When using a printed copy of the Venue Manual, you should check that it is the latest version from this website.

Terms and conditions

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Venue Manual Home

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[Subscribe](#) to the VCGLR news to keep up to date with the latest developments in the regulatory environment.

It is important that users of the Venue Manual familiarise themselves with the [Terms and conditions](#) and [Important information for noting](#) of this manual.

Note that this online Venue Manual has been enhanced to allow venue operators to download the entire manual or chapters to PDF and enable printing.

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Important Information for Noting

Important information for noting

Venue operators are required to comply with the minimum standards contained in this version of the Venue Manual (“the Manual”).

The Manual does not represent the complete extent of the legislative requirements and the Commission makes no warranty or representation in this regard. It is recommended that users seek independent legal advice to determine what other requirements may be applicable in relation to other legislation, including, but not limited to, the *Corporations Act 2001*, *Income Tax Assessment Act 1997* and *Liquor Control Reform Act 1998*. Also, the obligations under the Act do not override the requirements of other legislation.

The onus is on users to comply with the requirements of all legislation, regulations and directions, and reliance upon only the information in this Manual will not be accepted by the Commission as a reasonable cause for non-compliance.

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In this Manual, the term “the Act” refers to the *Gambling Regulation Act 2003*. The Act has not been incorporated in its entirety into the Manual. Any other Acts referred to are written in full, e.g. *Corporations Act 2001*. The term “Regulations” relates to the *Gambling Regulation Regulations 2005*. Any other regulations referred to are written in full. “Instruments” refer to instruments executed by the Commission pursuant to the Act and subordinate legislation, such as directions, delegations, appointments, etc. References to these various documents are not warranted to be complete.

Where the requirements set out in the Manual are not fully understood, or guidance is required in relation to compliance, [the Commission may be contacted](#) in the first instance.

However, the Commission cannot be held liable for any guidance provided. It is the responsibility of the reader of the document to obtain their own independent legal advice should they be unsure of the legalities of the operation or effect of the provisions of the information provided. The Commission encourages venue operators to seek legal advice in any instance where they consider this would assist them in fully understanding how the standards relate to the individual nature of their venue(s).

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Venue Operator's Licence Home Page

Venue Operator's Licence

Licence information for current venue operators, employees and those seeking a licence to conduct gaming activities is available in this section.

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1.0 Venue Operator's Licence

Under section 3.4.8 of the [Gambling Regulation Act 2003](#) (the Act), only a person who is a body corporate may apply for a venue operator's licence. An applicant for a venue operator's licence is commonly an entity incorporated under the Corporations Act 2001 or under the Associations Incorporation Reform Act 2012. A venue operator's licence may be either a club venue operator's licence or a hotel venue operator's licence.

An application for a club venue operator's licence may only be made by a club that is established for a community purpose and has a constituting document that contains provisions prohibiting the: distribution of any annual profit or surplus to its members distribution of any surplus to its members on winding up.

An applicant for a club venue operator's licence must provide either its constituting document containing the required provisions or a copy of its club liquor licence or racing club licence (if it holds one of these licences).

Both club and hotel venue operator licence applicants will need to refer to the [application form](#) for the details required to complete an application.

Renewing a venue operator's licence

Three months before a venue operator's licence is due to expire, the Victorian Commission for Gambling and Liquor Regulation (VCGLR) will send a letter to the venue operator, advising that the licence needs to be renewed and outlining the renewal process. Nominees should be aware of their licence expiry date, as it is printed on the 'Notice of Venue Operator's Licence' or 'Notice of Approved Venue'.

If this letter is not received approximately three months before the licence is due to expire, please contact the VCGLR to obtain the necessary renewal forms.

It is the nominee's responsibility to lodge the application to renew the venue operator's licence and any other required information with the VCGLR before the licence is due to expire. This allows gaming to continue past the expiry date of the existing licence and until the application for a new licence is decided by the VCGLR.

If there are any changes to the information provided with an application before it is determined, the applicant must immediately inform the VCGLR.

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2.0 Include or Remove Premises

Once a venue operator's licence is obtained, a venue operator may add or remove an 'approved premises' to or from this licence.

Approved premises are those on which gaming is proposed to be conducted and that have been approved by the Victorian Commission for Gambling and Liquor Regulation (VCGLR) as suitable for gaming.

Venue operators applying to include approved premises in its licence must complete, and submit to the VCGLR, the [Application to include or remove approved premises](#). Venue operators applying to remove approved premises from its licence should also complete and submit this application.

Circumstances that may require a venue operator to apply to remove approved premises from its licence include:

- the sale of an approved venue to another party
- a change in the liquor licence status
- a change in tenure status or the lapse or cessation of an agreement between the owner of an approved premises and the holder of a venue operator's licence to conduct gaming at the venue.

Under the Gambling Regulation Act 2003, it is a condition of a venue operator's licence that the licensee notifies the VCGLR of any premises to be removed from the licence within 14 days of the change taking place. It is important that the VCGLR is notified of any premises to be removed from a venue operator's licence in order to maintain the accuracy of the licence. Failure to notify the VCGLR of the removal of any premises from a venue operator's licence may result in a fine of up to [60 penalty units](#), and/or [disciplinary action](#) being taken against the venue operator.

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3.0 Nominees

The Gambling Regulation Act 2003 (the Act) requires venue operators to nominate a natural person to be responsible as the licensee for each approved venue. This person is known as a nominee and must be approved by the Victorian Commission for Gambling and Liquor Regulation (VCGLR).

This provision ensures that one person is accountable for the management and control of each gaming venue, with the person nominated and approved being liable under the Act as the licensee. Nominees of a licensed gaming venue play an important role in the regulation of Victoria's gaming industry and in ensuring responsible, honest and crime free gambling takes place in their venue.

Once an application to be a nominee is approved by the VCGLR, that person is accountable for the management and control of the gaming venue. They are also liable under the Act and may, along with the licensee, be prosecuted for any breaches of the Act.

Generally, the person best placed to be a nominee is one who has an understanding of the requirements of the role, coupled with the capacity to influence the business direction of the venue operator.

A person nominated to be the nominee is usually a director of the company or committee member of the club that holds the venue operator's licence. Alternatively, that person may be employed as the venue manager.

Before a nominee is approved, the VCGLR must consider whether the nominated person, and each of their associates, is suitable to be concerned in, or associated with, the management and operation of a gaming venue. The VCGLR must consider whether the nominated person and their associates are of good reputation by assessing their character, honesty and integrity. It must consider if the nominated person has a business association with anyone who may be regarded as not of good standing or as having unsatisfactory financial resources.

Using information obtained through the application and other checks, the VCGLR assesses each nominated person and confirms their suitability. Before they can take on the role, all nominated individuals must receive a letter from the VCGLR approving their nomination.

When to nominate a nominee

Venue operators must nominate a nominee for each venue included on its licence. A new person must be nominated and apply for approval in the following instances:

- when a venue operator is granted a licence with an approved venue
- after the licence conditions have been amended to add an approved venue
- when the VCGLR notifies the venue operator that it has refused to approve a nominated person
- when an approved nominee resigns, is dismissed or stops managing the venue.

Applications to the VCGLR must be made within 60 days of any of the above circumstances arising. If venue operators are unable to meet this timeline, they should apply to the VCGLR for an extension. Failure by a venue operator to nominate a person within the required time may result in a fine of up to [60 penalty units](#).

What if there isn't a nominee?

If a body corporate or managing committee does not have a natural person approved as a nominee (or if the nominee has resigned, been dismissed or has ceased to manage or control an approved venue),

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the directors or members of the committee of management of the body corporate are severally liable under the Act as licensee until such time as a natural person is nominated and approved by the VCGLR.

Nominee applications must be submitted to the VCGLR through the approved [application form](#).

Notification of changes in the licensee's situation

Through the nominee, venue operators are responsible for notifying the VCGLR of certain changes in the licensee's situation.

Whenever any of the specific changes take place, a written notice must be provided to the VCGLR within 14 days of the change occurring.

Individual nominees and associates are also required to notify the VCGLR about certain changes in their situation. Nominees can help by reminding associates from time to time about this obligation.

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4.0 Associates

An application for a venue operator's licence must be accompanied with completed [[Associated individual](https://forms.vcglr.vic.gov.au/eform/submit/app-ai-vol-licence)] and [Associated entity](#) forms. Subsequent investigations by the Victorian Commission for Gambling and Liquor Regulation (VCGLR) may reveal additional associates who will also be required to complete and submit an appropriate associate form.

Under the Gambling Regulation Act 2003 (the Act), an associate of a person (the first person) is defined as:

- a person who holds or will hold any relevant financial interest, or is or will be entitled to exercise any relevant power (where in right of the person or on behalf of any other person) in the gambling business of the first person, and by virtue of that interest or power, is able or will be able to exercise a significant influence over or with respect to the management or operation of that business
- a person who is or will be an executive officer, whether in right of the person or on behalf of any other person, of the gambling business of the first person
- if the first person is a natural person – a person who is a relative of the first person.
- Persons who may be associates are:
 - each director, public officer, chief executive, chief financial officer, committee or board member of the applicant or associated entity
 - all committee members or members of the board of management of a club
 - partners with a partnership interest of 10 per cent or greater in income or voting entitlements of the applicant or associated entity
 - where the applicant or associated entity is a trust, the trustee of the trust. In the case of a corporate trustee, all directors of that trustee company
 - trust unit holders or beneficiaries who, by virtue of the Trust Deed, have voting rights enabling them to remove or change the trustee, or to influence decisions of the trustee
 - beneficiaries of discretionary trusts who have received 10 per cent or greater of the trust's income distribution in the last three years
 - any person who could exercise a significant influence over or with respect to the management or operation of the gaming machine business
 - any individual considered to be an associate by the VCGLR.

The approval of an associate lasts for the life of the current venue operator's licence. An approved associate may, within the life of the current venue operator's licence, be associated with respect to more than one approved venue operator. However, there are restrictions on being associated with some of the other licences granted under the Act. For example, you cannot be an associate of a venue operator and an associate of a person that is on the Roll of Manufacturers, Suppliers and Testers.

As an associate, you will also be given a [set of directions](#) that give you an ongoing responsibility to notify the VCGLR of specified changes in your situation.

Whenever a specified change takes place, you must give written notice to the VCGLR within 14 days of the change taking place. If you do not notify the VCGLR of a specified change, you may be prosecuted and fined up to [60 penalty units](#).

Approving new associates

Through its nominee, a venue operator must ensure that a person does not become an associate before the VCGLR approves the appointment in writing.

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This applies, but is not limited to, business partners, executive officers – such as a director, secretary, committee member or part of a management body – and significant shareholders of the venue operator. For further advice on who may be considered an associate, please contact the VCGLR.

Any new person associated with the venue operator must not play a role in the management or operation of gaming at the venue until they are approved by the VCGLR.

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5.0 Licence Responsibilities and Obligations

Under the Gambling Regulation Act 2003 (the Act), venue operators are required to comply with all the conditions of its licence. Variations to the licence conditions may be made by following the steps set out in section 3.4.17 of [the Act](#).

Section 3.4.23 of [the Act](#) requires venue operators to notify the Victorian Commission for Gambling and Liquor Regulation (VCGLR) in writing if they change or plan to change their structure in the following ways:

- an incorporated association decides to amalgamate with another incorporated
- association, or to convert itself into a company
- an un-incorporated body decides to become incorporated
- a venue operator is one of two or more clubs applying for an amalgamated club liquor licence
- an application has been made by executors, trustees or administrators to have their name or that of their agent endorsed on the liquor licence.

Through the [nominee](#), venue operators are also responsible for notifying the VCGLR of certain changes in the licensee's situation as detailed in the directions made under section 10.4A.4 of the Act.

Whenever any of the specific changes take place, a written notice must be given to the VCGLR within **14 days** of the change occurring. An email from the nominee to the VCGLR is generally acceptable, provided it is accompanied by supporting documentation, if appropriate. The email can be sent to contact@vcglr.vic.gov.au.

Individual [nominees](#) and [associates](#) are also required to notify the VCGLR about certain changes in their situation. Nominees can help by reminding associates from time to time about their reporting obligations.

Venue operators are also required to notify the VCGLR in writing within seven days of becoming aware that a person has become an associate. A person cannot become an associate or nominee without the prior approval of the VCGLR in writing.

If a liquor licence for an approved venue is cancelled, transferred, relocated, surrendered or released, the venue operator's licence is automatically and immediately amended to remove the premises that were the approved venue. In addition, the approval of the premises is immediately revoked. In these circumstances, gaming at those premises would have to cease immediately.

Nominees can perform the duties of a gaming industry employee

The nominee of a venue operator may perform the duties of a [Gaming industry employee](#) at the venue for which they are the approved nominee without holding a gaming industry employee's licence. At all times while the nominee is performing the duties of a gaming industry employee, a VCGLR approved 'nominee identification' badge must be worn so that it can be clearly seen by other people.

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6.0 Gaming Industry Employees

Gaming industry employees hold a licence to carry out prescribed duties at an approved gaming venue. At all times when on duty, a gaming industry employee must wear identification approved by the Victorian Commission for Gambling and Liquor Regulation (VCGLR) that is clearly visible to patrons.

Venue operators must ensure that staff who are employed to undertake gaming-related duties in their venue are appropriately licensed. A person must not perform any of the functions of a gaming industry employee unless the person holds a licence and complies with the conditions of their licence.

If the VCGLR advises a venue operator or nominee that an employee's licence has been suspended or cancelled, the venue operator must stop that employee from continuing to fill the role of a gaming industry employee within 24 hours. This does not mean the employee must stop performing all duties at the venue – only those for which a gaming industry employee's licence is required.

For further information, see [Gaming industry employees](#) or refer to section 9A of the [Act](#).

Duties of a gaming industry employee

Under gambling legislation, the prescribed duties of a gaming industry employee employed by or working for a venue operator are:

- any task that requires the person to access the logic area of a gaming machine at an approved venue
- possessing, or issuing to other persons holding a gaming industry employee's licence, keys that unlock the logic area of a gaming machine at an approved venue
- any task that requires the person to access a prescribed restricted monitoring component (Jackpot Interface Board or a Slot Machine Interface Board) at an approved venue
- supervision of persons carrying out any of the duties above.

Other duties of a gaming industry employee

Under gambling legislation, other prescribed duties of a gaming industry employee are:

- installing gaming equipment
- connecting gaming equipment to an electronic monitoring system at an approved venue
- supervising persons carrying out any of the duties above.

Compulsory training

Gaming industry employees, and any other employee working in the gaming machine area of an approved venue while it is open to the public, must complete a Responsible Service of Gaming training course that has been approved by the VCGLR. They must also complete refresher training within three years of their initial training course, and every three years thereafter.

It is the venue operator's responsibility to ensure that relevant staff have been appropriately trained and that a copy of the employee's training certificate is kept on record for inspection by the VCGLR.

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7.0 Community Benefit Statements

Community benefit statements provide the framework for reporting expenditure on community benefits by club and racing club venue operators that receive gaming revenue in a financial year.

The [Ministerial Order](#) dated 28 June 2012 shows the activities and purposes that constitute community purposes. The [Community benefit statement frequently asked questions](#) provide more detailed explanation about community benefit statement requirements and examples of community benefit claims that fit with the Minister's Determination dated 28 June 2012.

It is up to club venue operators to collect and record the information that is needed to complete the community benefit statement, and for club venue operators and their auditors to ensure the validity and accuracy of the community benefits they claim to have provided.

In July each year, the Victorian Commission for Gambling and Liquor Regulation (VCGLR) notifies club venue operators of their username and password for online lodgement of community benefit statements. If you have not received your username and password or if you are uncertain as to what you can claim as a community benefit, please contact the VCGLR.

Community benefit statements must be submitted to the VCGLR by 30 September in respect of the financial year just ended.

Further information is available at [Community benefit statement](#).

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8.0 Supervision charge

Under the new venue operator based arrangement that came into effect 16 August 2012, gaming venue operators are required to pay a supervision charge to recover the costs of regulating the gaming industry in Victoria.

To help determine the most suitable method for the supervision charge, the Department of Treasury and Finance prepared a regulatory impact statement and facilitated a public consultation process. After considering submissions, the Treasurer determined to proceed with a two-tiered charge.

The Treasurer announced the 2012-2013 supervision charge and issued a [Gazette Notice](#) (PDF: 4,230KB) on Thursday 5 December 2013.

How it works

The supervision charge is calculated:

Per entitlement unit charge X the number of entitlements held by the venue operator

+

Per operating electronic gaming machine unit charge X the number of operating gaming machines held by the venue operator.

2012-2013 payment

The first payment for the supervision charge applies to the period of August 2012 to June 2013.

Venue operators will have six months to pay from the date of invoice. If the invoice has not been paid by the specified due date, venues will be liable for penalty interest on the amount outstanding which is calculated at a rate of 20% per annum.

The VCGLR collects the supervision charge from venue operators and distributes the revenue to Treasury.

If you have any queries about the supervision charge, please contact the VCGLR on 1300 182 457 or by email contact@vcglr.vic.gov.au.

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Gaming Machine Entitlements

Gaming Machine Entitlements

The new gaming machine arrangements came into effect on 16 August 2012.

Venue operators are now responsible for the ownership and operation of gaming machines. The venue operator must hold a gaming machine entitlement for each machine in operation.

Each entitlement authorises venue operators to operate one gaming machine for a period of 10 years from 2012.

The new arrangements are designed to:

- Foster increased market competitiveness.
- Allow venue operators to have more control over the way they run their gaming business and the services they offer.

For further information refer to the [Gaming machine entitlements fact sheet](#) page on the VCGLR website.

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1. [Amending Entitlement Conditions](#)
2. [Payment of Entitlements](#)
3. [Forfeiture of Entitlements](#)
4. [Transfer of Entitlements](#)

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1.0 Amending Entitlement Conditions

Under section 3.4A.5(4) of the [Gambling Regulation Act 2003](#) every gaming machine entitlement allocated by the Minister has a condition that specifies the region or municipal district in which gaming may be conducted under that entitlement (a geographic area condition) and a condition that specifies the type of approved venue (either club or hotel) in which gaming may be conducted under that entitlement (a venue condition).

A venue operator may request an amendment to the geographic area condition or venue condition of their gaming machine entitlement.

An application to change the geographic area condition or venue condition requires the venue operator to lodge with the Commission an [amendment of a geographic area/venue condition application form](#) (PDF: 308KB).

The application form must be completed by the authorised officer or nominee on behalf of the venue operator.

An applicant may nominate a date for the amendment to take effect from and the reason for this date being requested. Please note that a requested date for amendment is not automatically guaranteed and the Commission may approve the amendment effective from another date. If no date is nominated, the amendment will take effect from the date the Commission makes its decision.

Please check the [VCGLR website](#) for further information.

You will be advised in writing of the outcome of the Commission's decision concerning your application. If the Commission approves the amendment, you will receive a 'Notice of Approved Amendment of Gaming Machine Entitlement Condition' detailing the gaming machine entitlement/s where the conditions have been approved for amendment.

For more information, please view the [amendment of gaming machine entitlement conditions information sheet](#) (PDF: 354KB).

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2.0 Payment of Entitlements

Venue operators were provided with the option of entering into a deferred payment schedule for gaming machine entitlements that were allocated in 2010.

Venue operators that entered a deferred payment schedule are required to meet minimum payment terms for their entitlements.

If a venue operator fails to comply with the minimum payment terms:

- a) interest becomes payable on any overdue amount; and
- b) the entitlements may be forfeited back to the State.

Venue operators are able to pay for entitlements early without penalty.

Minimum Payment Terms for Club Entitlements

The Entitlement Related Agreement for Payment specifies the minimum payment terms that a venue operator must comply with consisting of 20 instalments:

the first instalment of 5% was payable within 28 days of the close of the Gaming Auction. Any default bond may be offset against the first instalment.

a further instalment of 5%, payable on or before 5pm, 16 August 2012 (operational commencement date)

18 quarterly instalments of 5% are payable on or before the last day of every third month following the date from which entitlements can be used to operate machines (instalments 3 to 20).

Minimum Payment Terms for Hotel Entitlements

The Entitlement Related Agreement for Payment specifies the minimum payment terms that a venue operator must comply with consisting of 18 instalments:

- the first instalment of 10% was payable within 28 days of the close of the Gaming Auction. Any default bond may be offset against the first instalment.
- a further instalment of 10%, payable on or before 5pm, 16 August 2012 (operational commencement date)
- 16 quarterly instalments of 5% are payable on or before the last day of every third month following the date from which entitlements can be used to operate machines (instalments 3 to 18).

Payments must be made to the VCGLR per the payment schedule below

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Club Entitlements	Hotel Entitlements
16/08/2012	16/08/2012
30/11/2012	30/11/2012
28/02/2013	28/02/2013
31/05/2013	31/05/2013
31/08/2013	31/08/2013
30/11/2013	30/11/2013
28/02/2014	28/02/2014
31/05/2014	31/05/2014
31/08/2014	31/08/2014
30/11/2014	30/11/2014
28/02/2015	28/02/2015
31/05/2015	31/05/2015
31/08/2015	31/08/2015
30/11/2015	30/11/2015
29/02/2016	29/02/2016
31/05/2016	31/05/2016
31/08/2016	31/08/2016
30/11/2016	
28/02/2017	

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3.0 Forfeiture of Entitlements

Entitlements will be forfeited if:

- the entitlement holder is no longer a licensed venue operator; or
- the entitlement holder has not complied with the payment requirements as outlined in the Entitlement Related Agreement for Payment; or
- the entitlement holder fails to use the entitlements within the relevant holding period.

Licensed Venue Operators

A venue operator can only hold entitlements if it is currently licensed. Any entitlements held by a venue operator are forfeited if the venue operator's licence is cancelled, surrendered or is not renewed by the expiry date.

Non-compliance with Payment Requirements

Any entitlements held by a venue operator are forfeited if the venue operator fails to meet its payment requirements. Venue operators should pay the full amount owing for each scheduled payment on or before the due date.

Fail to use

A venue operator who purchases entitlements has six (6) months to use the entitlements. Should the venue operator not be able to use the entitlements they may apply to the Commission to extend the relevant holding period. Failure to utilise or seek an extension will result in forfeiture of the relevant entitlements.

Penalties for entitlements that are forfeited

- All amounts owing at the date of forfeiture become immediately due and payable to the State. This includes all future payments, penalty interest and prescribed fees.
- The State will be able to reallocate the entitlements through the transfer scheme.
- The State will pass on to the original entitlement holder the amount obtained for the entitlement on transfer, less any amounts owing to the State, any prescribed fees and any fines imposed by the State.
- For more information, please view the [forfeiture of gaming machine entitlements information sheet](#) (PDF: 347KB).

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4.0 Transfer of Entitlements

The first step an entitlement holder must take when wanting to transfer their entitlement/s is to advertise on the [Entitlement transfer market](#) using their allocated username and chosen password.

Entitlements can only be transferred to another licensed venue operator.

Venue operators who wish to transfer gaming machine entitlements must advertise the availability of the entitlements on the VCGLR transfer market website except where:

1. transfer of the entitlement is integral to the sale of a gaming business;
2. the transfer is between venue operators who are 'related bodies corporate' under the Corporations Act 2001 (Commonwealth); or
3. is the subject of concluded negotiations for sale or is not intended to be entered into with an unrelated purchaser on the open market; or
4. in circumstances otherwise determined by the VCGLR.

Operators can advertise by other means also providing these do not involve, or attempt to involve, the completion of the transaction (e.g. eBay)

If a venue operator meets one of the exceptions above, the intention to transfer the entitlements to the specified buyer must be notified on the VCGLR transfer market website by the seller prior to the transfer being recorded by the VCGLR.

Negotiations around price between the two venue operators may take place in private.

Once a venue operator decides who to sell their entitlement to, they must apply to VCGLR through the transfer application form found in the [Entitlement transfer market](#).

The venue operator transferring the entitlements must pay the prescribed fee when applying.

For more information, please view the [Gaming machine entitlements information sheet](#) or [Transfer of gaming machine entitlements information sheet](#) on the Gaming machine entitlements page of the website.

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Responsible Gambling Home

Responsible Gambling

One of the VCGLR's key functions is to foster responsible gambling practices among gambling industry licence holders to minimise harm caused by problem gambling.

This section provides information and publications for commercial licence holders and gaming industry employees on responsible gambling.

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1. [Responsible Gambling Code of Conduct](#)
2. [Self-Exclusion Program](#)
3. [Pre-commitment Scheme](#)

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1.0 Responsible Gambling Code of Conduct

The Gambling Regulation Act 2003 makes it compulsory for certain organisations that hold gambling industry licences to have a Responsible Gambling Code of Conduct (Code) and, in the case of gaming venue operators, a Self Exclusion Program (SEP) in place.

The organisations required to have a Code are all:

- Gaming venue operators*
- Bingo centre operators
- Commercial raffle organisers
- The casino operator
- The holder of the wagering and betting licence or the wagering and betting operator
- Public lotteries licence holders
- The Keno Licensee
- Interactive gaming licensees and
- Registered bookmakers.

It does not apply to bingo or raffles which are run solely by declared community and charitable organisations, or to trade promotion lotteries.

*Gaming venue operators must also have an approved Self-Exclusion Program in place.

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1.01 Requirement to have a Responsible Gambling Code of Conduct

Codes of Conduct & Self-Exclusion Programs

The Gambling Regulation Act 2003 makes it compulsory for 'relevant persons' (which includes holders of a Venue Operator's licence) to have a Responsible Gambling Code of Conduct (Code) and a Self-Exclusion Program (SEP) in place.

Refer to [section 3.4.12B](#) of the *Gambling Regulation Act 2003* for further information on the requirement to have a Code.

Approved Responsible Gambling Codes of Conduct

The following Codes for venue operators have been approved by the VCGLR.

[Approved Responsible Gambling Code of Conduct](#)

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1.02 Preparation of a Responsible Gambling Code of Conduct

The Commission must ensure that a venue operator has a code of conduct that:

- (a) meets the requirements of the Act
- (b) complies with the relevant Ministerial Direction
- (c) complies with the VCGLR [Criteria and Benchmarks for a Responsible Gambling Code of Conduct](#)
- (d) is approved by the Commission.

A code of conduct must be written in a manner that will enable it to be readily understood by customers. As a minimum requirement, a code of conduct must be written in plain English and be presented in such a way as to be reasonably accessible to customers, including customers from culturally and linguistically diverse backgrounds.

[Ministerial Direction - Responsible Gambling Codes of Conduct](#)

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1.03 Availability of Responsible Gambling Code of Conduct

A code of conduct must require the venue operator to make the Code available:

- (a) to customers (and must specify how this will occur)
- (b) where the venue operator has a website, on that website.

The availability or display of the venue operator's Code must be clearly visible to customers and must be in accordance with the requirements of their Code.

[Self-Assessment Checklist](#)

[Ministerial Direction for Responsible Gambling Code of Conduct](#)

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1.04 Responsible Gambling Message

A Code must:

- (a) include a responsible gambling message that identifies the venue operator's commitment to responsible gambling
- (b) require the display of that responsible gambling message wherever the venue operator conducts gambling so that it will be clearly visible to customers.

The responsible gambling message must be displayed by the venue operator in accordance with the requirements of their Code.

[Self-Assessment Checklist](#)

[Ministerial Direction for Responsible Gambling Code of Conduct](#)

[Best Practice for the implementation of Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

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1.05 Responsible Gambling Information

A Code must specify the information about responsible gambling that the venue operator will make available to customers. This must include information about:

- (a) how to gamble responsibly
- (b) how to make and keep a pre-commitment decision
- (c) the availability of gambling support services
- (d) restrictions that apply to the payment of winnings by cheque and the provision of credit or the lending of money for the purposes of gambling
- (e) self-exclusion programs
- (f) household budgeting websites such as the Commonwealth Government's website 'MoneySmart'

A Code must state how this information will be made available.

Responsible gambling information must be provided or displayed by the venue operator in accordance with the requirements of their Code.

[Self assessment checklist for gaming venues](#)

[Ministerial Direction - Responsible Gambling Code of Conduct](#)

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1.06 Gambling Product Information

A Code must state how information about any relevant rules for gambling will be made available to customers and the Code must specify how customers will be informed about accessing product information available on gaming machines.

The venue operator must clearly identify to customers how to use the Player Information Display (PID) facility on a gaming machine to access product information.

Gambling product information must be provided or displayed by the venue operator in accordance with the requirements of their Code.

[Venue assessment checklist - Gaming venue Responsible Code of Conduct and Self-exclusion Program](#)

[Ministerial Direction - Responsible Gambling Code of Conduct](#)

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1.07 Customer Loyalty Scheme Information

Where a customer loyalty scheme is offered to customers, a Code must specify:

- (a) that the venue operator will make appropriate information about the customer loyalty scheme available to participants
- (b) how that information will be provided.

A Code must identify how and when participating customers will be informed about any benefits they have accrued as part of the loyalty scheme.

Customer loyalty scheme information must be provided or displayed by the venue operator in accordance with the requirements of their Code.

[Ministerial Direction - Responsible Gambling Codes of Conduct](#)

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1.08 Pre-commitment Scheme

A Code must specify what the venue operator will do to:

- (a) ensure customers are aware of the pre-commitment scheme
- (b) inform customers of their ability to set limits on their game play and track their play across the State by using the pre-commitment scheme
- (c) support customers who have decided to use pre-commitment
- (d) ensure trained staff are available to promote and support the pre-commitment scheme.

Where pre-commitment is offered to customers, a Code must specify:

- (a) that the venue operator will make appropriate information about the features and functions of the pre-commitment scheme available to participants
- (b) that the venue operator will provide participants with information about how to use the pre-commitment system to set limits and track their game play
- (c) how and when that information will be provided.

A Code must require that interaction with customers occurs in a manner that respects to the customer's right to privacy.

Pre-commitment scheme information must be provided and displayed by the venue operator in accordance with the requirements of their Code.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-assessment Programs](#)

[Ministerial Direction - Responsible Gambling Codes of Conduct](#)

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1.09 Interaction with Customers, Staff, Problem Gambling Support Services

Customers

A Code must require the venue operator to interact with customers to foster responsible gambling, and must identify how this will occur.

In particular, a Code must specify a process for interacting with those customers who:

- (a) have requested information about, or assistance with, a gambling problem or self-exclusion
- (b) are displaying indicators of distress that may be related to problem gambling.

A Code must require that interaction with customers occurs in a manner that respects the customer's right to privacy.

Interaction with customers must take place in accordance with the requirements of the venue operator's Code.

Staff

A Code must state whether a staff member is permitted to participate in gambling offered by the venue operator and, if so, when.

A Code must identify a process for providing information and assistance to a staff member who indicates that he or she has a gambling problem.

A Code must require that interaction with staff occurs in a manner that respects the staff member's right to privacy.

Interaction with staff must take place in accordance with the requirements of the venue operator's Code.

Problem Gambling Support Services

A Code must require the venue operator to interact with problem gambling support services and specify the process for that contact and how frequently contact will occur.

Interaction with problem gambling support services must take place in accordance with the requirements of the venue operator's Code.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Ministerial Direction - Responsible Gambling Codes of Conduct](#)

[Best practice guidelines for the implementation of Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

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1.10 Customer Complaints

A Code must require the venue operator to implement and comply with a process for resolving complaints from customers about compliance with and the operation of the Code.

The complaint process must:

- (a) specify how a complaint can be made
- (b) specify the process for resolution of a complaint
- (c) provide for independent review of decisions made by the relevant person about customer complaints
- (d) specify how information about complaints will be collected and retained
- (e) enable the Commission to monitor compliance with the complaints process.

Customer complaints must be dealt with by the venue operator in accordance with the requirements of their Code.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Ministerial Direction - Responsible Gambling Codes of Conduct](#)

[Best practice for the implementation of Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

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1.11 Compliance with Prohibition on Gambling by Minors

A Code must specify what steps the venue operator will take to ensure compliance with the law in relation to the prohibition on:

- (a) the sale of gambling products and services to minors
- (b) the entry of minors into areas where gambling is conducted.

Compliance with prohibition on gambling by minors must be in accordance with the requirements of the venue operator's Code.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Ministerial Direction - Responsible Gambling Codes of Conduct](#)

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1.12 The Gambling Environment

A Code must identify what the venue operator will do:

- (a) to discourage customers from engaging in extended and intensive gambling
- (b) where appropriate, to ensure customers are made aware of the passage of time.

The strategies employed by the venue operator to provide a responsible gambling environment must be in accordance with their Code.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Ministerial Direction - Responsible Gambling Codes of Conduct](#)

[Best practice for the implementation of Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

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1.13 Financial Transactions

A Code must specify:

- (a) the rules that apply to cashing customer cheques
- (b) how and when customers will be advised of those rules
- (c) the records that will be kept of cheques that have been cashed.

A Code must specify the options that are available to customers for the payment of winnings including payment by cheque.

Financial transactions information must be provided or displayed by the venue operator in accordance with the requirements of their Code.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Ministerial Direction - Responsible Gambling Codes of Conduct](#)

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1.14 Responsible Advertising and Promotions

A Code must specify that any advertising and promotions related to gambling undertaken by or on behalf of the venue operator will:

- (a) comply with the advertising code of ethics adopted by the Australian Association of National Advertisers
- (b) not be false, misleading or deceptive about odds, prizes or the chances of winning
- (c) have the consent of any person identified as winning a prize prior to publication
- (d) not be offensive or indecent in nature
- (e) not create an impression that gambling is a reasonable strategy for financial betterment
- (f) not promote the consumption of alcohol while purchasing gambling products.

The strategies employed by the venue operator in relation to responsible advertising and promotions must be in accordance with their Code.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-assessment Programs](#)

[Ministerial Direction - Responsible Gambling Codes of Conduct](#)

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1.15 Responsible Gambling Register

In accordance with the requirements of their Code a venue operator must have established processes in place in their venues to ensure that all responsible gambling related matters are recorded in a Responsible Gambling Register. All relevant staff should be informed of the register, where it is located in the venue and how to use it.

The Responsible Gambling Register should have the provision to record all of the following information:

- (a) the date and time of the occurrence
- (b) the names of employees who observed or dealt with the matter
- (c) the name of the customer involved (if available)
- (d) a description of what occurred
- (e) the details of any documentation completed or received by gaming venue staff that relate to the matter
- (f) the action taken, comments made by any relevant party or details of any follow-up action required or agreed to
- (g) confirmation of venue sign-off of the matter by a senior representative such as the responsible gambling officer, nominee or manager.

The customer's right to privacy and confidentiality should always be respected in relation to a responsible gambling matter. Only licensed gaming industry employees, Victoria Police and VCGLR Inspectors should be provided with access to the register. The register must be made available at all times to VCGLR Inspectors upon request.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Best practice for the implementation of Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Responsible Gambling Register fact sheet](#)

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1.16 Daily Responsibilities

In order to provide customers with the highest levels of responsible gambling and customer care, a venue is required to carry out a range of tasks on a daily basis.

As a minimum the venue operator must have established procedures, in accordance with the requirements of their Code, to ensure:

- (a) the venue is compliant with the legislated requirement to display the Minister's Standards relating to Player Information (posters, brochures and machine talkers)
- (b) the venue has on display their responsible gambling message, a copy of their Code (or customer notification that a copy of the Code is available to view) and appropriate stock levels of responsible gambling information
- (c) the gaming area is monitored by staff to identify and interact with any patrons displaying indicators of a gambling problem, any self-excluded persons and any underage or intoxicated patrons
- (d) that all responsible gambling related matters are recorded in the Responsible Gambling Register.

[Gaming venue signage and problem gambling resources information sheet](#)

[Best practice for the implementation of Responsible Gambling Codes of Conduct and Self-assessment Programs](#)

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1.17 Responsible Gaming Training

All gaming industry employees, and any other employee working in the gaming machine area of an approved venue while it is open to the public, must complete a Responsible Service of Gaming training course that has been approved by the Victorian Commission for Gambling and Liquor Regulation within six months of commencing employment. They must also complete refresher training within three years of their initial training course, and every three years thereafter.

In addition, venue operators must ensure that staff working in the gaming area of their venue are adequately trained to recognise the indicators of distress and to understand how to respond appropriately and in a timely manner, in accordance with the requirements of their Responsible Gambling Code of Conduct.

See [Current Training Providers](#) to find your nearest training organisation that delivers an approved course.

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1.18 Review Responsibilities

The VCGLR has responsibility for the approval and ongoing monitoring of the Codes and SEPs.

It is a licence condition that all Venue Operators have a Code and SEP. The VCGR can take disciplinary action if a licensee does not have a Code or SEP in place, or where there are repeated breaches of the Code or SEP.

[Section 10.6.7](#) of the Act requires that a Code set out a review process by which the venue operator will assess the operation and effectiveness of the Code.

Review of the operation and effectiveness of the Code should occur each year and use a process which includes input/feedback from all staff and a sample of patrons, in accordance with the requirements of the venue operator's Code.

The venue operator may also be requested by the industry representative body responsible for their Code to provide input into an annual review process and the VCGLR encourages venues to participate in this process.

[Ministerial Direction - Responsible Gambling Codes of Conduct](#)

[Criteria and benchmarks for a Responsible Gambling Code of Conduct](#)

[Industry review guidelines for a Responsible Gambling Code of Conduct](#)

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2.0 Self-Exclusion Program

The Gambling Regulation Act 2003 makes it compulsory for certain organisations that hold gambling industry licences to have a Responsible Gambling Code of Conduct (Code) and, in the case of gaming venue operators, a Self Exclusion Program (SEP) in place.

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2.01 Requirement to have a Self-Exclusion Program

Codes of Conduct & Self-Exclusion Programs

The Gambling Regulation Act 2003 makes it compulsory for Venue Operator Licence holders to have a Responsible Gambling Code (Code) and a Self-Exclusion Program (SEP) in place.

Refer to [section 3.4.12A](#) of the Gambling Regulation Act 2003 for further information on the requirement to have a SEP.

Approved Self-Exclusion Programs

The following Responsible Gambling Self-Exclusion Programs (SEPs) have been approved by the VCGLR.

[List of Self-exclusion programs](#)

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Program](#)

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2.02 Administration of a Self-Exclusion Program

The VCGLR must ensure that a venue operator has a SEP that:

- (a) meets the requirements of the Act
- (b) complies with the relevant Ministerial Direction
- (c) complies with the VCGLR [Criteria and Benchmarks for Approving a Self-Exclusion Program](#)
- (d) is approved by the Commission.

Administration of a SEP, in accordance with the requirements of the venue operator's SEP, could involve:

- (a) management and staff roles and responsibilities for implementing and evaluating the SEP [e.g. standing management meeting agenda item; e.g. nominated staff person to interact with customers and problem gambling support services]
- (b) induction & training processes
- (c) ways of raising and addressing implementation issues within the venue
- (d) ways of publicising and rewarding effective strategies and staff conduct [e.g. could become part of performance or salary arrangements and/or rewards & recognition program.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Best practice for the implementation of Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Ministerial Direction - Self-exclusion Program](#)

[Criteria and benchmarks for a Self-exclusion Program](#)

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2.03 Process for Self-Excluding Provision of Information to Customers

Suitable processes and resources must be applied by the venue operator to the conduct of the SEP.

The SEP must be accompanied by or include a statement outlining a venue operator's processes and resources.

The VCGLR will have particular regard to:

- (a) the method to identify self-excluded persons
- (b) how data about self-excluded persons is to be recorded and stored.
- (c) the processes to be used to deal with self-excluding and self-excluded persons who breach their agreement, and to link them with problem gambling counselling services.

Section 10.6.2 of the Gambling Regulation Act 2003 requires that a SEP must:

- (a) detail how a person will be able to voluntarily exclude himself or herself under the program;
- (b) detail how a person will be able to opt out of the program;
- (c) be appropriate for the nature and size of the gaming machine area;
- (d) require the venue operator to assist customers to exclude themselves in an effective manner; and
- (e) set out a review process by which the venue operator will assess the operation and effectiveness of the program.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Best practice for the implementation of Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Criteria and benchmarks for a Responsible Gambling Code of Conduct](#)

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2.04 Identification of Self-Excluded Persons in the Gaming Machine Area

The personal details and photos of all persons who are currently self-excluded from the venue must be maintained in a 'back of house' area. The 'back of house' area must be secure, and accessible only by staff and not by members of the public.

The venue must have established in-house processes to ensure:

- (a) that the records of all self-excluded persons are kept up to date;
- (b) that, where the venue offers a gaming machine related customer loyalty program, the details of all self-excluded persons are removed from the venue's customer loyalty program database;
- (c) that staff familiarise themselves with the personal details and photos of self-excluded persons on a regular basis.

The venue must have established in-house processes regarding the steps that should be undertaken to ensure that self-excluded persons do not enter or remain in gaming machine areas.

Gaming staff must be provided with training regarding both of the following matters:

- (a) how to provide help or facilitate help for persons seeking information about self-exclusion or wishing to self-exclude
- (b) how to identify self-excluded persons in the gaming room.

The venue must have established in-house processes regarding the roles of staff in approaching/interacting with suspected self-excluded persons.

The venue must have established in-house processes to ensure:

- (a) that all breaches are recorded in the venue's Responsible Gambling Register;
- (b) that all breaches of self-exclusion are reported in a timely manner to the Self-Exclusion Program administrator and, where required, to their local problem gambling support service provider.

Relevant staff must be aware of how to access the web-based self-exclusion database (SEGO) maintained by their Self-Exclusion Program administrator (AHA or ClubsVIC).

The venue must have established a process to ensure that relevant staff are advised when a person revokes their self-exclusion order or when a period of self-exclusion has expired.

The venue must have established a process to ensure the secure destruction of records for any person who has revoked a decision to self-exclude or whose period of self-exclusion has expired.

The venue operator must ensure that all of the requirements and processes outlined in this section of the manual are carried out in accordance with the requirements of their Self-Exclusion Program.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Best practice for the implementation of Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Ministerial Direction - Self-exclusion Program](#)

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2.05 Self-Exclusion Program Staff Training

All new gaming industry employees (GIE) who are working in the gaming machine area of an approved venue are required to undertake an approved responsible service of gaming course within six months of commencing that employment. They then must complete an approved refresher course within three years following completion of an approved course, and every three years thereafter.

In addition, all other venue staff who are working in the gaming machine area of an approved venue and have contact or interaction with gaming machine players in that area are also required to undertake an approved responsible service of gaming course within six months of commencing that employment. They then must complete an approved refresher course within three years following completion of an approved course, and every three years thereafter.

Venue operators should ensure that all staff working in the gaming machine area of their venue are adequately trained to enable them to recognise the indicators of distress and to understand how to respond appropriately and in a timely manner, in accordance with the requirements of their SEP.

A SEP must detail training that will be provided to gaming machine area staff to enable them to:

- (a) help customers seeking information about self-exclusion or wishing to self-exclude
- (b) identify self-excluded persons
- (c) understand how to appropriately manage persons who have self-excluded.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Best practice for the implementation of Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Ministerial Direction - Self-Exclusion Program](#)

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2.06 Availability of Support Services

A SEP must require a venue operator, or a person who manages a self-exclusion program on the venue operator's behalf, to maintain regular contact with problem gambling support services and to develop agreed protocols in order to facilitate:

- (a) referral of customers to problem gambling support services
- (b) the enhancement of the venue operator's SEP.

The venue operator must ensure that interaction with problem gambling support services is carried out in accordance with the requirements of their SEP.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Best practice for the implementation of Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Ministerial Direction - Self-Exclusion Program](#)

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2.07 Data Management

A SEP must require the venue operator, or a person who manages a program on the venue operator's behalf, to keep a record of:

- (a) the number of persons who have been self-excluded
- (b) the number of self-excluded persons detected in the gaming machine area of the venue (including data on repeated breaches)
- (c) the number of self-excluded persons who extend or revoke their self-exclusion.

A SEP must specify how this information will be collected, retained and provided to the Commission.

Data relating to self-exclusion must be collected and maintained in a manner that:

- (a) enables the Commission to monitor compliance by the venue operator with the SEP
- (b) respects the privacy of persons who have self-excluded.

The venue operator must ensure that all records applicable to their venue are maintained in accordance with the requirements of their SEP.

[Venue assessment checklist - Gaming venue Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Best practice for the implementation of Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Ministerial Direction - Self-Exclusion Program](#)

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2.08 Self-Exclusion Program Complaints Process

A SEP must specify a process for resolving complaints from customers about the operation of the SEP.

The complaints process must:

- (a) specify how a complaint can be made
- (b) specify how information about complaints will be collected and retained
- (c) enable the Commission to monitor compliance with the complaints process.

Venue staff must be aware of the procedures to follow should a complaint be received regarding the operation of their SEP.

Venue customers should be aware of the existence of the complaints process.

Customer complaints must be dealt with by the relevant person in accordance with the requirements of their SEP.

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2.09 Responsible Gambling Register

In accordance with the requirements of their SEP a venue must have established processes in place to ensure that all responsible gambling related matters are recorded in a Responsible Gambling Register. All relevant staff should be informed of the register, where it is located in the venue and how to use it.

The Responsible Gambling Register should have the provision to record all of the following information:

- (a) the date and time of the occurrence
- (b) the names of employees who observed or dealt with the matter
- (c) the name of the customer involved (if available)
- (d) a description of what occurred
- (e) the details of any documentation completed or received by gaming venue staff that relate to the matter
- (f) the action taken, comments made by any relevant party or details of any follow-up action required or agreed to
- (g) confirmation of venue sign-off of the matter by a senior representative such as the responsible gambling officer, nominee or manager.

The customer's right to privacy and confidentiality should always be respected in relation to a responsible gambling matter. Only licensed gaming industry employees, Victoria Police and VCGLR Inspectors should be provided with access to the register. The register must be made available at all times to VCGLR Inspectors upon request.

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[Best practice for the implementation of Responsible Gambling Codes of Conduct and Self-exclusion Programs](#)

[Responsible Gambling Register Fact Sheet](#)

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2.10 Review Responsibilities

Under [section 10.6.2\(e\)](#) of the Act, a SEP must set out a review process by which the venue operator will assess the operation and effectiveness of the program. The SEP review process should specify:

- (a) how often the SEP will be reviewed
- (b) the criteria that will be used to assess the effectiveness of the SEP
- (c) how customers who have self-excluded and problem gambling support services will have input into the review process
- (d) who will be provided with a copy of the review findings.

The VCGLR has responsibility for the approval and ongoing monitoring of Codes and SEPs.

It is a licence condition that all Venue Operators have a Code and SEP. The VCGLR can take disciplinary action if a licensee does not implement a Code or SEP, or where there are repeated breaches of the Code or SEP.

Review of the operation of the SEP must occur each year and use a process which includes input/feedback from all staff and a sample of patrons, in accordance with the requirements of the venue operator's SEP.

The venue operator must ensure that they participate in the annual review process conducted by their SEP administrator.

[Ministerial Direction - Self-Exclusion Program](#)

[Criteria and benchmarks for a Self-exclusion Program](#)

[Industry review guidelines for a Self-exclusion Program](#)

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Accounting and Auditing

Accounting and Auditing

This section contains the Accounting and Auditing Venue Requirements for all venue operators that came into effect on 16 August 2012.

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[Accounting and Auditing Venue Requirements](#)

[Jackpot Monitoring Fact Sheet](#)

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Accounting and Auditing Venue Requirements

An amendment to the [[Accounting and Auditing Venue Requirements guidelines_2019.pdf](/CA25783200814C9F/WebObj/A0C1316C116C1EEFCA2583C00077E7DF/$File/Accounting%20and%20Auditing%20Venue%20Requirements%20guidelines_2019.pdf)] (PDF: 522KB) has been approved by the Victorian Commission for Gambling and Liquor Regulation (the Commission) under section 10.1.5C of the *Gambling Regulation Act 2003* (the Act).

Venue operators are reminded that there are a number of obligations contained in the Accounting and Auditing Venue Requirements 2019 that they must be familiar with. For example, the requirements around CCTV coverage of the gaming machine area, and the need to keep footage for the minimum specified time of 28 days is a very important obligation. See section 4.2.

The Commission will conduct regular financial and operational reviews of gaming venue operations to ensure adherence to the accounting and auditing venue requirements in force at the time, and disciplinary action may be taken against a venue operator for non-compliance.

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Jackpot Monitoring Fact Sheet

Recent amendments to the Accounting and Auditing Venue Requirements (the requirements) determined by the Victorian Commission for Gambling and Liquor Regulation (VCGLR) provided for key controls associated with the management of jackpots at a gaming venue.

The VCGLR has responded to many questions from key industry stakeholders regarding adherence to the amendments, and in response has released this [[A](#)

href="/CA25783200814C9F/WebObj/AA9BE8DC404C32FDCA2583C0007B0563/\$File/Jackpot Monitoring 2019.pdf" target="_new" title="Jackpot Monitoring Fact Sheet">Jackpot Monitoring Fact Sheet] (PDF: 480KB) to assist in clarifying the requirements in relation to jackpot management.

It is venue operator's responsibility to review and adhere to the Accounting and Auditing Venue requirements to ensure regulatory compliance. It is hoped that the documents noted above will support venue operators in understanding their obligations.

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Investigations

Investigations

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

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.

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2. [Identification of Inspectors](#)
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4. [Offences Relating to Obstruction of Inspectors](#)
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1.0 Functions of Inspectors

The primary function of Inspectors is to ensure compliance in accordance with Victorian Gaming Legislation and associated regulations.

This is accomplished by:

- Conducting Audits and Inspections of Gaming Venues
- Detecting and Investigating possible breaches of Legislation
- Monitoring the operations of Gaming Venues
- Investigating complaints
- Examining equipment, machinery and/or records relating to gaming activity
- Providing education and information to Gaming Venues on compliance requirements
- Reporting matters to the Executive Commissioner for consideration of further action such as prosecution and/or [disciplinary action](#)

Further information on the functions of inspectors can be found in [section 10.5.7](#) of the Gambling Regulation Act 2003.

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2.0 Identification of Inspectors

Inspectors are issued with an Identity card which contains their photograph, a signature and the Seal of Victoria. It is not a requirement that an Inspector displays his or her Identity card at all times whilst performing their functions, however they must produce it if requested. Failure to do so means they are not authorised to exercise the functions conferred on them under the Act.

A member of the police force may also perform the functions of an inspector under the Act.

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3.0 Power of Inspectors

Under [section 10.5.9](#) of the Gambling Regulation Act 2003, an inspector may do any of the following:

- require any person in possession of, or having control of, any machinery, equipment or records relating to an activity regulated by a gaming Act to produce the machinery, equipment or records for inspection and to answer questions or provide information relating to the machinery, equipment or records;
- inspect, take copies of or seize any machinery, equipment or records if the Inspector considers it necessary for the purpose of obtaining evidence of the commission of an offence;
- under certain conditions, and by written notice, require a person to attend before the Inspector at a specified date and time and answer questions;
- under certain conditions, require a person found on the premises to state their full name and residential address;
- call for the assistance of a member of the police force if the Inspector is obstructed or believes they will be obstructed in the performance of their duties.

Further information on the powers of inspectors can be found under [section 10.5.9](#) of the Act.

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4.0 Offences Relating to Obstruction of Inspectors

It is an offence to assault, obstruct, hinder, threaten, abuse, insult or intimidate an Inspector who is attempting to perform his or her functions under the Act.

It is also an offence to fail, without reasonable excuse, to attend before an Inspector and answer questions or supply information when they are required to do so.

It is also an offence to fail to comply with a direction of an Inspector to cease to have available for use any machinery or equipment considered by the Inspector to be unsatisfactory for use.

For further information on offences relating to obstruction of inspectors, refer to [section 10.5.15](#) of the Act.

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5.0 Providing False or Misleading Information

A person must not knowingly provide information to an Inspector that is false or misleading whilst the Inspector is exercising their functions of an Inspector.

Doing so could constitute an offence under [section 10.5.16](#) of the Act.

Providing false or misleading information could result in a fine of 60 penalty units. Refer to [Fees and fines](#).

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6.0 Additional Considerations

Refer to [Part 5 - Compliance and Enforcement](#) of the Act for further details of all gaming offences, responsibilities of venue operators, nominees and gaming industry employees, and the full authorities and powers of inspectors.

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7.0 Disciplinary Action

The VCGLR may take disciplinary action against a venue operator. Grounds for disciplinary action is specified under [section 3.4.25 of the Act](#).

This may result in the:

- cancellation or suspension of a venue operator's licence;
- variation of the terms of a venue operator's licence;
- issuing a letter of censure; or
- issuing of a fine of up to 5,000 penalty units.

Disciplinary action could also be taken against the nominee in instances when the nominee also holds a Gaming Industry Employee licence. The VCGLR may also review the ongoing suitability of the nominee as an associate of the venue operator.

Results of disciplinary action, including the licensee's name and licence number are made public on the VCGLR website, newsletter and Annual Report.

Disciplinary Action against a Gaming Industry Employee's Licence Holder under the Gambling Regulation Act 2003

"**Disciplinary action**" in relation to a licensee, means any of the following -

- the service of a written notice on the licensee censuring him or her for any action specified in the notice;
- variation of the gaming industry employee's licence;
- suspension of the licence for a specified period;
- cancellation of the licence;
- cancellation of the licence and disqualification from obtaining or applying for a licence or permit under a gaming Act for a specified period not exceeding 4 years;

"**Grounds for disciplinary action**" under the Gambling Regulation Act 2003 means any of the following grounds in respect of a licensee -

- that his or her gaming industry employee's licence was improperly obtained in that, when it was granted, there were grounds for refusing it;
- that the licensee has been convicted or found guilty of a relevant offence;
- that the licensee has contravened a condition of the licence;
- that the licensee has failed to provide information that he or she is required by the Act to provide or has provided information knowing it to be false or misleading;
- that the licensee has become an insolvent under administration;
- that for any reason, the licensee is not a suitable person to be the holder of the licence;

"**relevant offence**" in relation to a licensee means -

- an offence against a gaming Act or gaming regulations; or an
- an offence arising out of or in connection with the employment of the licensee under a gaming Act; or an
- an offence (wherever occurring) involving fraud or dishonesty punishable on conviction by imprisonment for 3 months or more (whether or not in addition to a fine).

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Other Gambling

Other Gambling and Promotions

Community and charitable organisations registered by the VCGLR can undertake gaming activities such as raffles, bingo, sale of lucky envelopes and fundraising functions. Before allowing such activities to occur on your premises you should ensure that the activity is being conducted in accordance with the Act (see [Community and charitable gaming](#) on the VCGLR website).

Lotteries for the promotion of a trade or business are also regulated by the VCGLR.

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1. [Community Gaming](#)
2. [Declaration as a Community or Charitable Organisation](#)
3. [Trade Promotion Lotteries](#)

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1.0 Community Gaming

A number of minor gaming activities can be conducted by declared community and charitable organisations. In some cases the organisation must obtain a minor gaming permit from the VCGLR in order to legally conduct the activity.

The activities requiring a minor gaming permit are:

- Raffles (where the total prize value exceeds \$5,000)
- Lucky Envelopes
- Fundraising Events (casino nights)

An organisation intending to conduct one of these activities must be registered (declared) by the VCGLR as a community or charitable organisation. For further information on registering please refer to the [Declaration as a Community or Charitable Organisation](#) page.

For further information on community gaming, please refer to the [Community and charitable gaming](#) page on the VCGLR website.

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1.1 Raffles

A raffle is a lottery in which a certain sum has been paid to enter or participate in order to win prizes offered. Money cannot be offered as prize in a raffle except where there is a travel or accommodation prize.

In this instance, spending money can be offered provided it does not exceed 10% of the total value of the prize.

For further information on raffles, please refer to the [Raffles](#) page on the VCGLR website.

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1.2 Bingo

Bingo is a game played by a number of players, each having a ticket (or tickets) with numbers in squares, each with a different randomly printed combination of numbers. Players watch their tickets, as numbers are randomly selected and announced. Each player marks off the numbers on his or her ticket if and when they correspond to those drawn. The objective depends on the version of bingo being conducted. To win the most common version, a player needs to be the first player to mark off all numbers on their ticket and call "bingo".

Note: Bingo may also be conducted electronically.

Bingo may be conducted by organisations that have been declared (registered) by the VCGLR as community or charitable organisations.

For further information on Bingo or being declared by the VCGLR please refer to the [Bingo](#) page on the VCGLR website.

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1.3 Lucky Envelopes

A lucky envelope is a lottery ticket, where the result is pre-determined. The ticket must be made so that the result cannot be seen until after it is sold.

For further information on lucky envelopes including FAQs, please refer to the [Lucky envelopes](#) page on the VCGLR website.

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1.4 Fundraising Event

A fundraising event is a function conducted by a community or charitable organisation to raise money through the playing of casino-type games.

Further information, including FAQs, can be found on the [Fundraising events](#) page on the VCGLR website.

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1.5 Other Community Gaming

For further information on other forms of community gaming, including

- Footy Tipping
- Melbourne Cup Sweeps
- Poker

refer to the [Community and charitable gaming](#) page on the VCGLR website.

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2.0 Declaration as a Community or Charitable Organisation

To be declared as a community or charitable organisation, an organisation must be conducted in good faith and be established as a not for profit organisation. As well, it must be a community or charitable organisation, a sporting or recreational club or an organisation conducting these activities for the purposes of a political party.

For further information on community or charitable organisations, please refer to the [Declaration as a community or charitable organisation](#) page on the VCGLR website.

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3.0 Trade Promotion Lotteries

A trade promotion lottery is a lottery designed to promote a trade or business. This includes any scheme that gives away prizes by any means which include an element of chance, at any stage of the scheme.

Examples include barrel draws, spinning wheels, scratch 'n' win tickets and 1900 telephone calls.

For further information, please refer to the [Trade promotion lotteries](#) page on the VCGLR website.

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Venue Operational Requirements

Venue Operational Requirements

Under the new gaming industry arrangements that came into effect on 16 August 2012, the responsibility for the conduct of gaming transferred from Gaming Operators to Venue Operators.

To assist Venue Operators in complying with their operational responsibilities, the Venue Operational Requirements section of the Manual provides regulatory information for venues operating under the new arrangements.

** Please note: certain information is only available to industry participants. Users will be prompted to provide their existing online services username and password to access this information.

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01. Approved Gaming Venue

Section 3.3.4 of the Gambling Regulation Act 2003 makes provisions for applications for approval of premises as suitable for gaming.

Information contained in this chapter is provided to assist:

- any person proposing to apply for approval of premises as suitable for gaming; and
- venue operator intending to modify a gaming machine area.

Applying for Approval of Premises as Suitable for Gaming

The guidance below is provided to assist any person proposing to apply for approval of premises as suitable for gaming

Review VCGLR Website

Prospective Venue Operators should review all relevant sections of the [website](#).

Completion of application forms

A person seeking approval of new premises as suitable for gaming will need to complete the [application form](#) listed on the VCGLR website under 'Venue Operator Forms'.

Gaming Machine Area (GMA) Plans to be attached

As detailed in 12. Premises Plan and Layout of the 'Approval of Premises for Gaming' Application Form (link attached above), there must be attached to the Form:

- A 1:100 scale plan of the premises. This must show the location of the proposed gaming machine area within the premises and other services to be provided including: bistro, bars, sports bar, toilets, outdoor smoking areas, etc.
- A 1:50 scale plan of the proposed gaming machine area. This must show the proposed placement of gaming machines and other services to be provided in or adjacent to the gaming machine area, including cashier area, bar facilities, toilets, entrances, catering facilities, external smoking areas, etc.

Gaming Machine entitlements required

A Venue Operator must hold gaming machine entitlements to conduct gaming in an approved venue – further details can be found in the [Gaming Machine Entitlements](#) section of the Manual.

Site inspection following receipt of application

Following receipt of an application, the Commission may carry out a site inspection to assess the suitability of the premises for the management and operation of gaming machines, in particular whether the size, layout and facilities will be suitable.

Commission's decision

The Commission will consider the application and notify the applicant of its decision in writing.

If the application is successful and the applicant subsequently satisfies all conditions of the decision, a Notice of Approved Premises for Gaming will be issued together with approved plans of the premises and the gaming machine area.

Inclusion of premises on Venue Operator's Licence

After the Notice of Approved Premises for Gaming has been issued, the applicant must apply to the

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VCGLR to include the approved premises on a Venue Operator's licence. The application forms to include or remove approved premises can be found on the VCGLR website (link above) under 'Venue Operators Forms'.

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1.1 Gaming in Approved Venue Declared Lawful

The conduct of gaming is lawful when the gaming is conducted, and the gaming equipment is provided, in an approved venue in accordance with Chapter 3 of the Gambling Regulation Act 2003.

Venue operators should familiarise themselves with Chapter 3 of the [Gambling Regulation Act 2003](#)

A person seeking approval of new premises as suitable for gaming will need to complete the [application form](#) listed on the VCGLR website under 'Venue Operator' forms.

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1.2 Premises Approval

Before granting an application for approval of premises as suitable for gaming, the Commission must be satisfied that the premises are or, on the completion of building works will be, suitable for the management and operation of gaming machines, and, in particular, the Commission must consider whether the size, layout and facilities of the premises are or will be suitable. Where the premises contains a children's play area the Commission will also have regard to the [[Decision-Making Guidelines-Assessment of children's play areas in gaming premises](/CA25783200814C9F/WebObj/ECD769D638EE64AECA257C0C0001A6D1/$File/decisionmakingguidelineschildrensplayareas.pdf "Decision-Making Guidelines-Assessment of children's play areas in gaming premises")] (PDF: 400KB)

For more information please refer to Part 3 of Chapter 3 of the [Gambling Regulation Act 2003 - Approval of Premises for Gaming](#)

[Refer to Approved Gaming Venue](#) for information on applying for Premises Approval.

In order to operate gaming machines in an approved venue, the approved premises must be attached to a [Venue Operator's Licence](#).

For more information please refer to section 3.4.17 of the [Gambling Regulation Act 2003](#)

Refer to the VCGLR website under 'Venue Operator' Forms for an [application form](#) .

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1.3 Modification of Gaming Machine Area

A venue operator must not modify a GMA in an approved venue without the approval of the Commission.

A proposal by a venue operator to modify the GMA or the gaming machine layout (or increase/decrease machine numbers) must be approved by the Commission before the changes are made.

The Commission may grant, with or without conditions, or refuse to grant an application for approval of modification of a gaming machine area having regard to the size, layout and facilities of the approved venue; and any other matter that the Commission considers relevant.

Refer to section 3.3.16 of the [Gambling Regulation Act 2003](#). Where an approved venue contains a children's play area, the Commission will have regard to the [[A HREF="/CA25783200814C9F/WebObj/ECD769D638EE64AECA257C0C0001A6D1/\\$File/decisionmakingguidelineschildrensplayareas.pdf" TARGET="_top" title="Decision-Making Guidelines-Assessment of children's play areas in gaming premises">Decision-Making Guidelines-Assessment of children's play areas in gaming premises\] \(PDF: 400KB\) in determining an application by a venue operator to modify a gaming machine area.](#)

Further details are also available with the application for approval to [Modify a gaming machine area](#)

Refer to Venue Manual [Section 1.2 - Premises Approval](#)

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1.4 Amendment to Licence Conditions

The holder of a venue operator's licence must comply with all conditions, if any, to which the licence is subject.

A proposal by a venue operator to amend his/her licence conditions must be in accordance with Sections 3.4.17 and 3.4.18 of the Act.

For more information refer to sections 3.4.6, 3.4.17, and 3.4.18 of the [Gambling Regulation Act 2003](#)

Refer also to [Venue Operator's Licence Section](#) of the Venue Manual.

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1.5 Gaming Only Permitted in Gaming Machine Area

A person must not play or allow another person to play a gaming machine that is provided to a venue operator and that is not installed as required by sections 3.5.15 - 3.5.17 of the [Gambling Regulation Act 2003](#) and connected as required by section 3.5.17B of the Act.

More information on installation of gaming machines is provided in Venue Manual [Chapter 3.03 Installation of Gaming Machines in a Gaming Machine Area](#)

A venue operator must not allow a person to play on a gaming machine that is not placed in a gaming machine area.

For more information refer to section 3.5.18 of the [Gambling Regulation Act 2003](#)

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1.6 Enforcement of VCGR Rules

A venue operator must enforce or cause to be enforced rules made by the Commission that apply to the venue operator.

Refer to sections 3.5.23 and 3.5.26 of the [Gambling Regulation Act 2003](#)

A copy of the Rules can be found on the website ([VCGR Rules as in force on 21 February 2012](#)).

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02. Gaming Machine Area - Size, Layout and Facilities

Gaming may only be conducted in a gaming machine area that the Commission has approved as being suitable for the management and operation of gaming machines.

The following chapter relates to the legislative requirements and minimum standards that a person or venue operator must comply with for their gaming machine area to be assessed as suitable for the conduct of gaming; and for existing approved venues to ensure on-going compliance.

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2.01 Location

The Commission cannot approve an area as a gaming machine area unless that area is completely indoors.

For more information, please refer to [[A HREF="/CA25783200814C9F/WebObj/6D31B53E0E166574CA257C0C000310BB/\\$File/ministerial_direction_gamingmachines .pdf" TARGET="_new" title="Ministerial direction for gaming machine requirements">Ministerial direction for gaming machine requirements\] \(PDF: 895KB\) section 3.3.7\(5\) of the \[Gambling Regulation Act 2003\]\(#\).](/CA25783200814C9F/WebObj/6D31B53E0E166574CA257C0C000310BB/$File/ministerial_direction_gamingmachines.pdf)

A gaming machine area must be physically discrete.

It must not be necessary for a patron of an approved venue to pass through a gaming machine area in order only to enter or leave the venue or gain access to a facility, such as toilets or a smoking area. However, access to a facility may be through a gaming area if there is either an alternative means of accessing that facility which does not require passing through the gaming machine area, or the same facility is available to patrons elsewhere in the venue, outside the gaming machine area.

For more information, refer to direction [Gaming machine requirements](#) listed on the website under VCGLR directions and guidelines > venue operator. Premises that have a children's play area will also have regard to the play area's location as far as practicable from the gaming machine area. For more information, refer to the [[A HREF="/CA25783200814C9F/WebObj/ECD769D638EE64AECA257C0C0001A6D1/\\$File/decisionmakingguidelineschildrensplayareas .pdf" TARGET="_new" title="Decision-Making Guidelines-Assessment of children's play areas in gaming premises">Decision-Making Guidelines-Assessment of children's play areas in gaming premises\] \(PDF: 400KB\).](/CA25783200814C9F/WebObj/ECD769D638EE64AECA257C0C0001A6D1/$File/decisionmakingguidelineschildrensplayareas.pdf)

[Refer to Proposed Guidance on Applying for Approval of Premises as Suitable for Gaming](#)

Refer to Venue Manual [Chapter 1.3 - Modification of Gaming Machine Area](#)

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2.02 Children's play areas

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2.03 Lighting

Lighting in the Gaming Machine Area must comply with the requirements set out in [[A HREF="http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/b05145073fa2a882ca256da4001bc4e7/A7D6EAE7FBE047A2CA257E6600142178/\\$FILE/15-055sra%20authorised.p](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/b05145073fa2a882ca256da4001bc4e7/A7D6EAE7FBE047A2CA257E6600142178/$FILE/15-055sra%20authorised.pdf)

[df" TARGET="_new" title="Schedule 2 of the Gambling Regulation Regulations">Schedule 2 of the Gambling Regulation Regulations\].](#)

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2.04 Perimeter Barriers Surrounding the Gaming Machine Area

A policy guideline on perimeter barriers surrounding the gaming machine area will be available shortly.

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2.05 Layout of Gaming Machines

A policy guideline on layout of gaming machines will be available shortly.

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2.06 Gaming Machine Bases

Gaming machine bases must be constructed so as to provide a secure and stable environment for data communications and electrical cables, and physical support for the gaming machine

Industry participants can access further information via the following link [ST6 & OR6 - Gaming Machine Bases](#) (PDF: 44KB)

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2.07 Cabling

Power and data cables into and out of the gaming machines must not be accessible to the general public.

[Refer to Section 2.3.46 of Australia/New Zealand Gaming Machine National Standards](#)

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2.08 Gaming Machine Identification Numbers

Each gaming machine must have an identification number issued for it by the Commission. The Commission may, at any time after the initial issue of an identification number for a gaming machine, issue a new identification for that gaming machine.

An entitlement holder must not possess a gaming machine unless there is securely affixed on one internal and one external surface of the cabinet of the gaming machine a label showing the identification number issued by the Commission and any other particulars that the Commission considers appropriate.

A person must not service, maintain or repair a gaming machine that does not have affixed to it an identification number issued by the Commission.

Refer to section 3.5.8 of the [Gambling Regulation Act 2003](#)

A person must not remove, alter or otherwise interfere with:

- the manufacturer's identification plate or serial number of a gaming machine;
- the identification label (showing the ID number issued by the Commission) affixed to a machine under section 3.5.8 of the Act.

Refer to section 3.5.11(m) and (n) of the [Gambling Regulation Act 2003](#)

A Gaming Machine Tracking (GMT) database, designed to allow for the online issue of gaming machine identification numbers; the tracking of gaming machine movements and location; and for recording and maintaining the 'Authority to Possess' details of stored gaming machines, will be available to manufacturers, venue operators and persons who are listed on the Roll of Manufacturers, Suppliers and Testers via the VCGLR online services portal.

A link to the GMT database will be available shortly.

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2.09 Gaming Machine Floor Position Numbers

A policy guideline on gaming machine floor position numbers will be available shortly.

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2.10 Venue Environmental Limits

Gaming equipment must not be operated in an environment where:

- (a) the environment provided does not comply with the Australian/New Zealand Gaming Machine National Standard, or the Victorian Appendix to the national standard (together constituting the Commission's Standards for gaming machine types and games); or
- (b) the environment provided does not comply with any manufacturer's specifications additional to the above, where defined; or
- (c) environmental factors are likely to impact on the operation of the equipment or are likely to cause the equipment to malfunction, fail or otherwise not operate in a safe and proper manner.

Industry participants can access further information via the following link [ST8 & OR8 - Venue Environmental Limits](#) (PDF: 45KB)

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2.10 Windows Not To Be Removed or Obscured

Windows that afford a view from the Gaming Machine Area must not be removed or obscured, except as provided below:

A venue operator may remove a window for the purpose of replacing it with another window of equal or greater size, if the new window is in place within 10 working days after the old window is removed.

A venue operator may remove a window or part of a window for the purpose of repairing it, if the repairs are completed and the window or part is replaced within 10 working days after the window or part is removed.

A venue operator may obscure a window by installing blinds or curtains, or by tinting, shading or any other window treatment, for the purpose of temperature control or the reduction of glare from direct sunlight

Refer to regulation 14 of the [Gambling Regulation Regulations 2005](#)

Refer to [Proposed Guidance on Applying for Approval of Premises as Suitable for Gaming](#)

Refer to application form to [Modify a Gaming Machine Area](#)

Refer to Venue Manual [Chapter 1.3 - Modification of Gaming Machine Area](#)

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03. Acquisition, Installation, Storage, Sale and Disposal of Gaming Machines

The Gambling Regulation Act 2003 prescribes specific requirements in relation to the acquisition, installation, storage, possession and sale and disposal of gaming machines. The following chapter relates to these requirements under the legislation.

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3.01 Authority to Possess Gaming / Monitoring Equipment

A person must not manufacture, sell, supply, obtain or be in possession of gaming equipment or monitoring equipment except in accordance with the Act.

The Commission may authorise in writing a person or class of persons to be in possession of gaming equipment or monitoring equipment. For details refer to [[A HREF="https://www.vcglr.vic.gov.au/sites/default/files/Possession%20of%20gaming%20machines.pdf" TARGET="_new" title="application for authority to possess gaming machines">application for authority to possess gaming machines](https://www.vcglr.vic.gov.au/sites/default/files/Possession%20of%20gaming%20machines.pdf)] on the VCGLR website, and sections 3.2.2, 3.4.1 and 3.5.1 of the [Gambling Regulation Act 2003](#).

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3.02 Acquisition of Gaming Machines

Venue operators who hold gaming machine entitlements may acquire approved gaming machines to be operated under the gaming industry arrangements that came into effect on 16 August 2012.

Refer to section 3.4A.2(1)(a) of the [Gambling Regulation Act 2003](#).

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3.03 Installation of Gaming Machines in a Gaming Machine Area

An entitlement holder must install a gaming machine to be used in the conduct of gaming under a gaming machine entitlement, or cause the machine to be installed, in a Gaming Machine Area approved for that purpose by the Commission. Industry participants can access further information via the following link to [Operational Guidelines for Gaming Machines Installation](#) (PDF: 52KB).

Any gaming machines not so installed must be stored and secured in a room in the manner approved by the Commission. [Refer to Chapter 3.08 Storage of Gaming Machines Not In A Gaming Machine Area](#)

Refer to section 3.5.15(1A) of the [Gambling Regulation Act 2003](#)

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3.04 Notice to the Commission of Gaming Machine Installation

An entitlement holder who installs gaming equipment or causes gaming equipment to be installed, at an approved venue must give notice to the Commission (in a form approved by the Commission) of the particulars of the gaming equipment; and the date and time of commencement of gaming on the gaming equipment, no later than the next day on which the Commission is open for business after that commencement.

Industry participants can access further information via the following link [Notice to the Commission of gaming machine installation](#) (PDF: 45KB)

Refer to section 3.5.15(2) & (3) of the [Gambling Regulation Act 2003](#)

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3.05 Certificates of Installation (Certification by GIE and Entitlement Holder)

The holder of a gaming industry employee's licence who installs gaming equipment at an approved venue must certify, in a form approved by the Commission, that the gaming equipment is functioning in the manner in which it is designed and programmed to function; and retain the certificate for a period of 12 months immediately following the date of signature.

An entitlement holder who installs or causes gaming equipment to be installed, at an approved venue must certify in a form approved by the Commission that the equipment is functioning in the manner in which it is designed and programmed to function.

An entitlement holder must not allow gaming to commence on gaming equipment in respect of which certificates have not been signed, or have been signed in contravention of the Act.

The monitoring licensee must ensure that gaming does not commence on gaming equipment that is connected to an electronic monitoring system operated by the licensee in respect of which certificates under subsections (1) and (3) –

- (a) have not been signed; or
- (b) have been signed in contravention of subsections (2) and (4)

Industry participants can access further information via the following links to [Procedures for Certificates of Installation](#) (PDF: 71KB), [Certificate of Installation](#) (PDF: 206KB) and [Technical Compliance Checklist](#) (PDF: 102KB).

Refer to section 3.5.16 of the [Gambling Regulation Act 2003](#)

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3.06 Gaming Machines in a Gaming Machine Area Must Be Connected to Approved Electronic Monitoring System

A person must not play or allow another person to play a gaming machine that is provided to a venue operator and that is not installed as required by sections 3.5.15, 3.5.16 and 3.5.17 [Gambling Regulation Act 2003](#).

A venue operator who is an entitlement holder must not allow a game to be played on a gaming machine of the venue operator unless the gaming machine is connected to the monitoring licensee's approved electronic monitoring system.

Industry participants can access further information via the following link [Procedures for Certificates of Installation](#) (PDF: 71KB)

Refer to section 3.5.17B of the [Gambling Regulation Act 2003](#)

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3.07 Possession of a Gaming Machine that is not in operating order

The Commission may authorise in writing any person or class of persons to be in possession of gaming equipment or monitoring equipment for the purpose of testing, research or development or for the purpose of servicing, repair or maintenance.

The Commission may authorise in writing a person to be in possession of a gaming machine, being a machine that is not in operating order.

For details refer to section 3.2.2 of the [Gambling Regulation Act 2003](#) and [application for authority to possess a gaming machine](#).

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3.08 Storage of Gaming Machines Not In A Gaming Machine Area

An entitlement holder must cause any gaming machines not installed in a gaming machine area approved for that purpose by the Commission to be stored in a room approved by the Commission and secured in the manner approved by the Commission.

Refer to sections 3.5.15(1A)(a) and (b) of the [Gambling Regulation Act 2003](#) and [application for authority to possess a gaming machine](#).

Also refer to section 3.2.2 of the [Gambling Regulation Act 2003](#)

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3.09 Sale or Disposal of Gaming Machines/Equipment

A venue operator's licence authorises the licensee, while holding a gaming machine entitlement or under an authorisation under section 3.2.2(2B), to sell or dispose of a gaming machine or gaming equipment acquired for the purpose of use in an approved venue operated by the licensee.

Refer to section 3.4.1(ac) of the [Gambling Regulation Act 2003](#)

The Commission may authorise, in writing a venue operator to be in possession of, or sell or dispose of, gaming equipment after a relevant event.

Refer to section 3.2.2(2B) of the [Gambling Regulation Act 2003](#)

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3.10 Game Changes - Hardware and Software and Changes to the Gaming Machine Area Layout

An Entitlement Holder must submit a request for configuration changes to gaming machine hardware and software to the monitoring licensee, Intralot Gaming Services (IGT) via their web interface.

Industry participants can access further information via the following link [Operational Guidelines for Gaming Machines Installation](#) (PDF: 52KB).

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3.11 Tracking of Gaming Equipment Hardware

The Gaming Machine Tracking (GMT) database is designed to allow for -

- The issue of identification numbers by the Commission, in accordance with section 3.5.8 of the Act;
- The tracking of gaming machine movements and location by identification number;
- Maintaining a record of an authority issued in accordance with section 3.2.2 of the Act; and
- Maintaining a record of gaming machines sold or disposed of in accordance with section 3.4.1 of the Act.

The GMT will be available to manufacturers, venue operators and persons who are listed on the Roll of Manufacturers, Suppliers and Testers via the VCGLR online services portal.

A link to the GMT database will be available shortly.

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04. Gaming Hours

The Gambling Regulation Act 2003 and the Victorian Commission for Gambling Regulation (VCGR) Rules (as in force on 21 February 2007) outline the specific conditions and restrictions that apply to when gaming can be lawfully conducted.

The following chapter relates to the conditions and restrictions applicable to gaming periods (i.e. minimum 4 hour shutdown, 24 hour gaming).

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4.1 Gaming Periods

A venue operator may offer gaming to a person only:

- during the period or periods when a licence granted under the Liquor Control Reform Act 1998 in respect of the premises authorises the consumption on those premises of liquor supplied on those premises; or
- in the case of premises licensed under Part I of the Racing Act 1958, during a race meeting but not during any break from gaming that the venue operator takes in order to comply with a condition of premises approval or a venue operator's licence.

A venue operator must, during any period in which the venue operator offers gaming to a person, afford members of the public aged 18 and over unfettered access to the gaming areas of the venue, subject to the Act, any conditions on the venue operator's licence and any rules made by the Commission that apply to the venue operator.

[Refer to VCGR Rule 3 \(Rules as in force on 21 February 2007\), Part 2 \(Conduct of Gaming\)](#)

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4.2 Restriction on Gaming Periods

There must be a continuous 4 hour break from gaming after every 20 hours of gaming; and there must not be more than 20 hours of gaming each day. This does not apply to premises on any day or date specified in an approval of premises or in a venue operator's licence as a day on which 24 hour gaming is permitted on the premises.

Refer to section 3.3.9 of the [Gambling Regulation Act 2003](#)

Refer to Venue Manual [Chapter 4.3 - 24 Hour Gaming Approval](#)

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4.3 24 Hour Gaming Approval

An approval of premises as suitable for gaming may include an approval for 24 hour gaming on the premises on any one or more days if:

- (a) the premises are in the Melbourne Statistical Division; and
- (b) the pub licence or club licence that applies to the premises authorises the supply of liquor at any time.

Sections 3.3.3 and 3.3.4 of the [Gambling Regulation Act 2003](#) provides further requirements when applying for approval of 24 hour gaming. Please contact the VCGLR on 1300 182 457 if you wish to apply for 24 hour gaming.

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4.4 Out of Hours Gaming (is Prohibited)

A person must not play a gaming machine in an approved venue at any time when the approved venue is closed to the public.

If a person is found guilty of playing a gaming machine when the venue is closed to the public all winnings (except linked jackpots) paid or payable to the person as a result of the commission of the offence are forfeited to the State; and all linked jackpots paid or payable to the person as a result of the commission of the offence are to be returned to the jackpot special prize pool.

Refer to section 3.5.22 [Gambling Regulation Act 2003](#)

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05. Patrons

This chapter relates to the actions that a venue operator or entitlement holder respectively is authorised, instructed or required to take in relation to the conduct and welfare of patrons engaged in playing gaming machines at their venue.

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5.1 Patron Access to Gaming

A venue operator must during any period in which the venue operator offers gaming to a person afford members of the public aged 18 and over unfettered access to the gaming areas of the venue, subject to the Act, conditions on the licence and any rules the Commission may make under section 3.5.23 of the Act.

However, the venue operator may:

- impose and enforce a code of dress that is reasonable in the circumstances (and not inconsistent with any dress code the Commission may impose);
- exclude from the venue a person whose behaviour would be unacceptable in a public place;
- exclude from the venue a person who has sought to be excluded from gaming venues under a voluntary self-exclusion scheme;
- exclude a person engaged in syndicate play.

[Refer to Rule 3 of VCGR Rules](#)

Refer to Responsible Gambling section in Venue Manual [Refer to Responsible Gambling Chapter 2.0 Self-Exclusion Program](#)

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5.2 Removal of Certain Persons

A venue operator may remove from or refuse entry to the operator's approved venue any person who:

- breaches rules made by the Commission;
- damages or physically abuses a gaming machine;
- behaves in a manner likely to cause offence to other persons;
- is suspected on reasonable grounds of being in the approved venue for the purpose of committing an offence, or aiding another person to commit an offence

The venue operator may use no more force than is reasonably necessary to remove a person under the above conditions.

Refer to section 3.5.43 of the [Gambling Regulation Act 2003](#)

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5.3 Playing of Gaming Machines by Intoxicated Persons Prohibited

A venue operator must not knowingly allow a person who is in a state of intoxication to play a gaming machine.

Refer to section 3.5.33A of the [Gambling Regulation Act 2003](#)

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5.4 Patron Disputes

In the event of a dispute over a refusal to pay under circumstances related to a suspected gaming machine malfunction, the entitlement holder must resolve the dispute in accordance with Dispute Resolution Procedures approved by the Commission.

Industry participants can access further information via the following link to the Commission approved [Dispute Resolution Procedures](#) (PDF: 83KB).

Industry participants can also access, via the following links, templates for [Patron Dispute Form](#) (PDF: 65KB), [Game Play Recall Information Form](#) (PDF: 60KB) and [Suspected Malfunction of a Gaming Machine Form](#) (PDF: 58KB). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format.

Refer to sections 3.5.20(3) and 3.5.23(1)(f) of the [Gambling Regulation Act 2003](#)

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5.5 Patrons Requesting Transactions Receipts

The Australian Consumer Law covers the issue of patron requests for transaction receipts. It is the responsibility of the venue operator to monitor any changes to this legislation.

[Section 100 of The Trade Practices Amendment \(Australian Consumer Law\) Act \(No 2\) 2010](#)

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5.6 Loyalty Schemes

Sections 3.5.36 to 3.5.41 of the [Gambling Regulation Act 2003](#) and [Regulations 37 and 38 of the Gambling Regulation Regulations 2005](#) set out the current legislated requirements with regard to loyalty schemes.

The Commission will monitor the introduction and management of loyalty schemes to ensure compliance with the legislated requirements.

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5.7 Pre-commitment Scheme

Part 8A of Chapter 3 of the *Gambling Regulation Act 2003* and the Gambling Regulation (Pre-commitment and Loyalty Scheme) Regulations 2014 set out the legislative requirements with regard to the pre-commitment scheme.

The Player Account Equipment Technical Standard, published on the VCGLR website, sets out the requirements for the pre-commitment player account equipment that needs to be installed in gaming venues state-wide prior to 1 December 2015.

The Commission will monitor the implementation and operation of the pre-commitment scheme in venues to ensure compliance with the legislative requirements.

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06. Gaming Machine Interference

The following chapter outlines the rules governing unprotected devices, unlawful interference and protection of the sensitive areas of gaming equipment.

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6.1 Gaming Prohibited on Unprotected Devices

A venue operator must not without lawful excuse be in possession of or permit gaming on a gaming machine unless the computer cabinet of the gaming machine is securely sealed.

At any time when a seal on a computer cabinet has been broken, the venue operator must not permit gaming on the gaming machine until the gaming machine has been re-sealed in accordance with procedures approved by the Commission.

Refer to section 3.5.9 of the [Gambling Regulation Act 2003](#)

A record of the breaking of the seal of the gaming machine computer cabinet must be entered in the Gaming Equipment log book (for GIE's who access the logic area of a gaming machine).

[Refer to Chapter 7.12 - Gaming Equipment Log Books \(Record of Logic Area Access\)](#)

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6.2 Unlawful Interference With Gaming Equipment

A person must not improperly interfere with any parts of the gaming equipment nor be in possession of any device made or adapted, or intended by the person to be used, for improperly interfering with the gaming equipment. A person must not insert or cause to be inserted anything other than the gaming token in order to operate or gain credit on a gaming machine.

If a member of the police force believes on reasonable grounds that a person has committed an offence under the above paragraph, the member may search the person for any device or thing that the member suspects was used in the commission of the offence.

Refer to section 3.5.10 of the [Gambling Regulation Act 2003](#)

A venue operator may remove from or refuse entry to the venue any person who damages or physically abuses a gaming machine.

Refer to section 3.5.43(1)(b) of the [Gambling Regulation Act 2003](#)

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6.3 Protection of Sensitive Areas of Gaming Equipment

A person must not do any of the things listed in Section 3.5.11(1) of the Act unless they are authorised to do so under Section 3.5.11(4) of the Act.

Refer to section 3.5.11(1) and 3.5.11(4) of the [Gambling Regulation Act 2003](#)

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07. Gaming Machine Operations - Machine Compliance

Gaming machines in Victoria are required to:

- operate within the parameters set down; and
- provide certain information

under the legislation and Ministerial or Commission Standards. This chapter relates to those requirements.

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7.01 Pre-Commitment Mechanism

On and after 1 December 2010 and until 30 November 2015, a venue operator must not allow a game to be played on a prescribed gaming machine that does not have a pre-commitment mechanism that applies to that machine.

Refer to section 3.4.31A of the [<i>Gambling Regulation Act 2003</i>](#).

On and after 1 December 2015, a venue operator must not permit gaming on a gaming machine that is capable of applying a time limit or net loss limit set under a system or scheme other than a pre-commitment system.

Refer to section 3.8A.13 of the [<i>Gambling Regulation Act 2003</i>](#).

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7.02 Gaming Tokens

A venue operator must use only gaming tokens in conducting gaming in the approved venue. A venue operator must cause all transactions in respect of the sale or redemption of gaming tokens in the approved venue to be carried out in a manner that ensures the integrity of the transactions.

Refer to section 3.5.19 of the [Gambling Regulation Act 2003](#).

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7.03 Clocks

The time of day must be displayed on each gaming machine made available for gaming, and must be clearly visible to a person playing a gaming machine; be to an accuracy of within 5 minutes and must indicate whether the hour is before or after noon; be displayed continuously while the machine is operating and available for use for gaming; and must not obscure any other information relevant to gaming on gaming machines.

An external clock is required to be mounted on gaming machines that do not have an internal clock built in

Refer to regulation 7 of the [Gambling Regulation Regulations 2005](#)

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function.

Refer to section 3.5.21 of the [Gambling Regulation Act 2003](#)

[Refer to Chapter 08 - Events, Faults and Malfunctions](#)

Industry participants can access, via the following link, templates for [Gaming Machine Event Register](#) (PDF: 63KB) and [Suspected Malfunction of a Gaming Machine Form](#) (PDF: 58KB). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format.

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7.04 Electronic Information (Player Information Display (PID))

Each gaming machine available for gaming must generate and display electronic game information.

A gaming machine must be capable of generating and displaying, at the election of a player, electronic player information.

Refer to regulation 22 to 26 of the [Gambling Regulation Regulations 2005](#)

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7.05 Jackpot Information

Jackpot information must be provided on each gaming machine that is part of a linked jackpot arrangement.

[Refer to regulation 29 to 35 of the Regulations](#)

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function.

Refer to section 3.5.21 of the [Gambling Regulation Act 2003](#)

[Refer to Chapter 08 - Events, Faults and Malfunctions](#)

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7.06 Spin Rates

An entitlement holder must not allow a game to be played on a gaming machine if the spin rate of the game is less than 2.14 seconds.

Refer to section 3.5.30 of the [Gambling Regulation Act 2003](#)

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function.

Refer to section 3.5.21 of the [Gambling Regulation Act 2003](#)

[Refer to Chapter 08 - Events, Faults and Malfunctions](#)

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7.07 Banning Large Denomination Note Acceptors and Autoplay Facilities

An entitlement holder must not allow a game to be played on a gaming machine that accepts banknotes with a denomination greater than \$50.

An entitlement holder must not allow a game to be played on a gaming machine unless each spin can be initiated only by a distinct and separate activation of the machine by the player (whether by pushing a play button, touching the screen or otherwise).

Refer to section 3.5.29 of the [Gambling Regulation Act 2003](#).

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it is designed and programmed to function.

Refer to section 3.5.21 of the [Gambling Regulation Act 2003](#).

[Refer to Chapter 08 - Events, Faults and Malfunctions](#)

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7.08 Bet Limit

A gaming machine must have a maximum bet limit of \$5.

[Refer to Section 3.9.20 of Australia/New Zealand Gaming Machine National Standard Revision 10.0.](#)

[Refer to Ministerial Directions Gazetted on 2 May 2008.](#)

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function.

[Refer to section 3.5.21 of the Gambling Regulation Act 2003.](#)

[Refer to Chapter 08 - Events, Faults and Malfunctions](#)

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7.09 Banknote Acceptor Disable Limit

Gaming Machine software must incorporate a facility which will automatically disable the banknote acceptor once the credit balance of the gaming machine, or account, if appropriate, exceeds \$1000* expressed in dollars. This can be verified by accessing the audit screen of the machine.

*For games assessed and approved under the Australia/New Zealand Gaming Machine National Standard, Revision 10.0.

Games assessed and approved under the Australia/New Zealand Gaming Machine National Standard, Revision 9.0 will disable the banknote acceptor once the credit balance of the gaming machine exceeds \$9949 expressed in dollars.

[Refer to Section 5.3.9 of the Australia/New Zealand Gaming Machine National Standard Revision 10.0.](#)

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function.

Refer to Section 3.5.21 of the [Gambling Regulation Act 2003](#).

[Refer to Chapter 08 - Events, Faults and Malfunctions](#)

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7.10 Non-Acceptance of Invalid Banknote

A gaming machine must incorporate a facility which will disable the banknote acceptor if an invalid banknote is inserted ten times and the screen must display the message 'Excessive Banknote rejects.

Refer to Sections 5.1.8 and 5.3.1 - 5.3.6 and Table 5-1 of the [Australia/New Zealand Gaming Machine National Standard Revision 10.0](#).

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function.

Refer to Section 3.5.21 of the [Gambling Regulation Act 2003](#).

Refer to [Section 08 - Events, Faults and Malfunctions](#)

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7.11 Power Supply to Gaming

Gaming equipment must be connected to a distribution board dedicated to gaming equipment.

A circuit diagram (legend) must be displayed in the gaming distribution board, showing each gaming machine floor position number or unit of gaming equipment connected to each circuit.

Industry participants can access further information via the following link [ST7 & OR7 - Power Supply to Gaming](#) (PDF: 44KB)

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7.12 Gaming Equipment Log Book to Record Logic Area Access

Every time access is gained to a logic area of gaming equipment, a record must be made in the log book kept inside the gaming equipment cabinet or secured in the immediate vicinity of the gaming equipment, detailing

- (a) the reason for the access;
- (b) the name and licence number of the person accessing the logic area and
- (c) the work done.

[Refer to Gaming Industry Employee Information Handbook](#)

[Refer to Chapter 6.1 Gaming Prohibited on Unprotected Devices](#)

Industry participants can access, via the following link, a template to [Log Book for Gaming Equipment \(Technician Log Book\)](#) (PDF: 45KB). Venues may wish to produce their own log book. The template indicates the minimum details required in a suggested format.

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08. Events, Faults and Malfunctions

The standards contained in this chapter provide guidelines for venue operators, entitlement holders and gaming industry employees in relation to the action that must be undertaken in the case of certain events occurring on gaming equipment, or within the gaming machine area.

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8.1 Electrical Failure at Venue

In case of an electrical failure at the venue that has caused the gaming machines to be shutdown for any period of time, the following guidelines are provided to assist venue operators.

Industry participants can access further information via the following link to guidelines for [Electrical Failure at Venue](#) (PDF: 46KB).

[Refer to Chapter 8.4 Gaming Machine Events, Faults and Malfunctions](#)

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8.2 Floods / Fires at Venue / Disruption to Gaming

In case of a flood or fire at the venue that has caused the gaming machine area or gaming machines to be shutdown for any period of time, the following guidelines are provided to assist venue operators.

Industry participants can access further information via the following link to guidelines for [Floods / Fires at Venue / Disruption to Gaming](#) (PDF: 44KB).

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8.3 Defective Gaming Machines Not Allowed

A venue operator must not allow a gaming machine that is installed in an approved venue, to be played other than for testing purposes, if:

- it does not function in the manner in which it was designed and programmed to function,
- any related gaming equipment does not function in the manner in which it was designed and programmed to function in relation to that gaming machine,

until the gaming machine or gaming equipment is functioning in the manner in which it was designed and programmed to function.

Refer to Section 3.5.21 of the [Gambling Regulation Act 2003](#)

If a patron dispute arises from a gaming machine not functioning in the manner in which it was designed and programmed to function refer to [Chapter 5.4 - Patron Disputes](#)

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8.4 Gaming Machine Events, Faults and Malfunctions

Sections 3.16.1 – 3.16.5 and tables 3-6 and 3-7 of the Australian/New Zealand Gaming Machine National Standard (Revision 10.0, 24 December 2008) provide detailed information relating to events that cause gaming machines to cease to function in the manner in which it was designed and programmed to function.

As a minimum, venue operators must ensure that when an event has occurred to cause one or more gaming machine(s) to cease to function in the manner in which it was designed and programmed to function, the gaming machine reacts in the following way:

- There is a clearly displayed message that an event has occurred
- All player inputs are disabled except for a Service Button and, optionally, any inputs required for Audit Mode. This includes disabling coin and banknote input
- An identifiable alarm is sounded for at least 1.5 seconds
- Any game play is saved in its current incomplete condition. The reels must cease spinning immediately
- If the gaming machine was in hopper payout, the hopper is turned off and the brake applied

Refer to [Sections 3.16.1 to 3.16.5 and Tables 3-6 and 3-7 of the Australia/New Zealand Gaming Machine National Standard Revision 10.0](#)

If a patron dispute arises from a gaming machine not functioning in the manner in which it was designed and programmed to function refer to [Chapter 5.4 - Patron Disputes](#)

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8.5 Gaming Equipment Event - Non-Payment to Customer

A venue operator, or holder of a GIE licence, must refuse to pay or to allow payment to be made to a person in respect of a bet made or gaming machine credits accumulated on a gaming machine if the operator or employee reasonably suspects that the gaming machine or any related gaming equipment failed to function in the manner in which it was designed and programmed to function.

The holder of a GIE's licence who refuses to pay or to allow payment to be made to a person in the circumstances referred to above, must inform the venue operator as soon as practicable after the refusal.

In the event of a dispute over a refusal to pay in the circumstances referred to above, the entitlement holder must resolve the dispute in accordance with procedures approved by the Commission.

Industry participants can access further information via the following link [Dispute Resolution Procedures](#) (PDF: 83KB).

If a patron dispute arises from a gaming machine not functioning in the manner in which it was designed and programmed to function refer to [Chapter 5.4 - Patron Disputes](#).

[Refer to Section 3.5.20 of the Act](#)

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8.6 Substantial / large wins over \$10,000

A win greater than \$10,000 must cause the gaming machine to enter a lock-up mode. The gaming machine may be re-activated after a software verification check is completed by the central monitoring and control system (Intralot Gaming Services (IGS) iGEM system).

A substantial win is the winning of a prize greater than or equal to the Victorian Commission for Gambling and Liquor Regulation specified limit, which is \$10,000. The prize amount is defined as the grand total of all winnings for all game elements, including jackpot prize wins. Thus multiple part games such as those with free game sequences, bonus sequences, gamble or other such features are to have their total winnings added, regardless of whether partial transfer to the credit meter has occurred or not. Furthermore, at the completion of all of these game elements, if that sum of winnings is greater than or equal to \$10,000 this play is considered a substantial win.

The gaming machine may be re-activated after appropriate audit procedures have been completed but only after a gaming machine signature check is completed and verified by the IGS iGEM system. Note that in the de-activated state the gaming machine may not continue game play nor pay the credit balance to the player via a collect, cancel credit, ticket print or other such means until a gaming attendant has cleared the win at the gaming machine.

Further information can be found on the [Technical standards](#) web page, where you will need to refer to the following:

- sections V3.21 and V8.26 and V8.27 of the Victorian Appendix to the Australia/New Zealand Gaming Machine National Standards
- section 3.3.6 of Australia/New Zealand Gaming Machine National Standards.

Also refer to the Intralot Gaming Services (IGS) Venue Procedures Manual for further instructions.

Industry participants can also access a Large Win Payouts Register template via the following link [Large Win Payouts Register](#) (PDF: 60KB). Venues may wish to produce their own documents. This template indicates the minimum details required in a suggested format.

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09. Cashier Station

This chapter encompasses the Commission requirements in relation to the way a cashier station is constructed and operates, to ensure the protection and integrity of gaming equipment, staff and patrons.

These requirements relate to accessibility of gaming equipment as well as security and OH&S issues.

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9.1 Cashier Station Operations and Installation of Gaming Equipment

The cashier station must be constructed in such a way that ensures that gaming equipment within the cashier station, which is not intended for public use, is not accessible by the public.

Industry participants can access further information via the following link [ST5 & OR5 - Cashier Station Operations and Installation](#) (PDF: 46KB)

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10. Security Arrangements - General

Security of the gaming equipment, venue staff and patrons is an important responsibility for a venue operator.

These requirements relate to the security of gaming and data communications equipment and provide compliance information in relation to the security systems employed by venue operators to protect their gaming equipment, venue assets, patrons and staff.

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10.1 Security - General

All security systems must comply with the following Australian Standards (AS/NZS 2201 – Electronic Security Standards) in respect of manufacture, installation and off-site monitoring.

Industry participants can access further information via the following link [ST1 & OR1 - Security - General](#) (PDF: 44KB)

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11. Display and Inspection of Notices, Signs and Rules

A number of notices, signs and rules are required, under legislation, to be displayed in a gaming machine area.

This chapter outlines the manner and location of where and how these specific notices, signs and rules are to be displayed and the form they must take, as approved by the Commission.

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11.1 Venue Operator's Licence

A copy of the venue operator's licence or notice of approved venue must be publicly displayed either at the entrance to or the boundary of the gaming machine area or adjacent to the cashier's station.

The directions for display of the venue operator's licence can be accessed from the web page [VCGLR directions and guidelines](#) for the conduct of gaming, financial records and administration of an approved venue.

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11.2 Notices to be displayed at entrances to the Gaming Machine Area

Notice prohibiting persons under 18 years

A notice prohibiting persons under 18 years from entering the gaming machine area must be displayed at each entrance to the gaming machine area, and the notice must be in accordance with the VCGLR direction.

The directions for display of the notice and a sample notice can be found on the [VCGLR directions and guidelines](#) web page.

Refer to section 10.7.9 of the [Gambling Regulation Act 2003](#).

Responsible gambling sign

A venue operator must display, or cause to be displayed, outside every entrance to a gaming machine area of an approved venue a responsible gambling sign. Please refer to section 35 of the [Gambling Regulations 2015](#) for more information.

A prescribed responsible gambling sign is a sign in the form, and containing the information set out in the player information standards.

At least one responsible gambling sign must be displayed at each entrance to the gaming machine area in such a manner that the information contained in it is clearly visible to a person entering the gaming machine area.

The VCGLR must provide to each venue operator, responsible gambling signs in sufficient numbers to enable the venue operator to comply with this regulation.

More information is available in regulation 43 of the [Gambling Regulations 2015](#).

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11.3 Notice of availability of VCGR Rules

A venue operator must display a notice informing patrons where a copy of the rules made under section 3.5.23 of the Gambling Regulation Act 2003 (the Act) that apply to the venue operator may be inspected. The notice must be in the form approved by the Victorian Commission for Gambling and Liquor Regulation (the Commission) and displayed in the manner or location determined by the Commission.

A venue operator must allow a patron to inspect a copy of the rules on request.

You can access a copy of the notice and the VCGLR Rules from the [VCGLR directions and guidelines web page](#).

Refer to sections 3.5.23 and 3.5.25 of the [Gambling Regulation Act 2003](#)

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11.4 Player Information Posters

At all times when gaming machines are available for gaming the venue operator must ensure that player information posters are displayed in the gaming machine area of the approved venue in accordance with the Gambling Regulation Regulations 2005.

Player information posters must be displayed in such a manner that the information contained in them is clearly visible to a person sitting or standing in front of a gaming machine in the area.

Nothing prevents the display of posters containing information in languages other than English.

Refer to regulation 12 of the [Gambling Regulations 2015](#).

For more information, or to order copies of the posters refer to Player Information Standards* on the [Information about gaming signage](#) web page.

* Previously known as the Minister's Standards, amended to Player Information Standards by the Gambling Regulation Amendment Regulations 2012 that came into operation on 16 August 2012.

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11.5 Player InformationTalkers

At all times when a gaming machine is available for gaming, the venue operator must ensure that a player information talker is displayed on the gaming machine so that it is clearly visible from the front of the machine.

If the player information standards set out two or more player information talkers that differ from each other in form or information or both, the different talkers must be distributed evenly, as far as practicable, within the venue.

Nothing prevents the display of talkers containing information in languages other than English.

Refer to regulation 13 of the [Gambling Regulations 2015](#)

For more information, or to order copies of the talkers refer to Player Information Standards* on the [Information about gaming signage](#) web page.

The talker must be placed so that it does not obstruct access to the label displaying the Victorian Commission for Gambling and Liquor Regulation (VCGLR) identification number, or any operational functions such as accessing the audit function mechanism.

* Previously known as the Minister's Standards, amended to Player Information Standards by the Gambling Regulation Amendment Regulations 2012 that came into operation on 16 August 2012.

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11.6 Player Information Brochures

At all times when gaming machines are available for gaming, the venue operator must ensure that player information brochures are available at each cashier area in the approved venue in accordance with the Gambling Regulation Regulations 2005.

Refer to regulation 18 of the [Gambling Regulation Regulations 2005](#).

At all times when gaming machines are available for gaming in an approved venue, the venue operator must ensure that pre-commitment information brochures are available at:

- (a) each cashier area in the approved venue
- (b) each player service point in the approved venue
- (c) any other place in the approved venue at which casual player cards are made available for players to collect.

Refer to regulations 14 - 16 of the Gambling Regulation (Pre-commitment and Loyalty Scheme) Regulations 2014.

Refer to regulation 14 of the Gambling Regulations 2015 for the number of brochures that are required to be made available.

For more information, or to order copies of the brochures refer to Player Information Standards* on the [Information about gaming signage](#) web page.

* Previously known as the Minister's Standards, amended to Player Information Standards by the Gambling Regulation Amendment Regulation 2012 that came into operation on 16 August 2012.

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12. Keys and Locks

The Commission imposes a number of conditions on the use and storage of gaming equipment keys and locks.

The following chapter relates to the requirements applicable to gaming equipment keys and locks, their control and management and what a venue must do in the case of lost, stolen or damaged keys.

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12.1 Gaming Equipment Keys and Locks

Each venue's locks and keys for gaming machines/gaming equipment must be exclusive to the venue.

Industry participants can access further information via the following link [ST2 & OR2 - Gaming Equipment Keys and Locks](#) (PDF: 52KB)

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12.2 Key Control and Management System

Keys to access gaming machines/equipment must be restricted and controlled. The Commission has approved a Standard and Operational Requirements for key control and management.

Industry participants can access further information via the following link [ST3 & OR3 - Key Control and Management System](#) (PDF: 46KB)

Industry participants can also access a Key Management Register template via the following link [GMA Key Management Register](#) (PDF: 62KB). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format.

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12.3 Lost, Stolen or Damaged Gaming Machine Keys

In the event that a gaming machine key is lost, stolen or damaged, please refer to the guidelines for lost, stolen or damaged gaming machine keys.

Industry participants can access further information via the following link to guidelines for [Lost, Stolen and Damaged Gaming Machine Keys](#) (PDF: 44KB).

Industry participants can also access a Key Management Register template via the following link [GMA Key Management Register](#) (PDF: 62KB). Venues may wish to produce their own documents. This template indicates the minimum details required in a suggested format.

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13. Supervision of Gaming Machine Area / CCTV Requirements

Surveillance of the gaming machine area, either by physical supervision or electronic means, is required under Rule 4 of the VCGR Rules and Section 3.1.4 of the Gambling Regulation Act 2003, which relates to the 'conduct of gaming' being a reference to the management, use, supervision and operation of gaming equipment.

This chapter relates to the Commission's requirements for supervision of the gaming machine area by physical or electronic means, including the number of licensed staff required and the technical requirements and capabilities of any CCTV system employed.

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13.1 Electronic and Physical Supervision for the Conduct of Gaming

Rule 4 of the VCGR Rules, as in force on 21 February 2007, states that a venue operator must ensure that the operation of the gaming machine area and each gaming machine is subject to continual supervision. Supervision may be electronic or physical or a combination of both.

A copy of the rules can be accessed from [VCGLR directions and guidelines](#) web page.

Requirements for electronic and physical supervision are detailed in section 4.2 of the [Accounting and Auditing Venue Requirements 2017 document](#) (PDF: 396KB).

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14. Credit / Cash Facilities / Payment of Accumulated Credits / Book Pay Vouchers

The Gambling Regulation Act 2003 and Rule 5 of the VCGLR Rules outline the specific conditions that apply to the provision of credit in an approved venue and the provision and placement of any cash facility in an approved venue.

The requirements in this chapter also encompass the cashing of cheques and venue obligations in relation to the payment of accumulated credits and large wins and payouts.

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14.1 Credit

A person who holds a licence under the Act, or an entitlement holder, must not make a loan or extend credit in any form to any person to enable that person or any other person to play a gaming machine in an approved venue.

Refer to section 3.5.31 of the [Gambling Regulation Act 2003](#)

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14.2 Cash Facility / Placement of ATMs

Cash Facility

Prohibitions on certain cash facilities-approved venue not on a racecourse

A venue operator must not provide, or allow another person to provide on the venue operator's behalf, a cash facility in the approved venue other than an automatic teller machine for which the venue operator holds an approval under the Gambling Regulation Act 2003 (the Act) and is provided in accordance with the approval, or an EFTPOS facility that complies.

A compliant EFTPOS facility must not allow a person to obtain an amount of cash exceeding \$200 per transaction on any one debit or credit card, must not allow a person to obtain cash exceeding \$500 on any one debit or credit card within 24 hours and must not allow a person to obtain a cash advance from a credit account. Please note the 24-hour period is calculated as commencing from the time of the first withdrawal so at no time in any 24-hour period may a venue operator permit a patron to withdraw an amount exceeding \$500 from any one card.

It is an offence for a venue operator to allow a person to obtain cash from an EFTPOS facility unless the facility is operated by a person employed or engaged by the venue operator, including by entering the amount of funds to be obtained.

Any ATM approved by the VCGLR to be located in a gaming venue will be subject to the same restrictions, where the default conditions of the approval include that the ATM must not allow a person to obtain an amount of cash exceeding \$200 per transaction on any one debit or credit card, must not allow a person to obtain cash exceeding \$500 on any one debit or credit card within 24 hours and must not allow a person to obtain a cash advance from a credit account.

Refer to section 3.5.33C of the [Gambling Regulation Act 2003](#)

Placement of ATMs

Rule 5 of the Victorian Commission for Gambling Regulation Rules ([VCGR Rules](#)) (as in force on 21 February 2007) states that ATM and EFTPOS devices must not be accessed by any person within the gaming machine area of an approved venue for the purpose of withdrawing cash.

Please note this rule continues to apply.

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14.3 If an Approved Venue is on a Race Course

Applicable Area

Prohibitions on certain cash facilities-gaming machine area in approved venue on a racecourse

The gaming machine area of an approved venue that is on a racecourse and each area that is less than 50 metres walking distance away from an entrance to the gaming machine area is referred to as the **applicable area**.

A venue operator must not provide, or allow another person to provide on the venue operator's behalf, a cash facility in the applicable area other than an EFTPOS facility that complies.

A compliant EFTPOS facility must not allow a person to obtain an amount of cash exceeding \$200 per transaction on any one debit or credit card, must not allow a person to obtain cash exceeding \$500 on any one debit or credit card within 24 hours and must not allow a person to obtain a cash advance from a credit account.

The venue operator must ensure that a person is not able to obtain cash in the applicable area from an EFTPOS facility without the facility being operated by a person employed or engaged by the venue operator (including by entering the amount of the funds to be obtained).

Refer to section 3.5.33D of the [[A](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/95c43dd4eac71a68ca256dde00056e7b/651968964a75f050ca25830e0001d40f!OpenDocument)

href="http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/95c43dd4eac71a68ca256dde00056e7b/651968964a75f050ca25830e0001d40f!OpenDocument" target="_new" title="Gambling Regulation Act 2003">Gambling Regulation Act 2003]

Outside the Applicable Area

Prohibitions on certain cash facilities-other areas in approved venue on a racecourse

In relation to an approved venue that is on a racecourse, for all other areas outside the applicable area, a venue operator must not provide, or allow another person to provide on the venue operator's behalf, a cash facility in the approved venue that does not comply.

A cash facility complies if it does not allow a person to obtain an amount of cash exceeding \$200 in any in any one transaction on any one debit or credit card or obtain a cash advance from a credit account.

Refer to section 3.5.33DA of the [[A](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/95c43dd4eac71a68ca256dde00056e7b/651968964a75f050ca25830e0001d40f!OpenDocument)

href="http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/95c43dd4eac71a68ca256dde00056e7b/651968964a75f050ca25830e0001d40f!OpenDocument" target="_new" title="Gambling Regulation Act 2003">Gambling Regulation Act 2003]

Rule 5 of the Victorian Commission for Gambling Regulation Rules [[A](https://www.vcglr.vic.gov.au/sites/default/files/vcglr_directions_and_guidelines_commission_rules_venue_operators.pdf)

href="https://www.vcglr.vic.gov.au/sites/default/files/vcglr_directions_and_guidelines_commission_rules_venue_operators.pdf" target="_new" title="VCGR Rules">VCGR Rules] (as in force on 21 February 2007) states that ATM and EFTPOS devices must not be accessed by any person within the gaming machine area of an approved venue for the purpose of withdrawing cash.

Please note this rule continues to apply to all approved venues, including approved venues on

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racecourses.

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14.4 Payment of Accumulated Credits and Cashing of Cheques

Payment of Accumulated Credits

Any amount

A venue operator must, at the request of a person, pay out any accumulated credits from a gaming machine to the person by cheque that is not payable to cash.

Accumulated credits less than \$2000 may be paid out:

- in cash
- by cheque that is not payable to cash
- by electronic funds transfer (EFT) if requested by the person

Accumulated credits \$2000 or more must be paid out:

- by cheque that is not payable to cash
- by electronic funds transfer if requested by the person, but the funds must be transferred in such a way that they are not available to the person for at least 24 hours after the transfer.

Accumulated credits of \$2000 or more must not be paid out in cash under any circumstances.

Please note that the requirement to pay out by EFT is not required if the venue operator does not have the facility to do so as described above.

A venue operator must, at the request of a person, pay out any accumulated credits from a gaming machine to the person by cheque. Any such cheque must not be payable to cash.

Refer to section 3.5.33 of the [Gambling Regulation Act 2003]

Cashing of Cheques

The promotion or operation of cheque cashing services by any person in gaming venues or on gaming venue property, including the cashing of cheques by venue operators or a third party, is prohibited.

In relation to the cashing of cheques at gaming venues, it is an offence for:

- a person (including a venue operator) to give to another person cash or other gaming token in exchange for a cheque at a gaming venue;

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- a venue operator to allow another person to give cash or other gaming token in exchange for a cheque at a gaming venue;
- a person (including a venue operator) to publish or cause to be published at a gaming venue, any advertising for a cheque cashing service;
- a venue operator to allow a person to publish or cause to be published at a gaming venue, any advertising for a cheque cashing service.

For the purposes of these offences, a gaming venue includes any land owned or leased by the venue operator on which the venue is located including any car park owned or occupied by the venue operator and used primarily by patrons.

Refer to section 3.5.32 of the [[A](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/95c43dd4eac71a68ca256dde00056e7b/651968964a75f050ca25830e0001d40f!OpenDocument) HREF="http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/95c43dd4eac71a68ca256dde00056e7b/651968964a75f050ca25830e0001d40f!OpenDocument" TARGET="_new" title="Gambling Regulation Act 2003">Gambling Regulation Act 2003]

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14.5 Large Wins and Payouts

A large win register must be maintained to allow for identification of all significant gaming machine wins and jackpots awarded greater than \$10,000. The register must enable the identification and verification of the large win details and also the patron to which the payout was made.

Industry participants can access a Large Win Payouts Register template via the following link [Large Win Payouts Register](#) (PDF: 60KB). Venues may wish to produce their own documents. This template indicates the minimum details required in a suggested format.

Disclaimer

This manual avoids the use of legal language. Information about the law may have been summarised or expressed in general statements. This information should not be relied upon as a substitute for professional legal advice or reference to the actual legislation. The Victorian Commission for Gambling and Liquor Regulation (VCGLR) does not accept or undertake any duty of care relating to any part of this manual.

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14.6 Book Pay Vouchers

Payment of accumulated credits and Jackpot wins for amounts above a gaming machine's hopper payout limit is facilitated by a cash ticket printed by the gaming machine or via a Book Pay initiated by venue staff.

Venues are responsible for the production of Book Pay Vouchers for use in their venues and these are to be produced in a duplicate form to provide separate venue and player copies.

Industry participants can access a Book Pay Voucher template via the following link [Book Pay Voucher Template](#) (PDF: 72KB). This template indicates the minimum details required in a suggested format.

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15. Advertising

The Gambling Regulation Act 2003 prohibits the publication of any gaming machine advertising outside the gaming machine area of an approved venue.

This chapter outlines the requirements applicable to the publication of gaming machine advertising as well as those applicable to the display of any gaming machine related signs.

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15.1 Publication of Gaming Machine Advertising

A venue operator, or a person on behalf of the venue operator, must not publish or cause to be published any gaming machine advertising outside the Gaming Machine Area of an approved venue.

A venue operator may, or a person acting on behalf of a venue operator may, disseminate gaming machine advertising to a person who requested, in writing, gaming machine advertising from the operator or person.

Refer to sections 3.5.34AA and 3.5.34 of the [Gambling Regulation Act 2003](#)

A loyalty scheme provider may, subject to section 3.5.40 of the [Gambling Regulation Act 2003](#), disseminate gaming machine advertising to a participant in a loyalty scheme.

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15.2 Gaming Machine Related Signs

A person must not display or cause to be displayed any gaming machine related signs, unless the sign is located in the Gaming Machine Area of an approved venue and is displayed to be viewed primarily from inside the Gaming Machine Area.

Refer to section 3.5.35 of the [Gambling Regulation Act 2003](#) and regulation 5(a) of the [Gambling Regulation \(Signage\) Regulations 2005](#)