

OFFICIAL

# Gaming venue checklist

## For gaming staff

OFFICIAL

Last updated October 2024

Completed by:

Completed date:

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# Before you complete this checklist

This checklist is for gaming staff.

This document summarises some key regulatory requirements that apply to gaming venues.

It can be used as a training or compliance tool.

There are parts for staff to fill out while they complete the list to show their understanding.

Use this tool in a way that best suits your venue and circumstances.

It has been created to help staff:

- understand their role and responsibilities
- ensure that the venue is complying with their legal obligations.

If you tick the 'For action' column, please attend to that item as a priority or seek assistance as you may be in breach of your legal obligations.

This checklist should be used in conjunction with the **venue better practice checklists; exceed regulatory obligations and excel in harm minimisation** document. If you need a copy of this document, speak to your Venue Support Worker.

*This is not an exhaustive list of every requirement, and some gaming venues may have different or additional requirements. If you are unsure, speak to your gaming manager.*

**THIS GAMING VENUE CHECKLIST WAS COMPLETED BY:**

<b>Venue:</b>		<b>Venue licence number:</b>	
<b>Completed by:</b>		<b>Date of completion:</b>	
<b>GIE number (if applicable):</b>			

**IF USED FOR TRAINING PURPOSES, THIS SECTION IS FOR MANAGER SIGN OFF.**

<b>Manager name:</b>		<b>Manager signature:</b>	
<b>Manager GIE (if applicable):</b>		<b>Date:</b>	

**ACCOUNTING AND AUDITING**

<b>Requirement</b>	<b>Yes</b>	<b>For action</b>	<b>Reference</b>
I know where the large win register is located. I have reviewed it and am comfortable to complete it when a large win needs to be paid out. The last entry in the large win register is...	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Accounting and Auditing Venue Requirements</a>
I know what goes into a large win register. An example of what needs to be recorded in the large win register is....	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Accounting and Auditing Venue Requirements</a>
I know what goes in an unclaimed winning register. An example of what goes into an unclaimed winning register is....	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Accounting and Auditing Venue Requirements</a>

**ANTI-MONEY LAUNDERING/COUNTER-TERRORISM FINANCING (AML/CTF)**

<b>Requirement</b>	<b>Yes</b>	<b>For Action</b>	<b>Reference</b>
I know what money laundering and terrorism financing (ML/TF) is.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">AUSTRAC Regulatory Guide</a>
I am aware of the types of patron behaviour that may be considered suspicious. I know what signs to look for and I monitor all people in and around the premise with this in mind. 3 behaviours of ML/TF that I look for are... 1.  2.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">AUSTRAC Regulatory Guide</a>

3.			
I know who the AML/CTF compliance officer is for this venue, and I know how to identify and report suspicious activities to them. The AML/CTF compliance officer for our venue is...	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">AUSTRAC Regulatory Guide</a>
I note any sudden increases in gambling activity that are inconsistent with customer profiles.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">AUSTRAC Regulatory Guide</a>
I know not to tell anyone if I have reported suspicious matters to our AML/CTF Compliance Officer.	<input type="checkbox"/>	<input type="checkbox"/>	Read page 26 and 27 of the <a href="#">AUSTRAC Regulatory Guide</a>
I know that cheques cannot be exchanged for cash or other gaming tokens at our venue. If I see someone either asking for cheques or handing over a cheque I will...	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 Part 5 S3.5.32</a>
I know to check the CCTV footage before issuing a cheque to ensure I am paying the right person.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 Part 5 S3.5.19</a>
If I identify that it is not the correct person cashing out the cheque, the actions I take are...	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 Part 5 S3.5.19</a>
I know what credit buying is and how to monitor for credit buying. 3 signs of credit buying I look for are.... 1.  2.  3.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 Part 5 S3.5.33</a>

Requirement	Yes	For action	Reference
I know that only our venue staff are allowed to operate the EFTPOS facility, including entering the amount requested.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 Part 4 S3.5.33C</a>
I know there are transaction limits of \$500 per 24 hours per debit card or \$200 in any single withdrawal. I monitor patrons' usage of the cash out facility.  If I do notice a patron that tries to exceed these limits with multiple withdrawals and cards used I...	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 Part 4 S3.5.33C</a>

**MINORS**

Requirement	Yes	For action	Reference
I do not allow minors to enter the gaming machine area (GMA).	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 Section 10.7.6</a>
I check ID for anyone that looks under 25.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 Section 10.7.3</a>
If I identify someone who looks under 25 in the GMA, I will...	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 Section 10.7.3</a>

**RESPONSIBLE GAMBLING CODE OF CONDUCT**

Requirement	Yes	For action	Reference
I know where the Responsible Gambling Register (RGR) is located, and I can present it to a VGCCC inspector on request at the time of the inspection. The RGR is located...	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct Part 2 8.1 &amp; 8.2, 8.3</a>
I know what is recorded in the RGR and record entries that are both positive and negative in nature. 3 examples could be:  1.  2.  3.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>


I have recorded all appropriate entries in the RGR during today's shift.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
I have recorded me completing this checklist in the RGR	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
I know that a green line plan refers to the authorised gaming machine area and can identify the perimeter of our GMA.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
I know that a Responsible Gambling Officer (RGO) must always be within the GMA. The RGO for this shift is...	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
I know what the Responsible Gambling Code of Conduct is, have read it, and can provide a copy to an inspector or patron upon request.  The Responsible Gambling Code of Conduct is located...	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 Section 3.4.12B</a> <a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
I don't support or spread misconceptions about winning on gaming machines. If I hear a patron talking about misconceptions, I...	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
I do not take food or beverages to someone at a gaming machine. I may assist a person to carry food or beverage with restricted mobility upon their request, ensuring that they take a break in play and that I record an entry in the RGR.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Direction Responsible Code of Conduct - 21 February 2020 Part 2 Paragraph 6.4</a>
I can identify signs of distress, extended and intensive play. 3 signs of distress could be... 1.  2.  3.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
I know to intervene when someone is playing multiple machines.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
I know if I see someone playing a machine for an extended period, I know that I should interact with them and record it in the register.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
If I see someone displaying signs of distress, I know to offer them supports or services and what these are. 3 supports or services I could offer someone is...	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>

1.			
2.			
3.			


## SELF EXCLUSION




Requirement	Yes	For action	Reference
I know what a self-exclusion program is, which program we are signed up to and can explain it. The self-exclusion program we are signed up to is...	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Direction Self-exclusion program Self-exclusion Program</a>
I can provide self-exclusion guidance to a patron when required.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Direction Self-exclusion program</a>
I am familiar with the self-excluded list. I review the list at the start of every shift.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Direction Self-exclusion program</a>
If I identify a self-excluded patron in the gaming room, I know the venue reporting policy	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Direction Self-exclusion program</a>
If I identify a self-excluded patron in the gaming room, I am aware of support and services that we can offer to the self-excluded patron.	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Direction Self-exclusion program</a>




## YOURPLAY

Requirement	Yes	For action	Reference
 <p>I have checked that the required Responsible Gambling sign is <b>outside each entrance</b> to the gaming machine area, either printed or electronically displayed. I have checked that any signs displayed electronically meet the requirements. I have recorded this check in our RGR.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 - S 3.5.35A</a>  <a href="#">Gambling Regulations 2015 - Division 7 Signage and advertising</a>  <a href="#">Gambling Regulations 2015 Regulation 35</a>  <a href="#">Signage inside gaming venues</a>
<p>When I issue a customer with a loyalty player card, I always inform them that:</p> <ul style="list-style-type: none"> <li>the loyalty player card can be linked to a registered YourPlay player account or used as a casual player card and</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014 Reg 28 (2), (4) and (6)</a>



<ul style="list-style-type: none"> <li>the same card can be used for loyalty and to set a time and loss limit or follow their gaming machine play using YourPlay.</li> </ul> <p>Before I issue a customer with a loyalty player card, I always ask them if they wish to use the loyalty player card to access YourPlay.</p>			
<p>I have discussions with customers about YourPlay and encourage all patrons to utilise the program.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
<p>I record any discussions with customers regarding YourPlay in the RGR.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
<p>I do not discourage, hinder or obstruct a customer from:</p> <ul style="list-style-type: none"> <li>obtaining a casual or registered YourPlay player card</li> <li>using or seeking assistance to use the YourPlay system</li> <li>setting or changing limits on the time and money lost.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014 Reg 18(1)</a>
<p>I have been trained and am confident to help customers with YourPlay, including:</p> <ul style="list-style-type: none"> <li>obtain a casual or a registered player card</li> <li>use the kiosk</li> <li>set/change a time or loss limit</li> <li>set or reset a password</li> <li>use YourPlay on a gaming machine</li> <li>view their player activity statement.</li> </ul> <p>Any training I receive on YourPlay, I record in the RGR.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014 Reg 17</a>
<p>I have checked that the YourPlay kiosk/s is fully functioning. I check this every shift I work. I have recorded this check in our RGR.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 S3.8A.12</a>  <a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
<p>I am using the venue manager card to check that all gaming machines are connected to YourPlay, and that time and spend limits can be monitored. I have disabled any machines that are not connected. I have recorded this check in our RGR. Any faults and disablements have been recorded in the RGR.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">GRA 2003 S3.8A.12</a>  <a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>
 <p>I have checked that we have the right number of purple YourPlay information brochures at each cashier and player service point- printed version only. I have recorded this check in our RGR.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014 Reg 14 Pre-commitment information brochures 1(a) and (b)</a>  <a href="#">YourPlay Venue Support Materials fact sheet</a>  <a href="#">Signage inside gaming venues</a>  <a href="#">Ministerial Directions February 2020 Responsible Gambling Codes of Conduct</a>

 <p>I have checked that we have the right number of dark blue 'Pokies - Know the facts' brochures at each cashier area and player service point- printed version only. I have recorded this check in our RGR.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><a href="#">Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014</a> <a href="#">Reg 14 Pre-commitment information brochures 1(a) and (b)</a></p> <p><a href="#">YourPlay Venue Support Materials fact sheet</a></p> <p><a href="#">Signage inside gaming venues</a></p> <p><a href="#">Ministerial Directions February 2020</a> <a href="#">Responsible Gambling Codes of Conduct</a></p>
 <p>I have checked that we have the right number of the teal YourPlay 'Terms and Conditions' brochures at each cashier area and player service point- printed version only. I have recorded this check in our RGR.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><a href="#">Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014</a> <a href="#">Reg 14 Pre-commitment information brochures 1(a) and (b)</a></p> <p><a href="#">YourPlay Venue Support Materials fact sheet</a></p> <p><a href="#">Signage inside gaming venues</a></p> <p><a href="#">Ministerial Directions February 2020</a> <a href="#">Responsible Gambling Codes of Conduct</a></p>
<p>For each of the brochures, I have confirmed that there is at least one brochure for each gaming machine in the venue. I have recorded this check in our RGR.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><a href="#">Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014</a> <a href="#">Reg 14 Pre-commitment information brochures (2)</a></p> <p><a href="#">Signage inside gaming venues</a></p> <p><a href="#">Ministerial Directions February 2020</a> <a href="#">Responsible Gambling Codes of Conduct</a></p>
 <p>If a patron asks:</p> <ul style="list-style-type: none"> <li>to sign up to a loyalty scheme</li> <li>for information about YourPlay.</li> </ul> <p>I offer customers:</p> <ul style="list-style-type: none"> <li>the purple YourPlay information brochure</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<p><a href="#">Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014</a> <a href="#">Reg 29 Information to be given to loyalty scheme participants (a)</a></p> <p><a href="#">YourPlay Venue Support Materials fact sheet</a></p> <p><a href="#">Signage inside gaming venues</a></p> <p><a href="#">Ministerial Directions February 2020</a> <a href="#">Responsible Gambling Codes of Conduct</a></p>

<ul style="list-style-type: none"> <li>the teal YourPlay 'Terms and Conditions' brochure</li> <li>the dark blue 'Pokies - Know the facts' brochure.</li> </ul> <p>I record this interaction in our RGR.</p>			
 <p>I have checked that:</p> <ul style="list-style-type: none"> <li>we have the green casual card brochures with casual cards in the GMA</li> <li>at least 20 casual player cards are available for customers to collect from each player service point and cashier area in the venue and</li> <li>the total number of casual player cards available in the venue is equal to or greater than the total number of gaming machines in the GMA.</li> </ul> <p>I have counted ____ casual cards at the cashier area. I have counted ____ casual cards at the player service point/s. I have recorded this check in our RGR.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><a href="#">Gambling Regulation (Pre-commitment and Loyalty Scheme) 2014 Regulation 13 (1)</a></p> <p><a href="#">YourPlay Venue Support Materials fact sheet</a></p> <p><a href="#">Signage inside gaming venues</a></p>
<p>I know how to encode casual cards and insert them into the front pocket of the green casual card brochures.</p> <p>Any encoding or topping up of brochures/cards is recorded in the RGR</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><a href="#">Gambling Regulation (Pre-commitment and Loyalty Scheme) Regulations 2014 Reg 13 Casual Player Cards</a></p> <p><a href="#">YourPlay Venue Support Materials fact sheet</a></p>
<p>I have checked our GMA to ensure that casual card brochures are displayed with the 3 information brochures.</p> <p>I have recorded this check in our RGR.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><a href="#">Gambling Regulation (Pre-commitment and Loyalty Scheme) Regulations 2014 Reg 13 Casual Player Cards 1(f)</a></p> <p><a href="#">YourPlay Venue Support Materials fact sheet</a></p>
  <p>I have checked that:</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><a href="#">Gambling Regulations 2015 Regulation 11. 12 Player information standards</a></p> <p><a href="#">Signage inside gaming venues</a></p>

<ul style="list-style-type: none"> <li>• one of these posters (pictured above) is displayed for every 15 gaming machines plus one additional poster for any additional machines less than 15 in number. For example, 50 gaming machines would require a total of 4 posters (3 posters to cover 45 gaming machines, and an extra poster for the other 5 gaming machines)</li> <li>• there is an even mix of the purple 'YourPlay' and the blue 'Gambler's Help' posters throughout the GMA, where possible</li> <li>• they are clearly visible to someone sitting or standing in front of a gaming machine. This means anyone should be able to see at least one of these 2 posters when they turn their head left or right</li> <li>• this may mean more posters need to be displayed throughout the GMA.</li> </ul> <p>Printed or electronically displayed. I have checked that any signs displayed electronically meet the requirements. I have recorded this check in our RGR.</p>			
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Please note: 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.

## Resources

- [Victorian Gambling and Casino Control Commission](#)
- [Gambling legislation and regulations](#)
- [Responsible Gambling Register guidance](#)
- [Responsible Gambling Register blank template](#)
- [Ministerial Direction: Responsible Gambling Codes of Conduct](#)
- [Ministerial Direction: Self-Exclusion Program September 2018](#)
- [YourPlay](#)
- [Department of Justice and Community Safety- RSG Training](#)
- [Signage inside gaming venues](#)
- [Accounting and Auditing Venue Requirements](#)
- [AUSTRAC website](#)

## Items for follow up

ACTION TO BE TAKEN	WHEN	BY WHOM	ACTION COMPLETED (SIGNATURE)