

Management gaming venue checklist

For venue and gaming management
OFFICIAL

Last updated February 2025

Completed by:

Completed date:

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Introduction

This **management gaming venue checklist** is for management to review the venue's compliance.

The management gaming venue checklist relates to 2 other compliance checklists:

1. **short form checklist** is for a more regular review by staff of gaming room compliance.
2. **staff gaming venue checklist** is for a more detailed review by staff of gaming room compliance.

Each checklist has key regulatory requirements and guidelines that can be used for training purposes or as a compliance tool for gaming venues and staff.

These checklists help staff and managers:

- understand their role and responsibilities
- assist the venue to comply with their legal and social obligations
- identify where they need to take action to address a potential breach.

We recommend the 3 checklists 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, please 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:			
Venue:		Venue licence number:	
Completed by:		Date of completion:	
GIE number (if applicable):			
ACCOUNTING AND AUDITING			
Item	Yes	For action	Reference
I perform reconciliation of gaming transactions to ensure gaming data provided to the monitoring licensee is complete and accurate.	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
I know we have a dedicated, nominated gaming bank account.	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
I ensure we have sufficient funds in place to pay tax sweeps, large wins etc (if applicable).	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
I ensure that the soft meters are checked daily, and that evidence is retained.	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
I know to advise the VGCCC in writing, of any changes to nominees, associates, directors, and gambling industry participants more broadly, within 14 days of the change occurring.	<input type="checkbox"/>	<input type="checkbox"/>	GRA 2003 S10.4A.4
I ensure that we follow the Directions for the Summary of Gaming Transactions.	<input type="checkbox"/>	<input type="checkbox"/>	GRA 2003 S3.5.27 Summary Gaming Transactions Accounting and Auditing Venue Requirements
I monitor, or I know who is monitoring, the linked jackpots (ie third party provider, accountant etc) and this is in line with the Accounting and Auditing Venue Requirements.	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
We have a copy of our current approved green line plan that is readily available for all staff. I know where this is kept and can show a VGCCC inspector if requested. The green line plan is located...	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
I know staff have been briefed and trained on the perimeter of the green line plan, and their obligations within the green line.	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements

ANTI-MONEY LAUNDERING/COUNTER-TERRORISM FINANCING (AML/CTF)			
Item	Yes	For action	Reference
I can confirm that the venue has conducted AML/CTF risk awareness training with our staff, and it is up to date. This training was last provided on...	<input type="checkbox"/>	<input type="checkbox"/>	AUSTRAC Regulatory Guide
I know what our obligations are under anti-money laundering and counter terrorism financing legislation.	<input type="checkbox"/>	<input type="checkbox"/>	AUSTRAC Regulatory Guide
We are maintaining appropriate record keeping in line with the AML/CTF program.	<input type="checkbox"/>	<input type="checkbox"/>	AUSTRAC Regulatory Guide
We are submitting suspicious matter reports (SMR) to AUSTRAC when appropriate, and the details are kept confidential. Our last suspicious report was submitted on...	<input type="checkbox"/>	<input type="checkbox"/>	AUSTRAC Regulatory Guide
EFTPOS AND OTHER CASH FACILITIES			
Item	Yes	For action	Reference
We do not have an ATM in our venue unless approved by the VGCCC.	<input type="checkbox"/>	<input type="checkbox"/>	GRA 2003 Part 5 S3.5.33C
All EFTPOS facilities (and ATMs, if you have any) for the purpose of withdrawing cash, cannot be accessed by any customer in the Gaming Machine Area (GMA).	<input type="checkbox"/>	<input type="checkbox"/>	Credit and cash facilities
If our venue has more than one EFTPOS facility, they are linked, and a patron cannot withdraw more than \$500 in a 24-hour period from one account.	<input type="checkbox"/>	<input type="checkbox"/>	GRA 2003 Part 4 S3,5.33C
For venues offering cashless gaming: we follow the requirements in the VGCCC's ' <i>Cashless gaming operational guidelines for venue operators</i> ' and the <i>Gaming Regulation Act 2003 Part 5 Division 3</i> .	<input type="checkbox"/>	<input type="checkbox"/>	Cashless gaming operational requirements GRA 2003 Part 5 Division 3 Subdivision 3 S3.5.33P & 3.5.33Q
CCTV			
Item	Yes	For action	Reference
I have checked that our CCTV records continuously (not just motion detection) 24 hours a day, 7 days a week.	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
I have checked that our CCTV records at a minimum rate of 6 frames per second.	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
I have checked that the time, date and ID is auto embedded on all images of our CCTV.	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements

<p>I have checked our CCTV picture quality and resolution of stored images is adequate to identify individuals:</p> <ul style="list-style-type: none"> • at all entrances and exits • at the cashier station • within the GMA. 	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
<p>I have checked that CCTV images are stored at adequate resolution and picture quality so each gaming machine can be identified.</p>	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
<p>I am comfortable that staff know how to access the recorded images, know the PIN (if applicable), and know how the system works. A staff member could show a VGCCC inspector if requested.</p>	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
<p>I have checked that recorded images of the GMA are retained for a minimum of 28 days.</p>	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
<p>If requested by a VGCCC inspector, on our CCTV I can show:</p> <ul style="list-style-type: none"> • each gaming machine • Cash Redemption Terminal (CRT) facility • EFTPOS facility • entrances and exits to the gaming room <p>This could be shown through multiple CCTV cameras.</p>	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements
<p>I have checked our CCTV coverage of gaming machines shows:</p> <ul style="list-style-type: none"> • the screen • the jackpot • the interaction panel • where the money or ticket go in and out <p>This could be shown through multiple CCTV cameras.</p>	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements

FACILITIES

Item	Yes	For action	Reference
<p>I know that patrons must be able to enter the venue without having to enter via the GMA.</p>	<input type="checkbox"/>	<input type="checkbox"/>	Directions under section 3.5.27 What is a 'facility'?
<p>I have checked that patrons can access any facility without having to go through the GMA (e.g. disabled toilet, access points, vending machines etc).</p>	<input type="checkbox"/>	<input type="checkbox"/>	Directions under section 3.5.27 What is a 'facility'?
<p>I have checked that any facility available in the gaming machine area is also located outside the GMA such as toilets, smoking area etc.</p>	<input type="checkbox"/>	<input type="checkbox"/>	Directions under section 3.5.27 What is a 'facility'?

GAMING ADVERTISING			
Item	Yes	For action	Reference
I know that we cannot advertise gaming machines on: <ul style="list-style-type: none"> our website our social media TV, radio, video, cinema, the internet, print and direct marketing in promotional material. 	<input type="checkbox"/>	<input type="checkbox"/>	Gambling Regulations 2015 Part 3 Division 7 Signage and advertising GRA Section 3.5.34AA (1)
I have checked that in our venue, gaming machines are only advertised within the GMA.	<input type="checkbox"/>	<input type="checkbox"/>	Gaming machine advertising
GAMING MACHINE AREA (GMA)			
Item	Yes	For action	Reference
I know what the perimeter of the green line is and know all gaming machines are located within the approved GMA.	<input type="checkbox"/>	<input type="checkbox"/>	Poker machine area size, layout and facilities
I have checked that no CRT machine is located within 2 metres of a gaming machine that is available for gaming.	<input type="checkbox"/>	<input type="checkbox"/>	Gambling Regulations 2015 Division 11 42D
I am confident that banks of gaming machines have the appropriate distances between them.	<input type="checkbox"/>	<input type="checkbox"/>	Poker machine area size, layout and facilities
I am confident that the GMA has the appropriate lighting and does not create an immersive environment.	<input type="checkbox"/>	<input type="checkbox"/>	Gambling Regulations 2015 Part 3 Div 2 Reg 8
I have checked that there is a securely fixed identification number label (one internal and one external) on each gaming machine.	<input type="checkbox"/>	<input type="checkbox"/>	GRA 2003 3.5.8
I have checked that our gaming machines are sequentially numbered, beginning at number 1.	<input type="checkbox"/>	<input type="checkbox"/>	GRA 2003 3.5.8 and 3.5.11
I have checked that each gaming machine has a floor position number displayed on the front or side of the machine cabinet. Any numbers missing have been fixed.	<input type="checkbox"/>	<input type="checkbox"/>	Poker machine area size, layout and facilities
I have checked that the floor position numbers of gaming machines match the numbers recorded on the electronic monitoring system.	<input type="checkbox"/>	<input type="checkbox"/>	Poker machine area size, layout and facilities
I have checked that the floor position numbers are listed on the gaming dedicated electrical distribution circuit breaker legend.	<input type="checkbox"/>	<input type="checkbox"/>	Poker machine area size, layout and facilities

MINORS			
Item	Yes	For action	Reference
I do not allow minors to enter the GMA. I am confident that all staff have been trained and know that minors are not allowed in the GMA.	<input type="checkbox"/>	<input type="checkbox"/>	GRA 2003 Section 10.7.6
I do not allow minors to gamble. I am confident that all staff have been trained on how to check ID.	<input type="checkbox"/>	<input type="checkbox"/>	
I have reviewed the Responsible Gambling Register (RGR) and noted ___ entries of minors entering the GMA in the last month.	<input type="checkbox"/>	<input type="checkbox"/>	GRA 2003 Section 10.7.6
Where multiple entries of minors entering have been identified, we have put the following steps in place to address this.....	<input type="checkbox"/>	<input type="checkbox"/>	GRA 2003 Section 10.7.6
RESPONSIBLE GAMBLING CODE OF CONDUCT			
Item	Yes	For action	Reference
I have checked that a copy of our Responsible Gambling Code of Conduct is available: <ul style="list-style-type: none"> in our venue on our website (if you have a website), in languages other than English (both digital and physical copies). 	<input type="checkbox"/>	<input type="checkbox"/>	Ministerial Directions February 2020 Responsible Gambling Codes of Conduct
The Responsible Gambling Code of Conduct is located.....	<input type="checkbox"/>	<input type="checkbox"/>	Ministerial Directions February 2020 Responsible Gambling Codes of Conduct
I am confident that all nominated Responsible Gambling Officers are aware of their responsibilities under the Responsible Gambling Code of Conduct and have completed the required training.	<input type="checkbox"/>	<input type="checkbox"/>	Ministerial Directions February 2020 Responsible Gambling Codes of Conduct
All our Responsible Gambling Officer's meet with our Venue Support Workers (VSWs) at least once every 6 months. The last RGO meeting with VSWs was...	<input type="checkbox"/>	<input type="checkbox"/>	Ministerial Directions February 2020 Responsible Gambling Codes of Conduct
A Responsible Gambling Officer is always in the GMA. The RGO on this shift is... When the RGO needs to go out of the GMA the steps we have put in place to cover them include...	<input type="checkbox"/>	<input type="checkbox"/>	Ministerial Directions February 2020 Responsible Gambling Codes of Conduct

We have signage that states a Responsible Gambling Officer is always available for assistance. The sign is located...	<input type="checkbox"/>	<input type="checkbox"/>	Ministerial Directions February 2020 Responsible Gambling Codes of Conduct
SELF-EXCLUSION			
Item	Yes	For action	Reference
I have reviewed the Responsible Gambling Register (RGR) today for the month of _____ and noted ____ entries from staff identifying a self-excluded person. * If no staff have recorded identifying self-excluded patrons, talk to them to make sure they know to record this and understand their responsibility in identifying self-excluded patrons.	<input type="checkbox"/>	<input type="checkbox"/>	Ministerial Direction Self-exclusion program
When I review the RGR I look for recurrence of self-exclusion breaches. If I find someone repeatedly breaching, I would...	<input type="checkbox"/>	<input type="checkbox"/>	Ministerial Direction Self-exclusion program
Staff were last trained on our self-exclusion program on...	<input type="checkbox"/>	<input type="checkbox"/>	Ministerial Direction Self-exclusion program
SIGNAGE			
Item	Yes	For action	Reference
External and directional signs comply with legislation.	<input type="checkbox"/>	<input type="checkbox"/>	Gambling Regulations 2015 Division 7 Section 29
We display a notice at every entrance of the GMA in relation to minors which states: <i>'A person under the age of 18 years must not for any reason enter or remain in the gaming machine area'.</i>	<input type="checkbox"/>	<input type="checkbox"/>	Direction under section 10.7.9 GRA 2003
Our current venue operator's licence is clearly displayed and is located...	<input type="checkbox"/>	<input type="checkbox"/>	VGCCC Directions Section 3.5.27 GRA 2003 Section 3.5.27 (2)

<p>We have a sign that tells people where they can inspect the Commission rules. This sign is displayed on an A4 piece of paper and is clear and legible. The Commission rule sign is located...</p>	<input type="checkbox"/>	<input type="checkbox"/>	GRA 2003 Section 3.5.25 Guidelines
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STAFFING

Item	Yes	For action	Reference
<p>We always have at least one licensed Gaming Industry Employee (GIE) on duty. The GIE on duty for this shift is...</p>	<input type="checkbox"/>	<input type="checkbox"/>	Accounting and Auditing Venue Requirements Gambling Regulations 2015 Part 7
<p>Staff with a Gaming Industry Employee licence always wear and have their licence clearly displayed when on duty.</p>	<input type="checkbox"/>	<input type="checkbox"/>	GRA 2003 9A.1.8

TRAINING

Item	Yes	For action	Reference
<p>Responsible Service of Gaming training modules 1 and 2 have been completed or have been scheduled for all relevant staff as required under the Gambling Regulations 2015:</p> <ul style="list-style-type: none"> • Module 1 within one month of commencing employment and • Module 2 within 6 months of commencing employment. <p>I need to ensure the below staff complete the necessary training within the required timeframe:</p>	<input type="checkbox"/>	<input type="checkbox"/>	Gambling Regulations 2015 Section 123 GRA 2003 S9A.1.18(2)
<p>Responsible Service of Gaming Refresher training modules 3 and 4 have been completed or have been scheduled for all relevant staff.</p> <ul style="list-style-type: none"> • Module 3 within 3 years of the date on which you completed Module 2 • Module 4 within 3 months of completing module 3 and within 3 years of completing module 2 • or refresher training every 3 years thereafter. 	<input type="checkbox"/>	<input type="checkbox"/>	Gambling Regulations 2015 Section 123A GRA 2003 S9A.1.18(2)

I need to ensure the below staff complete the necessary training within the required timeframe:			
VENUE OPERATIONS			
Item	Yes	For action	Reference
We maintain a key register. I know what needs to go in this and train staff on how to maintain it. I can show a VGCCC inspector if requested. The key register is located...	<input type="checkbox"/>	<input type="checkbox"/>	Keys and locks
The site controller is secure, all cables run correctly, and cabinet is locked. I know where the site controller is and can show a VGCCC inspector if requested. The site controller is located...	<input type="checkbox"/>	<input type="checkbox"/>	Victorian central monitoring and control system requirements document
The GMA matches the currently approved plan that is with VGCCC.	<input type="checkbox"/>	<input type="checkbox"/>	GRA 2003 S 3.3.16
YOURPLAY			
Item	Yes	For action	Reference
We have a kiosk inside our venue but outside the GMA, which is readily accessible to any customer in our venue. <i>(Note: You can have a kiosk in the gaming machine room provided there is also one available outside the gaming machine area).</i>	<input type="checkbox"/>	<input type="checkbox"/>	Gambling Regulation (Pre - commitment and Loyalty Scheme) Regulations 2014 Reg 8
I have reviewed the YourPlay requirements and am comfortable that we are compliant with them.	<input type="checkbox"/>	<input type="checkbox"/>	Gambling Regulation (Pre - commitment and Loyalty Scheme) Regulations 2014 Signage
COMMUNITY BENEFIT STATEMENT			
Item	Yes	For action	Reference
We submit our Community Benefit Statement to the VGCCC by 30 th September each year (if applicable).	<input type="checkbox"/>	<input type="checkbox"/>	Ministerial Direction 28 June 2012

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.

- [YourPlay](#)
- [Community benefits statements](#)
- [Department of Justice and Community Safety- RSG Training](#)
- [Guidelines for Summary Gaming Transactions](#)
- [Signage](#)
- [Accounting and Auditing Venue Requirements](#)
- [Cashless gaming operational requirements](#)
- [AUSTRAC website](#)
- [Victorian Commission Rules for Gambling Regulation Rules 2007](#)
- [Victorian central monitoring and control system requirements document](#)