Gaming venue checklist

This gaming venue checklist has been created to help you ensure that you and your staff are complying with your legal obligations by summarising some key regulatory requirements that apply to gaming venues.

However, this is not an exhaustive list of every requirement and some gaming venues may have different or additional requirements. If you are unsure, seek independent legal advice.

We recommend using this checklist to conduct regular checks and as a guide at staff briefings.

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.

|  |  |  |  |
| --- | --- | --- | --- |
| **Venue name:** |  | **Licence number:** |  |
| **Completed by:** |  | **Date of completion:** |  |

| Gaming venue | Yes | For action | Reference |
| --- | --- | --- | --- |
| All gaming machines are located within the approved gaming machine area. |  |  | [GRA 2003 Section 3.3.16](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.3.16.html)  [GRA 2003 Section 3.5.18](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.5.18.html) |
| We supervise the operation of the gaming machine area and each gaming machine at all times, either physically or electronically or both. |  |  | [Victorian Commission Rules for Gambling Regulation Rules 2007 Part 1 Point 4](https://www.vcglr.vic.gov.au/sites/default/files/vcglr_directions_and_guidelines_commission_rules_venue_operators.pdf) |
| Our venue operator’s licence is clearly displayed. |  |  | [VCGR Directions Section 5](https://www.vcglr.vic.gov.au/sites/default/files/vcglr_directions_and_guidelines_gaming_machine_requirements.pdf)  [GRA 2003 Section 3.5.27 (2)](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.5.27.html) |
| We maintain a Responsible Gambling Register to manage our responsible gambling reporting requirements and we keep this information for at least 6 months. |  |  | [Ministerial Directions February 2020 Responsible Gambling Codes of Conduct](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf)  [Part 2 8.1 & 8.2](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| All gaming staff know where the Responsible Gambling Register is and can provide a copy to a VGCCC inspector on request. |  |  | [Ministerial Directions February 2020 Responsible Gambling Codes of Conduct](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf)  [Part 2 8.3](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| We do not publish or disseminate gambling machine advertising outside the gaming machine area or on our website. |  |  | [Gambling Regulations 2015 Part 3 Division 7 Signage and advertising](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/)  [GRA Section 3.5.34AA (1)](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.5.34aa.html) |
| We display at least one A2 responsible gambling poster outside each entrance to the gaming machine area, and the poster is clearly visible to a person entering the gaming machine area. |  |  | [GRA 2003 – S 3.5.35A](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.5.35a.html)  [Gambling Regulations 2015 – Division 7 Signage and advertising](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/)  [Gambling Regulations 2015 Regulation 35 responsible gambling sign](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/s35.html)  [Player information standards](https://www.vcglr.vic.gov.au/gambling/gaming-venue-operator/understand-your-gaming-licence/your-obligations/player-information-standards-and-mandatory-gaming-signage) |
| All gambling signs and information comply with legislation and Ministerial Directions. This includes but is not limited to:   * posters * talkers * brochures * a notice at every entrance of the gaming room area in relation to minors * external and directional signs * notice in the gaming machine area that a Responsible Gambling Officer is available for assistance at all times. |  |  | [Gambling Regulations 2015 Division 3 Regulation 12](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/s12.html)  [Direction under section 10.7.9 GRA 2003](https://www.vcglr.vic.gov.au/sites/default/files/vcglr_directions_and_guidelines_display_of_notice_u18_gaming_venue.pdf)  [Gambling Regulations 2015 Div 7 Signage and Advertising Reg 30](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/s30.html)  [Ministerial Directions February 2020 Responsible Gambling Code of Conduct Part 2 7.3](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |

| Gaming management and staff | Yes | For action | Reference |
| --- | --- | --- | --- |
| 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:   * Module 1 within 1 month of commencing employment and * Module 2 within 6 months of commencing employment. |  |  | [Gambling Regulations 2015 Section 123](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/s123.html)  [GRA 2003 S9A.1.18(2)](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s9a.1.18.html) |
| Responsible Service of Gaming Refresher training modules 3 and 4 have been completed or have been scheduled for all relevant staff every 3 years as required under the Gambling Regulations 2015. |  |  | [Gambling Regulations 2015 Section 123A](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/s123a.html)  [GRA 2003 S9A.1.18(2)](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s9a.1.18.html) |
| We have at least one licensed Gaming Industry Employee on duty at all times. |  |  | [Accounting and Auditing Venue Requirements](https://www.vgccc.vic.gov.au/sites/default/files/accounting_and_auditing_venue_requirements.docx)  [Gambling Regulations 2015 Part 7](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/) |
| Staff with a Gaming Industry Employee licence always wear and have their licence clearly visible when on duty. |  |  | [GRA 2003 9A.1.8](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s9a.1.8.html) |
| Staff who manage our venue day-to-day and our responsible gambling officers meet with the venue’s support worker at least once every 6 months. |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 –Part 2 Paragraph 5](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |

| Responsible gambling code of conduct | Yes | For action | Reference |
| --- | --- | --- | --- |
| Our Responsible Gambling Code of Conduct is written in plain English and in a manner that will enable it to be readily understood by customers, including customers from culturally and linguistically diverse backgrounds. |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 – Part 1 Clarity of the code](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| A Responsible Gambling Officer is available in the gaming machine area at all times gaming machines are available for gaming. |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 – Part 2 Paragraph 7.2](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| A copy of our Responsible Gambling Code of Conduct is available on our website (if you have a website). |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 – Part 1 Availability of the code](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| All nominated responsible gambling officers are aware of their responsibilities under the Responsible Gambling Code of Conduct and have completed the required training, if any. |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 – Part 2 Paragraph 7.5](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| We follow all the requirements in our Responsible Gambling Code of Conduct. |  |  | [GRA 2003 Section 3.4.12B](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.4.12b.html) |
| We ensure the gaming machine area and entrances to the gaming machine area are monitored at all times the machines are available for gaming. |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 – Part 2 Paragraph 3.1](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| Customers who are angry while playing gaming machines or who have requested assistance as a consequence of their gambling are encouraged to take a break away from the gaming machine area. |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 – Part 2 Paragraph 3.4](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| Customers are discouraged from engaging in intensive and prolonged gaming machine play. |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 – Part 2 Paragraph 1](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| Customers engaged in a prolonged period of gaming machine play without a break are approached and asked to take a break away for the gaming machine area. |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 – Part 2 Paragraph 3.5](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| Our staff interact with customers who:   * have been asked to take a break away from the gaming area and have refused * are playing multiple gaming machines simultaneously or * have reserved a gaming machine in order to play another gaming machine. |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 – Part 2 Paragraph 3.6](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| Staff do not play gaming machines in the venue on a rostered day of work. |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 – Part 2 Paragraph 4.1](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| We have provided information to our staff so that they are aware of their increased risk of harm from playing gaming machines. |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 – Part 2 Paragraph 4.2](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |
| We record all responsible gambling incidents and interventions in the Responsible Gambling Register. |  |  | [Ministerial Direction-Responsible Code of Conduct-21 Feb 2020 – Part 2 Paragraph 8.1](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf) |

| Responsible gambling | Yes | For action | Reference |
| --- | --- | --- | --- |
| We do not have an ATM in our venue unless approved by the VGCCC. |  |  | [GRA 2003 Part 5 S3.5.33C](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.5.33c.html) |
| EFTPOS facilities are operated only by our staff, including entering the funds requested, and we do not exceed the transaction limits of $500 per 24 hours per debit or credit card or $200 in any single withdrawal. |  |  | [GRA 2003 Part 4 S3,5,33C](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.5.33c.html) |
| We never allow cash advances from a credit card by means of an EFTPOS facility. |  |  | [GRA 2003 Part 5 S3.5.33C (3)](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.5.33c.html) |
| We do not cash cheques or allow any person to cash cheques at our venue including our car park, and we do not publish any advertising for a cash chequing service. |  |  | [GRA 2003 Part 5 S3.5.32](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.5.32.html) |
| All EFTPOS facilities (and ATMs, if you have any) for the purposes of withdrawing cash cannot be accessed by any customer in the gaming machine area. |  |  | [Victorian Commission for Gambling Regulation Rules Feb 2007 Part 3](https://www.vcglr.vic.gov.au/sites/default/files/vcglr_directions_and_guidelines_commission_rules_venue_operators.pdf) |
| Food and drinks are only offered to customers at a gaming machine as part of an interaction\* with the customer. |  |  | [Ministerial Direction Responsible Code of Conduct – 21 February 2020 Part 2 Paragraph 6.4](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf)  \* ‘Interaction’ is defined under ‘Definitions’ |
| We do not allow an intoxicated person to play the gaming machines. |  |  | [GRA 2003 S3.5.33A](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.5.33a.html)  [Intoxication guidelines](https://www.vgccc.vic.gov.au/sites/default/files/Intoxication_guidelines.pdf.pdf) |
| We have provided the Victorian Commission for Gambling and Liquor Regulation (VCGLR) with a copy of our self-exclusion program or notified the VCGLR of the name of the person conducting the self-exclusion program on our venue’s behalf. |  |  | [Ministerial Direction-Self-Exclusion Program- September 2018](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_self_exclusion_program.pdf) |
| Our self-exclusion program adheres to all the requirements outlined in the Ministerial Direction September 2018. |  |  | [Ministerial Direction – Self-Exclusion Program – September 2018](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_self_exclusion_program.pdf) |
| Venue management and staff follow all the processes and policies included in our self-exclusion program. |  |  | [GRA 2003 S3.4.12A](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.4.12a.html) |

| YourPlay | Yes | For action | Reference |
| --- | --- | --- | --- |
| Before we issue a customer with a loyalty player card, we always inform them that:   * the loyalty player card can be linked to a registered YourPlay account (either a registered or casual account) and * the same card can be used for loyalty and to set a time or spending limit or track their gaming machine play using YourPlay. |  |  | [Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s28.html)  [Reg 28 (2) and (3)](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s28.html) |
| We offer customers the purple YourPlay brochure if they:   * sign up to a loyalty scheme or * ask for information about YourPlay. |  |  | [Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html)  [Reg 13 Casual Player Cards 1(f)](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html)  [YourPlay support material factsheet](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff) |
| Our venue does not discourage, hinder or obstruct a customer from:   * obtaining a casual or registered YourPlay player card * using or seeking assistance to use the YourPlay system * setting or changing limits on the time and money they spend. |  |  | [Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s18.html)  [Reg 18 (1)](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s18.html) |
| We are able to assist customers with YourPlay, including helping them to:   * obtain a casual or a registered player card * use the kiosk * set/change a time or loss limit * set or reset a password, or * view their player activity statement. |  |  | [Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014 Reg 17](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s17.html) |

| YourPlay kiosk | Yes | For action | Reference |
| --- | --- | --- | --- |
| We have a kiosk inside our venue but outside the gaming machine area, which is readily accessible to any customer in our venue (Note: You can have a kiosk in the gaming room provided there is also one available outside the gaming machine area). |  |  | [Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014 Reg 8](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s8.html) |
| We ensure our YourPlay kiosk is fully functioning at all times the gaming machines are available for gaming. |  |  | [GRA 2003 S3.8A.12](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.8a.12.html) |

| YourPlay information | Yes | For action | Reference |
| --- | --- | --- | --- |
| **Brochures** | | | |
| We display the purple YourPlay information brochures at each cashier area and player service point. |  |  | [Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014 Reg 13 Casual Player Cards 1(f)](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html)  [YourPlay Venue Support Materials fact sheet](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff)  [Are you ready for YourPlay fact sheet](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff) |
| We display the white ‘Playing the Pokies – Know the facts’ brochures at each cashier area and player service point.  C:\Users\anna.lygopoulos\AppData\Local\Microsoft\Windows\INetCache\Content.Word\white brochure - image Player Information.jpg |  |  | [Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014 Reg 13 Casual Player Cards 1(f)](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html)  [YourPlay Venue Support Materials fact sheet](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff)  [Are you ready for YourPlay fact sheet](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff) |
| We display the blue YourPlay ‘Terms and Conditions’ brochures in the gaming room. |  |  | [Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014 Reg 13 Casual Player Cards 1(f)](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html)  [YourPlay Venue Support Materials fact sheet](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff)  [Are you ready for YourPlay fact sheet](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff) |
| We display the green casual card brochures in the gaming room. |  |  | [Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014 Reg 13 Casual Player Cards 1(f)](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html)  [YourPlay Venue Support Materials fact sheet](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff)  [Are you ready for YourPlay fact sheet](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff) |
| For each of the 4 types of brochure, we display at least as many brochures as we have gaming machines in the venue. |  |  | [Gambling Regulation (Pre -commitment and Loyalty Scheme) Regulations 2014](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html)  [Reg 13 Casual Player Cards 1(f)](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html)  [Are you ready for YourPlay fact sheet](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff) |

| YourPlay information | Yes | For action | Reference |
| --- | --- | --- | --- |
| **Casual cards** | | | |
| We ensure that:   * at least 20 casual player cards are made available for customers to collect from each player service point and cashier area in the venue and * 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 gaming machine area. |  |  | [Gambling Regulation (Pre-commitment and Loyalty Scheme) 2014 Regulation 13 (1)](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html) |
| The casual cards are easily visible and readily accessible to customers. |  |  | [Gambling Regulations (Pre-commitment and Loyalty Scheme) 2014 Regulation 13 (1)](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html) |
| We encode each casual card and insert them into the front pocket of the green casual card brochures. |  |  | [Gambling Regulation (Pre-commitment and Loyalty Scheme) Regulations 2014](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html)  [Reg 13 Casual Player Cards 1(f)](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html)  [YourPlay Venue Support Materials fact sheet](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff) |
| We display the casual card brochures alongside the blue terms and conditions brochures. |  |  | [Gambling Regulation (Pre-commitment and Loyalty Scheme) Regulations 2014](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html)  [Reg 13 Casual Player Cards 1(f)](http://classic.austlii.edu.au/au/legis/vic/consol_reg/gralsr2014616/s13.html)  [YourPlay Venue Support Materials fact sheet](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff) |
| **Posters** | | | |
| We display at least the minimum required number of YourPlay posters (A2) in the gaming machine area:   * one poster per 15 gaming machines, plus * one additional poster for any additional machines less than 15 in number.   https://www.vcglr.vic.gov.au/sites/default/files/uploadYourPlay_poster_1_thumbnail.jpghttps://www.vcglr.vic.gov.au/sites/default/files/uploadYourPlay_The-Power_poster_1_thumbnail.jpg |  |  | [Gambling Regulations 2015 Regulation 11](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/s11.html)  [Minister’s Player information standards published on VGCCC website](https://www.vcglr.vic.gov.au/gambling/gaming-venue-operator/understand-your-gaming-licence/your-obligations/player-information-standards-and-mandatory-gaming-signage) |
| We display YourPlay posters so that the information contained in them is clearly visible to a customer entering the gaming machine area. |  |  | [Gambling Regulations 2015 Regulation 11](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/s11.html)  [Minister’s Player information standards published on VGCCCC website](https://www.vcglr.vic.gov.au/gambling/gaming-venue-operator/understand-your-gaming-licence/your-obligations/player-information-standards-and-mandatory-gaming-signage) |
| We distribute the two types of YourPlay brochures evenly throughout the venue. |  |  | [Gambling Regulations 2015 Regulation 11](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/s11.html)  [Minister’s Player information standards published on VGCCC website](https://www.vcglr.vic.gov.au/gambling/gaming-venue-operator/understand-your-gaming-licence/your-obligations/player-information-standards-and-mandatory-gaming-signage) |
| **Talkers** | | | |
| An A5 YourPlay talker is displayed on the gaming machine so that it is clearly visible from the front of the machine.  https://www.vcglr.vic.gov.au/sites/default/files/uploadYourPlay_poster_2_thumbnail.jpghttps://www.vcglr.vic.gov.au/sites/default/files/uploadYourPlay_The-Power_poster_1_thumbnail.jpg |  |  | [Gambling Regulations 2015 Regulation 13](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/s13.html) |
| We distribute the two types of talkers evenly throughout the gaming machine area. |  |  | [Gambling Regulations 2015 Regulation 13](http://www5.austlii.edu.au/au/legis/vic/consol_reg/gr2015187/s13.html) |

| Minors | Yes | For action | Reference |
| --- | --- | --- | --- |
| We do not allow minors to enter the gaming machine area. |  |  | [GRA 2003 Section 10.7.6](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s10.7.6.html) |
| We display a notice at every entrance of the gaming room area in relation to minors which states:  ‘A person under the age of 18 years must not for any reason enter or remain in the gaming machine area’. |  |  | [Direction under section 10.7.9 GRA 2003](https://www.vcglr.vic.gov.au/sites/default/files/vcglr_directions_and_guidelines_display_of_notice_u18_gaming_venue.pdf) |

| Other gaming requirements | Yes | For action | Reference |
| --- | --- | --- | --- |
| We follow the Directions for the Summary of Gaming Transactions. |  |  | [GRA 2003 S3.5.27](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.5.27.html)  [Summary Gaming Transactions](https://www.vcglr.vic.gov.au/sites/default/files/vcglr_directions_and_guidelines_gaming_machine_requirements.pdf) |
| We follow the Accounting and Auditing Venue Requirements. |  |  | [GRA 2003 S10.1.5C](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s10.1.5c.html)  [Accounting and Auditing Venue Requirements](https://www.vgccc.vic.gov.au/sites/default/files/accounting_and_auditing_venue_requirements.docx) |
| We 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. |  |  | [GRA 2003 S10.4A.4](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s10.4a.4.html) |
| For venues offering cashless gaming: we follow the requirements in the VGCCC’s ‘Cashless gaming operational guidelines for venue operators’ and in the *Gaming Regulation Act 2003* Part 5 Division 3 |  |  | [Cashless gaming operational guidelines for venue operators](https://apps.vcglr.vic.gov.au/CA25783200814C9F/WebObj/42A4CFDEB6F91FFCCA2584C600236FFF/$File/Cashless%20Gaming%20Guidelines%202019.pdf)  [GRA 2003 Part 5 Division 3 Subdivision 3 S3.5.33P & 3.5.33Q](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/) |
| We comply with our obligations under anti-money laundering and counter-terrorism financing legislation. |  |  | [AUSTRAC website](https://www.austrac.gov.au/) |

| For clubs only | Yes | For action | Reference |
| --- | --- | --- | --- |
| We submit our Community Benefit Statement to the VGCCC by 30 September each year. |  |  | [GRA 2003 S3.6.9](http://www5.austlii.edu.au/au/legis/vic/consol_act/gra2003190/s3.6.9.html)  [Ministerial Order 2012 – Community Benefit](https://www.vcglr.vic.gov.au/sites/default/files/Ministerial%20order%20-%20Community%20benefit%20statements.pdf) |
| We require all gaming visitors to our venue to sign a register containing their name, residential address and the date of their visit. |  |  | [*Liquor Control Reform Act 1998* Section 10(4)(b)](http://www5.austlii.edu.au/au/legis/vic/consol_act/lcra1998266/s10.html) |

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

* [Gambling legislation and regulations](https://www.vcglr.vic.gov.au/gambling/gaming-venue-operator/understand-your-gaming-licence/gambling-legislation-and-regulations)
* [Responsible Gambling Register factsheet](https://www.vcglr.vic.gov.au/sites/default/files/uploadGambling_fact_sheet_-_Responsible_Gambling_Register.pdf)
* [Ministerial Direction: Responsible Gambling Code of Conduct February 2020](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_-_responsible_gambling_code_of_conduct_for_venue_operators_21_february_2020.pdf)
* [Ministerial Direction: Self-Exclusion Program September 2018](https://www.vcglr.vic.gov.au/sites/default/files/ministerial_direction_self_exclusion_program.pdf)
* [YourPlay](https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators-and-staff)
* [Ministerial Order – Community Benefit](https://www.vcglr.vic.gov.au/sites/default/files/Ministerial%20order%20-%20Community%20benefit%20statements.pdf)
* [Department of Justice and Community Safety- RSG Training](https://www.justice.vic.gov.au/safer-communities/gambling/responsible-service-of-gaming-training)
* [Victorian Responsible Gambling Foundation](https://responsiblegambling.vic.gov.au/)
* [Guidelines for Summary Gaming Transactions](https://www.vcglr.vic.gov.au/sites/default/files/vcglr_directions_and_guidelines_gaming_machine_requirements.pdf)
* [Gaming signage](https://www.vcglr.vic.gov.au/gambling/manufacturer-supplier-or-tester/manage-my-licence/display)
* [Accounting and Auditing Venue Requirements](https://www.vgccc.vic.gov.au/sites/default/files/accounting_and_auditing_venue_requirements.docx)
* [Cashless Gaming Operating Guidelines](https://apps.vcglr.vic.gov.au/CA25783200814C9F/WebObj/42A4CFDEB6F91FFCCA2584C600236FFF/$File/Cashless%20Gaming%20Guidelines%202019.pdf)
* [AUSTRAC website](https://www.austrac.gov.au/)
* [Commission Rules for Venue Operators](https://www.vcglr.vic.gov.au/sites/default/files/vcglr_directions_and_guidelines_commission_rules_venue_operators.pdf)

## Notes for action

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_