

KENO PREMISES - SELF ASSESSMENT CHECKLIST

	Yes	No	If NO, what action is to be taken?	Action taken: When By whom
Is approved Keno equipment located in a position where it is not accessible to the public? <i>Venue Operating Procedures C1.4</i>				
Is the Keno service area used only in connection with gaming, where food and drink is not to be served from this area? <i>Venue Operating Procedures C1.4</i>				
Is the Keno game draw display operating at all times? <i>Venue Operating Procedures C1.3</i>				
Is the Keno customer display working and viewable by the public at the point of sale? <i>Venue Operating Procedures C3.2.1</i>				
Are "Summary Customer Session" tickets provided to players where keno runners are used? <i>Keno Rule 6.2</i>				
Are minors signs displayed at a prominent position viewable from outside each entrance leading to an area where Keno is operated? <i>TGC Rule 9.5</i>				
Is a sign prohibiting loans and extending credit displayed at each Keno terminal? <i>TGC Rule 8.8</i>				
Is a lockable Keno cash drawer provided? <i>Venue Operating Procedures C1.2</i>				
Is a current set of Keno Rules available (variation 09/07 effective 17/10/2007) and stored in an area easily accessible by staff?				
Is a current version of the Venue Operator Procedures available (version 2.0 effective 1/12/2008) and stored in an area easily accessible by staff.				
Are the Tasmanian Gaming Commission Rules (July 2008) prominently displayed? <i>Venue Operating Procedures C1.6.1.a</i>				
Are "Do you have a complaint" forms provided by the Liquor and Gaming Branch displayed prominently within the premises? <i>TGC Rule 5.1</i>				
Does the premises have a procedure in place to identify multiple EFTPOS transactions for gaming purposes?				
Is there a copy of the "Responsible Conduct of Gaming - Staff Tips" sheet on the premises?				
Ensure that an automated teller machine (ATM) or any other cash dispensing machine is not located on the premises, or adjoining premises which are owned, operated occupied, leased or otherwise controlled by the LPG operator? <i>TGC Rule 8.1</i>				

	Yes	No	If NO, what action is to be taken?	Action taken: When By whom
Is there a Senior Writer on duty at the premises at all times that Keno operations are conducted? <i>TGC Rule 7.2</i>				
Are stickers attached to Keno terminals warning staff not to operate if unlicensed, not to play on duty, and that terminals are covered by surveillance?				
Are periodic Keno balancing checks being conducted during each day to ensure that cash is accurate? <i>Venue Operating Procedures C3.3</i>				
Is the Keno and EGM logbook maintained in accordance with the requirements of the Venue Operator Procedures manual? <i>Section C3.7.6</i>				
Are licensed gaming staff wearing identification that clearly displays their name and licence number and worn in such a manner to be clearly visible to patrons? <i>Venue Operating Procedures C2.4</i>				
Are licensed gaming staff able to produce their Tasmanian Gaming Commission special employee licence at any time if requested by a Liquor and Gaming inspector? <i>Venue Operating Procedures C2.4</i>				
Is there a procedure in place to ensure all staff employed in the service of gaming have a current and valid licence and the appropriate certifications for the duties they undertake. <i>TGC Rule 7.5</i>				
SURVEILLANCE <i>TGC Rule 9.1 requires a surveillance system that meets the Commission's Technical Standards for Recorded Surveillance (TGCVS003). The standards are available on the Liquor and Gaming Website or can be obtained on request.</i>				
Is there a monitor located in an area regularly viewable by staff in order to ensure that the surveillance system is operating correctly whenever keno gaming is occurring?				
Is there a minimum 14 days recorded surveillance?				
Is the surveillance system recording at all times during gaming operations? (Review to confirm coverage is being recorded.)				
Does the camera covering a keno terminal record a view of the transaction being performed, a view of staff and patrons and a view showing money for the transaction being placed in the cash drawer?				

	Yes	No	If NO, what action is to be taken?	Action taken: When By whom
Is the digital system able to transfer images to compact disc or another storage device?				
Is the surveillance system recording at a minimum frame rate of six frames per second per camera?				
Ensure that event driven or motion recording is not occurring whilst gaming is in operation.				
Is your operational instructions manual left with the surveillance system so that authorized staff can access the system as required by Compliance Inspectors from the Liquor and Gaming Branch.				
Is the date and time on the surveillance system correct?				
TASMANIAN GAMBLING EXCLUSION SCHEME				
Is there a procedure in place to assist staff to identify excluded persons? <i>Venue Operating Procedures A2.1.3.2</i>				
Is there a procedure in place should an excluded person be detected in contravention of a exclusion order. <i>Venue Operating Procedures A2.1.3.2</i>				
Are excluded persons photos on display in an area where they can be readily viewed by staff but not by patrons? <i>Venue Operating Procedures A2.1.3.2</i>				
Is the handbook produced by the Liquor and Gaming Branch titled "The Tasmanian Gambling Exclusion Online Database Venue Workshop and Handbook" accessible to licensed employees? <i>Venue Operating Procedures A2.1.3.1</i>				
Are procedures outlined in the handbook for the operation of the online database being adhered to? <i>Venue Operating Procedures A2.1.3.1</i>				
Is a database user on duty when gaming is operating, so that the online database is readily available. <i>Venue Operating Procedures A2.1.3.1</i>				
Is all exclusion information maintained within the premises and kept in good order. <i>Venue Operating Procedures A2.1.3.3</i>				
Is the Liquor and Gaming Branch being advised via the <i>Report of Excluded Person on Premises</i> if an excluded person is detected? <i>Venue Operating Procedures A2.1.3.2</i>				
On receipt of email advice from Liquor and Gaming is the database being accessed for new and revoked exclusions?				

LIQUOR LICENSED PREMISES

	Yes	No	If NO, what action is to be taken?	Action taken: When By whom
Is the liquor licence displayed in a conspicuous position on the licensed premises? <i style="color: red;">Section 54</i>				
If areas of the premises have been designated which restrict young people under 18 years of age from entering or remaining, are Restricted Area signs conspicuously displayed at each entrance to those areas? <i style="color: red;">Section 61 (b)</i>				
If areas of the premises have been designated which prohibit young people under 18 years of age from entering or remaining, are Prohibited Area signs conspicuously displayed at each entrance to those areas? <i style="color: red;">Section 61(a)</i>				
Is there a policy/procedure in place to detect, prevent and remove young people from being unlawfully on the premises?				
Is there a policy/procedure in place to prevent young people from consuming liquor or being provided with liquor on the premises?				
If an out-of-hours permit has been issued is it conspicuously displayed on the licensed premises? <i style="color: red;">Section 55</i>				
Is the out-of-hours permit regularly examined to check the hours, the expiry date and any conditions that may be imposed?				
If an interim authority has been issued is it conspicuously displayed near the main entrance of the premises? <i style="color: red;">Section 30A</i>				
Is the Responsible Serving of Alcohol (RSA) register for persons who serve liquor at the premises being maintained and kept on the premises? <i style="color: red;">Section 46A</i>				
Are copies of RSA certificates being kept on the premises? <i style="color: red;">Section 46A</i>				
If crowd controllers are employed or hired is there a procedure that can ensure that they are licensed crowd controllers?				
If crowd controllers are employed or hired is an incident book kept at the premises and maintained in accordance with section 35B of the <i>Security and Investigations Agents Act 2002</i> ?				

	Yes	No	If NO, what action is to be taken?	Action taken: When By whom
Has a House Policy been developed for the premises?				
Is a House Policy on display?				
Are written procedures provided to staff outlining their responsibilities in respect to responsible serving of alcohol?				
Is there a documented barring procedure in place at the premises for persons not welcome at the premises?				
Are procedures in place to minimise disturbances in the nearby neighbourhood by patrons going to or from the licensed premises?				
Are procedures in place to minimise disturbances in the nearby neighbourhood caused by activities conducted at the licensed premises?				
Are the conditions imposed on special and club licences being complied with? <i>Section 49</i>				