

# Liquor and Gaming Branch update — November 2023

## Information for Venue Operators

Liquor and Gaming inspectors have completed initial inspections at all venues operating electronic gaming machines since the new regulatory arrangements commenced on 1 July. Reminders about some of the key matters identified are below.

## Completion of handpay forms

When completing handpay forms for payment of winnings, gaming employees are required to record both their name (or special employee's licence number) and signature when confirming payment details, authorizing part payments and when confirming full settlements. These details are required to be completed each time one of these processes occurs.

If you are continuing to use the handpay forms provided by the former gaming operator, be aware that these forms do not contain all the information that is now required.

Gaming employees who don't hold a special employee's licence must clearly identify themselves by recording their first name as a minimum, as well as their signature.

## RCG requirements

As a venue operator, you **MUST** ensure that all employees who interact with patrons participating in gambling undertake an approved RCG course within 90 days of commencing employment in a gaming role. They are then required to retake the course within five years of the date of their most recent qualification to maintain RCG competency.

You must maintain a record of these employees, which includes their name, the date they commenced employment in a gaming role and their RCG expiry date. The record must be updated when they commence and cease employment and also when they update their RCG qualification. All RCG certificates must be kept onsite and produced to an inspector on request.

## Exclusion requirements

You are required to maintain an up-to-date list of persons excluded from your venue, and this list must be consolidated monthly. You will receive email notifications of new exclusions via the TGES as they are processed, and these can be printed individually and added to the list. At least once a month, a new consolidated list of all persons excluded from your venue must be produced. This list will replace the former list.

Where photos are available in colour, a colour copy must be available to gaming staff (a black and white copy is not acceptable).

When a gaming employee with access to the TGES leaves your employ, you must advise the Commission within 14 days, so their access to the system can be disabled.

## Access to cash (EFTPOS)

If you offer access to cash facilities, you must maintain a system which records cash withdrawal transactions by EFTPOS, to prevent multiple withdrawals on the same day by the same patron.

EFTPOS withdrawals are limited to one transaction of no more than \$200 per patron per day.

## Bank accounts - Linked progressive jackpot requirements

Separate bank accounts must be kept and maintained for all transactions arising from the conduct of gaming.

If you operate a linked progressive jackpot, an additional separate bank account is required and at least fifty per cent of the total ceiling amount of the top-level of the jackpot must be maintained. If this ceiling exceeds fifty per cent, additional funds must be held to cover the total balance of the jackpot at the first day of each month.

Where an operator holds licences for multiple venues, it is acceptable to have one separate bank account for the linked progressive jackpots, which is managed centrally. It is your responsibility to ensure that the account has adequate funds to meet the financial liability requirements, considering the number of venues and the balances of jackpots at each venue. Regular audits will be conducted by the Branch to ensure compliance with these requirements.

## Key and lock register

You are required to maintain a record of all gaming equipment locks and keys at your venue and this record must be produced to an inspector on request. Compliance inspectors will be checking this requirement as part of routine inspections in the future.

## Gaming equipment operating as intended

You are responsible for ensuring that gaming equipment in your venue functions in the manner in which it was designed and programmed.

If you or your staff experience a situation where equipment does not appear to be working correctly, we strongly advise that the equipment is disabled for play and the issue is reported to Maxgaming immediately. This will enable prompt assessment of the gaming equipment.

Failure to take action to prevent gaming equipment operating incorrectly may lead to disciplinary action being taken.