

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 6.4</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 6.4</i>				
Is the keno game draw display operating at all times? <i>Venue Operating Procedures 6.3</i>				
Is the keno customer display working and viewable by the public at the point of sale? <i>Venue Operating Procedures 7.1</i>				
Are "Summary Customer Session" tickets provided to players where keno runners are used? <i>Keno Rule 6.2</i>				
Is a lockable keno cash drawer provided? <i>Venue Operating Procedures 6.2</i>				
Is there a Senior Writer on duty at the premises at all times that keno operations are conducted? <i>TLGC Rule 7.3 Venue Operating Procedures 6.10.4</i>				
Are periodic keno balancing checks being conducted during each day to ensure that cash is accurate? <i>Venue Operating Procedures 7.5.1</i>				
Is the Keno and EGM Logbook maintained in accordance with the requirements of the Venue Operating Procedures? <i>Venue Operating Procedures 7.12.2</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 6.9</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>TLGC Rule 7.1</i>				
Is a record of all special employees, detailing their name, date of commencement of employment, special employee's licence number, expiry date of licence and expiry date of RCG qualification being maintained and kept on the premises? <i>TLGC Rule 7.5</i>				

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<p>Is there a procedure in place to ensure that all special employees have undertaken a RCG Course at least every five years from the date they received their most recent RCG qualification?</p> <p style="text-align: right;"><i>TLGC Rule 7.4</i></p>				
<p>Ensure that an automatic 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?</p> <p style="text-align: right;"><i>TLGC Rule 8.1</i></p>				
<p>Are the Tasmanian Liquor and Gaming Commission Rules for Licensed Premises Gaming Licence Holders (effective 1 June 2019) available on the premises for free public inspection?</p> <p style="text-align: right;"><i>TLGC Rule 1.3</i></p>				
<p>Is a current set of Keno Rules (24 October 2018) available and stored in an area easily accessible by staff?</p>				
<p>Is a current version of the Venue Operating Procedures (version 3.0 effective 1 May 2018) available and stored in an area easily accessible by staff?</p> <p style="text-align: right;"><i>TLGC Rule 6.1</i></p>				
<p>Is a copy of the Responsible Gambling Mandatory Code of Practice for Tasmania (effective 1 June 2019) available at the premises for free public inspection?</p> <p style="text-align: right;"><i>Gaming Control Act 1993 Section 112L(8)</i></p>				
<p>Are all signs, brochures, stickers or information affixed or placed as required under section 12 of the TLGC Rules under the heading "Information to Players"?</p> <p style="text-align: right;"><i>TLGC Rule 12.1 - 12.10</i></p>				
<p>Does the premises have a procedure in place to ensure that no more than one EFTPOS transaction and no more than \$200 is withdrawn by a patron on any day?</p> <p style="text-align: right;"><i>TLGC Rule 8.4</i></p>				
<p>Does the premises have approval from the Commission to cash cheques (for patrons that are not international visitors)?</p> <p style="text-align: right;"><i>TLGC Rule 8.8</i></p>				
<p>If approved to do so, does the premises have a procedure in place to prevent patrons cashing more than one cheque per day for gambling purposes and to ensure the value of the cheque cashed does not exceed \$100?</p> <p style="text-align: right;"><i>TLGC Rule 8.9</i></p>				

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<p>Are winnings paid to patrons from any keno ticket payout limited to \$1 000, and any amounts above \$1 000 paid by cheque, or direct bank transfer when requested and where the venue can accommodate?</p> <p><i>TLGC Rule 9.1 & Venue Operating Procedures 7.7.1 - 7.7.4</i></p>				
<p>Are patrons provided with an opportunity for any winnings in excess of \$300 to be paid by cheque, or direct bank transfer when requested and where the venue can accommodate?</p> <p><i>TLGC Rule 9.2 & Venue Operating Procedures 7.7.1</i></p>				
<p>CCTV SURVEILLANCE SYSTEM <i>TLGC Rule 14.1 requires a surveillance system that meets the Commission's Technical Standards for Recorded Surveillance (TGCVS004). The standards are available on the Liquor and Gaming Website or can be obtained on request.</i></p>				
<p>Is there a monitor located in an area regularly viewable by staff whenever keno gaming is occurring in order to ensure that the CCTV surveillance system is operating correctly?</p>				
<p>Is there a minimum 14 days recorded surveillance?</p>				
<p>Is the surveillance system recording at all times during gaming operations? (Review to confirm coverage is being recorded.)</p>				
<p>Does camera coverage of 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?</p>				
<p>Is the CCTV surveillance system able to transfer images to USB or another storage device?</p>				
<p>Is the CCTV surveillance system recording at a minimum frame rate of six frames per second per camera?</p>				
<p>Ensure that event driven or motion recording is not occurring whilst gaming is in operation.</p>				
<p>Is the operational instructions manual located with the surveillance system so that authorized staff can access the system as required by Compliance Inspectors from the Liquor and Gaming Branch?</p>				
<p>Is the date and time on the surveillance system correct?</p>				

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TASMANIAN GAMBLING EXCLUSION SCHEME				
Is there a procedure in place to assist staff to identify excluded persons? <i>Venue Operating Procedures 2.3.6</i>				
Is there a procedure in place should an excluded person be detected in contravention of an exclusion order. <i>Venue Operating Procedures 2.3.6</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 2.3.6</i>				
Is the handbook produced by the Liquor and Gaming Branch <i>The Tasmanian Gambling Exclusion Online Database Venue Workshop and Handbook</i> accessible to licensed employees? <i>Venue Operating Procedures 2.3.5</i>				
Are procedures outlined in the handbook for the operation of the online database being adhered to? <i>Venue Operating Procedures 2.3.5</i>				
Is a database user on duty when gaming is operating, so that the online database is readily available? <i>Venue Operating Procedures 2.3.5</i>				
Is all exclusion information maintained within the premises and kept in good order? <i>Venue Operating Procedures 2.3.7</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 2.3.6</i>				
On receipt of email advice from the Liquor and Gaming Branch, is the database being accessed for new and revoked exclusions? <i>Venue Operating Procedures 2.3.7</i>				
Does the LPG operator check the TGES database for patrons requiring a cheque or bank transfer for winnings? <i>TLGC Rule 9.4 Venue Operating Procedures 2.12</i>				
LIQUOR LICENSED PREMISES				
Is the liquor licence displayed in a conspicuous position on the licensed premises? <i>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>Section 60</i>				

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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>Section 60</i>				
Is there a 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>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 on the licensed premises? <i>Section 54A</i>				
Are copies of RSA certificates being kept on the premises? <i>Section 46A(2)</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> ?				
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 coming to or going from the licensed premises?				
Are the conditions imposed on special and club licences being complied with? <i>Section 25B, 99(b)</i>				

LIQUOR AND GAMING CONTACT DETAILS

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