

# Venue Operator Self Assessment

## Gaming Machines - a guide to achieving compliance

This document has been developed as a guide to assist venue licence holders to understand the regulatory requirements to which they must adhere to ensure compliance in the operation of their gaming business.

The responsibility lies with the venue licence holder to maintain compliance, and while specific requirements are discussed in this document, this is not a complete list and venue licence holders should ensure they and their employees are fully aware of all the requirements.

The following link to the Liquor and Gaming website is where you will find the Gaming legislation, Gaming Standards, Rules, and Responsible Gambling Code of Practice - [Regulatory requirements | Treasury and Finance Tasmania](#)

As a venue licence holder, you must have the ability for the following documents to be available to be viewed by the public at no cost -

- the Tasmanian Liquor and Gaming Commission Rules;
- the Tasmanian Liquor and Gaming Commission Responsible Gambling Code of Practice; and
- the Tasmanian Liquor and Gaming Commission Recorded CCTV Surveillance Rules.

**It is recommended that venue licence holders monitor, check and review their obligations regularly to ensure compliance with the operation of electronic gaming machines at their venue.**

Dated: 1 October 2024

## Employees

- The record of employees is maintained, kept on the premises, and records all employees that undertake gaming duties.
- All employees who interact with patrons participating in gambling activities hold a current responsible conduct of gambling (RCG) qualification, unless they are within 90 days of commencing employment in a gaming role.
- Copies of all RCG certificates for those on the record of employees are kept on the premises.
- All employees interacting with patrons participating in gaming are wearing identification that visibly displays their first name.

## Restricted Gaming Area

- The boundary of the restricted gaming area (RGA) has clearly defined entrances and is physically separated from other areas of the venue.
- The RGA is not a thoroughfare - patrons must be able to move between other areas of the venue, toilets or exits without having to pass through the defined RGA.
- No pool tables, amusement games or lucky envelope machines to be located in the RGA.
- The ORS02 'Minors Warning (Entrance)' sign is displayed at every entrance to the RGA.
- The Contact Cards "Gamblers Help" are placed in prominent and discreet locations throughout the RGA.
- The following brochures are available to patrons and are located in prominent positions in the RGA:
  - ORB01A "What to expect in this gambling venue";
  - ORB02 "Need to take a break from gambling?";
  - ORB03 "What are your real chances of winning?"; and
  - ORB04 "Complaints".
- Analogue clocks, with the correct time, are clearly visible to any person participating in gambling.
- There is a ORM01 or ORM02 'Minors Warning (Gaming Machines)' sticker displayed in a prominent location on the front of each gaming machine.
- Each gaming machine has the correct floor position number displayed.
- All gaming machines are enabled for play during gaming opening hours, unless a technical issue prevents a gaming machine from operating.
- Gaming machines are not visible from outside the premises.

## Contact

Phone: (03) 6166 4040

Email: [gaming@treasury.tas.gov.au](mailto:gaming@treasury.tas.gov.au)

Visit: [www.treasury.tas.gov.au](http://www.treasury.tas.gov.au)

## General Gaming

- Any coin change machines are located as per the approved plan on the venue licence.
- Individual gaming machine hopper amounts are reconciled against the expected figure recorded in the electronic monitoring system at least once every seven days.
- A record of all gaming machine related locks and keys used in the venue is maintained and all locks and keys are secure and accounted for at all times.
- The area where any specified gaming equipment and any other gaming equipment is stored meets the respective requirements as a storage facility.
- A record showing all specified gaming equipment in storage is kept at the venue.
- Notification is provided by the dispatching licence holder to the Liquor and Gaming Branch to comply with gaming machine transport requirements.
- EFTPOS terminals are not located in a coin change area or cash desk other than for the sole purpose of processing the payment of winnings by electronic bank transfer.
- A system is in place to ensure no more than one EFTPOS transaction and no more than \$200 is withdrawn by a patron on any day. The system must record the date and time of the transaction and be retained for at least 30 days after the date of the last transaction recorded.

## Winnings

- The Tasmanian Gambling Exclusion Scheme database is being checked when a payout form for the payment of winnings from a gaming machine is completed.
- All gaming machine payout details are being confirmed against the electronic monitoring system prior to the payment of winnings.
- The payout forms are being completed correctly and legibly and all payment procedures are being undertaken.
- The settlement confirmation section of the payout form is completed when finalising each payout.
- Winnings paid to patrons from a gaming machine payout are limited to \$1 000 cash, and any amounts above \$1 000 are paid by cheque or direct bank transfer.
- Where the payment involves a cheque or direct bank transfer component, a copy of the payout form must be provided to the patron.
- Completed gaming machine payout forms are retained at the venue for 12 months.
- Cheques or direct bank transfers for the payment of winnings are provided to the patrons within 24 hours of the win (except on weekends and public holidays where payments are to be made by the next business day).

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## Advertising

- Venue websites must display a responsible gambling message that includes the name and telephone number of the Gambling Helpline.
- Venue websites must include a link to the responsible gambling information page contained on the Liquor and Gaming website.

## CCTV Surveillance

- The CCTV surveillance system must allow for the review or copying of footage whilst still recording live gaming.
- The recorded footage must be of a sufficient size and clarity to clearly identify equipment, transactions and individuals playing games or conducting gaming activities.
- The CCTV surveillance system displays the correct Tasmanian date and time.
- Recorded CCTV surveillance footage is retained for at least 30 days.
- The CCTV surveillance system utilises fixed and continuously recording cameras during gaming operations.
- CCTV coverage of each gaming machine is clear and unobscured, including a view of the front of the machine, the cash box door, and the button panel.
- CCTV coverage occurs of the payment of winnings when completing a gaming machine payout form that clearly shows a view of the employee, the patron and the transaction being performed.
- The storage facility where any specified gaming equipment is stored has CCTV coverage.

## Exclusions

- An up-to-date list of all excluded persons must be maintained within the premises, printed in colour, and consolidated at least every 30 days. The excluded persons list must indicate the date it was most recently updated. All obsolete exclusion records must be destroyed.
- Excluded persons photos are displayed where they can only be viewed by employees.
- On receipt of a notification from the Liquor and Gaming Branch, the exclusion database is accessed to update new and revoked exclusions and added to the exclusion list within 24 hours.
- The list of exclusion database users is kept up to date and access is restricted to only those employed by a licence holder or employed by the agent of a licensed provider.

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