

Venue Operator Self Assessment

Keno - 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 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.

A current set of Rules For TASkeno must be available and stored in an area where they are easily accessible by employees only.

It is recommended that venue licence holders monitor, check and review their obligations regularly to ensure compliance with the operation of keno 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.
- Those no longer employed at the premises have had all access to gaming systems disabled within 14 days of cessation of employment.
- 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.

Keno

- Analogue clocks, with the correct time must be clearly visible to any person participating in gambling.
- The following brochures are available to patrons and located in prominent positions where gambling occurs:
 - 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”.
- A ORS03 ‘Minors Warning’ sign is displayed at each keno terminal, other than where a keno terminal is located in an area where gaming machines are located.
- All keno terminals are located within the approved gaming area (green line on venue licence plan).
- All approved keno display monitors are located in a position where they are only visible to patrons within the venue.
- The keno game draw display is operating at all times when the game is being played and the keno terminal customer display is working and providing the relevant ticket information.
- Keno users only use their allocated unique keno identification number and do not share.
- 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.

Contact

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Winnings

- Patrons offered to replay a winning keno ticket, are being offered a payout.
- Winnings paid to patrons from a keno ticket payout are limited to \$1 000 cash, and any amounts above \$1 000 paid by cheque or direct bank transfer. For amounts over \$2 999, a central site voucher must be issued.
- 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).

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 keno terminal is clear and unobscured, including a view of the employee, the patron, and the exchange of cash during the transaction.

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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