

Welcome to the Venue Manual

This online resource is designed to assist gaming venue operators meet their regulatory and compliance obligations. It is important that you read the Terms and Conditions before accessing the Venue Manual.

While the Venue Manual is published online, there is an option to download and print the entire manual, or relevant sections, for use within a gaming venue. To download and print the entire manual, select the 'PDF' button on the right hand side of this page. To download individual sections or sub-sections, select the same button on the relevant page.

Please note that information in this manual is being continuously reviewed and updated as changes to the regulatory environment occur. When using a printed copy of the Venue Manual, you should check that it is the latest version from this website.

Terms and conditions

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Venue Manual Home

Welcome to the Venue Manual

This Venue Manual (manual) is designed to assist gaming venue operators, managers and community or charitable organisations understand and meet their regulatory obligations. It covers a range of important areas including responsible gambling, financial requirements, fundraising, compliance and enforcement.

We encourage you to take time to familiarise yourself with the contents and use it as a resource to include in your induction program for new staff or for ongoing staff training.

You can download a hardcopy of the manual by pressing the '**save as pdf**' button on the top right-hand corner, however always check the online version for the most up-to-date information.

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This information is provided as a guide only. Your venue must comply with the requirements of the Gambling Regulation Act 2003 and all regulations, directions and other documents made under that Act and any other Act. The VGCCC may take regulatory action against you should you fail to comply with these requirements, despite any reliance upon the information within this guide. If you are unsure of your legal requirements, you should seek independent legal advice.

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Important Information for Noting

Important information for noting

Venue operators are required to comply with the minimum standards contained in this version of the Venue Manual (“the Manual”).

The Manual does not represent the complete extent of the legislative requirements and the Commission makes no warranty or representation in this regard. It is recommended that users seek independent legal advice to determine what other requirements may be applicable in relation to other legislation, including, but not limited to, the *Corporations Act 2001*, *Income Tax Assessment Act 1997* and *Liquor Control Reform Act 1998*. Also, the obligations under the Act do not override the requirements of other legislation.

The onus is on users to comply with the requirements of all legislation, regulations and directions, and reliance upon only the information in this Manual will not be accepted by the Commission as a reasonable cause for non-compliance.

When using or reproducing any information from the Manual, please ensure that it is from the current version of the Manual on the Commission website. The Commission takes all reasonable steps to ensure that the current version of the Manual is available; however the Commission does not warrant that the Manual will always be current, complete and accurate.

In this Manual, the term “the Act” refers to the *Gambling Regulation Act 2003*. The Act has not been incorporated in its entirety into the Manual. Any other Acts referred to are written in full, e.g. *Corporations Act 2001*. The term “Regulations” relates to the *Gambling Regulation Regulations 2005*. Any other regulations referred to are written in full. “Instruments” refer to instruments executed by the Commission pursuant to the Act and subordinate legislation, such as directions, delegations, appointments, etc. References to these various documents are not warranted to be complete.

Where the requirements set out in the Manual are not fully understood, or guidance is required in relation to compliance, [the Commission may be contacted](#) in the first instance.

However, the Commission cannot be held liable for any guidance provided. It is the responsibility of the reader of the document to obtain their own independent legal advice should they be unsure of the legalities of the operation or effect of the provisions of the information provided. The Commission encourages venue operators to seek legal advice in any instance where they consider this would assist them in fully understanding how the standards relate to the individual nature of their venue(s).

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Venue Operator's Licence Home Page

Venue Operator's Licence

Licence information for current venue operators, employees and those seeking a licence to conduct gaming activities is available in this section.

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1.0 Venue Operator's Licence

Under section 3.4.8 of the [Gambling Regulation Act 2003](#) (the Act), only a person who is a body corporate may apply for a venue operator's licence. An applicant for a venue operator's licence is commonly an entity incorporated under the Corporations Act 2001 or under the Associations Incorporation Reform Act 2012. A venue operator's licence may be either a club venue operator's licence or a hotel venue operator's licence.

An application for a club venue operator's licence may only be made by a club that is established for a community purpose and has a constituting document that contains provisions prohibiting the: distribution of any annual profit or surplus to its members and distribution of any surplus to its members on winding up.

An applicant for a club venue operator's licence must provide its constituting document containing the required provisions and a copy of its club liquor licence or racing club licence (if it holds one of these licences).

Both club and hotel venue operator licence applicants will need to refer to the [application form](#) for the details required to complete an application.

Renewing a Venue Operator's licence

Three months before a venue operator's licence is due to expire, the Victorian Gambling and Casino Control Commission (VGCCC) will send a letter to the venue operator, advising that the licence needs to be renewed and outlining the renewal process. Nominees should be aware of their licence expiry date, as it is printed on the 'Notice of Venue Operator's Licence' or 'Notice of Approved Venue'.

If this letter is not received approximately three months before the licence is due to expire, please contact the VGCCC to obtain the necessary renewal forms.

It is the nominee's responsibility to lodge the application to renew the venue operator's licence and any other required information with the VGCCC before the licence is due to expire. This allows gaming to continue past the expiry date of the existing licence and until the application for a new licence is decided by the VGCCC.

If there are any changes to the information provided with an application before it is determined, the applicant must immediately inform the VGCCC.

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2.0 Include or Remove Premises

Once a venue operator's licence is obtained, a venue operator may add or remove an 'approved premises' to or from this licence.

Approved premises are those on which gaming is proposed to be conducted and that have been approved by the Victorian Gambling and Casino Control Commission (VGCCC) as suitable for gaming.

A venue operator applying to include approved premises in its licence must complete, and submit to the VGCCC, the application to [Include approved gaming premises and transfer an existing liquor licence](#). A venue operator applying to remove approved premises from its licence should complete the application to [Remove approved gaming premises](#).

Circumstances that may require a venue operator to apply to remove approved premises from its licence include:

- the sale of an approved venue to another party
- a change in the liquor licence status
- a change in tenure status or the lapse or cessation of an agreement between the owner of an approved premises and the holder of a venue operator's licence to conduct gaming at the venue.

Under the Gambling Regulation Act 2003, it is a condition of a venue operator's licence that the licensee notifies the VGCCC of any premises to be removed from the licence within 14 days of the change taking place. It is important that the VGCCC is notified of any premises to be removed from a venue operator's licence in order to maintain the accuracy of the licence. Failure to notify the VGCCC of the removal of any premises from a venue operator's licence may result in a fine of up to [60 penalty units](#), and/or [disciplinary action](#) being taken against the venue operator.

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3.0 Nominees

The Gambling Regulation Act 2003 (the Act) requires venue operators to nominate a natural person to be responsible as the licensee for each approved venue. This person is known as a nominee and must be approved by the Victorian Gambling and Casino Control Commission (VGCCC).

This provision ensures that one person is accountable for the management and control of each gaming venue, with the person nominated and approved being liable under the Act as the licensee. Nominees of a licensed gaming venue play an important role in the regulation of Victoria's gaming industry and in ensuring responsible, honest and crime free gambling takes place in their venue.

Once an application to be a nominee is approved by the VGCCC, that person is accountable for the management and control of the gaming venue. They are also liable under the Act and may, along with the licensee, be prosecuted for any breaches of the Act.

Generally, the person best placed to be a nominee is one who has an understanding of the requirements of the role, coupled with the capacity to influence the business direction of the venue operator.

A person nominated to be the nominee is usually a director of the company or committee member of the club that holds the venue operator's licence. Alternatively, that person may be employed as the venue manager.

Before a nominee is approved, the VGCCC must consider whether the nominated person, and each of their associates, is suitable to be concerned in, or associated with, the management and operation of a gaming venue. The VGCCC must consider whether the nominated person and their associates are of good reputation by assessing their character, honesty and integrity. It must consider if the nominated person has a business association with anyone who may be regarded as not of good standing or as having unsatisfactory financial resources.

Using information obtained through the application and other checks, the VGCCC assesses each nominated person and confirms their suitability. Before they can take on the role, all nominated individuals must receive a letter from the VGCCC approving their nomination.

When to nominate a nominee

Venue operators must nominate a nominee for each venue included on its licence. A new person must be nominated and apply for approval in the following instances:

- when a venue operator is granted a licence with an approved venue
- after the licence conditions have been amended to add an approved venue
- when the VGCCC notifies the venue operator that it has refused to approve a nominated person
- when an approved nominee resigns, is dismissed or stops managing the venue.

Applications to the VGCCC must be made within 60 days of any of the above circumstances arising. If venue operators are unable to meet this timeline, they should apply to the VGCCC for an extension. Failure by a venue operator to nominate a person within the required time may result in a fine of up to [60 penalty units](#).

What if there isn't a nominee?

If a body corporate or managing committee does not have a natural person approved as a nominee (or if the nominee has resigned, been dismissed or has ceased to manage or control an approved venue),

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the directors or members of the committee of management of the body corporate are severally liable under the Act as licensee until such time as a natural person is nominated and approved by the VGCCC.

Nominee applications must be submitted to the VGCCC through the approved [application form](#).

Notification of changes in the licensee's situation

Through the nominee, venue operators are responsible for notifying the VGCCC of certain changes in the licensee's situation.

Whenever any of the specific changes take place, a written notice must be provided to the VGCCC within 14 days of the change occurring.

Individual nominees and associates are also required to notify the VGCCC about certain changes in their situation. Nominees can help by reminding associates from time to time about this obligation.

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4.0 Associates

An application for a **new** venue operator's licence must be accompanied with completed [Associated individual](#) and [Associated entity](#) forms where applicable. Subsequent investigations by the Victorian Gambling and Casino Control Commission (VGCCC) may reveal additional associates who will also be required to complete and submit an appropriate associate form.

Persons who are new associates of the holder of a **current** venue operator's licence will need to complete the [Associated individual](#) or [Associated entity](#) form (whichever is applicable).

Under the *Gambling Regulation Act 2003* (the Act), an associate of a gambling industry participant is –:

- a person who holds or will hold any relevant financial interest, or is or will be entitled to exercise any relevant power (where in right of the person or on behalf of any other person) in the gambling business of the gambling industry participant, and by virtue of that interest or power, is able or will be able to exercise a significant influence over or with respect to the management or operation of that business
- a person who is or will be an executive officer, whether in right of the person or on behalf of any other person, of the gambling business of the gambling industry participant
- if the gambling industry participant is a natural person – a person who is a relative of the gambling industry participant.
- Persons who may be associates are:
 - each director, public officer, chief executive, chief financial officer, committee or board member of the applicant or associated entity
 - all committee members or members of the board of management of a club
 - partners with a partnership interest of 10 per cent or greater in income or voting entitlements of the applicant or associated entity
 - where the applicant or associated entity is a trust, the trustee of the trust. In the case of a corporate trustee, all directors of that trustee company
 - trust unit holders or beneficiaries who, by virtue of the Trust Deed, have voting rights enabling them to remove or change the trustee, or to influence decisions of the trustee
 - beneficiaries of discretionary trusts who have received 10 per cent or greater of the trust's income distribution in the last three years
 - any person who could exercise a significant influence over or with respect to the management or operation of the gaming machine business
 - any individual considered to be an associate by the VGCCC.

The approval of an associate lasts for the life of the current venue operator's licence. An approved associate may, within the life of the current venue operator's licence, be associated with respect to more than one approved venue operator. However, there are restrictions on being associated with some of the other licences granted under the Act. For example, you cannot be an associate of a venue operator and an associate of a person that is the holder of the monitoring licence or a person who is on the Roll of Manufacturers, Suppliers and Testers.

As an associate, you will also be given a [set of directions](#) that give you an ongoing responsibility to notify the VGCCC of specified changes in your situation.

Whenever a specified change takes place, you must give written notice to the VGCCC within 14 days of the change taking place. If you do not notify the VGCCC of a specified change, you may be

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prosecuted and fined up to [60 penalty units](#).

Approving new associates

Through its nominee, a venue operator must ensure that a person does not become an associate before the VGCCC approves the appointment in writing.

This applies, but is not limited to, business partners, executive officers – such as a director, secretary, committee member or part of a management body – and significant shareholders of the venue operator. For further advice on who may be considered an associate, please contact the VGCCC.

Any new person associated with the venue operator must not play a role in the management or operation of gaming at the venue until they are approved by the VGCCC.

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5.0 Licence Responsibilities and Obligations

Under the *Gambling Regulation Act 2003* (the Act), venue operators are required to comply with all the conditions of its licence. Variations to the licence conditions may be made by following the steps set out in section 3.4.17 of [the Act](#).

Section 3.4.23 of [the Act](#) requires venue operators to notify the Victorian Gambling and Casino Control Commission (VGCCC) in writing if they change or plan to change their structure in the following ways:

- an incorporated association decides to amalgamate with another incorporated association, or to convert itself into a company
- an un-incorporated body decides to become incorporated
- a venue operator is one of two or more clubs applying for an amalgamated club liquor licence
- an application has been made by executors, trustees or administrators to have their name or that of their agent endorsed on the liquor licence.

Through the [nominee](#), venue operators are also responsible for notifying the VGCCC of certain changes in the licensee's situation as detailed in the [directions](#) made under section 10.4A.4 of the Act.

Whenever any of the specific changes take place, a written notice must be given to the VGCCC within **14 days** of the change occurring. An email from the nominee to the VGCCC is generally acceptable, provided it is accompanied by supporting documentation, if appropriate. The email can be sent to contact@vgccc.vic.gov.au.

Venue operators are also required to notify the VGCCC in writing within **seven days** of becoming aware that a person has become an associate. A person cannot become an associate or nominee without the prior approval of the VGCCC in writing.

In accordance with [directions](#) made under section 10.4A.4 of the Act, individual [nominees](#) and [associates](#) are also required to notify the VGCCC about certain changes in their situation. Nominees can help by reminding associates from time to time about their reporting obligations.

If a liquor licence for an approved venue is cancelled, relocated, surrendered or released, the venue operator's licence is automatically and immediately amended to remove the premises that were the approved venue. In addition, the approval of the premises is immediately revoked. In these circumstances, gaming at those premises would have to cease immediately. If a liquor licence for an approved venue is suspended for a period of time, the approval of the premises is immediately suspended for the same period. If transferring an approved venue to the holder of a venue operator's licence, for further information refer to the section titled [Include or Remove Premises](#).

Nominees can perform the duties of a gaming industry employee

The nominee of a venue operator may perform the duties of a [Gaming industry employee](#) at the venue for which they are the approved nominee without holding a gaming industry employee's licence. At all times while the nominee is performing the duties of a gaming industry employee, a VGCCC approved 'nominee identification' badge must be worn so that it can be clearly seen by other people.

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6.0 Gaming Industry Employees

Gaming industry employees hold a licence to carry out prescribed duties at an approved gaming venue. At all times when on duty, a gaming industry employee must wear identification approved by the Victorian Gambling and Casino Control Commission (VGCCC) that is clearly visible to patrons.

Venue operators must ensure that staff who are employed to undertake gaming-related duties in their venue are appropriately licensed. A person must not perform any of the functions of a gaming industry employee unless the person holds a licence and complies with the conditions of their licence.

If the VGCCC advises a venue operator or nominee that an employee's licence has been suspended or cancelled, the venue operator must stop that employee from continuing to fill the role of a gaming industry employee within 24 hours. This does not mean the employee must stop performing all duties at the venue – only those for which a gaming industry employee's licence is required.

For further information, see [Gaming industry employees](#) or refer to section 9A of the [Act](#).

Duties of a gaming industry employee

Under gambling legislation, the prescribed duties of a gaming industry employee employed by or working for a venue operator are:

- any task that requires the person to access the logic area of a gaming machine at an approved venue
- possessing, or issuing to other persons holding a gaming industry employee's licence, keys that unlock the logic area of a gaming machine at an approved venue
- any task that requires the person to access a prescribed restricted monitoring component (Jackpot Interface Board or a Slot Machine Interface Board) at an approved venue
- supervision of persons carrying out any of the duties above.

Other duties of a gaming industry employee

Under gambling legislation, other prescribed duties of a gaming industry employee are:

- installing gaming equipment
- connecting gaming equipment to an electronic monitoring system at an approved venue
- supervising persons carrying out any of the duties above.

Compulsory training

Gaming industry employees, and any other employee working in the gaming machine area of an approved venue while it is open to the public, must complete a Responsible Service of Gaming training course that has been approved by the VGCCC. They must also complete refresher training within three years of their initial training course, and every three years thereafter.

It is the venue operator's responsibility to ensure that relevant staff have been appropriately trained and that a copy of the employee's training certificate is kept on record for inspection by the VGCCC.

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7.0 Community Benefit Statements

Community benefit statements provide the framework for reporting expenditure on community benefits by club and racing club venue operators that receive gaming revenue in a financial year.

The [Ministerial Order](#) dated 28 June 2012 shows the activities and purposes that constitute community purposes. The [Community benefit statement frequently asked questions](#) provide more detailed explanation about community benefit statement requirements and examples of community benefit claims that fit with the Minister's Determination dated 28 June 2012.

It is up to club venue operators to collect and record the information that is needed to complete the community benefit statement, and for club venue operators and their auditors to ensure the validity and accuracy of the community benefits they claim to have provided.

In July each year, the Victorian Gambling and Casino Control Commission (VGCCC) notifies club venue operators of their username and password for online lodgement of community benefit statements. If you have not received your username and password or if you are uncertain as to what you can claim as a community benefit, please contact the VGCCC.

Community benefit statements must be submitted to the VGCCC by 30 September in respect of the financial year just ended.

Further information is available at [Community benefit statement](#).

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8.0 Supervision charge

Under the new venue operator based arrangement that came into effect 16 August 2012, gaming venue operators are required to pay a supervision charge to recover the costs of regulating the gaming industry in Victoria.

To help determine the most suitable method for the supervision charge, the Department of Treasury and Finance prepared a regulatory impact statement and facilitated a public consultation process. After considering submissions, the Treasurer determined to proceed with a two-tiered charge.

The Treasurer announced the 2012-2013 supervision charge and issued a [Gazette Notice](#) (PDF: 4,230KB) on Thursday 5 December 2013.

How it works

The supervision charge is calculated:

Per entitlement unit charge X the number of entitlements held by the venue operator

+

Per operating electronic gaming machine unit charge X the number of operating gaming machines held by the venue operator.

2012-2013 payment

The first payment for the supervision charge applies to the period of August 2012 to June 2013.

Venue operators will have six months to pay from the date of invoice. If the invoice has not been paid by the specified due date, venues will be liable for penalty interest on the amount outstanding which is calculated at a rate of 20% per annum.

The VGCCC collects the supervision charge from venue operators and distributes the revenue to Treasury.

If you have any queries about the supervision charge, please contact the VGCCC on 1300 599 759 or by email contact@vgccc.vic.gov.au.

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Gaming Machine Entitlements

Gaming Machine Entitlements

Venue operators are responsible for the ownership and operation of gaming machines. The venue operator must hold a gaming machine entitlement for each machine in operation.

Each entitlement authorises venue operators to operate one gaming machine.

For further information refer to the [Gaming machine entitlements fact sheet](#) page on the VGCCC website.

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2. [Payment of Entitlements](#)
3. [Forfeiture of Entitlements](#)
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1.0 Amending Entitlement Conditions

Under section 3.4A.5(4) of the [Gambling Regulation Act 2003](#) every gaming machine entitlement allocated by the Minister has a condition that specifies the region or municipal district in which gaming may be conducted under that entitlement (a geographic area condition) and a condition that specifies the type of approved venue (either club or hotel) in which gaming may be conducted under that entitlement (a venue condition). A venue operator may request an amendment to the geographic area condition or venue condition of their gaming machine entitlement.

An application to change the geographic area condition or venue condition requires the venue operator to lodge with the Commission an application to amend gaming machine entitlements conditions via the [Online gambling services portal](#).

An applicant may nominate a date for the amendment to take effect from and the reason for this date being requested. Please note that a requested date for amendment is not automatically guaranteed and the Commission may approve the amendment effective from another date. If no date is nominated, the amendment will take effect from the date the Commission makes its decision.

Please check the [VGCCC website](#) for further information.

You will be advised in writing of the outcome of the Commission's decision concerning your application. If the Commission approves the amendment, you will receive a 'Notice of Approved Amendment of Gaming Machine Entitlement Condition' detailing the gaming machine entitlement/s where the conditions have been approved for amendment.

For more information, please view the [amendment of gaming machine entitlement conditions information sheet](#) (PDF: 354KB).

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2.0 Payment of Entitlements

Venue operators that elected to pay for gaming machine entitlements under deferred payment arrangements are required to meet minimum payment terms for their entitlements.

If a venue operator fails to comply with the minimum payment terms:

- a) interest becomes payable on any overdue amount; and
- b) the entitlements may be forfeited back to the State.

Venue operators are able to pay for entitlements early without penalty.

Payment Terms for Club Entitlements

The Entitlement Related Agreement for Payment specifies the payment terms that a venue operator must comply with. If the venue operator does not make full payment by 16 August 2022, then payments of 28 quarterly instalments will be required.

Quarterly instalments are payable on or before the last day of every third month following the date from which entitlements can be used to operate machines, i.e. the last day of November, February, May and August.

Payment Terms for Hotel Entitlements

The Entitlement Related Agreement for Payment specifies the payment terms that a venue operator must comply with. If the venue operator does not make full payment by 16 August 2022, then payments of 20 instalments will be required.

Quarterly instalments are payable on or before the last day of every third month following the date from which entitlements can be used to operate machines, i.e. the last day of November, February, May and August.

Payments in advance of the due dates can be made at any time.

Venue operators can access details of payments and copies of their Entitlement-Related Agreement for Payment via the [Online gambling services portal](#) under the Financials tab.

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3.0 Forfeiture of Entitlements

Entitlements will be forfeited if:

- the entitlement holder is no longer a licensed venue operator; or
- the entitlement holder has not complied with the payment requirements as outlined in the Entitlement Related Agreement for Payment; or
- the entitlement holder fails to use the entitlements within the relevant holding period.

Licensed Venue Operators

A venue operator can only hold entitlements if it is currently licensed. Any entitlements held by a venue operator are forfeited if the venue operator's licence is cancelled, surrendered or is not renewed by the expiry date.

Non-compliance with Payment Requirements

Any entitlements held by a venue operator are forfeited if the venue operator fails to meet its payment requirements. Venue operators should pay the full amount owing for each scheduled payment on or before the due date.

Fail to use

A venue operator who purchases entitlements has six (6) months to use the entitlements. Should the venue operator not be able to use the entitlements they may apply to the Commission to extend the relevant holding period. Failure to utilise or seek an extension will result in forfeiture of the relevant entitlements.

Penalties for entitlements that are forfeited

- All amounts owing at the date of forfeiture become immediately due and payable to the State. This includes all future payments, penalty interest and prescribed fees.
 - The State will be able to reallocate the entitlements through the transfer scheme.
 - The State will pass on to the original entitlement holder the amount obtained for the entitlement on transfer, less any amounts owing to the State, any prescribed fees and any fines imposed by the State.
 - For more information, please view the [forfeiture of gaming machine entitlements information sheet](#) (PDF: 347KB).
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- For more information, please view the [forfeiture of gaming machine entitlements information sheet](#) (PDF: 347KB).

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4.0 Transfer of Entitlements

Entitlements can only be transferred to another licensed venue operator.

Venue operators who wish to transfer gaming machine entitlements must advertise the availability of the entitlements on the VGCCC transfer market website except where:

1. transfer of the entitlement is integral to the sale of a gaming business;
2. the transfer is between venue operators who are 'related bodies corporate' under the Corporations Act 2001 (Commonwealth); or
3. is the subject of concluded negotiations for sale or is not intended to be entered into with an unrelated purchaser on the open market; or
4. in circumstances otherwise determined by the VGCCC.

Operators can advertise by other means also providing these do not involve, or attempt to involve, the completion of the transaction (e.g. eBay).

Negotiations around price between the two venue operators may take place in private.

Once a venue operator decides who to sell their entitlement to, they must apply to VGCCC through the transfer application form found on the [Online gambling services portal](#).

The venue operator transferring the entitlements must pay the prescribed fee when applying.

For more information, please view the [Gaming machine entitlements information sheet](#) or [Transfer of gaming machine entitlements information sheet](#) on the Gaming machine entitlements page of the website.

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Responsible Gambling Home

Responsible Gambling

One of the VGCCC's key functions is to foster responsible gambling practices among gambling industry licence holders to minimise harm caused by problem gambling.

This section provides information for commercial licence holders and gaming industry employees on responsible gambling.

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1. [Responsible Gambling Code of Conduct](#)
2. [Self-Exclusion Program](#)
3. [[YourPlay Pre-commitment Scheme](/CA25783200814C9F/responsible/4F2AFD62C3F40990CA2587A40082E099?OpenDocument?Open "YourPlay Pre-commitment Scheme")]
4. [[Responsible Service of Gaming Training Course](/CA25783200814C9F/responsible/3A456B033F2D54F2CA2587A40082FC7E?OpenDocument?Open "Responsible Service of Gaming Training Course")]

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1.0 Responsible Gambling Code of Conduct

The *Gambling Regulation Act 2003* makes it compulsory for certain licensees to have a Responsible Gambling Code of Conduct (Code) in place.

The following licence holders are required to have a Code:

- Gaming venue operators
- Bingo centre operators
- Commercial raffle organisers
- Casino operator
- Wagering and betting licensee
- Public lotteries licensee
- Keno Licensee
- Interactive gaming licensees; and
- Registered bookmakers.

The requirement to have a code does not apply to the conduct of bingo and raffles, where they are run solely by a declared community or charitable organisation, or to the conduct of a trade promotion lottery.

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1.01 Requirement to have a Responsible Gambling Code of Conduct

It is a condition of a venue operator's licence that the venue operator implement a Responsible Gambling Code of Conduct that complies with:

- (a) regulations made for or with respect to Part 4C in Schedule 1; and
- (b) each direction under section 10.6.6(1) that applies in relation to the venue operator.

Responsible Gambling Codes of Conduct

Copies of Codes are listed here:

[Responsible gambling codes of conduct](#)

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1.02 Adopting and amending a Code of Conduct

Copy of code to be provided to Commission

A venue operator must, except where that venue operator has adopted a model code, provide a copy of the code that will be implemented by the venue operator to the Commission for publication on the Commission's website.

A code provided by a venue operator to the Commission and published on the Commission's website will be deemed to be the code that must be implemented by the venue operator.

Amending a code

A code may be amended by the venue operator or, in the case of a model code, the code administrator.

Where a code is amended the venue operator or in the case of a model code the code administrator must provide a copy of the amended code to the Commission.

Model codes

A venue operator can meet the standards and requirements set out in this direction by adopting a model code provided that model code complies with this direction.

Where a venue operator adopts a model code, the model code published on the Commission's website will be deemed to be the code that will be implemented by the venue operator.

A venue operator who has adopted a model code must notify the Commission:

- (a) that the venue operator has adopted a model code; and
- (b) the name of the code administrator whose code has been adopted.

Availability of the code

A code must be available:

- (a) to customers (and must specify how this will occur); and
- (b) where the venue operator has a website, on that website.

Consistency with the Act

A code implemented by a venue operator must:

- (a) meet the requirements of the Act; and
- (b) comply with this and any other relevant Ministerial direction.

Clarity of the code

A code must be written in a manner that will enable it to be readily understood by customers.

As a minimum requirement, a code must be written in plain English and be presented in

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such a way as to be reasonably accessible to customers, including customers from culturally and linguistically diverse backgrounds.

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1.03 Responsible Gambling Message

A venue operator has a duty to take all reasonable steps to prevent and minimise harm from the operation of gaming machines in the approved venue, including by monitoring the welfare of gaming machine players, discouraging intensive and prolonged gaming machine play and intervening when a person is displaying behaviour that is consistent with gambling harm.

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1.04 Interaction with customers – communications with gamblers

A venue operator must ensure that communications with customers do not:

- (a) induce a person to enter or remain in the gaming machine area;
- (b) induce gaming machine play (with the exception of communication that forms part of a lawful loyalty scheme); or
- (c) reinforce or encourage fallacies or misconceptions about gaming machines, including but not limited to:
 - i. telling a person that he or she can make money playing a gaming machine;
 - ii. telling a person that a gaming machine or gaming machine jackpot has or has not paid, or that it is due to pay, winnings; Victoria Government Gazette S 85 21 February 2020 3
 - iii. discussing luck or superstitions;
 - iv. telling a person that a 'near miss' means the gaming machine is about to pay winnings;
 - v. suggesting or encouraging the belief that a spin on a gaming machine is not independent of another spin on that gaming machine;
 - vi. suggesting or encouraging the belief that there are strategies that a person can use to win when playing a gaming machine (for example, increasing or decreasing the amount bet per line or number of lines on which a bet is made); or
 - vii. telling a person that he or she deserves to win.

A venue operator must take reasonable steps to ensure that communications with customers discourage intensive and prolonged gaming machine play.

With the exception of EFTPOS signage, a venue operator must not induce a person to:

- (a) withdraw money, or withdraw more money, from a cash facility; or
- (b) leave the approved venue to obtain money, or obtain more money, to enable that person to play, or to continue to play, a gaming machine.

A venue operator may however direct a person to a cash facility when requested to do so by a customer.

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1.05 Interaction with customers – signs of distress

A venue operator must take all reasonable steps to ensure the gaming machine area and entrances to the gaming machine area are monitored at all times gaming machines are available for gaming.

A venue operator must take all reasonable steps to ensure that customers in the gaming machine area are regularly observed to monitor behaviour that is consistent with gambling harm.

A venue operator must not encourage or induce a person to engage in intensive or prolonged gaming machine play.

A venue operator is expected to ask a person to take a break away from the gaming machine area where an interaction has occurred and that interaction has determined that the person is angry while gaming or has requested assistance as a consequence of their gaming.

A venue operator is expected to interact with a person who has been observed to have been playing gaming machines for a prolonged period without a break and ask that person to take a break away from the gaming machine area.

A venue operator is expected to interact with a person who:

- (a) has been asked to take a break and refuses to take a break away from the gaming machine area;
- (b) plays multiple gaming machines simultaneously; or
- (c) reserves a gaming machine in order to play another gaming machine.

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1.06 Gaming venue staff

A venue operator must ensure that staff do not play a gaming machine on a rostered day of work at the venue where the staff member is employed.

A venue operator must provide information to staff so that they are aware of their increased risk of harm from gambling.

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1.07 Interaction with problem gambling support services

A venue operator is expected to ensure that staff who have day-to-day management of the operation of the approved venue and responsible gambling officers meet with the venue's nominated venue support worker at least once every six months.

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1.08 Pre-commitment Scheme

A venue operator must not encourage a person to play multiple gaming machines simultaneously.

A venue operator must take all reasonable steps to discourage a person from reserving a gaming machine in order to play another gaming machine in the gaming machine area.

During the opening hours of food and beverage facilities outside the gaming machine floor, a venue operator must ensure that a person can order and be served food and beverage without having to enter the gaming machine area.

A venue operator may offer a person seated at or playing a gaming machine food or beverage provided it is offered as part of an interaction with that person.

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1.09 Responsible gambling officer

A venue operator must nominate responsible gambling officers for its approved venue(s).

A responsible gambling officer must be available in the gaming machine area at all times gaming machines are available for gaming.

A venue operator must display prominently in the gaming machine area a notice advising that a responsible gambling officer is available for assistance at all times.

A responsible gambling officer must take all reasonable steps to:

- (a) monitor the gaming machine area and ensure compliance with the Act, regulations and this code;
- (b) ensure that staff record responsible gambling incidents and interventions in the responsible gambling register;
- (c) observe customers who display behaviour that is consistent with gambling harm and provide assistance as necessary;
- (d) provide advice to staff about gambling harm and how to respond to signs of gambling harm: and
- (e) respond to customer enquiries and complaints about the supply of gambling in the approved venue.

A responsible gambling officer must complete prescribed responsible service of gambling training, if any.

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1.10 Responsible Gambling Register

A venue operator must establish and maintain a responsible gambling register and must ensure that details of all responsible gambling incidents and interventions are recorded in this register, including:

- (a) date and time the incident occurred;
- (b) details of the incident;
- (c) details of the intervention made in response to the incident;
- (d) details of the customer's response to the intervention, if known;
- (e) date and time the entry was recorded in the responsible gambling register; and
- (f) the name of the individual, if this is provided voluntarily by that individual.

A venue operator must retain the information in the responsible gambling register for not less than six months from the day it was recorded in the responsible gambling register.

A venue operator must provide a copy of the responsible gambling register to the Victorian Gambling and Casino Control Commission on request.

A venue operator may provide information in the responsible gambling register to a Venue Support Worker for training and development purposes provided that information does not include the name or identifying characteristics of any person.

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1.11 Review of Responsible Gambling Code of Conduct

Section 10.6.8 of the *Gambling Regulation Act 2003* (the Act) states that the Minister must cause a review to be undertaken of the operation of directions under section 10.6.6(1) of the Act within each consecutive period of 5 years.

Further, section 10.6.8(3) of the Act notes that the review is to be a review of how effectively the Responsible Gambling Codes of Conduct:

- (a) ensure that gambling products are supplied in a responsible manner; and
- (b) promote practices that support and encourage responsible gambling; and
- (c) assist in minimising harm caused by gambling.

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2.0 Self-Exclusion Program

The *Gambling Regulation Act 2003* makes it compulsory for gaming venue operators to have a self-exclusion program (SEP) in place.

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2.01 Requirement to have a Self-Exclusion Program

[Section 3.4.12A](#) of the *Gambling Regulation Act 2003* (the Act) makes it compulsory for Venue Operator Licence holders to have a SEP in place that complies with -

- (a) regulations made for or with respect to Part 4B in Schedule 1 of the Act; and
- (b) the direction under section 10.6.1(1) of the Act.

Note that the Australian Hotels Association and Clubs Victoria currently conduct SEPs on behalf of all venue operators. A copy of these SEPs and a list of those venues that have adopted each of these SEPs may be found here:

[gaming venue operator self-exclusion-programs](#)

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2.02 Administration of a Self-Exclusion Program

An SEP must:

- (a) meet the requirements of the Act; and
- (b) comply with this and any other relevant Ministerial direction.

A venue operator must:

- (a) provide the Victorian Gambling and Casino Control Commission (Commission) with a copy of the SEP that will be conducted by the venue operator; or
- (b) where the venue operator provides a SEP that is conducted on its behalf by another person, notify the Commission of the name of the person conducting the SEP program on the venue operator's behalf.

Where a person conducts a SEP on behalf of a venue operator, that person is required to provide a copy of the SEP to the Commission.

An SEP may be amended by a venue operator, or by a person conducting an SEP on behalf of a venue operator.

Where an SEP is amended, the venue operator or the person conducting a SEP on behalf of a venue operator must provide a copy of the amended SEP to the Commission.

[Ministerial Direction - Self-Exclusion Program](#)

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2.03 Process for Self-Excluding

An SEP must establish a process for self-exclusion and must specify the steps a person:

- (a) needs to take to voluntarily self-exclude;
- (b) must take to revoke a decision to self-exclude; and
- (c) must take to vary the terms of a self-exclusion.

An SEP must be designed so that:

- (a) a person considering self-exclusion is not deterred by unnecessary administrative requirements and complexities; and
- (b) there is capacity to assist a person who chooses to self-exclude to also self-exclude from gaming venues that have a different SEP.

[Ministerial Direction - Self-Exclusion Program](#)

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2.04 Duration of self-exclusion

An SEP must identify:

- (a) how long a customer's decision to self-exclude will last; and
- (b) how that period can be extended or revoked.

[Ministerial Direction - Self-Exclusion Program](#)

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2.05 The provision of information to customers

An SEP must establish a process for self-exclusion and must specify the steps a person:

- (a) needs to take to voluntarily self-exclude;
- (b) must take to revoke a decision to self-exclude; and
- (c) must take to vary the terms of a self-exclusion.

An SEP must be designed so that:

- (a) a person considering self-exclusion is not deterred by unnecessary administrative requirements and complexities; and
- (b) there is capacity to assist a person who chooses to self-exclude to also self-exclude from gaming venues that have a different SEP.

[Ministerial Direction - Self-Exclusion Program](#)

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2.06 Identification of a self-excluded person in the gaming machine area

An SEP must:

- (a) require the venue operator to take reasonable steps to ensure that a self-excluded person does not enter the gaming machine area of the venue;
- (b) detail the procedure that will be adopted to detect self-excluded persons who enter the gaming machine area of the venue; and
- (c) detail the procedure that will be adopted when a self-excluded person is detected in the gaming machine area.

Any procedure for detecting self-excluded persons specified in an SEP must have due regard for the privacy and dignity of the self-excluded person.

[Ministerial Direction - Self-Exclusion Program](#)

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2.07 Staff Training

An SEP must detail the training that will be provided to gaming staff to enable them to:

- (a) help a person seeking information about self-exclusion or wishing to self-exclude;
- (b) identify self-excluded persons; and
- (c) understand how to appropriately manage persons who have self-excluded.

[Ministerial Direction - Self-Exclusion Program](#)

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2.08 Availability of Support Services

An SEP must require a venue operator, or a person who manages an SEP on the venue operator's behalf, to maintain regular contact with problem gambling support services and to develop agreed protocols in order to facilitate:

- (a) referral of a person to problem gambling support services; and
- (b) the enhancement of the venue operator's SEP.

An SEP must detail how regular contact will occur.

[Ministerial Direction - Self-Exclusion Program](#)

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2.09 Data Management

An SEP must require the venue operator, or a person who manages an SEP program on the venue operator's behalf, to keep a record of the number of:

- (a) persons who have self-excluded;
- (b) self-excluded persons detected in the gaming machine area of the venue (including data on repeated breaches); and
- (c) self-excluded persons who extend or revoke their self-exclusion.

An SEP must specify how this information will be collected, retained and provided to the Commission.

Data relating to self-exclusion must be collected and maintained in a manner that:

- (a) enables the Commission to monitor compliance by the venue operator with the SEP; and
- (b) respects the privacy of persons who have self-excluded.

[Ministerial Direction - Self-Exclusion Program](#)

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2.10 Complaints Process

An SEP must specify a process for resolving complaints from a person about the operation of the program.

The complaints process must:

- (a) specify how a complaint can be made;
- (b) specify how information about complaints will be collected and retained; and
- (c) enable the Commission to monitor compliance with the complaints process.

[Ministerial Direction - Self-Exclusion Program](#)

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2.11 Responsible Gambling Register

In accordance with the requirements of their SEP a venue must have established processes in place to ensure that all responsible gambling related matters are recorded in a responsible gambling register. All relevant staff should be informed of the register, where it is located in the venue and how to use it.

The responsible gambling register should have the provision to record all of the following information:

- (a) the date and time of the occurrence
- (b) the names of employees who observed or dealt with the matter
- (c) the name of the customer involved (if available)
- (d) a description of what occurred
- (e) the details of any documentation completed or received by gaming venue staff that relate to the matter
- (f) the action taken, comments made by any relevant party or details of any follow-up action required or agreed to
- (g) confirmation of venue sign-off of the matter by a senior representative such as the responsible gambling officer, nominee or manager.

The customer's right to privacy and confidentiality should always be respected in relation to a responsible gambling matter. Only licensed gaming industry employees, Victoria Police and VGCCC Inspectors should be provided with access to the register. The register must be made available at all times to VGCCC Inspectors upon request.

Responsible Gambling Register Fact Sheet

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2.12 Review of Self Exclusion Program

Section 10.6.3(1) of the *Gambling Regulation Act 2003* (the Act) states that the Minister must cause a review to be undertaken of the operation of directions under section 10.6.6(1) of the Act within each consecutive period of 5 years.

Further, section 10.6.3(3) of the Act notes that the review is to be a review of how effectively the SEPs assist people to exclude from approved venues and limit their access to gaming.

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3.0 YourPlay Pre-commitment Scheme

YourPlay, the Victorian Government's pre-commitment scheme, empowers players to make informed decisions about their gaming machine play.

The scheme allows them to:

- set limits of time or money spent
- track their gaming machine play across Victoria.

YourPlay is operating on all gaming machines in the state, including those at the Melbourne casino.

Further resources and information about your obligations may be found here:

[YourPlay information for venue operators page](#)

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4.0 Responsible Service of Gaming Training Course

All employees working in gaming machine areas while open to the public must complete the approved Responsible Service of Gaming training course if they are employed in a Victorian gaming venue and:

- work in the gaming machine area of a gaming venue; and
- have more than incidental contact or interaction with players of gaming machines in the gaming machine area.

Training is managed through the Department of Justice and Community Safety and available online via the [Department of Justice and Community Safety website](#)

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Accounting and Auditing

Accounting and Auditing

This section contains the current Accounting and Auditing Venue Requirements for all venue operators as well as some guidance in relation to gaming machine jackpot monitoring.

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1. [Accounting and Auditing Venue Requirements](#)
2. [Jackpot Monitoring Fact Sheet](#)

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Accounting and Auditing Venue Requirements

[The Accounting and Auditing Venue Requirements](#) (PDF: 695KB) have been approved by the Victorian Gambling and Casino Control Commission (the Commission) under section 10.1.5C of the Gambling Regulation Act 2003 (the Act).

Venue operators are reminded that there are a number of obligations contained in the Accounting and Auditing Venue Requirements that they must be familiar with. For example, the requirements around CCTV coverage of the gaming machine area, and the need to keep footage for the minimum specified time of 28 days is a very important obligation. See section 4.2.

The Commission will conduct regular financial and operational reviews of gaming venue operations to ensure adherence to the accounting and auditing venue requirements in force at the time, and disciplinary action may be taken against a venue operator for non-compliance.

[Cashless Gaming Operational Guidelines](#) (PDF: 360KB) are now available for venue operators that wish to introduce Ticket-In Ticket-Out (TITO) or card-based cashless gaming, once available, in their venues..

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Jackpot Monitoring Fact Sheet

Recent amendments to the Accounting and Auditing Venue Requirements (the requirements) determined by the Victorian Gambling and Casino Control Commission (VGCCC) provided for key controls associated with the management of jackpots at a gaming venue.

The VGCCC has responded to many questions from key industry stakeholders regarding adherence to the amendments, and in response has released this [[A HREF="/CA25783200814C9F/WebObj/AA9BE8DC404C32FDCA2583C0007B0563/\\$File/Fact Sheet & FAQ - JSPP.pdf" TARGET="_new" title="Jackpot Monitoring Fact Sheet">Jackpot Monitoring Fact Sheet](/CA25783200814C9F/WebObj/AA9BE8DC404C32FDCA2583C0007B0563/$File/Fact Sheet & FAQ - JSPP.pdf "Jackpot Monitoring Fact Sheet")] (PDF: 155KB) to assist in clarifying the requirements in relation to jackpot management.

It is venue operator's responsibility to review and adhere to the Accounting and Auditing Venue requirements to ensure regulatory compliance. It is hoped that the documents noted above will support venue operators in understanding their obligations.

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Investigations, Compliance and Enforcement

Investigations, Compliance and Enforcement

The VGCCC is responsible for ensuring the probity and integrity of gambling activities in Victoria.

To do this, we:

- monitor gaming venues by regulating the use of gaming machines
- monitor the casino by regulating the use of gaming machines and table games
- investigate, audit and supervise gambling conduct
- detect gambling offences
- deal with complaints from gambling patrons
- monitor the activities of those involved in the gambling industry; and
- test and approve gambling products for integrity and player fairness.

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1. [Functions of Inspectors](#)
2. [Identification of Inspectors](#)
3. [Power of Inspectors](#)
4. [Offences Relating to Obstruction of Inspectors](#)
5. [Providing False or Misleading Information](#)
6. [Additional Considerations](#)
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1.0 Functions of Inspectors

The primary function of Inspectors is to ensure compliance in accordance with Victorian Gaming Legislation and associated regulations.

This is accomplished by:

- Conducting Audits and Inspections of Gaming Venues
- Detecting and Investigating possible breaches of Legislation
- Monitoring the operations of Gaming Venues
- Investigating complaints
- Examining equipment, machinery and/or records relating to gaming activity
- Providing education and information to Gaming Venues on compliance requirements
- Reporting matters to the Executive Commissioner for consideration of further action such as prosecution and/or [disciplinary action](#)

Further information on the functions of inspectors can be found in [section 10.5.7](#) of the Gambling Regulation Act 2003.

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2.0 Identification of Inspectors

Inspectors are issued with an Identity card which contains their photograph, a signature and the Seal of Victoria. It is not a requirement that an Inspector displays his or her Identity card at all times whilst performing their functions, however they must produce it if requested. Failure to do so means they are not authorised to exercise the functions conferred on them under the Act.

A member of the police force may also perform the functions of an inspector under the Act.

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3.0 Power of Inspectors

Under [section 10.5.9](#) of the Gambling Regulation Act 2003, an inspector may do any of the following:

- require any person in possession of, or having control of, any machinery, equipment or records relating to an activity regulated by a gaming Act to produce the machinery, equipment or records for inspection and to answer questions or provide information relating to the machinery, equipment or records;
- inspect, take copies of or seize any machinery, equipment or records if the Inspector considers it necessary for the purpose of obtaining evidence of the commission of an offence;
- under certain conditions, and by written notice, require a person to attend before the Inspector at a specified date and time and answer questions;
- under certain conditions, require a person found on the premises to state their full name and residential address;
- call for the assistance of a member of the police force if the Inspector is obstructed or believes they will be obstructed in the performance of their duties.

Further information on the powers of inspectors can be found under [section 10.5.9](#) of the Act.

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4.0 Offences Relating to Obstruction of Inspectors

It is an offence to assault, obstruct, hinder, threaten, abuse, insult or intimidate an Inspector who is attempting to perform his or her functions under the Act.

It is also an offence to fail, without reasonable excuse, to attend before an Inspector and answer questions or supply information when they are required to do so.

It is also an offence to fail to comply with a direction of an Inspector to cease to have available for use any machinery or equipment considered by the Inspector to be unsatisfactory for use.

For further information on offences relating to obstruction of inspectors, refer to [section 10.5.15](#) of the Act.

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5.0 Providing False or Misleading Information

A person must not knowingly provide information to an Inspector that is false or misleading whilst the Inspector is exercising their functions of an Inspector.

Doing so could constitute an offence under [section 10.5.16](#) of the Act.

Providing false or misleading information could result in a fine of 60 penalty units. Refer to [Fees and fines](#).

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6.0 Additional Considerations

Refer to [Part 5 - Compliance and Enforcement](#) of the Act for further details of all gaming offences, responsibilities of venue operators, nominees and gaming industry employees, and the full authorities and powers of inspectors.

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7.0 Disciplinary Action

The VGCCC may take disciplinary action against a venue operator. Grounds for disciplinary action is specified under [section 3.4.25 of the Act](#).

This may result in the:

- cancellation or suspension of a venue operator's licence;
- variation of the terms of a venue operator's licence;
- issuing a letter of censure; or
- issuing of a fine of up to 5,000 penalty units.

Disciplinary action could also be taken against the nominee in instances when the nominee also holds a Gaming Industry Employee licence. The VGCCC may also review the ongoing suitability of the nominee as an associate of the venue operator.

Results of disciplinary action, including the licensee's name and licence number are made public on the VGCCC website, newsletter and Annual Report.

Disciplinary Action against a Gaming Industry Employee's Licence Holder under the Gambling Regulation Act 2003

"**Disciplinary action**" in relation to a licensee, means any of the following -

- the service of a written notice on the licensee censuring him or her for any action specified in the notice;
- variation of the gaming industry employee's licence;
- suspension of the licence for a specified period;
- cancellation of the licence;
- cancellation of the licence and disqualification from obtaining or applying for a licence or permit under a gaming Act for a specified period not exceeding 4 years;

"**Grounds for disciplinary action**" under the Gambling Regulation Act 2003 means any of the following grounds in respect of a licensee -

- that his or her gaming industry employee's licence was improperly obtained in that, when it was granted, there were grounds for refusing it;
- that the licensee has been convicted or found guilty of a relevant offence;
- that the licensee has contravened a condition of the licence;
- that the licensee has failed to provide information that he or she is required by the Act to provide or has provided information knowing it to be false or misleading;
- that the licensee has become an insolvent under administration;
- that for any reason, the licensee is not a suitable person to be the holder of the licence;

"**relevant offence**" in relation to a licensee means -

- an offence against a gaming Act or gaming regulations; or an
- an offence arising out of or in connection with the employment of the licensee under a gaming Act; or an
- an offence (wherever occurring) involving fraud or dishonesty punishable on conviction by imprisonment for 3 months or more (whether or not in addition to a fine).

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Minor gaming activities

Minor gaming activities

Community and charitable organisations declared by the VGCCC can undertake minor gaming activities such as raffles, bingo, sale of lucky envelopes and certain fundraising events. Before allowing such activities to occur on your premises you should ensure that the activity is being conducted in accordance with the Act (see [Community and charitable gaming](#) on the VGCCC website).

Lotteries for the promotion of a trade or business are also regulated by the VGCCC but a permit is not required.

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1. [Community Gaming](#)
2. [Declaration as a Community or Charitable Organisation](#)
3. [Trade Promotion Lotteries](#)

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1.0 Community and charitable gaming

Minor gaming activities can be conducted by declared community and charitable organisations without a minor gaming permit. In some cases the organisation must obtain a minor gaming permit from the VGCCC in order to conduct the activity.

The activities requiring a minor gaming permit are:

- Raffles (where the total retail prize value exceeds \$5,000)
- Lucky Envelopes
- Fundraising Events (casino nights)

An organisation intending to conduct any of these activities must be declared by the VGCCC as a community or charitable organisation. For further information on becoming declared please refer to the [Declaration as a Community or Charitable Organisation](#) page.

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1.1 Raffles

A raffle is a lottery where entrants purchase tickets for a chance to win prizes and the proceeds go to a charity, sporting, educational or recreational body or a registered political party. Any method can be used to draw winners, as long as it provides a random and equal chance of each ticket being drawn and the method does not allow the possibility of more than one entry being deemed the winner of the same prize.

You must be a declared community or charitable organisation to hold a raffle and a minor gaming permit is required when the total retail prize value exceeds \$5000. Cash is not a legal raffle prize. However, if the raffle prize is travel associated, for example, accommodation or flights, a maximum of 10 per cent of the total value of the prize can be cash.

For further information on raffles, please refer to the [Raffles](#) page on the VGCCC website.

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1.2 Bingo

Bingo is a form of 'minor gaming' where players receive a ticket (or tickets) with randomly numbered squares. Players mark off the numbers as they are randomly drawn and announced. The aim depends on the version of bingo being played. To win, a player must be the first to mark off all numbers in a pattern (usually a line vertical, horizontal or diagonally) on their ticket and call 'bingo', 'pattern' or make an audible noise or have another person make the call on his or her behalf.

Bingo is allowed for the benefit of community and charitable organisations when approved by the VGCCC, it is also permitted for Commercial purposes if the appropriate licence is held.

You must be of or older than 18 years to play Bingo.

For further information on Bingo or being declared by the VGCCC please refer to the [Bingo](#) page on the VGCCC website.

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1.3 Lucky Envelopes

Lucky envelopes are a form of pre-determined lottery. they are also known as 'bingo tickets', (due to the word 'bingo' spelt along the front of the ticket), 'pull tabs' or 'break opens'.

For further information on lucky envelopes including FAQs, please refer to the [Lucky envelopes](#) page on the VGCCC website.

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1.4 Fundraising Event

A fundraising event is a function conducted by a community or charitable organisation to raise money through the playing of casino-type games. Entry to the function would normally entitle a person to obtain 'play' money or chips to participate in the games. At the end of the function, the 'play' money or chips cannot be converted into cash.

Further information, including FAQs, can be found on the [Fundraising events](#) page on the VGCCC website.

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1.5 Other Community Gaming

For further information on other forms of community gaming, including

- Footy Tipping
- Melbourne Cup Sweeps
- Poker

refer to the [Community and charitable gaming](#) page on the VGCCC website.

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2.0 Declaration as a Community or Charitable Organisation

To be declared as a community or charitable organisation, the organisation must be conducted in good faith for:

- a philanthropic or benevolent purpose
- the purpose of a sporting or recreational club
- the purpose of a political party

For further information on community or charitable organisations, please refer to the [Declaration as a community or charitable organisation](#) page on the VGCCC website.

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3.0 Trade Promotion Lotteries

A trade promotion lottery involves activities or events where prizes are given away through any means that include an element of chance at any stage. Trade promotion lotteries must be conducted in accordance with the regulations even if they include some skill based activities.

Businesses, charities and community organisations don't need to apply for a permit to conduct a trade promotion lottery in Victoria. If your trade promotion lottery will be conducted in other jurisdictions, it's best to check directly with the relevant regulatory authorities to ensure you meet their conditions.

While a permit isn't required, all trade promotion lotteries conducted in Victoria must comply with the conditions in the *Gambling Regulation Act 2003* and *Gambling Regulations 2015*.

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Venue Operational Requirements

Venue Operational Requirements

This section is to assist venue operators in complying with their operational responsibilities. The venue operational requirements section of the manual provides regulatory information for venues operating an approved gaming venue.

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1. [[Approved Gaming Venue](/CA25783200814C9F/towards2012/59DE957C6827518DCA2586A100049CB2?Open "Approved Gaming Venue")]
2. [Gaming Machine Area - Size, layout and facilities](#)
3. [Acquisition, Installation, Storage, Sale and Disposal of Gaming Machines](#)
4. [Gaming Hours](#)
5. [Patrons](#)
6. [Gaming Machine Interference](#)
7. [Gaming Machine Operations - Machine Compliance](#)
8. [Events, Faults and Malfunctions](#)
9. [Cashier Station](#)
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11. [Display and Inspection of Notices, Signs and Rules](#)
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01. Approval of premises for gaming

Section 3.3.4 of the [Gambling Regulation Act 2003](#) (the Act) outlines the requirements for applications for approval of a premises as suitable for gaming.

Information contained in this chapter is provided to assist:

- any person proposing to apply for approval of premises as suitable for gaming; and
- venue operators intending to modify a gaming machine area.

Applying for Approval of Premises as Suitable for Gaming

Any person may apply for approval of a premises to be used for gaming, but they must have the agreement of the freehold owner. Once approved, gaming cannot be conducted at the approved premises until the premises are attached to a venue operator's licence (the premises then becomes an "approved venue" as per definitions in the Act), and that the venue operator becomes responsible for all gaming activity at the venue.

To make an application for approval of a new premises, see [Approval of premises for gaming application form](#)

Applications are currently only accepted in hard copy, but a courtesy email is appreciated.

Plans to be attached

Applications must provide scale plans of the proposed premises and gaming machine area (see question 11 of the application form):

- A 1:100 scale plan of the premises. This must show the location of the proposed gaming machine area within the premises and other services to be provided, including a bistro, bars, sports bar, toilets, outdoor smoking areas, etc.
- A 1:50 scale plan of the proposed gaming machine area. This must show the proposed placement of gaming machines and other services to be provided in or adjacent to the gaming machine area, including cashier area, bar facilities, toilets, entrances, catering facilities, external smoking areas, etc.

Gaming Machine entitlements required

A venue operator must hold gaming machine entitlements to conduct gaming in an approved venue. For more information, see [gaming machine entitlements](#)

An application for premises approval may proceed without gaming machine entitlements, but gaming machines cannot be installed and operated until the appropriate number and type of entitlements have been obtained and attached to the approved venue.

Site inspection following receipt of application

Once an application is received, the VGCCC may carry out a site inspection to assess the suitability of existing premises for the management and operation of gaming machines, in particular, whether the size, layout and facilities of the premises as a whole as well as the gaming machine area will be suitable. In the case of green fields sites, the VGCCC reserves the right to carry out a site inspection for suitability of the proposed layout at that location.

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Commission's decision

The Commission will consider the application and notify the applicant of its decision in writing.

If the application is successful and the applicant satisfies all conditions of the decision, following any required inspections, a Notice of Approved Venue for Gaming will be issued together with approved plans of the premises and the gaming machine area.

Appeal of decision

A Commission decision may be appealed to the Victorian Civil and Administrative Tribunal ([VCAT](#)), by the applicant or any other aggrieved party.

Inclusion of premises on venue operator's licence

After a venue operator has been advised that their application for approval of premises for gaming has been successful, the venue operator that intends to conduct gaming at the approved premises must apply to include the approved premises on a venue operator's licence. The application forms to include or remove approved premises can be found on our website, see [Approval of premises for gaming application form](#)

Gaming machine entitlements will need to be attached to the approved venue before gaming machines can be installed.

A final inspection will need to be carried out by gaming inspectors prior to the approved venue commencing business.

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1.1 Gaming in approved venue declared lawful

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The conduct of gaming is lawful when the gaming is conducted, and the gaming equipment is provided, in an approved venue in accordance with Chapter 3 of the [Gambling Regulation Act 2003](#).

Venue operators should familiarise themselves with this chapter.

To apply for approval of a new premises as suitable for gaming, complete the [Approval of premises for gaming application form](#)

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1.2 Premises approval

Before approving any application the Commission must be satisfied that the premises is or, on the completion of building works will be, suitable for the management and operation of gaming machines.

The Commission must consider whether the size, layout and facilities of the premises are or will be suitable.

The Commission must also consider certain matters as directed by the responsible Minister. Where the premises contains:

- a children's play area, the Commission must consider the [Decision-Making Guidelines – Assessment of children's play areas in gaming premises](#)
- residential accommodation, the Commission must consider the [Decision Making Guidelines – Approval of premises suitable for gaming](#)

For more information, see Part 3 of Chapter 3 of the [Gambling Regulation Act 2003](#)

To operate gaming machines in an approved venue, the approved premises must be attached to a [venue operator's licence](#)

For more information, please refer to section 3.4.17 of the [Gambling Regulation Act 2003](#).

To make an application, see [Approval of premises for gaming](#)

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1.3 Modification of gaming machine area

A venue operator must not modify a gaming machine area (GMA) in an approved venue without our prior approval unless we have identified the changes as "low risk".

For a list of "low risk" modifications that do not need prior approval, see [alterations to gaming machine areas](#)

If you are unsure if your modification is low risk, you should [contact us](#)

The following are **NOT** considered low risk modifications:

- any increase or decrease in the number of installed gaming machines
- any change to the size or location of the GMA
- any change to the GMA perimeter.

When deciding whether to approve applications to modify a GMA, The VGCCC will consider the size, layout and facilities of the approved venue plus any other matter that the VGCCC considers relevant.

The VGCCC may approve or refuse your application. The approval may come with or without conditions.

For more information, see section 3.3.16 of the [Gambling Regulation Act 2003](#)

We will also consider certain matters as directed by the responsible Minister including where the premises contains:

- a children's play area, the VGCCC must consider the [Decision-Making Guidelines - Assessment of children's play areas in gaming premises](#)
- residential accommodation, the VGCCC must consider the [Decision Making Guidelines – Approval of premises suitable for gaming](#)

For more information, see

- the application for approval available in the [Online Gambling Services Portal](#)
- venue manual [Section 1.2 - Premises Approval](#)

We will only accept applications to modify a GMA via the [Online Gambling Services Portal](#)

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1.4 Amendment to licence conditions

If you hold a venue operator's licence, you must comply with any conditions of your licence.

A breach of your licence conditions can be a serious offence and carries a maximum penalty of 2500 penalty units.

Any proposal to amend your licence conditions must be in accordance with sections 3.4.17 and 3.4.18 of the [Gambling Regulation Act 2003](#).

Licence conditions that are the subject of formal change processes include but are not limited to:

- a. the addition or removal of an approved venue
- b. variation of the number of gaming machines permitted in an approved venue
- c. variation of the gaming machine areas approved for an approved venue
- d. variation of the days or dates on which gaming is permitted in an approved venue under the licence.

Most changes to licence conditions can be assessed by our staff, but an application for an increase in the licensed number of gaming machines for an approved venue must be heard by the Commission.

For more information, see

- sections 3.4.6, 3.4.17, and 3.4.18 of the [Gambling Regulation Act 2003](#).
- [Venue operator's licence](#)

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1.5 Gaming only permitted in gaming machine area

A venue operator or their staff must not allow anyone to play a gaming machine if it is not:

- installed as required by sections 3.5.15 to 3.5.17 of the [Gambling Regulation Act 2003](#) (the Act) and
- connected to the monitoring system as required by section 3.5.17B of the Act.

For more information on the installation of gaming machines, see [Chapter 3.3 Installation of gaming machines in a gaming machine area](#)

A venue operator must not allow a person to play on a gaming machine that is not placed in a gaming machine area.

For more information, see section 3.5.18 of the [Gambling Regulation Act 2003](#)

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1.6 Enforcement of Commission rules for venue operators

You must enforce or cause to be enforced rules the VGCCC make that apply to the venue operator.

Refer to sections 3.5.23 and 3.5.26 of the [Gambling Regulation Act 2003](#).

The Commission Rules for venue operators (as made by the former VCGR) are still in force. They cover:

- the conduct of gaming
- gaming periods
- supervision of gaming machine areas electronic or physically
- provision of cash for the purpose of gaming (ATM / EFTPOS)

For a copy of the Commission rules for venue operators, see [Commission rules for venue operators](#)

For more information, see sections 3.5.23 and 3.5.26 of the [Gambling Regulation Act 2003](#).

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02. Gaming Machine Area (GMA) - size, layout and facilities

Gaming may only be conducted within a gaming machine area (GMA) that the Commission has approved as being suitable for the management and operation of gaming machines.

The following chapter relates to the legal requirements and minimum standards that a person or venue operator must comply with for their GMA to be assessed as suitable for the conduct of gaming; and for existing approved venues to ensure compliance.

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2.01 Location

The VGCCC cannot approve an area as a gaming machine area (GMA) unless that area is completely indoors.

For more information, please refer to section 3.3.7(5) of the [Gambling Regulation Act 2003](#).

A GMA must be physically discrete.

Patrons must not be forced to pass through a GMA in order to enter or leave the venue or gain access to a facility, such as toilets or a smoking area.

However, access to a facility may be through a GMA if there is either an alternative means of accessing that facility which does not require passing through the GMA, or the same facility is available to patrons elsewhere in the venue, outside the GMA.

For more information, see [Directions under Section 3.5.27 of the Gambling Regulation Act 2003](#)

While these Directions were issued by the VGCCC's predecessor, they remain current and enforceable.

Premises that have a children's play area must also consider the location of this facility in relation to the GMA.

For more information, see [Decision-Making Guidelines-Assessment of children's play areas in gaming premises](#)

Venue Manual [Chapter 1.3 – Modification of gaming machine area](#)

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2.02 Children's play areas

A children's play area must be designed so that it:

- is located as far away as practicable from the gaming machine area (GMA)
- does not have a line of sight from the play area into the GMA or from the GMA into the play area
- does not permit sounds from gaming machines to be heard in the children's play area
- is not directly accessible from the GMA
- is conducive to being monitored by venue staff to help ensure that minors are not left unattended.

For more information, see

[Decision-Making Guidelines – Assessment of children's play areas in gaming premises](#)

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2.03 Lighting

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To ensure that gaming machine areas (GMA) do not become dark immersive environments, there are regulated minimum lighting levels that gaming venues are required to comply with.

Lighting in the GMA must comply with the requirements set out in Part 3, Regulation 8 of the [Gambling Regulations 2015](#)

Lighting levels should be checked for compliance after any change to a GMA layout that could impact on lighting levels.

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2.04 Perimeter barriers surrounding the gaming machine area

In order to be physically discrete, a gaming machine area (GMA) must be separated within the venue by an internal barrier.

This must, as a minimum:

- be sufficiently secure to deter any person from attempting to pass through, or climb over or under the barrier, or knock the barrier or any part of it over
- if not a floor-to-ceiling wall, be of a minimum height of 1.2 metres, unless a service bar/counter forms part of the perimeter barrier
- have an entrance/s of no more than 2.5 metres wide that allow/s for appropriate management and supervision of the entrance/s
- provide a permanent fixture at each entrance for displaying the notice prohibiting persons under the age of 18 years from entering the GMA.

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2.05 Layout of gaming machines

Gaming machines must be positioned within the gaming machine area:

- to allow sufficient access to exits, fire exits, cashier, bar, toilets and respite seating
 - to allow a minimum distance of 2 metres between banks of machines where chairs are provided, and 1.5 metres between banks of machines without chairs; and 1.5 metres between a bank of machines and a wall (or window)
 - that there is at least 21 cm between gaming machines and a gaming machine and wall or pillar, to allow sufficient space for -
 1. display and access to the “talker” (for more information on talkers see [Gambling Regulations 2015](#)) at the side of each machine
 2. accessing/inspecting the Commission-issued identification number
 3. accessing the audit key mechanism
 4. regular cleaning and gaming machine maintenance.
1. These requirements are in addition to any non-gaming regulations or statutes, including any obligations in place under a State of Emergency or State of Disaster.

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2.06 Gaming machine bases

The VGCCC must consider the size, layout and facilities of the gaming machine area (GMA) and any other matter considered relevant when assessing the GMA layout of an approved venue.

Gaming machine bases are an important and relevant factor in considering the layout of a GMA.

When installing gaming machines, venue operators should have regard to the following guidelines:

- Gaming machine bases must be sturdy and able to support, at a minimum, the weight of a gaming machine (and jackpot sign). This includes any additional weight that may be applied, e.g., patrons leaning on the machine.
- A gaming machine must sit in its entirety on the base that supports it, i.e. no part of the bottom of the gaming machine, except for the coin tray, must extend past the base on which they are positioned. The gaming machine must be securely attached to the base.
- Gaming machine bases must be constructed to provide a secure and stable environment for data communications and electrical cables.
- Where a gaming machine base contains a cash box, a locking mechanism must be attached.

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2.07 Cabling

There are regulated minimum cabling requirements in gaming venues to ensure the safety and security of the general public and venue staff.

Gaming machine power and data cabling must comply with Section 6.25 of the [Australian/New Zealand Gaming Machine National Standard 2016](#)

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2.08 Gaming machine identification numbers

Each gaming machine must have a unique identification number issued for it by the VGCCC. The VGCCC may, at any time after the initial issue of an identification number for a gaming machine, issue a new identification number for that gaming machine.

Manufacturers, suppliers and testers

The VGCCC maintains a register of approved manufacturers, suppliers and testers, referred to as roll listees. Gaming machine identification numbers are issued to roll listees via an Online Gambling Services Portal, accessible from the VGCCC website.

Venue operators

A venue operator must not possess a gaming machine unless there is securely affixed an identification number label on one internal and one external surface of the cabinet of the gaming machine.

This label must show the identification number issued by the VGCCC and any other information that is considered appropriate.

A person must not service, maintain or repair a gaming machine that does not have affixed to it an identification number issued by the VGCCC.

For more information, see section 3.5.8 of the [Gambling Regulation Act 2003](#).

A person must not remove, alter or otherwise interfere with:

- the manufacturer's identification plate or serial number of a gaming machine;
- the identification label (showing the ID number issued by the Commission) affixed to a machine under section 3.5.8 of the Act.

For more information, see section 3.5.11(m) and (n) of the [Gambling Regulation Act 2003](#)

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2.09 Gaming machine floor position numbers

Identification of gaming machines and their location within the gaming machine area (GMA) at all times is important, as it impacts on the ability for gaming machine activity to be effectively monitored and controlled.

The VGCCC must consider the size, layout and facilities of the GMA and any other matter we consider relevant when we assess changes to the GMA layout of an approved venue.

Gaming machines must be positioned within the GMA so that:

- all installed gaming machines must have sequentially numbered floor positions within the venue, beginning at number 1
- floor position numbers are displayed on the front or side of the machine cabinet
- floor position numbers must match the numbers recorded on the electronic monitoring system
- floor position numbers must be listed on the gaming dedicated electrical distribution circuit breaker legend.

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2.10 Venue environmental limits

Gaming and monitoring equipment requires a stable environment in which to operate. It is a venue operator's responsibility to ensure that the venue environment provides for:

- venue electrostatic discharge (ESD) protection
- an acceptable temperature and humidity range
- power supply quality including filters and conditioners.

Specifically:

- the temperature in all areas where gaming equipment is installed, at all times must be between 10 degrees and 40 degrees Celsius (ambient still air)
- the relative humidity range in all areas where gaming equipment is installed must be between 15 to 85 per cent
- all floor coverings near gaming machines / gaming equipment must have ongoing anti-static properties to protect against build up of ESD
- ESD must be no more than 1,500 volts in any area where gaming equipment is installed.

Gaming equipment must not be operated where:

- the environment provided does not comply with the Australian/New Zealand Gaming Machine National Standard, or the Victorian Appendix to the national standard (together constituting the Commission's Standards for gaming machine types and games) or
- the environment provided does not comply with any manufacturer's specifications additional to the above, where defined or
- environmental factors are likely to impact on the operation of the equipment or are likely to cause the equipment to malfunction, fail or otherwise not operate in a safe and proper manner.

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2.11 Windows Not To Be Removed or Obscured

Windows help to mitigate the risk of gaming machine areas (GMA) from becoming immersive environments. Any windows that provide a view from the gaming machine area must not be removed or obscured, except as provided below:

A venue operator may remove a window for the purpose of replacing it with another window of equal or greater size if the new window is in place within 10 working days after the old window is removed.

A venue operator may remove a window or part of a window for the purpose of repairing it, if the repairs are completed, and the window or part is replaced within 10 working days after the window or part is removed.

A venue operator may obscure a window by installing blinds or curtains, or by tinting, shading or any other window treatment, for the purpose of temperature control or the reduction of glare from direct sunlight.

For more information, see

- Regulation 10 of the [Gambling Regulations 2015](#)
- [Alterations to gaming machine areas](#)
- [Chapter 1.3 – Modification of gaming machine area](#)

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03. Acquisition, Installation, Storage, Sale and Disposal of Gaming Machines

The following chapter outlines the requirements relating to the acquisition, installation, storage, possession and sale and disposal of gaming machines under the [Gambling Regulation Act 2003](#)

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3.01 Authority to Possess Gaming / Monitoring Equipment

A person must not manufacture, sell, supply, obtain or be in possession of gaming equipment or monitoring equipment except in accordance with the *Gambling Regulation Act 2003* (the Act). Different sections of the Act enable industry participants, such as manufacturers and testers, venue operators and even members of the public to possess gaming equipment with the written approval of the VGCCC.

Venue operators are also authorized under the Act to possess, sell, obtain or be in possession of gaming equipment or monitoring equipment, by the authority conferred on them by their licence.

Industry participants can apply to the VGCCC for approval to possess gaming equipment or monitoring equipment for the purpose of:

- testing, research or development
- servicing, repair or maintenance
- storage, demonstration or sales.

A person, including a member of the public, can also apply to the VGCCC to possess a gaming machine, but the machine must not be in operating order.

Approval can also be granted by the VGCCC for any person to manufacture, sell, supply, obtain or be in possession of gaming equipment or monitoring equipment if the equipment is for use outside Victoria. An example of this is gaming equipment on board a cruise vessel that visits a Victorian port or transits through Victorian territorial waters.

Applications to the VGCCC for approval to possess gaming equipment or monitoring equipment are submitted on-line through the VGCCC website.

For more information, see

- [application for authority to possess gaming machines](#)
- sections 3.2.2, 3.4.1 and 3.5.1 of the *Gambling Regulation Act 2003*

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3.02 Acquisition of Gaming Machines

In Victoria, venue operators are allowed to buy and sell electronic gaming machines.

A venue operator must hold a [gaming machine entitlement](#) for each operational gaming machine installed in its venues.

For more information, see

- section 3.4A.2(1)(a) of the *Gambling Regulation Act 2003*.
- [Gaming Machine Entitlements 2012](#)
- [Gaming Machine Arrangements post 2022](#)

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3.03 Installation of Gaming Machines in a Gaming Machine Area

A venue operator must install a gaming machine in a gaming machine area approved by the VGCCC or stored and secured in a way that the VGCCC has approved.

For more information, see [Operational Guidelines for Gaming Machines Installation](#) (PDF: 52KB).

For more information, see

- [Chapter 3.8 Storage of gaming machines not in a GMA](#)
- section 3.5.15(1A) of the [Gambling Regulation Act 2003](#)

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3.04 Notice to the Commission of Gaming Machine Installation

Although section 3.5.15(2) and (3) of the Act requires venue operators to advise the Commission of details about gaming or monitoring equipment installed in their venue, this obligation is handled by the Intralot Gaming Services Pty Ltd (IGS) deployment process.

Intralot advises the Commission on the venue operator's behalf of deployments through its reporting processes.

For more information, see section 3.5.15(2) & (3) of the [Gambling Regulation Act 2003](#)

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3.05 Certificates of Installation (Certification by GIE and Entitlement Holder)

A licensed technician who installs gaming equipment at an approved venue must certify, in a form approved by the VGCCC, that the gaming equipment is functioning in the manner in which it is designed and programmed to function; and retain the certificate for a period of 12 months immediately following the date of signature.

A venue operator who installs or causes gaming equipment to be installed, at an approved venue must certify in a form approved by the VGCCC that the equipment is functioning in the manner in which it is designed and programmed to function.

A venue operator must not allow gaming to commence on gaming equipment in respect of which certificates have not been signed, or have been signed in contravention of the Act.

When an electronic gaming machine has been installed in an approved venue, the venue operator and the installing technician must complete an approved certificate of installation form, confirming that the gaming machine has been installed according to the manufactures specifications and the regulatory requirements

The monitoring licensee must ensure that gaming does not commence on gaming equipment that is connected to an electronic monitoring system operated by the licensee in respect of which certificates as noted above –

- have not been signed; or
- have been signed in contravention of subsections (2) and (4)

Industry participants can access further information via the following links to [Procedures for Certificates of Installation](#) (PDF: 71KB), [Certificate of Installation VGCCC - MARCH 2022 - REV F - CURRENT VERSION](#) (PDF: 111KB) and [Technical Compliance Checklist](#) (PDF: 102KB).

See sections 3.5.16 and 3.8A.7 of the [Gambling Regulation Act 2003](#)

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3.06 Gaming Machines in a Gaming Machine Area Must Be Connected to Approved Electronic Monitoring System

A person must not be allowed to play a gaming machine that is not:

- installed as per the requirements in the Act.
- connected to the Intralot Gaming Services Pty Ltd (IGS) electronic monitoring system.

Heavy penalties apply for non-compliance.

Industry participants can access further information via the following link [Procedures for Certificates of Installation](#)

See sections 3.5.15, 3.5.16 and 3.5.17 of the [Gambling Regulation Act 2003](#).

See section 3.5.17B of the [Gambling Regulation Act 2003](#)

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3.07 Possession of a Gaming Machine that is not in operating order

The VGCCC may authorise in writing any person or class of persons to be in possession of gaming equipment or monitoring equipment for the purpose of testing, research or development or for the purpose of servicing, repair or maintenance.

The VGCCC may authorise in writing a person to be in possession of a gaming machine, being a machine that is not in operating order.

See section 3.2.2 of the [Gambling Regulation Act 2003](#)
See [application for authority to possess a gaming machine](#)

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3.08 Storage of Gaming Machines Not In A Gaming Machine Area

A venue operator must cause any gaming machines not installed in a gaming machine area approved for that purpose by the VGCCC to be stored in a room approved by the VGCCC and secured in the manner approved by the VGCCC.

See sections 3.5.15(1A)(a) and (b) of the [Gambling Regulation Act 2003](#)
See [application for authority to possess gaming or monitor equipment](#).
See section 3.2.2 of the [Gambling Regulation Act 2003](#).

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3.09 Sale or Disposal of Gaming Machines/Equipment

A venue operator's licence authorises the licensee, while holding a gaming machine entitlement or under an authorisation under section 3.2.2(2B), to sell or dispose of a gaming machine or gaming equipment acquired for the purpose of use in an approved venue operated by the licensee.

Refer to section 3.4.1(ac) of the [Gambling Regulation Act 2003](#)

The VGCCC may authorise, in writing a venue operator to be in possession of, or sell or dispose of, gaming equipment after a relevant event.

Refer to section 3.2.2(2B) of the [Gambling Regulation Act 2003](#)

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3.10 Game Changes - Hardware and Software and Changes to the Gaming Machine Area Layout

A venue operator must submit a request for configuration changes to gaming machine hardware and software to the monitoring licensee, Intralot Gaming Services (IGS), via their web interface and iGEM.

[Notice to the Commission of gaming machine installation](#))

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04. Gaming Hours

The *Gambling Regulation Act 2003* and the [Commission's rules \(as in force on 21 February 2007\)](#) outline the specific conditions and restrictions that apply to when gaming can be lawfully conducted.

Chapter 4.2 relates to the conditions and restrictions applicable to gaming periods (i.e. minimum 4-hour shutdown after every 20 hours of gaming).

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4.1 Gaming Periods

A venue operator may offer gaming to a person only:

- during the period or periods when a licence, granted under the *Liquor Control Reform Act 1998* in respect of the premises, authorises the consumption on those premises of liquor supplied on those premises; or
- in the case of premises licensed under Part I of the *Racing Act 1958*, during a race meeting but not during any break from gaming that the venue operator takes in order to comply with a condition of premises approval or a venue operator's licence.

A venue operator must, during any period in which the venue operator offers gaming to a person, afford members of the public aged 18 and over unfettered access to the gaming areas of the venue, subject to the Act, any conditions on the venue operator's licence and any rules made by the Commission that apply to the venue operator.

[See the Commissions Rule 3 \(as in force on 21 February 2007\), Part 2 \(Conduct of Gaming\)](#)

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4.2 Restriction on Gaming Periods

There must be a continuous 4 hour break from gaming after every 20 hours of gaming; and there must not be more than 20 hours of gaming each day. This does not apply to premises on any day or date specified in an approval of premises or in a venue operator's licence as a day on which 24 hour gaming is permitted on the premises.

Refer to section 3.3.9 of the [Gambling Regulation Act 2003](#)

Refer to Venue Manual [Chapter 4.3 - 24 Hour Gaming Approval](#)

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4.3 24 Hour Gaming Approval

An approval of premises as suitable for gaming may include an approval for 24 hour gaming on the premises on any one or more days if:

- (a) the premises are in the Melbourne Statistical Division; and
- (b) the pub licence or club licence that applies to the premises authorises the supply of liquor at any time.

Sections 3.3.3 and 3.3.4 of the [Gambling Regulation Act 2003](#) provides further requirements when applying for approval of 24 hour gaming.

Please contact the VGCCC on 1300 599 759 if you wish to apply for 24 hour gaming.

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4.4 Out of Hours Gaming (is Prohibited)

A person must not play a gaming machine in an approved venue at any time when the approved venue is closed to the public.

If a person is found guilty of playing a gaming machine when the venue is closed to the public all winnings (except linked jackpots) paid or payable to the person as a result of the commission of the offence are forfeited to the State; and all linked jackpots paid or payable to the person as a result of the commission of the offence are to be returned to the jackpot special prize pool.

Refer to section 3.5.22 [Gambling Regulation Act 2003](#)

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05. Patrons

This chapter relates to the actions that a venue operator or entitlement holder respectively is authorised, instructed or required to take concerning the conduct and welfare of patrons engaged in playing gaming machines at their venue.

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5.1 Patron Access to Gaming

A venue operator, during any period in which the venue operator offers gaming to a person, must allow members of the public aged 18 and over unfettered access to the gaming areas of the venue, subject to:

- the *Gambling Regulation Act 2003* (the Act)
- any conditions on the venue operator's licence
- any rules the Commission may make under section 3.5.23 of the Act.

These requirements are in addition to any non-gaming regulations or statutes, including any obligations in place under a State of Emergency or State of Disaster.

However, the venue operator may:

- impose and enforce a code of dress that is reasonable in the circumstances (and not inconsistent with any dress code the Commission may impose);
- exclude from the venue a person whose behaviour would be unacceptable in a public place;
- exclude from the venue a person who has sought to be excluded from gaming venues under a voluntary self-exclusion scheme;
- exclude a person engaged in syndicate play.

See [Rule 3 of the Commission Rules](#)

See [Responsible Gambling Chapter 2.0 Self-Exclusion Program](#)

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5.2 Removal of Certain Persons

A venue operator may remove from or refuse entry to the operator's approved venue any person who:

- breaches rules made by the Commission;
- damages or physically abuses a gaming machine;
- behaves in a manner likely to cause offence to other persons;
- is suspected on reasonable grounds of being in the approved venue for the purpose of committing an offence, or aiding another person to commit an offence

The venue operator may use no more force than is reasonably necessary to remove a person under the above conditions.

Refer to section 3.5.43 of the [Gambling Regulation Act 2003](#)

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5.3 Playing of Gaming Machines by Intoxicated Persons Prohibited

A venue operator must not knowingly allow a person who is in a state of intoxication to play a gaming machine.

Refer to section 3.5.33A of the [Gambling Regulation Act 2003](#)

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5.4 Patron Disputes

In the event of a dispute over a refusal to pay a prize (circumstances may relate to a suspected gaming machine malfunction or a dispute over the application of the game rules), a venue operator must resolve the dispute in accordance with dispute resolution procedures which have been approved by the Commission.

Industry participants can access further information via the following link to the Commission approved [Dispute Resolution Procedures](#) (PDF: 83KB).

Industry participants can also access, via the following links, templates for [Patron Dispute Form](#) (PDF: 65KB), [Game Play Recall Information Form](#) (PDF: 60KB) and [Suspected Malfunction of a Gaming Machine Form](#) (PDF: 58KB). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format.

Refer to sections 3.5.20(3) and 3.5.23(1)(f) of the [Gambling Regulation Act 2003](#)

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5.5 Patrons Requesting Transactions Receipts

The Australian Consumer Law covers the issue of patron requests for transaction receipts. It is the responsibility of the venue operator to monitor any changes to this legislation.

[Section 100 of The Trade Practices Amendment \(Australian Consumer Law\) Act \(No 2\) 2010](#)

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5.6 Loyalty Schemes

Sections 3.5.36 to 3.5.41 of the [Gambling Regulation Act 2003](#) and [Gambling Regulation \(Pre-commitment and Loyalty Scheme\) Regulations 2014](#) set out the current legislated requirements with regard to loyalty schemes.

The Commission monitors the introduction and management of loyalty schemes to ensure compliance with the legislated requirements.

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5.7 Pre-commitment Scheme

Part 8A of Chapter 3 of the [Gambling Regulation Act 2003](#) and the [Gambling Regulation \(Pre-commitment and Loyalty Scheme\) Regulations 2014](#) set out the legislative requirements with regard to the pre-commitment scheme.

The Player Account Equipment Technical Standard, published on the VGCCC website, sets out the requirements for the pre-commitment player account equipment that needs to be installed in gaming venues state-wide prior to 1 December 2015.

The Commission will monitor the implementation and operation of the pre-commitment scheme in venues to ensure compliance with the legislative requirements.

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06. Gaming Machine Interference

The following chapter outlines the rules governing unprotected devices, unlawful interference and protection of the sensitive areas of gaming equipment.

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6.1 Gaming Prohibited on Unprotected Devices

A venue operator must not without lawful excuse be in possession of or permit gaming on a gaming machine unless the computer cabinet of the gaming machine is securely sealed.

At any time when a seal on a computer cabinet has been broken, the venue operator must not permit gaming on the gaming machine until the gaming machine has been re-sealed in accordance with procedures approved by the VGCCC.

See section 3.5.9 of the [Gambling Regulation Act 2003](#)

A record of the breaking of the seal of the gaming machine computer cabinet must be entered in the gaming equipment logbook (by GIEs who access the logic area of a gaming machine).

See [Chapter 7.12 – Gaming Equipment Log Books \(Record of Logic Area Access\)](#)

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6.2 Unlawful Interference With Gaming Equipment

A person must not improperly interfere with any parts of the gaming equipment or be in possession of any device made or adapted, or intended by the person to be used, for improperly interfering with the gaming equipment. A person must not insert or cause to be inserted anything other than the gaming token to operate or gain credit on a gaming machine.

If a member of the police force believes on reasonable grounds that a person has committed an offence under the above paragraph, the member may search the person for any device or thing that the member suspects was used in the Commission of the offence.

See section 3.5.10 of the [Gambling Regulation Act 2003](#)

A venue operator may remove from or refuse entry to the venue any person who damages or physically abuses a gaming machine.

See section 3.5.43(1)(b) of the [Gambling Regulation Act 2003](#)

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6.3 Protection of Sensitive Areas of Gaming Equipment

A person must not do any of the things listed in Section 3.5.11(1) of the Act unless they are authorised to do so under Section 3.5.11(4) of the Act.

See section 3.5.11(1) and 3.5.11(4) of the [Gambling Regulation Act 2003](#)

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07. Gaming Machine Operations - Machine Compliance

Gaming machines in Victoria are required to:

- operate within the parameters set down; and
- provide certain information

under the legislation and Ministerial or Commission Standards. This chapter relates to those requirements.

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7.01 Pre-Commitment Mechanism

A venue operator must not permit gaming on a gaming machine that is capable of applying a time limit or net loss limit set under a system or scheme other than a pre-commitment system. YourPlay is the pre-commitment system in Victorian gaming venues.

See:

- <https://www.yourplay.com.au>
- section 3.8A.13 of the *Gambling Regulation Act 2003*

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7.02 Gaming Tokens

A venue operator must use only gaming tokens in conducting gaming in the approved venue. A venue operator must cause all transactions in respect of the sale or redemption of gaming tokens in the approved venue to be carried out in a manner that ensures the integrity of the transactions.

See section 3.5.19 of the [Gambling Regulation Act 2003](#)

There are limits on non-cash gaming tokens (e.g. TITO tickets and cashless wallets) that must be adhered to. See [Gambling Regulations 2015](#), Regulations 42A and 42B.

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7.03 Clocks

The time of day must:

- be displayed on each gaming machine
- be visible to a person playing a gaming machine
- be accurate to within 5 minutes
- indicate whether the hour is before or after noon
- be displayed continuously while the machine is operating and available for use for gaming
- to not obscure any other information relevant to gaming on gaming machines.

An external clock is required to be mounted on gaming machines that do not have an internal clock built-in.

See regulation 19 of the [Gambling Regulations 2015](#)

A venue operator must not allow a gaming machine to be played if it does not function in the way it was designed and programmed to function, and this includes a gaming machine which is not displaying the time as required.

See section 3.5.21 of the [Gambling Regulation Act 2003](#)

See [Chapter 08 – Events, Faults and Malfunctions](#)

Industry participants can access, via the following link, templates for [Gaming Machine Event Register](#) (PDF: 63KB) and [Suspected Malfunction of a Gaming Machine Form](#) (PDF: 58KB). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format.

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7.04 Electronic Information (Player Information Display (PID))

Each gaming machine available for gaming in Victoria must generate and display electronic game information.

A gaming machine must be capable of generating and displaying, at the election of a player, electronic player information.

See the definition of 'electronic game information' on page 3 of the [Gambling Regulations 2015](#)

See regulation 20 of the [Gambling Regulations 2015](#)

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function, and this includes a gaming machine which has ceased to provide the required player information.

See section 3.5.21 of the [Gambling Regulation Act 2003](#)

See [Chapter 08 – Events, Faults and Malfunctions](#)

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7.05 Jackpot Information

Jackpot information must be provided on each gaming machine that is part of a linked jackpot arrangement.

See the definition of 'electronic game information' on page 3 of the [Gambling Regulations 2015](#)

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function, and this includes a gaming machine that incorrectly displays that it is or isn't part of a linked jackpot arrangement, or does not provide the relevant player information about the jackpot.

If a gaming machine ceases to be part of a linked jackpot arrangement, but can still be played, it must have a sign on it warning players that the gaming machine is, for the time being, not contributing to the linked jackpot arrangement.

See section 3.5.21 of the [Gambling Regulation Act 2003](#).

See [Chapter 08 – Events, Faults and Malfunctions](#)

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7.06 Spin Rates

A venue operator must not allow a game to be played on a gaming machine if the spin rate of the game is less than 2.14 seconds.

See section 3.5.30 of the [Gambling Regulation Act 2003](#)

A venue operator must not allow a gaming machine to be played if it does not function in the way it was designed and programmed to function, and this includes if the spin rate of the game is less than 2.14 seconds.

See section 3.5.21 of the [Gambling Regulation Act 2003](#)

See [Chapter 08 – Events, Faults and Malfunctions](#)

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7.07 Banning Large Denomination Note Acceptors and Autoplay Facilities

A venue operator must not allow a game to be played on a gaming machine that accepts banknotes with a denomination greater than \$50.

A venue operator must not allow a game to be played on a gaming machine unless each spin can be initiated only by a distinct and separate activation of the machine by the player (whether by pushing a play button, touching the screen or otherwise).

See section 3.5.29 of the [Gambling Regulation Act 2003](#).

A venue operator must not allow a gaming machine to be played if it does not function in the way it is designed and programmed to function, and this applies to any gaming machine that accepts \$100 notes or allows “auto-play” in contravention of the above.

See section 3.5.21 of the [Gambling Regulation Act 2003](#).

See [Chapter 08 – Events, Faults and Malfunctions](#)

Industry participants can access, via the following link, templates to [Gaming Machine Event Register](#) (PDF: 63KB) and [Suspected Malfunction of a Gaming Machine Form](#) (PDF: 58KB). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format..

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7.08 Bet Limit

A gaming machine must have a maximum bet limit of \$5.

See Table 11.2 of the [Australian/New Zealand Gaming Machine National Standard 2016](#).

See [Ministerial Directions gazetted on 02 May 2008](#).

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function, and this includes a gaming machine which accepts wagers greater than \$5.

See section 3.5.21 of the [Gambling Regulation Act 2003](#).

See [Chapter 08 – Events, Faults and Malfunctions](#)

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7.09 Banknote Acceptor Disable Limit

Gaming machine software must incorporate a facility which will automatically disable the banknote acceptor once the credit balance of the gaming machine, or account, if appropriate, exceeds \$1000* expressed in dollars. The limit can be verified by accessing the audit screen of the machine.

*For games assessed and approved under the [Australian/New Zealand Gaming Machine National Standard 2016](#).

Games assessed and approved under the Australia/New Zealand Gaming Machine National Standard, revision 9.0 will disable the banknote acceptor once the credit balance of the gaming machine exceeds \$9949 expressed in dollars.

See Table 11.2 of the [Australian/New Zealand Gaming Machine National Standard 2016](#).

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function, and this includes any gaming machine that allows further banknotes to be accepted after the credit meter has reached the above mentioned limits.

See section 3.5.21 of the [Gambling Regulation Act 2003](#).

See [Chapter 08 – Events, Faults and Malfunctions](#)

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7.10 Non-Acceptance of Invalid Banknote

A gaming machine must incorporate a facility which will disable the banknote acceptor if an invalid banknote is inserted ten times and the screen must display the message “Excessive Banknote rejects”.

See section 6.75, Table 1 of the [Australian/New Zealand Gaming Machine National Standard 2016](#).

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function, and this includes a gaming machine that does not comply with the requirement mentioned above.

See section 3.5.21 of the [Gambling Regulation Act 2003](#). See

[Chapter 08 – Events](#),

[Faults and Malfunctions](#)

Industry participants can access, via the following link, templates to [Gaming Machine Event Register](#) (PDF: 63KB) and [Suspected Malfunction of a Gaming Machine Form](#) (PDF: 58KB). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format.

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7.11 Power Supply to Gaming

The VGCCC may grant, with or without conditions, or refuse to grant an application for approval of modification of a gaming machine area having regard to the size, layout and facilities of the approved venue; and any other matter that the Commission considers relevant.

Having a power supply and wiring that can be easily inspected or checked for maintenance and safety is a matter that the VGCCC considers relevant.

Gaming equipment must be connected to a distribution board dedicated to gaming equipment in the venue.

A circuit diagram (or legend) must be displayed in the gaming distribution board, showing each gaming machine floor position number or unit of gaming equipment connected to each circuit.

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7.12 Gaming Equipment Log Book to Record Logic Area Access

Every time access is gained to a logic area of gaming equipment, a record must be made in the logbook kept inside the gaming equipment cabinet or secured near the gaming equipment, detailing

- e. the reason for the access;
- f. the name and licence number of the person accessing the logic area and
- a. the work done.

See [Chapter 6.1 Gaming Prohibited on Unprotected Devices](#)

Industry participants can access, via the following link, a template for a logbook: [Logbook for Gaming Equipment \(Technician Logbook\)](#) (PDF: 45KB). Venues may wish to produce their own logbook. However, the template indicates the minimum details required in a suggested format.

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08. Events, Faults and Malfunctions

The standards contained in this chapter provide guidelines for venue operators, entitlement holders and gaming industry employees in relation to the action that must be undertaken in the case of certain events occurring on gaming equipment, or within the gaming machine area.

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8.1 Electrical Failure at Venue

In case of electrical failure at the venue that has caused the gaming machines to be shut down for any period, the following recommendations are provided to assist venue operators:

[Electrical Failure at Venue](#) (PDF: 46KB).

[Refer to Chapter 8.4 Gaming Machine Events, Faults and Malfunctions](#)

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8.2 Floods / Fires at Venue / Disruption to Gaming

In case of a flood or fire at the venue that has caused the gaming machine area or gaming machines to be shut down for any period, the following recommendations are provided to assist venue operators:

Industry participants can access further information via the following link to guidelines for [Floods / Fires at Venue / Disruption to Gaming](#) (PDF: 44KB).

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8.3 Defective Gaming Machines Not Allowed

A venue operator must not allow a gaming machine that is installed in an approved venue to be played other than for testing purposes, if:

- it does not function in the way it was designed and programmed to function,
- any related gaming equipment (e.g. the SMIB) does not function in the way it was designed and programmed to function concerning that gaming machine,

until the gaming machine or gaming equipment is functioning in which it was designed and programmed to function.

Refer to Section 3.5.21 of the [Gambling Regulation Act 2003](#).

If a patron dispute arises from a gaming machine not functioning in the way it was designed and programmed to function, refer to [Chapter 5.4 - Patron Disputes](#)

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8.4 Gaming Machine Events, Faults and Malfunctions

Sections 5.28 and 6.75 Table 1 of the [Australian/New Zealand Gaming Machine National Standard 2016](#) provide detailed information relating to events that cause gaming machines to cease to function in the manner in which it was designed and programmed to function.

As a minimum, venue operators must ensure that when an event has occurred to cause one or more gaming machine(s) to cease to function in the manner in which it was designed and programmed to function, the gaming machine reacts in the following way:

- There is a clearly displayed message that an event has occurred
- All player inputs are disabled except for a Service Button and, optionally, any inputs required for Audit Mode. This includes disabling coin and banknote input
- An identifiable alarm is sounded for at least 1.5 seconds
- Any game play is saved in its current incomplete condition. The reels must cease spinning immediately
- If the gaming machine was in hopper payout, the hopper is turned off and the brake applied

If a patron dispute arises from a gaming machine not functioning in the manner in which it was designed and programmed to function refer to [Chapter 5.4 - Patron Disputes](#)

Industry participants can access, via the following link, templates for [Gaming Machine Event Register](#) (PDF: 63KB) and [Suspected Malfunction of a Gaming Machine Form](#) (PDF: 58KB). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format.

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8.5 Gaming Equipment Event - Non-Payment to Customer

A venue operator, or holder of a GIE licence, must refuse to pay or to allow payment to be made to a person in respect of a bet made or gaming machine credits accumulated on a gaming machine if the operator or employee reasonably suspects that the gaming machine or any related gaming equipment failed to function in the manner in which it was designed and programmed to function.

The holder of a GIE's licence who refuses to pay or to allow payment to be made to a person in the circumstances referred to above, must inform the venue operator as soon as practicable after the refusal.

In the event of a dispute over a refusal to pay in the circumstances referred to above, the entitlement holder must resolve the dispute in accordance with procedures approved by the VGCCC.

Industry participants can access further information via the following link [Dispute Resolution Procedures](#) (PDF: 83KB).

If a patron dispute arises from a gaming machine not functioning in the manner in which it was designed and programmed to function refer to [Chapter 5.4 - Patron Disputes](#).

Refer to Section 3.5.20 of the [Gambling Regulation Act 2003](#).

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8.6 Substantial / large wins over \$10,000

A win greater than \$10,000 must cause the gaming machine to enter a lock-up mode. The gaming machine may be re-activated after a software verification check is completed by the central monitoring and control system (Intralot Gaming Services (IGS) iGEM system).

A substantial win is the winning of a prize greater than or equal to the VGCCC specified limit, which is \$10,000. The prize amount is defined as the grand total of all winnings for all game elements, including jackpot prize wins. Thus multiple part games such as those with free game sequences, bonus sequences, gamble or other such features are to have their total winnings added, regardless of whether partial transfer to the credit meter has occurred or not. After all of these game elements, if that sum of winnings is greater than or equal to \$10,000 this play is considered a substantial win.

The gaming machine may be re-activated after appropriate audit procedures have been completed but only after a gaming machine signature check is completed and verified by the IGS iGEM system. Note that in the de-activated state the gaming machine may not continue game play nor pay the credit balance to the player via a collect, cancel credit, ticket print or other such means until a gaming attendant has cleared the win at the gaming machine.

Further information can be found on the [Technical Standards](#) web page, where you will need to refer to the following:

- section V3.10 of the [Victorian Appendix](#)
- section 6.106 and 6.107 of the [Australian/New Zealand Gaming Machine National Standard 2016](#).

Also refer to the Intralot Gaming Services (IGS) Venue Procedures Manual for further instructions.

Industry participants can also access a Large Win Payouts Register template via the following link [Large Win Payouts Register](#) (PDF: 60KB). Venues may wish to produce their own documents. This template indicates the minimum details required in a suggested format.

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09. Cashier Station

This chapter encompasses the VGCCC requirements concerning the way a cashier station is constructed and operates, to ensure the protection and integrity of gaming equipment, staff and patrons.

These requirements relate to accessibility of gaming equipment as well as security and OH&S issues.

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9.1 Cashier Station Operations and Installation of Gaming Equipment

The cashier station must be constructed in such a way that ensures that gaming equipment within the cashier station, which is not intended for public use, is not accessible by the public.

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10. Security Arrangements - General

Security of the gaming equipment, venue staff and patrons is an important responsibility for a venue operator.

These requirements relate to the security of gaming and data communications equipment and provide compliance information in relation to the security systems employed by venue operators to protect their gaming equipment, venue assets, patrons and staff.

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10.1 Security - General

It is recommended that all security systems comply with the current industry-accepted [Electronic Security Standards](#) in respect of manufacture, installation and off-site monitoring.

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11. Display and Inspection of Notices, Signs and Rules

Several notices, signs and rules are required, under the legislation, to be displayed in a gaming machine area.

This chapter outlines the manner and location of where and how these specific notices, signs and rules are to be displayed and the form they must take, as approved by the VGCCC.

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11.1 Venue Operator's Licence

A copy of the venue operator's licence or notice of approved venue must be publicly displayed either at the entrance to or the boundary of the gaming machine area or adjacent to the cashier's station.

The directions for the display of the venue operator's licence can be accessed via [VCGR Directions under Section 3.5.27 of the Gambling Regulation Act 2003](#) for the conduct of gaming, financial records and administration of an approved venue.

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11.2 Notices to be displayed at entrances to the Gaming Machine Area

Notice prohibiting persons under 18 years

A notice prohibiting persons under 18 years from entering the gaming machine area (GMA) must be displayed at each entrance to the GMA, and the notice must comply with the VGCCC direction.

The directions for the [display of the notice](#) and [a sample notice](#) can be found on the [VGCCC directions and guidelines](#) web page.

See section 10.7.9 of the [Gambling Regulation Act 2003](#).

Responsible gambling sign

A venue operator must display, or cause to be displayed, outside every entrance to a GMA of an approved venue a responsible gambling sign.

Please see section 35 of the [Gambling Regulations 2015](#) for more information.

A prescribed responsible gambling sign is a sign in the form, and containing the information set out in the player information standards.

At least one responsible gambling sign must be displayed at each entrance to the GMA in such a manner that the information contained in it is visible to a person entering the GMA.

The VGCCC must provide to each venue operator, responsible gambling signs in sufficient numbers to enable the venue operator to comply with this regulation.

Refer to section 3.5.35A of the [Gambling Regulation Act 2003](#).

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11.3 Notice of availability of VCGR Rules

A venue operator must display a notice informing patrons where a copy of the rules made under section 3.5.23 of the [Gambling Regulation Act 2003](#) that apply to the venue operator may be inspected.

The notice must be in the form approved by the VGCCC and displayed in the manner or location determined by the VGCCC.

A venue operator must allow a patron to inspect a copy of the rules upon request.

You can access a copy of the notice and the [Commission Rules](#) from the [VGCCC directions and guidelines](#) web page.

See sections 3.5.23 and 3.5.25 of the [Gambling Regulation Act 2003](#)

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11.4 Player Information Posters

At all times when gaming machines are available for gaming, the venue operator must ensure that player information posters are displayed in the gaming machine area of the approved venue per the Gambling Regulations 2015.

Player information posters must be displayed in such a manner that the information contained in them is visible to a person sitting or standing in front of a gaming machine in the area.

Nothing prevents the display of posters containing information in languages other than English.

See regulation 12 of the [Gambling Regulations 2015](#).

For more information, or to order copies of the posters refer to Player Information Standards* on the [signage for gaming](#) web page.

* Previously known as the Minister's Standards, amended to Player Information Standards by the Gambling Regulation Amendment Regulations 2012 that came into operation on 16 August 2012.

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11.5 Player InformationTalkers

At all times when a gaming machine is available for gaming, the venue operator must ensure that a “player information talker” is displayed on the gaming machine so that it is visible from the front of the machine.

If the player information standards set out two or more player information talkers that differ from each other in form or information or both, the different talkers must be distributed evenly, as far as practicable, within the venue.

Nothing prevents the display of talkers containing information in languages other than English.

See regulation 13 of the [Gambling Regulations 2015](#)

For more information, or to order copies of the talkers refer to Player Information Standards* on the [signage for gaming](#) web page.

The talker must be placed so that it does not obstruct access to the label displaying the VGCCC identification number, or any operational functions such as accessing the audit function mechanism.

* Previously known as the Minister's Standards, amended to Player Information Standards by the Gambling Regulation Amendment Regulations 2012 that came into operation on 16 August 2012.

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11.6 Player Information Brochures

At all times when gaming machines are available for gaming, the venue operator must ensure that player information brochures are available at each cashier area in the approved venue.

At all times when gaming machines are available for gaming in an approved venue, the venue operator must ensure that pre-commitment information brochures are available at:

- each cashier area in the approved venue
- each player service point in the approved venue
- any other place in the approved venue at which casual player cards are made available for players to collect.

See regulations 14 - 16 of the [Gambling Regulation \(Pre-commitment and Loyalty Scheme\) Regulations 2014](#).

See regulation 14 of the [Gambling Regulations 2015](#) for the number of brochures that are required to be made available.

For more information, or to order copies of the brochures refer to Player Information Standards* on the [signage for gaming](#) web page.

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12. Keys and Locks

The VGCCC imposes several conditions on the use and storage of gaming equipment keys and locks.

The following chapter relates to the requirements applicable to gaming equipment keys and locks, their control and management and what a venue must do in the case of lost, stolen or damaged keys.

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12.1 Gaming Equipment Keys and Locks

Each venue's locks and keys for gaming machines/gaming equipment must be exclusive to the venue.

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12.2 Key Control and Management System

Keys to access gaming machines/equipment should be restricted and controlled.

Industry participants can also access a Key Management Register template via the following link [GMA Key Management Register \(PDF: 62KB\)](#). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format.

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12.3 Lost, Stolen or Damaged Gaming Machine Keys

If a gaming machine key is lost, stolen or damaged, please see the guidelines for lost, stolen or damaged gaming machine keys:

[Lost, Stolen and Damaged Gaming Machine Keys](#) (PDF: 44KB).

Industry participants can also access a Key Management Register template via the following link [GMA Key Management Register](#) (PDF: 62KB). Venues may wish to produce their own documents. This template indicates the minimum details required in a suggested format.

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13. Supervision of Gaming Machine Area / CCTV Requirements

Surveillance of the gaming machine area (GMA), either by physical supervision or electronic means, is required under Rule 4 of the VCGR Rules and Section 3.1.4 of the *Gambling Regulation Act 2003*, which relates to the 'conduct of gaming' being a reference to the management, use, supervision and operation of gaming equipment.

This chapter relates to the VGCCC's requirements for supervision of the GMA by physical or electronic means, including the number of licensed staff required and the technical requirements and capabilities of any CCTV system employed.

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13.1 Electronic and Physical Supervision for the Conduct of Gaming

Rule 4 of the Commission rules, states that a venue operator must ensure that the operation of the gaming machine area and each gaming machine is subject to continual supervision. Supervision may be electronic or physical or a combination of both.

For a copy of the Commission rules for venue operators, see [Commission rules for venue operators](#)

Requirements for electronic and physical supervision are detailed in section 4.2 of the [Accounting and Auditing Venue Requirements \(AAVR\)](#).

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14. Credit / Cash Facilities / Payment of Accumulated Credits / Book Pay Vouchers

The [Gambling Regulation Act 2003](#) and Rule 5 of the [VGCCC Rules](#) outline the specific conditions that apply to the provision of credit in an approved venue and the provision and placement of any cash facility in an approved venue.

The requirements in this chapter also encompass the cashing of cheques and venue obligations in relation to the payment of accumulated credits and large wins and payouts.

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14.1 Credit

A person who holds a licence under the [Gambling Regulation Act 2003](#), or an entitlement holder, must not make a loan or extend credit in any form to any person to enable that person or any other person to play a gaming machine in an approved venue.

Refer to section 3.5.31 of the [Gambling Regulation Act 2003](#)

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14.2 Cash Facility / Placement of ATMs

Cash Facility

Prohibitions on certain cash facilities-approved venue not on a racecourse

A venue operator must not provide, or allow another person to provide on the venue operator's behalf, a cash facility in the approved venue other than an automatic teller machine for which the venue operator holds an approval under the *Gambling Regulation Act 2003* (the Act) and is provided per the approval, or an EFTPOS facility that complies with 3.5.33C(3) of the Act.

A compliant EFTPOS facility must not allow a person to obtain an amount of cash exceeding \$200 per transaction on any one debit or credit card, must not allow a person to obtain cash exceeding \$500 on any one debit or credit card within 24 hours and must not allow a person to obtain a cash advance from a credit account. Please note the 24-hour period is calculated as commencing from the time of the first withdrawal so at no time in any 24-hour period may a venue operator permit a patron to withdraw an amount exceeding \$500 from any one card.

It is an offence for a venue operator to allow a person to obtain cash from an EFTPOS facility unless the facility is operated by a person employed or engaged by the venue operator, including by entering the amount of funds to be obtained.

Any ATM approved by the VGCCC to be located in a gaming venue will be subject to the same restrictions, where the default conditions of the approval include that the ATM must not allow a person to obtain an amount of cash exceeding \$200 per transaction on any one debit or credit card, must not allow a person to obtain cash exceeding \$500 on any one debit or credit card within 24 hours and must not allow a person to obtain a cash advance from a credit account.

Refer to section 3.5.33C of the [Gambling Regulation Act 2003](#).

Placement of ATMs

Rule 5 of the [Commission rules \(as in force on 21 February 2007\)](#) states that ATM and EFTPOS devices must not be accessed by any person within the gaming machine area of an approved venue for the purpose of withdrawing cash.

Please note this rule continues to apply.

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14.3 If an approved venue is on a racecourse

Prohibitions on certain cash facilities-gaming machine area in approved venue on a racecourse

Inside the Applicable Area

The gaming machine area of an approved venue that is on a racecourse and each area that is less than 50 metres walking distance away from an entrance to the gaming machine area is referred to as the **applicable area**.

A venue operator must not provide, or allow another person to provide on the venue operator's behalf, a cash facility in the applicable area other than an EFTPOS facility that complies with 3.5.33D(3) of the [Gambling Regulation Act 2003](#).

A compliant EFTPOS facility must not allow a person to obtain an amount of cash exceeding \$200 per transaction on any one debit or credit card, must not allow a person to obtain cash exceeding \$500 on any one debit or credit card within 24 hours and must not allow a person to obtain a cash advance from a credit account.

The venue operator must ensure that a person is not able to obtain cash in the applicable area from an EFTPOS facility without the facility being operated by a person employed or engaged by the venue operator (including by entering the amount of the funds to be obtained).

See section 3.5.33D of the [Gambling Regulation Act 2003](#).

Outside the Applicable Area

In relation to an approved venue that is on a racecourse, for all other areas outside the applicable area, a venue operator must not provide, or allow another person to provide on the venue operator's behalf, a cash facility in the approved venue that does not comply.

A cash facility complies if it does not allow a person to obtain an amount of cash exceeding \$200 in any in any one transaction on any one debit or credit card or obtain a cash advance from a credit account.

See section 3.5.33DA of the [Gambling Regulation Act 2003](#).

Rule 5 of the [Commission rules \(as in force on 21 February 2007\)](#) states that ATM and EFTPOS devices must not be accessed by any person within the gaming machine area of an approved venue for the purpose of withdrawing cash.

Please note this rule continues to apply to all approved venues, including approved venues on racecourses.

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14.4 Payment of Accumulated Credits and Cashing of Cheques

Payment of Accumulated Credits

Any amount

A venue operator must, at the request of a person, pay out any accumulated credits (regardless of the amount) from a gaming machine to the person by cheque that is not payable to cash.

Accumulated credits less than \$2000 may be paid out:

- in cash
- by cheque that is not payable to cash
- by electronic funds transfer (EFT) if requested by the person

Accumulated credits \$2000 or more must be paid out:

- by cheque that is not payable to cash
- by electronic funds transfer if requested by the person, but the funds must be transferred in such a way that they are not available to the person for at least 24 hours after the transfer.

Accumulated credits of \$2000 or more must not be paid out in cash under any circumstances.

Please note that the requirement to pay out by EFT is not required if the venue operator does not have the facility to do so as described above.

Refer to section 3.5.33 of the [Gambling Regulation Act 2003](#).

Cashing of Cheques

The promotion or operation of cheque cashing services by any person in gaming venues or on gaming venue property, including the cashing of cheques by venue operators or a third party, is prohibited.

In relation to the cashing of cheques at gaming venues, it is an offence for:

- a person (including a venue operator) to give to another person cash or other gaming token in exchange for a cheque at a gaming venue;
- a venue operator to allow another person to give cash or other gaming token in exchange for a cheque at a gaming venue;
- a person (including a venue operator) to publish or cause to be published at a gaming venue, any advertising for a cheque cashing service;
- a venue operator to allow a person to publish or cause to be published at a gaming venue,

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any advertising for a cheque cashing service.

For the purposes of these offences, a gaming venue includes any land owned or leased by the venue operator on which the venue is located including any car park owned or occupied by the venue operator and used primarily by patrons.

Refer to section 3.5.32 of the [Gambling Regulation Act 2003](#).

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14.5 Large Wins and Payouts

A large win register must be maintained to allow for identification of all significant gaming machine wins and jackpots awarded greater than \$10,000. The register must enable the identification and verification of the large win details and also the patron to whom the payout was made.

Industry participants can access a Large Win Payouts Register template via the following link [Large Win Payouts Register](#) (PDF: 60KB). Venues may wish to produce their own documents. This template indicates the minimum details required in a suggested format.

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14.6 Book Pay Vouchers

Payment of accumulated credits and Jackpot wins for amounts above a gaming machine's hopper payout limit is facilitated by a cash ticket printed by the gaming machine or via a Book Pay initiated by venue staff.

Venues are responsible for the production of Book Pay Vouchers for use in their venues and these are to be produced in a duplicate form to provide separate venue and player copies.

Industry participants can access a Book Pay Voucher template via the following link [Book Pay Voucher Template](#). This template indicates the minimum details required in a suggested format.

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15. Advertising

The [Gambling Regulation Act 2003](#) prohibits the publication of any gaming machine advertising outside the gaming machine area of an approved venue.

This chapter outlines the requirements applicable to the publication of gaming machine advertising as well as those applicable to the display of any gaming machine related signs.

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15.1 Publication of Gaming Machine Advertising

A venue operator, or a person on behalf of the venue operator, must not publish or cause to be published any gaming machine advertising outside the Gaming Machine Area of an approved venue.

A venue operator may, or a person acting on behalf of a venue operator may, disseminate gaming machine advertising to a person who requested, in writing, gaming machine advertising from the operator or person.

Refer to sections 3.5.34AA and 3.5.34 of the [Gambling Regulation Act 2003](#)

A loyalty scheme provider may, subject to section 3.5.40 of the [Gambling Regulation Act 2003](#), disseminate gaming machine advertising to a participant in a loyalty scheme.

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15.2 Gaming Machine Related Signs

A person must not display or cause to be displayed any gaming machine related signs, unless the sign is located in the gaming machine area (GMA) of an approved venue and is displayed to be viewed primarily from inside the GMA.

Refer to section 3.5.35 of the [Gambling Regulation Act 2003](#) and regulation 5(a) of the [Gambling Regulation \(Signage\) Regulations 2005](#)