

Self-Assessment Compliance Audit Checklist

For venues with gaming machines and/or UBET SA agencies

Hotels and Clubs with gaming machines and/or UBET SA agencies

This self-assessment compliance audit checklist has been developed to assist licensees in assessing the level of compliance with legislation, regulations, licence conditions and codes of practice for gaming and wagering.

Completion of the form is encouraged by Consumer and Business Services (CBS).

It is recommended that the self-assessment checklist be completed every six months.

It is also recommended that the self-assessment checklist be viewed and signed off by a Responsible Person, Gaming Manager and the licensee (or an operational director or committee if the licensee is a body corporate).

Licensees with UBET facilities should also contact UBET SA for advice and assistance on UBET compliance matters.

Where the self-assessment checklist makes reference to policies and procedures, venues with Responsible Gambling Agreements in place may refer to their Responsible Gambling Document for compliance with these matters.

Where there is no policy in place, the venue may need to create their own policy or where the policy does not meet the venue's needs, the venue may need to vary or update the policy to suit.

Licensees should be familiar with and have copies of the following documents:

- *Gaming Machines Act 1992*
- Gaming Machine Regulations 2005

- Attachment A Conditions (gaming machine licence)
- Attachment B Conditions (gaming machine licence)
- Gaming Tax Booklet
- Gambling Codes of Practice Notice 2013
- *Authorised Betting Operations Act 2000*
- UBET SA Betting Operations Rules
- *Independent Gambling Authority Act 1995 Part 4*

The Gambling Codes of Practice Notice 2013 (Codes) makes reference to a "peak body". For the purposes of this reference and in relation to clause 10B(1)(a) of the *Gaming Machines Act 1992*, the Independent Gambling Authority has approved Gaming Care and Club Safe as Recognised Industry Bodies.

Licensees that have a Responsible Gambling Agreement with either of these bodies are exempt from certain clauses of the Codes. Please refer to the Gambling Codes of Practice Notice 2013 for further information.

The documents listed can be accessed from the CBS website cbs.sa.gov.au.

The Gambling Codes of Practice Notice 2013 and the *Independent Gambling Authority Act 1995* can be accessed from the Independent Gambling Authority website iga.sa.gov.au.

Further information on a range of gaming and wagering topics is also available on the CBS website.

March 2017



Venue name

Audit date

Audit conducted by:

Name

Position

Signature

Acknowledged by:

Responsible Person

Name

Signature

Gaming Manager

Name

Signature

Director/committee member/licensee

Name

Signature

Next audit date

Self-Assessment Compliance Audit

Section A: Gaming Checklist

Refer to Appendix Two for glossary of acronyms.

If your response to any of the following requirements is no, please complete Appendix Three using the item code.

Gaming – Signage

Item	Legislation	Requirement	Please tick
1	GCOP CI 45(1)	Is there an A3 (or two A4) perimeter sign displayed at each entrance to a gaming area which states / includes: <ul style="list-style-type: none"> the gaming area is restricted to people aged 18+; the gaming area is subject to state laws and Codes of Practice; the gaming area is inspected by CBS; and a telephone number to make complaints (through CBS)? <i>Refer to A in Appendix 1</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
2	GCOP CI 45(3)	Is there an A3 (or two A4) multi-lingual sign in 'core languages' displayed in a prominent position in each gaming area advising of help for problem gambling? <p>Note: Languages include English, Arabic, Chinese, Greek, Italian and Vietnamese and any other locally relevant language.</p> <i>Refer to B in Appendix 1</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	GCOP CI 45A(1)(a)	Are responsible gambling messages approved by the OPG displayed on ATM screens ? <p>Note: A full screen responsible gambling message must be displayed on these screens at least 20% of the time the screen is idle.</p> <i>Refer to C in Appendix 1</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	GCOP CI 45A(1)(b)	Do transaction slips produced by an ATM include the condensed warning message and the national gambling helpline number?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	GCOP CI 45A(2)(a)	Is the condensed warning message and national gambling helpline number prominently displayed on or near each automated coin dispensing machine and each cashier area ? <p><i>Refer to D in Appendix 1 for an example developed by the AHA and Clubs SA</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
6	GCOP CI 45A(2)(b)	Is there a quantity of national gambling helpline cards available at or near: <ul style="list-style-type: none"> each ATM and EFTPOS facility located on the premises; each automated coin dispensing machine in or near a gaming area; each customer service point where money is exchanged for coins, tickets or credit on a recognised account based cashless gaming system; and each gaming machine? <i>Refer to E in Appendix 1</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	GCOP CI 45A(3)	Is the time of day prominently displayed and visible throughout the gaming areas?	<input type="checkbox"/> Yes <input type="checkbox"/> No



8	GCOP CI 45A(4)	Is a copy of the Gambling Codes of Practice (or a summary document approved in writing by the IGA) available if requested?	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	GCOP CI 45B(1)	Is there approved OPG responsible gambling material (sign or electronically) displayed in gaming areas as: <ul style="list-style-type: none"> primary responsible gambling signs; and additional responsible gambling signs? <i>Refer to F in Appendix 1</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	GCOP CI 45B(1)	For licensees with no more than 10 gaming machines — Is there at least one primary A1 size (or equivalent) approved OPG responsible gambling sign in each gaming area?	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	GCOP CI 45B(2)	For licensees with more than 10 gaming machines — Is there at least one additional A1 approved OPG responsible gambling sign (either in or outside the gaming area) displayed for every 10 (or part thereof) gaming machines in excess of 10? Note: Two A2, Four A3 or Eight A4 or any logical equivalent combination of approved OPG signs are able to be displayed in lieu of one A1 sign.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13	GCOP CI 45B(3)	For licensees who choose to display approved OPG responsible gambling material electronically in lieu of A1 sign — Is the electronically displayed responsible gambling material: <ul style="list-style-type: none"> in full screen with 16:9 format, on a screen that has at least a diagonal measurement of 1270mm (50”) and displayed for at least three minutes per hour; or on multiple screens with 16:9 formats which have a diagonal measurement of less than 1270mm (50”) and the total dimensions of all screens are at least 1270mm (50”)? 	<input type="checkbox"/> Yes <input type="checkbox"/> No

Gaming – Staff

Item	Legislation	Requirement	Please tick
14	Att A lic cond (ma)	Has the Commissioner been notified using the BOEN system of all staff who carry out prescribed duties in connection with gaming operations as either a gaming manager or gaming employee or both?	<input type="checkbox"/> Yes <input type="checkbox"/> No
15	Att A lic cond (ma)	Did the staff member complete an Employee Declaration and Consent Form with correct details (e.g. residential address) prior to being notified as a gaming manager or gaming employee on the BOEN system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
16	Att A lic cond (ma)	Has the Employee Declaration and Consent Form and all identification requirements been uploaded onto the BOEN system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
17	GMA s48(1)	Is there at least one gaming (machine) manager on the premises who is properly managing and supervising gaming machine operations while the premises is open to the public?	<input type="checkbox"/> Yes <input type="checkbox"/> No
18	GMA s50A	Do all notified gaming staff have and wear (in a prominent position) whilst carrying out his or her duties, an identification badge that includes: <ul style="list-style-type: none"> the employee's preferred first name; the employee's unique ID number; a colour photograph (similar to passport size) of the employee; the name of the licensed premise; and the employee's notified status (i.e. gaming employee/manager and approved responsible person if applicable)? 	<input type="checkbox"/> Yes <input type="checkbox"/> No

19	GMA s51(1)	Are all gaming staff aware (including, in relation to the licence holder, the licensee and persons in a position of authority) that they must not, except as is necessary for the purpose of carrying out their duties, operate a gaming machine on the licensed premises where they work , and are they prevented from playing gaming machines at the venue?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Gaming – Training

Item	Legislation	Requirement	Please tick
20	GCOP CI 70	Have all gaming managers : <ul style="list-style-type: none"> completed basic and advanced training before or within 3 months of starting employment; and then advanced training within every 2 years? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	GCOP CI 70	Have all gaming employees : <ul style="list-style-type: none"> completed basic training before or within 3 months of starting employment; and then basic or advanced training within every 2 years? 	<input type="checkbox"/> Yes <input type="checkbox"/> No

Gaming – Minors

Item	Legislation	Requirement	Please tick
22	GCOP CI 48	Does the venue have in place, and have implemented, a current written procedure addressing the issue of young children (aged 10 years or less) who might be left unattended on the premises or in a motor vehicle parked in a car park over which the licensee has direct power and control?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Gaming – Barring

Item	Legislation	Requirement	Please tick
23	GCOP CI 43(2)	Does the licensee have a process for facilitating the operation of the barring orders scheme for the benefit of: <ul style="list-style-type: none"> problem gamblers; their family members dependent upon them; and those with a genuine interest in the welfare of problem gamblers and their families? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
24	GCOP CI 43(4)	Does the licensee have documented procedures that have been implemented to ensure that all barring enquiries and approaches for the making of barring orders are responded to in a timely manner?	<input type="checkbox"/> Yes <input type="checkbox"/> No
25	GCOP CI 43(6)	Has the licensee ensured that any loyalty program database or list does not include a barred person?	<input type="checkbox"/> Yes <input type="checkbox"/> No
26	IGA Act s15C	Have all barring orders made by the venue been entered correctly onto the BOEN system in the form determined by the IGA?	<input type="checkbox"/> Yes <input type="checkbox"/> No

27	Venue internal policy	Are all gaming employees and managers regularly updated of new barring orders and barring orders that have ceased?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Gaming Cash Facilities, Cheques & Credit

Item	Legislation	Requirement	Please tick
28	GMA s51A	Are all cash facilities other than an EFTPOS facility located outside of the designated gaming area?	<input type="checkbox"/> Yes <input type="checkbox"/> No
29	GMA s51B	Are all ATMs located in the premises set to restrict cash withdrawals to no more than \$250 per card per 24 hours?	<input type="checkbox"/> Yes <input type="checkbox"/> No
30	GM Reg15B	Are staff aware that for each cash withdrawal from EFTPOS facilities: <ul style="list-style-type: none"> the withdrawal must be limited to \$200; immediately before the transaction is processed, the staff member assisting with the withdrawal must confirm with the person withdrawing the cash, the amount of cash being requested; and cash must only be obtained directly from a staff member operating an EFTPOS facility or from a cash dispenser which is in the immediate vicinity of the EFTPOS facility (and not a dispenser which forms part of an ATM)? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
31	GMA s52(1)(a) s52(2)(a)	Are staff aware that they must not lend money under any circumstances to a person who is in or about to enter the licensed premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No
32	GMA s52(1)(b) s52(2)(b)	Are staff aware that they must not allow a person to use a credit or charge card for the purpose of playing gaming machines?	<input type="checkbox"/> Yes <input type="checkbox"/> No
33	GMA s52(1)(c) s52(2)(c)	Are staff aware that they must not provide credit to a person for the purpose of playing gaming machines?	<input type="checkbox"/> Yes <input type="checkbox"/> No
34	GCOP CI 47	Are staff aware that they must not cash a cheque in a gaming area unless an exemption has been provided by the IGA?	<input type="checkbox"/> Yes <input type="checkbox"/> No
35	GCOP CI 47A	Are staff aware that if a patron requests winnings or redemption of credits in excess of \$1000 , a cheque must be issued as soon as practicable or at least 30 minutes after the request has been made, unless the IGA has granted the venue a longer period?	<input type="checkbox"/> Yes <input type="checkbox"/> No
36	GCOP CI 49	Are staff aware that coin can only be obtained from a cashier or an automated coin dispensing machine which is located where patron activity can be monitored?	<input type="checkbox"/> Yes <input type="checkbox"/> No
37	Att A lic cond (nd)	Are measures in place to ensure that automated coin dispensing machines are not operated on the licensed premises between 2am and 8am?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Gaming Gaming Machine Operation

Item	Legislation	Requirement	Please tick
38	GCOP CI 46	Are all gaming staff aware that they must take all reasonable and practicable steps to ensure a person plays no more than one gaming machine at a time , and that: <ul style="list-style-type: none"> • if a patron is found to be playing more than one gaming machine at a time (for the first time) they are to be given a warning; and • if the patron does not heed the warning, staff must require the person to leave the gaming area for 24 hours? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
39	GMA s73 & Att B lic cond 1.3	Is the licensee maintaining copies of the monthly statement issued by the Independent Gaming Corporation (IGC) showing the monthly gross gaming turnover and net gaming revenue?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Gaming Advertising Codes of Practice

Item	Legislation	Requirement	Please tick
40	GCOP CI 13	Does the venue's gambling advertising comply with the specific provisions in the Advertising Code of Practice?	<input type="checkbox"/> Yes <input type="checkbox"/> No
41	GCOP CI 14	Does the venue ensure that the expression "win" or the symbol "\$" is not used in any gambling advertising except to refer to a particular prize that has been won or a reasonable approximation of an amount that may be won when the advertising is in the form of signs on the exterior of the premises or in the immediate environs?	<input type="checkbox"/> Yes <input type="checkbox"/> No
42	GCOP CI 16	Does the venue ensure that any advertising of inducement in the form of participation in an acceptable loyalty program , includes publication of the terms, conditions and benefits of the program in their entirety: <ul style="list-style-type: none"> • on a public webpage; or • on signs in or near a gambling area; or • in a document available in or near a gambling area? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
43	GCOP CI 17 CI 18	Does all gambling advertising, including print and media, include the expanded warning message and if that is not reasonable or practicable the condensed warning message ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
44	GCOP CI 25	Is the national gambling helpline number included when the condensed warning message is used in advertising?	<input type="checkbox"/> Yes <input type="checkbox"/> No
45	GCOP CI 27	Does all outdoor signage (other than a 'permitted external sign' (fixed signage) or advertising covered by GCOP clause 28) comply with the requirements of the Advertising Code of Practice?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Gaming Responsible Gambling Codes of Practice

Item	Legislation	Requirement	Please tick
46	GCOP CI 41	In relation to intervention with problem gamblers, does the licensee have a responsible gambling document in each gambling area that: <ul style="list-style-type: none"> • details how staff training and measures for intervention are implemented, and the roles of staff (described by name or job title) in the implementation of this code; and • is readily available to, and made known to, all staff to which it relates? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
47	GCOP CI 42(1)	Does the licensee have a documented reporting procedure in relation to the identification of suspected problem gamblers and how those gamblers details will be recorded?	<input type="checkbox"/> Yes <input type="checkbox"/> No
48	GCOP CI 42(2) CI 42(3)	Has the gaming manager: <ul style="list-style-type: none"> • reviewed the records of suspected problem gamblers on a fortnightly basis or more frequently; • documented the fact of the review; and • documented any steps taken to intervene in a suspected problem gambler's gambling behaviour? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
49	GCOP CI 51(1)	Are all reasonable steps taken to ensure that persons who demonstrate difficulty controlling their personal expenditure on gambling products are made aware of the name and telephone number of a widely available gambling help service?	<input type="checkbox"/> Yes <input type="checkbox"/> No
50	GCOP CI 51(2)(b)	Are staff sufficiently aware of the identity and location of the gambling rehabilitation agency to be able to direct patrons to the agency?	<input type="checkbox"/> Yes <input type="checkbox"/> No
51	GCOP CI 51(3)	Has the venue's responsible gambling policy been included in customer newsletters and other communications ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
52	GCOP CI 51A(1)(a) & (b)	Are staff aware of the steps to take to ensure persons are: <ul style="list-style-type: none"> • prevented from gambling; and • prevented from entering a gambling area or remaining in a gambling area – if the person's speech, balance, coordination or behaviour is noticeably impaired or if it is reasonable to believe the impairment is a result of the consumption of liquor or other substance? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
53	GCOP CI 51A(1)(c)	Are staff aware of the steps to take to ensure liquor is not supplied to reward, promote or encourage continued gambling?	<input type="checkbox"/> Yes <input type="checkbox"/> No
54	GCOP CI 51A(3)	Are staff aware they must not serve liquor to a person seated or standing at a gaming machine?	<input type="checkbox"/> Yes <input type="checkbox"/> No
55	GCOP CI 54	Are gaming staff aware that the venue must not offer or provide any inducement encouraging patrons to gamble unless the offer is for: <ul style="list-style-type: none"> • participation is in an acceptable loyalty program; • participation in an acceptable trade promotion lottery; or • complimentary non-alcoholic beverages and refreshments of nominal value? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
56	GCOP CI 71	Have reasonable steps been taken to ensure that staff with a potential or actual gambling problem of any sort are identified and referred for counselling, support or therapy?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Gaming Additional Measures for Venues Without Responsible Gambling Agreement

Item	Legislation	Requirement	Please tick
57	GCOP CI 37	Has the licensee ensured that: <ul style="list-style-type: none"> • there is no advertising of any gambling product on the exterior of the premises or in the immediate surroundings; • advertising of any gambling product within the premises only occurs in gambling areas within the premises and in the form of directional signage in the non-gambling areas of the premises; and • gambling advertising does not refer to any factor that might induce a person to gamble, such as prizes or benefits, other than those on a gaming machine. 	<input type="checkbox"/> Yes <input type="checkbox"/> No
58	GCOP CI 51(2)(a)	Has the venue identified a gambling rehabilitation agency (name, location, and a key operational contact who can be asked for by name) that gamblers and their families can readily access?	<input type="checkbox"/> Yes <input type="checkbox"/> No
59	GCOP CI 51(2)(c)	Has management level contact been established and maintained with the gambling rehabilitation agency?	<input type="checkbox"/> Yes <input type="checkbox"/> No
60	GCOP CI 76(a)	Are all gambling areas screened so that it is not possible to see into these areas from within other parts of the premises or from outside the premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No
61	GCOP CI 76(b)	Are the sounds associated with gambling not audible to the greatest extent practicable from other parts of the premises or from outside the premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No
62	GCOP CI 76(c)	Are gaming staff routinely and regularly monitoring patron activity on automated coin dispensing machines ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
63	GCOP CI 76(d)	Does any loyalty program offered include a pre-commitment program approved by the IGA?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Section B: Wagering Checklist

Refer to Appendix Two for glossary of acronyms.

If your response to any of the following requirements is No please complete Appendix Three using the item code.

* If the UBET facilities are operated by a gaming machine licensee and the licensee has placed additional responsible gambling signage and a multi-lingual sign (refer to section A) in the UBET gambling area, the following signage requirements marked (*) are not required to be displayed in the UBET gambling area. [GCOP CI 51B].

Wagering – Signage			
Item	Legislation	Requirement	Please tick
64	GCOP CI 50(1)(a)	* Is the condensed warning message and national gambling helpline number prominently displayed : <ul style="list-style-type: none"> • on or near each point of sale of any UBET product; and • on any electronic display in a gambling area used for displaying internal advertising? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
65	GCOP CI 50(1)(b)	In each gambling area, is there: <ul style="list-style-type: none"> • a message displayed indicating gambling operations are governed by a Code of Practice; and • a copy of the Gambling Codes of Practice (or a summary document approved in writing by the IGA) available on request? <p><i>Refer to G in Appendix 1</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
66	GCOP CI 50(1)(c)	Is there a quantity of helpline cards available on or near each ATM and at other places throughout gambling areas?	<input type="checkbox"/> Yes <input type="checkbox"/> No
67	GCOP CI 50(1)(d)	Is the time of day prominently displayed and visible throughout gambling areas?	<input type="checkbox"/> Yes <input type="checkbox"/> No
68	GCOP CI 50(2)(a)	* Are responsible gambling materials (including posters and pamphlets): <ul style="list-style-type: none"> • prominently displayed and renewed; and • does that material include the expanded warning message or, if that is not reasonable or practicable, the condensed warning message? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
69	GCOP CI 50(2)(b)	* Is a responsible gambling poster available in the following 5 languages other than English: <ul style="list-style-type: none"> • Arabic; • Chinese; • Greek; • Italian; • Vietnamese; And is it also available in any other locally relevant language? <p><i>Refer to G in Appendix 1</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

Wagering - Staff training

Item	Legislation	Requirement	Please tick
70	GCOP CI 73(1)	<p>Have all staff who sell UBET products received training as follows:</p> <ul style="list-style-type: none"> • for all staff at induction - basic training which identifies problem gambling and which explains the role and process of barring and exclusion; • for supervisory and managerial staff - advanced training on the identification of, and intervention techniques for problem gambling; and • refresher training courses at least every 2 years? <p>Note: If the licensee chooses, staff in a gaming venue who have completed gaming machine training meet the requirements of this clause (i.e. do not need to undertake the above training).</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

Wagering - Minors

Item	Legislation	Requirement	Please tick
71	ABO s43(1)(b)	Does the venue have approved systems and procedures in place to prevent minors from placing any type of bet with UBET?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Wagering - Barring

Item	Legislation	Requirement	Please tick
72	GCOP CI 3	Has the licensee defined the gambling area for the purposes of UBET and are staff aware?	<input type="checkbox"/> Yes <input type="checkbox"/> No
73	GCOP CI 43(2)	<p>Does the venue have a process for facilitating the operation of the barring orders scheme for the benefit of:</p> <ul style="list-style-type: none"> • problem gamblers; • their family members dependent upon them; and • those with a genuine interest in the welfare of problem gamblers and their families? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
74	GCOP CI 43(4)	Does the venue have documented procedures that have been implemented to ensure that all barring enquiries and approaches for the making of barring orders are responded to in a timely manner?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Wagering - Cash Facilities, Cheques & Credit

Item	Legislation	Requirement	Please tick
75	ABO s44	Are staff aware they must not provide credit to a person for the purpose of gambling with UBET?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Wagering – Advertising Codes of Practice

Item	Legislation	Requirement	Please tick
76	GCOP CI 13	Does the venue's UBET gambling advertising comply with the specific provisions in the Advertising Code of Practice?	<input type="checkbox"/> Yes <input type="checkbox"/> No
77	GCOP CI 14	Does the venue ensure that the expression “win” or the symbol “\$” is not used in any gambling advertising except to refer to a particular prize that has been won or a reasonable approximation of an amount that may be won when the advertising is in the form of signs on the exterior of the premises or in the immediate surroundings? Note: This clause applies to material that has not been provided by UBET.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Wagering – Responsible Gambling Codes of Practice

Item	Legislation	Requirement	Please tick
78	GCOP CI 41	In relation to intervention with problem gamblers, does the venue have a responsible gambling document in each gambling area that: <ul style="list-style-type: none"> • details how staff training and measures for intervention are implemented, and the roles of staff (described by name or job title) in the implementation of this code; and • is readily available to, and made known to, all staff to which it relates? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
79	GCOP CI 42(1)	Does the venue have a documented reporting procedure in relation to the identification of suspected problem gamblers and how those gamblers details will be recorded and accessible to UBET staff?	<input type="checkbox"/> Yes <input type="checkbox"/> No
80	GCOP CI 42(2)	Has a manager: <ul style="list-style-type: none"> • reviewed the records of suspected problem gamblers on a fortnightly basis or more frequently; • documented the fact of the review; and • documented any steps taken to intervene in a suspected problem gambler's gambling behaviour? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
81	GCOP CI 50(1)(b)	Is a copy of the Gambling Codes of Practice (or a summary document approved in writing by the IGA) available if requested?	<input type="checkbox"/> Yes <input type="checkbox"/> No
82	GCOP CI 50(1)(d)	Is the time of day prominently displayed and visible throughout gambling areas?	<input type="checkbox"/> Yes <input type="checkbox"/> No
83	GCOP CI 51(1)	Are all reasonable steps taken to ensure that persons who demonstrate difficulty controlling personal expenditure on gambling products are made aware of the name and telephone number of a widely available gambling help service?	<input type="checkbox"/> Yes <input type="checkbox"/> No
84	GCOP CI 51(2)(a)	Has the venue identified a gambling rehabilitation agency (name, location, and a key operational contact who can be asked for by name) that gamblers and their families can readily access?	<input type="checkbox"/> Yes <input type="checkbox"/> No
85	GCOP CI 51(2)(b)	Are staff sufficiently aware of the identity and location of the gambling rehabilitation agency to be able to direct patrons to the agency?	<input type="checkbox"/> Yes <input type="checkbox"/> No

86	GCOP CI 51(2)(c)	Has management level contact been established and maintained with the gambling rehabilitation agency?	<input type="checkbox"/> Yes <input type="checkbox"/> No
87	GCOP CI 51(3)	Has the venue's responsible gambling policy been included in customer newsletters and other communications?	<input type="checkbox"/> Yes <input type="checkbox"/> No
88	GCOP CI 51A(1)	Are staff aware of the steps to take to ensure persons are: <ul style="list-style-type: none"> • prevented from gambling; and • prevented from entering a gambling area or remaining in a gambling area – • if the person's speech, balance, coordination or behaviour is noticeably impaired or if it is reasonable to believe the impairment is a result of the consumption of liquor or other substance? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
89	GCOP CI 51A(1)(c)	Are staff aware of the steps to take to ensure liquor is not supplied to reward, promote or encourage continued gambling?	<input type="checkbox"/> Yes <input type="checkbox"/> No
90	GCOP CI 54	Are staff aware that the venue must not offer or provide any inducement encouraging patrons to gamble unless the offer is for: <ul style="list-style-type: none"> • participation is in an acceptable loyalty program; • participation in an acceptable trade promotion lottery; or • complimentary non-alcoholic beverages and refreshments of nominal value? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
91	GCOP CI 73(1)(c)	Has the venue included responsible gambling information in employee newsletters and magazines?	<input type="checkbox"/> Yes <input type="checkbox"/> No
92	GCOP CI 73(1)(d)	Has the venue provided responsible gambling materials in the workplace to remind staff of responsible gambling policies and responsibilities?	<input type="checkbox"/> Yes <input type="checkbox"/> No
93	GCOP CI 74	Have reasonable steps been taken to ensure that staff with a potential or actual gambling problem of any sort are identified and referred for counselling, support or therapy?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Appendix One: Signage Requirements

(A)

Perimeter Sign

For display at each entrance to a gaming area

Size = A3 equivalent

Clause 45(1) GCOP



(B)

Multilingual Sign

For display in a prominent position in each gaming area

Size = A3 equivalent

Clause 45(3) GCOP



(C)

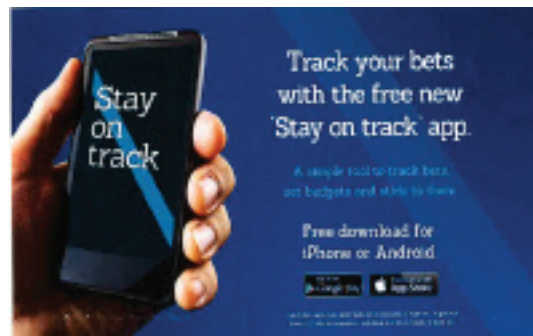
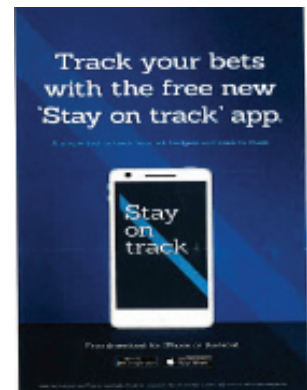
OPG approved responsible gambling messages

Any of the signs shown or a combination of, for use on:

- Automatic Teller Machines
- EFTPOS (fitted with touch-screen enabled devices)

Displayed on full screen

Clause 45A(1)(a) GCOP



(D) Condensed warning message and national gambling helpline number

For prominent display on or near:

- each automated coin dispensing machine
- each cashier area

(Example developed by AHA and Clubs SA)

Clause 45A(2)(a) GCOP



(E) National Gambling Helpline Card

For availability at or near:

- each ATM and EFTPOS facility located on the premises
- each automated coin dispensing machine
- each customer service point where money is exchanged
- each gaming machine

Size must be approximately 90mm x 50mm

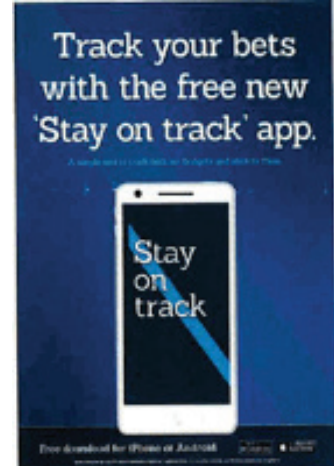
Clause 45A(2)(b) and Clause 50(1)(c) GCOP



(F) OPG approved responsible gambling materials

Any of the signs shown or a combination of, for display in gaming areas as signage

Clause 45B(1) GCOP



(G)

UBET areas — combined poster

Incorporating:

- governed by code of practice
- multilingual responsible gambling poster

Clause 50(1)(b) and 50(2)(b) GCOP



Appendix Two: Acronyms and Abbreviations

Acronym/abbreviation	Refers to
ABO	<i>Authorised Betting Operations Act 2000</i>
Att A lic cond	Attachment A Licence Conditions (gaming machine licence)
Att B lic cond	Attachment B Licence Conditions (gaming machine licence)
BOEN	Barring and Online Employee Notification system
CBS	Consumer and Business Services
Gambling Codes of Practice	Gambling Codes of Practice Notice 2013
GCOP	Gambling Codes of Practice Notice 2013
GMA	<i>Gaming Machines Act 1992</i>
GM Regs	Gaming Machine Regulations 2005
Leg	Legislation from which the audit item arises
IGA	Independent Gambling Authority
OPG	Office for Problem Gambling

