

Self-Assessment Compliance Audit Checklist

For the operators of gaming machines in
Hotels & Clubs

June 2026

This self-assessment compliance audit checklist has been developed to assist licensees in hotels & clubs in assessing their level of compliance with legislation, regulations, licence conditions and codes of practice for operating gaming machines.

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

While not mandatory, it is strongly recommended that the self-assessment checklist be completed by a licensee at least every six months.

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

This checklist addresses the requirements specifically for venues operating gaming machines.

Latest Update

This latest version of the self-assessment compliance checklist has been updated to include changes made to Gaming Machines Gambling Code of Practice, and the Attachment B Gaming Machines Licence Conditions which came into operation on 1 January 2026 and 2 March 2026 respectively. Changes have been made to this checklist to reflect the updated requirements.

Additional minor changes have been made to this checklist to clarify certain licensee and gaming staff requirements.

You are encouraged to review your gaming room procedures and to update gaming managers and employees on these changes so that your gaming operations remain compliant.

Further Information

Further information about running a gaming machine venue or making changes to a gaming machine licence is available at sa.gov.au/gambling.

For industry advice, representation or advocacy, please contact your relevant industry body.

For any queries relating to gambling licensing, regulation or enforcement, please contact CBS on 131 882 or liquorandgambling@sa.gov.au

For any queries relating to barring orders, please contact a CBS barring officer on 131 882.

(select option 6) or gamblingadministration@sa.gov.au

Resources

Licensees should be familiar with and have copies or know how to access the following documents:

[Gambling Administration Act 2019](#)

[Gambling Administration Regulations 2020](#)

[Gaming Machines Act 1992](#)

[Gaming Machine Regulations 2020](#)

[Attachment A Licence Conditions](#) (for gaming machine licence holders)

[Attachment B Licence Conditions](#) (for gaming machine licence holders)

[Gaming Machines Gambling Code of Practice \(From 1 January 2026\)](#)

Acronyms

References included as acronyms in this checklist are defined as below:

Att A:

Attachment A Gaming Machine Licence Conditions

Att B:

Attachment B Gaming Machine Licence Conditions

ATM:

Automated Teller Machine

BOEN:

Barring and Online Employee Notification system

CBS:

Consumer and Business Services

CRT:

Cashable Ticket Redemption Terminal

GAA:

Gambling Administration Act 2019

GMGCP:

Gaming Machines Gambling Code of Practice (1 January 2026)

GMA:

Gaming Machines Act 1992

Reg:

Gaming Machines Regulations 2020

TITO:

Ticket-in Ticket-out

Welfare Agency:

Gambling Harm Support SA

Audit Checklist

Section A: Gaming Checklist

If your response to any of the following requirements is 'No', complete Appendix Four indicating the item code. The licensee has the responsibility to ensure compliance with their mandatory obligations.

A1 Gaming—Signage & Player Information Requirements

Item	Legislation	Requirements	Compliant
G1	Att A cond (ka) Att B cond (j) Reg 28(2)(a)	<p>Facial Recognition System Notice</p> <p>For licensees operating an approved facial recognition system, is the approved mandatory facial recognition notice displayed at the entrance to each gaming area?</p> <p><i>Note: Refer to Appendix Two [A] for the approved notice</i></p> <p><i>Note: Refer to Appendix Three for display specifications</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G1a	Att A cond (ka) Att B cond (j) Reg 28(2)(a)	<p>Optional Facial Recognition System Notice</p> <p>For licensees operating an approved facial recognition system who choose to display an optional language specific notice, is the notice an approved optional facial recognition notice?</p> <p><i>Note: Refer to Appendix Three for display specifications and optional language specific notices</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G2	Att B cond (i)	<p>Gaming Machine Licence</p> <p>Is there an up to date copy of the gaming machine licence displayed in a prominent position at the entrance to each gaming area, or if there is more than one entrance, at the principal entrance?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G3	GMGCP cl 15(1)	<p>Gaming Area Entrance Sign</p> <p>Is the required A3 equivalent sign displayed at each entrance to a gaming area in the form approved by the Commissioner that includes:</p> <ul style="list-style-type: none"> a statement that the gaming area is restricted to people aged 18 and over (18+ only); a statement that the gaming area is regulated by state law and Codes of Practice; and a statement that the gaming area is subject to inspection by a State Government Agency, including a telephone number to call to register a complaint? <p><i>Note: Refer Appendix Two [B] for the approved sign</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

G4	GMGCP cl 15(3)	<p>Multilingual Sign</p> <p>Is there at least one A3 equivalent sign approved by the welfare agency displayed in a prominent position in each gaming area:</p> <ul style="list-style-type: none"> containing information about the availability of free, confidential and professional help with gambling problems and related issues; and written in English, Arabic, Chinese, Greek, Italian, Vietnamese and any other locally relevant language. <p><i>Note: Refer to Appendix Two [C] for the approved sign</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G5	GMGCP cl 17(6)	<p>Time of Day</p> <p>Is the time of day prominently displayed and visible throughout the gaming areas?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G6	GMGCP cl 17(7)	<p>Code of Practice Available</p> <p>Is a copy of the Gaming Machines Gambling Code of Practice available within each gaming area?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G7	GMGCP cl 16(1)(a)	<p>Approved Responsible Gambling Material</p> <p>Are signs, which have been approved by the welfare agency as:</p> <ul style="list-style-type: none"> primary responsible gambling signs, which must be displayed in gaming areas; and additional responsible gambling signs, which may be displayed in gaming areas or other public areas of the premises prominently displayed? <p><i>Note: Venue operators should be familiar with responsible gambling material approved by the welfare agency and are strongly encouraged to replace some existing messaging with any new messaging when released.</i></p> <p><i>Note: Refer to Appendix Two [D] for the approved responsible gambling material</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G8	GMGCP cl 16(1)(b)(i)	<p>Approved Responsible Gambling Material</p> <p>For all licensees operating gaming machines—</p> <p>Is there at least one A1 equivalent size approved primary responsible gambling sign in each gaming area?</p> <p><i>Note: A licensee may satisfy a requirement to display one A1 size equivalent sign by displaying two A2, four A3 or eight A4 signs or any logical combination thereof.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G9	GMGCP cl 16(1)(b)(ii)	<p>Approved Responsible Gambling Material</p> <p>For licensees operating more than 10 machines—</p> <p>Is there at least one A1 equivalent size primary responsible gambling sign (either in gaming areas or other public areas of the premises) displayed for every 10 (or part thereof) gaming machines in excess of 10?</p> <p><i>Note: A licensee may satisfy a requirement to display one A1 size equivalent sign by displaying two A2, four A3 or eight A4 signs or any logical combination thereof.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

G10	GMGCP cl 16(3)	<p>Approved Responsible Gambling Material</p> <p>For licensees who choose to display approved responsible gambling material on an electronic display in lieu of one A1 equivalent size sign— Is the responsible gambling material:</p> <ul style="list-style-type: none"> displayed on a full screen in 16:9 format, that has a diagonal measurement of 1270mm (50") or more for at least three minutes per hour; or displayed on multiple screens in 16:9 format which have a diagonal measurement of less than 1270mm (50") if the total dimensions of all screens are at least 1270mm (50")? <p><i>Note: Refer to Appendix Two [E] for approved responsible gambling (on-screen) messages</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
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A2 Gaming—Facial Recognition Systems

Item	Legislation	Requirements	Compliant
G11	Att A cond (ka)	<p>Requirement to Operate Facial Recognition Technology (FRT)</p> <p>If applicable, if the gaming machine licence authorises the operation of 30 or more gaming machines (<i>being a reference to the number of gaming machine entitlements affixed to a licence</i>), where any one of which may be operated by the insertion of a banknote, is facial recognition technology in operation?</p> <p>Name of FRT Provider: <input type="text"/></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G11a	Att B cond (k)	<p>Annual System Check</p> <p>If applicable, has the licensee verified, at least every 12 months, that the facial recognition system and any devices attached to the system are operating correctly and made a record of the actions taken to verify the correct operation of the system?</p> <p><i>Note: Refer to guidance note (7) in Gaming Machine Licence Conditions Attachment B for suggested compliance measures</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G11b	Att B cond (l)	<p>Devices used to Receive Alerts</p> <p>If applicable, are notifications displayed on equipment connected to a facial recognition system (including monitors, screens, tablets, smartphones or similar) and used on the licensed premises to receive alerts of persons identified by the system:</p> <ul style="list-style-type: none"> only able to be acknowledged and accessed by a Gaming Manager or Gaming Employee; only to persons acting on behalf of an approved industry body; and must neither be accessible by, nor visible to, members of the general public? <p><i>Note: Refer to guidance note (10) in Gaming Machine Licence Conditions Attachment B for suggested compliance measures</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

A3 Gaming—Gaming Machine Operations

Item	Legislation	Requirements	Compliant
G12	GMA s73 Att B cond (c)	<p>Record Keeping</p> <p>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?</p> <p><i>Note: Refer to guidance note (1) in Gaming Machine Licence Conditions Attachment B for suggested compliance measures</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G12a	GMA s76 Att B cond (d)	<p>Record of Withheld Winnings</p> <p>If applicable, has the licensee or gaming manager made a record of the relevant details in relation to withholding winnings from a person if a gaming machine or game, is not operating correctly?</p> <p><i>Note: Refer to guidance note (2) in Gaming Machine Licence Conditions Attachment B for suggested compliance measures</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G13	GMA s46A	<p>Prescribed Particulars Notified</p> <p>Have any changes to prescribed particulars been notified to the Commissioner?</p> <p><i>Note: Prescribed particulars means any address for service or other email address, telephone number or street or postal address provided to CBS for purposes connected with the licence.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G14	GMA s49(1)	<p>Prescribed Duties</p> <p>Are prescribed duties in connection with gaming operations conducted on the licensed premises only being performed by a gaming manager or gaming employee in respect of the premises?</p> <p><i>Note: See regulation 5 of the Gaming Machine Regulations 2020 for duties which are prescribed.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G15a	Att A cond (a)	<p>Approved Gaming Machines & Components</p> <p>Does the licensee use only approved gaming machines, approved games and prescribed gaming machine components in the gaming operations conducted pursuant to the licence?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G15b	Att A cond (c)	<p>Conduct of Gaming Operations within Designated Area</p> <p>Does the licensee conduct the gaming operations only within the area, or areas, designated in the licence as the gaming area, or areas for the premises?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G15c	Att A cond (ca)	<p>Possession of Gaming Machines</p> <p>Does the licensee possess more gaming machines than the number of gaming machine entitlements held in respect of the licensed premises?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G15d	Att A cond (d)	<p>Number of Gaming Machines</p> <p>Do the number of gaming machines in any gaming area on the licensed premises exceed the number fixed by the Commissioner as the maximum for that area?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

G15e	Att A cond (f)	<p>Gaming Area</p> <p>Have any structural or other alterations been made within a gaming area without the approval of the Commissioner?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G16	GMA s53A(4a)	<p>Gaming Machines with Banknote Acceptors</p> <p>If applicable, has the licensee ensured that gaming machines on the licensed premises do not allow the insertion of a banknote if the cash value of the credit balance on the gaming machine is \$100 or more?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G16a	GMA s53A(5)	<p>Denomination of Banknotes</p> <p>If applicable, has the licensee ensured that gaming machines on the licensed premises may only be able to be operated by the insertion of a banknote not greater than \$50?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G17	GMA s64(3)	<p>Gaming Machines to be Sealed</p> <p>Has the licensee ensured that a gaming machine must not be operated unless it has been sealed (other than by an inspector or approved gaming machine technician)?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G18	GMA s53A(3)(c) Reg 27(4)	<p>Ticket-in Ticket-out (TITO)</p> <p>If applicable, has the licensee ensured that gaming machines on the licensed premises do not allow the insertion of a cashable ticket if the cash value of the ticket when redeemed would cause the credit meter on the machine to exceed \$149.99?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G19	GMA s53A(3)(c) Reg 27(5)	<p>Ticket-in Ticket-out</p> <p>If applicable, has the licensee ensured that gaming machines on the licensed premises must not issue a ticket with a credit value that is more than \$5 000?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G20	GMGCP cl 17(5)	<p>Messages on Tickets</p> <p>If applicable, has the licensee ensured that tickets issued from gaming machines being operated in connection with a TITO system include the condensed warning message, as set out in Schedule 1 of the Code?</p> <p><i>Note: Refer to Appendix One for the condensed warning messages which have been prescribed in Schedule 1 of the Code</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G21	GMGCP cl 18	<p>Multiple Gaming Machine Play Prohibited</p> <p>Has the licensee taken all reasonable and practicable steps to ensure a person plays no more than one gaming machine at a time, and that:</p> <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

G22	Att A cond (nd)	<p>Coin Dispensing Machines Disabled</p> <p>If gaming operations on the licensed premises are conducted between 2am and 8am, are measures in place to prevent the operation of machines which are designed to change a monetary note into coins during this time?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
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A4 Gaming – Cash Facilities, Cheques, Credit & Winnings

Item	Legislation	Requirements	Compliant
G23	Att B cond (h)	<p>Cashable Ticket Redemption Terminals Disabled</p> <p>If gaming operations on the licensed premises are conducted between 2am and 8am, are measures in place to require winnings of \$500 or more to be authorised at the CRT by a gaming manager or gaming employee when being operated between the hours of 2am and 8am</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G23a	Reg 27(7) Att B cond (g)	<p>Unredeemed TITO Tickets</p> <p>If applicable, has the licensee confirmed via the IGC web-portal whether the total value of any expired tickets (i.e. tickets not redeemed within 12 months) is \$750 or more for the relevant month?</p> <p>If YES, has the total value of unredeemed tickets for the relevant month been forfeited to the Commissioner using the Liquor and Gaming Online (LGO) Portal?</p> <p><i>Note: Excludes unredeemed tickets with a value of less than \$1</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G23b	GMA s76AA(1) Reg 27A(a) Att B cond (da)	<p>Unclaimed Gaming Machine Winnings</p> <p>Any gaming machine winnings of \$50.01 or more that remain unclaimed on a gaming machine after 24 hours are to be forfeited to the Commissioner for payment to the Gamblers Rehabilitation Fund.</p> <p>If applicable, have the unclaimed winnings been forfeited to the Commissioner using the Liquor and Gaming Online (LGO) Portal?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G23c	GMA s76AA(2) Reg 27A(b) Att B cond (db)	<p>Residual Gaming Machine Jackpots – above prescribed Amount</p> <p>Residual jackpots of \$10,000.01 or more (excluding any start-up value) present on a gaming machine or game when that gaming machine or game is decommissioned are to be forfeited to the Commissioner for payment to the Gamblers Rehabilitation Fund.</p> <p>If applicable, have any residual jackpots been forfeited to the Commissioner using the Liquor and Gaming Online (LGO) Portal?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

G23d	GMA s76AA(3) Reg 27A(b) Att B cond (dc)	<p>Residual Gaming Machine Jackpots – below prescribed amount</p> <p>Residual jackpots below the prescribed amount of \$10,000.01 or less (excluding any start-up value) present on a gaming machine below the prescribed amount must be preserved by:</p> <ul style="list-style-type: none"> restoring the contribution to a jackpot provision on the same gaming machine with the same game immediately after that gaming machine is RAM cleared, or restoring the contribution to a jackpot provision on the same gaming machine immediately after a different game is commissioned on that gaming machine, or where a gaming machine or game is decommissioned, transferring the contribution to a jackpot provision on a different gaming machine (or gaming machines) operating under the gaming machine licence. <p>If applicable, If the amount is not able to be preserved, the licensee must within seven (7) days of the end of the calendar month in which the gaming machine or game has been decommissioned, forfeit the total amount of any such contribution to the Commissioner using the Liquor and Gaming Online (LGO) Portal?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G24	GMA s51B	<p>Daily Cash Withdrawal Limit</p> <p>Are all ATMs and EFTPOS devices located on the licensed premises set to restrict or are procedures in place so that cash withdrawals do not exceed on any one debit card or credit card within a 24-hour period, an amount of \$250?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G25	Reg 25(2)	<p>Exemption from Cash Withdrawal Limit</p> <p>If the licensee has been granted an exemption from the daily cash withdrawal limit, has the licensee ensured that staff are aware of the limit and is a copy of the exemption kept on premises?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G26	GMA s52(1)(a) s52(2)(a)	<p>Lend Money</p> <p>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?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G27	GMA s52(1)(b) s52(2)(b)	<p>Credit or Charge Cards</p> <p>Are staff aware that they must not allow a person to use a credit or charge card for the purpose of playing gaming machines?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G28	GMA s52(1)(c) s52(2)(c)	<p>Provision of Credit</p> <p>Are staff aware that they must not provide credit to a person for the purpose of playing gaming machines?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

G29	GMGCP cl 17(1)(a)	<p>Responsible Gambling Messaging on ATMs</p> <p>Does each ATM on the licensed premises when idle display a responsible gambling message approved by the welfare agency at least 20 percent of the time, or if there is no current approval the condensed warning message and the following text 'Gambling Helpline 1800 858 858' at least 20% of the time?</p> <p><i>Note: Refer to [F] in Appendix Two for the approved responsible gambling messages (ATM & EFTPOS)</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G29a	GMGCP cl 17(2)(a)	<p>Responsible Gambling Messaging on CRTs</p> <p>Does each CRT on the licensed premises when idle, display on at least half the available screen space a responsible gambling message approved by the welfare agency, or if there is no current approval the following text 'For free and confidential support call 1800 858 858 or visit gamblinghelponline.org.au'</p> <p><i>Note: Refer to [F] in Appendix 1 for the approved responsible gambling messages (ATM & EFTPOS)</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G30	GMGCP cl 17(1)(b) cl17(2)(b)	<p>ATM and CRT Transaction Slips</p> <p>Do transaction slips (however described) produced by an ATM or CRT include the following text 'For free and confidential support call 1800 858 858 or visit gamblinghelponline.org.au'</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G31	GMGCP cl 17(3)(a) cl 17(4)	<p>Gambling Helpline Number Displayed</p> <p>Is the following text 'For free and confidential support call 1800 858 858 or visit gamblinghelponline.org.au' prominently displayed on or near:</p> <ul style="list-style-type: none"> • each automated coin dispensing machine; • each customer service point at which money is exchanged for coin, banknotes, tickets or credit on an approved account based cashless gaming system; <p><i>Note: Refer to [G] in Appendix Two for an example developed by the AHA and Clubs SA</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G32	GMGCP cl 17(3)(b) cl 17(4)	<p>Gambling Helpline Cards</p> <p>Is there a quantity of Gambling Helpline cards available at or near:</p> <ul style="list-style-type: none"> • each ATM, EFTPOS Facility, automated coin dispensing machine and CRT; • each customer service point at which money is exchanged for coins, banknotes, tickets or credit on an approved account based cashless gaming system; and • each gaming machine; <p>Over which the licensee could reasonably be expected to exercise control?</p> <p><i>Refer to Appendix Two [G] for an example of the Gambling Helpline Card</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G33	GMGCP cl 20(1)	<p>Cashing of Cheques</p> <p>Does the licensee ensure that cheques are not able to be cashed in a gaming area?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

G34	GMGCP cl 20(2)	<p>Payment of Winnings by Cheque or EFT</p> <p>Is the licensee aware that they must offer a patron payment of undisputed winnings or redemption of credits in excess of \$500 or more by cheque or electronic funds transfer, which is to be paid as soon as practicable after the formalities required by law are completed and in any event within one business day?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G35	GMGCP cl 21(1)	<p>Access to Cash</p> <p>Does the licensee ensure that within a gaming area, cash can only be obtained from:</p> <ul style="list-style-type: none"> • a cashier; • an EFTPOS facility; • an automated coin dispensing machine; or • cashable ticket redemption terminal (CRT) 	<input type="checkbox"/> Yes <input type="checkbox"/> No
G36	GMGCP cl 21(2)	<p>EFTPOS Cash Withdrawals</p> <p>In respect to cash obtained from an EFTPOS facility are staff aware:</p> <ul style="list-style-type: none"> • that cash may only be obtained directly from an EFTPOS facility on the licensed premises by a person operating the EFTPOS facility, or from a dispenser in the immediate vicinity of the EFTPOS facility immediately before the amount is withdrawn (not being a dispenser that forms part of an ATM); and • that a person operating an EFTPOS facility (being the licensee, an employee of the licensee or another person acting on behalf of the licensee) must confirm the withdrawal amount with the person obtaining cash from the EFTPOS facility immediately before the amount is withdrawn. <p><i>Note: Licensees are reminded that access to cash using EFTPOS is subject to a daily withdrawal limit</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

A5 Gaming—Minors (persons under the age of 18 years)

Item	Legislation	Requirements	Compliant
G37	GMA s56(1)	Minors Must Not Enter Are staff aware and enforce that a minor must not enter or remain in a gaming area or operate a gaming machine on the licensed premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No
G38	GMA s56(2)	Licensee and Gaming Manager Are staff aware that if a minor enters or remains in a gaming area or operates a gaming machine on the licensed premises, the licensee and gaming manager on duty are each guilty of an offence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
G39	GMA s56(4a)	Assist a Minor Are staff aware that a person must not knowingly assist a minor or enable a minor to enter or remain in a gaming area on the licensed premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No
G40	GMA s56(5)	Withheld Winnings Are staff aware that the winnings of a minor must be withheld and forfeited to the Commissioner for payment to the Gamblers Rehabilitation Fund?	<input type="checkbox"/> Yes <input type="checkbox"/> No
G40a	Att B cond (e)	Withheld Winnings If applicable, has the licensee or gaming manager made a record of the relevant details in relation to withholding winnings from a minor and forfeited those winnings to the Commissioner within 7 days using the Liquor and Gaming Online (LGO) Portal ? <i>Note: Refer to guidance note (5) in the Gaming Machine Licence Conditions Attachment B for suggested compliance measures</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G41	GMGCP cl 19(1)	Attraction to Minors Does the licensee conduct, promote, advertise or permit the conduct, promotion or advertisement of their gambling operations in a way that would not encourage minors to gamble ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
G42	GMGCP cl 19(2)	Unattended Minors Does the venue have in place, and 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 which is under the licensee's control?	<input type="checkbox"/> Yes <input type="checkbox"/> No

A6 Gaming—Responsible Gambling Practices

Item	Legislation	Requirements	Compliant
G43	Att A <i>cond (h)</i>	<p>Responsible Gambling Agreement</p> <p>Has the licensee entered into a responsible gambling agreement with an approved industry body?</p> <p>Name of Industry body:</p> <div style="background-color: #e0e0e0; height: 20px; width: 100%;"></div>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G43a	Att B <i>cond (g)</i>	<p>Access to Beverages (whether alcoholic or not)</p> <p>A licensee must not require a person, who is not a minor, to purchase and/or consume a beverage (whether alcoholic or not) in a designated gaming area without being required to play gaming machines (provided the person is not the subject of a barring order).</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G44	GMGCP cl 14(1) cl 14(2)	<p>Role of Staff</p> <p>Is there a document or documents (whether hard copy or otherwise) that is known to and readily available to staff detailing:</p> <ul style="list-style-type: none"> the manner in which staff training and measures for interventions with people displaying indicators of gambling harm are implemented; and the roles of staff (by job title) in the implementation of the Code of Practice? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
G45	GMGCP cl 14(3)	<p>Responsible Gambling Policies</p> <p>Has the licensee developed and implemented effective policies and procedures that enable staff to:</p> <ul style="list-style-type: none"> identify people displaying indicators of gambling harm by, but not limited to, reviewing loyalty data including any pre-commitment arrangements and breaches of limits, observing gambling behaviour, and engaging in general conversation to determine whether a persons behaviour indicates that they may be experiencing harm due to their gambling? respond to people displaying indicators of gambling harm by, but not limited to, engaging in a conversation about their gambling behaviour, offering precommitment and barring options and referring them to a gambling help service? and be trained in and carry out their functions in accordance with such policies and procedures? 	<input type="checkbox"/> Yes <input type="checkbox"/> No

G46	GMGCP cl 14(4)	<p>Reporting process for people displaying indicators of gambling harm</p> <p>Has the licensee established a reporting process for the identification of and interaction with people displaying indicators of gambling harm by staff and the recording of their details?</p> <p>Has a manager (however described) on at least a weekly basis:</p> <ul style="list-style-type: none"> • reviewed the records people displaying indicators of gambling harm that have been recorded by staff; • documented the fact of the review; and • documented the details of any steps taken to intervene in a suspected problem gambler's behaviour? <p>Is data captured by a system for this purpose used only for the purpose of harm minimisation and no other purpose?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G47	GMGCP cl 14(5)	<p>Records of people displaying indicators of gambling harm to be available</p> <p>Is the record of people displaying indicators of gambling harm readily available to staff at any time and to the Commissioner or an Inspector upon request and does it include sufficient information to enable staff to identify the patron?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G48	GMGCP cl 14(15)	<p>Adequate Lighting</p> <p>Is there adequate natural or artificial lighting in gaming areas to enable clocks and signs to be easily read and the faces of people within the room to be easily identified?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G49	GMGCP cl 14(16)	<p>Second-hand dealers and Pawnbrokers</p> <p>Are staff aware that a second-hand dealer or pawnbroker must not be permitted to conduct business on premises that is subject to a gaming machine licence?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G50	GMGCP cl 22(1)	<p>Access to Gambling Help Service</p> <p>Are all reasonable steps taken to ensure that persons who display signs of gambling harm are made aware of the name and telephone number of a widely available gambling help service?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G51	GMGCP cl 22(2)(a)	<p>Identification of Gambling Help Service</p> <p>Has the licensee identified a gambling help service that their patrons and families can readily access (including the location of the help service and a key contact who can be asked for by name)?</p> <p>Location: <input type="text"/></p> <p>Name of Key Contact: <input type="text"/></p> <p>Telephone: <input type="text"/></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

G52	GMGCP cl 22(2)(b)	Staff Are staff sufficiently informed about the identity and location of the gambling help service so as to be able to direct patrons to the service?	<input type="checkbox"/> Yes <input type="checkbox"/> No
G53	GMGCP cl 22(2)(c)	Management Contact Does the licensee ensure that management level contact is established and maintained with the gambling help service about problem gambling matters?	<input type="checkbox"/> Yes <input type="checkbox"/> No
G54	GMGCP CI 22(3)	Responsible gambling commitment Does the licensee reinforce its commitment to providing gambling products in a responsible and safe environment, and in a manner to minimise the harm caused by gambling, in appropriate customer newsletters and other communications?	<input type="checkbox"/> Yes <input type="checkbox"/> No
G55	GMGCP cl 23(1)(a)	Identification of Impaired Persons Are staff aware of the steps to take to ensure persons are prevented from gambling if the person's speech, balance, coordination or behaviour is noticeably affected or it is reasonable to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor or some other substance?	<input type="checkbox"/> Yes <input type="checkbox"/> No
G56	GMGCP cl 23(1)(b)	Identification of Impaired Persons Are staff aware of the steps to take to ensure persons are prevented from entering a gambling area or remaining in a gambling area if the person's speech, balance, coordination or behaviour is noticeably affected or it is reasonable to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor or some other substance?	<input type="checkbox"/> Yes <input type="checkbox"/> No
G57	GMGCP cl 23(1)(c)	Service of Liquor 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
G58	GMGCP cl 23(2)	Service of Liquor at a Gaming Machine Are staff aware that they must not serve liquor to a patron seated or standing at a gaming machine?	<input type="checkbox"/> Yes <input type="checkbox"/> No
G59	GMGCP cl 23(3)	Gaming Operations After 2.00am If the licensed premises, where a gaming area is situated, is not authorised to sell liquor under the Liquor Licensing Act 1997 after 2.00am , the licensee must ensure that if the gaming area remains open for trade, that the gaming area is monitored by closed circuit television (CCTV)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

G60	GMGCP cl 24(1) cl 24(2)	<p>Prohibition of Inducements</p> <p>Are staff aware that the venue must not offer or provide any inducement directed at encouraging patrons to gamble unless the offer is for:</p> <ul style="list-style-type: none"> • participation is in an acceptable loyalty program; • participation in an acceptable trade promotion lottery by drawing attention to the prizes, or the offering of a complimentary gambling product; or • complimentary non-alcoholic beverages and refreshments of nominal value 	<input type="checkbox"/> Yes <input type="checkbox"/> No
G61	GMGCP cl 25(1)	<p>Acceptable Loyalty Programs (Part A - Access)</p> <p>If applicable, does the licensee offer access to a loyalty program which is an acceptable loyalty program which:</p> <ul style="list-style-type: none"> • is conducted in accordance with published terms and conditions; • is advertised in a manner consistent with the advertising requirements for the licensee's gambling products; • offers rewards proportionate to gambling activity (including non-monetary privileges attached to tiers in a stepped rewards system); • provides periodic activity statements to members at least quarterly to their email address or by ordinary post within 7 days after the end of the activity period; and • has been approved by the Commissioner in terms of its rules and conditions, promotions, risk monitoring processes and the manner in which it is to be advertised and promoted? 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G61	GMGCP cl 25(2)(a)	<p>Acceptable Loyalty Programs (Part B – Gambling History)</p> <p>If applicable, does the activity statement include segmented information that is clear and easily understood by the active member using common terms that they are familiar with and include totals of the active member's monthly gambling activity; including</p> <ul style="list-style-type: none"> • total amount bet; • total amount won; • overall net win (illustrated as a (+) amount) or loss (illustrated as a (-) amount); • total number of days gambled during the activity period; and • total amount of time the loyalty card was used during the activity period? 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G61	GMGCP cl 25(2)(b)	<p>Acceptable Loyalty Programs (Part C – Historical Information)</p> <p>If applicable, does the activity statement include a column graph (or some other diagrammatic representation) to show the active member's gambling activity comparing the total amount bet against the net result over time for the last 6 months (cumulative) and show a clear comparison tracking to the same time from the previous year?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

G61	GMGCP cl 25(2)(c)	<p>Acceptable Loyalty Programs (Part D - Support)</p> <p>If applicable, does the activity statement include links and information on:</p> <ul style="list-style-type: none"> • support services available to active customers; • safe gambling messaging that promotes available consumer protection tools; and • a hyperlink, QR code or information on how to obtain, the members detailed transaction history for the statement period? 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G61	GMGCP cl 25(3) cl 25(4) cl 25(5)	<p>Acceptable Loyalty Programs (Part E – Statement Control)</p> <p>If applicable, are activity statements only sent to persons who are not barred under section 44 of the <i>Gambling Administration Act 2019</i>, whose membership has not been cancelled, locked, disabled or deactivated, or has not used their account in more than 12 months?</p> <p>If applicable, does the activity statement include no promotional or direct marketing information?</p> <p>If applicable, are activity statements made available to a member, whether active or not, at any time on request?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G61	GMGCP cl 25(6)	<p>Acceptable Loyalty Programs (Part F - Commissioner)</p> <p>If applicable, does the provider of the loyalty program provide to the Commissioner, within 7 days of being requested to do so, activity statements, detailed transaction history and any other relevant information sought by the Commissioner in determining a request for barring of a person under section 44 of the <i>Gambling Administration Act 2019</i>?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
G62	GMGCP cl 26(1)	<p>Acceptable Trade Promotion Lotteries</p> <p>If applicable, does the licensee offer entry into a lottery which is an acceptable trade promotion lottery which:</p> <ul style="list-style-type: none"> • being a trade promotion lottery within the meaning of the Lotteries Regulations 2021, it is a licensed lottery or permitted lottery under the <i>Lotteries Act 2019</i>; • its dominant purpose is to reward or retain existing patrons, rather than attracting new patronage or encouraging patrons to gamble more than they would otherwise; • the advertising is limited to promotion to members of a loyalty program, on a private webpage on the licensee’s own website, by direct communication to customers that have expressly agreed to receiving advertising and within a designated gaming area; • the advertising of the promotion draws attention to the prize(s) of the promotion, rather than the gambling product itself; • the promotion does not encourage people to gamble for a minimum period or for a minimum amount to qualify for a reward or benefit, unless part of an acceptable loyalty program; and • in respect of an authorised lottery, it has been approved by the Commissioner in terms of its rules, conditions and the manner in which it will be advertised? 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A



A7 Gaming—Barring

Item	Legislation	Requirements	Compliant
G63	GAA s 44(7)	<p>Barring Orders</p> <p>Have all barring orders made by the venue been entered correctly onto the Barring and Online Employee Notification (BOEN) system in the form determined by the Liquor and Gambling Commissioner?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G63a	Att B cond (m)	<p>Confidentiality of Barring Orders</p> <p>Are barring orders in relation to the licensed premises:</p> <ul style="list-style-type: none"> • only accessible by or visible to a Gaming Manager or Gaming Employee; • only to persons acting on behalf of an approved industry body; and • not accessible by, nor visible to, members of the general public? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
G63b	Att B cond (n)	<p>Communication of Barred Person’s Identity</p> <p>Has the licensee taken reasonable steps to ensure that the identity of a barred person is communicated only:</p> <ul style="list-style-type: none"> • to a Gaming Manager or Gaming Employee; • to a person acting on behalf of an approved industry body; or • otherwise as necessary for the enforcement of a barring order or compliance with the regulatory regime? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
G63c	Att B cond (o)	<p>Contravention of Barring Order</p> <p>Have all incidents of persons contravening or failing to comply with a barring order been notified to the Commissioner using the Barring and Online Employee Notification (BOEN) system within 7 days?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G64	GAA s 53(1)	<p>Winnings of Barred Persons</p> <p>Are staff aware that the winnings of person subject to a barring order may be withheld and the barred person informed of their right to have the decision reviewed by the Commissioner within 14 days?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G64a	GAA s 53(1) Att B cond (p)	<p>Winnings of Barred Persons</p> <p>If applicable, has the licensee or gaming manager made a record of the relevant details in relation to withholding winnings from a barred person and once 14 days have elapsed, forfeited those winnings to the Commissioner using the Liquor and Gaming Online (LGO) Portal?</p> <p><i>Note: Refer to guidance note (12) in the Gaming Machine Licence Conditions Attachment B for suggested compliance measures</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

G65	GAA s 53(4)	<p>Winnings of Barred Persons</p> <p>Where a decision to withhold winnings is upheld by the Commissioner or if a person does not apply to the Commissioner for a review of the decision to withhold winnings, have the winnings been paid to CBS so that the Commissioner can pay the withheld monies into the Gamblers Rehabilitation Fund (GRF)?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G66	GMGCP cl 14(6)	<p>Request for Barring</p> <p>Are staff aware that if a person requests voluntary barring, that the licensee or their delegates must bar the person forthwith by making a record of the details and notifying the Commissioner of the barring via BOEN?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G67	GMGCP cl 14(7)	<p>Request for Barring by Third Party</p> <p>Are staff aware that if a third party requests involuntary barring of a gambler that the licensee or their delegates must promptly make a considered decision?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G67a	GAA s 47(7)	<p>Decisions Regarding Third Party Barring Requests</p> <p>Having made a decision to either bar a patron or refuse to bar a patron following a third-party barring request, are staff aware they must make a record of the decision and notify the Commissioner of that decision via BOEN?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G68	GMGCP cl 14(8)	<p>Barring Procedures</p> <p>Does the licensee have documented procedures that have been implemented to ensure that enquiries about barring (regardless of who initiates them) and approaches for the making of barring orders, are responded to in a manner that is informative, timely and culturally appropriate, with the aim of:</p> <ul style="list-style-type: none"> dealing with an in-venue approach while the person is in the venue; and dealing with telephone enquiries in one call where possible, using an interpretation service if required? 	<input type="checkbox"/> Yes <input type="checkbox"/> No
G69	GMGCP cl 14(10)	<p>Flexible Informal Arrangements</p> <p>Have the details of any flexible informal arrangements with patrons been documented in writing and provided to the relevant industry body within 7 business days of being made?</p> <p><i>Note: Licensees may make flexible informal arrangements with patrons, only if the arrangements limit, manage or control a gamblers access to gambling and the licensee reasonably expects that informal arrangements would be beneficial for the gambler.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G70	GMGCP cl 14(11)	<p>Review Barring Information</p> <p>Are gaming staff aware that they must log into BOEN each time when on duty, or be provided with a current consolidated barring list printed in colour from BOEN, to review any new or updated barring information?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

G71	GMGCP cl 14(12)	<p>BOEN Access</p> <p>Are there at least two gaming managers and/or gaming employees with “Administrator” access to BOEN for the purpose of updating employee/personnel information and recording information into the barring register within the prescribed timeframe?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G72	GMGCP cl 14(13)	<p>Loyalty Program Databases Updated</p> <p>Has the licensee ensured that a person who is excluded (whether by formal barring order or otherwise) is not sent any direct marketing communications?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

A8 Gaming—Staff

Item	Legislation	Requirements	Compliant
G73	Att A <i>cond (ma)</i>	<p>BOEN Notifications</p> <p>Has the Commissioner been notified using the BOEN system of all staff who have been appointed to carry out prescribed duties in connection with gaming operations as either a gaming manager or gaming employee or both?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G74	Att A <i>cond (ma)</i>	<p>BOEN Staff Members</p> <p>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?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G75	Att A <i>cond (ma)</i>	<p>BOEN Staff Members</p> <p>Has the Employee Declaration and Consent Form and all identification requirements been uploaded onto the BOEN system?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G76	Att A <i>cond (ma)</i>	<p>BOEN Cessation of Staff Members</p> <p>Has the Commissioner been notified using the BOEN system of all persons appointed as a gaming manager or gaming employee within 14 days of ceasing to be in his or her employment?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G77	GMA s48(1)	<p>Gaming Manager on Duty</p> <p>Is there at least one gaming manager on the premises who is properly managing and supervising gaming machine operations while the premises is open to the public?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

G78	GMA s50A	<p>Identification Badges</p> <p>Do all notified gaming staff have and wear (must be clearly visible) whilst carrying out his or her duties, an identification badge that includes:</p> <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 premises; 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
G79	GMA s51(1)	<p>Operation of Gaming Machines</p> <p>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?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G80	Reg 17(1)	<p>Licensee Identification Card</p> <p>Is the holder of the gaming machine licence aware that they must, while within a gaming area on the licensed premises that is open for business, wear an identification card?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G81	Att A Cond (j)	<p>Gaming Machine Service Licence</p> <p>Is the licensee aware that no person, other than the holder of an approved gaming machine service licence can install, service or repair a game, gaming machine or gaming machine component?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G81a	Reg 17(2) Att A Cond (j)	<p>Gaming Machine Technician Identification Card</p> <p>Is the licensee aware that an approved gaming machine technician must, while carrying out their duties on licensed premises, wear an identification card?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G82	GMGCP cl 14(14)	<p>Staff Welfare</p> <p>Have reasonable steps been taken to ensure that staff displaying indicators of gambling harm (involving any sort of gambling) are identified and referred for counselling, support or therapy?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G83	GMGCP cl 27(1)(a)	<p>Gaming Employee Training</p> <p>Have all gaming employees:</p> <ul style="list-style-type: none"> • within the 3 months before or after the Commissioner is first notified of the appointment of the person as a gaming employee, completes RSG1 • within 12 months after first completing RSG1 training, completes RSG2 training 	<input type="checkbox"/> Yes <input type="checkbox"/> No

		<ul style="list-style-type: none"> within 24 months after first completing RSG2 training and every 24 months thereafter, completes RSG3 training <p>Training courses must be of the kind approved by the Commissioner under section 40B of the <i>Gaming Machines Act 1992</i></p>	
G84	GMGCP cl 27(1)(b)	<p>Gaming Manager Training</p> <p>Have all gaming managers:</p> <ul style="list-style-type: none"> within the 3 months before or after the Commissioner is first notified of the appointment of the person as a gaming manager, completes RSG1 training (if the gaming manager has not already completed RSG1 training) within 3 months of completing RSG1 training, completes RSG2 training (if the gaming manager has not already completed RSG2 training) within 24 months after first completing RSG2 training and every 24 months thereafter, completes RSG3 training. <p>Training courses must be of the kind approved by the Commissioner under section 40B of the <i>Gaming Machines Act 1992</i>.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G85	GMGCP cl 27(4)	<p>Training Certificates</p> <p>Have all training certificates for gaming employees and gaming managers been recorded in BOEN within 28 days of receipt of the certificate?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

A9 Gaming—Required Advertising Practices

Note [A9.1]

For the purposes of clause 8(1)(a) to (k) of the Code, a licensee will not be regarded as advertising when:

- the licensee sends communication direct to a customer, and the customer has provided their express consent to receiving advertising material;
- the licensee draws attention, on a private webpage, to its gambling products or gambling activities; **or**
- the licensee draws attention, in printed point of sale material, to its gambling products or gambling activities.

Note [A9.2]

Clauses 8(1) to 8(3) (inclusive) of the *Gaming Machines Gambling Code of Practice* do not apply to the advertising of other products and services offered by the licensee that are not gambling related, as long as the advertising does not include any credit, voucher or reward as an inducement to participate in any gambling activity.

Note [A9.3]

If, in seeking to comply with clauses 9(1), a licensee:

- calculates the theoretical number, value and frequency of prizes to be won;
- in the advertising suggests an outcome no less favourable to the licensee than that theoretical outcome; and
- obtains an actual outcome more favourable than that which was advertised, the licensee will still be regarded as complying with clause 9(1).

Item	Legislation	Requirements	Compliant
G86	GMGCP cl 8(1)(a)	<p>Gambling Advertising - Law</p> <p>Does the venue's gambling advertising comply with the specific provision that gambling advertising does not encourage a breach of law?</p> <p><i>Refer Note [A9.1] & [A9.2] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G87	GMGCP cl 8(1)(b)	<p>Gambling Advertising - Children</p> <p>Does the venue's gambling advertising comply with the specific provision that gambling advertising does not depict children gambling?</p> <p><i>Refer Note [A9.1] & [A9.2] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G88	GMGCP cl 8(1)(c)	<p>Gambling Advertising - Accuracy</p> <p>Does the venue's gambling advertising comply with the specific provision that gambling advertising is not false, misleading or deceptive?</p> <p><i>Refer Note [A9.1] & [A9.2] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G89	GMGCP cl 8(1)(d)	<p>Gambling Advertising - Outcomes</p> <p>Does the venue's gambling advertising comply with the specific provision that gambling advertising does not suggest that winning will be a definite outcome of participating in gambling activities?</p> <p><i>Refer Note [A9.1] & [A9.2] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G90	GMGCP cl 8(1)(e)	<p>Gambling Advertising – Financial Prospects</p> <p>Does the venue's gambling advertising comply with the specific provision that gambling advertising does not suggest that participation in gambling activities is likely to improve a person's financial prospects?</p> <p><i>Refer Note [A9.1] & [A9.2] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G91	GMGCP cl 8(1)(f)	<p>Gambling Advertising - Alcohol</p> <p>Does the venue's gambling advertising comply with the specific provision that gambling advertising does not promote the consumption of alcohol while engaging in gambling activities?</p> <p><i>Refer Note [A9.1] & [A9.2] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G92	GMGCP cl 8(1)(g)	<p>Gambling Advertising - Inducements</p> <p>Does the venue's gambling advertising comply with the specific provision that gambling advertising does not offer any credit, voucher or reward as an inducement to participate, or to participate frequently, in any gambling activity?</p> <p><i>Refer Note [A9.1] & [A9.2] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

G93	GMGCP cl 8(1)(h)	<p>Gambling Advertising - Prizes</p> <p>Does the venue’s gambling advertising comply with the specific provision that gambling advertising does not make claims related to winning or the prizes that can be won that are not based on fact, are unable to be proven or that are exaggerated?</p> <p><i>Refer Note [A9.1] & [A9.2] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G94	GMGCP cl 8(1)(i)	<p>Gambling Advertising – Player’s Skill</p> <p>Does the venue’s gambling advertising comply with the specific provision that gambling advertising does not suggest that a player’s skill can influence the outcome of gambling activity?</p> <p><i>Refer Note [A9.1] & [A9.2] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G95	GMGCP cl 8(1)(j)	<p>Gambling Advertising – Images or Sounds</p> <p>Does the venue’s gambling advertising comply with the specific provision that gambling advertising does not include images or sounds suggestive of:</p> <ul style="list-style-type: none"> • coins being inserted or dispensed from a gaming machine; • banknotes being inserted into a gaming machine; or • tickets being printed or dispensed from a gaming machine? <p><i>Refer Note [A9.1] & [A9.2] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G96	GMGCP cl 8(1)(k)	<p>Gambling Advertising – Prohibited Expressions</p> <p>Does the venue’s gambling advertising comply with the specific provision that gambling advertising does not include the expressions “Win” or “\$”, unless these expressions specifically relate to a prize that has been determined or is payable, or to an estimate of a prize which can be won?</p> <p><i>Refer Note [A9.1] & [A9.2] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G97	GMGCP cl 8(3)	<p>Gambling Advertising – To Be Retained</p> <p>Is a copy (in print or electronic form) of any gambling advertising, including advertising of acceptable trade promotion lotteries, kept for a period of 12 months following the conclusion of the advertising campaign?</p> <p><i>Refer Note [A9.2] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G98	GMGCP cl 9(1)(a)	<p>Gambling Advertising – Odds of Winnings</p> <p>Does all gambling advertising that refers to, or relies on prizes which are available to be won, or the frequency the prize may be won (whether or not the prize is a prize of money) include sufficient information for a reasonable person to understand the overall return to player or odds of winning?</p> <p><i>Note: This clause does not apply to advertising of a trade promotion lottery offered in conjunction with the purchase of a gambling product if the odds or chance of winning the lottery are affected by the number of entrants, or dependent on similar factors beyond the control of the licensee.</i></p> <p><i>Refer Note [A9.3] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

G99	GMGCP cl 9(1)(b)	<p>Gambling Advertising – Time Periods</p> <p>Does all gambling advertising that refers to, or relies on prizes which are available to be won, or the frequency the prize may be won (whether or not the prize is a prize of money) if intended to encourage a person to gamble during a particular period, include sufficient information for a reasonable person to appreciate how likely it is that the prize will be won by someone during that period?</p> <p><i>Refer Note [A9.3] above.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G100	GMGCP cl 11(1)	<p>Gambling Advertising – Use of Expanded Warning Message</p> <p>Does all gambling advertising (including print and media), include the expanded warning message, unless the inclusion of the expanded warning message in that particular advertising would be unreasonable or impracticable?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G101	GMGCP cl 11(2) cl 11(3)	<p>Gambling Advertising – Condensed Warning Message</p> <p>If gambling advertising does not include an expanded warning message, does the gambling advertising include the condensed warning message or the text 'For free and confidential support call 1800 858 858 or visit gamblinghelponline.org.au only where the inclusion of the condensed warning message is unreasonable or impracticable?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G102	GMGCP cl 11(4)	<p>Gambling Advertising – Message Consistency</p> <p>When a mandatory warning message is included in gambling advertising, is its inclusion consistent with the message being a warning message?</p> <p><i>Gambling advertising means any advertising by a licensee of a particular gambling product, products or gambling activity, whether in print or electronic form, including media (internet and all electronic and social media), radio, television, print media, signs and billboards, and any advertising on radio or television in the nature of a plug or program content which is in exchange for payment, or some other form of valuable consideration.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G103	GMGCP cl 11(5)	<p>Gambling Advertising – Under 160 Characters</p> <p>Social media advertising (as defined in the code) advertising which is a posting of 160 characters or less must be concluded with the condensed warning message.</p> <p><i>Social media Advertising means all forms of promotional content relating to gambling advertising, marketing (including direct marketing sent by SMS, text message or push notification) and/or communications conducted via social media platforms which is in exchange for payment, or some other form of valuable consideration that the gambling provider has a reasonable degree of control over.</i></p> <p><i>For the avoidance of doubt, social media advertising</i></p> <ul style="list-style-type: none"> • includes promotional content created and shared by another person or organisation • excludes video advertising broadcast or shared on social media platforms or online 	<input type="checkbox"/> Yes <input type="checkbox"/> No

G104	GMGCP cl 11(6)	<p>Gambling Advertising – More Than 160 Characters</p> <p>Social media advertising (as defined in the code – see G103 Above) which is a posting of more than 160 characters must be concluded with the condensed warning message and the following text ‘Gambling Helpline 1800 858 858’.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G105	GMGCP cl 12(1)	<p>Gambling Advertising – Radio and Television Blackout Period</p> <p>Does the venue’s gambling advertising comply with the specific provision that gambling advertising on radio or television (including subscription television and streaming services) is not permitted between 6.00am to 8.30am and 4.00pm to 7:30pm on any day?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G106	GMGCP cl 12(2)	<p>Gambling Advertising – Use of Condensed Warning Message</p> <p>Does the venue’s gambling advertising comply with the specific provision that gambling advertising on radio or television, including a plug or commentary, that is less than 15 seconds must be accompanied by the condensed warning message.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G107	GMGCP cl 12(3)	<p>Gambling Advertising – Use of Expanded Warning Message</p> <p>Does the venue’s gambling advertising comply with the specific provision that gambling advertising on radio or television, that is longer than 15 seconds, including a plug or commentary, must be accompanied by the expanded warning message.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G108	GMGCP cl 12(4)	<p>Gambling Advertising – Presentation of Warning Message</p> <p>Does the venue’s gambling advertising comply with the specific provision that a mandatory warning message announced on radio or television must be spoken slowly, calmly, and evenly paced at the end of the advertisement with a perceptible pause between those messages and any other content that forms part of the advertisement.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G109	GMGCP cl 12(5)	<p>Gambling Advertising – Respect for Warning Message</p> <p>Has the licensee ensured, through instructions about their obligations under the Code of Practice, that a mandatory warning message is appropriately respected for gambling advertising in live announcements and when mentioned by announcers before or after the broadcast of its gambling advertising?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G110	GMGCP cl 12(6)	<p>Gambling Advertising – Logo On-Screen</p> <p>Has the licensee ensured, through instructions about their obligations under the Code of Practice, that a gambling related logo on a screen, other than as part of a commercial which includes a mandatory warning message, must include the condensed warning message adjacent to the logo occupying no less space than that occupied by the logo?</p> <p><i>Note: This does not include logos on participant’s uniforms and does not apply where gambling advertising appears on television only because the broadcast image is of a public event at which the advertising has been placed.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

G111	GMGCP cl 12(7)	<p>Gambling Advertising – Instructions</p> <p>Has the licensee ensured, through instructions about their obligations under the Code of Practice, that a mandatory warning message appearing in gambling advertising on television must occupy at least 25% of the screen area for at least 1/6th of the length of the advertisement, or occupy the whole screen area for at least 1/10th of the length of the advertisement?</p> <p><i>Note: This does not apply where gambling advertising appears on television only because the broadcast image is of a public event at which the advertising has been placed.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G112	GMGCP cl 12(8)	<p>Gambling Advertising – Instructions</p> <p>Has the licensee ensured, through instructions about their obligations under the Code of Practice, that the mandatory warning message must be spoken at the same time as it appears on a television screen?</p> <p><i>Note: This does not apply where gambling advertising appears on television only because the broadcast image is of a public event at which the advertising has been placed.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G113	GMGCP cl 13(1)	<p>Gambling Advertising – Use of National Gambling Helpline Number (Print)</p> <p>Does all print media, outdoor and other forms of advertising comply with the requirement that if a condensed warning message is used in advertising, it must be accompanied by the following text ‘Gambling Helpline 1800 858 858’</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G114	GMGCP cl 13(2)	<p>Gambling Advertising – Presentation of Warning Message (Print)</p> <p>Does all printed gambling advertising comply with the requirement that the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G115	GMGCP cl 13(3)	<p>Gambling Advertising – Presentation of Warning Message (Outdoor)</p> <p>Does all outdoor gambling advertising comply with the requirement that (other than a permitted external sign) the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G116	GMGCP cl 13(5)	<p>Gambling Advertising – Use of Mandatory Warning Message (Sign)</p> <p>Has the licensee ensured that any gambling advertising using an outdoor or indoor display or sign at the venue for:</p> <ul style="list-style-type: none"> any sort of event which is broadcast on television; or an event on which betting takes place; <p>includes the mandatory warning message, presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

G117	GMGCP cl 13(6)	<p>Gambling Advertising – Use of Mandatory Warning Message (Display)</p> <p>Has the licensee ensured that any gambling advertising using an outdoor or indoor display or sign at the venue for:</p> <ul style="list-style-type: none"> any sort of event which is broadcast on television; or an event on which betting takes place; <p>which is constantly moving, scrolling or changing, or is capable of immediate or scheduled systematic changes, includes the mandatory warning message presented in a font and colour with sufficient contrast as to make it distinct and must occupy at least 25% of the space occupied by the advertising?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G118	GMGCP cl 13(7)	<p>Gambling Advertising – Logo (On Apparel)</p> <p>Has the licensee ensured that any gambling advertising which includes the placement of a logo on the apparel of a participant (including an official) in an event which is broadcast on television in South Australia or at an event at which gambling takes place, is accompanied by the placement of the following text ‘Gambling Helpline 1800 858 858’ - adjacent to the logo, occupying no less than half the space occupied by the logo?</p> <p><i>Note: Gambling advertising in the form of a small logo (no larger than 5400mm² with no linear dimension longer than 180mm) need not be accompanied by a mandatory warning message.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G119	GMGCP cl 13(9)	<p>Gambling Advertising – Children</p> <p>Has the licensee ensured that participants do not wear gambling advertising in the form of a logo on occasions when they are engaging solely or mainly with children.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
G120	GMCOP cl 13(10)	<p>Gambling Advertising – Cinema</p> <p>Does the venue’s gambling advertising comply with the specific provision that gambling advertising must not occur at Cinemas when films rated G, PG, M or MA(15+) are showing?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

A10 Gaming—Procedural Requirements

Item	Legislation	Requirements	Compliant
G121	Att B cond (s)	<p>Procedures to be Documented</p> <p>Has the licensee documented and implemented procedures for the purposes of complying with the Attachment B Licence Conditions.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

Section B: Appendices

Appendix One – Warning Messages

Expanded Warning Messages

The expanded warning message means the relevant message for the period listed in Schedule 1 immediately followed by the following text:

‘For free and confidential support call 1800 858 858 or visit gamblinghelponline.org.au’

For example, on 3rd July 2026, the expanded warning message would be:

‘Imagine what you could be buying instead. For free and confidential support call 1800 858 858 or visit gamblinghelponline.org.au’

Condensed Warning Messages

The condensed warning message means the relevant message for the period listed in Schedule 1 below.

Schedule 1:

Operative Date	Condensed Warning Message
1 January 2026 to 30 June 2026	What are you prepared to lose today? Set a limit.
1 July 2026 to 31 December 2026	Imagine what you could be buying instead.
1 January 2027 to 30 June 2027	You win some, you lose more.
1 July 2027 to 31 December 2027	What are you really gambling with?
1 January 2028 to 30 June 2028	Chances are you're about to lose.
1 July 2028 to 31 December 2028	Think. Is this a bet you really want to place?
1 January 2029 to 30 June 2029	What's gambling really costing you?

Appendix Two – Signage Requirements

(A) Facial Recognition Notice

For display at each entrance to a gaming area

Size = A4 Visit the CBS website to download a copy.
<https://www.cbs.sa.gov.au/resources/facial-recognition-technology-sign>



(B) Perimeter Sign

For display at each entrance to a gaming area

Size = A3 equivalent
 Available from Industry Bodies



(C) Multilingual Sign

For display in a prominent position in each gaming area

Size = A3 equivalent

Available from Gambling Harm Support SA [Resources for your venue | Gambling Harm Support SA](#)



(D) Approved Responsible Gambling Material

The welfare agency has approved any of the following signs shown or a combination of, for display in gaming areas as signage. Venues are strongly encouraged to replace existing messaging with new messaging when released.

Available from Gambling Harm Support SA [Resources for your venue | Gambling Harm Support SA](#)

Latest messaging



Additional messaging:



(E) Approved Responsible Gambling Messages (On LCD Screens) sign

For licensees who choose to display approved responsible gambling material on an electronic display in lieu of one A1 size equivalent.

Available from Gambling Harm Support SA [Resources for your venue | Gambling Harm Support SA](#)

Latest messaging



Additional messaging



(F) Approved Responsible Gambling Messages (ATM and EFTPOS)

The welfare agency has approved any of the following signs shown or a combination of, displayed on full screen, for use on:

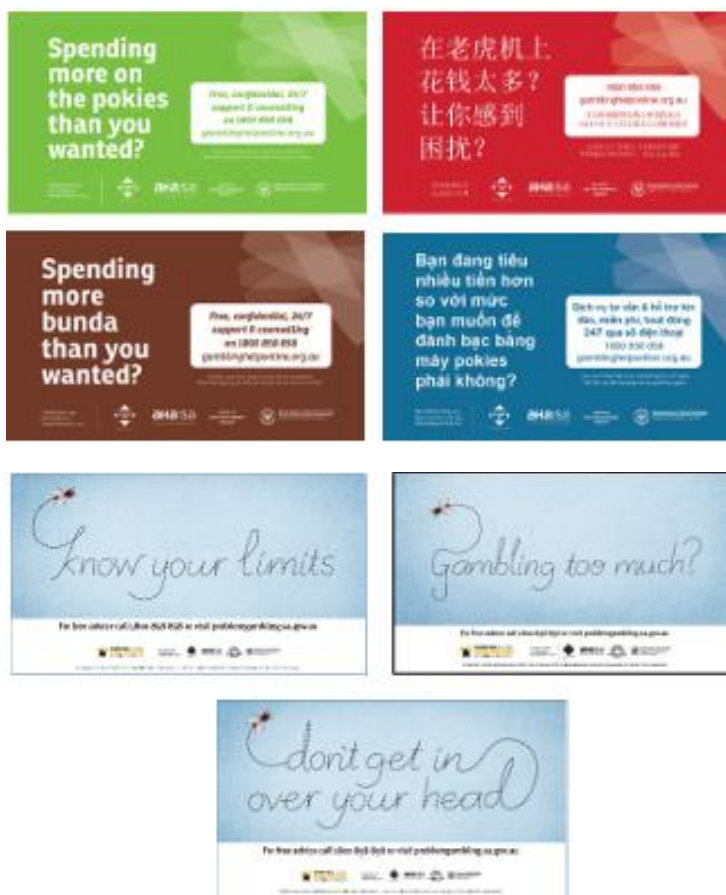
- Automatic Teller Machines; and
- EFTPOS (fitted with touch-screen enabled devices)

Available from Gambling Harm Support SA [Resources for your venue | Gambling Harm Support SA](#)

Latest messaging



Additional messaging



(G) National Gambling Helpline Card

To be available at or near:

- Each ATM, EFTPOS Facility and CRT
- Each automated coin dispensing machine
- Each customer service point at which money is exchanged for coin, banknotes, tickets or credit on an approved account based cashless gaming system
- Each Gaming Machine



Appendix Three - Facial recognition notice display requirements

A licensee operating an approved facial recognition system, must notify each person about to enter the gaming area that a record of the person’s facial image will be made by the system. Facial recognition system notices may be reproduced in printed form or displayed on an electronic screen in accordance with the following specifications:

- the notice must be reproduced in printed form or be able to be displayed on an electronic screen in the original form as downloaded from the CBS website. No modifications or additions to the form or content of the sign is permitted;
- if the notice it is to be reproduced in print, the notice must be printed in colour at a size equivalent to A4 (210 x 297mm) or more;
- if the notice is to be reproduced by display on an electronic display, the notice must be displayed in portrait form on a screen with a diagonal measurement of not less than 21.5";
- the notice must be reproduced in printed form or displayed on an electronic display at sufficient quality to ensure it is clearly legible;
- the notice must be displayed so that the information contained is clearly visible to the general public; and
- in the event that any facial recognition technology notices are displayed on a rolling electronic display in conjunction with any other in-venue messaging, a static version of the mandatory notice must also be displayed at each entrance to the gaming area.

The Commissioner has determined that any of the following approved language specific notices may also be displayed, provided that it is representative of the general community where the licensed premises is located.

These approved notices are available for download from the Resource Centre on cbs.sa.gov.au or at cbs.sa.gov.au/facial-recognition-technology-signage-requirements.



