



Gaming industry employee

Information handbook

vgccc.vic.gov.au

April 2023

My details

Please complete these details and keep in a safe place as you might need to refer to them at a later date. For example; if your licence is lost or destroyed.

Name:

Licence number:

Expiry date of licence:
month year

Date completed responsible gaming training:

.....
month year

Date refresher training required:

.....
month year

.....
month year

.....
month year

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Introduction

We are pleased to advise you that your application for a gaming industry employee's licence has been approved. Your licence, which is attached, allows you to perform the duties outlined in this handbook. The licence is valid for 10 years unless it is suspended for a period of time or cancelled by the Victorian Gambling and Casino Control Commission (VGCCC) or you decide to hand it back.

Please read this handbook before commencing work as a gaming industry employee in order to fully understand your duties, obligations and responsibilities as a licence holder. The handbook can also be carried with you while on duty to help answer questions about your responsibilities that may arise as a result of your work.

Licensed employees of gaming venues and bingo centres play an important role in promoting responsible gaming practices. You should familiarise yourself with your venue's or centre's Responsible Gambling Code of Conduct to ensure that you carry out your duties in an appropriate manner. If you are employed at a gaming venue, you should also familiarise yourself with the venue's Self-Exclusion Program.

Your manager can arrange information and training to help you encourage good gambling practices and to deal with patrons who may be in distress.

The VGCCC website contains responsible gambling information that you may find useful.

As some of the requirements and fees applicable to your licence will change, it is important that you check the VGCCC website at vgccc.vic.gov.au and subscribe to our online VGCCC newsletter.

Congratulations on gaining your gaming industry employee licence.

Duties of a gaming industry employee

What work can I perform as a gaming industry employee?

1. You must hold a gaming industry employee licence if you are employed by or working for a venue operator, the monitoring licensee or a gaming machine services provider, and perform any of these duties:
 - a. any task that requires you to access the logic area[†] of a gaming machine at the premises of an approved venue
 - b. possess, or issue to other persons holding a gaming industry employee's licence, keys that unlock the logic area of a gaming machine at the premises of an approved venue
 - c. any task that requires you to access a prescribed restricted monitoring component at the premises of an approved venue, i.e. access a Jackpot Interface Board or a Slot Machine Interface Board
 - d. supervise* any person carrying out any of the duties referred to in paragraphs (a) to (c) at the premises of an approved venue.
2. **You must** hold a gaming industry employee licence to perform any of these duties:
 - a. service, repair and maintain gaming equipment, monitoring equipment, totalisator equipment, player account equipment, or part of a pre-commitment system on or in a gaming machine
 - b. test gaming equipment (including those within the meaning of the *Casino Control Act 1991*), monitoring equipment, totalisator equipment, games or a pre-commitment system for the issue of certificates by the VGCCC
 - c. install gaming equipment at the premises of an approved venue or player account equipment, or part of a pre-commitment system on or in a gaming machine
 - d. connect gaming equipment to an electronic monitoring system at the premises of the monitoring licensee or an approved venue
 - e. supervise* persons carrying out any of the duties referred to in paragraphs (c) and (d).

Nominees can perform duties of a gaming industry employee

3. If you are working as a sole employee for a bingo centre operator, you must hold a gaming industry employee licence to perform any of these functions in relation to the operation or administration of a bingo game:
- sell bingo tickets
 - write up running sheets
 - check back numbers on bingo tickets
 - pay prizes.

If more than one employee is working for a bingo centre operator, a licence is **not** required to perform any of the functions referred to in paragraphs (a) to (d). In this instance, you must hold a gaming industry employee licence to:

- supervise[#] persons performing any of the functions referred to in paragraphs (a) to (d).

At a bingo centre, a volunteer acting in good faith for only one community or charitable organisation within any period of seven days is not required to hold a licence, even if they are performing the functions shown above.

* *The logic area is a locked cabinet area (with its own locked door) that houses electronic components that have the potential to significantly influence the operation of the gaming machine.*

* *Supervise means to direct or oversee the performance or operation of a gaming industry employee.*

Supervise means to direct or oversee the performance or operation of an employee.

The nominee of a venue operator or a bingo centre operator may perform the duties of a gaming industry employee at the venue for which they are the approved nominee without being required to hold a licence. In this case, the person must obtain the "nominee identification" badge from the VGCCC. This identification must be worn at all times while the nominee is performing the duties of a gaming industry employee so that it can be seen by other people;

- For nominees of a venue operator, refer to page 6 for the duties listed at 1(a) – 1(d).
- For nominees of a bingo centre operator, refer to page 8 for the duties listed at 3(a)-3(e).

Please contact the VGCCC on **1300 599 759** or at contact@vgccc.vic.gov.au if you have any questions on this matter.

Frequently asked question

Can I still use my licence when I leave one gaming venue and start work at another?

Yes, the licence allows you to work at all licensed gaming venues and bingo centres in Victoria. However, the licence does not allow you to work at Crown Casino or at an interstate casino or gaming venue.

Licence conditions

Your licence is subject to a number of conditions relating to things that you must or must not do as a licence holder.

The conditions of your licence are:

1. **You must** notify the VGCCC in writing within 14 days of any of the following changes taking place:
 - a. any change in your name or address
 - b. any finding of guilt for any offence under statute or common law recorded under any jurisdiction* against you (excluding non-custodial traffic offences#) and, in addition, details of any proceedings leading to your participation in a Diversion Program.
 - c. The commencement of any bankruptcy proceedings or entry into a formal or informal scheme of arrangement (however it is described) with your creditors or any formal administration under the Bankruptcy Act 1966 or the commencement of any like proceedings in any jurisdiction.
 - d. details of the outcome of any litigation which resulted in an order or finding being made against you (including any judgement given, out of court settlement reached etc), in any jurisdiction, whether personally (i.e. as an individual) and/or via business associations (e.g. legal action that involved a company, incorporated association, partnership or joint venture of which you are respectively a director, public officer, partner or joint venturer)

- e. the result of any disciplinary action taken against a gaming, bingo or casino licence, approval or authorisation held by you outside Victoria, and
- f. the result of any disciplinary action taken against any non-gaming licence, approval, authorisation or registration, excluding matters that relate to your driver licence or motor vehicle registration, held by you, under any jurisdiction.

* Any jurisdiction means any relevant legal or other authority, or territory, within or outside Australia.

Non-custodial traffic offences are traffic matters which resulted in a penalty other than a jail sentence or community based order.

2. **You must not** participate in gaming or the playing of bingo, other than as required in the course of your employment:
 - a. while on duty (including intervals for meals and other rostered breaks arising in the course of duty), or
 - b. at any time when the approved venue or bingo centre is closed to the public.

3. **You must** comply with the requirements of any notice under section 9A.1.17 of the *Gambling Regulation Act 2003* to:
 - a. provide, in accordance with directions in the notice, any information relevant to the holding of your gaming industry employee's licence that is specified in the notice, or
 - b. produce, in accordance with directions in the notice, any records relevant to the holding of the licence that are specified in the notice and to permit examination of those records and the making of copies of them.

4. Every time you gain access to the logic⁺ area of the gaming equipment or monitoring equipment (as defined in the *Gambling Regulation Act 2003*), or supervise a person gaining access to a logic area of a gaming equipment or monitoring equipment, you must record in the log book kept inside the gaming or monitoring equipment cabinet or secured in the immediate vicinity of the gaming or monitoring equipment:
 - a. name and gaming industry employee licence number of person accessing the logic area
 - b. date and time of logic access
 - c. hard meter readings at the time of work
 - d. details of the reason for logic access and the work done, and
 - e. name of the person being supervised (if applicable).

For enquiries regarding this condition and compliance with it please ring the VGCCC on **1300 599 759** between 9am and 5pm Monday to Friday.

5. **You must** comply with any other licence conditions imposed by the VGCCC that you are notified of during the term of this licence.

Note: Failure to comply with a condition of your licence may result in disciplinary action being taken by the VGCCC (refer to page 15).

⁺ *The logic area is a locked cabinet area (with its own locked door) that houses electronic components that have the potential to significantly influence the operation of the gaming machine.*

Frequently asked questions

I have changed address. Do I have to advise the VGCCC?

Yes, you must notify the VGCCC within 14 days of a change of address. You may log onto the Online Services Portal to do so immediately or you may write to the VGCCC. Note: You may use the Online Services Portal facility to update your residential and/ or postal address as well as other contact information, e.g. phone numbers and email address.

I am getting married soon and will change my name. Do I have to advise the VGCCC?

Yes, if you change your name, including by marriage, you must notify the VGCCC within 14 days. You are also required to provide a copy of your marriage certificate confirming the change. The VGCCC will update its records and then post you a licence with your new name.

Will the VGCCC write to me prior to my licence expiring?

Yes, we will write to you to let you know how to renew your licence prior to it expiring so you must let us know if your name and/or address changes. This is a condition of your licence.

How do I keep up to date with any changes to the requirements and fees applicable to my gaming industry employee licence?

We publish all updates and changes on our website and in our online newsletter. So to keep up to date with any changes applicable to your licence you should visit the VGCCC website vgccc.vic.gov.au and subscribe to the quarterly online VGCCC newsletter.

Disciplinary action

Reasons for taking disciplinary action

The VGCCC may take disciplinary action against you as a licenced gaming industry employee for any of the following reasons:

- a. that you should not have been granted a licence as there were reasons for refusing it, which the VGCCC did not know at the time
- b. that you have been convicted or found guilty of a relevant offence*
- c. that you have breached a condition of your licence
- d. that you have failed to provide information to the VGCCC that you are required to provide as a licence holder or have provided false or misleading information to the VGCCC
- e. that you have become insolvent or bankrupt, and
- f. that for any reason, the VGCCC considers you are no longer suitable to hold your licence.

* Relevant offence means:

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

Result of disciplinary action being taken

If the VGCCC decides that disciplinary action should be taken against you, it can take one or more of the following actions:

- a. issue a letter of censure
- b. vary your licence
- c. suspend your licence for a specified period
- d. cancel your licence, or
- e. cancel your licence and disqualify you from obtaining or applying for a licence or permit under a gaming Act for a specified period not exceeding four years.

If your licence is suspended or cancelled, you must return the licence to the VGCCC within 14 days after the suspension or cancellation (refer to page 22 for the VGCCC address).

If the VGCCC takes disciplinary action against you, its decision, including your full name and licence number, will be published on the VGCCC website and in the VGCCC Annual Report.

Frequently asked question

If I receive a letter from the VGCCC advising of disciplinary action, what should I do?

The first letter you receive from the VGCCC will provide you with the opportunity to explain why disciplinary action should not be taken against you. You will have 28 days to write to the VGCCC explaining why disciplinary action should not be taken against you. The VGCCC will consider any information provided by you before it makes its decision.

Compulsory responsible gaming training

If you are employed by a venue operator and are working in the gaming machine area of a gaming venue, you must complete an approved training course within the first six months after starting your employment in the gaming machine area of an approved venue (you are exempt from this requirement if you have already completed the training within the last three years). Please see the VGCCC's website vgccc.vic.gov.au for a list of providers of approved responsible gaming training courses.

All venue operators are required to keep a register of training certificates of their staff. A venue operator cannot allow you to perform the duties of a gaming industry employee or to work in the gaming machine area of a gaming venue if you have not completed the training requirements in the required time. When you have completed the training, you should provide a copy of your certificate to your venue operator. If you work at more than one venue, or each time you commence employment with a new venue, you must supply each venue operator with a copy of your certificate.

You are also required to complete a refresher training course at least once every three years following completion of the approved training course.

Replacing a lost or destroyed licence

Note: This requirement does not apply to a person (other than a licensee[^]) working in the gaming machine area of an approved venue who has no contact or interaction, or only incidental contact or interaction, with players of gaming machines in that area. Examples of such persons may include cleaners, technicians or tradespersons.

Before you enrol in a course, you may wish to talk with your manager or supervisor as your venue may be able to arrange in-house training.

[^] Licensee includes a venue operator or the nominee of a venue operator who performs the duties of a gaming industry employee under the venue operator's licence.

Wearing licence identification

You are required to wear your gaming industry employee licence identification at all times while on duty so that it can be seen by other people. You do not need to wear this identification if you are wearing a crowd controller identification required by the *Private Security Act 2004* (i.e. your numbered security badge).

If your licence is lost, destroyed or stolen*, you can apply for a replacement to be issued by the VGCCC. To have a replacement licence issued, you must:

- a. complete a statutory declaration detailing the circumstances in which the licence was lost or destroyed, and
- b. send your completed statutory declaration and cheque or money order for payment of the fee[#] to the VGCCC (refer to page 22 for the VGCCC's address).

* If your licence is stolen, you should also report the matter to the police.

[#] Please go to vgccc.vic.gov.au to confirm the current fee.

Frequently asked question

Can I continue to work as a gaming industry employee while I am waiting for my licence to be replaced?

Yes, you can continue to work as a gaming industry employee, provided you have a copy of the statutory declaration with you at all times while on duty.

Online Services Portal

The Online Services Portal allows you to update your own contact information online. It is important that the VGCCC has current contact details, including your email address, to enable notification of licence renewal and other matters. You are encouraged to make use of the portal as the VGCCC is moving increasingly to email communication as the most timely and efficient method of contact and provision of industry information.

To access the portal:

1. See 'Online services' at vgccc.vic.gov.au.
2. To use this service, you must have a Login ID and a valid password.
3. To be issued with a password, click on the 'Forgot my password' link.
4. Enter your email address, which must be the address you provided to the VGCCC.
5. Enter your Login ID, which is your VGCCC ID Number/GIE
e.g. if your VGCCC ID Number is G12345678 then your Login ID is G12345678/GIE.
6. Enter the two words in the picture box.
7. Click the 'Reset Password' button.
8. Your new password will be sent to your email address.

Should you have any queries, or if you did not provide an email address to the VGCCC as part of your application, please contact the VGCCC at contact@vgccc.vic.gov.au or on **1300 599 759**.

Frequently asked question

Do I need to return my licence to the VGCCC when I leave employment in the gaming industry?

There is no requirement for you to return your licence to the VGCCC when you stop working in the gaming industry. The licence is valid for 10 years and can be used at any time you are required to perform the duties of a gaming industry employee. However, you should note that you are required to comply with all of the conditions at all times, even when you are not working as a gaming industry employee. You may, at any time, hand back your licence to the VGCCC if you do not intend to work in the gaming industry in the future.

Contact information

If you have any questions about your licence or need to advise of a change in your situation (as required by the conditions of your licence), you can contact the VGCCC by:

Mail: Licensing Section,
Gambling Division
Victorian Gambling and Casino
Control Commission
GPO Box 1988
MELBOURNE VIC 3001

Telephone: 1300 599 759

Fax: (03) 9098 5111

Email: contact@vgccc.vic.gov.au

In person: Victorian Gambling and Casino
Control Commission
Level 4, 12 Shelley Street
Richmond

Website: vgccc.vic.gov.au

For assistance with problem gambling,
contact Gamblers Help on **1800 858 858**
or visit responsiblegambling.vic.gov.au

Privacy policy

In accordance with the VGCCC's privacy policy and relevant laws, you may be able to gain access to any personal or health information held about you by the VGCCC. To view a copy of the VGCCC's privacy policy, please visit vgccc.vic.gov.au

If you don't have access to the website, contact the VGCCC by telephone or email to ask for a copy of the privacy policy to be sent to you.

vgccc.vic.gov.au

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