

**IN THE MATTER OF AN APPLICATION TO THE VICTORIAN GAMBLING AND CASINO
CONTROL COMMISSION BY DG HOTEL PTY LTD FOR THE INSTALLATION OF AN
ADDITIONAL EIGHT (8) ELECTRONIC GAMING MACHINES AT THE DORSET GARDENS
HOTEL, 335 DORSET ROAD, CROYDON, VICTORIA**

WITNESS STATEMENT OF REBECCA POLOSO

Date of document:	August 2025
Filed on behalf of:	The Applicant
Prepared by:	
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Background

1. My full name is Rebecca Poloso. My address is [REDACTED].
2. I am the Gaming Operations Manager of the JMS Hospitality Group (**the Group**), a role I have held since 2015. I commenced work at the Dorset Gardens Hotel (**the Hotel**) as a Gaming Supervisor in August 2001 (back when it was owned by the Francis Family group) and was promoted to Gaming Manager the following year. I held that role until 2015 when I became Gaming Operations Manager for the Group, which includes management for the Hotel, as well as the Diamond Creek Hotel, the Chase Hotel, The Golden Nugget Hotel, Roxburgh Park Hotel and The Settlement Hotel. The Group is also involved in the ownership and operation of The Pink Hill Hotel, Beaconsfield.
3. I have had 23 years of experience in the hospitality and gaming industry. A copy of my curriculum vitae is **attached** to this statement as **Annexure One**. My career began when I started as a Gaming Supervisor at the Kingston Club in Mordialloc in 1999 which had 80 gaming machines. Whilst working at the Kingston Club in early 2000, I was asked to move to the Seagull's Nest Hotel in Newport as a Gaming Supervisor, where I remained until starting work at the subject Hotel in August 2001.
4. All the above venues are venues with gaming machines. My work since 1999 has always included supervision, security, customer service and administrative responsibilities in the gaming areas of the businesses. As my career has progressed my responsibilities have increased through to overseeing operations,

management of staff and procedures, and ensuring compliance with all industry standards, anti-money laundering requirements and the responsible service of alcohol and gaming.

5. My role includes analysis and understanding of gaming data for the venues that I am responsible for, and includes daily coordination directly with the Group director, Mr Joseph Scerri.
6. The Dorset Gardens Hotel is the JMS Hospitality Group head office. On a weekly basis, I am at the Hotel at least 4 days a week for a period of time during the hours of 8am and 7pm. On a regular basis I also stop in or allocate a day each week to visit each of the other venues in the Group.
7. I currently hold a gaming licence and have undertaken RSA and RSG training. Additionally, I have completed AML/CTF training first aid, and I hold a Certificate 4 in hospitality.

Dorset Gardens Hotel

8. The Hotel occupies the largest footprint for any Hotel in the Southern hemisphere and currently provides the following facilities:
 - a. Bistro with 250 seats and children's play area;
 - b. TAB lounge with adjoining terrace;
 - c. Sports bar with adjoining terrace;
 - d. Gaming lounge with adjoining terrace;
 - e. Nightclub with external smoking area;
 - f. Five (5) function rooms, with external terrace and pre-drinks area; and
 - g. Motel with 45 rooms.
 - h. Drive Through Bottle Shop
9. Unsurprisingly, given the size and range of facilities the premises offers, the Hotel attracts a wide variety of patrons, with different demographics represented throughout the week and across the different parts of the venue.

10. The bistro is most regularly patronised by families and large family groups that utilise the children's playground. We also see a lot of trades people at the Hotel gathering for after work drinks in the sports bar and TAB. The Hotel attracts seniors at lunch time and our TAB/gaming area is predominantly used by patrons in the 30-80 age group. The nightclub attracts a younger cohort of patrons again.
11. As a local myself and having worked at the Hotel for more than 20 years, I am aware that the majority of our patrons come from within the local area, as well as being a destination venue for customers travelling from further afield due to its array of facilities.
12. The Hotel is a consistently busy venue due to its size and range of amenities available. Customers frequently cross over between the various departments. The Hotel is generally busy 'across the board' Thursday to Saturday. However, each department will have its own specific times when it is particularly busy. The sports bar is the busiest on Friday and Saturday afternoons and evenings. The bistro will also generally be at its busiest on Friday and Saturday evenings, however, will have peak periods during the day for lunch with groups of seniors.
13. Due to the size of the Hotel, each department can accommodate larger than usual patron numbers due to the floor space when compared to most other Hotels. This provides staff the flexibility to work across multiple departments and secure more hours than they might be able to at a smaller venue. The increased staff involvement throughout all departments of the Hotel allows staff to become more familiar with the clientele base, when compared to staff who might work 1 shift a week in a smaller, less busy hotel.
14. Due to the overall busyness of the venue, we often struggle with accessibility of gaming machines. There are times that customers cannot access the machine they want to play. Particular games and denominations are more popular than others and that, combined with our high patronage means that customers do at times either have to wait or may leave to go to another venue, of which there are several within a reasonably short drive.
15. In terms of overall 'busyness' in the Hotel and in the gaming room this venue really is particularly popular when compared to other venues I have worked at and within the Group. There is something unique about its location and breadth of offering that leads to strong patronage.

Responsible Service of Gaming

16. The day-to-day management of RSG is the responsibility of the Gaming Manager, in conjunction with myself overseeing the practices and procedures. Louise Van Tilburg is the gaming manager at the Hotel, and her experience is outlined in her CV, appended as **Annexure Two**. The Hotel's Responsible Gambling Officers are the Gaming Supervisor and are rostered at all times the gaming room is operational together with other operational staff. The Gaming Manager and myself regularly liaise with the RGOs and every 6 months all gaming staff meet with our Venue Support Worker.
17. The Hotel operates pursuant to an in-house RSG Policy (**the Policy**) developed by Leigh Barrett and Associates. The Policy is common across all venues that operate EGMs within the Group. A Harm Minimisation Policy & Procedures Manual has also recently been implemented.
18. The Group engaged the services of Leigh Barrett and Associates at the Hotel in 2010. LBA undertakes four-monthly audits on a rotation basis. The results of these audits are reviewed and actioned by the Group under my supervision. Outside of these audits, our venues complete a daily Your Play checklist and a monthly Your Play and VGCCC checklist. Throughout the year I also conduct my own internal audits to support the findings that LBA document in their audits.
19. The Policy and Code of Conduct are based on legislative standards. The Policy provides our staff with practical strategies for implementing best practice RSG on the gaming room floor. All staff are briefed on the Hotel's policies upon induction. A copy of the Hotel's RSG policy is enclosed at **Annexure Three** together with the recently completed Gambling Harm Risk Assessment.
20. I have worked with Leigh Barrett and Associates in the past at other venues and I find that they ensure we are compliant across each of staff training, general compliance and gaming compliance. However, compliance on a day-to-day basis is ultimately our responsibility and that is something we take seriously. We have formulated our own daily floor sheet which requires that staff record in detail their interactions with customers, the service, cleanliness of the room as well as our RGO at the time and evidence of AML/CTF monitoring. A copy of this is attached as **Annexure Four**.

21. In my experience, our staff are our most important asset in delivering effective RSG. We look for friendly, confident and approachable staff that are able to communicate effectively with customers to work in the gaming room. As set out above, this is a busy venue so getting to know our customers is more challenging at this Hotel and we hire our staff with this in mind. In my view, they do an excellent job of this.
22. There are currently 15 gaming staff at the Dorset Gardens Hotel. Of these, four (4) staff members have been employed at the venue for more than ten (10) years. There are an additional 3 who have worked at the hotel for more than 5 years. The longest serving employee in the gaming room has been a part of the Dorset Hotel for more than 29 years. Our Gaming Manager has worked at the Hotel for almost 15 years.
23. The Hotel operates on a 'get to know you' philosophy for RSG and for customer service, which facilitates familiarity with customers. In my opinion, staff are familiar with at least 60% of our gaming customers, many of whom who they know on a first name basis. This familiarity allows our staff to recognise any changes in behaviour that might be outside a customer's usual gaming habits. When customers demonstrate behavior outside what is 'known' for them, the supervisor will interact with the customer over and above the usual amount to ensure that they are not experiencing any harmful effects from their play.
24. So as to provide staff with sufficient support to ensure best practice RSG, upon employment the Gaming Manager conducts an induction with the staff member to collate and review all their training documents, book them in for training required and to discuss RSG aspects such as Your Play, Self Exclusion, our Code of Conduct and our Harm Minimisation policy. Each new staff member also completes a minimum of two (2) 'one on one', five (5) hour training shifts to ensure they have the relevant skills and knowledge required to interact with customers and ensure compliance in the room.
25. All staff complete an accredited RSA certificate, Module 1 and 2 of the RSG Certificate, Your Play online training and an online AML CTF course within the first three months of their employment. Module 2 of RSG involves a face-to-face session with our Gambler's Help contact, Nicholas Olney. In late 2022 the Gaming Manager and I along with Nick agreed that the compulsory 6 monthly RGO training

would be beneficial for all our gaming staff, not just the supervisors. Gambler's Help Eastern also provide additional training sessions over and above minimum statutory requirements. We send 2-3 staff to those sessions which cover topics such as responsible gambling register use, responding to patrons affected by drugs, techniques for approaching patrons and conduct compliance.

26. Staff are required to refresh their RSA and Module 3 RSG every three years. Module 4 RSG, AML and Your Play refreshers are held every 12 months. In October & November of 2024 LBA conducted face to face training with all gaming staff. Our Code of Conduct was the focus as well as reinforcing the need to interact with the customers who are either new to the venue or not as 'well known' to staff.
27. I am responsible for ensuring that our staff are well trained and informed about best practice RSG and the Hotel's RSG obligations.
28. The Hotel maintains a good relationship with Gambler's Help Eastern and our regional Venue Support Worker, Nick Olney. I liaise with Nick regularly to ensure that we have up to date information about Gambler's Help and/or any legislative changes. The Hotel has employed a number of new staff in the last few months, and all new staff have engaged in face-to-face training with Nick.
29. We follow the AHA self-exclusion program. We currently have 289 individuals on the self-exclusion board. Of the 289, staff would be familiar with approximately 30 of these patrons. The remainder are not regular customers to the Hotel and are not known to staff, but may have nominated a wide number of venues, even those they don't normally visit, as a deterrent. To assist in ensuring gaming staff were refreshing their memory at the beginning of each shift, the Hotel updated its key register to add a section for staff to sign that they have checked the board for new self-excluded persons and refreshed their memory of the current persons. This is attached as **Annexure Five**.
30. As required, we also maintain a Responsible Gambling Register in the gaming room where all RSG/gaming incidents are recorded. The relevant legislation requires we record the date and time of the incident, employee and customer name, and details of incident and any intervention. However, we choose to record additional information such as the outcome, whether the authorities attended and CCTV details. The Gaming Manager is required to sign all the entries so that they are fully up to date with what incidents have occurred in her absence. We believe

this additional information provides a more comprehensive record of events in the gaming room and ensures that Senior Management stay abreast of what has been happening.

31. In particular, our gaming register provides details on:
- (a) Any incident that occurs within the gaming room regarding RSG, RSA or otherwise;
 - (b) Any staff interaction where a customer has either requested help or the staff have deemed the customer to need help.
 - (c) Any training undertaken, liaison with Gambler's Help, VCGLR inspections, customer disputes, self-exclusion breaches, any matters that relate to our RSG policies & procedures; and
 - (d) Our regular, daily staff interaction with customers is recorded on a separate form that also details the RGO on duty and these are filled out for future reference if required.

A copy of and extract from our Responsible Gambling Register is attached at **Annexure Six**. Some examples of gaming incidents which have been recorded within the last six (6) months, includes:

- (e) Staff were approached by an elderly gentleman seeking further information about the Your Play feature he has seen on both signage and the EGMs themselves throughout the room. Staff familiarized the man with the functionality, scope and purpose of Your Play, as well as how to register, should he feel the feature be of service to him.
 - (f) A lady who came off self-exclusion came into the gaming room. I had a chat with her and said if she needed any information to let me know.
32. Incidents recorded in the Hotel's Responsible Gambling Register and any RSG matters which have arisen during the course of the week are discussed and communicated on a private messenger group that the Hotel has set up to ensure staff have up to date information regarding any issues in the Gaming Room. Some examples of these communication are extracted in **Annexure Seven**.

33. Given my RSG training and experience, I would not have any reservation in approaching any patron displaying concerning gambling behaviors. I am confident that the training our staff receive gives them the preparedness to appropriately and confidently approach and manage patrons showing troubling signs in relation to problem gambling behaviour.
34. Upskilling staff in all aspects of RSG is the key to operating a successful, responsible venue. Our RSG message is discussed at manager's meetings and I frequently communicate to staff how I'd like the venue to run. I prefer a hands-on approach and discussing with gaming staff on a daily basis about being on the floor, talking to customers and delivering the RSG message. I approach the staff on a personal level when I feel our message is not being delivered and offer one on one coaching to teach staff how we interact with customers.
35. I have given all staff a copy of our RSG Code of Conduct and asked them to read it and sign they have read it. I also ensure that they are all up to date with our code whilst working the gaming floor. Our RSA and RSG registers are reviewed daily by me, and as a backup the HR department on an ad hoc basis. This ensures our staff training is kept up to date, and does not lapse.

Conclusion

36. I would consider the Hotel to have strong RSG practices, which I would credit to our understanding of the importance of RSG and our commitment to our patrons and local community.
37. I believe the Hotel and its staff can safely accommodate an additional eight (8) gaming machines.
38. I am also of the view that the additional EGMs are required for us to meet current demand at the Hotel and to remain competitive in the local area.

ANNEXURE ONE

REBECCA POLOSO

GAMING OPERATIONS JMS HOSPITALITY GROUP

CONTACT



[REDACTED]



[REDACTED]

[REDACTED]

PROFILE

My career includes 22 years of experience within the Hospitality industry with a focus on Gaming.

I currently hold the role of Gaming Operations Manager for the JMS Hospitality group and am responsible for overseeing the gaming operations, procedures, compliance, human resources, purchasing, performance analysis and promotional activity at 5 of the groups gaming venues including the Dorset Gardens Hotel, Croydon, The Chase Hotel, Forest Hill, Diamond Creek Hotel, Diamond Creek, Golden Nugget Hotel, Melbourne and Pink Hill Hotel, Beaconsfield. I also closely liaise with Senior Management regarding gaming operations at the Roxburgh Park Hotel, Roxburgh Park. In total the group currently operates 437 gaming machines.

SKILLS

- Professionalism & strong work ethic
- Teamwork & collaboration
- leadership
- oral & written communication skills
- critical thinking & problem solving

EXPERIENCE

Gaming Operations: JMS Hospitality
2015 - current

I have currently worked in my role of Gaming Operations for the past 6 years. I initially was responsible for Dorset Gardens & Diamond Creek Hotels and have added the Chase and Golden Nugget in the following years. My role is to liaise

EDUCATION

Certificate 4 in Hospitality
Box Hill Institute
2006

St Margaret's Girls School
1998
Successful completion of VCE

Licenses and Accreditation

- Responsible Service of Alcohol (RSA)
- Responsible Service of Gambling (RSG)
- Gaming Licence
- Your Play
- RSG Modules 1 – 4
- AML accreditation, Venue, High and Director
- First Aid

directly with the Gaming Managers to ensure that venues are compliant in all facets including RSG, AML, Financial, Staff Training & industry standards. I analyse each venues gaming data and make purchasing decisions alongside the Director and coordinate the deployments required. I oversee operating procedures, staff training and problem solve issues that arise.

Gaming Manager: Dorset Gardens Hotel
2001 – 2014

I commenced my employment at the Dorset Gardens Hotel as a Gaming Supervisor with the Francis family group in August 2001 and was soon promoted to the position of Gaming Manager the following year. My role as the Gaming Manager included the supervision of the daily operations, staff liaison, rostering, hiring and training. Responsible for the accountability of all financial facets including industry compliance standards and reconciliation, RSG implementation & adherence and promotional activity. The Dorset Gardens Hotel operates 97 gaming machines and employs approximately 15 staff which had an average weekly turnover of \$4.5 million.

Gaming Supervisor: Seagulls Nest Newport & Kingston Club Mordialloc
1999 - 2001

My first supervisor role was at the Kingston Club in Mordialloc. My responsibilities included the supervision of the patrons, staff & security, ensure a high level of customer service was provided, balancing of cashier shifts, gaming safe, cash clearances on machines, compliance and running promotions such as Member's activities and events. I would report directly to the Gaming Manager. At the beginning of 2000 I was asked to assist at the Seagulls Nest hotel in Newport as a Supervisor were I also performed the above role.

ANNEXURE TWO

LOUISE VAN TILBURG

Phone:

Email:

Experience

Dorset Gardens Hotel, Croydon

February 2009 – Current

- Gaming Manager since December 2019
- Manage 19 staff and 10 security
 - Use deputy to complete rosters
 - Advertise for new staff, hire appropriate applicants
 - Train all new staff
 - Manage staff and upper management expectations
 - Report to higher management and director
 - Lead staff meeting and RGO meeting
- Compliance Officer
 - Complete monthly and 6 monthly compliance reports
 - Ensuring all staff qualifications are current and complete
 - Making sure the gaming room is always compliant in all areas
 - Liaise with our independent compliance auditor
 - Ensuring our code of conduct is current both has a hard copy and, on our website,
- Customer Service
 - Always providing great customer service
 - Teaching new staff about customer interaction
 - Completing 6 monthly training workshops with trainers from different sections of the hospitality industry
 - Interacting with customers who are experiencing difficulties
 - Interacting with people from different cultures
 - Providing a safe gambling environment
 - Getting to know our customers to ensure a pleasant experience
 - Providing a welcoming and safe environment for both customers and staff
- Administration
 - Preparing and updating spreadsheets
 - Use of word and excel
 - Approving shifts in deputy for payroll
 - Responding and sending emails
- Reception
 - Answering and making telephone calls
 - Reserving dining tables in our bistro
 - Taking motel booking
 - Checking patrons into motel, taking payments and details
 - Working with the cleaning staff to ensure clean rooms
 - Ordering hotel supplies
 - Balancing takings

- Venue Promotions
 - Proof read all communications to our members
 - Send out SMS and advertise on our social media accounts
 - Complete our promotion calendar, keeping it up to date

Matthew Flinders Hotel, Chadstone

November 1998 – January 2008

- Customer service
- Cashier and bar work
- Supervisor
- Cash handling

Volunteer Work

- Football Trainer – First AID training, CPR training required to complete
- School volunteer – canteen and sporting events

Education

VCE Fairhills High School – Graduating 1998

Certificates and Licenses

- Full Victorian Driver's Licence
- Working with children check
- Gaming Licence
- RSA certificate
- RSG certificate
- AML certificate
- YourPlay Certificate

References

Brandon Richardson

Assistant Gaming Manager



Peta Bourke

Former Gaming Manager



ANNEXURE THREE

RESPONSIBLE GAMBLING CODE OF CONDUCT POLICIES AND PROCEDURES

December 2021

Responsible Gambling Code of Conduct – Policies & Procedures

1. Responsible Gambling Message

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

Our Code describes how we do this and continue to provide gambling services in a socially rewarding, enjoyable and responsive manner.

A copy of the Code will be made available in written or electronic form to patrons upon request. A sign advising patrons of how to obtain a copy will be displayed at the gaming room entrance and/or the cashier's station in the gaming room.

The Code is also be available on the venue's website in English and multiple community languages.

The venue ensures that the Responsible Gambling Register is made readily available to any authorised person or VCGLR inspector upon request.

This venue provides the highest standards of customer care and responsible service of gambling to all our patrons and displays the following responsible gambling message at the cashier's desk/station and/or entrance to the gaming room so that it is clearly visible wherever the venue provides electronic gaming machine (EGM) products:

This venue is committed to the wellbeing of its patrons, employees and the wider community in which it operates. It strives to deliver all its services in a responsible and sustainable manner providing the means for our patrons to have informed choices and to exercise a rational and sensible informed choice based on their personal and individual circumstances. As part of this commitment, the venue has adopted a comprehensive Responsible Gambling Code of Conduct and a Self-Exclusion Program, and will provide the necessary resources, both financial and human, to support the proper operation and fulfilment of the Code at these premises.

If someone asks for a copy of the Code/s the Responsible Gambling Coordinator/Officer must provide a hard copy (a photocopy of the Code of Conduct is filed in the Responsible Gambling folder) or advise the person how to obtain a copy from the Venue's website.

The purpose of this Policies and Procedures Manual is to provide a practical guide for all staff to discharge their duties in accordance with the Venue's commitment to the highest standards of the government expectations regarding customer care and responsible gambling.

2. Interaction with customers – communications with gamblers

2.1 This venue ensures that communications with Patrons do not:

- (a) Induce a customer to enter or remain in the gaming machine area
- (b) Induce gaming machine play (with the exception of communication that forms part of a loyalty program), or
- (c) Reinforce or encourage fallacies or misconceptions about gaming machines, including but not limited to:
 - i. Telling a customer that they can make money playing a gaming machine.
 - ii. Telling a customer that a gaming machine or gaming machine jackpot has or has not paid, or that it is due to pay winnings.
 - iii. Discussing luck or superstitions.
 - iv. Telling a customer that a 'near miss' means the gaming machine is about to pay winnings.
 - v. Suggesting or encouraging the belief that a spin on a gaming machine is not independent of another spin on that gaming machine.
 - vi. Suggesting or encouraging the belief that there are strategies that a customer can use to win when playing a gaming machine (for example, increasing or decreasing the amount bet per line or number of lines on which a bet is made), or
 - vii. Telling a customer that they deserve to win.

Gambling Product Information

The rules for each Electronic Gaming Machine (EGM) game, including the chances of winning, are available by going to the Player Information Display (PID) screens on the EGM.

All gaming staff must be able to show a patron how to access the PID screens and explain their contents on each screen must provide a hard copy (a photocopy of the Code of Conduct is filed in the Responsible Gambling folder) or advise the person how to obtain a copy from the Venue's website.

Gaming staff should use the PID screen to respond to customer complaints that an EGM is "rigged" or "not paying out".

2.2 This venue takes reasonable steps to ensure that communications with customer discourage intensive and prolonged gaming machine play.

2.3 With the exception of EFTPOS signage, this venue does not induce a customer to:

- (a) Withdraw money, or withdraw more money, from a cash facility, or
- (b) Leave this venue to obtain money, or obtain more money, to enable that customer to play, or to continue to play, a gaming machine.

2.4 This venue may however direct a customer to a cash facility when requested to do so by the customer.

3. Interaction with customers – Signs of Distress

- 3.1 This venue takes all reasonable steps to ensure the gaming machine area and entrances to the gaming machine area are monitored at all times when gaming machines are available for play.

*The Venue has adopted the Self-exclusion Program. During each shift gaming room/wagering staff **must** view the photographs of customers who have self-excluded from the venue's gaming room or TAB/Sportsbar.*

*If a patron asks about the Venue's Self-exclusion Program, they **must** be given the Self-exclusion brochure. If necessary, refer the patron to the Responsible Gambling Officer on duty. The interaction **must** be recorded on the RGIR*

*The venue will refer to **Appendix D** for the process to deal with Self-excluded detected in the venue's gaming room.*

- 3.2 This venue takes all reasonable steps to ensure that Patrons in the gaming machine area are regularly observed to monitor behaviour that is consistent with gambling harm.
- 3.3 This venue does not encourage or induce a customer to engage in intensive or prolonged gaming machine play.
- 3.4 The Responsible Gambling Officer will ask a customer to take a break away from the gaming machine area where an interaction has occurred and that interaction has determined that the customer is angry while gaming or has requested assistance as a consequence of their gaming.
- 3.5 The Responsible Gambling Officer will interact with a customer who has been observed to have been playing gaming machines for a prolonged period without a break and ask that customer to take a break away from the gaming machine area.
- 3.6 The Responsible Gambling Officer is expected to interact with a customer who:
- (a) Has been asked to take a break and refuses to take a break away from the gaming machine area
 - (b) Plays multiple gaming machines simultaneously, or
 - (c) Reserves a gaming machine in order to play another gaming machine.

If you observe a patron playing multiple gaming machines simultaneously or reserving a gaming machine in order to play another gaming machine you should advise the Responsible Gambling Officer.

4. Gaming Venue Staff

- 4.1 Staff at this venue are not permitted to play a gaming machine on a rostered day of work at this venue.
- 4.2 This venue provides information to staff so that they are aware of their increased risk of harm from gambling.

Staff at this venue will need to check the current HR policy to ensure they are permitted to play on a day of non-work. If they are permitted to play, staff shall not be allowed if their last shift finished or will start on that day.

5. Interaction with Problem Gambling Support Services

- 5.1 This venue will ensure that staff who have day-to-day management of the operation of this venue and responsible gambling officer's meet, as far as is reasonably possible with this venue's nominated venue support worker at least once every six months.

6. The Gambling Environment

- 6.1 This venue does not encourage a customer to play multiple gaming machines simultaneously.
- 6.2 This venue takes all reasonable steps to discourage a customer from reserving a gaming machine in order to play another gaming machine in the gaming machine area.
- 6.3 During the opening hours of food and beverage facilities outside the gaming machine floor, this venue ensures that a customer can order and be served food and beverage without having to enter the gaming machine area.
- 6.4 This venue may offer a customer seated at or playing a gaming machine food or beverage provided it is offered as part of an interaction with that customer.

7. Responsible Gambling Officer

- 7.1 Responsible Gambling Officers have been appointed at this venue.
- 7.2 A Responsible Gambling Officer will be available in the gaming machine area at all times gaming machines are available for gaming.
- 7.3 This venue displays prominently in the gaming machine area a notice advising that a Responsible Gambling Officer is available for assistance at all times.
- 7.4 This venue's Responsible Gambling Officers will take all reasonable steps to:
 - (a) Monitor the gaming machine area and ensure compliance with the Act, regulations and this code;
 - (b) Ensure that staff record responsible gambling incidents and interventions in the responsible gambling register;
 - (c) Observe Patrons who display behaviour that is consistent with gambling harm and provide assistance as necessary;
 - (d) Provide advice to staff about gambling harm and how to respond to signs of gambling harm; and
 - (e) Respond to customer enquiries and complaints about the supply of gambling in the venue.
- 7.5 This venue's Responsible Gambling Officer may be required attend additional training.

*A Responsible Gambling Officer Duties can be located in **Appendix A***

*A Responsible Gambling Coordinator & Officer Code of Conduct Requirements List can be located in **Appendix B***

(a) Further Responsible Gambling information

The Venue provides patrons with further information regarding responsible gambling, including:

- a. How to access the Commonwealth Government's website 'Money Smart' www.moneysmart.gov.au (or similar government household budgeting website); and
- b. How gamblers and their families or friends can find gambling support services and self-exclusion programs and the State Government's responsible and problem gambling support website www.responsiblegambling.vic.gov.au

8. Responsible Gambling Register

- 8.1 This venue maintains a responsible gambling register. The details of all responsible gambling incidents and interventions are recorded in this register, including:
 - (a) Date and time the incident occurred;
 - (b) Details of the incident;
 - (c) Details of the intervention made in response to the incident;
 - (d) Details of the customer's response to the intervention, if known;
 - (e) Date and time the entry was recorded in the responsible gambling register; and
 - (f) The name of the individual if this is provided voluntarily by that individual.
- 8.2 This venue retains the information in the responsible gambling register for not less than six months from the day it was recorded in the responsible gambling register.
- 8.3 This venue will provide a copy of the responsible gambling register to the Victorian Commission for Gambling and Liquor Regulation on request.
- 8.4 This venue may provide information in the responsible gambling register to a Venue Support Worker for training and development purposes provided that information does not include the name or identifying characteristics of any customer.

*A Responsible Gambling Point-of-Sale Checklist can be found at **Appendix C** of this Manual. The RGC/RGO must ensure that the items listed are checked at least weekly. It is recommended that staff members take turns to complete the checklist to assist their knowledge of the requirements.*

Definitions

- “Code” means this specific Responsible Gambling Code of Conduct
- “Customer” means members and visitors of the venue.
- “EGM” means electronic gaming machine.
- “Management” means the management of this Venue
- “Patrons” means customers, members and visitors of the venue.
- “Responsible Gambling Incident Register” means the register maintained by the venue in which the venue records the information required under the Code.
- “Responsible Gambling Officer” means the person responsible for the administration of the Code at the venue at any time.
- “Venue” means this gaming venue.

(b) Preparation of the Code and Code Policy and Procedures

The Code & Code Policy and Procedures has been prepared on our behalf by Leigh Barrett & Associates Pty Ltd and has been made readily available for adoption and integration into our gaming business operations. It is a straightforward document and has been written in such a manner as to enable a ready understanding by our patrons and a simple interpretation and explanation by and for our staff. It has been written in plain English and presented in such a way as to be accessible to all our patrons, including those from culturally and linguistically diverse backgrounds.

Appendix A

(c) Responsible Gambling Coordinator and Officer Duties

It is a requirement of the venue's Responsible Gambling Code of Conduct that a Responsible Gambling Officer (RGO) be designated for any time that the venue is open for gaming. All staff must be aware of the designated RGO for any shift and the RGO must be aware of his/her duties.

The venue also has a primary Responsible Gambling Coordinator (RGC) who has oversight of the venue's Responsible Gambling/Customer Care Program.

The duties of the RGC include, but may not be limited to:

1. Ensuring that all staff are aware of and have read the venue's Responsible Gambling Code of Conduct;
2. Ensuring that all staff are aware of and have read the venue's Self-exclusion Program Procedures;
3. Ensuring a process is in place to have the Responsible Gambling Point-of-Sale checklist monitored daily; and
4. Liaising with Leigh Barrett and Associates where necessary to maintain compliance with the venue's Responsible Gambling Code of Conduct.
5. Liaise with the venue's Self-exclusion Program provider where necessary to maintain compliance with the Program's requirements.

The duties of the RGO include, but may not be limited to:

1. Monitoring the gaming machine area and ensure compliance with the Act, regulations and the Venue's Code of Conduct;
2. Ensuring that staff record responsible gambling incidents and interventions in the Responsible Gambling Register;
3. Observing customers who display behaviour that is consistent with gambling harm and provide assistance as necessary;
4. Providing advice to staff about gambling harm and how to respond to signs of gambling harm;
5. Responding to patron enquiries and complaints about the supply of gambling in the Venue;
6. Ensuring that all relevant staff look over the collection of photos of the venue's self-excluded customers during every work shift. This is necessary as new self-excluded customers may be added at any time;
7. Interacting with customers who self-identify as having problem gambling issues as outlined in the venue's Responsible Gambling Policies and Procedures Manual;
8. Interacting with any customer displaying unacceptable behaviour as outlined in the venue's Responsible Gambling Policies and Procedures Manual;
9. Interacting with self-excluded customers who are detected breaching their Self-exclusion Deeds;
10. Ensuring that all relevant staff record responsible/problem gambling incidents in the Responsible Gambling Register; and
11. Ensuring that all relevant staff record detected breaches of self-exclusion in the Responsible Gambling Register and also file a report with the venue's Self-exclusion Operator.

Appendix B

1.2 Responsible Gambling Regulatory/Code of Conduct Requirements List

Item	Description	Mandatory/Recommended
Responsible Gambling Register	<p>A Responsible Gambling Register is required to be located in the gaming room (preferably at the cashier's station). The register must include details of:</p> <ul style="list-style-type: none"> • Venue contacts with Gambler's Help services; • Customer Care incidents that may have been problem-gambling related, including customer breaches of the Self-exclusion program; • Instances of strong customer care/responsible gambling practices by venue staff; • Customer Care/Responsible Gambling professional development sessions for staff; and • Customer and staff complaints against the operation of the Code at the venue. 	Mandatory
Responsible Gambling Message Sign/ display	<p>Display of the printed statement of the venue's commitment to responsible gambling "Responsible Gambling Message" (refer to Section 3).</p> <p>The sign must be displayed at the entrance to the gaming room and/or at the cashier's station.</p>	Mandatory
Responsible Gambling Officer sign	"A Responsible Gambling Officer is available for assistance at all times" sign must be displayed at the cashier's station. (Appendix B, #12).	Mandatory
"Code Available on Request" sign	A sign stating the Code is available upon request to be displayed at gaming room entrance or cashier's station .	Mandatory
Copy of Code Available	A written copy of the Codes, including copies in major community languages must be available for customers if requested – preferably at cashier's station .	Mandatory
Code Available on Website	Where a venue has a website the Codes, including in major community languages, must be displayed on the website or links to the website where the Codes can be accessed must be available on the venue's website.	Mandatory
"Playing the Pokies – Know the Facts" brochures	The brochures must be displayed at the cashier's station (minimum quantity being 20) . The number of brochures available around the gaming room must be at least equal to the number of gaming machines in the gaming room (Appendix B, #1)	Mandatory
YourPlay Brochures Available	Purple, Blue and Green YourPlay brochures must be displayed at the cashier's station (minimum quantity being 20) . The number of brochures available around the gaming	Mandatory

	room must be at least equal to the number of gaming machines in the gaming room (Appendix B, #2).	
Responsible Gambling Posters	Responsible Gambling Your Play posters (Framed A2) must be displayed in gaming room at a ratio of 1 poster per 15 machines or part thereof. Posters must be placed such that a poster is visible by a person seated at any machine in the gaming room (Appendix B, #4).	Mandatory
Casual YourPlay Player Cards	Casual YourPlay player cards must be displayed at the cashier's station (minimum quantity being 20). The number of cards available around the gaming room must be at least equal to the number of gaming machines in the gaming room.	Mandatory
Responsible Gambling YOURPLAY A2 Poster	A responsible gambling YourPlay A2 poster must be displayed outside each internal entrance to the gaming room (Appendix B, #4).	Mandatory
Responsible Gambling Machine YOURPLAY A5 Green & Blue Talkers	Every gaming machine in operation must display a Responsible Gambling YourPlay machine talker, in even quantities of blue & green (Appendix B, #4).	Mandatory
YourPlay Function Operational on EGMs	The YourPlay functionality must be operational on each EGM that is available for game play.	Mandatory
Player Information brochures	Player Information brochures must be displayed in the gaming room (Appendix B, #3).	Mandatory
Gamblers Help brochures	Brochures promoting the availability of Gamblers Help support services must be displayed in the venue (preferably in the gaming room). (Appendix B, #5).	Mandatory
"Payment of Winnings Policy" sign	A sign stating that "All winnings or accumulated credits of \$2,000 or more must be paid in full by cheque" must be displayed in the gaming room (preferably at the cashier's station). (Appendix B, #6).	Mandatory
Budgeting & Responsible Gambling Information	A sign referring customers to the federal government's MONEYSMART www.moneysmart.gov.au and the Victorian Government's Responsible Gambling www.responsiblegambling.vic.gov.au websites must be displayed in the gaming room. If a venue has a website, the above website links must also be displayed & connecting. (Appendix B, #10)	Mandatory
"Conditions of Play" Poster	An EGM "Conditions of Play" poster should be displayed at a place in the gaming room where it can be read by customers.	Recommended
"Prohibition on the Provision of credit for Gambling" sign	A sign stating that the venue's provision of credit to a customer for gambling is prohibited must be displayed in the gaming room. (Appendix B, #7).	Mandatory

Self-exclusion Information brochures	Brochures about the venue's self-exclusion program must be displayed in the venue (preferably in the gaming room). (Appendix B, #8).	Mandatory
Self-exclusion Incidents	All Self-exclusion incidents are required to be documented in the venue's Responsible Gambling Register, which is required to be located in the gaming room (preferably at the cashier's station). This register must include details of all detected breaches of self-exclusion by customers self-excluded from the venue and the action taken by staff following detection of the breach.	Mandatory
Player Information Displays (PIDS)	Player Information Displays on EGMs (accessed by pushing the "I" button) must be accessible. These should be checked regularly. (Appendix B, #11).	Mandatory
"Gambling by Minors Prohibited" signage	Signage stating that "Gambling by Minors is prohibited. It is illegal for a person under 18 years of age to enter or remain in a gaming room and/or to play a gaming machine" must be located at every internal entrance to the gaming room. The signage must be fixed so that it cannot be easily moved/removed.	Mandatory
"Constant Video Surveillance" sign	Signage stating that the area is under constant video surveillance must be displayed at every internal entrance to the gaming room as well as at every entrance to the venue.	Mandatory
VCGLR Rules Available	A sign stating that the Victorian Commission for Gambling and Liquor Regulation Rules are available for inspection upon request must be located at the cashier's station in the gaming room.	Mandatory
Reservation of Gaming Machine Policy	A sign stating the venue's Machine Reservation Policy to be displayed in the gaming room. (Appendix B, #9).	Recommended
Problem Gambling A4 Poster and Business Cards	A problem gambling A4 poster and business cards should be located in the toilets nearest the gaming room.	Recommended
Gambler's Anonymous Poster	A Gambler's Anonymous poster should be displayed at a convenient location in the venue.	Recommended
Child Safety Stickers	Child Safety Stickers should be positioned at all external entrances through which patrons can gain entry to the gaming room.	Recommended
Child Safety Signs	Child Safety Signs should be prominently positioned in all car parks owned or controlled by the venue.	Recommended
EFTPOS/ ATM Location	EFTPOS/ATM facilities should be located so that they cannot be seen from the gaming room.	Mandatory
RSG Training Certificates	Any person with regular duties in the gaming room must have a current Victorian Responsible Service of Gaming (RSG) certificate and the venue must be able to produce it upon request by the VCGLR.	Mandatory

1.3 Responsible Gambling Materials Information

[illegible][illegible]

(3) Player Information Display Brochures



(4) A2 Your Play Poster and A5 Machine Talkers



(5) Gamblers Help support services Brochure



(6) Payment of Winnings

By law, all winnings or accumulated credits of \$2,000 or more, must be paid in full by cheque that is not made out to cash. These winnings cannot be provided as machine credits. This venue recommends winnings greater than \$500 be paid by cheque.

(7) Prohibition on the Provision of Credit for Gambling Purposes

The *Gambling Regulation Act 2003* prohibits this venue from providing credit to customers for playing gaming machines.

(8) Self-exclusion Program



(9) Reservation of Gaming Machine Policy

Reservation of Gaming Machine Policy

This venue allows a customer to “reserve” a gaming machine for a period of 10 minutes by placing a “Reserved” sign over the screen of the machine.

During the 10-minute period, only the person who reserved the machine, or a staff member, may remove the Reserved sign and make the machine available for play by another person.

This venue does not permit the reservation of a gaming machine to allow the person to play another gaming machine during the period of reservation.

For further information on our “Reservation” Policy, please ask the Manager on duty.

(10) MoneySmart & Responsible Gambling cashier’s & website information links

As part of our commitment to responsible gambling, this venue provides customers with further information regarding responsible gambling, including:

***How to access the Commonwealth Government’s website “MoneySmart” –**

www.moneysmart.gov.au

***How gamblers and their families or friends can find gambling support services and self-exclusion programs and the Victorian Government’s Responsible Gambling website –**

www.responsiblegambling.vic.gov.au

(11) Player Information Display

The rules for each Electronic Gaming Machine (EGM) game, including the chances of winning, are available by going to the Player Information Display (PID) screens on each gaming machine.

Customers should be shown how to access the PID screens and to view the information and/or be given the Player Information Display (PID) brochure, available within the gaming room.

Top Five Winning Combinations		Bottom Five Winning Combinations	
5 Dolphin Sunsets	1 in 31,890,510	2 Treasures	1 in 14
4 Dolphin Sunsets	1 in 741,640	2 Turtles	1 in 186
5 Seahorses	1 in 100,285	2 Seahorses	1 in 108
5 Turtles	1 in 89,832	2 Nines	1 in 62
5 Starfish	1 in 120,342	3 Nines	1 in 1000

**A Responsible
Gambling Officer is
available for assistance
at all times**

LEIGH BARRETT
ASSOCIATES

Appendix D

1.4 Self-exclusion Program

The Venue has adopted the Self-exclusion Program

In the event that a self-excluded customer is detected in the gaming room, the following procedure applies:

- The customer is approached by the Responsible Gambling Coordinator/Officer who discreetly asks for identification to verify the identity of the customer;
- If the customer is identified as being currently self-excluded from the Venue's gaming room, he/she is quietly requested to leave the gaming room;
- When the customer leaves the gaming room Responsible Gambling Coordinator/Officer records the Incident in the Venue's Responsible Gambling Register; and
- The Self-exclusion Program office is notified of the breach by the Responsible Gambling Coordinator/Officer at the earliest practical time.

In the event that an identified self-excluded customer refuses to leave the gaming room when requested by a venue staff member, the following procedure applies:

- The Responsible Gambling Coordinator/Officer must be immediately advised;
- The Responsible Gambling Coordinator/Officer must advise the customer that the "Deed of Self-exclusion" gives the venue permission to use reasonable force to remove the customer from the Gaming Room;
- If security personnel are rostered on duty, the security personnel must act to remove the customer from the Gaming Room;
- If security personnel are not rostered on duty, the customer will be advised that the police will be called to have him/her removed; and
- The matter must be recorded in the Responsible Gambling Register.

Compliance Review

Attention	Mr. Joe Scerri
About this review	Please find following your current compliance review findings conducted at your venue.

Venue Information

Venue Name	Dorset Gardens Hotel
Adopted Code of Conduct	Code 21 – Leigh Barrett and Associates/Gamesure
Date of Audit	31 January 2025
Auditor Name	Leigh Barrett
Does the Venue Have a Website?	Yes

Website

Your Play Logo on Website if Loyalty Program in gaming room?	Venue does not have a game-play related Loyalty Program.
Action Required	Nil
Web Link	https://www.vcglr.vic.gov.au/news-and-updates/yourplay-logos-available-online#:~:text=YourPlay%20logos%20are%20available%20in,assistance%20in%20accessing%20the%20portal
Action Required	Nil
Web Link	https://gamesure.com.au/venue-code-of-conduct/
Adopted Venue Code and Code community language translations available on Venue website?	Yes-via weblink to Gamesure website
Action Required	✓ This is a best practice recommendation to demonstrate the venues commitment to responsible gambling and may assist in future applications and with your bank when demonstrating your responsible gambling commitment to your local community
Action Required	Nil

Web Link	https://www.dorsetgardenshotel.com.au/compliance/
Link to Money Smart Budgeting & State Govt Responsible Gambling Website Links displayed on Venue website?	Yes
Action Required	Nil
Web Link	Victorian Responsible Gambling Foundation – https://responsiblegambling.vic.gov.au/ Moneysmart website – https://www.moneysmart.gov.au/
Code of Conduct listed on the VCGLR website matches code being used at venue?	Yes
Action Required	Nil

Venue External

Suitable external signage adhering to mandatory advertising and promotional guidelines?	Yes
Action Required	Nil
Child Safety Signs in Car Parks?	Yes
Action Required	Nil
RBP- Child Safety Stickers at venue entrances?	Yes
Action Required	Nil

Licenses Displayed

Liquor License current & conspicuously displayed?	Yes
Action Required	Nil
Does the venues liquor license have any conditions?	Yes.
Action Required	Please ensure you are familiar with the conditions of your Liquor Licence and are operating accordance with them at all times.

Approved Venue Gaming License current & displayed at either GMA entrance or near/at cashiers station?	Yes
Action Required	Nil
Current Food Registration on display?	Yes
Action Required	Nil

RG Code & Signage

YourPlay A2 Poster displayed at each entrance to the gaming room?	Yes
Action Required	Nil
Gambling by Minors Prohibited signage at each entrance to Gaming room?	Yes
Action Required	Nil
CCTV signage at each entrance to Gaming room?	Yes
Action Required	Nil
Responsible Gambling “Statement of Commitment” sign displayed at entrance or cashier station?	Yes
Action Required	
“VGCCC Rules Available at Cashier’s Station” signage displayed in Gaming room?	Yes
Action Required	Nil
Are Rules available (either in RG folder or on display at cashier’s?)	Yes
Action Required	Nil
RG Code of Conduct and including selection of community language translations available for inspection at Cashiers Station?	Yes
Action Required	Nil

Payment of Winnings Policy signage preferably at cashier's station?	Yes
Action Required	Nil
Federal MoneySmart/State Responsible Gambling Websites awareness sign displayed preferably at cashier's station?	Yes
Action Required	Nil
YourPlay Posters at ratio of 1 poster per 15 EGMs or part thereof and at least one poster readily visible from any EGM?	Yes
Action Required	Nil
Sign stating that the Gambling Regulation Act prohibits the provision of credit for the conduct of gambling?	Yes
Action Recommended	Nil
RG Officer is Available Sign in Gaming Area	Yes
Action Required	Nil

RG Brochures & Miscellaneous

Blue and Green Your Play brochures together around the gaming room?	Yes
Actions Required	Nil
Blue and green Your Play brochures (at least 20 of each) at cashier?	Yes
Actions Required	Nil
Purple Your Play brochures AND the 'Playing the Pokies' brochures at cashier area (minimum 20) & gaming floor (eq to EGM's)?	Yes
Actions Required	Nil
Random Check that player cards are active?	Yes

Actions Required	Please ensure YourPlay cards are checked regularly for coding issues.
Adequate quantity of “Self-exclusion”, “Concerned about your Gambling?” and “Keep Track of your Time and Money” brochures available.	Yes
Actions Required	Nil
Examples	
Player Information Displays (PIDS) checked on random EGMs?	Yes
Actions Required	These should be checked on an at-least weekly basis
Problem Gambling A4 Poster and Cards in Toilets?	Yes
No EFTPOS compliance issues identified	No issues identified.
Actions Required	Nil
Is water freely available?	Yes
Actions Required	Nil
Smoking Area meets requirements? (at least 25% of the wall area is open at all times)	Yes
Actions Required	Nil

RG, LL & Training Registers

RSG Register available?	Yes
Action Required	Nil

RSG Certificates /RSG Refreshers current (within 3 years of the last RSG or RSG Refresher Certificate)	Yes
Action Required	Nil
RSA Staff Register available?	Yes
Action Required	Nil
All RSA Certificates/Refresher Certificates current?	Yes
Actions Required	Nil
Responsible Gambling Incident Register available?	Yes
Action Required	Nil – Very regular entries made in the register.
EGM Key Register available?	Yes
Action Required	Please ensure the register is being completed and counter signed by the manager/supervisor
EGM Large Win/Cheque Register available?	Yes
Action Required	Nil
Self-Exclusion Incident Register available?	No
Action Required	The Self-exclusion Incident Register is incorporated into the Responsible Gambling Incident Register.
YourPlay Training evidence for GMA team?	Yes
Action Required	Nil

Plans Available

Accurate Green & Red Line Plans Available?	Yes
Action Required	Nil
Evacuation Plan Displayed in staff areas?	Yes
Action Required	Nil

Liquor Signage

Responsible Liquor signage correctly displayed ?	Yes
Action Required	Nil

Liquor Licenses Conditions/CCTV

Are Security Camera Checked Daily? https://gamesure.com.au/wp-content/uploads/2020/12/CCTV-Checking-Register.pdf	No
Actions Required	The Gambling Regulation Act 2003 Security Standards require that's CCTV systems and cameras must be visually inspected every 24 hours to ensure each camera is working and adjusted correctly.
Is there a documented weekly checking procedure of system recording and playback	Yes
Actions Required	Nil
Staff members on duty at all times who can operate the system?	Yes
Actions Required	Nil
Cameras positioned correctly to see from of EGM machine banks and customers at cashier's station?	Yes
Actions Required	Nil
CCTV monitor at cashier's station facing cashier? (RPB)	Yes
Actions Required	Nil

Club Compliance

Does Club have a guest register?	N/A
Does Club have e member register	N/A

Does Club have an authorised gaming visitor 5	N/A
Does Club check that gaming visitors do not live within 5 or 10km zone?	N/A

AML/CTF Program

AML Program available for perusal?	Yes
Action Required	Nil
Is the AML/CTF Program Current?	Yes
Action Required	Nil
Program endorsed by Directors/Board/Committee?	Yes
Actions Required	Nil
Appointment of Compliance Officer on file?	Yes
Action Required	Nil
Risk Assessment available for inspection?	Yes
Action Required	Nil
Large Win Form for \$10,000 and over being completed?	Yes
Action Required	Nil
Suspicious Transaction Register available?	Yes
Actions Required	Nil
Copies of Annual Compliance Reports available?	Yes
Actions Required	Nil
Is the venues AML Training up to date?	Yes
Actions required	Nil
Evidence Staff Due Diligence Program in place?	Yes

Board/Directors' Half-yearly Reports filed	Yes
Actions Required	Nil
Cash Redemption Terminals (CRT) under CCTV Surveillance or insight of cashier station	Yes

ANNEXURE FOUR

Daily Floor Activities & AML/CTF Transaction Monitoring

Date-

Gaming Staff are to complete the following to ensure the hotel provides a consistent level of customer service & cleanliness.

RSG Customer Interaction: Staff members are to INTERACT with EVERY playing customer & engage the customer to allow for a break in their play.

AML/CTF Transaction Monitoring: Gaming staff are to monitor the Gaming Floor for the following activity:

DO NOT THROW THIS SHEET AWAY, TO BE FILED DAILY

Any suspicious activity	Unusual or out of ordinary spending
Any purchasing of credits/Wins	Loading up & cashing out with minimal play
Patron monopolising Jackpot machines	Request for low value cheque (under \$2,000)

Should any of the above be recognised by staff, the Manager/Supervisor on duty to be notified immediately

Manager/Supervisor to investigate and determine if a SMR is required

Day / Time

	All EGM's Working	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	TV's On	EBT/Keno On	Washing Done	Tomatoes/Lemons Cut	Coffee Station	EGM Count	Ashtrays Out
10am											
11am	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	
12pm	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	
1pm	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	
2pm	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	RSG
											ENTRY
3pm	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	
	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	

4pm										
5pm	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count

6pm	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	
7pm	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	
8pm	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	
9pm	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	RSG ENTRY
10pm	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	Motel Check
							Security				
11pm	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	Motel Check
							Security				
12am	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	Motel Check
							Security				
1am	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	Motel Check
							Security				
2am	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	Motel Check
							Security				
	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	Motel Check

3am							Security				
4am	Music on	RSG Customer Interaction	Responsible Gambling Officer	AML / CTF Transaction Monitoring	Ashtrays	Female toilets	Male toilets	Pick up/wipe	Clean EGM	EGM Count	Motel Check
							Security				
	Music off	Wipe in Between All EGM's	Wipe all Button Panels	All Doors & Roller Doors locked	Ashtrays Cleaned	Female Toilets Checked	Male Toilets Checked	Bar Clean	Washing Done	Add Up EGM Count	Smoking Area Clean
											RSG
											ENTRY
		Check at least	3 RSG entries	have been made					TOTAL		

ANNEXURE FIVE

Dorset Gardens Hotel Shift & Key Register



Keys are to be signed out at the start of your shift and in at the end of your shift. Please ensure you fill in the correct information as per the example

Self exclusion book checked for any new Persons and to refresh memory of existing at the start of each shift. Please initial once completed.

Date	Key #	Time Out	Issued To and Licence #	Signed	Manager Sign & Licence #	Reason for issue	Time In	Staff Sign	Manager Sign	Self Exclusion Check
2/03/2024	1	9am	Rebecca Poloso	RP	Louise Van Tilburg	Attendant or	5pm	RP	LT	RP
			G20177472	Staff member signs	G09146481	Supervisor		Staff member signs	Manager Signs	Staff member signs once self exclusion photos checked

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Date	Key #	Time Out	Issued To and Licence #	Signed	Manager Sign & Licence #	Reason for issue	Time In	Staff Sign	Manager Sign	Self Exclusion Check

Date	Key #	Time Out	Issued To and Licence #	Signed	Manager Sign & Licence #	Reason for issue	Time In	Staff Sign	Manager Sign	Self Exclusion Check

Date	Key #	Time Out	Issued To and Licence #	Signed	Manager Sign & Licence #	Reason for issue	Time In	Staff Sign	Manager Sign	Self Exclusion Check

Date	Key #	Time Out	Issued To and Licence #	Signed	Manager Sign & Licence #	Reason for issue	Time In	Staff Sign	Manager Sign	Self Exclusion Check

Date	Key #	Time Out	Issued To and Licence #	Signed	Manager Sign & Licence #	Reason for issue	Time In	Staff Sign	Manager Sign	Self Exclusion Check

Date	Key #	Time Out	Issued To and Licence #	Signed	Manager Sign & Licence #	Reason for issue	Time In	Staff Sign	Manager Sign	Self Exclusion Check

Date	Key #	Time Out	Issued To and Licence #	Signed	Manager Sign & Licence #	Reason for issue	Time In	Staff Sign	Manager Sign	Self Exclusion Check

Date	Key #	Time Out	Issued To and Licence #	Signed	Manager Sign & Licence #	Reason for issue	Time In	Staff Sign	Manager Sign	Self Exclusion Check

Date	Key #	Time Out	Issued To and Licence #	Signed	Manager Sign & Licence #	Reason for issue	Time In	Staff Sign	Manager Sign	Self Exclusion Check

ANNEXURE SIX

RSG Incident Register Extract

23/7/2025 17.00- recorded by Ethan Boyd

Staff were approached by an elderly gentleman seeking further information about the Your Play feature he has seen on both signage and the EGMs themselves throughout the room.

Staff familiarized the man with the functionality, scope and purpose of Your Play, as well as how to register, should he feel the feature be of service to him.

The elderly gentleman thanked staff for their time and complimented them on their extensive knowledge of the feature.

21/7/2025 11.45- recorded by Louise Van Tilburg

A lady who came off self exclusion came into the gaming room. Had a chat with her and said if she needed any information let me know.

Informed the staff.

8/7/2025 15.24- recorded by Susan Alaimo

A man with long dreadlocks was playing 2 machines at once.

Told him he wasn't allowed

He apologized and chose 1 machine.

9/7/2025 1430- recorded by Ethan Boyd

Approached by a customer requesting further information about the Your Play service offered by the Victorian government.

Any and all questions were answered until the customer had a complete understanding of the service, what it involves and how it worked.

Customer thanked the staff member for their time and comprehensive breakdown of the Your Play service.

9/7/2025 13.00- recorded by Louise Van Tilburg

Julie Anne who is a regular customer became Self Excluded.

Let all the staff know and told to keep their eye out for her.

ANNEXURE SEVEN

16th May at 14.18

Photo of the latest Staff education handout from LBA regarding AML, knowing your customer. May training article, please read and sign thanks.

20th May 13.07

Photo of the Floor application on the ebet system at the Cashiers station

Hi all, the above picture is the floor application that is minimised at the cashier computer. It shows if the pathways on the EGMs are working, please have a look at it regularly throughout your shifts to make sure no EGM is 'offline'. If you see an EGM offline either yourself or another staff member needs to test the pathway to make sure its working. Any questions please ask.

2nd July at 8.59

Thanks to everyone that worked yesterday on Your Play day. We hit above our goals! A special mention to @Mel who absolutely killed it.... Great job