VGCCC Portal – Community & Charitable Gaming User Guide

OFFICIAL

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Version: 0.1

vgccc.vic.gov.au

Table of Contents

1.   Introduction

1.1 Document Purpose

The purpose of this document is to provide an overview on what an organisation can do once they are a Declared Community or Charitable Organisation.

This guide has been written from the perspective of an organisation on the VGCCC Portal.

This user guide covers the following:

- An overview of the options available on the Community and Charitable Gaming Home page
- How an organisation can renew a licence
- How an organisation can surrender a licence
- How an organisation can apply for a condition modification
- How an organisation can appeal a condition
- How an organisation can request a change to their profile
- How an organisation can submit additional forms (PDF form upload)
- How an organisation can apply for a community and charitable gaming permit
- How an organisation can submit their Bingo Notification
- How an organisation can propose a new nominee for the licence.

1.2 Audience

This user guide is designed to educate users on what a declared community or charitable organisation can do on the VGCCC Portal.

2. The VGCCC Portal – Community and Charitable Gaming

2.1 Community and Charitable Gaming Tile Home Page

This section will provide an overview of what a Community and Charitable organisation can see on the VGCCC Portal.
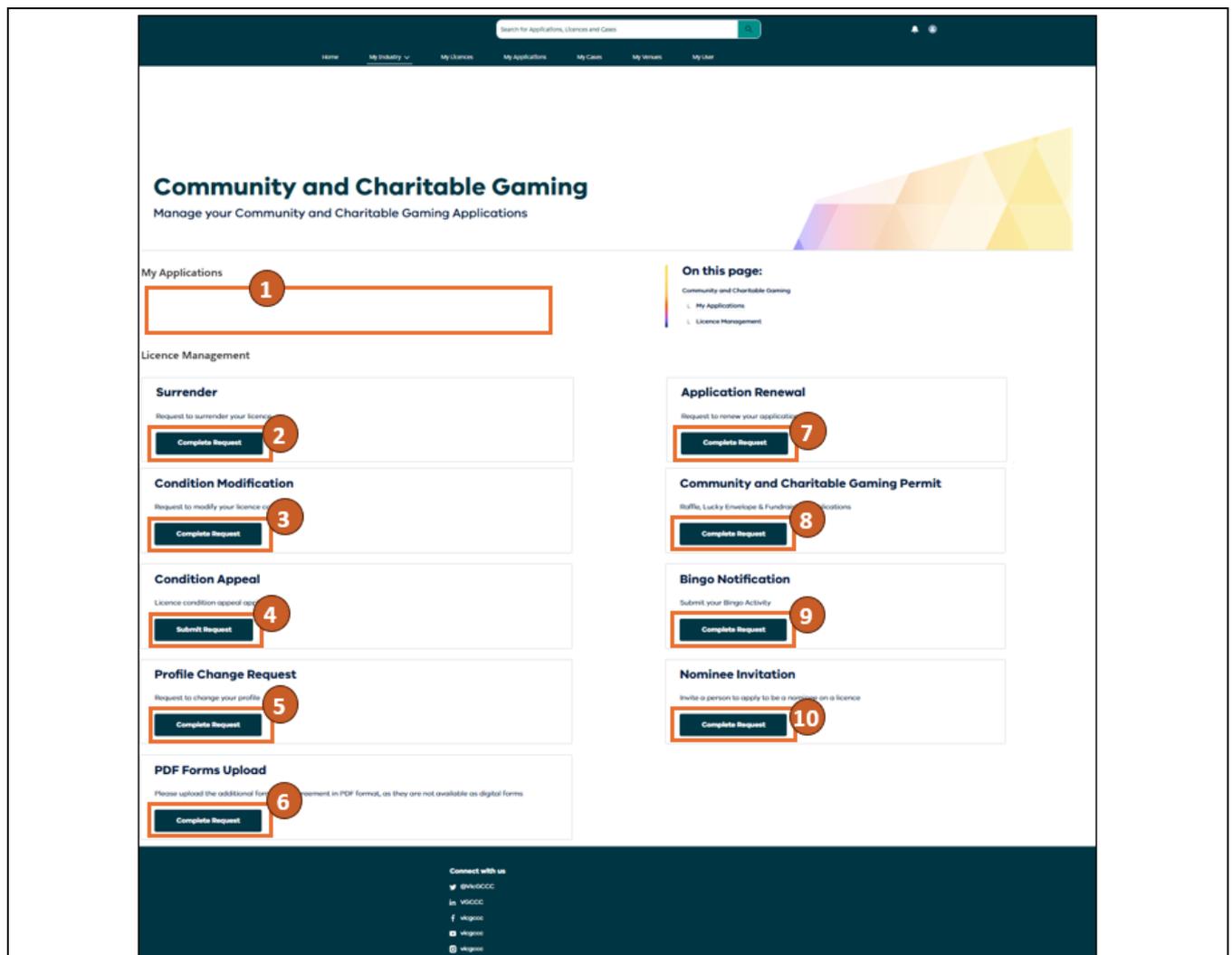

Feature	Description
1. **My Applications**	This section wll show all the individual applications the organisation has applied for.
2. **Surrender** Tile	This option will allow the organisation to submit a surrender of licence request
3. **Condition Modification** Tile	This option will allow the organisation to modify a condition that has been placed on it.
4. **Condition Appeal** Tile	This option will allow the organisation to appeal a condition that has been placed on it.
5. **Profile Change Request** Tile	This option will allow the organisation to request a change to their personal details.
6. **PDF Forms Upload** Tile	This option will allow the organisation to upload a number of forms that are manually filled out.

7.	**Application Renewal** Tile	This option will allow the organisation to renew their licence.
8.	**Community and Charitable Gaming Permit** Tile	This option will allow the organisation to apply for a Raffle, Lucky Envelope or Fundraising Permit.
9.	**Bingo Notification** Tile	This option will allow the organisation to submit their bingo activity.
10.	**Nominee Invitation** Tile	This option will allow the organisation to apply to be a nominee for their licene.

2.2 Declaration Application Request – Renewal

The following instructions and screenshots will show how an organisation applies/renew to be a declared Community or Charitable Organisation.

Steps #	Description
1. Click on the **Complete Request** button on the Declaration as a Community or Charitable Organisation Application tile.	
2. Read the VGCCC instructions before starting your application. 3. Once read, click on the **Organisation Details** button	

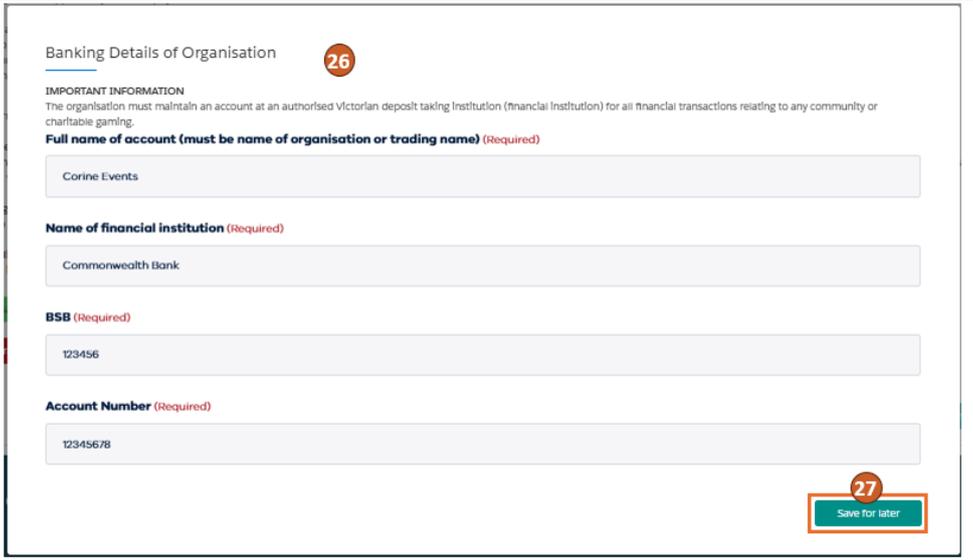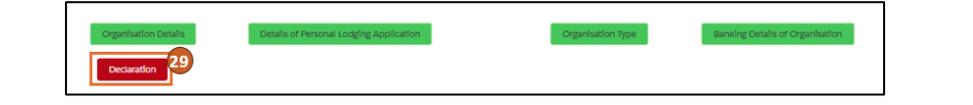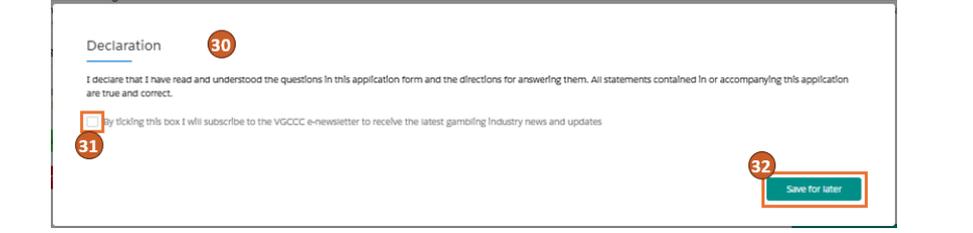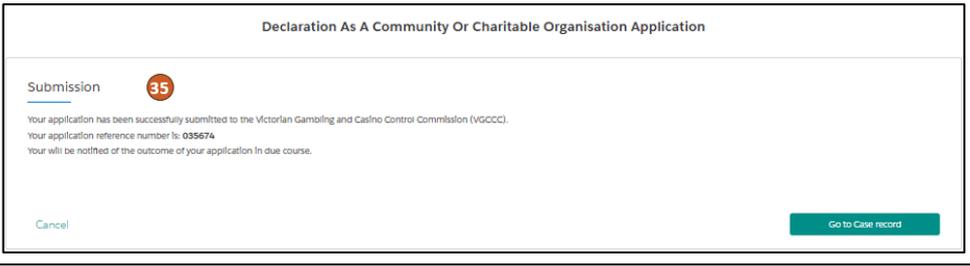|	
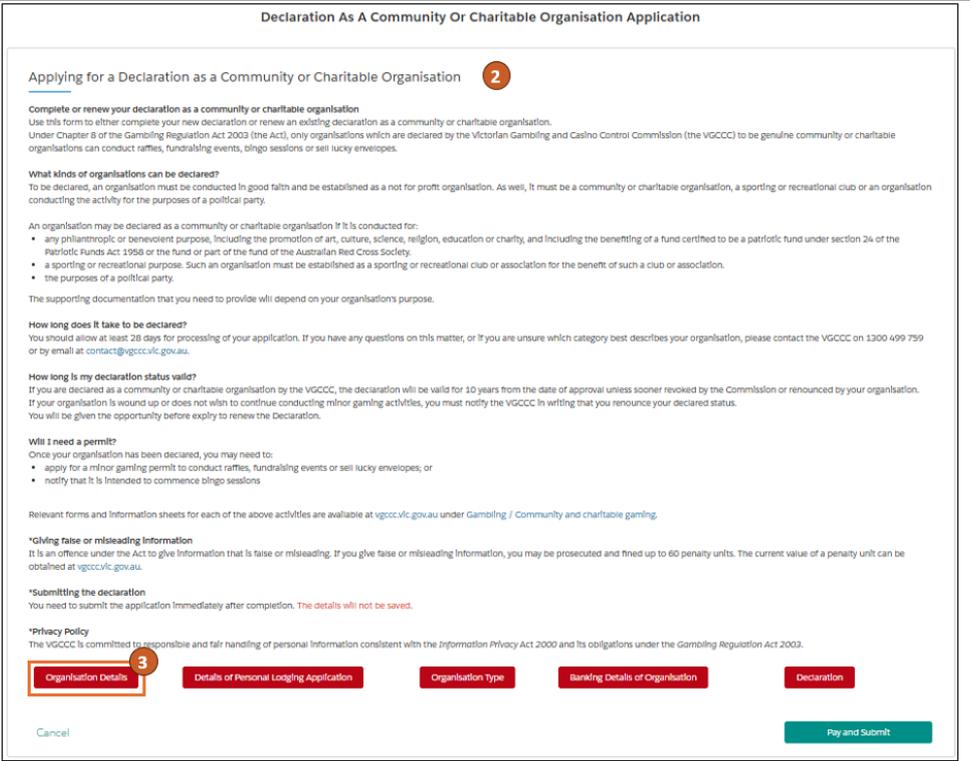
4. Enter the following information
  - Select New Application
  - Enter Name of organisation
  - Enter ACN Number
  - Enter ABN Number
  - Enter your office address
  - Enter a postal address if different. If not check the box
 	
For a Renewal
The steps for a Renewal are the same except you will need to enter your **Declaration Number** as the second step when you select **Renewal application** from the drop down in the first question.
 	
This application is for a:
Renewal application
 	
Declaration Number (Required)
DCCO26035659
	Organisation Details ④
	
	This application is for a:
	New application
	
	Name of organisation
	EG: Incorporated name, name as appears on rules/constitution
	Buck Events
	
	Australian Company Number (ACN)/Associations Incorporated Number
	123456789
	
	Australian Business Number (ABN)
	12345678901
	
	Registered office address
	100 Bourke St, Melbourne VIC 3004, Australia
	Street (Required) — 100 Bourke Street
	State (Required) — VIC
	Postcode (Required) — 3004
	Suburb (Required) — Melbourne
	Country (Required) — Australia
	☑ Same as Registered Office Address

5. Continue with the application by entering:
  - Contact Number
  - Email Address
  - Website (if applicable)
 	
6. Click on the **New** button to list members of the board / committee
	☑ Same as Registered Office Address ⑤
	Contact Number (Required)
	0412-345-678
	
	Email Address (Required)
	cbuck@printuat.com.au
	
	Website
	Buck Events
	
	List members of board/committee
	FIRST NAME　SURNAME　MIDDLE NAME(S)
	⑥ New

7.	Start entering your first board / committee member by entering the following: - First Name - Surname - Middle Names(s) - Date of Birth - Street - State - Postcode - Suburb - Country - Contact Number - Email Address 8. Upload your board / committee structure 9. Click **Save** when finished.	
10.	Back on the application, repeat steps 7 to 9 for other board / committee members. 11. Select the relevant types of community and charitable gaming you are going to undertake. 12. Click **Save for later** button when finished.	
13.	The **Organisation Details** button will turn green if successful.	
14.	Next, click on the **Details of Personal Lodging Application** button.	

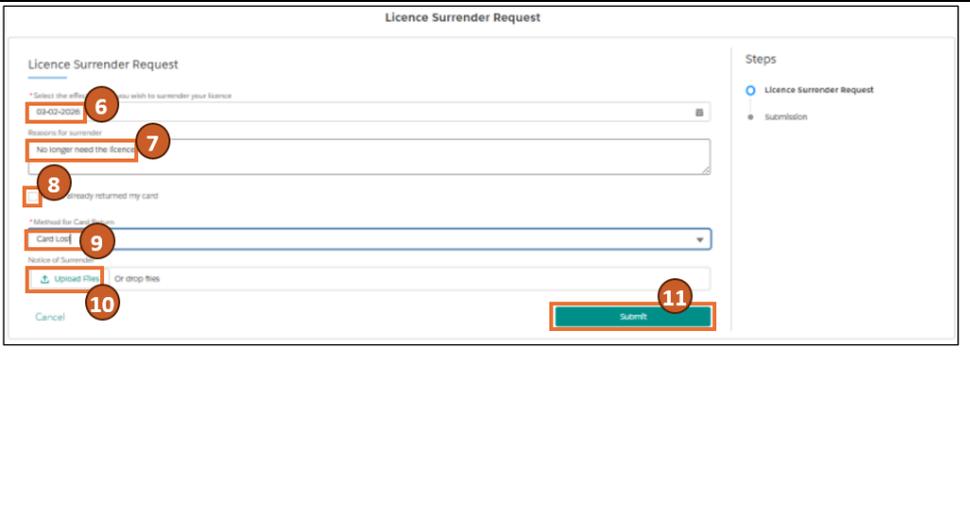|	
15. Enter your details like the following: - First Name - Surname - Middle Name(s) - Date of Birth - Contact Number - Email Address - Position held in organisation **16.** Upload your **evidence of authority**. **17.** Click **Next** when finished.	Details of Personal Lodging Application [15] ∨ Name **First Name** (Required) Corine **Surname** (Required) Buck **Middle Name(s)** (Required) Cony **Date of Birth** (Required) 01-13-1965 **Contact Number** (Required) 0123-456-78 Contact Number is incomplete. **Email Address** (Required) corine.buck@events.com **Position held in organisation** (Required) CEO Upload evidence of authority to complete this application (Required) [16] ⬆ Upload Files Or drop files Evidence of Authority.pdf 🗑 [17] Next
18. The **Details of Personal Lodging Application** button will turn green.	[18] Organisation Details Details of Personal Lodging Application Organisation Type Banking Details of Organisation Declaration
19. Next, click on the **Organisation Type** button.	[19] Organisation Details Details of Personal Lodging Application Organisation Type Banking Details of Organisation Declaration
20. Click the arrow to reveal the different Organisation Types. **21.** Select your Organisation Type that matches your organisation.	Organisation Type **Select Organisation Type Category** A. A playgroup cannot be declared under this category unless it holds a licence to operate a children's service issued by Department of Education. If the playgroup is not licensed, it must meet the requirements of Part A Category 10. B. A religious body or organisation which has been declared as a recognised denomination for the purposes of section 26 of the Marriage Act 1961, or C. An organisation which can demonstrate that it operates for the public benefit and has the purpose of advancing, in a direct and immediate sense, religion involving belief in a supernatural being, thing or principle and acceptance of canons of conduct that give effect to that belief. [20] ∧ [21] CATEGORY 8 – A recognised service club or association: Apex, Kiwanis, Lions, Rotary or Zonta club CATEGORY 9 – All other organisations having a philanthropic or benevolent purpose CATEGORY 10 – The Organisation has the purposes of a political party CATEGORY 11 – Sporting club that has affiliated with a local, regional, state, national or international body

22.	A number of required documents will need to be uploaded. Upload all the relevant documentation.	
23.	Once all the required documentation has been uploaded. Click the **Save for later** button.	
24.	The **Organisation Type** button will turn green.	

25.	Next, click on the **Banking Details of Organisation** button.	
26.	Enter the required information: - Full name of account - Name of financial institution - BSB - Account Number **27.** Click **Save for later** when finished.	
28.	The **Banking Details of Organisation** button will turn green.	
29.	Next, click on the **Declaration** button.	
30.	Read the declaration. **31.** Optional – choose if you want to receive the VGCCC e-newsletter **32.** Click the **Save for later** if you agree.	
33.	The **Declaration** button will turn green. **Note:** All buttons must be green, before you can submit the application. **34.** Click **Pay and Submit** to lodge application. **Note:** The button Pay and Submit will be renamed to Submit.	

Steps #	Description
35. You will receive and confirmation that your application has been submitted.	Declaration As A Community Or Charitable Organisation Application Submission **35** Your application has been successfully submitted to the Victorian Gambling and Casino Control Commission (VGCCC). Your application reference number is: 035674 Your will be notified of the outcome of your application in due course. Cancel Go to Case record
You will receive an email approving or rejecting your application, or to request for more information.	

2.3 Declaration Surrender Request

The following instructions and screenshots will show how you how you surrender your licence.

Steps #	Description
1. Click on the **Complete Request** on the Surrender Tile.	**Surrender** Request to surrender your licence **Complete Request** **1**
2. Enter your **Licence Number.** 3. Click the **Search for Licence** button to continue.	Licence Surrender Request Licence Surrender Request *Please enter the applicable licence number that you wish to surrender: DCCO2003567... **2** Search for licence **3** Steps ○ Licence Surrender Request Cancel Next
4. Your **licence information** will be displayed as shown. 5. Click the **Next** button to continue.	Licence Surrender Request *Please enter the applicable licence number that you wish to surrender: DCCO2003567... Search for licence Licence search results: We found the following licence: Corine Buck - Declared Community and Charitable Organisations - 27/1/26 **4** Steps ○ Licence Surrender Request Cancel Next **5**
6. Enter your **effective date** of the surrender. 7. Enter your **reason(s)** for the surrender. 8. Check the **box** if you have already returned your card. 9. Select the **method** of the card return. **Note:** Options available: Mailed directly to the VGCCC or Card Lost. 10. Upload your **Notice of Surrender**. 11. Click the **Submit** button to continue.	Licence Surrender Request Licence Surrender Request *Select the effective date you wish to surrender your licence 03-02-2026 **6** Reasons for surrender No longer need the licence **7** **8** already returned my card *Method for Card Return Card Lost **9** Notice of Surrender ↥ Upload Files Or drop files **10** Cancel Submit **11** Steps ○ Licence Surrender Request ● Submission
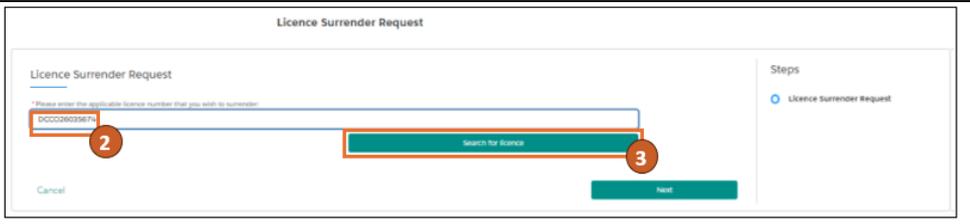
12. You will be shown a Success message with the Case number. **Note:** You must return your card to the VGCCC within 28 days of surrender.	

2.4 Profile Change Request

The following instructions and screenshots will show how you submit a Profile Change Request

Steps #	Description
1. Click on the **Complete Request** button on the Profile Change Request tile.	
2. Enter your **licence number** 3. Click the **Search for licence** button. 4. Your licence details should appear. 5. **Check** the box if your details are right. 6. Click the **Next** button.	
7. Select the relevant check box(s) you would like to change. **Note:** Change of passport photo and Change of role are not applicable to a DCCO licence holder. 8. Click the **Next** button.	
In this section, we will display the steps for a **Change of name** request	
1. Click the **Change of name** check box. 2. Click the **Next** button.	

3. Enter your change of name details. **4.** Upload supporting documentation e.g. marriage certificate. **5.** Click the **Submit** button.	
6. A Success message with the Case number will appear. The VGCCC will process your request.	

In this section, we will display the steps for a **Change of name** request.

1. Click on the **Change of contact details** check box. **2.** Click the **Next** button.	
3. Enter the date the change occurred. **4.** Optional – You can update your email address. **5.** Do you need to update your Residential Address? If yes, question 6 will appear. **6.** Start entering your address. Google will start to provide suggestions. Select the correct address from the displayed list. **7.** This section is automatically populated if an address is selected. **Note:** If your new address is not found, you have the ability to manually enter the address by clicking the 'check' box. **8.** You also have the option to update your Postal Address if it is different from your Residential Address. **9.** Click the **Submit** button.	

Steps #	Description

| 10. A Success message with the Case number will appear.

The VGCCC will process your request. | |

2.5 PDF Forms Upload

The following instructions and screenshots will show you how you submit various PDF forms regarding to Community and Charitable Gaming.

Steps #	Description
The following PDF forms will be able to be uploaded by a DCCO via the PDF forms request tile. • Agreement for the Conduct of Bingo • Agreement to Conduct Raffle • Application for Approval to Vary Bingo Rules • Major Raffle independent Auditor's report • Nominee Application	
1. Click on the **Complete Request** button on the PDF Forms Upload tile.	
2. Click on the **drop down** arrow. 3. Select the relevant Form you are uploading.	
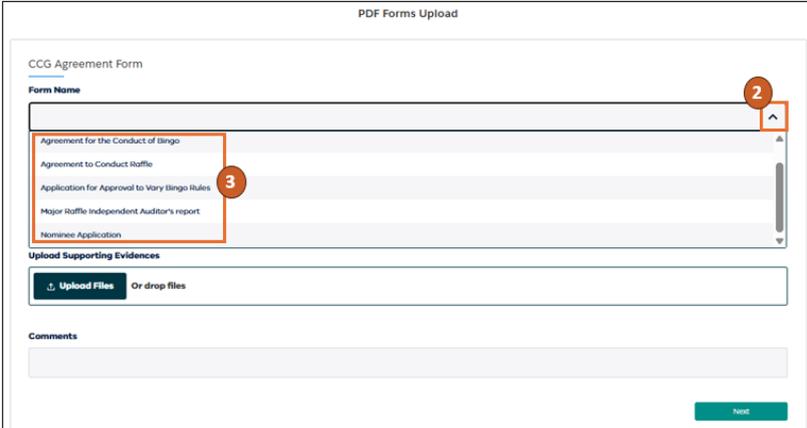
Steps #	Description
4. **Upload** the form that you will be submitting. 5. Upload any **supporting documentation** that is associated with the application form. 6. Provide any **comments** if required. 7. Click the **Next** button to continue.	
8. You will receive a **confirmation** that your form has been submitted to the VGCCC.	

2.6 Community and Charitable Gaming Permit Request

The following instructions and screenshots will show how you apply for a Charitable Gaming Permit.

Steps #	Description
1. Click on the **Complete Request** button on the Community and Charitable Gaming Permit tile.	

2. Enter your **charitable organisation** name.
 	
3. Enter your **DCCO licence** number.
 	
4. Enter the **expiration date** of your licence.
 	
5. Select **Yes or No** if there has been a change to your constitution or statement of purpose. **If Yes**:
 	
  a) Enter the nature of the changes
  b) Upload your latest constitution or statement of purpose documentation.
 	
6. Click **Next** to continue.
	Community And Charitable Gaming Permit Application
	
	Organisation Details
	
	Steps
	○ Organisation Details
	● Details of person completing form
	● Banking details of organisation
	● Option Selection
	● Declaration
	● Nominee details
	
	Full name of declared community of charitable organisation (Required)
	Corine Buck **2**
	
	Declaration Number (Required)
	DCCO26035674 **3**
	
	Declaration Expiry Date (Required)
	27-01-2036 **4**
	
	Has there been any change in the organisations's constitution or statement of purpose since being declared which have not been provided to the VGCCC? (Required)
	○ No
	◉ Yes **5**
	
	Nature of the change/s (Required)
	5a
	
	Upload a copy of the organisations's constitution or statement of purpose (Required)
	⬆ Upload Files Or drop files
	5b
	
	Maximum size: 10MB
	Allowed file types: pdf, doc, docx, text, png, gif, jpg, jpeg
	
	Next **6**

7. Enter your **Name**. 8. Enter your **Address**, the fields below will automatically fill when an address is chosen. 9. Enter your **Date of Birth**. 10. Enter your **Contact Number**. 11. Enter your **Email Address**. 12. Enter the **Position held in your organisation**. 13. Click **Next** to continue.	**Community And Charitable Gaming Permit Application** Details of person completing form To be completed by a member of the board of directors or committee of management other than the nominee Steps ✓ Organisation Details ◉ Details of person completing form ● Banking details of organisation ● Option Selection ● Declaration ● Nominee details First Name (Required) **7** Surname (Required) Middle Name(s) (Required) Corine Buck T Address **8** 100 Bourke St, Melbourne VIC 3000, Australia Street (Required) Suburb (Required) Postcode (Required) 100 Bourke Street Melbourne 3000 State (Required) Country (Required) VIC Australia Date of Birth (Required) **9** 14-02-1978 Contact Number (Required) **10** 0412-345-678 Email Address (Required) **11** a@b.com Position held in organisation (Required) **12** ◉ Committee Member ○ CEO ○ Member of Board of Director ○ Secretary ○ Chief Financial Officer ○ Other Previous Next **13**

14. Enter your **Organisation banking details**. 15. Click **Next** to continue.	
16. Select **your permit.** 17. Click **Next to continue.**	

If **Conduct a Raffle** is selected in Step 16.

18. Fill out the required details. Once filled out, click the **Next** button to continue. Proceed to Step 19.	

Platforms used for ticket sales (ie Facebook) (Required)

Are ticket bundles offered? (Required)
- ◯ No
- ◯ Yes

Jurisdictions where ticket sales are offered (Required)
You must enquire with the relevant Australian jurisdiction and confirm whether a permit is required in that state/territory.
- ◯ Australia wide
- ◯ Selected States or Territories
- ◯ Victoria only

Draw particulars

Date of draw (Required)   **Time of draw**

Venue name where draw will be conducted (Required)

Full address where draw will be conducted

Street (Required)   **Suburb** (Required)   **Postcode** (Required)

State (Required)   **Country** (Required)

Method of draw (Required)

Method of publication of results (as printed on the tickets) (Required)

Name of newspaper/website address/other medium: (Required)

Date published (Required)

Value of all prizes (Totals from Tables 1 to 5) ($)
$ 0.00

Table 1 - Details of main draw prize

PRIZE DESCRIPTION	TOTAL RETAIL VALUE ($)
	New

Table 2 - Book Buyer's Prize

PRIZE DESCRIPTION	TOTAL RETAIL VALUE ($)
	New

Table 3 - Book Seller's Prize

PRIZE DESCRIPTION	TOTAL RETAIL VALUE ($)
	New

Table 4 - Early Bird Buyers Prize

PRIZE DESCRIPTION	TOTAL RETAIL VALUE ($)
	New

Table 5 - Early Bird Seller's Prize

PRIZE DESCRIPTION	TOTAL RETAIL VALUE ($)
	New

COMMERCIAL RAFFLE ORGANISER

Additional Information (to be completed if third party being used to assist with raffle)

Under the *Gambling Regulations Act 2003* only licensed Commercial Raffle Organisers (CROs) are allowed to engage in paid (monetary or 'in kind') work on raffles for declared community charitable organisations. Any entity or organisation that is facilitating ticket sales, via telemarketing or in person, either directly or via subscriptions, must be a licensed CRO.

Have you engaged a third party to assist with this raffle? (Required)
- ◯ No
- ◯ Yes

Name of company (Required)

You MUST provide a copy of the agreement (Required)

⬆ Upload Files   Or drop files

Maximum size: **10MB**
Allowed file types: **pdf, doc, docx, text, png, gif, jpg, jpeg**

Previous   Next

If **Sell Lucky Envelopes** is selected in Step 16.

18. Fill out the required details.

Once filled out, click the **Next** button to continue. Proceed to Step 19.

Community And Charitable Gaming Permit Application

Lucky Envelope Section

The organisation currently holds a permit to sell lucky envelopes (Required)
○ No
○ Yes

Supplier of lucky envelopes
Name of supplier (Required)

Supplier Address

Street (Required)   **Suburb** (Required)   **Postcode** (Required)

State (Required)   **Country** (Required)

Contact number (Required)

Proposed location and date of ticket sales
Are you proposing to use tickets that are printed with your organisation name and permit number? (Required)
If NO, please provide details of the proposed location and date(s) of ticket sales:
○ No
○ Yes

Steps
✓ Organisation Details
✓ Details of person completing form
✓ Banking details of organisation
✓ Option Selection
○ Lucky Envelope Section
• Declaration
• Nominee details

If you are applying to renew a Lucky Envelope permit, do you wish to sell any remaining lucky envelope tickets under this permit? (Required)
○ No
○ Yes

Sales of Lucky Envelopes are proposed to be via (select all relevant options) (Required)
☐ Vending machines
☐ Punchboard
☐ In person
Sales of Lucky Envelopes are proposed to be via (select all relevant options) is required.

Sale locations proposed

LOCATION	DATE

New

Previous   Next

If **Conduct a fundraising event** is selected in Step 16.

18. Fill out the required details. Once filled out, click the **Next** button to continue.	
19. Check the box if you all information entered is correct. **20.** Click **Next** to continue.	

21. Enter your **Nominee** details. **22.** Click **Submit Nominee** to continue.	
23. Enter your banking details. **24.** Click **Pay Now** to complete application.	
25. Your application will be **submitted**. **Note:** If a Permit is granted, a new option will be available for the DCCO to amend. 	

2.7 Bingo Notification Request

The following instructions and screenshots will show you how to submit a Bingo Notification Request.

Steps #	Description
1. Click on the **Complete Request** button on the Bingo Notification tile.	

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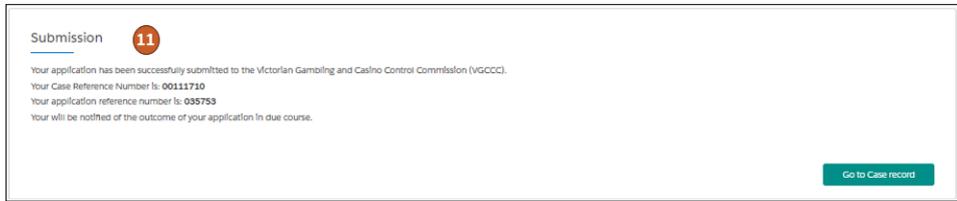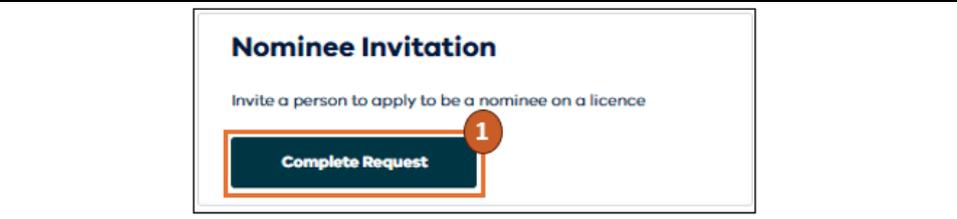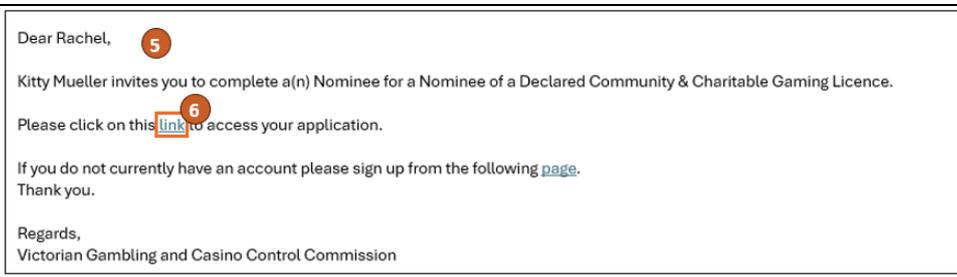|	
2. Populate your Organisation Details. **3.** Click **Next** to continue.	**Bingo Notification** **Organisation Details** **Full name of declared community of charitable organisation** (Required) Corine Buck **Declaration Number** (Required) DCCO26035674 **Venue Name for the conduct of bingo sessions** (Required) Lucky Bingo Address of the venue for the conduct of bingo sessions 100 Bourke St, Melbourne VIC 3000, Australia **Street** (Required) **Suburb** (Required) **Postcode** (Required) 100 Bourke Street Melbourne 3000 **State** (Required) **Country** (Required) VIC Australia **Nominee Name** Corine Buck **This notification is being completed by** A declared community of charitable organisation **This is a notification of** Intention to conduct bingo sessions Next
4. Fill in your bingo information. **Note:** Depending on the answers given, additional questions may be needed to fill out. **5.** Click **Next** to continue.	**Bingo Notification Details** Does the declared organisation have a current notification to conduct bingo sessions at the above venue, or has it previously conducted bingo sessions at the above venue? No What is the type of the bingo venue? Community hall Will unattended minors have access to the bingo venue during bingo sessions? No Will the DCCO pay expenses other than for bingo prizes, bingo tickets and bingo equipment from the receipts of bingo tickets? No Will any promotional prizes be paid from the bingo receipts Yes **Provide Details** (Required) Kit kat fun size bars Will the bingo sessions be conducted under Rules other than the 'Standard Rules of Bingo' No Does the nominee act as nominee for other declared organisations on the days and hours you have proposed in this form? Yes

6. Enter the name and address of the person who is declaring. **7.** Ensure you read and check all the **Acknowledgement** boxes. **8.** Click **Next** to continue.	
9. Enter your **Nominee** details. **10.** Click **Submit Nominee** to continue.	

Steps #	Description
11. Your Bingo Notification will be submitted.	**Submission** 11 Your application has been successfully submitted to the Victorian Gambling and Casino Control Commission (VGCCC). Your Case Reference Number Is: 00111710 Your application reference number Is: 035753 Your will be notified of the outcome of your application in due course. Go to Case record

2.8 Nominee Invitation Request

The following instructions and screenshots will show you how nominate a new Nominee.

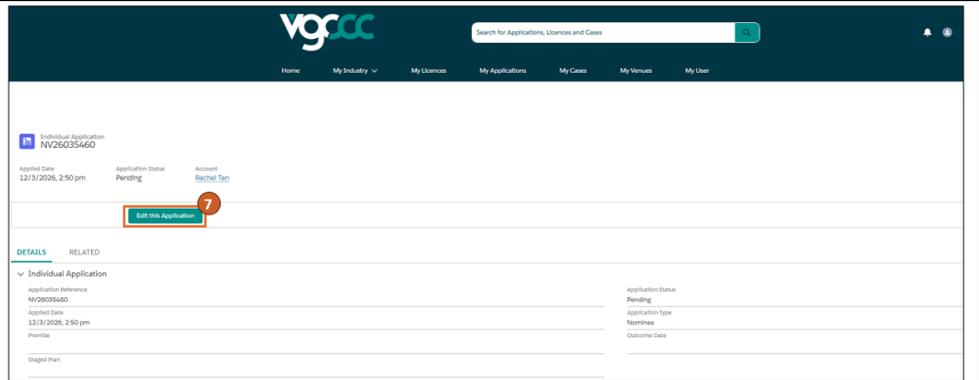| Steps #	Description
1. Click on the **Complete Request** button on the Nominee Invitation tile.	**Nominee Invitation** Invite a person to apply to be a nominee on a licence 1 **Complete Request**
2. Enter the proposed Nominee. **3.** Click **Submit Nominee** to continue.	**Nominee Invitation** Nominee details 2 Please propose a nominee for this Licence. *Given Name: Julie *Family Name: Roberts *Email: a@b.com Please note that upon submission of nominee, you will not be allowed to amend the nominee. In case of amendment of nominee, please contact VGCCC. 3 Submit Nominee
4. You will receive a confirmation message.	**Nominee Invitation** 4 Nominee Submission Confirmation Thank you for nominating a party to complete a nominee application. The nominated person will receive an invitation to complete the nominee application. Previous Next
5. Your nominated nominee will receive the following email. **6.** They will need to click on the link to access the application form.	Dear Rachel, 5 Kitty Mueller invites you to complete a(n) Nominee for a Nominee of a Declared Community & Charitable Gaming Licence. Please click on this link 6 to access your application. If you do not currently have an account please sign up from the following page. Thank you. Regards, Victorian Gambling and Casino Control Commission
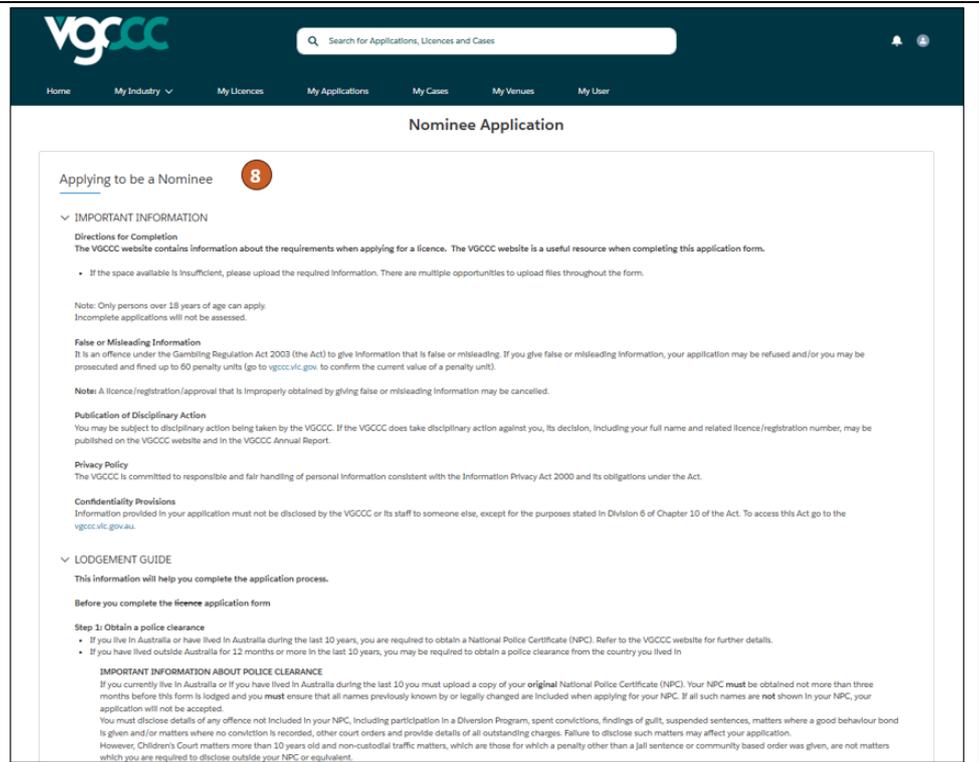
7.	If registered, the nominated Nominee will be taken to the VGCCC Portal. They will simply need to click on '**Edit this Application'** button.	
8.	The application form will appear as shown.	
9.	The nominated Nominee will need to scroll down and complete all '**Red**' boxes. **Note**: When they answer all required questions for one of the boxes, it will turn green as shown. All boxes must be green before they can click on the '**Pay and Submit**' button. 	