

Gaming – Frequently asked questions

The content below is a general summary and is not legal advice. You should check the accuracy of this information against the liquor and gambling legislation with which you are required to comply. You may wish to seek independent professional advice.

Question	Response	Details	Topics
How can we clear the profiles from the YourPlay site? Some are set to expire soon.	Expired profiles can be deleted once they have expired. It is always good to check with Intralot first before deleting to ensure the correct profile remains active.	Please contact Intralot customerservices@igsmonitor.com.au	YourPlay
The YourPlay site quite often requires us to log in twice before connection to the site, who can fix this?	Intralot is responsible for the delivery and facilitation of YourPlay.	Any technical issues can be logged with Intralot by contacting customerservices@igsmonitor.com.au	YourPlay
With YourPlay, is there Zoom training for new staff and as a refresher for existing staff?	YourPlay online training is available for new staff and can also be used as a refresher. A certificate is issued on completion. Also, Jacqui Meagher from the Department of Justice and Community Safety (DJCS) can provide in-venue training (1.5-hour sessions) or classroom training (large group with PowerPoint presentation).	For online YourPlay training contact Intralot on customerservices@igsmonitor.com.au Intralot will provide you with the link and log in credentials to this training. Contact Jacqui Meagher (DJCS) at: Jacqui.meagher@justice.vic.gov.au	YourPlay
Any tips on increasing YourPlay take up?	YourPlay Days are a great way to promote the use of YourPlay. Venues that have had successful days have found the following helpful: <ul style="list-style-type: none"> Wearing the purple t-shirts. Patrons ask questions why staff are wearing them and it opens up the conversation with the patron to talk about YourPlay Placing the purple Casual YourPlay card wallets on each machine for patrons to try YourPlay. This raises awareness and prompts patrons to interact with staff. 		YourPlay

	<ul style="list-style-type: none"> Hourly announcements that it's YourPlay Day and for patrons to see staff for details Make a display with the promotional material sent to venues for YourPlay Day Set staff targets to interact with a target number of people on the day e.g. each staff to talk to 10 patrons. <p>Also, below are some key messages staff can use to promote YourPlay to customers:</p> <ul style="list-style-type: none"> All pubs and clubs offer YourPlay to their patrons to help them stay safe and in control, so they can enjoy their time at the pokies. People use YourPlay to keep an eye on the time and money they spend. You can use it the way it works best for you. YourPlay is a free, personal card for players to get access to their own playing information. Your information is private, and you can set your own password. You can use YourPlay anonymously if you want to. You can use your YourPlay card in our venue and at any other pokies venue you visit across the state. YourPlay gives you updates as you play, and if you add time and/or money limits, you can also get reminders on the machine as you get closer to reaching your limits. We can add YourPlay to your loyalty card, so you only need to use the one card to access both. 		
<p>End of month (EOM) Bank Reconciliation needs to take into account Linked Jackpot differentials between contributions and payments since Aug 12.</p> <p>Are we able to extract that information direct from IGS BOS portal?</p> <p>If not, can that be made available?</p>	<p>There are two reports available on the Intralot Gaming Systems (IGS) BOS Portal that may assist venues with their JSPP reconciliations:</p> <ul style="list-style-type: none"> EGM Jackpot Detail Report, and Gaming Machine Meters – Period Balance. 	<p>Refer to section 2.5.3 – LINKED JACKPOT ARRANGEMENTS, section c. Monitoring the status of each individual linked jackpot pool AND the JSPP of the Commission approved <u>Accounting and Auditing Venue Requirements</u></p> <p>Also please refer to the <u>IGS BOS Portal</u> to access the following reports:</p> <ol style="list-style-type: none"> 1) Jackpot Reports → EGM Jackpot Detail Report 2) Accounting Reports → Gaming Machine Meters – Period Balance. 	Gaming Operations – Jackpots
<p>How should we account for SAP EGM jackpot contributions?</p> <p>Are they already regarded as player wins and therefore not to be factored into EOM reconciliations?</p>	<p>Standalone progressive (SAP) pool money is patron money and is funded by contributions out of the gaming machine's advertised return to player (RTP) – refer to the Player Information Display (PID) on each standalone jackpot machine (SJM).</p> <p>Patrons playing an SJM receive a lower RTP percentage of the advertised RTP during game play, with the additional component of the advertised RTP funding the SAP pool. As such, there is no requirement for venues to have to account for SAP contributions but, similar to the requirements regarding linked jackpot liabilities, venues must have processes and procedures in place to ensure adequate funds are available to pay standalone jackpot prizes as they fall due.</p>	<p>Refer to section 2.5.4 IV – ACCOUNTING FOR STANDALONE JACKPOT MACHINES of the Commission approved <u>Accounting and Auditing Venue Requirements</u></p>	Gaming Operations – Jackpots

What would happen to that SAP jackpot amount if the EGM is removed from the venue (say on install of new EGM?) Is it just forgone?	<p>Standalone progressive (SAP) pool money is patron money.</p> <p>When retiring an SJM, the value of the SAP pool must be:</p> <ol style="list-style-type: none"> transferred to another SJM within the venue; OR if there is no appropriate SJM to transfer the pool to at the time of the retirement, venues must keep a record of this and transfer the SAP pool to another SJM the next time an SJM is installed in the venue after the retirement. 	Refer to section 2.5.4 III – RETIRING STANDALONE JACKPOT MACHINES of the Commission approved Accounting and Auditing Venue Requirements	Gaming Operations – Jackpots
Is there any time frame on no longer issuing cheques for wins? Cheques are on the way out. Will there be a move to EFTPOS payments?	<p>If a person has more than \$2000 worth of accumulated credits on a gaming machine, the credits must be:</p> <ul style="list-style-type: none"> paid out by cheque; or paid out via EFTPOS (that does not allow access to the funds for a minimum of 24 hours after the transfer). 	Please refer to section 3.5.33 of the Gambling Regulation Act 2003	EFTPOS
Can you have EFTPOS within your green line if you have the cash out feature disabled?	Electronic funds transfer (EFTPOS) devices must not be accessible by any person within the gaming machine area of an approved venue for the purposes of withdrawing cash. There is no legislation that prevents offering EFTPOS within your green line for purchases only.	Refer PART 3 – GAMING MACHINE AREAS , Provision of cash for the purposes of gaming, section 5. (1) of the VCGR Rules for Venue Operators , accessible from the VCGLR website .	Gaming Operations – EFTPOS
Can someone who does not have a gaming industry employee (GIE) licence do book-pays and hopper refills etc.?	<p>A Gaming Industry Employee (GIE) Licence is not required to perform such functions as hopper refills and book-pays. Duties that can only be performed by the holder of a GIE licence are referred to as prescribed duties which relate to:</p> <ul style="list-style-type: none"> any task requiring access to the logic area of a gaming machine the possession and issuing of keys to another licensed GIE to access the logic area of a gaming machine, and any task requiring access to a piece of restricted monitoring equipment (e.g., Slot Machine Interface Board (SMIB), etc.). 	<p>Please refer to the Gaming Industry Employee (GIE) licence conditions and duties page on the VCGLR website for more information.</p> <p>Also refer to Chapter 9A of the Gambling Regulation Act 2003 for more GIE information.</p>	Gaming Operations – Gaming Industry Employee (GIE) licences
When a cheque cashing company calls the venue after the customer has left, to confirm cheque details, are we allowed to confirm the cheque details to this company?	You are under no obligation to provide any details to a cheque cashing service that contacts you for confirmation about a cheque you have issued to a patron. Cheques issued by gaming venues in relation to gaming machine winnings should be issued to the patron as the “payee” and should be crossed “not negotiable” for security. A cheque crossed “not negotiable” cannot be cashed at a bank counter and must be paid into an account in exactly the same name as the ‘payee’.	Please refer to section 3.5.32 of the Gambling Regulation Act 2003 for information relating to “Cashing of cheques” in a gaming venue and the prohibition of publishing any advertising in an approved venue for a cheque cashing service. The exchanging of cheques for cash or gaming tokens at approved venues is also prohibited.	Gaming Operations – large win cheques
Can anyone who has completed an RSG be considered an RGO?	<p>Anyone who holds a current RSG certificate can be an RGO.</p> <p>Point 7.5 of the Ministerial Directions state:</p>	Please see: Ministerial Directions – Responsible Gambling Codes of Conduct	Responsible Gambling Code of Conduct

	A responsible gambling officer must complete prescribed responsible service of gambling training, if any.		
Can we have a gaming machine near a window?	<p>Regulations state that you must not obscure a window that affords a view from the gaming machine area of an approved venue.</p> <p>For the purpose of clarity, a <i>'window that affords a view from the gaming machine area'</i> is defined as:</p> <ul style="list-style-type: none"> <i>a window that affords / provides an external perspective of the environment immediately outside of the approved venue; and the ability to see if it is daytime or night-time; and</i> <i>where there is outside space between the window and whatever permanent or temporary structure is situated closest to the outside of the window, this still constitutes a view, however minimal this outside space may be.</i> <p>There must be a minimum distance of 1.5 metres between a window and any object, (other than seating) that would obscure any part of a window, e.g. gaming machines, dividers, signage, etc.</p> <p>Where there are objects, outside of the 1.5 metre exclusion area, (e.g. gaming machines, dividers, signage, etc.) in front of one, or several, window/s, these objects must not form such a lengthy and continuous barrier that prevents a view from the windows.</p>	<p>Please refer to regulation 14 of the Gambling Regulation Regulations 2015 for more information.</p> <p>Also please refer to section 2.11 of the Venue Operational Requirements chapter of the VCGLR Venue Manual, accessible from the VCGLR website.</p>	Gaming Operations – gaming machine area layout
Can a staff member who has been employed for one (1) month be a Responsible Gambling Officer (RGO) because they completed RSG Module 2?	<p>Yes, if the staff member has completed the prescribed RSG training and can perform their duties as an RGO.</p> <p>Point 7.5 of the Ministerial Directions states:</p> <p>A responsible gambling officer must complete prescribed responsible service of gambling training, if any.</p>	<p>Please see:</p> <p>Ministerial Directions – Responsible Gambling Codes of Conduct</p>	Responsible Gambling Code of Conduct
How long does a gaming venue have to keep the Responsible Gambling Register record?	<p>Point 8.2 of the Ministerial Directions states:</p> <p>A venue operator must retain the information in the responsible gambling register for not less than six (6) months from the day it was recorded in the responsible gambling register.</p>	<p>Please see:</p> <p>Ministerial Directions – Responsible Gambling Codes of Conduct</p>	Responsible Gambling Code of Conduct
<p>Venues need to reconcile soft meters on each gaming machine daily.</p> <p>Can you let us know what inspectors look for to prove compliance, as I believe that a lot of people in the industry think that only a sample of gaming machines have to be verified each day.</p>	<p>It has always been the requirement of the VCGLR for venues to independently record soft meters daily, from even back in the gaming operator days. Historically venues have recorded soft meters daily and used this data in their reconciliation processes.</p> <p>The VCGLR acknowledges that downloaded gross meter data from the IGS monitoring system (the polled data) is now often being used by venues to input to third party management systems to comply with this requirement. This is acceptable to the VCGLR, provided the polled data is verified back to each gaming machine each day, prior to the commencement of the next day's gaming trade.</p> <p>Documentation, such as meter reports and reading lists, used by venues in their soft meter verification processes must be maintained and must identify the name and signature of the person verifying the polled data to your gaming machines along with the date performed and evidence (ticks, notes, amended figures, etc.) that verification was performed. If we conduct an audit of your venue, we will review these records to assess compliance with the requirements.</p>	<p>Refer to section 2.1 – ELECTRONIC GAMING MACHINE DATA RECORDING AND REPORTING of the Commission approved Accounting and Auditing Venue Requirements</p> <p>Also refer to the Requirement to record and reconcile soft meters fact sheet available on the VGCCC website.</p>	Gaming Operations – reconciliation of gaming data

Why do we need to submit our daily gaming hours?	Venue operators have discretion in relation to their gaming hours as long as they are within their liquor licence hours and in line with minimum standards and requirements. The VCGLR has no visibility to a venue's gaming hours or changes to them. This requirement will assist both the VCGLR and Intralot to monitor the gaming network more effectively.	For more information please refer to the news article Gaming venue operating hours on the VGCCC website For instructions on how to submit your daily gaming hours, please refer to the IGS User Manual - Gaming Hours	Gaming Operations – IGS BOS Portal
How many bank accounts must we have?	Venues must have, as a minimum, at least one (1) bank account used to process gaming machine transactions. We refer to this as your 'nominated' gaming bank account, because it is the bank account that you have nominated your monthly gaming tax to be swept from. Some venues also choose to operate separate gaming bank accounts in relation to their large win and jackpot liabilities. Whether you operate one or multiple gaming bank accounts, venue operators must ensure that any bank account(s) used to process gaming machine transactions must not be used to account for any non-gaming transactions.	Refer to section 1.7 – MAINTENANCE OF SEPARATE GAMING BANK ACCOUNTS of the Commission approved Accounting and Auditing Venue Requirements Also refer to section 3.7.3 of the Gambling Regulation Act 2003 for more information.	Gaming Operations – gaming bank accounts
How do we identify a Politically Exposed Persons (PEP)?	This is an Australian Transaction and Reports Analysis Center (AUSTRAC) requirement.	For more information visit the AUSTRAC website: https://www.austrac.gov.au/business/how-comply-and-report-guidance-and-resources/customer-identification-and-verification/politically-exposed-persons-peps	
How long do we have to keep our physical Ticket-In Ticket-Out (TITO) tickets, or will electronic storage suffice?	TITO tickets are to be treated the same as any gaming record, which is outlined in clause 1.6 – Maintaining Gaming Records – of the Accounting & Auditing Venue Requirements document (AAVR) : Section 3.7.5 of the Act requires an operator to ensure that all documents relating to the operations of the gaming venue / operator are— (a) kept at— the approved venue, in the case of a venue operator; (b) retained for not less than 7 years after the completion of the transactions to which they relate. Note that from 1 July 2008 the Commission granted an exemption to venue operators from the requirement to keep documents for 7 years. The period of retention was reduced for the majority of the gaming records to 3 years and audit rolls are to be kept for 13 months. However, venues should also be mindful that other regulatory bodies (e.g. the ATO) may require financial records to be kept for a longer period than that required under the AAVR, and retain applicable gaming records accordingly. In relation to electronic storage of TITO tickets, clause 9 – TITO-specific responsibilities – of the “Cashless gaming operational guidelines for venue operators” states: Venue operators should ensure that gaming room staff are trained in use of the system, and follow documented procedures that ensure:		Gaming Operations - TITO

	<ul style="list-style-type: none"> hard copies of redeemed tickets are kept as gaming records (in the same way that non-TITO ticket-out tickets are handled), but may be kept in electronic/ digital format provided such records can be readily retrieved at a venue. <p>Also of note, under the same clause, it states that venue operators should use tickets that are durable and are legible for as long as they are required to be retained.</p>		
In relation some breaches which arise from inspections, where can we locate/ obtain the regulations info relate to those breaches?	<p>Some breaches found during audits and inspections include:</p> <ul style="list-style-type: none"> EFTPOS facilities located inside the green line area, which is a breach of section <u>3.5.33C of the Gambling Regulation Act 2003 (the Act)</u> and Rule 5 of the Commission's rules for venue operators. Failing to provide a YourPlay kiosk, which is a breach of section <u>3.8A.10 (1) of the Act</u> and <u>regulation 8 (2) of the Gambling Regulation (Pre-commitment and Loyalty Scheme) Regulations 2014</u>. Continual non-compliance of the requirement to maintain separate gaming bank accounts, which is a breach of section <u>3.7.3 (1) of the Act</u>. Allowing game play on a gaming machine not displaying the required electronic player information, which is a breach of <u>regulation 20 of the Gambling Regulations 2015</u>. Unapproved modifications of gaming machine areas, which is a breach of section <u>3.3.16 of the Act</u>. Offering facilities within the gaming machine area only without having an alternate facility available elsewhere within the venue, which is a breach of a VGCCC direction made under section <u>3.5.27 of the Act</u>. 		

Helpful Resources:

- [Ministerial Directions \(Responsible Gambling Code of Conduct\)](#)
- [YourPlay website for venue operators](#)
- [Gaming Venue Checklist](#)
- [Accounting & Auditing Venue Requirements](#)
- [Venue Manual](#)