

# Keep your patrons safe

Everyone who works in a venue is responsible for protecting patrons from gambling harm.



## Do

- Practise your Responsible Service of Gaming training
- Understand your venue's code of conduct
- Be on the floor at all times if you are the Responsible Gambling Officer
- Check in with patrons regularly to monitor their gambling behaviour
- Activate YourPlay cards when requested and check YourPlay is working on all machines
- Wear your ID if you are a gaming industry employee
- Familiarise yourself with money laundering practices and report any suspicions to AUSTRAC
- Intervene early when you see signs of problem gambling, including intensive or prolonged play
- Note any interventions in your gambling register.

## Don't

- Allow minors to enter the gaming floor
- Allow intoxicated patrons to gamble
- Serve food or drink to patrons at a gaming machine
- Advertise gaming machines, particularly on social media
- Allow patrons to gamble for long periods of time without intervening.

We regularly inspect venues to make sure you're complying with your responsible gambling obligations which not only includes your legal obligations but your moral ones too.

Ask your manager if there's anything you're unsure of or go to [vgccc.vic.gov.au](https://vgccc.vic.gov.au)