



Victorian Commission for Gambling and Liquor Regulation

Gambling Information Sheet

Responsible Gambling Register

Gaming venue Responsible Gambling Codes of Conduct and Self-Exclusion Programs.

About this resource

This educative resource has been developed by the Victorian Commission for Gambling and Liquor Regulation (VCGLR) to assist gaming venues in understanding and complying with the recording requirements contained in their Responsible Gambling Code of Conduct (Code) and Self-Exclusion Program (SEP).

The VCGLR suggests you incorporate these practices into your operating environment and staff training, or implement your own similar practices to meet the requirements.

Why have a register?

The *Gambling Regulation Act 2003* states that it is a licence condition for gaming venues to implement a Code and SEP. Most venues adopt model Codes and SEPs, which both require gaming venues to record certain responsible gambling matters in a register.

Maintaining a register in a venue is a way of capturing and tracking information that relates to the Code and SEP your venue has adopted. It allows you to satisfy all the responsible gambling reporting requirements in one document and reduces the likelihood of non-compliance with Code and SEP obligations.

Maintaining a register also allows the VCGLR to determine whether gaming venue operators are meeting their Code and SEP obligations. The register must be made available to VCGLR Inspectors upon request.

What should be recorded in the register?

Gaming venues should record all responsible gambling matters in their register. This includes relevant matters involving customers as well as other relevant activities and interactions by the venue in relation to responsible gambling.

For example, for matters that involve customers, you should make an entry in your register when:

- a customer complains about any aspect of your Code and/or your SEP
- you receive feedback about your Code or SEP
- a self-excluded person is detected in the gaming machine area
- customers displaying signs of problem gambling behaviour are identified
- a customer requests assistance or information associated with problem gambling
- a staff member provides a customer with information on problem gambling or self-exclusion
- a customer is asked to leave the gaming machine area (for any reason)
- a person wishes to revoke their self-exclusion
- any other matter arises relating to your Code and/or SEP that involves a customer or a club member.

You should also make an entry in your register when:

- you interact with your local problem gambling support service or Gambler's Help Venue Support Worker
- staff attend training related to responsible gambling
- the VCGLR or Victoria Police visit your venue
- any other documentation supporting your adopted Code and SEP has been completed or received (e.g. correspondence with your Gambler's Help Venue Support Worker, Self Assessment Checklist).

Responsible Gambling Register

Venue name: _____

Date	Time	Employee name	Customer name (if known)	Description of responsible gambling matter	Any supporting material? Name or number of document(s)	Actions/ comments/follow-up required	Manager or authorised person's signature

Responsible Gambling Register Supporting material

Document name/number	
Name of venue	
Date	
Time	
Name(s) of staff member(s) involved (list all)	
Name of person(s)/ customer(s) involved (if known)	
Contact details of person/customer (include address/telephone number/email)	
If follow-up required, date customer was contacted	
Any additional information regarding customer	
Outline of incident	
Action taken by staff in response (e.g. provision of Gambler's Help phone number and self exclusion brochure)	
Signature of employee	

Example Responsible Gambling Register documents

How could I present this information in my register?

As a minimum, the information the VCGLR encourages gaming venues to record in the register includes:

- the date and time of the occurrence
- the names of staff who observed or dealt with the matter
- the customer's name (if known)
- a description of what occurred
- the details of any documentation completed or received by gaming venue staff that relate to the matter
- the action taken, comments made by any relevant party or details of any follow-up action required or agreed to
- confirmation of venue sign-off of the matter by a senior representative such as the responsible gambling officer, nominee or manager.

How do I maintain a register?

When maintaining a register the VCGLR suggests that:

- gaming staff make an entry in the register or refer the responsible gambling matter to the appropriate person so that it can be recorded
- the register be routinely checked and signed off by a senior representative of the venue such as the responsible gambling officer, nominee or manager.

Register entries should be detailed and accurate. By keeping detailed and accurate records of responsible gambling matters and related staff actions, gaming venues can demonstrate to the VCGLR how they are meeting their responsible gambling obligations.

The register can be kept in either paper-based or electronic format. A copy of the register should be maintained in the venue's Responsible Gambling Folder or stored within a protected database. The register must be kept in a secure place in the gaming room accessible to all gaming staff and the VCGLR Inspectors. Separate registers for Codes and SEPs can be maintained, or a single register can be maintained with clearly defined Code and SEP sections.

What about privacy and confidentiality?

All responsible gambling-related matters should be recorded along with the name of the customer, if known, and the names of the staff member(s).

The customer's right to privacy and confidentiality should always be respected in the case of a responsible gambling matter. The VCGLR suggests that only licensed gaming industry employees, Victoria Police and VCGLR Inspectors should be provided with access to the register.

Whilst nothing in the Gambling Regulation Act or the Ministerial Directions specifically prohibits any other interested parties from having access to these records, it would be prudent for gaming venues, industry representative bodies and self-exclusion program administrators to consult the Office of the Victorian Privacy Commissioner website at privacy.vic.gov.au or phone 1300 666 444 for more information.

Further information

Venues with TAB and/or Keno facilities should contact the wagering and/or Keno operator respectively for advice on compliance and record-keeping matters.

If you have further questions about the maintenance or operation of your register, consult with your industry representative body and self-exclusion program administrator. In addition, please refer to your approved Code and SEP to ensure that you are meeting all record-keeping requirements.

Additional copies of this resource can be obtained from the VCGLR's website at vcglr.vic.gov.au.

Anyone representing your venue or organisation with questions regarding this resource should contact the VCGLR on 1300 182 457 or email contact@vcglr.vic.gov.au.

The Victorian Commission for Gambling and Liquor Regulation has responsibilities in relation to several pieces of legislation and associated regulations.

This resource is provided as an educative tool and offers a summary only of some of the more common topics associated with Responsible Gambling that are dealt with under the *Gambling Regulation Act 2003* and the *Casino Control Act 1991*.

The information provided in this resource is general in nature and is not meant to replace the information contained in the relevant pieces of legislation.

For more information, including the Ministerial Directions and the VCGLR's Criteria and Benchmarks on Responsible Gambling Codes of Conduct and Self Exclusion Programs, refer to the Responsible Gambling section of the VCGLR website at vcglr.vic.gov.au.