

Welcome to the Venue Manual

This online resource is designed to assist gaming venue operators meet their regulatory and compliance obligations. It is important that you read the Terms and Conditions before accessing the Venue Manual.

While the Venue Manual is published online, there is an option to download and print the entire manual, or relevant sections, for use within a gaming venue. To download and print the entire manual, select the 'PDF' button on the right hand side of this page. To download individual sections or sub-sections, select the same button on the relevant page.

Please note that information in this manual is being continuously reviewed and updated as changes to the regulatory environment occur. When using a printed copy of the Venue Manual, you should check that it is the latest version from this website.

Terms and conditions

The Venue Manual is intended for gaming venue operators and gaming industry employees only.

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Investigations

Investigations

The VCGLR is responsible for ensuring the probity and integrity of gambling activities in Victoria.

To do this, we:

- monitor gaming venues by regulating the use of gaming machines
- monitor the casino by regulating the use of gaming machines and table games
- investigate, audit and supervise gambling conduct
- detect gambling offences
- deal with complaints from gambling patrons
- monitor the activities of those involved in the gambling industry; and
- test and approve gambling products for integrity and player fairness.

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Disclaimer

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While the material contained in this manual has been compiled with all due care, the VCGLR does not warrant or represent that the material is free from errors or omissions, or that it is exhaustive. The VCGLR does not accept any liability, nor takes responsibility for the accuracy, currency or correctness of material included in the information that has been provided neither by third parties nor for the accuracy, currency, reliability or correctness of links or references to information sources (including Internet sites).

1.0 Functions of Inspectors

The primary function of Inspectors is to ensure compliance in accordance with Victorian Gaming Legislation and associated regulations.

This is accomplished by:

- Conducting Audits and Inspections of Gaming Venues
- Detecting and Investigating possible breaches of Legislation
- Monitoring the operations of Gaming Venues
- Investigating complaints
- Examining equipment, machinery and/or records relating to gaming activity
- Providing education and information to Gaming Venues on compliance requirements
- Reporting matters to the Executive Commissioner for consideration of further action such as prosecution and/or [disciplinary action](#)

Further information on the functions of inspectors can be found in [section 10.5.7](#) of the Gambling Regulation Act 2003.

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2.0 Identification of Inspectors

Inspectors are issued with an Identity card which contains their photograph, a signature and the Seal of Victoria. It is not a requirement that an Inspector displays his or her Identity card at all times whilst performing their functions, however they must produce it if requested. Failure to do so means they are not authorised to exercise the functions conferred on them under the Act.

A member of the police force may also perform the functions of an inspector under the Act.

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3.0 Power of Inspectors

Under [section 10.5.9](#) of the Gambling Regulation Act 2003, an inspector may do any of the following:

- require any person in possession of, or having control of, any machinery, equipment or records relating to an activity regulated by a gaming Act to produce the machinery, equipment or records for inspection and to answer questions or provide information relating to the machinery, equipment or records;
- inspect, take copies of or seize any machinery, equipment or records if the Inspector considers it necessary for the purpose of obtaining evidence of the commission of an offence;
- under certain conditions, and by written notice, require a person to attend before the Inspector at a specified date and time and answer questions;
- under certain conditions, require a person found on the premises to state their full name and residential address;
- call for the assistance of a member of the police force if the Inspector is obstructed or believes they will be obstructed in the performance of their duties.

Further information on the powers of inspectors can be found under [section 10.5.9](#) of the Act.

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4.0 Offences Relating to Obstruction of Inspectors

It is an offence to assault, obstruct, hinder, threaten, abuse, insult or intimidate an Inspector who is attempting to perform his or her functions under the Act.

It is also an offence to fail, without reasonable excuse, to attend before an Inspector and answer questions or supply information when they are required to do so.

It is also an offence to fail to comply with a direction of an Inspector to cease to have available for use any machinery or equipment considered by the Inspector to be unsatisfactory for use.

For further information on offences relating to obstruction of inspectors, refer to [section 10.5.15](#) of the Act.

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5.0 Providing False or Misleading Information

A person must not knowingly provide information to an Inspector that is false or misleading whilst the Inspector is exercising their functions of an Inspector.

Doing so could constitute an offence under [section 10.5.16](#) of the Act.

Providing false or misleading information could result in a fine of 60 penalty units. Refer to [Fees and fines](#).

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6.0 Additional Considerations

Refer to [Part 5 - Compliance and Enforcement](#) of the Act for further details of all gaming offences, responsibilities of venue operators, nominees and gaming industry employees, and the full authorities and powers of inspectors.

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7.0 Disciplinary Action

The VCGLR may take disciplinary action against a venue operator. Grounds for disciplinary action is specified under [section 3.4.25 of the Act](#).

This may result in the:

- cancellation or suspension of a venue operator's licence;
- variation of the terms of a venue operator's licence;
- issuing a letter of censure; or
- issuing of a fine of up to 5,000 penalty units.

Disciplinary action could also be taken against the nominee in instances when the nominee also holds a Gaming Industry Employee licence. The VCGLR may also review the ongoing suitability of the nominee as an associate of the venue operator.

Results of disciplinary action, including the licensee's name and licence number are made public on the VCGLR website, newsletter and Annual Report.

Disciplinary Action against a Gaming Industry Employee's Licence Holder under the Gambling Regulation Act 2003

"**Disciplinary action**" in relation to a licensee, means any of the following -

- the service of a written notice on the licensee censuring him or her for any action specified in the notice;
- variation of the gaming industry employee's licence;
- suspension of the licence for a specified period;
- cancellation of the licence;
- cancellation of the licence and disqualification from obtaining or applying for a licence or permit under a gaming Act for a specified period not exceeding 4 years;

"**Grounds for disciplinary action**" under the Gambling Regulation Act 2003 means any of the following grounds in respect of a licensee -

- that his or her gaming industry employee's licence was improperly obtained in that, when it was granted, there were grounds for refusing it;
- that the licensee has been convicted or found guilty of a relevant offence;
- that the licensee has contravened a condition of the licence;
- that the licensee has failed to provide information that he or she is required by the Act to provide or has provided information knowing it to be false or misleading;
- that the licensee has become an insolvent under administration;
- that for any reason, the licensee is not a suitable person to be the holder of the licence;

"**relevant offence**" in relation to a licensee means -

- an offence against a gaming Act or gaming regulations; or an
- an offence arising out of or in connection with the employment of the licensee under a gaming Act; or an
- an offence (wherever occurring) involving fraud or dishonesty punishable on conviction by imprisonment for 3 months or more (whether or not in addition to a fine).