

Welcome to the Venue Manual

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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.

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Venue Operational Requirements

Venue Operational Requirements

This section is to assist venue operators in complying with their operational responsibilities. The venue operational requirements section of the manual provides regulatory information for venues operating an approved gaming venue.

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01. Approval of premises for gaming

Section 3.3.4 of the [Gambling Regulation Act 2003](#) (the Act) outlines the requirements for applications for approval of a premises as suitable for gaming.

Information contained in this chapter is provided to assist:

- any person proposing to apply for approval of premises as suitable for gaming; and
- venue operators intending to modify a gaming machine area.

Applying for Approval of Premises as Suitable for Gaming

Any person may apply for approval of a premises to be used for gaming, but they must have the agreement of the freehold owner. Once approved, gaming cannot be conducted at the approved premises until the premises are attached to a venue operator's licence (the premises then becomes an "approved venue" as per definitions in the Act), and that the venue operator becomes responsible for all gaming activity at the venue.

To make an application for approval of a new premises, see [Approval of premises for gaming application form](#)

Applications are currently only accepted in hard copy, but a courtesy email is appreciated.

Plans to be attached

Applications must provide scale plans of the proposed premises and gaming machine area (see question 11 of the application form):

- A 1:100 scale plan of the premises. This must show the location of the proposed gaming machine area within the premises and other services to be provided, including a bistro, bars, sports bar, toilets, outdoor smoking areas, etc.
- A 1:50 scale plan of the proposed gaming machine area. This must show the proposed placement of gaming machines and other services to be provided in or adjacent to the gaming machine area, including cashier area, bar facilities, toilets, entrances, catering facilities, external smoking areas, etc.

Gaming Machine entitlements required

A venue operator must hold gaming machine entitlements to conduct gaming in an approved venue. For more information, see [gaming machine entitlements](#)

An application for premises approval may proceed without gaming machine entitlements, but gaming machines cannot be installed and operated until the appropriate number and type of entitlements have been obtained and attached to the approved venue.

Site inspection following receipt of application

Once an application is received, the VCGLR may carry out a site inspection to assess the suitability of existing premises for the management and operation of gaming machines, in particular, whether the size, layout and facilities of the premises as a whole as well as the gaming machine area will be suitable. In the case of green fields sites, the VCGLR reserves the right to carry out a site inspection for suitability of the proposed layout at that location.

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Commission's decision

The Commission will consider the application and notify the applicant of its decision in writing.

If the application is successful and the applicant satisfies all conditions of the decision, following any required inspections, a Notice of Approved Venue for Gaming will be issued together with approved plans of the premises and the gaming machine area.

Appeal of decision

A Commission decision may be appealed to the Victorian Civil and Administrative Tribunal ([VCAT](#)), by the applicant or any other aggrieved party.

Inclusion of premises on venue operator's licence

After a venue operator has been advised that their application for approval of premises for gaming has been successful, the venue operator that intends to conduct gaming at the approved premises must apply to include the approved premises on a venue operator's licence. The application forms to include or remove approved premises can be found on our website, see [Approval of premises for gaming application form](#)

Gaming machine entitlements will need to be attached to the approved venue before gaming machines can be installed.

A final inspection will need to be carried out by gaming inspectors prior to the approved venue commencing business.

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1.1 Gaming in approved venue declared lawful

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The conduct of gaming is lawful when the gaming is conducted, and the gaming equipment is provided, in an approved venue in accordance with Chapter 3 of the [Gambling Regulation Act 2003](#).

Venue operators should familiarise themselves with this chapter.

To apply for approval of a new premises as suitable for gaming, complete the [Approval of premises for gaming application form](#)

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1.2 Premises approval

Before approving any application the Commission must be satisfied that the premises is or, on the completion of building works will be, suitable for the management and operation of gaming machines.

The Commission must consider whether the size, layout and facilities of the premises are or will be suitable.

The Commission must also consider certain matters as directed by the responsible Minister. Where the premises contains:

- a children's play area, the Commission must consider the [Decision-Making Guidelines – Assessment of children's play areas in gaming premises](#)
- residential accommodation, the Commission must consider the [Decision Making Guidelines – Approval of premises suitable for gaming](#)

For more information, see Part 3 of Chapter 3 of the [Gambling Regulation Act 2003](#)

To operate gaming machines in an approved venue, the approved premises must be attached to a [venue operator's licence](#)

For more information, please refer to section 3.4.17 of the [Gambling Regulation Act 2003](#).

To make an application, see [Approval of premises for gaming](#)

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1.3 Modification of gaming machine area

A venue operator must not modify a gaming machine area (GMA) in an approved venue without our prior approval unless we have identified the changes as "low risk".

For a list of "low risk" modifications that do not need prior approval, see [alterations to gaming machine areas](#)

If you are unsure if your modification is low risk, you should [contact us](#)

The following are **NOT** considered low risk modifications:

- any increase or decrease in the number of installed gaming machines
- any change to the size or location of the GMA
- any change to the GMA perimeter.

When deciding whether to approve applications to modify a GMA, The VCGLR will consider the size, layout and facilities of the approved venue plus any other matter that the VCGLR considers relevant.

The VCGLR may approve or refuse your application. The approval may come with or without conditions.

For more information, see section 3.3.16 of the [Gambling Regulation Act 2003](#)

We will also consider certain matters as directed by the responsible Minister including where the premises contains:

- a children's play area, the VCGLR must consider the [Decision-Making Guidelines - Assessment of children's play areas in gaming premises](#)
- residential accommodation, the VCGLR must consider the [Decision Making Guidelines – Approval of premises suitable for gaming](#)

For more information, see

- the application for approval available in the [Online Gambling Services Portal](#)
- venue manual [Section 1.2 - Premises Approval](#)

We will only accept applications to modify a GMA via the [Online Gambling Services Portal](#)

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1.4 Amendment to licence conditions

If you hold a venue operator's licence, you must comply with any conditions of your licence.

A breach of your licence conditions can be a serious offence and carries a maximum penalty of 2500 penalty units.

Any proposal to amend your licence conditions must be in accordance with sections 3.4.17 and 3.4.18 of the [Gambling Regulation Act 2003](#).

Licence conditions that are the subject of formal change processes include but are not limited to:

- a. the addition or removal of an approved venue
- b. variation of the number of gaming machines permitted in an approved venue
- c. variation of the gaming machine areas approved for an approved venue
- d. variation of the days or dates on which gaming is permitted in an approved venue under the licence.

Most changes to licence conditions can be assessed by our staff, but an application for an increase in the licensed number of gaming machines for an approved venue must be heard by the Commission.

For more information, see

- sections 3.4.6, 3.4.17, and 3.4.18 of the [Gambling Regulation Act 2003](#).
- [Venue operator's licence](#)

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1.5 Gaming only permitted in gaming machine area

A venue operator or their staff must not allow anyone to play a gaming machine if it is not:

- installed as required by sections 3.5.15 to 3.5.17 of the [Gambling Regulation Act 2003](#) (the Act) and
- connected to the monitoring system as required by section 3.5.17B of the Act.

For more information on the installation of gaming machines, see [Chapter 3.3 Installation of gaming machines in a gaming machine area](#)

A venue operator must not allow a person to play on a gaming machine that is not placed in a gaming machine area.

For more information, see section 3.5.18 of the [Gambling Regulation Act 2003](#)

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1.6 Enforcement of Commission rules for venue operators

You must enforce or cause to be enforced rules the VCGLR make that apply to the venue operator.

Refer to sections 3.5.23 and 3.5.26 of the [Gambling Regulation Act 2003](#).

The Commission Rules for venue operators (as made by the former VCGR) are still in force. They cover:

- the conduct of gaming
- gaming periods
- supervision of gaming machine areas electronic or physically
- provision of cash for the purpose of gaming (ATM / EFTPOS)

For a copy of the Commission rules for venue operators, see [Commission rules for venue operators](#)

For more information, see sections 3.5.23 and 3.5.26 of the [Gambling Regulation Act 2003](#).

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02. Gaming Machine Area (GMA) - size, layout and facilities

Gaming may only be conducted within a gaming machine area (GMA) that the Commission has approved as being suitable for the management and operation of gaming machines.

The following chapter relates to the legal requirements and minimum standards that a person or venue operator must comply with for their GMA to be assessed as suitable for the conduct of gaming; and for existing approved venues to ensure compliance.

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2.01 Location

The VCGLR cannot approve an area as a gaming machine area (GMA) unless that area is completely indoors.

For more information, please refer to section 3.3.7(5) of the [Gambling Regulation Act 2003](#).

A GMA must be physically discrete.

Patrons must not be forced to pass through a GMA in order to enter or leave the venue or gain access to a facility, such as toilets or a smoking area.

However, access to a facility may be through a GMA if there is either an alternative means of accessing that facility which does not require passing through the GMA, or the same facility is available to patrons elsewhere in the venue, outside the GMA.

For more information, see [Directions under Section 3.5.27 of the Gambling Regulation Act 2003](#)

While these Directions were issued by the VCGLR's predecessor, they remain current and enforceable.

Premises that have a children's play area must also consider the location of this facility in relation to the GMA.

For more information, see [Decision-Making Guidelines-Assessment of children's play areas in gaming premises](#)

Venue Manual [Chapter 1.3 – Modification of gaming machine area](#)

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2.02 Children's play areas

A children's play area must be designed so that it:

- is located as far away as practicable from the gaming machine area (GMA)
- does not have a line of sight from the play area into the GMA or from the GMA into the play area
- does not permit sounds from gaming machines to be heard in the children's play area
- is not directly accessible from the GMA
- is conducive to being monitored by venue staff to help ensure that minors are not left unattended.

For more information, see

[Decision-Making Guidelines – Assessment of children's play areas in gaming premises](#)

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2.03 Lighting

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To ensure that gaming machine areas (GMA) do not become dark immersive environments, there are regulated minimum lighting levels that gaming venues are required to comply with.

Lighting in the GMA must comply with the requirements set out in Part 3, Regulation 8 of the [Gambling Regulations 2015](#)

Lighting levels should be checked for compliance after any change to a GMA layout that could impact on lighting levels.

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2.04 Perimeter barriers surrounding the gaming machine area

In order to be physically discrete, a gaming machine area (GMA) must be separated within the venue by an internal barrier.

This must, as a minimum:

- be sufficiently secure to deter any person from attempting to pass through, or climb over or under the barrier, or knock the barrier or any part of it over
- if not a floor-to-ceiling wall, be of a minimum height of 1.2 metres, unless a service bar/counter forms part of the perimeter barrier
- have an entrance/s of no more than 2.5 metres wide that allow/s for appropriate management and supervision of the entrance/s
- provide a permanent fixture at each entrance for displaying the notice prohibiting persons under the age of 18 years from entering the GMA.

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2.05 Layout of gaming machines

Gaming machines must be positioned within the gaming machine area:

- to allow sufficient access to exits, fire exits, cashier, bar, toilets and respite seating
 - to allow a minimum distance of 2 metres between banks of machines where chairs are provided, and 1.5 metres between banks of machines without chairs; and 1.5 metres between a bank of machines and a wall (or window)
 - that there is at least 21 cm between gaming machines and a gaming machine and wall or pillar, to allow sufficient space for-
 1. display and access to the “talker” (for more information on talkers see [Gambling Regulations 2015](#)) at the side of each machine
 2. accessing/inspecting the Commission-issued identification number
 3. accessing the audit key mechanism
 4. regular cleaning and gaming machine maintenance.
1. These requirements are in addition to any non-gaming regulations or statutes, including any obligations in place under a State of Emergency or State of Disaster.

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2.06 Gaming machine bases

The VCGLR must consider the size, layout and facilities of the gaming machine area (GMA) and any other matter considered relevant when assessing the GMA layout of an approved venue.

Gaming machine bases are an important and relevant factor in considering the layout of a GMA.

When installing gaming machines, venue operators should have regard to the following guidelines:

- Gaming machine bases must be sturdy and able to support, at a minimum, the weight of a gaming machine (and jackpot sign). This includes any additional weight that may be applied, e.g., patrons leaning on the machine.
- A gaming machine must sit in its entirety on the base that supports it, i.e. no part of the bottom of the gaming machine, except for the coin tray, must extend past the base on which they are positioned. The gaming machine must be securely attached to the base.
- Gaming machine bases must be constructed to provide a secure and stable environment for data communications and electrical cables.
- Where a gaming machine base contains a cash box, a locking mechanism must be attached.

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2.07 Cabling

There are regulated minimum cabling requirements in gaming venues to ensure the safety and security of the general public and venue staff.

Gaming machine power and data cabling must comply with Section 6.25 of the [Australian/New Zealand Gaming Machine National Standard 2016](#)

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2.08 Gaming machine identification numbers

Each gaming machine must have a unique identification number issued for it by the VCGLR. The VCGLR may, at any time after the initial issue of an identification number for a gaming machine, issue a new identification number for that gaming machine.

Manufacturers, suppliers and testers

The VCGLR maintains a register of approved manufacturers, suppliers and testers, referred to as roll listees. Gaming machine identification numbers are issued to roll listees via an Online Gambling Services Portal, accessible from the VCGLR website.

Venue operators

A venue operator must not possess a gaming machine unless there is securely affixed an identification number label on one internal and one external surface of the cabinet of the gaming machine.

This label must show the identification number issued by the VCGLR and any other information that is considered appropriate.

A person must not service, maintain or repair a gaming machine that does not have affixed to it an identification number issued by the VCGLR.

For more information, see section 3.5.8 of the [Gambling Regulation Act 2003](#).

A person must not remove, alter or otherwise interfere with:

- the manufacturer's identification plate or serial number of a gaming machine;
- the identification label (showing the ID number issued by the Commission) affixed to a machine under section 3.5.8 of the Act.

For more information, see section 3.5.11(m) and (n) of the [Gambling Regulation Act 2003](#)

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2.09 Gaming machine floor position numbers

Identification of gaming machines and their location within the gaming machine area (GMA) at all times is important, as it impacts on the ability for gaming machine activity to be effectively monitored and controlled.

The VCGLR must consider the size, layout and facilities of the GMA and any other matter we consider relevant when we assess changes to the GMA layout of an approved venue.

Gaming machines must be positioned within the GMA so that:

- all installed gaming machines must have sequentially numbered floor positions within the venue, beginning at number 1
- floor position numbers are displayed on the front or side of the machine cabinet
- floor position numbers must match the numbers recorded on the electronic monitoring system
- floor position numbers must be listed on the gaming dedicated electrical distribution circuit breaker legend.

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2.10 Venue environmental limits

Gaming and monitoring equipment requires a stable environment in which to operate. It is a venue operator's responsibility to ensure that the venue environment provides for:

- venue electrostatic discharge (ESD) protection
- an acceptable temperature and humidity range
- power supply quality including filters and conditioners.

Specifically:

- the temperature in all areas where gaming equipment is installed, at all times must be between 10 degrees and 40 degrees Celsius (ambient still air)
- the relative humidity range in all areas where gaming equipment is installed must be between 15 to 85 per cent
- all floor coverings near gaming machines / gaming equipment must have ongoing anti-static properties to protect against build up of ESD
- ESD must be no more than 1,500 volts in any area where gaming equipment is installed.

Gaming equipment must not be operated where:

- the environment provided does not comply with the Australian/New Zealand Gaming Machine National Standard, or the Victorian Appendix to the national standard (together constituting the Commission's Standards for gaming machine types and games) or
- the environment provided does not comply with any manufacturer's specifications additional to the above, where defined or
- environmental factors are likely to impact on the operation of the equipment or are likely to cause the equipment to malfunction, fail or otherwise not operate in a safe and proper manner.

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2.11 Windows Not To Be Removed or Obscured

Windows help to mitigate the risk of gaming machine areas (GMA) from becoming immersive environments. Any windows that provide a view from the gaming machine area must not be removed or obscured, except as provided below:

A venue operator may remove a window for the purpose of replacing it with another window of equal or greater size if the new window is in place within 10 working days after the old window is removed.

A venue operator may remove a window or part of a window for the purpose of repairing it, if the repairs are completed, and the window or part is replaced within 10 working days after the window or part is removed.

A venue operator may obscure a window by installing blinds or curtains, or by tinting, shading or any other window treatment, for the purpose of temperature control or the reduction of glare from direct sunlight.

For more information, see

- Regulation 10 of the [Gambling Regulations 2015](#)
- [Alterations to gaming machine areas](#)
- [Chapter 1.3 – Modification of gaming machine area](#)

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03. Acquisition, Installation, Storage, Sale and Disposal of Gaming Machines

The following chapter outlines the requirements relating to the acquisition, installation, storage, possession and sale and disposal of gaming machines under the [Gambling Regulation Act 2003](#)

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3.01 Authority to Possess Gaming / Monitoring Equipment

A person must not manufacture, sell, supply, obtain or be in possession of gaming equipment or monitoring equipment except in accordance with the *Gambling Regulation Act 2003* (the Act). Different sections of the Act enable industry participants, such as manufacturers and testers, venue operators and even members of the public to possess gaming equipment with the written approval of the VCGLR.

Venue operators are also authorized under the Act to possess, sell, obtain or be in possession of gaming equipment or monitoring equipment, by the authority conferred on them by their licence.

Industry participants can apply to the VCGLR for approval to possess gaming equipment or monitoring equipment for the purpose of:

- testing, research or development
- servicing, repair or maintenance
- storage, demonstration or sales.

A person, including a member of the public, can also apply to the VCGLR to possess a gaming machine, but the machine must not be in operating order.

Approval can also be granted by the VCGLR for any person to manufacture, sell, supply, obtain or be in possession of gaming equipment or monitoring equipment if the equipment is for use outside Victoria. An example of this is gaming equipment on board a cruise vessel that visits a Victorian port or transits through Victorian territorial waters.

Applications to the VCGLR for approval to possess gaming equipment or monitoring equipment are submitted on-line through the VCGLR website.

For more information, see

- [application for authority to possess gaming machines](#)
- sections 3.2.2, 3.4.1 and 3.5.1 of the *Gambling Regulation Act 2003*

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3.02 Acquisition of Gaming Machines

In Victoria, venue operators are allowed to buy and sell electronic gaming machines.

A venue operator must hold a [gaming machine entitlement](#) for each operational gaming machine installed in its venues.

For more information, see

- section 3.4A.2(1)(a) of the *Gambling Regulation Act 2003*.
- [Gaming Machine Entitlements 2012](#)
- [Gaming Machine Arrangements post 2022](#)

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3.03 Installation of Gaming Machines in a Gaming Machine Area

A venue operator must install a gaming machine in a gaming machine area approved by the VCGLR or stored and secured in a way that the VCGLR has approved.

For more information, see [Operational Guidelines for Gaming Machines Installation](#) (PDF: 52KB).

For more information, see

- [Chapter 3.8 Storage of gaming machines not in a GMA](#)
- section 3.5.15(1A) of the [Gambling Regulation Act 2003](#)

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3.04 Notice to the Commission of Gaming Machine Installation

Although section 3.5.15(2) and (3) of the Act requires venue operators to advise the Commission of details about gaming or monitoring equipment installed in their venue, this obligation is handled by the Intralot Gaming Services Pty Ltd (IGS) deployment process.

Intralot advises the Commission on the venue operator's behalf of deployments through its reporting processes.

For more information, see section 3.5.15(2) & (3) of the [Gambling Regulation Act 2003](#)

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3.05 Certificates of Installation (Certification by GIE and Entitlement Holder)

A licensed technician who installs gaming equipment at an approved venue must certify, in a form approved by the VCGLR, that the gaming equipment is functioning in the manner in which it is designed and programmed to function; and retain the certificate for a period of 12 months immediately following the date of signature.

A venue operator who installs or causes gaming equipment to be installed, at an approved venue must certify in a form approved by the VCGLR that the equipment is functioning in the manner in which it is designed and programmed to function.

A venue operator must not allow gaming to commence on gaming equipment in respect of which certificates have not been signed, or have been signed in contravention of the Act.

When an electronic gaming machine has been installed in an approved venue, the venue operator and the installing technician must complete an approved certificate of installation form, confirming that the gaming machine has been installed according to the manufactures specifications and the regulatory requirements

The monitoring licensee must ensure that gaming does not commence on gaming equipment that is connected to an electronic monitoring system operated by the licensee in respect of which certificates under subsections (1) and (3) –

- have not been signed; or
- have been signed in contravention of subsections (2) and (4)

Industry participants can access further information via the following links to [Procedures for Certificates of Installation](#) (PDF: 71KB), [Certificate of Installation](#) (PDF: 206KB) and [Technical Compliance Checklist](#) (PDF: 102KB).

See section 3.5.16 of the [Gambling Regulation Act 2003](#)

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3.06 Gaming Machines in a Gaming Machine Area Must Be Connected to Approved Electronic Monitoring System

A person must not be allowed to play a gaming machine that is not:

- installed as per the requirements in the Act.
- connected to the Intralot Gaming Services Pty Ltd (IGS) electronic monitoring system.

Heavy penalties apply for non-compliance.

Industry participants can access further information via the following link [Procedures for Certificates of Installation](#)

See sections 3.5.15, 3.5.16 and 3.5.17 of the [Gambling Regulation Act 2003](#).

See section 3.5.17B of the [Gambling Regulation Act 2003](#)

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3.07 Possession of a Gaming Machine that is not in operating order

The VCGLR may authorise in writing any person or class of persons to be in possession of gaming equipment or monitoring equipment for the purpose of testing, research or development or for the purpose of servicing, repair or maintenance.

The VCGLR may authorise in writing a person to be in possession of a gaming machine, being a machine that is not in operating order.

See section 3.2.2 of the [Gambling Regulation Act 2003](#)
See [application for authority to possess a gaming machine](#)

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3.08 Storage of Gaming Machines Not In A Gaming Machine Area

A venue operator must cause any gaming machines not installed in a gaming machine area approved for that purpose by the VCGLR to be stored in a room approved by the VCGLR and secured in the manner approved by the VCGLR.

See sections 3.5.15(1A)(a) and (b) of the *Gambling Regulation Act 2003*
See [application for authority to possess gaming or monitor equipment](#).
See section 3.2.2 of the *Gambling Regulation Act 2003*.

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3.09 Sale or Disposal of Gaming Machines/Equipment

A venue operator's licence authorises the licensee, while holding a gaming machine entitlement or under an authorisation under section 3.2.2(2B), to sell or dispose of a gaming machine or gaming equipment acquired for the purpose of use in an approved venue operated by the licensee.

Refer to section 3.4.1(ac) of the [Gambling Regulation Act 2003](#)

The VCGLR may authorise, in writing a venue operator to be in possession of, or sell or dispose of, gaming equipment after a relevant event.

Refer to section 3.2.2(2B) of the [Gambling Regulation Act 2003](#)

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3.10 Game Changes - Hardware and Software and Changes to the Gaming Machine Area Layout

A venue operator must submit a request for configuration changes to gaming machine hardware and software to the monitoring licensee, Intralot Gaming Services (IGS), via their web interface and iGEM.

[Notice to the Commission of gaming machine installation](#))

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04. Gaming Hours

The *Gambling Regulation Act 2003* and the [Commission's rules \(as in force on 21 February 2007\)](#) outline the specific conditions and restrictions that apply to when gaming can be lawfully conducted.

Chapter 4.2 relates to the conditions and restrictions applicable to gaming periods (i.e. minimum 4-hour shutdown after every 20 hours of gaming).

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4.1 Gaming Periods

A venue operator may offer gaming to a person only:

- during the period or periods when a licence, granted under the *Liquor Control Reform Act 1998* in respect of the premises, authorises the consumption on those premises of liquor supplied on those premises; or
- in the case of premises licensed under Part I of the *Racing Act 1958*, during a race meeting but not during any break from gaming that the venue operator takes in order to comply with a condition of premises approval or a venue operator's licence.

A venue operator must, during any period in which the venue operator offers gaming to a person, afford members of the public aged 18 and over unfettered access to the gaming areas of the venue, subject to the Act, any conditions on the venue operator's licence and any rules made by the Commission that apply to the venue operator.

[See the Commissions Rule 3 \(as in force on 21 February 2007\), Part 2 \(Conduct of Gaming\)](#)

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4.2 Restriction on Gaming Periods

There must be a continuous 4 hour break from gaming after every 20 hours of gaming; and there must not be more than 20 hours of gaming each day. This does not apply to premises on any day or date specified in an approval of premises or in a venue operator's licence as a day on which 24 hour gaming is permitted on the premises.

Refer to section 3.3.9 of the [Gambling Regulation Act 2003](#)

Refer to Venue Manual [Chapter 4.3 - 24 Hour Gaming Approval](#)

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4.3 24 Hour Gaming Approval

An approval of premises as suitable for gaming may include an approval for 24 hour gaming on the premises on any one or more days if:

- (a) the premises are in the Melbourne Statistical Division; and
- (b) the pub licence or club licence that applies to the premises authorises the supply of liquor at any time.

Sections 3.3.3 and 3.3.4 of the [Gambling Regulation Act 2003](#) provides further requirements when applying for approval of 24 hour gaming.

Please contact the VCGLR on 1300 182 457 if you wish to apply for 24 hour gaming.

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4.4 Out of Hours Gaming (is Prohibited)

A person must not play a gaming machine in an approved venue at any time when the approved venue is closed to the public.

If a person is found guilty of playing a gaming machine when the venue is closed to the public all winnings (except linked jackpots) paid or payable to the person as a result of the commission of the offence are forfeited to the State; and all linked jackpots paid or payable to the person as a result of the commission of the offence are to be returned to the jackpot special prize pool.

Refer to section 3.5.22 [Gambling Regulation Act 2003](#)

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05. Patrons

This chapter relates to the actions that a venue operator or entitlement holder respectively is authorised, instructed or required to take concerning the conduct and welfare of patrons engaged in playing gaming machines at their venue.

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5.1 Patron Access to Gaming

A venue operator, during any period in which the venue operator offers gaming to a person, must allow members of the public aged 18 and over unfettered access to the gaming areas of the venue, subject to:

- the *Gambling Regulation Act 2003* (the Act)
- any conditions on the venue operator's licence
- any rules the Commission may make under section 3.5.23 of the Act.

These requirements are in addition to any non-gaming regulations or statutes, including any obligations in place under a State of Emergency or State of Disaster.

However, the venue operator may:

- impose and enforce a code of dress that is reasonable in the circumstances (and not inconsistent with any dress code the Commission may impose);
- exclude from the venue a person whose behaviour would be unacceptable in a public place;
- exclude from the venue a person who has sought to be excluded from gaming venues under a voluntary self-exclusion scheme;
- exclude a person engaged in syndicate play.

See [Rule 3 of the Commission Rules](#)

See [Responsible Gambling Chapter 2.0 Self-Exclusion Program](#)

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5.2 Removal of Certain Persons

A venue operator may remove from or refuse entry to the operator's approved venue any person who:

- breaches rules made by the Commission;
- damages or physically abuses a gaming machine;
- behaves in a manner likely to cause offence to other persons;
- is suspected on reasonable grounds of being in the approved venue for the purpose of committing an offence, or aiding another person to commit an offence

The venue operator may use no more force than is reasonably necessary to remove a person under the above conditions.

Refer to section 3.5.43 of the [Gambling Regulation Act 2003](#)

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5.3 Playing of Gaming Machines by Intoxicated Persons Prohibited

A venue operator must not knowingly allow a person who is in a state of intoxication to play a gaming machine.

Refer to section 3.5.33A of the [Gambling Regulation Act 2003](#)

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5.4 Patron Disputes

In the event of a dispute over a refusal to pay a prize (circumstances may relate to a suspected gaming machine malfunction or a dispute over the application of the game rules), a venue operator must resolve the dispute in accordance with dispute resolution procedures which have been approved by the Commission.

Industry participants can access further information via the following link to the Commission approved [Dispute Resolution Procedures](#) (PDF: 83KB).

Industry participants can also access, via the following links, templates for [Patron Dispute Form](#) (PDF: 65KB), [Game Play Recall Information Form](#) (PDF: 60KB) and [Suspected Malfunction of a Gaming Machine Form](#) (PDF: 58KB). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format.

Refer to sections 3.5.20(3) and 3.5.23(1)(f) of the [Gambling Regulation Act 2003](#)

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5.5 Patrons Requesting Transactions Receipts

The Australian Consumer Law covers the issue of patron requests for transaction receipts. It is the responsibility of the venue operator to monitor any changes to this legislation.

[Section 100 of The Trade Practices Amendment \(Australian Consumer Law\) Act \(No 2\) 2010](#)

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5.6 Loyalty Schemes

Sections 3.5.36 to 3.5.41 of the [Gambling Regulation Act 2003](#) and [Gambling Regulation \(Pre-commitment and Loyalty Scheme\) Regulations 2014](#) set out the current legislated requirements with regard to loyalty schemes.

The Commission monitors the introduction and management of loyalty schemes to ensure compliance with the legislated requirements.

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5.7 Pre-commitment Scheme

Part 8A of Chapter 3 of the [Gambling Regulation Act 2003](#) and the [Gambling Regulation \(Pre-commitment and Loyalty Scheme\) Regulations 2014](#) set out the legislative requirements with regard to the pre-commitment scheme.

The Player Account Equipment Technical Standard, published on the VCGLR website, sets out the requirements for the pre-commitment player account equipment that needs to be installed in gaming venues state-wide prior to 1 December 2015.

The Commission will monitor the implementation and operation of the pre-commitment scheme in venues to ensure compliance with the legislative requirements.

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06. Gaming Machine Interference

The following chapter outlines the rules governing unprotected devices, unlawful interference and protection of the sensitive areas of gaming equipment.

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6.1 Gaming Prohibited on Unprotected Devices

A venue operator must not without lawful excuse be in possession of or permit gaming on a gaming machine unless the computer cabinet of the gaming machine is securely sealed.

At any time when a seal on a computer cabinet has been broken, the venue operator must not permit gaming on the gaming machine until the gaming machine has been re-sealed in accordance with procedures approved by the VCGLR.

See section 3.5.9 of the [Gambling Regulation Act 2003](#)

A record of the breaking of the seal of the gaming machine computer cabinet must be entered in the gaming equipment logbook (by GIEs who access the logic area of a gaming machine).

See [Chapter 7.12 – Gaming Equipment Log Books \(Record of Logic Area Access\)](#)

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6.2 Unlawful Interference With Gaming Equipment

A person must not improperly interfere with any parts of the gaming equipment or be in possession of any device made or adapted, or intended by the person to be used, for improperly interfering with the gaming equipment. A person must not insert or cause to be inserted anything other than the gaming token to operate or gain credit on a gaming machine.

If a member of the police force believes on reasonable grounds that a person has committed an offence under the above paragraph, the member may search the person for any device or thing that the member suspects was used in the Commission of the offence.

See section 3.5.10 of the [Gambling Regulation Act 2003](#)

A venue operator may remove from or refuse entry to the venue any person who damages or physically abuses a gaming machine.

See section 3.5.43(1)(b) of the [Gambling Regulation Act 2003](#)

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6.3 Protection of Sensitive Areas of Gaming Equipment

A person must not do any of the things listed in Section 3.5.11(1) of the Act unless they are authorised to do so under Section 3.5.11(4) of the Act.

See section 3.5.11(1) and 3.5.11(4) of the [Gambling Regulation Act 2003](#)

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07. Gaming Machine Operations - Machine Compliance

Gaming machines in Victoria are required to:

- operate within the parameters set down; and
- provide certain information

under the legislation and Ministerial or Commission Standards. This chapter relates to those requirements.

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7.01 Pre-Commitment Mechanism

A venue operator must not permit gaming on a gaming machine that is capable of applying a time limit or net loss limit set under a system or scheme other than a pre-commitment system. YourPlay is the pre-commitment system in Victorian gaming venues.

See:

- <https://www.yourplay.com.au>
- section 3.8A.13 of the *Gambling Regulation Act 2003*

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7.02 Gaming Tokens

A venue operator must use only gaming tokens in conducting gaming in the approved venue. A venue operator must cause all transactions in respect of the sale or redemption of gaming tokens in the approved venue to be carried out in a manner that ensures the integrity of the transactions.

See section 3.5.19 of the [Gambling Regulation Act 2003](#)

There are limits on non-cash gaming tokens (e.g. TITO tickets and cashless wallets) that must be adhered to. See [Gambling Regulations 2015](#), Regulations 42A and 42B.

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7.03 Clocks

The time of day must:

- be displayed on each gaming machine
- be visible to a person playing a gaming machine
- be accurate to within 5 minutes
- indicate whether the hour is before or after noon
- be displayed continuously while the machine is operating and available for use for gaming
- to not obscure any other information relevant to gaming on gaming machines.

An external clock is required to be mounted on gaming machines that do not have an internal clock built-in.

See regulation 19 of the [Gambling Regulations 2015](#)

A venue operator must not allow a gaming machine to be played if it does not function in the way it was designed and programmed to function, and this includes a gaming machine which is not displaying the time as required.

See section 3.5.21 of the [Gambling Regulation Act 2003](#)

See [Chapter 08 – Events, Faults and Malfunctions](#)

Industry participants can access, via the following link, templates for [Gaming Machine Event Register](#) (PDF: 63KB) and [Suspected Malfunction of a Gaming Machine Form](#) (PDF: 58KB). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format.

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7.04 Electronic Information (Player Information Display (PID))

Each gaming machine available for gaming in Victoria must generate and display electronic game information.

A gaming machine must be capable of generating and displaying, at the election of a player, electronic player information.

See the definition of 'electronic game information' on page 3 of the [Gambling Regulations 2015](#)

See regulation 20 of the [Gambling Regulations 2015](#)

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function, and this includes a gaming machine which has ceased to provide the required player information.

See section 3.5.21 of the [Gambling Regulation Act 2003](#)

See [Chapter 08 – Events, Faults and Malfunctions](#)

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7.05 Jackpot Information

Jackpot information must be provided on each gaming machine that is part of a linked jackpot arrangement.

See the definition of 'electronic game information' on page 3 of the [Gambling Regulations 2015](#)

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function, and this includes a gaming machine that incorrectly displays that it is or isn't part of a linked jackpot arrangement, or does not provide the relevant player information about the jackpot.

If a gaming machine ceases to be part of a linked jackpot arrangement, but can still be played, it must have a sign on it warning players that the gaming machine is, for the time being, not contributing to the linked jackpot arrangement.

See section 3.5.21 of the [Gambling Regulation Act 2003](#).

See [Chapter 08 – Events, Faults and Malfunctions](#)

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7.06 Spin Rates

A venue operator must not allow a game to be played on a gaming machine if the spin rate of the game is less than 2.14 seconds.

See section 3.5.30 of the [Gambling Regulation Act 2003](#)

A venue operator must not allow a gaming machine to be played if it does not function in the way it was designed and programmed to function, and this includes if the spin rate of the game is less than 2.14 seconds.

See section 3.5.21 of the [Gambling Regulation Act 2003](#)

See [Chapter 08 – Events, Faults and Malfunctions](#)

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7.07 Banning Large Denomination Note Acceptors and Autoplay Facilities

A venue operator must not allow a game to be played on a gaming machine that accepts banknotes with a denomination greater than \$50.

A venue operator must not allow a game to be played on a gaming machine unless each spin can be initiated only by a distinct and separate activation of the machine by the player (whether by pushing a play button, touching the screen or otherwise).

See section 3.5.29 of the [Gambling Regulation Act 2003](#).

A venue operator must not allow a gaming machine to be played if it does not function in the way it is designed and programmed to function, and this applies to any gaming machine that accepts \$100 notes or allows “auto-play” in contravention of the above.

See section 3.5.21 of the [Gambling Regulation Act 2003](#).

See [Chapter 08 – Events, Faults and Malfunctions](#)

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7.08 Bet Limit

A gaming machine must have a maximum bet limit of \$5.

See Table 11.2 of the [Australian/New Zealand Gaming Machine National Standard 2016](#).

See [Ministerial Directions gazetted on 02 May 2008](#).

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function, and this includes a gaming machine which accepts wagers greater than \$5.

See section 3.5.21 of the [Gambling Regulation Act 2003](#).

See [Chapter 08 – Events, Faults and Malfunctions](#)

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7.09 Banknote Acceptor Disable Limit

Gaming machine software must incorporate a facility which will automatically disable the banknote acceptor once the credit balance of the gaming machine, or account, if appropriate, exceeds \$1000* expressed in dollars. The limit can be verified by accessing the audit screen of the machine.

*For games assessed and approved under the [Australian/New Zealand Gaming Machine National Standard 2016](#).

Games assessed and approved under the Australia/New Zealand Gaming Machine National Standard, revision 9.0 will disable the banknote acceptor once the credit balance of the gaming machine exceeds \$9949 expressed in dollars.

See Table 11.2 of the [Australian/New Zealand Gaming Machine National Standard 2016](#).

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function, and this includes any gaming machine that allows further banknotes to be accepted after the credit meter has reached the above mentioned limits.

See section 3.5.21 of the [Gambling Regulation Act 2003](#).

See [Chapter 08 – Events, Faults and Malfunctions](#)

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7.10 Non-Acceptance of Invalid Banknote

A gaming machine must incorporate a facility which will disable the banknote acceptor if an invalid banknote is inserted ten times and the screen must display the message “Excessive Banknote rejects”.

See section 6.75, Table 1 of the [Australian/New Zealand Gaming Machine National Standard 2016](#).

A venue operator must not allow a gaming machine to be played if it does not function in the manner in which it was designed and programmed to function, and this includes a gaming machine that does not comply with the requirement mentioned above.

See section 3.5.21 of the [Gambling Regulation Act 2003](#). See

[Chapter 08 – Events](#),

[Faults and Malfunctions](#)

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7.11 Power Supply to Gaming

The VCGLR may grant, with or without conditions, or refuse to grant an application for approval of modification of a gaming machine area having regard to the size, layout and facilities of the approved venue; and any other matter that the Commission considers relevant.

Having a power supply and wiring that can be easily inspected or checked for maintenance and safety is a matter that the VCGLR considers relevant.

Gaming equipment must be connected to a distribution board dedicated to gaming equipment in the venue.

A circuit diagram (or legend) must be displayed in the gaming distribution board, showing each gaming machine floor position number or unit of gaming equipment connected to each circuit.

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7.12 Gaming Equipment Log Book to Record Logic Area Access

Every time access is gained to a logic area of gaming equipment, a record must be made in the logbook kept inside the gaming equipment cabinet or secured near the gaming equipment, detailing

- e. the reason for the access;
- f. the name and licence number of the person accessing the logic area and
- a. the work done.

See [Chapter 6.1 Gaming Prohibited on Unprotected Devices](#)

Industry participants can access, via the following link, a template for a logbook: [Logbook for Gaming Equipment \(Technician Logbook\)](#) (PDF: 45KB). Venues may wish to produce their own logbook. However, the template indicates the minimum details required in a suggested format.

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08. Events, Faults and Malfunctions

The standards contained in this chapter provide guidelines for venue operators, entitlement holders and gaming industry employees in relation to the action that must be undertaken in the case of certain events occurring on gaming equipment, or within the gaming machine area.

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8.1 Electrical Failure at Venue

In case of electrical failure at the venue that has caused the gaming machines to be shut down for any period, the following recommendations are provided to assist venue operators:

[Electrical Failure at Venue](#) (PDF: 46KB).

[Refer to Chapter 8.4 Gaming Machine Events, Faults and Malfunctions](#)

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8.2 Floods / Fires at Venue / Disruption to Gaming

In case of a flood or fire at the venue that has caused the gaming machine area or gaming machines to be shut down for any period, the following recommendations are provided to assist venue operators:

Industry participants can access further information via the following link to guidelines for [Floods / Fires at Venue / Disruption to Gaming](#) (PDF: 44KB).

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8.3 Defective Gaming Machines Not Allowed

A venue operator must not allow a gaming machine that is installed in an approved venue to be played other than for testing purposes, if:

- it does not function in the way it was designed and programmed to function,
- any related gaming equipment (e.g. the SMIB) does not function in the way it was designed and programmed to function concerning that gaming machine,

until the gaming machine or gaming equipment is functioning in which it was designed and programmed to function.

Refer to Section 3.5.21 of the [Gambling Regulation Act 2003](#).

If a patron dispute arises from a gaming machine not functioning in the way it was designed and programmed to function, refer to [Chapter 5.4 - Patron Disputes](#)

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8.4 Gaming Machine Events, Faults and Malfunctions

Sections 5.28 and 6.75 Table 1 of the [Australian/New Zealand Gaming Machine National Standard 2016](#) provide detailed information relating to events that cause gaming machines to cease to function in the manner in which it was designed and programmed to function.

As a minimum, venue operators must ensure that when an event has occurred to cause one or more gaming machine(s) to cease to function in the manner in which it was designed and programmed to function, the gaming machine reacts in the following way:

- There is a clearly displayed message that an event has occurred
- All player inputs are disabled except for a Service Button and, optionally, any inputs required for Audit Mode. This includes disabling coin and banknote input
- An identifiable alarm is sounded for at least 1.5 seconds
- Any game play is saved in its current incomplete condition. The reels must cease spinning immediately
- If the gaming machine was in hopper payout, the hopper is turned off and the brake applied

If a patron dispute arises from a gaming machine not functioning in the manner in which it was designed and programmed to function refer to [Chapter 5.4 - Patron Disputes](#)

Industry participants can access, via the following link, templates for [Gaming Machine Event Register](#) (PDF: 63KB) and [Suspected Malfunction of a Gaming Machine Form](#) (PDF: 58KB). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format.

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8.5 Gaming Equipment Event - Non-Payment to Customer

A venue operator, or holder of a GIE licence, must refuse to pay or to allow payment to be made to a person in respect of a bet made or gaming machine credits accumulated on a gaming machine if the operator or employee reasonably suspects that the gaming machine or any related gaming equipment failed to function in the manner in which it was designed and programmed to function.

The holder of a GIE's licence who refuses to pay or to allow payment to be made to a person in the circumstances referred to above, must inform the venue operator as soon as practicable after the refusal.

In the event of a dispute over a refusal to pay in the circumstances referred to above, the entitlement holder must resolve the dispute in accordance with procedures approved by the VCGLR.

Industry participants can access further information via the following link [Dispute Resolution Procedures](#) (PDF: 83KB).

If a patron dispute arises from a gaming machine not functioning in the manner in which it was designed and programmed to function refer to [Chapter 5.4 - Patron Disputes](#).

Refer to Section 3.5.20 of the [Gambling Regulation Act 2003](#).

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8.6 Substantial / large wins over \$10,000

A win greater than \$10,000 must cause the gaming machine to enter a lock-up mode. The gaming machine may be re-activated after a software verification check is completed by the central monitoring and control system (Intralot Gaming Services (IGS) iGEM system).

A substantial win is the winning of a prize greater than or equal to the VCGLR specified limit, which is \$10,000. The prize amount is defined as the grand total of all winnings for all game elements, including jackpot prize wins. Thus multiple part games such as those with free game sequences, bonus sequences, gamble or other such features are to have their total winnings added, regardless of whether partial transfer to the credit meter has occurred or not. After all of these game elements, if that sum of winnings is greater than or equal to \$10,000 this play is considered a substantial win.

The gaming machine may be re-activated after appropriate audit procedures have been completed but only after a gaming machine signature check is completed and verified by the IGS iGEM system. Note that in the de-activated state the gaming machine may not continue game play nor pay the credit balance to the player via a collect, cancel credit, ticket print or other such means until a gaming attendant has cleared the win at the gaming machine.

Further information can be found on the [Technical Standards](#) web page, where you will need to refer to the following:

- section V3.10 of the [Victorian Appendix](#)
- section 6.106 and 6.107 of the [Australian/New Zealand Gaming Machine National Standard 2016](#).

Also refer to the Intralot Gaming Services (IGS) Venue Procedures Manual for further instructions.

Industry participants can also access a Large Win Payouts Register template via the following link [Large Win Payouts Register](#) (PDF: 60KB). Venues may wish to produce their own documents. This template indicates the minimum details required in a suggested format.

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09. Cashier Station

This chapter encompasses the VCGLR requirements concerning the way a cashier station is constructed and operates, to ensure the protection and integrity of gaming equipment, staff and patrons.

These requirements relate to accessibility of gaming equipment as well as security and OH&S issues.

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9.1 Cashier Station Operations and Installation of Gaming Equipment

The cashier station must be constructed in such a way that ensures that gaming equipment within the cashier station, which is not intended for public use, is not accessible by the public.

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10. Security Arrangements - General

Security of the gaming equipment, venue staff and patrons is an important responsibility for a venue operator.

These requirements relate to the security of gaming and data communications equipment and provide compliance information in relation to the security systems employed by venue operators to protect their gaming equipment, venue assets, patrons and staff.

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10.1 Security - General

It is recommended that all security systems comply with the current industry-accepted [Electronic Security Standards](#) in respect of manufacture, installation and off-site monitoring.

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11. Display and Inspection of Notices, Signs and Rules

Several notices, signs and rules are required, under the legislation, to be displayed in a gaming machine area.

This chapter outlines the manner and location of where and how these specific notices, signs and rules are to be displayed and the form they must take, as approved by the VCGLR.

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11.1 Venue Operator's Licence

A copy of the venue operator's licence or notice of approved venue must be publicly displayed either at the entrance to or the boundary of the gaming machine area or adjacent to the cashier's station.

The directions for the display of the venue operator's licence can be accessed via [VCGR Directions under Section 3.5.27 of the Gambling Regulation Act 2003](#) for the conduct of gaming, financial records and administration of an approved venue.

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11.2 Notices to be displayed at entrances to the Gaming Machine Area

Notice prohibiting persons under 18 years

A notice prohibiting persons under 18 years from entering the gaming machine area (GMA) must be displayed at each entrance to the GMA, and the notice must comply with the VCGLR direction.

The directions for the [display of the notice](#) and [a sample notice](#) can be found on the [VCGLR directions and guidelines](#) web page.

See section 10.7.9 of the [Gambling Regulation Act 2003](#).

Responsible gambling sign

A venue operator must display, or cause to be displayed, outside every entrance to a GMA of an approved venue a responsible gambling sign.

Please see section 35 of the [Gambling Regulations 2015](#) for more information.

A prescribed responsible gambling sign is a sign in the form, and containing the information set out in the player information standards.

At least one responsible gambling sign must be displayed at each entrance to the GMA in such a manner that the information contained in it is visible to a person entering the GMA.

The VCGLR must provide to each venue operator, responsible gambling signs in sufficient numbers to enable the venue operator to comply with this regulation.

Refer to section 3.5.35A of the [Gambling Regulation Act 2003](#).

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11.3 Notice of availability of VCGR Rules

A venue operator must display a notice informing patrons where a copy of the rules made under section 3.5.23 of the [Gambling Regulation Act 2003](#) that apply to the venue operator may be inspected.

The notice must be in the form approved by the VCGLR and displayed in the manner or location determined by the VCGLR.

A venue operator must allow a patron to inspect a copy of the rules upon request.

You can access a copy of the notice and the [Commission Rules](#) from the [VCGLR directions and guidelines](#) web page.

See sections 3.5.23 and 3.5.25 of the [Gambling Regulation Act 2003](#)

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11.4 Player Information Posters

At all times when gaming machines are available for gaming, the venue operator must ensure that player information posters are displayed in the gaming machine area of the approved venue per the Gambling Regulations 2015.

Player information posters must be displayed in such a manner that the information contained in them is visible to a person sitting or standing in front of a gaming machine in the area.

Nothing prevents the display of posters containing information in languages other than English.

See regulation 12 of the [Gambling Regulations 2015](#).

For more information, or to order copies of the posters refer to Player Information Standards* on the [signage for gaming](#) web page.

* Previously known as the Minister's Standards, amended to Player Information Standards by the Gambling Regulation Amendment Regulations 2012 that came into operation on 16 August 2012.

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11.5 Player InformationTalkers

At all times when a gaming machine is available for gaming, the venue operator must ensure that a “player information talker” is displayed on the gaming machine so that it is visible from the front of the machine.

If the player information standards set out two or more player information talkers that differ from each other in form or information or both, the different talkers must be distributed evenly, as far as practicable, within the venue.

Nothing prevents the display of talkers containing information in languages other than English.

See regulation 13 of the [Gambling Regulations 2015](#)

For more information, or to order copies of the talkers refer to Player Information Standards* on the [signage for gaming](#) web page.

The talker must be placed so that it does not obstruct access to the label displaying the VCGLR identification number, or any operational functions such as accessing the audit function mechanism.

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11.6 Player Information Brochures

At all times when gaming machines are available for gaming, the venue operator must ensure that player information brochures are available at each cashier area in the approved venue.

At all times when gaming machines are available for gaming in an approved venue, the venue operator must ensure that pre-commitment information brochures are available at:

- each cashier area in the approved venue
- each player service point in the approved venue
- any other place in the approved venue at which casual player cards are made available for players to collect.

See regulations 14 - 16 of the [Gambling Regulation \(Pre-commitment and Loyalty Scheme\) Regulations 2014](#).

See regulation 14 of the [Gambling Regulations 2015](#) for the number of brochures that are required to be made available.

For more information, or to order copies of the brochures refer to Player Information Standards* on the [signage for gaming](#) web page.

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12. Keys and Locks

The VCGLR imposes several conditions on the use and storage of gaming equipment keys and locks.

The following chapter relates to the requirements applicable to gaming equipment keys and locks, their control and management and what a venue must do in the case of lost, stolen or damaged keys.

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12.1 Gaming Equipment Keys and Locks

Each venue's locks and keys for gaming machines/gaming equipment must be exclusive to the venue.

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12.2 Key Control and Management System

Keys to access gaming machines/equipment should be restricted and controlled.

Industry participants can also access a Key Management Register template via the following link [GMA Key Management Register](#) (PDF: 62KB). Venues may wish to produce their own documents. These templates indicate the minimum details required in a suggested format.

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12.3 Lost, Stolen or Damaged Gaming Machine Keys

If a gaming machine key is lost, stolen or damaged, please see the guidelines for lost, stolen or damaged gaming machine keys:

[Lost, Stolen and Damaged Gaming Machine Keys](#) (PDF: 44KB).

Industry participants can also access a Key Management Register template via the following link [GMA Key Management Register](#) (PDF: 62KB). Venues may wish to produce their own documents. This template indicates the minimum details required in a suggested format.

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13. Supervision of Gaming Machine Area / CCTV Requirements

Surveillance of the gaming machine area (GMA), either by physical supervision or electronic means, is required under Rule 4 of the VCGR Rules and Section 3.1.4 of the *Gambling Regulation Act 2003*, which relates to the 'conduct of gaming' being a reference to the management, use, supervision and operation of gaming equipment.

This chapter relates to the VCGLRs requirements for supervision of the GMA by physical or electronic means, including the number of licensed staff required and the technical requirements and capabilities of any CCTV system employed.

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13.1 Electronic and Physical Supervision for the Conduct of Gaming

Rule 4 of the Commission rules, states that a venue operator must ensure that the operation of the gaming machine area and each gaming machine is subject to continual supervision. Supervision may be electronic or physical or a combination of both.

For a copy of the Commission rules for venue operators, see [Commission rules for venue operators](#)

Requirements for electronic and physical supervision are detailed in section 4.2 of the [Accounting and Auditing Venue Requirements \(AAVR\)](#).

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14. Credit / Cash Facilities / Payment of Accumulated Credits / Book Pay Vouchers

The [Gambling Regulation Act 2003](#) and Rule 5 of the [VCGR Rules](#) outline the specific conditions that apply to the provision of credit in an approved venue and the provision and placement of any cash facility in an approved venue.

The requirements in this chapter also encompass the cashing of cheques and venue obligations in relation to the payment of accumulated credits and large wins and payouts.

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14.1 Credit

A person who holds a licence under the [Gambling Regulation Act 2003](#), or an entitlement holder, must not make a loan or extend credit in any form to any person to enable that person or any other person to play a gaming machine in an approved venue.

Refer to section 3.5.31 of the [Gambling Regulation Act 2003](#)

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14.2 Cash Facility / Placement of ATMs

Cash Facility

Prohibitions on certain cash facilities- approved venue not on a racecourse

A venue operator must not provide, or allow another person to provide on the venue operator's behalf, a cash facility in the approved venue other than an automatic teller machine for which the venue operator holds an approval under the *Gambling Regulation Act 2003* (the Act) and is provided per the approval, or an EFTPOS facility that complies with 3.5.33C(3) of the Act.

A compliant EFTPOS facility must not allow a person to obtain an amount of cash exceeding \$200 per transaction on any one debit or credit card, must not allow a person to obtain cash exceeding \$500 on any one debit or credit card within 24 hours and must not allow a person to obtain a cash advance from a credit account. Please note the 24-hour period is calculated as commencing from the time of the first withdrawal so at no time in any 24-hour period may a venue operator permit a patron to withdraw an amount exceeding \$500 from any one card.

It is an offence for a venue operator to allow a person to obtain cash from an EFTPOS facility unless the facility is operated by a person employed or engaged by the venue operator, including by entering the amount of funds to be obtained.

Any ATM approved by the VCGLR to be located in a gaming venue will be subject to the same restrictions, where the default conditions of the approval include that the ATM must not allow a person to obtain an amount of cash exceeding \$200 per transaction on any one debit or credit card, must not allow a person to obtain cash exceeding \$500 on any one debit or credit card within 24 hours and must not allow a person to obtain a cash advance from a credit account.

Refer to section 3.5.33C of the [Gambling Regulation Act 2003](#).

Placement of ATMs

Rule 5 of the [Commission rules \(as in force on 21 February 2007\)](#) states that ATM and EFTPOS devices must not be accessed by any person within the gaming machine area of an approved venue for the purpose of withdrawing cash.

Please note this rule continues to apply.

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14.3 If an approved venue is on a racecourse

Prohibitions on certain cash facilities- gaming machine area in approved venue on a racecourse

Inside the Applicable Area

The gaming machine area of an approved venue that is on a racecourse and each area that is less than 50 metres walking distance away from an entrance to the gaming machine area is referred to as the **applicable area**.

A venue operator must not provide, or allow another person to provide on the venue operator's behalf, a cash facility in the applicable area other than an EFTPOS facility that complies with 3.5.33D(3) of the [Gambling Regulation Act 2003](#).

A compliant EFTPOS facility must not allow a person to obtain an amount of cash exceeding \$200 per transaction on any one debit or credit card, must not allow a person to obtain cash exceeding \$500 on any one debit or credit card within 24 hours and must not allow a person to obtain a cash advance from a credit account.

The venue operator must ensure that a person is not able to obtain cash in the applicable area from an EFTPOS facility without the facility being operated by a person employed or engaged by the venue operator (including by entering the amount of the funds to be obtained).

See section 3.5.33D of the [Gambling Regulation Act 2003](#).

Outside the Applicable Area

In relation to an approved venue that is on a racecourse, for all other areas outside the applicable area, a venue operator must not provide, or allow another person to provide on the venue operator's behalf, a cash facility in the approved venue that does not comply.

A cash facility complies if it does not allow a person to obtain an amount of cash exceeding \$200 in any in any one transaction on any one debit or credit card or obtain a cash advance from a credit account.

See section 3.5.33DA of the [Gambling Regulation Act 2003](#).

Rule 5 of the [Commission rules \(as in force on 21 February 2007\)](#) states that ATM and EFTPOS devices must not be accessed by any person within the gaming machine area of an approved venue for the purpose of withdrawing cash.

Please note this rule continues to apply to all approved venues, including approved venues on racecourses.

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14.4 Payment of Accumulated Credits and Cashing of Cheques

Payment of Accumulated Credits

Any amount

A venue operator must, at the request of a person, pay out any accumulated credits (regardless of the amount) from a gaming machine to the person by cheque that is not payable to cash.

Accumulated credits less than \$2000 may be paid out:

- in cash
- by cheque that is not payable to cash
- by electronic funds transfer (EFT) if requested by the person

Accumulated credits \$2000 or more must be paid out:

- by cheque that is not payable to cash
- by electronic funds transfer if requested by the person, but the funds must be transferred in such a way that they are not available to the person for at least 24 hours after the transfer.

Accumulated credits of \$2000 or more must not be paid out in cash under any circumstances.

Please note that the requirement to pay out by EFT is not required if the venue operator does not have the facility to do so as described above.

Refer to section 3.5.33 of the [Gambling Regulation Act 2003](#).

Cashing of Cheques

The promotion or operation of cheque cashing services by any person in gaming venues or on gaming venue property, including the cashing of cheques by venue operators or a third party, is prohibited.

In relation to the cashing of cheques at gaming venues, it is an offence for:

- a person (including a venue operator) to give to another person cash or other gaming token in exchange for a cheque at a gaming venue;
- a venue operator to allow another person to give cash or other gaming token in exchange for a cheque at a gaming venue;
- a person (including a venue operator) to publish or cause to be published at a gaming venue, any advertising for a cheque cashing service;
- a venue operator to allow a person to publish or cause to be published at a gaming venue,

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any advertising for a cheque cashing service.

For the purposes of these offences, a gaming venue includes any land owned or leased by the venue operator on which the venue is located including any car park owned or occupied by the venue operator and used primarily by patrons.

Refer to section 3.5.32 of the [Gambling Regulation Act 2003](#).

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14.5 Large Wins and Payouts

A large win register must be maintained to allow for identification of all significant gaming machine wins and jackpots awarded greater than \$10,000. The register must enable the identification and verification of the large win details and also the patron to whom the payout was made.

Industry participants can access a Large Win Payouts Register template via the following link [Large Win Payouts Register](#) (PDF: 60KB). Venues may wish to produce their own documents. This template indicates the minimum details required in a suggested format.

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14.6 Book Pay Vouchers

Payment of accumulated credits and Jackpot wins for amounts above a gaming machine's hopper payout limit is facilitated by a cash ticket printed by the gaming machine or via a Book Pay initiated by venue staff.

Venues are responsible for the production of Book Pay Vouchers for use in their venues and these are to be produced in a duplicate form to provide separate venue and player copies.

Industry participants can access a Book Pay Voucher template via the following link [Book Pay Voucher Template](#). This template indicates the minimum details required in a suggested format.

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15. Advertising

The *Gambling Regulation Act 2003* prohibits the publication of any gaming machine advertising outside the gaming machine area of an approved venue.

This chapter outlines the requirements applicable to the publication of gaming machine advertising as well as those applicable to the display of any gaming machine related signs.

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15.1 Publication of Gaming Machine Advertising

A venue operator, or a person on behalf of the venue operator, must not publish or cause to be published any gaming machine advertising outside the Gaming Machine Area of an approved venue.

A venue operator may, or a person acting on behalf of a venue operator may, disseminate gaming machine advertising to a person who requested, in writing, gaming machine advertising from the operator or person.

Refer to sections 3.5.34AA and 3.5.34 of the [Gambling Regulation Act 2003](#)

A loyalty scheme provider may, subject to section 3.5.40 of the [Gambling Regulation Act 2003](#), disseminate gaming machine advertising to a participant in a loyalty scheme.

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15.2 Gaming Machine Related Signs

A person must not display or cause to be displayed any gaming machine related signs, unless the sign is located in the gaming machine area (GMA) of an approved venue and is displayed to be viewed primarily from inside the GMA.

Refer to section 3.5.35 of the [Gambling Regulation Act 2003](#) and regulation 5(a) of the [Gambling Regulation \(Signage\) Regulations 2005](#)