

## VENUE ASSESSMENT TEMPLATE

VENUE: GMV: VENUE MANAGER:	SOCIETY: REP:	INSPECTOR: DATE: TIME:
PRE-CHECK NOTES:		

SIGNAGE AND OBSERVATIONS <i>(please use notes space below for comments)</i>			
	Venue Licence	Harm Minimisation Policy - <i>available on request</i>	Adherence to venue specific conditions
	Society Contact details	Affordable levels of play encouraged	Layout – <i>as per licence</i>
	Grants - <i>how to apply</i>	How to seek help	ATM – <i>outside defined area</i>
	- <i>venue personnel not involved</i>	Pamphlets - <i>includes odds of winning/characteristics</i>	Access – <i>direct line of sight from every entrance</i>
	- <i>grant complaints to Society</i>	Gaming Machines/EMS controller - <i>secured/locked</i>	CITO – <i>in line of sight of venue staff or 15 min logged sweeps</i>
	Complaints - <i>to Secretary about venue</i>	Jackpot display - <i>not viewable from outside</i> - <i>no casino branding</i>	Primary activity e.g. <i>No. of patrons in venue</i>

**NOTES:**

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**SUGGESTED MANAGEMENT QUESTIONS** *Take a few moments for introductions. It's a good idea to introduce yourself, your role and invite participants to do the same. This helps break the ice and indicates that this will be an interactive session.*

If making changes to venue e.g. gaming area, installing ATM, changing VM, what steps would you take?	
<b>ATM</b> - How do staff monitor gambling patron transactions?	
<b>PRIMARY ACTIVITY</b> – e.g. turnover vs gaming / busiest times for venue/gaming	

This guide was designed to assist inspectors with venue assessments. It is not a definitive template and inspectors may or may not ask each question listed within it. During a venue assessment inspectors will be asking sufficient questions to satisfy themselves that they have a good understanding of a venue's practices including how they meet their harm minimisation obligations. This will allow them to decide how well a venue meets the Department's expectations for each outcome. It is likely that inspectors will often ask other questions which are not included in this guide.

QUESTIONS	COMMENTS
<p><b>FLOAT</b></p> <p><b>Tell me how you manage your cash float</b></p> <p>Consider:</p> <ul style="list-style-type: none"> <li>• amount sufficient for cancelled credits / prize pay-outs etc</li> <li>• does it ever run out - if so how often and what action taken</li> <li>• how is it recorded and reconciled</li> </ul>	
<p><b>BANKING</b></p> <p><b>Tell me about your banking processes</b></p> <p>Consider:</p> <ul style="list-style-type: none"> <li>• who banks</li> <li>• how often/ which day</li> <li>• how do you know how much to bank</li> <li>• what happens if the usual person can't bank for some reason</li> </ul>	
<p><b>CASH HANDLING</b></p> <p><b>Tell me about your gaming machine cashing up process</b></p> <p>Consider whether process ensures staff safety:</p> <ul style="list-style-type: none"> <li>• are patrons still in venue</li> <li>• is cash removed from machines</li> <li>• where is cash held</li> <li>• are machines left open/closed</li> <li>• where are hoppers stored</li> </ul>	
<p><b>GMP SECURITY</b></p> <p><b>How do you keep GMP secure?</b></p> <p>Consider:</p> <ul style="list-style-type: none"> <li>• is money kept in safe</li> <li>• minimal people aware of safe combination/code changed often</li> <li>• insurance cover (be aware that some venues can't get cover)</li> </ul>	
<p><b>GAMING PROCEDURES</b></p> <p><b>Take me through what happens if there is a player dispute</b></p> <ul style="list-style-type: none"> <li>• who is responsible for investigating</li> <li>• what happens if venue cannot resolve the dispute</li> </ul>	
<p><b>What do you expect staff to do if there is an equipment fault?</b></p> <p>Consider:</p> <ul style="list-style-type: none"> <li>• incident acted upon quickly and properly</li> <li>• immediately turns off machine</li> <li>• completes Equipment Fault form</li> <li>• forwards form to Society</li> </ul>	

QUESTIONS	COMMENTS
<p><b>HARM MINIMISATION POLICY</b></p> <p><b>Tell me about your harm minimisation policy</b></p> <ul style="list-style-type: none"> <li>• what does it require you and your staff to do?</li> <li>• do they have any venue practices to look after patrons e.g. limits for cash withdrawals / pay-out limits / escalation process?</li> <li>• how do you support staff to follow these practices?</li> </ul>	
<p><b>TRAINING</b></p> <p><b>Tell me your process for providing harm minimisation training to staff</b></p> <p>Consider:</p> <ul style="list-style-type: none"> <li>• how long after staff start</li> <li>• who provides training</li> <li>• what's covered</li> <li>• are refreshers provided – how often (take photo of training register if available at venue)</li> </ul>	
<p><b>How do you ensure you have a trained staff member on per shift?</b></p> <ul style="list-style-type: none"> <li>• any times this has not happened (request copy of staff roster and ask which ones are HPM trained)</li> </ul>	
<p><b>How do you ensure staff use their training to identify and monitor possible gambling harm?</b></p>	
<p><b>How do you support staff in their harm minimisation work?</b></p> <p>Consider:</p> <ul style="list-style-type: none"> <li>• coaching / quick reference docs / HPA resources</li> <li>• ensures staff are comfortable approaching patrons (if staff not comfortable, what are their options)</li> </ul>	
<p><b>SIGNS OF HARM</b></p> <p><b>Tell me about the different signs which could indicate problem gambling (general and strong signs)</b></p> <ul style="list-style-type: none"> <li>• what messages do you share with staff about different levels of harm</li> </ul>	
<p><b>How do you ensure staff are able to recognise and distinguish between general and strong signs?</b></p>	
<p><b>If staff observe the different signs what are they expected to do?</b></p> <p>Consider:</p> <ul style="list-style-type: none"> <li>• if one general sign observed gently check in with gambler, record in logbook and continue to monitor gambler if 3+ general signs - escalate to strong signs approach.</li> <li>• strong signs: approach sensitively, provide pamphlet, offer support services, support exclusion process</li> </ul>	

QUESTIONS	COMMENTS
<p><b>SCENARIOS:</b> <i>What would VM expect staff to do in following situations?</i></p> <p><b>Use your own examples or some situations from the Choice not Chance videos, website, training or cards etc. for example:</b></p> <ol style="list-style-type: none"> <li>1. Rubbing machine for luck</li> </ol>	
<ol style="list-style-type: none"> <li>2. The same customer then appears aggressive and hits the machine on his way out</li> </ol>	
<ol style="list-style-type: none"> <li>3. The same customer returns the next day, stays in the venue for a few hours this time but just before he leaves, his eftpos declines</li> </ol>	
<ol style="list-style-type: none"> <li>4. The same customer starts coming in more regularly and for longer periods. Sometimes seems angry/frustrated and has a couple of declined transactions</li> </ol>	
<p><b>ACCESS AND MONITORING</b></p>	
<p><b>What processes are in place to prevent minors/excluded gamblers accessing gaming room?</b></p>	
<p><b>What are your expectations of staff monitoring the gaming room?</b></p> <p><i>Consider:</i></p> <ul style="list-style-type: none"> <li>• <i>sweeps - how often and why that length of time (every 15mins often seen as good practice)</i></li> <li>• <i>what are staff required to look out for (minors, excluded gamblers and patron behaviour)?</i></li> <li>• <i>How do you ensure staff monitor the room when they are busy?</i></li> </ul>	
<p><b>When do you expect staff to implement ongoing monitoring of gamblers?</b></p> <ul style="list-style-type: none"> <li>• <i>how is this recorded</i></li> <li>• <i>your expectation of ongoing monitoring during busy times</i></li> </ul>	
<p><b>What are your expectations of staff interacting with gamblers?</b></p> <p><i>Consider:</i></p> <ul style="list-style-type: none"> <li>• <i>take every opportunity to get to know gamblers</i></li> <li>• <i>greet each player</i></li> <li>• <i>chat during cash withdrawals and sweeps</i></li> <li>• <i>check in to see if they are okay based on concerns, time, money spent or behaviour exhibited</i></li> </ul>	
<p><b>What are your expectations of staff getting to know your regulars?</b></p> <ul style="list-style-type: none"> <li>• <i>what percentage of patrons are regulars?</i></li> </ul>	

QUESTIONS	COMMENTS
<b>RECORDING &amp; COMMUNICATION</b>	
<p><b>Tell me about the venue's process for sharing concerns and observations amongst staff</b></p>	
<p><b>What information do you expect staff to share?</b></p> <p><b>How and when do you expect them to share it?</b></p> <p>Consider:</p> <ul style="list-style-type: none"> <li><i>signs observed, behaviour changes, action taken, ongoing monitoring as it helps to build overall picture of gambling activity (review logbook)</i></li> </ul>	
<b>EXCLUSIONS</b>	
<p><b>What are the different forms of exclusions?</b></p>	
<p>SELF</p> <ul style="list-style-type: none"> <li><i>aware they can decline to issue due to lack of information</i></li> <li><i>what would they do if photo not provided?</i></li> <li><i>what would they do if customer refused to have a photo taken?</i></li> </ul>	
<p>VENUE INITIATED</p> <ul style="list-style-type: none"> <li><i>what behaviours would make you issue this exclusion?</i></li> <li><i>when would you expect staff to issue one?</i></li> </ul>	
<p>MVE</p> <ul style="list-style-type: none"> <li><i>who is responsible for completing this?</i></li> <li><i>timeframe for completion?</i></li> <li><i>what do you do with duplicate forms?</i></li> <li><i>who is responsible for the forms?</i></li> </ul>	
<p><b>Who checks exclusions to ensure they are completed to required standard?</b></p>	
<p><b>How do you ensure staff are familiar with excluded gamblers?</b></p>	
<p><b>What are staff expected to do if excluded gambler located in gaming room?</b></p> <ul style="list-style-type: none"> <li><i>if gambler continues to return what actions should you take</i></li> </ul>	

STAFF MEMBER INTERVIEWED:  
ROLE:

INSPECTOR:  
TIME:

**QUESTIONS**

**COMMENTS**

**ATM** - what processes do you follow to monitor gambling customers' transactions?

**PRIMARY ACTIVITY** - what time of the day is the venue / gaming ROOM the busiest?

**FLOAT**

**Tell me how your cash float works**

- *what is the float amount?*
- *does it ever run out - how often/action taken?*

**CASH HANDLING**

**Tell me about your gaming machines cashing up process**

- *are patrons still in venue?*
- *is all cash removed from machines?*
- *where is cash held?*
- *are machines left open/closed?*
- *where are hoppers stored?*

**GAMING PROCEDURES**

**Tell me how you would deal with ...**

- CANCELLED CREDITS  
*(check both name and signature on forms)*
- PLAYER DISPUTES  
*were you trained in how to process these*
- EQUIPMENT FAULT FORM  
*when would you complete this*

**EXAMPLE SCENARIO: if 2 people came to you disputing a prize what would you do?**

- *how would you investigate*
- *if unable to resolve – what is next step*
- *is it ever appropriate to split a prize*
- *tell me situation where it's not appropriate to pay out a prize*
- *what would you do if you didn't pay out prize (review form)*

QUESTIONS	COMMENTS
<p><b>HARM MINIMISATION POLICY</b></p> <p><b>Have you read the venue's policy?</b></p> <ul style="list-style-type: none"> <li>• <i>where is it located?</i></li> <li>• <i>does it set out any venue practices that you must follow to look after patrons?</i></li> <li>• <i>what are these e.g. eftpos and payout limits?</i></li> </ul>	
<p><b>TRAINING</b></p> <p><b>Tell me about any harm minimisation training you have received</b></p> <p>Consider:</p> <ul style="list-style-type: none"> <li>• <i>when received</i></li> <li>• <i>how long after starting</i></li> <li>• <i>who provided</i></li> <li>• <i>what was covered</i></li> <li>• <i>have you received refresher training - how often</i></li> </ul>	
<p><b>Do you have a trained staff member on per shift?</b></p> <ul style="list-style-type: none"> <li>• <i>any times this has not happened</i></li> </ul>	
<p><b>How confident are you putting your training into practice?</b></p> <p>Consider:</p> <ul style="list-style-type: none"> <li>• <i>any situations you are not confident in</i></li> <li>• <i>how would you deal with these situations</i></li> </ul>	
<p><b>What support did your Manager provide to help you put training into practice?</b> <i>e.g. coaching/ quick reference guides / HPA resources / processes</i></p>	
<p><b>What would you do if...?</b></p> <ul style="list-style-type: none"> <li>• <i>a patron responded negatively to your approach or questions</i></li> </ul>	
<ul style="list-style-type: none"> <li>• <i>a patron was someone you knew and didn't want to approach</i></li> </ul>	
<ul style="list-style-type: none"> <li>• <i>you were worried/concerned about a patron – who do you talk to?</i></li> </ul>	

QUESTIONS	COMMENTS
<p><b>SIGNS OF HARM</b></p> <p><b>Tell me about the different signs which could indicate problem gambling</b> (general signs/strong signs)</p> <p><i>(If a staff member cannot give you good, clear examples of general and strong signs you could use HPA scenarios to test whether staff think a gambler is showing general/strong signs and how they would respond)</i></p>	
<p><b>What behaviours would make you start monitoring a gambler?</b></p> <ul style="list-style-type: none"> <li>• <i>how many signs would you observe over an hour or two before you would approach a gambler?</i></li> </ul>	
<p><b>Tell me about a time that you recognised a general sign in a customer?</b></p> <ul style="list-style-type: none"> <li>• <i>what action did you take?</i></li> <li>• <i>if you continued to monitor, what did you notice?</i></li> <li>• <i>is this example recorded?</i></li> </ul>	
<p><b>When would you offer harm minimisation information to patrons?</b></p>	
<p><b>SCENARIOS: <i>What would you do in the following situations?</i></b></p> <p><b>Use your own examples or some situations from the Choice not Chance videos, website, training or cards etc. for example:</b></p> <ol style="list-style-type: none"> <li>1. Rubbing machine for luck</li> </ol>	
<ol style="list-style-type: none"> <li>2. The same customer then appears aggressive and hits the machine on his way out</li> </ol>	
<ol style="list-style-type: none"> <li>3. The same customer returns the next day, stays in the venue for a few hours this time but just before he leaves, his eftpos declines</li> </ol>	
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QUESTIONS	COMMENTS
<b>ACCESS &amp; MONITORING</b>	
<b>How do you reduce access opportunity for minors and excluded gamblers?</b>	
<b>Tell me your manager's expectations for monitoring the gaming room</b> <ul style="list-style-type: none"> <li>• <i>sweeps – how often?</i></li> <li>• <i>what are you required to look for?</i></li> <li>• <i>how do you monitor the gaming room when it gets busy?</i></li> <li>• <i>what steps are taken to ensure ongoing monitoring when shift ends?</i></li> </ul>	
<b>Tell me about a time when you noticed someone entering the gaming room that appeared to be underage – what did you do?</b>  <i>OR what would you do if a minor was located in the gaming room and they had won a jackpot?</i>	
<b>What interactions are expected with gaming patrons?</b>	
<b>When was your last sweep – what did you do and observe?</b> <ul style="list-style-type: none"> <li>• <i>how many customers were your regulars (can they provide details of the regulars behaviour - if no regulars in gaming room - tell me about a couple of your regular customers)</i></li> <li>• <i>are any regulars excluded?</i></li> <li>• <i>do you know what is currently happening in the gaming room?</i></li> </ul>	
<b>Tell me the rough percentage of customers that are regulars</b> <ul style="list-style-type: none"> <li>• <i>what do you do to get to know your regulars?</i></li> <li>• <i>how many of your regulars would you know?</i></li> <li>• <i>have you ever noticed a change in one of your regulars gaming patterns (explain situation / action taken)?</i></li> </ul>	
<b>RECORDING &amp; COMMUNICATION</b>	
<b>Tell me your manager's expectations around recording observations</b> <ul style="list-style-type: none"> <li>• <i>what information should be recorded in your entries?</i></li> <li>• <i>what if you're unable to immediately record information?</i></li> <li>• <i>when did you last record an observation in the incident book?</i></li> <li>• <i>what was recorded (take photo)?</i></li> </ul>	

<p><b>Tell me about the venue's process to ensure staff share information</b></p> <ul style="list-style-type: none"> <li>• <i>what do you do to ensure any concern about a gambler is shared among staff?</i></li> <li>• <i>how do you tell others what happened during your shift?</i></li> <li>• <i>how do you find out what has been happening while you've been away?</i></li> </ul>	
<p><b>EXCLUSIONS</b></p> <p><b>What are the different types of exclusions?</b></p> <p>SELF</p> <ul style="list-style-type: none"> <li>• <i>can you decline to issue this?</i></li> <li>• <i>what if a photo is not provided?</i></li> <li>• <i>what if a customer refused to let you take their photo?</i></li> </ul>	
<p>VENUE INITIATED</p> <ul style="list-style-type: none"> <li>• <i>what are your manager's expectations around issuing this?</i></li> <li>• <i>what would make you issue this exclusion?</i></li> </ul>	
<p>MVE</p> <ul style="list-style-type: none"> <li>• <i>who is responsible for completing this?</i></li> <li>• <i>what is the timeframe for completion?</i></li> <li>• <i>what do you do with duplicate forms ?</i></li> <li>• <i>whose responsibility to complete this / by when?</i></li> <li>• <i>how did you become familiar with your venue's excluded gamblers?</i></li> </ul>	
<p><b>Excluded gambler found in gaming room – what would you do?</b></p> <ul style="list-style-type: none"> <li>• <i>if gambler continues to return, what actions should you take?</i></li> </ul>	
<p><b>How many current exclusions approximately?</b></p> <p><i>(review exclusions)</i></p>	
<p><b>Has gambler ever asked you about exclusions?</b></p> <ul style="list-style-type: none"> <li>• <i>what was the situation?</i></li> <li>• <i>what action did they take?</i> <i>(check exclusion if they completed one)</i></li> </ul>	