

Venue Assessment Form

Enter Inspection Details:

| | | | |
|-------------------------------------|--|------------------------------------|--|
| Venue Name | | Person 1 Name (Venue interview) | |
| GMV | | Person 1 Role | |
| Date (e.g. 14 March 2020) | | Person 2 Name (Venue interview) | |
| Regulator Names (Lead & Support) | | Person 2 Role | |

Inspection Types:

- Risk 1: Integrity – Relevant documents displayed/licence conditions and floor plan, dispute procedures
- Risk 2: Knowledge and understanding of HPM Policy & processes
- Risk 3: Evidence of HPM performance
- Best Practice

Guide:

- 1) You must complete all answers for the relevant Inspection Type
- 2) You must add comments (reasoning) for every question
- 3) You must take photographic evidence of non-compliance for all questions with an asterisk (*), refer to practice notes for guidance on what to photograph
- 4) Use the Practice Notes section to get information on a particular question
- 5) For Q27 (Risk 3), ensure to select to scenarios before you begin the inspection
- 6) Once you have completed the Risk sections required, once back at the office, you must scan the Venue Assessment Form and store in Kōtare

Documentation to view and check:

| | |
|--------------------------|--------------------------------------|
| <input type="checkbox"/> | Harm minimisation Policy |
| <input type="checkbox"/> | Training records |
| <input type="checkbox"/> | Cancelled credits |
| <input type="checkbox"/> | Exclusion folder |
| <input type="checkbox"/> | Equipment fault/Player dispute forms |
| <input type="checkbox"/> | Incident book |



Risk 1: Integrity – Relevant documents displayed/licence conditions and floor plan, dispute procedures

| Number | Question | Satisfied? (Yes/No) | Comments (Reasoning required) | Comments from Venue Manager/Staff |
|--------|------------------------------------------------------------------------------------------|------------------------|-------------------------------|-----------------------------------|
| 1 a) * | Is the Venue Licence displayed and up to date? <i>Check commencement/expiry dates</i> | | | |
| b) * | Are the Society contact details displayed? | | | |
| c) * | Is the Grants info available – info on how to apply? | | | |
| d) * | Is the “Venue personnel not involved” statement displayed? | | | |

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|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| e) * | Is info for how complaints may be made to Secretary displayed? | | | |
| 2 * | Is info on affordable levels of play/how to seek help displayed/available? | | | |
| 3 * | Are pamphlets on odds of winning displayed/available? | | | |
| 4 * | Is advertising of jackpot visible or audible outside the venue? | | | |
| 5 * | Are Electronic Monitoring Systems (EMS) secure? <i>Is the site controller locked and secure?</i> <i>Are there any visible signs of tampering?</i> | | | |

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|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--|--|
| 6 * | If gaming room area is defined, is layout as per licence floorplan? | | | |
| 7 * | Are all access points to Gaming Room able to be monitored appropriately? <i>Is there a direct line of sight from work areas?</i> | | | |
| 8 | If the Venue Licence has specific licence conditions, does the venue satisfy these requirements? | N/A possible | | |
| 9 * | Is the Primary Activity available? | | | |
| 10 * | If there is an ATM at the venue: <i>Is the ATM outside the defined gambling area?</i> <i>Is the ATM in a position that is able to be monitored for signs of problem gambling, eg. Excessive transactions?</i> | N/A possible | | |

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|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| 11 | <p>Is the Harm Minimisation Policy available and is a notice displayed advising a copy is available upon request?</p> | | | |
| 12 * | <p>Does Staff member know how to record Cancelled credits? <i>Has training been provided for how to cancel credit payments and hopper refills? What info is recorded? ie Name/Signature</i></p> | | | |
| 13 | <p>Does the staff member know what to provide in case of Customer disputes/equipment faults? <i>Identification of form and information required Machine should be switched off immediately</i></p> | | | |
| 14 | <p>Is late banking an issue at the venue or is Venue Manager new? (less than 12 months) <i>Name of person responsible for banking How do you know how much to bank? How often do you bank and on what day? What happens if you are unavailable?</i></p> | | | |

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| Number | Question | Satisfied? (Yes/No) | Comments (Reasoning required) | Comments from Venue Manager/Staff |
|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------|-----------------------------------|
| Note: You may need to make your final judgement in office after comparing compliance history/photographs for the below | | | | |
| 15 * | Are any noticeable upgrades within Actual, Reasonable and Necessary (ARN) costs? | N/A possible | | |
| 16 * | Is the main use of the venue available? <i>What activities are advertised?</i> <i>What activities are offered?</i> | | | |

General Comments/Notes

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Risk 2: Knowledge and understanding of Harm

| Number | Question | Satisfied? (Yes/No) | Comments (Reasoning required) | Comments from Venue Manager/Staff |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------|-----------------------------------|
| 17 | <p>Do staff understand purpose of their Harm Minimisation Policy?</p> <p><i>What is the purpose of the HMP and what is expected of staff?</i></p> <p><i>Are there venue-specific requirements?</i></p> | | | |
| 18 | <p>Can staff describe self-exclusion process accurately?</p> <p><i>Can you explain the self-exclusion process and when it would be used?</i></p> <p><i>List three signs of problem gambling</i></p> | | | |
| 19 | <p>Can staff describe Venue-initiated exclusion process accurately?</p> <p><i>How and when do you issue venue-initiated exclusions?</i></p> | | | |
| 20 | <p>Can staff describe Multi-Venue exclusion process accurately?</p> <p><i>Can you tell us what process you follow when you receive a multi-venue exclusion?</i></p> <p><i>Do you use a system, which one?</i></p> <p><i>What happens if this system is down?</i></p> | | | |

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Risk 3: Evidence of Harm Minimisation Performance

| Number | Question | Satisfied? (Yes/No) | Comments (Reasoning required) | Comments from Venue Manager/Staff |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------|-----------------------------------|
| 21 | <p>Are all relevant staff Harm Minimisation trained?</p> <p><i>When were staff last trained?</i></p> <p><i>How often is the harm minimisation refresher training provided?</i></p> <p><i>Who provides training?</i></p> | | | |
| 22 * | <p>Do monitoring practices in the Gaming Room satisfy requirements?</p> <p><i>How do staff monitor gaming room? I.e. Sweeps</i></p> <p><i>How often does monitoring take place?</i></p> <p><i>How do you keep track of when monitoring is due?</i></p> <p><i>When was the last 'sweep' done?</i></p> <p><i>Are records of monitoring kept?</i></p> <p><i>Who was in the gaming room during your last 'sweep'?</i></p> | | | |
| 23 | <p>Does screening of underage players from Gaming Room satisfy requirements?</p> <p><i>How do you identify and remove underage players?</i></p> | | | |
| 24 | <p>Does screening of excluded gamblers from Gaming Room satisfy requirements?</p> <p><i>How do you familiarise yourself with excluded gamblers?</i></p> <p><i>How do you identify and remove excluded players from the gaming room?</i></p> | | | |

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| 25 * | <p>Do staff record incidents of gambling harm appropriately?</p> <p><i>How do you record concerns, observations, interactions, and interventions of and with gambling patrons?</i></p> <p><i>What information should be recorded?</i></p> <p><i>When is an incident recorded?</i></p> | | | |
| 26 * | <p>Is the exclusions folder accurate and up to date?</p> <p><i>Are forms correctly filled out?</i></p> | | | |
| 27 * | <p>Is information on problem gamblers shared with other staff appropriately?</p> <p><i>How do you pass on info for exclusions or other gambling concerns to other staff?</i></p> | | | |
| 28 a) | <p>Can staff respond appropriately to gambling harm scenarios?</p> <p>Gambling Harm Scenario 1</p> | | | |
| b) | <p>Gambling Harm Scenario 2</p> | | | |

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General Comments/Notes

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Best Practice Assessment

| Number | Question | Comments (Reasoning required) | Comments from Venue Manager/Staff |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-----------------------------------|
| 29 * | <p>If there is a TAB kiosk, does the venue satisfy harm minimisation best practice?</p> <p><i>How is harm minimised where a TAB Kiosk is present? ie. No ATM</i></p> <p><i>What is the exclusion process where there is a TAB Kiosk?</i></p> | | |
| 30 | <p>Is facial recognition used?</p> <p><i>How is it used?</i></p> | | |
| 31 | <p>Owner and Manager of venue</p> <p><i>Who is the owner of the venue?</i></p> <p><i>Who is the manager of the venue?</i></p> | | |
| 32 | <p>Are society representatives visiting your venue and how are they supporting you?</p> <p><i>How often do they visit?</i></p> <p><i>What is the purpose of their visits?</i></p> <p><i>Who do society reps talk to? (Managers/Owners or all staff?)</i></p> | | |

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|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| 33 | <p>Does the venue have a cash float large enough to provide winnings?</p> <p><i>Does venue have a dedicated float?</i></p> <p><i>Does it ever run out? If so, what action would be taken?</i></p> | | |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|

General Comments/Notes

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