

Hotel licence self-audit checklist

Liquor & Gaming NSW

Before you complete this checklist

What this checklist is for

It is a valuable tool you can use to help your venue comply with all your obligations under liquor laws. It covers important legislative requirements such as signage, advertising and responsible service of alcohol (RSA). We recommend that you use the checklist regularly to help monitor your compliance. If you check 'No' for any of the questions asked, you may be in breach of your obligations. Our compliance officers use this same checklist when they audit your licensed premises.

Why you need this checklist

The Secretary of the Department of Enterprise, Investment & Trade (the Secretary), Liquor & Gaming NSW (L&GNSW) and the Independent Liquor & Gaming Authority Board (the Authority) can impose conditions on your licence. The Secretary can order you to cease, vary or implement venue practices, order a late hour entry declaration, ban undesirable products and promotions, and require you to contribute and participate in a local liquor accord.

Definition

Unless otherwise specified, the terms 'approved', 'authorised', 'an approval' and 'an authorisation' relate to approvals and authorisations from or by the Authority or an L&GNSW delegate.

How to purchase or download signage and display material specified in this checklist

- bspg.com.au/iveliquorandgamingnsw
- Download the CE0003 'Signage and collateral order form' at liquorandgaming.nsw.gov.au
- Print-at-home signage will be available for download in the 'Signs for your business' section at liquorandgaming.nsw.gov.au

Need more information?

- (liquorandgaming.nsw.gov.au
- Contact us online
- 📏 1300 024 720

Your licensed premises		
Liquor licence number	Licence name	
This checklist completed by		
Full name		
Role/title		Date
		DD/MM/YYYY
This checklist authorised by		
Full name		
Role/title		Date
		DD/MM/YYYY

Liquor operations

- Unless otherwise specified, this liquor operations checklist operates under the *Liquor Act 2007* and Liquor Regulation 2018.
- The first column of this checklist refers to sections in the *Liquor Act 2007* and regulations in the Liquor Regulation 2018.
- If you check 'No' to any of the questions in this checklist, you may be in breach of your obligations and require further inquiry.

Part 1	Primary purpose and licence conditions	
s. 15	Is the venue's principal activity 'the sale or supply of liquor by retail' – in other words, gaming machines do not detract from the venue's character?	Yes No
ss. 11, 52, 53, 54	Does the venue comply with each condition imposed on the liquor licence?	Yes No
ss. 9, 12,	Is liquor sold and supplied strictly as per statutory and licence conditions?	Yes No
14	Does the venue trade only within the hours it is permitted to as per the licence?	Yes No
r. 44	Is a copy of the licence, licence-related authorisations and conditions available at all times to staff members and security?	Yes No
s. 107	Is the licence available for immediate inspection by police or a Liquor & Gaming NSW inspector?	Yes No
Doub 0		
Part 2	Liquor operations, approved incident register and food p	rovision
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Part 2	If the venue trades past midnight, does the licensee maintain an approved incident register?	Yes No
s. 56	If the venue trades past midnight, does the licensee maintain an approved incident register? Can all staff access the approved incident register? Does the approved register show all incidents of violence and anti-social	Yes No
	If the venue trades past midnight, does the licensee maintain an approved incident register? Can all staff access the approved incident register? Does the approved register show all incidents of violence and anti-social behaviour?	Yes No Yes No Yes No
s. 56	If the venue trades past midnight, does the licensee maintain an approved incident register? Can all staff access the approved incident register? Does the approved register show all incidents of violence and anti-social behaviour? Are all incidents entered into the register true and correct? Has the licensee responded to these incidents immediately and	Yes No Yes No Yes No Yes No
s. 56	If the venue trades past midnight, does the licensee maintain an approved incident register? Can all staff access the approved incident register? Does the approved register show all incidents of violence and anti-social behaviour? Are all incidents entered into the register true and correct? Has the licensee responded to these incidents immediately and appropriately? Is the approved incident register available for immediate inspection	Yes No Yes No Yes No Yes No Yes No

Part 2 con	ntinued	
s. 17(4)	Is food available at all times and consistent with responsible service of alcohol (RSA) principles when liquor is sold or supplied on the premises?	Yes No
s. 17(5)	Are there procedures and controls in place to prevent liquor being sold outside the approved trading hours to in-house lodgers or employees?	☐Yes ☐No
Part 3	Minimising intoxication	
s. 73(1)	Are there procedures and controls in place to prevent intoxication, indecent, violent or quarrelsome conduct in the venue? See the L&GNSW GL4003 'Intoxication guidelines' at liquorandgaming.nsw.gov.au .	☐ Yes ☐ No
	Are there procedures and controls in place to detect intoxicated patrons before they enter the venue?	Yes No
s. 73(2)	Are there procedures and controls in place to prevent liquor being sold or supplied to an intoxicated person?	Yes No
s. 73(4), (5)	If an intoxicated person is found in the venue, can the licensee prove all relevant steps were taken to remove the patron from the venue?	Yes No
r. 85	Is drinking water available free of charge to all patrons at all times when liquor is sold or supplied?	Yes No
Part 4	Primary purpose and licence conditions	
r. 9	Has the venue paid the periodic licence fee due on 29 May of each assessment year?	Yes No
Part 5	Liquor self-exclusion	
20	Does the venue operate a voluntary liquor self-exclusion scheme?	Yes No
s. 76	If requested, can staff properly inform patrons of the self-exclusion scheme?	Yes No
s. 76(3)	Has the licensee accepted all requests from patrons wishing to self-exclude from the venue?	Yes No
Part 6	Licensee control	
s. 7	Does the person apparently in control of the venue have an authorisation?	Yes No
s. 8	Does the licensee ensure liquor is only sold in the authorised area of the venue?	Yes No
s. 92(1)(a),	If the licensee or approved managers intends to be absent from	

Part 6 con	tinued	
s. 92(1)(d),	Does the licensee ensure that all instances of letting or sub-letting of any part of the licensed premises have an approval?	Yes No
s. 66(1)	If the manager is absent from the venue for more than 28 days, does the person in charge have an approval?	Yes No
s. 93	If the venue was not trading for a continuous period of more than 6 weeks, was L&GNSW notified?	☐ Yes ☐ No
Part 7	Take-away sales	
ss. 9, 14(4)	Are there procedures and controls in place to prevent liquor being sold or supplied after midnight Monday to Saturday (if authorised) and 11pm on Sundays?	Yes No
Part 8	RSA training and competency card	
rr. 63(3)- (5)	Does the licensee hold a current recognised RSA certification?	Yes No
rr. 63(1)- (2)	Do all staff involved in the sale and supply of liquor hold a current recognised RSA certification?	Yes No
rr. 64(1)-	Do all staff involved in security and crowd control hold a current recognised RSA certification?	Yes No
(2)	Has the licensee sighted each staff member's current recognised RSA certification?	Yes No
r. 63(1)	Does everyone involved in liquor promotions on the hotel premises hold a current recognised RSA certification?	Yes No
	Are all staff able to produce their current physical or digital RSA competency card or interim certificate?	Yes No
r. 75	Has the licensee sighted each staff member's physical or digital RSA competency card or interim certificate?	Yes No
	For any staff working under an interim RSA certificate, is the interim certificate still valid for work?	Yes No
Part 9	Minors	
s. 117(1),	Are there procedures and controls in place to prevent anyone aged under 18 being sold or supplied liquor?	Yes No
(2)	Are there procedures and controls in place to prevent anyone under 18 from consuming or taking away liquor from the venue?	Yes No
s. 117(8)	Are there procedures and controls in place to prevent anyone from obtaining liquor for a minor unless they are the minor's parent or quardian?	Ves No

Part 9 cor	nunuea	
	If the venue has a minors function authorisation, are there procedures and controls in place to ensure staff know and observe all conditions?	Yes No
s. 122	 Giving local police 7 days written notice before each minors function? 	Yes No
	 Ensuring liquor is not sold, supplied, disposed of or consumed in the area in which the function is held? 	Yes No
s. 124	 Are procedures and controls in place to ensure that minors: Do not enter or remain in bar areas or restricted areas of the venue, including areas where gaming machines or tobacco machines are located? and 	Yes No
	• Stay with a responsible adult in the authorised areas?	Yes No
s. 119	If the licensee allows a minor to sell, supply or serve liquor in the venue, have they obtained an approval?	Yes No
r. 84(3)	Has the licensee been issued with a written notice under r. 50 by the Secretary concerning the inclusion of the responsible consumption of alcohol message in any liquor promotion or advertising relating to the venue?	Yes No
r. 84(4)	If Yes, has the licensee complied with the written notice?	Yes No
Part 10	Liquor promotion and advertising	
Part 10	Liquor promotion and advertising Are all the liquor promotions conducted in accordance with the responsible service of alcohol (RSA)?	Yes No
	Are all the liquor promotions conducted in accordance with the	Yes No
s. 99 and r. 84	Are all the liquor promotions conducted in accordance with the responsible service of alcohol (RSA)? Are there procedures and controls in place to prevent intoxication	
s. 99	Are all the liquor promotions conducted in accordance with the responsible service of alcohol (RSA)? Are there procedures and controls in place to prevent intoxication or binge drinking during the liquor promotion? Does the licensee ensure that all liquor advertisements consider	Yes No
s. 99 and r. 84	Are all the liquor promotions conducted in accordance with the responsible service of alcohol (RSA)? Are there procedures and controls in place to prevent intoxication or binge drinking during the liquor promotion? Does the licensee ensure that all liquor advertisements consider the responsible service of alcohol principles? Does the licensee ensure that all liquor promotions or advertisements that involve discounting include the responsible consumption of	Yes No
s. 99 and r. 84	Are all the liquor promotions conducted in accordance with the responsible service of alcohol (RSA)? Are there procedures and controls in place to prevent intoxication or binge drinking during the liquor promotion? Does the licensee ensure that all liquor advertisements consider the responsible service of alcohol principles? Does the licensee ensure that all liquor promotions or advertisements that involve discounting include the responsible consumption of alcohol message?	Yes No
s. 99 and r. 84	Are all the liquor promotions conducted in accordance with the responsible service of alcohol (RSA)? Are there procedures and controls in place to prevent intoxication or binge drinking during the liquor promotion? Does the licensee ensure that all liquor advertisements consider the responsible service of alcohol principles? Does the licensee ensure that all liquor promotions or advertisements that involve discounting include the responsible consumption of alcohol message?	Yes No
s. 99 and r. 84	Are all the liquor promotions conducted in accordance with the responsible service of alcohol (RSA)? Are there procedures and controls in place to prevent intoxication or binge drinking during the liquor promotion? Does the licensee ensure that all liquor advertisements consider the responsible service of alcohol principles? Does the licensee ensure that all liquor promotions or advertisements that involve discounting include the responsible consumption of alcohol message? the GL4001 'Liquor promotion guidelines' at liquorandgaming.nsw.gov.au.	Yes No

Part 12	Deterring crime	
s. 74	Are there procedures and controls in place: • That deter criminal activity in the venue, including the use/supply of illicit drugs and trafficking of stolen goods?	Yes No
s. 74	To report actual or suspected criminal activity to police?	Yes No
s. 74(3)	Are all staff members aware that any criminal activity including stolen goods or prohibited plants/drugs in the venue is prohibited?	Yes No
s. 74(4)	Are all staff aware of the venue's procedures and controls that deter criminal activity in the venue, including the use or supply of illicit drugs?	Yes No
Part 13	Remote liquor sales	
	If the venue sells or supplies liquor via phone, fax, mail order or online, is the liquor licence number displayed on the advertising material or published information?	Yes No
s. 114 and r. 51	Liquor Act 2007 It is against the law to sell or supply alcohol to, or to obtain alcohol on behalf of, a person under the age of 18 years.	Yes No
	Does the licensee require a prospective purchaser to provide date of birth (unless they have done so before) to ensure the purchaser is not a minor?	Yes No
	Does the licensee give a written instruction to the delivery person to ensure that minors do not accept or take possession of liquor purchased and delivered?	Yes No
Part 14	Late hour entry	
	Has the Secretary made a late hour entry declaration relating to the venue?	Yes No
s. 87	If Yes, has the venue complied with that written late hour entry declaration?	Yes No
Part 15	Noise disturbance	
	Does the venue receive noise disturbance complaints from residents, police or the local council?	Yes No
ss. 11,	Has the licensee met with residents to resolve the disturbance issue?	Yes No
79	If Yes, was the disturbance issue resolved voluntarily?	Yes No
	If the venue has LA10 noise and disturbance conditions imposed on the licence, has the licensee complied with these conditions?	Yes No

Part 16	Written direction	
s. 75	If the Secretary has issued a written direction about any matter relating to the venue, have the licensee and staff complied?	Yes No
s. 136	If the Secretary has issued a written direction to contribute to the costs of promoting or giving effect to a local liquor accord, has the licensee complied?	Yes No
Part 17	Signage and resources	
s. 95(1)	Is there a sign at the front of the venue which can be read by a person from outside the premises?	Yes No
and r. 49	Does the sign include the venue name shown on the liquor licence, type of licence and the licensee name shown on the licence?	Yes No
s. 95(2)	If the venue name has been altered, has the licensee obtained a written approval?	Yes No
s. 127 and r. 50	Is Sign 1L (under 18s not to be served alcohol) prominently displayed at the bar or, if no bar, at or close to every public entrance?	☐ Yes ☐ No
s. 127 and r. 52	If the venue has restricted areas, is Sign 2L (minors not permitted in this area) prominently displayed at or close to the entrance to the restricted areas?	☐ Yes ☐ No
s. 97 and r. 54	If the venue has minors authorisation areas, is Sign 3L (under 18 authorisation area) prominently displayed at each entrance to a minors authorisation area?	Vae No

If the hotel has a designated bottle shop, is Sign 3L (under 18 authorisation area) prominently displayed in areas dedicated to the sale of liquor by retail in sealed containers?



No

No

Note: You may either purchase signs from L&GNSW, or print it out yourself. Please see the 'Signs for your business' section at <u>liquorandgaming.nsw.gov.au</u> for the correct signs to be displayed.

If purchasing the signs from L&GNSW, some of these signs are available:

- in durable UV-resistant hard plastic
- as decal stickers for placing on glass panels.

Gaming operations

- Unless otherwise specified, the first column of this gaming operations checklist refers to sections in the *Gaming Machines Act 2001* and regulations in the Gaming Machines Regulation 2019.
- If you check 'No' to any of the questions in this checklist, you may be in breach of your obligations and require further inquiry.

Part 18	Gaming machines	
s. 56	Do all approved gaming machines kept or disposed of by the hotel have an authorisation?	Yes No
s. 133(1)	Are all approved gaming machines kept at the venue connected to the authorised Centralised Monitoring System?	Yes No
	Do all gaming machines function in the manner for which they are designed and have an approval?	Yes No
s. 76	Are faulty gaming machines switched off as soon as practicable?	Yes No
and r. 10	Is an 'out of order' notice displayed?	Yes No
	Are patrons not allowed to play until the gaming machine is repaired?	Yes No
s. 77	Are there procedures and controls in place to prevent gaming machines being interfered with?	Yes No
	Does the licensee ensure all gaming machines have intact security seals?	Yes No
s. 69(1)	Does the licensee ensure all gaming machines kept on the venue premises have an approval, and have approved button labels, artwork, compliance plates and approved software?	Yes No
Part 19	Responsible conduct of gaming / harm minimisation	
s. 39	Does the licensee ensure all gaming machines are not operated during the general 6-hour shutdown period?	Yes No
ss. 40, 40A, 41	If the venue has an alternative gaming machine shutdown period (compared to the general shutdown period) has the licensee been granted approval?	☐ Yes ☐ No
s. 47(2)(d)	Are there procedures and controls in place that prohibit gaming patrons receiving free or discounted liquor, or free credits?	Yes No
s. 45(2)	Are there procedures and controls in place that prohibit gaming patrons receiving any prize or free giveaway that is indecent or offensive?	Yes No

Part 20	Problem gambling counselling and gaming self-exclusion	n
s. 46	Has the venue established a link with an approved gambling counselling service?	Yes No
and r. 44	If requested, can venue staff properly inform patrons of the details of the counselling service?	Yes No
	Does the venue operate a self-exclusion scheme?	Yes No
s. 49 and r. 45	If Yes, does the licensee ensure patrons have access to the self-exclusion scheme?	Yes No
	Does the licensee ensure patrons know how the self-exclusion scheme works?	Yes No
r. 44(4)	Does the licensee ensure the club displays a notice (either their own, or Sign 5G 'Need a break from gambling') which publicises the gambling counselling service and self-exclusion scheme?	Yes No
s. 46(3)	Does the licensee ensure a written agreement with a gaming counselling service is available for immediate inspection by a Liquor & Gaming NSW inspector?	Yes No
Part 21	RCG training and competency card	
s. 47(2) (c)(ii) and r. 57	Does the licensee hold a current recognised RCG certification?	Yes No
F7(4)	Do all staff members involved in the conduct of gambling hold a current recognised RCG certification?	Yes No
r. 57(4)	Has the licensee sighted each staff member's current recognised RCG certification?	Yes No
	Can all staff members produce their current physical or digital RCG competency card or interim certificate?	Yes No
r. 56	Has the licensee sighted each staff member's physical or digital RCG competency card or interim certificate?	Yes No
	For any staff working under an interim RCG certificate, is the interim certificate still valid for work?	Yes No

Part 22	ATM and EFTPOS terminals		
	Does the venue have ATM or EFTPOS	S terminals?	Yes No
s. 47(2)(g) and r. 24	Is this problem gambling notice displayed so a person can clearly see the notice while using the ATM or cash-back terminal?	Help is close at hand GambleAware gambleaware.nsw.gov.au 1800 858 858	Yes No
r. 28		Is the ATM or EFTPOS terminal located outside the gaming	
s. 47C	Does the licensee ensure that the ATI cash withdrawals from a credit card a		☐ Yes ☐ No
Part 23	Minors		
LA s. 123 -	Are there procedures and controls in under 18 does not enter or remain in		Yes No
	Does the licensee ensure all minors a the hotel's gaming area?	re removed immediately from	Yes No
GMA ss. 50, 51	Are there procedures and controls in playing the gaming machines?	place to prevent minors from	Yes No
Part 24	Cashing cheques		
r. 25(1)(b), (c)	Does the licensee ensure that cheque cheque per person per day up to a m		Yes No
r. 25(1)(a)	Does the licensee ensure that the chemanager or hotel owner?	eque is made out to the hotel	Yes No
r. 25(1)(d)	If the cheque has been dishonoured, in place to prevent the same person f	•	Yes No
r. 25(2)	Does the licensee ensure that all chec 2 working days?	ques are banked within	☐Yes ☐No
Part 25	Cash advances		
LA s. 17(1)	Are there procedures and controls in being given to patrons?	place to prevent cash advances	Yes No

Part 24 co	ntinued	
LA ss. 17, 109(1)	Are there procedures and controls in place to prevent false recording of cash advances for gambling as credit transactions?	Yes No
LA s. 17 and 108	Are there procedures and controls in place to prevent staff from extending/offering credit to patrons to gamble?	Yes No
s. 75	Does the licensee ensure that the gaming machines do not provide cash or credit other than as a scheduled prize?	Yes No
Part 26	Gaming-related advertising and signage	
s. 43(1) and c. 41	Does the licensee ensure all external gaming-related advertisements are prohibited?	Yes No
s. 44(1) and c. 41	Does the licensee ensure that there is no external gaming-related signage and that all internal gaming-related signage is positioned so it cannot be seen from outside the hotel?	
	Note: This includes gaming machine jackpot monitors.	Yes No
s. 43(1)	Does the licensee ensure there is no outdoor sign that advertises gaming machines?	Yes No
Part 27	Gaming machine location	
s.68A(1)	Are all gaming machines located in the venue's bar area as defined in	
(0)	the Liquor Act 2007?	Yes No
(a)		Yes No
s.68A(1) (b)	the Liquor Act 2007?	
s.68A(1)	the Liquor Act 2007? Are all gaming machines located in the restricted area of the hotel? Does the licensee ensure that all gaming machines are only operated	Yes No
s.68A(1) (b)	the Liquor Act 2007? Are all gaming machines located in the restricted area of the hotel? Does the licensee ensure that all gaming machines are only operated when liquor is legally sold? If the venue operates more than 10 gaming machines, does the licensee ensure that no more than 5 are located in the general bar area and the remainder are located in a gaming room that complies with the Gaming	Yes No

Part 20 CO	nunueu	
s. 44A	Does the licensee ensure that all gaming machines located in the venue do not attract the attention of anyone outside the venue?	Yes No
Part 28	Gaming prizes	
r. 50	Does the licensee ensure that the identity of a patron who wins more than \$1,000 is kept confidential and not published unless requested by the winner?	Yes No
r. 26	If the balance of a gaming machine prize is \$5,000 or more: Is the amount over \$5,000 paid by crossed cheque, or electronic funds transfer (EFT) if the person requests?	Yes No
	If requested, does the venue pay the full amount of the gaming prize paid by crossed cheque or EFT?	Yes No
s. 75A(6)	Does the venue pay all monetary gaming prizes within 48 hours of request by the prize winner?	Yes No
s. 75A(7)	If a prize is not awarded immediately, is the prize winner given a written acknowledgement of the prize?	Yes No
	Do all gaming machine prize schedules have an approval?	Yes No
r. 11	Are non-cash gaming prizes purchased directly from a retailer/ manufacturer?	Yes No
_	If No, has an approval been sought?	Yes No
-	Are all prizes paid in full, including cents?	Yes No
s. 47B and r. 27	Does the licensee ensure that all gaming machine prize winning cheques: • Are clearly identified?	Yes No
	 Contain a statement 'Prize winning cheque – cashing rules apply'? 	Yes No
s. 47A	Does the licensee ensure that all gaming machine prize winning cheques are not cashed at the venue?	
5. 4/A	Note: A person, other than a financial institution, must not accept the transfer of a prize winning cheque with 500 metres of the venue.	Yes No
Part 29	Gaming machine tickets	
r. 105(1)	Is there a designated area (whether by sign or otherwise) where gaming machine tickets may be redeemed?	Yes No
c. 106	Is the hotelier or staff member, who holds a recognised competency card with a current RCG endorsement, authorised to redeem gaming machine tickets?	Yes No

Part 29 co	ntinued	
r. 102	Do all gaming machine tickets include the dollar value of the accumulated credits and unique identification number?	Yes No
r. 103	Do all gaming machines have a lock or other security measure before the machine or equipment can issue a gaming machine ticket representing accumulated credits to a monetary value of more than \$10,000?	Yes No
r. 104	Does the venue's gaming machine ticket system keep a record of all tickets issued, which includes the gaming machine identification number, unique ticket identification number, dollar value, ticket date and time of issue?	Yes No
c. 104	Do all gaming machine tickets have the venue name and problem gambling notice?	Yes No
r. 107	If a gaming machine ticket is not redeemed on the day of issue or the next day or has a value of \$5,000 or more, does the venue record the name, address and signature of person claiming the prize, identification details, time and date of the redemption?	Yes No
r. 108	Does the venue keep a monthly record of all redeemed gaming machine tickets and all unclaimed gaming machine tickets?	Yes No
r. 109	Does the venue display a list of unclaimed gaming machine tickets with a value exceeding \$10 for a period of at least 1 month immediately before the date on which the tickets are due to expire? Note: A ticket expires 12 months from date of issue.	Yes No
r. 109(3)	If the unclaimed gaming machine ticket is not redeemed before it expires, does the licensee ensure that within 3 months of expiration the monetary value of all unclaimed tickets are paid to the Secretary?	Yes No
Part 30	Player reward scheme and promotional prizes	
r. 93	If the hotel operates a player reward scheme, does the licensee give patrons an option of choosing whether or not to participate?	Yes No
s. 45	Does the licensee ensure that all gaming machine promotional prizes, including bonus reward points: • Are not valued at more than \$1,000 and are not offered as cash?	Yes No
	Are not exchanged for cash?	Yes No
s. 45(4)	Does the venue ensure that the player reward scheme participants are aware that the player activity statement is available on request?	Yes No
and c. 42	Does the venue player reward scheme promotional material inform participants that the player activity statement is available on request?	Yes No
s. 45(2)	Does the licensee ensure that all gaming promotional prizes are not indecent or offensive?	Yes No

Part 31	Player card / account	
r. 92(1)	Are all player cards restricted to persons over 18 years of age?	Yes No
r.92(2)	Does the venue sight any documentary proof of the player card holder's identity to confirm they are over the age of 18 years?	Yes No
r.92(3)	Are there procedures and controls in place to record player cards that are lost, stoten or destroyed?	Yes No
r.92(4), r. 22	Are there procedures and controls in place to ensure that all player cards are not issued unless the applicant received information contained within the gambling warning and problem gambling notice?	Yes No
r. 95	Is the amount stored in the player's account or player card limited to a maximum of \$5,000?	Yes No
r.94(1)	Are procedures and controls in place to ensure that a player cannot operate more than one player's account?	Yes No
r.94(2)	Are procedures and controls in place to ensure that cash advances or any other form of credit are not extended to a player's account?	Yes No
r.94(3)(4), r.19	Are all players opening a new account provided with written information regarding security of money, a PIN and player information brochure as described in r.19?	Yes No
94(5)	Is all cash in a player's account kept in a separate account and not used by the venue?	Yes No
r.97(1)(a)	Are all persons issued with a player card informed that the player activity statement is available on request?	☐Yes ☐No
Part 32	Gaming machine records	
r. 143	Does the licensee ensure that all gaming-related business records are kept at the venue for at least 3 years, or another approved place?	Yes No
Part 33	Technician records	
S.76b AND r.16	Does the licensee ensure that all works carried out by a licensed technician on the gaming machines concerning the installation, servicing and repair of an area referred to in s.77 of the Act, or the electronic meters have been reset, are recorded and the records are kept at the venue? Note: The record must contain the date, technician's name and licence number, gaming machine name and serial number of the gaming machine on which the work was carried out.	∏Yes ∏No
	5	

Part 34	Player activity statements			
c. 42, cl. 22	Does the licensee ensure that all player activity statements contain the problem gambling notice?	Help is close at hand GambleAware gambleaware.nsw.gov.au 1800 858 858	Yes	□No
r. 97(1)(b)	electronic payment gaming machines	Does the licensee ensure that all internal promotional material regarding electronic payment gaming machines, that material includes advice that the player activity statement is available on request?		□No
r.97(2)	If a player requested a monthly playe licensee ensure it is made available t		Yes	□No
r.97(3)	Does the player activity statement control turnover, total wins, net expend card was inserted (within 24 hour perpayment machine?	iture, the length of time the	Yes	□No
r.97(4)	Does the licensee ensure that a reco credits and withdrawals for player ac provided to the player on request?		Yes	No
r. 98	Does the licensee keep a record or copy of all player activity statements issued to players?		Yes	No
00	If a patron has a player account and of net expenditure, does the licensee. Adhere to the player's wishes?	e ensure that they:	Yes	□No
r. 99	of establishing a player account?	the weekly expenditure at the time	Yes	No
	Does the licensee ensure that any re account is enacted within 24 hours?	quest for a limit on a player's	Yes	□No
Part 35	Progressive gaming machin	nes and progressive gaming s	ystem	
cc. 76, 77(a) and	If the venue operates a progressive g system, does it have an approval?	gaming machine or progressive	Yes	No
77(b)	Is the jackpot display visible from all the linked progressive jackpot system		Yes	□No
r. 77(c)	Does the hotel ensure an authorised authorised progressive system is not and in so doing deny players the oppiackpots, unless removed under r. 82	deliberately removed from play portunity to win existing progressive	Yes	No
r. 78	Are all gaming machines clearly iden progressive system?	tified as being attached to the	Yes	No
1. 70	Do the house numbers on the gamin	<u> </u>	Voc	

Part 35 co	ntinued	
r. 79	Is the venue gaming machine jackpot prize monitor located in the bar area or gaming room?	Yes No
c. 80(1)	Does the licensee ensure that the venue's progressive gaming machine or progressive gaming system is functioning properly?	Yes No
r. 80(2)	If the venue's progressive gaming machine or progressive gaming system is faulty, does the licensee ensure it is removed from play immediately and an 'out of order' notice displayed indicating it is faulty?	Yes No
r. 81	Does the licensee ensure that unauthorised person/s do not have access to the venue's authorised progressive gaming machine or progressive system?	Yes No
c. 82 (1)(a)	Does the licensee have a written approval to dispose of any progressive machine?	Yes No
c. 82 (1)(b)	Does the licensee have a written approval to dispose of any progressive system?	Yes No
c. 82 (1)(c)	Does the licensee have a written approval to dispose of the accumulated progressive jackpot amounts on the gaming machine / system?	Yes No
r. 83	Does the venue dispose of all accumulated jackpot amounts, less start up amounts in accordance with an approval and within 6 months of that approval?	Yes No
r. 84	Are all unclaimed jackpot prizes older than 12 months paid to the Secretary within 3 months of that 12-month period lapsing?	Yes No
r. 85	Are all particulars kept for manual linked progressive jackpot system prize payments (e.g. date, serial number, prize amount, name, address and signature of person who won the prize, name and signature of one witness)?	Yes No
	If the prize pool amount exceeds \$10,000 on a progressive gaming machine/system, has the licensee ensured the venue established a special account with a financial institution?	Yes No
c. 87(2)	If No, has the licensee obtained a formal guarantee from a financial institution or body that has an approval?	Yes No
	If No, has the licensee received a written approval to enter into any arrangement in order to guarantee the prize payment?	Yes No
r. 90(3)	Does the venue keep a written record of the following: special account, any guarantee obtained or any arrangement entered under subclause (2) (a), (2)(b) or (2) (c)?	Yes No
r. 90(4)	Does the licensee ensure that all records referred to in subclause (3) are forwarded to L&GNSW within 21 days after the end of each instalment period?	Yes No

Part 36 Progressive gaming system reporting

Part 36 continued			
c. 86(2)(a)	Does the licensee or approved manager read and record the monthly electronic turnover meters of the progressive gaming system?	Yes No	
c. 86(2)(b)	Each month, does the licensee read and record the amount shown on the progressive meters of the progressive gaming system?	Yes No	
r. 86(3)	Does the licensee ensure the jackpot reconciliation for the progressive gaming system is prepared monthly?	Yes No	
Part 37	Signage and resources – gaming machines		
r. 23	Is Sign 1G (Gambling warning sign) and 6G (Gambling counselling sign) prominently displayed in each gaming area? Help is close at hand What's gambling really costing you? Help is close at hand What's gambling really costing you? Help is close at hand	☐ Yes ☐ No	
r. 44	Is a self exclusion sign such as the GameCare MSVE exclusion poster, prominently displayed in each gaming area? Note: A 5G (self-exclusion) sign is available on the L&G website.	☐ Yes ☐ No	
r. 18	Is Sign 3G (chance of winning) prominently displayed in each gaming area? That's your chance of hitting the Jackpot on a gaming machine.	☐ Yes ☐ No	
LA s. 127 and LR r. 33	Is Sign 2L (minors not permitted in this area) prominently displayed at or close to each entrance to bar and gaming area?	Yes No	

Part 37 co	ontinued		
r. 22	Is Sign 4G (Gambling counselling sticker) prominently displayed on each gaming machine?	elp is close at hand GAMBLEAWARE gambleaware.nsw.gov.au 1800 858 858	Yes No
c. 24 and 42(7)	Is this problem gambling notice (produced by the venue) prominently displayed on the ATM, cash-back terminal, player activity statement?	Help is close at hand GambleAware gambleaware.nsw.gov.au 1800 858 858	□Yes □No
r. 46	Is Sign 2G (self-exclusion contact cards) securely attached to each bank of gaming machines in a card holder so they can be clear seen when playing a gaming machine or approaching the bank of gaming machines?	Help is close at hand. To find out what support is a wellable for you, visit, op a real 1800 858 858.	☐ Yes ☐ No
rr. 19, 20	Is Brochure 1 (Info about the gaming machines) made available in each gaming area at all times?	Info about the odds Betting on gaming machines? GAMILE ANUAR sanisharov son continues to the	☐ Yes ☐ No
rr. 19, 21	Is Brochure 1 (Info about gaming machines - translated version) in the relvant community language supplied as soon as possible following a patron's request?	了解標率 在增多机上转增7	☐ Yes ☐ No

Note: You may either purchase signs from L&GNSW, or print it out yourself. Please see the 'Signs for your business' section at <u>liquorandgaming.nsw.gov.au</u> for the correct signs to be displayed.

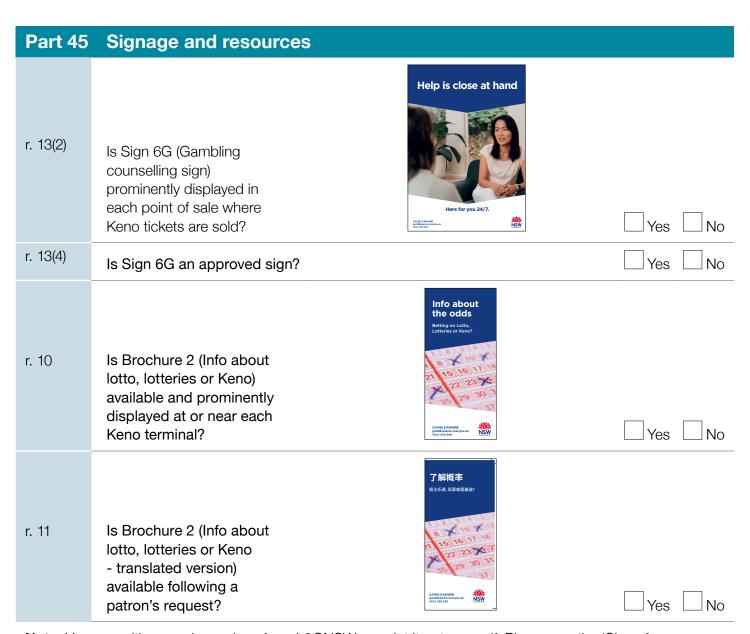
- A number of options showing different images are available for each sign with display of only one required.
 These are available on the L&G website.
- The 'GameCare MVSE' sign can be obtained from AHA NSW.

Keno operations

- Unless otherwise specified, the first column of this Keno operations checklist refers to sections in the *Public Lotteries Act 1996*, regulations in the *Public Lotteries Regulation 2016* and <u>Keno rules</u>.
- If you check 'No' to any of the questions in this checklist, you may be in breach of your obligations and require further inquiry.

Part 38	Conditions	
s. 10	Does the venue operate Keno?	Yes No
s. 14	Does the licensee comply with the conditions imposed by the Minister?	Yes No
5. 14	Does the licensee comply with the conditions imposed by the legislation?	Yes No
s. 22	Is the licensee aware of the Keno rules?	Yes No
	Are venue staff aware of the Keno rules?	Yes No
s. 24(1)(a)	Are the Keno rules (extract) prominently displayed at each place where Keno entries are accepted?	Yes No
s. 24(1)(b)	Is a complete copy of the Keno rules available for inspection free of charge on request?	Yes No
Part 39	Keno staff	
rule 5A(b)	Are all on-duty Keno staff members prevented from playing Keno?	Yes No
rule 6(b)	Is a senior writer present at the venue at all times while a Keno game is in progress?	Yes No
Part 40	Credit betting	
s. 43 and rule 9(a)(b)	Are procedures and controls in place that prevent staff accepting an entry on Keno without payment at the time the entry is made?	☐ Yes ☐ No
Part 41	Gambling inducement	
r. 16	Are procedures and controls in place to ensure staff do not offer or supply any free or discounted liquor to participate in a Keno game?	Yes No

Part 42	Prizes and prize winner		
r. 15	If a Keno prize more than \$5,000 or the lower limit specified by that venue (venue threshold) but less than \$10,000 is won by a patron, has the licensee ensured that the balance, or the full amount (if requested by the patron), is paid by a crossed cheque or electronic funds transfer (EFT)?		Yes No
s. 38 and r. 7		es the licensee ensure that any Keno prize winner's identity is kept ifidential and not published unless requested by the prize winner?	
Part 43	Minors		
s. 44 and rule 5A(c)	Are procedures and controls in place to under 18 from purchasing a Keno entry by electronic means)?		Yes No
Part 44	Advertising		
	Are there procedures and controls in place to prohibit any Keno-related advertisements that:		
	• Encourage a breach of the law?		☐ Yes ☐ No
s. 39 and	• Depict children?		Yes No
r. 14(2)	Suggest that winning will be a definite outcome of participating in a public lottery?		Yes No
	Suggest that entering a public lottery will definitely improve a person's financial prospect?		Yes No
	Breach the Commercial Television Industry Code of Practice?		Yes No
r. 14(3)	all Keno-related advertisements have the problem gambling	delp is close at hand GambleAware Jambleaware.nsw.gov.au	
	message? 1800 858 858		Yes No
s. 43B	Does the licensee ensure that all Keno Keno licensee or the person acting for		Yes No



Note: You may either purchase signs from L&GNSW, or print it out yourself. Please see the 'Signs for your business' section at <u>liquorandgaming.nsw.gov.au</u> for the correct signs to be displayed.

Wagering operations

- Unless otherwise specified, the first column of this wagering operations checklist refers to the *Totalizator Act* 1997 (TA), Totalizator Regulation 2012 (TR) and the *Unlawful Gambling Act* 1998 (UGA).
- If you check 'No' to any of the questions in this checklist, you may be in breach of your obligations and require further inquiry.

Part 46	TAB outlets – conditions	
Does the v	enue operate a TAB?	Yes No
TA s. 57	Is the licensee aware of the totalizator rules that apply to the TAB outlet?	Yes No
IA 5. 31 -	Are staff aware of the totalizator rules that apply to TAB outlet?	Yes No
TA s. 55(a)	Does the venue prominently display a sign at each place bets are accepted stating where a copy of the rules can be viewed?	Yes No
TA s. 55(b)	Is a complete copy of the totalizator rules available for inspection free of charge by a person on request?	☐Yes ☐No
Part 47	Responsible conduct of betting – totalizators, totalizator betting and other betting activity	
s.117A(1)	Do all betting activities adopt the responsible practices in the conduct of totalizators, totalizator betting and any other betting activities approved under s. 13 of the <i>Totalizator Act 1997</i> ?	Yes No
TA s. 117A(2)	Has the licensee complied with all the particulars required by the regulations?	Yes No
Part 48	Credit betting	
TA s. 81	Are there procedures and controls in place that prevent staff accepting a bet on a totalizator without payment at the time the bet is made?	☐Yes ☐No
Part 49	Gambling inducement	
TA s.80B	Are there procedures and controls in place to ensure all staff or agents do not offer or supply free or heavily discounted liquor to patrons that gamble?	Yes No

Part 50	Betting tickets / entry		
TR r. 8	Does the licensee ensure that all betting entries have a problem gambling message?	Help is close at hand GambleAware gambleaware.nsw.gov.au 1800 858 858	Yes No
TA s. 117A(2) (d) and TR r. 8	Does the licensee ensure that all betting tickets are printed with the problem gambling message?	Help is close at hand GambleAware gambleaware.nsw.gov.au 1800 858 858	☐Yes ☐No
Part 51	Advertising		
T. 00	Does the licensee ensure that all total do not contravene the regulations or		Yes No
TA s. 80	Are there procedures and controls in place to prevent staff publishing or causing to publish any totalizator-related advertisements contrary to the regulations and rules?		Yes No
	Are there procedures and controls in place that prohibit any totalizator-related advertisements that:		☐ Yes ☐ No
	Encourage a breach of the law?Depict children gambling?		Yes No
	Are false, misleading or deceptive?		Yes No
TR r. 12(1)	 Suggest participation in gambling activities is likely to improve a person's financial prospects? 		☐Yes ☐No
	 Promote the consumption of alcohol while engaging in gambling activities? 		Yes No
	 Are not published in accordance with decency, dignity and good taste? 		Yes No
	 Breach the Commercial Television Industry Code of Practice registered by the Australian Communications and Media Authority? 		Yes No
TR r. 12(h)	Are there procedures and controls in place that prohibit any totalizator- related advertisements that offer any inducement to participate, or to participate frequently in any gambling activity (including an inducement to open a betting account)?		Yes No
TR r. 12(3)	Does the licensee ensure all totalizator-related advertisements in racebooks, newspapers, magazines, posters, website or other printed form must include	Help is close at hand GambleAware gambleaware.nsw.gov.au 1800 858 858	

Yes No

the problem gambling message?

Part 52	Minors and EBT		
TA s. 84(1)	Are there procedures and controls in place a bet?	to prevent a minor placing	Yes No
TA s. 84(2)	If the venue has Electronic Betting Terminals (EBTs), is the 'TAB under 18' notice prominently displayed on or close to the EBTs?	IMPORTANT INFORMATION ANNORMATION CAMBLE TO THE STATE OF THE STATE O	☐ Yes ☐ No
	Does the licensee ensure all EBTs are moni either by electronic means or staff?	tored at all times,	Yes No
UGA s. 16(1)(c)	Are there procedures and controls in place given to a minor to gamble for a fee or rewa	-	Yes No
TAB Notice	Is the 'TAB under 18' notice prominently displayed close to EBTs? Is the 'TAB rules' notice prominently display close to EBTs?	IMPORTANT INFORMATION A MINOR MUST NOT GAMBLE We consider the control of the co	Yes No
Part 53	ATM and EFTPOS terminals		
	Does the venue have ATM or EFTPOS term	inals?	Yes No
TR r. 10	venue) prominently displayed on or close to each ATM gaml	is close at hand bleAware bleaware.nsw.gov.au 858 858	☐ Yes ☐ No
TR r. 10(4)	Does the licensee ensure the letters and fig gambling notice are at least 2 millimetres him	•	Yes No

Part 54	Signage and resources	
TR r. 9(1)	Is Sign 6G (Gambling counselling sing) prominently displayed in the betting area so anyone in that area can see the content of the sign?	☐ Yes ☐ No
TR r. 9(3)	Is Sign 6G an approved sign?	Yes No
TR r. 6(1) (a)	Is Brochure 4 (Help is close at hand) available in each part of the club where totalizator betting is being conducted?	☐ Yes ☐ No
TR r. 7(2)	帮助近在限尺 为意思用24/打砂金米R支持 Is Brochure 4 (Help is close at hand - translated version) available as soon as possible following a patron's request?	☐ Yes ☐ No
TR rr.6(2), 7(3)	Has the licensee ensured that Brochure 4 and translated versions are approved brochures?	Yes No
TR r. 6(2)	Is the 'TAB under 18' notice prominently displayed in an area where bets are accepted?	☐ Yes ☐ No
3(2)	Is the 'TAB rules' notice prominently displayed in an area where bets are accepted?	☐ Yes ☐ No

Part 54 continued

Note: You may either purchase signs from L&GNSW, or print it out yourself. Please see the 'Signs for your business' section at <u>liquorandgaming.nsw.gov.au</u> for the correct signs to be displayed.

- A number of options showing different images are available for each sign with display of only one required.
 These are available on the L&G website.
- The 'TAB under 18' and 'TAB rules' notices must be obtained from TAB.