

Leigh Barrett and Associates

Venue e-Newsletter July 2016

** All Aboard for Glebe Island

The 2016 Australian Gaming Expo will be held again this year from 9 to 11 August at the Sydney Exhibition @ Glebe Island. And for the first time Leigh Barrett and Associates will be there to let those Sydney-siders know that good regulatory compliance is but a phone call away.

With our recent acquisition of Somers Elite, a nationally accredited RTO, it seemed logical to flag our presence in the Harbour City via a stand at AGE 2016. So if you are attending the Gaming Expo this year, please pop your head into Stand 802 and say hello.

For further details on how to get to Glebe Island by ferry or public transport, Visitor Registration forms, or where to meet us afterwards for a drink, etc, please email johnnie@leighbarrett.com.au

Business Management Issues

** Focus On Your Key Asset – Your Staff

With an increase in the number of drug-related incidents and robberies at gaming venues it is critical that your staff are trained to respond appropriately during these incidents to minimize the potential for themselves or other patrons to be harmed.

LBA has a range of professional development training programs including Armed Holdup Awareness, Dealing With Customers on Drugs, Effective Communication Skills and Managing Difficult Customers designed to give staff practical skills for use in your venue.

If you would like further information about the programs or would like to arrange sessions for your staff please email leigh@leighbarrett.com.au

** RSG Certificates for Contracted Security Staff Must Be On File

During recent venue compliance audits LBA has found that security staff contracted to venues by third-party contractors often do not provide a copy of their current Responsible Service of Gaming certificate to the venue manager.

Venue partners should insist that contracted security staff provide a copy of their current RSG before starting any shifts at the venue.

Gambling Issues

** RG Evaluations Almost Completed

As always, it becomes a mad rush in June and July to receive, collate and analyse the survey questions surrounding the VCGLR RG Code of Conduct Evaluation Program. This year there were an unprecedented number of questions pushing in-depth responses into socio-demographics, staff training and customer perceptions of pre-commitment.

Couple that with several venues forgetting to slip their venue ID sheets into the return package, causing a few mild panics to say the least. However, all is done and into processing.

A big thanks to all our partner venue management, staff and customers who have made this year the most successful RG Evaluation exercise yet. Our thanks also to Georgie Walker and Emily Golding for an inspired behind-the-scenes effort.

** Community Benefit Statements Must Be Lodged By 30 September

LBA reminds our Club venue partners that the audited Community Benefit Statements (CBS) for the period 1 July 2015 – 30 June 2016 **must** be submitted to the VCGLR by 30 September 2016.

Whilst this is a further reminder, the deadline approaches rapidly each year and failure to lodge your CBS by the due date attracts additional tax penalties.

LBA recommends that Club venue partners attend to the CBS as soon as possible in the new financial year.

** Player Activity Statement Obligations

Venue partners are reminded that the *Gambling Regulation Act 2003* requires any venue that offers reward program points for EGM game play to provide a Player Activity Statement (PAS) to every member of that rewards program, even if the balance of the points is zero.

If a member elects to collect his/her PAS from the venue and does not collect it within one month of being advised by the venue that it is available, the venue must suspend the member from the loyalty program. Further, if a member does not collect the PAS within 3 months of being advised, the venue must remove that member from the Program altogether.

Further information about PAS obligations can be found at Section 3.5.37-40 of the Act.

** Children's Stop Signs a Must

LBA audits have found that there are numerous instances recorded in venue incident registers of children being detected in gaming rooms. There are significant penalties for venues when these are reported to the VCGLR.

As previously reported, LBA has produced a Children's Stop Sign to help prevent children entering gaming rooms in venues. These signs are very recognizable by children to the extent that they say to their parents, "I can't go in there", even if it is ignored by the accompanying adult.



These signs are free-standing and life-size for a child of about six years of age and cut-out around the white area.. LBA has negotiated a price significantly less than any comparable sign available (\$ 300.00 +GST).

Those venue partners that are already using the signs have reported a reduction in the incidence of children entering the gaming room. If you would like a sign delivered to your venue, please email leigh@leighbarrett.com.au

Liquor Issues

** Liquor By Any Other Name

Is there a difference between alcohol and liquor? Well, yes there is – they are not necessarily the same thing. Alcohol is ethanol, a chemical substance. Whereas, under the *Liquor Control Reform Act 1998*, "liquor" means a beverage or other prescribed substance, intended for human consumption with an alcoholic content greater than 0.5% by volume at a temperature of 20 degrees Celsius. (This definition differs from State to State in Australia.)

Often we get questions about whether lemon, lime and bitters can be sold to under 18 year-olds, because it contains alcohol. The question should be "Does lemon, lime and bitters contain enough alcohol to be considered to be liquor?" With the very small quantity of bitters usually added to this particular drink, the answer is "Probably not".

Keep in mind that drink-driving limits rely on measurement of blood alcohol concentration (BAC). So if a person is required to have a zero BAC, that might be an issue for them.

For information or assistance on liquor issues email George@leighbarrett.com.au

Food Safety Issues

**** Web-based Temperature Checks On the Way**

LBA auditors regularly find that Food Safety Program temperature check compliance requirements are not being met at venues. They are a time-consuming, but necessary element of providing safe food for patrons.

What if your venue had a system where these checks were done automatically and sent to your computer? What if you could even be advised by SMS if a fridge or freezer registered an unsafe temperature? LBA is currently investigating systems that do just that.

It is hoped that, within the next month LBA will successfully negotiate a group rate with a supplier to provide web-based temperature checks for LBA venue partners.

LBA will provide more detail in the August newsletter.

AUSTRAC Issues

**** Monitor Your Multiple Cheque Winners**

Your AML Program requires you to monitor the gambling behaviour of patrons and to conduct Enhanced Customer Due Diligence (ECDD) for patrons who receive more than a threshold number of cheques over a short period of time.

AUSTRAC has recently requested EGM cheque register information from a number of venues and has asked venues to provide evidence of ECDD being undertaken for patrons receiving a large number of cheques.

As outlined in last month's newsletter, a very handy tool for recording ECDD can be the Suspicious Matter Incident Register that does not necessarily have to be solely for recording of suspicious matters. It can also be used to record the detail of transaction monitoring with the ultimate outcome being that a pattern of play or behaviour was, in fact, not suspicious.

For more information and advice about your AML program email leigh@leighbarrett.com.au

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