



Leigh Barrett and Associates
Venue e-Newsletter March 2018

General Issues

**** Know Your Licence Conditions for Easter**

This-coming Friday, 30 March is Good Friday. Every year many licensees fall foul of the regulators across Australia for not abiding by the opening hours conditions on their liquor licences. As LBA has stated in previously, for a licenced club or hotel, the most valuable asset you have is your liquor licence. *Any* breach of the liquor licence is regarded very seriously by the regulators and can result in significant increases in liquor licence fees, fines and even loss of licence.

LBA urges venue partners to check the conditions on their liquor licence to ensure compliance over the Easter period. If you are uncertain about the meaning of any of the wording on your licence email george@leighbarrett.com.au

**** Daylight Saving Ends 1 April 2018**

Next Sunday we will all experience a *triple treat*. Not only is it Easter Sunday and April Fools Day, but venue partners are reminded that it is also the end of daylight Savings. At 3am Eastern Australian Summer time, the time reverts to 2am Eastern Australian Standard time.

Remember, in Victoria, every EGM must show the correct time, so you must ensure that the clock on each EGM reverts to 2am at that time. There are also implications for trading hours. For example, if your liquor licence allows you to trade until 4am, you will be able to remain open until 4am non-daylight saving time (i.e. an extra hour).

However, venue partners are reminded that all venues must have a minimum “shut-down” period of 4 hours, so if your venue opened at 8am on Saturday 31 March, you must close at 3am on Sunday 1 April.

Gambling Issues

** VCGLR Focusing on Keno Terminals

Many gaming venues that offer Keno have self-serve Keno terminals outside the *green line* (i.e. gaming room). However, in some venues, Keno players have had to collect their winnings from the cashier's station in the gaming room. This practice contravenes the *Gambling Regulation Act 2003* that prohibits the requirement for a person to enter the gaming room to engage in an activity that is not EGM-related.

LBA believes that Tabcorp is working with the VCGLR to find a solution to this issue.

Venue partners with Keno will be (if you have not already been) notified by Tabcorp regarding the paying out of Keno winnings from outside of the gaming room.

** VCGLR Rules Sign Requirements

Under the *Gambling Regulation Act 2003 Guidelines for the Display of Notice 2016* every gaming venue operator must display a sign stating that:

“The Victorian Commission for Gambling and Liquor Regulation Rules for the conduct of gaming in an approved venue are available for inspection from the venue’s cashier’s station.”

As advised in previous newsletters, the venue does not have to actually display the Rules themselves but must display the sign. Historically, VCGLR inspectors have not been pedantic about the characteristics of the sign and so LBA auditors have considered that, so long as the sign is displayed and the inspectors were not concerned about the sign’s characteristics, the all is well. This has changed.

The guidelines state that:

“The notice must be at least A4 size and the text in the notice must be:

- In black and white;
- Clear and legible;
- In the same font size throughout the notice; and of such a size that the text as nearly as possible fills the background on which it is printed.

The notice must be prominently displayed adjacent to each cashier’s station.”

LBA audits will ensure that all venue partners are now complying with the Notice Guidelines.

** Self-excluded Patrons Must Not Be Loyalty Scheme Members

The *Gambling Regulation Act 2003* prohibits a person who is self-excluded from being a member of a loyalty program/scheme of any venue from which they are self-excluded. This is regardless of whether or not the Program allows patrons to accumulate rewards

points for EGM play.

Venue partner must ensure that all Self-excluded patrons are removed from the venue's Loyalty Program.

**** New Audit Process for Gaming Venues**

Earlier this month, the VCGLR emailed all EGM gaming venues advising of a new audit process to "better assess the accuracy and completeness of reported gaming machine data." The process requires gaming venues to provide the VCGLR with soft meter readings from all of their operational EGMs for three consecutive days in the form provided by the VCGLR.

Venues will be contacted by the VCGLR by phone and email prior to the audit and advised of the process.

Given that the VCGLR intends to audit approximately 10 venues per week, it is expected that most venues will be audited annually.

Liquor Issues

**** 2018 Liquor Licence Renewal Fees**

Venue partners are reminded that, if the venue's 2018 Liquor Licence Renewal Fee has not been paid by 31 March 2018, then it is illegal to continue to trade. This impacts on both the ability to serve alcohol and also to operate EGMs.

**** Digital iD Now Accepted**

The VCGLR has advised that the new Keypass in Digital iD from Australia Post is now an acceptable form of iD for entry to licensed premises.

Licensees can check the Digital iD is valid in three ways:

- Sight: Match the patron's face to the photo on their Digital iD profile and check the 18+ Keypass badge to verify they are over 18 and view their verified date of birth.
- Shake: Ask the patron to simply shake their phone or tap their Digital iD profile photo to activate screenshot protection - this displays an animation, confirming the Digital iD is not a screenshot.
- Scan: Online Scantek machines can scan the QR code on the Keypass screen to confirm the authenticity of the ID. For venues not using Scantek, it will soon be possible to verify the authenticity of the ID by scanning the QR code using another Digital iD.

LBA encourages venue partners to ensure that all staff and contracted security personnel are aware of this valid ID update.



OH&S Issues

** OH&S Monthly Checklists Available

All venue operators will be aware that LBA provides comprehensive Occupational Health and Safety (OH&S) services, including on-site audits and reports, OH&S Manuals, Emergency Evacuation Plans, Emergency Management Manuals, Mandatory OH&S staff training sessions and ongoing real-time advice and responses to issues.

LBA has now developed a monthly OH&S self-audit checklist for all Venue Partners that use our OH&S services. The checklist will be available in the Venue Partner section of the new website that will contain a “toolbox” of resources and information.

Whilst the website is being updated LBA will send all OH&S Venue Partners the checklist to use in between our usual independent audits.

** Good Housekeeping is a Must

Recent LBA audits have found that good housekeeping practices are slipping (pardon the pun) in some venues, especially in the kitchen. LBA auditors have found fire escape routes blocked by boxes and that kitchen floors were often slippery.

It is essential that staff are constantly reminded that good housekeeping is critical in minimizing the potential for slips and trips to occur.

** Engaging a Contractor

There was an article in last month's e-Newsletter that reminded venue partner's that the *Occupational Health and Safety Act 2004* requires a business to have a *contractor's induction*. However, businesses have significant obligations to protect the health and safety of contractors on-site.

For more information on the venue's contractor obligations, venue partners should email jim@leighbarrett.com.au

** WH&S Training for Staff

The *Occupational Health and Safety Act 2004* also requires staff to receive regular training in WH&S. Most venue partners would be aware that LBA provides WH&S training that includes:

- Good Housekeeping;
- Slips and Trips;
- Manual Handling;
- First Aid Basics;

www.leighbarrett.com.au

- Bullying and Harassment; and
- Who is responsible.

If your staff have not received WH&S training in the past 2 years and you would like to book a session please email paula@leighbarrett.com.au

Food Safety Issues

**** Food Safety Convictions – A Timely Reminder**

Recently a restaurant owner was convicted and fined \$ 20,000 for breaches of the *Food Act 1984*. The breaches pertained to failure to maintain adequate standards of cleanliness in food preparation areas.

As advised in previous newsletters, Ann Humphrey is the registered Food Safety specialist on the LBA team. If you would like to arrange a Food Safety audit of your venue, email emma@leighbarrett.com.au

AML/CTF Issues

**** 2018 Compliance Report Not Required**

Every year, venues are required to submit an annual compliance report to AUSTRAC pertaining to their AM/CTF compliance for the previous year.

LBA reminds venue partners for a final time that AUSTRAC is not requiring venues to submit an annual compliance report this year for the 2017 calendar year. This is the only year that the report will not be required.

**** Is Your AML/CTF Program Independently Evaluated Annually?**

The Anti Money Laundering and Counter Terrorism Financing (AML/CTF) Act 2006 requires your AML/CTF Program to be “independently assessed on an annual basis” and your venue’s AML/CTF Risk Assessment re-visited at the same time.

Although you can do your AML/CTF evaluation can be performed *internally*, it must be done by someone who has knowledge about the AML/CTF legislation and Rules and is not involved with the day-to-day operations of the venue’s AML/CTF Program.

During regular meetings with AUSTRAC personnel, the focus on AML/CTF issues with gaming venues by AUSTRAC is continually reinforced.

If your venue falls into this category, LBA urges you to email us today at emma@leighbarrett.com.au



© Leigh Barrett and Associates 2018

LEIGH BARRETT
ASSOCIATES Pty.Ltd

Expert Advice in Regulatory Compliance Policy and Procedure

PO Box 41
South Morang, 3752

P (03) 9404 1642
F (03) 9404 1642

leigh@lbarrettandassoc.com.au
www.lbarrettandassoc.com.au