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Introduction

This manual has been designed to provide gaming machine site operators with a practical guide to their gaming machine area - from installation to operation.

This manual has been prepared in order to assist site operators and their employees in the operation of gaming machines and is not to be taken as professional or legal advice. Instances may arise where information in this manual is incomplete or at variance with the expansive provisions of the Gaming Machine Act and Regulation. In this regard, knowledge of the contents of this manual must not be considered a substitute for knowledge of the provisions of the Act or Regulation.

While all care has been taken in the provision of this information, neither maxgaming nor its employees assume any responsibility for any of these instructions. Should you require further information or clarification on the information provided herein, please contact your representative.

Extra copies of this manual are able for purchase from maxgaming.
About maxgaming Limited

The Totalisator Administration Board of Queensland (TAB Queensland) was formed by the State Government of Queensland in 1962 pursuant to the Racing and Betting Act 1980, to provide an off-course betting service and in so doing, to provide funding to the Government and to the Racing Industry. The first retail outlets commenced in August 1962.

In the ensuing years, TAB Queensland has become the pre-eminent service provider in its industry, and in the year to June 1998 returned more than $75 million to the State Government and a further $75 million to the Racing Industry.

The TAB was converted to Government Owned Corporation on 1st July 1999 and its name changed to TAB Queensland Limited (TABQ).

The Queensland Office of Gaming Regulation (QOGR) granted TABQ a Monitoring Operator’s Licence in regard to poker machines on 14th August 1997. Another Monitoring Operator, Golden Gaming Pty Ltd was purchased by TABQ in September 1999 as well as Tattersalls Gaming Systems Qld one year later.

At the 2002 Annual General Meeting of TAB Queensland Limited shareholders, a resolution to change the company name to UNITAB Limited was approved. TAB Gaming Services Pty Ltd became UNITAB Gaming Pty Ltd. The name change took effect from 2nd December of the same year.

In 2004 UNITAB Gaming purchased another monitoring operator, Jupiters Gaming, and from the integration of the two divisions, the name of the biggest licensed machine operator in the world, from 1st January 2005, became maxgaming.

As well as providing basic monitoring services to over 14 000 poker machines throughout Queensland maxgaming offers advanced packages encompassing gaming machine reporting and accounting systems, linked jackpots, player loyalty programs and automated gaming promotional activities.

maxgaming Service Support

Support for the maxgaming monitoring system is available to those who require it by contacting the maxgaming Help Desk. Staff are on hand to assist venues with any issues that may arise from the gaming machines or regarding the TIGAR/TIGAR On-Line applications or TURBO player loyalty program.

If you wish to talk to a member of the maxgaming Support Team please call the following number:

Tigar 1800 154 121
Wildcat 1800 700 116
Getronics 1800 021 814
The Queensland Office of Gaming Regulation

The Queensland Office of Gaming Regulation (QOGR) was established in January 1995 by the amalgamation of the Casino Control, Art Unions and the Machine Gaming Divisions of the Queensland Treasury Department.

The Queensland Office of Gaming Regulation is responsible for administering the following pieces of legislation and associated Rules and Regulations:

- Casino Control Act 1982
- Breakwater Island Casino Agreement Act 1982
- Jupiters Casino Agreement Act 1983
- Gaming Machine Act 1991
- Brisbane Casino Agreement Act 1992
- Cairns Casino Agreement Act 1993
- Keno Act 1996
- Lotteries Act 1997
- Wagering Act 1998
- Interactive Gambling act 1998
- Charitable and Non-Profit Gaming Act 1999

Corporate Structure

The QOGR is managed on a day to day basis by the Executive Director who reports directly to the Under Treasurer on strategic issues. The Office is structured along functional lines with four separate Divisions:

1. Licensing and Gaming Services
2. Compliance
3. Finance and Administration
4. Office of the Executive Director.

Licensing and Gaming Services

The Licensing and Gaming Services Division aims to ensure the probity of all persons involved in the Queensland gaming industry and provide gaming services. This involves:

- casino employee licensing
- machine gaming and site and staff licensing
- keno operator employee licenses
- art unions permits and licensing
- lottery licenses
- electronic gaming equipment evaluations and approvals
- licensed monitoring operators.

Compliance

The Compliance Division is responsible for ensuring industry compliance with the gaming legislation administered by QOGR such as:

- complaints, investigations and prosecutions
- audit
- casino, art unions, machine gaming and lotteries inspections
- development and review of gaming rules
- casino equipment approvals
- approval of internal controls of the various gaming operators.
Finance and Administration
The Finance and Administration Division is responsible for financial and administrative activities involving:

- collection and receipting of taxes and levies from gaming operators and venues
- office financial activities
- office administrative activities

Office of the Executive Director
The Office of the Executive Director supports the Executive Director and is responsible for:

- development and review of legislation
- policy and research
- legal advice including freedom of information and judicial review
- organisational development, staff training and development
- communications related activities

'The White Paper'
When gaming machines were first introduced into Queensland in 1992, machines were purchased by the government and ‘rented’ (without preference) to sites for a monthly fee.

During 1996 the Queensland Government sought public consultation from the industry and the community in its Review of Queensland Gaming Machine Regulatory Arrangements, the report of which was published as "the White Paper". The resulting amendment to the Gaming Machine Act in 1997 introduced two fundamental changes to the gaming machine regulatory environment.

Firstly, the ownership of gaming machines was no longer restricted to the Queensland Government. Sites were given freedom of choice to purchase and/or lease or sublease machines from licensed operators or approved financiers. This resulted in all of the state's operational gaming machines being purchased by venues or approved third parties.

Secondly, Licensed Monitoring Operators were to perform the electronic monitoring of gaming machines. They were also permitted to enter into commercial arrangements to provide ancillary services to gaming machine venues (such as jackpots, player loyalty systems etc).

The essential outcome of these changes was to remove the Queensland Government from the operational aspects of the gaming machine industry while also maintaining its regulatory role to protect the probity and integrity of the industry.

Other changes implemented were:

- Gaming Machine Tax changed from a turnover based tax to a metered win based tax from 1 July 1997. All hotels and most clubs (excluding just the very largest clubs) received significant tax cuts.
- A Gaming Machine Industry Consultative Committee was established. The committed comprised of 9 persons – representing the Registered and Licensed Clubs' Association, the Queensland Hotels' Association, licensed monitoring operators and QOGR. The purpose of the Committee was to provide on-going feedback to the Government on gaming issues and other industry matters as they arose.
- The maximum number of machines for licensed clubs was established at 280, with hotels' maximum increasing to 40 machines from 1 January 2001.
- Variable player returns between 85% and 92% were permitted on all machines.
Audit Methodology Review Recommendations

A comprehensive review into the existing methodology and content of QOGR’s machine gaming audit and inspection program was completed in November 2003. The primary objective of the review was to refocus QOGR’s priorities and to create a more flexible risk-based audit program.

As a consequence, a number of recommendations were made as to how a high level of compliance with gaming machine legislation by gaming machine licensees could best be achieved and monitored on an ongoing basis.

The changes to be implemented acknowledge that gaming machine license holders have a fundamental responsibility to monitor and manage their own gaming-related regulatory compliance. Each of the key changes can be broadly categorised as having one of the following interrelated purposes:

- Enhancing the ability of licensees to fulfil their gaming-related regulatory compliance obligations;
- Modifying QOGR’s machine gaming audit/inspection program so that the nature and frequency of gaming machine audits and inspections are more closely linked to a licensee’s compliance history - in particular the licensee’s record in successfully implementing controls that ensure ongoing compliance.

Following are short descriptions of the key initiatives implemented from the Audit Methodology Review:

Gaming-Related Regulatory Compliance Program

From 1 July 2005, all existing gaming machine licensees will be required to have in place a gaming-related regulatory compliance program. New gaming machine license applicants will have to provide details of their gaming-related compliance program as an application requirement from 1 January 2005. The program will need to be documented and meet a set of minimum standards.

Minimum Standards

There are eight minimum standards for a gaming-related compliance program. For all Licences:

1. the gaming machine licensee has a statement of commitment to gaming-related compliance;
2. at meetings of the Board of Directors/Management Committee/Partners, there is a standing agenda item dealing with matters of compliance (not applicable to natural person licensees);
3. the gaming machine licensee has documented complaint handling and incident escalation procedures in place that can deal with gaming-related issues;
4. the gaming machine licensee has a documented process in place for training staff in gaming-related functions; and
5. the gaming machine licensee has an adequate system of record keeping.

Additionally, for category 2 licences only (clubs)

6. key financial, contractual and operational matters remain under the control of the Board of Directors/Management Committee;
7. there are documented processes in place to ensure that:
   a. the Board of Directors/Management Committee familiarise themselves with the club’s constitutional objectives; and
   b. these objectives are always taken into account in relation to business planning, implementation and review; and
8. the gaming machine licensee has documented systems in place to ensure proper accountability.
Self Audit
From 1 July 2005, all gaming machine licensees will be required to ensure that a self assessment checklist is complete, on a monthly basis, for each of their licensed premises. The form will be completed by the gaming licensee and will need to be considered by the Board of Director/Management Committee at its next meeting (as required for the Monthly Variances Record - Form 61).

This monthly self assessment is aimed at assisting licensees to monitor and manage their compliance with various provisions of the Gaming Machine Act 1991 and the Gaming Machine Regulation 2002 and will form part of the licensees' gaming-related compliance program. Licensees will be required to lodge a six-monthly self assessment with the first lodgement required for the six months to 31 December 2005. The six-monthly self assessment will be a summary of findings and rectification actions from the monthly self assessments for the previous six months.

A copy of this Form for (Hotels & Clubs) is found in the appendix of this manual.

Gaming Related Accounting Packages
Increasingly, licensees are utilising computerised accounting packages to support them in managing their gaming operations. From 1 July 2005, all new licensees and all existing licensees that have a metered win of greater than $9500 per month in any 1 month will be required to have in place a gaming-related accounting package that meets minimum standards. It is acknowledged the vast majority of gaming account packages currently used by QLD gaming venues, including those provided by the Licensed Monitoring Operators, meet the minimum standards.

The minimum standards have been released and are available from the QOGR website.

Internet and Email Access
Email and the internet are highly valuable means of communication. For a number of years QOGR has maintained a website where forms, publications and other information can be quickly and conveniently obtained by licensees and other interested parties.

The QOGR’s use of electronic communication will increase considerably in the future. It is anticipated that provisions will be made for the lodgement of six-monthly self assessments electronically and that information bulletins related to issues of compliance will be provided to licensees by way of email.

To enable the effective use of electronic tools by the QOGR and gaming machine licensees, from 1 July 2005 all new licensees and all existing licensees that have a metered win of greater than $9500 per month in any 1 month will be required to have Internet and email access that meets a set of minimum standards.

The standards have been released by QOGR and are available from the website. www.qogr.qld.gov.au
Licensed Monitoring Operators

In July 1998, after carrying out probity investigations into the corporate history and background of all applicants, the Queensland Office of Gaming Regulation appointed eight Licensed Monitoring Operator’s (LMOs) to take over the monitoring of gaming machines at sites and to provide additional ancillary services.

The QOGR has determined a maximum chargeable fee for basic monitoring services.

It is mandatory for clubs and hotels to enter into an agreement with the licensed operator of their choice for the provision of basic monitoring service but there is no obligation for sites to involve themselves with the ancillary services on offer.

The information and services provided by Licensed Monitoring Operators can be divided into two elements:

1. Monitoring System Activities, both basic monitoring and value added monitoring; and
2. Service Activities.

Monitoring System Activities

Basic Monitoring Services include but are not limited to the following:

- Provision of monitoring service;
- Capture of specified electronic meter readings on a minimum of a daily basis;
- Capability of site to acquire electronic meter readings and certain events, on a read-only basis, directly from the site controller to a site computer system;
- Capability to provide periodic reports to sites, at least monthly, of relevant gaming machine operational details including turnover, coins won, cash box, cancelled credits and progressive jackpots paid;
- Provision of summary yearly metered figures in approved form as hard copy to sites at the end of each site’s financial year;
- Liaise with repairers to obtain valid meter readings prior to the repairers clearing the computer memory of faulty gaming machines;
- Supply latest information to sites where there has been a machine malfunction and the site is unable to retrieve meters at the time of malfunction;
- Confirmation of the latest available stand-alone progressive meter information in the event of gaming machine malfunction; and
- Store gaming machine meter readings so that gaming statistics can be associated with the player return.

Value Added Services include but are not limited to:

- The provision of approved linked jackpot systems and arrangements (both in-house and wide area);
- The provision for detailed reporting and other information in relation to jackpots
- Player reward/tracking systems; and
- Variable percentage player returns (85% - 92%) on newer machines.

Service Activities can include:

- Purchase/sale/lease/sub-lease/financing of gaming machines.
- Training, marketing, and other related management services.
- Analysis of payment refusals for disputes arising as a result of pay scale entitlements or machine malfunctions.
- Advice and assistance to sites with respect to minor maintenance of gaming machines.
- Advice and assistance to sites with respect to gaming machine variances.
- Advice and assistance to sites with respect to break-in procedures.
• Provision for the conduct of site education for new sites or sites where change of ownership/management has occurred.
• Provision for the installation, alteration, and maintenance of gaming machines at contracted sites; and
• Vary hours of gaming at contracted sites in accordance with Section 103 of the Gaming Act 1991.

All initial requests for information and provision of services regarding machine gaming in clubs and hotels should be directed to the maxgaming Services Business Manager in your region.

**Dial-Up Computerised Monitoring Systems**

Every gaming machine is connected in series to a Site Controller via a fibre-optic cable loop. The site controller is then connected to a modem and a telephone line, which the Licensed Monitoring Operator (LMO) dials into to communicate with the machines. The site controller continually communicates with the gaming machines and stores security events (e.g., door openings) and meter readings. If the communications link between the Site Controller and a machine is interfered with, it will deactivate game play on all machines.

The Site Controller may automatically deactivate an individual machine if that machine is suspected of being tampered with or malfunctions. Through the LMO’s central computer system, the LMO can deactivate a particular gaming machine or an entire installation.

By dialling into the Site Controller, the LMO gathers statistical data on each machine. This data is used to collate security and financial reports. The electronic meter readings collected by the monitoring system are submitted to QOGR by the LMO on a daily basis. These meter readings are used by the QOGR to calculate the monthly taxable metered win.
Gaming Machines

A Gaming Machine is any device that is so designed that -

(a) It may be used for the purpose of playing a game of chance or a game of mixed chance and skill.
(b) It may be operated, wholly or in part -
   (i) by the insertion of a gaming token into the device;
   (ii) by the use of gaming machine credits
   (iii) by the electronic transfer of credits of gaming tokens to the device; or
   (iv) by the use of gaming tokens held, stored or accredited by the device or elsewhere.

As a result of making a bet on that device, then winnings may become payable.

In Queensland it is illegal for any person not approved by the QOGR to be in possession of a gaming machine, whether connected to a monitoring system or not.

The History of Gaming Machines

Gaming machines have been operating throughout the world for more than one hundred years. They have varied over time from penny machines with modest payouts to sophisticated gaming machines that can be linked together in progressive award systems thus providing larger and life-changing jackpots.

Charles Fey invented the first slot machine in 1895. However, he went on to perfect his initial innovation in 1907, when he teamed with the Mills Novelty Company to manufacture the first poker machine, the “Mills Liberty Bell.”

A key advancement in poker machine – the use of microprocessor - essentially enabled machines to give ‘credits’ instead of paying coins on every play. With credits, the game plays faster and gaming locations have an alternative to working with coin.

In the decade following its introduction, microprocessor technology proved to be a significant factor in changing the balance of activity between machines and traditional table games. Gaming machines offered the player better odds, higher payouts and a more entertaining gaming experience for the player compared to the other forms of gambling available at the time.

From Charles Fey’s simple Liberty Bell machine to the modern video units available throughout the world, the physical changes seen by the gaming industry has been incredible. The popularity of gaming machines as a legitimate form of entertainment has skyrocketed and the gaming industry as well as the community has benefited greatly from this.
Basic Gaming Machine Characteristics
Front Main Door EGM View

- Top Box
- Monitor
- Bet Buttons
- Belly Panel
- Coin Acceptor
- Audit/Reset Keys
- Coin Tray
Inside EGM Cabinet

- Monitor
- Coin Comparator
- Coin Chute
- Diverter
- Hopper
- Chute to Cashbox (Dropbox)
- Note Acceptor Position (when fitted on most machines)
Cabinet Types

There are four types of cabinets approved to house a gaming machine in Queensland.

- **Low Boy**: the shortest of the cabinets, the machine has no top box above the monitor. This allows for sites to see over the top of their machines to supervise the gaming floor. The artwork (rules) can be found on the belly panel.
- **Casino Top**: has a small box above the monitor. This can be used to advertise the game available or to house jackpot LED displays.
- **High Boy**: The tallest of the cabinets, the machine has a large box above the monitor usually to display the artwork.
- **Slant Top**: Where the customer sits down at the machine and the monitor is ‘slanted’ away from them. The storyboard is at eye level on a small panel above the monitor facing the customer.

Machine Types

Gaming Machines can be designed to be played as a multiline or multiplier or a combination of both. Multiline machines provide a game whereby the playing of each additional betting unit increases the number of paylines. Multiplier machines provide a game with a single line of play whereby the playing of additional betting units at least proportionately multiplies the value of the win.

A combination of multiline and multiplier machine provides a game whereby additional betting units increases the number of paylines and/or proportionately multiplies the value of the win on each payline.

Each of these game types may offer special features such as free spins, free games, or pays for scattered symbols.

Machine types can be categorised as follows:

- **Stepper Reel Machines**: The original gaming machine was known as a stepper reel. The more common stepper reel machines feature 3, 4 or 5 spinning reels. Each of the reels normally had 20 or 22 positions (or steps) but might have up to 40.

- **Video Simulated Reel Machines**: Without a doubt, the most common type is the Video Simulated reel machine. Any game played on a stepper reel machine can be simulated on a video machine. In addition, a video display allows the machine to display a variety of special features e.g. character animation, second screen features etc. In addition, a double up feature can be added whereby players may opt to stake winnings on a double or nothing basis.

- **Video Draw Poker**: This game of mixed chance and skill simulates the playing of basic stud poker. Draw poker is the only game of mixed chance and skill developed for the Australian poker machine industry. To increase the maximum prize available (and therefore player appeal) most draw poker games offer a double up feature also available in some video simulated reel machines whereby players may opt to stake winnings on a double or nothing basis.

- **Linked Machines**: A linked progressive jackpot is an arrangement whereby two or more machines are linked and a percentage of the money bet is allocated to a separate jackpot pool. This provides larger prize potential to enhance machine popularity.

A linked system is capable of being installed within one site (single site linked jackpot arrangement) or in a network with other sites (multiple site linked jackpot arrangement). Eg: Hyperlink Jackpot Machines.
Stand Alone Progressives
A jackpot machine that is not linked to any other machines is known as a Stand Alone Progressive machine and the jackpot value can only be won by playing the one machine.

Gaming Machine Protocols
QCOM is an abbreviation for QOGR’s Electronic Gaming Machine Communication Protocol that was introduced into Queensland in January 1999.

A Communication Protocol describes the method by which an EGM communicates to its monitoring system. All machines introduced prior to 1999 communicated in an old protocol called IGT Protocol. With the technological advances made in the gaming industry the QCOM protocol was selected to replace IGT protocol. These old machines will be supported indefinitely on the LMO’s system, and can still be purchased second-hand, but all new gaming machines will be supplied as QCOM only.

Benefits and Features of QCOM:

- It allows gaming machines to be easily interchanged between Licensed Operators, which allows clubs and hotels to change their Licensed Operator with minimal cost.
- QCOM can co-exist with the IGT protocol machines on the one network.
- Support for local-area linked progressive jackpots (In-House).
- Support for wide-area linked progressive jackpots (Statewide).
- It can display on screen promotional messages.
- It supports Downloadable System Awards. This allows any game, of any manufacturer, of any denomination, to be part of a linked jackpot.
- Full multi-game support - QCOM transmits meters for individual games on multi-game machines, which means that individual games in one gaming machine can be enabled or disabled.
- Multi-variation support - Variation means “percentage return”. This allows a single game within in a gaming machine to have a number of variations. Eg. 85%, 87%.
- Multi-variations hot switching - This allows a site to change a game’s current variation upon written request to maxgaming. The variation can then be changed by the monitoring system without a technician having to visit the venue. (Note: Olympic Gaming Machines require RAM clear at site). The variation can only be changed to approved variations and they can only be changed once a month.

If a site is unsure as to what protocol their machines are, the best way to find out is to search through the gaming machine “Audit” mode. If there is a menu item called “PVERSION” or “QCOM” then it is a QCOM gaming machine.

Cashbox and Note Acceptor Meters on QCOM machines.

Gaming machines using the QCOM protocol have separate Cash Box and Note Acceptor Meters. This means that when a clearance is performed, both meters must be added together to calculate the total cash cleared figure. When communicating with a monitoring system, an IGT protocol machine will store any notes accepted in the ‘coins’ column. For example, entering a $10 note into the machine will register ten $1 coins in the meters.

Any approved gaming machine can be installed at any site after QOGR approval has been granted. Today’s machines can offer 1 cent, 2 cent, 5 cent, 10 cent and 20 cent betting unit machines though of the latest machines will be tokenised and have note-acceptors installed.

The brand and type of machine installed will be at the discretion of the site. Sites may specify their preference for particular machine characteristics eg. Manufacturer, game, return to player variation and denomination.
Approve Gaming Machine Manufacturers
The following is a list of the only approved gaming machine manufacturers in Queensland.

Ainsworth Gaming Technology (AGT)
Aristocrat Leisure Industries
International Gaming Technology (IGT) & Olympic
Konami
Aruze
Star Games (previously ‘VIDCO’ and includes ‘Williams’ machines))

Gaming machines must not be purchased from an unapproved manufacturer as the QOGR will not permit the machines to operate on any site.

If sites have a doubt as to whether a gaming machine has been approved to operate, they should contact the Queensland Office of Gaming Regulation.
Gaming Machine Related Terms

**Any Pay** - a winning combination that can occur anywhere on a payline.

**Audit Mode** - provides user access to electronic information stored within the gaming machine.

**Belly Panel** – covers the internal parts of the main door. May have artwork describing the rules of the selected game.

**Betting Unit** - the least valuable bet a player may make on a gaming machine.

**Button Panel** - the panel on the front of the machine that contains the “Bet” buttons and the “Lines” buttons. These enable a player to choose the amount that they bet on any game and the number of lines played.

**Bezel** – The panel on the front of the note acceptor that incorporates several LED’s. These LED’s highlight the note entry channel and can indicate note acceptor faults.

**Cancelled Credit** (Hand Pay/Payout/Manual Pay) – When a player attempts to collect credit amounts greater than the cash out limit of the gaming machine. The cash out limit on a non-tokenised machine is 299 credits; the cash out limit on a tokenised machine is $49.

**Cash Box** (Drop Box) - the lower part of the machine that holds coins (inserted by players) that are diverted from entering the hopper when the hopper is full.

**Cash Flow Analysis Report** - an accounting report is available on most computerised Poker Machine Reporting Packages. This report checks the validity of the cash figures for hopper levels, hopper fills, and short pays and cash clearances.

**Cash Net Return** (reported net return or reported win) - the net return of a gaming machine over a period. This is calculated by deducting the total of all cash outlays (opening hopper, hopper fills, cancelled credit, jackpot payouts and short pay correction payouts), from the cash receipts (all cash cleared and the closing hopper) for the period.

**Clearance** – The value of coins removed from the cashbox and notes removed from the note acceptor.

**Coin Comparator** – the device that the coin/token passes through after insertion into the coin slot. The comparator validates the coin/token by comparing its properties to that of a coin/token that the machine has been designed to accept.

**Coin Diverter** – a small plastic or steel flap located in the door of the machine below the comparator, the diverter redirects coins from the hopper to the cashbox when the machines detects that the hopper is full.

**Coin Jam** - a fault condition caused by a coin jammed between the entry slot and the hopper or between the hopper and the coin tray.

**Coin Tray** - the tray into which “paid out” coins are deposited for collection. The location of the coin tray varies between different manufacturers machines.

**Collect Button** - to collect coins for the number of credits displayed on a machine credit meter, a player presses the “Collect” button and coins are discharged into the coin tray from the hopper. If the amount of credit exceeds $49 the machine will require a Cancel Credit to be performed by an attendant.

**Credit** – the total amount of money the player has inserted in the machine at any given time. This amount is displayed on the credit meter.
Each Way Pay - a winning combination that can occur left to right or right to left on a payline.

EGM – Electronic Gaming Machine

Electronic Meters – accessed manually through the gaming machines “Audit Mode” or can be accessed electronically from the site controller. There are two types of meters:
1. Jurisdictional Meters – provide audit information such as Turnover, Cancel credits, Coins Won, etc. These meters are cumulative for the life of the machine or until the machine requires a RAM clear.
2. Periodic Meters – provide the similar information as the jurisdictional meters, but the values only relate to a specific period. The site operator determines the period, as these meters can be reset at their discretion.

Game EPROM - the Erasable Programmable Read Only Memory microchip that holds the rules and procedures of the machine’s game.

Game Board - an electronic circuit board on which a game EPROM is installed. Generally, this board also contains the microprocessor microchip.

Gaming Token Denomination - the denomination of the token that enables credits to be registered on a gaming machine. I.e. a $1 coin

Hopper - the container from which coins are paid for credits to the player when the collect button is pressed.

Hopper Fill (Hopper Refill) - the process of inserting coins into the hopper when the hopper is empty. The hopper is to be refilled with the following amounts:
- 400 coins of the correct denomination if the machine is not tokenised.
- 80 x $1 coins if the machine is tokenised.
- 160 x $1 coins if the machine is a QCOM protocol machine.

IGT Protocol – this was the standard communication protocol used by all machines prior to January 1999, to communicate to the monitoring systems.

Left to Right Pay - a winning combination that can occur only from left to right on a payline.

Licensed Monitoring Operators (LMO’s) - are the companies licensed by the QOGR to monitor poker machines in licensed clubs and hotels in Queensland.

Linked Jackpot Arrangement - an arrangement whereby 2 or more gaming machines are linked to a device -
(a) that records an amount which may be payable as winnings, in the event of a jackpot or other result being obtained on one of those machines; and
(b) receives data from each gaming machine to which it is linked.

Lockout/Lockup - a machine malfunction which causes the microprocessor to "freeze up". (A machine may be designed to lockout when a large jackpot is won).

Max Bet Button - a button that automatically bets the maximum number of betting units and/or lines allowed for in a single game.

Metered Net Return (metered win) - the net return of a gaming machine over a period. Calculated by deducting the increment in the total coins won meter, and progressive pays meter (where applicable), from the increment in the turnover (total coins bet) meter.

Monthly Gaming Machine Reconciliation Report (Form 42) - a report that details the cash figures for each gaming machine for a given month.
Monthly Net Meter Report – is a report that can be forwarded to the site after the end of each month by the licensed operator. The report details the metered net return for the site for the month, from the information downloaded from the site controller. If the maxgaming site has internet access, it can be easily viewed or printed by using the link to MyVenue (www.myvenue.com.au).

Multigame Machine – is a gaming machine that has more than one game. These types of machine will most commonly have three or five games installed. They would also be fitted with a "touch-screen" to enable the player to choose the game they wish to play.

Multiline Machine - a gaming machine where a person playing a game upon the machine may elect to bet one or more betting units in order to play additional lines simultaneously. With the application of each betting unit the machine will indicate to the player which additional line has been brought into play for that particular game.

Multiline Multiplier Machine - a gaming machine where a person playing may elect to bet one or more betting units up to a maximum of $5.00 in order to play additional lines and credits per line simultaneously. With the application of each betting unit the machine will indicate to the player how many lines and how many bets per line have been brought into play for that particular game.

Multiple Site Linked Jackpot Arrangement - a linked jackpot arrangement where gaming machines on licensed premises are linked with gaming machines at other licensed premises.

Multiplier Machine - a gaming machine where a person may elect to bet one or more betting units in order to increase the prizes payable if a winning combination is obtained by the player.

Net Return Analysis - a comparison of the cash net return of a gaming machine with the metered net return over the same period.

Net Return Variance - the Cash Net Return less the Metered Net Return - if the figure is negative this indicates a cash shortfall suffered by the site; if the figure is positive then this is a cash surplus.

Note Acceptor - validates the notes inserted into the machine to check the amount and to ensure that the note is not damaged or illegal tender.

Note Acceptor Jam - a fault condition caused by a note jammed between the entry slot and the Note Acceptor or between the Note Acceptor and the Note Stacker Box.

Note Stacker Box – is the locked steel box in the machine that stores all notes entered by the customer.

Payline/s - the line (or lines) on which certain symbols must fall for a winning combination to be payable.

Progressive Jackpot - a jackpot prize which increments by a percentage of the amount bet. The prize is displayed electronically as a cash figure.

QCOM Protocol – QLD Communication Protocol used by the poker machines and the Licensed Operators Monitoring System use to talk to each other

QOGR – Queensland Office of Gaming Regulation.

Power Switch – each gaming machine is fitted with a power switch inside the cabinet. It is advisable to turn the power "OFF" to the machine when accessing an internal part of the machine. It is imperative that it be turned off when removing or replacing the hopper.

Reel Strip - a column of symbols on a plastic strip attached to a stepper reel.

Reported Net Return (cash net return or reported win) - the "net return" figure reported by the site in their Monthly Gaming Machine Reconciliation Report (Form 42).
**Reserve Button** - the button a player presses to reserve a machine. This will enable a “Reserved” message to appear on the video screen or window. The message will stay on the machine for 3 minutes.

**Residual Credits** – are the credits under $1 left on a tokenised machines credit meter after the player collects their coins from the machine; there are 3 ways to cancel the residual credits on a poker machine:

1. They can be “played off”
2. They can be “cancelled” by the reset key, and paid to the player as a Cancelled Credit or:
3. The player can bet the credits on a gamble feature. If they gamble, they will either “Lose” and lose the credits or “Win” and receive $1 for their credits.

**Return to Player Variations** - are the percentages of turnover that the machine can be set to return to the player. There are normally four variations to choose from but they must be within the allowable limits set by the QOGR. They limit set in Queensland is from 85% to 92%.

**Security** – each gaming machine has alarms and on-screen message alerts installed, that are designed to alert the site operator to any security event or malfunction on the gaming machine.

**Scattered Pay** - a winning combination of symbols that does not have to fall upon a payline to win. Scatter Pays are commonly used to trigger free game or bonus features.

**Second Screen Feature** – This screen can be used for playing bonus games, usually triggered by winning certain symbol combinations. In the case of a Multi-level Jackpot machine, the second screen feature game could determine the level of the jackpot won. Only Video machines can utilize the second-screen feature.

**Security Seals** – A QOGR approved seal protects each processor board in a gaming machine. This seal is not to be tampered with by anyone other than a QOGR inspector or licensed machine repairer. If you open a machine and find a seal missing or broken, you should contact your Licensed Operator on their Help Desk Number.

**Short Pay Correction Payout** - a payment to a player by a site operator of an amount to which the player is entitled if the gaming machine fails to discharge, or register credits for, the amount.

**Substitute Symbols** – are symbols that substitute for other symbols; much like the joker in a pack of cards

**Tokenisation** - the utilisation of $1 coins to gain multiple credits on a gaming machine: i.e.

- 1 cent betting unit - 100 credits
- 2 cent betting unit - 50 credits
- 5 cent betting unit - 20 credits
- 10 cent betting unit - 10 credits
- 20 cent betting unit - 5 credits

**Top Box** - the box which forms the top part of the cabinet and may feature artwork displaying the rules of the game and payscale.

**Turnover** - the monetary amount of all bets made on a gaming machine.

**Volume Control** – the volume can be adjusted on a gaming machine, manually by a volume control knob inside the gaming machine, or electronically in the audit menu of the machines. It is worth noting that the volume should not be turned so low, that the operators’ staff cannot here security alarms triggered on the machines.
Machine Care and Maintenance

As licensed repairers will regularly service the machines, other persons should not undertake any cleaning of internal components, other than wiping down video screens and removing dust from coin trail components (eg: cash box chute, etc).

However, the site operator’s staff will of course perform all basic external cabinet care. Some general guidelines are:

• due to the possible reaction with some decorative metal finishes, ammonia based cleaning agents should not be used;
• only non-abrasive cleaners should be used;
• external metallic components such as coin trays should be cleaned regularly with silicon or wax based cleaner to protect against corrosion, especially in non air-conditioned premises in harsh environments (eg) coastal sites.
• glass should be cleaned with anti-static cleaner and cloth;
• only cleaners specifically designed for plastic should be used to clean plastic parts.
• should a site operator experience problems with insects etc. entering machines, sprays and powders must not be used.

Whilst repairs are carried out by a licensed repairer the site operator is responsible for attending to (and paying for) the following minor repairs:

• installation, alteration, adjustment, maintenance or repair of those fuses, electric light globes, fluorescent tubes and fluoro starters of a gaming machine that are easily accessible.
• installation, alteration, adjustment, maintenance or repair of locks of gaming machine cabinets, note stacker or drop box doors;
• installation, alteration, adjustment, maintenance or repair of hinges of gaming machine cash box doors;
• installation, alteration, adjustment, maintenance or repair of external switch covers or glass or perspex panels of a gaming machine;
• adjustment of the device regulating the level of the contents of the hopper;
• repair by clearing coins jammed in a gaming machine;
• repair by clearing notes jammed in a gaming machine;
• repair by resetting minor fault conditions of a gaming machine.

Before performing minor repairs or carrying out basic operational procedures, the relevant machine manufacturer’s operating manual (which should be provided to each site when purchasing a new machine) should be consulted. Please note that if any repairs undertaken by site operators’ result in damage to the machine, then the site will be responsible for the cost of repairs.

When carrying out minor repairs, the following guidelines are to be followed:

• The machine should be turned off at the internal switch before any internal part of the machine is manipulated.
• The machine must not be switched off at the wall as this will result in other machines being disabled.
• A site operator must not undertake repairs other than those stipulated in this section. A licensed repairer will undertake all other repairs.
• In instances where coins miss the hopper and fall to the floor of the machine cabinet, they are to be placed in the hopper. When removing these coins, care should be taken to avoid contact with any wires or fuses.

Machine Repairs by the Service Contractor

Your Licensed Operator provides preventative and remedial maintenance of gaming machines through a Licensed Service Contractor. The maintenance service offered is the most cost effective and efficient in meeting the requirements of site operators and the QOGR.
Licensing

The purpose of any licensing system is to exclude undesirable people or corporations. Any lowering of the stringent licensing standards in place would be equivalent to validating dishonesty and if the procedures were not intrusive, the results would be suspect. Prime responsibility for assessment of licence suitability rests with the QOGR, but the Machine Gaming Commission ultimately decides whether to grant licenses.

Types of Licenses

Gaming Machine Licence

A Gaming Machine Licence is a non-transferable site licence, valid for two years. There are two types of applications for this licence - Body Corporate and Natural Person.

1. Body Corporate - refers to all club licenses plus hotel/tavern licenses where the licensee of the hotel/tavern (as per the liquor licence) is a corporation (as defined in the Corporations Law); an incorporated association or any other body incorporated under any Act or law.

2. Natural Person refers only to a Hotel/Tavern Gaming Machine Licence, where the licensee (as per the liquor licence) will be an individual/s, with the licence in their own name. If more than one person is listed as licensee, then each person must submit a Natural Person Gaming Machine Licence application.

If a hotel/tavern liquor licence is transferred to a new incoming licensee and the site has gaming machines, a new Gaming Machine Licence application must be lodged by the incoming licensee. This application must be received at least two weeks prior to a meeting of the Queensland Machine Gaming Commission, which meets monthly. The liquor licence will not transfer to the incoming licensee until the Commission has approved a Gaming Machine Licence for the incoming licensee or the current Gaming Machine Licence is cancelled. Settlement dates should be set accordingly.

A Gaming Machine Licence application costs $1963 for a venue that is currently operating gaming machines (i.e. Liquor licence transfer), and $4144 for a new site licence. Renewal fees are $328 for five years.

Categories of Licensed Premises

Category 1 Licensed premises - for which a General Liquor Licence, or an on-premises licence under the Liquor Act 1992, is in force.

Category 2 Licensed Premises - all licensed premises not included in Category 1.

Under the Gaming Machine Regulation each category has different legislative parameters in terms of machine numbers, accounting certifications and auditing.

The following site types are eligible to apply for a Gaming Machine Licence provided they meet certain requirements:

- clubs with a Club (liquor) Licence;
- hotels/taverns with a General Liquor Licence;
- resorts with a General Liquor Licence; and
- applicants of the above liquor licence types.

A Club must meet the following requirements to be able to apply for a Gaming Machine Licence:

- it must be incorporated;
- it must have, or be an applicant for, a Club (liquor) Licence;
- it must have permanent premises;
- it must have a membership structure with a management committee comprising of Officers elected by its members; and
- generally it must have been operating for at least two years before the application is made and during the whole of the period been pursuing its objectives or purposes in good faith.
**Gaming Nominees Licence**

From July 1 2000, licensed clubs are required under the Gaming Machine Act 1991, to nominate, and have licensed, a person as a “nominee”.

This person will be responsible for ensuring that gaming machine operations are conducted in accordance with the legislation. It is anticipated that this gaming nominee, in most instances, would be the same person as the nominee for the Liquor Licence and, in the case of a club, would be the club manager who has a current gaming employees licence.

If the proposed gaming nominee is not currently a licensed gaming employee, they will be required to complete the Gaming Nominee Application booklet and submit it to QOGR along with the $328.00 fee.

Licensing a person as a gaming nominee can be fast tracked however by having a licensed gaming employee complete the special fast track option application for a gaming nominee licence (only one per site). There is a particular scale of fees to upgrade a gaming employee to a gaming nominee. The fee payable depends on the date that the existing gaming employees licence expires. In all such instances, please contact QOGR for further information.

**Things to remember**

- The gaming nominee’s name, together with the words “Gaming Nominee”, will have to be displayed in a conspicuous position inside the premises, in a way that is legible from a reasonable distance.

- A venue can have only one gaming nominee at any one time, and a person can only be a gaming nominee for one premise.

- When a gaming nominee is on leave for a period of not more than one month, a licensed gaming employee will need to be designated as the gaming nominee for that period. QOGR approval is required for leave periods over one month.

- Should a licensed gaming nominee leave premises, or can no longer continue in the role of nominee, the gaming nominee licence will still enable them to carry out the duties of a gaming employee.

- For a person to be the gaming nominee for licensed premises, the person must:
  a. Hold a gaming nominees licence; and
  b. the designated nominee for the premises.

Gaming Nominee Licences are renewed for a five year period and cost $164.00

**Training required for new and existing Gaming Nominees**

Gaming Nominees have significant responsibilities in relation to the conduct of gaming at licensed premises. To achieve and maintain a high level of gaming compliance, it is essential that gaming nominees are sufficiently skilled in all aspects of machine gaming.

From 1 July 2005, new applicants for gaming nominee licences will be required to successfully complete an approved training course as a prerequisite to licensing. Existing nominees must complete the same but have until 31st December 2005 to do this. These training requirements also apply to individual gaming machine applications & licensees that are not required to have a gaming nominee (eligible licensees).

Clubs Queensland & the Queensland Hotel Association will be co-ordinating the delivery of the approved training course. Course venues, dates and times can be obtained by contacting the relevant body.
Gaming Employee Licence (Previously Machine Managers Licence)

A Gaming Employee licence is not dependent on the status of employment and upon approval of the application is issued to an individual. This licence allows the holder to perform certain gaming machine duties.

Employers are warned against misinterpreting what the possession of a Gaming Employees Licence certifies. It is not certification of their knowledge of machine gaming issues or ability to perform required tasks. Applicants for a Gaming Employee Licence are not tested on their knowledge of machine operation or their ability to perform tasks involved in site operation. The licence only certifies that the person has passed a probity check to ensure they are fit and proper persons (in terms of financial stability, character and reputation) to undertake the duties of a Gaming Employee.

Gaming Employees are not allowed to play the gaming machines on premises where the site operator employs them as gaming employees. This restriction applies for 30 days after cessation of employment with the particular site operator.

A Gaming Employee Licence application costs $164, and the licence, upon issue by QOGR, is valid for five years. Renewal is for 5 years and costs $164.

Licensed Repairers

Licensed repairers are individual persons licensed to carry out preventative and remedial maintenance on gaming machines. A licensed repairer may be self-employed, employed by a Service Contractor or sub-contracted to a Service Contractor.

A licensed repairers Licence application costs $164, and the licence, upon issue by QOGR, is valid for five years. Renewal is for 5 years and costs $164.

Service Contractors Licence

This licence is issued to persons or companies who wish to enter into service contracts and employ licensed repairers to do work on their behalf. This licence allows the bona fides of owners and executive officers of service bodies to be checked.

A Service Contractors Licence application and licence fees costs the following:

- For an individual $650
- For a category 1 $1308
- For a category 2 $10906

Monitoring Operators Licence

This licence is issued to companies who wish to monitor or employ staff to monitor the gaming activities of clubs and hotels.

A Monitoring Operators Licence application and license fee costs $272,650, and the licence, upon issue by QOGR, is valid for ten years. Renewal is for 10 years for the same amount.

Key Monitoring Employee Licence

This licence is issued to persons employed / contracted by licensed monitoring operators to perform the work on their behalf.

A Key Monitoring Employee Licence application costs $328, and the licence, upon issue by QOGR, is valid for five years. Renewal is for 5 years and costs $164.
Gaming Machine Licenses not Transferable

When an application is made to the Liquor Licensing Division to transfer the Liquor Licence of a premise licensed by the QOGR, the liquor licence transferee must make application for a Gaming Machine Licence.

In such cases, the liquor licensing authority may transfer the liquor licence only if the Director, QOGR issues a certificate under Section 78 of the Gaming Machine Act.

A condition of issue of the certificate is that satisfactory arrangements have been made for payment of any amounts payable by the current licensee under conditions mentioned in Section 73 or under Part 9 of the Gaming Machine Act.

The issue of the certificate is also subject to the Machine Gaming Commission's preparedness to approve an application for a Gaming Machine Licence for the liquor transferee.

As settlement of contractual agreements between the current and proposed licensee is often reliant on the transfer of the Liquor Licence, it is imperative that the Gaming Machine Licence application be received by the QOGR as soon as possible. This will ensure that adequate processing time is allowed between the submission of the application for the Gaming Machine Licence and the proposed date of settlement.

The Gaming Machine Licence for the liquor licence transferee is issued in conjunction with the transfer of the Liquor Licence and the surrender of the transferor's Gaming Machine Licence.

The outgoing licensee must ensure that the transferee is fully aware of the above requirements and that the QOGR is contacted in order that the relevant application can be supplied.
Gaming Machine Area Guidelines

Legislative Parameters and Plan Approvals

Plans submitted for approval should meet the following guidelines:

1. Two (2) copies of plan are required. They are to be accompanied by a Statutory Declaration declaring that:
   a) the proposed locations of the machines are within the licensee’s licensed premises under the Liquor Act 1992, and
   b) gaming machines installed in the location will allow:
      i. proper cleaning and maintenance of the gaming machines;
      ii. unrestricted access to fire exits; and
      iii. the proper use of things provided on the premises for safety and security.
2. Plans do not necessarily have to be drawn by an architect, but must be neat and accurate (i.e. showing all walls, windows, doors, columns, etc).
3. Plans must be drawn to scale (1:100 is the best scale to work with).
4. Machines are to be individually drawn and drawn to scale (standard black bases are 770mm wide x 600mm deep, unless bases are custom made).
5. The scale must be clearly indicated on the plan.
6. The plan is to cover the entire area licensed under the Liquor Act.
7. The form of supervision to be used in the gaming area is to be indicated on the plan (see ‘Sighting Machines’).
8. Rows of machines are to be separated by at least two (2) metres.
9. It is recommended that machines are to be 1.5m from any door.
10. Machines to be 2.0m from the bar, unless placed at the end of the bar and that section of the bar is not utilised.
11. Machines in corners to be 1.2m apart.
12. Machines are not to be located in a dining or live entertainment area.
13. Machines must not interfere with any fire exits, safety or security features of the premises.
14. AM’s or Eftpos machines are not to be placed in Gaming Machine Rooms.
15. The plans must show the location of all ATM’s, Eftpos machines, TAB Wagering terminals, and Keno Wagering Terminals.

The approval of plans by the QOGR is not a guarantee that the number of machines shown on the plan will be supplied.

Sighting of Machines

Section 13 of the Gaming Machine Regulation states:
“...A licensee must ensure the layout of the licensee’s licensed premises allows the licensee, or an employee of the licensee to continuously supervise, from a place in the licensed premises where the licensee or employee would normally carry out the licensee’s or employees duties, each gaming machine that is available for gaming.

The continuous supervision of gaming machines can be done in the following manner:
- line of direct sight (or via mirrors) from the bar or change booth; or
- closed circuit TV (roving or stationary) with the screen monitor located in the bar or change booth area; or
- actual presence in the gaming machine area.
Approved Seals and Suppliers
All gaming machine CPUs and site controllers must be sealed using only approved seal types from approved suppliers.

The following suppliers and seals are approved by QOGR to supply to the gaming industry:

Harcor Security Seals Pty. Ltd.
Unit 4, Mt Cotton Road
Capalaba QLD 4157
PO Box 186
Capalaba D C QLD 4157
Ph 07 3823 3773
www.harcor.com.au

Intrapac (Australia) Pty Ltd.
111-113 Newton Road
Wetherill Park
NSW 2164
www.intrapacaustralia.com/

Console Specifications
The objective of console specifications is to ensure that consoles supplied to Queensland clubs and hotels provide for safe, secure, reliable, and acceptable gaming. Any console installed must conform to these specifications.

The full documentation on console specifications can be found on the Queensland Office of Gaming Regulation Website www.qogr.qld.gov.au. The following is to be noted:

• If consoles are found to be non-conforming to these specifications, the machines will be disabled and venues may be directed to modify or replace the non-conforming consoles at their own cost. Once this is addressed the machines will be enabled.

• It is expected that purchasers may require a “Certificate of Conformity to Console Specifications”, verifying that consoles supplied conform to these specifications.

• Cabinets used with more than one gaming machine are considered to be consoles and must therefore conform to these specifications.

It is advisable that the Console Checklist in the QOGR document be successfully completed on every model of console constructed, before the console is made available for purchase.
Approved Locks
The following locks have been approved by QOGR for use in gaming machines:-

<table>
<thead>
<tr>
<th>Lock Type</th>
<th>Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abloy SAI</td>
<td>Bi-Lock 101, 102 &amp; 202</td>
</tr>
<tr>
<td>Abloy Disklock Pro</td>
<td>KABA QUATRO</td>
</tr>
<tr>
<td>Abloy Exec</td>
<td>MEDECO</td>
</tr>
<tr>
<td>ASSA DESMO</td>
<td>Videx Cyberlock</td>
</tr>
</tbody>
</table>

Locks with a different common key to machine cabinets will be required for the consoles. It is the site operator’s responsibility to purchase these locks and have them installed when Gaming Machines are delivered.

Jackpot Reset and Audit keys for all gaming machines can be obtained from the equipment supplier.

Note Acceptors require two extra locks, one lock for the note receptacle (stacker) door and one for the note acceptor receptacle, which may be keyed alike to the cash box (console), but not the machine door [NB: the Aristocrat Mark 5 Series 1 and the Vidco upright gaming machines with note acceptors require three extra locks]. A separate key for Note Acceptors is also acceptable.

Management and Security of Gaming Machine Keys
As a security precaution it should be part of procedures that any keys that access banknote acceptors and cash box receptacles should be kept separate from other general gaming keys.

Requirement for the Provision of Power to Electronic Gaming Machines
Gaming Machines (EGMs) operate off 240V, single phase power using standard Australian 3 pin general power outlets (GPOs). A minimum of a single GPO is required per EGM (gaming machines may, in the worst case, use up to three Amps. It is recommended that this is taken into account when loading electrical circuits).

GPOs are to be positioned as close as practical to the planned location of individual EGMs, while preventing the general public having easy access to the power switches. Power points are to be mounted inside gaming machine consoles.

When mounting GPOs inside consoles, the following requirements apply:

- Each console is to contain its own individual GPO.
- GPOs must not be installed behind the cash box as power cords may be damaged when the cash box is inserted.
- Installed GPOs must be readily available in accordance with the relevant regulatory electrical standards.
- Power to EGMs must be in accordance with relevant regulatory electrical standards.

Important areas requiring specific attention include:
- GPOs must be readily available and the EGM power lead plug tops must be able to be easily withdrawn.
- EGM power leads must be visually inspected and verified to be in good condition.
- EGM power leads are to be installed in such a manner to prevent mechanical damage.
- GPOs must not be physically damaged, must not have exposed wiring and must be securely fixed in position.
- EGM power leads must be able to be fully withdrawn from the GPOs and EGMs without impediment.
- The use of double adapters, power boards and expandable modular power systems are not permitted.
EGMs should be on a separate circuit to other equipment within the premises that may cause power fluctuations, line transients, spikes etc.

The Site Controller (SC), an integral part of the Licensed Monitoring Operator's monitoring system, also requires a GPO. Ensure your electrician knows your exact requirements.

EGMs each have an internal line filter that assists in smoothing out transients. Spikes and over voltages are generally dissipated by other circuitry. In certain circumstances it may be advisable to further protect the EGMs by incorporating a larger filter on the circuit to which the EGMs are connected.
Gaming Machine Site Operation

Signs to be Displayed

Gaming machine licensees are required to display four signs in a manner highly visible to patrons. Furthermore, they must be located where patrons can easily view and read them. Examples of the sign Advertising Services Available to Assist Compulsive Gamblers and Rules Ancillary to Gaming are included in the appendix of this manual.

<table>
<thead>
<tr>
<th>Signs</th>
<th>Display Manner &amp; Location</th>
<th>Relevant Legislation</th>
</tr>
</thead>
<tbody>
<tr>
<td>A sign advertising services available to assist compulsive gamblers</td>
<td>Clearly displayed at each place where the sale or redemption of gaming tokens is carried out.</td>
<td>Section 28 of the Gaming Machine Regulation 1991</td>
</tr>
<tr>
<td>Rules Ancillary to Gaming</td>
<td>Prominently displayed at each place where the sale or redemption of gaming tokens is carried out.</td>
<td>Section 237(a) of the Gaming Machine Act 1991</td>
</tr>
<tr>
<td>Gaming Machine Licence</td>
<td>Displayed in a conspicuous position on the licensed premises.</td>
<td>Section 70 (1) of the Gaming Machine Act 1991</td>
</tr>
</tbody>
</table>

Before signs or any kind are to be affixed to gaming machines, approval is required from the QOGR.

Hours of Gaming

Section 235 of The Gaming Machine Act states:

(1) A licensee must not conduct gaming, or allow gaming to be conducted, in any art of the licensee’s licensed premises –

   a) Outside the hours of gaming fixed for the licensed premises by the commission; or
   b) When the licensee or any employee of the licensee is not in the part of the premises to supervise gaming; or
   c) During a period prescribed for the purposes of this section.

(2) The hours of gaming fixed for licensed premises cannot extend to any time when, under the liquor licence relating to the premises, liquor is not permitted to be consumed in the licensed premises.

Applying for Extended Hours of Machine Gaming

An application form (Form 70) is to be completed by any licensee that wishes to apply for an increase in their approved hours of gaming. An increase of hours can be permanent or temporary (in exceptional cases). The application form, associated documentation and prescribed fee ($23) must be submitted to the QOGR.

Once the application for the increase of gaming hours has been approved sites are required to provide their LMO with a copy of the approval. Sites should mail or fax a copy of the permit together with the requests preferably at least three clear working days in advance, in order to alter the operational hours for machine gaming.

In rare instances where approval by is given by telephone, the permit number must be quoted in the application made to the LMO. Omission of permit details could mean the inability of the LMO to meet sites' requests in time.
Gaming Equipment not to be an Annoyance

Section 228 (1) of the Gaming Act states:

A licensee must not locate, or allow to be located; any gaming equipment on the licensee’s licensed premises in such a way as to be an annoyance due to the location of the gaming equipment, the noise generated by the operation of the equipment or for any other reason.

Machine Gaming in Closed Bars

Many licensed premises have gaming machines located in two or more parts of the premises. The QOGR has received several enquiries from sites who wish to close the bar in one part of the premises but wish to keep the gaming machines operating in that part. Licensees have expressed the opinion that having a bar open in another part of the premises would allow gaming to be conducted in any part.

Section 235 of the Gaming Machine Act provides that gaming can continue in a part of the premises where the bar has been closed if:

1. under the Liquor Act liquor is permitted to be consumed in that part; and
2. an employee is in the part to supervise gaming.

Periods When Gaming Must Not Be Conducted

Gaming Machine Regulation 15 prescribes that gaming is not to be conducted on the following days:

Christmas Day – machines will be disabled at midnight 24th December and will not enable until midnight 25th December.

Good Friday – machines will be disabled at midnight Easter Thursday and will not enable until Friday midnight.

ANZAC Day – machines will be disabled at midnight 24th August and will enable at 1.00 pm on ANZAC Day.

Gaming by Employees of Licensee

The Gaming Machine Act prohibits only those employees holding a gaming nominee license or gaming employee license from playing gaming machines at their place of employment.

Gaming Related Advertising

This rule relates to any advertisement about gaming or the conduct of gaming or the manufacturer, assembly, sale, supply, installation, alteration, obtaining, possession, operation, use, adjustment, maintenance or repair of gaming equipment.

The person who publishes or authorises the publication of an advertisement to which this applies must take reasonable steps to ensure the advertisement is not indecent or offensive; is based on fact and is not false deceptive or misleading in a material particular.
Site Advertising
When advertising gaming machines, sites must follow these guidelines:
- any signage or promotional material advertising gaming at premises should be consistent in style and size with the promotion of the other facilities operated at the premises;
- all aspects of the facility should be given balanced space and prominence, i.e. signs promoting gaming should be no larger than those signs promoting the other attractions of the premises such as the Public Bar, TAB, Bistro, etc (whether displayed together or separately);
- gaming must not dominate the signage in either size or presentation for the premises as a whole or any one sign or group of signs.

Failure to comply may result in prosecution of the licensee and constitutes a ground for cancellation or suspension of a gaming machine licence or a letter of censure.

Legal Age for Playing Gaming Machines
Under Section 253 (1) of the Gaming Act a minor must not play a gaming machine on licensed premises.

A minor is a person under eighteen years of age.

This rule does not apply to employees of the licensee. An employee (who is a minor) can play the gaming machines only to the extent that it is necessary for carrying out their duties as the licensee’s employee (i.e. if a gaming machine has malfunctioned and then is fixed, the minor can test to see if the gaming machine is operating properly).

The Gaming Machine Act, does not prohibit minors from being inside a gaming area, however individual sites may do so. That is entirely a matter for the club or hotel licensee to decide and implement though any restrictions that the Liquor Act imposes must also be considered. The Liquor Act stipulates that a minor must not be on licensed premises unless:
- the minor lives on the licensed premises, e.g. at a hotel; or
- the minor is employed at the establishment or is receiving training or work experience; or
- the minor is attending a genuine function on the premises, e.g. a wedding; or
- at a licensed club, the club rules allow minors on the premises; or
- the minor is eating a meal or is accompanied by a responsible adult (unless the licensee holds an On-Premises Cabaret Licence, the premises are being used as a Cabaret, and it is after 5 pm.)

Proof of Age
If at any time an employee of the licensee, or the licensee, suspects on reasonable grounds that a person playing machines is a minor they are required to ask for the person to produce evidence of their age. The Queensland government has approved the following evidences only as proof of age:

1. A current driver’s license
2. A current passport
3. 18+ card (or a Victorian Keypass)

No other evidence should be accepted under any circumstances. If the person cannot produce sufficient evidence they should be removed from the gaming machine immediately.

The Australian I.D. Checking Guide published by the Queensland Liquor Licensing Division, details the actual cards and licenses issued by each State and Territory and is available to every licensed premises in Queensland.
Credit Betting

Section 238 (1) of The Gaming Machine Act states:

A licensee, or an employee of a licensee, must not make a loan or extend credit in any form, to any person to enable that person or any other person to play a gaming machine on the licensee’s licensed premises.

Under this rule as person cannot:

- cash a cheque; or
- receive a cash advance from a credit card; or
- ask for a line of credit

for the purpose of playing a poker machine.

Large Payments

Under section 242 (2) (b) of the Gaming Machine Act, a licensee required to make a payment to a player for a cancelled credit or jackpot payout of more that $250* must make the payment using one of the following methods:

1. $250* of the payment in Australian currency and balance of the payment by cheque;
2. If requested by the player the amount less than $250* of the payment in Australian currency and the balance of the payment by cheque; or
3. the entire payment in cheque.

For making a payment under method 1 (if part of the payment is in Australian currency) the licensee must pay the player as soon as they claim the payment. The cheque should be given at the same time but if not it is to be posted to the player’s address or given to the player within 24 hours of the win.

*this figure can be increased by the Executive Director of the QOGR if a site applies for the increase and shows cause as to why they would like to increase the amount.

Payment Refusal Procedures

A Licensed Gaming Employee may refuse to make payment of a jackpot or cancelled credit, if the gaming employee suspects that -

- the Rules Ancillary to Gaming have been contravened;
- the Gaming Machine Act or Regulation has been contravened;
- the gaming machine malfunctioned;
- the jackpot or credit was obtained outside the authorised gaming hours; or
- the person claiming the jackpot is not the person entitled to the payment.

The gaming employee who refused the payment must submit a written report to the person refused payment, stating:

- their right to request a review of the refusal decision to the involved licensee (club/hotel); and
- that the request for a review must be in writing, within 10 days of the refusal, stating the grounds for seeking the review.

The gaming employee must also complete a Payout Refusal Report (Form 30).
Necessary action upon completion of this report:

1. The gaming employee must give a copy of this report to the licensee (club/hotel)
2. If the payout refusal decision was made as a result of a gaming system malfunction:
   i. the involved licensee must, as soon as practicable, give a copy of this report to the involved Licensed Monitoring Operator, except where the involved licensee overrules the decision of the gaming employee.
   ii. the involved licensee must, as soon as practicable, give a copy of any request for a review of the payout refusal decision to the involved Licensed Monitoring Operator.
3. If the payout refusal decision was due to a breach of the Rules Ancillary to Gaming (Sch.3):
   i. the involved licensee must, as soon as practicable, forward a copy of this report to the Executive Director, Queensland Office of Gaming Regulation, Locked Bag 180, Albert Street Business Centre, Brisbane QLD 4002.
   ii. the involved licensee must, as soon as practicable, give a copy of any request for a review of the payout refusal decision to the Executive Director, QOGR.

A copy of the Form 30 is included in the appendix of this manual.
Responsible Service of Gambling

According to the QLD Household Gambling Survey (2001) about 0.083% of state’s population or an estimated 21,910 people experience problem gambling. Only 19% of this group seek help for their problem.

It is imperative that all gaming sites have procedures in place to help minimise the harm of problem gambling to people and their families. Every site should ensure all staff are aware of the site procedures and the Queensland Government’s Responsible Gambling Code of Practice.

Exclusion Provision Update

Key features of the new exclusions model are:

- A duty is created for gambling providers to exclude a patron when the patron requests to be self-excluded (self-exclusion).
- The legislation gives gambling providers the authority, but not as duty, to initiate exclusions (venue-initiated exclusions).
- Penalties can be imposed on gambling providers, employees and patrons for not complying with the legislation.
- Contact details of counselling services will be provided to patrons who are excluded.
- Venue-initiated exclusions will remain in place for five years unless a written application is made to the venue and the gambling provider agrees to revoke the order. Applications can only be made once in any 12 month period.
- Self-exclusions remain in place for 5 years and cannot be revoked within 12 months of first being initiated, unless a revocation notice is submitted within the 24-hour cooling off period.
- With the permission of the patron, the gambling provider may, as a condition of re-entry, actively monitor identified problems against agreed risk indicators.
- When a gambling provider decided to exclude a person or refuse an application for re-entry by an excluded person, the person may make an appeal about that decision to a Magistrates Court.
- Gambling providers will be required to keep a register of exclusions.
- Gambling providers will be required to send periodic reports to QOGR on exclusion notices, orders and directions, and revocation notices.
- Gambling providers will be required to notify QOGR as soon as practicable of any contravention of orders and directions.
Responsibilities of Site Operators

Monitoring Fees
If a LMO supplies basic monitoring services to a licensee, the licensed monitoring operator must not charge the licensee more than the basic monitoring fee prescribed under a regulation for supplying basic monitoring services.

Value added services such as player loyalty and jackpot links will attract additional fees.

A tax Invoice will be forwarded by maxgaming to the venue licensee in the first few days of each month. This statement provides the site operator with details of the amount payable to maxgaming in relation to gaming machine operations for the previous month. The amount will be electronically transferred from the site’s nominated bank account on or about the 10th day of each month.

The fees may include:

- Basic Monitoring
- TIGAR MIS reporting.
- Wildcat Player Loyalty/Membership
- Jackpots
- Jackpot Sign Maintenance
- Turbo Player Loyalty
- Bounty Player Loyalty
- Player Loyalty Software/Hardware Maintenance
- Getronics Service Charges
- Any future products or services

Maxgaming will sweep all contracted fees.

This Tax Invoice report will also show the Estimated Tax amount based on the sites metered win that should be swept from the gaming account by QOGR.

The site operator must ensure that sufficient funds are in the nominated bank account before the funds transfer.

If a licensee fails to pay all or part of their basic monitoring fees (on or before the due date for payment) the LMO must forward a notice to the QOGR (as required under Section 184 56) advising of the licensee’s failure to pay the fee.

Machine Repairs by the Service Contractor
As licensed repairers will regularly service the machines, other persons should not undertake any cleaning of internal components, other than wiping down video screens and removing dust from coin trail components (eg: cash box chute, etc).

However, the site operator’s staff can of course perform all basic external cabinet care. Some general guidelines are:

- due to the possible reaction with some decorative metal finishes, ammonia based cleaning agents should not be used;
- only non-abrasive cleaners should be used;
- external metallic components such as coin trays should be cleaned regularly with silicon or wax based cleaner to protect against corrosion, especially in non air-conditioned premises in harsh environments (eg) coastal sites.
- glass should be cleaned with anti-static cleaner and cloth;
- only cleaners specifically designed for plastic should be used to clean plastic parts.
Insurance
All sites should have adequate insurance coverage for their buildings and surrounds. General discussions initially held with the insurance industry suggested that the installation of gaming machines should not increase existing premiums. It is recommended however, that all sites contact their respective insurance companies to clarify this matter.

Another area for insurance coverage is for theft of coin contained within gaming machines. It will be the responsibility of the site operator to insure against such theft as all coin contained in the machine is the site operator’s property.

Sites are to ensure that only representatives of the QOGR or the Service Contractor perform any work/modifications to machines (other than those required to be undertaken by the licensee in accordance with Schedule 2 of the Gaming Machine Regulation).

Site Security
Information in this section was previously provided by the Australian Security Industry Association Ltd (ASIAL), in an article titled Enhancing Site Security published in the August 1993 issue of the Machine Gaming Newsletter.

Risk Management Prevention
Risk Management Prevention measures, such as internal security policies, procedures and practices, need to be well developed, internally publicised and adhered to firmly.

Common security breaches can include but are not limited to:
- After hours break and enters;
- Direct on-site hold-ups;
- Robbery during cash banking activities;
- Diversionary tactics (e.g. fainting, knocking over of a stool/drink);
- Fraud by staff, either acting individually or in collusion amongst themselves or together with members of the club;
- Bogus tradespersons being allowed to operate without supervision;
- Contract cleaners, not security cleared;

Security Management
The deterrence and/or detection of criminal activities can be greatly assisted by a number of security measures. Physical measures incorporate the provision of products such as:
- Cash safes;
- Portable vaults;
- Record protection cabinets;
- Grilles and bars;
- Locks and keys;
- Bullet resistant barriers for cashiers;
- Off-site document/media storage.

Electronic security encompasses a broad range of technological detection devices and access control systems such as:
- Installation of security alarm systems for perimeter and internal protection;
- Installation of hold-up alarm activation points;
- Monitoring of security alarms and contracting the appropriate response service;
- Closed circuit television equipment;
- Access control facilities for staff and patron movement control;
- Production of identification cards for staff and patrons.

Other security services could include:
- Traditional mobile patrol checks;
• Security alarm response services;
• On-site guards, either uniform or ‘club dress’;
• Car park guards, for patron vehicle protection and traffic control Cash/Banking escort services;
• Escorts for machine maintenance staff;
• Clearing and banking of cash from machines;
• Premises lock-up service;
• Staff or contractors let in/out services;
• Staff audits/undercover surveillance;
• Staff security training/awareness.

There are appropriate security systems available which can minimize the potential loss of money through robbery. Most importantly, these systems can minimise the threat to staff and customers by providing protection for both in-house storage and in-transit carriage of cash and banking. Such systems are relatively inexpensive and can enhance premises on-site security and negate the risks to staff in transit to and from the bank. It is also well worth investigating the insurance cover provided by the security firm when looking into these types of services.

Checklists for Operators of New Sites

The following is a very basic guide only. For sites using the LMOs system for accounting purposes, please refer to the LMOs user manuals. For more information on performing cash and net return analysis, refer to the chapter on ‘Accounts Management’.

Pre Start Up

✓ Ensure that there are at least two gaming employees employed for the site. These two can include a Gaming Nominee.

✓ Ensure power points and telephone jacks are installed prior to the arrival of the machines.

✓ Read Site Operators Manual to familiarise yourself with all of the reporting requirements.

✓ Prior to arrival of the Licensed Service Contractor ensure machine consoles are bolted together or angle bracketed and locks are installed in the cabinet doors, note stackers, and consoles. The locks for the doors should be keyed differently to the consoles, which again should be keyed the same as the note stackers.

✓ Place a club/hotel number on each machine for easy identification.

✓ Weigh each hopper empty and mark on the hopper the weight in cash.

✓ Number the hopper and cash box of each machine to clearly identify to which machine it belongs.

✓ Display the site’s gaming licence and notification of Gaming Nominee in a prominent location.

✓ Put the following signs up at each location where coin is dispensed:
  • A Sign advertising services available to assist compulsive gamblers.
  • Rules Ancillary to Gaming.

✓ Ensure you have a supply of light bulbs and fuses for the various brands of machines.

✓ Arrange a float with sufficient coins and notes (suggested amount is $200-$400 per machine) and notes to cover manual payments on the first day. Make provision with your bank for extra coin.
✓ If necessary photocopy sufficient supplies of Cash Clearance Reports, Gaming Machine Performance Records and Monthly Gaming Machine Reconciliation Reports (supplied in the accounting kit) in readiness for machine operation. Retain the original copy of each form for future photocopying.

✓ Head up a Gaming Machine Performance Record (Form 41) for each machine, (Unless installing LMO Accounting Software).

✓ Go through manufacturers’ manuals.

✓ Go through accounting handouts and examples.

✓ Complete details of Form 58 – Register of Gaming Machines.
Opening Day

- Fill the hopper of each machine with the appropriate amount of coin. Place 400 coins 5 cent, 10 cent or 20 cent coins if not tokenised. If the machine is tokenised, place 80 x $1 coins in the hopper. If the machine is QCOM, place 160 x $1 coins in the hopper.
- Ensure a hopper fill has been recorded on each machine.
- Make an entry for each hopper fill in the Manual Payments Register.
- Record an Opening Hopper of ZERO in each Gaming Machine Performance Record and transcribe the hopper fill from the Manual Payments Register.
- Prior to starting - check all machines are "ENABLED" and remove "NOT AVAILABLE FOR GAMING/OUT OF ORDER" signs.

On Going (Live)

- A large proportion of all machine faults within the first few hours of going live, occur in the coin trail (comparator, diverter and hopper), and note acceptor areas. Do not panic - remember your training, as most faults are minor and easily overcome.
- Keep the "Manual Payments Register" readily available.
- During licensed hours add up the Manual Payments Register for cancelled credits, hopper fills, short pays and jackpots as they occur. If a machine requires a refill, ensure that the refill is incremented on the electronic meter on the machine.
- When clearing cash, enter amounts cleared in the Cash Clearances Report, total the column and sign.
- At close of trading each day rule off the Manual Payments Register in red pen and initial. Transfer each entry for that day from Cash Clearances Report and Manual Payments Register to the respective Gaming Machine Performance Record, (or through LMO Accounting Software).

At Least Every Seven Days

- Perform a Cash Clearance and transcribe this across to the Gaming Machine Performance Record (mandatory).
- It is recommended that a site weigh or estimate the hopper contents and record this figure in the closing hopper column of the Gaming Machine Performance Record. This will assist when balancing reports.
- Read the electronic meters of each machine and record on the respective Gaming Machine Performance Record (recommended).
- Perform Net Return Analysis by calculating the Cash Net Return and Metered Net Return then compare the two figures (recommended).
Following the Last Day’s Play for the Month (mandatory)

- Perform a Cash Clearance and enter in the Cash Clearances Report.
- Transcribe these figures onto the appropriate Gaming Machine Performance Record.
- Weigh or count the actual hopper contents of each machine and enter in the closing hopper column of the Gaming Machine Performance Record.
- Read the electronic meters of each machine and record them in the applicable Gaming Machine Performance Record.
- Perform Net Return Analysis. For any significant variance, provide a certified written explanation attached to the appropriate Gaming Machine Performance Record.
- Transcribe monthly figures from each Gaming Machine Performance Record onto the Monthly Gaming Machine Reconciliation Report.
- Ensure sufficient funds are in the required bank account in order that payment of the amounts set out in the Gaming Machine Account may be electronically transferred on or about the 10th day of each month.
- Ensure that the Gaming Machine Reconciliation Form 42 and the Monthly Variances Report Form 61 are attached to each other and are presented at the next scheduled meeting of the board of Directors, or Committee for review.
Acquisition, Disposal and Repossession of Gaming Machines

‘Approved Arrangements’ concerning the acquisition, disposal and repossession of gaming machines have been developed by QOGR. All approvals given by QOGR, under the provisions of the Gaming Machine Act 1991, to acquire, dispose or repossess gaming machines are subject to these arrangements (or standard conditions) and any other conditions specified by QOGR in particular cases.

In the approved arrangements the following terms are often used:

Authorised Acquirer
A recognised manufacturer or supplier of gaming machines, licensee (club/hotel), licensed monitoring operator (LMO), approved financier, gaming trainer, licensed service contractor, licensed repairer or a person from another State, Territory or Country, where possession of a gaming machine/s by that person is lawful.

Authorised Disposer
A recognised manufacturer or supplier of gaming machines, licensee (club/hotel), licensed monitoring operator (LMO), approved financier, gaming trainer, licensed service contractor or licensed repairer.

Recognised Manufacturer
The manufacturers currently licensed to operate in Queensland are:

- Aristocrat
- Konami
- Aruze
- IGT
- Star Games (Incorporating Williams - previously known as Vidco)
- Ainsworth

Approved Arrangements

1. The purchase price for a new gaming machine/s must be, at the date of placement of the order, in accordance with the recognised manufacturer’s/supplier’s prevailing price list, unless the acquisition is a promotion referred to in item 3 and that the manufacturer’s price list has been provided to the QOGR and all LMO’s.

2. The purchase price of a new or second-hand gaming machine/s must be exclusive of other costs or charges, such as installation costs or delivery charges. Any costs or charges payable which are additional to the purchase price of a gaming machine/s, must be shown separately on the purchase order submitted with the Application for the Acquisition/Replacement/Disposal of Gaming Machines (Form 57).

3. It is acceptable for a new gaming machine/s to be purchased by a licensee (club/hotel) from a recognised manufacturer/supplier under a promotion for less than the standard amount shown in the price list, provided that:

   - the recognised manufacturer or supplier has notified QOGR and all LMO’s in writing of the special price payable under the promotion; and
   - the promotion is open to all licensees; and
   - the acquisition is a normal commercial arrangement and the transaction is not subject to any continuing obligations by the licensee after settlement, such as any exclusivity requirement with respect to the future purchase of gaming machines.
4. When a new or second-hand gaming machine/s is purchased by a licensee (club/hotel) from a recognised manufacturer/supplier, settlement must take place within thirty (30) days of installation, or such further period as may be approved by QOGR in writing, in a particular case.

5. It is acceptable for a second-hand gaming machine/s to be purchased by a licensee (club/hotel) from a recognised manufacturer/supplier under a promotion or other arrangement, provided that:
   - the promotion or other arrangement is open to all licensees; and
   - title to the gaming machine passes to the licensee at settlement; and
   - the acquisition is a normal commercial arrangement and is not subject to any continuing obligations by the licensee after settlement, such as any exclusivity requirement with respect to the future purchase of gaming machines.

6. It is acceptable for a second-hand gaming machine/s to be purchased by a licensee (club/hotel) from an “authorised disposer” (other than a recognised manufacturer/supplier) under a promotion or other arrangement, provided that:
   - settlement takes place within 30 days of the date of installation or such further period notified in writing to QOGR; and
   - title to the gaming machine passes to the licensee at settlement; and
   - the acquisition is a normal commercial arrangement and is not subject to any continuing obligations by the acquirer after settlement.

7. The sale of a second-hand gaming machine/s by public auction is acceptable, provided that any advertisement in connection with the auction and the conditions of the auction clearly restrict the bidding to “authorised acquirers”.

8. Trade-ins are allowable as part of the purchase price for new and second-hand machines provided the amount of the consideration given for the trade-ins is disclosed on the purchase order.

9. An application in Form 57 from a licensee (club/hotel) must be submitted to the licensee’s LMO.

Alterations to Machines and to the Machine Allocation

Machine Relocations/Interchanges

Machines can be re-located or interchanged if the site operator feels a machine would perform better in another area. An application must be made to the LMO for approval before machines can be re-sited. Should the revised plan be acceptable the relocation of the machines will be need to be approved.

The cost of the relocation/interchange will be borne by the site including repairs to machines or consoles, which may be damaged in the process.

The forms associated with relocations and interchanges are:
Form 7B,
- maxgaming Interchange Checklist
- maxgaming Relocation Checklist,
- Guidelines – Plans.

Examples of these forms are available in the appendix of this manual.

At no time should a site operator attempt to re-site a machine without Licensed Operator approval.
Machine Increase

A site operator may apply to the QOGR for an increase in the machine numbers.

The QOGR must assess the social and community issues relating to increasing the number of machine approved at a venue.

It is mandatory that the site operator completes a community impact statement so as to consider the following:

- Synergy with neighbouring businesses;
- In the case of a venue located in, or in close proximity to a shopping centre, the compatibility of the gaming venue with the character and general use of the shopping centre;
- Proximity to other gaming venues;
- General support for the gaming venue from community, local member, and local authority;
- Demand for gaming;
- Primary purpose of the venue i.e. gaming or liquor;
- Ratio of gaming floor space in relation to total floor space of the venue;
- Relative size of the bar area in relation to other amenities;
- Anticipated revenues from gaming in proportion to total revenue;
- Range of amenities provided;
- Proximity to child care centres, schools, and community services;
- Location of ATM’s and EFTPOS;
- Visibility of gaming machine to passing pedestrian traffic;
- Marketing plans including signage and promotional activities; and
- Quality of responsible gambling strategies and implementation plan.

This statement should accompany the application for the increase.

An approval for additional machines will lapse if the machines are not installed and operational within 6 months of the approval. Sites will be permitted to only make one application within 12 months from the date of the last approval.

Once the approval has been granted your LMO will submit the relevant paperwork to get the machines installed.

The forms associated with a machine increase are:

- Form 7
- Form 7B
- Form 57

Guidelines-Plans

Examples of these forms are available in the appendix of this manual

Machine Decrease

Machines that are not played still attract monitoring, and possibly leasing fees, therefore a realistic approach should be adopted as to the number of machines the site can support.

Before making an application to decrease the number of machines, the site operator should contact their LMO and discuss ways to achieve greater machine performance eg. change of gaming token and/or betting unit, game conversion or re-location. These measures may prevent the costly exercise of removing machines.

The forms associated with a machine decrease are:

- Form 7A
- Form 7B
- Form 57

Examples of these forms are available in the appendix of this manual
Conversions/Replacements (game, denomination or token unit)

By changing the EPROM and artwork of a gaming machine, a totally new game can be installed into the machine for a fraction of the cost of a brand new unit.

A denomination unit conversion, or tokenisation on an IGT protocol machine (eg. 20 cent machine to a 10 cent machine) involves changing the comparator reference coin, the hopper, the coin slot, and in some instances, the artwork and button panels. The machine also requires reprogramming for the new betting unit or tokenisation.

A betting unit conversion or RTP conversion on most QCOM protocol machines can be done through the LMO’s monitoring system (some exceptions apply).

All sites should review the Turnover and Net Return on their machines periodically with the aim of ensuring maximum machine performance. The results of these reviews should then be used to determine changes that need to be made to the Gaming Installation. Following this review, arrangements may be made with the LMO to move (internally), convert, replace or remove poorly performing machines.

The following checklist includes the basic tasks involved in machine alterations. It is a guide only any queries should be directed to your LMO.

Checklist for Receiving Additional Gaming Machines

- Ensure power points are installed prior to arrival of machines.
- Prior to arrival of Getronics ensure machine consoles are bolted together or angle bracketed and locks are installed in the cabinet doors, note stackers, and consoles. The locks for the doors should be keyed differently to the consoles, which again should be keyed the same as the note stackers.
- If sites have received approval to relocate existing machines, they will be required to provide the physical labour to assist Getronics in this regard. In addition, the site will be required to recompense the Getronics for the costs incurred in the relocation (eg. staff time, new fibre optic cable etc).
- Place a club/hotel number on each machine.
- Weigh each hopper empty and mark on the hopper the weight in cash.
- Number the hopper and cash box of each new machine to clearly identify which machine they belong.
- Fill the hopper with the necessary amount of coins (ensure this has been entered into the Manual Payments Register).
- It will be necessary to increase the float for your site to cover the machines provided in the increase. Arrangements will have to be made with your bank to supply the extra coin.
- If the machine is QCOM, place 160 x $1 coins in the hopper.
- Make an entry for each hopper fill in the Manual Payments Register.
- Record an Opening Hopper of ZERO in each Gaming Machine Performance Record and transcribe the hopper fill from the Manual Payments Register.
- Add machines to Register of Gaming Machines, Form 58

Checklist for Exchanging Machines

- Ensure machine/s being replaced is/are in good operating order eg. All easily accessible fuses, electric light globes, fluorescent tubes, fluoro starters, coin comparators, note acceptors, cashbox optics, and monitors are in good working order.
- Ensure machine/s being replaced do not have any site identification number/s, any signs, stickers, or other attachments on the machine/s or console/s.
- Place “NOT AVAILABLE FOR GAMING” sign/s on the machine/s and perform a cash clearance and enter amount/s in the Cash Clearances Report.
- Remove the contents of the hopper/s and enter amount/s as clearance/s in the Cash Clearances Report.
- Transcribe the two clearance amounts from the Cash Clearances Report to the appropriate Gaming Machine Performance Record/s.
• Record a closing hopper level of ZERO in the appropriate Gaming Machine Performance Record/s.
• Place site number on new machine/s (optional).
• Weigh each hopper empty and mark on the hopper the weight in cash.
• Number the hopper and cash box of each machine to clearly identify which machine it belongs.
• Fill the hopper with the appropriate amount of coins and record in Manual Payments Register.
• Adjust Form 58 to show new machine details.

Checklist for Conversions
• Perform a cash clearance and enter amount/s in the Cash Clearances Report.
• Remove the contents of the hopper/s and enter amount/s as clearance/s in the Cash Clearances Report.
• Transcribe the two clearance amounts from the Cash Clearances Report to the appropriate Gaming Machine Performance Record/s.
• Record a closing hopper level of ZERO in the appropriate Gaming Machine Performance Record/s.
• Fill hopper with appropriate amount of coins.
• Record each hopper fill in the Manual Payments Register.
• Read the meters and record these in the Gaming Machine Performance Record.
• Record an opening hopper of zero in the Gaming Machine Performance Record and transcribe the hopper fill from the Manual Payments Register.
• Transcribe monthly figures from BOTH Gaming Machine Performance Records onto the Monthly Gaming Machine Reconciliation Report as TWO SEPARATE ENTRIES.
• Adjust Form 58.

Requirements for Decommissioning Of Jackpots
Once the decommissioning of a regulatory jackpot has been approved by the QOGR, the amount of money (the current displayed amount less start up amounts plus any overflow) must be allocated to one of the following:

1. The amount must be added to another existing jackpot within the site; if this is not possible then
2. The amount must be returned to the players via gaming related promotional activities (the venue is to advise QOGR and obtain written approval for promotion) or a promotion jackpot system; if this is not possible then
3. The amount must be returned to the players via venue related promotions (the venue is to advise QOGR and obtain written approval for promotion); if this is not possible then
4. In exceptional circumstance, applied towards furthering the objects of the club (or in the case of a hotel, enhancing facilities at the venue) or donated to charity. In such circumstances, the venue is to advise QOGR and obtain written approval this purpose.
5. Stand Alone Jackpot meters must be recorded before ram clearing or decommissioning the machine.
Accounts and Financial Management

Overview

A gaming site operator's main purpose in conducting gaming is to supplement the site's revenue base. Before expenses, the site operator's income (cash net return) is the difference between what is received and what is paid out. The receipts for each gaming machine are represented by the coins cleared from the cashbox (drop box), the notes cleared from the note stacker, and the amount of coin remaining in the hopper. Payments for the machine include coin for the initial hopper fill (and any subsequent fills) and any cash payments to players (in the form of cancelled credits, jackpot payouts and short pay correction payouts).

The basic reason why any accounting record is kept is to provide an audit trail of the money flow from its source through to its various destinations and thereby prevent (or at least detect) misappropriation.

In order to maintain cash accountability, a simple set of accounting documents have been developed to provide a record of each transaction as it occurs. They are:

- Manual Payments Register (Form 39)
- Cash Clearances Report (Form 40)
- Gaming Machine Performance Record (Form 41).
- Monthly Gaming Machine Reconciliation (Form 42)
- Monthly Variance Record (Form 61) – clubs only (recommended for hotels)

Knowing how much the site has profited however, can only be accurate if this figure can be tracked through to bank deposits and the site's general accounts.

By following a number of basic procedures, a site's gaming machine turnover can be accounted for to the point where complete confidence is held in the eventual amount banked.

The following procedures should be used as a guide only. Any queries should be directed to the sites LMO.

Gaming Machine Transactions

Hopper Refills

Fills are required when the hopper has been emptied of all coins and still has credits registered to be paid to the customer. It is not recommended to refill a hopper when there are still coins inside.

Once identified there are three basic steps to correctly perform a hopper refill.

1. Record the refill on the gaming machine (in audit screen);
2. Record the refill in the Manual Payments Register (Form 39) in the hopper fills column;
3. Refill the machine with the appropriate amount of coins.

These steps can be performed in any order, however, if a step is missed, it may affect the accuracy of cash flow analysis for that particular machine.

A site operator must ensure that the number of coins placed in the hopper for a refill is correct. See the following table:

<table>
<thead>
<tr>
<th>Gaming Token Denomination $1.00</th>
<th>Gaming Token Denomination $0.05 $0.10 $0.20</th>
</tr>
</thead>
<tbody>
<tr>
<td>QCOM Protocol</td>
<td>IGT Protocol</td>
</tr>
<tr>
<td>$160.00</td>
<td>$80.00</td>
</tr>
<tr>
<td>Amount of Coins</td>
<td>400 Coins</td>
</tr>
</tbody>
</table>
Cancelled Credit Payments (CCPs)

A “cancelled credit” is a payment made in cash or by cheque and not with coins from the hopper. The payment is equivalent in value to the number of credits displayed on the credit meter.

A cancelled credit payment will only occur when a player has accumulated more than 299 credits on a non-tokenised machine or $49.99 on a tokenised machine and the customer presses the COLLECT button. The machine will lock up for security purposes and an attendant will have to reset the machine to ‘cancel’ the credits by turning the ‘Reset’ key.

If the gaming machine is tokenised ($1), a cancelled credit can also be performed when a player has collected all possible $1 coins via the hopper and there are credits worth less than $1 remaining on the credit meter. By resetting the machine the credit can be cancelled and the customer paid. As this can be time consuming for such a small amount it is recommended in this instance that the customer either gamble the remaining credit or play the credit out.

A cancelled credit payment will be recorded in the Cancelled Credit column of the Manual Payments Register (Form 39). The attendant then re-sets the credit meter, using the jackpot-reset key, and the machine returns to play mode.

NB Rule 7 of the Rules Ancillary to Gaming provides that payments over $250 must be made by cheque unless approval for a greater cash amount has been given by the QOGR.

Jackpot Payouts

The term ‘jackpot’ refers to a win on a gaming machine that does not increment the credit meter. It can be won on a link or stand alone machine. All other large wins (up to $10,000) increment the credit meter and will be paid out as a Cancelled Credit payment.

When a jackpot is won on a progressive machine, the machine “locks up” and the prize (shown in dollars and cents on the progressive jackpot prize display) is paid. This amount can be paid by cash or cheque, and is to be recorded in the jackpot column of the Manual Payments Register. After payment of a jackpot, it is recommended that the attendant remain until a player plays off the winning combination.

NB Rule 7 of the Rules Ancillary to Gaming provides that payments over $250 must be made by cheque unless approval for a greater cash amount has been given by the QOGR.

Short Pay Correction Payouts

A short pay correction payout occurs when the COLLECT COINS button has been pressed and the amount purported to have been dispensed from the hopper does not equal the credits on the credit meter. A short pay situation may also occur when a player claims that credits, that have not been bet, have disappeared from the credit meter.

Short pay correction payouts are rare due to the modern technology of today’s machines. Some players however will make claims, whether fraudulent or not and site operators must be prepared to deal with them. If the claim is a small one, say up to 20 coins, some site operators might elect, for public relations reasons, to pay the claim on the spot. With larger claims, the operator should take the patron’s details and request that they return the next day when you will be in a position to have determined the validity of the claim.

The validity of any short pay claim can be established by performing a net return analysis of the gaming machine, (see Checking the Accuracy of Accounting Records).

General Money Clearances

All money clearances must be carried out, or personally supervised, by at least one gaming employee.
On the day of the clearance, the site will enter the date/time of the clearance at the top of the column on the Cash Clearances Report (Form 40). As each machine is cleared, the amount of the clearance will be entered against its respective machine number. After the last machine has been cleared, a gaming employee should verify the total of all clearances recorded against a bulk count of the total amount of money cleared from the machines at that clearance.

The signatures of every person who carried out, or supervised money clearances are required on the report to certify the correctness of the day's entries.

At least once every 7 days, in conjunction with a money clearance the hopper contents of each gaming machine are to be weighed or estimated and recorded in the closing hopper column in the machine's Gaming Machine Performance Record (Form 41). It is recommended that meter readings also be taken at this time. Of course, if net return analysis is to be carried out more frequently then the hopper contents estimate and meter readings can be undertaken at every clearance.

**Monthly Money Clearance**

To tie together the metered figures, with cash figures, the site operator must perform a monthly money clearance to finish each month's accounting period (and to start the next).


The gaming machines are cleared as per general clearance procedures but machines must not have credits registered and any loose coin in the upper cabinets must be placed in the hoppers. The hopper amounts must be accurately counted and the electronic meter readings taken. The hopper amount and meter readings are recorded in each machine's Gaming Machine Performance Record (Form 41).

The site will total each machine's clearance for the monthly accounting period and enter the amounts in the last column of the Cash Clearances Report. The total of this column will be reconciled with the total of the individual daily clearances. The total cleared for the period on each machine shown on the Cash Clearances Report should agree with the corresponding total on each Gaming Machine Performance Record (Form 41).

**Special Clearances**

A special money clearance must be carried out immediately prior to the removal of a gaming machine or an alteration of the machine's game, gaming token and/or betting unit. The same procedure as for monthly clearances applies to special clearances.

**Accounting Records**

Clubs and Hotels/Taverns are required to maintain and keep certain accounting records, in the approved manner. These records are:

- Manual Payments Register (Form 39)
- Cash Clearance Report (Form 40)
- Gaming Machine Performance Record (Form 41)
- Monthly Gaming Machine Reconciliation Report (Form 42)
- Register of Gaming Machines – Licensee (Form 58)
- Monthly Variances Record (Form 61) – Clubs Only

Base information on gaming machine operation is contained in the first two of these records:

- Cash Clearances Report.

Entries in these records, together with the opening and closing hopper levels, provide a record of the sites outlays and receipts for the site's machines. Any error in the amount paid or cleared or in
recording the actual machine involved will result in discrepancies. Discrepancies are time consuming to rectify and may lead to accusations of illegality.

It must be stressed that accuracy in completing these base records is paramount to successful monetary accountability. Some common errors in performing and entering the transactions recorded in these records are: -

- Failing to ensure that the COLLECT button is pressed or failing to reset the credit meter when performing a cancelled credit. (This results from not turning the appropriate key). In these situations the credits left on the machine can then be played or collected at a direct loss to the site.
- Paying double cash for credits - this occurs when the person performing a cancelled credit wrongly calculates the credits into cash. Eg. paying 2500 X 2 cent credits as $100 not $50.
- Recording transactions to the wrong machine.
- Including the weight of a container used to hold cleared coins on the scale in the cash figure (by failing to ensure the scale is properly "tared").
- Weighing coin with the scale set at the wrong denomination.
- Under-weighing coin cleared by programming the scales with an overweight tare (generally due to having coin or another object on the scales when the tare is programmed).

Having ensured that the records of all manual payments, coin clearances and hopper levels are correct it is then imperative that EACH DAY you accurately transcribe these entries into each machine’s Gaming Machine Performance Record.

A quick check is to add together all the days’ entries in the Manual Payments Register, and compare this with totals in the individual Gaming Machine Performance Records. The same check should then be done for cash clearances.

At the end of the month, the totals of entries for that month in the Manual Payments Register should balance with the total of all cancelled credits, hopper fills, jackpots and short pays in the Monthly Gaming Machine Reconciliation Report. A similar balance should be carried out for coin clearance totals.

If no mistakes are made (and no theft or fraud has occurred), each machine’s cash net return will closely balance with the machine’s metered net return.

**Manual Payments Register (Form 39)**

Also known as the voucher or payout book this is a record of each cancelled credit, jackpot payout, hopper fill and short pay correction payout made on the premises for every day of trade. A manual register requires the certification of a witness to each transaction. Automatically generated payments from the LMO’s monitoring system only require a witness on payments over $500.

Any payments over $500 must be carried out or witnessed by a gaming employee.

The particulars required to be recorded are:

a) site operator’s name and licence number;

b) site’s name;

c) the date and time of payment or fill;

d) in the case of a short pay correction payout, jackpot payout or cancelled credit the name and signature of the person to whom the payment was made, whether they are members or visitors and their badge number where applicable;

e) the QOGR identification number of the machine;

f) the site operator’s identification number of the machine (house number);

g) the betting unit of the machine;

h) in the case of a jackpot payout or short pay (where applicable) the prize winning combination;
i) the name, licence number (where applicable) and signature of the person conducting the transaction;

j) the name, licence number (where applicable) and signature of one other identifiable person certifying that they sighted:
   i. in the case of a cancelled credit; the actual credits displayed on the credit meter;
   ii. in the case of a jackpot payment; the prize-winning combination;
   iii. in the case of a hopper fill, the hopper fill took place;
   iv. in the case of a short pay; the short pay took place; and
   v. that the record made for each payment, was correct in all details (in the case of a payment being over $500 either the person making the payment or the witness must be a gaming employee of the premises);

k) an indication as to the type of transaction (short pay correction payout, hopper fill, jackpot payout or cancelled credit);

l) and the amount (in the case of a cancelled credit the amount on the credit meter must be shown);

m) a progressive total of all transactions made that day in the register.

At the end of the day a line must be drawn under the last entry in the Register indicating the close of transactions for that trading day and the daily progressive total is accurate and initialled by the gaming employee.

The entries for each machine on the Manual Payments Register will be transcribed to the individual Gaming Machine Performance Records on a daily basis by the site.

The QOGR basic version of Form 39 is included the appendix of this manual.

**Witnessing of Manual Payments**

Sites must ensure that all manual payments (cancelled credit payments, short pays, jackpot payouts and hopper fills) are witnessed at the time of the actual event. Section 35(5) of the Gaming Machine Regulation 1991 is quite specific in this regard.

As stated in the Gaming Machine Regulation (section 41 subsection 3) any automatically generated payout dockets under $500.00 do not require a witness to verify payment.

Maxgaming however does recommend that all Hopper Fills be witnessed whether automatically generated or not.

Another practice not permitted is the block witnessing of manual payments (including those witnessed by staff). Such practice enabled an employee of a site to make several bogus payments over a period of a week. The employee concerned subsequently appeared in court in relation to this matter. Witnesses could, in such cases, suffer embarrassment and be suspected, initially, of having colluded with the person/s charged with the commission of the offence.

It should be noted that a witness to a manual payment is doing far more than just witnessing the signature. The witness is actually verifying that he or she observed:

- in the case of a cancelled credit the number of gaming machine credits displayed on the credit meter; or
- in the case of a jackpot payout the winning combination of symbols; or
- in the case of a hopper fill the hopper fill actually took place.

As a safeguard, sites should seriously consider implementing minimum requirements for witnesses. It is very much in the interest of sites to ensure that only persons who are identifiable to staff be permitted to witness manual payments as that requirement minimises the potential of false payments being made.

Additionally, Section 35(4) (b) of the Gaming Machine Regulation 1991 requires that all payments in excess of $500 be made by or be witnessed by a gaming employee.
Cash Clearance Report (Form 40)
This report shows the amounts of cash cleared from the cashbox and note stacker of each machine during a monthly accounting period. The report contains legal certification by the persons carrying out or supervising the clearance that the records are correct.
The particulars required to be recorded are:

a) site operator's name and licence number;
b) site's name;
c) the site operator’s identification number of each machine;
d) QOGR's identification number of each machine cleared;
e) date and time of each of the clearances;
f) the amount cleared;
g) the total amount cleared on each day;
h) the total amount cleared from each machine during the period;
i) the signatures and licence numbers (where applicable) of all persons carrying out or supervising the cash clearances, certifying that the record is correct in all details.

The QOGR basic version of Form 40 is included in the appendix of this manual.

**Gaming Machine Performance Record (Form 41)**

This report shows all cash clearances, hopper fills, and manual payments for the machine and enables the gaming employee to evaluate machine performance. It also shows the opening and closing hopper amounts and the electronic meter readings of the machine at the start and finish of the period covered by the report (as the meters are read and hopper contents counted at the time of the Monthly Money Clearance).

A gaming machine performance record is to be maintained for each machine.

The particulars contained in the record are:

a) site operator's name and licence number;
b) site's name;
c) the site operator’s identification number of the machine;
d) the QOGR identification number of the machine;
e) the manufacturer’s machine serial number;
f) the gaming token denomination and betting unit;
g) the game;
h) the day and time of the start and finish of the period covered by the record;
i) the amounts cleared from the machine's cash box that have been entered from details on the Cash Clearances Report;
j) the amounts of short pay correction payouts, hopper fills, jackpot payouts and cancelled credits all of which have been entered from details on the Manual Payments Register;
k) the opening and closing hopper level amounts;
l) the reported win (cash net return).

Also recorded are the readings and increments of the following electronic meters:

a) Total of notes from the note stacker;
b) total of coins to cash box;
c) total of coins won;
d) total of cancelled credits;
e) total of turnover;
f) total of hopper fills;
g) total of all stand alone or linked progressive prizes not registered as cancelled credits (progressive pays) (where applicable);
h) progressive jackpot prize displays (where applicable).

These readings must be taken at the same time as the monthly money clearance.

For any given time period, the gaming employee can carry out comparisons between the increment of a particular meter, and the cash figures. (eg. cash cleared from machine versus cash box meter increment or cancelled credit amount versus cancelled credit meter increment etc).
Information for the Gaming Machine Performance Record must be entered daily. On days when there has not been a cash clearance, short pay, hopper fill, jackpot payout or cancelled credit, there is no need to make an entry in the report.

At the end of each month, the site will record the closing hopper amount (which will also be the opening hopper amount for the next month) and the total of cash clearances, short pays, hopper fills, jackpot payouts and cancelled credits for the machine. These totals, known as the performance summary, will be used for the preparation of the Monthly Gaming Machine Reconciliation Report.

The site must ensure that upon installation of a machine or the alteration of a game, gaming token and/or betting unit, and the amounts shown on the meters are recorded in the Gaming Machine Performance Record and a new record is started for the new machine.

A copy of the current Form 41 is included in the appendix of this manual.

**Monthly Gaming Machine Reconciliation Report (Form 42)**

This report is compiled utilising the performance summary from each Gaming Performance Record and gives a monthly summary of each machine's cash net return.

The report contains the following particulars for the site for the monthly accounting period:

- a) the month for which the report relates;
- b) site operator's name and licence number;
- c) site's name;
- d) the date of the monthly clearance;
- e) the date and time of the start and finish of the period covered for each machine;
- f) the site operator's identification number of each machine;
- g) the QOGR's identification number of each machine;
- h) the total for each machine, of cash clearances, short pays, hopper fills, jackpot payouts, cancelled credits and the closing and opening hopper levels for the monthly accounting period;
- i) the calculated cash net return for each machine;
- j) the total for the site of cash clearances, short pays, hopper fills, jackpot payouts, cancelled credits and the closing and opening hopper levels for the monthly accounting period;
- k) the calculated total cash net return for the site.

When completing the monthly report:

- Ensure information regarding gaming licence number, name of premises, date of clearance and month for return is correct.
- Re-check additions both horizontally and vertically. Do not simply rely on the transferring of figures from Form 41 on Form 42. Also, check the addition of totals.
- Ensure opening hopper is equivalent to closing hopper of the previous month.
- Ensure that all handwriting is neat and legible.
- If a computer prints the form, ensure that the numbers are not too close together. Use double line spacing if needed. Ensure that the quality of printing is legible.
- For any machines installed that month, the opening hopper should read nil and the hopper fill column should include the initial hopper fill amount.
- If more than one page is used, each page should show progressive totals (i.e., total on page one is carried forward to page two with the total on page two being the total of pages one and two). The overall total of all pages is required to appear on the bottom of the final page.
- Ensure that the Machine ID number is listed and corresponds with the correct machine.
- Ensure figures are shown in monetary terms (i.e., dollars and cents) and not meter readings.
- The jackpot column shows jackpots paid from stand-alone progressive, and linked progressive machines only.
A copy of Form 42 is included in the appendix of this manual.

**Monthly Variances Record (Form 61)**

Using this report clubs are required to calculate and record Monthly and Accumulated Year to Date Variances. The Accumulated Variances must be kept on a financial year basis.

The Monthly Variances Record must be completed in full (including the year to date accumulated variances section) and signed within 7 days of the end of the month by the Gaming Nominee.

**It must be scheduled each month, by the authorised person, for consideration at the next meeting of the Club’s management committee or board which must, whether there is a variance or not, consider the Form 61 and therefore have it tabled in the minutes of the meeting.**

This form must be kept on site in hard copy to be perused by the club’s auditor and gaming inspectors. It is not to be submitted to QOGR.

Clubs are required to investigate all positive or negative variances greater than 0.5% of the metered or required banking amount and retain written explanations for these variances. These explanations, together with a copy of the Form 42, must be attached to the Monthly Variances Report. The variances are to be explained by the licensee.

The entries required to be made (in respect of each month’s accounting period) are:-

A. REPORTED WIN – the total of column 12 on Form 42.

B. METERED WIN – calculated by subtracting the Coins Won plus Progressive Wins (where applicable) from the Turnover, as recorded on the machines meters.

C. WIN VARIANCE (A–B) – if the difference is negative the reported figure has been understated. If the difference is positive, the reported figure has been overstated.

D. REPORTED CASH CLEARANCES - the total of column 6 on Form 42.

E. METERED CASH CLEARANCES – the total of coins counted as going to the cash boxes on the cashbox meters of all machines; and the total notes counted as going to the note stacker on the notes/bills-in meter of all QCOM machines.

F. CASH CLEARANCES VARIANCE (D–E) – if the difference is negative the reported figure has been understated. If the difference is positive, the reported figure has been overstated.

G. REPORTED CANCELLED CREDITS – the total of column 10 on Form 42.

H. METERED CANCELLED CREDITS – the total cancelled credits as recorded on the cancelled credit meters of all machines.

I. CANCELLED CREDITS VARIANCE (G–H) – if the difference is negative the reported figure has been understated. If the difference is positive, the reported figure has been overstated.

J. REPORTED PROGRESSIVE JACKPOTS – the total of column 9 on Form 42.

K. METERED PROGRESSIVE JACKPOTS – the total of jackpots registered on the machines progressive pays meters of all machines. (the addition of both Stand-Alone and In-house Linked progressive pays meters).

L. JACKPOTS VARIANCE (J–K) – if the difference is negative the reported figure has been understated. If the difference is positive, the reported figure has been overstated.

M. ACTUAL MONTHLY GAMING DEPOSIT – the figure shown of Form 42.
N. REQUIRED MONTHLY GAMING DEPOSIT –

O. BANKING VARIANCE (M-N) -

A copy of Form 61 is included in the appendix of this manual.

Register of Gaming Machines (Form 58)
Section 226 of the Gaming Machine Act 1991 requires that licensees keep a Register of Gaming Machine (Form 58) on their licensed premises. The register must show all details of the machines, licensee and licensed venue and in most cases is electronically generated by the LMOs monitoring system.

a) Licensee – refers to the holder of the Gaming Machine Licence – which may be a company, club or individual.
b) Licence Number – is the number allocated to the licensee and can be found on the Gaming Machine Licence.
c) Name of Licensed Premises – is the name of the venue i.e. Black Stump Hotel/Motel.
d) Number of Machines Approved – is the number of machines the venue has been approved to operate. This will be displayed on the Gaming Machine Licence.
e) Number of Machines Operational – this is the number of machines that are actually operational and connected to the monitoring system.
f) Licensed Operator – is the name of the venue’s appointed licensed operator i.e. MAXGAMING SERVICES.
g) QOGR ID No. – this is the Machine Gaming QOGR’s identification number on the plate attached to the side of the machine.
h) Serial Number - this is the number on the manufacturer’s plate attached to the side of the machine.
i) Machine Type – Indicate ‘Video’ for a machine with a video screen, or ‘Stepper’ for older types of machines that have may still have ‘reels’.
j) Name of Game – this is the name of the game currently installed in the machine.
k) Betting Unit – is the denomination of the machine i.e.; 1c, 2c
l) Token – is the token inserted into the machine to increment credits on the machine, i.e. this could be a $1 coin on a tokenised machine or 10c piece on a non-tokenised machine.
m) Return to Player – is the percentage of turnover that the machine is programmed to pay back to the player. This can be found in the menus on the machine.
n) Legal Owner – indicate ‘yes’ if machines are owned outright, and indicate ‘no’ if the machines are leased, rented or under hire-purchase arrangement.
o) Leased From – if the machines are leased, rented or under hire-purchase arrangement, you must indicate who the legal owner/s are.
p) Connected to monitoring system – indicate ‘yes’ if the machine is connected to the monitoring system or ‘no’ if the machine is disconnected or in storage.
q) Location of machine if not connected to monitoring system – indicate ‘On-site’ if the machine is stored at the venue, or give the full address if machine is stored elsewhere.

The licensee must have QOGR approval to store machines for longer than 2 months. If the sites machine details change in any way, i.e. After a game conversion, a new Form 58 must be completed and printed.

A basic version of a Form 58 is included in the appendix of this manual.

Purchase of Accounting Supplies
Prior to sites commencing machine gaming the LMO should present an initial supply of accounting forms (Manual Payments Register and Cash Clearances Report) into which information required by the Gaming Machine Act 1991 and Regulation is recorded.
While the LMO is prepared to supply sites' on-going needs at a nominal cost with regard to these forms commercially available alternatives, providing they fulfil the legislative requirements of the Gaming Machine Act 1991 and Regulation, are suitable.

No one supplier, including the LMO, has an exclusive right to supply such accounting requisites. Sites are free to purchase their requisites from a supplier of their choosing.

**Accounting Software Packages**

The QOGR has approved the use of software packages to either replace or complement some of the legislative accounting records that are required to be completed by sites.

maxgaming Services has developed a program called TIGAR (TABQ Insight Gaming Analysis & Reporting). This package allows you to produce all of the statutory reports electronically, as well as providing the venue with a host of other advanced reporting options.

For more information on TIGAR, please contact your regional Business Manager.

**Operation of the Gaming Machine Float**

It is recommended that each site carry a gaming machine float of $200 - $400 per machine. The float will be made up of coins and notes for sale to patrons and to cover payouts.

During the day's trading, coin will be exchanged for notes and manual payments paid. At the end of the day, the notes and coin in the float plus the total of the cash manual payments (including hopper fills) made that day should equal the day's initial float.

After each cash clearance, an amount equal to the total of cash manual payments (including hopper fills) for the period is removed from the clearances for the same period and added to the float. This should return the float (subject to minor variances) to its starting figure. The remaining coin can be exchanged for notes (if required) and the amount of notes/coin left over can be banked directly into the gaming machine account or otherwise held to the end of the month.

Some site operators, that count or weigh each machine's hopper contents at every clearance, prefer to utilise a system where the hopper contents are regarded as part of the float. These operators bank the cash net return plus gaming cheques - effectively catering for changes in the machine hopper levels by varying the float accordingly. The QOGR has no objection to this procedure provided the entries for gaming machine revenue required to be made in the site's accounting records are duly noted.

**EFTPOS**

As demand for gaming machines has grown, so has the demand for money out of hours. Consequently, many sites have installed Electronic Funds Transfer Point of Sale (EFTPOS) facilities.

Investigations by the QOGR, into sites where staff theft of gaming machine monies was suspected, have been impeded by the use of the gaming machine float for EFTPOS transactions.

By mixing the withdrawal of funds and the sale of gaming tokens, sites are experiencing difficulties in balancing the float and calculating the correct bank deposit. The confusion created by this practice is conducive to staff theft and could lead to staff being falsely accused.

Sites are urged to maintain separate floats for gaming and EFTPOS. A separate EFTPOS float will allow other transactions not associated with gaming.

Not only then will both floats be able to be balanced, but the monthly gaming deposit will also be able to be accurately calculated.
Banking Deposits

Gaming banking deposit amounts can be calculated using two methods:

2. Win Method: Reported Win plus gaming cheques (only accurate when weighing or estimating hoppers for each deposit date).

Gaming monies must be deposited to the Gaming Machine Account held with a financial institution within two business days of each clearance. (Or another period approved for a particular licensee in special circumstances). Once monies have been deposited into the Gaming Machine Account, they do not have to remain in that account. The Licensee, however, must ensure that sufficient funds are present for payment of gaming machine taxes and fees at the time of monthly electronic funds transfers.

An important point to note is that "gaming cheques", only refers to cheques drawn on the account into which the deposit is made. If cheques for cancelled credits and jackpots are drawn on a separate account, they must be treated as per cash payments (i.e. added to the float). A separate reimbursement can then be made from the float to the cheque account.
Audit Requirements at the End of Financial Year – (Clubs Only)

Within 3 months of the end of the financial year each club must:

- have the gaming machine accounts audited by an accountant;
- prepare a statement of receipts and payments relating to gaming machine revenue;
- have the statement of receipts and payments for gaming machine operations checked and certified as being correct by the auditor;
- submit the certified statement to the QOGR within 28 days of its preparation.
- a statement detailing the number of members in each class of membership of the club at the end of the financial year;
- a copy of the annual report of the club including the audited financial statement for the financial year;
- a statutory declaration signed by the principal executive officer declaring that the proceeds from the conduct of gaming were expended promoting the objectives of the club.

Upon completion of the audit, the site must ensure that the audit report is submitted to the QOGR.

Persons Qualified to Perform Audit

To qualify to perform an audit the person must be:

- a member of the Institute of Chartered Accountants in Australia who holds a current Certificate of Public Practice issued by the Institute; or
- a member of the Australian Society of Certified Practising Accountants who holds a current Public Practice Certificate issued by the Society; or
- a person registered as an auditor under the Corporations Law; or
- in a particular case -- a member of an accounting body mentioned in paragraph (a) or (b) who--
  - does not hold the current certificate mentioned in the paragraph; and
  - is approved as an accountant for the case by the QOGR.

The QOGR has formulated guidelines for accountants performing audits and these will be provided direct to the accountant upon request.
## Fees, Taxes and Community Funds

### Fees

Tabled below are some of the general fees applicable as at October 2003. Gaming Fees are exempt from GST, except for Evaluation charges. For any fees not shown in this table please contact the Queensland Office of Gaming Regulation.

<table>
<thead>
<tr>
<th>Form Number</th>
<th>Description</th>
<th>Fee ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3A/3B/3C</td>
<td>Application for gaming machine licence for premises that are not licensed premises (s 56(5)(n) of the Act)</td>
<td>4144.00</td>
</tr>
<tr>
<td>3A/3B/3C</td>
<td>Application for gaming machine licence for premises that are licensed premises (s 56(5)(n) of the Act)</td>
<td>1963.00</td>
</tr>
<tr>
<td>3D</td>
<td>Application for approval of additional licensed premises (s 61(3)(g)(ii) of the Act)</td>
<td>1963.00</td>
</tr>
<tr>
<td>6</td>
<td>Copy of gaming machine licence (s 71(1) of the Act)</td>
<td>55.00</td>
</tr>
<tr>
<td>6</td>
<td>Fresh gaming machine licence (s 71(3)(a) of the Act)</td>
<td>55.00</td>
</tr>
<tr>
<td></td>
<td>Application for renewal of gaming machine licence (s 76(2)(b) of the Act) - (a) by a category 1 licensee (b) by a category 2 licensee - for each premises</td>
<td>328.00</td>
</tr>
<tr>
<td>7</td>
<td>Application to increase approved number of gaming machines by less than 10 gaming machines for a category 1 licensed premises (s 81(2)(h) of the Act) plus - for each additional machine</td>
<td>109.00  10.00</td>
</tr>
<tr>
<td>7</td>
<td>Application to increase approved number of gaming machines by 10 or more gaming machines for a category 1 licensed premises (s 81(2)(h) of the Act) plus - for each additional machine</td>
<td>545.00  10.00</td>
</tr>
<tr>
<td>7</td>
<td>Application to increase approved number of gaming machines by less than 20 gaming machines for a category 2 licensed premises (s 81(2)(h) of the Act) plus - for each additional machine</td>
<td>109.00  10.00</td>
</tr>
<tr>
<td>7</td>
<td>Application to increase approved number of gaming machines by 20 or more gaming machines for a category 2 licensed premises (s 81(2)(h) of the Act) plus - for each additional machine</td>
<td>545.00  10.00</td>
</tr>
<tr>
<td>70</td>
<td>Application to increase approved hours of gaming (s 85A(1) of the Act)</td>
<td>23.00</td>
</tr>
<tr>
<td>70</td>
<td>Application to decrease approved hours of gaming (s 86(1) of the Act)</td>
<td>55.00</td>
</tr>
<tr>
<td>6</td>
<td>Replacement gaming machine licence (s 88B(2)(b) of the Act)</td>
<td>55.00</td>
</tr>
<tr>
<td>78</td>
<td>Application for approval to relocate a gaming machine area (s 91(2) of the Act) - for each machine</td>
<td>23.00</td>
</tr>
<tr>
<td>6</td>
<td>Replacement gaming machine licence (s 109(2)(b) of the Act)</td>
<td>55.00</td>
</tr>
<tr>
<td>65</td>
<td>Application for gaming nominee’s licence by licensed gaming employee (s 196(2)(d) of the Act)</td>
<td>328.00</td>
</tr>
<tr>
<td>66A/66B/18</td>
<td>Application for gaming nominee’s or key monitoring employee’s licence (s 198(4)(l) of the Act)</td>
<td>328.00</td>
</tr>
<tr>
<td></td>
<td>Application for renewal of gaming nominee’s or key monitoring employee’s licence (s 207(2)(c) of the Act)</td>
<td>164.00</td>
</tr>
</tbody>
</table>
Application for gaming employee’s licence by a licensed gaming nominee (s 197(2)(c) of the Act) 164.00

13A/15 Application for gaming employee’s or repairer’s licence (s 198(4)(l) of the Act) 164.00

Application for renewal of gaming employee’s or repairer’s licence (s 207(2)(c) of the Act) 164.00

Issue of fresh gaming nominee’s, gaming employee’s, key monitoring employee’s or repairer’s licence (s 203(3)(a) of the Act) 23.00

**Taxes**

Gaming machine taxes are calculated as a percentage of the site’s monthly metered win.

The following table shows the tax rates applicable after July 1 2000.

**Clubs**

<table>
<thead>
<tr>
<th>Monthly Metered Win</th>
<th>Tax Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 - $9,500</td>
<td>Nil %</td>
</tr>
<tr>
<td>$9,501 - $75,000</td>
<td>17.91%</td>
</tr>
<tr>
<td>$75,001 - $150,000</td>
<td>20.91%</td>
</tr>
<tr>
<td>$150,001 - $300,000</td>
<td>23.91%</td>
</tr>
<tr>
<td>$300,001 - $1,400,000</td>
<td>25.91%</td>
</tr>
<tr>
<td>Over $1,400,000</td>
<td>35.91%</td>
</tr>
</tbody>
</table>

**Hotels**

All Metered Win 35.91%

**Major Facilities Levy**

In 2001, the Queensland State Government imposed an additional levy on hotels with a high metered win. The major facilities levy is responsible for funding the building or the revamping of large community facilities around the state. Hotels with a metered win of over $100,000 must pay the gaming machine tax prescribed as well as the major facilities levy.

<table>
<thead>
<tr>
<th>Monthly Taxable Metered Win ($)</th>
<th>Major Facilities Levy (% of Monthly Taxable Metered Win)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>Nil</td>
</tr>
<tr>
<td>$100,001 - $140,000</td>
<td>3.5%</td>
</tr>
<tr>
<td>$140,001 - $180,000</td>
<td>5.5%</td>
</tr>
<tr>
<td>$180,001 - $220,000</td>
<td>7.5%</td>
</tr>
<tr>
<td>$220,001 - $260,000</td>
<td>13.5%</td>
</tr>
<tr>
<td>&gt; $260,000</td>
<td>20.0%</td>
</tr>
</tbody>
</table>

**GST**

The Goods and Services Tax commenced on the 1 July 2000. The amount of GST payable on gambling is 1/11th of the difference between the total amount bet and the total winnings paid out. Therefore, the GST amount equates to approximately 9.09% of sites taxable monthly metered win.

The QOGR will collect the State Tax through Electronic Funds Transfer on the 10th day of the month. Sites will be required to remit their GST on gaming to the Commonwealth government as required under the legislation.
All regulatory fees (except evaluation fees) will be GST free. This applies to all Licence Application Fees (eg. gaming site and employee licence applications) and Gaming Service Application Fees (eg. Applications to increase number of machines, relocations, purchases etc.)

Community Benefit Funds
Queensland’s gaming legislation provides for levies to be applied to the revenue from casinos, gaming machines in licensed clubs and hotels, keno and interactive gambling. The levies collected are allocated to special funds for community purposes.

- The 3 Casino Community Benefit Funds (one for each casino in the state)
- The Gaming Machine Community Benefit Fund
- The Sport & Recreation Benefit Fund
- The Charities & Rehabilitation Benefit Fund.

The Casino and Gaming Machine Community Benefit Funds provide for the distribution across Queensland of grants for worthy community-based projects. The Gaming Machine Community Benefit Fund, for example, in 1997/98 distributed $17.43 M to 2,298 projects (an average of $7,587 per project).

The Sport & Recreation Benefit Fund is administered by the Department of Tourism, Sport and Racing’s Office of Sport and Recreation and provides funding for small and large sporting and recreational projects across Queensland.

The Charities & Rehabilitation Benefit Fund is administered by the Department of Families, Youth and Community Care (DFYCC). That Fund supports problem gambling services and other high priorities in the welfare area administered by the DFYCC.

These funds received a total of $92 million over the 1997-1998 financial year. Each fund benefited from the following amounts:

- Casino Community Benefit Funds $4.7 M
- Gaming Machine Community Benefit Fund $17.2 M
- Sport & Recreation Benefit Fund $43.7 M
- Charities & Rehabilitation Benefit Fund $26.4 M

The issue of problem gambling is being addressed through the activities of the Responsible Gambling Advisory Committee which has representatives from the gaming industry, social services organisations, DFYCC and QOGR.

Initiatives of the Responsible Gambling Advisory Committee included the trial of a 24 hour crisis counselling and referral help line for those experiencing concerns with gambling.

A percentage of the taxes collected from all forms of gambling in Queensland go into a Consolidated Fund to provide funding for the Community Investment Fund (CIF). This fund was established in the Treasury to allocate these monies to the Gambling Community Benefit Fund, the Responsible Gambling Fund, the Sport and Recreational Benefit Fund and other programs of statewide significance, including job creation, community renewal and crime prevention.

More information about these funds can be obtained by contacting the QOGR.
Late Payment Penalties
A 5% penalty is payable on any shortfall in taxes or penalties owing for that month, or outstanding from previous months. The penalty is due with the next month’s payment.

Refund Applications
A written claim for a refund of any fee for an application which did not proceed, tax over-paid, refunds for MAXGAMING SERVICES fees, or penalty paid and subsequently forgiven, may be submitted to the QOGR specifying the refund amount sought and describing the grounds upon which the claim is made.

The QOGR must, within 90 days after the receipt of the claim, allow or disallow the claim, in whole or in part.

If the claim is disallowed in whole or in part, the QOGR must give notice in writing to the claimant stating the reasons for the disallowance.
Checking the Accuracy of the Gaming Machine Accounting Records

For a site to maintain adequate control over the performance of its gaming machines it is necessary to select a responsible employee to maintain and analyse all accounting, financial and statistical records associated with each machine.

All records should be scrutinised to ensure that authorised signatures appear, that documents balance where necessary, and that amounts are transcribed correctly.

The responsible employee should undertake at least the following duties:

- Review at regular intervals (at least weekly) each Gaming Machine Performance Record and reconcile the entries in the record with the increment of the corresponding electronic meter;
- Analyse the monthly returns;
- Perform net return analysis at random intervals;
- Ensure the new audit guidelines are being followed accordingly.

Care should be taken by all site staff in the completion of accounting records, as any errors require correction in accordance with section 37 of the Regulation.

NOTE: Section 348 of the Act requires any site operator or gaming employee who becomes aware of, or suspects, criminal activity in relation to gaming (including accounting) to notify the QOGR of all known facts within 3 days.

Accounting Meters

The following electronic (RAM) meters are displayed on each machine. These are used to record the mandatory machine accounting information.

- total number of games played (stroke);
- total of coins to cash box;
- total of coins won;
- total of cancelled credits;
- total of coins bet (turnover);
- total of hopper refills;
- total of all stand alone or linked progressive prizes not registered as cancelled credits (progressive pays) (where applicable);
- total of Notes-in / Bills-in.

These meters can be displayed via the use of an audit key that causes the meters to appear on the screen of a video machine or a LCD (Liquid Crystal Display) of a stepper reel machine.

The machine will not be playable while the electronic meters are being read by site staff. If coins are inserted, they will be rejected. Any credits on the credit meter will not be affected.

Provision is made on the Gaming Machine Performance Record (Form 41) for recording of these meters. Provision is also made for the recording of the current prize levels of progressive jackpot prizes.

The metering information is also collected electronically by maxgaming Services through the site controller.
Net Return Analysis Formula

Net return, the site’s actual gross win for each machine (and the entire site) can be calculated by the use of the following two equations:

1. **CASH NET RETURN EQUATION**

   (Closing hopper + cash cleared) less the total of
   (Short pays + hopper fills + jackpot payments + cancelled credits + opening hopper).

2. **METERED NET RETURN EQUATION**

   Increment in Total Bets (Turnover) Meter (closing total bets reading minus
   opening total bets reading) less Increment of Total Wins Meter (closing total win reading minus
   opening total win reading)
   less
   (where applicable) increment in the Total progressive pays meter (closing total progressive pays
   reading - opening total progressive pays reading).

The figure obtained in method (1) should be as close as possible to the monetary value of the figure obtained in method (2).

Method (2) however, as it is electronically measured, is not affected by stealing or fraud. If there is a discrepancy between the Cash Net Return and the Metered Net Return, check for the following:

- Money has been taken from the cashbox, note stacker or hopper;
- Incorrect (or False) entries have been made in either the Cash Clearance Report, Manual Payments Register or the Gaming Machine Performance Records, or;
- The machine may have malfunctioned.

Comparisons between the cash figures for clearances and cancelled credits, and the corresponding meter increment will identify the nature of the discrepancy or illegal activity.

**Calculation of Net Return on Site**

The reports forwarded by maxgaming to each site in the first half of each month provide a detailed metered net return analysis.

However, a site operator MUST perform a net return analysis on all machines periodically. The exercise can be carried out after every clearance of the machine/s, or when it is considered that, there are problems with the machine/s. The shorter the time span between the committal of a crime and its detection, the greater the chance of identifying the guilty party.

It will be necessary for the site operator to perform the following tasks simultaneously to enable an on site net return analysis etc. to be performed:

1. Reading of the electronic meters;
2. Cash Clearance of the cashbox and note stacker; and
3. Determination of the hopper level amount (by weighing or estimating the hopper contents).

The use of opening and closing hopper level amounts ensures an accurate calculation of the cash net return for the period.

For the purposes of the monthly money clearance, the amount recorded as contained in the hopper must be accurate. An estimate of hopper contents may be used when performing calculations following other money clearances.
Net Return Analysis Procedure

1. Calculate total metered net return for the whole site;
2. Calculate the total cash net return for the whole site;
3. Calculate difference between the total metered net return and the total cash net return.

If there is no significant difference then it is probable that nothing illegal has occurred. If individual machines do not balance but the whole site does it could mean that:

- clearances or payments have been recorded for the correct amount but entered against the wrong machine in the Manual Payments Register or Cash Clearances Report, or
- entries from the Manual Payments Register or Cash Clearances Report have been transcribed across to the wrong Machine Performance Record, or
- hopper levels have been recorded to the wrong machine.

Where you have tried the procedures in (1), (2) and (3) and a major discrepancy still exists then, PREPARE A LIST in site machine number order that contains:

1. the individual metered net return in $
2. the individual cash net return in $
3. the difference between (a) & (b) + or - in $

This will help to identify the problem machine/s. For each problem machine investigate the following:

1. ADD ALL SHORT PAYS, HOPPER FILLS, JACKPOTS AND CANCELLED CREDITS INDIVIDUALLY from the Manual Payments Register. Compare with a site total generated from the totals on the Gaming Machine Performance Records. If a discrepancy then exists, the figures transcribed onto the Performance Record have an error in them or there is an error in the additions on the performance records.

2. ADD ALL CASH CLEARANCES on Cash Clearances Report left to right and top to bottom - See if they match. If not, go through day by day and line by line until you find the error. If the figures agree, then compare with a site total generated from the totals on the Gaming Machine Performance Records. If a discrepancy exists, then the figures transcribed onto the performance records are in error or there are addition errors.

3. COMPARE TOTAL OF JACKPOTS on each Performance Record with the Progressive Pays Meter. If a variance exists, then check each jackpot against Site Machine Number and Machine ID number in Manual Payments Register.

If the variance is positive, the jackpots (excluding minor rounding off to the nearest 5 or 10 cents on cash payments) have been overstated, this could be due to:

- transcription error;
- jackpot amount read incorrectly from the jackpot sign.
- false jackpot entered up fraudulently.

If the variance is negative the jackpots have been understated (excluding minor rounding off to the nearest 5 or 10 cents for cash payments) and could be due to:

- transcription error;
- jackpot amount read incorrectly from the jackpot sign.

4. COMPARE TOTAL OF CANCELLED CREDITS on each Performance Record with the Cancelled Credit Meter.

If a variance exists, then check each cancelled credit against Site Machine Number and Machine ID number in Manual Payments Register. If the variance is a positive figure, the cancelled credits have been overstated. This could be due to:

- the attendant neglecting to cancel the credits;
- an error in calculating the cash value of the payment;
- false payments have been entered fraudulently;
• transcription error.

If the variance is a negative figure, the cancelled credits have been understated due to:
• an error in calculating the cash value of the payment;
• transcription error.

5. COMPARE TOTAL OF CASH CLEARANCES for each machine with coins to cash box meter, and notes to note meter. If there is a variance and it is a positive figure, the cash clearances may have been overstated. This could be due to:
• error in weighing procedures eg. double counting, neglecting to tare the scales;
• addition or transcription error;
• possible machine fault eg. cashbox optic or note acceptor not working properly.

If the variance is a negative figure, the cash clearances may have been understated and could be due to:
• error in weighing procedures;
• addition or transcription errors;
• theft.

6. CHECK THAT THE CLOSING HOPPER AMOUNT shown in each Performance Record is the same as the Reconciliation Report.

7. COUNT NUMBER OF HOPPER FILLS on the Manual Payments Register for each machine individually and compare with Performance Record.

8. ON COMPLETION OF ALL THESE PROCEDURES, if a variance still exists then the problem is probably related to the opening or closing hopper. This could be due to:
• an error in weighing procedures eg. neglecting to tare the scales;
• a transcription error when transferring closing hopper from previous month to opening of the current month on Form 41.
• writing the closing hopper weight in Form 41 against the wrong machine.

9. IF YOU STILL CAN NOT BALANCE - contact maxgaming Services for further advice. However, keep all the above calculations for easy reference.

How to Analyse Monthly Net Meter Reports

In approximately the second week of each month, maxgaming will forward a Monthly Net Meter Report to the site. This report will shows the metered figures obtained from the site's machines by the maxgaming Monitoring System.

The following is a detailed description of this report.

1. QOGR ID Number - the QOGR identification number on the plate attached to the right side of the machine.
2. Serial No. - the number on the manufacturer's plate attached to the side of the machine.
3. Game Name – the name of the game currently installed in the machine.
4. Machine Type – a description of the machine type. For example, MK2.5 VIDEO is an Aristocrat 2.5 Video machine.
5. RTP – Return to Player: the percentage of turnover that the machine is programmed to pay back to the player over the cycle of all possible combinations.
6. Metered Win – or metered net return, is calculated by subtracting the Coins Won plus Progressive Pays (where applicable) from the Turnover, as recorded on the machine's meters.
7. Turnover - total of all bets including re-investment of credits won on the machine for the month.
8. Coins Won – total of all monies paid out to the player via the coin tray and manual payments. (Does not include Progressive Pays)
9. Cash Box – all coins counted as going to the cash box.
10. Cancelled Credits – all manual payments as registered on the cancelled credit meter of the machine.
12. Linked Progressive Wins – all Linked Progressive Jackpots as registered on the machine’s progressive pays meter.
13. Banknote Acceptor - all notes counted as going to the note stacker.

The site should verify all the Monthly Totals at the bottom of the report. These figures should correspond with the sites figures as reported in the Monthly Gaming Machine Reconciliation Report (Form 42), and the Machine Performance Records (Form 41).

- Compare the Metered Win against the sites Net Return Total (Column 12).
- Compare the sum total of the Cash Box and Banknote Acceptors against Column 6 on Form 42.
- Compare the total Cancelled Credits against Column 10 on Form 42.
- Compare the total Progressive Pays against the total stand-alone jackpots in Column 9 on form 42.
- Compare the total Turnover against the totals from Form 41.
- Compare the total Coins Won against the totals from Form 41.

The QOGR uses the Metered Win figures provided by maxgaming in this report to calculate the gaming tax payable each month by the site. Therefore, it is essential that gaming machine licensee’s should compare their Reported Win figures (Shown as Net Return on Form 42) with the Metered Win figures provided by the maxgaming, and identify any possible variances.

If any variance is not attributable to an error in the site’s bookwork (including minor hopper variances), it should be passed on to maxgaming Services for further investigation.
Legal Obligations and Responsibilities

Obligations of Club Executives

With the impact that gaming activities now have upon clubs, it is essential that club executives are aware of their legal obligations, individually and collectively, particularly in relation to gaming legislation administered by QOGR.

Most clubs that hold gaming machine licenses are associations incorporated under the Associations Incorporation Act. The remainders, bar a few exceptions, are incorporated under the Corporations Law as public companies.

Regardless of how a club is incorporated, the club’s executives have an obligation:

• to act honestly;
• to exercise their powers in discharging their duties with the skill and care of a reasonable person in the circumstances;
• to be diligent; and
• to fulfil fiduciary duties.

Fiduciary duties include:

• to act in good faith and in the interests of the club as a whole;
• to avoid conflict of interest;
• to exercise powers for the purposes for which they were granted.

The Associations Incorporation Act is not as specific as the Corporations Law in this area; but it is generally considered that, common law duties which apply to a company director could apply to a member of the executive of an incorporated association.

Under this Act, for example, where a club is found to have breached a provision of the Gaming Machine Act 1991, each member of the club’s executive may also be prosecuted. Unless, it can be shown that they had carried out their responsibilities diligently and that the offence occurred without their consent. Similar provisions can be found in the Keno Act and Charitable and Non-Profit Gaming Act.

It should be noted that the employment of managerial and other staff to attend to the day to day affairs of a club does not absolve executives of their legal responsibilities.

The gaming laws require the executive to ensure that appropriate administrative controls are in place and the management committee or board is regularly and accurately informed on all aspects of gaming activities within the club.

Gaming Machine Act 1991 Section 97 places an obligation on the executive to ensure that any grounds that may jeopardise the machine gaming licence of the club, do not arise.

Some examples of such grounds are where:

• The club has ceased to be a non-proprietary club.
• The proceeds of gaming are applied in a way that does not promote the objectives of the club.
• Payments made under the club’s objectives are not in the best interests of the club.
• Unreasonable payments are made for things purchased on behalf of the club.
• Unreasonable salaries are made to executive officers or employees.
• The club fails to meet tax obligations to QOGR.
• The club becomes financially unstable.
• The club fails to comply with any condition attaching to its gaming machine licence.
All clubs holding a gaming machine license must be non-proprietary clubs, which means that the rules of the club must provide that:

- the income, profit and assets of the club are to be applied only in the promotion of its objectives; and
- the payment of dividends or the distribution of profits among its members is prohibited.

The executive of a club must ensure that the club does not fall under the control of entrepreneurial interests and must manage the club’s affairs in accordance with the rules of the club.

Some clubs have entered agreements with persons external to their organisation to provide managerial services over the operations of the club’s business, including the supervision of gaming operations.

These agreements are known as Management Agreements.

Clubs must disclose the existence of a management agreement and, whilst the Act does not require a management agreement to be approved, the QOGR has adopted the practice of indicating whether or not it has any concerns with the agreement in terms of the Act.

The decision to enter such an agreement and the appropriateness of the general terms and conditions and operational practices are matters entirely for the club to make or to oversee.

The Gaming Act does not prohibit a club from entering such an arrangement but requires that a club be and remain a non-proprietary body pursuing a set of objectives for the benefit of its members and not to fall under the control of or to operate for the benefit of private interests.

Therefore when entering such agreements clubs must take into account the provisions of the Act, as a contravention of the Act may lead to the cancellation of the agreement, prosecution action or the suspension or cancellation of the club’s gaming machine licence.

These issues highlight the need for the executive to closely monitor receipts and expenditure and to be fully informed of the club’s financial position.

The Act requires the clubs investigate and attach explanations for variances in net return, cash clearances, cancelled credits, progressive jackpots, and gaming deposits. This is to be collated and displayed on the Monthly Variances Record (Form 61). The amendment also requires that the variances and the relevant explanations be scheduled for consideration at the next meeting of the executive. The response by the executive to serious variances is a matter checked by inspectors during the club’s yearly compliance audit by QOGR.

**Associations Incorporations Act**

The Associations Incorporation Act and Regulations provide that incorporated associations must make payments of $100 or more by cheque. This requirement does not apply to gaming machine operations.

The Gaming Machine Act provides that notwithstanding any other Act or law, gaming and the “conduct of gaming” on licensed premises in accordance with the Gaming Machine Act is lawful. “Conduct of gaming” includes the sale and redemption of gaming tokens, accounting and matters incidental to gaming.

Section 242 (2) of the Gaming Machine Act requires that gaming payments must be made with Australian currency unless the Act, Regulation, Rules Ancillary to Gaming or the patron requires the payment to be made in another manner.

Accordingly, it is legal for incorporated associations to make payments of $100 or more by means other than cheque, in relation to gaming, provided it is in accordance with the Gaming Machine Act and the Rules Ancillary to Gaming.
Furthermore, as Schedule 2 of the Gaming Machine Regulation requires site operators to remit taxes, etc. by way of electronic funds transfer, it is also lawful to make the transfer despite the above restrictions.

Change of Circumstance for All Licence Holders
The holders of all licenses (Gaming Machine, Gaming employees, Gaming Machine Nominees, Service Contractors and Repairers) must advise the QOGR, in writing, within 7 days, of certain changes in circumstance.

The events requiring notification by the holders of licenses are:
1. the holder of a licence changes name or address; or
2. the holder of a licence -
   i. is convicted of an offence against this Act; or
   ii. if the holder is an individual - fails to discharge the holder's financial commitments, becomes bankrupt or compounds with creditors or otherwise takes advantage of the laws about bankruptcy; or
   iii. if the holder is a body corporate - is the subject of a winding-up (whether voluntarily or under a court order), appointment of a liquidator, appointment of a receiver or receiver and manager, or is placed under official management and an official manager appointed under the Corporations Law; or
   iv. is convicted of an indictable offence (whether on indictment or summarily) punishable in the particular case by imprisonment for at least 1 year (irrespective of whether the offence is also punishable by a fine in addition, or as an alternative, to imprisonment).

Disclosure of Influential or Benefiting Parties
At the time of making an application for a gaming machine licence or a renewal of a gaming machine licence, the applicant must lodge an affidavit with the QOGR, made under Section 92 of the Gaming Machine Act.

An applicant, who undergoes any change in circumstances in relation to information contained in their last affidavit, must, within 7 days of the change, forward to the QOGR, a fresh affidavit made under the above mentioned section.
Legislative Checklist
Outlined below is a quick checklist for the site operator to ascertain compliance with some of the more common legislative requirements.

- Have you displayed your Gaming Machine Licence in a conspicuous position?
- Do you care for all gaming machines in a reasonable, careful and prudent manner?
- Have you taken reasonable steps to protect gaming machines from damage?
- Have you provided insurance against all liability, (arising from gaming) in relation to injury, damage or loss suffered by a person because of any act or omission by yourself or your employees?
- Are you maintaining all records, accounts, reports and other documentation required to be kept?
- Are all gaming machines supplied continuously provided with electricity and switched on?
- Have you affixed a sign to any gaming machine that conveys or exhibits any false, misleading, rude or offensive messages? (Section 228(2) of the Act)
- Have you moved or relocated any gaming machines without the approval of the QOGR?
- Have you notified the QOGR (Form 11) of all changes of secretaries and executive officers?
- Are there at least two licensed gaming employees employed at your premises?
- While gaming is being conducted is there at least one licensed gaming employee on the premises or readily available?
- Are the facilities and amenities of the premises maintained for maximum safety and comfort?
- Are the Rules Ancillary to Gaming and a sign displaying services available to assist compulsive gamblers displayed where coin is dispensed or redeemed?
- Are you seeking proof of age of players suspected of being less than 18 years old?
- Have you employed a person under the age of 18 years, in relation to the operation of gaming machines?
- Have you allowed a person under the age of 18 years to play a gaming machine?
- Are you carrying out a monthly money clearance of all gaming machines, between the end of play on the last day of each month, and before the commencement of play on the first day of the next month?
- Are you keeping and maintaining all accounting records in the correct form and manner?
- Have you on or before the fourth day of each month, deposited the monthly gaming deposit into an account kept by you at a financial institution?
- Are all the Monthly Net Meter reports reviewed and signed by a gaming employee each month?
- Have you allowed a gaming machine that is not functioning correctly to be played?
☐ Are you in possession of a gaming machine that has not been approved by the QOGR?

☐ Are all gaming machines in your possession listed in the Schedule of Gaming Machines (Form 58)?

☐ Have you permitted gaming on a machine that has a broken, removed or damaged computer cabinet seal?

☐ Does the layout of your premises allow for continuous supervision of each gaming machine and a clear passageway of at least two meters between banks of machines?

☐ Are you ensuring that all advertisements relating to gaming are based on fact, and are not, indecent, offensive, false, deceptive or misleading?
Marketing and Promotions

The marketing and promotion of gaming machines will be the cornerstone in the long-term success of gaming machines at any site. Initially, the machines, being a novelty will attract players. However, as time goes by, those sites that take advantage of marketing and promotions will be in the best position to maintain and increase machine revenue.

Marketing is an all-encompassing term that has been defined in many ways. To put it in simple terms, from the seller's viewpoint, marketing is the performance of actions to meet needs and wants in an exchange for monetary rewards.

In terms of gaming machines, a site operator's market consists of people who wish to play gaming machines to:

- be entertained;
- provide social interaction;
- make financial gain; and/or
- fill in time.

To successfully market gaming machines, site operators must identify their markets. As can be seen from the wants and needs outlined above, a site operator has a market that may be segmented by the patron's motivation for playing gaming machines.

When planning for gaming machines, consideration should be given to the overall presentation of the premises, its gaming machine operation and how it can be tailored to suit these various groups or market segments. A strategy needs to be developed for each.

Information Systems

Effective decision making is based on current and accurate information. Such information is needed to answer such questions like:

- Who are the potential gaming machine players?
- Why do people patronise our site?
- How can we attract more people to our site?
- Who are our competitors?
- What do they have to offer?
- What are the current industry trends?
- What are the environmental influences? eg. government controls, technological advances, social issues, economic climate, etc.

Information gathering should be a constant process, as the site does not operate in a vacuum. Site operators need to be aware of the changing needs and wants of its patrons.

For a site operator, gaming machines form part of a total product package of social oriented services. The total product package must be combined to ensure all components complement each other.

For example, a product package may include such things as:

- entertainment
- dining facilities
- discount liquor
- social centre
- sporting facilities
Target Marketing Process

Your site has committed itself to an investment in gaming machines and they have been installed on your premises. Now the continual success of your gaming machine site begins.

Simply installing gaming machines will not mean they will receive sufficient play to be a profitable venture. Using the information gathered, your potential market can then be divided into several groups with similar needs and wants. As with any product or service, if site operators try to appeal to the whole market, resources might be spread too thin and invariably fail to meet the needs/wants of any particular group. Hence, site operators should determine which market segment/s can best be served.

There are two steps to target marketing. The first step is market segmentation, the process of identifying distinct groups of gaming machine players who would justify a separate marketing approach (marketing mix).

The second step is the process of selecting one or more of the marketing segments and developing a marketing mix strategy for each.

Step 1 Market Segmentation

The market may be segmented into distinct groups of players using some basis or meaningful criteria such as:

- geographic, eg. locals, tourists
- demographic, eg. age, income, sex
- psychographic, eg. social class, lifestyle
- behavioural, eg. how often they use the product.

A site operator may, for example, segment the market into males and females and/or drinkers and non-drinkers.

Each segment should be evaluated as to its prospective potential. Factors to consider are: is the size of each segment, potential spending power, frequency of patronage, and the ability to cater for this segment's needs and wants.

Step 2 Target Marketing

Now the various market segments have been identified, the site operator must consider how to approach the market. This involves deciding whether to try to cater for the whole market, for several market segments or for one segment.

Considering the vastly different groups of potential players, no one, site operator could possibly serve the whole market.

The second option is to cater for several market segments. A club may decide to adopt different marketing strategies for retired persons and working persons. This could be done by providing bingo and concerts during the day for the retired persons, and discos, or rock and variety concerts, on Friday and Saturday night to appeal to the younger members.

The third option is to concentrate on only one segment. This option would tend only to be viable for sites that have exclusive patronage.

It should be anticipated that the novelty factor will result in an initially high level of machine play. However, after this novelty has worn off it is expected that site operators should adopt some form of target marketing. It will be an important factor when several sites within the one locality are competing for the same market.

Patronage levels are a major influence here. A small site such as a bowling club should not try to compete head on with large sites in offering similar products and services.
Marketing Mix
The "marketing mix" is the blend of marketing variables that the site operator uses to effectively attract a particular target market.

A marketing mix is comprised of the following variables:

a) product
b) price
c) distribution
d) promotion

(a) The Product
This in no way is limited to the gaming machines. It will include any factor that will attract people to your site. Such factors may be:

• customer service
• entertainment
• dining facilities
• sporting facilities
• conference/meeting rooms

This list can include any reason for which a person would patronise your premises.

These variables would have been identified when the various market segments were identified. A bowls club may cater for lady bowlers by having a ladies day competition, providing morning tea and lunch for a nominal fee. By providing these catering facilities, the ladies are being encouraged to stay in the clubhouse for an extended period.

Other examples might include bar service to the machines or provision of savouries to players from 5-6pm on weekdays. This could be aimed at getting wage earners into the premises after work.

(b) Price
The site operator can ensure the gaming machines attractiveness, by ensuring the best mix of betting units and gaming tokens to meet the demands of the patrons.

(c) Distribution
A site operator should ensure that machine numbers, betting units and gaming tokens mix, meet current demand levels.

(d) Promotion
Promotion can be seen as comprised of four elements. These include:

Advertising
Normally, advertising is the first contact the market has with the site operator; therefore it must be direct, clear, well presented and concise.

It must be remembered though that the Queensland Gaming Commission (the Commission) pursuant to section 73 of the Gaming Machine Act 1991 (the Act) has applied various conditions to gaming machine licences with regard to gaming advertising. One of the conditions applied has been ‘gaming must not dominate any external signage or any marketing or promotional activity undertaken to promote the premises’.

There appears to be some confusion amongst licensees as to what this condition means. The Commission expects that any signage or promotional material advertising gaming at premises should be consistent in style and size with the promotion of the other facilities operated at the premises. All aspects of the facility should be given balanced space and prominence, i.e. signs promoting gaming should be no larger than those signs promoting the other attractions of the
premises such as the Public Bar, TAB, Bistro, etc whether displayed together or separately. Gaming must not dominate the signage in either size or presentation for the premises as a whole or any one sign or group of signs.

Failure to comply with a condition to which the licence is subject under section 73 of the Act may result in prosecution of the licensee and constitutes a ground for cancellation or suspension of a gaming machine licence or a letter of censure.

In deciding on the advertising medium, consideration must be given to:

- what you’re trying to promote;
- at who it is directed; and
- the availability of various forms of advertising.

Market research has indicated that a high percentage of clubs undertake some form of advertising. The extent to which it is used will vary with the size of the site, i.e., patronage and, profitability.

For example, a venue in a small rural community may use local newspapers to advertise special events, or just to remind the local community of its products and services. It may also use local radio advertising and posters around the main shopping area to advertise discos, bands, etc.

Only the sites located in provincial towns and cities would find the use of television advertising a viable option. Usually these sites will be able to offer the type of entertainment facilities and events that would justify such an outlay.

Advertising is very necessary if a site operator is to successfully market the products and services.

Sales Promotions
Promotions could be focused solely on the gaming floor or all-encompassing and be a general club promotion, aimed at getting people into the premises.

It is advisable that a budget and accounting or record system be set up separately for these promotional activities. In particular, it is stressed that promotional expenses, eg, cash prizes given in machine promotions, be recorded totally separate from gaming machine records.

General Promotions
These promotions need only be limited by the site operator’s imagination. Such promotional activities can include Bingo, raffles or lucky membership draws, dining facilities. The introduction of gaming machines should not mean that other forms of gambling or other facilities offered will not remain profitable. In fact, by offering such a general promotion in conjunction with gaming machine promotions may attract new patrons to the site.

Other promotional activities may include, televising of boxing and football through Sky Channel, discos, bands, special sports days, etc.

(e) Machine Promotions
Once you have people on the premises, the next step is to get them to play the machines.

There are an endless variety of promotions, from giving away fruit and meat trays to cars, which you can use to entice patrons in the venue to play your machines. There are also an endless number companies selling or offering poker machine promotions, so if you are unsure or need advise in this regard it is best to talk to your Licensed Operator.

(f) Publicity
This is the securing of free editorial space or time in any medium. For a site operator to receive publicity, they must have some story of news worthiness. By getting publicity, a site operator can let people that may not normally patronise the premises, know about the site’s facilities.
Contacts and References

Related Websites
maxgaming
www.myvenue.com.au

Queensland Office of Gaming Regulation
www.qogr.qld.gov.au

Responsible Gambling Division
www.responsiblegambling.qld.gov.au

Clubs Queensland
www.clubsqld.com.au

Queensland Hotels Association
www.queenslandhotels.com.au

Gambling Community Benefit Fund
www.gcbf.qld.gov.au

Related References
Gaming Machine Act 1991
Gaming Machine Regulation 2002
Responsible Gambling Resource Manual
Responsible Gambling Code of Practice
Queensland Gaming Publication 1998 (Part 4)

Contacts
The Queensland Office of Gaming Regulation
33 Charlotte Street
Brisbane Qld 4000
07 3872 0999

Responsible Gambling
Research and Community Engagement Division
33 Charlotte Street
Brisbane Qld 4000
07 3224 4564

Gambling Community Benefit Fund Secretariat
Level 4, 33 Charlotte Street
BRISBANE QLD 4000
07 3247 4284

maxgaming
240 Sandgate Road
Albion Qld 4010
07 3637 1200
Help Desk 1800 154 121
Appendix

**QOGR Regulatory Forms – Examples**

Please Note: The Queensland Office of Gaming Regulation collects information on some of these forms so that it can meet its responsibilities as authorised in the legislation that governs the use of this forms. QOGR may need to give some or all of the information to other organisations or individuals as provided for in the legislation. QOGR may also publish summary information on its website ([www.qogr.qld.gov.au](http://www.qogr.qld.gov.au)). The QOGR is committed to protecting each venue’s privacy and will comply with the Qld Treasury Privacy Plan.

If you require any clarification of the Privacy Statement and its application for these forms, please contact QOGR for further advice.

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<th>Site Activity Forms</th>
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Application to Increase the Approved Number of Gaming Machines Granted to a Licensee

Licence No: ______________________  Licensed Premises: ____________________________

Gaming Machine Licensee: ____________________________  (as recorded on gaming machine licence - not nominee)

<table>
<thead>
<tr>
<th>LICENCED PREMISES ADDRESS</th>
<th>POSTAL ADDRESS</th>
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</thead>
<tbody>
<tr>
<td>Street</td>
<td>Line 1</td>
</tr>
<tr>
<td></td>
<td>Line 2</td>
</tr>
<tr>
<td>Suburb</td>
<td>P’code</td>
</tr>
<tr>
<td>Suburb</td>
<td>P’code</td>
</tr>
</tbody>
</table>

CONTACT DETAILS*

Contact: ______________________  Phone: ______________________  Fax: ______________________

* See Checklist Item 8 at page 3 of this form

GAMING MACHINE NUMBERS

<table>
<thead>
<tr>
<th>Current Approved</th>
<th>Requested Increase</th>
<th>PROPOSED TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Installed</td>
<td>Number of Authorities Held</td>
<td>Date of Last Increase</td>
</tr>
</tbody>
</table>

SUPPORTING INFORMATION

<table>
<thead>
<tr>
<th>Liquor Sales (Last 3 months)</th>
<th>Month:</th>
<th>$</th>
<th>Same month last year:</th>
<th>$</th>
</tr>
</thead>
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<td>---</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$</td>
<td>$</td>
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<td></td>
</tr>
</tbody>
</table>

Membership (Clubs only)

Present Membership: ______________________  Membership at same month last year: ______________________

FLOOR SPACE OF PREMISES

<table>
<thead>
<tr>
<th>Total Floor Space</th>
<th>Publicly Accessible Floor Space</th>
<th>Gaming Floor Space</th>
</tr>
</thead>
</table>
**Form 7**
August 2003

| I/We & Full name of Executive Officers / Individual Licensee in BLOCK Letters |
|.certify that I am/we are duly authorised to make this application. |

(a) Individual Licensee (Only) ____________________ Signature __________/____/____ Date

(b) A body corporate (all other licensees)

Executed under the common seal, if applicable, of: ____________________

________________________________________ ACN/ABN:

________________________________________

Authorised Executive Officer’s Signature Authorised Executive Officer’s Signature

**Important Note:**

In accordance with Section 350 of the *Gaming Machine Act 1991*, this form must only be signed by those with the authority to do so. Authorised persons are the licensee (not the gaming nominee) or directors of the licensee company or club. Two signatures are required unless the licensee company has a sole director or the licensee is an individual.

*Clubs Please Note:* the Application must be signed by two executive officers in all instances.

Contraventions of Section 350 of the *Gaming Machine Act 1991* may incur a penalty of 400 penalty units or imprisonment for 2 years.

---

**NOTICE TO APPLICANTS**

Applications of Significant Community Impact must be accompanied by a Community Impact Statement and a Statement of Responsible Gambling Initiatives (refer to *Guidelines - Applicants for Gaming Machine (Site) Licences and Increases* and *Guidelines – Community Impact Statements*).

*Please Note:* Applications of Significant Community Impact will be required to be advertised in accordance with the *Guidelines – Advertising for Applications of Significant Community Impact. Advertising must not be commenced prior to advice from this Office.*

Applications of Significant Community Impact are -

A. Category One (Hotel) Licensee – where increase is for 10 or more gaming machines.

B. Category Two (Club) Licensee – where increase is for 20 or more gaming machines.

C. Another application that the Chief Executive designates, by written notice to the applicant, as an application of significant community impact.

Applicants should be aware that the Commission and the Chief Executive have the legislative ability to require further additional information from ANY applicant, if the particular circumstances of the case demand, to enable the Commission to make a fully informed decision.
INCREASE APPLICATION CHECKLIST (ALL ITEMS REQUIRED)

1. Application is fully completed and signed by those with the authority to do so (see Important Notes - page 2).


3. Plan of entire premises showing intended machine positioning and meeting the requirements outlined in the Guidelines – Plans.

4. Where required, a Community Impact Statement (Note: Applications of Significant Community Impact Not accompanied by a CIS, in accordance with the requirements of the Act, will be returned). *

5. Where required, a Statement of Responsible Gambling Initiatives. *

6. Where required, information regarding floor space per the Plans Checklist in the Guidelines – Plans. *

7. Any other information you may be required to provide, or wish to provide, per the Guidelines - Applicants for Gaming Machine (Site) Licences and Increases.

8. If you require QOG to deal with an industry consultant, solicitor or other representative regarding the application, a letter to this effect, signed by the applicant, must accompany the application.

* These items are required in regard to all applications of significant community impact.

PLEASE NOTE

ALL INVALID APPLICATIONS WILL BE RETURNED FOR COMPLETION.

Invalid applications include:
- Applications listing an invalid gaming licensee on page 1 of the form;
- Applications not signed, or incorrectly signed;
- Applications that do not include the prescribed fee;
- Applications not accompanied by a Community Impact Statements and Statement of Responsible Gambling Initiatives (where required per Notice to Applicants on page 2).

In addition, plans not meeting the requirement of the Guidelines – Plans will be returned to the applicant.
Application to Decrease the Approved Number of Gaming Machines Granted to a Licensee

Licence No: _____________________________ Licensed Premises: _____________________________
Gaming Machine Licensee: _____________________________

(as recorded on gaming machine licence - not nominee)

LICENCED PREMISES ADDRESS

Postal Address
For correspondence relating to this application

Street _____________________________ Line 1 _____________________________
Line 2 _____________________________

Suburb _____________________________ P’code _______ Suburb _____________________________ P’code _______

CONTACT DETAILS
Contact: _____________________________ Phone: _____________________________ Fax: _____________________________

GAMING MACHINE NUMBERS

<table>
<thead>
<tr>
<th>Current Approved</th>
<th>Requested Decrease*</th>
<th>NEW APPROVED</th>
</tr>
</thead>
</table>

* Category 1 (Hotel) Applicants must not decrease an amount in excess of 50% of the current approved number.

Current Operational Number of Gaming Machines at time of application:

Decrease Application Requirements (ALL APPLICANTS):
1. This form fully completed and signed by those with the authority to do so (See “Important Notes! Page 2). □
2. Plan of entire premises showing intended machine positioning and meeting the requirements outlined in the Guidelines – Plans. □
3. Your current Gaming Machine Licence (not a copy) must be returned to QOGR with this application. □

CATEGORY ONE (HOTEL) LICENSEESE PLEASE NOTE:
The Gaming Machine Act 1991 requires that any number of operating authorities that is more than the approved number of gaming machines must be sold at an authorised sale. Category 1 applicants must answer the questions below:

1. Calculate the number of authorities that must be sold as follows:

   Number of Authorities Held
   - New Approved Gaming Machines* =
   = Number of Authorities to be Sold

   *Should application be approved - per “New Approved” above

If authorities must be sold, the following questions must be answered:

2. Date of last authority sale (as endorsed on gaming machine licence): ___ / ___ / ___
3. Are any authorities attached to this gaming machine licence currently awaiting sale from a previous decrease application? Please circle response. YES / NO
4. Do you wish to continue operating the gaming machines until the authorities are sold? YES / NO

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CATEGORY ONE (HOTEL) LICENSEES PLEASE NOTE (Continued):

- Applicants for a decrease application that incorporates the sale of authorities should consult the Guidelines – Acquisition and Sale of Gaming Machine Operating Authorities to ensure familiarity with the process and awareness of how proceeds from the authorised sale will be distributed. The guidelines address matters pertaining to the sale of authorities, which, where relevant, will be taken into account in the consideration of this application.

- The number of authorities that may be sold at one time is limited and only one sale of authorities is permitted in a twelve month period (see Guidelines – Acquisition and Sale of Gaming Machine Operating Authorities).

- The Act allows a successful applicant, who has answered “Yes” to Question 4 on the previous page, to operate the previously approved number of gaming machines, for which authorities are still held, until the relevant authorities are sold via tender.

ALL APPLICANTS:

<table>
<thead>
<tr>
<th>I/We &amp; Full name of Executive Officers / Individual Licensee in BLOCK Letters</th>
</tr>
</thead>
<tbody>
<tr>
<td>certify that I am/we are duly authorised to make this application.</td>
</tr>
</tbody>
</table>

(a) Individual Licensee (Only) _______________________________ / / 
Signature _______________________________ Date

(b) A body corporate (all other licensees)

Executed under the common seal, if applicable, of: _______________________________

ACN/ABN: _______________________________

Authorised Executive Officer’s Signature _______________________________

Authorised Executive Officer’s Signature _______________________________

(Print Full Name) _______________________________ (Print Full Name) _______________________________

Important Notes:

In accordance with Section 350 of the Gaming Machine Act 1991, this form must only be signed by those with the authority to do so. Authorised persons are the licensee (not the gaming nominee) or directors of the licensee company or club. Two signatures are required unless the licensee company has a sole director or the licensee is an individual.

Clubs Please Note: the Application must be signed by two executive officers in all instances.

Contraventions of Section 350 of the Gaming Machine Act 1991 may incur a penalty of 400 penalty units or imprisonment for 2 years.

INVALIDLY SIGNED OR INCOMPLETE APPLICATIONS, AND PLANS NOT MEETING THE STANDARDS OF THE GUIDELINES - PLANS, WILL BE RETURNED TO THE APPLICANT.
Application for Relocation of Gaming Machine Area

<table>
<thead>
<tr>
<th>Licence No:</th>
<th>Licensed Premises:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gaming Machine Licensee:</td>
<td>(as recorded on gaming machine licence - not nominated)</td>
</tr>
</tbody>
</table>

Contact: | Phone: | Fax: |
---------|--------|------|

Number of Machines to be relocated: __________

Items to accompany this application:
1. Relocation/Interchange checklist (obtained from Licensed Monitoring Operator) ☐
2. Plan of entire premises showing new machine positions ☐
3. Fee Payable as per Current Fees & Charges Schedule (refer to www.qogr.qld.gov.au) ☐

**Applicants Please Note:** this form and the associated fee must be lodged with your Licensed Monitoring Operator.

I/We, the undersigned, declare that the details set out in this application form and attachments are, to the best of my/our knowledge and belief, true and correct in every detail.

<table>
<thead>
<tr>
<th># Body Corporate Gaming Machine Licensee</th>
<th># Individual Gaming Machine Licensee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorised Executive Officer’s Signature</td>
<td>Authorised Executive Officer’s Signature</td>
</tr>
<tr>
<td>Date: ________</td>
<td>Date: ________</td>
</tr>
<tr>
<td>Signature of Licensee</td>
<td>Signature of Licensee</td>
</tr>
</tbody>
</table>

# strike out whichever is not applicable

**Important Note:**

Only authorised persons can sign the form. Authorised persons are the licensee (not the gaming nominee) or directors of the licensee company or club. Two signatures are required unless the licensee company has a sole director or the licensee is an individual.

**Clubs Please Note:** the Application must be signed by two executive officers in all instances.

If an unauthorised person signs this form they may contravene Section 350 of the Gaming Machine Act 1991 and incur a maximum penalty of $400 penalty units or imprisonment for 2 years.
### DISPOSAL OF GAMING MACHINES

**Authorised Disposer:**

**Licence No:** (if applicable)

<table>
<thead>
<tr>
<th>MGD/QOGR ID No.</th>
<th>Licensed Major Dealer's Serial No.</th>
<th>Game</th>
<th>Means of Disposal</th>
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<tr>
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<td>Proposed Recipient</td>
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<td></td>
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<td>Legal Owner 1</td>
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<td></td>
<td></td>
<td></td>
<td>Approved Recipient</td>
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<td></td>
<td>LMO 2</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Licensed Major Dealer of Gaming Machines 1</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>Author License 1</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>Gaming Vendor 1</td>
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<td>Commissioned License 1</td>
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<td></td>
<td></td>
<td></td>
<td>Number of Gaming Machines 1</td>
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<td>State or Territory 1</td>
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<td>To be destroyed</td>
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<td>To be stored</td>
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</tbody>
</table>

1. **IMPORTANT:** Where the applicant is not the legal owner of a gaming machine and the gaming machine is not being returned to the legal owner (i.e. an LMO or an approved financier), the legal owner must make application for the disposal of the gaming machine.

2. **Details of the proposed recipient and their LMO (if applicable) must be attached to this form.**

3. **Details of the proposed recipient must be attached to this form.** After removal of its spare parts, the machine must be destroyed in accordance with the procedure for “Destruction of Gaming Machines” on the reverse of this page.

4. **Details of the proposed recipient and the law under which possession is lawful in that State or Territory, etc., must be attached to this form.**

After approval from QOGR, the MGD/QOGR ID plate for each gaming machine must be returned to QOGR with a copy of this Disposal form, within 7 days of the removal of the machine from Queensland.

I/we, the undersigned, declare that the details set out in this application form are, to the best of my/our knowledge and belief, true and correct in every detail.

**Body Corporate Applicant**

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date (/) (/)</th>
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<tr>
<td>Secretary/Authorised Executive Officer</td>
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</table>

**Individual Applicant**

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<tr>
<th>Signature</th>
<th>Date (/) (/)</th>
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<tr>
<td></td>
<td>Secretary/Authorised Executive Officer</td>
</tr>
</tbody>
</table>
Application for Repossession of Gaming Machines

Please note! Approval must be obtained from QOGR prior to any repossessions being carried out.

Applicant: ____________________________ Licence No. (if applicable) ____________________________

☐ Licensed Monitoring Operator ☐ Approved Financier

Contact Person: ____________________________ Telephone No.: ____________________________

Machines Leased by: ____________________________

Location of Gaming Machines:

______________________________________________________________________________

______________________________________________________________________________

Give details of Gaming Machines you want to repossess:

<table>
<thead>
<tr>
<th>QOGR ID No.</th>
<th>Licensed Major Dealer's Serial No.</th>
<th>Game</th>
<th>Reason for Repossession</th>
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</tbody>
</table>

We, the undersigned, declare that the applicant is the legal owner of the above machines and that the details set out in this application form are, to the best of our knowledge and belief, true and correct in every detail.

Body Corporate Applicant

Signature: ____________________________ Date: __/__/__ Signature: ____________________________ Date: __/__/__

Secretary/Authorised Executive Officer

Secretary/Authorised Executive Officer

This form must be accompanied by the prescribed fee. [Refer to Current fees and Charges Schedule at www.qogr.qld.gov.au]

Failure to give true and correct answers to any questions in this form may constitute an offence under Section 350 of the Gaming Machine Act 1991. (Maximum penalty: 400 units or imprisonment for 2 years).
Gaming Machine Act 1991 (S.85A)

APPLICATION FOR APPROVAL OF EXTENDED HOURS OF GAMING (PERMANENT BASIS)

1. Licensee (As shown on licence document)

2. Licence Number

3. Gaming Nominee

4. Name of Licensed Premises

5. Licensed Premises Address:
   - Postcode:

6. Postal Address
   - Postcode:

7. Daytime contact phone numbers
   - Telephone
   - Facsimile

8. What additional hours do you want? *(Do not include your current trading hours)*

<table>
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<tr>
<th>Day(s)</th>
<th>Hours</th>
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<td>Examples only</td>
<td>12 midnight to 1 am</td>
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<td>Friday and Saturday</td>
<td>12 midnight to 2 am</td>
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<td>Seven days</td>
<td>8 am to 10 am</td>
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<td>Monday to Thursday</td>
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9. Do you have approval for extended Liquor Trading Hours?
   - Yes  □  Forward copy of Approval
   - No   □  Forward copy of Application for extended hours.

10. Will the premises be offering the full range of services throughout the increased hours?
    - Yes □
    - No □ If no, please supply details with your submission. (see Q11)

11. This application cannot be considered unless it is accompanied by a submission which demonstrates that there is a sustainable demand for gaming over the full span of hours of gaming sought. This submission must contain the following information:
    (a) Nature and type of facilities (other than gaming) which will be provided in the licensed area;
    (b) Impact on the amenity of residents in the surrounding streets and neighbouring businesses;
    (c) market analysis supporting need for increased hours;
    (d) impact on problem gambling and related services;
    (e) anticipated levels of gaming during the increased hours.
    (f) details of proposed marketing, signage or promotional activities relating to the additional hours.

12. Name of Licensed Monitoring Operator

13. This application must be executed under the common seal by 2 authorised executive officers except if Individual Licensee or Sole Director.

   Signature: 
   Signature: 
   Date: / /
Payout Refusal Report

Licensed Premises: ____________________________  GM Licence Number: ____________________________

Date & Time of Refusal: ______/______/______ ______:____ a.m./p.m.

Amount of Payment Refused: $______  Amount Bet: $______

Name of Player: __________________________  Telephone: __________________________

Address of Player: __________________________

Machine Serial Number: __________________________  Game: __________________________

Machine ID Number: __________________________  Betting Unit: (1c, 2, 5c, 10c, 20c)

Reason for refusal (and details of last replays if applicable):

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Was the player given a written notice advising of their right to request a review of the refusal decision to the involved licensee (club/hotel) and that such request must be made, in writing, within 10 days of the date of refusal, stating the grounds for seeking the review?

Yes [ ]  No [ ]

Gaming Employee: __________________________

Licence Number: __________________________  Signature: __________________________

(If applicable)

Necessary action upon completion of this report:

i) The gaming employee must give a copy of this report to the involved licensee (club/hotel).

ii) If the payout refusal decision was made as a result of a gaming system malfunction:
   a) the involved licensee must, as soon as practicable, give a copy of this report to the involved Licensed Monitoring Operator, except where the involved licensee overrules the decision of the gaming employee;
   b) the involved licensee must, as soon as practicable, give a copy of any request for a review of the payout refusal decision to the involved Licensed Monitoring Operator.

iii) If the payout refusal decision was due to a breach of the Rules Ancillary to Gaming (Sch.4):
   a) the involved licensee must, as soon as practicable, forward a copy of this report to the Executive Director, Queensland Office of Gaming Regulation, Locked Bag 180, Albert Street Business Centre, Brisbane Qld 4002
   b) the involved licensee must, as soon as practicable, give a copy of any request for a review of the payout refusal decision to the Executive Director, QOGR.

Queensland Office of Gaming Regulation
### Gaming Machine Regulation 1991 (S.35)

**MANUAL PAYMENTS REGISTER**

<table>
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<tr>
<th>Licensed Premises Name:</th>
<th>Gaming Machine Licence No:</th>
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<tr>
<th>Date</th>
<th>Time</th>
<th>Machine ID No.</th>
<th>PLAYER</th>
<th>EMPLOYEE</th>
<th>WITNESS</th>
<th>Short Pays</th>
<th>Hopper Fills</th>
<th>Hand-paid Jackpots</th>
<th>Cancelled Credits</th>
<th>Daily Progressive Total</th>
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<td>Signature</td>
<td>Signature of employee making payment or hopper fill</td>
<td>Signature of witness to payment or hopper fill</td>
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<td>Wearing combination of symbols #</td>
<td>Amount</td>
<td>Credit Meter Reading</td>
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<td>Name of employee in block letters OR Licence No. if licensed</td>
<td>Name of witness in block letters OR Licence No. if licensed</td>
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* I hereby certify that I observed, in the case of:  
  (a) a cancelled credit, the number or value of gaming machine credits displayed on the credit meter;  
  (b) a hand-paid jackpot payout, the winning combination of symbols;  
  (c) a hopper fill, the hopper fill took place;  
  (d) a short pay correction payout – the short pay correction payout took place.

---

Queensland Office of Gaming Regulation

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Copyright © 2004
# CASH CLEARANCES REPORT FOR MONTH OF

<table>
<thead>
<tr>
<th>LICENSEE:</th>
<th>LICENSED SITE NAME:</th>
<th>GAMING MACHINE LICENCE NO.:</th>
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<th>SITE MACHINE NUMBER</th>
<th>MACHINE IDENTIFICATION NUMBER</th>
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**TOTALS**

Signatures and, if applicable, license numbers of all persons carrying out or supervising Cash Clearances

* I hereby certify that the recordings made on the date for which my signature appears are correct in all details.
**Electronic Meter Readings**

The opening readings will be those recorded as at the end of the previous month or where gaming has not commenced, the readings shown on the meters prior to the commencement of gaming.

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<th>Date (as at end of day's trade)</th>
<th>Turnover</th>
<th>Total Wins</th>
<th>Progressive Jackpots (S/A &amp; LP Win Meters)</th>
<th>Wide Area Jackpots paid by LMO (if applicable)</th>
<th>Cancelled Credits</th>
<th>Cash Box</th>
<th>Banknote Acceptor</th>
<th>Cashless In</th>
<th>Cashless Out</th>
<th>Jackpot Credits *</th>
<th>Net Cashless</th>
<th>Metered Win #</th>
<th>Win Variance #</th>
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**Calculated Figures**

- H – (I + J)
- A – (B + C) + D
- Column 12 (page 1) – L

* Transfer of small linked progressive jackpots to Credit Meter, i.e. not paid as hand-paid jackpots.

# Completion of Columns L, M and N is highly recommended.
# MONTHLY GAMING MACHINE RECONCILIATION REPORT FOR MONTH OF:  

**LICENSEE:**  

**LICENSED PREMISES NAME:**  

(Complete if different to Licensee)  

**GAMING MACHINE LICENCE NO.:**  

**DATE OF LAST CLEARANCE FOR MONTH:**  /  /  

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<th>MACHINE IDENT NUMBER</th>
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<th>CASH CLEARANCES</th>
<th>SHORT PAYS</th>
<th>HOPPER FILLS</th>
<th>HAND-PAY JACKPOT PAYOUTS</th>
<th>CANCELLED CREDITS</th>
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**TOTALS**
FORM 42 (Hotels/Taverns, etc.)

MONTHLY GAMING MACHINE RECONCILIATION REPORT FOR MONTH OF:

LICENSEE:

LICENSED PREMISES NAME:

GAMING MACHINE LICENCE NO.: DATE OF LAST CLEARANCE FOR MONTH: / / 

<table>
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<th>12</th>
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</thead>
<tbody>
<tr>
<td>COMMENCEMENT DATE/TIME</td>
<td>FINISH DATE/TIME</td>
<td>SITE MACHINE NUMBER</td>
<td>MACHINE IDENT. NUMBER</td>
<td>CLOSING HOPPER</td>
<td>CASH CLEARANCES</td>
<td>SHORT PAYS</td>
<td>HOPPER FILLS</td>
<td>HAND-PAID JACKPOT PAYOUTS</td>
<td>CANCELLED CREDITS</td>
<td>OPENING HOPPER</td>
<td>REPORTED WIN</td>
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<td>(7+8+9+10+11)</td>
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TOTALS

Queensland Office of Gaming Regulation

A COPY OF THIS REPORT MUST BE RETAINED ON THE PREMISES

Copyright © 2004
## FORM 58  Register of Gaming Machines - Licensee

**Licensee:**

**Name of Licensed Premises:**

**Number of Machines Approved:**

**Licensed Operator:**

List all machines owned or leased (including hire purchase) by Licensee

<table>
<thead>
<tr>
<th>QOCR ID No.</th>
<th>SERIAL No.</th>
<th>Type eg: Video</th>
<th>Name of Game</th>
<th>Betting Unit eg: 2c</th>
<th>Token eg: $1, 20c etc</th>
<th>% Return (if applicable)</th>
<th>Legal Owner Yes/No</th>
<th>Leased From (if not legal owned)</th>
<th>Connected to Monitoring System Yes/No</th>
<th>Location of machine if unconnected to Monitoring System eg: on-site, otherwise show full address</th>
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</tr>
</tbody>
</table>

**TOTAL BETTING UNIT: 1C  2C  5C  10C  20C**

**TOTAL MACHINES**
Name of Licensed Club: ___________________________ Licence No. ___________________________

This form is to be retained by the Club for internal control and audit purposes. It must not be submitted to QOGR.

MONTHLY VARIANCES RECORD (Form 61)

<table>
<thead>
<tr>
<th>RECORDING</th>
<th>MONTH</th>
<th>20</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. REPORTED WIN</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>The total of column 12 on Form 42 (Monthly Gaming Machine Reconciliation Report).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. METERED WIN</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>Calculated by subtracting the total wins (coins won) plus the progressive jackpots (where applicable) from the turnover (coins bet), as recorded on meters for all machines.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. WIN VARIANCE (A - B)</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>If the difference is negative, the reported amount is less. If the difference is positive, the reported amount is greater.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D. REPORTED CASH CLEARANCES</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>The total of column 6 on Form 42.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E. METERED CASH CLEARANCES</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>The addition of cash box meters (and banknote acceptor meters when separately metered) for all coins and notes registered to cash boxes and banknote acceptors for all machines.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F. CASH CLEARANCES VARIANCE (D - E)</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>If the difference is negative, the reported amount is less. If the difference is positive, the reported amount is greater.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G. REPORTED CANCELLED CREDITS</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>The total of column 10 on Form 42.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>H. METERED CANCELLED CREDITS</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>The total cancelled credits as registered on the cancelled credit meters for all machines.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I. CANCELLED CREDITS VARIANCE (G - H)</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>If the difference is negative, the reported amount is less. If the difference is positive, the reported amount is greater.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>J. REPORTED PROGRESSIVE JACKPOTS</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>The total of column 9 on Form 42 (being the total hand-paid jackpots for both stand-alone and single site linked jackpot arrangements).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>K. METERED PROGRESSIVE JACKPOTS</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>The total of all jackpots registered on the progressive jackpot meters for all machines. (The addition of both stand-alone and single site (not wide area) linked progressive jackpot meters. For hyperlinks, include metered hand-paid amounts only).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>L. PROGRESSIVE JACKPOTS VARIANCE (J - K)</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>If the difference is negative, the reported amount is less. If the difference is positive, the reported amount is greater.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M. ACTUAL MONTHLY GAMING DEPOSIT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total of all periodic gaming deposits made in respect of the month. (This should correspond to the Monthly Gaming Deposit amount shown on Form 42).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>N. REQUIRED MONTHLY GAMING DEPOSIT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Gaming Machine Regulation 1991 (S.35A) provides that this must be calculated by one of the following methods:</td>
<td></td>
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</tr>
<tr>
<td># Standard Method = total clearances + non-cheque manual payments (i.e. cash manual payments).</td>
<td></td>
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</tr>
<tr>
<td># Win Method = reported win + monthly gaming cheques.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>O. BANKING VARIANCE (M - N)</td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>If the difference is negative, there is an underbanking. If the difference is positive, there is an overbanking.</td>
<td></td>
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</tbody>
</table>

CERTIFICATION BY THE (GAMING) NOMINEE FOR THE ABOVEMENTIONED CLUB.

I, ___________________________ being the designated gaming nominee (Section 193 of the Gaming Machine Act 1991), do hereby certify, in accordance with Section 35C(1) of the Gaming Machine Regulation 1991, that:

1. The above amounts are correctly recorded; and
2. A completed Form 42 for the month stated above is attached; and
3. Explanations for all positive and negative variances of more than 0.5% (i.e. $5 per $1000) of the metered amount, or in the case of the Monthly Gaming Deposit, the required amount, are attached; and
4. Where it is suspected that any of these variances has resulted in a person receiving a benefit, the matter has been reported, in writing, to the Queensland Office of Gaming Regulation. (Section 348 of the Gaming Machine Act 1991)
5. This Monthly Variances Record has been scheduled for consideration at the next meeting of the club's Management Committee or Board.

Signature ___________________________ Date __/__/____

Queensland Government
Treasutry

Queensland Office of Gaming Regulation
Notification of Licensed Gaming Employees/Nominee

Gaming Machine Licence No: ______________________

Gaming Licensee: ________________________________

Licensed Premises Name: _________________________

The following are all persons employed at this time either as a licensed gaming employee under Section 189(3), (4) or (5); or as a gaming employee who is an applicant for a gaming employee licence, under Section 189(4) or (6) of the Gaming Machine Act 1991.

Name: ________________________ Licence Number: ________________________
(If an applicant, write APPLICANT)

____________________________________
____________________________________
____________________________________
____________________________________
____________________________________
____________________________________

The following is the person employed at this time as a gaming nominee, under Section 193 of the Gaming Machine Act 1991.

Name: ________________________ Licence Number: ________________________
(If an applicant, write APPLICANT)

____________________________________

If the Gaming Machine Licensee is:

a. An individual

________________________
Signature

.../.../...

b. Body Corporate – (full name and signature of the Secretary/authorised executive officer of the Licensee)

Name ________________________ Signature ________________________

.../.../...

Direction

The Licensee must forward this form to the Queensland Office of Gaming Regulation within 14 days of request by the Executive Director. (Maximum penalty — $20 penalty unit)
Form 11
QUEENSLAND
Gaming Machine Act 1991 (S. 61)
NOTIFICATION OF CESSATION OR COMMENCEMENT OF SECRETARY OR EXECUTIVE OFFICER OF A BODY CORPORATE

(A) (i) Gaming Machine Licence Number __________________ (SITE LICENCE NUMBER)

(ii) Name of Licensed Premises __________________

(iii) Contact Name __________________ Phone (W) ________ (H) ________

(B) The following changes of secretary or executive officer have occurred in respect of the licensee of the premises referred to in paragraph (A) (ii).

<table>
<thead>
<tr>
<th>FULL NAME &amp; ADDRESS</th>
<th>DATE OF BIRTH</th>
<th>POSITION HELD (See 2.)</th>
<th>DETAILS OF CESSATION/COMMENCEMENT</th>
</tr>
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</table>

(If space insufficient attach list)

Full name an signature of the secretary/authorised Executive officer of the licensee of the premises Referred to in paragraph (A).

Name: ________________________________
Signature: ____________________________
Date: ________________________________
Form 11A
QUEENSLAND
Gaming Machine Act 1991 (S. 51(2)(d)(iii))

HISTORY OF EXECUTIVE SINCE LICENCE GRANTED/LAST RENEWED

(A) (i) Gaming Machine Licence Number

(ii) Name of Licensee

(C) Provide details of any person who has been the secretary or an executive officer of the body corporate, since the gaming licence was granted or last renewed, but does not hold a position on the current executive (by whatever name called).

<table>
<thead>
<tr>
<th>FULL NAME &amp; ADDRESS</th>
<th>DATE OF BIRTH</th>
<th>POSITION HELD</th>
<th>DATE OF CESSATION</th>
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</table>

(If space insufficient, please continue on rear of form)

Full name an signature of the Secretary/authorised executive officer of the licensee referred to in paragraph (A).

Name: ___
Signature: ____________________________
Date: ________________________________
Notification of All Current Executive Officers/Secretary

Gaming Machine Licence Number: Date: / / 

Licensed Premises Name: 

Contact Name: Telephone No: (W) (H)

*PLEASE NOTE: The term Executive Officer means each of the Chairperson, Managing Director, or other principal executive officer of the body corporate and every member of any executive, governing or management body of the body corporate (by whatever name called). S.2 (Please ensure that this form takes into account all committee/board positions.)*

Please print details in BLOCK LETTERS

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Address</th>
<th>Date of Birth</th>
<th>Position Held (e.g. Secretary)</th>
<th>Date Started</th>
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</table>

*Directions*
1. Provide details of each person who is currently an Executive Officer or Secretary of the body corporate.
2. This form is to accompany an application by a body corporate for the renewal of a gaming machine licence.
# Gaming Machine Regulation 2002 (s.49) Monthly Variances Record

## Monthly Variances Record

(To be completed by the 7th day of the following month)

<table>
<thead>
<tr>
<th>RECORDING</th>
<th>MONTH</th>
<th>20</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>c</td>
</tr>
<tr>
<td>A. REPORTED WIN</td>
<td>The total of column 12 on Form 42 (Monthly Gaming Machine Reconciliation Report).</td>
<td></td>
</tr>
<tr>
<td>B. METERED WIN</td>
<td>Calculated by subtracting the total wins (coins won) plus the progressive jackpots (where applicable) from the turnover (coins bet), as recorded on meters for all machines. (Exclude Grand Jackpot Wins paid by LMO.)</td>
<td></td>
</tr>
<tr>
<td>C. WIN VARIANCE (A – B)</td>
<td>If the difference is negative, the reported amount is less. If the difference is positive, the reported amount is greater.</td>
<td></td>
</tr>
<tr>
<td>D. REPORTED CASH CLEARANCES</td>
<td>The total of column 6 on Form 42.</td>
<td></td>
</tr>
<tr>
<td>E. METERED CASH CLEARANCES</td>
<td>The addition of cash box meters (and banknote acceptor meters when separately metered) for all coins and notes registered to cash boxes and banknote acceptors for all machines.</td>
<td></td>
</tr>
<tr>
<td>F. CASH CLEARANCES VARIANCE (D – E)</td>
<td>If the difference is negative, the reported amount is less. If the difference is positive, the reported amount is greater.</td>
<td></td>
</tr>
<tr>
<td>G. REPORTED CANCELLED CREDITS</td>
<td>The total of column 10 on Form 42.</td>
<td></td>
</tr>
<tr>
<td>H. METERED CANCELLED CREDITS</td>
<td>The total cancelled credits as recorded on the cancelled credit meters for all machines.</td>
<td></td>
</tr>
<tr>
<td>I. CANCELLED CREDITS VARIANCE (G – H)</td>
<td>If the difference is negative, the reported amount is less. If the difference is positive, the reported amount is greater.</td>
<td></td>
</tr>
<tr>
<td>J. REPORTED PROGRESSIVE JACKPOTS</td>
<td>The total of column 9 on Form 42 (being the total hand-paid jackpots for both stand-alone and single site linked jackpot arrangements).</td>
<td></td>
</tr>
<tr>
<td>K. METERED PROGRESSIVE JACKPOTS</td>
<td>The total of all jackpots registered on the progressive jackpot meters for all machines. (The addition of both stand-alone and linked progressive jackpot meters. Exclude Grand Jackpot Wins paid by the LMO and Cashless Transfers.)</td>
<td></td>
</tr>
<tr>
<td>L. PROGRESSIVE JACKPOTS VARIANCE (J – K)</td>
<td>If the difference is positive, the reported amount is greater.</td>
<td></td>
</tr>
<tr>
<td>M. ACTUAL MONTHLY GAMING DEPOSIT</td>
<td>Total of all periodic gaming deposits made in respect of the month. (This should correspond to the Monthly Gaming Deposit amount shown on Form 42.)</td>
<td></td>
</tr>
</tbody>
</table>
| N. REQUIRED MONTHLY GAMING DEPOSIT | The Gaming Machine Regulation 2002 (s.47) provides that this must be calculated by one of the following methods:
  1. Standard Method = total clearances – non-cheque manual payments (i.e. cash manual payments).
  2. Win Method = reported win + monthly gaming cheques. # strike out method not used |
| O. BANKING VARIANCE (M – N) | If the difference is negative, there is an underbanking. If the difference is positive, there is an overbanking. |

### Certification by the (gaming) Nominee for the Above Mentioned Club

I, [Name], being the designated (gaming) nominee (Section 193 of the Gaming Machine Act 1991), do hereby certify, in accordance with Section 49(2)(a) of the Gaming Machine Regulation 2002, that the information provided in and attached to this Monthly Variances Record is complete and correct.

Signature: __________________________ Date: __/__/____

**Note:**

1. For all positive and negative variances of more than 0.5% (i.e. $5 per $1000) of the metered amount, or in the case of the Monthly Gaming Deposit, the required amount:
   a. reasons for the variance must be attached to this Monthly Variances Record (Section 49(2)(b) of the Gaming Machine Regulation 2002)
   b. the licensee must take steps to ensure, as far as practicable, that the variance does not recur (Section 49(6) of the Gaming Machine Regulation 2002), and
   c. if the licensee's management committee or board considers, or having regard to the nature of the variance reasonably ought to consider, that the variance is not satisfactorily explained by the reason given in (a), the licensee must:
      i. investigate the variance
      ii. prepare a written report of the findings of the investigation, and
      iii. keep the report with the Monthly Variances Record (Section 49(7) of the Gaming Machine Regulation 2002).

2. This Monthly Variances Record must be considered by the licensee's management committee or board. All reasonable steps must be taken for this to be done at the next meeting after the record is completed (Section 49(3)(a)(4) of the Gaming Machine Regulation 2002).
## Monthly Self Assessment Checklist - Clubs

**For the Month of:**

(To be completed by the 7th day of the following month)

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>PHYSICAL ENVIRONMENT</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) ATM available for use of debit cards only</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>(b) Continuous supervision of gaming machine area is undertaken</td>
<td></td>
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<tr>
<td>2</td>
<td><strong>GAMING EMPLOYEES</strong></td>
<td></td>
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<tr>
<td></td>
<td>(a) At least 1 appropriately licensed person readily available</td>
<td></td>
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<tr>
<td></td>
<td>during conduct of gaming</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>(b) At least 2 appropriately licensed persons employed by site</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>at all times</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>(c) A licensed Gaming Nominee has been employed at all times</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(d) Licences of appropriately licensed persons are current</td>
<td></td>
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</tr>
<tr>
<td>3</td>
<td><strong>FORM 61 - MONTHLY VARIANCES RECORD</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) Completed and signed by Gaming Nominee within 7 days of end of</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>month</td>
<td></td>
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<tr>
<td></td>
<td>(b) Scheduled for consideration of management committee/board at</td>
<td></td>
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<tr>
<td></td>
<td>their next meeting</td>
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<tr>
<td></td>
<td>(c) Satisfactory explanations for any variances &gt; 5% are included</td>
<td></td>
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<tr>
<td>4</td>
<td><strong>FORM 40 - CASH CLEARANCES REPORT</strong></td>
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<td></td>
<td>(a) Clearances completed at least 4 times a month (includes end of</td>
<td></td>
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<td></td>
<td>month clearance and at intervals no longer than 10 days</td>
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<tr>
<td></td>
<td>(b) Clearances completed / personally supervised by an appropriately</td>
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<tr>
<td></td>
<td>licensed person</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(c) All persons involved signed report immediately after clearance</td>
<td></td>
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</tr>
<tr>
<td>5</td>
<td><strong>FORM 39 - MANUAL PAYMENTS REGISTER</strong></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>(a) All non-system produced payments witnessed</td>
<td></td>
<td></td>
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<td></td>
<td>(b) All payments over $500 witnessed</td>
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<td></td>
<td>licensed person</td>
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<td></td>
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<tr>
<td></td>
<td>(d) Payments over $250 (or higher approved cash limit), are paid by</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>cheque (or up to the allowed amount in cash and remainder by</td>
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<tr>
<td></td>
<td>cheque)</td>
<td></td>
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<tr>
<td>6</td>
<td><strong>FORM 41 - GAMING MACHINE PERFORMANCE RECORD</strong></td>
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<td></td>
</tr>
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<td>(a) Transcription is performed immediately after clearance</td>
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<td>(b) Actual hopper contents recorded at end of month</td>
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</tr>
<tr>
<td></td>
<td>(c) Performance Summary completed (including monthly totals &amp; reported win)</td>
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<td></td>
</tr>
<tr>
<td>7</td>
<td><strong>FORM 42 - MONTHLY GAMING MACHINE RECONCILIATION REPORT</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) Copy of each month's report held on site</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td><strong>FORM 59 (REGISTER OF GAMING MACHINES - LICENSEE)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) Maintained and current</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>**FORM 11 (NOTICE OF CHANGE OF EXECUTIVE OFFICER OR SECRETARY OF</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>BODY CORPORATE**</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>(a) Chief Executive is notified within 7 days of any change to</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>executive officers or secretary</td>
<td></td>
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<tr>
<td>10</td>
<td><strong>BANKING</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) Periodic gaming deposits calculated in accordance with approved</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>banking method</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(b) Periodic gaming deposits made within 2 business days of</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>clearance</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(c) Monthly gaming deposit included at item N of Form 61 is calculated</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>in accordance with approved banking method</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(d) Gaming deposits easily identifiable for reconciliation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td><strong>FLOAT RECONCILIATION SHEETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) Adequate gaming float controls in place</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td><strong>EXCLUSIONS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) Register of excluded persons maintained</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(b) QOCR notified of any contravention of exclusion order or direction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>SELF ASSESSMENT</td>
<td></td>
<td></td>
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<tr>
<td>----</td>
<td>-----------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a)</td>
<td>Previous month’s self assessment presented to and adopted by board of directors / management committee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td>Any matters requiring further action are included on agenda of next meeting for monitoring purposes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PART B (to be completed for June and December forms only)**

<table>
<thead>
<tr>
<th>14</th>
<th>PHYSICAL ENVIRONMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>EFTPOS/ATM not located in or in close proximity to gaming areas</td>
</tr>
<tr>
<td>(b)</td>
<td>Gaming Machines not visible to passing pedestrian traffic</td>
</tr>
<tr>
<td>(c)</td>
<td>Gaming does not dominate any external signage or any marketing or promotional activity undertaken to promote the premises</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>15</th>
<th>SAFETY</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>All machines securely fastened to console base with minimum of 3 bolts</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>16</th>
<th>SIGNAGE TO BE DISPLAYED</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Current Gaming Machine Licence (conspicuous)</td>
</tr>
<tr>
<td>(b)</td>
<td>Gaming Nominee Signage (conspicuous)</td>
</tr>
<tr>
<td>(c)</td>
<td>Current Rules Ancillary to Gaming prominently displayed in a conspicuous position in each gaming area and document has been amended to reflect any approved variation to the $250 non-cheque payment limit</td>
</tr>
<tr>
<td>(d)</td>
<td>Services for Problem Gamblers Sign (where coins are sold or redeemed)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>17</th>
<th>FORMS (must be kept in the approved form and fully completed)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>The last 5 years gaming records are kept at the licensed premises for which they relate or premises approved by the Chief Executive</td>
</tr>
<tr>
<td>(b)</td>
<td>Gaming records for at least the last 12 months are available for inspection at the licensed premises (or premises otherwise approved by the Chief Executive) at any time that the premises is open</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>18</th>
<th>GAMING AREA</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Gaming areas are laid out in accordance with current approved plan</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>19</th>
<th>SITE CONTROLLER &amp; EGM SECURITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Site Controller is easily accessible and clearly labelled</td>
</tr>
<tr>
<td>(b)</td>
<td>Site Controller is secured with a seal</td>
</tr>
<tr>
<td>(c)</td>
<td>Each gaming machine computer cabinet is secured with a seal</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>20</th>
<th>GAMING-RELATED COMPLIANCE PROGRAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Gaming-related compliance program that meets minimum requirements is in operation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>21</th>
<th>INVOLVEMENT BY EXTERNAL PARTIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>QOGRT informed of licensee entering into or making material change to any management agreement for the licensee’s business or operations (Section 67, Gaming Machine Act 1991)</td>
</tr>
<tr>
<td>(b)</td>
<td>It has been ensured that no member of the committee/board is prohibited from holding office by the Section 341A of the Gaming Machine Act 1991</td>
</tr>
</tbody>
</table>

**EXPLANATIONS RELATED TO NEGATIVE RESPONSES**

For any negative response:
- identify the item number;
- provide details of the problem/s found; and
- identify the actions taken/to be taken to remedy the matter and prevent its recurrence in the future, including timeframes where applicable.

(Complete this section on attachment pages if necessary.)

---

Queensland Office of Gaming Regulation
Certification by the (Gaming) Nominee for the Abovementioned Premises,

I, ________________, being the designated (gaming) nominee (Section 193 of the Gaming Machine Act 1991), do hereby certify, in accordance with Section 264A(2) of the Gaming Machine Act 1991, that:

1. The above self assessment has been accurately completed;
2. Explanations for all negative responses have been given in this form or are attached; and
3. This Monthly Self Assessment Checklist has been scheduled for consideration at the next meeting of the Licensees Board of Directors/Management Committee.

Signature ___________________________ Date __________

※ The meaning of 'appropriately licensed person' is provided in Section 180(15) of the Gaming Machines Act 1991
# Monthly Self Assessment Checklist - Hotels

For the Month of:  
(To be completed by the 7th day of the following month)

Name of Licensed Premises:  
Licence No.  
(This form is to be used by the site for internal control and audit purposes. It must not be submitted to QOCR unless specifically requested.)

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PART A (to be completed for every month’s form)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1 PHYSICAL ENVIRONMENT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a)</td>
<td>ATM available for use of debit cards only</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td>Continuous supervision of gaming machine area is undertaken</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>2 GAMING EMPLOYEES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a)</td>
<td>At least 1 appropriately licensed person* readily available during conduct of gaming</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td>At least 2 appropriately licensed persons employed by the site at all times (eligible licensees** need only have 1 appropriately licensed person employed)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(c)</td>
<td>A licensed Gaming Nominee has been employed at all times (not applicable to eligible licensees)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(d)</td>
<td>Licences of appropriately licensed persons are current</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3 FORM 40 – CASH CLEARANCES REPORT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a)</td>
<td>Clearances completed at least 4 times a month (includes end of month clearance) and at intervals no longer than 10 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td>Clearances completed / personally supervised by an appropriately licensed person</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(c)</td>
<td>All persons involved signed report immediately after clearance</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>4 FORM 19 – MANUAL PAYMENTS REGISTER</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a)</td>
<td>All non-system proceeds payments witnessed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td>All payments over $500 witnessed</td>
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<td></td>
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<tr>
<td>(c)</td>
<td>All payments over $500 made or witnessed by an appropriately licensed person</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(d)</td>
<td>Payments over $250, (or higher approved cash limit), are paid by cheque (or up to the allowed amount in cash and remainder by cheque)</td>
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</tr>
<tr>
<td><strong>5 FORM 41 - GAMING MACHINE PERFORMANCE RECORD</strong></td>
<td></td>
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<td>(a)</td>
<td>Transcription is performed immediately after clearance</td>
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<td>Actual hoppers contents recorded at end of month</td>
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<td></td>
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<tr>
<td>(c)</td>
<td>Performance Summary completed (including monthly totals &amp; reported wins)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>6 FORM 58 (REGISTER OF GAMING MACHINES – LICENSEE)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a)</td>
<td>Maintained and current</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>7 FORM 11 (NOTICE OF CHANGE OF EXECUTIVE OFFICER OR SECRETARY OF BODY CORPORATE)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a)</td>
<td>Chief Executive is notified within 7 days of any change to executive officers or secretary</td>
<td></td>
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</tr>
<tr>
<td><strong>8 EXCLUSIONS</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>(a)</td>
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<tr>
<td>(b)</td>
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<td></td>
</tr>
<tr>
<td><strong>9 SELF ASSESSMENT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a)</td>
<td>Previous month’s self assessment presented to and adopted by board of directors / management committee, or for natural person licensees, the licensee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td>Any matters requiring further action are included on agenda of next meeting for monitoring purposes (not applicable to natural person licensees)</td>
<td></td>
<td></td>
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</tbody>
</table>

**PART B (to be completed for June and December forms only)**

| **10 PHYSICAL ENVIRONMENT** | | | |
| (a) | EFTPOS/ATM not located in or in close proximity to gaming areas | | |
| (b) | Gaming Machines not visible to passing pedestrian traffic | | |
| (c) | Gaming does not dominate any external signage or any marketing or promotional activity undertaken to promote the premises | | |
| **11 SAFETY** | | | |
| (a) | All machines securely fastened to console base with minimum of 3 bolts | | |

Queensland Office of Gaming Regulation
<table>
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<th>12</th>
<th>SIGNAGE TO BE DISPLAYED</th>
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<td>(a)</td>
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EXPLANATIONS RELATED TO NEGATIVE RESPONSES

For any negative response:
- identify the item number;
- provide details of the problem/s found; and
- identify the actions taken/to be taken to remedy the matter and prevent its reoccurrence in the future, including timeframes where applicable.

(Complete this section on attachment pages if necessary.)

Certification by the Nominee/Eligible Licensee

I, ____________________________,

being the designated (gaming) nominee for the abovementioned premises (Section 193 of the Gaming Machine Act 1991) the eligible licensee for the abovementioned premises (Section 189(15) of the Gaming Machine Act 1991) (delete whichever is not applicable)

do hereby certify, in accordance with Section 264A(2) of the Gaming Machine Act 1991, that:

1. The above self assessment has been accurately completed;
2. Explanations for all negative responses have been given in this form or are attached; and
3. This Monthly Self Assessment Checklist has been scheduled for consideration at the next meeting of the Licensees Board of Directors/Management Committee.

Signature ____________________________ Date __/__/____

# The meaning of ‘appropriately licensed person’ is provided in Section 189(15) of the Gaming Machine Act 1991
## The meaning of ‘eligible licensee’ is provided in Section 189(15) of the Gaming Machine Act 1991
RULES ANCILLARY TO GAMING

(Schedule 3 of the Regulation)

1. A person under the age of 18 years must not play a gaming machine.

2. A gaming employee may determine that 1 gaming machine only may be played by a person at the same time.

3. A gaming machine may be reserved by a person without play for a maximum period of 3 minutes.

4. No person, other than a person permitted under the Act, is to touch an internal part of a gaming machine.

5. A gaming employee must refuse to pay a cancelled credit or jackpot payout if he or she believes on reasonable grounds that –
   a) the gaming machine credits were not accumulated, or the winning combination was not obtained, during permitted hours of gaming under section 235 of the Act; or
   b) the person claiming the cancelled credit or jackpot payout is not the person entitled to the payment or a person acting on behalf of that person; or
   c) the Act has been contravened by the person claiming the cancelled credit or jackpot payout.

6. If, under section 5, a gaming employee refuses to make a payment, the gaming employee must as soon as practicable submit a report to the chief executive.

7. (1) For section 242(2)(b) of the Act, a licensee required to make a payment to a player for a cancelled credit or jackpot payout of more than $250 must make the payment in 1 of the following ways –
   a) $250 of the payment in Australian currency and the balance of the payment by cheque;
   b) if requested by the player –
      i. an amount less than $250 of the payment in Australian currency and the balance of the payment by cheque; or
      ii. the entire payment by cheque.

(2) For making a payment under subsection (1) –
   a) if part of the payment is in Australian currency – the licensee must pay the Australian currency when the player claims payment; and
   b) the licensee must give a cheque to the player or post it to the player’s address, within 24 hours after the player claims payment.
Services to Assist Compulsive Gamblers

Patrons are advised that if they have a problem with gambling, help is available from the following organisations:

RELATIONSHIPS AUSTRALIA

Brisbane 07 3349 5111
Gold Coast 07 5575 6122
Sunshine Coast 07 5492 7255
Bundaberg 07 4152 3533
Rockhampton 07 4927 4000
Cairns 07 4050 4955

LIFELINE COMMUNITY CARE

Toowoomba 07 4632 2615
Wide Bay & Burnett - Fraser District 07 4124 3839

CENTACARE

Townsville 07 4772 7799
Mount Isa 07 4743 4449