

It is a regulatory requirement the Keno Responsible Gambling Code of Conduct is reviewed annually to ensure that it complies with the Gambling Regulation Act 2003 (VIC) and any relevant responsible gambling and Ministerial Directions. We review the operation and effectiveness of the code for the preceding 12 months (July 2017 - June 2018). It is stated that the review will seek feedback from all relevant stakeholders including Keno operators, Venue Managers, Agents, all Keno venue staff venue staff and customers.

To assist venues, Tabcorp has prepared surveys for use by Keno venues.

There will be reference to Responsible Gambling Officer (RGO) throughout the survey Please note RGO can represent either of the following Dedicated RGO, Venue Manager, and Gaming Manager, Agent, Cash controller or other senior staff member who is trained in RG Duties.

Tabcorp will collect information from Keno venue staff and customers analyse this information and then review this against how effective the implementation of their code has been, based on the information that has been collected.

What is involved?

- This year all Tabcorp venue surveys will be completed on line (paper-based surveys will be available for customers that do not have internet access, refer to attached document)
- **Venue Managers/ Agents** will be responsible for entering the customer's responses into the online survey-if customers complete paper base surveys
- Each venue/agent will need to collect information from their staff and customers
- The main objective is to complete the online surveys for Venue Managers, outlet/venue Staff and Customers before **31 July 2018**.

Information Collection

On-line Surveys have been developed (for Venue Managers, Customers and Staff) this year for the collection of information (paper base surveys will also be available for customers who do not have access to the internet). Links to the surveys are below.

Survey Numbers

- Agents/Venue Manager: All Venue Managers at the venue.
- Venue staff: Survey: All Keno staff
- Customers: 5-10 customer surveys to be completed per venue (Venue Managers/Agents will have to enter data for Customers that complete that paper-based surveys.

Survey Links

Keno Agents, Venue/ Outlet Managers Survey 2018

<https://www.research.net/r/OutletVenueManager2018KenoRGCodereview>

Keno All Staff Survey 2018

<https://www.research.net/r/KenoRGCC2018StaffSurvey>

- Venue staff could be provided with the opportunity to complete the survey during work time. We understand there may be limited access to computers within a venue but believe there will be a higher rate of return if completed onsite; or
- You could provide the link to venue staff and encourage the use of their own personal computer to respond to the survey.

Keno Customer Survey 2018

<https://www.research.net/r/KenoRGCC2018CustomerSurvey>

- Customers to complete the paper-based survey in the venue (copy attached to this advice); however, Venue Managers would be required to enter the paper base results into the on-line customer survey.

Timeline

9 July 2018: Distribution of the review documents to Keno venues/ Keno staff;

July 2018: Keno venues to survey staff and customers;

30 July 2018: Keno venues to ensure surveys are completed

Tabcorp is expecting all Keno venues to complete the staff survey and collect the required number of staff/ customer surveys. If you have any questions regarding this process please contact Mandy Tervit-Veasey or tervit-veaseym@tabcorp.com.au