Venue assessments:
Information for venue managers

This document tells you what to expect from a venue assessment.

Before the visit:

- We will phone you at least one week in advance to arrange a suitable time for the venue assessment.
- We will tell you how long the assessment is likely to take.
- You will have the chance to ask questions about the assessment.
- We will tell you what we will be looking at so you can make sure the right staff are available for the assessment.
- We will send a follow-up email that confirms the time for the assessment and gives you information about how we will assess your venue.
- The email will contain links to the following documents which we would encourage you to think about to help you prepare for the visit:
  - The outcomes framework your venue will be assessed against.
  - A table containing examples of what the Department would expect to see in a well-performing venue.
  - The choice not chance gambling host responsibility resources.
  - This document – Venue assessments: Information for venue managers.

During the visit:

The assessment will take around 60 to 90 minutes and will include three parts:

1. The inspector will walk through the gaming room and look at the venue’s paperwork including harm minimisation records (such as any logbooks, exclusion orders etc.)
2. The inspector will ask the venue manager how they ensure their staff understand and meet their legal obligations.
3. The inspector will ask a staff member about their understanding of their role in the venue (including their role in harm minimisation), and how they put the venue’s policies and training into practice.

The Inspector will try to put you and your staff at ease so you can put your best foot forward. The assessment is not an examination – we want to give you and your staff an opportunity to show us how good you are at looking after your gambling customers.

Your society representative is welcome to be present as an observer, but cannot answer questions for you or your staff members.
After the visit:

- Before we leave the venue we will tell you the result of the assessment in general terms, including any really good practice and anything that you need to change or fix.
- We will provide written feedback within two weeks of the assessment. The feedback will include any really good practices, any recommendations or suggestions to help you improve your practice, and any compliance issues that need to be fixed.
- If there are any compliance issues that need to be fixed, we will tell you what you need to do and a timeframe for doing it.