

Gaming Machine Regulation 2002 – Section 27

Guideline

Security of doors on Electronic Gaming Machines

On 20 December 2023, the Commissioner for Liquor and Gaming issued the attached Statement of Regulatory Intent informing gaming licensees that section 27 of the Gaming Machine Regulation 2002 (the Regulation) would not be enforced by the Office of Liquor and Gaming Regulation (OLGR) for a trial period from 1 December 2023 to 31 May 2025.

Category 1 (hotel) and Category 2 (club) gaming machine licence holders may remove, and store a banknote acceptor and/or coin receptacle and leave an Electronic Gaming Machine (EGM) door open overnight, following the cessation of trade, subject to complying with the following requirements:

1. Banknote acceptors and/or coin receptacles containing cash must not be left in EGMs when doors are open and must be immediately locked in the premises' safe or secure area (cash room) upon removal from the EGMs.
2. Banknote acceptors and /or coin receptacles containing cash must remain in the premises' safe or secure area (cash room) at all times when not in the EGMs.
3. Removal and reinstallation of the banknote acceptors and /or coin receptacles must be marked with the same identification number as the gaming machine from which it is removed, and removal is to be undertaken or supervised by a gaming employee authorised under legislation.
4. Cash must not be removed from the banknote acceptors and/or coin receptacles except where a cash clearance is performed and reported on in line with section 39 of the Regulation.
5. EGM doors are not left open in circumstances where a patron may have access to the licensees' gaming machine areas.
6. The licensee must provide evidence of all staff members who have access to EGMs for the removal and reinstallation of banknote acceptors and/or coin receptacles on the request of OLGR.
7. Licensees and gaming employees who become aware or suspect that a person by fraud, misrepresentation or theft has obtained a benefit in relation to any aspect of gaming, must within 3 days advise the Commissioner in writing of all facts known to in relation to the fraud, misrepresentation or theft in accordance with section 348 of the *Gaming Machine Act 1991*.

NOTE – This guidance is specific and does not alter or impinge on other enforcement policies related to licensee obligations under the *Gaming Machine Act 1991* and the Regulation.

If you require more information on the requirements, then please contact OLGR's compliance team at gamingcompliance@justice.qld.gov.au.