

**From:** Brett McCallum  
**Sent:** Fri, 4 Dec 2020 17:33:58 +1100  
**To:** GM-MEL-Snr Ops & Service Manager;GM-MEL-Area Manager;GM-MEL-Riverside Supervisors;GMVIOps&ServiceManager;GMVIP\_HDOps&ServiceManager  
**Cc:** Kierren Gersbach;Dean Giles;Matthew Sullivan;Mark Mackay;Tom Rickard;Michael Robilliard;Robert Gordon  
**Subject:** Important! Amendment to VCGLR Rules - Casino Gaming Machines

Team,

**Please brief your teams accordingly**

With a continual focus on Responsible Gambling and harm minimisation, the VCGLR Gaming Machines rules have been amended to reflect the below.

Effective Immediately,

- It's a requirement for Gaming Machines employees to cease players playing more than one (1) Gaming Machine on the main gaming floor including Riverside.
- A player must comply with any reasonable directions given by Casino employees, including a direction not to play on more than one Gaming Machine at one time on the main gaming floor.
- For players playing in VIP areas one additional gaming machine can be played. Harm minimisation monitoring is still to occur in Teak, Mahogany and Mahogany Lounge but mandatory intervention is not required in these areas.  
In line with this amendment, only one (1) ancillary card can be issued to approved VIP members only.

If an employee observes a player playing more than one (1) Gaming Machine on the main gaming floor they are to escalate to their Manager immediately.

As the Manager – Your responsibility is to engage with the player and request they nominate one (1) Gaming Machine to play.

Updated VCGLR rules will be made available when published.

Please don't hesitate to contact me should you require any clarification.

Regards,

Brett McCallum  
*OPERATIONS MANAGER - GAMING MACHINES*  
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