

## **Guidelines to assist venue management of the patron dwell time requirement**

### **Application**

- A patron dwell time limit of 90 minutes in the gaming room per day is a temporary COVIDSafe measure for gaming reopening
- Patron dwell time limits currently apply whilst gaming room maximum patron numbers are 10
- Adherence to this process requires the shared cooperation and responsibility of venue operators and their customers

### **Intent**

Patron dwell time will be managed by the gaming room COVID Marshal (which is a requirement at every gaming venue) and supported by gaming room staff using detailed record keeping of patrons entering the gaming room.

### **Responsibilities**

A Venue Operator must:

- Include dwell time management in the responsibilities of a COVID Marshal and gaming room staff
- Maintain accurate contact details for each customer entering a gaming room (full name, contact number and time of entry)
- Advise each customer of the time at which their dwell time expires upon entering the gaming room advising they are not permitted to remain in the gaming room beyond that time
- Ensure as much as possible, that customers do not remain in the gaming room beyond their dwell time cutoff

A customer must:

- Acknowledge that they must only remain in a gaming room until their dwell time cutoff
- Acknowledge that the COVID Marshal and gaming room staff has the authority to require them to leave the gaming room

### **Dwell Time Awareness**

Department of Jobs, Precincts and Regions will provide Signage to be placed at each entry to a gaming room advising customers of the venue's requirement to impose dwell time limits and their obligation to ensure they do not remain in the gaming room beyond their dwell time cut-off time.

Venues can access Signage that outlines government requirements for hospitality venues at <https://www.coronavirus.vic.gov.au/coronavirus-sector-guidance-accommodation-and-food-services> Gaming related signage is expected to be made available upon the reopening of gaming on Monday 9 November 2020.

Dwell time awareness will need to be reinforced by COVID Marshals and gaming room staff.

### **Process**

A venue must keep a record for each customer entering a gaming room including:

- Customer first name, last name & contact telephone number (for manual records)
- Customer first name & contact telephone number if electronic (e.g. QR Code)
- Date & time of entry into the gaming room
- Date & time dwell time limit expires and the person can no longer remain in the gaming room or return for the rest of the day.

Upon entry into a gaming room, a COVID Marshal or gaming room staff member will ensure that contact details are, or have been, recorded for each customer, including the calculation or confirmation of their individual dwell time cut-off time. The COVID Marshal is also responsible for checking patron records for customers who exit and re-enter the gaming room during their dwell time, to confirm they are still within their dwell time and reminding the customer of their cut-off time.

The COVID Marshal and gaming room staff will also be responsible for conducting periodic checks of customers within a gaming room to confirm a customer's ability to remain in the gaming room. It is good practice for customers to be advised when they are approaching the expiry of their dwell time to allow them to prepare to finish their session. A reminder approximately 15 minutes prior to their session expiry is recommended.

If a customer remains in the gaming room after the expiry of their dwell time, the COVID Marshal or venue staff must require the customer to leave the room.

#### **Re-entry after dwell time cut-off time**

A customer cannot re-enter the gaming room after their dwell time cut-off time for the rest of the day. COVID Marshals or gaming room staff will need to ensure that they are maintaining adequate records that allow them to monitor a 90-minute dwell time per customer per day.

When a customer is ultimately permitted to re-enter the gaming room, a new contact tracing record will be established, with the required personal details, time of entry and dwell time expiry to be recorded and the cut-off time to be advised to the customer.

#### **Provision of records**

Gaming room entry records must be made available for Authorised Officers to review upon request, to observe compliance by the venue and to conduct random customer checks. Authorised officers include VCGLR Inspectors and Victoria Police members who have powers to enforce the public health directions.