



VANA LTD  
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## **VANA'S RESPONSE TO TABCORP'S DELAY TO THE NEW RETAILER REMUNERATION PROGRAM**

Monday May 20, 2019

Last week Managing Director -Lotteries & Keno, Sue Van Der Merwe delivered communication from Tabcorp to a delay in the commencement of the New Retailer Renumeration Program until **Monday August 19, 2019**.

In short this is less than ideal, especially when as an Association we are gaining traction on getting our members into "Green Zone".

However, we do see the need to get this right and expand functionality for all concerned. Tabcorp have accepted feedback from VANA & our members and this includes customer's unused portion of their pre-paid membership being made available in store. The additional functionality will require more time to execute one hundred per cent, hence the delay to August 19.

Throughout this process with Tabcorp VANA have been in dialogue with the HON Marlene Kairouz MP, Minister for Consumer Affairs, Gaming & Liquor Regulation, Victoria.

Tabcorp understand the importance of meeting the **Monday August 19** date.

We encourage all VANA Members to register for the upcoming Tabcorp Retail Road Shows across Victoria with Tabcorp State Manager Tina D'Ettoire.

We are in constant contact with Tabcorp and overall see the New Retailer Remuneration Program as being lucrative and financially beneficial for our VANA Members.

Please see below the VANA notes on "Staying in Green" from a basic day to day newsagents' operational point of view.

**VANA -STAYING in GREEN!**

**In order to be GREEN with Tabcorp we need to check the following, EVERY DAY!**



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## **1/ SHOP STANDARDS**

**Grab our “Personalised POS Plan” and check EVERYTHING on it against this:**

### **1/ Are all the posters in the Shop compliant with the “Plan”?**

- External signs: posters?
- Internal signs: A4 posters?
- Other promo material IE: terminal cards, wobblers, balloons etc?

### **2/ The Scratchies display:**

- Is it full, clean and illuminated?
- Does it contain the “Core” & “Promotional” range of tickets?
- Is the promo material displayed IE: wobblers compliant with our Personalised POS Plan?

### **3/ Clean, make safe & unclutter these areas:**

- External signage (wipe the 2 poster units & the overhead street sign)
- The TV screens and the Ticket Checker need to be on and working
- The writing bench (also, are all the coupon pockets filled & current?)
- The lotto counter (ensure it has no non- Tabcorp products)

### **4/ The Writing Bench: Are the following items visible?**

- The “Responsible Play” Sign
- The “Have Fun and Play Responsibly” brochure
- The “Code of Conduct & Responsible Play” Guide
- The “Retail Workers Hotline Sticker” (stuck on the “Responsible Play” folder)



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**5/ Other:**

-If we are using promo material not provided by Tabcorp, is it promoting in an approved manner?

***PTO, for questions & Answers regarding the Site Surveys***

**2/ SITE SURVEY STAFF KNOWLEDGE QUESTIONS (Quarterly)**

- 1/ Have all staff undertaken the relevant "Responsible Gambling" Training? = **"YES"**
- 2/ Can you explain how to access Retailers Web to get Important News? = **"Our manager accesses Retailers Web." OR "Go to the website favourites, click on the Lott logo, and click thru to the what's Hot @ the Lott link"**
- 3/ Where can a customer get a copy of the Lotteries Rules for all games? = **"the Lott" customer website"**
- 4/ According to the Responsible Play guidelines, what is the maximum amount of cash that can be paid to a customer who wins a prize? = **"\$4,000"**
- 5/ Can a customer cash a cheque to pay for a lottery product? Or borrow money from a sales assistant? = **"NO!"**
- 6/ If you suspect a customer is under 18?" **Ask for ID OR refer them to the Responsible Play sign"**
- 7/ What behaviours indicate that a customer may have a gambling problem or is showing signs of distress? = **Spending increasing amounts of time or money on gambling / Not knowing when to stop gambling / Borrowing money to gamble or trying to get out of financial trouble caused by gambling"**
- 8/ Can you advise customers to set their own gambling limit if required according to a customer's personal circumstances and in line with the Responsible Play brochures? = **YES"**
- 9/ What do you do if a customer needs interpreter services, or you receive a complaint regarding the Lotteries Responsible Gambling Code of Conduct or a customer discloses a gambling problem, or if you have a gambling problem? = **give them the Have Fun & Play**



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**Responsible brochure, or sign tell the customer to call the Responsible Play Liaison Officer or Gambling Contact Officer on 1300 138 132”**

### **3/ SITE SURVEY FAIR WORK QUESTIONS (usually Annually)**

#### **1/ Employee Questions: (regarding Payslips)**

Do you receive a pay slip with correct amount paid for the hours worked?

Does your pay slip have the following information?

- a) The name and ABN of your employer
- b) Ordinary hourly rate of pay
- c) Hours worked
- d) Gross pay e) Net pay
- f) Superannuation contributions for that pay period and the name of the super fund
- g) Amounts of any loadings, allowances or penalty rates

#### **2/ Franchisee Questions:**

Do you access Retailers Web weekly? **“YES”**

Do you read every edition of What’s Hot @ the Lott? **“YES”**

Do you employ or engage any other person to work in the lottery franchise? **“YES”**

Where do you find information relating to workplace laws? **“Fair work Website (also via Tabcorp website)”**

Do you issue all staff with pay slips within one day of payment? **“YES”**

Do you keep your payroll and other employment records for your staff? **“YES”**

Are you paying employees in accordance with any applicable EBA or award? **“YES”**

Are you aware of the National Employment Standards (NES) under the Fair Work Act?  
**“YES”**

Do you give all your new employees a Fair Work Information Statement? **“YES”**

Superannuation must be paid for all of your eligible workers – are you paying? **“YES”**



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### Tabcorp actions to “Go Green” (Summary)

#### Every Saturday:

1/ Read & click thru the “What’s Hot@the Lott” email and print out our Personal Promotional Plan (from the BIZHUB: two pages per sheet, landscape)

#### Ad hoc:

- 1/ Do the Mandatory Training modules
- 2/ Sign up & attend the Roadshows/Webinars a **COMPLETE MUST ATTEND.**
- 3/ Site Surveys: (Quarterly) receive a result of 95% or above.

Complete the Action Plan within 5 business days.

- 4/ Breaches & Payment Defaults – maintain zero defaults
- 5/ Registered vs Unregistered share – increase percentage of registered players by 1%.

A handwritten signature in black ink, appearing to read 'Brendan Tohill', written in a cursive style.

Brendan Tohill

General Manager of VANA Ltd



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