Keno Re-opening Checklist

Inline with the government and public health authority advice, a Keno re-opening checklist has been created to assist your venue in safely and legally re-open during the easing of COVID-19 restrictions.

Whilst Keno is currently not available to be played in Queensland venues, we want to make sure your venue is ready when it is. For this reason, we want to ensure your venue is prepared to offer Keno safely to customers when visiting your venue.

Keno is committed to prioritising public health and safety to protect people against infection, compliance with public health guidelines and helping prevent the spread of COVID-19. It is important we work together to adapt and promote safe work practices consistent with advice from the relevant health authorities.

THE CHECKLIST MUST BE FOLLOWED IN SEQUENTIAL ORDER, AS PER THE FOLLOWING

- Cleaning, Sanitising and Good Hygiene
- Social Distancing
- Compliance and Security
- Keno (BAU) Operation

ONCE COMPLETED, THE CHECKLIST MUST BE SUBMITTED THROUGH THE FOLLOWING STEPS:

1. Complete the checklist in full, acknowledging that some tasks may need to be completed once your venue has been switched on.
2. Once complete, take a photo or scan the first page only (venue acknowledgment) of your completed checklist.
3. Upload the scanned first page of the checklist by logging onto Keno Connect and click on the 'Submit Re-opening Checklist'

*If you are having difficulty submitting your checklist on Keno Connect, you can email the checklist to info@kenoconnect.com.au Upon successful submission of the checklist, your venue will be approved for activation once restrictions ease.

Venues who do not complete the checklist will not be switched on until the above steps have been fulfilled.

VENUE ACKNOWLEDGMENT

By signing, I can confirm that this venue has implemented/fulfilled and acknowledged all relevant and necessary steps in this form to prepare trading Keno in a Covidsafe environment.

Venue Name:	
Keno Venue Number (ID):	
Name of authorised staff member completing checklist:	
Signature of authorised staff member completing checklist:	
Email address of confirmation of reactivation to be sent to:	

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Cleaning, Sanitising, Good Hygiene & Infection Response	Implemented/ Checked or Acknowledged (Please tick)
Clean all your Keno hardware in line with the cleaning guidelines in **Appendix 1 – Keno Venue Cleaning Guidelines.** Create a file to archive completed cleaning schedules.	
Ensure hand sanitiser is available for your customers and staff members and recommend use between customer interactions.	
Remove all Keno Caddies and pencils from public areas. Provision of Keno stationary to only be provided to customers upon request to avoid unnecessary handling. All stationary should be collected from customer areas after use and either disposed or appropriately disinfected.	
Government supplied hygiene signage has been displayed and is clearly visible at entry points and at your sales counter. **See Appendix 2 – Signage.** Signage includes: limit the spread of germs, limit touching your face, sneeze into elbow, and stay home if you are feeling sick.	
Provide staff with gloves when cleaning, handling cash, serving food. Gloves are recommended for use in customer interaction.	
Clean frequently touched areas and surfaces (including shared equipment Keno operator terminals and tools, EFTPOS terminals, tables, counter tops and any other surfaces used by customers such as Keno touch terminals dry bars/bench tops), at a minimum of hourly intervals using the appropriate level detergent and disinfectant.	
Operator terminals are to be allocated to a single staff member where possible, and disinfected between each user, including before/after a shift change. If the area must be shared, staff must sanitise/wash their hands before/after each use.	
Where applicable in your state, ensure all staff are familiarised with available Safework Support resources. https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/hospitality https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus https://www.worksafe.qld.gov.au/coronavirus/workplace-risk-management-b	
Should it become known that a person who tests positive with COVID-19 visited your venue, contact tracing by health authorities would be assisted by the provision of your daily customer logs of visitors and CCTV footage if available.	
Ensure any staff or customers that present with COVID-19 symptoms go home and isolate from others and communicate appropriate information with relevant state health authorities as necessary.	

Social Distancing Checklist	Implemented/ Checked or Acknowledged (Please tick)
Display signs at the venue entrance/s to ensure compliance with government regulations in relation to maximum safe capacity limits. Ensure that you and your staff are actively monitoring and enforcing social distancing within your venue.	
Government requirements stipulate 1 person per 4 square metres. Please note that once you reach your maximum allowable number of customers, you will need to implement protocols to meet government guidelines to limit the number of customers in your venue.	
Ensure all Keno operator terminals and self-service terminals are located at least 1.5 metres apart. If equipment is fixed and is within 1.5 metres, please turn off the one terminal until further notice and contact the service support team.	
Display Keno social distancing signage (as shown in appendix 2) at all Keno terminals that are switched on	
Ensure all seating is a minimum 1.5metres apart (or as per your state government guidelines).	

Compliance & Security Checklist	Implemented/ Checked or Acknowledged (Please tick)
Ensure all Keno hardware is operational and compliant. Conduct a test of each individual item of hardware. Please notify the Keno service support team if any of your Keno hardware is not operational.	
Audit your venue and ensure that all Keno compliance signage is displayed and visible according to the Keno Signage Advice Sheet found on Keno Connect > Keno Toolkit.	
Display any additional compliance signage that may need to be added if Keno is available as an interim measure through a partial re-opening of your venue.	
Check and verify that Keno rules and regulations are available to staff. These can be accessed at www.keno.com.au or www.kenoconnect.com.au.	
Ensure all SSTs, including line of sight, CCTV, entry points, minors betting, and age verification ID check, are compliant in accordance with Keno/Tabcorp guidelines.	
Ensure new employees are up to date with the responsible gambling policy "Gamblers Help".	

Keno (BAU) Operation Checklist	Implemented/ Checked or Acknowledged (Please tick)
To be completed before venue is activated	
Put in place a current direct debit form (if required) and make sure your bank account is active.	
Check all State Government Responsible Gambling guidelines signage is on display and visible in the correct locations.	
The continuing management, owner or licensee is the same as prior to the government-mandated Covid-19 shutdown (22 March).	
Please tick to acknowledge and implement once your venue has been activated	
Ensure all Keno equipment is shut down. Turn on your main operator terminal first and sign on as per the normal process. Next, turn on your Keno Display system (KDS). *Please note Software and security updates may have been downloaded during the lock-down period. These automatically start after the equipment is powered up.	
Turn on remaining operator terminals.	
Once all operator terminals are operational, turn on your Self Service Terminals.	
Turn on all vision display monitors as per the normal process (if government rules allow). Ensure at least one television/monitor is showing the Keno game draw in the area you intend to sell Keno.	
Check that a cash float is in the Keno operator terminal	

If you encounter an issue, or are unable to complete the above in its entirety, please contact the Service Support Centre on 1800 061 061 for NSW/VIC/ACT venues or 1300 365 135 for QLD venues, or email at sscu@tabcorp.com.au.

Appendix 1 – VENUE CLEANING GUIDELINES

EQUIPMENT REQUIRED

Cleaning Products as designated for purpose, making sure all instructions are followed including required PPE.

Gloves should be used at all time whilst cleaning/disinfecting.

Clean lint free cloths when cleaning screens and monitors.

Clean rags and/or paper towel for all other equipment and surfaces.

PROCESS FOR CLEANING KENO TERMINALS

**Warning **Do not spray any product inside of the equipment****

1. Shut down all terminals.

2. Using rags or paper towel, spray anti-bacterial cleaning product onto rags and wipe the entire surface, avoid spraying directly onto equipment as there are some vents on the equipment for air flow, clean all surfaces including touch screen.

3. Apply minimal pressure when cleaning the touch screen area.

4. Wipe off any excess anti-bacterial cleaning product with a dry rag / paper towel.

5. Using glass cleaner apply a small amount to the lint free wipe, use this on the touch screen only, ensure there is no streaks or residue on the touch screen as this could affect functionality. (see instructions below)

6. Power the machine back up.

7. With remotes, spray small amount on lint free cloth and wipe.

Cleaning Display Screen Edge

Using a cotton cloth, wipe around the outer edge o the screen starting at the bottom left corner in an anticlockwise direction.

Position the cloth against the fascia and the screen to remove any contamination build-up between the screen and the fascia.
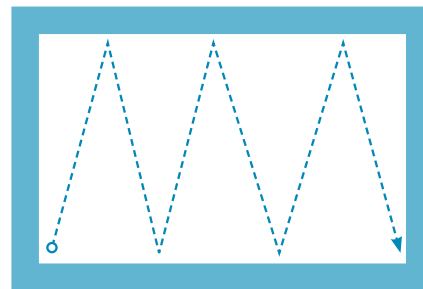
Cleaning the Screen Centre

Working from bottom left hand side, using an up and down motion, remove all contamination from the screen.

Do not go to close to the outer edge of the screen as this could result in any contamination being pushed back against the fascia edge.

Repeat Cleaning Display Screen Edge (above)

PROCESS FOR CLEANING KENO CADDIES

To comply with current health restrictions, Keno caddies and stationery should not displayed in any front of house areas until further notice to avoid the spread of COVID-19. Rather, it is recommended that you provide customers with their own required Keno stationary when taking their meal orders.

1. Collect all your Keno caddies.

2. Using gloves, remove any damaged/worn tickets, pencils and caddy toppers.

3. Using rags or paper towel, spray anti-bacterial cleaning product onto rags and wipe all surfaces of the caddie.

4. Avoid spraying directly to reduce contact with paper game cards.

PROTECTING YOUR TEAM AND OTHERS

It is recommended that Hand Sanitiser and cleaning wipes be available to both customers and team members. Where possible, Keno operator terminals should be allocated by a single staff member and disinfected between each user and shift change. Sanitiser should be used regularly between customers and cash handling.

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Appendix 2 – SIGNAGE

There are a number of COVID-19 resources including posters for display in your venue available at: https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources

KENO SIGNAGE

Please ensure a social distancing sign is placed at all Keno operator service points. In addition, for venues with a Keno Touch Self Service Terminal, stickers have been distributed and should be adhered to the front of your terminal.
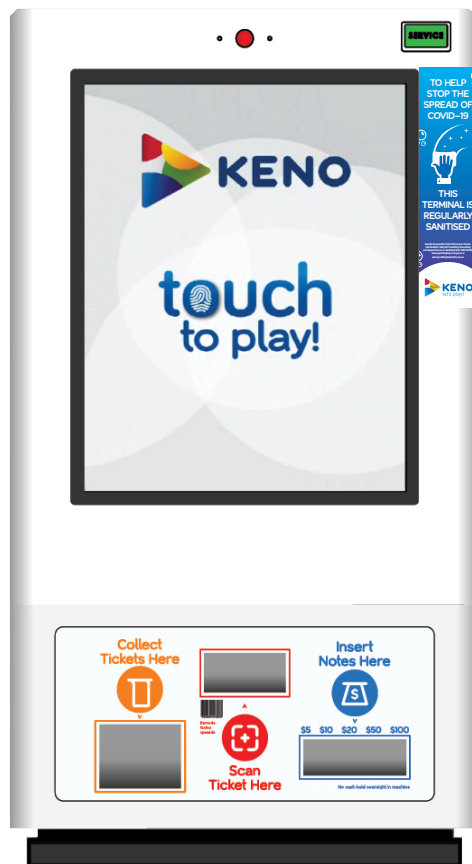
Visit the stationery ordering page on Keno Connect to order additional stock.

Venue Cleaning Log

FREQUENTLY TOUCHED SURFACES – Clean & Disinfect Minimum hourly each day.											
Tables/Benches, Seats (if in use), Eftpos, Pens, Equipment (SST/Operator Terminals)											
Date	Time			Staff Initial			Clean			Disinfect		
e.g. 01/05/2020	9:00	12:20	3:50	JS	JS	JS	Y	Y	Y	Y	Y	Y

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