
**Responsible Gambling (Authorised
Interstate Betting Operators)
Code of Practice**

Version 000, as in force on 1 March 2009

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SOUTH AUSTRALIA

AUTHORISED BETTING OPERATIONS ACT 2000

Responsible Gambling (Authorised Interstate Betting Operators) Code of Practice

[Version 000, as in force on 1 March 2009]

This code of practice is prescribed under section 6A(1)(b) of the *Authorised Betting Operations Act 2000* as the code for the purposes of section 62C of that Act:

1. Purpose

- (1) This code provides a framework through which an authorised interstate betting operator (“**gambling provider**”) can ensure that its general gambling practices are consistent with the South Australian community’s expectations that its authorised business will be conducted in a responsible manner so as to minimise the harm caused by gambling.
- (2) This code applies only to betting operations authorised under section 40A(4) of the *Authorised Betting Operations Act 2000*.

2. Responsible gambling documents

A gambling provider must—

- (a) on each of its gambling websites—
 - (i) display prominently a message indicating that its gambling operations are governed by a code of practice; and
 - (ii) ensure that a copy of this code is available on the website; and
- (b) at the time of establishing a gambling account, provide information indicating that its gambling operations are governed by a code of practice; and
- (c) for each of its gambling websites and gambling telephone lines, prepare and keep current a document detailing—
 - (i) the manner in which staff training and measures for intervention with problem gamblers are implemented; and
 - (ii) the roles of staff (described by name or by job title) in the implementation of this code.

3. Legislation and regulation

A gambling provider must—

- (a) conduct its business in accordance with all applicable laws and legal requirements; and

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- (b) co-operate with regulatory bodies and government agencies in all matters, including their investigations of compliance with legal obligations.

4. Gambling operations

- (1) A gambling provider must ensure the prominent display of a warning message in the form of the condensed warning message at the point of sale page on each of its gambling websites.
- (2) A gambling provider must ensure that a copy of the gambling rules is available for inspection—
 - (a) upon request; and
 - (b) on its website (if it has one).

5. Customer information

- (1) A gambling provider must prominently display its responsible gambling materials on its website (if it has one).
 - (2) The gambling provider must—
 - (a) at the time of establishing a gambling account, provide its responsible gambling materials (including a pamphlet) to the account holder; and
 - (b) when providing a statement for a gambling account, include an expanded warning message as part of the statement.
 - (3) For the purposes of sub-clauses (1) and (2), a gambling provider must—
 - (a) publish its responsible gambling materials in a form which includes a helpline message and an expanded warning message, rotated according to the protocol set out in clause 11(2); and
 - (b) make available its responsible gambling materials in the following 5 languages other than english—
 - (i) arabic;
 - (ii) chinese;
 - (iii) greek;
 - (iv) italian;
 - (v) vietnamese—together with any other language which the gambling provider considers appropriate.
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- (4) A gambling provider must take all reasonable steps to ensure that a patron who demonstrates difficulty in controlling his or her personal expenditure on gambling products has his or her attention drawn to the name and telephone number of a widely available gambling help service.
- (5) A gambling provider must reinforce its responsible gambling policy in customer newsletters and other communications.

6. Alcohol and gambling

A gambling provider who is operating a gambling telephone line must take all practicable steps to prevent a person who appears to be intoxicated from being allowed to gamble.

7. Gambling accounts

- (1) A gambling provider must not provide gambling services to a person by telephone, internet or other electronic means unless the gambling provider has established a gambling account for the person.
- (2) A gambling account established under sub-clause (1) must allow the holder of the account to set gambling limits for the account.

8. *Not included*

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9. Self-exclusion facility

- (1) A gambling provider must facilitate the voluntary exclusion of customers from one or more of its gambling websites or gambling telephone lines for—
 - (a) a fixed period; or
 - (b) an indefinite period.
- (2) A gambling provider must ensure that every approach by a customer about self-exclusion is responded to—
 - (a) while the customer is on the telephone; or
 - (b) in the case of an approach made by the internet—within 24 hours of the approach being made.
- (3) Self-exclusion must include—
 - (a) in the case of a gambling telephone line—provision of a translation service (which may be a telephone interpreter service) during the application process, if requested;

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- (b) provision for immediate referral to, or liaison with, a gambling help service;
 - (c) in the case of indefinite exclusion—provision for the review of self-exclusion notices with customers before notices are rescinded; and
 - (d) removal of excluded people from loyalty mailing databases.
- (4) A gambling provider must ensure, to the extent reasonably possible, that the gambling provider does not provide gambling services to a person who has been excluded.

10. Staff and training

- (1) A gambling provider must—
- (a) ensure that all people involved in selling its gambling products receive problem gambling training;
 - (b) provide refresher courses for all staff at least each two years;
 - (c) include responsible gambling information in employee newsletters and magazines; and
 - (d) provide responsible gambling materials in the workplace to remind staff of policies and their responsibilities.
- (2) If a gambling provider is to use an external provider for training, that training provider must be appropriately accredited in a manner acceptable to the Authority.
- (3) Problem gambling training programs must be designed to—
- (a) provide information about the potential effect of gambling on customers;
 - (b) include information on the recognition and identification of problem gambling traits; and
 - (c) ensure that the processes for approach, intervention, referral and follow-up are clear and well understood.

11. Definitions and interpretation

- (1) In this code—
- “condensed warning message”** means the following message—
- “Gamble Responsibly.”;

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“expanded warning message” means one of the following messages—

- (a) “Don’t chase your losses. Walk away. Gamble responsibly.”;
- (b) “Don’t let the game play you. Stay in control. Gamble responsibly.”;
- (c) “Stay in control. Leave before you lose it. Gamble responsibly.”;
- (d) “You know the score. Stay in control. Gamble responsibly.”;
- (e) “Know when to stop. Don’t go over the top. Gamble responsibly.”;
- (f) “Think of the people who need your support. Gamble responsibly.”;

“gambling help service” means a gambling help service that is physically located in South Australia;

“gambling telephone line” means a telephone line operated by a gambling provider on which persons may gamble;

“gambling website” means a website operated by a gambling provider on which persons may gamble;

“gambling rules” means the rules applying to a gambling product or type of gambling product; and

“helpline message” means a message giving the national gambling helpline 1800 060 757.

- (2) For the purposes of rotating the six expanded warning messages over 3 years, the gambling provider must—
- (a) always use the same expanded warning message at the same time;
 - (b) to the greatest extent practicable, use an expanded warning message for six months at a time;
 - (c) take reasonable steps to consult with the holder of the major betting operations licence with a view to ensuring, to the greatest extent practicable, that the gambling provider is using the same expanded warning message as the holder of the major betting operations licence.

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12. Operative dates and transitional

- (1) This code, other than clause 7(2), comes into operation on 1 March 2009.
- (2) Clause 7(2) of this code comes into operation on 1 January 2010.

13. Dispensations

The Authority may grant a dispensation to a gambling provider, on such conditions as it sees fit, from a provision of this code if the Authority is satisfied that the conditions of the gambling provider's prescribed interstate licence are equivalent to the provision in their effect.