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# Responsible Gambling (SA TAB) Code of Practice

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*Version 001, as in force on 1 June 2009*

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## SOUTH AUSTRALIA

### AUTHORISED BETTING OPERATIONS ACT 2000

## Responsible Gambling (SA TAB) Code of Practice

*[Version 001, as in force on 1 June 2009]*

This code of practice is prescribed for the holder of the major betting operations licence under section 6A(1)(b) of the *Authorised Betting Operations Act 2000* for the purposes of section 49 of that Act:

### 1. Purpose

This code provides a framework through which SA TAB Pty Ltd as the holder of the major betting operations licence (“**gambling provider**”) can ensure that its general gambling practices are consistent with the community’s expectations that its licensed business must be conducted in a responsible manner so as to minimise the harm caused by gambling.

### 2. Responsible gambling documents

The gambling provider must—

- (a) in each gambling area—
  - (i) display prominently a sign indicating that gambling operations are governed by a code of practice; and
  - (ii) ensure that a copy of this code is made available to people in the gambling area, on request; and
- (b) 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;
- (c) at the time of establishing a gambling account, provide information indicating that its gambling operations are governed by a code of practice; and
- (d) for each gambling area and each of its gambling websites and 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**

The gambling provider must—

- (a) conduct its business in accordance with all applicable laws and legal requirements; and
- (b) co-operate with regulatory bodies and government agencies in all matters, including their investigations of compliance with legal obligations.

**4. Gambling operations**

- (1) The gambling provider must ensure the prominent display of a warning message in the form of the condensed warning message—
  - (a) on or near each point of sale terminal in a gambling area; and
  - (b) at the point of sale page on each of its gambling websites.
- (2) The gambling provider must ensure that the time of day is prominently displayed throughout gambling areas.
- (3) The gambling provider must ensure that a copy of the gambling rules is available for inspection—
  - (a) upon request; and
  - (b) on its website.

**5. Customer information and signage**

- (1) The gambling provider must—
  - (a) prominently display responsible gambling materials (including a poster and a pamphlet) in gambling areas; and
  - (b) prominently display its responsible gambling materials on its website.
- (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), the gambling provider must—
  - (a) publish its responsible gambling materials in a form which includes a helpline message and—

- (i) if it is not reasonable or practicable to include an expanded warning message, the condensed warning message; or
  - (ii) 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.
- (4) The gambling provider must—
  - (a) ensure the prominent display of the condensed warning message and (or within) a helpline sticker on or near each ATM;
  - (b) ensure that a quantity of helpline cards is available at each point of sale terminal and on or near each ATM.
- (5) The 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.
- (6) The gambling provider must from time to time file with the Authority its responsible gambling materials referred to in sub-clause (1).
- (7) The gambling provider must reinforce its responsible gambling policy in customer newsletters and other communications.

## **6. Alcohol and gambling**

The gambling provider must take all practicable steps—

- (a) to prevent a person who appears to be intoxicated from being allowed to gamble; and
- (b) to ensure that alcohol is not supplied to reward, promote or encourage continued gambling.

### **6A. Inducements**

The gambling provider must not offer any inducement to gamble.

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**7. Gambling accounts**

- (1) The 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. Cheques**

- (1) The gambling provider must not cash cheques in a gambling area, unless the Authority has given an exemption from this prohibition to the gambling provider in respect of the gambling area, by notice in writing stating the reason for the exemption (such as the location of the premises containing the gambling area).
- (2) The gambling provider must, if requested to provide a cheque in respect of an undisputed prize or winnings in aggregate of \$1 000 or more, provide the cheque as soon as practicable and, in any event, within 30 minutes after the patron makes the request and completes any formalities required by law.

**9. Self-exclusion facility**

- (1) A gambling provider must facilitate the voluntary exclusion of customers from one or more identified gambling areas or one or more of its gambling websites or gambling telephone lines for—
    - (a) a fixed period; or
    - (b) an indefinite period.
  - (2) The gambling provider must ensure that every approach by a customer about self-exclusion is responded to—
    - (a) while the customer is on premises or 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) provision of a translation service (which may be a telephone interpreter service) during the application process, if requested;
    - (b) provision for immediate referral to, or liaison with, a gambling help service;
    - (c) provision for the review of self-exclusion notices with customers before notices are rescinded; and
    - (d) removal of excluded people from loyalty mailing databases.
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- (4) A gambling provider must ensure, to the extent reasonably possible, that—
  - (a) excluded persons are not allowed to enter, or remain in, gambling areas from which they have been excluded; and
  - (b) the gambling provider does not provide gambling services to a person who has been excluded.

**10. Staff and training**

- (1) The gambling provider must—
    - (a) ensure that all people involved in selling its gambling products receive problem gambling training—
      - (i) for all staff at induction—training which identifies problem gambling; and
      - (ii) for appropriate senior staff (including the person in charge of a point of sale or a gambling area)—advanced training on the identification of, and intervention techniques for, problem gambling, including administration of the self-exclusion process;
    - (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 the 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.
  - (4) The gambling provider must ensure that problem gambling training programs are regularly reviewed and revised.
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- (5) The gambling provider must—
  - (a) make arrangements to ensure that training programs provided to its staff are the subject of an annual audit of their compliance with the requirements of this code; and
  - (b) provide a report of the outcome of each audit to the Authority within 28 days after completion.
- (6) The gambling provider must take reasonable steps to ensure that staff with a potential or actual gambling problem are identified and referred for treatment.
- (7) If the gambling provider provides training through an appropriately accredited external provider, the gambling provider may comply with sub-clauses (3), (4) and (5) through the activities of that external provider.

## **11. Definitions and interpretation**

- (1) In this code—
  - “**ATM**” includes—
    - (a) an automatic teller machine in or near premises containing a gambling area;
    - (b) an electronic funds transfer device in or near premises containing a gambling area—  
over which the gambling provider could reasonably be expected to exercise control;
  - “**condensed warning message**” means the following message—  
“Gamble Responsibly.”;
  - “**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 area”** means—

- (a) in relation to gambling on a racecourse—a public area of a racecourse in which provision is made for people to make bets;
- (b) in relation to gambling other than on a racecourse—a public area of an office, agency or branch in which provision is made for people to prepare for the making of bets, to make bets and to await the outcome of bets;

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

**“gambling rules”** means the rules applying to a gambling product or type of gambling product and includes the rules from time to time approved under section 41(1)(a) of the *Authorised Betting Operations Act 2000*;

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

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

**“helpline card”** means a card of approximately 9 cm by 5 cm that includes a helpline message;

**“helpline message”** means a message giving the national gambling helpline 1800 858 858;

**“helpline sticker”** means a sticker that includes a helpline message;

**“inducement to gamble”** means any inducement designed to encourage a person to establish a gambling account, and includes an inducement in the nature of—

- (a) a credit, voucher, reward or rebate; and
- (b) any other valuable consideration—

but does not include a trade promotion lottery;

**“trade promotion lottery”** means—

## **Clause 12**

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- (a) a minor trade promotion lottery conducted so as to comply with regulation 30 of the Lottery and Gaming Regulations 2008; and
  - (b) a major trade promotion lottery or a trade promotion (instant prize) lottery for which a licence has been granted under regulation 17 of the Lottery and Gaming Regulations 2008.
- (2) For the purposes of rotating the six expanded warning messages over 3 years, the gambling provider must—
- (a) to the greatest extent practicable, 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 other gambling providers required to use expanded warning message with a view to ensuring, to the greatest extent practicable, that all gambling providers are using the same expanded warning message at the same time.

### **12. Operative dates and transitional**

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

### **13. Application to agents**

In respect of the provision of the gambling products of the gambling provider by an agent, the gambling provider must ensure that the actions of its agent conform with this code as though the agent were the gambling provider.