
SA TAB Responsible Gambling Code of Practice

As in force on 1 December 2008

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SOUTH AUSTRALIA

AUTHORISED BETTING OPERATIONS ACT 2000

SA TAB Responsible Gambling Code of Practice

[As in force on 1 December 2008]

This is the responsible gambling code of practice approved for the holder of the major betting operations licence for the purposes of section 49 of the *Authorised Betting Operations Act 2000*:

1. Purpose

This code provides a framework through which SA TAB Pty Ltd, 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 the licensed business will be conducted in a responsible manner so as to minimise the harm caused by gambling.

2. Venue responsible gambling documents

The gambling provider will—

- (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) for each gambling area, 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 will—

- (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 areas

- (1) The gambling provider will ensure the prominent display of a warning message in the form of the condensed warning message on or near each point of sale terminal.
- (2) The gambling provider will ensure that the time of day is prominently displayed throughout gambling areas.
- (3) The gambling provider will ensure that a copy of the gambling rules is available to customers in each gambling area.

5. Customer information and signage

- (1) The gambling provider will—
 - (a) prominently display responsible gambling materials (including a poster and a pamphlet) in gambling areas in a form which includes—
 - (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 poster and pamphlet 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.
 - (2) The gambling provider will—
 - (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.
 - (3) The gambling provider will 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
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name and telephone number of a widely available gambling referral service.

- (4) The gambling provider will—
- (a) from time to time file with the Authority; and
 - (b) to the greatest extent practicable, publish on its website (if it has one) a representation of—
- the responsible gambling materials referred to in sub-clause (1).
- (5) The gambling provider will reinforce its responsible gambling policy in appropriate customer newsletters and other communications.

6. Alcohol and gambling

The gambling provider will 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; and

7. [Not included]

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8. Cheques

- (1) The gambling provider will 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 will, 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) The gambling provider will facilitate the indefinite voluntary exclusion of customers from one or more identified gambling areas.
- (2) The gambling provider will ensure that every approach by a customer about self-exclusion is responded to while the customer is on premises or on the telephone.

- (3) Self-exclusion will 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 counselling agency;
 - (c) provision for the review of self-exclusion notices with customers before notices are rescinded;
 - (d) removal of self excluded people from loyalty mailing databases.
- (4) The gambling provider will ensure, to the extent reasonably possible, that self excluded customers are not allowed to enter, or remain in, gambling areas from which they have been excluded.

10. Staff and training

- (1) The gambling provider will—
 - (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) display responsible gambling material in back of house areas 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 will 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; and
- (4) The gambling provider will ensure that problem gambling training programs are regularly reviewed and revised.
- (5) The gambling provider will—
 - (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 will 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 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 rules**” means the rules from time to time approved under section 41(1)(a) of the *Authorised Betting Operations Act 2000*;

“**helpline card**” means a card of approximately 9 cm by 5 cm giving the name and telephone number of a widely available gambling referral service, identified by its usual name;

“**helpline sticker**” means a sticker giving the name and telephone number of a widely available gambling referral service, identified by its usual name.

- (2) For the purposes of rotating the six expanded warning messages over 3 years, the gambling provider will—
 - (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 comes into operation on 30 April 2004.
- (2) For the purposes of clause 10—
 - (a) the gambling provider will be taken to be in compliance with the clause within the first 12 months after its commencement if, by the end of that period, 75% of all people at that time involved in selling its gambling products have received problem gambling training; and

Clause 13

(b) a person will be deemed to have received problem gambling training if the person has received responsible gambling training (however described) in connection with employment in a hotel or club in respect of which a gaming machine licence is in force under the *Gaming Machines Act 1992*.

(3) The provisions of—

(a) clauses 8(3) and 11(2)—as inserted by Code Alteration (SA TAB) (Responsible Gambling) (No. 1) 2008; and

(b) clauses 5(1)(a), 5(2), 8(2), 10(5)(a), 10(7) and 11(1)—as amended by Code Alteration (SA TAB) (Responsible Gambling) (No. 1) 2008—

apply generally from 1 December 2008.

13. Application to agents

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