

## Presentation Outline for SA Lotteries

The following identified issues of the Codes Review will be addressed by SA Lotteries at the public hearing:

### 3.2.3 Inducements to Gamble

- To date, there has not been any strong argument for imposing restrictions on the offering of inducements to gamble in the case of state lotteries.
- Given that lotteries statistically remains an area of low risk to the prevalence of problem gambling and the nature of play varies greatly from other forms of gambling, SA Lotteries considers the existing non-regulation of inducements to gamble to be suitable.

### 3.2.5 Training

- SA Lotteries undertakes an extensive training program for all Head Office employees, Agents and Agency employees, specific modules for employees under 18 and a refresher module delivered at least every two years in accordance with the Responsible Gambling Code of Practice.
- As an organisation that strives to achieve best practice in this regard, SA Lotteries would welcome benchmarking of programs undertaken in South Australia.

### 3.2.6 Mandatory Gambling Messages

- SA Lotteries utilises both the long gambling message and condensed message as appropriate in all communications material, which is determined by application of a matrix devised by SA Lotteries. SA Lotteries supports the continuation of uniform mandatory messages in advertising and in the process of delivering lottery games to players.
- Whilst the current suite of messages is supported, any changes to messaging should be supported by research.

### 3.2.7 In-venue reporting of problem gamblers

- Whilst there is no regulatory measure in place, SA Lotteries' agents and employees are trained to identify problem gambling behaviours and provide appropriate referral advice where appropriate. Customer contact in relation to problem gambling is reported to Head Office and all reports are assessed by SA Lotteries' Internal Problem Gambling Report Group.

### 3.2.13 Cheques for Winnings

- SA Lotteries encourages processing of Easipay auto pay prizes and head office prize payments by Electronic Funds Transfer (EFT) as it is a secure means of payment, is more cost efficient than cheque, and low risk in terms of gambling prevalence as it is not immediately available (processed overnight).

### 3.2.14 Obligations for Staff Welfare

- SA Lotteries promotes training of its agents and their staff to assist in carrying out the obligation to take reasonable steps in identifying and assisting staff with a potential or actual gambling problem.