
State Lotteries Responsible Gambling Code of Practice

As in force on 1 December 2008

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SOUTH AUSTRALIA

STATE LOTTERIES ACT 1966

State Lotteries Responsible Gambling Code of Practice
[As in force on 1 December 2008]

The Independent Gambling Authority approves the following code for the purposes of section 13C of the *State Lotteries Act 1966*:

1. Purpose

This code provides a framework through which Lotteries Commission of South Australia (“**gambling provider**”) can ensure that its general gambling practices are consistent with the community’s expectations that the SA Lotteries 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, on or near each ATM and at other places throughout gambling areas.
 - (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.

7. [Not included]

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8. Cheques

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).

9. Database removal facility

The gambling provider will ensure that, at each point of sale, a facility is provided for the removal, at a person's request, of his or her details from loyalty databases.

10. Staff and training

- (1) The gambling provider will—
 - (a) ensure that all people selling its gambling products at an office or agency receive problem gambling training, through—
 - (i) at least one person usually working at that place receiving training which includes a “train the trainer” module, provided—

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- (A) if the place is an agency conducted by an agent who had been appointed prior to the commencement of this clause, through on-site training provided by the Lotteries Commission; and
 - (B) if the place is an office or an agency conducted by an agent appointed on or after the commencement of this clause, through off-site training provided either by the Lotteries Commission or another person;
 - (ii) other staff receiving training provided on site;
 - (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; and
 - (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
 - (d) reinforce the obligations on agents under the terms of the *State Lotteries Act 1966* and will include, but not be limited to, selling tickets to minors and seeking to ensure that they do not sell tickets to people purchasing on behalf of minors and at the request of minors.
- (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.
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- (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 or agency in which provision is made for people to prepare to enter or participate in lotteries, to enter or participate in lotteries and to await the outcome of their entry or participation in lotteries;

“gambling rules” means the rules from time to time in force under section 18 of the *State Lotteries Act 1966*;

“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
 - (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) clause 11(2)—as inserted by Code Alteration (State Lotteries) (Responsible Gambling) (No. 1) 2008; and
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Clause 13

(b) clauses 4(1), 5(1), 5(1), 5(2)(a), 10(5)(a), 10(7) and 11(1)—as amended by Code Alteration (State Lotteries) (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.