



A GUIDE TO AUSTRALASIA'S GAMBLING INDUSTRIES

Facts, Figures and Statistics

CHAPTER ELEVEN

Responsible Gambling

2017/18

A Guide to Australasia's Gambling Industries

Published and Prepared by the Australasian Gaming Council (AGC).



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Chapter 11

Responsible Gambling

| | |
|--|-----------|
| WHAT IS RESPONSIBLE GAMBLING? | 2 |
| RESPONSIBLE CONSUMPTION OF GAMBLING AND POSITIVE PLAY | 2 |
| RESPONSIBLE GAMBLING FRAMEWORKS | 4 |
| THE RENO MODEL | 4 |
| NATIONAL FRAMEWORK ON PROBLEM GAMBLING 2004-2008: RESPONSIBLE GAMBLING ENVIRONMENTS | 4 |
| MINISTERIAL COUNCIL ON GAMBLING (MCG) 2009: NATIONAL PRINCIPLES FOR RESPONSIBLE GAMING MACHINE ACTIVITY | 5 |
| 2017 NATIONAL CONSUMER PROTECTION FRAMEWORK FOR ONLINE GAMBLING | 5 |
| RESPONSIBLE GAMBLING MEASURES | 7 |
| SELF-EXCLUSION | 8 |
| EXCLUSION AND THIRD PARTY EXCLUSION | 9 |
| RESPONSIBLE GAMBLING SUPPORT PROGRAMS | 9 |
| RESPONSIBLE GAMBLING STAFF TRAINING | 9 |
| AUSTRALIAN RESPONSIBLE GAMBLING CODES OF PRACTICE/CONDUCT – OVERVIEW AND LINKS TO FURTHER DETAIL | 10 |
| AUSTRALIAN CAPITAL TERRITORY | 10 |
| NEW SOUTH WALES | 10 |
| NORTHERN TERRITORY | 11 |
| QUEENSLAND | 11 |
| SOUTH AUSTRALIA | 12 |
| TASMANIA | 12 |
| VICTORIA | 13 |
| WESTERN AUSTRALIA | 13 |
| RESPONSIBLE GAMBLING & LEGISLATIVE/CODIFIED HARM MINIMISATION MEASURES FOR EGM PROVIDERS IN AUSTRALIA | 14 |
| NEW ZEALAND RESPONSIBLE GAMBLING PROGRAMS AND CUSTOMER ASSISTANCE MEASURES – OVERVIEW AND LINKS TO FURTHER DETAIL | 16 |

Version Control

| Version | Date | Explanation |
|---------------|-----------|---|
| 2015-16 (2.0) | May 2017 | 2015-16 Edition - Updated information and links. |
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| 2017-18 (1.0) | July 2020 | 2017-18 Edition - Updated information and links. |

WHAT IS RESPONSIBLE GAMBLING?

There is no single, nationally agreed definition of responsible gambling. A non-exhaustive list of definitions published over time include:

“Responsible gambling refers to policies and practices designed to prevent and reduce potential harms associated with gambling; these policies and practices often incorporate a diverse range of interventions designed to promote consumer protection, community/consumer awareness and education, and access to efficacious treatment.”

Source: Blaszczynski, A., Ladouceur, R., and Shaffer, H.J. (2004) A Science-Based Framework for Responsible Gambling: The Reno Model. *Journal of Gambling Studies*, 20 (3), 2004.

“Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of the collective actions and shared ownership by individuals, communities, the gambling industry and Government to achieve outcomes that are socially responsible and responsive to community concerns.”

Source: Queensland Responsible Gambling Advisory Committee (RGAC)¹

“Responsible gambling is a broad concept and involves the conduct of gambling in a manner whereby the potential for harm associated with gambling is minimised. It respects the responsibility of individuals for their own actions, but also acknowledges a responsibility on the part of the service providers. Responsible gambling has regard to the context in which gambling occurs, the inducements made to gamble, the way the gambling service operates and the integrity of the gambling operator. The aim is to enable persons to make informed decisions about their participation in gambling and, if harm has occurred, to provide access to gambling help services”.

Source: Northern Territory Responsible Gambling Manual²

The Australasian Gaming Council understands responsible gambling as a shared responsibility of governments, industry, communities and individuals to:

- Promote informed and balanced attitudes and behaviours towards gambling through increased knowledge that supports informed choices;
- Reduce the incidence of gambling related problems through furthering public awareness and assisting the identification of problems at an early stage;
- Reduce gambling related problems and harms through the provision of responsible gambling policies and programs and support to both customers and staff; and
- Empower customers to access self-help options such as local treatment and support services, self-exclusion/barring programs.

Responsible Consumption of Gambling and Positive Play

Research by Hing et al³ has noted a distinction between the responsible *provision* of gambling and the responsible *consumption* of gambling.

The former has a focus on the provision of gambling products, environments and policies that promote safe gambling behaviour and the latter encourages consumers to self-regulate and restrain their gambling behaviours.

¹ <http://www.responsiblegambling.qld.gov.au/knowledge/govt-strategy-policy/index.shtml>

² www.nt.gov.au

³ Hing, N., Russell, A. and Hronis, A. (2016) *Behavioural Indicators of Responsible Gambling Consumption*, Victorian Responsible Gambling Foundation.

Hing et al provided a definition of responsible gambling consumption as:

“Exercising control and informed choice to ensure that gambling is kept within affordable limits of money and time, is enjoyable, in balance with other activities and responsibilities and avoids gambling-related harm”.

Source: Hing, N., Russell, A. and Hronis, A. (2016) *Behavioural Indicators of Responsible Gambling Consumption*, Victorian Responsible Gambling Foundation.

This research also identified the following *preliminary* set of behavioural indicators in the responsible consumption of gambling as:

Ensuring gambling expenditure is affordable

1. Only gamble with money that is not needed for necessities such as bills, rent, food, etc.
2. Avoid borrowing money or getting money on credit (including credit cards) to gamble with
3. Only gamble what you can afford to lose
4. Set an affordable gambling budget
5. Set deposit limits for Internet gambling accounts
6. Use only online gambling websites with daily spend limits

Keeping gambling in balance

7. Ensure that you gamble in a way that does not cause harm or problems for other individuals
8. Ensure that gambling doesn't dominate your leisure time
9. Ensure that gambling doesn't dominate your thoughts when you are not gambling
10. Engage in other leisure activities, hobbies or interests other than gambling
11. Prioritise your responsibilities (e.g., to family, friends, work, study) over gambling

Limiting persistence at gambling

12. Avoid chasing losses when gambling
13. Avoid increasing bets when losing
14. Set and stick to a limit on how much money you spend when you gamble
15. Avoid increasing bets when winning
16. Avoid betting on every race/sport/other gambling outcome
17. Avoid having multiple online gambling accounts
18. Set and stick to a limit on your maximum bet size when you gamble
19. Set and stick to a limit on how often you gamble
20. Cash out all or a portion of winnings and don't gamble those winnings later in the session
21. Set and stick to a limit on how long you gamble for each session
22. Take frequent breaks when gambling

Understanding gambling

23. Understand that gambling outcomes are affected by chance – that any skill will not ensure a win
24. Understand that gambling for longer makes no difference to your chances of winning
25. Understand that feeling lucky makes no difference to your chances of winning
26. Expect to lose when gambling
27. Understand that you cannot win money from gambling in the long run
28. Ensure that you do not overestimate your skill at gambling
29. Understand the odds before you gamble
30. Think about the possible negative consequences of gambling (e.g. financial, relationship or personal problems)
31. Read the fine print on promotions before you enter them
32. Think about how long it took to save the money that you use to gamble
33. Think about how you feel when your gambling money is gone
34. Think about other things that the money spent on gambling could be used for

'Positive' motivations for gambling

35. Avoid gambling to pay bills
36. Avoid gambling in order to make money
37. Only gamble for entertainment/fun/pleasure
38. Avoid gambling when you feel depressed or upset
39. Avoid taking gambling too seriously, as it is just a game
40. Avoid gambling to impress or challenge other people
41. Avoid gambling to relieve boredom

A planned approach to gambling

42. Avoid gambling when affected by alcohol or recreational drugs
43. Don't give in to peer pressure to gamble
44. Avoid gambling with heavy gamblers
45. Avoid gambling in the heat of the moment

46. Avoid being tempted to gamble by advertisements or promotions

Use help and support if needed

47. Seek professional gambling help if needed

48. Self-exclude from gambling venues and/or websites if needed

49. Block online gambling websites if needed

50. Have someone in your life who you can talk to openly about gambling

51. Develop a support network

Source: Hing, N., Russell, A. and Hronis, A. (2016) *Behavioural Indicators of Responsible Gambling Consumption*, Victorian Responsible Gambling Foundation.

RESPONSIBLE GAMBLING FRAMEWORKS

The Reno Model

The Reno Model was developed in 2004 by behavioural scientists and gambling research professionals from Australia, Canada and the US.

This model sets out principles to guide industry operators, health service and other welfare providers, interested community groups, consumers, governments and their related agencies in the adoption and implementation of responsible gaming and harm minimisation initiatives.⁴

This Reno Model posits that the objective of responsible gambling and harm minimisation initiatives should be prevention (responsible gambling initiatives reducing the “incidence” or number of new problem gambling cases) and treatment (harm minimisation initiatives reducing the “prevalence” or number of people who are currently problem gamblers).

More recently, in an article on the Reno Model, academics have advised that, to achieve a common foundation, all stakeholders should “retain a pivotal definition underpinning all responsible gambling policies and strategies: that is, initiatives that are designed to limit gambling expenditures to personally affordable levels. Achieving this objective invariably will result in the prevention and/or reduction of gambling-related harms in the community”.⁵

National Framework on Problem Gambling 2004-2008: Responsible Gambling Environments

In 2004 the Ministerial Council on Gambling endorsed a framework to be implemented by state and territory governments in an effort to minimise the negative consequences of problem gambling to individuals, their families and the community via a national approach.

Considerations given to the creation of Responsible Gambling Environments under the framework include:

- Any impacts on the community when assessing major expansions of gambling opportunities or the introduction of significant new gambling opportunities;
- Further developing and implementing Code of Practice and/or regulatory frameworks to promote responsible practices by operators, and informed decision making by consumers;
- Encouraging the availability of appropriate venue-based interventions for gamblers; and
- Developing strategies to enable gamblers to limit their expenditure or time spent gambling, for example through pre-commitment measures and appropriate controls over financial transactions.

⁴ Blaszczynski, A., Ladouceur, R., and Shaffer, H.J. (2004) “A Science-Based Framework for Responsible Gambling: The Reno model.” *Journal of Gambling Studies*, 20 (3), 2004.

⁵ Ladouceur, R., Blaszczynski, A., Shaffer, H. J. and Fong, D. (2016) “Extending the Reno Model: Responsible Gambling Evaluation Guidelines for Gambling Operators, Policymakers and Regulators”, *Gaming Law Review and Economics*, Volume 20, Number 7, 2016 pp580-586.

Ministerial Council on Gambling (MCG) 2009: National Principles for Responsible Gaming Machine Activity

In 2009, the MCG released a set of national principles that they agreed should underpin the regulatory and policy frameworks for the conduct of responsible gaming machine activity in clubs and hotels across Australia.⁶

The principles include:

- Access restrictions for minors (and for adults intoxicated by either alcohol or drugs);
- Information and support provision to help seekers and those that have been identified by staff as potentially experiencing problems with their gambling;
- Opportunities for venue patrons to take breaks in play via shutdown periods and restrictions upon smoking and alcohol consumption;
- Control/restriction of the content, placement and conduct of advertising, promotions and inducements;
- The provision of lighting, timepieces and signage to increase customer awareness of both the passage of time and responsible gambling practices;
- The provision of readily available consumer information resources – including information on the nature of gambling, the odds of winning, recognition of problem gambling behaviours and information regarding where to source appropriate support and treatment for problem gambling.

2018 National Consumer Protection Framework for Online Gambling

In late 2018, the Commonwealth in conjunction with the state and territory governments launched a National Consumer Protection Framework for online gambling operators to adhere to. The framework commenced as of 26th November 2018 and included the following responsible gambling measures:

- A National Self-exclusion register for online wagering;
- A voluntary opt-out pre-commitment scheme for online wagering;
- A prohibition of lines of credit being offered by online wagering providers;
- Minimum standards to ensure the offering of inducements is consistent with responsible gambling;
- Provision of activity statements on demand and on a regular basis;
- More consistent responsible gambling messaging;
- Staff training in the responsible conduct of gambling;
- A reduction to the previously 90-day verification timeframe for customer verification;
- A prohibition on links between online wagering providers and payday lenders; and
- Greater national consistency in advertising of online wagering services.⁷

Some states and territories have codified the elements of the NCPF requirements into legislation/codes of practice

| State/Territory | Relevant Act/Link |
|------------------------------|--|
| Australian Capital Territory | Gambling and Racing Control (Code of Practice) Amendment Regulation 2019 |
| New South Wales | Gambling Legislation Amendment (Online and Other Betting) Act 2019 |

⁶ Note that some of these measures may be implemented through responsible service of alcohol or other health-related avenues. Ministerial Council on Gambling Communiqué 10 July 2009.

⁷ Minister's Meeting on Illegal Offshore Wagering Reform Communiqué 28 April 2017 <http://www.aml-associates.com.au/docs/IOW20170528.pdf>

Chapter 11 – Responsible Gambling

| | |
|---------------------------|--|
| Northern Territory | <u>NT Code of Practice for Responsible Service of Online Gambling 2019</u> |
| Queensland | <u>Wagering Regulation 1999</u> |
| Tasmania | <u>Gambling Control Amendment (Wagering) Act 2019</u> |
| Victoria | <u>Ministerial Direction 26 May 2020</u> |
| Western Australia | <u>Gaming and Wagering Commission Regulations 1988 (WA)</u> |

RESPONSIBLE GAMBLING MEASURES

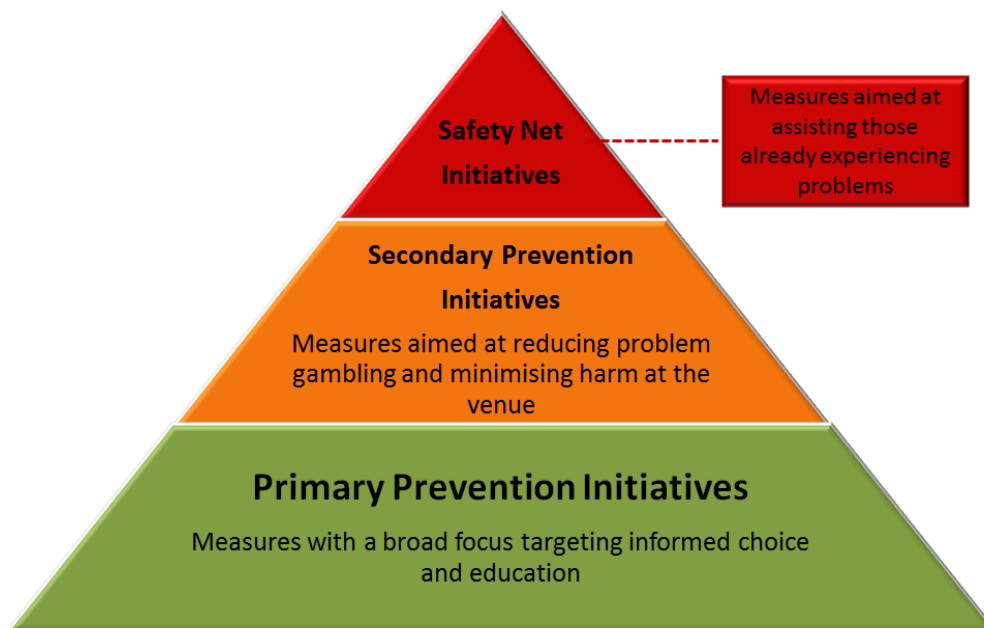
Throughout Australia and New Zealand the responsible gambling measures in place comprise a mix of voluntary initiatives and legislative/codified requirements that, while having many similarities, can show some variation in their detail from jurisdiction to jurisdiction.

A broad summation of major measures in place across most jurisdictions includes:

| | |
|--|--|
| Education and Information Measures | Information products on price, odds, games |
| | Warnings and messaging |
| | Expenditure statements |
| | Consumer awareness initiatives |
| Environment, Venue and Product Controls | Advertising and marketing restrictions |
| | Access restrictions – including age restrictions, restrictions to the hours of operation of gambling venues and restrictions on the numbers of products/machines/tables/venues available |
| | Smoking restrictions |
| | Alcohol restrictions |
| | Requirements for lighting and customer awareness of the passage of time |
| | Restrictions on product parameters (e.g.: bet, win and spin limits on EGMs) |
| | Restrictions on loyalty program availability |
| Financial Controls | Restrictions on access to cash within venues (e.g.: ATM restrictions/withdrawal limits) |
| | Cheque pay-out requirements |
| | Prohibitions on credit |
| Consumer Assistance Measures | Requirements for responsible gambling policies and practices |
| | Requirements for responsible gambling staff training and management programs |
| | Requirements to provide support, counselling and assistance information |
| Consumer Control Measures | Requirement to provide self-exclusion programs |
| | Requirements for, or the voluntary offer of, pre-commitment mechanisms to limit the expenditure of time/money |

The implementation/application of responsible gambling measures throughout Australia and New Zealand can also be conceptualised broadly as comprised of three key areas of focus:

1. **Primary Prevention Initiatives** – these focus on the broader population and target informed choice, education and information (examples include warnings and public messaging, information brochures about odds, chances of winning, the cost of play and the various game types);
2. **Secondary Prevention Initiatives** – that focus on gamblers within the venue and may include measures such as ATM withdrawal limits, cheque pay-put requirements for large prizes and pre-commitment options (for either time or financial expenditure); and
3. **Safety Net Initiatives** – that focus on the smaller proportion of those who gamble and may experience difficulties/problems. Examples of these measures include self-exclusion programs and referral by staff/venues to counselling and support.



An overview of some key responsible gambling measures is provided below. For detailed information please see the AGC website <https://www.austgamingcouncil.org.au/responsible-gambling> for links to specific programs and contact details.

Safety Net Initiatives - Self-Exclusion

Self-exclusion is an important program offered by the gambling industry allowing individuals who have acknowledged that they have a problem with their gambling to enter into an agreement to bar themselves from entering specified gaming venues to reduce the potential for further harm to occur.

Self-exclusion was first introduced formally in Manitoba, Canada in 1989 and has since been adopted in various forms in jurisdictions throughout the United States, South Africa, Canada, Europe, Australia and New Zealand. While initially a voluntary measure put into place by the industry self-exclusion programs in Australia are now required under legislation or mandatory codes of practice in all Australian jurisdictions.⁸

Table 11-1 Self-exclusion programs in Australia by state/territory

| State/territory | Casino(s) | Clubs/hotels |
|------------------------------|----------------------------|----------------------------|
| New South Wales | Legislated | Legislated |
| Victoria | Legislated | Legislated |
| Queensland | Legislated | Legislated |
| South Australia | Legislated | Legislated |
| Western Australia | Legislated | N/A |
| Tasmania | Legislated | Legislated ⁹ |
| Australian Capital Territory | Legislated | Mandatory Code of Practice |
| Northern Territory | Mandatory Code of Practice | Mandatory Code of Practice |

Source: South Australia Centre for Economic Studies (2003), *Evaluation of Self Exclusion Programs*, GRP Report No. 2, A study commissioned by the Gambling Research Panel, February 2003 and updates by the Australasian Gaming Council.

⁸ Self-exclusion from Victorian hotels and clubs operated under a Voluntary Code of Practice until the passage in December 2007 of the *Gambling Legislation Amendment (Problem Gambling and Other Measures) Act 2007* This act amends the *Gambling Regulation Act 2003* (Vic) to impose obligations on certain industry participants to have an approved Responsible Gambling Code of Conduct and, in the case of gaming venue operators, to have an approved self-exclusion program.

⁹ *Tasmanian Gaming Control Act 1993*(No. 94 of 1993).

For more information about the various self-exclusion programs operating throughout Australian state/territories please follow the link here to further information on the AGC website:

<https://austgamingcouncil.org.au/seeking-help/self-exclusion-programs>

Safety Net Initiatives - Exclusion and Third-Party Exclusion

Imposed programs - whereby a third party initiates the exclusion of an individual - have become more common in Australian jurisdictions over time.

For instance, legislation in Queensland mandates venue-initiated exclusions where a licensee believes on reasonable grounds that a person is experiencing problems with their gambling.¹⁰

In South Australia, a venue may issue an exclusion to any individual whose behaviours give cause for concern. In this jurisdiction third parties may also make application for exclusion under the Problem Gambling Family Protection Orders Scheme administered formerly by the Independent Gambling Authority (IGA) and now as part of Consumer and Business Services¹¹

Similarly, Tasmanian legislation allows third parties (persons with a close personal interest in the welfare of the gambler) as well as licensees to exclude from gaming and/or wagering those who they believe may be jeopardising their welfare.

Secondary Prevention Initiatives - Responsible Gambling Support Programs

Throughout Australia gambling providers have put into place comprehensive programs, services and commitments supporting responsible gambling to reduce harm.

Casinos often provide in-venue responsible gaming units and assistance services. Other programs have also been developed to provide support to retail outlets, venues and venue responsible gambling contact officers/staff as they assist customers.

For more information about industry-based responsible gambling support programs in place throughout Australian states/territories please follow the link below to the AGC website:

<https://www.austgamingcouncil.org.au/responsible-gambling/awareness-programs-tools>

Secondary Prevention Initiatives - Responsible Gambling Staff Training

Responsible gambling training for gambling venue staff is a requirement throughout Australia.

Although the exact nature of staff training in responsible gambling can differ between jurisdictions, courses follow a nationally specified competency unit (*SITHGAM001 - Provide Responsible Gambling Services – Release 1*).

For information on this unit please visit <https://training.gov.au/Training/Details/SITHGAM001>

Courses are designed to assist staff in fostering responsible gambling environments and cover a broad range of topics including information, assistance resources, venue responsibilities under the relevant Responsible Gambling Code and interaction with customers who may require assistance.

Comprehensive staff training and refresher training procedures have been developed over time and courses are taught by a number of registered training organisations (including industry organisations) throughout Australia and may include both entry level and advanced training.

For further information about responsible gambling training courses throughout Australian states/territories please follow the link below to the AGC website:

<https://www.austgamingcouncil.org.au/responsible-gambling/staff-training-certification>

¹⁰ *Gaming Machine Act 1991* (Qld), s 261C.

¹¹ <http://www.iga.sa.gov.au/problem.html>

AUSTRALIAN RESPONSIBLE GAMBLING CODES OF PRACTICE/CONDUCT – OVERVIEW AND LINKS TO FURTHER DETAIL

Throughout Australia comprehensive responsible gambling codes of conduct/practice are in place. Most codes are now mandated while others represent the voluntary commitments of gambling providers.

Responsible Gambling Codes of Conduct/Practice cover a variety of topics including requirements governing:

- The provision of responsible gambling information – including help and assistance service information;
- The provision of gambling product information;
- Interactions between customers and staff;
- Customer complaints processes;
- Responsible advertising and promotions; and
- Financial transactions

The sections below provide a brief overview of the Codes in place. For detailed information please see the resources listed.

Australian Capital Territory

ACT Gambling and Racing Control (Code of Practice) Regulation 2002

The ACT Gambling and Racing Commission has developed one code designed to provide minimum standards of harm minimisation across all gambling providers known as the [Gambling and Racing Control \(Code of Practice\) Regulation 2002](#)

The code, which underwent a review and update in 2014, is mandatory. A summary of the changes to the code in 2014 can be found [here](#).

New South Wales

NSW Responsible Gambling Codes of Conduct

Gambling providers throughout NSW adhere to detailed regulatory requirements that emphasise a number of responsible gambling principles - among them:

- Clear provision of product information;
- Provision of responsible gambling messages and warnings;
- Provision of information about self-exclusion/exclusion; and
- Provision of information about assistance and counselling services.

Providers in this jurisdiction subscribe to a number of voluntary codes.

Examples of these include:

- The Star Casino [The Star Responsible Gambling Code](#);
- Tabcorp Wagering [Responsible Gambling Code of Conduct](#); and
- Tatts Lotteries [Tatts Lotteries Responsible Gambling Code of Conduct \(NSW\)](#)

Northern Territory

Northern Territory Code of Practice for Responsible Gambling

The [NT Code of Practice for Responsible Gambling](#) was first implemented on a voluntary basis in 2003. The code was developed as a partnership between Northern Territory gambling providers, government, regulators and counselling services and represents a whole-of-industry commitment to best practice in the provision of responsible gambling.

The Code became mandatory in 2006 and addresses various matters including:

- Provision of information;
- Interaction with customers and community;
- Staff training;
- Gaming environment;
- Financial transactions; and
- Advertising and promotions.

The code underwent review in 2015 with a revised Code in effect from 1 March 2016

In the Northern territory a mandatory code also applies to all forms of online gambling. It covers betting on any electronic device whether it be web-based, an app or via the telephone.

The code was updated in 2019 to include changes brought about via the National Consumer Protection Framework and other responsible gambling requirements [NT Mandatory Code of Practice for Responsible Online Gambling 2019](#)

Queensland

Queensland Responsible Gambling Code of Practice

The voluntary [Queensland Responsible Gambling Code of Practice](#) commits the gambling industry to implement and adhere to responsible gambling practices, with a particular focus on customer protection measures. The voluntary Code was launched 29 May 2002 by Queensland Government and was developed by the Responsible Gambling Advisory Committee.

The Code of Practice is supplemented by responsible gambling resource manuals developed by each industry sector in collaboration with the Office of Liquor and Gaming Regulation:

- [Bingo](#)
- [Casinos](#)
- [Charitable and non-profit](#)
- [Clubs](#)
- [Hotels](#)
- [Keno](#)
- [Lotteries](#)
- [Racing](#)
- [TAB](#)

More information about the Responsible Gambling Code in Queensland and various associated resources are available from the website of the [Queensland Government](#).

South Australia

South Australian Responsible Gambling Code of Practice

In South Australia a mandatory [Responsible Gambling Code of Practice Notice 2013](#) (applicable since March 2014) applies to all gambling providers including:

- Bookmakers;
- Ubet SA;
- Adelaide Casino;
- Licensed Racing Clubs;
- Gaming Machine Venues;
- Interstate Betting Operators; and
- State Lotteries.

The 2013 notice prescribes, in the one document, the advertising codes of practice and the responsible gambling codes of practice currently applicable in South Australia.

All codes of practice can be accessed at here: [Gambling Codes of Practice – South Australia](#)

Tasmania

Tasmanian Responsible Gambling Mandatory Code of Practice

In Tasmania self-regulatory codes of practice were first developed by Tasmania's Gambling Industry Group. This group developed both a Responsible Gambling Code of Practice and an Advertising Code of Ethics for the industry.

The Tasmanian Government has since implemented a Mandatory Code of Practice - in force since 1 March 2012. In 2017, the Tasmanian Liquor and Gaming Commission completed its first review of the [Responsible Gambling Mandatory Code of Practice for Tasmania](#), which resulted in a number of amendments that took effect from 1 May 2018.

The code covers matters including:

- Advertising;
- Lighting;
- Inducements;
- Service of food and alcohol;
- Player loyalty programs;
- Clocks in gambling areas;
- Access to cash;
- Staff training; and
- Player information.

The Code applies to all prescribed gambling licence holders in Tasmania.

Further, the Tasmanian Liquor and Gaming Commission has defined and tailored rules for each gaming and wagering licence type to support implementation of the code:

- [Casino Licence Rules](#)
- [Foreign Games Permit Rules](#)
- [Gaming Operator Licence Rules](#)
- [Licensed Premises Gaming Licence Rules](#)
- [Premium Player Program Rules](#)
- [Tasmanian Gaming Licence Rules](#)
- [TT-Line Company Ptd. Ltd Licence Rules](#)

Victoria

Victorian Responsible Gambling Code of Conduct

From 1 December 2008 the *Gambling Regulation Act 2003* has required Victorian gambling industry licence holders to have a Responsible Gambling Code of Conduct.

The legislation replaces previously voluntary industry codes applicable to this jurisdiction.

The requirement under the Act to have a Code applies to:

- Gaming Venue Operators;
- Bingo Centre Operators;
- Commercial Raffle Organisers;
- Crown Melbourne Casino;
- Wagering and Betting Licence Holders or the Wagering Operator;
- Public Lotteries Licence Holders;
- Keno Licensee;
- Interactive Gaming Licensees; and
- Registered Bookmakers.

Ministerial Directions specify the standards and requirements of the codes and the measures to be taken to further responsible gambling.

Recently updates to the Ministerial Direction for venues have been effected by the [Ministerial Direction – Responsible Gambling Codes of Venue Operators 21 February 2020](#)

Further information, including a full list of all Victorian Codes of Conduct, can be found on the website of the [Victorian Commission for Gambling and Liquor Regulation](#).

Western Australia

In Western Australia a number of voluntary responsible gambling codes of practice are in operation and include:

- The [Crown Perth Responsible Gambling Code of Practice](#); and
- The [Racing and Wagering Western Australia \(RWWA\) Code of Practice](#)

















































RESPONSIBLE GAMBLING & LEGISLATIVE/CODIFIED HARM MINIMISATION MEASURES FOR EGM PROVIDERS IN AUSTRALIA

Table 11-2 provides a non-exhaustive overview of some of the responsible gambling/harm minimisation measures in place at venues throughout Australia. Similar requirements and/or other measures are also in place at casinos offering EGMs – although some differences exist.

Table 11-2 Responsible Gambling/Harm Minimisation Measures in Australian EGM Venues¹²

| Measure | ACT | NSW | NT | QLD | SA | TAS | VIC |
|--|-----|-----|----|--------------------------------------|--------------------------------------|-----|-----|
| Advertising and Promotions restrictions | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ATM/EFTPOS restrictions | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Ban on inducements | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Bank Note Acceptors (BNAs) limitations | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Bans on smoking in gaming areas | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Bans on the provision of credit | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Display of a clock | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Lighting requirements | ✓ | | | | | ✓ | ✓ |
| Limitations on 24 hours gaming | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Player information requirements (includes display of odds of winning, return to player, warnings on machines, & notifications regarding problem gambling services) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Player Loyalty Programs (PLPs) restrictions | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ |
| Pre-commitment programs | | | | Available in some venues (voluntary) | Available in some venues (voluntary) | | ✓ |

¹² Please note: This table deals primarily with responsible gambling measures that may be required by regulation or voluntarily initiated at hotel and club venues providing EGMs in Australia – as such Western Australia is not included as there are no club/hotel venues providing EGMs in that jurisdiction.

| Measure | ACT | NSW | NT | QLD | SA | TAS | VIC |
|--|--|---|---|---|---|---|---|
| Rate of Play – Bet, win and spin limits |  |  |  |  |  |  |  |
| Restrictions on entry (minors) |  |  |  |  |  |  |  |
| Restrictions on the service of alcohol |  |  |  |  |  |  |  |
| Self-Exclusion and Exclusion provisions |  |  |  |  |  |  |  |
| Staff training in responsible gambling and problem gambling assistance |  |  |  |  |  |  |  |
| State Cap on number of EGMs |  |  |  |  |  |  |  |
| Winnings above a specified amount to be paid by cheque |  |  |  |  | Upon request |  |  |

NEW ZEALAND RESPONSIBLE GAMBLING PROGRAMS AND CUSTOMER ASSISTANCE MEASURES – OVERVIEW AND LINKS TO FURTHER DETAIL

New Zealand has extensive regulatory requirements to ensure that gambling is conducted and promoted in a responsible manner.

Gambling venues in this jurisdiction also provide comprehensive host responsibility undertakings that encompass measures including self-exclusion, exclusion and a problem gambler identification policy.

Examples of NZ host responsibility (responsible gambling) programs and Codes of Practice can be found below.

SKYCITY Entertainment Group

The SKYCITY Host Responsibility Programme contains a wide range of initiatives designed to ensure guests enjoy a safe and responsible gaming environment. Measures include:

- Training for all staff in the responsible service of alcohol
- Training for all staff in problem gambling awareness and the responsible provision of gambling, including taking all practicable steps to ensure that anyone under 20 years of age is not allowed in the gaming areas.
- Providing information about problem gambling and support for customers including helpline numbers.
- Self-identified exclusion for those wishing to control their gambling.
- Working closely with customers with gambling problems and their family members/whanau, and with problem gambling providers, to provide:
 - Information about problem gambling and support for customers - including helpline numbers.
 - Potential exclusion from SKYCITY.
- Taking all practicable steps to ensure children are not left unattended.
- Promoting a neat and tidy standard of dress.
- Promoting acceptable behaviour:
 - Any person who is intoxicated, abusive or threatening to staff or customers, causing conflict, or who is otherwise unpleasant, may be escorted from the premises.
 - Patrons detected loan sharking or begging will be required to leave SKYCITY.
- Working closely with problem gambling service providers, community service organisations, customers with gambling problems and their family members.
- Providing non-smoking areas in excess of or in accordance with national or local legislation.

<https://www.skycityentertainmentgroup.com/our-commitment/responsible-gambling>

| Venue | Link |
|--|---|
| SKYCITY Auckland Host Responsibility Programme | https://www.skycityauckland.co.nz/media/321991/hrp.pdf |
| SKYCITY Hamilton Host Responsibility Programme | https://www.skycityhamilton.co.nz/about-us/host-responsibility/ |
| SKYCITY Queenstown Host Responsibility Programme | https://skycityqueenstown.co.nz/about-us/host-responsibility/ |
| Christchurch Casino Host Responsibility Programme | https://christchurchcasino.co.nz/host-responsibility/ |
| Dunedin Casino Host Responsibility Programme | https://www.dunedincasino.co.nz/about/host-responsibility |
| New Zealand Racing Board | https://nzzracingboard.co.nz/responsible-gambling |
| New Zealand Lotteries | https://mylotto.co.nz/our-commitment-to-responsible-gaming |
| Gambling Host Responsibility (hotels and clubs) | http://www.gamblehostpack.choicenotchance.org.nz/ |