

Gambling Codes of Practice

Summary for Hotels and Clubs

Version No 1 of 2017

This document provides a summary of those parts of the Gambling Codes of Practice which are relevant to South Australian Hotel and Club gaming providers and has been approved by the Independent Gambling Authority to assist gaming staff and the general public. A full copy of the codes can be accessed from the Independent Gambling Authority's website: <http://iga.sa.gov.au/gambling-codes-practice-notice-2013>

This document must be made available upon request at all times.

Preliminary:

Pursuant to Section 10A of the Gaming Machines Act, the Independent Gambling Authority has prescribed the Advertising and Responsible Gambling Codes of Practice.

The Gambling Codes of Practice Notice 2013, as amended, incorporates the Advertising and Responsible Gambling Codes of Practice (**Gambling Codes of Practice**) and includes specific provisions covering all South Australian commercial gambling industries (hotels, clubs, casino, lotteries and wagering).

The purpose of the Gambling Codes of Practice is to provide licensees with a framework to ensure their advertising and general gambling practices are consistent with community expectations as gambling must be conducted in a socially responsible manner so as to minimise the harm caused by gambling.

The Gambling Codes of Practice is a regulatory instrument and as such failure to adhere to its provisions can result in severe penalties.

ADVERTISING CODE OF PRACTICE

Contents of Gambling Advertising

The Advertising Code sets out the information that must be considered and included in any gambling advertising.

Gambling advertising must be compliant with applicable State and Federal laws and relevant mandatory or voluntary industry codes of practice and **must not**:

- encourage a breach of the law
- depict children gambling
- be false, misleading or deceptive

¹ Version 1 of 2017 issued by the Independent Gambling Authority on 23 May 2017

- suggest that winning will be a definite outcome of participating in gambling activities
- suggest that participation in gambling activities is likely to improve a person's financial prospects
- promote the consumption of alcohol while engaging in gambling activities
- be placed on radio between 6.00am and 8.30am, or on television between 4.00pm and 7.30pm, Monday to Friday (both days inclusive).

Gambling Advertising **must**:

- be published in accordance with decency, dignity and good taste
- be framed so that it applies to all advertising over which the gambling provider is able to exercise control
- include specific information in advertising to allow a reasonable understanding of the overall return to the player or the odds of winning (does not apply to advertising of a trade promotion lottery). In cases where the overall return to the player or odds of winning are affected by the number of entrants or factors beyond the control of the gambling provider, exceptions are allowed.
- if the advertising is intended to encourage a person to gamble during a particular period, include sufficient information to allow a reasonably informed person to appreciate how likely it is that the prize will be won by someone during that period
- include the expanded warning message, or if that is not reasonable or practicable, the condensed warning message 'Gamble Responsibly' and the national gambling helpline number 1800 858 858 (permitted external signage is exempt)

The expressions "win" or "\$" can only be used in relation to a particular prize and should not be used without reference to a prize which can be won.

RESPONSIBLE GAMBLING CODE OF PRACTICE

Contents of Responsible Gambling

The Responsible Gambling Code sets out the obligations for gambling providers to conduct their gambling business in a responsible manner to minimise the harm caused by gambling and

must:

- comply with all applicable laws, legal requirements and cooperate with regulatory bodies and government agencies

¹ Version 1 of 2017 issued by the Independent Gambling Authority on 23 May 2017

- ensure the existence of a document detailing the manner in which staff training and measures for intervention with problem gamblers are implemented and the roles of staff (described by name or by job title) in the implementation of this code
- establish a reporting process in respect of the identification of suspected problem gamblers by staff and the recording of those gamblers' details. A gaming manager must review these records at least fortnightly and document the fact of the review and any steps taken to intervene in suspected gambler's gambling behaviour.
- offer barring through facilitating the operation of the barring orders scheme in Part 4 of the Independent Gambling Authority Act 1995 for the benefit of problem gamblers, their family members dependent upon them, and those with a genuine interest in the welfare of problem gamblers and their families.
- offer flexible informal arrangements to limit, manage or control a gambler's access to gambling if the gambling provider has adequate resources and it is reasonable to expect that informal arrangements would be better for the gambler.
- display the national gambling helpline number 1800 858 858 at each automated coin dispensing machine, and at each customer service point at which money is exchanged for coins
- display all mandatory approved signage including electronic messaging on ATM's, the condensed warning message and national gambling helpline number 1800 858 858 on ATM transaction slips, and other signage approved by the Office of Problem Gambling
- display a multi-lingual sign containing information about the availability of free, confidential and professional help with gambling problems and related issues in English, Arabic, Chinese, Greek, Italian, Vietnamese and any other locally relevant language
- ensure that the time of day is prominently displayed and visible throughout all gambling areas
- take all reasonable and practicable steps to ensure that a person plays no more than one gaming machine at a time and in respect of a patron offending for the first time on a given day, give a warning and in respect of a patron who does not heed a warning, require the patron to leave the gaming area for 24 hours
- prevent cheques from being cashed in gaming areas
- on request by a patron, make payment by cheque on any undisputed prize, winnings or redemption of credits of \$1,000 or more. Cheques are to be made available as soon practicable, and in any event within 30 minutes of a request.
- establish and maintain written procedures to address young children being left unattended on the premises or in a motor vehicle parked in a car park over which the gaming provider has direct power and control.

- ensure that coin can only be obtained from a cashier or an automated coin dispensing machine which is located to enable patron activity to be monitored
- ensure that staff take all reasonable steps to draw to the attention of any person who demonstrates difficulty in controlling their gambling the name and telephone number of a widely available gambling help service. Staff must also be aware of the local gambling rehabilitation agency and be able to direct patrons and their family members to that agency.
- prevent a person from being allowed to gamble, or to enter or remain in the gambling area, if the person's speech, balance, coordination or behaviour is noticeably impaired and it is reasonable to believe that the impairment is the result of the consumption of liquor or some other substance. Liquor must not be provided to reward, promote or encourage continued gambling and alcohol must not be served to persons while seated or standing at a gaming machine
- prevent inducements to gamble unless part of an acceptable loyalty program or trade promotion lottery.
- reinforce the gambling provider's responsible gambling policy in account holder newsletters and other communications
- Require staff to undertake recognised training programs which include regular retraining at intervals of no more than two years