

Responsible Gambling Code of Conduct

Responsible Gambling Message

Management and staff of the (insert organisation name here) are committed to encouraging the responsible playing of bingo and supporting its customers in doing so.

This commitment is set out in a notice which players can see from where tickets are purchased and from bingo tables.

Availability of the Code of Conduct

Bingo centre operators will display a notice advising the availability of the Responsible Gambling Code of Conduct (Code) in areas where bingo players purchase tickets. Customers may obtain a copy from the nominated Customer Liaison Officer.

Responsible Gambling Information

The following responsible gambling information is available from the bingo centre operator or from the centre's website, if applicable:

- (a) how to gamble responsibly
- (b) how to make and keep a pre-commitment decision
- (c) the availability of gambling support services

This information will be provided in printed form and by the Customer Liaison Officer.

Gambling Product Information

Information on bingo regulations and rules are available to customers upon request.

Customer loyalty scheme information

Where customers are offered a customer loyalty scheme, the bingo centre operator will provide customers with written information on the scheme's operation including benefits accruing from participation. This information will also be available on the bingo centre's website, if applicable, at www.

Pre-commitment strategy

The bingo centre operator will assist customers with how to set a limit on the amount he or she wishes to spend at a bingo session and/or a limit on the time the customer wishes to spend at a session. Information regarding making a pre-commitment decision will be provided on request. There will also be appropriate signage to alert customers that that pre-commitment is available to them.

Interaction with Customers

Bingo centre operators will nominate a staff member to be responsible for customer liaison in relation to responsible gambling. The name of the staff member will be shown on a sign at the point at which tickets are purchased. This staff member will be able to answer queries concerning the Code and to

provide information on responsible gambling, and the location of problem gambling support services.

The staff member will be discrete when speaking with customers requiring assistance in relation to problem gambling, and will respect the customer's right to privacy.

Interaction with Staff

Staff at the bingo centre are not allowed to play bingo whilst on duty unless directed to do so in accordance with bingo rules or regulations.

Staff will be advised that they can request from the staff member responsible for customer liaison information about where to seek assistance to overcome a gambling problem.

Interaction between a staff member and the Customer Liaison Officer will be conducted in a discrete manner and with respect for the staff member's right to privacy.

Interaction with Problem Gambling Support Services

Management will contact a problem gambling support service and advise them of the whereabouts of the bingo premises. One or more local support services will be given the opportunity to supply the centre with business cards, and literature on responsible gambling and pre-commitment strategies. Follow up contact will occur annually.

Customer Complaints

A document showing the process for resolving complaints from customers about compliance with the Code of Conduct will be available at the bingo centre and a register of complaints and actions will be maintained at the centre (see **Attachment 1**). The bingo centre operator will investigate a complaint within a reasonable time.

Prohibition on Gambling by Minors

Minors are prohibited from playing bingo.

The Gambling Environment

A clock will be displayed in the area in which bingo is played so that players are aware of the passage of time.

Financial Transactions

Payment of winnings by either cheque or cash shall be made in accordance with the relevant gambling regulations.

The cashing of cheques will not be allowed by the bingo centre operator.

Advertising and Promotions

Gambling and promotions at this centre will focus on entertainment rather than on winning. Advertising and promotions will be subject to review by a sub-committee of the Bingo Industry Association, and will:

- (a) comply with the advertising code of ethics adopted by the Australian Association of National Advertisers;
- (b) not be false, misleading or deceptive about odds, prizes or the chances of winning;
- (c) have the consent of any person identified as winning a prize prior to publication;
- (d) not be offensive or indecent in nature;
- (e) not create an impression that gambling is a reasonable strategy for financial betterment;
- (f) not promote the consumption of alcohol while purchasing gambling products.

Complaint Resolution Procedures

1. Staff members and volunteers are to refer all complaints relating to this Responsible Gambling Code of Conduct (Code) to the [Insert Position] who is responsible for Customer Liaison.
2. The [Insert Position] will make contact with the complainant and identify and define the nature and cause of the complaint.
3. The [Insert Position] will determine whether the complaint can be sorted out straight away or should be referred to upper management.
 - a. If the complaint can be sorted out straight away, the [Insert Position] will take necessary steps to resolve the complaint on the spot.
 - b. If the complaint is to be referred to a higher level, the [Insert Position] will then inform the complainant of the timeframe involved in communicating and getting a response on the complaint from the higher level.
4. The [Insert Position] will communicate the solution to the complainant, including the basis (legislation, policies) on which the solution was framed.
5. If the complainant is not satisfied with the outcome, the [Insert Position] will then advise the complainant to raise their complaint with the Victorian Commission for Gaming Regulation or the complainant's solicitor.
6. The [Insert Position] will record details of the complaint and action taken within the complaints register.