

Partnered Logic – Responsible Gaming Code of Conduct

1. Availability of the Responsible Gambling Code of Conduct

The Code is available on the Partnered Logic website at www.partneredlogic.com, by request to info@partneredlogic.com or by calling 1800 565 950.

2. Responsible Gambling Message

“Partnered Logic is committed to selling raffle tickets responsibly to support community and charitable organisations”.

This message will be displayed on the Partnered Logic website and on material developed by Partnered Logic for the promotion and conduct of raffles on behalf of community and charitable organisations.

A responsible gambling message is available to any customers placed on hold prior to or during a telephone contact.

3. Responsible Gambling Information

For most people, playing raffle games is fun and entertaining; however, for some people playing can become a problem. Responsible play is all about being informed, having fun and knowing your limits.

If playing raffle games is no longer fun for you, or you are concerned about someone close to you, help is always at hand.

Free and confidential support and counselling services are available 24/7 by calling Gambling Help on 1800 858 858 or visiting their website at www.gamblinghelponline.org.au.

Hearing impaired callers can contact the Gambling Helpline via the National Relay Service. Interpreter services are also available for non-English speakers.

Information about the above is also available on the Partnered Logic website at www.partneredlogic.com, by request to info@partneredlogic.com or by calling 1800 565 950.

4. Gambling Product Information

The terms and conditions for the conduct of a raffle will be printed on the ticket and / or information material designed to promote the raffle, and the Partnered Logic website at www.partneredlogic.com, by request to info@partneredlogic.com or by calling 1800 565 950.

This information will include how to enter and the odds of winning the stated prizes based on the total possible ticket sales.

5. Interaction with Customers

Partnered Logic will assist customers who request it with information about help with a gambling problem. This information will include referral details to a Gambler’s Help telephone service and/or information materials prepared by Gambler’s Help services.

In addition, for customers who have indicated that they have a gambling problem, or where Partnered Logic forms the view that a customer may be overextending themselves financially:

- Where tickets are sold in person, suggest that the purchaser take a moment to reflect on whether they wish to purchase tickets / as many tickets (cooling off period)

- Where tickets are sold digitally, an upper limit of 10 tickets will be issued to a customer to purchase at any one time

6. Interaction with Staff

Staff are not permitted to purchase raffle tickets being sold by Partnered Logic.

A nominated manager/supervisor of Partnered Logic will assist a staff member who requests it, with information about help with a gambling problem. This information will include referral details to a Gambler's Help telephone service and/or information materials prepared by Gambler's Help services. This will be done away from the general work area and in such a way as to protect the staff member's privacy. Staff members who are displaying indicators of distress that may be related to problem gambling (not confined to raffle purchases) will be offered the above information and assistance.

7. Interaction with Problem Gambling Support Services

The Manager or a senior staff member of Partnered Logic will contact Gambler's Help services twice a year to obtain updated publications and any changes to contact details or available services. This information will be communicated to staff, and made available for use with customers, as soon as practicable after it is received.

8. Customer Complaints

Complaints about a breach of the Code may be directed to Partnered Logic on 1800 565 950, or by emailing info@partneredlogic.com. Complaints may also be reported to the Victorian Gambling and Casino Control Commission by calling 1800 182 457.

Once received, we will undertake a review of the complaint and have an outcome within five (5) business days. Complaints will be collected and retained by Partnered Logic, and will enable the VGCC to monitor compliance with the complaints process.

9. Commitment to discourage gambling by minors

Partnered Logic does not encourage early gambling habits in children. Partnered Logic will not target a promotion or sales campaign at minors and will not knowingly sell raffle tickets to minors. Partnered Logic will not supply a prize of a raffle which includes liquor (or any other product that cannot be legally purchased by a minor) to a minor.

10. The Gambling Environment

Partnered Logic will discourage repeatedly excessive purchase of tickets by customers. To achieve this Partnered Logic will:

- Set a limit on the quantum or value of tickets to be sold to an individual
- Check data base of regular ticket purchasers to detect a pattern of excessive purchase
- Not engage in any hard sales techniques

11. Financial Transactions

Partnered Logic will not cash customer's cheques or extend credit to customers to purchase raffle tickets. Customers will be advised of this at the time if they request such a service.

Prizes of cash are not permitted in Victoria by law except that cash may form up to 10 percent of a travel prize.

12. Responsible Advertising Promotions

Any advertising and promotions undertaken by Partnered Logic in relation to a raffle will:

- Comply with the advertising code of ethics adopted by the Australian Association of National Advertisers
- Not be false or misleading or deceptive about odds, prizes or the chances of winning
- Have the consent of any person identified as winning a prize prior to publication
- Not be offensive or indecent in nature
- Not create an impression that entering a raffle is a reasonable strategy for financial betterment
- Not promote the consumption of alcohol while buying raffle tickets.

Partnered Logic will incorporate the above standards into its advertising checklist and will assess all proposed advertising against these standards.

Processes and Structures to Support the Ongoing Implementation of the Code.

1. Responsible Gambling matters will be a standing item for Board and staff meetings.
2. Responsible Gambling Officer will be identified from among senior staff to:
 - a. Handle more difficult customer contacts
 - b. Liaise with Gambler's Help services to obtain relevant information, advice and training and make this available to staff and customers
 - c. Induct new staff members to ensure they are informed about responsible gambling issues and the Code
 - d. Handle responsible gambling issues raised by staff
 - e. Identify staff worthy of reward and recognition for their responsible gambling efforts

Code Review Process

1. Partnered Logic Code will be reviewed each year on the anniversary of its commencement.
2. Input will be obtained from management and staff and a sample of patrons about the operation and effectiveness of the Code.
3. A report of the review will be provided to the Victorian Gambling and Casino Control Commission by 30 June each year'