

RaffleTix Holdings Pty Ltd T/A RaffleTix Responsible Gambling Code of Conduct

1. Availability of the Responsible Gambling Code of Conduct

The Code is available on the RaffleTix website at www.raffletix.com.au or by request to Tim O'Brien (Authorised Officer, RaffleTix Holdings Pty Ltd) at admin@raffletix.com.au

2. Responsible Gambling Message

RaffleTix is committed to selling raffle tickets responsibly to support community and charitable organisations. Accordingly a responsible gambling message will be displayed on the RaffleTix website and on material developed by RaffleTix for the promotion and conduct of raffles on behalf of community and charitable organisations.

3. Responsible Gambling Information

Information about the following is available on the RaffleTix website at www.raffletix.com.au or by request to Tim O'Brien (Authorised Officer, RaffleTix Holdings Pty Ltd) at admin@raffletix.com.au

- how to gamble responsibly, e.g. decide before you buy how much you want to spend
- the availability of gambling support services
- restrictions that apply to the provision of credit or the lending of money by RaffleTix for the purposes of purchasing raffle tickets.

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 RaffleTix website at www.raffletix.com.au or by request to:

RaffleTix Customer Support at admin@raffletix.com.au

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

RaffleTix telephone staff 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 a canvasser forms the view from the caller that a caller may be overextending themselves financially:

- Telephone canvassers will offer to end the call/call back later if the customer wishes to continue with their ticket purchase (cooling off period)
- Provide a telephone number whereby credit card purchasers could amend or cancel their order (cooling off period)
- 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 sold by mail an upper limit of 1 books will be issued to a customer to purchase/sell at any one time.

6. Interaction with Staff

Staff are not permitted to purchase raffle tickets in any raffle hosted on the RaffleTix platform.

A nominated manager/supervisor of RaffleTix 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 RaffleTix 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

If a customer wishes to lodge a complaint relating to RaffleTix's Responsible Gambling Code of Conduct, they should do so in writing via email addressed to Tim O'Brien (Authorised Officer, RaffleTix Holdings Pty Ltd) at admin@raffletix.com.au

RaffleTix will investigate the complaint, as soon as possible, and:

- will acknowledge the complaint within two working days of receipt;
- will assess whether the complaint is relevant to the RaffleTix Responsible Gambling Code of Conduct and advise through written notification;
- where further investigation is needed, will gather information and feedback from all relevant parties;
- will assess whether all parties have been treated fairly and reasonably in accordance with RaffleTix's Responsible Gambling Code of Conduct;
- will ensure the customer is notified on the progression of the complaint and will inform the customer of the outcome through written notification. The outcome will detail the action and how the complaint has been resolved.

Should a complaint not be resolved through the regular process outlined above, then the following independent process will commence:

- The customer will be invited to attend joint meetings with an independent mediator with the cost to be shared equally between both parties.

Complaints will be provided to the Victorian Commission for Gambling and Liquor Regulation (VCGLR) upon request.

9. Compliance with the prohibition on gambling by minors

RaffleTix does not encourage early gambling habits in children. RaffleTix will not target a promotion or sales campaign at minors and will not knowingly sell raffle tickets to minors.

RaffleTix 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.

The default terms and conditions for a raffle conducted via the RaffleTix platform prohibit the sale of raffle tickets to minors and requires the customer to confirm he or she is 18 years of age or over.

10. The Gambling Environment

RaffleTix will discourage repeatedly excessive purchase of tickets by customers. To achieve this RaffleTix 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 hard/pressure sales techniques.

11. Financial Transactions

RaffleTix 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 RaffleTix 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.

RaffleTix 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. A 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. RaffleTix 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.

A report of the review will be provided to the VCGLR by 30 June each year.