

RESPONSIBLE Queensland GAMBLING

Code of Practice

May 2004

For further information on the *Queensland Responsible Gambling Code of Practice*

Queensland Office of Gaming Regulation

Level 6

33 Charlotte Street Brisbane Qld

Locked Bag 180 CITY EAST QLD 4002

Freecall: 1800 064 848

Telephone: (07) 3224 4561

Fax: (07) 3237 1656

Email: codeofpractice@treasury.qld.gov.au

www.responsiblegambling.qld.gov.au

© The State of Queensland (Queensland Treasury) MAY 2004.

Copyright protects this publication. Except for purposes permitted under the Copyright Act, reproduction by whatever means is prohibited without the prior written permission of the Under Treasurer.

Foreword

For many people, gambling is an enjoyable leisure and entertainment activity. For some, however, gambling can have negative impacts. In the long term, benefits to the gambling industry can be enhanced and safeguarded only by minimising harm to consumers and the broader community.

The *Queensland Responsible Gambling Code of Practice* (Code of Practice) has been developed by the Responsible Gambling Advisory Committee (RGAC). The RGAC is made up of community, industry and Queensland Government representatives and provides advice to the Queensland Treasurer. In developing the Code of Practice, the RGAC has consulted extensively with key stakeholders within and outside the gambling industry.

The Code of Practice represents a voluntary, whole-of-industry commitment to best practice in the provision of responsible gambling. It is the first whole-of-industry responsible gambling code of practice in Australia. In recognition of the diversity within the gambling industry, the Code of Practice gives consideration to how the practices apply to each sector of the industry.

The Code of Practice is supported by the *Queensland Responsible Gambling Resource Manual*, which will be maintained by the Research and Community Engagement Division of the Queensland Office of Gaming Regulation, Queensland Treasury with advice from the RGAC. It provides a platform to share best practice across the gambling industry sectors, as well as support for the effective implementation of the Code of Practice.

All gambling providers in Queensland are responsible for implementing the Code of Practice through the development and implementation of a Responsible Gambling Policy document specific to their operations. In preparing this document, gambling providers will consider the needs of their local communities, with a particular focus on any regional and cultural issues.

The Code of Practice is a living document and will be periodically reviewed to evaluate outcomes and the effectiveness of the practices.

The RGAC with the support of the Queensland Office of Gaming Regulation is pleased to provide this Code of Practice for the gambling industry to proactively promote responsible gambling in Queensland.

This Code of Practice is an integral component of the *Queensland Responsible Gambling Strategy* developed by the Queensland Government. This Strategy aims to balance the social and economic benefits and costs of gambling.



Howard Dreitzer
Chair, Responsible Gambling
Advisory Committee



Barry Sheehan
Deputy Chair, Responsible Gambling
Advisory Committee



David Ford
Queensland Office of
Gaming Regulation

Table of contents

Rationale	4
What is responsible gambling?	4
What is problem gambling?	4
Guiding principle	4
Outcomes	5
Accountability and review	5
Cultural and geographic diversity	6
Practices	6
1. Provision of information	7
2. Interaction with customers and community	8
3. Exclusion provisions	9
4. Physical environment	10
5. Financial transactions	11
6. Advertising and promotions	12
Supporting documents	13
• <i>Queensland Responsible Gambling Resource Manual</i>	13
• <i>Queensland Responsible Gambling Training Framework for Industry</i>	13
• Responsible Gambling Policy	14
Contributors to the <i>Queensland Responsible Gambling Code of Practice</i>	15
Glossary of Terms	16
Appendix	
How each practice applies to different types of gambling	19

“a proactive whole-of-industry approach to the promotion of responsible gambling practices”

“socially responsible and responsive to community concerns”

“ethical and responsible behaviour”

Rationale

The Code of Practice provides a proactive whole-of-industry approach to the promotion of responsible gambling practices. It also encourages the creation of gambling environments that minimise harm to individuals and to the broader community.

The Code of Practice supports and progresses the Government’s *Queensland Responsible Gambling Strategy*, which aims to balance the social and economic benefits and costs of gambling. The Code of Practice is based on industry commitment to best practice in the provision of responsible gambling.

What is responsible gambling?

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 the Government to achieve outcomes that are socially responsible and responsive to community concerns.

What is problem gambling?

Problem gambling exists when gambling activity results in a range of adverse consequences where:

- the safety and wellbeing of gambling customers and/or their families and friends are placed at risk; and/or
- negative impacts extend to the broader community.

Guiding principle

The Code of Practice is based on shared commitment by gambling industry providers to the guiding principle of ethical and responsible behaviour. This principle recognises the importance of customers’ wellbeing with a focus on minimising the potential harm of gambling. In addition, customers’ rights to privacy are respected.

Outcomes

*“customers
make informed
decisions”*

The *Queensland Responsible Gambling Code of Practice* aims to achieve the following outcomes:

- Individuals, communities, the gambling industry and the Government have a shared understanding of responsible gambling practices.
- Individuals, communities, the gambling industry and the Government have an understanding of their rights and responsibilities in relation to responsible gambling practices.
- The gambling industry provides safe and supportive environments for the delivery of gambling products and services.
- Customers make informed decisions about their gambling practices.
- Harm from gambling to individuals and the broader community is minimised.
- People adversely affected by gambling have access to timely and appropriate assistance and information.

Accountability and review

*“independently
monitored
and evaluated”*

All gambling providers within Queensland will be responsible for ensuring their commitment with the relevant practices contained in this Code of Practice. Each gambling provider will maintain appropriate records relating to the practices in the Code of Practice.

While commitment to the Code of Practice is voluntary, there are practices that are also a legislative requirement. These practices must be complied with or action may be taken under the relevant Acts.

The Code of Practice will be independently monitored and evaluated regularly for its effectiveness. Following a review of voluntary commitment to the Code of Practice, minimum standards may be recommended and, where appropriate, codified into legislation. The Government will also retain the right to legislate in any area of gambling at any time.

“recognition of the diversity in Queensland”

Cultural and geographic diversity

In recognition of the diversity in Queensland, gambling providers have a responsibility to respond to the needs of their local communities. Where appropriate, consideration needs to be given to ensuring people from culturally and linguistically diverse backgrounds have access to relevant protection measures contained in this Code of Practice. In addition, it is recognised that people living in different geographic areas may have particular needs that gambling providers will take into account in implementing the Code of Practice, where appropriate.

“focus on customer protection measures”

Practices

This Code of Practice commits the gambling industry to implement and adhere to responsible gambling practices, with a particular focus on customer protection measures. These practices are organised into the following broad categories:

1. Provision of information;
2. Interaction with customers and community;
3. Exclusion provisions;
4. Physical environment;
5. Financial transactions; and
6. Advertising and promotions.

In recognition of the diversity within the gambling industry, the Code of Practice acknowledges that some practices apply to all sectors of the industry while others apply only to particular sectors. The Appendix contains details of how these practices apply to industry sectors.

The Code of Practice is a dynamic document. It is anticipated that new practices will be developed in response to innovative best practice within the industry. Research into issues related to problem gambling and responsible gambling will also inform further development.

1. Provision of information

Each gambling provider is to provide information to ensure that customers can make informed decisions about their gambling.

- 1.1 A responsible gambling mission statement is clearly displayed.
- 1.2 Information about the potential risks associated with gambling and where to get help for problem gambling is prominently displayed in all gambling areas and near ATM and EFTPOS facilities servicing gambling areas.
- 1.3 Information is displayed to alert customers that the following information is available on request:
 - the gambling provider's Responsible Gambling Policy document including policies for addressing problem gambling issues relevant to the local community;
 - the nature of games, game rules, odds or returns to players;
 - exclusion provisions;
 - gambling-related complaints resolution mechanisms; and
 - key elements of the gambling provider's financial transaction practices.
- 1.4 Meaningful and accurate information on the odds of winning major prizes is prominently displayed in all gambling areas and in proximity to relevant games.

2. Interaction with customers and community

2.1 *Community liaison*

To support early intervention and prevention strategies, gambling providers are to establish effective mechanisms to link with:

- local gambling-related support services; and
- community networks where responsible gambling-related issues could be raised.

2.2 *Customer liaison role*

Gambling providers are to nominate a person to perform the customer liaison role and who is trained to:

- provide appropriate information to assist customers with gambling-related problems;
- support staff in providing assistance to those customers; and
- provide assistance to staff with gambling-related problems.

2.3 *Customer complaints*

Complaint handling procedures that can deal with gambling issues are established and promoted by gambling providers.

2.4 *Training and skills development*

Mechanisms are established to ensure that appropriate and ongoing responsible gambling training is provided to staff who provide gambling products to customers. In addition, the relevant owners, boards and managers receive appropriate information to guide decision making in relation to responsible gambling.

3. Exclusion provisions

- 3.1 Gambling providers to provide exclusion procedures and supporting documentation.
- 3.2 Gambling providers offer customers who seek exclusion, contact information for gambling-related support services.
- 3.3 Excluded gambling customers are to be given support in seeking exclusions from other gambling providers, where practicable.
- 3.4 Gambling providers are not to send correspondence or promotional material to gambling customers who are excluded or known to have formally requested that this information not be sent.

4. Physical environment

- 4.1 Minors are prohibited from gambling.
- 4.2 Minors are prohibited from designated gambling areas.
- 4.3 Service of alcohol on gambling provider's premises is managed in such a way as to encourage customers to take breaks in play.
- 4.4 Customers who are unduly intoxicated are not permitted to continue gambling.
- 4.5 Where gambling providers offer adjunct child care, the facilities must provide safe and suitable standards of care in accordance with relevant child care legislation.
- 4.6 Staff working in gambling areas are not to encourage gambling customers to give them gratuities.
- 4.7 Gambling providers implement practices to ensure that customers are made aware of the passage of time.
- 4.8 Gambling providers implement practices to ensure that customers are discouraged from participating in extended, intensive and repetitive play.

5. Financial transactions

5.1 *ATM facilities*

- ATMs are not to be located in close proximity to designated gambling areas, or in the entry to gambling areas, where safe and practicable.

5.2 *Cashing of cheques and payment of winnings*

- Gambling providers or sectors of the industry are to establish a limit above which all winnings are paid by cheque or electronic transfer.
- Gambling winnings above the set limit are paid by cheque and are not cashed on the gambling provider's premises until the next trading day or within 24 hours of the win.
- The following cheques can be cashed only by prior arrangement:
 - cheques not made payable to the gambling provider;
 - cheques not made payable to the person presenting the cheque;
 - multiple cheques.

5.3 *Credit betting (lending of money)*

- Gambling providers are not to provide credit or lend money to anyone for the purpose of gambling.

6. Advertising and promotions

Gambling providers are to develop and implement strategies to ensure advertising and promotions are delivered in a responsible manner with consideration given to the potential impact on people adversely affected by gambling. Specifically, these strategies will ensure that any advertising or promotion:

- 6.1 complies with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers;
- 6.2 is not false, misleading or deceptive;
- 6.3 does not implicitly or explicitly misrepresent the probability of winning a prize;
- 6.4 does not give the impression that gambling is a reasonable strategy for financial betterment;
- 6.5 does not include misleading statements about odds, prizes or chances of winning;
- 6.6 does not offend prevailing community standards;
- 6.7 does not allow gambling to dominate, where there are other activities to promote;
- 6.8 is not implicitly or explicitly directed at minors or vulnerable or disadvantaged groups;
- 6.9 does not involve any external signs advising of winnings paid;
- 6.10 does not involve any irresponsible trading practices by the gambling provider;
- 6.11 does not depict or promote the consumption of alcohol while engaged in the activity of gambling; and
- 6.12 has the consent of the person prior to publishing or causing to be published anything which identifies a person who has won a prize;
- 6.13 where appropriate, positive responsible gambling messages are incorporated in advertising and promotion.

Supporting documents

The Queensland Responsible Gambling Code of Practice is supported by:

- the *Queensland Responsible Gambling Resource Manual* (Resource Manual);
- the *Queensland Responsible Gambling Training Framework for Industry*; and
- the provider's Responsible Gambling Policy document.

Queensland Responsible Gambling Resource Manual

The Resource Manual was developed in collaboration with gambling industry sectors. The Resource Manual is maintained by the Research and Community Engagement Division of the Queensland Office of Gaming Regulation, Queensland Treasury with advice from the Responsible Gambling Advisory Committee. The Resource Manual assists gambling providers to implement the Code of Practice.

It includes:

- guidance for gambling providers to develop and implement their Responsible Gambling Policy;
- examples of practices that conform to industry best practice; and
- an outline of responsible gambling strategies specific to each sector of the industry, based upon the practices of the Code of Practice.

Queensland Responsible Gambling Training Framework for Industry

The training framework outlines criteria for the development and implementation of responsible gambling training programs, the specific learning outcomes to be demonstrated by gambling provider employees, as well as benchmarks to indicate industry best practice. The overall purpose of the training framework is to enhance the knowledge and skill base of gambling employees and managers or other responsible officers in their work to promote other responsible approaches to gambling. It is envisaged such enhancement of knowledge and skills among gambling industry personnel will lead to safer and more supportive environments for the consumers of gambling services and products.

Responsible Gambling Policy

Each gambling provider will develop a Responsible Gambling Policy document.

This document will be specific to their operations to:

- assist in creating a responsible gambling environment that meets the needs of customers, with a particular focus on the customers and their families who are adversely affected by gambling;
- provide a clear statement of responsibilities for providers and their staff; and
- give consideration to the needs of their local communities with a particular focus on any geographic and cultural issues.

The Responsible Gambling Policy document will:

- take due regard to customers' rights to privacy; and
- support the implementation of the Code of Practice .

Contributors to the *Queensland Responsible Gambling Code of Practice*

The Code of Practice has been developed by the Responsible Gambling Advisory Committee (RGAC) in consultation with the gambling industry.

The RGAC comprises representation from:

Community

- Gambling Help Network, Queensland (one south-east Queensland and one regional representative)
- Queensland Council of Social Services
- Ethnic Communities Council of Queensland
- Heads of Churches

Industry

- Conrad Jupiters
- UNiTAB Limited
- Clubs Queensland
- Golden Casket Lottery Corporation Limited
- Queensland Hotels Association

Government

- Department of Communities
- Queensland Office of Gaming Regulation
- Queensland Health

An Industry Reference Group has provided advice in the development of this Code of Practice. Membership included the industry members of the RGAC listed above and representation from:

- charitable and non-profit gambling organisations;
- gaming machine manufacturers;
- licensed monitoring operators;
- keno providers;
- racing industry organisations; and
- Golden Casket Agents Association.

9. Glossary of terms

Application for Self-exclusion

A document executed by an individual by which the person agrees to being prohibited from specific gambling products, services or gambling areas of particular providers.

Charitable and non-profit activities

Include bingo, calcutta sweeps, lucky envelopes, promotional games and art unions (such as silver circles, football doubles, sweeps, cent auctions and lucky door prizes).

Credit betting

The provision of credit or the lending of monies by a gambling provider for the purpose of gambling.

Exclusion

A prohibition against a person from specific gambling products, services or gambling areas of particular gambling providers.

Gambling

Gambling involves staking money on uncertain events driven by chance or a combination of chance and skill. The major forms of gambling are wagering and gaming.

Gambling areas

Areas in which authorised gambling products or services are provided.

Gambling product or service

Any gambling activity or scheme authorised under a gaming or wagering act.

Gambling providers

Gambling providers that conduct legal forms of gambling, including gaming machines, casino, wagering, interactive gambling, lotteries, keno and minor gaming.

Gaming

All legal forms of gambling other than wagering. Gaming includes gaming machines, casino table games, interactive gambling, lotteries, keno and minor gaming.

Unduly Intoxicated

Means a state of being in which a person's mental and physical faculties are impaired because of consumption of liquor so as to diminish the person's ability to think and act in a way in which an ordinary prudent person in full possession of his or her faculties, and using reasonable care, would act under like circumstances.

(Source: Section 4, Liquor Act 1992)

Irresponsible trading practice

The offering of an inappropriate enticement to patrons that is in conflict with the objective of maximising responsible gambling and minimising problem gambling.

Minor gaming

Encompasses charitable and non-profit gaming including art unions, bingo, lucky envelopes, raffles and the like.

Odds

The likelihood of a particular outcome or event occurring.

Problem gambling

Problem gambling exists when gambling activity results in a range of adverse consequences where:

- the safety and wellbeing of gambling customers and/or their families and friends are placed at risk; and/or
- negative impacts extend to the broader community.

Responsible gambling

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 of individuals, communities, the gambling industry and the Government to achieve outcomes that are socially responsible and responsive to the concerns of the broader community.

Return to player

The theoretical percentage obtained by dividing the sum of prizes from all possible game outcomes by the sum of all bets.

Safe and supportive gambling environment

An environment where the benefits to all participants are maximised and the potential harm of gambling is minimised.

Self-exclusion

A prohibition from specific gambling products, services or gambling areas of particular gambling providers sought by an individual against themselves.

Wagering

Placing a bet on the outcome of racing, sport or other events covered by totalisators or licensed bookmakers.

Winnings

The amount of money won on a gambling product or service.

Appendix

How each practice applies to different types of gambling

Responsible Gambling Practices	* Sectors of the Industry							
	Casino	Charitable and Non-Profit (excluding Bingo)	Bingo	Gaming machine areas in clubs and hotels	Interactive	Keno	Lotteries	Wagering
1. Provision of Information								
1.1 A responsible gambling mission statement is clearly displayed	✓	✗	✗	✓	✓	✓	✓	✓
1.2 Information about the potential risks associated with gambling and where to get help for problem gambling is prominently displayed in all gambling areas and near ATM and EFTPOS facilities servicing gambling areas	✓	✓	✓	✓	✓	✓	✓	✓
1.3 Information is displayed to alert customers that the following information is available on request:								
• the gambling provider's Responsible Gambling Policy document including policies for addressing problem gambling issues relevant to the local community	✓	Category 3 only	Category 2 only	✓	✓	✓	✓	✓
• the nature of games, game rules, odds or returns to players	✓	Category 3 only	Category 2 only	✓	✓	✓	✓	✓
• exclusion provisions	✓	✗	✗	✓	✓	✓	✓	✓
• gambling-related complaints resolution mechanisms	✓	✓	✓	✓	✓	✓	✓	✓
• key elements of the gambling provider's financial transaction practices	✓	Category 3 only	Category 2 only	✓	✓	✓	✓	✓
1.4 Meaningful and accurate information on the odds of winning major prizes is displayed in all gambling areas and in proximity to relevant games	✓	Category 3 only	Category 2 only	✓	✓	✓	✓	✓

✓ = required

✗ = not required and/or not applicable

CNP: Category 3 = category 3 licensed charitable and non-profit organisations (over \$20,000+ gross proceeds)

Bingo: Category 2 = gross proceeds between \$2,000 and \$20,000

Appendix

How each practice applies to different types of gambling

Responsible Gambling Practices					* Sectors of the Industry			
	Casino	Charitable and Non-Profit (excluding Bingo)	Bingo	Gaming machine areas in clubs and hotels	Interactive	Keno	Lotteries	Wagering
2. Interaction with customers and community								
2.1 <u>Community Liaison</u> To support early intervention and prevention strategies, gambling providers are to establish effective mechanisms to link with: <ul style="list-style-type: none"> • local gambling-related support services • community networks where responsible gambling related issues could be raised 	✓	✓ Category 3 only	✓ Category 2 only	✓	✗	✓	✓	✓
2.2 <u>Customer Liaison Role</u> Gambling providers are to nominate a person to perform the customer liaison role and who is trained to: <ul style="list-style-type: none"> • provide appropriate information to assist customers with gambling-related problems • support staff in providing assistance to those customers • provide assistance to staff with gambling-related problems 	✓	✓ Category 3 only	✓ Category 2 only	✓	✓	✓	✓	✓
2.3 <u>Customer Complaints</u> Complaint handling procedures that can deal with gambling issues are established and promoted by gambling providers.	✓	✓ Category 3 only	✓ Category 2 only	✓	✓	✓	✓	✓
2.4 <u>Training and skills development</u> Mechanisms are established to ensure that appropriate and ongoing responsible gambling training is provided to staff who provide gambling products to customers. In addition the relevant owners, boards and managers receive appropriate information to guide decision making in relation to responsible gambling.	✓	✓ Category 3 only	✓ Category 2 only	✓	✓	✓	✓	✓
3. Exclusion provisions								
3.1 Gambling providers to provide exclusion procedures and supporting documentation	✓	✓ Category 3 only	✓ Category 2 only	✓	✓	✓	✗	✓
3.2 Gambling providers offer customers who seek exclusion contact information for gambling-related support services.	✓	✓ Category 3 only	✓ Category 2 only	✓	✓	✓	✓	✓
3.3 Excluded gambling customers are to be given support in seeking exclusion from other gambling providers, where practicable	✓	✗	✗	✓	✓	✓	✗	✓
3.4 Gambling providers are not to send correspondence or promotional material to gambling customers who are excluded or known to have formally requested that this information not be sent	✓	✓	✓	✓	✓	✓	✓	✓

✓ = required

✗ = not required and/or not applicable

CNP: Category 3 = category 3 licensed charitable and non-profit organisations (over \$20,000+ gross proceeds)

Bingo: Category 2 = gross proceeds between \$2,000 and \$20,000

Appendix

How each practice applies to different types of gambling

Responsible Gambling Practices		* Sectors of the Industry						
	Casino	Charitable and Non-Profit (excluding Bingo)	Bingo	Gaming machine areas in clubs and hotels	Interactive	Keno	Lotteries	Wagering
4. Physical environment								
4.1 Minors are prohibited from gambling	✓	✓ Category 3 only	✱ Category 2 only	✓	✓	✓	✓	✓
4.2 Minors are prohibited from designated gambling areas	✓	✗	✗	✓	✗	✗	✗	✗
4.3 Service of alcohol on gambling provider's premises is managed in such a way as to encourage customers to take breaks in play	✓	✗	✗	✓	✗	✓	✗	✓
4.4 Customers who are unduly intoxicated are not permitted to continue gambling	✓	✓	✓	✓	✗	✓	✓	✓
4.5 Where gambling providers offer adjunct child care, the facilities must provide safe and suitable standards of care in accordance with relevant child care legislation	✓	✗	✗	✓	✗	✓	✗	✓
4.6 Staff working in gambling areas are not to encourage gambling customers to give them gratuities	✓	✓	✓	✓	✓	✓	✓	✓
4.7 Gambling providers implement practices to ensure that customers are made aware of the passage of time	✓	✗	✗	✓	✓	✓	✗	✓
4.8 Gambling providers implement practices to ensure that customers are discouraged from participating in extended, intensive and repetitive play	✓	✗	✗	✓	✓	✓	✗	✓
5. Financial Transactions								
5.1 ATM facilities ATMs are not to be located in close proximity to designated gambling areas, or in the entry to gambling areas, where safe and practicable	✓	✗	✗	✓	✗	✓	✗	✓
5.2 Cashing of cheques and payment of winnings Gambling providers or sectors of the industry are to establish a limit above which all winnings are paid by cheque or electronic transfer	✓	✓	✓	✓	✓	✓	✓	✓ (Except Book-makers)
• Gambling winnings above the set limit are paid by cheque and are not cashed on the gambling provider's premises until the next trading day or within 24 hours of the win	✓	✓	✓	✓	✓	✓	✓	✓ (Except Book-makers)
• The following cheques can be cashed only by prior arrangement: – cheques not made payable to the gambling provider – cheques not made payable to the person presenting the cheque – multiple cheques	✓	✓	✓	✓	✗	✓	✓	✓
5.3 Credit betting (lending of money) Gambling providers are not to provide credit or lend money to anyone for the purpose of gambling	✓	✓	✓	✓	✓	✓	✓	✓ (Except Book-makers)

✓ = required

✗ = not required and/or not applicable

CNP: Category 3 = category 3 licensed charitable and non-profit organisations (over \$20,000+ gross proceeds)

Bingo: Category 2 = gross proceeds between \$2,000 and \$20,000

Appendix

How each practice applies to different types of gambling

Responsible Gambling Practices	* Sectors of the Industry							
	Casino	Charitable and Non-Profit (excluding Bingo)	Bingo	Gaming machine areas in clubs and hotels	Interactive	Keno	Lotteries	Wagering
6. Advertising and promotions								
6.1 Complies with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers	✓	✓	✓	✓	✓	✓	✓	✓
6.2 Is not false, misleading or deceptive	✓	✓	✓	✓	✓	✓	✓	✓
6.3 Does not implicitly or explicitly misrepresent the probability of winning a prize	✓	✓	✓	✓	✓	✓	✓	✓
6.4 Does not give the impression that gambling is a responsible strategy for financial betterment	✓	✓	✓	✓	✓	✓	✓	✓
6.5 Does not include misleading statements about odds, prizes or chances of winning	✓	✓	✓	✓	✓	✓	✓	✓
6.6 Does not offend prevailing community standards	✓	✓	✓	✓	✓	✓	✓	✓
6.7 Does not allow gambling to dominate, where there are other activities to promote	✓	✗	✗	✓	✓	✓	✗	✓
6.8 Is not implicitly or explicitly directed at minors or vulnerable or disadvantaged groups	✓	✓	✓	✓	✓	✓	✓	✓
6.9 Does not involve any external signs advising of winnings paid	✓	✗	✗	✓	✓	✓	✗	✓
6.10 Does not involve any irresponsible trading practices by the gambling provider	✓	✓	✓	✓	✓	✓	✓	✓
6.11 Does not depict or promote the consumption of alcohol while engaged in the activity of gambling	✓	✓	✓	✓	✓	✓	✓	✓
6.12 Has the consent of the person prior to publishing or causing to be published anything which identifies a person who has won a prize.	✓	✓	✓	✓	✓	✓	✓	✓
6.13 Where appropriate, positive responsible gambling messages are incorporated in advertising and promotion	✓	✓	✓	✓	✓	✓	✓	✓

✓ = required

✗ = not required and/or not applicable

CNP: Category 3 = category 3 licensed charitable and non-profit organisations (over \$20,000+ gross proceeds)

Bingo: Category 2 = gross proceeds between \$2,000 and \$20,000

* Principal Regulatory Framework

Each sector of the gambling industry and the relevant gambling legislation pertaining to that sector is detailed below.

Sector	Act
Casino	Casino Control Act, 1982
Charitable and Non-Profit	Charitable and Non-Profit Gaming Act, 1999
Clubs and Hotels with gaming machines	Gaming Machine Act, 1991
Interactive	Interactive Gambling (Player Protection) Act, 1998
Keno	Keno Act, 1996
Lotteries	Lotteries Act, 1997
Wagering	Wagering Act, 1998

Queensland Office of Gaming Regulation

Level 6

33 Charlotte Street Brisbane Qld
Locked Bag 180 CITY EAST QLD 4002

Freecall: 1800 064 848

Telephone: (07) 3224 4561

Fax: (07) 3237 1656

Email: codeofpractice@treasury.qld.gov.au

www.responsiblegambling.qld.gov.au