

SOUTH AUSTRALIA

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**[Name of venue] Responsible  
Gambling Code of Practice**

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*As in force on 1 December 2008*

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**SOUTH AUSTRALIA**

**GAMING MACHINES ACT 1992**

**[Name of venue] Responsible Gambling Code of Practice**

*[As in force on 1 December 2008]*

This is the responsible gambling code of practice for the purposes of licence conditions (*nb*) and (*nc*) set out in Schedule 1 to the *Gaming Machines Act 1992* and applying by reason of section 27(1) of that Act:

**1. Purpose**

This code provides a framework through which the holder of the gaming machine licence for the *[Name of venue]* premises (“**gambling provider**”) can ensure that its general gambling practices are consistent with the community’s expectations that the licensed business will be conducted in a responsible manner so as to minimise the harm caused by gambling.

**2. Venue responsible gambling documents**

The gambling provider will—

- (a) in each gambling area—
  - (i) display prominently a sign indicating that gambling operations are governed by a code of practice; and
  - (ii) ensure that a copy of this code is made available to people in the gambling area, on request; and
- (b) for each gambling area, prepare and keep current a document detailing—
  - (i) the manner in which staff training and measures for intervention with problem gamblers are implemented; and
  - (ii) the roles of staff (described by name or by job title) in the implementation of this code.

**2A. Intervention initiatives**

- (1) During any period when the gambling provider is a party to, and is fully compliant with the terms of, an approved intervention agency agreement, the following provisions of this code do not apply to the gambling provider—
  - (a) clause 4A; and

- (b) clause 5A; and
  - (c) clause 6A(b).
- (2) For the purposes of this code, an approved intervention agency agreement is an agreement—
  - (a) between the gambling provider and a body approved for the purpose of this clause by the Authority (the “AIA”);
  - (b) which contains the following conditions—
    - (i) the gambling provider provides the AIA, its employees and agents with free and unrestricted access to the gambling provider’s premises, staff and patrons at all times the premises are open for business; and
    - (ii) the gambling provider undertakes to its staff that they will in no way be the subject of prejudice or unfavourable treatment due to making reports of problem gambling behaviour or suspected problem gambling behaviour; and
    - (iii) the gambling provider implements such smartcard or pre-commitment programs as are approved by the Authority and by the Minister for Gambling; and
    - (iv) the gambling provider consents to, and facilitates, the comprehensive annual and periodic reporting to the Authority by the AIA of the AIA’s activities in respect of the gambling provider’s business.
- (3) The gambling provider may arrange for its compliance with clause 5(3A) as part of a structured program of visitation by its AIA under an approved intervention agency agreement and may comply with clause 11(2) through the actions of its AIA under the approved intervention agency agreement.

### **3. Legislation and regulation**

The gambling provider will—

- (a) conduct its business in accordance with all applicable laws and legal requirements; and
- (b) co-operate with regulatory bodies and government agencies in all matters, including their investigations of compliance with legal obligations.

**4. Gambling areas**

- (1) The gambling provider will ensure the prominent display on a gaming machine—
  - (a) on the cabinet of the gaming machine—of the condensed warning message and (or within) a helpline sticker; and
  - (b) if the gaming machine is capable of displaying a message on a second game screen in a manner approved by the Authority—of an expanded warning message on that second screen;
- (2) The gambling provider will ensure that the time of day is prominently displayed throughout gambling areas.
- (3) The gambling provider will take all reasonable and practicable steps to ensure that a person plays no more than one gaming machine at a time, including—
  - (a) the gambling provider displaying a warning sign that it does not permit any person to play more than one gaming machine at a time; and
  - (b) the gambling provider giving a warning to a patron offending for the first time and, should such a warning not be heeded, asking the patron to leave the gaming room for 24 hours.

**4A. Screening the sights and sounds of gambling**

- (1) The gambling provider will ensure that, to the greatest extent practicable, it is not possible to see into a gambling area from within other parts of the premises or from outside the premises.
- (2) The gambling provider will ensure that, to the greatest extent practicable, sounds associated with gambling are not audible in parts of the premises other than gambling areas or in any area outside the premises.

**5. Customer information and signage**

- (1) The gambling provider will—
  - (a) prominently display responsible gambling materials (including a poster and a pamphlet) in gambling areas in a form which includes—
    - (i) if it is not reasonable or practicable to include an expanded warning message, the condensed warning message; or
    - (ii) an expanded warning message, rotated according to the protocol set out in clause 11(2); and

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(b) make available its responsible gambling poster and pamphlet in the following 5 languages other than english—

- (i) arabic;
- (ii) chinese;
- (iii) greek;
- (iv) italian;
- (v) vietnamese—

together with any other language which the gambling provider considers appropriate.

(2) The gambling provider will—

- (a) ensure the prominent display of the condensed warning message and (or within) a helpline sticker on or near each ATM; and
- (b) ensure that a quantity of helpline cards is available at or near each gaming machine, on or near each ATM and at other places throughout gambling areas.

(3) The gambling provider will take all reasonable steps to ensure that a patron who demonstrates difficulty in controlling his or her personal expenditure on gambling products has his or her attention drawn to the name and telephone number of a widely available gambling referral service.

(3A) The gambling provider will—

- (a) identify a gambling rehabilitation agency that patrons can readily access (including the name of the manager of that agency and its address);
- (b) ensure that staff are sufficiently informed about the identity of the gambling rehabilitation agency so as to be able to direct patrons to the agency;
- (c) ensure that management level contact is established and maintained with the gambling rehabilitation agency about problem gambling matters.

(4) The gambling provider will—

- (a) from time to time file with the Authority; and
- (b) to the greatest extent practicable, publish on its website (if it has one) a representation of—

the responsible gambling materials referred to in sub-clause (1).

- (5) The gambling provider will reinforce its responsible gambling policy in appropriate customer newsletters and other communications.
- (6) If the gambling provider is a member of a peak body, the gambling provider may comply with sub-clauses (4) and (5) through the activities of the peak body.

**5A. Coin availability**

- (1) The gambling provider will ensure that coin can only be obtained from—
  - (a) a cashier; or
  - (b) an automated coin dispensing machine which is located so as to enable patron activity to be monitored.
- (2) The gambling provider will ensure that patron activity on automated coin dispensing machines is routinely and regularly monitored.

**6. Alcohol and gambling**

- (1) The gambling provider will take all practicable steps—
  - (a) to prevent a person who appears to be intoxicated from being allowed to gamble; and
  - (b) to prevent the entry of intoxicated people into gambling areas, or them remaining there; and
  - (c) to ensure that alcohol is not supplied to reward, promote or encourage continued gambling.
- (2) The gambling provider will ensure that a person is not served alcohol while seated or standing at a gaming machine.

**6A. Inducements**

The gambling provider will not offer—

- (a) any inducement (other than participation in a loyalty program) directed at encouraging patrons to gamble;
- (b) participation in a loyalty program (other than a program which includes a pre-commitment program approved by the Authority).

**7. Children**

It is recommended that the gambling provider develop a protocol addressing the issue of young children (being children aged 10 years or less) who may otherwise be left unattended on the gambling provider's

premises or in a motor vehicle parked in a car park over which the gambling provider has direct power and control.

**8. Cheques**

- (1) The gambling provider will not cash cheques in a gambling area, unless the Authority has given an exemption from this prohibition to the gambling provider in respect of the gambling area, by notice in writing stating the reason for the exemption (such as the location of the premises containing the gambling area).
- (2) The gambling provider will, if requested to provide a cheque in respect of an undisputed prize, winnings or redemption of credits in aggregate of \$1 000 or more, provide the cheque (subject to sub-clause (3)) as soon as practicable and, in any event, within 30 minutes after the patron makes the request and completes any formalities required by law.
- (3) The Authority will, if satisfied on application by the gambling provider that exceptional circumstances exist, fix a minimum period longer than 30 minutes for provision of a cheque under sub-clause (2).

**8A. Internal reporting of problem gamblers**

- (1) The gambling provider will establish a reporting process in respect of the identification of suspected problem gamblers by gaming staff and the recording of those gamblers' details.
- (2) The gambling operator will ensure that a gaming manager—
  - (a) reviews the record of suspected problem gamblers on a regular (at least fortnightly) basis; and
  - (b) documents, as part of the record, any steps taken to intervene in suspected problem gamblers' gambling behaviour.

**9. Self-exclusion facility**

- (1) The gambling provider will facilitate the indefinite voluntary exclusion of customers from one or more identified gambling areas.
- (2) The gambling provider will ensure that every approach by a customer about self-exclusion is responded to while the customer is on premises or on the telephone.
- (3) Self-exclusion will include—
  - (a) provision of a translation service (which may be a telephone interpreter service) during the application process, if requested;

- (b) provision for immediate referral to, or liaison with, a counselling agency;
  - (c) provision for the review of self-exclusion notices with customers before notices are rescinded;
  - (d) removal of self excluded people from loyalty mailing databases.
- (4) The gambling provider will ensure, to the extent reasonably possible, that self excluded customers are not allowed to enter, or remain in, gambling areas from which they have been excluded.

### **10. Staff and training**

- (1) The gambling provider will—
- (a) ensure that all approved gaming managers and all approved gaming employees receive problem gambling training—
    - (i) for all approved gaming employees—training which identifies problem gambling; and
    - (ii) for appropriate senior staff (including the person in charge of a gambling area)—advanced training on the identification of, and intervention techniques for, problem gambling, including administration of the self-exclusion process;
  - (b) if the gaming provider—
    - (i) is a member of a peak body or has access to on-going training and support by the peak body, ensure that all gaming staff are kept up to date on responsible gambling initiatives and information provided by the peak body, and conduct in- house training where necessary;
    - (ii) does not have access to on-going training and support by the peak body, provide formal refresher courses for all staff at least each 2 years;
  - (c) include responsible gambling information in employee newsletters and magazines; and
  - (d) display responsible gambling material in back of house areas to remind staff of policies and their responsibilities.
- (2) If the gambling provider is to use an external provider for training, that training provider must be appropriately accredited in a manner acceptable to the Authority.
- (3) Problem gambling training programs will be designed to—
- (a) provide information about the potential effect of gambling on customers; and
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- (b) include information on the recognition and identification of problem gambling traits; and
    - (c) ensure that the processes for approach, intervention, referral and follow-up are clear and well understood.
- (4) The gambling provider will ensure that problem gambling training programs are regularly reviewed and revised.
- (5) The gambling provider will—
  - (a) make arrangements to ensure that training programs provided to its staff are the subject of an annual audit of their compliance with the requirements of this code; and
  - (b) provide a report of the outcome of each audit to the Authority within 28 days after completion.
- (6) The gambling provider will take reasonable steps to ensure that staff with a potential or actual gambling problem are identified and referred for treatment.
- (7) If the gambling provider provides training through an appropriately accredited external provider, the gambling provider may comply with sub-clauses (3), (4) and (5) through the activities of that external provider.
- (8) If the gambling provider is a member of a peak body or has access to on-going training and support by a peak body, the gambling provider may comply with sub-clauses (3), (4) and (5) through the activities of the peak body.

## **11. Definitions and interpretation**

- (1) In this code—
  - “**ATM**” includes—
    - (a) an automatic teller machine in or near premises containing a gambling area;
    - (b) an electronic funds transfer device in or near premises containing a gambling area—  
over which the gambling provider could reasonably be expected to exercise control;
  - “**condensed warning message**” means the following message—  
“Gamble Responsibly.”;

**“expanded warning message”** means one of the following messages—

- (a) “Don’t chase your losses. Walk away. Gamble responsibly.”;
- (b) “Don’t let the game play you. Stay in control. Gamble responsibly.”;
- (c) “Stay in control. Leave before you lose it. Gamble responsibly.”;
- (d) “You know the score. Stay in control. Gamble responsibly.”;
- (e) “Know when to stop. Don’t go over the top. Gamble responsibly.”;
- (f) “Think of the people who need your support. Gamble responsibly.”;

**“gambling area”** means a gaming area within the meaning of the *Gaming Machines Act 1992*;

**“helpline card”** means a card of approximately 9 cm by 5 cm giving the name and telephone number of a widely available gambling referral service, identified by its usual name;

**“helpline sticker”** means a sticker giving the name and telephone number of a widely available gambling referral service, identified by its usual name;

**“peak body”** means a genuine association formed to protect or promote the interests of a section of the gambling industry.

- (2) For the purposes of rotating the six expanded warning messages over 3 years, the gambling provider will—
- (a) to the greatest extent practicable, always use the same expanded warning message at the same time;
  - (b) to the greatest extent practicable, use an expanded warning message for six months at a time;
  - (c) take reasonable steps to consult with other gambling providers required to use expanded warning message with a view to ensuring, to the greatest extent practicable, that all gambling providers are using the same expanded warning message at the same time.

**12. Operative dates and transitional**

For gaming machine licensees who were first licensed before 1 October 2001—

- (1) The provisions of clauses 1–12 of this code as substituted by the Code Alteration (*[Name of venue]*) (Responsible Gambling) (No. 1) 2004 apply from 30 April 2004.
- (2) The provisions of—
  - (a) clauses 2A, 4(4), 4A, 5(3A), 5A, 6A, 8A and 11(2)—as inserted by Code Alteration (*[Name of venue]*) (Responsible Gambling) (No. 1) 2008; and
  - (b) clauses 4(1)(b), 5(1), 5(2), 8(2), 10(5)(a), 10(7) and 11(1)—as amended by Code Alteration (*[Name of venue]*) (Responsible Gambling) (No. 1) 2008—

apply generally from 1 December 2008, subject to the following exceptions—

- (c) the gambling provider may have the benefit of being a party to an approved intervention agency agreement executed prior to that date, on and from the date of execution;
- (d) in respect of the obligation set out in clause 4A [screening the sights and sounds of gambling]—
  - (i) the gambling provider will not be required to comply with the obligation until 1 December 2011;
  - (ii) if the gambling provider is not by 1 May 2009 a party to an approved intervention agency agreement, the gambling provider must be able to show that it has identified a course of action to be in compliance when required and is taking reasonable steps to follow that course of action;
- (e) in respect of the obligation set out in clause 5(3A) [relationship with gambling help agency]—
  - (i) the gambling provider will not be required to comply with the obligation until 1 May 2010;
  - (ii) if the gambling provider is not by 1 May 2009 a party to an approved intervention agency agreement, the gambling provider must be able to show that it has identified a course of action to be in compliance when required and is taking reasonable steps to follow that course of action;

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- (f) in respect of the obligation set out in clause 6A(b) [inducements—loyalty programs]—
- (i) the gambling provider will not be required to comply with the obligation until 1 May 2010;
  - (ii) if the gambling provider is not by 1 May 2009 a party to an approved intervention agency agreement, the gambling provider must be able to show that it has identified a course of action to be in compliance when required and is taking reasonable steps to follow that course of action.

For gaming machine licensees who were first licensed on or after 1 October 2001—

This code applies generally from 1 December 2008, subject to the following exceptions—

- (a) the gambling provider may have the benefit of being a party to an approved intervention agency agreement executed prior to that date, on and from the date of execution;
- (b) in respect of the obligation set out in clause 4A [screening the sights and sounds of gambling]—
  - (i) the gambling provider will not be required to comply with the obligation until 1 December 2011;
  - (ii) if the gambling provider is not by 1 May 2009 a party to an approved intervention agency agreement, the gambling provider must be able to show that it has identified a course of action to be in compliance when required and is taking reasonable steps to follow that course of action;
- (c) in respect of the obligation set out in clause 5(3A) [relationship with gambling help agency]—
  - (i) the gambling provider will not be required to comply with the obligation until 1 May 2010;
  - (ii) if the gambling provider is not by 1 May 2009 a party to an approved intervention agency agreement, the gambling provider must be able to show that it has identified a course of action to be in compliance when required and is taking reasonable steps to follow that course of action;
- (d) in respect of the obligation set out in clause 6A(b) [inducements—loyalty programs]—
  - (i) the gambling provider will not be required to comply with the obligation until 1 May 2010;

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- (ii) if the gambling provider is not by 1 May 2009 a party to an approved intervention agency agreement, the gambling provider must be able to show that it has identified a course of action to be in compliance when required and is taking reasonable steps to follow that course of action.

For persons who may be licensed as gaming machine  
licensees on or after 1 December 2008—

This code applies generally from 1 December 2008, subject to the following exceptions—

- (a) in respect of the obligation set out in clause 4A [screening the sights and sounds of gambling]—
  - (i) the gambling provider will not be required to comply with the obligation until 1 December 2011;
  - (ii) if the gambling provider is not by 1 May 2009 a party to an approved intervention agency agreement, the gambling provider must be able to show that it has identified a course of action to be in compliance when required and is taking reasonable steps to follow that course of action;
- (b) in respect of the obligation set out in clause 5(3A) relationship with gambling help agency]—
  - (i) the gambling provider will not be required to comply with the obligation until 1 May 2010;
  - (ii) if the gambling provider is not by 1 May 2009 a party to an approved intervention agency agreement, the gambling provider must be able to show that it has identified a course of action to be in compliance when required and is taking reasonable steps to follow that course of action;
- (c) in respect of the obligation set out in clause 6A(b) [inducements—loyalty programs]—
  - (i) the gambling provider will not be required to comply with the obligation until 1 May 2010;
  - (ii) if the gambling provider is not by 1 May 2009 a party to an approved intervention agency agreement, the gambling provider must be able to show that it has identified a course of action to be in compliance when required and is taking reasonable steps to follow that course of action.