Rationale

The Queensland responsible gambling Code of Practice (Code of Practice) provides a proactive whole-of-industry approach to the promotion of responsible gambling practices. It also encourages the continuation of best practice for gambling environments that minimise harm to individuals and to the broader community.

The Code of Practice supports and progresses the State Government’s Queensland responsible gambling strategy, which aims to balance the social and economic benefits and costs of gambling. The Code of Practice draws upon industry commitment to best practice in the provision of responsible gambling.

What is responsible gambling?

Responsible gambling is the provision of safe, socially responsible and supportive gambling environments where the potential for harm associated with gambling is minimised and people can make informed decisions about their participation in gambling.

It occurs as a result of the collective actions and shared ownership of individuals, communities, the gambling industry and government.

What is problem gambling?

Problem gambling is characterised by difficulties in limiting money and/or time spent on gambling which leads to adverse consequences for the gambler, others, or for the 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

The 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.

The gambling industry considers, and applies, principles of responsible gambling to all new and emerging technologies.

Accountability and review

All gambling providers within Queensland are responsible for ensuring their commitment with the relevant practices contained in the 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 according to relevant legislation.

The Code of Practice will be monitored and evaluated regularly for its effectiveness and commitment by industry. Where appropriate minimum standards may be recommended and codified into legislation. The Queensland Government will retain the right to legislate in any area of gambling at any time.

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 prevention and protection measures contained in the 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.
1.1 Potential risks
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 any cash out facilities which service gambling areas.

1.2 Available on request
Information is displayed in a prominent location 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 complaint handling procedures
- key elements of the gambling provider’s financial transaction practices.

1.3 Odds of winning major prizes
Meaningful and accurate information on the odds of winning major prizes is prominently displayed in all gambling areas and in proximity to relevant games.

1.4 Predominant cultural groups
Gambling providers are to provide information and materials suitable for predominant cultural groups in their local community.

2.1 Community liaison
To support early intervention and prevention strategies where opportunities arise, gambling providers are to establish effective mechanisms to link with:
- local gambling-related support services
- community networks where responsible gambling-related issues could be raised.

2.2 Customer liaison role
Gambling providers are to nominate a person/s to perform the customer liaison role and who is to:
- be available during approved opening gaming hours
- 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
- develop linkages with local community groups where opportunities arise.

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.
3.1 Exclusion procedures
Gambling providers to provide exclusion procedures and supporting documentation.

3.2 Contact information for support services
Gambling providers offer customers who seek exclusion contact information for gambling-related support services.

3.3 Exclusion from other gambling providers
Excluded customers are to be given support in seeking consensual exclusions from other gambling providers, where practicable.

3.4 Correspondence to excluded customers
Gambling providers must not distribute promotional or advertising material to persons who are self-excluded, been issued with an exclusion direction for problem gambling or are known to have formally requested that this information not be sent.

4.1 Minors prohibited
Minors are prohibited from gambling.

4.2 Minors excluded
Minors are prohibited from designated gambling areas.

4.3 Hospitality services
Provision of hospitality services in areas where gambling is provided is managed in such a way as to encourage customers to take breaks in play.

4.4 Unduly intoxicated customers
Customers who are unduly intoxicated are not permitted to continue gambling.

4.5 Child care and play areas
Where child play areas are provided, best efforts should be made to minimise exposure to areas where gambling activities are conducted. Where gambling providers offer adjunct child care, these facilities must provide safe and suitable standards of care in accordance with relevant child care legislation.

4.6 Gratuities
Staff working in gambling areas are not to encourage gambling customers to give them gratuities.

4.7 Passage of time
Gambling providers implement practices to ensure that customers are made aware of the passage of time.

4.8 Breaks in play
Gambling providers implement practices to ensure that customers are discouraged from participating in extended, intensive and repetitive play.

4.9 New gambling products and services
Prior to the introduction of relevant new gambling products and services, including those which make use of emerging technology, consideration should be given as to the potential impact of the technology on responsible gambling behaviours.
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 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 venue
• 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.

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.

6.1 Code of Ethics
Strategies will ensure that any advertising or promotion complies with the Code of Ethics as adopted by the Australian Association of National Advertisers.

6.2 False, misleading or deceptive
Strategies will ensure that any advertising or promotion is not false, misleading or deceptive.

6.3 Misrepresentation of probabilities
Strategies will ensure that any advertising or promotion does not implicitly or explicitly misrepresent the probability of winning a prize.

6.4 Reasonable strategy (financial betterment)
Strategies will ensure that any advertising or promotion does not give the impression that gambling is a reasonable strategy for financial betterment.

6.5 Misleading statements
Strategies will ensure that any advertising or promotion does not include misleading statements about odds, prizes or chances of winning.

6.6 Community standards
Strategies will ensure that any advertising or promotion does not offend prevailing community standards.

6.7 Other activities to promote
Strategies will ensure that any advertising or promotion does not focus exclusively on gambling, where there are other activities to promote.
6.8 Minors or vulnerable or disadvantaged groups
Strategies will ensure that any advertising or promotion is not implicitly or explicitly directed at minors or vulnerable or disadvantaged groups.

6.9 External signs
Strategies will ensure that any advertising or promotion does not involve any external signs advising of winnings paid.

6.10 Irresponsible trading practices
Strategies will ensure that any advertising or promotion does not involve any irresponsible trading practices by the gambling provider.

6.11 Consumption of alcohol
Strategies will ensure that any advertising or promotion does not promote the consumption of alcohol while engaged in the activity of gambling.

6.12 Consent of the person
Strategies will ensure that any advertising or promotion 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 Responsible gambling messages
Strategies will ensure that any advertising or promotion incorporates responsible gambling messages (where applicable).

Common terms

Application for self-exclusion
A document executed by an individual by which the person prohibits themselves from specific gambling products, services or gambling areas of particular gambling providers.

Charitable and non-profit activities
Includes 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. Under legislation, all gambling providers (with the exception of lotteries, bingo, and charitable and not-for-profit gambling providers) are responsible for actively enforcing exclusion procedures with customers.

Exclusion direction
Otherwise known as a venue-initiated exclusion, it is issued by a gambling provider and prohibits an individual from specific gambling products, services or gambling areas.

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/service
Any gambling activity or scheme authorised under a gaming or wagering Act.

Gambling providers
Gambling providers that conduct legal forms of gambling, including electronic gaming machines (pokies), casino table games, wagering, interactive gambling, lotteries, keno and minor gaming.
Gaming
All legal forms of gambling other than wagering. Gaming includes electronic gaming machines (pokies), casino table games, interactive gambling, lotteries, keno and minor gaming.

Gaming product
A gaming product is defined under s. 110 of the Charitable and Non-Profit Gaming Act 1999.

Irresponsible trading practice
The offering of an inappropriate enticement or inducement to customers, that is in conflict with the objective of maximising responsible gambling and minimising problem gambling.

Liquor
Liquor is defined under s. 4B of the Liquor Act 1992.

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 is characterised by difficulties in limiting money and/or time spent on gambling which leads to adverse consequences for the gambler, others, or for the community.

Responsible gambling
Responsible gambling is the provision of safe, socially responsible and supportive gambling environments where the potential for harm associated with gambling is minimised and people can make informed decisions about their participation in gambling. It occurs as a result of the collective actions and shared ownership of individuals, communities, the gambling industry and government.

Return to player
Return to player (RTP) is 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.

Unduly intoxicated
The Liquor Act 1992 s.9A provides that a person may be taken to be unduly intoxicated if—

a. the person's speech, balance, coordination or behaviour is noticeably affected; and
b. there are reasonable grounds for believing the affected speech, balance, coordination or behaviour is the result of the consumption of liquor, drugs or another intoxicating substance.

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.

Supporting documents

The Code of Practice is supported by:

- the Queensland responsible gambling resource manual (Resource manual)
- training provided for each industry sector as applicable for the sector
- the gambling provider’s Responsible gambling policy document.

Queensland responsible gambling resource manual
The Resource manual was developed in collaboration with gambling industry sectors as a tool to assist gambling providers to implement the requirements of the Code of Practice. Each industry sector will maintain their section of the Resource manual and provide changes to the Responsible Gambling Advisory Committee (RGAC) for noting. The Resource manual includes:

- guidance for gambling providers to develop and implement their Responsible gambling policy
- examples of practices that conform to industry best practice
- an outline of responsible gambling strategies specific to each sector of the industry, based upon the practices of the Code of Practice.
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 customers and their families who are adversely affected by problem gambling behaviour
- provide a clear statement of responsibilities for gambling providers and their staff
- 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:

- consider the customers’ rights to privacy
- support the continued maintenance of the Code of Practice.

Principal regulatory framework

The following is a list of each sector within the gambling industry and the relevant legislation to which it relates:

- **Casino**
  *Casino Control Act 1982*

- **Charitable and non-profit** (includes Bingo)
  *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** (includes Racing and TAB)
  *Wagering Act 1998*

Further information


Acknowledgements

The RGAC comprises of representatives from the community, gambling industry and Queensland Government and provides advice on responsible and problem gambling-related issues to the Minister responsible for gambling in Queensland. The RGAC provides a forum to develop ethical and responsible approaches to gambling.

The committee is recognised in the Queensland responsible gambling strategy as playing a key role in the Government’s approach to responsible gambling and is a significant source of advice to the State Government on emerging social concerns associated with gambling in Queensland.

The Code of Practice has been developed and updated by a working party comprising of representatives from the RGAC.
The following tables outline which responsible gambling practices apply to the different types of gambling:

<table>
<thead>
<tr>
<th>Responsible gambling practice</th>
<th>Industry sectors</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Provision of information</strong></td>
<td>Bingo</td>
</tr>
<tr>
<td>1.1 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 any cash out facilities which service gambling areas</td>
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</tr>
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<td></td>
</tr>
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<td>✔</td>
</tr>
<tr>
<td>• the nature of games, game rules, odds or returns to players</td>
<td>✔</td>
</tr>
<tr>
<td>• exclusion provisions</td>
<td>✔</td>
</tr>
<tr>
<td>• gambling-related complaint handling procedures</td>
<td>✔</td>
</tr>
<tr>
<td>• key elements of the gambling provider’s financial transaction practices</td>
<td>✔</td>
</tr>
<tr>
<td>1.3 Meaningful and accurate information on the odds of winning major prizes is prominently displayed in all gambling areas and in proximity to relevant games</td>
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<tr>
<td>1.4 Gambling providers are to provide information and materials suitable for predominant cultural groups in their local community</td>
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</tbody>
</table>
## Interaction with customers and community

### 2.1 To support early intervention and prevention strategies where opportunities arise, gambling providers are to establish effective mechanisms to link with:
- local gambling-related support services
- community networks where responsible gambling-related issues could be raised

### 2.2 Gambling providers are to nominate a person/s to perform the customer liaison role and who is to:
- be available during approved opening gaming hours
- 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
- develop linkages with local community groups where opportunities arise

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

### 2.4 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
## Responsible gambling practice

### 3 Exclusion provisions

<table>
<thead>
<tr>
<th>Responsible gambling practice</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>3 Exclusion provisions</strong></td>
<td>Bingo</td>
</tr>
<tr>
<td>3.1 Gambling providers to provide exclusion procedures and supporting documentation</td>
<td>✔</td>
</tr>
<tr>
<td>Category 2 only</td>
<td></td>
</tr>
<tr>
<td>3.2 Gambling providers offer customers who seek exclusion contact information for gambling-related support services</td>
<td>✔</td>
</tr>
<tr>
<td>Category 2 only</td>
<td></td>
</tr>
<tr>
<td>3.3 Excluded customers are to be given support in seeking consensual exclusions from other gambling providers, where practicable</td>
<td>×</td>
</tr>
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<td>3.4 Gambling providers must not distribute promotional or advertising material to persons who are self-excluded, been issued with an exclusion direction for problem gambling or are known to have formally requested that this information not be sent</td>
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</tr>
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### Responsible gambling practice

<table>
<thead>
<tr>
<th></th>
<th>Physical environment</th>
<th>Industry sectors</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td></td>
<td>Bingo</td>
</tr>
</tbody>
</table>

| 4.1 | Minors are prohibited from gambling | ✅ | ✅ | ✅ | ✅ | ✅ | ✅ | ✅ | ✅ |
| 4.2 | Minors are prohibited from designated gambling areas | ✗ | ✅ | ✗ | ✅ | ✗ | ✗ | ✗ | ✗ |
| 4.3 | Provision of hospitality services in areas where gambling is provided 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 child play areas are provided, best efforts should be made to minimise exposure to areas where gambling activities are conducted Where gambling providers offer adjunct child care, these 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 | ✗ | ✅ | ✗ | ✅ | ✗ | ✗ | ✗ | ✗ |
| 4.9 | Prior to the introduction of relevant new gambling products and services, including those which make use of emerging technology, consideration should be given as to the potential impact of the technology on responsible gambling behaviours | ✅ | ✅ | ✅ | ✅ | ✅ | ✅ | ✅ | ✅ |
### Responsible gambling practice

<table>
<thead>
<tr>
<th>5 Financial transactions</th>
<th>Bingo</th>
<th>Casino</th>
<th>Charitable and non-profit (excluding Bingo)</th>
<th>Gaming machine areas in clubs and hotels</th>
<th>Interactive</th>
<th>Keno</th>
<th>Lotteries</th>
<th>Wagering</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 ATMs are not to be located in close proximity to designated gambling areas, or in the entry to gambling areas, where safe and practicable</td>
<td>✗</td>
<td>✔</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td></td>
<td></td>
<td>✗</td>
</tr>
<tr>
<td>5.2 Gambling providers are to establish a limit above which all winnings are paid by cheque or electronic transfer</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
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<td>✔</td>
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<tr>
<td>The following cheques can be cashed only by prior arrangement:</td>
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<td>✔</td>
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</tr>
<tr>
<td>• cheques not made payable to the venue</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<td>✔</td>
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<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>• multiple cheques</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<td>✔</td>
<td>✔</td>
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<td>✔</td>
</tr>
</tbody>
</table>

**Charitable and non-profit**

(Category 3)—excludes Bingo

- gross proceeds more than $50,000
- gross proceeds more than $2000 but not more than $20,000

**Bingo**

(Category 2)

- required
- not required and/or not applicable

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Queensland responsible gambling | Code of Practice
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