

Northern Territory

Code of Practice For Responsible Gambling

Statement

This Code of Practice reflects a partnership between Northern Territory gambling providers, Government, regulators and counseling services and forms an essential part of managing gambling services provided by Northern Territory gambling licensees. It represents a whole-of-industry commitment to best practice in the provision of responsible gambling.

Objective

For the majority of people, gambling is an enjoyable leisure and entertainment activity. However, for some, gambling can have negative impacts.

The Northern Territory community expects gambling services to be provided in a responsible manner and in harmony with community expectations. This Code sets out certain practices to be adopted by Northern Territory gambling providers in the provision of their services, so as to minimise the harm to consumers that may be adversely affected by gambling.

What is Responsible Gambling?

“Responsible gambling” is a broad concept and involves the conduct of gambling in a manner whereby the potential for harm associated with gambling is minimised.

It respects the responsibility of individuals for their own actions, but also acknowledges a responsibility on the part of the service providers.

Responsible gambling has regard to the context in which gambling occurs, the inducements made to gamble, the way the gambling service operates and the integrity of the gambling operator.

The aim is to enable persons to make informed decisions about their participation in gambling and, if harm has occurred, to provide access to gambling help services.

What is Problem Gambling?

Problem gambling exists when there is a lack of control over gambling, particularly the scope and frequency of gambling, the level of betting and the amount of leisure time devoted to gambling. The negative consequences of problem gambling may include:

Problem Gambling ...

- The gambler suffering excessive financial losses relative to the gambler's means;
- Adverse personal affects on the gambler, his or her family and friends;
- Adverse affects on employers and work performance; and
- Other costs which are borne by the community.

Expected Outcomes

This Code of Practice aims to achieve the following outcomes:

- Minimising the extent of gambling-related harm to individuals and the broader community;
- Enabling customers to make informed decisions about their gambling practices;
- Enabling people adversely affected by gambling to have access to timely and appropriate assistance and information;
- Promoting a shared understating between individuals, communities, the gambling industry and Government of responsible gambling practices and an understanding of their rights and responsibilities in relation to these practices;
- Ensuring the gambling industry provides safe and supportive environments for the delivery of gambling products and services

The Responsible Gambling Manual

This Code contains the practices to be applied to achieve industry "best-practice" in the delivery of gambling services.

Though the principles are intended to apply to all gambling providers and all forms of gambling, the method of implementing the Code will vary according to the form of gambling, and will change over time as new operating practices emerge.

Accordingly, while this Code contains specific clauses and describes the expected outcomes, the way these outcomes are to be achieved plus detailed descriptions of responsible gambling practices relevant to each sector of the gambling industry, are contained in the associated Responsible Gambling Manual. The Appendix attached to both Code and Manual indicates how the practices apply to each sector of the industry.

Continual review of the Code and Manual

Both the Code of Practice and the Manual are “living documents” in the sense that they will be amended to take account of new operating practices, effectiveness of current measures, research in problem gambling, and changing circumstances.

As “best-practice” is constantly evolving and changing in the light of new research, new technology and new business practices, the Code and the Manual will be subject to regular review and evaluation.

Responsible Gambling Advisory Committee

The Northern Territory Responsible Gambling Code of Practice has been developed by the Responsible Gambling Advisory Committee in consultation with the gambling industry. The Committee comprises representation from the following organisations:

- Amity Community Services
- Anglicare Top End
- Australian Hotels Association NT Branch
- CentreRacing
- Clubs NT
- Darwin Turf Club Incorporated
- IASbet Limited
- Jupiters Limited
- Lasseters Hotel Casino
- MGM Grand Darwin
- MultiBet.com Pty Ltd
- Northern Territory Licensing Commission
- Northern Territory TAB
- Northern Territory Treasury – Racing, Gaming and Licensing
- Relationships Australia NT Inc
- Salvation Army
- Tattersalls Sweeps Pty Ltd

The Responsible Gambling Practices

1. Provision of Information

A gambling provider is to adopt strategies for the provision of information to ensure that customers can make informed decisions about their gambling.

- 1.1 **Information about the Potential Risks** associated with gambling and where to get help for problem gambling is to be prominently displayed in all gambling areas and near ATM and EFTPOS facilities servicing gambling areas where these are provided.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: Information about the potential risks associated with gambling and, as appropriate, where to get help for problem gambling is to be provided from the site.

- 1.2 **A Responsible Gambling Mission Statement** is to be clearly displayed.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: The Responsible Gambling Mission Statement may be displayed and additional initiatives adopted as outlined above that are applicable to and varied to meet internet gambling.

- 1.3 **Information on the Odds or Win Rates of Major Prizes.** Easily understood and accurate information on the odds or win rates of major prizes is to be accessible in gambling area, in proximity to relevant games and on web sites.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: Easily understood and accurate information on the odds or win rates of major prizes is to be accessible from the web site and in proximity to relevant bet type or games.

- 1.4 **Information is Available on Request:** Customers are to be advised that the following information is available on request:

- a) The gambling provider's Responsible Gambling Practices documentation including, where appropriate, policies for addressing problem gambling issues relevant to the local community;
- b) The nature of games, game rules, odds or returns to player;
- c) Self-Exclusion provisions;
- d) Gambling-related complaint resolution mechanisms.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees:

- a) A copy of the gambling provider's Responsible Gambling Practices document;
- b) The nature of games, game rules, odds or returns to player;
- c) Self-Exclusion provisions;

d) Gambling-related complaint resolution mechanisms.

2. Interaction with Customers and Community

2.1 **Community Liaison.** To support early intervention and prevention strategies, gambling providers are to:

- Establish appropriate links with gambling-related support services.
- Consult with local communities where relevant.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: The internet gambling provider is expected, as far as is reasonable and practicable, to establish links with gambling-related support services and provide a contact point for Responsible Gambling issues.

2.2 **Customer Complaints.** Resolution mechanisms for recognising and addressing complaints are to be established and promoted by gambling providers. Any complaints concerning breaches of the Code will be directed to the individual provider. It is then the responsibility of that particular gambling provider to ensure that mechanisms are in place to address complaints in a manner that enables any legitimate issue to be dealt with effectively in order to ensure that this Code is upheld and that any breach is rectified as soon as possible.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: Mechanisms for addressing and resolving complaints are to be established and promoted by gambling providers. Any complaints concerning breaches of the Responsible Gambling Code are to be dealt with by the operator, in the first instance, and any breach of the Code rectified as quickly as possible.

2.3 **Responsible Gambling Records.** Gambling providers will maintain a Responsible Gambling Incident Register and ensure recording of action taken by staff to assist people in accordance with the Code. The register will include the following particulars:

- a) Date, time, location and nature of any event where a patron reports a gambling-related problem.
- b) Name and address (if known) or description of the person in relation to whom action was taken.
- c) Action taken and by whom.
- d) Details of Self-Excluded persons under Section 4 of the Code.

In the case of casinos, the Log filed monthly with the Director replaces the Register.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: gambling providers are to maintain full records of incidents, complaints and action taken by staff to assist people in accordance with the Code.

3. Training & Skills Development

- 3.1 **On-going Training.** Mechanisms are to be established to ensure gambling-relevant customer service staff receive appropriate information and on-going training in the provision of responsible gambling services and products.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: Mechanisms are established to ensure all key personnel including gambling-related customer service staff and managers receive appropriate information and training on an on-going basis in the provision of responsible gambling services.

- 3.2 **Training Time Frame.** **All** relevant staff engaged in gambling services must complete appropriate gambling training within three months of the commencement of their employment.

- 3.3 **Product Comprehension.** **All** gambling providers will ensure staff engaged in gambling services have undertaken training and are able to provide a full explanation of the type of product offered, its Rules and How to Play, and, as applicable, the chances of winning.

- 3.4 **Responsible Gambling Contact Points.** Gambling providers will nominate one or more staff members for each of their operations, venues, sites or outlets as Responsible Gambling Liaison Officers to act as contact points when approached for problem gambling support services.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: The gambling provider will ensure the due allocation between staff of duties for responsible gambling-related issues.

4. Exclusion of Problem Gamblers.

Gambling providers are to provide patrons who feel they are developing a problem with gambling, with the option of excluding themselves from the gambling venue or site.

4.1 **Patron Responsibility.** Gambling patrons will be encouraged to take responsibility for their gambling activity. Gambling providers are to provide patrons who feel they are developing a problem with gambling with the option of excluding themselves from the gambling venue or site.

4.2 **Self-Exclusion Procedures.** A generic form of self-exclusion has been developed for use by Northern Territory gambling providers, (Note: casinos have specific provisions in place). Procedures with clear, supporting documentation are to be implemented and application forms for self-exclusion must be available at Reception, within the gambling area, adjacent to the gambling products or/and on the website.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: Appropriate self-exclusion facilities and procedures are to be developed and implemented.

4.3 **Completed Self-Exclusion Forms.** Management and/or security staff of the gambling provider to be supplied with the completed self-exclusion forms together with, where appropriate, a photo of the relevant person. These forms will include the stated wish of the patron to be reminded of their desire to be excluded from the specified gambling provider. Details will also be entered in the Responsible Gambling Incident Register.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: The website is to operate such that the submission of a completed self-exclusion triggers technical responses that block access by the player to the site, and this action is written to the audit log for the system.

4.4 **Counselling Contact Information.** Gambling providers are to offer customers who seek self-exclusion and/or express a concern that they have a gambling problem, contact information for appropriate counselling agencies.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: As appropriate, gambling providers are to offer customers who seek self-exclusion contact information for appropriate counselling agencies.

4.5 **Self-Exclusion from Other Gambling Providers.** Self-exclusion gambling customers are to be given support and encouragement in seeking self-exclusions from other gambling providers.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: Self-exclusion gambling customers are to be given support and encouragement in seeking self-exclusions from other Australian gambling providers.

4.6 **Correspondence or Promotional Material.** All gambling providers are not to send correspondence or promotional material to gambling customers who are

excluded from their services or who request that this information not be sent to them.

5. Physical Environment

A gambling provider is to provide a safe environment to protect the interests of gamblers themselves, their friends and family, and a physical environment that is consistent with responsible gambling.

- 5.1 **Passage of Time.** Gambling providers will implement practices to ensure that customers are made aware of the passage of time. e.g. clearly visible clocks in the vicinity of cash cages and cash dispensers, together with natural lighting where possible.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: Gambling providers will implement practices to ensure that customers are made aware of the passage of time.

- 5.2 **Intoxicated Customers.** Customers who are intoxicated are to be removed from the premises licensed under the Liquor Act, under the strict requirements of the law.
- 5.3 **Child Care Facilities.** Where gambling providers offer child care facilities, these facilities must recognise all child care regulations and patrons must be encouraged to check their child a minimum of once an hour and adhere to a maximum of a 3 hour stay permitted at the child care facility within any 24 hour period.
- 5.4 **Procedures to Check Venues and Car Parks.** Gambling providers, where practical, will adopt procedures to check venues and venue car parks under their control with the aim of reducing the risk of children being left unattended.

6. Minors

All gambling providers are to adopt appropriate strategies to ensure minors are prohibited from gambling and not induced to gamble.

- 6.1 **Prohibition of Minors.** Minors are prohibited from gambling and gambling providers will check the identification of any person whom they have reason to believe might be less than 18 years of age.

For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: Minors are prohibited from gambling and gambling providers are to obtain adequate evidence of identity and age of any player who they have reason to believe might be under 18.

- 6.2 **Activities for Minors** run by gambling providers must not promote any aspect of gambling and should not be conducted in close proximity to gambling activities.

6.3 **Minors as Staff Members.** Minors are discouraged from selling NT Keno and lottery products.

7. Financial Transactions

Financial transactions associated with gambling are to be undertaken in a responsible manner, which includes such factors as the location and operation of Automatic Teller Machines ("ATMs"), the provision of credit or granting loans for the purpose of gambling, and the cashing of cheques.

7.1 **Signage.** ATMs situated within premises which provide licensed gambling services will have on or within close sight of them problem gambling warning signage and appropriate support service contact details in a manner clearly visible to customers.

7.2 **ATM and EFTPOS Facilities** will have access only to debit accounts; access to credit accounts will not be permitted.

7.3 **Credit and Money Lending.** **All** gambling providers, with the exception of bookmakers, are not to provide credit or lend money to anyone for the purpose of gambling.

7.4 **Cashing of Cheques**, whether personal or third party, on the gambling provider's licensed premises for the sole purpose of gambling is forbidden.

In the case of the Northern Territory casino licensees, cashing of personal or third party cheques on the gambling provider's licensed premises for the purpose of gambling is only permitted for customers who have opened an account for such purpose with the gambling provider; and have provided the gambling provider with account information and signatory information as defined in the Financial Transactions Reports Act 1988 (Cth).

8. Advertising and Promotions

Advertising and promotions are to be delivered in an honest and responsible manner with consideration given to the potential impact on people adversely affected by gambling.

- 8.1 **Compliance with the Advertising Code of Ethics.** Advertisements must comply with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers or the Advertising Federation of Australia. Any television advertising and promotion must also comply with the Federation of Commercial Television Stations (FACTS) Code of Practice.
- 8.2 **Return to Player.** Advertising and promotions shall not be false or deceptive, particularly with respect to the chances of winning a prize, "the return to player".
- 8.3 **Accurate Details.** Advertising, marketing and promotions must accurately detail prizes on offer and the game results available.
- 8.4 **False Impressions.** **No** advertising produced by any gambling provider is to give the impression that gambling is a reasonable strategy for financial betterment.
- 8.5 **Minors.** Advertising displays and point of sale material for gambling products must not be directed at minors, portray minors participating in gambling, or be set up in an area specifically to target minors.
- 8.6 **Problem Gambling Signage.** Advertising displays at the point of sale are to have on or within sight of them appropriate problem gambling warning signage in a clearly visible manner.
For Internet/Telephone Sports Bookmakers and Online Gaming Licensees:
Advertising and promotions directed at Northern Territory residents are to contain appropriate problem gambling warning signage in a clearly visible manner.
- 8.7. **Notices of Winnings Paid.** Advertising of individuals' winnings paid should only be displayed within the gambling provider's premises.
For Internet/Telephone Sports Bookmakers and Online Gaming Licensees:
Advertising of winnings paid should only be displayed on the provider's internet site.
- 8.8 **Urging to Buy.** Gambling providers are not to verbally urge non-gambling customers to buy gambling products.
For Internet/Telephone Sports Bookmakers and Online Gaming Licensees: Gambling providers are not to verbally urge non-gambling Northern Territory residents to buy gambling products.

9. Privacy Policy

The gambling provider must maintain the privacy of player information and must ensure, as far as possible, that there is no unauthorised or inappropriate disclosure of personal information obtained or kept under this Code of Practice.

Signatories

All parties to this Code agree to be bound by its terms, conditions and obligations:

Glossary of Terms

“gambling”	includes gaming, wagering or betting under a gambling law of the Northern Territory.
“gambling area”	means an area approved under a gambling law for the conduct of gambling, or otherwise, where gambling takes place.
“gambling provider”	means the holder of a licence under a gambling law of the Northern Territory.
“problem gambler”	means an individual affected by gambling to the point of no longer having normal control or rational judgment, leading to problems in other areas of the gambler’s life.
“wagering”	means placing a bet on the outcome of racing, sport or other events covered by totalisators or licensed bookmakers either on-course, off-course or on-line.

Acknowledgements

This Code is modeled on the Queensland Responsible Gambling Code of Practice as well as the ACT Gambling and Racing Control (Code of Practice).

