

RESPONSIBLE WAGERING CODE OF PRACTICE

RACING AND WAGERING
WESTERN AUSTRALIA

OUR COMMITMENT

Racing and Wagering Western Australia (RWWA, we or our) is committed to ensuring that members of the community who engage in our products and services do so responsibly. Together with the WA Racing Clubs, we are focused on positioning ourselves as a competitive and responsible organisation while ensuring the necessary safeguards and harm minimisation tools are implemented and available to the communities in which we operate.

Responsible wagering occurs in a regulated environment where the potential for harm associated with wagering is minimised and individuals are empowered to make informed decisions about their participation in wagering activities.

This Responsible Wagering Code of Practice (Code) represents a unified and shared commitment to provide wagering products and services in a responsible and accountable manner while recognising our responsibility to ensure the wellbeing of our customers, their families and friends, and the broader community.

PURPOSE

The purpose of this Code is to:

- (a) ensure the responsible provision of wagering; and
- (b) provide customers with the necessary tools and resources to minimise the risk of harm that may be experienced when participating in wagering activities.

SCOPE

This Code applies to:

- (a) RWWA and our employees;
- (b) all WA TAB Agencies and all people employed at WA TAB Agencies;
- (c) all WA TAB Venues and all people employed at WA TAB Venues; and
- (d) any other wagering operations conducted by or on behalf of RWWA.

We recommend that all WA Racing Clubs and on course totalisators adopt this Code or develop their own responsible wagering code of practice.

We regularly monitor compliance with this Code through internal procedures and include a requirement to adhere to this Code in all new terms of employment and agency agreements entered into by RWWA.

RESPONSIBLE PROVISION OF WAGERING

We are committed to supporting the communities in which we operate. We acknowledge our moral, social and corporate responsibilities to encourage and support those who participate in wagering activities to do so responsibly. We actively promote a view of shared responsibility and provide all participants an open and supportive environment in which to safely engage in our products and services.

Our responsible provision of wagering is set out below.

ACCESSIBLE INFORMATION

This Code supports the principle of ‘informed choice’ by providing customers with sufficient information and knowledge of our wagering products and services to empower them to engage in our products and services responsibly.

To support the responsible provision of wagering, our customers have access to:

- (a) information enabling them to make informed choices about their participation;
- (b) information to educate them on the roles and rights of individuals, communities, the gambling industry and Government in relation to responsible wagering;
- (c) problem gambling support services in WA and in other Australian jurisdictions; and
- (d) our employees and Retail Agents trained in the responsible service of wagering.

OUR PRODUCTS

We provide our customers with:

- (a) accurate information on odds, pool sizes, win rates and approximate dividends;
- (b) information on racing and sports events, including names and number of starters/competitors, date, location and race/event number;
- (c) information on rules in relation to bet types in simple language; and
- (d) form information pertaining to wagering product (where available).

INFORMATION ON REQUEST

Upon request, we provide information in relation to:

- (a) this Code;
- (b) our self-exclusion program; and
- (c) wagering related complaint resolution mechanisms.

OUR TERMS AND CONDITIONS

The terms and conditions of a TABtouch Account are available [here](#) and can also be found on terminals in all WA TAB Agencies and WA TAB Venues.

A RESPONSIBLE ENVIRONMENT

RESPONSIBLE MESSAGING

We display and/or make available in each WA TAB Agency and WA TAB Venue, in a prominent position (electronically and/or physically), information highlighting:

- (a) responsible wagering messages; and
- (b) contact information of support services for any person seeking such information and/or support.

In accordance with the National Consumer Protection Framework for Online Wagering, we include responsible wagering messages on all wagering materials, communications, promotions and advertisements.

We also incorporate responsible wagering messages in and/or on:

- (a) form guides;
- (b) TAB Radio;
- (c) EFTPOS facilities;
- (d) betting tickets; and
- (e) point of sale and printed entry forms for any competitions.

FORM GUIDES

Where we provide form guides, at least one responsible wagering message will be included per edition (where exclusive sponsorship contracts are not applicable).

TAB RADIO AND INTERNET

We broadcast on TAB Radio periodic responsible wagering messages, including the wagering support services helpline.

Responsible wagering messages are displayed across all pages of the TABtouch Website, including the contact details of wagering help services available to customers.

In accordance with South Australian legislation, we display the following text on any RWWA website:

"Don't let the game play you. Stay in control. Gamble responsibly
South Australia Gambling Help Line 1800 858 858".

AUTOMATIC TELLER MACHINES

We do not permit ATMs in any WA TAB Agency. ATMs located within a WA TAB Venue should display responsible wagering messages and support service contact details near or on the ATM.

EFTPOS FACILITIES

We do not provide cash withdrawals from credit facilities through EFTPOS services in any WA TAB Agency. Where EFTPOS facilities are available in a WA TAB Agency, credit transactions are prohibited. Existing bank card daily withdrawal limits also apply.

EFTPOS facilities located within a WA TAB Agency are to display responsible wagering messages and appropriate support service contact details near the facility.

RESPONSIBLE WAGERING OFFICERS

Our Chief Legal, Governance and Risk Officer is RWWA's Responsible Wagering Management Representative under this Code and is responsible for:

- (a) coordinating the promotion of responsible wagering throughout the industry;
- (b) providing appropriate information to assist customers with wagering-related problems;
- (c) supporting employees in providing assistance to customers;
- (d) evaluating and approving compliance of advertising material; and
- (e) acting as a key contact for support services and research initiatives.

Our Responsible Wagering Officer(s) are responsible for:

- (a) managing our Responsible Wagering Self-Exclusion Program;
- (b) providing appropriate information to assist customers as required; and
- (c) supporting employees in providing assistance to customers.

These roles work in conjunction with Retail Agents, their employees and RWWA management to fulfil our responsible wagering commitments and obligations specified in this Code.

SAFETY AND SECURITY

All WA TAB Agencies are required to take reasonable measures to provide customers with an environment that is pleasant, comfortable, and safe while not encouraging irresponsible wagering.

BETTING UNDER THE INFLUENCE

Retail Agents and their employees are prohibited by law to knowingly accept wagers from persons under the influence of intoxicating liquor or drugs.

Persons suspected to be under the influence of intoxicating liquor or drugs are to be excluded from entering or remaining in a WA TAB Agency.

MINORS

Retail Agents and their employees must request and check the identification of any person entering and/or seeking to wager at a WA TAB Agency or WA TAB Venue if they believe that it is reasonably possible that the person is under eighteen years of age.

Persons under eighteen years of age are prohibited from:

- (a) entering or remaining in any WA TAB Agency;
- (b) participating in any form of wagering;
- (c) opening or using a TABtouch Account; and
- (d) selling bets.

It is unlawful to place a bet or collect winnings from a bet on behalf of a person under eighteen years of age.

ACCEPTABLE FORMS OF PAYMENT

We accept the following forms of payment for bets:

- (a) cash (including cash vouchers);
- (b) cheque, completed in accordance with legislation; or
- (c) betting via a TABtouch Account in a WA TAB Agency.

We accept the following forms of deposits into a TABtouch Account:

- (a) cash;
- (b) electronic funds transfer;
- (c) cheque, subject to clearance by the relevant financial institution; and
- (d) debit card.

CREDIT BETTING

We do not permit credit betting under any circumstances.

LOANS

We do not lend any funds for the purposes of wagering.

ADVERTISING, PROMOTIONS AND INCENTIVES

We ensure any advertising, promotions or incentives are delivered in a responsible manner with consideration given to the potential impact on people adversely affected by wagering. Specifically, we will ensure that any advertising, promotions or incentives:

- (a) do not offer any credit, voucher or reward to a person to open a TABtouch Account or to a customer to refer another person to open a TABtouch Account;
- (b) are not false, misleading or deceptive;
- (c) are in good taste, do not offend community standards and do not involve or encourage minors to participate in wagering;
- (d) are not broadcast during programs targeted specifically at minors;
- (e) do not depict or promote the consumption of alcohol while wagering;
- (f) do not give the impression that wagering is a responsible strategy for financial betterment;
- (g) do not offer inducements or promotions that encourage irresponsible or excessive wagering; and
- (h) avoids cooperative advertising with companies whose predominant products are children's products / activities.

We also ensure prizes for competitions, promotions or provision of incentives do not incorporate:

- (a) cash in a form where it can be immediately reinvested (prizes may be in the form of a cheque made payable to the winner);
- (b) alcohol;
- (c) betting vouchers or tickets to a value greater than \$500; and
- (d) payments provided through our Customer Relationship Management Program exceeding \$2,000.

We are committed to ensuring all advertising, promotions or incentives comply with:

- (a) legislative and regulatory requirements;
- (b) the National Consumer Protection Framework for Online Wagering; and
- (c) the Australian Association of National Advertisers Code of Ethics.

GRATUITIES

Our employees, and Retail Agents and their employees involved in the provision of wagering are not to accept gratuities from any customers. Where an offer of gratuities is made, employees must refuse the gratuity and log the incident in the Responsible Wagering Incident Log.

EMPLOYEE WAGERING

All Retail Agents and their employees are prohibited by law to engage in any form of wagering while on duty other than where doing so has been authorised as an act of duty.

In addition, our employees must adhere to our internal betting on duty policies and procedures.

HARM MINIMISATION MEASURES

INFORMATION

Responsible wagering information and messages, as set out above, are provided and displayed appropriately in all WA TAB Agencies.

EMPLOYEE TRAINING

Our employees involved in the provision of wagering, Retail Agents and their employees, and Account Service Managers and Operators, are trained in accordance with this Code and the principles of responsible wagering. We provide timely and appropriate information and assistance to customers adversely affected by wagering.

We have developed a fit for purpose training program that all relevant employees, Retail Agents and their employees, and Account Service Managers and Operators are required to undertake on a regular basis suitable to their role.

VOLUNTARY BET LIMITS

TABtouch Account customers can set a single bet limit on their TABtouch Account. These limits apply to both racing and sports betting and must be in whole dollars.

Customers can set a bet limit by logging into their TABtouch Account, selecting 'My Account' followed by 'Bet Limits'.

Amending bet limits on a TABtouch Account is subject to a seven day cooling off period.

VOLUNTARY DEPOSIT LIMITS

The TABtouch App and TABtouch Website enables customers to set limits on the daily amount they can deposit into their TABtouch Account. Deposit limits include the sum of deposits made in a chosen frequency and includes cash, debit card, PayPal and BPAY.

TAKING A BREAK

Through the TABtouch App and TABtouch Website, customers can elect to restrict access to their TABtouch Account by 'Taking a Break'.

Taking a Break will restrict a customer's access to their TABtouch Account for a set period, chosen by them.

During a break period, customers will not be able to deposit or place bets on their TABtouch Account. However, they will still be able to withdraw funds from their TABtouch Account.

Taking a Break cannot be reversed, and our Customer Management Centre are unable to reactivate a TABtouch Account during the chosen break period.

ACTIVITY STATEMENTS

All TABtouch Account customers are provided with a monthly activity statement setting out all transactions for the month, including deposits, wins, losses, withdrawals and spend, net result, and the net win or loss for the prior six months.

TABtouch Account customers can review their activity at any time through the TABtouch App, on the TABtouch Website or by contacting our Customer Management Centre on 1300 36 36 88.

UNSUBSCRIBE FROM MARKETING AND PROMOTIONAL MATERIALS

TABtouch Account customers can elect to opt out of receiving marketing and promotional materials from us.

WA TAB AGENCY SELF-EXCLUSION PROGRAM

Our Self-Exclusion Program provides customers with the option to inform us that they wish to be voluntarily prevented from entering a WA TAB Agency (or multiple WA TAB Agencies) or contacted via telephone and online betting account services and racecourse totalisator facilities.

As part of our Self-Exclusion Program, customers can elect to enter into an agreement that specifies the terms of the self-exclusion, a cooling off period and the terms under which they may apply to revoke their self-exclusion after a minimum period of 12 months.

WA TAB Agencies must:

- (a) provide customers seeking self-exclusion with the contact details of the Responsible Wagering Officer and information including contact numbers for support services as appropriate; and
- (b) not send correspondence or promotional material to customers who are excluded or known to have formally requested this information not be sent.

For additional details on the Self-Exclusion Program, contact our Responsible Wagering Officer.

RESPONSIBLE WAGERING RECORDS

As determined by RWWA from time to time, each WA TAB Agency is to maintain responsible wagering records, including:

- (a) the details of self-excluded persons;
- (b) a log of responsible wagering related employee training and compliance checks; and
- (c) responsible wagering materials.

The responsible wagering records should be maintained by WA TAB Agency senior employees and used by all WA TAB Agency employees for its intended purpose. Upon request, the records should be made available to RWWA's Retail Business Partners, Retail Compliance Partners, Compliance employees, the Responsible Wagering Officer and authorised officers from the Department of Local Government, Sport and Cultural Industries.

BETSTOP – NATIONAL SELF-EXCLUSION REGISTER

Customers can self-exclude from all Australian online wagering services by registering on the National Self-Exclusion Register via www.betstop.gov.au or 1800 238 786.

ONLINE ACCOUNT CLOSURE

TABtouch Account customers can close their TABtouch Account on the TABtouch Website, via the TABtouch App or by contacting our Customer Management Centre on 1300 36 36 88.

PRIVACY

Our employees, and Retail Agents and their employees must comply with our Privacy Policy, and any applicable privacy laws and regulations.

RESOURCES

TABtouch Account customers, their families, or any other person can contact the following services to receive free information, advice and support:

- (a) Centrecare Gambling Help WA via 08 9325 6644;
- (b) Gambling Help Online via 1800 858 858 or www.gamblinghelponline.org.au for free 24/7 anonymous support;
- (c) BETSTOP – the National Self-Exclusion Register via 1800 238 786 or www.betstop.gov.au;
- (d) GAMBLEAWARE via www.gambleaware.com.au; and
- (e) Gambler's Help Youth Hotline for under 25s via 1800 262 376.

REVIEW OF RESPONSIBLE WAGERING CODE OF PRACTICE

We are committed to continuously monitoring and improving this Code to evaluate effectiveness and ensure compliance with applicable legislation and best practice. This Code will be reviewed no less than once every two years.

DEFINITIONS

Account Managers and Operators means RWWA employees that provide telephone or Internet wagering services who are directly involved in the provision of wagering services and products.

Retail Agent means a person engaged by RWWA via an Assignable Business Licence Agreement to operate a WA TAB Agency or otherwise to operate a WA TAB Venue.

TAB Radio means the radio station owned and operated by RWWA.

TABtouch Account means a customer account that enables wagering through the TABtouch App and TABtouch Website.

TABtouch App means the mobile application called TABtouch that is owned by RWWA.

TABtouch Website means <https://www.tabtouch.com.au/>.

WA Race Club means a club that is licensed by RWWA to undertake racing events / meetings under such terms and conditions determined by RWWA.

WA TAB Agency means any venue or premises that has entered into an Assignable Business Licence Agreement with RWWA to conduct or facilitate totalisator and fixed odd wagering.

WA TAB Venue means any venue or premises in which totalisator and fixed odd wagering is conducted or facilitated by RWWA that is not a WA TAB Agency, including defined areas within premises licensed under the *Liquor Licensing Act 1988*.

ACKNOWLEDGEMENTS

We acknowledge that in developing this Code, we have utilised concepts and materials from:

- (a) the Queensland Responsible Gambling Advisory Committee;
- (b) the International Responsible Gambling Code developed by GAMCARE, the Remote Gambling Association and Commerce and Online Gaming Regulation and Assurance;
- (c) the NT Code of Practice for Responsible Service of Online Gambling 2019; and
- (d) the Responsible Gambling Code of Conduct developed by Tabcorp Wagering (VIC) Pty Ltd.

April 2025

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