

**RACING & WAGERING WESTERN AUSTRALIA**

**RESPONSIBLE WAGERING  
CODE OF PRACTICE**

## **Foreword**

While participating in wagering activities may be a pleasurable leisure pursuit for many, the WA Racing Industry acknowledges that for some users, gambling has the potential to become a significant problem that impacts on themselves, their families, their friends and the broader community.

Racing and Wagering Western Australia (RWVA) and the WA Racing Clubs are committed to positioning themselves as a competitive and responsible community organisation in the wagering and gambling industry and reducing the potential for people to develop wagering problems.

The Code of Practice (Code) represents a self-regulatory, whole-of-industry commitment to best practice in the provision of responsible wagering. It is a strategy, for both on and off course services, which incorporates problem gambling prevention initiatives, community education, compliance monitoring initiatives, and possible identification of procedures to connect customers that step forward, to professional support channels.

The Code has been developed by Community, Industry and Government representatives and will be periodically reviewed to evaluate outcomes, effectiveness of the practices, and inclusion of latest research on causes and preventative measures relating to problem gambling.

The Code provides a platform to share best practice across the Racing Industry, as well as supporting its effective implementation. It is supported by an Operational Manual, which will be maintained by the RWVA Responsible Wagering Customer Liaison Officer, relevant brochures, forms and training manuals.

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**Ian Edwards**

**Chief Executive Officer**

**RACING AND WAGERING WESTERN AUSTRALIA**

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**Date**

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Responsible Wagering Code of Practice**

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## 1 GUIDING PRINCIPLE

The Code is based on a unified approach and shared commitment by racing and wagering industry providers to the guiding principle of ethical and accountable behaviour.

This principle recognises the importance of customers' well being with a focus on minimising the potential harm of wagering to themselves, their families, their friends, and the broader community.

## 2 WHAT IS RESPONSIBLE WAGERING?

“Responsible wagering occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in wagering.

Responsible wagering occurs as a result of the collective actions and shared ownership by individuals, communities, the wagering industry and the Government to achieve outcomes that are socially responsible and responsive to community concerns, and is committed to protecting the integrity and image of the wagering product.” (Source: National Guidelines for Responsible Wagering Practices developed by the Australian Racing Ministers Conference)

## 3 WHAT IS PROBLEM GAMBLING?

Problem Gambling is any gambling activity that causes difficulty for an individual. This generally occurs when gambling activity results in a range of adverse consequences including:

- Where the safety and well being of gambling customers, their family, or friends are placed at risk.
- An individual gambles beyond their means.
- An individual gambles impulsively and that individual is unable to control those impulses.

These factors all negatively impact not only the individual but the broader community.

## 4 OUTCOMES

By adopting the Code, RWWA aims to achieve the following goals and outcomes.

- ❖ *Responsible service and delivery of wagering to customers*
  - Provision of information enabling customers to make informed choices regarding their participation;
  - Provision of information to educate customers on the roles and rights of individuals, communities, the gambling industry and Government in relation to responsible gambling practices.
  - Provision of information to customers relating to problem gambling help services available in WA and in other jurisdictions in Australia.
  - Ensure staff and agents receive training in the responsible service of wagering at a level appropriate to their role in the service of products to their customers;
  - Provision of wagering advertising and promotional material in a responsible manner.
- ❖ *Provision of assistance to customers adversely affected by wagering*
  - Provision of training for all staff and agents in the responsible service of wagering at a level appropriate to their role in the service of products;
  - Provision of timely and appropriate information, and assistance to customers adversely affected by wagering; and
  - A self-exclusion program and procedures to support customers who have identified a gambling problem and to connect these customers, who step forward, to professional support channels.
- ❖ *Continuous improvement initiatives:*
  - Biennial review of the Code to ensure relevance to industry best practise.
- ❖ *Research and consultation*
  - Create an ongoing relationship with stakeholders ensuring RWWA is informed of current practices and experiences; and
  - Support independent objective research and develop appropriate enhancements to the Code.

## 5 THE CODE

This Code is applicable to all TAB wagering operations and staff in Western Australia including, all RWWA management and staff; TAB fulltime and PubTAB / ClubTAB agents; and all employees of centres providing telephone or Internet wagering services.

It is recommended that the racing industry including clubs and on course totalisators adopt this code of practise or develop their own code of practise which addresses their Responsible Wagering obligations.

Compliance to the Code will be achieved through the:

- inclusion of monitoring and compliance procedures; and
- incorporation of the requirement to adhere to the code into all new terms of employment and agency agreements entered into by RWWA.

It is the responsibility of the individual Racing Clubs, to adopt this code or develop their own and to introduce any code to their relevant staff.

### 5.1 RESPONSIBLE SERVICE AND DELIVERY OF WAGERING TO CUSTOMERS

#### 5.1.1 Mission Statement

Each wagering provider is to clearly display the Responsible Wagering Mission Statement, aimed at advising customers of RWWA's commitment to reduce the potential for people to develop gambling problems.

Mission Statement:

**“RWWA is committed to supporting the community in which we operate. We acknowledge our moral, social and business responsibilities to promote responsible wagering amongst our patrons. We actively promote a view of shared responsibility and aim to provide all industry participants an open and supportive environment in which to safely participate in our wide and varied activities.”**

#### 5.1.2 Information

The Code supports the principle of 'informed choice', and aims to empower customers with knowledge of wagering products and responsible wagering messages.

##### 5.1.2.1 Wagering Products

Each wagering provider is to provide:

- accurate information on odds, pool sizes, win rates and approximate dividends
- information on Meeting/Sport and Race/Competition details including names and number of Starters/Competitors, date, location and race/event number.
- information on rules in relation to bet types in simple language.
- form information pertaining to wagering product (Where available).

### **5.1.2.2 Responsible Communication**

Each wagering provider is to provide, in a prominent position of the venue, including on any wagering website, information highlighting:

- responsible wagering messages;
- contact information of support services for any person seeking such information and/or counselling.

On request by the customer, each wagering provider is to provide information in regards to the following:

- the Code of Practice;
- self-exclusion programs; and
- wagering related complaints resolution mechanisms.

Wagering providers are to incorporate problem gambling messages in and / or on:

- Form Guides (See Section 5.1.5.2);
- Racing Radio (See Section 5.1.5.3);
- ATMs (See Section 5.1.6.3); and
- EFTPOS Facilities (See Section 5.1.6.4).
- Betting Tickets

### **5.1.3 Customer Assistance and Staff Training**

It is a requirement that all RWWA employees involved in the provision of wagering services, Retail Agents and their staff, Account Service Managers and Operators, will be trained in accordance with this Code. The training program will be an appropriate course established by RWWA.

The training programs will be continuously evaluated and updated where applicable and Retail Agents and their Staff, and Account Service Managers and Operators will attend refresher training at suitable intervals appropriate to their role.

### **5.1.4 Responsible Wagering Responsible Officers**

The Manager Compliance Risk and Legal is appointed as the Responsible Wagering Management representative under this code who will be responsible for:

- coordinating the promotion of responsible wagering throughout the industry;
- providing appropriate information to assist customers with gambling-related problems;
- supporting staff in providing assistance to those customers;
- evaluating and approving compliance of advertising material, in regards to Code guidelines;
- providing assistance to staff with gambling-related problems; and
- acting as key contact for support services and research initiatives.

The Manager Retail Administration is appointed as the Responsible Wagering Customer Liaison Officer under this code who will be responsible for;

- Managing the Responsible Wagering Self – Exclusion Program
- providing appropriate information to assist customers with gambling-related problems;
- supporting staff in providing assistance to those customers;
- providing assistance to staff with gambling-related problems;

These roles will work in conjunction with Retail Agents, their staff and RWWA officers in regards to fulfilment of Responsible Wagering commitments and obligations specified under this Code.

### **5.1.5 Playing Environment**

#### **5.1.5.1 Responsible Wagering Information & Messages**

All wagering venues are to display responsible wagering information and messages as outlined in section 5.1.2.2.

#### **5.1.5.2 Form Guides**

Form guides supplied by RWWA (including TAB Form) are to contain at least one problem wagering message per edition, where exclusive sponsorship contracts are not applicable.

#### **5.1.5.3 Racing Radio and Internet**

Periodic messages detailing the helpline for problem gamblers are to be broadcast over Racing Radio.

rwwa.com.au and ozbet.com.au should contain Responsible Gambling messages and the contact details of gambling help services available to customers.

It is also a requirement of South Australian Government legislation that the following text be displayed on any RWWA website.

*"Don't let the game play you. Stay in control. Gamble responsibly."*

South Australia Gambling Help Line 1800 858 858

#### **5.1.5.4 Safety & Security**

All wagering venues are to take reasonable measures aimed at providing a physical and behavioural environment that is pleasant, comfortable, and safe and does not encourage irresponsible gambling.

#### **5.1.5.5 Unattended Children**

Persons under the age of eighteen years are prohibited by law from entering or remaining in any agency whilst it is open.

TAB full time outlets will not provide childcare within the facilities.

Wagering venues within a liquor licensed TAB outlet that provide child care facilities must conform with the Liquor Licensing Act 1988 and relevant Child Care Legislation and standards, in this regard.

#### **5.1.5.6 Minors**

Persons under eighteen years of age are prohibited by law from wagering.

Persons under eighteen years of age are not permitted to open or use a TAB wagering account.

It is unlawful to place a bet or collect winnings from a bet on behalf of a person under the age of 18.

Persons under eighteen years of age are not permitted to sell bets.

Wagering employees are to check ID of any person seeking to wager at a TAB venue if they believe that it is reasonably possible that the person is under eighteen years of age.

All wagering providers are to display an appropriate notice, which informs patrons that people under the age of 18 are not permitted on the premises.

#### **5.1.5.7 Persons under the influence / Persons smoking**

Wagering agents and staff are prohibited by law to knowingly accept bets from persons under the influence of intoxicating liquor.

Further, the following persons are excluded from entering or remaining in a wagering venue:

- persons apparently under the influence of intoxicating liquor;
- persons who behave in an undesirable, offensive or disorderly manner (example persons are argumentative, swearing, or under the influence of drugs); or
- persons who are smoking a tobacco product (in a non-smoking designated area).

#### **5.1.5.8 Staff Gambling**

All TAB Wagering agents and their staff are prohibited by law to engage in any form of gambling while they are on duty other than where this has been authorised as an act of duty.

In addition all RWWA staff must adhere to the internal HR policy titled "Betting by RWWA Staff" which prevents RWWA staff betting whilst on duty.

#### **5.1.5.9 Gratuities**

RWWA staff, Retail agents and their staff involved in the provision of wagering, are not to accept gratuities from wagering customers. Where staff believe an offer of gratuities is made, they must refuse the gratuity and should log the incident in the Responsible Wagering Incident Log contained at the front of the Self Excluded Persons File.

### **5.1.6 Financial Transactions**

#### **5.1.6.1 Credit Betting**

RWWA staff, Retail Agents and their staff, involved in the provision of wagering, will not permit credit betting under any circumstances.

#### **5.1.6.2 Acceptable forms of payment**

Acceptable forms of payment for bets are:

- cash;
- cheque, completed in accordance with legislation.; or
- betting via TAB Wagering account in an agency

Acceptable forms of deposits on account are:

- cash;
- funds transfer ;
- cheque – subject to clearance by the relevant financial institution.
- credit card (as per prescribed RWWA policies)

#### **5.1.6.3 Automatic Teller Machines**

ATMs shall not be located within a TAB full time venue.

ATMs located within a liquor licensed TAB venue should display problem gambling messages and appropriate support service contact details near to or on the ATM.

#### **5.1.6.4 EFTPOS Facilities**

It is prohibited by law to provide cash withdrawals from credit facilities through EFTPOS services. Where EFTPOS facilities are available in a wagering section of a wagering venue, credit transactions will not be allowed.

Existing bank card withdrawal limits per day apply.

EFTPOS facilities located within a wagering venue are to display problem gambling messages and appropriate contact details near the facility.

#### **5.1.6.5 Loans**

RWWA employees, retail agents and their staff, involved in the provision of wagering services will not lend any customer money for the purpose of placing a bet through or with RWWA.

### 5.1.7 Advertising, Promotions and Incentives

RWWA must ensure any advertising, promotion or incentives are delivered in a responsible manner with consideration given to the potential impact on people adversely affected by wagering. Specifically these strategies will ensure that any advertising, promotion or incentive in regards to wagering activities:

- is not false, misleading or deceptive, particularly in relation to winning;
- is in good taste, does not offend community standards and does not involve or encourage minors to participate;
- does not broadcast during programs targeted specifically at children;
- does not depict or promote the consumption of alcohol while engaged in the activity of wagering;
- does not give the impression that wagering is a responsible strategy for financial betterment;
- does not offer inducements or promotions that encourage irresponsible or excessive wagering by a consumer.
- prizes for competitions, promotions or provision of incentives do not incorporate:
  - cash in a form where it can be immediately reinvested (Note: Prizes may be in the form of a cheque made payable to the winner);
  - alcohol;
  - betting vouchers or tickets to a value greater than \$ 250;
  - payments provided through RWWA's Customer Relationship Management (CRM) Program exceeding \$1,000.
- avoids cooperative advertising with companies whose predominant products are children's products / activities; and
- complies with
  - Legislative / regulatory requirements;
  - Federation of Commercial Television Stations Code of Practice;
  - Australian Association of National Advertisers Code of Ethics.

#### 5.1.7.1 Competitions and Prizes

Point of sale material and printed entry forms, are to be printed with problem gambling messages.

## 5.2 PROVISION OF ASSISTANCE TO CUSTOMERS ADVERSELY AFFECTED BY WAGERING

### 5.2.1 Staff Training

RWWA employees involved in the provision of wagering, TAB Agents and Staff, and Account Service Managers and Operators, are to be trained in the responsible service of wagering at a level appropriate to their role in the service of products, as outlined in section 5.1.3.

### 5.2.2 Information

Responsible wagering information and messages, as outlined in section 5.1.2.2, are to be provided and displayed appropriately in all wagering venues.

### 5.2.3 Self-exclusion Program

RWWA has developed a self-exclusion policy offering options to customers to prevent access to retail outlets, telephone and Internet betting account services and racecourse totalisator facilities. This program incorporates an agreement that a customer enters into that specifies the terms of the program including a cooling off period and the terms under which they may apply to revoke their self exclusion after a minimum period of 12 months.

Wagering venues are to:

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

More specific details of the self exclusion program are available upon request from the Responsible Wagering Customer Liaison Officer or.

### 5.3 CONTINUOUS IMPROVEMENT INITIATIVES

RWWA is committed to continuously monitoring and improving, the Code, policies and procedures, as more is learned about the Code's effectiveness and the nature of problem gambling, through up to date research and learning's.

#### 5.3.1 Responsible Wagering File

Each Wagering Venue is to maintain their own Responsible Wagering File which contains the details and photographs of self excluded persons and an incident log at the front of the file which should be used to record;

- venue responsible wagering related staff training;
- action taken by staff in accordance with Code;
- material complaints / incidents relating to the delivery of responsible wagering; and
- action taken relating to customer exclusion or self-exclusion.

The Responsible Wagering File should be maintained by senior venue / outlet staff and used by all staff for its intended purpose. The incident log from the front of the file should be made available to Territory Managers, Compliance staff, authorised officers from the Department of Racing, Gaming and Liquor and the Manager Retail Wagering upon request.

#### 5.3.2 Compliance Review of Responsible Wagering Code of Practice

The Responsible Wagering Management Representative will co-ordinate a biennial review of this document and any related procedures.

#### 5.3.3 Privacy

RWWA and its venues are to comply with RWWA's privacy Policy, privacy laws and regulations.

### 5.4 RESEARCH AND CONSULTATION

The Responsible Wagering Management Representative will retain contact information and create an ongoing relationship with support services and relevant stakeholders, ensuring appropriate current practices and experiences are enhanced or included in the Code of Practice and Association Manuals.

## 6 GLOSSARY OF TERMS

### **Wagering Provider:**

An organisation that provides products and services, enabling customers to wager on the outcome of on and off-course thoroughbred, harness and greyhound racing, and / or sports events.

### **Wagering Venues:**

Wagering Venues are defined as any outlet or venue in which totalisator and fixed odd wagering is conducted. This includes:

- TAB full time agencies;
- Defined areas within premises licensed under the *Liquor Licensing Act 1988*; and

### **Account Service Centres:**

Account Service Centres are defined as a RWWA Centre in which totalisator or fixed odds wagering is conducted. This includes:

- Telephone betting services; and
- Internet betting services.

### **Racing Clubs**

Racing Clubs means Clubs that are licensed to undertake racing events under such terms and conditions determined by RWWA.

### **Industry Employees:**

RWWA employees not involved directly in the provision of wagering services.

### **Agents and Staff:**

RWWA employees or agents directly involved in the provision of wagering services.

### **Account Managers and Operators:**

Staff employed in Racing Industry Centres that provide telephone or Internet wagering services who are directly involved in the provision of wagering services.

## **7 ACKNOWLEDGEMENTS**

It is acknowledged that in the development of this Code of Practice, we have utilised concepts and materials contained within the Codes of Practice developed by:

- the Queensland Responsible Gambling Advisory Committee;
- International Responsible Gambling Code developed by GAMCARE, the Remote Gambling Association and COGRA (Commerce & Online Gaming Regulation & Assurance).