

# Casino Gambling Code of Practice

## Part 1—Preliminary

### 1. Scope

This code of practice is prescribed under section 15 of the *Gambling Administration Act 2019*, for the purposes of the *Casino Act 1997*, and is inclusive of the advertising code of practice and the responsible gambling code of practice.

### 2. Commencement

This code of practice is operational from 31 July 2022 and varied on 30 March 2023.

### 3. Purpose of the code

- (1) The purpose of this code of practice is to promote the objects of the *Gambling Administration Act 2019* and, in particular—
  - (a) to reduce the prevalence and severity of harm associated with the misuse and abuse of gambling activities; and
  - (b) to foster responsible conduct in relation to gambling and in particular, to ensure that gambling is conducted responsibly, fairly and honestly, with regard to minimising the harm associated with gambling; and
  - (c) to facilitate the balanced development and maintenance, in the public interest, of an economically viable and socially responsible gambling industry in the State recognising the positive and negative impacts of gambling on communities; and
  - (d) to ensure that gambling is conducted honestly and free from interference, criminal influence and exploitation; and
  - (e) to ensure, as far as practicable, that the conduct of gambling is consistent with the expectations and aspirations of the public.
- (1a) For the purposes of clause 3(1)(a) harm associated with the misuse and abuse of gambling activities includes—
  - (a) the risk of harm to children, vulnerable people and communities (whether to a community as a whole or a group within a community); and
  - (b) the adverse economic, social and cultural effects on communities (whether on a community as a whole or a group within a community); and
  - (c) the adverse effects on a person's health or welfare; and
  - (d) the adverse effects on a person's family, friends and work colleagues.
- (2) The intention of this code of practice is to commit the holder of the casino licence (the licensee) to:
  - (a) ensure that gambling practices are consistent with the community's expectations that gambling businesses will be conducted in a responsible manner so as to minimise the harm caused by gambling;
  - (b) ensure that gambling advertising is consistent with the community's expectations that gambling businesses will be conducted in a responsible manner so as to minimise the harm caused by gambling and is socially responsible;
  - (c) consider and implement measures to minimise harm associated with gambling activities;

- (d) maintain standards of operational practice that, as a matter of course, address harm minimisation;
- (e) not undertake operational practices involving unacceptable risk of harm.

## 4. Interpretation

- (1) Unless the contrary intention appears, expressions defined in the *Gambling Administration Act 2019* and *Casino Act 1997* have the same meanings in this code of practice.

**condensed warning message** means the following message - “Gamble responsibly”

**gambling advertising** means any advertising by the licensee of a particular gambling product, products or gambling activity, whether in print or electronic form, including media (internet and all electronic and social media), radio, television, print media, signs and billboards, and any advertising on radio or television in the nature of a plug or program content which is in exchange for payment, or some other form of valuable consideration.

**inducement** means any credit, voucher or reward offered to a person as an inducement to participate, or to participate frequently, in any gambling activity.

**permitted external sign** means a sign affixed to the outside of the casino premises or affixed to the outside of a permanent structure within the immediate environs of the casino premises that—

- (a) displays the licensee’s logo or name; or
- (b) indicates the availability of a gambling activity inside the casino premises.

**private webpage** means a page which a person may gain access only after entering a password issued by or registered with the licensee.

## 5. Mandatory nature of the code

- (1) Under section 15 of the *Gambling Administration Act 2019*, the Liquor and Gambling Commissioner (the Commissioner) may prescribe advertising codes of practice and responsible gambling codes of practice.
- (2) A gambling provider must not contravene or fail to comply with a mandatory provision of a code of practice.
- (3) For the purposes of section 16 of the *Gambling Administration Act 2019*—
  - (a) if the letter “A”, “B”, “C” or “D” appears in column B of the table in Schedule 2 next to the listing of a provision, contravention or failure to comply with the provision is declared to be an offence in the category corresponding to that letter;
  - (b) if the letter “A”, “B”, “C” or “D” appears in column C of the table in Schedule 2 next to the listing of a provision, the offence of contravention or failure to comply with the provision is declared to be an expiable offence in the category corresponding to that letter.

## 6. Application of this code of practice under section 15 of the *Gambling Administration Act 2019*

- (1) Part 2 of this code of practice operates as the prescribed advertising code of practice for the purposes of section 15(1)(a) of the *Gambling Administration Act 2019*.
- (2) Part 3 of this code of practice operates as the prescribed responsible gambling code of practice for the purposes of section 15(1)(b) of the *Gambling Administration Act 2019*.
- (3) The Commissioner may vary or revoke a code of practice or a provision of a code of practice by notice in the Government Gazette.
- (4) Before the Commissioner publishes a notice in the Government Gazette, pursuant to section 15 of the *Gambling Administration Act 2019*, the Commissioner must give notice and consider any representations made, as set out in section 15(7) of the *Gambling Administration Act 2019*.



- (5) The Commissioner may, at any time, undertake a review of the codes of practice.

## 7. Host responsibility services

- (1) The licensee must maintain a host responsibility program, with the program's Terms of Reference approved by the Commissioner.
- (2) For the purposes of sub-clause (1), the licensee must –
- (a) ensure that there is at least one host responsibility employee available to attend in each gaming area whenever the casino is operating;
  - (b) provide host responsibility employees with free and unrestricted access to the licensee's premises, other staff and patrons, at all times the casino is open for business;
  - (c) undertake 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
  - (d) consent to and facilitate comprehensive annual or more frequent periodic reporting to the Commissioner by program staff of their activities, as required by the Commissioner.

## Part 2—Required advertising practices

The licensee is to ensure that gambling advertising is conducted in a responsible manner that takes into account the potential adverse impact it may have on the community, particularly minors, people experiencing gambling-related harm or at risk of developing negative consequences associated with their gambling.

Gambling advertising must be compliant with applicable State and Federal laws and any relevant industry codes of practice.

### 8. Responsible gambling advertising

- (1) The licensee must ensure that gambling advertising—
  - (a) does not encourage a breach of law;
  - (b) does not depict children gambling;
  - (c) is not false, misleading or deceptive;
  - (d) does not suggest that winning will be a definite outcome of participating in gambling activities;
  - (e) does not suggest that participation in gambling activities is likely to improve a person's financial prospects;
  - (f) does not promote the consumption of alcohol while engaging in gambling activities;
  - (g) does not offer any credit, voucher, or reward as an inducement to participate, or to participate frequently, in any gambling activity;
  - (h) does not make claims related to winning or the prizes that can be won that are not based on fact, are unable to be proven or that are exaggerated;
  - (i) does not suggest that a player's skill can influence the outcome of gambling activity in relation to gambling where a player's skill cannot influence the outcome;
  - (j) does not exaggerate the extent to which skill can influence the outcome of gambling activity in relation to gambling where a player's skill can influence the outcome;
  - (k) does not include sounds or images of:
    - (1) coins landing in the tray of a gaming machine;
    - (2) banknotes being inserted into or dispensed from a gaming machine or automated table game equipment; or
    - (3) tickets being printed or dispensed from a gaming machine or automated table game equipment;
  - (l) does not include the expressions "Win" or "\$", unless these expressions specifically relate to a prize that has been determined or is payable, or to an estimate of a prize which can be won.
- (2) For the purposes of this clause, the licensee will not be regarded as advertising when—
  - (a) the licensee sends communication direct to a customer, and the customer has provided their express consent to receiving advertising material;
  - (b) the licensee draws attention, on a private webpage, to its gambling products or gambling activities;
  - (c) the licensee draws attention, in printed point of sale material, to its gambling products or gambling activities.
- (3) The licensee must keep a copy (in print or electronic form) of any gambling advertising, including advertising of acceptable trade promotion lotteries, available for inspection for a period of 12 months following the conclusion of the advertising campaign.
- (4) This clause does not apply to the advertising of other products and services offered by the licensee that are not gambling related, as long as the advertising does not include any credit, voucher or reward as an inducement to participate in any gambling activity.

## 9. Prize promotions and advertising

- (1) Gambling advertising that refers to, or relies on prizes which are available to be won, or the frequency the prize may be won (whether or not the prize is a prize of money)—
  - (a) must include sufficient information for a reasonable person to understand the overall return to player or odds of winning; and
  - (b) if intended to encourage a person to gamble during a particular period, include sufficient information for a reasonable person to appreciate how likely it is that the prize will be won by someone during that period.
- (2) If, in seeking to comply with this clause, the licensee—
  - (a) calculates the theoretical number, value and frequency of prizes to be won;
  - (b) in the advertising suggests an outcome no less favourable to the licensee than that theoretical outcome; and
  - (c) obtains an actual outcome more favourable than that which was advertised, the licensee will still be regarded as complying with this clause.
- (3) Sub-clause (1)(a) does not apply to advertising of a trade promotion lottery offered in conjunction with the purchase of a gambling product if the odds or chance of winning the lottery are affected by the number of entrants, or dependent on similar factors beyond the control of the licensee.

## 10. Permissible advertising of loyalty programs, trade promotion lotteries and complimentary gambling products

- (1) Despite clause 8(1)(g), the licensee may advertise an inducement for participation in an acceptable loyalty program by drawing attention to the name of the loyalty program, its availability to customers and the benefits to members of the program, as long as the customer is directed to the program's full terms, conditions and benefits that are published on a public website, or on signs in or near a gaming area, or in a document available in or near a gaming area.
- (2) Despite clause 8(1)(g), the licensee may advertise an inducement in the form of participation in an acceptable trade promotion lottery by drawing attention to the prizes, or of the offering of a complimentary gambling product.

## 11. Mandatory warning messages

- (1) Expanded warning messages, as set out in Schedule 1 for the stated periods, must be included in gambling advertising, unless the inclusion of the expanded warning message in that particular advertising would be unreasonable or impracticable.
- (2) If gambling advertising does not include an expanded warning message, the gambling advertising must include the condensed warning message.
- (3) When a mandatory warning message is included in gambling advertising, the manner of its inclusion must be consistent with the message being a warning message.
- (4) Gambling advertising which is a text message, tweet, email or social media posting of less than 160 characters must be concluded with the condensed warning message. If the text message is more than 160 characters it must be concluded with the condensed warning message and the national gambling helpline number 1800 858 858.

## 12. Advertising on Radio and Television

- (1) Gambling advertising is not permitted on radio or television (including subscription television and live streaming services) between 6.00am to 8.30am and 4pm to 7pm on any day, except on a dedicated in-house television channel that is broadcast in hotel rooms and restricted to adults via a sign-in process confirming they are over the age of 18.
- (2) Despite clause 11, gambling advertising on radio may be accompanied by the condensed warning message and in the case of a plug or commentary, must end with the condensed warning message and the national gambling helpline number 1800 858 858.
- (3) Despite clause 11, gambling advertising on television that is longer than 15 seconds, must be accompanied by the expanded warning message and in the case of a plug or commentary, must end with the condensed warning message and the national gambling helpline number 1800 858 858.
- (4) A mandatory warning message announced on radio or television must be spoken in a neutral tone and otherwise presented in a way which reflects the importance of a warning message.
- (5) The licensee must ensure, through instructions about their obligations under this code, that a mandatory warning message is appropriately respected for gambling advertising in live announcements and when mentioned by announcers before or after the broadcast of its gambling advertising.
- (6) In the case of the presence of the licensee's logo on a screen, other than as part of a commercial which includes a mandatory warning message, if the logo includes images of gambling it must include the condensed warning message adjacent to the logo occupying no less space than that occupied by the logo. This does not include logos on participant's uniforms (*see clause 13(7), (8) and (9)*).
- (7) A mandatory warning message appearing in gambling advertising on television must occupy at least 25% of the screen area for at least 1/6<sup>th</sup> of the length of the advertisement, or occupy the whole screen area for at least 1/10<sup>th</sup> of the length of the advertisement.
- (8) The mandatory warning message must be spoken at the same time as it appears on a television screen.
- (9) Clauses 12(6), (7) and (8) do not apply where gambling advertising appears on television only because the broadcast image is of a public event at which the advertising has been placed.

## 13. Additional requirements for print media, outdoor and other forms of advertising

- (1) If the condensed warning message is used in advertising to which this clause applies, it must be accompanied by the national gambling helpline number 1800 858 858.
- (2) In printed gambling advertising, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (3) In outdoor gambling advertising (other than a permitted external sign) the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (4) Gambling advertising in the form of a permitted external sign need not be accompanied by a mandatory warning message.
- (5) An outdoor or indoor display or sign at a venue that includes gambling advertising, for any sort of event which is broadcast on television; or for an event on which betting takes place, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (6) If the gambling advertising referred to in sub-clause (5) is presented by means of a display which is constantly moving, scrolling or changing, or is capable of immediate or scheduled systematic



changes, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct and must occupy at least 25% of the space occupied by the advertising.

- (7) Gambling advertising which is the placement of the licensee's logo on the apparel of a participant (including an official) in an event which is broadcast on television in South Australia, or at an event at which gambling takes place, must be accompanied by the placement of the condensed warning message adjacent to the logo, occupying no less than half the space occupied by the logo if the logo includes images of gambling.
- (8) Gambling advertising in the form of a small logo (no larger than 5400mm<sup>2</sup> with no linear dimension longer than 180mm) need not be accompanied by a mandatory warning message.
- (9) The licensee must ensure that participants in the event do not wear the licensee's logo if it includes images of gambling on occasions when they are engaging solely or mainly with children.
- (10) Gambling advertising which is no more than the inclusion in –
  - (a) the title of an event or the name of a team participating in an event; or
  - (b) the name of a place of a sponsor's name or brand,need not be accompanied by a mandatory warning message. This does not apply to gambling advertising in relation to participant uniforms, as set out in sub-clause (7).

## Part 3—Responsible gambling practices

The licensee must ensure that its general gambling practices are consistent with community expectations that gambling operations will be conducted responsibly and in a manner that minimises the harm caused by gambling, and is socially responsible.

The licensee must conduct its business in accordance with all applicable State and Federal laws and legal requirements, and co-operate with regulatory bodies and government agencies in all matters, including compliance with legal obligations.

### 14. Responsible gambling operations

- (1) The licensee must, for all gaming areas, ensure the existence of a document or documents (whether hard copy or otherwise) detailing—
  - (a) the manner in which staff training and measures for interventions with problem gamblers are implemented;
  - (b) the roles of staff (by job title) in the implementation of this code.
- (2) A document required by sub-clause (1) may be incorporated with any other operational document maintained by the licensee, but must be made known to and readily available to staff that are employed in gambling related roles.
- (3) The licensee must develop and implement effective policies and procedures that enable staff employed in gambling related roles to—
  - (a) identify people displaying signs of gambling harm by, but not limited to, reviewing loyalty data, pre-commitment arrangements (including breaches of limits), observing gambling behaviour and engaging in general conversation that may signal that the person may be experiencing harm due to their gambling; and
  - (b) respond to people displaying signs of gambling harm by engaging in a conversation about their gambling behaviour, offering pre-commitment and barring options and referring them to a gambling help service.
- (4) The licensee must establish a reporting process for the identification of suspected problem gamblers by staff. This record must be reviewed by a manager (however described) at least weekly, including the details of the review and any steps taken to intervene. Any data captured by a system used for this purpose may only be used for the purpose of harm minimisation and no other purpose, except where required by law enforcement agencies and regulators.
- (5) The record of suspected problem gamblers must include sufficient detailed information to enable staff to identify the patron, that is readily available to staff.
- (6) If a person requests voluntary exclusion, the licensee must bar the person forthwith in accordance with Part 6 of the *Gambling Administration Act 2019*.
- (7) If a person requests third party involuntary barring of a gambler, the licensee must promptly make a considered decision and enter the details into the barring register.
- (8) The licensee must document and implement procedures to ensure that enquiries about barring (regardless of who initiates them) and approaches for the making of barring orders, are responded to in a manner that is informative, timely and culturally appropriate, with the aim of dealing with an in-venue approach while the person is in the venue and dealing with telephone enquiries in one call where possible, using an interpretation service if required.
- (9) The licensee may make flexible informal arrangements with patrons, only if the arrangements limit, manage or control a gambler's access to gambling and the licensee reasonably expects that informal arrangements would be beneficial for the gambler.
- (10) The licensee must note the details of any informal arrangements, including details of any agreed pre-commitment arrangements, and make them available to the Commissioner upon request.



- (11) Host responsibility employees must log into the barring register each time when on duty, to review any new or updated barring information.
- (12) The licensee must ensure that any loyalty program database and any like list held by the licensee identifies a person who is excluded (whether by formal barring order or otherwise) and ensures that person is not sent any marketing communications.
- (13) The licensee must take reasonable steps to ensure that staff with a suspected or actual gambling problem (not limited to a casino gambling problem) are identified and referred for counselling, support or therapy.
- (14) The licensee must ensure that there is adequate natural or artificial lighting in gaming areas to enable clocks and signs to be easily read and the faces of people within the room to be easily identified.
- (15) The licensee must not permit a second-hand dealer or pawnbroker to conduct business on the casino premises.

## 15. Signage in gaming areas

- (1) The licensee must, at each entrance to the gaming areas of the casino premises, display an A3 equivalent size sign (or two A4 equivalent signs) that includes -
  - (a) a statement that the gaming areas of the casino premises are restricted to people aged 18 years and over (18+ only);
  - (b) a statement that these gaming areas are regulated by state law and codes of practice and that they are subject to inspection by a State Government agency, including a telephone number to call to register a complaint.
- (2) If the Commissioner determines a form and content for a sign required in sub-section (1), the licensee must display the sign(s) in this form.
- (3) The licensee must place in a prominent position in each gaming area of the casino premises at least one A3 equivalent size sign –
  - (a) containing information about the availability of free, confidential and professional help with gambling problems and related issues, and
  - (b) written in English, Arabic, Chinese, Greek, Italian, Vietnamese, and any other relevant language.
- (4) If the welfare agency publishes recommended content for a sign under sub-clause (3), in respect to the casino premises, the licensee may only display a sign containing that content.

The **welfare agency** for the purposes of this code is the Office for Problem Gambling.

## 16. In-venue messaging

- (1) The licensee must prominently display two classes of signs approved by the welfare agency—
  - (a) primary responsible gambling signs, which must be displayed in gaming areas; and
  - (b) additional responsible gambling signs, which the licensee may elect to display in gaming areas or other public areas of the premises; as follows –
    - (1) at least 25 A1 equivalent primary responsible gambling signs, ensuring that there are at least two signs in each gaming area which is not a premium gaming area;
    - (2) for each 10 gaming machines in excess of 250 offered in gaming areas that are not premium gaming areas, one A1 equivalent additional responsible gambling sign; and
    - (3) for each premium gaming area, one A1 primary responsible gambling sign.
- (2) For the purpose of sub-clause (1) the licensee may satisfy a requirement to display one A1 equivalent sign by displaying two A2, four A3 or eight A4 equivalent signs or any logical combination thereof.
- (3) For the purpose of sub-clause (1) the display of full screen welfare agency material on a 16:9 format electronic display having a diagonal measurement of 1270mm or more for at least 3 minutes per hour is the equivalent of one A1 equivalent sign. Displays of less than 1270mm may be aggregated (by size) to be the equivalent of a 1270mm display.

- (4) For the purposes of sub-clause (1), an approved on-screen budget reminder system installed by the licensee will be regarded as having satisfied half of the obligations in respect of additional responsible gambling signs.
- (5) If the licensee is also the agent of SA TAB or the SA Lotteries Commission and has placed additional responsible gambling signage and a multi-lingual sign in areas which are gambling areas for the purposes of SA TAB or the SA Lotteries Commission, SA TAB or the SA Lotteries Commission (as the case may be) is deemed to have complied with the relevant provisions of the Authorised Betting Operations and SA Lotteries Commission's codes of practice.

## 17. Help information in gaming areas

- (1) The licensee must ensure that—
  - (a) each automatic teller machine (ATM) which is available for operation by patrons operates so that when the ATM is idle, the screen displays a responsible gambling message approved by the welfare agency at least 20% of the time, or if there is no current approval the condensed warning message and the national helpline number 1800 858 858 at least 20% of the time;
  - (b) when the ATM prints a transaction slip (however described) the transaction record includes the condensed warning message and national gambling helpline number 1800 858 858.
- (2) The licensee must ensure that—
  - (a) each cashable ticket redemption terminal (CRT) which is available for operation by patrons operates so that when the CRT is idle, at least half of the available screen space displays a responsible gambling message approved by the welfare agency, or if there is no current approval the condensed warning message and the national gambling helpline number 1800 858 858;
  - (b) when the CRT prints a transaction slip (however described) the transaction record includes the condensed warning message and national gambling helpline number 1800 858 858.
- (3) The licensee must ensure—
  - (a) that the condensed warning message and national gambling helpline number 1800 858 858 are prominently displayed on or near—
    - (1) each automated coin dispensing machine; and
    - (2) each customer service point at which money is exchanged for cash, tickets or credit on an approved account based cashless gaming system; and
  - (b) that a quantity of helpline cards are available at or near—
    - (1) each ATM, EFTPOS facility and CRT;
    - (2) each automated coin dispensing machine;
    - (3) each customer service point at which money is exchanged for cash, tickets or credit on an approved account based cashless gaming system;
    - (4) each gaming machine; and
    - (5) each automated table game equipment.
- (4) Sub-clauses (1), (2) and (3) apply to any ATM, EFTPOS facility or CRT, in or near a gaming area, over which the licensee could reasonably be expected to exercise control.
- (5) An expanded warning message, as set out in Schedule 1 for the stated period, must be used to populate a message field on tickets issued from gaming machines and automated table game equipment being operated in connection with a ticket-in ticket-out (TITO) system.
- (6) Despite sub-clause (5), if batches of pre-printed tickets are used for this purpose, the expanded warning message must be replaced with the relevant expanded message for that period on each subsequent batch of tickets re-ordered. It is acceptable for any stocks of tickets which were pre-printed to comply immediately before the commencement of the required period, to be exhausted.
- (7) The licensee must ensure that the time of day is prominently displayed and visible throughout gaming areas.
- (8) The licensee must ensure that a copy of this code is made available on request.

## 18. Multiple gaming machine play

- (1) The licensee must take all reasonable and practicable steps to ensure that a person plays no more than one gaming machine at a time.
- (2) Without limiting sub-clause (1), the licensee must give a warning to a patron offending for the first time on a given day and if that patron does not heed a warning, require the patron to leave the gaming area for 24 hours.

## 19. Practices relating to minors

- (1) The licensee must not conduct, promote, advertise or permit the conduct, promotion or advertisement of their gambling operations in a way that could encourage minors to gamble.
- (2) The licensee must establish, keep current and implement written procedures to address the issue of young children (being children aged 10 years or less) who might be left unattended on the casino premises or in a motor vehicle parked in a car park which is under the licensee's control.

## 20. Cheques and winnings

- (1) Cheques must not be cashed in gaming areas.
- (2) The licensee must offer a patron payment of an undisputed prize, winnings or redemptions of credits of \$2000 or more at a casino cashier, by cheque or electronic funds transfer (EFT), which are to be paid as soon as practicable after the formalities required by law are completed and in any event within 1 hour to provide a cheque and within 1 business day for an EFT.
- (3) Sub clause (2) does not apply in premium gaming areas in respect to identified premium customers, and premium customers only, as set out in the Approved Licensing Agreement.

## 21. Cash availability

- (1) The licensee must ensure that cash can only be obtained from—
  - (a) a cashier; or
  - (b) an EFTPOS facility; or
  - (c) an automated coin dispensing machine; or
  - (d) a cash redemption terminal,
 which is located so that patron activity can be monitored.
- (2) In respect to cash obtained from an EFTPOS facility in the gaming area of the casino premises, the licensee must ensure that cash may only be obtained directly from an EFTPOS facility by a person (being a person notified to the Commissioner as a special employee) operating the EFTPOS facility, or from a dispenser in the immediate vicinity of the EFTPOS facility (not being a dispenser that forms part of an ATM).

## 22. Customer information and interaction

- (1) The licensee must take all reasonable steps to ensure that a patron who displays signs of gambling harm is provided with the name and telephone number of a widely available gambling help service.
- (2) The licensee must—
  - (a) identify a gambling help service that their patrons and families can readily access (including the location of the agency and a key contact who can be asked for by name);
  - (b) ensure that staff that are engaged in customer facing roles are sufficiently informed about the identity and location of the gambling help service so as to be able to direct patrons to the service; and

- (c) ensure that management level contact is established and maintained with the gambling help service about problem gambling matters.
- (3) The licensee must reinforce its responsible gambling policy in appropriate customer newsletters and other communications.

## 23. Alcohol and Gambling

- (1) The licensee must take all practicable steps—
  - (a) to prevent a person from being allowed to gamble if their speech, balance, coordination or behaviour is noticeably affected and it is reasonable to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor or some other substance;
  - (b) to prevent a person entering or remaining in a gaming area if their speech, balance, coordination or behaviour is noticeably affected and it is reasonable to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor or some other substance; and
  - (c) to ensure that liquor is not supplied to reward, promote or encourage continued gambling.
- (2) The licensee must ensure that a person is not served liquor while seated or standing at a gaming machine or at automated table game equipment, unless –
  - (a) the machine or automated table game equipment is in a premium gaming area; or
  - (b) the automated table game is conducted by a dealer.

## 24. Inducements

- (1) The licensee must not offer or provide any inducement directed at encouraging patrons to gamble.
- (2) Sub-clause (1) does not apply to—
  - (a) the offering or provision of participation in an acceptable loyalty program (*see clause 25*);
  - (b) the offering or provision of participation in an acceptable trade promotion lottery by drawing attention to the prizes, or of the offering of a complimentary gambling product (*see clause 26*); and
  - (c) the offering or provision in a gaming area of complimentary non-alcoholic beverages and refreshments of nominal value.

Sub-clause (1) does not apply in respect to identified premium customers, and premium customers only as set out in the Approved Licensing Agreement.

## 25. Acceptable loyalty programs

- (1) A loyalty program is an acceptable loyalty program if it is a structured program which—
  - (a) is conducted in accordance with published terms and conditions;
  - (b) is advertised in a manner consistent with the advertising requirements for the licensees gambling products;
  - (c) offers rewards proportionate to gambling activity (including non-monetary privileges attached to tiers in a stepped rewards system);
  - (d) offers regular activity statements; and
  - (e) it has been approved by the Commissioner in terms of its rules and conditions, promotions, risk monitoring processes and the manner in which it is to be advertised and promoted.

## 26. Acceptable trade promotion lotteries

- (1) A lottery is an acceptable trade promotion lottery if—
  - (a) being a trade promotion lottery within the meaning of the Lottery Regulations 2021, it is a licensed lottery or a permitted lottery under the *Lotteries Act 2019*;
  - (b) its dominant purpose is to reward or retain existing patrons, rather than attracting new patronage or encouraging patrons to gamble more than they would otherwise;
  - (c) the advertising is limited to promotion to members of an acceptable loyalty program, on a private webpage on the licensee's own website, by direct communication to customers that have expressly agreed to receiving advertising and within the casino premises;
  - (d) the advertising of the promotion draws attention to the prize(s) of the promotion, rather than the gambling product itself;
  - (e) the promotion does not encourage people to gamble for a minimum period or for a minimum amount to qualify for a reward or benefit; and
  - (f) in respect of an authorised lottery referred to in (a) above, it has been approved by the Commissioner in terms of its rules, conditions and the manner in which it will be advertised.

## 27. Required training

- (1) The licensee must ensure that a staff member who is a special employee has successfully completed a course of training approved by the Commissioner under section 40C of the Act –
  - (a) for each staff member carrying out the duties defined by paragraph (a) – (e) of the definition of special employee under section 28 of the Act –
    - (1) within the 3 months before or after starting, completed basic training; and
    - (2) at intervals of no more than 2 years after first completing basic training, commences and completes basic training or advanced training; and
  - (b) for each staff member carrying out the duties defined by paragraph (f) and (g) of the definition of special employee under section 28 of the Act and any person supervising a person carrying out the duties defined by paragraph (a) – (g) of the definition of special employee under section 28 of the Act –
    - (1) within the 3 months before or after starting, completed basic training (if they have not already completed basic training) and advanced training; and
    - (2) at intervals of no more than 2 years after first completing advanced training, commences and completes further advanced training.
- (2) The course of training to be undertaken for the purposes of this clause may contain mandatory elements of training and provisions which may be adapted with the approval of the Commissioner to reflect the categories of special employee under the Act.
- (3) The licensee must ensure that records of all successful completion of training are maintained and available for inspection upon request by an inspector.

## 28. Individual exemptions

- (1) The Commissioner may, on application by the licensee, exempt the licensee from a specified provision of this code of practice.
- (2) The Commissioner may impose conditions in respect of an exemption.
- (3) The Commissioner may on the Commissioner's own initiative, by written notice to the licensee or on application by the licensee, vary or revoke an exemption.

# Schedule 1—

*Casino Act 1997*

## Expanded warning messages

Don't let the game play you. Stay in control. Gamble responsibly. 1 July 2021 to 31 December 2021

Stay in control. Leave before you lose it. Gamble responsibly. 1 January 2022 to 30 June 2022

You know the score. Stay in control. Gamble responsibly. 1 July 2022 to 31 December 2022

Know when to stop. Don't go over the top. Gamble responsibly. 1 January 2023 to 30 June 2023

Think of the people who need your support. Gamble responsibly. 1 July 2023 to 31 December 2023

Don't chase your losses. Walk away. Gamble responsibly. 1 January 2024 to 30 June 2024.



## Schedule 2—

*Casino Act 1997*

### Categories of Offences and Expiations

Column A Clause No.	Column B Offence category	Column C Expiation category
8(1)(a)	A	A
8(1)(b)	B	B
8(1)(c)	A	A
8(1)(d)	B	B
8(1)(e)	D	D
8(1)(f)	D	D
8(1)(g)	D	D
8(1)(h)	C	C
8(1)(i)	C	C
8(1)(j)	C	C
8(1)(k)	C	C
8(1)(l)	C	C
8(3)	C	C
9(1)(a)	C	C
9(1)(b)	C	C
11(1)  This penalty applies where the condensed message is used when the expanded warning message should have been used.	D	D
11(2)  This penalty applies where no warning message appears.	B	B
11(3)	C	C
11(4)	B	B
12(1)	B	B
12(2)	B	B
12(3)	B	B
12(4)	B	B
12(5)	C	C
12(6)	B	B
12(7)	C	C
12(8)	C	C



13(1)	B	B
13(2)	C	C
13(3)	C	C
13(5)	C	C
13(6)	C	C
13(7)	B	B
13(9)	C	C
14(1)	B	B
14(2)	B	B
14(3)	A	A
14(4)	D	D
14(5)	C	C
14(6)	A	A
14(7)	D	D
14(8)	D	D
14(10)	C	C
14(11)	D	D
14(12)	A	A
14(13)	A	A
14(14)	C	C
14(15)	C	C
15(1)	A	A
15(3)	D	D
16(1)(a)	B	B
16(1)(b)	B	B
17(1)	D	D
17(2)	D	D
17(4)	D	D
17(5)	D	D
17(6)	D	D
17(7)	D	D
17(8)	D	D
18	D	D
19(2)	B	B
20(1)	B	B
20(2)	C	C
21(1)	A	A
22(1)	B	B

22(2)(a)	B	B
22(3)	D	D
23(1)(a)	B	B
23(1)(b)	D	D
23(1)(c)	D	D
23(2)	D	D
24(1)	B	B
27(1)	D	D
27(3)	C	C

## Revision History

Version	Changes	Government Gazette publication details	Effective Date
1	Casino Gambling Code of Practice Notice 2022 <ul style="list-style-type: none"><li>Original Document</li></ul>	29 July 2022 (No. 53 of 2022)	31 July 2022
2	Casino Gambling Code of Practice Variation Notice 2023 (No.1) <ul style="list-style-type: none"><li>Amendment to requirements to display warning messages on ATMs and CRTs</li></ul>	30 March 2023 (No. 21 of 2023)	30 March 2023