**COMMERCIAL RAFFLE ORGANISER (CRO)**

**RESPONSIBLE GAMBLING CODE OF CONDUCT**

**Availability of the Responsible Gambling Code of Conduc**t

The Code is available on the South Pacific Dream Pty Ltd website at www.southpacificdream.com.au

Or by request to John Salter/Director on 1300603033

**Responsible Gambling Message**

South Pacific Dream Pty Ltd is committed to selling raffle tickets responsibly to support community and charitable organisations. This message will be displayed on the South Pacific Dream Pty Ltd website and on material developed by South Pacific Dream Pty Ltd for promotion and conduct of raffles on behalf of community and charitable organisations.

A responsible gambling message is available to any customers placed on hold prior to or during a telephone contact.

**Responsible Gambling Information**

Information about the following is available on the South Pacific Dream Pty Ltd website at [www.southpacificdream.com.au](http://www.southpacificdream.com.au) or by request to southpacificdream@outlook.com or John Salter on 1300603033

. how to gamble responsibly eg. Decide before you buy how much you want to spend

. the availability of gambling support services

. South Pacific Dream Pty Ltd does not provide credit or lending facilities for the purpose of purchasing raffle tickets.

**Gambling Product Information**

The terms and conditions for the conduct of a raffle will be printed on the ticket and/or information material designed to promote the raffle, and the South Pacific Dream Pty Ltd website at [www.southpacificdream.com.au](http://www.southpacificdream.com.au) or by request to:

Mr. John Salter on 1300603033 or email southpacificdream@outlook.com

The information will include how to enter and the odds of winning the stated prizes based on the total possible ticket sales.

**Customer Loyalty Scheme Information**

South Pacific Dream Pty Ltd will not be offering any customer loyalty schemes.

**Interaction with Customers**

South Pacific Dream Pty Ltd telephone staff will assist customers who request it with information about help with a gambling problem. This information will include referral details to a Gambler’s Help telephone service and/or information materials prepared by Gambler’s Help Services. In addition for customers who have indicated that they have a gambling problem or where a canvasser forms the view from the caller that a caller may be overextending themselves financially:

. Telephone canvassers will offer to end the call/call back later if the customer wishes to continue with their ticket purchase. (Cooling off period)

. Provide a telephone number whereby credit card purchasers could amend or cancel their order (cooling off period)

. Where tickets are sold in person suggest that the purchaser take a moment to reflect on whether they wish to purchase tickets/or as many tickets. (cooling off period)

. Where tickets sold by mail an upper limit of 5 tickets will be issued to a customer to purchase/sell at any one time.

All interaction with customers will occur in a manner that respects the customers right to privacy.

**Interaction with Staff**

Staff are not permitted to purchase raffle tickets being sold by South Pacific Dream Pty Ltd.

A nominated manager/supervisor of South Pacific Dream Pty Ltd will assist a staff member who requests it, with information about help with a gambling problem. This information will include referral details to a Gambler’s Help telephone service and/or information materials prepared by Gambler’s Help services. This will be done away from the general work area and in such a way as to protect the staff member’s privacy.

Staff members who are displaying indicators of distress that may be related to problem gambling (not confined to raffle purchases) will be offered the above information and assistance.

**Interaction with problem Gambling Support Services**

The Manager or a senior staff member of South Pacific Dream Pty Ltd will contact Gambler’s Help services twice a year to obtain updated publications and any changes to contact details or available services. This information will be communicated to staff, and made available for use with customers, as soon as practicable after it is received.

**Customer Complaints**

Complaints about a breach of the Code may be directed to South Pacific Dream Pty Ltd. on 1300603033 or email: southpacificdream@outlook.com. Complaints may also be reported to the Victorian Gambling and Casino Control Commission.

South Pacific Dream Pty Ltd will investigate the complaint, as soon as possible, and will take the following steps to resolve a complaint:

- will acknowledge the complaint within 48 hours of receipt

- will investigate the complaint by gathering all necessary information and feedback from relevant parties

- will keep the customer informed regarding the progress, outcome and resolution of the complaint enquiry through written notification

- complaint details will be kept on file and can be made available to the Victorian Gambling and Casino Control Commission upon request.

Should a complaint not be resolved through the regular process mentioned above, then the following independent process will commence:

- the customer will be invited to attend joint meetings with an independent mediator with the cost to be shared equally between both parties.

**Commitment to discourage gambling by minors**

South Pacific Dream Pty Ltd does not encourage early gambling habits in children. South Pacific Dream Pty Ltd will not target a promotion or sales campaign to minors and will not knowingly sell raffle tickets to minors.

South Pacific Dream Pty Ltd will not supply a prize of a raffle which includes liquor (or any other product that cannot be legally purchased by a minor) to a minor.

**The Gambling Environment**
South Pacific Dream Pty Ltd. will discourage repeatedly excessive purchase of tickets by customers. To achieve this South Pacific Dream Pty Ltd will:

* Check data base of regular ticket purchasers to detect a pattern of excessive purchase
* Not engage in hard/pressure sales techniques
* Set a limit on the quantum of tickets to be sold by mail to an individual to be 5.

**Financial Transactions**
South Pacific Dream Pty Ltd. will not cash customer’s cheques or extend credit to customers to purchase raffle tickets. Customers will be advised of this at the time if they request such a service.

Prizes of cash are not permitted in Victoria by law except that cash may form up to 10 percent of a travel prize.

**Responsible Advertising Promotions**
In our capacity as a Commercial Raffle Organiser in Victoria, South Pacific Dream Pty Ltd. will work to ensure any advertising and promotions in relation to a raffle will:

* Comply with the advertising code of ethics adopted by the Australian Association of National Advertisers
* Not be false or misleading or deceptive about odds, prizes or the chances of winning
* Have the consent of any person identified as winning a prize prior to publication
* Not be offensive or indecent in nature
* Not create an impression that entering a raffle is a reasonable strategy for financial betterment
* Not promote the consumption of alcohol while buying raffle tickets.

South Pacific Dream Pty Ltd. will incorporate the above standards into its advertising checklist and will assess all proposed advertising against these standards.

**Processes and Structures to Support the Ongoing Implementation of the Code.**

1. Responsible Gambling matters will be a standing item for Board and staff meetings
2. A Responsible Gambling Officer will be identified from among senior staff to:
a. Handle more difficult customer contacts
b. Liaise with Gambler’s Help services to obtain relevant information, advice and training and make this available to staff and customers.
c. Induct new staff members to ensure they are informed about responsible gambling issues and the Code
d. Handle responsible gambling issues raised by staff

**Code Review Process**

1. South Pacific Dream Pty Ltd. will review its Code each year on the anniversary of its commencement.
2. Input will be obtained from management and staff about the operation and effectiveness of the Code.
3. A report of the review will be provided to the Victorian Gambling and Casino Control Commission by 30 June each year.