



1. Availability of the Responsible Gambling Code of Conduct

The Code is available on The Actualizer website at www.theactualizer.com.au or by request to Christopher Dounis on 0412 377 863.

2. Responsible Gambling Message

The Actualizer is committed to selling raffle tickets responsibly to support community and charitable organisations. This message will be displayed on The Actualizer website and on material developed by The Actualizer for the 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.

3. Responsible Gambling Information

Information about the following is available on The Actualizer website at www.theactualiser.com or by request to Christopher Dounis on 0412 377 863:

- how to gamble responsibly, e.g. decide before you buy how much you want to spend
- the availability of gambling support services
- restrictions that apply to the provision of credit or the lending of money by The Actualizer for the purposes of purchasing raffle tickets.

4. 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 Actualizer website at www.theactualizer.com.au or by request to:

Christopher Dounis

0412 377 863

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

5. Customer Loyalty Scheme Information





Refer to the definition of 'customer loyalty scheme' in the Minister's Direction. If the CRO offers such a scheme, the relevant details should be included here.

6. Interaction with Customers

The Actualizer telephone staff will assist customers who request it with information about help with a gambling problem. The Actualizer respects the customer's right to privacy throughout this process and will ensure that all interactions are handled privately. 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/ as many tickets (cooling off period)

7. Interaction with Staff

Staff are not permitted to purchase raffle tickets being sold by The Actualizer.

A nominated manager/supervisor of The Actualizer 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.

8. Interaction with Problem Gambling Support Services





The Manager or a senior staff member of The Actualizer 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.

9. Customer Complaints

The Actualizer will handle any customer complaints against the Code promptly and privately. Complaints against the Code will be handled as follows, with independent review available should no solution be agreed to:

- A customer complaint can be made via our website's contact page at theactualizer.com.au/pages/contact-us or by emailing hello@theactualizer.com.au
- Once thoroughly reviewed, the customer will be contacted with solutions to their complaint which may include a refund, replacement product, repair and apology for the inconvenience caused.
- If the customer is not happy with the outcome and remedy of this process, an independent review will be initiated with the ACCC to determine a fair and reasonable resolution.
- All complaints will be handled by our marketing and operations team and permanently recorded in The Actualizer's complaint register, where all details will be accessible if further independent review is required.
- The complaints register will include the outcome or resolution provided, with access provided to the Commission where required to monitor compliance.

10. Commitment to discourage gambling by minors

The Actualizer does not encourage early gambling habits in children. The Actualizer will not target a promotion or sales campaign at minors and will not knowingly sell raffle tickets to minors.

The Actualizer 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.

11. The Gambling Environment





The Actualizer will discourage repeatedly excessive purchase of tickets by customers. To achieve this

The Actualizer will:

- Set a limit on the quantum or value of tickets to be sold to an individual at no more than 20 tickets per raffle item.
- Check data base of regular ticket purchasers to detect a pattern of excessive purchase
- Not engage in hard/pressure sales techniques.

12. Financial Transactions

The Actualizer 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.

13. Responsible Advertising Promotions

Any advertising and promotions undertaken by The Actualizer 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.

The Actualizer 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
- e. Identify staff worthy of reward and recognition for their responsible gambling efforts

Code Review Process

1. The Actualizer Code will be reviewed each year on the anniversary of its commencement.
2. Input will be obtained from management and staff and a sample of patrons about the operation and effectiveness of the Code.

A report of the review will be provided to the VCGLR by 30 June each year.

