

The Lott and Play For Purpose

Responsible Gambling Code of Conduct for Community and Charity Raffles

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Table of Contents

1. Introduction	3
2. Commitment to Responsible Gambling	3
3. Availability of the Code	4
4. Responsible Gambling Message	4
5. Responsible Gaming Information	4
6. Gambling Product Information	5
7. Interaction with Customers	5
8. Employee Gambling Policy	6
9. Problem Gambling Support services	6
10. Customer Complaints	6
11. Minors	7
12. The Gambling Environment	8
13. Financial Transactions	8
14. Responsible Advertising	8
15. Code review process	9

1. Introduction

Play For Purpose is a not-for-profit community raffle conducted by the 50-50 Foundation Limited as trustee for the 50-50 Foundation (the **Foundation**). The Foundation is registered as a charity with the Australia Charities and Not-for-profits Commission and partners with charities and grassroots sporting clubs to help them fundraise.

Tattersall's Holdings Pty Ltd (**Tattersall's Holdings**), through its customer facing brand, **The Lott**, provides resources and financial support to every Play For Purpose raffle. This reduces the Foundation's administration costs and helps direct more money from every raffle ticket directly to the good causes Play For Purpose supports.

The Lott is also a channel masterbrand and the official home of Australia's lotteries conducted by Tatts, NSW Lotteries, Golden Casket, and SA Lotteries. These official public lottery operators conduct a Responsible Play program developed to ensure compliance with relevant state and territory regulations that relate to public lotteries and establish best practice in service of lotteries.

As part of its ongoing commitment to responsible gambling, The Lott extends many of the features of that lotteries Responsible Play program for customers to its involvement in the Play For Purpose.

This Responsible Gambling Code of Conduct for Play For Purpose (the **Code**) summarises The Lott's commitment to responsible gambling and how it applies to Play For Purpose.

For most people, participating in raffles is fun and entertaining. Raffles are rarely associated with causing problem gambling. Notwithstanding this, we have developed the Code as a guide for the responsible service delivery and unfaltering commitment that the community can expect from us and (where Play For Purpose is promoted through lottery outlets) our retail network.

The Responsible Gambling Codes of Conduct act as guides for the responsible service delivery and unfaltering commitment that the community can expect from The Lott and the Foundation.

Objectives

- a) To ensure that lotteries and charity raffles remain a socially responsible, fun and entertaining experience.
- b) To provide a framework for The Lott and The Foundation for the continued responsible delivery, marketing and sale of this raffle product.
- c) To continue to demonstrate The Lott's unwavering commitment to responsible business practices and community support.

2. Commitment to Responsible Gambling

The Lott and the Foundation are committed to providing the highest standards of customer care and responsible gambling. We support and encourage the responsible play of our lottery games and are committed to the Lott Responsible Play Program (Program). The Responsible Gambling Codes of Conduct for each jurisdiction form part of this Program.

In general, we do not offer games that would:

- a) create any continuous forms of play
- b) have a strong appeal to minors; or
- c) be offensive or contrary to the public interest.

Responsible Gambling Code of Conduct for Community and Charity Raffles (this document) describes how we demonstrate this commitment in Victoria.

The Lott and the Foundation's Responsible Gambling Code of Conduct for Community and Charity Raffles acts as guides for the responsible service delivery and unfaltering commitment that the community can expect from The Lott and the Foundation.

3. Availability of the Code

A full copy of the Code is available for inspection on both The Lott and Play For Purpose's websites at:

- thelott.com/about/responsible-play; and
- playforpurpose.com.au,

or can be requested by phoning 1300 138 132.

4. Responsible Gambling Message

The Lott is committed to assisting the organisation of, and sale of tickets in Play For Purpose responsibly to support community and charitable organisations. The message "HAVE FUN AND PLAY RESPONSIBLY" will be displayed on The Lott's Play For Purpose landing page and on material developed by The Lott for the promotion and conduct of the Play For Purpose raffle.

5. Responsible Gambling Information

The Lott's website has responsible gambling information about Play For Purpose's responsible play resources page at thelott.com/about/responsible-play or by request by phoning 1300 138 132. Materials are subject to change, but current examples of responsible gambling material include:

- a) The 'Have Fun & Play Responsibly' brochure which is available for customers by phoning 1300 138 132 and on the Website. This brochure provides information on:
 - I. How to gamble responsibly;
 - II. How to make and keep a pre-commitment decision;
 - III. The availability of gambling support services;
 - IV. The odds of winning; and
 - V. How to lodge a complaint for a suspected sale of lottery products to minors or for any other responsible play complaint.
- b) The 'Have Fun & Play Responsibly' sign is available for customers by phoning 1300 138 132 and on the Website. This sign includes information on:
 - I. the prohibition of the sale of lottery products to minors and to intoxicated people;
 - II. the availability of gambling support services;
 - III. the Complaint Handling Charter;
 - IV. the responsible gambling financial transaction policy including the restrictions that apply to the payment of winnings, the cashing of cheques, the provision of credit or the lending of money for the purposes of gambling; and
 - V. the availability of the Rules of Authorised Lotteries for inspection in the Outlet.
- c) The Rules of Authorised Lotteries which are available for inspection for customers by phoning 1300 138 132 and on the Website.
- d) The 'How to Play' brochures are on display and available for customers by phoning 1300 138 132 and on the Website. The 'How to Play' brochures provide information on the games. This information is also contained in the Rules of Authorised Lotteries available on request.
- e) The Complaint Handling Charter explains the process and roles and how to make a complaint in relation to responsible gambling or any other matter. It is available on the Website.
- f) Online player self-exclusion information is provided on both the The Lott and Play For Purpose's website. This information directs online players who wish to self-exclude, or call the Responsible Play Liaison Officers (RPLOs) to suspend their online accounts for a minimum of 180 days. The self-exclusion page directs customers where to get help.

- g) The Responsible Play Program webpages display the National Gambling Helpline number of 1800 858 858 as well as links to: the Responsible Gambling Code of Conduct for Community and Charity Raffles; the 'Have Fun and Play Responsibly' sign; the 'Have Fun and Play Responsibly' brochure; the Rules of Authorised Lotteries; odds information and the 'How to Play' information for each game; Gambling Help Online and information on the Players 1st Program.

You also have access to most of the resources available under the Responsible Play program conducted for Australia's official lotteries by Tatts, NSW Lotteries, Golden Casket, and SA Lotteries. More information about the Responsible Play program for Australia's official lotteries is available at thelott.com/about/responsible-play.

6. Gambling Product Information

How to access the terms and conditions for the conduct of Play For Purpose will be printed on the ticket and on material designed to promote Play For Purpose. The full terms and conditions and details of applicable permits for Play For Purpose are available at new.playforpurpose.com.au/terms.

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

Information on all gambling products must be available and accessible for customers by phoning 1300 138 132 and on the website. This information includes the odds of winning and player information for each game.

The Rules of Authorised Lotteries are available and accessible for customers on request by phoning 1300 138 132 or on the Website. They include information on the games and the percentage return to players.

The 'Have Fun and Play Responsibly' online brochures are available to customers which include information on the odds of winning a first division or top prize or the odds of winning a prize.

7. Interaction with Customers

The Lott's has designated Responsible Play Liaison Officers (**RPLO**) who will assist customers who request information about help with a gambling problem. The Lott's RPLO's are available from 5am until 8pm (AEST) Monday to Saturday and 5am to 2.30pm on Sunday, and can be contacted on the **Responsible Play phone number 1300 138 132**.

This information will include referral details to a Gambler's Help telephone service and/or materials prepared by Gambler's Help services.

A person who approaches a staff member in a Tatt's retail outlet and asks for information about problem gambling services or indicates a problem with their gambling will be referred to the **National Gambling Helpline on 1800 858 858**, provided with the Gambling Help Online details and be offered assistance by the Retailer or RPLO.

On customer request, the RPLOs can:

- provide further information and contact details for gambling related support services
- remove players from Play For Purpose and stop promotional material or offers from being sent to the customer
- offer online self-exclusion

In addition, for customers who have indicated that they have a gambling problem or where we form the view that you may be overextending yourselves financially:

- provide information to you about how you may amend or cancel your raffle ticket purchase
- provide Responsible Play information where raffle tickets may be purchased
- referred the customer to the **National Gambling Helpline on 1800 858 858**,

After deactivating their Play For Purpose member account, no correspondence or promotional material will be sent to self-excluded customers.

The RPLOs maintain a Gambling Incidents Register of any telephone calls or emails received by customers experiencing a gambling problem.

Players who are noticeably distressed from gambling will be provided with information detailing gambling support services.

For interpreter services regarding Responsible Play, customers will be advised to contact the RPLOs for further information.

The Lott and Play For Purpose value the protection of customers' privacy and all interaction with customers will be done with due respect for their privacy.

The Lott, Play For Purpose and their staff must not encourage a person to gamble beyond their means.

8. Employee gambling policy

The Lott is a brand of The Lottery Corporation Limited (**The Lottery Corporation**). The Lottery Corporation has an employee gambling policy designed to maintain, promote, and enhance its social responsibility commitments including to responsible gambling, a healthy and safe workplace and doing the right thing.

The Lott staff are permitted to purchase lottery products (subject to purchasing guidelines).

If a staff member from The Lott, a Retailer or a member of their staff asks for information about problem gambling services or indicates a problem with their gambling, they will be referred to the National Gambling Helpline and also directed to the RPLO for assistance, with due respect for the privacy of the staff member or Retailer.

The Lott provides responsible gambling training and material to all staff members.

9. Problem Gambling Support Services

The Lott is committed to maintaining strong linkages with problem gambling support services. The Lotteries & Keno Operations Team are responsible for maintaining those relationships through meetings or interactions with the local Gamblers Help support services at least twice per annum.

The purpose of this regular contact regular with Gambler's Help services is to obtain updated publications and to understand any changes to contact details or available services. Gambler's Help information is communicated to team members and available for customers, as soon as practicable after it is received.

10. Customer Complaints

The Lott has a Complaint Handling Charter (**Charter**), dealing with complaints about the operation of, or compliance with, the Code. The Charter details the process for customer complaints and is available on the Website in the Resources section of thelott.com/about/responsible-play.

A member of the public can make a complaint to Tatts in person, by telephone, letter, fax or email.

CONTACT DETAILS — THE LOTT

Phone: 131 868

Email: customersupport@thelott.com

Fax: (07) 3877 1140

Mail: Complaints at The Lott Locked Bag 1 SPRING HILL QLD 4004

Visit: 5 Bowen Crescent, Melbourne, VIC 3004

If a complaint is made in person or by telephone, the complainant may be asked to submit details of the complaint in writing.

Non-written complaints will be investigated by The Lott within a reasonable timeframe having regard to the nature and complexity of the complaint.

Written complaints, where name, address, and detailed information about the complaint is provided, will be investigated by The Lott and responded to within 21 days.

The Lott investigates, determines and implements a resolution, informs the complainant and the subject of the complaint (if applicable) of the conclusion in relation to the complaint and the reason for that conclusion and also logs the details of the complaint and the outcome. If the matter is resolved, no further action is taken.

If the complainant requests a review of the decision, an internal independent review is conducted, which may include the following measures:

- a. An examination of all the material relating to the complaint.
- b. A discussion with the complainant, the person the subject of the complaint (if applicable) and/or personnel involved with the management of the complaint.

If the complainant requests a review of the internal decision, the matter will be referred to a member of a panel of independent mediators for either:

- a. a determination based on submitted paperwork; or
- b. mediation (if necessary)

Costs of this process will be shared equally by The Lott and the complainant.

Records of complaints and decisions of any review process made in relation to the operation of this Code will be held for a period of seven years and will be made available for inspection by the Minister or the Regulator on request.

Players 1st Program

In addition to the Complaint Handling Charter, The Lott has a Players 1st Program which is designed to ensure security of lottery purchases and prize claims. Measures that are covered in the program include: registering as a member of Play For Purpose; ticket security hints and tips; retailer integrity procedures; Players 1st Hotline and email; prize claim procedures; customer service standards; and reminders to players to check tickets carefully at time of purchase.

In particular, the **Players 1st Hotline of 1300 PLAYER (1300 752 937)** is promoted to players for use if there is doubt about what to do with a major prize win or if the player has concerns about the way a lottery transaction has been handled. Any complaints received through this hotline will be investigated by The Lott.

11. Minors

The Lott does not encourage early gambling habits in children. The Lott takes all reasonable steps to ensure it does not target Play For Purpose promotion and sales campaigns at minors and will not knowingly sell Play For Purpose raffle tickets to minors.

Neither The Lott nor Play For Purpose would supply a prize of a raffle which includes liquor (or any other product that cannot be legally purchased by a minor) to a minor.

Play For Purpose online players are required to confirm they are over 18 years of age before purchasing raffle tickets.

12. The Gambling Environment

The Lott provides a safe environment and discourages customers from engaging in extended gambling. Customers who are intoxicated by alcohol or some other substance are not permitted to buy raffle tickets.

Staff working in Outlets, or at The Lott, or any other related bodies corporate, are not to encourage lottery players to provide them with gifts or gratuities.

13. Financial Transactions

The Lott will not cash customer's cheques or extend credit to customers to purchase Play For Purpose raffle tickets.

Play For Purpose does not offer cash prizes. All raffle prizes will be a combination of the following: gold bullion, vehicle and gift vouchers (depending on the prize value).

14. Responsible Advertising

Any advertising or promotions undertaken by The Lott in relation to Play For Purpose will:

- a) Comply with the advertising code of ethics adopted by the Australian Association of National Advertisers;
- b) misrepresent the probability of winning a prize or suggest that winning will be a definite outcome of participation in a lottery;
- c) do not include misleading statements about odds or prizes;
- d) do not give the impression that buying a raffle ticket is a reasonable strategy for financial attainment or will definitely improve a person's financial prospects;
- e) do not offend prevailing community standards and are in accordance with decency, dignity and good taste and in accordance with the Commercial Television Industry Code of Practice as in force at the time the raffle advertising is published;
- f) are not discriminatory nor appear to be patronising to any particular group;
- g) are not targeted at vulnerable or disadvantaged groups including players who have opted out of receiving promotional material or correspondence and including where people may not have a capacity to fully understand the information, such as refugees or people with intellectual disabilities. Are not directed at or provided to excluded persons;
- h) do not publish or cause to be published anything which identifies customers who have won a prize without prior consent. Do not violate the confidentiality of information relating to, or the privacy of, players without the consent of the player;
- i) do not depict or promote the consumption of alcohol while buying a lottery product;
- j) do not encourage anyone to contravene a gaming law or any law;
- k) do not suggest that skill can influence games that are games of chance; and
- l) do not encourage excessive or reckless playing.

The Lott will assess all proposed advertising against, at a minimum, these standards. The Lott's responsible play tagline "Have Fun & Play Responsibly" will also be incorporated into advertising and promotional material, where appropriate.

15. Code review process

The Lott will review this Code each year on the anniversary of its commencement.

The Lott will obtain input from team members and feedback from Gamblers Help about the operation and effectiveness of the Code and provide a report to any relevant regulator should changes to the Code be required.



The Lott Responsible Gambling Code of Conduct for Community and Charity Raffles – June 2023