

# AUSTRALIAN LOTTERY BLOCS CODE OF PRACTICE

FEBRUARY 2015



## INTRODUCTION

Members of the lottery blocs in Australia are responsible for promoting and conducting the national lottery games in which they participate, as well as their own non-bloc games conducted within their respective jurisdictions.

The Australian lottery industry is tightly regulated by State and Territory governments and regulatory authorities. Members of the lottery blocs are further committed to their own agreed uniform standards of self-regulation as reflected within this voluntary Code of Practice.

This Code has been adopted by all members of the lottery blocs, which comprise the following lottery operators throughout Australia:



### QUEENSLAND

Golden Casket Lottery Corporation Limited  
87 Ipswich Road, WOOLLOONGABBA QLD 4102  
Ph: (07) 3877 1000 Fax: (07) 3877 1140  
[www.goldencasket.com](http://www.goldencasket.com)



### WESTERN AUSTRALIA

Lotterywest (Lotteries Commission of Western Australia)  
74 Walters Drive, OSBORNE PARK WA 6017  
Ph: (08) 9340 5100 Fax: (08) 9242 2577  
[www.lotterywest.wa.gov.au](http://www.lotterywest.wa.gov.au)



### NEW SOUTH WALES & AUSTRALIAN CAPITAL TERRITORY

NSW Lotteries Corporation  
1 Figtree Drive, SYDNEY OLYMPIC PARK NSW 2127  
Ph: (02) 9752 5500 Fax: (02) 9752 5511  
[www.nswlotteries.com.au](http://www.nswlotteries.com.au)



### SOUTH AUSTRALIA

Lotteries Commission of South Australia  
Level 1, 26 Franklin Street, ADELAIDE SA 5000  
Ph: (08) 8205 0700 Fax: (08) 8205 0740  
and its Master Agent Tatts Lotteries SA Pty Ltd  
188 Richmond Road, Marleston SA 5033  
Ph: (07) 3877 1000 Fax: (07) 3877 1140  
[www.salotteries.com.au](http://www.salotteries.com.au)



### VICTORIA, TASMANIA

Tattersall's Sweeps Pty Ltd  
Level 1, 411 Collins Street, MELBOURNE VIC 3000  
Ph: (03) 8517 7777 Fax: (03) 8517 7757  
[www.tatts.com](http://www.tatts.com)



## **NORTHERN TERRITORY**

Tatts NT Lotteries Pty Ltd

Level 1, 411 Collins Street, MELBOURNE VIC 3000

Ph: (03) 8517 7777 Fax: (03) 8517 7757

www.tatts.com

The lottery blocs in Australia were founded on the principle of social responsibility and this remains a cornerstone of the blocs today.

This Code reflects the commitment of lottery bloc members to providing players with the very best lottery games and levels of service, delivered with the highest standards of integrity and credibility. The lottery blocs are further committed to optimising and balancing returns to all stakeholders within a socially responsible framework and ensuring the Australian lottery industry is recognised as one of the best in the world.

The Code incorporates principles that the signatories believe to be integral to the responsible provision of lottery games. The Code should be read in conjunction with the relevant lottery licences, legislation, regulations, codes of practice, enabling documentation, rules and procedures prescribed for each jurisdiction.

The signatories to this Code will provide an environment that encourages their retailers to promote the responsible conduct of lotteries.

In each jurisdiction, fair and accessible mechanisms are in place to ensure that customer comments or complaints are effectively addressed.

## **1 ADVERTISING**

- 1.1** Advertising will be conducted in a responsible manner in accordance with relevant advertising requirements contained within the respective lottery industry legislation, lottery licences, the *Competition and Consumer Act 2010*, regulations and codes of practice, and will not:
- 1.1.1.** Be false or misleading, particularly in relation to the chances of winning;
  - 1.1.2.** Be of an offensive or indecent nature;
  - 1.1.3.** Be targeted towards minors or people not of legal lottery playing age in each jurisdiction;
  - 1.1.4.** Be explicitly or exclusively directed at vulnerable or disadvantaged groups.

## **2 RESPONSIBLE LOTTERY MANAGEMENT**

- 2.1** Lottery games will be developed, promoted and sold in a responsible manner in accordance with specific legislation, regulation and/or codes of practice in each jurisdiction.
- 2.2** Lottery operators will maintain a commitment to harm minimisation.

## **3 PROVISION OF INFORMATION**

- 3.1** To ensure players can make an informed choice about their participation in lottery games, information will be available regarding the prizes on offer and the chance of winning those prizes.

- 3.2 The relevant rules relating to the lottery games on offer will be made available to players.
- 3.3 Information regarding player support services will be readily available.
- 3.4 Winners of major lotteries prizes will be encouraged to seek independent financial advice about managing their win.

#### **4 PRIVACY**

- 4.1 Information about customers and winners will be protected and treated with the utmost confidentiality.
- 4.2 Customer requests for anonymity will be respected and any details of a prize win which will identify the winner will not be revealed without the prior permission of the winner.

#### **5 TRAINING**

- 5.1 Appropriate retailer training will be provided in the areas of product knowledge, customer service, responsible play and compliance requirements to ensure a high level of service is offered.
- 5.2 Staff training will be designed to incorporate the principles contained within this Code.

## **SIGNATORIES**

Lotteries Commission of Western Australia  
Paul Andrew, Chief Executive Officer

Lotteries Commission of South Australia  
David Hardy, Chief Executive

Tatts Lotteries (Golden Casket, NSW Lotteries, Tattersall's Sweeps, Tatts NT Lotteries & Tatts Lotteries SA as Master Agent)  
Sue van der Merwe, Chief Operating Officer