



RESPONSIBLE GAMBLING CODE OF CONDUCT

NSW

Introduction

Oz Lotteries is an authorised digital retailer for Tattersall's Sweeps Pty Ltd, Tatts NT Lotteries Pty Ltd, New South Wales Lotteries Corporation Pty Ltd, and Tatts Lotteries SA Pty Ltd (collectively known as the Lott).

Oz Lotteries is committed to responsible gambling throughout the states and territories in which it operates by providing games in a safe, secure and friendly environment through its Responsible Play Program.

For most people, playing lottery games is fun and entertaining. Although lottery play is rarely associated with causing problem gambling, Oz Lotteries adheres to Responsible Gambling Codes of Conduct (Codes) as applicable for each state and territory, which act as guides for responsible service delivery, and commitment to community expectations.

Objectives

- To ensure that lotteries remain a socially responsible, fun and entertaining experience.
- To provide a framework for Oz Lotteries for the continued responsible delivery, marketing and sale of lottery products.
- To continue to demonstrate Oz Lotteries' unwavering commitment to responsible business practices and community support.

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1. Definitions

App means the Oz Lotteries mobile application.

Authority means Liquor and Gaming NSW.

Autoplay means the automatic purchasing of a specific entry in a lottery based on the settings requested by a customer at the time it is set up.

Member means an individual who has completed the Oz Lotteries registration procedure available at the Registration Page to Oz Lotteries' satisfaction and has an Oz Lotteries Account.

NSW Code means the Responsible Gambling Code of Conduct – New South Wales (*this document*)

The Lott means Tattersall's Sweeps Pty Ltd (ABN 99 081 925 662); Tatts NT Lotteries Pty Ltd (ABN 18 146 244 984); Golden Casket Lottery Corporation Limited (ABN 27 078 785 449); New South Wales Lotteries Corporation Pty Ltd (ABN 27 410 374 474) and Tatts Lotteries SA Pty Ltd (ABN 41 146 245 009) of 87 Ipswich Road, Woolloongabba, Queensland, 4102.

RGLO means Responsible Gambling Liaison Officer

Warning Message means the approved NSW Government gambling information and warning message "Think! About your choices
Call Gambling Help 1800 858 858
www.gamblinghelp.nsw.gov.au."

Website means the Oz Lotteries website www.ozlotteries.com.

2. Commitment to Responsible Gambling

Oz Lotteries is 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 Responsible Gambling 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.

The NSW Code describes how we demonstrate this commitment in New South Wales.

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3. Availability of the Code

A responsible gambling brochure, 'Have Fun & Play Responsibly', indicating the availability of the Codes for each jurisdiction and providing a high level summary of the main tenets of all of the Codes in major community languages, is available for download on the Website.

4. Responsible Gambling Message

Oz Lotteries' Program uses the responsible gambling message "HAVE FUN & PLAY RESPONSIBLY", which is displayed on all responsible gambling materials.

5. Gambling Information and Warnings

Oz Lotteries ensures the approved gambling information and warning message appears on the following Oz Lotteries material:

- a) Oz Lotteries How to Play brochures.
These brochures must also contain information about the odds of winning a major prize in a lottery or if there are different prize divisions, the chances of winning a prize in each division.
- b) The Website.
- c) Any Oz Lotteries promotional material, including e-mails and internet advertisements
- d) The 'Have Fun & Play Responsibly' brochure.
- e) The 'Have Fun & Play Responsibly' sign.

6. Responsible Gambling Information

The Website has responsible gambling information on display in a range of forms, including downloadable brochures and posters.

Materials are subject to change, but current examples of responsible gambling materials include:

- a) The 'Have Fun & Play Responsibly' brochure, which must be available for customers on the Website, 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;

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- iv. the odds of winning;
 - v. how to lodge a complaint for a suspected sale of lottery products to minors or for any other responsible play complaint; and
 - vi. contains the NSW Government approved gambling information and Warning Message.
- b) The 'Have Fun & Play Responsibly' sign is available online on the Website, which 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;
 - v. the NSW Government approved gambling information and Warning Message.
- c) The Game Rules must be displayed on the Website. The Game Rules provide information on the games and the percentage return to players.
- d) The 'How to Play' brochures are on display and available to customers on the Website. The 'How to Play' brochures provide information on the games and the odds of winning a major prize in those lottery games or if there are different prize divisions in the lottery games, the odds of winning a prize in each division. The 'How to Play' brochures must also include the NSW Government approved gambling information and Warning Message.
- 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 and is available on the Website.
- f) The Website must include the odds of winning a major prize in each of the games or, if there are different prize divisions in the lottery games, the odds of winning a prize in each division.
- g) The Website must also include the information contained in the NSW Government approved player information brochure. This information is provided via a link to the NSW Government website to the approved player information brochure. The Website must contain the NSW government approved gambling information and Warning Message.

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- h) Oz Lotteries online player self-exclusion information is provided on both the Website and App. This information directs online players who wish to self-exclude, to submit an online self-exclusion request or call the Responsible Gambling Liaison Officers (RGLOs) to suspend their online accounts for a minimum of 180 days. The self-exclusion page directs customers where to get help.
- i) The Responsible Play Program webpages display the National Gambling Helpline number of 1800 858 858 as well as links to:
 - i. the Responsible Gambling Code of Conduct – New South Wales;
 - ii. the 'Have Fun & Play Responsibly' sign; the 'Have Fun & Play Responsibly' brochure;
 - iii. the Game Rules;
 - iv. odds information and the 'How to Play' information for each game;
 - v. Gambling Help Online and information on the Players 1st Program.

7. Self-Assessment

A link to self-assessment and self-management tools on appropriate gambling help support sites is provided to players via the Responsible Play Program page on the Website to assist customers to manage their gambling activities.

8. NSW Government Responsible Gambling Materials

The NSW Government English Player Information brochure must be in a form approved by the Authority and must be made available to players.

- a) The NSW Government Counselling Signage poster must be in a form approved by the Authority and must be made available to players.
- b) These NSW Government materials contain the gambling Warning Message and the Gambling Helpline number and NSW Government help website address. The player information brochure also contains information concerning the chances of winning a major prize in a public lottery.
- c) On request from a player, Oz Lotteries must supply a NSW Government community language player information brochure via e-mail as soon as practicable after being requested to do so. The brochures must be in a form approved by the Authority and obtained from Liquor & Gaming NSW via a request to the Group Social Responsibility

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Manager on 07 3877 1119, who will organise the receipt of the brochure from Liquor & Gaming NSW.

9. Gambling Product Information

Information on all gambling products must be available and accessible for customers on request. This information includes the odds of winning and player information for each game.

- a) The Game Rules are available and accessible for customers on the Website. They include information on the games and the percentage return to players.
- b) The NSW Government English Player Information brochure must be on display and accessible to all players. These brochures contain information concerning the chances of winning a major prize in a public lottery.
- c) On request from a player, Oz Lotteries must supply a NSW Government Community Language Player Information brochure via e-mail as soon as practicable after being requested to do so. The brochures must be in a form approved by the Authority and obtained from the Liquor & Gaming NSW via a request to the Group Social Responsibility Manager on 07 3877 1119, who will organise the receipt of the brochure from Liquor & Gaming NSW. These brochures contain information concerning the chances of winning a major prize in a public lottery.

10. Pre-commitment Strategy

Oz Lotteries encourages customers to set a limit according to their individual circumstances. Information is available to assist a customer to make a pre-commitment decision, and Oz Lotteries members are able to establish play limits.

11. Interaction with Customers

Oz Lotteries has designated Responsible Gambling Liaison Officers (“RGLO”) who are available during business hours (approximately 8.30am until 7.30pm AEST Monday to Saturday, but subject to change). The RGLOs can be contacted on the Responsible Play phone number 1300 188 911.

Oz Lotteries also produces responsible gambling training materials for the purposes of on-training staff. A Member who approaches a staff member and asks for information about problem gambling services or indicates a problem with their gambling will be referred to the

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National Gambling Helpline on 1800 858 858, be provided with the Gambling Help Online details and be offered assistance.

On request, the RGLOs can:

- provide further information and contact details for gambling related support services.
- remove players from any loyalty rewards program and/or stop promotional letters or offers from personally being mailed to the player; or
- offer online self-exclusion.

The RGLOs 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 RGLOs on 1300 188 911 for further information.

If required, Oz Lotteries will assist the customer by contacting the RGLOs on the customer's behalf. Oz Lotteries value the protection of customers' privacy and all interaction with customers will be done with due respect for their privacy. Oz Lotteries staff must not encourage a person to gamble beyond their means.

12. Publicity Concerning Prize Winners

The names, addresses and other details of winners and their families must be kept strictly confidential and must not be made available by Oz Lotteries or its contractors, suppliers or agents to any third party without the consent of the relevant winner.

No advertising or public relations will feature or make any reference whatsoever to actual named individual winners of Oz Lotteries without first obtaining the consent of that winner. When requesting consent, it will be made clear to the winner what will be involved in the advertising or public relations activity.

In the event that a winner subsequently decides that he/she does not wish to be featured in advertising or public relations, this request must be honored as far as is reasonably possible, notwithstanding that approval had originally been given by the player. Oz Lotteries can publish the venue or geographic location at which a prizewinning ticket was sold, and the amount of a prize won.

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13. Staff Gambling Policy

Oz Lotteries has no restrictions on its staff participating in the purchase of lottery products. If a staff member from Oz Lotteries 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 a RGLO for assistance, with due respect for the privacy of the staff member.

Oz Lotteries provides responsible gambling training and material to all new customer support staff members at its induction training and provides updates on responsible gambling as appropriate.

14. Problem Gambling Support Services

Oz Lotteries is committed to maintaining strong linkages with problem gambling support services. Oz Lotteries works closely with The Lott through meetings or interactions with the local Gamblers Help support services from time to time.

15. Customer Complaints

OzLotteries 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 our website.

Our 'Have Fun & Play Responsibly' sign and brochure, which are on display and available on our website, will direct you to the location of the Charter on the Website.

A member of the public can make a complaint to Oz Lotteries, by telephone, letter, fax or email.

CONTACT DETAILS – OZ LOTTERIES

Phone: 1300 188 911
Email: support@ozlotteries.com
Fax: (07) 3371 7329
Mail: ATTENTION: Complaints
GPO Box 2937
Melbourne, VIC 3001
Australia

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

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Oz Lotteries Incident Management Team

Oz Lotteries is dedicated to providing a safe environment for lottery players and delivering exceptional customer service, and has an Incident Management Team to address customer complaints.

The Incident Management Team (“the Team”) investigates, determines and implements a resolution. The Team consists of a member of the Customer Support Team, and either the Customer Support Team Lead, or the Head of Operations.

Complaints Handling Procedure

Once a complaint is reported, the Incident Management Team will investigate the incident or complaint within a reasonable timeframe. Where possible, the investigation will be concluded within 21 days, unless prevented by circumstances beyond the control of the Team.

Upon conclusion, the Team will:

- inform the complainant of the conclusion of the investigation.
- provide the reasons for that conclusion.
- the resolution implemented.
- log the details of the complaint, and the outcome, in an Incident Register; and
- log the details of the complaint, and the outcome, on the customer’s account notes, if applicable.

Where applicable, the subject of the complaint will also be informed of the resolution details outlined above.

If the matter is resolved, no further action is taken. The Charter details additional review procedures if the matter is not resolved.

16. Minors

Legislation prohibits persons under 18 years of age from purchasing lottery products.

The Public Lotteries Act 1996 (NSW) also prohibits the entering of a lottery on behalf of a minor. Oz Lotteries is required to verify a customer’s age and identity where a player seeks to withdraw prize funds. Before a player’s first withdrawal can be processed, Oz Lotteries requires that the player verifies the information they provided during registration.

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If relevant verification cannot be produced, service must be refused, and the customer's account suspended.

17. Financial Transactions

Oz Lotteries does not provide credit or lend money for the purchase of lottery products. The purchase of lottery entries via credit cards and/or EFTPOS is an acceptable retail practice.

Oz Lotteries Head Office must pay the total amount of any prize winnings into the Member's Oz Lotteries account. Total prize money means the total amount of money payable to a person as a result of the person winning money in respect of a single entry in a NSW Lottery product (whether or not that entry relates to one or more than one game in the lottery product).

18. Responsible Advertising and Promotions

Oz Lotteries ensures that any advertising and promotions for NSW:

- a) comply with the advertising Code of Ethics adopted by the Australian Association of National Advertisers;
- b) do not represent an irresponsible trading practice or portray actions that may seem socially irresponsible;
- c) are not directed or likely to appeal (whether in terms of style, tone, content, medium, location or any other factors) primarily to persons under 18 years of age. No suggestion should be made in any advertising that anyone under the age of 18 can participate in lotteries;
- d) are not false, misleading or deceptive or in contravention of a requirement of lotteries regulations;
- e) do not implicitly or explicitly misrepresent the probability of winning a prize or that winning will be a definite outcome of participation in a lottery;
- f) do not include misleading statements about odds or prizes;
- g) do not give the impression that buying lottery tickets is a reasonable strategy for financial attainment or will definitely improve a person's financial prospects;
- h) 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 lottery advertising is published;

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- i) are not discriminatory nor appear to be patronizing to any particular group;
- j) are not targeted at vulnerable or disadvantaged groups including vulnerable 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;
- k) 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;
- l) do not depict or promote the consumption of alcohol while buying a lottery product;
- m) do not encourage anyone to contravene a gaming law or any law;
- n) do not suggest that skill can influence games that are games of chance;
- o) do not encourage excessive or reckless playing;
- p) do not include an offer of free or discounted alcohol; and
- q) incorporate the Warning Message on Oz Lotteries internet advertising where appropriate.

Oz Lotteries incorporates the Lott Responsible Play Program tagline, 'Have Fun & Play Responsibly' into its advertising and promotional material where appropriate.

19. Other Mandatory Elements for Inclusion in Advertising

All advertising material must feature –

- a) NSW Lotteries Logo – unless specifically agreed;
- b) other campaign specific information where required appropriate (e.g. prize level, date(s) of offer, etc.); and
- c) entry forms and how to play brochures must feature the Warning Message.

20. Compliance by Advertising Agencies and Other Suppliers

All advertising agencies working on Oz Lotteries accounts, as well as suppliers of related services are required to abide by the 'Responsible Advertising and Promotions' requirements and the 'Other Mandatory Elements for Inclusion in Advertising' as described in this Responsible Gambling Code of Conduct – New South Wales.

They must also maintain an awareness of the relevant rules and regulations. Any breach of the Code is viewed seriously and could lead to termination of contracts.

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Each time a new contract or other formal relationship is established with an agency or supplier which involves the promotion or advertising of lottery products, the key personnel involved in the business must be supplied with a copy of this Code in print or electronic format by the relevant Oz Lotteries manager responsible for managing the business relationship, and the agency or supplier must be fully briefed on all aspects of responsible gambling obligations. Formal training may also be provided by Oz Lotteries where appropriate. When new key personnel are allocated to the Oz Lotteries account, Oz Lotteries must be advised in writing, and the personnel must be provided with a copy of the Code within five working days by the relevant agency.

21. Advertising or Promotions by or with Third Parties

No advertising or promotion referring to Oz Lotteries developed by third parties may be published or broadcast without the approval of Oz Lotteries. Where such advertising, co-promotion, sponsorship, joint merchandising, etc., is undertaken by or in conjunction with any third party or involves any non-lottery types of products or services, this Code must be complied with and particular care will be taken to ensure that the products, services or third party company or organisation do not detract from the quality image.

Except in the clear case of a joint activity with a third party, Oz Lotteries must not endorse, or be perceived to be endorsing, other products, services or companies. Where these do appear, they must be incidental to the focus of the advertising.

22. Review of the Code

The Code is a dynamic document and will be reviewed annually to ensure it complies with legislation and any Ministerial Direction, and any direction from NSW Lotteries.

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