

**HAVE FUN & PLAY
RESPONSIBLY**

Responsible Gambling Code of Conduct



Official Home of Australia's Lotteries



Introduction

The Lott is the Official Home of Australia's Lotteries which are conducted across multiple jurisdictions within Australia by:

- Tattersall's Sweeps Pty Ltd (Tatts) in Victoria and Tasmania,
- Tatts NT Lotteries Pty Ltd (Tatts NT) in Northern Territory,
- New South Wales Lotteries Corporation Pty Ltd (NSW Lotteries) in New South Wales,
- Golden Casket Lottery Corporation Limited (Golden Casket) in Queensland, and
- Tatts Lotteries SA Pty Ltd (SA Lotteries) in South Australia.

Our games are available online via the Lott Website and App, and through an extensive network of over 4,000 Retailers. We are committed to supplying games in a safe, secure, and friendly environment.

Our Commitment to Responsible Gambling

We recognise the importance of responsible gambling to the long-term success of our business. We promote harm minimisation and responsible gambling through a variety of customer care programs.

We actively strive to minimise potential harm to people and society from problem gambling. These principles are entrenched strategically, culturally and in all day-to-day operations; and they constantly evolve with our business, so lotteries remain a fun and entertaining experience for our customers.

We have developed a Responsible Play Program (Program) that focuses on educating customers and providing them with information and support. The program includes initiatives such as early intervention models and the ability to set pre-commitment limits, and to self-exclude.

The Lott Responsible Play Program

Our Responsible Play Program has been developed to ensure compliance with relevant State and Territory Legislation, establish best practice in service of lotteries and to ensure the playing of lotteries is enjoyable for our customers.

The program focuses on education for our staff and retailers, providing information and support for our customers in-store and online, providing guidance for the design and marketing of our games and programs, all of which is encapsulated in our Responsible Gambling Code of Conduct, applicable to each jurisdiction in which we operate.

All retailers and their staff must comply with the requirements of our Responsible Play Program and in particular this Code. Our program is currently certified under the World Lottery Association's Responsible Gaming Framework.

Objectives of the Code

The Code has been established to achieve the following outcomes:

- Provide our customers with information on our responsible play practices and the unfaltering commitment that the community can expect from us,
- Demonstrate our commitment to minimising the potential harm associated with gambling and providing a safe environment for our customers and staff, and
- Assist our customers in making well-informed decisions by promoting the accessibility of responsible play tools and services.

Application of the Code

Our Code applies to:

- The Lott and our employees,
- Our retail Outlets and staff, and
- Our products and services.

Availability of the Code

Our Code is available via:

- The Lott Website www.thelott.com
- The Lott App, and
- The Lott Outlets

Review of the Code

Our Code is a dynamic document and we undertake regular reviews to ensure it complies with our various State and Territory legislative requirements.

We gather feedback from our customers and retail network through annual responsible play surveys which assists us to gauge the efficacy of our Program. Feedback from these surveys and results from retail site surveys assist to inform our review.

Definitions

App means The Lott mobile application.

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.

Game Rules means an explanation of the rights and obligations of lottery players and the licenced operator.

GCO means Gambling Contact Officer (see also RPLO).

Head Office means The Lott (Locked Bag 1 Spring Hill 4004).

Online Account means an online The Lott Membership account.

Outlet means the place of business of a Retailer.

Retailer means the person(s) who has been granted a Golden Casket, NSW Lotteries, Tatts, or SA Lotteries Franchise and for the purpose of this Code includes the Website www.thelott.com.

Regulator/Regulatory Body means the Office of Liquor and Gaming Regulation (QLD), Liquor and Gaming NSW, Victorian Gambling and Casino Control Commission, ACT Gambling and Racing Commission, Tasmanian Liquor and Gaming Commission and Consumer and Business Services (SA).

RPLO means Responsible Play Liaison Officer (GCO in ACT).

The Lott means Tattersall's Sweeps Pty Ltd (ABN 99 081 925 662); Tatts NT Lotteries Pty Ltd (ABN 18 146 244 984); New South Wales Lotteries Corporation Pty Ltd (ABN 27 410 374 474 ACN 142 890 195) and Tatts Lotteries SA Pty Ltd (ABN 41 146 245 007) of Level 21, Tower 2, 727 Collins Street Docklands VIC 3008 and Golden Casket Lottery Corporation Limited (ABN 27 078 785 449) of Level 8, 180 Ann Street, Brisbane, QLD 4000.

Website means The Lott website www.thelott.com.

Information and Support

Responsible Play Information

We offer responsible play information in a range of forms to keep you informed about the resources, tools and support available to you, your friends and family, and the wider community.

The 'Have Fun & Play Responsibly' brochure is available in all Outlets and on our Website. This brochure supplies information on:

- How to play responsibly,
- How to make and keep a pre-commitment decision,
- The availability of gambling support services,
- The odds of winning, and
- How to lodge a complaint for a suspected sale of lottery products to minors or for any other responsible play complaint.

The 'Have Fun and Play Responsibly' brochure also provides a high level summary of the key elements of the Code and is available in English, Arabic, Chinese, Greek, Italian, Korean and Vietnamese on our website.

Cards

Additional Responsible Play Materials

As well as our Responsible Play materials, you can also find a wide range of government resources, which can be found on the Responsible Play page of The Lott website. Many of these resources can also be found in multiple community languages.

Where can you find more information on responsible play?

In addition to the 'Have Fun & Play Responsibly' brochure, further information on responsible play is available on our website including:

- The 'Have Fun & Play Responsibly' sign.
- The Complaint Handling Charter
- Links to local gambling support services
- Guidelines for financial transactions and prize payments
- Information on spend limits, self-exclusion, and other useful tools.

We consistently review and update the information in Outlets and on our website to ensure that it remains current, and information and support is easily accessible.

Game Information

To help you understand the games, products, and services, we offer game information including the odds of winning and player information for each game.

- The 'How to Play' brochures include information on how to play our games and the odds of winning a top prize. These brochures are available in our Outlets. 'How to Play' information is also available via thelott.com.
- The 'Have Fun & Play Responsibly' brochure includes the odds of winning a first division or top prize. The brochure is available in our Outlets and on our website.
- The Game Rules include information on the games and the percentage of return to players. The Rules are available on our website.

Golden Casket (Queensland)	The Lotteries Rule for Golden Casket
NSW Lotteries (NSW & ACT)	Game Rules for NSW Lotteries
Tatts (Victoria, NT & Tasmania)	Rules of Authorised Lotteries
SA Lotteries (South Australia)	The Lotteries Rule for SA Lotteries

The odds of winning are also available to view on our website.

The Lott Membership Club & Rewards

Our membership program, The Lott Members Club is free for customers to join and offers a range of benefits including:

- Prize protection: Tickets purchased by the member are registered to their The Lott Members Club Card. The Lott stores the customer’s contact information against their The Lott Members Club Card and may pay their prizes if not claimed within a defined period (subject to identification requirements having been met).
- Bonus draws: bonus draws offer members the ability to enter a second chance draw by using their The Lott Members Club Card to purchase particular lottery products. The winners of any promotions conducted for The Lott Members Club Card members are contacted by us.
- Favourites: customers can choose to store their favourite numbers
- Phone call for Division 1 winner: Members who win a Division 1 or major prize receive a winning phone call to personally confirm the news.

You can apply to be a member of The Lott Members Club by completing an application form in store, at thelott.com or via The Lott App.

Occasionally, we will communicate about upcoming events or offer members the ability to enter a second chance draw by using their The Lott Members Club Card to buy lottery products. You can opt-out from receiving these communications by calling us on 131 868.

Information on The Lott Membership Club program including terms and conditions is available on our website. Membership is not available to minors.

Retail Promotions

From time to time, our retailers conduct local area marketing which may include offering customers a purchase incentive linked to a purchase of a certain entry type. Local area marketing may also include second chance draw promotions which may be based on a purchase of a certain entry type. These promotions may or may not involve the use of The Lott Membership Club Card.

How can we help you?

We are committed to providing our customers with a safe, secure, and friendly environment in which to play our games.

If playing lottery games is no longer fun for you, or you are concerned about someone close to you, help is always at hand.

Contact Us

Call us on 1300 138 132 to speak to a Responsible Play Liaison Officer (in ACT, Gambling Contact Officer) who can help you by:

- Supplying information and contact details for gambling support services,
- Removing you from our membership program,
- Stopping you from receiving direct marketing from us (including emails and SMS),
- Offering advice on spend limits and useful tools, and
- Helping you with online self-exclusion.

If English is not your first language, our Responsible Play Liaison Officers can connect you to a national translation service during your call to help with translation.

Retail Customers

Our Retailers and staff are trained to respond to your responsible play enquiries and identify signs that may indicate you may be experiencing harm. Some of these may include:

- Spending increased amounts of time or money on gambling,
- Borrowing money or trying to borrow money to gamble,
- Expressing concern or guilt about your spend,
- Chasing losses i.e, trying to win back losses by playing further games,
- Becoming visibly agitated or distressed about the outcome of a game,
- Returning to an Outlet for more than three or four extended session within a day in an attempt to win back initial stakes, and/or
- Making remarks that you are overspending or cannot afford daily staples due to gambling expenditure.

You can ask one of our staff members about responsible play and they will support you by:

- Engaging in a conversation about responsible play,
- Providing you with a copy of the 'Have Fun & Play Responsibly' brochure, and
- Referring you to our Responsible Play Liaison Officers and external gambling support services.

If we notice you may be displaying signs of gambling harm whilst in our Outlets, our staff will engage in a conversation with you about your play and will offer to assist you.

We value the protection of your privacy, and our staff will interact with you in a discreet manner with respect for your privacy.

Pre-Commitment Strategy

A pre-commitment strategy is designed to empower you and can help you to keep in control of your play. This strategy allows you to set limits beforehand, with either the amount of time you spend playing our games, or the amount of money you are comfortable spending. Our staff can help you to create a pre-commitment strategy to help you manage your play. You can make a pre-commitment strategy by setting a limit yourself before you play according to your own circumstances.

Our staff will support you to keep your pre-commitment strategy by encouraging you to make or keep a decision and provide you with information and resources.

Online Customers

Pre-Commitment Strategy

We promote and encourage our online customers to make a pre-commitment strategy by regularly communicating about our self-management tools. When interacting with our online customers about responsible play, we will encourage you to make or keep a decision and provide you with information and resources to inform you about spend limits.

Spend limits

When you open an online account with us, you will need to set a spend limit. Once you have set a spend limit, we will prevent you from depositing into your account when you reach your limit. You can change your spend limit at any time by logging into your account and assigning your preferred spend limit under 'Settings'.

We encourage you to set a spend limit according to your own personal circumstances.

Exclude from online play.

You can choose to exclude yourself from playing our online games for a minimum of 180 days (90 days in South Australia), during which time you will not be able to access your account and will have to contact us to re-activate your account after the exclusion period has ended.

Visit the My Settings section of your account when logged in to complete this process. Once you exclude yourself, this request cannot be cancelled.

Opt-out of marketing communications.

When you exclude yourself from playing, we automatically opt you out of our communications. Alternatively, you can be opted out of receiving our communications without self-excluding by calling our Responsible Play Liaison Officers on 1300 138 132 or 07 3340 6125.

Supporting our Staff

Employee Gambling Policy

Our Employee Gambling Policy outlines our commitment to deliver our products and services with honesty and integrity, and places restrictions on our employees and contractors to participate in lottery activities operated by us.

Compliance with our Employee Gambling Policy is mandatory for all employees and contractors working with us. Failure to comply with our policy constitutes as a serious breach and may lead to disciplinary action including termination.

Staff Gambling Policy

The Lott staff and Retailers and their staff can buy lottery products subject to guidelines. Retailers must implement clear procedures for staff to purchase tickets and claim prizes in their Outlet to adhere to these guidelines.

Information and assistance available for staff

Ensuring the well-being of our staff is our top priority. If a staff member asks for help, or displays signs of distress, or difficulty managing their gambling, we will support them by:

- Supplying information on responsible play tools and resources,
- Referring them to our Responsible Play Liaison Officers, and
- Referring them to gambling support services including the National Gambling Helpline.

We encourage our staff to reach out if they need help and we will support them in a private and confidential manner with respect for their privacy.

Gambling Support Services

If playing lottery games is no longer fun for you or you are concerned about someone close to you, help is available. The following services offer a range of free and confidential support for you, your family, and friends including counselling, support groups, information, and referrals, and help with self-exclusion.

Available Gambling Support Services:

- National Gambling Helpline 1800 858 858
- Gamblers Help (gamblershelp.com.au)
- Gamblers Anonymous (gaaaustralia.org.au)
- Lifeline Helpline 13 11 14
- ACT Gambling Support Services (www.everystorymatters.act.gov.au)
- South Australia Service Finder (<https://www.problemgambling.sa.gov.au/get-support/we-can-help/find-a-help-service-near-you>)

Interaction with Gambling Support Services

With a focus on delivering high quality customer care, we maintain strong relationships with gambling support providers, and government and industry groups. We connect with them on a regular basis by:

- Attending gambling harm networks and seminars,
- Coordinating with gambling support providers to host staff sessions on responsible play,
- Informal and ongoing communications with gambling support services to seek advice and feedback on the Program,
- Contributing to government and industry forums across various states,
- Attending the National Association for Gambling Studies (NAGS) conference on an annual basis
- Supporting state gambling harm awareness weeks.

Customer Complaints

Our Complaint Handling Charter (Charter) details the process for you to make a complaint about the operation of, or compliance with this Code. You can make a complaint to us in person, by phone, letter, or email:

Phone: 131 868
Email: customersupport@thelott.com
Mail: Complaints at The Lott
Locked Bag 1
SPRING HILL, QLD 4004

How will we manage your complaint?

If you make a complaint to us in person by phone, we may ask you to send details of your complaint in writing.

Upon receipt, we will investigate and respond to your written complaint within 21 days. We aim to investigate non written complaints within a reasonable time with consideration to the nature and complexity of the complaint.

We will keep you informed of the conclusion reached in relation to your complaint including the reasons for that conclusion. If we resolve the matter, we will take no further action.

If you would like to request a review of the decision, we will conduct an internal independent review which may include:

- A review of all information relating to your complaint, and
- A discussion with you, the subject of your complaint (if applicable) and/or staff involved with the management of your complaint.

If you would like to request a review of the internal decision, we will refer your complaint to a member of a panel of independent mediators for a determination or mediation (if necessary). We will share any mediation costs with you equally.

We record complaints made in relation to the operation of this Code. We make this information available to the relevant regulatory bodies on request and keep records for a period of seven years in accordance with our record keeping obligations.

Supporting Responsible Play

Responsible Play Training

Our Employees complete responsible gambling training as part of their onboarding and are required to complete ongoing mandatory annual training. Our comprehensive training modules are tailored to suit various roles including all staff, specialist roles, and advertising and marketing.

Our specialist responsible gambling training module equips employees with information on:

- How to identify signs of potential gambling harm,
- How to respond to signs of gambling harm,
- Availability of responsible play tools and self-exclusion
- Accessing gambling support services, and
- How to raise concerns about gambling harm.

Our Retailers and staff are required to complete mandatory responsible play training when they commence work at our Outlets. This training provides staff with information on:

- Retailer responsible play requirements,
- How to identify signs of potential gambling harm in the retail environment,
- How to respond to signs of gambling harm,
- The availability of responsible play tools and self-exclusion for online customers,
- How to access and refer customers to gambling support services, and
- How to raise concerns about gambling harm.

We provide our Retailers and staff with a 'Responsible Play Guide' and various tools and resources to equip them with information to support customers and adhere to our Responsible Play Program.

Minors

The law prohibits persons under 18 years of age from purchasing lottery products and we undertake all practical measures to ensure that minors cannot access our products either online or in our Outlets.

We display 18+ messaging in our Outlets, on our Instant Scratch-Its, website, and The Lott App.

Retail Outlets

Our staff will ask you for verification of age if you look less than 25 years old for lottery purchases or The Lott Members Club Card applications.

All Outlets display the 'Have Fun & Play Responsibly' sign stating that minors cannot purchase lottery products. In addition to the 'Have Fun & Play Responsibly' sign, outlets in Tasmania also display the 'Minors Warning' sign.

Online accounts

Our online customers must complete an identification process to confirm they are over 18 years of age. Before we can process your first withdrawal from an online account, you must verify the information you provided during your registration. We will suspend or close unverified accounts in line with our terms and conditions.

If we find that a person under 18 years of age has opened, or is accessing one of our accounts, we will close the account immediately and report the matter to the relevant gambling regulator (and return funds where appropriate).

What should you do if you are concerned about underage play?

If you are concerned about someone under 18 years of age potentially accessing our products in our retail Outlets or online, you can reach out to us by:

- Approaching a staff member at our Outlets, or
- Calling our Customer Support team on 131 868

The Gambling Environment

We dedicate ourselves to delivering our products with the highest standards of integrity and credibility with focus on customer care. Our Responsible Play Program promotes responsible play both online and, in our Outlets, and we discourage customers from engaging in extended play.

Responsible Play Message

We display responsible play messaging in our Outlets, and on our Website and The Lott App. We also embed responsible play messages within our marketing and promotional materials, including any communications sent to our customers.

The Lott Responsible Play Program promotes the message, “Have Fun & Play Responsibly,” on all responsible play materials.

Retail Outlets

Our retail staff support a safe and responsible gambling environment in Outlets by discouraging customers from engaging in extended periods of gambling. All customers are provided with fair, honest and courteous treatment with respect to their privacy.

We ensure there is adequate lighting in our Outlets to make sure that signage is visible, and customers can be easily identified.

We do not allow customers under the influence of alcohol or other substances to buy our products. If our staff see you displaying signs of intoxication, they may refuse service.

Our staff do not encourage customers to give them gifts or gratuities.

Our Outlets in South Australia display a clock to show customers the passage of time.

Online accounts

We monitor your online account using systems which review account activity and behaviours to identify customers at risk of gambling harm. Examples of behaviours which may indicate potential gambling related harm include:

- changes in your spend, deposit and withdrawal amounts;
- changes in your playing patterns such as time and frequency played;
- changes in the games you play; and
- changes in your net loss amounts.

We may also monitor and record the emails you send us, changes to your account status, and information you provide us during telephone calls.

Where we identify a change in your online activity and/or behaviours which signals you may be at risk of gambling harm, we may intervene and engage with you through a variety of steps including:

- sending you emails to:
 - remind you that you have access to tools which support responsible play (e.g. setting deposit limits or self-exclusion options);
 - inform you of available gambling support services;
- attempting to contact you by telephone to discuss your account activity (and any potential indicators of gambling harm we have identified);
- proactively suspending or closing your account.

We must comply with our legal and regulatory obligations which aim to minimise harm associated with participation in lotteries. As part of that, our goal is to support you with information and tools to help you make informed decisions about how you interact with our products. Where we identify potential risks in your online activity, we want to share that with you and provide access to information and assistance from our team.

The law prohibits persons who are unduly intoxicated or under the influence of other substances from purchasing lottery products. If we have reason to believe that you are intoxicated while operating your account, we may proactively suspend your account.

Financial Transactions

We do not provide credit, lend money, or accept cheques for the purchase of lottery products. We will

accept payments via credit cards, EFTPOS, or cash.

When collecting a prize in one of our Outlets, the following restrictions will apply:

	Golden Casket and Tatts (QLD, VIC, TAS & NT)	NSW Lotteries (NSW & ACT)	SA Lotteries (SA)
Tier 1	Our Outlets will pay all prizes up to and including \$1,500.00 in cash.	Our Outlets will pay all prizes up to and including \$1,000.00 in cash or via reverse EFTPOS.	Our Outlets will pay all prizes up to and including \$500.00 in cash.
Tier 2	Our Outlets have the option to pay prizes from \$1,500 to \$3,999.99 in an approved method other than cash.	Prizes above \$1,000.00 can be claimed at our Head Office or by completing a Prize Claim Form.	Outlets have the option to pay prizes from \$500 to \$5,000.00 in an approved method other than cash
Tier 3	Our Outlets have the option to pay prizes from \$4,000 to \$24,999.99 in an approved method other than cash with authorisation.	Not applicable	Prizes above \$5,000.00 can be claimed at our Head Office
Tier 4	Prizes above \$25,000 can be claimed at our Head Office.	Not applicable	Not applicable

Further information on our prize payment guidelines is available on our website.

Responsible Advertising and Promotion

We will ensure that our advertising and promotions relating to lottery products:

- complies with the advertising Code of Ethics adopted by the Australian Association of National Advertisers,
- complies with relevant state and territory legislation,
- does not represent an irresponsible trading practice or portray actions that may seem socially irresponsible,
- is not directed at or likely to appeal (in terms of style, tone, content, medium, location or any other factors) primarily to persons under 18 years of age, including suggesting that minors can participate in lotteries,
- Is not false, misleading, or deceptive or in contravene regulatory requirements,
- does not implicitly or explicitly misrepresent the probability of winning a prize or suggest that winning will be a definite outcome of participation in a lottery,
- does not include misleading statements about odds or prizes,
- does not give the impression that buying lottery tickets is a reasonable strategy for financial attainment or will definitely improve a person's financial prospects,

- does 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,
- is not discriminatory or appear to be patronising to any particular group,
- does not target 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,
- does not target or be provided to excluded persons,
- does not publish anything which identifies customers who have won a prize without prior consent,
- does not violate the confidentiality of information relating to, or the privacy of customers without their consent,
- does not depict or promote the consumption of alcohol while buying a lottery product,
- does not encourage anyone to contravene any laws,
- does not suggest that skill can influence games that are games of chance, and
- does not encourage excessive or reckless playing.

We employ a range of processes to ensure our marketing and promotional material complies with these requirements and undertake the following measures:

- Including responsible gambling messages in our advertising and promotional material in accordance with relevant legislation,
- Implementing a thorough review process for materials which includes a multi-layered review conducted by various teams,
- Supplying responsible gambling checklists and guidelines for employees when preparing materials,
- Reviewing new products, or changes to existing products to assess potential impacts on customers and the community prior to release,
- Providing ongoing training to employees and staff, including contractors and third parties.

Occasionally, our Retailers may conduct local area marketing promotions in Outlets. We provide our Retailers with templates, guidelines and tools to ensure they adhere to the above requirements.

Government Resources

Our operations are government by various State and Territory Legislation. The following state gambling codes of practice are available via thelott.com/about/responsible-play:

- ACT - Gambling and Racing Control (Code of Practice) Regulation 2002;
- NT - NT Code of Practice for Responsible Gambling;
- NT - NT Code of Practice for Responsible Online Gambling;
- QLD - Queensland Responsible Gambling Code of Practice;
- SA - SA State Lotteries Gambling Code of Practice;
- TAS - Responsible Gambling Code of Practice; and
- TAS - Tasmanian Liquor and Gaming Commission Rules

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Help is close at hand
Call GambleAware or
Gamblers Help 1800 858 858
gambleaware.nsw.gov.au

Head Office

Locked Bag 1, Spring Hill, QLD 4004
thelott.com
Customers 131 868
Retailers 132 315



Tattersall's Sweeps Pty Ltd
ABN 99 081 925 662
Tatts NT Lotteries Pty Ltd
ABN 18 146 244 984



**New South Wales Lotteries
Corporation Pty Limited**
ABN 27 410 374 474
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**Golden Casket Lottery
Corporation Limited**
ABN 27 078 785 449



Tatt's Lotteries SA Pty Ltd
ABN 41 146 245 007