

## 190-18 REGULATORY ADVICE

## COMPLIANCE

### TAB RESPONSIBLE GAMBLING CODE OF CONDUCT COMPLIANCE CHECKLIST

DATE: 4 DECEMBER 2018

#### AUDIENCE

NSW AGENCY	<input type="checkbox"/>	VIC AGENCY	<input checked="" type="checkbox"/>	ACT AGENCY	<input type="checkbox"/>
NSW LICENSED VENUE	<input type="checkbox"/>	VIC LICENSED VENUE	<input checked="" type="checkbox"/>	ACT LICENSED VENUE	<input type="checkbox"/>

#### TAB RESPONSIBLE GAMBLING CODE OF CONDUCT COMPLIANCE CHECKLIST

As part of our licence obligations, we are required to have a Responsible Gambling Code of Conduct.

Attached is a Responsible Gambling Compliance checklist to assist you with your compliance obligations to our Code of Conduct and to equip you to answer any questions that may be asked of you by the VCGLR inspectors or Tabcorp Retail Assurance when auditing your venue.

You may be audited by the Victorian Commission for Gambling & Liquor Regulation (VCGLR) inspectors or Tabcorp's Retail Assurance Team to ensure compliance with the TAB Wagering's Responsible Gambling (RG) Code of Conduct.





If you have any questions, please email [RGWagering@tabcorp.com.au](mailto:RGWagering@tabcorp.com.au)

**Please ensure you and all of your staff read this advice and sign it at the end of the checklist and place in the BetCare resource folder**

## TAB (VIC) Responsible Gambling Code of Conduct Compliance Checklist

This checklist is designed to assist all TAB employees with meeting their compliance obligations contained in the Tabcorp Responsible Gambling Code of Conduct.

<p><b>Tabcorp Wagering Complaint Resolution</b></p> <p><b>It is a requirement of the Tabcorp RG Code that venues follow the Customer Complaints Process</b></p> <p>If customers have a concern with Tabcorp Wagering Victoria's Responsible Gambling (RG) Code of Conduct and wish to make a complaint we encourage them to tell us.</p>		<p>We have a formal Complaint Management Policy in place to ensure that our customer complaints are addressed appropriately.</p> <p>In accordance with the Complaint Resolution Policy complaints should be addressed to the:</p> <p>Responsible Gambling Wagering Risk Manager, either:          In writing: GPO 4168 SYDNEY NSW 2001          email <a href="mailto:RGWagering@tabcorp.com.au">RGWagering@tabcorp.com.au</a></p>
<p><b>Betting Rules</b></p>  <p><b>153059</b></p> <p>Betting Rules must be available for inspection in your venue</p>		<p>Betting Rules are available on the Customer Information Terminals (CITs).</p> <p>If your venue does not have a CIT, you must be able to access a copy of the Betting Rules on site. This can be an electronic version.</p> <p>The Betting Rules are available to be downloaded from MyTAB or from the Tab website. This can be an electronic version.</p>
<p><b>Responsible Gambling Code of Conduct</b></p> <p>Tabcorp Wagering Responsible Gambling Code of Conduct must be available up on request in your venue.</p>  <p><b>153053</b></p>		<p>If you do not have a Customer Information Terminal in your venue you must be able to access a copy of the Tabcorp Wagering Responsible Gambling Code of Conduct on site. This can be an electronic version.</p> <p>RG Code of Conduct can be downloaded from MyTAB or from the Tab website,</p>

## Easy Bet Terminals (EBTs)

Do all operators know how to use the EBTs?



153075

Operators Must be able to assist customers by giving instructions on how to use an EBT.

All EBTs must have the Sticker 153075 on them.

## Intoxication



153051

All venues must display the Intoxication Sticker 153051

## BetCare



153055

The BetCare sticker must be displayed at the entrance to TAB Agency or TAB area for Licensed Venues

## Responsible Gambling Incident Register

Responsible Gambling Incident Register

Venue name:




Date	Time	Employee name	Description of responsible gambling matter	Any supporting material? Name or number of document(s)	Actions/comments/ Follow up required	Manager or authorised person's signature

You must have a Responsible Gambling Incident Register which can be shown on demand to the VCGLR.

Copies of Responsible Gambling Incident Register can be found on MyTab.

The register is to be maintained in the BetCare Resource folder for review as required.

Can you answer the following

<p><b>questions to ensure Compliance with the Tabcorp Wagering Responsible Gambling (RG) Code of Conduct?</b></p>			
<p><b>What information is printed on a betting ticket?</b></p>			<p>Printed on the Ticket:          Totalisator Name of Bet Selections          Place of Issue (Venue ID) Amount placed (Wagered)          Type of bets placed</p>
<p><b>Tabcorp Wagering Self-Exclusion Program – BetCare</b>          Tabcorp’s Voluntary self-exclusion program which allows people to self-exclude from TAB’s</p>			<p>Venues are notified of Self-excluded patrons by mail.</p> <p>BetCare information (such as application form, BetCare Incident form, Brochures and other important information) is available on MYTAB.</p> <p>For further information on BetCare such as how it operates, how can they join and whether they can use the same form to close their accounts, customers can call 1800 882 876 or email <a href="mailto:betcare@tabcorp.com.au">betcare@tabcorp.com.au</a></p> <p>In addition, staff can also call BetCare 1800 882 876 for further information or assistance.</p>
<p><b>Minors</b></p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="140 981 290 1254">  <p>153049</p> </div> <div data-bbox="403 960 483 1254">  <p>153075</p> </div> </div>			<p>Under 18 Signage (Minors)          Minors Signage must be displayed at each TAB terminal (Cashiers window) 153049.</p> <p>Under 18 EBT Signage must be displayed on each EBT 153075.</p>
<p><b>Responsible Gambling</b></p> <div data-bbox="148 1373 322 1603">  <p>153058</p> </div>			

-end message detail-

If you have any questions, please contact your Business Development Manager or SSC.

## ACKNOWLEDGEMENT REQUIRED

Mangers are asked to ensure all TAB operator staff read and then acknowledge reading this Retail Advice the using the panel below or electronically on MyTAB. Please see [www.mytab.tabcorp.com.au](http://www.mytab.tabcorp.com.au) for details.

NAME	DATE	NAME	DATE
	/ /		/ /
	/ /		/ /

Display until date: