

Responsible Gambling in Australia

Responsible gambling refers to a broad concept which underpins a number of strategies, the aims of which are to reduce the incidence of problem gambling and minimise potential social costs and harm associated with problem gambling.

Responsible Gambling Frameworks

Independent Pricing and Regulatory Tribunal (IPART) Review¹

In July 2003, IPART conducted a review of the effectiveness of gambling harm minimisation measures in New South Wales. Along with recommendations into these measures, IPART recommended that the development of an integrated responsible gambling policy framework was necessary to promote a 'culture of responsibility' in relation to gambling.

IPART stated that, as a general principle, harm minimisation measures implemented under this policy should aim to reduce the likelihood that gambling will become a problem for participants, without imposing unnecessary limits on people's general right to enjoy gambling as a legitimate social activity. Such a framework would assist in recognising and clarifying the roles and responsibilities of various stakeholders, such as community, gamblers, industry, counselling services and the government in addressing problem gambling.

The Reno Model

The Reno Model was developed in 2004 by behavioural scientists in Australia, Canada and the US. It sets out principles to guide industry operators, health service and other welfare providers, interested community groups, consumers, and governments and their related agencies in the adoption and implementation of responsible gaming and harm minimisation initiatives.²

This framework suggests that the objective of responsible gambling and harm minimisation initiatives should be prevention (responsible gambling initiatives reducing the "incidence" or number of new problem gambling cases) and treatment (harm minimisation initiatives reducing the "prevalence" or number of people who are currently problem gamblers).

National Framework on Problem Gambling 2004-2008³

In 2004 the Ministerial Council on Gambling endorsed a framework to be implemented by state and territory governments in an effort to minimise the negative consequences of problem gambling to individuals,

their families and the community via a national approach.

The National Framework on Problem Gambling has four key focus areas and objectives:

1. Public Awareness, Education and Training – to promote a greater understanding of the nature of the gambling product, the potential for harm and the availability of help and support.
2. Responsible Gambling Environments – to minimise the likelihood of recreational gamblers developing problem gambling behaviours.
3. Intervention, Counselling and Support Services – to enhance problem gambling support and treatment services that are effective, accessible and culturally appropriate.
4. National Research and Data Collection – to inform the development and further development of the national framework and its strategies.

Selected Responsible Gambling Codes

While the majority of the population enjoys gambling without problems, for some people it poses risks. The gambling industry in Australia operates under more than 30 codes related to or pertaining to responsible service and provision of gambling. The aim of these programs is to reduce the incidence and social costs of gambling problems in the community.

Australia

- **Australasian Gaming Council** [Strategy for Responsible Gambling](#);
- **Australian Lotteries Industry** [Code of Practice](#) (Golden Casket Lottery Corporation Ltd, SA Lotteries, LotteryWest, NSW Lotteries and Tattersall's);
- **Australian Leisure And Hospitality Group Limited** [Responsible Gambling Ambassador program](#);
- **Australian Communications and Media Authority (ACMA)** [Interactive Gambling Industry Code](#);
- **Australian Bookmakers** [National Code of Practice for the responsible provision of wagering services](#).

Australian Capital Territory

- **ACT Gambling and Racing Control** [Code of Practice](#) - mandatory Code of Practice applicable to all gambling providers;
- **Casino Canberra** [Code of Practice](#);
- **ACT ClubCare** [Program](#)

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New South Wales

- **Tabcorp** [Responsible Gambling Code of Practice](#);
- **Australian Hotels Association (NSW)** [Responsible Conduct of Gambling](#);
- **Australian Hotels Association (NSW)** GameCare Program
- **Clubs NSW** [Code of Practice/Advertising Code of Practice](#);
- **Clubs NSW** ClubSafe Code of Practice and Program;
- **BetSafe** [Paul Symond Consultancy Hotel Program](#);
- **NSW Lotteries** [Advertising Code of Practice](#).

Northern Territory

- **NT Code of Practice for Responsible Gambling** applicable to all gambling providers;
- **SKYCITY Darwin** [Host Responsibility Program](#);
- **Lasseter's Casino and Online** [Responsible Gaming Program](#);
- **UNITAB** [Responsible Gambling Policy](#).

Queensland

- **Queensland** [Responsible Gambling Code of Practice](#) applicable to all gambling providers;
- **Reef Casino** [Responsible Service of Gaming Program](#);
- **Golden Casket Lottery Corporation** [Responsible Gambling Code of Practice](#);
- **Clubs Queensland** [Responsible Gaming Policy](#);
- **Tabcorp** [Responsible Gambling Code of Practice](#);
- **UNITAB** [Responsible Gambling Policy](#).

South Australia

- **Adelaide Casino** [Responsible Gambling Code of Practice](#) (SKYCITY Adelaide);
- **Adelaide Casino** [Advertising Code of Practice](#) (SKYCITY Adelaide);
- **SKYCITY Adelaide** [Host Responsibility Program](#);
- **Gaming Machine Venue** [Code of Practice](#) (Australian Hotels Association (SA) and Licensed Clubs Association of SA);
- **Gaming Machine Venue** Advertising Code of Practice;
- **Gaming Care Program (AHA SA)**;
- **Club Safe Program (Clubs SA)**;
- **Licensed Racing Club** [Code of Practice](#);
- **Licensed Racing Club** Advertising Code of Practice
- **SA Lotteries** [Responsible Gambling Code of Practice](#);
- **SA Lotteries** [Advertising Code of Practice](#);
- **UNITAB** [Responsible Gambling Policy](#).

Tasmania

- **Tasmanian Gambling Industry Group** Advertising Code of Ethics and Code of Practice (Wrest Point Casino, Country Club Casino, Oasis and Taskeno venues and all TAB locations. Includes Tattersalls, the Federal Group, Admirals Casino, TOTE Tasmania, the Australian Hotels Association and Registered Clubs Tasmania);
- **Wrest Point Casino** [Responsible Service of Gaming Policy](#);
- **Launceston Country Club and Casino** [Responsible Service of Gaming Policy](#);
- **Betfair⁴** [Responsible Gambling Policy](#).

Victoria

- **Crown Melbourne Limited** [Code of Practice and Responsible Gaming Support Centre](#);
- **Tabcorp** [Responsible Gambling Code of Practice](#);
- **Victorian Gaming Machine Industry Accord** (Tabcorp, Tattersall's, Australian Hotels Association and Clubs Victoria);
- **Victorian Gaming Machine Industry** [Advertising Code of Ethics](#) (Tabcorp, Tattersall's, Australian Hotels and Hospitality Association and Clubs Victoria);
- **Licensed Venue Operators** [Code of Practice](#) (Australian Hotels Association (Vic), Clubs Victoria);
- **Gaming Machine Operators** [Code of Practice](#) (Tabcorp and Tattersall's);
- **Greyhound Racing Victoria** [Responsible Wagering Code of Practice](#);
- **Harness Racing Victoria** [Responsible Wagering Code of Practice](#);
- **Tattersall's** [Responsible Gaming Code of Conduct](#);
- **Tattersall's** [Lottery Retailer Code of Practice](#);

Western Australia

- **Burswood Entertainment Complex** [Responsible Gambling Code of Practice](#);
- **WA Racing Industry** [Responsible Wagering Code of Practice](#);
- **WA TAB/Ozbet** [Responsible Wagering Policy](#).

1 Independent Pricing and Regulatory Tribunal of New South Wales (2004), Gambling: Promoting a Culture of Responsibility, Final Report, June 2004

2 Blaszczycki, Ladouceur & Shaffer (2004) 'A Science-Based Framework for Responsible Gambling: The Reno model'. Journal of Gambling Studies, 20 (3), 2004

3 <http://www.facs.gov.au>

4 Betfair is a UK based online betting exchange, allowing members to bet at odds set by other members. Betfair Australia's main operation is located in Hobart. It is licensed only in Tasmania, and is regulated by the Tasmanian Gaming Commission