

Responsible Gambling Code of Conduct

1. Commitment to Responsible Raffle Gambling

Community Based Fundraising provides lottery (raffle) ticket sales, through website and personal sales to members of the Victorian community on behalf of schools, sporting clubs & associations. We acknowledge that a small portion of the community can find themselves at harm when gambling to excess.

Community Based Fundraising makes a commitment to the community and its clients that we will provide an environment where a consumer can make an informed decision about their lottery (raffle) ticket purchase and provide information about responsible gambling on all customer communication.

The Partner appointed with the role of ensuring the Code is carried out and complies with the Gambling Regulation Act, the VCGLR Criteria and Benchmarks and Ministerial Directions and will manage and maintain a Customer Service Log.

2. Availability of the Responsible Gambling Code of Conduct

The Code is available on the **Community Based Fundraising** website at <https://www.cbfundraising.com.au/> or by request to hello@cbfundraising.com.au.

A printed copy of our code is also available to all **Community Based Fundraising**, staff & volunteers.

3. Responsible Gambling Message

Community Based Fundraising is committed to selling raffle tickets responsibly to support community and charitable organisations.

This message will be displayed on **Community Based Fundraising** website and on material developed by **Community Based Fundraising** for the promotion and conduct of raffles on behalf of community and charitable organisations.

A responsible gambling message is available to any customers placed on hold prior to or during a telephone contact.

4. Responsible Gambling Information

Information regarding Responsible Gambling is available from either:

- <https://www.gamblinghelponline.org.au/>,
- on the **Community Based Fundraising** website at <https://www.cbfundraising.com.au/>
- or by request to hello@cbfundraising.com.au

This information includes:

- how to gamble responsibly, e.g. decide before you buy how much you want to spend
- the availability of gambling support services
- restrictions that apply to the provision of credit or the lending of money by **Community Based Fundraising** for the purposes of purchasing raffle tickets.

5. Gambling Product Information

The terms and conditions for the conduct of a raffle will be printed on the ticket and/or information material designed to promote the raffle, and the **Community Based Fundraising** website at <https://www.cbfundraising.com.au/> or by request to: hello@cbfundraising.com.au

This information will include how to enter and the odds of winning the stated prizes based on the total possible ticket sales.

6. Interaction with Customers

Community Based Fundraising telephone staff will assist customers who request it with information about help with a gambling problem.

This information will include referral details to a Gambler's Help telephone service ([tel:1 800 858 858](tel:1800858858)) and/or information materials prepared by Gambler's Help services. In addition, for customers who have indicated that they have a gambling problem or where a canvasser forms the view from the caller that a caller may be overextending themselves financially:

- Telephone canvassers will offer to end the call/call back later if the customer wishes to continue with their ticket purchase (cooling off period)
- Provide a telephone number whereby credit card purchasers could amend or cancel their order (cooling off period)
- Where tickets are sold in person suggest that the purchaser take a moment to reflect on whether they wish to purchase tickets/ as many tickets [cooling off period]
- Where tickets sold by mail an upper limit of 25 tickets will be issued to a customer to purchase/sell at any one time.

7. Interaction with Staff

Staff are/are not permitted to purchase raffle tickets being sold by **Community Based Fundraising**. A nominated manager/supervisor of **Community Based Fundraising** will assist a staff member who requests it, with information about help with a gambling problem. This information will include referral details to a Gambler's Help telephone service and/or information materials prepared by Gambler's Help services. This will be done away from the general work area and in such a way as to protect the staff member's privacy.

Staff members who are displaying indicators of distress that may be related to problem gambling (not confined to raffle purchases) will be offered the above information and assistance.

8. Interaction with Problem Gambling Support Services

The Manager or a senior staff member of **Community Based Fundraising** will contact Gambler's Help services twice a year to obtain updated publications and any changes to contact details or available services.

This information will be communicated to staff, and made available for use with customers, as soon as practicable after it is received.

9. Customer Complaints

If a customer wishes to lodge a complaint relating to **Community Based Fundraising** responsible gambling code of conduct, they should do so in writing, addressed to;

Community Based Fundraising
Parcel Collect 10147 21942
65 Mount Eliza Way
MOUNT ELIZA VIC 3930
Email – hello@cbfundraising.com.au

The Manager will investigate the complaint, as soon as possible, and will take the following steps to resolve a complaint:

- will acknowledge the complaint within 48 hrs of receipt
- will assess whether the complaint is relevant to the Gambling Code of Conduct and advise through written notification
- where further investigation is needed, information and feedback will be gathered from all relevant parties
- will assess whether all parties have been treated fairly and reasonably in accordance with **Community Based Fundraising's** Responsible Gambling Code of Conduct.
- will ensure “the person who lodged the complaint” is notified on the progression of the complaint and will always be informed of the outcome through written notification. The outcome will detail the action and how the complaint has been resolved.
- will be noted and maintained in the Customer Service Log
- complaints will be provided to the Victorian Commission for Gambling and Liquor Regulation (VCGLR) upon request

If a complaint is lodged through a client, it is recommended for the complaint to be forwarded to **Community Based Fundraising** so it can be resolved as soon as possible using the steps above. If the complaint was to be managed externally through other agencies and/or arbitrators, this could prove to be a very costly process for all parties involved.

All complaints are noted in the Customer Service Log.

Community Based Fundraising employs a Quality Control Procedure Cycle ensuring our employees / volunteers are monitored and quality checked for every lottery (raffle) they work. Volunteer work is quality checked each lottery (raffle). The results of this process are actioned by **Community Based Fundraising** within 48hrs of an initial contact or when a potential issue is identified.

All aspects of any face-to-face conversation are qualified with the customer ensuring:

- The customer is aware of who they are supporting
- The customer is confident they can follow through with their commitment to purchase or sell lottery (raffle) tickets
- The customers details are confirmed.

Where there is a discrepancy with any of the above, appropriate action will be taken.

The Manager reviews the quality control procedure of each raffle weekly and may enforce extra checks on certain employees.

10. Compliance with the prohibition on gambling by minors

Raffle tickets may be sold to persons under 18 years of age except where prizes are products that cannot be legally purchased by minors such as alcohol, gambling products etc. The terms and conditions of the raffle will state that prizes of a type which could not legally be purchased by a minor (such as alcohol) will be awarded to a parent or guardian.

Community Based Fundraising will not target a promotion or sales campaign at minors and will not knowingly sell raffle tickets to minors.

11. The Gambling Environment

Community Based Fundraising will discourage repeatedly excessive purchase of tickets by customers. To achieve this **Community Based Fundraising** will:

- Limit the quantum of tickets to be sold to an individual to 25 tickets.
- Check data base of regular ticket purchasers to detect a pattern of excessive purchase
- Not engage in hard/pressure sales techniques.

Community Based Fundraising does not conduct outbound telemarketing.

12. Financial Transactions

Community Based Fundraising will not cash customer's cheques or extend credit to customers to purchase raffle tickets. Customers will be advised of this at the time if they request such a service. Prizes of cash are not permitted in Victoria by law except that cash may form up to 10 percent of a travel prize.

13. Responsible Advertising Promotions

Any advertising and promotions undertaken by **Community Based Fundraising** in relation to a raffle will:

- a) Comply with the advertising code of ethics adopted by the Australian Association of National Advertisers
- b) Not be false or misleading or deceptive about odds, prizes or the chances of winning
- c) Have the consent of any person identified as winning a prize prior to publication
- d) Not be offensive or indecent in nature
- e) Not create an impression that entering a raffle is a reasonable strategy for financial betterment
- f) Not promote the consumption of alcohol while buying raffle tickets.

Community Based Fundraising will incorporate the above standards into its advertising checklist and will assess all proposed advertising against these standards.

Processes and Structures to Support the Ongoing Implementation of the Code.

1. Responsible Gambling matters will be a standing item for Board and staff meetings.
 2. A Responsible Gambling Officer will be identified from among senior staff to:
 - a) Handle more difficult customer contacts
 - b) Liaise with Gambler's Help services to obtain relevant information, advice and training and make this available to staff and customers
 - c) Induct new staff members to ensure they are informed about responsible gambling issues and the Code
 - d) Handle responsible gambling issues raised by staff
 - e) Identify staff worthy of reward and recognition for their responsible gambling efforts
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Code Review Process

1. **Community Based Fundraising** Code will be reviewed in May of each year
2. Input will be obtained from management and staff and a sample of patrons about the operation and effectiveness of the Code.
3. Any additions, notes and recommendations will be noted in the employee manual and a Memo / email sent to all employees / volunteers regarding the updates, if any.
4. A report of the review will be provided to the VCGLR by 30 June each year.