CLUB FUNDRAISING

Responsible Gambling Code of Conduct

# Availability of the Responsible Gambling Code of Conduct

The code is available on the Club Fundraising website at [www.clubfundraising.com.au](http://www.clubfundraising.com.au) or by request to Barrie Cullen (Authorised Officer, Club Fundraising) at info@clubfundraising.com.au

# Responsible Gambling Message

Club Fundraising is committed to selling raffle tickets responsibly to support community and charitable organisations. Accordingly, a responsible gambling message will be displayed on the Club Fundraising website and on material developed by Club Fundraising for the promotion and conduct of raffles on behalf of community and charitable organisations.

# Responsible Gambling Information

Information about the following is available on the Club Fundraising website at [www.clubfundraising.com.au](http://www.clubfundraising.com.au) or by request to Barrie Cullen (Authorised Officer, Club Fundraising) at info@clubfundraising.com.au

* 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 Club Fundraising for the purpose of purchasing raffle tickets.

# 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 Club Fundraising website at [www.clubfundraising.com.au](http://www.clubfundraising.com.au) or by request to:

Club Fundraising Customer Support at [info@clubfundraising.com.au](mailto:info@clubfundraising.com.au)

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

# Interaction with Customers

Club Fundraising has created a privacy statement to demonstrate our firm commitment to privacy. [www.clubfundraising.com.au/privacy-policy/](http://www.clubfundraising.com.au/privacy-policy/)

Club 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 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 1 book will be issued to a customer to purchase/sell at any one time.

# Interaction with Staff

Club Fundraising has created a privacy statement to demonstrate our firm commitment to privacy. [www.clubfundraising.com.au/privacy-policy/](http://www.clubfundraising.com.au/privacy-policy/)

Staff are not permitted to purchase raffle tickets in any raffle hosted on the Club Fundraising platform.

A nominated manager/supervisor of Club 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.

# Interaction with Problem Gambling Support Services

The manager or a senior staff member of Club 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.

# Customer Complaints

This Complaint Handling Procedure sets out the process we will undertake to deal with complaints regarding breaches of Responsible Gambling Code of Conduct.

Any complaints should be made in writing to

**Complaints Officer**

**Club Fundraising,**

**1/24 Parsons St,**

**Mordialloc VIC 3195**

Or by email at **info@clubfundraising.com.au.**

Or alternatively via telephone at **0444 562 674**

We will resolve all complaints through this procedure:

Club Fundraising will investigate the complaint, as soon as possible, and:

* Will acknowledge the complaint (and where possible resolved) within 24hours.
* Will assess whether the complaint is relevant to the Club Fundraising’s Responsible Gambling Code of Conduct and advise through written notifications.
* Whether further investigation is needed, will gather information and feedback from all relevant parties.
* Will assess whether all parties have been treated fairly and reasonably in accordance with Club Fundraising’s Responsible Gambling Code of Conduct.
* Will ensure the customer is notified on the progression of the complaint and will inform the customer of the outcome through written notification. The outcome will detail the action and how the complaint has been resolved.

Should a complaint not be resolved through the regular process outlined above, then the following independent process will commence.

* The customer will be invited to attend joint meetings with an independent mediator with the cost to be shared equally between both parties.

All complaints received will be logged on a complaints register, and complaints will be provided to the Victorian Commission for Gambling and Liquor Regulation (VCGLR)

# Compliance with the prohibition on gambling by minors

Club Fundraising does not encourage early gambling habits in children. Club Fundraising will not target a promotion or sales campaign at minors and will not knowingly sell raffle tickets to minors.

Club Fundraising will not supply a prize of a raffle which includes liquor (or any other product that cannot be legally purchased by a minor) to a minor.

# The Gambling Environment

Club Fundraising will discourage repeatedly excessive purchases of tickets by customers. To achieve this Club Fundraising will:

* Set a limit on the quantum or value of tickets to be sold to an individual.
* Check data base of regular ticket purchasers to detect a pattern of excessive purchase.
* Not engage in hard/pressure sales techniques.

# Financial Transaction

Club Fundraising will not cash customer’s cheques or extend credit to customers to purchase raffle tickets. Customer’s 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 per cent of a travel prize.

# Responsible Advertising Promotions

Any advertising and promotions undertaken by Club Fundraising in relation to a raffle will:

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

Club Fundraising will incorporate the above standards into it 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 matter will be a standing item for board and staff meetings.
2. A responsible Gambling Officer will be identified from among the senior staff to:
   1. Handle more difficult customer contacts.
   2. Liaise with Gambler’s Help services to obtain relevant information, advice and training and make this available to staff and customers.
   3. Induct new staff members to ensure they are informed about responsible gambling issues and the Code.
   4. Handle responsible gambling issues raised by staff.
   5. Identify staff worthy of reward and recognition for their responsible gambling efforts.

**Code Review Process**

1. Club Fundraising Code will be reviewed each year on the anniversary of its commencement.
2. Input will be obtained from management and staff and a sample of patrons about the operation and effectiveness of the code.

A report of the review will be provided to the VCGLR by 30 June each year.