

Cycles for Awareness Pty Ltd – Responsible Gambling Code of Conduct

1. Availability of the Responsible Gambling Code of Conduct

The Code is available on the Cycles for Awareness website at www.cyclesforawareness.com or by request to Evan Miritis/Business Manager and Free call 1300 815 155.

2. Responsible Gambling Message

Cycles for Awareness Pty Ltd is committed to selling raffle tickets responsibly to support community and charitable organizations. The message will be displayed on Cycles for Awareness website and on material developed by Cycles for Awareness 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.

3. Responsible Gambling Information

Information about the following is available on the Cycles for Awareness Pty Ltd website at www.cyclesforawareness.com or by request to the Business Manager at info@cyclesforawareness.com Free call 1300 815 155.

- 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 Cycles for Awareness Pty Ltd for the purposes of purchasing raffle tickets.

4. 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 Cycles for Awareness website at www.cyclesforawareness.com or by request to:

- Evan Miritis
- Free call Number 1300 815 155

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

5. Customer Loyalty Scheme Information

Charities have different offers to their individual customer base and from time to time Cycles for Awareness Pty Ltd will be asked to advise customers of the availability of these offers – should a customer wish they are able to join one of the loyalty clubs – The charity is responsible for ensuring that the program complies with relevant legislation, however at all times the customer is able to cancel at any time.

6. Interaction with Customers

Cycles for Awareness Pty Ltd telephone staff will assist customers who request 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 the Gambler's Help services.

The services highlighted will be:

- Gamblers Help Line 1800 858 858
- <https://responsiblegambling.vic.gov.au>

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).

Cycles for Awareness Pty Ltd allows a maximum of \$50 per customer transaction. Maximum transaction per week is not to exceed more than \$100.

7. Interaction with Staff

Staff are not permitted to purchase raffle tickets being sold by Cycles for Awareness Pty Ltd.

A nominated manager/supervisor of Cycles for Awareness Pty Ltd 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 or/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 Cycles for Awareness Pty Ltd 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 Cycles for Awareness Pty Ltd responsible gambling code of conduct, they should do so in writing, addressed to:

- Cycles for Awareness Pty Ltd
- Attention: General Manager 28 Nangathan Way, Croydon North, VIC 3136

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

- Will acknowledge the complaint with 24 hours of receipt;
- Will assess whether the complaint is relevant to the Responsible 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 Cycles for Awareness Pty Ltd Responsible Gambling Code of Conduct;
- Will ensure parties are notified on the progression of the complaint and be informed of the outcome through written notification. The outcome will detail the action and how the complaint has been resolved;
- Complaints will be provided to the Victorian Gambling and Casino Control Commission (VGCCC) upon request.

10. Commitment to discourage gambling by minors

Cycles for Awareness Pty Ltd does not encourage early gambling habits in children. Cycles for Awareness Pty Ltd will not target a promotion or sales campaign at minors and will not knowingly sell raffle tickets to minors.

Cycles for Awareness Pty Ltd 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.

11. The Gambling Environment

Cycles for Awareness Pty Ltd will discourage repeatedly excessive purchase of tickets by customers. To achieve this Cycles for Awareness Pty Ltd will:

- Allow a maximum of \$50 per customer transaction. Maximum transaction per week is not to exceed more than \$100
- Check data base of regular ticket purchasers to detect a pattern of excessive purchase;
- Not engage in hard/pressure sales techniques;
- Maintain regular training and call monitoring of all staff

12. Financial Transactions

Cycles for Awareness Pty Ltd 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 Cycles for Awareness Pty Ltd 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;

Cycles for Awareness Pty Ltd will incorporate the above standard into its advertising checklist and will assess all proposed advertising against these standards.

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

- Responsible Gambling matters will be a standing item for Management and staff meetings.
- A Responsible Gambling Officer will be appointed to:
 1. Handle more difficult customer contacts;
 2. Liaise with Gambler's Help services to obtain relevant information, advice and training and make the 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

- Cycles for Awareness Pty Ltd Code will be reviewed each year on the anniversary of its commencement.
- 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 VGCCC by 30 June each year.