

GREYHOUND RACING VICTORIA

RESPONSIBLE GAMBLING CODE OF PRACTICE

Introduction

Greyhound Racing Victoria (GRV) is the governing body of Victorian greyhound racing and has general responsibility for protecting the integrity and reputation of the greyhound racing code.

GRV has adopted this Responsible Gambling Code of Practice on the basis that:

- as the regulatory body of Victorian greyhound racing, GRV seeks to ensure racing clubs conduct their race meetings having full regard to responsible gambling practices
- as a joint venture partner of TABCORP Holdings Ltd, Victorian greyhound racing encourages and supports TABCORP in its conduct of responsible gambling practices
- as a good corporate citizen, GRV recognises the importance of promoting responsible gambling practices to protect the Victorian community and minimise harm associated with problem gambling.

Objectives and obligations

GRV commits to this Responsible Gambling Code of Practice and supports the seven objectives contained in the Australian Racing Ministers' Conference's National Guidelines for Responsible Gambling Practices to the extent that the Guidelines relate to GRV's activities and responsibilities. Our commitments in relation to each of these objectives (and two additional objectives) are as follows:

Objective 1: To provide consumers with the information required to make considered and informed decisions in relation to gambling products

Commitments:

- GRV will take reasonable steps to ensure that any information it directly provides to consumers in relation to gambling products contains appropriate advice to inform consumers in respect to rates of return and gambling rules
- GRV will take reasonable steps to ensure that consumers who directly receive information from GRV in relation to gambling products are made aware of gambling complaint resolution mechanisms
- GRV will ensure that Victorian registered bookmakers operating under GRV licence provide customers with information in accordance with the National Code of Practice for Australian Bookmakers.

Objective 2: To provide consumers with the information likely to prevent the development of gambling-related problems or to assist consumers at risk of, or experiencing, such problems

Commitments:

- GRV will take reasonable steps to ensure that any information it provides to consumers in relation to gambling products contains appropriate advice to inform consumers about the risks of gambling related problems and access to problem gambling assistance services
- GRV will ensure that Victorian registered bookmakers operating under GRV licence provide customers with information in accordance with the National Code of Practice for Australian Bookmakers.

Objective 3: To provide gambling services in a manner that encourages responsible gambling patterns and behaviour

Commitment:

- GRV will regulate Victorian registered bookmakers operating under GRV licence to ensure they take reasonable steps to provide self-exclusion facilities; document and comply with credit gambling procedures; do not transact with minors or excluded persons; and provide account history information to clients on request.

Objective 4: To ensure all appropriate personnel are capable of delivering the responsible provision of gambling

Commitment:

- GRV will require Victorian registered bookmakers (and their staff) operating under GRV licence are aware of the National Code of Practice for Australian Bookmakers and GRV will encourage the Victorian Bookmakers Association to provide regular training and information sessions to its members.

Objective 5: To require that service providers act in an ethical manner

Commitment:

- GRV will take reasonable steps to ensure that Victorian registered bookmakers operating under GRV licence conduct gambling on products that meet ethical standards, and which are subject to clear, fair and effective rules.

Objective 6: To provide that advertising and promotion is conducted in a responsible manner

Commitments:

- GRV will ensure any advertising and promotion it conducts in relation to gambling is not deceptive, false or misleading; complies with the Australian Association of National Advertisers' Advertising Code of Ethics; upholds responsible trading practices; is not directed at minors, excluded persons or vulnerable or disadvantaged groups; and contains no inducements or promotions which could encourage irresponsible or excessive gambling by a consumer.
- GRV will take reasonable steps to ensure that Victorian registered bookmakers operating under GRV licence advertise and promote their services in accordance with the National Code of Practice for Australian Bookmakers.

Objective 7: To require that the performance of responsible gambling practices are evaluated

Commitments:

- GRV will regularly review and audit this Code of Practice and its responsible gambling practices and commit to a process of continual improvement
- GRV will seek feedback and be responsive to the views of consumers, racing and gambling service providers, problem gambling groups and Government gambling regulatory and advisory bodies.

Additional Objectives

Objective 8: To encourage and support responsible gambling practices by racing industry stakeholders

Commitment:

- GRV will adopt and practice a "good neighbour" policy to foster and support racing industry stakeholders (including Victorian greyhound racing clubs, Racing Australia, TABCORP, Victorian Bookmakers Association, Harness Racing Victoria and Racing Victoria) to meet the above objectives.

Objective 9: To support research into problem gambling

Commitment:

GRV will actively encourage and support research into reducing the incidence of problem gambling.

Further information

For further information about this Code of Practice please contact: GRV Phone: 03 83291100