

**HAVE FUN & PLAY
RESPONSIBLY**

January 2021



Official Home of Australia's Lotteries



Tatts



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About The Lott

Tattersall's Sweeps Pty Ltd (**Tatts**), Tatts NT Lotteries Pty Ltd (**Tatts NT**), New South Wales Lotteries Corporation Pty Limited (**NSW Lotteries** or **NSWL**), Golden Casket Lottery Corporation Limited (**Golden Casket** or **GC**) and Tatts Lotteries SA Pty Ltd (**SA Lotteries** or **SAL**) (collectively referred as The Lott) lead the way in innovative and socially responsible lottery games in Victoria, Tasmania, the Northern Territory, New South Wales, the Australian Capital Territory, Queensland and South Australia.

- Tatts was originally founded by George Adams in 1881.
- Golden Casket has been operating since 1916, when it conducted its first lottery to raise money for World War I veterans and their families.
- NSW Lotteries has been operating since 1931, when it was then known as the State Lottery Office.
- SA Lotteries sold its first lottery ticket on 15 May 1967.

Responsible play is having fun while knowing your limits and staying informed. With our retail partners (**retailers** or **outlets**), we're all about encouraging people to play our games responsibly.

We're also committed to the Responsible Gambling Code of Conduct (**Code**) for each state and territory in which we operate, and to making sure lotteries stay fun and entertaining.

Our Responsible Play Program

The Lott's Responsible Play Program is our commitment to responsible gambling. For most Australians, lotteries are just a bit of fun, but it's still our job to ensure there are a range of measures in place so Australians can play in a responsible way. This 'Have Fun & Play Responsibly' brochure is here to keep you informed so you can keep enjoying our games.

The Responsible Play Program is built on the Responsible Gambling Code of Conduct (**Code**) that applies as relevant in each state and territory. We've put together a high-level summary of all the Codes in this brochure, but there's a full copy of the Code relevant to your state or territory at your local lottery outlet or at thelott.com.

Tatts, Tatts NT, NSW Lotteries, Golden Casket and SA Lotteries, along with our retailers, each commit to:

- Not selling lottery products to minors.
- Treating customers fairly and honestly.
- Maintaining our customers' privacy and confidentiality.
- Providing accurate information about game rules and information.
- Honouring all legitimate prize claims.
- Supporting customers to set a gambling limit that works with their own circumstances.
- Where relevant, providing access to copies of government and regulator-issued codes of practice in-store and at thelott.com.

**HAVE FUN & PLAY
RESPONSIBLY**

Have fun and play responsibly

Playing lotteries should be enjoyable, so we recommend setting a gambling limit. If you find playing lotteries is no longer fun for you, there's support out there to help.

Worried you're gambling too much? There are some key signs to look out for, including:

- Spending more and more time or money on gambling.
- Not knowing when to stop.
- Borrowing money to gamble or to get out of financial trouble caused by gambling.
- Spending more than you can afford.
- Feeling guilty about gambling.
- Someone close to you raising worries about your gambling.
- Becoming angry or distressed when losing or trying to cut down on gambling.
- Doing things that risk a relationship, job, home life or good opportunity so you can gamble.

Age to play

People must be at least 18 years old to buy a lottery ticket or claim a prize in any game. It's unlawful to supply an entry or prize to a minor, whether that be a retailer selling tickets or an adult purchasing an entry on behalf of a minor.

Help is out there

If you feel like you or someone you know has a problem with gambling, there are services available to help.

You can access free and confidential counselling and advice through the National Gambling Number Helpline on 1800 858 858.

You can also contact:

- Gambling Contact Officer (for customers in ACT):
1300 882 296 during office hours
- Responsible Play Liaison Officer
(for states and territories other than ACT):
1300 138 132

Our Responsible Play Liaison Officers are available to help. You can ask them:

- For information and contact details of gambling support services, or
- To remove you from the membership program by deactivating your card and online account, and/or stopping promotional offers from being sent to you.

Barring

SA Lotteries offers players the option to bar themselves from using their online account or playing at nominated SA Lotteries outlets. Third parties can request the barring of a player they think has a problem with gambling. Chat to your retailer or call 1300 138 132 to speak to a Responsible Play Liaison Officer.

Self-exclusion (online)

If you need a break from your online account, we offer players in Victoria, Tasmania, the Northern Territory, New South Wales, the Australian Capital Territory and

Queensland the ability to self-exclude for a period of six months.

Just call 1300 138 132 to speak to a Responsible Play Liaison Officer (or complete the process online).

Set play limits

You can set a weekly limit for online purchases. Head to your account page on thelott.com for details on how to set a weekly spend limit. We recommend setting a play limit according to your own circumstances.

Know the odds

We offer a wide range of lottery products. Just as the prizes on offer differ from game to game, the chances of winning also varies across our games.





Odds of winning on lottery products

For ease of comparison, the odds of winning (also referred to as the 'chances' of winning) for each lottery game are presented for one standard game. Please note, that it may not be possible to play just one standard game in all lottery games as some games have a minimum entry requirement.

The odds presented reflect the chance of winning a Division 1 prize and for winning any prize. The odds of winning any prize refers to the chance of winning at least one prize on one standard game on an entry across the available prize divisions for a particular lottery game.


The actual odds of winning for each lottery game will vary depending on the number of games (referred to as 'equivalent standard games') on your entry.

These odds have been verified by a qualified and independent statistician.

   			
Lottery product		Odds of winning Division 1	Odds of winning any prize
 Sat TattsLotto		1 in 8,145,060	1 in 42
	Mon & Wed Lotto	1 in 8,145,060	1 in 86
 Sat Lotto		1 in 8,145,060	1 in 42
	Mon & Wed Lotto	1 in 8,145,060	1 in 86
 Sat Gold Lotto		1 in 8,145,060	1 in 42
	Mon & Wed Gold Lotto	1 in 8,145,060	1 in 86
 Sat X Lotto		1 in 8,145,060	1 in 42
	Mon & Wed X Lotto	1 in 8,145,060	1 in 86
Oz Lotto		1 in 45,379,620	1 in 55
Powerball		1 in 134,490,400	1 in 44
Set for Life		1 in 38,320,568	1 in 51

   			
Lottery product		Odds of winning Division 1	Odds of winning any prize
Lucky Lotteries Super Jackpot		Jackpot Prizes: 1 in 18,385,877 1st Prize: 1 in 270,000	Any prize: 1 in 24 Any cash prize: 1 in 69
Lucky Lotteries Mega Jackpot		Jackpot Prize: 1 in 9,483,168 1st Prize: 1 in 200,000	Any prize: 1 in 17 Any cash prize: 1 in 48

  			
Lottery product		Odds of winning Division 1	Odds of winning any prize
Super 66		1 in 1,000,000	1 in 51

			
Lottery product		Odds of winning Division 1	Odds of winning any prize
Lotto Strike		1 in 3,575,880	1 in 12

Note: All odds above are based on one standard game.

Keno		
		
Lottery product	Odds of winning a top prize in Keno	Odds of winning Keno Coin Toss
Keno	Spot 10: 1 in 8,911,712	Odds of winning Heads or Tails: 1 in 2.6
	Spot 9: 1 in 1,380,688	
	Spot 8: 1 in 230,115	Odds of winning Evens: 1 in 5

Note: All odds above are based on one standard game.

Odds of winning on Instant Scratch-Its tickets

While the odds of winning a prize on Instant Scratch-Its tickets are generally 1 in 4, this does not mean that if four tickets are purchased one has to be a winner. These overall odds are based on the total number of tickets available for sale in a game, not on an individual purchase.

The odds of winning presented in the table shown overleaf are based on the total number of tickets that are generally printed for each game type. However, as the total number of tickets printed for each game type may vary from time to time, the odds of winning prizes may vary from those presented in the table overleaf. All prize amounts (including the top prize) are only available until won. This may occur prior to all tickets in a game being sold.

Additionally, new Instant Scratch-Its games may be added to the range from time to time and may not be listed in the table shown overleaf. Not all Instant Scratch-Its games are available in all state and/or territories. For updates check thelott.com.

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<div> <div>Instant Scratch-Its*</div> <div>     </div> </div>			
Game	Top prize	Odds of winning top prize	Odds of winning any prize
\$1.00	\$10,000	1 in 875,000	1 in 4
\$2.00	\$25,000	1 in 1,250,000	1 in 4
\$4.00	\$50,000	1 in 810,000	1 in 4
\$5.00	\$100,000	From 1 in 550,000 to 1 in 1,000,000	1 in 4
\$5.00 Crosswords	\$100,000	1 in 1,700,000	1 in 3
\$5.00 Live the Life	\$1,000 a week for 5 years	1 in 750,000	1 in 4
\$10.00 Jumbo Crosswords	\$150,000	1 in 390,000	1 in 3
\$10.00	\$250,000	1 in 420,000	1 in 4
\$10.00 Live the Life	\$1,000 a week for 10 years	1 in 640,000	1 in 4
\$15.00	\$200,000	1 in 225,000	1 in 3
\$20.00	\$1,000,000	1 in 1,251,000	1 in 3

*Games are conducted by: GC in QLD, TAS AND NT; NSWL in NSW and ACT; Tatts in VIC; and SAL in SA. The details in this table provide examples of the types of prizes and odds of winning across the Instant Scratch-Its range. Prizes can be won across GC, NSWL, Tatts and SAL jurisdictions. Check ticket back for details on where prizes can be won and claimed.

Find out more about how to play lottery products and Instant Scratch-Its tickets in the “How to Play” information brochures and the Rules of Authorised Lotteries (in Tatts and Tatts NT), Game Rules (in NSW Lotteries), the Lotteries Rule (in Golden Casket) and Lotteries Rules (in SA Lotteries), available at your local lottery store or at thelott.com.

Complaints about the operation of the Code

There's a Complaint Handling Charter (**Charter**) that outlines the process for people wanting to lodge a complaint, including their rights and responsibilities.

If you'd like a copy of the Charter or have a responsible play related complaint, including complaints about the sale of lottery products to minors, please call us on 1300 138 132 or visit thelott.com.

Players 1st

Players 1st is our program that makes sure the right prize goes to the right person.

We have over 3,800 retailers in our network who are well trained and trusted with the responsibility to sell, promote and distribute Tatts, Tatts NT, NSW Lotteries, Golden Casket and SA Lotteries games.

We're busy processing tens of millions of transactions every year, always ensuring that customers' privacy and confidentiality is protected.

If you're unhappy with an experience at a lottery outlet, or concerned about the way a lottery transaction has been handled, please call our Players 1st Hotline on 1300 PLAYER or 1300 752 937 as soon as you can.

Summary of the Code

At The Lott, our businesses are committed to encouraging the responsible play of our lottery products. The Lott Responsible Gambling Codes of Conduct (**Codes**) are the cornerstones of our Responsible Play Program. Below is a high-level summary of the various Codes:

- A full copy of the relevant state or territory Responsible Gambling Code of Conduct is available for inspection at Tatts, Tatts NT, NSW Lotteries, Golden Casket and SA Lotteries outlets, or online at thelott.com.
- Rules of Authorised Lotteries (in Tatts and Tatts NT), Game Rules (in NSW Lotteries), the Lotteries Rule (in Golden Casket) and Lotteries Rules (in SA Lotteries), along with information on the odds of winning, are available upon request at Tatts, Tatts NT, NSW Lotteries, Golden Casket and SA Lotteries outlets, or can be viewed at thelott.com.
- We encourage you to set a gambling limit according to your individual circumstances.
- We have a Gambling Contact Officer (GCO) for NSW Lotteries outlets in the Australian Capital Territory (ACT). The GCO can be contacted on 1300 88 22 96 for any problem gambling issues in the ACT.
- Our Responsible Play Liaison Officers are available on 1300 138 132 as a point of contact for any problem gambling issues in states and territories other than the ACT.
- We have a complaint handling process for any complaints related to the operation of the Codes or any other complaint.
- We have a Players 1st Hotline on 1300 PLAYER for concerns about lottery transactions or prize claims.
- Retailers are not permitted to sell to minors or any person purchasing on behalf of minors. Retailers are also not permitted to pay prizes to minors.
- All advertisements and promotions must comply with the Responsible Gambling Codes of Conduct and the relevant state or territory government's Responsible Gambling Codes of Practice or legislation.
- Retailers cannot provide credit or lend money to players for the purposes of purchasing a lottery entry. Restrictions apply on the payment of prizes: over \$1,000 in NSW Lotteries outlets; over \$4,000 in Tatts, Tatts NT and Golden Casket outlets; and over \$5,000 in SA Lotteries outlets. Cashing of cheques is not permitted in any outlet.
- Customers who are intoxicated are not permitted to buy lottery entries.
- Together with our retailers, we provide a safe gambling environment and discourage customers from engaging in extended gambling.
- We provide responsible gambling training and material to all relevant staff members and retailers prior to their commencement at an outlet. Each retailer is provided with responsible gambling material for the purposes of on-training their staff members. In QLD, NSW, VIC and TAS, responsible gambling training is allocated to retailers annually and can be allocated to relevant staff members. In SA, ACT and NT, all retailers and staff members are allocated annual mandatory responsible gambling refresher training.
- In ACT outlets, the ACT Gambling and Racing Control (Code of Practice) Regulation 2002 is available for inspection on request.
- In SA Lotteries outlets the South Australia Gambling Codes of Practice Notice 2013 is available for inspection on request.

Summary of the Code (Chinese)

守则概要

The Lott 的企业致力于鼓励人们负责任地赌玩我们的彩票产品。《**The Lott** 负责任赌博行为守则》(以下简称“**守则**”)是我们负责任赌玩项目的基础。以下是各个《守则》的高度概要:

- 有关各州或领地《负责任赌博行为守则》的完整版本可以在Tatts、NSW Lotteries、Golden Casket或SA Lotteries查阅,也可在网上浏览,网址:thelott.com。
- 公共彩票规定以及赢率信息可在Tatts公司、NSW Lotteries、Golden Casket或SA Lotteries营业网点查阅或张贴,也可在网站thelott.com上浏览。
- 我们鼓励各位按照自己的个别情况设定赌博限额。
- 我们对NSW Lotteries在澳洲首都领地的营业网点设有一位赌博联络员(GCO)。对于澳洲首都领地的任何嗜赌问题,均可联络赌博联络员,电话:1300 88 22 96。
- 我们的负责任赌玩联络员是澳洲首都领地以外其他各州和领地任何嗜赌问题的联络人,联系电话:1300 138 132。
- 我们对与守则实行有关的任何投诉或其他任何投诉设有一个投诉处理程序。
- 对于有关彩票交易或彩金申领方面的担忧,我们设有一条“玩家第一热线”(Players 1st Hotline),电话:1300 PLAYER。
- 零售商不得向未成年人或代未成年人购买的任何人士进行销售。零售商也不得向未成年人支付彩金。
- 所有广告和促销活动都必须遵守《**The Lott** 负责任赌博行为守则》以及州政府负责任赌博守则或法规。
- 零售商不可以向玩家提供信用或信贷用于购买彩票。NSW Lotteries 营业网点对超过\$1,000的大额彩金支付有一定限制,Tatts 和 Golden Casket营业网点对超过\$4,000的大额彩金支付有一定限制,SA Lotteries营业网点对超过\$5,000的大额彩金支付有一定限制。任何营业网点均不允许兑现支票。
- 醉酒的顾客不得购买彩票。
- 我们与零售商一道提供一个安全的赌博环境,不鼓励顾客过度赌博。
- 在所有相关员工和零售商开始在营业网点工作之前,我们都向他们提供负责任赌博培训和材料。公司向每个零售商提供负责任赌博材料,供其继续对员工开展培训。在昆州、新州、维州和塔州,零售商每年要接受一次负责任赌博培训,并可对其相关员工开展培训。在南澳州、澳洲首都领地和北领地,所有零售商和员工每年必须接受一次强制性负责任赌博再培训。
- 《2002年澳洲首都领地赌博与赛马控制(行业规范)条例》可向澳洲首都领地的营业网点索阅。
- 《2013年南澳州赌博行业规范通知》可向 SA Lotteries 的营业网点索阅。

Summary of the Code (Vietnamese)

Tóm tắt nội dung Bộ quy tắc

Tại **the Lott**, mọi doanh nghiệp của chúng tôi đều cam kết khuyến khích người chơi phải có tinh thần trách nhiệm khi chơi các sản phẩm xổ số của chúng tôi. Bộ quy tắc ứng xử Chơi cá cược có trách nhiệm (**Bộ quy tắc**) của **the Lott** là nền tảng của Chương trình Chơi có Trách nhiệm của chúng tôi. Dưới đây là bản tóm tắt cấp độ cao về các Bộ quy tắc:

- Một bản đầy đủ thông tin về Bộ Quy tắc ứng xử Chơi cá cược có trách nhiệm của tiểu bang hoặc vùng lãnh thổ có liên quan được để sẵn để xem xét tại các cửa hàng Tatts, NSW Lotteries, Golden Casket hoặc SA Lotteries hoặc trực tuyến tại **thelott.com**.
- Quy tắc Xổ số Công cộng & thông tin về tỷ lệ thắng cược được để sẵn để xem xét hoặc có trưng bày tại các cửa hàng Tatts, NSW Lotteries, Golden Casket và SA của Xổ số hoặc có thể xem trực tuyến tại **thelott.com**.
- Chúng tôi khuyến khích quý vị định ra giới hạn cá cược phù hợp với hoàn cảnh cá nhân của quý vị.
- Chúng tôi có một Nhân viên Phụ trách Vấn đề cá cược cho các cửa hàng NSW Lotteries tại ACT. Có thể liên lạc Nhân viên GCO qua số 1300 88 22 96 về bất kỳ vấn đề cá cược nào tại ACT.
- Nhân viên Phụ trách Chơi có trách nhiệm của chúng tôi trực sẵn tại số 1300 138 132 và là đầu mối liên lạc về bất kỳ vấn đề cá cược nào tại các tiểu bang và vùng lãnh thổ khác ngoài ACT.
- Chúng tôi có quy trình xử lý đơn khiếu nại đối với mọi khiếu nại liên quan đến việc điều hành Bộ quy tắc hoặc bất kỳ khiếu nại nào khác.
- Chúng tôi có đường dây nóng Players 1st Hotline qua số 1300 PLAYER để trả lời những băn khoăn về giao dịch xổ số hoặc yêu cầu trúng giải.
- Các cửa hàng bán lẻ không được phép bán cho trẻ vị thành niên hoặc bất kỳ người nào đứng ra mua thay cho trẻ vị thành niên. Các cửa hàng bán lẻ cũng không được phép trao thưởng cho trẻ vị thành niên.
- Mọi quảng cáo và chương trình khuyến mại phải tuân thủ Bộ Quy tắc ứng xử Chơi cá cược có trách nhiệm của **the Lott** và Bộ Quy tắc ứng xử Chơi cá cược có trách nhiệm hoặc luật lệ của chính quyền tiểu bang.
- Các cửa hàng bán lẻ không được phép cung cấp tín dụng hoặc cho người chơi vay tiền để phục vụ mục đích mua xổ số. Áp dụng định mức trao thưởng khi thanh toán các giải thưởng cao hơn \$1000 tại các cửa hàng NSW Lotteries, hơn \$4000 tại các cửa hàng Tatts và Golden Casket và hơn \$5000 tại các cửa hàng SA Lotteries. Không được phép đổi chi phiếu thành tiền mặt ở bất kỳ cửa hàng nào.
- Khách hàng đang say xỉn không được phép mua xổ số.
- Cùng với các cửa hàng bán lẻ của mình, chúng tôi đem lại một môi trường cá cược an toàn và khuyến khích khách hàng không nên gia tăng chơi cá cược.
- Chúng tôi thực hiện chương trình đào tạo cá cược có trách nhiệm và cung cấp tài liệu cho mọi nhân viên có liên quan và các cửa hàng bán lẻ trước khi họ bắt đầu làm việc tại một cửa hàng. Mỗi cửa hàng bán lẻ đều được cung cấp tài liệu về cá cược có trách nhiệm nhằm phục vụ cho các nhân viên đang được đào tạo tại chỗ. Tại QLD, NSW, VIC và TAS, đào tạo cá cược có trách nhiệm được cung cấp cho các cửa hàng bán lẻ mỗi năm một lần và có thể được cung cấp cho các nhân viên có liên quan. Tại SA, ACT và NT, tất cả các cửa hàng bán lẻ và nhân viên đều bắt buộc phải tham gia khóa bồi dưỡng về cá cược có trách nhiệm mỗi năm một lần.
- Tại các cửa hàng bán lẻ ACT, Quy chế ACT Gambling and Racing Control (*Quy tắc Thực hiện*) Regulation 2002 được để sẵn để kiểm tra theo yêu cầu.
- Tại các cửa hàng bán lẻ SA Lotteries, Quy tắc Thực hiện South Australia Gambling Codes of Practice Notice 2013 được để sẵn để kiểm tra theo yêu cầu.

Summary of the Code (Greek)

Περίληψη του Κώδικα

Οι επιχειρήσεις **the Lott** μας, έχουν δεσμευθεί να ενθαρρύνουν το υπεύθynu παίξιμο των λαχειοφόρων προϊόντων μας. Οι Κώδικες Συμπεριφοράς Υπεύθυνου Τζόγου **the Lott (Οι Κώδικες)** αποτελούν τον ακρογωνιαίο λίθο του προγράμματος Υπεύθυνου Τζόγου. Κατωτέρω είναι μια υψηλού επιπέδου περίληψη των διαφόρων Κωδίκων.

- Ένα πλήρες αντίγραφο του αντίστοιχου ανά Πολιτεία ή Επικράτεια Κώδικα Συμπεριφοράς Υπεύθυνου Τζόγου διατίθεται για επιθεώρηση σε πρακτορεία Tatts, NSW Lotteries, Golden Casket ή SA Lotteries ή στον ιστότοπο **thelott.com**.
- Κανονισμοί & Πληροφορίες Δημόσιων Λαχείων για τις πιθανότητες νίκης διατίθενται διατίθεται για επιθεώρηση σε πρακτορεία Tatts, NSW Lotteries, Golden Casket ή SA Lotteries ή στον ιστότοπο **thelott.com**.
- Σας ενθαρρύνουμε να θέσετε ένα όριο στον στοιχηματισμό σας ανάλογα με τις προσωπικές σας περιστάσεις.
- Διαθέτουμε Υπάλληλο Υπεύθυνου Τζόγου (Gambling Contact Officer) στα πρακτορεία NSW Lotteries της Επικράτειας Αυστραλιανής Πρωτεύουσας (ACT). Μπορείτε να επικοινωνήσετε με τον Υπάλληλο Υπεύθυνου Τζόγου στο 1300 88 22 96 για οποιαδήποτε προβλήματα τζόγου στην ACT.
- Οι Αρμόδιοι Υπάλληλοι Υπεύθυνου Τζόγου (Responsible Play Liaison Officers) είναι διαθέσιμοι στο 1300 138 132 ως πρόσωπα επαφής για οποιαδήποτε προβλήματα τζόγου σε Πολιτείες και Επικράτειες εκτός της Επικράτειας Αυστραλιανής Πρωτεύουσας (ACT).
- Διαθέτουμε διαδικασία χειρισμού παραπόνων σε σχέση με την εφαρμογή των Κωδίκων ή οπουδήποτε άλλου παραπόνου.
- Διαθέτουμε Ανοικτή Γραμμή Βοήθειας – Players 1st Hotline στο 1300 PLAYER για ανησυχίες σχετικά με συναλλαγές λαχείων ή αξιώσεις κερδών.
- Οι καταστηματάρχες δεν επιτρέπεται να πωλούν λαχειοφόρα προϊόντα σε ανηλίκους ή σε άτομα που αγοράζουν για λογαριασμό ανηλίκου. Οι καταστηματάρχες δεν επιτρέπεται επίσης να πληρώνουν κέρδη σε ανηλίκους.
- Όλες οι διαφημίσεις και οι εμπορικές προωθήσεις πρέπει να συμμορφώνονται με τους Κώδικες Συμπεριφοράς Υπεύθυνου Τζόγου **the Lott** συμπεριλαμβανομένων των Κωδίκων ή νομοθεσιών περί Υπεύθυνου Τζόγου της Πολιτειακής Κυβέρνησης.
- Οι καταστηματάρχες δεν επιτρέπεται να παρέχουν πίστωση ή να δανείζουν χρήματα στους παίκτες για σκοπούς αγοράς λαχειοφόρων δελτίων. Ισχύουν περιορισμοί στην πληρωμή μεγάλων κερδών σε μετρητά πάνω από \$1,000 σε πρακτορεία NSW Lotteries και πάνω από \$4,000 σε πρακτορεία Tatts και Golden Casket και πάνω από \$5,000 σε πρακτορεία SA Lotteries. Η εξαργύρωση επιταγών δεν επιτρέπεται σε οποιοδήποτε πρακτορείο.
- Πελάτες σε κατάσταση μέθης δεν τους επιτρέπεται να αγοράζουν λαχειοφόρα δελτία.
- Μαζί με τους συνεργάτες καταστηματάρχες μας, παρέχουμε ένα ασφαλές περιβάλλον τζόγου και αποθαρρύνουμε τους πελάτες να παίζουν τζόγο για παρατεταμένες περιόδους.
- Παρέχουμε εκπαίδευση και υλικό για υπεύθυνο στοιχηματισμό σε όλα τα αρμόδια μέλη του προσωπικού και τους καταστηματάρχες πριν την έναρξη εργασίας στο κατάστημα. Σε κάθε καταστηματάρχη θα παρέχεται υλικό για υπεύθυνο στοιχηματισμό με στόχο την συνεχιζόμενη εκπαίδευση του προσωπικού τους. Στην ΚΟΥΙΝΣΛΑΝΔΗ, ΝΕΑ ΝΟΤΙΑ ΟΥΑΛΙΑ, ΒΙΚΤΟΡΙΑ και ΤΑΣΜΑΝΙΑ η εκπαίδευση για υπεύθυνο στοιχηματισμό θα παρέχεται ετησίως στους καταστηματάρχες και μπορεί να κατανεμηθεί στα αρμόδια μέλη του προσωπικού. Στην ΝΟΤΙΑ ΑΥΣΤΡΑΛΙΑ, ΠΕΡΙΟΧΗ ΠΡΩΤΕΥΟΥΣΗΣ και ΒΟΡΕΙΑ ΕΠΙΚΡΑΤΕΙΑ, θα παρέχεται σε όλους τους καταστηματάρχες και τα μέλη του προσωπικού ετήσια υποχρεωτική επαναληπτική εκπαίδευση για τον υπεύθυνο στοιχηματισμό.
- Σε πρακτορεία της Επικράτειας Αυστραλιανής Πρωτεύουσας (ACT), ο Κανονισμός Τυχερών Παιχνιδιών και Ιπποδρομιών του 2002 (Κώδικας Συμπεριφοράς) διατίθεται για επιθεώρηση κατόπιν αιτήματος.
- Σε πρακτορεία SA Lotteries, οι Κανονισμοί Τυχερών Παιχνιδιών Νότιας Αυστραλίας 2013 διατίθενται για επιθεώρηση κατόπιν αιτήματος.

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