Quick Guide to
Responsible Gaming
REVISED 2022

BGLC
BETTING GAMING
& LOTTERIES COMMISSION

Understanding Gaming

Many people gamble. They buy lottery tickets, play gaming machines, bet on horseracing and sports events, or play online interactive casino type games. Most people who gamble can do so without developing a problem – but some people can't.

High-Risk vs. Low-Risk Gaming

People who gamble in a high-risk way lose the sense that it's only a game. They start to see gaming as a way to make money. Or they think they have special luck or abilities. Often when they lose, they bet more and more to try to win back what has been lost. People who gamble in a low-risk way naturally follow the principles of responsible gaming. They see gaming as a form of entertainment. For them, a small gaming loss is the cost of a night's entertainment — just like the cost of a movie ticket or a restaurant bill.

So, how can you help with Responsible Gaming?
Adopting and Implementing the BGLC Responsible Gaming (RG) Code of Conduct

THE BGLC RG CODE OF CONDUCT

The Seven (7) Practices:

1. Providing information to customers
2. Interacting with customers and community support services
3. Exclusion Provisions
4. Physical Environment
5. Advertising and Promotion
6. Minors
7. Financial Transactions

The tables outline which responsible gambling practices apply to the different types of gaming establishments

	✅ Required ❌ Not required & or not applicable	• Bookmaker • Betting Office • Betting Lounge	• Racing Promoter (On-Track) • OTB	• Lottery Promoter • Lottery Agent	• Gaming Machine Operator - Gaming Lounges	• Gaming Machine Operator - Up to 19 gaming machines • TSGP	• Interactive • Mobile
Responsible Gaming Practice	**Actions Required of the Operator**						
PRACTICE 1 Providing information to customers	Prominently display responsible gaming code, signage and information (brochures/poster) on where to get help in designated gambling areas and near cash out facilities/ agent terminals servicing gaming areas.	✅	✅	✅	✅	✅	✅
	Player Information Guide A: Betting/Game rules, odds or Returns to player	✅	✅	✅	N/A	✅	N/A
	Player Information Guide B: Player Account Wagering - Registration procedures to include Date of Birth validation procedures, system to allow setting of betting limits, "cooling off period" wait time for player limits to be effective.	❌	❌	❌	❌	N/A	✅
	Signage/Poster on the potential harm and **RISE Life** Help Line; Display tag line - "Game Responsibly"	✅	✅	✅	✅	✅	
	Webpage to Display tag line - "Game Responsibly", RG Code & RG information; link to **RISE Life**	❌	❌	❌	❌	✅	✅
PRACTICE 2 Interacting with customers and community support services	Nominate a staff /agent who will be responsible for liaising with **RISE Life** & keep communication channel open; support staff/agent representative in providing assistance to customers with gambling problems.	✅	✅	✅	✅	❌	✅
	Gaming machine operator to liaise with **RISE Life** for support /providing assistance to customers with gambling problems.	❌	❌	❌	❌	✅	❌
	Training - **RISE Life** - annual & refresher	✅	✅	✅	✅	✅	✅
	Complaint handling procedures	✅	✅	✅	✅	✅	✅
PRACTICE 3 Exclusion Provisions	Customer with gambling problems is provided with self-exclusion forms	✅	✅	✅	✅	✅	✅
	Registered players provided with/given access to facility to voluntary self-exclude	✅	✅	✅	✅	✅	✅
	If customer does not want self-exclusion, the operator initiates venue or online exclusion for a specified period	✅	✅	✅	✅	✅	✅
	Revocation or re-entry procedures	❌	❌	❌	✅	❌	✅
PRACTICE 4 Physical Environment	Request proof of age	✅	✅	✅	✅	✅	✅
	Digital Clock or other method of determining passage of time	✅	✅	✅	✅	✅	✅
	Prohibition signs	✅	✅	✅	✅	✅	✅
	Customers intoxicated are prevented from gaming	✅	N/A	❌	✅	❌	❌
	Where hospitality services are provided, it is managed in a way to encourage customers to take breaks in game play.	❌	❌	❌	✅	❌	❌

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Responsible Gaming Practice		**Actions Required of the Operator**						
PRACTICE 5 Advertising and Promotion		All advertising and promotional materials provide a balanced perspective and are not false, misleading or deceptive; incorporates tag line "Game Responsibly"	✅	✅	✅	✅	✅	✅
		Any jackpot amount or prize being promoted or advertised is available to be won at the time of the advertisement or promotion.	✅	✅	✅	✅	✅	✅
		Player loyalty/rewards programme registration materials to include terms and conditions of participation.	✅	❌	❌	✅	❌	✅
PRACTICE 6 Minors		Minors are prohibited from gaming, purchasing tickets and excluded from designated gaming areas.	✅	✅	✅	✅	✅	✅
		Where hospitality services are embedded on the same premises of the gaming areas, minors are accompanied by appropriate security personnel to sanitary facility.	❌	❌	❌	✅	❌	❌
		Player account wagering - website is restricted to players above 18 years of age	❌	❌	❌	❌	❌	✅
		Identification and documentation verification				✅		✅
PRACTICE 7 Financial Transactions		Establish cash and cheque payout limits	✅	✅	✅	✅	✅	✅
		Cash transactions limit to be in place (limit $1m)	✅	✅	✅	✅	✅	✅
		Cash dispensing machines/kiosks have payout limits	✅	✅	✅	✅	❌	❌
		Credit betting/wagering is prohibited	✅	✅	✅	✅	✅	✅