

## Responsible Gambling Code of Conduct

### 1. Purpose

OneContact recognises that staff in the Not-For-Profit team are engaging in the selling of tickets in art unions, raffles, lotteries and gratuitous lotteries for OneContact's clients. There is a need to regulate the behaviour of staff when liaising with the public about the sale of these tickets to ensure that responsible gambling is undertaken.

### 2. Scope

This Code of Conduct applies to all staff within the Not-For-Profit team.

### 3. Code of Conduct

#### 3.1 OneContact is committed to the principle of responsible gambling

OneContact is dedicated to making responsible gambling resources available to our clients' customers and employees so that our clients' customers are able to make informed decisions regarding the purchase of tickets in support of the not-for-profit clients we represent.

#### 3.2 OneContact makes available information to participants and customers

OneContact makes the following information available to participants and clients' customers in its not-for-profit lotteries, raffles, art unions and gratuitous lotteries it undertakes for clients:

- (a) Gambling responsibly: <https://www.gamblinghelponline.org.au/making-a-change/gambling-responsibly>
- (b) Money management: <https://www.gamblinghelponline.org.au/making-a-change/money-management>
- (c) Gambling support services: <https://www.gamblinghelp.nsw.gov.au/get-help/>

#### 3.3 Training for dealing with participants and clients' customers

OneContact's staff are trained to deal with our clients' customers in a manner that allows them to express freely whether they wish to participate. Our staff will not engage in pressure practices to secure a sale and will readily provide referral details to gambling helplines and services for those who request it or who the staff believe may need it. Our Quality Assurance team ensure that our staff are measured in their approaches and do not overstep the mark by calling staff to account if they do not follow this Code.

#### 3.4 OneContact is active in the space of responsible gambling training

Rininta Nugroho actively reads the blog on Gambling Help Online and is aware of whether training is available for staff to ensure that they meet responsible gambling guidelines.

#### 3.5 Availability of this Code of Conduct

A copy of the Code of Conduct is available to all staff who have access to the intranet. It will also be made available online on our website.

#### 3.6 Gambling Product disclosures

Customers of clients are referred to a helpline where they can discuss the odds of purchasing the tickets in their own time. Terms and conditions are made freely available to customers and are printed on the front or reverse side of the tickets provided.

## 3.7 Prohibition on Gambling by Minors

OneContact is committed to the fact that its staff must not sell tickets to minors. Our staff are trained to deal with situations where they might inadvertently speak to a minor. Furthermore, our Quality Assurance team ensure that sales meet guidelines in that regard.

## 3.8 OneContact does not extend credit

OneContact staff do not engage in extending credit to our clients' customers in order to purchase tickets. Staff are trained to identify problem gamblers in this regard and direct the customers to appropriate responsible gambling information.

## 3.9 OneContact will make available information to stakeholders

OneContact will make available information on request in relation to this Code to relevant community groups and agencies, governments, regulators, problem gambling counsellors and industry groups.

## 3.10 OneContact Advertising, Marketing and Promotions

OneContact ensures that any advertising, marketing or promotion of its tickets sold on behalf of clients comply with the advertising code of ethics adopted by the Australian Association of National Advertisers and:

- (a) are not false, misleading or deceptive and do not emphasise any probability in relation to winning or financial gain;
- (b) are not aimed at minors nor designed to appeal to minors;
- (c) are socially responsible;
- (d) do not convey a message that gambling is a sound strategy for relieving the every day costs of living, financial difficulties or achieving financial betterment;
- (e) do not suggest that alcohol should be consumed or promoted whilst gambling;
- (f) do not make any implications regarding:
  - a. whether a player's skill can determine their prospects in the gambling activity;
  - b. the purposes for which the gambler's profits, if any, might be spent;
  - c. the particular groups of society, if any, that participate in gambling.

## 3.11 OneContact Employee Gambling Policy

All employees of OneContact are not eligible for prizes in the lotteries, art unions, raffles and gratuitous lotteries that are run by OneContact on behalf of clientele.

## 3.12 Review of this Code of Conduct

This Code of Conduct will form part of the materials handed to new staff upon commencing with OneContact and shall be reviewed annually by requesting staff, management and customer input into its terms to ensure that it remains relevant and beneficial.

Further Information	Authorised By
<b>Human Resources</b> Email: HR@onecontact.com.au	<b>Rininta Nugroho</b> Head of Business Support Email: rininta@onecontact.com.au
<b>Legal and Compliance</b> Email: KylieMaxwell@onecontact.com.au	