



## GREYHOUND RACING VICTORIA

### RESPONSIBLE WAGERING 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 Wagering 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 wagering practices
- as a joint venture partner of TABCORP Holdings Ltd, Victorian greyhound racing encourages and supports TABCORP in its conduct of responsible wagering practices
- as a good corporate citizen, GRV recognises the importance of promoting responsible wagering practices to protect the Victorian community and minimise harm associated with problem wagering.

#### Objectives and obligations

GRV commits to this Responsible Wagering Code of Practice and supports the seven objectives contained in the Australian Racing Ministers' Conference's National Guidelines for Responsible Wagering 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 wagering products***

##### **Commitments:**

- *GRV will take reasonable steps to ensure that any information it directly provides to consumers in relation to wagering products contains appropriate advice to inform consumers in respect to rates of return and wagering rules.*
- *GRV will take reasonable steps to ensure that consumers who directly receive information from GRV in relation to wagering products are made aware of wagering 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 wagering-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 wagering products contains appropriate advice to inform consumers about the risks of wagering related problems and access to problem wagering 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 wagering services in a manner that encourages responsible wagering 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 wagering 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 wagering**

**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 wagering 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 wagering 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 wagering 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 wagering practices are evaluated**

**Commitments:**

- *GRV will regularly review and audit this Code of Practice and its responsible wagering practices and commit to a process of continual improvement*

- *GRV will seek feedback and be responsive to the views of consumers, racing and wagering service providers, problem gambling groups and Government gambling regulatory and advisory bodies*

### **Additional Objectives**

#### **Objective 8:**

**To encourage and support responsible wagering 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 Information Services Australia, TABCORP, Victorian Bookmakers Association, Harness Racing RVL) 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:

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