



Information and assistance

Detailed information about the Queensland Responsible Gambling Code of Practice and responsible gambling is available at: www.olgr.qld.gov.au

If you are concerned about your own gambling or are worried about a friend, family member or workmate, Gambling Help can assist you or provide answers to your questions.

Customer complaints

Complaint handling procedures that can deal with gambling issues are established and promoted by gambling providers.

If you wish to make a complaint:

1. In the first instance ask to speak with the venue's gaming representative. This could be the: Customer Liaison Officer, Duty Manager, Venue Management or Gaming Operations Management at a casino.
2. Request a copy of the complaints handling procedure from the gambling provider.

If you wish to take the matter further:

3. You may contact the Office of Liquor and Gaming Regulation on 1800 064 848 or email responsiblegambling@treasury.qld.gov.au



Consumer and gambling provider rights and responsibilities under the Queensland Responsible Gambling Code of Practice

gambling
help line
1800 858 858



The Queensland Responsible Gambling Code of Practice

Responsible gambling happens in an environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling.

The Responsible Gambling Code of Practice provides a proactive whole-of-industry approach to the promotion of responsible gambling practices in Queensland.

The Code of Practice can be found at
www.olgr.qld.gov.au

Under the Code of Practice, Queensland gambling providers commit to providing safe and supportive gambling environments for their customers. This is achieved by both the gambling provider and the customer understanding what is expected of them in relation to the responsible gambling practices described in the Code of Practice.

As a consumer of gambling products, you can expect your gambling provider to:

- provide a gambling environment where activities and services are based on responsible gambling practices
- have information readily available about responsible gambling so that you can make informed choices about your gambling
- have trained staff available to help you with gambling-related concerns; to assist you in making contact with gambling-related support services; and advise you about complaint handling procedures
- have information and documents available and assist you in a timely manner to exclude yourself from gambling. You can expect to be assisted through the process in a sensitive and confidential manner that protects your privacy
- have responsible gambling financial practices in place
- abide by strict guidelines that ensure advertising or promotion of gambling is delivered in a responsible manner. The gambling provider will consider the potential impact of advertising and promotions on people who may be adversely affected by gambling.

As a consumer of gambling products, you are expected to:

- gamble in a manner that is safe, informed, and unlikely to cause harm to yourself or others
- understand limits of time, money, and alcohol consumption while gambling, and share responsibility for using gambling products in a responsible manner
- be aware of responsible gambling information and use it to make informed choices about gambling products and services
- be aware that assistance is available within the venue that can help with gambling-related problems
- be aware that the assistance of staff is available if you want to exclude yourself and, if excluded, the conditions of exclusion and re-entry are to be complied with
- gamble within your means and set a responsible limit. Do not bet on credit or borrow to gamble
- be aware that advertising of promotions may influence your behaviour. Read and understand terms and conditions of all promotions.