

Glossary

Actively Promote

The promotion is available to be viewed by any person.

ATM

Automatic Teller Machine.

Calcutta

A raffle usually run on a major sporting event such as the Melbourne Cup. Typically, it involves a draw of the tickets sold – followed by an auction of the race contestants. If your ticket is drawn and you successfully bid for a contestant you pay a reduced price. After the running of the event, the winning bidders share the pool of money raised from the ticket sales and the auction.

Casino table games

The traditional table games conducted in casinos include Blackjack, Roulette, Baccarat and Craps.

Charitable and non-profit activities

Include bingo, calcutta sweeps, lucky envelopes, promotional games and art unions (such as silver circles, football doubles, sweeps, cent auctions and lucky door prizes).

Credit betting

The provision of credit or the lending of monies by a gambling provider for the purposes of gambling.

Customer Liaison Officer (CLO)

A venue worker nominated to perform the customer liaison role and who is trained to provide assistance to patrons with gambling-related problems; to support staff in providing assistance to those patrons and to provide assistance to staff with gambling-related problems.

Debit facilities

An ATM or EFTPOS machine that will only accept debit transactions, i.e. will only allow users to withdraw from their cheque or savings accounts - will not allow a cash advance on the user's credit card account.

Dominate

To have a commanding influence on, or be the most influential or conspicuous.

EFTPOS

Electronic Funds Transfer at Point Of Sale.

EGM

Electronic Gaming Machine (pokie) – a machine designed that it may be used for the purpose of playing a game of chance or a game of mixed chance and skill and as a result of making a bet on the machine, winnings may become payable.

Exclusion

An exclusion is the banning of a patron from a gaming venue or gaming area within a venue. Exclusions can be either self-exclusion where a patron and a gambling provider enter into a self-exclusion agreement, (the patron agrees not to enter the venue and authorises the venue to ban them from doing so), or a gambling provider can initiate a venue based exclusion where it has identified the need to do so.

Gambling

Gambling involves staking money on uncertain events driven by chance or a combination of chance and skill. The major forms of gambling are wagering and gaming.

Gambling areas

Areas in which authorised gambling products or services are provided.

Gambling Help Line 1800 222 050

A free call, 24-hour, 7 days a week telephone service funded by the Queensland Government for people experiencing gambling-related problems or for those affected by problem gamblers.

Gambling Help service

An organisation that provides counselling and advice to people experiencing problems with their gambling - such as Life Line, Centacare, Relationships Australia, Interlock and Gamblers Anonymous.

Gambling product or service

Any gambling activity or scheme authorised under a gaming or wagering act.

Gambling providers

Gambling providers that conduct legal forms of gambling, including gaming machines, casino, wagering, interactive gambling, lotteries, keno, category 1 and 2 bingo and other minor gaming.

Gaming

All legal forms of gambling other than wagering. Gaming includes gaming machines, casino table games, interactive gambling, lotteries, keno, category 1 and 2 bingo and other minor gaming.

Harm minimisation

Key strategic goal of “responsible gambling” – to minimise gambling-related harm to the gambler, their family and friends and to the broader community.

Inducements

Things that are offered to persuade a person to gamble. For example:

- Prizes or gifts directly linked to winning a particular game;
- Promotions conditional to a person gambling; and
- Offer of free credit to customers or potential customers.

Unduly Intoxicated

Means a state of being in which a person's mental and physical faculties are impaired because of consumption of liquor so as to diminish the person's ability to think and act in a way in which an ordinary prudent person in full possession of his or her faculties, and using reasonable care, would act under like circumstances. (Source: Section 4, *Liquor Act 1992*)

Irresponsible trading practice

The offering of an inappropriate enticement to patrons that is in conflict with the objective of maximising responsible gambling and minimising problem gambling.

Lucky envelopes

A game of chance where participants must break open or scratch a ticket to reveal a number that aligns with a predetermined set of winning numbers. Usually run at school fetes or from machines in hotel bars.

Minor

A person who has not yet reached the age of 18.

Please Note: Minors are only allowed to play bingo (as long as the bingo prizes do not include alcohol or another gambling product) and lucky envelope games (as long as the lucky envelope is not a scratch-it type ticket and the prizes do not include alcohol or another gambling product).

Minor gaming

Encompasses charitable and non-profit gaming including art unions, bingo, lucky envelopes, raffles and the like.

Non-winning play image

Images of persons involved in gambling but not in the process of celebrating a win.

Odds

The likelihood of a particular outcome or event occurring.

Passive web pages

Web pages that supply information which can only be viewed by choice and is non-interactive.

Poker machine or "pokie"

Electronic Gaming Machine (EGM) – a machine designed that it may be used for the purpose of playing a game of chance or a game of mixed chance and skill and as a result of making a bet on the machine, winnings may become payable.

Problem gambling

Problem gambling exists when gambling activity results in a range of adverse consequences where:

- the safety and wellbeing of gambling customers and/or their families and friends are placed at risk; and/or
- negative impacts extend to the broader community.

Promotions

A game of chance that is conducted with free entry to promote the goods and services of a business. Includes games where there is a cost to phone or SMS an entry. An example is a food outlet that gives away a high value prize just for purchasing their product.

Responsible Gambling Advisory Committee (RGAC)

The RGAC is a tripartite alliance of community industry and Government representatives which provides advice to the Queensland Treasurer on how to minimise the negative impacts of gambling on Queenslanders.

Responsible gambling

Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of the collective actions and shared ownership of individuals, communities, the gambling industry and the Government to achieve outcomes that are socially responsible and responsive to the concerns of the broader community.

Return to player

The theoretical percentage obtained by dividing the sum of prizes from all possible game outcomes by the sum of all bets.

Safe and supportive gambling environment

An environment where the benefits to all participants are maximised and the potential harm of gambling is minimised.

Self-exclusion

A prohibition from specific gambling products, services or gambling areas of particular gambling providers sought by an individual against themselves.

Sports betting

Staking money on the outcome of a sporting event. Conducted by the UNiTAB.

TAB

Totalisator Administration Board. The general term used to describe an entity that accepts bets on race events such as horse and greyhound races and sporting bets. UNiTAB is now the Queensland TAB.

Totalisator betting

Is also referred to as paramutal, which is a form of wagering, where all winning combinations are paid the same dividend.

Virtual space

The artificial space created by interactive computer technology.

Wagering

Placing a bet on the outcome of racing, sport or other events covered by totalisators or licensed bookmakers.

Winnings

The amount of money won on a gambling product or service.