

# Responsible Gambling: Legislative Provisions

Information for commercial licence holders  
in the gaming industry

## A VCGR Responsible Gambling fact sheet



Victorian Commission  
for Gambling Regulation

### Introducing Responsible Gambling Codes of Conduct and Self-Exclusion Programs

The Victorian Government has enacted new legislative requirements to foster responsible gambling.

On 30 September 2008, the Minister for Gaming, the Hon. Tony Robinson MP, in accordance with the *Gambling Regulation Act 2003*, issued Ministerial Directions and accompanying Guidelines requiring the Victorian Commission for Gambling Regulation (VCGR) to:

- ensure that certain organisations adopt a Responsible Gambling Code of Conduct (Code) and a Self-Exclusion Program (SEP) by 1 June 2009
- ensure that any Code or SEP meets the standards and requirements set out in the Ministerial Directions.

The VCGR has also set out Criteria and Benchmarks that will be used to determine whether any proposed Code or SEP should be approved.

Complete lists of approved Codes – including generic Codes developed by peak industry bodies – and approved SEPs are available in the Responsible Gambling section of the VCGR website at [www.vcgr.vic.gov.au/responsiblegambling](http://www.vcgr.vic.gov.au/responsiblegambling).

For the purposes of this publication, the term 'program administrator' for SEPs refers to the industry representative body, who is responsible for the day-to-day administration and service provisions of an approved SEP.

The majority of approved Codes are also serviced by an administrator. It is recommended that you view the contact details which apply to each approved Code and SEP – visit the Responsible Gambling section of the VCGR website at [www.vcgr.vic.gov.au/responsiblegambling](http://www.vcgr.vic.gov.au/responsiblegambling).

### What is the role of the VCGR in relation to Codes and SEPs?

The responsibilities of the VCGR in relation to Codes and SEPs are:

- to approve Codes and SEPs for all relevant current and future licensees

For more information on Responsible Gambling Codes of Conduct and Self-Exclusion Programs, contact the Responsible Gambling Project Team at the Victorian Commission for Gambling Regulation on (03) 9651 3112, or email [responsible.gambling@vcgr.vic.gov.au](mailto:responsible.gambling@vcgr.vic.gov.au).

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- to monitor the compliance of relevant persons with the requirements
- to take disciplinary action for repeated breaches of the requirements
- to report annually to the Minister on the effectiveness of Codes and SEPs and the level of compliance.

The VCGR's initial review focus will be to assess how well licensees have implemented the Code and SEP requirements.

The review process for Codes and SEPs will be informed by discussions with peak industry bodies, Gambler's Help and other community organisations, and by data obtained through the VCGR's ongoing compliance monitoring activities.

For information on the review process, contact the administrator for your Code and/or SEP and the Responsible Gambling Project Team on (03) 9651 3112, or email [responsible.gambling@vcgr.vic.gov.au](mailto:responsible.gambling@vcgr.vic.gov.au)

### Disclaimer

The Victorian Commission for Gambling Regulation has responsibilities in relation to several pieces of legislation and associated regulations.

This publication is designed as a quick reference tool and offers a summary only of some of the more common topics associated with Responsible Gambling that are dealt with under the *Gambling Regulation Act 2003* and the *Casino Control Act 1991*.

The information provided in this fact sheet is general in nature and is not meant to replace the information contained in the relevant pieces of legislation.

For more information, including the Ministerial Directions and the VCGR's Criteria and Benchmarks on Responsible Gambling Codes of Conduct and Self-Exclusion Programs, refer to the Responsible Gambling section of the VCGR website at [www.vcgr.vic.gov.au/responsiblegambling](http://www.vcgr.vic.gov.au/responsiblegambling).