



THE SOUTH AUSTRALIAN GOVERNMENT GAZETTE

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ADELAIDE, THURSDAY, 28 SEPTEMBER 2023

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All instruments appearing in this gazette are to be considered official, and obeyed as such

GOVERNOR'S INSTRUMENTS

APPOINTMENTS

Department of the Premier and Cabinet
Adelaide, 28 September 2023

His Excellency the Governor's Deputy in Executive Council has been pleased to appoint the undermentioned to the Lifetime Support Authority of South Australia Board, pursuant to the provisions of the Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013:

Member: from 8 October 2023 until 7 October 2026

Nicole Sykes
Clare Sian Goodson

Member: from 8 October 2023 until 7 April 2024

Melinda Anne O'Leary

Chair: from 8 October 2023 until 7 April 2024

Melinda Anne O'Leary

By command,

ANASTASIOS KOUTSANTONIS MP
For Premier

T&F23/073CS

Department of the Premier and Cabinet
Adelaide, 28 September 2023

His Excellency the Governor's Deputy in Executive Council has been pleased to appoint the Honourable Nicholas David Champion, MP, as Acting Minister for Infrastructure and Transport and Acting Minister for Energy and Mining from 1 October 2023 until 10 October 2023 inclusive, during the absence of the Honourable Anastasios Koutsantonis, MP.

By command,

ANASTASIOS KOUTSANTONIS MP
For Premier

23MIT0031CS

Department of the Premier and Cabinet
Adelaide, 28 September 2023

His Excellency the Governor's Deputy in Executive Council has been pleased to appoint the Honourable Dr Susan Elizabeth Close, MP as Acting Minister for Health and Wellbeing from 3 October 2023 until 13 October 2023 inclusive, during the absence of the Honourable Christopher James Picton, MP.

By command,

ANASTASIOS KOUTSANTONIS MP
For Premier

HEAC-2023-00050

Department of the Premier and Cabinet
Adelaide, 28 September 2023

His Excellency the Governor's Deputy in Executive Council has been pleased to appoint Deborah Ann Black and Peter de Cure as Members of the Remuneration Tribunal for a term commencing on 2 October 2023 and expiring on 31 December 2023 - pursuant to the provisions of the Remuneration Act 1990.

By command,

ANASTASIOS KOUTSANTONIS MP
For Premier

DPC23/060CS

Department of the Premier and Cabinet
Adelaide, 28 September 2023

His Excellency the Governor's Deputy in Executive Council has been pleased to appoint Phuong My Chau as the Commissioner of the Lotteries Commission of South Australia for a term commencing on 29 September 2023 and expiring on 2 July 2026, or whenever Ms Chau ceases to hold an executive level position in the Department of Treasury and Finance, whichever is the earlier - pursuant to the provisions of the State Lotteries Act 1966.

By command,

ANASTASIOS KOUTSANTONIS MP
For Premier

T&F23/064CS

REGULATIONS

South Australia

Fire and Emergency Services (Permits) Amendment Regulations 2023

under the *Fire and Emergency Services Act 2005*

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Part 1—Preliminary

1—Short title

These regulations may be cited as the *Fire and Emergency Services (Permits) Amendment Regulations 2023*.

2—Commencement

These regulations come into operation on the day on which they are made.

Part 2—Amendment of *Fire and Emergency Services Regulations 2021*

3—Amendment of regulation 3—Interpretation

Regulation 3(1)—after *SA Water* insert:

welding means all forms of welding, including gas, electrical and chemical welding.

4—Amendment of regulation 29A—Certain acts to constitute lighting and maintaining fire

Regulation 29A(1)(a)—delete "gas"

5—Amendment of regulation 31—Permits

Regulation 31(10)(b) and (c)—delete paragraphs (b) and (c) and substitute:

- (b) the authorised officer must send a copy of the permit to the permit holder in such manner as is determined by the Chief Officer; and
- (c) if the permit authorises the permit holder to light or maintain a fire contrary to the terms of a total fire ban, the authorised officer must give notice of the issue of the permit to the regional officer in whose region the fire will be lighted, and send a copy of the permit to that regional officer, in such manner as is determined by the Chief Officer.

6—Amendment of regulation 39—Gas welding, soldering, metal cutting, grinding and abrasion

- (1) Regulation 39, heading—delete "Gas welding" and substitute:

Welding

- (2) Regulation 39(1)(a)—delete "gas"

- (3) Regulation 39—after subregulation (2) insert:

- (2a) Subregulation (2) does not apply to a person who operates an appliance referred to in subregulation (1) in the open air in accordance with a permit issued under section 81 of the Act.

7—Amendment of regulation 54—Prescribed activity

Regulation 54(g)—delete "gas"

8—Amendment of regulation 70—Expiation of offences

Regulation 70(1), table, item relating to "Section 89", (d)—delete "gas"

9—Amendment of Schedule 9—Permit authorising person to light or maintain fire during fire danger season

Schedule 9—delete "(tick appropriate purpose):"

- for the purpose of burning off land;
- for another purpose: *[specify the purpose]*" and substitute:

for the purpose of: *[specify the purpose]*

Note—

Certain acts constitute lighting and maintaining fire—see regulation 29A.

10—Amendment of Schedule 10—Permit authorising person to light or maintain fire in open air contrary to terms of total fire ban

Schedule 10—after "Pursuant to section 81 of the Fire and Emergency Services Act 2005 this permit is issued for the purpose of [insert purpose]." insert:

Note—

Certain acts constitute lighting and maintaining fire—see regulation 29A.

Editorial note—

As required by section 10AA(2) of the *Legislative Instruments Act 1978*, the Minister has certified that, in the Minister's opinion, it is necessary or appropriate that these regulations come into operation as set out in these regulations.

Made by the Governor's Deputy

with the advice and consent of the Executive Council
on 28 September 2023

No 98 of 2023

STATE GOVERNMENT INSTRUMENTS

EXPLOSIVES ACT 1936

Appointment

I, Kyam Joseph Maher, Minister for Industrial Relations and Public Sector in and for the State of South Australia, hereby appoint the following persons as an Inspector of explosives for the purposes of the *Explosives Act 1936* pursuant to section 9(1) of that Act:

- Matthew John GIBSON
- Sayaka HARA
- Clare Margaret JANES

Dated: 12 September 2023

HON KYAM MAHER MLC
Minister for Industrial Relations and Public Sector

FISHERIES MANAGEMENT (GENERAL) REGULATIONS 2017

REGULATION 23B

Taking of Murray Cod—SA Water maintenance operations—Treatment plant tanks at Palmer

For the purpose of regulation 23B of the *Fisheries Management (General) Regulations 2017* regarding the taking of Murray Cod in certain waters, - I, Prof Gavin Begg, Executive Director, Fisheries and Aquaculture, delegate of the Minister for Primary Industries and Regional Development, make the following determination.

- (1) Mr Garry Warrick may take Murray Cod (*Maccullochella peelii*) from the SA Water treatment plant tanks in Palmer within the waters of the Murray River proper but only in order to translocate them to the River Murray, Mannum.
- (2) The taking of Murray Cod under this determination may only occur where consistent with Ministerial exemption ME9903277 and Ministerial permit MP0218.
- (3) Murray Cod taken from the SA Water treatment plant tanks at Palmer must be translocated as soon as possible to the Murray River, Mannum consistent with Ministerial exemption ME9903277 and Ministerial permit MP0218.
- (4) Murray Cod taken pursuant to this determination must not be sold.
- (5) The activity under this determination may only occur for a period of twelve months from the date of signature.

Dated: 22 September 2023

PROF. GAVIN BEGG
Executive Director
Fisheries and Aquaculture
Delegate of the Minister for Primary Industries and Regional Development

FISHERIES MANAGEMENT (PRAWN FISHERIES) REGULATIONS 2017

Temporary Prohibition of Fishing Activities in the Spencer Gulf Prawn Fishery

TAKE NOTICE that pursuant to regulation 10 (a) of the *Fisheries Management (Prawn Fisheries) Regulations 2017*, the activities of the class specified in Schedule 1 are prohibited in the waters of the Spencer Gulf Prawn Fishery during the period specified in Schedule 2 unless this notice is varied or revoked.

SCHEDULE 1

The act of taking, or an act preparatory to, or involved, in the taking of King Prawns (*Melicertus latisulcatus*) pursuant to a Spencer Gulf Prawn Fishery Licence.

SCHEDULE 2

From 1800hrs on the 30 September 2023 to 1800hrs on the 30 September 2024.

Dated: 22 September 2023

STEVE SHANKS
A/Prawn Fisheries Manager
Delegate of the Minister for Primary Industries and Regional Development

FISHERIES MANAGEMENT (PRAWN FISHERIES) REGULATIONS 2017

Temporary Prohibition of Fishing Activities in the West Coast Prawn Fishery

TAKE NOTICE that pursuant to regulation 10 (a) of the *Fisheries Management (Prawn Fisheries) Regulations 2017*, the activities of the class specified in Schedule 1 are prohibited in the waters of the West Coast Prawn Fishery during the period specified in Schedule 2 unless this notice is varied or revoked.

SCHEDULE 1

The act of taking, or an act preparatory to, or involved, in the taking of King Prawns (*Melicertus latisulcatus*) pursuant to a West Coast Prawn Fishery Licence.

SCHEDULE 2

From 1800hrs on the 1 November 2023 to 1800hrs on the 1 November 2024.

Dated: 22 September 2023

STEVE SHANKS
A/Prawn Fisheries Manager
Delegate of the Minister for Primary Industries and Regional Development

FISHERIES MANAGEMENT ACT 2007

SECTION 115

Ministerial Exemption ME9903277

TAKE NOTICE that pursuant to section 115 of the *Fisheries Management Act 2007* (the Act), Garry Warrick, of 1979 Kingston road New Residence 5333 (the 'exemption holder') is exempt from clauses 63, 64 and 113 of schedule 6 of the *Fisheries Management (General) Regulations 2017* but only insofar as he may capture Murray Cod and Golden Perch in the waters specified in Schedule 1, using the gear specified in Schedule 2, (the 'exempted activity'), subject to the conditions specified in Schedule 3, valid from the date of this notice for a period of 12 months, unless varied or revoked earlier.

SCHEDULE 1

- The SA Water Treatment Plant tanks in Palmer, South Australia.

SCHEDULE 2

- Hand net with a hoop that does not exceed 1 metre in diameter as defined under the *Fisheries Management (General) Regulations 2017*.

SCHEDULE 3

- 1 Fish captured under this exemption must not be sold.
- 2 All native fish captured must be translocated as soon as possible to the River Murray, Mannum.
- 3 Any equipment used to collect and hold fish during the activity must be decontaminated prior to and after undertaking the exempted activities.
- 4 While engaging in the exempted activity, the exemption holder must be in possession of a copy of this exemption. Such exemption must be produced to a Department of Primary Industries and Regions (PIRSA) Fisheries Officer if requested.
- 5 The exemption holder must not contravene or fail to comply with the *Fisheries Management Act 2007* or any regulations made under that Act, except where specifically exempted by this notice.
- 6 Noxious fish captured during the exempted activity must not be returned to the water and must be humanely destroyed.
- 7 At least 1 hour before conducting activities under this exemption, the exemption holder must contact the PIRSA Fishwatch on **1800 065 522** and answer a series of questions about the exempted activity. The caller will need to have a copy of this notice in their possession at the time of making the call and be able to provide information about the area and time of the exempted activity, the vehicles and/or boats involved, the number of persons assisting with undertaking the exempted activity and other related questions.

This notice does not purport to override the provisions or operation of any other Act including, but not limited to, the *River Murray Act 2003*. The exemption holder must comply with any relevant regulations, permits, requirements and directions from the Department for Environment and Water when undertaking activities within a specially protected area.

Dated: 22 September 2023

PROF. GAVIN BEGG
Executive Director

Fisheries and Aquaculture

Delegate of the Minister for Primary Industries and Regional Development

GAMBLING ADMINISTRATION ACT 2019

South Australia

Authorised Betting Operations Gambling Code of Practice Variation Notice 2023 (No.2)

under section 15 of the *Gambling Administration Act 2019*

1—Short title

This notice may be cited as the *Authorised Betting Operations Gambling Code of Practice Variation Notice 2023 (No.2)* (**Variation Notice**).

2—Commencement

This Variation Notice comes into operation on 31 March 2024.

3—Variation of existing Authorised Betting Operations Gambling Code of Practice

This Variation Notice will have the effect that the *Authorised Betting Gambling Code of Practice* prescribed by this notice will supersede the *Authorised Betting Gambling Code of Practice* in effect prior to 31 March 2024.

4—Authorised Betting Operations Gambling Code of practice

The *Authorised Betting Gambling Code of Practice* set out in this notice is varied under s15 of the *Gambling Administration Act 2019*, for the purposes of the *Authorised Betting Operations Act 2000*.

Dated: 28 September 2023

DINI SOULIO
Liquor and Gambling Commissioner

Part 1—Preliminary**1. Scope**

This code of practice is prescribed under section 15 of the *Gambling Administration Act 2019*, for the purposes of the *Authorised Betting Operations Act 2000*, and is inclusive of the advertising code of practice and the responsible gambling code of practice.

2. Commencement

This code of practice became operational on 23 December 2021 and was varied on 30 March 2023 and 28 September 2023.

This version of the Authorised Betting Gambling Code of Practice comes into effect from 31 March 2024, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by further notice in the Government Gazette vary or revoke these codes at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

3. Purpose of the code

- (1) The purpose of this code of practice is to promote the objects of the *Gambling Administration Act 2019* and, in particular—
 - (a) to reduce the prevalence and severity of harm associated with the misuse and abuse of gambling activities; and
 - (b) to foster responsible conduct in relation to gambling and in particular, to ensure that gambling is conducted responsibly, fairly and honestly, with regard to minimising the harm associated with gambling; and
 - (c) to facilitate the balanced development and maintenance, in the public interest, of an economically viable and socially responsible gambling industry in the State recognising the positive and negative impacts of gambling on communities; and
 - (d) to ensure that gambling is conducted honestly and free from interference, criminal influence and exploitation; and
 - (e) to ensure, as far as practicable, that the conduct of gambling is consistent with the expectations and aspirations of the public.
- (1a) For the purposes of clause 3(1)(a) harm associated with the misuse and abuse of gambling activities includes—
 - (a) the risk of harm to children, vulnerable people and communities (whether to a community as a whole or a group within a community); and
 - (b) the adverse economic, social and cultural effects on communities (whether on a community as a whole or a group within a community); and
 - (c) the adverse effects on a person's health or welfare; and
 - (d) the adverse effects on a person's family, friends and work colleagues.
- (2) The intention of this code of practice is to commit gambling providers to—
 - (a) ensure that their gambling practices are consistent with the community's expectations that gambling businesses will be conducted in a responsible manner so as to minimise the harm caused by gambling;
 - (b) ensure that their gambling advertising is consistent with the community's expectations that gambling businesses will be conducted in a responsible manner so as to minimise the harm caused by gambling and is socially responsible;
 - (c) consider and implement measures to minimise harm associated with gambling activities;
 - (d) maintain standards of operational practice that, as a matter of course, address harm minimisation; and
 - (e) not undertake operational practices involving unacceptable risk of harm.

4. Interpretation

- (1) Unless the contrary intention appears, expressions defined in the *Gambling Administration Act 2019* and *Authorised Betting Operations Act 2000* have the same meanings in this code of practice.

account holder means a person for whom a gambling provider has established a gambling account

condensed warning message means the following message - "*Gamble responsibly*"

dedicated sports channel means a radio broadcasting service or a television broadcasting service principally operated for the purpose of broadcasting sporting events, or sporting related content.

digital advertising call-to-action-message means the following message – ‘Set a deposit limit’ except if gambling advertising includes the tagline as set out in sub-clause (2)(d) in Schedule 2.

digital advertising includes, but is not limited to, online banners, dynamic and static digital displays, static pop-ups (including those that appear on television and video, or on an online platform and which do not include any audio during the advertisement), and direct marketing sent in a digital format (including direct marketing sent via email).

direct marketing includes any advertising, promotion or offer made by, or on behalf of, an interactive wagering service provider directly to a person by means of telephone, email, SMS, text message, post, electronic transmission, data cast or other direct means, including to a telephone, internet or other electronic means that can be used by an account holder to make a bet (but does not include those parts of a telephone, internet or other electronic means that can only be accessed by an existing account holder).

expanded call-to-action message means the following message - ‘For free and confidential support call 1800 858 858 or visit gamblinghelponline.org.au’.

gambling advertising means any advertising by a gambling provider of a particular gambling product, products or gambling activity (including to open a gambling account), whether in print or electronic form, including media (internet and all electronic and social media), radio, television, print media, signs and billboards, and any advertising on radio or television in the nature of a plug or endorsement, celebrity commentary, or program content which is in exchange for payment, or some other form of valuable consideration.

gambling provider for the purpose of this code means an authorised interstate betting operator, a licensed bookmaker, a licensed racing club and the holder of the major betting operations licence (SA TAB).

gambling area means the immediate environs of the point of sale for a totalisator product or fixed odds betting product, and a bookmaker’s stand or a betting ring.

in-app advertising means, but is not limited to, gambling advertising displayed within sections of a smartphone application containing:

- (a) the ‘My Account’ window
- (b) responsible/safer gambling information
- (c) the header and/or footer
- (d) rotating banners or carousels
- (e) articles or ‘blog posts’
- (f) any other area that is required to include previous responsible gambling messaging.

inducement means any credit, voucher, bonus bet or reward (however described), offered as an inducement to encourage a person to participate, or to participate frequently, in any gambling activity (including as an inducement to open a gambling account, or as an inducement to not close a gambling account).

inspector means a person appointed by the Commissioner as an inspector under the *Gambling Administration Act 2019*.

interactive wagering service means the services provided to an account holder by an interactive wagering service provider.

interactive wagering service provider is an authorised interstate betting operator, a licensed (interactive) bookmaker and the interactive wagering operations of the holder of the major betting operations licence (SA TAB).

licensed bookmaker has the same meaning as in the *Authorised Betting Operations Act 2000*.

licensed (interactive) bookmaker means a person who is the holder of a bookmaker’s licence under section 34(2) of the *Authorised Betting Operations Act 2000*, authorised to accept bets made by telephone, internet or other electronic means.

licensed racing club has the same meaning as in the *Authorised Betting Operations Act 2000*.

major betting operations licence has the same meaning as in the *Authorised Betting Operations Act 2000*.

odds integration—racing means a graphical advertising promotion on television or video which displays the odds for a runner in an event, which forms part of a race meeting, for at least 30 seconds and clearly includes the name and/or logo of the interactive wagering service provider of which may be accompanied by a representative of an interactive wagering service provider who verbalises those odds.

on-course totalisator betting licence has the same meaning as in the *Authorised Betting Operations Act 2000*.

permitted external sign means a sign affixed to the outside of a building containing a gambling area or affixed to the outside of a permanent structure within the immediate environs of a building containing a gambling area, which is under the control of the gambling provider, or that gambling provider’s agent, that—

- (a) displays the gambling provider’s logo or name; or
- (b) indicates the availability of a gambling activity inside the building.

previous responsible gambling messaging means responsible gambling messaging required to, or was being displayed prior to 30 March 2023.

print advertising means gambling advertising published in hard copy in all forms of media, but is not limited to, newspapers, magazines, brochures, direct mail and direct marketing sent in hard copy.

private webpage means a page which a person may gain access only after entering a password, identification number or other form of authentication to verify the person’s identity, issued by or registered with a gambling provider.

race meeting means a meeting for conducting thoroughbred, harness or greyhound racing.

radio advertising means gambling advertising broadcast on, but is not limited to, free or subscription-based radio or on podcasts.

required tagline means one of the taglines as set out in—

- (a) sub-clause (1) of Schedule 2 for the purposes of clauses 15,16 and 23 of this code of practice; or
 - (b) sub-clause (2) of Schedule 2 for the purposes of clauses 18,19,20,21,22 and 25 of this code of practice
- that is equally rotated over a 12-month period with the other required taglines set out in either sub-clause (1) or (2) of Schedule 2 as applicable.

short odds integration—racing means a graphic display advertising on television or video, which takes up no more than 1/3rd of the screen, and highlights or shows the name of an individual runner in a race as well as its odds or the movement on a runner's odds in an event, which forms part of a race meeting, for no more than 30 seconds and clearly includes the name and/or logo of the interactive wagering service provider of which may be accompanied by a representative of an interactive wagering service provider who verbalises the movement in odds for the runner.

social media advertising means all forms of promotional content relating to gambling advertising, marketing (including direct marketing sent by SMS, text message or push notification) and/or communications conducted via social media platforms which is in exchange for payment, or some other form of valuable consideration that the gambling provider has a reasonable degree of control over. For the avoidance of doubt, social media advertising—

- (a) includes promotional content created and shared by another person or organisation
- (b) excludes video advertising broadcast or shared on social media platforms or online.

social media platforms means, but is not limited to, Instagram videos, reels stories; TikTok videos; YouTube videos; Twitter posts.

spotters' fees are amounts paid or payable by commission or otherwise to third parties for attracting or retaining the account holder's business (including the establishment or extension of a credit facility). This includes amounts paid or payable to gambling provider's employees whose remuneration includes a component variable by reference to the account holder's activity. If a spotter's fee is required to be disclosed at a time when the actual amount is not ascertainable, a good faith estimate, identified as such, is required.

television and video advertising means gambling advertising broadcast on, but is not limited to, free or subscription-based television and/or video-on-demand services such as streaming sites or gambling advertising broadcast or shared on social media platforms or online.

television and video advertising short-form call-to-action message means the following message – *'For free and confidential support, call the number on the screen or visit the website'.*

unsubscribe means to withdraw consent to receiving direct marketing from, or on behalf of, an interactive wagering service provider.

venue-based gambling operations means—

- (a) the betting operations conducted by a licensed racing club
- (b) the betting operations conducted by a licensed bookmaker at a racecourse on a day on which a licensed racing club is authorised to conduct on-course totalisator betting within that racecourse
- (c) the betting operations conducted by the holder of the major betting operations licence—
 - a. at an office, branch or agency at which the public may attend to make bets with the licensee for which the Liquor and Gambling Commissioner's approval of the location of the office, branch or agency has been obtained
 - b. under agreements with licensed racing clubs on races held by licensed racing clubs and on approved contingencies
 - c. on other forms of betting on races held by licensed racing clubs or on approved contingencies.

venue-based gambling provider means a licensed racing club and the venue-based betting operations of a licensed bookmaker and the holder of the major betting operations licence (SA TAB).

virtual gambling area means a webpage, application or a display on an internet-enabled device, which provides for a person to gamble with a gambling provider.

website advertising means gambling advertising displayed within sections of a website containing, but is not limited to—

- (a) the 'My Account' window
- (b) responsible/safer gambling information
- (c) the header and/or footer
- (d) rotating banners or carousels
- (e) articles or 'blog posts'
- (f) any other area that is required to include previous responsible gambling messaging.

5. Mandatory nature of the code

- (1) Under section 15 of the *Gambling Administration Act 2019*, the Liquor and Gambling Commissioner (the **Commissioner**) may prescribe advertising codes of practice and responsible gambling codes of practice.
- (2) A gambling provider must not contravene or fail to comply with a provision of a code of practice.
- (3) For the purposes of section 16 of the *Gambling Administration Act 2019*—
 - (a) if the letter "A", "B", "C" or "D" appears in column B of the table in Schedule 3 next to the listing of a provision, contravention or failure to comply with the provision is declared to be an offence in the category corresponding to that letter;
 - (b) if the letter "A", "B", "C" or "D" appears in column C of the table in Schedule 3 next to the listing of a provision, the offence of contravention or failure to comply with the provision is declared to be an expiable offence in the category corresponding to that letter.

6. Application of this code of practice under section 15 of the *Gambling Administration Act 2019*

- (1) Part 2 of this code of practice operates as the prescribed advertising code of practice for the purposes of section 15(1)(a) of the *Gambling Administration Act 2019*.
- (2) Part 3 of this code of practice operates as the prescribed responsible gambling code of practice for the purposes of section 15(1)(b) of the *Gambling Administration Act 2019*.
- (3) The Commissioner may vary or revoke a code of practice or a provision of a code of practice by notice in the Government Gazette.
- (4) The Commissioner may, at any time, undertake a review of the codes of practice.

7. Liability for act or default of agent

For the purposes of this code, an act or default of an agent of a gambling provider will be taken to be an act or default of that gambling provider unless the Commissioner is satisfied that the agent acted outside the scope of the agent's actual, usual and ostensible authority, or in a manner inconsistent with obligations imposed by the gambling provider on the agent.

8. Role of peak bodies

A gambling provider may satisfy a code of practice obligation through the actions of a peak body, except in relation to the gambling provider's obligations in respect to training.

A peak body is a genuine association formed to protect or promote the interests of a section of the gambling industry.

Peak body includes, in relation to a person who is an agent of a gambling provider, the principal in the agency relationship, and in relation to a licensed racing club receiving totalisator services from SA TAB, SA TAB.

Part 2—Required advertising practices

The gambling provider is to ensure that gambling advertising is conducted in a responsible manner that takes into account the potential adverse impact it may have on the community, particularly minors, people experiencing gambling-related harm or at risk of developing negative consequences associated with their gambling.

Gambling advertising must be compliant with applicable State and Federal laws and any relevant industry codes of practice.

9. Responsible gambling advertising

- (1) The gambling provider must ensure that gambling advertising—
 - (a) does not encourage a breach of law;
 - (b) does not depict children gambling;
 - (c) is not false, misleading or deceptive;
 - (d) does not suggest that winning will be a definite outcome of participating in gambling activities;
 - (e) does not suggest that participation in gambling activities is likely to improve a person's financial prospects;
 - (f) does not promote the consumption of alcohol while engaging in gambling activities;
 - (g) must be published in accordance with decency, dignity and good taste;
 - (h) does not offer any credit, voucher or reward as an inducement to participate, or to participate frequently in any gambling activity (including as an inducement to open a gambling account, or as an inducement to not close a gambling account);
 - (i) that includes any inducement offered with a disclaimer that the offer is not available to South Australian residents, is to the greatest extent practicable not published or communicated in SA;
 - (j) does not make claims related to winning or the prizes that can be won that are not based on fact, are unable to be proven or that are exaggerated;
 - (k) does not suggest that a player's skill can influence the outcome of gambling activity in relation to gambling where a player's skill cannot influence the outcome of the gambling activity;
 - (l) does not exaggerate the extent to which skill can influence the outcome of gambling activity in relation to betting where the outcome does not involve an element of lottery;
 - (m) does not include images of cash, or images suggestive of increased account balances;
 - (n) does not include the expressions "Win" or "\$", unless these expressions specifically relate to a prize that has been determined or is payable, or to an estimate of a prize which can be won.
- (2) For the purposes of this clause, the gambling provider will not be regarded as advertising when—
 - (a) the gambling provider sends communication direct to an account holder, and the account holder has provided their express consent to receiving advertising material;
 - (b) the gambling provider draws attention, on a private webpage, to its gambling products or gambling activities;
 - (c) the gambling provider draws attention, in printed point of sale material, to its gambling products or gambling activities.
- (3) The gambling provider must keep a copy (in print or electronic form) of any gambling advertising, including advertising of acceptable trade promotion lotteries, available for inspection for a period of 12 months following the conclusion of the advertising campaign.

10. Prize promotions and advertising

- (1) Gambling advertising that refers to, or relies on prizes which are available to be won, or the frequency the prize may be won (whether or not the prize is a prize of money)—
 - (a) must include sufficient information for a reasonable person to understand the overall return to player or odds of winning; and
 - (b) if intended to encourage a person to gamble during a particular period, include sufficient information for a reasonable person to appreciate how likely it is that the prize will be won by someone during that period.
- (2) If, in seeking to comply with this clause, the gambling provider—

- (a) calculates the theoretical number, value and frequency of prizes to be won;
 - (b) in the advertising suggests an outcome no less favourable to the gambling provider than that theoretical outcome; and
 - (c) obtains an actual outcome more favourable than that which was advertised,
- the gambling provider will still be regarded as complying with this clause.
- (3) Sub-clause (1)(a) does not apply to advertising of a trade promotion lottery offered in conjunction with the purchase of a gambling product if the odds or chance of winning the lottery are affected by the number of entrants, or dependent on similar factors beyond the control of the gambling provider.
- 11. Permissible advertising of inducements and complimentary gambling products**
- (1) Despite clause 9(1)(h), the gambling provider may advertise an inducement for participation in an acceptable loyalty program by drawing attention to the name of the loyalty program, its availability to customers and the benefits to members of the program, as long as the customer is directed to the program's full terms, conditions and benefits that are published on a public website, or on signs in or near a gambling area, or in a document available in or near a gambling area.
- (2) Despite clause 9(1)(h), the gambling provider may advertise an inducement in the form of participation in an acceptable trade promotion lottery (*see clause 36*), or of the offering of a complimentary gambling product.
- (3) For the purpose of sub-clause (2) above, the gambling provider may only advertise an inducement as a complimentary gambling product in the form of a bonus bet, if—
- (a) the inducement advertised is only available for a bet placed on a racing event and not a bet placed on any other sport or fixture; and
 - (b) the advertisement has been published or communicated on a platform which provides predominantly thoroughbred horse, harness or greyhound racing (that is, dedicated racing television channels, websites, written publications or radio stations and within the boundaries of racetracks); and
 - (c) the advertisement has been published or communicated on the part of the platform that exclusively contains racing-related content.
- 12. Mandatory warning messages—Venue-based gambling operations**
- (1) Expanded warning messages, as set out in Schedule 1 for the stated periods, must be included in gambling advertising by a venue-based gambling provider unless the inclusion of the expanded warning message in that particular advertising would be unreasonable or impracticable.
- (2) If gambling advertising does not include an expanded warning message as required by sub-clause (1), the gambling advertising must include the condensed warning message.
- (3) When a mandatory warning message is included in gambling advertising by a venue-based gambling provider, the manner of its inclusion must be consistent with the message being a warning message.
- (4) Gambling advertising by a venue-based gambling provider which is a text message, tweet, email or social media posting of less than 160 characters must be concluded with the condensed warning message. If the text message is more than 160 characters, it must be concluded with the condensed warning message and the national gambling helpline number 1800 858 858.
- (5) A venue-based gambling provider may use the applicable tagline and call-to-action as required by clauses 16, 17, 18, 19, 20, 21, 22 or 25 (depending on the medium that the gambling advertising is displayed) instead of the mandatory warning messages as required by sub-clause (1) or (2).
- 13. Advertising on radio and television—General**
- (1) Gambling advertising must not be placed on radio between 6.00am and 8.30am, Monday to Friday (both days inclusive). This clause does not apply to gambling advertising on a dedicated sports channel.
- (2) Gambling advertising must not be placed on television between 4.00pm and 7.30pm, Monday to Friday (both days inclusive). This clause does not apply to gambling advertising on a dedicated sports channel.
- 14. Advertising on radio and television—Venue-based gambling operations**
- (1) Despite clause 12, gambling advertising by a venue-based gambling provider on radio may be accompanied by the condensed warning message and in the case of a plug or commentary, must end with the condensed warning message and the national gambling helpline number 1800 858 858.
- (2) Despite clause 12, gambling advertising by a venue-based gambling provider on television that is longer than 15 seconds, must be accompanied by the expanded warning message and in the case of a plug or commentary, must end with the condensed warning message and the national gambling helpline number 1800 858 858.
- (3) A mandatory warning message announced on radio or television, for the purposes of sub-clause (1) or (2) must be spoken in a neutral tone, at a speed that is clear and easily understood and otherwise presented in a way which reflects the importance of a warning message.
- (4) In respect to gambling advertising by a venue-based gambling provider, the gambling provider must ensure, through instructions about their obligations under this code, that a mandatory warning message is appropriately respected for gambling advertising in live announcements and when mentioned by announcers before or after the broadcast of its gambling advertising.
- (5) A mandatory warning message appearing in gambling advertising by a venue-based gambling provider on television must occupy at least 25% of the screen area for at least 1/6th of the length of the advertisement, or occupy the whole screen area for at least 1/10th of the length of the advertisement.
- (6) The mandatory warning message must be spoken at the same time as it appears on a television screen.
- (7) Clauses 14(4) and (5) do not apply where gambling advertising appears on television only because the broadcast image is of a public event at which the advertising has been placed.
- (8) A venue-based gambling provider may use the applicable tagline and call-to-action as required by clause 16 in the case of television and video advertising, or clause 17 in the case of radio advertising instead of the mandatory warning messages as required sub-clause (1) or (2).

15. Additional requirements for print media, outdoor and other forms of advertising—Venue-based gambling operations

- (1) If the condensed warning message is used in advertising by a venue-based gambling provider to which this clause applies, it must be accompanied by the national gambling helpline number 1800 858 858.
- (2) In print gambling advertising by a venue-based gambling provider, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising unless the gambling advertising includes the applicable tagline and/or call-to-action as required by clause 20.
- (3) In outdoor gambling advertising by a venue-based gambling provider (other than a permitted external sign) the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising unless the gambling advertising includes the applicable tagline and/or call-to-action as required by clause 25.
- (4) Gambling advertising by a venue-based gambling provider in the form of a permitted external sign need not be accompanied by a mandatory warning message.
- (5) An outdoor or indoor display or sign at a venue for any sort of event which is broadcast on television; or for an event on which betting takes place, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (6) If the gambling advertising referred to in sub-clause (5) is presented by means of a display which is constantly moving, scrolling or changing, or is capable of immediate or scheduled systematic changes, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct and must occupy at least 25% of the space occupied by the advertising.
- (7) Venue-based gambling providers must ensure that participants do not wear its logo on occasions when they are engaging solely or mainly with minors.
- (8) Gambling advertising by a venue-based gambling provider must not occur at Cinemas when films rated G, PG, M or MA(15+) are showing.

16. Television and video advertising—Interactive wagering services

- (1) Television and video advertising by an interactive wagering service provider must include—
 - (a) a voiceover of a required tagline and the television and video advertising short-form call-to-action message spoken slowly, calmly and evenly paced at the end of the advertisement with a perceptible pause between those messages and any other content that forms part of the advertisement.
 - (b) a display of the same required tagline used for the purposes of sub-clause (1)(a) and the expanded call to action message on the screen presented in the required format that occupies the majority of the screen at the end of the advertisement, for the same period for which the messages are being spoken as required by sub-clause (1)(a).
- (2) Despite sub-clause (1)(a), television and video advertising that is 15 seconds or less, may not include the short-form call-to-action message
- (3) In this clause—

required format means messages displayed as proportionate and relative to an A4 size landscape canvas on a black background with white text that includes—

 - (a) the required tagline displayed in upper case Arial bold 60pt which occupies at least 1/3rd of the canvas; and
 - (b) the expanded call-to-action message displayed in sentence case Arial bold 40pt which occupies at least 1/3rd of the canvas.
- (4) A canvas of a different size to that described in sub-clause (3) must be proportionate and relative, regardless of orientation, to the formats as described in sub-clauses (3)(a) and (b).

17. Radio advertising—Interactive wagering services

- (1) Radio advertising by an interactive wagering service provider must include a required tagline and the expanded call-to-action message spoken slowly, calmly, and evenly paced at the end of the advertisement with a perceptible pause between those messages and any other content that forms part of the advertisement.
- (2) Despite sub-clause (1), radio advertising that is 15 seconds or less, may not include the expanded call-to-action message.
- (3) Despite sub-clause (1), radio advertising that is greater than 15 seconds, may not include the following which forms part of the expanded call-to-action message: 'call 1800 858 858 or'.

18. In-app advertising—Interactive wagering services

- (1) In-app advertising must include a required tagline and the digital advertising call-to-action message displayed in the required format in at least one of the following locations—
 - (a) at least one banner on a rotating carousel
 - (b) permanently at the bottom of the home page
 - (c) permanently below the bet slip section of the application.
- (2) In this clause—

required format means black text on a white background with the largest possible font so that the messages are clear, legible and easy to read.

19. Digital advertising—Interactive wagering services

- (1) Digital advertising by an interactive wagering service provider that is in the form of dynamic advertising must include the display of a required tagline and the digital call-to-action message presented in the required format in the final frame of the advertisement.
- (2) Digital advertising by an interactive wagering service provider in the form of static advertising must include a relevant tagline and the digital call-to-action that appear distinctly separate from the advert. so as not to be confused with the message contained within the advertisement.
- (3) In this clause—

- (a) **required format** means messages displayed in black text on a white background as proportionate and relative to an A4 size landscape canvass that includes—
 - (i) the required tagline displayed in upper case Arial bold 60pt which occupies at least 1/3rd of the canvas
 - (ii) the digital call-to-action message in sentence case Arial bold 40pt which occupies at least 1/3rd of the canvas
- (b) a canvas of a different size to that described in sub-clause (3)(a) must be proportionate and relative, regardless of orientation, to the formats as described in sub-clauses (3)(a)(i) and (3)(a)(ii).

20. **Print advertising—Interactive wagering services**

- (1) Print advertising by an interactive wagering service provider must include a required tagline and the expanded call-to-action message that appear distinctly separate from the advert presented in the required format.
- (2) In this clause—
required format means black text in the largest font possible consistent across the whole message on a white background.

21. **Social media advertising—Interactive wagering services**

- (1) Social media advertising by an interactive wagering service provider which is a posting of more than 160 characters must include a required tagline and the expanded call-to-action message presented in the required format.
- (2) Social media advertising which is a posting of 160 characters or less must include a required tagline line and the digital advertising call-to-action message presented in the required format.
- (3) Despite sub-clause (2), the digital advertising call-to-action message may be presented in black text on a white background in a linked post which appears immediately after the post that contains gambling advertising and the required tagline.
- (4) Despite sub-clauses (1) and (2), if the social media advertising is in the form of a push notification, the requirements of sub-clauses (1) or (2) may be included in a separate standalone push notification that is sent immediately following the push notification that includes the social media advertising and in any case within 30 seconds of the push notification that included the social media advertising.
- (5) In this clause—
required format means black text on a white background at the end of the advert so that the messages are clear and easy to read.

22. **Website advertising—Interactive wagering services**

- (1) Website advertising by an interactive wagering service provider must include a required tagline and the expanded call-to-action message presented in the required format so as not to be confused with content related to wagering.
- (2) If the website advertising is presented on a rotating banner or carousel, the requirements of sub-clause (1) must be included in the final frame of the rotating banner or carousel.
- (3) In this clause—
required format means messages displayed in the largest possible font consistent across the whole message in black text on a white background which is clear and easy to read.

23. **Odds integration—Racing**

- (1) Odds integration—racing must include—
 - (a) a required tagline and the expanded call-to-action message on the bottom of the odds integration graphic presented in the required format for the entire time that the graphic is displayed on the screen.
 - (b) the required tagline and the television and video advertising short-form call-to-action message verbalised by the representative of the interactive wagering service provider, if one has been used to accompany the odds integration graphic, immediately before the end of the time that the odds integration graphic is displayed.
- (2) In this clause—
required format means the largest font possible which must be clear, legible, easy to read and consistent across the whole message.

24. **Short odds integration—Racing**

- (1) Short odds integration—racing must include the digital advertising call-to-action-message in the required format for the entire time that the graphic is displayed on the screen.
- (2) In this clause—
required format means the largest font possible which must be clear, legible, easy to read and consistent across the whole message.

25. **Other form of advertising—Interactive wagering services**

- (1) An outdoor or indoor display or sign at a venue for any sort of event which is broadcast on television; or for an event on which betting takes place, that includes gambling advertising for an interactive wagering service provider, must include a required tagline and the expanded call-to-action message presented in the required format that is distinct from the gambling advertising.
- (2) If the gambling advertising referred to in sub-clause (1) is presented by means of a display which is constantly moving, scrolling or changing, or is capable of immediate or scheduled systematic changes, the tagline and expanded call-to-action must be presented in the required format and must occupy at least 25% of the space occupied by the advertising.
- (3) Interactive wagering service providers must ensure that participants do not wear its logo on occasions when they are engaging solely or mainly with minors.
- (4) Gambling advertising by an interactive wagering service provider must not occur at Cinemas when films rated G, PG, M or MA(15+) are showing.
- (5) In this clause—

required format means messages displayed in the largest possible font consistent across the whole message either with black text on a white background or white text on a black background, which is clear and easy to read.

- (6) Despite sub-clause (1), a tagline is not required to be equally rotated over a 12-month period with the other required taglines set out in either clause (1) or (2) of Schedule 2 as applicable.

26. Live odds

- (1) Gambling advertising placed on radio or television which encourages betting on a form of gambling that—

- (a) quotes a price; or
- (b) draws attention to the time period in which the form of gambling is available; or
- (c) draws attention in any way to the availability of the form of gambling; or
- (d) otherwise encourages the betting;

must comply with the following communications and media industry codes of practice as registered by the Australian Communications and Media Authority from time to time;

- Subscription Broadcast Television Codes of Practice;
- Subscription Narrowcast Television Codes of Practice;
- Subscription Narrowcast Radio Codes of Practice;
- Commercial Radio Code of Practice;
- SBS Codes of Practice;
- Free TV Commercial Television Industry Code of Practice;
- Subscription Broadcast Television Codes of Practice.

- (2) Gambling advertising placed on an online platform which encourages betting on a form of gambling that—

- (a) quotes a price; or
- (b) draws attention to the time period in which the form of gambling is available; or
- (c) draws attention in any way to the availability of the form of gambling; or
- (d) otherwise encourages the betting;

must comply with the *Broadcasting Services (Online Content Service Provider Rules) 2018* (Commonwealth).

Part 3—Responsible gambling practices

The gambling provider must ensure that their general gambling practices are consistent with community expectations that gambling operations will be conducted responsibly and in a manner that minimises the harm caused by gambling, and is socially responsible.

The gambling provider must conduct their business in accordance with all applicable State and Federal laws and legal requirements, and co-operate with regulatory bodies and government agencies in all matters, including compliance with legal obligations.

27. Responsible gambling operations

- (1) The gambling provider must, for all gambling areas, virtual gambling areas, gambling telephone lines and internet sites, through which it provides its gambling products, ensure the existence of a document or documents (whether hard copy or otherwise) detailing—
- (a) the manner in which staff training and measures for interventions with people displaying indicators of gambling harm are implemented; and
 - (b) the roles of staff (by job title) in the implementation of this code.
- (2) A document required by sub-clause (1) may be incorporated with any other operational document maintained by the gambling provider, but must be made known to and readily available to staff and staff must be trained and ensure compliance with the documents.
- (3) The gambling provider must develop and implement effective policies and procedures that enable staff to—
- (a) identify people displaying indicators of gambling harm by, but not limited to, reviewing player accounts for risky patterns of play (e.g. increase in frequency of betting, increase in bet size), reviewing pre-commitment arrangements (including requests to increase limits), and reviewing customer communication (written and verbal) that may indicate the person may be experiencing harm due to their gambling; and
 - (b) respond to people displaying indicators of gambling harm by engaging in a conversation about their gambling behaviour, offering pre-commitment and barring options, and referring them to a gambling help service; and
 - (c) ensure staff are trained in and carry out their functions in accordance with such policies and procedures.
- (4) The gambling provider must establish a reporting process for the identification of and interaction with people displaying indicators of gambling harm by staff and the recording of their details. This record must be reviewed by a manager (however described) at least weekly, including the details of the review and any steps taken to intervene. Any data captured by this system may only be used for the purpose of harm minimisation and no other purpose.
- (5) The record of people displaying indicators of gambling harm must include sufficient detailed information to enable staff in gambling areas to identify the patron and must be readily available to staff at any time and the Commissioner or an Inspector upon request.
- (6) If any loyalty program data or account data indicate that a person may be at risk of harm from gambling, a gambling provider must limit the person's gambling activities (e.g. by suspending the account) until the customer is able to verify that they are able to sustain an increased level of gambling.
- (7) If a person requests voluntary exclusion, the gambling provider must bar the person forthwith in accordance with Part 6 of the *Gambling Administration Act 2019*.

- (8) If a third party requests involuntary barring of a gambler, the gambling provider must promptly make a considered decision.
- (9) The gambling provider must document and implement procedures to ensure that enquiries about barring (regardless of who initiates them) and approaches for the making of barring orders, are responded to in a manner that is informative, timely and culturally appropriate, with the aim of dealing with an in-venue approach while the person is in the venue and dealing with telephone enquiries in one call where possible, using an interpretation service if required.
- (10) The gambling provider may make flexible informal arrangements with patrons, only if the arrangements limit, manage or control a gambler's access to gambling and the gambling provider reasonably expects that informal arrangements would be beneficial for the gambler. This clause does not apply if a person requests a voluntary exclusion.
- (11) The gambling provider must note the details of any informal arrangements, including details of any agreed pre-commitment arrangements, and make them available to the Commissioner upon request.
- (12) All staff involved in selling the gambling provider's gambling products, or otherwise dealing with customers must log into the barring register each time when on duty, or be provided with a current consolidated barring list from the barring register to review any new or updated barring information.
- (13) The gambling provider must ensure that at least one employee has "Administrator" access for the purpose of updating and registering information into the barring register within the prescribed timeframe.
- (14) The gambling provider must ensure that any loyalty program database, account holders' database or any like list identifies a person who is excluded (whether by formal barring order or otherwise) and ensures that a person is not sent any marketing communications.
- (15) The gambling provider must take reasonable steps to ensure that staff displaying indicators of gambling harm (involving any sort of gambling) are identified and referred for counselling, support or therapy.
- (16) The gambling provider (other than an interactive wagering service provider) must ensure that there is adequate natural or artificial lighting in gambling areas to enable clocks and signs to be easily read and the faces of people within the gambling area to be easily identified.
- (17) The gambling provider (other than an interactive wagering service provider) must not permit a second-hand dealer or pawnbroker to conduct business in gambling areas.

28. Customer information and signage in gambling areas

- (1) The gambling provider (other than an interactive wagering service provider) must—
 - (a) ensure the prominent display of the condensed warning message and the national gambling helpline number 1800 858 858 on or near each point of sale of its gambling product and on any electronic display in a gambling area which is used for displaying venue generated messages in the nature of internal advertising;
 - (b) in each gambling area display prominently a message indicating that gambling operations are governed by a code of practice and ensure that a copy of this code is made available on request;
 - (c) ensure that a quantity of helpline cards are available on or near each ATM and other places throughout gambling areas; and
 - (d) ensure that the time of day is prominently displayed and visible throughout gambling areas.
- (2) The gambling provider must—
 - (a) prominently display and renew responsible gambling materials (including a poster and pamphlet) in gambling areas in a form which includes the expanded warning message, or if it is not reasonable or practicable to include the expanded warning message, the condensed warning message; and
 - (b) make available its responsible gambling poster written in English, Arabic, Chinese, Greek, Italian, Vietnamese, and any other relevant language.
- (3) If a gaming machine or casino licensee is also the agent of SA TAB and has placed additional responsible gambling signage and a multi-lingual sign in areas which are gambling areas for the purposes of SA TAB, SA TAB is deemed to have complied with the requirements of sub-clauses (1) and (2).

29. Self-service terminals

- (1) If the gambling provider installs, in a place in which it is otherwise authorised to provide its gambling product, a device which allows customers to purchase the gambling product and process winnings without the assistance of an operator, the gambling provider must ensure that—
 - (a) subject to sub-paragraph (b), the device is configured to allow the gambling product to be purchased using a customer's gambling account; and
 - (b) if the device is configured to allow the gambling product to be purchased other than by using a gambling account, enhanced responsible gambling measures approved by the Commissioner in respect of the device (or class of device) are being implemented; and
 - (c) if the device is able to be operated by the insertion of cash—
 - (i) the device must have a maximum cash deposit limit of \$100; and
 - (ii) the device must have pause functionality if the gambling provider's staff suspect the customer may be under the age of 18 years old, may be barred, is demonstrating difficulty controlling their gambling or is intoxicated; and
 - (iii) the device must display the relevant expanded warning message on the screen at no more than 10-minute intervals; and
 - (iv) the device must display the relevant expanded warning message alternating with the condensed warning message and the national helpline number 1800 858 858, at the bottom of the screen at all times, at no more than 10-minute intervals; and
 - (v) when the device's screen has been idle for a period of time, the length of which is approved by the Commissioner, a message must be displayed including:

- A. a statement that the device is restricted to people aged 18 or more (18+ only)
- B. a statement that the device is regulated by state law and codes of practice and that it is subject to inspection by an agency of the State, along with advice as to a telephone number to call to register a complaint; and
- (vi) the device must have the functionality to send high volume alerts, at levels approved by the Commissioner, to the gambling provider's staff, for the purpose of monitoring patrons who may be demonstrating behaviours indicative of gambling harm controlling their gambling; and
- (vii) the device must be installed in line of sight of the gambling provider's staff; and
- (viii) there must be electronic surveillance of the device with recordings to be kept for a period of time approved by the Commissioner.

30. Customer interaction and help information

- (1) The gambling provider must take all reasonable steps to ensure that a patron who demonstrates difficulty in controlling their personal expenditure on gambling products has their attention drawn to the name and telephone number of a widely available gambling help service.
- (2) The gambling provider must—
 - (a) identify a gambling rehabilitation agency that their patrons and families can readily access (including the location of the agency and a direct number to a contact person at the agency);
 - (b) ensure that staff are sufficiently informed about the identity and location of the gambling rehabilitation agency so as to be able to direct patrons to the agency; and
 - (c) ensure that management level contact is established and maintained with the gambling rehabilitation agency about matters relating to gambling harm.

31. Account holder information and signage for virtual gambling areas

- (1) The gambling provider must in each virtual gambling area—
 - (a) display prominently a message indicating that its gambling operations are governed by a code of practice; and
 - (b) ensure that a copy of this code is available from the webpage or screen that constitutes the virtual gambling area.
- (2) The gambling provider must provide prominent access to its responsible gambling materials on each website which includes a virtual gambling area.
- (3) The gambling provider must at the time of establishing a gambling account indicate that its gambling operations are governed by a code of practice and provide its responsible gambling materials (including a printed or electronic pamphlet) to the account holder.
- (4) For the purposes of sub-clauses (2) and (3), the gambling provider must—
 - (a) publish its responsible gambling materials in a form which includes the contents of a helpline card;
 - (b) make available a short form of its responsible gambling materials written in English, Arabic, Chinese, Greek, Italian, Vietnamese, and any other language which the gambling provider considers appropriate.
- (5) The gambling provider must take all reasonable steps to ensure that an account holder who demonstrates difficulty in controlling their personal expenditure on gambling products has their attention drawn to the name and telephone number of a widely available gambling help service.
- (6) The gambling provider must reinforce its responsible gambling policy in account holder newsletters and other communications.

32. Alcohol and Gambling

- (1) In gambling areas, gambling providers must take all practicable steps—
 - (a) to prevent a person from being allowed to gamble if their speech, balance, coordination or behaviour is noticeably affected and it is reasonable to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor or some other substance;
 - (b) to prevent a person entering or remaining in a gambling area if their speech, balance, coordination or behaviour is noticeably affected and it is reasonable to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor or some other substance;
 - (c) to ensure that liquor is not supplied to reward, promote or encourage continued gambling.
- (2) The gambling provider which is operating a gambling telephone line must take all practicable steps to prevent a person from being allowed to gamble if the person's speech, coordination or behaviour is noticeably impaired and it is reasonable to believe that the impairment is the result of the consumption of liquor or some other substance.

33. Inducements

- (1) The gambling provider must not offer or provide any inducement directed at encouraging a person to gamble.
- (2) Sub-clause (1) does not apply to—
 - (a) the offering or provision of participation in an acceptable loyalty program (*see clause 34*);
 - (b) the offering or provision of participation in an acceptable trade promotion lottery (*see clause 36*), by drawing attention to the prizes;
 - (c) the offering or provision of a complimentary gambling product, and in respect of an interactive wagering service provider, only if winnings from a bet made with a complimentary gambling product can be withdrawn by an account holder without being subject to a requirement that the account holder continue to bet with those winnings;
 - (d) the offering or provision of an inducement on platforms which contain exclusively thoroughbred horse, harness or greyhound racing content;
 - (e) the offering or provision in a gambling area of complimentary non-alcoholic beverages and refreshments of nominal value; or

- (f) the offering or provision of an inducement in respect of a pre-commitment trial approved by the Commissioner, subject to the terms of the approval.

34. Acceptable loyalty programs

- (1) A loyalty program is an acceptable loyalty program if it is a structured program which—
 - (a) is conducted in accordance with published terms and conditions;
 - (b) is advertised in a manner consistent with the advertising requirements for the gambling providers gambling products;
 - (c) offers rewards proportionate to gambling activity (including non-monetary privileges attached to tiers in a stepped rewards system);
 - (d) offers regular activity statements;
 - (e) includes a facility for predictive monitoring of the patterns of gamblers' gambling activity, with the purpose of intervening in cases where there is a risk of problem gambling, which provides in respect of each person participating in the loyalty program—
 - (i) the identification of changes of significance between the most recent month (whether or not a calendar month) and past months of the amount of money spent;
 - (ii) the amount of time spent; and
 - (iii) the intensity of the person's activity, with parameters which are able to be adjusted to produce a manageable number of cases for consideration of intervention;
 - (f) offers "high value patron" status only to those who meet the amounts set out in clause 35(1), and on periodic review, maintain numerical and narrative test of high value play and
 - (g) it has been approved by the Commissioner in terms of its rules, conditions, promotions, predictive monitoring processes and the manner in which it is to be advertised and promoted.

35. High value patrons

- (1) In addition to clause 34(f) the gambling provider may offer "high value patron" status to a gambling customer whose expected annual gambling activity will exceed \$20,000 net expenditure over a year, or \$200,000 gross turnover over a year when assessed on the most recent three months of activity, or by another method approved by the Commissioner and predictive monitoring measures are in place in relation to these customers.
- (2) The gambling provider must be satisfied that a person to which this clause applies has the means or resources to sustain the expected level of gambling activity indefinitely.

36. Acceptable trade promotion lotteries

- (1) A lottery is an acceptable trade promotion lottery if—
 - (a) being a trade promotion lottery within the meaning of the Lotteries Regulations 2021, it is a licensed lottery or a permitted lottery under the *Lotteries Act 2019*;
 - (b) its dominant purpose is to reward or retain existing patrons, rather than attracting new patronage or encouraging patrons to gamble more than they would otherwise;
 - (c) the advertising is limited to promotion to account holders, on a private webpage on the gambling provider's own website, by direct communication to customers that have expressly agreed to receiving advertising, within gambling areas and, on platforms which provide predominantly thoroughbred horse, harness or greyhound racing content and the advertisement has been published or communicated on the part of the platform that exclusively contains racing-related content (*see clause 11*).
 - (d) the advertising of the promotion draws attention to the prize(s) of the promotion, rather than the gambling product itself;
 - (e) the promotion does not encourage people to gamble for a minimum period or for a minimum amount to qualify for a reward or benefit; and
 - (f) in respect of an authorised lottery referred to in (a) above, it has been approved by the Commissioner in terms of its rules, conditions and the manner in which it will be advertised.

37. Gambling accounts

Where this clause, and any following clauses, makes reference to account holders being able to place a bet with interactive wagering service providers or gambling providers providing gambling services by telephone, internet or other electronic means, this is a reference to a means of communicating at a distance by the use of electronic devices.

- (1) The gambling provider must not provide gambling services to a person in South Australia by telephone, internet or other electronic means unless the gambling provider has established a gambling account for the person.
- (2) If the gambling provider has established a gambling account for a person—
 - (a) subject to clause 38—
 - (i) the account may only be credited with funds deposited by the person, or at the person's direction from a third party (not being a person in a close associate relationship with the gambling provider); and
 - (ii) the account must not be allowed to have a negative balance;
 - (b) the terms and conditions governing the account must not operate—
 - (i) to impose a waiting period on withdrawals from the account;
 - (ii) to allow funds pending withdrawal to be used for gambling; or
 - (iii) to require a particular level of gambling, or a particular use of funds in the account, as a condition of withdrawal; and
 - (c) the gambling provider must ensure that its business systems—
 - (i) facilitate withdrawals from the account as soon as practicable;

- (ii) do not allow funds pending withdrawal to be applied to any purpose other than the withdrawal; and
 - (iii) do not allow the establishment or extension of a credit facility while there are funds pending withdrawal.
- (3) Sub-clause (2) does not operate—
 - (a) to preclude the following routine transactions on a gambling account—
 - (i) the crediting of winnings or prizes, the making of refunds, the re-settling of bets on the outcome of a protest or like transaction;
 - (ii) the redemption of rewards as part of the operation of an acceptable loyalty program;
 - (iii) the redemption of prizes won in an acceptable trade promotion lottery; and
 - (iv) the making of ex gratia payments resolving complaints or disputes;
 - (b) to preclude a gambling provider from implementing—
 - (i) procedures reasonably necessary to ensure compliance with laws relating to the handling of money or the reporting of financial transactions;
 - (ii) procedures required by or under the licence or other authority authorising the gambling provider to conduct its gambling business;
 - (iii) procedures for the holding of a major prize pending identification of those entitled to claim the prize; or
 - (c) to preclude a gambling account having a negative balance as the result of the reversal of an individual transaction.

38. Credit gambling

- (1) Subject to any regulatory provision prohibiting or regulating the extension of credit for gambling, the gambling provider may only establish or extend a credit facility for an account holder if—
 - (a) the account holder has requested the establishment or the extension in writing;
 - (b) the gambling provider has disclosed all spotters' fees relating to the establishment or extension; and
 - (c) an acceptable due diligence process, including 'know your customer' requirements has been completed.
- (2) If a credit facility has been established for an account holder—
 - (a) the account holder must not be allowed access to the credit facility until the account holder has set a relevant limit;
 - (b) if the credit facility is extended—
 - (i) the account holder must not be allowed access to the extension of the facility until a positive step has been taken by the account holder to review the relevant limit; and
 - (ii) pending compliance with sub-paragraph (1), the relevant limit must be capped at \$500;
 - (c) the terms and conditions of the facility, or the conduct of the gambling provider, must not operate to require a particular level of activity in order to maintain the facility;
 - (d) the terms and conditions of the facility must operate to limit the gambling provider's credit recovery activities to the extent of the reasonable expectations identified in the acceptable due diligence process;
 - (e) the gambling provider must not extend the credit facility at any time when the credit facility is not maintained in good standing in the manner identified in the acceptable due diligence process; and
 - (f) the relevant limit must not exceed the prudential limit identified in the acceptable due diligence process.
- (3) The gambling provider must not solicit a request for the establishment or extension of a credit facility, except—
 - (a) by inclusion in its advertising of a statement that the gambling provider offers credit gambling to account holders subject to completion of a due diligence process; and
 - (b) by publication of the terms and conditions on which it offers credit gambling.
- (4) For the purposes of this clause, an acceptable due diligence process is a documented process undertaken by a gambling provider directed to providing reasonable assurance in respect of an account holder as to—
 - (a) the extent to which the account holder can afford to gamble on credit before experiencing harm;
 - (b) the routine payments the account holder can afford to make to maintain the credit facility in good standing;
 - (c) the times in which it would be reasonable to expect the account holder to satisfy a demand for payment in respect of the whole or part of the facility (credit recovery activities); and
 - (d) the account holder's maximum prudent weekly gambling expenditure (the "prudential limit"), having regard, after reasonable enquiry, to the account holder's means and other circumstances.
- (5) For the purposes of this clause—
 - (a) a relevant limit is a weekly limit set under clause 41; and
 - (b) if a relevant limit (as defined in clause 41(8)) is assessed by reference to deposits made to the account during the period (set under clause 41(3)(b)), the account holder will be deemed (for the purpose of determining whether the limit has been reached) to have made deposits to the same extent as he or she has accessed credit.
- (6) This clause does not apply to interactive wagering service providers.

39. Direct marketing by interactive wagering service providers

- (1) An interactive wagering service provider, or a person acting on behalf of an interactive wagering service provider, must not send any direct marketing to a person unless that person has provided their express consent to receive direct marketing.
- (2) An interactive wagering service provider, or person acting on behalf of an interactive wagering service provider, must not require a person to consent to, or take additional steps to opt-out of, receiving direct marketing in order to—
 - (a) open an account;
 - (b) access an account;

- (c) use an account; or
 - (d) use any functions associated with an account.
- (3) An interactive wagering service provider, or person acting on behalf of an interactive wagering service provider, must not provide direct marketing to person who has consented to receive direct marketing unless that person can unsubscribe and the process of unsubscribing is easy to access and use.
 - (4) An interactive wagering service provider, or a person acting on behalf of an interactive wagering service provider, must not send direct marketing to a person at any time after 5 business days from the day it has received notification from the person that they have unsubscribed.
 - (5) An interactive wagering service provider must not provide any credit, voucher or reward or other benefit to encourage a person to consent or to continue to receive direct marketing.

40. Account closure and duplicate accounts

- (1) An interactive wagering service provider must not provide wagering services to an account holder unless the process available to the account holder for closing their gambling account with the interactive wagering service provider—
 - (a) is clearly explained and prominently displayed on—
 - (i) the interactive wagering service provider's website;
 - (ii) where an account holder is able to place a bet, either on the account holder's 'My Account' window or its equivalent;
 - (b) is simple and easy for the account holder to use;
 - (c) allows the account holder to make a request to close their gambling account by telephone, email and where the account holder is able to place a bet using a telephone, internet or other electronic means, using that telephone, internet service or other electronic means;
 - (d) results in the closure of the account holder's gambling account as soon as practicable after the request is received by the interactive wagering service provider and after all bets made using that gambling account is settled.
- (2) An interactive wagering service provider or a person acting on behalf of an interactive wagering service must not encourage or offer any credit, voucher or reward or other benefit to induce an account holder to keep a gambling account open after an account holder has made a request to close their gambling account (an interactive wagering service provider may however explain the consequences of closing a gambling account and ask the account holder if they wish to proceed).
- (3) An interactive wagering service provider or a person acting on behalf of an interactive wagering service provider must not provide any direct marketing to a person at any time after 5 business days from the day it has received a request from that person to close their gambling account.
- (4) The gambling provider must ensure that each account holder has no more than one gambling account except where—
 - (a) the account holder has a fortnightly turnover consistent with an annual turnover of more than \$1 million and the gambling provider is satisfied that there is good reason for the account holder to have more than one gambling account; or
 - (b) the gambling provider offers only the net betting losses pre-commitment option referred to in the definition of relevant limit in clause 41(8) for the purposes of clause 41(1).

41. Pre-commitment

- (1) The gambling provider must not open a gambling account for a person or provide wagering services to an account holder unless the person or account holder has set a relevant limit.
- (2) Notwithstanding sub-clause (1), the gambling provider may open a gambling account for a person and provide wagering services to an account holder where the person or account holder has expressly indicated that they do not wish to set a relevant limit (opt-out).
- (3) The process for setting a relevant limit must—
 - (a) be clearly explained and prominently displayed—
 - (i) on the gambling provider's website (if applicable);
 - (ii) either on the account holder's 'My Account' window or its equivalent (if applicable), or a via a single link from the account holder's 'My Account' window or its equivalent (if applicable); or
 - (iii) in person.
 - (b) be simple and easy for the account holder to use to set and change a relevant limit;
 - (c) allow the account holder to choose the period during which the relevant limit applies (for example a week, fortnight, calendar month or calendar year or a combination of these);
 - (d) allow the account holder to set a relevant limit by email, telephone, in person and where the person is able to place a bet by using the internet or other electronic means using that internet service or other electronic means;
 - (e) require a person or account holder who wants to opt-out of setting a relevant limit pursuant to sub-clause (2) to do so only after being given by the required method approved information about the benefits of setting a pre-commitment limit.
- (4) The gambling provider must not allow a person to exceed a relevant limit where the applicable relevant limit set by the account holder has been, or would be, exceeded if the relevant transaction was to be made
- (5) The gambling provider must ensure that a request to lower a relevant limit set for an account holder is applied to the account holder's gambling account immediately after the request is received by the gambling provider.
- (6) The gambling provider must ensure that a request to increase or revoke a relevant limit set by an account holder is not applied to the account holder's gambling account until 7 days after the day the request is received by the gambling provider, and the gambling provider is satisfied that the account holder can sustain an increased level of gambling activity.
- (7) The gambling provider must, within the required time and using the required method, ensure that an account holder with an active gambling account is asked—

- (a) where the account holder has set a relevant limit, if they wish to change their relevant limit;
- (b) where the account holder has not set a relevant limit, if they wish to set a relevant limit.

(8) In this clause—

active gambling account means a gambling account that a gambling provider has established that has been used, including to settle a bet, within the preceding 12 months but does not include a gambling account that has been closed.

approved information means information approved by the Commissioner.

relevant limit means a limit set by the account holder may apply, at the election of the gambling provider, to net betting losses by the account holder (regardless of the number of accounts held), deposits made to the account, or a combination of both.

except for sub-clause (3)(e)—

required time means on or before the day that is 12 months after the day the account holder placed their first bet using the gambling account and on or before that date each subsequent year, except where the account holder's gambling account is not an active gambling account on that date.

required method means the method the account holder usually used to place a bet (for example, using a telephone, internet or other electronic means or in person).

for the purpose of sub-clause (3)(e)—

required method means—

- (a) where a person can open an account or make a bet using a telephone, internet or other electronic means by navigating to a new application screen, web page or the pages on electronic services that contains the approved information and after viewing the approved information the person or account holder can provide their express indication that they wish to opt-out of setting a relevant limit;
- (b) where a person can open an account or make a bet using the telephone or in person, by the approved information being provided verbally to the person or account holder and after being provided with the approved information the person or account holder is expressly asked if they still wish to opt-out of setting a relevant limit.

42. Account balances

(1) The gambling provider must provide an account holder with an account balance—

- (a) whenever money is withdrawn (other than for the purchase of a gambling product); and
- (b) whenever money is deposited into a gambling account via an online transaction; and
- (c) in the case of a bet placed by internet, whenever a bet is made from the account; and
- (d) upon request by the account holder.

43. Pre-commitment to be promoted

(1) The gambling provider must promote the availability of the pre-commitment scheme—

- (a) on any brochures, pamphlets or marketing information (other than advertising) that provides information on how a gambling account may be established;
- (b) as part of the welcome pack (however described) provided to an account holder upon account establishment;
- (c) on the gambling provider's website, both on the homepage and on any point of sale page; and
- (d) on account balances (when provided in writing) and activity statements.

44. Activity statements

(1) The gambling provider must provide a monthly activity statement to an active account holder—

- (a) who uses the internet to make transactions on the account, to their email address within 7 days after the end of the preceding month; or
- (b) who does not use the internet to make transactions on the account (e.g., by telephone), to their email address, or by physically sending by ordinary post, within 7 days after the end of the preceding month.

(2) The activity statement must include segmented information that is clear and easily understood by the active account holder using common terms that they are familiar with and include—

- (a) totals of the active account holder's monthly gambling activity (inclusive of the use of complimentary gambling products); including—
 - (i) amount spent and the total number of bets placed for that spend;
 - (ii) amount won and the total number of bets that resulted in those winnings;
 - (iii) amount lost and the total number of bets that resulted in those losses;
 - (iv) overall net win or loss result.
- (b) a summary of the active account holder's monthly transaction activity, including—
 - (i) opening balance;
 - (ii) total of settled deposits;
 - (iii) total of settled withdrawals;
 - (iv) total net result;
 - (v) closing balance.
- (c) a column graph to show the active account holder's gambling activity comparing the amount spent against the net result over time for the last 6 months (cumulative) and shows a clear comparison tracking to the same time from the previous year.
- (d) links and information on—

- (i) support services available to active account holders; and
- (ii) safe gambling messaging that promotes available consumer protection tools.
- (e) a link to an active account holder's detailed transaction history, for the statement period, that includes—
 - (i) the date of the transaction;
 - (ii) the account's opening balance;
 - (iii) a description of each transaction (e.g., what type of bet was placed or whether a deposit or withdrawal was made);
 - (iv) the amount of the deposit or withdrawal;
 - (v) the amount staked for a bet if a complimentary gambling product was used;
 - (vi) the amount staked for a bet if a complimentary gambling product was not used;
 - (vii) the amount of the payout (if any);
 - (viii) the net result of the transaction;
 - (ix) the account's running balance after each transaction;
 - (x) the account's totals for each transaction type;
 - (xi) the account's closing balance.

Note—

A prototype of an activity statement and a detailed transaction history considered to be compliant for the purposes of this clause are included in the Gambling Administration Guidelines – Activity statements and gambling account detailed transaction history).

- (3) The gambling provider must not send an activity statement to an account holder if they are not an active account holder; or if they have not used their account in more than 12 months.
- (4) An activity statement or detailed transaction history must not include any promotional or direct marketing information.
- (5) Red text or shading must be used to show losses on an activity statement and detailed transaction history and black text to show wins. No use of green text or shading to depict wins is permitted on an activity statement or detailed transaction history.
- (6) Once the gambling provider has provided an activity statement to an active account holder as required by clause 44(1), the activity statement must be made available to the active account holder—
 - (a) on request at any time, by email or telephone, in a format of their choosing (i.e., e-statement or paper statement); or
 - (b) if they use the internet to make transactions on the account, at any time via the 'My account' window or its equivalent.
- (7) The gambling provider must not implement layers of security, including a requirement for the use of a password, for an active account holder to access an activity statement.
- (8) The gambling provider must not require or accept a fee for providing an activity statement unless it has been requested to be provided by ordinary post; in which case, the costs purely associated with sending it by ordinary post, may be recovered from the active account holder.
- (9) For the purposes of this clause—

active account holder means an account holder that has used their gambling account that a gambling provider has established, including to settle a bet, within the preceding month but does not include an account holder whose gambling account has been closed.

45. Gambling account detailed transaction history

- (1) The gambling provider must ensure that the holder, or former holder, of a gambling account has access to a record of all transactions made on their account as follows—
 - (a) for an account holder who uses the internet to make transactions on their account, immediately at all times via the 'My Account' window or its equivalent;
 - (b) in any other case, by email or ordinary post within 14 days of the account holder or former account holder's request.
- (2) A record of all transactions for a gambling account must include the same information as required by clause 44(2)(e)(i) thru (xi).
- (3) Despite clause 45(1), the gambling provider is only required to provide a gambling account detailed transaction history to an account holder, or former account holder, for the 7 years immediately preceding the day on which the request is made; or from the day on which their gambling account was opened with the gambling provider, whichever is the later date.
- (4) A gambling account detailed transaction history must not include any promotional or direct marketing information.
- (5) Red text or shading must be used to show losses on a gambling account detailed transaction history and black text to show wins. No use of green text or shading to depict wins is permitted on a gambling account detailed transaction history.
- (6) The gambling provider must not implement layers of security, including a requirement for the use of a password, for the holder, or former holder, of a gambling account to access a gambling account detailed transaction history.
- (7) The gambling provider must not require or accept a fee for providing a gambling account detailed transaction history unless it has been requested to be provided by ordinary post; in which case, the costs purely associated with sending it by ordinary post, may be recovered from the account holder or former account holder.
- (8) For the purposes of this clause—

gambling account means a gambling account that a gambling provider has established that has been used, including to settle a bet, by the account holder or former account holder, and for the avoidance of doubt includes a gambling account that has been closed.

46. Required training—Venue-based gambling operations

- (1) A venue-based gambling provider must ensure that all staff involved in selling its gambling products, or otherwise dealing with patrons have successfully completed courses of training approved by the Commissioner under section 6A of the *Authorised Betting Operations Act 2000*—
 - (a) for each staff member involved in selling its gambling products, or otherwise dealing with patrons—
 - (i) at induction, completes RSG1 training
 - (ii) within 12 months after first completing RSG1 training, completes RSG2 training, and
 - (iii) within 24 months after first completing RSG2 training and every 24 months thereafter, completes RSG3 training
 - (b) for supervisory and managerial staff (including the person in charge of a call centre, a physical point of sale or a physical gambling area) —
 - (i) at induction, completes RSG1 training
 - (ii) within 3 months of completing RSG1 training, completes RSG2 training (if the staff member has not already completed RSG2 training), and
 - (iii) within 24 months after first completing RSG2 training and every 24 months thereafter, completes RSG3 training.
- (2) The course of training to be undertaken for the purposes of this Code may contain mandatory elements of training and provisions which may be adopted with the approval of the Commissioner to reflect the job role of the employee.
- (3) The venue-based gambling provider must, if the gambling provider installs, in a place in which it is otherwise authorised to provide its gambling products, a device which allows customers to purchase the gambling product and process winnings without the assistance of an operator and the device is able to be operated by the insertion of cash, must have enhanced training for staff to ensure the use of the devices are adequately monitored and additional harm minimisation measures are understood and implemented as required.
- (4) The Commissioner, on the application of a venue-based gambling provider or a relevant peak body, may grant exemptions from the operation of this clause with respect to the deferral of training required on induction by up to 3 months. No other exemptions to this clause may be granted.
- (5) Sub-clauses (1)(a) and (b) do not apply (at the election of the venue-based gambling provider) in respect of a person on the staff of an agent which is coincidentally a gaming machine or casino licensee, if that person has received and is current with the training required by their relevant code of practice.
- (6) The venue-based gambling provider must ensure that records of all successful completion of training are maintained and available for inspection upon request by an inspector.
- (7) A person who has only completed a course of basic training prior to the transition day shall be deemed to have complied with any requirement to complete RSG1 training under the Code and must complete a course of advanced training (RSG2) RSG2 training within 12 months of the transition day.
- (8) A person who has completed a course of refresher training prior to the transition day shall be deemed to have complied with any requirement to complete RSG2 training under the Code.
- (9) The transition day is 31 March 2024

47. Required training—Interactive wagering service providers

- (1) An interactive wagering service provider must ensure that all staff involved in the provision of wagering services, or with the capacity to influence the wagering service must undertake—
 - (a) responsible service of wagering training within one month of commencing employment but before interacting with a customer about, or influencing, the provision of a wagering service;
 - (b) responsible Service of wagering (refresher) training at intervals of no more than 12 months after first completing responsible service of wagering training.
- (2) Training courses undertaken by applicable staff as required by sub-clause (1) must comply with Gambling Administration Guidelines – Staff training – Interactive wagering services.
- (3) The interactive wagering service provider must ensure that records of all successful completion of training are maintained and available for inspection upon request by an inspector.

48. Individual exemptions

- (1) The Commissioner may, on application by the gambling provider, exempt the gambling provider from a specified provision of this code of practice.
- (2) The Commissioner may impose conditions in respect of an exemption.
- (3) The Commissioner may on the Commissioner's own initiative, by written notice to a gambling provider or on application by a gambling provider, vary or revoke an exemption.

Schedule 1 – Expanded warning messages*Authorised Betting Operations Act 2000*

(1) For the purpose of clause 12, the following expanded warning messages are prescribed.

Stay in control. Leave before you lose it. Gamble responsibly.	1 January 2022 to 30 June 2022
You know the score. Stay in control. Gamble responsibly.	1 July 2022 to 31 December 2022
Know when to stop. Don't go over the top. Gamble responsibly.	1 January 2023 to 30 June 2023
Think of the people who need your support. Gamble responsibly.	1 July 2023 to 31 December 2023
Don't chase your losses. Walk away. Gamble responsibly.	1 January 2024 to 30 June 2024
Don't let the game play you. Stay in control. Gamble responsibly.	1 July 2024 to 31 December 2024

Schedule 2 – Required taglines*Authorised Betting Operations Act 2000*

(1) For the purposes of clause 15, 16 and 23 the following required taglines are prescribed for **Television, Video and Radio** advertising—

- (a) Chances are you're about to lose.
- (b) What's gambling really costing you?
- (c) You win some. You lose more.
- (d) Imagine what you could be buying instead.
- (e) What are you really gambling with?

(2) For the purposes of clause 18, 19, 20, 21, 22 and 25 the following required taglines are prescribed for **In-app, Digital, Print, Social Media, Website** advertising and **other**—

- (a) Chances are you're about to lose.
- (b) Think. Is this a bet you really want to place?
- (c) What's gambling really costing you?
- (d) What are you prepared to lose today? Set a deposit limit.
- (e) Imagine what you could be buying instead.
- (f) What are you really gambling with?

Schedule 3 – Categories of offences and expiations*Authorised Betting Operations Act 2000*

(1) For the purpose of section 16 of the *Gambling Administration Act 2019*, a contravention of, or failure to comply with a provision in column A has been declared by the Commissioner to be a category A, B, C or D offence as indicated in column B or a category A, B, C or D expiable offence as indicated in column C.

Column A Clause Number	Column B Offence Category	Column C Expiation Category
9(1)(a)	A	A
9(1)(b)	B	B
9(1)(c)	A	A
9(1)(d)	B	B
9(1)(e)	D	D
9(1)(f)	D	D
9(1)(g)	D	D
9(1)(h)	D	D
9(1)(i)	D	D
9(1)(j)	C	C
9(1)(k)	C	C
9(1)(l)	C	C
9(1)(m)	C	C
(9)(1)(n)	C	C
9(3)	C	C
10(1)(a)	C	C
10(1)(b)	C	C
12(1) <i>This penalty applies where the condensed message is used when the expanded warning message should have been used.</i>	D	D

Column A Clause Number	Column B Offence Category	Column C Expiation Category
12(2) <i>This penalty applies where no warning message appears.</i>	B	B
12(3)	C	C
12(4)	B	B
13(1)	B	B
13(2)	B	B
14(1)	B	B
14(2)	B	B
14(3)	B	B
14(4)	C	C
14(5)	C	C
14(6)	C	C
15(1)	B	B
15(2)	C	C
15(3)	C	C
15(5)	C	C
15(6)	C	C
15(7)	C	C
15(8)	B	B
16(1)	B	B
16(4)	B	B
17(1)	B	B
18(1)	B	B
19(1)	B	B
19(2)	B	B
20(1)	B	B
21(1)	B	B
21(2)	B	B
22(1)	B	B
22(2)	C	C
23(1)	B	B
24(1)	B	B
25(1)	B	B
25(2)	B	B
25(3)	A	A
25(4)	C	C
27(1)	B	B
27(2)	B	B
27(3)	A	A
27(4)	C	C
27(5)	C	C
27(7)	A	A
27(8)	D	D
27(9)	D	D
27(11)	C	C
27(12)	D	D
27(13)	D	D
27(14)	A	A
27(15)	A	A
27(16)	C	C
27(17)	C	C
28(1)(a)	D	D
28(1)(b)	D	D
28(1)(c)	D	D
28(1)(d)	D	D
28(2)(a)	B	B
28(2)(b)	D	D
29(1)(b)	B	B
29(1)(c)	A	A

Column A Clause Number	Column B Offence Category	Column C Expiation Category
30(1)	B	B
30(2)(a)	B	B
31(1)	D	D
31(2)	C	C
31(3)	D	D
31(4)(a)	D	D
31(4)(b)	D	D
31(5)	B	B
31(6)	D	D
32(1)(a)	B	B
32(1)(b)	D	D
32(1)(c)	D	D
32(2)	D	D
33(1)	B	B
37(1)	B	B
37(2)	B	B
39	A	A
40(1)	D	D
40(2)	B	B
41(1)	A	A
41(3)	D	D
41(4)	A	A
41(5)	A	A
41(6)	A	A
41(7)	D	D
42	D	D
43	C	C
44(1)	A	A
44(2)	C	C
44(3)	A	A
44(4)	B	B
44(5)	C	C
44(6)	D	D
44(7)	C	C
44(8)	D	D
45(1)	A	A
45(2)	C	C
45(4)	B	B
45(5)	C	C
45(6)	C	C
45(7)	D	D
46(1)	C	C
46(3)	C	C
46(6)	C	C
47(1)	D	D
47(2)	D	D
47(3)	D	D

End of Code of Practice

GAMBLING ADMINISTRATION ACT 2019

South Australia

Casino Gambling Code of Practice Variation Notice 2023 (No 2)under section 15 of the *Gambling Administration Act 2019***1—Short title**This notice may be cited as the *Casino Gambling Code of Practice Variation Notice 2023 (No 2) (Variation Notice)*.**2—Commencement**

This Variation Notice comes into operation on 31 March 2024.

3—Variation of existing Casino Gambling Code of PracticeThis Variation Notice will have the effect that the *Casino Gambling Code of Practice* prescribed by this notice will supersede the *Casino Gambling Code of Practice* in effect prior to 31 March 2024.**4—Casino Gambling Code of Practice**The *Casino Gambling Code of Practice* set out in this notice is varied under s15 of the *Gambling Administration Act 2019*, for the purposes of the *Casino Act 1997*.

Dated: 28 September 2023

DINI SOULIO
Liquor and Gambling Commissioner**Part 1—Preliminary****1. Scope**This code of practice is prescribed under section 15 of the *Gambling Administration Act 2019*, for the purposes of the *Casino Act 1997*, and is inclusive of the advertising code of practice and the responsible gambling code of practice.**2. Commencement**

This code of practice became operational on 31 July 2022 and was varied on 30 March 2023 and 28 September 2023.

This revised version of the Adelaide Casino Gambling Code of Practice comes into effect from 31 March 2024, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by further notice in the Government Gazette vary or revoke these codes at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.**3. Purpose of this code**

- (1) The purpose of this code of practice is to promote the objects of the *Gambling Administration Act 2019* and, in particular—
 - (a) to reduce the prevalence and severity of harm associated with the misuse and abuse of gambling activities; and
 - (b) to foster responsible conduct in relation to gambling and in particular, to ensure that gambling is conducted responsibly, fairly and honestly, with regard to minimising the harm associated with gambling; and
 - (c) to facilitate the balanced development and maintenance, in the public interest, of an economically viable and socially responsible gambling industry in the State recognising the positive and negative impacts of gambling on communities; and
 - (d) to ensure that gambling is conducted honestly and free from interference, criminal influence and exploitation; and
 - (e) to ensure, as far as practicable, that the conduct of gambling is consistent with the expectations and aspirations of the public.
- (1a) For the purposes of clause 3(1)(a) harm associated with the misuse and abuse of gambling activities includes—
 - (a) the risk of harm to children, vulnerable people and communities (whether to a community as a whole or a group within a community); and
 - (b) the adverse economic, social and cultural effects on communities (whether on a community as a whole or a group within a community); and
 - (c) the adverse effects on a person's health or welfare; and
 - (d) the adverse effects on a person's family, friends and work colleagues.
- (2) The intention of this code of practice is to commit the holder of the casino licence (the licensee) to:
 - (a) ensure that gambling practices are consistent with the community's expectations that gambling businesses will be conducted in a responsible manner so as to minimise the harm caused by gambling;
 - (b) ensure that gambling advertising is consistent with the community's expectations that gambling businesses will be conducted in a responsible manner so as to minimise the harm caused by gambling and is socially responsible;
 - (c) consider and implement measures to minimise harm associated with gambling activities;

- (d) maintain standards of operational practice that, as a matter of course, address harm minimisation;
- (e) not undertake operational practices involving unacceptable risk of harm.

4. Interpretation

- (1) Unless the contrary intention appears, expressions defined in the *Gambling Administration Act 2019* and *Casino Act 1997* have the same meanings in this code of practice.

condensed warning message means the following message - "*Gamble responsibly*"

gambling advertising means any advertising by the licensee of a particular gambling product, products or gambling activity, whether in print or electronic form, including media (internet and all electronic and social media), radio, television, print media, signs and billboards, and any advertising on radio or television in the nature of a plug or program content which is in exchange for payment, or some other form of valuable consideration.

inducement means any credit, voucher or reward offered to a person as an inducement to participate, or to participate frequently, in any gambling activity.

inspector means a person appointed by the Commissioner as an inspector under the *Gambling Administration Act 2019*.

permitted external sign means a sign affixed to the outside of the casino premises or affixed to the outside of a permanent structure within the immediate environs of the casino premises that—

- (a) displays the licensee's logo or name; or
- (b) indicates the availability of a gambling activity inside the casino premises.

private webpage means a page which a person may gain access only after entering a password issued by or registered with the licensee.

5. Mandatory nature of the code

- (1) Under section 15 of the *Gambling Administration Act 2019*, the Liquor and Gambling Commissioner (the **Commissioner**) may prescribe advertising codes of practice and responsible gambling codes of practice.
- (2) A gambling provider must not contravene or fail to comply with a mandatory provision of a code of practice.
- (3) For the purposes of section 16 of the *Gambling Administration Act 2019*—
 - (a) if the letter "A", "B", "C" or "D" appears in column B of the table in Schedule 2 next to the listing of a provision, contravention or failure to comply with the provision is declared to be an offence in the category corresponding to that letter;
 - (b) if the letter "A", "B", "C" or "D" appears in column C of the table in Schedule 2 next to the listing of a provision, the offence of contravention or failure to comply with the provision is declared to be an expiable offence in the category corresponding to that letter.

6. Application of this code of practice under section 15 of the *Gambling Administration Act 2019*

- (1) Part 2 of this code of practice operates as the prescribed advertising code of practice for the purposes of section 15(1)(a) of the *Gambling Administration Act 2019*.
- (2) Part 3 of this code of practice operates as the prescribed responsible gambling code of practice for the purposes of section 15(1)(b) of the *Gambling Administration Act 2019*.
- (3) The Commissioner may vary or revoke a code of practice or a provision of a code of practice by notice in the Government Gazette.
- (4) Before the Commissioner publishes a notice in the Government Gazette, pursuant to section 15 of the *Gambling Administration Act 2019*, the Commissioner must give notice and consider any representations made, as set out in section 15(7) of the *Gambling Administration Act 2019*.
- (5) The Commissioner may, at any time, undertake a review of the codes of practice.

7. Host responsibility services

- (1) The licensee must maintain a host responsibility program, with the program's Terms of Reference approved by the Commissioner.
- (2) For the purposes of sub-clause (1), the licensee must—
 - (a) ensure that there is at least one host responsibility employee available to attend in each gaming area whenever the casino is operating;
 - (b) provide host responsibility employees with free and unrestricted access to the licensee's premises, other staff and patrons, at all times the casino is open for business;
 - (c) undertake to its staff that they will in no way be the subject of prejudice or unfavourable treatment due to making reports of people displaying indicators of gambling harm; and
 - (d) consent to and facilitate comprehensive annual or more frequent periodic reporting to the Commissioner by program staff of their activities, as required by the Commissioner.

Part 2—Required advertising practices

The licensee is to ensure that gambling advertising is conducted in a responsible manner that takes into account the potential adverse impact it may have on the community, particularly minors, people experiencing gambling-related harm or at risk of developing negative consequences associated with their gambling.

Gambling advertising must be compliant with applicable State and Federal laws and any relevant industry codes of practice.

8. Responsible gambling advertising

- (1) The licensee must ensure that gambling advertising—
 - (a) does not encourage a breach of law;
 - (b) does not depict children gambling;
 - (c) is not false, misleading or deceptive;

- (d) does not suggest that winning will be a definite outcome of participating in gambling activities;
 - (e) does not suggest that participation in gambling activities is likely to improve a person's financial prospects;
 - (f) does not promote the consumption of alcohol while engaging in gambling activities;
 - (g) does not offer any credit, voucher, or reward as an inducement to participate, or to participate frequently, in any gambling activity;
 - (h) does not make claims related to winning or the prizes that can be won that are not based on fact, are unable to be proven or that are exaggerated;
 - (i) does not suggest that a player's skill can influence the outcome of gambling activity in relation to gambling where a player's skill cannot influence the outcome;
 - (j) does not exaggerate the extent to which skill can influence the outcome of gambling activity in relation to gambling where a player's skill can influence the outcome;
 - (k) does not include images or sounds suggestive of:
 - (i) coins being inserted or dispensed from a gaming machine;
 - (ii) banknotes being inserted into or dispensed from a gaming machine or automated table game equipment; or
 - (iii) tickets being printed or dispensed from a gaming machine or automated table game equipment;
 - (l) does not include the expressions "Win" or "\$", unless these expressions specifically relate to a prize that has been determined or is payable, or to an estimate of a prize which can be won.
- (2) For the purposes of this clause, the licensee will not be regarded as advertising when—
- (a) the licensee sends communication direct to a customer, and the customer has provided their express consent to receiving advertising material;
 - (b) the licensee draws attention, on a private webpage, to its gambling products or gambling activities;
 - (c) the licensee draws attention, in printed point of sale material, to its gambling products or gambling activities.
- (3) The licensee must keep a copy (in print or electronic form) of any gambling advertising, including advertising of acceptable trade promotion lotteries, available for inspection for a period of 12 months following the conclusion of the advertising campaign.
- (4) This clause does not apply to the advertising of other products and services offered by the licensee that are not gambling related, as long as the advertising does not include any credit, voucher or reward as an inducement to participate in any gambling activity.

9. Prize promotions and advertising

- (1) Gambling advertising that refers to, or relies on prizes which are available to be won, or the frequency the prize may be won (whether or not the prize is a prize of money)—
- (a) must include sufficient information for a reasonable person to understand the overall return to player or odds of winning; and
 - (b) if intended to encourage a person to gamble during a particular period, include sufficient information for a reasonable person to appreciate how likely it is that the prize will be won by someone during that period.
- (2) If, in seeking to comply with this clause, the licensee—
- (a) calculates the theoretical number, value and frequency of prizes to be won;
 - (b) in the advertising suggests an outcome no less favourable to the licensee than that theoretical outcome; and
 - (c) obtains an actual outcome more favourable than that which was advertised,
- the licensee will still be regarded as complying with this clause.
- (3) Sub-clause (1)(a) does not apply to advertising of a trade promotion lottery offered in conjunction with the purchase of a gambling product if the odds or chance of winning the lottery are affected by the number of entrants, or dependent on similar factors beyond the control of the licensee.

10. Permissible advertising of loyalty programs, trade promotion lotteries and complimentary gambling products

- (1) Despite clause 8(1)(g), the licensee may advertise an inducement for participation in an acceptable loyalty program by drawing attention to the name of the loyalty program, its availability to customers and the benefits to members of the program, as long as the customer is directed to the program's full terms, conditions and benefits that are published on a public website, or on signs in or near a gaming area, or in a document available in or near a gaming area.
- (2) Despite clause 8(1)(g), the licensee may advertise an inducement in the form of participation in an acceptable trade promotion lottery by drawing attention to the prizes, or of the offering of a complimentary gambling product.

11. Mandatory warning messages

- (1) Expanded warning messages, as set out in Schedule 1 for the stated periods, must be included in gambling advertising, unless the inclusion of the expanded warning message in that particular advertising would be unreasonable or impracticable.
- (2) If gambling advertising does not include an expanded warning message, the gambling advertising must include the condensed warning message.
- (3) When a mandatory warning message is included in gambling advertising, the manner of its inclusion must be consistent with the message being a warning message.
- (4) Gambling advertising which is a text message, tweet, email or social media posting of less than 160 characters must be concluded with the condensed warning message. If the text message is more than 160 characters it must be concluded with the condensed warning message and the national gambling helpline number 1800 858 858.

12. Gambling advertising on Radio and Television

- (1) Gambling advertising is not permitted on radio or television (including subscription television and live streaming services) between 6.00am to 8.30am and 4pm to 7pm on any day, except on a dedicated in-house television channel that is broadcast in hotel rooms and restricted to adults via a sign-in process confirming they are over the age of 18.
- (2) Despite clause 11, gambling advertising on radio may be accompanied by the condensed warning message and in the case of a plug or commentary, must end with the condensed warning message and the national gambling helpline number 1800 858 858.
- (3) Despite clause 11, gambling advertising on television that is longer than 15 seconds, must be accompanied by the expanded warning message and in the case of a plug or commentary, must end with the condensed warning message and the national gambling helpline number 1800 858 858.
- (4) A mandatory warning message announced on radio or television must be spoken in a neutral tone and otherwise presented in a way which reflects the importance of a warning message.
- (5) The licensee must ensure, through instructions about their obligations under this code, that a mandatory warning message is appropriately respected for gambling advertising in live announcements and when mentioned by announcers before or after the broadcast of its gambling advertising.
- (6) In the case of the presence of the licensee's logo on a screen, other than as part of a commercial which includes a mandatory warning message, if the logo includes images of gambling it must include the condensed warning message adjacent to the logo occupying no less space than that occupied by the logo. This does not include logos on participant's uniforms (see clause 13(7), (8) and (9)).
- (7) A mandatory warning message appearing in gambling advertising on television must occupy at least 25% of the screen area for at least 1/6th of the length of the advertisement, or occupy the whole screen area for at least 1/10th of the length of the advertisement.
- (8) The mandatory warning message must be spoken at the same time as it appears on a television screen.
- (9) Clauses 12(6), (7) and (8) do not apply where gambling advertising appears on television only because the broadcast image is of a public event at which the advertising has been placed.

13. Additional requirements for print media, outdoor and other forms of advertising

- (1) If the condensed warning message is used in advertising to which this clause applies, it must be accompanied by the national gambling helpline number 1800 858 858.
- (2) In printed gambling advertising, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (3) In outdoor gambling advertising (other than a permitted external sign) the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (4) Gambling advertising in the form of a permitted external sign need not be accompanied by a mandatory warning message.
- (5) An outdoor or indoor display or sign at a venue that includes gambling advertising, for any sort of event which is broadcast on television; or for an event on which betting takes place, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (6) If the gambling advertising referred to in sub-clause (5) is presented by means of a display which is constantly moving, scrolling or changing, or is capable of immediate or scheduled systematic changes, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct and must occupy at least 25% of the space occupied by the advertising.
- (7) Gambling advertising which is the placement of the licensee's logo on the apparel of a participant (including an official) in an event which is broadcast on television in South Australia, or at an event at which gambling takes place, must be accompanied by the placement of the condensed warning message adjacent to the logo, occupying no less than half the space occupied by the logo if the logo includes images of gambling.
- (8) Gambling advertising in the form of a small logo (no larger than 5400mm² with no linear dimension longer than 180mm) need not be accompanied by a mandatory warning message.
- (9) The licensee must ensure that participants in the event do not wear the licensee's logo if it includes images of gambling on occasions when they are engaging solely or mainly with children.
- (10) Gambling advertising which is no more than the inclusion in –
 - (a) the title of an event or the name of a team participating in an event; or
 - (b) the name of a place of a sponsor's name or brand,
 need not be accompanied by a mandatory warning message. This does not apply to gambling advertising in relation to participant uniforms, as set out in sub-clause (7).

Part 3—Responsible gambling practices

The licensee must ensure that its general gambling practices are consistent with community expectations that gambling operations will be conducted responsibly and in a manner that minimises the harm caused by gambling, and is socially responsible.

The licensee must conduct its business in accordance with all applicable State and Federal laws and legal requirements, and co-operate with regulatory bodies and government agencies in all matters, including compliance with legal obligations.

14. Responsible gambling operations

- (1) The licensee must, for all gaming areas, ensure the existence of a document or documents (whether hard copy or otherwise) detailing—
 - (a) the manner in which staff training and measures for interventions with people displaying indicators of gambling harm are implemented;

- (b) the roles of staff (by job title) in the implementation of this code.
- (2) A document required by sub-clause (1) may be incorporated with any other operational document maintained by the licensee, but must be made known to and readily available to staff that are employed in gambling related roles.
- (3) The licensee must develop and implement effective policies and procedures that enable staff employed in gambling related roles to—
 - (a) identify people displaying signs of gambling harm by, but not limited to, reviewing loyalty data, pre-commitment arrangements (including breaches of limits), observing gambling behaviour and engaging in general conversation that may signal that the person may be experiencing harm due to their gambling;
 - (b) respond to people displaying signs of gambling harm by engaging in a conversation about their gambling behaviour, offering pre-commitment and barring options and referring them to a gambling help service; and
 - (c) be trained in and carry out their functions in accordance with such policies and procedures
- (4) The licensee must establish a reporting process for the identification of people displaying indicators of gambling harm by staff and the recording of their details. This record must be reviewed by a manager (however described) at least weekly including the details of the review and any steps taken to intervene. Any data captured by a system used for this purpose may only be used for the purpose of harm minimisation and no other purpose, except where required by law enforcement agencies and regulators.
- (5) The record of people displaying indicators of gambling harm must include sufficient detailed information to enable staff to identify the patron, that is readily available to staff at any time and to the Commissioner or an Inspector upon request.
- (6) If a person requests voluntary exclusion, the licensee must bar the person forthwith in accordance with Part 6 of the *Gambling Administration Act 2019*.
- (7) If a third party requests involuntary exclusion of a gambler, the licensee must promptly make a considered decision and enter the details into the barring register.
- (8) The licensee must document and implement procedures to ensure that enquiries about barring (regardless of who initiates them) and approaches for the making of barring orders, are responded to in a manner that is informative, timely and culturally appropriate, with the aim of dealing with an in-venue approach while the person is in the venue and dealing with telephone enquiries in one call where possible, using an interpretation service if required.
- (9) The licensee may make flexible informal arrangements with patrons, only if the arrangements limit, manage or control a gambler's access to gambling and the licensee reasonably expects that informal arrangements would be beneficial for the gambler.
- (10) The licensee must note the details of any informal arrangements, including details of any agreed pre-commitment arrangements, and make them available to the Commissioner upon request.
- (11) Host responsibility employees must log into the barring register each time when on duty, to review any new or updated barring information.
- (12) The licensee must ensure that any loyalty program database and any like list held by the licensee identifies a person who is excluded (whether by formal barring order or otherwise) and ensures that person is not sent any marketing communications.
- (13) The licensee must take reasonable steps to ensure that staff displaying indicators of gambling harm (involving any sort of gambling) are identified and referred for counselling, support or therapy.
- (14) The licensee must ensure that there is adequate natural or artificial lighting in gaming areas to enable clocks and signs to be easily read and the faces of people within the room to be easily identified.
- (15) The licensee must not permit a second-hand dealer or pawnbroker to conduct business on the casino premises.

15. Signage in gaming areas

- (1) The licensee must, at each entrance to the gaming areas of the casino premises, display an A3 equivalent size sign (or two A4 equivalent signs) that includes—
 - (a) a statement that the gaming areas of the casino premises are restricted to people aged 18 years and over (18+ only);
 - (b) a statement that these gaming areas are regulated by state law and codes of practice and that they are subject to inspection by a State Government agency, including a telephone number to call to register a complaint.
- (2) If the Commissioner determines a form and content for a sign required in sub-section (1), the licensee must display the sign(s) in this form.
- (3) The licensee must place in a prominent position in each gaming area of the casino premises at least one A3 equivalent size sign—
 - (a) containing information about the availability of free, confidential and professional help with gambling harm and related issues, and
 - (b) written in English, Arabic, Chinese, Greek, Italian, Vietnamese, and any other relevant language.
- (4) If the welfare agency publishes recommended content for a sign under sub-clause (3), in respect to the casino premises, the licensee may only display a sign containing that content.

The **welfare agency** for the purposes of this code is the Office for Problem Gambling.

16. In-venue messaging

- (1) The licensee must prominently display two classes of signs approved by the welfare agency—
 - (a) primary responsible gambling signs, which must be displayed in gaming areas; and
 - (b) additional responsible gambling signs, which the licensee may elect to display in gaming areas or other public areas of the premises; as follows—
 - (i) at least 25 A1 equivalent primary responsible gambling signs, ensuring that there are at least two signs in each gaming area which is not a premium gaming area;

- (ii) for each 10 gaming machines in excess of 250 offered in gaming areas that are not premium gaming areas, one A1 equivalent additional responsible gambling sign; and
 - (iii) for each premium gaming area, one A1 primary responsible gambling sign.
- (2) For the purpose of sub-clause (1) the licensee may satisfy a requirement to display one A1 equivalent sign by displaying two A2, four A3 or eight A4 equivalent signs or any logical combination thereof.
 - (3) For the purpose of sub-clause (1) the display of full screen welfare agency material on a 16:9 format electronic display having a diagonal measurement of 1270mm or more for at least 3 minutes per hour is the equivalent of one A1 equivalent sign. Displays of less than 1270mm may be aggregated (by size) to be the equivalent of a 1270mm display.
 - (4) For the purposes of sub-clause (1), an approved on-screen budget reminder system installed by the licensee will be regarded as having satisfied half of the obligations in respect of additional responsible gambling signs.
 - (5) If the licensee is also the agent of SA TAB or the SA Lotteries Commission and has placed additional responsible gambling signage and a multi-lingual sign in areas which are gambling areas for the purposes of SA TAB or the SA Lotteries Commission, SA TAB or the SA Lotteries Commission (as the case may be) is deemed to have complied with the relevant provisions of the *Authorised Betting Operations Code of Practice* and *SA Lotteries Commission Code of Practice*.

17. Help information in gaming areas

- (1) The licensee must ensure that—
 - (a) each automatic teller machine (ATM) which is available for operation by patrons operates so that when the ATM is idle, the screen displays a responsible gambling message approved by the welfare agency at least 20% of the time, or if there is no current approval the condensed warning message and the national helpline number 1800 858 858 at least 20% of the time;
 - (b) when the ATM prints a transaction slip (however described) the transaction record includes the condensed warning message and national gambling helpline number 1800 858 858.
- (2) The licensee must ensure that—
 - (a) each cashable ticket redemption terminal (CRT) which is available for operation by patrons operates so that when the CRT is idle, at least half of the available screen space displays a responsible gambling message approved by the welfare agency, or if there is no current approval the condensed warning message and the national gambling helpline number 1800 858 858;
 - (b) when the CRT prints a transaction slip (however described) the transaction record includes the condensed warning message and national gambling helpline number 1800 858 858.
- (3) The licensee must ensure—
 - (a) that the condensed warning message and national gambling helpline number 1800 858 858 are prominently displayed on or near—
 - (i) each automated coin dispensing machine; and
 - (ii) each customer service point at which money is exchanged for cash, tickets or credit on an approved account based cashless gaming system; and
 - (b) that a quantity of helpline cards are available at or near—
 - (i) each ATM, EFTPOS facility and CRT;
 - (ii) each automated coin dispensing machine;
 - (iii) each customer service point at which money is exchanged for cash, tickets or credit on an approved account based cashless gaming system;
 - (iv) each gaming machine; and
 - (v) each automated table game equipment.
- (4) Sub-clauses (1), (2) and (3) apply to any ATM, EFTPOS facility or CRT, in or near a gaming area, over which the licensee could reasonably be expected to exercise control.
- (5) An expanded warning message, as set out in Schedule 1 for the stated period, must be used to populate a message field on tickets issued from gaming machines and automated table game equipment being operated in connection with a ticket-in ticket-out (TITO) system.
- (6) Despite sub-clause (5), if batches of pre-printed tickets are used for this purpose, the expanded warning message must be replaced with the relevant expanded message for that period on each subsequent batch of tickets re-ordered. It is acceptable for any stocks of tickets which were pre-printed to comply immediately before the commencement of the required period, to be exhausted.
- (7) The licensee must ensure that the time of day is prominently displayed and visible throughout gaming areas.
- (8) The licensee must ensure that a copy of this code is made available on request.

18. Multiple gaming machine play

- (1) The licensee must take all reasonable and practicable steps to ensure that a person plays no more than one gaming machine at a time.
- (2) Without limiting sub-clause (1), the licensee must give a warning to a patron offending for the first time on a given day and if that patron does not heed a warning, require the patron to leave the gaming area for 24 hours.

19. Practices relating to minors

- (1) The licensee must not conduct, promote, advertise or permit the conduct, promotion or advertisement of their gambling operations in a way that could encourage minors to gamble.
- (2) The licensee must establish, keep current and implement written procedures to address the issue of young children (being children aged 10 years or less) who might be left unattended on the casino premises or in a motor vehicle parked in a car park which is under the licensee's control.

20. Cheques and winnings

- (1) Cheques must not be cashed in gaming areas.
- (2) The licensee must offer a patron payment of an undisputed prize, winnings or redemptions of credits of \$2000 or more at a casino cashier, by cheque or electronic funds transfer (EFT), which are to be paid as soon as practicable after the formalities required by law are completed and in any event within 1 hour to provide a cheque and within 1 business day for an EFT.
- (3) Sub clause (2) does not apply in premium gaming areas in respect to identified premium customers, and premium customers only, as set out in the Approved Licensing Agreement.

21. Cash availability

- (1) The licensee must ensure that cash can only be obtained from—
 - (a) a cashier; or
 - (b) an EFTPOS facility; or
 - (c) an automated coin dispensing machine; or
 - (d) a cash redemption terminal,which is located so that patron activity can be monitored.
- (2) In respect to cash obtained from an EFTPOS facility in the gaming area of the casino premises, the licensee must ensure that cash may only be obtained directly from an EFTPOS facility by a person (being a person notified to the Commissioner as a special employee) operating the EFTPOS facility, or from a dispenser in the immediate vicinity of the EFTPOS facility (not being a dispenser that forms part of an ATM).

22. Customer information and interaction

- (1) The licensee must take all reasonable steps to ensure that a patron who displays signs of gambling harm is provided with the name and telephone number of a widely available gambling help service.
- (2) The licensee must—
 - (a) identify a gambling help service that their patrons and families can readily access (including the location of the agency and a key contact who can be asked for by name);
 - (b) ensure that staff that are engaged in customer facing roles are sufficiently informed about the identity and location of the gambling help service so as to be able to direct patrons to the service; and
 - (c) ensure that management level contact is established and maintained with the gambling help service about matters relating to gambling harm.
- (3) The licensee must reinforce its responsible gambling policy in appropriate customer newsletters and other communications.

23. Alcohol and Gambling

- (1) The licensee must take all practicable steps—
 - (a) to prevent a person from being allowed to gamble if their speech, balance, coordination or behaviour is noticeably affected and it is reasonable to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor or some other substance;
 - (b) to prevent a person entering or remaining in a gaming area if their speech, balance, coordination or behaviour is noticeably affected and it is reasonable to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor or some other substance; and
 - (c) to ensure that liquor is not supplied to reward, promote or encourage continued gambling.
- (2) The licensee must ensure that a person is not served liquor while seated or standing at a gaming machine or at automated table game equipment, unless—
 - (a) the machine or automated table game equipment is in a premium gaming area; or
 - (b) the automated table game is conducted by a dealer.

24. Inducements

- (1) The licensee must not offer or provide any inducement directed at encouraging patrons to gamble.
- (2) Sub-clause (1) does not apply to—
 - (a) the offering or provision of participation in an acceptable loyalty program (*see clause 25*);
 - (b) the offering or provision of participation in an acceptable trade promotion lottery by drawing attention to the prizes, or of the offering of a complimentary gambling product (*see clause 26*); and
 - (c) the offering or provision in a gaming area of complimentary non-alcoholic beverages and refreshments of nominal value.
- (3) Sub-clause (1) does not apply in respect to identified premium customers, and premium customers only as set out in the Approved Licensing Agreement.

25. Acceptable loyalty programs

- (1) A loyalty program is an acceptable loyalty program if it is a structured program which—
 - (a) is conducted in accordance with published terms and conditions;
 - (b) is advertised in a manner consistent with the advertising requirements for the licensee's gambling products;
 - (c) offers rewards proportionate to gambling activity (including non-monetary privileges attached to tiers in a stepped rewards system);
 - (d) offers regular activity statements; and
 - (e) it has been approved by the Commissioner in terms of its rules and conditions, promotions, risk monitoring processes and the manner in which it is to be advertised and promoted.

26. Acceptable trade promotion lotteries

- (1) A lottery is an acceptable trade promotion lottery if—
- (a) being a trade promotion lottery within the meaning of the Lottery Regulations 2021, it is a licensed lottery or a permitted lottery under the *Lotteries Act 2019*;
 - (b) its dominant purpose is to reward or retain existing patrons, rather than attracting new patronage or encouraging patrons to gamble more than they would otherwise;
 - (c) the advertising is limited to promotion to members of an acceptable loyalty program, on a private webpage on the licensee's own website, by direct communication to customers that have expressly agreed to receiving advertising and within the casino premises;
 - (d) the advertising of the promotion draws attention to the prize(s) of the promotion, rather than the gambling product itself;
 - (e) the promotion does not encourage people to gamble for a minimum period or for a minimum amount to qualify for a reward or benefit; and
 - (f) in respect of an authorised lottery referred to in (a) above, it has been approved by the Commissioner in terms of its rules, conditions and the manner in which it will be advertised.

27. Required training

- (1) The licensee must ensure that a staff member who is a special employee has successfully completed a course of training approved by the Commissioner under section 40C of the *Casino Act 1997*—
- (a) for each staff member carrying out the duties defined by paragraph (a) – (e) of the definition of special employee under section 28 of the *Casino Act 1997*—
 - (i) within the 3 months before or after the Commissioner is first notified of the appointment of the special employee, completes RSG1 training
 - (ii) within 12 months after first completing RSG1 training, completes RSG2 training, and
 - (iii) within 24 months after first completing RSG2 training and every 24 months thereafter, complete RSG3 training.
 - (b) for each staff member carrying out the duties defined by paragraph (f) and (g) of the definition of special employee under section 28 of the *Casino Act 1997* and any person supervising a person carrying out the duties defined by paragraph (a) – (g) of the definition of special employee under section 28 of the *Casino Act 1997*—
 - (i) within the 3 months before or after the Commissioner is first notified of the appointment of the person as a special employee, completes RSG1 training (if the special employee has not already completed RSG1 training)
 - (ii) within 3 months of completing RSG1 training, completes RSG2 training (if the special employee has not already completed RSG2 training), and
 - (iii) within 24 months after first completing RSG2 training and every 24 months thereafter, completes RSG3 training.
- (2) The course of training to be undertaken for the purposes of this clause may contain mandatory elements of training and provisions which may be adapted with the approval of the Commissioner to reflect the categories of special employee under the *Casino Act 1997*.
- (3) The licensee may demonstrate that a staff member has sufficient knowledge, skills and experience to satisfy the requirements of RSG1 training by notifying the Commissioner and providing evidence of successful completion of RSG1 training which has been approved by the Commissioner under section 40B of the *Gaming Machines Act 1992*.
- (4) The licensee must ensure that records of all successful completion of training are maintained and available for inspection upon request by an inspector.
- (5) A person who has completed training approved as a course of basic training under section 40C of the *Casino Act 1997* prior to the transition day shall be deemed to have complied with any requirement to complete RSG1 training under this Code and must complete RSG2 training within 12 months of the transition day.
- (6) A person who has completed training approved as a course of advanced training under section 40C of the *Casino Act 1997* prior to the transition day shall be deemed to have complied with any requirement to complete RSG2 training under this Code.
- (7) The transition day is 31 March 2024.

28. Individual exemptions

- (1) The Commissioner may, on application by the licensee, exempt the licensee from a specified provision of this code of practice.
- (2) The Commissioner may impose conditions in respect of an exemption.
- (3) The Commissioner may on the Commissioner's own initiative, by written notice to the licensee or on application by the licensee, vary or revoke an exemption.

Schedule 1**Expanded warning messages**

Don't let the game play you. Stay in control. Gamble responsibly.	1 July 2021 to 31 December 2021
Stay in control. Leave before you lose it. Gamble responsibly.	1 January 2022 to 30 June 2022
You know the score. Stay in control. Gamble responsibly.	1 July 2022 to 31 December 2022
Know when to stop. Don't go over the top. Gamble responsibly.	1 January 2023 to 30 June 2023
Think of the people who need your support. Gamble responsibly.	1 July 2023 to 31 December 2023
Don't chase your losses. Walk away. Gamble responsibly.	1 January 2024 to 30 June 2024

Schedule 2

Categories of Offences and Expiations

Column A Clause Number	Column B Offence Category	Column C Expiation Category
8(1)(a)	A	A
8(1)(b)	B	B
8(1)(c)	A	A
8(1)(d)	B	B
8(1)(e)	D	D
8(1)(f)	D	D
8(1)(g)	D	D
8(1)(h)	C	C
8(1)(i)	C	C
8(1)(j)	C	C
8(1)(k)	C	C
8(1)(l)	C	C
8(3)	C	C
9(1)(a)	C	C
9(1)(b)	C	C
11(1) This penalty applies where the condensed message is used when the expanded warning message should have been used.	D	D
11(2) This penalty applies where no warning message appears.	B	B
11(3)	C	C
11(4)	B	B
12(1)	B	B
12(2)	B	B
12(3)	B	B
12(4)	B	B
12(5)	C	C
12(6)	B	B
12(7)	C	C
12(8)	C	C
13(1)	B	B
13(2)	C	C
13(3)	C	C
13(5)	C	C
13(6)	C	C
13(7)	B	B
13(9)	C	C
14(1)	B	B
14(2)	B	B
14(3)	A	A
14(4)	C	C
14(5)	C	C
14(6)	A	A
14(7)	D	D
14(8)	D	D
14(10)	C	C
14(11)	D	D
14(12)	A	A
14(13)	A	A
14(14)	C	C
14(15)	C	C
15(1)	A	A
15(3)	D	D
16(1)(a)	B	B
16(1)(b)	B	B
17(1)	D	D
17(2)	D	D

GAMBLING ADMINISTRATION ACT 2019

South Australia

Gambling Administration Guidelines (Authorised Betting Operations Act 2000 - Prescribed training requirements for persons involved in betting operations) Notice 2023under section 17 of the *Gambling Administration Act 2019***1—Short title**

This notice may be cited as the *Gambling Administration Guidelines (Authorised Betting Operations Act 2000 - Prescribed training requirements for persons involved in betting operations) Notice 2023*.

2—Commencement

This notice comes into operation on 31 March 2024.

3—Gambling Administration Guidelines

This notice sets out the requirements for the approval of a course of training to be undertaken by staff involved in betting operations and is made by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of section 6A of the *Authorised Betting Operations Act 2000*.

Dated: 28 September 2023

DINI SOULIO
Liquor and Gambling Commissioner

Preliminary**1. Introduction**

Under section 6A of the *Authorised Betting Operations Act 2000* the Commissioner may, on application by a person, approve courses of training to be undertaken by staff involved in betting operations.

The Commissioner must not approve a training course unless the course complies with the requirements of any applicable responsible gambling codes of practice or any applicable gambling administration guidelines.

The Commissioner has no objection to this material being reproduced but asserts the rights to be recognised as author of its original material and the right to have its material remain unaltered.

2. Intended audience

These guidelines are intended for use by training providers seeking approval to deliver an approved course of training which must be undertaken by a staff member performing duties in relation to **terrestrial betting operations only**.

3. Commencement

These guidelines come into effect from 31 March 2024, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Government Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control is being used to indicate revisions to these guidelines.

Gambling Administration Guidelines**4. Purpose and scope**

- (1) These guidelines are intended to guide training providers about the requirements for approval to deliver a course of training to be delivered in South Australia which is required to be undertaken by a staff member performing duties in relation to terrestrial betting operations, which must —
 - (a) achieve the outcomes set out in these guidelines for the appropriate course
 - (b) be delivered by a person (the **trainer**) with the appropriate level of qualifications, industry background and experience
 - (c) provide a satisfactory basis for assessment
 - (d) meet quality assurance needs, and
 - (e) be able to be delivered in accordance with any other criteria as determined by the Commissioner from time to time.
 - (2) A course of training for the purpose of the Authorised Betting Gambling Code of Practice (the **Code**) shall be classified as —
 - (a) RSG1 – Responsible Service of Gambling Level 1
 - (b) RSG2 – Responsible Service of Gambling Level 2
 - (c) RSG3 – Responsible Service of Gambling Level 3
 - (3) Any matters arising from the evaluation of a course of training for terrestrial betting operations not covered by these guidelines will be considered at the discretion of the Commissioner.
 - (4) These guidelines are also a valuable document for informing a person undertaking a course of training about the expected outcomes and assessment elements.
- 5. Applications for approval**
- (1) A training provider seeking approval for a course of training for the purposes of section 6A of the *Authorised Betting Operations Act 2000* must submit an application to Consumer and Business Services (CBS).
 - (2) The application and payment of the prescribed fee must be made in the manner and form approved by the Commissioner.
 - (3) An application for the approval of a course of training must contain at a minimum, the following elements —
 - (a) the date of the submission
 - (b) the full name of the training provider, address for service and address of the principal place of business
 - (c) the contact details of where enquires regarding the submission may be directed

- (d) if the applicant is a registered training provider (RTO), proof of registration with the Australian Skills Quality Authority
- (e) written evidence that all trainers delivering the training meet the requirements as outlined in clause 7(2) of this document and how the training provider will ensure that all trainers continue to meet these requirements
- (f) a proposed course outline or details of any variation to the course outline for the purpose of satisfying the Commissioner that the course meets the regulatory need, identifies appropriate competency outcomes and a satisfactory basis for assessment and meets quality assurance needs
- (g) indicative course materials (including the proposed method of instruction and assessment, copies of relevant course materials, workbooks, videos, handouts and presentations)
- (h) details of where the course of training (if a revision) is currently in operation, and
- (i) an indication of which content, if any, is to be delivered online (online training delivery) or via video conferencing tools (virtual training delivery).
- (4) An application must also include the details of any consultation undertaken regarding course content with researchers or gambling help services.
- (5) If the training provider intends to deliver course content online, the following must also be provided—
 - (a) written confirmation that any content delivered in this manner complies with the Australian Accessible ICT standard: EN 301 549:2016 for accessibility, or the action plan to meet this requirement
 - (b) written confirmation that any content delivered in this manner will be delivered using a Learning Management System (LMS), to allow student tracking, provide reporting tools and support student interactions
 - (c) written confirmation that there is a mechanism in place for students to seek timely assistance from trainers with respect to the content of the material and support with any technical issues, and
 - (d) written confirmation of measures in place to verify the identity of the student enrolled in the course and that the student undertaking the assessment is the student enrolled in the course.
- 6. **Training course and provider requirements**
- (1) A course of training must be delivered by a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA) or, if the training is to be delivered in-house, the licensee must satisfy the Commissioner that the provider of in-house training will be of an equivalent standard to training delivered by an RTO, and must be approved by the Commissioner.
- (2) All persons delivering a course of training must—
 - (a) have attained competency in the nationally accredited Certificate IV in Training and Assessment
 - (b) have attained competency in the courses of training that they are delivering
 - (c) have at least two years' experience in a role involving the provision of responsible gambling products, wagering industry, and commercial gambling operations, and
 - (d) have the understanding and awareness of literature on gambling, problem gambling and gambling harm, addictions and addiction-like behaviour and interventions with problems gamblers and people at risk of gambling harm.

RSG1 Attributes

- (3) A course of training to be classified as RSG1 for the purposes of the Code must ensure that on completion a person enrolled in the course can competently—
 - (a) follow information regarding responsible gambling service procedures relevant to South Australian legislation, industry specific and organisational policies and codes of conduct
 - (b) communicate with appropriate personnel on gambling related incidents and situations
 - (c) maintain accurate records of gambling related incidents and associated staff action
 - (d) ensure gambling environmental features support responsible gambling policies within scope of own responsibility
 - (e) provide accurate and appropriate information on impacts of harm from gambling and gambling harm minimisation and reduction
 - (f) display signage and information related to responsible gambling in appropriate places visible to players, and
 - (g) understand any other relevant information specific to South Australian gambling laws.

RSG2 Attributes

- (4) A course of training to be classified as RSG2 for the purposes of the Code must include case studies on patron reporting and engagement. RSG2 training must also include a consumer voice component which may be presented in person, via video conferencing tools or video format.

RSG3 Attributes

- (5) A course of training to be classified as RSG3 for the purposes the Code must include case studies regarding complex patron situations and management level responses to these situations. RSG3 training must also include—
 - (a) a consumer voice component which may be presented in person, via video conferencing tools or video format
 - (b) general information regarding co-morbidities such as mental health, dementia, domestic violence or any additional matters deemed to be relevant. Detailed information regarding these topics may be delivered by a subject matter expert via optional modules or video format
 - (c) general information regarding support services available for industry staff that may be having difficulty as a result of providing assistance to patrons. Detailed information regarding this topic may be delivered by a subject matter expert via optional modules or video format, and
 - (d) general information on managing cultural sensitivities when approaching patrons that are displaying

indicators of gambling harm.

Course Delivery

- (6) Delivery of training may be face to face, virtual, online, or a combination of face to face, virtual and online components.
- (7) Presentation of course content should be engaging through the use of mechanisms such as simulation, scenarios (whether via group discussion, student participation or video presentation), case study or lecture-style presentation.
- (8) Presentation and assessment mechanisms should take into account the needs of those from diverse backgrounds and with differing learning styles.
- (9) Assessment methods must include a combination of written responses, multiple choice questions, verbal answers (if applicable) and group participation (if applicable). For the purposes of clause 6(8), a person delivering a course of training may vary the methods of assessment as required to accommodate the needs of those from diverse backgrounds with different learning styles if applicable.
- (10) A person appointed by the Commissioner as an inspector for the purposes of a gambling Act must, at any reasonable time and without notice, be permitted to observe the delivery of an approved course of training. Inspectors will show identification in these circumstances.
- (11) Training providers delivering online content must provide log in details to CBS on request for the purpose of checking course content and presentation.

7. Provision of courses by approved training providers

- (1) Training providers must for the purposes of the Code only deliver a course of training approved by the Commissioner as RSG1, RSG2 or RSG3 without alteration.
- (2) Training providers may however update their content, presentation and assessment mechanisms in line with any legislative or operational changes, or to include alternate case studies or scenarios, without seeking further approval. Training providers must notify the Commissioner of these updates within 28 days of the change being made. Failure to notify the Commissioner of these updates may result in revocation of approval.
- (3) Training providers may not amend the method of delivery for training (i.e. face to face, virtual, online, or combination) without the approval of the Commissioner.
- (4) Training providers delivering RSG3 training must retain records of any optional modules that have been included as part of the training and retain these records for a period of not less than 3 years from the date of the training. These records must be able to be provided to an inspector on request.

8. Requirements for virtual and online training delivery

- (1) These requirements are in addition to those listed above.
- (2) Any virtual or online content must—
 - (a) be engaging
 - (b) use authentic learning contexts
 - (c) have a navigation structure that is clear and consistent
 - (d) use plain English and explain all legal terms
 - (e) meet the needs of learners taking in to account cultural diversity and different learning styles
 - (f) be contextualised to meet the requirements of specific industry sectors and workplaces
 - (g) have content created in recommended formats (pdf, jpeg etc.)
 - (h) have media elements (graphics, audio and video) optimised for smallest file size and download time
 - (i) contain an introduction page setting out the purpose of the course
 - (j) be divided into sections such that a person enrolled in the course must pass each section before progressing on to the next (if applicable).
- (3) Before enrolling in a course which includes virtual or online content, students must be advised of any peripheral requirements such as the technology required to complete the course which may include webcams or other technology to interact with a trainer and other students (if applicable).
- (4) There must be a mechanism in place for students to seek timely assistance from training providers with respect to the content of the material including support with any technical issues.
- (5) There must be measures in place to verify the identity of the student enrolled in the course, that any pre-requisites have been met and that the student undertaking the assessment is the student enrolled in the course.

Online training only

- (6) Online content must comply with the Australian Accessible ICT standard: EN 301 549:2016, which supports access to information, communication and technology (ICT) for people with a disability.
- (7) If online content is to form part of the assessment process, a person enrolled in the course must have the ability to change their answers while completing the assessment. However, they should not be advised whether their answers are correct or otherwise until they have completed the assessment. If the student does not pass the assessment, they must repeat that part of the content until a successful assessment is achieved.
- (8) When assessing a students' understanding of appropriate behaviour in a scenario, multiple choice answers may be used, provided the answers available include several actions that could be taken and the student is required to identify the correct actions and put them in the correct order.

Example

When faced with a scenario where a patron is becoming increasingly aggressive while betting on races, the choice of answers should include all of the steps for engaging with the patron, offering assistance and documenting the engagement. It should also include procedures unrelated to engaging with the patron and offering assistance. The student needs to choose the correct steps and put them in order.

- (9) Online content must be tested for stability and be able to be delivered in the most commonly used web browsers or software before being offered to students. All hyperlinks should be checked for accuracy.
- (10) Online content must be delivered using a Learning Management System (LMS) to allow student tracking, provide reporting tools and support student interactions.

9. [RSG1 training outcomes](#)

Wagering operations

- (1) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
 - (a) explain odds and wagering options consistently with regulatory and procedural requirements
 - (b) operate and maintain betting equipment
 - (c) pay claims for prizes
 - (d) operate and maintain self-service terminals
 - (e) monitor security of wagering areas and identify and respond to breakdowns in security, and
 - (f) make and maintain accurate records of gambling related incidents and associated staff action in accordance with regulatory and procedural requirements.

Responsible Gambling

- (2) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
 - (a) display signage and information related to responsible gambling in accordance with regulatory and procedural requirements
 - (b) apply responsible service of gambling procedures in accordance with regulatory and procedural requirements
 - (c) provide accurate and appropriate basic information on gambling harm as requested, and
 - (d) identify where a document required by clause 16(1) of the Code may be accessed by staff.

Gambling harm identification

- (3) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
 - (a) observe players and onlookers, identifying, reporting on and responding to indicators of gambling harm, and
 - (b) understand the reporting process for the identification of people displaying indicators of gambling harm and make accurate records in accordance with regulatory and procedural requirements.

Pre-Commitment

- (4) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
 - (a) understand and explain the principles of pre-commitment, both generally and by reference to pre-commitment systems in operation in South Australia at the time of the training, and
 - (b) appropriately suggest a referral to a financial counselling service and facilitate such referral.

Loyalty

- (5) A person who has successfully completed an approved course of training at the RSG1 level will be able to understand and explain the principles of an acceptable loyalty program, both generally and by reference to loyalty systems in operation in South Australia at the time of the training.

Barring

- (6) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
 - (a) explain the barring arrangements provided for under Part 6 of the *Gambling Administration Act 2019*
 - (b) receive and action applications for voluntary barring
 - (c) refer to an appropriately trained staff member applications for involuntary barring
 - (d) understand where information relating to barred persons may be found, and
 - (e) identify, engage with and, if appropriate, remove individuals believed to be barred persons.

Gambling Help Services

- (7) A person who has successfully completed an approved course of training at the RSG1 level will be able to respond appropriately to approaches for—
 - (a) information on funded gambling help services, and
 - (b) referral to the national gambling help line, gambling help online or to a particular gambling help service.

Regulatory and procedural requirements

- (8) A person who has successfully completed an approved course of training at the RSG1 level will be able to identify regulatory and procedural requirements from source documentation.

10. [RSG2 training outcomes](#)

Gambling harm identification

- (1) A person who has successfully completed an approved course of training at the RSG2 level will be able to—
 - (a) interpret observations made of players and onlookers, in relation to indicators of gambling harm, and
 - (b) review and act upon records made of people displaying indicators of gambling harm in accordance with regulatory and procedural requirements.

Patron engagement and referral to gambling help services

- (2) A person who has successfully completed an approved course of training at the RSG2 level will be able to—

- (a) approach and engage with all gamblers, whether or not that person is displaying indicators of gambling harm, so as to assist with early identification and intervention
- (b) form a view as to whether an identified person is at risk of gambling harm
- (c) approach and engage with a person who is at risk of gambling harm and respond appropriately
- (d) communicate detailed information about gambling harm and gambling help services (including to non-gamblers who may seek advice and support as gamblers' family members or concerned friends)
- (e) engage directly with a gambling help service on behalf of a person seeking assistance (including a family member or other third party seeking assistance), and
- (f) identify, engage with and provide assistance to staff displaying indicators of gambling harm (involving any sort of gambling) including referral to counselling, support or therapy.

Pre-commitment

- (3) A person who has successfully completed an approved course of training at the RSG2 level will be able to —
 - (a) assist a gambler to set a pre-commitment limit, and
 - (b) approach and engage with patrons who have exceeded a pre-commitment limit.

Loyalty

- (4) A person who has successfully completed an approved course of training at the RSG2 level will be able to explain how data from an acceptable loyalty program can assist to identify or verify patrons at risk of gambling harm.

Barring

- (5) A person who has successfully completed an approved course of training at the RSG2 level will be able to —
 - (a) receive and determine applications for involuntary barring
 - (b) provide assistance to staff and patrons regarding complex barring issues
 - (c) escalate barring issues to the relevant regulator if necessary and engage with the regulator about them, and
 - (d) exercise judgment about law enforcement action in respect of the removal of barred persons in accordance with the Gambling Administration Act 2019.

Gambling help services

- (6) A person who has successfully completed an approved course of training at the RSG2 level will be able to understand and where appropriate, explain the different sorts of services provided by—
 - (a) the national gambling helpline and gambling help online
 - (b) local or regional gambling help services, and
 - (c) specialised and statewide gambling help services.

Regulatory and industry bodies

- (7) A person who has successfully completed an approved course of training at the RSG2 level will be able to differentiate in practical workplace situations the roles of bodies or officials relevant to regulatory and procedural requirements (but not limited to) —
 - (a) the Liquor and Gambling Commissioner, and
 - (b) industry bodies (if applicable).

11. RSG3 training outcomes**Gambling harm identification**

- (1) A person who has successfully completed an approved course of training at the RSG3 level will in addition to the attributes at the RSG2 level be able to—
 - (a) assist players to set a pre-commitment limit or enter into a flexible informal arrangement to manage or control the persons gambling in accordance with regulatory and procedural requirements
 - (b) understand how co-morbidities influence gambling behaviour
 - (c) explain the roles of, and refer patrons to, services other than gambling help services if applicable
 - (d) demonstrate ability to manage cultural sensitivities when approaching patrons that are displaying indicators of gambling harm, and
 - (e) understand the functions and powers of South Australian regulatory and industry bodies (if applicable).
-

GAMBLING ADMINISTRATION ACT 2019

South Australia

Gambling Administration Guidelines (Casino Act 1997 - Prescribed training requirements for persons involved in casino operations) Notice 2023under section 17 of the *Gambling Administration Act 2019***1—Short title**

This notice may be cited as the *Gambling Administration Guidelines (Casino Act 1997 - Prescribed training requirements for persons involved in casino operations) Notice 2023*.

2—Commencement

This notice comes into operation on 31 March 2024.

3—Revocation of existing guidelines

The *Gambling Administration Guidelines Notice 2020—Casino Act 1997 (Employee Training)* published in the Government Gazette on 4 December 2020 are revoked effective from 31 March 2024.

4—Gambling Administration Guidelines

This notice sets out the requirements for the approval of a course of training to be undertaken by casino staff and is issued by the Liquor and Gambling Commissioner under section 17 of the Gambling Administration Act 2019 for the purposes of section 40C of the *Casino Act 1997*.

Dated: 28 September 2023

DINI SOULIO
Liquor and Gambling Commissioner

Preliminary**1. Introduction**

Under section 40C of the *Casino Act 1997* the Commissioner may, on application by a person, approve courses of training to be undertaken by casino staff.

The Commissioner must not approve a training course unless the course complies with the requirements of any applicable responsible gambling codes of practice or any applicable gambling administration guidelines.

The Commissioner has no objection to this material being reproduced but asserts the rights to be recognised as author of its original material and the right to have its material remain unaltered.

2. Intended audience

These guidelines are intended for use by training providers seeking approval to deliver an approved course of training which must be undertaken by a **casino staff member only**.

3. Commencement

These guidelines come into effect from 31 March 2024, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Government Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control is being used to indicate revisions to these guidelines.

Gambling Administration Guidelines**4. Purpose and scope**

- (1) These guidelines are intended to guide training providers about the requirements for approval to deliver a course of training to be delivered in South Australia which is required to be undertaken by a staff member performing duties in relation to casino operations, which must —
 - (a) achieve the outcomes set out in these guidelines for the appropriate course
 - (b) be delivered by a person (the **trainer**) with the appropriate level of qualifications, industry background and experience
 - (c) provide a satisfactory basis for assessment
 - (d) meet quality assurance needs, and
 - (e) be able to be delivered in accordance with any other criteria as determined by the Commissioner from time to time.
 - (2) A course of training for the purpose of the Casino Gambling Code of Practice (the **Code**) shall be classified as—
 - (a) RSG1 – Responsible Service of Gambling Level 1
 - (b) RSG2 – Responsible Service of Gambling Level 2
 - (c) RSG3 – Responsible Service of Gambling Level 3
 - (3) Any matters arising from the evaluation of a course of training for casino operations not covered by these guidelines will be considered at the discretion of the Commissioner.
 - (4) These guidelines are also a valuable document for informing a person undertaking a course of training about the expected outcomes and assessment elements.
- 5. Applications for approval**
- (1) A training provider seeking approval for a course of training for the purposes of section 40C of the *Casino Act 1997* must submit an application to Consumer and Business Services (CBS).
 - (2) The application and payment of the prescribed fee must be made in the manner and form approved by the Commissioner.
 - (3) An application for the approval of a course of training must contain at a minimum, the following elements—
 - (a) the date of the submission

- (b) the full name of the training provider, address for service and address of the principal place of business
- (c) the contact details of where enquires regarding the submission may be directed
- (d) if the applicant is a registered training provider (RTO), proof of registration with the Australian Skills Quality Authority
- (e) written evidence that all trainers delivering the training meet the requirements as outlined in clause 7(2) of this document and how the training provider will ensure that all trainers continue to meet these requirements
- (f) a proposed course outline or details of any variation to the course outline for the purpose of satisfying the Commissioner that the course meets the regulatory need, identifies appropriate competency outcomes and a satisfactory basis for assessment and meets quality assurance needs
- (g) indicative course materials (including the proposed method of instruction and assessment, copies of relevant course materials, workbooks, videos, handouts and presentations)
- (h) details of where the course of training (if a revision) is currently in operation, and
- (i) an indication of which content, if any, is to be delivered online (online training delivery) or via video conferencing tools (virtual training delivery).
- (4) An application must also include the details of any consultation undertaken regarding course content with researchers or gambling help services.
- (5) If the training provider intends to deliver course content online, the following must also be provided —
 - (a) written confirmation that any content delivered in this manner complies with the Australian Accessible ICT standard: EN 301 549:2016 for accessibility, or the action plan to meet this requirement
 - (b) written confirmation that any content delivered in this manner will be delivered using a Learning Management System (LMS), to allow student tracking, provide reporting tools and support student interactions
 - (c) written confirmation that there is a mechanism in place for students to seek timely assistance from trainers with respect to the content of the material and support with any technical issues, and
 - (d) written confirmation of measures in place to verify the identity of the student enrolled in the course and that the student undertaking the assessment is the student enrolled in the course.
- 6. **Training course and provider requirements**
 - (1) A course of training must be delivered by a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA) or, if the training is to be delivered in-house, the licensee must satisfy the Commissioner that the provider of in-house training will be of an equivalent standard to training delivered by an RTO, and must be approved by the Commissioner.
 - (2) All persons delivering a course of training must—
 - (a) have attained competency in the nationally accredited Certificate IV in Training and Assessment
 - (b) have attained competency in the courses of training that they are delivering
 - (c) have at least three years' experience in a role involving the provision of responsible gambling products, hospitality industry and commercial gambling operations, and
 - (d) have the understanding and awareness of literature on gambling, problem gambling and gambling harm, addictions and addiction-like behaviour and interventions with problems gamblers and people at risk of gambling harm.

RSG1 Attributes

- (3) A course of training to be classified as RSG1 for the purposes of the Code must include the nationally accredited course of training [SITHGAM022 – Provide responsible gambling services](#) (or its current equivalent) and any information specific to South Australian gambling laws.

RSG2 Attributes

- (4) A course of training to be classified as RSG2 for the purposes of the Code must include case studies on patron reporting and engagement. RSG2 training must also include a consumer voice component which may be presented in person, via video conferencing tools or video format.

RSG3 Attributes

- (5) A course of training to be classified as RSG3 for the purposes of the Code must include case studies regarding complex patron situations and management level responses to these situations. RSG3 training must also include—
 - (a) a consumer voice component which may be presented in person, via video conferencing tools or video format
 - (b) general information regarding co-morbidities such as mental health, dementia, domestic violence or any additional matters deemed to be relevant. Detailed information regarding these topics may be delivered by a subject matter expert via optional modules or video format
 - (c) general information regarding support services available for industry staff that may be having difficulty as a result of providing assistance to patrons. Detailed information regarding this topic may be delivered by a subject matter expert via optional modules or video format, and
 - (d) general information on managing cultural sensitivities when approaching patrons that are displaying indicators of gambling harm.

Course Delivery

- (6) Delivery of training may be face to face, virtual, online, or a combination of face to face, virtual and online components.
- (7) Presentation of course content should be engaging through the use of mechanisms such as simulation, scenarios (whether via group discussion, student participation or video presentation), case study or lecture-style presentation.

- (8) Presentation and assessment mechanisms should take into account the needs of those from diverse backgrounds and with differing learning styles.
- (9) Assessment methods must include a combination of written responses, multiple choice questions, verbal answers (if applicable) and group participation (if applicable). For the purposes of clause 6(8), a person delivering a course of training may vary the methods of assessment as required to accommodate the needs of those from diverse backgrounds with different learning styles if applicable.
- (10) A person appointed by the Commissioner as an inspector for the purposes of a gambling Act must, at any reasonable time and without notice, be permitted to observe the delivery of an approved course of training. Inspectors will show identification in these circumstances.
- (11) Training providers delivering online content must provide log in details to CBS on request for the purpose of checking course content and presentation.

7. Provision of courses by approved training providers

- (1) A training provider must for the purposes of the Code only deliver a course of training approved by the Commissioner as RSG1, RSG2 or RSG3 without alteration.
- (2) A training provider may however update content, their presentation and assessment mechanisms in line with any legislative or operational changes, or to include alternate case studies or scenarios, without seeking further approval. The Commissioner must be notified of these updates within 28 days of the change being made. Failure to notify the Commissioner of these updates may result in revocation of approval.
- (3) A training provider may not amend the method of delivery for training (i.e. face to face, virtual, online, or combination) without the approval of the Commissioner.
- (4) A training provider delivering ongoing training must retain records of any optional modules that have been included as part of the training and retain these records for a period of not less than 3 years from the date of the training. These records must be provided to an inspector on request.

8. Requirements for virtual and online training delivery

- (1) These requirements are in addition to those listed above.
- (2) Any virtual or online content must—
 - (a) be engaging
 - (b) use authentic learning contexts
 - (c) have a navigation structure that is clear and consistent
 - (d) use plain English and explain all legal terms
 - (e) meet the needs of learners taking in to account cultural diversity and different learning styles
 - (f) be contextualised to meet the requirements of specific industry sectors and workplaces
 - (g) have content created in recommended formats (pdf, jpeg etc.)
 - (h) have media elements (graphics, audio and video) optimised for smallest file size and download time
 - (i) contain an introduction page setting out the purpose of the course
 - (j) be divided into sections such that a person enrolled in the course must pass each section before progressing on to the next (if applicable).
- (3) Before enrolling in a course which includes virtual or online content, students must be advised of any peripheral requirements such as the technology required to complete the course which may include webcams or other technology to interact with a trainer and other students (if applicable).
- (4) There must be a mechanism in place for students to seek timely assistance from training providers with respect to the content of the material including support with any technical issues.
- (5) There must be measures in place to verify the identity of the student enrolled in the course, that any pre-requisites have been met and that the student undertaking the assessment is the student enrolled in the course.

Online training only

- (6) Online content must comply with the Australian Accessible ICT standard: EN 301 549:2016, which supports access to information, communication and technology (ICT) for people with a disability.
- (7) If online content is to form part of the assessment process, a person enrolled in the course must have the ability to change their answers while completing the assessment. However, they should not be advised whether their answers are correct or otherwise until they have completed the assessment. If the student does not pass the assessment, they must repeat that part of the content until a successful assessment is achieved.
- (8) When assessing a students' understanding of appropriate behaviour in a scenario, multiple choice answers may be used, provided the answers available include several actions that could be taken and the student is required to identify the correct actions and put them in the correct order.

Example

When faced with a scenario where a patron is becoming increasingly aggressive while playing Baccarat, the choice of answers should include all of the steps for engaging with the patron, offering assistance and documenting the engagement. It should also include procedures unrelated to engaging with the patron and offering assistance. The student needs to choose the correct steps and put them in order.

- (9) Online content must be tested for stability and be able to be delivered in the most commonly used web browsers or software before being offered to students. All hyperlinks should be checked for accuracy.
- (10) Online content must be delivered using a Learning Management System (LMS) to allow student tracking, provide reporting tools and support student interactions.

9. RSG1 training outcomes

Casino operations

- (1) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
- (a) explain gaming activities and game features consistently with regulatory and procedural requirements
 - (b) explain the process and theory of casino table games, automated table games and gaming machine operations and to operate and maintain gaming machines (minimum standard)
 - (c) pay claims for prizes
 - (d) operate and maintain coin dispensing equipment and cash redemption terminals
 - (e) identify and respond to breakdowns in security, and
 - (f) make and maintain accurate records of gambling related incidents and associated staff action in accordance with regulatory and procedural requirements.
- (2) A training provider may not offer this component via virtual or online training delivery.

Responsible Gambling

- (3) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
- (a) display signage and information related to responsible gambling in accordance with regulatory and procedural requirements
 - (b) apply responsible service of gambling procedures in accordance with regulatory and procedural requirements
 - (c) provide accurate and appropriate basic information on gambling harm as requested, and
 - (d) identify the relevant casino staff that can provide advice regarding early intervention of patrons at risk of gambling harm.

Gambling harm identification (including automated risk monitoring)

- (4) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
- (a) observe players and onlookers, identifying, reporting on and responding to indicators of gambling harm
 - (b) understand the reporting process for the identification of people displaying indicators of gambling harm and make accurate records in accordance with regulatory and procedural requirements, and
 - (c) having been instructed in the user documentation for an approved automated risk monitoring system, to operate the automated risk monitoring system, respond appropriately to alerts from the system and document the response in accordance with regulatory and procedural requirements. Training providers may not offer this component via virtual or online training delivery

Pre-Commitment

- (5) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
- (a) understand and explain the principles of pre-commitment, both generally and by reference to pre-commitment systems in operation in South Australia at the time of the training, and
 - (b) appropriately suggest a referral to a financial counselling service and facilitate such referral.

Loyalty

- (6) A person who has successfully completed an approved course of training at the RSG1 level will be able to understand and explain the principles of an acceptable loyalty program, both generally and by reference to loyalty systems in operation in South Australia at the time of the training.

Barring

- (7) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
- (a) explain the barring arrangements provided for under Part 6 of the *Gambling Administration Act 2019*
 - (b) receive and action applications for voluntary barring
 - (c) refer to an appropriately trained staff member applications for involuntary barring
 - (d) understand where information relating to barred persons may be found, and
 - (e) identify, engage with and, if appropriate, remove individuals believed to be barred persons.

Gambling Help Services

- (8) A person who has successfully completed an approved course of training at the RSG1 level will be able to respond appropriately to approaches for—
- (a) information on funded gambling help services, and
 - (b) referral to the national gambling help line, gambling help online or to a particular gambling help service.

Regulatory and procedural requirements

- (9) A person who has successfully completed an approved course of training at the RSG1 level will be able to identify regulatory and procedural requirements from source documentation.

10. RSG2 training outcomes

Gambling harm identification (including automated risk monitoring)

- (1) A person who has successfully completed an approved course of training at the RSG2 level will be able to—
- (a) interpret observations made by others of players and onlookers, in relation to indicators of gambling harm
 - (b) review and act upon records made of people displaying indicators of gambling harm in accordance with regulatory and procedural requirements, and
 - (c) receive and interpret reports and alerts produced by an installed automated risk monitoring system.

Patron engagement and referral to gambling help services

- (2) A person who has successfully completed an approved course of training at the RSG2 level will be able to—
- (a) approach and engage with all casino patrons, whether or not that person is displaying indicators of gambling harm, so as to assist with early identification and intervention
 - (b) form a view as to whether an identified person is at risk of gambling harm
 - (c) approach and engage with a person who is at risk of gambling harm and respond appropriately
 - (d) communicate detailed information about gambling harm and gambling help services (including to non-gamblers who may seek advice and support as gamblers' family members or concerned friends)
 - (e) engage directly with a gambling help service on behalf of a person seeking assistance (including a family member or other third party seeking assistance), and
 - (f) identify, engage with and provide assistance to staff displaying indicators of gambling harm (involving any sort of gambling) including referral to counselling, support or therapy.

Pre-commitment

- (3) A person who has successfully completed an approved course of training at the RSG2 level will be able to—
- (a) assist a gambler to set a pre-commitment limit, and
 - (b) approach and engage with patrons who have exceeded a pre-commitment limit.

Loyalty

- (4) A person who has successfully completed an approved course of training at the RSG2 level will be able to explain how data from an acceptable loyalty program can assist to identify or verify patrons at risk of gambling harm.

Account based cashless gaming system

- (5) A person who has successfully completed an approved course of training at the RSG2 level will be able to understand and explain the principles of an account based gaming system for anonymous and transparent accounts, both generally and by reference to any such systems in operation in South Australia at the time of the training.

Barring

- (6) A person who has successfully completed an approved course of training at the RSG2 level will be able to—
- (a) receive and determine applications for involuntary barring
 - (b) provide assistance to staff and patrons regarding complex barring issues
 - (c) escalate barring issues to the relevant regulator if necessary and engage with the regulator about them, and
 - (d) exercise judgment about law enforcement action in respect of the removal of barred persons in accordance with the *Gambling Administration Act 2019*.

Gambling Help Services

- (7) A person who has successfully completed an approved course of training at the RSG2 level will be able to understand and where appropriate, explain the different sorts of services provided by—
- (a) the national gambling helpline and gambling help online
 - (b) local or regional gambling help services, and
 - (c) specialised and statewide gambling help services.

Regulatory and industry bodies

- (8) A person who has successfully completed an approved course of training at the RSG2 level will be able to differentiate in practical workplace situations the roles of bodies or officials relevant to regulatory and procedural requirements (but not limited to):
- (a) the Liquor and Gambling Commissioner, and
 - (b) host responsibility coordinators.

11. RSG3 training outcomes

- (1) A person who has successfully completed an approved course of training at the RSG3 level will in addition to the attributes at the RSG2 level be able to—
- (a) understand, interpret and respond to automated risk monitoring system reports and alerts
 - (b) assist players to set a pre-commitment limit or enter into a flexible informal arrangement to manage or control the persons gambling in accordance with regulatory and procedural requirements
 - (c) understand how co-morbidities influence gambling behaviour
 - (d) explain the roles of, and refer patrons to, services other than gambling help services if applicable
 - (e) demonstrate ability to manage cultural sensitivities when approaching patrons that are displaying indicators of gambling harm, and
 - (f) understand the functions and powers of South Australian regulatory and industry bodies.
-

GAMBLING ADMINISTRATION ACT 2019

South Australia

Gambling Administration Guidelines (*Gaming Machines Act 1992* – Prescribed training requirements for persons involved in gaming machine operations) Notice 2023under section 17 of the *Gambling Administration Act 2019***1—Short title**

This notice may be cited as the *Gambling Administration Guidelines (Gaming Machines Act 1992 – Prescribed training requirements for persons involved in gaming machine operations) Notice 2023*.

2—Commencement

This notice comes into operation on 31 March 2024.

3—Revocation of existing guidelines

The *Gambling Administration Guidelines Notice 2020—Gaming Machines Act 1992 (Employee Training)* published in the Government Gazette on 4 December 2020 are revoked effective from 31 March 2024.

4—Gambling Administration Guidelines

This notice sets out the requirements for the approval of a course of training to be undertaken by a person notified as a gaming employee or gaming manager and is made by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of section 40B of the *Gaming Machines Act 1992*.

Dated: 28 September 2023

DINI SOULIO
Liquor and Gambling Commissioner

Preliminary**1. Introduction**

Under section 40B of the *Gaming Machines Act 1992* (the **Act**) the Commissioner may, on application by a person, approve courses of training to be undertaken by gaming managers or gaming employees.

The Commissioner must not approve a course of training unless satisfied that the course content complies with the requirements of any applicable responsible gambling code of practice or any applicable gambling administration guidelines.

The Commissioner has no objection to this material being reproduced but asserts the rights to be recognised as author of its original material and the right to have its material remain unaltered.

2. Intended Audience

These guidelines are intended for use by approved industry bodies seeking approval of the content for courses of training which are required to be undertaken by gaming managers and gaming employees in South Australia.

Training providers should however refer to the guidelines for registered training organisations which stipulate the requirements to enable a training provider to be approved to deliver courses of approved training.

3. Commencement

These guidelines come into effect from 31 March 2024, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Government Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control is being used to indicate revisions to these guidelines.

Gambling Administration Guidelines**4. Purpose and Scope**

- (1) These guidelines stipulate the mandatory requirements for a course of training to be approved by the Commissioner which for the purposes of the Code is required to be undertaken by gaming managers and gaming employees in South Australia.
- (2) A course of training must—
 - (a) achieve the outcomes set out in these guidelines for the appropriate course
 - (b) be delivered by a person (the **trainer**) with the appropriate level of qualifications, industry background and experience
 - (c) provide a satisfactory basis for assessment
 - (d) meet quality assurance needs, and
 - (e) be able to be delivered in accordance with any other criteria as determined by the Commissioner from time to time.
- (3) A course of training for the purpose of the Gaming Machines Gambling Code of Practice (the **Code**) shall be classified as either—
 - (a) RSG1 – Responsible Service of Gambling Level 1
 - (b) RSG2 – Responsible Service of Gambling Level 2
 - (c) RSG3 – Responsible Service of Gambling Level 3.
- (4) Any matters arising from the evaluation of a course of training for the purposes of the Code not covered by these guidelines will be considered at the discretion of the Commissioner.
- (5) These guidelines are also a valuable document for informing a person undertaking a course of training about the expected outcomes and assessment elements.

5. Application for Approval

- (1) An approved industry body seeking approval for a course of training for the purpose of section 40B of the Act must submit an application seeking approval of the course content from the Commissioner.
- (2) The application and payment of the prescribed fee must be made in the manner and form determined by the Commissioner.
- (3) An application for the approval of a course of training must contain at a minimum, the following elements —
 - (a) The date of the submission.
 - (b) The full name of the industry body or bodies, address for service and address of the principal place of business.
 - (c) The contact details of where enquires regarding the submission may be directed.
 - (d) A proposed course outline or details of any variation to course outline for the purposes of satisfying the Commissioner that the course meets the regulatory need, identifies appropriate competency outcomes, provides a satisfactory basis for assessment and meets quality assurance needs.
 - (e) Indicative course materials (including the proposed method of instruction and assessment, copies of relevant course materials, workbooks, videos, handouts and presentations).
- (4) An application must also include the details of any consultation undertaken regarding course content with researchers or gambling help services.
- (5) Industry bodies may update approved content, presentation and assessment mechanisms in line with any legislative or operational changes, or to include alternative case studies or scenarios, without seeking further approval. The Commissioner must however be notified of these updates within 28 days of the change being made. Failure to notify the Commissioner of these updates may result in revocation of approval.

6. Course Content and Delivery

- (1) For the purposes of the Act, a course of training must be delivered by a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA) and be approved by the Commissioner for delivery of the course content.

RSG1 Attributes

- (2) A course of training considered to be classified as RSG1 for the purposes of the Code must include the nationally accredited course of training [SITHGAM022 – Provide responsible gambling services](#) and [SITHGAM023 – Attend gaming machines](#), (or its current equivalent) and any information specific to South Australian gambling laws.

RSG2 Attributes

- (3) A course of training to be classified as RSG2 for the purposes of the Code must include case studies on patron reporting and engagement. RSG2 training must also include a consumer voice component which may be presented in person, by using video conferencing tools, or pre-recorded video content.

RSG3 Attributes

- (4) A course of training to be classified as RSG3 for the purposes of the Code must include case studies regarding complex patron situations and management level responses to these situations. RSG3 training must also include—
 - (a) a consumer voice component which may be presented in person, via video conferencing tools or via video format
 - (b) general information regarding co-morbidities such as mental health, dementia, domestic violence or any additional matters deemed to be relevant. Detailed information regarding these topics may be delivered by a subject matter expert via optional modules or video format
 - (c) general information regarding support services available for industry staff that may be having difficulty as a result of providing assistance to patrons. Detailed information regarding this topic may be delivered by a subject matter expert via optional modules or video format, and
 - (d) general information on managing cultural sensitivities when approaching patrons that are displaying indicators of gambling harm.

Course Delivery

- (5) When developing a course of training for approval by the Commissioner, industry bodies should consider that course content may be delivered face to face, virtually, online, or through a combination of these mediums.
- (6) Presentation of course content should be engaging through the use of mechanisms such as simulation, scenarios (whether via group discussion, student participation or video presentation), case study or lecture-style presentation while taking into account the needs of those from diverse backgrounds and with differing learning styles.
- (7) Course content must also allow for assessment by training providers including a combination of written responses, multiple choice questions, verbal answers (if applicable) and group participation (if applicable).

7. RSG1 - expected training outcomes

Gambling operations

- (1) A person who has successfully completed an approved course of training at the RSG1 level will be able to —
 - (a) explain gaming activities and game features consistently with regulatory and procedural requirements
 - (b) operate and maintain gaming machines (including clearing and refilling machines, undertaking simple machine repairs, identifying machine faults and reporting unserviceable machines)
 - (c) pay claims for prizes
 - (d) operate and maintain coin dispensing equipment and cashable ticket redemption terminals
 - (e) monitor security of gaming areas and identify and respond to breakdowns in security, and
 - (f) make and maintain accurate records of gambling related incidents and associated staff action in accordance with regulatory and procedural requirements.

Responsible Gambling

- (2) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
- (a) display signage and information related to responsible gambling in accordance with regulatory and procedural requirements
 - (b) apply responsible service of gambling procedures in accordance with regulatory and procedural requirements
 - (c) provide accurate and appropriate basic information on gambling harm as requested, and
 - (d) identify the relevant industry body that can provide advice regarding early intervention of patrons at risk of gambling harm.

Gambling harm identification (including automated risk monitoring)

- (3) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
- (a) observe players and onlookers, identifying, reporting on and responding to indicators of gambling harm
 - (b) understand the reporting process for the identification of people displaying indicators of gambling harm and make accurate records in accordance with regulatory and procedural requirements, and
 - (c) having been instructed in the user documentation for an approved recognised automated risk monitoring system, to operate the automated risk monitoring system, respond appropriately to alerts from the system and document the response in accordance with regulatory and procedural requirements. Training providers may not offer this component via virtual or online training delivery.

Pre-Commitment

- (4) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
- (a) understand and explain the principles of pre commitment, both generally and by reference to pre commitment systems in operation in South Australia at the time of the training, and
 - (b) appropriately suggest a referral to a financial counselling service and facilitate such referral.

Loyalty

- (5) A person who has successfully completed an approved course of training at the RSG1 level will be able to understand and explain the principles of an acceptable loyalty program, both generally and by reference to loyalty systems in operation in South Australia at the time of the training.

Barring

- (6) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
- (a) explain the barring arrangements provided for under Part 6 of the *Gambling Administration Act 2019*
 - (b) receive and action applications for voluntary barring
 - (c) refer to an appropriately trained staff member applications for involuntary barring
 - (d) understand where information relating to barred persons may be found, and
 - (e) identify, engage with and, if appropriate, remove individuals believed to be barred persons.

Gambling help services

- (7) A person who has successfully completed an approved course of training at the RSG1 level will be able to respond appropriately to approaches for—
- (a) information on funded gambling help services, and
 - (b) referral to the national gambling help line, gambling help online or to a particular gambling help service.

Regulatory and procedural requirements

- (8) A person who has successfully completed an approved course of training at the RSG1 level will be able to identify regulatory and procedural requirements from source documentation.

8. RSG2 - expected training outcomes**Gambling harm identification (including automated risk monitoring)**

- (1) A person who has successfully completed an approved course of training at the RSG2 level will be able to—
- (a) interpret observations and reports made by others of players and onlookers, in relation to indicators of gambling harm
 - (b) review and act upon records made of people displaying indicators of gambling harm in accordance with regulatory and procedural requirements, and
 - (c) receive and interpret reports and alerts produced by an installed automated risk monitoring system.

Patron engagement and referral to gambling help services

- (2) A person who has successfully completed an approved course of training at the RSG2 level will be able to—
- (a) approach and engage with all gaming patrons, whether or not that person is displaying indicators of gambling harm, so as to assist with early identification and intervention
 - (b) form a view as to whether an identified person is at risk of gambling harm
 - (c) approach and engage with a person who is at risk of gambling harm and respond appropriately
 - (d) communicate detailed information about gambling harm and gambling help services (including to non-gamblers who may seek advice and support as gamblers' family members or concerned friends)
 - (e) engage directly with a gambling help service on behalf of a person seeking assistance (including a family member or other third party seeking assistance), and
 - (f) identify, engage with and provide assistance to staff displaying indicators of gambling harm (involving any sort of gambling) including referral to counselling, support or therapy.

Pre-Commitment

- (3) A person who has successfully completed an approved course of training at the RSG2 level will be able to —
- (a) assist a gambler to set a pre-commitment limit, and
 - (b) approach and engage with patrons who have exceeded a pre-commitment limit.

Loyalty

- (4) A person who has successfully completed an approved course of training at the RSG2 level will be able to explain how data from an acceptable loyalty program can assist to identify or verify patrons at risk of gambling harm.

Account based cashless gaming system

- (5) A person who has successfully completed an approved course of training at the RSG2 level will be able to understand and explain the principles of an account based cashless gaming system, both generally and by reference to any such systems in operation in South Australia at the time of the training.

Barring

- (6) A person who has successfully completed an approved course of training at the RSG2 level will be able to —
- (a) receive and determine applications for involuntary barring
 - (b) provide assistance to staff and patrons regarding complex barring issues
 - (c) escalate barring issues to the relevant regulator if necessary and engage with the regulator about them, and
 - (d) exercise judgment about law enforcement action in respect of the removal of barred persons in accordance with the *Gambling Administration Act 2019*.

Gambling help services

- (7) A person who has successfully completed an approved course of training at the RSG2 level will be able to understand and where appropriate, explain the different sorts of services provided by—
- (a) the national gambling helpline and gambling help online
 - (b) local or regional gambling help services, and
 - (c) specialised and statewide gambling help services.

Regulatory and industry bodies

- (8) A person who has successfully completed an approved course of training at the RSG2 level will be able to differentiate in practical workplace situations the roles of bodies or officials relevant to regulatory and procedural requirements (but not limited to)—
- (a) the Liquor and Gambling Commissioner
 - (b) approved industry bodies, and
 - (c) the Independent Gaming Corporation (IGC) Limited.

Duties of a gaming manager

- (9) A person who has successfully completed an approved course of training at the RSG2 level will be able to perform the functions which, by law, are functions which can only be performed by a gaming manager.

9. RSG3 - expected training outcomes

- (1) A person who has successfully completed an approved course of training at the RSG3 level will in addition to the attributes at the RSG2 level be able to—
- (a) understand, interpret and respond to automated risk monitoring system reports and alerts
 - (b) assist players to set a pre-commitment limit or enter into a flexible informal arrangement to manage or control the persons gambling in accordance with regulatory and procedural requirements
 - (c) understand how co-morbidities influence gambling behaviour
 - (d) explain the roles of, and refer patrons to, services other than gambling help services if applicable
 - (e) demonstrate ability to manage cultural sensitivities when approaching patrons that are displaying indicators of gambling harm, and
 - (f) understand the functions and powers of South Australian regulatory and industry bodies.
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GAMBLING ADMINISTRATION ACT 2019

South Australia

Gambling Administration Guidelines (*Gaming Machines Act 1992 - Prescribed requirements for registered training organisations to deliver approved courses of training in relation to gaming machine operations*) Notice 2023under section 17 of the *Gambling Administration Act 2019***1—Short title**

This notice may be cited as the *Gambling Administration Guidelines (Gaming Machines Act 1992 - Prescribed requirements for registered training organisations to deliver approved courses of training in relation to gaming machine operations) Notice 2023*.

2—Commencement

This notice comes into operation on 31 March 2024.

3—Revocation of existing guidelines

The *Gambling Administration Guidelines Notice 2020—Gaming Machines Act 1992 (Employee Training)* published in the Government Gazette on 4 December 2020 are revoked effective from 31 March 2024.

4—Gambling Administration Guidelines

This notice sets out the requirements for a registered training organisation that seeks approval to deliver an approved course of training and is made by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of section 40B of the *Gaming Machines Act 1992*.

Dated: 28 September 2023

DINI SOULIO
Liquor and Gambling Commissioner

Preliminary**1. Introduction**

Under section 40B of the *Gaming Machines Act 1992* (the **Act**) the Commissioner may, on application by an industry body, approve courses of training to be undertaken by gaming managers and gaming employees.

A course of training to be undertaken by gaming managers and gaming employees must be delivered by a registered training organisation (**RTO**) registered with the Australian Skills Quality Authority (ASQA) and approved by the Commissioner.

These guidelines stipulate the requirements for an RTO seeking approval to deliver training in accordance with the Gaming Machines Gambling Code of Practice (the **Code**). Failure to comply with these guidelines may result in revocation of approval.

A list of approved RTOs will be published on a website maintained by the Commissioner.

2. Intended audience

These guidelines are intended for use by an RTO seeking approval to deliver an approved course of training which must be undertaken by gaming managers and gaming employees in South Australia.

Approved industry bodies seeking approval of course content should however refer to the guidelines which prescribe the training requirements for persons involved in gaming machine operations.

3. Commencement

These guidelines come into effect from 31 March 2024, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Government Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control is being used to indicate revisions to these guidelines.

Gambling Administration Guidelines**4. Purpose and scope**

- (1) These guidelines stipulate the mandatory requirements for an RTO to be approved to deliver an approved course of training which for the purposes of the Code is required to be undertaken by gaming managers and gaming employees in South Australia in relation to gaming machine operations.
- (2) A course of training to be delivered by an RTO must—
 - (a) achieve the expected outcomes set out in the Gambling Administration Guidelines— Prescribed training requirement for persons involved in gaming machine operations for the appropriate course of training
 - (b) be delivered by a person (the **trainer**) with the appropriate level of qualifications, industry background and experience
 - (c) provide a satisfactory and measured basis for assessment
 - (d) meet quality assurance needs, and
 - (e) be able to be delivered in accordance with any other criteria as determined by the Commissioner from time to time.
- (3) A course of training for the purpose of the Gaming Machines Gambling Code of Practice (the **Code**) shall be classified as either—
 - (a) RSG1 – Responsible Service of Gambling Level 1
 - (b) RSG2 – Responsible Service of Gambling Level 2
 - (c) RSG3 – Responsible Service of Gambling Level 3.
- (4) Any matters arising from the evaluation of an application to deliver a course of training for the purposes of the Code not covered by these guidelines will be considered at the discretion of the Commissioner.

5. Application for approval

- (1) An RTO seeking approval to deliver a course of training for the purpose of section 40B of the Act must submit an application to the Commissioner.
- (2) The application and payment of any prescribed fee must be made in the manner and form determined by the Commissioner.
- (3) An application for approval to deliver a course of training must contain at a minimum, the following elements—
 - (a) The date of the submission.
 - (b) The full name of the RTO, address for service and address of the principal place of business.
 - (c) The contact details of where enquires regarding the submission may be directed.
 - (d) Proof of registration with the Australian Skills Quality Authority (ASQA).
 - (e) Written evidence that all trainers delivering the training meet the requirements as outlined in clause 6 of this document and how the registered training organisation (RTO) will ensure that all trainers continue to meet these requirements.
 - (f) An indication of which content, if any, may be delivered online (online training delivery) or by using video conferencing tools (virtual training delivery).
- (4) If the RTO intends to deliver content online, the following information must also be provided with the application—
 - (a) written confirmation that any content delivered in this manner complies with the Australian Accessible ICT standard: EN 301 549:2016 for accessibility, or the action plan to meet this requirement
 - (b) written confirmation that any content delivered in this manner will be delivered using a Learning Management System (LMS), to allow student tracking, provide reporting tools and support student interactions
 - (c) written confirmation that there is a mechanism in place for students to seek timely assistance from trainers with respect to the content of the material and support with any technical issues, and
 - (d) written confirmation of measures in place to verify the identity of the student enrolled in the course and that the student undertaking the assessment is the student enrolled in the course.
- (5) Industry bodies may from time to time update approved content, presentation and assessment mechanisms in line with any legislative or operational changes, or to include alternative case studies or scenarios, without seeking further approval. The Commissioner must however be notified of these updates within 28 days of the change being made.
- (6) Following an update to approved content, presentation or assessment mechanisms, an RTO must adopt the new content within 3 months and provide confirmation to the Commissioner that the changes have been made.

6. Training provider requirements

- (1) A course of training must be delivered by an RTO registered with the Australian Skills Quality Authority (ASQA) and approved by the Commissioner.
- (2) A person delivering a course of training must—
 - (a) have attained competency in the nationally accredited Certificate IV in Training and Assessment
 - (b) have attained competency in the courses of training that they are delivering
 - (c) have at least three years' experience in a role involving the provision of responsible gambling products, hospitality industry and commercial gambling operations, and
 - (d) have the understanding and awareness of literature on gambling, problem gambling and gambling harm, addictions and addiction-like behaviour and interventions with problem gamblers and people at risk of gambling harm.

Delivery of course content

- (3) Delivery of course content may be delivered face to face, virtually, online, or a combination of these mediums.
- (4) A person delivering a course of training may vary the methods of assessment as required to accommodate the needs of those from diverse backgrounds with different learning styles if applicable.
- (5) A person appointed by the Commissioner as an inspector must, at any reasonable time and without notice, be permitted to observe the delivery of approved course content. Inspectors will show identification in these circumstances.
- (6) An RTO delivering online content must provide log-in details to Consumer and Business Services on request for the purpose of validating course content and presentation.

7. Provision of course content by an approved RTO

- (1) A RTO must for the purposes of the Code only deliver course content approved by the Commissioner as RSG1, RSG2 or RSG3, and without alteration.
- (2) A RTO must update content, presentation and assessment mechanisms in line with any changes to approved courses submitted by industry bodies and approved by the Commissioner within 3 months of the change being made and provide confirmation to the Commissioner that the changes have been made.
- (3) Amendments to approved course content by an RTO is not permitted without approval of the Commissioner. However, an RTO may make cosmetic adjustments for branding purposes.
- (4) A RTO must not amend the method of delivery of course content (i.e. face to face, virtually, online, or combination) without the prior approval of the Commissioner.
- (5) A RTO delivering RSG3 training must retain records of any optional modules that have been included as part of the training package and retain these records for a period of not less than 3 years from the date of the training. These records must be provided to an inspector on request.

8. Additional requirements for course content delivered virtually and online

- (1) The following requirements are in addition to those listed above at clause 7.
- (2) Any course content delivered virtually or online must—
 - (a) be engaging
 - (b) use authentic learning contexts
 - (c) have a navigation structure that is clear and consistent
 - (d) use plain English and explain all legal terms
 - (e) meet the needs of students taking in to account cultural diversity and different learning styles
 - (f) be contextualised to meet the requirements of specific industry sectors and workplaces
 - (g) have content created in recommended formats (pdf, jpeg etc.)
 - (h) have media elements (graphics, audio and video) optimised for smallest file size to minimise download time
 - (i) contain an introduction page setting out the purpose of the course, and
 - (j) be divided into sections such that a person enrolled in the course must pass each section before progressing on to the next (if applicable).
- (3) Before enrolling in a course of training which includes virtual or online content, students must be advised of any peripheral requirements such as the technology required to complete the course which may include webcams or other technology to interact with the trainer and other students (if applicable).
- (4) There must be a mechanism in place for students to seek timely assistance from the trainer with respect to the content of the material including support with any technical issues.
- (5) There must be measures in place to verify the identity of the student enrolled in the course, that any pre-requisites have been met and that the student undertaking the assessment is the student enrolled in the course.

Online training only

- (6) Online content must comply with the Australian Accessible ICT standard: EN 301 549:2016, which supports access to information, communication and technology (ICT) for people with a disability.
- (7) If online content is to form part of the assessment process, a person enrolled in the course must have the ability to change their answers while completing the assessment. However, they should not be advised whether their answers are correct or otherwise until they have completed the assessment. If the student does not pass the assessment, they must repeat that part of the content until a successful assessment is achieved.
- (8) When assessing a students' understanding of appropriate behaviour in a scenario, multiple choice answers may be used, provided the answers available include several actions that could be taken and the student is required to identify the correct actions and put them in the correct order.

Example

When faced with a scenario where a patron is aggressively playing a gaming machine and making comments that it stole their money, the choice of answers should include all of the steps for engaging with the patron, offering assistance and documenting the engagement. It should also include procedures unrelated to engaging with the patron and offering assistance. The student needs to choose the correct steps and put them in order.

- (9) Online content must be tested for stability and be able to be delivered in the most commonly used web browsers or software before being offered to students. All hyperlinks should be checked for accuracy.
- (10) Online content must be delivered using a Learning Management System (LMS) to allow student tracking, provide reporting tools and support student interactions.

GAMBLING ADMINISTRATION ACT 2019

South Australia

Gaming Machines Gambling Code of Practice Variation Notice 2023 (No 2)under section 15 of the *Gambling Administration Act 2019***1—Short title**

This notice may be cited as the *Gaming Machines Gambling Code of Practice Variation Notice 2023 (No 2)* (**Variation Notice**).

2—Commencement

This Variation Notice comes into operation on 31 March 2024.

3—Variation of existing Authorised Betting Operations Gambling Code of Practice

This Variation Notice will have the effect that the *Gaming Machines Gambling Code of Practice* prescribed by this notice will supersede the *Gaming Machines Gambling Code of Practice* in effect prior to 31 March 2024.

4—Authorised Betting Operations Gambling Code of practice

The *Gaming Machines Gambling Code of Practice* set out in this notice is varied under s15 of the *Gambling Administration Act 2019*, for the purposes of the *Gaming Machines Act 1992*.

Dated: 28 September 2023

DINI SOULIO
Liquor and Gambling Commissioner

Part 1—Preliminary**1. Scope**

This code of practice is prescribed under section 15 of the *Gambling Administration Act 2019*, for the purposes of the *Gaming Machines Act 1992*, and is inclusive of the advertising code of practice and the responsible gambling code of practice.

2. Commencement

This code of practice became operational on 3 December 2020 and was varied on 30 March 2023 and 28 September 2023.

This revised version of the Gaming Machines Gambling Code of Practice comes into effect from 31 March 2024, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by further notice in the Government Gazette vary or revoke these codes at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

3. Purpose of this code

- (1) The purpose of this code of practice is to promote the objects of the *Gambling Administration Act 2019* and, in particular—
 - (a) to reduce the prevalence and severity of harm associated with the misuse and abuse of gambling activities; and
 - (b) to foster responsible conduct in relation to gambling and in particular, to ensure that gambling is conducted responsibly, fairly and honestly, with regard to minimising the harm associated with gambling; and
 - (c) to facilitate the balanced development and maintenance, in the public interest, of an economically viable and socially responsible gambling industry in the State recognising the positive and negative impacts of gambling on communities; and
 - (d) to ensure that gambling is conducted honestly and free from interference, criminal influence and exploitation; and
 - (e) to ensure, as far as practicable, that the conduct of gambling is consistent with the expectations and aspirations of the public.
- (1a) For the purposes of clause 3(1)(a) harm associated with the misuse and abuse of gambling activities includes—
 - (a) the risk of harm to children, vulnerable people and communities (whether to a community as a whole or a group within a community); and
 - (b) the adverse economic, social and cultural effects on communities (whether on a community as a whole or a group within a community); and
 - (c) the adverse effects on a person's health or welfare; and
 - (d) the adverse effects on a person's family, friends and work colleagues.
- (2) The intention of this code of practice is to commit the holder of a gaming machine licence (the licensee) to:
 - (a) ensure that their gambling practices are consistent with the community's expectations that gambling businesses will be conducted in a responsible manner so as to minimise the harm caused by gambling;
 - (b) ensure that their gambling advertising is consistent with the community's expectations that gambling businesses will be conducted in a responsible manner so as to minimise the harm caused by gambling and is socially responsible;
 - (c) consider and implement measures to minimise harm associated with gambling activities;
 - (d) maintain standards of operational practice that, as a matter of course, address harm minimisation;
 - (e) not undertake operational practices involving unacceptable risk of harm.

4. Interpretation

- (1) Unless the contrary intention appears, expressions defined in the *Gambling Administration Act 2019* and *Gaming Machines Act 1992* have the same meanings in this code of practice.

closed circuit television (CCTV) means a digital closed circuit television system that complies with the technical specifications approved by the Liquor and Gambling Commissioner.

condensed warning message means the following message - "*Gamble responsibly*"

gambling advertising means any advertising by a licensee of a particular gambling product, products or gambling activity, whether in print or electronic form, including media (internet and all electronic and social media), radio, television, print media, signs and billboards, and any advertising on radio or television in the nature of a plug or program content which is in exchange for payment, or some other form of valuable consideration.

inducement means any credit, voucher or reward offered to a person as an inducement to participate, or to participate frequently, in any gambling activity.

inspector means a person appointed by the Commissioner as an inspector under the *Gambling Administration Act 2019*.

permitted external sign means a sign affixed to the outside of a building containing a gaming area or affixed to the outside of a permanent structure within the immediate environs of a building containing a gaming area, which is under the control of the licensee that—

- (a) displays the licensee's logo or name; or
- (b) indicates the availability of a gambling activity inside the premises.

private webpage means a page which a person may gain access only after entering a password issued by or registered with a licensee.

5. Mandatory nature of the code

- (1) Under section 15 of the *Gambling Administration Act 2019*, the Liquor and Gambling Commissioner (the **Commissioner**) may prescribe advertising codes of practice and responsible gambling codes of practice.
- (2) A gambling provider must not contravene or fail to comply with a mandatory provision of a code of practice.
- (3) For the purposes of section 16 of the *Gambling Administration Act 2019*—
 - (a) if the letter “A”, “B”, “C” or “D” appears in column B of the table in Schedule 2 next to the listing of a provision, contravention or failure to comply with the provision is declared to be an offence in the category corresponding to that letter;
 - (b) if the letter “A”, “B”, “C” or “D” appears in column C of the table in Schedule 2 next to the listing of a provision, the offence of contravention or failure to comply with the provision is declared to be an expiable offence in the category corresponding to that letter.

6. Application of this code of practice under section 15 of the *Gambling Administration Act 2019*

- (1) Part 2 of this code of practice operates as the prescribed advertising code of practice for the purposes of section 15(1)(a) of the *Gambling Administration Act 2019*.
- (2) Part 3 of this code of practice operates as the prescribed responsible gambling code of practice for the purposes of section 15(1)(b) of the *Gambling Administration Act 2019*.
- (3) The Commissioner may vary or revoke a code of practice or a provision of a code of practice by notice in the Government Gazette.
- (4) The Commissioner may, at any time, undertake a review of the codes of practice.

7. Responsible gambling agreement

It is a condition of a gaming machine licence that the licensee will not conduct gaming operations pursuant to the licence unless the licensee has entered into a responsible gambling agreement.

The form of the responsible gambling agreement is an agreement between the licensee and an industry body which has been approved by the Commissioner under section 40C of the *Gaming Machines Act 1992*.

Club Safe and Gaming Care are industry bodies currently approved under the *Gaming Machines Act 1992* for this purpose.

The licensee may satisfy a code of practice obligation through the actions of an approved industry body, except in relation to the licensee's obligations in respect to staff training.

Part 2—Required advertising practices

Licensees are to ensure that gambling advertising is conducted in a responsible manner that takes into account the potential adverse impact it may have on the community, particularly minors, people experiencing gambling-related harm or at risk of developing negative consequences associated with their gambling.

Gambling advertising must be compliant with applicable State and Federal laws and any relevant industry codes of practice.

8. Responsible gambling advertising

- (1) The licensee must ensure that gambling advertising—
 - (a) does not encourage a breach of law;
 - (b) does not depict children gambling;
 - (c) is not false, misleading or deceptive;
 - (d) does not suggest that winning will be a definite outcome of participating in gambling activities;
 - (e) does not suggest that participation in gambling activities is likely to improve a person's financial prospects;
 - (f) does not promote the consumption of alcohol while engaging in gambling activities;
 - (g) does not offer any credit, voucher, or reward as an inducement to participate, or to participate frequently, in any gambling activity;
 - (h) does not make claims related to winning or the prizes that can be won that are not based on fact, are unable to be proven or that are exaggerated;
 - (i) does not suggest that a player's skill can influence the outcome of gambling activity;
 - (j) does not include images or sounds suggestive of:
 - (i) coins being inserted or dispensed from a gaming machine;
 - (ii) banknotes being inserted into a gaming machine; or
 - (iii) tickets being printed or dispensed from a gaming machine;

- (k) does not include the expressions “Win” or “\$”, unless these expressions specifically relate to a prize that has been determined or is payable, or to an estimate of a prize which can be won.
- (2) For the purposes of this clause, the licensee will not be regarded as advertising when—
 - (a) the licensee sends communication direct to a customer, and the customer has provided their express consent to receiving advertising material;
 - (b) the licensee draws attention, on a private webpage, to its gambling products or gambling activities;
 - (c) the licensee draws attention, in printed point of sale material, to its gambling products or gambling activities.
- (3) The licensee must keep a copy (in print or electronic form) of any gambling advertising, including advertising of acceptable trade promotion lotteries, available for inspection for a period of 12 months following the conclusion of the advertising campaign.
- (4) This clause does not apply to the advertising of other products and services offered by the licensee that are not gambling related, as long as the advertising does not include any credit, voucher or reward as an inducement to participate in any gambling activity.

9. Prize promotions and advertising

- (1) Gambling advertising that refers to, or relies on prizes which are available to be won, or the frequency the prize may be won (whether or not the prize is a prize of money)—
 - (a) must include sufficient information for a reasonable person to understand the overall return to player or odds of winning; and
 - (b) if intended to encourage a person to gamble during a particular period, include sufficient information for a reasonable person to appreciate how likely it is that the prize will be won by someone during that period.
- (2) If, in seeking to comply with this clause, the licensee—
 - (a) calculates the theoretical number, value and frequency of prizes to be won;
 - (b) in the advertising suggests an outcome no less favourable to the licensee than that theoretical outcome; and
 - (c) obtains an actual outcome more favourable than that which was advertised,the licensee will still be regarded as complying with this clause.
- (3) Sub-clause (1)(a) does not apply to advertising of a trade promotion lottery offered in conjunction with the purchase of a gambling product if the odds or chance of winning the lottery are affected by the number of entrants, or dependent on similar factors beyond the control of the licensee.

10. Permissible advertising of loyalty programs, trade promotion lotteries and complimentary gambling products

- (1) Despite clause 8(1)(g), the licensee may advertise an inducement for participation in an acceptable loyalty program by drawing attention to the name of the loyalty program, its availability to customers and the benefits to members of the program, as long as the customer is directed to the program’s full terms, conditions and benefits that are published on a public website, or on signs in or near a gaming area, or in a document available in or near a gaming area.
- (2) Despite clause 8(1)(g), the licensee may advertise an inducement in the form of participation in an acceptable trade promotion lottery by drawing attention to the prizes, or of the offering of a complimentary gambling product.

11. Mandatory warning messages

- (1) Expanded warning messages, as set out in Schedule 1 for the stated periods, must be included in gambling advertising, unless the inclusion of the expanded warning message in that particular advertising would be unreasonable or impracticable.
- (2) If gambling advertising does not include an expanded warning message, the gambling advertising must include the condensed warning message.
- (3) When a mandatory warning message is included in gambling advertising, the manner of its inclusion must be consistent with the message being a warning message.
- (4) Gambling advertising which is a text message, tweet, email or social media posting of less than 160 characters must be concluded with the condensed warning message. If the text message is more than 160 characters it must be concluded with the condensed warning message and the national gambling helpline number 1800 858 858.

12. Gambling Advertising on Radio and Television

- (1) Gambling advertising is not permitted on radio or television (including subscription television and streaming services) between 6.00am to 8.30am and 4.00pm to 7.30pm on any day.
- (2) Despite clause 11, gambling advertising on radio may be accompanied by the condensed warning message and in the case of a plug or commentary, must end with the condensed warning message and the national gambling helpline number 1800 858 858.
- (3) Despite clause 11, gambling advertising on television that is longer than 15 seconds, must be accompanied by the expanded warning message and in the case of a plug or commentary, must end with the condensed warning message and the national gambling helpline number 1800 858 858.
- (4) A mandatory warning message announced on radio or television must be spoken in a neutral tone at a speed that is clear and easily understood and otherwise presented in a way which reflects the importance of a warning message.
- (5) The licensee must ensure, through instructions about their obligations under this code, that a mandatory warning message is appropriately respected for gambling advertising in live announcements and when mentioned by announcers before or after the broadcast of its gambling advertising.
- (6) In the case of the presence of a gambling related logo on a screen, other than as part of a commercial which includes a mandatory warning message, the logo must include the condensed warning message adjacent to the logo occupying no less space than that occupied by the logo. This does not include logos on participants uniforms (see clause 13(7), (8) and (9)).
- (7) A mandatory warning message appearing in gambling advertising on television must occupy at least 25% of the screen area for at least 1/6th of the length of the advertisement, or occupy the whole screen area for at least 1/10th of the length of the advertisement.

- (8) The mandatory warning message must be spoken at the same time as it appears on a television screen.
- (9) Clauses 12(6), (7) and (8) do not apply where gambling advertising appears on television only because the broadcast image is of a public event at which the advertising has been placed.
- 13. Additional requirements for print media, outdoor and other forms of advertising**
- (1) If the condensed warning message is used in advertising to which this clause applies, it must be accompanied by the national gambling helpline number 1800 858 858.
- (2) In printed gambling advertising, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (3) In outdoor gambling advertising (other than a permitted external sign) the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (4) Gambling advertising in the form of a permitted external sign need not be accompanied by a mandatory warning message.
- (5) An outdoor or indoor display or sign at a venue for any sort of event which is broadcast on television; or for an event on which betting takes place, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (6) If the gambling advertising referred to in sub-clause (5) is presented by means of a display which is constantly moving, scrolling or changing, or is capable of immediate or scheduled systematic changes, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct and must occupy at least 25% of the space occupied by the advertising.
- (7) Gambling advertising which is the placement of a logo on the apparel of a participant (including an official) in an event which is broadcast on television in South Australia, or at an event at which gambling takes place, must be accompanied by the placement of the condensed warning message adjacent to the logo, occupying no less than half the space occupied by the logo.
- (8) Gambling advertising in the form of a small logo (no larger than 5400mm² with no linear dimension longer than 180mm) need not be accompanied by a mandatory warning message.
- (9) The licensee must ensure that participants do not wear gambling advertising in the form of a logo on occasions when they are engaging solely or mainly with children.
- (10) Gambling advertising must not occur at Cinemas when films rated G, PG, M or MA(15+) are showing.

Part 3—Responsible gambling practices

Licensees must ensure that their general gambling practices are consistent with community expectations that their gambling operations will be conducted responsibly and in a manner that minimises the harm caused by gambling, and is socially responsible.

Licensees must conduct their business in accordance with all applicable State and Federal laws and legal requirements, and co-operate with regulatory bodies and government agencies in all matters, including compliance with legal obligations.

14. Responsible gambling operations

- (1) The licensee must, for all gaming areas, ensure the existence of a document or documents (whether hard copy or otherwise) detailing—
 - (a) the manner in which staff training and measures for interventions with people displaying indicators of gambling harm are implemented; and
 - (b) the roles of staff (by job title) in the implementation of this code.
- (2) A document required by sub-clause (1) may be incorporated with any other operational document maintained by the licensee, but must be made known to and readily available to staff and staff must be trained and ensure compliance with the documents.
- (3) The licensee must develop and implement effective policies and procedures that enable staff to—
 - (a) identify people displaying indicators of gambling harm by, but not limited to, reviewing loyalty data pre-commitment arrangements (including breaches of limits), observing gambling behaviour, and engaging in general conversation to determine whether the persons behaviour indicates that they may be experiencing harm due to their gambling;
 - (b) respond to people displaying indicators of gambling harm by, but not limited to, engaging in a conversation about their gambling behaviour, offering pre-commitment and barring options and referring them to a gambling help service; and
 - (c) be trained in and carry out their functions in accordance with such policies and procedures.
- (4) The licensee must establish a reporting process for the identification of and interaction with people displaying indicators of gambling harm by staff and the recording of their details. This record must be reviewed by a manager (however described) at least weekly including the details of the review and any steps taken to intervene. Any data captured by a system used for this purpose may only be used for the purpose of harm minimisation and no other purpose.
- (5) The record of people displaying indicators of gambling harm must include sufficient detailed information to enable staff to identify the patron that is readily available to staff at any time and to the Commissioner or an Inspector upon request.
- (6) If a person requests voluntary exclusion, the licensee or their delegate must bar the person forthwith in accordance with Part 6 of the *Gambling Administration Act 2019*.
- (7) If a third party requests involuntary barring of a gambler, the licensee or their delegate must promptly make a considered decision.
- (8) The licensee must document and implement procedures to ensure that enquiries about barring (regardless of who initiates them) and approaches for the making of barring orders, are responded to in a manner that is informative, timely and culturally appropriate, with the aim of dealing with an in-venue approach while the person is in the venue and dealing with telephone enquiries in one call where possible, using an interpretation service if required.

- (9) The licensee may make flexible informal arrangements with patrons, only if the arrangements limit, manage or control a gambler's access to gambling and the licensee reasonably expects that informal arrangements would be beneficial for the gambler.
- (10) The licensee must note the details of any informal arrangements in writing and provide these details to their industry body within 7 business days of being made. The details of any informal arrangements must be available to the Commissioner upon request.
- (11) Gaming staff must log into the barring register each time when on duty, or be provided with a current consolidated barring list from the barring register printed in colour, to review any new or updated barring information.
- (12) The licensee must ensure that at least two gaming managers and/or gaming employees have "Administrator" access for the purpose of updating employee/personnel information and recording information into the barring register within the prescribed timeframe.
- (13) The licensee must ensure that a person who is excluded (whether by formal barring order or otherwise) is not sent any direct marketing communications.
- (14) The licensee must take reasonable steps to ensure that staff displaying indicators of gambling harm (involving any sort of gambling) are identified and referred for counselling, support or therapy.
- (15) The licensee must ensure that there is adequate natural or artificial lighting in gaming areas to enable clocks and signs to be easily read and the faces of people within the room to be easily identified.
- (16) The licensee must not permit a second-hand dealer or pawnbroker to conduct business on premises that is subject to a gaming machine licence.

15. Signage in gaming areas

- (1) The licensee must, at each entrance to a gaming area, display an A3 equivalent size sign that includes—
 - (a) a statement that the gaming area is restricted to people aged 18 years and over (18+ only);
 - (b) a statement that the gaming area is regulated by state law and codes of practice and that it is subject to inspection by a State Government agency, including a telephone number to call to register a complaint.
- (2) If the Commissioner determines the form and content for a sign required in sub-section (1), the licensee must display the sign(s) in this form.
- (3) The licensee must place in a prominent position in each gaming area at least one A3 equivalent size sign—
 - (a) containing information about the availability of free, confidential and professional help with gambling harm and related issues, and
 - (b) written in English, Arabic, Chinese, Greek, Italian, Vietnamese, and any other locally relevant language.
- (4) If the welfare agency publishes recommended content for a sign under sub-clause (3), in respect of a particular premises or a class of premises, the licensee may only display a sign containing that content.

The *welfare agency* for the purposes of this code is the Office for Problem Gambling.

16. In-venue messaging

- (1) The licensee must prominently display two classes of signs approved by the welfare agency—
 - (a) primary responsible gambling signs, which must be displayed in gaming areas; and
 - (b) additional responsible gambling signs, which the licensee may elect to display in gaming areas or other public areas of the premises; as follows—
 - (i) for licensees operating 10 gaming machines or less: at least one A1 equivalent size primary responsible gambling sign in each gaming area;
 - (ii) for licensees operating more than 10 gaming machines: at least one A1 equivalent size primary responsible gambling sign in each gaming area and for each 10 (or part thereof) gaming machines in excess of 10, one A1 equivalent size additional responsible gambling sign.
- (2) For the purpose of sub-clause (1), the licensee may satisfy a requirement to display one A1 equivalent sign by displaying two A2, four A3 or eight A4 equivalent signs or any logical combination thereof.
- (3) For the purpose of sub-clause (1), the display of full screen welfare agency material on a 16:9 format electronic display having a diagonal measurement of 1270mm or more for at least 3 minutes per hour is the equivalent of one A1 equivalent sign. Displays of less than 1270mm may be aggregated (by size) to be the equivalent of a 1270mm display.
- (4) If the licensee is also the agent of SA TAB or the SA Lotteries Commission and has placed additional responsible gambling signage and a multi-lingual sign in areas which are gambling areas for the purposes of SA TAB or the SA Lotteries Commission, SA TAB or the SA Lotteries Commission (as the case may be) is deemed to have complied with the relevant provisions of the *Authorised Betting Operations Code of Practice* and *SA Lotteries Commission Code of Practice*.

17. Help information in gaming areas

- (1) The licensee must ensure that—
 - (a) each automatic teller machine (ATM) which is available for operation by patrons operates so when the ATM is idle, the screen displays a responsible gambling message approved by the welfare agency at least 20% of the time, or if there is no current approval the condensed warning message and the national gambling helpline number 1800 858 858 at least 20% of the time;
 - (b) when the ATM prints a transaction slip (however described) the transaction record includes the condensed warning message and the national gambling helpline number 1800 858 858.
- (2) The licensee must ensure that—
 - (a) each cashable ticket redemption terminal (CRT) which is available for operation by patrons operates so when the CRT is idle, at least half of the available screen space displays a responsible gambling message approved by the welfare agency, or if there is no current approval the condensed warning message and the national gambling helpline number 1800 858 858;
 - (b) when the CRT prints a transaction slip (however described) the transaction record includes the condensed warning message and the national gambling helpline number 1800 858 858.
- (3) The licensee must ensure—
 - (a) that the condensed warning message and national gambling helpline number 1800 858 858 and website address are prominently displayed on or near—
 - (i) each automated coin dispensing machine; and
 - (ii) each customer service point at which money is exchanged for coin, banknotes, tickets or credit on an approved account based cashless gaming system; and
 - (b) that a quantity of helpline cards are available at or near—
 - (i) each ATM, EFTPOS facility and CRT;
 - (ii) each automated coin dispensing machine;
 - (iii) each customer service point at which money is exchanged for coin, banknotes, tickets or credit on an approved account based cashless gaming system; and
 - (iv) each gaming machine.
- (4) Sub-clauses (1), (2) and (3) apply to any ATM, EFTPOS facility or CRT, in or near a gaming area, over which the licensee could reasonably be expected to exercise control.
- (5) An expanded warning message, as set out in Schedule 1, must be used to populate the dynamic message field on tickets issued from gaming machines being operated in connection with a ticket-in ticket-out (TITO) system.
- (6) The licensee must ensure that the time of day is prominently displayed and visible throughout gaming areas.
- (7) The licensee must ensure that a copy of this code is available within the gaming area.

18. Multiple gaming machine play

- (1) The licensee must take all reasonable and practicable steps to ensure that a person plays no more than one gaming machine at a time.
- (2) Without limiting sub-clause (1), the licensee must give a warning to a patron offending for the first time on a given day and if that patron does not heed a warning, require the patron to leave the gaming area for 24 hours.

19. Practices relating to minors

- (1) The licensee must not conduct, promote, advertise or permit the conduct, promotion or advertisement of their gambling operations in a way that could encourage minors to gamble.
- (2) The licensee must establish, keep current and implement written procedures to address the issue of young children (being children aged 10 years or less) who might be left unattended on the licensee's premises or in a motor vehicle parked in a car park which is under the licensee's control.

20. Cheques and winnings

- (1) Cheques must not be cashed in gaming areas.
- (2) The licensee must offer a patron payment of undisputed winnings or redemptions of credits of \$500 or more by cheque or electronic funds transfer (EFT), which is to be paid as soon as practicable after the formalities required by law are completed and in any event within one business day.

21. Cash availability

- (1) Within a gaming area, the licensee must ensure that cash can only be obtained from—
 - (a) a cashier; or
 - (b) an EFTPOS facility; or
 - (c) an automated coin dispensing machine; or
 - (d) a cashable ticket redemption terminal.
- (2) In respect to cash obtained from an EFTPOS facility—
 - (a) the licensee must ensure that cash may only be obtained directly from an EFTPOS facility on the licensed premises, by a person (being the licensee, an employee of the licensee or another person acting on behalf of the licensee) operating the EFTPOS facility, or from a dispenser in the immediate vicinity of the EFTPOS facility (not being a dispenser that forms part of an ATM);
 - (b) a person operating an EFTPOS facility (being the licensee, an employee of the licensee or another person acting on behalf of the licensee) must confirm the withdrawal amount with the person obtaining cash from the EFTPOS facility immediately before the amount is withdrawn.

22. Customer information and interaction

- (1) The licensee must take all reasonable steps to ensure that a patron who displays signs of gambling harm is provided with the name and telephone number of a widely available gambling help service.
- (2) The licensee must—
 - (a) identify a gambling help service that their patrons and families can readily access (including the location of the help service and a key contact who can be asked for by name);
 - (b) ensure that staff are sufficiently informed about the identity and location of the gambling help service so as to be able to direct patrons to the service; and
 - (c) ensure that management level contact is established and maintained with the gambling help service about matters relating to gambling harm.
- (3) The licensee must reinforce its commitment to providing gambling products in a responsible and safe environment, and in a manner to minimise the harm caused by gambling, in appropriate customer newsletters and other communications.

23. Alcohol and Gambling

- (1) The licensee must take all practicable steps—
 - (a) to prevent a person from being allowed to gamble if their speech, balance, coordination or behaviour is noticeably affected and it is reasonable to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor or some other substance;
 - (b) to prevent a person entering or remaining in a gaming area if their speech, balance, coordination or behaviour is noticeably affected and it is reasonable to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor or some other substance; and
 - (c) to ensure that liquor is not supplied to reward, promote or encourage continued gambling.
- (2) The licensee must ensure that a person is not served liquor while seated or standing at a gaming machine.
- (3) If the licensed premises, where a gaming area is situated, is not authorised to sell liquor under the *Liquor Licensing Act 1997* after 2.00am, the licensee must ensure that if the gaming area remains open for trade, that the gaming area is monitored by closed circuit television (CCTV).

24. Inducements

- (1) The licensee must not offer or provide any inducement directed at encouraging patrons to gamble.
- (2) Sub-clause (1) does not apply to—
 - (a) the offering or provision of participation in an acceptable loyalty program (*see clause 25*);
 - (b) the offering or provision of participation in an acceptable trade promotion lottery (*see clause 26*) by drawing attention to the prizes, or of the offering of a complimentary gambling product;
 - (c) the offering or provision in a gaming area of complimentary non-alcoholic beverages and refreshments of nominal value.

25. Acceptable loyalty programs

- (1) A loyalty program is an acceptable loyalty program if it is a structured program which—
 - (a) is conducted in accordance with published terms and conditions;
 - (b) is advertised in a manner consistent with the advertising requirements for the licensee's gambling products;
 - (c) offers rewards proportionate to gambling activity (including non-monetary privileges attached to tiers in a stepped rewards system);
 - (d) provides periodic activity statements to active members at least quarterly to their email address or by ordinary post within 7 days after the end of the activity period; and
 - (e) it has been approved by the Commissioner in terms of its rules and conditions, promotions, risk monitoring processes and the manner in which it is to be advertised and promoted.
- (2) The activity statement must include segmented information that is clear and easily understood by the active member using common terms that they are familiar with and include—
 - (a) totals of the active member's monthly gambling activity; including—
 - (i) total amount bet;
 - (ii) total amount won;
 - (iii) overall net win (illustrated as a (+) amount) or loss (illustrated as a (-) amount);
 - (iv) total number of days gambled during the activity period; and
 - (v) total amount of time the loyalty card was used during the activity period.
 - (b) a column graph (or some other diagrammatic representation) to show the active member's gambling activity comparing the total amount bet against the net result over time for the last 6 months (cumulative) and show a clear comparison tracking to the same time from the previous year.
 - (c) links and information on—
 - (i) support services available to active customers
 - (ii) safe gambling messaging that promotes available consumer protection tools
 - (iii) a hyperlink, QR code or information on how to obtain, the member's detailed transaction history for the statement period.
- (3) Activity statements must not be sent to a person who is barred under section 44 of the *Gambling Administration Act 2019*, a person whose loyalty membership has been cancelled, locked, disabled or deactivated, or if they have not used their account in more than 12 months.
- (4) An activity statement or detailed transaction history must not include any promotional or direct marketing information.

- (5) Activity statements must be made available to a member, whether active or not, at any time on request.
- (6) The provider of an acceptable loyalty program must within 7 days at the request of the Commissioner provide activity statements, detailed transaction history and any other relevant information sought by the Commissioner that may assist in determining a request for barring of a person under section 44 of the *Gambling Administration Act 2019*.
- (7) For the purposes of this clause—
active member means a member of an acceptable loyalty program that has used their loyalty card within the preceding 12 months but does not include a member whose membership has been cancelled, locked, disabled or deactivated or is barred under section 44 of the *Gambling Administration Act 2019*.

26. Acceptable trade promotion lotteries

- (1) A lottery is an acceptable trade promotion lottery if—
 - (a) being a trade promotion lottery within the meaning of the Lotteries Regulations 2021, it is a licensed lottery or a permitted lottery under the *Lotteries Act 2019*;
 - (b) its dominant purpose is to reward or retain existing patrons, rather than attracting new patronage or encouraging patrons to gamble more than they would otherwise;
 - (c) the advertising is limited to promotion to members of a loyalty program, on a private webpage on the licensee's own website, by direct communication to customers that have expressly agreed to receiving advertising and within a designated gaming area;
 - (d) the advertising of the promotion draws attention to the prize(s) of the promotion, rather than the gambling product itself;
 - (e) the promotion does not encourage people to gamble for a minimum period or for a minimum amount to qualify for a reward or benefit, unless part of an acceptable loyalty program; and
 - (f) in respect of an authorised lottery referred to in (a) above, it has been approved by the Commissioner in terms of its rules, conditions and the manner in which it will be advertised.

27. Required training

- (1) The licensee must ensure that all staff engaged by the licensee as gaming managers and gaming employees have successfully completed courses of training approved by the Commissioner under section 40B of the *Gaming Machines Act 1992*—
 - (a) for each gaming employee—
 - (i) within the 3 months before or after the Commissioner is first notified of the appointment of the person as a gaming employee, completes RSG1 training
 - (ii) within 12 months after first completing RSG1 training, completes RSG2 training, and
 - (iii) within 24 months after first completing RSG2 training and every 24 months thereafter, completes RSG3 training.
 - (b) for each gaming manager—
 - (i) within the 3 months before or after the Commissioner is first notified of the appointment of the person as a gaming manager, completes RSG1 training (if the gaming manager has not already completed RSG2 training)
 - (ii) within 3 months of completing RSG1 training, completes RSG2 training (if the gaming manager has not already completed RSG2 training), and
 - (iii) within 24 months after first completing RSG2 training and every 24 months thereafter, completes RSG3 training.
- (2) A licensee may demonstrate that a gaming employee or gaming manager has sufficient knowledge, skills and experience to satisfy the requirements of RSG1 training by notifying the Commissioner and providing evidence of successful completion of RSG1 training which has been approved by the Commissioner under section 40C of the *Casino Act 1997*.
- (3) For the purpose of clause 27(2), a licensee may notify the Commissioner that a person has sufficient knowledge, skills and experience by making a record within the Barring and Online Employee Notification system (BOEN).
- (4) The licensee must ensure that all successful completion of training is recorded within BOEN system within 28 days of receipt of the training certificate.
- (5) A person who has completed training approved as a course of basic training under section 40B of the *Gaming Machines Act 1992* prior to the transition day shall be deemed to have complied with any requirement to complete RSG1 training under this Code and must complete RSG2 training within 12 months of the transition day.
- (6) A person will be deemed to have completed a course of basic training if—
 - (a) prior to 23 March 2015 they have completed
 - (i) THHBG01A Operate A Gaming Location and THHADG03A Provide Responsible Gambling Services
 - (ii) THHBG01B Attend Gaming Machines and THHADG03B Provide Responsible Gambling Services
 - (iii) SITHGAM001A Attend Gaming Machines and SITHGAM006A Provide Responsible Gambling Services, or
 - (iv) SITHGAM202 Attend Gaming Machines and SITHGAM201 Provide Responsible Gambling Services
- (7) A person who has completed training approved as a course of advanced training under section 40B of the *Gaming Machines Act 1992* prior to the transition day shall be deemed to have complied with any requirement to complete RSG2 training under this Code.
- (8) A person who has completed training approved as a course of further advanced training under section 40B of the *Gaming Machines Act 1992* prior to the transition day shall be deemed to have complied with any requirement to complete RSG3 training under this Code.
- (9) The transition day is 31 March 2024

28. Individual exemptions

- (1) The Commissioner may, on application by the licensee, exempt the licensee from a specified provision of this code of practice.
- (2) The Commissioner may impose conditions in respect of an exemption.
- (3) The Commissioner may on the Commissioner's own initiative, by written notice to the licensee or on application by the licensee, vary or revoke an exemption.

Schedule 1**Expanded warning messages**

Stay in control. Leave before you lose it. Gamble responsibly.	1 January 2022 to 30 June 2022
You know the score. Stay in control. Gamble responsibly.	1 July 2022 to 31 December 2022
Know when to stop. Don't go over the top. Gamble responsibly.	1 January 2023 to 30 June 2023
Think of the people who need your support. Gamble responsibly.	1 July 2023 to 31 December 2023
Don't chase your losses. Walk away. Gamble responsibly.	1 January 2024 to 30 June 2024
Don't let the game play you. Stay in control. Gamble responsibly.	1 July 2024 to 31 December 2024

Schedule 2**Categories of Offences and Expiations**

Column A Clause Number	Column B Offence Category	Column C Expiation Category
8(1)(a)	A	A
8(1)(b)	B	B
8(1)(c)	A	A
8(1)(d)	B	B
8(1)(e)	D	D
8(1)(f)	D	D
8(1)(g)	D	D
8(1)(h)	C	C
8(1)(i)	C	C
8(1)(j)	C	C
8(1)(k)	C	C
8(3)	C	C
9(1)(a)	C	C
9(1)(b)	C	C
11(1) This penalty applies where the condensed message is used when the expanded warning message should have been used.	D	D
11(2) This penalty applies where no warning message appears.	B	B
11(3)	C	C
11(4)	B	B
12(1)	B	B
12(2)	B	B
12(3)	B	B
12(4)	B	B
12(5)	C	C
12(6)	B	B
12(7)	C	C
12(8)	C	C
13(1)	B	B
13(2)	C	C
13(3)	C	C
13(5)	C	C
13(6)	C	C
13(7)	B	B
13(9)	C	C
13(10)	B	B
14(1)	B	B
14(2)	B	B
14(3)	A	A

Column A Clause Number	Column B Offence Category	Column C Expiation Category
14(4)	C	C
14(5)	C	C
14(6)	A	A
14(7)	D	D
14(8)	D	D
14(10)	C	C
14(11)	D	D
14(12)	A	A
14(13)	A	A
14(14)	C	C
14(15)	C	C
14(16)	C	C
15(1)	A	A
15(3)	D	D
16(1)(a)	B	B
16(1)(b)	B	B
17(1)	D	D
17(2)	D	D
17(4)	D	D
17(5)	D	D
17(6)	D	D
17(7)	D	D
18	D	D
19(2)	B	B
20(1)	B	B
20(2)	B	B
21(1)	A	A
22(1)	B	B
22(2)(a)	B	B
22(3)	D	D
23(1)(a)	B	B
23(1)(b)	D	D
23(1)(c)	D	D
23(2)	D	D
23(3)	A	A
24(1)	B	B
27(1)	C	C
27(4)	C	C

End of Code of Practice

GAMBLING ADMINISTRATION ACT 2019

South Australia

State Lotteries Gambling Code of Practice Variation Notice 2023 (No 1)

under section 15 of the *Gambling Administration Act 2019*

1—Short title

This notice may be cited as the *State Lotteries Gambling Code of Practice Variation Notice 2023 (No 1) (Variation Notice)*.

2—Commencement

This Variation Notice comes into operation on 31 March 2024.

3—Variation of existing Authorised Betting Operations Gambling Code of Practice

This Variation Notice will have the effect that *State Lotteries Gambling Code of Practice* prescribed by this notice will supersede the *State Lotteries Gambling Code of Practice* in effect prior to 31 March 2024.

4—Authorised Betting Operations Gambling Code of practice

The *State Lotteries Gambling Code of Practice* set out in this notice is varied under s15 of the *Gambling Administration Act 2019*, for the purposes of the *Gaming Machines Act 1992*.

Dated: 28 September 2023

DINI SOULIO
Liquor and Gambling Commissioner

Part 1—Preliminary**1. Scope**

This code of practice is prescribed under section 15 of the *Gambling Administration Act 2019*, for the purposes of the *State Lotteries Act 1966*, and is inclusive of the advertising code of practice (*Part 2*) and the responsible gambling code of practice (*Part 3*).

2. Commencement

This code of practice became operational on 23 December 2021.

This revised version of the State Lotteries Gambling Code of Practice comes into effect from 31 March 2024, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by further notice in the Government Gazette vary or revoke these codes at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

3. Purpose of the code

- (1) The purpose of this code of practice is to promote the objects of the *Gambling Administration Act 2019* and, in particular—
 - (a) to reduce the prevalence and severity of harm associated with the misuse and abuse of gambling activities; and
 - (b) to foster responsible conduct in relation to gambling and in particular, to ensure that gambling is conducted responsibly, fairly and honestly, with regard to minimising the harm associated with gambling; and
 - (c) to facilitate the balanced development and maintenance, in the public interest, of an economically viable and socially responsible gambling industry in the State recognising the positive and negative impacts of gambling on communities; and
 - (d) to ensure that gambling is conducted honestly and free from interference, criminal influence and exploitation; and
 - (e) to ensure, as far as practicable, that the conduct of gambling is consistent with the expectations and aspirations of the public.
- (2) For the purposes of clause 3(1)(a) harm associated with the misuse and abuse of gambling activities includes—
 - (a) the risk of harm to children, vulnerable people and communities (whether to a community as a whole or a group within a community); and
 - (b) the adverse economic, social and cultural effects on communities (whether on a community as a whole or a group within a community); and
 - (c) the adverse effects on a person's health or welfare; and
 - (d) the adverse effects on a person's family, friends and work colleagues.
- (3) The intention of this code of practice is to commit gambling providers to:
 - (a) ensure that gambling practices are consistent with the community's expectations that gambling businesses will be conducted in a responsible manner so as to minimise the harm caused by gambling;
 - (b) ensure that gambling advertising is consistent with the community's expectations that gambling businesses will be conducted in a responsible manner so as to minimise the harm caused by gambling and is socially responsible;
 - (c) consider and implement measures to minimise harm associated with gambling activities;
 - (d) maintain standards of operational practice that, as a matter of course, address harm minimisation;
 - (e) not undertake operational practices involving unacceptable risk of harm.

4. Interpretation

- (1) Unless the contrary intention appears, expressions defined in the *Gambling Administration Act 2019* and *State Lotteries Act 1966* have the same meanings in this code of practice.

condensed warning message means the following message — “*Gamble responsibly*”

gambling advertising means any advertising by a gambling provider of a particular gambling product, products or gambling activity (including to open a gambling account), whether in print or electronic form, including media (internet and all electronic and social media), radio, television, print media, signs and billboards, and any advertising on radio or

television in the nature of a plug or endorsement, celebrity commentary, or program content which is in exchange for payment, or some other form of valuable consideration.

gambling provider for the purpose of this code means the Lotteries Commission of South Australia (the Lotteries Commission).

gambling area means the immediate environs of the point of sale for a product authorised under the *State Lotteries Act 1966*.

inducement means any credit, voucher or reward offered to a person as an inducement to participate, or to participate frequently, in any gambling activity (including as an inducement to open a gambling account, or as an inducement to not close a gambling account).

inspector means a person appointed by the Commissioner as an inspector under the *Gambling Administration Act 2019*.

permitted external sign means a sign affixed to the outside of a building containing a gambling area or affixed to the outside of a permanent structure within the immediate environs of a building containing a gambling area, which is under the control of the gambling provider that—

- (a) displays the gambling provider's logo or name; or
- (b) indicates the availability of a gambling activity inside the building.

virtual gambling area means a webpage, application or a display on an internet-enabled device, which provides for a person to gamble with the gambling provider.

5. **Mandatory nature of the code**

- (1) Under section 15 of the *Gambling Administration Act 2019*, the Liquor and Gambling Commissioner (the **Commissioner**) may prescribe advertising codes of practice and responsible gambling codes of practice.
- (2) The gambling provider must not contravene or fail to comply with a provision of a code of practice.
- (3) For the purposes of section 16 of the *Gambling Administration Act 2019*—
 - (a) If the letter “A”, “B”, “C” or “D” appears in column B of the table in Schedule 2 next to the listing of a provision, contravention or failure to comply with the provision is declared to be an offence in the category corresponding to that letter;
 - (b) If the letter “A”, “B”, “C” or “D” appears in column C of the table in Schedule 2 next to the listing of a provision, the offence of contravention or failure to comply with the provision is declared to be an expiable offence in the category corresponding to that letter.

6. **Application of this code of practice under section 15 of the *Gambling Administration Act 2019***

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Part 2 of this code of practice operates as the prescribed advertising code of practice for the purposes of section 15(1)(a) of the *Gambling Administration Act 2019*.

- (1) Part 3 of this code of practice operates as the prescribed responsible gambling code of practice for the purposes of section 15(1)(b) of the *Gambling Administration Act 2019*.
- (2) The Commissioner may vary or revoke a code of practice or a provision of a code of practice by notice in the Government Gazette.
- (3) The Commissioner may, at any time, undertake a review of the codes of practice.

7. **Liability for act or default of agent**

For the purposes of this code, an act or default of an agent of the gambling provider will be taken to be an act or default of the gambling provider unless the Commissioner is satisfied that the agent acted outside the scope of the agent's actual, usual and ostensible authority, or in a manner inconsistent with obligations imposed by the gambling provider on the agent.

8. **Role of peak bodies**

The gambling provider may satisfy a code of practice obligation through the actions of a peak body, except in relation to the gambling provider's obligations in respect to training.

A peak body is a genuine association formed to protect or promote the interests of a section of the gambling industry.

Peak body includes, in relation to a person who is an agent of the gambling provider, the principal in the agency relationship. In the case of a SA Lotteries agent, the relationship could be established by either Tatts Lotteries SA Pty Ltd (Tatts), as master agent, or the Lotteries Commission itself.

Part 2—Required advertising practices

The gambling provider is to ensure that gambling advertising is conducted in a responsible manner that takes into account the potential adverse impact it may have on the community, particularly minors, people experiencing gambling-related harm or at risk of developing negative consequences associated with their gambling.

Gambling advertising must be compliant with applicable State and Federal laws and any relevant industry codes of practice.

9. **Responsible gambling advertising**

- (1) The gambling provider must ensure that gambling advertising—
 - (a) does not encourage a breach of law;
 - (b) does not depict children gambling;
 - (c) is not false, misleading or deceptive;
 - (d) does not suggest that winning will be a definite outcome of participating in gambling activities;
 - (e) does not promote the consumption of alcohol while engaging in gambling activities;
 - (f) must be published in accordance with decency, dignity and good taste;
 - (g) does not offer any credit, voucher or reward, as an inducement to participate, or to participate frequently, in any gambling activity (including as an inducement to open a gambling account).

- (h) does not make claims related to winning or the prizes that can be won that are not based on fact, are unable to be proven or that are exaggerated;
 - (i) does not suggest that a player's skill can influence the outcome of gambling activity in relation to gambling where a player's skill cannot influence the outcome of the gambling activity;
 - (j) does not exaggerate the extent to which skill can influence the outcome of gambling activity in relation to gambling where the outcome does not involve an element of lottery;
 - (k) does not include the expressions "Win" or "\$", unless these expressions specifically relate to a prize that has been determined or is payable, or to an estimate of a prize which can be won.
- (2) For the purposes of this clause, the gambling provider will not be regarded as advertising when—
- (a) the gambling provider sends communication direct to a customer;
 - (b) the gambling provider draws attention on its website to its gambling products or gambling activities;
 - (c) the gambling provider draws attention, in printed point of sale material, to its gambling products or gambling activities;
 - (d) a person, by use of an internet search engine, an automated indexing system or any like facility, views or retrieves a link or reference to the gambling provider (whether or not the gambling provider has paid for the link to appear or to have greater prominence than it would otherwise).
 - (e) the gambling provider draws attention to the community benefits of lotteries, rather than to its gambling products or gambling activities.
- (3) The gambling provider must keep a copy (in print or electronic form) of any gambling advertising, including advertising of acceptable trade promotion lotteries, available for inspection for a period of 12 months following the conclusion of the advertising campaign.

10. Prize promotions and advertising

- (1) Gambling advertising that refers to, or relies on prizes which are available to be won, or the frequency the prize may be won (whether or not the prize is a prize of money)—
- (a) must include sufficient information for a reasonable person to understand the overall return to player or odds of winning; and
 - (b) if intended to encourage a person to gamble during a particular period, include sufficient information for a reasonable person to appreciate how likely it is that the prize will be won by someone during that period.
- (2) If, in seeking to comply with this clause, the gambling provider—
- (a) calculates the theoretical number, value and frequency of prizes to be won;
 - (b) in the advertising suggests an outcome no less favourable to the gambling provider than that theoretical outcome; and
 - (c) obtains an actual outcome more favourable than that which was advertised,
- the gambling provider will still be regarded as complying with this clause.
- (3) Sub-clause (1)(a) does not apply to advertising of a trade promotion lottery offered in conjunction with the purchase of a gambling product if the odds or chance of winning the lottery are affected by the number of entrants, or dependent on similar factors beyond the control of the gambling provider.

11. Permissible advertising of inducements and complimentary gambling products

- (1) Despite clause 9(1)(g), the gambling provider may advertise an inducement for participation in an acceptable loyalty program by drawing attention to the name of the loyalty program, its availability to customers and the benefits to members of the program, as long as the customer is directed to the program's full terms, conditions and benefits that are published on a public website, or on signs in or near a gambling area, or in a document available in or near a gambling area.
- (2) Despite clause 9(1)(g), the gambling provider may advertise an inducement in the form of participation in an acceptable trade promotion lottery by drawing attention to the prizes, or of the offering of a complimentary gambling product.

12. Mandatory warning messages

- (1) Expanded warning messages, as set out in Schedule 1 for the periods stated, must be included in gambling advertising, unless the inclusion of the expanded warning message in that particular advertising would be unreasonable or impracticable.
- (2) If gambling advertising does not include an expanded warning message, the gambling advertising must include the condensed warning message.
- (3) When a mandatory warning message is included in gambling advertising, the manner of its inclusion must be consistent with the message being a warning message.
- (4) Gambling advertising which is a text message, tweet, email or social media posting of less than 160 characters must be concluded with the condensed warning message. If the text message is more than 160 characters it must be concluded with the condensed warning message and the national gambling helpline number 1800 858 858.

13. Advertising on Radio and Television

- (1) Gambling advertising must not be placed on radio between 6.00am and 8.30am, Monday to Friday (both days inclusive).
- (2) Gambling advertising must not be placed on television between 4.00pm and 7.30pm, Monday to Friday (both days inclusive).
- (3) Despite clause 12, gambling advertising on radio may be accompanied by the condensed warning message and in the case of a plug or commentary, must end with the condensed warning message.
- (4) Despite clause 12, gambling advertising on television that is longer than 15 seconds, must be accompanied by the expanded warning message and in the case of a plug or commentary, must end with the condensed warning message and the national gambling helpline number 1800 858 858.

- (5) A mandatory warning message announced on radio or television must be spoken in a neutral tone, at a speed that is clear and easily understood and otherwise presented in a way which reflects the importance of a warning message.
- (6) The gambling provider must ensure, through instructions about their obligations under this code, that a mandatory warning message is appropriately respected for gambling advertising in live announcements and when mentioned by announcers before or after the broadcast of its gambling advertising.
- (7) In the case of the presence of the gambling provider's logo on a screen, other than as part of a commercial which includes a mandatory warning message, the logo must include the condensed warning message adjacent to the logo occupying no less space than that occupied by the logo. This does not include logos on participants' uniforms (*see clause 14(7), (8) and (9)*).
- (8) A mandatory warning message appearing in gambling advertising on television must occupy at least 25% of the screen area for at least 1/6th of the length of the advertisement, or occupy the whole screen area for at least 1/10th of the length of the advertisement.
- (9) The mandatory warning message must be spoken at the same time as it appears on a television screen.
- (10) Clauses 13(6), (7) and (8) do not apply where gambling advertising appears on television only because the broadcast image is of a public event at which the advertising has been placed.

14. Additional requirements for print media, outdoor and other forms of advertising

- (1) If the condensed warning message is used in advertising to which this clause applies, it must be accompanied by the national gambling helpline number 1800 858 858.
- (2) In printed gambling advertising, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (3) In outdoor gambling advertising (other than a permitted external sign) the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (4) Gambling advertising in the form of a permitted external sign need not be accompanied by a mandatory warning message.
- (5) An outdoor or indoor display or sign at a venue for any sort of event which is broadcast on television; or for an event on which betting takes place, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct, and must occupy at least 10% of the space occupied by the advertising.
- (6) If the gambling advertising referred to in sub-clause (5) is presented by means of a display which is constantly moving, scrolling or changing, or is capable of immediate or scheduled systematic changes, the mandatory warning message must be presented in a font and colour with sufficient contrast as to make it distinct and must occupy at least 25% of the space occupied by the advertising.
- (7) Gambling advertising which is the placement of a logo on the apparel of a participant (including an official) in an event which is broadcast on television in South Australia, or at an event at which gambling takes place, must be accompanied by the placement of the condensed warning message adjacent to the logo, occupying no less than half the space occupied by the logo.
- (8) Gambling advertising in the form of a small logo (occupying no more than 5400mm² with no linear dimension longer than 180mm) need not be accompanied by a mandatory warning message.
- (9) Gambling providers must ensure that participants do not wear its logo on occasions when they are engaging solely or mainly with minors.
- (10) Gambling advertising which is no more than the inclusion in—
 - (a) the title of an event or the name of a team participating in an event; or
 - (b) the name of a place of a sponsor's name or brand,
 need not be accompanied by a mandatory warning message. This does not apply to gambling advertising in relation to participant uniforms, as set out in sub-clauses (7) and (8).

Part 3—Responsible gambling practices

The gambling provider must ensure that their general gambling practices are consistent with community expectations that gambling operations will be conducted responsibly and in a manner that minimises the harm caused by gambling, and is socially responsible.

The gambling provider must conduct their business in accordance with all applicable State and Federal laws and legal requirements, and co-operate with regulatory bodies and government agencies in all matters, including compliance with legal obligations.

15. Responsible gambling operations

- (1) The gambling provider must, for all gambling areas, virtual gambling areas, gambling telephone lines and internet sites, through which it provides its gambling products, ensure the existence of a document or documents (whether hard copy or otherwise) detailing—
 - (a) the manner in which staff training and measures for interventions with people displaying indicators of gambling harm are implemented; and
 - (b) the roles of staff (by job title) in the implementation of this code.
- (2) A document required by sub-clause (1) may be incorporated with any other operational document maintained by the gambling provider, but must be made known to and readily available to staff and staff must be trained and ensure compliance with the documents.
- (3) The gambling provider must develop and implement effective policies and procedures that enable staff to—
 - (a) identify people displaying indicators of gambling harm by, but not limited to, reviewing player accounts for changes in patterns of play (e.g. increase in frequency of gambling, increase in spend), reviewing pre-commitment arrangements (including requests to increase spend and play limits), and reviewing customer communication (written and verbal) that may indicate the person may be experiencing harm due to their gambling; and

- (b) respond to people displaying indicators of gambling harm by engaging in a conversation about their gambling behaviour, offering pre-commitment and barring options, and referring them to a gambling help service; and
- (c) ensure staff are trained in and carry out their functions in accordance with such policies and procedures.
- (4) The gambling provider must establish a reporting process for the identification of and interaction with people displaying indicators of gambling harm by staff and the recording of their details. This record must be reviewed by a manager (however described) at least weekly, including the details of the review and any steps taken to intervene. Any data captured by this system may only be used for the purpose of harm minimisation and no other purpose.
- (5) The record of people displaying indicators of gambling harm must include sufficient detailed information to enable staff in gambling areas to identify the patron, and must be readily available to staff at any time and the Commissioner or an inspector upon request.
- (6) If any loyalty program data or account data indicate that a person may be at risk of harm from gambling, the gambling provider must limit the person's gambling activities (e.g. by suspending the account) until the customer is able to verify that they are able to sustain an increased level of gambling;
- (7) If a person requests voluntary exclusion, the gambling provider must bar the person forthwith in accordance with Part 6 of the *Gambling Administration Act 2019*.
- (8) If a third party requests involuntary barring of a gambler, the gambling provider must promptly make a considered decision.
- (9) The gambling provider must document and implement procedures to ensure that enquiries about barring (regardless of who initiates them) and approaches for the making of barring orders, are responded to in a manner that is informative, timely and culturally appropriate, with the aim of dealing with an in-venue approach while the person is in the venue and dealing with telephone enquiries in one call where possible, using an interpretation service if required.
- (10) The gambling provider may make flexible informal arrangements with patrons, only if the arrangements limit, manage or control a gamblers access to gambling and the gambling provider reasonably expects that informal arrangements would be beneficial for the gambler. This clause does not apply if a person requests a voluntary exclusion.
- (11) The gambling provider must note the details of any informal arrangements, including details of any agreed pre-commitment arrangements, and make them available to the Commissioner upon request.
- (12) All staff involved in selling the gambling provider's gambling products, or otherwise dealing with customers must log into the barring register each time when on duty, or be provided with a current printed consolidated barring list from the barring register to review any new or updated barring information.
- (13) The gambling provider must ensure that at least one employee has "Administrator" access for the purpose of updating and registering information into the barring register within the prescribed timeframe.
- (14) The gambling provider must ensure that any loyalty program database, account holders database or any like list identifies a person who is excluded (whether by formal barring order or otherwise) and ensures that person is not sent any marketing communications.
- (15) The gambling provider must take reasonable steps to ensure that staff displaying indicators of gambling harm (involving any sort of gambling) are identified and referred for counselling, support or therapy.
- (16) The gambling provider must ensure that there is adequate natural or artificial lighting in gambling areas to enable clocks and signs to be easily read and the faces of people within the gambling area to be easily identified.
- (17) The gambling provider must not permit a second-hand dealer or pawnbroker to conduct business in gambling areas.

16. Customer information and signage in gambling areas

- (1) The gambling provider must—
 - (a) ensure the prominent display of the condensed warning message and the national gambling helpline number 1800 858 858 on or near each point of sale of its gambling product and on any electronic display in a gambling area which is used for displaying venue generated messages in the nature of internal advertising;
 - (b) in each gambling area display prominently a message indicating that gambling operations are governed by a code of practice and ensure that a copy of this code is made available on request;
 - (c) ensure that a quantity of helpline cards are available on or near each ATM and other places throughout gambling areas; and
 - (d) ensure that the time of day is prominently displayed and visible throughout gambling areas.
- (2) The gambling provider must—
 - (a) prominently display and renew responsible gambling materials (including a poster and pamphlet) in gambling areas in a form which includes the expanded warning message, or if it is not reasonable or practicable to include the expanded warning message, the condensed warning message; and
 - (b) make available its responsible gambling poster written in English, Arabic, Chinese, Greek, Italian, Vietnamese, and any other relevant language.
- (3) If a gaming machine or casino licensee is also the agent of the Lotteries Commission and has placed additional responsible gambling signage and a multi-lingual sign in areas which are gambling areas for the purposes of the Lotteries Commission, the Lotteries Commission is deemed to have complied with the requirements of sub-clauses (1) and (2).

17. Self-service terminals

- (1) If the gambling provider installs, in a place in which it is otherwise authorised to provide its gambling product, a device which allows customers to purchase the gambling product and process winnings without the assistance of an operator, the gambling provider must ensure that—
 - (a) subject to sub-paragraph (b), the device is configured to allow the gambling product to be purchased using a customer's gambling account; and
 - (b) if the device is configured to allow the gambling product to be purchased other than by using a gambling account, enhanced responsible gambling measures approved by the Commissioner in respect of the device (or class of device) are being implemented; and

- (c) if the device is able to be operated by the insertion of cash—
 - (i) the device must have a maximum cash deposit limit of \$100; and
 - (ii) the device must have pause functionality if the gambling provider's staff suspect the customer may be under the age of 18 years old, may be barred, is demonstrating difficulty controlling their gambling or is intoxicated; and
 - (iii) the device must display the relevant expanded warning message on the screen at no more than 10 minute intervals; and
 - (iv) the device must display the relevant expanded warning message alternating with the condensed warning message and the national helpline number 1800 858 858, at the bottom of the screen at all times, at no more than 10 minute intervals; and
 - (v) when the device's screen has been idle for a period of time, the length of which is approved by the Commissioner, a message must be displayed including:
 - A. a statement that the device is restricted to people aged 18 or more (18+ only)
 - B. a statement that the device is regulated by state law and codes of practice and that it is subject to inspection by an agency of the State, along with advice as to a telephone number to call to register a complaint; and
- (d) the device must have the functionality to send high volume alerts, at levels approved by the Commissioner, to the gambling provider's staff, for the purpose of monitoring patrons who may be demonstrating behaviours indicative of gambling harm controlling their gambling; and
- (e) the device must be installed in line of sight of the gambling provider's staff; and
- (f) there must be electronic surveillance of the device with recordings to be kept for a period of time approved by the Commissioner.

18. Customer interaction and help information

- (1) The gambling provider must take all reasonable steps to ensure that a patron who demonstrates difficulty in controlling their personal expenditure on gambling products has their attention drawn to the name and telephone number of a widely available gambling help service.
- (2) The gambling provider must —
 - (a) identify a gambling rehabilitation agency that their patrons and families can readily access (including the location of the agency and a direct number to a contact person at the agency);
 - (b) ensure that staff are sufficiently informed about the identity and location of the gambling rehabilitation agency so as to be able to direct patrons to the agency; and
 - (c) ensure that management level contact is established and maintained with the gambling rehabilitation agency about matters relating to gambling harm.

19. Account holder information and signage for virtual gambling areas

- (1) The gambling provider must in each virtual gambling area—
 - (a) display prominently a message indicating that its gambling operations are governed by a code of practice; and
 - (b) ensure that a copy of this code is available from the webpage or screen that constitutes the virtual gambling area.
- (2) The gambling provider must provide prominent access to its responsible gambling materials on each website which includes a virtual gambling area.
- (3) The gambling provider must ensure the prominent display of the condensed warning message at every point of sale in its virtual gambling areas.
- (4) The gambling provider must—
 - (a) at the time of establishing a gambling account indicate that its gambling operations are governed by a code of practice and provide its responsible gambling materials (including a printed or electronic pamphlet) to the account holder; and
 - (b) when providing a statement for a gambling account, include a mandatory warning message as part of the statement.
- (5) For the purposes of sub-clauses (2) and (4), the gambling provider must—
 - (a) publish its responsible gambling materials in a form which includes the contents of a helpline card and the expanded warning message;
 - (b) make available a short form of its responsible gambling materials written in English, Arabic, Chinese, Greek, Italian, Vietnamese and any other language which the gambling provider considers appropriate.
- (6) The gambling provider must take all reasonable steps to ensure that an account holder who demonstrates difficulty in controlling their personal expenditure on gambling products has their attention drawn to the name and telephone number of a widely available gambling help service.
- (7) The gambling provider must reinforce its responsible gambling policy in account holder newsletters and other communications.

20. Alcohol and Gambling

- (1) In gambling areas, the gambling provider must take all practicable steps —
 - (a) to prevent a person from being allowed to gamble if their speech, balance, coordination or behaviour is noticeably affected and it is reasonable to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor or some other substance;
 - (b) to prevent a person entering or remaining in a gambling area if their speech, balance, coordination or behaviour is noticeably affected and it is reasonable to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor or some other substance;

- (c) to ensure that liquor is not supplied to reward, promote or encourage continued gambling.
 - (2) If the gambling provider is operating a gambling telephone line, the gambling provider must take all practicable steps to prevent a person from being allowed to gamble if the person's speech, coordination or behaviour is noticeably impaired and it is reasonable to believe that the impairment is the result of the consumption of liquor or some other substance.
- 21. Inducements**
- (1) The gambling provider must not offer or provide any inducement directed at encouraging a person to gamble.
 - (2) Sub-clause (1) does not apply to—
 - (a) the offering or provision of participation in an acceptable loyalty program (*see clause 22*);
 - (b) the offering or provision of participation in an acceptable trade promotion lottery (*see clause 23*), by drawing attention to the prizes;
 - (c) the offering or provision of a complimentary gambling product;
 - (d) the offering or provision in a gambling area of complimentary non-alcoholic beverages and refreshments of nominal value; or
 - (e) the offering or provision of an inducement in respect of a pre-commitment trial approved by the Commissioner, subject to the terms of the approval.
- 22. Acceptable loyalty programs**
- (1) A loyalty program is an acceptable loyalty program if it is a structured program which—
 - (a) is conducted in accordance with published terms and conditions;
 - (b) is advertised in a manner consistent with the advertising requirements for the gambling providers gambling products;
 - (c) offers rewards proportionate to gambling activity (including non-monetary privileges attached to tiers in a stepped rewards system);
 - (d) offers regular activity statements;
 - (e) includes a facility for predictive monitoring of the patterns of gamblers' gambling activity, with the purpose of intervening in cases where there is a risk of problem gambling, which provides in respect of each person participating in the loyalty program—
 - (i) the identification of changes of significance between the most recent month (whether or not a calendar month) and past months of the amount of money spent;
 - (ii) the amount of time spent; and
 - (iii) the intensity of the person's activity, with parameters which are able to be adjusted to produce a manageable number of cases for consideration of intervention; and
 - (f) it has been approved by the Commissioner in terms of its rules, conditions, promotions, predictive monitoring processes and the manner in which it is to be advertised and promoted.
- 23. Acceptable trade promotion lotteries**
- (1) A lottery is an acceptable trade promotion lottery if—
 - (a) being a trade promotion lottery within the meaning of the Lotteries Regulations 2021, it is a licensed lottery or a permitted lottery under the *Lotteries Act 2019*;
 - (b) its dominant purpose is to reward or retain existing patrons, rather than attracting new patronage or encouraging patrons to gamble more than they would otherwise;
 - (c) the advertising is limited to promotion to account holders, on a private webpage on the gambling provider's own website, by direct communication to customers that have expressly agreed to receiving advertising and within gambling areas.
 - (d) the advertising of the promotion draws attention to the prize(s) of the promotion, rather than the gambling product itself;
 - (e) the promotion does not encourage people to gamble for a minimum period or for a minimum amount to qualify for a reward or benefit; and
 - (f) in respect of an authorised lottery referred to in (a) above, it has been approved by the Commissioner in terms of its rules, conditions and the manner in which it will be advertised.
- 24. Gambling accounts**
- Where this clause, and any following clauses makes reference to account holders being able to purchase an entry with the gambling provider by telephone, internet or other electronic means, this is a reference to a means of communicating at a distance by the use of electronic devices.
- (1) The gambling provider must not provide gambling services to a person in South Australia by telephone, internet or other electronic means unless the gambling provider has established a gambling account for the person.
 - (2) If the gambling provider has established a gambling account for a person—
 - (a) the account—
 - (i) may only be credited with funds deposited by the person, or at the person's direction from a third party (not being a person in a close associate relationship with the gambling provider); and
 - (ii) must not be allowed to have a negative balance;
 - (b) the terms and conditions governing the account must not operate—
 - (i) to impose a waiting period on withdrawals from the account;
 - (ii) to allow funds pending withdrawal to be used for gambling; or

- (iii) to require a particular level of gambling, or a particular use of funds in the account, as a condition of withdrawal; and
 - (c) the gambling provider must ensure that its business systems —
 - (i) facilitate withdrawals from the account as soon as practicable; and
 - (ii) do not allow funds pending withdrawal to be applied to any purpose other than the withdrawal.
- (3) Sub-clause (2) does not operate —
 - (a) to preclude the following routine transactions on a gambling account —
 - (i) the crediting of winnings or prizes, or the making of refunds on the outcome of a protest or like transaction;
 - (ii) the redemption of rewards as part of the operation of an acceptable loyalty program;
 - (iii) the redemption of prizes won in an acceptable trade promotion lottery; and
 - (iv) the making of ex gratia payments resolving complaints or disputes;
 - (b) to preclude the gambling provider from implementing —
 - (i) procedures reasonably necessary to ensure compliance with laws relating to the handling of money or the reporting of financial transactions;
 - (ii) procedures required by or under the licence or other authority authorising the gambling provider to conduct its gambling business;
 - (iii) procedures for the holding of a major prize pending identification of those entitled to claim the prize; or
 - (c) to preclude a gambling account having a negative balance as the result of the reversal of an individual transaction.

25. Duplicate accounts

- (1) The gambling provider must ensure that each account holder has no more than one gambling account except where —
 - (a) the account holder has a fortnightly turnover consistent with an annual turnover of more than \$1 million and the gambling provider is satisfied that there is good reason for the account holder to have more than one gambling account; or
 - (b) the gambling provider offers only the net losses pre-commitment option referred to in clause 26(2)(b)(1).

26. Pre-commitment limits and periods

- (1) The gambling provider must, in respect of account based gambling, provide a pre-commitment scheme.
- (2) A pre-commitment scheme referred to in sub-clause (1) must meet the following minimum requirements —
 - (a) an account holder must be able to set a pre-commitment limit for a fixed period of 7 days (the "relevant period");
 - (b) the pre-commitment limit set by the account holder may apply, at the election of the gambling provider, to —
 - (i) net losses by the account holder (regardless of the number of accounts held) during the relevant period;
 - (ii) deposits made to the account during the relevant period; or
 - (iii) a combination of both;
 - (c) a gambling account must not be able to be used until the account holder has set a pre-commitment limit or chosen not to set a pre-commitment limit;
 - (d) the gambling provider, at intervals of no less than 2 years, must contact each account holder who has chosen not to set a pre-commitment limit to offer the choice to set a pre-commitment limit;
 - (e) a decision by an account holder to —
 - (i) increase or revoke a pre-commitment limit; or
 - (ii) change the start day for the relevant period —**must not come into effect for a period of 7 days;**
 - (f) a decision by an account holder to decrease a pre-commitment limit must be given effect as soon as practicable.
- (3) A pre-commitment scheme referred to in sub-clause (1) may include additional limits and features so long as they do not conflict with the minimum requirements set out in sub-clause (2).

27. Account balances

- (1) The gambling provider must provide an account holder with an account balance —
 - (a) whenever money is withdrawn (other than for the purchase of a gambling product); and
 - (b) whenever money is deposited into a gambling account via an online transaction; and
 - (c) in the case of a purchase placed by internet, whenever a purchase is made from the account; and
 - (d) upon request by the account holder.

28. Pre-commitment to be promoted

- (1) The gambling provider must promote the availability of the pre-commitment scheme —
 - (a) on any brochures, pamphlets or marketing information (other than advertising) that provides information on how a gambling account may be established;
 - (b) as part of the welcome pack (however described) provided to an account holder upon account establishment;
 - (c) on the gambling provider's website, both on the homepage and on any point of sale page; and
 - (d) on account balances (when provided in writing) and activity statements.

29. Activity statements

- (1) The gambling provider must send an account holder a routine activity statement —
 - (a) for each calendar month in which there are 50 or more transactions conducted on a gambling account; and

- (b) for each period of consecutive calendar months (up to three calendar months) in which more than 40 transactions are conducted on a gambling account (which statement may be combined with a statement required by paragraph (a)); and
 - (c) at least once in each period of 12 months following the provision of an activity statement, so as to provide a continuous record of gambling activity.
- (2) The gambling provider must, in addition to activity statements required by sub-clause (1), send a special activity statement to an account holder upon request for the period nominated by the account holder.
 - (3) Despite sub-clause (1), the gambling provider may meet the requirements for routine activity statements by sending activity statements on a rolling monthly basis (whether or not the statement periods are calendar months).
 - (4) Despite sub-clause (1)(c), the gambling provider is not required to send an annual activity statement in respect of an account that has a credit balance of \$10 or less at the end of the relevant year and which there has been no gambling activity in that year.
 - (5) An activity statement must be sent in writing.
 - (6) The gambling provider may satisfy the requirement to send an activity statement in writing by sending the statement, by email if the account holder elects to receive the statement that way, by post or some other form of physical delivery.
 - (7) If an account holder elects to receive activity statements by post or some other form of delivery, the gambling provider is not prevented by this code from recovering the additional cost occasioned by the mode of delivery.
 - (8) An activity statement must include details of each transaction in the statement period, including the amount, date, time, description of the transaction, and the amount of spotters' fees relating to the account in the statement period.
 - (9) If an account holder elects to receive activity statements by email, the statement records 20 or more transactions on any one day during the relevant period and the gambling provider offers a facility for the account holder to view individual transactions online, the gambling provider may provide the statement in a form which aggregates on a daily basis the amounts deposited, withdrawn, bet and won.

30. Required training

- (1) The gambling provider must—
 - (a) ensure each person involved in selling its gambling products, or otherwise dealing with patrons,—
 - (i) at induction, completes RGS1 training
 - (ii) within 12 months after first completing RSG1 training, completes RSG2 training, and
 - (iii) within 24 months after first completing RSG2 training, and every 24 months thereafter, completes RSG3 training.
 - (b) for supervisory and managerial staff (including the person in charge of a physical point of sale or a physical gambling area)—
 - (iv) at induction, completes RSG1 training
 - (v) within 3 months of completing RSG1 training, completes RSG2 training (If the staff member has not already completed RSG2 training), and
 - (vi) within 24 months after first completing RSG2 training and every 24 months thereafter, completes RSG3 training.
- (2) The course of training to be undertaken for the purposes of this Code may contain mandatory elements of training and provisions which may be adapted with the approval of the Commissioner to reflect the job role of the employee.
- (3) If the gambling provider installs, in a place in which it is otherwise authorised to provide its gambling products, a device which allows customers to purchase the gambling product and process winnings without the assistance of an operator and the device is configured to allow the gambling product to be purchased other than by using a gambling account, must have enhanced training for staff to ensure the use of the devices are adequately monitored and additional harm minimisation measures are understood and implemented as required.
- (4) A course of training required under clause 30(1) of this Code must be approved by the Commissioner.
- (5) A training provider seeking approval for a course of training for the purposes of clause 30(1) must submit an application to the Commissioner.
- (6) The application must be made in the manner and form approved by the Commissioner.
- (7) An application for the approval of a course of training must contain at least the following elements—
 - (a) the date of the submission
 - (b) the full name of the training provider, address for service and address of the principal place of business
 - (c) the contact details where enquiries regarding the submission may be directed
 - (d) if the applicant is a registered training provider (RTO), proof of registration with the Australian Skills Quality Authority
 - (e) written evidence that all trainers delivering the training meet the requirements as outlined in clause 30(10) and how the training provider will ensure that all trainers continue to meet these requirements
 - (f) a proposed course outline or details of any variation to course outline for the purposes of satisfying the Commissioner that the course meets the regulatory need, identifies appropriate competency outcomes and a satisfactory basis for assessment and meets quality assurance needs
 - (g) indicative course materials (including the method of instruction and assessment, copies of relevant course materials, workbooks, videos, printed material and presentations)
 - (h) an indication of which content, if any, is to be delivered online (online training delivery) or via video conferencing tools (virtual training delivery).

- (8) An application must also include the details of any consultation undertaken regarding content with researchers or gambling help services.
- (9) If the training provider intends to deliver content online, the following must also be provided—
 - (a) written confirmation that any content delivered in this manner complies with the Australian Accessible ICT standard: EN 301 549:2016 for accessibility, or the action plan to meet this requirement
 - (b) written confirmation that any content delivered in this manner will be delivered using a Learning Management System (LMS), to allow student tracking, provide reporting tools and support student interactions
 - (c) written confirmation that there is a mechanism in place for students to seek timely assistance from trainers with respect to the content of the material and support with any technical issues
 - (d) written confirmation of measures in place to verify the identity of the student enrolled in the course and that the student undertaking the assessment is the student enrolled in the course.
- (10) A course of training must be delivered by a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA) or, if the training is to be delivered in-house, must satisfy the Commissioner that the provider of in-house training will be of equivalent quality to training by an RTO, and must be approved by the Commissioner.
- (11) All persons delivering a course of training must—
 - (a) have attained competency in the nationally accredited Certificate IV in Training and Assessment
 - (b) have attained competency in the courses of training that they are delivering
 - (c) have at least two years' experience in a role involving the provision of responsible gambling products, lotteries industry, and commercial gambling operations, and
 - (d) have the understanding and awareness of literature on gambling, problem gambling and gambling harm, addictions and addiction-like behaviour and interventions with problems gamblers and people at risk of gambling harm.

RSG1 (Responsible Service of Gambling Level 1) Attributes

- (12) A course of training to be classified as RSG1 for the purposes of the Code must ensure that on completion a person enrolled in the course can competently—
 - (a) follow information regarding responsible gambling service procedures relevant to South Australian legislation and industry and organisational policy and codes of conduct
 - (b) communicate with appropriate personnel on gambling related incidents and situations
 - (c) maintain accurate records of gambling related incidents and associated staff action
 - (d) ensure gambling environmental features support responsible gambling policies within scope of own responsibility
 - (e) provide accurate and appropriate information on impacts of harm from gambling and gambling harm minimisation and reduction

RSG2 (Responsible Service of Gambling Level 2) Attributes

- (13) A course of training to be classified as RSG2 for the purposes of the Code must include case studies on patron reporting and engagement. RSG2 training must also include a consumer voice component which may be presented in person, via video conferencing tools or video format.

RSG3 (Responsible Service of Gambling Level 3) Attributes

- (14) A course of training to be classified as RSG3 for the purposes of the Code must include case studies regarding complex patron situations and management level responses to these situations. RSG2 training must also include—
 - (a) a consumer voice component which may be presented in person, via video conferencing tools or video format.
 - (b) general information regarding co-morbidities such as mental health, dementia, domestic violence or any additional matters deemed to be relevant. Detailed information regarding these topics may be delivered by a subject matter expert via optional modules or video format
 - (c) general information regarding support services available for staff that may be having difficulty as a result of providing assistance to patrons. Detailed information regarding these topics may be delivered by a subject matter expert via optional modules or video format, and
 - (d) general information on managing cultural sensitivities when approaching patrons that are displaying indicators of gambling harm.

Course delivery

- (15) Delivery of training may be face to face, virtual or online, or a combination of face to face, virtual or online.
- (16) Presentation of course content should be engaging through the use of mechanisms such as simulation, scenarios (whether via group discussion, student participation or video presentation), case study or lecture-style presentation.
- (17) Presentation and assessment mechanisms should take into account the needs of those from diverse backgrounds and with differing learning styles
- (18) Assessment methods must include a combination of written responses, multiple choice questions, verbal answers (if applicable) and group participation (if applicable). For the purposes of clause 5(8), a person delivering a course of training may vary the methods of assessment as required to accommodate the needs of those from diverse backgrounds with different learning styles if applicable.
- (19) Training providers delivering online content must provide log in details to Consumer and Business Services on request for the purpose of checking course content and presentation.
- (20) Training providers must only deliver courses approved by the Commissioner as RSG1, RSG2 or RSG3 training without alteration.
- (21) Training providers may update content, presentation and assessment mechanisms in line with any legislative or operational changes, or to include alternate case studies or scenarios, without seeking further approval. Training providers must notify the Commissioner of these changes within 28 days of the changes being made. Failure to notify the Commissioner of these changes may result in revocation of approval.

- (22) Training providers may not amend the method of delivery for training (i.e. face to face, virtual, online, or combination) without the approval of the Commissioner.
- (23) Training providers delivering ongoing training must retain records of any optional modules that have been included as part of the training and retain these records for a period of not less than 3 years. These records must be provided to the Commissioner on request.

Requirements for virtual and online training delivery

- (24) These requirements are in addition to those listed above.
- (25) Any virtual or online content must—
 - (a) be engaging
 - (b) use authentic learning contexts
 - (c) have a navigation structure that is clear and consistent
 - (d) use plain English and explain all legal terms
 - (e) meet the needs of learners taking in to account cultural diversity and different learning styles
 - (f) be contextualised to meet the requirements of specific industry sectors and workplaces
 - (g) have content created in recommended formats (pdf, jpeg etc)
 - (h) have media elements (graphics, audio and video) optimised for smallest file size and download time
 - (i) contain an introduction page setting out the purpose of the course
 - (j) be divided into sections and a participant must pass each section before progressing on to the next (if applicable).
- (26) Before enrolling in a course which includes virtual or online content, students must be advised of any peripheral requirements such as the technology required to complete the course which may include webcams or other technology to interact with a trainer and other students (if applicable)
- (27) There must be a mechanism in place for students to seek timely assistance from training providers with respect to the content of the material including support with any technical issues
- (28) There must be measures in place to verify the identity of the student enrolled in the course, that any pre-requisites have been met and that the student undertaking the assessment is the student enrolled in the course.

Online training only

- (29) Online content must comply with the Australian Accessible ICT standard: EN 301 549:2016, which supports access to information, communication and technology (ICT) for people with a disability.
- (30) If the online content forms a part of the assessment process, persons enrolled in the course must have the ability to change their answers while completing the assessment. However, they should not be advised whether their answers are correct or otherwise until they have completed the assessment. If the student does not pass the assessment, they must repeat that part of the content until a successful assessment is achieved.
- (31) When assessing a students' understanding of appropriate behaviour in a scenario, multiple choice answers may be used, provided the answers available include several actions that could be taken and the student is required to identify the correct actions and put them in the correct order.

Example

When faced with a scenario where a patron is becoming increasingly aggressive while playing Keno, the choice of answers should include all the steps for engaging with the patron, offering assistance and documenting the engagement. It should also include procedures unrelated to engaging with the patron and offering assistance. The student needs to choose the correct steps and put them in order.

- (32) Online content must be tested for stability and be able to be delivered in the most commonly used web browsers or software before being offered to students. All hyperlinks should be checked for accuracy.
- (33) Online content must be delivered using a Learning Management System (LMS) to allow student tracking, provide reporting tools and support student interactions.

RSG1 Training outcomes**Lotteries operations**

- (34) A person who has successfully completed an approved course of training classified at the RSG1 level will be able to—
 - (a) explain instant lottery tickets, games and draws including ticketing options consistently with regulatory and procedural requirements
 - (b) operate and maintain lottery equipment
 - (c) pay claims for prizes
 - (d) operate and maintain self service terminals (if applicable)
 - (e) monitor security of lottery areas and identify and respond to breakdowns in security, and
 - (f) make and maintain accurate records of gambling related incidents and associated staff action in accordance with regulatory and procedural requirements.

Responsible Gambling

- (35) A person who has successfully completed an approved course of training classified at the RSG1 level will be able to—
 - (a) display signage and information related to responsible gambling in accordance with regulatory and procedural requirements
 - (b) apply responsible service of gambling procedures in accordance with regulatory and procedural requirements
 - (c) provide accurate and appropriate basic information on gambling harm as requested, and
 - (d) identify where a document required by clause 16(1) of the Code may be accessed by staff.

Gambling Harm Identification

- (36) A person who has successfully completed an approved course of training classified at the RSG1 level will be able to—
- (a) observe players and onlookers, identifying, reporting on and responding to indicators of gambling harm, and
 - (b) understand the reporting process for the identification of people displaying indicators of gambling harm and make accurate records in accordance with regulatory and procedural requirements.

Pre-Commitment

- (37) A person who has successfully completed an approved course of training classified at the RSG1 level will be able to—
- (a) understand and explain the principles of pre-commitment, both generally and by reference to pre-commitment systems in operation in South Australia at the time of the training, and
 - (b) appropriately suggest a referral to a financial counselling service and facilitate such referral.

Loyalty

- (38) A person who has successfully completed an approved course of training classified at the RSG1 level will be able to understand and explain the principles of an acceptable loyalty program, both generally and by reference to loyalty systems in operation in South Australia at the time of the training.

Barring

- (39) A person who has successfully completed an approved course of training classified at the RSG1 level will be able to—
- (a) explain the barring arrangements provided for under Part 6 of the *Gambling Administration Act 2019*
 - (b) receive and action applications for voluntary barring
 - (c) refer to an appropriately trained staff member applications for involuntary barring
 - (d) understand where information relating to barred persons may be found, and
 - (e) identify, engage with and, if appropriate, remove individuals believed to be barred persons.

Gambling Help Services

- (40) A person who has successfully completed an approved course of training classified at the RSG1 level will be able to respond appropriately to approaches for—
- (a) information on funded gambling help services, and
 - (b) referral to the national gambling help line, gambling help online or to a particular gambling help service.

Regulatory and procedural requirements

- (41) A person who has successfully completed an approved course of training classified at the RSG1 level will be able to identify regulatory and procedural requirements from source documentation

RSG2 Training outcomes**Gambling harm identification**

- (42) A person who has successfully completed an approved course of training classified at the RSG2 level will be able to—
- (a) interpret observations made of players and onlookers, in relation to indicators of gambling harm
 - (b) review and act upon records made of people displaying indicators of gambling harm in accordance with regulatory and procedural requirements

Patron engagement and referral to gambling help services

- (43) A person who has successfully completed an approved course of training classified at the RSG2 level will be able to—
- (a) approach and engage with all gamblers, whether or not that person is displaying indicators of gambling harm, so as to assist with early identification and intervention
 - (b) form a view as to whether an identified person is at risk of gambling harm
 - (c) approach and engage with a person who is at risk of gambling harm and respond appropriately
 - (d) communicate detailed information about gambling harm and gambling help services (including to non-gamblers who may seek advice and support as gamblers' family members or concerned friends)
 - (e) engage directly with a gambling help service on behalf of a person seeking assistance (including a family member or other third party seeking assistance), and
 - (f) engage and provide assistance to staff displaying indicators of gambling harm (involving any sort of gambling) including referral to counselling, support or therapy.

Pre-commitment

- (44) A person who has successfully completed an approved course of training classified at the RSG2 level will be able to—
- (a) assist a gambler to set a pre-commitment limit, and
 - (b) approach and engage with patrons who have exceeded a pre-commitment limit.

Loyalty

- (45) A person who has successfully completed an approved course of training classified at the RSG2 level will be able to explain how data from an acceptable loyalty program can assist to identify or verify patrons at risk of gambling harm.

Barring

- (46) A person who has successfully completed an approved course of training classified at the RSG2 level will be able to—
- (a) receive and determine applications for involuntary barring
 - (b) provide assistance to staff and patrons regarding complex barring issues

- (c) escalate barring issues to the relevant regulator if necessary and engage with the regulator about them, and
- (d) exercise judgment about removal of barred persons in accordance with the *Gambling Administration Act 2019*.

Gambling help services

- (47) A person who has successfully completed an approved course of training classified at the RSG2 level will be able to understand and where appropriate, explain the different sorts of services provided by—
- (a) the national gambling helpline and gambling help online
 - (b) local or regional gambling help services, and
 - (c) specialised and statewide gambling help services.

Regulatory and industry bodies

- (48) A person who has successfully completed an approved course of training classified at the RSG2 level will be able to differentiate in practical workplace situations the roles of bodies or officials relevant to regulatory and procedural requirements (but not limited to) —
- (a) the Liquor and Gambling Commissioner, and
 - (b) industry bodies (if applicable).

RSG3 training outcomes

- (49) A person who has successfully completed an approved course of training classified at the RSG3 level will be able to—
- (a) assist players to set a pre-commitment limit or enter into a flexible informal arrangement to manage or control the persons gambling in accordance with regulatory and procedural requirements
 - (b) understand how co-morbidities influence gambling behaviour
 - (c) explain the roles of, and refer patrons to, services other than gambling help services if applicable
 - (d) demonstrate ability to manage cultural sensitivities when approaching patrons that are displaying indicators of gambling harm, and
 - (e) understand the functions and powers of South Australian regulatory bodies.

Other matters

- (50) The Commissioner, on the application of a gambling provider or a relevant peak body, may grant exemptions from the operation of this clause with respect to the deferral of training required on induction by up to 3 months. No other exemptions to this clause may be granted.
- (51) The gambling provider must ensure that all records of successful completion of training are maintained and available for inspection upon request by an inspector.
- (52) Sub-clauses (1)(a) and (b) do not apply (at the election of the gambling provider) in respect of a person on the staff of an agent which is coincidentally a gaming machine or casino licensee, if that person has received and is current with the training required by their relevant code of practice.
- (53) A person who has completed a course of basic training prior to the transition day shall be deemed to have complied with any requirement to complete RSG1 training under this Code and must complete a course of RSG2 training within 12 months of the transition day.
- (54) A person who has completed a course of refresher training prior to the transition day shall be deemed to have complied with any requirement to complete RSG2 training under this Code.
- (55) The transition day is 31 March 2024.

31. Individual exemptions

- (1) The Commissioner may, on application by a gambling provider, exempt the gambling provider from a specified provision of this code of practice.
- (2) The Commissioner may impose conditions in respect of an exemption.
- (3) The Commissioner may on the Commissioner's own initiative, by written notice to a gambling provider or on application by a gambling provider, vary or revoke an exemption.

Schedule 1

Expanded warning messages

Don't let the game play you. Stay in control. Gamble responsibly.	1 July 2021 to 31 December 2022
Stay in control. Leave before you lose it. Gamble responsibly.	1 January 2022 to 30 June 2022
You know the score. Stay in control. Gamble responsibly.	1 July 2022 to 31 December 2022
Know when to stop. Don't go over the top. Gamble responsibly.	1 January 2023 to 30 June 2023
Think of the people who need your support. Gamble responsibly.	1 July 2023 to 31 December 2023
Don't chase your losses. Walk away. Gamble responsibly.	1 January 2024 to 30 June 2024

Schedule 2

Categories of Offences and Expiations

Column A Clause Number	Column B Offence Category	Column C Expiation Category
9(1)(a)	A	A
9(1)(b)	B	B
9(1)(c)	A	A
9(1)(d)	B	B
9(1)(e)	D	D
9(1)(f)	D	D
9(1)(g)	D	D
9(1)(h)	C	C
9(1)(i)	C	C
9(1)(j)	C	C
9(1)(k)	C	C
9(3)	C	C
10(1)(a)	C	C
10(1)(b)	C	C
12(1) This penalty applies where the condensed message is used when the expanded warning message should have been used.	D	D
12(2) This penalty applies where no warning message appears.	B	B
12(3)	C	C
12(4)	B	B
13(1)	B	B
13(2)	B	B
13(3)	B	B
13(4)	B	B
13(5)	B	B
13(6)	C	C
13(7)	B	B
13(8)	C	C
13(9)	C	C
14(1)	B	B
14(2)	C	C
14(3)	C	C
14(5)	C	C
14(6)	C	C
14(7)	B	B
14(9)	C	C
15(1)	B	B
15(2)	B	B
15(3)	A	A
15(4)	C	C
15(5)	C	C
15(7)	A	A
15(8)	D	D
15(9)	D	D
15(11)	C	C
15(12)	D	D
15(13)	D	D
15(14)	A	A
15(15)	A	A
15(16)	C	C
15(17)	C	C
16(1)(a)	D	D
16(1)(b)	D	D
16(1)(c)	D	D
16(1)(d)	D	D
16(2)(a)	B	B
16(2)(b)	D	D

Column A Clause Number	Column B Offence Category	Column C Expiation Category
17(1)(b)	B	B
17(1)(c)	A	A
18(1)	B	B
18(2)(a)	B	B
19(1)	D	D
19(2)	C	C
19(3)	D	D
19(4)(a)	D	D
19(4)(b)	D	D
19(5)(a)	D	D
19(5)(b)	D	D
19(6)	B	B
19(7)	D	D
20(1)(a)	B	B
20(1)(b)	D	D
20(1)(c)	D	D
20(2)	D	D
21(1)	B	B
24(1)	B	B
24(2)	B	B
26(1)	A	A
26(2)(a)(b)(c)(d)	D	D
26(2)(e)(f)	A	A
27	D	D
28	C	C
29	C	C
30(1)	C	C
30(3)	C	C
30(4)	C	C
30(22)	C	C
30(51)	C	C

End of Code of Practice

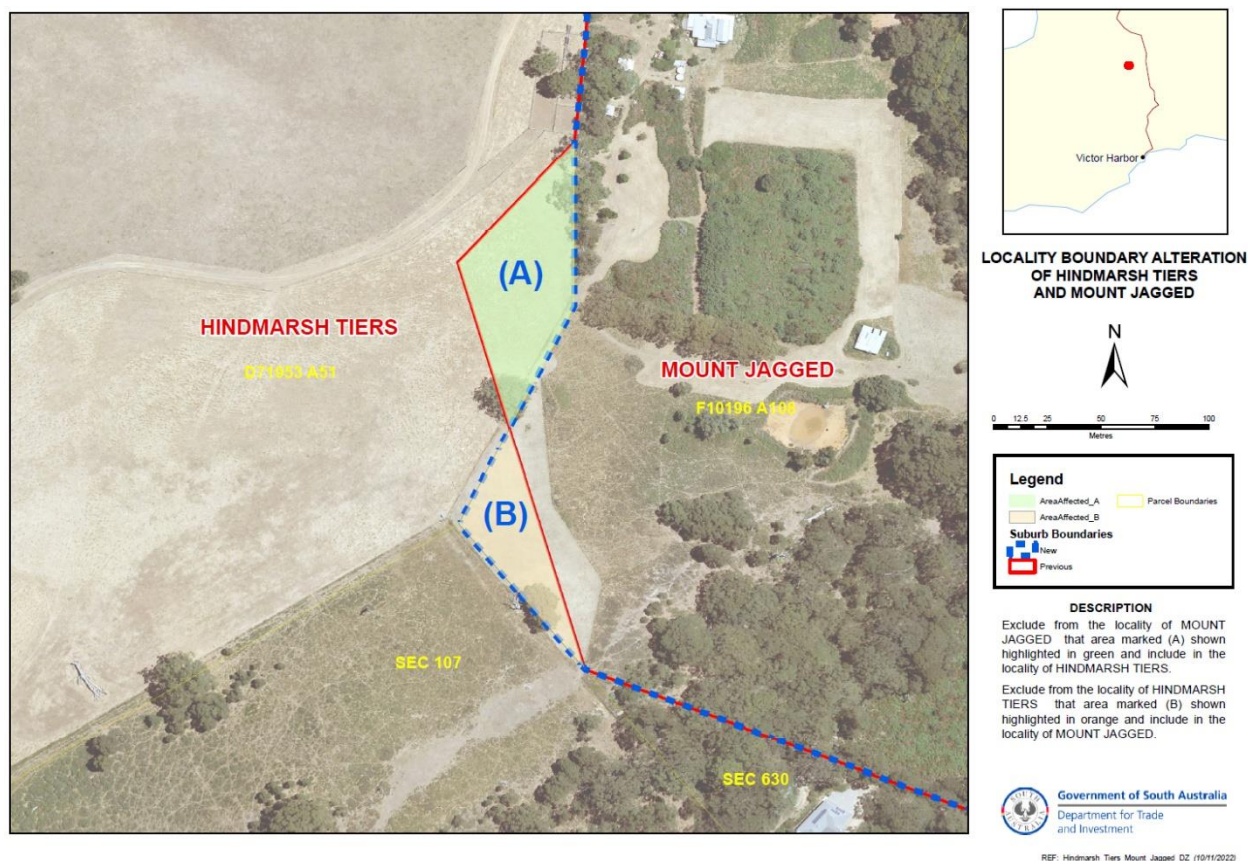
GEOGRAPHICAL NAMES ACT 1991

Notice to Alter the Boundary of a Place

NOTICE is hereby given that, pursuant to section 11B(1)(b) of the *Geographical Names Act 1991*, I, BRADLEY SLAPE, Surveyor-General and Delegate appointed by the Honourable Nick Champion MP, Minister for Planning, Minister of the Crown to whom the administration of the *Geographical Names Act 1991* is committed, DO HEREBY;

- Alter the locality boundary between Hindmarsh Tiers and Mount Jagged to exclude that area marked (A), highlighted in green as shown on the plan, from the bounded locality of **MOUNT JAGGED** and include that area in the locality of **HINDMARSH TIERS**.
- Alter the locality boundary between Hindmarsh Tiers and Mount Jagged to exclude that area marked (B), highlighted in orange as shown on the plan, from the bounded locality of **HINDMARSH TIERS** and include that area in the locality of **MOUNT JAGGED**.

This notice is to take effect immediately upon its publication in the *Government Gazette*.



Dated: 28 September 2023

2021/03842/01

B.J. SLAPE
Surveyor General

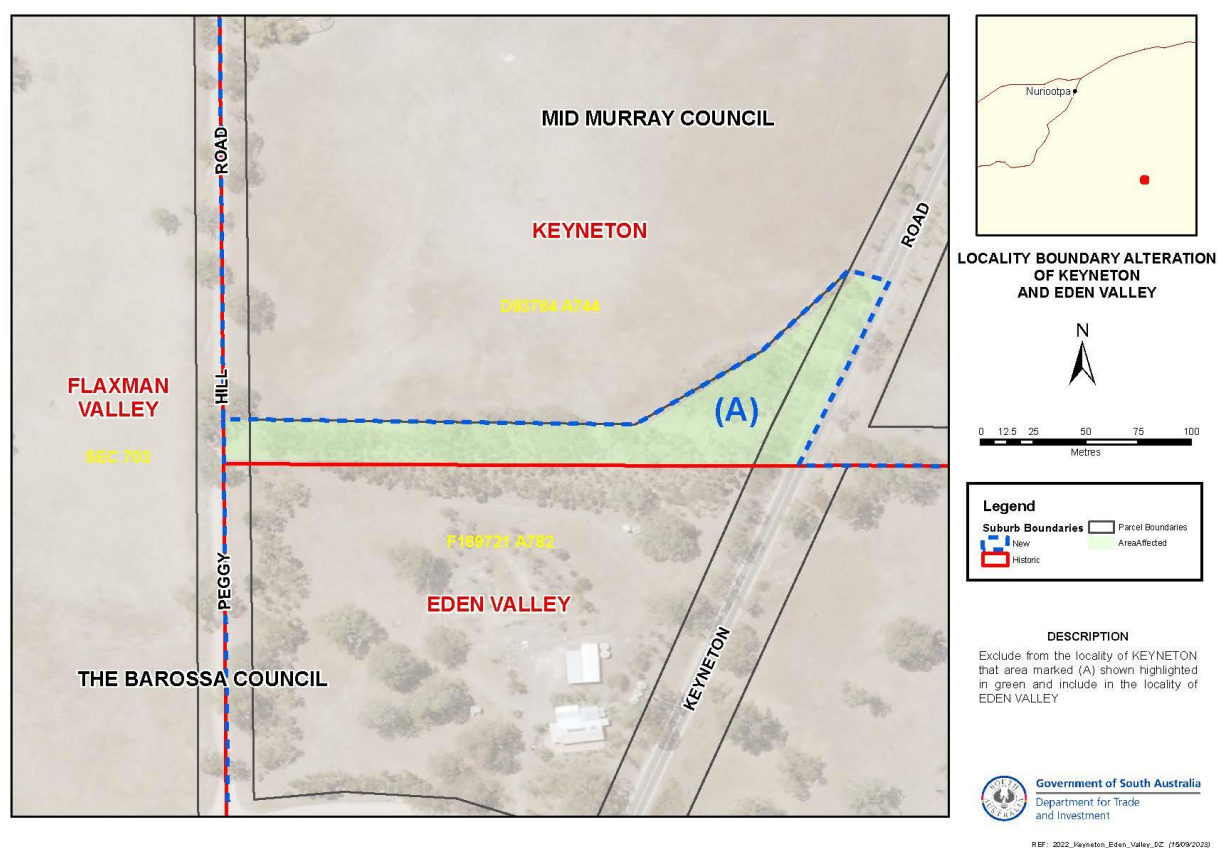
GEOGRAPHICAL NAMES ACT 1991

Notice to Alter the Boundary of a Place

NOTICE is hereby given that, pursuant to section 11B(1)(b) of the *Geographical Names Act 1991*, I, BRADLEY SLAPE, Surveyor-General and Delegate appointed by the Honourable Nick Champion MP, Minister for Planning, Minister of the Crown to whom the administration of the *Geographical Names Act 1991* is committed, DO HEREBY;

- Alter the locality boundary between Keyneton and Eden Valley to exclude that area marked (A), highlighted in green as shown on the plan, from the bounded locality of **KEYNETON** and include that area in the locality of **EDEN VALLEY**.

This notice is to take effect immediately upon its publication in the *Government Gazette*.



Dated: 28 September 2023

2021/03842/01

B.J. SLAPE
Surveyor General

HOUSING IMPROVEMENT ACT 2016

Rent Control

The Minister for Human Services Delegate in the exercise of the powers conferred by the *Housing Improvement Act 2016*, does hereby fix the maximum rental per week which shall be payable subject to Section 55 of the *Residential Tenancies Act 1995*, in respect of each house described in the following table. The amount shown in the said table shall come into force on the date of this publication in the *Gazette*.

Address of Premises	Allotment Section	Certificate of Title Volume/Folio	Maximum Rental per week payable
8 Hambridge Road, Davoren Park SA 5113	Allotment 10 Deposited Plan 52407 Hundred Munno Para	CT 5674/180	\$210.00
6 Cresdee Road, Campbelltown SA 5074	Allotment 273 Deposited Plan 3579 Hundred of Adelaide	CT 5575/231	\$170.00

Dated: 28 September 2023

CRAIG THOMPSON
Housing Regulator and Registrar
Housing Safety Authority, SAHA
Delegate of Minister for Human Services

HOUSING IMPROVEMENT ACT 2016

Rent Control Revocations

Whereas the Minister for Human Services Delegate is satisfied that each of the houses described hereunder has ceased to be unsafe or unsuitable for human habitation for the purposes of the *Housing Improvement Act 2016*, notice is hereby given that, in exercise of the powers conferred by the said Act, the Minister for Human Services Delegate does hereby revoke the said Rent Control in respect of each property.

Address of Premises	Allotment Section	Certificate of Title Volume/Folio
30 Stanley Street, Crystal Brook SA 5523	Allotment 23 Deposited Plan 486 Hundred of Crystal Brook	CT5797/646, CT5852/36
49 Ashley Street, Torrensville SA 5031	Allotment 49 Filed Plan 123243 Hundred Adelaide	CT 5865/253

Dated: 28 September 2023

CRAIG THOMPSON
Housing Regulator and Registrar
Housing Safety Authority, SAHA
Delegate of Minister for Human Services

JUSTICES OF THE PEACE ACT 2005

SECTION 4

*Notice of Appointment of Justices of the Peace for South Australia
by the Commissioner for Consumer Affairs*

I, Dini Soulio, Commissioner for Consumer Affairs, delegate of the Attorney-General, pursuant to section 4 of the *Justices of the Peace Act 2005*, do hereby appoint the people listed as Justices of the Peace for South Australia as set out below.

For a period of ten years for a term commencing on 3 October 2023 and expiring on 2 October 2033:

David Edward WOODS
Barrie Gilbert WOODHOUSE
Stephen John WEIR
Rene Alicia WEAL
Ian WALSH
Frederick John VON STANKE
William Peter TROWBRIDGE
Judith Ann TAYLOR
Megan Therese RICHARDS
John Wainman O'FLAHERTY
Keith Alan NEWELL
Costantino MELINO
Rodney Dennis MAY
Christine Hilda KELSALL
Maria Concetta GRANOZIO
Susan Pauline GALLINA
Antonio Vincenzo FINAMORE
Graeme Innes DODSWORTH
Perry Arnold DEAN
Ian John DALE
John James BROWN
Colin Francis BROWN
Kerri Lee BOLT
Gregory David BALNAVES

Dated: 26 September 2023

DINI SOULIO
Commissioner for Consumer Affairs
Delegate of the Attorney-General

LAND ACQUISITION ACT 1969

SECTION 16

*Form 5—Notice of Acquisition***1. Notice of acquisition**

The Commissioner of Highways (the Authority), of 83 Pirie Street, Adelaide SA 5000, acquires the following interests in the following land:

Comprising an unencumbered estate in fee simple in that piece of land being portion of Allotment 8 in Filed Plan 102142 comprised in Certificate of Title Volume 5119 Folio 540, and being the whole of the land identified as Allotment 2410 in D132582 lodged in the Lands Titles.

This notice is given under Section 16 of the *Land Acquisition Act 1969*.

2. Compensation

A person who has or had an interest consisting of native title or an alienable interest in the land that is divested or diminished by the acquisition or the enjoyment of which is adversely affected by the acquisition who does not receive an offer of compensation from the Authority may apply to the Authority for compensation.

2A. Payment of professional costs relating to acquisition (Section 26B)

If you are the owner in fee simple of the land to which this notice relates, you may be entitled to a payment of up to \$10,000 from the Authority for use towards the payment of professional costs in relation to the acquisition of the land.

Professional costs include legal costs, valuation costs and any other costs prescribed by the *Land Acquisition Regulations 2019*.

3. Inquiries

Inquiries should be directed to: Daniel Tuk
GPO Box 1533
Adelaide SA 5001
Telephone: 08 7133 2479

Dated: 25 September 2023

The Common Seal of the COMMISSIONER OF HIGHWAYS was hereto affixed by authority of the Commissioner in the presence of:

ROCCO CARUSO
Manager, Property Acquisition
(Authorised Officer)
Department for Infrastructure and Transport

DIT 2021/12974/01

LAND ACQUISITION ACT 1969

SECTION 16

*Form 5—Notice of Acquisition***1. Notice of acquisition**

The Commissioner of Highways (the Authority), of 83 Pirie Street, Adelaide SA 5000, acquires the following interests in the following land:

Comprising an unencumbered estate in fee simple in that piece of land being portion of Allotment 2 in Filed Plan 33784 comprised in Certificate of Title Volume 5118 Folio 624, and being the whole of the land identified as Allotment 362 in D131723 lodged in the Land Titles Office.

This notice is given under Section 16 of the *Land Acquisition Act 1969*.

2. Compensation

A person who has or had an interest consisting of native title or an alienable interest in the land that is divested or diminished by the acquisition or the enjoyment of which is adversely affected by the acquisition who does not receive an offer of compensation from the Authority may apply to the Authority for compensation.

2A. Payment of professional costs relating to acquisition (Section 26B)

If you are the owner in fee simple of the land to which this notice relates, you may be entitled to a payment of up to \$10,000 from the Authority for use towards the payment of professional costs in relation to the acquisition of the land.

Professional costs include legal costs, valuation costs and any other costs prescribed by the *Land Acquisition Regulations 2019*.

3. Inquiries

Inquiries should be directed to: Daniel Tuk
GPO Box 1533
Adelaide SA 5001
Telephone: 08 7133 2479

Dated: 25 September 2023

The Common Seal of the COMMISSIONER OF HIGHWAYS was hereto affixed by authority of the Commissioner in the presence of:

ROCCO CARUSO
Manager, Property Acquisition
(Authorised Officer)
Department for Infrastructure and Transport

DIT 2022/08924/01

LAND ACQUISITION ACT 1969

SECTION 16

*Form 5—Notice of Acquisition***1. Notice of acquisition**

The Commissioner of Highways (the Authority), of 83 Pirie Street, Adelaide SA 5000, acquires the following interests in the following land:

Comprising an unencumbered estate in fee simple in that piece of land being the whole of Allotment 78 in Filed Plan 19717 comprised in Certificate of Title Volume 5069 Folio 342.

This notice is given under Section 16 of the *Land Acquisition Act 1969*.

2. Compensation

A person who has or had an interest consisting of native title or an alienable interest in the land that is divested or diminished by the acquisition or the enjoyment of which is adversely affected by the acquisition who does not receive an offer of compensation from the Authority may apply to the Authority for compensation.

2A. Payment of professional costs relating to acquisition (Section 26B)

If you are the owner in fee simple of the land to which this notice relates, you may be entitled to a payment of up to \$10,000 from the Authority for use towards the payment of professional costs in relation to the acquisition of the land.

Professional costs include legal costs, valuation costs and any other costs prescribed by the *Land Acquisition Regulations 2019*.

3. Inquiries

Inquiries should be directed to: Rob Gardner
GPO Box 1533
Adelaide SA 5001
Telephone: 08 7133 2415

Dated: 26 September 2023

The Common Seal of the COMMISSIONER OF HIGHWAYS was hereto affixed by authority of the Commissioner in the presence of:

ROCCO CARUSO
Manager, Property Acquisition
(Authorised Officer)
Department for Infrastructure and Transport

DIT 2023/01335/01

LAND ACQUISITION ACT 1969**SECTION 16***Form 5—Notice of Acquisition***1. Notice of acquisition**

The Commissioner of Highways (the Authority), of 83 Pirie Street, Adelaide SA 5000, acquires the following interests in the following land:

Comprising an estate in fee simple in that piece of land being the whole of Unit 5 in Strata Plan 10194 comprised in Certificate of Title Volume 5026 Folio 473, together with free and unrestricted right(s) of way over the land marked A on SP 10194.

This notice is given under Section 16 of the *Land Acquisition Act 1969*.

2. Compensation

A person who has or had an interest consisting of native title or an alienable interest in the land that is divested or diminished by the acquisition or the enjoyment of which is adversely affected by the acquisition who does not receive an offer of compensation from the Authority may apply to the Authority for compensation.

2A. Payment of professional costs relating to acquisition (Section 26B)

If you are the owner in fee simple of the land to which this notice relates, you may be entitled to a payment of up to \$10,000 from the Authority for use towards the payment of professional costs in relation to the acquisition of the land.

Professional costs include legal costs, valuation costs and any other costs prescribed by the *Land Acquisition Regulations 2019*.

3. Inquiries

Inquiries should be directed to: William Ridgway
GPO Box 1533
Adelaide SA 5001
Telephone: 08 7133 2465

Dated: 26 September 2023

The Common Seal of the COMMISSIONER OF HIGHWAYS was hereto affixed by authority of the Commissioner in the presence of:

ROCCO CARUSO
Manager, Property Acquisition
(Authorised Officer)
Department for Infrastructure and Transport

DIT 2023/01360/01

MAJOR EVENTS ACT 2013**SECTION 6B***Declaration of a Major Event*

PURSUANT to section 6B of the *Major Events Act 2013*, I, Hon Zoe Bettison MP, Minister for Tourism South Australia declare the 2023 VAILO Adelaide 500 to be held on 23 to 26 November 2023 to be declared a major event.

By virtue of the provisions of the *Major Events Act 2013*, I do hereby:

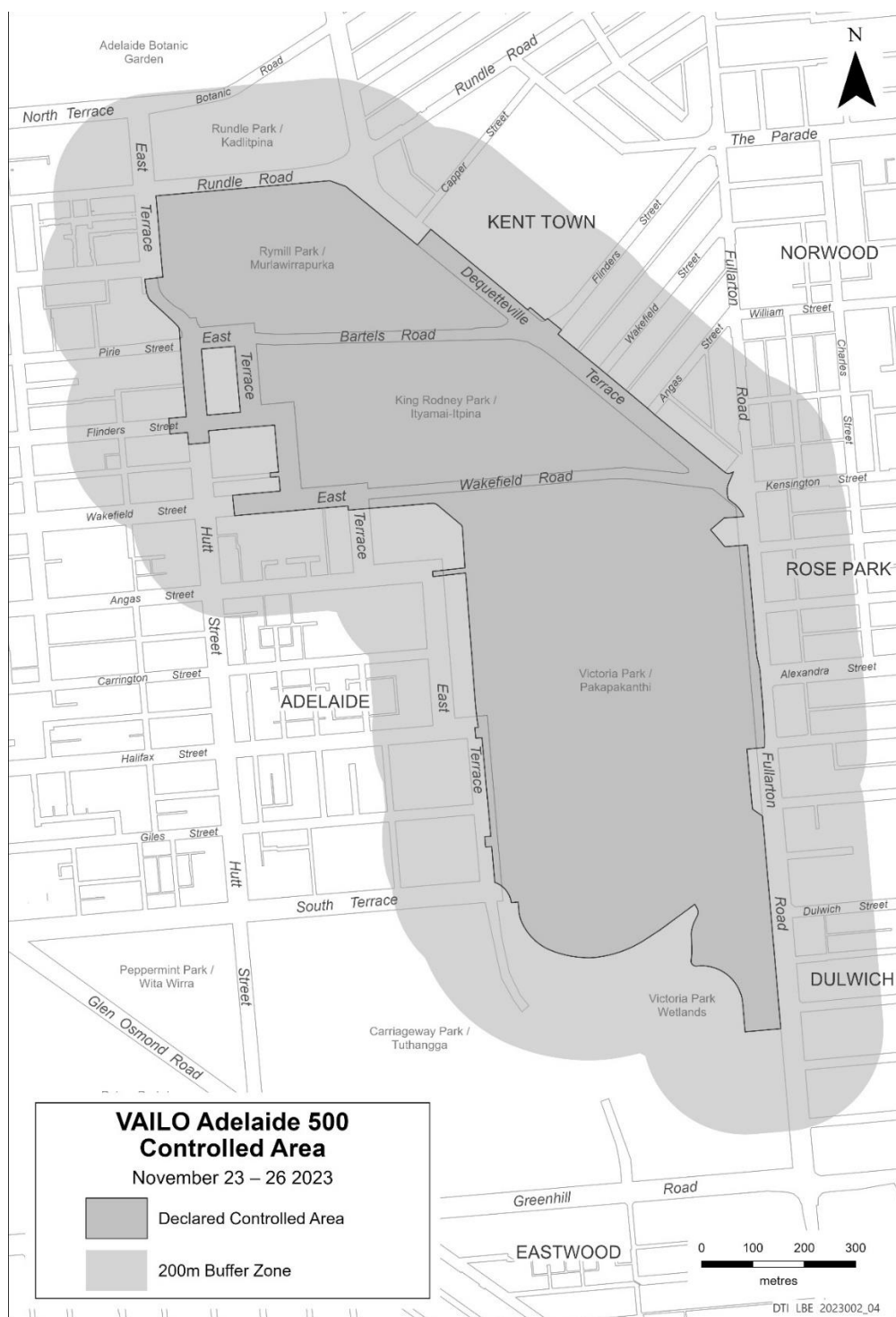
1. Declare the 2023 VAILO Adelaide 500 to be a major event.
2. Specify the period for the event, for which the declaration of the major event is in force to be 23 – 26 November 2023.
3. Declare the major event venue to be the King Rodney Park/Ityamai-itpina (Park 15), Rymill Park/Murlawirrapurka (Park 14) and Victoria Park/Pakapakanthi (Park 16) and any public place or part of a public place that is within 200 metres of the boundary of these parks.
4. Designate the South Australian Motor Sport Board (ABN 43 976 679 496) to be the event organisers for the event.
5. Declare that the following provisions of Part 3 of the Act apply to the event, the major event venue for the event and the controlled area for the event:
 - a. section 8.
 - b. section 10.
 - c. section 11.
 - d. section 12.
 - e. section 13.
 - f. section 14.
6. Being satisfied that the title “VAILO Adelaide 500” and the logo as it appears below are sufficiently connected with the identity and conduct of the major event, and that the event has commercial arrangements that are likely to be adversely affected by unauthorised use of the title and logo, I hereby declare, pursuant to section 14(1) of the Act, that “VAILO Adelaide 500” is an official title and the logo as it appears below is an official logo in respect of the event.

VAILO ADL500

Dated: 21 September 2023

HON ZOE BETTISON MP
Minister for Tourism

MAP OF CONTROLLED AREA FOR THE VAILO ADELAIDE 500



MENTAL HEALTH ACT 2009

Authorised Medical Practitioner

NOTICE is hereby given in accordance with Section 93(1) of the *Mental Health Act 2009* that the Chief Psychiatrist has determined the following person as an Authorised Medical Practitioner:

Judith Keith

A determination will be automatically revoked upon the person being registered as a specialist psychiatrist with the Australian Health Practitioner Regulation Agency and as a fellow of the Royal Australian and New Zealand College of Psychiatrists.

Dated: 22 September 2023

DR JOHN BRAYLEY
Chief Psychiatrist

MENTAL HEALTH ACT 2009

Authorised Mental Health Professional

NOTICE is hereby given in accordance with Section 94(1) of the *Mental Health Act 2009*, that the Chief Psychiatrist has determined the following persons as an Authorised Mental Health Professional:

Amanda Todd

A person's determination as an Authorised Mental Health Professional expires three years after the commencement date.

Dated: 26 September 2023

DR J BRAYLEY
Chief Psychiatrist

MINING ACT 1971

Application for a Mining Lease

Notice is hereby given in accordance with Section 56H of the *Mining Act 1971*, that an application for a Mining Lease over portion of the undermentioned Exploration Licence has been received:

Applicant:	Alliance (Eyre) Pty Ltd (ACN 095 337 385)
Exploration Licence	6188
Location:	CL 1290/4 and CL 1298/25, Wilcherry Hill area approximately 45km north of Kimba.
Area:	4716.21 hectares approximately
Purpose:	Industrial Minerals (Gold, Iron ore, Silver and Copper)
Reference:	2023/000058

To arrange an inspection of the proposal at the Department for Energy and Mining, please call the Department on (08) 8463 3103.

An electronic copy of the proposal can be found on the Department for Energy and Mining website:

<https://www.energymining.sa.gov.au/industry/minerals-and-mining/mining/community-engagement-opportunities>

Written submissions in relation to this application are invited to be received at the Department for Energy and Mining, Mining Regulation, Attn: Business Support Officer, GPO Box 320, Adelaide SA 5001 or dem.miningregrehab@sa.gov.au by no later than **26 October 2023**.

The delegate of the Minister for Energy and Mining is required to have regard to these submissions in determining whether to grant or refuse the application and, if granted, if there is a requirement to add, vary or revoke a term or condition of the relevant mineral tenement(s) under section 56U of the *Mining Act 1971*.

When you make a written submission, that submission becomes a public record. Your submission will be provided to the applicant and may be made available for public inspection.

Dated: 28 September 2023

C ANDREWS
Acting Mining Registrar
as Delegate for the Minister for Energy and Mining
Department for Energy and Mining

MINING ACT 1971

SECTION 44

Terms of Reference for the Oak Dam Retention Lease Application in accordance with the Mining Act 1971

An application for a retention lease (RL) must be accompanied by:

- a proposal that complies with section 44 of the *Mining Act 1971*, regulations 46 and 47 of the *Mining Regulations 2020* and any determinations set out in this Terms of Reference; and
- information that complies with regulation 31 of the *Mining Regulations 2020* and any determinations set out in this Terms of Reference; and a declaration of accuracy that complies with regulation 84 of the *Mining Regulations 2020*; and
- the relevant application fee.

In accordance with section 44 of the *Mining Act 1971* this Terms of Reference will have effect from 28 September 2023.

FORM OF APPLICATION

In accordance with section 44(1)(a) of the *Mining Act 1971* an application for a RL must be made in the form and contain such information as set out in this Terms of References, unless otherwise specified by the Director of Mines or an authorised officer.

For the purposes of section 44(1)(a) of the *Mining Act 1971*, it is determined that an application for a RL must contain the information as follows:

- Applicant name(s) (company and/or individual and/or related body corporate) and each applicants percentage share in the application
- Name of project
- Mineral type
- Proposed lease area details including a detailed map/plan (if required)
- Purpose of retention lease
- Details of the tenement(s) giving authority to apply for the Retention Lease
- Native title land details
- Details of relevant land ownership, notices, consents and agreements
- Operations on the land details
- Declaration of accuracy
- Applicant(s) details including:
 - Name of company and/or individual ABN (if applicable)
 - ACN (if applicable)
 - Registered address
- Applicant contact details including:
 - Postal Address
 - Email
 - Website
 - Phone number(s)
- Contact Person details including:
 - Name
 - Position Title
 - Email
 - Phone number(s)
 - Consent to receive electronic correspondence (or otherwise)
 - Certificate of correctness

An application for an RL must in accordance with section 44(1)(a) of the *Mining Act 1971* be in the following form, unless otherwise specified by the Director of Mines or an authorised officer:

- an electronic version of the Proposal must be submitted; hardcopies must be submitted upon request; the information in all must be identical;
- each page, plan or other separate sheet of the Proposal must include the mineral claim, or exploration licence number(s), date of the application submission and sequential page numbering;
- the electronic version of the Proposal must be submitted in one single Acrobat PDF file or if requested by the Director of Mines or an authorised officer, Microsoft Word compatible files must be submitted;
- alternative electronic versions of the Proposal may be submitted with the prior agreement of the Director of Mines or an authorised officer.

PROPOSAL

An application for an RL must be accompanied by a proposal that complies with section 44 of the *Mining Act 1971* and regulations 46 and 47 of the *Mining Regulations 2020*, and must comply with the following determinations of this Terms of Reference as set out below:

1. DESCRIPTION OF THE EXISTING ENVIRONMENT

In setting out an assessment of the environmental impacts of the proposed authorised operations in accordance with section 44(1)(c)(ii)(A) of the *Mining Act 1971* and regulation 46(2) of the *Mining Regulations 2020*, the Minister determines in accordance with regulation 46(7)(e) of the *Mining Regulations 2020* that a proposal must include a description and assessment of the environment as set out in this Terms of Reference. Each of the elements of the existing environment (as defined in section 6(4) of the *Mining Act 1971*) listed in clauses 1.1-1.20 must be described only to the extent that they may need to be considered in assessing the potential impacts of the proposed retention lease operations. If the element is not likely to be impacted by the operation, a statement to that effect must be included.

1.1 Topography and Landscape

Provide a description and map (as per 6.1.1.1) of the topography and landscape, detailing the:

- application area; and
- general surroundings.

1.2 Climate

Provide:

- a summary of rainfall and temperature patterns, evaporation rates, and wind directions and speed (including maximum wind gusts); and
- details of the maximum average recurrence interval or annual exceedance probability rainfall event used for the operational and closure design of the project, and the justification for the value(s) selected.

1.3 Topsoil and Subsoil

Provide:

- a description of the soil profile (type and depth), and the characteristics and/or productivity of all soils on the application area (show this information on a map as per 6.1.1.2 if there is a variation in soils over the application area); and
- identify any soil characteristics, including (but not limited to) erodibility, acid sulfate, sodic or non-wettable soils, that may require control measures to reduce environmental impacts during operations or rehabilitation.

1.4 Geological Environment

Provide a description of the following, as a minimum: regional geology;

- local geology within the application area and geological map(s) (as per 6.1.1.2), including but not limited to;
 - location, dimensions and orientation (dip and strike), and known extent of the deposit;
 - location and composition of all rock types and rock units that are proposed to be disturbed;
- interpretation of the stratigraphy of the rocks hosting the deposit as well as any overlying and adjacent rock units; and an indication of the potential for extension to the deposit;
- representative cross-sections and long section (as per 6.2.1.1) of the geology of the application area; and the exploration data on which the geological interpretation was based on.

1.5 Geochemistry and Geohazards

Provide:

- a geochemical assessment of all rock types that are proposed to be disturbed, based on representative sampling and analysis that includes the identification and quantification of, but not limited to, sulfide minerals that have the potential to generate acid or mobilise metals into the environment; and
- a mineralogical assessment of all the rock types that are proposed to be disturbed, based on representative sampling and analysis for the presence and quantification of (but not limited to) radioactive minerals, asbestiform minerals or minerals that have the potential to produce respirable silica.
- Describe the potential for any of the following natural geohazards to be present in the application area and show on a map: structural instability, including slips, faults, karst features or geological discontinuities; and
- major seismic events (based on historical data).

1.6 Groundwater

Provide:

- a statement describing if the application area is within an area where the water resources are prescribed under the *Landscape South Australia Act 2019* and details on the current availability of groundwater resources within the prescribed area;
- a description of the local and regional hydrogeology, detailing both the stratigraphy and hydrostratigraphy;
- a detailed baseline description of the groundwater characteristics and flow dynamics for aquifers within the application area which includes:
 - static water levels and groundwater heads/groundwater elevations, including seasonal fluctuations for each aquifer;
 - baseline groundwater hydrochemistry and mineralogy, including any seasonal fluctuations and spatial variability for each aquifer;
 - aquifer properties including hydraulic conductivity, transmissivity, specific yield, storage coefficient, total porosity, effective porosity and aquifer thickness;
 - recharge and discharge mechanisms;
 - hydrogeological characteristics of confining strata, including hydraulic conductivity and thickness;
 - connectivity between lateral, overlying or underlying aquifers and surface water;
 - conceptualisation of the hydrogeology inclusive of conceptual diagram: a summary of all above and a description
 - of the hydrogeological setting considered important for impact assessment; and
 - a preliminary impact assessment/numerical model of groundwater flow (and contaminant transport model, if applicable), based on the conceptual hydrogeology.
- local and regional potentiometric surface/groundwater elevation map(s) (as per 6.1.1.3) for each aquifer within the application area;
- cross-section(s) (as per 6.2.1.2) of the hydrostratigraphy;
- the environmental value of each aquifer determined according to the Environment Protection (Water Quality) Policy 2015, or any subsequent updates;
- a description of the existence, location, condition and value of all aquatic, terrestrial and subterranean Groundwater Dependent Ecosystems (GDEs) within the application area and within and immediately surrounding the extent of predicted hydrogeological impact of the proposed advanced exploration operations; and
- an assessment of any current, proposed¹ or historical use of local groundwater by the landowner(s) and other users which includes a baseline survey of bores, including depth to groundwater, groundwater quality, bore construction details, status and purpose and collar/ground elevations.

1.7 Surface water

Provide a topographic map (as per 6.1.1.1) and description of the current drainage patterns for the application area and water catchment including:

- location of watercourses, drains, dams and wetlands; surface water catchment boundaries;
- direction of drainage and discharge from the application area;
- a statement describing if the application area is within an area where the water resources are prescribed under the *Landscapes South Australia Act 2019*, and provide details on the current availability of water resources within the prescribed area;
- a statement if the application area is within a water protection area including areas under the *River Murray Act 2003*; a statement as to whether the application falls within the Murray Darling Basin; and
- groundwater surface water interactions.

¹ Proposed groundwater use includes where groundwater is proposed to be utilised in any relevant future projects including changes to existing projects, approved projects, and projects currently under assessment under relevant SA legislation.

- Provide water quality data for identified watercourses, where there is potential for discharge into that watercourse from the proposed operation (whether intentional or not). Should identified watercourses be ephemeral, and it is not possible to collect water samples, provide a characterisation of sediments sampled from the watercourse bed upstream and downstream of the application area.
- If there is potential for changing a flow regime (including change in flow volume) or discharge into these watercourses from the proposed operations, an assessment of the use of this water by the landowner, downstream users and water dependent ecosystems must be included.

1.8 Vegetation, Weeds and Plant Pathogens

Provide:

- a description and map (as per 6.1.1.1) of existing flora (native and introduced) in the application area and surroundings;
- the State conservation status and habitat value of native vegetation present in the application area;
- a description of the presence of *Commonwealth Environment Protection and Biodiversity Conservation Act 1999*, listed species and ecological communities;
- a description of the extent the application area and adjoining land is affected or potentially affected by pathogens and declared weeds; and
- if known, a description of the history of land use to identify if the existing vegetation is the result of deliberate cultivation or natural regrowth arising from previous clearance.

1.9 Fauna

Provide:

- a description of the native and feral fauna that may be present in the application area;
- the State conservation status of native fauna that may be present in the application area; and
- a description of the presence of *Commonwealth Environment Protection and Biodiversity Conservation Act 1999* listed species.

1.10 Caves

Provide:

- a description of the presence of any known caves or significant karst (limestone) areas within, or near to, the application area and show on a map (as per 6.1.1.5).

1.11 Local Community

Provide:

- a description of the local population, the economy, services and employment; and
- details of nearest town or urban areas, with a summary of the demographics of the local population.

1.12 Landowners and Land Use

Provide a description of:

- land ownership for all titles within and adjacent to the application area;
- land use (historical, current and potential) for the application area and the surrounding areas;
- the zoning as defined by the Planning and Design Code or relevant council development plans;
- policies relevant to the application area, including region or council wide, zone specific and sub areas within a zone; known plans for potential future land use changes by other parties; and
- any other interests or restrictions on the application area, including:
 - public utility easements;
 - if the application is within land used for defence purposes, including (but not limited to) the Woomera Prohibited Area or the Cultana Army Training Area;
 - any overlapping or adjacent tenements under the *Mining Act 1971*, or Petroleum and Geothermal Energy Act 2000.

1.13 Proximity to Infrastructure and Housing

Provide information and a map (as per 6.1.1.4):

- identifying residences within and near the application area;
- identifying other human infrastructure such as (but not limited to) schools, hospitals, commercial or industrial sites, roads, sheds, bores, dams, ruins, pumps, cemeteries, scenic lookouts, roads, railway lines, fences, transmission lines, gas and water pipelines, and telephone lines (both underground and above ground); and
- identifying public and private roads to be utilised or affected as part of proposed operations, including an estimate of the existing traffic movements.

1.14 Exempt Land

Provide:

- a description and map (as per 6.1.1.4) of any applicable exempt land under Section 9 of the *Mining Act 1971*; and
- a description of any waivers of exemption obtained, and/or information on the status of waivers of exemption yet to be negotiated/finalised under Section 9AA of the *Mining Act 1971*.

1.15 Amenity

Provide:

- a description of scenic or aesthetic values for the application area and immediate surrounds, including features of community, tourist or visitor interest.

1.16 Air Quality

Provide:

- a description of the existing levels of dust and contributors to air quality including odour (both natural and anthropogenic).

1.17 Noise

Provide

- a description and measurement data of the existing levels of noise and contributors to noise (both natural and anthropogenic).

1.18 Heritage (Aboriginal, European, Geological)

Detail and show on a map (as per 6.1.1.1):

- any registered heritage sites in or adjacent to the application areas that are protected under legislation (in so far as may be permitted under the relevant legislation); and
- include a statement concerning whether or not an Aboriginal cultural heritage survey has been conducted by the proponent and if so, the results of the survey.

1.19 Proximity to Conservation Areas

Provide:

- information and a map (as per 6.1.1.1) showing proximity to national parks and reserves, private conservation areas, indigenous protected areas, State or Commonwealth recognised conservation areas, heritage agreement areas and geological heritage sites; and
- a statement as to whether the application area falls within the Adelaide Dolphin Sanctuary, Adelaide International Bird Sanctuary or a Marine Park.

1.20 Pre-existing Site Contamination and Previous Disturbance

Provide

- information and a map (as per 6.1.1.1) showing any known existing contamination of the site and of any disturbance by previous operations or other activities, including mineral exploration activities.

2. DESCRIPTION OF THE PROPOSED OPERATIONS

In specifying the nature and extent of the authorised operations that are proposed in accordance with section 44(1)(c)(i) of the *Mining Act 1971*, the Minister determines in accordance with regulation 46(7)(e) of the *Mining Regulations 2020* that a proposal must include a description of the proposed operations as set out in this Terms of Reference. Each of the elements listed in clauses 2.1- 2.10 must be described only to the extent that they apply to the proposed operation.

2.1 Work Program to conduct authorised operations

If applying for a Retention Lease for the reason stated in section 43(1)(a) of the *Mining Act 1971* the following information must be provided:

- A statement outlining the operations and/or steps proposed to be carried out in order for the applicant to be in a position to make an application for a mining lease.
- A proposed schedule for undertaking the above-described operations and/or steps.

2.2 General Description and Maps/Plans of Operations

Provide a summary description of all elements of the proposed advanced exploration and ancillary operations (include maps/plans and cross sections as per 6.1.2 and 6.2.2).

2.2.1 Options

Provide a summary description of relevant options considered for advanced exploration and ancillary operations, and provide justification for the chosen strategies, including a description of any elimination or substitution strategies that have been adopted to control a hazard in order to protect the environment.

2.3 Ore Reserves or Mineral Resources (or both)

Provide:

- a statement that provides detailed information about the mineral resource or ore reserve, or both; and
- a statement declaring that the mineral resource or ore reserve, or both, has been appropriately identified and estimated.

Provide steps that have been taken to ensure proposed advanced exploration operations will not sterilise/prevent future extraction of mineral resources.

2.4 Retention Lease Activities**2.4.1 Type or Types of Proposed Operations to be Carried Out**

Provide a clear statement on the type or types of advanced exploration operation proposed to be carried out, such as:

- the advanced exploration method(s) to be adopted (decline construction).

2.4.2 Extractive Operations

- Provide a description of the extractive materials to be recovered and used in the proposed operations.
- Provide a statement of the estimated resource and details of the basis of the estimate.

Where extractive borrow pits are proposed, describe proposed extractive pit workings, including (but not limited to):

- dimensions and depth of pit;
- pit wall angles and batter angles; and
- maps, plans and cross-sections (as per 6.1.2 and 6.2.2).

2.4.3 Underground Workings (conceptual)

Describe proposed underground workings, including (but not limited to):

- potential surface disturbance resulting from underground operations;
- declines, shafts, tunnels, bore holes, ventilation intakes and exhausts; and
- maps, plans and cross-sections (as per 6.1.2 and 6.2.2).

2.4.4 Life of Proposed Operations

Provide:

- expected life of advanced exploration operations (including scope for extension);
- schedule of ore and waste rock movement over the life of operations.

2.4.5 Stockpiles

Describe for all ore, product, subsoil and topsoil stockpiles the: location, size, shape and height of all stockpiles the;

- method of placement;
- method of stabilisation and erosion control of all stockpiles; and water movement through stockpiles.
- location, maximum height and extent of all stockpiles must be shown on a map (as per 6.1.2.1).

2.4.6 Use of Explosives

If explosives are proposed to be used, describe:

- type of explosives used on the site; proposed timing and frequency of blasting; size of blasts; and
- storage of explosives (amount, type, detailed location and method of storage).

2.4.7 Type of Advanced Exploration Equipment

Provide a description of the equipment (fixed and mobile) proposed to be used in the advanced exploration operation in terms of:

- type, size and capacity of machines;
- approximate number of units; noise outputs;
- exhaust outputs; and fire ignition sources.
- The location of fixed equipment must be shown on a map (as per 6.1.2.1).

2.4.8 Advanced Exploration Dewatering

Provide:

- estimated inflows of groundwater, stormwater and water from any other advanced exploration activities into workings; details of proposed dewatering infrastructure, and site water management and disposal;
- contingency measures for greater than planned water inflows into workings; and
- a water balance of water inflows and water outflows during operations and at completion (if not included in the water balance in clause 2.5.4).

2.4.9 Sequence of Advanced Exploration and Rehabilitation Operations

- Provide the following information on the sequence of operations in both text and map form (as per 6.1.2.2):
- description of the sequence of advanced exploration stages;
- proposed sequencing of progressive and final rehabilitation, including demonstration that progressive rehabilitation has been integrated with the development plan;
- an estimation of the quantities of sulfide minerals that have the potential to generate acid or mobilise metals, or other hazardous minerals to be removed at each development stage; and
- any mineral resource that may be sterilised from future mining by the proposed advanced exploration operations.

2.4.10 Rehabilitation Strategies and Timing

Describe all activities, strategies and designs relating to closure for rehabilitation of extractive operations, underground workings, stockpiles, explosives storage, advanced exploration equipment and dewatering infrastructure. Include timing of these activities and all opportunities for progressive rehabilitation. Include (but not limited to) the maximum area of land disturbed by proposed advanced exploration operations at any time, void backfilling, abandonment bunds, soil management, revegetation and expected water infill rates.

2.4.11 Modes and Hours of Operation

State if the proposed advanced exploration operation will be worked on a continuous (24 hour, 7 days a week), regular periodical or campaign basis.

If the proposed advanced exploration operation is to be worked on a regular periodical basis, specify:

- proposed period(s) (daily, weekly and public holidays) to be worked; and
- proposed start and finish hours the site is to be worked per period.

2.5 Crushing, Grinding, and Product Storage**2.5.1 Material Processing and Testing**

- Provide a statement that no mineral processing will be undertaken on site.
- Provide a description of any material testing and analysis, if any, to be undertaken off site.

2.5.2 Crushing and Grinding Plant

Provide a description of the crushing/grinding plant including:

- area, size, type of construction and location;
- throughput rate;

- noise sources;
- dust sources and composition; fire ignition sources; and
- plans (as per 6.1.2.3)

2.5.3 Water Management

Provide a water balance including:

- approximate water volumes required;
- a summary of the inputs and outputs (with consideration of any purge requirements); determination of net surplus or deficit; and
- process flowsheet showing all streams including stormwater management and dewatering.

Provide a description of all water ponds, including:

- size, capacity, layout and location of ponds; design and construction methods;
- chemical composition of the solution to be stored in each pond; minimum freeboard to be maintained; and
- plans (as per 6.1.2.1).

2.5.4 Type of Mobile Equipment

For mobile equipment to be used in crushing and grinding, describe:

- type, size and capacity of machines; approximate number of units;
- noise outputs; exhaust outputs; and fire ignition sources.

2.5.5 Hours of Operation

Describe the proposed hours of operation of crushing/grinding activities.

2.5.6 Product Storage

For mineral product to be produced as a result of advanced exploration operations, provide details of:

- how product is to be stored during the life of operations;
- how product is to be disposed of following completion of advanced exploration operations; and
- a process for accounting for the volumes of product produced, stored and disposed of as a result of advanced exploration operations.

2.5.7 Rehabilitation Strategies and Timing

Detail all activities, strategies and designs relating to closure for removal, disposal and rehabilitation of facilities, including timing of these activities.

2.6 Wastes

2.6.1 Waste Rock Storage Facilities

For waste rock provide:

- the estimated tonnes and volumes of all waste rock to be stored;
- the type, location, size, shape, height and method of construction of permanent and temporary waste storage facilities;
- a geochemical and geotechnical assessment of the waste rock based on the geochemical and geotechnical properties determined from the analysis of representative sampling of all waste rock types to be disposed;
- an assessment on the weathering and erosive potential of waste rock to be disposed;
- conceptual specifications, drawings and plans for the design, construction, operation and completion of all facilities (as per 6.1.2.5);
- the method and rate of waste rock/ disposal;
- where relevant, a description and plan (as per 6.1.2.5) of the placement and encapsulation of waste material deemed to be hazardous, including potentially acid forming material (PAF);
- the method of stabilisation and erosion control of waste storage facilities, both during operations and post completion;
- surface water runoff control on disturbed and rehabilitated areas; a geotechnical stability assessment and a factor of safety analysis;
- an assessment of seepage of liquids through the waste rock storage facilities; strategies for the containment of any seepage that has the potential to impact the environment;
- an assessment of the post completion chemical and physical stability of the structure following rehabilitation, including the expected extent of erosion;
- an assessment of the source, pathway and ultimate fate of any potential mobile contaminants; and
- a description of the governance arrangements for the design, construction, operation and closure including when it is proposed to use third party verification.

2.6.2 Other Wastes

Provide:

- the volumes and composition of all solid and liquid wastes produced;
- estimated volumes of waste water, reverse osmosis reject water, water content of solid wastes, and method of disposal or recycling;
- waste water composition;
- disposal and management of any hazardous material or contaminants within waste including radioactive, toxic, corrosive or flammable materials; and
- the source, pathway and ultimate fate of any potential mobile contaminants.

2.6.3 Industrial and Commercial Wastes

List any industrial and commercial wastes generated including, but not limited to:

- putrescible waste, including sewage;
- oils and other hydrocarbons; and
- tyres.

For each waste type, describe the method of disposal including:

- offsite disposal;
- provide a clear statement that there will be no on site waste disposal;
- recycling (either on or offsite);
- the type, area and layout of sewage systems to be installed at the site; and
- describe what, if any approvals are required for the disposal of waste, including sewage systems.

2.6.4 Rehabilitation Strategies and Timing

Detail all activities, strategies and designs relating to closure, including timing of these activities and all opportunities for progressive rehabilitation of waste rock and any other waste to be left on site.

2.7 Supporting Surface Infrastructure**2.7.1 Access and Roads**

Describe:

- access route to the proposed operations and show on a map (as per 6.1.2.1 and 6.1.2.6);
- indicate if any new roads are to be constructed, or if existing roads or intersections (public and private) are to be upgraded;
- transport system(s) used to and from the proposed operations and the estimated number of vehicle movements per day; and
- airport/airstrips to be constructed.

2.7.2 Accommodation and Offices

Describe onsite personnel accommodation and offices, including (but not limited to):

- number, area, size, type of construction and location of accommodation, office, meals or laboratory buildings, caravans or camp, and associated structures to be used on site; and
- state if temporary or permanent.

2.7.3 Public and Private Services and Utilities Used by the Operation

Describe:

- sources of services or utilities that are, or are to be supplied to the proposed site, including but not limited to power, water, telecommunications;
- if new connections to services and utilities are required, the proposed routes for connection; and
- the effects to any existing services or utilities that have been or may be affected by the proposed operations.

2.7.4 Visual Screening

Describe the type of screening, including existing or proposed vegetation (i.e. species and density of plantings) and show on a map (as per 6.1.2.1).

2.7.5 Fuel and Chemical Storage

For all fuels and chemicals proposed to be stored on site show the proposed location of storage on a map (as per 6.1.2.1) and provide detail on:

- types of bulk chemicals and the volumes of each; and
- proposed storage, bunding and containment for all chemical and fuel storage vessels.

2.7.6 Site Security

Describe and show on a map (as per 6.1.2.1) infrastructure and measures that will be adopted to prevent unauthorised access by the public, including but not limited to:

- fencing; and
- signage.

2.7.7 Erosion, Sediment and Silt Control

Describe and show on a plan (as per 6.1.2.1):

- location and design of silt management structures; management and disposal of silt;
- strategies to control runoff on disturbed and rehabilitated areas;
- storage, diversion and release of clean water (discharge water must comply with the current Environment Protection (Water Quality) Policy; and
- a whole of site stormwater balance, if not included in the water balance in clause 2.5.4.

2.7.8 Rehabilitation Strategies and Timing

Detail all activities, strategies and designs relating to closure for rehabilitation of supporting surface infrastructure. Provide details for timing of closure activities, including all opportunities for progressive rehabilitation.

2.8 Vegetation Clearance**2.8.1 Description of Vegetation Clearance**

If clearing of native vegetation is proposed, a map (as per 6.1.2.2) and description of the vegetation present in the application area must be provided, showing:

- the extent of any proposed vegetation clearance; and
- the likelihood of the presence of threatened flora.

State the estimated quantum of State significant environmental benefit (SEB) to be gained in exchange for the proposed clearance and describe how the SEB will be provided.

2.9 Completion

2.9.1 Description of Site at Completion

Provide a description, plans and cross sections (as per 6.1.2.7 and 6.2.2.2) of the site as it will be at completion after all rehabilitation and closure activities have been completed, including:

- potential land use options;
- landforms;
- proposed vegetation covers (including native vegetation that will not be disturbed due to proposed operations); natural contours of land not to be disturbed by proposed operations;
- any infrastructure that will remain on site and will become the responsibility of the landowner; location, description and management of waste disposal areas;
- location of reshaped and rehabilitated areas showing proposed surface contours and revegetation; voids;
- location of stored and/or exposed PAF material and/or other hazardous materials; expected final groundwater level and pit level water and time to reach this level, and water quality of voids;
- location of surface water infrastructure including ponds and diversions; and
- representative plans and cross-sections (as per 6.1.2.7 and 6.2.2.2) that show:
 - pre-disturbance natural surface;
 - emplacement areas, waste disposal areas and disturbed areas; final rehabilitated surface;
 - where relevant, predicted final groundwater elevations; and interpreted geology including all rock types.

Provide a description of the proposed mechanism for transferring responsibility for any potential residual liability (i.e. ongoing maintenance or monitoring) subsequent to surrender of the tenement.

2.10 Resource Inputs

2.10.1 Workforce and local procurement

For the proposed workforce (for all operations including advanced exploration, processing, waste management and supporting surface infrastructure) describe:

- how operations on the site will be managed; number and workforce breakdown by job type;
- number of full-time employee positions that would be directly created by the proposal (not to include existing positions);
- the proportion of the workforce that would reside in the local community and the estimated impact on local employment;
- any programs to target and assist Indigenous or local employment at the quarry; training to be provided to employees and potential employees;
- approximate timelines for creation of the positions; and
- potential for local business participation, and procurement of local goods and services.

2.10.2 Energy Sources

For the proposed energy sources and usage provide:

- estimates of total annual energy usage from all sources;
- expected sources of energy; potential for efficiency gains;
- amount and percentage of zero emission energy to be utilised;
- equivalent annual CO₂ generated;
- any carbon offsets proposed; and
- any other action(s) proposed to be taken towards the South Australian Government goal of:
 - reducing net greenhouse gas emissions by more than 50% by 2030; and
 - achieving net zero emissions by 2050.

2.10.3 Water Sources

Provide details on the source(s) of water to be used at the mine, expected usage and any discharge, including:

- expected annual water usage by source;
- indicate if any water usage by source will be more than 5% of the total annual water withdrawal for that source;
- percentage of water that will be recycled; and
- water discharge by quality and destination.

3. CONSULTATION

In setting out the result of the consultation undertaken in connection with the proposed operations in accordance with section 44(1)(c)(iv) of the *Mining Act 1971* and regulation 47 of the *Mining Regulations 2020*, the Minister determines in accordance with regulation 46(7)(e) of the *Mining Regulations 2020* that a proposal must include:

A description of:

- the process undertaken for identifying stakeholders with an interest in, or stakeholders likely to be directly affected by the proposed operation;
- the process undertaken for the delivery of information to, gathering of feedback from, and responding to those identified stakeholders;

- if any individual or group of similar affected persons were not able to be consulted, what steps were taken to consult with them; and
- the extent to which the outcomes proposed in clause 5.2.2 have been developed in consultation with the landowner and any other person who may be directly affected by the proposed advanced exploration operations.

The results of the consultation undertaken with those identified stakeholders, including:

- the persons consulted;
- any concerns/issues raised; and
- the response and steps (if any) taken or proposed to address those concerns.

4. ONGOING STAKEHOLDER ENGAGEMENT PLAN

Include details for an ongoing community engagement plan that:

- Identifies all community stakeholders likely to be affected by proposed advanced exploration operations;
- Sets out the tools and techniques that the proponent intends to use for:
 - identifying community attitudes and expectations;
 - providing information to the community;
 - receiving feedback from the community;
 - analysing community feedback and considering community concerns or expectations;
 - registering, documenting and responding to communications from members of the community

5. MANAGEMENT OF ENVIRONMENTAL IMPACTS

5.1 Assessment of Environmental Impacts

In setting out an assessment of the environmental impacts of the proposed authorised operations in accordance with section 44(1)(c)(ii)(A) of the *Mining Act 1971* and regulation 46(2) of the *Mining Regulations 2020*, the Minister determines in accordance with regulation 46(7)(e) of the *Mining Regulations 2020* that a proposal must include an assessment of the environment as set out in this Terms of Reference.

5.1.1 Elements of the Environment

Describe the specific elements of the environment (the environment is defined in Section 6(4) of the *Mining Act 1971*) that may reasonably be expected to be impacted by the proposed operation during construction, operation, and indefinitely post completion.

For each element of the environment identified:

- provide a summary of any issues or considerations raised by stakeholders, and any relevant legislated or recognised standards in relation to the element of the environment;
- describe all potential environmental receptors; and
- undertake an impact assessment of how the element could be potentially impacted by proposed operations (during construction, operation and post completion) through the provision of the information listed in the following clause 5.1.2.

5.1.2 Potential Impact Events

Describe potential impact events associated with each phase of the proposed operations (construction, operation and post completion) and relevant to each element of the environment.

For the purpose of the impact assessment, a potential impact event is the combination of a source, a pathway and an environmental receptor.

The source, pathway and environmental receptor of each potential impact event must be described prior to the implementation of engineering or administrative control measures.

For each potential impact event identified in clause 5.1.2, provide:

5.1.2.1 Source

A description of the source of the potential impact event which alone or in combination has the potential to cause harm to an environmental receptor.

5.1.2.2 Pathway

A description of the potential pathway means or route (with consideration of any natural barriers) by which an identified environmental receptor can be exposed to, or may reasonably be expected to be impacted by an identified source.

5.1.2.3 Environmental Receptor

A description of the environmental receptors that may reasonably be expected to be adversely impacted by the source, taking into account the considerations for the element of the environment described under 5.1.1.

5.1.2.4 Description of Uncertainty

Describe any significant degree of uncertainty pertaining to the evaluation of sources, pathways and environmental receptors, including (but not limited to) lack of site specific information, limitations on modelling and quality of data. Describe any assumptions connected with the identified uncertainty.

So far as is relevant, identify the sensitivity to change of any assumption that has been made, including whether a change in assumption may result in a new environmental impact.

5.1.2.5 Confirmation of Impact Events

For each potential impact event provide:

- an analysis of whether a source, pathway and receptor does exist (and if not, or if it remains uncertain, provide an explanation for the conclusion); and
- a description of the likely impact from the source on the environmental receptor.

5.2 Control and Management Strategies, Uncertainty Assessment, Statement of Environmental Outcomes and Criteria

For each impact event confirmed in clause 5.1.2.5, the information listed in clauses 5.2.1-5.2.4 must be provided:

5.2.1 Control and Management Strategies

In setting out an outline of the measures that the applicant intends to take to manage, limit or remedy environmental impacts as confirmed in clause 5.1.2.5 in accordance with section 44(1)(c)(ii)(B) of the *Mining Act 1971* and regulation 46(3) of the *Mining Regulations 2020*, the Minister determines in accordance with regulation 46(7)(e) of the *Mining Regulations 2020* that a proposal must:

- Include a description of the strategies proposed to manage, limit or remedy each impact event;
- Demonstrate that the control and management strategies proposed are commensurate with the potential impacts, achieve compliance with other applicable statutory requirements and promote progressive rehabilitation;
- Include a description of any significant degree of uncertainty pertaining to the likely effectiveness of proposed control and management strategies, including (but not limited to) lack of site-specific information, limitations on modelling and quality of data;
- Include a description of any assumptions connected with the identified uncertainty; and
- So far as is relevant, identify the sensitivity to change of any assumption that has been made and assess the likelihood of an outcome not being achieved if an assumption is later found to be incorrect.

5.2.2 Statement of Proposed Environmental Outcomes

Statements of the environmental outcomes that are expected to occur are required in accordance with section 44(1)(c)(ii)(C) of the *Mining Act 1971* and regulation 46(4) of the *Mining Regulations 2020* and must be made for each impact event confirmed in clause 5.1.2.5. The Minister determines in accordance with regulation 46(7)(e) of the *Mining Regulations 2020* that a proposal must:

- Provide a statement of the proposed environmental outcome(s) (including completion outcomes assessed on a long-term basis) for each impact event confirmed in clause 5.1.2.5.
- Ensure that the statement of environmental outcome(s) describe the likely consequence of the expected impact on the environment by the proposed advanced exploration operations subsequent to the implementation of the control measures described in clause 5.2.1.
- Provide a statement that demonstrates the environmental outcomes would be able to be achieved taking into consideration the effectiveness of the control strategies (clause 5.2.1) and description of uncertainty (clause 5.2.2).

5.2.3 Draft Measurement Criteria

In preparing a draft statement of the criteria to be adopted to measure each of the proposed environmental outcomes in accordance with section 44(1)(c)(iii) of the *Mining Act 1971* and regulation 46(5) of the *Mining Regulations 2020*, the Minister determines in accordance with regulation 46(7)(e) of the *Mining Regulations 2020* that the draft criteria must:

- as far as practical comply with the five elements set out in regulation 46(5) of the *Mining Regulations 2020*;
- include demonstration of the successful implementation for the State significant environmental benefit, if native vegetation is proposed to be cleared and an on-ground off-set proposed in accordance with the Native Vegetation Act;
- be developed separately for construction, operation and completion, as appropriate; and
- where appropriate, recognised industry standards, codes of practice or legislative provisions from other Acts should be used as criteria.

5.2.4 Draft Leading Indicator Criteria

Where there is a high level of reliance on control measures strategies to achieve an environmental outcome, provide a draft statement of leading indicator criteria that will be used to give an early warning that a control measure strategy may fail or be failing.

6. MAPS, PLANS AND CROSS SECTIONS

In preparing a proposal in accordance with section 44(1)(c) of the *Mining Act 1971* and regulation 46 of the *Mining Regulations 2020*, the Minister determines in accordance with regulation 46(7)(e) of the *Mining Regulations 2020* that all maps and plans must comply with the following requirements relating to the amount of detail or information to be provided:

- state and show the relevant datum (Australian Height Datum (AHD) is preferred); metric units;
- title, north arrow, scale bar, text and legend; date prepared and author;
- be of appropriate resolution and scale for represented information; and
- be legible in both the hardcopy and electronic versions of the submission.

All cross-sections must conform to the following standards:

- state and show the relevant datum (Australian Height Datum (AHD) is preferred); metric units;
- title, scale bar, text and legend; date prepared and author;
- be of appropriate resolution and scale for represented information; and
- be legible in both the hardcopy and electronic versions of the submission; and be accompanied by a map showing the orientation of the cross-sections.

6.1 List of Maps

6.1.1 Maps required for Description of the Existing Environment (as per clause 2)

6.1.1.1 Topographic Map showing:

- application area boundaries;
- existing surface contours;
- existing vegetation;

- location of watercourses, including ephemeral and permanent rivers, creeks, swamps, streams, wetlands and any man-made water management structures;
- surface water catchment boundaries;
- direction of drainage and discharge from the application area;
- location and extent of all previously disturbed areas associated with previous exploration and mining;
- location and extent of any known existing contamination; and
- location and extent of any adjacent conservation reserves, heritage sites (in so far as may be permitted by the relevant legislation) or any other significant areas.

6.1.1.2 Local Geological Map showing:

- application area boundaries;
- geology within the application area, including but not limited to location, dimensions and orientation (dip and strike), and extent of the mineral resource and ore reserve;
- topsoil/subsoil variation if there is a variation in soils over the application area; and
- natural geohazards in the application area.

6.1.1.3 Aquifer Potentiometric Surface Map(s) showing:

- application area boundaries;
- potentiometric surface contours/groundwater elevation contours and the time (or time period) the contours relate to;
- interpreted direction(s) of groundwater flow; and
- location of representative bores (where measurements were obtained of which the contours are based on) used to establish this information.

6.1.1.4 Land Access Map showing:

- application area boundaries;
- cadastral information for the Tenement (including land title(s) and ownership);
- any exempt land;
- location of residences within and near the application area; and
- human infrastructure as per 1.13.

6.1.2 Map(s) and Plan(s) required for Description of Proposed Retention Lease Operations (as per clause 3)

6.1.2.1 Site Layout Map showing all components of the proposed operation including (but not limited to):

- application area boundaries;
- location of surface water and sediment management infrastructure;
- location of process water dams;
- location of fuel and chemical storage areas;
- location of haul/access roads;
- location of fixed plant;
- location of mobile plant for stage 1 of advanced exploration;
- location of visual screening measures; location of fencing;
- location and extent of topsoil/subsoil and product stockpiles.
- location and extent of all areas proposed to be disturbed from operations including waste rock, silt/slimes dams, infrastructure, water ponds, waste disposal facilities; and
- location and extent of underground workings.
- location of key environmental features that are within or in close proximity to the Tenement and that are relevant to the design of the Site Layout Plan, including but not limited to housing and infrastructure, existing heritage sites, existing ephemeral and permanent rivers, watercourses, creeks or dams and/or existing native vegetation.

6.1.2.2 Sequence of Operations and Progressive Rehabilitation Map showing:

- application area boundaries;
- staging of each progressive stage of progressive rehabilitation; proposed native vegetation clearance;
- location and applicable buffer zones for protection of native vegetation that will not be cleared; and
- conceptual staging of each progressive rehabilitation stage.

6.1.2.3 Crushing, Grinding Plant Plan

- application area boundaries;
- layout of crushing, and grinding and ancillary plant and infrastructure; and if required; including lining and drainage systems.

6.1.2.4 Access Route Map showing:

- application area boundaries;
- access route for heavy vehicles;
- exit route for heavy vehicles; and
- any road upgrades or new roads to be constructed.

6.1.2.5 Completion Map showing:

- application area boundaries;
- conceptual final landforms (including rehabilitated and non-disturbed areas);
- proposed topographical contours of the entire site (including rehabilitated and non-disturbed areas);
- location of waste disposal areas (including waste rock dumps, tailings storage facilities and paf encapsulation); and
- interpreted geology including all rock types.

6.2 Summary of Cross-Sections and Long Sections

Following is a summary of all cross-sections and long sections required in the proposal:

6.2.1 Cross-Sections required for Description of the Existing Environment (as per clause 2)**6.2.1.1 Long Section and Geological Cross-Section(s) showing:**

- a representation of the geological profile within the application area; and
- depth of the resource and any overlying overburden.

6.2.1.2 Hydrogeological Cross-Section(s) showing:

Include a series of hydrogeological cross-sections that represent the following at a regional scale and/or tenement application scale, as specified:

- application area boundaries;
- major geological units (regional scale);
- geological units showing aquifer and confining units (tenement scale); aquifer systems (regional and tenement scale) including any palaeochannels;
- interpreted hydrostratigraphy showing the known and inferred groundwater heads/groundwater elevations, interpreted groundwater flow direction, recharge and discharge mechanisms (if applicable);
- location of GDEs and other groundwater dependent receptors and users;
- interpreted faults (regional and tenement scale);
- mineralised zone (tenement scale);
- location of representative drill log sites from which geological information was obtained (regional and tenement scale); and
- location of representative monitoring bores from which baseline groundwater information was obtained.

6.2.2 Cross-Sections required for Description of Operations (as per clause 3)**6.2.2.1 Operation Cross-Section(s) showing:**

- pre-operational natural surface; and
- proposed underground workings; and
- any stages of operation.

6.2.2.2 Completion Cross Section(s) showing:

- pre operation natural surface;
- proposed conceptual final rehabilitated surface; and
- predicted final groundwater elevations.

ADDITIONAL INFORMATION TO ACCOMPANY APPLICATION

An application for an RL must be accompanied by additional information as set out in regulations 31 of the *Mining Regulations 2020*, and must comply with the following determinations of this Terms of Reference as set out below:

7. Reason(s) for retention lease application

The Minister determines in accordance with regulation 31(1)(f), that an application for a retention lease must be accompanied by a statement specifying the nature of the retention lease application as set out in section 43(1) of the *Mining Act 1971* as being one of the following:

- 7.1** to seek an authorisation to carry out authorised operations to obtain information required to support an application for a mining lease where those authorised operations are not suited to being conducted under an exploration licence; and/or
- 7.2** for economic or other reasons the applicant is justified in not proceeding immediately to mine the land under a mining lease.

8. Applicant Capability and Resources

In setting out the technical, operational and financial capabilities of the applicant to carry out the proposed authorised operations in accordance with section 44(2) of the *Mining Act 1971* and regulation 31(1)(c) of *Mining Regulations 2020*, the Minister determines in accordance with regulation 31(2) of the *Mining Regulations 2020* that a proposal must include:

The operator's technical capability:

- Information demonstrating the ability to achieve regulatory requirements under the Act and progress the application for a mining lease;
- Corporate or operational policies that address regulatory requirements and environmental outcomes of the Act;
- Information on practices and procedures in place to communicate compliance matters with external parties;
- A statement outlining the applicant's history of any non-compliance in relation to authorised operations carried out under a corresponding law.

The operator's financial capability:

- Provide a statement of the financial resources available to the applicant at the time of the application supported by acceptable evidence.
- The evidence must clearly demonstrate the existence of the financial resource, its availability to the applicant and be no more than 6-months old.

Dated: 28 September 2023

P. THOMPSON
A/Manager Mining Assessments
Mineral Resources Division
Department for Energy and Mining
Delegate of the Minister for Energy and Mining

PASSENGER TRANSPORT ACT 1994
PASSENGER TRANSPORT REGULATIONS 2009

EXEMPTION

Stretch Limousine Vehicles

I, the Hon Tom Koutsantonis, Minister for Infrastructure and Transport:

1. Pursuant to section 5(2) of the Act hereby **EXEMPT** vehicle attached to number plate 809-SV as of 30 September 2023 from the requirements under Regulation 135.
2. Pursuant to section 5(3) of the Act hereby **REQUIRE** number plate 809-SV:
 - 2.1. Can not transfer, affix or attach number plate 809-SV onto another vehicle, while this exemption remains in force.

Interpretation

Any terms defined in the Act and the Regulations have the same meaning in this instrument.

The 'attached vehicle', is the vehicle attached to number plate 809-SV as of 30 September 2023.

This exemption will take effect from the date published in the *South Australian Government Gazette* and will remain in force for 2 years from its execution or until varied or revoked by a subsequent notice issued pursuant to section 5(4) of the Act.

Dated: 25 September 2023

HON TOM KOUTSANTONIS MP
Minister for Infrastructure and Transport

PETROLEUM AND GEOTHERMAL ENERGY ACT 2000

Application for the Renewal of Pipeline Licence—PL 2

Pursuant to section 65(6) of the *Petroleum and Geothermal Energy Act 2000* (the Act) and delegation dated 29 June 2018, notice is hereby given that an application for the renewal of Pipeline Licence PL 2 has been received from:

Santos Limited
Alliance Petroleum Australia Pty Ltd
Basin Oil Pty Ltd
Beach Energy (Operations) Limited
Bridge Oil Developments Pty Ltd
Delhi Petroleum Pty Ltd
Reef Oil Pty Ltd
Santos (BOL) Pty Ltd
Santos (NARNL Cooper) Pty Ltd
Santos Petroleum Pty Ltd
Vamgas Pty Ltd

The application for renewal will be determined after 27 October 2023.

Pipeline Licence 2 extends from Moomba to Port Bonython. It is approximately 659 kilometres in length.

Further information regarding the pipeline and its location can be found on the Department for Energy and Mining website at:
<https://www.energymining.sa.gov.au/industry/energy-resources/licensing-and-land-access/onshore-licensing/registers>

Dated: 20 September 2023

NICK PANAGOPOULOS
A/Executive Director
Energy Resources Division
Department for Energy and Mining
Delegate of the Minister for Energy and Mining

PUBLIC FINANCE AND AUDIT ACT 1987

TREASURER'S QUARTERLY STATEMENT

*Summary of the Statement on the Consolidated Account for the Quarters and
9 Months Ended 31 March 2023 and 31 March 2022*

(Prepared on a Cash Basis)

- Nine months ended -			- Quarter ended -		
31 March	31 March	Variation	31 March	31 March	Variation
2023	2022		2023	2022	
\$ 000	\$ 000	\$ 000	\$ 000	\$ 000	\$ 000
RECEIPTS					
10,698,304	9,887,613	810,691	3,511,008	3,376,753	134,255
PAYMENTS					
13,663,946	13,788,845	-124,899	4,170,280	4,118,412	51,868
FINANCING REQUIREMENT					
2,965,642	3,901,232	-935,590	659,272	741,659	-82,387
CONSOLIDATED ACCOUNT RESULT					
Deficit / - Surplus					
2,965,642	3,901,232	-935,590	659,272	741,659	-82,387

*Statement of the Receipts and Borrowings on the Consolidated Account
Quarters and 9 Months Ended 31 March 2023 and 31 March 2022*

(Prepared on a Cash Basis)

	- Nine months ended -			- Quarter ended -	
	Budget	31 March	31 March	31 March	31 March
	2022-23	2023	2022	2023	2022
RECEIPTS -	\$ 000	\$ 000	\$ 000	\$ 000	\$ 000
Taxation -					
Commonwealth Places Mirror Tax	32,763	23,785	22,479	8,520	7,650
Gambling	520,175	465,807	334,374	160,208	129,006
Land Tax	573,555	271,748	255,714	83,468	127,547
Payroll Tax	1,805,596	1,288,906	1,268,576	483,045	433,370
Stamp Duties	1,827,741	1,397,290	1,407,695	531,178	578,757
Total Taxation	4,759,830	3,447,536	3,288,838	1,266,419	1,276,330
Contributions from State Undertakings	278,357	46,542	46,730	2,064	8,918
Fees and Charges	608,835	400,092	478,694	82,586	154,501
Recoveries	111,234	63,263	43,990	10,838	13,540
Royalties	385,986	247,265	255,563	75,299	70,546
Commonwealth -					
General Purpose Payments	7,378,211	6,070,494	5,385,909	1,917,739	1,714,648
National Partnership Payments	84,029	47,806	162,505	5,125	74,055
Specific Purpose Payments	225,745	173,672	165,984	59,781	55,481
Total Commonwealth	7,687,985	6,291,972	5,714,398	1,982,645	1,844,184
Other Receipts	136,385	201,634	59,400	91,157	8,734
Total Receipts	13,968,612	10,698,304	9,887,613	3,511,008	3,376,753
FINANCING REQUIREMENT -					
Funds required from South Australian Government Financing Authority	3,070,240	2,965,642	3,901,232	659,272	741,659
Total Receipts and Borrowings	17,038,852	13,663,946	13,788,845	4,170,280	4,118,412

*Statement of Payments on the Consolidated Account
Quarters and 9 Months Ended 31 March 2023 and 31 March 2022*

(Prepared on a Cash Basis)

	Budget	- Nine months ended -		- Quarter ended -	
		31 March	31 March	31 March	31 March
		2022-23	2022	2023	2022
	\$ 000	\$ 000	\$ 000	\$ 000	\$ 000
PAYMENTS -					
Administered Items for the Attorney-General's Department	51,535	36,468	49,120	11,613	8,736
Attorney-General's Department	109,934	109,934	130,601	35,247	44,795
Auditor-General's Department	18,518	13,610	13,817	4,379	4,243
Commission on Excellence and Innovation in Health	6,049	5,319	4,581	1,496	1,602
Courts Administration Authority	93,709	70,455	74,157	27,256	26,270
Defence SA	13,499	11,099	9,178	3,600	3,180
Department for Child Protection	721,449	628,095	568,298	191,425	181,135
Department for Correctional Services	370,762	278,280	308,614	106,524	115,096
Administered Items for the Department for Education	189,683	179,275	184,301	17,306	14,820
Department for Education	3,224,421	2,731,556	2,512,580	916,992	842,295
Department for Energy and Mining	103,713	85,501	54,776	33,643	4,011
Administered Items for the Department for Environment and Water	30,937	21,882	19,768	-	650
Department for Environment and Water	153,141	132,789	153,107	49,789	53,107
Department for Health and Wellbeing	4,814,787	3,818,122	3,532,906	1,293,122	1,174,906
Administered Items for the Department of Human Services	231,162	202,249	179,000	30,000	36,000
Department of Human Services	982,620	930,288	914,670	230,288	240,670
Administered Items for the Department for Industry, Innovation and Science	13,365	8,021	9,876	2,674	3,326
Department for Industry, Innovation and Science	382,416	19,061	330,970	6,021	99,676
Administered Items for the Department for Infrastructure and Transport	6,293	4,647	3,450	1,518	1,031
Department for Infrastructure and Transport	1,086,425	788,924	801,062	230,195	245,310
Administered Items for the Department of the Premier and Cabinet	20,505	34,369	7,352	-	1,833
Department of the Premier and Cabinet	377,085	312,490	295,680	88,324	76,489
Administered Items for the Department of Primary Industries and Regions	4,393	2,948	3,257	983	1,081
Department of Primary Industries and Regions	105,030	79,589	92,246	23,426	34,546
Administered Items for the Department for Trade and Investment	951	538	-	206	-
Department for Trade and Investment	106,640	79,983	32,000	26,661	9,000
Administered Items for the Department of Treasury and Finance	2,365,934	1,933,893	2,245,865	479,597	488,110
Department of Treasury and Finance	170,231	166,517	165,975	19,017	20,975
Administered Items for the Electoral Commission of South Australia	583	510	-	184	-
Electoral Commission of South Australia	6,195	10,195	24,327	-	8,370
House of Assembly	8,260	6,261	6,767	2,247	2,813
Administered Items for the Joint Parliamentary Services	3,550	3,550	3,324	-	-
Joint Parliamentary Services	13,157	10,202	11,163	4,291	5,008
Legislative Council	5,926	4,491	4,825	1,617	2,007
Minister for Tourism	5,701	5,701	5,562	-	-
Administered Items for the South Australia Police	67	-	-	-	-
South Australia Police	955,110	738,663	742,108	269,688	276,539
South Australian Country Fire Service	750	500	-	250	-

*Statement of Payments on the Consolidated Account
Quarters and 3 Months Ended 31 March 2023 and 31 March 2022
(Prepared on a Cash Basis)*

	- Nine months ended -		- Quarter ended -	
	Budget	31 March	31 March	31 March
	2022-23	2023	2022	2023
	\$ 000	\$ 000	\$ 000	\$ 000
PAYMENTS -				
South Australian Metropolitan Fire Service	3,750	2,700	-	900
South Australian State Emergency Service	1,000	5,585	-	250
South Australian Tourism Commission	88,530	69,567	51,305	20,567
State Governor's Establishment	4,476	4,476	4,118	-
Wellbeing SA	20,952	16,117	13,016	5,639
Payments for which specific appropriation is authorised in various Acts	165,658	99,526	225,123	33,345
TOTAL PAYMENTS	17,038,852	13,663,946	13,788,845	4,170,280

Effective 1 July 2022, the Department for Innovation and Skills was renamed to the Department for Industry, Innovation and Science.

*Commentary to the Statement of the Amounts Credited to and Issued from the Consolidated Account
for the Quarters Ended 31 March 2023 and 31 March 2022*

Receipts

Taxation

Gambling tax receipts are impacted by the timing of receipts into the consolidated account. Excluding timing impacts, underlying gambling tax collections in the March quarter 2023 and the nine months ended March 2023 were higher compared to the corresponding prior year periods largely due to growth in net gambling revenue from gaming machines in hotels and clubs and the betting operations tax. Receipts from the betting operation tax also include once-off revenue collections from compliance investigations relating to activity in previous years.

Land tax receipts in the March quarter 2023 were lower than the corresponding prior year period mainly due to the timing of collections associated with private land tax liabilities.

Land tax receipts in the nine months ended March 2023 were higher compared to the corresponding prior year period reflecting the timing of collections associated with government land tax liabilities.

Payroll tax receipts in the March quarter 2023 and nine months ended March 2023 were higher than the corresponding prior year periods mainly reflecting growth in taxable payrolls. Payroll tax collections in the nine months ended March 2023 were also impacted by the timing of collections.

Stamp duty receipts in the March quarter 2023 and nine months ended March 2023 were lower than the corresponding prior year periods largely reflecting a decline in conveyance duty receipts on the transfer of properties, partially offset by higher duty from general insurance premiums and motor vehicle registration transfers.

Royalties

Royalty payments in the March quarter 2023 were higher than the corresponding prior year period due to higher commodity prices combined with a weaker Australian dollar. Royalty payments in the nine months ended March 2023 were lower than the corresponding prior year period due to the timing of collections.

Fees and Charges

Fees and Charges in the March quarter 2023 and nine months ended March 2023 were lower than the corresponding prior year periods due to lower regulatory fees. This is due to the timing of the collection of receipts from Department of Trade and Investment. This was received in the June quarter 2023.

Commonwealth—General Purpose Payments

Growth in general purpose grant receipts in 2022-23 compared to 2021-22 is not indicative of underlying movements in Goods and Services Tax (GST) revenue. This is because monthly grants are paid according to a payment schedule prepared by the Commonwealth Government rather than actual emerging monthly GST collections.

Based on the growth in the national GST pool and population estimates as well as South Australia's relativity in 2022-23, the Commonwealth Government estimated in its 2023-24 Budget that South Australia's GST entitlement grant will increase by 10.1 per cent in 2022-23.

Commonwealth—Specific Purpose Payments

Specific Purpose Payments received in the March quarter 2023 and nine months ended March 2023 were higher than the corresponding prior year periods mainly due to higher receipts under the National Housing and Homelessness Agreement and National Agreement for Skills and Workforce Development.

Commonwealth—National Partnership Payments

National Partnership Payments received in the March quarter 2023 and nine months ended March 2023 were lower than the corresponding prior year period mainly due to lower reimbursements for Commonwealth HomeBuilder grants that are being administered by the state on behalf of the Commonwealth Government.

Other Receipts

Other Receipts in the March quarter 2023 and nine months ended March 2023 were higher than the corresponding prior year period mainly due to higher interest on investments. This is due to higher interest rates applied on the Treasurer's deposits placed with the South Australian Government Financing Authority.

Payments

Payments were made pursuant to the *Appropriation Act 2022* and also in accordance with other Acts for which specific appropriation has been authorised. The timing of the payments is based on agreed agency drawdown schedules and may change from period to period based on specific agency requirements.

All appropriations were paid within approved limits established under the various Acts.

Effective from 1 July 2022, the Department for Innovation and Skills was renamed to the Department for Industry, Innovation and Science.

Note

The following points should be considered when reviewing the quarterly statement of Consolidated Account transactions:

- Unlike the State Budget which comprises transactions on an accrual basis, the information reflected in the quarterly statement is limited to cash transactions.
- The Consolidated Account does not capture all the transactions undertaken by the general government sector. In particular, it does not record receipts to, and payments from Agency deposit and special deposit accounts.
- The timing of receipts and payments can fluctuate within a financial year and between financial years. As a result, apparently large movements between quarters or financial years may only be due to changes in the timing of receipts and payments and therefore may not have consequences for the underlying budget position.

Dated: 18 September 2023

HON. STEPHEN MULLIGHAN MP
Treasurer of South Australia

LOCAL GOVERNMENT INSTRUMENTS

DISTRICT COUNCIL OF MOUNT REMARKABLE

LOCAL GOVERNMENT LAND BY-LAW 2023

By-law No. 4

For the management and regulation of the use of and access to all land vested in or under the control of the Council including the prohibition and regulation of particular activities on Local Government land

PART 1 — PRELIMINARY

1. Short Title

This by-law may be cited as the *Local Government Land By-law 2023*.

2. Commencement

This by-law will come into operation four months after the day on which it is published in the Gazette in accordance with Section 249(5) of the *Local Government Act 1999*.

3. Definitions

In this by-law:

- 3.1 **animal** includes birds, insects and fish;
- 3.2 **boat** includes a raft, canoe, personal watercraft or any other similar device;
- 3.3 **camp** includes setting up a camp, or causing a tent, caravan or motorhome to remain on the land for the purpose of staying overnight, whether or not any person is in attendance or sleeps on the land;
- 3.4 **children's playground** means any enclosed area in which there is equipment, apparatus or other installed devices for the purpose of children's play (or within 5 metres of such devices if there is no enclosed area);
- 3.5 **community garden** means an area of land set aside by the Council for the purposes of being gardened collectively by a group of people;
- 3.6 **domestic animal** includes any duck, reptile or fish;
- 3.7 **e-cigarette** means:
 - 3.7.1 a device that is designed to generate or release an aerosol or vapour for inhalation by its user in a manner similar to the inhalation of smoke from an ignited tobacco product; or
 - 3.7.2 a device of a kind resolved by the Council and notified by notice in the Gazette to be an e-cigarette;
- 3.8 **electoral matter** has the same meaning as in the *Electoral Act 1985* provided that such electoral matter is not capable of causing physical damage or injury to any person within its immediate vicinity;
- 3.9 **emergency worker** has the same meaning as in the *Road Traffic (Road Rules – Ancillary and Miscellaneous Provisions) Regulations 2014*;
- 3.10 **foreshore** means the land extending from the low water mark on the seashore to the nearest road or section boundary, or to a distance of 50 metres from the high water mark, whichever is the lesser distance;
- 3.11 **funeral ceremony** means a ceremony only (i.e. a memorial service) and does not include a burial;
- 3.12 **inflatable castle** includes a bouncy castle, jumping castle and any other inflatable structure used for recreational purposes;
- 3.13 **liquor** has the same meaning as defined in the *Liquor Licensing Act 1997*;
- 3.14 **livestock** has the same meaning as defined in the *Livestock Act 1997* but does not include a dog or cat;
- 3.15 **Local Government land** has the same meaning as in the *Local Government Act 1999* and includes the foreshore but does not include any road;
- 3.16 **low water mark** means the lowest meteorological tide;
- 3.17 **ocean** means that part of the foreshore comprising water;
- 3.18 **open container** means a container which'
 - 3.18.1 after the contents thereof have been sealed at the time of manufacture and:
 - 3.18.1.1 being a bottle, has had its cap, cork or top removed (whether or not it has since been replaced);
 - 3.18.1.2 being a can, it has been opened or punctured;
 - 3.18.1.3 being a cask, has had its tap placed in a position to allow it to be used;
 - 3.18.1.4 being any form of container, it has been opened, broken, punctured or manipulated in such a way as to allow access to the contents thereof; or
 - 3.18.2 is a flask, glass or mug or other container used for drinking purposes;
- 3.19 **personal watercraft** means a device that:
 - 3.19.1 is propelled by a motor; and
 - 3.19.2 has a fully enclosed hull; and
 - 3.19.3 is designed not to retain water if capsized; and
 - 3.19.4 is designed to be operated by a person who sits astride, stands, or kneels on the device, and includes the device commonly referred to as a jet ski;
- 3.20 **traffic control device** has the same meaning as in the *Road Traffic Act 1961*;
- 3.21 **smoke** means:
 - 3.21.1 in relation to a tobacco product, smoke, hold, or otherwise have control over, an ignited tobacco product; or
 - 3.21.2 in relation to an e-cigarette, to inhale from, hold or otherwise have control over, an e-cigarette that is in use;
- 3.22 **variable message sign** includes a permanent, portable or vehicle mounted electronic sign (except when the sign is used as a traffic control device);
- 3.23 **waters** mean any body of water including a pond, lake, river, creek or wetlands under the care, control and management of Council.

PART 2 — MANAGEMENT OF LOCAL GOVERNMENT LAND

4. Activities Requiring Permission

A person must not on any Local Government land, without the permission of Council:

4.1 Advertising & Signage

- 4.1.1 Display any sign for the purpose of commercial advertising, other than a moveable sign that is displayed in accordance with the *Moveable Signs By-law 2022*;
- 4.1.2 Erect, install, place or display a variable message sign;

4.2 Aircraft

Subject to the *Civil Aviation Act 1988*, land or take off any aircraft on or from the land;

4.3 Alteration to Local Government Land

Make an alteration to the land, including:

- 4.3.1 altering the construction or arrangement of the land to permit or facilitate access from an adjacent property; or
- 4.3.2 erecting or installing a structure (including pipes, wires, cables, pavers, fixtures, fittings and other objects) in, on, across, under or over the land; or

- 4.3.3 changing or interfering with the construction, arrangement or materials of the land; or
- 4.3.4 changing, interfering with or removing a structure (including pipes, wires, cables, fixtures, fittings or other objects) associated with the land; or
- 4.3.5 planting a tree or other vegetation on the land, interfering the vegetation on the land or removing vegetation from the land;
- 4.4 **Amplification**
Use an amplifier or other device whether mechanical or electrical for the purpose of amplifying sound;
- 4.5 **Animals on Local Government land**
 - 4.5.1 Other than on the foreshore:
 - 4.5.1.1 ride, lead or drive any livestock, except on any track or car park that the Council has set aside (through the erection of signage) for the use by, or in connection with that animal; cause or allow any livestock to stray onto, move over, graze or be left unattended on any land; or
 - 4.5.1.3 cause or allow any animal under his or her control to swim or bathe in the any waters to which this subparagraph applies;
 - 4.5.2 On the foreshore:
 - 4.5.2.1 cause or allow any livestock to enter or bathe in the ocean;
 - 4.5.2.2 lead, drive, or exercise any livestock;
 - 4.5.3 Release or leave any domestic animal;
- 4.6 **Attachments**
Attach anything to a tree, plant, structure or fixture on Local Government land;
- 4.7 **Aquatic Life**
Take, interfere with, introduce or disturb any aquatic life in any waters to which this subparagraph applies;
- 4.8 **Bees**
Place, or allow to remain, any bee hive;
- 4.9 **Boats**
Subject to the provisions of the *Harbours and Navigation Act 1993* and the *Marine Safety (Domestic Commercial Vessel) National Law*:
 - 4.9.1 hire or offer for hire a boat, raft, pontoon or other watercraft;
 - 4.9.2 launch or retrieve a boat, raft, pontoon or other watercraft to or from any waters;
 - 4.9.3 launch or operate a model boat on any waters to which this subparagraph applies;
- 4.10 **Bridge Jumping**
Jump from or dive from a bridge;
- 4.11 **Buildings & Structures**
 - 4.11.1 Erect or install a building;
 - 4.11.2 Use a building or structure other than for its intended purpose;
- 4.12 **Camping**
Except where a sign or signs erected by the Council indicate that camping on the land is permitted or the person is in a caravan park (the proprietor of which has been given permission to operate the caravan park on that land);
 - 4.12.1 erect any tent or other structure of calico, canvas, plastic or similar material as a place of habitation;
 - 4.12.2 camp or sleep overnight;
- 4.13 **Cemeteries**
On Local Government land comprising a cemetery:
 - 4.13.1 bury or inter any human or animal remains;
 - 4.13.2 erect any memorial;
- 4.14 **Closed lands**
Enter or remain on any part of the land:
 - 4.14.1 at any time during which the Council has declared that it shall be closed to the public, and which is indicated by a sign to that effect; or
 - 4.14.2 where the land is enclosed with fences and/or walls and gates, at any time when the gates have been closed and locked; or
 - 4.14.3 where admission charges are payable, without paying those charges;
- 4.15 **Distribution**
Distribute anything to any bystander, passerby or other person;
- 4.16 **Donations**
Ask for or receive or indicate that the person desires a donation of money or any other thing;
- 4.17 **Fires**
Light any fire except:
 - 4.17.1 in a place provided by the Council for that purpose; or
 - 4.17.2 in a portable barbeque, as long as the barbeque is used in an area that is clear of flammable material for a distance of at least four metres; and
 - 4.17.3 in accordance with the *Fire and Emergency Services Act 2005*;
- 4.18 **Fireworks**
Discharge any fireworks;
- 4.19 **Fishing**
 - 4.19.1 Fish in any waters on Local Government land to which the Council has resolved this subparagraph shall apply; or
 - 4.19.2 Fish from any bridge or other structure on Local Government land to which the Council has resolved this subparagraph shall apply;
- 4.20 **Flora fauna and other living things**
Subject to the *Native Vegetation Act 1991* and the *National Parks and Wildlife Act 1972*:
 - 4.20.1 except in a community garden, damage, pick, or interfere with any plant, fungi or lichen thereon; or
 - 4.20.2 tease, remove or cause harm to any animal or bird or the eggs or young of any animal or bird or aquatic creature;
 - 4.20.3 use, possess or have control of any device for the purpose of killing or capturing any animal or bird;
- 4.21 **Funerals and scattering ashes**
Conduct or participate in a funeral ceremony, or scatter ashes on land to which the Council has resolved this subparagraph will apply;
- 4.22 **Golf**
Play or practise golf;

- 4.23 **Lighting**
 4.23.1 Use or operate any fixed floodlight;
 4.23.2 Use or operate any portable floodlight between sunrise and sunset on land to which this subparagraph applies;
- 4.24 **Model aircraft & vehicles**
 4.24.1 Subject to the *Civil Aviation Act 1988*, fly or operate a model aircraft or drone aircraft;
 4.24.2 Operate a remote control vehicle on land to which the Council has resolved this subparagraph will apply;
- 4.25 **No liquor**
 4.25.1 Consume, carry or be in possession or charge of any liquor on any Local Government land to which this subparagraph applies (provided the land constitutes a park or reserve);
 4.25.2 Excepting sealed containers, consume, carry or be in possession or charge of any liquor in an open container on any Local Government land to which this subparagraph applies (provided the land constitutes a park or reserve);
- 4.26 **Picking of fruit, nuts or berries**
 Except in any community garden, pick fruit, nuts, seeds or berries from any plant;
- 4.27 **Preaching and Canvassing**
 Preach, canvass, harangue or otherwise solicit for religious purposes except on any land or part thereof where the Council has, by resolution, determined this restriction shall not apply;
- 4.28 **Public Exhibitions and Displays**
 4.28.1 Sing, busk or play a musical instrument for the apparent purpose of either entertaining others or receiving money;
 4.28.2 Conduct or hold any concert, festival, show, public gathering, circus, performance or any other similar activity;
 4.28.3 Erect or inflate any inflatable castle;
 4.28.4 Cause any public exhibitions or displays;
- 4.29 **Removing**
 Carry away or remove any earth, rocks, minerals, plant material (dead or living), animal remains (including shells and fossils) or any part of the land;
- 4.30 **Selling**
 Sell anything or display anything for sale;
- 4.31 **Skateboards and small wheeled devices**
 Subject to the *Road Traffic Act 1961*, and the *Local Government Act 1999*, ride on a skateboard or use roller skates or roller blades on land to which the Council has resolved this subparagraph will apply;
- 4.32 **Vehicles**
 4.32.1 Drive or propel a motor vehicle thereon, unless on an area or road constructed or set aside by the Council for the parking or travelling of motor vehicles;
 4.32.2 Except on an area properly constructed for the purpose, promote, organise or take part in any race, test or trial of any kind in which motor vehicles, motor cycles, motor scooters or bicycles take part;
- 4.33 **Weddings**
 Conduct or participate in a marriage ceremony on land to which the Council has resolved this subparagraph will apply;
- 4.34 **Wetlands**
 Subject to the *Natural Resources Management Act 2004*, where that land constitutes a wetland:
 4.34.1 operate a model boat;
 4.34.2 fish, or take any aquatic creature;
 4.34.3 introduce any fish or aquatic creature;
 4.34.4 take or draw water;
- 4.35 **Working on vehicles**
 Perform the work of repairing, washing, painting, panel beating or other work of any nature on or to any vehicle, except for running repairs in the case of breakdown.
5. **Prohibited Activities**
 A person must not, on any Local Government land:
- 5.1 **Animals**
 5.1.1 Cause or allow any animal to enter, swim, bathe, or remain in any waters to the inconvenience, annoyance or danger of any other person bathing or swimming;
 5.1.2 Allow an animal in that person's control, charge or ownership to damage Council property;
 5.1.3 Lead, drive, or exercise any horse or other animal in such a manner as to endanger the safety of any other person;
- 5.2 **Annoyances**
 Unreasonably annoy or interfere with any other person's use of the land by making a noise or creating a disturbance that has not been authorised by the Council;
- 5.3 **Children's playgrounds**
 Use any device, equipment or apparatus installed in a children's playground if that person is of or over the age indicated by sign or notice as the age limit for using such equipment, apparatus or other installed device;
- 5.4 **Fishing**
 5.4.1 Return any noxious species including European carp (*cyprinus carpio*) or redfin perch (*perca fluviatilis*) caught by the person to any land or waters;
 5.4.2 Deposit or leave any dead fish (in part or whole) or offal;
- 5.5 **Interference with Permitted Use**
 Interrupt, disrupt or interfere with any other person's use of Local Government land which is permitted or for which permission has been granted;
- 5.6 **Playing games**
 5.6.1 Play or practice a game in any area where a sign indicates that the game is prohibited;
 5.6.2 Promote, organise or take part in any organised athletic sport in any area to which this subparagraph applies;
 5.6.3 Play any organised competition sport, as distinct from organised social play, in any area to which this subparagraph applies;
- 5.7 **Smoking**
 Smoke tobacco or any other substance:
 5.7.1 in any building or part of any building; or

- 5.7.2 on any Local Government land; to which the subparagraph applies;
- 5.8 **Toilets**
In any public convenience:
- 5.8.1 urinate other than in a urinal or pan or defecate other than in a pan provided for that purpose;
 - 5.8.2 smoke tobacco or any other substance;
 - 5.8.3 deposit anything in a pan, urinal or drain which is likely to cause a blockage;
 - 5.8.4 use it for a purpose for which it was not designed or constructed;
 - 5.8.5 enter any gender specific public convenience except—
 - 5.8.5.1 if the person is of the gender indicated on a sign or writing located on the public convenience;
 - 5.8.5.2 where the person is a caregiver, parent or guardian and is providing assistance to a vulnerable person in that person's care;
 - 5.8.5.3 for the purpose of providing assistance to a person with a disability;
 - 5.8.5.4 where the person identifies as gender diverse and is using the public convenience of the gender that the person identifies with; or
 - 5.8.5.5 in the case of a genuine emergency;
- 5.9 **Use of equipment**
Use any item of equipment or property belonging to the Council other than in the manner and for the purpose for which it was designed or set aside.

PART 3 — MISCELLANEOUS

6. Directions

A person must comply with any reasonable direction or request from an authorised person relating to:

- 6.1 that person's use of the land;
- 6.2 that person's conduct and behaviour on the land;
- 6.3 that person's safety on the land;
- 6.4 the safety and enjoyment of the land by other persons.

7. Removal of Animals and Exclusion of Persons

7.1 If any animal is found on Local Government land in breach of this by-law:

- 7.1.1 any person in charge of the animal shall forthwith remove it from that land on the request of an authorised person; and
- 7.1.2 any authorised person may remove any animal from the land if the person fails to comply with the request, or if no person is in charge of the animal.

7.2 A person who, in the reasonable opinion of an authorised person, is likely to commit or has committed a breach of this By-law must immediately comply with an order of an authorised person made pursuant to section 262 of the Act, which may include an order to leave any Local Government land.

8. Exemptions

- 8.1 The restrictions in this by-law do not apply to any Police Officer, Council Officer or Council employee acting in the course and within the scope of that person's normal duties, or to a contractor while performing work for the Council and while acting under the supervision of a Council Officer, or to an emergency worker performing emergency duties.
- 8.2 The restrictions in paragraph 4.1.2, 4.6, 4.15, 4.27 and 4.28.1 of this by-law do not apply to:
 - 8.2.1 electoral matters authorised by a candidate and which relate to a Commonwealth or State election that occurs during the period commencing 5:00pm on the day before the issue of the writ or writs for the election and ending at the close of polls on polling day; or
 - 8.2.2 matters which relate to, and occur during the course of and for the purpose of a referendum.

9. Application

Any of paragraphs 4.5.1.3, 4.7, 4.9.3, 4.19, 4.21, 4.23.2, 4.24.2, 4.25, 4.31, 4.33, 5.6.2, 5.6.3, 5.7 of this By-law shall apply only in such portion or portions of the area as the Council may by resolution direct from time to time in accordance with Section 246(3)(e) of the *Local Government Act 1999*.

The foregoing by-law was duly made and passed at a Meeting of the Council of the District Council of Mount Remarkable on **19 September 2023** by an absolute majority of the members for the time being constituting the Council, there being at least two thirds of the members present.

Sam Johnson OAM
Chief Executive Officer

PUBLIC NOTICES

TRUSTEE ACT 1936

PUBLIC TRUSTEE

Estates of Deceased Persons

In the matter of the estates of the undermentioned deceased persons:

BRABBAN Paul Thomas late of 8 Kingsford Street Victor Harbor Of no occupation who died Between 10 August 2022 - 12 August 2022
CORRIE Lionel Alec late of 106-112 Florence Street Port Pirie Retired Yard Master who died 2 April 2023
CRAMMOND Claire late of 17 Rockville Avenue Daw Park Of no occupation who died 2 June 2023
DRUMMOND Marie Leslie late of 324 Military Road Semaphore Park Of no occupation who died 16 July 2023
HALL Peter John late of 14 Smith Street Millicent Seaman who died 3 March 2023
LANCASTER Joyce otherwise Marie Joyce late of 53 Swanport Road Murray Bridge Retired Cleaner who died 14 January 2021
LEE Denis late of 71 Stokes Terrace Port Augusta West Of no occupation who died 17 October 2022
O'DONNELL Raymond Sydney late of 23 Wayford street Elizabeth Vale Retired Draftsman who died 2 June 2023
ROE Elaine Marjorie late of 1 East Parkway Lightsview Retired Canteen Manager who died 30 September 2022
SCHNAARS John Anthony late of 11 Mawson Road Salisbury Of no occupation who died 2 June 2023
STOCKFISCH Friederich Wilhelm Karl late of 18-20 Cudmore Terrace Marlestone Of no occupation who died 4 January 2023
TINGLEY George James late of No fixed address last know to be 35kms South of Pimba Of no occupation who died 19 June 2022

Notice is hereby given pursuant to the *Trustee Act 1936*, the *Inheritance (Family Provision) Act 1972* and the *Family Relationships Act 1975* that all creditors, beneficiaries, and other persons having claims against the said estates are required to send, in writing, to the office of Public Trustee at GPO Box 1338, Adelaide SA 5001, full particulars and proof of such claims, on or before 27 October 2023 otherwise they will be excluded from the distribution of the said estate; and notice is also hereby given that all persons indebted to the said estates are required to pay the amount of their debts to the Public Trustee or proceedings will be taken for the recovery thereof; and all persons having any property belonging to the said estates are forthwith to deliver same to the Public Trustee.

Dated: 28 September 2023

N. S. RANTANEN
Public Trustee

NOTICE SUBMISSION

The South Australian Government Gazette is published each Thursday afternoon.

Notices must be emailed by 4 p.m. Tuesday, the week of publication.

Submissions are formatted per the gazette style and a proof will be supplied prior to publication, along with a quote if applicable. Please allow one day for processing notices.

Alterations to the proof must be returned by 4 p.m. Wednesday.

Gazette notices must be submitted as Word files, in the following format:

- Title—the governing legislation
- Subtitle—a summary of the notice content
- Body—structured text, which can include numbered lists, tables, and images
- Date—day, month, and year of authorisation
- Signature block—name, role, and department/organisation authorising the notice

Please provide the following information in your email:

- Date of intended publication
- Contact details of the person responsible for the notice content
- Name and organisation to be charged for the publication—Local Council and Public notices only
- Purchase order, if required—Local Council and Public notices only

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All instruments appearing in this gazette are to be considered official, and obeyed as such