

## CRITERIA & BENCHMARKS FOR APPROVING RESPONSIBLE GAMBLING CODES OF CONDUCT

### Legislative Requirements

The VCGR must ensure that a Code complies with section 10.1.4(2)(fd), section 10.6.6 and section 10.6.7 of the Act.

The table below sets out these requirements as well as criteria and benchmarks to be applied in assessing whether the legislative requirements have been met.

Legislative Requirements for Codes	Criteria for approval	Benchmark
1. Be of a satisfactory standard [s10.1.4(2)(fd)]	Code fulfils criteria below for legislative requirements 2-5.	All criteria for requirements 2 -5 are met.
2. Comply with Ministerial Direction for a Responsible Gambling code of Conduct [s10.1.4(2)(fd) and s 10.6.6]	The Code includes all elements of the Ministerial Direction which apply to the type of gambling.	The Code should show that in its practice the relevant person will meet or exceed the Minister's Guidelines for implementing each relevant aspect of the Directions.
3. Demonstrate a commitment by the relevant person to foster responsible gambling [s 10.6.7(a)]	<p>Suitable processes and structures are in place to support the implementation and ongoing operation of the Code.</p> <p>The Code is accompanied by or includes a statement outlining the relevant person's processes and structures.</p>	<p>This could cover:</p> <ul style="list-style-type: none"> <li>• management &amp; staff roles &amp; responsibilities for implementing &amp; evaluating the Code [e.g standing management meeting agenda item; e.g nominated staff person to interact with customers ],</li> <li>• induction &amp; training processes,</li> <li>• ways of raising and addressing implementation issues within the venue,</li> <li>• ways of publicizing and rewarding effective strategies and staff conduct [e.g. could become part of performance or salary arrangements and/or rewards &amp; recognition program]</li> </ul>
4. Be appropriate for, and relevant to, the nature and type of gambling the relevant person is authorized to provide [s 10.6.7 (b)]	The Code includes all elements of the Ministerial Direction which apply to the type of gambling.	The Code should show that in its practice the relevant person will meet or exceed the Minister's Guidelines for implementing each relevant aspect of the Directions.
5. Set out a review process by which the relevant person will assess the operation and effectiveness of the Code [s 10.6.7 ( c )].	The Code is accompanied by or includes a statement outlining the relevant person's process and timeline for review of the Code's operation.	Review of the operation of the Code should occur at not less than yearly intervals and use a process which includes input/feedback from all staff and a sample of patrons.

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