

Responsible Play

Player Information

February 2026

HAVE FUN & PLAY
RESPONSIBLY



Official Home of Australia's Lotteries



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[www.thelott.com/
about/responsible-play](http://www.thelott.com/about/responsible-play)

**Scan for additional
Responsible Play resources.**



About The Lott

The Lott is the Official Home of Australia's Lotteries which are conducted across multiple jurisdictions within Australia by: Tattersall's Sweeps Pty Ltd (Tatts) in Victoria and Tasmania; Tatts NT Lotteries Pty Ltd (Tatts NT) in Northern Territory; New South Wales Lotteries Corporation Pty Limited (NSW Lotteries) in New South Wales and the Australian Capital Territory; Golden Casket Lottery Corporation Limited (Golden Casket) in Queensland, and Tatts Lotteries SA Pty Ltd (SA Lotteries) in South Australia.

- Tatts was originally founded by George Adams in 1881.
- Golden Casket has been operating since 1916, when it conducted its first lottery to raise money for World War I veterans and their families.
- NSW Lotteries has been operating since 1931, when it was then known as the State Lottery Office.
- SA Lotteries sold its first lottery ticket on 15 May 1967.

Responsible gambling is not a new concept to us and we continue to ensure responsible practices are integrated into day-to-day activities so that our lottery games are operated, marketed and sold in a socially responsible manner.

The Lott is committed to providing our customers with a safe, secure and friendly environment in which to play our games.

For most people, playing lottery games is fun and entertaining; however for a small percentage of people playing can become a problem. Responsible Play is all about being informed, having fun and knowing your limits.

Our Responsible Play Program

The Lott's Responsible Play Program is our commitment to responsible gambling. For most Australians, lotteries are just a bit of fun, but it's still our job to ensure there are a range of measures in place so Australians can play in a responsible way. This 'Responsible Play' brochure is here to keep you informed so you can keep enjoying our games.

The Responsible Play Program is built on the Responsible Gambling Code of Conduct (Code) that applies to all relevant states and territories. We've put together a high-level summary of the code in this brochure, but there's a full copy of the Code available at thelott.com.

Tatts, Tatts NT, NSW Lotteries, Golden Casket and SA Lotteries, along with our retailers, each commit to:

- Not selling lottery products to minors.
- Treating customers fairly and honestly.
- Maintaining our customers' privacy and confidentiality.
- Providing accurate information about game rules and information.
- Honouring all legitimate prize claims.
- Supporting customers to set a gambling limit that works with their own circumstances.
- Where relevant, providing access to copies of government and regulator-issued codes of practice in-store and at thelott.com.

Our Responsible Play Program has been developed to ensure compliance with relevant State and Territory Legislation.

In addition to the Code, the following state gambling codes of practice are also available via thelott.com/about/responsible-play:

- ACT – Gambling and Racing Control (Code of Practice) Regulation 2002;
- QLD – Queensland Responsible Gambling Code of Practice;
- SA – State Lotteries Gambling Code of Practice; and
- TAS – Responsible Gambling Code of Practice.

Have fun and play responsibly

Playing lotteries should be enjoyable, so we recommend setting a gambling limit. If you find playing lotteries is no longer fun for you, or you are concerned about someone close to you, help is always at hand.

Worried you're gambling too much? There are some key signs to look out for, including:

- Spending more and more time or money on gambling.
- Not knowing when to stop.
- Borrowing money to gamble or to get out of financial trouble caused by gambling.
- Spending more than you can afford.
- Feeling guilty about gambling.
- Someone close to you raising worries about your gambling.
- Becoming angry or distressed when losing or trying to cut down on gambling.
- Doing things that risk a relationship, job, home life or good opportunity so you can gamble.

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Age to play

You must be at least 18 years old to buy a lottery ticket or claim a prize in any of our games. It's unlawful to supply an entry or prize to a minor, whether that be a retailer selling tickets or an adult purchasing an entry on behalf of a minor.

Help is at Hand

If you feel like you or someone you know is experiencing gambling harm, the following services are available to help.

- National Gambling Helpline: 1800 858 858
- Relationships Australia: 1300 364 277
- Gamblers Anonymous: See www.gaaustralia.org.au for contact details in your local area.
- Lifeline: 13 11 14
- National Youth Gambling Hotline for under 25s: 1800 262 376
- Gambling Helpline Interpreter Service: 131 450
- Amity Community Services (NT): 1800 684 372

You can also contact a Gambling Contact Officer (for customers in the ACT) on 1300 882 296 or a Responsible Play Liaison Officer (for states and territories other than the ACT) on 1300 138 132, who can assist you with:

- Locating information on our Responsible Play Program and tools available;
- Locating information and contact details of gambling support services; or
- Removing you from the membership program by deactivating your card and online account, and/or stopping promotional offers from being sent to you or;
- connecting you with interpreter services for Responsible Play queries.

Useful tools

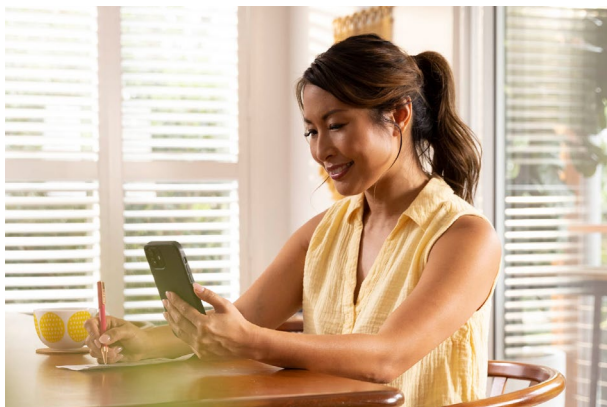
The Gambling Calculator can help give you a better picture of how much you are spending over different periods (e.g. over a week, fortnightly, a month or up to a year).

To assess if gambling behaviour may be causing you, or someone else, gambling-related harm, take the Gamblers Help Online Risk Assessment.

These tools can be found at www.thelott.com/about/responsible-play.

Barring

SA Lotteries offers players the option to bar themselves from using their online account or playing at nominated SA Lotteries outlets. Third parties can request the barring of a player they think is experiencing gambling harm. Chat to your retailer or call 1300 138 132 to speak to a Responsible Play Liaison Officer.



Self-exclusion (online)

You can exclude yourself from playing our online games through your account via The Lott Website. Alternatively, you can contact our Responsible Play Liaison Officers (in ACT, Gambling Contact Officers) on 1300 138 132 or 07 3778 0122 on Monday to Sunday, between 8:00am and 8:00pm AEST to assist.

Once your self-exclusion request has been processed, we will close your online account permanently and you will be unable to access your account or open a new account. You will need to make a request to our Customer Support Team to have any account funds returned to you.

Set spend limits

You can set a weekly limit for online purchases. Head to your account page on www.thelott.com or via The Lott App for details on how to set a weekly spend limit. We recommend setting a weekly spend limit having regard to your own personal circumstances.

Unsubscribe from marketing communications

You can choose to opt out of receiving our marketing communications at any time by calling us on 1300 138 132.

You can also update your communication preferences by logging into your online account via The Lott website or The Lott App or using the unsubscribe link included in our marketing communications.

Know the odds

We offer a wide range of lottery products. Just as the prizes on offer differ from game to game, the chances of winning also varies across our games.

Odds of winning on lottery products

For ease of comparison, the odds of winning (also referred to as the ‘chances’ of winning) for each lottery game are presented for one standard game. Please note, that it may not be possible to play just one standard game in all lottery games as some games have a minimum entry requirement.

The odds presented reflect the chance of winning a Division 1 prize and for winning any prize. The odds of winning any prize refers to the chance of winning at least one prize on one standard game on an entry across the available prize divisions for a particular lottery game.

The actual odds of winning for each lottery game will vary depending on the number of games (referred to as ‘equivalent standard games’) on your entry.

These odds have been verified by a qualified and independent statistician.



Lottery game	Odds of winning Division 1 or top prize	Odds of winning any prize
Saturday Lotto / Gold Lotto / X Lotto / TattsLotto	1 in 8,145,060	1 in 42
Weekday Windfall	1 in 8,145,060	1 in 86
Oz Lotto	1 in 62,891,499	1 in 51
Powerball	1 in 134,490,400	1 in 44
Set for Life	1 in 38,320,568	1 in 50
Lucky Lotteries Super Jackpot	Jackpot Prizes: 1 in 18,385,877 1st Prize: 1 in 270,000	Any prize: 1 in 24 Any cash prize: 1 in 69
Lucky Lotteries Mega Jackpot	Jackpot Prize: 1 in 9,483,168 1st Prize: 1 in 200,000	Any prize: 1 in 17 Any cash prize: 1 in 48
Super 66	1 in 1,000,000	1 in 51
Lotto Strike [^]	1 in 3,575,880	1 in 11
Keno [^]	Spot 10: 1 in 8,911,712 Spot 9: 1 in 1,380,688 Spot 8: 1 in 230,115	Heads or Tails: 1 in 2.6 Evens: 1 in 5

Games are conducted by: Golden Casket in QLD; NSW Lotteries in NSW and ACT; Tatts in VIC, NT and TAS; and SA Lotteries in SA. The details in this table provide examples of the types of prizes and odds of winning across all lottery games are subject to change. Prizes can be won across Golden Casket, NSW Lotteries, Tatts and SA Lotteries jurisdictions. Check ticket back for details on where prizes can be won and claimed.

[^]Lotto Strike is available in NSW only and is conducted by NSW Lotteries.

[^]Keno refers to Keno available in South Australia only and is conducted by SA Lotteries.

Note: All odds above are based on one standard game.



Odds of winning on Instant Scratch-Its tickets

While the odds of winning a prize on Instant Scratch-Its tickets are generally 1 in 4, this does not mean that if four tickets are purchased one has to be a winner. These overall odds are based on the total number of tickets available for sale in a game, not on an individual purchase.

The odds of winning presented in the table shown overleaf are based on the total number of tickets that are generally printed for each game type. However, as the total number of tickets printed for each game type may vary from time to time, the odds of winning prizes may vary from those presented in the table overleaf. All prize amounts (including the top prize) are only available until won. This may occur prior to all tickets in a game being sold.

Additionally, new Instant Scratch-Its games may be added to the range from time to time and may not be listed in the table shown overleaf. Not all Instant Scratch-Its games are available in all states and/or territories. For updates check thelott.com.

Instant Scratch-Its*			
Game	Top prize	Standard odds of winning top prize	Standard odds of winning any prize
\$1.00	\$10,000	1 in 750,000	1 in 4
\$2.00	\$25,000	1 in 1,150,000	1 in 4
\$5.00	\$100,000	From 1 in 720,511 to 1 in 882,500	1 in 4
\$5.00 Crosswords	\$100,000	1 in 1,700,000	1 in 4
\$5.00 Live the Life	\$1,000 a week for 5 years	1 in 750,000	1 in 4
\$10.00	\$250,000	From 1 in 450,000 to 1 in 980,700	1 in 4
\$10.00 Jumbo Crosswords	\$150,000	1 in 875,700	1 in 3
\$15.00 Crosswords	\$200,000	1 in 274,000	1 in 3
\$20.00	\$500,000 - \$1,000,000	From 1 in 450,000 to 1 in 828,000	1 in 4
\$20.00 Crosswords	\$250,000	1 in 828,000	1 in 4
\$30.00	\$1,500,000	1 in 558,000	1 in 3

*Games are conducted by: Golden Casket in QLD, TAS AND NT; NSW Lotteries in NSW and ACT; Tatts in VIC; and SA Lotteries in SA. The details in this table provide examples of the types of prizes and odds of winning across the Instant Scratch-Its range and are subject to change. Prizes can be won across Golden Casket, NSW Lotteries, Tatts and SA Lotteries jurisdictions. Check ticket back for details on where prizes can be won and claimed.

Find out more about how to play lottery products and Instant Scratch-Its tickets in the “How to Play” information brochures and the Rules of Authorised Lotteries (in Tatts and Tatts NT), Game Rules (in NSW Lotteries), the Lotteries Rule (in Golden Casket) and Lotteries Rules (in SA Lotteries), available at your local outlet or at thelott.com.

Complaints

Our Complaint Handling Charter (Charter) outlines the process for people wanting to lodge a complaint, including their rights and responsibilities.

If you'd like a copy of the Charter or have a responsible play related complaint, including complaints about the sale of lottery products to minors, please call us on 1300 138 132 or visit thelott.com.



Players 1st

Players 1st is our program that makes sure the right prize goes to the right person.

We have over 3,800 retailers in our network who are well trained and trusted with the responsibility to sell, promote and distribute Tatts, Tatts NT, NSW Lotteries, Golden Casket and SA Lotteries games.

We're busy processing tens of millions of transactions every year, always ensuring that customers' privacy and confidentiality is protected.

If you're unhappy with an experience at a lottery outlet or concerned about the way a lottery transaction has been handled, please call our Players 1st Hotline on 1300 752 937 as soon as you can.

Summary of the Code

At The Lott, our businesses are committed to encouraging the responsible play of our lottery products. The Lott Responsible Gambling Code of Conduct (Code) is the cornerstone of our Responsible Play Program. Below is a high-level summary of the Code:

- A full copy of the Responsible Gambling Code of Conduct is available on request, or online at thelott.com.
- Rules of Authorised Lotteries (in Tatts and Tatts NT), Game Rules (in NSW Lotteries), the Lotteries Rule (in Golden Casket) and Lotteries Rules (in SA Lotteries), along with information on the odds of winning, are available upon request at Tatts, Tatts NT, NSW Lotteries, Golden Casket and SA Lotteries outlets, or can be viewed at thelott.com.
- We encourage you to set a spend limit according to your individual circumstances.
- We have a Gambling Contact Officer (GCO) for NSW Lotteries outlets in the Australian Capital Territory (ACT). The GCO can be contacted on 1300 88 22 96 for any responsible gambling issues in the ACT.
- Our Responsible Play Liaison Officers are available on 1300 138 132 as a point of contact for any responsible gambling issues in states and territories other than the ACT.
- We have a Complaint Handling Charter that details the process for making a complaint, including those related to the operation of the Code.
- Retailers are not permitted to sell to minors or any person purchasing on behalf of minors. Retailers are also not permitted to pay prizes to minors or any person on behalf of a minor.
- All advertisements and promotions must comply with the Code and the relevant state or territory government's Responsible Gambling Codes of Practice or legislation.
- Retailers cannot provide credit or lend money to players for the purposes of purchasing a lottery entry.
- Restrictions apply on the payment of prizes: over \$1,000 in NSW Lotteries outlets; over \$1,500 in Tatts, Tatts NT and Golden Casket outlets; and over \$5,000 in SA Lotteries outlets. Cashing of cheques is not permitted in any outlet.
- Customers who are intoxicated or under the influence of a substance are not permitted to buy lottery entries. Service will be denied.
- Together with our retailers, we are committed to supplying games in a safe, secure and friendly environment.
- We provide responsible gambling training and material to all relevant staff members and retailers prior to their commencement at an outlet. Each retailer is provided with responsible gambling material for the purposes of on-training their staff members.
- Our operations are governed by various State and Territory Legislation. The relevant state gambling codes of practice are available at thelott.com/about/responsible-play.

Head Office
Locked Bag 1
Spring Hill, Queensland, 4004
Customers call: 131 868
Retailers call: 132 315
thelott.com



Tattersall's Sweeps Pty Ltd
ABN 99 081 925 662

Tatts NT Lotteries Pty Ltd
ABN 18 146 244 984



New South Wales Lotteries
Corporation Pty Limited

ABN 27 410 374 474
ACN 142 890 195



Golden Casket Lottery
Corporation Limited

ABN 27 078 785 449



Tatts Lotteries SA Pty Ltd
ABN 41 146 245 007

Gamble Responsibly

For free and confidential support
Call 1800 858 858
Or visit gamblinghelponline.org.au

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Help is close at hand
GambleAware
gambleaware.nsw.gov.au
1800 858 858



In-store



Online



App



GAMBLINGHELPLINE
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