



Tattersall's Sweeps Pty Ltd
ABN 99 081 925 662

FRANCHISE INFORMATION KIT

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TATTS FRANCHISE INFORMATION KIT

Limited Purpose of this Kit

This kit is intended to serve as an introductory insight into becoming a Tatts Lottery franchisee. There is no guarantee that it deals with every aspect of the franchise that may be of interest to you.

This kit is not intended as a substitute for the seeking of your own professional advice in relation to the acquisition of a franchised business. The obtaining of such advice is recommended.

The content of this kit is current as at the date of this kit. However, that content will not necessarily remain current, and should not be relied upon to do so, as it relates to a business that is subject to change from time to time e.g. changes in policies, procedures, prices, strategic direction.

Confidentiality & Ownership

This kit remains the property of Tatts. It is not to be used for any other purpose. It is not to be copied. It is not to be disclosed to others except to your professional advisers in the course of, and for the sole purpose of, seeking advice in relation to your application for a Tatts franchise.

Chief Operating Officer's Message

Tatts is part of Australia's largest lottery operator, Tatts Lotteries. Tatts Lotteries has the licence to sell lottery products in seven jurisdictions. As Australia's leading and most capable lottery operator, our products are regularly purchased by a majority of the adult population.

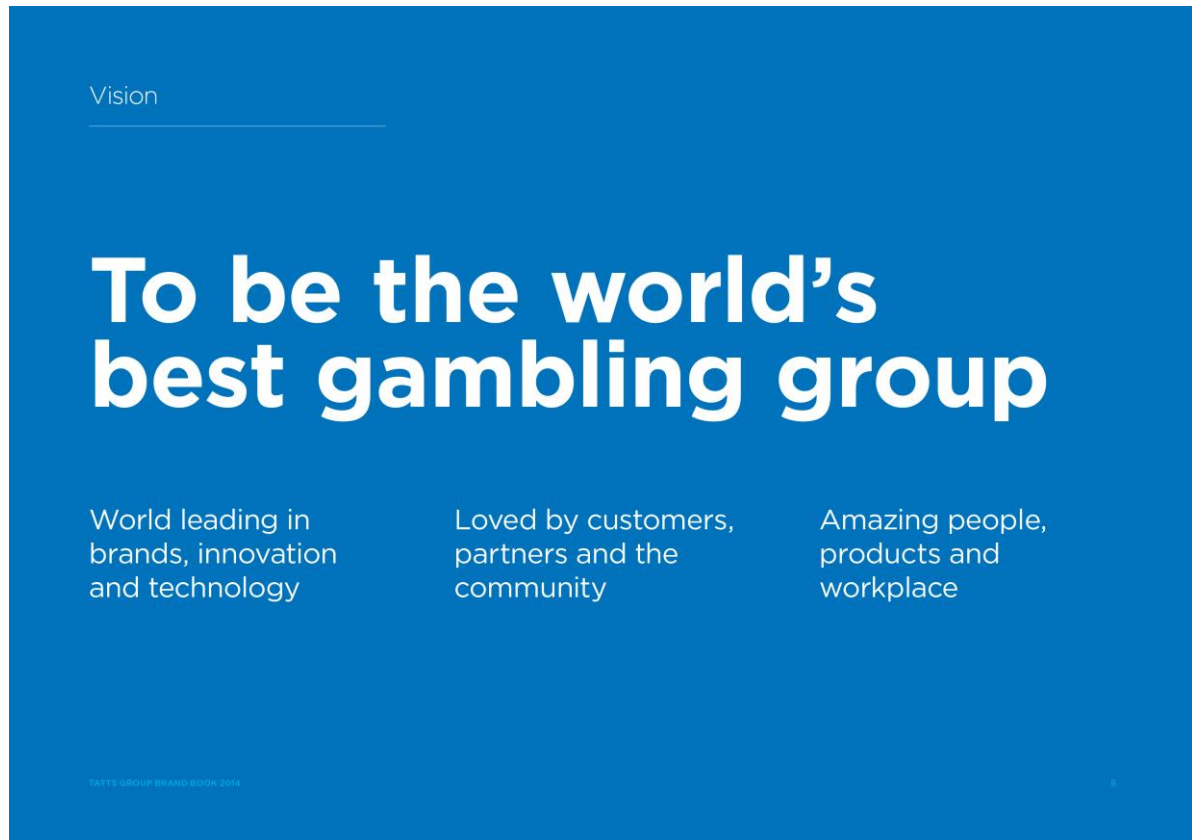
After operating public sweeps in Sydney from 1881 and in Queensland from the late 1800's, the Tatts lottery operation was re-located to Tasmania from 1897 and then to Melbourne in 1954. A 120 years plus lottery tradition continues today. Tatts has a proud history of providing exciting and innovative gaming entertainment. Being a Tatts franchisee represents an outstanding opportunity for your business to become a part of this unique world of lotteries and benefit from some of Australia's most recognised and well regarded brands.

Being a Tatts franchisee also requires a shared commitment to the vision and direction of the business. It requires the highest standards of customer service and integrity, and a desire to sell products that are innovative, exciting and widely played. In return, franchisees are recognised and rewarded for their contribution and support.

Should you require further assistance with any aspect of your application, I invite you to contact the Retail Franchise Co-ordinator at Tatts Lotteries.

Sue van der Merwe
Chief Operating Officer (Australia)
Tatts Lotteries

Vision Statement



Tatts - A Brief History and Introduction to our Games

A brief summary of Tatts history and introduction to each game is outlined at www.tatts.com.

Franchising Code of Conduct

The Franchising Code of Conduct is a compulsory code of conduct designed to provide certain safeguards to franchisees. Tatts understands that its network is covered by that compulsory code and based on that understanding (a) considers itself to be bound by the obligations placed on franchisors in that code; and (b) considers that its franchisees are entitled to the rights and to the safeguards provided to franchisees in that code; and (c) considers that in the event of any inconsistency between the code and the Franchise Agreement it is the code that prevails to the extent necessary to resolve that inconsistency.

One of the obligations placed on a franchisor under the Franchising Code of Conduct is that prospective franchisees are to be provided with, amongst other things, a copy of the code at least 14 days prior to certain events occurring (e.g. entry into a Tatts Franchise Agreement).

Buying a Franchise Pre-Entry Franchise Education Program

We recommend if you are thinking about entering a franchise business you look at the Griffith University Pre-Entry Franchise Education Program. This is a free e-program covering areas such as:

- What is a franchise;
- Advantages and disadvantages of a franchise;
- The Franchising Code of Conduct;
- Role of the ACCC;
- Understanding Franchise disclosure;
- Franchise fees and royalties;
- Support Services, site selection and leasing;
- Franchising intellectual property;
- Franchise Operations Manual;
- Dispute resolution;
- Questions to ask;
- Due diligence;
- Useful business skills; and
- Assessing your suitability as a franchisee.

Further information about the program can be found at <http://www.franchise.edu.au/pre-entry-franchise-education.html>.

Benefits to Franchisees

Tatts places great emphasis on working together with franchisees to ensure both Tatts and franchisees benefit through better business performance.

The considerable benefits in becoming a Tatts franchisee include the following:

- Increased business opportunities
- Comprehensive training
- Marketing support
- Operational and technical support
- Commissions

Franchise Criteria

Proposed Tatts Franchisees are assessed against the following three (3) criteria:

(1) Suitability of the Applicant

Relevant considerations include:

- a) Creditworthiness;
- b) Business skills;
- c) Management skills;
- d) Communication skills;
- e) Criminal history;
- f) Understanding and ability to work in a high demanding customer service environment;
- g) Professional presentation; and
- h) Suitability and ability to conduct the Franchised Business in accordance with Tatts procedures and in a strictly government regulated business environment.
Relevant considerations include, but are not limited to:

- i. Retail and customer service experience;
- ii. Development and implementation of operational / business plans;
- iii. Goal setting and achievement;
- iv. Business administration / time management and organisational skills;
- v. Financial management;
- vi. Computer skills;
- vii. Staff management, recruitment, training and development; and
- viii. English Language Proficiency– reading, speaking and listening.

(2) Suitability of the Business

Relevant considerations include:

- a) Whether the host business:
 - i. Is a retail business or is operated from retail shopping premises;
 - ii. Fits with and can support the integrity and values that are associated with Tatts branding;
 - iii. Can accommodate Tatts Retail Image standards;
 - iv. The hours of operation of the host business;
- b) Whether the communication links to the proposed site will be compatible with Tatts systems and regulatory requirements;
- c) The security of tenure in respect of the proposed site; and
- d) The ability of the host business to support a broadband internet connection.

(3) Ability to Generate a Sufficient Financial Return for Tatts

Relevant considerations include:

- a) The anticipated quantum of sales, incremental sales and incremental profit returns for Tatts from the network as a whole. In considering this issue the following factors may be taken into account, including but not limited to:
 - i. The physical location of the proposed site;
 - ii. The pedestrian and vehicle traffic flow and parking;
 - iii. The actual or likely customer traffic flow of the host business;
 - iv. The population in the area and/or any immediate demonstrable potential growth in population;
 - v. The actual or likely potential retail turnover of the host business;
 - vi. The number, type and mix of surrounding businesses; and
 - vii. Environmental factors such as any future development or material changes in the area which will impact on the proposed site.
- b) Tatts may substitute the above criteria relating to incremental sales and profits with the preservation of existing sales and profits where it considers it desirable to do so for the purpose of preserving existing network sales. For example, it may do so where:
 - i. The proposed Outlet is to be located in a new or existing shopping complex; and
 - ii. The shopping complex is considered by Tatts to be likely to attract substantial custom from customers who have traditionally frequented other commercial premises containing a Tatts Outlet or Outlets.

Supervisor Criteria

Proposed Tatts Supervisors are assessed against the following criteria:

(1) Suitability of the Supervisor

Relevant considerations include, but are not limited to:

- ii. Retail and customer service experience
- iii. Goal setting and achievement
- iv. Business administration / time management and organisational skills
- v. Financial management
- vi. Computer skills
- vii. Staff management, recruitment, training and development
- viii. English Language Proficiency– reading, speaking and listening

Application Process

Site Evaluation

When an application is received for a new site, Tatts reviews the business and site location to determine if the franchise criteria can be met. Tatts will perform a site evaluation to verify details contained within the application and to gather any other relevant information.

Surrounding Outlets within close proximity may be advised of your application and be invited to submit their views in writing relating to Tatts franchise criteria. These comments may be taken into consideration during the final decision process.

Tatts franchisees are not granted exclusive territories.

The appointment process is normally completed within 30-60 working days, however in some instances and areas this process may take longer.

Tatts continues to monitor growth areas. Where an area is identified as not serviced or under-serviced, Tatts may do one or more of the following:

- Invite the nearest existing franchisee to discuss the opportunity to provide an increased level of service;
- Seek expressions of interest from other interested parties;
- Consider applications from current businesses in the under-serviced area to become a Tatts Outlet; and/or
- Approach current businesses in the under-serviced area to become a Tatts Outlet.

Applicant Assessment

To assess the suitability and ability of the applicant as outlined in the franchise criteria, applicants are required to attend a face to face interview.

Supervisor Assessment

To assess the suitability and ability of the supervisor they are required to attend a face to face interview.

Transfer of Ownership

Tatts reserves the right to refuse transfer of ownership on reasonable grounds, which include:

- The assignee or transferee does not meet the franchise criteria; or
- The assignee or transferee has not agreed in writing to comply with the Franchise Agreement or Outlet Procedures Manual.

Lease Requirements

The entity entering into the Franchise Agreement must have the right to occupy the Outlet by lease or sub lease.

Outlet Relocation

Where a franchisee wishes or is forced to relocate the Outlet to a new location, franchisees must apply to Tatts to relocate the Outlet.

Relocation of an Outlet is at the discretion of Tatts which will be exercised taking into account many factors including but not limited to the following:

- The proposed new location is a short distance from the Outlet's existing location;
- The proposed location is within the same catchment area and will service substantially the same customers;
- The Franchisee will be able to maintain or improve existing lottery sales levels at the proposed location; and
- The proposed Retail Image for the new premises meets Tatts Retail Image requirements.

The definition of "short distance" will be at the discretion of Tatts.

The definition of "catchment area" is the geographical area from which Tatts determines an Outlet predominantly draws its customers.

If Tatts determines that any of the criteria outlined above are not met and rejects the relocation application, the franchisee may still move the host business to the proposed location however the Tatts Outlet will not be transferred to that location. The franchisee may then submit an application for a new Tatts Outlet at the new location. Any application received under these circumstances will be assessed against Tatts franchise criteria for the appointment of new Outlets, together with any other applications sought or received by Tatts for that area.

Lottery equipment must not be moved without the prior knowledge of Tatts. This applies to equipment movements resulting from Outlet relocations or layout alterations.

Granting of Temporary Closures

All requests for temporary closure must be received in writing. Tatts will then give consideration to the request for temporary closure of the Outlet. Examples of circumstances in which such consideration will be given are as follows:

- minor changes to building structure which may give rise to Work Place Health and Safety issues;
- temporary loss of utility services such as electricity and water; and / or
- centre redevelopments and only on the understanding that at the time of the request, a lease exists to re-establish the business when the redevelopment has been completed.

In all of the above circumstances it is expected that the request for a temporary closure would be for a very limited period and that all approvals will be at the discretion of Tatts.

Where approval for a temporary closure is granted the franchisee will be required to ensure there is adequate signage advising customers when the Outlet will be reopening, as well as signage displaying the addresses of the closest Outlets.

Training Requirements

A minimum of two prospective franchisees and / or supervisors are required to successfully complete Tatts Training prior to settlement and / or commencement of selling lottery products.

The New Retailer Program is a two week competency based program.

Week 1: Comprises of five days (Monday to Friday) classroom based training held at Tatts Office in Melbourne. This week introduces franchisees and / or supervisors to Tatts products, procedures and equipment. The training also covers information regarding accounts and reconciliation, legal and compliance requirements, sales development and promotions.

Week 2: The following week comprises of 40 hours over six days (Monday to Saturday) at a Tatts nominated Endorsed Training Outlet (ETO). This training is conducted in a working Outlet, providing practical experience in Outlet procedures under the guidance of an existing Tatts Franchisee.

Staff

For staff to acquire the necessary skills and knowledge they must complete training which is conducted by Tatts.

Change of Ownership of an Existing Outlet

Upon the sale of an existing Outlet, the Franchise Agreement does not automatically transfer to the purchaser. The purchaser must apply to Tatts (prior to settlement) to become a Tatts franchisee. Tatts will only appoint a purchaser as a franchisee if the purchaser meets Tatts franchise criteria.

Changes of Business Structure (Directors, Shareholders and / or Partners)

Franchisees must notify Tatts of any of the following types of proposed changes to their business prior to implementing them:

- Addition or removal of a partner;
- Appointment or resignation of a director;
- Appointment or resignation of a shareholder;
- Change of company details;
- Change of trust details (name and / or trustee);
- Change of ABN; and
- Any combination of the above.

Any changes to the business structure as referred to above will require a new application to be submitted to Tatts for assessment against the franchise criteria. If Tatts approves the application, a new Franchise Agreement may be issued or the existing agreement may be transferred to the new entity or partnership. You may be required to complete Tatts training prior to entering into the new agreement.

Tatts Fees and Charges

Application Fees

The application fee is payable for all new, change of ownership or transfer applications and relocations made to Tatts.

This fee is to cover administrative expenses associated with assessing the application.

- Change of Ownership/Transfer - \$550 (incl GST)
- Change of Business Structure - \$550 (incl GST)
- Change of Ownership & Relocation – \$825 (incl GST)
- New Site - \$825 (incl GST)
- Relocation - \$825 (incl GST)

Training Fees

The first week costs \$495 per person (incl GST) and is payable prior to attending the training program. The second week costs \$825 per person (incl GST) and is payable directly to the Endorsed Training Outlet (ETO).

Franchise Fees (excludes Instant Scratch-Its only Outlets)

The Change of Ownership Fee is 1.1% (incl GST) of gross weekly sales for 52 weeks following the change of ownership date charged twice weekly.

A New Site Establishment Fee of \$27,500 (incl GST) is payable prior to commencement of trade. A New Outlet Fee is also payable for the first three years that the business is in operation. This fee is 1.1% (incl GST) of gross weekly sales and is charged twice weekly.

In the event a New Site undergoes a Change of Ownership during the first three years that the business is in operation then the new franchisee will be responsible for the continuation of payment of the New Outlet Fee.

Change of Business Structure (Directors, Shareholders and / or Partners)

For a change of directors, shareholders of a company and / or partners, franchisees must submit an application and go through the application process. There may also be a change of ownership fee payable (or percentage thereof) for adding partners / directors, which is based on 1.1% (incl GST) for the previous 12 months gross sales of lottery products at the Outlet.

Renewal Fee

\$275 (incl GST) upon each renewal of the Franchise Agreement.

Charge in respect of the sale of Lottery Products, excluding Player Cards

1.1509% (excl GST) of Subscriptions in respect of the Pools and 1.1418% (excl GST) of Subscriptions in respect of the sale of all other Lottery Products excluding Player Cards. There is also an Instants Weekly Fee of \$44 (incl GST).

Plus an amount equivalent to 0.05% (excl GST) of Subscriptions in respect of the Pools and the sale of all other Lottery Products (excluding Player Cards) upon commencement of the operation of DigiPos Equipment in the Outlet.

Insurance

Tatts Outlets must obtain **Lotteries Special Risks Insurance and Professional Indemnity Insurance** which meets Tatts mandatory insurance requirements prior to the commencement as a Tatts franchisee.

Instant Scratch-Its stock

An initial order for Instant Scratch-Its tickets and will cost approximately \$3,500 - \$6,000.

Commission

The commission is fixed at 9.3% (incl GST) of the subscription cost per game or as near as possible to 9.3% after the amount of commission is calculated for the total number of games on an entry ticket, subject to rounding to the nearest five cents.

The Instant Scratch-Its tickets commission is eight and nine per cent (excl GST) depending on the ticket value. (Average 8.75% incl GST)

Franchise Agreement and Outlet Procedures Manual

Approved applicants who have met all the standards and necessary franchise criteria, are required to enter into a Franchise Agreement which specifies the requirements of both the franchisee and Tatts. The Franchise Agreement will be for a five year term and within the first six months of the fifth year Tatts will indicate whether a further term will be offered.

A franchisee must abide by the conditions as outlined in the Franchise Agreement and Outlet Procedures Manual, which contains policies, standards and procedures.

Failure to comply with the Franchise Agreement and/or Outlet Procedures Manual may result in remedial action being taken by Tatts. Remedial action will depend on the circumstances and could involve suspension or termination of the Franchise Agreement. The contents of the Outlet Procedures Manual are to be kept confidential and used only for the purpose of managing a Tatts Outlet.

Tatts reviews the sales performance and compliance of franchisees under the Franchise Agreement each year. The franchisee will be notified of any areas where their performance could be improved or where they are not meeting the terms of the Franchise Agreement or the standards required by Tatts.

Sales Requirements

There is a high capital cost involved in the installation, maintenance and ongoing support to maintain an Outlet, therefore new Outlets must deliver a minimum level of incremental sales and incremental profit returns for Tatts from the network as a whole.

The sales criteria for obtaining an Outlet are only one part of the franchise criteria for the granting of an Outlet. The retention of an Outlet once granted depends not only on meeting the relevant sales criteria, but also on the absence of breaches of the Franchise Agreement which warrant termination of the Franchise Agreement.

Granting of an Outlet

Required minimum sales level criteria for new appointments must be achieved through incremental sales resulting in incremental profits to Tatts. Tatts reserves the right to appoint Outlets which-in Tatts satisfies the franchise criteria.

The Outlet must demonstrate the ability to generate a minimum of \$8,400 per week in incremental lottery sales.

The reference to "incremental sales" means additional sales for the Tatts network.

Retention of an Outlet

The Outlet must maintain minimum lottery sales of \$8,400 per week to retain the right to sell lottery products. This figure is CPI adjusted each year and Outlets will be advised of the amount.

Sales Performance

It is the policy of Tatts to undertake an annual review of the sales performance of the network during January of each year. The annual review will be conducted by determining the average sales level for the prior six months for each Outlet compared to the specified level of minimum sales in the Sales and Terminal Policy.

Outlets operating below the minimum required sales level will be placed on notice for a period of six months. The Franchise Agreement may be terminated if average sales do not meet required levels at the end of the probationary period.

GST

Franchisees are liable to pay GST on the commission earned from product sales and player registration. This means that 1/11th of total commissions will represent GST which franchisees should include in the Business Activity Statements in the relevant BAS period sent to the Australian Taxation Office ("ATO").

Tatts issues a Recipient Created Tax Invoice (RCTI) to Franchisees for commissions on product sales and player registration of which Franchisees can rely on as source of support for the calculation of GST.

Paying Prizes

Tatts Prize Payment Policy states that franchisees must pay prizes up the value of \$1,499.99 in cash.

Responsible Play Commitment

Tattersall's Sweeps Pty Ltd (Tatts), Tatts NT Lotteries (Tatts NT), Golden Casket Lottery Corporation Limited (Golden Casket) and New South Wales Lotteries Corporation Pty Ltd (NSW Lotteries) collectively referred to as Tatts Lotteries) are leaders in providing innovative and socially responsible lottery games in Victoria, Tasmania, NT, ACT, Queensland and New South Wales.

Tatts Lotteries runs a Responsible Play Program which is designed to encourage responsible gambling. While recognising that lotteries are a low risk form of gambling, the Tatts Lotteries Responsible Play Program includes a range of measures to encourage responsible play of lotteries.

Responsible play is all about being informed, having fun and players knowing their own limits. Tatts Lotteries and our retail agency network (franchisees) are committed to Responsible Play and to keeping lotteries fun and entertaining.

The cornerstones of the Responsible Play Program are the Tatts Lotteries Responsible Gambling Codes of Conduct applicable to each state or territory. A full copy of the Code relevant to a specific state or territory is available for inspection at the relevant Tatts, NSW Lotteries or Golden Casket Outlet or online.

To supplement the codes, new franchisees are trained in Responsible Play and are also provided with a self-paced training Guide or Workbook which provide specific information around the Tatts Lotteries Responsible Play Program and the requirements and obligations for franchisees and their staff in a specific State or Territory.

Retail Image

Tatts is committed to maintaining the highest standards of excellence in our products and customer service. A major part of this involves portraying a highly recognizable and consistent Retail Image that clearly informs our customers about where Outlets are and what games can be played.

The purpose of complying with the Tatts Retail Image is to ensure your Outlet has an image that will:

- Maximise customer's recognition and purchase of products;
- Maintain a strong identity throughout the network;
- Allow franchisees to benefit from the connection to Tatts advertising that directs customers to your business;
- Provide Outlets with a modern retailing concept; and
- Provide a bright, attractive and effective environment for customers and staff.

The Franchise Agreement requires franchisees to comply with the Retail Image Policy.

Retail Image Policy

Tatts has a strict set of requirements for the completion of various installations. In addition franchisees are required to comply with Shopfit Design Specifications and any other update or communication from Tatts in relation to shopfit installations.

The previous Retail Image will expire on a rolling basis depending upon when an Outlet originally had the previous Retail Image installed. The expiry timetable will be time lined from oldest to newest, each store will receive an Update Notice to Generation One Retail Image to indicate the Retail Image due date.

The Tatts Lotteries Generation One Retail Image, introduced on 2 August 2010 was updated on 1 February 2016 to include DigiPOS and is now the current Retail Image. All Retail Image installations after this date must be the current image.

New Appointments

Applicants approved for a new Outlet must install the current image, prior to the commencement of selling Lottery products.

Fitout Costs for Outlets

The cost of a Retail Image shopfit depends on many variables including individual needs, site requirements, final agreed layout and store type. It also depends on the shopfitter and/or contractors selected. Costs for installation are approximately \$25,000 and \$35,000. To obtain actual fitout costs relevant to your Outlet you must deal with your selected Tatts Approved shopfitter and/or contractor.

Retail Image components are to be treated with due care and attention. Replacement of any of these components, other than those with six month warranty considerations, will also be at the expense of the franchisee.

Franchisees Responsibilities

Franchisees are responsible for:

- Organising shopfitters, contractors, quotes, plans and all associated costs relevant to the fitout of their Outlet;
- The selection of a shopfitter and/or contractors;
- The shopfit contract;
- Ensuring the selected shopfitter and/or contractors are appropriately licensed and are Tatts Approved Shopfitter to perform the works they have quoted and that their licence is still valid;
- Ensuring that all works performed by the shopfitter and/or contractors are in accordance with all required regulations, standards and requirements for the relevant state, Landlord and Shopping Centre;
- Ensuring that the Tatts Dedicated Trading Area incorporating the fitout is regularly maintained in line with Workplace Health & Safety Standards; and
- All costs associated with maintaining any component in whole or in part of the Tatts Retail Image.

Tatts Responsibilities

Tatts responsibilities are limited to the following areas of the fitout process:

- Provide detailed design specifications and construction drawings as well as communicate to Tatts Approved shopfitters as required;
- Approval of plans in so far as they relate to the implementation of the Retail Image;
- Organisation and supply of the current fitout component package; and
- Final inspection to confirm that the fitout is in accordance with the approved plan.

Tatts Plan Approval

All plans must be submitted to and approved by Tatts before any works commence to implement the Retail Image. Standard layouts are detailed in the Tatts Generation One Retail Image Schematics, available on request by contacting Tatts or on Retailers Web.

Shopfitter and Contractor Responsibilities

Tatts will supply a list of shopfitters that have been accredited to be an approved shopfitter by Tatts to manufacture and install the Generation One Retail Image. This list is provided as an aid to franchisees. Tatts does not guarantee the work of the shopfitters included in this list. Tatts recommends franchisees obtain three quotes.

Outlet Change of Ownership

Where a change of ownership occurs it will be expected that the new franchisee meet and maintain the Retail Image Standards applicable to that Outlet as determined by Tatts.

Outlet Relocations

If an Outlet is approved to relocate, the current Retail Image must be implemented in the new location prior to commencement of trade.

Outlet Ceasing to Trade

In the event of an Outlet ceasing to trade, the outgoing franchisee must ensure all signage, fixtures and promotional elements related to the business are removed.

HOW TO APPLY TO BECOME A FRANCHISEE

By now, a prospective franchisee should have a good idea of the rewards and responsibilities associated with being a Tatts franchisee.

If prospective franchisees feel they have fully understood and can comply with all the requirements and specified criteria for conducting an Outlet, then they should:

1. Contact Tatts on (07) 3877 1095 and/or retailerapplications@tattslotteries.com
2. Read and complete the application form. Processing of the application may be delayed if the application is not fully completed, signed and returned with all supporting documentation.
3. Include payment of the required application fee. If paying by cheques please make payable to Tattersall's Sweeps Propriety Limited.

Complaint Handling Charter

As part of Tatts ongoing commitment to customer and franchisee service, Tatts has a centralised team responsible for the management and resolution of complaints. This allows Tatts to manage all complaints consistently, fairly and efficiently, ensuring that customers and franchisees that share their concerns with us receive the level of responsiveness they are entitled to. As part of this commitment, this complaint handling charter has been developed which outlines Tatts role in the complaint handling process and advises people who wish to lodge a complaint of their rights and responsibilities.

It is recommended that franchisees attempt to resolve any customer complaints immediately, however if the customer complaint cannot be resolved, customers should be encouraged to telephone Tatts Contact Centre directly.

At times customer complaints may be passed on to Tatts complaint handling staff if required and these staff may contact you to obtain more information.

How do I make a complaint?

Making a complaint to Tatts is simple and easy. You can make the complaint in person, by telephone, letter, fax or email. See below for contact details.

Phone: 1300 556 646

Email: support@tattersalls.com.au

Fax: (07) 3877 1140

Mail: Tatts Complaints Coordinator
Locked Bag 7
COORPAROO DC QLD 4151

NOTE: If you are making the complaint in person or by telephone, Tatts representatives may ask you to submit your complaint in writing.

What should I include in my complaint?

- Your name, address and contact details;
- Any details of your complaint that will enable Tatts to assess and process your complaint;
- Where relevant, please provide copies of any documents relating to your complaint;
- Details of any prior contact with Tatts on the complaint, including the names of any Tatts employees you may have previously dealt with.

What are my rights when making a complaint?

You have the right to:

- easily lodge a complaint, and where required, seek assistance to lodge it, at no charge from Tatts;
- have your complaint dealt with in a fair, efficient and courteous manner;
- have information identified by you as confidential, treated as confidential by Tatts unless it has reasonable grounds for doing otherwise (e.g. a report to the Minister or Regulator);
- seek your own legal advice;

- be informed of the criteria and processes for how your complaint will be dealt with;
- know whether this charter has been followed;
- be informed of Tatts response, and the reason for this response; and
- provide directly relevant material in support of the complaint.

How will my complaint be handled?

- Tatts will receive your complaint, record the details, give it fair and genuine consideration and deal with it in an effective way to achieve fair outcomes.
- Tatts will inquire into your complaint, and consult with relevant Tatts staff and Outlets (where appropriate) within a reasonable timeframe, having regard to the nature and complexity of the complaint.
- Tatts will keep you and the person complained about (if applicable) informed of progress.
- If appropriate and where possible, Tatts will recommend changes to remedy the situation, and then inform you of the decision made and the reasons for the decision.
- Tatts will treat all information with respect and handle personal information in accordance with the Corporation's Privacy Policy.
- Tatts will take action to resolve the complaint.

Some important points

- Someone else may make a complaint on your behalf, however it may still be necessary for Tatts to contact you directly.
- If you are experiencing difficulty expressing your complaint, you may seek Tatts assistance.
- If you make an anonymous complaint, Tatts capacity to inquire into the issue may be limited. Whilst all attempts will be made to protect your identity, your identity may become apparent during the course of the inquiry.
- Tatts may request your assistance to enable the Corporation to assess and process your complaint
- Please do not to make complaints that are vexatious or frivolous or that relate to a matter that has been dealt with in a previous complaint.

Feedback about our services

Tatts is committed to improving the level of service it provides and your feedback is very important.

You can visit, telephone, fax, email or write to us at the addresses above to give us your feedback on our service and the Complaints Handling Charter.

If you would like to make a suggestion about our complaints handling process, it would be helpful if you would first raise the matter with the Tatts staff member you have been dealing with. If you are not satisfied, please contact Tatts Contact Centre on 1300 659 971 or contact Tatts using the details above.