



ACT
Government



ACT Gambling and Racing Commission
Annual Report
2023-24





ACT Gambling and Racing Commission

Annual Report

2023-24



The ACT Gambling and Racing Commission acknowledges the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region.

We respect the Aboriginal and Torres Strait Islander people, particularly our Aboriginal and Torres Strait Islander staff, and their continuing culture and contribution they make to the Canberra region and the life of our city.

General Enquiries or Feedback about this Report may be submitted to:

ACT Gambling and Racing Commission

GRCBoard@act.gov.au

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Postal address

ACT Gambling and Racing Commission

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CANBERRA ACT 2601

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www.accesshub.gov.au.

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Information about the ACT Gambling and Racing Commission and an electronic version of this annual report can be found on the website <https://www.gamblingandracing.act.gov.au/>.

There are many ways to get help and support for gambling harm, including self-help options:

Phone: Gambling helpline 1800 858 858

Financial: Call 1800 007 007 if you would like help with your finances

Online: gamblinghelponline.org.au

Face to face: Call 1800 858 858 to find out about face-to-face counselling

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ACT
Government



Transmittal Certificate

Ms Tara Cheyne MLA
Minister for Government Services and Regulatory Reform
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2023-24 ACT Gambling and Racing Commission Annual Report

This report has been prepared in accordance with section 7(2) *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the ACT Gambling and Racing Commission.

We certify that information in the attached annual report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of ACT Gambling and Racing Commission has been included for the period [1 July 2023 to 30 June 2024.

We hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006 (repealed)*, Part 2.3 (see section 113, *Public Sector Management Standards 2016*).



Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the Report to the Legislative Assembly within 15 weeks after the end of the reporting year.

Yours sincerely

Ms Laura Beacroft
Chairperson
9 September 2024

Ms Yu-Lan Chan
Chief Executive Officer
9 September 2024

Gambling & Racing Commission
GPO Box 158, Canberra City ACT 2601

 GRCBoard@act.gov.au
 gamblingandracing.act.gov.au

Compliance Statement

The 2023-24 ACT Gambling and Racing Commission Annual Report must comply with the [Annual Reports \(Government Agencies\) Directions 2024](#) (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the ACT Legislation Register: <http://www.legislation.act.gov.au>.

The Compliance Statement indicates the subsections, under Parts 1 of 5 of the Directions, that are applicable to the ACT Gambling and Racing Commission and the location of information that satisfies these requirements.

Part 1: Directions Overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The 2023-24 ACT Gambling and Racing Commission Annual Report complies with all subsections of Part 1 under the Directions.

To meet Section 15 Feedback, Part 1 of the Directions, contact details for the ACT Gambling and Racing Commission are provided within the 2023-24 ACT Gambling and Racing Commission Annual Report to provide readers with the opportunity to provide feedback.

Part 2: Reporting entity Annual Report Requirements

The requirements within Part 2 of the Directions are mandatory for all reporting entities and the ACT Gambling and Racing Commission complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2023-24 ACT Gambling and Racing Commission Annual Report as follows:

- A. Transmittal Certificate, see page 5.
- B. Organisational Overview and Performance, inclusive of all subsections, see pages 8 - 61.
- C. Financial Management Reporting, inclusive of all subsections, see 62 – 113.

Part 3: Reporting by Exemption

The ACT Gambling and Racing Commission has nil information to report by exception under Part 3 of the Directions for the 2023-24 reporting year.

Part 4: Directorate and Public Sector Body Specific Annual Report Requirements

The following subsections of Part 4 of the 2023 Directions as applicable to the ACT Gambling and Racing Commission can be found within the 2023-24 ACT Gambling and Racing Commission Annual Report:

- *Gambling and Racing Control Act 1999, s46(2)*
- *Gaming Machine Act 2004, s54 and s163G*

The ACT Gambling and Racing Commission has nil information to report on Ministerial Directions.

Part 5: Whole of Government Annual Reporting

All subsections of Part 5 of the Directions apply to the ACT Gambling and Racing Commission. Consistent with the Directions, the information satisfying these requirements is reported in the one place for all ACT Public Service directorates, as follows:

- Bushfire Risk Management – no information to report for 2023-24. Please refer to Bushfire Risk Management section on page 122 of this report
- Human Rights, see the annual report of the Justice and Community Safety Directorate
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report; and;
- Territory Records, see the annual report of the Chief Minister, Treasury and Economic Development Directorate.

ACT Public Service Directorate annual reports are found at the following web address:

www.cmtedd.act.gov.au/open_government/report/annual-reports.

Organisational Overview and Performance

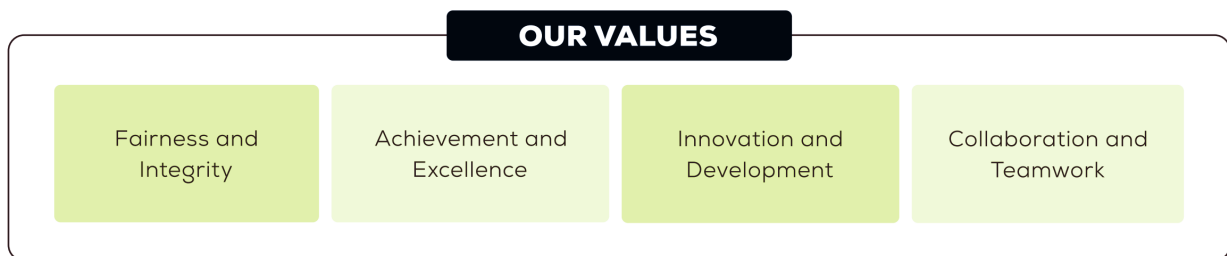
Organisational Overview

The ACT Gambling and Racing Commission (the Commission) is an independent statutory authority responsible for ensuring the lawful conduct of gambling and racing in the ACT. The Commission is established under the *Gambling and Racing Control Act 1999* (the Control Act). The Control Act is available on the ACT Legislation Register (<http://www.legislation.act.gov.au>).

Vision and Values

The vision of the Commission is to create an environment in which key stakeholders have the highest degree of confidence in the integrity of the Territory's approved gambling and wagering industries, and to minimise gambling harm.

The values of the Commission are:



Role, Functions and Services



The functions of the Commission include:

- regulating the activities of the casino, gaming machines, lotteries, racing, betting and interactive gambling;
- approving gaming and racing activities;
- monitoring and researching the social effects of gambling and of gambling harm;
- providing education and counselling services;
- reviewing legislation and policies relating to gaming and racing, and making recommendations to the Minister on those matters;

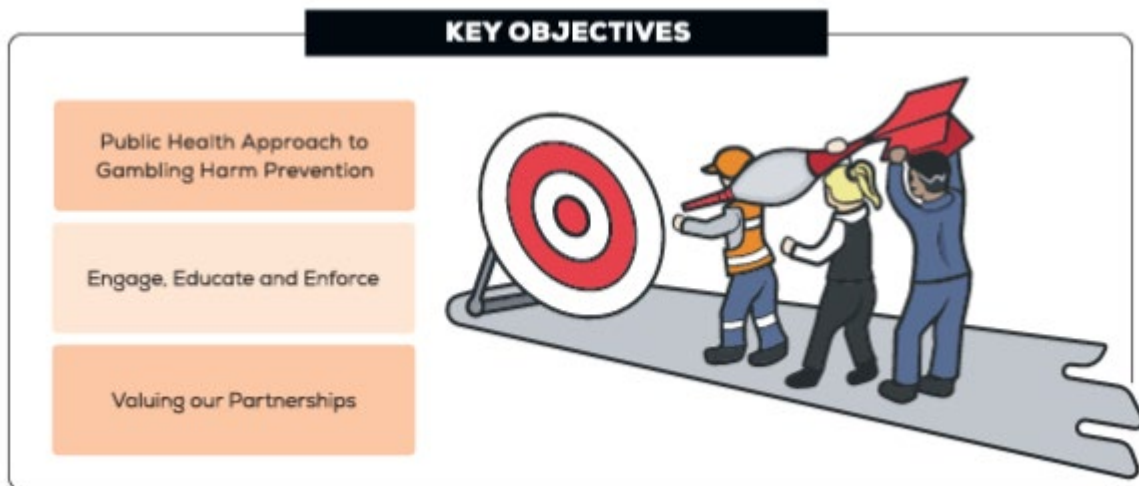
- investigating and conducting inquiries into issues and activities of persons in relation to gaming and racing related matters;
- monitoring and researching activities relating to gaming and racing;
- engaging in community consultation, as appropriate; and
- collecting taxes, fees and charges imposed or authorised by or under gaming laws.

As required under section 7 of the Control Act, the Commission performs its functions in a way that best promotes the public interest, and in particular, as far as practicable:

- promotes consumer protection;
- minimises the possibility of criminal or unethical activity; and
- reduces the risks and costs of gambling harm to individual gamblers and the wider community.



The Commission's Strategic Plan 2023-2024 includes the following strategies to achieve its objectives:



For 2023-24, in its Statement of Expectations the Commission set the following focus areas, noting this is not the full range of activities it undertakes:

Public health approach to gambling harm prevention

- Conduct the ACT Gambling Survey in 2024 to continue the time series from previous ACT surveys and contribute to the evidence base;
- Continue building engagement with the community support sector and people with lived experience to ensure their perspectives inform activity;

- Conduct activities throughout the Gambling Harm Awareness Week with the aim of reducing stigma; and
- Continue engaging with industry on gambling harm prevention and mitigation.

Educate, engage and enforce

- Monitor casino operations, in the context of change in upstream ownership; and
- Monitor licensee protection of excluded persons

Valuing our partnerships

- Continue to inform the electronic gaming machine reform program so that efficient regulation and harm prevention are incorporated into the design;
- Engage with relevant partners in ACT Government to apply the public health approach to gambling harm prevention; and
- Continue participation in national forums to support the public health approach and promote collaboration.

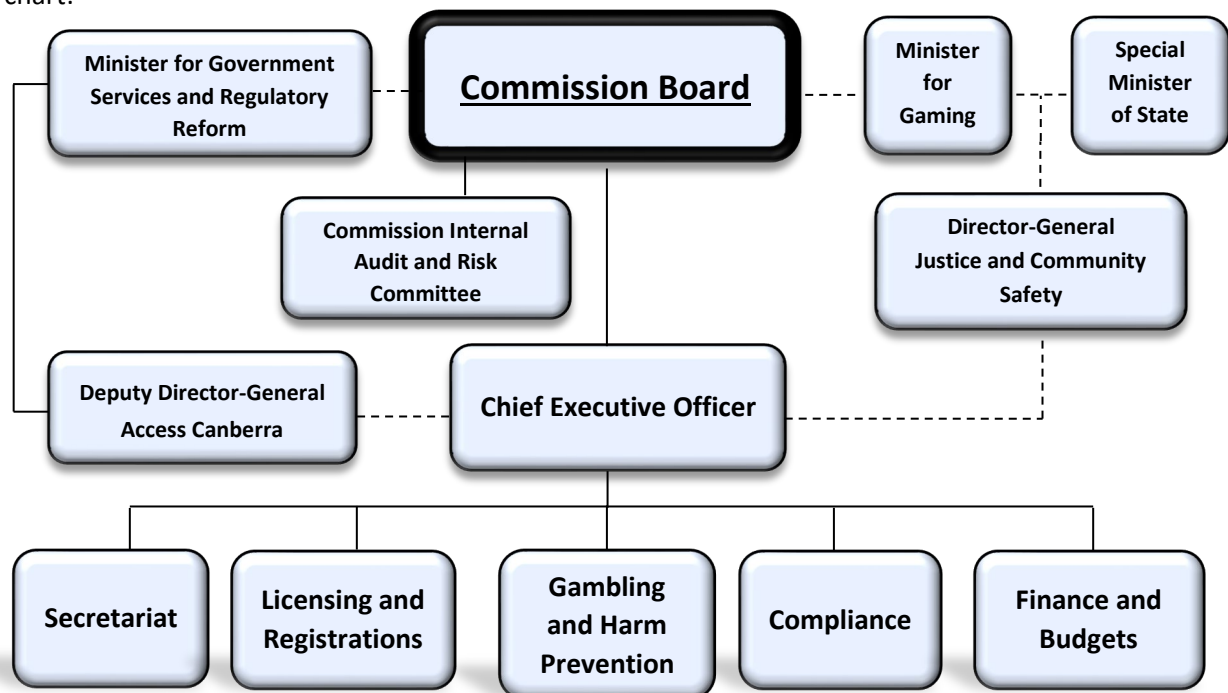
Organisational Structure

The Commission has a Memorandum of Understanding (MOU) with the Chief Minister, Treasury and Economic Development Directorate (Access Canberra) on the provision of services for the administration of the gaming laws including the control, supervision and regulation of gaming and racing in the ACT.

The MOU agreement provides for the Commission to perform its functions and obligations as specified in section 6 of the Control Act and as outlined in the Commission’s Statement of Intent.

Organisational Chart

The Commission’s operational structure as at 30 June 2023 is identified in the following organisation chart:



- The Deputy Director-General of Access Canberra is accountable to the ACT Public Service Head of Service, and the Minister for Government Services and Regulatory Reform. The Deputy Director-General is responsible for the administration and business of Access Canberra including any work that Access Canberra undertakes on behalf of the Commission.
- The Director-General of the Justice and Community Safety Directorate is accountable to the Minister for Gaming and Special Minister of State. The Director-General is responsible for broad gaming and racing policy on a whole-of-government basis.
- The Chief Executive Officer of the Commission is also an Executive Branch Manager within Access Canberra and is a member of the governing board.

Summary of Performance and Achievements in 2023-24

The Commission successfully implemented activities listed under the focus areas in its Statement of Expectations 2023-24 in order to progress its objectives.

Public Health Approach

Since 2009 the Commission has conducted prevalence surveys every five years. In 2023-24 the Commission engaged CQUniversity to conduct the **2024 Survey on Gambling in the ACT**. Survey design took place during 2023-24 and the report will be provided to the Commission in 2024-25. The 2024 survey will provide the first comprehensive ACT update on gambling behaviour, activities, harm and help-seeking since the previous survey in 2019.

The Commission has continued to strengthen engagement with the community support sector through the **Gambling Harm Prevention Community of Practice**, with three meetings held in partnership with the ACT Gambling Support Service (AGSS) during 2023-24. This forum facilitates community and primary health care workers to share learnings, build shared understandings and create opportunities for collaboration in gambling harm education, prevention, early intervention, counselling, and referral across the ACT. Community of Practice members also informed the development of **Community Sector Gambling Harm Prevention Training**, conducted by Lifeline Canberra.

Perspectives of the community sector and people with lived experience of gambling harm are included amongst the membership of the Gambling and Racing Commission advisory Committee.

The **awareness campaign** that was launched during **Gambling Harm Awareness Week 2023** (16 to 22 October) utilised the theme *Chances are, there's more to life*. The campaign was a deliberate move away from “responsible gambling” messages and focussed on community connection and product awareness. The creative concept and materials to support this campaign were tested with key community stakeholders, including people with lived experience of gambling harm. Printed and digital campaign materials were shared with industry and community sector stakeholders to support a partnership approach for disseminating the messaging to reach key audience groups. Gambling Harm Awareness Week 2023 was successful in its partnership approach, with increased social media posts by partners and increased visits to the Commission’s Gambling Help landing page (www.everystorymatters.act.gov.au) compared to GHAW 2022.

During Gambling Harm Awareness Week 2023, the Commission hosted a free half day forum to consider how we can **‘Prevent, Empower, Support’** to address gambling harm in the ACT. Speakers provided practical strategies for all stakeholders to play a role in reducing and preventing gambling harm and highlighted the evidence behind them. The event was attended by 75 diverse stakeholders, with evaluation demonstrating positive feedback from all sectors.

Engage, Educate and Enforce

The two regulatory compliance programs listed in the Statement of Expectations 2023-24 were completed.

The program to monitor casino operations aimed to provide assurance that the casino has measures in place to meet its obligations under the gaming laws to maintain the integrity of gaming and ensure patron safety.

The program to monitor licensee protection of excluded persons included inspection of all 38 licensed gaming machine venues. The objectives of this program were to reduce the number of excluded persons accessing a gaming area and reduce the number of excluded persons being paid winnings. Six venues were found to be non-compliant with aspects of the *Gambling and Racing Control (Code of Practice) Regulation 2002* and were brought into compliance through the program.

Valuing our Partnerships

The Commission liaises closely with relevant areas across ACT Government. Special partnerships include:

- collaborating with **Justice and Community Safety Directorate**, which has responsibility for gambling legislation and policy reform, to provide perspectives on implementation, regulation and gambling harm prevention aspects; and
- liaising with **Health Directorate** to promote awareness of gambling harm as a public health matter and to draw on their experience in health promotion and awareness raising activities.

A particular highlight of 2023-24 has been collaboration with **Education Directorate** to develop a program for secondary schools to help young people understand the risks associated with gambling and gambling-like content in video games. Informed by a co-design process involving local teachers and students the *Gambling, Gaming and Young People* program includes teacher professional learning as well as curriculum aligned classroom resources for years 7 to 10. Program development over 2023-24 has been overseen by a working group which includes representatives from community, academic, education sector and persons with lived experience. The program is expected to be finalised in Term 4 of 2024, in time for the 2025 school year.

The Commission actively engages with **regulators and counterparts across other jurisdictions**. The Commission is a participant in the Australasian Casino and Gaming Regulators forum and successfully chaired and hosted the 2024 forum in Canberra in March 2024. The Commission is also an active member of a number of interjurisdictional working groups and bilateral relationships to facilitate information sharing and develop shared approaches to addressing gambling harm.

Outlook for 2024-25

Key activities

The Commission's Statement of Expectations for 2024-25 builds on priorities and achievements from 2023-24. Key activities will include:

Public health approach to gambling harm prevention

- Conducting the ACT Gambling Survey in 2024 to continue the time series from previous ACT surveys and contribute to the evidence base. Data collection will occur during first quarter of 2024-25 with the data and report to be provided to the Commission in quarter 4 of 2024-25;
- Continue building engagement with the community support sector and people with lived experience to ensure their perspectives inform activity, including through the Gambling Harm Prevention Community of Practice, Gambling and Racing Commission Advisory Committee and specific engagements;

- Development and implementation of a school education program to help young people understand the risks associated with gambling, including gambling-like content in video games. This will involve finalisation of the program including seeking Teacher Quality Institute accreditation for the teacher learning, and promotion with school communities to enhance uptake, followed by ongoing management and monitoring of the program delivery. This is on track for the program to be completed and promoted during 2024, in time for the 2025 school year;
- Conduct activities throughout Gambling Harm Awareness Week that build on the 2023-24 focus of reducing stigma by strengthening focus on encouraging help seeking. The Commission will also explore enhancements to make the self-exclusion process more accessible and responsive to people's needs; and
- Continue engaging with industry on gambling harm prevention and mitigation.

Educate, Engage and Enforce

- The Commission's regulatory program will include:
 - Monitoring the Community Contribution Scheme established by Part 12 of the *Gaming Machine Act 2004*; and
 - Monitoring licensee monitoring of, and response to, signs of gambling harm.

Valuing our partnerships

- Continuing to inform policy and reform to support effective regulation and harm prevention;
- Continuing to engage with relevant partners in ACT Government to apply the public health approach to gambling harm prevention; and
- Continuing participation in national forums to support the public health approach and promote collaboration.

Challenges

The following challenges have been identified:

- Current gambling legislation still makes references to 'problem gambling' rather than 'gambling harm'. Significant education initiatives have been implemented to explain the public health approach across licensed venues, the community and government, including training on how Gambling Contact Officers should apply this in their work and the role of Club Boards in preventing and reducing gambling harm;
- Stigma remains a primary barrier to help seeking and a reason why people impacted by gambling harm refrain from discussing their experiences. The ACT Gambling Support Service recruitment of additional peer support workers with lived experience will assist in addressing this challenge;
- Research has found that people in Aboriginal and Torres Strait Islander communities experience more harm from gambling and are less likely to ask for help compared to people from other communities. It is acknowledged more work is required to further strengthen engagement with Aboriginal and Torres Strait Islander communities; and
- The Commission's strategies and operations need regular review to effectively respond to the realities of modern gambling operations and related challenges.

Internal Accountability

Membership of the Commission Board

Section 12 of the *Gambling and Racing Control Act 1999* provides that the Commission shall consist of five members. Section 79 of the *Financial Management Act 1996* (FMA) provides for the appointment of a chairperson and a deputy chairperson and section 80(4) of the FMA states that the Chief Executive Officer of an authority is a member of the governing board (the Board).

Under section 56 of the FMA the Board is responsible, under the responsible Minister, for the efficient and effective financial management of the authority. Section 77 of the FMA provides that a governing board has the following functions:

- setting the authority's policies and strategies;
- governing the authority consistently with the authority's establishing Act and other relevant legislation;
- ensuring, as far as practicable, that the authority operates in a proper, effective and efficient way; and
- ensuring, as far as practicable, that the authority complies with applicable governmental policies.

The Commission's Board consists of four non-executive members comprised of the Chairperson, Deputy Chairperson and two ordinary members. The Commission's Chief Executive Officer is also a member of the Board. Non-executive members' appointments are approved by the Minister for Gaming as the responsible Minister. The Standing Committee on Public Accounts is consulted on all non-executive member appointments in accordance with section 228 (Consultation with appropriate Assembly Committee) of the *Legislation Act 2001*. All appointed members are governed by the ACT Government Code of Conduct, which outlines the standards of behaviour and ethical conduct expected of all people serving official appointments. In addition, to ensure the integrity of decisions made by the Board of the Commission, all Board Members are requested, at the beginning of every meeting, to declare any conflicts of interest.

The term of appointment for Commission members is three years. Members are eligible for re-appointment at the expiration of that term. The Chief Executive Officer remains as a member for the duration of their term of office.

As at 30 June 2024, the Commission's Board consisted of the following members:

Chairperson: Mr Laura Beacroft

Deputy Chairperson: Ms Leanne Close

Members: Ms Lauren Anthes

Mr Mark Brown

Chief Executive Officer: Ms Yu-Lan Chan

The *Gambling and Racing Control Act 1999* prescribes that of the four non-executive members of the Commission "one must have knowledge, experience or qualifications related to providing

counselling services to problem gamblers”. The appointment of Ms Anthes ensures compliance with this criterion.

Laura Beacroft (Chair)

Ms Beacroft brings a range of skills and qualifications in modern regulation; sound decision-making and administrative law; as a company director; developing, delivering and evaluating policies and services; criminology and crime prevention; and conflict prevention and resolution. She has led many boards and committees that, like the Commission, operate in complex dynamic environments.

Ms Beacroft has qualifications in law, management, conflict resolution, and as a company director.



Leanne Close, APM (Deputy Chair)

Ms Close brings strong leadership, governance, investigations and anti money-laundering experience to the Board. She sits as a non-executive director on several public sector and not-for-profit boards and committees. Prior to this, Ms Close served as a police officer for over 33 years in the Australian Federal Police, culminating as Deputy Commissioner. In 2016, Ms Close was seconded to the Attorney-General’s Department to lead their Criminal Justice Group. From 2015-2019, she was Co-Chair of the Asia-Pacific Group on Money Laundering, the largest Financial Action Task Force (FATF) group in the world.

Ms Close holds a Master of Education Leadership and two Graduate Certificates in Professional Development Education and Applied Management.



Lauren Anthes (Member)

Ms Anthes is an experienced and passionate healthcare executive, having worked in the research and development space for over 15 years. Ms Anthes has a strong interest in mental health and gender-based violence. With her background in public health and qualifications in psychology and evaluation, Ms Anthes brings strong subject matter expertise and networks in relation to harm minimisation, public health campaigns and intervention-based service development.

Ms Anthes is a Graduate of the Australian Institute of Company Directors, holds a Bachelor of Psychology and a Master of Education (Evaluation).



Mark Brown (Member)

Mr Brown is an experienced senior executive who brings to the Commission a diverse range of skills in corporate governance and regulation. His career includes a variety of senior executive roles with Services Australia, Department of Home Affairs and more recently, with the Australian Signals Directorate. He has been responsible for areas including governance, compliance, fraud investigations, financial management, security (including IT security) and audit.

Mr Brown is a FCPA, a Certified Internal Auditor and has a range of IT related qualifications in audit, security, risk, Artificial Intelligence and cloud computing. He holds a Master of Business Administration, a Bachelor of Social Science, a Graduate Certificate in Cyber Security Governance and Risk Management, and is a Graduate of MIT’s Executive Management program.



Yu-Lan Chan (Chief Executive Officer and Member)

Ms Yu-Lan Chan is the Chief Executive Officer of the Gambling and Racing Commission and Executive Branch Manager, Corporate Support and Capability within Access Canberra. Ms Chan's professional experience includes policy development and implementation, human resources, stakeholder engagement, organisational culture, and program management. She has held senior executive roles in multiple agencies across the ACT Government including Senior Executive with Responsibility for Business Integrity and Risk. She also has experience in the Australian Public Service, higher education sector, and overseas.

Ms Chan holds an Executive Master of Public Administration from the Australia and New Zealand School of Government and is a Graduate of the Australian Institute of Company Directors.



Meetings of the Commission

The Commission conducted 17 formal Board meetings in 2023-2024 (refer to Table 1) The Board meetings involve the Board reviewing briefing papers for decision and information. The Board also conducted sessions required to meet its statutory responsibilities such as to develop and maintain its strategic and risk plans and to respond to strategic and operational issues. Board members each led and/or attended various committees, meetings and consultations, where Board involvement was required.

Minutes of formal meetings are documented, and decisions of the Commission are communicated in writing to relevant parties. These minutes are examined by the ACT Auditor-General's Office during their annual financial and performance audit of the Commission. The Commission members receive a monthly financial report at each meeting which incorporates monthly and year-to-date financial information and explanations of variances between budget and actual.

Access Canberra resources, personnel and expertise are made available to Board members to assist them to carry out their duties. Access to independent professional or legal advice is available as required. Legal advice in relation to Commission decisions is obtained from the ACT Government Solicitor.

The Commission has adopted the Conflict of Interest Policy of the Chief Minister, Treasury and Economic Development Directorate.

Table 1: Commission Members' Attendance at meetings – July 2023 to June 2024

	Jul	Aug	Sep	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Mar	Mar	Apr	May	Jun	Jun	Jun
Date	18	15	7	19	9	21	19	30	20	15	19	27	16	21	18	21	27
Paul Baxter¹	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Laura Beacroft²	N/A	N/A	N/A	N/A	N/A	N/A	X ³	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Leanne Close	✓	X ⁴	✓	✓	✓	✓	✓	✓	X ⁵	✓	✓	✓	✓	✓	✓	✓	✓
Yu-Lan Chan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Carmel Franklin⁶	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A
Carl Buik⁷	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A
Lauren Anthes⁸	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	✓	✓	✓	✓
Mark Brown⁹	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	✓	✓	✓	✓

Notes:

1. Mr Paul Baxter was Chair until 23 November 2024.
2. Ms Laura Beacroft commenced as Chair from 12 December 2023.
3. Ms Laura Beacroft was an apology for this meeting.
4. Ms Leanne Close was an apology for this meeting.
5. Ms Leanne Close was an apology for this meeting.
6. Ms Carmel Franklin was a Board member until 19 March 2024.
7. Mr Carl Buik was a Board member until 19 March 2024.
8. Ms Lauren Anthes commenced as a Board member from 19 April 2024.
9. Mr Mark Brown commenced as a Board member from 19 April 2024.

Remuneration

During the 2023-24 financial year all board members were paid in accordance with the determinations of the ACT Remuneration Tribunal. Section 13 of the *ACT Remuneration Tribunal Act 1995* requires the ACT Remuneration Tribunal to make determinations about part time public office holders (which includes the ACT Gambling and Racing Commission Board) on an annual basis.

Management Committees

Table 2: Name and role of management committees

Name of Committee	Role of Committee	Membership
Internal Audit and Risk Committee (Further details are available on page 55)	Oversees, on behalf of the Board, the Commission's governance, risk, compliance, and internal control environments and provides assurance as to their effectiveness.	Sub-Committee of the Commission's Board made up of members of the Commission.
Gambling and Racing Commission Advisory Committee	Represents a broad section of the ACT community and provides views and recommendations to support the Commission in undertaking its legislative functions, with particular emphasis on the prevention and mitigation of gambling harm in the ACT. The Committee also provides an avenue by which the Commission can liaise across the ACT community and relevant stakeholders with a role to play in the prevention and minimisation of gambling harm in the ACT.	Advisory body with a maximum of ten members, to reflect a diverse range of skills, expertise, and backgrounds. Members may be drawn from the gambling and racing industry, community organisations offering support services and seeking to address the effects of gambling harm, the health sector and ACT Government directorates with a role to play in implementing a public health approach to gambling harm. The Chair is the Executive Branch Manager within Access Canberra with primary responsibility for gambling harm prevention strategy.

Both these committees report as required to the ACT Gambling and Racing Commission Board.

Contact for further information:	Senior Director, Finance and Budgets, Access Canberra Phone: (02) 6207 0378
	Director, Gambling and Harm Prevention, Access Canberra Phone: (02) 6207 0357 and (02) 6207 2492

Performance Analysis

Output Class 1: Gambling Regulation and Harm Minimisation

The Commission’s forward objectives, deliverables and accountability indicators are published in the 2023-24 ACT Budget Statements on the ACT Budget 2023-24 website ([2023-24 Budget Statement \(act.gov.au\)](https://act.gov.au)). They are used to monitor and assess the Commission’s performance.

Output 1.1: Gambling Regulation and Harm Minimisation

The Commission purchases the following services from Access Canberra:

- administration of gaming laws;
- the control, supervision and regulation of gaming in the Territory;
- collection and verification of gambling taxes, levies, fees and charges; and
- the development and implementation of projects through the Gambling Harm Prevention and Mitigation Fund.

Accountability Indicators

Table 3: Summary of operational performance against targets

	Original Target 2023-24	Actual Result 2023- 24	% Variance from Original Target
The Gambling and Racing Commission proactively communicates its priorities for risk-based regulation:			
i) The Commission has a public statement of expectation	100%	100%	0%
ii) Regulatory activity in line with the public statement is reported annually	100%	100%	0%
Percentage of the Canberra community that find it easy to interact with the Gambling and Racing Commission	90%	87%	-3%

**This is measured annually by independent survey of stakeholders from the community support sector and gambling industry. Further information including explanation of measures and variance is available in the Financial Management Reporting Section under the Statement of Performance.*

Strategic Objectives and Indicators

Table 4: Summary of results for Strategic Objectives and Indicators

Strategic Objective 1: To take meaningful action to prevent gambling harm

The Commission is committed to performing its functions in a way that prevents and reduces the burden of gambling harm on the community and individuals. The Commission monitors the social effects of gambling and gambling harm in the ACT, funds research to understand gambling harm, and implements evidence-based activities using a public health approach to prevent and reduce gambling harm. Gambling harm is any negative consequence caused or made worse by gambling.

The public health approach acknowledges that focusing attention on only the small group of people who are experiencing extreme levels of harm will not in itself help to reduce the incidence or burden of gambling harm in the population. The most recent ACT Gambling Survey (2019) found that 14 percent of adults in the ACT experienced harm from their own or someone else's gambling in the 12 months preceding the survey.

Of the five percent of adults who had experienced harm from another person's gambling, one in four reported financial difficulties. Emotional and relationship harms were more common than financial difficulties for people affected by another's gambling, with 59 per cent reporting feelings of stress or anxiety and 62 per cent reporting trust issues.

Reducing the burden from the broad range of harms in the community requires a long-term commitment. A combination of strategies has been developed and implemented to prevent and reduce gambling harm. These include:

- enhanced focus on research, to contribute to the body of knowledge on how to prevent gambling harm;
- strengthening community action to prevent gambling harm through delivering educative resources, public health messages and gambling harm awareness initiatives;
- working with the gambling industry to deliver safer settings, including: providing quality training supporting industry staff to prevent harm, consistent information about self-exclusion options and available support services for people at risk, and public health messages; and
- strengthening community access to a range of resources and support services for people experiencing gambling harm including funding of support and information services and engaging with community sector organisations through the Gambling Harm Community of Practice.

Strategic Indicator 1: Prevent and reduce gambling harm in the ACT.

The Commission has funded the ACT Gambling Survey in 2001, 2009, 2014 and 2019. CQUniversity was engaged to conduct the next survey, with data being collected in the first quarter of 2024-25.

Gambling harm is measured through the survey findings and surveys are designed in a way that enables comparison of results over time.

- Since 2009 the survey has included the Problem Gambling Severity Index (PGSI), which is a widely used measure of clinical (or extreme) levels of problem gambling in the population. It ranks risk along a continuum as follows: score of less than 1 indicates non-problem gambling; score of 1-2 indicates low risk gambling; score of 3-7 indicates moderate risk problem gambling; and score of 8 or more indicates problem gambling.

- In 2019, the survey included the Short Gambling Harm Scale (SGHS), which was developed and validated in 2016. This measure assesses the financial, emotional and relationship harms experienced by people who gamble. The SGHS is included in the 2024 survey.

In the 2024 ACT Gambling Survey, 100 per cent of the survey participants will be contacted via their mobile phone, whereas the previous surveys have also contacted people using landline phones to varying degrees. The gradual shift to mobile phone numbers has been necessary given shifting preferences in the community from landline to mobile phones. However, it is likely to influence the prevalence rates. This is best illustrated by the finding from the 2019 survey that mobile phone respondents were almost twice as likely as landline respondents to be classified as problem gamblers.

The 2019 ACT Gambling Survey found that the proportion of the ACT adult population reporting one or more on the PGSI had doubled, increasing from 5.4 percent in 2014 to 10.3 percent in 2019. This is a likely result of changes in the survey methodology from 2014 to 2019 which presented limitations in the ability to draw definitive conclusions about change over time in gambling activity, problems, harms, or service use.

In addition, the adoption of a public health approach means that in the short term, rates of gambling harm and service use are likely to increase along with greater community understanding, recognition, and responsive action to gambling harm embodied in the public health approach adopted by the Commission.

The Commission's 2024 survey will provide the first data on gambling behaviour and harm in the ACT population since the COVID-19 pandemic.

Result

The Commission's *Strategy for gambling harm prevention in the ACT – A Public Health Approach 2019-2024* provided a road map for preventing and reducing gambling harm using a public health approach, guiding development and delivery of effective, co-ordinated evidence-based activities over a five-year period ending in 2024.

In 2022-23 the Commission funded an independent evaluation to gauge its progress against the five-year Strategy. The evaluation covered the first three years of the Strategy and was finalised in 2023-24. The evaluation concluded that 'the Strategy has been delivered according to the principles of the Strategy. The evaluation found the Strategy, with some modification particularly to align the objectives with the level of influence of the Commission, was highly suitable to continue for its remaining two years and inform subsequent strategies.

Initiatives are detailed under the Operational Performance section of this annual report and include:

- Development of the *Gambling, Gaming and Young People* program for secondary schools, using a co-design approach, to help young people understand the risks associated with gambling and gambling-like content in video games;
- Continuation of the Gambling Harm Prevention Community of Practice to support community and primary health care workers in preventing and minimising gambling harm, and provide an additional avenue for the Commission's work to be informed by lived experiences and perspectives of the community and health sectors;
- Delivery of Gambling Harm Awareness Week activities and a campaign that aimed to reduce stigma around help seeking by taking the focus away from individuals;

- Ongoing support of the ACT Gamblers Exclusion Database to assist licensees and the public through the self-exclusion process;
- Engagement with industry and continued harm prevention and reduction training for industry staff;
- Continuing to fund free and confidential support through the ACT Gambling Support Service (AGSS) and Gambling Help Online; and
- Supporting research that builds the evidence base to inform harm prevention activities and messaging for the ACT.

Strategic Objective 2: Ensure gambling operators' compliance with legislation

The Commission conducts programs aimed at ensuring that operators comply with relevant gambling and wagering legislation. Through an inspection program, and its engagement and education approach to regulating operators, the Commission aims to increase compliance with the gaming laws.

The Commission also receives returns from operators along with payments for gambling related taxes and levies. The returns are reconciled against operators' activities for compliance, with variation advice issued if discrepancies are identified. The aim is to reduce the number of variations through engagement and education with operators in the ACT.

As a result of engagement and education activities the Commission obtains information, regarding the risk and harm model, that is used to develop regulatory strategies to predict and prevent non-compliance.

Compliance activities are aimed at ensuring positive outcomes for the community and for industry and can include audits, information gathering and analysis, and investigations into alleged or detected breaches of the gaming laws.

Strategic Indicator 2: Regulatory education and engagement activities result in a decreasing use of formal enforcement powers.

An increase in successful engagement with, and education of, licensees is likely to reduce the need for formal enforcement powers as licensee behaviour demonstrates a higher level of regulatory compliance.

Result

The approach of the Commission is to engage and educate through the conduct of compliance programs and when responding to enquiries or complaints. This approach supports the goal of supporting licensees to achieve voluntary compliance.

The Casino Operations Compliance Program focused on confirming whether the casino has measures in place to meet its obligations under the gaming laws to maintain the integrity of gaming and ensure patron safety. 100% compliance was identified, with some areas for improvement recommended. It is proposed that re-inspections of the casino will occur on a quarterly basis within the scope of the program to ensure ongoing compliance.

The Excluded Persons Compliance Program aimed to reduce the number of excluded persons accessing a gaming area and reduce the number of excluded persons being paid winnings through engagement and education with gaming machine licensees. The program initially found 28 of 38

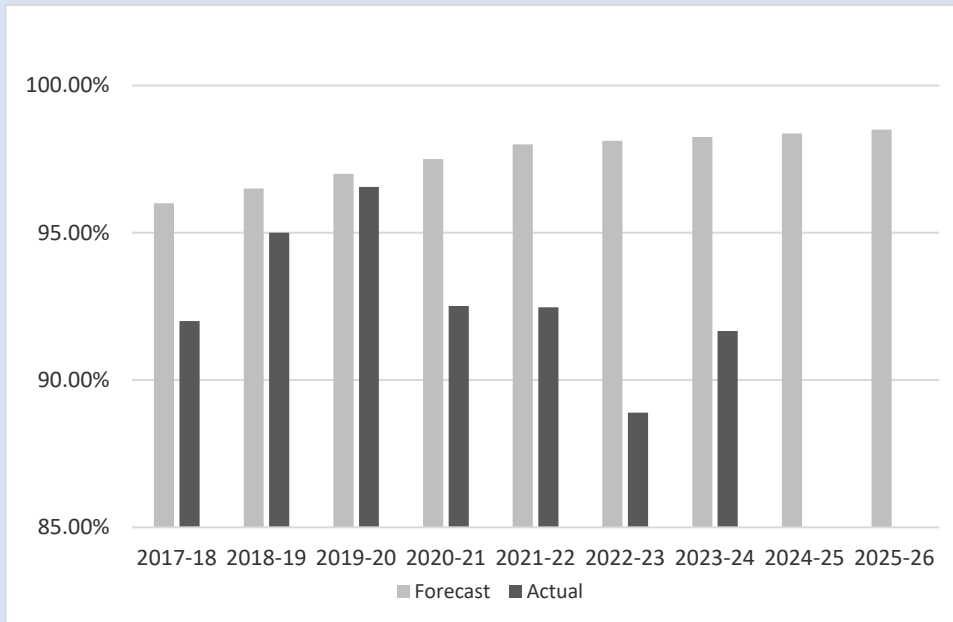
licensed venues compliant. Follow up engagement and obtaining further information identified an additional 4 as compliant. Six venues in total were determined to be non-compliant. As a result of the program, the Commission worked with the venues and all non-compliant venues were brought into compliance. This brings the total compliance rate of inspected venues to 100% percent.

Throughout 2023-24, the Commission has continued to take a proportionate enforcement response on matters where the risk, harm, or level of detriment to a party warrants action.

Strategic Indicator 3: Increase the accuracy of gambling taxation returns.

The increase in the accuracy percentage, as a proportion of returns, is intended to indicate the success, or otherwise, of engagement and education with operators.

Percentage of Accurate Gambling Taxation Returns as a Proportion of Returns



Result

During the reporting period, accuracy of gambling taxation returns was 91.7 per cent for 2023-24 compared to 88.9 per cent for 2022-23.

In 2022-23 a proactive engagement program was conducted with gaming machine licensees to improve their understanding of their regulatory obligations including taxation reporting requirements, which might have contributed to the improved result for 2023-24.

Contact for further information:

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Phone: (02) 6207 0378

Operational Performance Achievements

Independent evaluation of the Commission's Strategy for Gambling Harm Prevention

An independent evaluation of the Commission's progress against the five-year Strategy commenced in 2022-23 and was finalised in 2023-24. The evaluation was conducted by Crondar Pty Ltd and considered both quantitative and qualitative information. Methodology included critical review of documentation, interviews with key stakeholders including industry associations, and focus groups including a mix of Gambling Contact Officers.

The evaluation covered the first three years of the Strategy and found that:

- Implementation of the Strategy has reduced some of the risks of gambling harm;
- The Strategy provided consistent terminology for all stakeholders, the evidence-informed rationale for policies and initiatives, and consistent expectations of and for industry;
- The Strategy has accelerated change and cultural shift towards understanding gambling harm and implementing gambling harm reduction activities as part of a public health approach;
- The Commission has taken a broader whole of ACT Government engagement approach about gambling harm prevention over the three years of the Strategy;
- The Commission has ongoing engagement with multiple Directorates of the ACT Government, and with governments of the other Australian jurisdictions and the Commonwealth Government through membership of national committees and working groups;
- The understanding of gambling harm and the public health approach amongst government, gambling industry and the community sector has increased through formal training, and outreach and engagement with these stakeholders; and
- The Commission is actively engaged in supporting and building the evidence base for gambling harm prevention.

The evaluation included only those outcomes and impacts that can be attributed in part or fully to the Strategy. It acknowledged but excluded factors such as sociocultural and individual factors.

The evaluation concluded that 'the Strategy has been delivered according to the principles of the Strategy. The Strategy, with some modification particularly to align the objectives with the level of influence of the Commission, was highly suitable to continue for the remaining two years and to inform subsequent strategies.

The report is available on the Commission's website at www.gamblingandracing.act.gov.au/__data/assets/pdf_file/0004/2292196/Strategy-interim-evaluation-findings.pdf.

Achievement against Statement of Expectations

The Commission published a Statement of Expectations for 2023-24, which set out focus areas under the objectives of:

- Public health approach to gambling harm;
- Engage, educate and enforce; and
- Valuing our partnerships.

Achievements were made under the focus areas and activities listed in the Statement as reported below.

Public health approach

The **2024 Survey on Gambling in the ACT** will survey 10,000 adults and provide the first insight into gambling in the ACT since the pandemic restrictions that reduced access to gambling activities in venues, and whether gambling behaviour and harm has changed over time. This research covers indicators of gambling harm as well as problem gambling and assists the Commission to monitor the social and economic impacts of gambling in the ACT. It will continue the time series from previous surveys.

The updated data on gambling behaviour, activities, harm and help-seeking in the ACT will form a key part of the evidence base to inform the Commission's strategy and activities over the coming years. Survey design by CQUniversity took place during 2023-24 and the data collection will occur during first quarter of 2024-25 with the data and report to be provided to the Commission in quarter 4 of 2024-25.

In 2023-24, the Commission continued the **Gambling Harm Prevention Community of Practice** as a joint initiative with the ACT Gambling Support Service. The Community of Practice is open to all individuals engaged in local community and primary health care work with an interest in gambling harm, including those from government, health, education, community and advocacy services and individuals with a lived experience perspective. The Community of Practice held three meetings in 2023-24, with the focus for each meeting being:

- Young people and gambling harm prevention
- Supporting clients experiencing gambling harm as a co-occurring issue with mental illness, drug and alcohol misuse and/or domestic violence and
- Gambling harm communications.

The Community of Practice provides an avenue for the Commission to understand the needs of the community and health sectors to inform potential support initiatives. During 2023-24 it was chaired by Ms Carmel Franklin, CEO of Care Financial and who was also a member of the Commission's Board during most of the reporting period.

Lifeline Canberra was funded by the Commission to develop and pilot a training program for the community sector. *Confidence in Conversations with People Impacted by Gambling* is designed to empower community sector staff to engage with clients about gambling harm. The need for this project was identified through engagement with the Community of Practice who recognised a gap for this type of training. The training provides community sector staff with a better understanding of gambling harm and how to appropriately engage, respond and refer people experiencing gambling in their services. The pilot was conducted by Lifeline during May and June 2024 and findings from evaluation of the pilot will be provided to the Commission in 2024-25.

The awareness campaign that was launched during **Gambling Harm Awareness Week 2023** (16 to 22 October) utilised the theme *Chances are, there's more to life*. This theme encouraged our community to recognise that gambling is not an intrinsic part of life and to remember the array of things that bring them joy. The campaign also encourages our community to learn about the features of different gambling products and understand the risk of harm they pose, with new content on *Gambling products and harm* included on the Commission's website (www.gamblingandracing.act.gov.au/understanding-gambling-harm/gambling-products-and-harm).

The campaign was a deliberate move away from “responsible gambling” messages and focussed on community connection and product awareness.

The campaign’s primary audience was young men aged 18 to 34 in the ACT. A secondary audience of family and friends (all ACT adult population) was also targeted in bursts of activity.

The creative concept and materials to support this campaign were tested with key community stakeholders, including people with lived experience of gambling harm. Printed and digital campaign materials were shared with industry and community sector stakeholders to support a partnership approach to reaching the target audience during and post Gambling Harm Awareness Week 2023.

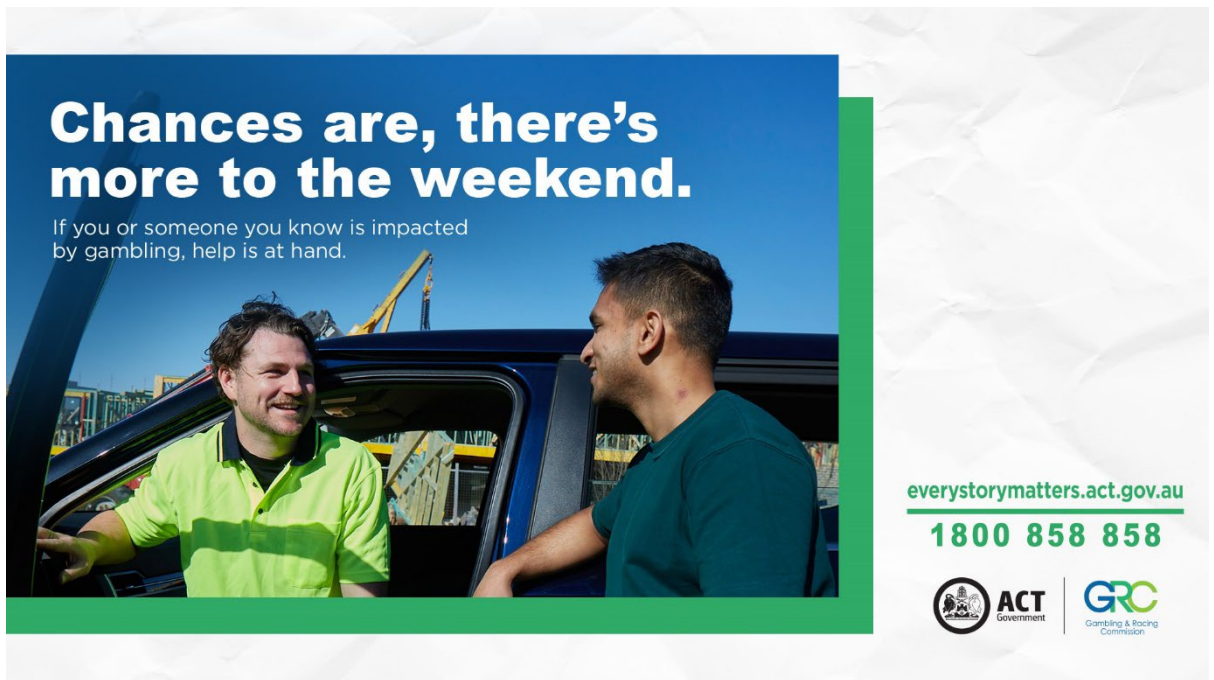
GHAW 2023 was successful in its **partnership approach**, with 41 social media posts made during the week by all stakeholders using the shared campaign material – an increase from 2022. Visits to the Commission’s Gambling Help landing page (www.everystorymatters.act.gov.au) increased in the week by 100% compared to visits during GHAW 2022. The campaign continues to be promoted until September 2024 via paid media channels and partner communications.

Paid media channels were utilised in the form of:

- Digital display and Google Search, which both commenced 29 September 2023 to enable promotion during the NRL and AFL 2023 finals;
- Social media (Facebook and Instagram), which commenced 6 October 2023; and
- Washroom advertising during October 2023 in a range of licensed venues and shopping centres.

Examples of campaign materials used for Gambling Harm Awareness Week 2023:





Informed by ABS Census data, the campaign also included:

- materials translated into Mandarin, with targeted promotion to local Mandarin speaking audiences via social media;
- bespoke social media promotion to reach local Punjabi-speaking audiences; and
- specific targeting of local First Nations audiences using digital programmatic display.

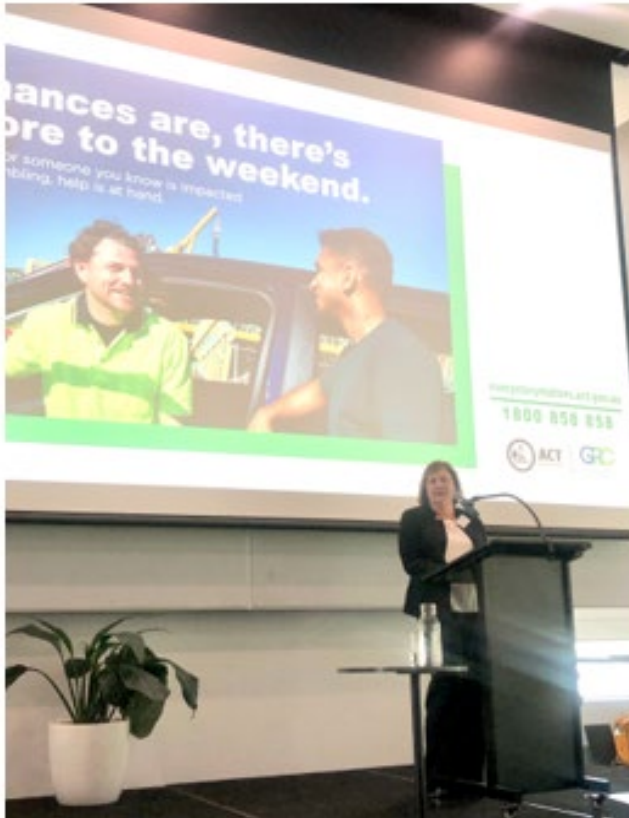
During Gambling Harm Awareness Week 2023, the Commission hosted a free half day **stakeholder forum** to consider how we can ‘**Prevent, Empower, Support**’ to address gambling harm in the ACT. Speakers provided practical strategies for all stakeholders to play a role in reducing and preventing gambling harm and highlighted the evidence behind them. Presentations were practical in nature, on topics such as:

- Lived experience reflections;
- Online gaming and its impact on future gambling behaviours;
- Prevention at the low end of the gambling harm continuum;
- Building skills and confidence of industry staff to engage with patrons on gambling harm; and
- Gambling harm stigma and normalising help-seeking (panel session).

The event attracted 75 attendees from a mix of stakeholder groups, including community sector, industry, academia and research sectors, and Government.

The feedback survey conducted demonstrated positive responses from all sectors:

- 87% reported being very satisfied (56.7%) or satisfied (30%) with the forum overall;
- All presentations received average rating of 4.0 or more out of 5; and
- 76% reported the panel session (representation, discussion and opportunity to contribute) was good (53%) or excellent (23%).



Leanne Close, Deputy Chair,
ACT Gambling and Racing Commission



(left to right) Ms Sue-Anne Muzgleston – Corporate Trainer, Lifeline Canberra, Mr Jim Sauer, Associate Professor, Psychology, University of Tasmania, Ms Louize Glenn, Sports & Community Manager, The Vikings Group, Mr Alex Russel – Associate Professor CQUniversity, Mr Markus Fischer – ACT Gambling Support Services (AGSS) Lived Experience & Peer Support, Ms Aino Suomi, Associate Professor, Gambling Research, Australian National University, Ms Leanne Close, Deputy Chair, ACT Gambling and Racing Commission, Mr Devin Bowles – Chief Executive Officer, ACT Council of Social Services.



(left to right) Ms Louize Glenn, Sports & Community Manager, The Vikings Group, Mr Markus Fischer – ACT Gambling Support Services (AGSS) Lived Experience & Peer Support, Mr Devin Bowles – Chief Executive Officer, ACT Council of Social Services, Mr Alex Russel – Associate Professor CQUniversity.



Jim Sauer, Associate Professor in Psychology, University of Tasmania,

In 2023-24 the Commission continued delivering **gambling harm prevention training** for key staff of the gambling industry.

Two training options continue to be provided for Gambling Contact Officers (GCOs). The first encompasses knowledge, responsibilities, recognition and skills in responding to gambling harm in gambling venues. The second provides a more in-depth focus on conversational skills, empowering GCOs to confidently engage with and appropriately support patrons who are at risk or are already being impacted by gambling harm. In 2023-24, 146 GCOs participated across ten training sessions.

Positive feedback was received from participants. 93 per cent of GCOs reported that the training was relevant for their role as GCO; 95 per cent reported that they intended to apply or experiment with the learnings from the training in their workplace; and 95 per cent responded that they felt able to use the learnings to help increase other GCOs' ability to assist patrons who show signs of gambling harm.

Pre- and post-training surveys also showed improvements for GCOs attending training sessions which specifically focused on confidence in conversations with patrons experiencing gambling harm. The surveys indicated a 21 percent increase in GCOs' reported confidence initiating conversations with patrons impacted by gambling harm; 83 percent felt confident or very confident after the training; a 29 percent increase in GCOs' reported confidence in knowing what to do and say if someone says they aren't ok; and 94 percent felt confident or very confident after the training.

Information sessions were also held for Club Board Members with 43 participants attending from six Club Boards. These sessions are designed to engage and educate participants about gambling harm, in particular their obligations and role as board Directors of a gambling licensee. Each Club Board is offered its own session, held at a time and venue suited to Club Board members. The sessions are not mandatory.

Sessions were delivered for the following Club Boards in 2023-24:

- Eastlake Football Club;
- Canberra Tradesmen's Union Club;
- Canberra Labor Club;
- Canberra Irish Club;
- Murrumbidgee Country Club; and
- Belconnen Soccer Club.

The Commission has continued its approach of collaborating and consulting with the community sector and the gambling industry. These are through both formal and informal channels including the testing of public communication campaigns about gambling harm prevention, through the Gambling and Racing Commission Advisory Committee and directly with licensees on their legislated obligations.

The **Gambling and Racing Commission Advisory Committee (GRCAC)** considers current and emerging issues relating to the prevention and minimisation of gambling harm; public health approaches to gambling harm; and areas of research interest. The GRCAC brings together individuals with experience across industry, community sector organisations and persons with lived experience. Members provide diverse perspectives and advice to support the Commission's activities, with particular emphasis on the prevention and mitigation of gambling harm in the ACT.

In 2023-24 the GRCAC met on 3 occasions. Discussions included the BetStop National Self Exclusion Register, information on the Commission's compliance programs and regular updates on gambling harm prevention activities for 2023-24. Members also provided feedback on the proposed creative concepts for Gambling Harm Awareness Week 2023.

Educate, engage and enforce

The Commission's proactive compliance programs for the reporting period continued to reinforce licensee legislative obligations to the gambling sector.

The Commission's Statement of Expectations specified two regulatory compliance programs to be conducted during 2023-24.

Monitor casino operations, in the context of change in upstream ownership.

This regulatory activity was highlighted in context of changed ownership of the parent company upstream of Casino Canberra.

The Casino operations program objectives were to determine whether the casino has sufficient measures in place to ensure patron safety; to maintain the integrity of gaming; and meet key obligations under ACT gambling laws.

This program involved in-person and desktop audits to ascertain the level of compliance with the obligations outlined in the legislation, including:

- procedures for identifying signs of gambling harm, engagement with patrons and actioning exclusions;
- cash facilities;
- lighting and signage requirements;
- reviewing compliance with deeds regarding liquid assets controls; approved bank accounts – auditing requirements;
- licensing and competencies of staff;
- staffing levels;
- surveillance department procedures and staffing;
- cash desk procedures and reporting; and
- gaming procedures and systems.

A 100% compliance rate was identified. However, some areas for improvement regarding procedures were recommended. These include amendments to Cash Desk procedures to ensure they contain sufficient details for staff to understand and comply with legislative requirements, including monitoring payouts; and amendments to procedures CCTV footage. It is proposed that re-inspections of the casino will occur on a quarterly basis within the scope of the program to ensure ongoing compliance.

Monitor licensee protection of excluded persons.

This regulatory activity was highlighted following a slight increase in incidents observed in 2022-23 where excluded persons had accessed a gambling facility and gambled.

The objective was to reduce the number of excluded persons accessing a gaming area and reduce the number of excluded persons being paid winnings, through engagement and education with gaming machine licensees.

All 38 licensed gaming machine venues were inspected.

Inspections focused on Divisions 2.3 and 2.4 of the *Gambling and Racing Control (Code of Practice) Regulation 2002* (the Code of Practice). Inspectors engaged with front of house staff and management to facilitate inspections. Inspectors sighted Responsible Conduct of Gambling and GCO certificates for staff, exclusion procedures, and original deeds of exclusion. Inspectors also engaged in conversation with staff members about excluded patrons, effectiveness of procedures, access to the exclusion register, incident and breach reporting, staff training, and general challenges to managing excluded patrons.

At the time of inspection:

- 28 venues were found to be compliant;
- Four venues were unable to be determined as compliant at time of inspection but were found to be compliant after following up and obtaining further information; and
- Six venues (15.79 per cent) in total were determined to be non-compliant.

Of the 6 venues found to be non-compliant:

- Three were due to having no exclusion procedures (section 1.17(1) of the Code of Practice);
- Three were due to failure to retain original deeds of exclusion (section 1.18(1)(a) of the Code of Practice).

As a result of the program, all non-compliant venues were brought into compliance through Commission staff working with licensees to assess and ensure compliance, answer their queries and concerns, and explain regulatory obligations to support compliance with legislation.

Valuing our partnerships

The Commission has continued to liaise with the **Justice and Community Safety Directorate** to inform the development of gambling reforms, outlined in the *Parliamentary and Governing Agreement for the Tenth Legislative Assembly*. In addition to contributing its subject-matter knowledge and expertise directly towards proposed legislative and policy reforms, the Commission also plays a role in the implementation and delivery of some reforms.

On 21 March 2024, the ACT Government announced an extension of its voluntary surrender program with the aim of reducing the number of gaming machine authorisations to 3,500 by 1 July 2025 through a voluntary program that provides a cash payment for surrendered gaming machine authorisations. Twenty-one authorisations were surrendered under the scheme during 2023-24. As part of this, two venues surrendered their authorisation certificates and as a result ceased offering gambling services through Electronic Gaming Machines entirely. These surrenders are reflected in the figures provided for the 'Trading Scheme' below (page 42). The surrender program will continue into 2024-25. The Commission will continue to assist the Justice and Community Safety Directorate in the delivery of this program.

With support from the **Education Directorate**, in 2023-24 the Commission progressed development of a program to help secondary school students understand the risks associated with gambling and gambling-like content in video games. Informed by a co-design process involving local teachers and

students (conducted in Term 4, 2023), the *Gambling, Gaming and Young People* program includes teacher professional learning to ensure local educators will have the confidence and skills to deliver the program, as well as classroom resources for years 7 to 10 to allow schools flexibility in how best to implement the program.

The teaching materials align with the newest version of the Australian Curriculum and are intended for use across a number of subjects including mathematics and wellbeing. The training materials for teachers will be submitted for accreditation by the ACT Teacher Quality Institute to contribute towards the professional learning requirements for all ACT teachers. Program development over 2023-24 has been overseen by a Working Group, with representation from the public, Catholic and Independent school sectors in the ACT, the ANU's Centre for Gambling Research, the ACT Gambling Support Service, youth organisations and people with lived experience of gambling harm. The program will be finalised in Term 4 of 2024, in preparation for the 2025 school year.

The Commission has been in regular liaison with **Health Directorate** to learn from its experience in implementing population health education and prevention programs. This has been invaluable in informing the *Gambling, Gaming and Young People* program aimed at secondary school students. The Health Directorate is also a member of the Gambling Harm Prevention Community of Practice.

In August 2023, the Commission's CEO addressed the **ACT Government Prevention, Mental Health and Wellbeing Inter-Directorate Committee** to raise awareness of gambling harm and present the Commission's public health approach to gambling harm prevention. The Committee is chaired by the Coordinator-General for Mental Health and Wellbeing. The Committee responded positively to the Commission's approach and the strong evidence base for the Commission's activities.

The Commission continues to liaise with **counterparts and regulators in other jurisdictions**. The Commission participates in the Australasian Casino and Gaming Regulators forum and successfully chaired and hosted the 2024 forum in Canberra in March 2024 with attendees comprising gambling regulators and some policy agencies from all Australian jurisdictions, New Zealand, and Singapore.

The Commission is also an active participant on **national working groups** relating to Gambling Help Online, training and communication materials, gaming machine standards and regulation, casino regulation, lotteries regulation, and other areas of mutual interest.

Other operational performance

ACT Gambling Support Service

The Commission continued to enable access to support services for people affected by gambling through funding the **ACT Gambling Support Service (AGSS)**, provided by Relationships Australia in partnership with Care Financial Counselling Services. The AGSS provides both general and financial counselling at no cost for individuals and/or family members affected by gambling. Support is available 24/7 over the phone, virtual meetings or face to face appointments. The service also provides community education and engagement, as well as peer and general support sessions.

In 2023-24, the AGSS strengthened delivery of peer support and group sessions, with a significant increase in the number of sessions provided. As a result, over 600 individuals attended these sessions which is an increase of 24% compared to the previous year.

AGSS also began recruitment for additional lived experience peer support workers to support their programs.

The contract for this service will end on 30 June 2025. The procurement process for the next contract commenced in 2023-24 to ensure continuity of services.

Exclusion and incident data

All gaming machine licensees as well as totalisator and casino licensees must use the ACT Gambling Exclusion Database for managing and recording exclusions and incidents for patrons. The database is designed to provide streamlined monitoring and reporting procedures for licensees and the Commission, ultimately providing a long-term harm prevention resource for the ACT.

The Commission provides ongoing support to licensees in engaging with patrons, managing and recording exclusion records, associated breaches, revocations and gambling harm incidents in the ACT Gambling Exclusion Database (ACTGED).

Table 5: Summary of exclusion support provided by the Commission

ACTGED Function	Summary of support provided
Self-Exclusion	<ul style="list-style-type: none"> • directly creating 40 self-exclusions with members of the public • addressing issues for 48 self-exclusions created by licensees • updating the personal details of 88 self-excluded persons created by licensees
Revocations	<ul style="list-style-type: none"> • directly liaising with the public in creating 25 of the 68 revocations • contacting all individuals requesting a revocation to confirm their intent to revoke and discuss licensee re-entry procedures – three quarters were contacted by phone
Breaches	<ul style="list-style-type: none"> • sending tailored exclusion breach letters offering support and information
Phone & Email	<ul style="list-style-type: none"> • Providing phone and email support to licensees and the public on approximately 500 occasions including, but not limited to, database access support and the above listed issues.
Database Access	<ul style="list-style-type: none"> • liaising with licensees in granting and supporting access to the database for 68 new industry staff members as well as ensuring access was removed for non-active staff.

Table 6 shows the number of self-exclusions and gambling harm incidents over the last three financial years.

Self-exclusion from gambling is a well utilised self-help tool for members of the ACT community who are experiencing harm, to manage their access to gambling. Commission staff are a direct support and resource for members of the public in navigating self-exclusion and revocation processes and broader harm prevention and reduction queries and concerns. Information on exclusion is also available on the Commission’s website at www.gamblingandracing.act.gov.au/gambling-help/exclusion-support.

During the reporting period 221 new self-exclusions were created.

Table 6 also shows that 32,095 gambling harm incidents were recorded in 2023-24. The incidents can be grouped according to type.

Table 6: Number of self-exclusions and gambling harm incidents recorded 2021-22 to 2023-24.

	2021-22	2022-23	2023-24
Self-exclusions	152*	226	221
Gambling harm incidents	18,302	29,523	32,095

* COVID-19 restrictions on venues were in place for part of this reporting period.

Table 7 shows that the majority of gambling harm incidents recorded related to money seeking and playing at high intensities.

Table 7: Type of gambling harm incidents recorded for 2022-23 and 2023-24

Incident Description	2022-23		2023-24	
	Number	Proportion of incidents	Number	Proportion of incidents
Money Seeking	17,897	64.3%	21,377	66.6%
Playing at high intensities	16,954	60.9%	18,627	58.0%
Loss of Control	3,519	12.6%	4,007	12.5%
Rituals, Superstitions	181	0.7%	107	0.3%
Emotional Behaviours	130	0.5%	100	0.3%
Antisocial behaviour	118	0.4%	105	0.3%

Note: The breakdown of incidents is only available from the implementation of the new exclusion database on 26 July 2022. Therefore the 2022-23 data does not reflect the full financial year.

Table 8 shows the four most commonly recorded incidents, which has not changed significantly from 2022-23 to 2023-24.

Table 8: Most commonly recorded incidents for 2022-23 and 2023-24

Rank	2022-23	Rank	2023-24
1	Gets cash out on two or more occasions	1	Spending more than \$300 in a session
2	Spending more than \$300 in a session	2	Gets cash out on two or more occasions
3	Gambles for long periods without a break (3+ hours)	3	Gambles for long periods without a break (3+ hours)
4	Bets more than \$2.50 per spin most of the time	4	Bets more than \$2.50 per spin most of the time

Note: The breakdown of incidents is only available from the implementation of the new exclusion database on 26 July 2022. Therefore the 2022-23 data does not reflect the full financial year.

Building the evidence base to inform future activity

In addition to planning and design work for the 2024 Survey on Gambling in the ACT, 2023-24 also saw the completion of four research projects funded by the Commission.

The study ***Harm profiles associated with low-risk gambling*** by the Australian National University Centre for Gambling Research established the harm profiles associated with current low risk gambling in the ACT and in Australia, identified risk and protective factors related to transitions to more severe levels of problem gambling, and examined the impact of COVID19 on gambling risk transitions relating to low-risk gambling. The research findings can inform interventions for target populations and individuals before they move into more severe levels of gambling.

The study ***Young people and online gambling in the ACT*** was also undertaken by the Australian National University Centre for Gambling Research. It generated information about key areas where policy and public health interventions could intervene with youth online gambling by examining three broad questions: what do young adults gamble on online, how to they gamble online (including their pathways to online gambling), and why do they gamble online. The study comprised interviews with young people who gamble online as well as adults in their social environments such as parents and adult who work with young people. The findings are relevant for development of support and harm prevention materials, and have informed the approach of the *Gambling, Gaming and Young People* program for secondary school students.

The University of Canberra News and Media Research Centre finalised its study ***Understanding Gambling Harms in the Digital Age***. The Project provides the basis for a socially grounded approach to public health messaging to improve public understanding of the relationships, health, psychological, financial and cultural harms of gambling. In addition, it has provided the Commission evidence of how messages about gambling are consumed through the media to inform programs such as Gambling Harm Awareness week and other harm prevention campaigns.

Alcohol Tobacco & Other Drugs Association ACT (ATODA) completed stage 1 of their project ***Alcohol, other Drugs and Gambling in the ACT: a cross-sectional approach to harm minimisation***. This project provides an understanding of the landscape of co-occurring AOD and gambling harms in the ACT. Stage 1 looked at the intersections between gambling and alcohol and other drug use harms, as well as best-practice approaches to treatment and harm reduction for these co-occurring issues. A journal article developed from the project is available on the *Journal of Gambling Studies* at link.springer.com/article/10.1007/s10899-023-10240-z#Ack1.

Research reports are published on the Commission's website at www.gamblingandracing.act.gov.au/research.

Gambling Harm Prevention and Mitigation Fund Grants Program

In 2023-24 The Commission established its **Gambling Harm Prevention and Mitigation Fund Grants Program**. The program aims to support activities and initiatives led by industry, community, research, not-for-profit and public health sectors that prevent and reduce gambling harm.

Grant funding was approved for ATODA, and a joint project between the ANU Centre for Gambling Research and the Youth Coalition of the ACT.

ATODA's project continues their research into the co-occurrence of **AOD and Gambling harm in the ACT: a cross-sectoral approach to harm minimisation**. The research aims to address harm by equipping the treatment and support sectors to support people with co-occurring gambling issues, noting there is a high proportion of people experiencing gambling harm who also experience issues with alcohol, tobacco and other drugs. It aims to build capability within the workforce and develop service and sector capacity by developing a practice guide. The guide will address co-occurring gambling and substance use harms in the treatment setting and is specific to the ACT. Expert-facilitated training in the use of the practice guide will be provided to workplace champions, in a cross- sectoral setting, to build capacity.

The ANU centre for Gambling Research in partnership with the Youth Coalition of the ACT will undertake a study **The co-design of digital public health strategy and resources to prevent gambling harm in young people**. This aims to develop, through co-design processes, a comprehensive public health strategy to prevent gambling harm to young people. This will include a major digital 'hub' with public health resources covering online and in-venue gambling. Specific evidence-based resources will be developed for inclusion on this hub to support digital awareness of gambling harm for young people, parents and carers and sports clubs and other youth focused associations.

Supporting gambling research capability for the ACT

The Commission has continued its collaboration with the **Australian National University's Centre for Gambling Research**. Operating under a collaboration agreement, the Centre's purpose includes undertaking research and outreach activities regarding the social and economic effects of gambling, the development of prevention strategies, harm prevention and reduction measures and treatment of gambling harm, the nature of the gambling industry, community awareness and attitudes about gambling and gambling harm, as well as protective and risk factors. Supporting the collaboration agreement, the Commission is represented on a Steering Committee that has been established to oversee and guide the implementation of the agreement.

Licensing, compliance and enforcement activity

In the event of a breach of the legislation being identified by the Commission, a range of enforcement responses are available ranging from issuing compliance advice or a written warning; to disciplinary action such as monetary penalty, placing conditions on a licence or suspending or cancelling a licence; or prosecution. An appropriate enforcement response will be identified, based on assessment of the risk and consequence of the breach.

Where disciplinary action is being considered, the licensee will be given the opportunity to show cause why the Commission should not take the disciplinary action it proposes.

During 2023-24, seven investigations were opened into allegations of breaches by licensees in relation to gaming legislation. At the close of the financial year, six investigations were ongoing. Disciplinary action was undertaken in one instance and an Enforceable Undertaking was accepted in one instance. The Commission took disciplinary action against one licensee for breaches of the legislation regarding the exclusion of people at risk or exclusion under deed; no winnings for excluded or underage patrons; and failure to comply with a condition. The Commission accepted an Enforceable Undertaking by a licensee for a failure to record a problem gambling incident.

Where compliance cannot be achieved or it appears there has been a breach of the legislation causing harm to the community, the Commission will investigate and determine how best to rectify the non-compliance. Rectification may result in further education, warnings, imposition of licence conditions, enforceable undertakings, and/or financial penalties.

Casino

Casino Employee licensing

The licensing of persons employed in relation to gaming, security, finance, and other key areas of the casino ensures that these people meet the provisions of the *Casino Control Act 2006*. Employees in low-risk areas of the casino (e.g. food and beverage and cleaning) are not required to be licensed.

Table 9: Summary of casino licensing activities 2023-24

Licences Processed	Number
New Employees	67
Renewals	77
Minor Variations	9
Position Variations	105
Cessations	48
Current Casino Employees	Number
Licensed	157
Unlicensed	39

Approval of Casino gaming equipment and chips

The approval of gaming equipment and chips by the Commission from approved suppliers ensures that:

- the gaming equipment is of a high standard and does not contain any bias; and
- the chips are not counterfeit and are not easily able to be counterfeited.

Approval for new mini baccarat table layouts and a “countdown” clock (to be used in accordance with the rules of Mini Baccarat) was given by the Commission during 2023-24.

Approval of Casino rules of games

The approval of the rules of games by the Commission ensures that the casino games are conducted in a fair and equitable manner and that an appropriate return to players is provided.

In 2023-24 the Commission approved amendments to the rules for the authorised game of Mini Baccarat, including the introduction of new betting options. Additionally, the Commission liaised with the casino to ensure that all necessary approvals had been obtained the casino to conduct Two-Up on Anzac Day 2024.

Approval of Casino control procedures

The control procedures cover the detailed operations of the casino and are an essential part of the regulatory scheme, ensuring that casino operations are conducted in an honest, accountable and transparent manner. They ensure consistency across table games and strict adherence to reporting requirements. The Commission must approve changes to the casino’s control procedures.

In 2023-24 amendments to the control procedures for the Cash Desk and Surveillance Departments were approved by the Commission.

Review of Casino Patron Exclusion Notice

A casino official may exclude a person from entering or remaining in the casino by giving the person an exclusion notice orally or in writing. A person may appeal in writing to the Commission against the casino licensee's decision to give the person an exclusion notice. After considering submissions from the person and the casino licensee, the Commission must confirm, change, or revoke the exclusion notice.

In 2023-24 the Commission received two written appeals against an exclusion notice and these were ongoing at the end of the reporting period.

Compliance Inspections of Casino

The Commission monitors casino operations in the context of the casino as the sole licensee in the Territory. The Commission continues to focus on the monitoring of the casino's proactive compliance with their procedures and legislative requirements.

In 2023-24 a total of 80 inspections of casino operations were undertaken. This included inspections as a result of the planned Casino Operations program, where an assessment of the measures in place demonstrated the Casino met their key obligations under the relevant gaming laws.

Breaches Detected – Casino

There were 760 self-reported breaches of the approved rules and gaming control procedures in 2023-24. Examples include dealer errors (e.g. losing bet paid, incorrectly identifying the winning number on roulette) and where an excluded person has been identified (and subsequently asked to leave).

Disciplinary Action - Casino

In the event of a breach of the legislation being identified, an initial warning may be issued to the casino licensee and/or relevant employee and advice provided that any further breaches may result in formal disciplinary action being commenced. However, in instances of repeated offences or more serious breaches the Commission may take disciplinary action under section 37 of the Act.

No disciplinary action was taken against the casino licensee in 2023-24.

Gaming Machines

Compliance Inspections of Gaming Machine Licensees

The Commission seeks to support gaming machine licensees to understand their obligations under gaming legislation and takes a targeted compliance approach to tailor inspection activities to where the risk of harm is greatest.

In 2023-24, in addition to the Excluded Persons Compliance Program, a total of 51 compliance inspections were undertaken to verify compliance with the *Gaming Machine Act 2004*, and the Code of Practice.

Breaches Detected - Gaming Machine Licensees

The Commission identified a total of nine breaches of the legislation during the reporting period. This included one breach of the *Gaming Machine Act 2004* and eight breaches of the *Gambling and Racing Control (Code of Practice) Regulation 2002*.

- The breach of the *Gaming Machine Act 2004* related to a licensee failing to display an approved gaming machine statement.
- The eight breaches of the *Gambling and Racing Control (Code of Practice) Regulation 2002* were:
 - one instance of failing to make required information available at the facility;
 - three instances of failing to retain original deeds of exclusion for 7 years from the day of receipt; and
 - four instances of failing to prepare written procedures for dealing with people to be excluded from gambling.

Disciplinary Action – Gaming Machine Licensees

In 2023-24 the Commission initiated disciplinary action against North Canberra Bowling and ACT Rugby Union Club Incorporated, trading as The RUC, for contraventions of the *Gaming Machine Act 2004* and the *Gambling and Racing Control (Code of Practice) Regulation 2002* relating to:

- Exclusion of people at risk or excluded under deed;
- No winnings for excluded or underage patrons; and
- Failure to comply with a condition.

The disciplinary actions included a public reprimand, a financial penalty, a requirement for the licensee to undertake a compliance audit of its control procedures in relation to excluded persons, and a requirement for staff training.

Enforceable Undertaking – Gaming Machine Licensees

An Enforceable Undertaking was offered by Lanyon Vikings in response to the Commission's investigation of an incident where an individual was able to make multiple ATM withdrawals (along with EFTPOS withdrawals) for gambling at the venue and the licensee did not record this as required under Section 1.6A(1) of the *Gambling and Racing (Code of Practice) Regulation 2022*.

Lanyon Vikings committed to actions in the Enforceable Undertaking which included: ensuring all its staff are trained in gambling harm prevention and related reporting responsibilities and maintaining investment in its harm minimisation program for a period of 2 years. As part of the Undertaking, Lanyon Vikings has paid \$10,000 to Lifeline Canberra and will not claim this as a community contribution. The Commission accepted the Enforceable Undertaking from the licensee in recognition of the commitment it had demonstrated to gambling harm prevention since the incident occurred.

Applications for Additional Authorisations – Gaming Machines

The Commission did not receive any applications during the reporting period.

Licence Cancellations and Transfers – Gaming Machines

During the reporting period, the Commission received and actioned:

- An application to cancel an authorisation certificate and gaming licence in relation to the Canberra Bowling Club. This application was made as part of the Gaming Machine Authorisation Surrender Incentive 2024 (the Incentive)

- An application to cancel an authorisation certificate and licence for the Statesman Hotel that was part of the Incentive, and
- A notification to surrender an authorisation certificate and licence for the Kambah Inn was received, the notification was made under section 37F of the *Gaming Machine Act 2004*.

Application for Initial Gaming Machine Licence – Gaming Machines

In 2023-24 there were no applications received for issue of a new gaming machine licence.

Review of Gaming Machine Licensee Patron Exclusion Notice

A gaming machine licensee may exclude a person from gambling at the venue by giving the person an exclusion notice in writing. A person may appeal in writing to the Commission against the licensee’s decision to give the person an exclusion notice.

After considering submissions from the person and the licensee, the Commission must confirm, change, or revoke the exclusion notice.

In 2023-24 the Commission did not receive any appeals against an exclusion notice.

Licence Amendments – Notifications and Approvals

The Commission processes and approves applications and notifications for variations to gaming machines and peripheral equipment. This activity is summarised in the table below.

In addition, the Commission conducts rigorous checks as part of these variations. In 2023-24 the Commission conducted 1,393 installation checks on machine variations resulting in the issue of 270 amended venue gaming machine schedules. This is part of the Commission’s commitment to accuracy and proper oversight of gaming machine activity in the Territory.

Table 10: Summary of licence variation activity in 2023-24

Licence Variation Activity	Number
Notifications	
Number of gaming machines converted on application by licensees	1042
Number of gaming machines replaced on application by licensees	248
Approvals	
Applications to operate a linked-jackpot arrangement	80
Applications to operate a multi-user linked-jackpot arrangement	0
Applications to disburse a linked-jackpot amount	62
Application for gaming area amendment	2
Application for premises relocation	0
Application for increase maximum authorisations	0

Gaming Machine suppliers and equipment approvals

The Commission approves all gaming machines and peripheral equipment installed in the Territory. In addition, the Commission approves the manufacturers and suppliers of these machines and equipment. This activity is summarised in the table below.

Table 11: Summary of Gaming machine Supplier activity in 2023-24

Gaming Machine Supplier Activity		Number
New games and equipment		
Application for approval of a gaming machine		236
Application for approval of peripheral equipment		91
Gaming Machine Supplier approvals		
Application for Approval as a Supplier		1
Notification to cease approval as a Supplier		0
Current approved Suppliers – as at 30 June 2024		Number
Approved		30

The Commission also certifies all persons engaged to service or make technical changes on gaming machines and equipment installed in the Territory. This activity is summarised in the table below.

Table 12: Summary of technician licence variation activity in 2023-24

Technician Licence Variation Activity		Number
Licences Processed		Number
Application for a New Technician certificate		13
Renewal of a Technician certificate		5
Cessations		3
Current approved Technicians – as at 30 June 2024		Number
Licensed		56

Contact for further information:	Senior Director, Business, Engagement and Compliance, Access Canberra Phone: (02) 6207 6990
	Executive Branch Manager, Licensing and Registrations, Access Canberra Phone: (02) 6205 3732

Trading Scheme

The Trading Scheme has been in effect since August 2015 requiring licensees to forfeit one authorisation for every four authorisations traded. Its primary purpose is to allow for licensed venues to better manage their gaming machine authorisation numbers to meet their business needs.

In total, there has been a reduction of authorisations from 5,022 to 3,769. This was achieved through forfeitures imposed on trades, surrendered authorisations and the Trading Scheme.

As of 30 June 2024, there was a total of:

- 26 licensees;
- 42 licensed venues;
- 3769 gaming machine authorisations; and
- 3578 gaming machines in operation.

Table 13: Summary of trading scheme figures at 30 June 2024

LICENCES	
Number of Licensees as at 31 August 2015	39
Licences Cancelled or Surrendered	13
Current Number of Gaming Machine Licensees - Clubs (Class C)	23
Current Number of Gaming Machine Licensees - Hotels/Taverns (Class B)	3
Current Number of Gaming Machine Licensees - Total	26
AUTHORISATION CERTIFICATES (i.e. Venues)	
Number of Authorisation Certificates as at 31 August 2015	58
Authorisation Certificates Cancelled or Surrendered	18
Authorisation Certificates Approved	2
Current Number of Authorisation Certificates - Clubs (Class C)	39
Current Number of Authorisation Certificates - Hotels/Taverns (Class B)	3
Current Number of Authorisation Certificates - Total	42
AUTHORISATIONS (To operate a gaming machine under an Authorisation Certificate)	
Number of Authorisations as at 31 August 2015	5022
Authorisations Forfeited on Confirmation of Trade	102
Authorisations Surrendered	1151
Authorisations Cancelled	0
Current Number of Authorisations	3769
GAMING MACHINES	
Gaming Machines as at 31 August 2015	5022
Gaming Machines Forfeited with Trade	1253
Gaming Machines in Quarantine	0
Gaming Machines in Storage	37
Authorisations in Storage (without machine)	0
Authorisations in Quarantine (without machine)	0
Authorisations Without Machines (Unused Authorisations)	154
Current Number of Gaming Machines in Operation	3578

Racing and Wagering

Compliance Inspections of Racing and Wagering Licensees

In 2023-24, the Commission undertook eight inspections of racing and wagering providers in the Territory to verify compliance with the *Race and Sports Bookmaking Act 2001*, the *Totalisator Act 2014*, the *Racing Act 1999* and the *Gambling and Racing Control (Code of Practice) Regulation 2002*.

Breaches Detected – Racing and Wagering

In 2023-24 the Commission did not identify any breaches by racing and wagering providers of the *Race and Sports Bookmaking Act 2001*, the *Totalisator Act 2014*, the *Racing Act 1999* or the *Gambling and Racing Control (Code of Practice) Regulation 2002*.

Betting Disputes

Specific matters of dispute between sports bookmakers and their clients can be referred to the Commission as betting disputes pursuant to the *Race and Sports Bookmaking Act 2001*. This dispute process is separate to the general complaint provisions under section 31 of the *Gambling and Racing Control Act 1999*.

In 2023-24 the Commission received one betting dispute. After considering representations from both the backer and the bookmaker, the Commission directed the bookmaker to pay an amount owed to the backer.

Race Bookmaking Operations

Table 14: Summary of race bookmaking activities in 2023-24

Type of Commission Activity	Number
New Race Bookmaking Licence	0
Renewed Race Bookmaking Licence	2
New Race Bookmaker's Agents Licence	2
Renewed Race Bookmaker's Agents Licence	1
Total current Race Bookmaking Licences as at 30 June 2024	6
Total current Race Bookmaker's Agents Licences as at 30 June 2024	3

Sports Bookmaking Operations

Table 15: Summary of sports bookmaking activities in 2023-24

Type of Commission Activity	Number
New Sports Bookmaking Licence	0
Renewed Sports Bookmaking Licence	0
Surrendered Sports Bookmaking Licence	0
New Sports Bookmaker's Agents Licence	0
Renewed Sports Bookmaker's Agents Licence	0
Total current Sports Bookmaking Licences as at 30 June 2023	1
Total current Sports Bookmaker's Agents Licences as at 30 June 2023	0

Contact for further information:	Senior Director, Business, Engagement and Compliance, Access Canberra Phone: (02) 6207 4412
	Senior Director, Licensing and Registrations, Access Canberra Phone: (02) 6207 0252

Trade Promotion Lotteries, Raffles and other Lotteries

Table 16: Summary of lotteries permits issued in 2023-24

Type of Approval	Amount
Trade Promotion Lotteries	2933
Raffles	250
Housie	1
Lotteries Amendment Approvals	647
Other	11
Total	3842

Compliance Inspections of Lottery Providers

The Commission undertakes inspection programs that may include lotteries conducted in the Territory. In 2023-24 the Commission did not undertake any inspections of lottery providers.

Contact for further information:	Senior Director, Business, Engagement and Compliance, Access Canberra Phone: (02) 6207 6990
	Executive Branch Manager, Licensing and Registrations, Access Canberra Phone: (02) 6205 3732

Other Gaming Activities

Charitable Gaming

The Commission did not receive any applications for charitable gaming during the reporting period.

Conduct of Two-Up on Anzac Day

Part 4 of the *Unlawful Gambling Act 2009* provides for the conduct of exempt Two-Up games on Anzac Day, subject to prescribed conditions. In 2023-24 the Commission conducted nine inspections of venues conducting Two-Up on Anzac Day, with no breaches identified.

Interactive Gaming Regulation

In 2023-24 there were no interactive gaming service providers licenced in the Territory

Contact for further information:	Senior Director, Business, Engagement and Compliance, Access Canberra Phone: (02) 6207 6990
	Executive Branch Manager, Licensing and Registrations, Access Canberra Phone: (02) 6205 3732

Community Contributions

Through the community contributions scheme under the *Gaming Machine Act 2004*, clubs must directly contribute 8 per cent of their net gaming machine revenue to purposes that support the community.

In addition, clubs are required to provide 0.8 per cent of their net gaming machine revenue to the following funds:

- 0.4 per cent to the Gambling Harm Prevention and Mitigation Fund (previously known as the Problem Gambling Assistance Fund) to support gambling harm prevention and mitigation; and
- 0.4 per cent to the Chief Minister's Charitable Fund to support community charitable causes.

Non-club licensees are required to pay 0.8 per cent of their gaming machine revenue (after gaming machine tax) to these two funds to support gambling harm prevention and mitigation, and community charitable causes.

Clubs with Gross Gaming Machine Revenue (GGMR) of at least \$200,000 per annum across all venues operated under their licence must ensure that the club's community purpose contribution statement is audited by a qualified accountant. The statement must be included in the club's annual report, not provided as a separate document. This requirement provides assurance that licensees have complied with their obligations.

Clubs with less than \$200,000 GGMR must prepare a written statement of community purpose contributions, which is annexed to the club's income and expenditure statement for the year. An appropriate person at the club, such as the club's Chief Finance Officer, must certify that the statement is true.

This information must be prepared as soon as practicable, but no longer than 6 months, after the end of a club's reporting year. Clubs must then forward their annual report or certified income and expenditure statement, including information on community purpose contributions, to the Commission.

Within 10 working days after a club gives the Commission a copy of their audited financial statements or certified income and expenditure statement a club that prepares an annual report must:

- give the Commission an electronic copy of the club's annual report; and
- publish the annual report on a website of the club that can be accessed by the public free of charge (access must not be restricted to members only).

The Commission is required to publish information on its website including individual clubs' annual reports (for clubs with GGMR of at least \$200,000) or written statements annexed to certified income and expenditure statements (for clubs with GGMR below \$200,000).

Contact for further information:	Senior Director, Business, Engagement and Compliance, Access Canberra Phone: (02) 6207 6990
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Scrutiny

Auditor-General

The Commission’s Financial Report and Statement of Performance are independently audited by the ACT Auditor-General. The Auditor-General provided an unqualified audit opinion on the Commission’s 2023-24 Financial Report and Statement of Performance with no significant matters identified during the process (see Financial Statements and Statement of Performance Sections).

Correspondence was received from the Auditor-General on 29 September 2023 providing notice that the ACT Audit Office would conduct a performance audit of gaming machine licensee regulation. This audit was still in progress at the end of the reporting period.

Ombudsman

There were no reviews initiated by the ACT Ombudsman relevant to the Commission during the 2023-24 reporting period.

Legislative Assembly Committees

Table 17: Recommendations relevant to the Commission

Select Committee on Estimates - Government Response to the Select Committee on Estimates 2022-23 Inquiry into the Appropriation Bill 2022-23 and Appropriation (Office of the Legislative Assembly) Bill 2022-23 – Tabled 11 October 2022 (Inquiry into ACT Budget 2022-2023)		
Recommendation No. and Summary	Action	Status
<p>Recommendation 66</p> <p>The Committee recommends that the ACT Gambling and Racing Commission publicly report data that is collected (as directed by legislation) from gambling venues in the ACT (including from the Gambling Incident Register, self-exclusion data).</p>	<p>Agreed in part</p> <p>The Gambling and Racing Commission already publishes some data collected from gaming venues such as gaming machine trading scheme statistics. The Commission will consider what further relevant data on self-exclusion can be published, subject to privacy considerations.</p>	<p>Complete</p> <p>A breakdown of self-exclusion data and data from the Incident Register is included under the Operational Performance Achievements section of this annual report.</p>
<p>Recommendation 68</p> <p>The Committee recommends that the ACT Government investigate why women appear to be self-excluding from gambling venues at far less the rate of men, and allocate funding to enable women equal opportunity to self-exclude.</p>	<p>Agreed in part</p> <p>The Gambling and Racing Commission will examine self-exclusion data and seek to identify whether women face barriers that are preventing them from self-excluding.</p> <p>The Government makes funding decisions as part of each Budget process, with consideration of the broader fiscal strategy and other budget priorities.</p>	<p>In progress</p> <p>Analysis from the ACT’s 2024 Survey on Gambling will be used to examine participation rates of women and gambling. This will better inform any barriers women may be facing utilising the self-exclusion scheme.</p>

Integrity Commission

There were no reviews initiated by the Integrity Commission relevant to the Commission during the 2023-24 reporting period.

ACT Civil and Administrative Tribunal

Many of the Commission's decisions under the gaming laws, such as taking disciplinary action against a licensee or refusing to approve an application for a licence or equipment, are decisions reviewable by the ACT Civil and Administrative Tribunal (ACAT).

In 2023-24 North Canberra Bowling and ACT Rugby Union Club Incorporated, trading as The RUC, applied for review of disciplinary action taken by the Commission for contraventions of the *Gaming Machine Act 2004* and the *Gambling and Racing Control (Code of Practice) Regulation 2002*. ACAT subsequently received a 'Notice of Discontinuance' from The RUC and dismissed the proceedings. The RUC agreed to the terms of the disciplinary action.

Contact for further information:	Director, Gambling and Harm Prevention, Access Canberra Phone: (02) 6207 0357 and (02) 6207 2492
	Senior Director, Business, Engagement and Compliance, Access Canberra Phone: (02) 6207 6990
	Executive Branch Manager, Licensing and Registrations, Access Canberra Phone: (02) 6205 3732

Risk Management

The Commission adopts the Chief Minister, Treasury and Economic Development Directorate's Risk Management Framework and maintains its own risk register. The Commission's risk register has been developed in accordance with the relevant standard (AS/NZS ISO 31000:2009) to include organisational risks, sources, impacts, responsibilities, treatments, and monitoring/review processes. The Commission's risk register is reviewed at each meeting of the Commission's internal Audit and Risk Committee and updated annually by the Commission's Board.

The Commission's Statement of Intent identifies risk and associated mitigation strategies in relation to the Commission meeting its corporate and business objectives. These risks are incorporated in the Commission's risk register.

Access Canberra maintains operational risk registers that incorporate services delivered for the Commission.

The Commission applies a risk-based compliance approach to ensure that resources are targeted to where the risk of harm, unsafe practices or misconduct are the greatest, thereby strengthening capacity to take action where the community, workers and the environment are most at risk.

The three fundamental steps used to ensure compliance are to engage, educate and enforce with the optimal outcome being voluntary compliance. Education has a key role to play in maximising compliance by proactively ensuring licensees are aware of legislated requirements. Enforcement action will be applied where conduct is in breach of legislation and is likely to cause harm.

Contact for further information:	Senior Director, Finance and Budgets Phone: (02) 6205 0319
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Internal Audit

The Commission has established an internal Audit and Risk Committee (the Committee) as part of its responsibilities in relation to the corporate governance of the Commission. The objective of the Committee is to provide assurance to the Board on the Commission's risk, control and compliance framework, and its financial statement responsibilities.

The Internal Audit and Risk Committee met twice during 2023-24.

Table 18: Summary of meetings attended by members and observers during 2023-24

Name of Member	Position	Meetings Attended
Leanne Close	Chair	2
Carl Buik	Member	1
Mark Brown	Member	1
Ron Leonard	Senior Director/Observer	1
Bei Hu	Director/Observer	1
Stefanie Bosch	Acting Director/Observer	1
Randinka Ekanayake	Acting Senior Finance Officer/Observer	1

The Committee Charter has been modelled on the Australian National Audit Office (ANAO) Better Practice Guides.

The Commission can utilise the ACT Government's Whole-of-Government Internal Audit Services Panel to select contractors to conduct in-depth internal audits in areas that includes performance, compliance, and information technology.

Contact for further information:	Senior Director, Finance and Budgets, Access Canberra Phone: (02) 6207 0378
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Fraud Prevention

Since the transfer of Commission staff into Access Canberra, the Fraud and Corruption Prevention Policy and Plan of the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) applies to all staff.

Fraud awareness and ethical behaviour training is available to all CMTEDD staff and is core learning that all Access Canberra staff must complete. It is also part of the induction process for all new employees.

There were no reports of allegations of fraud or corruption received and investigated by the Commission during this reporting period.

Contact for further information:	Senior Director, Finance and Budgets, Access Canberra Phone: (02) 6207 0378
	Office of Industrial Relations and Workforce Strategy, CMTEDD, psm@act.gov.au

Freedom of Information

Information in relation to requests made under the *Freedom of Information Act 2016* in relation to the business of the ACT Gambling and Racing Commission can be sourced from the 2023-24 Annual Report of the Chief Minister, Treasury and Economic Development Directorate.

Contact for further information:	Senior Director, Information Management, Chief Minister, Treasury and Economic Development Directorate Phone: (02) 6207 4497
	ACT Ombudsman Phone: 13000 362 072 or email: actfoi@ombudsman.gov.au

Community Engagement and Support

Community Engagement Activities

Information on the gambling harm awareness campaign that launched during Gambling Harm Awareness Week 2023 and other engagement activities are included under the Operational Performance Achievements section of this annual report.

Table 19: Summary of Community Engagement Activities

Project	Summary
Gambling Harm Awareness Week	Gambling Harm Awareness Week (GHAW), held 16-22 October 2023, launching a 12-month campaign.
Gambling Harm Prevention Community of Practice	Three meetings held in 2023-24. Contributed to piloting of community sector gambling harm prevention training.
Gambling Harm Forum – Prevent, Empower, Support	Half day forum hosted by the Commission, addressing gambling harm in the ACT

Community Support Initiatives: Grants and Sponsorship

A key activity in 2023-24 was the establishment of the Gambling Harm Prevention and Mitigation Fund Grants Program. The Grants Program is open to eligible organisations and individuals seeking to undertake projects or research activities that prevent and reduce gambling harm in the ACT for the benefit of ACT residents. The Grants Program involves a two-stage application process, the first stage is an Expression of Interest (EOI) for applicants to pitch a project or research activity. Applicants who are successful through the EOI process are invited to submit a full application as part of stage two for further assessment.

Projects must align with the scope of the Fund (Section 163C (2) *Gaming Machine Act 2004*) and the Commission’s public health approach to preventing and reducing gambling harm. Examples of projects may include but are not limited to:

- counselling for people experiencing gambling harm or their family;
- education and awareness about harms caused by excessive gambling;
- assisting people experiencing gambling harm to exclude themselves from gambling venues;
- supporting the family of people experiencing gambling harm;
- self-help information about gambling harm; and
- research about gambling harm.

A total of eight applications were received in the first grant round, with two applicants successfully awarded funding.

Table 20: 2023-24 Gambling Harm Prevention and Mitigation Fund Grants Program

2023-2024 Grants Program			
Recipient	Project Summary	Term of Grant	Total Amount (ex GST)
Alcohol, Tobacco and Other Drug Association ACT	<p>Alcohol, other drugs and gambling in the ACT: a cross-sectoral approach to harm minimisation</p> <p>The project seeks to build capability within the support sector workforce and develop service and sector capacity by developing a practice guide. The guide will address co-occurring gambling and substance use harms in the treatment setting and is specific to the ACT context. Expert-facilitated training in the use of the practice guide will be provided to workplace champions in a cross- sectoral setting to build capacity.</p>	1 July 2024 – 30 November 2025	\$70,290
Australian National University	<p>The co-design of digital public health strategy and resources to prevent gambling harm in young people</p> <p>The project will develop, through co-design processes, a comprehensive public health strategy to prevent gambling harm to young people. This will include a major digital ‘hub’ with public health resources covering online and in-venue gambling. Specific evidence-based resources will be developed for inclusion on this hub to support digital awareness of gambling harm for:</p> <ul style="list-style-type: none"> • Young people; • Parents and carers; and • Sports clubs and other youth focused associations. 	11 June 2024 – 30 September 2025	\$172,000
Total			\$242,290

Contact for further information:	Director, Gambling and Harm Prevention, Access Canberra Phone: (02) 6207 0357 and (02) 6207 2492
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Aboriginal and Torres Strait Islander Reporting

The ACT Gambling Support Service, which is funded by the Commission, has been conducting weekly engagements with the Yeddung Mura Aboriginal Corporation, with a counsellor and lived experience worker visiting Yeddung Mura to raise awareness of gambling harm and shared stories of lived experience at the yarning circle.

The awareness campaign that was launched during Gambling Harm Awareness Week 2023 included aspects designed to reach First Nations audiences using targeted digital display, such as campaign advertisements appearing in specific websites or platforms, based on interest targeted layers, including keywords used and online behaviours.



First Nations targeting was scheduled in bursts of activities at times at which people may be particularly vulnerable to gambling harm, as follows:

- October – December (football finals, Spring racing carnival and Christmas) ;
- February – March (start of football seasons); and
- July – August (high gambling revenue time, may be related to tax returns).

During 2023-24 Commission staff also engaged Gugan Gulwan Youth Aboriginal Corporation to seek input into the development and implementation of the Commission’s school education program for high schools and opportunities to tailor gambling harm prevention messages to First Nations young people and for social workers who support young people and their families.

<p>Contact for further information:</p>	<p>Director, Gambling and Harm Prevention, Access Canberra Phone: (02) 6207 0357 and (02) 6207 2492 Senior Director, Business, Engagement and Compliance, Access Canberra Phone: (02) 6207 6990 Executive Branch Manager, Licensing and Registrations, Access Canberra Phone: (02) 6205 3732</p>
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Multiculturalism Act 2023 Reporting

The 12-month awareness campaign that was launched during Gambling Harm Awareness Week 2023 (16 to 22 October 2023) included programmatic digital targeting of Indian and Chinese (in Mandarin) audiences in the ACT.

Indian and Chinese audiences were selected based on a review of 2021 ABS Census data to determine the most used languages at home, excluding English, and the lowest English proficiency among Culturally and Linguistically Diverse male audiences aged 18-34 within the ACT.

Indian and Chinese audiences are being reached via targeted socials using the ACT Government Facebook and Instagram channels, with Chinese socials translated into Mandarin.



Targeting was scheduled in bursts of activities at times at which people may be particularly vulnerable to gambling harm, as follows:

- October – December (football finals, Spring racing carnival and Christmas) ;
- February – March (start of football seasons); and
- July – August (high gambling revenue time, may be related to tax returns).

Contact for further information:

Director, Gambling and Harm Prevention, Access Canberra
Phone: (02) 6207 0357 and (02) 6207 2492

Work Health and Safety

As of 1 July 2016, as a result of Commission staff being integrated into Access Canberra, CMTEDD, workplace health and safety requirements for those staff were also transferred. CMTEDD aims to provide a safe and healthy work environment for all workers, including contractors and volunteers, while they are undertaking work for CMTEDD. CMTEDD's Work Health and Safety Management Policy mandates PeopleSafety as CMTEDD's Work Health and Safety management system. PeopleSafety applies to all CMTEDD activities and functions.

Work Health and Safety information for Access Canberra can be sourced from the 2023-24 annual report of the CMTEDD.

Contact for further information:	Workplace Injury Performance, Workplace Safety and Industrial Relations, CMTEDD Phone (02) 6207 8794
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Human Resources Management

As of 1 July 2016, as a result of Commission staff being integrated into Access Canberra, CMTEDD human resource management requirements for those staff were also transferred. This includes all facets of human resourcing including employment conditions, workplace behaviours, recruitment and employee health and wellbeing.

Human Resources Management information for Access Canberra can be sourced from the 2023-24 annual report of the CMTEDD.

Contact for further information:	Office of Industrial Relations and Workforce Strategy, CMTEDD Phone 6207 6502 or psm@act.gov.au
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Ecologically Sustainable Development

From 1 July 2016, Commission staff were integrated into Access Canberra, CMTEDD and as a result, the Commission had no staff, accommodation, or motor vehicles in 2023-24.

Ecologically Sustainable Development information for Access Canberra can be sourced from the 2023-24 annual report of CMTEDD.

Contact for further information:	Executive Group Manager, Corporate, Chief Minister, Treasury and Economic Development Directorate Phone: (02) 6207 0569
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Financial Management Reporting

Financial Management Analysis

Management Discussion and Analysis for the ACT Gambling and Racing Commission for the Financial Year Ended 30 June 2024

General Overview

Objectives

The objectives of the ACT Gambling and Racing Commission (the Commission) are to:

- effectively regulate gambling and racing activity for statutory compliance;
- ensure compliance with statutory payments of taxes and fees;
- keep informed about problem gambling issues and harm minimisation strategies;
- undertake measures designed to reduce the negative impact of gambling harm;
- review gaming legislation and policies and implement changes;
- keep informed about developments in gaming and regulatory practices; and
- effectively manage its resources.

Financial Performance

The following financial information is based on audited Financial Statements for 2022-23 and 2023-24.

In August 2023, the agreement between Access Canberra and the Commission on “*the provision of services for the administration of the gaming laws including the control, supervision and regulation of gaming and racing in the ACT*” (the Agreement) was renewed for a period of three years.

The Agreement states that ‘Access Canberra acknowledges the responsibilities and obligations of the GRC as a statutory authority including those specified in the *Gambling and Racing Control Act 1999*, other Gaming Laws and Statement of Intent’.

The Commission’s functions have remained consistent between 2022-23 and 2023-24.

Total Expenditure

1. Components of Expenditure

Figure 1 indicates the components of the Commission’s expenditure for 2023-24 not including taxation revenue transferred to Government. As the Commission has entered into an agreement with Access Canberra for the provision of services for the administration of the gaming laws including the control,

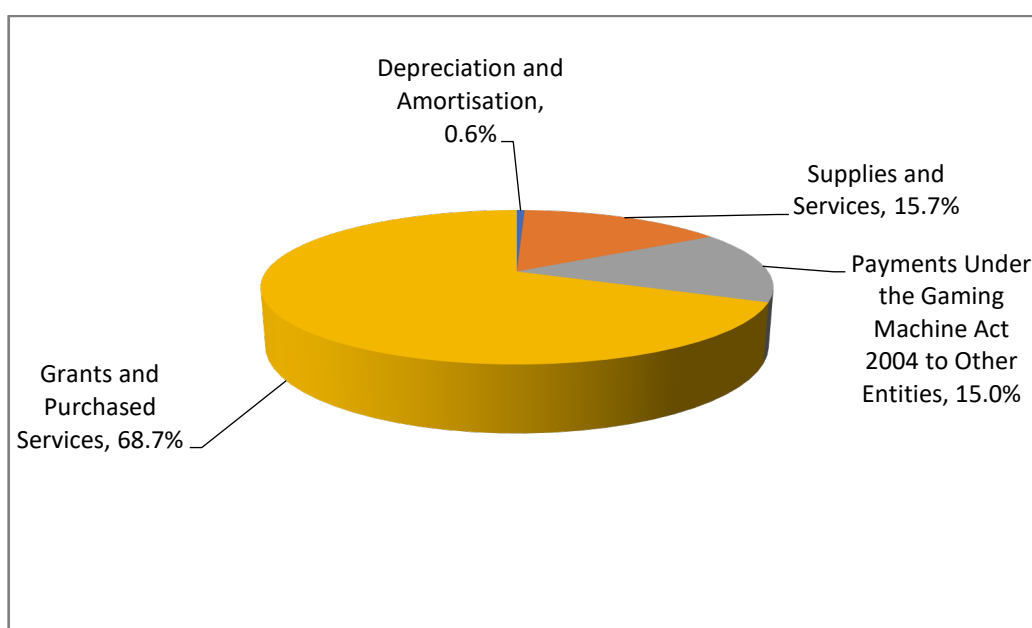
supervision and regulation of gaming and racing in the ACT, the main expenditure items during the year were grants and purchased services.

Supplies and services expenses include Gambling Harm Prevention and Mitigation Fund expenses which are used to undertake projects aimed to reduce the negative impact of gambling harm.

Payments Under the *Gaming Machine Act 2004* to Other Entities are amounts collected from licenced venues and passed onto the administrators of these funds.

The largest component of expenditure is grants and purchased services which represents **68.7 per cent** of ordinary activities or **\$6.698 million**.

Figure 1 - Components of Expenditure in 2023-24



2. Comparison to Budget

Total expenditure, not including taxation revenue transferred to Government, of **\$9.750 million** was **\$0.321 million** higher than the 2023-24 budget of **\$9.429 million**. This is mainly due to higher than budgeted:

- Grants and Purchased Services (**\$0.692 million**) as a result of a reclassification of expenditure relating to Gambling Harm Prevention and Mitigation Services from Supplies and Services; and
- Payments Under the *Gaming Machine Act 2004* to Other Entities (**\$0.489 million**) as a result of reclassification of expenditure relating to from Grants and Purchased Services

These increases were partially offset by lower than budgeted Supplies and Services (**\$0.918 million**) due mainly to the reclassification of the abovementioned Gambling Harm Prevention and Mitigation Services and lower than expected expenditure of 2024 survey on gambling in the ACT.

In 2023 Payments Under the *Gaming Machine Act 2004* to Other Entities were reclassified from Other Expenses and from Grants and Purchased Services to enhance transparency and clarity of the operations of the Commission. These amounts are included in the budget line for 2023-2024 as Other Expenses and Grants and Purchased Services to align with the Budget Statements.

3. Comparison to 2022-23 Actual Expenditure

Total expenditure, not including taxation revenue transferred to Government, was **\$0.567 million**, or **6.2 per cent**, higher than the 2022-23 actual result of **\$9.183 million**. This is mainly due to increases in:

- Supplies and Services (**\$0.376 million**), mainly due to the 2024 survey on gambling in the ACT; and
- Grants and Purchased Services (**\$0.283 million**), predominately due to the increase in purchased services under the MOU with Access Canberra resulting from the indexation of costs for the provision of services for the administration of gaming laws including the control, supervision and regulation of gaming and racing in the ACT.

These increases were partially offset by lower Payments Under the *Gaming Machine Act 2004* to Other Entities (**\$0.068 million**).

Total Income

Gambling revenue incorporates the following categories:

- gaming machine taxes, levies and fees;
- interstate lotteries taxes (New South Wales);
- minor lottery fees (promotions and raffles);
- casino tax and fees;
- totalisator licence fee;
- race bookmakers' licence fees; and
- sports bookmakers' turnover tax and licence fees.

The amount of gambling revenue received by the Commission depends directly on the level of gambling undertaken in the Territory. The Commission does not have the function of promoting or developing gambling activity in the Territory.

1. Components of Income

Although the Commission collects and verifies revenue from gambling taxes, levies, fees and fines, all such revenue is immediately transferred to the Territory Banking Account through daily sweeps of the Commission's Taxation Account. Taxes and levies are received in accordance with the respective legislation or agreements held with the Commission and are based on gross profit or the level of gambling activity depending on the requirements for each product. Regulatory Fees are paid in relation to gaming operations such as licensing applications, raffle and trade promotion permit applications and general gaming and racing approvals.

The revenue that the Commission uses to fund its operating activities is appropriated through Controlled Recurrent Payments and interest from its bank accounts. In 2023-24, appropriation payments from Government totalled **\$6.190 million**.

The Commission also collects a Gambling Harm Prevention and Mitigation Fund levy and contributions to the Chief Minister's Charitable Fund and the Diversification and Sustainability Support Fund.

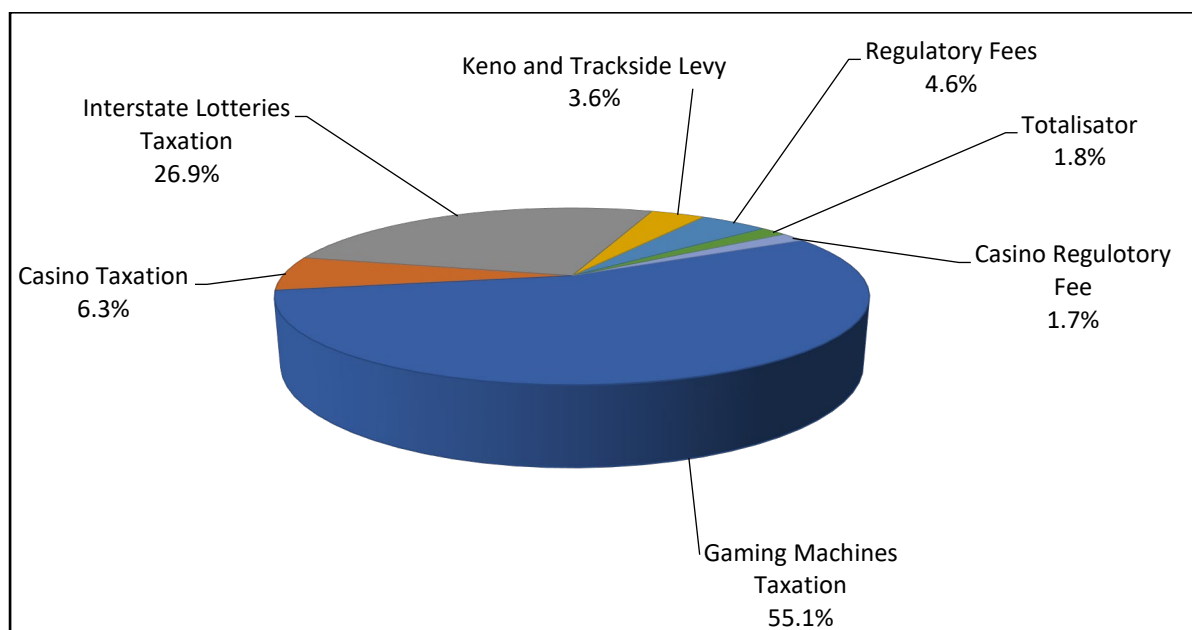
Gambling Harm Prevention and Mitigation Fund - Payments to the Gambling Harm Prevention and Mitigation Fund consist of a levy from gaming machine licensees as well as voluntary contributions from Tabcorp ACT, Casino Canberra and the Lottery Corporation. These funds are used to provide problem gambling support services to the ACT community as well as other projects to reduce the negative impact of problem gambling. In 2023-24, the total amount collected by the Commission for the Gambling Harm Prevention and Mitigation Fund was **\$1.971 million**.

Chief Minister’s Charitable Fund – Payment to the Chief Minister’s Charitable Fund consist of a contribution from gaming machine licensees. These funds are collected by the Commission and transferred to the Chief Minister’s Charitable Fund. In 2023-24, the total amount collected by the Commission for the Chief Minister’s Charitable Fund was **\$0.418 million**.

Diversification and Sustainability Support Fund – Payments to the Diversification and Sustainability Support Fund consist of a payment for each authorisation for gaming machines held by club gaming machine licensees. These funds are collected by the Commission and transferred to the Justice and Community Safety Directorate who manage the fund. In 2023-24, the total amount collected by the Commission for the Diversification and Sustainability Support Fund was **\$1.043 million**.

Figure 2 below indicates that for the financial year ended 30 June 2024 the Commission collected **\$37.826 million** or **55.1 per cent** of its total gambling revenue from gaming machine taxation.

Figure 2 - Components of Gambling Income in 2023-24



2. Comparison to Budget

For the year ending 30 June 2024 gambling revenue was **\$68.661 million** which was **\$7.993 million** higher, or **13.2 per cent** higher than the 2023-24 budget of **\$60.668 million**. This was mainly due to higher:

- gaming machine taxation (**\$6.458 million**) and casino taxation (**\$0.547 million**) due to higher levels of gambling activity than expected;

- interstate lotteries revenue (**\$2.872 million**) from higher than expected ticket sales; and
- regulatory fees (**\$0.757 million**) from increased trade promotion activity.

These increases were offset by lower keno/trackside revenue (**\$2.641 million**) mainly due to reduced gambling activity through the ACT Server.

3. Comparison to 2022-23 Actual Income

Gambling revenue in 2023-24 was **\$0.535 million**, or **0.8 per cent** higher than the 2022-23 actual result. This was mainly due to:

- gaming machine taxation (**\$0.507 million**) and casino taxation (**\$0.191 million**) due to increased levels of gambling activity;
- interstate lotteries revenue (**\$1.134 million**) from increased ticket sales; and
- regulatory fees (**\$0.607 million**) from increased trade promotion activity.

These increases were offset by lower keno/trackside revenue (**\$1.904 million**) mainly due to reduced gambling activity through the ACT Server.

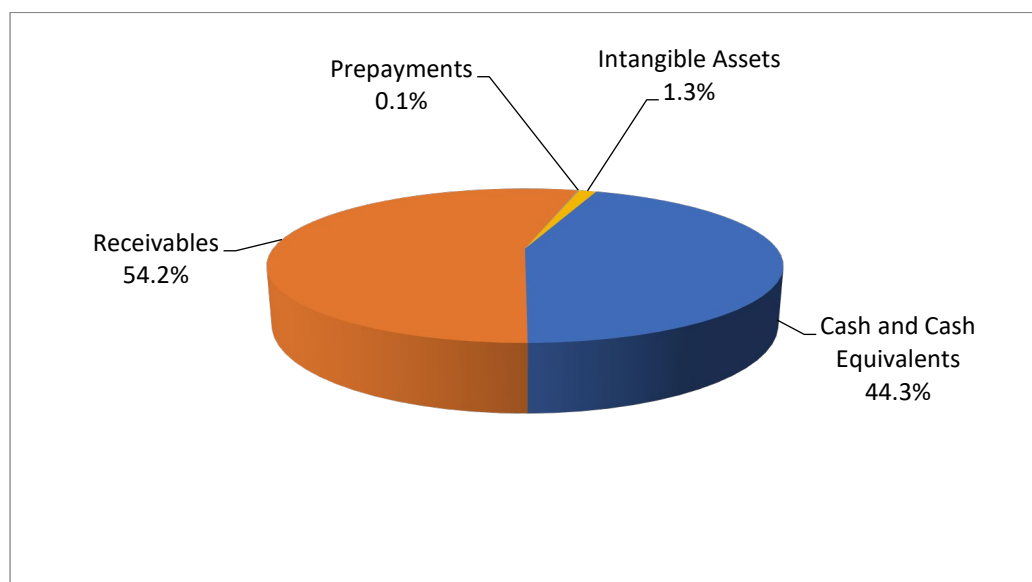
Commission's Financial Position

Total Assets

1. Components of Total Assets

Figure 3 below indicates that for the financial year ended 30 June 2024, **44.3 per cent** of the Commission's assets are cash and cash equivalents and **54.2 per cent** are receivables.

Figure 3 – Total Assets as at 30 June 2024



2. Comparison to Budget

The total asset position at 30 June 2024 of **\$14.626 million** is **\$1.986 million** higher than the 2023-24 budget of **\$12.640 million**. The increase is mainly due to higher than expected receivables mainly due to:

- interstate lotteries duty payment (**\$0.416 million**) for June 2024;
- gaming machine taxation (**\$0.885 million**) for June 2024; and
- casino licence fee receivable (**\$0.569 million**) due to a change in the fee determination that allows for the casino annual licence fee to be paid in quarterly instalments from February 2024.

3. Comparison to 2022-23 Actuals

The Commission's total asset position increased by **\$2.810 million** from 2022-23 actual result of **\$11.816 million** mainly due to increases in:

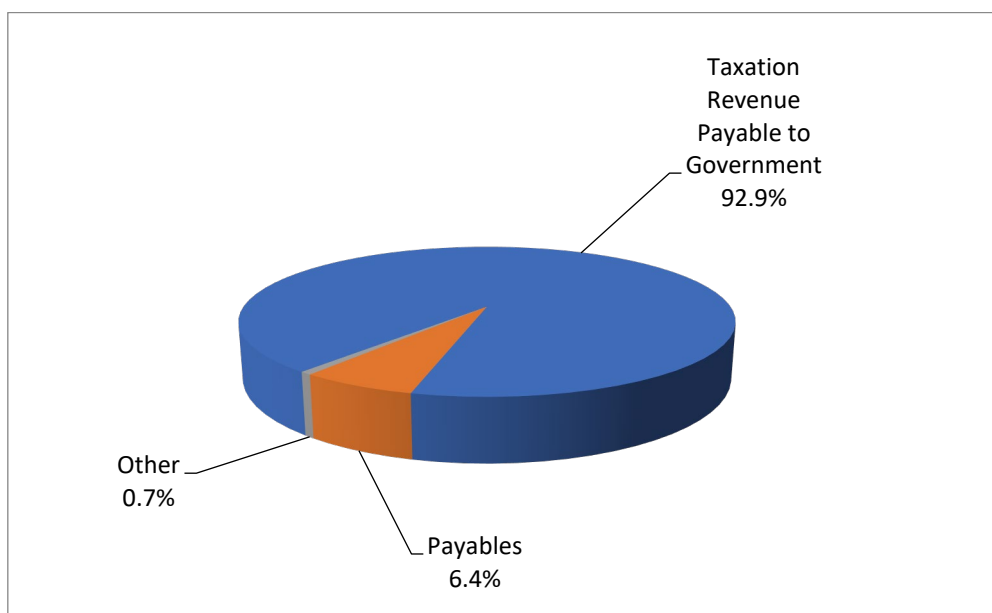
- Interstate Lotteries Duty receivable (**\$1.502 million**) due to payment for June 2024 compared to June 2023;
- Casino licence Fee receivable (**\$0.569 million**) due to a change in the fee determination that allows for the casino annual licence fee to be paid in quarterly instalments from February 2024; and
- cash and cash equivalents (**\$0.577 million**) primarily due to the timing of payments.

Total Liabilities

1. Components of Total Liabilities

Figure 4 below indicates that the majority of the Commission's liabilities as at 30 June 2024 relate to taxation revenue payable to Government (**92.9 per cent**).

Figure 4 – Total Liabilities as at 30 June 2024



2. Comparison to Budget

The Commission's liabilities for the year ended 30 June 2024 of **\$8.215 million** is **\$1.861 million** higher than the 2023-24 budget of **\$6.354 million**. This is mainly due to:

- Higher taxation revenue payable to Government (**\$1.693 million**) in Interstate Lotteries Duty for May 2024 not paid until July 2024; and
- Increased in accrued expenses (**\$0.245 million**) predominantly due to work completed for the 2024 survey on gambling in the ACT not been paid until July 2024.

3. Comparison to 2022-23 Actuals

Total liabilities increased by **\$2.562 million** from 2022-23 actual results of **\$5.653 million** primarily due to the:

- increased taxation revenue payable to Government (**\$2.336 million**) mainly due to Interstate Lotteries Duty for May 2024 not paid until July 2024 and Casino Licence Fee Receivable as at 30 June 2024. All taxes and levies received by the Commission are transferred daily to the ACT Government.
- increase in other payables (**\$0.224 million**) is due mainly to work completed for the 2024 survey on gambling in the ACT not being paid as at 30 June 2024.

Liquidity

'Liquidity' is the ability of the Commission to satisfy its short-term debts as they fall due. A common indicator for liquidity is the current ratio which compares the ability to fund short-term liabilities from short-term assets. A ratio of less than 1-to-1 may indicate a reliance on further funding from the ACT Government to meet short-term debts. *Table 21* indicates the liquidity position of the Commission.

Table 21: Current Ratio

Description	Prior Year Actual 2022-23	Current Year Budget 2023-24	Current Year Actual 2023-24
Current Assets	11,558	12,308	14,431
Current Liabilities	5,653	6,354	8,215
Current Ratio	2.04	1.94	1.76

The current ratio for the financial year ended 30 June 2024 is **1.76 to 1** which is lower than the budgeted current ratio of **1.94 to 1** due mainly to higher than expected current liabilities as there were more taxes and levies owing to the ACT Government at year end compared to the budgeted amount as a result of timing differences.

The current ratio at 30 June 2024 is lower than the ratio at 30 June 2023 (**2.04 to 1**) due mainly to higher current liabilities as there were more taxes and levies to the ACT Government owing at year end compared to the prior year as a result of timing differences.

FINANCIAL STATEMENTS

ACT Gambling and Racing Commission

For the Year Ended

30 June 2024

INDEPENDENT AUDITOR'S REPORT

To the Members of the ACT Legislative Assembly

Opinion

I have audited the financial statements of the ACT Gambling and Racing Commission (Commission) for the year ended 30 June 2024 which comprise the operating statement, balance sheet, statement of changes in equity, statement of cash flows, statement of appropriation and notes to the financial statements, including a summary of significant accounting policies and other explanatory information.

In my opinion, the financial statements:

- (i) present fairly, in all material respects, the Commission's financial position as at 30 June 2024, and its financial performance and cash flows for the year then ended; and
- (ii) are presented in accordance with the *Financial Management Act 1996* and comply with Australian Accounting Standards.

Basis for opinion

I conducted the audit in accordance with the Australian Auditing Standards. My responsibilities under the standards are further described in the 'Auditor's responsibilities for the audit of the financial statements' section of this report.

I am independent of the Commission in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (Code). I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of the Commission for the financial statements

The Governing Board of the Commission is responsible for:

- preparing and fairly presenting the financial statements in accordance with the *Financial Management Act 1996* and relevant Australian Accounting Standards;
- determining the internal controls necessary for the preparation and fair presentation of the financial statements so that they are free from material misstatements, whether due to error or fraud; and
- assessing the ability of the Commission to continue as a going concern and disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting in preparing the financial statements.

Auditor's responsibilities for the audit of the financial statements

Under the *Financial Management Act 1996*, the Auditor-General is responsible for issuing an audit report that includes an independent opinion on the financial statements of the Commission.

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal controls relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for expressing an opinion on the effectiveness of the Commission's internal controls;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Commission;
- conclude on the appropriateness of the Commission's use of the going concern basis of accounting and, based on audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Commission's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in this report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of this report. However, future events or conditions may cause the Commission to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether they represent the underlying transactions and events in a manner that achieves fair presentation.

I communicated with the Governing Board of the Commission regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



Rosa San Miguel
Audit Principal, Financial Audit
9 September 2024



ACT
Government





**ACT Gambling and Racing Commission
Financial Statements
For the Year Ended 30 June 2024**

Statement of Responsibility

As the Chairperson of the ACT Gambling and Racing Commission I am responsible for the preparation of the annual financial statements as well as the judgments exercised in preparing it. In my opinion, the ACT Gambling and Racing Commission's financial statements fairly reflect the financial operations for the year ended 30 June 2024 and its financial position on that date.

Laura Beacroft
Chairperson
ACT Gambling and Racing Commission
9 September 2024

Gambling & Racing Commission
GPO Box 158, Canberra City ACT 2601

 GRCBoard@act.gov.au
 gamblingandracing.act.gov.au



ACT
Government





**ACT Gambling and Racing Commission
Financial Statements
For the Year Ended 30 June 2024**

Statement by the Chief Executive Officer

In my opinion, the ACT Gambling and Racing Commission's financial statements have been prepared in accordance with the Australian Accounting Standards, are in agreement with its accounts and records and fairly reflect its financial operations for the year ended 30 June 2024 and the financial position on that date.

Yu-Lan Chan
Chief Executive Officer
ACT Gambling and Racing Commission
9 September 2024

Gambling & Racing Commission
GPO Box 158, Canberra City ACT 2601

 GRCBoard@act.gov.au
 gamblingandracing.act.gov.au

ACT Gambling and Racing Commission
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For the Year Ended 30 June 2024

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**ACT Gambling and Racing Commission
Operating Statement
For the Year Ended 30 June 2024**

	Note No.	Actual 2024 \$'000	Original Budget 2024 \$'000	Actual 2023 \$'000
Income				
Controlled Recurrent Payments	#	6,190	6,390	5,628
Taxation and Levies Collected on Behalf of the Territory	4	63,101	55,865	63,173
Regulatory Fees Collected on Behalf of the Territory	5	5,560	4,803	4,953
Grants and Contributions Revenue		8	49	8
Interest Revenue		291	118	247
Other Income	6	3,432	3,069	3,548
Total Income		78,582	70,294	77,557
Expenses				
Supplies and Services	7	1,528	2,446	1,152
Depreciation and Amortisation		63	5	75
Grants and Purchased Services	8	6,698	6,006	6,415
Taxation, Levies and Regulatory Fees Transferred to Government		68,661	60,668	68,126
Payments under the <i>Gaming Machine Act 2004</i> to Other Entities	9	1,461	-	1,529
Other Expenses		-	972	12
Total Expenses		78,411	70,097	77,309
Operating Result		171	197	248

The above Operating Statement should be read in conjunction with the accompanying notes.

The ACT Gambling and Racing Commission has only one output class, and as such, the above Operating Statement is also the Commission's Operating Statement for the Gambling Regulation and Harm Minimisation Output Class.

Refer to the Statement of Appropriation

ACT Gambling and Racing Commission
Balance Sheet
As at 30 June 2024

	Note No.	Actual 2024 \$'000	Original Budget 2024 \$'000	Actual 2023 \$'000
Current Assets				
Cash and Cash Equivalents	10	6,481	6,350	5,904
Receivables	11	7,933	5,942	5,638
Prepayments		17	16	16
Total Current Assets		14,431	12,308	11,558
Non-Current Assets				
Property, Plant and Equipment		-	10	-
Intangible Assets	12	195	6	258
Capital Works In Progress		-	316	-
Total Non-Current Assets		195	332	258
Total Assets		14,626	12,640	11,816
Current Liabilities				
Payables	13	8,161	6,297	5,601
Other Liabilities		54	57	52
Total Current Liabilities		8,215	6,354	5,653
Total Liabilities		8,215	6,354	5,653
Net Assets		6,411	6,286	6,163
Equity				
Accumulated Funds		6,411	6,286	6,163
Total Equity		6,411	6,286	6,163

The above Balance Sheet should be read in conjunction with the accompanying notes.

**ACT Gambling and Racing Commission
Statement of Changes in Equity
For the Year Ended 30 June 2024**

For the Year Ended 30 June 2024

	Note No.	Accumulated Funds Actual 2024 \$'000	Total Equity Actual 2024 \$'000	Original Budget 2024 \$'000
Balance at 1 July 2023		6,163	6,163	6,012
Comprehensive Income				
Operating Result		171	171	197
Total Comprehensive Result		171	171	197
Transactions Involving Owners Affecting				
Capital Injections	#	77	77	77
Total Transactions Involving Owners Affecting Accumulated Funds		77	77	77
Balance at 30 Jun 2024		6,411	6,411	6,286

For the Year Ended 30 June 2023

	Note No.	Accumulated Funds Actual 2023 \$'000	Total Equity Actual 2023 \$'000
Balance at 1 July 2022		5,915	5,915
Comprehensive Income			
Operating Result		248	248
Total Comprehensive Result		248	248
Balance at 30 June 2023		6,163	6,163

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

Refer to the Statement of Appropriation.

ACT Gambling and Racing Commission
Statement of Cash Flows
For the Year Ended 30 June 2024

	Note No.	Actual 2024 \$'000	Original Budget 2024 \$'000	Actual 2023 \$'000
Cash Flows from Operating Activities				
Receipts				
Controlled Recurrent Payments		6,190	6,390	5,628
Taxation and Levies Collected on Behalf of the Territory		61,347	55,865	63,559
Regulatory Fees Collected on Behalf of the Territory		4,991	4,803	4,953
Interest Receipts		291	118	247
Goods and Services Tax Input Tax Credits from the Australian Taxation Office		175	119	154
Goods and Services Tax Collected from Customers		15	-	11
Other		3,469	3,069	3,450
Total Receipts from Operating Activities		76,478	70,364	78,002
Payments				
Supplies and Services		1,275	2,413	1,045
Grants and Purchased Services		6,698	6,083	6,415
Taxation, Levies and Regulatory Fees Revenue Transferred to Government		66,325	60,644	68,512
Goods and Services Tax Remitted to the Australian Taxation Office		16	-	11
Goods and Services Tax Paid to Suppliers		183	119	152
Payments Under the <i>Gaming Machine Act 2004</i> to Other Entities		1,481	-	1,933
Other		-	982	-
Total Payments from Operating Activities		75,978	70,241	78,068
Net Cash Inflows/(Outflows) from Operating Activities	10	500	123	(66)
Cash Flows from Investing Activities				
Payments				
Payments for Property, Plant and Equipment and Capital Works		-	10	-
Total Payments from Investing Activities		-	10	-
Net Cash Inflows/(Outflows) from Investing Activities		-	(10)	-

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.

**ACT Gambling and Racing Commission
Cash Flow Statement - Continued
For the Year Ended 30 June 2024**

	Note No.	Actual 2024 \$'000	Original Budget 2024 \$'000	Actual 2023 \$'000
Cash Flows from Financing Activities				
Receipts				
Capital Injections		77	77	-
Total Receipts from Financing Activities		77	77	-
Net Cash inflows from Financing Activities		77	77	-
Net Increase/(Decrease) in Cash and Cash Equivalents		577	190	(66)
Cash and Cash Equivalents at the Beginning of the Reporting Period		5,904	6,160	5,970
Cash and Cash Equivalents at the End of the Reporting Period	10	6,481	6,350	5,904

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.

**ACT Gambling and Racing Commission
Statement of Appropriation
For the Year Ended 30 June 2024**

Description and Material Accounting Policies Relating to Controlled Recurrent Payments

Controlled Recurrent Payments (CRP) are revenue received from the ACT Government to fund the costs of delivering outputs.

CRP are recognised when the Commission gains control over the funding which is obtained upon the receipts of cash, given they do not contain enforceable and sufficiently specific performance obligations as defined by AASB 15 *Revenue from Contracts with Customers*.

Capital injection appropriations are not recognised as income, but instead are recognised as equity injections and a cash inflow which is used to purchase/build an asset(s) or to reduce a liability(s).

	Original Budget 2024 \$'000	Total Appropriated 2024 \$'000	Appropriation Drawn 2024 \$'000	Appropriation Drawn 2023 \$'000
Controlled				
Controlled Recurrent Payments	6,390	6,390	6,190	5,628
Capital Injections	77	77	77	-
Total Controlled Appropriation	6,467	6,467	6,267	5,628

The above Statement of Appropriation should be read in conjunction with the accompanying notes.

Column Heading Explanations

The *Original Budget* column shows the amounts that appear in the Statement of Cash Flow in the ACT Gambling and Racing Commission's 2023-24 Statement of Intent. This amount also appears in the Statement of Cash Flows.

The *Total Appropriated* column is inclusive of all appropriation variations occurring after the Original Budget.

The *Appropriation Drawn* is the total amount of appropriation received by the ACT Gambling and Racing Commission during the year. This amount also appears in the Statement of Cash Flows.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 1. Objectives of the ACT Gambling and Racing Commission

The primary objectives of the ACT Gambling and Racing Commission (the Commission) are to:

- regulate gambling and racing activities in accordance with ACT gaming laws;
- ensure compliance by gaming organisations and persons with the payment of fee and tax liabilities;
- review gaming laws to ensure their continued relevance and appropriateness; and
- monitor and research the social effects of gambling and problem gambling in the ACT and provide counselling and education services.

The Commission also collects and verifies a number of different gambling related taxes, fees and fines on behalf of the ACT Government.

Note 2. Basis of Preparation of the Financial Statements

The *Financial Management Act 1996* (FMA) requires the preparation of annual financial statements for ACT Government territory authorities. The FMA and the *Financial Management Guidelines* issued under the Act requires that the Commission's financial statements include:

1. an Operating Statement for the year;
2. a Balance Sheet at the end of the year;
3. a Statement of Changes in Equity for the year;
4. a Statement of Cash Flows for the year;
5. a Statement of Appropriation for the year;
6. the significant accounting policies adopted for the year; and
7. such other statements as are necessary to fairly reflect the financial operations of the Commission during the reporting period and its financial position at the end of the year.

These general-purpose financial statements have been prepared in accordance with:

1. Australian Accounting Standards (as required by the FMA); and
2. ACT Accounting and Disclosure Policies.

Accrual Accounting

The financial statements have been prepared using the accrual basis of accounting. The financial statements have also been prepared according to the historical cost convention.

Currency

These financial statements are presented in Australian dollars, which is the Commission's functional currency.

Individual Not-For-Profit Reporting Entity

The Commission is an individual not-for-profit reporting entity.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 2. Basis of Preparation of the Financial Statements – Continued

Reporting Period

These financial statements state the financial performance, changes in equity and cash flows of the Commission for the year ended 30 June 2024 together with the financial position of the Commission as at 30 June 2024.

Comparative Figures

Budget Figures

To facilitate a comparison with the Budget Papers, as required by the FMA, budget information for 2023-24 has been presented in the financial statements. Budget numbers in the financial statements are the original budget numbers that appear in the Statement of Intent.

Prior Year Comparatives

Comparative information has been disclosed in respect of the previous reporting period for all amounts reported in the financial statements, except where an Australian Accounting Standard does not require comparative information to be disclosed.

Where the presentation or classification of items in the financial statements is amended the comparative amounts have been reclassified where practical. Where a reclassification has occurred, the nature, amount and reason for the reclassification is provided.

Rounding

All amounts in the financial statements have been rounded to the nearest thousand dollars (\$'000). Use of "-" represents zero amounts or amounts rounded down to zero.

Going Concern

The 2023-24 financial statements have been prepared on a going concern basis as the Commission has been funded in the ACT Government 2024-25 Budget and the Budget Papers include forward estimates for the Commission.

Note 3 Impact of Accounting Standards Issued but yet to be applied

All Australian Accounting Standards and Interpretations issued but yet to be applied are either not relevant to the ACT Gambling and Racing Commission or have been assessed as having an immaterial financial impact on the ACT Gambling and Racing Commission.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

INCOME NOTES

Material Accounting Policies – Income

Income Recognition

The following material accounting policies relate to each income note unless stated otherwise in the individual note.

AASB 1058 Income of Not-for-Profit Entities

Where revenue streams are in the scope of AASB 1058 *Income of Not-for-Profit Entities*, the Commission recognises the asset received (generally cash or other financial asset) at fair value, recognises any related amount (e.g. liability or equity) in accordance with an accounting standard and recognises revenue as the residual between the fair value of the asset and the related amount on receipt of the asset.

Resources Received Free of Charge

Resources received free of charge are recorded as a revenue and expense in the Operating Statement at fair value. The revenue is separately disclosed under Grants and Contributions, with the expense being recorded in the line item to which it relates. Services that are received free of charge are only recorded in the Operating Statement if they can be reliably measured and would have been purchased if not provided to the Commission free of charge.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 4. Taxation and Levies Collected on Behalf of the Territory

Description and Material Accounting Policies relating to Taxation and Levies Collected on Behalf of the Territory

Taxation and Levies are collected on behalf of the Territory from licensed gambling operators. Taxes and Levies are received on a monthly basis in accordance with the respective legislation or agreements held with the Commission and are based on gross profit or the level of gambling activity depending on the requirements for each product. All Taxes and Levies received by the Commission are transferred daily basis to the Territory Banking Account.

Taxes and levies are recognised as revenue in the period in which the payment relates.

Taxation and Levies are collected on behalf of the Territory.

	2024	2023
	\$'000	\$'000
Gaming Machines	37,826	37,319
Interstate Lotteries ¹	18,437	17,303
Casino	4,333	4,142
Keno and Trackside Levy ²	2,505	4,409
Total Taxation and Levies Collected on Behalf of the Territory	63,101	63,173

1. The increase in the Interstate Lotteries is mainly due to the increased number of jackpots from the NSW Lotteries.
2. The ACT Server is a platform used to capture Keno and Trackside Gambling Activity. The decrease is due to reduced gambling activity through ACT Server in 2023-24.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 5. Regulatory Fees Collected on Behalf of the Territory

Description and Material Accounting Policies relating to Regulatory Fees Collected on Behalf of the Territory

Regulatory Fees Collected on Behalf of the Territory are paid in relation to gaming operations such as licensing applications, raffle and trade promotion permit applications and general gaming and racing approvals. All regulatory fees received by the Commission are transferred daily to the Territory Banking Account.

Fees are recognised as revenue at the time of payment due to the timing of notification to the Commission. Fines are recognised as revenue on the issue of the relevant disciplinary notice.

	2024	2023
	\$'000	\$'000
Gaming Machines	243	256
Lotteries ¹	2,896	2,366
Casino	1,149	1,107
Totalisator	1,250	1,168
Sports Bookmaking	17	16
Fees and Penalties	5	40
Total Regulatory Fees Collected on Behalf of the Territory	5,560	4,953

1. The increase in Lotteries Fees is due to increased trade promotion activity.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 6. Other Income

Description and Material Accounting Policies relating to Other Income

Other Income arises from the core activities of the Commission. Under the *Gaming Machine Act 2004*, a community purpose contributions levy on gaming machine licensees and voluntary contributions from Casino Canberra, Tabcorp ACT Limited and the Lottery Corporation are required to be paid to the Gambling Harm Prevention and Mitigation Fund, which is administered by the Commission.

The Commission also collects levies from gaming machine licensees for payments to the Chief Minister's Charitable Fund (CMCF), a non-governmental organisation, and to the Diversification and Sustainability Support Fund (DSSF) administered by the Justice and Community Safety Directorate. These levies are recognised as income of the Commission and also recognised as an expense as all CMCF and DSSF receipts are required to be transferred to the Funds' administrators.

	2024	2023
	\$'000	\$'000
Income from Non-ACT Government Entities		
Gambling Harm Prevention and Mitigation Fund	1,971	2,018
Chief Minister's Charitable Fund	418	427
Diversification Sustainability Support Fund	1,043	1,102
Total Other Income from Non-ACT Government Entities	3,432	3,547

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 7. Supplies and Services

	2024	2023
	\$'000	\$'000
Board Member Fees	149	153
Payments from the Gambling Harm Prevention and Mitigation Fund ¹	651	680
Other Professional Services ²	728	319
Total Supplies and Services	1,528	1,152

1. Payments from the Gambling Harm Prevention and Mitigation Fund are to assist with the alleviation of gambling harm, alleviating the disadvantages that arise from gambling harm and providing and ascertaining information about gambling harm within the Territory.
2. The increase in Other Professional Services expenses is mainly due to the 2024 survey on gambling in the ACT.

Note 8. Grants and Purchased Services

Description and Material Accounting Policies relating to Grants and Purchased Services

Purchased services are amounts paid to obtain services from other ACT Government agencies and external parties. These transactions are reciprocal in nature.

	2024	2023
	\$'000	\$'000
Gambling Support Services	1,043	992
Access Canberra ¹	5,655	5,423
Total Grants and Purchased Services	6,698	6,415

1. The increase is due to the indexation of costs for the provision of services for the administration of gaming laws including the control, supervision and regulation of gaming and racing in the ACT under a Memorandum of Understanding (MOU) with Access Canberra.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 9. Payments Under the *Gaming Machine Act 2004* to Other Entities

Description and Material Accounting Policies relating to Payments Under the *Gaming Machine Act 2004* to Other Entities

Under the *Gaming Machine Act 2004*, contributions to the Chief Minister's Fund and Payments to the Diversification and Sustainability Support Fund are collected by the Commission from Licensees. The Commission transfers these amounts to the administrators of the Funds.

	2024	2023
	\$'000	\$'000
Payments to the Diversification and Sustainability Support Fund	1,043	1,102
Payments to the Chief Minister's Charitable Fund	418	427
Total Payments Under the <i>Gaming Machines Act 2004</i> to other Entities	1,461	1,529

ASSET NOTES

Material Accounting Policies – Assets

Assets – Current and Non-Current

Assets are classified as current where they are expected to be realised within 12 months after the reporting date. Assets, which do not fall within the current classification, are classified as non-current.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 10. Cash and Cash Equivalents

Description and Material Accounting Policies relating to Cash and Cash Equivalents

Cash includes cash at bank.

Cash equivalents are short-term highly liquid investments that are readily converted to known amounts of cash which are subject to an insignificant risk of changes in value.

The ACT Gambling and Racing Commission holds five bank accounts with the Westpac Bank as part of the Whole-of-Government banking arrangements that earned an average floating interest rate of 4.40% (2022-23 3.80%).

(a) Cash and Cash Equivalents Balance

	2024	2023
	\$'000	\$'000
Cash at Bank	6,481	5,904
Total Cash and Cash Equivalents	6,481	5,904

(b) Reconciliation of Cash and Cash Equivalents at the End of the Reporting Period in the Statement of Cash Flows to the Equivalent Items in the Balance Sheet

Total Cash and Cash Equivalents Disclosed in the Balance Sheet	6,481	5,904
Cash and Cash Equivalents at the End of the Reporting Period as Recorded in the Statement of Cash Flows	6,481	5,904

(c) Reconciliation of the Operating Result to the Net Cash Outflows from Operating Activities

Operating Result	171	248
Add/(Less) Non-Cash Items		
Depreciation and Amortisation	63	75
Write-off of Intangible Assets	-	12
Cash Before Changes in Operating Assets and Liabilities	234	335
Changes in Operating Assets and Liabilities		
(Increase)/Decrease in Receivables	(2,295)	293
(Increase) in Prepayments	(1)	(1)
Increase/(Decrease) in Payables	245	(304)
Increase/(Decrease) in Taxation Revenue Payable	2,316	(386)
Increase/(Decrease) in Other Liabilities	1	(3)
Net Changes in Operating Assets and Liabilities	266	(401)
Net Cash Inflows/(Outflows) from Operating Activities	500	(66)

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 11. Receivables

Accounts Receivables

Accounts receivable (including accrued gambling taxes and levies and other trade receivables) are measured at amortised cost with any adjustments to the carrying amount being recorded in the Operating Statement.

Accrued gambling taxes and levies arise in the normal course of gambling related activity. It is a statutory requirement that gambling taxes and levies for a particular month be paid in the following month.

Expected Credit Losses – Accounts Receivables

The allowance for expected credit losses represents the amount of trade receivables and other trade receivables the Commission estimates will not be repaid. The allowance for impairment losses is based on objective evidence and a review of overdue balances. The Commission measures expected credit losses of a financial instrument in a way that reflects:

- (a) an unbiased and probability-weighted amount that is determined by evaluating a range of possible outcomes;
- (b) the time value of money; and
- (c) reasonable and supportable information that is available without undue cost or effort at the reporting date about past events, current conditions and forecasts of future economic conditions.

The Commission has assessed the allowance for expected credit losses for receivables in the financial statements. The assessment is based on the historical trends and there are no credit losses expected in relation to the receivables. The assessment is considered by management to be appropriate and reliable. No receivables were impaired as at 30 June 2024 or as at 30 June 2023. All receivables are with non-ACT Government entities.

	2024	2023
	\$'000	\$'000
Current Receivables		
Gambling Taxation, Levies and Fees		
Gaming Machine Taxation	3,336	3,149
Interstate Lotteries Duty ¹	3,348	1,846
Casino Taxation	369	304
Casino Licence Fee ²	569	-
Total Gambling Taxation, Levies and Fees	7,622	5,299
Other Receivables		
Other Trade Receivables	24	26
Gambling Harm Prevention and Mitigation Fund Payment	147	168
Accrued Chief Minister's Charitable Fund Payment	36	38
Accrued Diversification and Sustainability Support Fund Payment	87	98
Net GST Receivable	17	9
Total Other Receivables	311	339
Total Current Receivables	7,933	5,638

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 11. Receivables - Continued

1. The increase in Interstate Lotteries Duty receivable is due to two months of outstanding receipts at June 2024 compared to one month at June 2023. There was a delay in receiving the funds in June 2024 hence the receivable was higher at June 2024 than at June 2023.
2. The increase in Casino licence Fee receivable is due to a change in the fee determination that allows for the casino annual licence fee to be paid in quarterly instalments from February 2024.

Note 12. Intangible Assets

Description and Material Accounting Policies relating to Intangible Assets

The Commission has an internally generated software, ACT Gamblers Exclusion Database.

Recognition

Externally acquired software is recognised and capitalised when:

- (a) it is probable that the expected future economic benefits attributable to the software will flow to the Commission;
- (b) the cost of the software can be measured reliably; and
- (c) the acquisition cost is equal to or exceeds \$50,000.

Internally generated software is recognised when it meets the general recognition criteria outlined above and where it also meets the specific recognition criteria relating to intangible assets arising from the development phase of an internal project.

Measurement

Intangible Assets are measured at cost.

Amortisation

Capitalised software has a finite useful life. Amortisation is applied to intangible assets. Software is amortised on a straight-line basis over its useful life, over a period of five years.

Impairment

At each reporting date the Commission assesses whether there is any indication that an intangible asset may be impaired. Intangible assets are also reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. Impairment losses for intangible assets are recognised in the Operating Statement, as intangible assets are carried at cost. The carrying amount of the intangible asset is reduced to its recoverable amount.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 12. Intangible Assets - Continued

	Internally Generated Software \$'000	Externally Purchased Software \$'000	Total \$'000
Reconciliation of Intangibles Assets 2023-24			
Carrying Amount at the Beginning of the Reporting Period	258	-	258
Amortisation	(63)	-	(63)
Carrying Amount at the End of the Reporting Period	195	-	195
Carrying Amount at the End of the Reporting Period, represented by:			
Gross Book Value	258	-	258
Accumulated Amortisation	(63)	-	(63)
Carrying Amount at the End of the Reporting Period	195	-	195

	Internally Generated Software \$'000	Externally Purchased Software \$'000	Total \$'000
Reconciliation of Intangible Assets 2022-23			
Carrying Amount at the Beginning of the Reporting Period	-	29	29
Additions	316	-	316
Asset Write-offs recognised in the Operating Result	-	(12)	(12)
Amortisation	(58)	(17)	(75)
Carrying Amount at the End of the Reporting Period	258	-	258
Carrying Amount at the End of the Reporting Period represented by:			
Gross Book Value	316	961	1 277
Accumulated Amortisation	(58)	(949)	(1,007)
Write-off Intangible Assets		(12)	(12)
Carrying Amount at the End of the Reporting Period	258	-	258

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 13. Payables

Description and Material Accounting Policies relating to Payables

Payables are initially recognised at fair value based on the transaction cost and subsequent to initial recognition at amortised cost, with any adjustments to the carrying amount being recorded in the Operating Statement. All amounts are normally settled within 30 days after the invoice date.

Payables include Trade Payables, Accrued Expenses and Taxation and Levies payable to Government.

	2024	2023
	\$'000	\$'000
Current Payables		
Taxation, Levies and Fees Revenue Payable to ACT Government ¹	7,635	5,299
Payable to the Chief Minister's Charitable Fund	27	45
Payable to the Diversification and Sustainability Support Fund	127	130
Accrued Expenses ²	372	127
Total Current Payables	8,161	5,601

1. The increase in Taxation, Levies and Fees Revenue Payments Payable to the ACT Government is mainly due to two months of Interstate Lotteries Duty outstanding receipts at June 2024 compared to one month at June 2023 and Casino Licence Fee Receivable as at 30 June 2024 due to a change in the fee determination that allows for the casino annual licence fee to be paid in quarterly instalments from February 2024. All taxes, levies and fees received by the Commission are transferred daily to the Territory Banking Account.
2. The increase in Accrued Expenses is mainly due to work completed for the 2024 survey on gambling in the ACT yet to be paid as at 30 June 2024.

There were no payables overdue as at 30 June 2024 or 30 June 2023.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 14. Financial Instruments

Material Accounting Policies relating to Financial Instruments

Details of the significant policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised with respect to each class of financial asset and financial liability are disclosed in the note to which they relate.

The Commission's financial assets consist of cash and cash equivalents and trade receivables, and are subsequently measured at amortised cost under AASB 9 *Financial Instruments*. Financial liabilities are measured at amortised cost.

Credit Risk

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss. The Commission's credit risk is limited to the amount of the financial assets it holds net of any allowance for impairment. The Commission expects to collect all financial assets that are not past due or impaired.

Cash at bank is held with a high credit quality financial institution under Whole-of-Government banking arrangements. Cash at bank is held with the Westpac Bank.

The majority of the Commission's receivables are taxes payable by gaming licensees. The Commission reviews outstanding receivables on a monthly basis with the option of disciplinary action or prosecution being taken against gaming licensees with overdue or unpaid taxes. Unpaid outstanding balances are referred to the ACT Government Solicitor for legal action if all other options have been exhausted.

There have been no significant changes in the process for managing credit risk since the last reporting period.

Trade receivables are always measured at lifetime expected credit losses (the simplified approach).

Liquidity Risk

Liquidity risk is the risk that the Commission will encounter difficulties in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset. To limit its exposure to liquidity risk the Commission ensures that it has a sufficient amount of current financial assets to meet its current financial liabilities. The main source of cash to pay these obligations is appropriation from the ACT Government which is paid to the Commission on a fortnightly basis throughout the year. The Commission manages its liquidity risk through forecasting appropriation drawdown requirements to enable payment of anticipated obligations. This ensures that the Commission has enough cash to meet its emerging financial liabilities.

The Commission's exposure to liquidity risk and the management of this liquidity risk has not changed since the previous reporting period.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 14. Financial Instruments – Continued

Carrying Amount and Fair Value of Financial Assets and Liabilities

The carrying amount of financial assets and financial liabilities of the Commission approximate their fair value.

	Note No	Carrying Amount 2024 \$'000	Fair Value Amount 2024 \$'000	Carrying Amount 2023 \$'000	Fair Value Amount 2023 \$'000
Financial Assets					
Cash and Cash Equivalents	10	6,481	6,481	5,453	5,453
Receivables - Other Trade Receivables	11	24	24	26	26
Total Financial Assets		6,505	6,505	5,479	5,479
Financial Liabilities					
Payables	13	372	372	127	127
Total Financial Liabilities		372	372	127	127

Note: Assets and liabilities that are not contractual (such as those created as a result of statutory requirements imposed by governments) are not financial assets and liabilities. As such, non-contractual receivables and payables are not included in the financial instruments note.

Fair Value Hierarchy

All financial assets and liabilities are measured, subsequent to initial recognition, at amortised cost and as such no Fair Value Hierarchy disclosures have been made.

Maturity Analysis

The Commission's Financial Liabilities are non-interest-bearing liabilities. As a result, a maturity analysis is not required.

Carrying Amount of Each Category of Financial Asset and Financial

	2024 \$'000	2023 \$'000
Financial Assets		
Financial Assets Measured at Amortised Cost	24	26
Financial Liabilities		
Financial Liabilities Measured at Amortised Cost	372	127

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 15. Commitments

Description and Material Accounting Policies relating to Commitments

Commitments are a firm intention, but not a present obligation, at the end of the reporting period to incur future expenditure. As such, commitments do not constitute a liability. Commitments usually arise from contracts but can arise from other events like placing an order.

Commitments consist mainly of a Memorandum of Understanding (MOU) with Access Canberra for the provision of services for administration of gaming laws including the control, supervision and regulation of gaming and racing in the ACT. These amounts are reported as GST inclusive, where applicable.

	2024	2023
	\$'000	\$'000
Within one year	8,323	310
Later than one year but not later than five years	5,919	-
Total Commitments¹	14,242	310

1. The increase in Commitments mainly relates to the Commission's MOU with Access Canberra, which was signed in August 2023 for the provision of services until 2026. In addition, the Commission entered into its final year option with Relationships Australia for the ACT Gambling Support Services; and contracts for other harm prevention activities entered during the year.

Note 16. Contingent Liabilities

Description and Material Accounting Policies relating to Contingent Liabilities

Contingent Liabilities are not recognised in the Balance Sheet due to the uncertainty regarding any possible amount or timing of any underlying claim or obligation. Instead, they are disclosed and, if quantifiable, the best estimate is disclosed.

The Commission holds unclaimed prize monies in a separate bank account. At 30 June 2024, the estimated contingent liability amount on the potential claims is \$0.451 million (\$0.451 million in 2022-23).

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 17. Related Party Disclosures

Description and Material Accounting Policies relating to Related Party Disclosure

A related party is a person that controls or has significant influence over the reporting entity, or is a member of the Key Management Personnel (KMP) of the reporting entity or its parent entity, and includes their close family members and entities in which the KMP and/or their close family members individually or jointly have controlling interests.

KMP are those persons having authority and responsibility for planning, directing and controlling the activities of the Commission, directly or indirectly.

Controlling Entity

The Commission is an ACT Government controlled entity.

Key Management Personnel

KMP of the Commission are Members of the Governing Board. The members of the Governing Board during 2023-24 were:

Ms L Beacroft	Chair (12 December 2023 – 30 June 2024)
Ms L Close	Deputy Chair
Ms L Anthes	Member (19 April 2024 – 30 June 2024)
Mr M Brown	Member (19 April 2024 – 30 June 2024)
Ms Yu-Lan Chan	Chief Executive Officer (CEO)
Mr P Baxter	Chair (1 July 2023- 23 November 2023)
Ms C Franklin	Member (1 July 2023 – 19 March 2024)
Mr C Buik	Member (1 July 2023 – 19 March 2024)

The CEO of the Commission is an employee of Access Canberra and is compensated by Access Canberra. As such, the CEO is not a direct expense of the Commission. A proportion of the CEO's remuneration is covered under the Memorandum of Understanding between Access Canberra and the Commission. The other board members receive fees commensurate with their responsibilities which are determined by the Remuneration Tribunal and are covered by the Controlled Recurrent Payments to the Commission.

Compensation by the Commission to KMP is set out below:

	2024	2023
	\$'000	\$'000
Board Member fees (Excluding CEO)	149	153
Total Compensation by the Commission to KMP	149	153

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 17. Related Party Disclosures - Continued

Transactions with Key Management Personnel

There were no transactions with KMP that were material to the financial statements of the Commission.

Transactions with parties related to Key Management Personnel

There were no transactions with parties related to KMP, including transactions with KMP's close family members or other related entities that were material to the Financial Statement of the Commission.

Transactions with other ACT Government controlled entities

The Commission has entered into transactions with other ACT Government entities in 2023-2024 consistent with day-to-day business operations provided under varying terms and conditions. The notes to the Financial Statements provide the details of transactions with other ACT Government Entities. Below is a summary of the material transactions with Other ACT Government Entities.

Revenue

The Commission's main ongoing source of funding is received from the ACT Government through the Territory Banking Account. This funding is in the form of Controlled Recurrent Payment appropriation.

Expenses

Grants and Purchased Services (Note 8) – The Commission paid \$5.655 million in 2023-24 (\$5.423 million in 2022-23) to Access Canberra under a Memorandum of Understanding for the provision of services for administration of gaming laws including the control, supervision and regulation of gaming and racing in the ACT.

Other Expenses – The Commission transferred \$1.042 million in 2023-24 (\$1.102 million in 2022-23) to Justice and Community Safety Directorate as receipts collected on behalf of the Diversification and Sustainability Support Fund.

Taxation, Levies and Regulatory Fees Revenue Transferred to Government – The Commission transferred \$68.661 million in 2023-24 (\$68.126 million in 2022-23) to Territory Banking Account. Taxes and Levies received on a monthly basis in accordance with the respective legislation or agreements held with the Commission and Regulatory Fees collected on behalf of the Territory in relation to gaming operations are transferred to the Territorial Banking Account daily.

Liabilities

Payables (Note 13) – The Commission is liable to transfer \$7.635 million in 2023-24 (\$5.299 million in 2022-23) of Taxation, Levies and Regulatory Fees Revenue to Territory Bank Account and \$0.127 million in 2023-24 (\$0.130 million in 2022-23) of receipts collected on behalf of the Diversification and Sustainability Support Fund to Justice and Community Services Directorate.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 18. Budgetary Reporting

Significant Accounting Judgements and Estimates – Budgetary Reporting

The following are brief explanations of major line item variances between budget estimates and actual outcomes. Variances are considered to be major variances if **both** of the following criteria are met:

1. The line item is a significant line item: where either the line item actual amount accounts for more than 10% of the relevant associated category (Income, Expenses and Equity totals) or more than 10% of sub-element (e.g. Current Liabilities and Receipts from Operating Activities totals) of the financial statements; and
2. The variances (original budget to actual) are greater than plus (+) or minus (-) 10% and \$500,000 of the budget for the financial statement line item.

	Actual 2024 \$'000	Original Budget^a 2024 \$'000	Variance \$'000	Variance %	Variance Explanation
Operating Statement Line Items					
Taxation and Levies Collected on Behalf of the Territory	63,101	55,865	7,236	12.95	Note 1
Taxation, Levies and Regulatory Fees Revenue Transferred to Government	68,661	60,668	7,993	13.18	Note 2
Balance Sheet Line Items					
Receivables	7,933	5,942	1,991	33.51	Note 3
Payables	8,161	6,297	1,864	29.60	Note 4
Statement of Cash Flows Line Items					
Taxation and Levies Collected on Behalf of the Territory	61,347	55,865	5,482	9.81	Note 1
Taxation, Levies and Regulatory Fees Revenue Transferred to Government	66,297	60,644	5,653	9.32	Note 2

- a) Original Budget refers to the amounts presented to the Legislative Assembly in the original budgeted financial statements in respect of the reporting period (2023-24 Statement of Intent). These amounts have not been adjusted to reflect supplementary appropriation or appropriation instruments.

Notes

1. The increase in Taxation and Levies Collected on Behalf of the Territory is due to the higher than anticipated gambling activity in 2023-24.
2. The increase in Taxation, Levies and Regulatory Fees Revenue Transferred to Government is due to the higher than anticipated gambling activity in 2023-24.

ACT Gambling and Racing Commission
Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2024

Note 18. Budgetary Reporting - Continued

3. The increase in Interstate Lotteries Duty receivable is due to two months of outstanding receipts at June 2024 compared to one month at June 2023. There was a delay in receiving the funds in June 2024 hence the receivable was higher at June 2024 than at June 2023.
4. The increase in Payable is mainly due to two months of Interstate Lotteries Duty outstanding receipts at June 2024 compared to one month at June 2023.

Statement of Changes in Equity – No variances that met the criteria above were identified in the Statement of Changes in Equity.

Capital Works

The Commission had no projects included in the Capital Works Program for 2023-24.

Asset Management

The only assets maintained by the Commission are its computer software. These databases are managed by Access Canberra through a Memorandum of Understanding. Access Canberra has policies for the management of these assets consistent with the ACT Asset Management Strategy. The carrying value of these assets at the end of the reporting period was \$195,000.

Government Contracting

The Commission's procurement, selection and management process for all contractors including consultants complied with the *Government Procurement Act 2001* and *Government Procurement Regulation 2007* and subordinate guidelines and circulars.

Procurement processes above \$25,000 have been reviewed by Procurement ACT, and where applicable by the Government Procurement Board, consistent with the provisions of the *Government Procurement Regulation Act 2007*.

The online ACT Government Contracts Register records contracts with suppliers of goods, services and works, with a value of \$25,000 or more. A full search of the Commission's contracts notified with an execution date from 1 July 2023 to 30 June 2024 can be made at www.tenders.act.gov.au/contract/search.

The Commission received three exemptions from the secure local jobs code requirements under section 22G of the *Government Procurement Act 2001* during the reporting period. These three exemptions related to ANZSIC, Division M - Professional, Scientific and Technical Services. The procurement was for conduct of the ACT Gambling Survey, deliver of the ACT Gambling Support Services, and delivery of Gambling Contact Officer Training.

There was no unique Aboriginal and Torres Strait Islander Enterprises that responded to tender and quotation opportunities during the reporting period. The Commission provided no attributed expenditure to Aboriginal and Torres Strait Islander Enterprises.

Table 22: 2023-24 Contracts with suppliers of goods and services that exceed \$25,000

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold Requirements	Contractor Name	Contract Amount (excl GST)	Execution Date	Expiry Date
ACT Gambling Harm Support Service	Open tender	Community-based services	No	Relationships Australia Canberra and Region	\$3,849,587	22 May 2020	30 June 2025
Scope review and synthesis of evidence of the impact of policy and regulatory settings on the potential for mitigating gambling harm	Single Select	Research	No	University of Canberra	\$230,000	21 January 2022	31 August 2024
Understanding gambling harm in the digital age	Single Select	Research	No	University of Canberra	\$363,060	21 January 2022	30 April 2024
Alcohol, other drugs and gambling in the ACT: a cross-sectoral approach to harm minimisation	Single Select	Research	No	Alcohol Tobacco and Other Drug Association ACT(ATODA)	\$55,048	13 December 2022	31 July 2023
Young people and online gambling	Single Select	Research	No	Australian National University	\$94,700	1 November 2022	28 February 2024
Harm profiles related to low-risk gambling	Single Select	Research	No	Australian National University	\$70,400	1 November 2022	29 September 2023
Content development for online teacher course and curriculum resources	Open tender	Professional Services	No	Refraction Media	\$136,770	5 July 2023	4 August 2024
The 2024 Survey on Gambling in the ACT	Open tender	Professional, Scientific and Technical Services	No	Central Queensland University	\$1,193,844	9 February 2024	8 February 2026

Contact for further information:	Senior Director, Finance and Budgets, Access Canberra Phone: (02) 6207 0378
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ACT GAMBLING AND RACING COMMISSION

STATEMENT OF PERFORMANCE

FOR THE YEAR ENDED 30 JUNE 2024

INDEPENDENT LIMITED ASSURANCE REPORT

To the Members of the ACT Legislative Assembly

Conclusion

I have undertaken a limited assurance engagement on the statement of performance of the ACT Gambling and Racing Commission (Commission) for the year ended 30 June 2024.

Based on the procedures performed and evidence obtained, nothing has come to my attention to indicate the results of the accountability indicators reported in the statement of performance for the year ended 30 June 2024 are not in agreement with the Commission's records or do not fairly reflect, in all material respects, the performance of the Commission, in accordance with the *Financial Management Act 1996*.

Basis for conclusion

I have conducted the engagement in accordance with the Standard on Assurance Engagements ASAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information*. My responsibilities under the standard and legislation are described in the 'Auditor-General's responsibilities' section of this report.

I have complied with the independence and other relevant ethical requirements relating to assurance engagements, and the ACT Audit Office applies Australian Auditing Standard ASQM 1 *Quality Management for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, Other Assurance Engagements and Related Services Engagements*.

I believe that sufficient and appropriate evidence was obtained to provide a basis for my conclusion.

Commission's responsibilities for the statement of performance

The Governing Board of the Commission is responsible for:

- preparing and fairly presenting the statement of performance in accordance with the *Financial Management Act 1996* and *Financial Management (Statement of Performance Scrutiny) Guidelines 2019*; and
- determining the internal controls necessary for the preparation and fair presentation of the statement of performance so that the results of accountability indicators and accompanying information are free from material misstatements, whether due to error or fraud.

Auditor-General's responsibilities

Under the *Financial Management Act 1996* and *Financial Management (Statement of Performance Scrutiny) Guidelines 2019*, the Auditor-General is responsible for issuing a limited assurance report on the statement of performance of the Commission.

My objective is to provide limited assurance on whether anything has come to my attention that indicates the results of the accountability indicators reported in the statement of performance are not in agreement with the Commission's records or do not fairly reflect, in all material respects, the performance of the Commission, in accordance with the *Financial Management Act 1996*.

In a limited assurance engagement, I perform procedures such as making inquiries with representatives of the Commission, performing analytical review procedures and examining selected evidence supporting the results of accountability indicators. The procedures used depend on my judgement, including the assessment of the risks of material misstatement of the results reported for the accountability indicators.

Limitations on the scope

The procedures performed in a limited assurance engagement are less in extent than those required in a reasonable assurance engagement and consequently the level of assurance obtained is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, I do not express a reasonable assurance opinion on the statement of performance.

This limited assurance engagement does not provide assurance on the:

- relevance or appropriateness of the accountability indicators reported in the statement of performance or the related performance targets;
- accuracy of explanations provided for variations between actual and targeted performance due to the often subjective nature of such explanations; or
- adequacy of controls implemented by the Commission.



Rosa San Miguel
Audit Principal, Financial Audit
9 September 2024



ACT
Government





ACT Gambling and Racing Commission
Statement of Performance
For the Year Ended 30 June 2024

Statement of Responsibility

In my opinion, the Statement of Performance is in agreement with the ACT Gambling and Racing Commission's records and fairly reflects the service performance of the ACT Gambling and Racing Commission for the year ended 30 June 2024 and also fairly reflects the judgements exercised in preparing it.

Laura Beacroft
Chairperson
ACT Gambling and Racing Commission
9 September 2024

Gambling & Racing Commission
GPO Box 158, Canberra City ACT 2601

 GRCBoard@act.gov.au
 gamblingandracing.act.gov.au

**ACT Gambling and Racing Commission
Statement of Performance
For the Year Ended 30 June 2024**

Description of Objectives

The ACT Gambling and Racing Commission's major objectives include:

- **Harm minimisation** – actively seek to reduce the risks associated with gambling and minimise the potential harm caused by gambling to the individual and the community;
- **Integrity** – aim to minimise the possibility of criminal or unethical activity in the gambling and racing industry by gathering information from a range of different sources, including law enforcement bodies; and
- **Protection** – provide the community with factual information about gambling products so that people can make informed choices about their gambling. We will also provide the community with information about gambling harm, including how and where to obtain assistance. We aim to protect the community by reducing the risk of unethical or illegal gaming and racing dealings.

ACT Gambling and Racing Commission
Statement of Performance
For the Year Ended 30 June 2024

Output Class 1: Gambling Regulation and Harm Minimisation

Output 1.1: Gambling Regulation and Harm Minimisation

	Original Target 2023-24	Actual Result 2023-24	Variance from Original Target %	Explanation for Material Variance
Total cost¹	\$ 9,429,000	\$ 9,750,000	3	Note 1
Controlled Recurrent Payments	\$ 6,390,000	\$ 6,190,000	-3	
Accountability Indicators				
f. The Gambling and Racing Commission proactively communicates its priorities for risk-based regulation:				
i) The Commission has a public statement of expectation	100%	100%	0	
ii) Regulatory activity in line with the public statement is reported annually	100%	100%	0	
g. Percentage of the Canberra community that find it easy to interact with the Gambling and Racing Commission	90%	87%	-3	

The above Statement of Performance should be read in conjunction with the accompanying notes.

The above Accountability Indicators were examined by the ACT Audit Office in accordance with the *Financial Management Act 1996*. The Total cost and Controlled Recurrent Payments measures were not examined by the ACT Audit Office in accordance with the *Financial Management (Statement of Performance Scrutiny) Guidelines 2019*.

1. Total cost includes components of Commission expenditure excluding taxation revenue transferred to Government.

ACT Gambling and Racing Commission
Statement of Performance
For the Year Ended 30 June 2024

Explanation of Accountability Indicators

- f. The Gambling and Racing Commission proactively communicates its priorities for risk-based regulation.

The Commission proactively communicates its priorities for risk-based regulation, by developing and publishing a statement of expectations regarding regulatory priorities and areas of focus, with yearly reporting to occur against activities undertaken in line with the statement. The result will be reported annually.

- i) The Commission has a public statement of expectations
- The Commission has prepared, and published on its website a *Statement of Expectations for 2023-24*.
- ii) Regulatory activity in line with the public statement is reported annually
- the Commission is required to report on the two regulatory activities within the Commission's *Statement of Expectations 2023-24*:
 - o Monitor casino operations, in the context of change in upstream ownership; and
 - o Monitor licensee protection of excluded persons.

The activity report, incorporating the Commission's regulatory activities as outlined in the Statement of Expectations, was prepared and provided to the Minister for Government Services and Regulatory Reform.

- g. Percentage of the Canberra community that find it easy to interact with the Gambling and Racing Commission.

The ease of interacting result is determined by the responses to an independent survey of the Canberra community, business clients and community sector partners who had an interaction with the Commission within the last 12 months. The 2024 Business transaction survey results show respondents' satisfaction and stated ease of use dealing with the Commission's services in the last 12 months. The result is based on the ease by transactions over the last 12 months. The survey was sent to 180 organisations of which 35 responded from a quota of 21, established in consultation with Micromex Research.

Annual Report Requirements - ACT Gambling and Racing Commission

Summary of Complaints

Section 31 of the *Gambling and Racing Control Act 1999* (the Control Act) provides that a person may lodge a complaint with the Commission about compliance with a gaming law. Access Canberra on behalf of the Commission investigates each complaint received that relates to compliance with a gaming law including seeking information or comment from the relevant licensee or operator. The results of the Commission’s investigations are provided to the complainant as well as the licensee or operator that was the subject of the complaint.

In 2023-24 all complaints were resolved to the satisfaction of the Commission.

Table 23: Summary of complaints received during 2023-24

Gambling Provider	Received	Substantiated	Not Substantiated	Ongoing	Incapable of Determination	Withdrawn
Casino	5	0	1	3	1	0
Gaming Machines	9	2	2	3	2	0
Lotteries	18	7	7	3	1	0
Racing and Wagering	1	0	0	1	0	0
Unlawful Games	2	0	0	0	2	0
Total	35	9	10	10	6	0

Gambling Harm Prevention and Mitigation Fund

Under the *Gaming Machine Act 2004*, the Commission administers the Gambling Harm Prevention and Mitigation Fund (the Fund). The Fund supports projects and research into gambling harm and its wider effects within the community.

Revenue for the Fund is sourced from a 0.75 per cent levy on gaming machine licensees’ Gross Gaming Machine Revenue and contributions from Tabcorp, Casino Canberra Limited and The Lottery Corporation. A further 0.4 per cent of gaming machine licensees’ Net Gaming Machine Revenue is paid into the Fund as a mandatory minimum community contribution.

Expenditure from the Fund is for the purpose of alleviating gambling harm or the disadvantages that arise from gambling harm and for providing or ascertaining information about gambling harm.

In making decisions on projects, through funds obtained from the 0.75 per cent levy, the Commission’s Board ensures that approved expenditure meets a range of short-term and long-term goals as well as representing a cross-section of applied and research projects. This ensures that some immediate benefits are achieved, and that work is undertaken to inform or improve knowledge about gambling issues.

Expenditure from the 0.4 percent of net gaming machine revenue paid into the fund as a mandatory minimum community contribution for the above purposes may only be made with the approval of the Minister.

Table 24: Gambling Harm Prevention and Mitigation Fund Receipts 2023-24

Licensee	Amount \$
Ainslie Group	
- Ainslie Football and Social Club	37,378
- Gungahlin Lakes Golf & Community Club	79,179
Belconnen Bowling Club	3,309
Belconnen Soccer Group	
- Belconnen Soccer Club - Hawker	0
- Belconnen Soccer Club - McKellar	20,220
Canberra Bowling Club	113
Canberra Deakin Football Club	11,473
Canberra Highland Society & Burns Club	53,005
Canberra Irish Club Limited	5,116
Canberra Labor Group	
- Canberra Labor Club	144,833
- City Labor Club	46,224
- Ginninderra Labor Club	47,618
- Weston Creek Labor Club	11,650
RUC at Turner	10,462
Canberra Raiders Group	
- Raiders Gungahlin	151,444
- Raiders Belconnen	77,047
- Raiders Weston	50,305
Canberra Services Club	
- Canberra Club (Manuka)	0
- Canberra Club (Barton)	419
Canberra Southern Cross Group	
- Southern Cross Club – Woden	127,714
- Southern Cross Club – Jamison	61,224
- Southern Cross Club – Tuggeranong	84,505
Canberra Tradesmen’s Union Club	236,294
Eastlake Group	
- Calwell Club	35,238
- Eastlake Football Club	42,528
- Eastlakes Gungahlin	30,800
Harmonie German Club	8,262
Hellenic Club Group	
- Hellenic Club in the City	13,041
- Hellenic Club of Canberra	110,875
Magpies Sports Club	10,883
Mawson Club	59,681
Murrumbidgee Country Club	1,155
Spanish Australian Club	174

Tuggeranong Rugby Union Group	
- Chisholm Sports Club	46,640
- Lanyon Valley Rugby Union & Amateur Sports Club	40,915
- Town Centre Sports Club	57,413
- Tuggeranong Valley Rugby Union & Amateur Sports Club	92,692
Dickson Tradies	5,789
Austrian Australian Club	1,692
Sub Total – Clubs	1,817,197
Civic Pub	1,166
Kambah Inn	26
Kingston Hotel	432
Sub Total – Hotels/Taverns	1,624
The Lottery Corporation	48,194
Casino Canberra	51,888
Tabcorp	52,326
Sub Total – Others	152,408
TOTAL¹	1,971,229

Notes:

1. Total Income to the Gambling Harm Prevention and Mitigation Fund does not include bank interest of \$163,846.

Table 25: Gambling Harm Prevention and Mitigation Fund – Projects and Funding as at 30 June 2024

Project Name	Outcomes	Status	Funds Spent in 2023-24 (excl GST)	Recipient of Funds
ACT Gambling Support Service	Provides specialised professional counselling at no charge to members of the local community who may be experiencing gambling harm, including family and friends of people who gamble. The Service provides telephone and face to face counselling, peer support and outreach programs to the gambling industry and community groups.	Relationships Australia Canberra and Region delivered the Gambling Support Service in the 2023-2024 financial year and will continue to provide this service in 2024-2025.	1,043,334	Relationships Australia Canberra and Region

Project Name	Outcomes	Status	Funds Spent in 2023-24 (excl GST)	Recipient of Funds
Gambling Help Online	Residents of the ACT have 24/7 access to online gambling counselling and support	The ACT is party to a MOU between Australian governments for counselling and support services. A new website and community portal was finalised in 2023/24	8,445	Responsible Gambling Fund, NSW Dept. of Enterprise, Investments & Trade
Gambling Harm Prevention Project for ACT Secondary Schools	The development and implementation of a gambling harm education package for ACT secondary schools (years 7 to 10)	Teacher learning and curriculum resources are almost completed. The project aims to be finalised at the end of 2024.	\$109,416	Refraction Media
Gambling Harm Awareness Week	Gambling Harm Awareness Week is hosted by the Commission to raise community awareness of the signs of gambling harm and how to seek support	Gambling Harm Awareness week ran from 16 -22 October.	105,552 10,439	Universal McCann Various
Gambling Contact Officer Training	Gambling harm prevention training was delivered by Wisdom Learning and Lifeline Canberra	In 2023-24, 10 training sessions were held for Gambling Contact Officers with a total of 146 participants.	\$20,210 \$5,800	Wisdom Learning Lifeline Canberra
Gambling Harm Prevention Information Sessions – Obligations of Club Board Members	The information sessions have been developed for club board members to raise awareness of gambling harm and their obligations regarding patrons experiencing harm or at risk of experiencing harm in their venues.	In 2023-24, 6 training sessions were held for Club Board Members with a total of 43 participants.	\$22,276	Wisdom Learning

Project Name	Outcomes	Status	Funds Spent in 2023-24 (excl GST)	Recipient of Funds
Confidence in Conversations with People Negatively Impacted by Gambling Harm for the Community Sector	Couse design has been finalised and two pilot sessions completed. Delivery of training sessions will commence in 2024/25	Ongoing	13,300	Lifeline Canberra
Research project: Understanding gambling harms in the digital age	The research is designed to provide an evidence base for assessing awareness and understanding of gambling harms among the general public and among those who gamble, to inform an ACT gambling harm literacy strategy.	The research project was finalised in June 2024.	\$57,239	University of Canberra
The co-design of digital public health strategy and resources to prevent gambling harm in youth	This project aims to use most recent local evidence to co-design a public health strategy and resources to reduce gambling harm for young people and children in the ACT	Stage 1 of this project has commenced with an expected completion date of August 2025	\$51,600	Australian National University
Alcohol, other drugs and gambling in the ACT: a cross-sectoral approach to harm minimisation (Stage 1)	This project aims to build the evidence base on the intersections between gambling and alcohol and other drug use harms, as well as best-practice approaches to treatment and harm reduction.	This project was completed in August 2023	\$30,000	Alcohol Tobacco and Other Drug Association ACT (ATODA)

Project Name	Outcomes	Status	Funds Spent in 2023-24 (excl GST)	Recipient of Funds
Alcohol, other drugs and gambling in the ACT: a cross-sectoral approach to harm minimisation (Stage 2)	This project seeks to build capability within the workforce and develop service and sector capacity. This will be achieved by developing and disseminating a practice guide that addresses co-occurring gambling and substance use harms in the treatment setting.	This project commenced in late June 2024	35,290	Alcohol Tobacco and Other Drug Association ACT (ATODA)
Young People and Online Gambling in the ACT	This project builds the evidence base around the experiences of young people (aged 18 – 25) in the ACT and online gambling.	This project was completed in March 2024.	54,300	Australian National University
Harm Profiles Related to Low-Risk Gambling: Longitudinal Analysis of Three Datasets	This project builds the evidence base around the harm profiles associated with current low risk gambling in the ACT and in Australia and transition between low risk to other risk profiles.	This project was completed in in September 2023	39,600	Australian National University
Contract Management & Project Support	A project manager was engaged to oversee the projects funded through the Gambling & Harm Prevention Mitigation Fund	Contracted position ended in December 2023	68,478	CMTEDD Access Canberra
TOTAL			1,675,279	

Diversification and Sustainability Support Fund

Section 163g of the *Gaming Machine Act 2004* requires reporting about the Diversification and Sustainability Support Fund (DSSF). Administration of the DSSF is currently led by the Justice and Community Safety Directorate. Contributions to the Fund are collected by Access Canberra on behalf of the Commission. Payments out of the Fund are made by the Justice and Community Safety Directorate on direction from the Minister for Gaming and in accordance with the Fund purposes and guidelines. The Minister for Gaming may direct the Justice and Community Safety Directorate to make a payment from the Fund after consulting with the Fund Advisory Board about the payment. The *Annual Reports (Government Agencies) Directions 2024* (Notifiable instrument NI2024-175) requires that for 2023-24 this information be included in the Commission's annual report.

Table 26: Total Contributions made by Clubs to, and Payments Received from the Diversification and Sustainability Support Fund (DSSF) in 2023-24

Organisation	Total contributions to DSSF	Total payments received from DSSF	Purposes for which payments were made from the DSSF
Small/medium clubs			
ACT Rugby Union Club	\$9,600	\$0	
Austrian Australian Club	\$4,200	\$0	
Belconnen Bowling Club	\$2,860	\$0	
Burns Golf Club Belconnen	\$22,960	\$0	
Belconnen Soccer Club	\$18,480	\$0	
Canberra Bowling Club	\$1,740	\$0	
Canberra Club	\$17,100	\$250,000	Renovation and upgrade of the conference facilities at the Canberra Services Club.
Canberra Irish Club	\$5,200	\$0	
Croatia Deakin Soccer Club	\$7,680	\$0	
Harmonie German Club	\$6,240	\$233,757	To purchase infrastructure and equipment to produce Oktoberfest on site at the Harmonie German Club.
Murrumbidgee Country Club	\$1,920	\$0	
Spanish Australian Club of Canberra	\$3,360	\$0	
The Canberra Highland Society and Burns Club	\$30,630	\$0	
Yowani Country Club	\$0	\$0	
Total Small/medium clubs	\$131,970	\$483,757	
Large clubs			
Ainslie Football and Social Club	\$99,360	\$225,000	Stage 2 architectural design fees and Stages 3-5 associated consultant costs for the redevelopment of the

Organisation	Total contributions to DSSF	Total payments received from DSSF	Purposes for which payments were made from the DSSF
			club's land surrounding Alan Ray Oval in Ainslie.
Canberra Labor Club	\$123,960	\$184,382	For installation of 99.19 KW solar systems at the Ginninderra Labor Club; Mercure Hotel Belconnen; and Canberra Labor Club Belconnen
Canberra Raiders Leagues' Club (Southside)	\$38,160	\$0	
Canberra Raiders Sports Club	\$145,440	\$0	
Canberra Southern Cross Club	\$146,280	\$225,000	Conversion of gas-fuelled ground floor kitchen at Tuggeranong Venue to 100% electrical, high efficiency equipment.
Canberra Tradesmen's Union Club	\$96,120	\$200,000	Refurbishment of 'Essence' Restaurant, including the purchase of new kitchen equipment.
Eastlake Football Club	\$65,040	\$0	
Hellenic Club of Canberra	\$69,240	\$200,000	Funding for Detailed Planning and Design Assessment for the multipurpose arena as part of the redevelopment of Hellenic Precinct at Woden.
Tuggeranong Valley Rugby Union and Sports Club	\$138,810	\$0	
Total – Large clubs	\$922,410	\$1,034,382	
Non-contributing clubs			
Canberra Racing Club			
National Press Club			
Total – Clubs	\$1,054,380	\$1,518,139	

Contact for further information:	Director, Gambling and Harm prevention, Access Canberra Phone: (02) 6207 0357 and 6207 2492
	Senior Director, Finance and Budgets, Access Canberra Phone: (02) 6207 0378
	Executive Group Manager, Legislation, Policy and Programs, Justice and Community Safety Phone: (02) 6207 0674

Whole of Government Annual Reporting

Bushfire Risk Management

The Commission has nothing to report under this division as it is not required to prepare or approve bushfire operational plans for properties within Bushfire Prone Areas.

Human Rights

On 1 July 2016 all the Commission's staff were integrated into Access Canberra, CMTEDD. Reporting under this division is incorporated into the reporting made by CMTEDD and can be sourced from the 2023-24 annual report of the Justice and Community Safety Directorate.

Legal Services Directions

See the 2023-24 annual report of the Justice and Community Safety Directorate for reporting under this division.

Territory Records

See the annual report of Chief Minister, Treasury and Economic, Development Directorate for reporting under this division.

Attachments

Annual Report of the ACT Racing Appeals Tribunal

The Racing Appeals Tribunal (the Tribunal) is established by Part 5 of the *Racing Act 1999* (the Act). The Tribunal is independent and responsible for hearing and determining appeals from persons aggrieved by a decision of a controlling body or another organisation conducting a race meeting being held for the purpose of betting in the ACT. The functions of the Tribunal are contained in section 39 of the Act.

Contact

Registrar of the Racing Appeals Tribunal
Director, Gambling and Harm Prevention
Access Canberra
Phone: (02) 6207 0357

Members

During the reporting period, the members of the Tribunal were:

Name	Position	Dates of current appointment
Mr John Kalokerinos	President	10 July 2021 – 9 July 2024
Mr Andrew Satsia	Deputy President	10 July 2021 – 9 July 2024
Ms Kay Barralet	Member	24 August 2021 – 23 August 2024
Mr Kanagasabai Vasan	Member	10 July 2021 – 9 July 2024
Mr Benjamin Gray	Member	10 July 2021 – 9 July 2024
Mr Paul Barrett	Member	24 August 2021 – 23 August 2024
Mr Desmond Gleeson	Assessor	12 April 2024 – 11 April 2025

Appeals lodged with the Tribunal

James Locke v Harness Racing New South Wales

On Wednesday 5 July 2023, the ACT Racing Appeals Tribunal (the Tribunal), constituted by the Deputy President Mr Andrew Satsia and Member Paul Barrett, heard the matter of *James Locke v Harness Racing New South Wales*.

This appeal was from a decision following an inquiry held by the Stewards on Monday 12 June 2023, in relation to race 2 on that day, at Canberra. Ms Locke (the appellant) was charged under Australian Harness Racing Rule (AHRR) 163(1)(a)(iii), which provides that a driver shall not cause or contribute to any interference.

The appellant pleaded guilty to the charge and was penalised with a suspension of his licence to drive for a period of 10 days.

On 15 June 2023, the appellant lodged a notice of appeal against the penalty. The notice of appeal also sought a suspension of the decision pursuant to section 49 of the *Racing Act 1999*. That request was not opposed by the respondent. The Deputy President granted a suspension of the decision pending the hearing of the matter by the Tribunal.

Hearing Outcome

The Tribunal considered the evidence of the appellant and the submissions of both parties. The Tribunal dismissed Mr Locke's appeal. The Tribunal imposed a suspension of Mr Locke's licence to ride from midnight at the conclusion of 11 July 2023 to midnight at the conclusion of Friday 21 July 2023.

Contact for further information:	Director, Gambling and Harm Prevention, Access Canberra Phone: (02) 6207 0357
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List of Abbreviations and Acronyms

ACAT	ACT Civil and Administrative Tribunal
ACGR	Australasian Casino and Gambling Regulators
ACT	Australian Capital Territory
ANAO	Australian National Audit Office
ANU	Australian National University
AS	Australian Standard
CMTEDD	Chief Minister, Treasury and Economic Development Directorate
FMA	Financial Management Act 1996
GCO	Gambling Contact Officer
GGMR	Gross Gaming Machine Revenue
GHAW	Gambling Harm Awareness Week
GRC	Gambling and Racing Commission
CRP	Controlled Recurrent Payments
GHPMF	Gambling Harm Prevention and Mitigation Fund
GRCAC	Gambling and Racing Commission Advisory Committee
GST	Goods and Services Tax
ISO	International Organisation for Standardisation
MoU	Memorandum of Understanding
NZS	New Zealand Standard
PGSI	Problem Gambling Severity Index
SGHS	Short Gambling Harm Scale

Glossary of Technical Terms

Class B gaming machine	A gaming machine that consists of the game of draw poker or games derived from it, that requires player interaction or intervention
Class C gaming machine	A gaming machine that consists of games other than those typically played in casinos
Commission	ACT Gambling and Racing Commission
Community contribution	Expenditure by gaming machine licensees on eligible community contributions under the <i>Gaming Machine Act 2004</i>
Compliance inspections	Inspections undertaken to identify a licensee's compliance with current gaming legislation
Disciplinary action	A notice of reprimand, monetary penalty or suspension or cancellation of a gaming licence.
Lottery	Raffle, trade promotion, Keno, Housie etc under the <i>Lotteries Act 1964</i>
Race bookmaking	Means the carrying on (whether regularly or on one or more occasions) of the business of receiving or negotiating bets on races
Sports bookmaking	Means the carrying on (whether regularly or on one or more occasions) of the business of receiving or negotiating sports bets

The background is a solid blue color. It features several abstract geometric shapes: a large, thick, lime-green curved band at the top; a smaller green triangle on the left side; a white curved shape at the bottom left; and a green rectangular shape at the bottom right.

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