



STATEMENT OF EXPECTATIONS 2025-2026

1. The ACT Gambling and Racing Commission (the **Commission**) is an independent statutory authority established under section 5 of the *Gambling and Racing Control Act 1999* (the **GRC Act**). It is governed by a board established under section 11 of the GRC Act (the **Board**).
2. The functions of the Commission include, among other things, to:
 - a. Administer 'gaming laws' as defined by section 4 of the GRC Act. For example, the *Gaming Machine Act 2004*, the *Casino Control Act 2006*, and the *Lotteries Act 1964*.
 - b. Control, supervise and regulate gaming in the ACT.
 - c. Collect taxes, fees and charges imposed or authorised by gaming laws.
 - d. Review legislation and policies and make recommendations to the Minister for Gaming Reform.
 - e. Investigate and conduct inquiries into issues and activities related to gaming law.
3. A Memorandum of Understanding (**MOU**) has been in place between Access Canberra (Chief Minister, Treasury and Economic Development Directorate (**CMTEDD**)) and the Commission since 2016. This followed the ACT Government's decision in 2014 to merge the Commission, along with other bodies, into the then new Access Canberra.
4. Under the MOU, Access Canberra provides the Commission the services it requires to perform its functions. In return, the Commission provides funding to Access Canberra, which is indexed each year (\$5.9 million funding to be provided in 2025-2026).
5. The City and Environment Directorate (**CED**) was formally established on 1 July 2025. As part of the Machinery of Government changes, Access Canberra transitioned from CMTEDD to CED.
6. The Commission has adopted three (3) objectives (the **Objectives**) for 2025-2026 financial year. These are as follows:

- a. **Objective 1:** Contribute to minimising criminal and non-compliant activity in the ACT related to gaming laws as defined by section 4 of the GRC Act.
 - b. **Objective 2:** Contribute to reducing the risks and costs of gambling harm for the community and individuals in the ACT.
 - c. **Objective 3:** Communicate with diverse external (non-government) stakeholders and community responsively and transparently.
7. There are four (4) key areas of focus (**KAF**) for the Commission in 2025-2026. These are:
- a. **KAF 1:** Administer and regulate gaming laws soundly, incorporating continuous improvement and responsiveness to current and emerging challenges.
 - b. **KAF 2:** Take a leading role in reducing gambling related consumer harm in the ACT.
 - c. **KAF 3:** Review MOU arrangements with relevant service delivery Directorate to support the Commission in achieving its Objectives.
 - d. **KAF 4:** Communicate with external (non-government) stakeholders and community transparently.
8. This Statement of Expectations outlines the Commission's expectations about the role and responsibilities of Access Canberra in delivering the Commission's functions, objectives and priorities for the 2025-2026 financial year. It is to be read alongside the laws that apply to the Commission and the laws that the Commission administers.

2025-2026 Key Performance Indicators

9. Administer and regulate gaming laws soundly, incorporating continuous improvement and responsiveness to current and emerging challenges:
- a. **Reporting:** To ensure adequate oversight, Access Canberra, through the operational teams which service the Commission, must provide the Commission Board monthly reports which outline their outputs.
 - b. **Complaints Management:** Access Canberra must acknowledge all complaints within ten (10) business days of receiving them. Complaints data must be reported to the Board monthly.
 - c. **Compliance programs:** Access Canberra must deliver at least three (3) Commission endorsed evidence-led, risk-based compliance programs in the 2025-2026 financial year.

- d. **Investigations:** All investigations will be subject to performance monitoring, with a strong emphasis on governance and timeliness. The Commission Board must receive regular and comprehensive updates to support effective oversight—delivered through formal briefings or integrated within output reports.
 - e. **Enabling functions:** 95 % of all lottery applications must be assessed and issued within seven (7) business days of submission. Monthly tax reports from all licensed gaming machine venues must be reviewed each month. 95% of all technical amendments to electronic gaming machines confirmations issued within ten (10) business days of submission.
10. Take a leading role in reducing gambling related consumer harm in the ACT:
- a. **ACT Gambling Exclusion Database:** Access Canberra must meet legislative timeframes for receiving and recording self-exclusions in at least 95% of cases.
 - b. **Grants Program:** Grants rounds are effectively implemented administered in line Commission approved guidelines.
 - c. **Gambling Harm Action Week (GHAW):** GHAW is planned and delivered in accordance with Commission approvals, incorporating insights from the 2024 ACT Gambling Harm Survey to inform activities and messaging.
 - d. **Gambling Harm Prevention Strategy:** Access Canberra is to develop an interim Gambling Harm Prevention Strategy to replace the *Strategy for gambling harm prevention in the ACT – 2019-2024* before the end of 2025.
11. Review MOU arrangements with relevant service delivery Directorate to support the Commission in achieving its Objectives:
- a. **MOU:** Access Canberra must before 30 June 2026 provide the Commission Board for approval an amended or new MOU which sets out key arrangements between Access Canberra (CED) and the Commission to support the parties to carry out their legal responsibilities and inter-dependent roles, including to perform statutory functions, provide services, produce reports, meet time frames, enhance communications, and facilitate problem-solving.
12. Communicate with external (non-government) stakeholders and community as transparently:
- a. **Quarterly newsletter:** Access Canberra prepare a quarterly newsletter for distribution to industry stakeholders.

- b. **Website:** Access Canberra must ensure the Commission's website remains current and accurate. Summaries of compliance program outcomes should be published on an ongoing basis, subject to the Commission's approval.
- c. **Public compliance register:** Access Canberra must ensure the register is up to date.