

ACT Gambling and Racing Commission

Statement of Expectation 2026-2027

1. The ACT Gambling and Racing Commission (the **Commission**) is a Territory Authority established under section 5 of the [Gambling and Racing Control Act 1999](#) (the **GRC Act**) with a Governing Board (the **Board**) as per section 11 of the GRC Act. The Board is responsible for the efficient and effective financial management of the Commission, among other functions. In short, the Commission and its Board are required to have in place effective governance and financial management.
2. The functions of the Commission include to:
 - administer 'gaming laws' as defined by section 4 of the GRC Act, including the [Gaming Machine Act 2004](#), the [Casino Control Act 2006](#), and the [Lotteries Act 1964](#);
 - control, supervise and regulate gambling in the ACT;
 - collect and verify taxes, fees and charges imposed or authorised by gaming laws;
 - investigate and conduct inquiries into issues and activities related to gaming law; and
 - review legislation and policies and make recommendations to the Minister for Gaming Reform.
3. The Commission performs its functions in a way that best promotes public interest, and as far as practicable promotes consumer protection, minimises the possibility of criminal and unethical conduct, and reduces the risks and costs of gambling harm for the community and individuals. The Commission is subject to the [Human Rights Act 2004](#) and properly considers relevant human rights when exercising its functions and making decisions.
4. This Statement of Expectation communicate the Commission's priorities for risk-based regulation,. The document also sets out the Commission's key expectations for Access Canberra in delivering the Commission's priorities and functions for 2026-2027. It reflects key statutory functions as mentioned above - to exercise effective governance and financial management. It builds on and informs what is set out in the Commission's key strategic documents as they relate to the: [Memorandum of Understanding \(MOU\) 2026-2029](#) between Access Canberra and the Commission, the Commission's Statement of Intent 2026-2027, and the Commission's Board plan and relevant Access Canberra branch plans.

5. A Memorandum of Understanding (**MOU**) has been in place between Access Canberra and the Commission since 2016. A fourth MOU with Access Canberra (now part of the City and Environment Directorate) has been negotiated for the period 2026-2029. It particularly aims to strengthen governance, planning, monitoring of performance, and quality and timeliness of functions, programs, activities and services delivered under the MOU. Under the MOU, the Commission purchases services from Access Canberra, equal to \$6.019 million in 2026-27, to deliver the Commission's functions.
6. The practical effect of the MOU is that the Commission relies on and expects Access Canberra to provide and manage the resources provided to it to fulfill the Commission's full suite of statutory functions, and in manner that is compliant with the Commission's statutory requirements
7. The Commission's annual Statement of Intent for 2026-2027 sets out the Commission's key focus areas or priorities (KFAs), and related strategic objectives, indicators and measures. The Commission relies on and expects Access Canberra to deliver what is set out in the Commission's [Statement of Intent 2026-2027](#).
8. More specifically, as set out in the Statement of Intent the Commission relies on and expects Access Canberra to adopt its three key areas of focus (**KAF**) for 2026-27, which support the Commission to perform its functions, achieve its Objectives and treat key strategic risks. These are to:
 - administer and regulate gaming laws soundly, incorporating continuous improvement and responsiveness to current and emerging challenges;
 - take a leading role in reducing gambling related consumer harm in the ACT, informed by the Commission's Strategy for Gambling Harm in the ACT – A Public Health Approach (the Strategy); and
 - communicate proactively with external (non-government) stakeholders and community as transparently as the law and resources allow.
9. The Commission has an integrated planning and risk assessment process, which involves at least annual Board and Branch planning and risk assessments. This process enables the delivery of the Commission's functions and Statement of Intent. The Commission relies on and expects Access Canberra to support this process and resulting plans, including risk responses.
10. The Commission develops an annual Performance Framework, which sets out its requirements for assessing performance against key performance indicators (**KPIs**). It enables regular monitoring of Access Canberra's performance concerning the delivery of key Commission functions, the Statement of Intent, the MOU, this Statement of Expectation, and other relevant plans. The Performance Framework sets out minimum reporting arrangements against core statutory functions and the KAFs. Due to the dynamic nature of the Commission's environment and the complexity of its operations,

other reporting will be required. The Commission relies on and expects Access Canberra to report against the Performance Framework and other reporting as necessary.

11. There may be unexpected and necessary programs, activities and services required for the Commission's functions to be performed, due to the dynamic nature of the Commission's operating environment, complexity of its operations, and that some of its work is demand-led. The Commission relies on and expects Access Canberra to deliver these services within the scope of the MOU. The Board will work with and support Access Canberra to reprioritise activities as required guided by the principles and values of the MOU. The MOU provides the foundations to progress funding issues and resolve disputes.
12. Table 1 sets out the KPIs that form the basis for Access Canberra to report about performance under this Statement of Expectation. As set out in Table 1, the KPIs largely relate to the three KAFs referred to above and contained in the Commission's Statement of Intent. The KPIs in the table reflect the highest level of reporting required under the Commission's Performance Framework for 2026-2027.
13. The Statement of Expectation is published annually. Performance is reported annually in the Commission's Annual Report and in the annual Statement of Intent.

Table 1

KAF	Strategic Indicator (SI)	Key Performance Indicators (targets and measures)
KAF 1 Administer and regulate gaming laws soundly, incorporating continuous improvement and responsiveness to current and emerging challenges.	SI 1 Implement a risk based and data driven approach focusing regulatory resources on areas of greater risk and harm to reduce non-compliance.	<i>Proactive Compliance Programs & Intelligence</i> Conduct proactive compliance assessment programs or intelligence analysis studies to reduce non-compliance: • Complete three significant pro-active compliance assessment programs • Complete one significant intelligence study • Track and follow up on those programs and studies completed in prior year/s • Publish promptly outcomes of the programs and studies to extent that the law and resources allow <i>Complaints Management</i> Respond to all complaints as appropriate including investigations as required • Report number of complaints that concern a potential breach of a gaming law received and completed (with timeframes) • Report number of investigations initiated and completed (with timeframes) • Implement agreed recommendations from the internal audit of complaints system <i>Investigations</i> • Meet required standards for investigations • Publish disciplinary actions promptly and as the law allows

KAF	Strategic Indicator (SI)	Key Performance Indicators (targets and measures)
		- Report number and nature of matters published on the Commission's Disciplinary Action Register (under part 4 of the <i>Gaming Machine Act 2004</i>) - Submit approved updates to Commission's Disciplinary Action Register within 48 hours of when legally able to do so for (e.g. after appeal period has expired) <i>Licensing</i> - Complete licensing transactions appropriately - Report number of licensing transactions completed (by major categories) - Assess and improve systems to support licensing 95 % of all lottery applications processed and finalised within seven (7) business days of submission 95% of all technical amendments to electronic gaming machines confirmations issued within ten (10) business days of submission
	SI 2 Improve accuracy of gambling taxation returns provided by gaming entities	<i>Tax Assessments</i> Percentage of accurate gambling taxation returns as a proportion of returns increases
KAF 2 Contribute to reducing the risks and costs of gambling harm for the community and individuals in the ACT	SI 3 Prevent and reduce gambling harm in the ACT	<i>Research & Strategy</i> - Measure and respond to evidence of levels and trends for gambling harm in the ACT - Measure and report on Gambling Harm Scale and Problem Severity Index (the indices) as measured in the ACT's Gambling Prevalence Survey

KAF	Strategic Indicator (SI)	Key Performance Indicators (targets and measures)
		- Based on levels and trends in the indices, and other information and evidence, develop/adjust and implement prevention of gambling harm programs, services and activities - Complete evaluation of the Strategy For Gambling Harm Prevention to inform the development of a new 5-year Strategy <i>Initiatives & Training</i> - Prevention of gambling harm initiatives target specific high-risk or vulnerable groups based on evidence - Suite of training funded by Commission is assessed to identify areas for improvement <i>Gambling Harm Action Week (GHAW)</i> - Conduct GHAW activities and related campaign - Increase in number and diversity of stakeholders engaged in Gambling Harm Action Week, compared with 2025-26 measured through: - attendance at events - stakeholders receiving printed and/or digital packs - stakeholder feedback on use of stakeholder packs - representatives of high-risk and vulnerable groups identified and who participated - Increase in help-seeking actions over the 12 months from GHAW, compared with 2025-26 measured through: - engaged visits to the Commission's Gambling Help webpages - number of active self-exclusion - Gambling Harm Action Week and related campaign is evaluated and this informs future activities

KAF	Strategic Indicator (SI)	Key Performance Indicators (targets and measures)
		<i>Help seeking</i> - Utilisation of ACT Gambling Support Service (AGSS), i.e. counselling sessions and 1800 number calls funded by the Commission improves. - Number of active self-exclusions and new self-exclusions increases - Self-exclusion system is effectively managed - Self-exclusions are recorded within three days (the legislative timeframe) in at least 95% of cases - Effective assistance is provided to those seeking to self-exclude. - System that records gambling incidents reported by gaming machine licensees in the ACT is effectively managed - Trends, patterns, and issues in gambling incidents reported by gaming machine licensees in the ACT are identified and responded to as appropriate. <i>Grants & Research</i> - Gambling Harm Prevention and Mitigation Fund Grants Programs are effectively managed - Research grants and research products and outcomes from research grants are published.
Communicate with diverse external (non-government) stakeholders and community entities responsively and transparently, subject to legal and resource limits.	SI 4 Percentage of external (non-government) stakeholders (industry and community sector) who actively engage with regulatory communications.	<i>Engagement & Access to Information</i> - Four industry newsletters are issued in 2026-27 (quarterly) to a comprehensive list of stakeholders - Three sessions of the Community of Practice are conducted with high participation rate.

KAF	Strategic Indicator (SI)	Key Performance Indicators (targets and measures)
		Suite of training is conducted with high participation rates.
		Commission website is refreshed, with updated content and new architecture, in line with prevention of gambling harm focus and to improve public access
	Accountability Indicator Output 1.1 (b): Percentage of stakeholders that find it easy to interact with the Commission	Percentage of stakeholders that find it easy to interact with the Commission meets target of 90%