

2025-26 Exclusion Database – Incident Analysis

The Commission maintains the ACT Gambling Exclusion Database (ACTGED) as per section 1.6 of the *Gambling and Racing Control (Code of Practice) Regulation 2002 (the Code)*. ACTGED acts as the central repository for industry to record gambling harm incidents. Under section 1.6A, gambling licensees are required to report gambling harm incidents at their venues to the Commission via ACTGED.

The reporting of gambling-harm incidents is based on the observation of specific behavioural signs exhibited by individuals during or after gambling. The Commission publishes the [Learn the signs of Gambling Harm](#) guide for gambling venues to help them adequately respond when individuals may need support.

What we did?

In 2025-26 the Commission conducted a detailed analysis on ACTGED to better understand gambling harms experienced in the ACT and gather insights on gambling licensee incident reporting behaviours. This is the first in a series of analysis conducted on ACTGED and makes several assumptions to address specific research questions on reporting practices. The analysis was limited primarily to reports made in the 2025 calendar year and venues that held electronic gaming machine (EGM) authorisations.

What we found?

- Gambling incident reporting increased by 77 per cent compared to 2024 with a total of 63,904 incidents reported. There is great disparity in gambling harm incident reporting across the ACT.
- In the last decade, some licensees reported almost no incidents. In 2025, nine venues did not report a single gambling incident. Some of these venues may not have had operating EGMs but the venue may have had other gambling facilities that can be a source of gambling harm.
- Reporting from several venues primarily focus on just one specific harm indicator relating to cash access which may suggest there are limited monitoring or reporting practices at these venues.
- The actions taken in response to gambling incidents are inconsistent across venues which may indicate the need to improve reporting practices or there is a misunderstanding of the obligations to report incidents, varying awareness of the signs of gambling harm, and/or limitations in the current gambling harm signs and response guidelines.

What was the end result/next steps?

The analysis provides the Commission with a foundation to engage with venues to understand their processes/practices and the discuss the challenges that may exist when identifying and reporting gambling harm incidents. However, the models used may not be the most appropriate to accurately reflect all reporting practices given the great variability in reporting across venues. It is recognised that the analysis must be used alongside other pieces of regulatory intelligence as well as industry and business feedback. Engagement activities will be conducted in 2026-27.

The Commission will conduct further detailed analysis of ACTGED to build a more comprehensive picture of incident reporting and strengthen its gambling harm prevention activities.