



22 June 2022

The Hon Michelle Rowland MP
Minister for Communications

(via email only: Minister.Rowland@mo.communications.gov.au)

Dear Minister Rowland

Re: Responsible Wagering Australia

On behalf of Responsible Wagering Australia please accept our warm congratulations on your appointment as Minister for Communications and the Australian Labor Party's victory in the Federal Election.

As you know, RWA is the peak-body for the Australian online wagering industry. Our members include the major corporate bookmakers bet365, Betfair, Entain (Ladbrokes and Neds), PointsBet, Sportsbet and Unibet. RWA and our members are committed to ensuring Australia has the best conducted and most socially responsible wagering industry in the world.

Although retail TAB betting and pokies have an inherent and established causal relationship with the development of gambling problems, online wagering does not. RWA is committed to keeping online wagering as a safe form of entertainment and has been the chief industry advocate for the National Consumer Protection Framework for online wagering and led the public debate in favour of key consumer protections including deposit limits, the National Self-Exclusion Register and the end to credit betting.

Additionally, RWA's members make a very significant economic contribution in Australia, last year paying 51 cents in every dollar of revenue in tax which totaled more than \$1.8 billion in legislated fees and taxes going to governments, sporting codes and racing bodies.

RWA looks forward to continuing its constructive relationship with you and would be pleased to meet with you and your new staff regarding the implementation of the National Self-Exclusion Register and other industry matters at your earliest convenience.

Yours sincerely

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Hon Justin Madden AM
Chief Executive Officer

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James Duncan
General Manager, External Affairs

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9 February 2023

Mr Matthew Anderson
National Self Exclusion Register Team
Australian Communications and Media Authority
(Via email: nationalsexclusionregister@acma.gov.au)
CC: Minister for Communications minister.rowland@mo.communications.gov.au)

Re: National Self Exclusion Register

Dear Mr Anderson,

I write to you in relation to ongoing discussions and consultations about Betstop, the National Self-Exclusion Register (NSER). Following my voicemail left with you on Wednesday 25 January, I am following up in writing to reiterate Responsible Wagering Australia's ongoing support for the register and the offer of our assistance to overcome outstanding implementation issues.

Contrary to erroneous media reports on the matter, we remain committed to ensuring this important consumer protection project is delivered as soon as possible. RWA and its members have long supported this proposed new measure to allow vulnerable people to effectively self-exclude from all online wagering platforms.

As we have discussed previously, RWA and its members remain concerned by the significant delays to Betstop going live and we have been working with ACMA and Big Village to ensure any remaining impediments can be overcome. The most significant of these is to ensure customer data is properly handled and protected, as RWA members want to ensure their customers' personal information is secure. To this end, our members have formally requested of both Big Village and ACMA details of their information security systems and data protection protocols. To date these requests have not been adequately addressed and a requested meeting on the matter remains unscheduled. However, we are confident that with continued collaboration to resolve these and the other remaining issues, we can assist to ensure no further delays to this important project.

We are grateful for the collaborative nature of our discussions with you thus far, and both RWA and its members remain open to providing any assistance on the project to ensure these outstanding issues are addressed promptly. If you have any questions on the matter please contact me at ^{s47F} [redacted] [@responsiblewagering.com.au](mailto:[redacted]@responsiblewagering.com.au), and we look forward to confirmation of a meeting date to discuss.

Yours sincerely,

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