

Please quote: ENQ491

Department of
Justice and Attorney-General

Ms Lyn Beverley
Secretary
Joint Select Committee on Gambling Reform
PO Box 6100
PARLIAMENT HOUSE CANBERRA ACT 2600



Dear Ms Beverley

Thank you for your letter, received by the Office of Liquor and Gaming Regulation (OLGR) on 23 August 2011, about questions associated with the inquiry into interactive and online gambling and gambling advertising.

I advise that interactive gambling in Queensland is currently regulated by OLGR by virtue of the *Interactive Gambling (Player Protection) Act 1998* (the Act). There are no current licences issued under the Act to any interactive gambling providers.

In response to the questions raised in your correspondence, the following information is provided to assist the Joint Select Committee on Gambling Reform in its deliberations.

1. *How many complaints about online/interactive gambling providers have been referred to the regulator each year over the past five years?*

Since January 2006, OLGR has received 27 such complaints broken down on a yearly basis as shown in the following table:

Year	Number of Complaints
2011	1
2010	7
2009	3
2008	6
2007	5
2006	5

2. *The nature of these complaints.*

Complaints received have been in respect to:

- conduct of, or participation in unauthorised interactive gambling;
- use of premises for interactive gambling; and
- advertising interactive gambling.

3. *What percentage of complaints about online gambling providers reach the regulator (ie what percentage are dealt with and resolved by the provider)?*

All of these complaints have been referred directly to OLGR as there are no licensed providers in this State.

4. *How long the complaints generally take to resolve.*

On average two months.

5. *What proportion of complaints are about offshore providers versus onshore providers?*

The complaints received are about interstate operators.

6. *Where complaints about offshore providers are referred.*

Not applicable

7. *The number of current complaints you are dealing with.*

Three.

8. *How requests for exclusion of a gambler by a third party (eg a family member) are handled.*

Although there are no licensed operators in Queensland, the Act contains self-exclusion and operator-based exclusion provisions. There is no provision in the Act for a third party exclusion.

9. *How many such requests have been received.*

None

10. *What proportion of complaints come from non-Australians using websites licensed in your jurisdiction and whether they would have the same recourse to appeals processes available to Australians.*

None

11. *The rationale and rules for licensees around the issuing of credit.*

The Act strictly prohibits licensees from providing credit to players. A breach of these provisions has a maximum penalty of \$20,000

12. *The rules around payment of commissions for third party referrals to gambling providers.*

Such an arrangement is not provided for under the Act.

13. *The rules around inducements to gamble.*

The Act prohibits a person, other than a licensee, from inducing another person to participate in an authorised game if they accept a fee or reward for doing so. There is no such prohibition on a licensee.

I trust this information will be of assistance to the Joint Select Committee on Gambling Reform.

Yours sincerely

CRAIG TURNER
A/Executive Director

16/9/2011