



Independent Gambling Authority

A.B.N. 13 916 836 475

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Ms Lyn Beverley
Secretary
Joint Select Committee on Gambling Reform
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Dear Ms Beverley

Interactive and online gambling and gambling advertising

Thank you for your recent letter received on 29 August 2011, seeking information for the purposes of your current reference.

Complaints

The Independent Gambling Authority is one of two regulatory authorities in South Australia—the other being the Liquor and Gambling Commissioner within the Consumer and Business Services Division of this State's Attorney-General's Department.

- For gambling businesses licensed in this State, the Commissioner would normally be the regulator receiving complaints.
- For gambling businesses licensed in another State or in a Territory and authorised to operate in South Australia, the Authority would, on receipt of a complaint, initially refer the matter to the home jurisdiction regulator.
- For gambling businesses operating in this jurisdiction without a licence, neither regulator would have a role. Instead, the matter would be one for the South Australia Police, as the gambling itself will have been unlawful.

In that context, I can advise that the number of complaints received in this office has been so small that it has not warranted the systematic keeping of records. I estimate that the total number of contacts in the last five years concerning interactive gambling would be in the low dozens.

- I am aware of one complaint received by email from a citizen of New Zealand concerning the betting rules of an entity licensed outside South Australia.
- I have recently been involved in a complaint against a South Australian licensee which concerned a dispute as to how a bet had been placed from the complainant's account.

Third party exclusion

Neither regulator in South Australia has the power to involuntarily exclude patrons of the licensed entities which provide interactive gambling.

Credit betting

The only credit betting permitted under South Australian law is—

- extension of credit in the Adelaide casino by allowing a patron to purchase gambling chips with a cheque which it is agreed will not be presented for payment within a fixed period;
- credit account betting with a licensed bookmaker (which does include betting by telephone and, in some limited circumstances, over the internet).

Licensed bookmakers are obligated to offer a weekly spending limit (mandatory pre-commitment) in their account betting operations by the relevant responsible gambling code of practice.

Referral commissions

There are no rules regulating the payment of spotters' fees.

Inducements to gamble

The relevant responsible gambling codes of practice prohibit the offering of an inducement to a person to open a betting account.

Other matters

The Authority believes that a better enforcement and compliance outcome would be achieved if it were possible for all present forms of interactive gambling to be licensed and regulated.

Yours sincerely

[signed]

Robert Chappell
Director