

Fact sheet

NCPF changes

Bookmakers information



QUEENSLAND RACING
INTEGRITY COMMISSION

How the National Consumer Protection Framework (NCPF) for online wagering affects Bookmakers

In November 2018, Commonwealth, State and Territory governments launched the National Consumer Protection Framework (National Framework) for Online Wagering in Australia, to provide stronger consumer protections for Australians gambling online.

As of 24 March 2021 there were 79 licensed bookmakers in Queensland who will be impacted by the amendments to the NCPF, including 10 bookmakers who hold off course approvals.

Why the changes have been made

The Queensland Government amended the Racing Integrity Act on 7 April 2021 to minimise the potential risks associated with gambling addiction.

They also represent a further measure of accountability and protection for bookmakers in their dealings with those wishing to bet.

The amendments will also create a level playing field for bookmakers and online betting companies regulated in Australia, therefore harmonising the betting landscape across Australia.

On the basis that everyone has an obligation and a part to play, to ensure that gambling harm is minimised the Act has been changed.

Prior to the change there was no requirement for a bookmaker under the Act to end or minimise contact with a potential bettor, regardless of socio-economic circumstances or bet frequency.

This also acknowledges rural and regional racing situations, whereby events may be held on an irregular or sporadic basis for bookmakers to conduct activities.

What are the changes?

- The key amendments prohibit a bookmaker or relevant associate from offering inducements to a person in the forms of a credit, voucher, reward, or other benefits, as an incentive.
- This includes inducements to open an account, make referrals, or to not close an account, including via a telecommunications system.
- A bookmaker or associate is also prohibited from offering a free bet to the bettor via an interactive betting account with the bookmaker, unless the bettor can withdraw payouts arising from the bet at any time.
- Unless explicit consent is obtained, there must be an easily identified unsubscribe function available when sending promotional or advertising material. If the person retracts consent, the bookmaker must not offer any inducements during the process to stop the person from unsubscribing.
- A bookmaker must take all reasonable steps to identify a bettor's location when a bet is made via an interactive betting account.

Why is QRIC involved?

The Queensland Racing Integrity Commission (QRIC) currently manages the licensing of bookmakers and relevant associates in Queensland.

It conducts regular audits and collects intelligence on bookmakers and their associates under the Racing Integrity Act.

There will be an email sent to you soon with more detailed information about the changes.

The Commission is available to provide assistance to you and to clarify your role in these important changes.

Further information Ph: 1300 087 021

If you believe that a bookmaker is in breach of these new laws contact the Commission via its website and make a report through the [Report Something portal](#).



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Websites

qric.qld.gov.au

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