

Gambling Administration Guidelines

Authorised Betting Operations Act 2000—Systems and procedures designed to prevent betting by children

Effective 3 December 2020

The following guidelines have been published by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of section 62A of the *Authorised Betting Operations Act 2000*.

1. Introduction

Under section 62A of the *Authorised Betting Operations Act 2000*, an authorised interstate betting operator—

- (a) must not accept or offer to accept a bet from a child in this State; and
- (b) must have systems and procedures that are designed to prevent bets from being made by children in this State in the course of betting operations conducted by telephone, Internet or other electronic means and that conform with the requirements in the gambling administration guidelines for systems and procedures designed for that purpose.

These guidelines replace any previous prescription notice issued by the former Independent Gambling Authority which specified requirements for systems and procedures designed to prevent betting by children.

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2. Commencement

These guidelines come into effect from 3 December 2020, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control will be used to indicate revisions to these guidelines.



3. Intended audience

These guidelines are intended for use by betting operators authorised to operate in South Australia under the *Authorised Betting Operations Act 2000*.

4. Purpose and scope

- (1) These guidelines are intended to provide a framework through which an authorised interstate betting operator (“**gambling provider**”) can ensure that the conduct of its betting operations in South Australia by telephone, internet or other electronic means is consistent with the South Australian community’s expectations that it will not accept or offer or offer to accept a bet from a child in the course of its authorised business.
- (2) A reference to telephone, internet or other electronic means is a reference to a means of communicating at a distance by the use of electronic devices.
- (3) When approving systems and procedures designed to prevent bets from being made by children in the course of betting operations conducted by the holder of the major betting operations licence, an on-course totalisator or licensed bookmaker in South Australia, the Commissioner must have regard to any relevant requirements under these guidelines.
- (4) It is not the purpose of these guidelines to mandate a solution or limit technology.
- (5) Any matters arising from the evaluation of systems and procedures not covered by these guidelines will be resolved at the discretion of the Commissioner.

5. System and procedure requirements

Gambling accounts

- (1) Systems and procedures designed to prevent gambling by children must:
 - (a) provide for the establishment of a gambling account with the gambling provider before the person can commence gambling by telephone, internet or other electronic means;
 - (b) have sufficient identification and verification controls in place to ensure that a child cannot establish a gambling account;
 - (c) comply with customer verification requirements in accordance with Commonwealth laws, including the National Consumer Protection Framework (NCPF) for online wagering in Australia;
 - (d) ensure that access to a person’s gambling account is controlled by a security access feature such as a password;
 - (e) ensure that a person who establishes a gambling account undertakes:
 - (i) not to allow a child to use the account; and
 - (ii) not to disclose the security access feature to a child; and
 - (f) provide for the suspension or cancellation of a person’s gambling account if the gambling provider is satisfied that the person has breached the undertaking referred to in 5(1)(e).

Internal monitoring and reporting

(2) Systems and procedures designed to prevent gambling by children must:

- (a) monitor for suspected or potential incidents of gambling by children; and
- (b) require suspected or potential incidents of betting by children to be reported for further internal investigation.

Complaints

(3) Systems and procedures designed to prevent gambling by children must provide a mechanism for receiving and follow up of complaints related to suspected or potential gambling by children with the gambling provider.

Investigation

(4) Systems and procedures designed to prevent gambling by children must provide for:

- (a) the recording and investigation of suspected or potential incidents of gambling by a child in a timely and systematic manner; and
- (b) require suspected or potential incidents of betting by children to be reported for further internal investigation.

Auditing

(5) Systems and procedures designed to prevent gambling by children must provide for regular auditing of reported incidents and complaints to identify patterns of incidents and areas for improvement.

6. References

[Gambling Administration Act 2019](#)

[Authorised Betting Operations Act 2000](#)

[National Consumer Protection Framework for Online Gambling](#)

7. Revision History

Version	Changes	Release Date
1	Original document	3 December 2020