

# Gambling Regulation Strategic Plan 2022-25

**Purpose:** Delivering effective regulation to ensure a safe, responsible and economically viable gambling sector in South Australia.

## Goal 1



**Evidence based regulation**

## Goal 2



**Safer gambling practices**

## Goal 3



**Socially responsible gambling providers**

## Goal 4



**Empowering customers to make safer, informed decisions**

## Goal 5



**Working together to reduce harm and protect South Australians**

### Strategies:

- Ensure gambling policy and operational decisions are informed by data and relevant research on emerging issues and best practice
- Work with leading gambling researchers on matters that impact industry and patrons
- Encourage contribution and innovation by key stakeholders to develop harm minimisation initiatives

### Strategies:

- Ensure gambling providers are conducting gambling operations fairly and in accordance with applicable legislation by conducting routine and targeted risk-based inspections
- Ensure gambling products include sufficient protections to minimise harm and align with the expectations and aspirations of the public
- Ensure concerns from consumers regarding gambling products or gambling operations are addressed in a timely manner

### Strategies:

- Educate gambling providers to ensure they understand their obligations and role in contributing to the reduction of harm caused by gambling
- Monitor proactive patron reporting, engagement, and intervention by staff and gambling providers in response to patrons displaying possible indicators of gambling harm
- Ensure approved industry bodies and required programs effectively support the early identification of patrons at risk of harm, including appropriate responses

### Strategies:

- Share information to address common misconceptions and the risks of gambling harm
- Reduce the stigma associated with gambling barrings and promote voluntary requests as a positive step to reduce access to gambling and the severity of gambling harm
- Promote initiatives such as setting limits, reducing access to cash or informal arrangements with gambling providers that limit gambling activity

### Strategies:

- Engage with the South Australian Gambling Advisory Council on gambling policy and harm minimisation strategies
- Consult with other regulators and law enforcement agencies to ensure gambling is conducted honestly and free from interference, criminal influence and exploitation
- Continue to build the relationship between government agencies, help services and industry so that those at risk of gambling harm are able to seek help as part of a holistic approach