

To the Independent Gambling Authority—

«Company»

being an authorised interstate betting operator, hereby lodges an annual return for the purposes of section 40B(2)(a) of the *Authorised Betting Operations Act 2000*.

This annual return relates to the period 1 July 2016–30 June 2017.

This annual return is lodged on behalf of the authorised interstate betting operator by:

Date: / /

Signature:

Name:

Position:

Telephone:

Email address:

Point of contact (see “definitions” p.4): Name:
(or “as above”)

Position:

Postal address:

.....

Telephone:

Email address:

Directions

Statutory background

Section 40B of the *Authorised Betting Operations Act 2000* requires each authorised interstate betting operator to lodge an annual return providing the information required by the Independent Gambling Authority.

The Authority has made a determination of the elements of data which are required and this form has been prepared to capture those data. An authorised interstate betting operator which completes this form will be regarded by the Authority as having met its obligations under section 40B.

Please note that, in previous years, some entities have neglected to provide some requested data on the grounds of “commercial in-confidence”. This is not acceptable under the legislation, and any return that fails to provide all the requested information will be regarded as non-compliant. Non-compliant entities risk losing their authority to operate in South Australia and will be named on the Authority’s website.

How this form, and the information on it, will be used

Apart from these directions and definitions, the four operative parts of the form are:

- the cover sheet (black) which provides for formal lodgement on behalf of the authorised interstate betting operator;
- Part 1 (dark green)—which is designed to capture basic narrative information about the authorised interstate betting operator which the Authority will publish on its website;
- Part 2 (mid green)—which is designed to capture high level numerical information about betting operations which the Authority will also publish on its website; and
- Part 3 (red)—which is designed to capture detailed numerical information which the Authority will keep confidential.

The initial publication of the information on the green pages will be by the loading of scanned images of the pages onto the Authority’s website, linked to the record of the relevant authorised interstate betting operator’s notice of commencement of operations. Where multiple names and websites are disclosed, this information might also be used to update the list of authorised interstate betting operators published by the Authority.

The information collected on the red pages will be used by the Authority and by other agencies of the South Australian Government for regulatory and policy purposes. As authorised by law, the Authority will (as it sees fit) share that information on a confidential basis with agencies of other Australian governments. The information collected on the red pages will also be aggregated with information provided by other authorised interstate betting operators to report on a whole of jurisdiction basis.

Completing the form

The form is designed to be completed by hand and physically submitted on paper through the mail or email.

The intended method of publication of the information on the green pages is uploading of scanned images to the internet. Accordingly, it is requested that the form be completed in blue or black ink, in neat block writing.

Some questions offer the option of attaching a "sheet". The "sheet" should be white A4 paper and it may be hand written or typed. The same sheet may be used for multiple answers.

Answering the questions

Unless the questions make reference to another time period, please assume that the information requested relates to things which have happened within the return period.

Definitions

The following definitions are provided for the assistance of people completing this form.

Authorised interstate betting operator—is an interstate betting operator who has given notice to the Authority or the Liquor and Gambling Commissioner as delegate of the Authority (through Consumer and Business Services) of its intention to conduct betting operations in South Australia in the form specified by the Authority.

Authority—the Independent Gambling Authority of South Australia.

Betting exchange—means a facility whereby persons' offers to bet are published with a view to attracting others to accept the bets (to lay), whether through the use of the internet or other electronic means.

Fixed odds—means a bet where a fixed amount that will be won if the bet is successful is determined before the bet is accepted and includes betting where a person makes a bet on a race result at starting price odds and at best price odds.

Integrity officer—the person employed by an authorised interstate betting operator to have primary responsibility for the integrity of betting operations. The sorts of issues which an integrity officer might deal with are, in relation to the general public, betting disputes and, in relation to regulators, compliance with technical regulatory requirements. The integrity officer might also be the responsible gambling officer.

Interstate Betting Operator—means a person who holds a prescribed interstate licence or a statutory body established under the law of another State or a Territory of the Commonwealth for the purpose of conducting betting operations in that State or Territory.

Making a bet—for betting exchanges this includes receiving and accepting an offer to lay as well as receiving and accepting an offer to bet.

Net wagering revenue—the gross consideration received by the authorised interstate betting operator during the relevant period in respect of bets received less any dividends paid, or bad debts written off, during the relevant period, expressed in Australian dollars.

Non-racing—events other than the established forms of horse, harness and greyhound racing and includes sports betting on approved types of local, national or international sporting activities.

Point of contact—details of the person who is representing the AIBO to whom all correspondence can be sent and contact made.

Pre-commitment—refers to arrangements under which gamblers can set limits—before they start gambling—on how much they will spend or how long they will play. Clause 61 of the mandatory responsible gambling code of practice requires authorised interstate betting operators to proactively offer a denial of service type dollar limit for a fixed 7 day period.

Prescribed interstate licence—a licence or other authority issued under the law of another State or a Territory of the Commonwealth authorising the holder to conduct betting operations in that State or Territory.

Racing—means a horse race or racing, a harness race or racing, or a greyhound race or racing.

Responsible gambling officer— the person employed by an authorised interstate betting operator to have primary responsibility for the delivery of its gambling product in a manner which is responsible, having regard to the harm caused to the community by gambling and the need to identify and prevent problem gambling. The sorts of issues which an authorised interstate betting operator's responsible gambling officer might deal with are implementation of pre-commitment and compliance with mandatory warning message requirements. The responsible gambling officer might also be the integrity officer.

South Australian customer—a customer whose residential address is in a locality with a postcode in the range 5000–5999.

Totalisator—means betting in accordance with a system under which the amount paid out in respect of a bet made on a particular contingency is affected by the total amount bet on that contingency. Totalisator betting is sometimes called parimutuel betting. The operator deducts a percentage of the total units wagered (for costs including tax), and the remainder is returned as dividends (winnings) to players in multiples of the unit wagered. Totalisator betting is limited to betting where the totalisator method is actually used and does not include fixed odds betting where the bookmaker agrees (for example) to pay the same as the best available totalisator price.

Turnover—means the amount wagered net of layoffs or bet-backs. There are special provisions for betting exchange operators: for the **overall disclosures** in Part 2 and Part 3, betting exchange operators are asked to disclose separately the amounts *bet* (placed by customers wanting to “back” the participant) and the amounts *laid* by South Australian customers; in the **quarterly dissections** in Part 3, betting exchange operators are asked to disclose only the amounts bet (that is, placed by “backers”) expressed in Australian dollars.

url—in relation to a website, the *universal resource locator* will generally be a text string in the form www.[unique site name].com.au.

How bets are made

1. Telephone

1A	Are bets made with an operator over the telephone	Yes	No
1B	If “Yes”, list the call centre number(s)		
1C	Are bets made through an automated telephone system?	Yes	No
1D	If “Yes”, list the call centre number(s)		
1E	Are bets made by sending faxes?	Yes	No
1F	If “Yes”, list the facsimile number(s)		

2. Internet

2A	Are bets made at a website?	Yes	No
2B	If “Yes”, list all the urls for all websites in use by the operator (if not enough space, attach a sheet listing the urls)		
2C	Are bets made by exchange of email?	Yes	No
2D	If “Yes”, list the email addresses used (if not enough space, attach a sheet)		

3. Mobile applications

3A	Are bets made via a mobile application?	Yes	No
3B	If “Yes”, list all the names for all mobile applications in use by the operator (if not enough space, attach a sheet listing the urls)		

4. Other electronic means

4A	Are bets made by text message	Yes	No
4B	If “Yes”, please detail the process (or attach a sheet detailing the process)		
4C	Are bets made by electronic means other than those already identified	Yes	No
4D	If “Yes”, please detail the process (or attach a sheet detailing the process)		

5. Licence (or statutory mandate) information

A statutory body established to conduct betting operations should cite, as its licence, a reference to the relevant Part, Division or section of the statute by which it is established.

5A	Licence name [Example: major betting operations licence]		
5B	Relevant legislation [Example: Authorised Betting Operations Act 2000]		
5C	Jurisdiction [Example: South Australia]		
5D	Date of expiry:		
5E	Have there been changes to the terms of the licence?	Yes	No
5F	If “Yes”, detail the changes (or attach a sheet detailing the changes)		

Operator information

6. Names

6A	Has the operator used more than one name?	Yes	No
6B	If “Yes”, please list the names (or attach a sheet listing the names)		

7. *Details of office holders*

7A	Chief executive—	Name:
		Position title:
		Contact telephone number:
		Email address:
7B	Responsible gambling officer—	Name:
		Position title:
		Contact telephone number:
		Email address:
7C	Integrity officer—	Name:
		Position title:
		Contact telephone number:
		Email address:

8. Pre-commitment information relating to South Australian customers only

8A	How many South Australian customers have chosen to set a pre-commitment limit?	number:	
		per cent:	
8B	How many South Australian customers have been reminded about the pre-commitment scheme in the return period?	number:	
		per cent:	
8C	What is the highest pre-commitment limit set by a South Australian customer?		
8D	What is the lowest pre-commitment limit set by a South Australian customer?		
8E	How many South Australian customers reached their pre-commitment limit?	number:	
		per cent:	
8F	List any other pre-commitment limitation periods you offer other than 7 days		

9. Turnover information relating to South Australian customers only

9A. What was the authorised interstate betting operator’s total turnover (expressed in dollars and cents) from its **South Australian customers** for the return period—

.....
Betting exchange operators are requested to disclose separately amounts bet and amounts laid by South Australian customers

9B. Please indicate (by ticking one box only) the percentage range that South Australian turnover contributed to the authorised interstate betting operator’s total turnover—

0– 5

26–30

6–10

31–40

11–15

41–50

16–20

51–75

21–25

76–100

Example: In the case of an authorised interstate betting operator offering fixed odds, if it took bets with a total sum wagered of \$15 million from its South Australian customers (and laid none of them off), and turnover with all customers (including South Australian customers) was \$180 million, the range would be 6–10%.

10. Turnover information for ALL customers (including South Australian customers)*

What was the authorised interstate betting operator’s total turnover (expressed in dollars and cents) from **all of its customers** (including its South Australian customers) for the return period—

.....

Betting exchange operators are requested to disclose separately amounts bet and amounts laid by South Australian customers

* **Please note that the information requested in question 10 is not the same as the information requested in question 9.**

11. Customer information for South Australian customers only

11A. How many South Australian customers had an account any time during the 2016-17 return period—

.....

11B. How many of these accounts had no transactions—

.....

11C. How many South Australians opened an account any time during the 2016-17 return period—

.....

11D. How many South Australian customers closed an account any time during the 2016-17 return period—

.....

12. Quarterly dissection of turnover from South Australian customers only

By type of betting operation—in \$A

	<i>Quarter 1 July–Sept</i>	<i>Quarter 2 Oct–Dec</i>	<i>Quarter 3 Jan–March</i>	<i>Quarter 4 April–June</i>	<i>Full year</i>
Fixed odds					
Totalisator					
Betting exchange*					

By type of event—in \$A

	<i>July–Sept</i>	<i>Oct–Dec</i>	<i>Jan–March</i>	<i>April–June</i>	<i>Full year</i>
Racing					
Non-Racing					

Overall—in \$A

	<i>July–Sept</i>	<i>Oct–Dec</i>	<i>Jan–March</i>	<i>April–June</i>	<i>Full year</i>
Total					

* Note: Betting exchanges should disclose “bet” and not “lay” turnover here.

13. Quarterly dissection of net wagering revenue from South Australian customers only

By type of betting operation—in \$A

	<i>Quarter 1 July–Sept</i>	<i>Quarter 2 Oct–Dec</i>	<i>Quarter 3 Jan–March</i>	<i>Quarter 4 April–June</i>	<i>Full year</i>
Fixed odds					
Totalisator					
Betting exchange					

By type of event—in \$A

	<i>July–Sept</i>	<i>Oct–Dec</i>	<i>Jan–March</i>	<i>April–June</i>	<i>Full year</i>
Racing					
Non-Racing					

Overall—in \$A

	<i>July–Sept</i>	<i>Oct–Dec</i>	<i>Jan–March</i>	<i>April–June</i>	<i>Full year</i>
Total					

14. Dissection of total turnover (expressed in dollars and cents) from South Australian customers only by how bets are made—in \$A

	<i>Quarter 1 July–Sept</i>	<i>Quarter 2 Oct–Dec</i>	<i>Quarter 3 Jan–March</i>	<i>Quarter 4 April–June</i>	<i>Full year</i>
Telephone					
Internet					
Mobile application					
Other electronic means					
Total					

15. Dissection of total net wagering revenue (expressed in dollars and cents) from South Australian customers only by how bets are made—in \$A

	<i>Quarter 1 July–Sept</i>	<i>Quarter 2 Oct–Dec</i>	<i>Quarter 3 Jan–March</i>	<i>Quarter 4 April–June</i>	<i>Full year</i>
Telephone					
Internet					
Mobile application					
Other electronic means					
Total					