



**COMMUNITY CONSULTATION  
INTO ONLINE GAMBLING**

**GUIDE TO PARTICIPATE**

**July 2018**

### **What is the Independent Gambling Authority?**

The Independent Gambling Authority (Authority) is an independent body responsible for regulating gambling in South Australia.

One of the Authority's roles is to develop and promote strategies for reducing the incidence of problem gambling and for preventing or minimising the harm caused by gambling.

The Authority is responsible for Gambling Codes of Practice covering advertising and responsible gambling measures.

All gambling operators in South Australia, including online gambling operators, must comply with the Gambling Codes of Practice.

### **Tell us what you think about online gambling**

The Authority is inviting the South Australian community to tell us what you think about online gambling in South Australia.

A recent survey showed that 34.1% of Australians who bet use the internet, and 22.7% of Australians who bet have used a smartphone to place the bet. <sup>1</sup>

Many people use online gambling for the occasional bet while others may be more frequent users or may suffer harm from their gambling.

The Authority wants to hear from:

- anyone who uses online gambling services, both occasional and frequent users
- anyone who is concerned about online gambling and the advertising or promotion of online gambling
- families of gamblers who may be affected by online gambling
- gambling support services
- academics involved in research into online gambling and gambling behaviour.

You do not have to use online gambling services to participate.

### **How to get involved**

The community can get involved by providing a written submission to the Authority and/or request to attend a hearing with the Authority to provide a verbal submission.

### **What is a submission?**

Submissions can be anything from a personal story about how online gambling has affected you or a family member, to a detailed research paper.

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<sup>1</sup> Source: Roy Morgan Single Source Australia, April 2017 - March 2018

A submission might be your ideas or opinions about changing online gambling or you may support the current arrangements.

There is no required format.

A written submission can be typed or handwritten but please make sure it is legible.

### **What can I talk about in my submission?**

For those who participate in online gambling, you are invited to tell your story about your experience with online gambling, including:

- how you first engaged with on-line gambling
- what led you to opening an online gambling account
- is the mobility and ease of use of technology (e.g. gambling on a smartphone or via an app) a factor in your gambling
- do you use any other gambling products
- do you use online gambling alone or in social situations (i.e. with your friends)
- what do you like and dislike about online gambling
- how the products and services were promoted to you before and during your use of the products and services
- what effect did advertising or promotion of online gambling products and brands have on your gambling behaviour
- did you experience any difficulty managing your gambling, if so, why
- does advertising on social media have any effect on your gambling behaviour, if so, why
- whether you tried to quit or reduce your gambling and was that successful
- were you provided with any assistance or support for your gambling by the gambling provider
- have you had any difficulty withdrawing funds from your gambling account
- did you have any difficulty closing your account if you chose to do so.

For those who do not participate in online gambling, you are invited to share your experience, views and opinions about the accessibility, advertising and promotion of online gambling, and the impact of gambling on the families of online gamblers.

Gambling help services and advocates may wish to address the impact of online gambling on people seeking support from your services.

Academics may wish to address research relevant to online gambling and advertising and gambling related harm.

### **How will my submission be used?**

The submissions will be used to help develop new strategies for reducing the incidence of problem gambling and the harm caused by gambling.

The Authority will also commence a review of the Gambling Codes of Practice later this year and will also consider your input when planning that review. The consultation may identify areas for further regulation.

### **Confidentiality**

When you make a submission, you must decide how you want your submission to be treated. Submissions are either public or confidential.

Public submissions may be referred to in our reports and uploaded to our website. The names of submitters may be listed in any final report the Authority may publish. Private addresses and contact details will be removed from submissions before they are made public.

Confidential submissions are not made available to the public. Confidential submissions are considered by the Authority but they are not referred to in our final reports as a source of information or opinion other than in exceptional circumstances.

Please let us know your preference when you make your submission. If you do not tell us that you want your submission treated as confidential, we will treat it as public.

### **Anonymous submissions**

If you do not put your name or an organisation's name on your submission, it will be difficult for us to make use of the information you have provided.

If you have concerns about your identity being made public, please consider making your submission confidential rather than submitting it anonymously.

### **Lodge a written submission**

Send a written submission to the Authority:

- by email                    [onlinegambling@iga.sa.gov.au](mailto:onlinegambling@iga.sa.gov.au)
- by mail                    Post Office Box 67, Rundle Mall SA 5000
- by fax                    (08) 8226 7247

The submission should include:

- your name and contact details
- do you want to speak to the Authority about the submission
- do you want the submission to be confidential.

The closing date for written submissions is **5:00pm Friday 10 August 2018**.

### **Request to participate in the hearing**

To provide a verbal submission to the Authority, please complete the attached form to request a meeting with the Authority members.

Send the request form to the Authority:

- by email                    [onlinegambling@iga.sa.gov.au](mailto:onlinegambling@iga.sa.gov.au)
- by mail                    Post Office Box 67, Rundle Mall SA 5000
- by fax                    (08) 8226 7247

Hearings will be held in Adelaide on **Thursday 30 August 2018**.

A request to attend a meeting must be lodged with the Authority by **5:00pm Friday 10 August 2018**.

The Authority will be in contact with you to advise the time and location for you to speak to the Authority.

If you are unable to attend Adelaide for a hearing, the Authority can arrange for you to participate by teleconference.

Please contact the Authority:

- if you require an interpreter
- if you need assistance to have your views heard.

### **Do you need more information?**

For further information contact the Independent Gambling Authority:

- by telephone            (08) 8226 7233
- by email                    [onlinegambling@iga.sa.gov.au](mailto:onlinegambling@iga.sa.gov.au)
- by mail                    Post Office Box 67, Rundle Mall SA 5000