

BetStop – the National Self-Exclusion Register™

The first year in review

BetStop – The National Self-Exclusion Register™ launched on 21 August 2023. The Register allows Australians to self-exclude from all licensed online and phone wagering providers in Australia for a minimum of 3 months up to a lifetime.

Registration is quick and simple at www.betstop.gov.au, requiring just a mobile phone, an email address and either an Australian driver's licence, Medicare card or passport for identification. The service is free, and all personal details are protected.

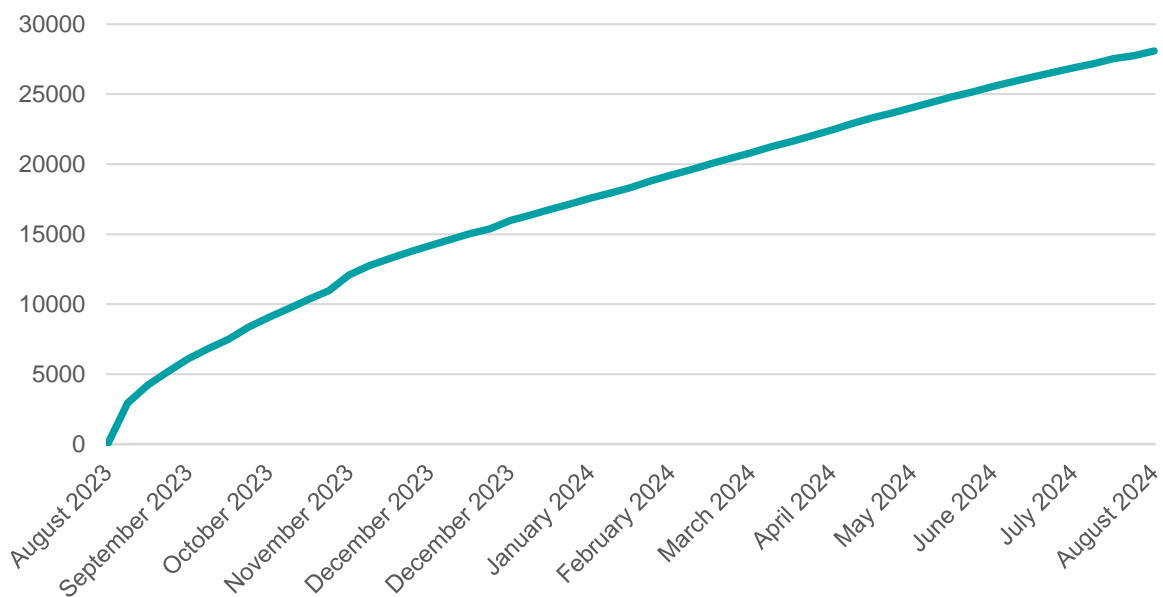
Registrations

More than 28,300 Australians have registered to self-exclude since the Register started. There was significant demand in the early weeks, with more than 3,000 registrations in the first week. Registration numbers have remained largely consistent, with an average 1,600 registrations a month over the past 6 months.

We have seen registrations increase at key events over the year, including during the AFL and NRL finals, the Melbourne Cup and over the New Year period. Saturday to Monday are the most common days to register, with afternoon and early evening the most popular.

More than 2,100 users have extended their exclusion period. Of these, around one-third extended to lifetime exclusion, demonstrating that users exclude for longer once they have proven to themselves that they can make a change. We have also seen more than 1,900 users reactivate their exclusion after they completed their initial exclusion.

Figure 1: Total registrations – cumulative



Demographics

Location of registrants

The location of registrants largely corresponds with Australia’s population distribution.

Table 1: Location

| State or territory | % of registrants | % of Australian population* |
|--------------------|------------------|-----------------------------|
| NSW | 31% | 32% |
| Vic | 27% | 25% |
| Qld | 20% | 20% |
| WA | 11% | 11% |
| SA | 6% | 7% |
| Tas | 3% | 2% |
| ACT | 2% | 2% |
| NT | 1% | 1% |

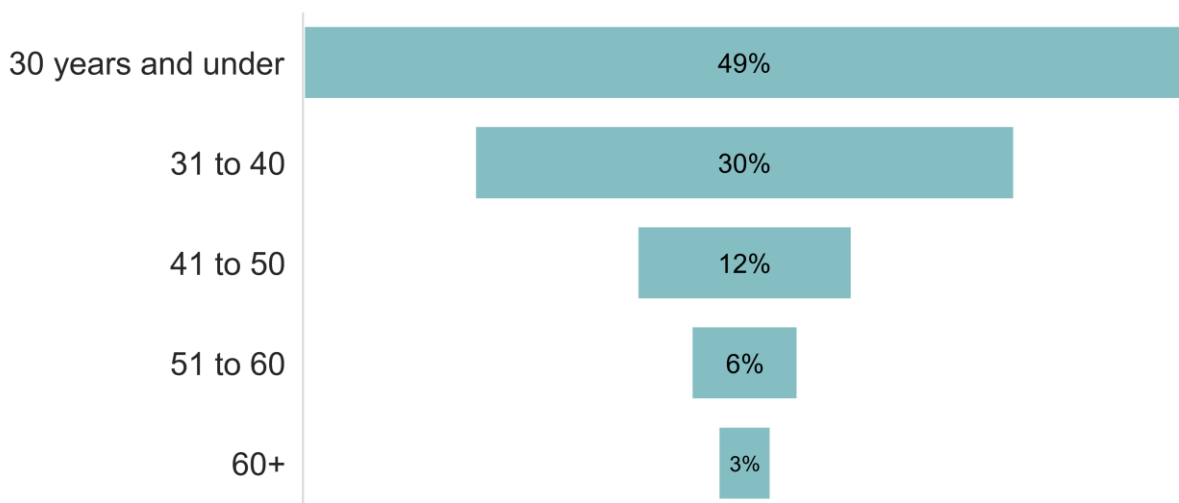
* Population size from [Australian Institute of Family Studies](#) (accessed 12 August 2024).

Age of registrants

There has been high take-up among younger Australians, with almost half of users aged 30 or younger, and around 4 in 5 aged 40 or younger. Of those 30 years and younger:

- people aged 24 and under made up 20% of all registrations
- people aged 25–30 made up around 29% of all registrations.

Figure 2: Age distribution of registrants



The age breakdown of users across each state and territory is largely consistent, as shown in Figure 3.

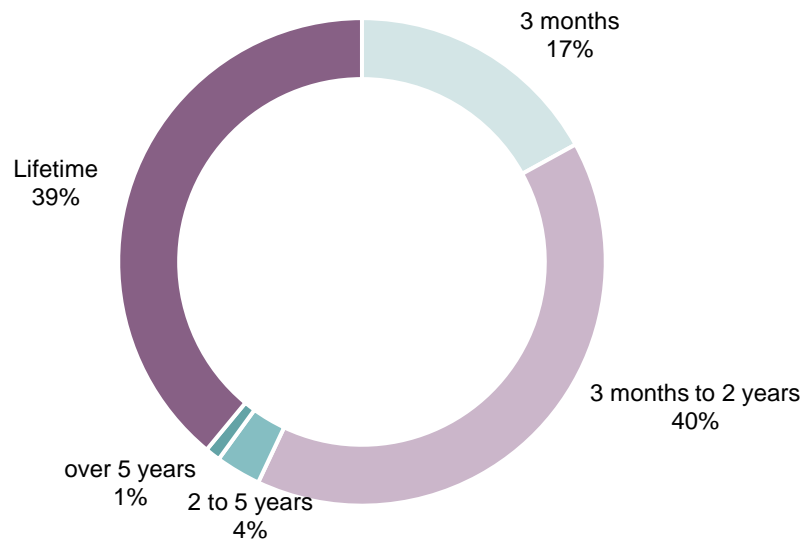
Figure 3: Age distribution across locations



Self-exclusion periods

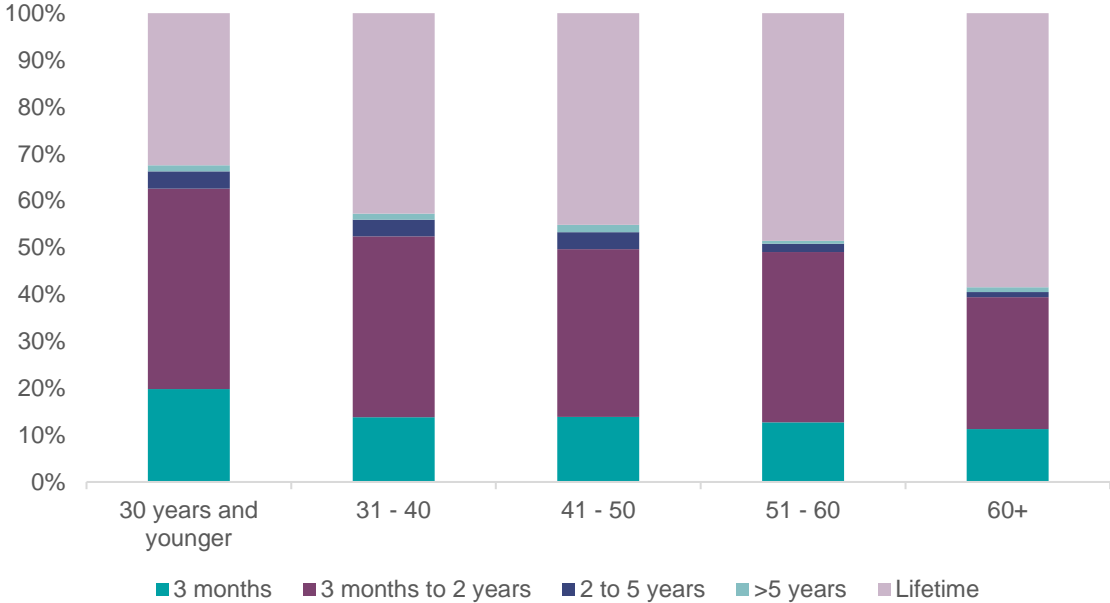
Users can choose to self-exclude from 3 months minimum up to a lifetime. Data shows that users are committing to permanent change, with around 2 out of every 5 users signing up for lifetime exclusion. Nearly half (47%) of current users are excluded for a lifetime. Only 1 in 6 of all users (17%) chose to exclude for the minimum period of 3 months.

Figure 4: Self-exclusion period chosen



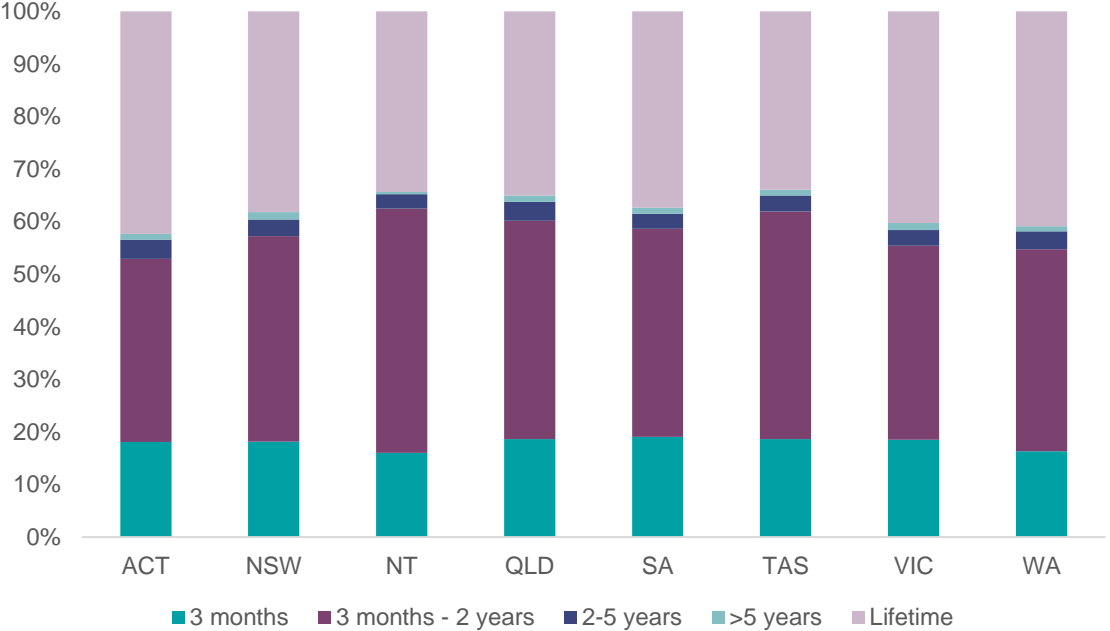
Exclusion periods vary across age groups. Lifetime self-exclusion is the most selected period for registrants aged 31 and over. Three in 5 aged 60 years and over chose to self-exclude for life, in comparison to 3 in 10 of those aged 30 and younger.

Figure 5: Self-exclusion period across age groups



There are some modest differences in self-exclusion periods across the states and territories as shown in Figure 6. For example, users in the Australian Capital Territory, Victoria and Western Australia are more likely than the national average to exclude for their lifetime.

Figure 6: Self-exclusion periods across location



Coming off the Register

People come off the Register mostly because they have completed their exclusion. Around 23,000 (82%) of users remain active as of 21 August 2024.

Registrants can apply to cancel self-exclusion early after at least 3 months of self-exclusion. They must first discuss their decision to cancel their self-exclusion with a

counsellor or a general practitioner and then complete a statutory declaration. Only around 1% of total registrants (330 people) have cancelled their self-exclusion.

Having support helps

Register users can invite up to 5 people to support them during their exclusion. Support people are notified about key events, including when someone's exclusion is about to end or if they apply to cancel their exclusion early.

Around 1 in 10 current users have nominated someone to support them, with more than 3,000 support persons added since the Register launched. Current users with a support person are more likely to exclude for their lifetime (60%, versus 45% without a support person) and users who have come off the register were less likely to have a support person.

More information

- BetStop – the National Self-Exclusion Register™: betstop.gov.au
- National gambling helpline, [Gambling Help Online](#)
- [ACMA information](#) about BetStop – the National Self-Exclusion Register
- [Licensed online and phone wagering providers](#) in Australia covered by the Register