

Cost recovery arrangements for the National Self-Exclusion Register 2024–25

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1. Introduction

1.1 Purpose of the cost recovery implementation statement

In accordance with the [Australian Government Charging Framework](#) (the Charging Framework) and the Charging Policy Statement, the ACMA is required to cost recover for some of the regulatory services we provide. This includes the preparation and publication of a cost recovery implementation statement (CRIS).

This CRIS provides information on how we implement cost-recovery arrangements for BetStop – the National Self-exclusion Register™ (the NSER).

The ACMA is required to prepare, publish, and periodically update a CRIS under the [Australian Government Cost Recovery Policy](#) (the Cost Recovery Policy) of the Charging Framework.

This CRIS provides the basis for engagement with stakeholders on the cost recovery levy for the NSER. It also reports financial and non-financial performance information for the NSER work program up to the end of the 2023–24 financial year and contains financial forecasts for 2024–25 and 2 forward financial years. This includes information on:

- the ACMA's costs for establishing and operating the NSER
- the levy amount to be recovered for the 2023–24 levy period from licensed interactive wagering service providers (IWPs) who accessed the NSER during this period
- forecast future levy amounts for forward levy periods
- the levy periods over which the ACMA's upfront costs are being recovered.

We will maintain the CRIS while the NSER is provided as a government service and its costs are required to be recovered from industry.

Unless otherwise stated, all figures used are GST exclusive.

1.2 Background and description of the regulatory charging activity

The ACMA is a statutory authority within the Infrastructure, Transport, Regional Development, Communications and the Arts portfolio of the Australian Government. It is Australia's regulator for broadcasting, radiocommunications, telecommunications and interactive gambling, among other functions.

The NSER launched on 21 August 2023. For the first time, Australians can exclude from all Australian licensed IWPs in a single process. Individuals can register for self-exclusion for a minimum period of 3 months, up to lifetime self-exclusion. As at 31 December 2024, nearly 36,000 Australians had registered for exclusion, with more than 26,000 currently excluded.

Under the *Interactive Gambling Act 2001* (IGA), IWPs must not:

- provide interactive wagering services to registered individuals
- open a new account for registered individuals
- market to registered individuals.

IWPs commit an offence if they undertake one of the above prohibited activities.

To comply with these obligations, IWPs can check customer information against the NSER to identify whether their new and existing customers are self-excluded. To 31 December 2024, IWPs have made more than 21.9 billion requests to the NSER.

The [National Self-exclusion Register \(Cost Recovery Levy\) Act 2019](#) (NSER Cost Recovery Levy Act) provides us with the statutory authority to recover the costs of providing the NSER through the imposition of a levy on IWPs that access the NSER.

We made the [National Self-exclusion Register \(Cost Recovery Levy\) Determination 2022](#) (Cost Recovery Determination) in 2022. This was made on the basis that cost recovery would begin in the 2022–23 financial year.

The IGA requires the ACMA arrange for an outsourced operator to keep and operate the NSER. In June 2021, we entered into a contract with Engine Australia (later rebranded to Big Village). In January 2023, Big Village informed the ACMA that it had entered into voluntary administration. On 9 June 2023, we novated the contract to keep and operate the NSER to IXUP (the register operator). This delayed the commencement of the NSER until 21 August 2023. Consequently, it also delayed the commencement of cost recovery.

The delayed commencement has also resulted in changes to the expense and revenue profile from what was detailed in the [2021–22 CRIS](#) (published June 2022). This includes:

- Changes in the schedule for the recovery of upfront costs for the delivery of the NSER. The upfront costs were previously to be recovered over four years as 15% in 2022–23, 25% in 2023–24, 30% in 2024–25 and 30% in 2025–26. Due to the delay in commencement, this changed to 30% in 2023–24, 35% in 2024–25 and 35% in 2025–26, in order for the program to be cost-neutral by 2026–27. Beyond 2026–27, the upfront costs will be fully recovered and only the operating costs will be charged through the annual levy.
- A forecast increase in the cost of delivering and operating NSER to 2026–27 of \$6.12 million (an approximately 15% increase). This resulted from a full review of expected operating costs for the service, taking into account updated demand assumptions and wage growth for register operator staff since earlier estimates.

In July 2023, once there was certainty for the NSER commencement date, we publicly [consulted on a proposal to vary the cost recovery determination](#) to allow for cost recovery to commence from 2023–24. This changed the portion of upfront costs to be recovered in the period 2023–24 to 2025–26. We varied the determination on 10 August 2023, following public consultation.

1.3 Stakeholders

The key stakeholders for this cost recovery activity are Australian licensed IWPs that offer phone and internet betting services. These stakeholders vary in size and scale, and include TABs, corporate bookmakers, betting exchanges and on-course bookmakers. Under the IGA, these providers must be capable of connecting to the NSER so they can check whether their customers are self-excluded.

The Australian interactive wagering industry is dynamic. The ACMA maintains a [register of licensed wagering service providers](#). At the time of publishing this CRIS, there are around 170 IWPs.

2. Policy and statutory authority to undertake cost recovery

2.1 Government policy approval to recover costs

In November 2018, the Commonwealth and state and territory governments agreed to the [National Consumer Protection Framework for Online Wagering](#) (the framework). The NSER is a key measure under the framework. The NSER is intended to reduce the harm individuals may suffer from online and telephone gambling by allowing individuals to self-exclude from all licensed online and telephone wagering services in a single, simple process.

An agreed principle of the measure is that the NSER must be industry-funded. This recognises that the need for a national self-exclusion register is because of the provision of wagering services by IWP's and the resultant harms caused to some customers.

2.2 Statutory authority to impose cost recovery charges

The NSER Cost Recovery Levy Act was enacted in 2019 and provides us with the statutory authority to recover the cost of providing the NSER through the imposition of a levy on IWP's that access the NSER during a levy period.

The [Explanatory Memorandum](#) to the [Interactive Gambling Amendment \(National Self-exclusion Register\) Bill 2019](#) notes that:

... charging interactive wagering service providers for the Register is appropriate, given they create the demand for the scheme, and are the primary cause of harm related to online wagering.

The NSER Cost Recovery Levy Act also allows us to recover our upfront costs for establishing the NSER over future levy periods to spread out the upfront cost on the industry.

The ACMA has made the [National Self-exclusion Register \(Cost Recovery Levy\) Determination 2022](#) (the NSER Levy Determination) under the NSER Cost Recovery Levy Act. The NSER Levy Determination specifies:

- the formula for calculation of the levy
- the levy periods in which upfront costs will be recovered.

3. Cost recovery model

3.1 Outputs and business processes of the activity

The NSER provides a service that allows:

- individuals to self-exclude from all interactive wagering services
- industry participants to check the self-exclusion status of current or prospective customers.
- individuals and industry participants to contact the register operator for assistance and to make enquiries and complaints.

The register operator provides a mix of services, operations and technologies, including:

- the secure NSER database of registered individuals and nominated support persons, and related account management functionality
- a data checking service for IWP
- a dedicated website
- a payment record keeping system for managing levy payments
- a call centre with IT support
- a case management service for complaints and enquiries.

The ACMA's business processes to facilitate the effective operation of the NSER, including fulfilling its functions under Part 7B of the IGA, include:

- procurement and managing the register operator contract
- undertaking compliance monitoring, complaint management, investigating entities, and taking enforcement action
- developing and maintaining the [Interactive Gambling \(National Self-exclusion Register\) Register Rules 2022](#) (Register Rules)
- developing and managing cost-recovery arrangements
- engaging with stakeholders, including education and awareness activities about the NSER.

3.2 Methodology

In developing the cost recovery model for the NSER, we have used the cost recovery policy of promoting consistent, transparent and accountable charging for government activities and the proper and efficient use of public resources.

The implemented charging model is consistent with the Cost Recovery Policy and the Charging Framework in that it equitably and efficiently distributes the costs of providing the NSER to those whose business activities contribute to the need for the NSER.

In line with the NSER Cost Recovery Levy Act, a levy is being applied on IWPs to recover the costs of providing the NSER. This will be the sole charge for this activity and will be payable annually in arrears at the end of each levy period by IWPs that accessed the NSER during the relevant levy period.

The NSER Cost Recovery Levy Act defines a levy period as the period from 1 July in a year to 30 June the following year (that is, the financial year), except for the first levy period. This started from the commencement date of the NSER (21 August 2023) and ran until 30 June 2024.

Charging model

The ACMA's charging model calculates the levy payable by an individual IWP based on the number of requests made to the NSER operator during the levy period. This is based on the following formula:

- The levy payable by an IWP for a levy period is calculated in accordance with the following method: $A = (B \div C) \times D$, where:
- A is the levy payable by a licensed interactive wagering service provider for a levy period.
- B is the total number of individuals specified in all requests for access by the licensed interactive wagering service provider during the levy period.
- C is the total number of individuals specified in all requests for access by all licensed interactive wagering service providers during the levy period.
- D is the total of the amounts and costs that are recoverable by the ACMA during the levy period.

The inputs for components B and C of the levy formula are based on the record of the requests logged in the NSER system during the levy period.

The charging model is consistent with the Charging Framework as the number of requests an IWP makes to the NSER is an appropriate reflection of the proportionate need for the NSER generated by participants in the interactive wagering industry.

The model is reviewed regularly to ensure that it remains appropriate. The ACMA uses NSER data and other intelligence as part of its compliance monitoring activities.

In response to the last CRIS, 2 stakeholders noted that this model may act as a disincentive to use the NSER. We note that the IGA makes it an offence for IWPs to provide wagering services to self-excluded individuals. An inappropriate level of querying the NSER to satisfy an IWP whether a customer is self-excluded may risk non-compliance for which significant penalties can apply. This counteracts the any perceived or actual disincentive to not check the NSER.

Other options considered during model development

In settling the charging model, we considered other charging options. This information is included as background for stakeholder. These other charging options included:

- The number of customers that an IWP has. Such an option could be based on the number of active customers, noting that the term active customer would need to be defined to achieve consistency – for example, a customer that has placed a bet in the past 12 months. Information about customer numbers is not currently reported, therefore additional reporting would be required from IWPs to implement such an arrangement, increasing the regulatory burden on industry and making the administration of the charging arrangements less efficient. It is also noted that such an arrangement could only operate on a voluntary basis as the ACMA does not have any specific authority to compel IWPs to provide this information. This could result in some entities not reporting this information or reporting incorrect information that the ACMA could not verify. Such a

situation could mean that the ACMA could not accurately calculate the levy amount for these entities and may lead to increased levies for compliant payers.

- The number of requests to the register operator at a point in time, for example, on a 'census' day. Such a method could be subject to reasonable variations or unusual activities and/or manipulation and may not be representative of regulatory effort caused across the entire levy period by an IWP. Therefore, this model is likely less consistent with the ACMA's obligations under the Charging Framework and the Cost Recovery Policy to attribute costs based on the generated need for the regulatory activity than the preferred model.
- The revenue or profit for each IWP. We do not have this information, hence, this option would involve the same challenges as the first alternative charging option above.

The ACMA further considered these options. The same considerations apply and it is determined that the methodology remains appropriate.

Recovery of upfront costs

Under the NSER Cost Recovery Levy Act and through the NSER Levy Determination, the ACMA has specified levy periods over which it will recover a percentage of its upfront costs. Our upfront costs are costs incurred to establish the NSER before operation commenced on 21 August 2023.

We will be recovering the upfront costs over the periods up to and including 2025–26, as outlined in Table 1. At the end of 2025–26, the NSER will be cost-neutral, with all upfront costs recovered. The percentages specified in Table 1 aim to ensure a consistent levy total for the periods 2023–24 to 2025–26, as shown in Table 4.

Table 1: Designated levy periods

| | Designated levy Period 1 | Designated levy Period 2 | Designated levy Period 3 |
|---|-------------------------------|----------------------------|----------------------------|
| Levy period | 21 August 2023 – 30 June 2024 | 1 July 2024 – 30 June 2025 | 1 July 2025 – 30 June 2026 |
| % of upfront costs to be recovered | 30% | 35% | 35% |

Levy payment

Following the end of a levy period, we will calculate the levy amount for the levy period based on the formula in the NSER Levy Determination. The levy will be payable 30 calendar days from the date the ACMA issues an invoice to an IWP, pursuant to section 26 of the Register Rules.

3.3 Cost of the activity

The ACMA maintains financial records for the NSER and register operator activities to identify the costs associated with its implementation and ongoing operations. The calculation of the costs is carried out through a costing model specifically set up for this purpose to capture ACMA and contractor costs.

The primary cost drivers in the cost recovery model are the ACMA's costs for suppliers and contract costs payable to the register operator, as well as staff costs.

The total upfront costs incurred (ACMA and register operator costs) before commencement of the NSER on 21 August 2023 were \$10.97 million and \$8.17 million, respectively.

The costs for 2023–24 total \$7.87 million comprised of:

- register operator costs of \$5.82 million
- ACMA costs of \$2.05 million.

This is a reduction of \$0.5m from the expenditure forecast in July 2023 as part of public consultation of updates to the Cost Recovery Determination.

The above costs include costs incurred in the period between 1 July 2023 and 22 August 2023 which are included in the upfront costs for delivering the NSER (see Table 4).

The costs for the register operator peaked in 2023–24 coinciding with the finalisation of the NSER system and the commencement of operations on 21 August 2023 noting the milestone payments attached to these activities. Register operator costs are forecast to reduce in subsequent periods which do not include costs associated with the system build. Annual ongoing register operator costs from 2024-25 are estimated at \$4.47 million per year, with costs subject to contracted wage price increases and other escalations in following years.

Ongoing annual cost for the ACMA from the 2024–25 period is estimated to be \$2.13 million which represents the minimum effort required by the ACMA to undertake its function in relation to the NSER efficiently, while maintaining the policy intent, monitoring and enforcing industry compliance, and complying with relevant legislative and policy requirements.

Table 2 summarises the costs associated with implementing and operating the NSER.

Table 2: Costs (actual and estimated) of implementing and operating the NSER

| | Actuals | Actuals | Actuals | Actuals | Actuals | Actuals | Estimate | Estimate | Estimate |
|---------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | 2018–19 | 2019–20 | 2020–21 | 2021–22 | 2022–23 | 2023–24 | 2024–25 | 2025–26 | 2026–27* |
| | (\$m) | (\$m) | (\$m) | (\$m) | (\$m) | (\$m) | (\$m) | (\$m) | (\$m) |
| ACMA costs (A) | 0.38 | 2.11 | 2.8 | 3.38 | 1.97 | 2.05 | 2.13 | 2.13 | 2.13 |
| Register operator (B) | 0.00 | 0.00 | 0.17 | 4.20 | 3.28 | 5.82 | 4.47 | 4.60 | 4.80 |
| Total costs (A+B)‡ | 0.38 | 2.11 | 2.97 | 7.58 | 5.25 | 7.87 | 6.60 | 6.73 | 6.93 |

* Expected ongoing costs of \$6.93 million from 2026–27.

‡ Totals may vary slightly due to rounding.

ACMA costs

The ACMA's costs include:

- staff costs for the administration of the register operator contract and any related procurement activities
- staff costs for the performance of the ACMA's functions under Part 7B of the IGA
- supplier costs for specialist external advisers on the procurement, development and ongoing management of the NSER, including:
 - financial
 - ICT
 - legal
 - privacy
 - probity
 - security.

Register operator contract costs

The register operator costs reflect the costs incurred through the ACMA's contracts with:

- Big Village Australia, previously Engine Australia ([CN3786762](#)).
- IXUP ([CN3987361](#))

It should be noted that contract fees payable to the register operator may change after the end of the current contract term with IXUP in June 2025, noting contract extension options available to the ACMA. Details of revised contract fees will be published in a future CRIS.

Costs excluded

The NSER Cost Recovery Levy Act provides for the ACMA to recover all costs associated with implementing and operating the NSER.

Levy payable for individual IWPs

The NSER provides a facility for IWPs to manage their interactions with the NSER, including monitoring their share of the number of requests made to the register operator to assist it understand its forecast levy obligation. This data in the NSER system is updated daily and enables IWPs to regularly forecast their expected levy amount.

In the period 21 August 2023 to 30 June 2024, 15,844,042,793 checks were made by IWPs against the NSER. We are not currently proposing to publish usage information for individual IWPs noting that it may indicate sensitive matters such as relative market share or year on year business changes for individual providers. However, the ACMA notes that for the 2023–24 levy period, the 10 IWP's that made the most requests to the NSER were responsible for more than 94% of all requests. They will pay a corresponding amount of the levy for this period.

Forecasting

Estimating future expenses over the forward period may be subject to variations. We forecast future levy amounts will be based on known upfront costs, expected contract costs and expected staffing costs. Contract costs and staffing costs may be subject to variability, but the ACMA actively works to limit any variability through planning and risk management for the NSER delivery program.

4. Risk assessment

The ACMA mitigates the risks associated with the management of the cost-recovery activities for the NSER by:

- analysing and documenting risks
- applying formal risk management processes for the NSER
- using risk-control strategies
- reviewing processes regularly and acting on those reviews.

In accordance with the [Australian Government Charging Framework](#), we have undertaken a [Charging Risk Assessment](#), resulting in a risk rating of 'medium' for 2023–24, as shown in Table 3.

Table 3: Charging risk assessment

| Assessment component | Implementation risk | Risk rating |
|--|--|---------------|
| What is the expected percentage change in total annual revenue after the proposed changes? | There is an increase in revenue from \$9.43 million in the CRIS published in 2022 to \$12.76 million (35.3%) for 2023–24. This is attributable to the upfront costs being recovered over 3 financial years instead of 4, noting the delayed commencement to the NSER and costs associated with the contract with IXUP for the provision of the service. | High |
| What is the expected change in total annual revenue after the proposed changes? | The expected increase in revenue for 2023–24 compared to the CRIS published in 2022 is \$3.33 million. The revenue increase will be reduced to \$2.38 million in 2026–27 once the upfront costs are recovered. | Low |
| What is the highest percentage increase in price a payer may experience? | All IWP's will pay 35.3% more for the levy in 2023–24 compared to the forecast in the CRIS published in 2022, and 52.3% more in 2026–27 due to wage price increases and other escalations associated with the contract for the provision of the service. | High |
| What type of charges are changing? | The levy is the only charge for cost recovery for the NSER. This is the only charge that is changing. | Medium |
| What does the revised proposal involve? | This CRIS details the actual costs to be recovered until 2023–24 as well as the changes to structure for recovery of the ACMA's upfront costs. The ACMA consulted on these changes before it remade the NSER Levy Determination in 2023. | Medium |
| Does the revision require legislative changes? | No legislative changes are required for the ACMA to recover the levy. | Low |
| What will the impact on payers be? | The number and nature of entities to be charged the levy has not changed. The ACMA has previously provided industry visibility of increased costs through consultation on the NSER Levy Determination in 2023 and minimal feedback on the quantum of increase was received at that time. | Low |
| Does the proposal involve working with other Commonwealth, state/territory and/or local government entities? | No engagement with other Commonwealth, state/territory and/or local government entities is required. | Low |
| What consultation has occurred with payers and other stakeholders about the proposed charges? | Payers and other stakeholders have been consulted previously on the cost recovery arrangements, including: <ul style="list-style-type: none"> the development of the Framework, which stated that the NSER would be industry-funded development of the NSER Cost Recovery Levy Act the draft CRIS 2021–22 draft NSER Levy Determination (2022) remade NSER Levy Determination (2023). | Medium |
| Overall rating | | Medium |

5. Stakeholder engagement

We are committed to thorough engagement with the industry and other stakeholders to deliver an effective NSER as a consumer safeguard within the legislative framework. This includes efficient and equitable recovery of costs for the NSER.

Since the implementation of the last CRIS (June 2022), we have consulted on a proposal to vary the NSER Levy Determination in July 2023. This was necessitated due to a delay in the commencement of the NSER and to ensure the ACMA would be able to recover all of the upfront costs from developing the NSER. Details of this consultation are on the [ACMA website](#). We varied the [NSER Levy Determination](#) in August 2023.

To maintain active involvement with industry, we will publish a draft version of this CRIS on our website from 21 February 2025 to 7 March 2025 for feedback. Following this consultation, the CRIS will be updated, and approval sought from the Minister for Communications before being published on the ACMA website.

6. Financial estimates

Financial estimates for the establishment and operation of the NSER for the financial years 2018–19 to 2026–27 are provided in Table 4.

Table 4: Actual and estimated NSER expenses and revenue

| Component | Actual | | | | | | Estimate | | | |
|-------------------------------------|--------------|--------------|--------------|---------------|---------------|---------------|--------------|--------------|-------------|--------------|
| | 2018–19 | 2019–20 | 2020–21 | 2021–22 | 2022–23 | 2023–24 | 2024–25 | 2025–26 | 2026–27 | Total |
| | (\$m) | (\$m) | (\$m) | (\$m) | (\$m) | (\$m) | (\$m) | (\$m) | (\$m) | (\$m) |
| Expenses (upfront) (A) | 0.38 | 2.11 | 2.97 | 7.58 | 5.25 | 0.85 | 0.00 | 0.00 | 0.00 | 19.14 |
| Expenses (operational) (B) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 7.02 | 6.60 | 6.73 | 6.93 | 27.28 |
| Total expenses C (A + B) | 0.38 | 2.11 | 2.97 | 7.58 | 5.25 | 7.87 | 6.60 | 6.73 | 6.93 | 46.42 |
| % of upfront costs to be recovered | 0% | 0% | 0% | 0% | 0% | 30% | 35% | 35% | 0% | 100% |
| Revenue (upfront component) (D) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 5.74 | 6.70 | 6.70 | 0.00 | 19.14 |
| Revenue (operational component) (E) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 7.02 | 6.60 | 6.73 | 6.93 | 27.28 |
| Total revenue F (D + E)* | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 12.76 | 13.30 | 13.43 | 6.93 | 46.42 |
| Balance (F - C)* | -0.38 | -2.11 | -2.97 | -7.58 | -5.25 | 4.89 | 6.70 | 6.70 | 0.00 | 0.00 |
| Cumulative balance | -0.38 | -2.49 | -5.46 | -13.04 | -18.29 | -13.40 | -6.70 | 0.00 | 0.00 | 0.00 |

*Totals may vary slightly due to rounding.

The expenses are split into:

- upfront expenses – costs incurred before the go-live date
- operational expenses – costs to be incurred following the go-live date.

Table 4 above contains information up to financial year 2026–27 to demonstrate the expected forward revenue profile once the upfront costs are fully recovered by the end of 2025–26.

It is noted that actual and estimated expenses:

- Increased in 2021–22 due to capital payments to the operator for the development of the NSER.
- Decreased during 2022–23 due to the previous register operator entering voluntary administration and the associated delay to the commencement of the NSER.
- Peaked in 2023–24 as the NSER commenced operations and the final capital payments are paid to the register operator.
- Are expected to stabilise from 2024–25. It is noted that the register operator's current contract ends on 9 June 2025, with extension options available to the ACMA. The actual contract costs for any extension may differ from those shown in Table 4.

Table 4 also details the revenue from the proposed cost recovery levy. The revenue is split into:

- Revenue from the upfront levy component, which is the recovery of costs incurred before the go-live date. This is based on the percentages detailed in Table 1 (see section 3).
- Revenue from the recovery of operational expenses for that levy period.

7A. Financial performance

Table 5 details the forecasts of revenue and expenses presented to industry as part of the consultation process in 2023. As identified, revenue and expenses have declined since the update provided to industry in 2023.

Table 5: Historical actual and estimated NSER expenses and revenue (based on the consultation paper in July 2023)

| | Actual 2018–19 (\$m) | Actual 2019–20 (\$m) | Actual 2020–21 (\$m) | Actual 2021–22 (\$m) | Estimate 2022–23 (\$m) | Estimate 2023–24 (\$m) | Estimate 2024–25 (\$m) | Estimate 2025–26 (\$m) | Estimate 2026–27 (\$m) | Total (\$m) |
|---------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|----------------|
| Expenses (X) | 0.38 | 2.11 | 2.97 | 7.58 | 5.97 | 8.37 | 6.60 | 6.73 | 6.93 | 47.63 |
| Revenue (Y) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 13.33 | 13.62 | 13.76 | 6.93 | 47.63 |
| Balance (Y - X) | -0.38 | -2.11 | -2.97 | -7.58 | -5.97 | 4.96 | 7.02 | 7.03 | 0.00 | 0.00 |
| Cumulative balance to be recovered | -0.38 | -2.49 | -5.46 | -13.04 | -19.01 | -14.05 | -7.03 | 0.00 | 0.00 | 0.00 |

* Some figures may not add up exactly due to rounding.

7B. Non-financial performance

The ACMA's non-financial performance is available through published annual reports, Portfolio Budget Statements, the Regulators Performance Framework and corporate plans.

Our role in delivering the NSER fits under Key Activity 2 in our [Corporate plan 2024–25](#):

Key Activity 2: Build consumer trust in the use of communications content and services

We will develop a National Self-exclusion Register (NSER) for users of licensed interactive wagering services to provide consumers with the option to self-exclude from licensed interactive wagering services in Australia.

The following performance measure under this Key Activity is relevant to the NSER. See Table 6 below.

Table 5: Performance measures

| Targets | Methodology | Performance |
|---|---|---|
| Performance measure 4.2: The NSER data checking service is available to the wagering industry 99.5% or more of the time for the year. | Analysis of performance reporting and data from the NSER operator | The NSER data checking service has achieved 100% uptime in 2023–24. |

8. CRIS approval, certification and change register

Certification

I certify that this CRIS complies with the Australian Government Cost Recovery Policy.

Nerida O'Loughlin PSM
Chair and Agency Head

Table 6: Change register

| Date of CRIS change | Description of CRIS change | Approver | Basis for change |
|---------------------|---|-----------------------------|-------------------------|
| 2 August 2022 | Approval of the CRIS | Minister for Communications | Initial CRIS |
| 10 June 2022 | Certification of the CRIS | Chair and Agency Head | Initial CRIS |
| 21 February 2025 | Draft update to the CRIS for consultation | Chair and Agency Head | Update for 2023–24 levy |