

Formal Warning

Under section 64A of the *Interactive Gambling Act 2001*

To: Winners Bookmaking Pty Ltd

Of: [REDACTED]

Email: [REDACTED]

Attention: Dear Nick O'Connell

I, Kelly Mudford, delegate of the Australian Communications and Media Authority (ACMA), being satisfied that Winners Bookmaking Pty Ltd (**Winners Bookmaking**) ACN 652 847 875 has contravened subsection 61MB(5) of the *Interactive Gambling Act 2001* (the IGA):

HEREBY issue Winners Bookmaking a formal warning under section 64A of the IGA, for 13 contraventions of subsection 61MB(5) of the IGA, being a civil penalty provision.

Details of the contravention

Investigation

1. Under section 21 of the IGA, on 3 March 2025, the ACMA commenced an investigation following a complaint alleging that Winners Bookmaking had contravened the IGA.

Obligations under the IGA

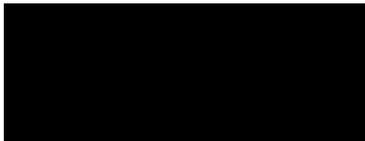
2. Subsection 61MB(5) of the IGA provides that a licensed interactive wagering service provider must close the licensed interactive wagering service account of a registered individual as soon as reasonably practicable.
3. 'Licensed interactive wagering service provider' means a person who provides a licensed interactive wagering service (see section 61GB).
4. A 'licensed interactive wagering service account' means an account that an individual has with a licensed interactive wagering service provider (see section 61GB).
5. A 'registered individual' means an individual registered in BetStop – the National Self-exclusion Register™ under Part 7B of the IGA (see section 61GB).
6. A licensed interactive wagering service provider that contravenes subsection 61MB(5) will commit a separate contravention of that provision for each day that they continue to fail to comply with that obligation (see subsection 64B(1) of the IGA and subsection 93(2) of the *Regulatory Powers (Standards Provisions) Act 2014*).

Contravention of subsection 61MB(5) of the IGA

7. NSER records confirm the complainant became a registered individual on 5 September 2024.
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8. When the Complainant became a registered individual, they had a licensed interactive wagering service account with Winners Bookmaking. Based on NSER records and submissions made by Winners Bookmaking, the ACMA formed the view that the account was closed on 25 September 2024.
9. This was 20 days after the complainant had become a registered individual.
10. The ACMA is of the view that a reasonable frequency of checking the Register, in the circumstances of this investigation, would be a period of no longer than once every 7 days.
11. The ACMA found that Winners Bookmaking contravened subsection 61MB(5) as it did not close the Complainant's licensed interactive wagering service account as soon as practicable after the Complainant became a registered individual, that is by 12 September 2024.
12. Accordingly, the ACMA finds that, for the period 12 September 2024 to 25 September 2024, Winners Bookmaking has contravened subsection 61MB(5) of the IGA on 13 occasions by failing to close the interactive wagering service account of a registered individual as soon as reasonably practicable.

Dated 17 December 2025



Kelly Mudford
A/g Executive Manager
Gambling and Mis/Disinformation Branch
Delegate of the Australian Communications and Media Authority