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Australian Communications and Media Authority

Final Investigation Report – Harris Bookmaking Pty Ltd trading as Chasebet

Summary	
Entity	Harris Bookmaking Pty Ltd trading as Chasebet **(Harris Bookmaking)**
Australian Business Number	39 663 140 029
Relevant legislation	*Interactive Gambling Act 2001*
Type of activity	Part 7B – National Self-Exclusion Register
Preliminary Findings	4 contraventions of subsection 61JP(5) [Contravention of Register rules made for the purposes of subsections 61JP(1) or (2)]

Background

1. On 27 August 2025, the ACMA commenced an investigation into Harris Bookmaking's compliance with the *Interactive Gambling Act 2001* (**IGA**) following receipt of a complaint on 25 July 2025.

2. On 27 August 2025, the ACMA wrote to Harris Bookmaking requesting information pursuant to an investigation commenced under subparagraph 21(1)(a)(iv) of the IGA.
   - Harris Bookmaking responded on 10 September 2025 (Submission 1)
3. The ACMA provided its preliminary findings to Harris Bookmaking on 16 January 2026. Harris Bookmaking accepted the findings, and the ACMA proceeded to finalise the investigation. These findings are based on:
   - Harris Bookmaking's submission
   - information and records submitted by the complainant
   - the ACMA's observations of the Chasebet website.
4. The reasons for the ACMA's findings, including the key elements which establish the contraventions are set out below.

Relevant legislative provisions

5. Obligations related to the NSER are set out in Part 7B of the IGA. The provisions relevant to this investigation are provided at **Attachment A** including extracts from the *Interactive Gambling (National Self-exclusion Register) Register Rules 2022* **(Register Rules)**.

Reason for Findings

Finding 1 - Breach: Licensed interactive wagering service providers must promote the National Self-exclusion Register etc (section 61JP)

Regulatory obligation

6. Subsection 61JP(1) of the IGA provides that the Register Rules may require interactive wagering service providers (IWPs) to take specified action for the purposes of promoting the NSER to their customers.
7. Subsection 61JP(2) of the IGA provides that the Register Rules may require IWPs to take specified action towards ensuring that their customers are aware of, and can access, the website of the NSER and the app of the NSER (if any).
8. Subsection 61JP(5) of the IGA is a civil penalty provision that provides that an IWP must not contravene the Register Rules made for the purposes of subsections 61JP (1) or (2).
9. Subsection 25(3) of the Register Rules requires that an IWP must include in regulated electronic messages:
   a) a reference to 'BetStop'
   b) a statement to the effect that BetStop is the national self-exclusion register
   c) a hyperlink to the BetStop website.
10. Subsection 61JP(7) of the IGA states that subsections (3) and (5) do not apply if the contravention occurred in circumstances prescribed by the Register rules. The Register Rules do not prescribe any such circumstances that apply to the facts relevant to this investigation.

Is Harris Bookmaking a licensed interactive wagering service provider for the purposes of the IGA?

11. Harris Bookmaking is licensed by NSW Greyhound Welfare & Integrity Commission to provide licensed interactive wagering services in Australia. For this reason, Harris Bookmaking is included on the ACMA's Register of IWPs maintained under section 68 of the IGA.[1]
12. Harris Bookmaking is an IWP for the purposes of the IGA, and the obligations under Part 7B apply.

Did Harris Bookmaking send regulated electronic messages?

13. Section 61GF of the IGA provides that an electronic message is a regulated electronic message if, having regard to its content, presentation and the content that can be located using the links, telephone numbers and contact information set out in the message, it would be concluded that a purpose of the message is to offer to provide licensed interactive wagering services, or to advertise licensed interactive wagering services, or to advertise or promote a provider, or prospective provider, of licensed interactive wagering services.
14. The complainant provided the ACMA with three emails dated 19, 23 and 25 July 2025 (the **messages**). In Submission 1 Harris Bookmaking confirmed that it sent the messages by electronic means (email). The ACMA has reviewed the messages and finds that through their content, presentation and links they clearly were intended to promote and advertise licensed interactive wagering services and a provider of

[1] This register is available on the ACMA's website: https://www.acma.gov.au/check-if-gambling-operator-legal Accessed 20 October 2025.

licensed interactive wagering services (being Harris Bookmaking). The messages promoted specific offers, programs and services of Harris Bookmaking.

15. The ACMA is satisfied the messages were regulated electronic messages for the purposes of the IGA.

Did the regulated electronic messages adequately promote BetStop?

16. The messages did not contain a reference to BetStop, a statement to the effect that BetStop is the national self-exclusion register nor a hyperlink to the BetStop website.

17. In Submission 1 Harris Bookmaking informed the ACMA that the messages did not promote the National Self-exclusion Register due to an unintended software consolidation error which had since been rectified.

18. The ACMA has therefore found that the electronic messages did not adequately promote the Register as required by the Register Rules, which results in three breaches of s61JP(5) of the IGA.

Finding 2 - Breach: Licensed interactive wagering service providers must promote the National Self-exclusion Register etc (section 61JP)

Regulatory obligation

19. Subsection 25(1) of the Register Rules requires that an IWP include on its website on the home page, responsible gambling pages and other pages promoting its own self-exclusion service (if any) by including, at a minimum:

    a) a reference to 'BetStop'

    b) a statement to the effect that BetStop is the national self-exclusion register

    c) a hyperlink to the BetStop website.

Did the Chasebet website adequately promote the National Self-exclusion Register?

20. In August 2025, the ACMA reviewed the Chasebet website and observed that it did not include the BetStop reference, statement that BetStop is the national self-exclusion register nor a hyperlink to the BetStop website. Harris Bookmaking acknowledged that their website did not include the BetStop reference in Submission 1.

21. Harris Bookmaking confirmed that this omission was the result of the same unintended software migration issue identified under Finding 1, which has been rectified.

22. The ACMA has therefore found that the Chasebet website did not adequately promote the Register as required by the Register Rules, which results in a breach of s61JP(5).

Conclusion

23. The ACMA finds that Harris Bookmaking:

    > has contravened subsection 61JP(5) of the IGA on 4 occasions when it did not promote the National Self-exclusion Register in three regulated electronic messages and did not promote the National-Self exclusion Register on one webpage.

Attachment

Attachment A – Extract of relevant provisions

Attachment A

Key provisions of the IGA

Interactive Gambling Act 2001 Section 61JP Licensed interactive wagering service providers must promote the National Self-exclusion Register etc

(1) The Register rules may require licensed interactive wagering service providers to take specified action for the purposes of promoting the National Self-exclusion Register to their customers.

(2) The Register rules may require licensed interactive wagering service providers to take specified action directed towards ensuring that their customers are aware of, and can readily access, the following:

(a) the website of the National Self-exclusion Register;

(b) if there is an app for the National Self-exclusion Register—that app.

Offence

(3) A person commits an offence if:

(a) the person is a licensed interactive wagering service provider; and

(b) the person engages in conduct; and

(c) the person's conduct contravenes Register rules made for the purposes of subsection (1) or (2).

Penalty: 120 penalty units.

(4) A person who contravenes subsection (3) commits a separate offence in respect of each day (including a day of conviction for the offence or any later day) during which the contravention continues.

Civil penalty provision

(5) A licensed interactive wagering service provider must not contravene Register rules made for the purposes of subsection (1) or (2).

Civil penalty: 180 penalty units.

(6) A person who contravenes subsection (5) commits a separate contravention of that provision in respect of each day during which the contravention occurs (including the day the relevant civil penalty order is made or any later day).

Exception

(7) Subsections (3) and (5) do not apply if the contravention occurred in circumstances prescribed by the Register rules.

Note 1: In a prosecution for an offence against subsection (3), a defendant bears an evidential burden in relation to the matter in this subsection (see subsection 13.3(3) of the *Criminal Code*).

Note 2: In proceedings for a civil penalty order for a contravention of subsection (5), a defendant bears an evidential burden in relation to the matter in this subsection (see section 96 of the Regulatory Powers Act).

Offence—extended geographical jurisdiction

(8) Section 15.4 of the *Criminal Code* (extended geographical jurisdiction—category D) applies to an offence against subsection (3).

Key Provisions of the Interactive Gambling (National Self-exclusion Register) Register Rules 2022

Section 25 Promoting the Register to customers

(1) Where a licensed interactive wagering service provider operates a website or an app in connection with its licensed interactive wagering services, it must, at a minimum, include:

(a) reference to BetStop;

(b) a statement to the effect that BetStop is the national self-exclusion register; and

(c) a hyperlink to the BetStop website,

on:

(d) the home page; and

(e) responsible gambling pages; and

(f) other pages promoting the provider's self-exclusion service, if any,

of that website or app.

(2) The information referred to in paragraphs (1)(a), (b) and (c) must be:

(a) prominently displayed;

(b) clear and legible;

(c) in a font size consistent with other text on the page; and

(d) positioned in close proximity to information about other responsible gambling or consumer protection measures.

(3) Where a licensed interactive wagering service provider sends a regulated electronic message, it must, at a minimum, include the information identified in paragraphs (1)(a), (b) and (c).

(4) Where a regulated electronic message referred to in subsection (3) is sent via SMS message, the message will comply with the requirements of that subsection if it contains a hyperlink to a separate webpage that includes the information referred to in paragraphs (1)(a), (b) and (c).

(5) Where a licensed interactive wagering service provider provides customers with activity statements, it must, at a minimum, include the information identified in paragraphs (1)(a), (b) and (c).

(6) Where a licensed interactive wagering service provider receives a voice call or electronic message from a customer to discuss:

(a) placing limits or controls on their gambling;

(b) responsible gambling options, including self-exclusion; or

(c) general assistance with problem gambling behaviour,

it must:

(d) inform the customer of the existence of BetStop; and

(e) provide them with the BetStop telephone number and the BetStop website address,

as soon as practicable after receiving the voice call or electronic message.

Note 1: The requirements in this section are made for the purpose of subsections 61JP(1) and (2) of the Act.

Note 2: It is an offence under subsection 61JP(3) of the Act to engage in conduct that contravenes Register rules made for the purpose of subsections 61JP(1) or (2) of the Act.