

Cost recovery implementation statement

National Self-Exclusion Register – Cost Recovery Levy 2025–26

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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 2024–25 financial year and contains financial forecasts for 2025–26 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 2024–25 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, Sport and the Arts portfolio of the Australian Government. It is Australia’s regulator for broadcasting, radiocommunications, telecommunications and interactive gambling, among other functions.

Since the NSER launched in 2023, Australians have been able to 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 the end of December 2025, nearly 55,000 Australians had registered for exclusion, with more than 35,000 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. In 2024–25, IWPs made more than 12 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 and the performance of the ACMA's functions under Part 7b of the IGA 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, which was updated in 2023 to align with the commencement of the NSER.

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). Earlier in 2025, IXUP rebranded to Dataworks Group Limited (Dataworks). The ACMA's contract with Dataworks runs until 30 June 2027 with extension options available to the ACMA.

This CRIS provides the annual update for cost recovery for the NSER. The ACMA has [previously consulted on NSER cost recovery arrangements, including earlier in 2025](#) before recovering the 2023–24 levy. We consulted on this 2025–26 CRIS in November and December 2025.

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 end of January 2026, there are around 200 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 IWPs 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 IWPs 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 IWPs
- 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 IWPs
- 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, research and awareness activities about the NSER.

3.2 Methodology

In developing the cost recovery model for the NSER, we have used the cost recovery principle 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 is the sole charge for this activity and is 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. The

first levy period 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 considered an appropriate reflection of the proportionate need for the NSER generated by participants in the interactive wagering industry.

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

Previously, stakeholders have 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 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 stakeholders. 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 same considerations continue to apply to these options, and it is determined that the current 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 are recovering the upfront costs over the periods up to and including the levy period that runs from 1 July 2025 to 30 June 2026, as outlined in Table 1. At the end of the 2025–26 levy period, 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 first 3 levy periods, 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 each IWP 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 2024–25 total \$7.59 million comprised of:

- register operator costs of \$4.48 million
- ACMA costs of \$3.11 million.

This is a 15 per cent increase of \$0.99m from the expenditure forecast in the 2024–25 CRIS published earlier in 2025. The increase is largely attributable to increases in ACMA costs during the period. This included:

- **Research** – The ACMA undertook research with users of the NSER to help understand how the service is working and how it can be improved (\$0.152m).
- **Security assessment costs** – A security assessment of the NSER was undertaken during the period consistent with the ACMA’s obligations under government security requirements (\$0.076m).
- **Staffing** – Staffing increased during the year due to the ACMA’s heightened focus on compliance and enforcement (\$0.61m).
- **Promotion of the NSER** – The ACMA ran a campaign during the year to promote the NSER through online search and social media channels (\$0.131m).

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.

Ongoing annual cost for the ACMA from the 2025–26 period is estimated to be \$3.11 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 2018–19 (\$m)	Actuals 2019–20 (\$m)	Actuals 2020–21 (\$m)	Actuals 2021–22 (\$m)	Actuals 2022–23 (\$m)	Actuals 2023–24 (\$m)	Actual 2024–25 (\$m)	Estimate 2025–26 (\$m)	Estimate 2026–27 (\$m)	Estimate 2027–28* (\$m)
ACMA costs (A)	0.38	2.11	2.8	3.38	1.97	2.05	3.11	3.11	3.11	3.11
Register operator (B)	0.00	0.00	0.17	4.20	3.28	5.82	4.48	4.66	4.79	4.79
Total costs (A+B)‡	0.38	2.11	2.97	7.58	5.25	7.87	7.59	7.76	7.89	7.89

* Expected ongoing costs of \$7.89 million from 2027–28. Register operator costs beyond 2026-27 are subject to contract arrangements beyond the current contract with the register operator.

‡ 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 and other 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](#)).
- Dataworks (previously IXUP) ([CN3987361](#))

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. This data in the NSER system is updated daily and enables IWPs to forecast their expected levy amount.

In the period 1 July 2024 to 30 June 2025, 12,062,630,159 checks were made by IWPs against the NSER. This is 24% lower than the first levy period where more than 15 billion checks were made. 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 2024–25 levy period, the top 10 IWPs that made the most requests to the NSER were responsible for more than 90% of all requests. They will pay a corresponding amount of the levy for this period.

Forecasting

Estimating future expenses over the forward period is 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 are 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 2024–25, 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?	The levy for 2024–25 is \$14.28 million which is an increase of 11.9% from 2023–24. This reflects changes to the ACMA’s costs based on actual costs for 2024–25 compared to the estimate provided in 2023–24, and an increase proportion of the ACMA’s upfront costs being recovered in 2024–25, as stipulated in the National Self-exclusion Register (Cost Recovery Levy) Determination 2022.	Medium
What is the expected change in total annual revenue after the proposed changes?	The expected increase in revenue for 2024–25 from 2023-24 is \$1.52 million.	Low
What is the highest percentage increase in price a payer may experience?	The levy methodology means that each individual entity who will be charged the levy will be charged an amount based on their use of the NSER. As entity use of the register is variable, the charges to individual entities will vary year-to-year. For example, an entity that only traded for part of 2023–24, would pay an increased levy if they traded for all of 2024–25. In 2024–25, compared with 2023–24, some entities will pay a reduced levy while some other entities will pay an increased levy proportionate with their use of the register. While these changes are greater than 10% in some cases, the charging methodology ensures that the levy amount for each entity remains proportionate to its use of the NSER.	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?	There is no revision to the cost recovery arrangements. The levy amount reflects the actual costs to 30 June 2025.	Low
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 licensed interactive wagering industry is fluid with providers entering and exiting the market, however, the number and nature of entities to be charged the levy has not changed significantly.	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 to recover the levy.	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) the draft CRIS 2024–25 the draft CRIS 2025–26 (this document) 	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.

We have consulted on cost recovery arrangements for the NSER multiple times previously, most recently as part of the [2025–26 CRIS](#). The ACMA received 5 submissions on the draft 2025–26 CRIS, which was open to consultation between 14 November and 17 December 2025.

These submissions raised the following issues:

- **Concerns about cost increases from forecast costs in the previous CRIS.** We note that cost forecasts are variable. To provide stakeholders with some additional visibility of cost increases, we have included details of the costs of some activities that contributed to higher ACMA costs in 2024–25. Register operator costs in 2024–25 were largely in line with forecasts.
- **The recovery of research and promotion costs.** Some submitters argued that the ACMA should not recover costs associated with research and promotion activities. Research is key to ensuring the NSER is operating effectively. The research has enabled us to obtain user feedback, which will be used to implement service improvements. The promotion of the NSER complements the promotion activities undertaken by IWPs, as required under the IGA and the Register Rules. It has helped raise awareness of the service among vulnerable consumers. The NSER Cost Recovery Levy Act gives the ACMA broad remit to recover all costs related to the operation of the NSER and costs related to the ACMA's performance of functions under Part 7B of the IGA. It is considered that recovery of these costs is consistent with NSER Cost Recovery Levy Act.
- **Request for further ACMA engagement and collaboration with the wagering industry.** The ACMA notes this feedback. We have conducted several rounds of previous consultation on cost recovery arrangements (December 2021, July 2023, February 2025 and November 2025) and will continue to consult annually on cost recovery arrangements through the CRIS. We will consider opportunities for further engagement.
- **Requests for different charging arrangements for different industry segments,** such as smaller providers. Different charging arrangements for different industry segments would require the ACMA to obtain additional commercial information to assess the size of providers. We have no ability to require providers to give this information to us. Assessment of this information would also likely increase the complexity of the levy and costs to administer the cost recovery arrangements. Based on this, the ACMA views the current arrangements as being most appropriate to equitably spread the cost of the NSER across all providers using the NSER.

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	2027–28	Total
	(\$m)	(\$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	0.00	19.14
Expenses (operational) (B)	0.00	0.00	0.00	0.00	0.00	7.02	7.59	7.76	7.89	7.89	38.16
Total expenses C (A + B)	0.38	2.11	2.97	7.58	5.25	7.87	7.59	7.76	7.89	7.89	57.30
% of upfront costs to be recovered	0%	0%	0%	0%	0%	30%	35%	35%	0%	0%	100%
Revenue (upfront component) (D)	0.00	0.00	0.00	0.00	0.00	5.74	6.70	6.70	0.00	0.00	19.14
Revenue (operational component) (E)	0.00	0.00	0.00	0.00	0.00	7.02	7.59	7.76	7.89	7.89	38.16
Total revenue F (D + E)*	0.00	0.00	0.00	0.00	0.00	12.76	14.28	14.46	7.89	7.89	57.30
Balance (F - C)*	-0.38	-2.11	-2.97	-7.58	-5.25	4.89	6.70	6.70	0.00	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	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 incurred following the go-live date.

Table 4 above contains information up to financial year 2027–28 which is data up to the most recent complete period and estimates for the current financial year and two forward periods. This expected forward revenue profile demonstrates that the upfront costs are expected to be fully recovered by the end of 2025–26.

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 on the 2024–25 CRIS.

Table 5: Historical actual and estimated NSER expenses and revenue (reporting from the 2024–25 CRIS)

	Actual 2018–19 (\$m)	Actual 2019–20 (\$m)	Actual 2020–21 (\$m)	Actual 2021–22 (\$m)	Actual 2022–23 (\$m)	Actual 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	5.25	7.87	6.60	6.73	6.93	46.42
Revenue (Y)	0.00	0.00	0.00	0.00	0.00	12.76	13.30	13.43	6.93	46.42
Balance (Y - X)	-0.38	-2.11	-2.97	-7.58	-5.25	4.89	6.70	6.70	0.00	0.00
Cumulative balance to be recovered	-0.38	-2.49	-5.46	-13.04	-18.29	-13.40	-6.70	0.00	0.00	0.00

Please note: An error in the consultation version of the CRIS meant that actual figures for 2024-25 and estimates for forward periods were presented in this, table rather than the historical forecast.

** 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 2025–26](#):

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

We undertake compliance and enforcement of rules relating to communications content and services. We educate consumers on the protections they can expect, and industry on their obligations. This contributes to consumer confidence in industry's performance in delivering communication content and services.

We also maintain BetStop – the National Self-Exclusion Register™ (NSER) and a number of other registers that contribute to consumer protections, such as the Do Not Call Register (DNCR).

The following performance measure under this Key Activity is relevant to the NSER. See Table 6 below. The NSER data checking service has had 100% uptime since launch and has exceeded the performance measure.

Table 6: 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 achieved 100% uptime in 2024–25.

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 7: Change register

Date of CRIS change	Description of CRIS change	Approver	Basis for change
10 June 2022	Certification of the CRIS	Chair and Agency Head	Initial CRIS
2 August 2022	Approval of the CRIS	Minister for Communications	Initial CRIS
17 March 2025	Certification of the CRIS	Chair and Agency Head	Update for 2023–24 levy
24 March 2025	Approval of the CRIS	Minister for Communications	Update for 2023–24 levy
11 February 2026	Certification of the CRIS	Chair and Agency Head	Update for 2024–25 levy
25 March 2026	Approval of the CRIS	Minister for Communications	Update for 2024-25 levy