

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 5 May 2026 6:24 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: For review (non-urgent): Response to Tasmanian Times complainant [SEC=OFFICIAL]

OFFICIAL

Thanks [REDACTED] - looks good to go to [REDACTED]

OFFICIAL

From: [REDACTED]
Sent: Tuesday, 5 May 2026 4:01 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: For review (non-urgent): Response to Tasmanian Times complainant [SEC=OFFICIAL]

OFFICIAL

Hi [REDACTED],

Thanks for your feedback. I have added in tracked some content re the specifics of our review of the service & a sentence for contacting the ombudsman (in my experience we usually add this in if a complainant appears discontent with our action so far, which appears the case now).

Can you give it a quick look over to confirm you are happy with the changes / make any edits, then I'll send up to [REDACTED]

 [2026.04.02 Draft correspondence to complainant.docx](#).

Kind Regards,

[REDACTED]
Investigations & Compliance Officer
Gambling Compliance Team

Australian Communications and Media Authority

[REDACTED]
acma.gov.au



The ACMA acknowledges First Nations peoples as the Traditional Owners and Custodians of Australia. We respect and celebrate First Nations peoples as the original storytellers and content creators of the lands on which we work

and honour the enduring strength and commitment of Aboriginal and Torres Strait Islander peoples to the land, waters and their communities. We pay our respects to Elders past, present, and emerging.

OFFICIAL

From: [REDACTED]
Sent: Tuesday, 5 May 2026 2:30 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: For review (non-urgent): Response to Tasmanian Times complainant [SEC=OFFICIAL]

OFFICIAL

Hi [REDACTED]
Thanks for providing me with the additional information
I have marked up some suggested edits to the response for your consideration and, as always, am happy to discuss.
Would we usually put a line in about the Cth Ombudsman at this point in a response - if so then I agree it would be appropriate to follow that process (or may be appropriate in any event to do so in these circumstances).
I considered whether there was something further we could add to explain that when we exercise our discretion at a certain point about whether to take things into account we weigh up a number a number of factors in the public interest. One of the key factors we have considered in this matter is that there is no current evidence of harm, we have alerted the current owners to its obligations and we will continue to monitor the situation etc otherwise. If you want to include something along those lines then would be happy to review.
Given [REDACTED] previous involvement on this, I would like her to review the final response before we send.
When sending to [REDACTED], it would be helpful (as a reminder for her) of the brief history of correspondence, our inquiries to date, what we have been told by the current proprietors.
Happy to discuss

OFFICIAL

From: [REDACTED]
Sent: Tuesday, 28 April 2026 2:16 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: For review (non-urgent): Response to Tasmanian Times complainant

Hi [REDACTED],

You'll recall we have been in correspondence with both a complainant and the provider of the Tasmanian Times. We've finished discussions with the provider and are comfortable that there is no current contravention of the IGA. The final step is to contact the complainant to let them know we will be taking no further action. For your review, we have drafted a response to the complainant to this end: [📎 2026.04.02 Draft correspondence to complainant.docx](#).

For context this is the complainant's most recent letter to us which we refer to in our response: [📎 2026.03.27 Letter to \[REDACTED\] ACMA.pdf](#).

Any further context you may need in our previous correspondence can be found here:  [Complainant Emails](#)

Apologies that this one has dragged out a bit. This is non-urgent so will put in your VINT with a 2 week due date, but whenever you are able to review is fine as I know you are swamped.

Kind Regards,



Investigations & Compliance Officer
Gambling Compliance Team

Australian Communications and Media Authority



acma.gov.au



The ACMA acknowledges First Nations peoples as the Traditional Owners and Custodians of Australia. We respect and celebrate First Nations peoples as the original storytellers and content creators of the lands on which we work and honour the enduring strength and commitment of Aboriginal and Torres Strait Islander peoples to the land, waters and their communities. We pay our respects to Elders past, present, and emerging.