

# Media Release

**The Hon Melissa Horne MP**

Minister for Consumer Affairs, Gaming and Liquor Regulation

Minister for Ports and Freight

Minister for Fishing and Boating



Wednesday, 6 July 2022

## DIRECTIONS TO MINIMISE GAMBLING RELATED HARM

Online wagering and betting service providers will be subject to strict new harm minimisation rules, under a direction issued by the Andrews Labor Government today.

The new Ministerial Direction will ensure more protection from gambling harm for those who bet online.

Harm minimisation measures in the new Ministerial Direction include the requirement for wagering and betting service providers to deliver monthly account activity statements to customers and for staff members to undertake Responsible Service of Wagering Training.

Customers will also have greater capacity to refuse to receive direct marketing materials.

The measures will be expanded so they apply to any wagering service provider licenced in Victoria, even if they only provide services in other states. This will ensure that more people will be protected from gambling related harm.

These new measures will be enforced by the Victorian Gambling and Casino Control Commission and build upon the first tranche of the National Consumer Protection Framework (NCPF), implemented in Victoria in 2019.

Victoria played a lead role in the development of the measures in the framework which has helped inform the policy formation in other jurisdictions.

For more information on the NCPF, visit [responsiblewagering.com.au/advocacy/national-consumer-protection-framework](https://responsiblewagering.com.au/advocacy/national-consumer-protection-framework).

### Quotes attributable to Minister for Gaming and Liquor Regulation Melissa Horne

*“This is another important step towards minimising gambling harm across Victoria and online betting companies will be held to account if they don’t follow the directions.”*

*“These new measures mean more Victorians are in control of their gambling habits and wagering and betting gaming providers are given stronger responsibilities to keep their consumers safe.”*