



# National Consumer Protection Framework Evaluation

## Consumer Survey Participant Information Sheet

The National Consumer Protection Framework (NCPF or 'the National Framework') for Online Wagering introduced 10 new consumer protection measures aimed at reducing harm from online betting. These measures were implemented in stages starting in 2018 and completed in late 2024.

The National Framework includes a range of prohibitions and requirements for online betting services to offer tools and information to help people control their gambling.

The Australian Gambling Research Centre (AGRC) has been commissioned by the Australian Government Department of Social Services (DSS) to conduct an evaluation of the National Framework.

The aim of this survey is to find out the experiences of Australians who bet online, including online betting account features related to the National Framework measures and whether or not they are making use of them.

### Why was I contacted by the Social Research Centre?

The AGRC, which is part of the Australian Institute of Family Studies (AIFS), a key Australian Government research body, has contracted the Social Research Centre to recruit participants and conduct the survey.

### What does the online survey involve?

The **online survey** is confidential and will take about 15–20 minutes to complete. The survey will ask you about your:

- gambling activity, including online betting
- experiences with online betting features, including consumer protection tools and information provided under the National Framework
- gambling-related impacts
- demographics.

The survey will be open from 14 July 2025 to 27 July 2025.

### Who can participate?

You can take part in the survey if you have bet online on sports, races (i.e. horse, harness, greyhound) or other events (i.e. e-sports, fantasy sports, virtual sports or novelty event betting such as on current affairs, politics, TV shows) in the last 12 months, are over 18 years of age and living in Australia.

### How will I be reimbursed for my time?

Your time is valuable. As a thank you for your participation you will be provided with a \$10 GiftPay voucher. Gift vouchers are sent immediately after the survey has been completed.



## What if I change my mind?

Participation in the survey is voluntary. You can stop at any time by closing the survey. If you choose to withdraw from the study either before or after you complete the survey, you have the option to request the research team at the Social Research Centre delete your data up until the end of data collection on 27 July 2025.

## What support is available during/after the survey?

Sometimes people feel upset when they are involved in research. If you would like to talk to someone for support with your gambling or other personal issues, please call the following support services. Each of these services is available 24 hours a day, 7 days a week.

- Gambling Help: 1800 858 858, [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)
- Lifeline: 13 11 14, [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue Support Service: 1300 22 4636

## Who will have access to my survey responses?

All responses are confidential. Only individuals named on the research team will have access to the survey data. No information that could identify you will be contained in our reports or shared with any person or organisation.

## How will you protect my identity?

We take your privacy seriously. Survey responses are confidential and anonymous, unless you disclose information that raises concerns for your or someone else's safety. Personal information is stored securely and the Social Research Centre de-identifies any personal information as soon as is reasonably practicable and as soon as that information is no longer relevant or required in identifiable format for the primary purpose of conducting the research according to the research brief provided by our clients. This is done in a comprehensive manner that ensures it is not possible to re-identify individual information from any aggregate records. Any files related to our projects are deleted pursuant to our obligations under the Australian Privacy Principles.

Here is the link to our privacy resources and additional links to privacy information:  
[srcentre.com.au/research-participants#privacy](http://srcentre.com.au/research-participants#privacy)

AIFS will store all files on a highly secure Australian Government server. The Social Research Centre will store data according to the Australian Government security and privacy requirements.

The de-identified survey data will be retained and stored securely by AIFS indefinitely in accordance with [AIFS' privacy policy](#), the National Archives of Australia General Records Authority requirements, AIFS Records Management Policy and the National Health and Medical Research Council (NHMRC) research guidelines. Identifiable data collected by the Social Research Centre will be destroyed on completion of the project, in a manner appropriate to the security classification of the record content. The results of this project may appear in reports, presentations at conferences and in journal articles. The data may also be used for future research to contribute to policy development.

Our reports may include direct quotes from your survey responses. If we quote you, we will use a fake name to protect your identity. Quotes may be provided alongside some basic information about you such as your approximate age or whether you have experienced gambling-related harm. The survey results will only be reported as grouped data, meaning that no individual responses will be identifiable.

If you have any further queries relating to our Privacy Policy, please contact us at [aifs-privacy@aifs.gov.au](mailto:aifs-privacy@aifs.gov.au).



## What if I have a complaint about the survey?

The AGRC team at AIFS is conducting the analysis of survey data, with the Social Research Centre recruiting participants and hosting the survey. The study has received ethics approval from the AIFS Human Research Ethics Committee (Project 2025/05).

If you would like to make a complaint about this research, please email the AIFS ethics secretariat at [ethics-secretariat@aifs.gov.au](mailto:ethics-secretariat@aifs.gov.au). If you are not satisfied with our handling of your problem or complaint, you can make a complaint to the [Office of the Australian Information Commissioner](#).

## Where can I find out more?

If you would like further information about the project, please contact the Social Research Centre via email at [LifeinAustralia@srcentre.com.au](mailto:LifeinAustralia@srcentre.com.au) or call 1800 023 040.

To speak with someone at AIFS, please contact the AGRC National Framework (NCPF) evaluation team at [NCPF@aifs.gov.au](mailto:NCPF@aifs.gov.au).

### About the Australian Gambling Research Centre

The Australian Gambling Research Centre (AGRC) at the Australian Institute of Family Studies (AIFS) was established under the Gambling Measures Act 2012. More detailed information can be obtained from our website: [www.aifs.gov.au](http://www.aifs.gov.au)