

NORTHERN TERRITORY WAGERING COMMISSION

Strategic Plan 2026–2030

VISION

A trusted, transparent and responsible wagering environment that protects consumers from harm, promotes integrity and upholds public confidence in the Northern Territory's licensed wagering industry

OUR PURPOSE

To promote integrity, protect safety and strengthen trust in the Territory's licensed wagering operators

Consumers

Informed to wager safely, protected from harm and treated fairly

Industry

Comply with all regulatory requirements, invest in innovation and deliver best practice controls

Community

Wagering industry delivers tangible benefits to the NT community

OUR VALUES

Independence

we are objective, impartial and free from conflicts of interest

Integrity

we act honestly, ethically and accountably

Transparency

our decisions are rational and open to scrutiny

Proportionality

our regulatory actions are calibrated to risk and impact

Collaboration

we partner with government, industry and community to achieve outcomes

Innovation

we embrace ideas and technology to continuously improve

STRATEGIC PRIORITIES

Regulatory Excellence

Risk-based, transparent and effective regulation

- Best practice governance framework for accountability, transparency and integrity
- High standards of integrity and independence for Commission members
- Standards for financial stability, operational capability, responsible gambling and probity met by licensees
- Licence conditions and guidelines address emerging risks and best practice
- New wagering products and innovations sustain a safe and fair wagering environment
- Informed advice on contemporary legislation and regulatory frameworks provided to government

Consumer Protection and Harm Prevention

Protecting consumers and promoting responsible wagering

- Provide well informed, evidence-based advice to ensure the Code of Practice remains effective and contemporary
- Encourage licensees to standardise information and promote responsible wagering, tools and support services to customers
- Strengthen consumer protection measures through targeted directives
- Advocate nationally for the highest standards of customer protection, safe wagering and harm reduction

Compliance and Accountability

Monitoring performance, enforcing standards and resolving complaints

- Compliance assurance through risk-based monitoring, audits, inspections and reviews
- Transparent and timely complaint and dispute resolution
- Guidance and education to industry on obligations, and fair and safe wagering practices
- Promote awareness of our requirements and expectations to facilitate voluntary compliance
- Proportionate, consistent and transparent disciplinary action for non-compliance

Knowledge, Innovation and Collaboration

Research, technology and partnerships to support continuous improvement

- Promote research partnerships to better understand gambling-related risks and harms
- Explore safer gambling monitoring tools and technological innovations to enhance real-time monitoring of wagering activity, and timely and meaningful intervention
- Identify new technologies to improve and streamline our operations