

17 November 2025

## Positive Outcomes Reported by BetStop – The National Self-Exclusion Register™ Users in New ACMA Research

### HIGHLIGHTS

- New research commissioned by the Australian Communications & Media Authority (the ACMA) reinforces the effectiveness of BetStop – The National Self-Exclusion Register (also referred to as the NSER), which is supported by technology which Dataworks considers to be one of the world's leading technology solutions for delivering secure and scalable centralised self-exclusion services.
- Dataworks proudly operates and/or is developing the only two real-time centralised self-exclusion (CSE) systems globally, being Australia's BetStop – The National Self-Exclusion Register and Ontario's province-wide CSE register, underscoring the Company's unique capability and experience in deploying national-scale harm-minimisation platforms.
- More than 31 billion real-time verification checks have been completed on the NSER since launch<sup>1</sup>, with negligible operator and customer friction, supported by live integrations with every licensed gambling operator in Australia, including many of the world's leading operators.
- Independent ACMA commissioned research finds:
  - 77% of the NSER's registrants reported an improved overall quality of life.
  - 79% reported improved mental health.
  - 69% reported better personal relationships.
  - 96% reported they had stopped or reduced online wagering.
- More than 50,000 Australians have now chosen to self-exclude since the NSER launched in August 2023.
- Research report prepared by ORIMA for the ACMA; findings reinforce the NSER's role as a critical national consumer protection initiative.

**Dataworks Group Limited (ASX: DWG or “the Company”)**, a leading provider of CSE systems for the iGaming industry, welcomes the publication of new research by the Australian Communications and Media Authority (the ACMA) assessing user experience and outcomes associated with BetStop – The National Self-Exclusion Register™ (NSER).

The ACMA-commissioned survey, undertaken by ORIMA, provides the most detailed insights to date into the impact of the NSER since its launch in August 2023.

### Key Findings

According to the ACMA research:

- 77% of surveyed NSER registrants reported a better overall quality of life after self-exclusion.
- 79% reported improved mental health.
- 69% reported improved personal relationships, including with family members, partners and friends.
- 96% of registrants said they had either stopped betting entirely on sports and racing events (81%) or had decreased their betting (15%).

The published report also includes a series of individual case studies illustrating the lived experience of users. The full report is available on the ACMA website and can be accessed by following this link:

<https://www.acma.gov.au/publications/2025-11/report/betstop-national-self-exclusion-register-research>

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<sup>1</sup> For further information, please refer to DWG quarterly report released to ASX on 30<sup>th</sup> September 2025

### **BetStop – The National Self-Exclusion Register Reaches New Milestones**

The release of the research coincides with BetStop – The National Self-Exclusion Register surpassing **50,000 total registrations**, with more than **32,000 active exclusions** currently in place.

Dataworks implemented and now operates the NSER under contract with the ACMA, on behalf of the Australian Government. The Company continues to support the ACMA to deliver this important national consumer protection initiative with strong operational performance, including high system availability, rapid matching speeds, and the ability to scale securely as the number of users increases.

### **Validation of Centralised Self-Exclusion Technology**

The publication of the ACMA research adds to a growing body of evidence supporting the effectiveness of centralised, real-time self-exclusion systems as a means of reducing gambling-related harm. Dataworks believes these findings reinforce the importance of deploying technology that can operate at national scale while maintaining security, accuracy and near-instant matching performance.

### **Dataworks' Global Leadership in Real-Time CSE Systems**

Dataworks is one of the only providers globally to have successfully implemented and operated **two** real-time centralised self-exclusion systems:

- **BetStop™ – The National Self-Exclusion Register** (Australia), and
- **Ontario's Centralised Self-Exclusion Register** (Canada).

The Company considers this dual operational footprint to be a unique capability in the global market and an important validation of the robustness and adaptability of its technology platform.

### **Technology Performance Supporting User Outcomes**

The Company notes that the user outcomes identified in the ACMA research correlate with the NSER's underlying technical performance, including high system availability, sub-five-millisecond matching speeds and strong scalability as registrant numbers have grown. Dataworks considers these operating characteristics essential to delivering a reliable and trustworthy self-exclusion service for the public.

Since launch, BetStop – The National Self-Exclusion Register has processed over 31 billion real-time verification checks<sup>1</sup> with negligible operator and customer friction. This level of throughput, enabled by the NSER's live, real-time connections to all Australian wagering operators, including many of the largest global operators, demonstrates the robustness, scalability and operational integrity of Dataworks' centralised self-exclusion technology. The Company considers this sustained technical performance to be an important enabler of the positive user outcomes highlighted in the ACMA research.

### **Industry Context**

Across regulated markets, governments and regulators are increasingly assessing centralised self-exclusion as a core consumer-protection tool. Dataworks' experience in deploying secure, real-time systems in multiple jurisdictions positions the Company strongly should additional regulatory bodies choose to adopt similar models in future. While there is no certainty of further contract awards, the Company believes the ACMA findings highlight the practical utility of well-designed, implemented and operated CSE technology.

Dataworks CEO, **Mr. Al Watson**, commented:

*"We acknowledge and welcome the ACMA's publication of this important research. The findings highlight the meaningful role that BetStop – The National Self-Exclusion Register plays for Australians seeking to manage their exposure to online wagering. Dataworks is proud to support the ACMA in delivering this national self-exclusion service and remains focused on providing a secure, reliable and effective technology platform."*

**-ENDS-**

This announcement has been authorised for release by the Board of DataWorks Group Limited.

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**About DataWorks**

**DataWorks Group Limited (ASX:DWG)** is a leading Regulated Gaming Technology (RegTech) company, specialising in unique innovative technologies to combat problem gambling.

DWG's solutions, including **BetStop™ National Self-Exclusion Register**, which enable vulnerable individuals to safeguard themselves from the harms of gambling addiction. the NSER, operated exclusively for the Australian Government, empowers Australians to self-exclude from all licensed interactive wagering services for periods ranging from three months to a lifetime.

As a pioneer in regulated gaming technology, DWG is driving social impact by delivering secure, scalable, and ESG-aligned solutions for governments and operators worldwide. Leveraging its deep expertise in data security and compliance, DWG is redefining the future of responsible gambling technologies on a global scale.