

LOTTERYWEST — COMMISSION RATES

**135. Hon COLIN de GRUSSA to the Leader of the House representing the Premier:**

I refer to the Premier's response to question without notice 110 asked yesterday regarding Lotterywest commission rates.

- (1) Is Lotterywest or an external organisation undertaking the review of its distribution model?
- (2) What are the terms of reference or scope for this review?
- (3) What are the issues confronting the retail network?
- (4) How will the review engage with retailers?

**Hon SUE ELLERY replied:**

I thank the honourable member for some notice of the question.

- (1) Lotterywest is currently undertaking a comprehensive internal review of distribution, known as the "Strategic Business Approach: Lotterywest Investigation of Distribution Opportunities 2018–2023". An expert panel has been convened to review each stage of the distribution investigation. Panel members are from a cross-disciplinary group of prominent experts, including the commissioner of the Western Australian Small Business Development Corporation.
- (2) They are to recommend a channel mix that meets changing customer needs, provides a sustainable business model for Lotterywest and maximises returns to the WA community grant beneficiaries; and to consider options for managing and/or reducing the impact of evolving market conditions on existing retailers and traditional business types.
- (3) Key issues identified in the stakeholder engagement so far include increased competition, increased operating costs and attracting new customers.
- (4) An independent consultant has been engaged to consult with retailers. So far, nine retailer workshops and engagement sessions have occurred, and an externally facilitated survey has been issued to all Lotterywest retailers. Additionally, one-on-one consultations are scheduled with retailers for follow-up discussions.