

Office of Liquor and Gaming Regulation (OLGR)

A MODERN REGULATOR—As the liquor and gambling regulator for Queensland, we are focused on supporting safe and responsible liquor and gambling environments that minimise alcohol and gambling harm, build community confidence and support industry development.

As at December 2022



10,265

Liquor licensed premises

1,381 Hotels
4,176 Restaurants and cafes
859 Community clubs
146 Artisan producers



1,078

Gaming licensees

339 Community clubs
739 Hotels



4

Casinos



15

Safe night precincts



21,258

Individual licences issued

12,434 approved manager approvals



42

Active liquor accords

Licensing activity

410 Liquor licence approvals

456 Licence transfers

2,005 Individual licences issued

2 New gaming licence approvals

9 New hotels

2 New community clubs

625 Premises changes approved
includes permanent variations to trading hours, conditions and licensed areas

1,974 One-off permits approved
includes community liquor permits and extended trading hours (one-off) permits

7,225
liquor applications received
(up from 6,707*)

8%

1,385
gaming applications received
(up from 1,014*)

37%

* Compared to July-December 2021 period



Find out the latest news by reading the latest edition of [Inside Liquor and Gaming](#).

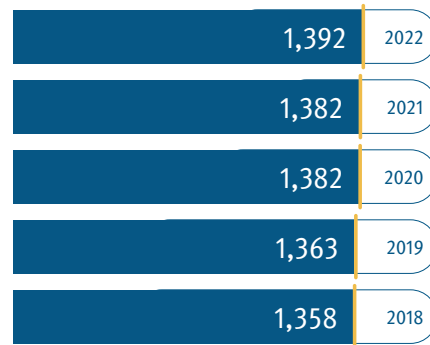


Our [Liquor and Gambling Regulation Strategy](#) sets out our vision and approach.

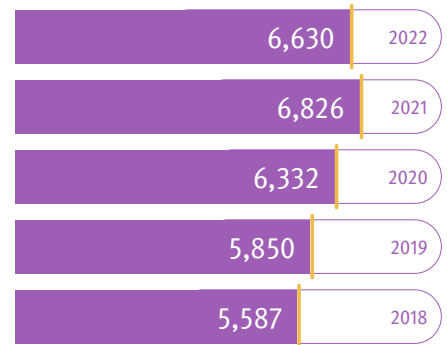
Active liquor licences—last five years as at 31 December of each year



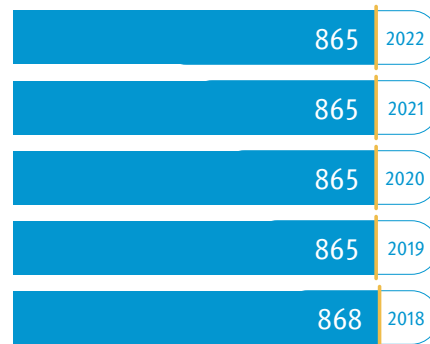
COMMERCIAL HOTEL



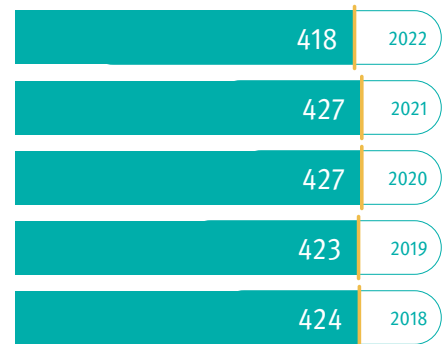
COMMERCIAL OTHER



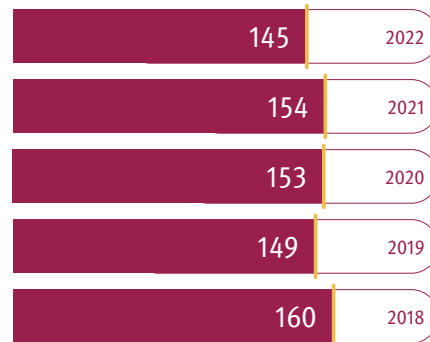
COMMUNITY CLUB



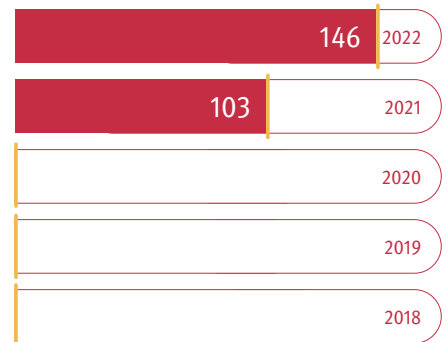
COMMUNITY OTHER



WINE MERCHANT/WINE PRODUCER

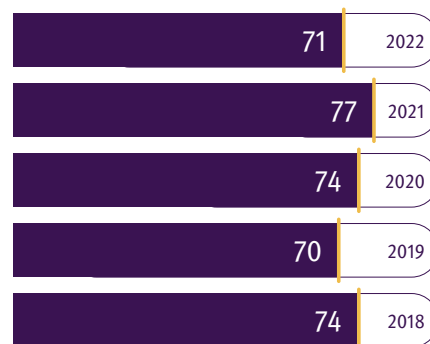


ARTISAN

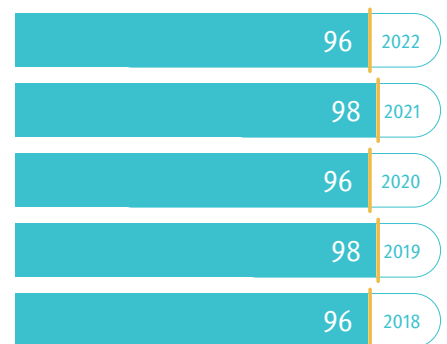


Note: The artisan producer licence commenced 4 May 2021

NIGHTCLUB



COMMERCIAL SPECIAL FACILITY



New applications for gaming licences



825
INDIVIDUAL
LICENCE

17
ELECTRONIC
GAMING MACHINE
INCREASE

22
APPROVED
TRADING
HOURS

4
ADDITIONAL
PREMISES

5
NEW
LICENCE



720
INDIVIDUAL
LICENCE

7
ELECTRONIC
GAMING MACHINE
INCREASE

16
APPROVED
TRADING
HOURS

4
ADDITIONAL
PREMISES

2
NEW
LICENCE

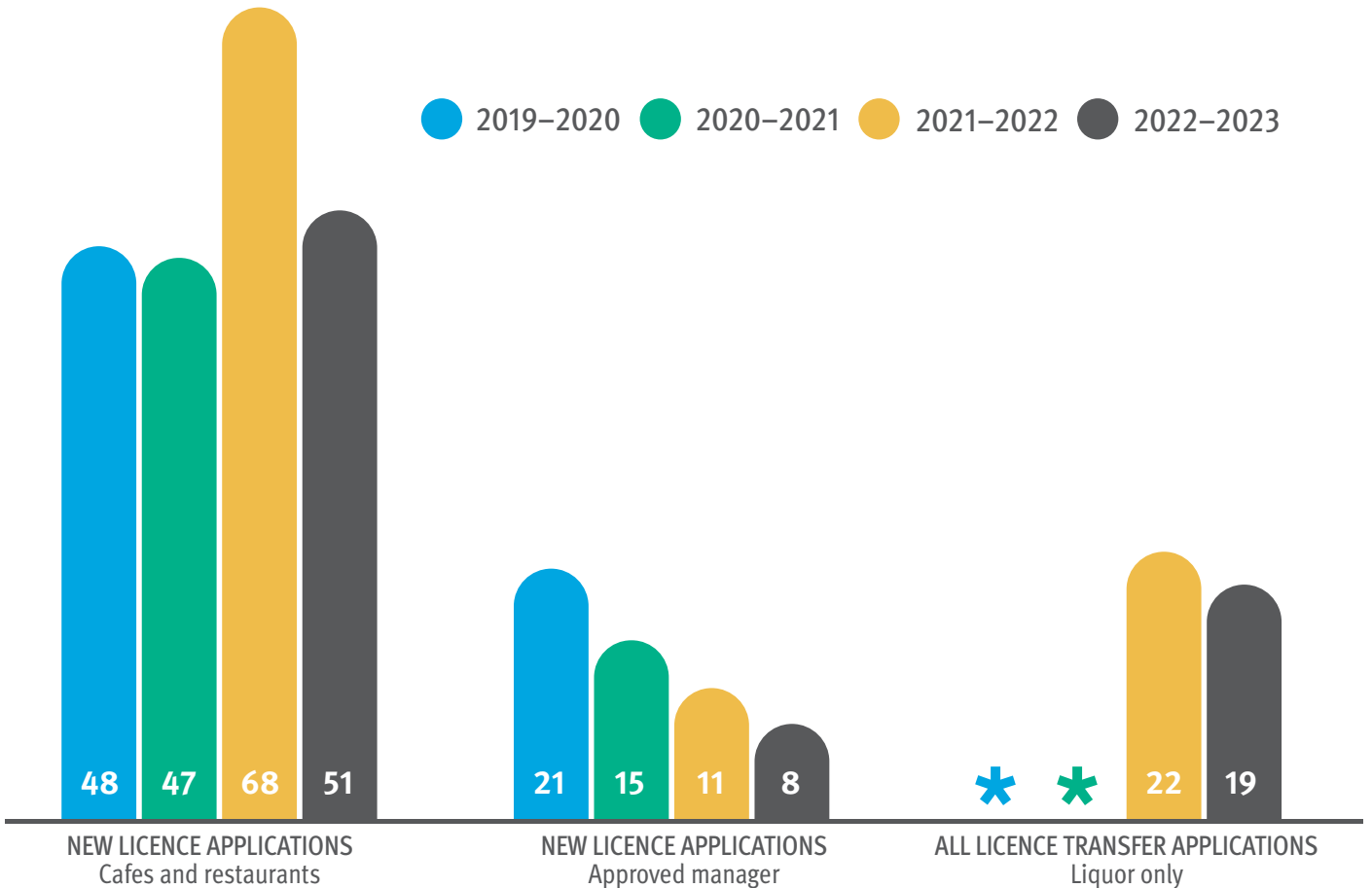
Find out more about liquor and gambling licensing in Queensland, including the range of licence types available.

The online [guide for new liquor licensees](#) outlines obligations and responsibilities to help new licensees avoid breaches.

Gaming guidelines set out the Commissioner's expectations and approach to minimising harm from gambling.

Processing timeframes—three priority activity areas

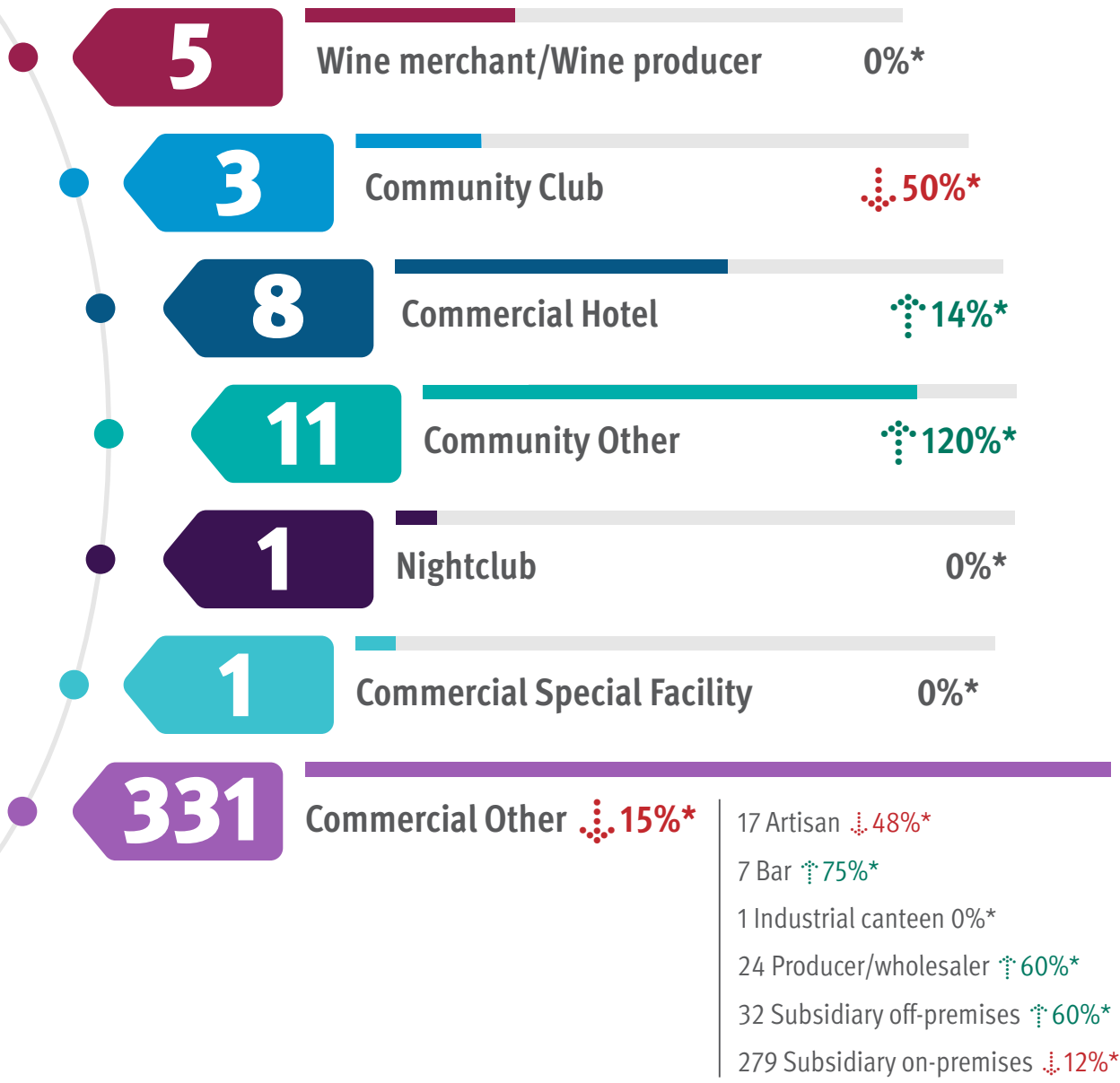
Median processing days for applications (liquor only)



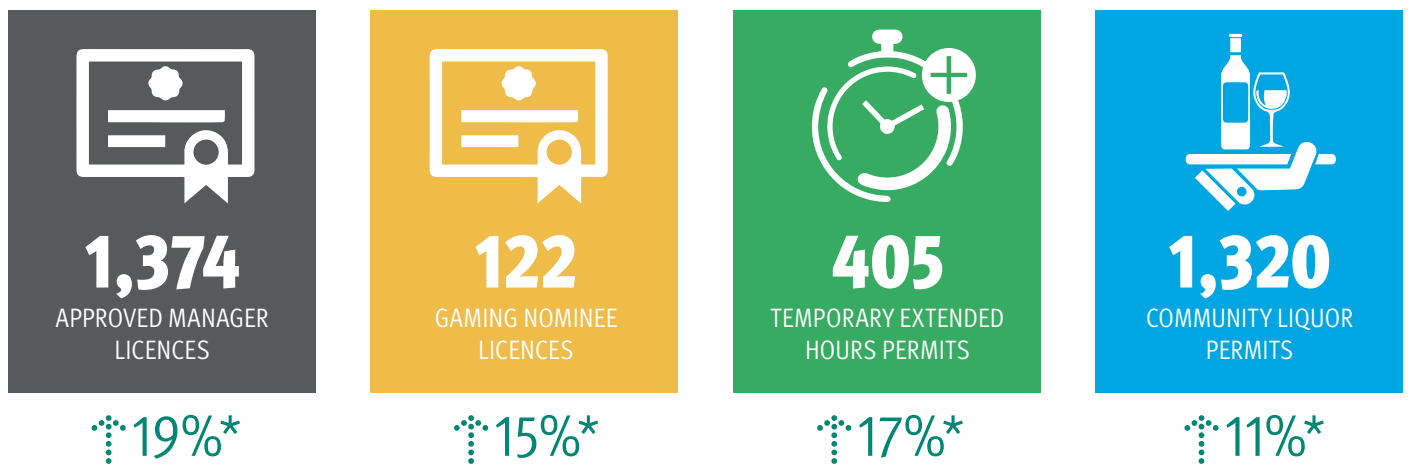
* OLGR has adopted a revised methodology which measures the time from when the minimum required information is received until an application is provisionally approved. Data under the revised methodology only exists as far back as the 2021–22 financial year.

Applications for liquor licences received

! Liquor guidelines set out the Commissioner's licensee obligations under legislation.

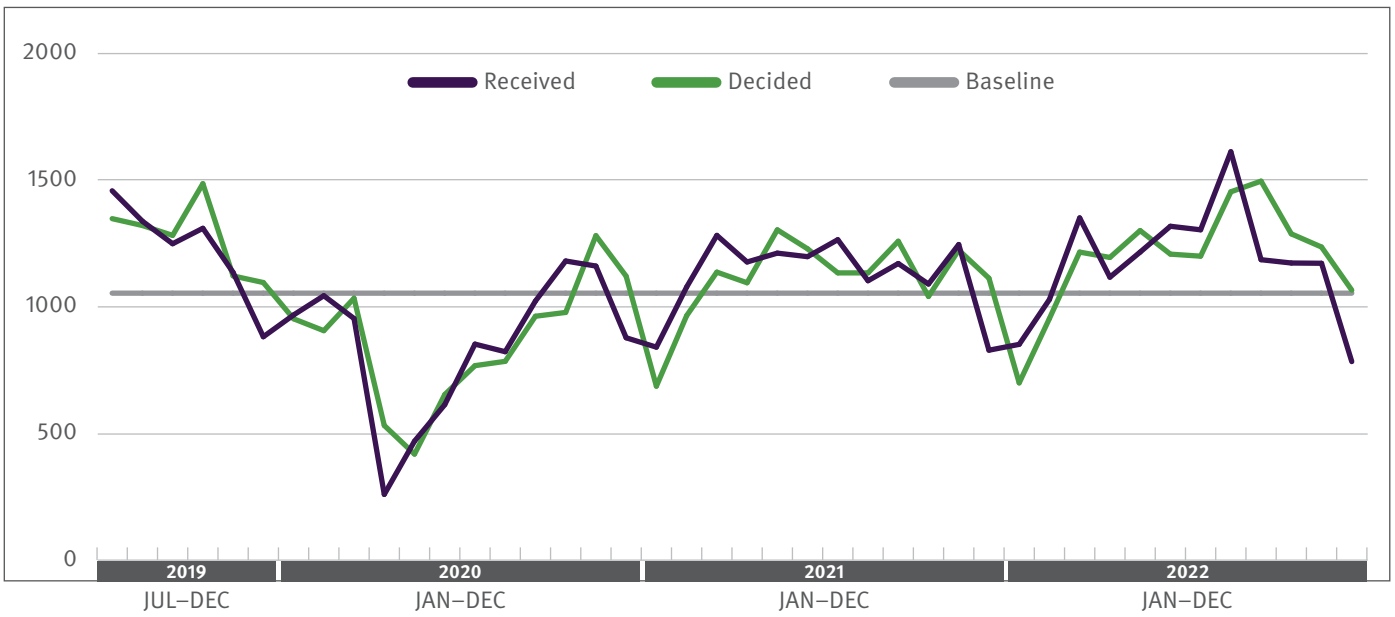


Licences and permits

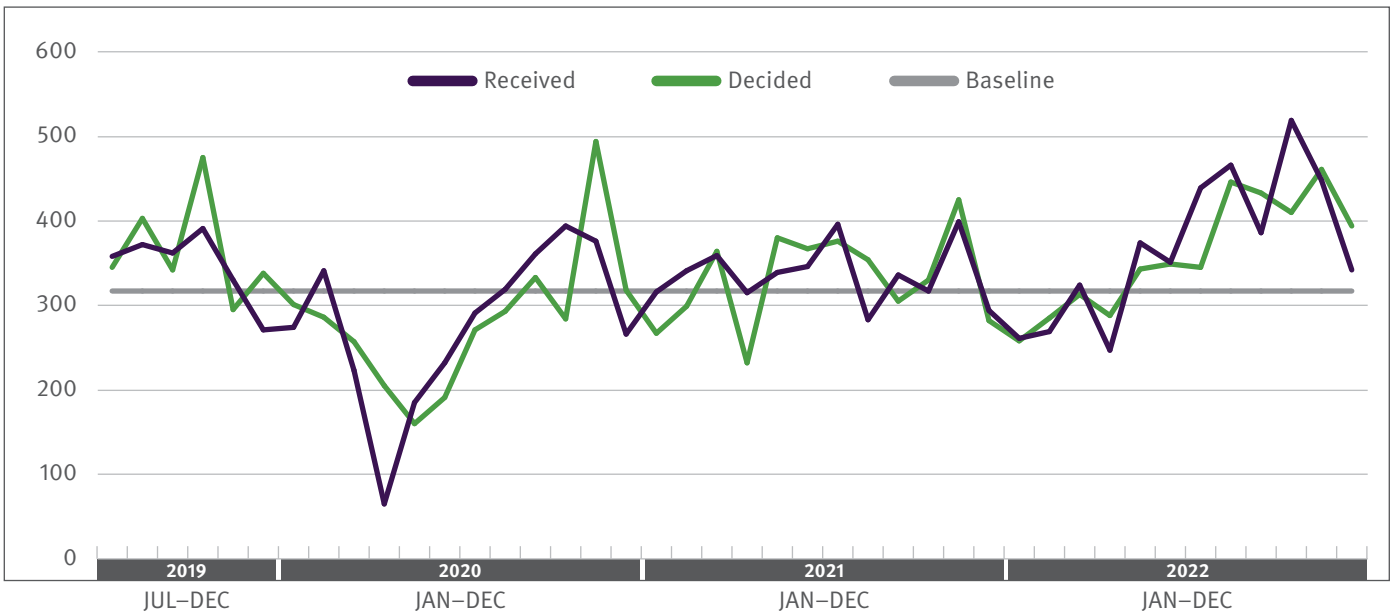


* Compared to July-December 2021 period

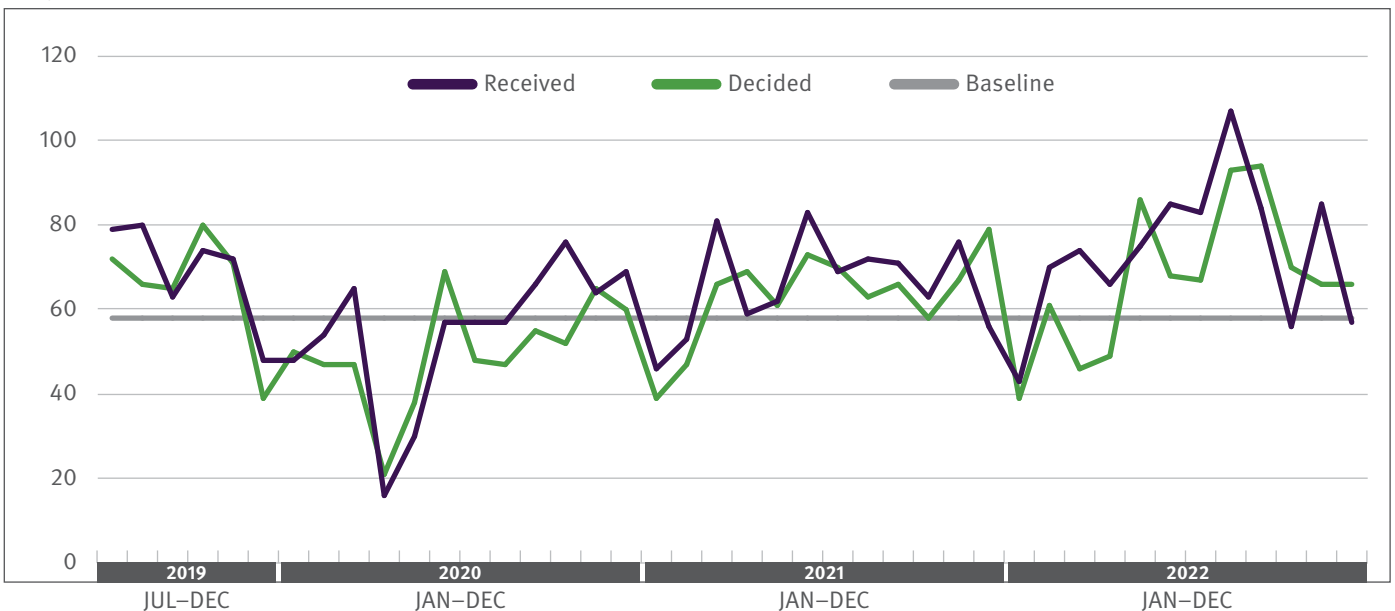
Liquor licensed premises related applications



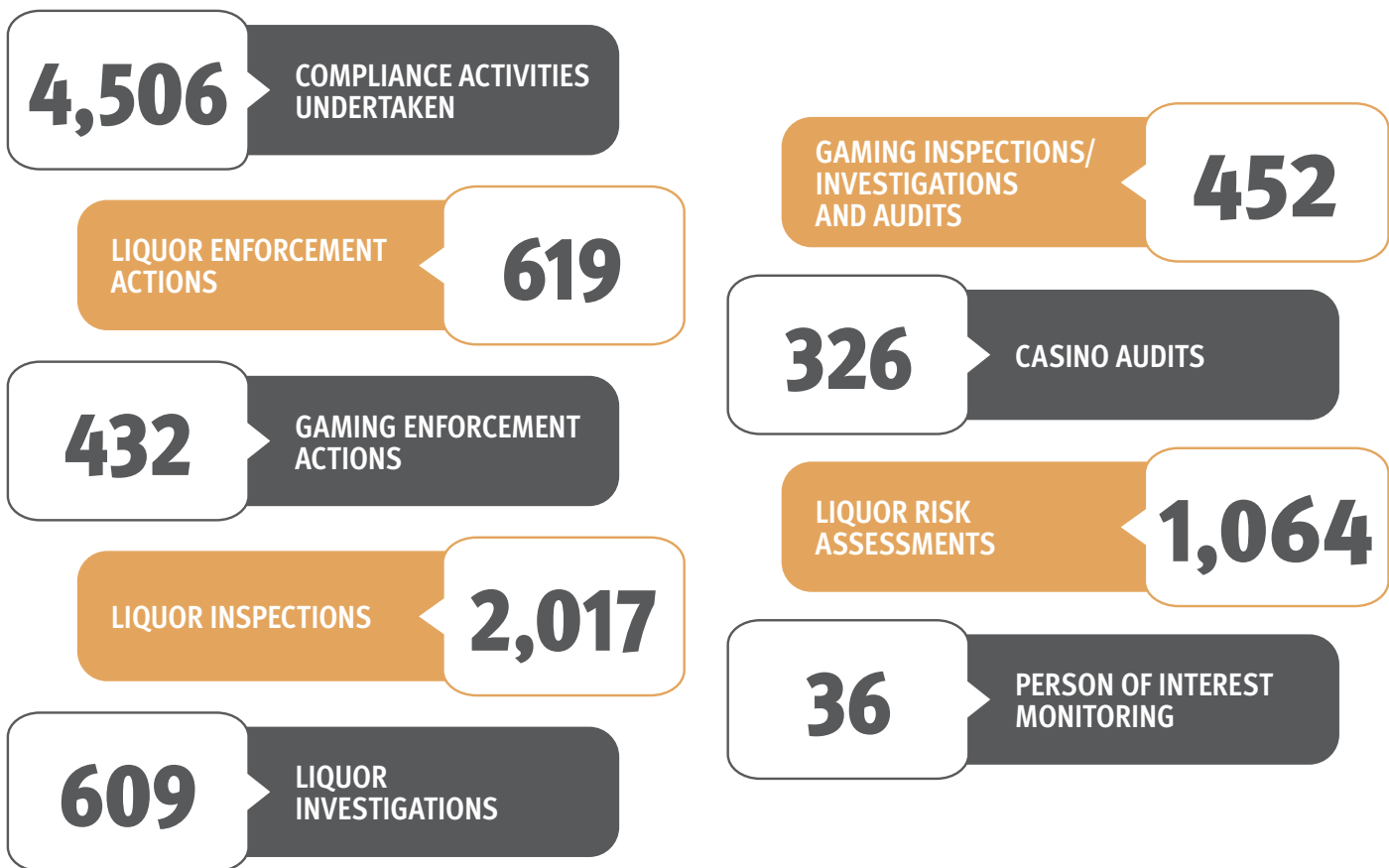
Individual licence applications (liquor and gaming)



Liquor licence transfer applications



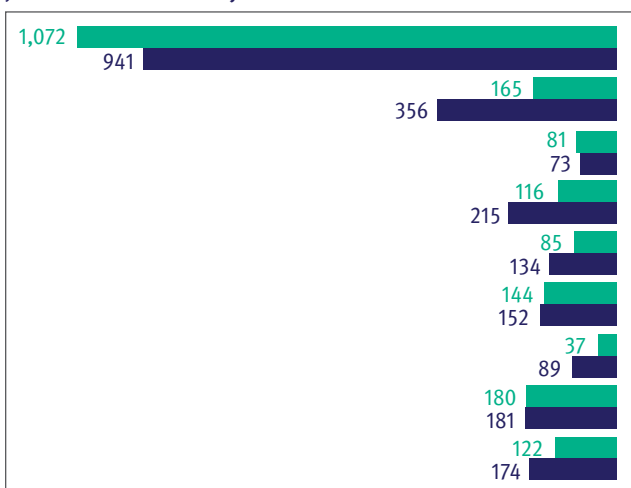
Compliance activity July–December 2022



Liquor compliance activity

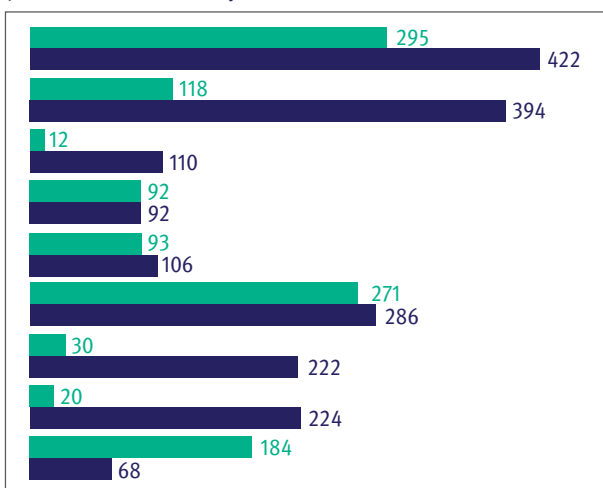
ON-SITE INSPECTIONS

JUL–DEC 2022 **TOTAL 2,002**
 JUL–DEC 2021 **TOTAL 2,315**



OTHER COMPLIANCE ACTIVITIES

JUL–DEC 2022 **TOTAL 1,115**
 JUL–DEC 2021 **TOTAL 1,924**



Note: The apparent reduction in compliance activities from the previous year is primarily due to the cessation of enforcement and monitoring activities of the Public Health Directions undertaken during the COVID period.

Inspections and Investigations—What’s the difference?

Our compliance framework includes inspections, investigations and audits. Inspections and audits are usually targeted through a proactive, risk-based framework. Investigations are typically reactive and may follow a complaint or highlighted concern.

Interactive compliance map
 Check out our compliance regions. Visit the [OLGR Interactive Map](#) (Google My Maps).

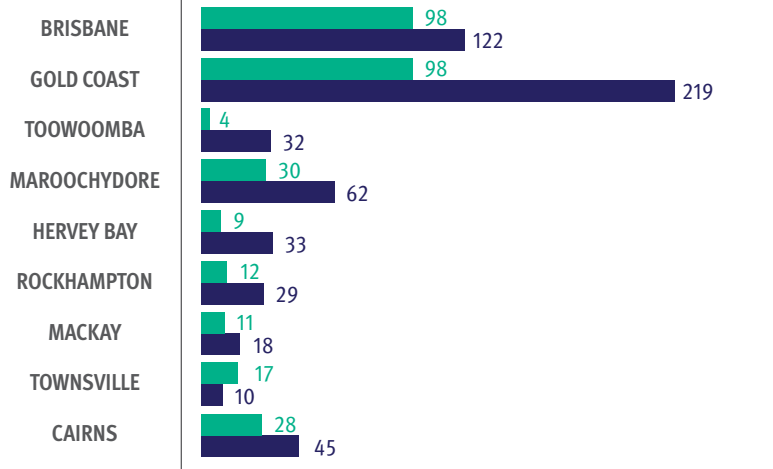
Liquor investigations[†]

609 completed

COMPLAINTS BY THE PUBLIC

JUL-DEC 2022 **TOTAL 307**

JUL-DEC 2021 **TOTAL 570**



COMPLAINTS OTHER

JUL-DEC 2022 **TOTAL 52**

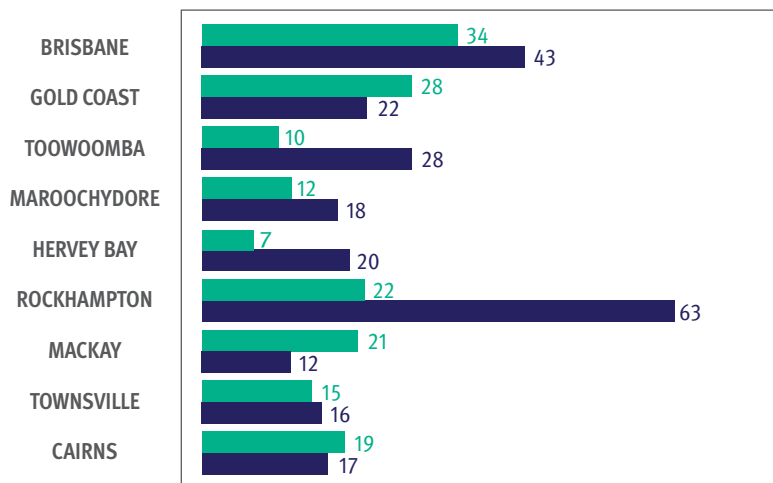
JUL-DEC 2021 **TOTAL 53**



COMPLAINTS POLICE

JUL-DEC 2022 **TOTAL 168**

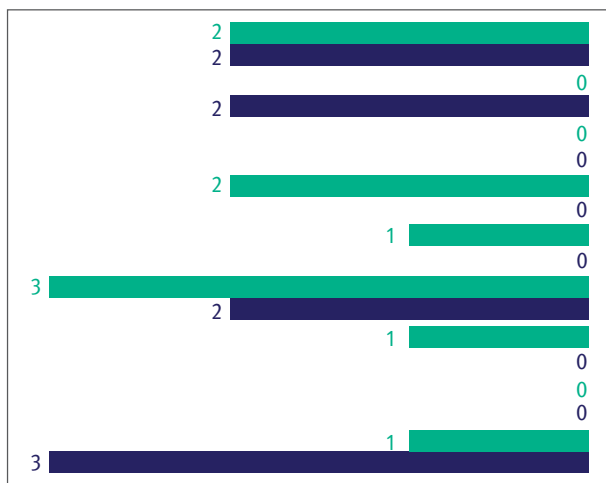
JUL-DEC 2021 **TOTAL 239**



INTERVENTIONS (includes multi-agency approaches)

JUL-DEC 2022 **TOTAL 10**

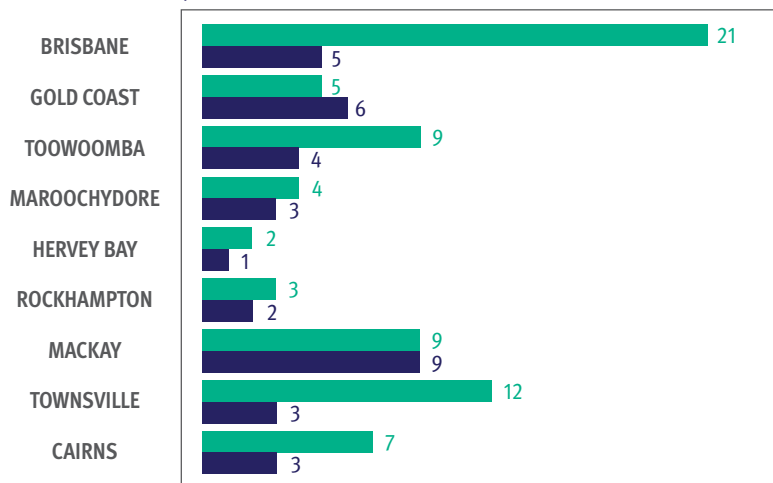
JUL-DEC 2021 **TOTAL 9**



OTHER INVESTIGATIONS (includes Disciplinary Action, High Risk Investigations and Targeted Investigations)

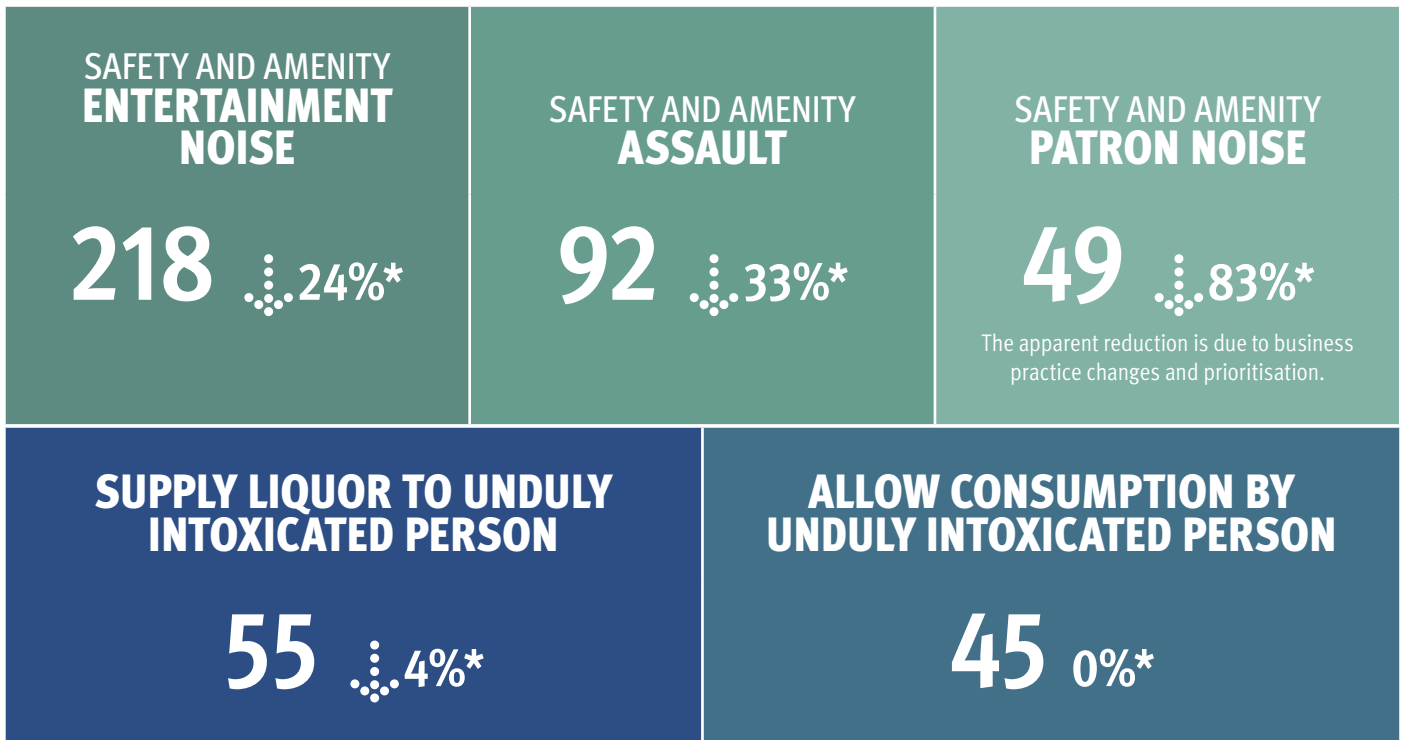
JUL-DEC 2022 **TOTAL 72**

JUL-DEC 2021 **TOTAL 36**



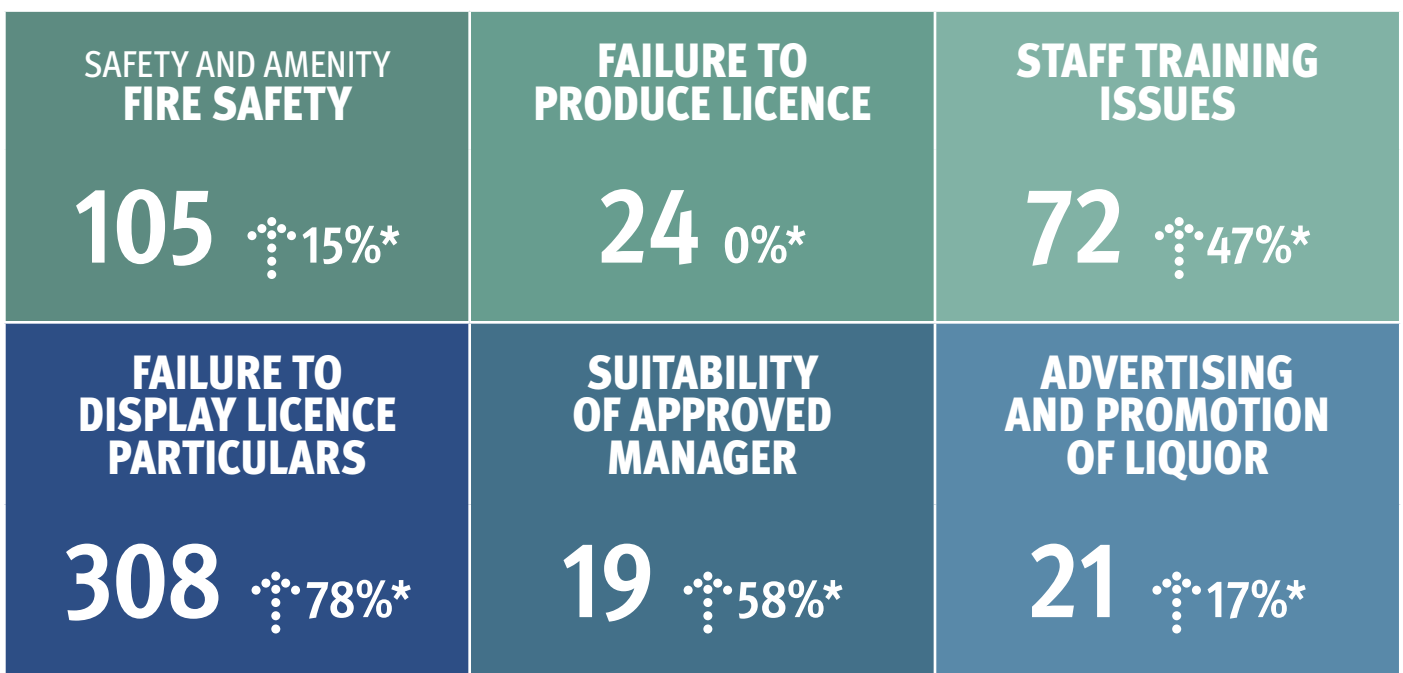
[†]Decrease in 2022 investigations due to introduction of a new streamlined risk-based process for assessing complaints and information received from the Queensland Police Service (QPS), allowing for an increased focus on interventions and targeted investigations.

Top allegations—Liquor investigations July–December 2022



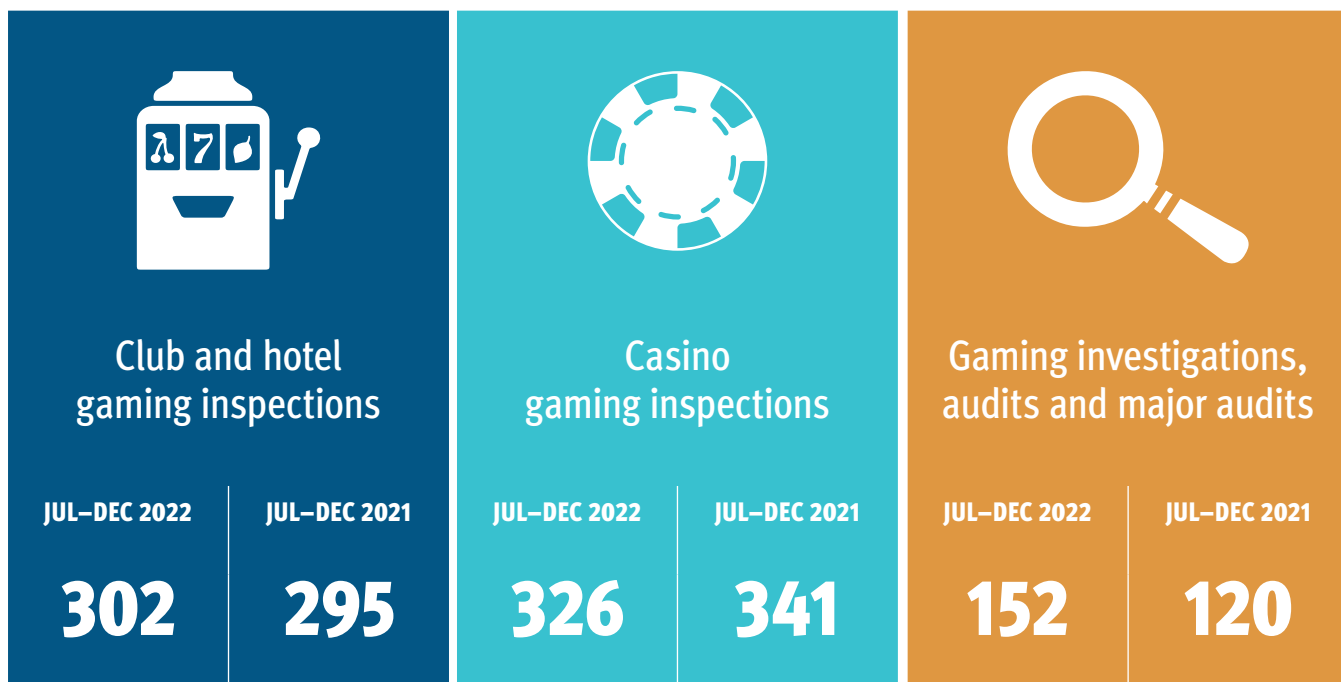
* Compared to July–December 2021 period

Non-compliance issues—Liquor inspections July–December 2022

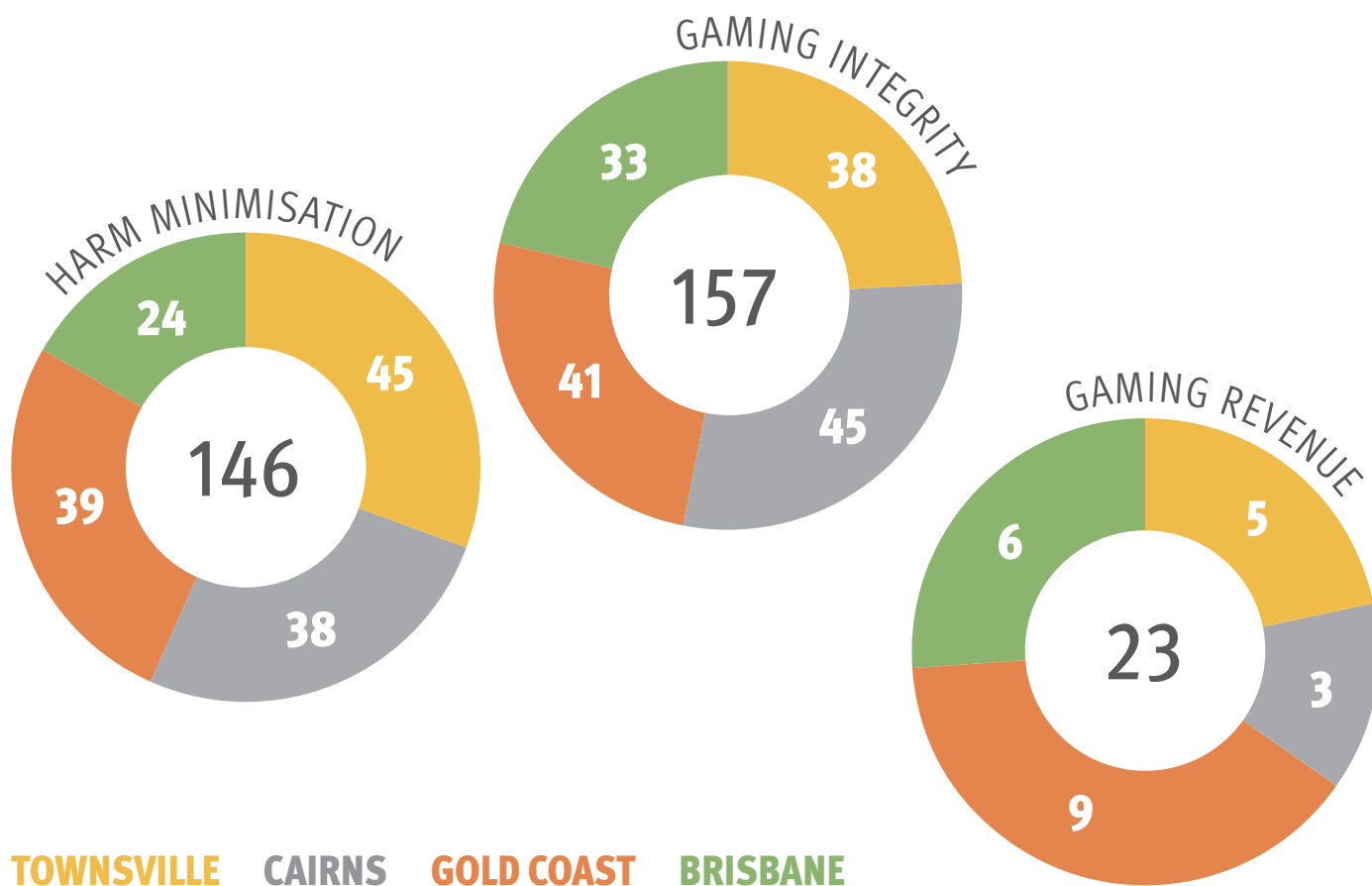


* Compared to July–December 2021 period

Gambling compliance activity






Casino inspections



Enforcement

Enforcement actions

	LIQUOR 	GAMING 	CASINO 
Interventions	15	0	0
Censure/Direction/Abatement Notice or Order	3	7	0
Infringement Notice	79	4	28
Disciplinary Action	16	0	1
Warning	505	365	25
Prosecution	0	1	1

Non-enforcement actions

Breaches referred to other agencies	82	2	0
Other actions (incl. advice, education and risk mitigation)	899	1	12
Other non-enforcement outcomes (e.g. not substantiated, internal referrals, re-inspections scheduled)	852	112	9

Total fines

(OLGR fines only. Excludes fines issued by other regulators. For example, Queensland Police Service is a co-regulator of liquor legislation)

\$57,487	\$4,690	\$15,836
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Disciplinary action against The Star

The Government's announcement following the External Review of the Queensland operations of The Star Entertainment Group Limited will see The Star pay a total **pecuniary penalty of \$100 million** by instalments. [Read more.](#)



Enforcement approach



An escalation model is used to guide compliance and enforcement. Our regulatory response prioritises education and advice but escalates as a licensee's attitude to compliance deteriorates. [Read more.](#)