

OFFICE OF LIQUOR AND GAMING REGULATION

Proactive compliance plan 2023–24

The Office of Liquor and Gaming Regulation’s (OLGR) compliance program makes sure the sectors we regulate consistently comply with our laws. Under our program we conduct a coordinated, targeted, annual proactive compliance plan.

Educational
informing licensees and the community about their responsibilities under the law and supporting them to comply

Licensing
ensuring only suitable persons and organisations are authorised to operate; and harms from gambling products and environments are minimised

Coordinated program

Compliance monitoring and investigations
making sure businesses are following the law

Enforcement
taking action when people don’t follow our laws

We contribute to safe and more responsible liquor and gambling environments that minimise harm, build community confidence, and support industry development.

This plan outlines our key compliance priorities for 2023–24, providing greater visibility and sharing the way forward with industry.

The priority areas are based on identified risks and analysis of the sectors we regulate, and we focus our efforts on locations, situations, events, licensees and activities most likely to cause harm.

We recognise most licensees want to comply with the law. Our compliance approach considers a range of factors when determining regulatory responses, escalating as a licensee’s attitude to compliance deteriorates.

In addition to the compliance activities outlined in this plan, we will continue to work collaboratively with co-regulators and other regulatory agencies, progress our general licensing, inspection and investigation work, and deliver actions under the five goals set out in our **Liquor and Gambling Regulation Strategy**.

1 Safe and empowered communities

2 Fair and responsible markets

3 Reduced harm from alcohol and gambling

4 Socially responsible licensees in a dynamic and growing industry

5 Contemporary effective and trusted regulatory system



Queensland Government



Casino operators

Our casino oversight work is a priority. A proactive compliance focus in 2023–24 will include ensuring operators gambling harm minimisation programs are consistent with prioritising customer well-being and supporting safer gambling.



Gaming machine harm minimisation

OLGR's safer gambling inspections have an increasing focus on gaming machine harm minimisation. In 2023–24 this operation will involve in-depth assessment and testing of the adequacy and effectiveness of safer gambling measures at targeted hotels and clubs. The operation will include assessment of available play data and working collaboratively with co-regulators, to identify and minimise gambling harm and money-laundering risks.



Violence in and around venues

Under the law, liquor licensees must maintain a safe environment in and around their licensed premises, including a safe environment for women. This includes complying with any licence conditions regarding security and taking reasonable steps to ensure operations and patrons don't disturb the amenity of the area. In 2023–24 we will conduct a proactive compliance operation to ensure licensees are meeting these obligations.



National consumer protection framework for online wagering

Commonwealth, state and territory governments have developed a national framework to help protect online wagering consumers. Implemented progressively, all measures will be live in 2023. We are committed to working with other jurisdictions to monitor compliance with the measures.



Minors on licensed premises

Being present in gambling or liquor licensed venues or being provided with liquor or gambling services can cause minors significant harm and is therefore strictly regulated. OLGR actively monitors this issue, prioritises complaints, and takes targeted action against any breaches.



Significant events

Significant events and festive periods may result in increased alcohol consumption, which can increase the risk of harm and adverse impacts on the amenity of the community. One of our priorities in 2023–24 will be ensuring venues operating at or around significant events or during festive periods are complying with responsible service of alcohol rules.



Principal activity program

Liquor laws set different licence types for different business types. Businesses recognised as high risk, such as hotels, undergo greater scrutiny than businesses with a low risk, such as restaurants. A business attempting to incorrectly operate under a lower risk licence can impact on the amenity of the local community and create an unfair marketplace for other licensees. In 2023–24, our inspectors will visit targeted venues to check they are operating in line with the terms of their licence.



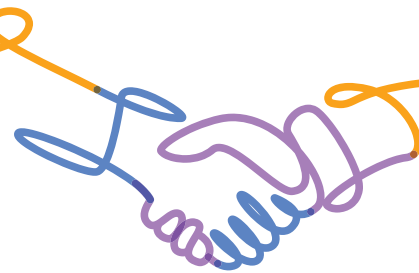
Artisan producers

Introduced in 2021, artisan licences support Queensland's craft brewers and distillers to sell their product, including as takeaway or online, and to sell samples at events such as festivals and markets. In 2023–24, we will focus on ensuring artisan producers understand, and are meeting, their licence obligations and harm minimisation requirements.



Local issues

Queensland is a large and diversified state with each region having different issues and concerns. In 2023–24 our local officers will continue to monitor the liquor and gaming industries across their districts and act on possible issues as they arise.



Principles and approaches underlying this plan

At OLGR, we exercise our licensing, compliance and enforcement powers in the public interest to reduce harm from the unsafe service of liquor and gambling products and services. The factors we considered when developing our targeted proactive compliance plan include:

Risk of harm—where the risk of legislative obligations and responsibilities not being met will result in increased likelihood or consequence of harm.

Complaints and compliance history—issues, events, premises or licensees about which complaints have been received, as well as any previous compliance history with us.

Local issues—issues, incidents, events, concentration of licensed premises, amenity concerns, or similar, relating to a specific locality.

Information and intelligence—information received from a variety of sources including QPS, other regulators, government agencies, local councils, industry groups, community groups, media.

Emerging issues and trends—this plan may be adjusted throughout the year to manage new issues or trends, implement new legislative provisions, or progress new government initiatives.

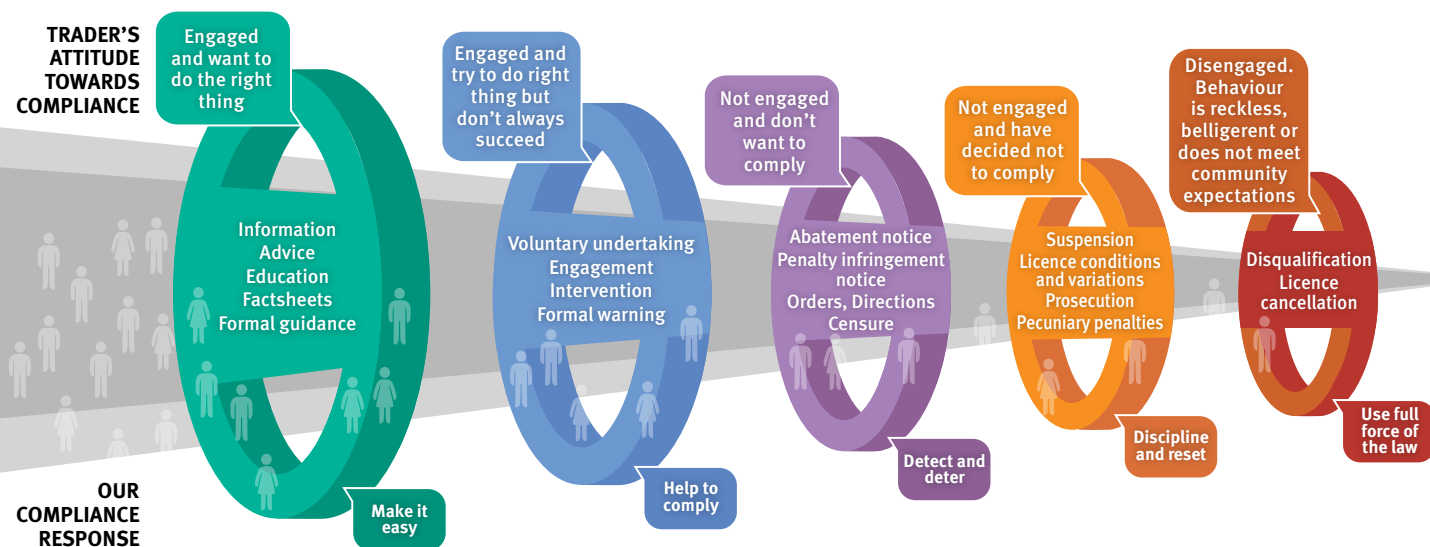
Compliance

We have inspectors based in Brisbane and eight regional locations around the state, including in Queensland's four casinos.

Our compliance officers:

- conduct compliance and technical audits of liquor and gaming operators
- undertake inspections to check compliance with the liquor and gaming acts
- investigate complaints and take enforcement action for breaches of our laws.

We use an escalation model for compliance and enforcement. Our regulatory response is proportionate to the level of risk presented, and takes account of whether it is a new or ongoing concern, as well as the previous conduct and attitude of the licensee. Our response may escalate if a licensee's attitude to compliance deteriorates. This model aims to influence business towards maximum engagement and voluntary compliance, whilst maintaining the ability to take action necessary to deter non-compliant conduct.



Licensing

We use evidence to analyse risk when assessing licence applications. We consider socio-economic, age, education and other demographic data, as well as potential impacts on the amenity of the area to determine the level of risk posed by an application to supply liquor or to introduce or expand gambling. The terms of a licence, and the conditions applied, become the basis for compliance activity. These terms may also be amended as part of disciplinary action.

Our licensing division:

- assesses applications for licences and permits and approves them where appropriate, including considering appropriate conditioning
- considers changes to licence conditions, variations to trading hours, and changes to the number of gaming machines in clubs and hotels
- conducts probity investigations to determine the suitability of certain participants in the gaming industry
- assesses, and approves when appropriate, gaming rules, operator control systems and gambling equipment.

Education and engagement

We recognise that most business want to do the right thing and we provide information and advice to businesses and their customers via a range of channels to help reduce harm and encourage compliance with the law.

This Proactive Compliance Program includes education focused activities—informing businesses about their responsibilities under the law or addressing an emerging issue and supporting them to comply. These educational activities can include targeted communication campaigns and engagements.

Education and engagement activities completed under this program incorporate our other initiatives in this space, for example our support of Local Liquor Accords, Safe Night Precincts and the Liquor and Gambling Reference Group. For more information about these initiatives, see our [website](#).

