

Licensing and Compliance Summary

January–June 2023

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 June 2023



10,990

Liquor licensed premises

1,390 Hotels
4,331 Restaurants and cafes
863 Community clubs
162 Artisan producers



1,087

Gaming licensed premises

360 Clubs
727 Hotels



4

Casinos



21,935

Individual licensees

12,823 approved manager



15

Safe night precincts



51

Active liquor accords

* All comparisons are to January–June 2022 period unless otherwise stated.

Licensing activity

393 Liquor licence approvals

448 Licence transfers

1,954 Individual licences issued

4 New gaming licence approvals

17 New hotels

4 New community clubs

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

1,986 One-off permits approved
includes community liquor permits and extended trading hours (one-off) permits

7,121

liquor applications received
(up from 6,890*)

3%

1,177

gaming applications received
(up from 871*)

35%



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

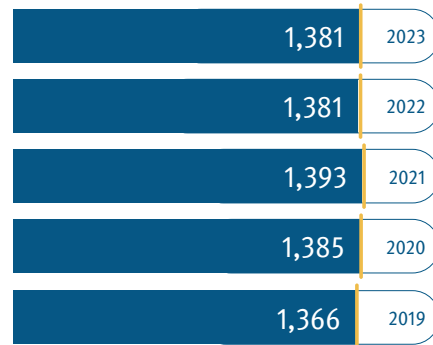


Our [Liquor and Gambling Regulation Strategy](#) sets out our vision and approach.

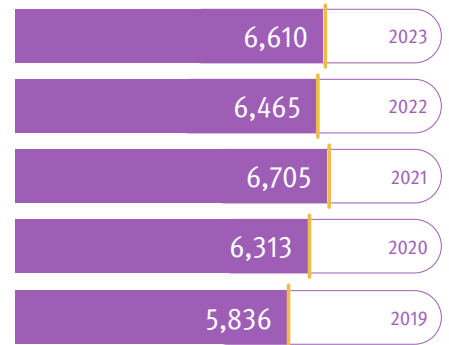
Active liquor licences—last five years as at 30 June of each year



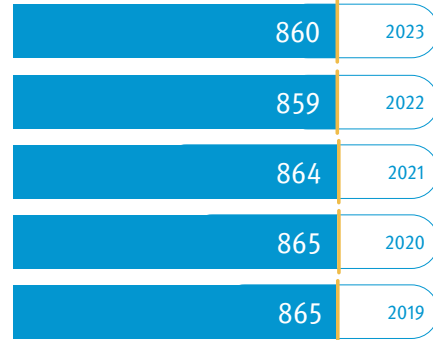
COMMERCIAL HOTEL



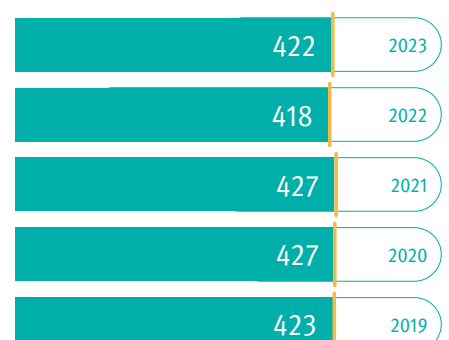
COMMERCIAL OTHER



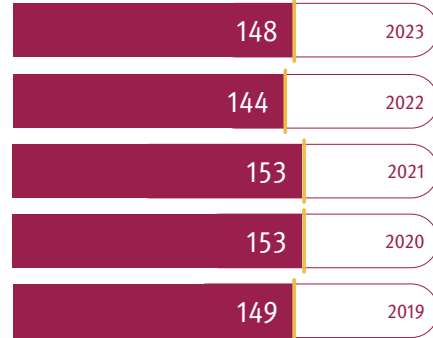
COMMUNITY CLUB



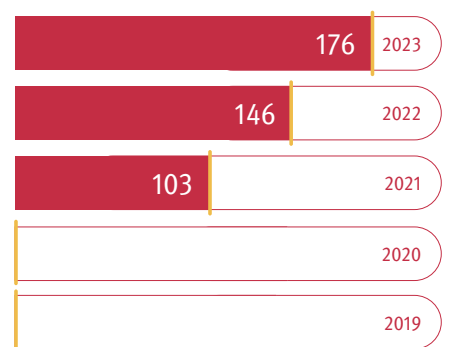
COMMUNITY OTHER



WINE MERCHANT/WINE PRODUCER

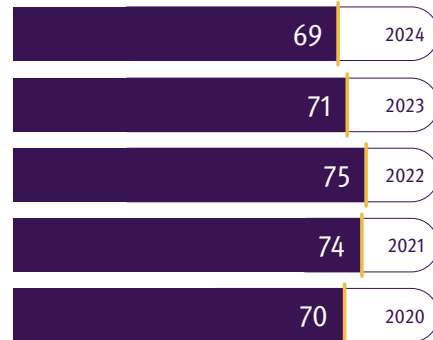


ARTISAN

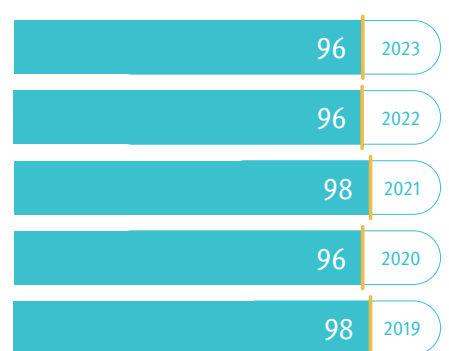


Note: The artisan producer licence commenced 4 May 2021

NIGHTCLUB



COMMERCIAL SPECIAL FACILITY



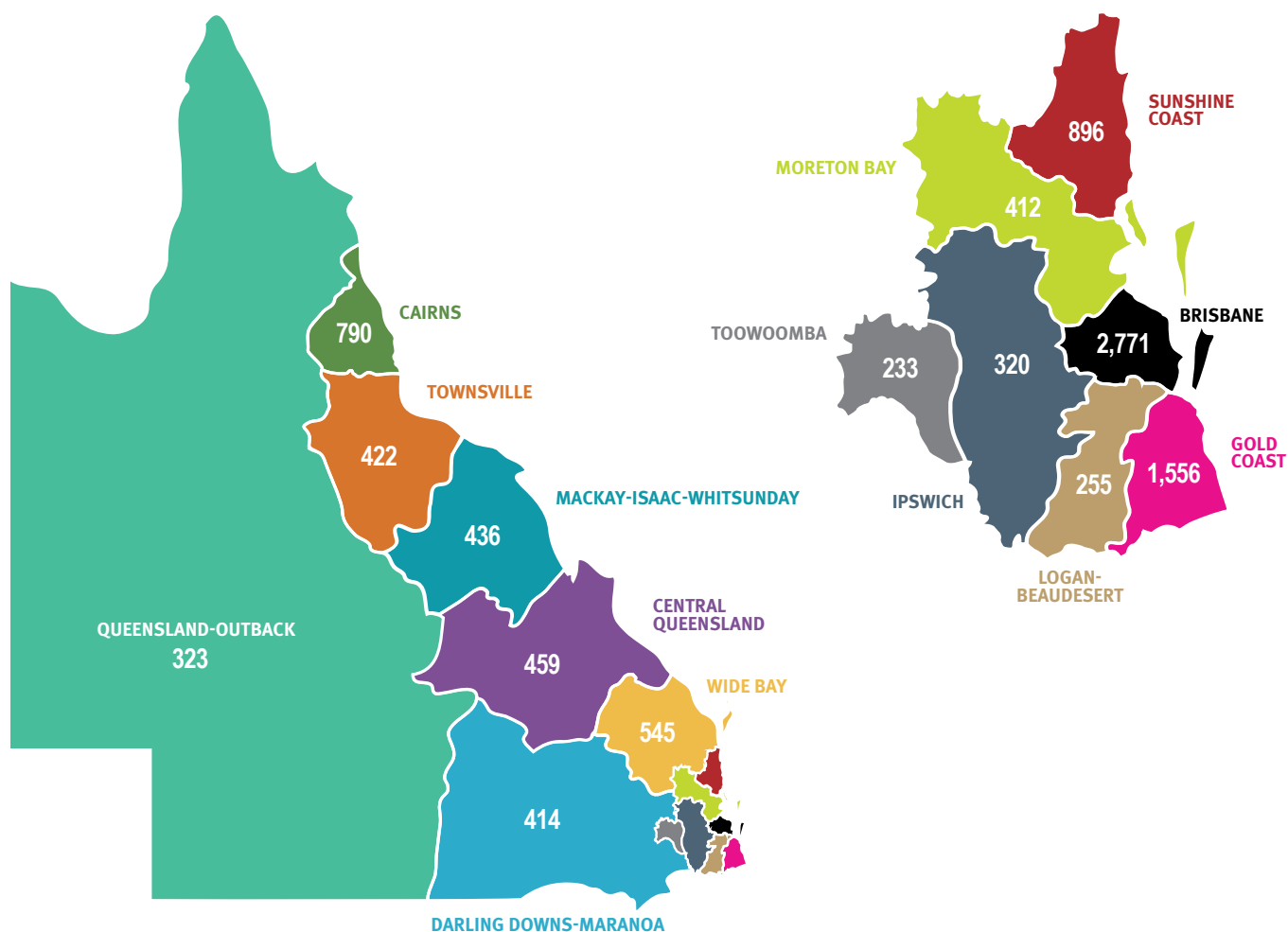
Liquor licence trading hours as at 30 June



Commercial hotel	431	123
Commercial other Bars, restaurants, cafes, motels, specialty stores (e.g. corporate gift suppliers, florists)	15	6
Community club	80	2
Commercial special facility	14	6
Nightclub	10	55

*For most licences, ordinary trading hours are from 10am to midnight.

Liquor licensed premises by region as at 30 June



New applications for gaming licences



699
INDIVIDUAL
LICENCE

12
ELECTRONIC
GAMING MACHINE
INCREASE

14
APPROVED
TRADING
HOURS

1
ADDITIONAL
PREMISES

2
NEW
LICENCE



739
INDIVIDUAL
LICENCE

10
ELECTRONIC
GAMING MACHINE
INCREASE

5
APPROVED
TRADING
HOURS

2
ADDITIONAL
PREMISES

4
NEW
LICENCE

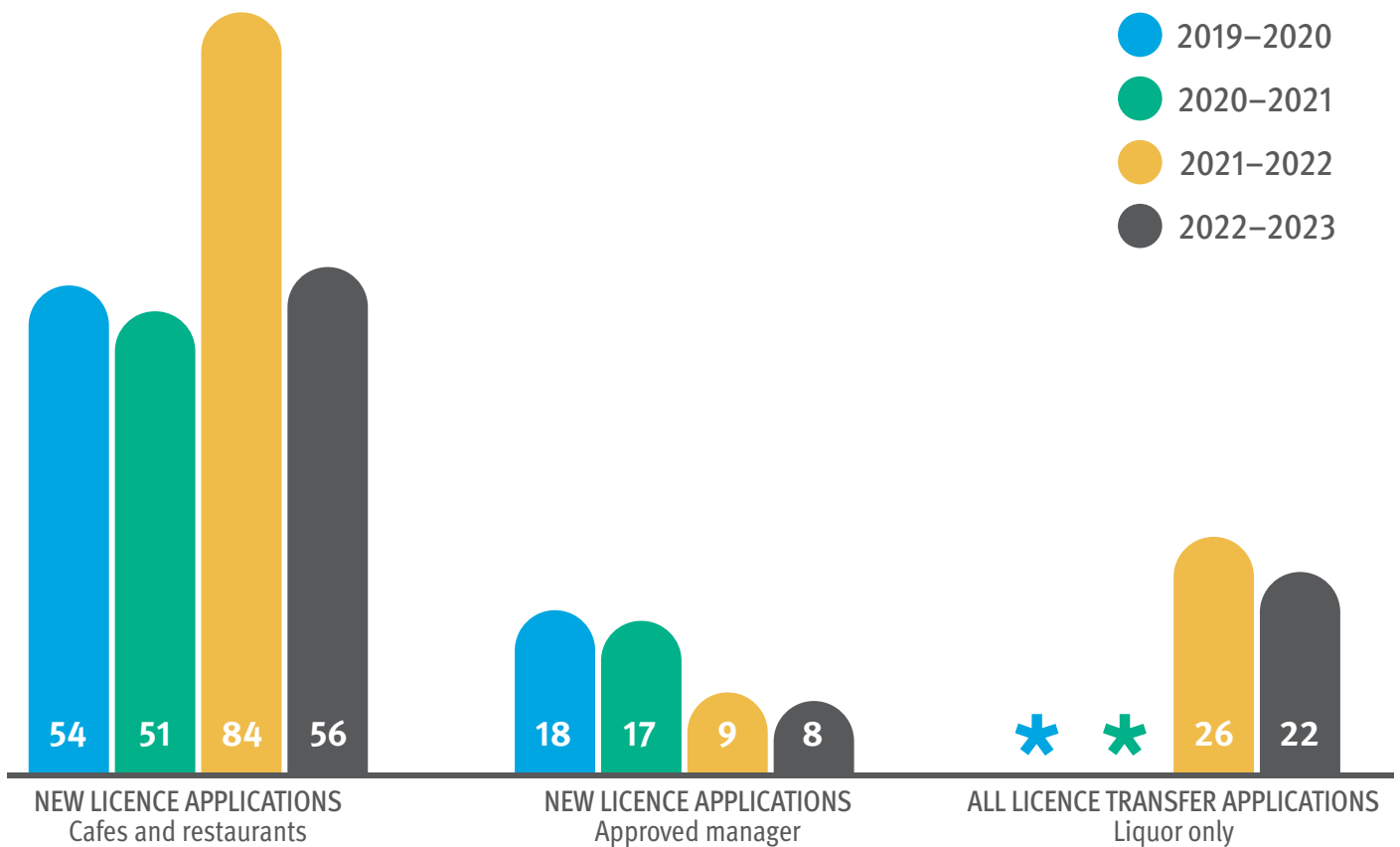
! Find out more about liquor and gambling licensing in Queensland, including the range of licence types available.

! 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

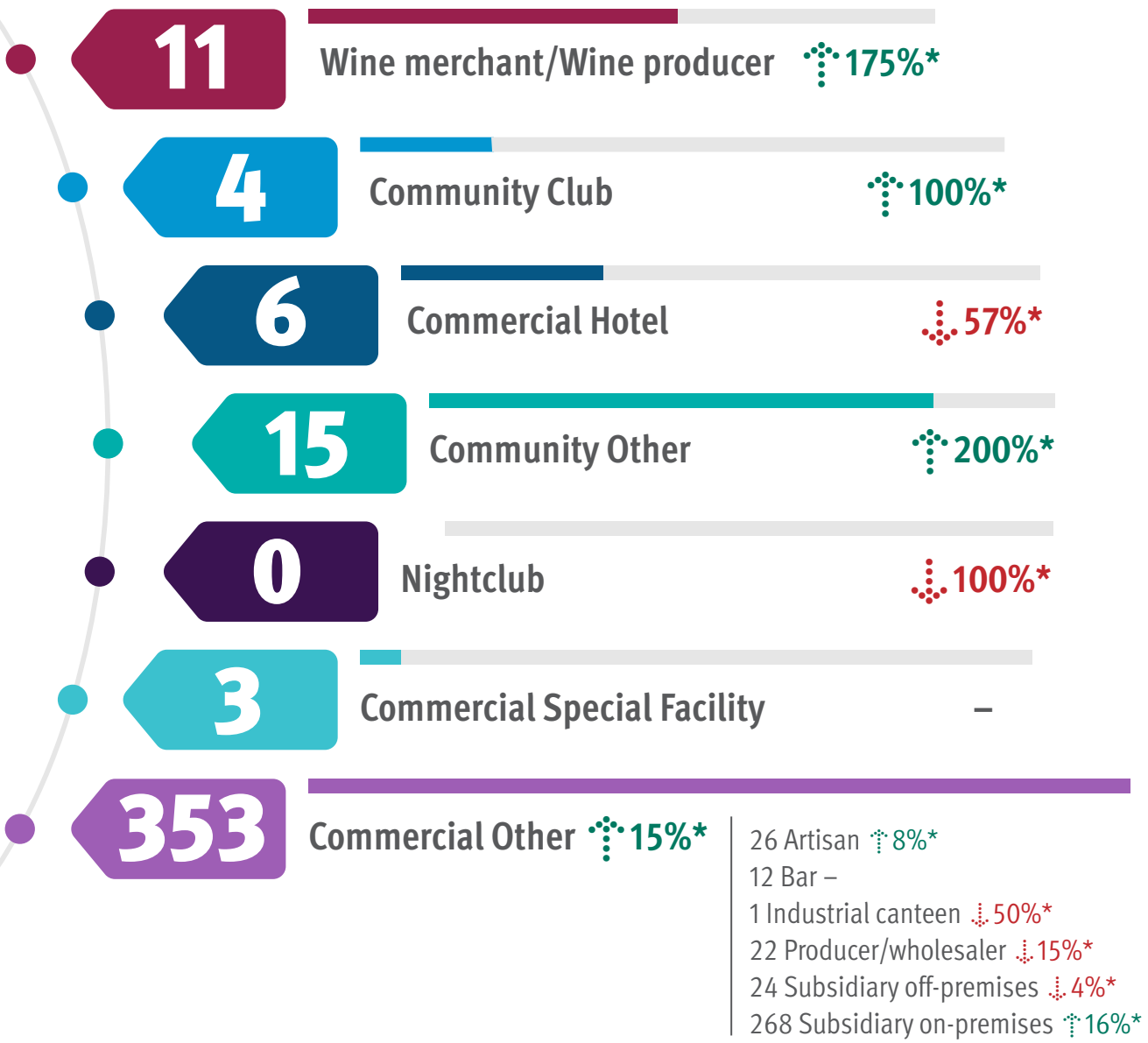
Median processing days for applications (liquor only)



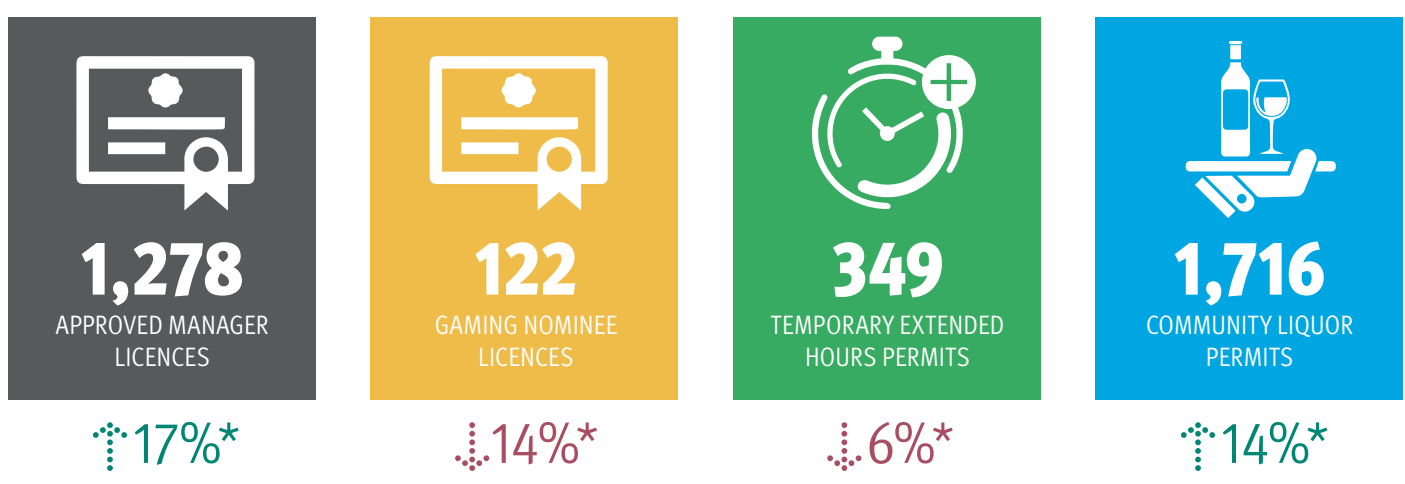
* OLGR methodology measures the time from when the minimum required information is received until an application is provisionally approved. Data under the methodology is available from the 2021–22 financial year.

Applications for liquor licences and permits received

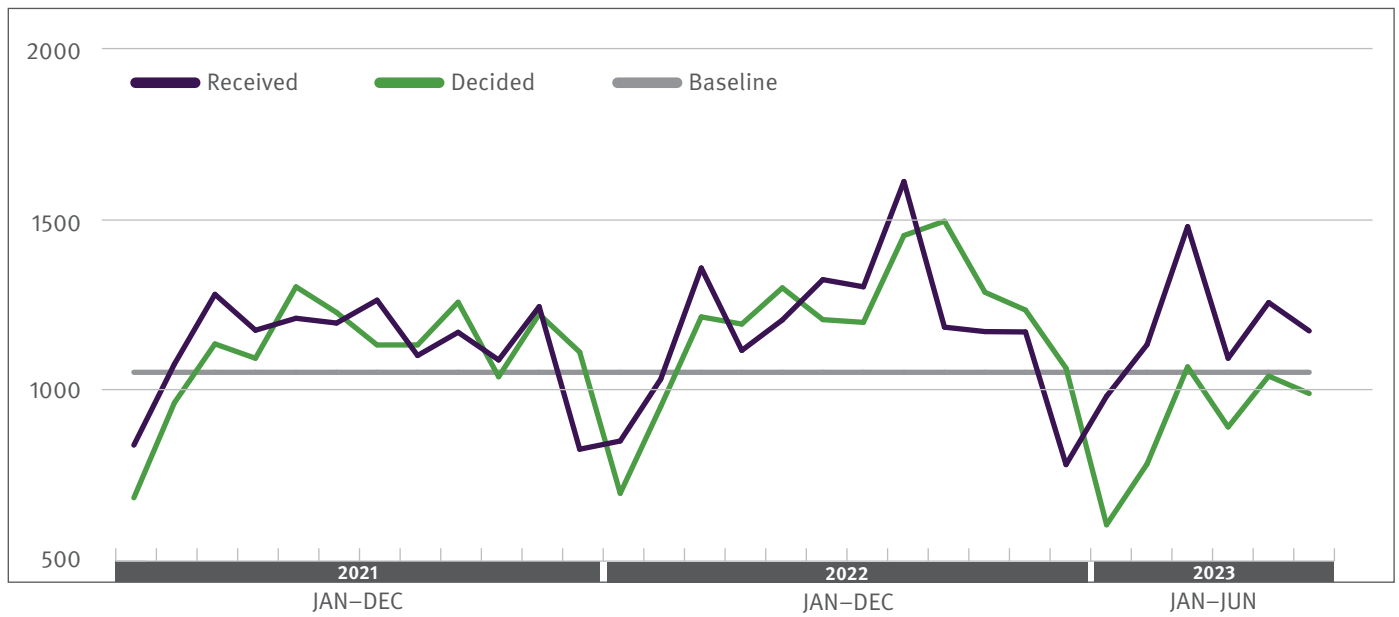
! [Liquor guidelines](#) set out the Commissioner's licensee obligations under legislation.



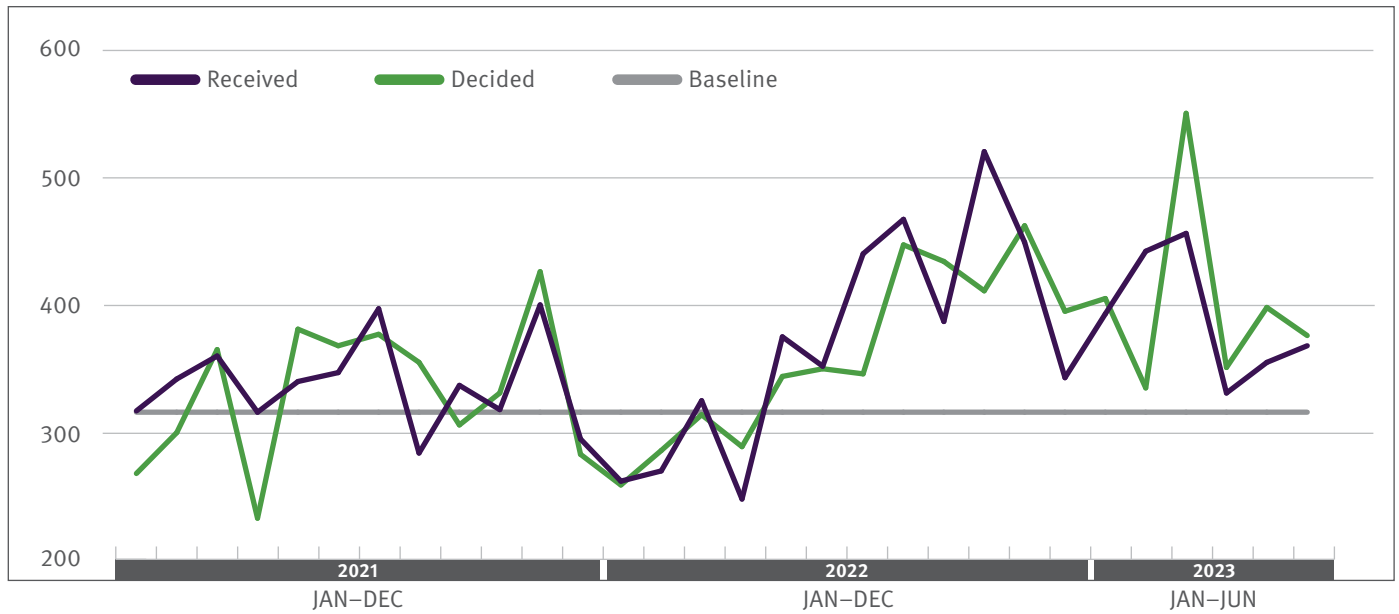
Licences and permits



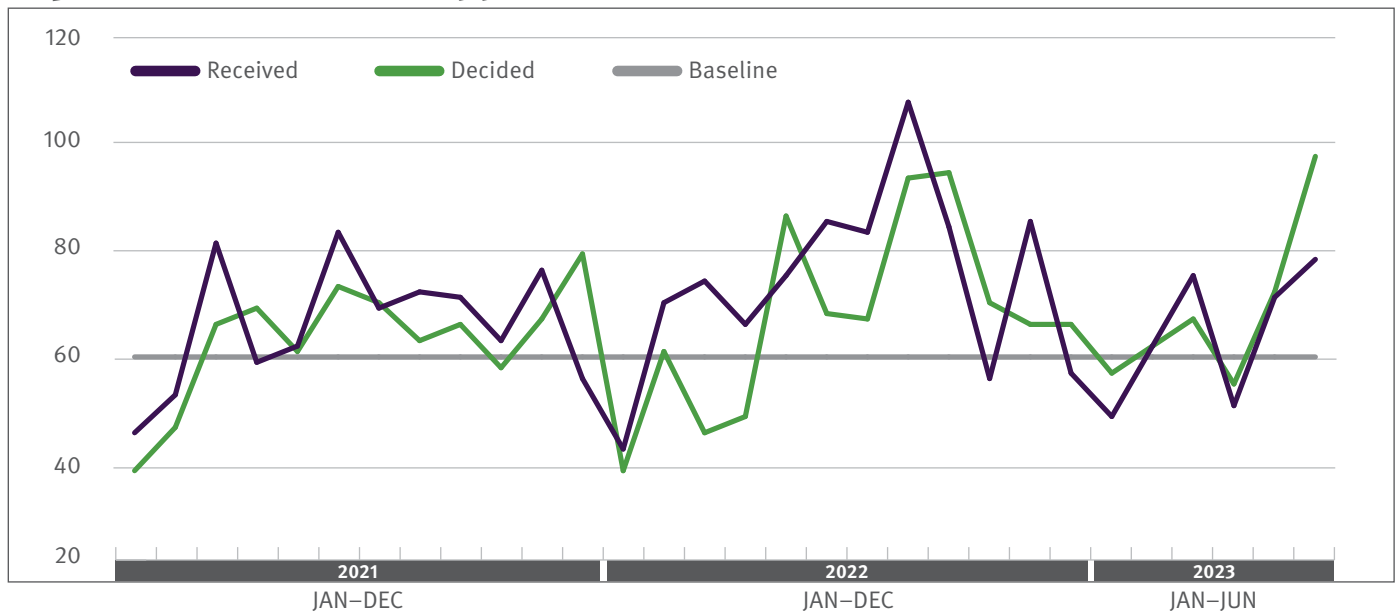
Liquor licensed premises related applications



Individual licence applications (liquor and gaming)



Liquor licence transfer applications



Compliance activity

4,523 Compliance activities undertaken

694

LIQUOR ENFORCEMENT ACTIONS

367

GAMING INSPECTIONS/
INVESTIGATIONS AND AUDITS

386

GAMING ENFORCEMENT ACTIONS

317

CASINO AUDITS

2,217

LIQUOR INVESTIGATIONS

984

LIQUOR RISK ASSESSMENTS

594

LIQUOR INVESTIGATIONS

44

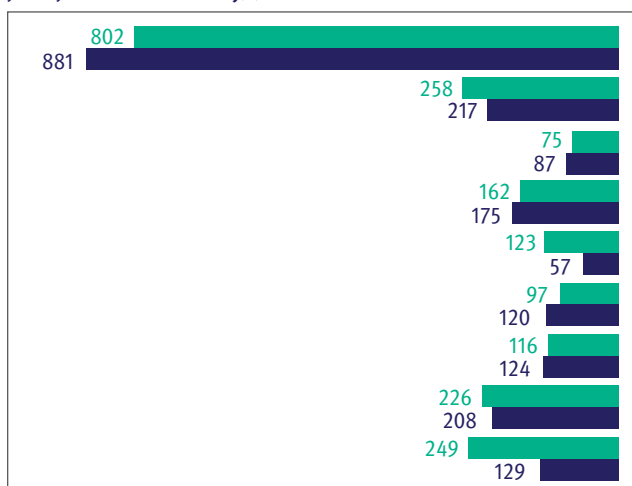
PERSON OF INTEREST
MONITORING

Liquor compliance activity

ON-SITE INSPECTIONS

JAN–JUN 2023 **TOTAL 2,108**

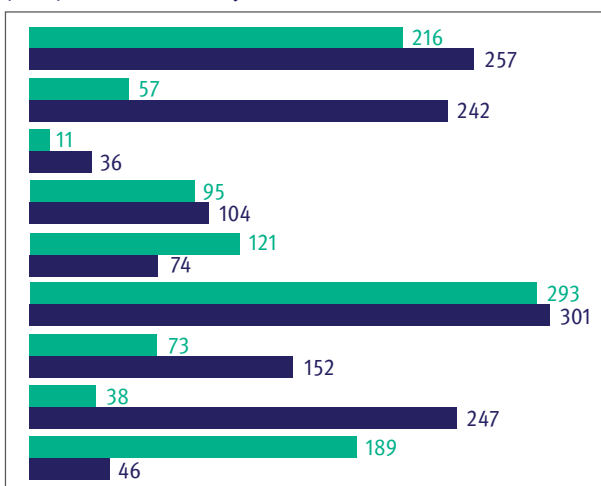
JAN–JUN 2022 **TOTAL 1,998**



OTHER COMPLIANCE ACTIVITIES

JAN–JUN 2023 **TOTAL 1,093**

JAN–JUN 2022 **TOTAL 1,459**



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).

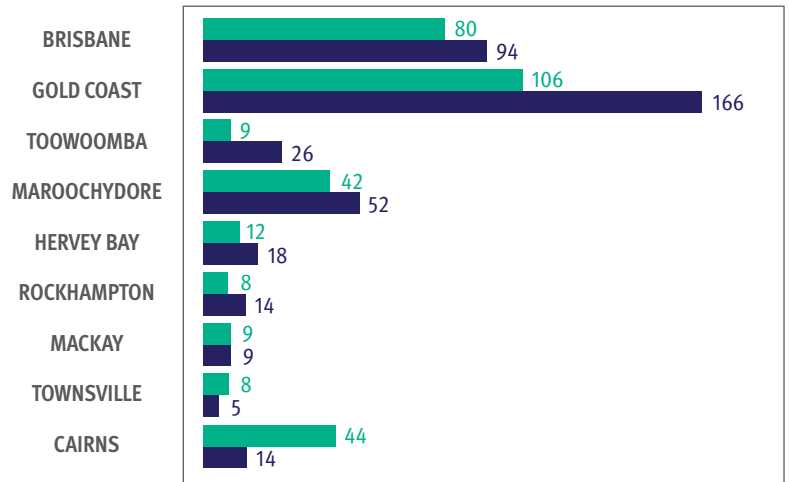
Liquor investigations

594 completed

COMPLAINTS BY THE PUBLIC

JAN–JUN 2023 **TOTAL 318**

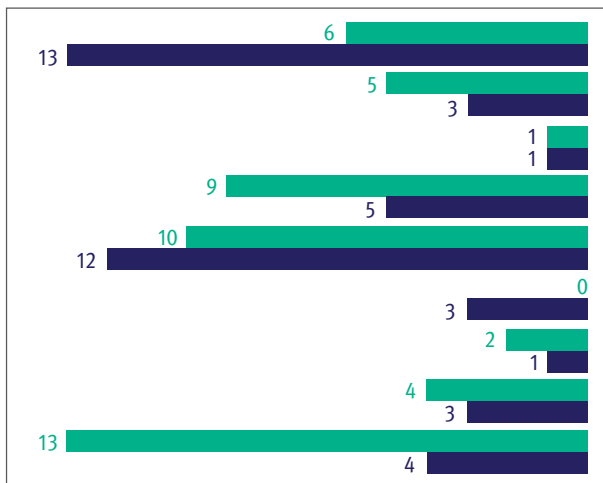
JAN–JUN 2022 **TOTAL 398**



COMPLAINTS OTHER

JAN–JUN 2023 **TOTAL 50**

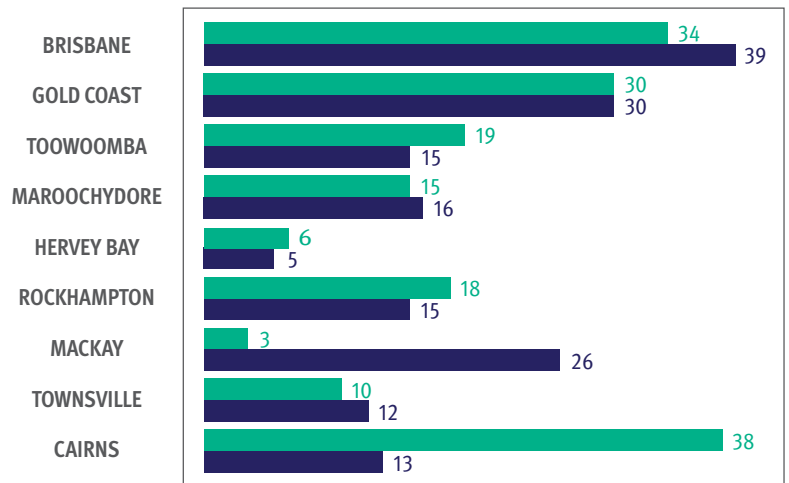
JAN–JUN 2022 **TOTAL 45**



COMPLAINTS POLICE

JAN–JUN 2023 **TOTAL 173**

JAN–JUN 2022 **TOTAL 171**



INTERVENTIONS (includes multi-agency approaches)

JAN–JUN 2023 **TOTAL 6**

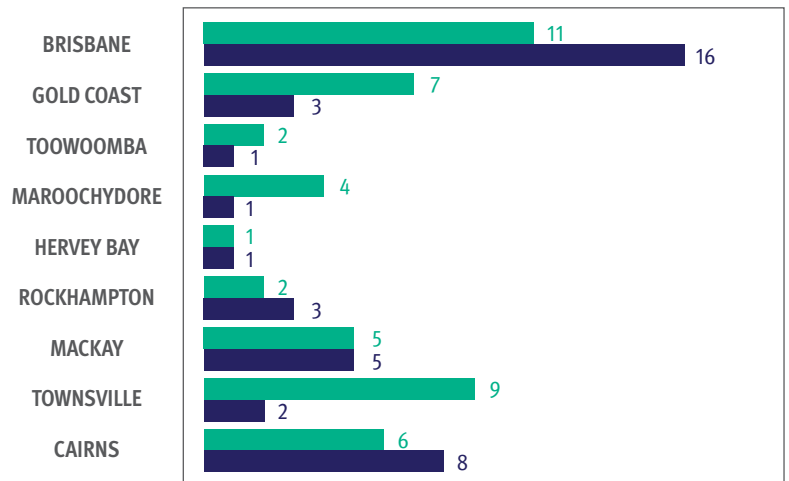
JAN–JUN 2022 **TOTAL 7**



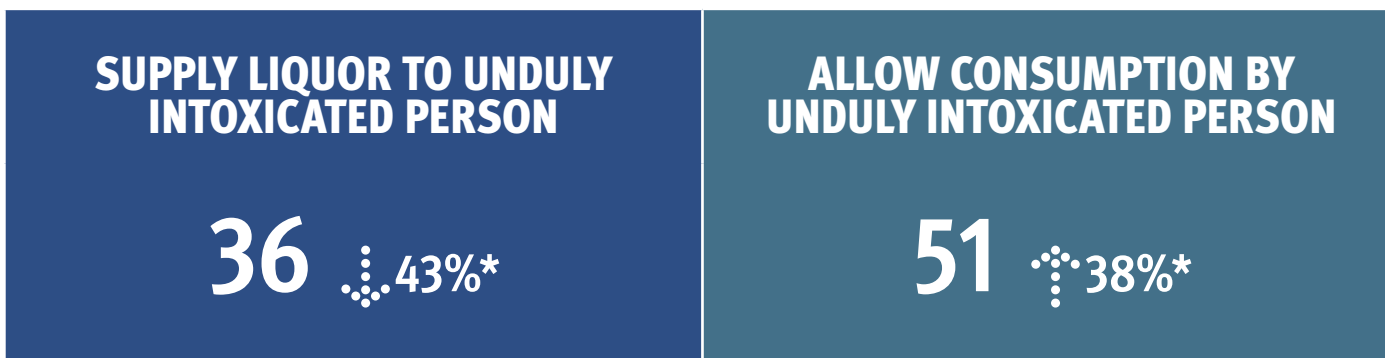
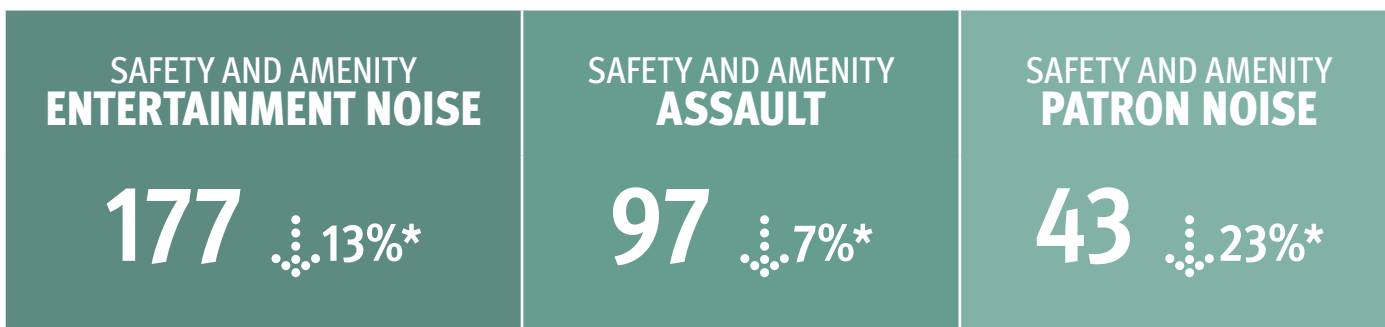
OTHER INVESTIGATIONS (includes Disciplinary Action, High Risk Investigations and Targeted Investigations)

JAN–JUN 2023 **TOTAL 47**

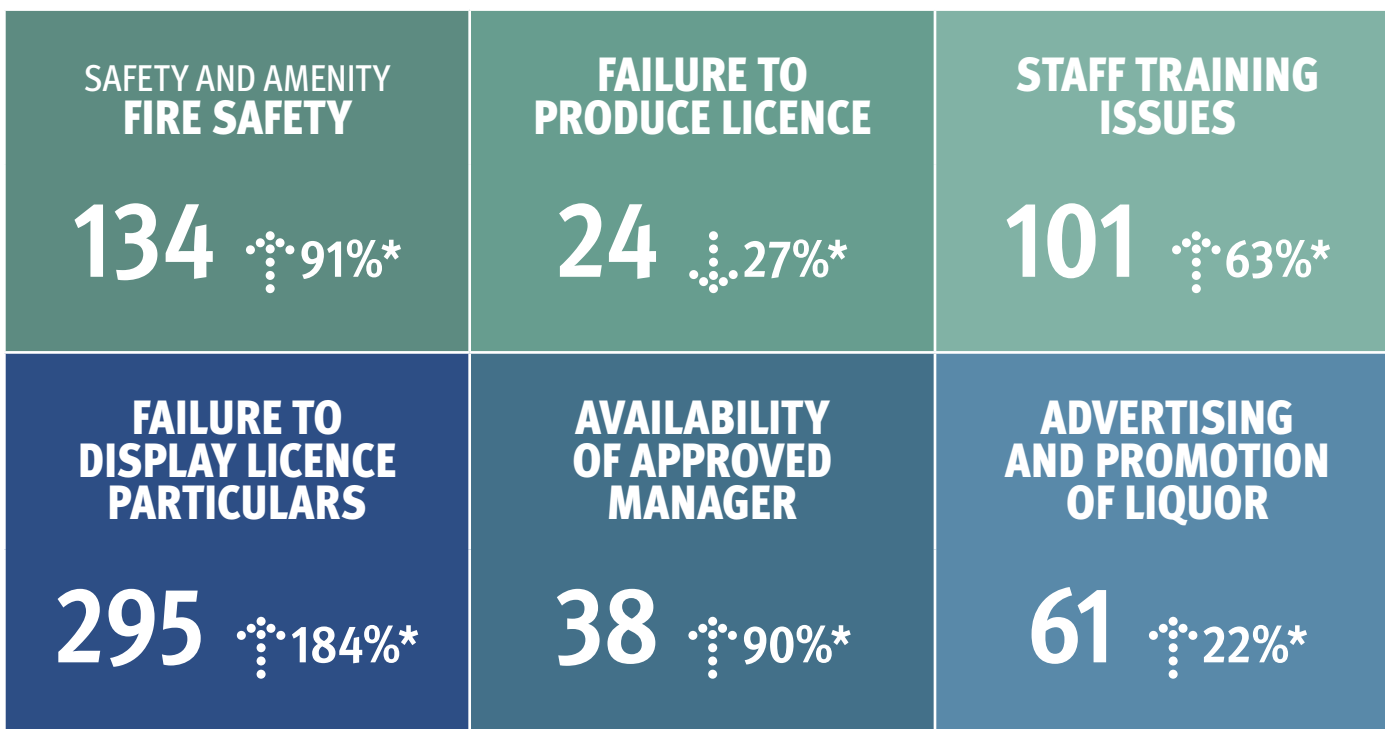
JAN–JUN 2022 **TOTAL 40**



Top allegations—Liquor investigations



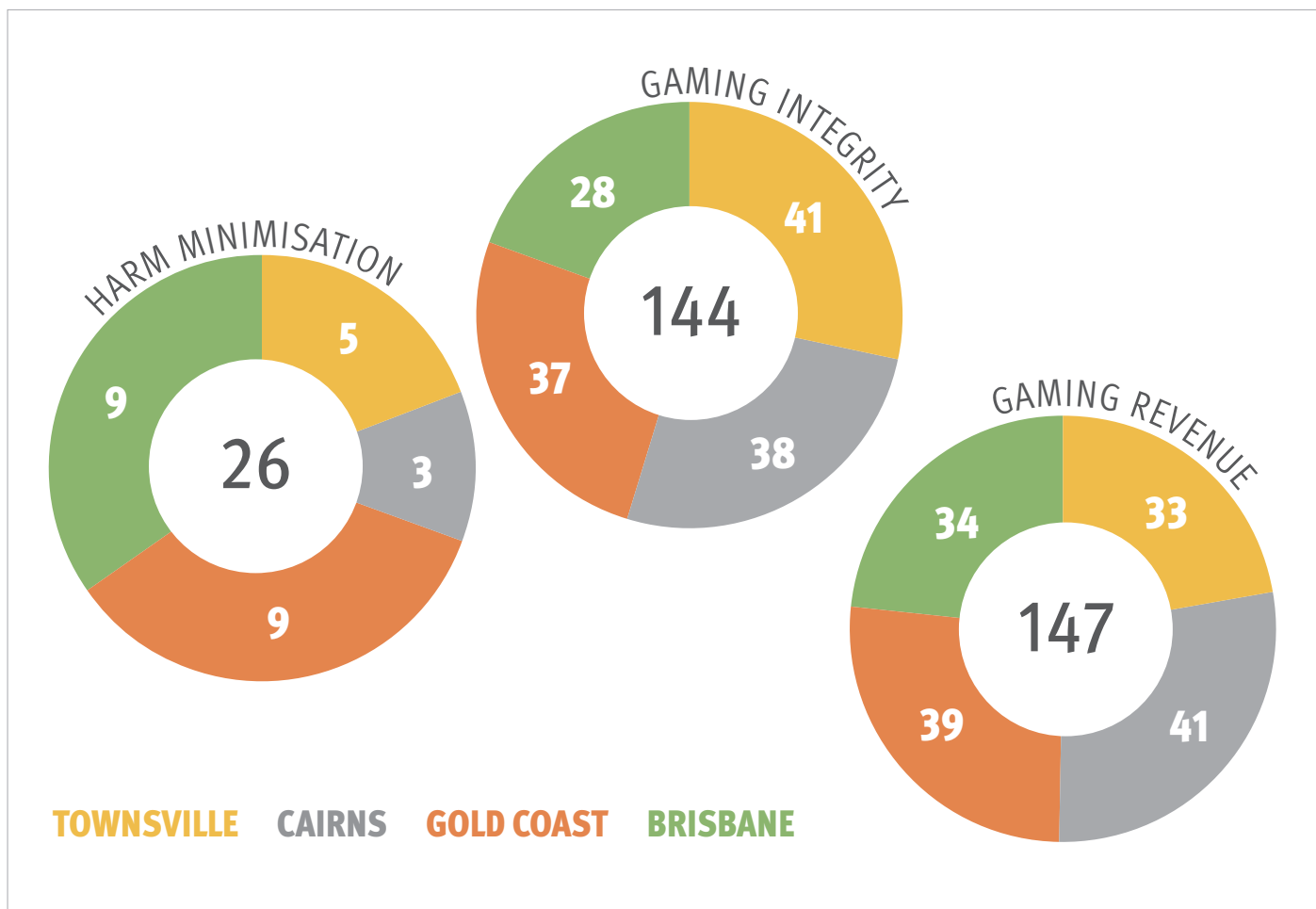
Non-compliance issues—Liquor inspections



Gambling compliance activity






Casino inspections



Enforcement

Enforcement actions

	LIQUOR 	GAMING 	CASINO 
Interventions	1	0	0
Censure/Direction/Abatement Notice or Order	6	1	0
Infringement Notice	65	4	13
Disciplinary Action	5	0	0
Warning	617	358	10
Prosecution	1	0	0

Non-enforcement actions

Breaches referred to other agencies	99	0	0
Other actions (incl. advice, education and risk mitigation)	893	8	18
Other non-enforcement outcomes (e.g. not substantiated, internal referrals, re-inspections scheduled)	957	100	18

Total fines

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

\$76,919	\$6,900	\$12,074
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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.](#)