



Licensing and Compliance Summary July–December 2024

Office of Liquor and Gaming Regulation (OLGR)

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.

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As at December 2024



11,238

Liquor licensed premises

- 1,375 Hotels
- 4,370 Restaurants and cafes
- 865 Community clubs
- 203 Artisan producers



1,070

Gaming licensed premises

- 351 Clubs
- 719 Hotels



4

Casinos



22,384

Individual licensees
13,109 approved manager



59

Active liquor accords



10

Safe night precincts

Local **liquor accords** help to promote safe gambling and reduce gambling-related harm by encouraging licensees to develop strategies to address issues facing the liquor industry and local community.

Use the interactive map to **find information about local liquor accords**.

The Safe Night Precinct (SNP) review is currently underway. This review will consider whether the prescribed area of each SNP continues to meet the objectives of the SNP framework to minimise alcohol and drug-related disturbances or public disorder, and recommend a SNP declaration.

The review will be completed and a report, including recommendations, available in late 2025.



173

Stakeholder meetings



58

Liquor Accord meetings

80

Remote community engagements

21

Safe night precinct board meetings

9

Other community and industry group meetings

5

Gambling Help service forums



Find out the latest news by reading the latest edition of **Inside Liquor and Gaming**.



Our **Liquor and Gambling Regulation Strategy** details our vision for stakeholder engagement and our regulatory approach to respond to risk.

Licensing activity July–December 2024

Individual licences issued (liquor and gaming)

1,945

Licence transfers (liquor and gaming)

(approved or conditionally approved)

446

Liquor licence approvals

442

New hotels

13

New community clubs

9

Premises changes approved

includes permanent variations to trading hours, conditions, and licensed areas

522

One-off permits approved

includes community liquor permits and approved extended trading hours (one-off) permits

2,082

Liquor applications received

↑ 4% from 6,629*

6,891

New gaming licence approvals

4

Gaming applications received

↑ 25% from 1,079*

1,333

Licences and permits*

1,532

Approved manager licences

↑ 15%

1,407

Community liquor permits

↑ 6%

485

Temporary extended hours permits

↑ 8%

182

Approved manager licences

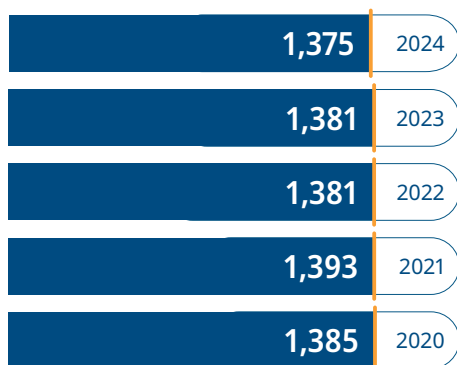
↓ 8%

*All comparisons are to July to December 2023 period unless otherwise stated.

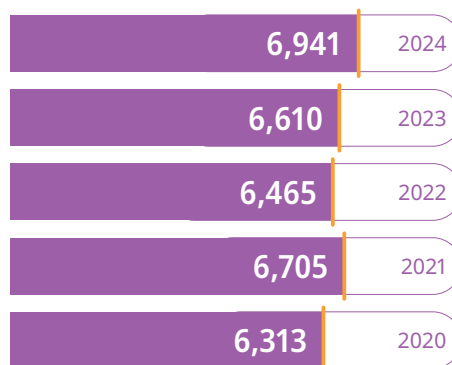
Licensing activity cont...

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

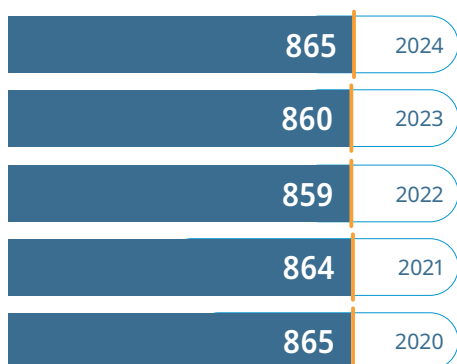
COMMERCIAL HOTEL



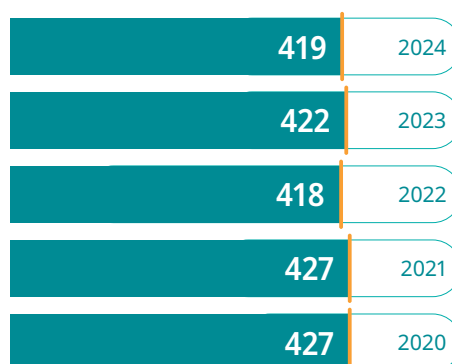
COMMERCIAL OTHER



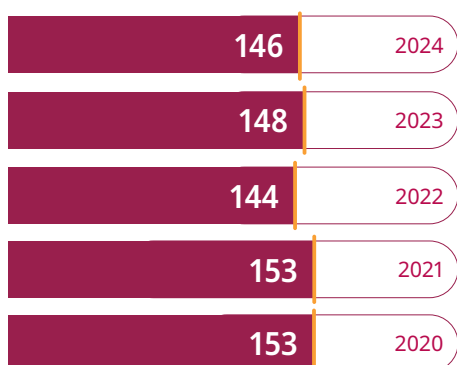
COMMUNITY CLUB



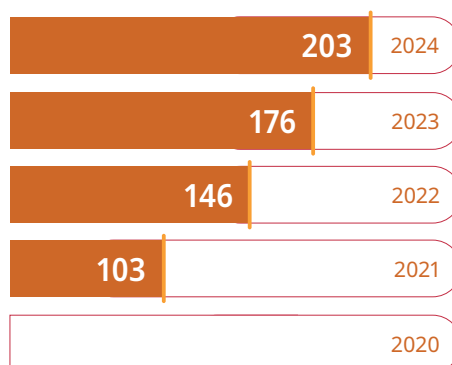
COMMUNITY OTHER



WINE MERCHANT/WINE PRODUCER

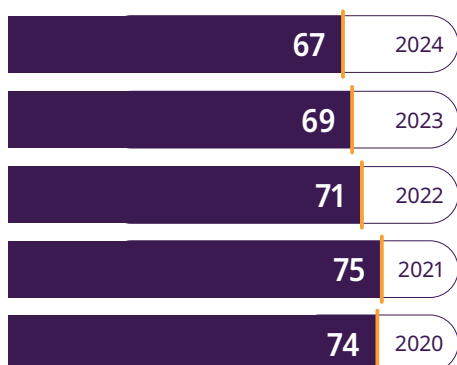


ARTISAN

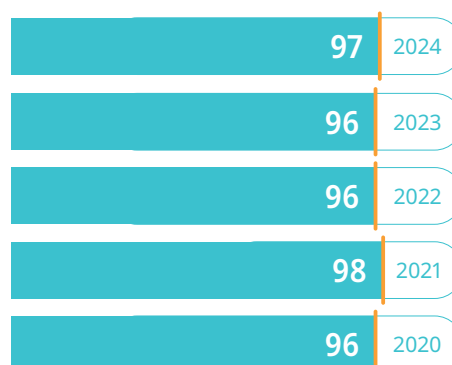


Note: The artisan producer licence commenced 4 May 2021

NIGHTCLUB





COMMERCIAL SPECIAL FACILITY

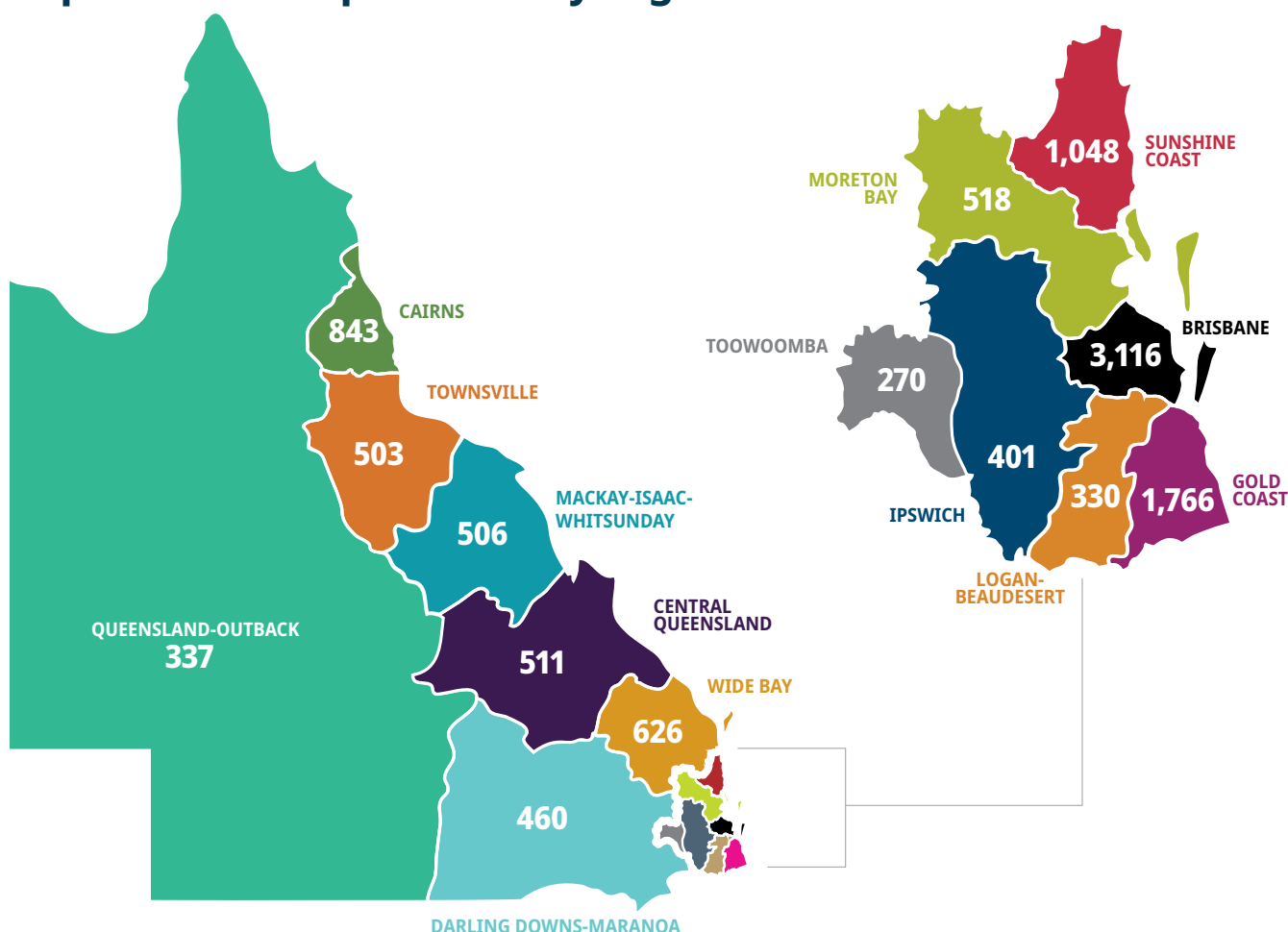


Licensing activity cont...

Liquor licence trading hours as at 31 December 2024

	 Midnight -2AM	 Post 2AM
Commercial hotel	451	119
Commercial other Bars, restaurants, cafes, motels, specialty stores (e.g. corporate gift suppliers, florists)	75	11
Community club	81	2
Commercial special facility	15	2
Nightclub	9	52

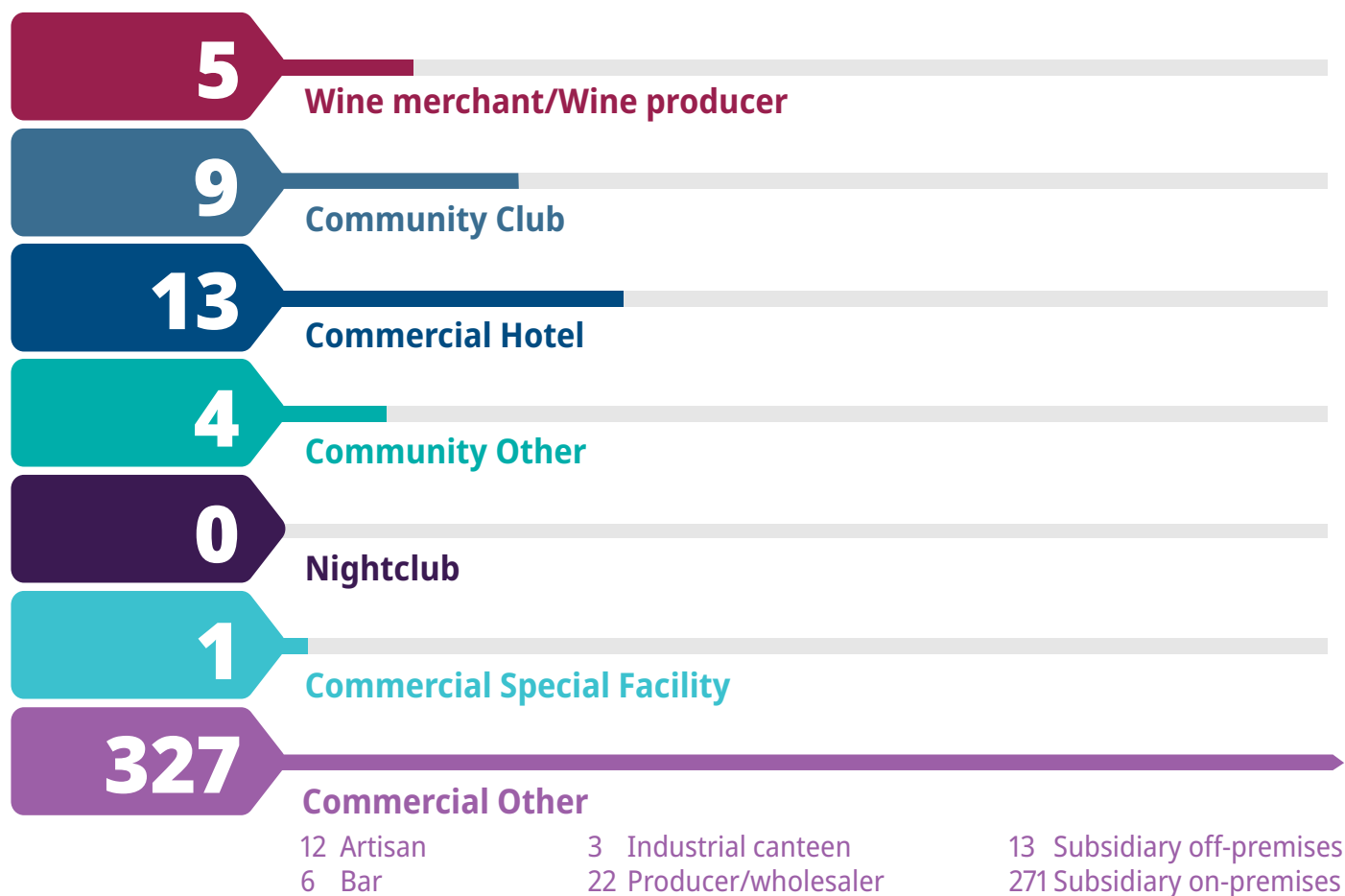
Liquor licensed premises by region as at 31 December 2024*



*A small number of licensed premises (e.g. vessels) do not record regional details. This may account for minor discrepancies in the data.

Licensing activity cont...

Applications for liquor licences and permits received



New applications for gaming licences



Applications with harm minimisation conditions applied

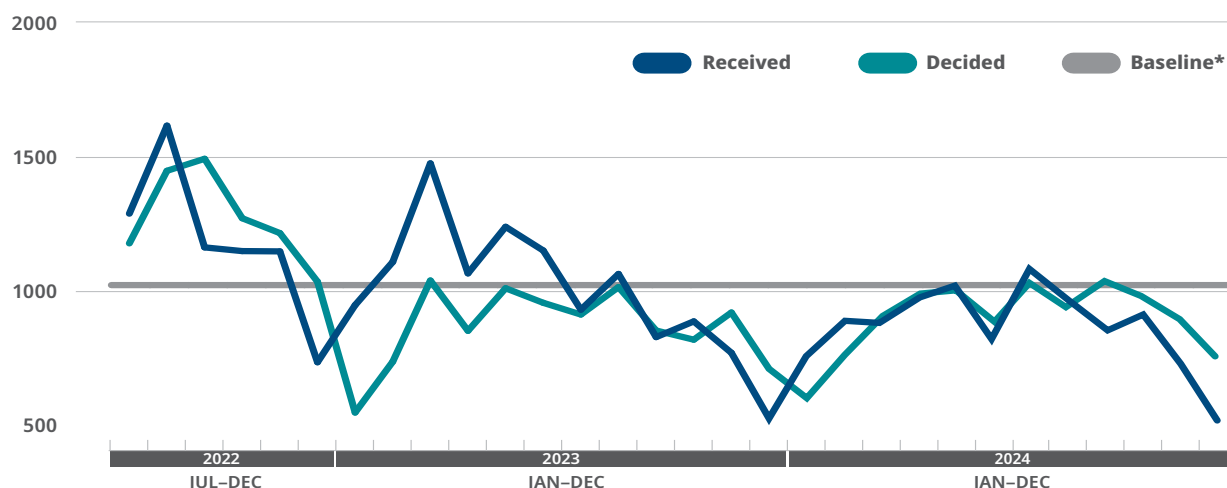


When assessing gaming applications, we consider whether harm minimisation conditions should be applied or increased on the gaming licence to reduce the risk of gambling-related harm.

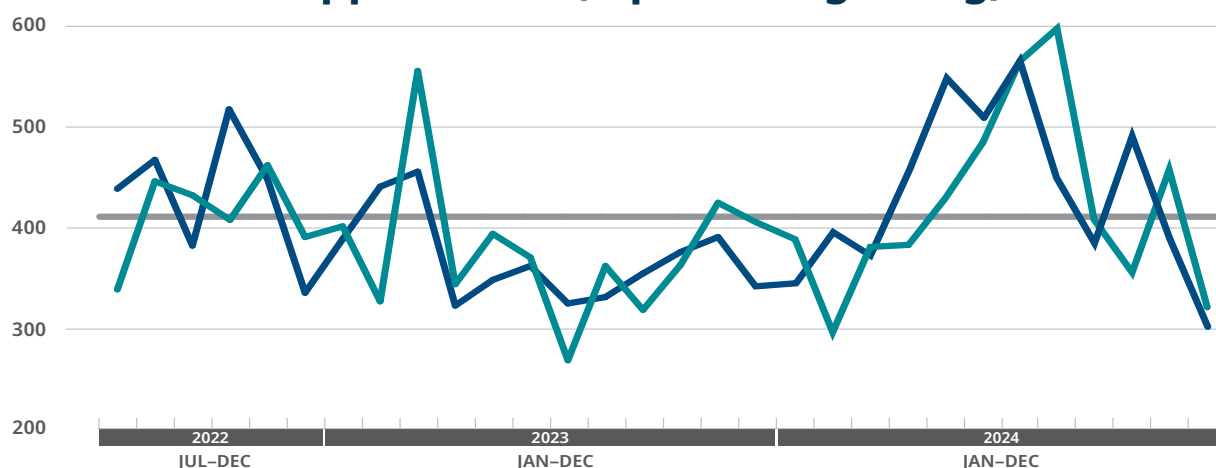
As some gaming application types do not require additional conditions to be considered, they are not included in this data.

Licensing activity cont...

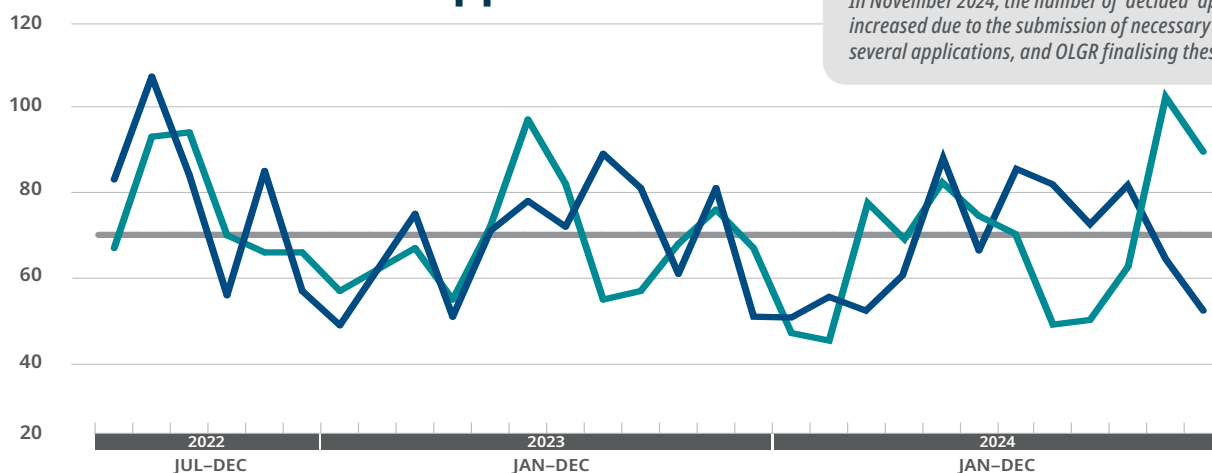
Liquor licensed premises related applications



Individual licence applications (liquor and gaming)



Liquor licensed transfer applications



In November 2024, the number of 'decided' applications increased due to the submission of necessary information for several applications, and OLGR finalising these decisions.

The overall number of applications 'received' and 'decided' by OLGR has remained stable, with seasonal decreases during the Christmas holiday periods remaining consistent year-to-year.

General variations can be impacted by other seasonal and non-seasonal influences, external events (e.g. state elections, natural disasters, or social and economic factors) and operational demands to priorities.

Note:

- Applications 'received' includes those that are later withdrawn. These are not included in the number of 'decided' applications.
- Applications 'decided' includes applications submitted in a previous month. As a result, any comparison of applications 'received' and 'decided' should be interpreted with caution.

* Baseline calculation is the average number of applications 'received'/'decided' each month from July 2022 to December 2024

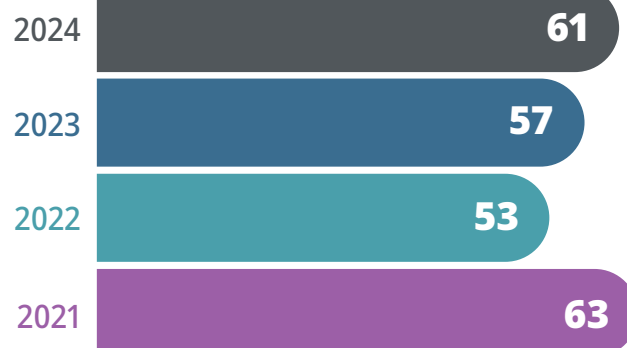
Licensing activity cont...

Processing timeframes—three priority activities areas

Median processing days for applications (liquor only)

NEW LICENCE APPLICATIONS cafes and restaurants

The median processing timeframes have remained stable, with seasonal decreases during the Christmas holiday periods consistent year-to-year.



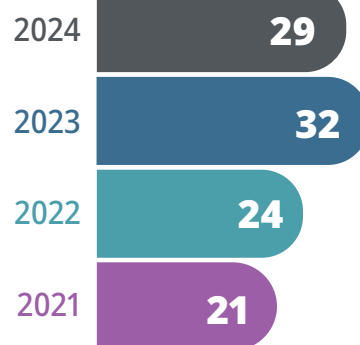
NEW LICENCE APPLICATIONS approved manager

While processing timeframes temporarily increased in 2024 as a result of increased demand within the casino sector, OLGR continued to finalise applications within its 15 day benchmark.



ALL LICENCE TRANSFER APPLICATIONS

OLGR is making improvements to streamline the licence transfer process. Additional guidance will also be provided online to support licensees through each step of the process.



* The OLGR methodology measures the time from when the minimum required information is received until an application is provisionally approved.

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

i The online guide for new liquor licensees outlines obligations and responsibilities to help new licensees avoid breaches.

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

Compliance activity

Compliance activities undertaken

3,641

Liquor enforcement actions

469

Liquor inspections

2,059

Liquor investigations

382

Liquor risk assessments

371

Person of interest monitoring

24

Gaming enforcement actions

530

Gaming inspections/investigations and audits

547

Casino compliance inspections

257



Check out our compliance regions.
Visit the **OLGR Interactive Map**
(Google My Maps).

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 highlight a concern.

Compliance activity cont...

Liquor compliance activity

2,059
Completed

On site inspections			Other compliance activities	
Jul-Dec 2023	Jul-Dec 2024		Jul-Dec 2023	Jul-Dec 2024
860	577	Brisbane	334	208
131	95	Cairns	94	27
335	327	Gold Coast	28	43
88	75	Hervey Bay	45	15
92	193	Mackay	11	15
206	118	Maroochydore	37	34
77	128	Rockhampton	139	6
68	25	Toowoomba	10	9
138	144	Townsville	7	20
1,995	1,682	TOTAL	705	377

In late 2024, OLGR focused its efforts on high risk areas, working closely with industry to minimise harm. As a result, some low risk inspections programs were reduced or paused. While this meant fewer inspections were completed, OLGR remains committed to proactive and effective regulation of the industry and directing resources where they have the greatest public benefit.

OLGR reviews all applications to ensure compliance with risk frameworks and harm minimisation measures.

In many cases, the licence and permit application processes now include risk assessment activities. This is reflected in the reduced number of compliance activities reported above.

OLGR's approach to streamlining these processes ensures effective regulation and a lighter burden for the industry.

Compliance activity cont...

Liquor investigations

TOTAL 382

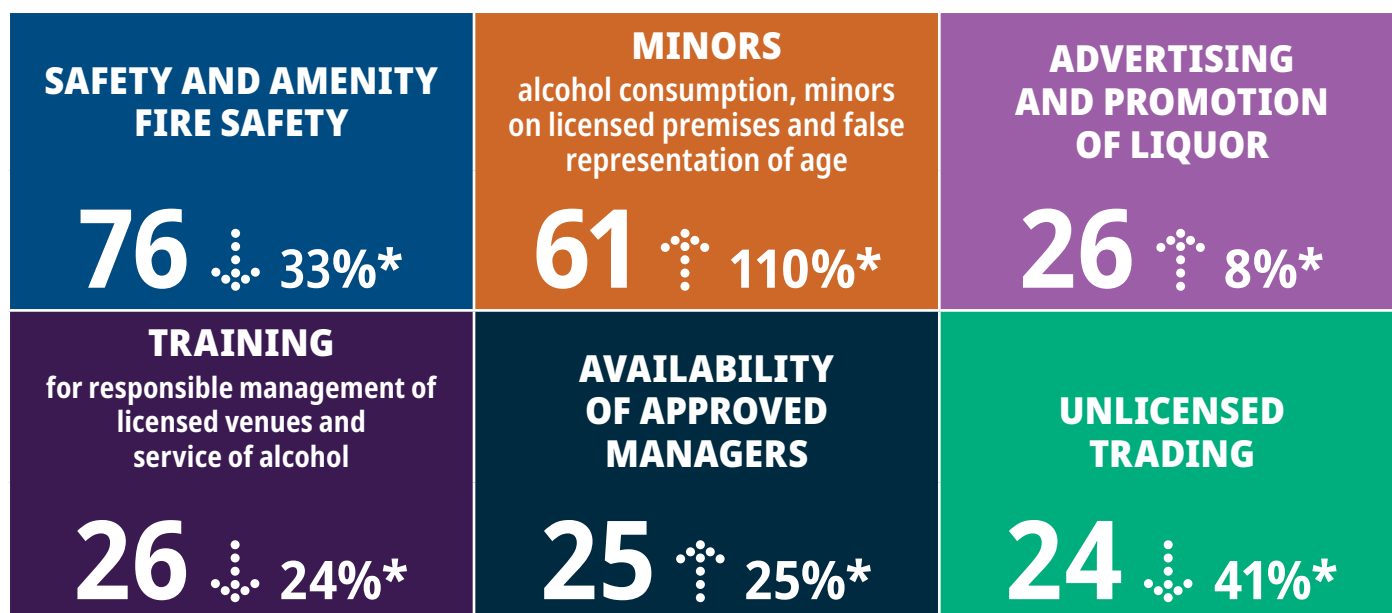
	Complaints by the public		Complaints other		Complaints police		Other investigations <small>(includes Disciplinary Action, High Risk Investigations and Targeted Investigations)</small>	
	Jul-Dec 2023	Jul-Dec 2024	Jul-Dec 2023	Jul-Dec 2024	Jul-Dec 2023	Jul-Dec 2024	Jul-Dec 2023	Jul-Dec 2024
Brisbane	124	79	13	5	53	26	11	17
Cairns	39	15	6	6	36	8	10	7
Gold Coast	67	40	9	6	28	19	5	2
Hervey Bay	11	10	5	7	4	6		1
Mackay	14	8	1	1	7	8	6	5
Maroochydore	34	16	4	3	8	2	3	
Rockhampton	13	6		5	27	9	5	6
Toowoomba	2	6		1	15	7	4	3
Townsville	7	24	5	2	18	6	12	10
TOTAL	311	204	43	36	196	91	56	51
	We have streamlined our complaint response process by finding ways to resolve issues without a formal investigation. Combined with fewer complaints, this has led to a significant reduction compared to July to December 2023.		Complaints may come from external agencies, industry stakeholders, or issues found during OLGR inspections. In late 2024, fewer compliance issues were observed, leading to a decrease in investigations compared to July to December 2023.		Fewer investigations have commenced from Queensland Police Service (QPS) referrals due to OLGR's streamlined complaints process. In some cases, OLGR has addressed or resolved complaints through other means.		OLGR proactively conducts targeted investigations and remains committed to taking disciplinary action against venues engaging in unlawful activities.	

Top allegations—liquor investigations

SAFETY AND AMENITY		
ENTERTAINMENT NOISE in or around the venue 129 📉 26%*	ASSAULT in or around the venue 36 📉 61%*	PATRON NOISE in or around the venue 30 📉 3%*
ADVERTISING AND PROMOTION OF LIQUOR 25 📉 49%*	NOISE ABOVE LICENCE OR PERMIT CONDITIONS 23 📉 5%*	<p>There has been a reduction in the number of investigations commenced through QPS referrals as a result of OLGR's streamlined complaints processes. In some instances, OLGR has addressed or resolved these complaints through other means.</p>

Compliance activity cont...

Common issues—Proactive inspections



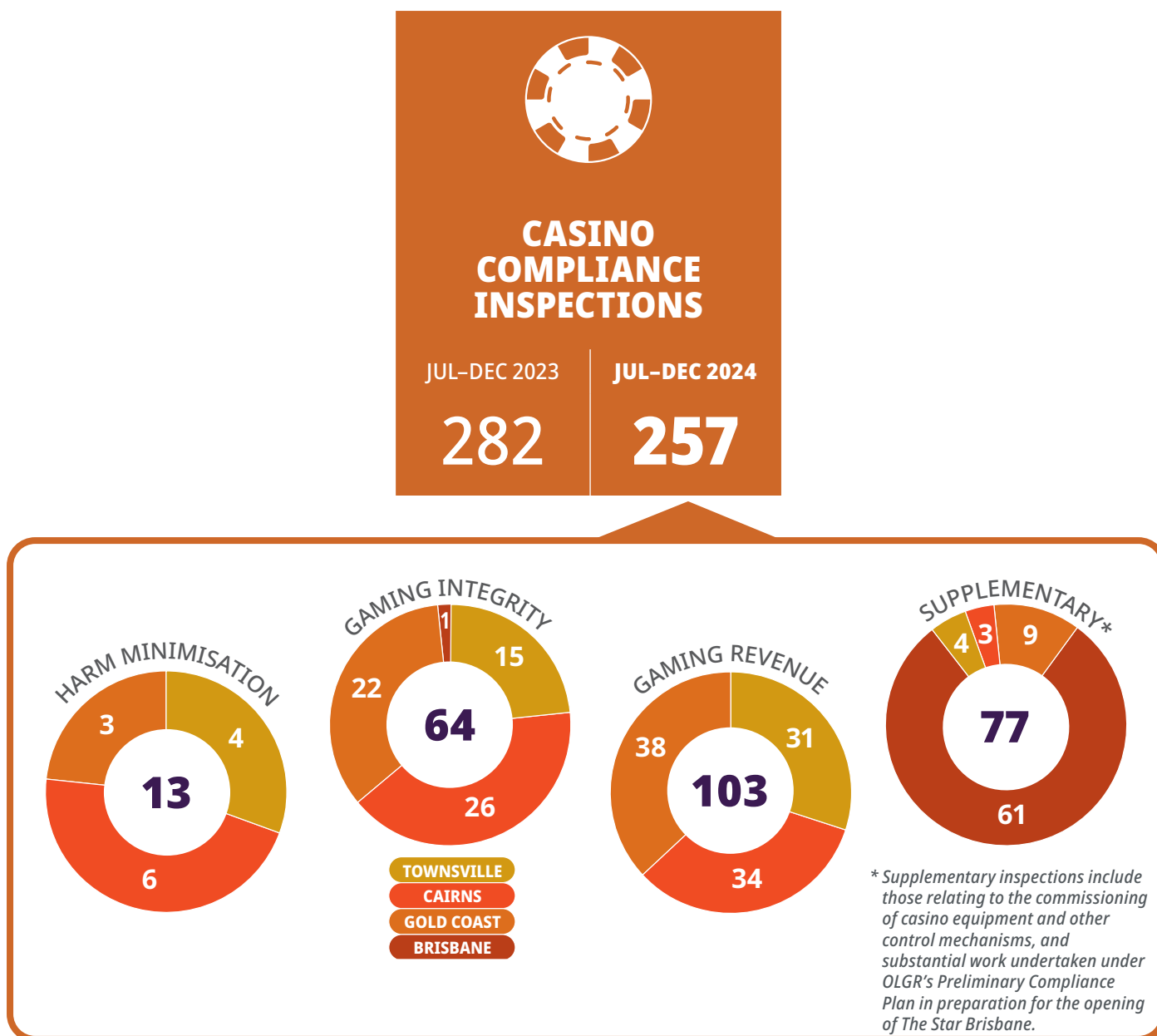
OLGR officers identified these key non-compliance issues during on-site inspections.

As part of our proactive compliance priorities, and a rise in the use of fake IDs and critical incidents involving minors, we increased our focus on minors falsely representing their age.

Gaming compliance activity



Gaming compliance activity



Inspections

OLGR's Casino Compliance Operations inspectors conduct on-site gaming inspections to ensure operators comply with relevant legislation including the **Casino Gaming Rule**.

Gaming inspections may also be triggered by proactive OLGR observations or operator reporting under section 30B of the **Casino Control Act 1982**.

From July to December 2024, OLGR completed compliance activities relating to gaming integrity, harm minimisation, and gaming revenue as part of the opening of The Star Brisbane (Queens Wharf).

OLGR's inspectors also audit casino operators under the Casino Compliance Operations Audit Program to ensure they comply with the approved Internal Control Manuals (ICMs). The ICMs highlight key areas where controls are necessary to manage risks within the casino. These audits help to inform potential regulatory action and address any non-compliance issues.

Major audits

OLGR conducts audits in line with legislation and regulatory requirements to help maintain integrity, probity, and equity, and prevent and minimise potential harm of liquor and gaming in Queensland.

As part of a broader regulatory framework, OLGR ensures industry compliance with liquor and gaming laws, reviews controls and procedures, and enforces regulations to protect the best interests of the community.

Enforcement

Enforcement actions

Interventions




Censure/Direction/Abatement Notice or Order

Infringement Notice

Disciplinary Action

Warning

Prosecution

LIQUOR 	GAMING 	CASINO 
0	0	0
8	13	0
90	16	9
3	1	0
364	496	4
4	4	0

Non-enforcement actions

Breaches referred to other agencies

Other actions

(incl. advice, education and risk mitigation)

Other non-enforcement outcomes

(e.g. not substantiated, internal referrals, re-inspections scheduled)

54	0	1
575	30	5
666	367	9

Non-enforcement actions

Court imposed fines resulting from successful prosecutions initiated by OLGR

OLGR fines only

(excludes fines issued by other regulators.
For example, QPS is a co-regulator of liquor legislation)

\$11,500	\$5,000	\$0
\$71,611	\$23,160	\$9,648

Harm minimisation initiatives update July–December 2024

OLGR is committed to minimising the harm and adverse effects liquor and gaming can have on the community.

Our compliance activities are driven by the **Liquor and Gambling Regulation Strategy** that outlines the steps we are taking to become a more modern, transparent, visible, and accountable regulator.

Venue controls program

Venue controls are the policies, procedures and training practices liquor licensees put in place to guide and instruct their staff. OLGR's **venue controls program** supports licensees to develop the best strategies and to maintain controls that:

- provide a safe environment that minimises the risk of alcohol-fuelled violence
- manage disorderly or inappropriate behaviour
- minimise negative impacts of the venue on the surrounding area.

We identify venues that are suitable for the program and we'll work with venue staff to assess the venue's existing controls and identify improvements. The types of controls we discuss will vary depending on their circumstances and any recommendations will be tailored to suit their venue.



CASE STUDY

Between August 2023 and March 2024, OLGR was notified of 12 violent incidents occurring at an inner-city venue.

While no legislative breaches were found, OLGR worked with the licensee and provided guidance to improve safety at the venue and reduce the number of violent incidents from occurring.

The licensee later reported that they had implemented a number of strategies to enhance risk management at their venue, including:

- employing adequate security at peak patronage times
- requiring security staff to have body-worn cameras for transparency, accountability, and safety
- installing more CCTV cameras and signs in fire stairs to improve patron safety
- holding monthly meetings with the security provider company to discuss crowd controllers and other matters
- conducting weekly reviews of security reports and patron bans
- increasing security at the entry point to monitor intoxication levels, including an additional two door staff to ensure a smooth flow of patrons
- encouraging door staff to take regular short breaks
- adding a second stair handrail and grip tape to prevent slips and falls, along with signage to alert patrons of potential hazards
- stationing a **responsible service of alcohol marshal** on stair landings to remind patrons to watch their step, collect drinkware and keep the steps clear of hazards
- requiring management staff to undertake **additional responsible management of licensed venues training**
- implementing a learning management system to track staff training and development
- providing staff with monthly training information outlining safety concerns, responsible service of alcohol, and operational procedures.

Tackling Venue Violence and Violent Incident Review Programs

OLGR continues to monitor high risk venues under the Tackling Venue Violence and Violent Incident Review Programs, providing additional support and regulatory oversight by:

- regularly monitoring intel involving violent incidents at these venues
- conducting regular compliance inspections
- liaising with licensees about their ongoing practices and strategies to address violence and other recurring issues.

