

Licensing and Compliance Summary January–June 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.

As at June 2024



11,184
Liquor licensed premises
1,383 Hotels
862 Restaurants and cafes
4,433 Community clubs
187 Artisan producers



1,074
Gaming licensed premises
353 Clubs
721 Hotels



4
Casinos



22,235
Individual licensees
13,252 approved manager



15
Safe night precincts



39
Active liquor accords

Licensing activity

338 Liquor licence approvals

412 Licence transfers
(liquor and gaming)
(approved or conditionally approved)

1,709 Individual licences issued
(liquor and gaming)

2 New gaming licence approvals

17 New hotels

5 New community clubs

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

2,086 One-off permits approved
includes community liquor permits and extended trading hours (one-off) permits

7,121
liquor applications received
(down from 7,125)

0%

1,177
gaming applications received
(down from 1,380)

15%

** All comparisons are to January–June 2023 period unless otherwise stated.*



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

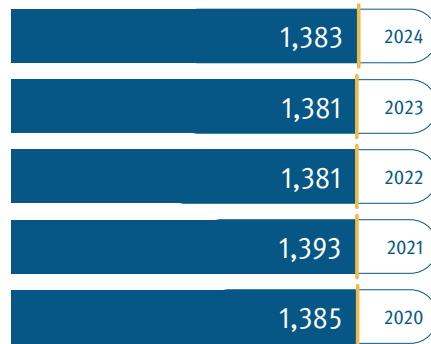


Our [Liquor and Gambling Regulation Strategy](#) sets out our vision and approach.

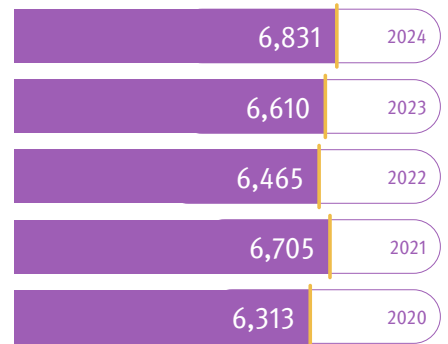
Active liquor licences—last five years as at 30 June each year



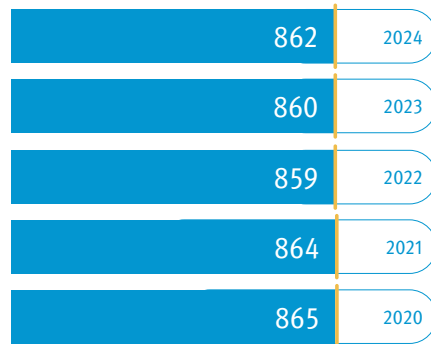
COMMERCIAL HOTEL



COMMERCIAL OTHER



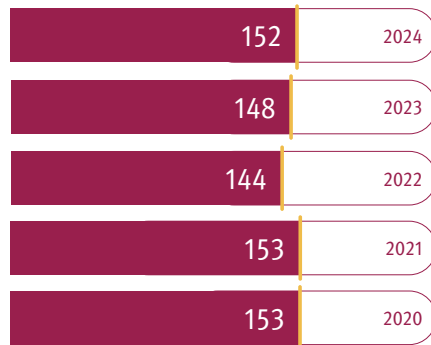
COMMUNITY CLUB



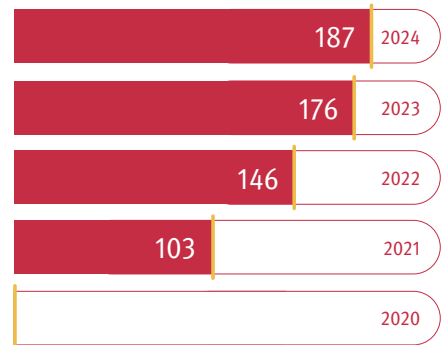
COMMUNITY OTHER



WINE MERCHANT/WINE PRODUCER

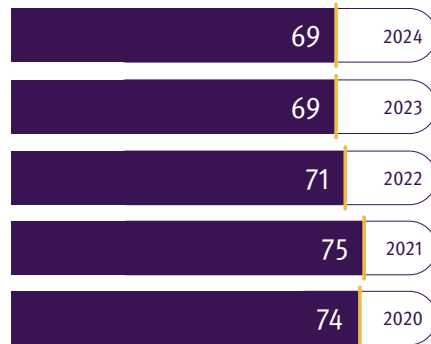


ARTISAN

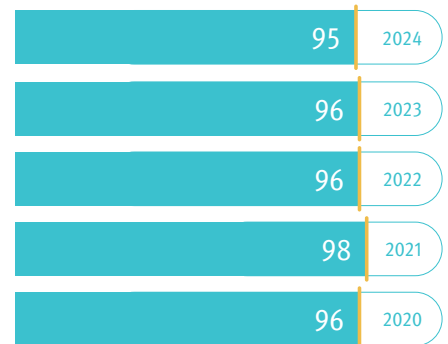


Note: The artisan producer licence commenced 4 May 2021

NIGHTCLUB



COMMERCIAL SPECIAL FACILITY



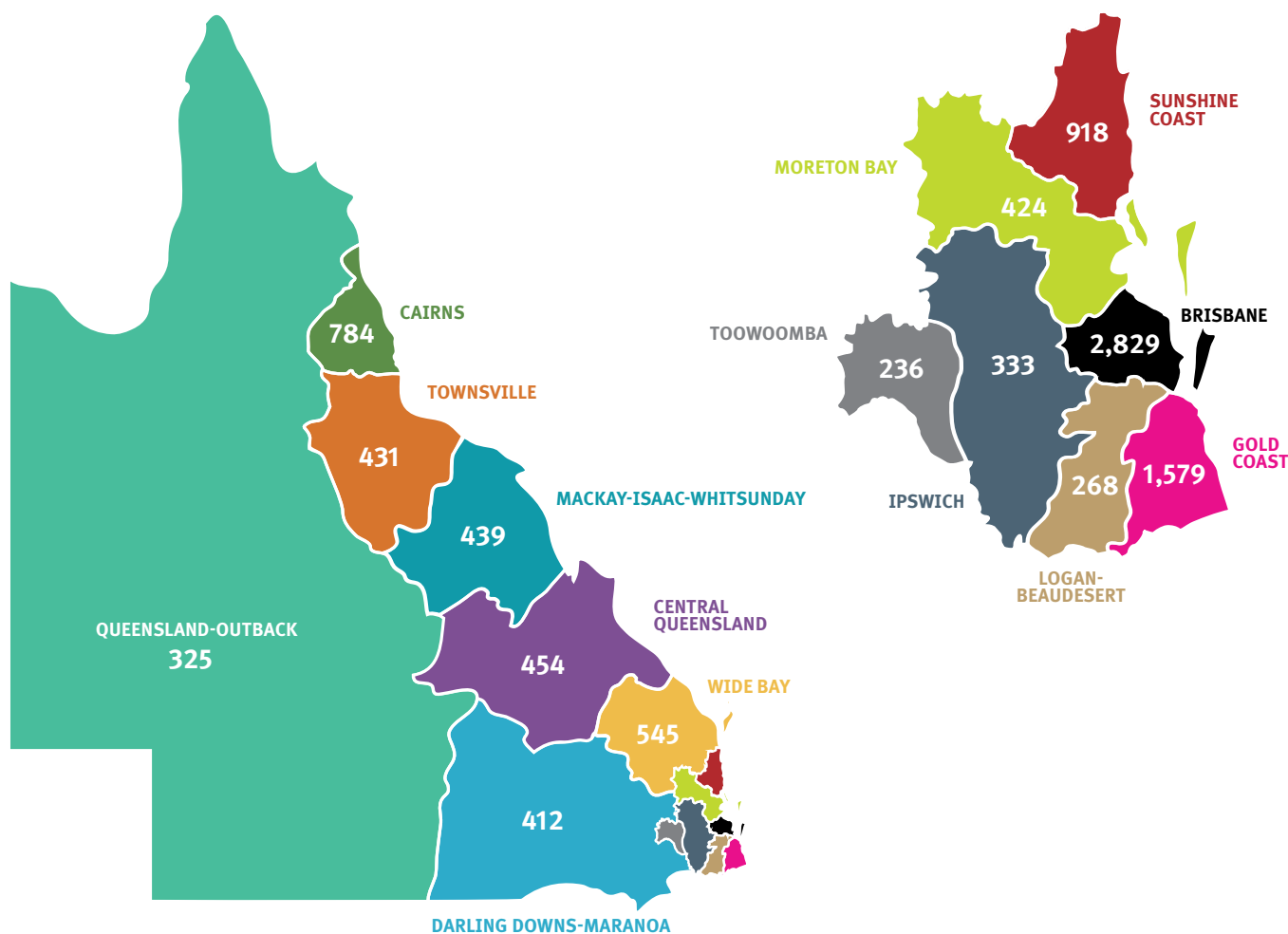
Liquor licence trading hours as at 30 June 2024



Commercial hotel	451	122
Commercial other <small>Bars, restaurants, cafes, motels, specialty stores (e.g. corporate gift suppliers, florists)</small>	75	12
Community club	81	2
Commercial special facility	13	1
Nightclub	9	54

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

Liquor licensed premises by region as at 30 June 2024



New applications for gaming licences



958

INDIVIDUAL LICENCE

18

ELECTRONIC GAMING MACHINE INCREASE

10

APPROVED TRADING HOURS

2

ADDITIONAL PREMISES

2

NEW LICENCE



928

INDIVIDUAL LICENCE

16

ELECTRONIC GAMING MACHINE INCREASE

9

APPROVED TRADING HOURS

4

ADDITIONAL PREMISES

6

NEW LICENCE

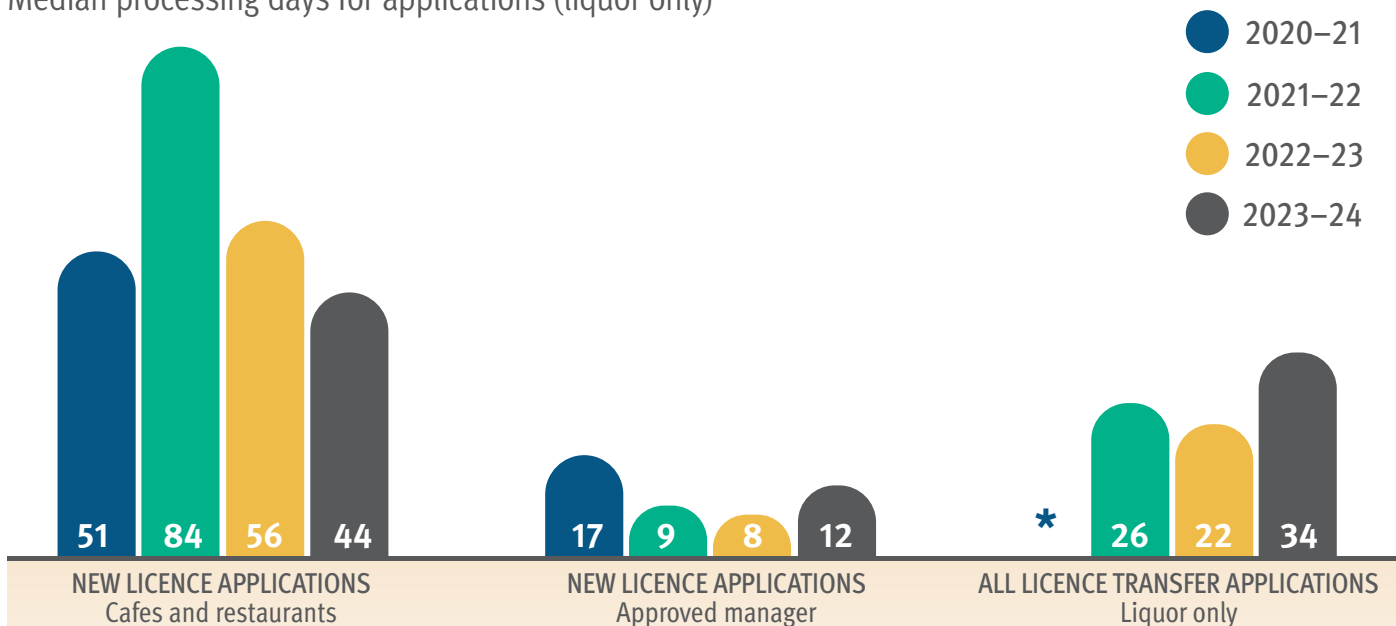
! Find out more about liquor and gambling licensing in Queensland, including the range of licence types available.

! 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)



A temporary spike in 2021-22 is associated with a rise in applications lodged as part of the post-COVID recovery. The median processing times have since reduced steadily.

An increase in the number of renewal applications resulted in a temporary increase in processing times in 2023-24.

Processing times increased temporarily in 2023-24, reflective of the complexity of several applications.

* The 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. All figures relate to January to June within each financial year.

Applications with harm minimisation conditions

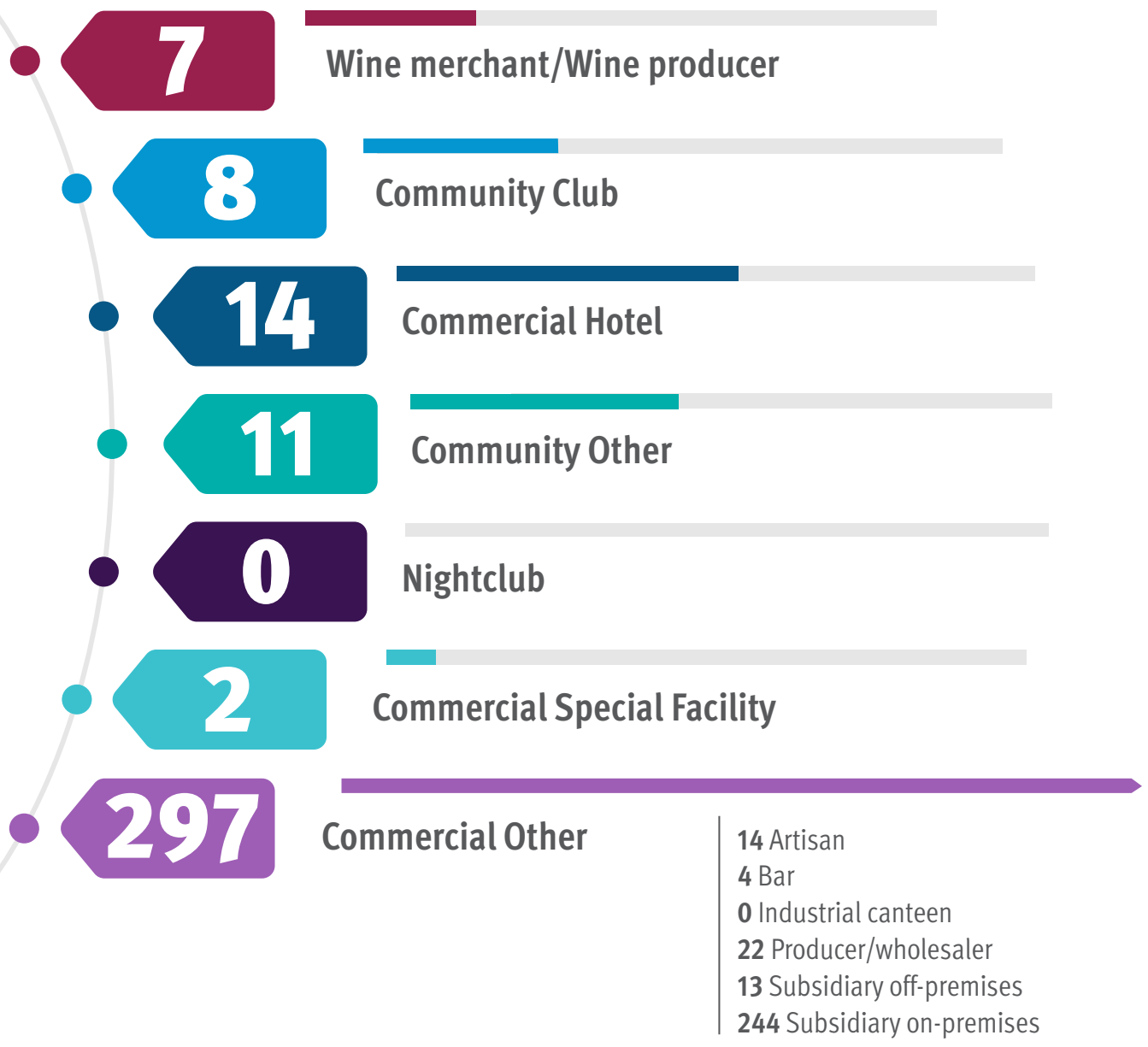
CONDITIONS MAY APPLY* 13

CONDITIONS WERE APPLIED 12

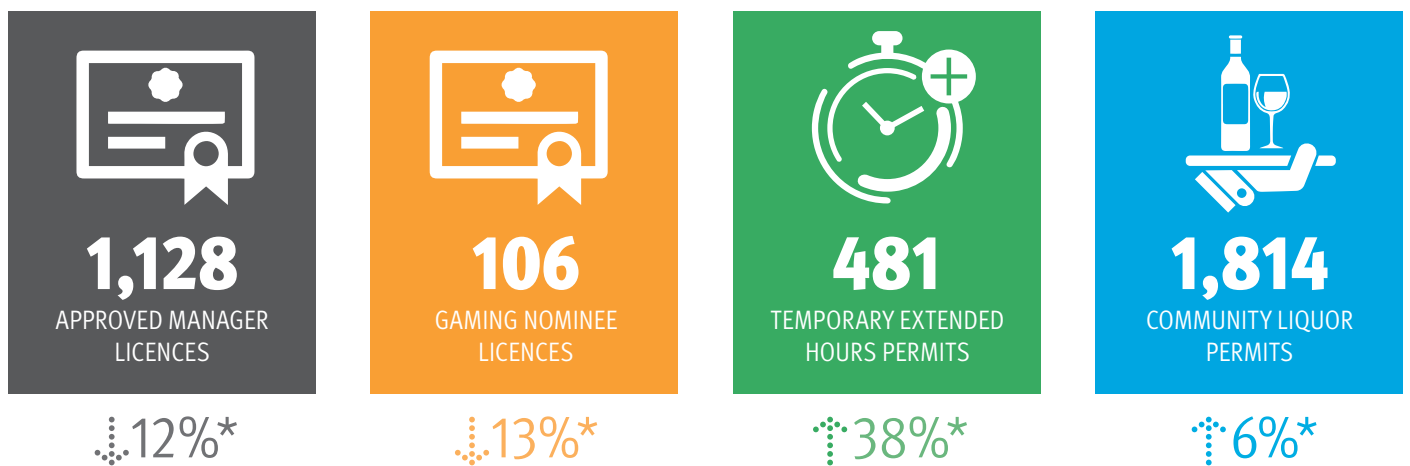
* Not all gaming application types require consideration to be given to whether additional conditions should be applied, and as such, they are not included in this data.

Applications for liquor licences and permits received

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

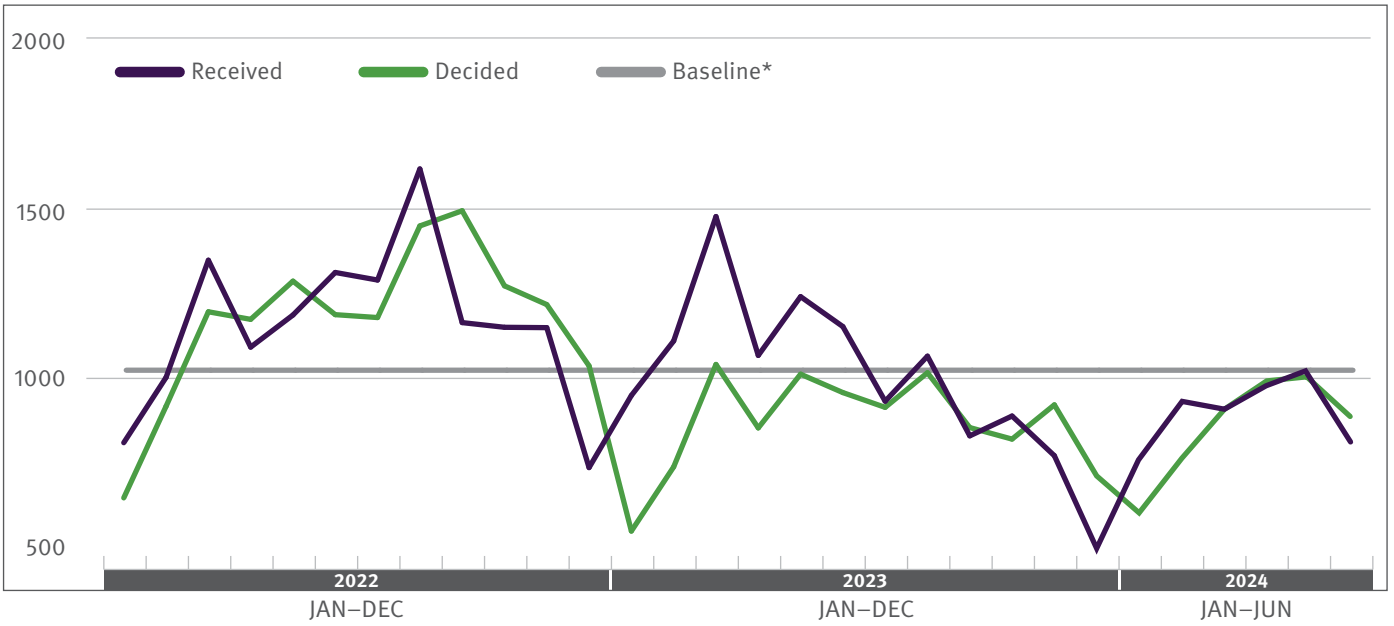


Licences and permits

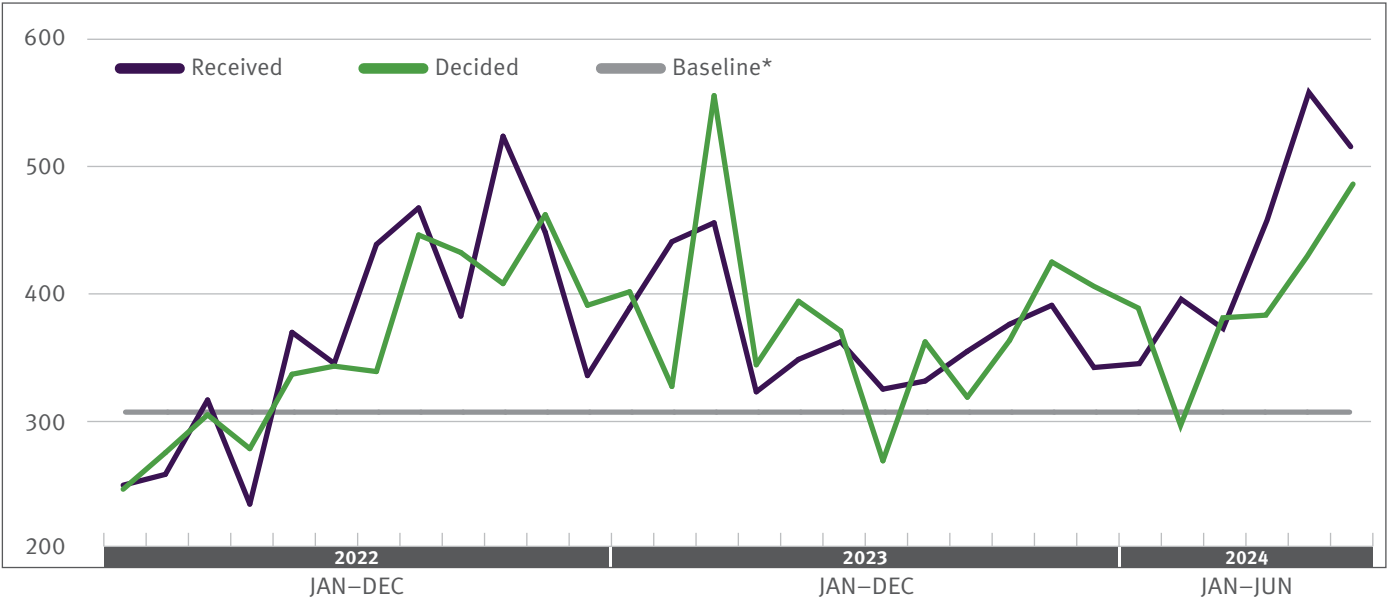


* All comparisons are to January–June 2023 period

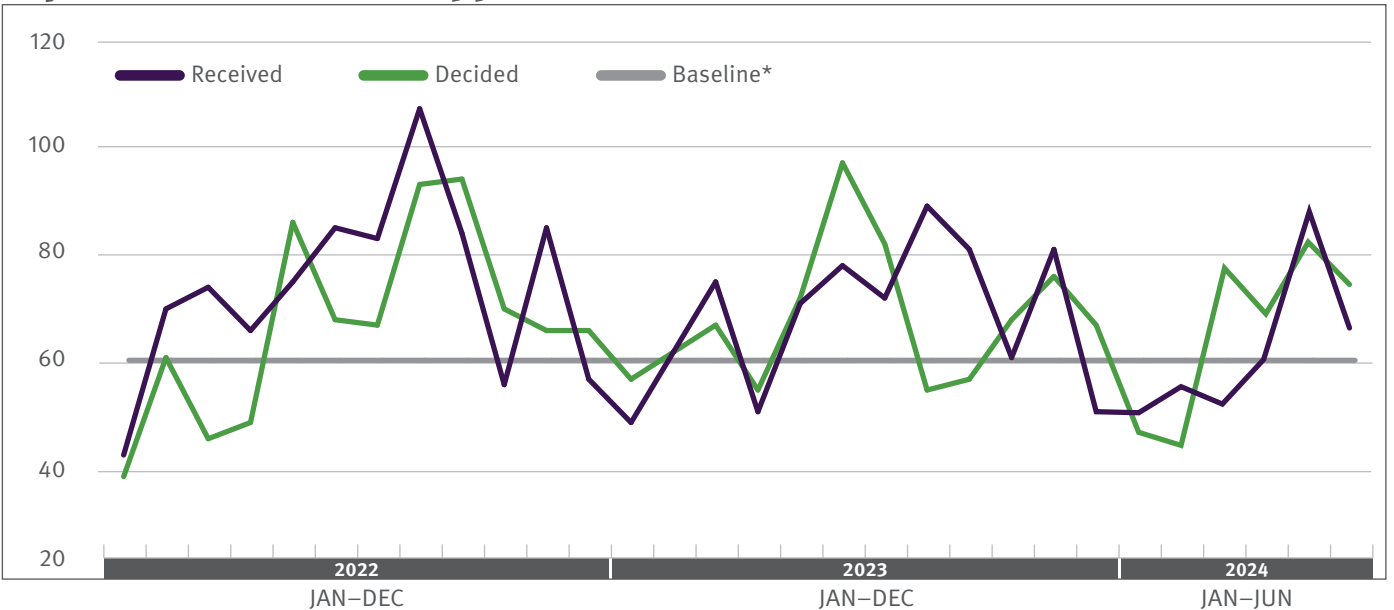
Liquor licensed premises related applications



Individual licence applications (liquor and gaming)



Liquor licence transfer applications



* Baseline calculation is the average number of applications received/decided each month over the previous three full financial years (2020-21, 2021-22, 2022-23)

Compliance activity

3,846

COMPLIANCE ACTIVITIES UNDERTAKEN

477

LIQUOR ENFORCEMENT ACTIONS

503

GAMING INSPECTIONS/
INVESTIGATIONS AND AUDITS

535

GAMING ENFORCEMENT ACTIONS

257

CASINO AUDITS

2,175

LIQUOR INSPECTIONS

350

LIQUOR RISK ASSESSMENTS

519

LIQUOR INVESTIGATIONS

42

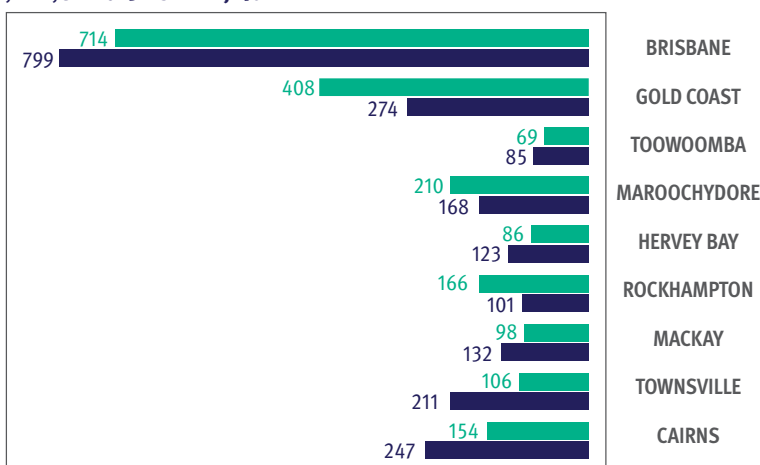
PERSON OF INTEREST
MONITORING

Liquor compliance activity

ON-SITE INSPECTIONS

JAN–JUN 2024 **TOTAL 2,011**

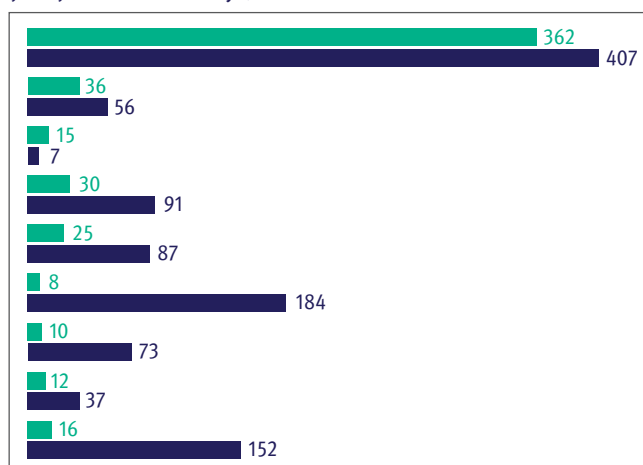
JAN–JUN 2023 **TOTAL 2,140**



OTHER COMPLIANCE ACTIVITIES

JAN–JUN 2024 **TOTAL 514**

JAN–JUN 2023 **TOTAL 1,094**



A reduction in *Other compliance activities*, driven by a notable reduction in the reported number of liquor risk assessments, is attributed to efficiency driven administrative changes in the recording of these activities by multi-disciplinary teams in regional offices.

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).

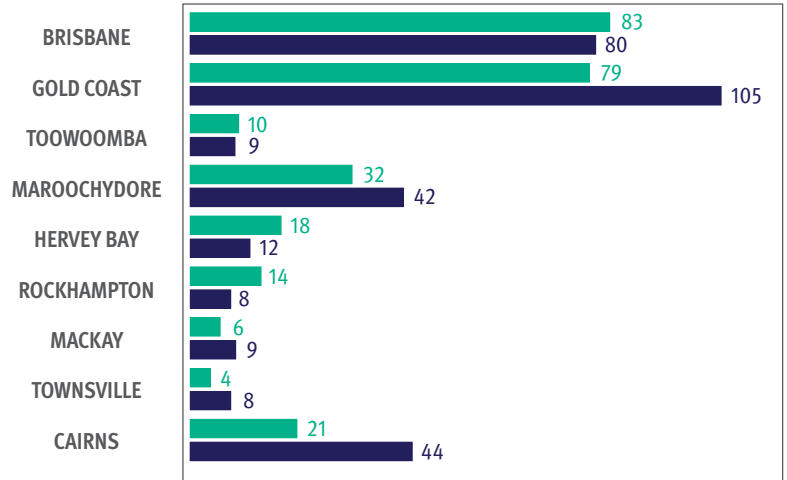
Liquor investigations

519 completed

COMPLAINTS BY THE PUBLIC

JAN–JUL 2024 **TOTAL 267**

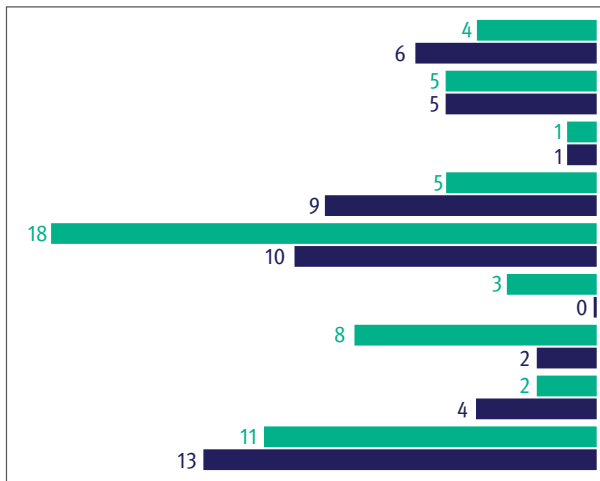
JAN–JUL 2023 **TOTAL 317**



COMPLAINTS OTHER

JAN–JUL 2024 **TOTAL 57**

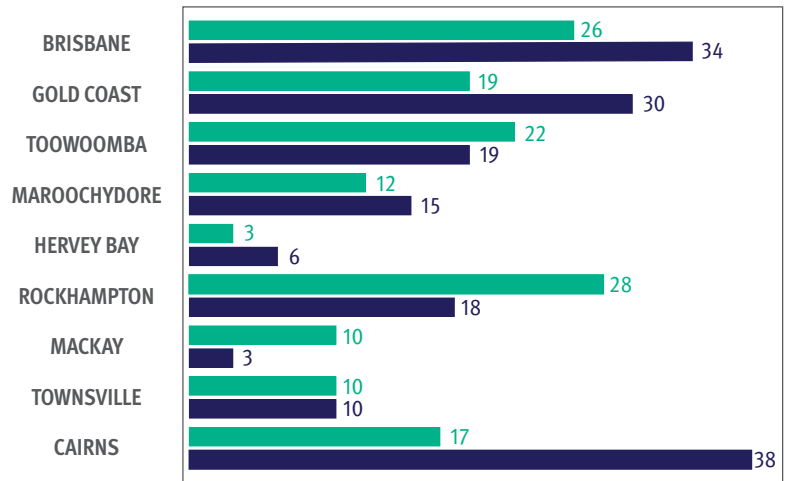
JAN–JUL 2023 **TOTAL 50**



COMPLAINTS POLICE

JAN–JUL 2024 **TOTAL 147**

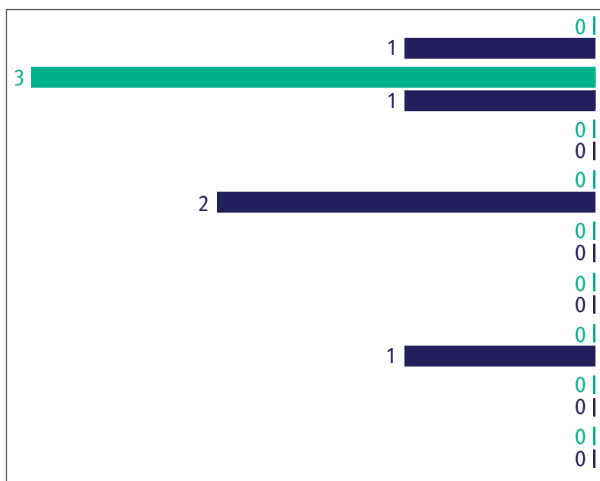
JAN–JUL 2023 **TOTAL 173**



INTERVENTIONS (includes multi-agency approaches)

JAN–JUL 2024 **TOTAL 3**

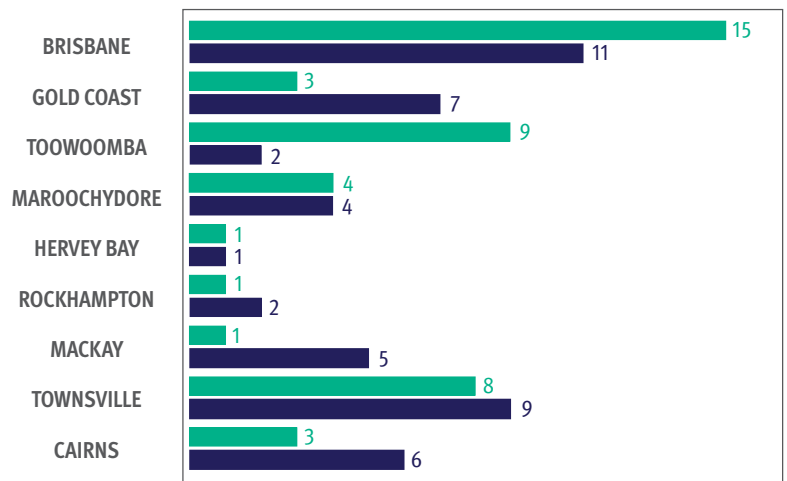
JAN–JUL 2023 **TOTAL 5**



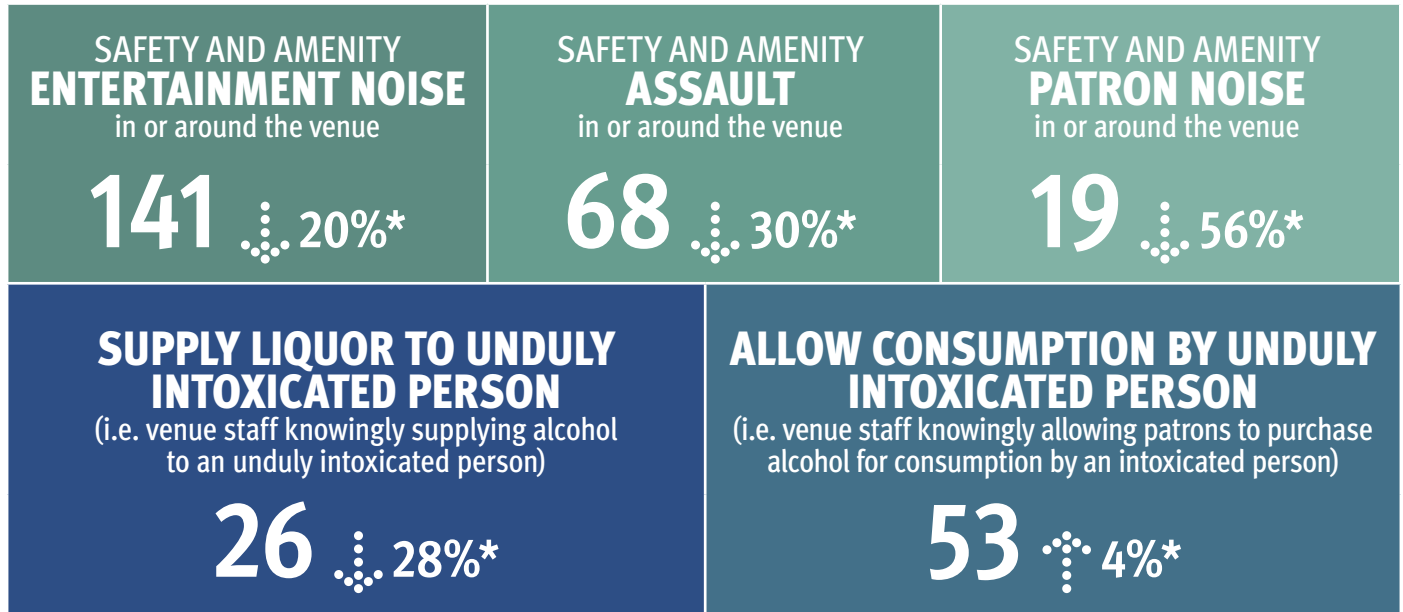
OTHER INVESTIGATIONS (includes Disciplinary Action, High Risk Investigations and Targeted Investigations)

JAN–JUL 2024 **TOTAL 45**

JAN–JUL 2023 **TOTAL 47**



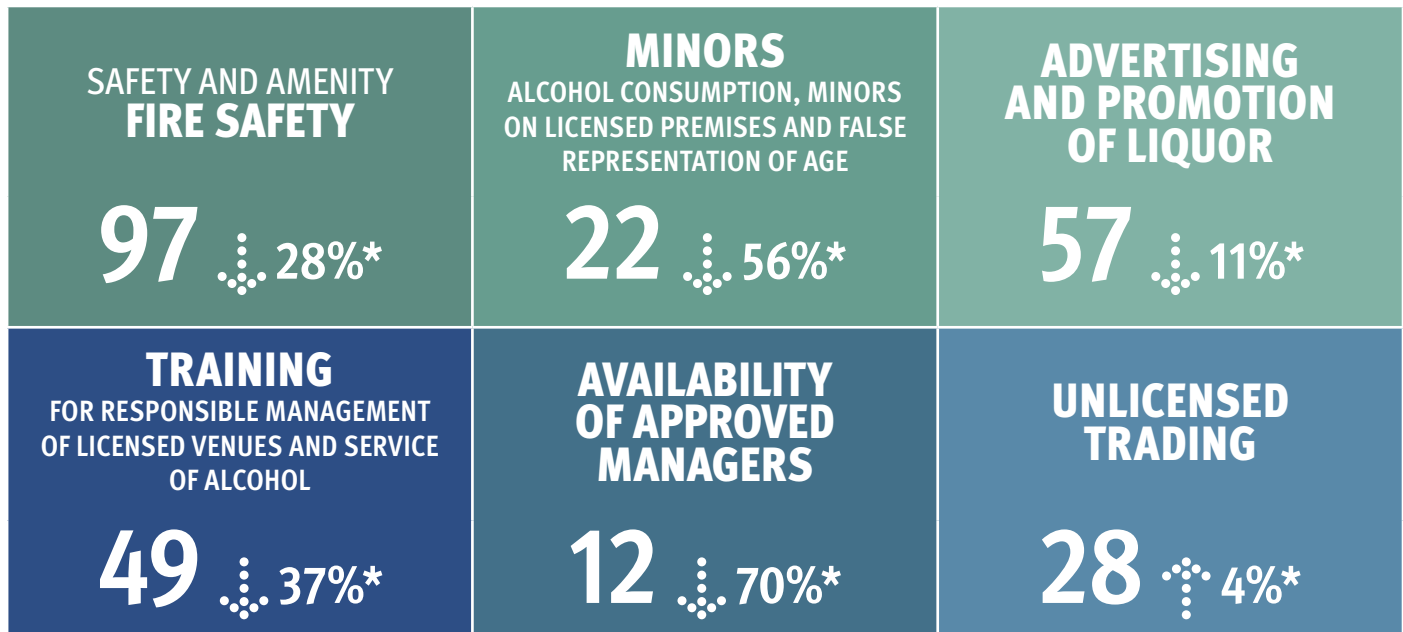
Top allegations—Liquor investigations



OLGR works collaboratively with industry to reduce liquor related non-compliance associated with venues and their amenities that affect the venue's patrons and broader community.

*OLGR receives data (including de-identified data) from multiple sources for each reporting period. General variations to data can be due to seasonal and non-seasonal influences, external events (e.g. natural disasters) or special events, and should not be solely relied upon to determine themes or trends.

Common issues—Proactive inspections

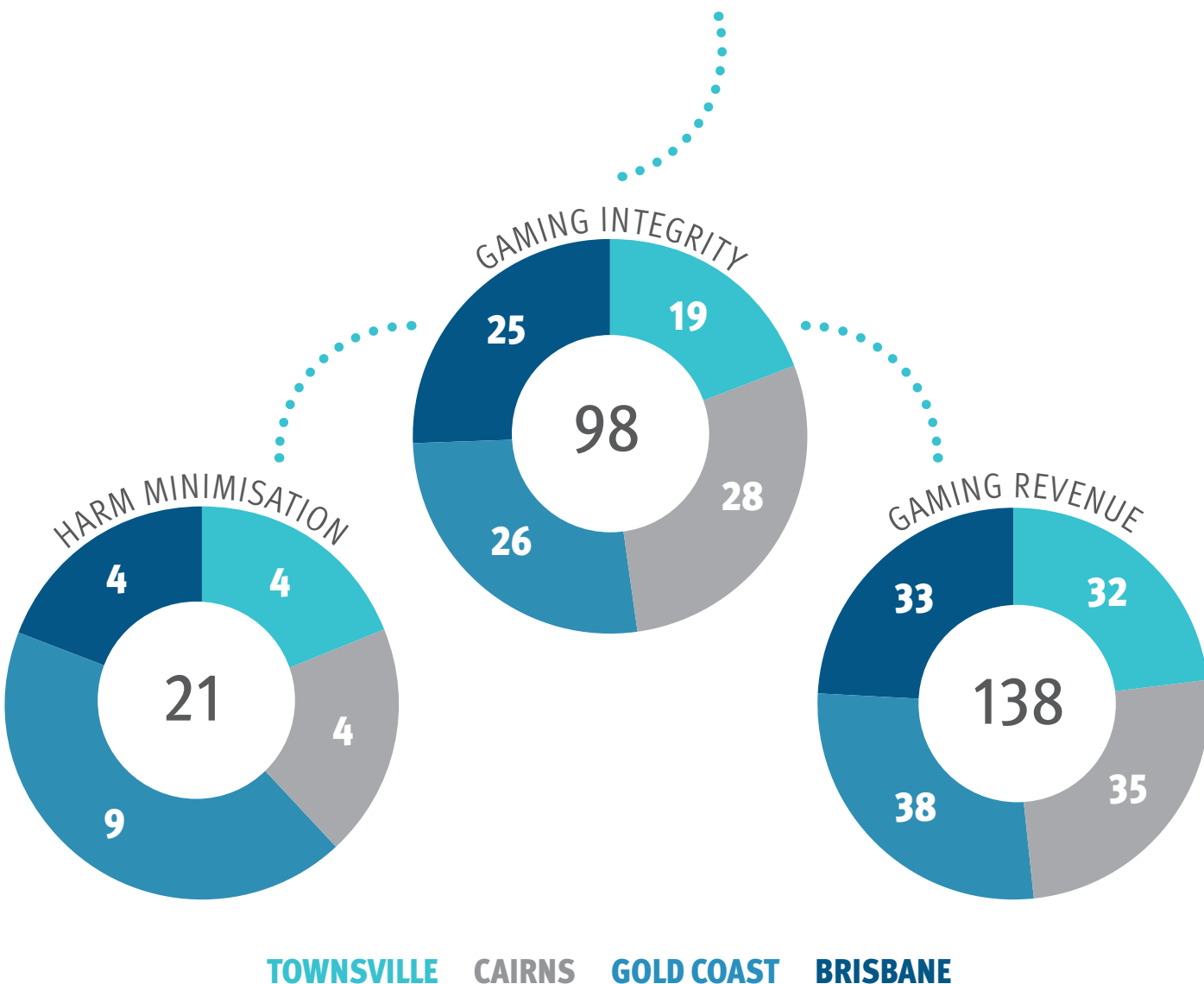


These common issues represent some of the primary areas of non-compliance identified as part of on-site inspections by OLGR officers.

OLGR acknowledges the commitment of licensees and stakeholders for their continued collaboration to improve industry knowledge and meet their obligations under the *Liquor Act 1992*.




* All comparisons are to January–June 2023 period

Liquor compliance activity



Enforcement

Enforcement actions

	LIQUOR 	GAMING 	CASINO 
Interventions	9	0	0
Censure/Direction/Abatement Notice or Order	2	1	1
Infringement Notice	47	9	7
Disciplinary Action	4	0	0
Warning	413	522	10
Prosecution	2	3	0

Non-enforcement actions

Breaches referred to other agencies	63	0	0
Other actions (incl. advice, education and risk mitigation)	657	22	17
Other non-enforcement outcomes (e.g. not substantiated, internal referrals, re-inspections scheduled)	883	236	20

Total fines

Court imposed fines resulting from successful prosecutions initiated by OLGR	\$4,000	\$10,000	N/A
OLGR fines only (excludes fines issued by other regulators. For example, Queensland Police Service is a co-regulator of liquor legislation)	\$56,531	\$11,101	\$4,333

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.](#)

OLGR Proactive compliance plan 2023–24 summary

The updates below summarise OLGR's (the Regulator) actions under the nine priorities of the *OLGR Proactive compliance plan 2023–24*.

CASINO OPERATORS

OLGR approved new safer gambling internal controls for The Star Gold Coast and The Treasury Brisbane casinos that were implemented within this reporting period (noting the reporting period was prior to the opening of The Star Brisbane). These controls are designed to prioritise customer wellbeing and support safer gambling in casinos.

New controls include:

- new customer probity processes to ensure risks associated with providing gambling and financial services to high-risk individuals are identified and managed
- casino-specific transaction monitoring rules that, if triggered, require further investigation and scrutiny
- implementation of a time management program that sets limits on how long customers can gamble
- obligations to proactively monitor customers' gambling activity and interact where there are signs of gambling related harm
- ensuring role-specific training is provided to gaming staff.

GAMING MACHINE HARM MINIMISATION

OLGR embedded its enhanced harm minimisation-focused gambling inspection programs, for Queensland hotels and clubs, into its core compliance programs. This provides OLGR with more productive avenues to identify matters interacting with gambling harm and to engage with venues on uplifting gambling harm minimisation (GHM) controls.

OLGR examined a selection of venues which use available play data to enhance electronic gaming machine (EGM) harm minimisation practices. This provided insight into industry practices, such as identifying patrons who may be experiencing gambling harm, and influencing them towards safer choices and early engagement of support services.

The insights and outcomes of this priority:

- enhance OLGR's gambling harm minimisation programs
- improve engagement with industry
- identify examples of industry leading practices that minimise EGM gambling harm.

An example of an industry-leading practice was a venue actively monitoring patrons, resulting in patrons initiating self-exclusions soon after signs about harmful gambling were identified.

VIOLENCE IN AND AROUND VENUES

OLGR continues to work with the Queensland Police Service (QPS), as co-regulator of the *Liquor Act 1992*, to monitor violence in and around Queensland licensed premises.

Under data-sharing arrangements, OLGR identified **2,879** violent incidents in or associated with licensed premises that inform venue targeting for the Tackling Venue Violence Program and Venue Controls Program.

OLGR has:

- concluded **51** violent incident reviews
- conducted **11** Tackling Venue Violence Program investigations
- undertaken **31** Venue Controls Program activities.

Venues under the Tackling Venue Violence Program engage in long term collaboration with OLGR. On average, reported violent incidents at these premises decreased by more than half during the six month period after venues were removed from the program (compared to the six months prior to the program).

This was observed in the Surfers Paradise Safe Night Precinct where **25** violent incidents were reported in and around a single nightclub during the six-month period leading to the venue's entry on the Tackling Venue Violence Program. The venue exited the program in late 2023, with only four incidents reported in the six-month post program period.

Under the Venue Controls Program, OLGR focuses on proactive engagement with licensees around venue practices and controls, using industry best-practice examples to assist venues effectively uplift patron and staff safety.

When a large regional venue displayed an upward trend in reported violent incidents, OLGR collaborated with venue management under the program that included enhancing responsible service of alcohol, staff training, and procedures for security officers. This contributed to a reduction of reported violent incidents and better safety outcomes for patrons and staff.

NATIONAL CONSUMER PROTECTION FRAMEWORK FOR ONLINE WAGERING

The National Consumer Protection Framework (NCPF) comprises 10 agreed measures designed to prevent and reduce harm from online wagering.

Under our regulatory strategy, the objectives of the NCPF have been monitored through several initiatives:

- Implementing a proactive compliance program involving audits and desktop reviews of online wagering service providers, including TAB Queensland Limited.
- Collaborating closely with other state, territory, and commonwealth agencies to ensure a consistent approach to NCPF compliance and to resolve any cross-jurisdictional issues.
- Under a ‘place of supply’ compliance model, suspected breaches of NCPF measures by interstate licensed wagering service providers are referred to the relevant regulator for attention and notification of the outcome. This resulted in **38** matters referred to interstate regulators.

OLGR can also consider enforcement action against interstate licensed wagering service providers in matters involving the extension of credit or offers of inducement.

MINORS ON LICENSED PREMISES

Minors are at an increased risk of harm from alcohol or gambling products and we actively monitor potential harm to minors through information we receive and during inspections at licensed premises.

This includes the annual Schoolies celebration where we undertook **217** inspections. We also conducted **115** inspections targeting minors on premises during the 2023–24 period.

Enforcement action from OLGR’s inspections and investigations resulted in OLGR issuing **86** infringement notices for offences relating to minors, totaling **\$59,160**, and **12** formal warnings.

SIGNIFICANT EVENTS

OLGR supports balancing community enjoyment and the benefits of significant events in Queensland with maintaining effective controls to minimise alcohol-related harm and violence. OLGR works to preserve community safety and amenity particularly when events have the availability of alcohol with a high-density attendance.

OLGR engaged with licensees and event organisers, in conjunction with QPS and community stakeholders, during **193** targeted inspections at **62** major public events around Queensland.

OLGR also increased its presence around licensed premises during holiday periods, conducting an additional **229** inspections under our Festive period program.

PRINCIPAL ACTIVITY PROGRAM

The Principal activity program monitors licensees to ensure they operate within the principal activity of their liquor licence. For example, ensuring restaurant or café licensees do not operate as a bar or hotel.

OLGR undertook **16** targeted inspections under this program, with most venues found to be compliant with the permitted licence activity. However, issues relating to the responsible service of alcohol and providing a safe environment resulted in **two** warnings being issued.

The program gave OLGR an opportunity to engage with venues about common issues to prevent adverse impacts on the amenity of the community, and advise licensees of licensing application requirements should they consider changing activities at their venue (e.g. providing live entertainment).

ARTISAN PRODUCERS

Engagement with Queensland’s artisan producers occurred through an educative approach, providing information to licensees about harm minimisation and annual return requirements.

OLGR engaged with all of Queensland’s artisan producers who were licensed up to 1 July 2024. This resulted in a significant improvement in the rate of returns lodged, with **30%** of inspected sites lodging returns immediately after OLGR engagement.

Continued engagement with artisan producers will occur through OLGR’s enduring liquor inspection programs.

LOCAL ISSUES

Issues impacting licensees and communities at a local level are identified through formal and informal OLGR collaborations with industry and other key stakeholders.

In 2023–24, OLGR facilitated industry and community forums, partnering with **90** organisations and participating in **314** meetings across the state.

These included:

- **115** meetings with **39** different Liquor Accords
- **47** meetings with Safe Night Precinct Boards
- **16** Safer Gambling Network forums
- **32** other community and industry group meetings to discuss issues impacting local areas or celebrate achievements.

OLGR further invested in remote community engagements, hearing directly from local government, industry, and community groups through participation in **104** engagement meetings with stakeholder groups.