

Licensing and Compliance Summary July–December 2023

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 December 2023



10,904

Liquor licensed premises

- 1,381 Hotels
- 4,269 Restaurants and cafes
- 860 Community clubs
- 176 Artisan producers



1,083

Gaming licensed premises

- 356 Clubs
- 727 Hotels



4

Casinos



22,210

Individual licensees

12,998 approved manager



15

Safe night precincts



51

Active liquor accords

Licensing activity

453 Liquor licence approvals

426 Licence transfers

1,760 Individual licences issued

6 New gaming licence approvals

10 New hotels

2 New community clubs

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

1,928 One-off permits approved
includes community liquor permits and extended trading hours (one-off) permits

6,620

liquor applications received
(down from 7,228)

-8%

1,076

gaming applications received
(down from 1,386)

-22%

** All comparisons are to July–December 2022 period unless otherwise stated.*



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

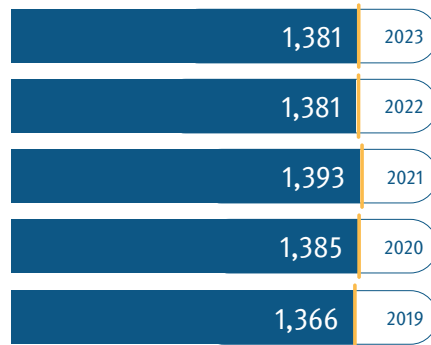


Our Liquor and Gambling Regulation Strategy sets out our vision and approach.

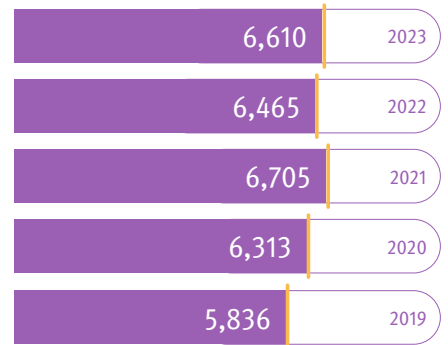
Active liquor licences—last five years as at 31 December each year



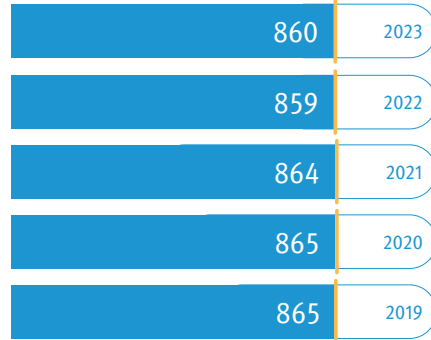
COMMERCIAL HOTEL



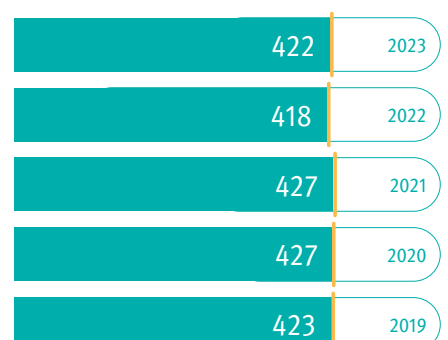
COMMERCIAL OTHER



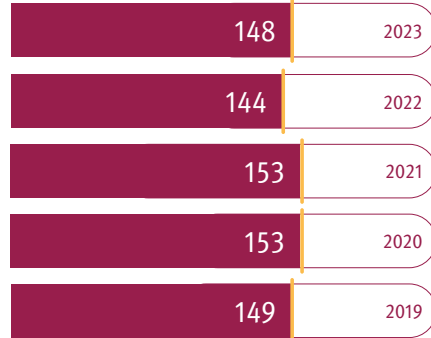
COMMUNITY CLUB



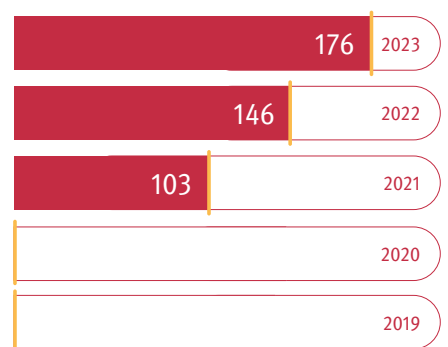
COMMUNITY OTHER



WINE MERCHANT/WINE PRODUCER

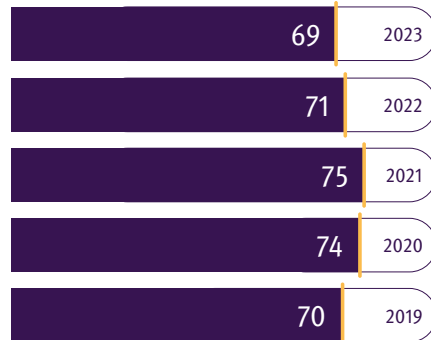


ARTISAN

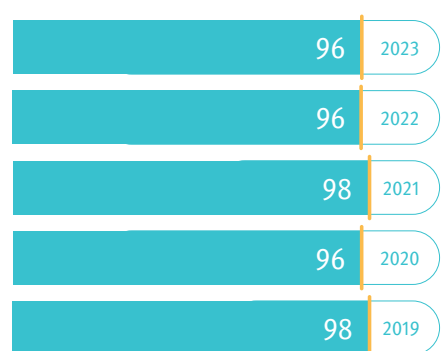


Note: The artisan producer licence commenced 4 May 2021

NIGHTCLUB



COMMERCIAL SPECIAL FACILITY



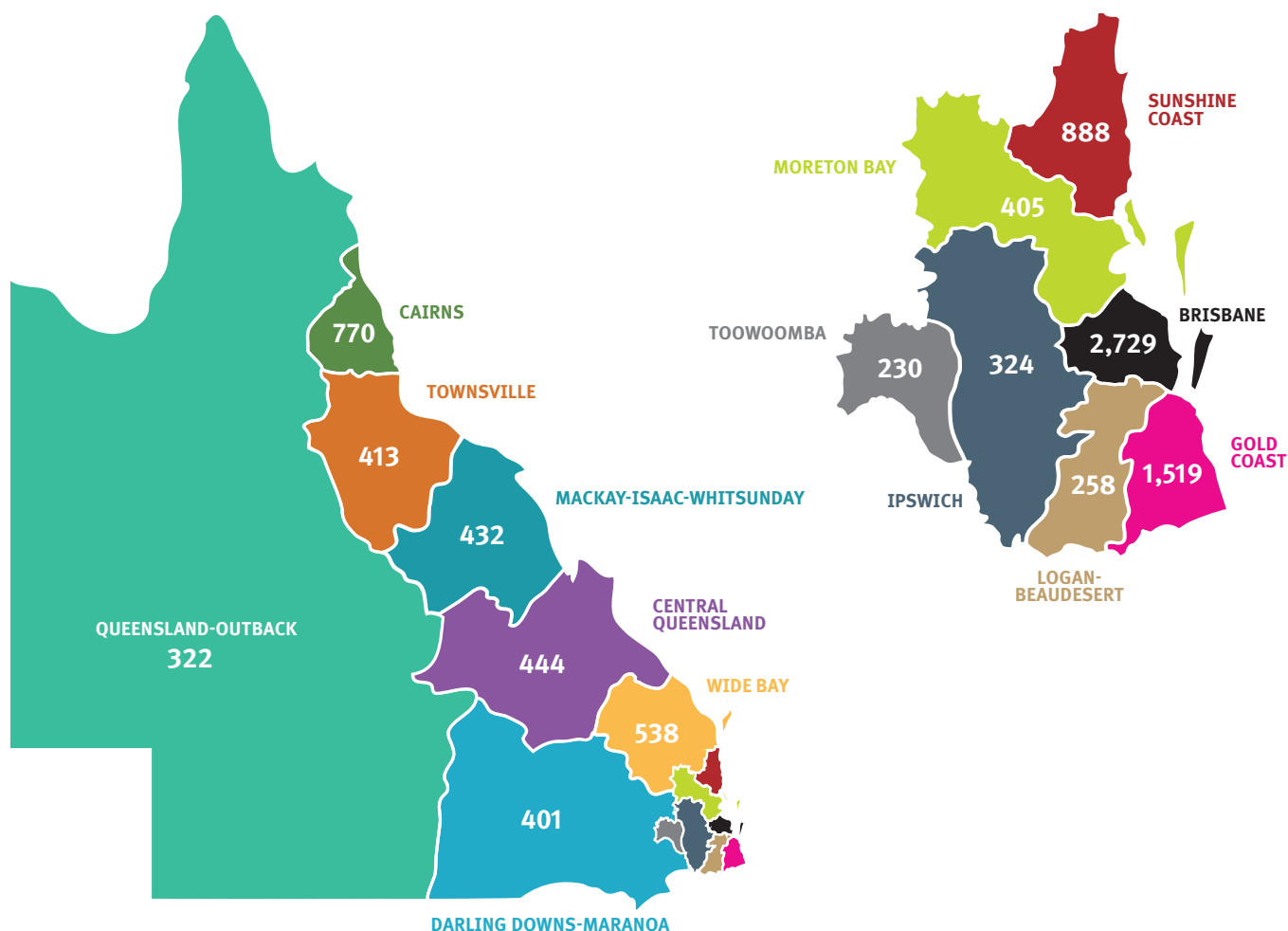
Liquor licence trading hours as at 31 December 2023



Commercial hotel	446	119
Commercial other <small>Bars, restaurants, cafes, motels, specialty stores (e.g. corporate gift suppliers, florists)</small>	60	11
Community club	81	2
Community other	16	-
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 31 December



New applications for gaming licences



590
INDIVIDUAL
LICENCE

12
ELECTRONIC
GAMING MACHINE
INCREASE

26
APPROVED
TRADING
HOURS

0
ADDITIONAL
PREMISES

2
NEW
LICENCE



648
INDIVIDUAL
LICENCE

12
ELECTRONIC
GAMING MACHINE
INCREASE

20
APPROVED
TRADING
HOURS

4
ADDITIONAL
PREMISES

4
NEW
LICENCE

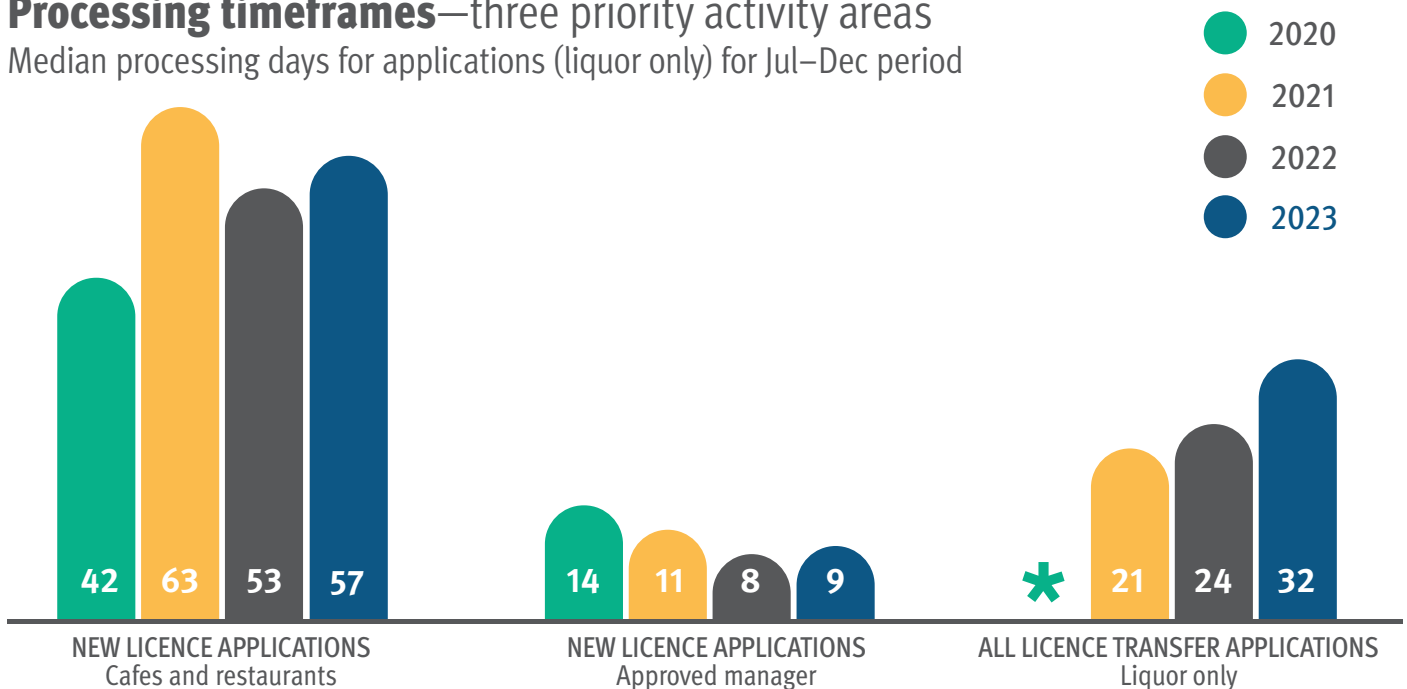
Find out more about liquor and gambling licensing in Queensland, including the range of licence types available.

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) for Jul–Dec period



* 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 with harm minimisation conditions

CONDITIONS MAY APPLY*	27
CONDITIONS WERE APPLIED	16

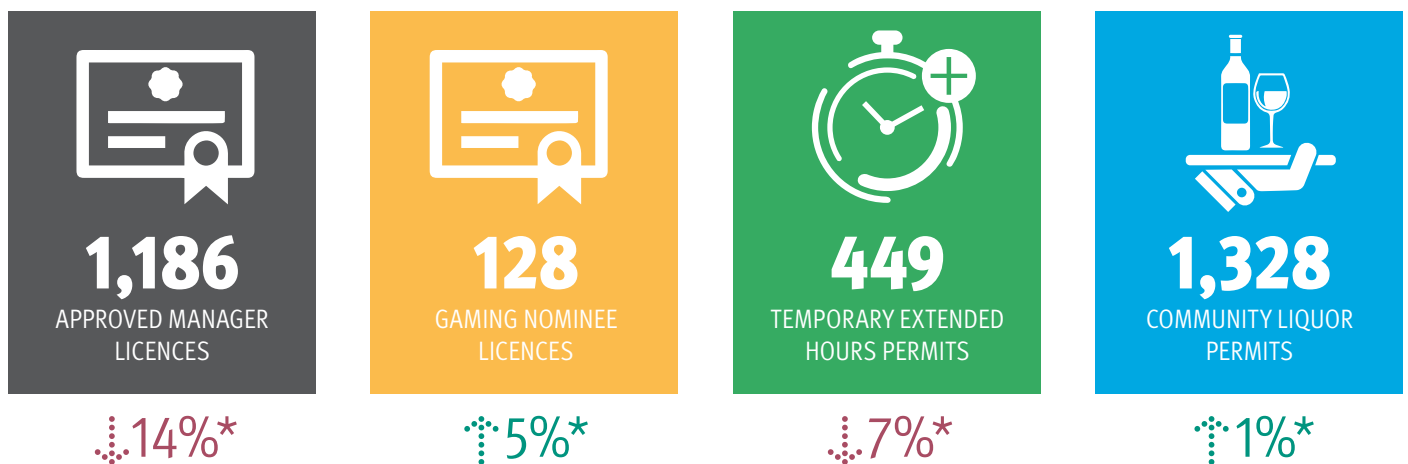
* Not all gaming application types require consideration to be given to whether additional conditions should be applied, and as such, they are not included in this data.

Applications for liquor licences and permits received

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

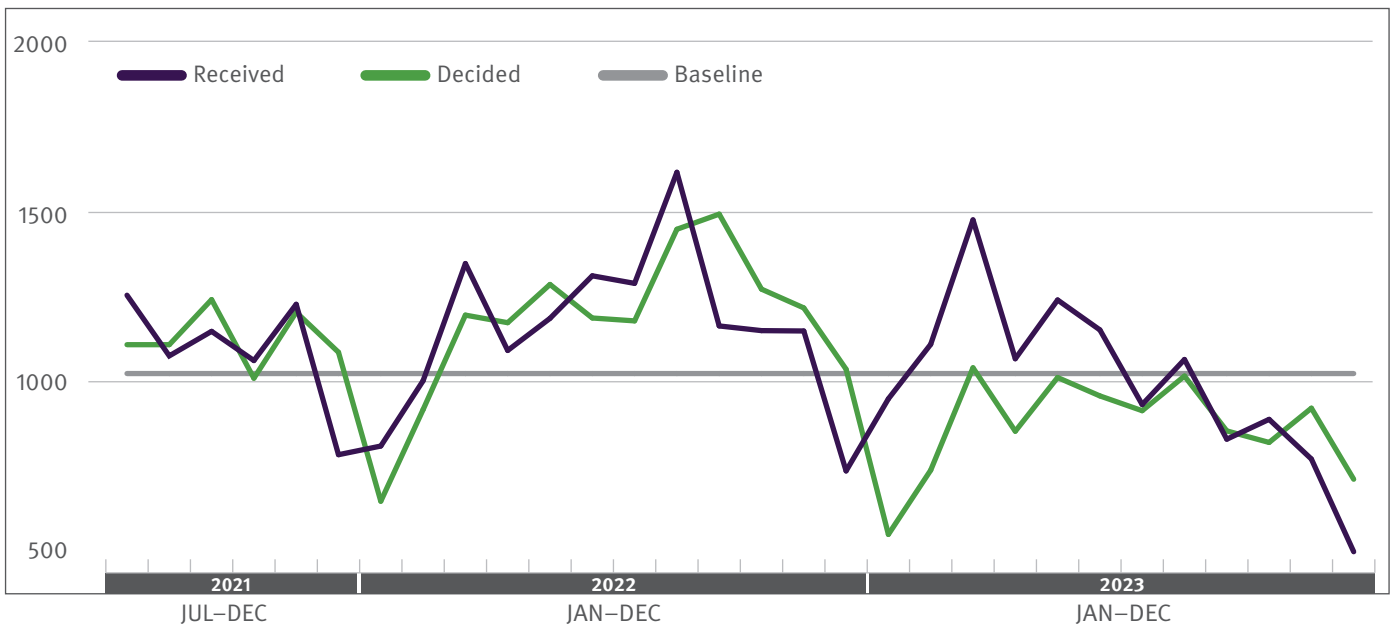


Licences and permits

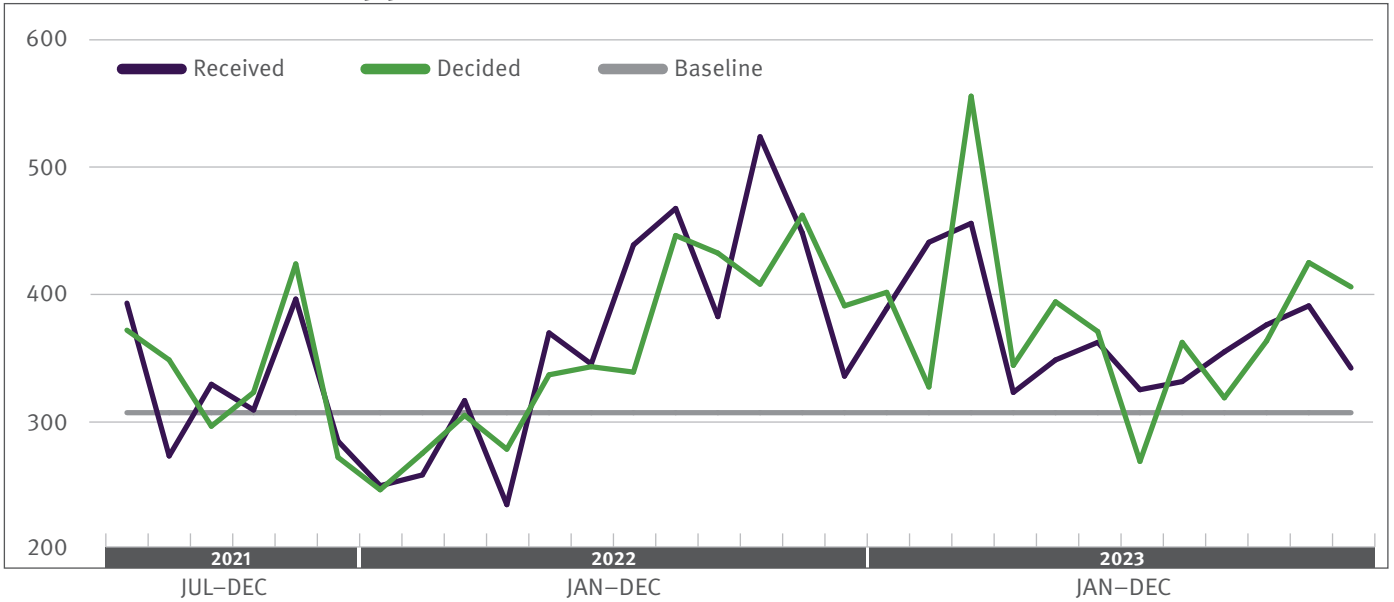


* All comparisons are to July–December 2022 period

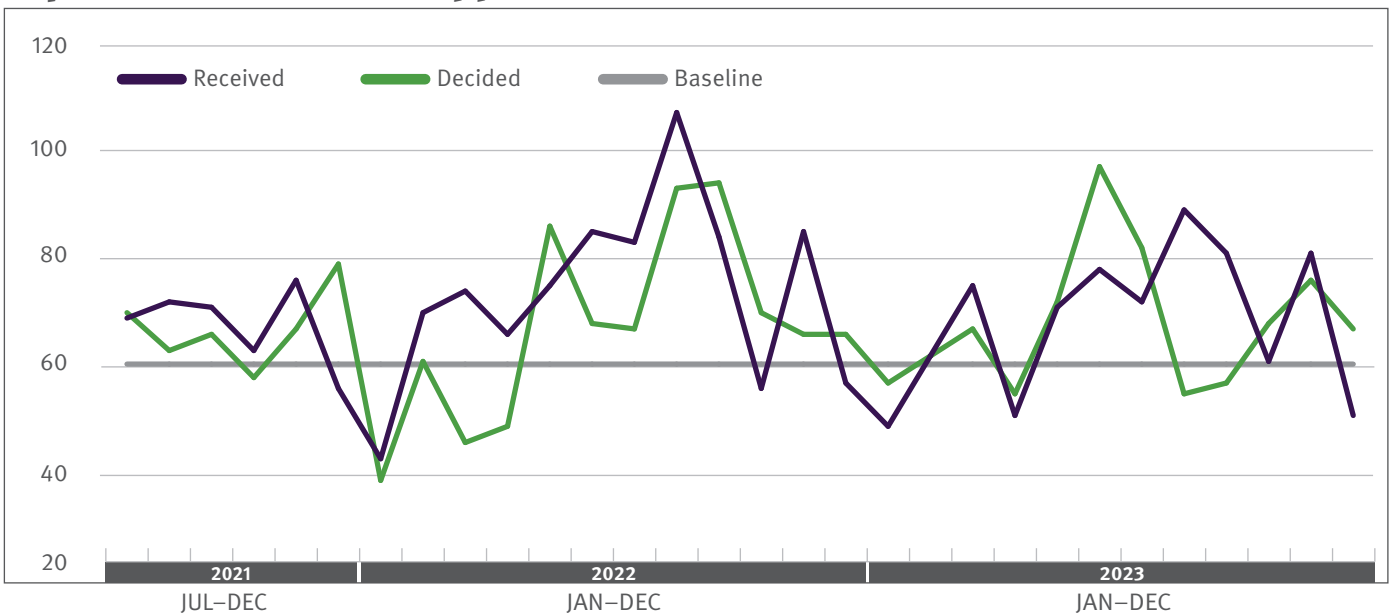
Liquor licensed premises related applications



Individual licence applications (liquor and gaming)



Liquor licence transfer applications



Compliance activity

4,082

COMPLIANCE ACTIVITIES UNDERTAKEN

640

LIQUOR ENFORCEMENT ACTIONS

437

GAMING INSPECTIONS/
INVESTIGATIONS AND AUDITS

487

GAMING ENFORCEMENT ACTIONS

280

CASINO AUDITS

2,009

LIQUOR INSPECTIONS

698

LIQUOR RISK ASSESSMENTS

608

LIQUOR INVESTIGATIONS

50

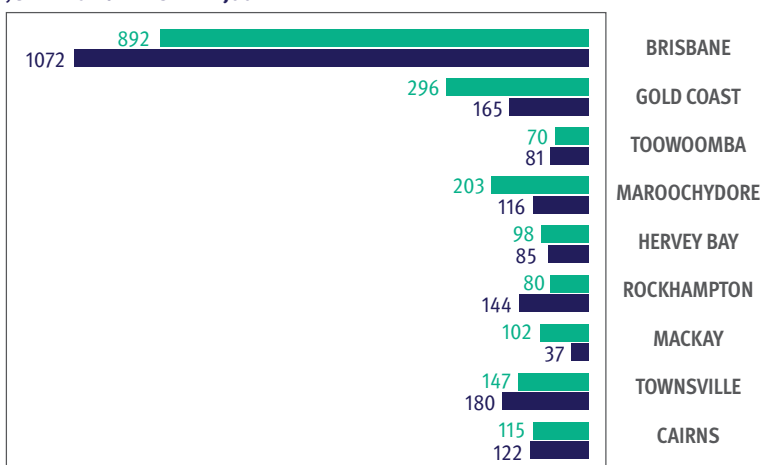
PERSON OF INTEREST
MONITORING

Liquor compliance activity

ON-SITE INSPECTIONS

JUL–DEC 2023 **TOTAL 2,003**

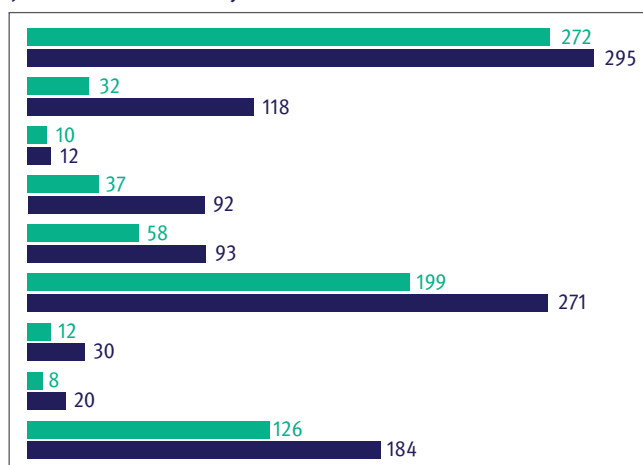
JUL–DEC 2022 **TOTAL 2,002**



OTHER COMPLIANCE ACTIVITIES

JUL–DEC 2023 **TOTAL 754**

JUL–DEC 2022 **TOTAL 1,115**



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

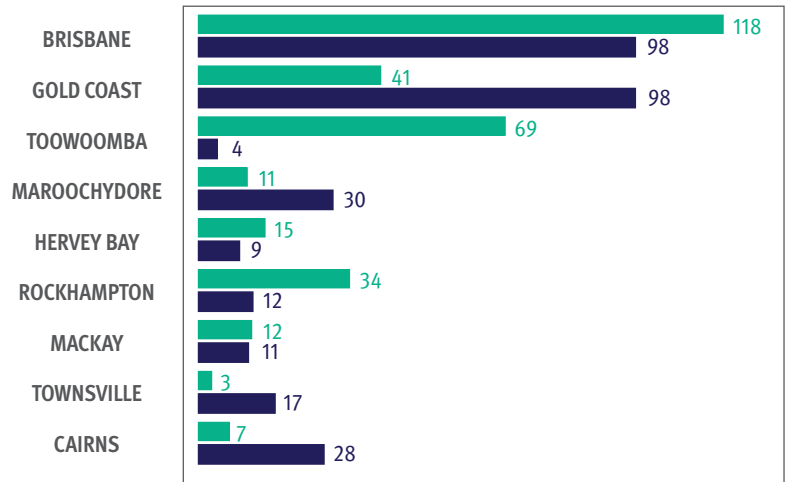
608

completed

COMPLAINTS BY THE PUBLIC

JUL-DEC 2023 **TOTAL 310**

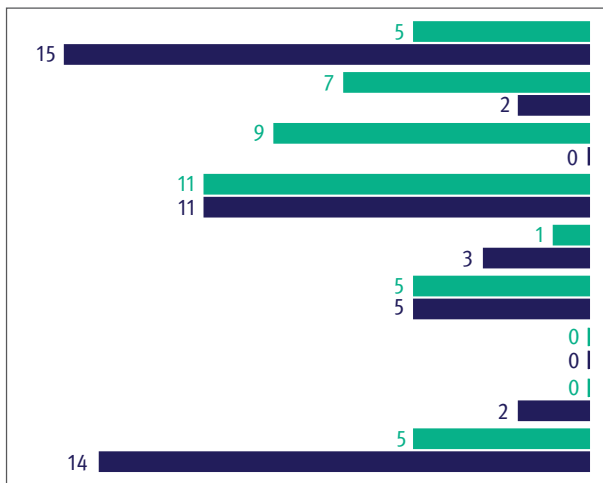
JUL-DEC 2022 **TOTAL 307**



COMPLAINTS OTHER

JUL-DEC 2023 **TOTAL 43**

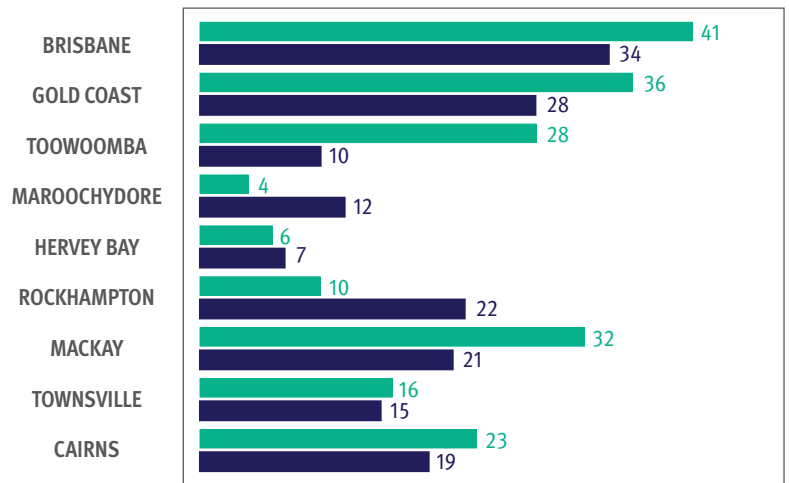
JUL-DEC 2022 **TOTAL 52**



COMPLAINTS POLICE

JUL-DEC 2023 **TOTAL 196**

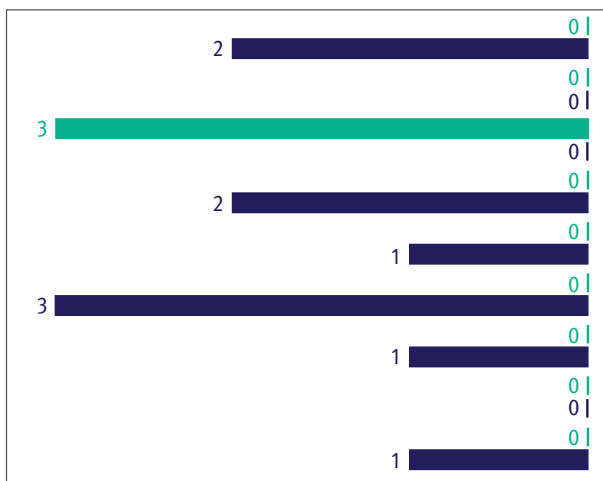
JUL-DEC 2022 **TOTAL 168**



INTERVENTIONS (includes multi-agency approaches)

JUL-DEC 2023 **TOTAL 3**

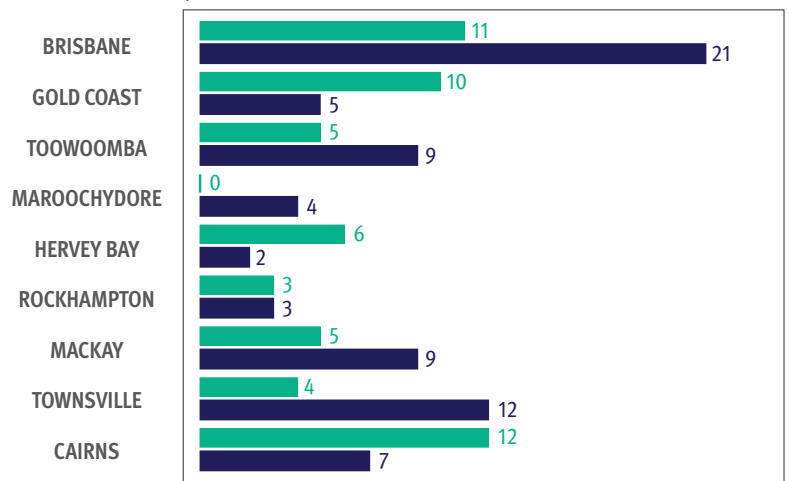
JUL-DEC 2022 **TOTAL 10**



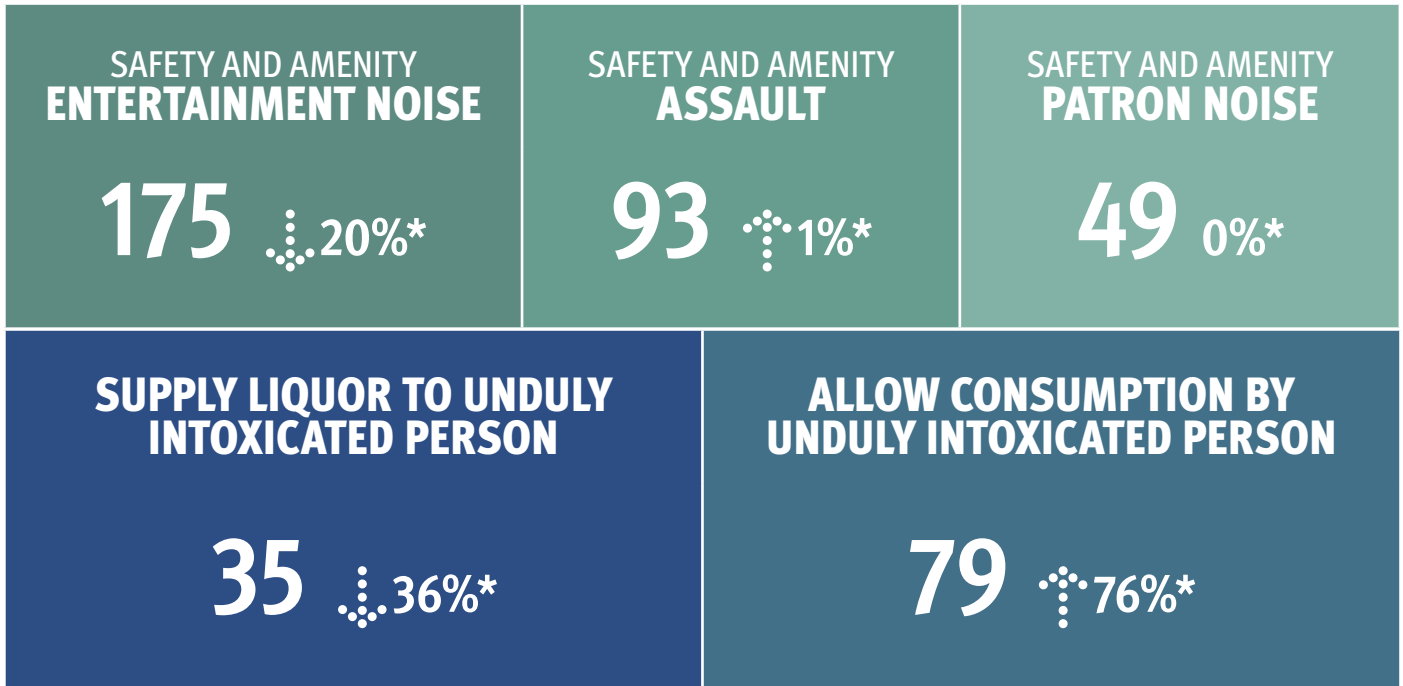
OTHER INVESTIGATIONS (includes Disciplinary Action, High Risk Investigations and Targeted Investigations)

JUL-DEC 2023 **TOTAL 56**

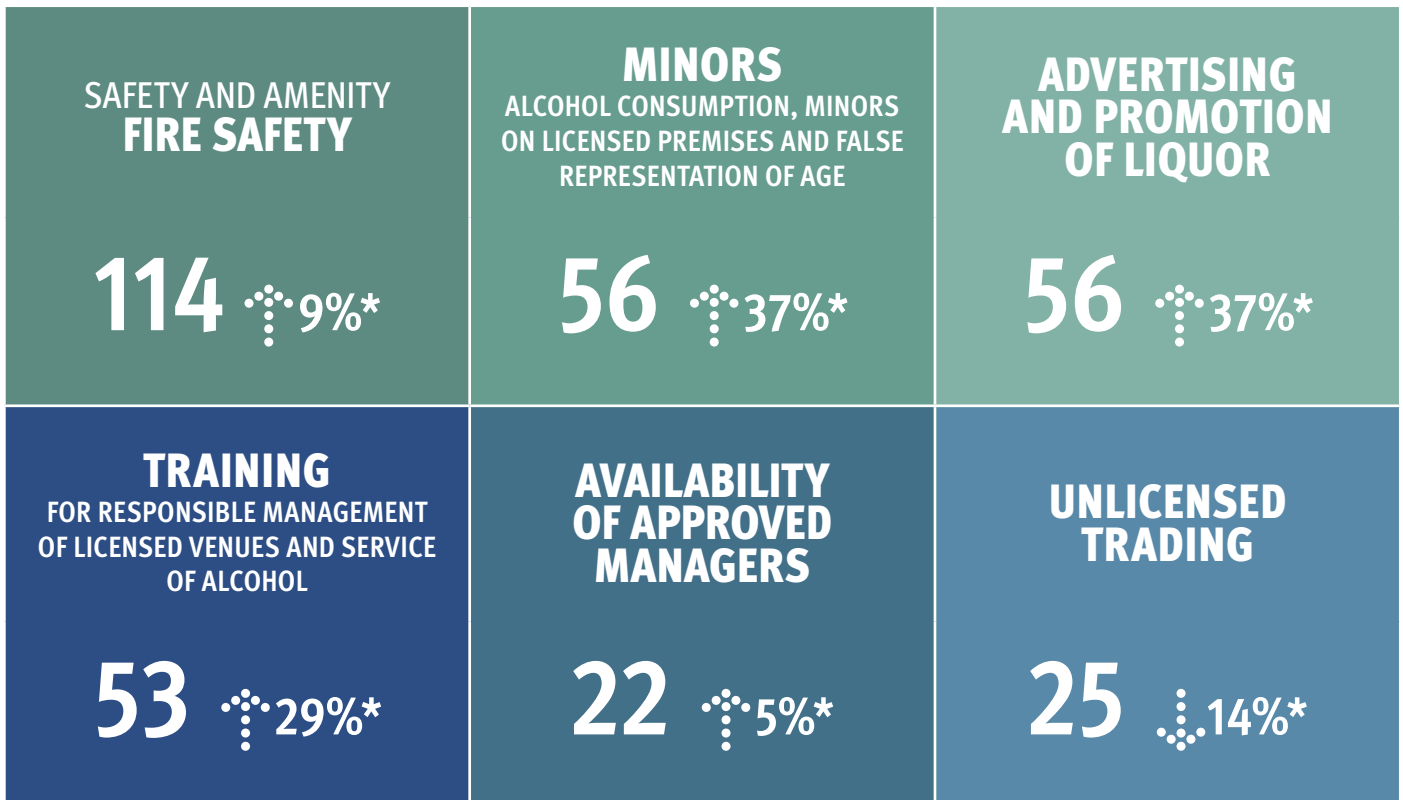
JUL-DEC 2022 **TOTAL 72**



Top allegations—Liquor investigations

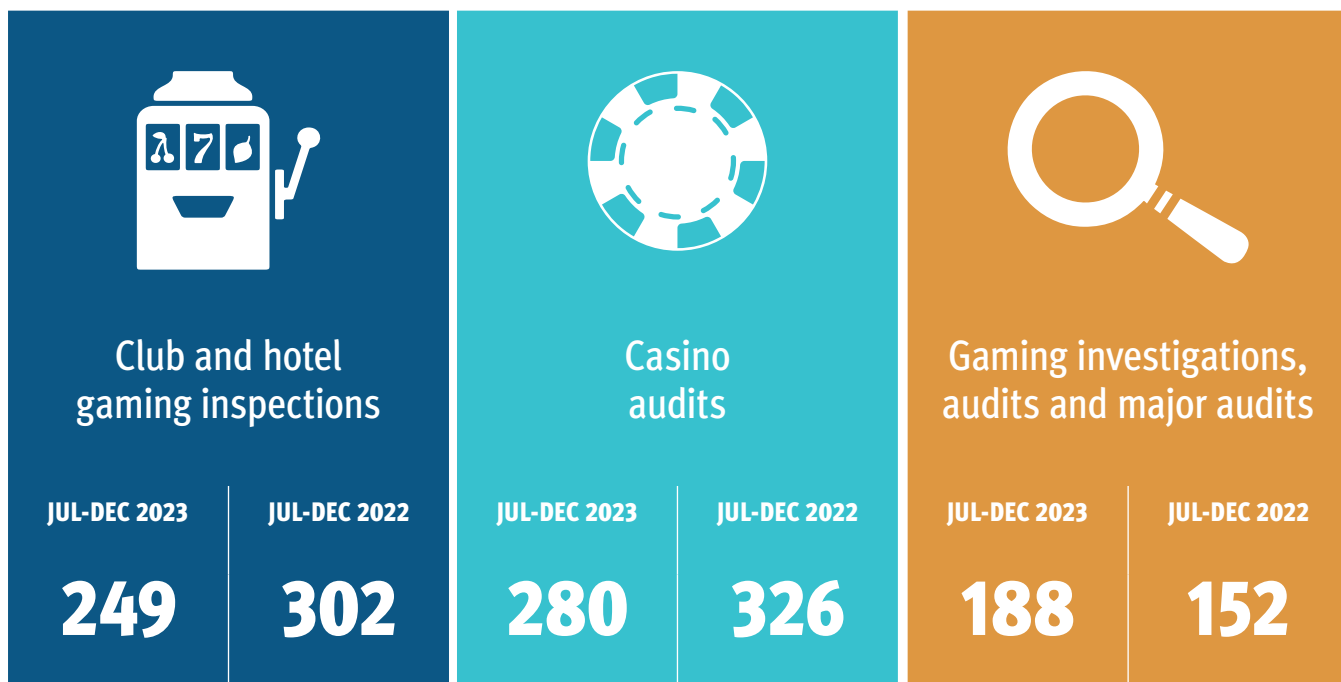


Significant non-compliance issues—Liquor inspections

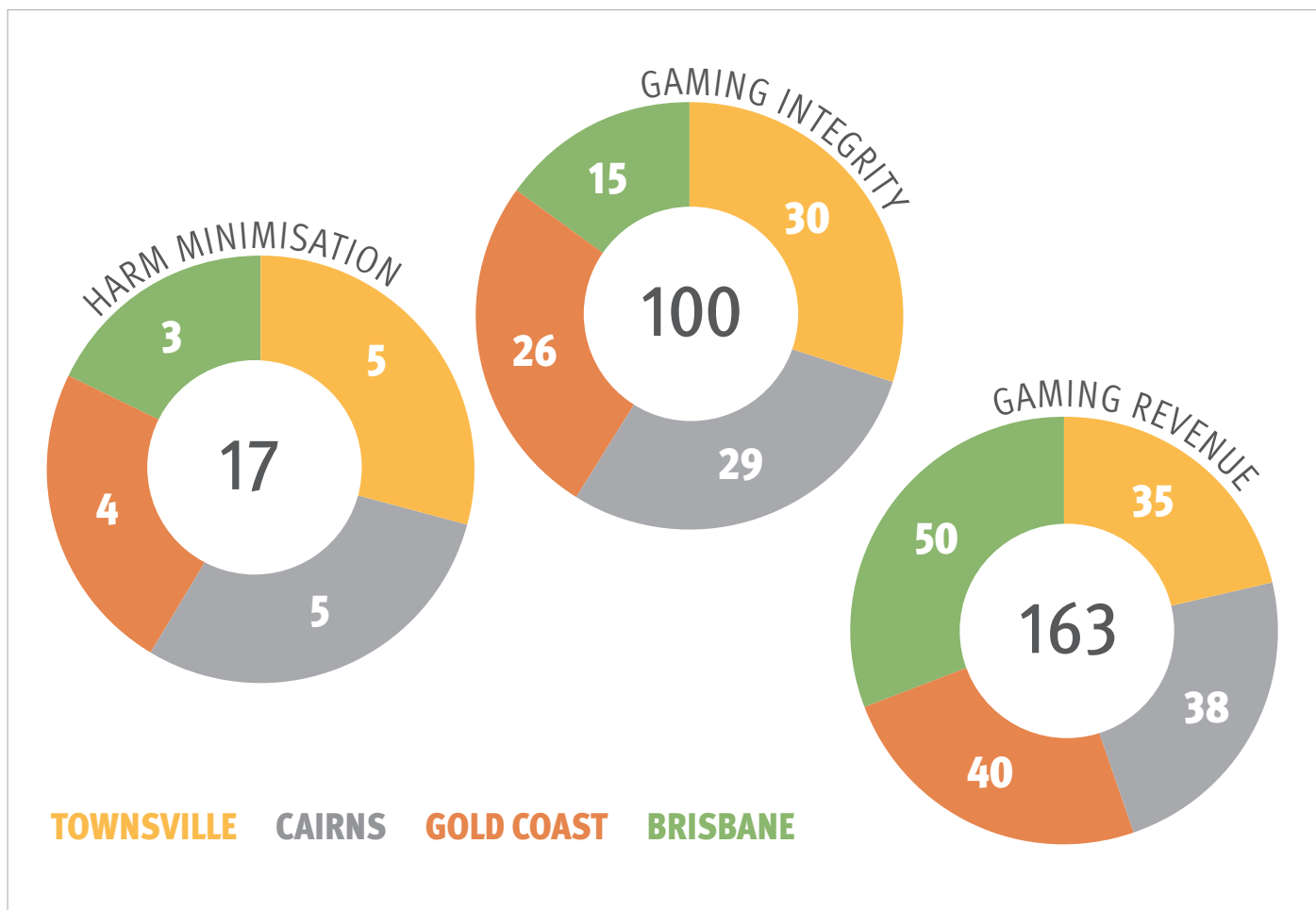


* All comparisons are to July–December 2022 period

Gambling compliance activity






Casino inspections



Enforcement

Enforcement actions

	LIQUOR 	GAMING 	CASINO 
Interventions	11	0	0
Censure/Direction/Abatement Notice or Order	6	2	0
Infringement Notice	81	7	6
Disciplinary Action	4	0	0
Warning	538	456	14
Prosecution	0	1	1

Non-enforcement actions

Breaches referred to other agencies	49	0	0
Other actions (incl. advice, education and risk mitigation)	933	8	5
Other non-enforcement outcomes (e.g. not substantiated, internal referrals, re-inspections scheduled)	1,059	100	13

Total fines

Court imposed fines resulting from successful prosecutions initiated by OLGR	–	\$50,000	\$140,000
(OLGR fines only. Excludes fines issued by other regulators. For example, Queensland Police Service is a co-regulator of liquor legislation)	\$62,555	\$6,714	\$11,388

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.](#)

Progress update

OLGR proactive compliance plan 2023–24

The updates below summarise OLGR's (the Regulator) progress against the nine priority areas identified in the *OLGR Proactive compliance plan 2023–24*.

CASINO OPERATORS

New measures commenced in the Internal Control Manuals (ICM) of the Star Gold Coast and Treasury Brisbane casino. These measures require the operator to:

- provide gambling help information to patrons
- monitor time-of-play and patron interventions
- provide role-specific training for all safer gambling and gaming team staff
- undertake 24/7 monitoring of time-based play for carded play guests
- report instances where a patron displays signs that they may be experiencing gambling related harm
- issue and comply with self-exclusions and venue-based exclusion directions.

OLGR also commenced extensive maturity assessments on Queensland's northern casinos, to measure how their compliance and conduct aligns with the objectives of the *Casino Control Act 1982*. The assessments are scheduled for completion in the final half of 2023–24, with a focus on governance capability, senior leadership structure and accountability. These actions will help OLGR understand the operator's current state and prospective uplift capacity.

GAMING MACHINE HARM MINIMISATION

Three key initiatives commenced in the first half of 2023–24:

- Enhanced gambling inspection programs in Queensland hotels and clubs focuses on leadership and culture, patron safety, the operation of electronic gaming machines (EGMs), and enhancing venue relationships with local Gambling Help service providers.
- Joint assessments highlighted the link between gambling harm minimisation and Australia's Anti-Money Laundering (AML) framework. In this reporting period, OLGR worked with the Australian Transaction Reports and Analysis Centre (AUSTRAC) to identify Queensland hotels and clubs which must enroll with AUSTRAC under the AML framework. OLGR participated in 54 educational visits to generate awareness about AML policies and procedures.

- Identified hotels and clubs with EGM turnover of more than \$1 million, and a 10–15 per cent increase in turnover, to examine how venues are using play data to enhance EGM harm minimisation. This initiative included venues in one of the top five hotel groups in Queensland to provide insight on the influence that gambling harm minimisation practices are driven throughout the group. Further venue engagements are scheduled for the second half of 2023–24, with data insights and outcomes to inform OLGR's gambling harm minimisation programs and further engagement with industry.

VIOLENCE IN AND AROUND VENUES

OLGR works with the Queensland Police Service (a co-regulator under the *Liquor Act 1992* (Liquor Act)), to monitor violence in and around Queensland licensed premises. In the reporting period, OLGR identified 1,560 violent incidents in or around licensed premises. This data informs our Tackling venue violence and Venue controls programs, which saw the conclusion of 29 Violent incident reviews, 7 Tackling venue violence investigations, and 16 Venue controls activities over the first half of 2023–24.

To address these incidents, OLGR, through various programs and initiatives, engaged with licensees and venue staff to investigate incidents, including fatalities. The Venue controls program is designed to promote improvements to venue controls and educate licensee on their obligations. OLGR recently collaborated with a licensee, following a fatal incident to enhance their controls of responsible service of alcohol, patron monitoring and security practice. While the incident was not attributed to the venue, the collaboration resulted in better internal venue processes and included the implementation of a new CCTV review process to identify best practice management for proactive interventions and violence management.

NATIONAL CONSUMER PROTECTION FRAMEWORK FOR ONLINE WAGERING

Over the reporting period, OLGR developed a proactive inspection program for online wagering using the National Consumer Protection Framework (NCPF) principles for interactive wagering in Australia. We worked with other State, Territory and Commonwealth agencies to ensure a consistent approach to compliance in conjunction with the principles and to address and resolve interjurisdictional issues.

OLGR is undertaking proactive compliance activities to monitor online wagering service providers in Queensland

(including TAB Queensland Limited (TAB), the sole sports and horse wagering licensee), to ensure online wagering products and services meet NCPF principles, and to protect consumers from harmful gambling products, messaging or inducements.

Compliance activities will continue throughout 2024, including during peak-periods or major sporting events, when wagering activity may be higher than usual.

MINORS ON LICENSED PREMISES

OLGR prioritises the safety of people who are at increased risk of harm from consuming alcohol, including those under 18 years. We monitor this issue during all inspections of Queensland's licensed venues.

In late 2023, OLGR partnered with other government agencies, co-regulators, and non-government support services, to tackle alcohol-related harm for Schoolies celebrations as part of the Safer Schoolies initiative, which provides a coordinated approach to protecting our young people and businesses.

OLGR inspectors from Brisbane, Mackay, Maroochydore, and the Gold Coast conducted 220 inspections at licensed venues, nightclub hubs and bottle shops around Schoolies events to ensure venues were vigilant in their controls to keep minors safe. Queensland's new digital licence provided OLGR an opportunity to engage with licensed venues for an enhanced focus on checking digital IDs. OLGR worked with venues as they managed the challenges of preventing minors from entering licensed venues and OLGR identified multiple instances where minors were in possession of liquor and attempting to use false identification to enter licensed venues.

Though there were limited enforcements from Schoolies events in 2023, the results of this active compliance presence by OLGR reinforces the need for continued education of licensees and venue staff, and the high-risk of alcohol-related harm to vulnerable young people at these events.

SIGNIFICANT EVENTS

OLGR supports the vibrancy of industry to provide significant events for the community to enjoy and has dedicated resources to inspect these event types. An educative focus is applied to our compliance engagement with industry, and the event convenors are encouraged to implement best-practice controls or strategies that support communities to feel safe and empowered to attend events. This is especially important where events expect high-density attendance and combined with the availability of alcohol.

Over the July–December 2023 period, we engaged with 32 event organisers, in conjunction with our co-regulators and community stakeholders to undertake 83 targeted inspections at events around Queensland to ensure that a safe environment was being provided for patrons.

PRINCIPAL ACTIVITY PROGRAM

Certain categories of liquor licences issued by OLGR are considered lower risk, based on the principal activity of the business; for example, a restaurant or café that is licensed to serve alcohol in circumstances where its principal activity is food service. OLGR is responsive in its monitoring of licensees who may seek to operate outside of their approved liquor licence conditions through our inspection activities, complaints, and intelligence monitoring.

Over this period, OLGR's data analysis identified 19 venues that will be targeted for principal activity inspections in early 2024.

ARTISAN PRODUCERS

Engagement with Queensland's artisan producers has been a highlight in 2023–24, following the 2021 introduction of a new licence type to support craft brewers and distillers to sell their products and support local economic development.

Our primary focus was again educative and aimed to provide the information needed for licensees to understand their harm minimisation controls and assisting licensees with advice on annual return requirements. In the first half of 2023–24, OLGR had engaged with 80 of Queensland's 176 licensed artisan producers with engagements scheduled for the remaining licensees before the end of 2023–24.

LOCAL ISSUES

OLGR proactively addresses issues impacting licensees and communities at a local level, through formal and informal collaborations with industry and other key stakeholders.

Facilitating industry and community forums, OLGR partnered with 60 organisations and participated in 136 meetings across the state. These included 54 meetings with 33 different Liquor Accords, 22 meetings with Safe Night Precinct Boards, and 7 Gambling Help service forums 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 47 engagement meetings with 8 stakeholder groups.

These activities enhance OLGR's understanding of concerns or issues affecting local communities or businesses, and facilitates informed decision-making, for safe, responsible liquor and gambling environments in Queensland.