



Liquor and Gaming annual report

2014-15

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CBD	Central business district
CLG	Colonial Leisure Group
DEHP	Department of Environment and Heritage Protection
DJAG	Department of Justice and Attorney-General
EGM	Electronic Gaming Machine
GML	Gaming Machine Licence
LIAG	Liquor Industry Action Group
Ltd	Limited
OLGR	Office of Liquor and Gaming Regulation
Pty	Proprietary
PSCC	Public Safety Consultative Committee
QFES	Queensland Fire and Emergency Services
QPS	Queensland Police Service
RGAW	Responsible Gambling Awareness Week
RMLV	Responsible Management of Licensed Venues
RSA	Responsible Service of Alcohol
RSL	Returned and Services League
s.	section
ss.	sections
SNP	Safe Night Precinct

Foreword

The Office of Liquor and Gaming Regulation (OLGR) is pleased to present the OLGR Annual Statistical Report which provides the liquor and gaming industry, and other key stakeholders, an overview of figures for liquor, gaming, compliance and harm minimisation over the past 12 months.

Where relevant comparative data from previous years is shown to highlight areas of industry trends, growth and change. Unless otherwise mentioned, the data in this report is as at 30 June 2015.

This report also provides a snapshot of some of the major initiatives the OLGR has undertaken to stamp out alcohol-fuelled violence by ensuring licensees continue to deliver safe venues for patrons and staff.

The OLGR's key objectives, as a regulator, are to minimise the harm and adverse effects liquor and gaming can have on the community and ensure that Queensland communities directly benefit from the revenue generated by gaming. While working towards these objectives, the OLGR also wants to ensure the liquor and gaming industry succeeds financially.

In 2014–15, the OLGR has further collaborated with industry to achieve common goals and continued to review and adapt the way it works as a regulator. Some of the highlights within this report provide a snapshot of where this has occurred.

It is hoped this report provides a useful insight to readers and provides a clear overview of where the industry stands moving into the next financial year. This report, along with statistical annual reports from previous financial years can be accessed online at www.justice.qld.gov.au

The OLGR—past and present

Present

The Office of Liquor and Gaming Regulation (OLGR) forms part of the Department of Justice and Attorney-General (DJAG) and consists of the Office of the Executive Director, Organisational Services, the Licensing Division and the Compliance Division. The policy, legislative and research functions are the responsibility of the Office of Regulatory Policy.

Collaboratively, these areas are responsible for:

- developing a responsible liquor and hospitality industry;
- regulating the sale and supply of liquor and gaming products through probity, licensing, proactive and reactive compliance strategies and the administration of the community benefit funds;
- implementing initiatives which minimise harm associated with the consumption of liquor and gaming activity; and
- processing more than \$50 million worth of gambling community benefit fund grants to the not-for-profit sector.

Grants information is outlined in the community benefit funds allocation report available at www.justice.qld.gov.au.

The OLGR reports through the Deputy Director-General, Liquor, Gaming and Fair Trading, who is also the Commissioner for Liquor and Gaming, and reports to the Director-General, Department of Justice and Attorney-General.

The OLGR's key clients and stakeholders consist of:

- licensees, permit holders and their staff;
- licence and permit applicants;
- liquor and gaming industry associations;
- community groups and individuals affected by the sale and supply of liquor and gambling activities; and
- other Government and regulatory control bodies.

Past

The regulation of liquor and gaming in Queensland has occurred since the 1800's. The following section provides an overview of the history of liquor and gaming in Queensland.

History of liquor and gaming in Queensland

Year	Event
1843	First race meeting held in Brisbane.
Before 1860	Clerk of Petty Sessions introduced four different types of licences.
1863	<i>Publicans Act 1863</i> —Clerk of Petty Sessions reduced the licensing types from four to two.
1885	<i>Licensing Act 1885</i> —age of liquor is defined as 14 years/older for take-away liquor and persons 18 years/older for drinking on-premises.
1912	<i>Liquor Act 1912</i> —four types of licences introduced (Licensed Victualler's, Winemaker's, Packet, Billiard). Legal drinking age increased to 21 years.
1917	Golden Casket conducted first lottery.
1935	Licensing Commission established.
1961	Beginning of restaurant licences.
1962	TAB provides legal off-course betting.
1970	Women allowed to drink in public bars.
1974	Types of licences increased to 29 and permits to 16. Licensing Court introduced and legal drinking age reduced from 21 to 18 years old.
1982	24 hour trading introduced for Commonwealth Games.
1985	Conrad Jupiters Casino opened on the Gold Coast.
1986	Sheraton Townsville Hotel and Casino opened.
1988	Detached bottle shops introduced.
1992	New <i>Liquor Act 1992</i> introduced resulting in Licensing Commission and Court being abolished, decision making powers handed to the Chief Executive, appeals to go to Tribunal and licence types reduced to seven and permits to five. Gaming machines started operating in hotels/taverns.
1994	<i>Wine Industry Act 1994</i> introduced.
1995	Conrad International Treasury Casino opened in Brisbane. Reef Hotel Casino opened in Cairns.
1996	Problem Gambling Advisory Committee established (name changed to Responsible Gambling Advisory Committee in 1998).

Year	Event
	Annual licence fees charged on liquor sales abolished.
1997	Queensland Government began withdrawing from gaming machine ownership and monitoring. Keno play available at non-casino venues. Lottery licence issued to Golden Casket Lottery Corporation Ltd.
1998	<i>Interactive Gambling (Player Protection) Act 1998</i> began. Licensed monitoring operators began monitoring machine gaming sites.
1999	Regulation of UNiTAB began. TAB Queensland privatised. <i>Charitable and Non-Profit Gaming Act 1999</i> commenced.
2000	Policy direction for gambling in Queensland released. Gaming sites with a liquor nominee required to have a gaming nominee. Clubs with more than 50 gaming machines required to lodge community benefit statements. Requirement to submit a community impact statement as supporting material for gaming machine applications of significant community impact introduced.
2001	Number of gaming machines in hotels capped. Major facilities levy paid by hotels with metered wins over \$100,000. Gaming machine bank note acceptors limited to accepting \$5, \$10 and \$20 notes.
2002	Queensland Responsible Gambling Strategy launched. The voluntary industry Queensland Responsible Gambling Code of Practice launched. Gambling taxes, major facilities levy and keno licence fee collected by the Office of State Revenue.
2003	Reallocation scheme for hotel gaming machines began.
2005	The Premier's 17-point City Safety Action plan introduced 3 am lockout provisions began.
2006	Cap on maximum number of hotel gaming machines in Queensland increased from 18,843 to 20,000.

Legend

Liquor

Gaming

Liquor and gaming

continued over page

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History of liquor and gaming in Queensland *continued*

Year	Event
2008	<p>Queensland Government announced a raft of harm minimisation initiatives, including:</p> <ul style="list-style-type: none"> • a State-wide moratorium on the approval of new gaming machines in clubs • a moratorium on the release of gaming machine operating authorities in hotels for two years (extended for a further two years in 2010). <p>Queensland Government announced the number of club gaming machines in Queensland would be permanently capped.</p>
2009	<p>New liquor laws added:</p> <ul style="list-style-type: none"> • harm minimisation as first object of the Liquor Act • assessment of community impact statements and risk • management plans introduced • two licence types and five permit types • beginning of annual licence fees based on risk • new mandatory requirement for responsible service of alcohol training for all employees and responsible management of licensed venues for all licensees • irresponsible supply provisions introduced • ministerial banning power on undesirable liquor products began • glassing legislation introduced. <p>Club Gaming Machine Reallocation Scheme began, with the number of gaming machines in Queensland clubs capped at 24,705.</p>
2010	<p>Moratorium on additional EGMS introduced in April 2008 extended to April 2012.</p>
2012	<p>Individual hotel licences increased to 45 EMG. Moratorium on additional EGMS in hotels lapses. Hotel cap reduces to 19,500 number of EGMS that could be operational. Removal of gaming employees licences.</p>
2013	<p>Queensland Liquor and Gaming Commission abolished and replaced with a single Commissioner for Liquor and Gaming. Liquor and Gaming (Red tape reduction) and <i>Other Legislation Amendment Act 2013</i>, resulted in red tape reduction across the liquor and gaming industries in Queensland.</p>
2014	<p><i>Safe Night Out Legislation Amendment Act 2014</i> commenced. Minimum technical requirements for ID scanners and third party monitoring system approved and published.</p>

Legend	Liquor
	Gaming
	Liquor and gaming

The highlights of 2014–15

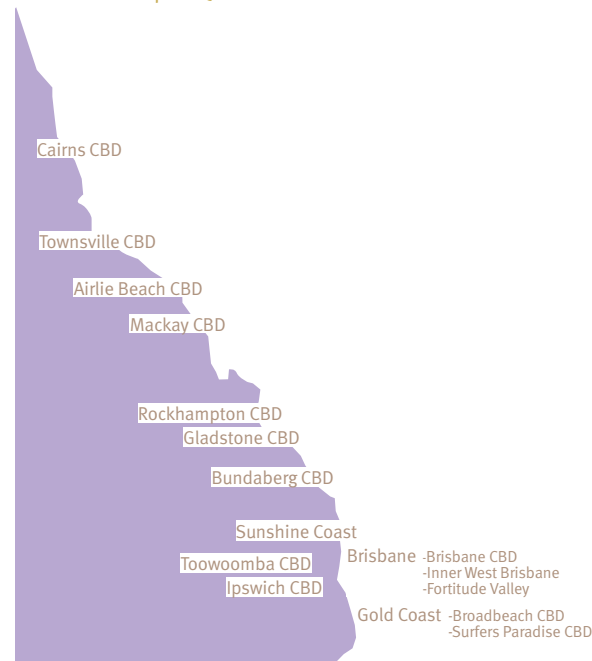
Stamping out alcohol-fuelled violence

In September 2014, the *Safe Night Out Legislation Amendment Act 2014* commenced, resulting in a number of changes for liquor licensees across the State.

Establishing safe night precincts and local boards

The legislation provided for the creation of safe night precincts (SNPs) as well as local boards and consultative committees. From 1 October 15, SNPs were established in areas as far north as Cairns, west as Toowoomba and south as the Gold Coast.

Map 1: Queensland SNPs



By December 2014, stakeholders in 11 SNPs had incorporated associations which were prescribed in the Liquor Regulation 2002 as local boards for the respective precincts. By the end of December 2014, Caloundra had also been added to Maroochydore and Mooloolaba as the three areas that make up the Sunshine Coast SNP. In March 2015, Cairns stakeholders incorporated an association to be the local board for the Cairns CBD SNP. As at 30 June 2015, the association was yet to be prescribed in the Liquor Regulation.

Each local board can consist of local licensees, owners and operators of businesses within the SNP area, local associations representing the interests of businesses within the precinct (e.g. the local chamber of commerce) and community organisations that provide relevant services in the precinct. Certain classes of licensee are required by the Liquor Act to become members of the local board.

Since their inception, members of the local boards have worked together to develop local solutions to minimise harm, and the potential for harm, from the abuse and misuse of alcohol and drugs, and related violence, in their SNP areas.

In an effort to support local boards, the Queensland Government established a \$750,000 seed funding pool from which each board is able to apply for up to \$50,000 in funding to assist with board set up and administration costs.

In 2014–15, the following SNP boards were awarded \$10,000 each as seed funding:

- Safe Night Airlie Beach CBD Precinct Inc
- Safe Night Inner West Brisbane Precinct Inc

- Safe Night Broadbeach CBD Precinct Inc
- Safe Night Gladstone CBD Precinct Inc
- Safe Night Sunshine Coast CBD Precinct Inc

The boards are able to apply for additional seed funding, up to the maximum \$50,000 at any time.

In addition to seed funding grants, \$8 million was made available over four funding rounds per year with up to \$50,000 available to each local board for three rounds and an increased amount of up to \$100,000 for one round. The purpose of this funding is for boards to implement initiatives to reduce alcohol and drug related harm. This could include things such as establishing more taxi-marshals, a bus service or even educational posters and websites. In 2014–15, three of these rounds were open for applications, with the most recent one closing on 9 June 2015. As at 30 June 2015, these applications were being processed.

In 2014–15, each of the prescribed boards had the support of their local Public Safety Consultative Committee (PSCC), a group of state and local government and community stakeholders including members of the OLGR, Queensland Police Service (QPS) and local emergency services representatives. The PSCC provide advice and assistance to SNP local boards when needed.

Changes to liquor licences and permits

The Safe Night Out Legislation Amendment Act resulted in a number of changes to licensing arrangements under the Liquor Act.

These changes specifically relate to:

- commercial other subsidiary on-premises licences with the principal activity of meals or prepared food (restaurant and cafés);
- a new nightclub licence; and the
- expiry of the moratorium on applications for approved extended trading hours after midnight.

Changes to restaurant and café licences—trading hours and principal activity

From July 2015, restaurant and café licences had their maximum trading hours reduced to 1 am if they were permitted to trade past this time. Any new applications received from 1 July 2015 are also limited to 1 am. The ordinary trading hours for these licences remain as 10 am to 12 midnight, Monday to Sunday, unless otherwise restricted.

From 1 July 2015 there are more stringent requirements for café licensees to maintain the principal activity of the provision of meals or prepared food at their premises. This means that the availability of meals or prepared food must be demonstrated on a daily basis and the majority of patrons attending their venue during the day will consume a meal. The majority of the premises must also be set up for dining and the kitchen will remain open, with enough staff available to prepare and serve food, up to one hour prior to closing time.



New nightclub licence

From 1 July 2015, the commercial other subsidiary on-premises licence (with the principal activity of entertainment) was replaced by a new nightclub licence. The principal activity of this licence will remain as the ‘provision of entertainment’ and the existing requirement that nightclubs must have toilet facilities on the licensed premises was strengthened through legislative amendment. The risk-based annual licence fee was also increased in accordance with the higher risk these premises present to the community.

Expiry of permanent extended trading hours moratorium

On 31 August 2014, the moratorium on applications for approved permanent extended trading hours after 12 midnight was lifted. This moratorium had been in place since September 2009 and applied State-wide except for a number of extended trading hour precincts located in the CBD of larger towns and cities.

In 2014, OLGR received 386 applications from licensees to extend their trading hours at different times between midnight and 5 am. Of the 386 applications received, 245

were for liquor and 141 were for gaming. As at 30 June 2015, 162 applications had been approved, 104 for liquor and 58 for gaming.

Use of ID scanners in licensed venues

As part of the *Safe Night Out Strategy*, it was proposed that from 1 July 2015, certain licensed premises approved to permanently trade past midnight in SNPs would be required to operate ID scanners from 10 pm.

The primary purpose of introducing mandatory ID scanners was to provide a mechanism for licensees to identify whether persons seeking admission to licensed premises were subject to a banning order for the premises or precinct.

To facilitate the introduction of ID scanners, the OLGR published *ID Scanning System Minimum Technical Requirements*. All scanning equipment must be evaluated and approved against these requirements.

In addition, eligible companies were able to apply to become approved operators of networked scanning systems. These operators would be independent providers and needed to undergo suitability investigations prior to approval being provided.

In 2014–15, the OLGR received applications from five organisations to be approved operators and four submissions were received for the evaluation of ID scanner equipment. As at 30 June 2015, the Commissioner had approved one company, Qikid, to be an approved operator.

In June 2015, the Government postponed the commencement date for the mandatory introduction of ID scanners until it had an opportunity to further consult with industry.

Liquor accords

Across the State communities continue to benefit from the work of local liquor accords. A reduction in anti-social behaviour, reduced under-age drinking, and better responsible service of alcohol (RSA) practices are just some of the improvements liquor accords can bring to their entertainment precincts.

In 2014–15, the OLGR continued to work closely with Queensland's 104 liquor accords to help them create safer environments for staff and patrons.

Each liquor accord is unique and the initiatives they create are designed by local people to resolve local issues. This year there have been a number of successful initiatives implemented by liquor accords.

Brisbane CBD inaugural liquor accord conference

In early May 2014, the inaugural conference of the Brisbane Central Business District (CBD) liquor accords was held at the Queensland University of Technology's Gardens Point campus.

The Brisbane City Licensed Venues Association, Caxton Street Liquor Accord, West End Liquor Industry Action Group (LIAG) and the Valley Liquor Accord succeeded in obtaining a Brisbane City Council grant to host the event.

The conference brought together more than 120 industry, government and community stakeholders, including owners and managers of licensed venues, representatives of the QPS, Queensland Health, Brisbane City Council, OLGR and community-based organisations such as Chaplain Watch and Drug Arm.

The conference focused on the late night economy, Brisbane's drinking culture, the media's role and how to effectively manage situations that have the potential to lead to violence. A debate was also held between local Brisbane university students about Queensland's drinking culture.

Logan and south west Brisbane annual liquor accord conference

The Logan and South West Brisbane LIAG held their annual conference on 24 June 2015 at Beenleigh.

The conference gave representatives from the local liquor accords, SNP local boards, QPS and other State government departments the opportunity to connect, share information, and work together to create positive changes in the local area.

Senior government representatives spoke about changing culture particularly from a liquor perspective, as well as aspects of licensing and compliance. The group also discussed how cultural change was the key to tackling the problem of alcohol-related violence.

Bundaberg and Bargara Liquor Accord initiatives Project Night Life

In 2014–15, the Bundaberg and Bargara Liquor Accord continued to help young people from local schools make the right decisions through their *Project Night Life* initiative.

The program involves students attending venues such as hospitals, licensed premises and police stations to be exposed to the real-life situations which occur in these places. It is hoped seeing and experiencing these environments will help them make the right decisions in the future.

This project is managed by the Bundaberg QPS and members of the liquor accord. OLGR, health professionals and QPS officers also participate in the sessions. Students from both state and private schools have participated in the sessions including Bundaberg North State High, Isis District State High, Shalom College, Gin Gin State High and Bundaberg Christian College.

Feedback from the teachers and students involved has been overwhelmingly positive. The initiative was also recognised as a finalist in the 2014 QPS Awards for Excellence.

Heroes do Zero

The Bundaberg and Bargara Liquor Accord participated in the *Heroes do Zero* joint road safety campaign with the Bundaberg East Rotary Club and the QPS across the 2014–15 festive holiday season.

The overall message of the campaign was simple; *if you plan to drink don't drive*.

During the campaign, motorists who registered negative results during a police random breath test went into a draw for more than 190 prizes. The campaign was a huge success and it is expected to run again in 2015–16.

New liquor accord for Southport precinct

The Southport Precinct Liquor Accord Inc. was established on the Gold Coast in March 2015. The accord incorporates liquor licensees from Southport, Ashmore, Labrador, Parkwood, Arundel and Molendinar. The key objectives of the Southport Precinct Liquor Accord includes addressing problems associated with patron behaviour in and around licensed premises, educating patrons on adopting a responsible attitude to alcohol and drugs, preventing minors from entering premises and establishing and maintaining effective communication between licensees and the community.

Merge of Brisbane's south and west liquor accords

The South Brisbane LIAG and the South West (Oxley) LIAG formed one accord in 2014–15. The merger was agreed to by members of both accords and worked to strengthen membership, increase meeting attendance and free up operational resources.

The former Chair of the South Brisbane Liquor Accord, Michael Cates, took on the role as Chair for the combined liquor accord.

This group is just one of more than 100 liquor accords in Queensland committed to developing and implementing strategies to support harm minimisation and responsible service principals that will ensure the safety of the local community.

Toowoomba LIAG's 'Saferide'

Saferide is an initiative of the Toowoomba LIAG, which provides a regular public transport service on two bus routes in Toowoomba each Saturday night. The aim of the service is to prevent people from driving their cars after consuming alcohol and to reduce the risk of drink-driving.

The *Saferide* bus picks patrons up from designated venues en-route to Toowoomba City. The return service delivers patrons ‘to their door’ for a flat fee of just \$5 each way. On average, 60 people per week are using the *Saferide* services.

Reviewing RSA practices across Queensland

Following a review by the OLGR to improve its strategy for industry compliance with RSA obligations, a number of projects were developed in 2014–15.

Mystery shopper trial

One action under the *Safe Night Out Strategy* was the development and delivery of an alcohol service test mystery shopper trial. The aim of the trial was to assess alcohol service practices in licensed premises, as they relate to the RSA. The OLGR commissioned Proof Research to undertake the trial across south east Queensland.

The trial, which was conducted from December 2014 to February 2015, covered a range of licensed venue types and environments, including entertainment precincts and suburbs. An objective of the trial was for the OLGR to work together with licensees to resolve any RSA issues that may have been identified in a venue. The tests were not intended to and did not result in enforcement action.

Industry stakeholders, the OLGR and the QPS contributed to the scenarios within the test to ensure they were realistic and believable and professional actors, recruited and trained by a talent agency were used to perform the scenarios.

A total of 60 alcohol service tests were conducted across targeted and randomly selected venues. They were conducted by one or two fully trained and briefed actors and were accompanied by Proof Research observers and two OLGR officers. When RSA issues were identified, Proof Research worked to contact the venue and schedule face-to-face meetings with the OLGR to discuss the results. If no RSA issues were identified, the OLGR sent a letter informing the venue of the results.

The mystery shopper trial provided a useful insight into current RSA practices and how these can be strengthened. It also served as a reminder for licensees and staff to be vigilant about RSA and of the need to have robust training and internal processes relating to responsible service.

The tests assisted licensees to see that RSA is not just about being able to spot the signs of intoxication, it was also about training bar staff in how to refuse service and empowering them to take action when they do see a patron exhibiting these signs. The trial also provided a range of best practice measures and recommendations which can be utilised across the industry.

The success of the trial has resulted in the OLGR continuing to use this tool as part of its liquor compliance strategy and programs. A full report of the outcomes of the trial is expected to be released towards the end of 2015.

Patron experiences survey

In March 2015, the OLGR contracted Enhance Research to assess the provision of RSA in licensed venues from the perspective of regular venue patrons. The patrons taking the survey answered the questions in relation to their experience witnessing someone showing signs of intoxication within their venue and also their experience when they were intoxicated. The purpose of the survey was to assist the OLGR to gain an understanding of current RSA practices from the patron's perspective and, for the outcomes to be considered for future planning.

The research company recruited 2207 people from across Queensland to take part in the survey with most of the participants located across south east Queensland. Those surveyed were both male and female and aged over 18 years.

The results indicated that patrons are well aware of RSA laws and staff members' rights to stop serving and request intoxicated patrons leave their venue. Friday and Saturday evenings after 6 pm were the main times patrons saw and experienced signs of intoxication and this was mainly at hotels/pubs or community clubs for the older patrons and nightclubs for the younger patrons.

While patrons said they have seen staff stop serving an intoxicated patron, not many said they had been refused service when they were intoxicated. They also said that when they were intoxicated themselves they would stop drinking or the bartender would provide them with water, as opposed to asking them to leave. The main reason for intoxicated patrons continuing to drink alcohol was because staff did not notice the patron was intoxicated.

The survey showed a clear trend in males and younger patrons. Male patrons and those aged 18–39 are more likely to witness signs of intoxication in others, show signs of intoxication themselves, witness other patrons being refused service and be refused service themselves when intoxicated.

Most felt staff created the impression that drunken behaviour would not be tolerated.

RSA Follow the Law Refresher Package

In 2014–15 the OLGR worked with Binge Advertising to 'serve up a few characters' in its exciting new RSA refresher package.



The package, expected to be live by early September 2015, includes six animated videos which are each linked to a learning module on the RSA. When launched, participants can view the package on the Queensland Business and Industry portal. They select a topic which they need to refresh their memory on, watch the animation, read the information associated with the topic and then test their knowledge with a quiz at the end. There are five learning

modules for RSA enthusiasts to test their knowledge in and participants are guided by a number of animated characters who are seen every day by industry.

Here is a quick summary of the learning modules:

Minors on licensed premises

Sonny and his girlfriend Tana star in the learning module about 'Minors on licensed premises.' Sonny, who isn't the most responsible guy and Tana, who is actually underage, remind industry why Tana is considered a minor and why Sonny isn't a responsible adult.



The Nice family from 'Nice' in France also take some time out from their social schedule to touch on exempt minors in licensed premises, what penalties are in place for allowing under-age drinking and minors on premises and give some tips on how to detect a minor on a licensed premises.

Checking ID

Brad, the good looking mixologist (or bartender) stars in the learning module on 'Checking Identification.' Brad serves up a few tips on how to check ID and what to look out for. He also outlines what is considered acceptable ID and how to confiscate a fake one.



Unduly intoxicated



Brandon, a tired and emotional hipster reminds participants that being 'unduly intoxicated' can come in many different forms. While on this occasion he has been asked to 'call it a night' he quickly outlines the different signs of intoxication, what could happen if bartenders decided to keep serving him and how to prevent him from getting a tad messy in the first place.

Disorderly conduct

Davo reminds industry why after a few stabbies his sleazy moves with the ladies are not acceptable. While sadly it took a pretty lady to cop a beer in the face, Davo reminds us why his behaviour is disorderly, how to manage disorderly patrons and the penalties for serving him any more liquor.



Unacceptable practices and promotions

Terry, an ex-footy star turned club promoter with inappropriate antics reminds industry about what is considered unacceptable and acceptable practices and promotions and the control of certain advertising.



The RSA *Follow the Law* package will be available at www.business.qld.gov.au/RSA

Developments in regulated gambling

Third parties to evaluate a greater range of regulated gaming equipment

In Queensland, regulated gaming equipment is evaluated against technical standards and must be approved by OLGR prior to use.

As a red tape reduction initiative, in 2014–15 OLGR expanded its use of third parties (external to the department) who are authorised to evaluate gaming machine products, to now also evaluate regulated keno, wagering, lotteries, casino and charitable and non-profit gaming equipment.

The four entities already licensed as Licensed Testing Facility Operators under the *Gaming Machine Act 1991*, have been found suitable and declared under a regulation as ‘approved evaluators’ for these additional gaming products. Others may prove suitable in future.

About 95 per cent of gaming machine products approved by OLGR are already evaluated by third parties who evaluate the low risk/high volume products. OLGR will continue to evaluate and approve the high risk, contentious or new technologies.

This initiative will improve the flexibility and timeliness of approvals for licensed operators from the lotteries, keno, wagering, casinos and charitable and non-profit sectors.

Technical unit exceeding client service expectations

OLGR’s Technical Unit is committed to ongoing quality improvement. As part of this, annual client surveys are sent to gaming, keno, lotteries, wagering and casino licensees with feedback analysed in line with the goal to improve overall client service. In total, 12 licensees were surveyed in 2014. Feedback has been collected on categories that include: the timeliness of receiving gaming equipment approvals and non-conformances, the quality of assistance and correspondence provided by Technical Unit staff, the quality of technical requirements documentation and, the opportunity for comment on published documents and the appropriate use of comments.

The results of the 2014 survey were overwhelmingly positive, with responses averaging a score of 4.3 out of 5. Clients praised the streamlining of approval processes and other red tape reduction initiatives and noted improvement in the timeliness of urgent approvals and non-conformance reporting.

The Technical Unit also updated its Service Charter in 2015, including the core government values and reflecting the unit’s ISO/IEC 17025:2005 certification (general requirements for the competence of testing and calibration laboratories).

Launch of Lucky Lotteries

In 2014–15, two new draw lottery products known as *Lucky Lottery Two* and *Lucky Lottery Five* were launched in Queensland by the Golden Casket Lottery Corporation Limited. The two newcomers to the Queensland lottery market are based on games that have been operating in New South Wales for a number of years.

Lucky Lotteries replaces the historic but now defunct Golden Casket lottery, which was first conducted on 14 June 1917 and ceased operation in Queensland on 3 April 2013.

Key differences between the previous Golden Casket games and the new lucky lotteries products include:

- a guaranteed minimum jackpot;
- larger top prizes that continue to jackpot until won (including a previous jackpot of \$38 million), as compared to the previous \$1 million top prize available under the casket draws that did not jackpot;
- the availability of significantly more tickets;
- the ability to operate over multiple jurisdictions; and
- games which now sell out and are drawn quite regularly.

In order to facilitate the introduction of the two new draw lottery games, amendments were made to the Lotteries Regulation, Rule and the lottery licences. OLGR also evaluated and approved the draw equipment.

In liaison with the Tatts Lotteries Internal Audit Unit, the OLGR Audit Unit developed verification procedures for

the new *Lucky Lotteries* game. The unit delivered training to supervisors involved with *Lucky Lotteries* in the lead up to the 30 March 2015 launch. Training consisted of face-to-face sessions and developing and implementing documented procedures. The OLGR Audit Unit continues to provide on going operational and technical support.

Lottery draws relocated from Victoria to Queensland

In 2014, Golden Casket Lottery Corporation Limited decided to consolidate its lottery draws by relocating all of the draws conducted in Melbourne to Mount Coot-tha in Brisbane. In what was a seamless process, Golden Casket worked with the OLGR and the Victorian Commission for Gaming and Liquor Regulation to physically move seven ball-drawing devices from Victoria to Queensland.

The devices relocated to Queensland are used to conduct:

- Saturday Lotto;
- Super 66;
- Oz Lotto; and
- Powerball.

With the relocation of the draws to Queensland, OLGR has now assumed the role of primary regulator and draw administrator for the lotto bloc which includes Queensland, New South Wales, Victoria, South Australia, Western Australia and Northern Territory.

As the primary regulator, OLGR is responsible for supervising and monitoring each draw. Each of the ball drawing devices was evaluated by an accredited testing facility to ensure they were fit for use in Queensland and subsequently all devices were approved for use by the OLGR. A number of test draws were conducted by the OLGR Audit Unit prior to the initial draw on Saturday, 23 August 2014. The compliance activities for relocating these lottery draws were supported by the OLGR Audit Unit which provided legislative and procedural guidance and training for staff involved in the supervision of lotteries.

Double Zero Roulette to be introduced into casinos

In January 2015, amendments to the Casino Gaming Rule 2010 were approved to allow for a new casino game known as *Double Zero Roulette* to be introduced into Queensland casinos. Double Zero Roulette is a variation to the traditional game of roulette, with the addition of the number '00' on the roulette wheel. Double zero roulette is already offered in various other casinos globally, including those in New South Wales, Western Australia and Victoria.

Given the inclusion of an additional number, the return to player for the game is lower than the traditional game, however, the game appeals to players seeking potential higher returns (due to the increased odds of picking a number) and a wider variety of betting options across different formats.

Jupiter's Townsville, Treasury and Jupiter's Gold Coast casinos have all expressed an interest in introducing the newly approved game to their suite of casino table games on offer.

As at June 2015, the introduction of Double Zero Roulette in Queensland casinos was due to be rolled out following the completion of technical evaluation by the OLGR.

New wagering types introduced

In 2014–15 amendments to the Wagering Rule 2010 were approved by the then Attorney-General. These changes allowed UBET (formerly Tattsbet), the sole Queensland race and sports wagering licensee, to introduce two new wagers called 'triple trio' and 'trainer's challenge'.

The triple trio wager is substantially similar to the currently approved double trio wager, and allows an investor to select, in any order, the combination of runners that place first, second and third in three races nominated by UBET.

The Trainers' Challenge wager is substantially similar to the currently approved Jockeys' Challenge wager and allows investors to participate in a contest to select the winning trainer or trainers from a series of races. The result is decided according to each trainer's results in the races.

Fusion hybrid approved for use in Queensland

Gaming machine manufacturer Bally's Fusion Hybrid game was approved for use in Queensland during 2014–15. Fusion Hybrid is a multi-terminal fully automated gaming machine for use in casinos. It is the first of its kind in Queensland to offer players a choice between betting on live dealt casino games via a machine terminal. It offers Roulette, Baccarat and Sic-Bo arrangements where up to four games can be offered at a time with video links to each of the live games being dealt in the casino. The game allows for a level of simultaneous play where a player may wish to play more than one game at a time. Echo Entertainment installed the first set of terminals in Queensland and is required to monitor player interactions with the game and report any adverse effects to players. They must also monitor the integrity of the games simultaneous gaming option.

As part of Fusion Hybrid's approval, the Minister approved amendments to the Casino Gaming Rule 2010 which will ensure the game operates in a suitable manner.

New gaming machine national standards

Australia and New Zealand share the same national gaming machine standards which have recently been reviewed.

The main purpose of the reform was for the gaming machine manufacturing industry to have a less prescriptive and more outcome based standard to better serve emerging technologies and innovation. This would also improve standardisation, increase the commonality of gaming machines and subsequently reduce costs and enhance the marketing benefits across Australia and New Zealand.

The reform initiative, co-sponsored by Queensland, included representatives from NSW, Queensland and Victoria regulators and Gaming Machine Technologies Australia, the peak industry body which represents gaming machine manufacturers across Australia.

Over several months the standards were reviewed to remove redundant requirements, modernise existing requirements and create outcome-based principals while still maintaining the core principles of security, fairness, auditability and harm minimisation.

The Australian and New Zealand Gaming Machine National Standard 2015 and the proposed governance and transitional arrangements to the new standard were approved in November 2014. It was also agreed jurisdictions would review and amend their Appendix to be in line with the new standards.

While a 12 month transition period was granted for jurisdictions to adopt the new standard, Queensland OLGR adopted the new standard in June 2015. NSW, Tasmania and the Northern Territory have also adopted the new standard.

The new standard will continue to be maintained and reviewed by the regulators working party. This consists of policy and technical representatives from relevant jurisdictions.

New major dealers licences in 2014–15

In 2014–15, the Commissioner for Liquor and Gaming granted 3 new supplier licences, the first since July, 2000. These include Independent Gaming Pty Ltd, PVS Australia Pty Ltd and Utopia.

Casino developments

Colonial Leisure Group purchase Jupiter's Townsville Casino

Following Echo Entertainment Group Limited's announcement on 24 January 2014 that it had entered into an agreement to sell its Jupiter's Townsville Hotel and Casino for \$70 million, OLGR conducted a probity investigation into Colonial Leisure Group (CLG) which was finalised in August 2014. The investigation recommended CLG and its associates be approved, in accordance with the *Casino Control Act 1982*, to be involved with the ownership, administration or management of operations or business of a Queensland hotel-casino licensee.

The approval process was completed in September 2014 and the transaction was finalised on 1 October 2014. The transaction was for the sale of all the shares and units in Breakwater Island Limited and Breakwater Island Trust respectively which holds the Jupiter's Townsville Hotel and Casino licence. The acquiring entity of the hotel casino was CLG Properties Pty Ltd as trustee for CLG Property Trust. Through the transaction, CLG became the sole shareholder of Breakwater Island Limited and the sole unit holder in the Breakwater Island Trust.

Queen's Wharf Development

The Queensland Government called for expressions of interest for the redevelopment of the Queens Wharf Precinct in Brisbane's CBD in October 2014. The precinct will be home to a world class casino and integrated resort.

In May 2014 the former government announced a number of shortlisted proponents.

The OLGR undertook probity investigations on each proponent and their associates to determine if consortium members were suitable to be associated with the management and operation of a casino. As at 30 June, 2015 a decision on a preferred proponent was yet to be made.

Under the Casino Control Act the Governor in Council issues a casino licence upon the recommendation of the Minister responsible for casino regulation.

In accordance with the Act, a casino agreement must be entered into prior to the Governor in Council granting a casino licence. A casino agreement is an approved written agreement entered into between the State (represented by the Minister responsible for casino regulation) and a proposed casino licensee.

In 2014–15, OLGR worked in conjunction with the Department of State Development, to develop a draft casino agreement as part of a range of casino-related documentation that will be negotiated with the successful proponent.

Improving industry compliance

Case studies of liquor enforcement in 2014–15

Each year, the OLGR Compliance Division works closely with licensees across Queensland to ensure they are complying with their liquor and gaming obligations. The team uses an ‘escalated model of enforcement’. This means that when determining the most appropriate remedial action, OLGR officers not only consider the seriousness of an offence but also the compliance history of the licensee in question. A licensee’s history has a significant bearing on what actions the OLGR take. A range of punitive and non-punitive actions are available which include issuing infringement notices and taking prosecution action.



The following section outlines a number of case studies.

Meandarra prosecution

In 2014–15 the OLGR finalised an investigation into a licensee, bar attendant and approved manager in Meandarra, south west Queensland, following the death of a 54-year-old man in August 2013.

Working with the QPS, the investigation found that on 23 August 2013 the deceased had been supplied with, and consumed, an excessive amount of liquor while showing severe signs of undue intoxication at the licensed premises, before being lifted into the back of a utility by a staff member and transported home by patrons.

The Dalby Magistrate found the licensee guilty of engaging in a practice that encouraged the rapid or excessive consumption of liquor, failing to provide and maintain a safe environment in and around a licensed premises, and allowing liquor to be supplied to, and consumed by a person who was unduly intoxicated. This resulted in a conviction and fine of \$60,000. The bar attendant was also fined \$1000 for supplying liquor to an unduly intoxicated person while the approved manager was fined \$5000 for allowing liquor to be supplied to an unduly intoxicated person.

Sunshine Coast prosecutions

In 2015, three licensees on the Sunshine Coast were successfully prosecuted for breaching the Liquor Act.

Maleny function centre

On Wednesday 1 April 2015, the owner of a function centre in Maleny was found guilty in the Maroochydore Magistrates Court of breaching ss. 169 and 171 of the Liquor Act which make it an offence to sell liquor, or carry liquor for sale, without the required authority.

A warrant was obtained and executed by the OLGR on 11 June 2014 and during a search of the premises, OLGR officers located a large amount of liquor in a stocked bar and cupboards. This consisted of 165 bottles of wine, 52 bottles of both open and unopened spirits and 121 bottles of beer. They also found documentation which contained evidence that liquor was available for sale and had been sold at the venue.

The defendant pleaded guilty and was fined \$15,000. A large amount of liquor was seized and forfeited.

Gympie licensees fined for serving intoxicated patron

The licensee and an employee of a hotel in Gympie pleaded guilty on 7 May 2015 in the Gympie Magistrates Court to supplying liquor to an unduly intoxicated person, breaching s. 156(1) of the Liquor Act. OLGR compliance officers had attended the premises on 1 August 2014, in an undercover capacity and witnessed the intoxicated patron being served liquor.

The licensee was fined \$1500 and the employee was placed on a six-month good behaviour bond with a recognisance of \$600.

Just a month later, another licensee in Gympie was fined \$1,200 after pleading guilty in the Gympie Magistrates Court to also breaching s. 156(1) of the Liquor Act on 1 August 2014. OLGR compliance officers also attended this venue in an undercover capacity where they witnessed the same patron being served liquor while showing obvious signs of undue intoxication including the slurring of speech and being unsteady on their feet.

The patron repeatedly dropped his cigarette in the Designated Outdoor Smoking Area, accidentally burnt other patrons with his lit cigarette and knocked over a drink before being escorted from the premises by security just before midnight.

Mareeba property developer prosecuted

The OLGR investigated a property development company which ran a promotion where the first 50 property purchasers at a retirement village in Mareeba received entry to win a \$100,000 prize.

An investigation was launched when an entrant contacted the OLGR to determine if it was legal for the company to reduce the prize for the game from \$100,000 for the winner to \$60,000, split among three winners. The OLGR identified alleged breaches of the *Charitable and Non-*

Profit Gaming Act 1999 and *Charitable and Non-Profit Gaming Rule 2010* relating to the substitution of a prize, the duration of the game and the terms and conditions.

The OLGR issued the company with formal directions under the *Charitable and Non-Profit Gaming Act* to draw and deliver the \$100,000 cash prize to the winner. The company failed to comply with the directions and was summoned to appear in the Mareeba Magistrates Court on 30 March 2015, to face two charges of failing to comply with the direction.

The company agreed to negotiate with the OLGR whereby an agreement was reached for the game to be drawn on 5 June 2015, and the originally advertised \$100,000 prize delivered to the winner. An OLGR officer attended the draw to ensure it was conducted in accordance with the *Charitable and Non-Profit Gaming Act* and that all eligible entries were included. The winner elected to enter into an agreement with the company to have the cash prize paid in instalments and has since been paid the first instalment of \$20,000.

Rockhampton man fined for the illegal sale of gaming machines

On 20 February 2015, Mr Anthony Fenlon of Rockhampton pleaded guilty and was fined \$12,500 for breaching s. 265(1)(a) of the *Gaming Machine Act*.

The OLGR launched an investigation into the matter after receiving information from the Northern Territory Gaming Regulator that two Northern Territory licensees had purchased 16 gaming machines each from Mr Fenlon for installation at their venues. The licensees, who acquired the machines between 11 December 2013 and 6 February 2014 paid \$35,000 for the machines which arrived in a shipping container in a damaged state. The investigation found Mr Fenlon did not have a licence or authority under the *Gaming Machine Act* to be in possession of, sell or own a gaming machine.

Mr Fenlon admitted to acquiring the machines as a gift from a Bundaberg licensee and was requested to pay in full the \$35,000 back to the licensees in the Northern Territory.

Woody Point noise concerns

During 2014–15, ongoing complaints about noise were made to the OLGR by a local resident. Despite the OLGR bringing the complainant's concerns to the licensee and discussing various strategies in order to address noise, complaints continued to be received from the nearby resident about noise impacting upon the local amenity.

The OLGR undertook a series of noise tests from the complainant's residence which identified noise emanating from the venue on two occasions to be unreasonable.

The OLGR issued the licensee with a noise abatement notice to undertake action to address noise impacting on the local amenity. Subsequent noise testing found the licensee was still not complying with the noise conditions on their licence and an order under s. 46 of the Liquor Act was issued. The order required the licensee to stop amplified entertainment noise coming from the premises until they demonstrated that noise could be permanently limited to a reasonable level. The licensee was also required to obtain an acoustic report from a qualified acoustic engineer. The licensee lodged a submission with the OLGR which outlined the strategies it would use to eliminate unreasonable noise which included a report prepared by an acoustic engineer. The licensee also agreed to their licence being varied to include specific conditions which were outlined in the acoustic engineers report. Upon conditioning of the licence the Commissioner's delegate revoked the s. 46 order.

Review of penalty infringement notices

In June 2014, a whole-of-government review of penalty infringement notices (PIN) offences under the State Penalties Enforcement Regulation 2000 was completed.

The review resulted in a number of amendments, including pivotal changes to the State Penalties Enforcement Regulation, from 1 September 2014. These changes saw ss. 169 (Authority required for sale) and 171 (Carrying or exposing for liquor for sale) of the Liquor Act as PIN-able offences. Both provisions apply to any person who sells, exposes or carries liquor without a licence or permit. Previously the only punitive action available to the OLGR was commencing prosecution proceedings through the Magistrates Court.

The amendments to ss. 169 and 171 allows officers to issue on the spot fines providing sufficient evidence has been obtained to substantiate the breach. This process is particularly effective when the OLGR undertakes its annual licence fee follow-up operation, in the first week of August each year, giving OLGR the ability to issue on the spot fines is an efficient and effective way to address non-compliance in a timely manner.

As at 30 June 2015, the OLGR had issued 13 infringement notices to people selling liquor without a licence or permit. The penalty amount for a breach of ss. 169 and 171 was 20 penalty units at \$113.85 per penalty unit or \$2277.

Harm minimisation initiatives

Gambling harm minimisation initiatives

Gambling help

In 2014–15, through the Department of Justice and Attorney-General and the Department of Communities, Child Safety and Disability Services, over \$5.5 million was provided for problem gambling counselling and support services (Gambling Help services). Services include free and confidential telephone, face-to-face, online and residential support for those affected by gambling problems. Face-to-face services are provided by a range of non-government organisations across the State such as UnitingCare Community, Centacare, Lifeline Darling Downs and South West Queensland, Lives Lived Well and Relationships Australia.

Throughout the year, face-to-face Gambling Help service providers received a range of materials including self-help guides and ‘wallet mate’ information cards which serve as additional tools to assist Gambling Help providers with their clinical and community work.

In-venue campaigns and initiatives

Support has continued to the gambling industry to promote the *Gambling too much?* problem gambling campaign and other in-venue gambling initiatives.

Throughout the year, gambling venues were provided with a range of materials, including additional takeaway help cards as part of the ongoing *Gambling too much?* campaign. The campaign seeks to remove the stigma attached to problem gambling and drive behaviour change by encouraging gamblers to seek counselling assistance, explore self-help options and/or self-exclude from gambling venues.

Gambling providers were also provided with additional player information and exclusion information materials, which included the ‘Know the facts before you play’ and ‘Getting in over your head?’ information brochures. Copies of the updated materials were also made available for download by gambling providers via the ‘Business and Industry’ portal, www.business.qld.gov.au/liquor-gaming



For free advice call 1800 858 858 or visit www.gamblinghelponline.org.au

Gambling Help
PHONE | FACE-TO-FACE | ONLINE



Responsible Gambling Awareness Week

Responsible Gambling Awareness Week (RGAW) has traditionally been held in May each year, however from 2015 each Australian jurisdiction will now hold the week in the period most relevant to their local context. Queensland’s RGAW will be held from 27 July to 2 August 2015. The theme for RGAW 2015 will be *Don’t let a bet become a debt*.

Work has been undertaken with Gambling Help services to develop and promote *Don’t let a bet become a debt*. Queensland gambling providers will be supplied with information and materials in the lead up to RGAW 2015.

INFO-MED patient information services

INFO-MED is a patient information service which is responsible for the supply and re-stocking of information boards in medical general practices with brochures/posters from subscribing organisations. INFO-MED currently services over 700 multi-doctor practices in Queensland, with approximately 16.4 million patients annually.

INFO-MED allows the Government to create greater awareness about the warning signs of problem gambling, and the services that are offered by the Government-funded Gambling Help Service System (online, face-to-face, telephone) by targeting persons (including friends and family of problem gamblers) in a help-seeking setting away from a gambling environment.

In 2014–15, INFO-MED was engaged to promote the ‘Are you in control of your gambling?’ brochures and posters on INFO-MED display boards across the State. Reported figures have shown an overall increase in brochure uptake over the last 12 months (with over 8,000 brochures being picked up quarterly).

Liquor harm minimisation initiatives

No minor offence secondary supply of alcohol to minors campaign

For many years the Queensland Government has run campaigns about the irresponsible (secondary) supply of alcohol to minors during Schoolies and end of year celebrations which have targeted parents, siblings and

friends of persons under 18 years of age. Since 2011, the campaigns have been run throughout the year, although with a predominant focus during Schoolies and end of year celebrations.



In 2014, the *No Minor Offence* materials were updated to include an increased maximum penalty amount for the irresponsible supply of alcohol to a minor for unsupervised consumption at a private place. Copies of the updated campaign posters were distributed to hotels and hotel bottle shops for displaying within their venues. Copies of the posters were also distributed to the Department of Communities, Child Safety and Disability Services for installation in Schoolies accommodation houses.

An LCD screen version and a copy of the poster were also made available for download by licensees via the ‘Business and Industry’ portal.

Alcohol management plans

In 2014–15, OLGR continued to collaborate with the Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) regarding alcohol management plans across Queensland. DATSIP is the lead agency in alcohol management in Indigenous communities while the Office of Regulatory Policy (ORP) is responsible for declaring and monitoring alcohol supply restrictions under the Liquor Act.

There are alcohol restrictions in 15 communities across Queensland. These restrictions ban or limit the amount and type of alcohol that can be taken into a community.

The following map lists the names of the discrete communities across Queensland. Further information on the restrictions and penalties in place can be found at www.datsip.qld.gov.au

Map 2: Alcohol restricted areas in Queensland



The figures

The following section provides a summary of figures on financial expenditure, liquor licensing, gaming and compliance operations for the 2014–15 financial year. Please note, percentages may not add up to 100 per cent due to rounding.

OLGR financial expenditure

OLGR statement of financial expenditure 2014–15

Table 3: The OLGR statement of financial expenditure 2014–15

Category	2014–15 FYTD* Expenditure amount (actual\$)	Liquor \$	Gaming \$	Grants \$	Full time equivalent (hours)
Office of Executive Director	560,440	269,220	269,220	22,000	4.0
Organisational Services Branch	8,378,345	3,655,452	4,652,393	70,500	24.0
Community Benefits Funds Unit	1,853,308	—	—	1,853,308	18.6
OLGR Licensing operations	9,711,600	2,821,022	6,890,578	—	76.8
OLGR Compliance operations	14,350,046	6,636,706	7,713,340	80,000	133.0
Total	34,853,739	13,382,400	19,525,531	2,025,808	256.4

*FYTD: Financial year to date

Liquor licensing figures

Overview of liquor licences in Queensland

The types of liquor licences available across Queensland are outlined in the Liquor Act and Wine Industry Act. The type of liquor or wine licence needed depends on the type of business or organisation to be operated. Each licence has different requirements, and different application and renewal fees.

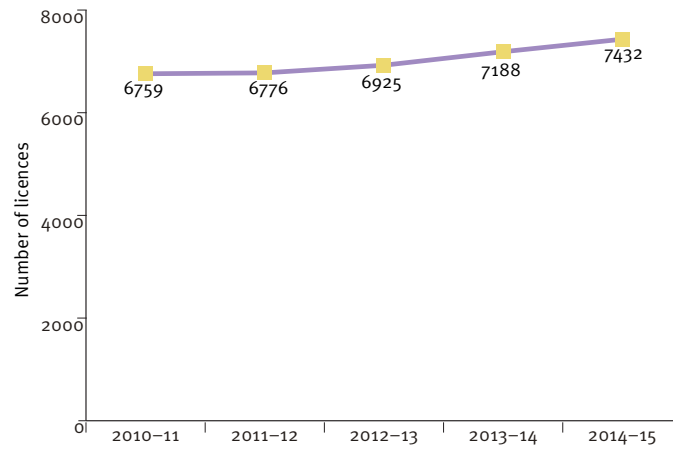
The following section provides a summary of the number and types of liquor licences held across Queensland as at 30 June 2015. This section also includes figures on the number of licence transfers and variation requests in 2014–15.

Table 4: Queensland liquor licences as at 30 June 2015

Licence type	Premises no.
Commercial hotel	1309
Commercial other—bar	53
Commercial other—industrial canteen	46
Commercial other—producer/wholesaler	214
Commercial other—subsidiary off-premises*	79
Commercial other—subsidiary on-premises	4111
Commercial special facility	110
Community club	909
Community other	446
Wine merchant	13
Wine producer	142
Total	7432

*See Table 6 for a further breakdown of this licence type.

Graph 5: Queensland liquor licence growth over five years



The total number of liquor licences held in Queensland has increased by 10 per cent over the past five years.

The most common licence type held in 2014–15 was the commercial other-subsidary on-premises licence. The majority of premises which hold this licence type are restaurants.

The number of commercial other-subsidary on-premises licences held in Queensland has increased by 6.8 per cent since 30 June 2014.

Table 6: Commercial other—subsidary on-premises licence

Site type	Premises no.
Indoor sporting area	98
Motel	625
Nightclub	87
Other	380
Resort	55
Restaurant	2602
Theatre/cinema	46
Tourist attraction	50
Vessel	168
Total	4111

Table 7: Other licensed sites

Site type*	Total
Detached bottle shop	807
Satellite cellar door	123
Catering away areas	29
Approved sporting areas	50
Total	1009

*These sites are additional to those outlined in Table 4

Regional breakdown of liquor licences across Queensland

Table 8: Distribution of licence types by compliance region

Statistical Area 4	Commercial hotel	Bar	Industrial canteen*	Producer/wholesaler*	Subsidiary off-premises*	Subsidiary on-premises*	Commercial special facility	Community club	Community other	Wine merchant	Wine producer	Total
Brisbane Inner City	127	33	–	35	16	710	15	44	20	2	2	1004
Greater Brisbane Combined	82	11	–	64	12	495	21	132	62	4	1	884
Cairns	107	2	–	11	16	421	11	64	22	–	7	661
Darling Downs–Maranoa	114	2	13	3	–	101	2	78	32	2	64	411
Fitzroy	116	–	8	3	2	186	5	74	24	–	2	420
Gold Coast	92	3	–	38	10	750	27	67	58	1	10	1056
Ipswich	76	–	–	19	3	70	1	49	18	1	10	247
Logan–Beaudesert	30	–	–	9	3	91	2	28	19	–	3	185
Mackay	93	–	11	3	2	216	7	58	17	–	–	407
Moreton Bay Combined	39	–	–	5	1	122	2	41	39	–	10	259
Queensland–Outback	119	–	14	–	1	104	–	50	32	–	2	322
Sunshine Coast	53	2	–	17	7	377	7	60	15	1	3	542
Toowoomba	41	–	–	1	1	97	1	23	8	–	3	175
Townsville	91	–	–	4	5	189	7	43	36	–	1	376
Wide Bay	129	–	–	2	–	182	2	98	44	2	24	483
Total	1309	53	46	214	79	4111	110	909	446	13	142	7432

*Commercial other licence principal activity

Liquor licences processed in the 2014–15

The following section provides an overview of liquor licences processed in 2014–15 and the revenue generated.

Table 9: New licences issued in 2014–15

Licence type	2014–15	Per cent
Commercial hotel	21	4%
Bar*	10	2%
Industrial canteen*	4	1%
Producer/wholesaler*	35	7%
Subsidiary off-premises*	7	1%
Subsidiary on-premises*	413	82%
Special facility	3	1%
Community club	2	—%
Community other	7	1%
Wine merchant	1	—%
Wine producer	2	—%
Total	505	100%

*Commercial other licence principal activity

Table 10: Other approvals

Application type	2014–15
Detached bottle shops	41
Extended trading hours	175
Total	216

Table 11: Licensing approvals by area

Statistical Area 4	New licences	Detached bottle shops	Trading hours (permanent)
Brisbane Inner City	104	8	29
Greater Brisbane Combined	84	6	26
Cairns	25	4	10
Darling Downs–Maranoa	11	1	2
Fitzroy	21	4	9
Gold Coast	87	3	11
Ipswich	19	2	7
Logan–Beaudesert	14	2	9
Mackay	18	4	8
Moreton Bay Combined	23	3	18
Queensland–Outback	7	—	3
Sunshine Coast	50	2	11
Toowoomba	9	—	8
Townsville	18	1	14
Wide Bay	15	1	10
Total	505	41	175

The largest number of new liquor licences issued in 2014–15 were for the Brisbane Inner City area. This was the same in 2013–14.

Table 12: Transfer of licences

Licence type	2014–15
Commercial hotel	171
Bar*	3
Industrial canteen*	7
Producer/wholesaler*	1
Subsidiary off-premises*	4
Subsidiary on-premises*	519
Commercial special facility	4
Community club	9
Community other	4
Wine producer	5
Total	727

*Commercial other licence principal activity

Table 13: Temporary variations of liquor licences by type

Approval type	Application type	2014–15
Commercial hotel	Temporary change of licence area	216
	Temporary change of licence conditions	161
	Temporary change of licence hours	57
	Trading hours (temporary)	608
Commercial other—bar	Temporary change of licence area	2
	Temporary change of licence conditions	3
	Temporary change of licence hours	4
	Trading hours (temporary)	10
Commercial other—industrial canteen	Temporary change of licence hours	2
	Trading hours (temporary)	1
	Temporary change of licence area	5
Commercial other—producer/wholesaler	Trading hours (temporary)	1
	Temporary change of licence area	1
Commercial other—subsidiary off-premises	Temporary change of licence conditions	6
	Trading hours (temporary)	1
	Temporary change of licence area	186
Commercial other—subsidiary on-premises	Temporary change of licence conditions	137
	Temporary change of licence hours	13
	Trading hours (temporary)	175
	Temporary change of licence area	31
Commercial special facility	Trading hours (temporary)	28
	Temporary change of licence area	84
Community club	Temporary change of licence conditions	33
	Temporary change of licence hours	14
	Trading hours (temporary)	219
Community other	Temporary change of licence	1
	Temporary change of licence conditions	8
	Temporary change of licence hours	43
	Trading hours (temporary)	8
Total		2058

Table 14: Revenue generated by annual liquor licence fees in 2014–15

Licence type	Total received (\$)
Commercial hotel	12,516,477.40
Bar	67,623.40
Industrial canteen	32,282.47
Producer/wholesaler	117,426.80
Subsidiary off-premises	49,281.05
Subsidiary on-premises	4,164,268.56
Special facility	1,448,192.92
Community club	1,678,422.30
Community other	135,642.80
Wine merchant	6,956.25
Wine producer	74,550.00
Total	20,291,123.95

Liquor licence processing times

Table 15: Liquor licensing processing times

Liquor application	Processing time
Primary applications*	
New liquor licence applications	4–6 months
Extended trading hours applications	4–5 months
Variation of licence applications	4–5 months
Detached bottle shop applications	4–5 months
Adult entertainment permit applications	4–6 months
New liquor licence (low risk) applications	2–3 months
Transactional applications	
Transfer of liquor licence applications	8–10 weeks
Permits	
Community liquor permits	1–2 weeks

* Processing times for the above will vary depending on applicant response times and whether objections are lodged to the application.

Liquor licence trading hours

All liquor licences in Queensland are issued with approved trading hours—the times allowed to sell liquor on licensed premises. For most licences, ordinary trading hours are from 10 am to 12 midnight.

Summary of trading hours

Table 16: Summary of Queensland liquor trading hours as at 30 June 2015

Licence type	Trading up to 12 midnight	Per cent	Trading post 12 midnight to 3 am	Per cent	Trading post 3 am**	Per cent	Total	Per cent of total licences
Commercial hotel	801	61%	457	35%	51	4%	1309	17.6%
Bar*	46	87%	7	13%	—	—	53	.7%
Industrial canteen*	46	100%	—	—	—	—	46	.6%
Producer/wholesaler*	214	100%	—	—	—	—	214	2.9%
Subsidiary off-premises*	79	100%	—	—	—	—	79	1.1%
Subsidiary on-premises*	3982	97%	82	2%	47	1%	4111	55.3%
Commercial special facility	85	77%	19	17%	6	5%	110	1.5%
Community club	839	92%	70	8%	—	—	909	12.2%
Community other	446	100%	—	—	—	—	446	6.0%
Wine merchant	13	100%	—	—	—	—	13	.2%
Wine producer	142	100%	—	—	—	—	142	1.9%
Total	6693	90%	635	9%	104	1%	7432	100%

* Commercial other licence principal activity ** Includes sites trading 24 hours per day

Of the 7432 licences across Queensland, 90 per cent trade until midnight.

Post-midnight and 3 am trading sites

Table 17: Post midnight trading sites (including 24 hour) by compliance area/region as at 30 June 2015

Statistical Area 4	Total
Brisbane Inner City	165
Greater Brisbane Combined	83
Cairns	50
Darling Downs–Maranoa	17
Fitzroy	41
Gold Coast	99
Ipswich	22
Logan–Beaudesert	23
Mackay	46
Moreton Bay Combined	31
Queensland Outback	18
Sunshine Coast	34
Toowoomba	30
Townsville	43
Wide Bay	37
Total	739

Table 18: Post 3 am traders by local government area (including 24 hours sites) as at 30 June 2015

Local government area	Total
Brisbane City Council	53
Cairns Regional Council	6
Gladstone Regional Council	1
Gold Coast City Council	20
Ipswich City Council	1
Mackay Regional Council	3
Rockhampton Regional Council	2
Toowoomba Regional Council	3
Townsville City Council	13
Whitsunday Regional Council	2
Total	104

Table 19: Post 3 am traders (including 24 hour sites) by licence type and trading days as at 30 June 2015

Licence type	Weekends only	7 days/ week	Total
Commercial hotel	20	31	51
Commercial other— subsidiary on-premises	8	39	47
Commercial special facility	—	6	6
Total	28	76	104

Table 20: Pre-10 am trading licences (excluding bottle shops, satellite cellar door and liquor barns)

Licence type	No. of sites	Percentage of licence type
Commercial hotel (excluding take-away sales)	59	5%
Industrial canteen*	23	50%
Subsidiary off-premises*	5	6%
Subsidiary on-premises*	33	1%
Special facility	49	45%
Community club	204	22%
Wine merchant**	6	46%
Wine producer**	133	94%
All licences	512	7%

* Commercial other licence principal activity

** Ordinary trading hours under the Wine Industry Act are 8 am–12 midnight

Trainer approvals

It is mandatory for liquor licensees (if individuals), approved managers and some permit holders to have a current Responsible Management of Licensed Venues (RMLV) certificate.

As at 1 July 2013 the Federal Government became responsible for the regulation of RSA trainers.

Table 21: RMLV trainer approvals for 2014–15

	Applications received	Applications approved
RMLV	24	22

Table 22: Approved managers for 2014–15

	Applications received	Applications approved	Currently approved
Approved managers (including renewals)	3,220	3,662	14,760

Gaming figures

Overview of gaming licences in Queensland

The following section provides an overview of gaming licences in Queensland as at 30 June 2015.

Table 23: Queensland gaming licences as at 30 June 2015

Licence type	Licences at 30 June 2014	Licence type	Licences at 30 June 2014
Bingo centre licence	1	Lottery operator	1
Casino	4	Lucky envelope printer	3
Casino employee	3161	Oncourse wagering permit	3
Casino key employee	500	Race wagering licence	1
Category 3 gaming licence	57	Service contractor—category 1	12
Other miscellaneous gaming site approvals**	n/a	Service contractor—category 2	2
GML—hotels	773	Service contractor—individual	1
GML—clubs*	453	Special category 3 GML	1
Gaming nominee	1124	Sports wagering licence	1
Gaming repairer	327	Supplier licence—major dealer	6
Keno employee	200	Supplier licence—monitoring operator	4
Key employee—wagering	50	Supplier licence—secondary dealer	1
Key interactive person	19	Supplier licence—testing facility	4
Key lottery employee	205	Upgrade gaming nominee	1054
Key monitoring employee	37	Upgrade to casino key employee	687
Lottery	1	Total	8693

* These figures include applications for club additional premises

**These figures also include miscellaneous gaming site post licensing approvals

Gaming licences held across Queensland as at 30 June 2015 have decreased by 6.8 per cent since 30 June 2014.

Table 24: Gaming sites at 30 June 2015

Site type	Approved
Casino	4
Club	477
Hotel	773
Total	1254

Table 25: Regional breakdown of gaming sites by compliance region as at 30 June 2015

Statistical Area 4	Casino	Club	Hotel
Brisbane Inner City	1	16	48
Greater Brisbane Combined		81	61
Cairns	1	25	49
Darling Downs—Maranoa		23	51
Fitzroy		32	67
Gold Coast	1	55	76
Ipswich		26	52
Logan—Beaudesert		15	28
Mackay		32	45
Moreton Bay Combined		32	35
Queensland—Outback		13	33
Sunshine Coast		44	42
Toowoomba		15	31
Townsville	1	12	50
Wide Bay		45	72
Total	4	466	740

Gaming applications processed in the 2014–15

Table 26: Gaming applications received and approved in 2014–15

Licence type	Applications received	Applications approved
Bingo centre licence	3	4
Casino	—	—
Casino employee	207	214
Casino key employee	55	67
Category 3 gaming licence	57	61
Other miscellaneous gaming site approvals**	1151	1096
GML—hotels	95	98
GML—clubs*	6	10
Gaming nominee	281	285
Gaming repairer	66	63
Keno employee	46	45
Key employee—wagering	1	—
Key interactive person	—	—
Key lottery employee	5	6
Key monitoring employee	13	12
Lottery	—	—

Licence type	Applications received	Applications approved
Lottery operator	—	—
Lucky envelope printer	—	—
Oncourse wagering permit	—	—
Race wagering licence	—	—
Service contractor—category 1	3	2
Service contractor—category 2	1	—
Service contractor—individual	—	—
Special category 3 GML	1	1
Sports wagering licence	—	—
Supplier licence—major dealer	6	—
Supplier licence—monitoring operator	2	2
Supplier licence—secondary dealer	—	—
Supplier licence—testing facility	—	—
Upgrade gaming nominee	90	84
Upgrade to casino key employee	26	26
Total	2115	2076

* These figures include applications for club additional premises.

** These figures also include miscellaneous gaming site post licensing approvals

Gaming application processing times

Table 27: Gaming application processing times for 2014–15

Gaming application	Processing time
Individual licensing*	
Approved manager	2–4 weeks
Gaming nominee/casino employee/ key casino employee	3–5 weeks
Organisational licensing	
New gaming licence—in conjunction with a liquor licence transfer	8–10 weeks
New gaming licence	6–9 months
Large increase of gaming machines	4–6 months
Minor increase of gaming machines	4–6 weeks
Extended gaming trading hours	4–8 weeks
Miscellaneous	4–8 weeks

* Processing times will vary depending on response times from applicant and whether objections are lodged to the application.

Electronic gaming machines

In Queensland there is a State-wide cap on the total number of gaming machines in hotels and clubs. To manage this cap gaming machines can be traded between hotels and clubs as they become available in the market. This is part of the hotels and clubs reallocation scheme.

Table 28: Electronic gaming machine statistics 2014–15

Site Type	Operational EGM* cap	Approved EGMs	Operational EGMs
Clubs	24,705	24,482	23,578
Hotels	19,500	20,520	19,290
Total	44,205	45,002	42,868

* Electronic gaming machine

Note: the cap sets the maximum number of machines that may be operational rather than the approved EGMs.

Table 29: Electronic gaming machine statistics by compliance area for 2014–15

Statistical Area 4	Clubs			Hotels			All sites		
	Operational sites	Operational EGMs	Annual metered win	Operational sites	Operational EGMs	Annual metered win	Operational sites	Operational EGMs	Annual metered win
Brisbane–East	27	1,373	\$53,803,823	16	584	\$43,264,329	43	1,957	\$97,068,152
Brisbane–North	19	1,162	\$55,295,823	15	588	\$47,381,847	34	1,750	\$102,677,670
Brisbane–South	23	1,640	\$87,364,074	23	783	\$69,542,066	46	2,423	\$156,906,140
Brisbane–West	12	695	\$28,175,219	7	284	\$17,656,682	19	979	\$45,831,900
Brisbane Inner City	16	610	\$19,157,901	48	1,410	\$73,394,619	64	2,020	\$92,552,520
Cairns	25	1,290	\$57,399,903	49	1,285	\$63,330,562	74	2,575	\$120,730,465
Darling Downs–Maranoa	23	533	\$16,854,858	51	674	\$27,204,282	74	1,207	\$44,059,140
Fitzroy	32	1,029	\$45,556,000	67	1,490	\$77,316,957	99	2,519	\$122,872,958
Gold Coast	55	3,100	\$116,382,443	76	2,591	\$183,701,627	131	5,691	\$300,084,070
Ipswich	26	1,327	\$63,095,258	52	1,180	\$81,986,095	78	2,507	\$145,081,353
Logan–Beaudesert	15	1,213	\$60,321,324	28	962	\$89,915,389	43	2,175	\$150,236,713
Mackay	32	1,240	\$47,915,139	45	1,231	\$51,863,589	77	2,471	\$99,778,728
Moreton Bay–North	24	1,540	\$72,683,406	23	691	\$50,508,452	47	2,231	\$123,191,858
Moreton Bay–South	8	580	\$28,012,424	12	448	\$33,719,376	20	1,028	\$61,731,800
Queensland–Outback	13	431	\$19,968,695	33	568	\$26,541,962	46	999	\$46,510,657
Sunshine Coast	44	2,218	\$91,262,908	42	1,248	\$72,190,905	86	3,466	\$163,453,813
Toowoomba	15	716	\$29,156,204	31	842	\$38,937,322	46	1,558	\$68,093,526
Townsville	12	887	\$43,675,505	50	1,158	\$64,359,734	62	2,045	\$108,035,239
Wide Bay	45	1,994	\$80,451,565	72	1,273	\$53,490,971	117	3,267	\$133,942,536
Total	466	23,578	\$1,016,532,473	740	19,290	\$1,166,306,766	1,206	42,868	\$2,182,839,239

Table 30: Authorities (hotels) offered and sold 2014–15

Region name	Authorities offered	Authorities sold	Average price 10/7/13	Average price 13/11/13	Average price 12/3/14
Coastal	82	61	\$62,000	\$66,004	\$101,444
South-East	130	130	\$112,492	\$131,341	\$122,475
Western					
Total	212	191			

Table 31: State Government entitlements (clubs) offered and sold 2014–15

Region name	Entitlements offered	Entitlements sold	Average price
State-wide	389	23	\$4704

Table 32: Summary of commercial hotels and community clubs with and without EGMs as at 30 June 2015

Total sites	Sites with EGMs	Sites without EGMs
2218	1206	1012

Table 33: Casino–EGMs and table games

Casino	Approved EGMs	Operating EGMs	Approved table games	Operating table games	Fully automated table games
Conrad Treasury Brisbane	1632	1436	136	85	84
Conrad Jupiters	1651	1552	142	81	88
Jupiters Townsville Hotel and Casino	353	351	37	26	20
The Reef Hotel Casino	660	490	50	38	26
Total	4296	3829	365	230	218

Gaming major players—top 50

Table 34: Top 50 licensed clubs based on machine gaming metered win for 2014–15

Each group of 10 in alphabetical order

Top 10
Caboolture Sports Club Limited
Caloundra Sub-Branch R.S.L. Services Club Incorporated
Carina Leagues Club Limited
East's Leagues Club Coorparoo
Greenbank RSL Services Club Inc
Kedron-Wavell Services Club Inc
Maroochy RSL
Redcliffe Leagues Club Limited
Southport Australian Rules Football Club Ltd
Sunnybank Rugby Union Club Ltd

Next 10
Brisbane Broncos Leagues Club Limited
Brothers Leagues Club (Cairns) Limited
Cazalys Cairns Limited
Hervey Bay RSL and Services Memorial Club Inc
Magpies Sporting Club Ltd Glenella
Norths Leagues & Services Club Kallangur
Queensland Lions Football Club
Returned & Services League Of Australia (Queensland Branch) Townsville Sub Branch Inc
Southside Sport And Community Club Inc
The City Golf Club Inc. Toowoomba

Next 10
(S1) Cowboys Leagues Club Limited Townsville
(S1) Goodna Services Club Inc
Across The Waves Sports Club Inc. Norville
Arana Leagues Club Limited

Brisbane Bears-Fitzroy Football Club
Brothers Leagues Club—Ipswich Inc
Brothers Leagues Club (Townsville) Ltd
Club Helensvale
Nerang RSL & Memorial Club Inc
RSL Services & Citizens Club Nambour Inc

Next 10
Bribie Island R.S.L. & Citizens Memorial Club Inc
Club Southport Inc
Currumbin Palm Beach R.S.L. & Services Memorial Club Incorporated
Logan Diggers
Redlands Sporting Club Inc
Returned And Services League Of Australia (Queensland Branch) Redcliffe Sub-Branch Inc
Rockhampton Leagues Club Limited
The Frenchville Sports Club Ltd
Toowoomba Sports Club Inc
Wynnum Manly Leagues Club Limited

Next 10
(S1) Returned & Services League Of Australia (Queensland Branch) Redlands Sub Branch Inc
Aspley Australian Football and Sporting Club Limited
Brothers Sports Club Bundaberg Incorporated
Bundaberg & District R.S.L. and Citizens Memorial Club Inc
Ipswich Jets Rugby League Football Club Incorporated
Mackay Cricket Association Inc. T/A Harrup Park Country Club
Pine Rivers Memorial Bowls Club Limited
Southport R.S.L. Memorial Club Incorporated
Tewantin-Noosa R.S.L. & Citizens Memorial Club Incorporated
Yaralla Sports Club Inc

Table 35: Top 50 licensed hotels based on machine gaming metered win for 2014–15

Each group of 10 in alphabetical order

Top 10
Bracken Ridge Tavern
Browns Plains Hotel
Calamvale Hotel Motel
Fitzzy's Loganholme
Hamilton Hotel
Morayfield Tavern
Runaway Bay Tavern
Runcorn Tavern
Springwood Hotel
Sunnybank Hotel
Next 10
Captain Cook Tavern Kippa Ring
Dalrymple Hotel Garbutt
Ferry Road Tavern Southport
Glen Hotel Eight Mile Plains
Hotel HQ Underwood
Isa Hotel Mount Isa
Redbank Plains Tavern
Southern Hotel-Motel Toowoomba
Taigum Tavern
Villa Noosa Hotel/Motel
Next 10
Club Hotel–Waterford
Dublin Docks–Harbourtown
Forest Lake Hotel
Greenbank/Park Ridge Tavern

Hinterland Hotel Nerang
Kirwan Tavern
Parkwood Tavern
Queenslander–Marsden Tavern
Victoria Point Tavern
Wilsonton Hotel Toowoomba
Next 10
Albany Creek Tavern
Ashmore Tavern
Benowa Tavern
Deception Bay Tavern
Harvey Road Tavern Gladstone
Koala Tavern Capalaba
The Kawana Waters Hotel
The Sun Hotel Townsville
Tom's Tavern Aitkenvale
Wallaby Hotel Mudgeeraba
Next 10
Arundel Tavern
Capalaba Tavern
Cleveland Sands Hotel
Glenmore Tavern
Hotel Richlands
Jindalee Hotel
Prince Alfred Hotel Booval
Rocky Glen Hotel-Motel West Gladstone
Spring Lake Hotel
Surfers Paradise Tavern

Gaming expenditure

The following is a breakdown of gaming expenditure in Queensland across the five individual gaming categories for 2014–15.

Total expenditure

The total gaming expenditure in Queensland has increased by 6.9 per cent in 2014–15.

Table 36: Gaming expenditure in Queensland for 2014–15

Gambling category	Total
Casino (incl. keno)	\$690,337,395
EGMs (clubs and hotels)	\$2,182,839,239
Keno (TAB and others)	\$102,418,063
Lottery	\$408,206,228
Wagering	\$379,733,125
Total	\$3,763,534,051

Gaming machine expenditure

Table 37: Gaming machine player expenditure comparison for the past five years (\$M)

Financial year	Expenditure (\$M)	Expenditure per adult
2010–11	\$1868.36	\$551
2011–12	\$1948.13	\$564
2012–13	\$2004.75	\$569
2013–14	\$2063.71	\$577
2014–15	\$2182.84	\$600

Casino expenditure

Table 38: Casino player expenditure comparison for the past five years (\$M)

Financial year	Expenditure (\$M)	Expenditure per adult
2010–11	\$568.71	\$168
2011–12	\$588.37	\$170
2012–13	\$570.54	\$162
2013–14	\$557.00	\$156
2014–15	\$690.34	\$190

Charitable and non-profit gaming expenditure

Table 39: Category 3 games (art unions) expenditure for the past five years

	2010–11	2011–12	2012–13	2013–14	2014–15
Category 3 games conducted	257	270	275	304	275
Returns received	252	247	248	254	194
Gross proceeds (\$)	\$192,470,969	\$195,772,488	\$220,468,766	\$247,380,604	\$242,567,570
Profit (\$)	\$62,996,338	\$65,207,694	\$82,864,952	\$102,680,458	\$101,973,611
Profit (%)	33%	33%	38%	42%	42%

Keno expenditure

Table 40: Keno player expenditure for the past five years (\$)

Financial year	Expenditure (\$M)	Expenditure per adult
2010–11	\$100.42	\$30
2011–12	\$107.56	\$31
2012–13	\$109.32	\$31
2013–14	\$110.33	\$31
2014–15	\$102.42	\$28

Lottery expenditure

Table 41: Lotteries expenditure comparison for the past five years (\$M)

Financial year	Expenditure (\$M)	Expenditure per adult
2010–11	\$417.05	\$123
2011–12	\$457.17	\$132
2012–13	\$494.20	\$140
2013–14	\$402.08	\$113
2014–15	\$408.21	\$112

Wagering expenditure

Table 42: Wagering player expenditure comparison for the past five years (\$M)

Financial year	Expenditure (\$M)	Expenditure per adult
2010–11	\$392.74	\$116
2011–12	\$401.66	\$116
2012–13	\$401.31	\$114
2013–14	\$389.04	\$109
2014–15	\$379.73	\$104

Summary of expenditure

Table 43: Gaming player expenditure for the past five years

Financial year	Casino gambling	Keno–TAB and others	Lotteries	Machine gaming	Wagering
2010–11	\$568,709,808	\$100,423,728	\$417,049,292	\$1,868,356,725	\$392,742,881
2011–12	\$588,374,581	\$107,560,780	\$457,169,766	\$1,948,128,144	\$401,659,310
2012–13	\$570,541,584	\$109,324,913	\$494,203,355	\$2,004,751,371	\$401,309,640
2013–14	\$556,995,896	\$110,333,455	\$402,082,950	\$2,063,705,218	\$389,041,977
2014–15	\$690,337,395	\$102,418,063	\$408,206,228	\$2,182,839,239	\$379,733,125



Compliance figures

Licensed premises by risk category and associated compliance activity in Queensland

Licensed premises by risk category

In Queensland the level of inherent risk each venue poses is categorised by its trading hours and the licence type held by the venue. Adult entertainment permits have the highest risk associated with them while pre-midnight traders present the lowest risk. Safe Night Precinct areas were first established in 2014–15. Tables for 2013–14 have been also labelled as SNP regions for comparative purposes.

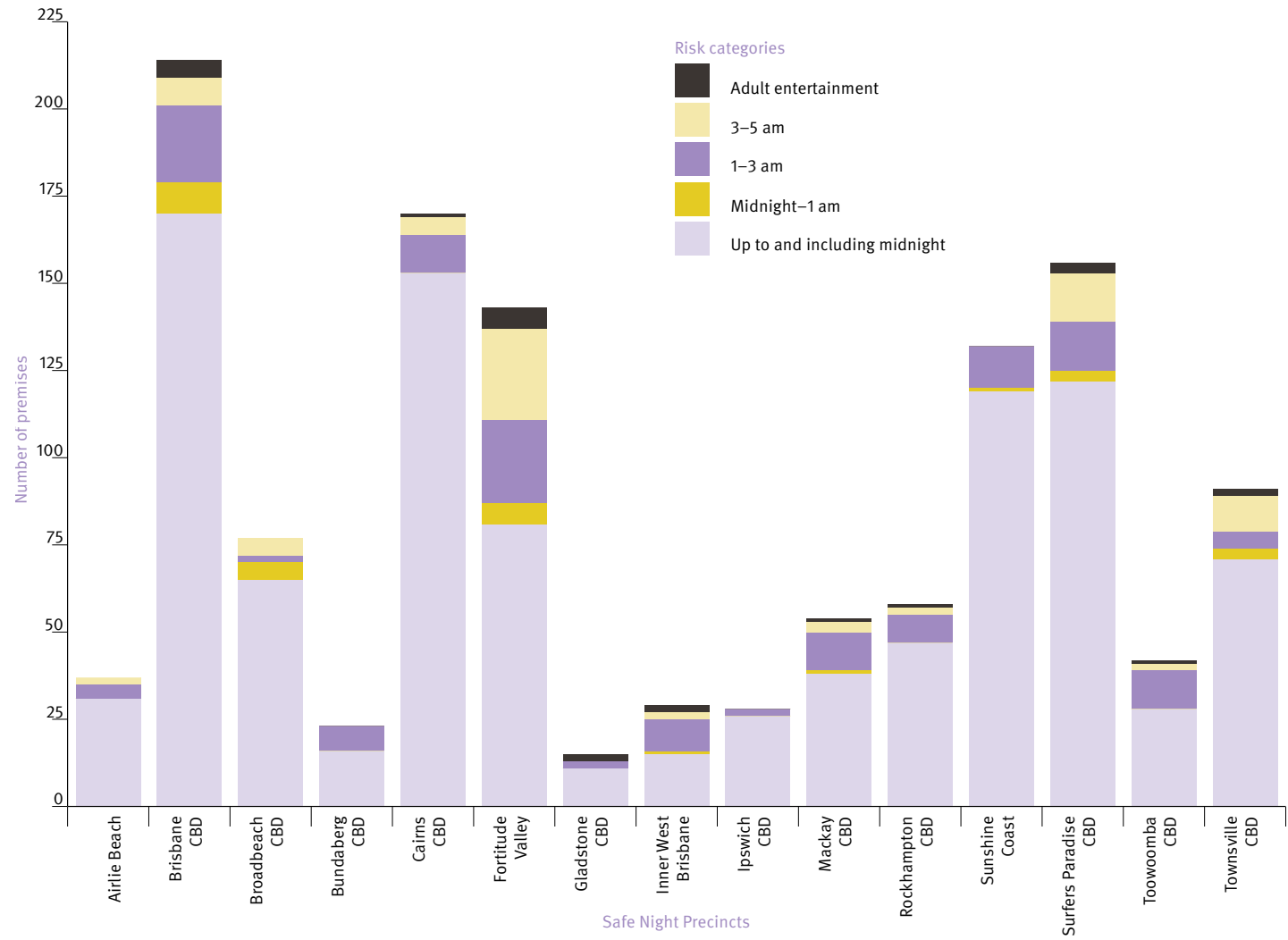
Table 44: Total number of licensed premises by risk category by location for 2014–15

Safe Night Precinct region	Risk category				
	Adult entertainment permit	3–5 am*	1–3 am*	Midnight–1 am*	Up to and including midnight
Airlie Beach CBD	—	2	4	—	31
Brisbane CBD	5	8	22	9	164
Broadbeach CBD	—	5	2	5	64
Bundaberg CBD	—	—	7	—	16
Cairns CBD	1	5	11	—	152
Fortitude Valley	6	26	21	6	80
Gladstone CBD	2	—	2	—	11
Inner West Brisbane	2	2	9	1	15
Ipswich CBD	—	—	2	—	26
Mackay CBD	1	3	11	1	38
Rockhampton CBD	1	2	8	—	46
Sunshine Coast	—	—	12	1	117
Surfers Paradise CBD	3	14	14	3	119
Toowoomba CBD	1	2	11	—	27
Townsville CBD	2	10	5	3	71
Rest of State	2	6	398	63	6754
Total	26	85	539	92	7731

*3–5 am includes casinos but not sites closing at 3 am. 1–3 am does not include sites closing at 1 am. Midnight–1 am does not include sites closing at midnight.

Note: variances between Tables 4 and 44 are due to Table 44 including figures of detached bottle shops, satellite cellar doors, catering away areas, approved sporting areas and suspended licenses.

Graph 45: Breakdown of licensed premises by risk category by Safe Night Precincts for 2014–15



Compliance inspections

Table 46: Compliance inspections by risk category and location for 2014–15

Safe Night Precinct region	Risk category					Region total
	Adult entertainment	3–5 am*	1–3 am	Midnight–1 am	Up to and including midnight	
Airlie Beach CBD	—	24	47	—	49	120
Brisbane CBD	49	104	131	31	110	425
Broadbeach CBD	—	43	11	20	38	112
Bundaberg CBD	—	—	37	—	7	44
Cairns CBD	11	45	80	—	66	202
Fortitude Valley	68	205	119	25	54	471
Gladstone CBD	40	—	13	—	24	77
Inner West Brisbane	21	24	63	2	15	125
Ipswich CBD	—	—	21	—	37	58
Mackay CBD	13	46	47	9	28	143
Rockhampton CBD	13	19	37	—	50	119
Sunshine Coast	—	—	143	21	111	275
Surfers Paradise CBD	41	133	97	8	69	348
Toowoomba CBD	19	25	105	—	61	210
Townsville CBD	24	84	19	15	108	250
Rest of State	24	50	1359	171	4073	5677
Total	323	802	2329	302	4900	8656

* 3–5 am includes casinos but not sites closing at 3 am.

Table 47: Compliance inspections by risk category and location for 2013–14

Safe Night Precinct region	Risk category					Region total
	Adult Entertainment	3–5 am*	1–3 am*	Midnight–1 am*	Up to and including midnight	
Airlie Beach CBD	—	18	46	—	65	129
Brisbane CBD	46	54	60	14	90	264
Broadbeach CBD	—	27	12	22	47	108
Bundaberg CBD	—	—	18	—	5	23
Cairns CBD	9	20	43	—	48	120
Fortitude Valley	58	136	61	5	50	310
Gladstone CBD	20	—	8	—	13	41
Inner West Brisbane	25	20	35	3	4	87
Ipswich CBD	—	—	9	—	9	18
Mackay CBD	7	44	24	20	26	121
Rockhampton CBD	11	7	17	—	21	56
Sunshine Coast	—	—	46	4	56	106
Surfers Paradise CBD	37	99	54	7	74	271
Toowoomba CBD	3	6	22	—	13	44
Townsville CBD	7	47	12	5	79	150
Rest of State	17	33	965	119	4461	5595
Total	240	511	1432	199	5061	7443

* 3–5 am includes casinos but not sites closing at 3 am. 1–3 am does not include sites closing at 1 am. Midnight –1 am does not include sites closing at midnight.

Graph 48: Compliance inspections by risk category comparison

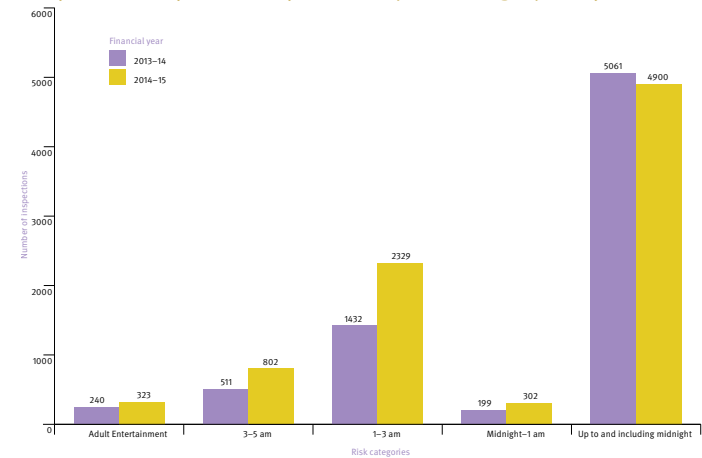


Table 49: Inspection type by location for 2014–15

Safe Night Precinct region	Inspection type							Region total
	After hours inspection^^	Covert inspection+	Critical elements inspection*	Day time inspection++	Risk assessment monitored**	Risk assessment unmonitored^	Targeted inspection#	
Airlie Beach CBD	16	—	54	—	6	37	7	120
Brisbane CBD	148	20	191	18	10	23	15	425
Broadbeach CBD	66	10	18	1	1	13	3	112
Bundaberg CBD	27	—	10	—	3	4	—	44
Cairns CBD	94	7	71	7	9	14	—	202
Fortitude Valley	196	20	119	11	16	83	26	471
Gladstone CBD	52	—	—	—	5	20	—	77
Inner West Brisbane	47	2	43	—	—	29	4	125
Ipswich CBD	14	4	25	2	3	5	5	58
Mackay CBD	30	—	48	5	9	43	8	143
Rockhampton CBD	67	—	11	—	7	34	—	119
Sunshine Coast	59	7	169	—	—	39	1	275
Surfers Paradise CBD	163	20	81	4	2	73	5	348
Toowoomba CBD	106	5	71	13	8	6	1	210
Townsville CBD	87	3	66	—	6	69	19	250
Rest of State	1749	100	881	432	206	2091	218	5677
Total	2921	198	1858	493	291	2583	312	8656

*Critical elements inspections include officers making observations/investigating issues related to the supply and/or consumption of liquor by unduly intoxicated patrons. This ensures the licensee is providing a safe environment and ensuring minors are not on the premises unlawfully and the approved manager is present.

**Monitored risk assessments comprise of applications for new licences and permanent variations to licences.

^Unmonitored risk assessments comprise of all other applications for a licence variation or a permit.

^^A compliance inspection carried out during business hours—after 5 pm weekdays or anytime on a weekend.

+A compliance investigation when officers do not disclose themselves to the licensee during the investigation.

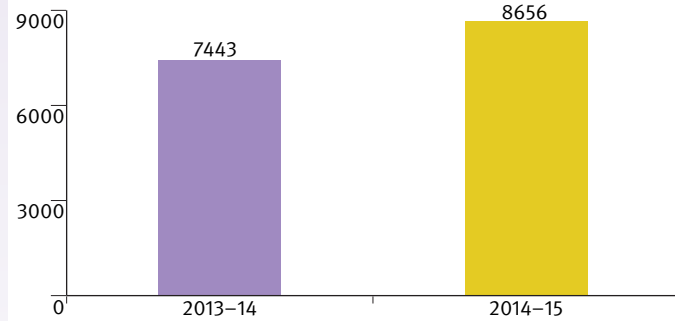
++A compliance inspection carried out during business hours.

#A compliance inspection targeting a particular issue or program.

Table 50: Inspection type by location for 2013–14

Safe Night Precinct region	Inspection type							Region total
	After hours inspection	Covert inspection	Critical elements inspection	Day time inspection	Risk assessment monitored	Risk assessment unmonitored	Targeted inspection	
Airlie Beach CBD	18			6	7	59	39	129
Brisbane CBD	87			16	31	51	79	264
Broadbeach CBD	80			7	2	16	3	108
Bundaberg CBD	14			2	1	6	—	23
Cairns CBD	63			15	10	12	20	120
Fortitude Valley	118			14	32	94	52	310
Gladstone CBD	19			2	2	11	7	41
Inner West Brisbane	45			1	2	25	14	87
Ipswich CBD	9			—	1	4	4	18
Mackay CBD	16			12	7	72	14	121
Rockhampton CBD	23			9	5	18	1	56
Sunshine Coast	31			3	9	32	31	106
Surfers Paradise CBD	143			5	9	41	73	271
Toowoomba CBD	30			6	2	6	—	44
Townsville CBD	39			15	6	50	40	150
Rest of State	1446			814	357	2259	719	5595
Total	2181	0	0	927	483	2756	1096	7443

Graph 51: Compliance inspections two year comparison



Compliance inspections have increased by 16 per cent since 30 June 2014.

Table 52: Compliance investigations by risk category and location for 2014-15

Safe Night Precinct region	Risk category					Region total
	Adult entertainment	3-5 am*	1-3 am*	Midnight-1 am*	Up to and including midnight	
Airlie Beach CBD		8	6		4	18
Brisbane CBD	1	32	16	2	7	58
Broadbeach CBD		20	2	6	10	38
Bundaberg CBD			11			11
Cairns CBD		37	15		13	65
Fortitude Valley	10	45	15	4	5	79
Gladstone CBD	12		6		1	19
Inner West Brisbane	1	10	21	1	7	40
Ipswich CBD			3		4	7
Mackay CBD	1	9	16			26
Rockhampton CBD	4	5	2		3	14
Sunshine Coast			39	3	32	74
Surfers Paradise CBD	5	64	25		14	108
Toowoomba CBD	1	10	7		4	22
Townsville CBD	11	35	2	1	21	70
Rest of State	3	29	389	40	901	1362
Total	49	304	575	57	1026	2011

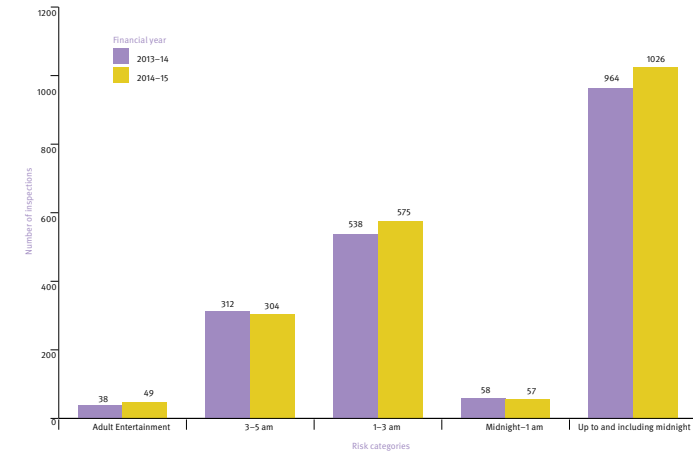
* 3-5 am includes casinos but not sites closing at 3 am. 1-3 am does not include sites closing at 1 am. Midnight -1 am does not include sites closing at midnight.

Table 53: Compliance investigations by risk category and location for 2013–14

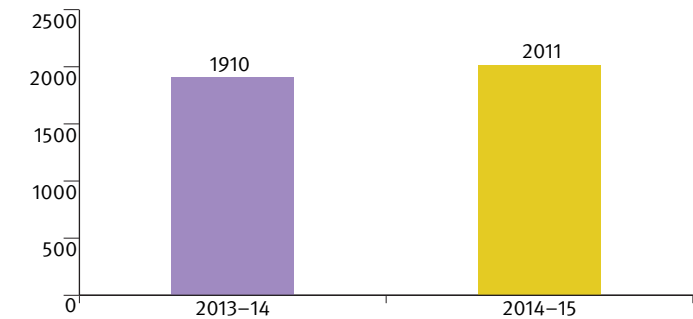
Safe Night Precinct region	Risk category					Region total
	Adult entertainment	3–5 am*	1–3 am*	Midnight–1 am*	Up to and including midnight	
Airlie Beach CBD	—	16	14	—	9	39
Brisbane CBD	3	46	8	2	10	69
Broadbeach CBD	—	14	1	4	6	25
Bundaberg CBD	—	—	7	—	—	7
Cairns CBD	—	73	22	—	18	113
Fortitude Valley	5	55	14	1	4	79
Gladstone CBD	10	—	6	—	1	17
Inner West Brisbane	1	5	15	—	—	21
Ipswich CBD	—	—	8	—	1	9
Mackay CBD	5	18	8	—	2	33
Rockhampton CBD	4	7	6	—	7	24
Sunshine Coast	—	—	34	—	25	59
Surfers Paradise CBD	—	37	7	—	11	55
Toowoomba CBD	1	10	12	—	4	27
Townsville CBD	8	15	2	4	18	47
Rest of State	1	16	374	47	848	1286
Total	38	312	538	58	964	1910

* 3–5 am includes casinos but not sites closing at 3 am. 1–3 am does not include sites closing at 1 am. Midnight –1 am does not include sites closing at midnight.

Graph 54: Compliance investigations by risk category and location comparison



Graph 55: Total compliance investigation comparison



Compliance investigations have increased by 5 per cent since 30 June 2014.

Compliance investigation and inspection outcomes

Table 56: Investigation and inspection outcomes by location for 2014–15

Outcome	Airlie Beach CBD	Brisbane CBD	Broadbeach CBD	Bundaberg CBD	Cairns CBD	Fortitude Valley	Gladstone CBD	Inner West Brisbane	Ipswich CBD	Mackay CBD	Rockhampton CBD	Sunshine Coast	Surfers Paradise CBD	Toowoomba CBD	Townsville CBD	Rest of State	Total
Caution (advisory)	10	40	6	1	11	45	6	12	3	8	8	37	19	1	29	532	768
Consultation conducted	15	25	10	1	14	21	1	8	12	9	3	6	18	2	—	363	508
Early intervention	2	1	—	—	—	3	10	2	—	—	—	9	6	1	1	36	71
Meeting attended	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	2	2
No breach detected	79	353	69	42	166	325	62	84	43	119	84	277	214	199	176	2,604	4,896
Not substantiated	2	22	27	5	38	28	5	7	2	12	5	31	29	20	24	623	880
Order	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	2	2
Out of jurisdiction	—	—	1	—	—	—	—	—	—	—	—	—	2	—	—	9	12
Refer to DEHP*	—	—	—	—	—	—	—	—	—	—	—	—	1	—	—	—	1
Refer to Fair Trading	—	—	1	—	2	1	—	—	—	—	—	5	7	1	—	27	44
Refer to gaming	—	—	—	—	—	—	—	1	—	—	—	—	—	—	—	—	1
Refer to licensing	44	38	14	7	22	123	29	32	10	51	49	39	79	16	79	2,450	3,082
Refer to licensing for s. 111 endorsement	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	2	2
Refer to local council	—	—	—	—	—	1	—	—	—	—	—	—	—	—	—	7	8
Refer to other	—	3	9	—	1	7	1	1	1	1	—	5	46	2	1	75	153
Refer to police	—	5	—	—	5	6	—	16	—	2	1	3	—	—	2	36	76
Refer to QFES**	—	—	2	—	—	—	—	—	—	—	—	—	1	—	2	7	12
Referred to investigations	—	14	1	—	—	21	—	15	5	—	—	—	—	—	4	82	142
Resolved by negotiation	—	1	1	—	—	1	—	—	—	—	—	2	—	—	1	15	21
Warning	4	64	18	8	14	72	3	8	7	8	7	45	56	4	14	717	1,049
Withdrawn	1	3	1	—	1	2	1	1	—	4	—	—	2	—	2	21	39
Total	157	569	160	64	274	656	118	187	83	214	157	459	480	246	335	7,610	11,769

* Department of Environment and Heritage Protection ** Queensland Fire and Emergency Services

Table 57: Investigation and inspection outcomes by location for 2013–14

Outcome	Airlie Beach CBD	Brisbane CBD	Broadbeach CBD	Bundaberg CBD	Cairns CBD	Fortitude Valley	Gladstone CBD	Inner West Brisbane	Ipswich CBD	Mackay CBD	Rockhampton CBD	Sunshine Coast	Surfers Paradise CBD	Toowoomba CBD	Townsville CBD	Rest of State	Total
Caution (advisory)	24	32	11	6	27	54	6	10	6	12	11	25	10	—	32	477	743
Consultation conducted	5	12	9	1	8	21	—	7	3	12	—	10	19	5	2	370	484
Early intervention	—	13	—	—	—	2	—	—	3	1	—	8	—	—	2	42	71
Meeting attended	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	1	1
No breach detected	60	166	62	12	112	148	33	55	9	37	41	57	186	44	124	2,246	3,392
Not substantiated	6	15	5	9	40	14	18	8	1	6	7	30	13	4	4	474	654
Order	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	1	1
Out of jurisdiction	—	1	—	—	1	1	—	—	—	—	—	1	1	—	—	22	27
Refer to Fair Trading	3	2	1	2	7	—	3	—	—	2	—	6	4	—	—	21	51
Refer to gaming	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	2	2
Refer to Qld Health	—	—	—	—	1	—	1	—	—	—	1	—	—	—	—	2	5
Refer to licensing	68	94	20	7	25	155	18	32	5	81	29	41	50	10	56	2,705	3,396
Refer to licensing for s. 111 endorsement	—	—	—	—	—	—	1	—	—	—	—	—	—	—	—	4	5
Refer to licensing for s. 98 notice	1	—	2	—	—	—	—	—	—	1	—	—	1	—	—	3	8
Refer to local council	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	3	3
Refer to other	11	2	1	—	2	—	—	—	—	2	—	3	5	—	—	81	107
Refer to police	—	—	—	—	12	9	—	—	—	1	—	3	2	1	—	37	65
Refer to QFES*	—	—	—	2	—	1	—	1	—	—	—	—	—	—	—	17	21
Referred to investigations	—	4	—	—	—	21	—	—	—	—	—	—	—	—	—	31	56
Resolved by negotiation	—	2	—	—	—	2	1	7	—	—	—	3	—	—	—	17	32
Warning	24	21	38	—	31	25	14	3	8	20	5	38	49	13	17	757	1,063
Withdrawn	—	3	—	—	—	2	—	2	—	1	—	1	1	—	—	28	38
Total	202	367	149	39	266	455	95	125	35	176	94	226	341	77	237	7,341	10,225

* Queensland Fire and Emergency Services

Table 58: Investigation and inspection outcomes by risk category 2014–15

Outcome**	Adult entertainment	3–5 am*	1–3 am*	Midnight–1 am*	Up to and including midnight	Total
Caution (advisory)	11	116	212	21	408	768
Consultation Conducted	5	20	91	17	375	508
Early intervention	10	9	39	—	13	71
Meeting attended	—	—	2	—	—	2
No breach detected	294	652	1770	212	1,968	4,896
Not substantiated	19	132	228	20	481	880
Order	—	—	1	—	1	2
Out of jurisdiction	—	1	2	1	8	12
Refer to DEHP^	—	1	—	—	—	1
Refer to Fair Trading	1	8	15	6	14	44
Refer to gaming	—	—	1	—	—	1
Refer to licensing	40	169	546	71	2,256	3,082
Refer to licensing for s. 111 endorsement	—	—	—	—	2	2
Refer to local council	—	—	1	—	7	8
Refer to other	5	44	47	7	50	153
Refer to police	5	9	22	2	38	76
Refer to QFES^^	—	—	2	1	9	12
Referred to investigations	5	18	58	4	57	142
Resolved by negotiation	1	1	3	1	15	21
Warning	9	60	242	36	702	1,049
Withdrawn	—	10	10	—	19	39
Total	405	1,250	3,292	399	6,423	11,769

* 3–5 am includes casinos but not sites closing at 3 am. 1–3 am does not include sites closing at 1 am. Midnight–1 am does not include sites closing at Midnight.

** Investigation and Inspection types counted: complaint–general public, complaint–other, complaint–police, covert inspection, early intervention, high risk investigation, targeted investigation, after hours inspection, critical elements inspection, targeted inspection, day time inspection, risk assessment monitored and risk assessment unmonitored.

^ Department of Environment and Heritage Protection

^^ Queensland Fire and Emergency Services

Table 59: Investigation and inspection outcomes by risk category 2013–14

Outcome**	Adult entertainment	3–5 am*	1–3 am*	Midnight–1 am*	Up to and including midnight	Total
Caution (advisory)	16	122	230	21	354	743
Consultation conducted	11	30	78	16	349	484
Early intervention	—	25	36	—	10	71
Meeting attended	—	—	—	—	1	1
No breach detected	208	378	1,011	116	1,679	3,392
Not substantiated	19	78	174	25	358	654
Order	—	—	—	—	1	1
Out of jurisdiction	—	5	5	—	17	27
Refer to Fair Trading	7	9	22	1	12	51
Refer to gaming	—	—	—	—	2	2
Refer to Qld Health	2	—	1	—	2	5
Refer to licensing	43	205	456	74	2,618	3,396
Refer to licensing for s. 111 endorsement	—	—	—	—	5	5
Refer to licensing for s. 98 notice	—	4	4	—	—	8
Refer to local council	—	—	—	—	3	3
Refer to other	—	14	44	—	49	107
Refer to police	1	17	11	—	36	65
Refer to QFES^	—	—	12	—	9	21
Referred to Investigations	—	8	22	1	25	56
Resolved by negotiation	—	3	11	9	9	32
Warning	26	56	181	38	762	1,063
Withdrawn	1	6	8	1	22	38
Total	334	960	2,306	302	6,323	10,225

* 3–5 am includes casinos but not sites closing at 3 am. 1–3 am does not include sites closing at 1 am. Midnight–1 am does not include sites closing at Midnight.

** Investigation and Inspection types counted: complaint–general public, complaint–other, complaint–police, covert inspection, early intervention, high risk investigation, targeted investigation, after hours inspection, critical elements inspection, targeted inspection, day time inspection, risk assessment monitored and Risk assessment unmonitored.

^ Queensland Fire and Emergency Services

Table 60: Investigation and inspection outcomes by licence type 2014–15

Outcome	Adult entertainment permit	Approved manager	Casino	Commercial hotel	Commercial other—bar	Commercial other—industrial canteen	Commercial other—producer/wholesaler	Commercial other—subsidiary off-premises	Commercial other—subsidiary on-premises	Commercial public event permit	Commercial special facility	Community club	Community liquor permit	Community other	Gaming machine—organisation	Restricted liquor permit	Unlicensed entity	Wine merchant	Wine permit	Wine producer	Outcome total
Caution (advisory)	—	—	—	402	16	—	—	1	240	—	15	61	7	6	1	7	12	—	—	—	768
Consultation conducted	2	—	—	152	11	—	4	—	279	1	3	37	6	4	—	5	4	—	—	—	508
Early intervention	—	—	—	56	—	—	—	—	6	—	1	8	—	—	—	—	—	—	—	—	71
Meeting attended	—	—	—	2	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	2
No breach detected	136	1	—	2,805	65	1	14	7	1,286	24	81	338	43	12	8	11	48	1	14	1	4,896
Not substantiated	3	—	—	468	3	—	3	1	174	2	20	67	12	1	—	10	116	—	—	—	880
Order	—	—	—	1	—	—	—	—	—	—	—	1	—	—	—	—	—	—	—	—	2
Out of jurisdiction	—	—	—	1	—	—	—	—	3	—	1	5	—	—	—	—	2	—	—	—	12
Refer to DEHP*	—	—	—	—	—	—	—	—	1	—	—	—	—	—	—	—	—	—	—	—	1
Refer to Fair Trading	—	—	—	27	1	—	—	—	12	—	—	2	—	—	—	2	—	—	—	—	44
Refer to gaming	—	—	—	1	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	1
Refer to licensing	22	—	—	1,003	36	7	18	13	590	93	66	297	504	84	1	105	173	3	44	23	3,082
Refer to licensing for s. 111 endorsement	—	—	—	2	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	2
Refer to local council	—	—	—	1	1	—	—	—	3	—	—	—	3	—	—	—	—	—	—	—	8
Refer to other	—	—	—	71	1	—	—	—	60	—	1	15	—	—	—	—	5	—	—	—	153
Refer to police	—	—	—	37	1	—	—	—	19	—	1	5	1	—	1	—	11	—	—	—	76
Refer to QFES**	—	—	—	5	—	—	—	—	6	—	—	1	—	—	—	—	—	—	—	—	12
Referred to Investigations	1	—	—	81	2	—	5	—	29	5	11	8	—	—	—	—	—	—	—	—	142
Resolved by negotiation	—	—	—	9	—	—	—	—	9	1	—	1	1	—	—	—	—	—	—	—	21
Warning	6	—	—	404	34	—	2	—	462	6	13	61	17	1	—	7	36	—	—	—	1,049
Withdrawn	—	—	—	19	—	—	—	—	14	—	1	—	4	1	—	—	—	—	—	—	39
Total	170	1	0	5,547	171	8	46	22	3,193	132	214	907	598	109	11	147	407	4	58	24	11,769

* Department of Environment and Heritage Protection ** Queensland Fire and Emergency Services

Table 61: Investigation and inspection outcomes by licence type 2013–14

Outcome	Adult entertainment permit	Approved manager	Casino	Commercial hotel	Commercial other—bar	Commercial other—industrial canteen	Commercial other—producer/wholesaler	Commercial other—subsidiary off-premises	Commercial other—subsidiary on-premises	Commercial public event permit	Commercial special facility	Community club	Community liquor permit	Community other	Gaming machine—organisation	Restricted liquor permit	Unlicensed entity	Wine merchant	Wine permit	Wine producer	Outcome total
Caution (advisory)	4	—	—	403	9	—	6	—	205	5	16	66	8	4	—	1	16	—	—	—	743
Consultation conducted	3	1	—	152	13	—	1	1	231	1	15	52	3	2	1	—	8	—	—	—	484
Early intervention	—	—	—	56	—	—	5	—	10	—	—	—	—	—	—	—	—	—	—	—	71
Meeting attended	—	—	—	—	—	—	—	—	1	—	—	—	—	—	—	—	—	—	—	—	1
No breach detected	109	2	1	1,767	34	2	7	8	800	30	108	389	46	9	4	2	69	—	4	1	3,392
Not substantiated	1	—	—	314	4	—	9	—	147	—	20	32	10	—	2	1	111	1	—	2	654
Order	—	—	—	1	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	1
Out of jurisdiction	—	—	—	8	—	—	2	—	7	—	1	1	—	—	—	1	7	—	—	—	27
Refer to Fair Trading	—	—	—	26	—	—	—	—	16	—	1	8	—	—	—	—	—	—	—	—	51
Refer to gaming	—	—	—	—	—	—	—	—	—	—	—	2	—	—	—	—	—	—	—	—	2
Refer to Qld Health	—	—	—	3	—	—	—	—	2	—	—	—	—	—	—	—	—	—	—	—	5
Refer to licensing	29	—	—	919	32	16	41	21	902	104	77	289	573	82	1	127	87	3	68	25	3,396
Refer to licensing for s. 111 endorsement	—	—	—	3	—	—	—	—	—	—	—	1	—	1	—	—	—	—	—	—	5
Refer to licensing for s. 98 notice	—	—	—	2	—	—	—	—	4	—	2	—	—	—	—	—	—	—	—	—	8
Refer to local council	—	—	—	1	—	—	—	—	—	—	—	1	—	—	—	—	1	—	—	—	3
Refer to other	—	—	—	57	1	—	1	—	31	1	6	4	—	—	—	—	6	—	—	—	107
Refer to police	—	—	—	36	—	—	—	—	6	—	—	3	5	—	—	—	15	—	—	—	65
Refer to QFES*	—	—	—	10	1	—	—	—	6	—	2	2	—	—	—	—	—	—	—	—	21
Referred to Investigations	—	—	—	17	2	—	2	—	28	—	—	2	—	—	—	—	2	3	—	—	56
Resolved by negotiation	—	—	—	19	—	—	—	—	5	—	7	—	—	—	—	—	—	—	—	1	32
Warning	2	—	—	337	11	1	—	1	539	1	22	94	16	8	—	3	26	—	—	2	1,063
Withdrawn	—	—	—	20	—	—	—	2	5	—	2	5	—	—	1	—	2	—	—	1	38
Total	148	3	1	4,151	107	19	74	33	2,945	142	279	951	661	106	9	135	350	7	72	32	10,225

* Queensland Fire and Emergency Services

Enforcement actions prosecutions and infringement notices under the Liquor Act

Table 62: Investigation enforcement outcomes—prosecution

Region	Premises	Offences	Convictions recorded	Non-convictions	Fines
Mackay SNP	1	2	—	2	\$ 1,000
Surfers Paradise SNP	1	3	—	3	\$ 1,500
Rest of State	7	19	14	5	\$92,400

Table 63: Infringement notices by safe night precinct 2014–15**

Issue per SNP*	Person number		Site number		Count		Person \$ cost		Site \$ cost		Total cost	
	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police
Airlie Beach		98	1	2	1	100		\$21,859	\$569	\$2,276	\$569	\$24,135
Brisbane	10	420	4	14	14	434	\$1,700	\$112,382	\$5,691	\$12,139	\$7,391	\$124,521
Broadbeach	3	457	4	2	7	459	\$2,617	\$108,737	\$3,984	\$454	\$6,601	\$109,191
Bundaberg		35				35		\$10,499				\$10,499
Cairns	7	74	4	7	11	81	\$2,490	\$25,816	\$3,376	\$6,600	\$5,866	\$32,416
Fortitude Valley	11	743	6	11	17	754	\$3,199	\$152,988	\$7,353	\$8,154	\$10,552	\$161,142
Gladstone		41				41		\$14,947				\$14,947
Inner West Brisbane		47	1	11	1	58		\$15,229	\$227	\$6,790	\$227	\$22,019
Ipswich	4	64	1		5	64	\$1,933	\$12,176	\$2,200		\$4,133	\$12,176
Mackay		37		2		39		\$11,141		\$1,138		\$12,279
Rockhampton	36	3,454	44	97	80	3,551	\$14,289	\$794,745	\$55,443	\$66,042	\$69,732	\$22,951
Sunshine Coast		107	1		1	107		\$22,951	\$569		\$569	\$152,169
Surfers Paradise	11	503	3	2	14	505	\$5,878	\$150,462	\$2,276	\$1,707	\$8,154	\$305,367
Toowoomba	373	1,536	10	5	383	1,541	\$120,254	\$300,264	\$10,470	\$5,103	\$130,724	\$87,862
Townsville	1	318	1		2	318	\$341	\$87,862	\$2,277		\$2,618	\$36,812
Rest of State		92	2	2	2	94		\$35,674	\$1,707	\$1,138	\$1,707	\$860,787
Category totals	456	8,026	82	155	538	8,181	\$152,701	\$1,877,732	\$96,142	\$111,541	\$248,843	\$1,989,273
Grand total		8,482		237		8,719		\$2,030,433		\$207,683		\$2,238,116

*SNPs have been determined by suburb, so there may be some variation from the actual infringement number given within the defined safe night boundaries.

Note: some infringement notices may not be included in this table having not been received from Police/OLGR and processed into the infringement notice database. Site related infringement notices issued by OLGR have increased from 54 in 2013–14 to 82 in 2014–15 representing an increase of 52 per cent.

**This table represents figures for all of 2014–15 regardless of SNPs being established in October 2014.

Table 64: Infringement notices by locations 2013–14

Issue per location	Person number		Site number		Count		Person \$ cost		Site \$ cost		Total cost	
	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police
Airlie Beach	1	205	3	0	4	205	\$247	\$36,717	\$1,650	\$0	\$1,897	\$36,717
Brisbane	6	619	2	5	8	624	\$1,924	\$135,527	\$1,210	\$3,080	\$3,134	\$138,607
Broadbeach	3	272	4	4	7	276	\$1,320	\$76,068	\$2,200	\$2,650	\$3,520	\$78,718
Bundaberg	1	44	0	0	1	44	\$330	\$7,909	\$0	\$0	\$330	\$7,909
Cairns	5	66	3	8	8	74	\$1,870	\$18,200	\$2,200	\$4,050	\$4,070	\$22,250
Fortitude Valley	13	599	0	16	13	615	\$4,400	\$107,129	\$0	\$12,210	\$4,400	\$119,339
Gladstone	0	69	1	10	1	79	\$0	\$17,537	\$550	\$5,830	\$550	\$23,367
Inner West Brisbane	4	83	1	2	5	85	\$440	\$15,884	\$550	\$1,650	\$990	\$17,534
Ipswich	0	46	0	1	0	47	\$0	\$7,559	\$0	\$550	\$0	\$8,109
Mackay	0	56	2	2	2	58	\$0	\$13,919	\$1,650	\$2,200	\$1,650	\$16,119
Rockhampton	52	4,236	24	161	76	4,397	\$16,994	\$874,857	\$15,620	\$98,470	\$32,614	\$973,327
Sunshine Coast	0	139	0	2	0	141	\$0	\$30,153	\$0	\$1,100	\$0	\$31,253
Surfers Paradise	3	717	1	4	4	721	\$1,210	\$121,204	\$1,100	\$3,520	\$2,310	\$124,724
Toowoomba	503	1,604	10	47	513	1,651	\$132,086	\$312,882	\$7,040	\$27,180	\$139,126	\$340,062
Townsville	1	279	0	1	1	280	\$330	\$68,882	\$0	\$550	\$330	\$69,432
Rest of State	4	109	3	5	7	114	\$1,320	\$34,370	\$1,650	\$3,080	\$2,970	\$37,450
Category totals	596	9,143	54	268	650	9,411	\$162,471	\$1,878,797	\$35,420	\$166,120	\$197,891	\$2,044,917
Grand total	9,739		322		10,061		\$2,041,268		\$201,540		\$2,242,808	

Gaming compliance

Table 65: Gaming audits and inspections by compliance office 2014–15

Office	Audit	Inspection	Office total
Brisbane South	34	57	91
Cairns	36	60	96
Gold Coast	49	72	121
Head office	243	292	535
Townsville	46	146	192
Total	408	627	1035

Table 66: Gaming audits and inspections by compliance office 2013–14

Office	Audit	Inspection	Office total
Brisbane South	42	124	166
Cairns	55	116	171
Gold Coast	68	197	265
Head office	284	329	613
Townsville	91	217	308
Total	540	983	1523

Graph 67: Gaming inspection comparison figure over two years

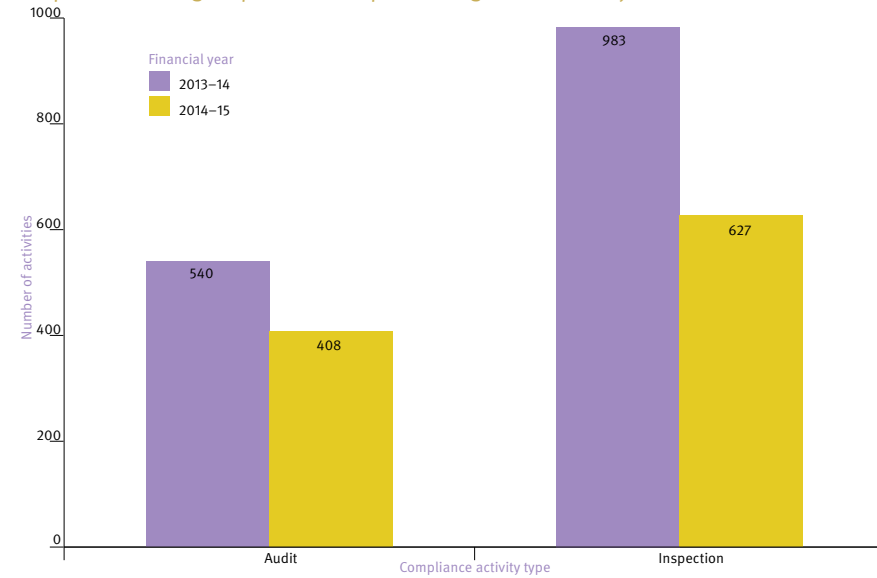


Table 68: Gaming audits and inspections by Gaming Act 2014–15

Act	Audit	Inspection	Act total
Charitable and Non-Profit Gaming Act	30	218	248
Gaming Machine Act	378	405	783
Keno Act		3	3
Wagering Act		1	1
Total	408	627	1035

Table 69: Gaming audits and inspections by Gaming Act 2013–14

Act	Audit	Inspection	Act total
Charitable and Non-Profit Gaming Act	40	322	362
Gaming Machine Act	500	554	1054
Keno Act		65	65
Wagering Act		41	41
Total	540	983	1523

Table 70: Lottery inspection comparison figure over two years*

Financial year	Lottery inspection
2013–14	491
2014–15	621

*These figures are exclusive from the gaming audit and inspection figures.

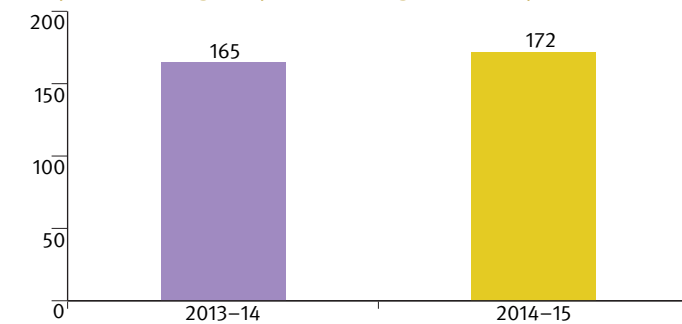
Table 71: Gaming complaint investigations 2014–15

Legislation	Total
Casino Control Act	54
Charitable and Non-Profit Gaming Act	18
Gaming Machine Act	81
Interactive Gambling (Player Protection) Act	1
Keno Act	5
Liquor Act	1
Lotteries Act	1
Wagering Act	11
Total	172

Table 72: Gaming complaint investigations 2013–14

Legislation	Total
Casino Control Act	45
Charitable and Non-Profit Gaming Act	23
Gaming Machine Act	65
Interactive Gambling (Player Protection) Act	3
Keno Act	11
Lotteries Act	6
Wagering Act	12
Total	165

Graph 73: Gaming complaint investigations comparison



Gaming complaint investigations have increased by 5 per cent since 30 June 2014.

Table 74: Probity investigations

Legislation	Number of investigations
Gaming Machine Act	135
Charitable and Non-Profit Gaming Act	—
Lotteries Act	—
Liquor Act	21
Wagering Act	5
Casino Control Act	80
Total	241

Graph 75: Probity investigations by comparison

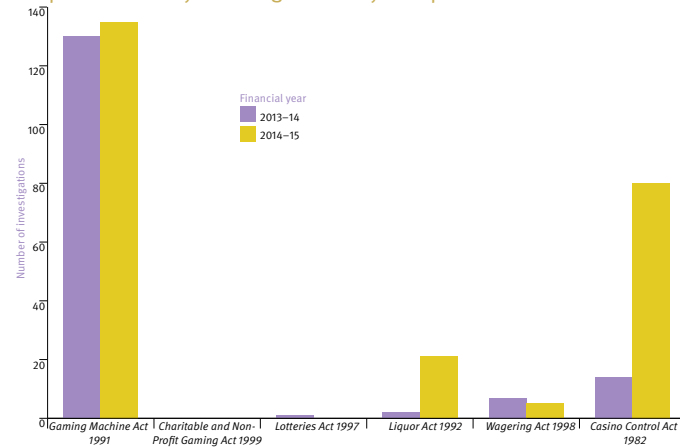


Table 76: Casino audits for 2014-15

	Brisbane south	Cairns	Gold Coast	Townsville	Total
Gaming integrity	107	102	104	107	420
Gaming revenue	148	110	121	99	478
Harm minimisation	25	16	25	19	85
Non-core	1	1	1	1	4
Total	281	229	251	226	987

Table 77: Major gaming operator system and compliance audits

Gaming Act	No. of Audits
Gaming Machine Act	1
Charitable and Non-Profit Gaming Act	4
Keno Act	2
Lotteries Act	1
Wagering Act	1
Casino Control Act	6
Total	15

Gaming and liquor prosecutions

Table 78: Gaming infringement notices by Gaming Act

Gaming Acts	Infringement notices
Gaming Machine Act	12
Gaming Machine Regulation	3
Casino Control Act	36
Keno Act	2
Total	53

Graph 79: Gaming infringement notices by Gaming Act

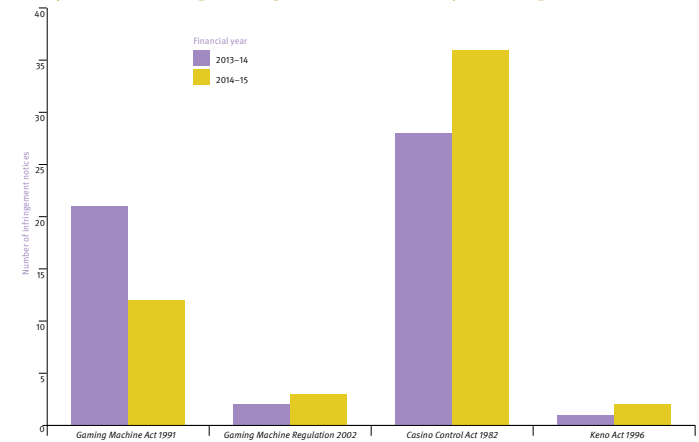


Table 80: Liquor and gaming show cause notices/finalised outcome

Action	Liquor <i>Liquor Act 1992</i>		Gaming <i>Gaming Machine Act 1991 & Casino Control Act 1982</i>	
	Employees	Licensees	Employees	Licensees
Show cause notices issued	1	2	1	0
Action imposed	1	2	1	0
No further action taken	0	0	0	0

Table 81: Reviews of liquor and gaming decisions before the Queensland Civil and Administrative Tribunal

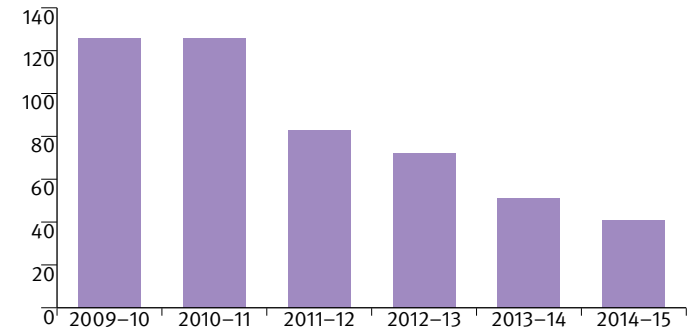
Decisions confirmed or withdrawn before the tribunals	Completed
GML application	0
Liquor licence granted	1
Extended trading (3–5 am granted)	1
Satellite cellar door granted	0
Variations of licences granted	1 (withdrawn)
Adult entertainment permit granted	1 (withdrawn)
Disciplinary action undertaken	2
Cancellations of approvals	0
Suspended licence	0
Reassessment of licence fee	0

Glassing statistics

Table 82: Monthly breakdown of glassing figures over six years

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009–10	10	16	7	9	13	7	15	11	9	9	10	10	126
2010–11	11	15	9	14	10	12	10	10	6	12	9	8	126
2011–12	7	10	7	8	2	8	5	2	11	5	9	9	83
2012–13	14	3	3	1	6	11	4	3	8	8	5	6	72
2013–14	8	7	6	4	4	7	4	–	2	3	4	2	51
2014–15	2	4	6	5	3	–	5	5	1	1	6	3	41
Total	52	55	38	41	38	45	43	31	37	38	43	38	499

Graph 83: Six year comparison of glassing figures



The number of glassings have decreased by 67 per cent since 30 June 2010.

Harm minimisation figures

Gambling-related exclusions

Individuals excluded from gaming at specified licensed venues has increased by 6 per cent in 2014–15.

Table 84: Individuals excluded by financial year 2010–2015

Individual	2010–11	2011–12	2012–13	2013–14*	2014–15**
Clubs and hotels	837	901	1004	1115	1164
Casinos	308	367	309	312	280
TattsBet	22	21	27	241	346
Total	1167	1289	1340	1668	1790

* Revised figures ** Preliminary figures

Restricted area permits

Restricted area permits can be issued under the Liquor Act. The permits allow liquor, in amounts greater than a carriage limit, to be carried into a restricted area. They are only issued in exceptional circumstances and mostly to tourism operators and members of the clergy for religious ceremonies. The relevant community is consulted prior to any permit being issued.

Table 85: Restricted area permits issued in 2014–15

Community	Organisation type	No. of permits issued	Length of permit
Cherbourg	Clergy	1	12 months
Hope Vale	Clergy	1	12 months
Woorabinda	Clergy	8	12 months
Northern Peninsula Area	Clergy	4	12 months
	Tour operators	8	Up to 9 months
Total		22	

Contacts

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