

Service Charter

Office of Liquor and Gaming Regulation • Gaming Services Technical Unit v2.2

About the Technical Unit

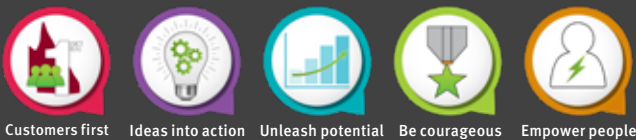
We are responsible for the delivery of high quality evaluation services to the Office of Liquor and Gaming Regulation's (OLGR) internal and external clients. In particular, we evaluate hardware, software, artwork, mathematics and communications against liquor and gaming legislation, standards and policies to ensure regulated equipment is safe, secure, reliable and fair and on balance, the State and the community as a whole, benefits from gaming.

Delivering quality client service

We engage with our clients to provide open, honest, respectful, timely and supportive dealings. We believe this is best achieved in an environment of shared responsibility.

Our values

Our values underpin everything we do. They guide our behaviour and decision making and support the Queensland Government's goal to be the most responsive and respected public services in the nation.



Our responsibilities

- Evaluate regulated liquor and gaming equipment submissions against relevant legislation, policies, technical standards and requirements
- Advise clients of their legislative obligations and any regulatory issues regarding new products or concepts presented to us
- Maintain accreditation to ISO/IEC 17025:2017
- Maintain and contribute to a culture of client service
- Publish technical standards applicable to our liquor and gaming equipment evaluations at: www.business.qld.gov.au/liquor-gaming

- Where appropriate, use Licensed Testing Facility Operators (LTFOs) and Approved Evaluators to improve evaluation timeframes so our resources can be directed toward more complex and higher risk products
- Treat LTFO and Approved Evaluators recommendations with the highest priority and process within ten days assuming there are no defects identified
- Safeguard confidential and sensitive information
- Respond promptly to requests and queries and keep our clients informed on the progress of their submission
- Advise our clients of issues, submission quality and potential improvements identified during the evaluation process.

Client responsibilities

- Use the relevant information published on the OLGR website: www.business.qld.gov.au/liquor-gaming
- Submit new concept products for preliminary evaluation
- Consult with us regarding any difficulties in meeting the relevant technical standards
- Provide sufficient information to allow us to determine whether a product is suitable for third party evaluation
- Submit products which are fully compliant or, if deficiencies exist, declare non-compliances in the product submission
- Provide a single point of contact for us to coordinate and progress evaluations
- Respond to all requests for information, clarification or issues identified promptly
- Provide technical support during the evaluation and notify us of any changes to your circumstances, including product or priority changes, withdrawals or issues identified
- Immediately inform us of any problems which have a known or suspected impact on the integrity, fairness or performance of gaming.

Contact us

We welcome any feedback from clients regarding all aspects of our business, including our client service.

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Gaming Services Technical Unit, OLGR,
is independently accredited to ISO/IEC 17025:2017

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