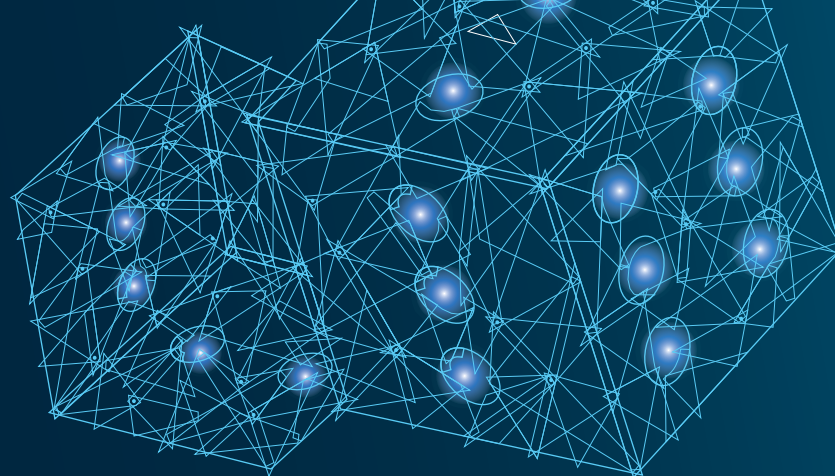


Office of Liquor and Gaming Regulation

18–19 STATISTICAL REPORT

Foreword	4
OLGR structure	5
OLGR present	6
OLGR past	7
Legislative amendments	9
Regulatory framework	10
Highlights 2018–19	11
Case studies	12
Gambling Community Benefit Fund	16



LIQUOR

Suspended licences	21
Restricted liquor permits	24
Restricted area permits	24
Regional breakdown of liquor licences across Queensland	25
Liquor licences processed in 2018–19	27
Liquor licence processing times	31
Liquor licence trading hours	32
Trainer approvals	34
Regional breakdown of gaming venue licences across Queensland	37

GAMING

Gaming applications processed	38
Gaming application processing times	39
Electronic gaming machines	40
Gaming expenditure	46
Gaming machine expenditure	47
Charitable and non-profit gaming expenditure	47
Gambling-related exclusions	48

COMPLIANCE

Liquor compliance	50
Compliance inspections by type and location	55
Gaming compliance	66
Gaming prosecutions	68
Appendices	69
Contacts	72



TABLES + FIGURES

Table 1: OLGR statement of financial expenditure 2018-19	15
Table 2: Summary of Gambling Community Benefit Fund applications and approvals	17
Table 3: Queensland liquor licences at 30 June 2019	21
Table 4: Suspended licences by licence type	21
Table 5: Suspended liquor licences over past five years	21
Figure 1: Queensland liquor licence growth over past five years*	22
Table 6: Commercial other—subsidiary on-premises licence	22
Table 7: Other additional licensed areas	22
Table 8: Adult entertainment permits	23
Table 9: Community liquor permits	23
Table 10: Restricted liquor permits	24
Table 11: Restricted area permits	24
Table 12: Distribution of licences by area	26
Table 13: New licences issued	27
Figure 2: New licences by area comparison	28
Table 14: Licensing approvals by area	28
Table 15: Licence transfers	29
Approved managers	29
Table 16: Temporary variations of liquor licences by type	30
Table 17: Revenue generated by annual liquor licence fees (\$)	30
Table 18: Liquor application processing times	31
Table 19: Summary of liquor trading hours at 30 June 2019	32
Table 20: Post-midnight trading venues (inc. 24hr venues) by area at 30 June 2019	33
Table 21: Post-2am traders by local government area (inc. 24hr venues) at 30 June 2019	33
Table 22: Post-2am traders (inc. 24hr venues) by licence type, trading days at 30 June 2019	34
Table 23: Pre-10am trading licences	34
Trainer approvals	34
Table 24: Gaming licences by type at 30 June 2019	36
Table 25: Gaming sites at 30 June 2019	36
Table 26: Gaming applications processed	38
Figure 3: Revenue generated by annual gambling licence fees	39
Table 27: Gaming application processing times	39
Table 28: Reviews of liquor and gaming decisions before the Queensland Civil and Administrative Tribunal	39
Table 29: Electronic gaming machines (EGMs)	40
Table 30: Electronic gaming machines by region	41
Table 31: Operating authorities (hotels) offered and sold	42
Table 32: State Government entitlements (clubs) offered and sold	42
Table 33: Commercial hotels and community clubs with and without operational EGMs as at 30 June 2019	42

Table 34: Casino—EGMs and table games	43
Table 35: EGM products approved and rejected	43
Table 36: Systems products approved and refused	43
Table 37: Top 50 licensed clubs based on machine gaming metered win	44
Table 38: Top 50 licensed hotels based on machine gaming metered win	45
Figure 4: Gaming player expenditure in Queensland	46
Table 39: Gaming expenditure for the past five years	46
Figure 5: Club and hotel gaming machine expenditure per adult—five year comparison	47
Table 40: Category 3 games expenditure for the past five years	47
Table 41: Individuals excluded by financial years 2014–18	48
Table 42: Licensed premises by licence type or site and location (including detached bottle shops, satellite cellar doors, catering away areas and approved sporting areas)*	50
Table 43: Compliance inspections by licence type or site and location 2018–19	51
Table 44: Compliance inspections by licence type or site and location 2017–18	52
Table 45: Compliance inspections by site closing time and location comparison	53
Figure 6: Compliance inspections by licence and site type	54
Table 46: Inspection type by location comparison 2017–18 and 2018–19	56
Figure 7: Compliance inspections by safe night precinct comparison	57
Table 47: Total compliance inspections comparison	57
Table 48: Compliance investigations by site/approval and location for 2018–19	58
Table 49: Compliance investigations by site/approval and location for 2017–18	59
Table 50: Compliance investigations by site closing time and location comparison for 2017–18 and 2018–19	60
Figure 8: Compliance investigations by safe night precinct comparison	61
Figure 9: Total compliance investigation comparison	62
Table 51: Investigation enforcement outcomes—prosecution	62
Table 52: Liquor show cause notices/finalised outcome	62
Table 53: Infringement notices by location 2018–19	63
Table 54: Infringement notices by location 2017–18	64
Table 55: Noise complaints completed by Local Government Area	65
Figure 10: Non-casino gaming audit and inspection comparison figure over three years	66
Table 56: Gaming activity by Gaming Act	66
Table 57: Casino audits	66
Figure 11: Gaming complaint investigations comparison	67
Figure 12: Probity investigations comparison	67
Table 58: Gaming prosecutions by Gaming Act	68
Table 59: Gaming show cause notices/finalised outcome	68
Figure 13: Gaming infringement notices by Gaming Act	68

FOREWORD

The Office of Liquor and Gaming Regulation (OLGR) is pleased to present the OLGR Annual Statistical Report for 2018–19. The report provides an overview of figures relating to the OLGR's liquor, gaming, compliance and harm minimisation activities 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 current as of 30 June 2019.

Three case studies are included to offer an insight into the type of activities, events and level of complexity that OLGR encounters and manages.

This is the 10th report in the series, all of which can be accessed online at justice.qld.gov.au

OLGR structure

Director-General

Department of Justice and
Attorney-General

Deputy Director-General and Commissioner for Liquor and Gaming

Office of Liquor and Gaming Regulation

Office of the Executive Director

Compliance

- Compliance and technical audits of liquor and gaming operators
- Inspections under the various liquor and gaming acts
- Complaints, investigations and enforcement actions
- Risk assessment of liquor licence applications
- Supporting safe night precinct boards to form and become fully operational

Licensing

- Licensing of persons and organisations under the various gaming, liquor, and wine acts
- Applications for changes to licence conditions, variations to hours of trading, alterations to the number of gaming machines in clubs/hotels, and other ancillary approvals
- Assessment and approval of game rules, operator control systems and gambling equipment
- Probity investigations into the suitability of major participants in the gaming industry

Organisational Services

- Financial and information management services
- Media, marketing and strategic communications
- Information solutions
- Asset management
- Administrative services
- Gambling Community Benefit Fund
- Business systems support
- Business intelligence capability
- Corporate capability

Office of Regulatory Policy

Office of the Executive Director

Policy and Legislation

- Development and management of liquor and gambling harm minimisation policy
- Research, monitor and report on industry trends to assist in policy development and the regulation of the liquor and gaming industries.

OLGR present

The Office of Liquor and Gaming Regulation (OLGR) is part of the Department of Justice and Attorney-General (DJAG) and comprises the Office of the Executive Director, Organisational Services, and the Licensing and Compliance divisions.

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
- implementing initiatives which minimise harm associated with the consumption of liquor and gaming activity, and
- administering and processing more than \$55M worth of gambling community benefit fund grants to the not-for-profit sector¹.

OLGR reports through the Deputy Director-General, Liquor, Gaming and Fair Trading, who is also the Commissioner for Liquor and Gaming and Commissioner for Fair Trading.

OLGR's key clients and stakeholders consist of:

- licensees, permit holders and their staff
- licence and permit applicants
- liquor and gaming industry associations
- not-for-profit organisations
- community groups and individuals affected by the sale and supply of liquor and gambling activities, and
- other government and regulatory control bodies.

¹Grants information is outlined in the community benefit funds allocation report available at publications.qld.gov.au.

OLGR past

The regulation of liquor and gaming in Queensland has occurred since the 1800s.

1843	First race meeting held in Brisbane
Pre 1860	Clerk of Petty Sessions introduced four different types of liquor 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> —the legal age that take-away liquor can be purchased is 14 and that a person can drink on-premises is 18 years or over
1912	<i>Liquor Act 1912</i> —four types of licences introduced (Licensed Victuallers, Winemakers, 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 <i>Casino Control Act 1982</i> commenced
1985	Conrad Jupiters Casino opened on the Gold Coast
1986	Sheraton Townsville Hotel and Casino opened
1988	Detached bottle shops introduced
1991	<i>Gaming Machine Act 1991</i> commenced
1992	New <i>Liquor Act 1992</i> commenced resulting in Licensing Commission and Court being abolished, decision-making powers handed to the Chief Executive, appeals to go to tribunal and number of licence types reduced to seven and number of permit types to five Gaming machines started operating in hotels/taverns
1994	<i>Wine Industry Act 1994</i> commenced
1995	Conrad International Treasury Casino opened in Brisbane
1996	Reef Hotel Casino opened in Cairns Problem Gambling Advisory Committee established (name changed to Responsible Gambling Advisory Committee in 1998) Annual licence fees charged on liquor purchases abolished <i>Keno Act 1996</i> commenced

1997	Queensland Government began withdrawing from gaming machine ownership and monitoring Keno play available at non-casino venues <i>Lotteries Act 1997</i> commenced Lottery licence issued to Golden Casket Lottery Corporation Ltd
1998	<i>Interactive Gambling (Player Protection) Act 1998</i> commenced <i>Wagering Act 1998</i> commenced
1999	Licensed monitoring operators began monitoring machine gaming sites 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
2001	Cap on hotel-operated gaming machines Hotels with monthly gaming machine revenue over \$100,000 liable for major facilities levy 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 machine operating authorities within statewide cap of 18,843
2005	17-point City Safety Action plan introduced. Major facilities levy replaced with health services levy
2006	Cap on maximum number of hotel-operated gaming machines increased from 18,843 to 20,000, with operating authorities to be released in stages over five years

2008	<p>Harm minimisation initiatives announced, including:</p> <ul style="list-style-type: none"> statewide moratorium on the approval of new gaming machines in clubs two-year moratorium on the release of further gaming machine operating authorities for hotels (extended for a further two years in 2010) <p>The number of club-operated gaming machines in Queensland permanently capped</p> <p>Liquor Licence Division and the Queensland Office of Gaming Regulation merged</p>
2009	<p>Liquor Act amendments:</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 licence types reduced to two and five permits 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 ministerial banning power on undesirable liquor products glassing legislation <p>Reallocation scheme for club gaming machine entitlements commenced with the number of gaming machines for Queensland clubs capped at 24,705</p>
2012	<p>Maximum number of EGMs at a single hotel premises increased to 45 (on application to the Commissioner)</p> <p>Maximum number of gaming machine operating authorities available to hotels under statewide cap reduced from 20,000 to 19,500</p> <p>Gaming employees no longer required to be licensed</p>
2013	<p>Queensland Liquor and Gaming Commission abolished and replaced with a single Commissioner for Liquor and Gaming</p> <p>Regulatory burden decreased across liquor and gaming legislation. For example:</p> <ul style="list-style-type: none"> exemption of low-risk community organisations from requiring a liquor permit to conduct not-for-profit events increased adult entertainment permit term from one to three years removed requirement for certain liquor and gaming licences to be advertised in local newspaper and Government Gazette introduction of ticket-in ticket-out technology <p>Gaming machines no longer restricted from accepting \$50 and \$100 notes</p>

2014	<p>Introduction of safe night precincts for identified areas with a concentration of liquor licensed premises, and ongoing development of networked ID scanners across safe night precincts</p> <p>Minimum technical requirements for ID scanners and third party monitoring system approved</p>
2015	<p>Restriction on granting new approvals to sell takeaway liquor after 10pm</p>
2016	<p>Government releases Tackling Alcohol-Fuelled Violence Policy, including the reduction of available liquor service hours to 2am State-wide and 3am in safe night precincts and ban on sale or supply of rapid intoxication drinks after midnight</p> <p><i>Queen's Wharf Brisbane Act 2016 commenced</i></p>
2017	<p>Release of independent Interim Evaluation Report on the Tackling Alcohol-Fuelled Violence Policy</p> <p>Temporary late-night extended hours permit framework for liquor licensed premises amended to:</p> <ul style="list-style-type: none"> reduce the number of available permits from 12 to six ensure permits are only granted for genuine 'special occasions' restrict the duration and frequency of permits <p>Repealed proposed 1am lockout for safe night precincts</p> <p>Enforcement of mandatory networked ID scanners in safe night precincts</p>
2018	<p>Relevant liquor licensees in Broadbeach CBD and Surfers Paradise CBD safe night precincts afforded an additional hour of late-night trading for the period of the Commonwealth Games</p> <p>Point-of-consumption betting tax introduced</p> <p>11 November 2018 prescribed as a designated day for two-up</p>

■ liquor
 ■ gaming
 ■ liquor and gaming

Legislative amendments

During 2018–19, the following legislative amendments affecting liquor and gaming commenced:

- Liquor (Undesirable Liquor Product—Powdered Alcohol) Amendment Regulation 2018 (commenced 3 August 2018) – prescribes powdered alcohol as an undesirable liquor product
- *Betting Tax Act 2018* - introduces a point-of-consumption betting tax (commenced 1 October 2018)
- Liquor (Identified Organisation—Mongrel Mob) Amendment Regulation 2018 – declares ‘Mongrel Mob’ an identified organisation
- Charitable and Non-Profit Gaming (Designated Day) Amendment Regulation 2018 – prescribes ‘11 November 2018’ as a designated day for two-up
- *Economic Development and Other Legislation Amendment Act 2019* – amends the *Liquor Act 1992* to require consideration of priority development area approvals granted under the *Economic Development Act 2012*
- Gaming Machine (Prescribed Liquor Licences) Amendment Regulation 2019 – prescribes the new holders of the commercial special facility licence for Innes Park Country Club as a prescribed liquor licence

The following amendments were passed during 2018–19:

- *Liquor (Rural Hotels Concession) Amendment Act 2019* (commences 1 July 2019) - introduces a concessional fee scheme for commercial hotels and small community clubs in very remote Australia
- Liquor (Rural Hotels Concession) Amendment Regulation 2019 (commences 1 July 2019) - prescribes concessional fees for commercial hotels and small community clubs in very remote Australia

Regulatory framework

The Queensland Government Better Regulation Strategy was developed in 2017 to help to refocus and reinvigorate the government's red tape reduction efforts for small business. Regulation of eco-tourism, live music entertainment and start-up sectors, were reviewed and five recommendations were accepted, one was substantially accepted and another will be further investigated.

OLGR uses a regulatory framework, including a set of regulator model practices and supporting principles which align with similar best-practice principles adopted in other jurisdictions, including by the Australian and UK governments.

The five regulator model practices are to:

ensure regulatory activity is proportionate to risk and minimises unnecessary burden

consult and engage meaningfully with stakeholders

provide appropriate information and support to assist compliance

commit to continuous improvement, and

be transparent and accountable in actions

See Appendix A for OLGR's reporting against model practices

Highlights

8799

liquor
licences
up 18.4% over 5 years



3659

liquor infringement
notices
(inc. QPS issued)



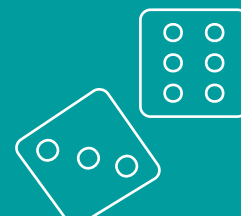
11,078

liquor
investigations
and inspections



8868

gaming
licences



1908

gaming
applications
received

244
probity
investigations



1294

gaming
audits



\$71M
to 3355
community
groups*



**Additional round processed in the 2018-19 financial year from previous year.*



\$2.43B

Electronic
Gaming Machine
metered win



\$4.3B

player expenditure
(Queensland market)

CASE STUDY 1

Innovative Equine Assisted Therapy program changing lives

It was a scenic afternoon drive with his wife that inspired Gerry Garard to help past and present defence personnel and emergency first responders with their mental health challenges.

The Vietnam Veteran began 4 Aussie Heroes Foundation Ltd, a not for profit organisation helping servicemen and women with Post Traumatic Stress Disorder (PTSD) and mental illness, through rehabilitation programs based in the great outdoors.

In 2019, an \$84,440 Gambling Community Benefit Fund grant will enable the Foundation to provide Equine Assisted Therapy in the tranquil Scenic Rim.

“Research shows that Equine Assisted Therapy (EAT) is a leading therapy in the healing process for PTSD patients, and that it is best delivered in a rural environment,” Mr Garard said.

“EAT is an important element of our world-best-practice Triumph over Trauma program, and this grant will allow us to build a new facility, including a horse arena, sheds, undercover areas, yards and fencing.”

Mr Gerard is planning to launch the Scenic Rim based rehabilitation program in March 2020, and estimates that 200 people per year will benefit from Equine Assisted Therapy.

“EAT is a valuable tool, however, as part of a holistic evidence-based therapeutic program conducted in a rural environment, it is even more beneficial,” he said.

4 Aussie Heroes EAT is based on an American military model, where participants don't ride the horse, but rather allow the horse to choose and bond with them, under the guidance and support of a mental health professional and horse expert.

Mr Garard said he was passionate about helping those struggling with their mental health and the results keep him going.

“Our defence personnel and first responders are such important members of our community, but the work they do is often under very difficult and traumatic circumstances,” he said.

“I've been blown away by the feedback I've received from people who have been involved in our program and their families.

“The best feedback I've received was from a family member who said, ‘thank you, you've already saved lives’. The reward comes from seeing the impact the program has.”

the best feedback from a
family member was, ‘thank you,
you've already saved lives’

CASE STUDY 2

New *Behind the bar* Responsible Service of Alcohol videos released

The *Behind the bar* training video series was developed to help bar staff develop skills to handle difficult situations when serving alcohol. These videos simulate real-life situations commonly faced by staff at licensed venues. Shown from the perspective of a staff member, several different scenarios play out, showing the do's and don'ts of refusal of service and providing solutions to typical problems.

In December 2018, OLGR released two new videos following the success of the first two instalments (*Just one more* and *Tricky situation*). The new videos, *Think ahead* and *We all play a role* address patron safety and the role all venue staff play in assuring responsible service of alcohol.

Think ahead shows a patron who is not causing trouble but showing clear signs of intoxication. The goal is to slow her rate of alcohol consumption as the evening progresses and possibly prevent an unwanted situation from occurring.

We all play a role focuses on the role glassies and other roaming staff who work from 'behind the bar' play in the responsible service of alcohol. The video focuses on a group of patrons who cannot be seen from the bar area, but the glassy observes them during his rounds. He notices the designated driver going to the bar to purchase drinks for his friends who are showing signs of intoxication. The video highlights the importance of teamwork and communication among staff to ensure all areas of a licensed venue are monitored.

As in the first two videos, the new scenarios are based on the 'observe, engage, assess, have a plan and provide a solution' model of refusal of service.

The videos were informed by findings from the OLGR's mystery shopper program, compliance operations in the field, incident information provided by the Queensland Police Service, and industry feedback.

These videos complement staff induction and RSA refresher training at licensed venues as well as provide resources for registered training organisations and are available on **OLGR Queensland's YouTube channel** and at **business.qld.gov.au/liquor-gaming**.

New **Responsible Service of Gambling videos** are now also available.



CASE STUDY 3

OLGR takes disciplinary action

An investigation in North Queensland commenced in October 2018 into the conduct of a hotel company director after he was charged by police with assault causing bodily harm in company and affray. The company director, along with several hotel patrons, seriously assaulted another of the hotel's patrons and left him by the side of the road. The injured man was found by a passing ambulance crew who transported him to hospital where he was treated for life-threatening injuries.

Due to the serious nature of the assault, the Commissioner for Liquor and Gaming formed a view there were grounds for taking disciplinary action in relation to the licence and that harm may be caused to members of the public if urgent action to suspend the licence was not taken.

An urgent suspension was imposed and the licensee was called upon to show cause why further disciplinary action should not be taken.

The Commissioner found the licensee had failed to provide and maintain a safe environment and was not fit to hold a licence. The licensee was disqualified from holding a licence or permit for five years and required to pay an amount of \$10,000 to the state.

A second disciplinary action involved the operation of a South-East Queensland nightclub. Investigations revealed extensive non-compliance, including that the premises was being operated by people other than the licensee (who would not likely have been granted a licence due to criminal history).

As a result of the investigation and show cause action taken against the licensee, the Commissioner found that the licensee had failed to comply with the Liquor Act on a number of matters.

These matters include:

- providing false, misleading and incomplete documents
- advertising illegally
- selling rapid intoxication drinks after midnight
- failing to keep and maintain accounting records
- entering into a franchise or management agreement for the premises without approval, and
- failing to notify change in controlling interest in the licence.

The Commissioner also found the licensee was not a fit and proper person to hold the licence and had been holding the licence for the benefit of another person to whom the Commissioner would not have granted a licence.

The Commissioner cancelled the nightclub licence, disqualified the licensee from holding a licence or permit for five years and required the licensee to pay \$15,000.

the licensee had failed to provide and maintain a safe environment and was not fit to hold a licence

Financial expenditure

Table 1: OLGR statement of financial expenditure 2018-19

Category	Expenditure (\$M)*	Liquor (\$M)**	Gaming (\$M)**	Grants (\$M)*	Full-time equivalent staff
Office of the ED	0.62	0.30	0.30	0.02	4
Organisational Services Branch	4.46	1.96	2.46	0.04	22
Community Benefit Fund Unit	1.70			1.70	17.8
OLGR licensing operations	8.04	3.62	4.42		76.4
OLGR compliance	14.56	7.37	7.12	0.07	131.4
Total	29.38	13.25	14.30	1.83	251.6

**Figures provided are rounded. ** Estimates only*



GAMBLING COMMUNITY BENEFIT FUND

Gambling Community Benefit Fund is Queensland's largest one-off community grants program, distributing more than \$55M per year.

Applications are generally considered by the independent Gambling Community Benefit Committee (GCBC) on a quarterly basis. Appointed by the Minister, the committee has the responsibility of making recommendations to the Minister on funding to eligible community groups. Not-for-profit community groups can apply for funding between \$500 and \$35,000 (including GST) per funding round.

In 2019, the GCBF marked its 25th anniversary of grant funding.

To commemorate this significant milestone, up to \$1.25M was available in a special Commemorative Grants round for community groups to invest in capital works, major equipment items, community events or festivals, and transportation initiatives to significantly benefit Queensland communities.

There were 11 opportunities – 10 up to \$100,000 each, and one up to \$250,000.

The purchase of renal dialysis machines and a 3D stationary camera for paediatric surgeries, the establishment of an Emergency Response Centre, and a Homeless Transition and Training Centre are among the projects to receive funding.

Commemorative Grant recipients

The successful applicants were announced in late May.
The main grant was awarded to:

Townsville Hospital Foundation for renal dialysis machines and blood monitors	\$232,700
--	-----------

The other 10 recipients were:

Motor Neurone Disease Association of Queensland to purchase medical equipment	\$93,350
Children's Hospital Foundation to purchase a 3D stationary camera for paediatric surgeries	\$100,000
Radio Lollipop (Aust) Ltd to develop a Radio Lollipop listening platform	\$90,745
Lions Club of Withcott Helidon Inc. to upgrade a facility	\$100,000
Outback Festival Inc. to help fund the Winton Outback Festival	\$100,000
Stanthorpe Agricultural Society to upgrade a facility	\$100,000
Sheltered by Grace Ltd to construct a homeless transition and training centre	\$97,795
4 Aussie Heroes Foundation Ltd to construct a horse arena	\$84,400
Volunteer Marine Rescue Association Queensland to purchase a rescue vessel	\$100,000
Queensland Maritime Museum Association to construct a function centre	\$93,380

These grants will provide a significant opportunity for those organisations previously unable to fund initiatives greater than \$35,000. Since inception of the fund, more than 57,000 grants totalling more than \$888M have been awarded to hard-working community organisations across Queensland.

Table 2: Summary of Gambling Community Benefit Fund applications and approvals

Funding round	Applications	Approved approved + adjustments	\$ Total approved
Round 96 (closed 28 February 2018)	1588	657	13,855,866.17
Round 97 (closed 31 May 2018)	1716	732	14,196,288.93
Round 98 (closed 31 August 2018)	1504	640	13,835,495.90
Round 99 (closed 30 November 2018)	1430	646	13,877,357.74
Round 100 (closed 28 February 2019)	1685	669	14,305,997.82
Commemorative Grants (closed 28 February 2019)	834	11	1,192,410.00
Totals	8757	3355	71,263,416.56

*Five funding rounds this financial year due to carry over from previous year.

Some successful grant applications

Enduring partnership for MND Queensland and GCBF

In its 36 year history, the Motor Neurone Disease Association of Queensland Inc, has been a deserving recipient of a Gambling Community Benefit Fund grant 17 times – the funding ensuring the service continues to operate and support people with Motor Neuron Disease (MND) and their families.

Fittingly, the association received a Commemorative Grant this year to celebrate GCBF's 25th anniversary signifying an enduring partnership.

In 2019, MND Queensland received \$93,350 to purchase equipment for the organisation's equipment loan program, significantly strengthening its ability to assist those with the disease.

MND Queensland president Peter Denham said the funding was vital to increase patient access to the equipment, such as cough assist machines, a patient lifter and a compact lift chair.

"With mortality rates for MND increasing, we need to do all we can to build our service to meet current, and future demand," Mr Denham said.

"Our low-cost rental program reduces the financial burden that people with MND experience due to the disease and our equipment loans improve their quality of life for the limited time they have left.

"The equipment program also saves families from outlaying thousands of dollars on equipment that will only be used in the short-term.

"It makes life a little easier for the family and carers by helping reduce the incidence of injuries when lifting and transferring people; and helps people continue to access their communities.

"With 239 registered clients across the state and 441 pieces of equipment out on loan, these new items will enhance our ability to supply our clients with the equipment they require as soon as possible."

MND is a cruel disease, with no known cause or cure. The disease affects a person's ability to control their muscles so they can no longer speak, swallow, move and breathe. The average life expectancy from diagnosis is 2.5 years.

MND Queensland was a first round recipient in June 1994, receiving \$6030 to purchase office equipment, including a photocopier, computer and print to help build their organisation.

Since then, MND Queensland has received more than \$300,000 to ensure the continuation of their organisation and ongoing support for those with MND and their families. This has included grants for office and medical equipment, building upgrades and patient support programs.



Successful grant applications

Grant helps foundation work wonders for sick kids

Each year in Queensland, 100 babies need surgery due to a cleft lip or palate, while another 40 babies require other forms of head or facial surgery.

Blake, aged one, is one of those children. A patient at the Queensland Children's Hospital, he was born with a cleft palate and a small jaw, common to children with a cleft condition.

Surgery for this condition must be incredibly precise, given the patient's tiny features. The pre and post-op CT scans can also create added stress for little patients and their families.

Now, thanks to a \$100,000 Gambling Community Benefit Fund grant, a 3D camera will be making life easier for both surgeons and children with craniofacial deformities.

Children's Hospital Foundation (CHF) CEO Rosie Simpson said she was thrilled CHF was one of the recipients of the Gambling Community Benefit Fund Commemorative Grants.

"Donations like this help us continue to fund state-of-the-art medical equipment that changes the lives of thousands of sick kids and their families," Ms Simpson said.

"The M5 3D photography system will change the way our clinicians assess and treat children with cleft lip and craniofacial deformities and improve surgical planning."

The 3D camera creates a full-colour realistic image of a patient's face with exact measurements, providing great benefits for surgeons and their tiny patients.

For Blake, it also reduces the stress of a hospital visit with the camera providing such detailed imagery there's now no need for CT scans during his check-ups.

The future is looking bright for Blake, with a quick recovery from his surgery and no evidence of his earlier condition.

It's also looking bright for the estimated 1500 babies who will need head or facial surgery over the next decade.

In the Commemorative Grants round, the CHF was one of 11 organisations to share in \$1.2M in funding, allowing the foundation to continue working wonders for sick kids in Queensland.



Liquor licensing

A number of different licence types are available in Queensland under the Liquor Act and Wine Industry Act. Each licence type varies in the extent to which it authorises the sale of liquor.

Table 3: Queensland liquor licences at 30 June 2019*

The number of licensed premises across Queensland has increased by 3.1% from the previous financial year.

Licence type	No. of licences
Commercial hotel	1365
Commercial other	
—bar	92
—industrial canteen	39
—producer/wholesaler	322
—subsidiary off-premises	126
—subsidiary on-premises**	5234
Commercial special facility	96
Community club	868
Community other	429
Nightclub	75
Wine merchant (Wine Industry Act)	15
Wine producer (Wine Industry Act)	138
Total	8799

*This table includes suspended licences.

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

Suspended licences

Table 4: Suspended licences by licence type

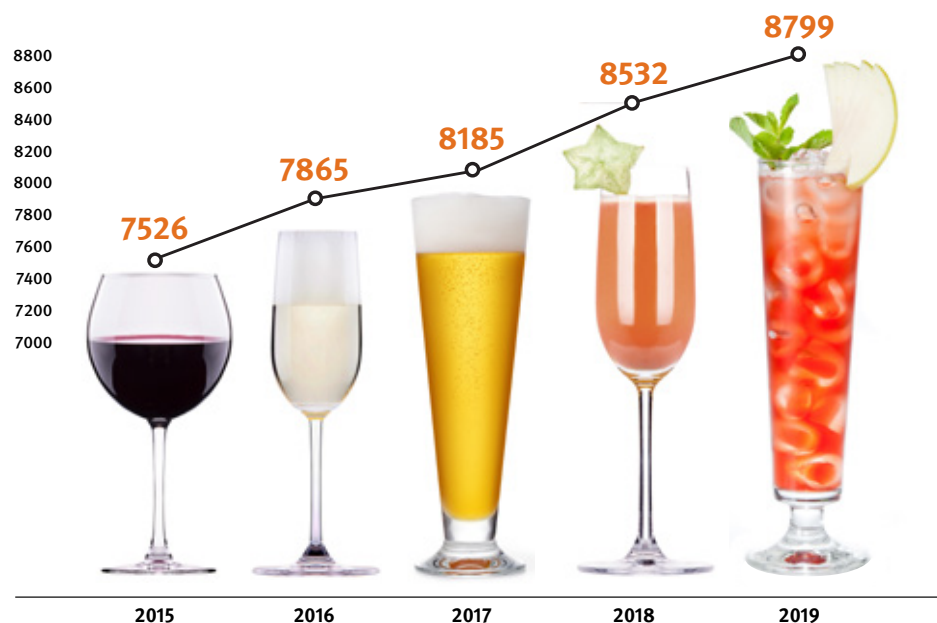
Licence type	Suspended as at 30 June 2019
Commercial hotel	43
Commercial other - bar	2
Commercial other - subsidiary off premises	1
Commercial other - subsidiary on premises	114
Commercial special facility	2
Community club	12
Nightclub	5
Total	179

Table 5: Suspended liquor licences over past five years

Financial year as at 30 June	Total
2014	94
2015	105
2016	115
2017	124
2018	179

Figure 1: Queensland liquor licence growth over past five years*

Over five years, the number of liquor licences in Queensland has grown by 16.9%.



* includes suspended licences

Table 6: Commercial other—subsidiary on-premises licence

The largest licence category in 2018–19 is that of the commercial other subsidiary on-premises, which predominantly includes restaurants. This licence authorises the sale of liquor (for consumption at the licensed premises) as a subsidiary aspect to the main business conducted at the venue. The number of commercial other—subsidiary on-premises licences held in Queensland increased by 4.3% with the number of licensed restaurants increasing by 3.4% since 2017–18.

Business type	No. licences
Restaurant	3311
Other	812
Motel	632
Vessel	189
Indoor sporting area	105
Theatre/cinema	79
Resort	57
Tourist attraction	49
Total	5234

Table 7: Other additional licensed areas

These licensed areas are contingent upon a primary licence being held under the Liquor Act or Wine Industry Act, e.g. up to three detached bottle shops associated with a commercial hotel licence. The number of other licensed areas in Queensland has increased by 3.5% since last financial year.

Additional licensed area approval*	No. of areas
Detached bottle shop	840
Satellite cellar door (Wine Industry Act)	128
Catering away areas	49
Approved sporting areas	26
Total	1043

*These licensed areas relate to the main licences outlined in Table 3.

Table 8: Adult entertainment permits

Location	No. venues
Brisbane	13
Cairns	1
Gladstone	2
Gold Coast	3
Mackay	1
Rockhampton	1
Sunshine Coast	1
Toowoomba	1
Townsville	2

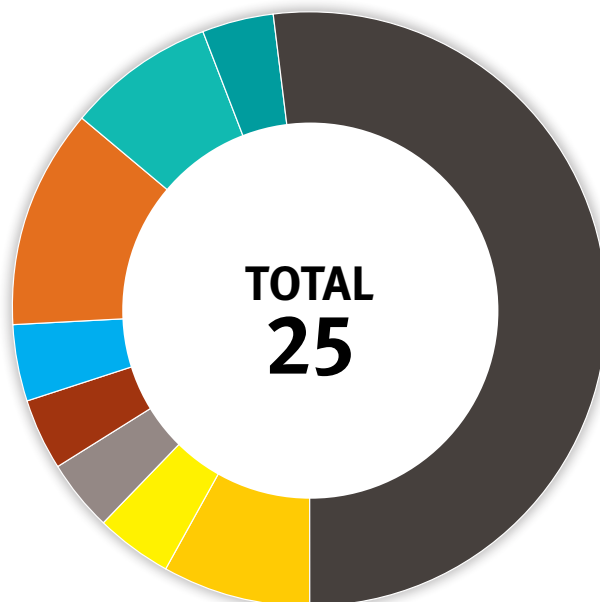


Table 9: Community liquor permits

Statistical area	Received	Approved	Withdrawn
Brisbane inner city	77	62	10
Greater Brisbane combined	197	180	12
Cairns	93	87	6
Central Queensland	338	311	22
Darling Downs - Maranoa	191	187	2
Gold Coast	127	112	24
Ipswich	51	50	1
Logan - Beaudesert	45	40	3
Mackay - Isaac - Whitsunday	200	181	19
Moreton Bay combined	89	77	8
Queensland - outback	355	321	20
Sunshine Coast	193	176	17
Toowoomba	69	66	3
Townsville	188	179	7
Wide Bay	202	188	10
Total	2415	2217	164

Note: There were no refusals during the period as applications were withdrawn.

Restricted liquor permits

A restricted liquor permit is issued for non-proprietary clubs that wish to trade for up to a maximum of 10 hours per week or 25 hours per week.

This permit is most appropriate for clubs which operate on a seasonal basis and/or share the premises with other organisations.

Table 10: Restricted liquor permits

Statistical area	Received	Approved*	Withdrawn
Brisbane inner city		1	
Greater Brisbane combined	6	5	
Cairns	2	2	
Central Queensland	2	2	
Darling Downs - Maranoa	2	2	
Gold Coast	3	3	
Ipswich	2	3	
Logan - Beaudesert			1
Mackay – Isaac - Whitsunday	3	3	
Moreton Bay combined	2	3	
Queensland - outback	1	1	
Sunshine Coast	5	4	
Toowoomba	1	1	
Townsville	3	4	
Wide Bay	2	1	1
Total	34	35	2

*Includes those received in the last financial year but not approved

Restricted area permits

Restricted area permits may 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

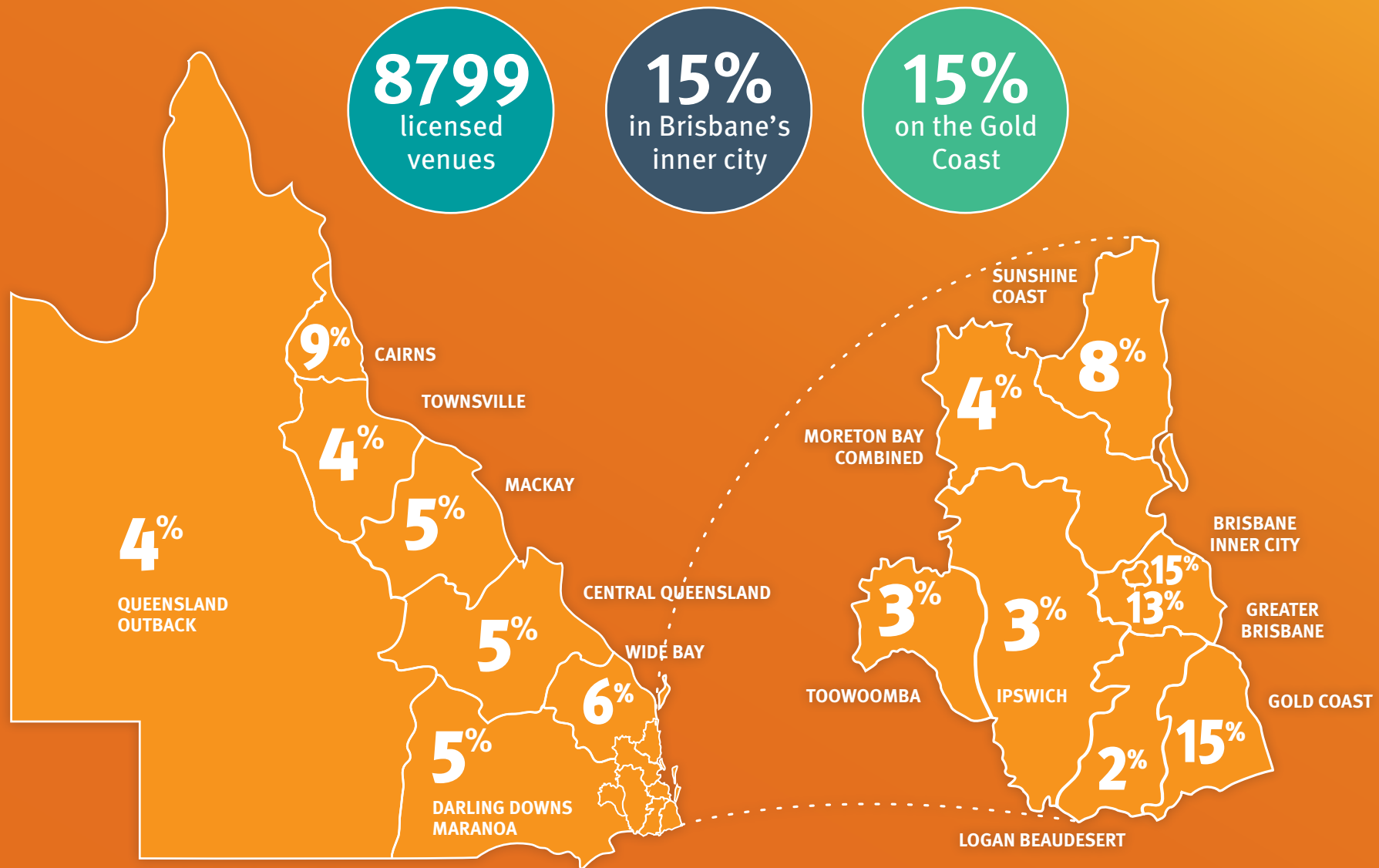
circumstances and mostly to tourism operators and members of the clergy for religious ceremonies. The relevant community is consulted prior to any permit being issued.

Table 11: Restricted area permits

Restricted area	Received	Approved	Withdrawn
Cherbourg	1	1	
Hope Vale	1	1	
Northern Peninsular Area	26	25	1
Woorabinda	11	11	
Total*	40	38	1

*For tables 9, 10 and 11: The discrepancy between the number of applications received and the sum of approved and withdrawn is due to some permits carrying over from the previous financial year.

Regional breakdown of liquor licences across Queensland



Percentages have been rounded

Table 12: Distribution of licences by area

Area	Commercial Hotel	Bar*	Industrial canteen*	Producer/wholesaler*	Subsidiary off-premises*	Subsidiary on-premises*	Commercial special facility	Community club	Community other	Night-club	Wine Merchant	Wine Producer	Total
Brisbane inner city	170	44		62	24	916	14	40	16	27	2		1315
Greater Brisbane combined	84	11		84	30	719	17	124	59	1	4	1	1134
Cairns	109	8		19	20	486	11	60	22	6		6	747
Central Queensland	118	3	5	9	2	214	4	71	24	2		3	455
Darling Downs—Maranoa	111	2	10	5	1	106	2	73	33		2	57	402
Gold Coast	102	10		51	23	993	22	74	50	17	2	9	1353
Ipswich	77	2		14	1	108	1	48	19	1	2	12	285
Logan—Beaudesert	30			9	1	120		27	17			2	206
Mackay – Isaac - Whitsunday	92	2	10	4	2	206	6	50	18	5		1	396
Moreton Bay combined	43	3		16	3	181	2	40	37		1	11	337
Queensland—outback	118		14			106		48	31			2	319
Sunshine Coast	55	4		31	11	532	7	57	16	5		5	723
Toowoomba	45			6	1	132	1	22	11	3		4	225
Townsville	86	3		5	4	199	6	40	35	6		1	385
Wide Bay	125			7	3	216	3	94	41	2	2	24	517
Total	1365	92	39	322	126	5234	96	868	429	75	15	138	8799

*Commercial other licence principal activity.

Liquor licences processed in 2018–19

Table 13: New licences issued

Commercial hotel	24	3.7%
Commercial other		
—bar	13	2.0%
—industrial canteen	4	0.6%
—producer/wholesaler	51	7.9%
—subsidiary off-premises	26	4.0%
—subsidiary on-premises	507	78.4%
Commercial special facility	3	0.5%
Community club	1	0.2%
Community other	10	1.5%
Nightclub	2	0.3%
Wine merchant (Wine Industry Act)		
Wine producer (Wine Industry Act)	6	0.9%

most
common
licence type
issued

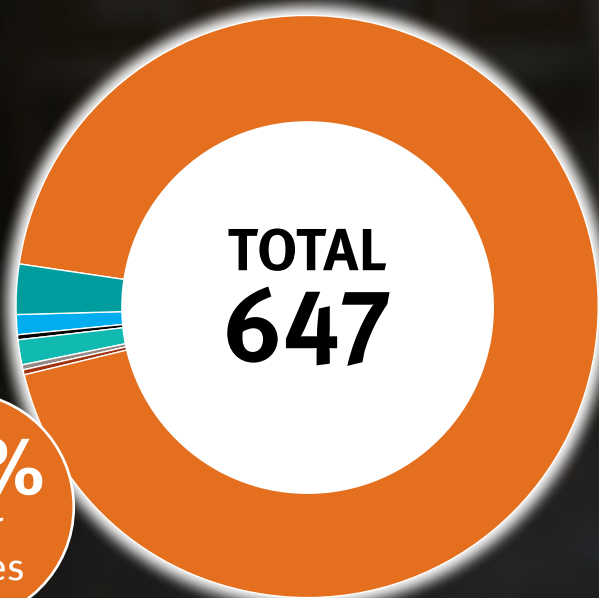
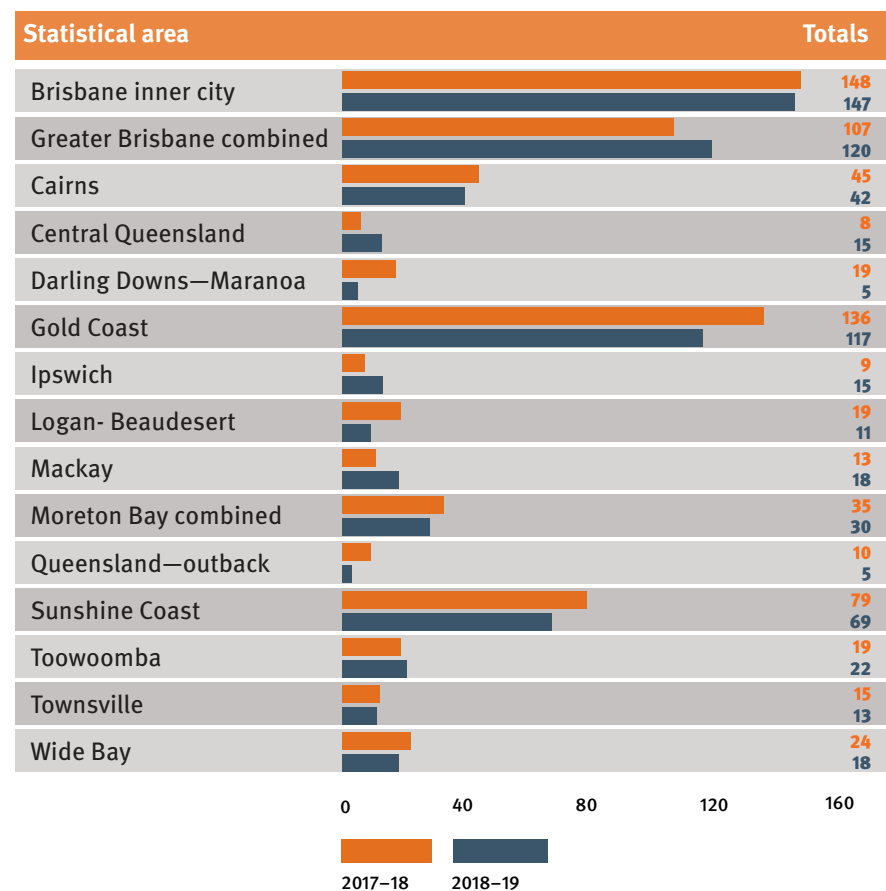


Figure 2: New licences by area comparison



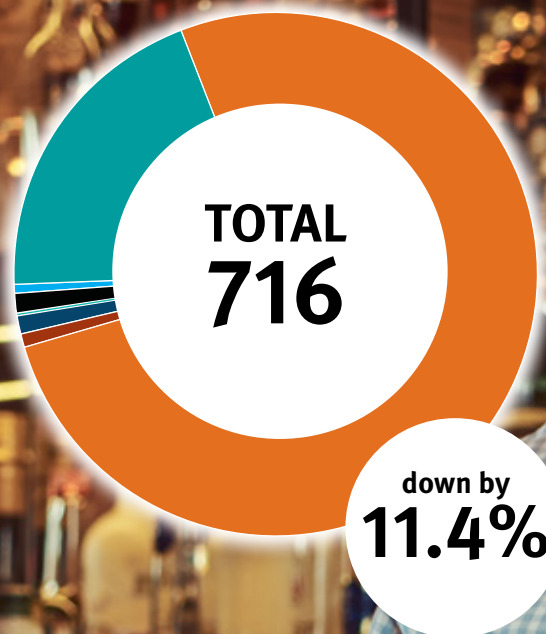
most new
licences
issued to

Table 14: Licensing approvals by area

Statistical area	New licences	Detached bottle shops	Extended trading hours (permanent)
Brisbane inner city	147	3	29
Greater Brisbane combined	120	9	21
Cairns	42		5
Darling Downs—Maranoa	5		1
Central Queensland	15	1	4
Gold Coast	117	11	23
Ipswich	15	3	6
Logan—Beaudesert	11	2	6
Mackay	18	2	5
Moreton Bay combined	30	1	6
Queensland—outback	5		2
Sunshine Coast	69	3	9
Toowoomba	22	3	2
Townsville	13	1	5
Wide Bay	18	1	6
Total	647	40	130

Table 15: Licence transfers

Commercial hotel	142
Commercial other	
—bar	16
—industrial canteen	1
—producer/wholesaler	7
—subsidiary off-premises	6
—subsidiary on-premises	518
Commercial special facility	5
Community club	8
Community other	1
Nightclub	9
Wine producer (Wine Industry Act)	3



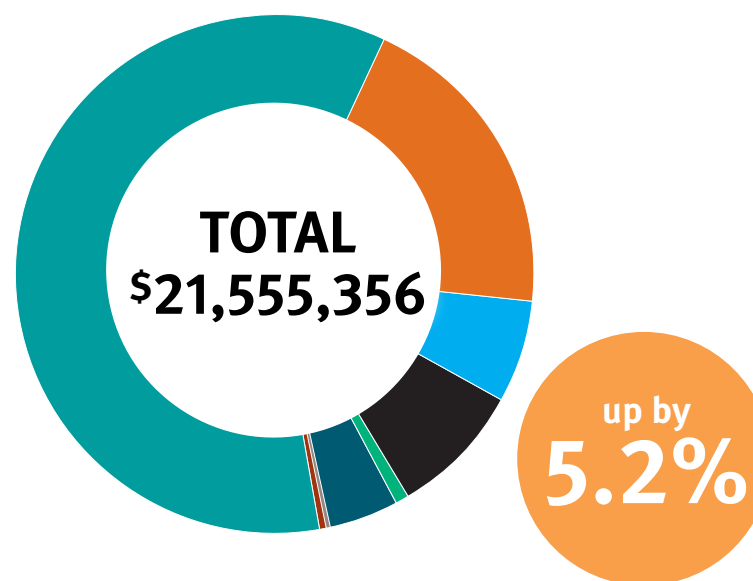
2481
Approved managers
(including renewals) approved in
2018–19, an increase of
2.6%

Table 16: Temporary variations of liquor licences by type

Commercial hotel	140	139	42	403
Commercial other				
—bar	12	13		6
—producer/wholesaler	15	13	1	
—subsidiary off-premises	1	1		1
—subsidiary on-premises	184	169	18	68
Commercial special facility	20	18		18
Community club	139	55	14	155
Community other	109	2	40	
Nightclub	8	8		91
Total	628	418	115	742

Table 17: Revenue generated by annual liquor licence fees (\$)

Commercial hotel	12,885,490
Commercial other	
—bar	147,056
—industrial canteen	26,105
—producer/wholesaler	213,309
—subsidiary off-premises	80,805
—subsidiary on-premises	3,775,595
Commercial special facility	1,383,658
Community club	1,839,804
Community other	148,489
Nightclub	964,168
Wine merchant (Wine Industry Act)	9690
Wine producer (Wine Industry Act)	81,187
Total	21,555,356



Liquor licence processing times

Table 18: Liquor application processing times

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

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

** Actual processing times will vary depending on a range of factors including the applicant's timely submission of all application requirements and, where relevant, the outcome of criminal history checks.

Liquor licence trading hours

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

Summary of trading hours

venues
trading after
midnight
increased by
2.3%

post-2am
traders
has remained
static

91%
of venues
ceased liquor
sales at
midnight

Table 19: Summary of liquor trading hours at 30 June 2019

Licence type	Trading up to midnight	Trading post -midnight to 2am	Trading post-2am	Total	% Total licences
Commercial hotel	831	412	122	1365	15.5
Commercial other					
—bar	76	12	4	92	1.0
—industrial canteen	39			39	0.4
—producer/ wholesaler	321	1		322	3.7
—subsidiary off-premises	126			126	1.4
—subsidiary on-premises	5166	66	2	5234	59.5
Commercial special facility	76	13	7	96	1.1
Community club	786	80	2	868	9.9
Community other	429			429	4.9
Nightclub	5	11	59	75	0.9
Wine merchant (Wine Industry Act)	15			15	0.2
Wine producer (Wine Industry Act)	138			138	1.6
Total	8008	595	196	8799	100

Post-midnight and 3am trading venues

*Table 20: Post-midnight trading venues
(including 24-hour venues)
by area at 30 June 2019*

Statistical area	Total
Brisbane inner city	178
Greater Brisbane combined	92
Cairns	47
Central Queensland	47
Darling Downs - Maranoa	18
Gold Coast	116
Ipswich	28
Logan - Beaudesert	28
Mackay - Isaac - Whitsunday	44
Moreton Bay combined	33
Queensland - outback	16
Sunshine Coast	43
Toowoomba	24
Townsville	40
Wide Bay	37
Total	791

**9% of
licensed venues
approved to
trade past
midnight**

*Table 21: Post-2am traders by local government area
(including 24-hour venues)
at 30 June 2019*

Local government area	Total
Brisbane	93
Bundaberg	5
Cairns	10
Gladstone	4
Gold Coast	29
Ipswich	2
Mackay	8
Rockhampton	8
Sunshine Coast	11
Toowoomba	10
Townsville	11
Whitsunday	5
Total	196

**2.4% of
licensed venues
approved to
trade past
2am**

Table 22: Post-2am traders (including 24-hour venues) by licence type and trading days at 30 June 2019

Licence type	Weekends only	Weekends and any weekday	Total
Commercial hotel	16	106	122
Commercial other			
—bar		4	4
—subsidiary on premises		2	2
Commercial special facility		7	7
Community club		2	2
Nightclub	3	56	59
Total	19	177	196

Table 23: Pre-10am trading licences

Licence type	No. of venues	% licence type
Commercial hotel (excluding take-away sales)	72	5.3
Commercial other		
—industrial canteen	22	56.4
—subsidiary off-premises	3	2.4
—subsidiary on-premises	40	0.8
Commercial special facility	54	56.3
Community club	200	23.0
Wine merchant* (Wine Industry Act)	11	73.3
Wine producer* (Wine Industry Act)	127	92.0
Total	529	6.0

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

20

RMLV
trainer approvals
(including renewals)

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. Since 1 July 2013, the Federal Government has been responsible for the regulation of Responsible Service of Alcohol (RSA) trainers.

GAMING



Table 24: Gaming licences by type at 30 June 2019

Bingo centre	
Casino	5
Casino employee*	3501
Casino key employee**	1208
Category 3 gaming licence	47
Club	384
Gaming nominee	1919
Gaming repairer	364
Hotels	750
Keno	1
Keno employee	239
Key employee – wagering	69
Key interactive person	3
Key lottery employee	260
Key monitoring employee	66
Lottery	1
Lottery operator	1
Lucky envelope printer	3
On-course wagering permit	3
Race wagering licence	1
Service contractor—category 1	19
Service contractor—category 2	6
Service contractor—individual	1
Special category 3 gaming machine licence	
Sports wagering licence	1
Supplier licence—major dealer	8
Supplier licence—monitoring operator	4
Supplier licence—secondary dealer	1
Supplier licence—testing facility	3
Total	8868

gaming
licences
up by
0.8%

* Includes casino employee downgrade licences

** Includes upgrade to casino key employee licences

Table 25: Gaming sites at 30 June 2019

Site type	Approved gaming sites	Operational gaming sites
Casino	5	4
Club*	409	399
Hotel	750	713
Total	1164	1116

*These figures include club additional premises operating under a single licence

The number of approved gaming sites in Queensland decreased by 0.9% in 2018–19.

Regional breakdown of gaming venue licences across Queensland



Gaming applications processed

Table 26: Gaming applications

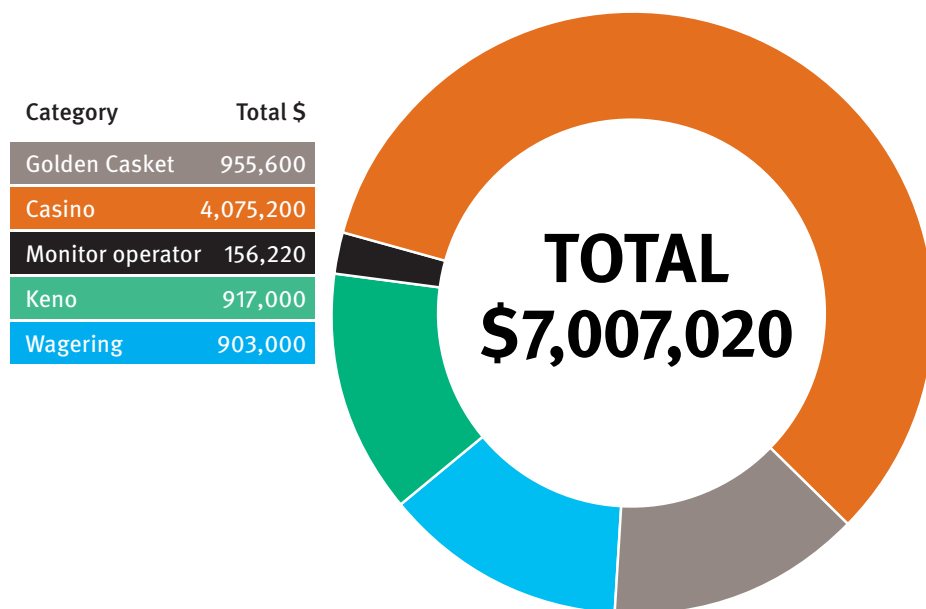
Licence type	Applications received*	Applications approved	Applications refused	Applications withdrawn
Bingo centre licence				
Casino employee	275	271		7
Casino key employee‡	108	102		1
Category 3 gaming licence	48	42		7
Other miscellaneous gaming site approvals**	881	783	4	61
Club		1		
- Additional premises	3	4		
Hotels	98	78		6
Gaming nominee	357	326		18
Gaming repairer	62	54		3
Keno employee	15	10	1	1
Key employee—wagering	10	11		
Key interactive person				
Key lottery employee	22	20		1
Key monitoring employee	17	18		1
Lottery				
Lottery operator				
Lucky envelope printer				
On-course wagering permit	2	2		
Race wagering licence				
Service contractor—category 1	2	3		
Service contractor—category 2	1	1		
Service contractor—individual				
Special category 3 gaming machine licence	3	2		
Sports wagering licence				
Supplier licence—major dealer	1	1		
Supplier licence—monitoring operator				
Supplier licence—secondary dealer				
Supplier licence—testing facility	3	3		
Total	1908	1732	5	106

* Applications received include applications on hand at 1 July 2019.

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

‡Includes upgrade to casino key employee

Figure 3: Revenue generated by annual gaming licence fees



Gaming application processing times

Table 27: Gaming application processing times

Gaming application	Processing time
Individual licensing*	
Gaming nominee/casino employee/key casino employee	3 – 5 weeks
Organisation licensing	
New gaming licence—in conjunction with a liquor trading licence	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

* Actual processing times will vary depending on a range of factors including the applicant's timely submission of all application requirements and, where relevant, the outcome of criminal history checks. The nature of public comments in response to advertised applications may also impact on processing timeframes.

Table 28: Reviews of liquor and gaming decisions before the Queensland Civil and Administrative Tribunal

Reviews of liquor and gaming decisions	Completed reviews
ID scanning exemption refusal (overturned)	1
Risk criterion fee liability (overturned)	1
Total	2

Electronic gaming machines

Statewide caps apply to the number of gaming machines that clubs and hotels may operate across Queensland. The separate club and hotel gaming machine caps are managed through the allocation of gaming machine operating authorities (for hotels) and entitlements (for clubs).

One operating authority or entitlement is required for each gaming machine a licensee is approved to operate. Authorities and entitlements are traded under entirely separate market-based reallocation schemes, which are exclusive to each sector.

Table 29: Electronic gaming machines (EGMs)

Site type	Approved EGMs	Operational EGMs	Cap on operational EGMs
Clubs	24,696	22,614	24,705
Hotels	21,040	19,187	19,500
Total	45,736	41,801	44,205

Note: The cap sets a limit on the number of gaming machines that may be operational, regardless of the number of approved EGMs.

Table 30: Electronic gaming machines by region

Area	Clubs					Hotels					Total clubs and hotels				
	Operational sites	Approved sites	Approved EGMs	Operational EGMs	Metered win (\$M)*	Operational sites	Approved sites	Approved EGMs	Operational EGMs	Metered win (\$M)*	Operational sites	Approved sites	Approved EGMs	Operational EGMs	Metered win (\$M)*
Brisbane inner city	12	13	588	451	16.37	43	44	1367	1333	81.78	55	57	1955	1784	98.15
Greater Brisbane combined	66	68	4976	4557	232.11	60	64	2433	2255	208.10	126	132	7409	6812	440.21
Cairns	20	20	1380	1311	65.42	50	51	1432	1345	83.34	70	71	2812	2656	148.76
Central Queensland	26	27	970	855	39.61	62	66	1556	1444	75.37	88	93	2526	2299	114.98
Darling Downs - Maranoa	21	21	479	477	14.95	51	54	877	737	28.60	72	75	1356	1214	43.55
Gold Coast	53	55	3174	3062	123.35	73	79	2840	2554	214.44	126	134	6014	5616	337.79
Ipswich	20	20	1612	1419	70.86	48	50	1242	1164	98.35	68	70	2854	2583	169.21
Logan - Beaudesert	13	14	1220	1165	60.95	26	28	1079	942	108.53	39	42	2299	2107	169.47
Mackay - Isaac - Whitsunday	26	26	1198	1158	50.27	41	44	1303	1157	64.26	67	70	2501	2315	114.53
Moreton Bay Combined	27	27	2171	2156	114.67	35	36	1295	1172	100.09	62	63	3466	3328	214.76
Queensland - Outback	12	12	463	423	21.47	35	35	662	596	33.23	47	47	1125	1019	54.70
Sunshine Coast	38	40	2398	2119	90.21	42	45	1403	1260	89.56	80	85	3801	3379	179.77
Toowoomba	13	13	759	690	27.99	26	28	817	750	42.81	39	41	1576	1440	70.79
Townsville	12	13	1145	864	44.57	50	55	1399	1179	78.74	62	68	2544	2043	123.31
Wide Bay	40	40	2163	1907	81.17	71	71	1335	1299	66.03	111	111	3498	3206	147.20
Total*	399	409	24,696	22,614	1053.98	713	750	21,040	19,187	1373.20	1112	1159	45,736	41,801	2427.18

*Totals may differ due to rounding.

Please note: Some double counting of operational EGMs may occur e.g. if EGMs are transferred from one site to another

Table 31: Operating authorities (hotels) offered and sold

Region name	Authorities offered	Authorities sold	Average price (\$) 18/07/18	Average price (\$) 14/11/18	Average price (\$) 03/04/19
Coastal	75	64	50,903	48,400	57,489
South-East	140	140	172,490	187,954	169,597
Western	78	42	35,001	36,737	28,726
Total	293	246			

Table 32: State Government entitlements (clubs) offered and sold

Region name	Entitlements offered	Entitlements sold	Average price (\$)
Statewide	85	0	

Table 33: Commercial hotels and community clubs with and without operational EGMs as at 30 June 2019

	Total sites	Sites with EGMs	Sites without EGMs
Clubs	856	399	457
Hotels	1322	713	609
Total	2178	1112	1066

Table 34: Casino—EGMs and table games

Casino	Approved EGMs	Operational EGMs	Approved table games	Operational table games	Fully automated table games
Treasury Casino and Hotel	1632	1586	136	79	214
The Star Gold Coast	1651	1519	142	118	203
The Ville Resort-Casino	353	351	37	21	20
The Reef Hotel Casino	660	454	50	37	26
Queen's Wharf Casino	2500				
Total	6796	3910	365	255	463

Note: The Queen's Wharf development is due for completion in 2022. Once commissioned, the Treasury Casino will close resulting in a net increase of 868 EGMs.

Table 35: EGM products approved and rejected

EGM products	Approved	Rejected	Average turnaround time (days)*
EGM games	243	16	7.9
EGM hardware	31	9	7.2
Total	274	25	7.8

*Time taken from the date OLGR either receives a submission or a recommendation from an approved evaluator until the date of approval.

Table 36: Systems products approved and refused

Systems products	Approved	Rejected	Average turnaround time (days)***
Complex systems*	47		32.1
Minor systems**	250		7.3
Total	297		11.2

* New systems or significant upgrades to existing systems. These usually involve extensive internal and external consultation with clients e.g. a new lottery system.

** Routine upgrades to existing systems and new small scale products e.g. basic casino equipment.

***Time taken from the date OLGR either receives a submission or a recommendation from an approved evaluator until the date of approval.

Gaming major players—top 50

Table 37: Top 50 licensed clubs based on machine gaming metered win (Each group of 10 in alphabetical order)

Top 10

Caboolture Sports Club Limited
 Carina Leagues Club Limited
 Cazalys Cairns Limited
 Easts Leagues Club, Coorparoo
 Greenbank RSL Services Club Inc
 Kedron-Wavell Services Club Inc
 The Lion Richlands
 Maroochy RSL
 Norths Leagues & Services Club,
 Kallangur
 Southport Australian Rules
 Football Club Ltd.

Next 10

Brothers Leagues Club (Townsville)
 Ltd
 Caloundra Sub-Branch R.S.L.
 Services Club Incorporated
 The City Golf Club Inc, Toowoomba
 Cowboys Leagues Club Limited,
 Townsville
 Hervey Bay RSL And Services
 Memorial Club Inc
 Magpies Sporting Club Ltd, Mackay
 Nerang RSL & Memorial Club Inc
 Redcliffe Leagues Club Limited
 Southside Sport And Community
 Club Inc, Mt Gravatt
 Sunnybank Rugby Union Club Ltd

Next 10

Arana Leagues Club Limited
 Brisbane Bears-Fitzroy Football
 Club
 Brisbane Broncos Leagues Club
 Limited
 Brothers Leagues Club (Cairns)
 Limited
 Club Southport Inc
 Goodna Services Club Inc
 Nambour RSL Club
 North Lakes Sports Club
 Pine Rivers Memorial Bowls Club
 Limited
 Wynnum Manly Leagues Club
 Limited

Next 10

Across The Waves Sports Club Inc,
 Norville
 Bribie Island R.S.L. & Citizens
 Memorial Club Inc
 Brothers Leagues Club -
 Ipswich Inc.
 Club Helensvale
 Currumbin Palm Beach R.S.L.
 & Services Memorial Club
 Incorporated
 Diggers Services Club, Logan
 Returned & Services League Of
 Australia (Queensland Branch)
 Redlands Sub Branch Inc
 Returned And Services League Of
 Australia (Queensland Branch)
 Redcliffe Sub-Branch Inc.
 Rockhampton Leagues Club
 Limited
 Tewantin-Noosa R.S.L. & Citizens
 Memorial Club Incorporated

Next 10

Aspley Leagues Club Limited
 Brothers Sports Club Bundaberg
 Incorporated
 The Frenchville Sports Club Ltd.
 Ipswich Jets Rugby League Football
 Club Incorporated
 Ipswich R.S.L. Services Club Inc
 Mackay Cricket Association Inc. T/A
 Harrup Park Country Club
 Redlands Sporting Club Inc.
 Southern Suburbs Football Club
 (Mackay) Inc
 Southport R.S.L. Memorial Club
 Incorporated
 Toowoomba Sports Club Inc

Gaming major players—top 50 cont.

Table 38: Top 50 licensed hotels based on machine gaming metered win (Each group of 10 in alphabetical order)

Top 10

Browns Plains Hotel
Calamvale Hotel Motel
The Cock & Bull, Cairns
Fitzzy's Loganholme
Isa Hotel
Runaway Bay Tavern
Runcorn Tavern
Springwood Hotel
Sunnybank Hotel
Taigum Tavern

Next 10

Acacia Ridge Hotel Motel
Captain Cook Tavern, Kippa-Ring
Dalrymple Hotel
Dublin Docks - Harbourn town
Forest Lake Hotel
Glen Hotel, Eight Mile Plains
Greenbank/Park Ridge Tavern
Helensvale Tavern
Kirwan Tavern
Morayfield Tavern

Next 10

Ashmore Tavern
Bracken Ridge Tavern
Cleveland Sands Hotel
Dog And Parrot Tavern, Robina
Hamilton Hotel
Hotel HQ, Underwood
Prince Alfred Hotel, Ipswich
Southern Hotel-Motel, Toowoomba
Victoria Point Tavern
Villa Noosa Hotel/Motel

Next 10

Bay Central Tavern, Pialba
Club Hotel - Waterford
Deception Bay Tavern
Lucky Star Tavern (Sunnybank)
The Meadowbrook Hotel
Pig n Whistle Redbank Plains
Queenslander - Marsden Tavern
Smithfield Tavern
Stafford Tavern
Tom's Tavern, Aitkenvale

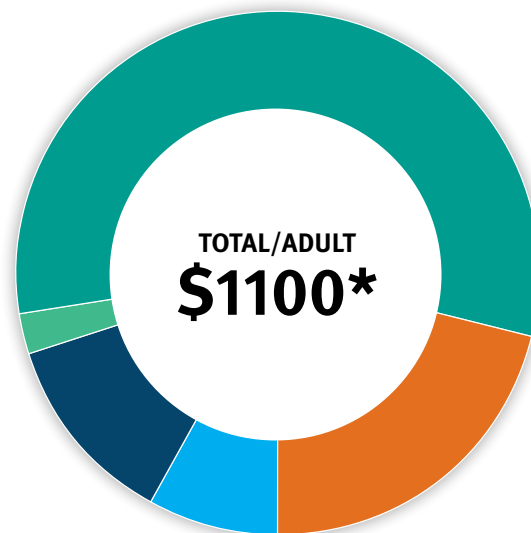
Next 10

Benowa Tavern
Hinterland Hotel, Nerang
Jindalee Hotel
The Kawana Waters Hotel
Kensington Junction, Crestmead
Koala Tavern, Capalaba
Parkwood Tavern
The Sun Hotel, Mundingburra
Surfers Paradise Tavern
Wilsonton Hotel

Gaming expenditure

Total expenditure

Figure 4: Gaming player expenditure in Queensland



*Total may differ due to rounding

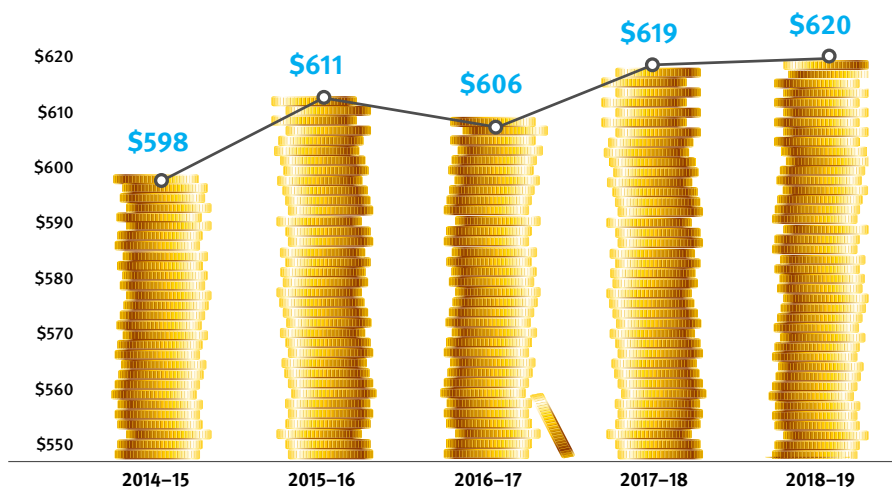
Table 39: Gaming expenditure for the past five years

Financial year	Casino		Keno—TAB and others		Lotteries		Machine gaming**		Wagering	
	\$M	Expenditure per adult (\$)	\$M	Expenditure per adult (\$)	\$M	Expenditure per adult (\$)	\$M	Expenditure per adult (\$)	\$M	Expenditure per adult (\$)
2014–15	690.34	189	102.56	28	408.21	112	2182.84	598	379.73	104
2015–16	701.87	189	104.9	28	437.18	118	2266.51	611	361.75	98
2016–17	715.86	190	101.15	27	410.46	109	2286.28	606	352.76	93
2017–18	805.85	210	97.91	25	432.89	113	2378.54	619	350.53	91
2018–19	917.07	234	100.83	26	522.43	133	2427.18	620	337.12	86

**Club and hotels

Gaming machine expenditure

Figure 5: Club and hotel gaming machine expenditure per adult—five year comparison

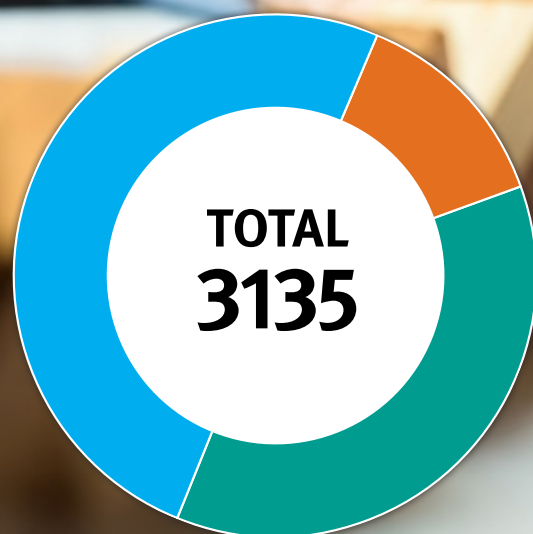


Charitable and non-profit gaming expenditure

Table 40: Category 3 games expenditure for the past five years

	2014-15	2015-16	2016-17	2017-18	2018-19
Category 3 games conducted	277	260	259	199	194
Returns received	239	245	245	188	154
Gross proceeds (\$M)	271.93	283.42	301.64	312.11	280.81
Profit (\$M)	114.66	120.86	142.20	146.58	136.44
Profit (%)	42	43	47	47	49

A category 3 game is a game other than bingo where gross proceeds are more than \$50,000 e.g. art union, Calcutta sweep



Gambling-related exclusions

Table 41: Individuals excluded by financial years 2014–18

Individual	2014–15	2015–16	2016–17	2017–18	2018–19
Clubs and hotels	1223	1452	1373	1526	1587
Casinos	278	368	392	398	462
UBET	342	797	810	1107	1086
Total	1843	2617	2575	3031	3135

Figures include both self-exclusions and venue directed exclusions

COMPLIANCE

The OLGR compliance plan includes inspections, investigations and audits. Inspections and audits are usually targeted through a proactive risk-based framework but investigations are typically reactive and follow a complaint from the general public or the Queensland Police Service.

The risk based framework that is used to allocate OLGR resources for proactive inspections, audits and targeted investigations takes into account:

- licence types and trading hours. For example, from a liquor compliance perspective, hotels and nightclubs are considered a higher risk than restaurants and community clubs, and venues licensed to sell liquor until 3am are considered a higher risk than those closing at midnight.
For machine gaming, as not for profit entities, community clubs are generally considered for more frequent visits as deficient control systems can have greater impact upon whether the community benefits from the conduct of gaming
- liquor and gaming compliance history
- violence and liquor-related incident history (sourced from the Queensland Police Service)
- how recently a licence was granted for a venue

Liquor compliance

Table 42: Licensed premises by licence type or site and location
(including detached bottle shops, satellite cellar doors, catering away areas and approved sporting areas)*

Safe night precinct and rest of state	Commercial hotel	Commercial hotel and adult entertainment permit	Commercial other					Commercial special facility	Community club	Community other	Night-club	Nightclub and adult entertainment permit	Wine Industry Act			Approved sporting area	Catering away area	Detached bottle-shop	Total
			Bar	Industrial canteen	Producer/wholesaler	Subsidiary off-premises	Subsidiary on-premises						Wine merchant	Wine producer	Satellite cellar door				
Airlie Beach	5		1				25		1		3							1	36
Brisbane	37	1	8			5	173	1	2		2	3						7	239
Broadbeach	4		1		2	2	69	1	1		3							4	87
Bundaberg	7				1		16		2	1									27
Cairns	17		7		3	6	155	3	1		3	1			2			2	200
Fortitude Valley	46	2	14		6	1	79	1			15	4	1					2	171
Gladstone	3	1					7		1			1							13
Inner west Brisbane	12	1	2			1	15	1				1							33
Ipswich	11		1				9		1	1	1							1	25
Mackay	11	1					35	1	1		2							1	52
Rockhampton	15		1				20		2			1						1	40
Sunshine Coast	10		2		1	1	147		6		2							6	175
Surfers Paradise	17		1		1		120	2	2		10	3						5	161
Toowoomba	15						31		2		2	1			1				52
Townsville	18		2		1	1	54	1	4		4	2						2	89
Rest of state	1131		52	39	307	109	4279	85	842	428	9	2	14	138	125	49	26	808	8443
Total	1359	6	92	39	322	126	5234	96	868	430	56	19	15	138	128	49	26	840	9843

* One licence may include multiple authorities, e.g. a commercial hotel licensee can apply to operate up to three detached bottle shops away from the main premises, or a wine producer licensee, can apply for a satellite cellar door to sell or give away wine on other premises.

Compliance inspections

Table 43: Compliance inspections by licence type or site and location 2018–19

Safe night precinct and rest of state	Commercial hotel	Commercial hotel and adult entertainment permit	Commercial other					Commercial special facility	Community club	Community other	Night-club	Nightclub and adult entertainment permit	Approved sporting area	Catering away area	Detached bottle shop	Satellite cellar door (Wine Industry Act)	Temporary or unlicensed site	Total
			Bar	Industrial canteen	Producer/wholesaler	Subsidiary off-premises	Subsidiary on-premises											
Airlie Beach	36						30		11		23				1		7	108
Brisbane	169	10	10			3	75	23			14	26			1		7	338
Broadbeach	28		16				48	27	4		26						5	154
Bundaberg	39						7		6									52
Cairns	43		11				29	13			8	4			2		1	111
Fortitude Valley	249	23	18				35	10			89	29					9	462
Gladstone	19	9					6		6			16					2	58
Inner west Brisbane	94	12	4			1	2	2				19					2	136
Ipswich	10		1								1							12
Mackay	48	6					14		5		19				1		1	94
Rockhampton	81		3				6		3			25			1		6	125
Sunshine Coast	92		22				70		28		26				2		7	247
Surfers Paradise	116		5				38	1	1		119	34			2		9	325
Toowoomba	70						26		5		2	9						112
Townsville	111		5				40	12	21		40	18			2		6	255
Rest of state	1996		113	1	32	22	1200	86	708	90	69	15	58	26	148	3	1573	6140
Total	3201	60	208	1	32	26	1626	174	798	90	436	195	58	26	160	3	1635	8729

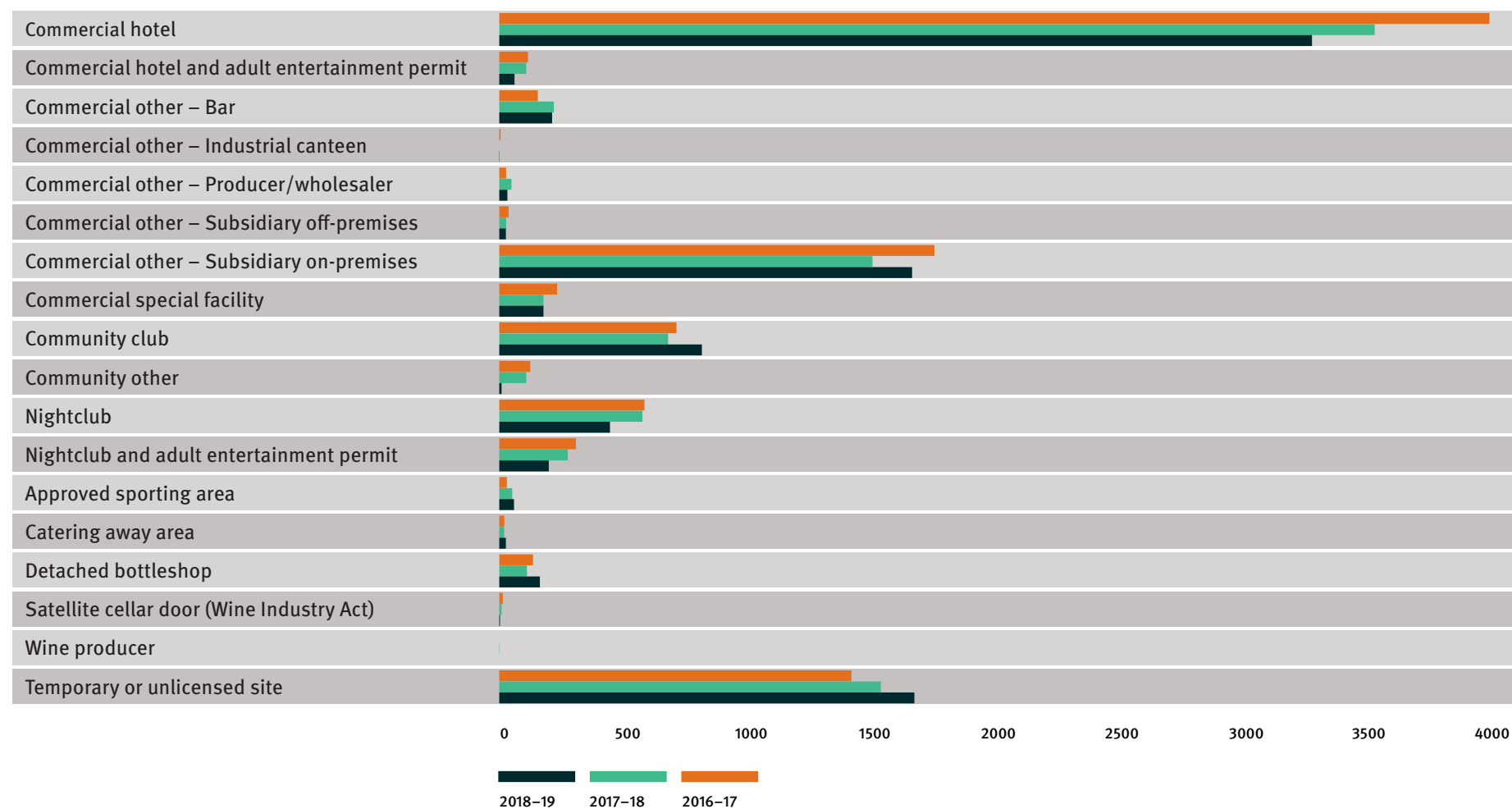
Table 44: Compliance inspections by licence type or site and location 2017–18

Safe night precinct and rest of state	Commercial hotel	Commercial hotel and adult entertainment permit	Commercial other					Commercial special facility	Community club	Community other	Night-club	Nightclub and adult entertainment permit	Approved sporting area	Catering away area	Detached bottle-shop	Wine Producer	Satellite cellar door (Wine Industry Act)	Temporary or unlicensed site	Total
			Bar	Industrial canteen	Producer/wholesaler	Subsidiary off-premises	Subsidiary on-premises												
Airlie Beach	15		1				10		8		26								60
Brisbane	234	30	9			1	77	29			23	32							435
Broadbeach	36		11		2	1	84	30	4		30				4			1	203
Bundaberg	52						2		10										64
Cairns	91		16			2	26	30	1		6	9			2			2	185
Fortitude Valley	315	28	42			1	27				130	49						7	599
Gladstone	38	19					9	3	5			19							93
Inner west Brisbane	81	18	8				6	1				19						1	134
Ipswich	8		3				3				6								20
Mackay	53	10					11				14								88
Rockhampton	137		2				11		2			24						7	183
Sunshine Coast	124		22				110		32		43							10	341
Surfers Paradise	178		2				64	3	11		182	62			6			10	518
Toowoomba	106						26		6		3	13							154
Townsville	133		13				56	25	39		48	28		1	1			1	345
Rest of state	1847	1	86		46	22	948	53	547	106	53	15	51	18	96	1	9	1464	5363
Total	3448	106	215		48	27	1470	174	665	106	564	270	51	19	109	1	9	1503	8785

*Table 45: Compliance inspections
by site closing time and
location comparison*

Safe night precinct and rest of state	Trading up to midnight		Trading post- midnight to 2am		Trading post-2am		Total	
	2017–18	2018–19	2017–18	2018–19	2017–18	2018–19	2017–18	2018–19
Airlie Beach	22	58	3	6	35	44	60	108
Brisbane	99	97	40	23	296	218	435	338
Broadbeach	55	49	59	27	89	78	203	154
Bundaberg	4	9	11	6	49	37	64	52
Cairns	67	56	23	7	95	48	185	111
Fortitude Valley	71	49	20	32	508	381	599	462
Gladstone	28	17			65	41	93	58
Inner west Brisbane	26	25	11	6	97	105	134	136
Ipswich	7	9			13	3	20	12
Mackay	14	19	20	17	54	58	88	94
Rockhampton	45	36	19	4	119	85	183	125
Sunshine Coast	113	90	50	34	178	123	341	247
Surfers Paradise	66	52	41	24	411	249	518	325
Toowoomba	47	39	16	10	91	63	154	112
Townsville	139	115	34	28	172	112	345	255
Rest of state	3802	4417	1561	1719		4	5363	6140
Total	4605	5137	1908	1943	2272	1649	8785	8729

Figure 6: Compliance inspections by licence and site type



Compliance inspections by type and location

Compliance officers conduct a variety of compliance inspections described below.

Full inspection: A comprehensive compliance inspection, primarily undertaken during peak trading hours, relating to a wide range of legislative requirements under the Liquor Act and the Gaming Machine Act (if applicable).

Covert inspection: An inspection where the compliance officers do not disclose themselves to the licensee during the visit.

Critical elements inspection: These inspections include officers making observations/investigating issues relating to a set of key legislative obligations associated with the responsible service of liquor, providing a safe environment for patrons and staff and ensuring minors are not on the premises unlawfully.

Re-inspection (desk or field):

A re-inspection checks whether a licensee has remedied matters of concern identified at a previous inspection or during an investigation. A field re-inspection is completed at the premises, while a desk re-inspection is performed where there is an ability to complete the necessary assessment without visiting the premises.

Risk assessment monitored: Inspection completed to assess applications that have an inherently high risk.

Risk assessment unmonitored: All other inspections to risk assess applications.

Targeted inspection: An inspection targeting a specific issue. These issues may vary across inspection programs.



Table 46: Inspection type by location comparison 2017–18 and 2018–19

Safe night precinct and rest of state	Covert inspection		Critical elements inspection		Full inspection*		Re-inspection desk*		Re-inspection field*		Risk assessment monitored		Risk assessment unmonitored		Targeted inspection		Total	
	2017–18	2018–19	2017–18	2018–19	2017–18	2018–19	2017–18	2018–19	2017–18	2018–19	2017–18	2018–19	2017–18	2018–19	2017–18	2018–19	2017–18	2018–19
Airlie Beach	2		5	33	7	14			5	6	1	6	29	47	11	2	60	108
Brisbane	7	4	116	118	92	106	14	5	28	25	13	11	44	34	121	35	435	338
Broadbeach			79	88	33	23	3		11	6			42	17	35	20	203	154
Bundaberg		1	6	19	43	22			1	1			5	9	9		64	52
Cairns	2		81	41	61	43		1	4	7	3	4	10	10	24	5	185	111
Fortitude Valley	11	3	124	122	137	126	15	21	22	12	31	25	128	110	131	43	599	462
Gladstone			38	19	27	22	1		4	4	3		8	13	12		93	58
Inner west Brisbane	1		31	45	36	23	4		4	2	3	3	43	53	12	10	134	136
Ipswich			4	5	8	4	1			1	2		3		2	2	20	12
Mackay	3	2	22	20	14	40			3	4	2	4	9	19	35	5	88	94
Rockhampton	3	2	59	54	40	36	2	1	17	14	4		26	17	32	1	183	125
Sunshine Coast	2	2	152	124	34	40	2	4	13	16	22	16	42	26	74	19	341	247
Surfers Paradise			158	135	112	75	3		9	3		3	101	77	135	32	518	325
Toowoomba	7		59	53	42	44		1	3	1	7	3	10	9	26	1	154	112
Townsville	4		137	90	50	54		8		13	5	2	108	74	41	14	345	255
Rest of state	32	20	636	954	1390	1750	102	91	212	218	201	192	2322	2486	468	429	5363	6140
Total	74	34	1707	1920	2126	2422	147	132	336	333	297	269	2930	3001	1168	618	8785	8729

*The re-inspection program was introduced in 2015–16. At the start of the 2016–17 financial year, full inspections replaced after hours and daytime inspections.

Figure 7: Compliance inspections by safe night precinct comparison

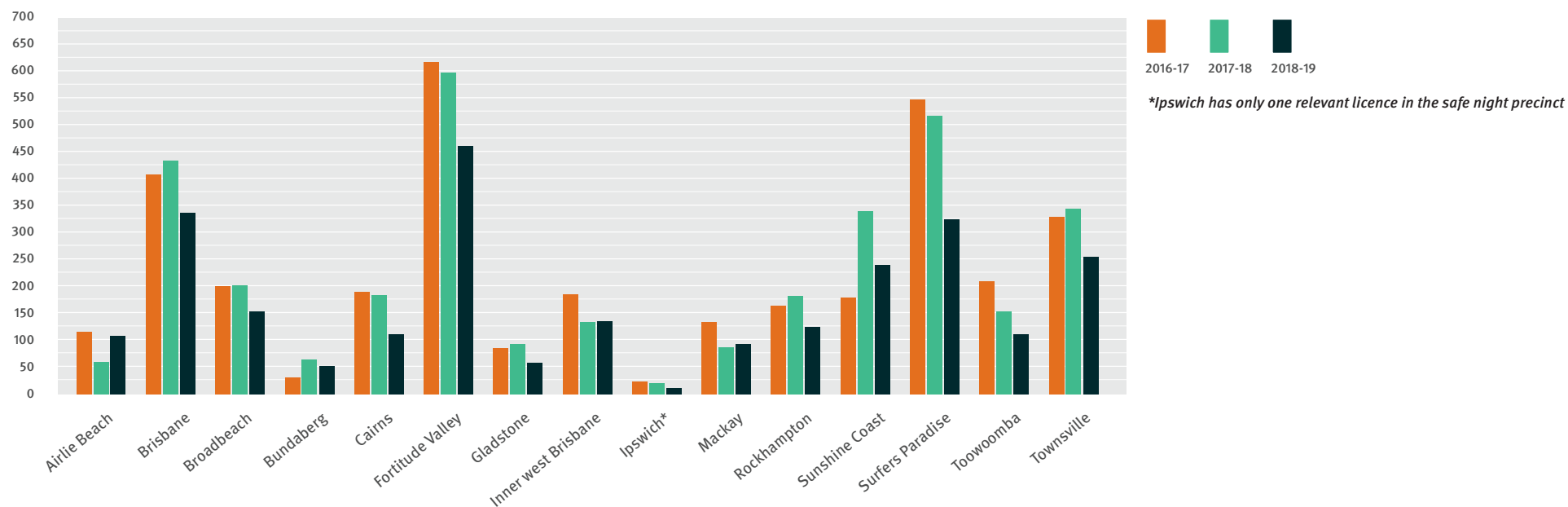
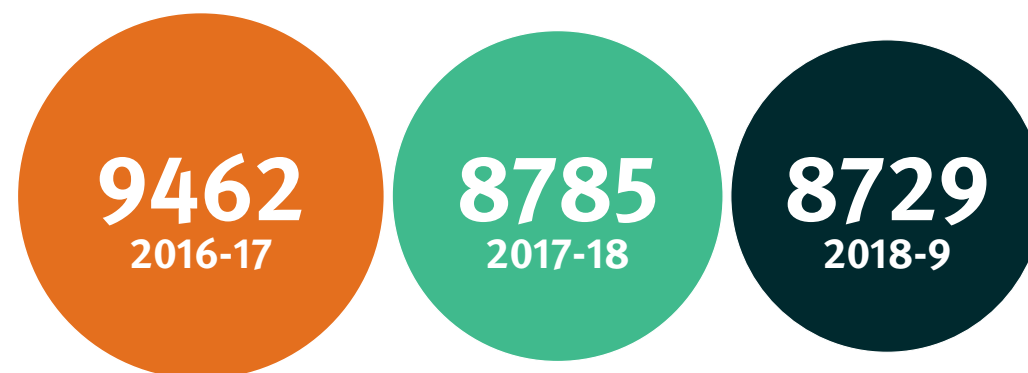


Table 47: Total compliance inspections comparison



Compliance investigations

The majority of investigations are instigated due to a complaint from the general public, the Queensland Police Service or as the result of an OLGR inspection. Other investigations originate from risk-based targeting undertaken by OLGR.

Table 48: Compliance investigations by site/approval and location for 2018–19

Safe night precinct and rest of state	Commercial hotel	Commercial hotel and adult entertainment permit	Commercial other					Commercial special facility	Community club	Community other	Night-club	Nightclub and adult entertainment permit	Approved sporting area	Catering away area	Detached bottle shop	Satellite cellar door (Wine Industry Act)	Temporary or unlicensed site	Total
			Bar	Industrial canteen	Producer/wholesaler	Subsidiary off-premises	Subsidiary on-premises											
Airlie Beach	9						13		1		7							30
Brisbane	52	1				1	14	5			5	2					3	83
Broadbeach	3		6				19	20			8							56
Bundaberg	21								1									22
Cairns	15		1				13	10			1	1						41
Fortitude Valley	67	4	2		1		16	9			28	3					3	133
Gladstone	6	3					1					5						15
Inner west Brisbane	17	1										1						19
Ipswich	3						1				3						1	8
Mackay	15						5		1		7							28
Rockhampton	11		1				1					4						17
Sunshine Coast	35		3				24		5		3							70
Surfers Paradise	29						22				37	6					3	97
Toowoomba	15						1				1	2						19
Townsville	21						6	3			15	3						48
Rest of state	612		15		18	7	566	30	133	38	33	2		3	3		203	1663
Total	931	9	28		19	8	702	77	141	38	148	29		3	3		213	2349

Table 49: Compliance investigations by site/approval and location for 2017–18

Safe night precinct and rest of state	Commercial hotel	Commercial hotel and adult entertainment permit	Commercial other					Commercial special facility	Community club	Community other	Night-club	Nightclub and adult entertainment permit	Approved sporting area	Catering away area	Detached bottle shop	Satellite cellar door (Wine Industry Act)	Temporary or unlicensed site	Total
			Bar	Industrial canteen	Producer/wholesaler	Subsidiary off-premises	Subsidiary on-premises											
Airlie Beach	12						13		1		13							39
Brisbane	57	5	1				21	8			7	2					1	102
Broadbeach	6						57	11			4							78
Bundaberg	3																	3
Cairns	25		3		1		10	3			3							45
Fortitude Valley	69	5	10		1		20				42	2					3	152
Gladstone	13	11					6	2				7						39
Inner west Brisbane	14	1					3					3						21
Ipswich	2						1				4							7
Mackay	12	1					7				9							29
Rockhampton	23						3					4					2	32
Sunshine Coast	22		7				26		2		4						1	62
Surfers Paradise	39						23				44	2					2	110
Toowoomba	21						1					1						23
Townsville	23						17	4	1		7	2						54
Rest of state	696	3	14	1	20	7	602	31	141	54	29	2	2	2	3	9	203	1819
Total	1037	26	35	1	22	7	810	59	145	54	166	25	2	2	3	9	212	2615

Table 50: Compliance investigations by site closing time and location comparison for 2017–18 and 2018–19

Safe night precinct and rest of state	Trading up to midnight		Trading post-midnight to 2am		Trading post-2am		Total	
	2017–18	2018–19	2017–18	2018–19	2017–18	2018–19	2017–18	2018–19
Airlie Beach	17	17	4	2	18	11	39	30
Brisbane	27	19	6	3	69	61	102	83
Broadbeach	37	17	20	8	21	31	78	56
Bundaberg				1	3	21	3	22
Cairns	17	17	2	7	26	17	45	41
Fortitude Valley	28	18	2	14	122	101	152	133
Gladstone	9	1			30	14	39	15
Inner west Brisbane	2	3	7	7	12	9	21	19
Ipswich	1	5			6	3	7	8
Mackay	9	9	3	5	17	14	29	28
Rockhampton	11	4	2	1	19	12	32	17
Sunshine Coast	22	23	5	6	35	41	62	70
Surfers Paradise	23	29	3	4	84	64	110	97
Toowoomba	3	5			20	14	23	19
Townsville	18	12	11	3	25	33	54	48
Rest of state	1259	1129	560	534			1819	1663
Total	1483	1308	625	595	507	446	2615	2349

Figure 8: Compliance investigations by safe night precinct comparison

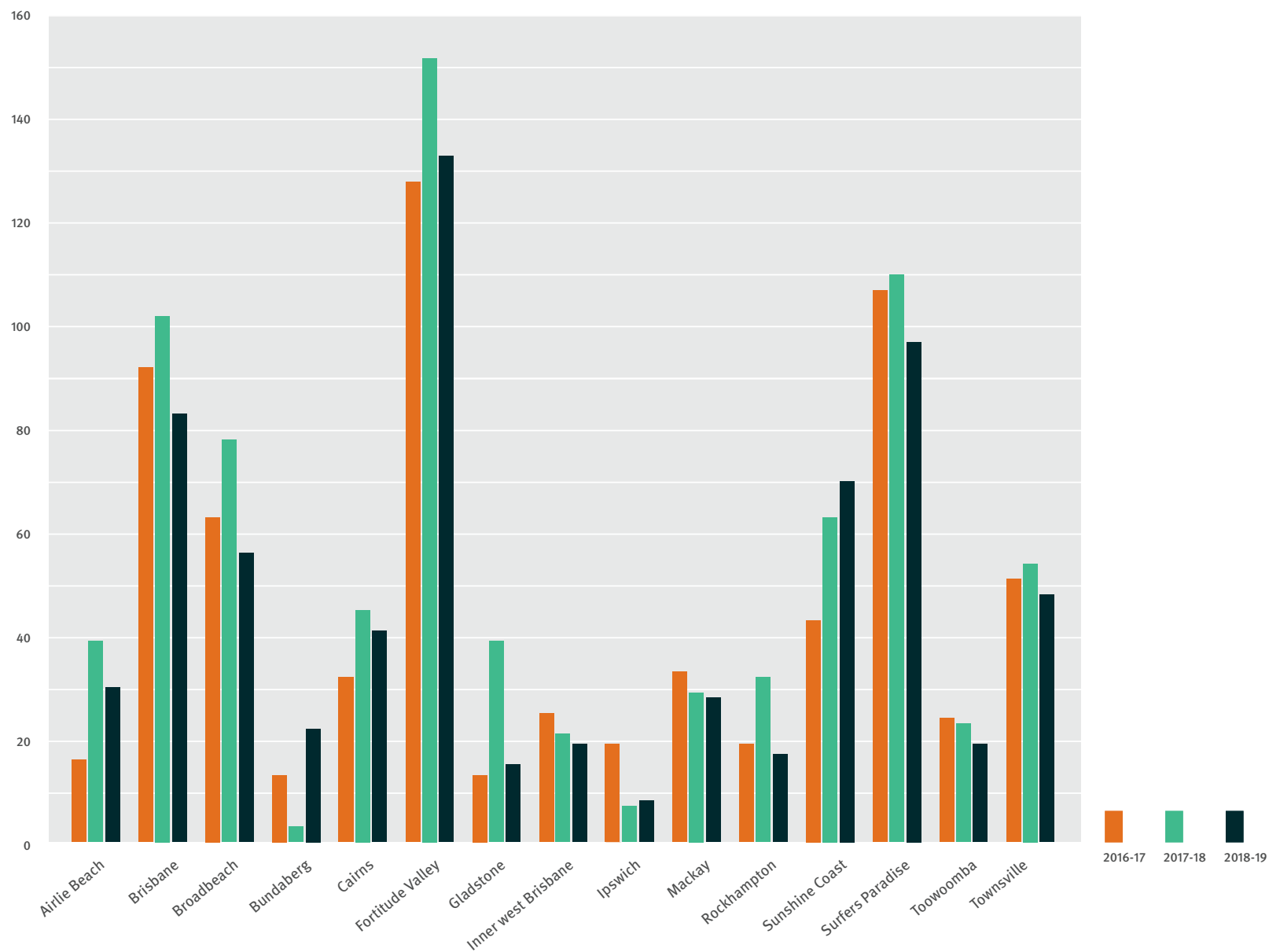


Figure 9: Total compliance investigation comparison

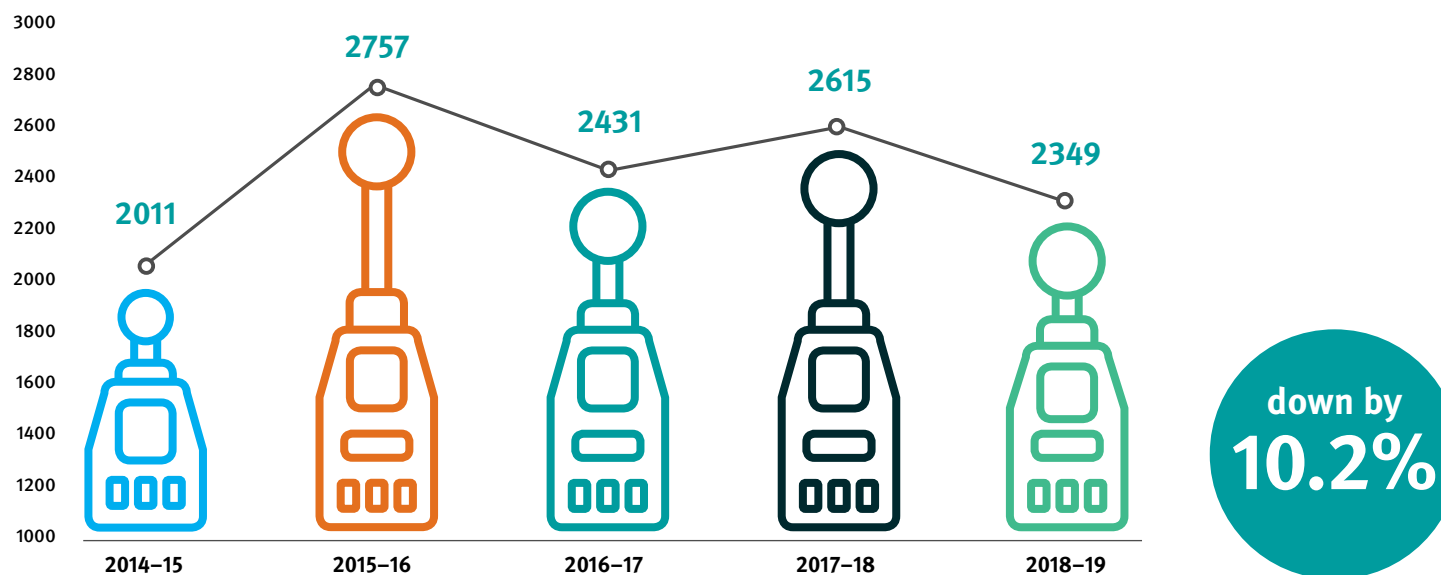


Table 51: Investigation enforcement outcomes—prosecution

Location	Premises	Offence	Fines (\$)
Rest of state	7	25	45,350
Total	7	25	45,350

No prosecutions occurred in safe night precincts.

Table 52: Liquor show cause notices/finalised outcome

Action under Liquor Act	Employees	Licensees (disciplinary action)
Show cause notices issued	3	2
Action imposed	3	2
No further action taken		

Table 53: Infringement notices by location 2018–19

Safe night precinct (SNP)	Person number		Licensee/employee number		Count		Person fines (\$)		Licensee/employee fines (\$)		Total fines (\$)	
	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police
Airlie Beach		37		1		38		16,555		2523		19,078
Brisbane	11	152	5	21	16	173	6202	73,946	7743	17,999	13,945	91,945
Broadbeach		50	7		7	50		18,876	6523		6523	18,876
Bundaberg		32				32		7031				7031
Cairns	2	33		3	2	36	1282	16,013		4568	1282	20,581
Fortitude Valley	8	308	7	12	15	320	3089	118,356	11,703	11,743	14,792	130,099
Gladstone		27				27		9222				9222
Inner west Brisbane		5	1		1	5		2738	2611		2611	2738
Ipswich		6	1		1	6		780	2611		2611	780
Mackay		29	1		1	29		14,132	261		261	14,132
Rockhampton		49				49		14,428				14,428
Sunshine Coast		167	2		2	167		66,460	5222		5222	66,460
Surfers Paradise	176	257	3		179	257	59,408	77,916	7833		67,241	77,916
Toowoomba		440				440		120,981				120,981
Townsville	1	64	4		5	64	652	28,796	9138		9790	28,796
Rest of state	22	1530	90	95	112	1625	11,013	509,553	165,797	69,976	176,810	579,529
Category totals	220	3186	121	132	341	3318	81,646	1,095,783	219,442	106,809	301,088	1,202,592
Total	3406		253		3659		1,177,429		326,251		1,503,680	

Table 54: Infringement notices by location 2017–18

Safe night precinct (SNP)	Person number		Licensee/employee number		Count		Person fines (\$)		Licensee/employee fines (\$)		Total fines (\$)	
	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police
Airlie Beach	2	44	1	2	3	46	756	14,338	2523	504	3279	14,842
Brisbane	9	185	13	4	22	189	4376	75,267	26,490	5044	30,866	80,311
Broadbeach	1	123	7	1	8	124	378	40,050	5778	630	6156	40,680
Bundaberg		40		1		41		8005		1261		9266
Cairns	4	21	4	6	8	27	1704	6652	4792	5042	6496	11,694
Fortitude Valley	5	347	14	13	19	360	1625	115,371	25,142	12,735	26,767	128,106
Gladstone	1	26	1	1	2	27	126	13,070	1261	1219	1387	14,289
Inner west Brisbane		13		2		15		5623		2522		8145
Ipswich		9	1		1	9		2646	1261		1261	2646
Mackay	1	27	6	2	7	29	126	10,710	13,119	882	13,245	11,592
Rockhampton		102	3		3	102		22,146	6222		6222	22,146
Sunshine Coast	3	273	1	3	4	276	1121	82,424	2523	3110	3644	85,534
Surfers Paradise	69	402	6	2	75	404	25,133	103,874	13,245	882	38,378	104,756
Toowoomba		512		2		514		144,185		504		144,689
Townsville	3	90	7	6	10	96	1121	33,183	6518	4286	7639	37,469
Rest of state	19	1837	166	119	185	1956	8497	556,124	281,494	86,771	289,991	642,895
Category totals	117	4051	230	164	347	4215	44,963	1,233,668	390,368	125,392	435,331	1,359,060
Total	4168		394		4562		1,278,631		515,760		1,794,391	

Table 55: Noise complaints completed by Local Government Area

Local Government Area	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Barcaldine													
Brisbane	9	16	13	25	12	18	12	11	23	22	8	27	196
Bundaberg			1						1		1	2	5
Burdekin			1				1						2
Cairns	4	2		5	1	1	4	1	1	2	2	1	24
Carpentaria													
Cassowary Coast		1		1	1		1				2		6
Central Highlands							1						1
Charters Towers										1			1
Cook							1						1
Douglas	1			3									4
Flinders		1											1
Fraser Coast	1		1	4	2							2	10
Gladstone		1						2				1	4
Gold Coast	12	7	11	13	7	4	36	24	33	4	19	15	185
Gympie												3	3
Ipswich		1		2	1				1			1	6
Isaac													
Livingstone	1	1	3	2			1	1					9
Lockyer Valley													
Logan					1					1		1	3
Mackay	2	1	1		2	1	1	2	1	1	1		13
Mareeba													
Moreton Bay	3	2	3			1	2	1	6		1	6	25
Mount Isa			2								1		3
Noosa		3	3		2	1	3	1	1		2	1	17
Redland	1	1	1			2							5
Rockhampton		1	2										3
Scenic Rim		2					1					1	4
Somerset				1									1
South Burnett				1				1			1		3
Southern Downs											1	1	2
Sunshine Coast	5	5	3	1	6	1	6	3	2	1		4	37
Tablelands	1												1
Toowoomba								1					1
Townsville	1		6		3					1	4	1	16
Western Downs													
Whitsunday			1	1	9	2							13
Unidentified	1			2						1			4
Total	42	45	52	61	47	31	70	48	69	34	43	67	609

Gaming compliance

Figure 10: Non-casino gaming audit and inspection comparison over three years

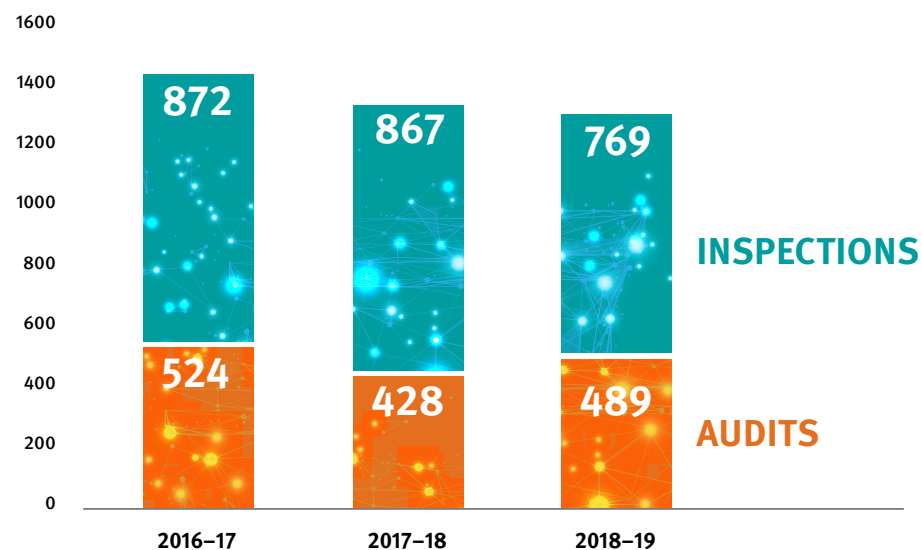
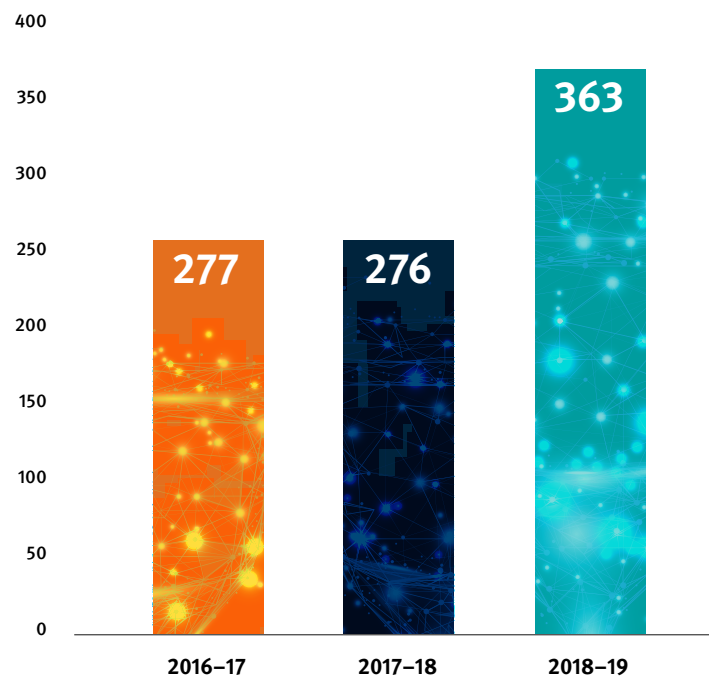


Table 56: Gaming activity by Gaming Act

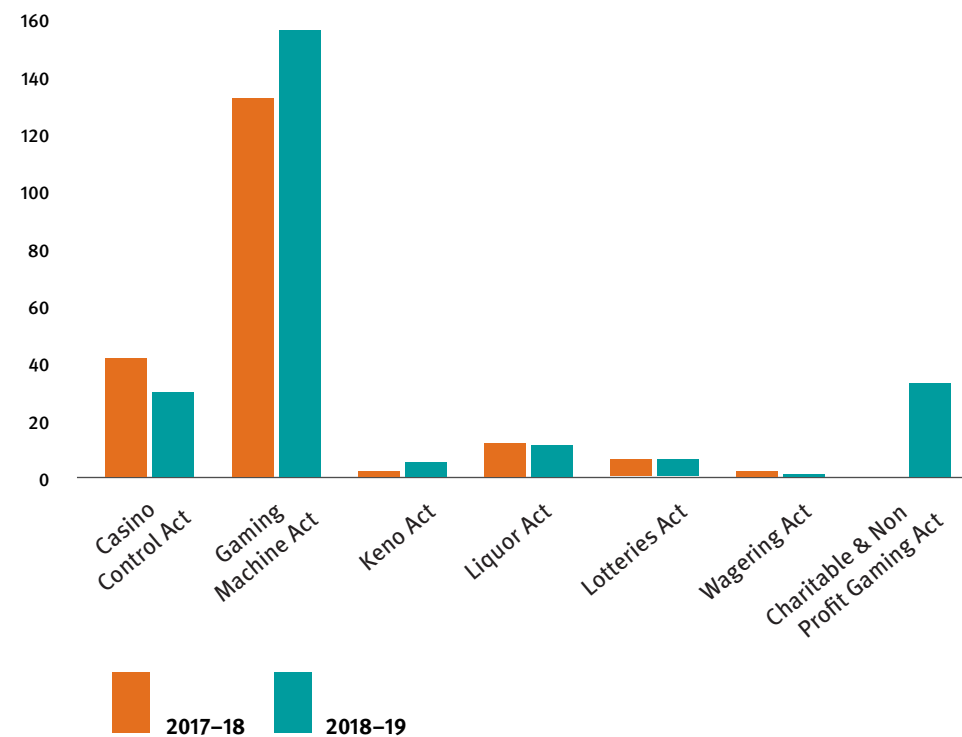
Gaming Act	Gaming audit	Gaming inspection	Major audit	Gaming complaint investigation	Total
Casino Control Act	805		2	73	880
Charitable and Non-Profit Gaming Act	11	345		52	408
Gaming Machine Act	478	351	3	179	1011
Interactive Gambling (Player Protection) Act				5	5
Keno Act		50	2	15	67
Lotteries Act		1309	3	10	1322
Wagering Act		23	1	29	53
Total	1294	2078	11	363	3746

Table 57: Casino audits

Activity classification	Brisbane	Cairns	Gold Coast	Townsville	Total
Gaming integrity	94	99	89	99	381
Gaming revenue	100	91	104	74	369
Harm minimisation	18	10	17	10	55
Total	212	200	210	183	805

Figure 11: Gaming complaint investigations comparison

up by
31.5%

Figure 12: Probity investigations comparison

Gaming prosecutions

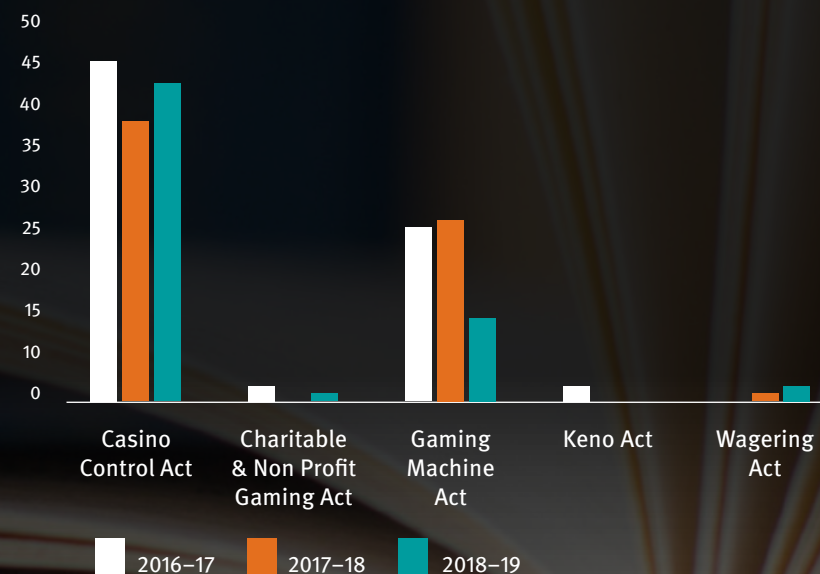
Table 58: Gaming prosecutions by Gaming Act

Location	Individual	Offence	Fines (\$)
Wagering Act	1	1	800

*Table 59: Gaming show cause notices/
finalised outcome*

Action	Gaming (Gaming Machine Act and Casino Control Act)	
	Employees	Licensees
Show cause notices issued	2	2
Action imposed	1	1
No further action taken	1	1

Figure 13: Gaming infringement notices by Gaming Act



Appendix A: Reporting against model practices

Regulator model practices	Examples of where regulatory practices aligned or could be enhanced	Actions taken in 2018-19 (or being taken) to improve regulatory activities and business practices
<p>1 <i>Ensure regulatory activity is proportionate to risk and minimises unnecessary burden</i></p> <ul style="list-style-type: none"> A proportionate approach is applied to compliance activities, engagement and regulatory enforcement actions Regulations do not unnecessarily impose on regulated entities Regulatory approaches are updated and informed by intelligence gathering so that effort is focussed towards risk. 	<ul style="list-style-type: none"> OLGR adopts an escalation model of enforcement, where the conduct and compliance history of a venue can have a significant bearing on any action taken. Inspection programs are risk-targeted having regard to both inherent (e.g. type of licence held, trading hours) and specific (e.g. compliance history from our previous inspections and investigations) and intelligence (such as Police incident data). Police checks for approved managers can be taken post approval in certain circumstances. 	<ul style="list-style-type: none"> OLGR implemented a new noise guideline for the way acoustic reports are prepared for licensed premises. Changes enable noise levels to be set by an acoustic engineer at locations outside of licensed premises, instead of being measured from the noise source. The benefit of this approach is that noise created by amplified entertainment can be played at higher levels providing it can be contained within the premises. OLGR to streamline casino employee licensing processes. <i>Casino Control Act 1982</i> is being amended to remove the requirement for a casino operator to provide evidence of a training certificate prior to the chief executive making a determination of an application.
<p>2 <i>Consult and engage meaningfully with stakeholders</i></p> <ul style="list-style-type: none"> Formal and informal consultation mechanisms are in place for stakeholder input Engagement is undertaken in ways that help regulators develop an understanding of regulated operating environment Cooperative and collaborative relationships are being established with stakeholders, including other regulators, to promote trust and improve the efficiency and effectiveness of the regulatory framework 	<ul style="list-style-type: none"> OLGR is a regular participant in cross-jurisdictional forums including the Australasian Liquor Licensing Authorities Forum (ALLAF), Australian Casino and Gaming Regulators' CEO Forum and the interjurisdictional liquor and gaming regulators managers' conference. OLGR has formed a joint taskforce with the Queensland Police Service (QPS) to improve coordination, communication, cooperation and consistency between the agencies in regulating the Queensland Liquor Act. Through collaboration with the Office of Fair Trading, OLGR compliance officers now conduct inspections under the <i>Security Providers Act 1993</i> when undertaking liquor compliance functions at licensed premises. OLGR works closely with local business and community stakeholders through two key place-based initiatives: <ul style="list-style-type: none"> <i>Safe Night Precinct (SNP) local boards</i> that manage and plan to address community safety and amenity issues, and can raise funds and apply for grants from local, state and federal governments <i>Liquor Accords</i> made up of industry, government and in some instances community stakeholders, and are active in implementing place-based management initiatives to minimise alcohol-related impacts in and around licensed premises. Licensing processes provide opportunity for the community to comment on applications and OLGR convenes an objections conference to work through concerns raised. OLGR conducts bi-annual stakeholder forums to discuss and seek comment on key issues or developments affecting the industry. 	<ul style="list-style-type: none"> A behavioural insights project – to increase responsible service of alcohol (RSA) practices in licensed premises by developing behavioural tools and interventions to improve the decision making of licensees and their staff. Technical Unit Client Survey feedback being actioned. Following a working group established by the gaming CEOs, a Memorandum of Understanding has been entered into between Queensland OLGR and other interstate gaming regulators to coordinate and collaborate the assessment and review of new or existing lottery products that operate across jurisdictions. OLGR is working with other Australian jurisdictions to implement the National Consumer Protection Framework for online wagering Regular liaison is occurring with other regulators and AUSTRAC regarding junket promoters and their activities. The Australia/NZ Gaming Machine National Standards Working Party has agreed to work towards the establishment of a set of gaming machine features/behaviours of interest and a reporting framework to ensure they can be properly assessed before any approval is considered by one of the participating jurisdictions. OLGR consulted with SNP local board representatives about their experience with operating the boards and how they could be further assisted.

continued over

Regulator model practices	Examples of where regulatory practices aligned or could be enhanced	Actions taken in 2018-19 (or being taken) to improve regulatory activities and business practices
<p>3 <i>Provide appropriate information and support to assist compliance</i></p> <ul style="list-style-type: none"> • Clear and timely guidance and support is accessible to stakeholders and tailored to meet the needs of the target audience • Advice is consistent and decisions are communicated in a manner that clearly articulates what is required to achieve compliance • Where appropriate, regulatory approaches are tailored to ensure compliance activities do not disproportionately burden particular stakeholders (e.g. small business) or require specialist advice. 	<ul style="list-style-type: none"> • Web content is updated regularly to ensure content currency. • <i>Behind the Bar</i> and <i>Follow the Law</i> training videos have been produced to provide real-life examples of compliance and how licensees can meet these. • Direct email communication to affected licensees and regular articles in the monthly subscription newsletter, <i>Inside Liquor and Gaming</i>. OLGR also has a regular contribution in industry (club and hotel) publications. • OLGR has tailored its compliance programs to ensure fit for purpose compliance activities that do not place unnecessary burden on industry. • OLGR coordinates consistent messaging for staff to deliver at SNP local board meetings, <i>Liquor Accords</i> and other key industry engagements. • Commissioner Guidelines and chief executive Gaming Guidelines are published to provide advice to industry on the attitude the Commissioner is likely to take in regards to certain liquor and gaming licensing decisions. • Minimum Technical Requirements are published by OLGR to assist gaming operators and ID scanner approved operators submit systems and equipment that comply with standard. 	<ul style="list-style-type: none"> • Delivered targeted compliance-focused education visits including the provision of supporting materials and information about resources available to assist licensees to comply with legislation and to discuss business practices. • Communication strategy to promote good regulatory practice, including targeted communication to licensees via the monthly newsletter, <i>Inside Liquor and Gaming</i>. • Regular communication to industry stakeholders through articles in the industry journals: <i>QHA Review</i> and <i>Club Insight</i>; as well as direct email and social media.
<p>4 <i>Commit to continuous improvement</i></p> <ul style="list-style-type: none"> • Regular review of the approach to regulatory activities, collaboration with stakeholders and other regulators, to ensure it is appropriately risk-based, leverages technological innovation and remains the best approach to achieving outcomes • To the extent possible, reform of regulatory activities is prioritised on the basis of impact on stakeholders and the community • Staff have the necessary training and support 	<ul style="list-style-type: none"> • OLGR monitors work in other jurisdictions through regular contact, forums and through significant projects. • OLGR reviews its compliance programs each year to ensure risks are being targeted in the most effective contemporary manner. New audit and inspection programs developed as needed to address specific risks. • Outcome-based periodic reviews of specific programs, e.g. liquor inspection and gaming audit process reviews currently being planned. • OLGR to undertake a feasibility study to assess the viability and options for setting a <i>default</i> noise level at locations outside licensed premises, instead of 3 metres from the noise source as currently occurs. The benefit would be that the licensee would no longer have to incur the significant costs of having an acoustic report prepared. • Reducing turnaround times for EGM approvals. 	<ul style="list-style-type: none"> • Compliance staff surveys to improve inspections. • Automation of lottery draws (removing physical supervision). • Automation of online application process for approved managers making government services easier to use. • Review of standard liquor licence conditions. • Review of liquor licence transfer process. • Training needs analysis conducted for OLGR staff to identify skill gaps and areas for improvement and prepare for succession planning. • Implementation of a regional staff engagement strategy to ensure OLGR has a high-performing, motivated and valued regional workforce that delivers quality results.

continued over

Regulator model practices	Examples of where regulatory practices aligned or could be enhanced	Actions taken in 2018-19 (or being taken) to improve regulatory activities and business practices
<p>5 <i>Be transparent and accountable in actions</i></p> <ul style="list-style-type: none"> Where appropriate, regulatory frameworks and timeframes for making regulatory decisions are published to provide certainty to stakeholders Timely decisions clearly articulating expectations and reasons Indicators of regulator performance are publicly available 	<ul style="list-style-type: none"> Statistical report produced annually which provides an overview of statistics relating to OLGR's liquor, gaming, compliance and harm minimisation activities for each financial year. OLGR's liquor compliance strategy detailing the regulatory approach for compliance monitoring and enforcement is published online. More detailed information regarding certain matters such as noise complaints are included in web content for benefit of licensees and complainants. Detailed billing information and regular statements provided to clients for technical evaluations and probity investigations. Submission timeframes are published for Technical evaluations. Substantial information on applications and licence details are available on OLGR's public registers, including the following: <ul style="list-style-type: none"> advertised liquor licence and adult entertainment permit applications published for objections or submissions advertised gaming applications published for community comment pending gaming machine licence applications recently approved liquor and gaming machine licence applications approved licence transfer applications online licence search high risk venues. OLGR also provides gaming statistics at data.qld.gov.au and business.qld.gov.au/liquor-gaming. This includes lists of gaming sites by statistical area, local government area and Electronic Gaming Machine (EGM) statistics for hotels and clubs. 	<ul style="list-style-type: none"> Key datasets and reports were published on business.qld.gov.au/liquor-gaming, including: <ul style="list-style-type: none"> <i>annual statistical report, providing an overview of figures relating to the office's liquor, gaming, compliance and harm minimisation activities over the past 12 months</i> <i>gaming and liquor statistics updated monthly</i> <i>searchable database of premises with approved liquor licences.</i> Tackling Alcohol-Fuelled Violence initiative evaluation – OLGR provided considerable data to inform the longitudinal study and evaluation.

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