

2019–20 Statistical Report

Office of
**Liquor and Gaming
Regulation**



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FOREWORD

The Office of Liquor and Gaming Regulation (OLGR) is pleased to present the OLGR Annual Statistical Report for 2019–20. The report provides an overview of figures relating to 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 2020.

In March 2020, the Queensland Government directed all licensed venues to close in response to the coronavirus (COVID-19) pandemic. The easing of restrictions commenced in May 2020. Statistics found in this report will reflect business closures and easing of restrictions. This is noted where practicable.

This is the 11th report in the series, all of which can be accessed at justice.qld.gov.au.

Director-General
Department of Justice and Attorney-General

Deputy Director-General and Commissioner for Liquor and Gaming

Office of Liquor and Gaming Regulation

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
- Assisting safe night precinct boards to form and become fully operational

Licensing

- Licensing of persons and organisations under the liquor and wine Acts and various gaming 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
- Approval of gaming products, concepts and schemes
- Evaluation of ID scanners
- Probity investigations into the suitability of major participants in the gaming industry

Organisational Services

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

Office of Regulatory Policy

Office of the Executive Director

Policy and Legislation

- Develop and manage liquor and gambling harm minimisation policies
- Research, monitor and report on industry trends to assist in policy development and the regulation of the liquor and gaming industries



PAST & PRESENT

Present

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 that minimise harm associated with the consumption of liquor and gaming activity
- processing more than \$44 million* in 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 are:

- 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
- other government and regulatory control bodies.

** Down from \$55 million last year after round 104 was paid in July due to coronavirus (COVID-19).*

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 takeaway 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	
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	<i>New Liquor Act 1992</i> commenced resulting in Licensing Commission and Court being abolished, decision-making powers to the Chief Executive, appeals to a tribunal and number of licence types reduced to seven and 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	

liquor

gaming

liquor and gaming

2008	Harm minimisation initiatives announced, including: <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)
	The number of club-operated gaming machines in Queensland permanently capped
	Liquor Licensing Division and the Queensland Office of Gaming Regulation merged
2009	Liquor Act amendments: <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
	Reallocation scheme for club gaming machine entitlements commenced with the number of gaming machines for Queensland clubs capped at 24,705
2012	Maximum number of gaming machines at a single hotel premises increased to 45 (on application to the Commissioner)
	Maximum number of gaming machine operating authorities available to hotels under statewide cap reduced from 20,000 to 19,500
	Gaming employees no longer required to be licensed
2013	Queensland Liquor and Gaming Commission abolished and replaced with a single Commissioner for Liquor and Gaming
	Regulatory burden decreased across liquor and gaming legislation. For example: <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
	Gaming machines no longer restricted from accepting \$50 and \$100 notes

2014	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
	Minimum technical requirements for ID scanners and third-party monitoring system approved
2015	Restriction on granting new approvals to sell takeaway liquor after 10pm
2016	Government releases Tackling Alcohol-Fuelled Violence Policy, including the reduction of available liquor service hours to 2am statewide and 3am in safe night precincts and ban on sale or supply of rapid intoxication drinks after midnight
	Queen's Wharf Brisbane Act 2016 commenced
2017	Release of independent Interim Evaluation Report on the Tackling Alcohol-Fuelled Violence Policy
	Temporary late-night extended hours permit framework for liquor licensed premises amended to: <ul style="list-style-type: none"> reduce the number of available permits from 12 to 6 ensure permits are only granted for genuine 'special occasions' restrict the duration and frequency of permits.
	Repealed proposed 1am lockout for safe night precincts
	Enforcement of mandatory networked ID scanners in safe night precincts
2018	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
	Point-of-consumption betting tax introduced
	11 November 2018 prescribed as a designated day for two-up
2019	A concessional fee scheme for commercial hotels and small community clubs in very remote Australia introduced
2020	Justice and Other Legislation (COVID-19 Emergency Response) Amendment Act 2020 commenced 25 May 2020, introducing a range of liquor and gaming amendments in response to the COVID-19 public health emergency

liquor
 gaming
 liquor and gaming



LEGISLATIVE AMENDMENTS

During 2019–20, the following legislative amendments affecting liquor and gaming commenced:

Liquor (Rural Hotels Concession) Amendment Act 2019 (1 July 2019)—introduced a concessional fee scheme for commercial hotels and small community clubs in very remote Australia.

Liquor (Rural Hotels Concession) Amendment Regulation 2019 (1 July 2019)—prescribed concessional fees for commercial hotels and small community clubs in very remote Australia.

Liquor (Prescribed Quantity for Palm Island) Amendment Regulation 2019 (18 October 2019)—modified the alcohol carriage limit for Palm Island.

Liquor Amendment Regulation 2019 (29 November 2019)—prescribed a community club licence as an exempt class of licence for the purpose of ID scanning obligations.

Holidays and Other Legislation Amendment Act 2019 (5 December 2019)—amended the ***Liquor Act 1992*** to modify the days on which mandatory ID scanning applies and introduced a re-entry pass system for ID scanning.

Justice and Other Legislation (COVID-19 Emergency Response) Amendment Act 2020 (25 May 2020)—amended the ***Liquor Act 1992*** to allow for the issue of a ‘Takeaway Liquor Authority’ and introduces a discretionary power under the ***Gaming Machine Act 1991***, ***Casino Control Act 1982***, ***Keno Act 1996*** and ***Lotteries Act 1997*** to defer or waive gambling taxes and levies via a Gaming Tax Notice.

Gaming Tax Notice 2020 (from 1 March 2020)—deferred payment of March 2020 gaming machine taxes until 2021, with the taxes to be collected across three instalments in February, April and June 2021.

Liquor (Kowanyama and Pormpuraaw) Amendment Regulation 2020 (5 June 2020)—temporarily increased the alcohol carriage limit and supports the temporary sale of takeaway liquor in the Kowanyama and Pormpuraaw restricted areas during the declared COVID-19 health emergency.

The following amendments were passed during 2019–2020:

Liquor (Fee Relief) and Other Legislation Amendment Regulation 2020 (commenced 1 July 2020)—waives liquor and wine licence fees for the 2020–21 licence period for existing licensees.



COVID-19

Regulation during a health crisis

Queensland liquor, wine and gaming and gaming industries have been impacted by closures and restrictions put in place as a result of the COVID-19 pandemic.

On 23 March 2020, the Chief Health Officer directed all licensed venues to close. OLGR responded to the direction and worked to assist a range of licensees with the closures. The Queensland Government's Roadmap to easing restrictions was released on 8 May 2020, with Stage 1 set to commence on 15 May 2020.

The roadmap detailed three stages of easing restrictions and each brought about changing regulations for industry.

OLGR actions for COVID-19 response:

- implemented a series of legislative changes to accommodate changed business operations*
- worked with key industry bodies to develop industry specific COVID Safe plans and checklists
- compliance offices given powers under the **Public Health Act 2005** to inspect and investigate licensed venues to ensure adherence to restrictions**
- continued communication via email, media, social media and through industry bodies to help licensees navigate restrictions and the staged reopening
- implemented the government's financial assistance package that included:
 - waiving 2020–21 liquor licensing fees for licensees trading as at 30 June 2020
 - deferring payment of March 2020 gaming machine taxes with the first instalment due in February 2021
 - waiving certain application fees for liquor licensees
- facilitating remote self-exclusion for at-risk gamblers and developed awareness campaigns to minimise gambling harm due to potential increased risks as venues reopened
- redeploying staff as part of the government's response to assist with border and other exemption request enquiries, monitor people in quarantine and self-isolation and administer grants for financial assistance.

A whole-of-government approach has been crucial to our response. We worked closely with the Department of the Premier and Cabinet, Queensland Health, the Department of Employment, Small Business and Training, Queensland Police Service and Workplace Health and Safety Queensland to share industry concerns and inform decision-making.

This work will continue as we move towards recovery into the next financial year.

**See page 10 of report 'Legislative amendments'*

*** See Tables 42 and 43 for 'Compliance statistics under Public Health Act 2005'*

OLGR FINANCIAL EXPENDITURE

This section summarises OLGR's financial expenditure, Gambling Community Benefit Fund, liquor licensing, gaming and compliance operations for 2019–20.

Percentages and dollar amounts may not add up to 100% due to rounding.

Table 1: OLGR statement of financial expenditure 2019–20

Category	Expenditure (\$M)*	Liquor (\$M)**	Gaming (\$M)**	Grants (\$M)*	Full-time equiv.staff
Office of Executive Director	0.582	0.279	0.279	0.024	3
Organisational Services Branch	3.210	1.411	1.767	0.032	16
Community Benefit Funds Unit	1.676			1.676	16.8
OLGR licensing operations	8.483	3.818	4.665		76.4
OLGR compliance	15.871	7.942	7.855	0.074	130.4
Total	29.822	13.450	14.566	1.806	242.6

* Figures provided are rounded. ** Estimates only

GAMBLING

COMMUNITY BENEFIT FUND

The fund is Queensland's largest one-off community grants program.

Generally, applications are considered by the independent Gambling Community Benefit Committee on a quarterly basis. Appointed by the Minister, the committee makes recommendations on funding not-for-profit community groups for grants between \$500 and \$35,000.

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

Funding round	Applications	Approved	\$ Total approved
Round 101 (closed 31 May 2019)	1742	669	14,415,031.57
Round 102 (closed 31 August 2019)	1606	701	14,954,550.76
Round 103 (closed 31 October 2019)	1380	651	14,795,885.10
Totals	4728	2021	44,165,467.43



LIQUOR

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 2020*

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

Licence type	No. of licences
Commercial hotel	1377
Commercial other	
—bar	90
—industrial canteen	43
—producer/wholesaler	348
—subsidiary off-premises	158
—subsidiary on-premises**	5396
Commercial special facility	98
Community club	864
Community other	423
Nightclub	72
Wine merchant (Wine Industry Act)	19
Wine producer (Wine Industry Act)	133
Total	9021

*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

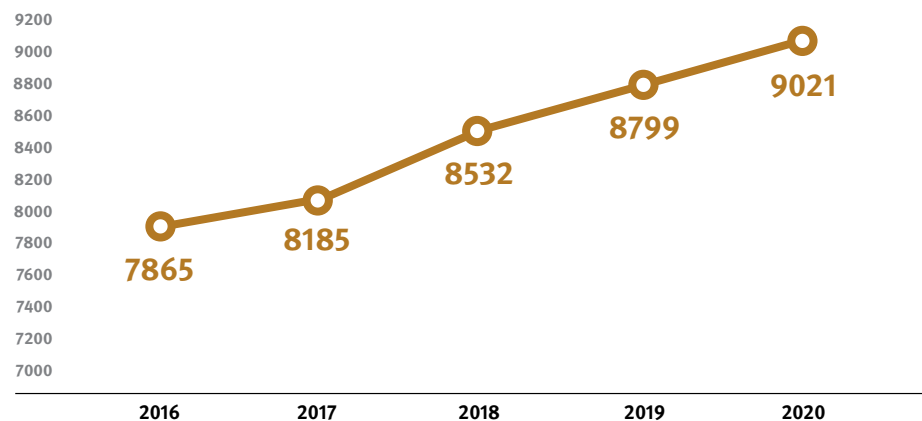
Licence type	Suspended as at 30 June 2020
Commercial hotel	39
Commercial other – bar	2
Commercial other – industrial canteen	1
Commercial other – subsidiary on premises	93
Commercial special facility	3
Community club	4
Nightclub	2
Total	144

Table 5: Suspended liquor licences over past five years

Financial year as at 30 June	Total
2016	105
2017	115
2018	124
2019	179
2020	144

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

Over five years, the number of liquor licences in Queensland has grown by 19.9%.



* includes suspended licences

Table 6: Commercial other—subsidiary on-premises licence

The largest licence category is the commercial other subsidiary on-premises, which is predominantly 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 is up by 3.1%, with licensed restaurants increasing by 1.8%.

Business type	No. licences
Restaurant	3372
Other	897
Motel	628
Vessel	205
Indoor sporting area	107
Theatre/cinema	80
Resort	59
Tourist attraction	48
Total	5396

up by
3.1%

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 remained relatively stable with an overall decrease of six sites.

Additional approved licensed areas*	No.
Detached bottle shop	845
Satellite cellar door (Wine Industry Act)	125
Catering away areas	19
Approved sporting areas	48
Total	1037

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

Table 8: Adult entertainment permits

Local government area	No.
Brisbane	15
Cairns	1
Gladstone	1
Gold Coast	3
Mackay	1
Rockhampton	1
Sunshine Coast	1
Toowoomba	1
Townsville	2
Total	26

Table 9: Community liquor permits

Statistical area	Received	Approved*	Withdrawn
Brisbane—inner city	79	74	10
Greater Brisbane (combined)	120	114	18
Cairns	47	45	4
Central Queensland	215	185	41
Darling Downs/Maranoa	161	130	35
Gold Coast	81	66	13
Ipswich	55	47	6
Logan/Beaudesert	31	32	1
Mackay/Isaac/Whitsunday	109	115	5
Moreton Bay (combined)	62	58	8
Queensland — outback	217	210	34
Sunshine Coast	137	118	17
Toowoomba	83	61	20
Townsville	137	124	17
Wide Bay	138	121	21
Total	1672	1500	250

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

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

Restricted liquor permits

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

This permit is most appropriate for clubs that 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	2	1	1
Greater Brisbane (combined)	1	2	1
Cairns	3	2	1
Central Queensland	3	3	0
Darling Downs/Maranoa	2	2	0
Gold Coast	6	2	0
Ipswich	3	2	0
Logan/Beaudesert	0	0	0
Mackay/Isaac/Whitsunday	2	2	0
Moreton Bay (combined)	7	3	2
Queensland — outback	0	0	0
Sunshine Coast	7	7	1
Toowoomba	0	0	0
Townsville	1	1	0
Wide Bay	1	1	0
Total	38	28	6

*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	2	2	0
Hope Vale	1	1	0
Northern Peninsular Area	19	19	0
Woorabinda	8	8	0
Total	30	30	0

Regional breakdown of liquor licences

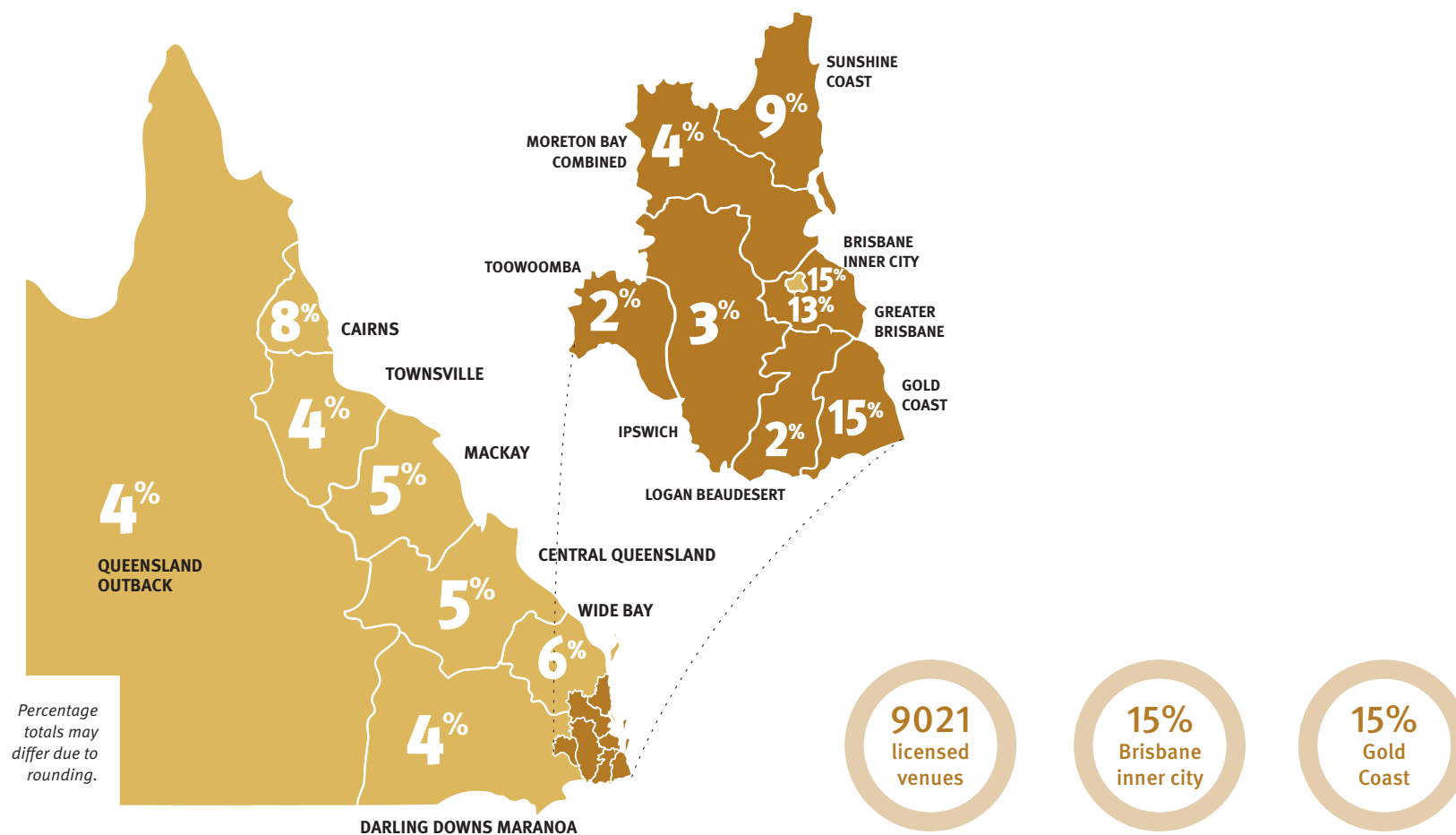


Table 12: Distribution of licences by area

Area	Commercial other						Commercial special facility	Community club	Community other	Night-club	Wine merchant	Wine producer	Total
	Commercial hotel	Bar*	Industrial canteen*	Producer/wholesaler*	Subsidiary off-premises*	Subsidiary on-premises*							
Brisbane—inner city	173	39		66	27	947	14	38	15	26	4		1349
Greater Brisbane (combined)	87	10		85	41	751	19	122	57	1	4	1	1178
Cairns	109	9		19	22	489	12	61	21	6		6	754
Central Queensland	119	3	6	9	2	215	4	68	25	2		3	456
Darling Downs/ Maranoa	109	1	10	6	1	109	2	73	33		2	55	401
Gold Coast	103	12		55	29	998	22	72	49	18	3	9	1370
Ipswich	75	2		18	2	118	1	48	19		2	11	296
Logan/Beaudesert	30			10	1	130		27	17			2	217
Mackay /Isaac/ Whitsunday	94	2	12	9	5	214	6	52	19	5		1	419
Moreton Bay (combined)	43	3		19	3	185	2	41	36		1	10	343
Queensland—outback	117		15		1	110		48	30			2	323
Sunshine Coast	60	5		36	13	582	7	59	16	3		5	786
Toowoomba	44	1		5	3	131	1	23	10	3		4	225
Townsville	89	3		5	4	195	6	40	34	6			382
Wide Bay	125			6	4	222	2	92	42	2	3	24	522
Total	1377	90	43	348	158	5396	98	864	423	72	19	133	9021

*Commercial other licence principal activity.

Liquor licences processed in 2019–20

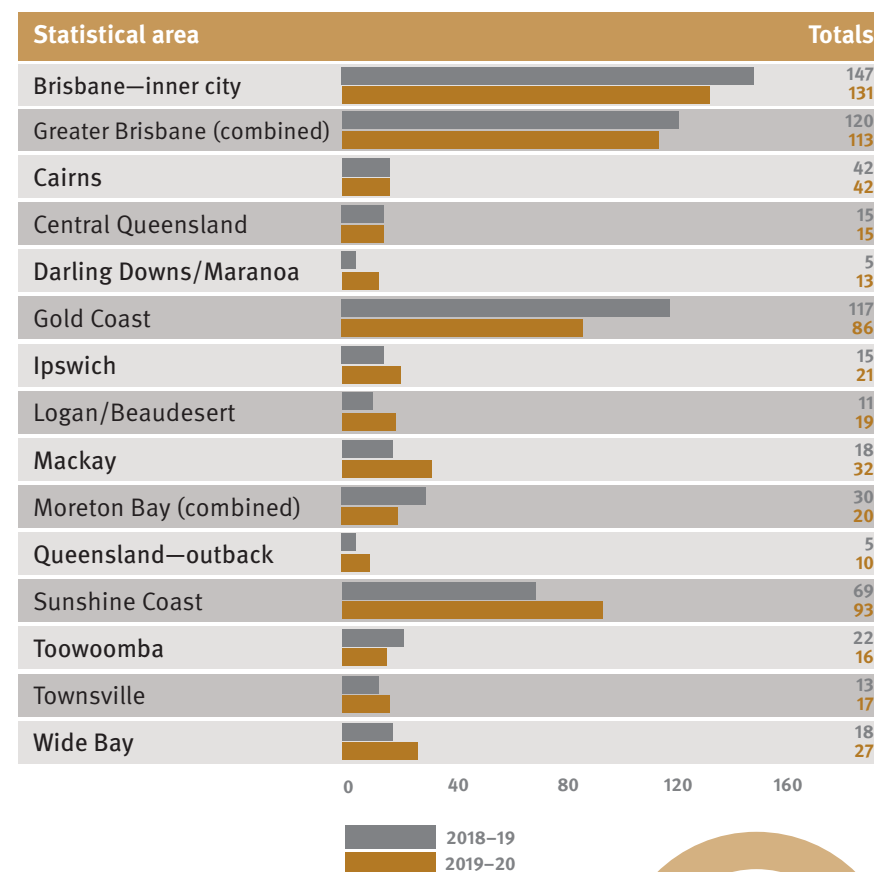
Table 13: New licences issued

Licence type	No. of licences	%
Commercial hotel	31	4.7%
Commercial other		
—bar	8	1.2%
—industrial canteen	4	0.6%
—producer/wholesaler	47	7.2%
—subsidiary off-premises	42	6.4%
—subsidiary on-premises	484	73.9%
Commercial special facility	4	0.6%
Community club	15	2.3%
Community other	6	0.9%
Nightclub	2	0.3%
Wine merchant (Wine Industry Act)	5	0.8%
Wine producer (Wine Industry Act)	7	1.1%
Total	655	100%

Up
1.2%
from last
year

most
common
licence type
issued

Figure 2: New licences by area comparison



TOTAL
655

Table 14: Licensing approvals by area

Statistical area	New licences	Detached bottle shops	Extended trading hours (permanent)
Brisbane—inner city	131	4	18
Greater Brisbane (combined)	113	6	14
Cairns	42	1	1
Darling Downs/Maranoa	15	2	7
Central Queensland	13	1	1
Gold Coast	86	1	14
Ipswich	21	3	7
Logan/Beaudesert	19	1	1
Mackay	32	0	3
Moreton Bay (combined)	20	2	4
Queensland—outback	10	0	1
Sunshine Coast	93	2	6
Toowoomba	16	0	2
Townsville	17	3	4
Wide Bay	27	2	5
Total	655	28	88

most
new
licences

Table 15: Licence transfers

Licence type	2019-20
Commercial hotel	153
Commercial other	
—bar	11
—industrial canteen	1
—producer/wholesaler	7
—subsidiary off-premises	5
—subsidiary on-premises	483
Commercial special facility	6
Community club	6
Community other	1
Nightclub	13
Wine producer (Wine Industry Act)	2
Total	688

down by
3.9%

Approved managers

approved manager
applications
(including renewals)

2594

up by
4.6%

Table 16: Temporary variations of liquor licences by type

Licence type	Temporary change of licensed area	Temporary change of licensed conditions	Temporary change of hours	Temporary trading hours
Commercial hotel	89	86	20	249
Commercial other				
—bar	19	13	1	9
—producer/wholesaler	15	10	2	0
—subsidiary off-premises	1	1	0	0
Commercial—subsidiary on-premises	158	115	15	63
Commercial special facility	18	18	0	11
Community club	76	44	6	96
Community other	80	0	20	0
Nightclub	11	1	0	69
Total	467	288	64	497

Table 17: Revenue generated by annual liquor licence fees

Licence type	Total received (\$)
Commercial hotel	12,804,176
Commercial other	
—bar	157,515
—industrial canteen	28,171
—producer/wholesaler	236,633
—subsidiary off-premises	95,226
—subsidiary on-premises	3,987,210
Commercial special facility	1,444,634
Community club	1,836,958
Community other	151,451
Nightclub	910,484
Wine merchant (Wine Industry Act)	8625
Wine producer (Wine Industry Act)	77,629
Total	21,738,712



up by
.85%

Liquor application processing times

Table 18: Liquor application processing times

Application	Processing time
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.

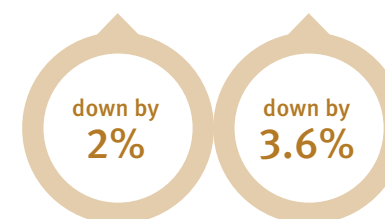
** Actual processing times will vary depending on a range of factors including the applicant's timely submission of all application requirements and, where relevant, the outcome of criminal history checks.

Liquor licence trading hours

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

Table 19: Liquor trading hours as at 30 June 2020

Licence type	Trading to midnight	Trading post-midnight to 2am	Trading post-2am	Total	% Total licences
Commercial hotel	843	414	120	1377	15.3
Commercial other					
—bar	76	11	3	90	1.0
—industrial canteen	43			43	0.5
—producer/ wholesaler	347	1		348	3.9
—subsidiary off-premises	158			158	1.8
—subsidiary on-premises	5337	56	3	5396	59.8
Commercial special facility	77	14	7	98	1.1
Community club	784	78	2	864	9.6
Community other	423			423	4.7
Nightclub	6	12	54	72	0.8
Wine merchant (Wine Industry Act)	19			19	0.2
Wine producer (Wine Industry Act)	133			133	1.5
Total	8246	586	189	9021	100



Post-midnight and 3am trading venues

Table 20: Post-midnight trading venues
(including 24-hour venues)
by area as at 30 June 2020

Statistical area	
Brisbane—inner city	170
Greater Brisbane (combined)	91
Cairns	47
Central Queensland	48
Darling Downs/Maranoa	16
Gold Coast	115
Ipswich	27
Logan/Beaudesert	28
Mackay/Isaac/Whitsunday	43
Moreton Bay (combined)	33
Queensland—outback	15
Sunshine Coast	44
Toowoomba	22
Townsville	40
Wide Bay	36
Total	775



Table 21: Post-2am traders by local government
area (including 24-hour venues)
as at 30 June 2020

Local government area	Total
Brisbane	88
Bundaberg	5
Cairns	10
Gladstone	4
Gold Coast	33
Ipswich	1
Mackay	7
Rockhampton	6
Sunshine Coast	10
Toowoomba	8
Townsville	12
Whitsunday	5
Total	189



Table 22: Post-2am traders (including 24-hour venues) by licence type and trading days as at 30 June 2020

Licence type	Weekends only	Weekends and any weekday	Total
Commercial hotel	14	106	120
Commercial other			
—bar	0	3	3
—subsidiary on premises	0	3	3
Commercial special facility	0	7	7
Community club	0	2	2
Nightclub	2	52	54
Total	16	173	189

Table 23: Pre-10am trading licences

Licence type	No. of venues	% licence type
Commercial hotel (excluding takeaway sales)	75	13.9
Commercial other		
—industrial canteen	25	4.6
—subsidiary off-premises	3	0.6
—subsidiary on-premises	44	8.2
Commercial special facility	56	10.4
Community club	197	36.6
Wine merchant* (Wine Industry Act)	16	3.0
Wine producer* (Wine Industry Act)	122	22.7
Total	538	100

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

Responsible Management of Licensed Venues training

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 Australian Government has been responsible for the regulation of **Responsible Service of Alcohol (RSA) trainers**.



A list of RMLV approved trainers can be found at www.business.qld.gov.au/liquor. Search for RMLV.



GAMING

Table 24: Gaming licences by type at 30 June 2020

Licence type	Number of licences
Casino*	5
Casino employee**	3466
Casino key employee***	1166
Category 3 gaming licence	37
Club	367
Gaming nominee	1894
Gaming repairer	370
Hotel	743
Keno	1
Keno employee	281
Key employee—wagering	80
Key interactive person	3
Key lottery employee	272
Key monitoring employee	80
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	0
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	8817

down
marginally
by
.6%

Regional breakdown of gaming venue licences

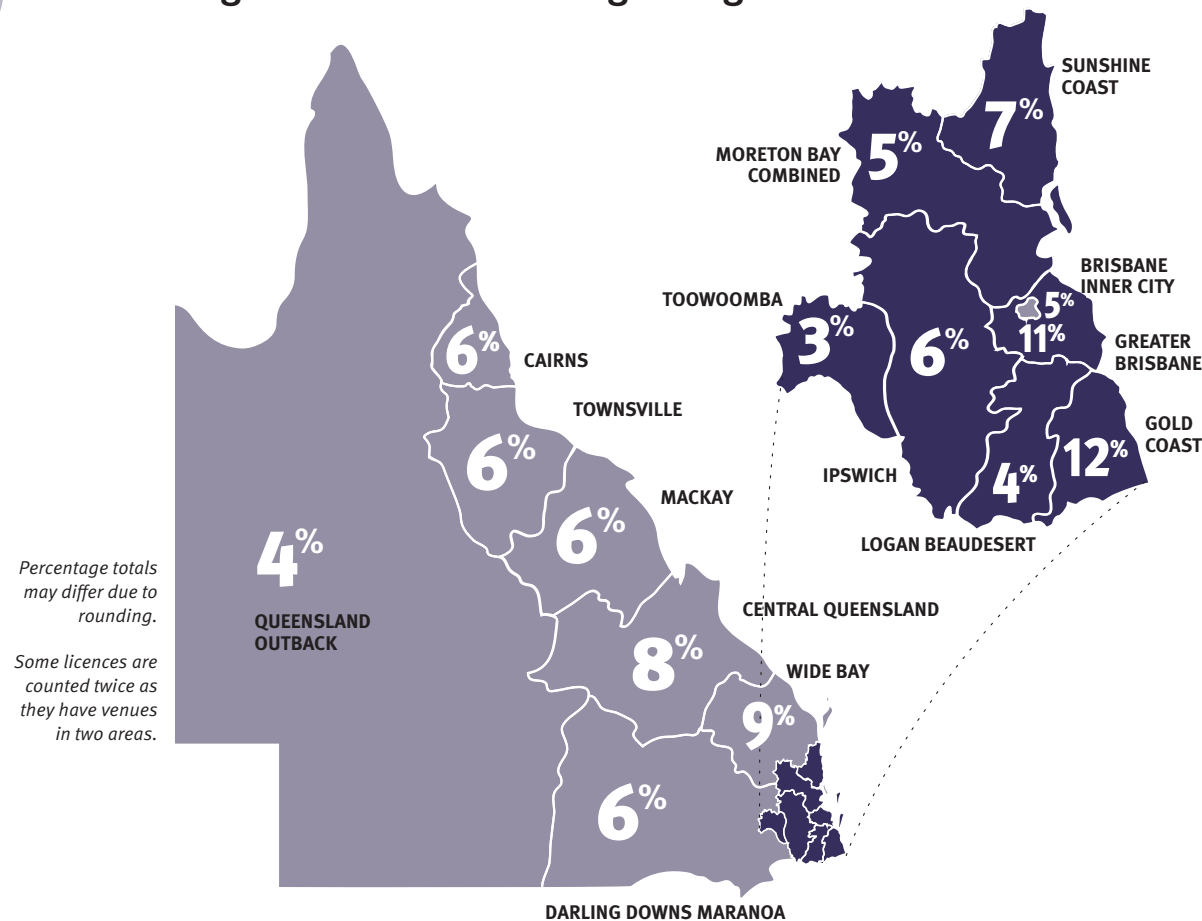


Table 25: Gaming sites at 30 June 2020

Approved sites as at 30 June 2020*



Operational sites as at 29 February 2020**



* The Queen's Wharf Brisbane casino is not operational

**Includes casino employee downgrade licences

***Includes upgrade to casino key employee licences

* Includes club additional premises operating under a single licence

** Due to COVID-19, gaming sites were closed at 30 June 2020.

Gaming applications processed

Table 26: Gaming applications processed

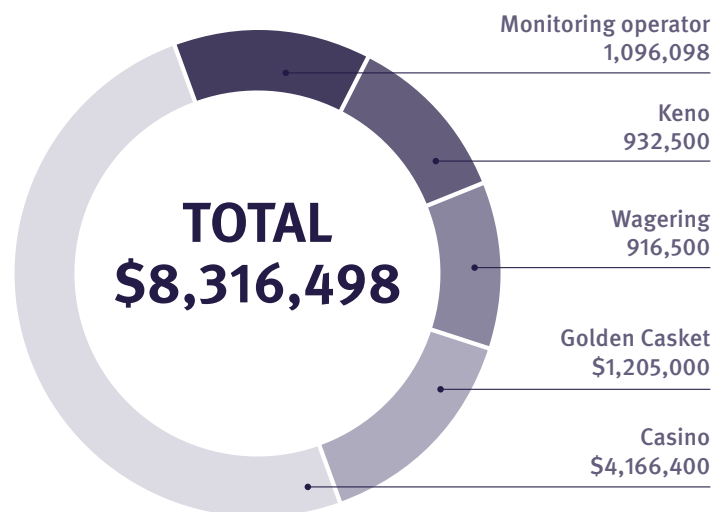
Licence type	Received*	Approved	Refused	Withdrawn
Casino employee	273	270		11
Casino key employee†	58	63		
Category 3 gaming licence	41	34		7
Other miscellaneous gaming site approvals**	803	712	1	74
Club	6	1		1
—Additional premises	2	1		
Hotel	59	66		11
Gaming nominee	313	306	1	18
Gaming repairer	64	63		2
Keno employee	46	42		6
Keno key operator				
Key employee—wagering	13	11		1
Key interactive person				
Key lottery employee	13	12		1
Key monitoring employee	32	25		5
Lucky envelope printer	1	1		
On-course wagering permit				
Race wagering licence				
Service contractor—category 1	3	3		
Service contractor—category 2	1			
Special category 3 gaming machine licence	2	2		1
Supplier licence—major dealer	23	24		
Supplier licence—monitoring operator	2	3		
Supplier licence—secondary dealer	1	1		
Total	1756	1640	2	138

* Applications received include applications on hand at 1 July 2020.

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

† Includes upgrade to casino key employee

Figure 3: Revenue generated by annual gambling 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 affect 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
Commercial hotel licence (overturned)	1
Change of licensed area to include a nearby detached bottle shop (upheld)	1
Adult entertainment permit granted (upheld)	1
Cancellation of gaming nominee licence and approved manager (upheld)	1
Total	4

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: Gaming machines

Site type	Approved machines	Operational machines	Cap on operational machines
Clubs	24,552	21,968	24,705
Hotels	21,049	19,127	19,500
Total	45,601	41,095	44,205

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

** Operational gaming machines as at 29 February 2020 due to COVID-19 response.*

Table 30: Gaming machines by region as at 30 June 2020

Area	Clubs					Hotels					Total clubs and hotels				
	Oper- ational sites	Approved sites	Approved machines	Oper- ational machines	Metered win (\$M)*	Oper- ational sites	Approved sites	Approved machines	Oper- ational machines	Metered win (\$M)*	Oper- ational sites	Approved sites	Approved machines	Oper- ational machines	Metered win (\$M)*
Brisbane—inner city	11	11	498	444	12.1	45	45	1395	1344	63.3	56	56	1893	1788	75.4
Greater Brisbane (combined)	64	64	4903	4396	168.2	60	64	2433	2273	155.7	124	128	7336	6669	323.9
Cairns	20	20	1380	1311	48.9	50	52	1444	1349	62.9	70	72	2824	2660	111.7
Central Queensland	23	23	915	813	30.5	62	66	1556	1442	59.9	85	89	2471	2255	90.4
Darling Downs/Maranoa	21	21	479	456	10.7	50	51	851	738	22.4	71	72	1330	1194	33.1
Gold Coast	52	52	3189	3001	89.9	73	77	2785	2574	164.5	125	129	5974	5575	254.5
Ipswich	19	19	1602	1412	54.1	46	49	1227	1109	75.3	65	68	2829	2521	129.3
Logan/Beaudesert	12	13	1208	1144	46.1	26	29	1124	945	82.1	38	42	2332	2089	128.2
Mackay/Isaac/Whitsunday	24	25	1190	1129	38.8	41	44	1308	1156	51.9	65	69	2498	2285	90.6
Moreton Bay (combined)	27	28	2331	2164	84.4	34	35	1288	1165	78.6	61	63	3619	3329	163.0
Queensland—outback	12	12	463	382	17.2	34	35	662	587	25.7	46	47	1125	969	42.8
Sunshine Coast	39	40	2403	2022	67.6	43	44	1400	1282	68.0	82	84	3803	3304	135.6
Toowoomba	12	12	737	662	21.0	24	27	851	728	31.9	36	39	1588	1390	52.9
Townsville	12	13	1170	860	34.3	49	55	1399	1176	62.4	61	68	2569	2036	96.7
Wide Bay	38	38	2084	1772	60.7	70	70	1326	1259	52.5	108	108	3410	3031	113.2
Total**	386	391	24,552	21,968	784.5	707	743	21,049	19,127	1057.1	1093	1134	45,601	41,095	1841.3

*Operational sites and machines as at 29 February 2020 due to coronavirus (COVID-19) response

**Totals may differ due to rounding.

Note: some double-counting of operational machines may occur (e.g. if transferred from one site to another).

Table 31: Operating authorities (hotels) offered and sold

Region name	Authorities offered	Authorities sold	Average price 15/08/19	Average price 20/11/19	Average price 01/04/20
South-East	46	46	161,293	181,000	N/A
Western	83	23	25,000	20,000	16,500
Total	129	69			

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

Region name	Entitlements offered	Entitlements sold	Average price
Statewide	0	0	0

Table 33: Commercial hotels and community clubs with and without operational gaming machines as at 29 Feb 2020

	Total sites	Sites with gaming machines	Sites without gaming machines
Clubs	868	386	482
Hotels	1366	707	659

Total	2234	1093	1141
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Table 34: Casino—Gaming machines and table games as at 30 June 2020

Casino	Approved machines	Operational machines*	Approved table games	Operational table games*	Fully automated table games
Treasury Casino and Hotel	1632	1632	136	78	190
The Star Gold Coast	1651	1386	142	140	191
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	3823	365	276	427

* Operational gaming machines and table games as at 29 February 2020 due to coronavirus (COVID-19) response.
 Note: The Queen's Wharf development is due for completion in 2022. Once commissioned, the Treasury Casino will close,

Table 35: Gaming machine products approved and rejected

EGM products	Approved	Rejected	Average turnaround time (days)*
Machine games	277	23	9.0
Machine hardware	23	3	10.5
Total	300	26	9.2

* 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	Refused	Average turnaround time (days)***
Complex systems*	64	-	49.7
Minor systems**	173	-	14.8
Total	237		24.2

* 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.

Top 50 licensed clubs

Table 37: Top 50 clubs (based on machine gaming metered win).

Top 10	Next 10	Next 10	Next 10	Next 10
Caboolture Sports Club Limited	Brisbane Bears-Fitzroy Football Club	Across the Waves Sports Club, Norville	Bribie Island RSL & Citizens Memorial Club Inc	Aspley Leagues Club Limited
Carina Leagues Club Limited	Brothers Leagues Club (Townsville) Ltd	Arana Leagues Club Limited	Brothers Leagues Club - Ipswich Inc	Brothers Sports Club Bundaberg Incorporated
Cazalys Cairns Limited	Caloundra Sub-Branch RSL Services Club Incorporated	Brisbane Broncos Leagues Club Limited	Club Helensvale	Carpentaria Buffalo Club Mount Isa Incorporated
Coorparoo Easts Leagues Club	Cowboys Leagues Club Ltd, Townsville	Brothers Leagues Club (Cairns) Limited	Curumbin Palm Beach RSL & Services Memorial Club Incorporated	Diggers Services Club, Logan
Greenbank RSL Services Club Inc	Hervey Bay RSL And Services Memorial Club Inc	Club Southport Inc	Mackay Cricket Association Inc T/A Harrup Park Country Club	Ipswich Jets Rugby League Football Club Incorporated
Kedron-Wavell Services Club Inc	Nerang RSL And Memorial Club Inc	Goodna Services Club Inc	North Lakes Sports Club	Ipswich RSL Services Club Inc
Maroochy RSL	Redcliffe Leagues Club Limited	Magpies Sporting Club Ltd, Mackay	Redlands Sporting Club Inc.	Southport RSL Memorial Club Incorporated
Kallangur Norths Leagues and Services Club	Southside Sport and Community Club Inc	Nambour RSL Club	Returned & Services League Of Australia (Queensland Branch) Redlands Sub Branch Inc	Tewantin-Noosa RSL & Citizens Memorial Club Incorporated
Southport Australian Rules Football Club Ltd	Sunnybank Rugby Union Club Ltd	Pine Rivers Memorial Bowls Club Limited	Returned and Services League Of Australia (Queensland Branch) Redcliffe Sub-Branch Inc	The Frenchville Sports Club Ltd
The Lion Richlands	The City Gold Club Inc, Toowoomba.	Wynnum Manly Leagues Club Limited	Rockhampton Leagues Club Limited	Toowoomba Sports Club Inc

Top 50 licensed hotels

Table 38: Top 50 licensed hotels (based on machine gaming metered win).

Top 10	Next 10	Next 10	Next 10	Next 10
Browns Plains Hotel	Bracken Ridge Tavern	Acacia Ridge Hotel Motel	Club Hotel—Waterford	Cleveland Sands Hotel
Dalrymple Hotel	Calamvale Hotel Motel	Ashmore Tavern	Deception Bay Tavern	Hinterland Hotel, Nerang
Isa Hotel	Dog and Parrot, Robina	Bay Central Tavern, Pialba	Eden Brewhouse, Redbank Plains	Jimboomba Country Tavern
Morayfield Tavern	Dublin Docks - Harbourn town	Captain Cook's Tavern Kippa-Ring	Kensington Junction, Crestmead	Koala Tavern, Capalaba
Runaway Bay Tavern	Fitzy's Loganholme	Ferry Road Tavern	Lucky Star Tavern (Sunnybank)	Mango Hill Tavern
Runcorn Tavern	Forest Lake Hotel	Helensvale Tavern	Pimpama Tavern	Parkwood Tavern
Springwood Hotel	Glen Hotel	Hotel HQ, Underwood	Smithfield Tavern	Queenslander - Marsden Tavern
Sunnybank Hotel	Greenbank/Park Ridge Tavern	Prince Alfred Hotel, Ipswich	Stafford Tavern	Redbank Plains Tavern
Taigum Tavern	Hamilton Hotel	Southern Hotel-Motel, Toowoomba	The Meadowbrook Hotel	The Kawana Waters Hotel
The Cock & Bull, Cairns	Kirwan Tavern	Victoria Point Tavern	Villa Noosa Hotel/Motel	Tom's Tavern, Aitkenvale

Gaming expenditure

Figure 4: Gaming player expenditure

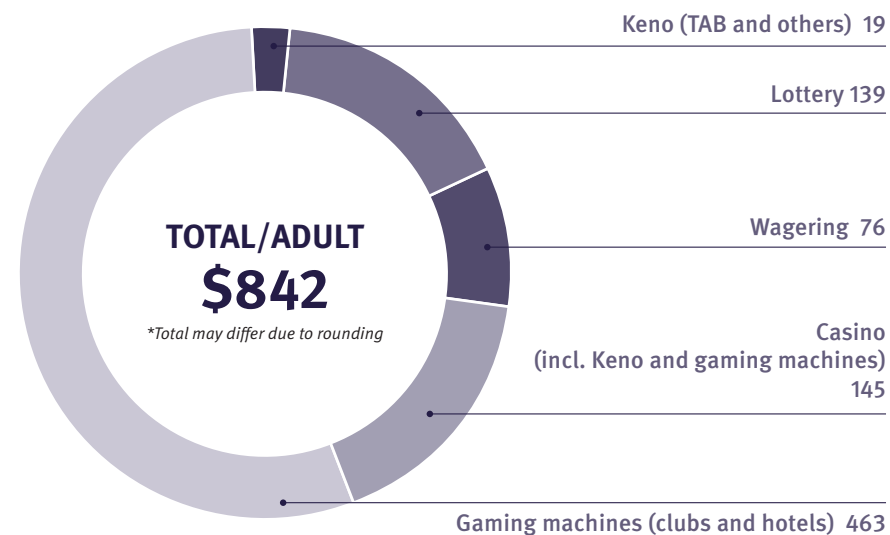
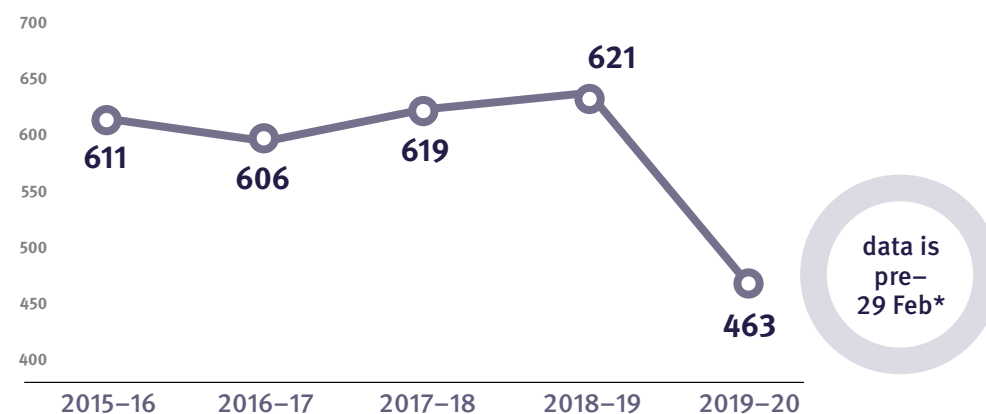


Figure 5: Club and hotel gaming machine expenditure per adult—five-year comparison (\$)



* Data available as at 29 February 2020 due to coronavirus (COVID-19)

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 (\$)
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	432.98	113	2378.54	619	350.53	91
2018-19	917.07	235	100.83	26	522.43	134	2427.18	621	337.12	86
2019-20	575.51	145	76.61	19	551.99	139	1841.51	463	303.36	76

* Club and hotels

** Data available as at 29 February 2020 due to coronavirus (COVID-19)

Charitable and non-profit gaming expenditure

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

	15–16	16–17	17–18	18–19	19–20
Category 3 games conducted	260	259	199	194	178
Returns received	245	246	1192	189	160
Gross proceeds (\$M)	283.42	301.64	312.25	342.74	341.06
Profit (\$M)	120.86	142.21	146.66	167.12	167.94
Profit (%)	43	47	47	49	52

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

HARM MINIMISATION FIGURES

Gambling-related exclusions

Table 41: Individuals excluded by financial years 2015–20

Individual	2015–16	2016–17	2017–18	2018–19	2019–20*
Clubs and hotels	1452	1373	1526	1587	851
Casinos	368	392	398	462	228
UBET	797	810	1107	1086	303
Total	2617	2575	3031	3135	1382

Note: figures include both self-exclusions and venue directed exclusions.

* July–December 2019 only (January–June 2020 data is unavailable)



COMPLIANCE

OLGR's 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 (QPS).

As part of the Queensland Government's response to COVID-19, compliance officers were given powers under the *Public Health Act 2005* to inspect and investigate licensed venues to ensure adherence to Chief Health Officer directions. This included inspections and investigations of licensed venues throughout closures and staged easing of restrictions.

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

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

COVID Safe compliance actions

Table 42: Compliance inspections under Public Health Act 2005 by approval/site type and date/stage of easing restrictions*

Approval/Site Type	Closure period (23 Mar–14 May)	Stage 1 (15 May–31 May)	Stage 2 (1 Jun–30 Jun)	Total
Commercial hotel	303	80	198	581
Commercial hotel and adult entertainment permit			2	2
Commercial other—bar	19	1	8	28
Commercial other—producer/wholesaler	4	2	1	7
Commercial other—subsidiary off-premises	3			3
Commercial other—subsidiary on-premises	523	339	100	962
Commercial special facility	6	2	4	12
Community club	89	14	43	146
Community other	7			7
Detached bottle shop	411	3	4	418
Nightclub	4		5	9
Nightclub and adult entertainment permit	1		1	2
Satellite cellar door	2	3		5
Temporary or unlicensed site	23	8	5	36
Total	1395	452	371	2218

*As per Queensland Government response to COVID-19, OLGR Compliance were granted powers under the Public Health Act.

Table 43: Compliance Investigations under Public Health Act 2005 by approval/site type and date/stage of easing restrictions*

Approval/Site Type	Closure period (23 Mar–14 May)	Stage 1 (15 May–31 May)	Stage 2 (1 Jun–30 Jun)	Total
Commercial hotel	7	2	5	14
Commercial other—subsidiary on-premises	4	1	1	6
Community club	3			3
Nightclub and adult entertainment permit	1			1
Total	15	3	6	24

*As per Queensland Government response to COVID-19, OLGR Compliance were granted powers under the Public Health Act 2005.

Liquor compliance

Table 44: Licensed premises by licence type or site and location (incl. 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	7		1				25		1		3							1	38
Brisbane	36	1	7		1	6	182	1	2		2	3			1			7	249
Broadbeach	5		1		3	2	68	1	1		3							4	88
Bundaberg	7				1		15		2	1									26
Cairns	16		7		3	6	151	3	1		3	1			2			2	195
Fortitude Valley	46	2	12		5	1	82	1			13	5	1					2	170
Gladstone	4						9					1							14
Inner west Brisbane	11	2	2			1	14	1				1							32
Ipswich	10		1				11			1								1	24
Mackay	11	1					35	1	1		2							1	52
Rockhampton	16		1				19		2			1						1	40
Sunshine Coast	12		3		1	2	150		6									6	180
Surfers Paradise	17		1		1		116	2	2		11	3						5	158
Toowoomba	16		1				34		2		2	1			1				57
Townsville	21		2			1	50	1	4		4	2						2	87
Rest of state	1136		51	43	333	139	4435	87	840	422	9	2	18	133	121	48	19	813	8649
Total	1371	6	90	43	348	158	5396	98	864	424	52	20	19	133	125	48	19	845	10,059

* 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 sample wine on other premises).

Compliance inspections

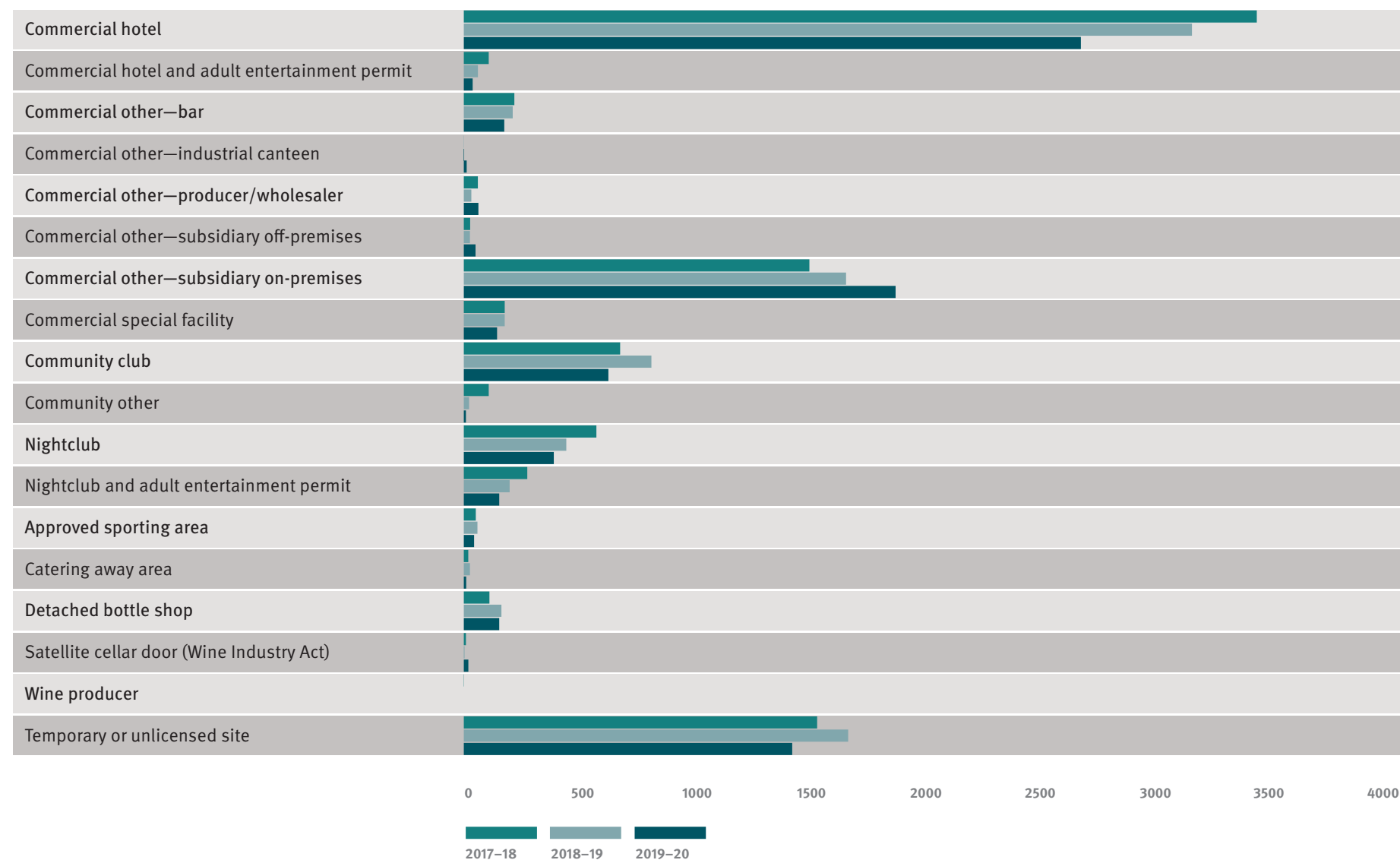
Table 45: Compliance inspections by licence type or location comparison 2018–19 and 2019–20

Safe night precinct and rest of state	Commercial hotel		Commercial hotel and adult entertainment permit		Commercial other		Commercial special facility		Community club		Community other		Nightclub		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	
	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20
Airlie Beach	36	44			30	43			11	9			23	29							1				7	2	108	127
Brisbane	169	143	10	5	88	45	23	9		1			14	11	26	20					1	2			7	5	338	241
Broadbeach	28	31			64	88	27	13	4	2			26	27								5			5		154	166
Bundaberg	39	36			7	12			6	2																	52	50
Cairns	43	49			40	59	13	19					8	11	4	6					2				1	5	111	149
Fortitude Valley	249	229	23	17	53	63	10	15					89	68	29	29						1			9	4	462	426
Gladstone	19	30	9		6	11			6						16	17									2	4	58	62
Inner west Brisbane	94	58	12	13	7	8	2							7	19										2		136	86
Ipswich	10	10			1	3							1									1				1	12	15
Mackay	48	68	6	5	14	20		1	5	1			19	24							1				1	3	94	122
Rockhampton	81	67			9	19			3						25	13					1				6	11	125	110
Sunshine Coast	92	68			92	103			28	12			26	2							2	5			7	8	247	198
Surfers Paradise	116	102			43	139	1	1	1	4			119	131	34	33					2	7			9	3	325	420
Toowoomba	70	47			26	25			5	4			2	2	9	4										1	112	83
Townsville	111	116			45	58	12	13	21	23			40	44	18	15					2	1			6	5	255	275
Rest of state	1996	1584			1368	1482	86	70	708	556	90	72	69	33	15	8	58	44	26	16	148	143	3	6	1573	1354	6140	5368
Total	3201	2682	60	40	1893	2178	174	141	798	614	90	72	436	389	195	145	58	44	26	16	160	165	3	6	1635	1406	8729	7898

Table 46: Compliance inspections by site closing time and location comparison 2018–19 and 2019–2020

Safe night precinct and rest of state	Trading up to midnight		Trading post- midnight to 2am		Trading post-2am		Total	
	2018–19	2019–20	2018–19	2019–20	2018–19	2019–20	2018–19	2019–20
Airlie Beach	58	62	6	5	44	60	108	127
Brisbane	97	44	23	31	218	166	338	241
Broadbeach	49	85	27	14	78	67	154	166
Bundaberg	9	15	6	3	37	32	52	50
Cairns	56	73	7	15	48	61	111	149
Fortitude Valley	49	53	32	42	381	331	462	426
Gladstone	17	16			41	46	58	62
Inner west Brisbane	25	22	6	16	105	48	136	86
Ipswich	9	11			3	4	12	15
Mackay	19	33	17	24	58	65	94	122
Rockhampton	36	49	4	12	85	49	125	110
Sunshine Coast	90	106	34	28	123	64	247	198
Surfers Paradise	52	116	24	44	249	260	325	420
Toowoomba	39	44	10	7	63	32	112	83
Townsville	115	140	28	11	112	124	255	275
Rest of state	4417	4073	1719	1295	4		6140	5368
Total	5137	4942	1943	1547	1649	1409	8729	7898

Figure 6: Compliance inspections by licence and site type



Compliance inspections by type and location

Compliance officers conduct a variety of compliance inspections.

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 47: Inspection type by location comparison 2018–19 and 2019–20

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	
	2018–19	2019–20	2018–19	2019–20	2018–19	2019–20	2018–19	2019–20	2018–19	2019–20	2018–19	2019–20	2018–19	2019–20	2018–19	2019–20	2018–19	2019–20
Airlie Beach		6	33	24	14	11			6	7	6	3	47	43	2	33	108	127
Brisbane	4	1	118	51	106	80	5		25	3	11	10	34	31	35	65	338	241
Broadbeach			88	94	23	12			6	1			17	19	20	40	154	166
Bundaberg	1		19	13	22	21			1	1		1	9	4		10	52	50
Cairns		5	41	40	43	29	1		7	7	4	5	10	25	5	38	111	149
Fortitude Valley	3	2	122	91	126	113	21	1	12	8	25	13	110	93	43	105	462	426
Gladstone			19	29	22	14			4			1	13	7		11	58	62
Inner west Brisbane			45	18	23	23			2	2	3	4	53	19	10	20	136	86
Ipswich			5	10	4	3			1					1	2	1	12	15
Mackay	2		20	43	40	31			4	6	4	1	19	16	5	25	94	122
Rockhampton	2	1	54	29	36	24	1	1	14	7		3	17	21	1	24	125	110
Sunshine Coast	2		124	65	40	48	4	4	16	9	16	13	26	16	19	43	247	198
Surfers Paradise			135	205	75	35			3	4	3	1	77	79	32	96	325	420
Toowoomba		4	53	38	44	20	1		1	2	3	6	9	5	1	8	112	83
Townsville		2	90	66	54	36	8	3	13	12	2	2	74	82	14	72	255	275
Rest of state	20	31	954	743	1750	1244	91	23	218	158	192	217	2486	2077	429	875	6140	5368
Total	34	52	1920	1559	2422	1744	132	32	333	227	269	280	3001	2538	618	1466	8729	7898

Compliance investigations

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

Table 48: Compliance investigations by licence type or location comparison 2018–19 and 2019–20

Safe night precinct and rest of state	Commercial hotel		Commercial hotel and adult entertainment permit		Commercial other		Commercial special facility		Community club		Community other		Nightclub		Nightclub and adult entertainment permit		Catering away area		Detached bottle shop		Satellite cellar door (Wine Industry Act)		Temporary or unlicensed site		Total	
	18–19	19–20	18–19	19–20	18–19	19–20	18–19	19–20	18–19	19–20	18–19	19–20	18–19	19–20	18–19	19–20	18–19	19–20	18–19	19–20	18–19	19–20	18–19	19–20	18–19	19–20
Airlie Beach	9	11			13	10			1				7	12									1	30	34	
Brisbane	52	49	1	1	15	16	5	4					5	1	2	1							3	1	83	73
Broadbeach	3	3			25	21	20	10					8	8											56	42
Bundaberg	21	17				6			1																22	23
Cairns	15	23			14	11	10	6					1	2	1	1									41	43
Fortitude Valley	67	67	4	2	19	18	9	6					28	18	3	2							3	2	133	115
Gladstone	6	5	3		1	2									5	6									15	13
Inner west Brisbane	17	4	1	1		3									1										19	8
Ipswich	3	4			1	2							3										1		8	6
Mackay	15	12			5	7			1				7	16											28	35
Rockhampton	11	18			2	3									4	3								2	17	26
Sunshine Coast	35	42			27	29			5	1			3	1											70	73
Surfers Paradise	29	19			22	22		2					37	34	6	10				1			3	1	97	89
Toowoomba	15	18			1	4							1		2										19	22
Townsville	21	22			6	5	3	11		2			15	11	3	1									48	52
Rest of state	612	732			606	606	30	17	133	168	38	52	33	31	2		3	3	3	5		3	203	162	1663	1779
Total	931	1046	9	4	757	765	77	56	141	171	38	52	148	134	29	24	3	3	3	6		3	213	169	2349	2433

Table 49: Compliance investigations by site closing time and location comparison 2018–19 and 2019–20

Safe night precinct and rest of state	Trading up to midnight		Trading post- midnight to 2am		Trading post-2am		Total	
	2018–19	2019–20	2018–19	2019–20	2018–19	2019–20	2018–19	2019–20
Airlie Beach	17	11	2	1	11	22	30	34
Brisbane	19	17	3	5	61	51	83	73
Broadbeach	17	15	8	6	31	21	56	42
Bundaberg		6	1		21	17	22	23
Cairns	17	18	7	1	17	24	41	43
Fortitude Valley	18	18	14	8	101	89	133	115
Gladstone	1	2			14	11	15	13
Inner west Brisbane	3	3	7	3	9	2	19	8
Ipswich	5	4			3	2	8	6
Mackay	9	10	5	5	14	20	28	35
Rockhampton	4	10	1	2	12	14	17	26
Sunshine Coast	23	24	6	3	41	46	70	73
Surfers Paradise	29	14	4	13	64	62	97	89
Toowoomba	5	9		3	14	10	19	22
Townsville	12	14	3	1	33	37	48	52
Rest of state	1129	1221	534	558			1663	1779
Total	1308	1396	595	609	446	428	2349	2433

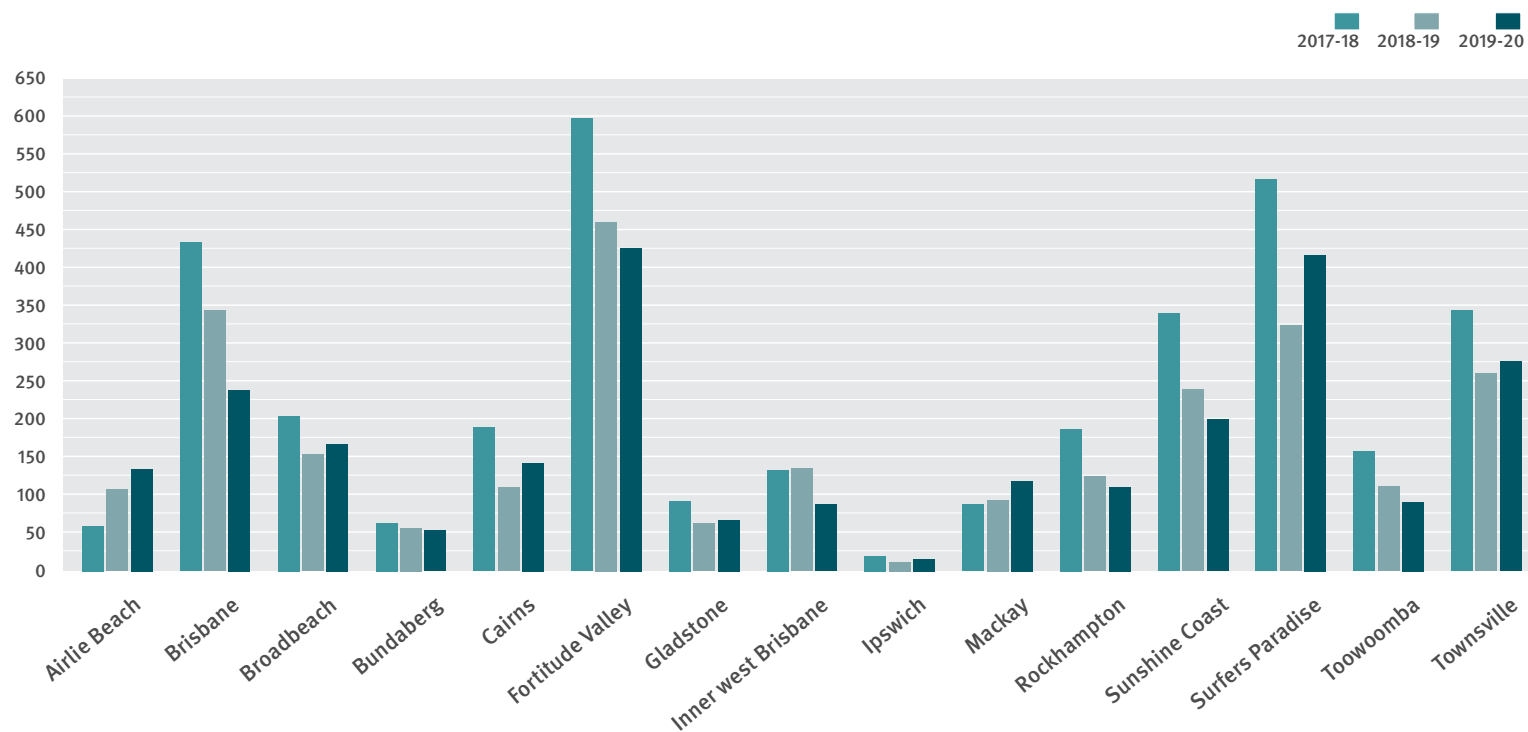
Figure 7: Compliance inspections and investigations by safe night precinct—three-year comparison

Note: COVID-19 closures and restrictions applied to licensed venues from 23 March 2020

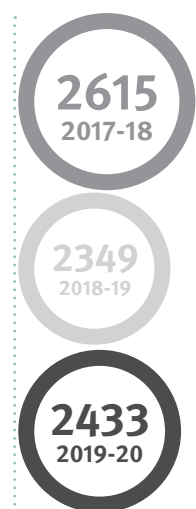
Inspections



Down 9.5%
from last year
and by 10.1%
since 2017-19



Investigations



Up 3.6%
from last year
and down 7.0%
from 2017-18

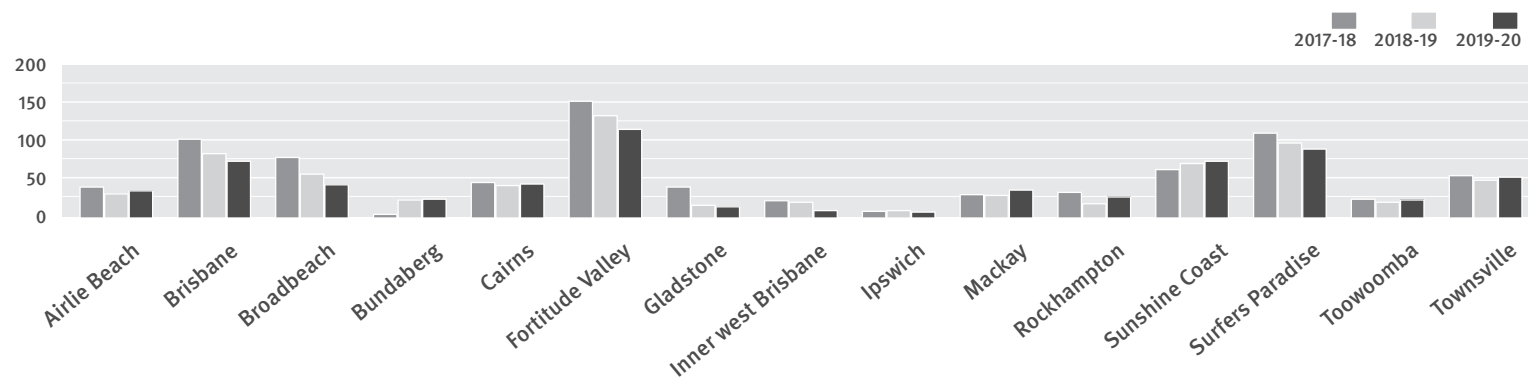


Table 50: Liquor investigation enforcement outcomes—prosecution

Type	No. of prosecutions	No. of offences	Fines (\$)
Licensed premises	8	46	201,000
Individual	1	1	20,000
Total	9	47	221,000

Table 51: Liquor show cause notices / finalised outcome

Action under Liquor Act	Employees	Licensees (disciplinary action)
Show cause notices issued	4	0
Action imposed	3	0
Warning	1	0

Table 52: Infringement notices by location

Safe night precinct and state wide	No. issued to persons		No. issued to licensees/employees		Totals		Person fines (\$)		Licensee/employee fines (\$)		Total fines (\$)	
	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police	OLGR	Police
Airlie Beach		12				12		5859				5859
Brisbane	2	94	2	7	4	101	1067	47,118	2668	6878	3735	53,996
Broadbeach	4	38	1	1	5	39	2134	16,802	667	667	2801	17,469
Bundaberg		18				18		5811				5811
Cairns		11	2	2	2	13		3599	1334	2668	1334	6267
Fortitude Valley	3	190	5	12	8	202	1182	101,826	6612	14,941	7794	116,767
Gladstone		23				23		11,822				11,822
Inner west Brisbane		1	1	1	1	2		667	1334	1334	1334	2001
Ipswich		5				5		1199				1199
Mackay		13				13		5731				5731
Rockhampton		27	1		1	27		874	1305		1305	8741
Sunshine Coast		66	1		1	66		33,451	667		667	33,451
Surfers Paradise	152	95	2	2	154	97	52,630	31,771	3336	1334	55,966	33,105
Toowoomba		359		1		360		100,682		667		101,349
Townsville	1	36	3	2	4	38	667	19,907	4002	933	4669	20,840
Rest of state	9	1002	33	57	42	1059	5830	352,080	45,798	45,859	51,628	397,939
Category totals	171	1990	51	85	222	2075	63,510	739,199	67,723	75,281	131,233	822,347
Total infringement notices	2161		136		2297		\$810,576		\$143,004		\$953,580	

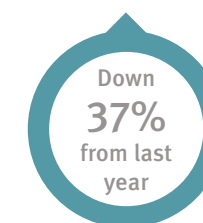
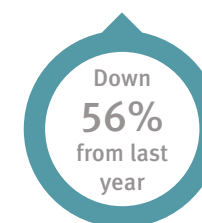
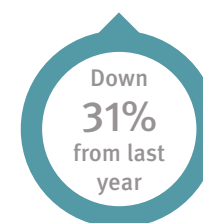
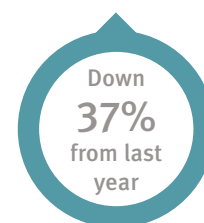
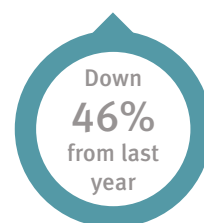
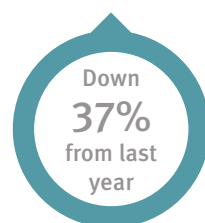


Table 53: Noise complaints completed by local government area

Local government area	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Banana									1				1
Brisbane	14	17	15	9	12	13	6	8	7	17		5	123
Bundaberg				1			2	4					7
Cairns	6	2	4	2	6	1	1	1	3	3		1	30
Cassowary Coast				1									1
Central Highlands	2	1				1		1	2				7
Charters Towers		1											1
Cloncurry				1									1
Cook								1	1				2
Douglas			1	2	3		1						7
Fraser Coast			2					1	1	3			7
Gold Coast	14	13	16	21	3	6	17	31	19	14	2		156
Gympie			3	1						1			5
Ipswich						1		1					2
Isaac			1		1						1		3
Livingstone	1	1		1	1				1	1			6
Lockyer Valley								1					1
Logan			1										1
Mackay	1	1		1		1		1	1		1		7
Mareeba				1	1					1			3
Moreton Bay	2	3	5		2	1		1		2			16
Mount Isa									1				1
Noosa		1	2	2		1	1	2	1	3	1		14
Redland	1	1	3		1								6
Rockhampton			1	1	1			1		1			5
Scenic Rim				1	1		1						3
Somerset		1		2						1			4
South Burnett		1	1					1					3
Southern Downs										1			1
Sunshine Coast	2		13	4	1	5	1	7	5	10			48
Townsville	3	1	2	4	1	4	1						16
Western Downs	1				1								2
Whitsunday		4	3	1	4	2	2		2	4	1		23
Total	47	48	73	56	39	36	33	62	45	62	6	6	513

Note: Figures are representative of completed investigations relating to noise complaints and not the number of individual complaints, as published in previous OLGR annual reports.

Gaming compliance

Figure 8: Non-casino gaming audit and inspection comparison over three years

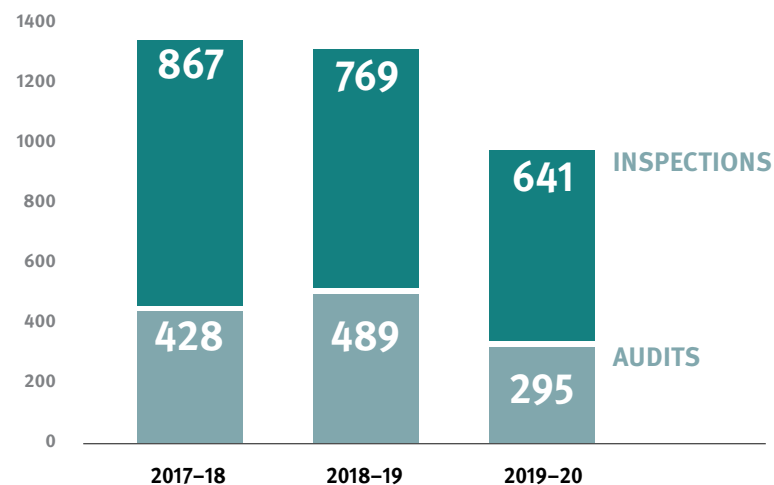


Figure 9: Gaming complaint investigations comparison

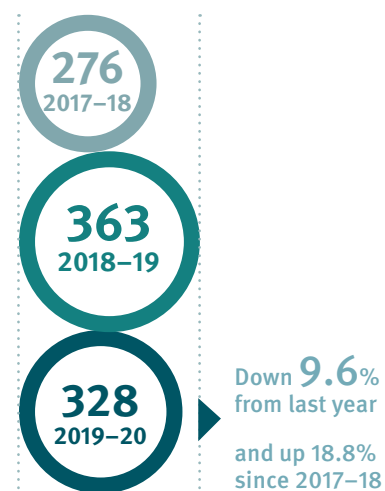


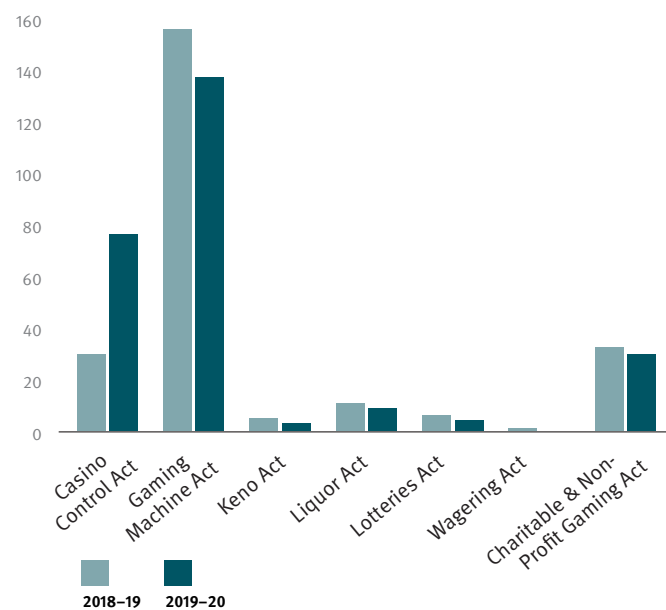
Table 54: Gaming activity by gaming Act

Gaming Act	Gaming audit	Gaming inspection	Major audit	Gaming complaint investigation	Total
Casino Control Act 1982	655		2	51	708
Charitable and Non-Profit Gaming Act 1999		203	1	58	262
Gaming Machine Act 1991	295	372	2	176	845
Keno Act 1996		45		9	54
Lotteries Act 1997		1205		13	1218
Miscellaneous				1	1
Wagering Act 1998		22		19	41
Total	950	1847	5	327	3129

Table 55: Casino audits

Activity classification	Brisbane	Cairns	Gold Coast	Townsville	Total
Gaming integrity	70	79	85	72	306
Gaming revenue	84	69	90	58	301
Harm minimisation	14	8	18	7	47
Other				1	1
Total	168	156	193	138	655

Figure 10: Probity investigations comparison

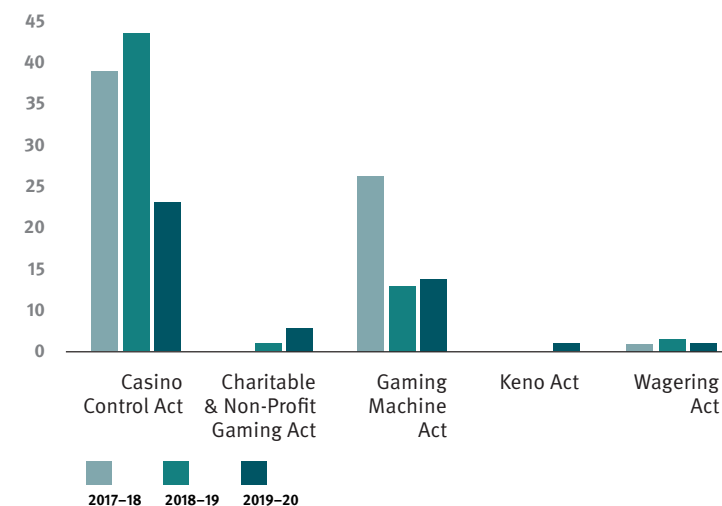


Gaming prosecutions

Table 56: Gaming prosecutions by gaming Act

Location	Individual	Offence	Fines (\$)
Gaming Machine Act	2	6	4500
Keno Act	1	2	2500
Wagering Act	1	1	1000
Total	4	9	8000

Figure 11 Gaming infringement notices by gaming Act





OUR REGULATORY FRAMEWORK

The Queensland Government's Better Regulation Strategy recognises that the actions and performance of regulators in implementing, administering and enforcing regulations play a significant role in achieving the policy objectives of the regulations, as well as reducing the regulatory burden on businesses, including small business and the community.

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

The five regulator model practices are to:



ensure
regulation 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

be transparent
and accountable
in actions

Appendix A: Reporting against model practices

Regulator model practices	Examples of where regulatory practices aligned or could be enhanced	Actions taken in 2019-20 (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 risk (e.g. type of licence held, trading hours) and specific risk (e.g. compliance history from our previous inspections and investigations) and intelligence (such as police incident data). Police checks are not sought for low risk applications unless the applicant declares a criminal history. 	<ul style="list-style-type: none"> OLGR undertook a study to assess whether, without having to engage an acoustic engineer to produce an acoustic report, it would be feasible for default noise limits to be set at locations external to licensed premises in certain circumstances. This would mean that those licensees able to contain noise within their premises could provide occasional amplified entertainment without the expense of an acoustic report. It is expected this would also be of benefit to the live music industry. The study confirmed that such an approach would be feasible in some circumstances. Testing will be undertaken before a decision is made around practicality of introducing this as another option for noise conditioning. OLGR has been developing an automated, online individual licensing process. This development will, for relevant applications, be easy to use and is expected to substantially cut down processing times.
<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 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"> safe night precinct local boards 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 liquor accords 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 biannual stakeholder forums to discuss and seek comment on key issues or developments affecting the industry. 	<ul style="list-style-type: none"> OLGR has regularly consulted with its liquor and gaming regulator counterparts to adopt best practice solutions to the shut down, and subsequent reopening, of licensed premises as a result of COVID-19. OLGR has taken a lead role in monitoring and enforcing COVID-19-related Public Health Act requirements. In doing so, OLGR has been an active participant in a range of stakeholder groups, including those developed to promote efficient and consistent compliance monitoring and enforcement across different business sectors. These operate at both a whole-of-state and local level. OLGR is working with its counterparts to implement the National Consumer Protection Framework for online wagering. OLGR is liaising with its counterparts to identify best practice in harm minimisation for a range of gaming and liquor-related proposals before the Commissioner. Regular liaison is occurring with AUSTRAC regarding junket promoter. A working party of the Australian and New Zealand Gaming Machine National Standard is working towards the establishment of an agreed set gaming machine design features that are supported, or otherwise, by applicable research. Continued consultation with a broad range of stakeholders in the Queen's Wharf Brisbane project, including the consortium, legal advisors and other government departments in order to meet strict development and commercial timeframes.

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<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 safe night precinct local board meetings, liquor accords 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 on certain liquor and gaming licensing decisions. • Minimum technical requirements are published by OLGR to assist gaming operators and approved ID-scanner operators submit systems and equipment to comply with standard. 	<ul style="list-style-type: none"> • Regular advice provided through multiple communication channels to the liquor and gaming industries during the shut down and re-opening of licensed premises due to the COVID-19 pandemic. • To facilitate the re-opening of licensed premises, OLGR reviewed COVID Safe plans for each industry sector and liaised regularly with Queensland Health. • 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—this year, this has extended beyond liquor and gaming to also include COVID-19 Public Health Act requirements. • Ongoing targeted communication to licensees via the monthly newsletter, <i>Inside Liquor and Gaming</i> (currently on hold due to COVID-19). • Regular communication to industry stakeholders through articles in the industry journals, QHA Review and Clubs Insight, 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 default noise level at locations outside licensed premises, instead of current measures. The benefit being that the licensee would no longer have to incur the significant costs of having an acoustic report prepared. • Reducing turnaround times for gaming machines approvals. 	<ul style="list-style-type: none"> • Continued work on the automation of lottery draws (removing physical supervision). • Automation of online application process for individual licensees making government services quicker and easier to use. • Identification and analysis of major risk factors in gaming applications of significant community impact—this analysis will inform a revised decision-making process and the identification of appropriate harm minimisation strategies. • 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. • Continued implementation of regional staff engagement strategy to ensure OLGR has a high-performing, motivated and valued regional workforce that delivers quality results. • Commenced work on developing regulatory compliance control assessment, to supplement existing liquor compliance monitoring activities—this assessment will place increased emphasis on identifying whether licensees have the necessary controls in place to facilitate compliance and providing advice where deficiencies are identified.

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<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"> 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 EGM statistics for hotels and clubs. 	<ul style="list-style-type: none"> Key datasets and reports continue to be published online, including: <ul style="list-style-type: none"> 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 gaming and liquor statistics updated monthly searchable database of premises with approved liquor licences. OLGR is working towards publishing reasons for liquor and gaming decisions, consistent with the recommendations of the Tackling Alcohol Fuelled Violence strategy review.



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