

Terms of reference

OLGR Stakeholder Reference Group

Background

The Office of Liquor and Gaming Regulation (OLGR) Stakeholder Reference Group (SRG) provides a platform for government, key stakeholders and partners in the liquor and gaming industries and community to come together to discuss challenges and opportunities facing the sector, and to positively engage in the design, implementation and evaluation of policy and programs. It provides an open and collaborative forum through which we can work together to ensure safe and responsible liquor and gaming environments that support and benefit Queensland communities.

This document establishes the authority and responsibility of the SRG so that it may function effectively.

Role

The SRG will:

- provide industry feedback to support the development and update policies and programs
- support the implementation and evaluation of key policies and programs
- share information on current and emerging challenges, including providing insight on potential regulatory and non-regulatory solutions
- support work to advance a public health approach to minimising gambling and liquor related harm

The SGR is not a decision-making body.

Membership

The Executive-Director, OLGR will Chair the SGR.

Membership will be by direct invitation of the Deputy-Director-General, Liquor Gaming and Fair Trading. It has been designed to represent industry and the community as broadly as possible whilst still allowing for a full and open discussion. For this reason, numbers have been limited to not more than 20 members including the Chair.

Membership of the SRG is provided at **Appendix 1**.

A person acting in any of appointed members' roles is considered to be a member of the SRG for the term of the acting arrangement.

Proxies are possible where members may be unable to attend. Members wishing to provide a proxy for a meeting will be required to advise the Chair in writing ahead of the meeting.

Meetings

The SRG will meet at least three times a year. Meeting dates will be set for the following year at the last meeting of the preceding year. Meeting will be for a period of up to 2-hours.

For 2022-23 the meetings will be held in Brisbane on the **second Wednesday of July, November and March from 10am to 12noon**.

Meetings will be held face-to-face and/or by video conference as required.

Some **out-of-session business** may be required. This is most likely to be in relation to opportunities to provide comments on policy/program documentation which cannot be aligned with usual meetings. Where this occurs, clear advice will accompany the request, including timeframes for response.

Commented [NAA1]: Suggest limited to a maximum of 20 (inc Chair) to support open/balanced discussion. Many more than that it becomes difficult to manage.

RGAC is 13+Chair
Summertime Taskforce is 15+Chair

Commented [NAA2]: This is in line with RGAC arrangements. Allows us to avoid Xmas close down/busy period for industry. There is capacity for 'extraordinary' meetings and/or out-of-session work if required.



Agenda and papers

An agenda will be prepared for meetings with relevant issues papers attached and distributed to members, preferable at least 48 hours prior to the meetings.

Since SRG is intended to be a highly interactive forum and mechanism for meaningful engagement, papers will be kept to a minimum and provided only by exception.

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The Secretariat will be responsible for the preparation and circulation of the meeting agenda and supporting papers and minuting meetings.

The Secretariat can be contacted on:

Phone: 3738 8570

Email: olgrmin@justice.qld.gov.au

Induction of new members

The Chair, via the Secretariat, will provide new members and with a copy of the following documents prior to their first meeting:

- Terms of Reference
- Any key strategic documentation which relate to the business of the SRG
- Minutes of the last three meetings of the BOM.

Remuneration

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SRG Working Groups

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Annual review

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The Terms of Reference will be reviewed every 12 months.



Appendix 1 – Stakeholder Reference Group membership

Government

Office of Liquor and Gaming Regulation (Chair)

Peaks

Queensland Hotels Association
Clubs Queensland
RSL & Services Clubs Association Queensland
Restaurant & Catering Australia
Queensland Wine Industry Association
Independent Brewers Association
Queensland Distillers Association

Major Licensees

Tabcorp
The Star Entertainment Group
The Reef Hotel Casino (Cairns)
The Ville Resort Casino (Townville)

Consultants/Lawyers

Mullens Lawyers
Liquor and Gaming Specialists

Community

Relationships Australia, Queensland
Foundation for Alcohol Research and Education (FARE)
Headspace
Uniting Care

Other key

United Workers Union

Commented [AC3]: Are these too niche for the standing committee? Or should we have them on as a voice for smaller licensees?



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Liquor and Gambling Reference Group

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Appendix 1 – Membership list

[To be provided]

DRAFT



Meeting Agenda

Liquor and Gambling Reference Group

Meeting details:

Time and date:	Friday 19 August 2022, 10am – 12noon
Location:	Conference Room 2, Level 4 63 George Street, Brisbane City
Chair:	Anthony Crack, Executive Director, Office of Liquor and Gaming Regulation (OLGR)

Agenda:

Item	Description	Time	Discussion lead
1.	Welcome and member introductions	10 mins	Chair
2.	LGRG Terms of Reference	10 mins	Chair
3.	Liquor and Gambling Regulation Strategy - An overview	20 mins	Victoria Thomson Deputy Director-General Liquor, Gaming and Fair Trading
4.	Policy update - Online liquor sales and delivery review project	10 mins	David McKarzel, Executive Director, Office of Regulatory Policy (ORP)
5.	Legislation update - Casino Control and Other Legislation Amendment Bill 2022	10 mins	David McKarzel, Executive Director, ORP
6.	Licensing update - Cashless gaming - Renewed approach to liquor availability in restricted communities	10 mins	Craig Turner, General Manager, OLGR
7.	Compliance update - Liquor accord refresh - Pub & Club Gaming Machine Harm minimisation - External Review of The Star	10 mins	Paul Ryan, General Manager, OLGR
8.	Roundtable discussion - key challenges and opportunities	20 mins	All
9.	Meeting wrap up	5 mins	Chair
10.	Next meeting – to be agreed	5 mins	Chair



Meeting Date:	Friday 19 August 2022
Agenda Item 4:	Policy update
Purpose: To provide a preliminary overview of the online liquor sales and delivery review project	

Background

- In 2020, the Palaszczuk Government committed to consider the efficacy of introducing a regulatory framework governing online alcohol sales and deliveries, in consultation with Retail Drinks Australia (RDA) and key industry and community stakeholders.
- Preliminary research and scoping works have commenced to examine existing legislative obligations and industry standards for the responsible service and delivery of alcohol, both in Queensland and interstate.
- It is anticipated a dedicated consultation process will be initiated in 2022 to seek industry and community views on relevant issues directly with key stakeholders.

Key issues

Preliminary scoping works have identified several issues for further consideration and discussion with key stakeholders during consultation:

Hours for sale and delivery of alcohol

- Impact of rapid and late-night delivery of alcohol into the home on the potential increase of alcohol-related harm.
- Hours for the cessation of home delivery. Research has identified a range of existing limitations and proposals ranging from 10pm to 1am.
- Requirements around same day delivery and non-same day delivery will also need to be resolved.

Third-party delivery service providers

- The duties, obligations and responsibilities of third-party delivery service providers in the online sale and delivery of alcohol in Queensland will need to be examined to ensure appropriate measures for responsible service of alcohol are maintained, such as the refusal of service to minors and unduly intoxicated adults.
- Clarity around the obligations and links between licensees and third-party providers will need to be resolved.



Meeting Date:	Friday 19 August 2022
Agenda Item 5:	Legislation update
Purpose: To provide an update on the Casino Control and Other Legislation Amendment Bill 2022	

Background

- The Casino Control and Other Legislation Amendment Bill 2022 (the Bill) was introduced into Parliament on 26 May 2022.
- The Bill's primary objectives are to:
 - a) **strengthen casino integrity and regulation** by imposing new requirements on casino entities and their associates to make them more accountable, increasing key penalties for misconduct and breaches of the law, increasing the disciplinary actions that may be taken against casino entities, and expanding regulatory powers
 - b) **modernise gambling legislation** to improve each gambling Act's capacity to address and respond to emerging cashless payment methods and technologies for gambling by:
 - allowing alternative payment methods to be considered and approved for use in the gambling environment in lieu of traditional forms of payment
 - ensuring that cashless systems and technologies can be made to undergo technical evaluation and be approved (with conditions if necessary)
 - providing a regulation making power dealing with the methods of payment that may be used in connection with a gambling activity
 - providing a regulation making power to prescribe mandatory harm minimisation measures; and
 - providing the chief executive with the ability to issue guidelines about the attitude the chief executive is likely to adopt on a matter, or how an Act will be administered
 - c) **expand the existing wagering framework** to allow for ministerial consideration and approval of submissions by the sports wagering licensee under the *Wagering Act 1998* (Wagering Act) to conduct wagering on certain simulated events and contingencies; and
 - d) **extend New Year's Eve gaming hours** until 2am on New Year's Day to align with liquor trading hours.
- The parliamentary Legal Affairs and Safety Committee has recommended that the Bill be passed. Debate of the Bill is anticipated shortly.



Key issues

- Subject to passage and assent of the Bill, a number of activities will need to be undertaken to facilitate successful implementation of the reforms.

Amendments relating to casino integrity

- The Office of Liquor and Gaming Regulation (OLGR) will develop internal guidelines in relation to the recovery of disciplinary costs.
- Casino operators will need to consider whether any changes to internal control systems are required, in consultation with OLGR.

Amendments to modernise gambling legislation

- OLGR will communicate with industry on the key changes. The communication will highlight that proposed cashless payment methods or technologies must be submitted for approval by the Commissioner/Chief Executive.
- In the majority of cases, the amendments modernising gambling legislation will commence on assent. However, certain amendments to the *Casino Control Act 1982* in respect of cashless payment methods will commence by proclamation. The date of commencement for these amendments will be communicated to casino operators in due course.
- OLGR will shortly be consulting with industry including licensed monitoring operators, gaming machine manufacturers, casinos and digital wallet providers, and other relevant stakeholders on a new guideline in relation to digital payment platforms for gaming machines. It is intended the guideline will include information about the functionalities expected of digital payment platforms.
- Industry will be consulted if any harm minimisation measures, or methods of payment are proposed to be regulated by subordination legislation. No regulations currently proposed.

Amendments relating to wagering on simulated events and contingencies

- The amendments will commence by proclamation. Once commenced, Tabcorp, as the sole sports wagering licensee under the Wagering Act, may make a submission for wagering on simulated events and contingencies (including any associated rule changes and regulated wagering equipment for evaluation and approval). Additionally, the sports wagering licence will need to be returned for amendment to extend the authority of the licence.

Amendments extending New Year's Eve gaming hours

- OLGR will communicate the change to the gaming hours to gaming machine licensees and licensed monitoring operators.
- No further action is required from industry.

Discussion question

Members are invited to give some consideration to the following question ahead of the meeting to inform discussions.

Question: Do you have any concerns or require further clarity about the proposed implementation approach outlined above?



Meeting Date:	Friday 19 August 2022
Agenda Item 6:	Licensing update

Purpose: To provide members with an update on cashless gaming and a renewed approach to liquor availability in restricted communities.

Background

- Cashless gaming and a renewed approach to liquor availability in restricted communities are two priority pieces currently underway.

Key issues

Transition to safe cashless gaming

- A transition to safe cashless gaming in Queensland is a Government Election Commitment.
- The *Casino Control and Other Legislation Amendment Bill 2022* was introduced into Parliament in May 2022. Amongst other things, the Bill modernises gaming legislation to facilitate a safe transition to cashless gaming in Queensland.
- OLGR is finalising an initial draft of the guidelines for consultation. The guideline is intended to provide guidance to manufacturers and operators and to provide public confidence in a transition to cashless payment technology.
- The guideline will outline the consumer protection features expected of the new cashless payment technology, its required functionality and security features as well as how it will interface with external systems.
- To offset any potential for harms from cashless transactions, the draft guideline will require the technology to include the following features: customer verification, limit setting, self-initiated breaks in play or exclusion and friction points for players before they commit to gaming funds transfers.
- Other options may include deposits being subject to configured time delays or require proximity away from gaming machines and quarantining of wins so they can be cashed out but not readily reinvested.
- OLGR proposes to engage with a broad range of industry and community stakeholders to further refine the guideline before release.

Renewed approach to liquor policy in indigenous communities

- The Government has adopted a revised approach to the management of liquor in restricted communities.
- Alcohol Management Plans (AMPs) operate in 19 remote and discrete Aboriginal and Torres Strait Islander communities across Queensland. Areas subject to an AMP have liquor carriage limits prescribed by regulation.



- Since mid-2019 the government has taken a renewed approach to alcohol management in these communities which allows for restrictions to be influenced and controlled locally. Amendments to the liquor regulation and associated licensing matters to deliver on agreed changes to carriage limits are the remit of Liquor, Gaming and Fair Trading.
- A number of communities have recently been granted changes to carriage limits since the approach was introduced and a number of other applications are under consideration.
- Recently licensed premises in these regions include:

Mornington Island

- The liquor regulation was amended in April 2022 to support a change to the carriage limit to allow up to 12 cans of mid strength liquor (up to 4% alcohol by volume)
- A liquor licence was issued for a storage facility known as 'The Barge Shed', and a liquor permit was issued for a community bus, to lawfully transport community members and their liquor from the storage facility to their residential address

Kowanyama

- The liquor regulation amended in April 2022 to support a change to the carriage limit to allow up to 12 cans of mid strength liquor (up to 4% alcohol by volume) and 2 litres of wine
- A community club liquor licence was issued to the Kowanyama Sport and Recreation Association Inc. The licence is heavily conditioned and restricts the sale of liquor for on and off premises consumption in accordance with the revised carriage limit.

Lockhart River

- In March 2022 a restricted liquor permit was approved for the Lockhart River Social Club Aboriginal Corporation, which allows liquor to be sold and supplied for consumption on the club premises to members and guests of members, while in the members' company.
- The sale of takeaway liquor is not permitted from the premises, and on-premises sales are restricted in terms of liquor strength and the number of drinks available to an individual on a daily basis.

Discussion questions

Members are invited to give some consideration to the following questions ahead of the meeting to inform discussions.

Question: Are there other matters you would hope to see addressed in the cashless gaming guideline?

Question: What challenges and opportunities does the renewed approach to liquor policy in indigenous communities create in your industry?



Meeting Date:	Friday 19 August 2022
Agenda Item 7:	Compliance update
Purpose: To provide an update on OLGR compliance priorities.	

Background

- OLGR's compliance division comprises of 13 Offices across Queensland including an onsite presence at each of Queensland's four casinos.

Key issues

Liquor Accord Refresh

- OLGR recently updated its online resources for liquor accords to promote venues 'reconnecting' with their local accord or starting an accord in areas where none exist. Benefits of local liquor accords are also highlighted by licensees in a short video.
- The online resources include tips and template documents to assist the more than 55 liquor accords with ongoing strategies and management of their accord, and an interactive map which identifies liquor accord areas, safe night precincts, the location of OLGR's local offices, gambling help service networks, and restricted areas (and catchments).

Pub and Club Gaming Machine Harm minimisation and response to money laundering risk

- In 2021 changes were made to OLGR's gaming machine audit program to place a greater emphasis on gambling harm minimisation. Enhancements include OLGR Inspectors engaging with venue leaders and staff to examine key areas of patron observations and management; harm minimisation resources; when the gambling help service is engaged to support harm minimisation programs; safer gaming controls; and corporate oversight of gambling harm minimisation.
- The audit outcome is communicated to the licensee and if necessary, recommendations and resources are provided to assist the licensee with strengthening its practices and procedures. Findings from these activities have also informed whole of industry communications around areas for improvement.
- An internal evaluation of the changes is planned to occur in the next quarter, which will help inform the next phase of enhancements to the program, expected to include more in-depth assessment of gambling harm minimisation measures at risk targeted sample venues. Again, the findings will assist in broader industry awareness raising activities as well as the continual process of program enhancement.
- In response to the risk of money laundering within pubs and clubs, OLGR has enhanced its working relationship with AUSTRAC.
- After releasing its guide for pubs and clubs with gaming machines, AUSTRAC recently undertook training visits to approximately 60 Queensland hotels, pubs and clubs in May 2022,



visiting greater Brisbane, Gold Coast, Sunshine Coast, Rockhampton, Mackay, Townsville and Cairns. OLGR officers attended many of these sessions.

- Acknowledging that there are some significant similarities in measures to manage gambling harm risk and money laundering risk, AUSTRAC and OLGR are planning some joint initiatives that we'll be able to share with industry in coming months.

External Review of Queensland operations of The Star

- The Queensland Government is determined that Queensland casinos are operated lawfully, ethically and in a way that maintains the highest standards of integrity and public confidence.
- The Honourable Robert Gotterson AO QC has been appointed to lead an external review of the Queensland operations of The Star Entertainment Group Limited (the External Review). Mr Gotterson is being assisted by Mr Jonathan Horton QC.
- As well as considering the operations of The Star's Queensland casinos (Part A), the External Review will:
 - provide advice to inform an ongoing suitability investigation into The Star's Queensland licensees and The Star Entertainment Group Limited's suitability to be associated with the operation of Queensland casinos (Part B); and
 - consider any further improvements to casino procedures, regulations and legislation to enhance integrity, minimise the potential for harm, ensure probity and restore public confidence in casino operations (Part C). This is in addition to amendments to casino legislation currently before parliament.
- The Office of Liquor and Gaming Regulation is supporting the External Review in its inquiries.
- An initial public hearing for the External Review was held on 14 July 2022. Further hearings are scheduled for 23-26 and 29 August 2022.
- Terms of Reference for the review and associated documentation are available online.

Discussion questions

Members are invited to give some consideration to the following question ahead of the meeting to inform discussions.

Question: What are the emerging compliance risks within your sector?



Meeting Paper

Liquor and Gambling Reference Group

Meeting Date:	Friday 19 August 2022
Agenda Item 3:	Liquor and Gambling Regulation Strategy
Purpose: To provide members with an overview of the new Liquor and Gambling Regulation Strategy.	

Background

- The Liquor and Gambling Regulation Strategy outlines the steps we are taking to become a more modern, transparent, visible and accountable regulator.

Key issues

- The Regulatory Strategy is intended to bring further transparency to the Office of Liquor and Gaming Regulation's current and future priorities, supporting business to better understand and participate in our modern regulatory system.
- It has been developed in line with best practice theory and approaches around Australia and internationally, and with input from industry stakeholders.
- Four key pillars guide our actions in this strategy:
 - A modern regulatory approach
 - Outstanding service experience
 - Sharing the way forward
 - Connected team, positive impact.
- The establishment of this Liquor and Gambling Reference Group is a key deliverable under the planned strategy.
- A draft of the strategy will be tabled at the meeting for member's interest and feedback.

Discussion questions

Members are invited to give some consideration to the following questions ahead of the meeting to inform discussions.

Question: Is the intent and focus of the Regulation Strategy clear and does it add value?

Question: Once finalised, how do we best reach out across the sector to give it visibility?



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Appendix 1 – Membership list

Organisation	Member	Position
Office of Liquor and Gaming Regulation, Department of Justice and Attorney-General	Anthony Crack	Executive Director (Chair)
Office of Regulatory Policy, Department of Justice and Attorney-General	David McKarzel	Executive Director
Queensland Hotels Association	Damian Steele	Industry Engagement Manager
Clubs Queensland	Craig Harley	Chief Executive Officer
RSL & Services Clubs Association Queensland Inc.	Penny Wilson	Chief Executive Officer
Restaurants and Catering Australia	Hugo Robinson	Manager, Policy and Government
Queensland Wine Industry Association	Andrew Corrigan	President
Independent Brewers Association	Lauren Jack	IBA Board Director
Queensland Distillers' Association Inc.	David Ridden	Vice President
Tabcorp Holdings Limited	Lydia Deutscher	General Manager, Industry and Government Affairs
The Star	Geoff Hogg	Interim Chief Executive Officer
The Reef Hotel Casino	Paul McHenry	Chief Executive Officer
The Ville Resort Casino	Michael Jones	Chief Executive Officer
Mullins Lawyers	Curt Schatz	Managing Partner
Liquor & Gaming Specialists	Matthew Jones	Director
United Workers Union	Gary Bullock	Political Director
Relationships Australia Queensland	Ian Law	Chief Executive Officer
Foundation for Alcohol Research and Education	Caterina Giorgi	Chief Executive Officer
UnitingCare, Family and Disability Services	Jonathan Turk	Statewide Manager



Meeting Date:	Friday 19 August 2022
Agenda Item 2:	LGRG Terms of Reference

Purpose:

To seek member **endorsement** of the draft Terms of Reference for the Liquor and Gambling Reference Group.

Background

- Draft Terms of Reference were circulated to prospective members along with the invitation to participate.

Key issues

- The draft Terms of Reference have been updated to include the full membership list and are provided for member discuss and endorsement at this meeting (**Attachment 1**).



Meeting Notes

Liquor and Gambling Reference Group

Meeting details:

Time and date:	Friday 19 August 2022, 10am – 12noon
Location:	Conference Room 2, Level 4 63 George Street, Brisbane City
Chair:	Anthony Crack, Executive Director, Office of Liquor and Gaming Regulation (OLGR)

Apologies:

Hugo Robinson – Manager, Policy and Government, Restaurants and Catering Australia

Victoria Thomson – Deputy Director-General, Liquor Gaming and Fair Trading (LGFT)

Agenda:

Item	Description	Discussion lead	Discussion summary
1.	Welcome and member introductions	Chair	<ul style="list-style-type: none">• Participants welcomed. Apologies noted.• The Chair provided opening comments highlighting that:<ul style="list-style-type: none">- LGRG is an engagement forum primarily (not a decision-making forum)- propose to have a 'deep dive' issue each meeting around a topic of shared interest- LGRG is intended to complement, and not supplant, the role of other important forums, including the Responsible Gambling Awareness Committee (RGAC).• The Chair thanked members who took up the opportunity to raise issues ahead of the meeting, noting that some issues were more specific in nature and therefore best taken offline for discussion. Other matters of more shared relevance would be addressed during the meeting.



Item	Description	Discussion lead	Discussion summary
2.	LGRG Terms of Reference	Chair	<ul style="list-style-type: none"> • The Chair introduced the Terms of Reference as circulated to members ahead of the meeting. • It was proposed the role description be amended to increase the focus on sharing information around harms: <ul style="list-style-type: none"> - the need to also ensure the role of the LGRG does not duplicate the role and function of the RGAC in responding to gambling harm was discussed - it was noted the LGRG is well positioned to look at the regulatory aspects of liquor harm, as well as gambling harm - the Chair undertook to consider wording and return to the group. • It was agreed membership of LGRG should be expanded to include representation from First Nations communities. <p>Actions</p> <ol style="list-style-type: none"> 1. Membership of the LGRG to be expanded to include First Nations representation 2. Terms of Reference role description to be amended to increase the focus for the LGRG on harms
3.	Liquor and Gambling Regulation Strategy - An overview	Chair	<ul style="list-style-type: none"> • The <i>draft</i> Liquor and Gambling Regulation Strategy (the Strategy) was tabled at the meeting. • Members were advised the Strategy is draft and not for further circulation. • The Chair introduced the new Strategy highlighting that it: <ul style="list-style-type: none"> - outlines the steps OLGR is taking to become a more modern, transparent, visible and accountable regulator - has been developed in consultation with industry stakeholders and informed by best practice theory and approaches around Australia and internationally - has been shaped around four strategic pillars – a modern regulatory approach; outstanding service experience; sharing the way forward; a connected team - identifies a number of key actions under each pillar which will be the focus through to end 2023 • It was noted that establishment of the LGRG is a key deliverable under the strategy, intended to strengthen partnerships as we work together to move beyond compliance to better and best practice. • The Chair welcomed feedback from members, particularly with respect to whether the Strategy meets its stated objectives. <p><i>Discussion summary</i></p> <ul style="list-style-type: none"> • The need to focus on striving for a more focussed and consistent approach to compliance across OLGR, including regional offices, was raised.



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			<ul style="list-style-type: none"> Members noted OLGR's proactive compliance program which takes a risk-based approach and prioritises non-compliance, providing for a consistent and considered approach across all offices. It was also noted that OLGR is currently working to improve internal processes, including further reducing the impost of peak period inspection activity and increasing consistency in application of legislation across offices and with key regulatory partners, including the QPS. It was acknowledged however that there is a balance between this and empowering staff in their response to locally relevant matters and also that there are limits in ability to influence regulatory partners. Members were encouraged to share practical examples of any concerns so they can be addressed. The need to ensure a balanced approach to regulation was raised including concern that over regulation of venues can push issues outside venues causing other problems. The idea of involving QPS in LGRG was discussed briefly, however it was noted by the Chair that membership would not be expanded in the interests of preserving the function of this group around industry partnerships/engagement rather than as a regulators forum. Actions in the Strategy which aim to modernise processes, continue to evolve legislation, and further streamline online application processes were highlighted as particularly worthwhile. <p>Action</p> <p>3. Members invited to review the draft Strategy and provide any further comment out-of-session.</p>
4.	<p>Policy update</p> <ul style="list-style-type: none"> Online liquor sales and delivery review project 	<p>David McKarzel, Executive Director, Office of Regulatory Policy (ORP)</p>	<ul style="list-style-type: none"> David McKarzel gave an overview of the online liquor sales and delivery review project which addresses the Queensland Government's public commitment to consider the efficacy of introducing a regulatory framework to govern this space. Members queried what the starting assumptions are for the project (ie is there an identified issue/s) and what the overall aim of the regulatory framework would be (ie growth or restriction of the service?). It was noted that preliminary research is being undertaken, taking account of existing legislative obligations and industry standards, to determine whether existing authorisations are sufficient to meet the identified risks and/or what further action should be taken. This includes analysis of work in other jurisdictions where similar reviews are taking place. Consultation with industry is expected to commence before the end of 2022 and is likely to explore issues around both hours for sale and delivery of alcohol and arrangements around third-party delivery service providers. Caterina Giorgi, CEO of FARE, offered to share emerging research in this space with interested members if they'd like to reach out to her after the meeting.



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6.	Licensing update - Cashless gaming - Renewed approach to liquor availability in restricted communities	Craig Turner, General Manager, OLGR	<ul style="list-style-type: none"> Updates were provided on a range of topics in the licensing area, including: <ul style="list-style-type: none"> Licence fee processing: first year in 3-years with fees being waved in previous years due to COVID; non-response rate has been no higher than anticipated suggesting some robustness of the industry which is positive Liquor transfers: OLGR working to bring down transfer timeframes and expedite approvals where possible; many issues/delays are caused by insufficient details in applications; new digital end-to-end application process launched in late 2021 has seen strong successes, with more updates to follow Digital licence: OLGR working with Department of Transport and Main Roads and approved scanning operators to trial digital licence in Townsville SNP Inter-jurisdictional partnerships: OLGR working extend and strengthen partnerships with interstate counterparts Gaming machine harm minimisation guideline: developing a guideline in consultation with key stakeholders and with the RGAC; it outlines the Commissioners expectations and approach towards minimising harm from gaming machine gambling; expected to be published online in coming weeks Transition to safe cashless gaming: draft guideline being finalised for consultation; will provide guidance to manufacturers and operators to support transition to cashless payment technology as well as outlining consumer protection features intended to offset potential harms Concerns the consumer protection features to be built into cashless gaming technology might have the unintended consequence of driving down compliance activity were addressed with OLGR assuring members compliance activity would remain strong.
7.	Compliance update - Liquor accord refresh - Pub & Club Gaming Machine Harm minimisation - External Review of The Star	Paul Ryan, General Manager, OLGR	<ul style="list-style-type: none"> Updates included: <ul style="list-style-type: none"> Liquor Accord Refresh: updated online resource now available; noted the refresh encourages increased focus on gambling harm minimisation where beneficial based on accord membership Gaming machine harm minimisation: internal evaluation of changes made to the gaming machine audit program to place greater emphasis on harm minimisation to commence in 3rd quarter 2022; will inform next phase program enhancements, including more in-depth harm minimisation assessment



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			<ul style="list-style-type: none"> - Money laundering risks: OLGR has enhanced its working relationship with AUSTRAC; planning some joint audit activity in coming months, OLGR's focus will be on gambling harm minimisation - further updates will be provided - External Review of the Star operations: hearings scheduled for 23-26 and 29 August 2022; terms of reference and associated documentation and hearing transcripts available online; members encouraged to remain mindful that findings of this, and other casino reviews, also hold relevance for pubs and clubs.
8.	Roundtable discussion - key challenges and opportunities	All	<ul style="list-style-type: none"> • The Chair opened discussion inviting members to share any emerging issues in their sectors, noting issues which are more specific in nature may need to be taken offline for discussion rather than addressed in the full forum. • Members were encouraged to give practical examples when providing feedback on OLGR licensing or compliance practices to support meaningful responses. • It was agreed noise issues could be a 'deep dive' issue for a future meeting of the LGRG. • Key points from discussion included: <ul style="list-style-type: none"> - Harmonisation is a key issue: we should be looking for opportunities to harmonise processes wherever possible - Gambling advertising: look for opportunities to enhance restrictions taking account of emerging research around links between advertising and increased gambling activity. • With regards to the operation of the LGRG, members: <ul style="list-style-type: none"> - generally welcomed the formation of the group and the inclusion of discussion questions in the papers - confirmed an interest in increasing the focus on harm minimisation as part of the LGRG role - requested meeting papers be circulated a week in advance of each meeting to allow members to engage with their counterparts and support more fulsome discussion <p>Action</p> <p>4. Amend Terms of Reference to reflect papers will be circulated one week ahead of each meeting.</p>
9.	Meeting wrap up	Chair	<ul style="list-style-type: none"> • The Chair summarised actions from the meeting as detailed above. • Members invited to bring forward ideas for future agenda items, including anything they would like to lead.
10.	Next meeting – to be agreed	Chair	<ul style="list-style-type: none"> • The LGRG will meet up to three times a year, with meetings to take account of emerging business priorities. • Secretariat will reach out to members to negotiate the next meeting date in due course.



Terms of reference

Liquor and Gambling Reference Group

Background

The Liquor and Gambling Reference Group (LGRG) provides a platform for government, key stakeholders and partners in the liquor and gambling industries and community to come together to discuss challenges and opportunities facing the sector, and to positively engage in the design, implementation and evaluation of policy and programs.

It provides an open and collaborative forum through which members can work together to ensure safe and responsible liquor and gambling environments that support and benefit Queensland communities.

This document establishes the authority and responsibility of the LGRG so that it may function effectively.

Role

The LGRG will:

- provide industry feedback to support the development and update policies and programs
- support the implementation and evaluation of key policies and programs
- share information on current and emerging challenges for industry and community (including harms), ~~including and~~ providing insight on potential regulatory and non-regulatory solutions
- support work to advance a public health approach to minimising gambling and liquor related harm.

The LGRG is not a decision-making body.

Membership

The Executive-Director, Office of Liquor and Gaming Regulation will Chair the LGRG.

Membership will be by direct invitation of the Deputy-Director-General, Liquor Gaming and Fair Trading. It has been designed to represent industry and the community as broadly as possible whilst still allowing for a full and open discussion. For this reason, numbers have been limited to not more than 20 members including the Chair.

Membership of the LGRG is provided at **Appendix 1**.

A person acting in any of appointed members' roles is considered to be a member of the LGRG for the term of the acting arrangement.

Proxies are possible where members may be unable to attend. Members wishing to provide a proxy for a meeting will be required to advise the Chair in writing ahead of the meeting.

Meetings

The LGRG will meet **up to three times a year**, with some **out-of-session business** as required.

Meeting dates will be determined in discussion with members and take account of emerging business priorities. Meetings will be for a period of up to 2-hours.

Meetings will be held face-to-face and/or by video conference as required.

Out-of-session business is most likely to be in relation to opportunities to provide comments on policy/program documentation which cannot be aligned with usual meetings. Where this occurs, clear advice will accompany the request, including timeframes for response.



Agenda and papers

An agenda will be prepared for meetings with relevant issues papers attached and distributed to members, preferably ~~48 hours~~ 1 week prior to the meetings.

Since LGRG is intended to be a mechanism for engagement and discussion, papers will be kept to a minimum and provided only by exception.

Confidentiality

Discussions, agenda and papers for the LGRG are to be treated as confidential. Members must refrain from disclosing information without first obtaining permission from the Chair.

Minutes

Minutes of the meeting will be approved by the Chair and emailed to members within two (2) weeks following each meeting.

The Minutes will include action items, including lead responsibility and timeframe.

Minutes of the preceding meeting will be confirmed at each meeting, including a review of the status of action items.

Secretariat

Secretariat support will be provided by the Office of Liquor and Gaming Regulation.

The Secretariat will be responsible for the preparation and circulation of the meeting agenda and supporting papers and minuting meetings.

The Secretariat can be contacted on:

Phone: 3738 8570

Email: olgrmin@justice.qld.gov.au

Induction of new members

The Chair, via the Secretariat, will provide new members and with a copy of the following documents prior to their first meeting:

- Terms of Reference
- Any key strategic documentation which relates to the business of the LGRG
- Minutes of the last three meetings.

Remuneration

Membership of the LGRG is voluntary and accordingly, members will not be remunerated.

Working Groups

The LGRG may create working groups at any time to perform specific tasks. Membership and arrangements will be specified at the time of establishment.

Annual review

At the end of each financial year the effectiveness of the LGRG will be reviewed and the continuity of the group for the next 12 months determined. Should it be agreed the LGRG term is to cease this will be communicated in writing by the Chair.

The Terms of Reference will be reviewed every 12 months.



Appendix 1 – Membership list

Organisation	Member		Position
Office of Liquor and Gaming Regulation, Department of Justice and Attorney-General	Anthony	Crack	Executive Director (Chair)
Office of Regulatory Policy, Department of Justice and Attorney-General	David	McKarzel	Executive Director
Queensland Hotels Association	Damian	Steele	Industry Engagement Manager
Clubs Queensland	Craig	Harley	Chief Executive Officer
RSL & Services Clubs Association Queensland Inc.	Penny	Wilson	Chief Executive Officer
Restaurants and Catering Australia	Hugo	Robinson	Manager, Policy and Government
Queensland Wine Industry Association	Andrew	Corrigan	President
Independent Brewers Association	Lauren	Jack	IBA Board Director
Queensland Distillers' Association Inc.	David	Ridden	Vice President
Tabcorp Holdings Limited	Lydia	Deutscher	General Manager, Industry and Government Affairs
The Star	Kelvin	Dodt	Chief Operating Officer
The Reef Hotel Casino	Paul	McHenry	Chief Executive Officer
The Ville Resort Casino	Michael	Jones	Chief Executive Officer
Mullins Lawyers	Curt	Schatz	Managing Partner
Liquor & Gaming Specialists	Matthew	Jones	Director
United Workers Union	Gary	Bullock	Political Director
Relationships Australia Queensland	Natasha	Rae	Chief Executive Officer
Foundation for Alcohol Research and Education	Caterina	Giorgi	Chief Executive Officer
UnitingCare, Family and Disability Services	Jonathan	Turk	Statewide Manager
<u>Drug Arm</u>	<u>Jody</u>	<u>Wright</u>	<u>Executive Director</u>
<u>QNADA (Queensland Network of Alcohol and Other Drug Agencies)</u>	<u>Rebecca</u>	<u>Lang</u>	<u>Chief Executive Officer</u>
[SEEKING ABORIGINAL AND TORRES STRAIT ISLANDER REPRESENTATIVE]			



Meeting Agenda

Liquor and Gambling Reference Group

Addressing alcohol-related violence in and around licensed venues

Meeting details:

Time and date:	20 March 2023, 10am – 12noon
Location:	63 George Street, Brisbane City
Chair:	Anthony Crack, Executive Director, Office of Liquor and Gaming Regulation (OLGR)

Agenda: Addressing alcohol-related violence in and around licensed venues

Item	Description	Time	Discussion lead
1.	Welcome and introduction	5 mins	Chair
2.	Out of Scope		
3.			
4.			
5.	Responding to venue violence – OLGR's intervention framework	15 mins	Paul Ryan, General Manager, OLGR Richard Harkin, A/Director, Regional Services Branch, OLGR
6.	Roundtable discussion – what's working and where to from here	15 mins	Chair to facilitate open discussion
7.	OLGR hot topics – quick updates on issues of shared interest	15 mins	David McKarzel, Executive Director, Office of Regulatory Policy (ORP) Paul Ryan, General Manager, OLGR Brigette Tilley, A/General Manager, OLGR
8.	Meeting wrap-up - next meeting	5 mins	Chair



Meeting Paper

Liquor and Gambling Reference Group

Meeting Date:	Monday 20 March 2023
Agenda Item 7:	Compliance update
Purpose: To provide an update on key OLGR Compliance priorities.	

Background

- OLGR's Compliance division comprises of 13 offices across Queensland including an onsite presence at each of Queensland's four casinos.

Key issues

OLGR Proactive Compliance Plan 2023-24

- The Liquor and Gambling Regulation Strategy, amongst other actions, makes a commitment to publish an annual compliance plan and report back on progress at the end of each year.
- OLGR's Proactive Compliance Plan 2023-24 (the Compliance Plan) will be a public facing document which provides greater visibility to industry of future compliance priorities. It will guide compliance assessment activities as well as other regulatory tools targeted to the priority areas, such as education and training supports and self-assessment checklists, and will support self-reflection and improvement by industry participants.
- The Compliance Plan:
 - Outlines OLGR's proactive compliance priorities across 2023-24
 - Expands on the principles and approaches which underly the Compliance Plan including:
 - Risk of harm
 - Complaints and compliance history
 - Local issues
 - Information and intelligence
 - Emerging issues and trends
 - OLGR's compliance and enforcement approach.
- Further information on the compliance plan will be communicated in the lead up to its commencement in July 2023.

Gaming guideline G16: Preventing excluded persons entering or remaining on licensed premises

- In October 2022 Gaming guideline G16 was issued by the Commissioner to assist hotel and club licensees and their staff to adopt reasonable steps to prevent excluded patrons from entering or remaining on licensed premises or in a gaming machine area, in line with their obligation under section 261I of the *Gaming Machine Act 1991*



- The guideline notes organisational leadership and culture in venues should demonstrate that profit is not prioritised above the welfare of patrons who may have a gambling problem, and the family and broader community who may be impacted because of the individual's gambling problem.
- The Guideline sets out a range of foundation measures that every licensee is expected to adopt as well as additional measures that may be adopted for venues that have the necessary resources or an elevated risk gambling harm. It encourages the use of technological solutions, which continue to advance both in effectiveness and affordability.
- Foundation measures include:
 - Registers – maintaining registers with appropriate details for staff to detect excluded patrons
 - Procedures and training – having appropriate and effective procedures and mechanisms in place with staff trained in the timely, orderly, and sensitive removal of excluded patrons
 - Governance – documenting measures to prevent excluded patrons entering or remaining in areas, training staff and sending periodic reminders, reviewing measures to identify improvements
 - IT Systems – if in use, effective application of visitor registration systems and card-based play
 - Advertising and promotional activity – removal of excluded patrons from any promotional list or social media pages
 - Ongoing monitoring – regular monitoring of surveillance systems and physical sweeps of gaming machine areas to assist in both in identifying excluded persons and monitoring for signs of gambling harm; and checking for excluded patrons when transactions occur.
- A reminder around these measures is particularly relevant given recent media coverage of an excluded patron allegedly gambling at a venue for an extended period before being refused payment of a jackpot win. Amongst other matters, OLGR's investigation will examine the venue's operational systems and controls in terms of application of the foundation measures.

Casino Reform

- Casino industry related reforms are a significant priority for OLGR's Compliance division and the agency more broadly, following finalisation of the Gotterson Review and disciplinary actions taken against the Star.



Meeting Paper

Liquor and Gambling Reference Group

Meeting Date:	Monday 20 March 2023
Agenda Item 7:	Licensing update
Purpose: To provide members with an update on key Licensing Division priorities.	

Background

- In line with the Liquor and Gambling Regulatory Strategy, OLGR licensing is continuing to review the way it does business with a focus on timely, efficient and streamlined service delivery.
- Moving to digital first for individual licensing and conducting a review of extended hours permits and are key priorities for the Division.

Key issues

Extended Trading Hours review

- The Summertime Taskforce was established by the Queensland Government as a key election commitment and action under the Big Plans for Small Business Strategy 2021–2023.
- Part of Government's response to the Summertime Taskforce Project Recommendations Report includes delivery of the Queensland Outdoor Activation Action Plan.
- The plan aims to 'support improvements to the small business regulatory and operating environment' through various actions, including:
 - supporting local governments to apply for delegations which allow designated officers to approve a liquor licence change of boundary for outdoor trade subject to certain restrictions; and
 - investigating options to provide greater flexibility for small businesses within the existing extended hours permit framework (as relevant to licensed (liquor) trade between 12am and 5am).
- The extended hours permit provisions allow for one-off extensions to trading hours 6 times a year upon approval.
- The Office of Liquor and Gaming Regulation (OLGR) is leading the review of the extended hours permit framework with a focus on:
 - identifying potential roadblocks for industry under the current administrative system;
 - developing practical process improvements which benefit industry in a way which does not detriment the intent of the legislative framework; and
 - creating transparent guidelines for industry, to ensure greater understanding and utilisation of the permit framework.



- The review is focused on the application process and the criteria outlined in the *Liquor Act 1992*, in particular:
 - persons who are independent of the licensee must seek to celebrate a 'special occasion' on the licensed premises;
 - the extended hours sought must coincide with the special occasion, including a reasonable time before or after; and
 - the special occasion must be a 'unique or infrequent event of local, state or national significance'.
- The review will look at ways to make it easier for licensees to apply for short-term extended hours permits. OLGR expects to finalise the review by the end of April 2023.

Digital first approach

- OLGR is moving towards a 'digital first' approach to modernize and streamline the provision of more efficient licensing services
- In preparation for LGFTs broader IT improvements that will see the range of services available to licensee's expanded, OLGR Licensing will be stepping back from accepting hard copy applications and encouraging clients to either lodge applications online or electronically. In recognition that there are some applicants who will be unable to submit electronically, OLGR will continue to accept hard copy applications by exception.
- OLGR online services currently allow applicants and current licensees to manage their liquor and gaming licences online, including submitting the following individual employee licence applications or renewals and paying an outstanding amount
 - liquor approved manager (new and renewal)
 - Gaming nominee (new and renewal)
 - Gaming repairer (new and renewal)
 - Key monitoring employee (new and renewal)
 - Wagering key person (new)
 - Keno employee (new)
 - Lottery key person (new)
 - Casino Employee (new)
 - Casino Key Employee (new)
 - Approved Controller (new and renewal).
- Historically, OLGR has sent renewal reminder notices each month in hard copy to individual licensee's, including gaming nominees, Approved managers, gaming repairers and Key monitoring operators. From April 2023, this will be replaced with an email notification.



Meeting Notes

Liquor and Gambling Reference Group

Meeting details:

Time and date:	Friday 19 August 2022, 10am – 12noon
Location:	Conference Room 2, Level 4 63 George Street, Brisbane City
Chair:	Anthony Crack, Executive Director, Office of Liquor and Gaming Regulation (OLGR)

Apologies:

Hugo Robinson – Manager, Policy and Government, Restaurants and Catering Australia
 Victoria Thomson – Deputy Director-General, Liquor Gaming and Fair Trading (LGFT)

Agenda:

Item	Description	Discussion lead	Discussion summary
1.	Welcome and member introductions	Chair	<ul style="list-style-type: none"> Participants welcomed. Apologies noted. The Chair provided opening comments highlighting that: <ul style="list-style-type: none"> LGRG is an engagement forum primarily (not a decision-making forum) propose to have a ‘deep dive’ issue each meeting around a topic of shared interest LGRG is intended to complement, and not supplant, the role of other important forums, including the Responsible Gambling Awareness Committee (RGAC). The Chair thanked members who took up the opportunity to raise issues ahead of the meeting, noting that some issues were more specific in nature and therefore best taken offline for discussion. Other matters of more shared relevance would be addressed during the meeting.



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2.	LGRG Terms of Reference	Chair	<ul style="list-style-type: none"> • The Chair introduced the Terms of Reference as circulated to members ahead of the meeting. • It was proposed the role description be amended to increase the focus on sharing information around harms: <ul style="list-style-type: none"> - the need to also ensure the role of the LGRG does not duplicate the role and function of the RGAC in responding to gambling harm was discussed - it was noted the LGRG is well positioned to look at the regulatory aspects of liquor harm, as well as gambling harm - the Chair undertook to consider wording and return to the group. • It was agreed membership of LGRG should be expanded to include representation from First Nations communities. <p>Actions</p> <ol style="list-style-type: none"> 1. Membership of the LGRG to be expanded to include First Nations representation 2. Terms of Reference role description to be amended to increase the focus for the LGRG on harms
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4.	<p>Policy update</p> <ul style="list-style-type: none"> - Online liquor sales and delivery review project 	<p>David McKarzel, Executive Director, Office of Regulatory Policy (ORP)</p>	<ul style="list-style-type: none"> • David McKarzel gave an overview of the online liquor sales and delivery review project which addresses the Queensland Government’s public commitment to consider the efficacy of introducing a regulatory framework to govern this space. • Members queried what the starting assumptions are for the project (ie is there an identified issue/s) and what the overall aim of the regulatory framework would be (ie growth or restriction of the service?). • It was noted that preliminary research is being undertaken, taking account of existing legislative obligations and industry standards, to determine whether existing authorisations are sufficient to meet the identified risks and/or what further action should be taken. This includes analysis of work in other jurisdictions where similar reviews are taking place. • Consultation with industry is expected to commence before the end of 2022 and is likely to explore issues around both hours for sale and delivery of alcohol and arrangements around third-party delivery service providers. • Caterina Giorgi, CEO of FARE, offered to share emerging research in this space with interested members if they’d like to reach out to her after the meeting.



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Item	Description	Discussion lead	Discussion summary
			<ul style="list-style-type: none"> - Money laundering risks: OLGR has enhanced its working relationship with AUSTRAC; planning some joint audit activity in coming months, OLGR's focus will be on gambling harm minimisation - further updates will be provided - External Review of the Star operations: hearings scheduled for 23-26 and 29 August 2022; terms of reference and associated documentation and hearing transcripts available online; members encouraged to remain mindful that findings of this, and other casino reviews, also hold relevance for pubs and clubs.
8.	Roundtable discussion - key challenges and opportunities	All	<ul style="list-style-type: none"> • The Chair opened discussion inviting members to share any emerging issues in their sectors, noting issues which are more specific in nature may need to be taken offline for discussion rather than addressed in the full forum. • Members were encouraged to give practical examples when providing feedback on OLGR licensing or compliance practices to support meaningful responses. • It was agreed noise issues could be a 'deep dive' issue for a future meeting of the LGRG. • Key points from discussion included: <ul style="list-style-type: none"> - Harmonisation is a key issue: we should be looking for opportunities to harmonise processes wherever possible - Gambling advertising: look for opportunities to enhance restrictions taking account of emerging research around links between advertising and increased gambling activity. • With regards to the operation of the LGRG, members: <ul style="list-style-type: none"> - generally welcomed the formation of the group and the inclusion of discussion questions in the papers - confirmed an interest in increasing the focus on harm minimisation as part of the LGRG role - requested meeting papers be circulated a week in advance of each meeting to allow members to engage with their counterparts and support more fulsome discussion <p>Action</p> <p>4. Amend Terms of Reference to reflect papers will be circulated one week ahead of each meeting.</p>
9.	Meeting wrap up	Chair	<ul style="list-style-type: none"> • The Chair summarised actions from the meeting as detailed above. • Members invited to bring forward ideas for future agenda items, including anything they would like to lead.
10.	Next meeting – to be agreed	Chair	<ul style="list-style-type: none"> • The LGRG will meet up to three times a year, with meetings to take account of emerging business priorities. • Secretariat will reach out to members to negotiate the next meeting date in due course.



Meeting Paper

Liquor and Gambling Reference Group

Meeting Date:	20 March 2023
Agenda Item 7:	Policy Update
Purpose: To provide an update on key liquor and gambling policy priorities.	

Background

- The Office of Regulatory Policy (ORP) within the Liquor, Gaming and Fair Trading Division is progressing key gambling harm minimisation projects and liquor and Casino regulatory reforms.

Key issues

Gambling Harm Minimisation Plan

- Implementation of the *Gambling Harm Minimisation Plan for Queensland 2021-25* is being coordinated by ORP. Two working groups, including industry, community and government members and an academic with gambling expertise, have been established to support and contribute to implementation of the Plan.
- Key initiatives currently being progressed under the Plan include:
 - Review of the Responsible Gambling Code of Practice and mandatory requirements* – It is anticipated the project will commence at the end of March/early April 2023. A review of current requirements against empirical evidence and best practice approaches in other Australian and overseas jurisdictions will be conducted. Opportunities to strengthen the regulatory framework to deliver stronger harm minimisation outcomes will be identified.
 - Customer care framework for gaming machine environments – Development of the framework is being led by Kedron-Wavell Services Club in conjunction with other working party members. The initiative will result in resources and guidance to establish a culture of customer care for different types and sizes of clubs and hotels.
 - Review of Responsible Gambling Networks (RGNets) – The aim of this initiative is to elevate and connect these networks across the state into harm minimisation policy and program development. The initiative includes the development of a toolkit of resources to assist Gambling Help services to organise and run effective RGNets.
 - Industry-led multi-venue self-exclusion online database – Clubs Queensland and the Queensland Hotels Association are developing a centralised online multi-venue self-exclusion system. The current legislative framework is being examined to identify any impediments to system implementation.
 - Mechanisms for engaging people with lived experience of gambling harm – The initiative involves the development of mechanisms to engage lived experience voices meaningfully and safely in Government policy and program development. Principles have been developed and focus group consultation research is currently underway with persons with lived experience to inform the establishment of appropriate mechanisms.
 - Implementing outcomes from the Review of Gambling Help Services – An external review identified a range of potential improvements to the service system. In response ORP is



progressing a range of projects including the development of consistent community education materials, improved online and self-help resources; improved access to non-therapeutic supports; improved aftercare and peer support programs; state supported referral pathways; an outcomes-based framework; and improved use and sharing of data.

- Research project – ORP has received funding to conduct research into young Aboriginal and/or Torres Strait Islander males' engagement with online gambling. This will include an examination of the nature of participation in online gambling, factors placing this cohort at greater risk of harm and differences in attitudes and behaviours by geographical location (e.g. rural versus urban communities). The findings from this research will inform the development of effective and targeted interventions.

Queensland Gambling Survey

- Data collection for the Queensland Gambling Survey (formerly the Queensland Household Gambling Survey) will commence in late March 2023 and will provide up-to-date information on the gambling behaviours of Queenslanders. The last survey was conducted in 2016-17. The new survey will include a specific focus on gambling-related harm.

Casino Control Bill 2023

- Further to legislative amendments affecting casinos undertaken in 2022, it is proposed to progress further amendments to implement the remaining recommendations of the Gotterson review.
- These amendments will provide:
 - mandatory carded play with pre-commitment & restrictions on the use of cash for casinos;
 - changing the terminology of gaming Acts to avoid terms like “problem gambler” and “responsible gambling”, which discourage help-seeking due to stigmatisation and the suggestion that responsibility for gambling problems resides within the player;
 - requiring casinos to pay a supervisory levy;
 - enhancing police exclusions from casino venues.

Online liquor sales

- In accordance with a Government election commitment, consultation papers are currently being prepared to seek comment from industry and the community on a proposed legislative framework for the online sale and delivery of liquor.
- Key issues will include:
 - Impact of rapid and late-night delivery of alcohol into the home on the potential increase of alcohol-related harm.
 - Hours for the cessation of home delivery. Research has identified a range of existing limitations and proposals ranging from 10pm to 1am.
 - Requirements around same day delivery and non-same day delivery.
 - The duties, obligations and responsibilities of third-party delivery service providers in the online sale and delivery of alcohol in Queensland will need to be examined to ensure appropriate measures for responsible service of alcohol are maintained, such as the refusal of service to minors and unduly intoxicated adults.
 - Clarity around the obligations and links between licensees and third-party providers
- Consultation is expected to be initiated in the first half of 2023.



Chair briefing points

Liquor and Gambling Reference Group

SNP Review

- Government released Safe Night Out Strategy in 2014 leading to establishment of 15 Safe Night Precincts across Queensland
- In May 2021, findings from an independent study - Queensland Alcohol-related violence and Night Time Economy (QUANTEM) revealed a reduction in alcohol-related harm in SNPs
- In response to QUANTEM report, Government made various commitments including a legislative requirement to review each SNP every 3 years to consider whether the SNP is achieving its harm minimisation purposes
- On 1 July 2021 the new provisions commenced committing Government to the review
- In early 2023, OLGR contacted Queensland based suppliers seeking interest in creating an evaluation framework for the review and a procurement process is required to determine the appropriate supplier
- Uploaded to QTenders 16 March 2023. Closing date for applications is 20 April 2023.
- After the evaluation framework is established, it will be necessary for OLGR to undertake a subsequent procurement process to engage an appropriate supplier to conduct the review itself

QHA General Issues

Issue	
Evaluation of the TAFV measures – ID scanning data and results, SNP boundaries review, effectiveness, feedback	•
Evaluating the blanket 2005 BCC licence conditions; crowd controllers from 11pm when trading after 1am irrespective of risk	•
Criteria and application process for one-off XHPs	•
Processing improvements for liquor and gaming licence transfers	•
Digitisation of RSG / RSA training registers – is an electronic format acceptable	•
Some long-term industry licensees/Approved Managers are doing their 5 th RMLV course (every 3 years since 2009) – consideration of a refresher course	•
Digital ID trial in Townsville – expired licenses apparently can be used with an application pending for Liquor Act but not acceptable for AML-CTF proof	•



Meeting Notes

Liquor and Gambling Reference Group

Addressing alcohol-related violence in and around licensed venues

Time and date:	20 March 2023, 10am – 12noon
Location:	63 George Street, Brisbane City
Chair:	Anthony Crack, Executive Director, Office of Liquor and Gaming Regulation (OLGR)

Agenda: Addressing alcohol-related violence in and around licensed venues

Item	Description	Discussion lead
1.	Welcome and introduction	Chair
		<ul style="list-style-type: none">• Participants and guests welcomed. Apologies notes.<ul style="list-style-type: none">– New members:<ul style="list-style-type: none">○ Natasha Rae – CEO, Relationships Australia Queensland○ Jody Wright – Drug Arm○ Rebecca Lang – Queensland Network of Alcohol and Other Drug Agencies○ Clear Henderson – now representing Clubs Queensland○ Kelvin Dodt – Chief Operating Officer, The Star– Awaiting a new member nominations from:<ul style="list-style-type: none">○ Restaurant and Catering Australia○ Independent Brewers Association– Apologies<ul style="list-style-type: none">○ Lydia Deutscher - General Manager, Industry and Government Affairs, Tabcorp○ Curt Schatz – Managing Partner, Mullins Lawyers• Minutes accepted from previous meeting.• One outstanding action to be resolved for next meeting – First Nations representative.• Terms of Reference endorsed without further change.



Item	Description	Discussion lead
2.	Out of Scope	

Item	Description	Discussion lead
3.	Out of Scope	
4.		

Item	Description	Discussion lead	
			Out of Scope
5.	Responding to venue violence – OLGR’s intervention framework	Paul Ryan, General Manager, OLGR Richard Harkin, A/Director, Regional Services Branch, OLGR	<ul style="list-style-type: none"> • Paul Ryan addressed members, outlining OLGR approach to regulation and taking members through OLGRs enforcement model. • It was noted that OLGR’s model: <ul style="list-style-type: none"> ○ prioritises education in the first instance, with the intend of building expertise and capability across the sector ○ applies higher end enforcement actions where warranted and/or when non-compliance continues ○ acknowledges that violence happens at a relatively small percentage of venues • OLGR works closely with QPS as co-regulator of industry – this partnership forms and important part of OLGRs regulatory model. • Outcomes from OLGRs compliance and enforcement approach are strong. • Richard Harkin provided examples where an educative intervention applied in cooperation with venues experiencing increased incidents have been managed down significantly through this approach. Successful interventions can include for example increased lighting, eliminating shots after a certain time, stopping music 20mins before patrons are asked to exit the venue, additional RSA marshals. The introduction of ID scanners has also created notable change. • Copies of the slides are provided separately.
6.	Roundtable discussion – what’s working and where to from here	Chair to facilitate open discussion	<ul style="list-style-type: none"> • Anthony Crack highlighted key comments from discussions across the meeting and invited further comment from members. • Members acknowledged the challenges and complexity of the issues and the data and agreed that whilst it is important to have a strong evidence base and use the research to inform thinking and strategies; ultimately the focus on ensuring patron and staff safety needs to remain the central concern.

Item	Description	Discussion lead	
			<ul style="list-style-type: none"> • There is opportunity to continue to build on the successes and learnings highlighted throughout this discussion. • Anthony highlighted upcoming work to review the SNP model – except this to be a holistic review offering opportunity to take a closer look at what’s working and what more can be done in this space. • Opportunities to further strengthen the evidence base by understanding staff experiences of violence in venues need to be explored.
7.	OLGR hot topics – quick updates on issues of shared interest	David McKarzel, Executive Director, Office of Regulatory Policy (ORP) Paul Ryan, General Manager, OLGR Brigette Tilley, A/General Manager, OLGR	<ul style="list-style-type: none"> • Agenda papers taken as read. • No additional comments or queries raised during meeting.
8.	Meeting wrap-up - next meeting	Chair	<ul style="list-style-type: none"> • Date to be determined in consultation with members and in context of emerging priorities.



DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL

MEMORANDUM



TO: Victoria Thomson, Deputy Director-General – Liquor, Gaming and Fair Trading
FROM: Anthony Crack, Executive Director, OLGR, LGFT
THROUGH:
SUBJECT: Letters of invitation to join the Liquor and Gambling Reference Group
DATE: 23 June 2022

PURPOSE

That you **sign** and email the attached letters inviting nominations for the new Liquor and Gambling Reference Group (LGRG) (**Attachment 1**).

BACKGROUND

The LGRG is to be established to provide a mechanism for government, key stakeholders, and partners in liquor and gaming industries and the community, to come together to discuss challenges and opportunities facing the sector. It will also serve as a platform to positively engage stakeholders in the design, implementation and evaluation of policy and programs, taking forward the commitments in the soon to be finalised Liquor and Gambling Regulatory Strategy. Draft Terms of Reference are attached (**Attachment 2**).

The inaugural meeting of the LGRG is proposed for Thursday 11 August 2022, 2 – 4pm.

The attached letters of invitation seek suitable nominations from those organisations intended to comprise the LGRG. A mail merge file of contacts is included (**Attachment 3**). Nominations are being sought by Friday 8 July 2022.

The draft Terms of Reference are to be attached to the letters providing context for the nomination.

A draft agenda is being prepared and progressed separately via email.

HUMAN RIGHTS IMPACT ASSESSMENT

The proposal does not limit an existing right prescribed by the *Human Rights Act 2019*.

RECOMMENDATION

It is recommended that you **sign** and **email** the attached letters of invitation.

- Noted
- Approved**
- Not approved

Victoria Thomson
 Deputy Director-General
 1/07/ 2022

Approved by Anthony Crack
 Executive Director OLGR
 Date 22 June 2022

In reply please quote: OGR-2095748



Mr Bernie Hogan
bhogan@qha.org.au

Liquor, Gaming and Fair Trading
Department of
Justice and Attorney General

Dear Mr Hogan

I write to invite you, or your nominee, to join the new Liquor and Gambling Reference Group (LGRG) being established by my office.

The LGRG will provide a mechanism for government, key stakeholders, and partners in liquor and gaming industries and the community to come together to discuss challenges and opportunities facing the sector. It will also serve as a platform to positively engage stakeholders in the design, implementation and evaluation of policy and programs.

Draft Terms of Reference for the LGRG, to be discussed and endorsed at the first meeting of the group, are attached for reference. It is proposed the LGRG will meet up to three times each year, with some out of session business as required. Meetings will be held in Brisbane on a date determined in consultation with members, taking account of emerging priorities. The first meeting of the LGRG is intended for **Thursday 11 August 2022, 2pm – 4pm**.

Given the nature and intent of the group I encourage you to consider a senior nomination for the group if you are unable to participate yourself.

Please confirm your interest and nomination (including name, position and contact details) to Nicole Allen-Ankins, Executive Officer, Office of Liquor and Gaming Regulation (OLGR), at Nicole.allenankins@justice.qld.gov.au by **Monday 11 July 2022**.

If you require any further information, please contact Anthony Crack, Executive Director OLGR, Department of Justice and Attorney-General, on (07) 3738 8569 who will be pleased to assist.

Yours sincerely

A handwritten signature in black ink, appearing to read "Victoria Thomson".

Victoria Thomson
Deputy Director-General
Commissioner for Liquor and Gaming
06 / 07 / 2022

Encl.

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63 George Street, Brisbane QLD 4000
GPO Box 3111
BRISBANE QLD 4001

Telephone +61 7 3738 8356
Website www.justice.qld.gov.au
ABN 13 846 673 994



In reply please quote: OGR-2095748



Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Mr Dan Nipperess
dan@clubsqld.com.au

Dear Mr Nipperess

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Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Ms Penny Wilson
ceo.penny@rslscaqld.org

Dear Ms Wilson

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Yours sincerely

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Victoria Thomson
Deputy Director-General
Commissioner for Liquor and Gaming
06 / 07 / 2022

Encl.



In reply please quote: OGR-2095748



Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Mr Wes Lambert
restncat@rca.asn.au

Dear Mr Lambert

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Yours sincerely

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Deputy Director-General
Commissioner for Liquor and Gaming
06 / 07 / 2022

Encl.



In reply please quote: OGR-2095748



Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Mr Andrew Corrigan
andrewc@ewineconsult.com

Dear Mr Corrigan

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Yours sincerely

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06 / 07 / 2022

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In reply please quote: OGR-2095748



Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Ms Kylie Lethbridge
Kylie.Lethbridge@iba.org.au

Dear Ms Lethbridge

I write to invite you, or your nominee, to join the new Liquor and Gambling Reference Group (LGRG) being established by my office.

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Commissioner for Liquor and Gaming
06 / 07 / 2022

Encl.



In reply please quote: OGR-2095748



Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Mr Matt Hobson
matt@cavu.com.au
members@qda.org.au

Dear Mr Hobson

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Liquor, Gaming and Fair Trading
Department of
Justice and Attorney General

Mr David Attenborough
attenboroughd@tabcorp.com.au

Dear Mr Attenborough

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Mr Geoff Hogg
GW.Hogg@star.com.au

Liquor, Gaming and Fair Trading
Department of
Justice and Attorney General

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Commissioner for Liquor and Gaming
06 / 07 / 2022

Encl.



In reply please quote: OGR-2095748



Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Mr Michael Jones
michael.jones@the-ville.com.au

Dear Mr Jones

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If you require any further information, please contact Anthony Crack, Executive Director OLGR, Department of Justice and Attorney-General, on (07) 3738 8569 who will be pleased to assist.

Yours sincerely

A handwritten signature in black ink, appearing to read "Victoria Thomson".

Victoria Thomson
Deputy Director-General
Commissioner for Liquor and Gaming
06 / 07 / 2022

Encl.

Level 4
63 George Street, Brisbane QLD 4000
GPO Box 3111
BRISBANE QLD 4001

Telephone +61 7 3738 8356
Website www.justice.qld.gov.au
ABN 13 846 673 994



In reply please quote: OGR-2095748



Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Mr Curt Schatz
cschatz@mullinslaw.com.au

Dear Mr Schatz

I write to invite you, or your nominee, to join the new Liquor and Gambling Reference Group (LGRG) being established by my office.

The LGRG will provide a mechanism for government, key stakeholders, and partners in liquor and gaming industries and the community to come together to discuss challenges and opportunities facing the sector. It will also serve as a platform to positively engage stakeholders in the design, implementation and evaluation of policy and programs.

Draft Terms of Reference for the LGRG, to be discussed and endorsed at the first meeting of the group, are attached for reference. It is proposed the LGRG will meet up to three times each year, with some out of session business as required. Meetings will be held in Brisbane on a date determined in consultation with members, taking account of emerging priorities. The first meeting of the LGRG is intended for **Thursday 11 August 2022, 2pm – 4pm**.

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Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Mr Matthew Jones
Matthew@lgs.net.au

Dear Mr Jones

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Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Mr Gary Bullock
gld@unitedworkers.org.au

Dear Mr Bullock

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Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Dr Ian Law
ilaw@raq.org.au

Dear Dr Law

I write to invite you, or your nominee, to join the new Liquor and Gambling Reference Group (LGRG) being established by my office.

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Yours sincerely

Victoria Thomson
Deputy Director-General
Commissioner for Liquor and Gaming
06 / 07 / 2022

Encl.



In reply please quote: OGR-2095748



Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Ms Caterina Giorgi
fare@fare.org.au

Dear Ms Giorgi

I write to invite you, or your nominee, to join the new Liquor and Gambling Reference Group (LGRG) being established by my office.

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Yours sincerely

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Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Mr Jason Trethowan
jtretlowan@headspace.org.au

Dear Mr Trethowan

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Commissioner for Liquor and Gaming
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Encl.



In reply please quote: OGR-2095748



Liquor, Gaming and Fair Trading

Department of
Justice and Attorney General

Mr Jonathan Turk
jonathan.turk@uccommunity.org.au

Dear Mr Turk

I write to invite you, or your nominee, to join the new Liquor and Gambling Reference Group (LGRG) being established by my office.

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Organisation	Title	Given Name	Surname	Position	Postal Address Line 1	Postal Address Line 2	Email	Phone
Queensland Hotels Association	Mr	Bernie	Hogan	Chief Executive Officer	GPO Box 343	BRISBANE QLD 4001	bhogan@qha.org.au	
Clubs Queensland	Mr	Dan	Nipperess	A/Chief Executive Officer	PO Box 93	NORTHGATE QLD 4013	dan@clubsqld.com.au	
RSL & Services Clubs Association Queensland Inc.	Ms	Penny	Wilson	Chief Executive Officer	PO Box 757	BUDERIM QLD 4556	ceo.penny@rslsqld.org	
Restaurants and Catering Australia	Mr	Wes	Lambert	Chief Executive Officer	PO Box 121	SURRY HILLS NSW 2010	restcat@rca.asn.au	
Queensland Wine Industry Association	Mr	Andrew	Corrigan	President	PO Box 207	STANTHORPE QLD 4380	andrewc@ewineconsult.com	
Independent Brewers Association	Ms	Kylie	Lethbridge	Chief Executive Officer	Level 2, 306 5mith Street	COLLINGWOOD VIC 3066	Kylie.Lethbridge@iba.org.au	
Queensland Distillers' Association Inc.	Mr	Matt	Hobson	President	PO Box 333	WOOMBYE QLD 4559	matt@cavu.com.au	
Tabcorp Holdings Limited	Mr	David	Attenborough	Chief Executive Officer	Level 31, 680 George St	SYDNEY NSW 2000	attenboroughd@tabcorp.com.au	
The Star	Mr	Geoff	Hogg	A/Chief Executive Officer	GPO Box 2488	BRISBANE QLD 4000	GW.Hogg@star.com.au	
The Reef Hotel Casino - Cairns	Mr	Paul	McHenry	Chief Executive Officer	PO Box 7320	CAIRNS QLD 4870	paulm@reefcasino.com.au	
The Ville	Mr	Michael	Jones	Chief Executive Officer	Sir Leslie Thiess Drive	TOWNSVILLE QLD 4810	michael.jones@the-ville.com.au	
Mullins Lawyers	Mr	Curt	Schatz	Partner	123 Egle Street	BRISBANE QLD 4000	cschatz@mullinslaw.com.au	
Liquor & Gaming Specialists	Mr	Matthew	Jones	Director	30 Prospect Street	FORTITUDE VALLEY QLD 4006	Matthew@lgs.net.au	
United Workers Union	Mr	Gary	Bullock	State Secretary	PO Box 3943	SOUTH BRISBANE QLD 4101	gld@unitedworkers.org.au	
Relationships Australia Queensland	Dr	Ian	Law	Chief Executive Officer	PO Box 4435	EIGHT MILE PLAINS QLD 4113	law@raa.qm.au	
Foundation for Alcohol Research and Education (FARE)	Ms	Caterina	Giorgi	Chief Executive Officer	Level 1, 40 Thesis Court	DEAKIN ACT 2600 Australia	fare@fare.org.au	
Headspace National	Mr	Jason	Trethowan	Chief Executive Officer	Level 2 (South Tower), 485 La Trobe	MELBOURNE VIC 3000	jtretowan@headspace.org.au	
Uniting Care Queensland	Mr	Jonathan	Turk	Statewide Manager	PO Box 11	BUNGALOW QLD 4870	jonathan.turk@uccommunity.org.au	

Kerry Costan





