

Hospitality and Racing

Regulatory Priorities

January to June 2025



Purpose

This document sets out our key priorities for the next six months for all the sectors we regulate.

By publishing our priorities, we aim to communicate the key issues that Hospitality and Racing will be addressing and provide industry with an opportunity to proactively engage with us. Our priorities also signal where we will focus our regulatory efforts.

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Who we are

Hospitality and Racing ensures a vibrant, safe and responsible hospitality and racing industry in NSW. It does so by providing an innovative regulatory framework that supports vibrant, safe and responsible industries, in line with community and government expectations.

Hospitality and Racing provides industry and the community with a clear view of the regulator, Liquor & Gaming NSW (L&GNSW), and transparent channels for communication and engagement under one leadership structure:

L&GNSW

Administers the regulatory framework for liquor, gambling, and registered clubs in NSW. This includes licensing and compliance activities, policy advice, education and engagement activities, informed by intelligence and regulatory best practice.

L&GNSW works closely with, and supports, the operation of the Independent Liquor and Gaming Authority and NSW Independent Casino Commission.

liquorandgaming.nsw.gov.au

Office of Responsible Gambling

Leads the development of responsible gambling strategy, programs, and public policy advice to the NSW Government. This includes managing the Responsible Gambling Fund (RGF) and GambleAware services and support.

The Office also administers the ClubGRANTS Category 3 infrastructure grants and the Community Development Fund grants.

gambleaware.nsw.gov.au

Office of Racing

Administers the regulatory framework for harness, thoroughbred and greyhound racing in NSW.

This includes policy advice and the management of legislation and appointments to relevant boards and committees.

The Office of Racing also manages relationships between the NSW Government and organisations responsible for the three racing codes.

nsw.gov.au/office-of-racing

While this document encompasses work across all three entities within Hospitality and Racing, the key focus is on the functions carried out by L&GNSW as the regulator.

By the numbers



12 acts
to regulate



17,600+
reports received
annually



19,000+ liquor
licences
in NSW



\$3.3 billion
of revenue assured
annually

Focus areas

In addition to the specific priorities in this document, the following are key areas we will focus on over the coming period. These focus areas have been identified based on government priorities and stakeholder feedback.

Liquor and vibrancy

Alignment of planning and liquor licensing

We will build on the Government's vibrancy reforms by continuing to work on harmonising the liquor licensing and planning systems and implementing a series of reforms to liquor licence categories to develop a flexible and more streamlined risk-based licensing framework.

Alcohol delivery reforms

We will continue to improve the alcohol delivery regulatory framework and respond to the findings of the review of alcohol delivery reforms completed in 2023 as well as commitments made by National Cabinet in relation to family and domestic violence.

Sound compliance framework

As the lead regulator for entertainment sound across licensed premises in NSW, we have introduced a revised and streamlined approach to sound regulation in licensed premises. We will continue our work to facilitate the balanced, consistent and transparent management and resolution of noise and disturbance complaints.

In 2025, we will continue to support the revitalisation of the night-time economy, including the sustainable development of the hospitality, live music, entertainment, arts and cultural sectors, whilst seeking to balance the interests of the community.

We will commence an education and compliance program for Live Music and Live Performance Venues, to ensure eligible venues are operating in accordance with

legislative requirements and incentive criteria. We will also launch a 'one stop shop' online portal for noise and disturbance complaints.

Gaming harm minimisation

Gaming reform

The Independent Panel on Gaming Reform submitted the Roadmap for Gaming Reform to the government in November 2024.

In 2025, we will support the government to determine its response to the Roadmap recommendations and continue to progress the government's gaming reform commitments.

Statewide exclusion from pubs and clubs

We are continuing our work on the NSW Government's election commitment to establish a standalone, statewide exclusion register. The development of the NSW Statewide Exclusion Register (NSWSER) is a significant reform aimed at making self-exclusion from gaming machines in NSW clubs and hotels easier and more accessible.

Third-party exclusion from pubs and clubs

The government has committed to introducing a third-party exclusion scheme in clubs and hotels, which would enable family members or law enforcement to apply for an exclusion.

We will consult on this proposed reform, acknowledging the sensitivities around imposing restrictions on individuals' behaviour and the risks to those applying for the exclusion.

Facial recognition to support exclusions

The government committed to mandating the use of facial recognition (FRT) in hotels and clubs to support exclusions. We will consult on a draft Code of Practice for the voluntary installation and operation of FRT in venues to ensure the highest privacy standards. In addition, we will also consult on the proposed introduction of mandatory FRT.

Statutory review of Casino Control Act

Section 169B of the *Casino Control Act 1992* requires the Minister for Gaming and Racing to commence a statutory review of the Act as soon as practicable after 19 August 2024, with a report on the outcome of the review to be tabled in each House of Parliament by 19 August 2025.

A public consultation process will be conducted in early 2025 to inform this review.

Online wagering and lotteries

At the time of publication, the Australian Government is still considering its response to the *You Win Some, You Lose More* Report released by the Australian Parliament's House of Representatives Standing Committee on Social Policy & Legal Affairs. The report contains 31 recommendations, including a comprehensive ban on advertising.

We will continue to work with our federal, state and territory government colleagues to implement further reform to the online wagering regulatory framework to prevent and reduce gambling harm.

L&GNSW will continue to consider the appropriateness of the NSW regulatory framework for online keno and foreign-matched lotteries, particularly in relation to consumer protection and harm minimisation safeguards. This will include consideration of outcomes from the Australian Government's 2024 review of these products.

Point of Consumption Tax

We will continue undertaking detailed proactive revenue audits of betting service providers relating to their Point of Consumption Tax obligations, to confirm appropriate payment of the tax by online wagering operators.

Technology, innovation, and process improvement

We will continue to work with stakeholders and harness technology to innovate and provide solutions to assist and streamline our regulatory functions. This includes the centralised monitoring system uplift and readiness to advance a two-way protocol for electronic gaming machines in NSW.

Work is underway to enhance our own data governance and quality, and operational reporting systems and capability.

Compliance, enforcement and assurance priorities

Major or high-risk events and precincts

Sector: Liquor

Reducing harm associated with the misuse and abuse of liquor, including intoxication, consumption by minors, alcohol-related violence, and other anti-social behaviour at major or high-risk events and precincts remains a key focus. To address these risks, we will:

- continue to work with industry, operators and frontline staff statewide to minimise harms that occur as a result of the misuse of liquor
- monitor and review events and event operators associated with higher levels of alcohol related violence
- determine if regulatory intervention is required to strengthen controls designed to reduce alcohol related violence
- conduct inspections of high-risk events (including licensed premises during event periods) to monitor adherence to legislative requirements. Deployments around seasonal events will include:
 - Australia Day
 - Tamworth Country Music Festival
 - St Patricks Day
 - Sydney Gay & Lesbian Mardi Gras
 - Anzac Day
 - Wagga Wagga Gold Cup.



Music festivals

Sector: Festivals

We will continue to work alongside co-regulatory bodies, industry stakeholders and event operators throughout the 2025 music festival season.

Our focus remains on the service of liquor and compliance with liquor and patron safety related licence conditions and plans.

At the time of publication, we intend to have a presence at the following music festivals:

- Field Day
- A Day on the Green
- Dreamstate
- Bondi Beach Party
- Yours and Owls
- Bluesfest.

Same-day alcohol delivery compliance testing, including delivery operator platform and app controls

Sector: Liquor

The *24-Hour Economy Legislation Amendment (Vibrancy Reforms) Act 2023* created a permanent authorisation for on-premises licence types to sell limited amounts of takeaway liquor products with a genuine meal, including allowing those venues to sell that takeaway liquor through same day delivery.

We will continue our ongoing compliance campaign focusing on same day delivery providers, however, we will now include on-premises license types to ensure deliveries are occurring in accordance with legislative requirements around mandatory staff training, evidence of age and self-exclusion.

The program will also extend to testing same day delivery in regional NSW.

- inspect racecourses and assess compliance with betting and racing laws, including measures in place to protect minors and other vulnerable people in the community
- continue to provide education and advice to new entrants to the wagering sector
- identify new technologies and potentially harmful emerging trends that seek to circumvent current legislation or guidelines, and take appropriate corrective action
- continue testing compliance with the National Consumer Protection Framework requirements around consistent gambling messaging, consent for marketing, responsible gambling training and account closures
- proactively monitor NSW licensed keno and lottery operators, whilst considering the application of NSW legislation and mitigate any risks associated with online keno and lottery providers from other jurisdictions offering and marketing their products to people in NSW.

Wagering and lottery practices, including advertisements and inducements

Sector: Wagering and lotteries

The publication of wagering advertisements that induce a person to open a betting account, to gamble or to gamble more frequently, is prohibited in NSW.

Betting service providers are also required to adhere to strict controls around gambling platforms and products they offer to ensure measures are available to help people gamble safely.

We will:

- continue to monitor wagering advertising across websites, social media, television, and radio, and take strong enforcement action where offences are detected

Electronic gaming machine harm minimisation

Sector: Gaming

Gaming machines are tightly regulated in NSW to protect minors and other vulnerable members of the community from gambling harm.

Many L&GNSW priorities are centred around reducing gambling harm from gaming machines and ensuring people can more effectively manage their gambling activity.

We will:

- enforce restrictions around cash dispensing facilities, including their signage, visibility and proximity from gaming machines, to prevent patrons from gambling outside their means or when experiencing gambling harm
- assess venue gaming staff knowledge to quantify the level of training and capability of gaming staff, to educate

staff on harm minimisation measures, and to improve industry and community understanding of pathways to monitor and report harmful or non-compliant behaviour

- monitor external gaming machine signage to ensure any emerging risks are identified following removal of 'VIP lounge' signage at pubs and clubs.

Gaming harm minimisation inspections

We take a zero-tolerance approach to breaches of fundamental gaming harm minimisation measures and routinely monitor compliance with these requirements.

We aim to reduce risks associated with the playing of gaming machines by identifying non-compliant or predatory practices and taking an escalated enforcement approach.

Key areas of focus for this period include:

- facilitating the withdrawal of cash from a credit account
- operation of gaming machines outside of authorised hours
- providing free or discounted liquor as an inducement to gamble
- permitting minors to gamble.

Working with regional and vulnerable communities

Sector: Liquor

Some vulnerable communities may be susceptible to an elevated risk of alcohol related harm for various reasons, including a reduced level of interaction with the regulator.

These communities are often located in geographically remote or culturally and linguistically diverse areas, where there may historically have been lower levels of regulatory supervision, or regulatory education compared to venues in metropolitan areas.

Education and compliance monitoring activities within regional NSW will remain an operational priority in 2025. We will continue to focus on remote communities, aiming to provide regulatory outreach to licensed

premises who have limited support.

Between January and June 2025, we will visit venues in the following regions:

- New England and Northern Tablelands
- Mid North Coast
- The Murray
- Northern NSW
- The Riverina and South Eastern NSW.

More general regional inspection programs are planned for the first quarter of 2025 and will include the following regions:

- Far North Coast
- Southern NSW Border
- Central Western.

Throughout February and March 2025, L&GNSW will also attend regional racecourses to test compliance with on-course bookmaker requirements, and assess gambling harm minimisation controls relating to minors, advertising and inducements.

L&GNSW will be attending racecourses in the following regions:

- Orange and Dubbo
- Coffs Harbour and Port Macquarie.

Casino compliance and risk mitigation

Our regulatory oversight of the casino sector spans the responsible conduct of gambling, the reduction of alcohol-related harm, and the integrity of casino operators.

Our planned activities across those areas include:

- auditing, testing and monitoring compliance with internal controls, standard operating procedures and legislative requirements, with a particular focus on those designed to limit criminal infiltration, exploitation and community harm
- conducting inspections and investigations relating to security controls and service of alcohol practices that may contribute to an increased risk

of alcohol-related harm, including complimentary or promotional liquor, with a particular emphasis on high-risk locations and events and vulnerable members of the community

- ongoing monitoring to test the effectiveness of controls and interventions relating to at-risk patrons, including excluded patrons and those experience gambling harm
- ongoing monitoring of prohibitions on inducements to gamble, including gaming-related signage and gambling advertising
- ongoing monitoring and testing of vetting practices to ensure that minors and excluded persons are being effectively restricted from accessing the casino premises, while also monitoring the appropriateness of the interventions by the operators when those persons are detected
- conducting probity assessments of close associates of the casino operators and controlled contractors
- carrying out audits of casino revenue to ensure appropriate taxation is paid and any underpayments are recovered by the State.

The Casino Compliance Audit program will continue to test compliance with the internal controls and the effectiveness of their associated procedures relating to the casino customer onboarding requirements.

This will ensure that people not suitable for participation in gambling activities are not able to engage with the casino operators and they remain free from criminal influence.

ClubGRANTS Tax Rebate Scheme

Sector: Registered Clubs

The ClubGRANTS Tax Rebate Scheme was established in 1998 to ensure registered clubs in NSW with profits over \$1 million contribute financial or in-kind support to local community services, programs, and projects.

The Scheme operates under the ClubGRANTS Guidelines approved by the Minister. Each year, clubs can obtain a tax rebate of up to 1.85% of their gaming machine profits above \$1 million for community development and support.

Our regulatory oversight of the Scheme spans assessment of the clubs' annual returns to ensure they meet the eligibility criteria set in the Guidelines, as well as conducting audit activities.

We will be undertaking proactive educational programs to focus on commonly experienced issues with understanding eligible expenditure.

Deliverables will include:

- visits to clubs across NSW to ensure clubs are aware of obligations when submitting their returns
- engagement with ClubsNSW to highlight common issues and equip them to better advise members
- participation in meetings with local committees to understand their processes
- the delivery of a webinar and communications to industry to help with the 2025 assessments.

Licensing customer satisfaction

Sector: All

We are measuring customer satisfaction with our services to improve service delivery and help eliminate pain points in the application process.

Over the past six months we have been gathering feedback from applicants about their satisfaction with the licensing process. Most respondents are highly satisfied with the service provided with the average rating currently 4.9 out of 5.0. Over the next six months we will continue to garner that feedback to support and provide insight into what we are doing right, so we can continue to do it.

We are continuing to improve our service by:

- improving accessibility to licensing materials and resources through the continuous improvement of processes
- continuing to undertake proactive measures to reduce pain points for our customers by reducing the time it takes to approve an application.

Sector: Music Festivals

We are working with music festival organisers, NSW Health and NSW Police to implement new approval processes following 2024 reforms to the *Music Festivals Act 2019*.

Digitisation

Sector: All

We are digitising existing paper notification forms across our licence types into an online format so licensees can complete the form online prior to submission to improve the customer experience.

The digitised forms will allow us to maintain accurate records for venues and simplify existing processes for these notifications. It will also allow us to make quick amendments to the notifications if individual requirements change, ensuring that applicants can provide all required information upfront, further

simplifying the customer journey.

Sector: Gaming

By harnessing the digitisation processes we will reduce the 31 different gaming application forms by 70 per cent. This will make it easier for applicants to apply for multiple authorisations in the one application. We are also consolidating the licensing resources available to applicants so information can be found in the one location.

The system will align similar requirements and allow applicants to use autofill information already on L&GNSW systems to make their application.

Improving processing times

Sector: All

Currently, we send approximately 4,500 requests annually for additional information for authorisation, new licence, and limited licence applications. We have undertaken an audit to identify pain points in this process.

Using Behavioural Insights methodology, over the next six months we will be continuing our 'sludge audit' of our applications. This will inform the review of our application forms to ensure they are in plain English and set out in a way that helps the applicant provide all the required information we need at the time of lodgement.

We are also reviewing the supporting information for the application process, including guides and web content to support the improvements. This 'sludge audit' has resulted in other government agencies' reducing return rates by 32 per cent and will improve the end-to-end time from application to determination. This means customers can obtain their licence or authorisation sooner and with less hassle.

Vibrancy Reform implementation

Sectors: Liquor

Over the next six months we will continue to provide support for applicants as the Vibrancy Reforms are embedded and become business as usual. As part of this, we are monitoring the implementation to see what additional information applicants may need to assist them in complying with the new requirements. Previous pre-application Community Impact Statement (CIS) requirements have been replaced with lodging a Statement of Risk and Potential Effects (SoRPE) with the application.

Now that applications can be made to amend trading hour conditions for Sundays to allow trading from 5am to midnight, rather than 10am to 10pm, we are continuing to focus on implementing processes to reduce approval times. Administrative processes have already been put into place to reduce consultation periods if the applicant has very recently gone through a related consultation process.

Gaming Reform implementation

Sector: Gaming

We are working with licensed venues which already have Gaming Plan of Management, incident register and Responsible Gaming Officer (RGO) conditions to manage the transition to the new legislative requirements and ensure they are reflective of the new laws.

We are working with venues to modernise licence conditions following the legislative changes.

Regulatory reform

Gaming reform

Sector: Gaming

We will continue to deliver the government's gaming reform package to reduce gambling harm and stop money laundering and criminal activity associated with poker machines.

We will support the government to respond to the recommendations in the Independent Panel's roadmap for gaming reform and begin work to implement the government's response.

Further work will be undertaken to implement the remaining gaming reforms including:

- reducing the cash input limits in existing older machines, where possible
- expanding the self-exclusion register to the whole state and providing for third-party exclusion
- publishing minimum standards and requiring facial recognition technology in clubs and pubs
- increasing the rate at which entitlements to operate gaming machines are forfeited back to the government.

We will consult on the implementation of the following commitments:

- third party exclusion scheme, acknowledging the sensitivities around imposing restrictions on individuals' behaviour and risks to those applying for the exclusion.
- draft Code of Practice for the voluntary installation and operation of FRT in venues to ensure the highest privacy standards. In addition, we will also consult on the proposed introduction of mandatory FRT to support the operation of the NSWER.

Music Festivals

Sector: Festivals

In September 2024, the NSW Parliament passed reforms to the *Music Festivals Act 2019*, which made important changes to the regulation of music festivals in NSW.

The changes to the Act made it more supportive of festivals, providing a framework that prioritises economic sustainability of the state's music festivals, whilst ensuring the health and safety of festivalgoers.

As part of these reforms, the government has already begun implementing the changes to the regulatory framework including:

- replacing the Safety Management Plan with a Health and Medical Plan (HMP) that only relates to health and medical matters
- L&GNSW becoming the key decision maker on advice from NSW Health and NSW Police
- requiring all music festivals to operate with a HMP, with only certain festivals requiring the contents of their HMP to be agreed by NSW Health.

Further work will also be undertaken to implement the remainder of the reforms, including establishing a mechanism for festival organisers to apply for a waiver or reduction in user-pays government charges in limited and exceptional circumstances.

Liquor reform

Sector: Liquor

The NSW Government has made further changes to support a thriving and vibrant night-time economy and the associated music and cultural sector.

We will implement the government's commitment to provide an evidence-based, fit for purpose risk-based approach to licensing. Further work will be undertaken on the development of the licensing framework, including consultation with industry, stakeholders and the community.

The purpose of these reforms is to help move NSW to a modern licensing approach, which is risk-based, with an appropriate level of regulation that reflects the risks of harm, and to make it easier and faster to start, operate and adapt a licensed business, while better enabling the community to engage on potential impacts affecting them.

For information on the opportunities and changes for your licence please visit [Liquor & Gaming's What's Changing](#) webpage.

Alcohol delivery

Sector: Liquor

We will make improvements to the same day alcohol delivery framework in NSW, to ensure it remains fit for purpose and continues to meet community expectations. This follows the comprehensive review of alcohol delivery laws completed and published in late 2023.

We will consult with key stakeholders on these proposed improvements.

Review of remaining lockout laws

Sector: Liquor

L&GNSW will be conducting a review of the remaining lockout laws in the Liquor Regulation 2018. The review will determine which of these laws are candidates for repeal and which remain

relevant. This will include consultation with industry and community stakeholders.

Review of Clubgrants scheme

Sector: Registered Clubs

The Clubgrants Scheme has not been formally reviewed since 2013. We want to ensure it remains fit for purpose, including that it meets community expectations regarding where and how the grant money is spent, and has high levels of transparency and governance.

A review of all categories (1, 2 and 3) of the Clubgrants Scheme commenced in December 2023 and was led by L&GNSW in consultation with The Cabinet Office and NSW Treasury.

Key findings from the review were provided to the Minister at the end of 2024. We will support the government to consider the findings of the review and implement changes to the scheme as a result.

Wagering reforms

Sector: Wagering

We continue to actively monitor current issues and upcoming developments in the wagering sector, as well as engage with governments and stakeholders to inform consideration of the appropriateness of the wagering legislative framework. This includes:

- the Australian Government's response to the recommendations made by the Federal Parliament's House of Representatives Standing Committee on Social Policy & Legal Affairs, following its *You Win Some, You Lose More* report
- issuing an interim update to the L&GNSW Guidelines for Gambling Advertising and Inducements and reviewing the Bookmaker Telephone and Electronic Betting Conditions to clarify the harm minimisation standards that betting service providers are expected to uphold.
- ensuring the broader regulatory framework remains appropriate for today's wagering environment.

Review of Casino Control Act

Sector: Casinos

We will undertake public consultation in early 2025 to inform a statutory review of the *Casino Control Act*. This will evaluate the effectiveness of the reforms introduced to the casino sector in 2022 and consider further options for reform and modernisation of the Act.

A report on the outcome of the review will be tabled in Parliament by 19 August 2025.

Further implementation of casino carded play

Sector: Casinos

As part of the ongoing reform of the casino sector, L&GNSW will continue to work with the casinos to implement carded play and related obligations. This will include moving towards lowering the daily limit for cash play and continuing to work with casinos to support the implementation of loss limits.

Research and evaluation

GambleAware service evaluation

Sector: Gambling

The GambleAware service system was implemented in 2021 following a review and redesign of the former Gambling Help service system.

A new evaluation of the GambleAware service system will be undertaken to assess and review implementation and effectiveness of the new model. This evaluation will be used to identify areas of improvement to the management and delivery of support services for people impacted by gambling harm.

The evaluation will be conducted in line with the principles and standards of the NSW Government Evaluation Policy and Guidelines.

Family and domestic violence and gambling harm

Sector: Gambling

The Responsible Gambling Fund has provided grants funding for research to investigate the relationship between gambling harm and family and domestic violence (FDV) in NSW.

The research, being undertaken by Australian National University, will investigate links between the density of electronic gaming machines and FDV risk across the state, accounting for other confounding factors such as alcohol use and mental health issues. It will also identify geographical areas where more targeted approaches, services, or policy interventions are needed.

Outcomes of this research will inform

decisions about cross-service planning, gambling regulation, and public health strategies.

Gambling Research Capacity Grants Program

Sector: Gambling

In 2025, the Office of Responsible Gambling will fund another round of the Gambling Research Capacity Grants Program. The program aims to improve the quality, diversity and impact of Australian gambling research by supporting talented and committed researchers and retaining these researchers in the field.

Funding will be offered for one full-time post-doctoral fellowship and two full-time PhD scholarships. Applications will be invited from a range of disciplines, with cross-disciplinary approaches encouraged. Priority research areas for this funding round will be aligned to the Office of Responsible Gambling Strategic Plan 2024-27, including:

- understanding and tracking changes in gambling behaviour and attitudes across the population and in specific groups
- understanding and monitoring emerging technologies and trends, and their impacts on people and communities in NSW
- understanding and responding to issues affecting different groups and communities across NSW, particularly young people and other vulnerable populations.

Education, engagement and industry support

Office of Responsible Gambling awareness campaigns

Sector: Gambling

The Office of Responsible Gambling recognises the role that awareness plays in preventing and reducing gambling harm across NSW. It delivers several awareness campaigns to help people understand gambling harm and provide advice on where to seek help and support.

The Office's GambleAware campaign is a whole-of-community campaign designed to encourage people to think about how gambling might be impacting their lives and the lives of those around them. For those who might be at risk of gambling harm, the campaign also promotes the information, support and treatment options available through GambleAware.

The Number that Changed My Life campaign delivers targeted, in-language messaging for people from culturally and linguistically diverse backgrounds, targeting the Arabic, Chinese, Vietnamese, Hindi and Korean communities. The campaign acknowledges the unique relationship between culture and gambling, works to reduce the stigma around gambling harm, and provides advice about GambleAware's culturally safe services.

Stakeholder engagement

Sector: All

We continue to improve our engagement with the community, industry, and government partners through the following activities:

Regional visits and roadshows

We continue to host a series of regional industry and community engagement sessions across NSW to inform our stakeholders of policy changes, trends, associated compliance issues and harm minimisation strategies, and to gain local insights.

Details of our 2025 Regulatory Roadshow program are available on the [Liquor and Gaming NSW website](#).

Forum for liquor and gaming specialist lawyers and consultants

We will host a forum for liquor and gaming specialist lawyers and consultants to provide an overview of regulatory updates, and the strategic direction of L&GNSW as well as to better understand the needs of our customers. The forum will be held in June 2025.

Promote industry best practice

We continue to identify opportunities to develop case studies, fact sheets, deliver webinars and podcasts to engage and inform our stakeholders.

Review and improve our website

We continue to review and update our website to make it easier to find, use and understand the information that we publish, including engaging key stakeholders throughout the process to add value and improve website functionality.

Aboriginal Engagement

We continue to work with stakeholders in developing and implementing culturally appropriate liquor and gaming harm minimisation strategies.

Our primary focus this period is informed decision making and the progression of outcomes contained within the Hospitality and Racing Aboriginal Stakeholder Engagement Strategy.

Liquor Accords

Liquor Accord forum

Sector: Liquor

There are approximately 140 liquor accords currently working together to develop strategies tackling alcohol-related issues, anti-social behaviour and violence in local areas. We will host our annual Liquor Accord Forum in April, to provide an opportunity for liquor accords across NSW to come together to share learnings about what is working to solve issues and reduce alcohol related harm in their communities.

Liquor Accord digital platform

We continue to implement the [Liquor Accords Strategy 2023-25](#) across the network that is made up of licensees, community members, businesses, local councils, police, government departments and other community groups. By developing a digital platform for liquor accords, we are making it easier for accord members to collaborate, share impactful strategies and access new information and live updates.

Customer service and support

Sector: Liquor and gaming

The Customer Experience Team is focused on providing stakeholders with timely information that ensures compliance and supports business and individual success in the

industry.

We are implementing measures to capture customer feedback, streamline communication processes, and enhance engagement through innovative support features. These initiatives will strengthen our relationships with valued patrons and stakeholders, enabling us to proactively address their evolving needs and contribute to the industry's vibrancy and success.

Hospitality Concierge

Sector: Liquor and gaming

The Hospitality Concierge aims to make navigating liquor licence and regulatory changes easier for venues. During this period, the Concierge will continue outreach to venues, liquor accords, new licensees, councils, and other industry stakeholders to:

- keep abreast of current industry priorities and trends
- provide information on regulatory changes, initiatives and red tape reduction
- provide support and guidance to industry stakeholders relating to Vibrancy Reforms and key changes to the NSW liquor licensing framework.

The new licensee outreach project expanded to include bi-monthly webinar series.

Information to assist new licensees and approved managers can be found on the [Liquor and Gaming NSW website](#).

A new initiative to engage with remote venues across the state will commence. This project will connect and support venues which may not traditionally have easy access to events and initiatives from L&GNSW.

Industry training

Sector: Liquor and gaming

We continue to review and improve the industry training framework and associated competency cards.

Development of a standard suite of Responsible Service of Alcohol (RSA) materials has been postponed allowing for broader consultation with Approved Training Providers and the rollout is now expected to occur in the second half of 2025.

Part of this project will see the introduction of a new mandatory online knowledge test for RSA.

A full review of the suitability of current training materials for Responsible Conduct of Gambling (RCG) and Advanced Responsible Conduct of Gambling (ARCG) will be conducted in the first half of 2025. Any recommended changes to these materials will be implemented in the second half of the year.

Digital proof of identity for competency cards

Sector: Liquor and gaming

A project is underway to digitise the ID verification process for obtaining a competency card in the hospitality industry. This new solution will allow most applicants to complete ID verification online, while in-person services will still be available for those who prefer them.

Expected benefits include a faster, more convenient, and cost-effective experience for customers, particularly for those in remote areas or with limited access to service centres. This digital shift aligns with ministerial priorities to simplify processes and reduce costs.

Summary of key dates



Regional Gaming Inspection
Program- Far North Coast Region

Regional Gaming Inspection
Program- Southern Border Region
Regional Gaming Inspection
Program- Central Western Region

Regional and Vulnerable
Communities inspection program –
The Murray Region (Albury, incl
Albury Cup)

Regional and Vulnerable
Communities Inspection Program
(Maitland, Cessnock and Hunter
Valley)

Regional and Vulnerable
Communities Program (Riverina
Region (Wagga Wagga including
Wagga Gold Cup)

Regional and Vulnerable
Communities Program, South
Eastern Region/Queanbeyan.

Assurance and Probity

Proactive audits of Point of
Consumption Tax

Licencing

Liquor licences suspended if
outstanding fees exist

Liquor licences cancelled if
outstanding fees exist

Liquor licences permanently
cancelled if outstanding fees exist

Education and Engagement

Regulatory Roadshow – Broken
Hill

Community Consultations – Broken
Hill

Regulatory Roadshow – Albury

Community Consultations – Albury

Legal Forum

Liquor Accord Forum

GambleAware Week

Regulatory Reform

Gaming reform

Music Festivals

Liquor reform

Alcohol Delivery

Liquor regulation in airports

Review of Liquor Regulation 2018

Review of ClubGRANTS scheme

Wagering reforms

Review of the Thoroughbred Racing Act

Review of Casino Control Act

Further implementation of carded play (casinos)

Hospitality and Racing

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