

Hospitality and Racing NSW

# Regulatory Priorities

July – December 2023

# Purpose

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

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.

# Contents

Purpose .....	3
Who we are .....	3
Focus areas .....	4
Summary of key dates .....	5
Compliance and enforcement priorities .....	7
Regulatory reform.....	12
Research and evaluation.....	14
Education, engagement and industry support .....	16



# Who we are

Hospitality and Racing was formed on 1 April 2022 to help support the industry recover from the COVID pandemic and ensure a vibrant, safe, and responsible sector. Importantly, these arrangements provide for a holistic and coordinated approach with improved communication and engagement by bringing together the following entities under one leadership structure.

## Liquor & Gaming NSW (L&GNSW)

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

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](http://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 program and administering the ClubGrants Category 3 infrastructure grants and Community Benefit Fund grants.

[gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au)

## Office of Racing

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

This includes policy advice and management of legislation and managing 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](http://nsw.gov.au/office-of-racing)

## By the numbers



**12 acts**  
to regulate



**3,000**  
**complaints**  
addressed annually



**19,000+** liquor  
**licences**  
in NSW



**\$2.7 billion**  
of revenue assured  
annually

# Focus areas

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

## Liquor licensing system and the night-time economy

We will refine reform options from the 2022 Liquor Licence Discussion Paper consultation for consideration by the Government, including progressing their priorities for the alignment of liquor licensing and planning, as well as supporting live music and the night-time economy. The purpose of the reform 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 and operate a licensed business while enabling the community to engage on potential impacts.

## Gaming reforms

We will work to deliver the Government's gaming reform package, including an expanded cashless gaming trial, reducing gaming machine cash input limits, banning all external gaming related signage, reducing gaming machine numbers, harm minimisation programs, introducing Responsible Gambling Officers in venues, introducing third party exclusion and state-wide self exclusion, facial recognition to enhance self exclusion and buyback of gaming machine entitlements.

## Online wagering and Point of Consumption (PoC) Tax

We will continue to undertake strict compliance monitoring of online wagering

inducements and compliance with the National Consumer Protection Framework for online wagering. In addition, we will undertake detailed proactive revenue audits of the PoC Tax 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 business and regulatory issues. This includes progressing a two-way protocol for Electronic Gaming Machines and supporting the implementation of technology solutions such as cashless gaming and facial recognition as part of the Government's gaming reforms.

Work is underway to uplift our operational reporting capability and improved information sharing with the public and stakeholders via a public register.

Liquor & Gaming NSW has also commenced working with LicenceNSW to migrate all liquor and gaming licenses to the whole of NSW Government licensing platform. This is a two-year project and over the next 6 months we are working towards setting the foundations for the project to maximise the utility and functionality of the new system to deliver a better customer experience.

We are also focused on delivering further digitisation and process improvements over the next 6 months to reduce processing times and enhance access to guidance and application material.

# Summary of key dates

	Jul	Aug	Sep	Oct	Nov	Dec
<b>Compliance and Enforcement</b>						
Regional liquor inspections - Jindabyne and the snowfields		■				
Regional liquor inspections - Port Stephens and Hunter region	■					
Regional liquor inspections - Byron Bay and Tweed	■		■			■
Regional liquor inspections - Bourke, Walgett, Brewarrina and Coffs Harbour		■				
Regional liquor inspections - Wee Jasper and surrounds			■	■		
Regional liquor inspections - Bathurst			■	■	■	
Targeted Compliance program – Party Boats				■	■	■
Targeted Compliance program – venue morphing and unlicensed sales	■	■	■	■	■	■
Targeted Compliance program – Newcastle region			■	■	■	■
Targeted Compliance program – online sales and express delivery	■	■	■	■	■	■
VIP Gaming sign inspections			■	■	■	■
Regional gaming inspections - Dubbo, Wellington, Narromine, Cowra, Parkes, Orange, Mudgee	■	■	■	■	■	■
Regional gaming inspections - Moree, Narrabri, Tamworth, Armidale, Scone and surrounds, Gunnedah, Muswellbrook, Singleton and Dungog	■	■	■	■	■	■
Regional gaming inspections - Jindabyne, Thredbo, Perisher Valley, Queanbeyan, Cooma, Goulburn, Bega and Bodalla	■	■	■	■	■	■
Regional gaming inspections - Byron Bay, Tweed, Ballina, Grafton and Coffs Harbour					■	■
Regional gaming inspections - Albury, Corrowa, Tocumwa, Deniliquin and Mildura					■	■
Regional gaming inspections - Bathurst, Lithgow and the Blue Mountains					■	■

	Jul	Aug	Sep	Oct	Nov	Dec
Unlawful or irresponsible wagering/betting advertisements	Active	Active	Active	Active	Active	Active
Proactive audits of ClubGRANTS Category 1 and Category 2	Active	Active	Active	Active	Active	Active
Proactive audits of Point of Consumption Tax	Active	Active	Active	Active	Active	Active
Music Festivals inspections	Active	Active	Active	Active	Active	Active
<b>Education and Engagement</b>						
Regulatory Roadshow - Bathurst	Active	Active	Active	Active	Active	Active
Regulatory Roadshow – Fairfield	Active	Active	Active	Active	Active	Active
Regulatory Roadshow – Sydney CBD	Active	Active	Active	Active	Active	Active
Regulatory Roadshow – Kiama	Active	Active	Active	Active	Active	Active
Liquor Accord Forum	Active	Active	Active	Active	Active	Active
Forum for liquor and gaming specialist lawyers	Active	Active	Active	Active	Active	Active
Responsible Gambling Fund Trust Industry Roundtable	Active	Active	Active	Active	Active	Active
<b>Regulatory Reform</b>						
Gaming reforms	Active	Active	Active	Active	Active	Active
Liquor licensing reforms	Active	Active	Active	Active	Active	Active
Review of ClubGRANTS scheme	Active	Active	Active	Active	Active	Active
Review of Music Festivals Act	Active	Active	Active	Active	Active	Active
Review of gaming machine shutdown hours	Active	Active	Active	Active	Active	Active

# Compliance and enforcement priorities

## Alcohol-related harm, in particular alcohol-related violence

### 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 remains a key focus. To address these risks, we will:

- continue our routine inspection activity, focusing on high-risk venues in Greater Sydney and regionally, including hotels, clubs, licensed vessels, and certain restaurants
- conduct specific deployments around seasonal events including:
  - the snow season (June and August)
  - the NRL Grand Final and the Everest (October)
  - the party boat season (October to December)
  - the Melbourne Cup (November)
  - New Years Eve (December)
- focus targeted interventions such as education campaigns and increased inspection activity in geographical areas identified with emerging alcohol-related risks or where levels of alcohol-related violence are high or increasing
- take a proactive role in providing education and support to industry, including by attending and presenting on compliance-related issues and emerging risks at Liquor Accord meetings



- increase engagement with regional venues and associations through regional inspection programs, including:
  - Jindabyne and the snowfields (June and August)
  - Port Stephens and the Hunter region (July)
  - Byron Bay and Tweed (July, September and December)
  - Bourke, Walgett, Brewarrina and Coffs Harbour (August)
  - Wee Jasper and surrounds (September)
  - Bathurst (September and October)
- between July and October 2023, focus a compliance program on venue morphing (including in regional areas) and unlicensed on-premises sales
- between October and December 2023, conduct a compliance program focused on the Newcastle area, following the conclusion of the Newcastle trial and removal of certain conditions.

## Online and express alcohol delivery

### Sector: Liquor

In July 2023, we finalised our testing of same-day delivery providers, focusing on:

- checking identification at the point of delivery
- the availability and effectiveness of website self-exclusion systems
- unlicensed same day delivery providers, including those on task sharing apps.

We will then report on our activity from 2022 and 2023, publish further advice and guidance for industry, and use those results to inform further targeted activity.

From July to December 2023, we will conduct further, more targeted testing, particularly of those operators or groups found non-compliant during the first phase of testing. Repeat non-compliance will attract a strong enforcement response.

During that time, we may also undertake

controlled purchasing operations to ensure liquor is not being supplied to minors.

## The responsible conduct of gaming

### Sector: Gaming

We aim to ensure that harm associated with gaming is reduced, and to continue to promote a focus on the responsible conduct of gaming with a genuine commitment to gaming harm minimisation. This includes monitoring compliance with legislative requirements, plans of management and licence conditions, with a particular focus on safeguards and protections for vulnerable persons.

The Gaming Harm-Minimisation Compliance Program we undertook in November and December 2022 revealed a concerning level of non-compliance with basic harm-minimisation requirements. We have now finalised the enforcement action associated with that program.

A [second phase](#) of that program concluded in July. This program had an expanded scope, looking at:

- the location of ATMs within venues
- hotel primary purpose, as it relates to gaming
- compliance with gaming plans of management
- self-exclusion programs
- restrictions on inducements, promotional material and other harm-minimisation activities.

We will report on and consider the findings of the second phase of the program and use those to plan future activity to be undertaken alongside the external gaming signage compliance campaign discussed below.

### External gaming signage campaign

There has been a long-standing prohibition on external signage that advertises gaming machines or gaming rooms. Over time, venue operators have attempted to circumvent that prohibition by using terms such as 'VIP Lounge' or 'Dragon Lounge' in their external signage.



The NSW Government has committed to banning all external signage promoting gaming machines (such as ‘VIP Lounge’) and to work with industry on a sensible timeframe for implementing that ban.

L&GNSW has prepared a position paper that sets out a phased implementation of the ban, including a compliance and enforcement focused campaign that will commence on 1 September 2022.

For more information, please refer to the [position paper](#).

### Regional gaming deployments

From a regional perspective, we will undertake the following deployments:

*Between July and August 2023:*

- Western NSW, including Dubbo, Wellington, Narromine, Cowra, Parkes, Orange and Mudgee
- Northwest NSW, including Moree, Narrabri, Tamworth, Armidale, Scone and surrounds, Gunnedah, Muswellbrook, Singleton and Dungog
- Southern Central NSW, including Jindabyne, Thredbo, Perisher Valley, Queanbeyan, Cooma, Goulburn, Bega and Bodalla.

*Between October and December 2023:*

- Northern NSW, including Byron Bay, Tweed, Ballina, Grafton and Coffs Harbour
- Southern NSW, including Albury, Corrowa, Tocumwa, Deniliquin and Mildura
- Western NSW, including Bathurst, Lithgow and the Blue Mountains.

### Enforcement approach to gaming breaches

We will take strong enforcement action where we identify breaches of basic gaming harm minimisation measures, including combining criminal penalties with administrative remedies, such as disciplinary action, the imposition of licence conditions, or issuing statutory directions.

## Unlawful or irresponsible wagering advertisements

### Sector: Wagering

The publication of wagering advertisements that induce a person to open a betting account or to gamble more frequently is prohibited in NSW. The publication of such advertising may potentially change a person’s betting behaviours, by encouraging gambling or more frequent gambling, and can have a significant adverse effect on at-risk gamblers and vulnerable individuals.

We will:

- continue to provide education and advice to new entrants to the wagering sector, to assist them with understanding and complying with their legislative obligations, while continuing to frequently engage with established wagering operators
- continue testing compliance with the National Consumer Protection Framework requirements around account closures
- continually monitor wagering advertising across websites, social media, television, and radio and take strong enforcement action where offences are detected
- continue to drive policy change, including contributing to the update of the Gambling Inducement Guidelines.

## Music festivals and other major events

### Sector: Festivals and events

Certain music festivals and other major events are subject to increased controls, including safety management plans and conditions imposed on the festival or event liquor licence.

Working closely with industry operators and our government partner agencies, we will provide guidance on emerging risks, monitor compliance with licence conditions and other controls, and work with industry to address any concerning practices.

We will deploy to significant music festivals and major events and provide advice on the suitability of event management plans and associated licence conditions, where appropriate. Planned deployments for 2023 include:

- Splendour in the Grass (July)
- Dragon Dreaming (September)
- Oktoberfest (October).

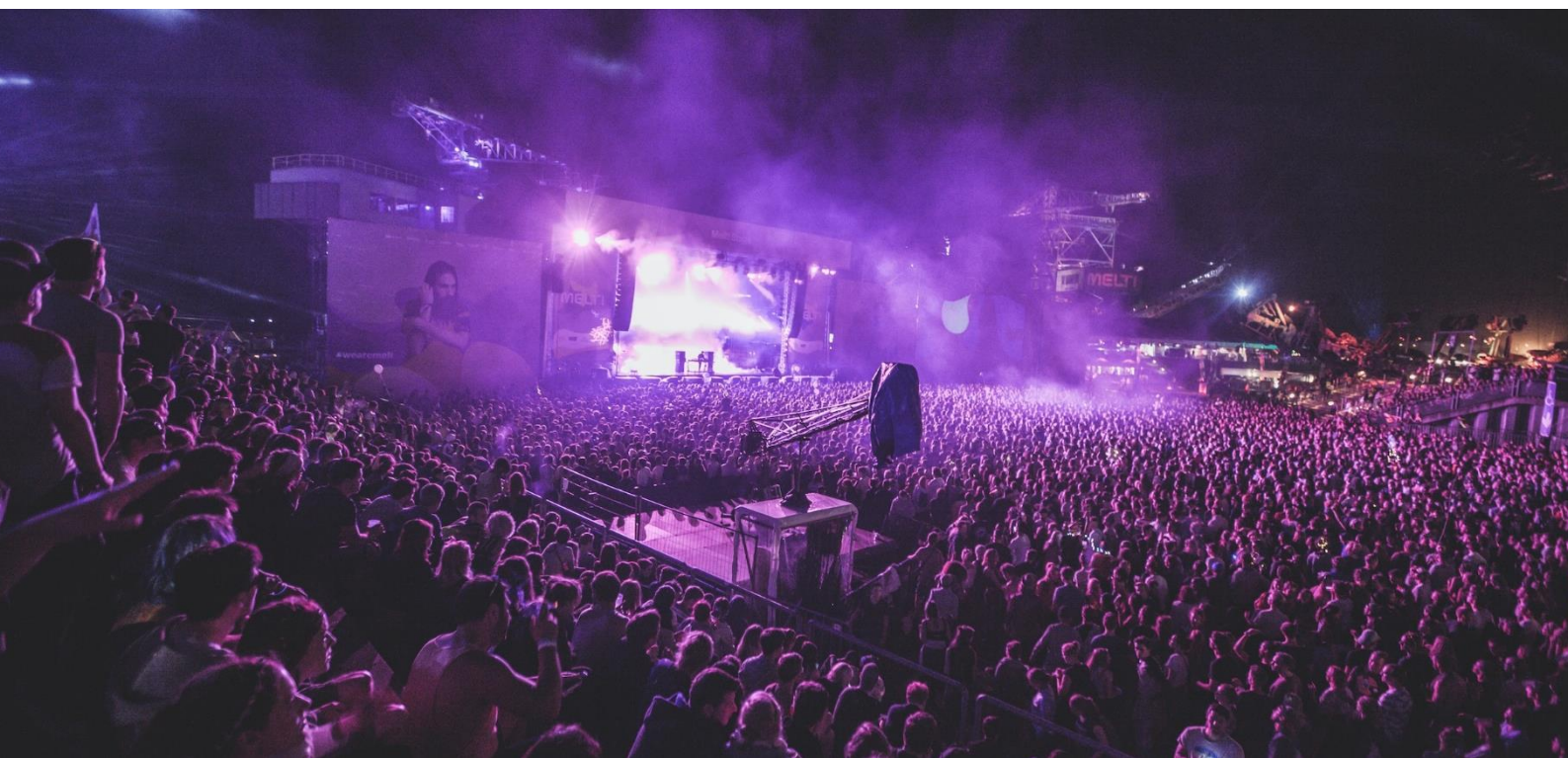
## Casino compliance and risk mitigation

### Sector: Casinos

Our regulatory oversight of the casino sector spans the responsible conduct of gaming, the reduction of alcohol-related harm, and the

integrity of casino operations. Our activities across those areas will include:

- continually auditing, testing, and monitoring compliance with internal controls, standard operating procedures, and legislative requirements, with a particular focus on customer probity and due diligence, financial reporting and the revenue cycle, anti-money laundering controls and the integrity of gaming
- focusing our inspection and investigative activities on security controls and service of alcohol practices that may contribute to an increased risk of alcohol-related harm, with a particular emphasis on high-risk locations and events and minors consuming alcohol and gambling
- 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 intervention by the operator when those persons are detected
- conducting probity assessments of close associates of the casino operators
- carrying out audits of casino revenue to ensure appropriate taxation paid and any underpayments recovered by the State
- continued engagement with the independent monitor for Crown Sydney and the NICC appointed manager for The Star.



# ClubGRANTS Tax Rebate Scheme

## Sector: Registered Clubs

The ClubGRANTS Tax Rebate Scheme (the 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 (the Guidelines) approved by the Minister. Each year, clubs can obtain a tax rebate of up to 1.85 per cent of their gaming machine profits above \$1 million for community development and support. To qualify for the rebate, clubs must allocate at least 0.75 per cent of the 1.85 per cent to Category 1 purposes and the remainder to Category 2 purposes.

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

Between May 2023 to July 2023, we commenced an audit program which involved:

- assessing the submissions made by clubs through desktop and face-to-face audit activities
- engaging with clubs to limit the risk of clubs submitting ineligible claims
- assessing compliance with the broader Guidelines to ensure clubs meet the accountability and reporting obligations detailed in the Guidelines.

Clubs that do not comply with the Guidelines may have submissions struck off their annual returns as well as a possible reassessment of gaming machines taxes.

Further information is contained in our [Compliance and Enforcement Delivery Plan 2021-2023](#).

# Point of Consumption (PoC) Tax

## Sector: Online wagering

Net NSW wagering revenue is calculated according to when a bet is placed and the cash received, not when an event occurs or a bet is settled. As such, online wagering operators must pay a Point of Consumption (POC) Tax for all bets placed online where the customer is located in NSW.

From 1 July 2022 the point of consumption tax is calculated at 15 per cent of the net NSW wagering revenue that exceeds the financial year threshold for bets that are placed in NSW.

We will carry out revenue assurance activities including a targeted proactive revenue audit of the PoC tax to confirm appropriate payment of the tax by online wagering operators.

# Regulatory reform

## Gaming reforms

### Sector: Gaming

We will work to deliver the Government's gaming reform package to reducing gambling harm and stop money laundering and criminal activity associated with poker machines.

As part of these reforms, we have already implemented a suite of gambling harm measures including: reducing the cash input limit to \$500 on new gaming machines; reducing the existing cap on gaming machine entitlements in NSW; banning external gaming related signage; and banning registered clubs with gaming machines from donating to NSW political parties.

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

- reduce the cash input limits in existing older machines, where possible
- introducing a Responsible Gaming Officer for venues with more than 20 machines
- expanding the self-exclusion register to the whole state and providing for third-party exclusion
- 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 also support the work of the Independent Panel to expand the trial of cashless gaming technology and to recommend an implementation roadmap for gaming reforms in NSW.

## Liquor reforms

### Sector: Liquor

We want to make it easier for licensed premises to start and grow, while ensuring they meet community expectations about safety and amenity and manage potential alcohol-related harms.

We have consulted on proposed reforms to simplify and speed up the process of getting development consent and liquor licence approvals as well as potential reform options to modernise and simplify the liquor licensing system in ways that support more diversity in licensed venues and activities and enable a vibrant and safe 24-hour economy. We will work with stakeholders across Government to progress these reforms, including reforms to incentivise live music, make outdoor dining approvals permanent and streamline the noise complaints process.

## Review of Music Festivals Act

### Sector: Festivals and events

We're bringing forward a review of the [Music Festivals Act 2019](#) to make sure the objectives of the Act are still relevant and the obligations in the Act are meeting those objectives. We will commence the review in mid-late 2023 and release a discussion paper to consult with industry, before preparing a report for the Government.

## Review of ClubGRANTS scheme

### Sector: Registered Clubs

The ClubGRANTS scheme has not been formally reviewed since 2013. We want to ensure that the scheme remains fit for purpose, including that it meets community

expectations regarding where the grant money is spent, and that it has high levels of transparency and governance.

A review of all categories (1, 2 and 3) of the ClubGRANTS scheme will be led by L&GNSW, in consultation with The Cabinet Office and NSW Treasury.

We will also make amendments to the ClubGRANTS guidelines to improve governance and transparency requirements as an interim measure while the review is undertaken.

## Review of gaming machine shut down periods

### Sector: Gaming

Research on the impact of late-night gaming machine play found that people with gambling problems represent the majority of late-night gaming machine players.

We want to ensure provisions which allow late night gaming to occur remain consistent with the evidence which states that a significant

proportion of individuals playing gaming machines at these times are experiencing or at risk of experiencing gambling harm.

We will conduct a review of existing gaming machine shutdown hours, including variations and exemptions, for hotels and clubs to ensure that they remain valid and appropriate.

## Drink spiking

### Sector: Liquor

Liquor & Gaming NSW will support measures to tackle drink spiking in the hospitality sector, working across Government to develop prevention, education and regulatory initiatives to address patron safety. We will:

- update the drink spiking content in Responsible Service of Alcohol training
- explore options to further promote the 'Think safe to drink safe' campaign
- include drink spiking guidance in liquor guideline documents
- review the *Ask for Angela* patron safety campaign.



# Research and evaluation

## Research on the association of liquor outlet density with domestic violence and assault in NSW

### Sector: Liquor

We are undertaking research into the association between the saturation of liquor outlets and incidents of domestic and non-domestic assault over time, to inform liquor licensing decision making. The research is being conducted by La Trobe University. It involves analysis of offence, liquor licensing and demographic data sets.

The research will provide insight and evidence on:

- the association between liquor outlet density and the rate of domestic and non-domestic assault
- the association between liquor outlet density and the rate of alcohol-related domestic and non-domestic assault
- whether the association between liquor outlet density and the rate of domestic and non-domestic assault differs by licence types
- whether the association between liquor outlet density and the rate of domestic and non-domestic assault varies among different socio-economic groups, urban and rural/regional areas, and in areas with high, middle and lower proportions of Aboriginal and Torres Strait Islander people.

A final peer-reviewed report is expected in mid-late 2023.

## Review of same day delivery reforms

### Sector: Liquor

We prepared a Stage 1 report in December

2022 and a supplementary report in May 2023 which found that awareness of the requirements along with compliance was mixed, the RSAT course has been well received and further evidence is required regarding proof of age requirements for non-same day delivery and the extent to which minors access alcohol through online deliveries.

We're commencing Stage 2 of the review which will review the operation of the delivery requirements in relation to:

- assess the implementation and operation of same day alcohol reporting requirements
- assess (a) the extent to which the policy objectives in relation to same day deliveries, including rapid delivery, remain valid, and (b) the extent to which the requirements of the *Liquor Act 2007* remain appropriate for securing these objectives
- examine emerging trends and technologies relevant to liquor deliveries that are not same day deliveries
- assess whether there are any additional harm minimisation measures that may be appropriate for liquor deliveries
- assess the extent to which direct and social media marketing and the collection of consumer data have been used to target vulnerable communities.

We will undertake stakeholder consultation, including a community survey and delivery driver survey to support this work.

## Review of cumulative impact assessment

### Sector: Liquor

Until 1 May 2021, a freeze on applications for certain liquor licences and related authorisations and approvals had been in place in the Kings Cross and Sydney CBD

Entertainment precincts since June 2009 and February 2014 respectively. The cumulative impact assessment (CIA) framework enables ILGA to designate areas of concern where ILGA is unlikely to approve new higher-risk venues (or changes to existing higher-risk venues with late-night trading) unless the applicant can make a compelling case about community benefits.

Currently South CBD, Darlinghurst/Oxford St, Wynyard Station and surrounds and Kings Cross have been designated.

The first review of the CIA took place in 2022 and must take place every 2 years. We're commencing the process of the next review and examining:

- Does the CIA remain relevant and should it be retained?
- Are the data sources reported in the CIA useful for informing ILGA decisions on cumulative impact areas?
- Are there any other data sets that ILGA should take into account when determining cumulative impact areas?
- Do the boundaries of the cumulative impact areas remain appropriate?
- Does the timeframe between reviews remain appropriate?

## Gambling Research Australia

### Sector: Gambling

NSW is a member of and provides secretariat support to Gambling Research Australia (GRA). We are currently finalising a research project into skill-based gaming machines with GRA.

We are also contributing to the GRA research project on direct and affiliate wagering marketing and gambling-related harm and supporting the evaluation of the GRA.

Research by GRA is jointly funded by the Commonwealth, state, and territory governments. The NSW funding contribution was provided from the Responsible Gambling Fund.

Further gambling research being planned or undertaken by the Responsible Gambling Fund can be viewed on the GambleAware website. Research undertaken by Gambling Research Australia is available on its website.



# Education, engagement and industry support

## Stakeholder Engagement Framework

### Sector: All

We will improve our engagement by developing a framework that promotes collaboration and supports a tailored approach and commitment to working closely with the community, industry and government partners including:

- Regional visits and roadshows  
We will 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. Our Regulatory Roadshow program for industry commenced on 2 May in Newcastle. Future events are scheduled for Bathurst (18 July), Fairfield (19 September), Sydney CBD (October) and Kiama (November).
- Promote industry best practice  
Through the development of case studies, fact sheets and the identification of opportunities to promote consultation, collaboration and empowerment.
- Review and improve our website  
We will undertake a thorough review and update of our website to make it easier to find, use and understand the information that we publish.
- Creation of a community engagement strategy  
We will design a holistic approach to community engagement for regional and metropolitan areas, incorporating both digital and face-to-face models.

## Liquor accord strategy

### Sector: Liquor

Liquor accords are made up of liquor licensees, community members, businesses, local councils, police, government departments and other community groups.

We have released a new [Liquor Accord Strategy 2023-25](#) which details the objectives and priorities for the liquor accords program over the next three years.

The new Strategy has been informed by stakeholder interviews and other consultations which were conducted throughout the previous 9-month period.

## Liquor accord forums

### 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 hosted a Liquor Accord forum on 5 April, and will host another in October, to provide an opportunity for the 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.



## Forum for liquor and gaming specialist lawyers and consultants

### Sector: Liquor and gaming

We will host a forum for liquor and gaming specialist lawyers and consultants to provide an overview of changes to the service delivery and the strategic direction of L&GNSW as well as to better understand the needs of our customers. The forum will be held at a Sydney CBD location in August.

## Patron campaign

### Sector: Liquor

The need to develop an updated patron behaviour campaign was identified by the Security and Staffing Industry Roundtable in 2022.

We have delivered a targeted campaign to address patron behaviours. The awareness campaign 'JUST...DON'T' will continue to be rolled out in collaboration with NSW Liquor Accords.

A generation of young adults in the community missed the gradual ease into socialising within licensed venues, due to extended lockdown periods. The campaign aims to address the continuing issues of anti-social, disrespectful, and dangerous behaviour across the hospitality sector.

## RGF Trust Industry Roundtable

### Sector: Gaming and wagering

The Responsible Gambling Fund Trust will host an Industry Roundtable in October which will bring together key participants from all wagering sectors to discuss strategies and activities to reduce gambling harm.

## Hospitality concierge

### Sector: Liquor and gaming

The Hospitality Concierge aims to make navigating liquor licence and regulatory changes easier for venues. During the 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
- assist venues to convert from temporary to permanent alfresco dining approvals.

## Licensee and advanced licensee refresher training

### Sector: Liquor and gaming

We will develop new online refreshers for Licensee and Advanced Licensee training introduced under the Tiered Industry Training Framework in September 2018.

The online refreshers will be introduced in quarter 4 and aim to refresh the knowledge and skills of senior staff including licensees, approved managers and club secretaries on recent liquor and gaming law reforms.

## Review of industry training

### Sector: Liquor and gaming

We will undertake a review of customer experience related to mandatory industry training to streamline and simplify processes.

A review of the Responsible Service of Alcohol training framework will also be undertaken, to align with the refreshed Responsible Conduct of Gambling training framework.

---

# Hospitality and Racing

---

GPO Box 7060  
Sydney NSW 2001

Office hours:  
Monday to Friday  
9.00am — 4.00pm

T: 1300 024 720  
E: [contact.us@liquorandgaming.nsw.gov.au](mailto:contact.us@liquorandgaming.nsw.gov.au)  
W: [liquorandgaming.nsw.gov.au](http://liquorandgaming.nsw.gov.au)

---

Copyright © State of New South Wales through Hospitality and Racing NSW 2023. This publication is copyright. You may download, display, print and reproduce this material provided that the wording is reproduced exactly, the source is acknowledged, and the copyright, update address and disclaimer notice are retained.

#### Disclaimer

The information contained in this publication is based on knowledge and understanding at the time of writing (July 2023) and may not be accurate, current or complete. It is produced entirely on a non-reliance basis. The State of New South Wales (including Hospitality and Racing NSW), the author and the publisher take no responsibility, and will accept no liability, for the accuracy, currency, reliability or correctness of any information included in the document (including material provided by third parties). Readers should make their own inquiries and rely on their own advice relevant to their own circumstances when making decisions related to material contained in this publication.

