

Hospitality and Racing NSW

Regulatory Priorities

January to June 2024



Purpose

This document sets out our key priorities for the next six months for all sectors regulated by Hospitality & Racing.

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	5
Summary of key dates.....	5
Compliance and enforcement priorities	7
Regulatory reform.....	14
Research and evaluation	16
Education, engagement and industry support.....	18



Who we are

Formed in 2022, 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 a sustainable and competitive industry in line with community and government expectations to reduce harm. Hospitality and Racing provides industry with a clear view of the regulator and improved channels for 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, 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

By the numbers



12 acts
to regulate



3,600+
complaints
addressed annually



19,000+ liquor
licences
in NSW



\$3.3billion
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 build on the *Vibrancy Reforms Act 2023* by continuing to work on harmonising the licensing and planning approval systems, developing a 'one-stop-shop' online portal for noise complaints, reviewing licensing risk categories and implementing a series of reforms throughout 2024 related to consultation, takeaway liquor and noise regulation.

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, to make it easier and faster to start and operate a licensed business while enabling the community to engage on potential impacts affecting them.

Gaming reform

We will continue to deliver the Government's gaming reform package, supporting the Independent Panel on Gaming reform to deliver an expanded cashless gaming trial and roadmap for further gaming reform. We will also deliver policies to introduce Responsible Gambling Officers in venues, provide for third party exclusion and a state-wide self-exclusion system, complemented by facial recognition to enhance self-exclusion.

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. We will also continue to work with our Commonwealth, State and Territory colleagues to implement further reform to the online wagering regulatory framework to prevent and reduce gambling harm.

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 facial recognition.

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

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

Summary of key dates

	Jan	Feb	Mar	Apr	May	Jun
Compliance and Enforcement						
New Years Day/declared subject music festival Field Day	█					
Tamworth Music Festival	█					
Laneway - declared subject Music Festival		█				
St Patricks Day		█	█			
Targeted gaming inspections- Luna New Year		█				
Golden Slipper Race Day			█			
Championship Day 1 Randwick				█		
Targeted Same-day delivery compliance testing	█	█	█	█	█	█
RCG & Venue Staff Capability Program	█	█	█	█	█	█
Targeted compliance program- Mandatory EGM Shutdown			█	█	█	█
Targeted Compliance program - Vessels/Party Boats Joint MAC/Maritime	█	█				
Targeted Compliance Program- Free liquor as an inducement to gamble	█	█	█	█	█	█
Targeted Compliance program - Newcastle region		█				
Mardi Gras Parade			█			
ANZAC day				█		
Targeted Compliance program - online sales and express delivery	█	█	█	█	█	█
Targeted zero-tolerance ATM/ cash withdrawal facility inspection program			█	█	█	█



Compliance and enforcement 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 during major or high-risk events remains a key focus. To address these risks, we will:

- continue our routine inspection activity, informed by intelligence, focusing on major or high-risk events in Greater Sydney and regionally.
- conduct specific deployments around seasonal events including:
 - New Years Day (Jan)

- Australia Day (Jan)
- Mardi Gras (March)
- Golden Slipper Race Day (March)
- St Patrick's Day (March)
- ANZAC Day (April)
- The snow season (June)
- focus targeted interventions such as education campaigns and increased inspection activity in entertainment precincts and 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.



Music festivals

Sector: Festivals

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 provide advice on the suitability of event management plans and associated licence conditions, where appropriate. Planned deployments between January and June 2024 include:

- Field Day (Sydney)
- Jammin' Australian Reggae Festival (Sydney)
- Tamworth Music Festival
- Laneway (Sydney)
- Bluesfest (Byron Bay)
- Red Hot Summer (Sydney)

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

Sector: Liquor

We will ensure same day delivery sales are performed in accordance with legislative requirements, including those relating to the sale/supply of liquor to minors, self-excluded or intoxicated persons, supply of liquor to persons in alcohol-free zones, evidence of age requirements and delivery driver training requirements.

In addition, we will review and assess operator online platforms and applications, including the link between liquor licences and delivery partners, to provide greater clarity around the liability of operators conducting business as a

delivery partner with a focus on age verification and compliance with self-exclusion requirements.

From January to June 2024, we will conduct covert testing to monitor compliance as well as engage with stakeholders to provide education on outcomes and to gather intelligence on business operating practices within the industry that may aid to develop best practice.

Electronic Gaming Harm-Minimisation

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.

Zero tolerance gaming harm minimisation compliance campaign

The Gaming Harm-Minimisation Compliance Program that we undertook in November-December 2022 and June-July 2023 revealed a concerning level of non-compliance with basic harm-minimisation requirements and gave a strong indication that further compliance activity and intervention is required. To continue this campaign, we will focus on:

- ATM placement, and the availability of cash from credit accounts or via cash advances.
- Compliance with gaming room requirements including not compelling patrons to enter or pass through gaming rooms, gaming machine visibility and mandatory compliance signage.
- Compliance with Gaming Plans of Management.
- Venue primary purpose, as it relates to gaming activities.

Outcomes from this project will be used to support further intervention and reform.

External Gaming Related Signage Campaign

In 2023, the NSW Government committed to banning all external venue signage promoting gaming machines (such as 'VIP Lounge') and to work with industry on a sensible timeframe for implementing that ban.

Phase 1 between June and August 2023 saw L&GNSW inspectors engage with 530 venues to support them through the transition period, in addition to a series of educative industry alerts. When the ban took effect in Phase 2 in September 2023, we undertook an extensive inspection program to monitor compliance with the new requirements. We inspected over 1,200 venues across 53 LGAs, including 19 regional LGAs). A compliance rate of almost 99% was observed. A further 173 of the state's most high-risk gaming venues were inspected in Phase 3 in December 2023, with no instances of external gaming related signage observed.

L&GNSW will continue to monitor external gaming signage, including for any attempts by industry to circumvent the requirements.

Other key priorities:

- Monitoring the provision of alcohol in venues as a gambling inducement.
- Review of venues' published gambling advertising, communications, and loyalty schemes.
- Assessing and supporting training and capability of gaming staff, and improved reporting pathways for non-compliance.

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, and issuing statutory directions.

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 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 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 frequently engaging with established wagering operators
- continue testing compliance with the National Consumer Protection Framework requirements around account closures
- continue to 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 updating the L&GNSW Gambling Inducement Guidelines
- continue proactive compliance monitoring and testing of online lottery providers operating in NSW without a licence and use the results to inform enforcement action or legislative change.

Access to gambling and gambling-like products

Sectors: Gaming and wagering

Access to gambling products in NSW is tightly regulated to protect minors and other vulnerable members of the community from

gambling related harm.

These obligations apply across both the gaming and wagering sectors to reduce exposure to gambling products through safeguards such as:

- mandatory gaming machine shutdown periods
- self-exclusion programs
- consent requirements for direct marketing of gambling advertisements
- technical and supervisory controls for electronic betting terminals
- age verification processes for online wagering platforms.

Monitoring of gaming machine hours of operation

Compliance activity undertaken in 2023 identified evidence of venues operating gaming machines during their mandatory gaming machine shutdown periods. In 2024, L&GNSW will be undertaking an intelligence led compliance program focused on venues operating gaming machines outside their authorised hours, with strong enforcement action to be taken in response to breaches identified.

Improving controls preventing vulnerable people accessing gambling or gambling-like products

This year, L&GNSW will also undertake a compliance campaign focused on improving controls around preventing minors and people at risk of gambling harm from accessing electronic betting terminals, electronic gaming machines or betting accounts, or otherwise being exposed to or groomed for gambling, through gambling-like products.

Regional and vulnerable communities

Sector: Liquor, gaming and wagering

Some vulnerable communities may be susceptible to an elevated risk of alcohol or gambling related harm through lack of exposure to support and venue education. These communities are often located in geographical remote or culturally and

linguistically diverse areas, where there may historically have been lower levels of regulatory supervision and education compared to metropolitan areas.

We will establish a framework for monitoring liquor and gambling related harm that impacts regional and vulnerable communities in NSW, including by undertaking quarterly regional inspection programs. For the first half of 2024, these include the following:

Between January and March 2024

- Northwest NSW, with a focus on vulnerable communities, including Dubbo, Narromine, Nyngan, Cobar, Noona, Wilcannia and Broken Hill.

Between April and June 2024

- Southern NSW and the Sapphire Coast including Tathra, Merimbula, Pambula, Broadwater and Eden.

These programs will aim to reduce the impact of alcohol and gambling by:

- identifying vulnerable communities based on existing data on alcohol-related and gambling harm
- engaging with internal and external stakeholders, including Aboriginal organisations and associated gambling, alcohol and family and community service groups to develop an understanding of the risks and harms that are present within these communities
- attending, presenting, and collaborating at liquor accords and related forums to educate and inform
- ensuring appropriate oversight of regional and remote licenced premises through both uniformed and covert inspections
- ensuring venue and packaged liquor outlet operators in regional and remote communities are aware of their obligations and legislative requirements.

Club Governance

Sector: Registered Clubs

In the first quarter of 2024, L&GNSW will undertake a governance education and inspection campaign focused on small and medium clubs across NSW, particularly in regional areas.

This campaign aims to assist clubs in meeting their obligations, and to ensure appropriate governance, integrity and financial accountability.

The inspection program will include proactive, intelligence-led deployments focused on providing education and support to club managers and governing bodies, particularly around:

- governance risks
- management of conflicts of interest
- the use of non-disclosure registers
- financial accountability.

As part of this campaign, L&GNSW will engage with ClubsNSW to highlight any common points of failure or concern to inform its approach in educating its members, and (where applicable) the handling of matters under the Clubs Accountability Code.

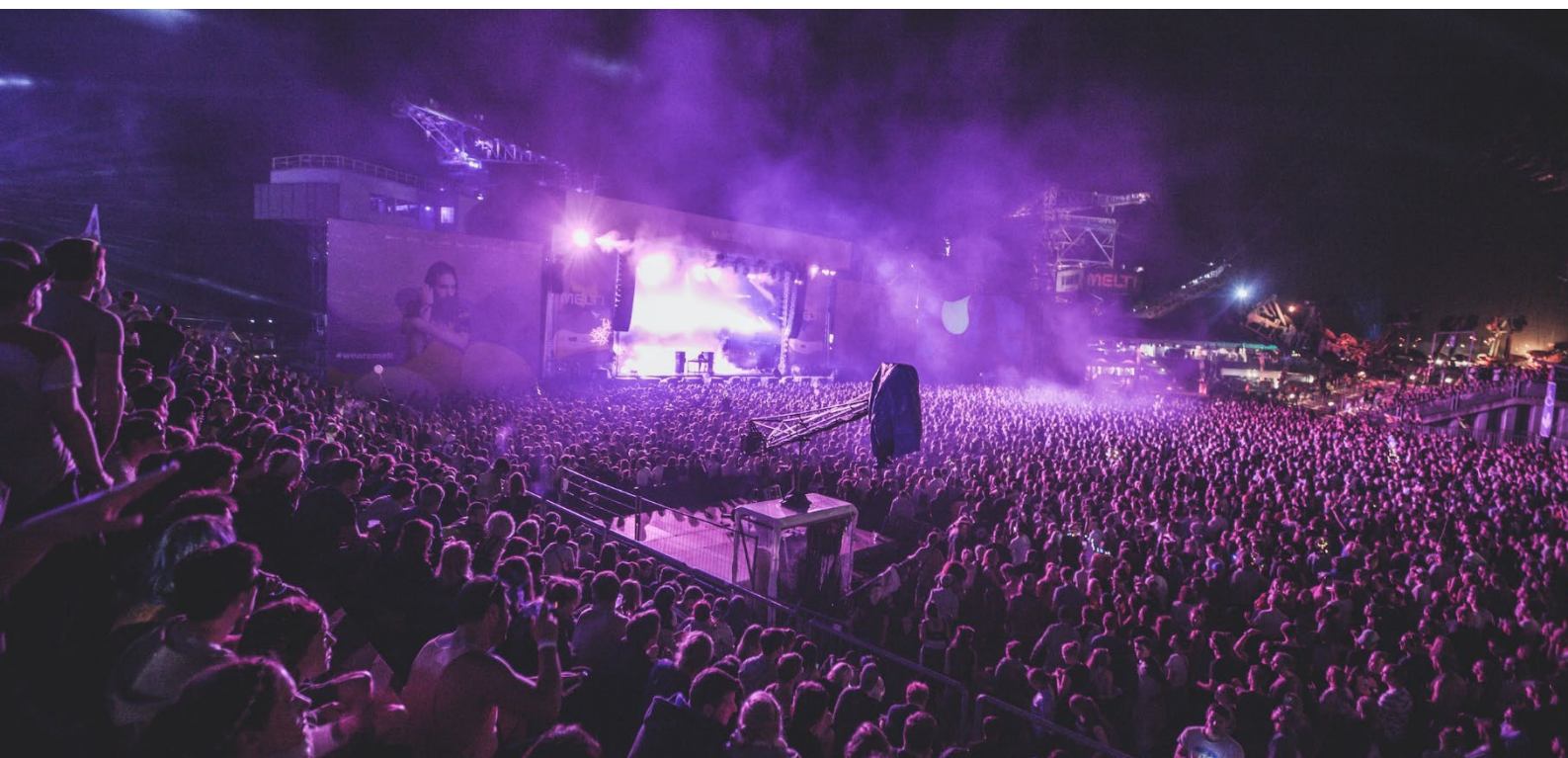
Any breaches identified through this campaign will be dealt with through L&GNSW's proportionate and graduated approach to enforcement action.

Casino compliance and risk mitigation

Sector: Casinos

Our regulatory oversight of the casino sector spans the responsible conduct of gambling, the reduction of alcohol-related harm, and the integrity of casino operations. Our activities across those areas include:

- continually 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
 - 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 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 paid and any underpayments are recovered by the State
 - continued engagement with the independent monitor for Crown Sydney and the NICC appointed manager for The Star.
 - In November 2023, coinciding with the end of the high school year, we launched a campaign to reduce the risk of minors entering casinos in the summer. Our inspectors have been checking patron identification documents and working with casino operators to detect fraudulent identification documents and enhance vetting at casino entrances. We are also adopting a strong response to minors found inside casinos, banning them for at least 12 months after their 18th birthday, in addition to potential fines. This work will continue in early 2024.



ClubGRANTS Tax Rebate Scheme

Sector: Registered Clubs

The ClubGRANTS Scheme (the Scheme) was established in 1998 to ensure registered clubs in NSW with profits over \$1 million contribute financial or via 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.

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.

In 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 decrease the risk of clubs submitting ineligible claims
- assessing compliance with and understanding of the broader Guidelines to ensure clubs meet the accountability and reporting obligations detailed in the Guidelines.

Audit activities will likely conclude in early 2024 and clubs that have not complied with the Guidelines may have submissions amended in their annual returns as well as a possible reassessment of gaming machine taxes.

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.

As part of these reforms, we have already implemented a suite of measures including reducing the cash input limit to \$500 on new gaming machines, reducing the existing cap on gaming machine entitlements in NSW and banning external gaming related signage.

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

- reducing the cash input limits in existing older machines, where possible
- introducing a Responsible Gaming Officer for venues with more than 20 machines
- requiring all hotels and clubs with gaming machines to keep a Gambling Incident Register and a Gaming Plan of Management
- 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 continue to support the work of the Independent Panel to deliver the cashless gaming trial and a roadmap for further gaming reform in NSW.

Liquor reform

Sector: Liquor

The *Vibrancy Reform Act 2023* streamlined and simplified liquor regulation, removing outdated rules to help boost NSW's night economy.

The vibrancy package includes several reforms to the NSW liquor licensing framework that will commence in 2024. These include a new streamlined approach to consultation requirements which will reduce duplication and costs, and address risks and other potential effects. This will empower the community to provide meaningful feedback on liquor licencing and development applications directly to decision-makers.

Also in 2024, L&GNSW will become the lead regulator for noise complaints about licensed premises across NSW. Other measures included in the *Vibrancy Reforms Act 2023* will also commence, including changes to takeaway liquor authorisations, and making it easier for former licensees to re-enter the industry.

There will also be another tranche of vibrancy reform in 2024, with a review of licensing risk categories and further streamlining of the planning and liquor application processes to occur, alongside measures to support vibrancy in NSW.

Alcohol delivery

Sector: Liquor

We will further explore whether any changes are required 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.

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 and how 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 commenced in December 2023 and is being led by L&GNSW, in consultation with The Cabinet Office and NSW Treasury.

Review of gaming machine shut down periods

Sector: Gaming

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

We want to ensure the application of exemptions to gaming machine shutdown hours of 4am-10am are reasonable and appropriate. We have commenced a review of existing gaming machine shutdown hours, including variations and exemptions, for hotels and clubs to ensure that they remain valid.

Wagering reforms

Sector: Wagering

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

- engaging with the Commonwealth Government, as well as the other state and territory governments, on the Commonwealth Government's response to the recommendations made by the Commonwealth Parliament's House of Representatives Standing Committee on

Social Policy & Legal Affairs, following the Inquiry into Online Gambling and its Impacts on those Experiencing Gambling Harm

- 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. This work follows the issue of an alert (published [here](#)) to NSW-licensed bookmakers in December 2023 about recently observed concerning conduct
- ensuring the broader regulatory framework remains appropriate for today's wagering environment.

Research and evaluation

Review of Music Festivals Act

Sector: Festivals and events

We will complete 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 commenced the review in late 2023 and released a discussion paper to consult with key stakeholders, before we prepare a report for Government.

Review of cumulative impact assessment framework

Sector: Liquor

The cumulative impact assessment (CIA) framework enables the Independent Liquor & Gaming Authority 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 Sydney CBD, Darlinghurst/Oxford St, Wynyard Station and surrounds and Kings Cross have been designated as cumulative impact areas.

We have commenced a review of both the existing CIA in the Kings Cross and Sydney CBD precincts and the broader CIA framework. The review is considering:

- Whether the CIA in the Kings Cross and Sydney CBD precincts has been effective in managing licence density and alcohol-related harm?
- Should the four designated cumulative impact areas in the precincts be retained, amended or repealed?
- Should the overall CIA framework be retained, amended, or repealed?

ILGA will consider the outcome of the review of the existing CIA in early 2024. The outcomes of the review of the framework will be considered by Government in mid-2024.

NSW Gambling Survey 2024

Sector: Gambling

The NSW Gambling Survey is a representative, population-based survey of NSW adults. It is the primary source of data about gambling in NSW.

The survey will help us better understand the gambling landscape, changes in gambling behaviour, and the extent and distribution of gambling harm.

It will build on the data collected in previous surveys and give us a reliable and up to date understanding of gambling and its impact across NSW.

The findings will inform gambling policy and harm minimisation initiatives.

The survey is funded by the Responsible Gambling Fund.

Gambling Research Australia

Sector: Gambling

NSW is a member of and provides secretariat support to [Gambling Research Australia](#) (GRA). We are 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 continue to improve our engagement through 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

Following on from the success of the 2023 program, we will continue to host regional industry and community engagement sessions across NSW to inform our stakeholders of policy changes, trends, associated compliance issues and harm minimisation strategies. Details of our Regulatory Roadshow program for 2024 are available [here](#).

- Promote industry best practice

Through the development of case studies, fact sheets, webinars and the identification of opportunities to promote consultation, collaboration and empowerment.

- Review and improve our website

We are undertaking a thorough review and update of our website to make it easier to find, use and understand the information that we publish.

Aboriginal¹ engagement

We will begin developing the Hospitality and Racing Aboriginal Stakeholder Engagement Strategy.

As a key initiative of Hospitality and Racing, the Aboriginal Stakeholder Engagement Strategy will seek to ensure:

- voices of Aboriginal people are heard and considered in decision making processes
- relationships between the Aboriginal community and Hospitality and Racing are mutually beneficial and respectful
- delivery of key organisational programs and strategies are aligned with Aboriginal community expectations, aims and aspirations.

The framework will align with the Closing the Gap Partnership Agreement and the NSW Joint Council principles of inclusiveness, partnership, participation and shared decision making.

In this context, Aboriginal refers to Aboriginal and Torres Strait Islander people

Liquor accord forum

Sector: Liquor

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

We continue to deliver liquor accord program objectives and priorities as part of the [Liquor Accord Strategy 2023-25](#). 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 a Liquor Accord forum on 28 May 2024 in Newcastle, 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 developments in the regulatory framework and approach of L&GNSW as well as to better understand the views of industry and practitioners. The forum will be held in June 2024.

New strategic plan for the Office of Responsible Gambling

Sector: Gambling

The Office of Responsible Gambling will be developing a new Strategic Plan for 2024-2027.

The Office will consult with community, government, academic and industry stakeholders, as well as people with lived experience of gambling harm.

The results of this consultation, along with the findings of recent research and the performance of existing programs and initiatives will inform the focus and direction of the Office over the next three years.

The plan will be published in mid- 2024.

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
- provide support and guidance to industry stakeholders relating to Vibrancy Reforms and key changes to the NSW liquor licensing framework.

Licensee and advanced licensee refresher training

Sector: Liquor and gaming

Licensee training courses were introduced in 2018 under the Tiered Industry Training Framework. Renewal of licensee training is required every five years along with all other competencies held.

L&GNSW has designed a new Licensee Refresher online course that will update the following endorsements for licensees by completing the one refresher course:

- Responsible Service of Alcohol (RSA)
- Licensee Training
- Advanced Licensee Training

Content for the Licensee Refresher online course is in the final stages of development and will be available for licensees to complete from February 2024.

Advanced RCG training

Introduced in February 2023 as a voluntary course, Advanced RCG training will become mandatory from 1 July 2024 with the introduction of Responsible Gambling Officers.

To meet anticipated demand, we are working with the Approved Training Provider network to increase the availability of trainers and training opportunities across the state.

Rollout of the new Responsible Service of Alcohol (RSA) course

Sector: Liquor and gaming

We are developing a standard suite of RSA materials to be rolled out across all Approved Training Providers (ATPs) in 2024.

Part of this project will see the introduction of a new mandatory online assessment for RSA. Updates to the RSA suite will also include new content related to the Vibrancy Reforms and drink spiking.

Review of the competency card program

Sector: Liquor and gaming

We are undertaking a review of the Competency Card Program to simplify and streamline processes, and make it easier to obtain, use and verify competencies required to work in the NSW hospitality industry.

The review aims to make it more user-friendly, consistent, cost-effective and accessible to individuals aspiring to work in NSW bars, pubs and clubs. L&GNSW will explore ways to capitalise on ongoing initiatives and better use technology to refine and digitise processes and reduce red tape to make it more affordable and improve overall customer experience.

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
W: 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.