

Hospitality and Racing

Regulatory Priorities

July to December 2024



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

Formed in 2022, the Hospitality and Racing division 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

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

By the numbers



12 acts
to regulate



3,600+
complaints
addressed 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.

Vibrancy

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
- commencing a review of the risks associated with different license types
- embedding a series of already completed reforms related to consultation processes, takeaway liquor and noise regulation that start from 1 July 2024.

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 and operate a licensed business, while better enabling the community to engage on potential impacts affecting them.

New sound compliance framework

The *Vibrancy Reforms Act 2023* designated L&GNSW as the lead regulator for entertainment sound across licensed premises in NSW. We are introducing a new approach to sound regulation in licensed premises that will facilitate balanced, consistent, and transparent management and resolution of noise and disturbance complaints.

We will continue to support the revitalisation of the night-time economy, and work to balance the interests of the community and the hospitality industry. Our intention is to strike a balance between facilitating the sustainable development of the hospitality, live music, entertainment, arts, and cultural sectors whilst ensuring responsible sound management practices are embedded across all licensed premises.

Supporting music festivals

We are seeing concerning trends around the world as festivals struggle to bounce back after COVID-19, adapt to changes in consumer behaviour, and deal with increasing costs.

Work is underway to improve the regulatory environment for NSW music festivals to be more supportive, while also ensuring safety for patrons and the community. We will continue to engage with key industry stakeholders and music festival organisers to consider measures to improve the ongoing viability of festivals in NSW.

Gaming harm minimisation

Gaming reform

We will continue to deliver the government's gaming reform package, supporting the Independent Panel on Gaming Reform to oversee the expanded cashless gaming trial and provide its roadmap for further gaming reform to government.

Work is continuing to develop and implement a third-party exclusion and a state-wide self-exclusion system, complemented by facial recognition technology.

Monitoring the implementation of new gaming harm minimisation measures in pubs and clubs

From 1 July 2024, additional measures will be included in the Gaming Machines Regulation 2019, which aim to reduce gambling harm in NSW. Under these new requirements, venues with more than 20 gaming machine entitlements will be required to have one or more Responsible Gambling Officers (RGOs), whilst all venues will need a comprehensive Gaming Plan of Management (GPoM) and maintain a Gambling Incident Register.

We will be conducting a state-wide inspection program to monitor and test compliance with these new responsible gambling requirements. This program follows a month-long education campaign at over 200 of the state's highest-risk gaming venues during June 2024, providing support to industry ahead of the changes coming into effect.

Carded play and cashless gaming at casinos

We will continue to work with casino operators to implement the mandatory carded play and cash limit requirements in the Casino Control Act 1992, which will come into effect from 19 August 2024.

This work will include enhancing the regulatory framework through further legislative and operational requirements and overseeing the casino operators' development and implementation of new technologies and systems.

We will focus on ensuring the casinos' transition to cashless gaming aligns with and supports the primary objectives of the legislation for financial crime prevention and gambling harm minimisation.

Online wagering and Point of Consumption (PoC) Tax

We will undertake detailed proactive revenue audits of Betting Service Providers relating to their PoC Tax obligations, to confirm appropriate payment of the tax by online wagering operators. The first audit is expected to commence in the second half of 2024.

We will also 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.

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 data governance and quality, operational reporting capability and improved licence information for the community via the [public register](#) and our website.

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.

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 at major or high-risk events and precincts 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:
 - UEFA European Football Championships ('Euros') (July)
 - Snow Season (July)
 - State of Origin (July)
 - Olympics 2024 (July/August)
 - NRL Grand Final (October)
 - Melbourne Cup (November)
 - Schoolies Byron Bay (November)
 - New Years Eve (December)
- 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 additional requirements under the legislative framework, including conditions imposed on events' liquor licences.

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 attend significant music festivals and provide advice on the suitability of event management plans and associated licence conditions, where appropriate. Planned deployments between July and December 2024 include:

- Yours N Owls (Wollongong)
- Mode Festival (Cockatoo Island)
- Lost Paradise (Central Coast)

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

Sector: Liquor

We will ensure same-day alcohol 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 operators' 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 July to December 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 with a view to developing advice on best practice.

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 behaviour 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.

Gaming harm minimisation inspections

We take a zero-tolerance approach to breaches of fundamental gaming harm minimisation measures. This includes requirements relating to cash-dispensing facilities, not compelling patrons into or through gaming rooms, the accessibility of self-exclusion schemes and the prohibition of gaming-related signage.

A sufficient break in play is a key harm minimisation control at gaming venues, and we continue to monitor venue compliance with mandatory gaming machine shutdown periods. We prioritise compliance activity aimed at identifying and intervening when venues are found to be offering free liquor to patrons as an inducement to gamble.

We also continue to actively monitor signage at hotels and clubs for any attempts to

circumvent the law by introducing new gaming terms, symbols, or motifs, following the 2023 ban on gambling-related signage.

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

This year, L&GNSW will undertake a compliance campaign focused on improving controls aimed at 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 and Gaming

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 geographically 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 undertaking quarterly regional inspection programs. For the second half of 2024, these include:

- September 2024 – South-west NSW, including the Bathurst and Griffith regions.
- October 2024 – Mid-north Coast and North-west NSW regions, including the Coffs Harbour and Lightning Ridge regions.
- November 2024 – Central-west NSW, including the Dubbo and Broken Hill regions.

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

- identifying vulnerable communities based on existing data on alcohol and gambling-related 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
- providing education to gaming operators about their new RGO and GPoM obligations and the importance of strong responsible gambling practices.

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 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

- conducting inspection and investigative activities on 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. For example, minors accessing the casino and consuming alcohol and gambling
- conducting inspection and investigation activities focused on compliance with the rules of the game and gaming supervision, including reviews to confirm that games being offered at casinos are approved
- 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 the 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 (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% 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.

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 be finalised in mid-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.

Information about L&GNSW's findings through the audit will be shared with industry to assist in administering grants under the Scheme going forward.

Assessment of eligible clubs' 2024 ClubGRANTS Returns will commence in September 2024.

Licensing

Customer satisfaction

Sector: All

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

Over the next 6 months – and beyond – we are listening to the needs of our customers and providing direct opportunities for feedback on our services. This will establish a benchmark for us to work towards a 10% increase in customer satisfaction rating by July 2025.

We are improving our service by:

- improving the application process through online digitised forms that were previously paper forms.
- improving accessibility to licensing materials and resources and putting in place processes to ensure they are kept up to date.
- undertaking proactive measures to reduce pain points for our customers by reducing the time it takes to approve an application.

Sector: Music Festivals

We are proactively reaching out to organisers of previous subject music festivals – well before their next festival is due to be held – to assist them with approval processes.

We are also supporting organisers of new festivals to reduce the time they need to spend on navigating the process and provide much needed assistance in ensuring their festival can go ahead.

Digitisation

Sector: All

We are digitising existing paper notification forms 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, simplifying the customer journey.

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 are undertaking an audit to remove pain points in this process.

Using Behavioural Insights methodology, we are reviewing 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. This process has improved other government agencies' return rates by 32% 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.

Sector: Gaming

By harnessing the digitisation processes we will reduce the 31 different gaming application forms by 70%. 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.

Vibrancy Reform implementation

Sectors: Liquor

We are streamlining and amending our application forms and providing additional information to applicants to clarify how to comply 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 their application.

We are publishing a SoRPE template so that applicants can simply complete the template knowing they are complying with the legislative requirements. We will be seeking feedback from our customers after the reforms are in place on how we can continue to improve the ease of applying and further reduce the time taken to consider and approve applications.

Applications can now be made to amend trading hour conditions for Sundays to allow trading to midnight, rather than 10pm. We are focusing on implementing processes to reduce approval times. We have already put in place administrative processes to reduce consultation periods if the applicant has very recently gone through a related consultation process.

We are focusing on ensuring that applications to be included on the live music list to take advantage of the associated incentives – including 2 hours additional trading hours on the nights live music is held – are being processed within 14 days if all information is provided. This is from application to being published on the L&GNSW website.

Gaming Reform implementation

Sector: Gaming

We will be engaging with clubs and hotels to assist them with gaming reforms, in particular the new legislative requirements for GPoMs and RGOs. We are changing application forms to reflect that these are now legislative requirements and not conditions that the Independent Liquor and Gaming Authority (ILGA) need impose.

We will also focus on working with licensed venues who already have GPoM conditions to manage the transition, noting that there is now no requirement for ILGA to approve GPoMs.

We will be reviewing licence documents over these 6 months as required to ensure they are reflective of the new laws.

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, the government has 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
- 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 oversee the cashless gaming trial and deliver its roadmap for further gaming reform in NSW.

Music Festivals

Sector: Festivals

We will improve the regulatory environment for NSW music festivals to be more supportive, while also ensuring safety for patrons and the community.

As we implement reforms to the framework we will work with key stakeholders and music festival organisers to support the viability of festivals 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-time economy.

The vibrancy package includes several reforms to the NSW liquor licensing framework that will commence from mid-2024. These include a new streamlined approach to consultation requirements and L&GNSW becoming the lead regulator for noise complaints at licensed premises across NSW.

Other measures in the *Vibrancy Reforms Act 2023* include 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 Reforms in 2024, with a review of licensing risk categories set to commence and further streamlining of the planning and liquor application processes to occur, alongside other measures to support vibrancy in NSW.

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 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 is being led by L&GNSW in consultation with The Cabinet Office and NSW Treasury.

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 on the [Liquor and Gaming NSW website](#)) sent in December 2023 to NSW-licensed bookmakers about recently observed concerning conduct
- ensuring the broader regulatory framework remains appropriate for today's wagering environment.

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 Australian Government, as well as other state and territory governments, on 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 the *Inquiry into*

Review of Casino Control Act

Sector: Casinos

We will begin a statutory review of the *Casino Control Act* to evaluate the effectiveness of the reforms introduced to the casino sector in 2022 and to consider further options for reform and modernisation of the Act.

The review will commence in August 2024 and run for approximately 12 months.

Research and evaluation

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 and will be released in 2024.

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.

The evaluation of the GambleAware service system will assess and review implementation and effectiveness of the new model. The 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.

Gambling Research Australia

Sector: Gambling

NSW is a member of and provides secretariat support to [Gambling Research Australia](#) (GRA), as well as contributing to the GRA research project on direct and affiliate wagering marketing and gambling-related harm.

Research by GRA is jointly funded by the federal, 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

GambleAware Week

Sector: Gambling

GambleAware Week is an annual initiative to increase awareness of gambling and gambling harm in the NSW community. It is an opportunity to increase the community's understanding of risky gambling behaviour. In addition, it helps encourage gamblers to recognise when their gambling may place them at risk of harm, provides information on practical ways to keep their gambling under control and encourages people to seek support, when required.

The campaign is coordinated by the Office of Responsible Gambling and is held annually in October.

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 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 2024 Regulatory Roadshow program are available on the [Liquor and Gaming NSW website](#).

Promote industry best practice

We continue to identify opportunities to develop case studies, fact sheets and deliver webinars 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.

Aboriginal¹ engagement

Sector: All

We will begin implementation of the Hospitality and Racing Aboriginal Stakeholder Engagement Strategy (the Strategy).

As a key initiative of Hospitality and Racing, the Strategy ensures:

- 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.

¹ In this context, Aboriginal refers to both Aboriginal and/or Torres Strait Islander people.

The Strategy also aligns with the Closing the Gap Partnership Agreement and the NSW Joint Council principles of inclusiveness, partnership, participation, and shared decision making.

A key mechanism underpinning the Strategy is the Hospitality and Racing Aboriginal Reference Group. This group will support identifying and creating opportunities for collaboration in liquor and gaming harm minimisation.

Liquor Accords digital platform

Sector: Liquor

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 digital platforms for liquor accords, we are making it easier for accord members to collaborate, share impactful strategies and access new information and live updates.

New Office of Responsible Gambling Strategic Plan

Sector: Gambling

The Office of Responsible Gambling will be launching its new Strategic Plan for 2024-2027 this year.

The Office has consulted 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 be reflected in the new Strategic Plan and the focus and direction of the Office over the next 3 years.

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.

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

Industry training and competency cards

Sector: Liquor and gaming

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

We are developing a standard suite of Responsible Service of Alcohol (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.

We are also 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. We are also exploring ways to capitalise on ongoing initiatives and better use technology to refine and digitise processes and reduce red tape to improve overall customer experience.

Incident register update

Sector: Liquor and gaming

We have implemented several changes and improvements to the incident register layout and the digital incident register guidelines.

A new single digital incident register platform can be used for the incident register, gambling incident register and security incident register, so long as the digital

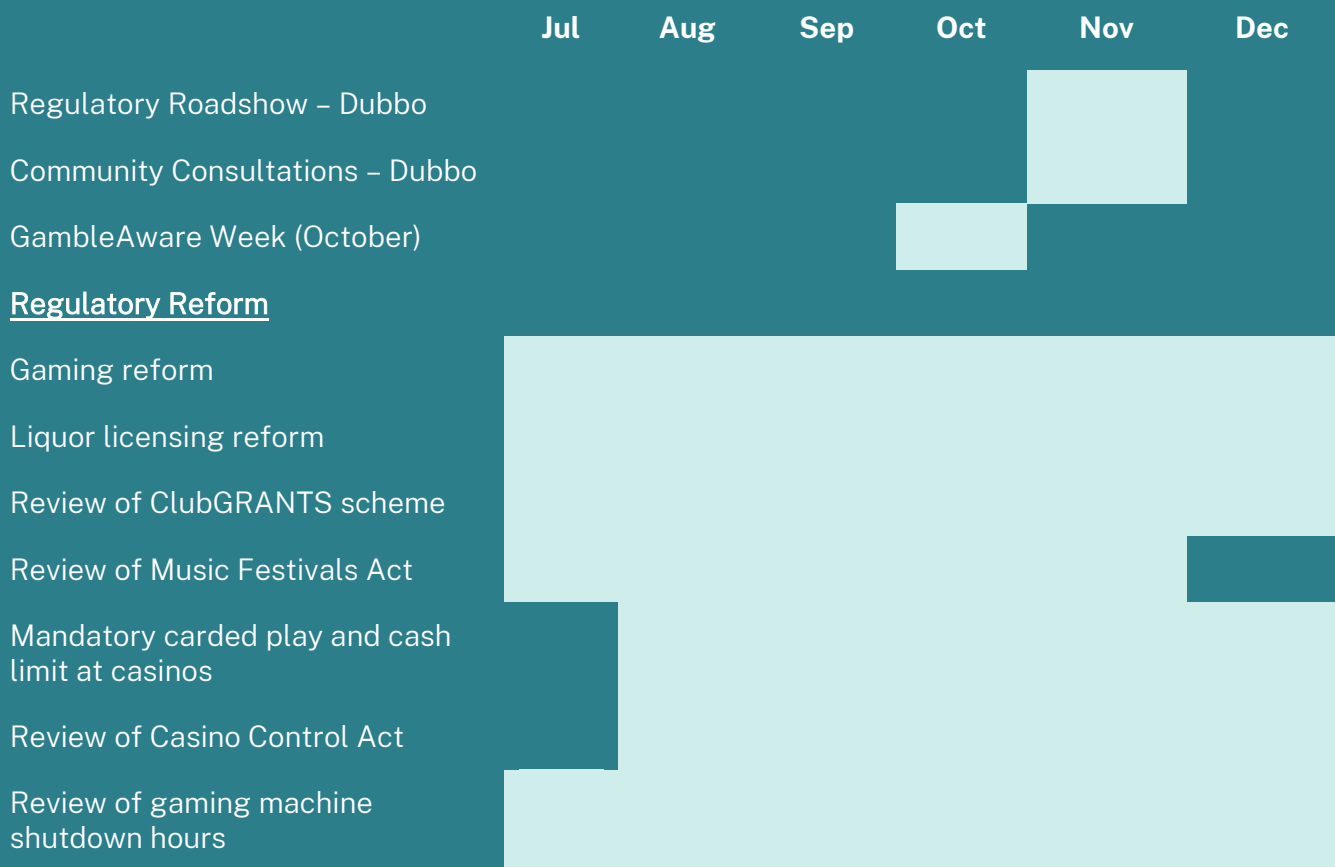
platform fulfills all requirements for each. Guidance on the use of incident registers has also been updated and can be found on the Liquor and Gaming NSW website.

A transition period will be provided until 31 December 2024, during which both the old and new formats can be used. This will provide time for industry and digital incident register providers to transition to the new register format.

Summary of key dates







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