

## **OLGR Update: September 2009 edition**

### **Executive Director's message**

In the last few months I have had the pleasure of meeting with a number of liquor and gaming stakeholders through various consultations and forums aimed at minimising harm in and around licensed premises.

In July 2009 we held the inaugural safety forum in Brisbane where licensees, peak industry bodies, Queensland Police and representatives from liquor accords and security provider companies came together on a range of topics, including drugs on licensed premises, identification scanners, lighting and glass. The resolution from the group was to form a working party to progress the issues identified, with a view to establishing industry best practice in venue safety.

The Liquor Consultative Committee wrapped up its valuable work in June, after the successful implementation of many of the liquor reforms. I would like to thank participants for their time, energy and enthusiasm. Following Premier Anna Bligh's announcement of a Parliamentary inquiry into alcohol-related violence – covered in more detail in this issue – I foresee ongoing consultation with licensees and peak industry groups over the next few months.

I also look forward to working with gaming stakeholders as we continue to roll out the Premier's responsible gambling measures, including the clubs cap reallocation scheme, also covered in this newsletter.

I would like to welcome two new additions to the Queensland Gaming Commission – Lyndal Drennan and Barry Sheehan. Dr Drennan's background in industry, finance and most recently education will contribute greatly to the Commission, while Mr Sheehan brings eight years experience as a Responsible Gambling Advisory Committee member and Gambling Help network representative.

From 1 July 2009, our office had a name change and is now known as the Office of Liquor and Gaming Regulation (OLGR). Service to the liquor and gaming industry will continue as normal, while racing stakeholders will continue to liaise with the Queensland Office of Racing.

My contact with the industry in the last few months has highlighted what I have always known – most licensees are committed to providing a safe and secure environment for their patrons. I would like to commend your hard work in this area, and I look forward to working alongside you as we prepare for Schoolies and the end of year celebrations.

Mike Sarquis  
Executive Director

### **Glass ban to increase safety for patrons**

In July 2009 Premier Anna Bligh announced legislative reform that will affect over 100 'high risk' licensed premises in Queensland.

In response to continued violent incidents involving glass in licensed premises, the Premier announced a crack down, banning glass by the end of this year in pubs and clubs that are considered high risk.

OLGR understands that the majority of licensees are committed to meeting their legal obligation to provide a safe environment for patrons. However, while glassings continue around the State I think we all recognise the need to do more to prevent these devastating incidents, which bring permanent damage to victims.

Removing glass in premises is not a panacea for drunk and violent patrons. We must continue to educate patrons to take responsibility for their own actions.

While the specific requirements around the Premier's announcement will be shortly released, licensees that have proactively and voluntarily instigated glass bans are to be congratulated.

### **Compulsory monthly self-assessment for gaming machine venues**

Under section 264 of the *Gaming Machine Act 1991* all gaming machine licensees are required to complete a monthly self assessment.

Following a licensee awareness program conducted by OLGR over the past year, a vast improvement in venue compliance has been noted. However it is disappointing that a significant proportion of licensees continue to contravene these requirements.

While OLGR appreciates the efforts of so many gaming machine licensees to remain compliant, licensees are encouraged to again familiarise themselves with their obligations. OLGR compliance officers remain focussed on this critical compliance issue. Compliance officers have already issued a number of licensees with \$1,000 penalty infringement notices and will continue to give serious consideration to enforcement action for any identified contravention.

The monthly self assessment is not only a legislative requirement, it is also a valuable checklist for licensees to periodically measure their own performance.

### **Clubs cap and reallocation scheme update**

As you are all aware, a cap on club operated gaming machines was announced on 15 April 2008. This complements the existing cap on hotel operated gaming machines.

Legislation is currently being developed to create a reallocation scheme that will allow clubs to trade their newly created gaming machine entitlements within the cap. Should the legislation be approved by parliament, clubs will be able to transfer their ability to operate a gaming machine to other clubs on either a permanent (sale) or temporary (leasing) basis under certain conditions or subject to eligibility criteria.

Clubs are advised to await the release of further information, which will first appear on our [website](#) OLGR will mail each club gaming licensee an information kit if the scheme is approved by parliament, so keep your address details up to date by emailing [info@olgr.qld.gov.au](mailto:info@olgr.qld.gov.au)

### **High risk event management guideline**

In June 2009 OLGR consulted with stakeholders, proposing a high risk event management guideline designed to re-focus events in Queensland.

The guideline, which came into affect in August 2009, will make managing large scale licensed events easier for organisers.

Applications will continue to be assessed in consultation with the applicant. However, police, security and a range of factors will be taken into consideration during event planning that may determine crowd controller numbers and whether alcohol sales should be restricted to light and mid-strength alcohol, including:

- the length and time of the event
- age demographic of audience
- type and nature of the event
- compliance history of the event, event promoter, licensee or similar event
- patron numbers
- consumption area (type, size and definition)
- whether it is an all ages or underage event, and
- noise and amenity.

The success of this harm minimisation measure really depends on the co-operation from key stakeholders, such as licensees, event organisers, police and security providers.

OLGR appreciates the support already shown by event organisers from the Caxton Seafood Festival and the Cairns Amateurs in working with licensing and compliance staff to implement the guideline for their events.

### **Million dollar boost for Gambling Help**

The Queensland Government has pledged an additional \$1.1 million to increase Gambling Help services. This increase will bring funding to almost \$4.9 million for the 2009-10 financial year.

The extra money will fund Gambling Help support services for Bundaberg and Longreach, as well as increased funding for the existing services available from 13 centres in Queensland.

As part of the additional funding, the Wide Bay Region will receive \$283,600 each year for the next three years to provide increased gambling support services. Bundaberg and Longreach will receive a free face-to-face counselling service for those affected by problem gambling as well as additional community education and targeted training to combat gambling addiction to be run by Lifeline (Fraser District).

The money is also expected to bring improvements to the Gambling Help Line referral process. Callers will now be directly connected to a Gambling Help service provider or provided with an appointment time.

### **No liquor licence for florists, hairdressers and limos**

The Queensland Government has recently reviewed the liquor licensing requirements for low risk operators where the supply of liquor is a subsidiary element of the operation.

Retirement villages, hairdressers, florists, hair dressers, limousines and gift basket businesses are no longer required to hold a liquor licence if they serve or supply limited quantities of liquor to clients or residents following changes to the *Liquor Act 1992* through the *Resorts and Other Acts Amendment Act 2009*.

For details on the new quantities and conditions, see section 12 of the [Liquor Act 1992](#).

## **Grants go online**

After more than 22 years of grant history, applicants to the community benefit funds will no longer submit paper-based applications. A new and innovative online grants management system now allows not-for-profit community organisations to submit and monitor their funding applications via the internet.

Eligible community groups will be able to submit applications to the Gambling Community Benefit Fund, Jupiters Casino Community Benefit Fund, Breakwater Island Casino Community Benefit Fund and Reef Hotel Casino Community Benefit Fund online.

An interactive application form assists community groups to complete their proposal for funding. The form is submitted electronically and eliminates the need for copying, postage and endless pages of documentation.

If approved for funding, successful applicants will be able to manage and meet their grant obligations electronically including claims, payments and acquittal. Over time applicants will be able to review their past grant history.

Further information regarding the new system is now available [online](#).

## **Gambling Help goes online**

A new national online Gambling Help website will be launched later this month.

Gambling Help Online is an initiative of the Ministerial Council on Gambling and is funded as part of an agreement between all State and Territory governments and the Australian Government.

This new online service will complement and increase the range of services already available in Queensland responding to problem gambling issues. It will provide all Australians with a new opportunity to access counselling and information services when they are unable or reluctant to access face-to-face services provided in each jurisdiction.

Informed by extensive research and expert advice, Gambling Help Online is a world first to provide:

- 24/7 availability of live and email counselling and support services
- availability of professional counsellors with expertise in problem gambling and online services
- integration with state based 24/7 telephone services and face-to-face counselling
- provision of extensive website content, information and web-links for additional help and information.

The web-based environment will encourage more people to access the information and professional services which are available to prevent and respond to problem gambling

Gambling Help Online goes live at [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au) in September 2009.

## **New RSA framework**

Responsible Service of Alcohol (RSA) is now mandatory for all staff involved in the service or supply of alcohol.

To assist in this roll-out, a new RSA framework, effective from 1 July 2009, was developed to ensure licensees and staff are able to meet the new requirements.

Changes include:

- *Availability of online RSA training:* following a trial in 2008-09 OLGR-approved trainers can now deliver an online training session which will equate to the timeframe of the traditional face-to-face course, however participants have the flexibility to complete the training in shorter segments (for example five, one hour sessions).
- *Recognition of interstate training:* those who re-locate or travel will now be eligible to work in a Queensland pub or club upon the successful completion of a bridging module in RSA.
- *New RSA certificates:* the new 'training course certificate' replaces the 'statement of attainment'. The new certificate has been developed to link in with relevant provisions of the *Liquor Act 1992* and will be valid for three years. The certificate will carry an endorsement for the statement of attainment as the RSA course is a nationally recognised competency.
- *Approved RSA trainers:* now trainers must demonstrate their ability to comply with the guidelines introduced under the new framework.

All staff and managers are expected to have obtained an RSA certificate from an OLGR-approved trainer by 30 June 2010.

More information, including a fact sheet, is available on the OLGR website by following the RSA/RMLV link or by clicking [here](#).

### **New Gambling Help number**

A new national Gambling Help Line number has been established that will eventually replace the individual State gambling help line numbers. Gambling Help Line 1800 858 858 is now operational and Queensland callers will be connected directly through to the Gambling Help Line service.

Calls to the old number will still be connected direct to the Gambling Help Line service.

### **Regional focus for audit and inspections program**

The next time an OLGR compliance officer calls on your venue you will notice a much greater focus on harm minimisation. OLGR's regional compliance officers are working to localise the harm minimisation message across the State. Compliance officer functions have been enhanced, with additional attention given to promoting responsible gambling and harm minimisation initiatives.

There will be an increased focus on areas such as ATMs, signage and advertising, exclusions and responsible gambling training. In conjunction with the physical inspection, compliance officers will be discussing harm minimisation measures with representatives of the licensee and be available to offer guidance if required.

Where compliance officers identify areas for improvement, these will be outlined to licensees in correspondence, in addition to the existing practice of noting non-compliance with legislative provisions. Licensees will be asked to review their practices and provide advice to OLGR in relation to intended improvements.

Venues that are not committed to the *Queensland responsible gambling code of practice* can expect to be visited more frequently by compliance officers.

OLGR is committed to maintaining positive relationships with all gambling industry stakeholders and as part of this process OLGR compliance officers look forward to working cooperatively with licensees, their staff and other stakeholders in the promotion of responsible gambling best practice and harm minimisation initiatives.

### **Odds of winning campaign**

Gaming licensees will soon be receiving an 'odds of winning' package containing the new information display board and various promotional materials, following the roll out of OLGR's newest responsible gaming initiative.

The latest campaign, which supports the *Queensland responsible gambling code of practice*, describes humorously the real odds of winning the jackpot by using real life examples.

All gaming licensees will receive an 'odds of winning' pack to be used in their venues.

### **Community Benefit Funds E-news**

Do you want to be kept up to date about Community Benefit Funding?

OLGR distributes the *Community Benefit Funds E-news* – a free quarterly email newsletter providing grant writing tips, funding policy advice, information about the latest grant recipients and updates on the new grants management system.

To subscribe click [here](#) and follow the prompts.

### **Changes to committee/executive officers**

The *Gaming Machine Act 1991* provides that a form 11 (notice of change of executive officer or secretary of body corporate) must be completed and forwarded to OLGR within seven days of the election, appointment or resignation of management committee members of incorporated associations and executive officers of companies.

New members of committees/executives are also required to complete an authority for release of information.

Copies of these forms can be obtained from OLGR by contacting (07) 3872 0866 or click [here](#).