



30 July 2019

Our ref: MC/19/7  
Your ref: CD/19/374103

The Hon Marlene Kairouz MP  
Minister for Consumer Affairs, Gaming and Liquor Regulation  
Minister for Suburban Development  
Level 16, 121 Exhibition Street  
MELBOURNE VIC 3000

Dear Minister

### **Statement of Expectations for the Victorian Commission for Gambling and Liquor Regulation**

Thank you for providing me with your Statement of Expectations (SOE) for the Victorian Commission for Gambling and Liquor Regulation (VCGLR) to apply from 1 July 2019 to 30 June 2021. I am pleased to respond on behalf of the VCGLR.

The VCGLR has scheduled, or is currently undertaking, a number of activities that will improve the VCGLR's performance and meet the objectives outlined in the SOE. Importantly, these activities have been developed to both reduce gambling and alcohol related harm in Victoria and to reduce costs and red tape for Victorian businesses.

#### **Make it easier for the Victorian Responsible Service of Alcohol certification to be recognised outside of Victoria, and vice versa**

Completion of Responsible Service of Alcohol (RSA) training enables those selling and supplying alcohol to make an important contribution to minimising harm in licensed premises. While training requirements are similar across Australia, they do differ slightly between jurisdictions. These differences create additional obstacles to those wishing to move from one state or territory to another, particularly apparent in Victoria's cross-border cities and towns. The VCGLR will review RSA training in Victoria and focus on mutual recognition opportunities – identifying ways to remove barriers while maintaining training quality.

#### **Implement a risk-based framework to triage new gambling product licence applications**

The VCGLR's regulatory approach has been enhanced through its development of risk-based frameworks for the assessment and determination of liquor licence applications and suitability-related gambling applications. These frameworks are designed to assist the VCGLR to consistently and accurately assess (and mitigate) risks posed by licence applications. A new framework is currently being developed to assist in the assessment and determination of electronic gaming machine applications and the VCGLR will look to implement this in the above period.

**Increase the proportion of compliance inspections undertaken at high risk times, as identified by the compliance risk prioritisation tool**

The association between late night trading and an increased risk of serious harm is well documented. Committed, as it is, to targeting and minimising serious harms, the VCGLR will continue to use a range of intelligence sources to determine when and where gambling and liquor inspectors should be deployed and inspections undertaken. Application of the VCGLR's compliance risk prioritisation tool will be used to inform the allocation of resources to increase the proportion of compliance inspections undertaken at high risk times throughout 2019-20 and 2020-21.

**Increase the proportion of compliance inspections undertaken at high risk premises, as identified by the compliance risk prioritisation tool**

The compliance risk prioritisation tool enables the VCGLR to assess licensed premises using a range of intelligence sources and to identify those which may present a high risk of contributing to harm. This standardised, objective and dynamic assessment of venues will continue to be used to inform the allocation of resources to increase the proportion of compliance inspections undertaken at high risk premises throughout 2019-20 and 2020-21.

**Improve the ability of people to access YourPlay by raising awareness of the obligation on venue operators to issue registered player cards on request**

The VCGLR acknowledges the important role of YourPlay in empowering Victorians to make informed decisions about their electronic gaming machine use – allowing them to set limits of time or money spent and to track their gaming machine use across the state. As such, YourPlay compliance audits are a key component of every inspection conducted when VCGLR officers visit a gaming venue. The VCGLR will conduct a number of different education activities throughout 2019-20 and 2020-21 to raise awareness of the obligation on venue operators to issue registered player cards on request.

**Develop and implement a new software solution to better triage incoming contacts with the Commission, enabling more efficient responses to requests for information**

The VCGLR takes pride in the quality and timeliness of its responses to enquiries made with the regulator. This is reflected in the high rate of first-contact resolution of enquiries. The VCGLR will build on this by developing and implementing a new software solution to better triage incoming contacts with the regulator, to enable even more efficient responses to requests for information. Development and implementation will require, and is subject to, the allocation of sufficient funding over the period of this SOE.

**Engage in preliminary consultation with me about any policy matters (such as technical standards) that require my approval prior to undertaking substantive or new work and consultation**

The successful development and implementation of policy matters is dependent on meaningful engagement of all key stakeholders, including the Minister. Recognising the Minister's responsibility for setting liquor and gambling related policy in Victoria and various matters which require Ministerial approval, the VCGLR's practice will be to continue to engage in preliminary consultation with the Minister about any policy matters requiring the Minister's approval prior to undertaking substantive or new work and consultation in those areas. The VCGLR will develop internal guidance materials to further formalise this practice.

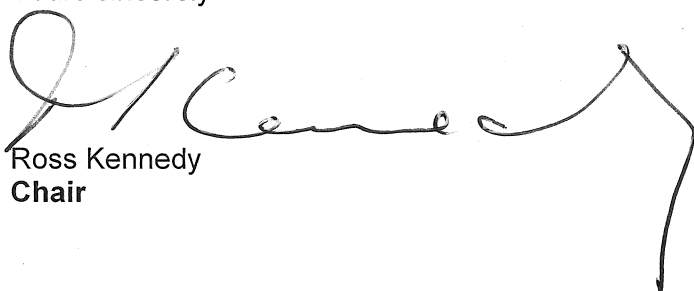
## Consultation and Reporting

The VCGLR consults with the Red Tape Commissioner, business and the broader community and will do so as appropriate in developing actions to achieve the improvements and targets outlined in the SOE.

In its response to previous Statements of Expectation, the VCGLR has published a range of measures to enable the community and industry to monitor the regulator's progress in driving efficiencies in the way it performs its functions. Further, the VCGLR's Corporate Plan identifies a range of additional performance measures focussed on the outcome of its regulatory activities. The VCGLR will continue to publish these measures and report its progress in achieving the SOE improvements as part of its Annual Report to assist in assessing the long term performance of the regulator.

Since its establishment, the VCGLR has made considerable progress to improve its effectiveness and efficiency in regulating the Victorian gambling and liquor industries. It will continue to report on its progress as it delivers further improvements.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ross Kennedy', with a long, sweeping flourish extending to the right.

Ross Kennedy  
Chair