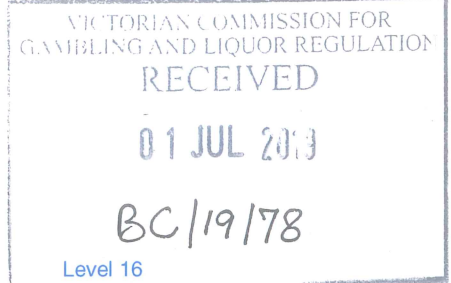




Minister for Consumer Affairs,
Gaming and Liquor Regulation
Minister for Suburban Development



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9163719
Mr Ross Kennedy
Chair
Victorian Commission for Gambling and Liquor Regulation
GPO Box 1988
MELBOURNE VIC 3001

Dear Mr Kennedy

STATEMENT OF EXPECTATIONS FOR THE VICTORIAN COMMISSION FOR GAMBLING AND LIQUOR REGULATION

I am pleased to provide you with this Statement of Expectations (SOE) for the Victorian Commission for Gambling and Liquor Regulation (the Commission). This SOE applies for the period 1 July 2019 to 30 June 2021, or until otherwise amended.

Improving the administration and enforcement of regulation

This SOE sets out my expectations of the Commission's contribution to the Government's program to reduce red tape affecting businesses, not-for-profit organisations, government service providers and households by promoting greater efficiency and effectiveness in the administration and enforcement of regulation. It also outlines my expectations on broader improvements for the Commission's performance.

As Minister for Consumer Affairs, Gaming and Liquor Regulation, I am responsible for administering the *Victorian Commission for Gambling and Liquor Regulation Act 2011*, the *Gambling Regulation Act 2003*, the *Casino Control Act 1991* and the *Liquor Control Reform Act 1998* that affect businesses and the broader Victorian community. This SOE should be read within the context of the objectives, obligations and functions outlined in these Acts.

This SOE outlines key governance and performance objectives and targets aimed at improving the administration and enforcement of regulation and thus reducing its cost impact on business and the community.

This SOE replaces the SOE for the period 31 December 2017 to 30 June 2019.

Improvements and targets

Based on consultation between the Department of Justice and Community Safety and the Commission, I have identified key elements of governance and operational performance where there are opportunities for the Commission to make improvements that would reduce cost impacts on business.

The Commission is expected to identify activities it will undertake to achieve the following performance improvements and targets:

- Make it easier for the Victorian Responsible Service of Alcohol certification to be recognised outside of Victoria, and vice versa.
- Implement a risk-based framework to triage new gambling product licence applications.
- Increase the proportion of compliance inspections undertaken at high risk times, as identified by the compliance risk prioritisation tool.
- Increase the proportion of compliance inspections undertaken at high risk premises, as identified by the compliance risk prioritisation tool.
- Improve the ability of people to access YourPlay by raising 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.
- 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.

In developing actions to achieve these improvements and targets, the Commission is expected to consult with the Red Tape Commissioner, business and the broader community as appropriate.

Reporting

Reporting on your progress to achieve these SOE performance targets should be undertaken in the context of annual financial reporting to avoid dual reporting streams. As part of annual reporting, regulators are expected to report on:

- current baseline levels for performance targets set in this SOE; and
- activities to be undertaken to reach the performance targets and improvements set out in this SOE.

I also expect that these SOE performance targets will be incorporated into the Commission's Corporate Plan, and that this SOE should be published on the Commission's website upon receipt.

I expect that within two months of receipt of this letter, the Commission will respond to this SOE, outlining how it intends to achieve the performance improvements and targets set in this SOE. This response should include details of the specific activities that will be undertaken by the Commission.

I look forward to seeing the Commission continuously working towards achieving best practice in the administration and enforcement of regulation.

Yours sincerely



Hon Marlene Kairouz MP

Minister for Consumer Affairs, Gaming and Liquor Regulation
Minister for Suburban Development