



Minister for Consumer Affairs, Gaming & Liquor Regulation

10 JUN 2016

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Dr Bruce Cohen
Chair
Victorian Commission for Gambling and Liquor Regulation
GPO Box 1988
MELBOURNE VICTORIA 3001

Dear Dr Cohen

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).

As Minister for Consumer Affairs, Gaming & 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*. This SOE should be read in the context of the objectives and functions outlined in those acts.

In particular, it is my expectation that the Commission, when carrying out its functions under those acts, have due regard to preventing and minimising gambling-related harm and the harm caused by the misuse and abuse of alcohol.

Risk-based regulation and operational improvements and targets

I acknowledge that the expectations set out in the SOE may involve a continuation or an extension of work already being undertaken by the Commission in line with Statements of Expectation previously issued to the Commission.

I expect the Commission to achieve the following operational improvements and targets to improve the efficacy of gambling and liquor regulation in Victoria, with a focus on harm minimisation:

- progress the development of 'regional hubs' to support the Commission's compliance efforts in regional Victoria
- develop key performance indicators that align with the Commission's strategic priorities, particularly in relation to harm minimisation, evidence-based decision-making and co-regulatory activities
- further refine the risk-based approach to the assessment and determination of licence applications
- review the standard conditions for liquor licences to determine if they are effective and appropriate to minimise harm

- further refine the risk-based approach to compliance activities to ensure appropriate targeting of the supply of alcohol and gaming to minors and supply of alcohol to intoxicated persons
- deliver a modern inspection and compliance ICT system that better supports risk-based regulation activities in metropolitan and regional Victoria.

Small business improvements

In the 2015-16 Budget, an announcement was made with regard to Budget Paper No.2, *Strategy and Outlook*, that regulators be subject to performance improvement targets to reduce the burden they impose on small businesses in the administration and enforcement of regulation.

To this end I expect the Commission to:

- improve its service and determination times by enabling online licence applications for both temporary and permanent licences
- further streamline licensing processes including those that impose unnecessary duplication on industry
- make the Commission's published decisions available in a form which is modern and more readily searchable.

Training for staff

I also expect the Commission to implement a consistent and ongoing formal training program to support liquor and gambling inspectors to effectively undertake their role.

Reporting

Reporting on your progress to deliver SOE improvements and targets should be undertaken in the context of annual financial reporting to avoid dual reporting streams. As part of annual reporting, I expect the Commission to report to me on the activities undertaken to achieve the improvements and targets set out in this SOE and any red tape reductions achieved.

I expect that these SOE improvements and targets to be incorporated into the Commission's business plan.

I require the Commission to provide advice to me by 30 June 2016 on how it intends to achieve the improvements and targets set out in this SOE. This advice should include details of the tasks the Commission proposes to undertake to achieve each improvement and target. This SOE and the Commission's advice should be published on the Commission's website by 1 July 2016.

Yours sincerely



Jane Garrett MP
Minister for Consumer Affairs, Gaming & Liquor Regulation