Victorian Commission for
Gambling and Liquor Regulation

itree

Liquor and Gambling Information System
A RegulationWorks powered Integrated Technology Solution

Client

The Victorian Commission for Gambling and Liquor Regulation (VCGLR) is the independent statutory authority that regulates Victoria's gambling and liquor industries.

The VCGLR regulates businesses focusing on the people, premises, products and promotions involved in supplying gambling and liquor to ensure the integrity of Victoria's gambling and liquor industries and to minimise harm. The VCGLR is an amalgamation of two separate bodies, previously the Director of Liquor Licensing and Responsible Alcohol Victoria and the Victorian Commission for Gambling Regulation

The VCGLR's strategy is to:

- achieve high levels of voluntary compliance with gambling and liquor laws by setting clear expectations, encouraging the right behaviour and taking strong enforcement action where required

- constrain the regulatory costs and restrictions we impose on the gambling and liquor industries to what is necessary to achieve regulatory objectives

- uphold a culture of integrity and harm minimisation in the gambling and liquor industries.

Challenge

In November 2010, the Victorian State Government announced plans to merge Responsible Alcohol Victoria (RAV) and the Victorian Commission for Gambling Regulation (VCGR) into one entity.

Because of this merger, the Victorian Commission for Gambling and Liquor Regulation (VCGLR) came into existence in February 2012.

With the merger, a few challenges developed, the most important was the lack visibility of data between the Liquor and Gambling businesses. To overcome these challenges the Liquor and Gambling Information System project was initiated.

The Liquor and Gambling Information System project went to market for a vendor with an existing product that was best placed to implement a system that met the needs of VCGLR. Itree was awarded the Contract to implement a new system for the VCGLR.

The Victorian Commission for Gambling and Liquor Regulation:

22,596
Active permanent liquor licences
3% increase over 2016-17

88% of breaches identified resulted in enforcement action **74% in previous year**

14,370
Liquor and gambling inspections conducted in 2017/18 exceeding target of **13,000**

Solution:
RegulationWorks product suite

"*Integrated technology:* *This year the Liquor and Gambling Information System (Liquor and Gambling Information System) has become the main document and records management system for recording inspection, investigation and operational data. The system now incorporates specific checklists for both gambling and liquor inspections providing increased consistency across inspections and ensuring the relevant licence conditions and requirements are checked. The database has inbuilt data integrity measures which can be used to check the accuracy of data and identify any inconsistencies.* "

Source: VCGLR 2017/18 annual report, pg.21

Solution

Itree's solution Liquor and Gambling Information System, implemented in December 2016 with further enhancements in 2017 and 2018 provides a solution which incorporated data migration (Replacing VCGLR's Inspection Management System (CDIS), Infringement Notice System (PINS) and Complaints/Case Management System (CMS)), interface with different systems, new workflows and business rules to achieve its objectives. "Liquor and Gambling Information System supports all Gambling and Liquor Compliance activities of the Commission." The following functionalities are supported by Liquor and Gambling Information System:

- The system supports the processing of Complaints received from the public. Details of the Complaint are recorded and if deemed so it can be progressed to an Inspection or Investigation. Liquor and Gambling Information System supports the generation of emails and letters to Complainants.

- Processing Inspections, one place to view all venues and licences.

- Ability to view all inspections and compliance activities for a venue or licence.

- Ability to initiate an Investigation and process through different levels of approval.

- Ability to create an Inspection as part of Investigation.

- Management of Inspections and Investigations based on Compliance Requests.

- Allows recording/managing of offences.

- Ability to create Infringement Notices, Enforceable Undertakings, Letter and Notices as an Enforcement Action for an Offence.

- Allows a user to upload a Brief of Evidence and submit to Legal for review.

- Allows a user to attach an Record of Interview document or audio file and link it to the appropriate Person and Enforcement. It is automatically linked to the Licensing Product and/or Premises that have been selected on the Offence Activity.

- Allows a user to record an Education Event that has occurred either because of an Offence, or as an Independent Activity. A user can attach relevant documentation and link it to the appropriate Person, Organisation, Premises, and/or Licensing Product.

- Various ad-hoc reports are generated for the Minister monthly. A few include:

  - Compliance Activity Report used to report the total number of compliance activities recorded in Liquor and Gambling Information System for Gambling and Liquor.

  - Enforcement Activity Report used to report the total number of enforcement activities for Gaming and Liquor.

  - List of Inspections and Breaches used to list inspections, checklists associated to each inspection, inspected premises and licences and enforcement actions proposed or taken for each of the offences.

  - Infringement Notices and Warnings Report designed to list information from infringement notices or warning notices recorded in Liquor and Gambling Information System.

  - Complaints Report is designed to provide a detailed transaction listing of Complaint activities for further analysis.

Why Itree

- Specialists in regulation, compliance and enforcement intelligent solutions
- Deep domain understanding of how to manage risk and safety helps to secure the business case for customers
- A technology partner that adds real business value through proactive development of solutions rather than only reacting to fully developed requirements
- Testing and deployment plans that reduce risk and provide confidence for real world government systems that focus on safety and compliance