

Hospitality and Racing update for Liquor Accords

May 2026

liquorandgaming.nsw.gov.au

Regulatory Roadshow Program 2026

The 2026 Regulatory Roadshow program officially kicked off in Moree on 31 March, marking the first stop in this year's statewide engagement series.

The Roadshows provides licensees with the opportunity to:

- hear directly from leaders at L&GNSW
- stay informed about regulatory priorities, compliance obligations and upcoming legislative changes
- ask questions about operational requirements
- connect with government, access support, and share feedback
- raise local issues, connect with peers, and strengthen partnerships.

[Click here to see upcoming events](#)



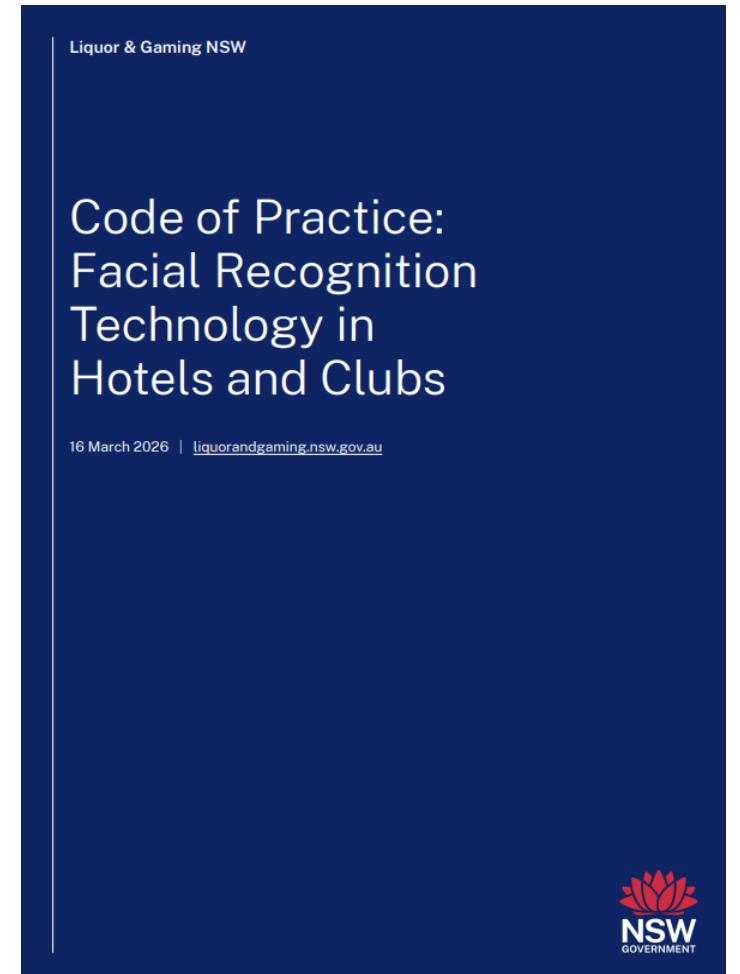
New voluntary Code of Practice for Facial Recognition Technology (FRT)

The NSW Government has released the [Code of Practice: Facial Recognition Technology in Hotels and Clubs](#) (the Code) under the *Gaming Machines Act 2001*.

The Code covers a range of FRT requirements relating to:

- hardware installation
- data security and storage
- privacy protections
- signage display
- venue staff responses.

For more information, please visit our [website](#).



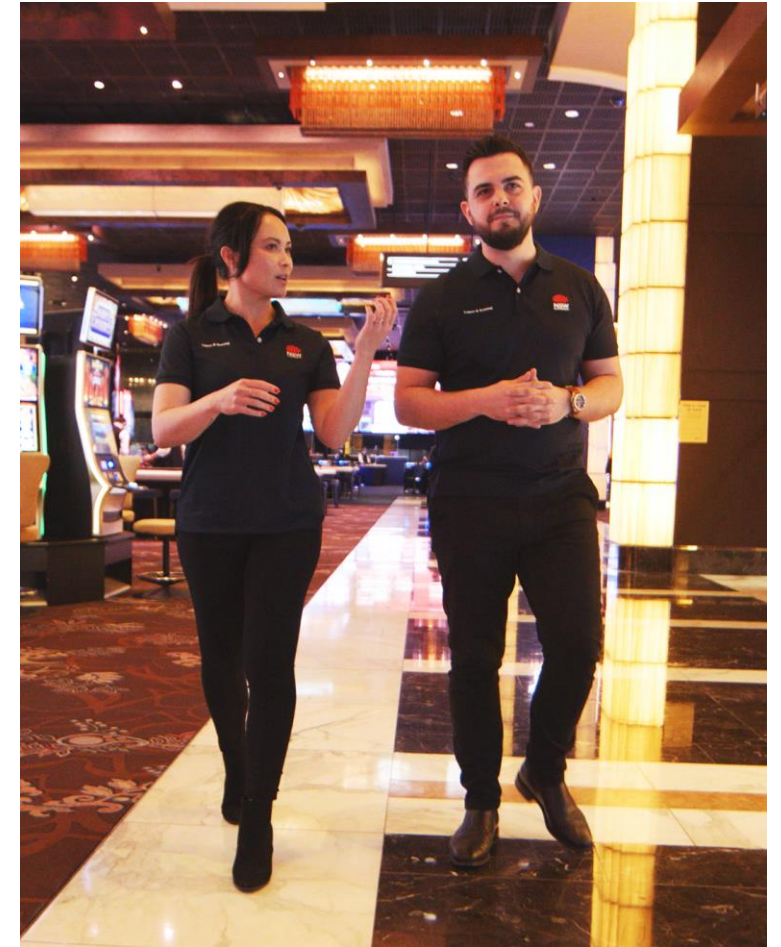
Identified compliance trends across NSW

Intoxication matters

- Staff frequently showing low levels of engagement, particularly in venues that are not busy. Security also not engaging early enough or at all.

Provision of food service

- Continues to be an issue, specifically with late night traders. Staff are often unaware of available food options or lack appropriate education, and in some venues, food is only offered on an hourly basis within the gaming room.



Identified compliance trends across NSW

Venue morphing

- Trading conditions shifting beyond approved or intended operational formats.

RSA / Training requirements

- Staff operating on expired RSA certifications.
- Staff / Licensees / Approved Managers operating without required training endorsements

Failing to maintain incident registers

- Incident logs not being completed properly. Issues include missing or vague details, inconsistent record-keeping, and leaving blank spaces or gaps between entries.

Gambling harm minimisation compliance campaign

L&GNSW will be conducting a targeted compliance campaign throughout March and early April 2026.

See [here](#) for details.

L&GNSW Contact Portal

Liquor & Gaming NSW has introduced a new online contact portal, providing a centralised “one-stop shop” for reporting concerns across the hospitality sector.

- Report concerns: alcohol, gaming, venue safety, noise
- Open to industry, public, police and councils
- Aligns with harm minimisation and regulatory reforms
- Anonymous reporting available

[Click here for more
information](#)

Special event extended trading

Venues granted extended trading under Special Event Extended Trading may now be able to trade during the 24 hours prior to a declared special event, in addition to the day of and the day after the event.

Longer trading hours for special events
2026 | NSW Government



Gaming machine shutdown hours

- Review conducted of 672 variations to the standard shutdown period
- Since 1 April 2026, impacted venues must shutdown gaming machines from 4AM and 10AM
- Note – venues cannot operate gaming machines outside of their liquor licence hours.
- [Liquor Licence Manager portal](#)

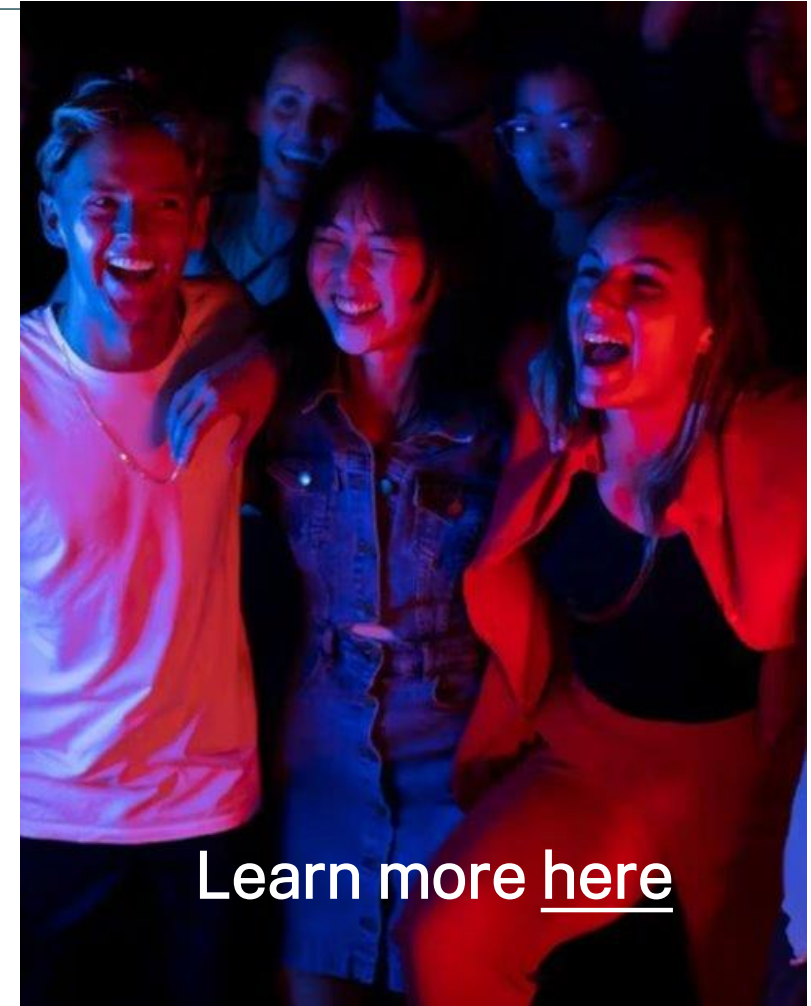


Vibrancy Reforms - update

The NSW Government has introduced further reforms to support a thriving and vibrant night-time economy, alongside the music and cultural sectors. These changes commenced on 21 January 2026.

Key changes:

- live music incentives
- more flexible trading
- easier outdoor dining
- stronger safety measures
- support for entertainment



Learn more [here](#)



For more information see [here](#)

Live music and performance incentive eligibility requirements



Changes have been made to the live music and performance venue incentives.

Key changes:

- Performance times
- Performance frequency
- Reporting requirements
- Regional venues:
 - annual eligibility option
 - requirement for a 'dedicated room or space'

Vibrancy Reforms - update

Removal of outdated conditions impacting late night business activity.

Type:

Conditions that prohibit or restrict live music or entertainment.

Example:

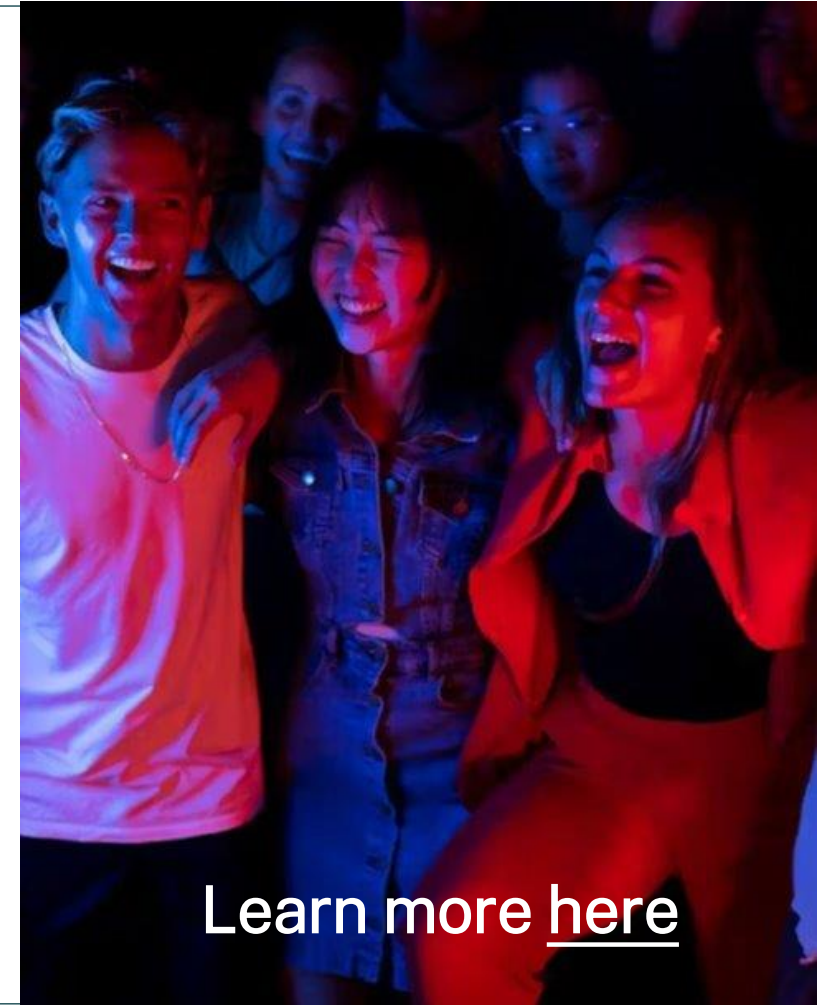
No entertainment or music is to continue past 11:30pm.

Type:

Conditions that impose sound limits or acoustic restrictions.

Example:

Decibel-based controls such as LA10 criteria.



[Learn more here](#)

Improving patron and staff safety



- Exemption to allow for an intoxicated person to remain on the premises while they receive care or await transport home.
- Allowing the Independent Liquor and Gaming Authority (ILGA) to:
 - Revoke an individual's competency card where:
 - the person has committed an offence related to sexual misconduct, drink spiking or other harmful behaviour
 - the person is not 'fit and proper'.
 - Undertake disciplinary action against a licence for failing to prevent or address a significant risk to the safety of staff or patrons on the licensed premises.

Temporary change of boundaries



- Indoor boundary extensions.
- Extended trading hours for outdoor dining.
- Fee-free permanent outdoor boundary changes.

Learn more [here](#)

Licensing Update – ALLF program

Annual liquor license fee (ALLF) 2026

To ensure you receive your annual fee notices and reminders, please make sure your contact details are up to date using our [online form](#).

Important dates:

- **13 April 2026** - Fee notice sent to licensees
- **29 May 2026** - Annual liquor licence fee payment due
- **26 June 2026** - Last day to pay before the licence is suspended for non-payment and a late payment fee is added
- **27 July 2026** - Last day to pay before the licence is cancelled for non-payment

NSW Annual Liquor Licence Fees

Liquor & Gaming NSW Information Update



Additional information, including a video to support licensees in understanding their annual liquor licence fee obligations for 2026, is available on our website: [Annual liquor licence fees - Liquor & Gaming NSW](#)

Our approach: Strategy 2026-28

Our vision, mission, values and strategic priorities for the period 2026 to 2028

Targeted
harm
reduction

Outcome
focused,
responsive
regulation

Modern
tools, skilled
teams,
smart
decisions



Our approach – Regulatory Priorities



2026 Focus Areas

Gambling operator marketing and customer retention strategies

How online bookmakers and gaming venues attract and retain customers, with a particular focus on:

- Direct and affiliate marketing
- Social media partnerships
- Barriers to account closure
- VIP programs



Alcohol related harm hot spots

Proactive steps to reduce alcohol-related harm in hotspot locations, including:

- Areas experiencing rising rates of alcohol-related violence
- Special Entertainment Precincts
- Locations and times surrounding high-risk events, such as major sporting fixtures

Upcoming Webinars



- Expectations and support services for NSW airport liquor licensees
Tuesday, 5 May, 10:00am – 11:00am (This webinar is intended for airport licensees)
- **New Licensee**
Tuesday, 23 June, 9:00am – 10:00am (Microsoft Virtual Events Powered by Teams)

[Webinars for industry Liquor & Gaming NSW | NSW Government](#)



Liquor & Gaming NSW

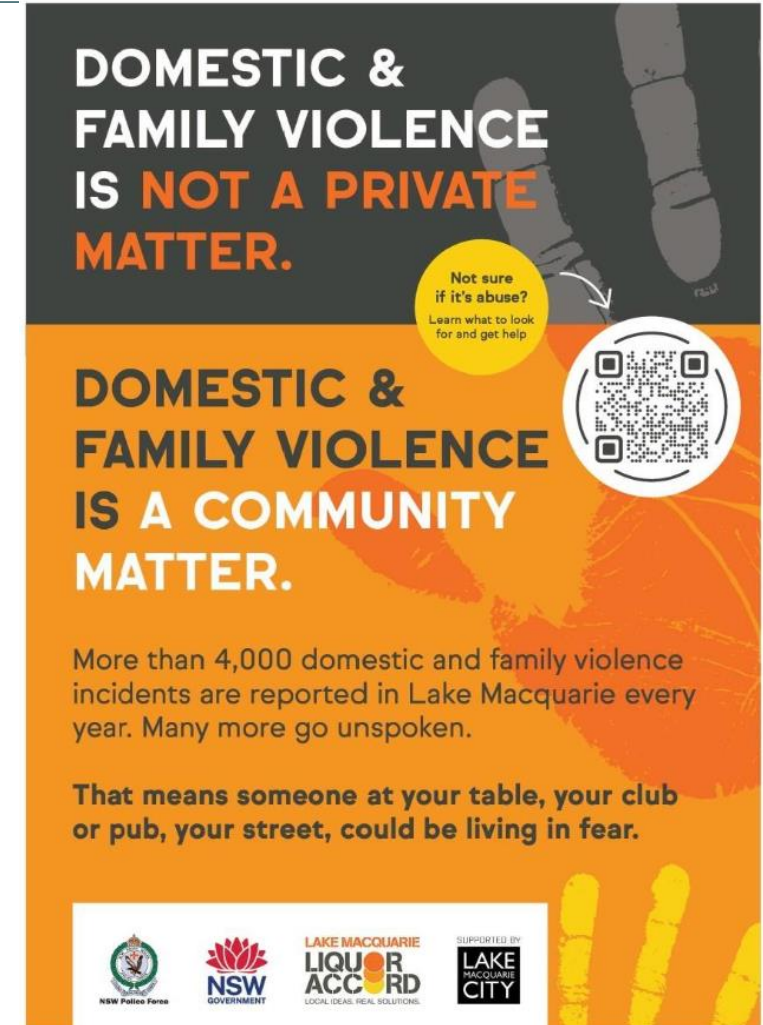
Member's webinar

Case study: Lake Macquarie Liquor Accord's 'No Excuse for Violence' campaign

In response to a concerning rise in domestic and family violence, the Lake Macquarie Liquor Accord has launched a community awareness initiative titled 'No Excuse for Violence'.

- Developed in partnership with Lake Macquarie Police and supported by Lake Macquarie City Council.
- Digital artwork and venue posters, featuring links to 1800RESPECT for confidential support.
- Demonstrates how accords can use their local networks to promote awareness and strengthen community safety.

Read the full story on our website: [Lake Macquarie Liquor Accord's 'No Excuse for Violence' campaign](#)



Liquor accord annual registration form

Liquor accord annual registration forms are now overdue.

- Only takes about 10 minutes to complete
- Helps us keep your details up to date so we can continue providing tailored support and resources
- If you have any questions or need assistance, please contact the [Liquor Accords Team](#).

[Click here for
registration form](#)

Liquor accord tool: Member satisfaction survey

- Helps accords gather feedback from their members to plan meetings, projects & engagement activities
- Designed to help executives deliver real value to members

Contact the [Liquor Accords Team](#) for your customised survey link



Liquor accord resources: The Accord Hub and The Accord Exchange

The Accord Hub – digital platform

- New digital platform for NSW liquor accords
- Connect, share ideas, collaborate, and access key information
- Designed to strengthen local communities
- Currently in a user-testing period
- Gathering feedback and improving usability
- Onboarding for Accords coming soon



The Accord Exchange – liquor accord podcast series

- Stories, strategies, and successes from liquor accords
- Features accord members, peak bodies, and L&GNSW leaders
- Supports knowledge sharing, capacity building, and collaboration



Reminder: L&GNSW Speakers



Contact the Liquor Accords team to organise a speaker

Feedback

If you have any questions or would like further information, please contact us:

Liquor Accords Team

E: liquor.accords@liquorandgaming.nsw.gov.au

Tell us what you think...

- Do you have questions about the content of this pack?
- Is there something specific you would like L&GNSW to address in future packs?

Short survey to provide feedback:

<https://www.surveymonkey.com/r/2VZ7ZT5>



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