

Questions taken on notice and further information agreed to be supplied at the hearings

Portfolio:	Consumer Affairs, Gaming and Liquor Regulation
Witness:	Minister Marlene Kairouz
Committee member:	Mr D O'Brien
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Relevant text: In 2018 Consumer Affairs Victoria implemented a new dispute resolution services approach, which saw retirement village management disputes referred to the Dispute Settlement Centre of Victoria. Can you give us an outline of the number of referrals where this service has been utilised by the sector?

Answer:

Since April 2018, Consumer Affairs Victoria has referred four disputes in the retirement housing sector to the Dispute Settlement Centre of Victoria (DSCV). Between April 2018 and 20 June 2019, DSCV handled a total of 8 cases that are classed as relationship based retirement village issues, in which DSCV have provided Dispute Resolution Advisory Services (DRAS).

The government appreciates that there is significant concern about dispute resolution in the retirement housing sector and is investigating the value and viability of a 2017 Parliamentary Inquiry report recommendation, for an alternative, low cost, dispute resolution body for the sector.

Public Accounts and Estimates Committee | Inquiry into the 2019-20 Budget Estimates

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Relevant text: Budget paper 3, page 288, indicates the number of liquor and gambling licence applications and also activities by the VCGLR. But it indicates that there is no increase in the number of applications expected over the next few years. Are you able to give me a breakdown, though—of that 50 000 figure, how many are liquor licence applications and how many are gambling licence applications?

Answer:

In the 2018-19 year to end of quarter three there were:

- 5,134 gambling licence applications
- 1,127 gambling approvals (this includes equipment approvals, approvals of new premises and so on)
- 1,783 standards monitoring activities (including monitoring of the major licences and audits of annual returns)
- 5,134 assurance activities (including audits of gaming revenue and operational audits)
- 12,523 liquor license and permit applications or variations completed
- 20,329 proof of age cards issued.

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Relevant text: Has the review into YourPlay been completed?

Answer:

YourPlay is an important harm minimisation tool available on all gaming machines in Victoria, including those in the Melbourne casino. It works by allowing players to pre-set the amount of time and money they want to spend on gaming machines and allows them to track their play.

By introducing YourPlay on 1 December 2015, Victoria became the first Australian jurisdiction to implement a state-wide networked pre-commitment scheme for gaming machines.

Since YourPlay was launched, and as at 12 May 2019, there have been:

- more than 15 million responsible gambling information messages delivered to players advising them of their losses
- 7.6 million gaming machine sessions using YourPlay
- over 18,000 registered YourPlay cards issued to players
- and more than 54,000 casual cards activated

My department continues to encourage venues across the State to promote YourPlay. This is achieved through events held in venues and regular industry forums that provide training and support to venue staff.

An evaluation into YourPlay was commissioned. The scope of the evaluation was expanded to include additional research to determine what may be driving the differences in the take-up of YourPlay across venues. This involved surveying YourPlay users and interviewing venue managers and staff. An analysis of the YourPlay Days that have been held-to-date was also included to determine the impact of these promotional events on uptake.

The final draft of the YourPlay evaluation has been received by my department and is currently being considered.