



“ The Liquor and Gambling Information System (powered by Objective RegWorks) has become the **main system for recording inspection, investigation and operational data.** ”

VCGLR 2017-2018 Annual Report

ORGANISATION

Victorian Commission for Gambling and Liquor Regulation

INDUSTRY

Liquor and Gambling

SOLUTION



BENEFITS AT A GLANCE

Greater efficiency

The system incorporates specific checklist for both gambling and liquor inspections providing increased consistency across inspections, saving time to process more

Maintain integrity

The database has inbuilt measures which can be used to check the accuracy of data and identify any inconsistencies

Stay Compliant

Reports and checklists ensure users can stay on top of compliance

One Source of Truth

The system enables users to work with a single interface, managing all inspections and investigations within one place

Liquor and Gambling Information System: An integrated technology solution powered by Objective RegWorks

After the Victorian Commission for Gambling and Liquor Regulation (VCGLR) came into place after the result of a merger between Responsible Alcohol Victoria (RAV) and the Victorian Commission for Gambling Regulation (VCGR), problems began to rise with the lack of visibility of data. The Objective RegWorks solution (formerly by Itree), was implemented to address these issues.

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 came about due to a merger with the Responsible Alcohol Victoria (RAV) and the Victorian Commission for Gambling Regulation (VCGR). 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. It constrains the regulatory costs and restrictions imposed on the gambling and liquor industries to what is necessary to achieve regulatory objectives, and upholds a culture of integrity and harm minimisation in the gambling and liquor industries.

THE NEED FOR DATA VISIBILITY

As a result of the merger, a few challenges developed. The most important challenge was the lack of visibility of data between the Liquor and Gambling businesses. This would pose difficulties to the VCGLR’s integrity and high levels of compliance.

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.



Objective RegWorks was awarded the Contract to implement a new system for the VCGLR. As specialists in regulation, compliance and enforcement intelligent solutions, with a deep understanding of how to manage risk and safety, the Objective RegWorks solution was able to add real business value through proactive development of solutions rather than only reacting to fully developed requirements, as well as testing and deployment plans that reduce risk and provide confidence for real world government systems that focus on safety and compliance.

Objective RegWorks 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. This solution supports all compliance activities of the Commission.

INTEGRATION AND STREAMLINING PROCESSES

The Objective RegWorks solution supports various functionalities such as 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 through generated letters and emails.

The project provided a one stop shop to view and process inspections for a venue or licence. It provided the ability to initiate and create an inspection as part of an investigation and manage based on compliance requests such as the recording/ managing of offences. Users have the ability to create infringement notices, enforceable undertakings, and letters and notices as an enforcement action for an offence. This in turn allows a user to:

- Upload a Brief of Evidence and submit to legal for review
- Attach a 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 Premises that have been selected on the Offence Activity.
- Record an education event that has occurred because of the offence and attach relevant information.

Various ad-hoc reports are generated for the Minister monthly, including:

- Compliance Activity Report
- Enforcement Activity Report
- List of Inspections and Breaches
- Infringement Notices and Warning Report
- Complaint Report

Since implementing the Liquor and Gambling Information System, the VCGLR saw 22,596 active permanent licences, a 3% increase over 2016-2017. Breaches identified resulted in 88% enforcement action, up from 74% the previous year. Exceeding a target of 13,000, 14,370 liquor and gambling inspections were conducted in 2017/2018.



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ABOUT OBJECTIVE CORPORATION

Objective Corporation (ASX:OCL) creates information and process governance solutions that are effortless to use and enable organisations to confidently advance their own digital transformation.

Designed for regulated industries, these solutions turn the imperative of compliance, accountability and governance into an opportunity to streamline business processes and deliver the innovative services that customers expect.

With a heritage in Enterprise Content Management (ECM), Objective's expanded solutions extend governance across the spectrum of the modern workplace; underpinning information, processes and collaborative work-spaces.

Through a brilliant user experience, people access the information they need to progress processes from wherever they choose to work.

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