

Executive summary

The Department of Customer Service, in collaboration with the Office of the 24-Hour Economy Commissioner and Liquor & Gaming NSW, sought feedback from licensed venues on the recent implementation of the [Vibrancy Reforms](#) (the Reforms), affecting a range of application processes, special incentives, and regulatory streamlining, across the areas of live music and performance, outdoor dining, and liquor licencing. Surveys were conducted via the Have Your Say online consultation platform.

Results in this report reflect the views of those who participated in this consultation only. The consultation received 170 responses. Respondents were asked to indicate their postcode, venue capacity and licence type.

There was strong awareness across all of the Reforms and incentives, with 9 in 10 aware of the reforms in general. Metropolitan venues were more likely than regional venues to be aware of reforms in most cases.

More than 8 in 10 believe night-time activity in their area is the same or better as a result of the Reforms, with 1 in 3 seeing an improvement.

4 in 10 involved in live music or performance have registered with Liquor & Gaming NSW. Being unaware of the incentives available was the leading reason for not registering.

Nearly half of venues registered for live music or performance have not extended trading hours, with a third of those citing lack of demand.

There was a clear positive year-on-year shift in the frequency and duration of live music or performance, and extended trading, among registered respondents.

Sentiment on the updated noise management framework shows positive momentum, supporting the Reforms' intention to deliver a consistent approach to managing complaints.

3 in 4 involved in outdoor dining rated the communication of changes to the outdoor dining approval process from Liquor & Gaming NSW as effective.

When asked about new trading conditions for specific licence types, around 3 in 10 respondents with affected licences reported a positive impact.

Across all areas of business health, positive signs outweighed negative signs for both metropolitan and regional respondents, but metropolitan respondents consistently indicated more engagement with the reforms and more positive sentiment about their impact. The findings in this report indicate opportunities for communications to address these differences.

Highlights

85%

Felt night-time activity in their local area was the same or better as a result of the Reforms.

88%

Were fully or somewhat aware of the Reforms in general.

41%

Felt the Reforms had 'improved social connection' at their venue.

55%

Felt that live music or performance improved night-time activity in their local area.

87%

Felt Liquor & Gaming NSW had been supportive helping them understand changes in the noise management process.

78%

Felt the communication from Liquor & Gaming NSW regarding changes to the outdoor dining approval process had been effective.