



10 December 2020

By E-mail: michael.gilbert@justice.qld.gov.au

Dear Commissioner Thomson,

RE: SUBMISSION INTO TAKEAWAY LIQUOR LICENSING

We refer to the correspondence (the “**Correspondence**”) issued by your office (“**Office**”) on 4 December 2020. In that Correspondence, your Office invited Restaurant & Catering Australia (“**R&CA**”) to provide a submission which support extending the term of the takeaway liquor authority issued to restaurants and cafés. As such, R&CA is pleased to provide a submission in this matter.

R&CA is the national industry association representing the interests of more than 47,000 restaurants, cafés and catering businesses across Australia. The café, restaurant and catering sector is vitally important to the national economy, generating over \$37 billion in retail turnover each year as well as employing 450,000 people. Over 92 per cent of businesses in the café, restaurant and catering sector are small businesses, employing 19 people or less.

R&CA delivers tangible outcomes to small businesses within the hospitality industry by influencing the policy decisions and regulations that impact the sector’s operating environment. R&CA is committed to ensuring the industry is

recognised as one of excellence, professionalism, profitability and sustainability. This includes advocating the broader social and economic contribution of the sector to industry and government stakeholders, as well as highlighting the value of the restaurant experience to the public.

R&CA is pleased to report that it has recently finalised its 2020 Industry Benchmarking Report (the “**Report**”). A copy of the Report for your reference can be accessed [here](#). The findings of the Report were based on responses from 675 individual businesses (the “**Respondents**”) who were surveyed over the months of October and November this year. As part of the Report, the Respondents were asked specific questions relating to the 2019-20 financial year, including licensing, digital technology and online and takeaway delivery.

As part of the survey, the Respondents were asked to identify what liquor license, if any, they had in place for their business. The findings of the Report revealed that out of the 675 Respondents, 67.2 percent had indicated that their business was licensed, and 25 percent of businesses had allowed alcohol to be consumed at their business. BYO continued to be popular with 24.4 percent of businesses offering it, either with or without a pre-existing license. Notably, these figures reflect that the purchase of alcohol through the business itself has proved to be, and continues to be, a popular business model.

Similarly, the Report provides evidence of an increased role and popularity in takeaway and delivery, particularly as a result of the COVID-19 pandemic, when compared to the results of the 2019 Industry Benchmarking Report. Undoubtedly, a large degree of this has stemmed from both the federal and state government restrictions in response to the COVID-19 pandemic, together with temporary flexible measures provided by state governments with respect to takeaway liquor.

The Report revealed that 41.1 percent of the Respondents indicated that they provided online delivery through a third party delivery platform such as UberEats, MenuLog and Deliveroo, and self delivery apps like Bopple and Mr. Yum,

and of those businesses that utilised a third party platform, the most significant reason for their choosing takeaway was the COVID-19 pandemic (23.3 percent). Equally interestingly, 20 percent of the Respondents indicated that these measures introduced a new revenue stream into the business. This pattern supports the notion that businesses have relied on takeaway delivery, including the delivery of liquor, as an additional revenue stream to remain viable during and after the COVID-19 pandemic, further lending support for the temporary measures currently in place to transition into permanency. In support, 27.7 percent of the Respondents also indicated that takeaway and online delivery presented as long term solutions, with an additional 24.9 percent of Respondents indicating that it would play a similar role in the post-COVID-19 world.

For the abovementioned reasons, R&CA supports extending the term of the authorities issued to restaurants and cafes up to 30 April 2021 at your discretion. We thank the Office for considering our submission. If you wish to discuss R&CA's views further, do not hesitate to contact Victor Song (Senior Adviser – Industrial Relations and Policy) by email on victors@restaurantcater.asn.au.

We thank you again for the opportunity to make this submission.

Regards,

A handwritten signature in black ink, appearing to be 'Wes Lambert', written in a cursive style.

Wes Lambert CPA FGIA MAICD
Chief Executive Officer
Restaurant and Catering Australia