

From: [Paul Newson](#)
To: [undisclosed-recipients:](#)
Subject: OLGR Operations from 24 December to 2 January 2015
Date: Friday, 14 November 2014 9:00:03 AM

Dear colleagues

The NSW Office of Liquor, Gaming and Racing (OLGR) will have limited operations from Wednesday 24 December 2014 to Friday 2 January 2015.

Customer Service

- Our customer service counter at level 6, 323 Castlereagh St Haymarket, will close at 5pm Tuesday 23 December and reopen 9.00am Monday 5 January.
- Our phone services for Customer Service, Competency Card, Charity and Trade Promotion Lotteries enquiries will close at 4pm Tuesday 23 December 2014 and reopen 9.00am Monday 5 January.
- If you are ordering signs or other products online from OLGR via Shop NSW or via our mail order form, please do so by Monday 8 December in order to ensure your order is received by Friday 19 December 2014.

Function Licences and transfers

- To avoid disappointment, lodge your applications for functions/events before 28 November 2014 for functions that are scheduled during the Christmas break until 11 January 2015. Applications received after 28 November 2014 will be processed in the New Year, with the exception of applications for Limited licence – Single functions lodged online.
- We encourage you to plan your early lodgement of your application for liquor licence transfer before 28 November 2014. Applications received after this date may not be processed before the Christmas/New Year shutdown.

Complaints

- Our phone services for making a complaint about a suspected breach of compliance requirements will continue to be serviced over the Christmas and New Year period (except public holidays).
- Should you wish to make a complaint in regard to a suspected breach during this time you can also do so via our online complaint form http://www.olgr.nsw.gov.au/website_complaints_form.asp

Please forward this email to your colleagues and stakeholders who may benefit from this information.

Regards
Paul Newson

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