



# SUNRAVYSIA

## LIQUOR and DRUGS ACCORD

### PROTOCOLS

### 2023 - 2027

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# Mildura PSA

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## Liquor and Drug Accords (LDAs)

LDAs are established under Part 8, Division 6 of the *Liquor Control Reform Act 1998*. Accords are a formalised statement of commitment to the aims, actions, objectives and strategies of the Liquor Forum.

It is acknowledged that some liquor venues also provide gambling services, which are regulated by both Victorian Gambling and Casino Control Commission (VGCCC) and Victoria Police.

### The aim of an Accord

To encourage and promote best practice in licensed premises in local areas and contribute to the safe wellbeing of the local community including residents and visitors by promoting the responsible service of alcohol and maintaining high standards of behaviour in and around licensed premises.

### Objectives

- To support licensed venues in providing safe locations and understanding and awareness of the obligations of their licences and ramifications of non-adherence.
- To monitor and discourage anti – social behaviour in and around licensed premises.
- Work co-operatively to protect the safety of patrons and the general community.
- To actively participate and attend Accord meetings and discuss and resolve issues that impact the community.
- To consider all aspects, including impacts on the surrounding amenity of the area, in which a licenced premise is situated.
- To create an environment where all parties may confidently report issues and/or concerns that may create a detrimental impact on safety of patrons and the community

## Neighbourhood Policing (focus on community engagement)

It is important to consider LDAs should be driven by licensees and community representatives. In this forum, issues, concerns, or triumphs are shared by all contributors. It is also a platform to discuss areas where change may occur through legislation, community input and or community concerns.

Victoria Police are one representative body and should not be a primary driver in accountability and continuance. Victoria Police should however support LDAs in encouraging perpetuation and providing relative guidance in what issues may need to be addressed by the overarching body.

## Stakeholders

**The success of the Accord relies on commitment from the following stakeholders:**

### Licensees

- Promote and support the Accord.
- Work with the other stakeholders and Accord members to assist in maintaining compliance with relevant laws, licensing regulations and licence conditions.
- Participate in meetings and the monitoring and evaluation of the Accord.
- Work in partnership with other stakeholders in related community projects.

### Local council

- Promote and support the Accord.
- Use reasonable endeavours to provide adequate CCTV in the CBD area and regularly assess

its effectiveness.

- Work with other regulatory authorities to ensure all licensed venues are monitored for compliance with relevant laws, licensing regulations and conditions.
- Participate in the monitoring and evaluation of the Accord.
- Work in partnership with key stakeholders in related community projects.

#### Victoria Police

- Monitor licensed premises compliance with the requirements of the *Liquor Control Reform Act 1998* and other relevant legislation.
- Provide appropriate data to the Accord relating to alcohol management and crime.
- Maintain membership of the Accord.
- Participate in the monitoring and evaluation of the Accord.
- Work in partnership with key stakeholders in related community projects.

#### Liquor forum chairperson/administration

- Maintain membership of the Accord, including up-to-date contact details.
- Send timely meeting reminders and minutes to members via email and distribute relevant information from Liquor Control Victoria to members.
- Organise guest speakers when applicable and maintain the momentum of the Accord.
- Update this Accord document as required.

#### Liquor Control Victoria (LCV)

- Monitor licensed premises compliance with the requirements of the *Liquor Control Reform Act 1998* and other relevant legislation.
- Provide on-going support and guidance for the Accord, licensees and their managers, on the requirements of the *Liquor Control Reform Act 1998*.
- Support the Accord by providing a bi-monthly newsletter, up-to-date information and advice and attend meetings where possible.

#### Key Community Representatives

Other key community representatives could include:

- Fire Rescue (if applicable to amenity safety)
- AV or local hospital representative (if applicable to issues raised around attendance or treatment arising from an incident at a local venue)
- Health representatives (if applicable)

## Membership of the Accord

### Who should be included/invited?

- Membership will include representation from Council and Victoria Police.
- Membership will be available to agencies with interest and expertise in liquor licensing and the reduction of harm within the accord area and at licensed venues.
- Membership is **voluntary** and open to all liquor licensees within the accord area.
- Membership requires attendance and participation at quarterly meetings, communication with other stakeholders and commitment to implementing any agreed changes within your own premises/agency.
- By agreement of Accord members at any Accord meeting, membership may be extended to any agency with an interest, expertise, or commitment to the reduction of harm.
- All meetings will invite a representative from Liquor Control Victoria.
- Licensees who agree to and sign the statement of commitment will become members with the expectation that their venues will be operated within legislation and also in alignment with the 'spirit' of the Accord.

### Resigning from the accord

- A member may resign by notifying the liquor forum chairperson/administrator or Victoria Police. Formal confirmation of the resignation will be provided by the liquor forum chairperson/administrator or Victoria Police.
- A member is taken to have resigned if:
  - the liquor forum chairperson/administrator or Victoria Police has made a written request to the member to confirm that they wish to remain a member and
  - the member has not, within 14 days after receiving that request, confirmed in writing that they wish to remain a member.

### Rescinding/Cancelling Membership of the Accord

- If the liquor forum chairperson/administrator or Victoria Police is satisfied that a licensee member (**relevant member**) has failed to comply with the Accord or refuses to support the purposes of the Accord, disciplinary action may be taken against the relevant member as follows:
  - A letter will be sent to the relevant member stating:
    - that it is proposed to take disciplinary action against the relevant member
    - the grounds for the proposed disciplinary action and
    - that the relevant member will be allowed to make submissions in writing or at the next Accord meeting.
  - The relevant member must confirm in writing within 14 days of receiving the letter if they wish to make any submissions in writing or at the meeting.
  - At the next Accord meeting, if the relevant member is in attendance, they will be given time to speak. If a written submission has been sent, then that will be read. The members present at the meeting (other than the relevant member) may decide to:
    - take no further action against the relevant member



- reprimand the relevant member or
  - cancel the relevant member's membership of the Accord.
- The discussion and any outcome will be recorded in the meeting minutes.
- If a licensee's membership of the Accord is cancelled, they may apply to become a member again after 12 months. The application may only be accepted by agreement of Accord members at an Accord meeting.

## Key topics for discussion at LDAs

LDA meetings should be effectively recorded and include:

- Agenda (with standing items relevant to the area)
- Minutes taken and tabled at each meeting
- Each relevant body to address the Accord on relevant areas arising from their organisation
- Action items with relevant responsible party as part of minutes
- Items for Discussion / Action / Resolution.

Victoria Police representatives should report on:

- Areas of concern arising from previous attendance
  - Drug consumption at venues (if applicable)
  - Drug trafficking at venues (if applicable)
  - Alcohol consumption at venues (If applicable)
  - Other concerns arising such as drink spiking, sexual assaults, etc
  - Halo effects of inappropriate consumption impacting on community safety including surrounds of venue and/or road safety
  - Public order issues directly arising from a venue or venue's amenity
  - Licensee responsibilities in community safety
  - Collecting valuable information that may assist in community safety, crime reductions and road safety
- Relevant legislation as included in the [Liquor Control Reform Act 1998](#)
- General information including:
  - legislative changes
  - perceptions of community safety
  - criteria submission of LPIRs and impact of continual submission (similar to a 'show cause' situation if licensees do not address concerns)
  - major events calendar and expectations re patrons possibly attending venues and police response capacities.

## Accord Charter

LDAs require a venue to 'sign up' to be recognised as an Accord Member. Conditions and considerations of membership could be included on any said document and include:

- Venue name
- Licensee
- Accord member
- Conditions of membership
- Date of signature

- Contact details for Accord members.

It may be decided that an Accord member laminates and displays said membership in their venue so patrons understand the venue and licensee is part of an 'overarching' accord and that conditions apply to all members i.e. – akin to ONE MESSAGE across a geographic area.

### Meeting Timeframes

- Ideally quarterly
- Venues could be rotated between accord members, permitting a greater understanding of each venue.

If an issue arises between meetings dates and is considered an urgent matter, then an Accord quorum (4 members) may decide on appropriate mitigation/action prior to the next meeting.

Anytime this occurs, it must be brought to the next meeting for wider knowledge and discussion and listed as an agenda item.

*Meetings may also be arranged where there are several Accords attending an exceptional meeting. This will be decided at Divisional level (Victoria Police) where one attendance will ensure one message on a high-level issue/concern.*

### Chair of Accord

A Chairperson of the Accord will be determined by members of that Accord and will hold this position for a twelve-month period (unless circumstances determine sooner relinquishment).

A Chair has the following responsibilities:

- setting meetings (dates and venues)
- setting agenda
- determining 'minute' taker for each meeting
- ensuring said minutes are circulated within a reasonable timeframe from the meeting
- ensuring relevant parties are invited to the meeting (guest speakers/key representatives).

### ***Any other item raised from the other members that may need further discussion***

### Victoria Police role within an Accord

Victoria Police will provide relevant information that may assist in greater understanding and adherence to licensing environments.

Victoria Police may raise issues of concern arising from licensing venues relating to crime, road safety, public order, drug use, sexual assaults and trafficking and other areas (excluding operational methodology and identifiers of any persons currently under investigation).

***IN WORKING TOGETHER, WE ALL CONTRIBUTE TO A SAFER COMMUNITY AND OUR OVERALL COMMUNITY SAFETY.***

### Accord Principles

**All licensees/managers of licensed premises commit to the following legislative and proactive initiatives to contribute to the reduction of alcohol-related harm:**

#### Administration

- Display current liquor licence in a position which invites public attention.



- Ensure staff have read and understand licence conditions, including trading hours and other obligations.
- Ensure staff know what the red line plan is and where to find a copy so it can be provided to Victoria Police or LCV inspectors when requested.
- Ensure correct [LCV required signage](#) is on display.
- Record all incidents in an incident register book, noting time, date and staff member involved in incident if applicable.

### Responsible Service of Alcohol (RSA)

- RSA training is mandatory for licensees and staff selling, offering or serving liquor for general, on-premises, late night and packaged liquor licences.
- Licensees and staff have one month from the date they first sell, offer for sale or serve liquor on a licensed premises to complete an approved RSA training course.
- The approved training course is the Nationally accredited RSA course (SITHFAB021). Ensure staff are undertaking the [approved course](#) which issues the correctly branded certificate. Statement of Attainments are not acceptable.
- LCV's [free online refresher course](#) must be completed every three years.
- Have a copy of every staff member most recent correctly branded RSA certificate available on request. Check staff know where to access the certificates.
- Display [RSA Principles poster](#) in staff room/back of house.

### Responsible advertising and promotions

- Adhere to LCV's [Guidelines for Responsible Alcohol Advertising and Promotions](#).
- Refrain from pricing practices or promotions that encourage rapid consumption of alcohol or alcohol-related harm.
- Keep 'happy hours' to a maximum of two hours per day.
- Serve drinks at standard measures.
- Promote and ensure [free water](#) is available for patrons.
- Remember advertising and promotions relate to in-house, social media/online and external promoters.

### Intoxication

- It is against the law to serve alcohol to an intoxicated person.
- Ensure all staff, including security, are aware of [LCV Intoxication guidelines](#).
- Remind staff about the early signs of intoxication and the importance of intervening early.
- Promote non-alcoholic beverages and snacks.
- Encourage patrons to drink responsibly and let them know they will be asked to leave if they become drunk, violent or quarrelsome.

## How to decide if a person is intoxicated

Working out whether a person is intoxicated is a 2-step process.

First, consider whether the person is displaying one or more of the following signs of intoxication. Are they:

- becoming loud and boisterous
- having difficulty walking straight
- becoming argumentative
- bumping into furniture or customers
- annoying other customers and staff
- rambling in their conversation
- using offensive language
- losing their train of thought
- spilling drinks
- having difficulty paying attention
- fumbling and having difficulty in picking up objects
- not hearing or understanding what is being said
- swaying
- appearing drowsy or dozing while sitting at a bar or table.

Second, determine whether the signs they are showing from the list above are the result of consuming alcohol.

You can do that by considering information, such as:

- the amount of alcohol you have seen the person drink
- how much other staff members have seen the person drink
- whether the person smells of alcohol.

## Zero in on intoxication (Sep 2023)

Liquor Control Victoria

SEPTEMBER 2023

# Zero in on intoxication

## A checklist for managers and staff

Intoxication is a high harm area for licensees. It's important that you manage intoxication so you provide a safe environment at your venue. There are various ways in which you can do this, and prevention is the best measure. To ensure everyone understands their obligations around intoxication, complete this checklist with your staff, and take any action necessary.

Preventing intoxication	Yes	No	Action
All staff and managers have read and understood the intoxication guidelines.	<input type="checkbox"/>	<input type="checkbox"/>	Review the <a href="#">guidelines</a> to ensure that staff and management know their responsibilities.
We have viewed the Intoxication: Behaviours to look out for video and can recognise the signs of intoxication.	<input type="checkbox"/>	<input type="checkbox"/>	Watch <a href="#">Intoxication: Behaviours to look out for</a> video.
We provide mandatory free water and encourage customers to have water when drinking alcohol.	<input type="checkbox"/>	<input type="checkbox"/>	Display the <a href="#">free water poster</a> and provide water. Always ask patrons if they would like water.
Refusal of service	Yes	No	Action
We have watched the Refusal of Service video and have practiced refusing service to an intoxicated person.	<input type="checkbox"/>	<input type="checkbox"/>	Watch <a href="#">Refusal of Service: Actions and language to avoid</a> and have staff practice refusing service.
In our venue/bottle shops, our staff refuse service to any customer who appears intoxicated.	<input type="checkbox"/>	<input type="checkbox"/>	Discuss the <a href="#">guidelines</a> and ask staff to share how they have refused service in the past.
Our staff offer to order intoxicated patrons a taxi so they get home safely.	<input type="checkbox"/>	<input type="checkbox"/>	Display the <a href="#">need a lift poster</a> and ensure staff know to call a taxi for intoxicated patrons.
We ensure our patrons know that the safety of our staff is important.	<input type="checkbox"/>	<input type="checkbox"/>	Display the <a href="#">don't abuse staff poster</a> around your venue.
Our delivery drivers know to refuse service to any person who is intoxicated or at substantial risk of intoxication.	<input type="checkbox"/>	<input type="checkbox"/>	Visit the <a href="#">intoxication and same day liquor deliveries</a> page.
Minimise harm	Yes	No	Action
Our staff and managers know their obligations when it comes to intoxication at our venue.	<input type="checkbox"/>	<input type="checkbox"/>	Watch the <a href="#">Zero in on intoxication</a> video as a team.
Our staff and managers know the law when it comes to serving intoxicated patrons, and the penalties for breaching the law.	<input type="checkbox"/>	<input type="checkbox"/>	Review the <a href="#">serving intoxicated patrons page</a> on LCV's website.
Our staff follow the Responsible Service of Alcohol (RSA) principles when serving alcohol in our venue.	<input type="checkbox"/>	<input type="checkbox"/>	Display the <a href="#">RSA principles poster</a> in all bar areas.
Responsible service of alcohol	Yes	No	Action
We actively walk the floor (including bathrooms) of our venue to monitor crowd behaviour, and look out for intoxicated patrons.	<input type="checkbox"/>	<input type="checkbox"/>	Appoint a staff member as an RSA monitor to perform this task every shift during busy times at your venue.
Our staff and security check that patrons have not been pre-drinking before they come to our venue.	<input type="checkbox"/>	<input type="checkbox"/>	Have conversations at the bar and at entrance. Brief your security on the questions they should ask.
We don't serve shots, or we don't serve them after 10pm, and we limit the number people can have.	<input type="checkbox"/>	<input type="checkbox"/>	Implement a shot policy, and have patrons consume shots at the bar so staff can keep an eye on them.
Our staff recognise standard drink measures, and understand what constitutes a 'standard drink'.	<input type="checkbox"/>	<input type="checkbox"/>	Review the standard drink section of the intoxication video.
We ensure our RSA training and certificates are kept up to date – including when staff RSA refreshers are due.	<input type="checkbox"/>	<input type="checkbox"/>	Visit the <a href="#">RSA page</a> to ensure you are managing your RSA correctly.

Remember that all licensed venues can [ban problem patrons](#) from their venue. We recommend attending your local [liquor forum](#). These are good networking opportunities to share experiences with other licensed venues.

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## Crowd controllers

If licensees have a crowd controller condition on their licence, they must abide by certain requirements.

- Ensure crowd controllers have a current licence under the *Private Security Act 2004* – status can be checked online.
- Maintain a crowd controller's incident register book (this is separate to an in-house incident book).
- Brief security prior to their shift about expectations, including conflict resolution and communicating with stakeholders.
- Ensure security know your licence conditions, such as trading hours, amenity and patron capacity.
- Ensure security maintain queues in an orderly fashion.
- Check ID of all patrons who look under 25 years old age - individuals will not be admitted unless suitable ID is produced.
- Walk around the outside perimeter of the venue to look for potential risk e.g. patrons pre-loading, minors trying to access venue.

### **Where an Accord member employs door/security or reception personnel, they will:**

- Wear clear ID at all times and possess the relevant licence requirements (if applicable).
- Not harass or intimidate passers-by or potential customers.
- Not admit drunk persons to the premises.
- Request that those wearing any insignia related to an OMCG, remove it (including clothing) prior to entry or refuse entry for those not removing same.
- Record incidents of false ID and fraudulent use of ID into the incident book.
- Refuse entry to person/s believed to be in possession of false/fraudulent ID.
- Monitor and discourage anti-social behaviour when patrons leave the premises, both near and immediately surrounding the premises, and call police if necessary.
- Not let people back into premises who have caused a disturbance.
- Immediately contact police and other premises to inform them of potential 'problem' patrons in the vicinity.
- Check for the unlawful removal of alcohol from premises.
- Assist patrons in accessing safe transportation out of the area.

## Minors

**Minors are not permitted to drink alcohol on licensed premises under any circumstances.**

- Anyone under the age of 18 years is considered a minor.
- The legal drinking age in Victoria is 18 years. It's illegal for any person to supply alcohol to a minor on licensed premises. It's also illegal for a minor to be on licensed premises to purchase, receive or consume alcohol.
- A minor may be on licensed premises if they are in the company of a responsible adult.
- A responsible adult is defined as a person who is 18 years or older and is:
  - the minor's parent, step-parent, guardian, grandparent, or

- the minor's spouse who is over the age of 18 years, or
- a person who is acting in place of a parent and who could reasonably be expected to exercise responsible supervision of the minor – for example, a sporting coach.
- An unaccompanied minor cannot be on licensed premises unless:
  - there is a condition allowing them to be on the licence (for example, a junior sports club)
  - it holds a restaurant and cafe licence (until 11pm)
  - it holds an on-premises licence with restaurant conditions (until 11pm)
- Other circumstances that permit unaccompanied minors on licensed premises are if the minor is:
  - having a meal
  - a resident of the premises if accommodation is supplied
  - employed by the licensee but not involved in the sale or supply of alcohol
  - completing an LCV approved training program in hospitality and they're on the premises as part of that training course (approval is provided in writing and it includes a condition the minor is closely supervised whilst serving).
- Prominently display LCV required signage about restrictions on minors.
- Brief staff on when minors can legally be there and the definition of a 'responsible adult'.
- Ensure underage staff are not involved in the sale or supply of alcohol – this includes taking orders/payment for alcohol or delivering alcohol to a table.
- A list/register of minors employed on the premises (which may be the time and wages record book) is maintained by the licensee and is available upon request for viewing by Victorian Police or LCV inspector.

### Acceptable forms of identification

It is important to be vigilant with checking ID prior to entry or at the bar.

- [Acceptable forms of ID](#) are:
  - Australian driver licence (including NSW & SA digital drivers licence)
  - Victorian learner permit
  - Foreign driver licence in the English language or if not in the English language, must be accompanied by an official English translation or an International Driving Permit
  - [Victorian proof of age card](#), or an equivalent from another state or territory of Australia
  - Keypass card (incl. [Digital ID](#) )
  - Australian or foreign passport
  - Victorian marine licence
- Apply the following standards when checking ID:
  - Remove ID from wallet/purse and hold the ID.
  - Check date of birth is accurate and hasn't been tampered with (check the back of the ID too).
  - Photo matches the person presenting the ID, paying close attention to physical features.
  - Photo is checked to ensure it has not been substituted or tampered with.
  - If staff believe an ID is false, defaced or not the person presenting the ID, confiscate it and forward to police ASAP (excluding a driver licence).

## Amenity

Be considerate of your neighbours and respect the amenity of the area in and around your licensed premises.

- Ensure entrances and exits are well lit and clear.
- Ensure immediate surrounds are safe and allow good visibility of patrons arriving and departing.
- Minimise noise generated from the premises e.g. keep doors closed, be mindful of noise from beer gardens/courtyards.
- Encourage phased and orderly exit of patrons from premises when closing.
- Assist patrons in accessing safe transportation out of the area.
- Display signage about patrons respecting the neighbours when departing the venue.
- Ensure rubbish in the surrounding area is removed after closing – providing bins may assist.
- Be considerate of neighbours when emptying glass bottles into outdoor rubbish bins, avoid it late at night.
- Conduct regular risk assessment of premises and immediate surrounds.
- Conduct regular work safe assessments and implement strategies to remove hazards or risks from the workplace.
- Ensure entrances and exits are well lit and clear, and that immediate surrounds are safe and allow good visibility.
- Implement good surveillance systems, such as closed-circuit television systems (CCTV), within and externally on premises.
- Where possible, use plastic glasses and glassware that cannot be broken for use as a potential weapon.
- Fully cooperate with police and other accord members on ways to improve public safety.
- Prevent criminal activity and disorderly conduct from occurring on or immediately within the vicinity of premises. Notify police immediately if something illegal or suspicious does occur.
- Where required, agree to implement additional or local strategies that relate to specific safety and security issues in/around or within close vicinity of the premises. These strategies would normally be negotiated between the licensee and the stakeholders.

## Staff training

- Have appropriate induction training for new staff.
- Provide ongoing training for staff eg. first aid, emergency evacuation, conflict resolution.
- Have regular team meetings to ensure staff are up to date with legislative requirements and management expectations.
- Ensure staff can access relevant literature on the accord, liquor laws and regulations.
- Share information and knowledge gained at liquor forums with all staff.
- Ensure all staff employed to serve and supply alcohol complete an approved Responsible Service of Alcohol (RSA) course within one month of their start date, and complete LCV's online RSA Refresher course every three years (keep copies of most recent certificate on premises).
- Ensure staff are familiar with the incident register book and are aware of how to use it when required.
- Ensure strict reference checks are conducted on all staff in the context of good recruitment



practices.

### Closed circuit television (CCTV)

*If applicable* to the liquor licence:

- Abide by [CCTV requirements](#) as per licence conditions.
- Ensure CCTV equipment is serviced regularly.
- Ensure staff know how to access footage when requested.

### Packaged liquor licence holders

- Do not allow unaccompanied minors on the premises.
- Develop a 'house rules' document for the venue.
- Be vigilant about secondary supply, for example decline the sale if alcohol is suspected of being purchased for a minor (third party).

### Communication

- Have a policy or procedure for notifying other venues of problematic patrons or relevant incidents.
- Maintain a group chat or other form of communication between neighbouring venues - to be used in the event of ejecting or refusing entry to patrons.
- Ensure contact details of neighbouring venues is routinely updated.
- Maintain close liaison and open communication with all other Accord members and stakeholders.

### Maintain records of incidents and have good communication with police

- Maintain a register of all incidents noting the time, date and nature of the incident in and around the premises and the response by staff and management.
- Adhere to the accord banned patron list (this list is to be kept confidential and only available to licensees and staff).
- Ensure close liaison and open communication with LCV and local police.
- Notify local police and other relevant authorities of any special events likely to significantly increase the number or type of people in the area. This should happen well in advance of the event.

### Management of events

- Advise Victoria Police in advance of any events likely to increase patronage.
- Ensure you have appropriate staff and security rostered on during events, including New Year's Eve and public holidays and School Leaver's period.
- Ensure staff are easily identifiable.
- Develop a house policy outlining how the event/function will be delivered and measures in place to manage alcohol responsibly.
- Provide information to patrons on safe transport options.

- Monitor the amenity of your venue regularly for any litter, damage and noise – particularly at the end of the event.
- Use plastic glasses where possible to reduce glass injuries.

### Improve/Contribute to Safety and Security

#### **Patrons (other than residents of the licensed premises) are not permitted to enter or re-enter the premises, after 2am on any day.**

- After 2am security guards to refuse access to any patron (other than a resident of the licensed premises) wishing to enter premises. Any patron attempting to unlawfully enter a premise after 2am to be reported to police.
- Venue security guards to maintain surveillance of entry/exit point as indicated on the relevant liquor licence.

#### **Actively monitor the behaviour of patrons to detect early signs of intoxication/illicit drug use, inappropriate behaviour or other issues of concern or perception of safety**

- Clearly display a house policy that details unacceptable behaviour on premises including non-acceptance of excessive consumption of alcohol or any level of drug use.
- A licensee has a right to refuse entry to a person, or ask a person to leave the licensed premises, as long as it does not breach any anti-discrimination laws. Any patron seeking entry to any Accord member premises wearing a 'patch' affiliated with a motorcycle 'gang' or group will remove (vest/jacket depicting same) same prior to entering a venue.
- Assign staff trained in the Responsible Service of Alcohol to actively monitor patrons and at regular intervals, move through premises to assess any potential problems (monitoring should also include toilets).
- No glass containers in the toilets or on the dance floor to reduce both intentional and accidental injuries.
- Actively liaise with local police and other licensed premises when disorderly patrons have been ejected or are moving through the area.
- Ensure internal and external security procedures are well maintained and functioning effectively and security are properly trained and licenced as per regulation/legislation.
- Encourage phased and orderly exit of patrons from premises when closing.

#### **Patron and Premises Safety**

- Maintain current list of emergency phone numbers and post close to all key phones.
- Ensure that patron maximum capacity numbers are adhered to at all times (if applicable).
- Encourage all staff members to undertake first aid courses and where possible, ensure one staff member with a first aid certificate is rostered on for each shift.
- Commitment to Being 'Good Neighbours'
- Respect and take all necessary steps to improve the local amenity and reduce disruptive activities of the premises and its patrons.
- Insist on the responsibility of patrons to respect the law, particularly in regard to the responsible drinking of alcohol and their behaviour in the area.

- Assist patrons in accessing safe transportation (e.g. ringing for taxis/friends/family to provide transportation)
- Minimise noise generating from the premises. Wherever possible, doors should be kept closed and be mindful noise coming from beer gardens/courtyards.
- Educate patrons, including through signage, about the need to respect the local amenity and to arrive and depart the area in a quiet and orderly manner.
- Prevent the unlawful removal of liquor (other than packaged liquor where permitted) from licensed premises.
- Ensure staff, specifically door and security staff, are briefed on local environmental issues, including potential traffic, noise or security problems.
- Ensure police are informed of regular closing hours and any variations such as for special events or new activities.
- Respond to legitimate complaints and resident concerns and take all reasonable steps to ensure the premise is functioning as a 'good neighbour'.
- Meet with neighbouring premises to discuss any common issues surrounding the premises.
- Co-operate with Police and the local community to improve minimise harm from alcohol and illicit drug use.

### Actively monitor and promote the Accord

- Provide an ongoing commitment to the Mildura LDA.
- Notify Mildura police or other relevant authorities where appropriate, of any event or practice detected that may impact on the accord or licensing laws.
- Establish and maintain links between Victoria Police, LCV, MRCC, and licensees to develop collaborative strategies to reduce alcohol related incidents.
- Promote educational and information items in the community to discourage the irresponsible service and consumption of alcohol.
- Do not engage in consumption of alcohol as a means of promoting events – e.g. \$5 drinks/cruisers.
- Encourage other licensees in the Mildura District area to become members of the accord.

## LCV Accord Banning guidelines

The *Liquor Control Reform Act 1998 (the Act)* provides that two or more licensees or permittees may enter into a liquor accord with the approval of the Chief Commissioner of Victoria Police and LCV. They may enter into such an agreement for the purpose of minimising harm arising from the misuse or abuse of alcohol at their licensed premises.

The terms of a liquor accord may make provision for licensees or permittees to stop supplying liquor or allowing the consumption of liquor at their licensed premises. The terms may also make provisions for banning a person or the public access to licensed premises.

Liquor accord bans should be implemented only for the purpose of minimising harm arising from the misuse and abuse of alcohol in relation to behaviour that has occurred in or around licensed premises. It is recommended that parties to an accord:

- ensure a decision to ban is fair and reasonable, including providing the banned person with an opportunity to respond to or request review of the decision to ban them
- ensure a ban is made for a clear harm minimisation purpose
- ensure the privacy of personal information in relation to banned persons is maintained
- ensure a ban is non-discriminatory and complies with the provisions of the [Charter of Human Rights and Responsibilities Act 2006 \(Vic\)](#)
- do not ban persons for unreasonable periods of time (maximum 12 months) unless clearly justified by the circumstances and
- appropriately notify the patron that a decision has been made to exclude them.

From 31 January 2022, the maximum period for which a person may be banned under a liquor accord is 12 months.

A licensee or permittee may consult with Victoria Police in developing or enforcing a liquor accord.

### Release of information for the purpose of enforcing an accord ban

Section 146D of the Act allows for LCV or Victoria Police to disclose specific information about a banned person to a licensee or permittee who are party to a liquor accord which contains a liquor accord ban. It is an offence under section 146DA of the Act for a person to use or disclose any information received from LCV or Victoria Police regarding banned persons except for the purposes of enforcing a liquor accord ban or otherwise as required by law.

Information will only be disclosed by LCV where necessary for the purposes of the effective and efficient enforcement of the liquor accord ban. When determining whether to disclose information, LCV or Victoria Police may require a licensee or permittee who are a party to an accord to provide further details.

SELF AUDIT CHECKLIST – APPENDIX A

***Self-Audit Checklist designed to assess the effectiveness of the licensee’s commitment to ‘being good neighbours’***



	Yes	No	Action Required
Queues are managed so as to be orderly and do not obstruct access to footpaths for other users.			
Management and security staff will work cooperatively with other venues and authorities to protect the amenity of other people.			
Staff will monitor and discourage anti-social behaviour both in and near licensed premises.			
Staff and management will where possible encourage people to leave the premises in a quiet and orderly manner.			
Put measures in place to reduce the number of complaints from businesses/residents in the surrounding area.			
Ensure all of my staff are properly trained and licensed under their role in accordance with legislation and requirements			

# WESTERN REGION (Mildura LGA) Liquor & Drug Accord (MEMBER)

## Statement of Commitment

I am committed to maintain a high standard of management best practice in our venue and actively support the aims and objectives of my local Liquor Accord.

I undertake that:

- My venue will provide a safe and secure place for my staff, my patrons and for my community
- All staff will be trained in the Responsible Service of Alcohol as required and regularly updated on the Liquor & Drug Accord principles and other issues as they arise.
- My venue will adhere to all Accord Principles including safety, being a 'good neighbour', adhering to 'banning' of persons from other venues that are members of my Accord.
- I will adhere to all legislative requirements relevant to my venue and ensure that my staff and patrons also adhere.
- I will fully co-operate with local police should any issue, concern, crime, illegal drug be located or trafficking in illegal drugs be identified, or incident be undertaken within my venue or within the parameters of contributing to a safe amenity.
- If any person is intoxicated or under the influence of any illicit drug within my venue, then I will ensure their removal. If this behaviour continues, then I will be applying for that person to be banned within my venue and all venues within my Accord.

This commitment will be in effect whilst I remain a member of my local Liquor Accord.

**Name of Licensed Venue:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Contact Phone No:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Licensee/Nominee:  
(Name and Signature)** \_\_\_\_\_

**Date:** \_\_\_\_\_



## Current List of Accord Sunraysia Liquor and Drug Accord Nov 23

Nangiloc Tavern

Mildura Gateway

Pizza Café at the Grand

The Setts Mildura

Rumours

Underbool Bowls Club

Sandbar Winebar

Ouyen Golf & Lawn Tennis Club

Mildura Working Man's Club

Mildura Golf Club

400 Gradi Mildura

Irymple Hotel

Old Aero Bottleshiop

Sip Cocktail bar and eatery

The Grand on Deakin

The Office

Merbein Club

Corporate Moose

The Red Cliffs Club

Roxy Theatre Ouyen

The Ouyen Club Inc

Swagman Jack Café

Fosseys (TBC)

Spanish Bar and Grill

Murrayville Football Club

Murrayville Hotel

Joycity

Mildura RSL

## SIGNED APPROVAL BY LICENSING INSPECTOR

I Michelle Young (Licensing Inspector of Mildura PSA) have read and approve the draft Sunraysia Liquor and Drug Accord – 14.11.23

Michelle Young | Inspector

Local Area Commander

Mildura (WD6)

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