



VICTORIA POLICE



Southern Mitchell Liquor Accord 2024 - 2027

MITCHELL SHIRE COUNCIL



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Author: A/SGT Joel PAGE

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Introduction

The District of the Southern Mitchell Shire has approximately 68 licensed premises, which include hotels, licensed venues, sporting clubs and packaged liquor outlets. This Southern Mitchell Liquor Accord is introduced in response to community and police concerns regarding alcohol-related crime, property damage, violence, and loss of amenity. Numerous events are also held in the area throughout the year and often incorporate liquor consumption by the public.

Victoria Police, Mitchell Shire Council and Liquor Control Victoria (LCV) have significant statutory obligations in this and related fields, and as such, are committed to working together to achieve the objectives of this accord.

Members of the accord who attend and participate in meetings are demonstrating their commitment to minimising alcohol-related harm in the community.

The purpose of an accord is to draw together representatives of key establishments to recognise and address issues covering the excessive consumption of alcohol and the general compliance with legislation. Unacceptable practices that contribute to community and social problems are identified and addressed. A uniform accord enables licensees to take self-governing approach when dealing with responsible service of alcohol.

Through the development of the liquor accord Victoria Police are reliant on all members and stakeholders adhering to the obligations of the accord and obligations to their customers and the community. Members should ensure they do not contribute to issues of public disorder and irresponsible practices that promote the excessive and uncontrolled consumption of alcohol.

Mutual co-operation and open and honest communications are the cornerstones of this Accord. This document does not suggest licensed premises do not conduct themselves in the correct manner but seeks to clearly document the practices that will ensure the aims of this Accord are realised. It seeks to create uniformity of guidelines and obligations with respect to the implementation of policies and the enforcement of relevant legislation.

This accord does not seek to impinge upon the rights of licensees to free and open competition of their trade but simply seeks to ensure all operators are aware of their obligations and ensure all stakeholders contribute towards achieving the aims of the accord for the benefit of the entire community. All persons have a right to enjoy their chosen entertainment or socialise in a safe environment.

All members are committed to upholding the aims, objectives, and best practices of the Southern Mitchell Liquor Accord.

Aim of the Southern Mitchell Liquor Accord (the Accord)

The aim of the Accord is to contribute to the health, safety and wellbeing of residents and visitors to local area. This will be achieved by promoting the responsible service, sale and consumption of alcohol and encouraging high community behaviour standards.

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 *Liquor Control Reform Act 1998* requirements 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 LCV to members.
- Organise guest speakers when applicable and maintain the momentum of the Accord.
- Update this Accord document as required.

LCV

- Monitor licensed premises compliance with the *Liquor Control Reform Act 1998* requirements and other relevant legislation.

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

Administration

- Display current liquor licence in a position that invites public attention.
- Ensure staff 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 the time, date and staff member involved in the 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 sufficient.
- LCV's [free online refresher course](#) must be completed every three years.
- Have a copy of every staff member's most recent correctly branded RSA certificate available on request (digital format acceptable). Check staff know where to access the certificates.
- Display LCV's [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 abuse.
- 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.

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 before their shift about expectations, including conflict resolution and communicating with stakeholders.
- Ensure security maintain queues in an orderly fashion.
- Check ID of all patrons who [look under 25 years old](#).
- Walk around the outside perimeter of the venue to look for potential risks e.g. patrons pre-loading, minors trying to access venue.

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 anyone 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 acting in place of a parent and who could reasonably be expected to supervise 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, including 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 an LCV inspector.

Acceptable forms of identification

It is important to check ID before a person enters or at the bar.

- [Acceptable forms of ID](#) are:
 - Australian driver licence (including digital driver 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 keypass](#))
 - Australian or foreign passport
 - Victorian marine licence.
- When checking ID:
 - Ask customer to remove ID from wallet/purse and hold the ID.
 - If checking digital ID, don't touch the customer's phone.
 - Check date of birth is accurate and hasn't been tampered with (also check the back of the ID).
 - Check photo matches the person presenting the ID, paying close attention to physical features. Ensure photo 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 surroundings are safe and allow good visibility of patrons arriving and departing.
- Minimise noise generated from the premises for example 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.

Staff training

- Have appropriate induction training for new staff.
- Provide ongoing training for staff e.g. first aid, emergency evacuation, conflict resolution
- Have regular team meetings to ensure staff are up to date with legislative requirements and management expectations.
- Share information and knowledge gained at liquor forums with all staff.

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.
- Abide by privacy laws during group chats or other communication between neighbouring venues (used in the event of ejecting or refusing entry to patrons).
- Ensure contact details of neighbouring venues are routinely updated.
- Maintain close liaison and open communication with all other Accord members and stakeholders.

Management of events

- Advise Victoria Police in advance of any events likely to increase patronage.
- Ensure you have appropriate staff and security rostered during events, including New Year's Eve, other 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.

Membership

- Membership will include representation from the 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 agency/premises.
- 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 certificate will become members.
- A member may resign by written notice to 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.
- 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.

Liquor Accord Member List

Venue name

Venue name

THE BROADFORD HOTEL

COMMERCIAL HOTEL, BROADFORD

PYALONG HOTEL

MAC'S HOTEL, KILMORE

ROYAL OAK HOTEL KILMORE

HOGANS HOTEL, WALLAN

THE HUNTERS TRYST, BEVERIDGE

MAGPIE AND STUMP HOTEL, WANDONG

CLUB MANDALAY, BEVERIDGE

WANDONG AUSTRALIANA

KILMORE TRACKSIDE

KILMORE GOLF CLUB

BROADFORD GOLF CLUB

WALLAN BOWLING CLUB

KILMORE BOWLING CLUB

GREENHILL SOCIAL CLUB, WALLAN

KILMORE FOOTBALL CLUB

MITCHELL RANGERS SOCCER CLUB

HIDDEN VALLEY GOLF & COUNTRY CLUB

KILMORE CRICKET CLUB

BROADFORD FOOTBALL CLUB

BROADFORD BOWLING CLUB

BROADFORD CRICKET CLUB

MITCHELL SHIRE COUNCIL



VICTORIA POLICE

Mitchell Shire Liquor Accord

CERTIFICATE OF COMMITMENT

VENUE NAME _____

The aim of the Accord is to contribute to the health, safety and wellbeing of residents and visitors to local area. This will be achieved by promoting the responsible service, sale and consumption of alcohol and encouraging high community behaviour standards.

Liquor Licence

OBJECTIVES

- To promote Mitchell Shire and surrounding towns as a safe and enjoyable location.
- Work cooperatively to protect the peace and quiet of the residents of the area.
- To monitor and discourage anti-social behaviour both in and near licensed premises.
- To foster an on-going relationship between licensed premises, police, local government, Liquor Control Victoria (LCV), and other interested parties towards a better community.
- To encourage best management practices by licensees.

BEST PRACTICES

- Follow the principles of Responsible Service of Alcohol (RSA)
- Abide by LCV's Responsible Alcohol Advertising and Promotion guidelines
- Promote low and non-alcohol beverages to customers
- Accept only the approved forms of identification of age
- Respect your neighbours by ensuring patrons depart premises quietly and orderly
- Ensure the surrounding area of the venue is well lit and signed.

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Licensing Inspector

Mitchell Shire PSA

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Licensee Nominee



VICTORIA POLICE

For further information contact:

Licensing Sergeant, Kilmore Police

111 Powlett Street, Kilmore - (03) 5782 1211

Or

Licensing Sergeant, Wallan Police

100 Watson Street, Wallan - (03) 5783 0400