



Greater Bendigo Liquor & Drug Accord 2024-2028

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Contents

3 Introduction

Aim

Objectives

Strategic alignment

4 Stakeholders

Licensees

City of Greater Bendigo

Bendigo Police

Liquor Control Victoria (LCV)

5 Best practice principles

Responsible Service of Alcohol (RSA)

Minors

6 Checking identification

Discourage activities that encourage drinking alcohol excessively

Promote non-alcoholic or low alcoholic beverages and snacks

Ensure all staff, are adequately trained

7 Crowd controllers

Improve safety and security

Safety for patron and premises

8 Maintain records of incidents and have regular communication with police

Commitment to 'being good neighbours'

Events including new years eve

Packaged liquor information

LCV accord banning guidelines

Release of information for the purpose of enforcing an accord ban

Contact list

9 Central Bendigo area is alcohol free

10 Members of the Greater Bendigo Liquor and Drug Accord

11 Attachments

Responsible service of alcohol self-audit checklist

12 Self-audit checklist for safety and security

Introduction

The Greater Bendigo Liquor and Drug Accord (the Accord) is a partnership between key interest groups in the City of Greater Bendigo who share the common goal of achieving safe and well-managed environments at licensed venues.

Membership to the Accord is voluntary and open to all licensed premises including licensees of restaurants, clubs, packaged liquor outlets, pubs and hotels and licensed sporting clubs. Members of the Accord can include Victoria Police, City of Greater Bendigo, licensees and other interest groups.

Whilst membership is voluntary, the issues and activities addressed by the Accord are serious and include community safety, licensing and permit issues, patron behaviour and control, and venue management. The Accord aims to address these topics in a supportive and co-operative environment.

In order to be successful, the Accord requires active participation by members, support from licensees, a co-operative approach and commitment from members to proactively address issues and jointly solve problems.

Aim

To encourage and promote best practice in licensed premises in the City of Greater Bendigo and contribute to the overall safety and wellbeing of the local community through the responsible service of alcohol and maintaining high standards of behaviour in and around licensed premises.

Objectives

- Encourage the implementation of best practices in the management of licensed premises
- Promote responsible standards of behaviour by patrons and protect their safety
- Maintain high standards of behaviour in and around licensed premises

The above objectives are met through:

- Meetings to discuss and resolve relevant issues that impact on the Bendigo community
- The elimination of promotions and practices that encourage irresponsible service and consumption of alcohol
- The discouragement of anti-social behaviour and have consideration for the surrounding amenity of the area
- The creation of a safe and well managed environment in and around licenses premises
- The promotion of the City of Greater Bendigo and its licensed venues as a safe and enjoyable location for the local community and visitors
- Fostering an ongoing harmonious working relationship between licensees, Victoria Police, City of Greater Bendigo and Liquor Control Victoria

Strategic alignment

STRATEGY	Greater Bendigo Safe Community Forum Community Safety Framework 2022-2030
PRIORITY AREA	<ul style="list-style-type: none"> • Reducing harm related to alcohol and other drug use
STRATEGY	Healthy Greater Bendigo 2021-2025
PRIORITY AREA	<ul style="list-style-type: none"> • Healthy and Well • Safe and Secure
ACTIONS	<ul style="list-style-type: none"> • Harm from alcohol and other drugs • Violence against women and children • Community Safety • Crime and anti-social behaviour
STRATEGY	Victoria Police Corporate Plan 2023-2024
PRIORITY AREA	<ul style="list-style-type: none"> • Policing • People • Partnerships



Stakeholders

The success of the Greater Bendigo Liquor and Drug Accord relies on commitment from the following stakeholders:

Licensees

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

City of Greater Bendigo

- Promote and support the Greater Bendigo Liquor and Drug Accord
- Endeavour to maintain a CCTV network within the Bendigo Central Activity District
- 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 Greater Bendigo Liquor and Drug Accord
- Work in partnership with key stakeholders in related community projects

Victoria Police

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

Liquor Control Victoria (LCV)

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



Best practice principles

This section outlines industry accepted best practice principles for licensees. It is expected that licensees committed to the Greater Bendigo Liquor and Drug Accord adhere to these principles in order to operate a business within a best practice framework.

The Greater Bendigo Liquor and Drug Accord – Best Practice Principles are founded on a harm minimisation approach that aims to minimise and reduce harm to individuals, families and the broader community as a result of alcohol and other drugs.

In applying these principles, it is recognised that some aspects outlined may only apply to certain types of a liquor licence. For example 'Ensure that the maximum capacity numbers of patrons are adhered to at all times' would not apply to packaged liquor outlets. However, most of the recommendations contained in this section have been modified to apply to all licence types.



Responsible Service of Alcohol (RSA)

- Ensure all staff are trained in [RSA](#) within one month of commencing employment, and undertake the [online Refresher](#) course every three years
- Train staff on how to deal with difficult customers and refuse service to intoxicated patrons
- Strictly enforce the minimum age for consumption of alcohol
- Display the [LCV RSA Principles poster](#) in staff room
- Discourage glass containers in the toilets or on the dance floor to reduce both intentional and accidental injuries
- Refuse service of alcohol to any patron showing signs of [intoxication](#) and/or affected by drugs
- Refuse entry to intoxicated/drug affected patrons
- Encourage patrons to drink responsibly and let them know they will be asked to leave if they become intoxicated, disorderly, violent or quarrelsome
- Notify crowd controllers of patrons who are showing signs of intoxication so crowd controllers can monitor and manage the situation
- Display signage that clearly explains licensee and patron responsibility regarding the responsible service of alcohol

Minors

Minors on licensed premises

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.

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

Depending on the situation, a minor may be allowed on licensed premises.

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 minors on licensed premises are if the minor is:

- having a meal
- is a resident of the premises if accommodation is supplied
- employed by the licensee but not involved in the supply of alcohol
- completing an LCV approved training program in hospitality - the approval is normally given in writing and under the condition they are closely supervised whilst serving

Maintain a list/register of any minors employed on the premises (which may be the business time and wages record book), ensure it is available to view when requested by Victoria Police or an LCV inspector.

Checking identification

One of the key aims of the Greater Bendigo Liquor and Drug Accord is to actively discourage illegal underage patronage and with that, illegal underage drinking on or from licensed premises of all kinds. To achieve this:

- Insist on the production of [evidence of age](#) documents, as specified by the *Liquor Control Reform Act 1998*, for entry to all licensed venues/point of sale where appropriate
- Prominently display LCV signage about restrictions on minors
- When checking ID, customer is asked to remove the ID from a wallet/purse or cardholder and held by the staff member to ensure it is current and an approved form of identification
- If checking digital ID, don't touch the customer's phone
- If an approved form of ID is not supplied, refuse entry unless the patron is obviously over the age of 18 years. Entry will be at the discretion of the venue operator or delegate
- If an approved form of ID is requested and not supplied at a packaged liquor outlet, no sale will be permitted to take place, unless the patron is obviously over the age of 18 years
- If staff believe an ID being presented is false, defaced or in the possession of a person who is not the owner of the ID, then it will be confiscated and handed to police (excluding a driver licence)

Acceptable evidence of age documents under the *Liquor Control Reform Act 1998* 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 (including [digital keypass](#))
- Australian or foreign passport
- Victorian marine licence

Discourage activities that encourage drinking alcohol excessively

All licensees (members) of the Greater Bendigo Liquor and Drug Accord are to become familiar with the [LCV Responsible Alcohol Advertising and Promotions guidelines](#).

Actively discourage irresponsible alcohol consumption practices such as:

- Free or heavily discounted drinks on entry or during the night at licensed venues
- Lay backs, two for one drinks, short term price reductions and the indiscriminate distribution of drink cards (distribution of free drink cards must be in a direct sponsorship or formally structured promotional plan)
- All-inclusive events which have the potential for alcohol-related harm
- Serving patrons already adversely affected by alcohol
- No pricing practices or promotions encouraging rapid

consumption of alcohol such as drinking games, skolling competitions, dares or challenges and no pouring straight alcohol into patrons mouths

- No advertising of events encouraging excessive consumption of alcohol e.g. binge drinking, sporting clubs end of season celebrations (Mad Monday), end of school (schoolies week), start of university (O-Week)
- Happy hours will be kept to a maximum of two hours per day, per venue operation and will be completed by 11pm on any operating night
- Serve drinks at standard measures

Promote non-alcoholic or low alcoholic beverages and snacks

- At all times, offer and promote the availability of low and non-alcoholic drinks, through signage
- Ensure bottled water is available for purchase and free tap water is available to all patrons (This is a legal requirement under section 99A *Liquor Control Reform Act 1998*)
- Ensure refreshments are readily available on the licensed premises for purchase and be in a position to provide such refreshments on request at any time where liquor is available for supply (this is a legal requirement under section 99 *Liquor Control Reform Act 1998*)

Ensure all staff, are adequately trained

- [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 who are subject to mandatory RSA requirements have one month from the date they first sell, offer for sale or serve liquor on a licensed premise to complete an [approved RSA training course](#)
- Once you have completed the initial accredited course SITHFABO21, you must complete a [free online refresher course](#) every three years
- Have a copy of every staff members most recent Responsible Service of Alcohol (or Refresher) Certificate available on request
- Provide regular updates to all staff regarding the Accord and related responsible service of alcohol and harm minimisation policies and practices
- Ensure strict reference checks are conducted on all staff in the context of good recruitment practices, including security staff
- Ensure staff have access to relevant literature on the Accord, liquor laws and regulations and surrounding business owners and residents to achieve this outcome
- Cooperate with Victoria Police, City of Greater Bendigo Council and fellow operators to ensure this code of practice can be effectively implemented across Greater Bendigo
- Ensure staff are trained appropriately to advise patrons when they will no longer be served and will be asked to leave the premises

NOTE: Licensees and staff are to be aware there are local laws that prohibit the consumption and possession of unsealed liquor in specified public areas within City of Greater Bendigo (refer to map on page 9)

Crowd controllers

The State Government has implemented *The Private Agents Act 2004* and set up the Private Agents Register within the structure of the Victoria Police. Both the Statutory and the Regulatory bodies are required to screen, control and monitor the behaviour and the bona fide's of all persons employed for this purpose. This also extends to people employed as crowd controllers to be licensed and abide by the operational requirements of the Act (licensees should be actively enforcing this in their premises).

The Private Agent's Act 2004 at Part 1 VA, contains legislation covering the keeping of a Crowd Controllers Register, and the identification required to be worn by people employed for that purpose.

This code of practice requires licensees who employ crowd controllers to abide by their obligations under the *Private Agents Act 2004*, and to ensure they are properly licensed and work in a professional manner.

Improve safety and security

- Actively monitor patron behaviour to detect early signs of intoxication or inappropriate behaviour
- Clearly display a house policy that details acceptable and unacceptable behaviour on premises, including non-acceptance of excessive consumption of alcohol or illicit drug use
- Display signage educating patrons about the harms associated with drug and alcohol use, including [drink spiking](#), drink/drug driving and smoking
- Discourage glass in toilets or on the dance floor, to reduce intentional and accidental injuries
- Ensure internal and external security procedures are well maintained and functioning effectively
- Encourage phased and orderly exit of patrons from premises when closing

Safety for patron and premises

- Maintain a current list of emergency phone numbers and locate close to all key phones
- Ensure maximum capacity numbers of patrons are adhered to at all times (if applicable)
- Ensure crowd controllers employed by the premises hold a current Private Security licence
- Encourage a policy of no pass-outs after midnight.
- Encourage all staff to undertake first aid courses and ensure one staff member with a first aid certificate is rostered on for each shift
- Ensure contact numbers for communication with security at other venues, is routinely updated
- An Emergency Procedures Management plan is maintained and available to Victoria Police
- All staff are trained in emergency procedures and the use of emergency equipment
- Conduct regular WorkSafe crowd control safety and security risk assessment of premises and immediate surrounds
- Ensure entrances and exits are well lit and immediate surrounds are safe and allow good visibility
- Implement good [surveillance systems](#), such as closed circuit television systems (CCTV) if applicable
- Ensure staff, including security, are clearly identifiable (e.g. distinctive t-shirts, uniforms, name tags)
- Serve alcohol in containers selected to minimise possible harm to patrons. Where possible, glasses are made of shatter proof glass
- Where possible stock alcohol in unbreakable containers, such as cans or plastic bottles, instead of glass
- Fully cooperate with police and other Accord members on ways to improve public safety
- Prevent criminal activity and disorderly conduct from occurring on premises, and notify police immediately if something illegal or suspicious occurs
- A licensee has the 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. Venues to consider enforcing a "no colours" policy for all outlaw motorcycle club gangs (OMCG) inside their venues
- When required, agree to implement additional or local strategies that relate to specific safety and security issues in and around the premises. These strategies will be negotiated as part of the Greater Bendigo Liquor and Drug Accord
- Door/security or reception staff will:
 - Wear clear ID at all times
 - Not harass or intimidate passers-by or potential customers
 - Uphold any statutory requirements relating to crowd controllers and maintain the incident book, including recording incidents of false and fraudulent ID
 - Monitor and discourage anti-social behaviour when patrons leave the premises, both near and immediately surrounding the premises – call police if necessary
 - Not let people back into premises who have caused a disturbance – immediately contact police and other premises to inform them patrons have been ejected and/or are in the vicinity

Maintain records of incidents and have regular communication with Police

- Maintain a register of all types of incidents that occur in and around the premises including the time, date and nature of the incident and the response taken by staff and management (this is separate to the crowd controller's incident book)
- Ensure all staff are familiar with the incident register book and are aware of how to use it when required
- Notify police in advance, of special events likely to significantly increase the number of people in the area
- Ensure close liaison and open communication with all Greater Bendigo Liquor and Drug Accord stakeholders

Commitment to 'being good neighbours'

Improve the local amenity

- Assist patrons in accessing safe transportation out of the area e.g. door staff can provide information about the supervised taxi rank or train station and encourage patrons to use these quickly and quietly when departing
- Minimise noise generated from the premises, keep doors closed where possible
- 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 door and security staff, are briefed on local environment issues, including potential traffic, noise or security problems
- Record all legitimate complaints in the incident book, respond to resident concerns and take all reasonable steps to function as a 'good neighbour'
- Communicate with neighbouring premises to discuss any common issues surrounding the premises
- Abide by privacy laws during group chats or other communication between neighbouring venues (used in the event of ejecting or refusing entry to patrons)

Events including New Years Eve

- Advise police of NYE or any events likely to increase patron numbers to the city centre
- Use plastic glasses to reduce glass injuries
- Employ extra crowd controllers
- Have a first aid officer on shift throughout the event

Packaged liquor information

- Develop a 'house rules' document for the premises
- Be vigilant about secondary supply e.g. decline the sale of alcohol if you suspect it is being purchased for a minor (third party)

LCV Accord Banning Guidelines

The *Liquor Control Reform Act 1998* provides that two or more licensees or permittees may enter into a liquor accord with the approval of the Chief Commissioner of Police and

Liquor Control Victoria (LCV), for the purpose of minimising alcohol-related harm.

The terms of a liquor accord may make provision for licensees or permittees to cease to supply liquor or allow the consumption of liquor at their licensed premises or ban access to the premises by the public or individual members of the public.

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

- ensure that a decision to ban is fair and reasonable, providing the banned person with an opportunity to respond to or apply for the reconsideration of the decision to ban them
- ensure that a ban is non-discriminatory and made for a clear harm minimisation purpose
- ensure that the privacy of personal information in relation to banned persons is maintained
- ensure that a ban 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
- appropriately notify the subject of a ban 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 Victoria Police to assist it with 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.

Contact list

Victoria Police (Bendigo Police Station)
5448 1300

City of Greater Bendigo
1300 002 642
requests@bendigo.vic.gov.au

Liquor Control Victoria
1300 182 457
contact@liquor.vic.gov.au
lcveducation@justice.vic.gov.au



Members of the Greater Bendigo Liquor and Drug Accord are:

Hotel Shamrock

Black Swan Hotel

Goldfields Cycle Sports Club

FOS Kitchen and Bar

Rifle Brigade Hotel

Huntly Hotel

The Deck Bendigo

City of Greater Bendigo

Court House Hotel

The Bridge Bendigo

The Watering Hole

Allies Hotel

Bendigo District RSL

Bunja Thai Restaurant

Cellarbrations Kangaroo Flat

Palling Bros Brewery Heathcote



Attachments

Responsible Service of Alcohol self-audit checklist

The Self-Audit Checklist has been designed as a voluntary compliance tool to assess the effectiveness of the licensee's commitment to Responsible Service of Alcohol.

REQUIREMENT	YES	NO	ACTION REQUIRED
Licensees have completed and are trained in the Licensees "New Entrant Training" course			
Licensees and staff have read and understood their liquor licence. The current liquor licence is prominently displayed			
All liquor service staff have completed and are trained in "RSA" within one month of commencing employment or are the holder of an approved Responsible Service of Alcohol Certificate. Complete the RSA Refresher program every three years			
The current red line plan of the premises is available for inspection by Victoria Police or LCV Inspectors			
Required signage is prominently displayed			
Minors employed in the licensed premises are not involved in the sale or supply of alcohol and their employment is registered and available to police or an authorised officer when requested			
Patrons' identification is actively monitored at the door to ensure they are not underage			
Promotions and advertising do not encourage the rapid consumption of alcohol			
Low and non-alcoholic drinks are readily available. Water is available free, in line with legislation			

Self-audit checklist for safety and security

The Self-Audit Checklist has been designed as a voluntary compliance tool to assess the effectiveness of the licensee's commitment to safety and security.

REQUIREMENT	YES	NO	ACTION REQUIRED
All crowd controllers are trained and hold a current Private Security Licence			
The crowd controllers register is properly maintained			
A house policy has been developed and is displayed for patrons' information			
An Emergency Procedure Management plan is in place			
Staff are informed and trained in emergency procedures			
A Patron Management plan is in place and all staff are trained in implementing the plan. Where applicable, CCTV is installed and placed in the appropriate locations			
Surveillance footage is retained in accordance with licence requirements			
Where possible, glasses are shatter glass and preference is given to stock alcohol in unbreakable containers			
Security and reception staff are aware of the closest taxi and public transport options			
An employee who holds a current accredited first-aid certificate is present during operating hours			
All relevant staff are aware of maximum numbers permitted on the premises. This includes relevant management and security personnel			
Staff will monitor and discourage anti-social behaviour both in and near licensed premises			
All staff understand the procedures of recording an incident in the incident book			
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 and management will encourage people to leave the premises in a quiet and orderly manner			
All staff are aware of the process of recording complaints in the incident book and know how to respond to them			