

Baw Baw

Liquor Accord

March 2022 - March 2027



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Aims and Objectives

Aims

To enhance the safety and wellbeing of all patrons attending Licensed Premises within the township of Warragul and other premises throughout Baw Baw Shire through promoting the responsible service, sale and consumption of alcohol.

Objectives

- To foster a collaborative partnership between Victoria Police, Baw Baw Shire, Liquor Licensees, and other community stakeholders
- To monitor and discourage anti-social behaviour in and around licensed premises and public spaces
- To encourage preferred behaviour by the community, in relation to the consumption of alcohol
- To encourage a best practice management of packaged liquor outlets and licensed premises to ensure lawful and responsible service of alcohol

This document is intended to provide principles and strategies that all who are committed to the Baw Baw Liquor Accord will adhere to.

To effectively implement the Baw Baw Liquor Accord, all members of the Accord will agree to implement the following:

Responsible Service of Alcohol

No intoxicated patrons

- Refuse service of alcohol to any patron showing signs of intoxication
- Refuse entry to all intoxicated 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 that crowd controllers can monitor and manage the situation

No underage drinking

- Actively monitor all patrons/customers to ensure they are not underage, by checking approved proof of age ID at the door/before point of sale

Acceptable evidence of age documents under the *Liquor Control Reform Act 1998* 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 (including digital keypass)
 - Australian or foreign passport
 - Victorian marine licence
- Prominently display VGCCC required signage about restrictions on minors
 - If staff believe that a document being presented is false, defaced or in the possession of a person who is not the owner of the ID then the document will be confiscated and forwarded to the police (excluding a valid driver's license)

Discourage activities that encourage drinking alcohol excessively

- Pricing practices and promotions that encourage rapid consumption of alcohol or possible alcohol abuse are to be monitored to discourage excessive consumption of alcohol
- Be familiar with the VGCCC's 'Guidelines for responsible liquor advertising and promotions'
- No drink cards are given out/sold externally

- Promotions such as 'Happy Hours' will be completed by midnight on any operating night
- No serving of doubles unless explicitly requested by the patron consuming the drink

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
- Promote reasonably priced snacks throughout operating hours

Ensure all staff are appropriately trained

- Ensure all staff, who are employed to serve and supply alcohol, complete an approved Responsible Service of Alcohol course within 1 month of commencing employment.
- Ensure staff update their knowledge by completing the VGCCC's free online RSA Refresher course every three years
- The licensee ensures that any minor employed to work on licensed premises is not involved in the supply of liquor other than in an approved training program.
- A list/register of minors employed on the premises (which may be the business time and wages record book) is maintained by the licensee and is available upon request for viewing by an authorised officer of the Victorian Police.
- Produce a copy of the most recently completed RSA or RSG Refresher certificate for all staff if requested by Victoria Police or VGCCC inspectors
- 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 are committed to the 'responsible service of alcohol'

Improved Safety and Security

Actively monitor the behaviour of patrons 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 drug use
- Discourage glass in toilets or on the dance floor, to reduce both 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

Maintain safety and security throughout the premises

- 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 that immediate surrounds are safe and allow good visibility
- Implement good surveillance systems, such as closed circuit television systems (CCTV), on premises where applicable
- Ensure staff, including security staff, are clearly identifiable (for example, distinctive t-shirts, uniforms, name tags etc)
- Serve alcohol in containers selected to minimise possible harm to patrons. Where possible, glasses are made of shatter proof glass
- Where possible stock liquor in unbreakable containers, such as cans or plastic bottles, instead of glass bottles
- 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 does occur

- When required, agree to implement additional or local strategies negotiated as part of the Baw Baw Liquor Accord that relate to specific safety and security issues in and around the premises
- Door/security or reception personnel will:
 - ✓ Wear clear ID at all times
 - ✓ Not harass or intimidate passers-by or potential customers
 - ✓ Record incidents of false ID and fraudulent use of ID into the incident book
 - ✓ 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 patrons that have been ejected and/ or problem patrons in the vicinity
 - ✓ Have public transport information available including taxis, trains, buses and car parking for patrons and location of the nearest public telephone
 - ✓ Assist patrons in accessing safe transportation out of the area
 - ✓ Uphold any statutory requirements relating to security personnel and enter details of any incidents in the incident book

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 that includes the time, date and nature of the incident and the response taken by staff and management
- Ensure all staff are familiar with the incident register book and are aware of how to use it when required
- Notify the police of any special events likely to significantly increase the number of people in the area, in advance of the event
- Ensure close liaison and open communication with all Baw Baw Liquor Accord Stakeholders

Patron and Premise Safety

Create a safe environment

- Maintain a current list of emergency phone numbers and locate close to all key phones

- Encourage all staff members to undertake first aid courses and ensure one staff member with a first aid certificate is rostered on for each shift
- Ensure that the maximum capacity numbers of patrons are adhered to at all times if applicable
- Ensure the telephone listing, for communication with security at other venues is routinely updated
- Ensure that crowd controllers employed by the premises hold a current Private Security Licence
- Encourage a policy of no pass-outs after midnight
- Train all staff to know assistance procedures and emergency numbers and how to use the incident register book
- Ensure that patrons do not wear/have visible any motorcycle club patches/colours.

Commitment to Being Good Neighbours

Improve the local amenity

- Assist patrons in accessing safe transportation out of the area. For example, door staff are able to provide information about access to the taxi rank or train station and encourage patrons to use them quickly and quietly when departing
- Minimise noise generated from the premises. When ever possible, keep doors closed
- 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 environmental issues, including potential traffic, noise or security problems

- Ensure police are informed of regular closing hours and any variations, such as special events or new activities
- Record all legitimate complaints in the incident book, respond to resident concerns and take all reasonable steps to ensure the premise is functioning as a 'good neighbour'
- Communicate with neighbouring premises to discuss any common issues with respect to the amenity

Patron Responsibility

- Post signage that clearly explains licensee and patron responsibility regarding the responsible service of alcohol
- Ensure staff are trained appropriately to advise patrons when they will no longer be served and will be asked to leave the premises

Packaged Liquor Responsibilities

Display the applicable signage

Licensed premises must ensure the required signage is displayed in a manner that invites customers' attention. Refer to the VGCCC's 'Required signage for Licensed Premises fact sheet' to ensure you have the correct signage on display.

The following information is displayed prominently at all liquor outlets:

1. The free call number for Directline – the Victorian Government's 24 hour, 7 day counseling, information and referral line for people with alcohol and drug problems (Ph. 1800 888 236) and
2. Signage relevant to Baw Baw Shire's Local Law that prohibits the consumption of alcohol in a public place.

Minors on premises

- Minors are not permitted on the licensed premises unless they are accompanied by a parent, spouse or legal guardian, or a responsible adult
- Where there are reasonable grounds for considering that an adult is purchasing alcohol for a minor, the licensee/employee declines the purchase of the alcohol

Sales by means of mail, facsimile, telephone or the internet

- Licensees who sell liquor by taking orders over the telephone, facsimile or mail order, display their liquor license number in any advertisement or information published in writing or electronically in connection with such sales
- Licensees who advertise or supply liquor by means of the internet, display the following notice prominently on the site at all times so that customers will notice its contents – “WARNING - Under the Liquor Control Reform Act 1998 it is an offence to supply alcohol to a person under the age of 18 years (Penalty exceeds \$19,000), or for a person under the age of 18 years to purchase or receive liquor (Penalty exceeds \$800)”
- Liquor is only allowed to be purchased by a person aged 18 or over and Proof of Age is to be sighted where appropriate as part of the delivery arrangements

Stakeholder Responsibilities

In addition to licensees adopting and implementing the principles and practices of the Baw Baw Liquor Accord, the stakeholders below will use reasonable endeavors to achieve the following:

Victoria Police

- Maintain a visible police presence on the streets at weekends and key times
- Work with all stakeholders to implement the Accord and improve community safety
- Work collaboratively with Liquor Accord licensees to develop solutions for identified issues

Baw Baw Shire

- Baw Baw Shire supports the intent of the Baw Baw Liquor Accord and agrees to work collaboratively with the signatories of the Accord to strive towards meeting its objectives
- Baw Baw Shire will promote broader engagement with the community to promote the Accords objectives
- Baw Baw Shire will encourage participation and support from any agencies or organisations who could contribute to the Accord

Banning Policy

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 the Victorian Gaming and Casino Control Commission (VGCCC), for the purpose of minimising harm arising from the misuse or abuse of alcohol.

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 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 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; and
- 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

The Commission or a police officer may disclose to a licensee or permittee who is a party to a liquor accord that contains a liquor accord ban information about a person who is the subject of a ban. It is a criminal offence for a person to use or disclose any information received from us or Victoria Police regarding banned persons except for the purposes of enforcing a liquor accord ban or other purposes required by law, with a maximum penalty of 60 penalty units. (Refer to Section 146DA of the *Liquor Control Reform Act 1998*)

Information will only be disclosed by the VGCCC in accordance with section 146D of the *Liquor Control Reform Act 1998* where necessary for the purposes of the effective and efficient enforcement of the ban. When determining whether to disclose information, the VGCCC may require a party to an accord to undertake not keep the information private.

List of Current Members

Warragul Downtowner
Railway Hotel Warragul
Bar Twenty 4 Trafalgar
Bank Warragul
Drouin Golf Club
Family Hotel Drouin
Club Hotel Warragul
Newmasons Warragul
Warragul Country Club
Coles Warragul
Contingent Hotel Trafalgar
Mt Baw Baw Resort
Neerim South Hotel
Noojee Hotel
Pre Mix King Warragul
Yarragon Hotel
Robin Hood Inn Drouin
Royal Hotel Drouin
Toolshed Noojee
Trafalgar Bowls Club
BWS Warragul

Statement of Commitment

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

I undertake that all staff will be trained in the Responsible Service of Alcohol as required and regularly updated on the Baw Baw Liquor Accord principles and other issues as they arise.

Name of Licensed Venue:

Address:

Contact Phone No:

Contact Email:

Licensee/Nominee:

(Name and Signature)

Date: _____