

Hastings Safe City Liquor Accord



A collaborative approach to promote
best practice with licensed premises in the
Hastings Response Zone
2023-2026

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This Accord is made pursuant to the provisions of Division 6, Part 8 of the *Liquor Control Reform Act 1998*.

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The Hastings Safe City Liquor Accord operates in collaboration with Mornington Peninsula Shire using available resources & materials from Liquor Control Victoria (LCV)

AIM OF THE HASTINGS LIQUOR ACCORD

To encourage and promote best practice in licensed premises in the Hastings Response Zone and contribute to the safe wellbeing of the local community. This will be done by promoting the responsible service of alcohol and maintaining high standards of behaviour in and around licensed premises. Providing a collaborative approach to ensure venues operate safely and effectively.

OBJECTIVES

- To encourage a productive working relationship between police, licensed premises, patrons, council and local community.
- To promote Hastings and its licensed venues as a safe location.
- To monitor and discourage anti – social behaviour in and around licensed premises.
- Work collaboratively to ensure the safety of patrons, staff, and the community.
- To actively participate and attend forum meetings to discuss and resolve issues that impact the Hastings and surrounding areas community.
- Always consider and minimise the negative impact licenced premises have on the amenity by monitoring patron behaviour, excessive noise, and detriment to the amenity.
- Manage the licensed premises in a safe and responsible manner.

RESPONSIBLE SERVICE OF ALCOHOL

Intoxicated Persons

- Entry to venue by intoxicated persons will be refused
- Immediately notify security staff of patrons who are showing signs of intoxication so they can be actively monitored
- Service of alcohol to any person showing signs of intoxication will be declined
- Drunken/disorderly persons will be asked to leave licensed premises and police notified of potential disturbances or anti-social behaviour
- Encourage patrons to drink responsibly and offer alternatives such as water or non-alcoholic drinks.
- Ensure bottled water is offered for purchase and free tap water is available to patrons
- Refer to LCV's "Intoxication guidelines" for information on how to determine if a person is in a state of intoxication and how to refuse service.

Underage Drinking

- Actively monitor all patrons by checking proper proof of age ID at the door (learner permits or drivers licences with a hole punched through it is not acceptable)
- Only accept the seven (7) forms of acceptable ID
- Younger patrons who fail to produce proper ID will be refused admission
- Prominently display liquor licensing signage regarding restrictions on minors
- Younger patrons who produce false ID will have the document seized and forwarded to police (except driver licences).

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 Liquor Control Victoria (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.

Wearing or Carrying PROHIBITED ITEMS (Outlaw Motorcycle Gangs - OMCG)

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.

Hastings Liquor Accord members agree that any person detected wearing and/or carrying prohibited items including OMCG colours or supporter wear shall be denied access or immediately requested to leave the licensed premises.

Prohibited items include any item of clothing or jewellery or an accessory that displays:

- the name of an organisation suspected of being an outlaw motorcycle gang
- the club patch, insignia or logo suspected of being an outlaw motorcycle gang (i.e. 'colours')
- any image, symbol, abbreviation, acronym, or other form of writing that indicates membership of, or an association with, an identified outlaw motorcycle gang including (ie. the symbol '1%' or the symbol '1%er')
- any other image, symbol, abbreviation, acronym, or other form of writing suspected of being or representing an outlaw motorcycle gang.

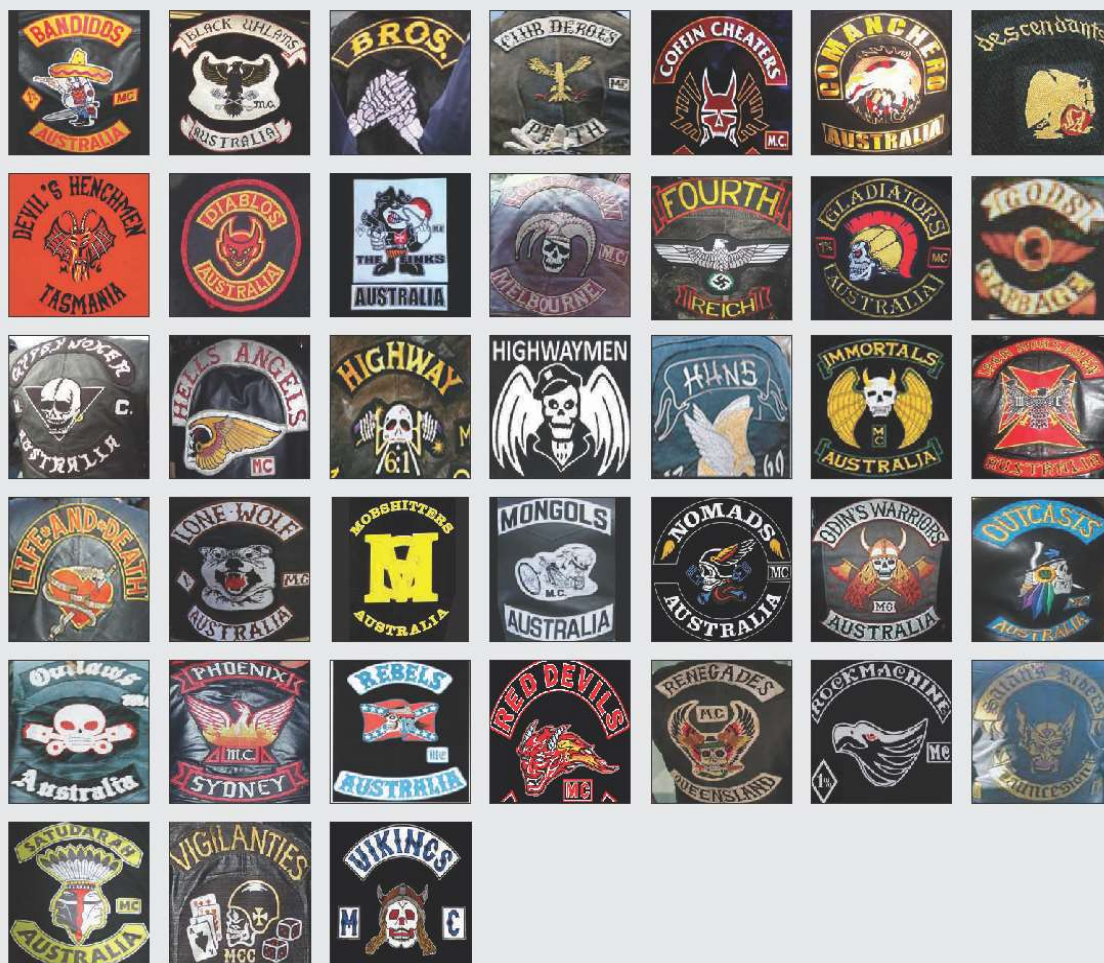
Hastings Police acknowledge that known or suspected OMCG members and supporters can be intimidating to the public and venue staff. Police encourage venue staff to report the presence of OMCG members / supporters to Hastings Police Station 03 5970 7800.

For Official Use Only

AUSTRALIAN OUTLAW MOTORCYCLE GANGS IDENTIFICATION CHART



AUSTRALIAN CRIMINAL INTELLIGENCE COMMISSION



AGICC
 Australian Gangs Intelligence Coordination Centre
 Australian Criminal Intelligence Commission
 Australian Federal Police
 Australian Taxation Office
 Department of Human Services
 Department of Home Affairs



For Official Use Only

ADVERTISING & PROMOTIONS

- Negate campaigns or marketing that encourage rapid consumption of alcohol
- No drink cards
- Ensure drinks are served at standard measures
- No promotions or functions designed to attract underage patrons
- Restrict servings of doubles unless explicitly requested by the patron consuming the drink
- Adhere to LCV's Responsible alcohol advertising and promotions guidelines
- Ensure liquor licence and the required signage are displayed in a prominent place, which invites public attention

STAFF TRAINING & DEVELOPMENT

- All staff, who are employed to supply alcohol are supported to successfully complete LCV approved RSA training within 1 month of commencing employment and undertake LCV's free online RSA refresher every three years
- Retain copies of the most recent RSA or RSA Refresher certificates of staff and have them immediately accessible upon request by police or LCV Inspectors
- Ensure that staff can show the redline plan upon request from police and LCV Inspectors
- Ensure any minor employed to work on licensed premises is not involved in the sale or supply of alcohol
- Provide new staff with "In House Induction" to ensure that they have a clear understanding of the licensee's legal obligations
- Provide ongoing staff development in areas such as:
 - First Aid
 - Dealing with aggressive and intoxicated persons
 - Liquor laws and regulations
 - RSA principles

SAFETY & SECURITY

Safe Environment

- Clearly display signage that details acceptable and unacceptable behaviour on licensed premises
- Discourage glass in toilets or on dance floor to reduce both intentional and accidental injuries
- Investigate use of plastic glasses or shatter proof glassware that cannot be broken and used as a weapon
- Ensure maximum capacity of patrons is adhered to at all times
- Ensure closed circuit television (CCTV) equipment as per licence conditions is always operating efficiently.
- Allow police or LCV Inspectors access to CCTV footage upon request (if applicable)
- Ensure staff (managers) are trained in the use of CCTV equipment and can provide a copy of relevant CCTV when requested by police (if applicable).
- Staff to be clearly identifiable
- Trained first aid staff are on the premises during operating hours
- Entrances and exits to be well lit and immediate surrounds are safe and allow good visibility
- Ensure emergency evacuation procedures are in place and all staff are trained in these procedures
- ***Notify local police in advance regarding any special events likely to significantly increase the number of people in the area***
- Maintain a transparent relationship with local police, Mornington Peninsula Shire and other Accord members to improve public safety in and around licensed premises

CROWD CONTROL – Security Personnel

- Provide qualified and experienced crowd controllers as per liquor licence requirements
- Crowd controllers **must** wear ID at all times with a visible security number
- Maintain a sign in register as required by the *Private Security Act 2004*
- Licensed crowd controllers to hold a current security licence
- Ensure full details of any incidents are recorded in the Incident Register and made available to police upon request
- Immediately contact police to inform them of anti-social behaviour or disturbances in the vicinity
- Crowd controllers to manage patrons waiting to enter the licensed premises and ensure that the amenity of the area is not impacted
- Crowd controllers to ensure the patrons have left the vicinity of the licensed premises upon close or any other time in an orderly fashion.

IMPROVING LOCAL AMENITY (if applicable)

- Encourage patrons to dispose of any litter or other waste in rubbish containers before entering or upon leaving licensed venue
- Each venue to be proactive in cleaning up the streets and doorways around the premises
- Crowd controllers (if applicable) to monitor behaviour of patrons outside licensed venue to ensure that there is no negative impact on the amenity of the area
- Patrons not to leave licensed venue with any alcohol or glass containers – other than legally permitted
- Signage to be displayed to inform patrons to respect neighbours and the community when exiting
- Crowd controllers (if applicable) to remain outside venue for a set time after closing to ensure patrons move on from venue
- Patrons guided towards taxi and Uber ranks upon leaving licenced premises
- Zero tolerance of drunkenness, anti-social behaviour, and alcohol related assaults in public and residential areas
- Request assistance from Victoria Police, if required, to reduce negative impact of the amenity
- Notify police immediately of any alcohol related violence or injury to patrons, staff, or other members of the community

BEST PRACTICES (if applicable)

- Ensuring that the principles of responsible service of alcohol (RSA) are followed
- Employing RSA trained staff and having a House Policy in place
- Working to eliminate the illegal presence and/or consumption of alcohol by underage persons on licensed premises
- Not endorsing liquor promotions that might lead to the rapid consumption of alcohol eg. happy hours, VIP cards
- Not encouraging or condoning anti-social behaviour and drunkenness on the premises
- Ensuring a range of low and non-alcoholic beverages are available to customers
- Work to ensure the quiet and orderly departure of patrons from premises
- Notify police of any alcohol related assaults or injury to any person and any events that are likely to significantly increase patronage
- Minimising undue noise from venue detrimental to local residents
- Guard against overcrowding
- Implement the following harm minimisation strategies:
 - Accept only the approved forms of photographic identification of age
 - The entrance to all venues is well lit and signed
 - Put in place Emergency Procedures
 - Adhere to the industry's principles of responsible gambling code of conduct

PACKAGED LIQUOR OUTLETS

- Ensure all required signage is displayed in a manner that invites the customers attention
- Signage relevant to Mornington Peninsula Shire Local Laws – consumption and possession of alcohol (particularly over New Year and Australia Day) is displayed in a prominent position
- Minors not permitted on the licensed premises unless they are accompanied by a parent, spouse, guardian, or responsible adult
- When there are reasonable grounds for believing that an adult is purchasing alcohol for a minor, the licensee declines the purchase of the alcohol
- Check proper proof of age ID at point of sale (learners permit or licence with a hole punched through it is not acceptable)
- Refuse sale of alcohol to younger person who fails to produce proper ID
- Remove documentation from younger patrons who present false ID and promptly forward to Victoria Police (except driver licence)
- Appropriate rostering of experienced staff over busy holiday periods
- Identify rogue traders amongst the industry (ie, supplying underage customers) and report to police
- Consider discounted sale of low alcohol beer to sporting and recreational clubs

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

Victorian Police

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

Mornington Peninsula Shire

- Work with all stakeholders to implement the Accord and improve community safety
- Advocacy for the objectives set by the Accord throughout the Mornington Peninsula
- Promotion of campaigns in partnership with stakeholders to meet objectives of the Accord
- Advocacy at state and federal level in line with objectives set by the Accord
- Provide information and support to local stakeholders involved in the Accord

Roles and Responsibilities

Membership

- Membership will include representation from Mornington Peninsula Shire and Victoria Police
- Membership will be available to agencies with interest and expertise in Liquor licensing and the reduction of harm within the designated area and at licensed venues
- Membership is voluntary and open to all liquor licensees within the Hastings Response Zone
- Licensed premises who agree to and sign the statement of commitment certificate will become a member
- 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 request / invite a representative from Liquor Control Victoria.

The Hastings Liquor Accord will:

- Foster communication and maintain partnerships as a commitment to the Accord
- Participate in the monitoring and evaluation of the Accord
- Identify emerging issues that need to be addressed in relation to alcohol harm minimisation
- Work co-operatively and contribute to initiatives
- Develop a means of communicating achievements to the broader community

Hastings Liquor Accord

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 the Hastings Liquor Accord.

I undertake that all staff will be trained in the responsible service of alcohol as required and regularly updated on the Hastings Liquor Accord principles and other issues as they arise.

Name of Licensed Venue:

Address:

Contact Phone No:

Email:

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

Date:

List of Accord Members

Aldi – Hastings
Aldi – Somerville
Baxter Liquor Store
Baxter Tavern Hotel
Captain Jacks Somerville
Celebrations Somerville
Celebrations - Balnarring
Coles Liquor (Liquor Land) – Hastings
Coles Liquor (Liquor Land) – Somerville
Crib Point Cellars
Gateway Cellars Baxter
Hastings Cellars
Hastings Cricket and Football Club
Heritage Hotel - Balnarring
Kings Creek Hotel, Hastings
Marina Restaurant Bistro and Bar, Hastings
Matty's Bar and Bistro – Crib Point
Murrays Bottle Shop at Tyabb
Peninsula Wines Tyabb
Ritchies IGA (Liquor) - Bittern
Ritchies IGA (Liquor) – Balnarring
Ritchies IGA (Liquor) – Hastings
Ritchies IGA (Liquor) – Somerville
Ritchies IGA (Liquor) – Tyabb
Rubi Mama, Balnarring
Smart Brothers Brewing Somerville
Somerville Hotel
The Hungry Peacock, Tyabb
Westernport Hotel - Hastings
Woolworths Liquor (BSW) - Baxter
Woolworths Liquor (BWS) -Hastings
Woolworths Liquor (BWS) – Somerville