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City of Greater Shepparton 2023-2027 Liquor Accord



“Safer, Better, Together”

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Author: Sergeant Ryan JOHANSEN 38690

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Aim of the City of Greater Shepparton Liquor Accord (the Accord)

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

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 (LCV) 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.

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 (SITHFAB002/021). 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 members most recent correctly branded RSA certificate available on request. Check staff know where to access the certificates.
- Display the LCV [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.

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- 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 [Victoria Police website](#).
- 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 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 risk 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 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)

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- 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
 - 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.

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- 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.

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.
- Maintain records of RSA accreditations.

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.
- Digital images must be captured at the rate of 8 frames per second (or more) and camera footage must include time, date and camera location/number stamps.

Packaged liquor licence holders

- Develop a 'house rules' document for the venue.
- Be vigilant about secondary supply – decline the sale if it is suspected to be going to a minor.
- Unaccompanied minors must not be on the licensed premises.
- Ensure the environmental design of the store prevents and deters the theft of alcohol.

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 patrons or refusing entry to patrons.

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- Ensure contact details of neighbouring venues is 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 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 receptacles where possible to reduce glass injuries.

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.

Proposed Liquor Accord Member list

Venue name

The Aussie Hotel

Black Rabbit Distillery

BWS Mooroopna

The Deck

Downtown

GV Hotel

The Overland Hotel

Peppermill

Rye @ Tallis

Shepparton Brewery

Shepparton Club

Venue name

Shepparton RSL

SKKY Bar

Stanleys Café

The Terminus Hotel