

# Bass Coast

## Liquor Accord 2024 – 2027



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## Accord Structure

Bass Coast is situated about 130 kms south-east of the Melbourne CBD. Bass Coast Shire is bounded by Western Port Bay in the north and west, Cardinia Shire in the north-east, South Gippsland Shire in the east, and Bass Strait in the south. It includes the towns of **Bass, Cape Patterson, Cape Woolamai, Corinella, Coronet Bay, Cowes, Inverloch, Kilcunda, Lang Lang, Newhaven, Rhyll, San Remo, Summerlands** and **Wonthaggi**. The Shire is governed and administered by the **Bass Coast Shire Council**.



The Bass Coast Police Service Area is a composite of the government municipalities of Bass Coast Shire and South Gippsland Shire and comprises of 11 general duties police stations across the two LGA's.

The Bass Coast Liquor Accord draws together the licensees of licensed venues, packaged liquor outlets and sporting clubs within the Bass Coast Shire LGA with the support of Victoria Police, Liquor Control Victoria (LCV), Bass Coast Shire and other relevant stakeholders.

### Accord sub-branches

The Bass Coast Liquor Accord is the overriding operational accord within the Bass Coast Shire. It is one of two accord documents in the Bass Coast Police Service Area, the other in municipality of South Gippsland Shire. The accord has localised two sub-branches for the purposes of monitoring compliance with the requirements of the *Liquor Control Reform Act 1998*, special policing arrangements, maintaining key stakeholder relationships and issues related to community interests within the major townships within the municipality.

Underpinning the Bass Coast Liquor Accord are the following accord sub-branches:

- the Phillip Island & District sub-branch
- the Wonthaggi & District sub-branch.

The sub-branches regularly meet separately to discuss and address local issues in support of the regional Bass Coast Liquor Accord (the 'Accord'). The Accord banning policy is inclusive of all sub-branches and is enforceable across the municipality of Bass Coast Shire.

## Aims and Objectives

### Aims

To enhance the safety and wellbeing of residents, visitors and patrons within the municipality of Bass Coast Shire through the combined, committed and active promotion of responsible service, sale and consumption of alcohol.

### Objectives

- To foster a collaborative partnership between Victoria Police, Bass Coast 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 behavior by the community in relation to the use of alcohol.
- To encourage best practice management of sporting clubs, packaged liquor outlets and licensed premises to ensure lawful and responsible service of alcohol.

**This document is intended to provide principles and strategies and an overall commitment to which members of the Accord will adhere. To effectively implement the Accord, all members agree to implement the strategies, policies and practices herein.**

### Terms of the Accord

- Adhere to the practices and policies outlined in the Bass Coast Liquor Accord.
- Facilitate and encourage open and regular communication with stakeholders in relation to relevant issues.
- Participate in regular Accord meetings with stakeholders.
- Demonstrate a cooperative approach to developing solutions and achieving best practice in alcohol harm minimisation.
- Work together to implement strategies to reduce alcohol related harm.

## Membership

- Membership will include representation from local council and Victoria Police.
- Membership will be available to agencies with interest and expertise in liquor licensing and 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 reducing 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 of 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

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- 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.

## 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 by licensees 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.

### Bass Coast Shire

- Promote and support the Accord.
- Use reasonable endeavors to provide adequate CCTV in CBD areas 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

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- 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 Bass Coast Liquor Accord membership, 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 and maintain the momentum of the Accord.
- Update the Accord document as required.

### **Liquor Control Victoria (LCV)**

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

## Best Practice Principles

This document is intended to provide best practice principles to which members committed to the Accord will adhere. The Accord's principles are founded on a harm minimisation approach, which aims to minimise and reduce harm to individuals, families and the community as a result of alcohol and other drugs.

All licensees/managers agree to commit to implementing the following proactive initiatives:

- Responsible Service of Alcohol (RSA)
- Responsible Advertising and Promotions
- Improved Safety and Security
- Patron and Premises Safety
- Commitment to Being Good Neighbours
- Responsible Management of Events
- Packaged Liquor Responsibilities.

### Harm minimisation

The Accord will implement the following harm minimisation strategies:

- Licensees will only accept LCV-approved evidence of age documentation.
- Entrance to all venues will be well-lit and signed with designated entry/exit points.
- A systematic method of counting patrons will be used to guard against overcrowding.
- Where gaming machines operate, venues will adhere to the industry's principles of responsible gaming code of conduct.

## Responsible Service of Alcohol (RSA)

### No intoxicated patrons

- Refuse service of alcohol to any patron showing [signs of intoxication](#).
- Refuse entry to all intoxicated patrons.



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- 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 showing signs of intoxication so 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.
- Prominently display LCV signage about restrictions on minors.
- If staff believe an ID being presented is false, defaced or in the possession of a person who is not the owner, the ID will be confiscated and forwarded to the police (excluding a valid driver licence).

### **Discourage activities that encourage drinking alcohol excessively**

- Pricing practices and promotions that encourage rapid consumption of alcohol or harm from alcohol are to be discouraged.
- No drink cards are given out/sold externally.
- Promotions such as 'Happy Hours' will be completed by midnight on any operating night.
- Keep 'happy hours' to a maximum of two hours per day.
- No serving of doubles unless explicitly requested by the patron consuming the drink.
- Adhere to the [LCV Responsible liquor advertising and promotion guidelines](#).

### **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 [tap water is provided for free](#) and bottled water is available for purchase.
- Promote reasonably priced snacks throughout operating hours.

**Ensure all staff are adequately 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.
- Any [minor employed to work on licensed premises](#) is not involved in the sale or supply of liquor unless they are completing an LCV-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 LCV inspector or Victoria Police.
- Keep copies of the most recent RSA or RSA Refresher certificate for all staff.
- Provide regular updates to all staff regarding the Accord, liquor laws 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.

## 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.

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- 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 if applicable.
- Ensure staff, including security, 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 Accord related to specific safety and security issues in and around the premises.
- Where it is a condition of the licence, abide by the lock-out, which states 'patrons (other than residents of the premises and members of the hospitality industry authorised in accord with the requirements of the Licensing Inspector) are not permitted to enter or re-enter the premises, other than any gaming rooms, after 1.30am on any day (lock-out)'.
- Door/security, crowd controllers or reception personnel will:
  - ✓ always wear clear ID
  - ✓ 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 neighboring venues to inform them of patrons that have been ejected and/ or problem patrons in the vicinity

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- ✓ have public transport information available including taxis, trains, buses and car parking for patrons
- ✓ 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 and other Accord members**

- Maintain a register 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.
- Notify police in advance of any special events likely to significantly increase patronage.
- Notify other venues of problematic patrons.
- Ensure close liaison and open communication with all Accord stakeholders.

## Patron and Premises Safety

### **Create a safe environment**

- Maintain a current list of emergency phone numbers and locate close to all key phones.
- Encourage all staff to undertake first aid courses and ensure one staff with a first aid certificate is rostered on for each shift.
- Ensure maximum capacity numbers of patrons are adhered to at all times.
- Ensure contact details for communication with security at other venues is routinely updated.
- Ensure crowd controllers hold a current Private Security Licence. Validity can be checked [online](#).
- Encourage a policy of no pass-outs after midnight.

## Amenity and 'Commitment to Being Good Neighbours'

### Improve the local amenity

- Assist patrons in accessing safe transportation out of the area and encourage patrons to use these quickly and quietly when departing.
- Minimise noise generated from the premises - wherever possible, keep doors closed.
- Educate patrons, including through signage, about the need to respect the local amenity and arrive and depart the area quietly and orderly.
- Prevent the unlawful removal of liquor (other than packaged liquor or 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 premises functions as a 'good neighbour'.
- Communicate with neighbouring premises to discuss any common issues surrounding the premises.

### Patron Responsibility

- Display 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.

## Minors On Premises

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

- Anyone under the age of 18 years is considered a minor.

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- 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, stepparent, 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 unoccupied 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 café 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 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 minor's 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. It is available upon request for viewing by Victoria Police.

## Packaged Liquor Responsibilities

### Display the applicable signage

The following signs are displayed in a manner that invites customers' attention:

1. "Under 18 No Supply"
2. "Intoxicated? Drunk? Disorderly?" and
3. "Please do not attempt to buy liquor for under 18s"
4. "Direct Line" free call number for Direct line – the Victorian Government's 24-hour, 7-day counselling, information, and referral line for people with alcohol and drug problems

Display signage relevant to Bass Coast Shire's Local Law that prohibits alcohol consumption in a public place.

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

- Licensees who sell liquor by taking orders over the internet, telephone, facsimile or mail order, must display their liquor licence number in any advertisement or information published in writing or electronically.
- The following must be prominently displayed on the licensee's website/s – "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 \$23,000)
  - for a person under the age of 18 years to purchase or receive liquor (Penalty exceeds \$900)"
- Abide by obligations in relation to [taking orders for and delivering alcohol](#).

## 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.

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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 the 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 that 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.



## Document History and Version Control

Date	Ver.	Changes	Author
12/07/2023	1.0	Commencement of working document	S/Sgt STOW
12/12/2023	1.1	Updated sub-branch lists	Sgt MURPHY
20/12/2023	1.2	Updates as per Education and Training LCV	Sgt MURPHY

# BASS COAST LIQUOR ACCORD

# CERTIFICATE OF COMMITMENT

Working together to keep our community safe

## INSERT VENUE NAME

The aim of the Bass Coast Liquor Accord is to enhance the safety and wellbeing of residents, visitors and patrons within the municipality of Bass Coast Shire through the combined, committed and active promotion of responsible service, sale and consumption of alcohol.

This venue commits to:

- promoting and supplying alcohol responsibly
- providing a safe and welcoming environment to its patrons
- contributing to the health, safety and wellbeing of residents and visitors
- abiding by the aims and objectives of the Bass Coast Liquor Accord

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Venue representative

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Victoria Police



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