

Bairnsdale & Omeo Alpine District Liquor Industry Accord



*A cooperative agreement between Licensed Premises,
Victoria Police, Victorian Commission for Gambling and
Liquor Regulation and the East Gippsland Shire
2022-2025*



VICTORIA POLICE



EAST GIPPSLAND
SHIRE COUNCIL

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AIM

The Bairnsdale Liquor Industry Accord including the Omeo Alpine Cluster has been established to encourage and promote best practice in licensed premises within the Bairnsdale and Omeo Cluster area. To contribute to the safety and well being of patrons, staff and the local community by promoting the responsible service of alcohol and maintaining high standards of behaviour in and around licensed premises.

The accord seeks to draw together the licensees of hotels, licensed restaurants, licensed clubs, packaged liquor outlets and sporting clubs together with the support of Victoria Police, Victorian Gambling and Casino Control Commission (VGCCC), East Gippsland Shire and other relevant stakeholders, to address relevant issues with a combined and committed approach that will be beneficial to licensed premises and the community.

OBJECTIVES

1. To promote the Bairnsdale and Alpine area and its licensed venues as a safe and enjoyable location for the local community and visitors to the area.
2. To build and foster a partnership between the Liquor Industry, Police, Council and the Community.
3. To facilitate continued proper management of licensed premises to ensure they are managed in a responsible and safe manner.
4. To meet on a regular basis to discuss and resolve relevant issues that impact on the Bairnsdale and Omeo Alpine Community.
5. To monitor and discourage anti-social behaviour and at all times have due consideration for the surrounding amenity of the area.
6. Adhere at all times to the *Liquor Control Reform Act 1998* while promoting best practices.
7. To educate and ensure patrons are aware they also have a responsibility to the venue, other patrons, neighbours and the local community.
8. To promote and encourage the use of designated 'Safe Driver' programs.

BEST PRACTICE

1. Work to ensure the quiet and orderly departure of patrons from the premises.
2. Maintenance of the taxi rank security by late night venues (where applicable).
3. Ensure the principles of Responsible Service of Alcohol (RSA) are followed by:
 - 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.
 - Adhere to the [VGCCC Guidelines for Responsible Liquor Advertising and Promotions](#).
 - Not encouraging or condoning anti-social behaviour and drunkenness on the premises.
4. Implementing the following harm minimisation strategies:
 - Accept only the [acceptable forms of photographic identification of age](#).
 - The entrance to all venues is well lit and signed with designated entry/exit points.
 - A systematic method of counting patrons is used to guard against overcrowding.
 - Staff are trained and an Emergency Procedures Management Plan is in place.
 - Where gaming machines operate, adhere to the industry's principles of responsible gaming code of conduct.

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.

BAIRNSDALE LIQUOR INDUSTRY ACCORD

BEST PRACTICE PRINCIPLES

This document is intended to provide best practice principles that licensees, who are committed to the Bairnsdale & Omeo Alpine Liquor Industry Accord, will adhere to, in order to operate a business within a best practice model. Some of the principles may only apply to a certain type of 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 have been modified to apply to all types of licences.

The Bairnsdale & Omeo Alpine Liquor Industry Accord—Best Practice Principles are founded on a harm minimisation approach, that aim to minimise and reduce harm to individuals, families and the community as a result of alcohol and other drugs.

All licensees/managers of licensed premises agree and commit to implementing the following proactive initiatives:

- Responsible Service of Alcohol
- Improved Safety and Security
- Commitment to Being Good Neighbours
- Packaged Liquor Responsibilities

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.
- Prominently display Required VGCCC signage about restrictions on minors.
- When checking ID, the ID is removed from a wallet/purse or cardholder and held by the staff member conducting the check to ensure it is current and an approved acceptable form of identification.
- Acceptable ID's are: Australian drivers licence, Victorian learner permit; a proof of age card issued by a government department or approved entity (e.g. Keypass card, Victorian Marine Licence, 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); or an Australian or foreign passport.
- If an approved form of ID is not supplied, no admittance to the premises is to be permitted.
- If an approved form of ID is requested and not supplied at a packaged liquor outlet, no sale will be permitted to take place.
- 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 drivers licence).

RESPONSIBLE SERVICE OF ALCOHOL (Continued)

DISCOURAGE ACTIVITIES THAT ENCOURAGE DRINKING ALCOHOL EXCESSIVELY

- Adhere to the “[Responsible liquor advertising and promotions guidelines](#)” published on the VGCCC website
- No drink cards are given out/sold externally.
- Happy Hours will be kept to a maximum of two hours per day, per venue operation and will be completed by midnight on any operating night.
- Serve drinks at standard measures.
- 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 free tap water is available to all patrons.
- Promote reasonably priced snacks throughout operating hours.
- Ensure all staff are adequately trained in RSA.
- Ensure all staff, who are employed to serve and supply alcohol, complete an VGCCC approved Responsible Service of Alcohol course within 1 month of commencing employment.
- The licensee ensures that any minor employed to work on licensed premises is not involved in the sale and 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 Victoria Police.
- Keep copies of Responsible Service of Alcohol (RSA) certificates of the most recently completed RSA or RSA refresher.
- 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.
- Adhere to the “[Intoxication guidelines](#)” published on the VGCCC website.

RESPONSIBLE SERVICE OF ALCOHOL SELF-AUDIT CHECK LIST

Self Audit Check List designed to assess the effectiveness of the licensee's commitment to 'Responsible Service of Alcohol'

	Yes	No	Action Required
Licensees and their management 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 1 month of commencing employment. Most recent copies of RSA certificates are available for inspection by Victoria Police and VGCCC Compliance Inspectors			
The current red line plan of the premises is available for inspection by Victoria Police or VGCCC Compliance Inspectors.			
Required Liquor Licensing signage is prominently displayed.			
Minors employed in the licensed premises are not involved in the sale and supply of alcohol and their employment is registered and available to Police/Authorised officer when requested.			
Patron's 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.			

IMPROVED SAFETY & 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.
- Signage that educates patrons and explains the harms associated with drug misuse and abuse, including drink spiking, drink/drug driving and tobacco smoking, is displayed throughout the premises.
- 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 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 Bairnsdale Liquor Accord Stakeholders.

IMPROVED SAFETY & SECURITY Continued)

PATRON AND PREMISE SAFETY

- Maintain a current list of emergency phone numbers and locate close to all key phones.
- Ensure that the maximum capacity numbers of patrons are adhered to at all times.
- 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 help procedures and emergency numbers and how to use the incident register book.
- 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 the telephone listing, for communication with security at other venues, is routinely updated.

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 and ensure staff know how to access footage.
- 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.

IMPROVED SAFETY & SECURITY Continued)

MAINTAIN SAFETY AND SECURITY THROUGHOUT THE PREMISES

- Fully cooperate with police and other Accord members on ways to improve public safety.
- Prevent criminal activity and disorderly conduct from occurring on premises. Notify police immediately if something illegal or suspicious does occur.
- 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 Bairnsdale Liquor Accord (Working Group).
- 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 and retain false ID and forward to police within 28 days (with the exception of a Drivers Licence).
 - * 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.

SAFETY & SECURITY SELF-AUDIT CHECK LIST

Self Audit Check List designed to assess the effectiveness of the licensee's commitment to
'Safety & Security'

	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, video surveillance cameras are installed and placed in the appropriate locations. Surveillance footage is retained in accordance with licence requirements.			
Where possible, glasses are shatter proof and preference is given to stock liquor in unbreakable containers.			
Security and reception staff are aware of the closest taxi and public transport options.			
An employee is present who holds a current accredited first aid certificate during operating hours.			
All relevant staff are aware of the maximum numbers permitted on the premises. This includes relevant management and 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.			

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 supervised taxi rank or train station 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 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.
- Ensure police are informed of regular closing hours and any variations, such as special events or new activities likely to increase patronage.
- 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 surrounding the premises.

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.

'BEING GOOD NEIGHBOURS' SELF-AUDIT CHECK LIST

Self Audit Check List designed to assess the effectiveness of the licensee's commitment to 'being good neighbours'

	Yes	No	Action Required
Queues are managed so as to be orderly and do not obstruct access to footpaths for other users.			
Management and Security Staff will work co-operatively 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.			

PACKAGED LIQUOR RESPONSIBILITIES

SIGNAGE

- The following signs are displayed in a manner that invites customers' attention:
 1. "Under 18? No supply"
 2. "Intoxicated? Drunk? Disorderly"
 3. "Do not attempt to buy liquor for under 18's"
 4. "Direct Line" the Victorian Government's 24 hour, 7 day counselling, information and referral line for people with alcohol and drug problems (Ph: 1800 888 236)
- The following information is displayed prominently in the liquor outlet:
 1. Signage relevant to the City of Bairnsdale'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 guardian, or a responsible adult.
 - 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, or
 - * is a resident of the premises if accommodation is supplied, or
 - * employed by the licensee but not involved in the supply of alcohol, or
 - * undertaking a VGCCC approved training program in hospitality. The approval is normally given in writing and under the condition they are closely supervised whilst serving.
- Where there are reasonable grounds for considering that an adult is purchasing alcohol for a minor, the licensee declines the purchase of the alcohol.

PACKAGED LIQUOR RESPONSIBILITIES Continued

SALE BY MEANS OF MAIL, FACSIMILE, TELEPHONE OR THE INTERNET

- Licensees who sell liquor by taking orders over the telephone, by facsimile or by mail order, display their liquor licence number in any advertisement or information published in writing or electronically in connection with such sales.
- Licensees who advertise on, 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.

HOUSE RULES REQUIREMENT FOR PACKAGED LIQUOR LICENCES

Packaged liquor licensees have specific licence conditions to abide by including:

- all staff to complete a VGCCC approved Responsible Service of Alcohol (RSA) course
- all staff to complete the VGCCC free RSA refresher course every three years
- abide by the Packaged Liquor Code of Conduct

The Code states you must develop a set of [House Rules](#). These house rules need to cover the obligations and responsibilities of your staff in relation to the responsible serving of alcohol.

More information can be found of the [VGCCC website](#).

WARNING

- “Under the *Liquor Control Reform Act 1998* it is an offence to supply alcohol to a person under the age of 18 years (for a Licensee the Penalty exceeds \$19,000 , for an employee the Penalty exceeds \$3,000) or for a person under the age of 18 years to purchase or receive liquor (Penalty exceeds \$700).”
- Liquor is only allowed to be purchased by a person aged 18 or over. Proof of age is to be sighted where appropriate as part of the delivery arrangements.

PACKAGED LIQUOR RESPONSIBILITIES CHECK LIST

	Yes	No	Action Required
All appropriate signage is displayed in a prominent space in the packaged liquor outlet.			
Sales are not permitted if it is suspected the alcohol is being supplied to a minor			
Where sales are made via telephone, mail order, facsimile or internet, procedures have been put in place to ensure the sale is not to a minor.			

BAIRNSDALE LIQUOR INDUSTRY ACCORD LICENSED PREMISES

Licensed premises that are members of the Bairnsdale/Omeo
Liquor Industry
Accord

(list to be updated –27/01/22)

Aldi's Bairnsdale
Bairnsdale Bowls Club
Bairnsdale Club
Bairnsdale Football/Netball Club
Bairnsdale Racing Club
Bairnsdale RSL
Bairnsdale Sporting & Conv Centre
Club Hotel
Coles Liquor Store
Eagle Point Caravan Park
Farmers Home Hotel
First Choice Liquor
Grand Terminus Hotel
Harlequins Lounge
Howitt Park Bowls Club
Imperial Hotel
Jackson Cellars
Lindenow Hotel

Lucknow Football Club
Main Hotel
Mitchell River Tavern
Nicholson Hotel
Oz Mex Restaurant
Paynesville Bowls Club
Paynesville Football Club
Paynesville Hotel
Paynesville Wine Bar
Ritchies SUPA IGA
Safeway Liquor Store (BWS)
Wy Yung Football Club
Wy Yung Hotel

Alpine Area

Blue Duck –Anglers Rest
Hill Top– Omeo
Golden Age-Omeo
Albion Hotel– Swifts Creek
Benambra Hotel
Bruthen Hotel

BAIRNSDALE & OMEO ALPINE AREA LIQUOR LICENSEES



HOUSE POLICY

This premise will serve you in a responsible manner

We encourage you to drink in moderation, particularly if you are driving

We will not serve liquor to an intoxicated person or allow drunken persons to remain on the premise

Please do not attempt to purchase liquor for an intoxicated person

Persons we believe are under the age of 18 years will be asked for approved evidence of age

These premises intend to maintain a safe and friendly environment for the benefit of all its customers.

Drunk, violent or quarrelsome behaviour is not acceptable in this premise

Incidents such as fights, confrontations or under age drinking will be reported to the responsible authorities

Patrons on this premise shall not partake in activities that may cause harm, injury or damage to another person or premises

We appreciate you leaving this premise in a quiet and orderly manner

This House Policy is supported by the Bairnsdale Liquor Industry Accord

Management and staff thank you for your patronage and hope you enjoy your stay



Victorian Commission for
Gambling and Liquor Regulation



A BANNING PROCESS OPERATES ON THESE PREMISES

**IF YOU ARE INVOLVED IN AN ILL – SOCIAL BEHAVIOUR ON THESE
PREMISES, THE BAIRNSDALE AND DISTRICT LIQUOR ACCORD MAY BAN
YOU FROM THESE PREMISES AND OTHER PREMISES IN THE BAIRNSDALE
AND SURROUNDING DISTRICTS**

**This banning process is supported by
the Bairnsdale & Ormeo Alpine Area Liquor Accord**