



## **GREATER DANDENONG LIQUOR ACCORD**

**A collaborative approach to promote better practices in licensed premises within the City of Greater Dandenong**

**2021 – 2023**

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Version 2

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# Table of contents

Aim of the Greater Dandenong Liquor Accord	3
Stakeholders	4
Chairperson / Administration	5
Responsible Service of Alcohol	6 - 7
Crowd Controllers	8
Minors	8
Management/Administration	9
Acceptable Forms of Identification	9
Staff Training/Amenity	10
CCTV	11
Packaged Liquor Information	11
Safety and Security	12
Communication	12
Greater Dandenong Accord Members' List	13
Liquor Accord Banning Guidelines	14
Statement of Commitment	15
RSA / Amenity Self-Audit Checklist	16-17



## Aim/background of accord

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

The Greater Dandenong Liquor Accord was re-launched in 2017. This came about after several licensees expressed a desire to be involved in the Accord which had been inactive for several years.

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

The Greater Dandenong Liquor Accord has several objectives. They are:

- Promote Greater Dandenong, and its licensed venues, as a safe location
- Monitor and discourage anti-social behaviour in and around licensed premises
- Work co-operatively to protect the welfare of patrons and the community
- Actively participate and attend Accord meetings and discuss and resolve issues that impact the Greater Dandenong community
- At all times have consideration for the amenity of the area
- Manage the licensed premises in a safe and responsible manner



# Stakeholders

The success of the Greater Dandenong Liquor Accord relies on commitment from the following stakeholders:

## Licensees

- Promote and support the Greater Dandenong Liquor 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 Greater Dandenong Liquor Accord
- Work in partnership with other stakeholders in related community projects

## City of Greater Dandenong

- Promote and support the Greater Dandenong Liquor Accord
- Use reasonable endeavours to provide adequate CCTV in the City of Greater Dandenong 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 Greater Dandenong Liquor Accord
- Work in partnership with key stakeholders in related community projects

## Victoria Police

- Monitor compliance of licensed premises with the requirements of the *Liquor Control Reform Act 1998* and other relevant legislation
- Provide appropriate data to the Greater Dandenong Liquor Accord relating to alcohol management and crime
- Maintain membership of the Greater Dandenong Liquor Accord
- Participate in the monitoring and evaluation of the Greater Dandenong Liquor Accord
- Work in partnership with key stakeholders in related community projects



## Liquor forum chairperson/administration

- Maintain membership of the Greater Dandenong Liquor Accord, including up-to-date contact details
- Send timely meeting reminders and minutes to members via email and distribute VCGLR liquor forum bulletin to members
- Organise guest speakers and maintain the momentum of the Liquor Accord
- Update the Greater Dandenong Liquor Accord document as required

## Victorian Commission for Gambling and Liquor Regulation (VCGLR)

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



# Responsible service of alcohol (RSA) principles

- Ensure sure all staff are trained in RSA within one month of commencing employment, and undertake the VCGLR online Refresher course every three years
- Train staff on how to deal with difficult customers and refuse service to intoxicated patrons
- Display the VCGLR RSA Principles poster in staff room
- Discourage glass containers in the toilets or on the dance floor to reduce both intentional and accidental injuries
- Ensure that the principles of Responsible Service of Alcohol (RSA) are followed by:
  - Employing RSA trained staff and having a RSA policy in place
  - Working to eliminate the illegal presence and/or consumption of alcohol by underage persons on licensed premises
  - Careful management of liquor promotions that might lead to the rapid consumption of alcohol, e.g happy hours, VIP cards
  - Discouraging anti-social behaviour and drunkenness in and around licensed 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
  - Implement the following harm minimisation strategies:
    - Accept only the approved forms of photographic identification of age
    - Entrance to all venues is well lit and signed
    - Guard against overcrowding
    - Emergency procedures are in place
    - Adhere to the industry's principles of responsible gaming (if applicable)



## Intoxication

- 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 low/non-alcoholic drinks
- Ensure free water is available for patrons

**What is intoxication?** For the purposes of the Liquor Control Reform Act, a person is in a state of intoxication if his or her speech, balance, co-ordination or behaviour is noticeably affected and there are reasonable grounds for believing that this is the result of the consumption of liquor.

It is against the law for a licensee to serve alcohol to an intoxicated person. This section is about refusing service to any patron showing signs of intoxication.

Examples of how to mitigate risks of intoxicated person on the premises are:

- Have a firm policy about acceptable standards of behaviour
- Ensure security and/or bar staff are aware of VCGLR 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

## Responsible advertising and promotions

This section is about mandatory signage and promotions which contradict responsible service and consumption of alcohol. Remember, promotions can relate to in-house, social media or external promoters you have employed for certain events etc.

Some examples are:

- Refrain from pricing practices 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 the VCGLR guidelines for Responsible Liquor Advertising and Promotions
- Keep 'happy hours' to a maximum of two hours per day
- Promote and ensure free water is available for patrons



## Crowd controllers

If licensees have a crowd controller condition on their licence, they must abide by certain requirements.

Examples of what can be included are:

- Ensure crowd controllers have a current licence under the Private Security Act 2004 – status can be checked online
- Maintain a crowd controller's incident register book (this is separate to an in-house incident book). It must be made available to Victoria Police or the VCGLR
- Wear clear ID at all times with a visible security number
- Brief security prior to their shift about your expectations
- 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
- 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

## Minors

This section is about adhering to legislation regarding minors on licensed premises.

Some issues that need consideration are:

- Prominently display VCGLR required signage about restrictions on minors
- No underage drinking on the premises
- Ensure underage staff members are not involved in the sale or supply of alcohol – this includes taking orders and payment for alcohol
- Actively monitor all patrons by checking proper proof of age. Acceptable proof of age documents are:
  - Victorian learner permit or driver licence (any learner permit or licence with a hole punched through it is not acceptable)
  - Keypass card
  - Australian or foreign passport
  - Proof of Age card
- Younger patrons who fail to produce proper ID will be refused service
- Younger patrons who produce false ID will have the document seized (except for driver licences) and forwarded to police



# Administration

This section is about ensuring the paperwork and administration around being a licensee is in order.

Examples of what can be included are:

- Create an Induction Package for new staff. This should have information relevant to their position description, and OH&S expectations
- Display current liquor licence in a position which invites public attention
- Ensure all staff have read and are aware of the conditions of your liquor licence and your red line plan
- Provide copy of current red line plan when requested by Victoria Police or VCGLR inspectors
- Ensure correct VCGLR required signage is on display
- Maintain a telephone directory of neighbouring venues - to be used in the event of ejecting patrons or refusing entry to patrons
- Record all incidents in an incident register book, noting time, date and staff member involved in incident if applicable

# Acceptable forms of identification

It is important to be vigilant with checking identification and refusing entry if ID is not produced.

Examples of what can be included are:

- Check for approved proof of age ID prior to entry or at the bar. Acceptable forms of ID are:
  - Australian driver licence
  - Victorian learner permit
  - Proof of age card
  - Keypass card (incl. Digital iD)
  - Australian or foreign passport
- Apply the following standards when checking ID:
  - Have owner remove ID from wallet/purse and take possession and hold the ID
  - Check date of birth is accurate and has not been tampered with (check the back of the ID as well)
  - 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 (excluding a driver licence)

# Management of events

Inform Victoria Police in advance of any events likely to increase patronage. This can be done by emailing [GREATER DANDENONG LIQUOR ACCORD-MGR@police.vic.gov.au](mailto:GREATER DANDENONG LIQUOR ACCORD-MGR@police.vic.gov.au)



## Staff training

This section is about policies on induction, ongoing training, emergency evacuation and regular fire drill practices.

### Staff Training and Development

- All staff, who are employed to supply alcohol, successfully complete RSA training within one month of commencing employment and successfully completing the online refresher as required
- Maintain a current register of RSA certificates that is immediately accessible by staff upon request by police or VCGLR inspectors
- Ensure that any minor who is employed to work on licensed premises is not involved in the supply of alcohol
- Provide new staff with an induction package to ensure that they have a clear understanding of the licensee's legal obligations
- Keep staff aware of all contemporary issues arising from the Liquor Accord
- Provide ongoing staff development in areas such as:
  - Ongoing training
  - Emergency evacuation and fire drills
  - First Aid
  - Dealing with aggressive and intoxicated persons
  - Liquor Laws and Regulations
  - RSA Principles

## Amenity

Amenity can be described as any feature that provides comfort, convenience or pleasure. Some examples are:

- Encourage phased and orderly exit of patrons from premises when closing
- Ensure entrances and exits are well lit and clear, and that immediate surrounds are safe and allow good visibility
- Minimise noise generating from the premises e.g. doors kept closed, be mindful of noise from beer gardens/courtyards
- 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 of the venue is removed after closing
- Be considerate of neighbours when emptying glass bottles into outdoor rubbish bins e.g. avoid late at night
- Encourage patrons to dispose of any litter or other waste in rubbish containers before entering or upon leaving licensed venue
- Each venue to be pro-active in cleaning up the streets and doorways around the premises
- Crowd controllers 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, unless permitted by the licence
- Signage to be displayed to inform patrons to respect neighbours and the community when exiting
- Crowd controllers to remain outside venue for a set time after closing to ensure patrons move on from venue
- Zero tolerance of drunkenness & antisocial behaviour in and around licensed premises



## Closed circuit television (CCTV)

If applicable, ensure CCTV equipment is serviced regularly and staff know how to access footage. It is often a condition of a licence when live or recorded amplified music other than background music is provided that:

*'The licensee shall install and maintain a surveillance recording system able to clearly identify individuals, which shows time and date and provides continuous images of all entrances and exits, bars and entertainment/dance floor areas. The surveillance recording system must operate from 30 minutes before the start of the entertainment being provided, until 30 minutes after closure. A copy of the recorded images must be available upon request for immediate viewing or removal by the Victoria Police, or a person authorised in writing by the Victorian Commission for Gambling and Liquor Regulation, or otherwise retained for at least one month. The position of the cameras will be to the satisfaction of the Licensing Inspector'.*

Ensure there is always someone who has sufficient knowledge to provide CCTV playback upon request of Victoria Police or VCGLR.

## Packaged liquor information

- Adhere to the VCGLR 'Packaged Liquor Code of Conduct'
- Develop a 'house rules' document for the venue
- Be vigilant about secondary supply e.g. decline the sale if alcohol is suspected of being purchased for a minor (third party)
- Ensure all required signage is displayed in a manner that invites the customer's attention
- Signage relevant to City of Greater Dandenong Local Law regarding the consumption and possession of alcohol (particularly over New Year and Australia Day) is displayed in a prominent place
- Not supply liquor to intoxicated persons who walk-in
- Minors not permitted on the licensed premises unless they are accompanied by a parent, spouse, guardian or responsible adult
- Checking proper proof of age ID at point of sale (learner 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)
- Consider discounted sale of low alcohol beer to sporting and recreational clubs
- Appropriate rostering of experienced staff over busy holiday periods



# Safety and Security

## Safe Environment

- Clearly display signage that details acceptable and unacceptable behaviour on licensed premises
- Discourage glass in toilets or on dance floors 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 CCTV equipment as per licence conditions is operating efficiently at all times
- To ensure that staff (managers) is trained in the use of the CCTV equipment and can provide a copy of footage at the time when requested by police or VCGLR inspectors
- 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 close liaison with local police, City of Greater Dandenong and other Accord members on measures to improve public safety in and around licensed premises

# Communication

- Any communication that needs to be shared with the Liquor Accord cohort should be emailed to GREATER DANDENONG LIQUOR [ACCORD-MGR@police.vic.gov.au](mailto:ACCORD-MGR@police.vic.gov.au).
- The owner of this email account will disseminate to the Liquor Accord members, barred or banned persons, or those with a magistrate's court sanctioned Exclusion Order. Photos of those persons banned will also be shared with the Liquor Accord members.



## Greater Dandenong Liquor Accord members' list

<b><u>Name</u></b>	<b><u>Venue</u></b>
Steve MUSCAT	Albion Hotel
Ken FREESTONE	Burden Park Bowling Club
	Nu Hotel
Mick O'TOOLE	Club Noble
Ross DUNLOP	Dandenong Club
Greg BETROS	Dandenong RSL
Larry WHEATLAND	Dandenong Worker's Club
Steve DALEY	Keysborough BWS
Mark WILKINSON	Noble Park RSL
Amanda PAARMAN	Greyhounds Entertainment
Paul BARGE	Sandown Park Hotel
Brett MAYLIN	Highways
Courtney WALL	Waltzing Matilda
Jennifer JOHNSON	Springvale RSL
Matt MANCINI	Keysborough Hotel
Parry KING	Receptions @ Sapphire



## VCGLR Accord Banning guidelines

The *Liquor Control Reform Act 1998* states that liquor forum members who are party to a liquor accord may make provisions regarding the authorisation of licensees and permittees to ban patrons and share information about banned patrons.

To assist licensees and permittees who are members of liquor accords, these guidelines have been introduced to ensure that liquor accord bans are implemented 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.

Prior to implementing a liquor accord ban, the Ararat Liquor Accord agrees that they will be mindful of the principles of natural justice (also known as procedural fairness).

- The principles of natural justice ensure the process by which a decision is made is fair and reasonable. To maintain natural justice, each person which the liquor accord will consider banning will be offered the right to request a review of the banning decision and the opportunity to present one's case.
- When formulating the banning policy all parties to the Accord must ensure that the banning provisions regarding the banning:
  - are non-discriminatory and are open and transparent
  - include accurate record keeping processes and have clear and appropriate decision-making guidelines
  - do not breach the *Charter of Human Rights and Responsibilities 2006* and privacy legislation
  - provide an opportunity for the (potentially) banned person to request a review of the ban
  - include fair and reasonable banning periods
  - Include appropriate notification of a ban (i.e. a set of letters notifying the banned person of the ban, the process by which to request a review of the ban, the expiry of the ban and a warning letter (if applicable)

### Release of information for the purpose of enforcing the Accord ban

Information will only be disclosed as provided in Section 146D of the *Liquor Control Reform Act 1998* for the effective and efficient enforcement of the ban. This information disclosed is subject to the following:

- The disclosure is for the purpose of enforcing a liquor accord ban and is deemed necessary to ensure public order and compliance with the liquor accord banning policy
- The licensee or permittee must undertake not to engage in any unauthorised distribution or public display of the information
- In the case of photographs, any police identifiers or information, other than the depiction of the person, is to be removed from the photograph prior to its disclosure
- Vic Roads information is not to be disclosed



**Greater Dandenong 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 Greater Dandenong Liquor Accord.

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

**Name of Licensed Venue:**

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**Address:**

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**Contact Phone No:**

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**Email:**

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

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**Date:**

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# RSA Audit Checklist

	Yes	No	Action Required
Patron ID is accurately checked			
Familiar with VCGLR intoxication guidelines			
Free drinking water is available upon request			
Liquor licence is on display and visible to all			
If the licence requires RSA, are all RSA certificates accessible for inspection			
(Licensee can add other issues that fits best for their venue)			





# Amenity Self-Audit Checklist

	Yes	No	Action Required
Manage queues in an orderly manner			
Minimise noise generating from the premises e.g. doors kept closed, mindful of noise from beer gardens/courtyards			
Display signage about patrons respecting the neighbours when departing the venue			
The harmony of the environment			
The possibility of nuisance or vandalism			
(Licensee can add other issues that fits best for their venue)			