



Rural City of
Wangaratta

WANGARATTA

LIQUOR INDUSTRY ACCORD

2022 - 2025

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Version 7

**A co-operative agreement between licensees, supported by Victoria Police (Vicpol),
Liquor Control Victoria - Department of Justice and Community Safety (DJCS) and
the Rural City of Wangaratta (RCoW).**

Contents

AIM	3
INTRODUCTION	3
ACCORD PRINCIPALS	4
Responsible service of alcohol	4
Improve safety & security	4
Cooperate with the Police and the Community to improve outcomes	5
Commitment to being good neighbours	5
OBJECITVES	6
STAKEHOLDERS	7
Licensees	7
Rural City of Wangaratta	7
Victoria Police	8
Liquor Control Victoria - DJCS	8
BEST PRACTICE	9
Best practice links	10
RESPONSIBLE SERVICE OF ALCOHOL	11
Intoxicated patrons	11
Behavioural signs of intoxication	12
AMENITY	13
ILLICIT SUBSTANCES	14
ACCORD BANNING GUIDELINES	15
Release of Information for the purpose of enforcing the Accord ban	16
BE INSPECTION READY	17
STATEMENT OF POLICE COMMITMENT	18
RURAL CITY OF WANGARATTA COMMITMENT	19
WANGARATTA LIQUOR ACCORD 2022 - 2025 – membership	20

AIM

‘To improve public safety, amenity and perceptions of safety by reducing alcohol related crime and improving the community wellbeing in the Wangaratta Local Government Area’

INTRODUCTION

The Wangaratta Liquor Industry Accord has been established by the local liquor industry participants to encourage and promote best practices in and around licensed premises in the Wangaratta Local Government Area.

It will contribute to the health, wellbeing and safety of patrons, staff, local community, and visitors by promoting the responsible service, sale and consumption of alcohol and the maintenance of high standards of behaviour in and around all licensed premises.

The Wangaratta Liquor Industry Accord draws together the licensees of hotels, licensed restaurants, licensed clubs, packaged liquor outlets, licensed vendors, wineries, and sporting clubs. The Accord is supported by Victoria Police, Liquor Control Victoria, and the Rural City of Wangaratta.

The objectives of the Accord are to identify and address relevant issues, and to provide a collaborative and committed approach that will be beneficial to both licensed premises and the community.

The Accord strives for continuous improvement of stakeholders through encouraging the adoption of best practices of liquor management. This is achieved by providing opportunities to learn from other licensees and establish a common voice in relation to issues affecting them, while creating open channels of communication and support from Victoria Police, the Rural City of Wangaratta, and Liquor Control Victoria.

ACCORD PRINCIPLES

All licensees/managers of licensed premises commit to proactive initiatives to contribute to the reduction of harm from the misuse and abuse of alcohol:

Responsible Service of Alcohol

- Actively monitor the behaviour of patrons to detect early signs of intoxication or inappropriate behaviour.
- Not serve alcohol to or allow entry of persons who are intoxicated or drunk.
- Strictly enforce the minimum age for consumption of alcohol.
- Discourage activities that encourage rapid or excessive consumption of liquor.
- Actively promote and make available water, non-alcoholic or low alcohol beverages and snacks at all times.
- As a legal requirement, tap water must be available free of charge.

Improve Safety & Security

- Maintain safety and security throughout the premises or as otherwise specified.
- Establish good communication with police and maintain accurate records when an incident occurs.

Cooperate with the Police and the Community to Improve Local Outcomes

- Ensure staff be fully trained in the responsible service of alcohol as well as the principles and practices of the forum.
- Actively participate in promoting the forum, its principles, and strategies, and in monitoring outcomes.

Commitment to being Good Neighbours

- Respect and take all necessary steps to improve the local amenity and reduce disruptive activities of the premises and its patrons.
- Insist on the responsibility of patrons to respect the law, particularly in regard to the responsible consumption of alcohol and their behaviour in the area.

OBJECTIVES

The following objectives are designed to prevent excessive alcohol consumption:

1. Eliminate practices that lead to the misuse of alcohol and to minimise the incidence of periodic heavy or binge drinking by the implementation of an ongoing campaign of public awareness.
2. Eliminate illegal under-age patronage at all licensed premises.
3. Adopt and support the Responsible Service of Alcohol Program and implement that throughout the industry.
4. Maintain a free and competitive market between licensed venues whilst eliminating the promotions and practices that encourage the irresponsible service and consumption of alcohol. [Responsible liquor advertising & promotion guidelines](#)
5. Adopt practices that will encourage all licensees to self-regulate and foster a partnership between the Liquor Industry, Police, and other agencies to achieve positive outcomes through such a code.
6. Create a safe environment in and around licensed premises through a commitment to staff training and the proper use of professional and qualified crowd controllers.
7. Promote and encourage the use of designated 'Safe Driver' programs.
8. Develop an agreement between all licensees in relation to the behaviour of a patron that would see him/her banned from all Wangaratta Liquor Accord member premises at the same time for a set period for inappropriate behaviour.
9. To promote Wangaratta and its licensed venues as safe and enjoyable locations for all persons including staff and patrons.

STAKEHOLDERS

The success of this accord relies on commitment from the following stakeholders:

Licensees

- Promote and support this 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 this Liquor Accord.
- Work in partnership with other stakeholders in related community projects.

Rural City of Wangaratta

- Promote and support this Liquor Accord.
- 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 this Liquor Accord.
- Work in partnership with key stakeholders in related community projects.
- Maintain membership of this liquor accord, including up-to-date contact details.
- Send timely meeting reminders and minutes to members via email and distribute Liquor Control Victoria forum bulletins to members.
- Facilitate Liquor Accord meetings.
- Update this liquor accord document as required.

Victoria Police via the Wangaratta Police Station

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

Liquor Control Victoria – DJCS

- 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 this Liquor Accord, licensees, and their managers, on the requirements of the Liquor Control Reform Act 1998.
- Support this Liquor Accord by providing, up-to-date information and advice, and attend meetings where possible.

BEST PRACTICE

To achieve the best possible outcomes from this Code of Practice, management of all licensed premises agree to adopt the following set of best practices:

- Insist on the production of evidence of age documents, as specified by the Liquor Control Reform Act 1998, for entry to all licensed venues where appropriate.
- Younger patrons who fail to produce proper ID are refused admission.
- Younger patrons who produce false ID will have the document seized (except for a driver's licence) and forwarded to police.
- Other than as provided by licensing laws, deny under-age attendance on licensed premises.
- Actively discourage the incidence of under-age consumption of alcohol. (This includes the supply of alcohol to persons who a licensee believes may be providing alcohol to under-aged persons illegally). Encourage and reinforce the 'Responsible Service of Alcohol' philosophy.
- Actively discourage irresponsible alcohol consumption practices such as.
 - a. Free or heavily discounted drinks on entry or during the night at licensed venues.
 - b. Extended 'Happy Hours' of free or heavily discounted drinks.
 - c. Lay backs, two for one drinks, short term price reductions and the indiscriminate distribution of drink cards (The distribution of free drink cards must be in a direct sponsorship or formally structured promotional plan).
 - d. All-inclusive events which have the potential for alcohol abuse.
 - e. Serving of liquor to persons already adversely affected by alcohol.
- Ensure water and non-alcoholic drinks are readily available (tap water is to be made available free of charge as legislated).
- Adhere to the Liquor Control Victoria guidelines for "[Responsible liquor advertising & promotions](#)" located on their website.

- Ensure that experienced Licensed Crowd Controllers perform their duties in a professional manner and maintain an interest in checking the bona fides of patrons, and to identify problem patrons at an early intervention stage.
- Ensure security staff hold a current licence and maintain a sign in register and comply with relevant legislation.
- Ensure that the amenity of the area surrounding each licensed premise is protected by actively addressing the issues that impact on the local area. Licensees should communicate with Police, Rural City of Wangaratta and surrounding business owners and residents to achieve this outcome.
- Cooperate with police and fellow operators to ensure this code of practice can be effectively implemented across the Wangaratta Local Government area.

These links may assist to achieve best practice results.

[Intoxication Guidelines](#)

[Promotions banned by the VGCCC | Victorian Gambling and Casino Control Commission](#)

[Responsible alcohol advertising and promotion | Restaurant / Cafe | VCGLR \(vgccc.vic.gov.au\)](#)

[Responsible Service of Alcohol \(RSA\) | Liquor | VCGLR \(vgccc.vic.gov.au\)](#)

[RSA Online Refresher Course | VCGLR](#)

[Video 1: Be inspection ready - all licence types - YouTube](#)

[Video 2: Be inspection ready - late night - YouTube](#)

RESPONSIBLE SERVICE OF ALCOHOL

All licensees/managers of licensed premises commit to maintain high standards of behaviour in and around licensed premises through the Responsible Service of Alcohol:

Intoxicated patrons

- Actively monitor the behaviour of patrons to detect early signs of intoxication or inappropriate behaviour.
- Refuse service of alcohol to any patron showing signs of being intoxicated.
- Encourage patrons to drink responsibly and let them know they will be asked to leave if they become intoxicated, drunk, violent or quarrelsome.
- Refuse entry to all intoxicated patrons.
- Promptly and politely ask patrons to leave when they are showing signs of being intoxicated.
- Seek police assistance when dealing with drunk, violent, or quarrelsome persons.
- Adhere to the Liquor Control Victoria "[Intoxication Guidelines](#)" located on the Liquor Control Victoria, DJCS website.

Behavioural Signs of Intoxication

For the purposes of the Liquor Control Reform Act 1998, a person is in a state of intoxication if his or her speech, balance, coordination, or behaviour is noticeably affected and there are reasonable grounds for believing that this is the result of the consumption of liquor.

Intoxicated patrons may exhibit a combination of these signs, although common sense should be used at all times when refusing service.

- Difficulty moving around objects.
- Bumping into or knocking over furniture.
- Falling down.
- Swaying and/or dozing while sitting at a bar or table.
- Clumsy or uncoordinated movements.
- Stumbling or change in gait.
- Crude behaviour.
- Spilling drinks or the inability to find one's mouth with a glass.
- Inappropriate sexual advances.
- Annoying other customers and employees.
- Glassy eyes, lack of focus, loss of eye contact.
- Becoming careless with money, buying rounds for strangers.
- Becoming loud and boisterous and making comments about others.
- Aggression or belligerence.
- Becoming agitated or argumentative.
- Inability to light a cigarette.
- Letting a cigarette burn in an ashtray without smoking it.
- Inability to pick up change from table or bar.
- Rambling conversation, loss of train of thought.
- Altered speech patterns, such as slurred speech.
- Making irrational or nonsensical statements.

Also note that some of these signs may be present in persons suffering medical or psychiatric problems.

Also, refer to the 'Intoxication' guidelines located on the Liquor Control Victoria, DJCS website.

AMENITY

All licensees/managers of licensed premises commit to maintain high standards of behaviour in and around licensed premises to protect the amenity:

- Queues are managed to be orderly and do not obstruct access to footpaths for other users.
- Management and security staff will work cooperatively with other venues and authorities to protect the amenity of the area.
- Management and staff will monitor and discourage anti-social behaviour both in and near licensed premises.
- Management and staff will, where possible, encourage people to leave the premises in a quiet and orderly manner.
- In relation to smoking restrictions, licensees must be aware of patrons congregating at the entrance or blocking the footpath to the annoyance of others.
- Assist patrons in accessing safe transportation out of the area.
- Minimise noise generating from the premises. Wherever possible doors should be kept 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 removal of liquor (other than packaged where permitted) from licensed premises.
- Ensure staff, specifically door and security staff are briefed on local issues, including potential traffic, noise or security problems.
- Ensure Police are informed of regular closing hours and any variations such as for special events or new activities in advance.
- Respond to legitimate complaints and resident concerns taking all reasonable steps to ensure the venue is functioning as a 'good neighbour'.

ILLICIT SUBSTANCES

All licensees/managers of licensed premises commit to the prevention of illicit drug use on licensed premises:

Drug DEALING will not be tolerated

Illicit Drug USAGE will not be tolerated

- Any illicit drug dealing detected is recorded in the incident register and prompt notification to the police is made.
- A maintained First-Aid kit is accessible for use during trading hours.
- A policy is in place to deter drink spiking and assist possible victims.

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.

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 Liquor Control Victoria (LCV) 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 \(legislation.vic.gov.au\)](https://www.legislation.vic.gov.au/Charter-of-Human-Rights-and-Responsibilities-Act-2006);
- 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 the Accord ban

The Commission or a police officer may disclose to a licensee or permittee, information about a person who is the subject of a ban, if

- the licensee or permittee is a party to the liquor accord, and
- that liquor accord contains a liquor accord banning provision.

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 Liquor Control Victoria 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, Liquor Control Victoria may require a party to an accord to not keep the information private.

BE INSPECTION READY

A VCGLR inspector can show up at your venue at any time without notice. Be sure you are ready for an inspection at any time with our handy checklist.

All venues must ensure:

- all staff are aware of what a liquor inspection is and where the required documents are kept on your licensed premises
- your current liquor licence is on display and visible to patrons
- required signage for your licence type is on display and visible to patrons
- your LCV approved red line plan is kept on the premises in a location that can be accessed by all staff
- if your licence requires RSA: A copy of RSA certificates for the licensee or responsible person and all staff kept on premises in a location that can be accessed by all staff. Ensure it is the most recent and correctly branded certificate
- for sporting or community clubs, the guest register can be produced by all staff.

Late night venues must ensure:

- all staff are aware of what a liquor inspection is and where the required documents are kept on your licensed premises
- your current liquor licence is on display and visible to patrons
- required signage for your licence type is on display and visible to patrons
- your LCV approved red line plan is kept on the premises in a location that can be accessed by all staff
- a copy of RSA certificates for the licensee or responsible person and all staff are kept on premises in a location that can be accessed by all staff. Ensure it is the most recent and correctly branded certificate
- all staff have access to the CCTV system and know how to work it.

STATEMENT OF POLICE COMMITMENT

Wangaratta Police - commit to supporting licensees/managers of licensed premises to implement and achieve principles and objectives of this accord.

- Wangaratta Police Service Area police will in partnership with licensees/managers of licensed premises support and promote the Responsible Service of Alcohol Program throughout the local industry.
- Wangaratta Police Service Area police will in partnership with licensees/managers of licensed premises work to eliminate practices that lead to the misuse of alcohol.
- Wangaratta Police Service Area police will in partnership with licensees/managers of licensed premises, routinely patrol in and around the vicinity of licensed premises to deter anti-social behaviour and offending.
- Wangaratta Police Service Area police will in partnership with licensees/managers of licensed premises work to identify solutions to address licensing issues as they arise.
- Wangaratta Police Service Area police will assist licensees in the banning notice process in support of this accord and conduct enforcement action as appropriate.

Name - Pauline Williams

Inspector 29346.

Signature -

Wangaratta Local Area Commander



04-10-22

RURAL CITY OF WANGARATTA COMMITMENT

In line with their vision statement, Council is committed to ensuring the Rural City of Wangaratta is a vibrant, diverse, and secure place to live. Accordingly, council:

- Supports the Liquor Industry Accord by providing advice to all liquor licence holders as to relevant local laws and municipal issues.
- Will meet on a regular basis with liquor licence holders, Police and Liquor Control Victoria - DJCS to discuss and resolve relevant issues affecting the community within the Rural City of Wangaratta.

Name – Marcus Goonan- Director Community and Infrastructure

Signature -

A handwritten signature in blue ink, appearing to read 'Marcus Goonan', with a red dot above the first letter 'M'.

Wangaratta Liquor Accord 2022 – 2025

List of members

- Brookfield Maze
- Bulls Head Hotel
- Old Faithfulls
- The Old Town 'N' County Tavern
- Sovereign Liquor
- Wangaratta RSL
- Grand Central Hotel
- North Eastern Hotel
- Dan Murphy's Wangaratta
- BWS Wangaratta