

2015

Narromine Shire Liquor Accord



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Principles of the Liquor Accord

The Narromine Shire Liquor Accord aims to improve community safety and to reduce alcohol related harm and incidents in the Narromine Local Government Area (LGA).

The Accord is based on 14 principles, which accord members support and agree to take all possible action to uphold. The 14 principles are divided under 4 distinct sub-sections:

- Responsible Service of Alcohol;
- Improve Safety and Security;
- Commitment to being good neighbours
- Co-operate with the NSW Police and the community to improve local outcomes.

The accord has been developed as a partnership involving the input and co-operation of all relevant stakeholders. At the time of writing the following are key stakeholders, however as the accord progresses it is envisaged that there will be more:

- Licensees and Secretary/Managers in Narromine Shire;
- Orana Local Area Command;
- Aboriginal Liaison Officer;
- Narromine Shire Council;
- Office of Liquor Gaming and Racing;
- Greater Western Area Health Service;
- Ministry of Transport.

Whilst the accord places particular emphasis on the roles and responsibilities of licensees and secretary/managers, it is supported by complimentary actions by the Orana Local Area Command and Narromine Shire Council.

It also aims to focus attention on patrons and visitors to the Narromine Shire area by emphasising their responsibilities regarding the consumption of alcohol and in improving public safety.

Membership of the accord does not in anyway replace the requirements that licensees, Secretary/Managers and other stakeholders have to meet their obligations under the acts and regulations applicable to their businesses.

Why a Liquor Accord

Accords have been identified as a positive way forward to minimise alcohol related harm that can occur in and around licensed premises, particularly venues that have extended trading hours.

Problems at venues are often linked to poor management, the behaviour of a minority of patrons, intoxication, the way in which liquor is served and promoted and the lack of effective supervision.

The liquor laws provide some powerful tools to address local alcohol related problems – including temporary closure, noise/disturbance complaints and disciplinary complaints before the Licensing Court. Police, councils and residents are encouraged to use these measures *when problems occur*.

However, the available measures in the liquor laws are usually applied after a problem occurs, or are regarded as a measure of last resort. Also, they may not always be suited to addressing every alcohol-related problem.

Liquor accords provide another means of addressing alcohol related problems. Accords have the advantage of support and co-operation from local licensees and clubs – and aim to prevent problems occurring in the first place.

The local Police representative will be responsible for bringing the concerns of Council and residents to members by addressing them at regular meetings.

A chairperson will be elected yearly by Accord members and will be responsible for the basic running of the accord and its meetings. The Liquor Accord itself will be reviewed regularly and change will be made when necessary. The Accord document should be regarded as a "live document" as such can be updated and amended as and when required.

How will it operate?

The Accord will operate in the following manner:

Licensees and others that sell or serve alcohol become Accord Members once an application has been submitted and approved by the Accord.

Accord members will adopt and implement the principles and strategies of the Narromine Shire Liquor Accord.

Accord members will be recognisable to patrons through the display of an Accord Logo or similar at the entrances to their premises as well as at the point of sale, as well as through other publicly available Accord material such as posters, brochures and coasters.

Police, licensees and other Accord members closely monitor compliance.

All Accord members will be required to keep an official Incident Register and use it whenever a safety incident occurs. These books will also be used by police who will sign the book as a follow up to specific incident investigations or as part of routine visits to licensed premises.

Accord members will be asked to be signatories to the Accord document in the first instance with a view to having the Accord made compulsory and added to licenses etc as part of conditions thereof.

Responsible Service of Alcohol

To effectively implement the Accord Principles, members of the Narromine Shire Liquor Accord agree to implement each of the following best practices strategies:

No Intoxicated patrons:

- Refuse service of alcohol to any patron showing signs of intoxication or drunkenness;
- Encourage patrons to drink responsibly, and let them know they will be asked to leave if they become intoxicated, disorderly, violent or quarrelsome;
- Refuse entry to all intoxicated patrons;
- Report any person who fails to quit your premises when requested to do so.

No Underage Drinking:

- Actively monitor younger patrons to ensure they are not underage by checking proper proof of age ID;
- If ID is not supplied, **NO ADMITTANCE TO PREMISES;**
- Promptly report incidents of false ID to police and confiscate same;
- Not serving patrons who are accompanied by underage persons, where there is a risk of secondary supply.

No Activity That Encourages Excessive Drinking:

- Eliminate activities that encourages drinking excessively such as:
 - Free and cheap drinks, 2 for the price of 1, free drinks for women, all you can drink offers, slammers/shooters etc:

- Do not offer drinks in non-standard sizes (eg: schmiddy) and if so used inform the patrons of the rated standard drink size;
- Eliminate drink cards that provide a multiple of free drinks, extreme discounts or discounts of limited duration or any other promotions or gimmicks that encourage rapid intoxication;
- Ensure that smaller serves of drinks (eg: half nips) are available at differential/lower prices;
- Constantly monitor the behaviour of patrons who are constantly ordering from the bar as well as other patrons in their company who may not necessarily be going to the bar.

Promote Non or Low Alcohol Beverages and Food:

- Offer and promote half nips of spirits and low alcohol beer at differential/lower prices;
- Ensure water is available both for purchase (bottled) as well as free flowing by way of request or jug/similar;
- Provide and promote reasonably priced snacks and food throughout operating hours.

Improve Safety and Security

Within Licensed Premises:

- Employ security where necessary or specified by the LAB;
- Inform police of any serious incident and the name of any patron "barred" from a premise.
- Ensure an orderly and well-timed exiting of premises at closing times;
- Have in place a "one way door" policy where practical and ensure that patrons and police are aware of it (eg: one entrance door and one exit door so that closer monitoring of patrons is possible).
- Ensure staff are clearly identifiable.

Surrounding Areas:

- Periodic surveillance of immediate surrounding areas;
- Closely monitor the behaviour of patrons removed from the premises for whatever reason;
- Minimise noise being emitted from the premises;
- Preventing the removal of any open or unsealed alcoholic beverages from the premises;
- Educating patrons about the need to be respectful of neighbours and encouraging them to leave quietly.

Commitment to being good neighbours

- Licensees and secretary/managers will improve the local amenity by committing to:
- Ensuring that staff assist patrons in accessing safe transportation out of the area;
- Encourage patrons to depart quickly and quietly;
- Minimise noise generating from the premises. Wherever possible doors should be kept closed;
- Educate patrons 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;
- Respond to legitimate complaints and resident concerns and take all reasonable steps to ensure the premises are functioning as a “good neighbour”.

Co-operate with the Police and the Community to improve local outcomes

- Actively participate in promoting the Accord, its principles and strategies, and in monitoring its outcomes;
- Participate in community education programs highlighting the responsibility of individuals with regard to alcohol;

- Appoint an approved manager who has responsibility for the premises in the licensee's absence;
- Ensure ALL staff are appropriately trained (ie: RSA/RCG) but with particular emphasis on harm minimisation, intoxication, underage drinking and responsible serving practices as well as conflict resolution, emergency procedures and services;
- Provide regular updates to staff on the Accord and related RSA policies and practices;
- Maintain an Accord Incident Book (incident register) and ensure staff are familiar with it and when and how to use it;
- Ensure all staff have access to the Accord document as well as the various legislation regarding the Liquor laws and regulations;
- Display Accord Membership signage at main entry points and points of sale;
- Provide an ongoing commitment to the Accord and to the continued proper management and conduct of the licensed premises;
- Make regular contact with police and other Accord members regarding any issues and individual circumstances when necessary;
- Meet at least every three months with all Accord members and stakeholders.

Indicators of Accord Achievement

Based on the combined actions of all parties and stakeholders, the Accord aims to achieve the following outcomes in Narromine Shire:

- Reduction in alcohol related incidents and crime attended by police including assaults, malicious damage, anti-social behaviour and traffic offences;
- Reduction in the number of alcohol related presentations to Narromine and Trangie hospital services;
- Increase in the responsible service and supply of alcohol that impacts on underage consumption;
- Improved community perception of safety in Narromine Shire;
- Improvement in community awareness and practice of responsible alcohol consumption.

Roles and Responsibilities

Licensees and Secretary Managers:

- To maintain zero tolerance for intoxicated patrons;
- To minimise harm to persons and property as a result of the consumption of alcohol;
- To remain abreast of any new local or licensing issues that may arise;
- To establish clear and effective communications between licensed premises and other Accord members;
- To address one-off issues and events by adding them to the agenda for regular meetings. As a group, Accord members will take all reasonable actions to address the concerns and requests of police and residents.

NSW Police:

- Provide a liaison role between Accord members and other police as well as other experts, such as Licensing Prosecutors, the Local Court and the Casino, Liquor and Gaming Control Board;
- Support the activities of the Accord and bring to its attention matters that could threaten or enhance community safety and harm minimisation in the Local Area Command;
- Ensure all police in the Narromine Shire of the Orana Local Area Command have knowledge of and a commitment to the Accord's principles.

Narromine Shire Council:

- Provide a degree of administrative support as/when required;
- Assisting Accord members to facilitate publicity to inform the community of the aims, objectives and action plans of the Liquor Accord;
- Advising Accord members of complaints received by Council that are related to licensed premises and adverse public impacts from alcohol use, including prompt feedback to licensees and secretary managers regarding specific complaints;
- Collaborate with Accord members to implement and facilitate educational campaigns to promote responsible patron behaviour;
- Enforce and regularly monitor maximum patron numbers in premises with an entertainment authorisation;

- Monitor noise emissions from licensed premises on a needs basis.

NSW Office Liquor Gaming and Racing (OLGR):

- Monitor compliance with the provisions of the Liquor Act and Registered Clubs Act and advise licensees and secretary managers on matters of concern;
- Provide assistance and resources for the implementation of the RSA.
- Maintain a close liaison with the local police, licensees and Council regarding issues relating to licensed premises in the Narromine Shire;
- Provide assistance to train participants in the terms of the Accord and the provisions of relevant legislations;
- Provide assistance in developing posters and other Accord promotional material.

Greater Western Area Health Services (GWAHS):

To support the Narromine Shire Liquor Accord, the Greater Western Area Health Service will;

- Provide assistance with health promotion media campaigns that focus on education about the harms associated with high risk alcohol use;
- Assist with an annual evaluation of the Accord and produce a report to all key stakeholders;
- Provide support and resources as required;
- Assist with promoting the benefits of the Accord;
- Provide a recording system for patients which indicate the number of alcohol related harm treatments.

Roads and Maritime Services (RMS):

- Support the Liquor Accord across the Narromine Shire area through participation in relevant strategies involving responsible alcohol consumption;
- Provide ongoing media campaigns and support in relation to alternative transport options when consuming alcohol;
- Provide feedback where required on current road safety initiatives and campaigns regarding drink driving;
- Provide support to local Council, health and other key stakeholders in developing and implementing local road safety initiatives designed to address responsible consumption and alternate transport in the Narromine Shire area;

- Maintain database records on drink driving statistics on a state and local level, to assist in providing a measuring tool on the effect of the Accord.
- Continually promote the use of self-breath testers in Registered Clubs and Hotels with the support of the Department of Health
- Provide feedback where required on current road safety initiatives and campaigns regarding drink driving.

NSW Ministry of Transport and Infrastructure:

- Support the liquor Accord across the Narromine Shire through the participation in transport options
- Provide assistance and open communication with local bus companies and Taxi services.

Grievance Procedure

The Narromine Shire Liquor Accord endorses the following procedure for Accord signatories.

Scope:

Grievances need to relate to concerns of compliance of the Narromine Shire Liquor Accord. The Narromine Shire Liquor Accord will not involve itself with any matters that fall under the Liquor Act 2008, Gaming Machines Act 2001 and the Registered Clubs Act 1976.

Objective:

In the "best interest of the Accord Principles" all parties involved in a grievance should genuinely attempt to work on resolving the issue before requesting the Narromine Shire Liquor Accord to intervene on an Accord grievance.

If a signatory of the Accord or a community member identifies that they have a grievance with a licensed premise the aggrieved is required to follow the following procedures:

- Approach the Manager/Owner and arrange a meeting to discuss their concerns of compliance with the Accord;
- If the grievance is not resolved to the satisfaction of one or both parties, the unsatisfied party should write a letter to the chairperson of the Narromine Shire Liquor Accord explaining the grievance and steps taken to resolve the issue (a

copy of the grievance will need to be sent to all parties involved in the grievance);

- The chairperson, in consultation with the Police will review the grievance letter. This process will identify the merit of the grievance by reviewing the grievance and the Accord Principles in conjunction with what process and steps have been taken by the aggrieved parties to resolve the issue.

The chairperson will contact the unsatisfied party and notify them of appropriate further action, that being one of the following:

- The grievance is outside the perimeters of the Accord and will not be dealt with by the Narromine Shire Liquor Accord; or
- The grievance is within the realm of the Accord and a conflict resolution meeting of concerned parties will be conducted to attempt to resolve the issue.

All agreements made at the conflict resolution meeting will be documented and signed by all parties. A monitoring mechanism will be put in place and reviewed as deemed appropriate by all parties.

Voting on issues affecting licensed premises

- Government agencies will not have voting rights on issues affecting the Narromine Shire Liquor Accord;
- One (1) vote allocated to each licensed premises or community group;
- Sixty percent (60%) of the voting members of the Accord must be present and vote on any issue affecting the Narromine Shire Liquor Accord;
- *Nomination forms must be filled out and approved by the Narromine Shire Accord.*