



CHARTER

**TWEED HEADS/TWEED COAST
LIQUOR ACCORD INC.**

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Attachment A – Incident Register

1. Principles of the Liquor Accord

The Tweed Heads/Tweed Coast Liquor Accord aims to improve community safety and to reduce alcohol related harm and incidents in the Tweed Heads/Tweed Coast Local Government Area.

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 & Security.*
- *Commitment to being good neighbours.*
- *Co-operate with the 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 the key stakeholders, however as the Accord progresses it is envisaged that there will be more:

- *Licensees and Secretary/Managers on the Tweed Heads/Tweed Coast*
- *Tweed/Byron Local Area Command*
- *Tweed Shire Council*
- *Office of Liquor, Gaming and Racing*
- *Roads and Traffic Authority*

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

It also aims to focus attention on patrons and visitors to the Tweed Heads/Tweed Coast 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.

2. Why a Liquor Accord and how will it Operate?

Accords have been identified as a positive way forward to minimise alcohol related harm that can occur in and around licensed premises.

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 changes will be made when necessary. The Accord document should be regarded as a “live document” and, 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 are invited to become Accord Members.

Accord members will adopt and implement the principles and strategies of the Tweed Heads/Tweed Coast 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, and brochures.

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 (see Attachment A).

Accord members will be asked to be signatories to the Accord document.

3. Responsible Service of Alcohol

To effectively implement the Accord Principles, members of the Tweed Heads/Tweed Coast 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**; only pubs, clubs and nightclubs have to restrict minors.
- Promptly report incidents of false ID to police and confiscate same; - only police have the right to seize Photo cards.
- 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 patron 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.

4. Improve Safety and Security

Within Licensed Premises:

- Employ security where necessary.
- Inform police of any serious incident and the name of any patron “barred” from a premises.
- 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.

5. 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”.

6. 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 (i.e.: 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.

7. Indicators of Accord Achievement

Based on the combined actions of all parties and stakeholders, the Accord aims to achieve the following outcomes in the Tweed Heads/Tweed Coast area:

- Reduction in alcohol related incidents and crime attended by police including assault, malicious damage, anti-social behaviour and traffic offences.
- Reduction in alcohol related complaints.
- Reduction in the number of alcohol related presentations to Tweed Heads hospital service.
- Increase in the responsible service and supply of alcohol that impacts on underage consumption.
- Improved community perception of safety on the Tweed Heads/Tweed Coast.
- Improvement in community awareness and practice of responsible alcohol consumption.

8. 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.

Police:

- Provide a liaison role between Accord members and other police as well as other experts, such as Licensing Prosecutors, the Court & the Office of Liquor Gaming and Racing.
- 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 Tweed Heads and Kingscliff Police sectors of the Tweed/Byron Local Area Command have knowledge and support of the Accord's principles.

Tweed City 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.

Office of Liquor, Gaming and Racing:

- 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 Tweed Heads/Tweed Coast area.
- Provide assistance to train participants in the terms of the Accord and the provisions of various legislations.
- Provide assistance in developing posters and other Accord promotional material.

Roads and Traffic Authority (RTA)

- Support the Alcohol Accord across the Tweed Heads/Tweed Coast 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 specifically designed to address responsible alcohol consumption and alternative transport in the Tweed Heads/Tweed Coast 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 local clubs and pubs with the support of the Department of Health.
- Provide feedback where required on current road safety initiatives and campaigns regarding drink driving.

ATTACHMENT A

INCIDENT REGISTER

VENUE NAME:

MANAGER:

DATE:	TIME:	NAME OF PERSON COMPLETING THIS ENTRY:					SIGNATURE:	
REASON FOR REFUSAL	<input type="checkbox"/> Intoxication	<input type="checkbox"/> Disorderly or Indecent Behaviour (incl aggression)	<input type="checkbox"/> No ID	<input type="checkbox"/> Suspected supply to minor	<input type="checkbox"/> Other (list)	INJURIES SUSTAINED	<input type="checkbox"/> None	<input type="checkbox"/> Yes – Describe incl 1 st Aid
			<input type="checkbox"/> Fake ID					
ACTION TAKEN	<input type="checkbox"/> Refused Service of Alcohol	<input type="checkbox"/> Left premise on own accord	<input type="checkbox"/> Escorted out by security/management Name:		<input type="checkbox"/> Resident/Other complaint re: noise/operation of premises	<input type="checkbox"/> Other		
DESCRIPTION OF PERSONS INVOLVED:	Name (if known only):	Male/Female:	Approx Age:	Hair Colour:	Hair Length:	Description of Clothing/Other Features:		
NAMES & SIGNATURES OF OTHER STAFF/SECURITY INVOLVED:			EMERGENCY SERVICES CONTACTED		<input type="checkbox"/> No	<input type="checkbox"/> Yes – list details		
OTHER NOTES/COMMENTS:								

INCIDENT REGISTER

VENUE NAME:

MANAGER:

DATE:	TIME:	NAME OF PERSON COMPLETING THIS ENTRY:					SIGNATURE:	
REASON FOR REFUSAL	<input type="checkbox"/> Intoxication	<input type="checkbox"/> Disorderly or Indecent Behaviour (incl aggression)	<input type="checkbox"/> No ID	<input type="checkbox"/> Suspected supply to minor	<input type="checkbox"/> Other (list)	INJURIES SUSTAINED	<input type="checkbox"/> None	<input type="checkbox"/> Yes – Describe incl 1 st Aid
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OTHER NOTES/COMMENTS:								