

## Accord - Stakeholders

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The following stakeholders will use reasonable endeavors to achieve the following:

### Gold Coast Police

- Assist the Liquor Licensing Division and other responsible authorities monitor compliance of licensed premises with the requirements of the Liquor Act 1992.
- Provide appropriate data to LICA relating to alcohol management and crime.
- Liaise with stakeholders and licensees on special policing arrangements for large events and festivals such as New Years/Christmas, Indy and Schoolies.
- Maintain membership of LICA
- Participate in the monitoring and evaluation of the LICA Accord.
- Work in partnership with LICA and other stakeholders in related community projects.

### Liquor Industry Consultative Association (LICA)

- Promote and support the Accord.
- Work with the other stakeholders to assist in maintaining compliance by licensees with relevant laws, licensing regulations and conditions.
- Maintain membership of LICA.
- Participate in the monitoring and evaluation of LICA Accord.
- Work in partnership with LICA and other stakeholders in related community projects.

### Liquor Licensing

- Monitor compliance of licensed premises with the requirements of the *Liquor Act 1992*.
- Provide on-going support and guidance for LICA, licensees and their managers on the requirements of the *Liquor Act*.
- Maintain membership of LICA.
- Participate in the monitoring and evaluation of the LICA Licensing Accord.
- Provide secretarial support in establishing the LICA Accord.
- Work in partnership with LICA and other stakeholders in related community projects.

### Gold Coast City Council

- Promote LICA and support the Accord.
- Use reasonable endeavors to provide adequate CCTV in the Surfers Paradise area 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.
- Maintain membership of LICA.
- Participate in the monitoring and evaluation of the LICA Accord.
- Work in partnership with LICA and other stakeholders in related community projects.

## Accord- Principles

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The LICA Licensing Accord is based on 12 principles which LICA members will use reasonable endeavors to uphold.

### Responsible Service of Alcohol

1. Not serve alcohol to, or allow entry of, persons who are unduly intoxicated.
2. Strictly enforce the minimum age for consumption of alcohol. .
3. Discourage activities that encourage rapid or excessive consumption of liquor.
4. Not promote or sell alcoholic beverages that may encourage rapid or excessive consumption of liquor.
5. Actively promote and make available water, non-alcoholic or low alcohol beverages and food at all times.

### Improve Safety & Security

6. Actively monitor the behavior of patrons to detect early signs of intoxication or inappropriate behavior.
7. Maintain safety and security throughout the premises or as otherwise specified.
8. Establish good communication with police and maintain accurate records when an incident occurs.

### Commitment to being Good Neighbours

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

### Cooperate with the Police and the Community to Improve Local Outcomes

11. Ensure staff are fully trained in the responsible serving of alcohol as well as in principles and practices of the Accord.
12. Actively participate in promoting the Accord, its principles and strategies, and in monitoring its outcomes.

# Accord - Best Practices

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To effectively implement the Accord Principles Members agree to implement each of the following Best Practices:

## Responsible Service of Alcohol

### 1. No unduly intoxicated patrons

- Refuse service of alcohol to any patron showing signs of being unduly intoxicated.
- 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 unduly intoxicated patrons.
- Promptly and politely ask patrons to leave when they are showing signs of being unduly intoxicated.
- Offer to call intoxicated patrons a taxi and/or provide water whilst they wait in a safe environment.

### 2. No underage drinking

- Actively monitor all patrons to ensure they are not underage by checking proper proof of age ID at the door.
- Prominently display signage about restrictions on minors.
- Apply the following standards when checking ID:
  - The ID is removed from a wallet/purse or cardholder and held by the staff member conducting the check and the following undertaken:
  - The ID is checked to ensure it is current and an approved form of identification - photographic driver's license; or a proof of age card issued by a Government Department or approved entity (eg, Card 18+, Keypass); or an Australian or foreign passport
  - The date of birth is checked to establish the age of the patron.
  - The date of birth is checked for any tampering.
  - The photo is checked to ensure it is the person presenting the ID paying close attention to physical features.
  - The photo is checked to ensure it has not been substituted or tampered with.
  - The ID is checked overall for any bumps or raised areas which may indicate the identification has been tampered with.
- If a valid ID is not supplied, no admittance to the premises is to be permitted.
- 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 Liquor Licensing.

## Accord - Best Practices

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### 3. Discourage Activities that encourage drinking excessively

- Ban practices and promotions that may encourage rapid or excessive consumption of liquor.
- When 'happy hours' do occur snack food must be made available where practical.
- At all times the principles of the responsible serving of alcohol will apply.
- Avoid serving drinks that offer alcohol in non-standard measures. If non-standard glasses are used (eg the Scmiddy) patron must be informed.
- Avoid '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 smaller serves of drinks (eg half nips) are available at differential (lower) prices.

### 4. Not promote or sell alcoholic beverages that may encourage rapid or excessive consumption of liquor

- Avoid labeling or promotions that may encourage patrons to consume liquor irresponsibly and excessively to an intoxicated state.
- Avoid offering drinks that by their method of consumption encourages irresponsible drinking habits and are likely to result in rapid intoxication.
- Not advertise or allow promotions of very high alcohol substances - such as overproof rum and high alcohol carbonated drinks.
- Not allow stockpiling of drinks.

### 5. Promote non or low alcohol beverages and food

- Offer and promote low alcohol beer at differential (lower) prices compared to full strength.
- Offer and promote a range of non alcoholic drinks at differential (lower) prices.
- Ensure bottled water is available for purchase at reasonable prices.
- Provide and promote reasonably priced snacks and food throughout operating hours.

## Improve Safety & Security

### 6. Maintain proper standards of behaviour

Provide and maintain a safe environment in and around the licensed premises, for example:

- Having a phone available for the use of patrons in a location where patrons using the phone can be heard above noise within the premises
- Displaying phone numbers for taxis, police, ambulance and fire brigade adjacent to the phone
- Having the name of the manager on duty prominently displayed.
- Not promoting activities that might encourage harassment by patrons of the staff or other patrons

- Clearly display acceptable, and unacceptable, behavior on premises (house policy), such as the non acceptance of excessive consumption of alcohol or drug use.
- Assign staff trained in the responsible serving of alcohol to actively monitor patrons and at regular intervals move through premises to assess any potential problems. (Monitoring should also include toilets).
- Actively liaise with Gold Coast Police and other licensed premises when disorderly patrons have been ejected or are moving through the area.
- Ensure internal and external security procedures are well maintained and functioning effectively.
- Encourage phased and orderly exit of patrons from premises when closing.

## 7. Maintain Safety & Security

- Conduct regular risk assessment of premises and environs.
- 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, on premises.
- Ensure staff, including security staff are clearly identifiable (for example, distinctive t-shirts, uniforms, name tags etc).
- Serve drinks in containers which minimize potential harm to customers.
- 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 something illegal or suspicious does occur.
- Where required, agree to implement additional or local strategies that relate to specific safety and security issues in and around the premises. These strategies would normally be negotiated between the licensee and the stakeholders.

### Where an Accord member employs door/security or reception personnel.

- Will wear at all time clear ID;
- Will not harass or intimidate passers-by or potential customers;
- Will not admit intoxicated persons to the premises;
- Will check ID of any person suspected of being under 18 years of age - individuals will not be admitted unless suitable ID is produced;
- Will follow up on incidents of false ID and fraudulent use of ID;
- Will monitor what people do after they leave premises, and call police if necessary;
- Will not let people back into premises who have caused a disturbance;
- Will immediately contact police and other premises to inform them of potential 'problem' patrons in the vicinity;
- Will check for the unlawful removal of alcohol from premises;
- Will assist patrons in accessing safe transportation out of the area;
- Will uphold any statutory requirements relating to security personnel; and will enter details of any safety incidents in the Accord Incident Book.

## Accord - Best Practices

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### 8. Maintain records of incidents & have good communication with police

- Maintain a register of all safety incidents noting the time, date and nature of the incident in and around the premises and the response by staff and management.
- Notify Gold Coast police and other relevant authorities of any special events likely to significantly increase the number or type of people in the area. This should happen well in advance of the event. .
- Maintain current list of emergency phone numbers and post close to all key phones.
- Train all staff to know help procedures and emergency numbers and how to use the Incident Book.
- Encourage all staff members to undertake first aid courses and where possible ensure one staff member with a first aid certificate is rostered on to each shift.
- Establish good communication with security at other venues ego venue to venue radio and or a telephone contact listing.
- Ensure close liaison and open communication with Liquor Licensing and the Gold Coast Police .

## Commitment to being good neighbours

### 9. Improve the local amenity

- Assist patrons in accessing safe transportation out of the area. (For example, door staff should volunteer information about access to the railway station, late night bus services and taxi ranks and encourage patrons to use these quickly and quietly when departing).
- Minimize 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 unlawful removal of liquor (other than packaged where permitted) from licensed premises.
- Ensure staff, specifically door and security staff are briefed on local environs 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.
- Respond to legitimate complaints and resident concerns and take all reasonable steps to ensure the premises is functioning as a 'good neighbour'.

### 10. Patron responsibility

- Post signage that clearly explains licensee and patron responsibility regarding the responsible service of alcohol (for example 'No More it's the Law' signage).
- Ensure staff are trained appropriately to advise patrons when they will no longer be served and will be asked to leave the premises.

## Accord - Best Practices

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### PATRONS ARE EXPECTED TO:

REMEMBER: If you are considered intoxicated - for whatever reason - staff must refuse you service under Qld law. Failure to leave the premise can result in a fine. Maximum Penalty \$1 875 (section 165(4), Liquor Act 1992)

- Treat staff with respect.
- Abide by the House Policies.
- At all times obey the law, and conduct oneself in an orderly and appropriate way.
- Respect the local amenity particularly when arriving and departing from the area.
- Not arrive drunk into the area - you will be refused entry and service.
- Immediately leave the premise when required.
- Accept refusal of service and refusal of entry.

## Cooperate with the Police and the local Community to improve local outcomes

### 11. Ensure all staff are trained

- Ensure all employees & security staff complete an accredited Responsible Service of Alcohol course. New employees will complete the course within 2 months of their start date.
- Each venue's goal is to have a minimum of 70% of staff trained at any given time.
- Maintain a register of staff that has completed an accredited Responsible Serving of Alcohol course.
- Provide regular updates to new staff and retraining courses on the Accord and related responsible service of alcohol and harm minimization policies and practices.
- Ensure strict reference checks are conducted on all staff in the context of good recruitment practices.
- Ensure all staff are familiar with the Incident Book and are aware of how to use it when required.
- Ensure staff has access to relevant literature on the Accord, liquor laws and regulations.

### 12. Actively monitor and promote the Accord

- Provide an ongoing commitment to the Accord and to the continued proper management and conduct of the licensed premises.
- Notify the Gold Coast Police, or other relevant authorities where appropriate, of any event or practice detected that may impact on the Accord or any other licensing law or regulation.
- Establish and maintain effective complaints procedures.
- Support the activities of LICA and bring to its attention matters that could threaten or enhance safety and harm minimization in the Surfers Paradise area.
- Promote educational and information items in the community to discourage the irresponsible service and consumption of alcohol.