Nhulunbuy Liquor Accord

**as at December, 2013**

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**Introduction**

This Accord has been developed to assist in meeting the needs and expectations of the community who have the right to enjoy our licensed pubs and community clubs and surrounding precincts free of anti-social behaviour.

The Accord and all those involved want Nhulunbuy to have an exciting, diverse and safe social life. Nhulunbuy licensees must be able to compete freely, however, this must be balanced in order to avoid any negative impact of excessive alcohol consumption that can lead to anti-social behaviour.

**How it works**

The joint Coordinators of the Nhulunbuy Liquor Accord are: Mr John Tourish, john@walkaboutlodge.com.au and

OIC Nhulunbuy, Nhulunbuy Police Station.

The Nhulunbuy Liquor Accord is a voluntary commitment. To gain acceptance as a member, the licensee must demonstrate adherence to all the criteria detailed in the Accord. Membership is open to any licensee of licensed venues in the town of Nhulunbuy and members will meet a minimum of 4 times a year to work together to reduce alcohol-related crime and improve the perception of safety and appeal of the area, thus making Nhulunbuy a safer place to live, work and visit. Members are encouraged to discuss matters as they arise to resolve and restrict escalation.

1. **Members of the Accord:**

Members of the Nhulunbuy Liquor Accord comprise:

* + one representative from each licensed venue which 1s a member to this accord,
	+ one representative from NT Police,
	+ one representative from Gambling and Licensing Services.

**All members will:**

* + monitor and evaluate the progress of the Accord
	+ deal with any breaches, penalties and appeals under the Accord.
1. **Accord Principles**

The following principles have been adopted by Licensees. In order to reduce individual and social harms the NLA members are committed to:

1. allowing patrons to enjoy drinking socially as long as they do not interfere with the rights and enjoyment of others;
2. meeting responsibilities to individuals and the community by upholding the responsible service of alcohol philosophy;
3. providing and maintaining a safe and secure environment for individuals, staff and the general community;
4. zero tolerance to anti-social and violent behaviour;
5. building partnerships with all stakeholders including community service providers to actively promote the Accord in order to implement local solutions and improve community welfare and safety, and
6. assist in promoting indigenous health and wellbeing and respecting indigenous culture.
7. **Accord Objectives**

In order to meet the principles of the Accord, Licensees are committed to:

1. a zero tolerance approach towards anti-social and violent behaviour in and around their licensed venues;
2. the responsible service of alcohol in licensed premises;
3. ensuring safety and security within the licensed premises and as far as reasonably practical, external to the licensed venue;
4. improving the general amenity of Nhulunbuy; and
5. zero tolerance of racial discrimination or vilification.
6. **Accord Performance Indicators**

The performance indicators for reviewing the effectiveness of the Accord each year are:

1. a measurable reduction in alcohol-related crime and anti-social behaviour;
2. an increase in the number of people who perceive Nhulunbuy to be safe; and
3. an enhanced relationship between licensees, local police and Gambling and Licensing Services.

## Accord Strategies

The following strategies have been identified by Licensees as a standard of responsible management within the Nhulunbuy area.

## Responsible Service of Alcohol

* 1. **No underage drinking**
1. Actively monitor all patrons to ensure they are not underage by checking proper proof of age identification at entry or in store.
2. Younger patrons without proper identification will be refused admission or service (store).
3. Younger patrons who present false identification or have in their possession, identification of another person, will have the identification removed and then forwarded to Gambling and Licensing Services, and notify police.
4. Approved liquor licensing signage will be prominently displayed.

## No drunk persons

1. Staff will:
	* + 1. Refuse service of alcohol to any person showing signs of being drunk.
			2. Encourage patrons to drink responsibly and offer alternatives such as water and non-alcoholic drinks.
			3. Ensure bottled water is available for purchase and free tap water is available for patrons.
			4. Notify crowd controllers of patrons who are showing signs of being drunk so that crowd controllers can monitor and manage the situation.
2. Crowd Controllers are to refuse entry to all drunk persons and to use two-way radios or phones to notify other Nhulunbuy venues of persons refused entry for being drunk or anti-social behaviour who may be looking for entry into other venues and notify the Police if necessary.

In accordance with Section 7 of the *Liquor Act* as in force at 27 January 2012, a person is drunk if the person's speech, balance, coordination or behaviour appears to be noticeably impaired; and it is reasonable in the circumstances to believe the impairment results from the person's consumption of liquor.

* 1. **Restricting activities that encourage drinking excessively**

Licensees agree to:

1. Prohibit the use of promotions or advertising that encourages excessive alcohol consumption.
2. No promotions or functions designed to attract underage patrons.
3. Prohibit discounting of shooters during Happy Hours.
4. Serve drinks at standard measures.
5. No serving of doubles unless explicitly requested by the patron consuming the drink.
6. Comply with the "Code of Practice to assist in the Responsible Promotion of Alcohol" contained in Schedule 2 of this document.
7. Licensees support the 'Sober Bob Campaign’ by offering free post-mix soft- beverages (where available) for designated drivers all year round.

## Training

Nominees and staff will complete a "responsible service of alcohol” course.

Licensees will hold regular meetings with all staff to ensure best practices are maintained and to address any issues that may have occurred to assist staff in understanding how best to manage future issues.

## Safety and security

* 1. **Provision of a safe environment**
1. Licensee will discourage glass in toilets or on the dance floor (where applicable) to reduce both intentional and accidental injuries.
2. Licensees will ensure staff policies and procedures require the prompt collection of empty glasses and bottles.
3. Licensees will ensure CCTV is operating as specified in licence conditions.
4. Licensees will encourage crowd controllers to have access to telephones or two-way radios for use within the venue and between venues.
5. Trained first aid staff will be available during trading hours.
6. On premise Licensees will have an Illicit Drug Control Policy in place for their venues as part of their in-house-policies to minimise the sale, supply and use of illicit drugs within Nhulunbuy.
	1. **Provision of qualified and experienced crowd controllers**
7. The Licensee will ensure the provision of qualified crowd controllers in accordance with licence conditions.
8. All crowd controllers are required to hold a current security licence.
9. All crowd controllers are clearly identified through uniforms and a visible security number.
10. All crowd controllers will assist the orderly disbursement of patrons from the venues at closing.
11. All crowd controllers to enter full details of any incident into a security incident log book, including information on the date, time and nature of the incident and the action taken by staff and management.
12. The security incident log book will be made available to Police and Licensing Inspectors upon request.
13. Where appropriate, Police will be contacted when patrons or persons within the vicinity of the licensed venue are displaying anti-social or criminal behaviour.
	1. **Relationship with other authorities**
14. Licensees will closely liaise and co-operate with Police and Gambling and Licensing Services on measures to improve public safety in and around licensed venues.
	1. **Patron Code of Conduct**

Licensees will:

1. Display the Patron Code of Conduct contained in Schedule 3 in their licensed venues; and
2. Ask patrons to leave where they do not comply with the Patron Code of Conduct.

## Improving the Amenity of Nhulunbuy

* 1. **Nhulunbuy**
1. All licensed venues and licensees to operate as a "good neighbour" and show a genuine willingness to respond to complaints and concerns of other traders / residents in Nhulunbuy by having a complaint procedure in place.
2. Each venue is to be pro-active in cleaning up the streets and doorways around the venue.
	1. **Entering licensed venues**
3. Licensees will encourage persons to dispose open containers of alcohol in rubbish containers, prior to patrons entering the licensed venues.
4. Crowd Controllers to ensure any litter or waste identified within close proximity is picked up and disposed of in rubbish containers.
5. Crowd Controllers will monitor persons waiting to enter the licensed venues to ensure that patrons do not impact on the amenity of the area.
6. Crowd Controllers are appropriately trained to manage persons waiting to enter the licensed venues.
	1. **Leaving licensed venues**
7. Crowd Controllers are trained to ensure patrons do not leave the licensed venues with alcohol or glass.
8. All patrons have access to information on transport options when leaving the venue.

## Nhulunbuy Police

1. will maintain a visible presence on the streets on weekends and at other key times (e.g., during major events).
2. will work with Gambling and Licensing Services to implement this Accord and improve community safety.
3. will meet on a regular basis with Licensees and Gambling and Licensing Services to discuss and resolve relevant issues that impact on the community within Nhulunbuy.

## Gambling and Licensing Services

Gambling and Licensing Services agree to:

1. work with Licensees and Police to implement this Accord and improve community safety;
2. support the Nhulunbuy Liquor Accord by providing advice to all liquor licence holders as to relevant liquor licensing laws;
3. meet on a regular basis with Licensees and Police to discuss and resolve relevant issues that impact on the community within Nhulunbuy.

## Compliance with all laws

Licensees must comply with all relevant laws pertaining to the operation of their businesses and acknowledge that this Accord does not in any way limit any obligations and responsibilities under such laws.

**THIS ACCORD WAS ACCEPTED AND APPROVED BY THE DIRECTOR OF LICENSING ON THE 16TH DAY OF JANUARY 2014.**

**DIRECTOR OF LICENSING**

**Schedule 1 - Licensed Members of this Accord**

**Co-ordinators:**

**Walkabout Tavern**

**OIC Nhulunbuy Police**.

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| --- | --- | --- |
| **Venue** | **Licensee** | **Signature of behalf of Licensee** |
| Walkabout Tavern | Gove and Beyond Pty Ltd |  |
| Arnhem Club | The Arnhem Club Inc |
| BWS - Nhulunbuy | Woolworths Limited |
| Gove Yacht Club | Gove Yacht Club Inc |
| Gove Country Golf Club | Gove Country Golf Club Inc |
| Gove Peninsula Surf Life Saving Club | Gove Peninsula Surf Life Saving Club Inc |

**Schedule 2 - Code of Practice to Assist in the Responsible Promotion of Alcohol**

|  |  |
| --- | --- |
| **ACCEPTABLE PRACTICES** | **UNACCEPTABLE PRACTICES** |
| 1. It is acceptable to conduct the traditional "happy hour" during or immediately following normal daytime working hours.

**Note:****\*Time of happy hour may be advertised however only a starting or finishing may be advertised - not both.****\*Happy hour prices are not to be advertised at all.****\*Happy hour must cease by 8pm (20:00)** | 1. It is unacceptable to supply drinks that offer alcohol in non-standard measures and/or by virtue of their emotive titles, such as "laybacks" - "shooters" - "slammers" - "test tubes" - "blasters" - and their method of consumption encourages irresponsible drinking habits and are likely to result in rapid intoxication.

**Note:****\*No use of the term “shooter”****\*No test tubes to be sold****\*Standard measures only** |
| 1. It is acceptable to supply a complimentary standard drink upon arrival.

**Note:****\*No jugs, cocktails or multiple measures as complimentary drinks.** | 1. It is unacceptable to supply drink cards that provide a multiple of free drinks, extreme discounts or discounts of limited duration on a given day or night and/or have the capacity to be readily stockpiled by patrons. In other words, the drink cards must not by design or potential misuse create an incentive for patrons to consume liquor more rapidly than they otherwise might.
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| 1. It is acceptable to offer promotions involving low alcohol beer where it is clear from the advertising and promotional material that it is a low alcohol beer promotion.
 | 1. It is unacceptable for any labelling or titling of promotions that may encourage patrons to consume liquor irresponsibly and excessively to a drunk state.
 |
| 1. It is acceptable to conduct the advertising of a consistent price of a particular type or brand of liquor across the entire trading hours of a premises on a given day or night, providing the price is not so low that it will, in itself, encourage the excessiveconsumption of alcohol and intoxication.
 | 1. It is unacceptable to refuse to serve half measures of spirits on request or provide reasonably priced non-alcoholic drinks.

**Note:****\*15ml measures must be available on request even though dispenser measure 30ml nips.** |
| 1. It is acceptable to promote particular brands of liquor that provide incentives to purchase that brand by virtue of a consistent discontinued price, offer of a prize etc., but does not provide any particular incentive to consume that product more rapidly than a patron's normal drinking habit.
 | 1. It is unacceptable for any promotion that encourages a patron to consume liquor excessively - eg. "all you can drink offers" - "free drinks for women" - "two for one” - and to consume it in an unreasonable time period.
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**Schedule 3 - Patron Code of Conduct**

The management of this venue is committed to providing you with a safe, enjoyable and appealing environment.

By law, we are not allowed to serve people who are drunk.

We want to provide you with a great venue to respect and enjoy and we want our patrons to feel secure in the knowledge that they can come here to unwind and have fun without feeling threatened or at risk.

In order to do this, we expect our patrons to accept and adhere to our Patron Code of Conduct. Please read, accept and adhere to our Patron Code of Conduct.

Adhering to this venue's Patron Code of Conduct means as a patron:

1. I will not enter this venue drunk;
2. I will not enter this venue under the influence of any illicit substances and I will not take illicit substances while at the venue;
3. I understand that I will be refused service if I appear to be drunk. If staff (including security) ask me to leave the venue I will do so immediately, I understand it is an offence to remain and I can be liable for a substantial on-the-spot fine;
4. I will respect this venue's dress code by wearing the appropriate attire at all times;
5. I will not be rude, abusive or act violently towards any other patron, venue staff or the Police;
6. I will support venue management not accepting anyone being verbally or physically assaulted, any acts of theft, vandalism or discrimination and illicit substance use on the venue's property;
7. I understand that I may be recorded on closed-circuit television cameras located inside and outside of the venue;
8. I will leave this venue in a quiet and orderly fashion and respect the people and the property of people who live close to our venue;
9. I understand that if I don't wish to accept this Patron Code of Conduct, I should not enter or remain in this venue;
10. I understand that drink spiking (with alcohol or any other drug) is illegal and is not tolerated in this venue.