



MAROONDAH LIQUOR ACCORD

Promoting a positive and responsible drinking culture in Maroondah



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MAROONDAH

LIQUOR

ACCORD

**PROMOTING A POSITIVE
AND RESPONSIBLE DRINKING
CULTURE IN MAROONDAH**

Our values

- 1** We are the collective voice of licensees in Maroondah and contribute to a vibrant local economy.
- 2** We work together to provide positive social environments where alcohol is enjoyed.
- 3** We endeavour to make our venues safe and inclusive for everyone.
- 4** We have zero tolerance for violence, harassment or any form of anti-social behaviour.
- 5** We aim to protect the future of our community by not serving alcohol to under 18's or those supplying it to them.
- 6** We support Victoria Police, the Victorian Commission for Gambling and Liquor Regulation (VCGLR) and Maroondah City Council to monitor compliance with liquor laws.

Working together

We are the collective voice of licensees in Maroondah and contribute to a vibrant local economy.

The Maroondah Liquor Accord was launched in November 2015 and since that time has enjoyed strong membership and vibrant engagement with a broad range of licensees from hotels, licensed restaurants/ cafe's, licensed clubs, packaged liquor outlets, cinemas and sporting clubs.

The Accord is supported by a voluntary Executive Committee, with representatives from a range of venue types.

Membership is voluntary. Members meet regularly to network, learn and collaborate on topics of mutual interest.

Meetings are convened in conjunction with the Accord Executive, Victoria Police, the Victorian Commission for Gambling and Liquor Regulation (VCGLR) and Maroondah City Council.

A licensee chairs the meeting and provides a venue.

Members are encouraged to display their Accord membership certificate in a prominent position in their premises.

Maroondah City Council maintains information about the Maroondah Liquor Accord on its website.



Helpful VCGLR Information

[VCGLR Liquor Accord Information Pack](#)

Positive social environments

We work together to provide positive social environments where alcohol is enjoyed.

We will

- encourage patrons to drink moderately and responsibly
- ensure all staff are trained in RSA
- actively monitor the behaviour of patrons who consume alcohol
- remind staff about the early signs of intoxication and the importance of intervening early
- promote and offer low-alcohol drinks, alcohol-free drinks, water and snacks
- display the RSA Principles poster in staffrooms
- respect local amenities and reduce the risk of disruptive behaviour by patrons

Zero tolerance for violence

We have zero tolerance for violence, harassment or any form of anti-social behaviour.

We will

- monitor and discourage anti-social behaviour in and around licensed premises
- employ only licensed crowd controllers
- ensure all staff, including security staff, are easily identifiable by their name tag and uniform
- ensure CCTV equipment is operating efficiently (if applicable)
- provide CCTV footage in a timely manner when requested by Victoria Police or VCGLR Compliance Inspectors (if applicable)
- keep the incident register up-to-date
- maintain good communication with Victoria Police and advise them in advance of any events likely to increase patronage.

Helpful VCGLR Information

- [Training for licence applicants](#)
- [Understanding your Liquor Licence](#)
- [Plans of licensed premises fact sheet](#)
- [VCGLR Intoxication guidelines](#)
- [VCGLR 'Design Guidelines for Licensed Premises'](#)
- [VCGLR RSA Principles Poster](#)

VCGLR liquor licensing fact sheet

- [Barring Powers](#)

Other resources

- [VCGLR Intoxication Guidelines](#)

Safe and inclusive

We endeavour to make our venues safe and inclusive for everyone.

We will

- train staff how to deal with difficult customers
- treat all patrons with respect regardless of gender, sexuality, race or religion
- refrain from using promotional material or social media posts that are explicit, degrading, sexist or target specific groups of people and show them in a bad light
- implement the 'Ask for Angela' safety campaign, if appropriate for our venue
- notify other Accord member venues of problematic patrons
- refuse drunk, violent or quarrelsome persons to enter or remain on our premises.

Helpful VCGLR Information

- Guidelines for Responsible liquor advertising and promotions

Other resources

- 'Ask for Angela' checklist for venues (contact Maroondah City Council)



Underage persons

We aim to protect the future of our community by not serving alcohol to under 18's or those supplying it to them.

We will

- adhere to legislation regarding when a minor is permitted in a licensed venue*
- model responsible alcohol consumption when minors are present, particularly in sporting clubs and at community events
- check photo ID and date of birth of all patrons who look under 25 years old
- refuse entry to people who have no ID*
- refuse service to any adult reasonably suspected of supplying alcohol to an underage person
- increase vigilance in checking identification during 'Schoolies' periods or events targeted at young people

**Note: Some licences allow a minor to be on the premises under certain conditions eg with a 'responsible adult' or during certain times such as having meal, are employed, completing VCGLR training. See VCGLR information listed below.*

Helpful VCGLR Information

- [Minors on licensed premises - underage or mixed-age events](#)
- [Other VCGLR resources](#)
- [VCGLR Safe Function Guidelines](#)
- [If you look under 25 we will ask you for ID VCGLR poster](#)



Sporting clubs

Sporting clubs play a vital role in the health and wellbeing of our community. Along with physical fitness benefits, participation in a sports club provides social connection, friendships and a strong sense of belonging.

We will

- undertake the VCGLR “Start of Season Liquor Licence Self-Audit” at the beginning of every season
 - serve alcohol responsibly and only in standard drink sizes
 - provide free water at all times and have food available while people are drinking
 - never serve minors and always check photo ID and date of birth of all patrons who look under 25 years old
 - decline the purchase of the alcohol where there are reasonable grounds for considering that an adult is purchasing alcohol for a minor
 - ensure all staff understand where the red line is located
 - have a plan to manage intoxicated or drunk customers
 - record all incidents in an incident register
 - display Liquor Licence and VCGLR compulsory signage where everyone can see it.
- liaise with Maroondah Sport & Recreation team before any changes to our liquor licence.

VCGLR liquor licensing fact sheet

- [Minors on licensed premises](#)
- [VCGLR Start of Season Self-Audit](#)

Free VCGLR posters

- [Our Club is Liquor Licence Ready](#)
- [Free Water Available](#)
- [RSA Principles](#)
- [Warning No Alcohol Past this Point](#)
- [Signing in](#)

Good Sports resources

- [Club Function Guidelines](#)



Compliance

We support Victoria Police, the VCGLR and Maroondah City Council to monitor compliance with liquor laws.

We will

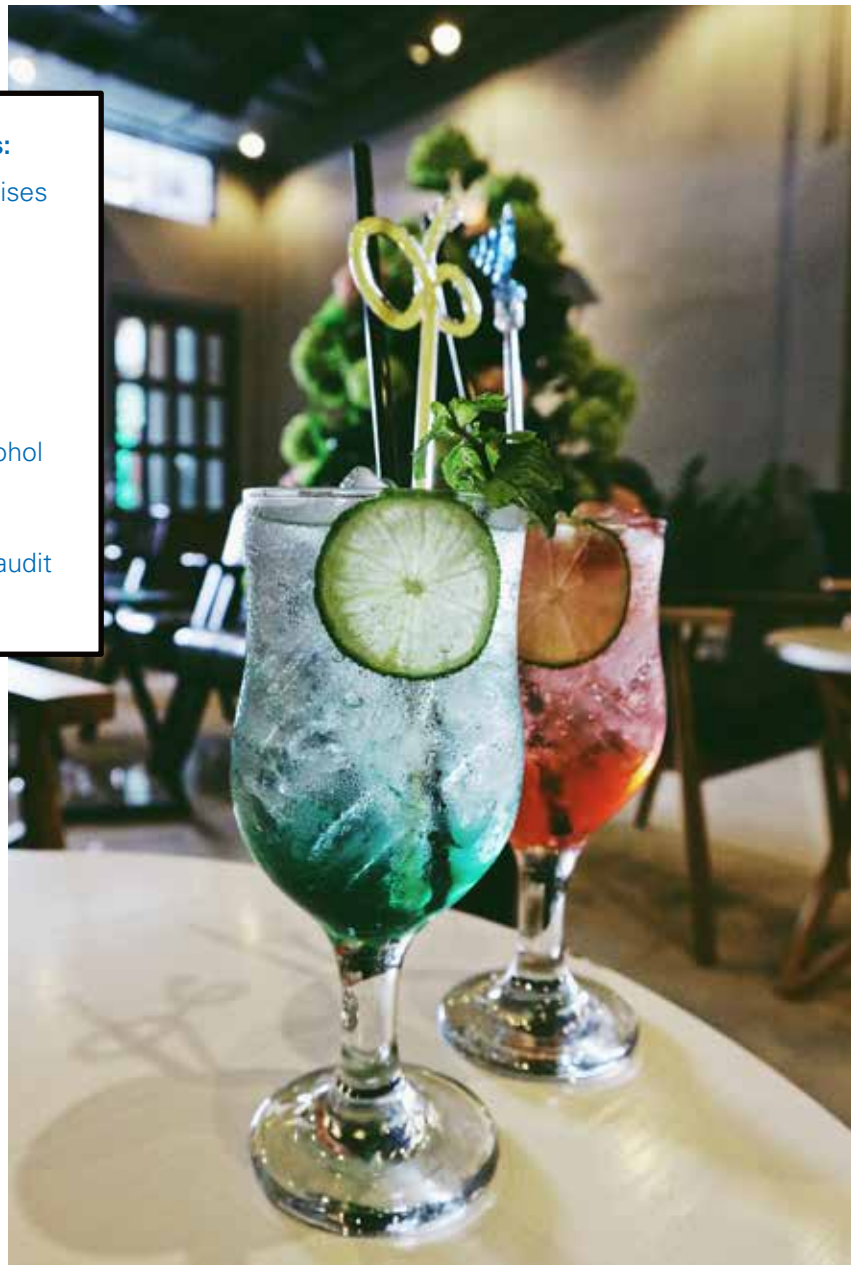
- ensure all staff understand our liquor licence conditions and red line plan
- display mandatory VCGLR signage
- use non-glass drinking containers to reduce intentional or accidental injuries where possible
- employ appropriate numbers of staff
- promote non-alcoholic beverages and snacks and provide free water
- refrain from pricing practices or promotions that encourage rapid or excessive consumption of alcohol, drunkenness or anti-social behaviour.

VCGLR Liquor Licensing Fact Sheets:

- Required signage for licensed premises
- Responsible liquor advertising and promotions
- Plans of licensed premises

Other resources

- Liquor Control Reform Act 1998
- VCGLR Responsible Service of Alcohol (RSA) obligations poster
- VCGLR Licensee Q&A
- VCGLR Start of Season self-check audit (for sporting clubs)



Packaged Liquor Outlets

Packaged Liquor Outlets increase the availability of alcohol through greater density, convenient locations and extended opening hours. Members of the Maroondah Liquor Accord will act responsibly in the service of alcohol while contributing to a safe community.

We will

- adhere to the VCGLR 'Packaged Liquor Code of Conduct'
- develop a 'House Rules' document for our venue and maintain and conduct regular checks
- decline the purchase of alcohol where there are reasonable grounds for considering that an adult is purchasing alcohol for a minor
- ensure that minors are only allowed in a packaged liquor or late night (packaged liquor) licensed premises if they are employed in duties other than the supply of liquor or if they are in the company of a parent or a responsible adult acting in the place of a parent
- ensure all staff have completed an approved RSA course and are up to date with refresher certificates
- keep accurate records of any incidents in an incident register and follow up where necessary
- ask all customers who look under the age of 25 for identification and refuse service if ID is not provided
- train all staff in conflict resolution, to assist with aggressive or intoxicated customers. This will include a procedure for refusal of service.

Adhere to agreed community standards as follows:

- Any customer who shows signs of intoxication will be refused service.
- Any customer wearing a school uniform will be refused service regardless of age/identification.
- Uphold these standards to promote the safe consumption of alcohol within our community and to avoid the appearance of impropriety.

Compulsory VCGLR signage

- Liquor Licence
- Do not attempt to buy liquor for under 18s
- Intoxicated? Drunk? Disorderly?
- Under 18? No Supply
- Free call 24-hour number for Directline (counselling, information and referral)

Other resources

- VCGLR Packaged Liquor Code of Conduct
- VCGLR Packages Liquor Licence House Rules
- Packaged liquor and late night (VCGLR Packaged Liquor Guidelines) licence - Self-paced guide

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.

To assist licensees and permittees who are members of liquor accords, these guidelines have been introduced to ensure that liquor accord bans are implemented 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.

Prior to implementing a liquor accord ban, the Maroondah Liquor Accord agrees that they will be mindful of the principles of natural justice (also known as procedural fairness).

The principles of natural justice ensure the process by which a decision is made is fair and reasonable. In order to maintain natural justice each person which the liquor accord will consider banning will be offered the right to request a review of the banning decision and the opportunity to present one's case.

When formulating the banning policy all parties to the Accord must ensure that the banning provisions regarding the banning:

- are non-discriminatory and are open and transparent
- include accurate record keeping processes and have clear and appropriate decision-making guidelines
- do not breach the Charter of Human Rights and Responsibilities 2006 and privacy legislation

- provide an opportunity for the (potentially) banned person to request a review of the ban
- include fair and reasonable banning periods
- include appropriate notification of a ban (eg a set of letters notifying the banned person of the ban, the process by which to request a review of the ban, the expiry of the ban and a warning letter (if applicable)).

Release of information for the purpose of enforcing the Accord ban

Information will only be disclosed as provided in Section 146D of the *Liquor Control Reform Act 1998* for the effective and efficient enforcement of the ban.

This information disclosed is subject to the following:

- The disclosure is for the purpose of enforcing a liquor accord ban.
- The licensee or permittee must undertake not to engage in any unauthorised distribution or public display of the information, and must ensure they comply with privacy obligations.
- All previous versions of banned lists must be discarded responsibly.



VCGLR liquor licensing fact sheet

- Barring Powers

For more information on the Maroondah Liquor Accord, please see Council's website at www.maroondah.vic.gov.au

