



## Victorian Commission for Gambling and Liquor Regulation

### Frequently Asked Questions

## Star rating and demerit points system

If five infringements for non-compliance incidents are given to a licensee in one night, are they immediately suspended for 24 hours?

**No – suspension is automatic but not immediate.** When a licensed venue reaches the threshold number of demerit points to trigger a suspension, the licensee will be notified by the VCGLR of the date the licence suspension will commence. This will be no less than 14 days after the date of the notice and no more than 60 days after the latest demerit point was recorded on the Demerit Points Register.

How will suspensions be communicated to licensees?

Licensees will be sent a notice from the VCGLR when they have reached the threshold for suspension.

How will suspensions be communicated to Victoria Police?

The VCGLR has a strong working relationship with Victoria Police and will notify them of the date from which a licence will be suspended.

Will any action be taken before a licensed venue reaches a suspension?

**The VCGLR will work with identified 'at risk' venues that are approaching the suspension threshold.** Strategies and improved management practices will be provided to assist the compliance and practice of the venue.

How long does a demerit point stay in place on the Register?

**Each demerit point will apply to the licence for a period of three years,** from the date on which the demerit point is recorded against the licence.

Do licensees incur higher renewal fees as a result of non-compliance incidents?

**Yes.** The risk-based fee structure that applies takes into account non-compliance incidents which have occurred in the past 12 months. This means licensees who record non-compliance incidents will be liable for the compliance history risk fee.

How does the risk-based fee structure contribute to minimising harm?

By promoting improved compliance and management practices that aim to ensure responsible service of alcohol across Victoria.

Will the two systems be applicable to BYO permittees?

**Yes.**

Does the star rating system affect all licensees?

The star rating system applies to all licensed premises except sexually explicit entertainment venues, which will not receive a star rating. This is because these venues are managed outside the risk-based fee structure.

If your star rating is reduced will you get an increase in fees?

If a non-compliance incident has occurred it will reduce your star rating. A compliance risk fee is payable when your licence is renewed. The compliance history risk fee payable depends on the number of non-compliance incidents incurred within the relevant period.

Will there be any signage of a venue's star rating?

**No.** There is no signage to advise patrons of a venue's star rating. The star rating of a venue is available through "Liquor Licences and Applications Online".

What will be the discount for venues with a four or five star rating?

**5 per cent** for venues that have a four star rating on 1 October.  
**10 per cent** for venues that have a five star rating on 1 October.

Can licensees contest the non-compliance incidents under both programs?

Licensees can contest infringement notices, or defend themselves against charges in court. However, once an infringement notice has been paid (in part or in full), or there has been a successful prosecution or the issue of an Enforcement Notice, a demerit point will be applied to the licence. If you are successful in defending your case, no demerit point will be incurred as the non-compliance incident was not proven.

If a venue achieves a five star rating will they continue to get a discount each year as long as they maintain the five stars?

**Yes.** They will continue to receive the annual discount of 10 per cent.

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