



Applying for approval of a liquor accord

This information sheet outlines what is required to obtain approval of accord documentation as per 146A on the Liquor Control Reform Act 1998

A liquor accord is a written document that sets out best practice principles and harm minimisation strategies developed and committed to by forum members and is approved by a Victoria Police Licensing Inspector and the VCGLR.

The accord document usually includes specific aims, actions, objectives and strategies to provide practical solutions to alcohol-related problems and gambling issues.

For further information and resources to develop your accord, visit vcglr.vic.gov.au.

What is required with your application?

To assist with the processing of your application, and avoid unnecessary delays, please include the following with your application to the VCGLR:

- a cover letter seeking approval (email if submitting electronically)
- a copy of the draft accord document
- a list of potential members (venues)
- a copy of any certificates that may be displayed in the licensed venues (if applicable)
- a signed copy of the licensing inspector's approval of the accord document (see insert)

Please keep copies of all documentation submitted, as originals will be kept by the VCGLR.

Where should you send your application?

Email your application to:
contact@vcglr.vic.gov.au

Alternatively, post your application to:

Victorian Commission for
Gambling and Liquor Regulation
Education Team
GPO Box 1988
Melbourne, VIC 3001

How long will the process take?

It may take up to four weeks to process from the time the VCGLR receives your application. You may be asked to provide further information, documentation, or make amendments to the draft. Please refer to the checklist on page two to ensure you have considered all the necessary components of a liquor accord.

Once approved, a confirmation email and letter will be sent to you with a copy of the approved accord.

Checklist - what to include in your liquor accord

Use this checklist as a guide on what to put in your accord document. The list of recommended topics provided are the sorts of principles and policies that you may choose to include. Templates for a liquor accord document and certificate are also available on the VCGLR website.

- Responsible service of alcohol (RSA) principles**

Employees must complete an approved RSA training program within one month of commencing employment, and must undertake an RSA refresher course every three years.
- Responsible advertising and promotions**

Display mandatory signage, do not run promotions banned by the VCGLR, or promotions which contradict responsible service and consumption of alcohol.

Abide by the VCGLR's Guidelines for responsible liquor advertising and promotions.
- Intoxication**

Refuse service of alcohol to any patron showing signs of intoxication.
- Crowd controllers (if applicable)**

Adhere to *Private Security Act 2004* and maintain a crowd controllers register. Only use registered crowd controllers who have a current licence.
- Minors**

Adhere to legislation regarding when a minor is permitted in a licensed venue.
- Administration**

Display liquor licence and required signage prominently. Ensure the red line plan is available for viewing on request.
- Acceptable forms of identification**

Be vigilant and have a policy for checking for acceptable forms of identification - refuse admission if acceptable identification is not produced.
- Management of events**

Advise Victoria Police in advance of any events likely to increase patronage.
- Staff training**

Policies on induction, ongoing training, emergency evacuation and regular fire drill practices are encouraged. Ensure staff understand liquor licence conditions.
- Amenity of venue**

Include policies around minimising noise and litter, ensuring queues are orderly and not blocking footpaths. Be considerate of neighbours.
- Closed circuit television (CCTV) policy (If applicable)**

Ensure CCTV equipment is serviced regularly and staff know how to access footage if requested.
- Gambling**

If applicable, policies and procedures that relate to responsible service of gambling.
- Contacts list**

Include contact details for local police and the VCGLR. List all potential accord members on a separate page and their contact details.
- Packaged liquor information**

Adhere to the VCGLR 'Packaged Liquor Code of Conduct', develop a 'house rules' document, ensure if alcohol is suspected of being purchased for a minor (third party), the sale is declined.
- Communication**

Policy for notifying other venues of problematic patrons.
- New Year's Eve initiatives**

Licensees will restrict the sale of alcohol to non-glass products where possible to reduce glass injuries. Employ extra crowd controllers and have a first aid officer on shift throughout New Year's Eve.
- School leavers initiatives (if applicable)**

During School Leaver's period (around November) increase vigilance in checking identification to identify underage patrons.
- VCGLR accord banning guidelines (compulsory insert)**

To ban patrons through your liquor accord, you must include page four of this document in your draft document.

Your forum does not have to implement a banned patron's policy however if you do want to ban patrons through the accord, a separate banning policy should be produced and agreed to by forum members.

This policy does not form part of the formal approval by the VCGLR. The banning policy does not need to be submitted for approval with your accord document.

Should you have any further queries about drafting your liquor accord, please email contact@vcglr.vic.gov.au or contact the VCGLR on 1300 182 457.

Victoria Police Approval of Liquor Accord

Legislation

‘Liquor Accord’ as defined in s146A of the *Liquor Control Reform Act 1998* (the Act), means a code of practice or an agreement-

- (a) that affects the supply of liquor, the opening and closing of premises or other aspects of the management of or conduct of business on licenced premises; and
- (b) that is entered into in writing between two or more licensees or permittees (or both), with the approval of the Chief Commissioner and the Commission, for the purpose of minimising harm arising from the misuse and abuse of alcohol

The Chief Commissioner has delegated to all licensing inspectors appointed under s172 of the Act authority to approve a liquor accord.

Approval

I,	
Licensing Inspector of	
have read and approve the draft	Accord

Name of Licensing Inspector	Signature of Licensing Inspector								
-----	-----								
-----	Date								
	<table style="display: inline-table; border: none;"> <tr> <td style="border: 1px solid #ccc; width: 20px; text-align: center;">D</td> <td style="border: 1px solid #ccc; width: 20px; text-align: center;">D</td> <td style="border: 1px solid #ccc; width: 20px; text-align: center;">M</td> <td style="border: 1px solid #ccc; width: 20px; text-align: center;">M</td> <td style="border: 1px solid #ccc; width: 20px; text-align: center;">Y</td> <td style="border: 1px solid #ccc; width: 20px; text-align: center;">Y</td> <td style="border: 1px solid #ccc; width: 20px; text-align: center;">Y</td> <td style="border: 1px solid #ccc; width: 20px; text-align: center;">Y</td> </tr> </table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		

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 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 and
 - include appropriate notification of a ban (i.e. 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.

This publication avoids the use of legal language. Information about the law may have been summarised or expressed in general statements. This information should not be relied upon as a substitute for professional legal advice or reference to the actual legislation. Authorised by the Victorian Government.