

ACCORD BASED MANAGEMENT PLAN / CODE OF PRACTICE

VENUES – Premises where Licence authorises the sale or supply of liquor for consumption on the Licensed premises (excludes packaged Liquor Licence)

A. Management – Staff Training / Induction

Venue to maintain an Operations Manual which manual is to include:-

1. Copy of the venue Liquor Licence.
2. Current floor plan separately identifying:-
 - 2.1 Venue's restricted areas;
 - 2.2 Venue's authorised areas;
 - 2.3 Gaming areas (if any);
 - 2.4 Smoking prohibition areas;
 - 2.5 Emergency evacuation routes;
 - 2.6 Emergency assembly areas.
3. Any Place of Public Entertainment (P.O.P.E) authority (if any) together with any plans referable to that P.O.P.E authority.
4. Every staff member following induction to sign a register acknowledging that they are familiar with the terms of the Operations Manual.
5. Each staff member be issued with:-
 - 5.1 OLGR signs of intoxication guidelines for licensed premises;
 - 5.2 OLGR unacceptable behaviour guidelines for licensed premises;
 - 5.3 Standard drink guide;
 - 5.4 Underage drinking penalty table;
 - 5.5 List of common offences and penalties.Such documents to be comprised in and form part of an induction kit supplied to each staff member.

B. Responsible Service of Alcohol

1. The statutory posters required to secure compliance with Licence conditions / Licensing practice be displayed. Such additional posters, particularly the "No Excuse" posters should be used where it will raise awareness of liquor offences or assist security and management in operational aspects of the venue. Use of posters such as the "No Excuse" posters anticipates continued Police support.
Notes: Licensees have found this type of poster to be beneficial provided there is support for the message conveyed in the poster.
- 2A. Free water stations be available throughout the venue and be clearly notified. Water stations to either provide for self service or pre-packaged water in small containers only. Access to be independent of bar service queues.
Notes: Patrons have identified frustration with needing to queue for water, Licensees have identified issued with providing jugs of water. Stand alone water stations such as those used in business premises may be appropriate.

OR
- 2B. Where the venues has an On-Premises Licence only, the venue to provide convenient and effective access to drinking water at no cost to patron.
3. Drink stockpiling is to be prevented. Stockpiling shall mean that any one patron has more than two unconsumed drinks at any time. Licensees shall provide adequate supervision to prevent stockpiling.
4. No ready to drink products (RTD) with an alcohol content exceeding 6% be available for sale on Licensed premises. (*This restriction is not to apply until a direction pursuant to Section 101 of the Liquor Act 2007 is issued by the Director*).
Notes: It is proposed that the Accord minimise the opportunity for rapid intoxication by not serving high alcohol RTD (6% at 275 ml equates to approximately 1.65 standard drinks, however, the easy to drink nature encourages rapid consumption)
5. All venues impose restrictions on the sale of alcohol after 11.00 p.m., or such earlier time as may be determined by the venue having regard to:-
 - Patron numbers;
 - Patron mix.
 - Restricted supply means a refusal to supply:-
 - Shots;
 - Double drinks;
 - Mixed drinks (including cocktails) with more than 30 ml of spirits / liquor.**Notes:** Standard trading hour venues are encouraged to have restricted sales policies in place which can be introduced promptly subject to any prevailing situation at the venue.

6. Venue limit the number of drinks served to an individual patron after 11.00 p.m. (or such earlier time as nominated by the venue) but with no more than four drinks to be served to an individual patron after midnight. Venue may nominate a lower number of maximum drinks.
Notes: Where, for example, a couple of families arrive at the Hotel or there is a restaurant facility at the Hotel it is quite possible that a single round could include a bottle of wine, mixed drinks and beers. It is intended that the volume restriction should apply as venues become more crowded or the clientele comprises mostly young persons in groups.
7. Where a venue proposes to trade past 12.00 midnight the venue is to engage an RSA Marshall from no later than 11.00 p.m. dedicated to RSA supervision.
8. Sale and supply of alcohol cease not less than 15 minutes prior to closing time (if circumstances warrant then sale and supply is to cease for such longer period as the venue may determine).

C. Neighbourhood Amenity / Patron Safety

A. Patron Safety

1. Each venue introduce and have a disclosed a policy on when the venue will cease serving drinks in glass containers. Transition from glass to plastic containers to be based upon:-
 - 1.1 Number of patrons;
 - 1.2 Patron mix;
 With the intention that only plastic containers will be available in any situation where there is a high number of patrons in attendance or where the character of the patrons warrant general precautions being taken.
2. That all alcohol served after 11.45 p.m. (or such earlier time as nominated by a venue) independently of patron numbers or patron mix be served in:-
 - 2.1 Plastic containers; or
 - 2.2 Manufacturers containers.
3. If the venue proposes to continue trading after midnight the venue is to designate an RSA Officer or staff member whose responsibility it is to collect all glass containers within the venue by 12 midnight.

B. Neighbourhood Amenity

1. Each venue adopt a positive approach to its neighbourhood by respecting, and encouraging patrons, to respect the quiet and good order of the neighbourhood.
2. Each venue provide to immediate neighbours of the Licensed premises a designated mobile phone number / accessible phone number to enable the immediate neighbours to contact Licensees / Managers concerning any neighbourhood complaint or disturbance occurring after 10.00 p.m.
3. Each venue through a combination of signage, security personnel, venue personnel and recorded message:-
 - 3.1 Promote the use of any courtesy bus service or managed taxi rank available (if any);
 - 3.2 Reinforce the obligation not to drink and drive;
 - 3.3 Appraise patrons of the presence / possible presence of security and / or Police.
4. Each venue provide the Accord, and each other venue's Licensee / Manager a mobile phone or contact number for the venue. Such mobile phone contact number to be used to share:-
 - 4.1 Patron information;
 - 4.2 Banned patron action