

Sydney Central – George Street South Precinct Liquor Accord

Background

Hassle Free Nights is a comprehensive plan to reduce alcohol-related violence and foster safer, more vibrant entertainment districts. It focuses on locally tailored solutions and a cooperative approach between NSW Police, Government agencies, councils, licensed premises, late-trading businesses and communities. Among other things, *Hassle Free Nights* provides increased late night transport options across targeted entertainment districts, new laws to reduce street drinking, powers to regulate trading hours, and the establishment of **Precinct Liquor Accords** (PLAs) in Sydney Central, Manly, Parramatta, Wollongong and Newcastle/Hamilton.

Boundary and participants

On the 6 September 2010 the Director-General of Communities NSW approved the boundary for the Sydney Central Precinct Liquor Accord (PLA). Participants in the Sydney Central – George Street South PLA include 32 mandatory late trading licensed venues and a range of voluntary participants.

Mandatory participants	Voluntary participants
At Bangkok BBQ City Restaurant Bar Century Charlie Chan's Bar and Bottle Shop Cheers Bar and Grill Chilli & Spicy Restaurant City of Sydney RSL and Community Club Civic Hotel Green Box Plus K Square Karaoke Live Karaoke Restaurant Maloney's Hotel Milliore Restaurant Minsokchon Mr B's Hotel Paddy Maguires Pub Pavillion Tavern Scruffy Murphy's Seoul Ria Restaurant Shark Hotel Sir John Young Hotel Star Bar & Grill Sydney Karaoke Sydney Town Hall (two licences) The 3 Wise Money's Pub The Albion Place Hotel The Haymarket Hotel The Metro Theatre Tobang Chicken Korean Restaurant V Bar Sydney World Square Pub	Australian Hotels Association (NSW) City Central Liquor Accord City of Sydney Community representative NSW Police – City Central Local Area Command NSW Police – Alcohol Licensing Enforcement Command Restaurant and Catering NSW/ACT

Measures

A Precinct Liquor Accord is a set of measures, approved by the Director-General, Communities NSW, that aim to do either or both of the following:

- To minimise or prevent alcohol-related violence or anti-social behaviour, or other alcohol-related harm, in the precinct to which the relevant liquor accord applies
- To protect and support the good order or amenity of any such precinct in connection with issues arising from the presence of, or any proposed increase in the number of, licensed premises in the precinct

The Sydney Central – George Street South Precinct Liquor Accord was developed by participants at meetings on 6 October and 10 November 2010, and approved by the Director-General, Communities NSW, on 25 February 2011. The final measures were based on extensive PLA participant, industry and stakeholder feedback.

Precinct Ambassadors			
<p>Precinct Ambassadors act as precinct concierge and provide information and offer assistance to visitors to the George Street South area.</p> <p>The Precinct Ambassadors will be trialled for twelve weeks on Friday and Saturday nights commencing 25 February 2011. The Precinct Ambassadors will work within the PLA boundary between Park and Hay Streets and in parts of Liverpool and Goulburn Streets between the hours of 9.30pm and 2.30am.</p> <p>Precinct ambassadors will distribute information including late night transport options wallet cards.</p>			
Deliverables		Responsible	PLA Cost Contribution
1.	Employ four precinct ambassadors to improve patron knowledge by informing people of the location of venues, toilets and amenities, public transport, taxis, and Alcohol Free Zones.	City of Sydney	Maximum cost is \$22,400 with 50% met from Government. Cost for mandatory participants is \$11,200.
2.	Support Precinct Ambassadors	Venues	Equal distribution between mandatory participants. Approximate cost is \$350 per venue.
<p>Licence condition</p> <p>Not applicable.</p>			

Late night transport options wallet cards			
<p>The wallet card will contain information about late night transport options (including Nightride buses, trains and taxis).</p> <p>The wallet card will have <i>Hassle Free Nights</i> branding and include key messages about individual responsibilities under liquor legislation.</p>			
Deliverables		Responsible	PLA Cost Contribution
1.	Produce artwork	Communities NSW	Maximum cost is \$8,000 with 50% met from Government. Cost for mandatory participants is \$4,000.
2.	Arrange printing and distribution of 100,000 copies	Communities NSW	
3.	Display wallet cards in high visibility areas	Venues	Equal distribution between mandatory participants. Approximate cost is \$125 per venue.
4.	Distribute wallet cards to patrons	Venues and Precinct Ambassadors	
<p>Licence condition</p> <p>The licensee must:</p> <ol style="list-style-type: none"> 1. promote late-night transport options within the premises, and 2. ensure that bar, wait and security staff are aware of, and can provide information on, late night transport options. 			

Precinct Dispersal Plan			
<p>The Precinct Dispersal Plan (PDP) is an integrated policing, transport, security and cleansing plan to improve the transition between the night-time economy and the day-time economy in the precinct.</p>			
Deliverables		Responsible	PLA Cost Contribution
1.	Facilitate meeting between stakeholders to discuss and develop the PDP	City of Sydney	Mandatory participants to meet in-kind costs
2.	Participate in the development of the PDP and implement initiatives as appropriate	Venues	
<p>Licence condition</p> <p>Not applicable.</p>			

Shared communication network protocol			
<p>A shared communication network protocol will formalise the process for sharing information on problematic patrons and will enable a precinct approach to the refusal of entry to troublesome patrons.</p> <p>Having a consistent refusal from all venues in the area will discourage these patrons from staying in the area and will discourage them from pre-fuelling before coming to the area in future.</p>			
Deliverables		Responsible	PLA Cost Contribution
1.	Provide contact details for communication protocol	Venues	Mandatory participants to meet in-kind costs.
2.	Draft protocol	Communities NSW and local liquor accord executive	
3.	Implement the protocol once developed	Venues	
<p>Licence condition</p> <p>The licensee must implement and adhere to the terms of the shared communication network protocol.</p>			

'No Excuse' postcards

The 'No Excuse' postcard notifies patrons of their responsibilities under non-voluntary exclusion provisions of the *Liquor Act 2007* by advising of:

- the circumstances in which they may be refused entry into a licensed premises
- the circumstances in which they may be asked to leave a licensed premises, and
- the criminal consequences of not undertaking the associated requirements.

Deliverables		Responsible	PLA Cost Contribution
1.	Print 'No Excuse' postcards and distribute to licensed venues	Communities NSW and City of Sydney	N/A
2.	Distribute the 'No Excuse' postcards to patrons through RSA Hosts or other appropriate staff	Venues	
3.	Make the 'No Excuse' postcards available to patrons during peak service times by promoting them in high visibility areas	Venues	

Licence condition

The licensee must:

1. promote the "No Excuse" patron responsibility campaign within the premises, and
2. ensure that staff are aware of, and can advise patrons of, the requirements of section 77 of the *Liquor Act 2007*.

Multilingual 'No Excuse' signage			
<p>The 'No Excuse' signage notifies patrons of their responsibilities under non-voluntary exclusion provisions of the <i>Liquor Act 2007</i> by advising of:</p> <ul style="list-style-type: none"> - the circumstances in which they may be refused entry into a licensed premises - the circumstances in which they may be asked to leave a licensed premises, and - the criminal consequences of not undertaking the associated requirements. <p>To address patron behaviour and improve patron knowledge of liquor laws for non-English speaking patrons, the 'No Excuse' poster will be translated into the key languages in the precinct: Thai, Chinese and Korean.</p>			
Deliverables	Responsible	PLA Cost Contribution	
1.	Arrange translation and printing of multilingual posters, and distribute to licensed venues	Communities NSW	Maximum cost is \$3,000 with 50% met by Government. Cost for mandatory participants is \$1,500. Equal distribution between mandatory participants. Approximate cost is \$47 per venue.
2.	Display multilingual 'No Excuse' posters in prominent positions or on in-venue screens	Venues	
<p>Licence condition</p> <p>The licensee must:</p> <ol style="list-style-type: none"> 1. promote the "No Excuse" patron responsibility campaign, and 2. ensure that staff are aware of, and can advise patrons of, the requirements of section 77 of the <i>Liquor Act 2007</i>. 			

RSA on the Frontline workshops			
<p>Restaurant, bar and security staff are expected to attend <i>RSA on the Frontline</i> workshops to learn practical tips, strategies and useful security practices. NSW Police (City Central Local Area Command) will be invited to commit officers to assist with the workshops.</p>			
Deliverables	Responsible	PLA Cost Contribution	
1.	Develop appropriate workshop content, including restaurant and small bar focus	Communities NSW	Mandatory participants to meet in-kind costs
2.	Schedule multiple workshops to allow for maximum participation	Communities NSW	
3.	Send as many staff as possible to the workshops	Venues	
4.	Monitor the number of attendees from each venue	Communities NSW	
<p>Licence condition</p> <p>The licensee must ensure that at least one manager/supervisor and one staff member required to hold an RSA certificate attend an <i>RSA on the Frontline</i> workshop delivered by Communities NSW.</p> <p><i>This condition only applies if the Licensee has received two weeks prior written notification of the date, time and location of the workshop.</i></p>			

Precinct Safety Assessment (additional measure imposed by the Director-General)			
The Precinct Safety Assessment will be a separate component of existing safety plans. The Assessment must articulate the responsibilities of the venue and actions being undertaken to contribute to the development of a safe and vibrant entertainment precinct.			
Deliverables		Responsible	PLA Cost Contribution
1.	Undertake a Precinct Safety Assessment by 31 March 2011	Venues	Mandatory participants to meet in-kind costs
2.	The Precinct Safety Assessment must consider, but not be limited to: <ul style="list-style-type: none"> • safe design principles • issues relating to patron capacity • management of the entry and dispersal of patrons (including problem patrons), with particular focus on queuing and late arrivals after 2:00am. 	Venues	
3.	Strategies in the assessment to be implemented by 7 April 2011	Venues	
4.	All staff to be informed of the Precinct Safety Assessment and the strategies the venue is initiating to promote a safe and vibrant entertainment precinct	Venues	
5.	A copy of the assessment entitled 'Precinct Safety Assessment' to be kept in the venue's RSA Register	Venues	
6.	Precinct Safety Assessment to be made available to local police and/or OLGR inspectors	Venues	
7.	The Precinct Safety Assessment's effectiveness is to be reviewed after three (3) months and again at intervals of six (6) months	Venues	
Licence condition			
<ol style="list-style-type: none"> 1. The Licensee must prepare a Precinct Safety Assessment for the licensed premises by 31 March 2011. 2. The Precinct Safety Assessment must be systems based and adopt a continuing risk reduction approach to address: <ol style="list-style-type: none"> a. safe design principles b. issues relating to patron capacity, and c. management of the entry and dispersal of patrons (including problem patrons), with particular focus on queuing and late arrivals after 2am. 3. A copy of the current Precinct Safety Assessment must be maintained at the licensed premises and made available for immediate inspection by members of the NSW Police Force or inspectors from the Office of Liquor, Gaming and Racing. 			

Maintain Incident Register from 8pm – Karaoke Bars only (additional measure imposed by Director-General)

Maintaining an incident register from 8pm each night of trade will promote better recording of incidents/harms, promote responsibility by licensees and provide a more effective management and enforcement mechanism.

Deliverables		Responsible	PLA Cost Contribution
1.	Record incidents in standard register and record any incident referred to in Section 56 of the <i>Liquor Act 2007</i> and any action taken in response to any such incident	Venues	Mandatory participants to meet in-kind costs
2.	Register to be made available to local police and/or OLGR inspectors	Venues	

Licence condition

The licensee must maintain a register, in the form approved by the Authority, in which the licensee is to record the details of any incident referred to in section 56 of the *Liquor Act 2007* (or the regulations made under that section) that occurs between 8pm and closure and any action taken in response to any such incident.

This condition applies to the following premises within the George Street South Precinct Liquor Accord: Green Box Plus; K Square Karaoke; Live Karaoke; and, Sydney Karaoke.

Supplementary measures to support the Sydney Central – George Street South PLA

Crime Scene Preservation Procedures			
Venues are to follow a formal set of procedures for crime scene preservation in the case of a violent incident on their premises. The procedures are articulated in the 'Crime Scene Preservation Guidelines' (NSW Police, July 2010).			
Deliverables		Responsible	PLA Cost Contribution
1.	Crime Scene Preservation Guidelines followed as required	Venue	Mandatory participants to meet in-kind costs
2.	All venue staff to be made aware of the procedures outlined in the Guidelines	Venue	
3.	Guidelines are reinforced as part of <i>RSA on the Frontline</i> training	Communities NSW	

Precinct Charter			
The Precinct Charter will focus on the key areas seen as important by precinct stakeholders. It will outline the rights and responsibilities for both customers and businesses.			
Deliverables		Responsible	PLA Cost Contribution
1.	Draft the terms and principles of the Precinct Charter by 31 March 2011	Communities NSW in consultation with stakeholders	Mandatory participants to meet in-kind costs
2.	Seek feedback from mandatory and voluntary participants in the PLA to ensure it is tailored to local needs	Communities NSW	
3.	Support the Precinct Charter and ensure all staff are aware of it	Venue	
3.	Display a copy of the Precinct Charter in a prominent position in the venue	Venue	
4.	Communities NSW will recognise venues for supporting the Charter	Communities NSW	

Police campaign re: 'No Excuse'			
'No Excuse' campaign aims to improve patron behaviour and create greater public awareness of liquor laws (with a focus on non-voluntary exclusion).			
Deliverables		Responsible	PLA Cost Contribution
1.	NSW Police has disseminated information internally and developed external media campaign re: 'No Excuse'.	NSW Police	N/A

Note: Supplementary measures form part of the PLA agreement but are not licence conditions. The support of all members is sought to help enhance the safety and amenity for the precinct and to reduce the risk of harm.



George Street Precinct